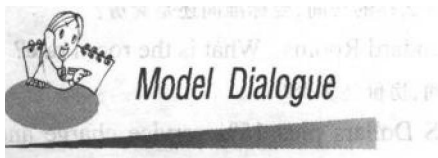




前厅部是酒店的窗口部门，在迎来送往的工作中直接与客人打交道，熟练的酒店英语口语是前厅部员工的必备条件，因为酒店服务有一定的规律性，因此服务英语并不难掌握。对于一个前厅部员工来说，最重要的是热情主动的服务态度和良好的酒店产品知识。还有一点不容忽视，那就是一定要能够听懂任何口音的英文，一般在前台用心工作一段时间后，听力和口语都会有大幅度的提高。通过本单元的学习，只要 6 天的时间，您的口语就会有一个明显的进步。

客房预订对酒店的营运至关重要，做好预订工作能够促进酒店生意，避免因沟通不畅而导致客人投诉，成功的关键就是重复主要内容。



Situation: A guest (G) is calling to make a reservation. Reservation Clerk Carol

(C) is answering the phone.

一个客人 (G) 打电话来做预订, 预订部文员 Carol (C) 接听电话。

C: Good morning. Reservations, Carol speaking. How may I help you?¹

C: 早上好, 预订部, 我是 Carol, 要帮忙吗?

G: Yes. Can I make a room reservation?

G: 我可以预订房间吗?

C: Yes. May I know how many rooms you need and when you need them?

C: 当然。请问您需要什么样的房间, 什么时候住?

G: Two rooms for 2 nights. We will arrive on May 6th and depart on May 8th.

G: 要两间房, 住两个晚上。从 5 月 6 日至 5 月 8 日。

C: What type of room would you like to have, Standard Room or Suite?

C: 请问您需要什么样的房间, 要标准间还是套房?

G: Just two Standard Rooms. What is the room rate?

G: 要两间标准间, 房价是多少?

C: It's 130 US Dollars plus 15% service charge and tax.²

C: 是 130 美金加 15% 服务费和税费。

G: Fine. Please book the rooms for me.

好的 请帮我预订吧。

G: May I know your name and which company you

C: are from?

请问您的姓名和公司名称。

C: Mr. Ken Johnson and myself Bill Blanchard are

G: from CTTS Corporation, in the United States.

Ken Johnson 先生和我, Bill

G: Blanchard, 我们从美国的

CTTS 公司来。

C: And your contact number³
please.

请问您的联系电话。

C: 1-923-6542200

G: 1-923-6542200.

C: 1-923-6542200. May I know your arrival time,
please?

C: 1-923-6542200. 请问您何时抵达?

G: I am not sure. Our flight will be CA 1201 on May
6th. I believe you can find out the arrival time.

G: 我不太确定, 我们的航班是 5 月 6 日 CA1201 我想你可
以查出抵达时间。

C: I see. Then do you need the airport pickup service?⁴
It is only 30 US Dollars.

G: 我明白, 那么你们是否需要接机服务, 费用是 30 美金。



G: How far is the airport?

G: 机场有多远?

C: It is about 40 km from the hotel.

C: 距酒店约 40 公里。

G: Good, please arrange that.

G: 好的, 请安排接机。

C: All right. Let me repeat your reservation. 2 Standard Rooms for 2 nights from May 6th to 8th for Mr. Ken Johnson and Mr. Bill Blanchard from CTTS Corporation. The room rate is 130++⁵ US Dollars. You reserved the airport pickup service, which is 30 US Dollars, for flight CA1201 on May 6th. Is that correct, Mr. Blanchard?

C: 好的。我来重复一下您的预订 CTTS 公司的 Ken Johnson 和 Bill Blanchard 先生预订 2 间标准间, 时间是 5 月 6 日至 8 日 房价是 130 美金 ++ 您预定了接机服务 价格是 30 美金 航班是 5 月 6 日 CA1201 对吗, Blanchard 先生?

G: Exactly. Thank you.

G: 对, 谢谢你。

C: Thank you for calling Paradise Hotel. We are looking forward to welcoming you to our hotel⁶.

C: 感谢您给天堂酒店打电话, 我们期待您的光临。

G: OK. Bye.

G: 好的, 再见。

C: Goodbye, Mr. Blanchard.

C: 再见, Blanchard 先生。



reservation [ˌrezə'veɪʃən] *n.* 预订

depart [di'pɑ:t] *v.* 离开

standard room ['stændəd ru:m]

n. 标准间

suite [swi:t] *n.* 套房

corporation [ˌkɔ:pə'reɪʃən] *n.* 公司

contact ['kɒntækt] *v.* 联络

flight [flaɪt] *n.* 航班



Notes

1 How may I help you? 我能为您做些什么? 是极客气的说法, 表示愿意帮助。

2 service charge and tax 服务费和税费。通常酒店产品或服务的价格后面需加收 10% 的服务费和 5% 的税费。

3 contact number 联络电话

4 airport pickup service 机场接送服务。酒店可以为客人提供如机场接送、市内观光、往返旅游景点等用车服务, 而机场接

送则是最常用的一种。

▶ 130++ ++ 读作“plus”。 plus 是加收 15% 服务费和税费的缩写。

▶ be looking forward to ... 期待某事，如果 to 后面连接动词，则要用动名词形式，如课文中所示。

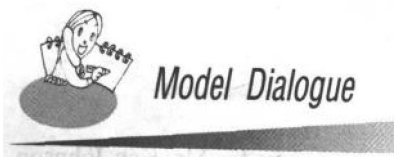


Sentences

- **May I know how many rooms you need and when you need them?**
请问您需要几间房，何时需要？
- **What type of room would you like to have?**
请问您需要哪种房间？
- **May I know your name and which company you are from?**
请问您的姓名和公司名称？
- **May I know your contact number, please?**
请问您的联络电话是什么？
- **Let me repeat your reservation.**
让我重复一下您的预订。
- **Thank you for calling ... hotel.**
感谢您打电话到……酒店。
- **We are looking forward to welcoming you to our hotel.**
我们期待着您光临本店。



前台是一个酒店的窗口，是为客人提供基础服务的部门，客人抵离酒店都要经过前台，前台服务的标准是礼貌热情、准确快捷



Situation: A guest (G) is approaching the Reception Desk to check in, and the Receptionist (R) is offering help.

一个客人 G 走近接待处办理入店手续 接待员 (R) 提供帮助。

R: Good morning, Sir. Welcome to Paradise Hotel.
How may I help you?

R: 先生早上好！欢迎光临天堂酒店，要帮忙吗？

G: Yes. I want to check in.

G: 是的，我要住店。

R: Do you have a reservation, Sir?

R: 先生，您有预订吗？

G: Yes. My name is Bill
Blanchard.

G: 有 我叫 Bill Blanchard。

R: One moment, please!
Let me check for you.

R: 请稍候，让我查一下。

G: OK.

G: OK

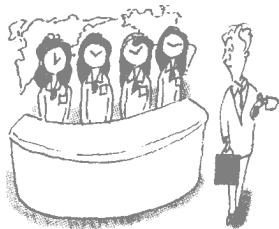
R: Yes. Three Standard Rooms for Mr. Ken Johnson,
Mr. Bill Blanchard and Mr Arthur Anderson from
CTTS Corporation from May 6th to 8th. The room
rate is 130++ US Dollars. Is that correct, Mr.
Blanchard?

R: 是的，有 3 间房，客人姓名是 Ken Johnson 先生，Bill
Blanchard 先生和 Arthur Anderson 先生 房价是 130 美金
加 15% 服务费和税费 对吗，Blanchard 先生？

G: Yes.

G: 对。

R: Would you please fill out this registration form, Mr



Blanchard?²

R: Blanchard 先生，请您填写这张登记表。

G: OK. But my colleagues won't be here until 4 p.m.³

G: 好的 但是另外两人要下午 4 点才到。

R: You can fill out the form for yourself first. They can do it upon their arrival⁴.

R: 您可以先填写您自己的，他们的表等入店时再说。

G: Fine.

(After having finished)

G: 好的。

(填好后)

G: Here you are.

G: 给你。

R: May I have your passport, Mr Blanchard?

R: Blanchard 先生，请出示您的护照。

G: Yeah. Here it is.

G: 好 在这儿。

R: Thank you. May I know how you are going to settle your account⁵, by individual or by group?⁶

R: 谢谢您，麻烦问一下你们怎样付帐，分别结还是一起结。

G: Separate.

G: 分开吧。

R: Then may I ask for a deposit of \$300?⁷

R: 那么请您预付 300 美元的押金。

G: Do you accept credit cards?

G: 信用卡可以吗？

R: Yes, we do. What kinds of credit cards do you have?⁸

R: 可以，您用哪种信用卡？

G: Visa. Here you are.

G: Visa. 在这儿。

R: Thank you, Mr Blanchard. This is your receipt and your key. Your room number is 516. Have a pleasant stay.

R: 谢谢您，Blanchard先生，这是您的收据和钥匙。房号是516 祝您住得愉快！

G: Thank you. Can you please tell my colleagues my room number when they come?

G: 谢谢，等我的同事来时，能否请你告诉他们我的房间号码？

R: I will, Mr Blanchard. Do you need somebody to help you send your luggage to your room?

R: 我会的，Blanchard先生，是否需要找个人将您的行李送到房间？

G: No. I can do it on my own. Thanks.

G: 不用了，我自己可以。谢谢。

R: You are welcome. Should you need any assistance, please dial 2 to Front Desk any time.

R: 不客气, 如果需要任何帮助, 请随时拨打 2 到前台。

G: 2?

G: 2?

R: Yes, the internal extension number.

R: 对, 是内部分机号码。

G: I see. Bye.

G: 我明白了, 再见。

R: Enjoy your stay, Mr Blanchard.

R: 祝您住得愉快 Blanchard 先生。



check in [tʃek in] *n.* 入店登记

offer [ˈɔfə] *v.* 提供

individual [ˌɪndɪˈvɪdʒuəl] *n.* 个人

separate [ˈsepəreɪt] *v.* 分开

deposit [dɪˈpɒzɪt] *n.* 押金

receipt [riˈsiːt] *n.* 收据

luggage [ˈlʌɡɪdʒ] *n.* 行李

assistance [əˈsɪstəns] *n.* 协助

internal [ɪnˈtɜːnl] *a.* 内部的

extension [ɪksˈtɛnʃən] *n.* 分机



Notes

✦ **One moment, please.** 请稍等，在酒店服务用语中，忌用 **Wait a moment** 这样生硬的语句，而应该使用如 **One moment, please.** 或 **Would you please wait for one minute** 等非常礼貌的用法。

✦ **Fill out ... form** 填写某种表格，**fill out** 与 **fill in** 意思相近。

✦ **won't be here until...** 典型的英语表达形式，意思是“必须要到……时候才可以”，如 **I won't leave until you feel better.**

✦ **Upon arrival** 在入住时。

✦ **How... settle your account** ? 请问您怎样结帐？

✦ **By individual or by group** ? 每个人分别付帐还是集体付？

✦ **a deposit of \$...** 请付……押金 通常在客人办、理入店手续时需交纳一定数额的押金，离店时根据客人的实际消费情况多退少补。

✦ **What kinds of Credit Cards...** ? 不是所有的信用卡都能被酒店接受，流通比较广泛的国际信用卡种类有：**Visa, Master, American Express, JCB, Diners Club** 等。

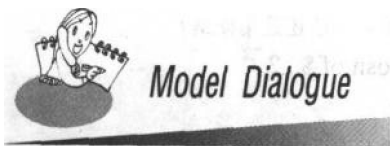


Sentences

- One moment, please.
请稍候。
- Let me check for you.
让我查一下。
- Would you please fill out this registration form, sir?
先生，请您填写这张登记表，可以吗？
- May I know how you are going to settle your account, by individual or by group?
请问你们怎样结帐，是单个结还是集体结？
- May I ask for a deposit of \$...?
可以预付……押金吗？
- What kinds of credit cards do you have?
请问您用哪种信用卡？
- This is your receipt and your key.
这是您的收据和钥匙。
- Do you need somebody help to you send your luggage to your room?
您是否需要有人帮忙将行李送至房间？
- Should you need any assistance, please dial _____ to Front Desk at any time.
如果需要任何协助，请随时拨打……到前台。



礼宾部在酒店中是一个非常重要的部门，它的主要职责是帮助客人处理在酒店中遇到的各类问题，并为客人提供关于当地旅游和商务方面的咨询服务。



Situation: A guest (G) has just checked in, and the Bellboy (B) is escorting the Guest to his room.

一个客人 (G) 刚刚办理完入住手续，行李员 (B) 陪同客人去房间。

B: Mr Blanchard, is this your first visit to our city?

B: Blanchard 先生，您是初到此地吗？

G: No. I've b

G: 不,我来过几

B: Then have you ever stayed in this hotel?

B: 您住过本酒店吗?

G: No. This is the first time.

G: 没有。第一次。

B: Our hotel is a well-equipped five star hotel with excellent service standards. Should you need any information or assistance please call Concierge.

We will try our best to help you.

B: 本酒店是一家设施完备、服务水准很高的五星级酒店,如果您需要任何信息或协助,请打电话到礼宾部,我们会尽力帮忙的。



G: Thank you.

G: 谢谢!

B: Here is your room, Room 516... (open the door)
Please, Mr Blanchard.

B: 这是您的房间 516 号(打开门),Blanchard 先生,您请。

G: Thanks.

G: 谢谢。

B: Mr Blanchard, here is your luggage.

B: Blanchard 先生 这是您的行李。

G: Thank you very much.

G: 非常感谢。

B: That's all right. This is a nice room, isn't it?²

B: 没关系，这个房间不错，是吗？

G: Yes, very spacious and quiet. It's great!

G: 是的，又宽敞又安静。太好了！

B: Excuse me, Mr Blanchard, where shall I put these paper bags?

B: Blanchard 先生，请问您这些纸袋子放哪里？

G: Oh, just put them on that table and I'll sort them out later³. Thanks.

G: 哦，放在桌上吧，我会自己整理，谢谢！

B: It's my pleasure. And here is the bath room, and you can hang your suit in this closet.

B: 没关系，这里是浴室，您可以将衣服挂在衣橱里。

G: Where and when can I have my laundry done?⁴

G: 洗衣服在哪里，什么时候？

B: Here in the closet there is a laundry bag. Simply put your laundry in the bag. The Room Attendant will pick it up⁵ when she cleans the room.

B: 在衣橱里面有洗衣袋，您可以将要洗的衣服放在袋中。当客房服务员整理房间时会将洗衣袋收走。

G: Do you know how long the laundry service will take?

G: 你知道衣服多长时间能洗好吗？

B: Your laundry will be ready within 3 hours.

B: 3 小时内就好。

G: Good. By the way, is there a newspaper provided?

G: 好的，顺便问一下，酒店提供报纸吗？

B: Yes. Local newspaper and *China Daily* are delivered to your room every day. And there are some international newspapers available at the Bell Counter.

B: 有的，每天都有本地报纸和中国日报，在行李处还有一些国际报纸。

G: OK, I see.

G: 好的，我知道了。

B: Is there anything else you would like to know, Mr Blanchard?

B: Blanchard 先生，您还要了解什么其他事情吗？

G: When is the hot water supplied?

G: 热水什么时候供应？

B: It is supplied 24 hours a day.

B: 24 小时供应。

G: Good. Thanks for telling me everything.

G: 好的，谢谢你告诉我这些。

B: It's my pleasure. Have a nice stay.

B: 我很荣幸，祝您愉快。