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Unit 1

I Work in the Front Office

Job Description

My name is Rita, I work in Mayflower Hotel. I am a clerk at the front office. I try my best to meet customers' requests. I should deal with:

- ① checking ins and outs;
- ② maintaining reservations;
- ③ guest information;
- ④ guest complaints;
- ⑤ paperwork.





任务1-1 预订服务 Reservation Service

1-1-1 预订客房 Room Reservation

◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- introduce the room types in English;
- explain the prices of the rooms in English;
- understand the needs of guests and make reservations for them;
- note down the reservation information.

◆ 情景描述 Scene Description

On the morning of September 29th, Rita receives a call from Mr. Tony Bennett. He wants to reserve three rooms from October 15th to October 20th.

◆ 引导问题 Leading Questions

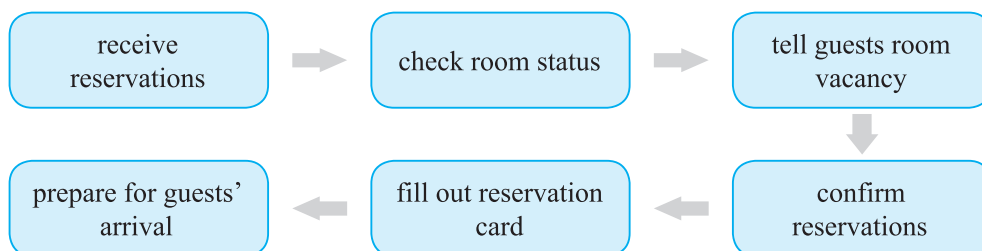
- How can you receive reservations from the guests? Tick (✓) the right answers.

☐ group reservation☐ online☐ delivery service☐ fax☐ telephone☐ email☐ letters

- How many types of rooms are there in hotels?
- What information should you know when you receive a room reservation?
- What should you do when the guest wants to change his/her reservation?
- What should you do when there is no room available?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

reservationist 预订员

expensive / dear 昂贵

reasonable (价格) 合理的

full name 全名

postpone/ extension 延期

cancel/ cancellation 取消

waiting list 等候名单

be full up / no vacancy 客满

registration form / list 预订 / 登记表格 / 单

arrival date / in date 抵达日期 / 入住日期

departure date / out date 离开日期

sign name 签名

low season 淡季

reservation 预订

review 评论

walk-in 散客

family name / last name 姓

first name 名

room change 换房

room rate (price / charge) 房费

length of stay 停留天数

high season 旺季

(2) Useful expressions

➤ To name different room types

① What kind of room would you like / prefer, twin room or double room?

先生, 您喜欢哪类房间, 双人间还是大床间?

② Would you like a single room or a double room?

请问您想预订单人间还是双人间?

③ We have standard rooms, luxury rooms and presidential suite on those dates.

What kind of room would you need?

那几天我们有标准间、豪华间和总统套间，您需要哪类房间？

➤ To explain the price of the rooms

① What's the rate for / the price of the twin room per night, please?

双人间每晚多少钱？

② The current rate is \$65 per night.

现行房费是 65 美元一晚。

③ We offer 15% discount for group reservation.

团队预订有 15% 的折扣。

➤ To note down the guest's personal information, such as name, address, telephone number, etc.

① May I know (have) your full name / telephone number?

能告诉我您的全名 / 电话号码吗？

② How do you spell that, please?

请问如何拼写？

③ When do you need the room?

请问您何时需要房间？

④ When do you expect to arrive / leave?

您什么时候到 / 离开？

➤ To confirm the reservation

① What was the date of the reservation?

您预订哪天的？

② Was the reservation for yourself or for another party?

这项预订是为您自己订的还是为别人订的？

③ Is it just for tonight?

只订今晚吗？

④ Please wait a moment. Let me check the reservation list.

请稍等，我查一查预订单。

⑤ Thanks for your waiting. You've booked 5 double rooms for June 8th, 9th and 10th, is it correct?

让您久等了，您预订了 6 月 8—10 日 5 间大床间，对吗？

➤ To change or cancel the reservation

- ① Will there be any change in your room type?
是否更改房间类型呢?
- ② I want to change the single room to a twin room.
我想把单人间换成双人间。
- ③ I would like to change the date to October 3th and I would like to stay for 3 nights.
我想把日期改到 10 月 3 日, 住 3 个晚上。
- ④ I'd like to extend it for two more nights until the 16th.
我想再延长两个晚上, 一直住到 16 号。
- ⑤ I am afraid I have to cancel the reservation I made yesterday.
恐怕我必须取消昨天的订单了。
- ⑥ Our flight to Guangzhou has been cancelled because of a super big typhoon.
由于台风, 飞往广州的航班被取消了。
- ⑦ Is it possible for me to cancel a reservation?
我是否可以取消这项预约?

3. 情景对话范例 Sample Dialogue

R=Rita (reservationist) G=Mr. Tony Bennett (guest)

R: Room reservation. May I help you?

G: Yes. This is Tony Bennett speaking. I'd like to book three rooms from October 15th to October 20th.

R: OK, Mr. Bennett. Let me check. ...Yes, we have standard rooms, luxury rooms and presidential suite on those dates. What kind of room would you like?

G: Three standard rooms would be fine.

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

G: What's the rate for a double room per night, please?

R: A double room is 688 yuan per night.

G: Three double rooms, please.

R: That's fine. May I have your telephone number?

G: Yes, it's 13398625677.

R: Good. Could you spell your name, please?

G: Sure, it is Tony Bennett. T-O-N-Y, Tony. B-E-N-N-E-T-T, Bennett.

R: OK, let me make sure what I got, Mr. Bennett, three double rooms, five nights from October 15th to October 20th, your telephone number is 13398625677. Is that right?

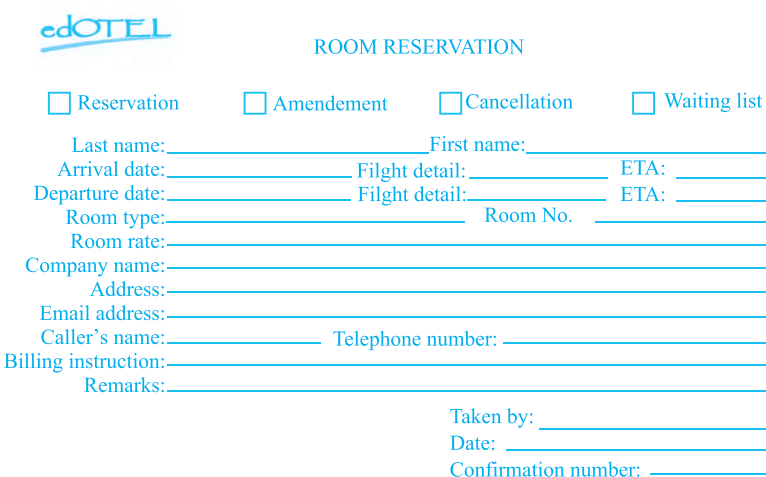
G: Yes, thank you very much.

R: You're welcome. Mr. Bennett. We are looking forward to your coming.

◆ 语言活动 Language Activity

1. Ask and Answer

What is a reservation form?



edOTEL ROOM RESERVATION

☐ Reservation ☐ Amendment ☐ Cancellation ☐ Waiting list

Last name: _____ First name: _____

Arrival date: _____ Flight detail: _____ ETA: _____

Departure date: _____ Flight detail: _____ ETA: _____

Room type: _____ Room No. _____

Room rate: _____

Company name: _____

Address: _____

Email address: _____

Caller's name: _____ Telephone number: _____

Billing instruction: _____

Remarks: _____

Taken by: _____

Date: _____

Confirmation number: _____

2. Role Play

You are Rita. You get a phone call from Mr. John Miller. He wants to change his reservation from April 1st to April 3rd. His telephone number is 020-34962578. Role-play a dialogue with your partner. Here are some tips for you.



Yes, my name is...
I would like to change the date to April 3rd and I would like to stay for 2 nights.
My phone number is ...
Thanks a lot.

Can I help you?
Let me check the reservation list.
May I have your phone number, please?
I've changed your reservation to April 3rd for 2 nights.
Thank you. We look forward to serving you.

3. Make a reservation form according to the above dialogue

◆ 课外知识 Tips

酒店房型

① 按设施及规格分

单人间	single room
双人间	twin room
大床间	double room
标准间	standard room
三人间	triple room
套间	suite
公寓	apartment
别墅	villa

② 按级别分

经济间	economic room
普通间	standard room
高级间	superior room
豪华间	deluxe room
商务标间	business room

3 特殊房型

不限房型	run of the house
无烟标准间	non-smoking room
带厨房客房	room with kitchen

4 按朝向分

园景房	garden view room
海景房	sea view room
湖景房	lake view room
山景房	mountain view room

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
听懂客人的预订要求							
正确记录客人的预订信息							
用英语为客人办理预订							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:

➡ 1-1-2 确认预订信息 Reservation Confirmation



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- confirm phone-call reservation;
- confirm online reservation.

◆ 情景描述 Scene Description

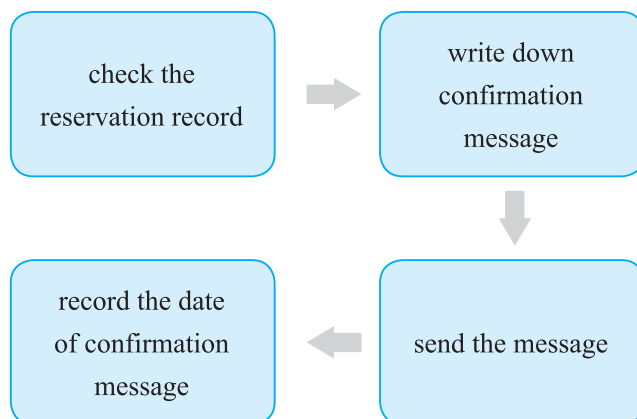
Rita has just received a reservation which is made through phone call. Now she needs to send a message to the guests to confirm the reservation.

◆ 引导问题 Leading Questions

- What do you need to check before you send a confirmation message or email to your guests?
- What's the format of a confirmation message or email?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

kindly 友善地

successfully 成功地

recommend 推荐

inform sb. of sth. 告知某人某事

based on 建立在

invalid 无效的

leisure 休闲, 空闲

review 评论

look forward to 期待做

fail to do sth. 不能做某事

(2) Useful expressions

➤ To offer suggestions

- ① We kindly inform you that your reservation has been successfully made online.
我们友善地提醒您, 您已经成功在网上预订了。
- ② We will reserve the rooms for you till 6: 00 p.m. of October 15th.
我们会把您预订的房间保留到 10 月 15 日晚上 6 点。
- ③ If you fail to check in before 6 o'clock, your reservation will be invalid.
如果您在 6 点前不能抵店入住, 预订信息将会失效。
- ④ We are looking forward to seeing and serving you at Mayflower.
我们期待在五月花酒店见到您并为您服务。

3. 确定预订信息范例 Sample Confirmation Message

Dear sir/madam,

Welcome to Mayflower Hotel. We kindly inform you that your reservation has been successfully made online. Your reservation is three single rooms from October 15th to October 20th. We will reserve the rooms for you till 6 o'clock of October 15th. If you fail to check in before 6 o'clock, your reservation will be invalid. We are looking forward to seeing and serving you at Mayflower. Thank you for choosing us.

Yours truly,
Mayflower Hotel

◆ 语言活动 Language Activity

1. Ask and Answer

Choose the best answer according to the picture.



- 1 The above picture is about _____.
 - A. online comments on the hotel
 - B. location of the hotel
 - C. a photo of the hotel amenities
- 2 What is the meaning of the phrase “guest review”?
 - A. 客人投诉
 - B. 客人评价
 - C. 客人复习

3 According to the guest review, the hotel is more well-known for its_____.

- A. tidiness
- B. service
- C. luxury

2. Model Writing

Mr. Tony Bennett has made a phone-call reservation for four nights (from Dec. 23rd to Dec. 26th) in the Marriot Hotel in Singapore. You are the Front Desk attendant. Please send an email to him to confirm his reservation. You can refer to the above sample confirmation message. Here are some tips for you.

Welcome to ... Hotel.

We kindly inform you that...

Your reservation is...

We will reserve the rooms for you till...

We are looking forward to...

◆ 课外知识 Tips

确认预订信息的英文邮件范本

入住日期	退房日期		
 2015年10月1日	 2015年10月1日	查看空房情况	

客房类型	最多人数	最低价	
 <p>▶ 适合轮椅使用者入住的客房-带一张大号床-禁烟 方便轮椅使用者出入的客房配备了空调并设有休息区和连接浴室</p>			显示价格
 <p>▶ 高级一卧室客房 - 可吸烟 这间双人房配有电热水壶、休息区和空调</p>		起价: 494元	显示价格

Dear Sir/Madam,

I am your customer who is named ×××. I just made a reservation in your hotel and paid the room cost by credit card via the third part agency website. However, unfortunately I don't get any confirmation email and the booking information can not be found in my booking page. Could you help me double check and let me know my

booking and payment status?

In addition, this time I will bring my family to Thailand, which including my parents who are more than 70 years old and my 4-year-old kid. My family all expect the exciting trip and the wonderful hotel experience. If you can kindly upgrade my room from current room to a superior one without any extra cost, I will be highly appreciated.

I am looking forward to getting your reply at your earliest convenience.

Yours sincerely,

×××

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
撰写确定信息							
正确读出专业词汇和句型							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:



任务1-2 前台接待 Front Desk Service

1-2-1 办理入住服务 Check-in Service



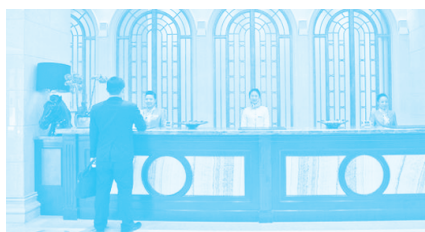
◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- receive and welcome guests;
- help guests check in and register;
- assign the rooms;
- provide information or service.

◆ 情景描述 Scene Description

On the evening of Oct. 15th, Mr. Tony Bennett arrives at Mayflower Hotel. Sandy (front desk receptionist) is receiving Mr. Bennett and helping him check in. Mr. Bennett has reserved a single room and will stay for 5 nights.



◆ 引导问题 Leading Questions

- Can you recognize these rooms? Please match them together.

单人间	triple room	VC	空置且未清理
双人间	single room	(vacant/clear)	
三人间	double room	VD	占用且未清理
相通间	king room	(vacant/dirty)	
临近间	mini-suite	OC	空置且已清理
特大号床间	adjoining room	(occupied/clear)	
小型套间	adjacent room	OD	占用且已清理
总统套间	twin room	(occupied/dirty)	
对床间	presidential suite		

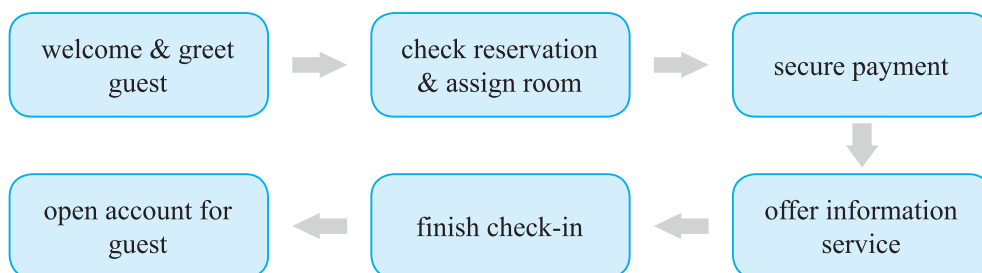
- How do you greet Mr. Bennett and ask if he has reservation?
- Can you explain some facilities or services in the hotel?
- Do you know what a registration card is?
- How do you help Mr. Bennett fill in the registration card?

Registration Card

Room No.	Arr. Date	Dep. Date	Adult	Child	Room Rate	Code No.
Surname: _____ First Name: _____						
Private Address: _____						
Company Name&Address: _____						
Occupation: _____ Nationality: _____						
Passport No.: _____						
Next Destination: _____						
My Account Will Be Settled By:						
Cash <input type="checkbox"/>		Voucher <input type="checkbox"/>		Credit Card <input type="checkbox"/>		
City Ledger / Direct Billing <input type="checkbox"/>		American Express <input type="checkbox"/>		VISA <input type="checkbox"/>		
JCB Card <input type="checkbox"/>		Dinners Club <input type="checkbox"/>		Master Card <input type="checkbox"/>		
Signature: _____						
Clerk's Initial: _____						

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

account 账户, 账号

payment 支付, 付款

private 私人的, 个人的

occupation 职业

passport 护照

room assignment 房间分配

check in 登记入住

fill in/out 填写

receive guest 接待客人

method 方式, 方法

occupied 被占用的

address 住址, 地址

nationality 国籍

intend 打算

message service 留言服务

registration card 入住登记卡

method of payment 付款方式

provide information 提供信息

(2) Useful expressions

➤ To greet guest

Good evening. Welcome to Mayflower Hotel. May I help you?

晚上好, 欢迎光临五月花酒店, 我能为您做些什么?

➤ To ask if the guest has reservation

Do you have a reservation with us, sir/madam?

您有预订吗, 先生(女士)?

➤ To help the guests finish the registration card

① Would you please fill in the registration card?

请您填写一下登记卡, 好吗?

② Would you like to register, please?

您要登记入住吗?

- 3 Could you please sign your name here?

您能在这里签名吗?

- To briefly explain some facilities and service

- 1 Breakfast is being served from 7 to 11 a.m. at the cafeteria.

早餐从早上 7 点到 11 点在餐厅供应。

- 2 You can enjoy our excellent Chinese food at the Happy Hall on the second floor.

您可以在二楼的幸福厅享用美味的中餐。

3. 情景对话范例 Sample Dialogue

R=Sandy (receptionist) G=Mr. Bennett (guest)

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

G: Hello. I've reserved a single room for myself. My name is Tony Bennett.

R: OK, Mr. Bennett. (Look under the letter of alphabet to find the guest's registration card) Yes, here we are. Mr. Bennett, would you please kind enough to fill in the registration card?

G: OK. I will fill in the name, private address, occupation, nationality and passport number. Is that right?

R: Yes, Mr. Bennett. Thank you. Would you please show me your passport?

G: Here you are.

R: Thank you, Mr. Bennett. I've double checked your registration card. Please sign your name here. Here's your passport. You have arrived today on Oct. 15th. Are you staying here for 5 nights?

G: Yes. I will be leaving on Oct. 20th.

R: And how do you intend to pay?

G: By credit card.

R: That's fine, Mr. Bennett. Now we have put you in Room 2002. Here is your key card. I'll get the bellboy to show you the room now.

G: OK. Where can I have breakfast?

R: Oh, breakfast is being served from 6 to 11 a.m. at our cafeteria.

G: I see. Thank you.

R: You are welcome. I hope you will enjoy your stay with us.

◆ 语言活动 Language Activity

1. Translate the following sentences into Chinese

After the guest finish the registration card, you should ensure the necessary information like name, length of stay, method of payment and type of room.

2. Group work

Making dialogue according to the following hotel situation.

One guest comes to your hotel. He hasn't made any reservation beforehand. You introduce different kinds of rooms to him. He chooses a single luxury room. The rate is 540 yuan for each night. He will stay for 2 nights. You help the guest finish checking in.

- ✧ Good evening, sir. May I help you?
- ✧ Do you have a reservation with us?
- ✧ We have single room, double room, suite...etc.
- ✧ The rate is 540 yuan for single luxury room for each night.



◆ 课外知识 Tips

办理入住标准

- ① Did complete check out take no more than 5 minutes from the time of joining the queue?
从客人排队开始不超过五分钟就可以办理完所有的入住手续吗?
- ② Was bill clearly itemized in English and was it accurate and complete?
账单用英文清晰、准确、完整地列出了吗?
- ③ If a pen was required, was a hotel branded/corporate style pen provided?
如果需要笔, 有带有酒店标志 / 集团标志的笔提供吗?
- ④ Did employee offer assistance with luggage?
员工帮助客人提行李了吗?
- ⑤ Did employee offer assistance with onward transport or reconfirm any

prearranged transport?

员工有提供运送帮助或再确认预先安排的运送吗?

- ⑥ Did employee ask at any point if guest had enjoyed their stay?

员工询问客人在此住宿满意吗?

- ⑦ Did the employee offer an invitation to return?

员工有邀请客人再次光临吗?

- ⑧ Did employee clarify if the guest was returning to the room and ensure that the key card remained operational (if applicable) ?

员工有弄清客人是否回到房间并确保房卡可用了吗?

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌接待客人							
正确读出专业词汇和句型							
听懂客人的沟通要求							
正确登记客人的入住信息							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from the task:

What I need to improve after the task:

1-2-2 兑换外币服务 Foreign Currency Exchange Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- handle foreign note exchange;
- deal with cash float;
- fill in foreign currency receipt;
- help guests have safe deposit.

◆ 情景描述 Scene Description

On the early morning of Oct.17th, Mr. Tony Bennett goes to the front desk to exchange his currency. He wants to exchange \$500 into RMB. And he doesn't quite sure the exchange rate on board. He needs the help from Sandy, the receptionist of Front Desk.



◆ 引导问题 Leading Questions

- What is a foreign currency receipt about? Do you know how to fill in the receipt?

Foreign Currency Receipt

Guest Name: _____			
Room No.: _____		Date: _____	
Currency Type	Amount	Exchange Rate	RMB
Guest Signature: _____		Total: _____	
Cashier Signature: _____			

- Do you know the current exchange rate of American dollar to RMB?
- Do you recognize the following notes?



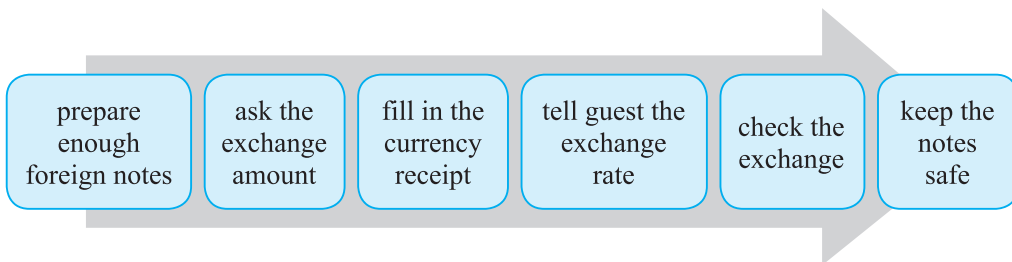
➤ What is a safe deposit record about?

Safe Deposit Record

Box No.: _____	Guest's Name: _____
Room No.: _____	Date: _____
Cashier: _____	
Authorized Signature: _____	
Date: _____	Time: _____
Guest Signature: _____	
Cashier: _____	

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

exchange 兑换, 交换

cashier 收银员

receipt 单据

EURO 欧元

R/Ruble 卢布

exchange rate 汇率

settle a bill / an account 结账

charge 收费

calculate 计算

CNY/RMB 元 / 人民币

USD/ US dollar 美元

pound 英镑

safe deposit box 保险柜

(2) Useful expressions

➤ To greet guests

Good morning, Front Desk. Can I help you?

早上好，这里是前台。有什么我可以帮到您？

➤ To ask for money exchange

① Can I exchange some money here?

我能在这里兑换货币吗？

② Do you offer foreign note exchange service?

你们提供外币兑换服务吗？

③ I need to exchange some money.

我需要兑换一些钱。

➤ To ask about the exchange rate

① What is the rate of exchange on board?

挂牌上显示的兑换汇率是多少？

② What is the rate of exchange between US dollar and RMB today?

今天美元对人民币的汇率是多少？

③ Is that the same rate as the bank gives?

和银行提供的汇率一样吗？

➤ To explain the exchange rate

① The exchange rate today is 1 USD to 6.24 RMB, sir.

先生，今天美元兑人民币是 1:6.24。

② It is the same rate as the bank gives, sir.

先生，这和银行提供的汇率是一样的。

➤ To calculate and confirm the amount

① Just a moment, please. Let me calculate that for you.

稍等片刻，我给您算一下。

② It comes to 3,000 yuan in total at today's exchange rate.

根据今天的汇率，一共是 3,000 元。

3. 情景对话范例 Sample Dialogue

R=Sandy (receptionist)

G=Mr. Bennett (guest)

R: Good morning, Mr. Bennett. May I help you?

G: Yes. Do you offer foreign exchange service?

R: Yes. You can exchange some currency into RMB with us.

G: Good. I'd like to exchange these dollars into RMB.

R: Certainly, Mr. Bennett. Could you fill out this form, please?

G: I see. What's the exchange rate today?

R: Ah, today's exchange rate is 1 USD to 6.24 RMB on board.

G: OK. Is it the same with the bank gives?

R: Yes, Mr. Bennett. The rate is the same as the bank gives.

G: Good. Here you are.

R: Thank you, Mr. Bennett. You'd like to exchange \$500 into RMB. Is that right?

G: Yes, that's right.

R: Just a moment, please. Let me calculate that for you. ...Thank you for waiting, Mr. Bennett. It comes to 3,120 yuan at today's exchange rate.

G: I see. Here you are.

R: OK. Here is 3,120 yuan. Have a nice day!

◆ 语言活动 Language Activity

1. Group work

Can you search on the Internet for the exchange rate between the following foreign notes? Fill them in the form and tell your classmate. You may say:

The exchange rate between EURO and RMB is...

The exchange rate on board today is...to...

Currency Type	Amount	Exchange Rate	RMB
USD			
Pound			
EURO			
Ruble			
...			

2. Role Play



If you were Sandy, can you help Mr. Bennett exchange foreign notes again? This time he wants to exchange three hundred pounds into RMB. You may refer to the exchange rate you've filled in the form above.

◆ 课外知识 Tips

外 币 兑 换

- 1 Make sure you have enough cash and local money to serve guests and handle payment during your shift. Change large notes with Head Cashier.

确保在值班时有足够的现金和本地货币为顾客服务及处理付款。在总出纳员处兑换大面额的纸币。

- 2 Report fake notes or strange currency according to hotel procedure. When in doubts, you can verify with your supervisor, Head Cashier or Accounting Department.

如果结算时发现伪钞或陌生外币时，根据酒店程序报告以上问题。如有疑问，可向你的上级、总出纳员或会计部汇报。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌接待客人							
正确读出专业词汇和句型							
听懂客人兑换外币的要求							
正确提供汇率信息							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from the task:

What I need to improve after the task:

➡ 1-2-3 留言信息服务 Message Information Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- answer the phone call;
- identify the detail information of a message;
- take messages properly;
- inform the guests politely.

◆ 情景描述 Scene Description

Sandy (the receptionist of Front Desk) receives a phone call for Mr. Bennett at 3:50 p.m. on Oct. 18th. The caller is Jane Cooper, the secretary of Mr. Bennett. Mr. Bennett is out for something urgent without taking his mobile phone. Sandy takes a message and informs Mr. Bennett when he comes back.

**◆ 引导问题 Leading Questions**

- Fill in the following blanks according to your background knowledge.
- ① If a caller asks for a guest in the hotel, the front desk receptionist should first get the caller's _____.
- ② After the caller has introduced himself/herself, the receptionist may _____ the guest for him/her.
- ③ In case that the guest is not available, the receptionist will ask the caller if he/she wants to _____ a message.
- ④ If the caller chooses to leave a message, the receptionist should _____ the message properly.

➤ Read the following message and answer questions.

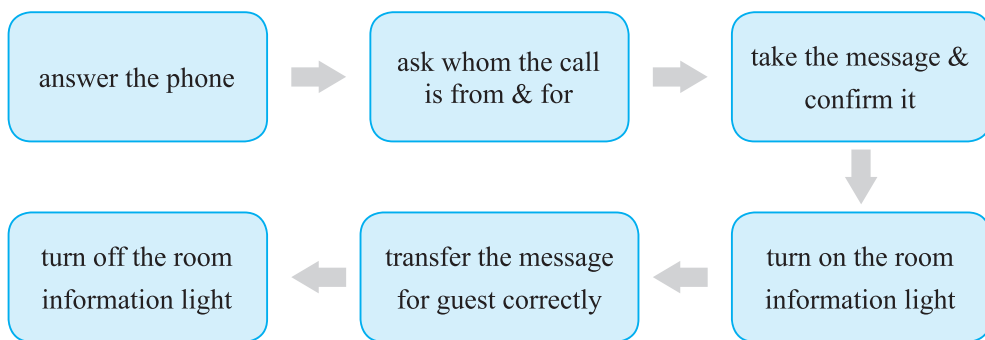
To: Mark Lee	Room No.2002
You Were Called	
By: George Wang	
Of: Spring International Travel Service	
<input checked="" type="checkbox"/> Please Call Back	<input type="checkbox"/> Will Meet At × × × <input type="checkbox"/> Will Call Again
Message	
Mr. Wang will have a meeting between 7 and 8 this evening. Please call him back before 7: 00 p.m. today.	
Taken By: Sandy	Time: 3: 15 p.m. Date: Oct. 18th, 2015
Guest's Signature: George Wang	

Questions:

- ① Who gives the message?
- ② Who takes the message?
- ③ Whom is the message for?
- ④ What does the caller want to do?
- ⑤ When did the caller ring?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

recipient 收件人

inform 告诉, 告知

introduce 介绍

correctly 正确的

further 进一步的

confirm 确认

take a message 传送留言

properly 合适地

contact 联系

inquiry 咨询

answer the phone 接听电话

leave a message 留言

(2) Useful expressions

- ① Can I take a message, please?
我能为您捎个口信吗?
- ② Would you like to leave a message?
你想留个口信吗?
- ③ May I have your name and contact number, please?
我能问一下您的姓名和联系电话吗?
- ④ Please wait for a moment. Let me take down your details.
请稍候, 让我记下您的详细信息。
- ⑤ I will repeat the message.
我重复一下您的留言。

3. 情景对话范例 Sample Dialogue

R=Sandy (receptionist) C=Jane (caller)

R: This is Front Desk of Mayflower Hotel. May I help you?

C: I tried to connect with Mr. Bennett in Room 2002, but he was probably out without his phone. Could I leave a message for him?

R: Yes, madam. It's for Mr. Bennett in Room 2002. May I know who is calling, please?

C: It's Jane Cooper, Mr. Bennett's secretary.

R: Yes, Ms. Cooper. Go ahead, please.

C: OK. Please tell Mr. Bennett that I will have to arrange a meeting for him so I cannot pick him up at the airport the day after tomorrow. But I will ask Peter to go there. And, here is Peter's phone number, 3461-2987.

R: OK. Is that the complete message?

C: Yes. That's all.

R: Certainly, Ms. Cooper. I'll repeat your message. The message is for Mr. Bennett in Room 2002 from Ms. Jane Cooper. Peter is going to pick Mr. Bennett up at the airport instead of you for you will have to arrange a meeting for Mr. Bennett the day after tomorrow. Mr. Bennett can call Peter at 3461-2987. Is that correct?

C: That's right.

R: Thank you very much. I'll inform Mr. Bennett as soon as he comes back. If you have any further inquiries, please contact us.

C: OK. Thank you.

◆ 语言活动 Language Activity

1. Note-taking

Could you please note down the detail information of the message from Jane Cooper to Mr. Bennett?

Message	
To: _____	Room No. _____
From: _____	
Message: _____	
Guest's Signature: _____	

2. Dialogue-making

When Mr. Bennett comes back to the hotel, he calls the Front Desk for message. Could you complete the following dialogue?

R=Sandy (receptionist) G=Mr. Bennett (guest)

R: Front Desk of Mayflower Hotel. _____?

G: Yes. This is _____. I saw my message light on. Is there a message for me?

R: Ah, yes, Mr. Bennett. There's a message for you from Ms. Jane Cooper at 3:50 p.m.. May I read it for you?

G: Yes. Please.

R: OK. _____ for she will have to arrange a meeting for you. And Peter will go instead. You can contact him at _____.

G: OK. Thank you.

R: It's my pleasure, sir.

3. Translate the following from English to Chinese. Pay attention to “DO” and “DON’T”

DON'T: Be careless when handling message.




DO: Pass on the message promptly and accurately. Always double check the recipient of the mails and messages.

◆ **课外知识 Tips**

留言的程序

- ① Make sure whom the message is for and the name of the caller.
弄清楚是给谁的留言以及打电话客人的姓名。
- ② Write down the message correctly with all the details. The message sheet of the hotel will help the guest.
正确记录信息的所有细节，酒店的留言单为客人提供帮助。
- ③ Repeat the message to the caller and confirm it.
重复已经记录下来的信息，让客人确认。
- ④ Pass on the message as soon as the recipient comes back to the hotel.
信息接收人回来后，将信息尽快转给他。
- ⑤ Confirm that the recipient has received and understood the message.
确保信息接收人收到信息并了解信息内容。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌接听电话							
正确读出专业词汇和句型							
听懂电话来访者的信息							
快速正确地做好留言记录							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:

➡ 1-2-4 办理退房服务 Check-out Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- help guests check out;
- guide guests to settle bills;
- explain bills to guests;
- offer guests receipts or invoices.

◆ 情景描述 Scene Description

On the morning of Oct. 20th, Mr. Bennett wants to check out and leave for London. He goes to the Front Desk to settle his bill. Kate (the cashier of Front Desk) helps him to finish checking out.

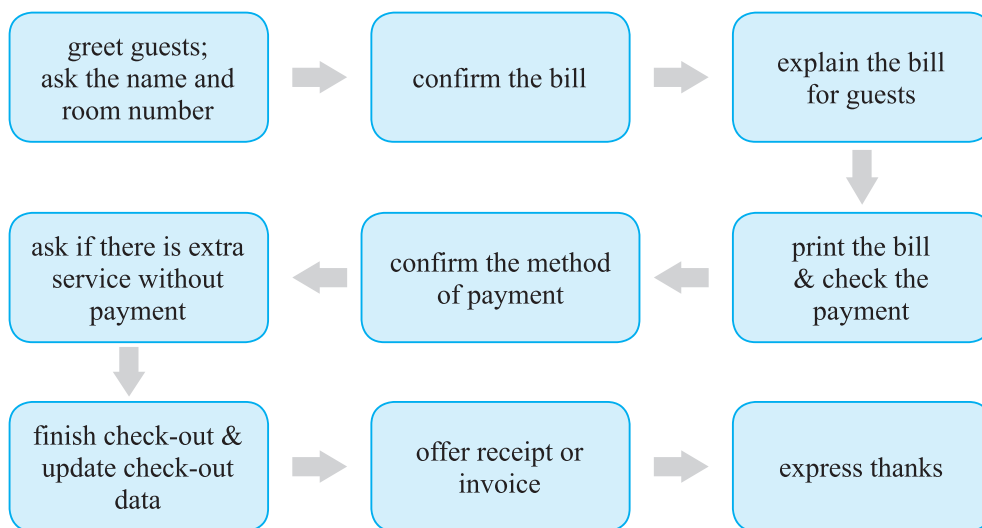


◆ 引导问题 Leading Questions

- What would you do if the guest is not so sure about the bill?
- Do you know how many methods of payment there are?
- Can you guess what the guest is doing in the pictures when he's checking out?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

invoice 发票

charge 收费

cash 现金

credit card 信用卡

check out 退房

settle a bill/account 付账、付款

bill 账单

discount 打折

amount 数额

check 支票

mini-bar 迷你吧

(2) Useful expressions

① I am leaving today. Can I have my bill, please?

我今天离店，能结账吗？

② Sir, have you used any hotel services since breakfast?

先生，早餐之后您有没有使用酒店的任何服务呢？

③ Did you made any phone call from your room?

您在自己的房间使用过电话吗？

- ④ Sir, here is the bill. Would you like to check it?
先生，这是您的账单。您可以确认一下吗？
- ⑤ There is a laundry charge.
这是洗衣费。
- ⑥ How do you wish to settle your account, in cash or by credit card?
你想如何结账呢，是用现金还是信用卡？
- ⑦ We offer 10% discount for repeat guest. So you can enjoy that, sir.
我们为回头客提供 10% 的折扣。先生，您可以享用这个折扣。
- ⑧ Do you mind signing here?
您介意在此签名吗？
- ⑨ Thank you for staying with us.
感谢您选择我们的酒店。
- ⑩ We look forward to serving you again.
期待下次再为您服务。

3. 情景对话范例 Sample Dialogue

C=Kate (cashier) G=Mr. Bennett (guest)

- C: Good morning. May I help you?
- G: Yes. I want to check out, please. My name is Tony Bennett.
- C: OK, Mr. Bennett. Please wait for a moment ... Ah, Mr. Bennett, were you in Room 2002?
- G: Yes. Here's the key card.
- C: OK. Thank you. Here's your bill. It comes to 1, 500 yuan altogether. Would you like to check it?
- G: Oh...What's that amount for?
- C: I am sorry to say that we have to charge for the international call you made from your room.
- G: OK. I see.
- C: How would you like to pay, in cash or by credit card?
- G: Credit card, please. Here you are.
- C: Thanks. Here is your receipt. We look forward to serving you again.

G: Thank you. Goodbye.

C: Bye.

◆ 语言活动 Language Activity

1. Translation

Translate the following sentences into Chinese.

When a guest checks out, you must not forget to do the following work.

Identify the guest's name and his room number.

Make clear what services the guest has used.

Explain the bill to the guest.

Offer the guest the receipt or invoice.

2. Problem-solving

Troubles would sometimes come out in working. Discuss with your partner and solve the following trouble as properly as you can.

Mr. Henry goes to check out at the Front Desk. When you (the cashier of Front Desk) offer him the bill, he argues that there is an amount of money that should not be included in his bill. It is for the Champagne which he just opened and smelt yet without tasting in his room.

- Is it necessary for Mr. Henry to pay for the Champagne?
- How would you properly and politely explain the bill to Mr. Henry?

◆ 课外知识 Tips

你知道酒店以下服务吗？

- ✓ Pick-up service from the airport or ferry terminal (机场码头接送服务)
- ✓ Porter service (搬运服务)
- ✓ Laundry, ironing and dry-cleaning service at the hotel (洗衣、熨烫、干洗服务)
- ✓ Concierge service (礼宾服务)
- ✓ Housekeeping service (客房服务)
- ✓ Turn-down service (开夜床服务)
- ✓ Foreign exchange service (外币兑换服务)
- ✓ Ticket service (订票服务)

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌接待客人							
正确读出专业词汇和句型							
听懂客人退房要求							
正确为客人解释账单							
正确完成退房手续							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:



任务1-3 礼宾服务 Concierge Service

➤ 1-3-1 机场接客 Picking up Guests in the Airport

◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- greet the guests politely in English;
- confirm the information of the guest;
- introduce yourself to the guest;
- express your wishes to the guest.

◆ 情景描述 Scene Description

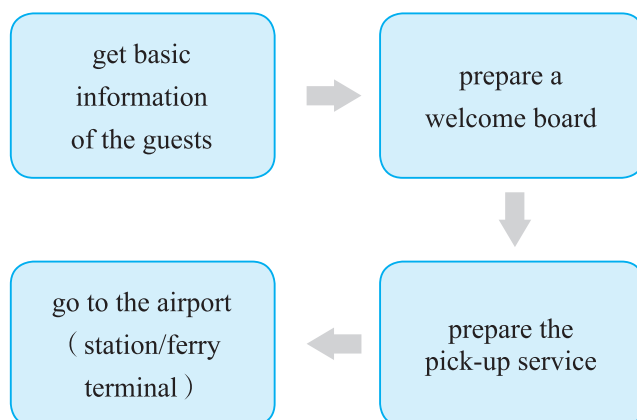
On the morning of October 15th, Mr. Tony Bennett arrives at the Baiyun Airport. Robin is sent to receive the guest.

◆ 引导问题 Leading Questions

- What should you prepare before picking up a guest at the airport or station?
- What information should you know about the guests when you go to pick them up?
- How to introduce yourself to the guest?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

address sb. 称呼某人

baggage (=luggage) 行李

jet lag 时差

spare time 空闲时间

opinion 想法

welcome board 接机牌

airport lounges 机场休息室

airports shuttle 机场班车

destination airport 到达机场

domestic flights 国内航班

luggage pick up (=luggage reclaim) 取行李

no smoking except in designated area 除指定区域外, 禁止吸烟

(2) Useful expressions

- ① May I help you? /Is there anything I can do for you?
需要我帮忙吗?
- ② How do you do? I am Rita, I'm from the Mayflower Hotel.
您好, 我是来自 Mayflower 酒店的 Rita。
- ③ Excuse me, are you Mr. Tony Bennett from Canada?
打扰了, 请问您是来自加拿大的 Tony Bennett 先生吗?
- ④ My name is Robin. I'm from the Mayflower Hotel. I'm here to meet you.
我是来自五月花酒店的罗宾, 我是来这儿接您的。
- ⑤ Do you need to get back your baggage?
您要取回您的行李吗?
- ⑥ Is this your first travel to China?
这是您第一次来中国吗?
- ⑦ Do you have much trouble with jet lag?
您会有时差反应吗?
- ⑧ We really wish you'd have a pleasant stay here.
我们真心希望您能在这里过得愉快。

3. 情景对话范例 Sample Dialogue

R=Robin (reservationist) G=Mr. Tony Bennett (guest)

R: Excuse me! Are you Mr. Tony Bennett from Canada?

G: Yes, that's right.

R: How do you do, Mr. Tony Bennett. I am Rita, from Mayflower Hotel.
G: How do you do, Rita. Glad to meet you.
R: I came to pick you up to your hotel.
G: Thank you. You are very nice.
R: How was your trip?
G: Not very good.
R: Do you feel better now?
G: Yes, but I feel very tired. It's a very long trip.
R: We have a car over there to take you to your hotel. Please wait for me here.
I am going to the parking lot to drive the car here.
G: OK. That's very nice of you.
R: Let's go and check in the hotel. Let me help you with your luggage.
G: Thank you very much.

◆ 语言活动 Language Activity

1. Discussion

Study the welcome board below and discuss the following questions with your partner.

What is a welcome board?

What information should be contained on the welcome board?

Mayflower Hotel
Welcome!
Mr. Tony Bennett
from Canada

2. Role Play

You are the hotel representative. Today you are going to pick up the important guests Mr. and Mrs. Miller from England. Role-play a dialogue with your partner. Here are some tips for you.



Yes, my name is...
We are tired. It is really a long trip.
I like sports while my wife prefers watching TV.
Thanks a lot.
...

Hotel representative. Are you...?
How is your trip?
What would you like to do in your spare time?
We have a shuttle bus over there.
...

3. Practice

Make a welcome board according to the above dialogue.

◆ 课外知识 Tips

迎宾服务小贴士

迎宾服务一般由酒店代表 (Hotel Representative)、门卫 (Usher)、门童 (Doorman) 及行李员 (Bellboy) 提供。机场接客一般由酒店代表提供。为了做好迎宾服务工作, 酒店为客人提供接机服务 (Picking up service)。在旺季, 酒店一般在机场与饭店之间开设穿梭巴士 (shuttle bus); 另外, 可根据客人要求指定专门的车辆服务。

酒店代表应提前确认接机信息, 准备好打印有客人姓名、航班信息的接机牌, 确保车辆在航班落地前十分钟到达机场。酒店代表应手持接机牌在出口处容易看清楚的地方等候客人, 并要保持微笑。酒店代表应向客人介绍酒店和自己, 并提供行李帮助, 清点行李数并与客人确认, 及时通知司机到出口处迎接客人。最后, 酒店代表应通知酒店, 确认接机。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
看懂机场英文标识							
用英语介绍自己, 确认客人的身份							
用英语与客人闲聊							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:

➡ 1-3-2 带客入房 Showing the Room

◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- take the guests to the room;
- introduce the facilities in the room;
- introduce the service to the guest;
- accept or reject the tips.

◆ 情景描述 Scene Description

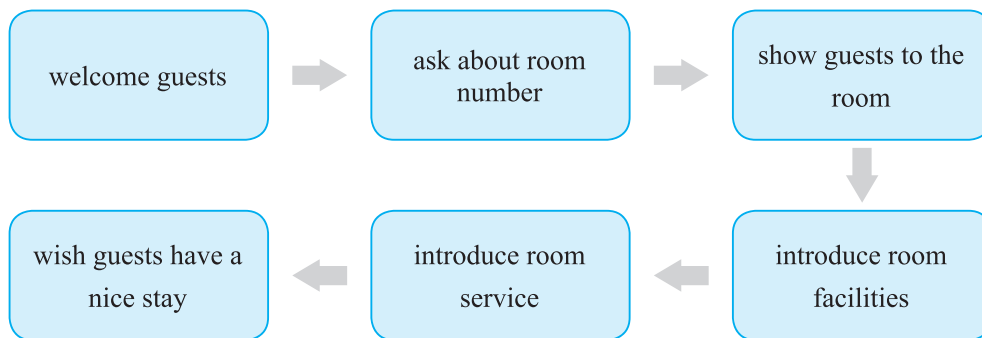
On the morning of October 15th, Mr. Tony Bennett arrives at the hotel. After checking in, Amy is sent to take the guest to his room.

◆ 引导问题 Leading Questions

- Do you need to know the room number before leading the guest to his room?
- What facilities are there in the hotel room?
- What services will the hotel provide?
- If the guest gives you some tips, what would you say if you cannot accept?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

room attendant 客房服务员

curtain 幕; 窗帘

service information booklet 服务信息小册子

facility 设施

temperature control 温度控制

laundry 洗衣店

round the clock 24 小时

IDD (International Direct Dial) 国际长途直拨电话

DDD (Direct Distance Dialing) 长途直拨电话

(2) Useful expressions

- ① There is a French café and a Korean barbeque restaurant on the 3rd floor.
三楼有一家法式咖啡厅和一家韩国烧烤餐厅。
- ② The Tempura Counter is very popular in our hotel.
我们酒店的天妇罗(日本油炸食品)柜台很受欢迎。

- 3 It is open from 9 a.m. to 11 p.m..
它的营业时间是早上 9 点到晚上 11 点。
- 4 We have both sauna and massage service in our hotel.
我们酒店有桑拿和按摩服务。
- 5 You can call the housekeeping if you need laundry service.
如果您需要洗衣服务，可以打电话给客房服务员。
- 6 Here is the water boiler.
这个是烧水器。
- 7 Thank you. That's very nice of you.
谢谢，您真是太好了。
- 8 That's very nice of you, but I'm afraid we don't accept tips. Thank you all the same.
您真是太好了，不过我们不收小费。还是一样谢谢您。
- 9 Have a nice day.
祝您愉快。
- 10 Hope you enjoy your stay here.
希望您在这儿住得愉快。
- 11 If there is anything I can do for you, please call me.
如果有什么我能帮到您的，请给我打电话。
- 12 I'm always at your service.
我随时乐意为您效劳。

3. 情景对话范例 Sample Dialogue

A=Amy (attendant) G=Mr. Tony Bennett (guest)

- A:** Good morning, welcome to L Hotel. I am the room attendant for this floor.
May I help you?
- G:** Yes, where is Room 1108?
- A:** This way, please. Here we are. Could you give me your room key so that I
can open the door for you?
- G:** Here it is.
- A:** After you. ... Shall I draw the curtain for you?
- G:** OK, thank you. By the way, do you know when room service is available?

A: It's available twenty-four hours a day. And in the first drawer of the dresser is a brochure with information about the facilities and services of our hotel.

G: Oh, I see.

A: Here is the master switch and the temperature control. The panel on the right stand controls the different devices in the room. There's a laundry bag in the wardrobe. The hot water supply is round the clock.

G: Oh, thank you.

A: All our rooms are equipped with IDD system and DDD system.

G: OK, I get it. And how can we make an outside call?

A: If you want to make an outside call, please dial "0" first. There's a telephone directory beside your bed.

G: Thank you. Um ... Here's something for you. (Giving tips)

A: That's very nice of you. Thank you.

◆ 语言活动 Language Activity

1. Ask and Answer

What facilities are there in the hotel room? Can you name the following facilities in English?



2. Role Play

You are a hotel attendant. Mr. Brown has checked in at the Front Desk. You need to take him to his room. Role-play a dialogue with your partner. Here are some tips for you.

Welcome to our hotel.

I am the room attendant.

Would you give me the room key, please?

We offer free WiFi, the password is ...

Dial “8” before you make any phone calls.

Where is Room 8011?

When is the room service available?

Where is the laundry bag?

How can I make phone calls?

Is the Internet accessible here?

...

◆ 课外知识 Tips

解读酒店对客服务

西方酒店业认为服务就是 SERVICE，每个字母都有着丰富的含义。

S—Smile（微笑）：指服务员应该对每一位宾客提供微笑服务。

E—Excellent（出色）：指服务员将每一服务程序，每一微小服务工作都做得很出色。

R—Ready（准备好）：指服务员应该随时准备好为宾客服务。

V—Viewing（看待）：指服务员应该将每一位宾客看作需要提供优质服务的贵宾。

I—Inviting（邀请）：指服务员在每一次接待服务结束时，都应该表现出诚意和敬意，主动邀请宾客再次光临。

C—Creating（创造）：指服务员应该想方设法精心创造出使宾客能享受其热情服务的氛围。

E—Eye（眼光）：指服务员始终应该以热情友好的眼光关注宾客，迎合宾客的心理，预测宾客要求及时提供有效的服务，使宾客时刻感受到服务员在关心自己。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
用英语介绍房间设施							
用英语介绍酒店相关服务							
用英语接受或拒绝客人的小费							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:

➡ 1-3-3 寄存服务 Luggage Storage Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- ask about the pieces of luggage and room number;
- ask guests to fill in the claim tag;
- keep all the luggage in good order;
- keep a record of all the luggage.

◆ 情景描述 Scene Description

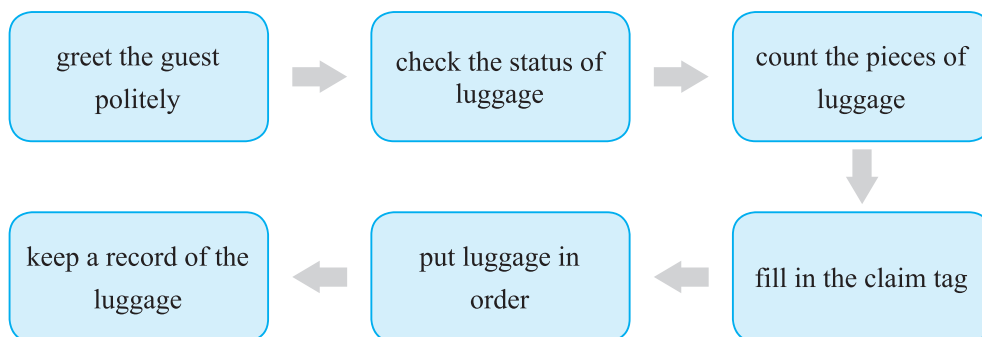
On the morning of September 6th, Rita receives a guest who wants to have a suitcase and some parcels stored in the hotel.

◆ 引导问题 Leading Questions

- What do you need to check if a guest comes for luggage storage?
- Do you know what a claim tag is?
- How do you help guests fill in the claim tag?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

storage 寄存

valuables 贵重物品

status 状况

signature 签名

fragile 易碎的

luggage rack 行李架

convenient 方便的

compensation 赔偿

keep...in good order 把……放置整齐 keep a record of 做记录
 be responsible for 对……负责 for safety 为了安全
 persist in doing 坚持做 exchange A for B 以 A 交换 B
 claim tag 行李领取凭证

(2) Useful expressions

- To explain the luggage storage rules of the hotel
 - ① Make sure you don't leave your cash, passport and other valuables among your luggage.
 请您确保没有把现金、护照等贵重物品放在您的行李里。
 - ② If you persist in doing so, we are not responsible for compensation.
 如果您坚持这么做，我们不承担赔偿责任。
 - ③ Please make sure that you have locked the luggage for safety.
 为了安全，请您确保已经锁好行李。
- To deal with the issues of luggage claim
 - ① Would you please fill in the claim tag, please?
 请您填写行李寄存卡，好吗？
 - ② May I know when is convenient for you to get your luggage?
 我能知道您什么时候方便来取走行李吗？
 - ③ Please count your luggage and make sure you have collected all your luggage.
 请您清点行李，确保您已经拿到所有行李。

3. 情景对话范例 Sample Dialogue

R=Rita (reservationist) G=Mr. Tony Bennett (guest)

- R:** Good evening, sir. May I help you?
- G:** Yes. Can I have my suitcase and some parcels stored in your hotel?
- R:** Sure. Let me check. ... You have three pieces of luggage, one big suitcase and two small parcels, is that right?
- G:** That is right.
- R:** Make sure you don't leave your cash, passport or other valuables among your luggage. We are not responsible for compensation.
- G:** Well, I know. I've taken them with me.
- R:** When would you come and get your luggage?
- G:** I am afraid I won't come back until tomorrow morning. Let's say 5

o'clock tomorrow afternoon.

R: That's fine. Please fill in the claim tag. Make sure you write down all the information in it.

G: Sure. Thank you. Here you are.

R: My pleasure. Wait, please. Here is a copy of the claim tag. Remember to exchange this for your luggage when you claim your luggage.

G: Thank you. You are so kind.

R: You are welcome. Have a nice day.

G: You too. Goodbye.

◆ 语言活动 Language Activity

1. Pair-work

Student A has some information about Rita's work. Student B needs to help Rita to fill in the claim tag by communicating with A.

The following is for Student A only.

On the morning of October 26th, Rita receives a guest who wants to store her luggage: a suitcase and two backpacks. Her name is Catherine Brown. She stays in Room 8602 and will take the luggage at around 10 o'clock the next morning. Her phone number is 8877889. Please discuss with your partner and help Rita to fill out the claim tag.

The following is for Student B only.

Claim Tag	
Guest's Name	
Room No.	
Pieces of Luggage	
Phone No.	
Claiming Time	
Guest's Signature	
Bellboy's Signature	

2. Look and Answer

Find out the English description for each picture.

1



2



3



4



- (1) The safety deposit is one of the modern styles.
- (2) This is a sample of the claim tag.
- (3) The clerk is putting the parcel in the luggage rack.
- (4) The hotel receptionist provides luggage storage service for the guest.

◆ 课外知识 Tips

酒店行李寄存服务的一般程序

- 1 Take the luggage. Ask if it is fragile or explosive items, which are not allowed to be left. Politely tell guests the valuables such as cash, passport or jewelry should be stored in safe deposits.
接收寄存行李。首先询问是否有贵重、易碎、易燃、易爆物品，如有现金、护照、金饰等，应礼貌告诉客人存放在酒店的保险箱内，而对于易燃、易爆物品，酒店不予存放。
- 2 Fill out the claim tag. Note down the name, number of pieces, left time and the name of the luggage-keeper. Ask the guest to sign his/her name. Give half of the claim tag to the guest and attach the other half of the sheet to the luggage.

填写寄存行李牌。注明客人姓名、电话、件数、存取日期及经办人等，请客人在行李牌上签字，并将下半部分行李寄存牌撕下交与客人，将上半部分行李寄存牌系在行李上。

③ Put luggage in safe places.

安全存放行李。

④ Claim the luggage. When the guest claims luggage, ask the guest to return the claim tag, count the number of belongings and sign his/her name.

行李领取。当客人取行李时，须出示行李寄存牌下半部分，请客人当场清点行李件数，并在寄存牌上签字。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
能流利表达行李寄存规定							
正确填写行李牌							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:

➡ 1-3-4 问询服务 Information Center Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- handle certain kinds of inquiries from the guests;
- be familiar with the hotel facilities;
- never give unclear answers to your guests.

◆ 情景描述 Scene Description

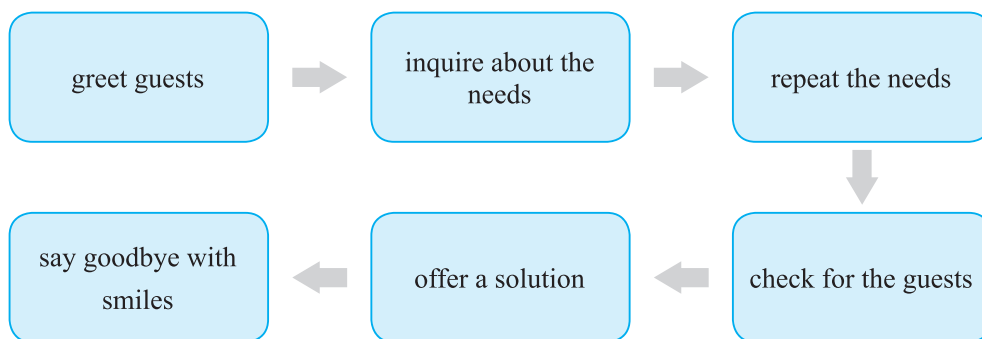
On the morning of September 9th, Rita receives a stranger who wants to pay a visit to Mr. Tony Bennett in Room 606.

◆ 引导问题 Leading Questions

- What should you do to handle the following situation? Tick ☒ the right answers.
 - ☐ To drive the stranger away.
 - ☐ To call the housekeeping .
 - ☐ To get the permission of the guest in Room 606.
 - ☐ To check and see if there is such a person in your hotel.
 - ☐ To give the phone number of your guest to the stranger.
- What will you do if the guest want to know something about hotel facilities?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

permission 允许

pamphlet 小册子

essentials 必需品

flavor 风味

anniversary meeting 年会

public areas 公共区域(场所)

inform the guest of ... 通知客人……

sea view 海景

lift/elevator 电梯

splendid 灿烂的, 极好的

decoration 装修

luxurious 奢侈的

broadcasting system 广播系统

banquet hall 宴会厅

main features 主要特点

be equipped with 配备有……

(2) Useful expressions

① Could you tell me his room number, please?

您能告诉我他的房间号码吗?

② I will check for you in the arriving list.

我为您核查以下住店客人的名单。

③ I will call the Housekeeping Department to let him know about your arrival.

我给客房部打电话告诉他您已经到了。

④ How can I address you?

我该如何称呼您呢?

- 5 Here is a pamphlet about all the banquet halls of our hotel.
这是我们酒店宴会厅的小册子。
- 6 Can you tell me some of its main features?
你能告诉我它的主要特点吗?
- 7 It is well equipped with all essentials for a big meeting.
它配置了大型会议的所有设备。
- 8 Its decoration is very unique with a flavor of Dubai's hotel.
它的装修很独特, 带有迪拜酒店的设计风格。

3. 情景对话 Sample Dialogue

C=Rita (clerk) G=Mr. Tony Bennett (guest)

C: May I help you, sir?

G: Yes. I just received a call from my old schoolmate Tony Bennett and I come to visit him here in your hotel.

C: Could you tell me his room number, please?

G: Yes, it is Room 606.

C: Wait a second, please. I will check for you in arriving list...Thank you for waiting. We do have a guest called Tony Bennett. I will call the Housekeeping to let him know about your arrival.

G: Thank you.

(a moment later)

C: Sir. I have got the permission of Mr. Bennett. You can meet him right now. The lift is on your left.

G: Thank you so much.

C: My pleasure. Have a nice day.

◆ 语言活动 Language Activity

1. In-class Presentation

Number the proper order of handling a visitor, then make a small presentation about how to deal with a visiting guest.

(1) Check and see if the person stays in your hotel.

(2) Greet the visitor politely.

- (3) If the guest happens to be away from his room. Try to use the broadcasting system to find the guest in the public areas of your hotel.
- (4) Call the Housekeeping Department to inform the guest of the visitor's arrival.
- (5) Get the permission of the guest and tell the visitor about the guest's room number.

2. Practice

Fill in the blanks according to your knowledge about the working procedures of an information clerk.

Situation: Mr. Cooper lives in Room 606. His business partner, Jimmy, wants to pay him a visit. Now Jimmy is going to the information desk. You should do:

- ① _____ (核查) and see if the person _____ (住在) your hotel.
- ② Call the _____ (房务部) to inform the guest of the newly arriving visitor.
- ③ Get the _____ (同意) of the guest and tell the visitor your guest's room number.
- ④ If the guest happens to be away from his room. Try to use the _____ (广播系统) to help the visitor find your guest in the public areas of your hotel.

◆ 课外知识 Tips

酒店人必学的Opera系统

- ① 酒店前台管理系统 (Opera Property Management System, 简称OPMS)
- ② 销售与宴会管理系统 (Opera Sales & Catering Management System)
- ③ 预订系统 (Opera Reservation System, 简称ORS)
- ④ 客户资料管理系统 (Opera Customer Information System, 简称OCIS)
- ⑤ 渠道管理系统 (Opera Channel Management System, 简称OCMS)
- ⑥ 收益管理系统 (Opera Revenue Management System, 简称ORMS)

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌接待客人							
正确读出专业词汇和句型							
熟悉酒店问询工作的英文流程							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from this task:

What I need to improve after this task:



任务1-4 商务服务 Business Service

➡ 1-4-1 订票服务 Booking Tickets Service

◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- greet the guests politely in English;
- introduce the ticket types in English;
- understand the need of guests and book tickets for them.



◆ 情景描述 Scene Description

On the afternoon of July 1st, Lily receives Mr. Tony Bennett. He wants to book a

flight ticket to Beijing on July 8.

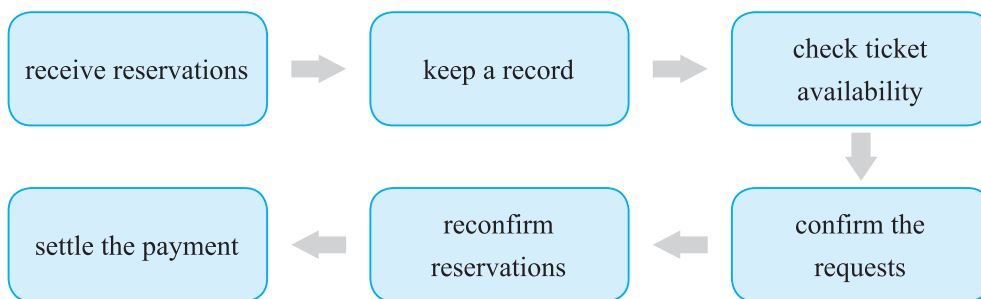
◆ 引导问题 Leading Questions

Try to predict. What information do you need to ask for when booking tickets for the guests?

- | | |
|--|--|
| <input type="checkbox"/> guest's full name | <input type="checkbox"/> destination |
| <input type="checkbox"/> departure date | <input type="checkbox"/> preferred airline |
| <input type="checkbox"/> departure airport | <input type="checkbox"/> preferred class |
| <input type="checkbox"/> departure time | <input type="checkbox"/> special requests |

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

flight 航班

depart 离开; 出发; 启程

one-way 单程的

round-trip 来回的; 双程的

first class 头等舱

economy class 经济舱

window seat 靠窗座位

aisle seat 靠通道座位

(2) Useful expressions

① I'd like to book a plane ticket from Beijing to Shanghai.

我想预订一张从北京到上海的机票。

② When do you intend to leave?

您打算什么时间走?

③ Which flight do you prefer?

您想坐哪班飞机?

- ④ First class or economy class?
头等舱还是经济舱?
- ⑤ One-way or round trip ticket?
单程票还是双程票?
- ⑥ I'd like to have a seat by the window.
我想要一个靠近窗户的座位。
- ⑦ There are no seats available on that flight.
那个航班没有座位了。
- ⑧ I'm afraid that flight is fully booked.
恐怕那个航班已经被预订满了。
- ⑨ Where do I pick up the ticket?
我要去哪里取票?
- ⑩ You must be there 2 hours before the departure.
您必须在启程前两小时到达那里。

3. 情景对话范例 Sample Dialogue

C=Lily (clerk of ticket service center) G=Mr. Tony Bennett (guest)

C: Good afternoon. What can I do for you?

G: Is there any flight to Beijing on July 8th?

C: Let me see. Yes, there are two flights. One is 8 o'clock in the morning, the other is 5 o'clock in the afternoon.

G: I'd like to book the flight at 8 a.m..

C: OK. So that's one ticket to Beijing, and your flight will depart at 8 a.m. of July 8. Will that be one-way or round-trip?

G: I wish I could stay there, but unfortunately it will have to be a round-trip ticket.

C: When would you like to return?

G: My return date will be July 12th.

C: OK. I have booked on Flight 513 leaving on the 8th at 8:00 a.m. and arriving in Beijing at 11:15 a.m.. The return is Flight 514 leaving on the 12th at 9:00 a.m. and arriving in Guangzhou at 12:15 a.m..

C: May I have your passport, please?

G: Here you are.

C: All right. First class or economy class?

G: Economy class.

C: And a window seat or an aisle seat?

G: A window seat, please. How much is it, please?

C: 1,680 yuan.

◆ 语言活动 Language Activity

Role Play

Sam wants to book a flight ticket in your Ticket Booking Center. Role-play a dialogue with your partner.

Example:

A: Good morning, Ticket Booking Center. What can I do for you?

B: I'd like to book a flight to ... next week.

A: When do you want to fly?

B: Monday, September 16.

A: We have Flight 705 on Monday. Will that be one-way or round-trip?

B: ...

◆ 课外知识 Tips

酒店前台必备英文术语 (1)

① Skipper 故意逃账者

e.g. That guest is a skipper, he did not settle the bill before he left.

那位客人是故意逃账的，他走之前没有付钱。

② Preassign 预先分房

e.g. Our hotel usually preassign rooms for VIP members.

我们酒店一般会为 VIP 会员预先分房。

③ Net rate 净房价

e.g. Most event planners who contract directly with a hotel will request a net rate for their program.

大多数直接与酒店签署合同的活动策划人都会要求酒店给他们一个净房价。

④ Upgrade 升级

e.g. You can get a free room upgrade as a VIP member.

作为 VIP 会员，你可以享受免费的房间升级。

5 Room change 为客人换房间

e.g. A guest asked for a room change because she cannot get a good sleep in her room.

一位客人要求换房，因为她在那个房间睡不好觉。

6 Advanced deposit 预付订金

e.g. The hotel does not accept credit cards for advance deposits.

酒店不接受信用卡预付订金。

7 Pick up service 接车服务

e.g. We offer free pick up service, just please make sure you give a notice in advance.

我们提供免费的接车服务，请您提前通知我们。

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
听懂客人的订票要求							
正确记录客人的订票信息							
能与客人口头确认预订信息							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from the task:

What I need to improve after the task:

1-4-2 打印与传真服务 Copy and Fax Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to :

- greet the guests politely in English;
- know how to operate a copy machine;
- understand the need of guests and make copies and offer fax service for them.

◆ 情景描述 Scene Description

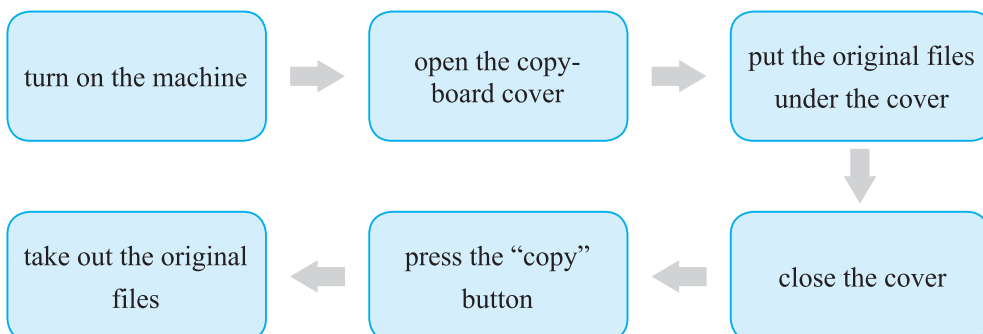
On the morning of July 3, Lily receives Mr. Tony Bennett. He wants to make some copies.

◆ 引导问题 Leading Questions

- What is copy and fax service?
- What should you know when a guest needs copy service?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

original 原物, 原件 document 文件, 公文

change 找回的零钱

(2) Useful expressions

- ① I'd like to have these documents copied.
我想复印这些资料。
- ② How many copies would you like, please?
请问需要复印多少份?
- ③ Five for each.
每份资料复印五份。
- ④ It has to take a while to warm up the copier.
复印机需要一点儿时间预热。
- ⑤ Shall I use A4 paper?
要用 A4 纸吗?
- ⑥ The copy machine doesn't work.
复印机坏了。
- ⑦ Shall I copy these on both sides?
双面复印吗?
- ⑧ Here is your change.
这是找您的零钱。
- ⑨ How would you like to pay the bill?
请问您要怎么付款?
- ⑩ Please charge it to my room. Here is my room card.
请将费用算到我的房费中, 这是我的房卡。

3. 情景对话范例 Sample Dialogue

C=Lily (clerk of copy center) G=Tony Bennett (guest)

C: Good morning, sir. May I help you?

G: Yes. I'd like to make some copies. Here are two original documents.

C: Certainly. How many copies do you want?

G: 30 copies for each of these and 60 copies for each of these.

C: Shall I copy these on both sides?

G: Yes.

C: OK. Please wait a moment.

(several minutes later...)

C: Here are your copies, and these are your originals.

G: What's the total cost?

C: 1 yuan for each copy and that brings total to 90 yuan for 90 copies. How would you like to pay for it, sir?

G: In cash. Here you are.

C: Sir, here is your receipt, and this is your change, 10 yuan.

G: Thank you. By the way, can I use the fax machine here?

C: Yes, go ahead.

◆ 语言活动 Language Activity

Act and Practice

Sam wants to make copies of some documents. Role-play a dialogue with your partner.

Example:

A: Good morning. What can I do for you?

B: I'd like to make a copy of a document.

A: How many copies would you like?

B: ...

◆ 课外知识 Tips

酒店前台必备英文术语(2)

1	welcome drink	欢迎饮料
2	breakfast coupon	早餐券
3	guarantee booking	担保订房
4	hold room until 6:00 p.m.	留到下午六点
5	late amendment & cancellation	旅行社过迟更改与取消
6	commission	佣金
7	allotment	配额订房

- | | | |
|----|--------------|------|
| 8 | cut off days | 截止天数 |
| 9 | surcharge | 附加费 |
| 10 | waiting list | 候补订房 |

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
听懂客人的打印或复印要求							
能清楚表达服务收费标准							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from the task:

What I need to improve after the task:

1-4-3 邮寄服务 Mailing Service



◆ 学习目标 Learning Objectives

In this lesson, you will be able to:

- greet the guests politely in English;
- know the mailing service;
- understand the need of guests and mail for them.

◆ 情景描述 Scene Description

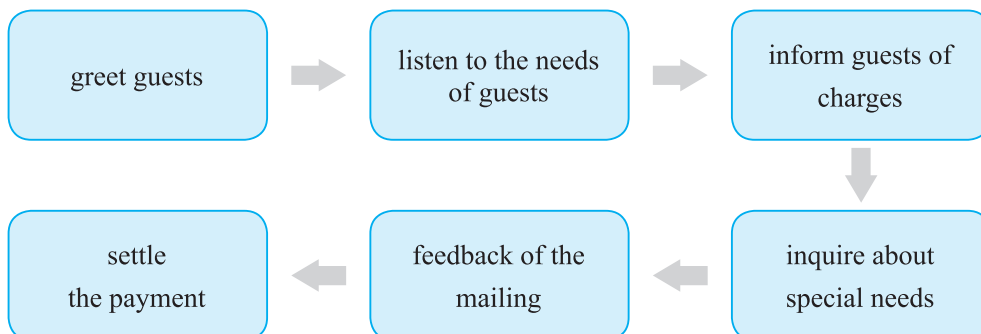
Tony Bennet wants to mail a letter to America by airmail.

◆ 引导问题 Leading Questions

- Do you know how to write address in English?
- Do you know how to mail a letter to a person abroad?

◆ 应知应会 What I Should Know

1. 工作程序 Working Procedures



2. 工作知识 Working Knowledge

(1) Words & phrases

mail 邮件

airmail 航空邮件

generally 一般地, 广泛地

gram 克

additional 额外的, 附加的

(2) Useful expressions

- ① We received a mail of you.
我们收到了您的一个邮件。
- ② You can pick it up at the Front Desk.
您可以来前台拿。
- ③ Would you like us to bring it up to you?
要我们给您送上去吗?
- ④ Can I see your ID?
能看一下您的身份证吗?
- ⑤ Please sign your name here.
请您在这里签字。
- ⑥ Is there any mail for me?
有我的邮件吗?
- ⑦ Can you deliver it to my room?
能送到我房间吗?
- ⑧ When did it arrive?
什么时间送到?
- ⑨ I'll come down and get it myself.
我自己下楼去取。
- ⑩ I'd like to mail a parcel to France.
我想要邮寄一个包裹到法国。

3. 情景对话范例 Sample Dialogue

C=Lisa (clerk of mailing service center) G=Mr. Tony Bennett (guest)

C: Good morning. What can I do for you?

G: Good morning. My room number is 1202. Any mail for me?

C: Let me check. Yes, we received a letter for you. Please sign your name here.

G: Thank you, and I'll mail a parcel to America by airmail. How much do I have to pay for you?

C: A parcel generally mail to America, Europe, Africa by airmail, the first 20 grams is 20 yuan. Each additional 20 grams is 15 yuan.

G: OK, I see. Thank you.

◆ 语言活动 Language Activity

Act and Practice

Jim wants to mail a letter to Canada. Role-play a dialogue with your partner.

Example:

A: Good morning. Mailing Center. What can I do for you?

B: I'd like to mail a letter to


A: ...

◆ 课外知识 Tips

(国际) 邮寄常用英语词汇

air mail	航空信
surface mail	普通平信邮件
local (domestic) mail	本地 / 国邮件
international money order	国际汇票
franked mail	免费邮件
postal money order	邮政汇票
postal remittance	邮政汇款
postal packet	小包裹
bulky packet	大宗包裹
registered letter	挂号信
destination	投递目的地
undelivered mail	无法投递的邮件
delivery to addressee only	限本人收取

◆ 学习评价 Assessment

评价项	学习情况 (个人评价)			评语 (小组评价)			
				A	B	C	D
用英语礼貌问候客人							
正确读出专业词汇和句型							
听懂客人的邮寄要求							
正确记录客人的邮寄信息							
能与客人口头确认邮寄信息							
语音语调							
服务意识							

◆ 学习反馈 Learning Feedback

What I have learned from the task:

What I need to improve after the task:
