

餐饮业英语

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第一章 客房预订 Reservation

电话订房

宾馆的业人员代表着整个宾馆的对外形象。在为同外国客人服务时，应注意语言的正式、礼貌、委婉，尽量使用简练明确的句子，“Would you like to...”（您需要…）“How about...?”（……怎么样？）等句子有利于双方的沟通。无论是电话联系还是当面交谈，一般首先应问候对方：Good morning/ afternoon/evening. (早上/下午/晚上好。)，然后再问 May I help you? /What can I do for you? / Is there anything can do for you? (我能为您效劳吗？)

A: Hilton Hotel. May I help you?

希尔顿宾馆。可以为您服务吗？

B: I'd like to make a reservation. Do you have a twin-bed room tonight?

我要订房。今天晚上有双人房（两张单人床）吗？

A: Yes.

有。

Sorry, we are fully booked.

抱歉，客满了。

B: How much is it per night?

一晚费用多少？

Thank you anyway.

那不用了，谢谢。

A: Eighty dollars a night.

一晚 80 美金。

B: OK. I'll take it.

好，我订了。

A: May I have your name?

请问你的大名是？

B: My name is Chen Yun.

我叫陈云。

精华例句

From which date and for how many nights?

要订哪天的？

I'm sorry, but all the rooms are occupied for next week.

很抱歉，下星期所有的客房都满了。

What kind of room do you prefer?

你喜欢什么样的房间？

A single room is sixty dollars per night, a 10% tax and a 10% service charge extra.

单人间每晚 60 美元，另外还要加算 10%的税金和 10%的服务费。

重要单词

reservation	single room	twin-bed room	double-bed room
预约	单人房	双人房（两张单人床）	双人房（一张双人床）
triple-bed room	suites	deluxe suites	
三人房	套房	豪华套房	

推荐房间

A: What kind of room would you prefer?

您喜欢什么样的房间？

B: I was in a twin room for single use last time. The same type will be fine.

我上次一个人住有两张单人床的双人间，那种房间不错。

A: I'm very sorry, sir. I'm afraid no twin rooms are available on that day. Would you mind a smaller single room at 50 dollars instead?

抱歉，那天恐怕没有空的单人床双人间。您介意改用较小的 50 美元的单人房吗？

B: Yes, that's all right.

好的，没关系。

精华例句

We don't have any room available for this week. Would you mind a double room instead?

我们没有单人房间了。如果是双人房您介意吗？

Do you mind sharing a room with other people?

您介意跟别人同住一个房间吗？

We have a twin at HK \$1000 and at HK \$1500. Which one do you prefer?

我们有港币 1000 元和 1500 元的两张单人床房间，您喜欢哪一间？

询问偏好

A: What kind of room would you prefer?

您喜欢哪一种房间？

B: I'd like a quiet room with a sea view, please.

我要一间看得见海上风景的客房。

A: I see, sir. We will do our best and look forward to serving you.

我知道了，先生。我们会尽力安排，盼望为您效劳。

B: Thank you very much.

非常感谢。

重要单词

adjoining rooms	block booking	harbour view	mountain view
邻接房间	大批订房	海港景	山景

精华例句

We are a family of four. I'd like connecting rooms if possible.

我们一家四口人，可能的话我喜欢以门相隔的房间。

One for myself, my wife and my son.

一间供我和我太太、儿子住的房间。

I'd like a room with a garden view.

我要一间看得见花园的房间。

确认预定

A: At what time will you arrive?

你预计什么时候会抵达？

B: Around 2:00 p.m.

大约下午 2 点吧。

A: I would like to confirm your reservation. A double room for Mr. and Mrs. Coy at one hundred US dollars per night from July 7 to July 9. Is that correct?

让我确认阁下的预订。科伊夫妇预订一间双人房，由 7 月 7 日至 7 月 9 日，每晚费用为 100 美元，对吗？

B: Exactly.

没错。

用简单的句子

酒店的客人来自不同的国家，并非人人均通晓英语，故应以最简单的语句与客人沟通，避免冗长艰深的字句。发音要清楚，务求令客人明白。

更改预订

A: What can I do for you?

能为您效劳吗？

B: Yes, my name is Tom. I have reserved a single room from April 13 to 15. Now I just need the reservation to April 14.

我的名字是汤姆。我预订了从 4 月 12 日至 15 日的一间单人房。现在我只需预订到 14 日。

A: For 3 nights from April 12 to 14.

从 4 月 12 日至 14 日三个晚上。

B: That's right.

对。

A: Do you want any other change in your reservation?

您还需要其他变更吗？

B: No, thanks.

没有了，谢谢。

切勿轻言 “I don't know.”

当客人求助于你的时候，不要说 “I don't know.” 因为你的责任是替客人解决问题，可委婉地说：

One moment, please. I'll check that for you.

Just a moment, please. I'll find it out.

然后请教上司或同事。

取消预订

A: I'd like to cancel a reservation.

我要取消一项预订。

B: In whose name was the reservation made?

那是以谁的名字预订的？

A: Henry Fielding.

亨利·斐尔丁。

B: Could you tell me how to spell it, please?

能告诉我如何拼写吗？

A: F, I, E, L, D, I, N, G.

是 F, I, E, L, D, I, N, G。

B: What is the date of the reservation?

预订日期是什么时间？

A: From March 20 to 24 for 5 night.

从三月二十日至二十四日五晚。

B: Thank you, sir. I'll cancel the reservation. My name is John and we look forward to another chance to serve you.

谢谢您，先生。我将会取消您的预订。我叫约翰，期待另有机会为您服务。

日期的写法：

美国英语里日期的顺序为月/日/年，如：12/1/1999 表示 December 1, 1999。而这一写法在英式英语里则表示 12th January, 1999。为了避免误解，月份宜采用英文而不要用数字表示。

第二章 接待客人

Reception

迎客

在招呼国外客人时，对于男士无论婚否均可称 Sir，或在姓氏前加上 Mr。如果对方是年轻未婚女士一般称 Miss，已婚者则在姓氏前加上 Ms。如果不清楚对方的情况，则可以一律称为 madam。

D: Good morning, sir. Welcome to the hotel. Let me help you with your baggage.

早上好，先生。欢迎光临，让我来帮您提行李。

G: Thank you. We have 3 suitcases in the taxi

谢谢。出租车上 有 3 个箱子。

D: Is this everything?

就这些吗？

G: Yes, that's all.

是的，就这些。

D: This way to the reception counter, after you, please.

请由这边往接待处，您先请。

精华例句

Could you follow me, sir?

请您跟我来，好吗？

How many baggages do you have?

您有几件行李呢？

Welcome to our hotel how many people. Please?

欢迎光临本店，请问你们一共多少人？

Would you like a bellman help you with your baggage?

你们需要行李员来帮忙吗？

重要单词：

suitcase 行李箱

trunk 车尾箱

doorman 门童

porter 行李员

taxi 出租汽车

check in 登记住宿

claim tag 行李提取票

entrance 入口

办理登记手续

有预约——

C: Good morning, sir. May I help you?

早上好，先生。我能为您效劳吗？

G: Good morning, my name is Jack. Brown, I have reserved a single room a week before.

早上好，我的名字是杰克·布朗，一星期前我预订了一间单人房。

C: Just a minute, please. I'll check it for you. (After a while.) Yes, there is your reservation. Mr. Brown, would you please fill in the form?

请稍等，我为您查找一下，（过一会）没错，有您的预订，布朗先生，请填写这份表格好吗？

G: Sure.

当然。

G: (After finishing the form.) Here you are.

（填完表格后）给您。

C: Thank you. And here is your key card. Your room number is 123. If you are ready, I'll call the bellboy to take you to your room.

谢谢您，这是您的钥匙卡，您的房间号码是 123。如果您准备好了的话，我叫服务生过来带您去您的房间。

G: All right.

好的。

精华例句

I hope you enjoy your stay with us.

祝您住得愉快！

May I have a look at your passport?

我可以看一下您的护照吗？

Have you got a confirmation note?

您有确认单吗？

You'll have to register separately, please.

你们得分别填表。

重要单词

I. D. card	passport	bill	registration	advance deposit	check in
身份证	护照	账单	登记	预付订金	登记
bellboy	fill in				
服务生	填写				

无预约——

R: Good afternoon, is there anything I can do for you, sir?

下午好，能为您效劳吗，先生？

C: I want a double room tonight, can you help me?

我今晚想要一个双人房，您能帮我一下吗？

R: Have you made a reservation?

您有预订房间吗？

C: I'm afraid not.

没有。

R: Just a moment please. I have to check if there is a room available.... Oh, I'm sorry, sir. We have no cleanable room tonight. Are two single.

请稍等，我查一下是否有空房....，哦，很抱歉，先生。今晚我们没有双人房，两间单人房行吗？

C: All right.

好的。

情非得已，拒绝客人的要求时，说话应尽量婉转——

I'm afraid we don't have this kind of service.

恐怕我们没有这样的服务。

I'm terribly sorry, it is against the hotel's rules.

非常抱歉，这不符合酒店的规定。

I'm afraid that's not so.
恐怕情况不是这样的。

精华例句

If you need any help, please let me know.

如果您还有其他需要，请告诉我们。

Can you print your name in block capital?

您可以用大写字母写出您的名字吗？

The bellboy will show you to your room.

服务人员会带您到您的房间。

Here is your room key.

这是您的房间钥匙。

提送行李

A: May I help you with your luggage?

我可以为您提行李吗？

B: Yes, please.

劳驾。

A: How many pieces of luggage do you have?

您有几件行李？

B: Three.

三件。

A: May I have your room number?

请问您的房间号码是？

B: 2002.

2002 房。

精华例句

Go straight, please. Your room is the fifth on the left.

请往前走，您的房间在左手第五间。

You can get a brochure of our hotel from the Deception Desk.

您可以去接待处拿一份我们宾馆的手册。

If you need something else, please call the Customer Service Center. The extension is "9".

如果您还有其他需要，请打电话给客户服务中心。分机号是“9”。

Your door locks automatically, so please take your key with you when you go.

您的房门是自动锁，出门时请带上钥匙。

回答客人的道谢时，可以说——

You are welcome.

别客气。

Not at all.

没什么。

Glad to be of service.

乐意为您服务。

寄存行李

A: Can I deposit valuables here?

这儿可以存放贵重物品吗？

B: Yes, we provide safety deposit boxes.

可以，我们有保险箱。

A: Good. I'd like to use one.

很好，我要用一个。

B: OK. Please fill out this form. What's your room number?

OK。请填写这份表格。您住几号房间？

A: 1009.

1009.

B: May I know what you would like to put in the boxes?

你打算放什么进去？

A: Yes, some business instruments.

一些商业单据。

B: Here is the key. Please be careful. There is no spare.

给你钥匙。请小心保管。没有备用钥匙的。

避免使用俚语

俚语是很地方性的语言，未必人人明白，而且予人不庄重的感觉，应避免使用。例如不要说“OK”，“Yeah”等。此外，“鬼佬”一词很多外国人能听懂，千万不要随便说出口。

问讯处

电话询问——

C: Good morning, information desk. May I help you, sir?

早上好，问讯台，能为您效劳吗？

G: yes. May I speak to Mr. Brown?

是的，我能找布朗先生吗？

C: Of course Please tell me how to spell his last name.

当然，请告诉我如何写他的姓。

G: B.R.O.W.N

C: Thank you , sir hast a minter, please…… Mr. Brown is at Room 123.

谢谢您，先生。请稍候……布朗先生住 123 房间。

G: Would you transfer my call?

能帮我转接一下电话吗？

C: Of course, please hold the line.

当然可以，请别挂断。

听不明白对方说话时——

有时候因为语言表达的关系，客人的话可能会让人摸不着头脑。这时，应有礼貌地请对方再说一次，如：

I beg your pardon.

请再说一遍。

Pardon me?

请重复一遍。

I am sorry. I don't understand. Could you please repeat that?

对不起，我不明白。请重复一遍，好吗？

若不肯定对方的意思，可重复一次对方的话：

Do you mean...

若仍不明白，不要干着急或佯装听懂，应找人协助：

Just a moment, please. I'll get the manager.

自动取款机——

G: Excuse me, could you tell me where is the ATM?

对不起，您能告诉我自动取款机在哪吗？

C: 1.Yes. Please go straight along this way then turn left at the end. It is just beside the bar.

是的，请问这边照直走到底然后向左拐。它就在酒吧旁边。

2.Sorry, there is no ATM nearby.

对不起，附近没有自动取款。

电话——

A: Excuse me, Where is the telephone, please?

劳驾，请问电话在哪儿？

B: You mean the public telephone, sir?

您指的是公用电话吧？

A: Yes.

是的。

B: It's over there on the front counter.

服务员：在那边前台。

重要单词

information desk	transfer	exit	call back	elevator	map
问讯处	转移	出口	回电话	电梯	地图
message	mail				
留言	信件				

结账退房

A: Check out, please.

我要退房结账。

B: What's your room number?

请问房号是？

A: This is Li Ying, room 601. Send up a porter, please.

这里是 601 号房的李樱，请派一位服务员来帮我拿行李。

重要单词

room charge	dining charge	service charge
房费	餐费	服务费
laundry charge	total amount	value added tax

洗衣费

总计

附加税

A: How will you pay, by cash or by charge?

请问您要付现还是刷卡?

B: Charge, please.

刷卡, 谢谢。

I want to pay by traveler's checks.

我要用旅行支票付款。

A: Sure. Sign your name, please.

好的, 请签名。

A: Here is your bill. It comes to 95.5.

这是您的账单, 总共是 95.5 美金。

B: what is this charge for?

这项是什么账?

A: This is for room service and this is for a long distance call.

这是客房服务而这是一通长途电话。

B: I don't think I had room service that day, please check again.

我不记得那天有要求什么客房服务, 请再确认一下。

送客

D: Good afternoon, madam, may I help you with your bags?

下午好, 小姐, 我帮你提行李好吗?

G: Would you please call a taxi for me? I have already checked out.

能帮我叫部的士吗? 我已退了房。

D: Of course. Please wait a moment.

当然, 请稍候。

(过一会)

D: The taxi is waiting for you at the gate. Let me help you with your baggage.

的士在大门处等候您。让我来帮您提行李吧。

(安置好行李后, 打开车门。)

送别客人时, 若对方尚未退房, 可说:

Have a nice day.

Have a pleasant weekend.

Have an enjoyable evening.

相反地, 若客人离去时跟你说上述的话, 可回答:

You, too.

Same to you.

若客人已退房, 可说:

We hope you enjoyed staying with us.

Thank you for staying with us.

第三章 客房服务

Room Service

电话服务

电话占线——

G: Operator, I want to call Room 123. But it has been busy for 10 minutes.

接线员，我想打电话给 123 房间，但电话已占线 10 分钟了。

C: I'm sorry to hear that. It's the peak hour.

很抱歉听您这么说。现在正是高峰时刻。

G: What shall I do?

我怎么办呢？

C: 1. Shall I ask him to call you later?

晚上点，我请他打电话给您好吗？

2. Any message for him?

有口信给他吗？

G: That's a good idea. Thanks.

那主意不错，谢谢了。

重要单词

station-to-station call

叫号电话

local call

市内电话

person-to-person call

叫人电话

long distance call

长途电话

collect-call

对方付费电话

international direct dialing

国际直拨电话

付费电话——

付费电话有两种，一种是由打电话的人付费的，另一种则由接听电话的人付费，称为“collect call”。如果是 collect call, 可问一下客人是否愿意接听：I have a collect call from Mr. Brown, will you accept the charges?”

C: Mr. Smith, there is a collect call from U.S.A. Will you answer it?

史密斯先生，有一个来自美国的付费电话，您愿意接听吗？

G: Yes, of course.

当然愿意。

C: 1. Please hold the line.

请别挂断。

2. Sir, you're through now.

先生，给您接通了。

G: Please tell me the time and charges after the call.

请在通话完后告诉我通话时间和费用。

C: Yes, sir. I will.

好的，先生。我会的。

精华例句：

Somebody is asking for you on the phone.

有人来电话找您。

I'm sorry, he's not in right now.

对不起，他现在不在。

I'm sorry, nobody answers.

对不起，没人接电话。

Please speak a little louder.

请说大声点。

Sorry, the line is busy.

对不起，电话占线。

Please wait a moment, I'll check.

请稍等，我查一下。

重要单词：

paid call	overseas call	house phone	extension
自费电话	越洋电话	内线电话	分机
area code	dial	be cut off	be engaged
区号	拨号	切断	占线

叫餐服务

A: Hello, room service. Can I help you?

你好，客房服务部，能为您效劳吗？

B: This is Li Ying in room 601. Please send up some breakfast?

这里是 601 号房的李樱，请帮我送餐过来好吗？

A: Sure. May I have your order, please?

当然可以。请问您要吃什么？

B: Yes. I'd like to have breakfast with two eggs, some bread and a glass of milk.

是的，我想要 2 个鸡蛋，一些面包和一杯牛奶作早点。

A: All right. It will be up immediately.

好的。马上就送来。

重要单词

French bread	roll	crescent rolls	toast	butter	jam	rice
法国面包	可颂	牛角面包	烤面包	奶油	果酱	饭
cheese	ham	bacon`	sausage`	caviar	pie	cake
起司`	火腿	熏肉	香肠	鱼子酱	派	蛋糕

精华例句

May I repeat your order?

我重复一下您点的菜好吗？

Will there be anything else, sir?

先生，还要别的吗？

Your order will take about 20 minutes.

您要的菜要等大约二十分钟。

Coffee for how many persons, please?

要几人喝的咖啡？

送餐——

A: Good morning. This is room service. May I come in?

早上好，客房餐饮部，我可以进去吗？

B: Come in, please.

请进。

A: Here is your breakfast. Where shall I put it?

这是您的早餐，我该把它放在哪呢？

B: On the table, please.

请放在桌子上。

A: Would you please sign on the bill?

请在账单上签字好吗？

B: All right.

好的。

A: Thank you. Please enjoy your meal.

谢谢，请您享用食物吧。

重要单词

order taker	waiter	charge	breakfast	lunch
点菜服务员	侍者	费用	早餐	中餐
supper	food	drinks	wine	order
晚餐	食物	饮料	酒	订单

邮寄服务

A: Could you mail this letter for me?

可以帮我寄这封信吗？

B: Yes, that will be eighty cents.

可以，那需要八十美分。

Sorry, you'll have to go to a post office.

对不起，您必须去邮局寄。

精华例句

Do you want to send them by ordinary or express mail?

您要发普通的还是加急的？

Do you want to send them by air?

您要用航空寄吗？

I have to weigh each of them to make sure whether they are overweight.

我得把每封信都称一下，看有没有超重。

Will you have it registered?

您要寄挂号吗？

重要单词

air-mail	sea-mail	express	stamp
空运	海运	快递	邮票
post code	postbox	surface	package

邮编

邮筒

普通邮件

包裹

洗衣服务

洗衣服务有很多种，服务人员到客人房里收取衣服时，有必要询问一下具体情况。如果客人主动提出具体的洗衣要求时，应该认真听取客人的要求。如果洗坏了客人的衣服应向客人如实说明。

G: I'd like to have this washed, please.

请帮我洗一下这件衣服。

C: Of course, sir. Please fill out the form.

好的，先生，请您填写一份表格。

G: OK. When will it be sent to me?

好的，衣服什么时候送回我这儿来呢？

C: 1.About 6 p.m.

大约下午 6 点。

2. We will take your laundry a minute later.

我们一会儿就还你的衣物。

3.We collect the laundry in the morning and deliver it in the late afternoon or the early evening.

我们上午收，下午或者晚上早些时候送回。

精华例句

Just put it in the laundry bag provided in your room. Our housemaid will take care of it.

您把它放在您房间的洗衣袋里，我们的服务员会为您做的。

I'll send someone to pick up your laundry.

我马上派人去取您要洗的衣服。

We have different services here such as washing, dry-cleaning, ironing, dyeing and mending.

我们这儿有各种不同的服务，包括：洗衣，干洗，烫，染和缝补。

We charge 50% more for express service, but it takes only 4 hours.

快洗服务多收 50% 的费用，但是只需要四个小时。

衣服损坏时——

C: Sir. I bring you your laundry Please check it.

先生，我把您的衣服带来了。请检查一下。

G: (Examine) Look, there is a hole on it.

（检查）看，这上边有一个洞。

C: 1.I'm sorry. Sir I'll take it back and we will pay for the damage.

对不起，先生，我会将它带回去，并且我们会赔偿您的损失的。

2. You could choose one in our slopping center.

您可以在我们的购物中心挑选一件。

重要单词

suit	sweater	trousers	jacket	bleach
西装	毛衣	裤子	夹克	漂白剂
stain	tear	shrink	scorch	color fast
污点	破缝	缩水	烧焦	褪色

维修服务

国外客人在接受了服务员后都有付给一定小费的习惯。当客人拿出小费的时候，应该婉言拒绝。这时您可以说 I'm afraid I can't accept tips. But thank you anyway.

维修空调——

H: What's the matter, sir?

先生，出什么事了？

G: The air conditioner in my room doesn't work.

我房间里的空调坏了。

H: Let me have a look. Have you turned on the power?

让我看一看，您打开电源了吗？

G: No, I forget it.

没有，我忘了。

H: Now you could try it again.

现在您可以再试一下。

G: It can work now. Thank you.

它现在能工作了，谢谢你。

精华例句：

We'll send someone to repair it.

我们会派人去修的。

May I take a look at it?

我可以看一下吗？

We'll bring the replacement immediately.

我们将马上更换一个。

I'll take care of it personally.

我亲自去解决这件事。

This part needs to be changed.

这个零件需要更换。

修理电灯——

G: There is something wrong with my light.

我的灯坏了。

H: 1.I'm sorry. I'm afraid I have to change a new one for you.

很抱歉，我想我们需要为您更换一个新的。

2.It will take several minutes to check.

这需要几分钟检查。

G: Yes, it's working now. Thank you.

行了，它现在能用了，谢谢你。

H: That's all right. What else can I do for you?

不用谢，还有什么为您效劳的吗？

G: No, thank you.

没什么了，谢谢你。

重要单词

air conditioner

light

washing machine

TV set

radio