



**Part I**  
**Front Desk**

**第一部分**  
**前台**



## Lesson 1 Making a Reservation

### 预订客房

#### Key Sentence(重点句子)

001. Good evening, Peace Hotel Reservation. May I help you?  
晚上好，和平饭店预订处，您要什么？
002. Can I help you, sir?  
您要我为您做点什么，先生？
003. Could you wait a minute, please?  
请您等一下好吗？
004. Are you with a company?  
有人跟您一起来住吗？
005. For how long?  
您打算住多久？
006. How many people are there in your party?  
您们一共有多少人？
007. How long will you be staying?  
您准备呆多久？
008. For what dates, please?  
请问什么时间住？
009. Is it just for tonight?  
就住今晚一夜吗？
010. When do you need the room?  
您什么时候要这房间？

011. Do you want a single room or a double room ?  
您要单人房还是双人房？
012. What kind of room would you like?  
您要什么样的房间？
013. With bath or without?  
有浴室的还是没有的？
014. Would you like a room with bath or shower?  
您想要一间带浴室的还是淋浴的房间？
015. And your address, please?  
您的地址呢？
016. What about your telephone number, Mr Smith?  
您的电话号码呢，史密斯先生？
017. We have a single available for those dates.  
那几天我们有一间单人房。
018. We do have a vacancy for those dates.  
那几天我们的确有一间空房。
019. Yes, you can have a room on Saturday.  
是的，星期六您可以有一间空房。
020. I'm afraid we won't be able to guarantee you a room after the 16th. We usually have high occupancies in the peak seasons.  
恐怕在 16 日以后我们不能向您保证有房间了，在高峰季节，房间的租用率通常是很高的。
021. I'm sorry, but we're fully booked for single rooms. Would you like to have a double one?  
抱歉，我们的单人房都客满了，您要不要一间双人房？
022. I'm sorry, but the hotel is full on that date.  
抱歉，那天旅馆都已客满了。
023. I'm sorry, Miss, we are booked solid on that date.  
抱歉 小姐 您说的那天我们饭店客满了。

024. I'm sorry, we don't have any room available for that week.  
抱歉，您说的那个星期我们没有空房出租。
025. A single room's sixteen dollars.  
单人房是 16 美元。
026. That includes full breakfast, of course.  
这当然包括全套早餐。
027. For \$ 70 we'll provide you with a telephone, a mini-bar.  
交 70 元租金 我们给您提供一部电话、一个小冰柜。
028. Service isn't included in the room rate.  
服务费不包括在房租里。
029. It's 20 dollars for a single and 25 dollars for a double, tax extra.  
一个单人房 20 美元，一个双人房 25 美元，税金另加。
030. We offer 10% discount for group reservation, sir.  
先生 对于团体预订 我们打 10% 的折扣。

## Dialogue A

Reservationist (R): Good afternoon. What can I do for you?

Client (C): Good afternoon. I'm calling from Beijing Foreign Trade Company. Is it possible for me to have a suite?

R: Certainly, can you give me your name please, sir?

C: West, W-E-S-T.

R: Thank you, Mr. West. But by the way, how long will you stay here?

C: I'll stay here for quite a long time.

R: I'm glad you will be staying at our hotel for long.

C: How much is the suite, please?

R: Your suite is 320 yuan (RMB) per day.

C: Does that include attendance?

R: Three hundred and twenty yuan a day, service included.

C: Meals included?

R: Meals are extra, not included.

C: What services come with that?

R: For 320 yuan a day, you will have one bedroom with air-conditioning, a sitting room, a bathroom, a colour TV set, a telephone and a major international newspaper delivered to your room every day.

C: Do I have to pay in advance?

R: Yes, you may pay half of it. The account will be settled later.

C: On which floor is the suite?

R: We have reserved two suites for you to choose. One is on the first floor, the other on the third floor. Both of them have a bathroom and face to the south.

C: What's the difference between them?

R: The conditions and the prices are the same. No difference.

C: Which is quiet? I want a quiet one. I hate noise at night.

R: The one on the third floor is very quiet. The room number is 308.

C: I think I'll take the one on the third floor.

R: OK. And your arrival and departure dates?

C: I don't know, but it could be seventeen to twenty days.

R: Then we can only confirm a room from the 10th to the 27th. I'm afraid we won't be able to guarantee you the room after the 27th.

C: What if there isn't any room then?

R: Don't worry, sir. We can either put you on a waiting list or find you a room in a nearby hotel.

C: Fine, thank you. Good-bye.

## Dialogue B

Reservationist (R): Reservation Desk. Can I help you?

Guest (G): I'm calling from Paris. I'd like to book a room in your

hotel.

R: When for, sir?

G: March 26th.

R: How long do you plan to stay?

G: Three nights.

R: What kind of room would you like, sir? We have single rooms, double rooms, suites and deluxe suites in Japanese, British, Roman, French and presidential styles.

G: A single with bath, please.

R: Would you like breakfast?

G: No, thanks.

R: Can you give me your name, please, sir?

G: Mr. John Blake. B-L-A-K-E

R: Mr. John Blake, a single with bath without breakfast from March 26th to March 29th.

G: That's right.

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

G: Around 6:00 in the evening.

R: All right. You'll be expected to be here then.

G: That's fine. Thank you. Good-bye.

R: Good-bye.

### Dialogue C

Reservationist (R): Good morning. Room reservations. May I help you?

Guest (G): I'd like to make a reservation.

R: Which date would that be?

G: For the night of June 15, for one night.

R: Could you hold the line, please? I'll check the room availability

for that day...

Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night.

G: Oh, that's too bad.

R: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you. But Could you recommend to me another hotel that won't be full up?

R: Yes, of course. Where would you rather like to be, in the city center or in the suburbs?

G: I prefer a place close to the city center because most of our clients' offices are in the downtown business section.

R: In that case, I would suggest that you try Dongfang Hotel.

G: Do you know the rate per night for a double room with a bath there?

R: Well, there is a minimum price for off-season stay and a maximum price for peak-season stay. A double room with bath at the moment would run you between \$ 100 and \$ 120.

G: I see. Do you mind telling me what Dongfang Hotel is like?

R: It is the oldest and largest hotel in this city. But it was renovated just a year ago. It is rated as a four-star hotel. It is not so luxurious as ours is. But it is just as busy and convenient as ours, of course, ours is better known than Dongfang Hotel but Dongfang Hotel is less expensive than here too.

G: Uh-huh. By the way, do you know their telephone number?

R: Yes, it is 400-3308.

G: Thank you very much. I really appreciate your help. Good-bye.

R: Good-bye and thank you for calling us.

## Dialogue D

Reservationist (R): Room reservations. Good afternoon. May I help you?

Guest (G): Yes. The American People-to-people Education Delegation will be visiting Shanghai at the beginning of this month. I'd like to book 8 double rooms with twin beds for them.

R: For which dates?

G: From tomorrow to May 6th, altogether 4 nights and they will be leaving early in the morning on May 6th.

R: Just a moment, please. Let me check the reservation list and see if we have enough vacancy...

Sorry to have kept you waiting, madam. We can book you 8 double rooms for those dates.

G: Thank you very much. By the way, is there a special rate for a group reservation?

R: Yes, there is a 10 per cent discount.

G: That's great! I confirm the booking then. My name is Wang Fang.

R: All right, Wang Fang, 8 double rooms with twin beds from tomorrow to the morning of 6th.

G: Right.

R: Now please fill out the form while I prepare your key cards for you.

G: Here you are. Is everything done?

R: Just a moment, madam. You should pay a deposit of \$ 800 beforehand.

G: No problem. Here you are.

R: Thank you. Please keep this receipt and check in tomorrow morning.

G: Thank you so much for being very patient and helpful. Good-bye.

R: Good-bye.

## Dialogue E

Guest (G): Good evening, I have a reservation. The name is Mckenna. A room for one night.

Reservationist (R): I'll just check. (After a while) I'm sorry but there's nothing here under that name.

G: Ah, perhaps it's under the company name. Bibury Systems.

R: I'll just be a second. (A moment later) I'm sorry there is nothing down here under that name.

G: Oh, dear. It is possible to book a room for one night, please?

R: I'm afraid we only have a suite.

G: How much is that?

R: That's two hundred and eighty dollars including breakfast and sales tax.

G: I'll take it.

R: How will you be paying, madam?

G: Credit card.

R: That would be fine, thank you. Could you just complete this form, please? It's your home address, the registration number of your car if you have one and just put your signature down here.

G: It's the Tower Suite and it's on the twenty-third floor. Would you like to order a newspaper?

R: Yes, please, The Herald Tribune.

G: I'll have the bellhop, see to your bags.

R: No, thank you. I only have one bag.

G: Enjoy your stay.

R: Sorry, what time do you start serving dinner?

G: Dinner is served from seven o'clock till ten thirty. The dining room is down here, through the door on the left.

R: Thank you.

## Notes 注释

1. Reservation Desk 预订处。
2. book a room : 预订房间。book 预订 在美语中 常用 reserve。  
如 : reserve a hotel room (a table at a restaurant) 预订一间旅馆  
房间( 一张餐馆餐桌 )
3. ...deluxe suites in Japanese, British, Roman, French and presi-  
dential styles. 日本式、英式、罗马式、法国式的豪华套房及总  
统套房。此外, 几种常见的客房有:(1)单人房 单人床 (single  
room, single bed); (2) 单人房, 双人床 (single room, double  
bed); (3) 双人房, 双人床 (double room, double bed); (4) 双  
人房, 对床 (double room, twin beds); (5) 三人房 (triple  
room); (6) 连接房 (connecting room) : 两相连房间, 中间有  
门 ; (7) 邻接房 (adjoining room) : 两相邻房间, 中间无门。
4. You'll be expected to be here then. 届时我们恭候您的光临。  
expect 等待 期待。He's expecting a telephone call. 他在等待  
一个电话。expect guests for dinner 等待客人来吃饭。
5. make a reservation 预订房间。
6. hold the line 别挂电话。
7. I'll check the room availability for that day. 我查一下那天的客  
房预订情况。
8. Would you like us to put you on our waiting list and call you in case  
we have a cancellation ? 我们可以把您的名字登记在候房名单  
上, 一旦有人退房就打电话通知您 您看这样行吗 ?
9. in the downtown business section : 在市中心的商业区。
10. ...there is a minimum price for off-season stay and a maximum  
price for peakseason stay. 淡季有个最低价, 旺季有个最高价。

11. run : 价钱为 ; 使花费。The car repair will run you a couple of hundred at least. 修理这辆汽车至少要花掉你 300 块钱。
12. It is rated as a four-star hotel. 现在被评为四星级饭店。rate: 给.....定级; 认为。Their goalkeeper was rated as being of county standard. 他们的守门员被评为具有郡一级的水平。
13. I really appreciate your help. 多谢你的帮忙。appreciate : 为.....表示感谢。They deeply appreciated his thoughtfulness. 他们对他的周到体贴深表感谢。
14. The American People-to-people Education Delegation. 美国的一个民间教育代表团。
15. a double room : 双人房, 内可设有单人对床 (twin beds) 或 双人床 (a double bed)。这里, 代表团预订的是 8 间有对床的双人房。
16. By the way, is there a special rate for a group reservation? 顺便问一下, 团体预订有优惠吗? 还可以说: Is there any discount for group reservations?
17. I confirm the booking then. 我确认预订了。
18. fill out the form 填表。
19. key card : 出入证 (客人登记住宿时领取, 上面有房号和房价 有时还有饭店服务介绍)
20. pay a deposit of \$ 800 beforehand : 预付 800 美元订金。beforehand: in advance 预先 事先。

## Words and Expressions

hold [həʊld]  
company ['kʌmpəni]  
single room  
double room

*v.* (打电话时用语) 不要挂  
*n.* 陪伴 同伴 朋友  
单人房  
双人房

|                               |                                     |
|-------------------------------|-------------------------------------|
| intend [in'tend]              | <i>v.</i> 想要 打算                     |
| party ['pɑ:ti]                | <i>n.</i> (参加共同活动的)一批 ,<br>一组 , 一组人 |
| date [deɪt]                   | <i>n.</i> 日期 日子                     |
| bath [bɑ:θ; bæθ]              | <i>n.</i> 浴室                        |
| shower ['ʃaʊə(r)]             | <i>n.</i> 淋浴                        |
| suite [swi:t]                 | <i>n.</i> (一套) 房间                   |
| deluxe [də'lʌks]              | <i>adj.</i> 豪华的                     |
| presidential [ˌprezi'denʃəl]  | <i>adj.</i> 总统的 , 总统职务的             |
| address [ə'dres]              | <i>n.</i> 地址                        |
| the phone number              | 电话号码                                |
| be able to                    | 能 会                                 |
| guarantee [ˌgærən'ti:]        | <i>v.</i> 保证 担保 包 管                 |
| occupancy [ˈɒkjʊpənsi]        | <i>n.</i> 占有 占用                     |
| peak [pi:k]                   | <i>adj.</i> 最高的 高峰的                 |
| arrival [ə'raɪvəl]            | <i>n.</i> 到来 到达                     |
| departure [di'pɑ:tʃə(r)]      | <i>n.</i> 启程 离开 出发                  |
| book [buk]                    | <i>v.</i> 预订 定                      |
| offer ['ɔ:fə(r)]              | <i>v.</i> 提供 提出                     |
| discount ['diskaunt]          | <i>n.</i> 折扣                        |
| vacancy ['veikənsi]           | <i>n.</i> 空 空房间                     |
| solid ['sɒlɪd]                | <i>adv.</i> 全部地                     |
| be full up                    | 全满                                  |
| include [in'klʊd]             | <i>v.</i> 包括 包含                     |
| major ['meɪdʒə(r)]            | <i>adj.</i> 较大范围内的 , 主要的            |
| international [ˌɪntə'næʃənəl] | <i>adj.</i> 国际的 世界的                 |
| provide [prə'vaɪd]            | <i>v.</i> 提供                        |
| provide with                  | 提供                                  |
| mini-bar                      | 小冰柜                                 |

rate [reit]

tax extra

look forward to

guest [gest]

*n.* 价格 费用

另加税金

期待

*n.* 旅客 宿客

## Lesson 2 Reception

### 接 待

#### Key Sentences( 重点句子 )

031. Good morning, sir. Welcome to our hotel.  
先生, 早上好, 欢迎到我们旅馆来。
032. Good evening, madam and sir. I'm the bellboy.  
太太 先生 晚上好 我是行李员。
033. Good afternoon, madam and sir. Did you have a nice trip?  
太太 先生, 下午好 旅途愉快吗?
034. Very glad to have you here. I'll get the baggage up to your room.  
你们的到来让我很高兴, 我来帮你们把行李搬到房间去。
035. Wish you a most pleasant stay in our hotel.  
愿您在我们宾馆过得愉快。
036. I hope you will enjoy your stay with us.  
希望您在我们宾馆过得愉快。
037. I'll take care of your baggage, sir.  
先生 让我来帮您拿行李。
038. I'll do that for you.  
我来帮您。
039. Shall I carry the suitcase for you?  
我替您提箱子 好吗?
040. Shall I show you to your room?

我领您去房间，好吗？

041. Take it easy.

放心好了。

042. Please remember to return your key before you leave the hotel.

请记着在离店前交还房间的钥匙。

043. Please remember to lock your room door firmly before you go to bed.

请记着在上床睡觉之前把房门锁上。

044. Do you have any reservation, sir?

先生，您预订过房间吗？

045. Just a minute, Mr. Smith. I'll check the arrival list.

请等一下 史密斯先生 我查一下客单。

046. Well, would you please fill in this form?

噢，请您填写一下这张表好吗？

047. May I have a look at your passport, sir?

我可以看一下您的护照吗？

048. Would you mind filling in the registration form, madam?

太太 请您填写这张登记表 好吗？

049. Would you please fill out this form while I prepare your key card.

请您填写这张表，我给您开出入证。

050. Would you please take a seat while I look into our file.

您先坐一下，我给您查一下我们的卷宗。

051. Your room number is 1220, and here is your room key.

您的房间号码是 1220，这是您的房间钥匙。

052. Just follow the bellboy, Mr. Smith.

您就跟这位行李员走吧，史密斯先生。

053. Your baggage will be brought up straight away.

您的行李马上会给您搬上来。

054. The bellboy will take you up.

这位行李员会领您上去。

055. Your luggage will come up separately.

您的行李将单独送上来。

056. It's my pleasure.

非常高兴为您服务。

057. I'm at your service.

乐意为您效劳。

058. Please don't leave anything behind.

请别遗忘您的东西。

059. It's our pleasure to serve our guests well.

我们乐意为客人效劳。

060. I'll take you to your room.

我带您到房间去。

## Dialogue A

( Scene : A car pulls up in front of Huatian Hotel and a doorman  
( Dm ) goes forward to meet the guests , opening the door  
of the car for them . )

Dm: Good evening, sir and madam. Welcome to our hotel.

Mr Bellow (B): Thanks. Good evening.

Dm: (Opening the trunk, taking out the baggage and looking at the  
name on the baggage tags)

I'm the doorman, Mr. Bellow. So you have got altogether four  
pieces of baggage?

B: Er... Maybe five, Margaret (M)?

Dm: Five? Oh, sorry. Let me have a check again.

M: Oh, no, Henry. Always poor memory! We've got only four.

B: I see.

(To the doorman) Sorry, boy. You're right. Four pieces.