

高职高专“十一五”规划教材
——旅游管理系列

饭店英语

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本书用英语系统地介绍了饭店各个部门的工作,并详细地总结了服务中可能遇到的各种情形,通俗、易懂、全面、实用,同时也增加了饭店经营过程中可能遇到的新知识,使教材更贴近现代饭店服务的需要。全书共分四部分——前台服务、客房服务、餐饮服务和其他服务。本教材适用于高职高专广大旅游专业学生,以及有志于从事和现已从事旅游服务工作的人员。

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前 言

随着我国旅游事业的飞速发展，越来越多的外国游客来到我们这个拥有五千年历史的文明古国。作为窗口行业，饭店业发展迅速，各家饭店对工作人员的外语水平要求也越来越高，而英语是世界上最活跃的交际语言，所以学好《饭店英语》显得尤为重要。本书注重用简洁的英语进行编写，共分四个部分——前台服务（李佳编）、客房服务（王薇编）、餐饮服务（王丽华编）和其他服务（刘雅婧编），系统地介绍了饭店各个部门的工作，并详细地总结了饭店服务中可能遇到的各种情形。

本教材注重口语训练，通过本教材的讲解宜于学生应用能力的培养，本教材中列举了大量需要背诵、模仿的句型，通过进行角色表演可训练学生的听力和口语能力。此外，通过反复大量的练习，可熟练掌握饭店管理中的常用英语语句。避免用教精读的办法教口语，更不要纠缠语法和词法。

在编写过程中，我们参阅了有关书籍，力求达到通俗、易懂、全面、实用，使教材更贴近现在饭店服务的需要，但由于时间所限，难免存在不妥之处，诚恳希望使用者提出宝贵意见，以便再版时补充提高。

本书编者衷心希望这本《饭店英语》能够帮助广大旅游专业学生以及有志于从事和现已从事旅游服务工作的人员学习和使用英语，争取早日提高技能，做好饭店及旅游服务管理工作。

本书在编写过程中得到了河北旅游职业学院各级领导的大力支持，同时本书的主审王学艺先生以及参编教师王丽萍、王秀芳也给予了我们很多的帮助，谨在此一并表示感谢。

编者

2007 年 1 月

目 录

PART ONE FRONT DESK SERVICES

Unit 1 Reservation	3
1. Accepting a Reservation	3
2. The Hotel is fully Booked	3
3. Changing the Reservation Date	4
4. Cancelling the Reservation	4
Unit 2 Check-in	9
1. Checking in for the Guest with Reservation	9
2. Checking in for the Guest without Reservation	9
3. Checking in for a Group	10
4. No Reservation and the Hotel is fully Booked	11
Unit 3 Calling Service	15
1. Paging a Guest	15
2. Calling for the Guest	15
3. Leaving a Message	16
4. Placing Morning Calls	16
Unit 4 Exchanging Money	21
1. Normal Procedure	21
2. The Night Change Limits	21
3. Cash a Check	22
4. There's No Full Exchange Service	22
Unit 5 Delivering Luggage	25
1. At the Door	25
2. After Checking in	25
3. Arriving at the Room	26
4. Delivering Bags to the Wrong Room	26
5. Before Checking out	27
Unit 6 Information	31
1. Giving Directions to the Hotel	31
2. Giving Information	31
3. Introducing about Entertainment in the Hotel	32

4. About the Restaurants	32
5. Where to Buy some Cigarettes	33
Unit 7 Check-out	37
1. Paying in Cash	37
2. Paying with Credit Cards	37
3. Explaining the Bill	38
4. The Hotel Doesn't Accept Personal Checks	38
Unit 8 Other Services	41
1. Greeting an Arriving Guest	41
2. Depositing Bags	41
3. Delivering Letters for the Guests	42
4. When the Guests Want the Keys	42
5. Booking a Plane Ticket	43
PART TWO HOUSEKEEPING SERVICES	
Unit 1 Floor Attendants	47
1. Showing the Guests to their Rooms	47
2. Introducing the Room Facilities	47
3. About the Hotel Services	48
Unit 2 Chamber Service	51
1. Cleaning the Room	51
2. Asking for an Early Cleaning	51
3. Turn-down Service	52
Unit 3 Laundry Service	57
1. Explaining Laundry Service	57
2. Demanding Laundry Service	57
3. Suggesting Express Laundry Service	58
Unit 4 Miscellaneous Services	61
1. Providing Something Extra on Request	61
2. Shopping for Guests	61
3. About Room Service	62
Unit 5 Special Problems	65
1. Babysitting Service	65
2. Compensation	65
3. A Sick Guest	66
Unit 6 Dealing with the Complaints	69
1. Toilet Problem	69

2. Television Problem	69
3. The Air Conditioner is out of Work	70
4. People Next Door are Noisy	70
Unit 7 Lost and Found	75
1. My Necklace is Missing	75
2. When the Guest has Checked out	75
3. Mailing the Lost Property to its Owner	76
4. Your Bag has been Found	77
Unit 8 Creating a Home away From Home	79
1. A Birthday Party	79
2. A Big Surprise	79
3. Wish You a Pleasant Heart	80
PART THREE FOOD & BEVERAGE SERVICES	
Unit 1 Reserving a Table	85
1. A Reservation for Mrs. Dunlop	85
2. Reserving a Banquet	85
3. Overbooking	86
Unit 2 Seating Guests	89
1. Seating the Guest with a Reservation	89
2. Seating the Guest without a Reservation	89
3. We Want a Larger Lazy Susan	90
Unit 3 Taking Orders	93
1. Taking a la Carte Order	93
2. Ordering Dinner for Two	94
3. Ordering Breakfast	94
Unit 4 Serving Dishes	99
1. A Chinese Banquet	99
2. In the Coffee Shop	100
3. At the Bar	100
Unit 5 Room Service	105
1. Replenishing the Mini-Bar	105
2. Ordering Room Service	105
3. Sending the Ordered Meal to the Guest's Room	106
Unit 6 Catering for Guests	109
1. Having Birthday in China	109
2. Enjoying Moon Cakes	109

3. Arranging Special Food	110
Unit 7 Complaints	115
1. Complaining about Dish	115
2. We are in a Hurry	115
3. Wrong Bill	116
Unit 8 Ways of Payment	121
1. Paying by Cash	121
2. Paying with the Credit Card	121
3. Signing the Bill	122
PART FOUR AUXILIARY SERVICES	
Unit 1 Services for Business	129
1. Copying	129
2. Fax Sending	129
3. Sending E-mail	130
4. Typing	130
Unit 2 Services for Meeting and Exhibition	133
1. Booking a Meeting	133
2. Arranging the Meeting Room	133
3. Booking an Exhibition	134
4. Handling the Urgent Needs	135
Unit 3 Services for Health	139
1. Swimming	139
2. Sauna Bath	139
3. Bowling	140
4. Body Building	141
Unit 4 Services for Recreation	145
1. Night Club	145
2. Dancing	146
3. Seeing a Movie	146
4. Comment on Sports	147
Unit 5 Services for Beauty	151
1. Having a Hair Cut	151
2. Having a Hair Done	151
3. Having a Hair Dyed	152
4. Having a Facial Treatment	153
Unit 6 Services for Shopping	157

1. Choosing Silk Fabrics	157
2. Chinese Culture and Tea	157
3. Choosing Souvenir Gift	158
4. Choosing Traditional Chinese Paintings	159
Unit 7 Services for Tourism	163
1. Asking Information about Traveling	163
2. Asking about the Sights	163
3. Reserving a Natural Scenery Tour	164
4. Arranging the Itinerary	165
Unit 8 Other Services	169
1. Seeing the Doctor	169
2. Ordering a Taxi	170
3. Charging for Children	170
4. A Guest with Animals	171
Appendix I A Welcome Letter from the Hotel Manger	173
Appendix II Online Booking	174
Appendix III Chinese Cuisine	175
Appendix IV Western Cuisine	177
Appendix V Terms of Room Services	179
Reference	181

PART ONE

FRONT DESK SERVICES



Introduction

The Front Desk is the answer station for residence halls. If you have a question about housing, need assistance from Housing staff, directions to a new location—stop by or call and ask the desk staff. They are all knowledgeable about the hotel, the nearby places, and the city. In most halls, the Front Desk is located near the main entrance, you also register, check-in, check-out, change money and ask for other helps there, so Front Desk is an open window of a hotel.

Unit 1 Reservation

1. Accepting a Reservation

C=Clerk G=Guest

C: Good morning, this is the Front Desk. May I help you, sir?

G: Yes, I'd like to reserve a room.

C: Thank you, sir. For which date?

G: From November 9th.

C: For how many nights?

G: For two nights.

C: How many guests will there be in your party?

G: Just my wife and I.

C: Which kind of room would you prefer, a double or a twin?

G: A twin, please.

C: Could you hold the line, please? I'll check our room availability for those days. Thank you for waiting, sir. We have a twin at RMB 1000 Yuan and at RMB 1500 Yuan, which would you prefer?

G: We'll take the one at RMB 1500 Yuan.

C: Certainly, sir. Could you give me your name, please?

G: Yes, it's John Davis, D-a-v-i-s.

C: Mr. Davis. May I have your phone number, please?

G: Yes, the number is 01-5639-1875.

C: What time do you expect to arrive, sir?

G: Oh, around 8.00 a.m., I suppose.

C: I'd like to confirm your reservation, sir. A twin room for Mr. and Mrs. Davis at RMB 1500 Yuan per night for two nights from November 9th to November 11th. My name is Steve and we're looking forward to serving you.

2. The Hotel is fully Booked

C=Clerk G=Guest

C: Which date would that be ?

G: June 5th, for one night.

C: Could you hold the line, please ? I'll check our room availability for that day... Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night. Is it possible for you to change your reservation date ?

G: No, that's not possible.

C: We might have cancellations. Could you call us again closer to the date ?

G: Sure, but if you do have any cancellations, could you let me know as soon as possible ?

C: I'm very sorry, sir. But we are unable to do that. We would appreciate it very much if you could call us instead.

G: Well, if that's the case...

C: We're very sorry, sir. We hope you understand.

3. Changing the Reservation Date

C=Clerk G=guest

C: Room Reservations. May I help you, sir ?

G: Yes, my name is Alice, and I made a reservation for two nights from October 5th. I'd like to extend it for two more nights until the 9th.

C: For 4 nights from October 5th until October 9th.

G: That's right.

C: Will there be any change in your room type ? Your reservation is for a twin room.

G: No.

C: Thank you, sir. We will extend the reservation for you.

4. Cancelling the Reservation

C=Clerk G=Guest

C: Room Reservations. May I help you, madam ?

G: I'd like to cancel a reservation.

C: In whose name was the reservation ?

G: Jack Bruder.

C: How do you spell that, please ?

G: B-r-u-d-e-r.

C: What was the date of the reservation?

G: From October 2nd for 3 nights.

C: Excuse me, but is the reservation for you?

G: No, it's for my friend.

C: May I have your name and phone number, please?

G: Yes, it's Mary Calson and my number is 365-7071.

C: Thank you, ma'am. I'll cancel Mr. Bruder's reservation from October 2nd for 3 nights. My name is Jason and we look forward to another chance to serve you.

Words and Expressions

reservation *n.* 预定 (房间等)

clerk *n.* 服务员, 职员

initials *n.* (姓名) 起首字母

cancellation *n.* 取消 (预约等)

room availability 客房预定情况 (有无空房)

be fully booked 全部预定满了

Try to remember

1. 作为服务业, 语言的表达应采用正式、礼貌的语体。通常句子里面的敬语越多, 句子格式越长越显得客气, 提问时常有以下四种疑问句。

May I + V...? Could you please...? Would you...? Shall I...?

2. 宾馆的房间一般分为以下几种。

single room 单人间

double room 大床间

twin room 双床间

studio room 小型公寓式套间

suite 套间

junior suite 单套间

duplex 二层公寓式套间

parlor 厅

hospitality room 接待室

exhibition room 展览室

connecting rooms 相通的房间

adjoining rooms 相毗邻的房间

3. Reservations, Can I help you?

客房预订部, 可以为你效劳吗?

4. How long do you plan to stay?

你希望住多久?

5. What kind of room do you prefer?

你想要什么样的房间?

6. Do you have one single room for two nights?

我想订两个晚上的单人房一间，行吗？

7. How much is the room?

每一间多少钱？

8. We are fully booked for all types of rooms on that night.

那天晚上各种类型的房间都预约满了。

9. Would you mind a double room instead?

您介意改住双人房吗？

10. I'd like a room with a sea view (mountain view)

我要一间看得见海景（山景）的房间。

11. Who's the reservation for?

您为谁预订房间？

12. Shall I make a reservation for you?

要我为您预约吗？

13. We'll extend the reservation for you.

我们会为您延长预约的。

14. I'd like to cancel a reservation.

我要取消一项预约。

15. RMB 200 Yuan, including breakfast.

房价每天人民币 200 元，早餐包含在内。

16. We look forward to serving you.

我们期待着为您服务。

Performance

Suppose a guest in Shanghai wants to visit Beijing from June 1st to June 4th, you are the clerk of Beijing Hotel and make a reservation for him.

Guess what will be said

C=Clerk G=Guest

C: Good morning. Room Reservations. _____, sir?

G: Yes, I'd like to _____ a room for a colleague.

C: Thank you, sir. Which date would that be?

G: For one week. _____ November 1st to 7th.

C: Which kind of room _____?

G: A double. He'll be accompanied by his wife.

C: Could you hold the line, please? I'll check our _____. Thank you for waiting.

I'm afraid we have no double rooms, but we do have some twin rooms at \$ 150 and \$ 200 available.

G: The one at \$ 200 sounds fine.

C: Certainly, sir. _____ of your colleague and his wife?

G: Mr. and Mrs. White.

C: Thank you. May I have your name and _____, please?

G: Yes, it's 010-3329-2311. I work in Beijing University. My name is John Wang.

C: Do you know their flight number and arrival time?

G: Yes, it's Air China Flight 412. His flight arrives at 3: 00 p. m. , so he should be there by 6: 00 p. m. at the earliest.

C: Thank you very much. My name is Johnson. If you have any further inquiries, _____ .

Fun time

Proverb

1. Better late than never.
2. You can't judge a book by its cover.

Unit 2 Check-in

1. Checking in for the Guest with Reservation

R=Receptionist G=Guest

R: Good afternoon. Welcome to the Yunshan Hotel. May I help you, sir ?

G: Yes. I'd like to check in, please.

R: Certainly, sir. May I have your name, please ?

G: Yes, it's Charlie white.

R: Do you have a reservation with us, sir ?

G: Yes, for tonight.

R: Just a moment, please. I'll check our reservation record. . .

Thank you for waiting, sir. Your reservation is for a single room for three nights. Could you fill in the registration form, please ?

G: Sure.

R: May I confirm your departure date ?

G: Yes, I should be leaving on the 8th.

R: How would you like to make payment ?

G: By Visa Card.

R: May I take a print of the card, please ? Thank you, sir. Your room is 888 on the 8th Floor. Just a moment please. A bell man will show you to your room. I hope you will enjoy your stay here.

2. Checking in for the Guest without Reservation

R=Receptionist G=Guest

R: Good afternoon, Sir and Madam. May I help you ?

G: Good afternoon, I'm Jack Wilson. My wife and I have just arrived. We'd like to have a room at your hotel for tonight.

R: Welcome to our hotel. Have you made any reservations ?

G: I'm afraid not. Could you arrange a twin-bed room with a bath for us ?

R: Wait a moment, please. . . Oh, Room 1111 is available, which commands a

good view of Huangpu River.

G: Great, I'll take it. How much do you charge?

R: RMB 720 Yuan.

G: OK.

R: Please show me your passports and fill in this registration form.

G: I'll take care of it.

R: Thank you. Would you please pay RMB 1500 Yuan as deposit?

G: Here you are.

R: Thanks. This is the receipt, key and the room card to Room 1111. The bellman will show you up with your baggage. I hope you'll enjoy your stay with us.

G: That's very kind of you.

3. Checking in for a Group

R=Receptionist T=Tour leader

R: Good morning. Who is the Tour Leader, please?

T: It's me.

R: How do you do? My name is Lily. Welcome to our hotel. I'd like to reconfirm the schedule for the period of your stay.

T: I see.

R: Is there any change in the number of your group?

T: No.

R: Very good, sir. Your check-out time is at 9: 00 tomorrow morning. Has there been any change in your schedule?

T: Yes. We'd like to change to 9: 30.

R: 9: 30. Certainly, sir. We will arrange a morning call at 8: 00 a. m. Will that be fine?

T: That's OK. Thank you.

R: Could you place your bags in front of your room doors by 9: 00 a. m. ? The bellman will pick them up. Will there be anything else?

T: No, that's all.

R: If there's any change, could you tell the Front desk, please?

T: Sure. Thank you.

R: Thank you. Enjoy your stay.

4. No Reservation and the Hotel is fully Booked

R=Receptionist G=guest

R: Good evening, sir. May I help you?

G: Yes, I booked a double room here for tonight. The name is Peter Wilson.

R: Where was it made?

G: It was made about two weeks ago through our travel agent at home, International Tours, California.

R: Just a moment, please. I'll check our reservation record again...

Thank you for waiting, sir. I'm afraid we have no record of any reservation made by International Tours in your name.

G: That's strange. Then, do you have any vacancies?

R: I'm very sorry sir, but our rooms are fully booked.

G: It's too bad! Where am I going to find a room at this time of day?

R: Shall I find another hotel for you?

G: Yes, please.

R: I'll book you a hotel in this area, sir. Just a moment, please.

Words and Expressions

registration *n.* 登记

departure *n.* 离开, 出发

command *v.* 俯视

receipt *n.* 收据

reconfirm *v.* 再次确认

deposit *n.* 定金

vacancy *n.* 空房

schedule *n.* 时间表, 计划

morning call 叫醒服务

Try to remember

1. Check-in Service 入住登记服务。

Check-in 一词在饭店、机场等专指登记服务。注意该词在做动词时没有连字符号, 应为: Check in。

2. 宾馆、饭店接待员须记住入住登记服务的常规步骤。

(1) Greeting 问候

(2) Confirming 确认预订

(3) Checking Identifications (Passports) 请客人出示证件 (护照)

(4) Asking the Guest to fill in the Registration Form 让客人填登记表

(5) Getting in Deposit 收取预付金