

CHAPTER 1

地道的饭店英语

“脱口秀”

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Room Reservation 预订房间



Accepting a Booking 接受预订

(R=*Reservationist* 接待员 ;G=*Guest* 客人)

R: Garden Hotel. Good morning, can I help you?
花园酒店。早上好，我能为您做些什么？

G: I am calling from Los Angeles. I'd like to book a room in your hotel.
我是从洛杉矶打电话来的，想预订房间。

R: What kind of room would you like, sir?
您想要什么样的房间，先生？

G: I'd like to book a single room with bath from April 10 to April 16.
我想从4月10日到16日预订一套带浴室的单人房间。

R: Could you hold the line please? I'll check if there is a room available for those days.
请稍候，让我查一下那段时间是否有空房。

G: OK.

好的。

R: Sorry to have kept you waiting, sir. We have rooms available in that period.

对不起，先生，让您久等了。我们在那段时间有空房。

G: What is the rate, please?

请问价格怎么样？

R: The current rate is \$50 per night.

现在是每晚 50 美元。

G: That sounds not bad at all. I'll take it. By the way, I'd like a quiet room away from the street if that possible.

价格还算合理。我订了。顺便问一下，如果可能的话能不能订一套安静的不临街的房间？

R: A quiet room away from street is preferred. Can you give me your name, sir?

一套安静的不临街的房间，好的。请问您的姓名？

G: It is John Smith.

我叫 John Smith。

R: What time will you be arriving, Mr. Smith?

您什么时候到 Smith 先生？

G: Around 5:00 p.m. Do you have pick-up service?

下午 5 点钟。你们有接机服务吗？

R: We have an airport representative to receive our guests there. Well, Mr. Smith, a single room with bath away from the street from April 10 to April 16. Am I correct?
我们有机场代表负责接机。好了, Smith 先生, 您预订一套 4 月 10 日到 16 日不临街的带浴室的单人客房。对吗?

G: Thank you.
谢谢。

R: Thank you for calling Garden hotel. We look forward to seeing you soon. Good-bye.
谢谢您预订花园酒店的房间。盼望您的到来。再见。

A Group Reservation 团体预订

(*R=Reservationist* 接待员 *G=Guest* 客人)

R: Good afternoon. Reservations. May I help you?
下午好, 预订处。我能为您做些什么?

G: Yes, I'm calling from Longquan Company. I'd like to know if you have rooms available for the nights from May 5 to May 10. We are going to have a business conference.
我是龙泉公司。请问 5 月 5 日到 10 日你们有空房吗? 我们要开个业务会议。

R: May I ask how many people there will be in the party?
请问有几位客人?

G: 16 persons.
16位。

R: What kind of room would you like?
您要订什么样的客房？

G: Double rooms with twin beds.
要两张床的双人房。

R: A moment please, sir. Yes, I can confirm 8 rooms for those days.
请稍候，先生。我可以确认我们在那段时间有 8 套客房。

G: Thank you. Is there a special rate for a group reservation?
谢谢。对团体预订有优惠吗？

R: Yes, there is a 10 percent discount.
是的，我们优惠 10%。

G: That is fine.
很好。

R: By the way, how will you be settling the account, please?
顺便问一下，您打算用什么方式付账？

G: The company will cover all the expenses and we'll send you a cheque soon.
公司支付所有费用。我们很快寄给你们支票。

R: Could you give me the flight number, please, in case the plane is late?

请告诉我您的航班号，以防飞机晚点。

G: Sorry, I don't know the number yet, but I'll let you know by phone tomorrow.

抱歉，我现在还不知道。但是我可以明天打电话告诉你。

R: Thank you, sir.

谢谢您，先生。

G: Have you got a big conference hall?

你们有大的会议厅吗？

R: Yes, sir. We have a very nice multi-functional hall, but you'll have to speak to the manager about that. Please hold on a moment and I'll see if I can put you through.

是的，先生。我们有设施完备的多功能厅。但是您要和管理员商议此事，请别挂电话，我给您接经理办公室。

Fully Booked 客房全部订满

(R=*Reservationist* 接待员 ;G=*Guest* 客人)

R: Good morning, Reservations. May I help you?

早上好，客房预订处。我能为您做些什么？

G: I'd like to book a single room for 25th this month.

我想订这个月 25 日的单人客房。

R: A moment please. I'll check if there is a room available for those days... Oh, I'm awfully sorry, sir. Our hotel is fully booked in that period, because it is peak season.
请您稍等一下，我查一下那天是否有空房。很抱歉，先生，因为旅游旺季，那天的客房已订满。

G: Oh, that's too bad.
太糟了。

R: Would you like us to put you on our waiting list and call you in case we have a cancellation?
但我们可以把您登记在住客等候名单上，一旦有客人取消预订，我们打电话通知您。

G: Thank you. That's very kind of you. But could you recommend me another hotel that won't be full up?
非常感谢。但是你能给我推荐一家没有客满的饭店吗？

R: Yes, of course. Where would you rather like to be in the city center or in the suburbs?
当然可以。您是想订离市区近的饭店还是离郊区近的饭店？

G: I prefer a place close to the city center.
我想订位于市中心的。

R: In that case, I would suggest that you try Jinlong Hotel. Their phone number is 5293071.

我向您推荐金龙饭店。电话是 5293071

G: Thank you very much. I really appreciate your help
Goodbye.

感谢你的帮助，再见。

R: Good-bye and thank you for calling us.
谢谢您的电话，再见。



Dialogue Notes

1. **pick-up service** 接机服务

大酒店提供的一种服务，酒店驻机场代表接到前来住店的客人后，用专车送往酒店。

2. **peak season** 旺季

指春秋两季酒店客房率较高的季节，反之则说 **low season or off-season** 淡季)

3. **cancellation** 取消预订

已预订客房的客人因故不能按期到来，要取消预订。酒店方面就按 **waiting list** 上等候预订客房的客人名次顺序递补，并通知其要求已经得到认可。

Useful Expressions

1. Finding out what the client wants

- Would you like a room with a front view or rear view?
- A single room or a double room?
- Would a double room do?
- Would you like breakfast?
- How long will you be staying?

2. Accepting a booking

- We can confirm a room for 5th and 6th.
- It is all right for 5th, but not 6th.

3. Refusing a booking

- We are fully booked for all types of room for the date.
- We won't be able to guarantee you a room after 22th.
- This is the busiest season. I'm sorry, but could you call us again later this week? We may have a cancellation.
- We don't have any single room available. Would you mind a double room instead?

4. Quoting a price

- For a single room the price would be...
- It is ... per night for a double.
- Breakfast is also included.
- The rate includes three full meals.
- We'll have to charge you \$ 10 extra.

5. Advance information on payment

- a. How will you be paying the bill?

We accept American Express.

- b. You'll have to send us a deposit of...

- *c. Who will be paying the bill?

- d. Is the company willing to cover all the expenses?

- e. I'm afraid we have no credit arrangement with your company. We will need an advance deposit by bank draft or in cash before the reservation date.

6. Getting the details of arrival

- a. When will you be arriving?

- b. Could I have the airline flight number and arrival time?



Notes

a room with front view

a room with rear view

instead

to be included

extra

bill

American Express

deposit

credit agreement

窗户临街的房间

窗户背街的房间

代替 顶替

包括在内

额外

账单

美国快捷卡(运通)

押金

信用合同

advance deposit
bank draft

保证金
银行汇票

At the Reception Desk 接 待 处



At the Entrance 在门口

(D=Doorman 门卫 G=Guest 客人)

D: Good evening, sir. Welcome to our hotel.
晚上好，先生。欢迎您到我们饭店。

G: Good evening, thanks.
晚上好 谢谢。

D: So you have got altogether four pieces of baggage?
您共有四件行李，对吗？

G: Er... Maybe five. Let me have a check... Sorry, boy, you are right. Four pieces.
哦.....也许是五件。让我看看。对不起，没错，是四件。

D: Never mind, sir. The reception Desk is straight ahead After you, please.
没关系，先生。接待处就在前面。您先请。

G: OK, thank you.
谢谢。

The Registration 登记

(R=*Receptionist* 接待员 ;G=*Guest* 客人)

R: Good evening. What can I do for you, sir?
晚上好。我能为您做些什么，先生？

G: I have booked a single room with bath two weeks ago. I'm
John Smith.
两个星期前我订了一套带浴室的单人客房。我是 John
Smith。

R: Just a moment, please, Mr. Smith. I'll check the arrival
list... Sorry to have kept you waiting, sir. Yes, you have
reserved a single room with bath and a rear view from to-
day to 16. You paid \$ 200 advance deposit. Is that cor-
rect?
请稍等 Smith 先生，我要核对一下到达客人的名单。对
不起，让您久等了。您预订了从今天到 16 日的不临街
的带浴室的单人客房。您付了 200 美元的订金。对吗？

G: That's it.
是的。

R: Could I see your passport, please?... Thank you, sir.
And would you mind filling in the registration form?

请您出示护照，谢谢……请您填一下登记卡。

G: I'll take care of it... Here you are. Is it all right?

我来填……填好了，给你。填的对吗？

R: Yes, thank you. How are you going to pay, in cash or by credit card?

好的，谢谢。您如何付款，用现金还是信用卡？

G: Could I pay with traveller's checks?

可以用旅行支票吗？

R: Certainly... Here is your receipt and the key to Room 1712. Please keep it. And the bellboy will show you up.

Have a nice evening, sir.

当然可以。这是您的收据和 1712 房间的钥匙。请拿好。

行李员会带您上楼。祝您晚上愉快。先生。

G: Thank you.

谢谢。

Receiving a Walk-in Guest 接待未预订的客人

(R=*Receptionist* 接待员 ;G=*Guest* 客人)

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

下午好，先生。能为您做些什么？

G: Yes, please. I have just arrived from Hong Kong. And I'd like to have a double room with a bath, please.

我刚从香港来。我想订一套带浴室的双人间。

R: Have you made a reservation, sir?

您预订了吗，先生？

G: I'm afraid not.

没有。

R: Just a moment please. I have to check if there is a room available... Sorry sir, we don't have any vacancy at the moment.

请稍候，我查一下有没有空房。对不起，先生，我们现在没有空房。

G: That's too bad. Could you recommend another hotel that won't be full up.

太糟糕了。你能给我介绍另外一家没有客满的宾馆吗？

R: You could try Friendship Hotel if you like.

您可以去友谊宾馆。

G: How far is it from here?

离这儿有多远？

R: It takes about half an hour by taxi. I'll ring them up if you like.

乘出租车大约要半个小时。如果您愿意的话我可以打电话帮您联系。

G: That's very kind of you.

太感谢你了。

Dealing with a Reservation Mix-up 处理预订错误

(R=*Receptionist* 接待员 G=*Guest* 客人)

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

晚上好，夫人。我能为您做些什么？

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

我订了今晚的双人房。我叫 Nancy Walker。

R: Just a moment, please... I'm sorry madam, but I haven't got any record of that. When was it made?

请稍等。对不起 夫人 我没有您预订的记录。您什么时候预订的？

G: A couple of weeks ago.

几个星期前。

R: Who made the booking?

是谁预订的？

G: My secretary did.

我的秘书。

R: Have you got a letter or telex confirming your booking?

您是否收到过确认您预订的信或电传？

G: No, I haven't.

没有。

R: Well, I'm terribly sorry, madam. There must have been some mistakes. Unfortunately, we're fully booked for this evening. Would you like me to get you a room in another hotel?

那真是非常抱歉，夫人。一定是出了什么差错。正巧今天晚上我们没有空房。您是否愿意我为您在其他饭店订个房间？

G: Yes, please.
好吧。

R: Why don't you sit down over there while I take care of it?
请坐下等候。

G: Thank you.
谢谢。



Dialogue Notes

doorman 门卫。通常站在饭店门口，迎接客人下车或者送客人上车，并负责为客人叫出租车。客人还可以向他们问路。