

Chapter I

Hotel Courtesy English

第一章

酒店礼貌用语

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Lesson One Body Language

第一课 身体语言

1. Posture 姿势

Your weight should be balanced evenly on both feet with shoulders back, chest slightly out, and your stomach and bottom tucked in. Slouching and leaning communicate lack of care. Don't walk or stand with your hands in your pockets or on your hips.

两肩后收，让身体重量均匀地落在两脚，自然挺胸，收腹收臀。懒散或倚靠表示缺乏关注。站立或走动时不要将手放在口袋中或臀部。

2. Presence 风度

To impress others, we must have a 'presence'. This is especially true of our industry. We are a little like actor on a stage, and all eyes are on us. We must project a good image.

为了给别人留下印象，我们必须具有一定的风度。这在我们这个行业尤其重要。我们有点类似舞台上的演员，所有人的目光都注视着我们。我们必须展现一个良好的形象。

3. Poise 仪态

- Good poise can project a sense of self-assurance, and elegance.
良好的仪态能够展现自信和优雅。
- Keep your chin up, parallel to the floor.
保持下巴向上，与地面平行。
- Move your head, hands and body with quiet, controlled movements
头、手和身体移动时动作要轻柔。

- Keep a very small smile on your face, even if you are not talking to a guest
脸上保持微笑，即使你没有在与客人讲话。
- Keep your tone of voice low and never speak too loudly.
控制说话声音，永远不要大声讲话。
- Use a small nod of the head instead of a large one.
轻微的点头示意。
- Maintain eye contact with guests.
对客人保持目光接触。

4. Expression 表情

Maintain an alert, interested and friendly expression. A small smile is good, it keeps the corners of your mouth from drooping in a sulky manner

保持警觉的、有兴趣的和友好的表情。微笑有助于防止嘴角向下，以免出现生气的表情。

Vocabulary 词汇:

weight	重量 n.
lack	缺少 n.
balance	平衡 n.
hip	臀部 n.
chest	胸腔、胸膛 n
stage	舞台 n.
slight out	微微凸出
self – assurance	自信 n.
stomach	胃部 n.
elegance	高雅 n.
bottom	底部 n.
chin up	下巴向上
tuck in	缩进去
parallel	平行 v.
slouch	懒散 v.
maintain	维持、保持 v

lean	斜靠 v.
alert	警惕 n.
communicate	交流 v.
drooping	下垂的 adj.
sulky	生气的 adj.
manner	礼貌 n.

Lesson Two Grooming

第二课 仪容仪表

1. Skin 皮肤

Skin should not appear spotty. Cleanliness, proper diet, fresh air and plenty of rest will help, and correct, careful use of make up will cover spots if they do appear.

皮肤上不能有污点。清洁、正常的饮食，清洁的空气和充足的休息将对皮肤的健康有所帮助，正确和谨慎的化妆能够帮助遮盖瑕疵。

2. Make up 化妆

Make up should be proper, not excessive, applied. Heavy make up is not suitable with a uniform and will become messy in the heat and hurry of your work. Also, wear the “best” make up—a smile. It takes only a second to put on.

化妆应该适当，切勿夸张。浓妆与制服不搭配，在工作时还会因出汗和繁忙而变得脏乱。同样，微笑是最好的化妆，它只需一秒的上妆时间。

3. Hair 头发

Hair should be short and neat and should be shampooed often. Ladies with long hair should tidy hair on duty. There should be no stray or loose hair—there are also some very elegant ways to wear the hair up. Men should not have long hair.

头发应该短而整齐并经常清洗。留长发的女士在工作时应该将头发扎起

来。有很多优雅的盘发方法可供选择，不应该任头发飘散和产生掉发。男士不可以留长发。

4. Teeth 牙齿

Brush teeth daily, and check with a dentist every six months. Poor teeth affect your health as well as your appearance. Use a mouthwash regularly, and avoid eating garlic – seasoned foods before going on duty to avoid bad breath.

每天刷牙，每六个月看一次牙医。牙齿有问题将影响你的健康和仪表。经常漱口，避免在上班前吃蒜味食品以免产生难闻的口气。

5. Hands 手

The health of all guests is in your hands. Hands should be kept clean by frequent washing with hot water and soap. Use a nailbrush to clean under the nails thoroughly. Remove stains from fingers with a piece of lemon. Long red nails are not allowed.

客人的健康都掌握在你的手上。双手应该保持清洁，经常用温水和肥皂洗手。用指甲刷能将指甲缝里清洁干净。可以用柠檬来帮助清洁手指上的污渍。不允许留长指甲和涂红色的指甲油。

6. Shoes 鞋子

Shoes should be of good quality and of good firmness to give you proper support. This is for your own comfort and to prevent future backache and feet trouble. Shoes should be kept clean and in good repair. Worn – down heels on one side will put your body off balance. Having an extra pair at work to change into during your shift will make you more comfortable, especially if you have been caught in the rain.

鞋子的质量要好以便足够牢固，让你行走自如。这是为你本人的舒适考虑以免将来产生足背疼痛和足部疾患。鞋子应该确保清洁和保养良好。跟部向一侧的破损将使你的身体无法保持平衡。在工作的时候换上工鞋将会使你更加舒适，尤其是你在碰到下雨天的时候。

7. Uniforms 制服

Uniforms should be worn with pride and must always be clean, well pressed and fresh. Don't wear a sweater underneath a uniform. Ladies, don't wear a dark slip with light uniforms, and don't let any slip show below the hem of your shirt. Uniforms should not be worn on the street or any other place except at work.

制服应该是员工的骄傲，必须时刻干净并熨烫平整。不要在制服下穿着毛衣。女士不要在浅色的制服下穿着深色的内衣，也不要你的衬衫边缘下出现内衣。制服不允许在工作以外的地方穿着。

Vocabulary 词汇:

appear	出现 v.
stray	迷路的、离群的 adj.
spotty	多斑点的 adj.
affect	影响 v.
excessively	过分地 adv.
regularly	有规律地 adv.
applied	实用的 adj.
avoid	避免、消除 v.
messy	肮脏的 adj.
thoroughly	彻底地 adv.
neat	整洁的 adj.
worn	用旧的 adj ; 穿 (wear 的过去分词) v
tidy	整洁的 adj.
underneath	在...的下面
prevent	预防 v.
hem	边、缘、褶边 n.

Lesson Three Hotel Courtesy English Basic Expression

第三课 酒店基本礼貌用语

1. 欢迎和问候语

- (1) Good morning (afternoon, evening). sir (madam)

早上 (下午、晚上) 好, 先生 (夫人)。

- (2) How do you do?

您好! (初次见面时用)

Glad to meet you.

很高兴见到您。

- (3) How are you? 您好吗?

Fine, thanks. And you?

很好, 谢谢。您好吗?

- (4) Welcome to our hotel (restaurant, shop).

欢迎到我们宾馆 (餐厅、商店) 来。

- (5) Wish you a most pleasant stay in our hotel.

愿您在我们酒店过得愉快。

- (6) I hope you will enjoy your stay with us.

希望您在我们酒店过得愉快。(客人刚入店时)

I hope you are enjoying your stay with us.

希望您在我们酒店过得愉快。(客人在饭店逗留期间)

I hope you have enjoyed your stay with us.

希望您在我们酒店过得愉快。(客人离店时)

- (7) Have a good time! / Have a pleasant stay!

祝您过得愉快!

2. 电话用语

- (8) × × hotel, front desk. Can I help you?
× × 饭店前厅。请问您找谁？
- (9) Sorry, I've dialed the wrong number.
对不起，我拨错号了。
- (10) May I speak to your general manager?
请问你们总经理在吗？
- (11) Sorry, he is not in at the moment.
对不起，他现在不在。
Would you like to leave a message?
您要留口信吗？
- (12) Pardon?
请再说一遍好吗？
I beg your pardon?
对不起，请再说一遍好吗？
- (13) I'm afraid he is out for the day. Could you call again later, please?
恐怕他已经出去了。您方便过一会儿再打过来，好吗？
- (14) Thank you for calling, I will now put you through to...
谢谢您的来电，我现在将您转到.....
- (15) ...please hold the line while I connect you...
.....请稍等片刻，我立即为您接通。
- (16) Sorry to keep you waiting.
不好意思，让您久等了。
- (17) May I take the message or would you like to speak to someone else?
您愿意留言还是要与其他人说话？

3. 祝贺语

- (18) Congratulations!
祝贺您！
- (19) Happy birthday!
生日快乐！

- (20) Happy new year!
新年快乐！
- (21) Merry Christmas!
圣诞快乐！
- (22) Have a nice holiday!
假日快乐！
- (23) Wish you every success
祝您成功！

4. 答谢和答应语

- (24) Thank you / Thank you very much.
谢谢您/非常感谢。
- (25) Thank you for your advice (information, help)
感谢您的忠告(信息、帮助)。
- (26) It's very kind of you.
谢谢，您真客气。
- (27) You are welcome.
不用谢。
- (28) Not at all / Don't mention it.
不用谢。
- (29) It's my pleasure.
很高兴为您服务。
- (30) I am at your service / Glad to be of service.
乐意为您效劳。
- (31) Thank you for staying in our hotel.
感谢您在我们酒店下榻。
- (32) Thank you for coming.
感谢光临。
- (33) Thank you for waiting.
感谢您等了这么久。
- (34) Thank you for being so understanding.
谢谢您的理解。
- (35) I'm sorry. I'm awfully sorry.

很抱歉/非常抱歉。

(36) Excuse me.

对不起。

(37) I'm sorry. It's my fault.

很抱歉。那是我的过错。

(38) Sorry to have kept you waiting.

对不起，让您等了这么久。

(39) Sorry to interrupt you.

对不起，打扰您了。

(40) I'm sorry about this.

我很遗憾。

(41) I apologize for this.

我为此道歉。

(42) I'm very sorry. There could have been a mistake, I do apologize.

很抱歉。出了错误，我应当道歉。

(43) That's all right / It doesn't matter.

没关系。

(44) Let's forget it.

算了吧。

5. 征询语

(45) Can(May)I help you?

我能帮您什么吗？

Yes, please.

好的。

(46) What can I do for you?

我能为您做点什么？

(47) Is there anything I can do for you?

有什么能为您效劳的吗？

(48) May I have your name, please?

请问您的姓名？

(49) May I take your order now?

现在为您点菜好吗？

- (50) May I have your room number?
请问您的房间号码？
- (51) May I ask who is next?
请问下一个是哪位？
- (52) Did you have a nice trip?
旅途愉快吗？
- (53) Would you like to see the doctor?
您要去看医生吗？
- (54) May I come through, please?
请问能过去吗？
- (55) Could you speak slowly, please?
您能慢点说吗？
- (56) I'm sorry, I don't quite understand. Should I get the manager?
对不起，我不是很明白，我能叫经理来吗？
- (57) What kind of drink do you prefer / What kind of drink would you like?
请问您喜欢喝哪一种？
- (58) Just a moment, please.
请稍等一下。
- (59) May I use your phone?
我能借用您的电话吗？
Certainly / Of course.
当然可以。
- (60) How do you like Chinese food?
您喜欢中国菜吗？
- (61) What do you think of our service?
您对我们的服务有什么意见？
- (62) What can I show you?
您要买什么？
- (63) How do you like this fashion (color, size, design) ?
您喜欢这种款式（颜色、尺寸、图案）吗？
- (64) Please try us again tomorrow.
请明天再来看看。

6. 指路用语

(65) Go upstairs (downstairs).

上 (下) 楼。

(66) It's on the second (third) floor.

在二 (三) 楼。

(67) Excuse me. where is the washroom (restroom, elevator)?

对不起, 请问盥洗室 (休息室、电梯) 在哪儿?

This way, please. Turn left (right).

请这边走。往左 (右) 转。

(68) It's in the lobby near the main entrance.

在大厅靠近大门处。

(69) It's in the basement at the end of the corridor.

在地下室的走廊尽头。

(70) Let me show you.

我来告诉您。

(71) It will be on your right hand side.

它就在您的右手边。

(72) Go straight ahead.

向前直走。

(73) Go down to the lobby.

下楼到大堂。

(74) Please take the lift to the thirty - ninth floor.

请乘电梯到 39 楼。

(75) Turn left (right) at the first corner.

在第一个拐角左 (右) 转。

(76) Keep going straight and turn right at the next traffic lights.

直行, 在下一个交通灯处右转。

(77) The bar is on this floor. Please go straight along the lobby, turn right at the end and it is on the right.

酒吧在这层, 请沿着大堂直走, 在尽头右转, 酒吧就在右边。

7. 提醒用语

- (78) Mind (Watch) your step.
请走好。
- (79) Please be careful.
请当心。
- (80) Please don't leave anything behind.
请别遗忘您的东西。
- (81) Don't worry.
别担心。
- (82) Take it easy.
放心好了。
- (83) Please don't smoke here.
请不要在这抽烟。
- (84) There is no hurry, sir. Take your time.
不用着急，先生。慢慢来。
- (85) Are you all right, sir?
您还好吗，先生？

8. 告别语

- (86) Good-bye.
再见。
- (87) See you later.
再见。
- (88) Good night.
晚安。
- (89) See you tomorrow.
明天见。
- (90) Good-bye and thank you for coming.
再见，感谢您的光临。
- (91) Good-bye and hope to see you again.
再见，希望再见到您。

- (92) Have a nice trip!
一路平安!
- (93) Wish you a pleasant journey! Good luck!
祝您旅途愉快! 祝您好运!
- (94) We all look forward to serving you again.
我们都希望能再次为您提供服务。

9. 销售和公关用语

- (95) What kind of rooms (food) would you like to have?
您需要什么样的房间(吃什么样的菜)?
- (96) Here is a brochure and tariff of our hotel.
这是介绍我们饭店的小册子和价目表。
- (97) We'll give you a 10% (ten percent) discount.
我们给您九折优惠。
- (98) We'll offer tour guides and complimentary breakfasts.
我们提供导游和免费早餐。
- (99) We accept your terms.
我们接受您的条件。
- (100) I'll look into the matter.
我会调查这件事。
- (101) I'm sorry, I cannot guarantee, but I'll do my best.
对不起, 我不能保证, 但我会尽力。
- (102) I'm sorry. there is no discount.
对不起, 没有折扣。
- (103) I'm sorry, I'm afraid we don't have any available.
对不起, 恐怕没有(这种产品)。
- (104) It's good value for the price.
这是物有所值的。
- (105) I'm afraid such information is confidential.
我想这样的信息是保密的。
- (106) May I introduce myself ?
让我自我介绍一下, 好吗?
- (107) May I present you a little souvenir?

请接受我们的一点小纪念品。

(108) Let's drink to our friendship!

为我们的友谊干杯！

(109) Let me propose a toast to the health of our guests!

建议为在座客人的健康干杯！

(110) Cheers! / Bottoms!

干杯！

10. 安慰和道歉用语

(111) Thank you for your comments (compliment, suggestions)

感谢您的意见 赞扬、建议。

(112) Thank you all the same.

然而 还是要谢谢您。

(113) Please accept my apologies on behalf of the hotel.

我代表酒店向你致歉。

(114) I'll look into the matter right away.

我马上去调查这件事情。

(115) I assure you it won't happen again.

我保证此类事情不会再发生。

(116) Please don't worry, sir (madam).

先生(夫人)，请不必担心。

(117) I'll send someone up to your room right away.

我马上派人到你的房间去。

(118) I can't guarantee anything, but I'll try my best.

我不能保证，但我会尽力而为。

(119) That won't be necessary.

那没必要。

(120) I'm afraid we cannot do that.

我恐怕我们不能那样做。

(121) I'm afraid it's against the hotel's regulations.

恐怕这是违反饭店规章制度的。

(122) I'm afraid you'll have to pay the damage.

我想您必须赔偿损失。

- (123) I do apologize for these inconvenience on behalf of our hotel.
对您造成的不便，我谨代表酒店向您道歉。

11. 其他用语

- (124) They are all together 175 (one hundred and seventy – five) yuan.
共计 175 元。
- (125) You may pay in cash or with credit card.
您可以付现金也可以用信用卡。
- (126) You have made a good choice, you have very good taste.
您真会买东西，您眼力真好。
- (127) In our hotel we don't accept tips.
我们饭店是不收小费的。
- (128) It's our pleasure to serve our guests well.
我们为能为客人服务好而感到高兴。
- (129) May I have your signature, sir? ... Here, please.
先生，请在这里签名。对，这儿。
- (130) Please dial "0".
请拨“0”。
- (131) There comes the taxi.
出租车到了。
- (132) I'll be with you in a moment.
我一会儿回来。
- (133) We'll let you know as soon as possible.
我们将尽快让您知道。
- (134) I'll report it to my manager.
我会向经理汇报。
- (135) Just leave it to us.
交给我们吧。
- (136) My name is × ×. if there is anything I can do for you, just let me know
我叫 × ×，如果需要我为您做什么，请告诉我。
- (137) I'm happy, everything was for your satisfaction.
很高兴，您对一切都满意。
- (138) I hope you did not hurt yourself.