



黑龙江省“十四五”职业教育规划教材

酒店英语



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前言

随着我国改革开放的进一步发展,酒店行业成为我国涉外交往最广泛的行业之一。目前,各个高校普遍开设酒店管理类专业,意在为酒店行业培养高级人才。有人说,酒店行业高级人才的竞争,关键在于专业外语能力的竞争。因此,许多学校开设酒店专业英语课程,以提高学生的竞争力。大量从业人员也纷纷学习酒店专业英语,自我“充电”,以谋求进一步的发展。因此,对于该行业的从业人员来说,专业英语极为重要。

专业英语应紧密结合行业的实际,强调英语实际应用的能力,使学习者能将所学到的知识应用到行业中去,培养社会所需求的有用人才。本书不同于以前的同类教材,而是特别注重添加酒店行业的新动态和重大发展趋势,如智慧酒店、绿色酒店、新型民宿等,并在编写中依据新颖的教学观念,选取新潮的教学材料,体现新兴的知识结构,构造适合教学的组织形式。本书力图打破教材与实际应用之间的壁垒,实现“教”与“用”之间的无缝连接。

本教材内容全面、新颖独特、实用性强,情景设置与酒店工作人员的实际工作密切相关,涵盖了实际工作的各个环节。突出了实际操作的特点。本教材旨在提高学生酒店英语实用职业技能,包括用英语与客人有效沟通的能力、酒店英语礼仪服务得体的应用能力、酒店英语服务的实操能力、用英语销售酒店产品的能力、用英语进行销售策划的能力、用英语处理投诉的能力、用英语解决突发事件的应变能力、用英语进行个性化服务的能力、用英语解决问题的能力、用英语进行创新服务和创新工作的能力等。教材的内容编排采用任务型教学模式,注重语言技能与职业技能的整合,加大了语言的输出量,体现了“在做中学”的教学理念。

本书的编者都是长期从事旅游英语专业教学一线的教学人员,通过教学实验和学校调研,把本书分为前厅服务、客房服务、餐厅服务、康乐服务及商务中心服务五个大项,每个大项目下,又分别结合工作过程有不同的工作任务,全书共19个工作任务:

1. 每个任务的内容安排都有 Warming-up、Listening、Speaking、Reading、Task Exercises 等部分组成。
2. Listening & Speaking, 旨在培养学生英语口语的交际能力。所提供的情景、功能及表达法,具有代表性和实用性。
3. Reading, 旨在培养学生阅读和翻译酒店专业英语的能力。本部分的文章均是专业技术性文章或有关酒店业领域的实用性文章。

4. Task Exercises, 旨在有针对性地在课后训练学生的专业语言能力。本部分综合运用多种训练方式巩固所学内容, 学以致用。

由于时间仓促, 编者水平有限, 书中不当之处在所难免, 恳请专家和读者不吝赐教。

此外, 本书作者还为广大一线教师提供了服务于本书的教学资源库, 有需要者可致电 010-60206144 或发邮件至 2033489814@qq.com。

编 者

目 录

Project One The Front Office

Task 1	Room Reservation	2
Task 2	Check-in	14
Task 3	Handle Complaints	26
Task 4	Check-out	37
Task 5	Foreign Exchange	49

Project Two The Housekeeping Department

Task 6	Chamber Service	60
Task 7	Wake-up Call Service	72
Task 8	Laundry Service	83
Task 9	Room Service	93
Task 10	Maintenance and Other	103

Project Three Food and Beverage Department

Task 11	Book a restaurant	114
Task 12	F&B Service in Chinese Style	125
Task 13	F&B Service in Western Style	137
Task 14	Paying the Bill	147

Project Four The Health and Recreation Center

Task 15	The Fitness Center	160
Task 16	The Recreation Center	171
Task 17	The Beauty Salon	182

Project Five Business Center

Task 18	Convention Service	194
Task 19	Exhibition Service	203





Project One

项目 1

The Front Office

前厅服务



1

Task 1

Room Reservation

After studying this task, you are able to

Objectives

- Reserve the room.
- Introduce the types of room.
- Get familiar with the reception duties.

Warming-up

I. Match each picture with its corresponding description.



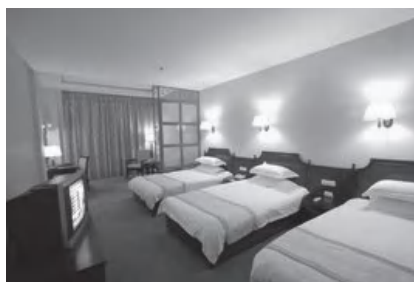
A



B



C



D

(1) Double room _____

(2) Single room _____



(3) Suite _____

(4) Triple room _____

Listening

I. Listen to the short dialogue and write down the answers.

A: Hello, This is the the Grand View Hotel. What can I do for you?

B: I'd like to _____ (1) _____ in your hotel.

A: Sure. What's your expected _____ (2) _____ ?

B: I'll arrive the day after tomorrow.

A: How many rooms would you like?

B: _____ (3) _____. What's the rate?

A: The rate of the rooms varies from 80 yuan to 8000 yuan. You can choose whatever you like.

B: I'd like to book a _____ (4) _____.

A: I'll _____ (5) _____. There is just one left. The apartment _____ (6) _____ for 3000 yuan a night.

B: OK. I'll book this one.

A: Yes, sure. How many nights will you be staying?

B: Seven nights.

A: OK. _____ (7) _____ ?

B: Johnson.

A: OK. Welcome to China.



Task 1 part 1

II. Listen to the short dialogue and write down the answers.

☐ Name _____

☐ Length of stay _____

☐ Type of room _____

☐ Telephone number _____

☐ Address _____

☐ Special requirement _____

☐ Room rate _____

☐ Guarantee method _____



Task 1 part 2

Speaking

Situational dialogue 1 Booking a double room

Receptionist (R): Good morning, Hilton Hotel Reservation. Can I help you?

Guest (G): Yes, I'd like to reserve a room for my manager.

R: For which dates?

G: Three nights, from May 15th to 17th.

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

G: Just two.

R: Please hold the line for a moment, I'll check if there is a room available for the these days on my computer.(after one minute), Thank you for waiting. We have double room and suite, what do you prefer?

G: Double room.

R: May I have your name, sir?

G: John Green. How much does it cost?

R: 680 Yuan per night.

G: OK.

R: All right, sir. A double room for John Green, three nights from May 15th to 17th, Is that correct?

G: You are right.

R: Thank you, May I have your e-mail address or telephone number, we'll send you a message to confirm the booking.

G: My telephone number is 13946005800.

R: Thanks for calling, sir. We are looking forward to seeing Mr Green. Goodbye.

G: Goodbye.

Situational dialogue 2 *Booking a Suite*

Receptionist: Reception. May I help you?

Guest: Yes. I want to book a suite from June 3rd to June 8th.

Receptionist: Would you like a standard, deluxe, executive or presidential suite?

Guest: What exactly is a standard suite?

Receptionist: Our standard suites have a single bedroom with sitting-room and bathroom.

Guest: Don't they have kitchenettes?

Receptionist: No. We have kitchenettes in the deluxe suites.

Guest: I suppose your deluxe suite is a little bigger.

Receptionist: Yes. The deluxe suite also comes with a very nice bar.

Guest: If I took an executive suite, what would I get?

Receptionist: The executive suites have a very attractive entrance hall, a dining-room that seats six, a Jacuzzi in the bathroom, a fax machine in the bedroom.

Guest: How much is an executive suite per night in US dollars?

Receptionist: It is \$ 150 per night.



Guest: And how much are the presidential suites?

Receptionist: They are \$ 200 per night.

Guest: What extras come with a presidential suite?

Receptionist: First of all, our presidential suites are very exclusive. All the furniture is Louis XIV style.

Guest: The presidential suites must be very large.

Receptionist: Yes, sir. A presidential suite has an upstairs and a downstairs on the top two floors in the hotel. There is a really beautiful view of the city.

Guest: How many rooms are there?

Receptionist: Upstairs there are two large double bedrooms plus a large bathroom with Jacuzzi. Down stairs you will find a large dining-room, a big sitting-room and a fully equipped kitchen. There is also a bathroom for guests.

Guest: It sounds very interesting.

Receptionist: May I book a presidential suite for you, sir?

Guest: Maybe. I'll talk to my wife and call you back later.

Receptionist: Thank you for calling, Sir.

Guest: You are welcome. Good-bye.

Reading

The aim of a hotel is to create a home away from home for all the travelling guests who need rest, food and drink.

The front office of a hotel is not only its “shop window” but also its “nerve center”. The front office staff's efficiency and personality are of great importance to guest's vacation or business, and indeed, the hotel's operation itself is made or ruined.

The front office staff seem to “do it all” — receive reservations, register guests, assign rooms, distribute baggage, store guests' valuables, provide information, deliver mails and messages, exchange foreign currencies, check room occupancies, check guests out and so on.

In order to fulfill these tasks, the staff must have a neat and smart appearance, good manners, adaptability, knowledge of languages and a head for figures. The most important of all the qualities is a real liking for people and a warm desire to help them.

Besides, front desk staff should encourage and settle the guests' complaints. That will soothe an unhappy guest and reveal the hotel's problems so that the operation can be bettered.

In short, all staff ought to remember that the hotel will enjoy greater financial success only with the greater satisfaction the guests receive from the “home away from home”.



Vocabulary & Useful expressions

standard ['stændəd]	<i>n.</i> 标准; 水准; 旗; 度量衡标准 <i>adj.</i> 标准的; 合规格的; 公认为优秀的
deluxe [də'luks]	<i>adj.</i> 高级的; 豪华的, 奢华的 <i>adv.</i> 豪华地
executive [ɪg'zekjʊtɪv]	<i>n.</i> 总经理; 执行委员会; 执行者; 经理主管人员 <i>adj.</i> 行政的; 经营的; 执行的, 经营管理的
presidential [ˌprezɪ'denʃəl]	<i>adj.</i> 总统的; 首长的; 统辖的
kitchenette [kɪtʃɪ'net]	<i>n.</i> 小厨房
Jacuzzi [dʒə'ku:zi]	<i>n.</i> 极可意水流按摩浴缸
exclusive [ɪk'sklu:sɪv; ek-]	<i>n.</i> 独家新闻; 独家经营的项目; 排外者 <i>adj.</i> 独有的; 排外的; 专一的
furniture ['fɜ:nɪʃə]	家具; 设备; 储藏物
equip [ɪ'kwɪp]	<i>vt.</i> 装备, 配备
reservation [rezə'veɪʃ(ə)n]	<i>n.</i> 预约, 预订; 保留
available [ə'veɪləb(ə)l]	<i>adj.</i> 可获得的; 可购得的; 可找到的; 有空的
guarantee [gær(ə)n'ti:]	<i>n.</i> 保证; 担保; 保证人; 保证书; 抵押品 <i>vt.</i> 保证; 担保
requirement [rɪ'kwaɪəmənt]	<i>n.</i> 要求; 必要条件; 必需品
payment ['peɪmənt]	<i>n.</i> 付款, 支付; 报酬, 报答; 偿还
method ['me θ əd]	<i>n.</i> 方法; 条理
arrival [ə'raɪv(ə)l]	<i>n.</i> 到来; 到达; 到达者
department [dɪ'pɑ:tmənt]	<i>n.</i> 部; 部门; 系; 科; 局
deposit [dɪ'pɒzɪt]	<i>n.</i> 存款; 保证金; 沉淀物 <i>vt.</i> 使沉积; 存放
contact ['kɒntækt]	<i>n.</i> 接触, 联系 <i>vt.</i> 使接触, 联系
efficiency [ɪ'fɪʃ(ə)nsɪ]	<i>n.</i> 效率; 效能; 功效
distribute [dɪ'strɪbjʊ:t; 'dɪstrɪbjʊ:t]	<i>vt.</i> 分配; 散布; 分开; 把...分类
occupancy ['ɒkjəpənsɪ]	<i>n.</i> 居住; 占有; 占用
adaptability [ə,dæptə'bɪlətɪ]	<i>n.</i> 适应性; 可变性; 适合性
complaint [kəm'pleɪnt]	<i>n.</i> 抱怨; 诉苦; 疾病; 委屈
operation [ɒpə'reɪʃ(ə)n]	<i>n.</i> 操作; 经营; [外科]手术; [数][计]运算



Useful expressions

1. I'd like to book a double room for Sunday next week. 下周日我想订一个双人房间。
2. What's the price difference? 两种房间的价格有什么不同?
3. A double room with a front view is 140 dollars per night, one with a rear view is 15 dollars per night. 一间双人房朝阳面的每晚 145 美元, 背阴面的每晚 110 美元。
4. I think I'll take the one with a front view then. 我想我还是要阳面的吧。
5. How long will you be staying? 您打算住多久?
6. We'll be leaving Sunday morning. 我们将在星期天上午离开。
7. And we look forward to seeing you next Tuesday. 我们盼望下周二见到您。
8. I'd like to book a single room with bath from the afternoon of October 4 to the morning of October 10. 我想订一个带洗澡间的单人房间, 10 月 4 日下午到 10 月 10 日上午用。
9. We do have a single room available for those dates. 我们确实有一个单间, 在这段时间可以用。
10. What is the rate, please? 请问房费多少?
11. The current rate is \$ 50 per night. 现行房费是 50 美元一天。
12. What services come with that? 这个价格包括哪些服务项目呢?
13. That sounds not bad at all. I'll take it. 听起来还不错。这个房间我要了。
14. I want a double room with a bath. 我要一间有浴室的双人房。
15. Can I book a single room for my friend beforehand as he will arrive in Shanghai tomorrow morning? 我能为我的朋友预订一间单人房吗? 他将于明天早上到达上海。

Tasks

Section A

Match the words in Column A with their definitions in Column B.

- | A | B |
|--------------------|--|
| 1. () standard | A. put parts of a set of things in different places |
| 2. () kitchenette | B. a level or degree of quality that is considered proper or acceptable |
| 3. () register | C. large or quite large movable articles such as tables, chairs, beds, etc |
| 4. () contact | D. small kitchen |
| 5. () furniture | E. skillfulness in avoiding wasted time and effort |
| 6. () efficiency | F. make a written and formal record of, in a list |
| 7. () distribute | G. that which shows; what sb/sth appears to be |

- | | |
|-------------------|---|
| 8. () currency | H. a characteristic property that defines the apparent individual nature of something |
| 9. () appearance | I. the state of having a connection or exchanging information or ideas with sb else |
| 10. () quality | J. money system in use in a country |

Section B

Write the Chinese versions of the following expressions.

1. double room _____
2. dining-room _____
3. good manners _____
4. presidential suite _____
5. the front office _____
6. standard suite _____
7. executive suite _____
8. bathroom _____
9. the registration form _____
10. single-room _____

Section C

Fill in the blanks with the given words. Change the form where necessary.

contact	apologize	passport	reserve
rate	confirm	luggage	fill out

1. The receptionist hands the guest's key to the _____ porter.
2. The guest hands the receptionist his _____.
3. You reserved a presidential suite. Please _____ this card.
4. How to _____ for being late to work?
5. May I have your _____ phone number?
6. The double room _____ is 268 RMB per night.
7. I'd like to _____ a single room in your hotel.
8. Will you send me a _____ letter?



Section D

Translate the following sentences.

1. 两种房间的价格有什么不同?
2. 我们盼望下周五见到您。
3. 您打算住多久?
4. 您想订哪种类型的房间?
5. 您将在何时到达?
6. 这个价格包括哪些服务项目呢?
7. 我要确认一下您的预订。
8. 10% 的折扣。

Section E Role play

Make dialogues according to the situations.

1. Mr Wang wants to book a single room , from 12th to 15th in May. He wants a quiet room.
2. Xiao Li wants to book a suite for his family, four people, from 10th to 16th in July, face the sea.

Section F Writing

The following is a hotel reservation form. Please fill in the form and talk about it.

Hotel Reservation Form

Last name		First name	
No of Adults		No of Children	
Company		Passport NO.	
Address			
City		country	
Telephone		Fax	
Special Requirement	() non-smoking () quiet () garden view others _____		
Room Type	Room Rate	Arrival Date	Department Date
No of rooms	No of person		
Method of payment		Deposit	
Contact person		Tel NO.	
Taken by		Date	
PMS by		Date	

Extensive reading

Bed and breakfast

A bed and breakfast (typically shortened to B&B or BnB) is a small lodging establishment that offers overnight accommodation and breakfast. Bed and breakfasts are often private family homes and typically have between four and eleven rooms, with six being the average. A B&B usually has the hosts in the house.

Bed and breakfast is also used to describe the level of catering included in a hotel's room prices, as opposed to room only, half-board or full-board.



Breakfast at a B&B in Quebec City, Canada

➤ Overview

Generally, guests are accommodated in private bedrooms with private bathrooms, or in a suite of rooms including an ensuite bathroom. Some homes have private bedrooms with a bathroom which is shared with other guests. Breakfast is served in the bedroom, a dining room, or the host's kitchen.

B&Bs and guest houses may be operated as either a secondary source of income or a primary occupation. Often the owners themselves prepare the breakfast and clean the rooms, but some bed and breakfasts hire staff for cleaning or cooking. Properties with hired professional management are uncommon (unlike inns or hotels) but may exist if the same owner operates multiple B&Bs.

Some B&Bs operate in a niche market. Floating bed and breakfasts are boats or houseboats which offer B&B accommodation; the CCGS Alexander Henry museum ship was one example. In some communities, former lighthouse keeper quarters have been turned into B&B rooms after the light has been automated or decommissioned.



International differences

➤ China

In China expatriates have remodelled traditional structures in quiet picturesque rural areas and opened a few rustic boutique hotels with minimum amenities. Most patrons are tourists but they are growing in popularity among the Chinese.

➤ Cuba

In Cuba, which opened up to tourism in the 1990s after the financial support of the Soviet Union ended, a form of B&B called casa particular (“ private home ”) became the main form of accommodation outside the tourist resorts.

➤ Hungary

In Hungary, B&Bs are very popular. They usually are a small family-run hotel, have an intimate ambience and a pleasant atmosphere. It provides an affordable alternate for the hotels. In Hungarian the B&B is called “Panzió” or “Szálló” .

➤ India

In India, the government is promoting the concept of bed & breakfast. The government is doing this to increase tourism, especially keeping in view of the demand for hotels during the 2010 Commonwealth Games in Delhi. They have classified B&Bs in 2 categories——Gold B&Bs, and Silver B&Bs. All B&Bs must be approved by the Ministry of Tourism, who will then categorize it as Gold or Silver based upon a list of pre-defined criteria.

Enormous growth in metro cities like Delhi, Gurgaon, Pune, Bangalore and Mumbai have seen such rapid growth that people are rushing to these cities to find a respectable job for their respective trades, and operating or hosting a Bed & Breakfast is becoming a favourite option among them. Average B&B service providers are offering standard services and other accoutrements that westerners have come to expect when traveling abroad. The basics include: air-conditioner or air cooler, free food, and free wi-fi internet. Premium providers may offer extra services to justify the increased price. Some of these services include, but are not limited to: buildings with a lift/elevator, no surcharge electricity use for the duration of a customers stay, and free geyser usage. 50Mbit/s to 100Mbit/s leased internet line for guests, an intercom system, and security with IP cameras (which is mandatory by local state government and police department) that are monitored by security guards 24*7 rounds out the services provided to premium properties. The cost to rent a room(s) at standard B&Bs are around \$100 to \$120 per person per month, and premium B&B packages start around \$180 per person per month, but may increase if more services are provided.



➤ Ireland

Registered Irish B&Bs are star rated by Fáilte Ireland and along with the majority unregistered B&Bs, form the B&B Owners Association Ireland. Generally, B&Bs in Ireland are family owned & run, with a small percentage being leased/managed but still with the personal service expected in this sector. Owners / Managers nearly always live on premises. Breakfast can mean a cooked “Irish Fry” or continental style buffet.

➤ Israel

The Israeli B&B is known as a zimmer (German for ‘ room ’). All over the country, but especially in northern Israel (Galilee, Upper Galilee and Golan Heights) the zimmer has developed into an extensive industry. This industry began to develop in the 1990s, when agriculture became less profitable, and many families with farms in moshavim, kibbutzim, farms and even in cities decided to try their luck in the business of hospitality. In the last decade, there has been development of bed and breakfasts also in southern Israel in the Negev.

➤ Italy

In Italy, regional law regulates B&Bs. There is a national law “ Legge 29 marzo 2001, n. 135” but each region maintains a specific regulation. Each region can adopt different regulations but they must observe the national law on Tourism (Law N° 135 /2001).

➤ Netherlands

Bed & breakfast in the Netherlands literally means what it says, namely ‘ bed with breakfast ’ . In the Netherlands, it is also often referred to as lodgings with breakfast, a guestroom or guesthouse. Bed & breakfast is a small-scale type of accommodation, which is available to guests for a short stay. Nearly all bed & breakfasts are established in a residential home and are run by the owners of that particular residence. Dutch bed & breakfasts are commonly held in historic monumental houses or farms. There are approximately 5,000 bed & breakfasts in the Netherlands.



A Centre of New Zealand Bed and Breakfast



➤ Pakistan

The trend of B&Bs in Pakistan is quite widespread. Popular resorts like Murree, which attract many tourists from different parts of the country, have a number of such resthouses. The expenses can vary, depending on the quality of facilities. Most bed and breakfast facilities tend to expediently cater to families, given the high level of group tourism, and offer suitable overnight lodging.

➤ Romania

While exploring Romania's countryside, smaller cities or traditional villages, visitors can stay at a bed and breakfast (usually called "Pensiune"). Bed and breakfast in Romania are rated with daisies, from one to three, three daisies being the best rating. A Bed and breakfast offers clean and inexpensive accommodations as well as the opportunity to learn about the day-to-day life and culture of rural part Romania especially in Transylvania where B&B is more popular. Visitors will have the chance to try fresh, organic farm products.

➤ Spain

Bed and breakfast is a 21st-century phenomenon in Spain. In the past, the equivalent was Habitación con derecho a cocina which means "room along with use of the kitchen area". In Spain, bed and breakfast offers are provided by hotels, hostels, apartments, houses and Inns. Normally bed and breakfast flats or houses consist of 5—7 rooms but as they are not heavily regulated, people are free to provide their houses as bed and breakfast to pay for some of the bills. This has resulted in a degeneration of bed and breakfast standards.

➤ Sweden

Bed and breakfast was more or less a direct import from the British style B&B. The B&B isn't evenly spread over the country, most are in southern province of Skåne or near one of the three larger cities, Stockholm, Gothenburg and Malmö. Some breakfast hotels and other minor hotels trying to profit from the name also call their accommodation B&B.

No laws in Sweden restrict such advertising; the only restriction is from the authority of traffic (Trafikverket), who only gives permission to put up the bed and breakfast sign by the local road if the owner lives in the same building as the guests. If the proprietor has less than eight beds, no permissions from the police office is required to run public accommodations, but fire safety and food safety applies to all new facilities, regardless of the number of beds.

In a Swedish B&B using the kitchen is not allowed for guests. Standard is usually acceptable but sometimes with ensuite bathroom or sometimes a shared bathroom in the corridor. Most people in Sweden speak and understand English, but in small establishments it often can be tricky to pay with Credit card or Euro. Swedish bed and breakfast may be found through local or regional tourist organizations or the owner's webpage.

2

Task 2

Check-in

After studying this task, you are able to

Objectives

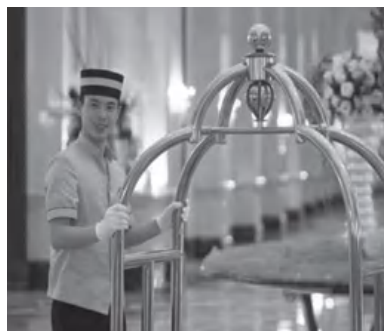
- Receive guests who want to check in.
- Check in for the guests and the way to fill in the registration form.
- Communicate with guests by related sentence pattern about checking.

Warm-up

I. Match each picture with its corresponding description.



A



B



C



D



- (1) Operator _____
 (2) AM(Assistant Manager) _____
 (3) Receptionist _____
 (4) Bellman _____

Listening

I. Listen to the short dialogue and write down the answers.

Guest: Hello, I'd like to _____ (1) _____ please.
 Hotel staff: Certainly. Can I _____ (2) _____ please?
 Guest: Mr Harold Smith. Harold Smith.
 Hotel staff: OK, Are you _____ (3) _____ tomorrow?
 Guest: Yes, I am. That's right.
 Hotel staff: Will you need a _____ (4) _____ call, sir?
 Guest: Yes please. At _____ (5) _____.
 Hotel staff: OK, then, your room is _____ (6) _____ on the sixth floor. Breakfast is _____ (7) _____ between 6:50 am and 9:00 am _____ (8) _____.
 Guest: Thank you.



Task 2 part 1

II. Listen to the conversation and fill in the blanks.

Hotel: Good afternoon. Welcome to the Hilton Hotel. May I help you?
 Guest: Hi, I have a reservation for today. It's under the name of Mark.
 Hotel: May I have your name, sir?
 Guest: Sure. m-a-r-k.
 Hotel: Yes. Mr Mark. _____ (1) _____ a double room for you with a view of the ocean for two nights. Is that correct?
 Guest: Yes, it is.
 Hotel: Excellent. We already have your _____ (2) _____ information on file. If you'll just sign the receipt along the bottom, please.
 Guest: Whoa! _____ (3) _____ a night!
 Hotel: Yes, sir. The price usually is a little bit _____ (4) _____ at weekends.
 Guest: Well, fine. What's included in this cost anyway?
 Hotel: A full _____ (5) _____ every morning free airport shuttle service, and use of the hotel's safe are all included.
 Guest: So what's not included in the price?
 Hotel: Well, you will find a mini-bar in your room, use of it _____ (6) _____ to your



Task 2 part 2

account. Also the hotel _____ (7) _____ room service, at an additional charge of course.

Guest: Hmm. OK. so what room am I in?

Hotel: Room 637. Here is your key. _____ (8) _____ on the right up to the sixth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will _____ (9) _____ shortly. If you have any questions or requests, please _____ (10) _____ from your room.

Guest: Great. Thanks.

Speaking

Situational dialogue 1 *Checking in a Tour Group*

A group approaches the front desk...

Receptionist: Good evening, ladies and gentlemen. Are you from cook's Tours?

Guest: Yes, we are. Can we check in now?

Receptionist: Yes, There's no problem. Please take a seat in the lobby. It will only take a minute.

(A moment later the tour group leader shows up...)

Receptionist: Nice to see you again, Mr James.

(The receptionist knows the tour group leader well.)

Leader: Hi! We have a big group tonight—fifty-one.

(The tour leader presents his list of the receptionist.)

Receptionist: Hmm. It all seems in order. you'll need three triples, ten doubles and twenty-two singles.

Leader: Right. No changes.

Receptionist: The barbecue this evening and breakfast tomorrow morning are included.

Leader: The breakfast is a buffet, right?

Receptionist: Yes, it's a buffet. Lunch will be extra if you want it.

Leader: We'll be visiting the Ming Tombs, so we'll have lunch there in the banquet hall.

Receptionist: Fair enough.

Leader: Is the sports center included in the price of the rooms?

Receptionist: Yes. There's no extra charge.

Leader: Very good.

Receptionist: By the way, please remind everyone in your group that all extras should be paid for individually.

Leader: Right. I'll remind them.

Receptionist: we'll give out the keys now. Everything is ready.



Situational dialogue 2 *Introducing Service*

The Bellboy Shows the Guest His Room.

Bellboy: This is your room, sir.

Guest: Are you sure? It looks like a double. I asked for a single.

Bellboy: Yes, sir. You will only pay the price for a single room. (The bellboy places the guest's suitcase on the luggage rack.)

Guest: I see.

Bellboy: Here is your telephone. (beside the bed)

Next to it is our directory of services if you should need anything. We have 24 hour room service. This is the room service menu. And here is your...

Guest: Do you have a wake-up service?

Bellboy: Yes. It will be all right if you tell the operator the time you want to be waked up. Contact the operator, please dial 6.

Guest: I see.

Bellboy: (The bellboy turns on the TV to make sure it works.) And this is the remote control for your television set.

Guest: How many channels are there?

Bellboy: Over 40, most of them are Chinese stations. Channel nine is English station. And on channel five you get CNN (for international news in English).

Guest: Good. I like to keep up with the news.

Bellboy: This is your air conditioning unit. You turn it on and off like this. (The bellboy turns the switch to demonstrate).

Guest: I see how it works.

Bellboy: You can open and close the balcony door like this. It just slides back and forth. (The bellboy demonstrates and then moves on to the tea and coffee facilities.) Here you can make your own tea and coffee.

Guest: Good. I need a cup of coffee.

Bellboy: All you need to do is to fill the pot with water and turn it on. (The bellboy demonstrates how to turn on the electric pot and then shows the guest the minibar.) And this is the minibar. Just check off what you take.

Guest: What about laundry? I have a lot of dirty clothes.

Bellboy: (The bellboy shows the guest the laundry bag in the closet.) Just put your laundry in your laundry bag.

Put the PICK UP MY LAUNDRY sign on your doorknob.



Guest: Right.

Bellboy: Your safe is down here. You will need to use your key card to open it. (The bellboy now proceeds to the bathroom where he turns on the light.)The bathroom is through this door. (The bellboy steps aside to let the guest take a good look at the bathroom.) May I be of further service?

Guest: Yes. I have some suits that are wrinkled. They need pressing.

Bellboy: I will contact the valet service. They will come by in a minute to pick them up.

Guest: That's very kind of you.

Bellboy: (The bellboy goes to the door and inserts the guest's key card in the slot or the guest's key in the key hole.) You can lock and unlock the door like this. (He hands the key card or key to the guest.)

Guest: I see.

Bellboy: Please do not hesitate to telephone if you need any further services.

Guest: Thank you very much.

Bellboy: Good-bye, sir.

Reading Check-in

Check-in is one of the first and most lasting impressions on a hotel guest.

Front Office staffs' friendly welcome, personal approach, social skills, and the their efficiency in treating guests will put guests' minds at ease.

Presumably guests will arrive at the main entrance and if they have any baggage ,a bellboy will help them with this baggage and escort them across the porter to the Front Desk. The receptionist will all the same greet this " chance " arrival. If they don't have a reservation, the receptionist will establish what types of rooms are required and check the computerized reservation system to see if there are any appropriate rooms available. If a room is available, the guests will be asked to complete the appropriate forms. As a matter of the hotel policy, the customer will be asked for a deposit by the receptionist. And the rooms available are assigned.

Should an arrival list be in use, the guests will be recorded on it. The registration form should now have been completed and the receptionist will take and check that the items are clear. Check that all the items are clear.

The receptionist will then complete the " room card " , which serves as a guest's identity card during his/her stay and which has to be produced in order for the guest to receive a room key. With the formalities concluded, the receptionist will inform the bellboy. To carry the baggage and show the guests to their rooms.



triple['trip(ə)l]	<i>n.</i> 三倍数；三个一组 <i>adj.</i> 三倍的；三方的 <i>vt.</i> 使成三倍
barbecue['bɑːbɪkjuː]	<i>n.</i> 烤肉；吃烤肉的野宴 <i>vt.</i> 烧烤；烤肉
banquet ['bæŋkwɪt]	<i>n.</i> 宴会，盛宴；宴请，款待 <i>vt.</i> 宴请，设宴款待 <i>vi.</i> 参加宴会
individually[ɪndɪ'vɪdʒ(ə)li]	<i>adv.</i> 个别地，单独地
directory [dɪ'rekt(ə)rɪ; daɪ-]	<i>n.</i> [计] 目录；工商名录；姓名地址录 <i>adj.</i> 指导的；咨询的
condition [kən'dɪʃ(ə)n]	<i>n.</i> 条件；情况；环境；身份 <i>vt.</i> 决定；使适应；使健康；以……为条件
demonstrate ['demənstreɪt]	<i>vt.</i> 证明；展示；论证 <i>vi.</i> 示威
balcony (英) ['bælkəni]	<i>n.</i> 阳台；包厢；戏院楼厅
wrinkle (英) ['rɪŋkl]	<i>n.</i> 皱纹 <i>vi.</i> 起皱 <i>vt.</i> 使起皱纹
valet['vælit; 'væleɪ]	<i>n.</i> 贴身男仆；用车的人；伺候客人停车 <i>vt.</i> 为……管理衣物；替……洗熨衣服 <i>vi.</i> 清洗汽车
hesitate ['hezɪteɪt]	<i>vt.</i> 踌躇，犹豫；有疑虑，不愿意 <i>vi.</i> 踌躇，犹豫；不愿
efficiency [ɪ'fɪʃ(ə)nsi]	<i>n.</i> 效率；效能；功效
appropriate[ə'prəʊprɪət;(for v.)ə'prəʊprɪət]	<i>adj.</i> 适当的；恰当的；合适的 <i>vt.</i> 占用，拨出
formality[fɔ'mæləti]	<i>n.</i> 礼节；拘谨；仪式；正式手续

Useful expressions

1. What kind of room would you prefer? 您要什么样的房间？
2. Have you got a booking? 您预订了吗？
A single room or a double room? 要单人间还是双人房间？
3. A double room costs 348 Yuan per night. Breakfast is also included. 双人房的房价是每晚 348 元。早餐也包括在内。
4. May I see your passport? 我能看一下您的护照吗？

5. Could you fill in this form, please? 请您填一下这张登记表好吗?
6. This is your room card and room key. 这是您的房卡和房间钥匙。
7. Could you sign your name, please? 请您签一下名, 好吗?
8. If you leave after 6: 00 p. m, you'll have to pay the full account. 晚上六点以后退房按全天收费。
9. You' ll have to register dividually, please. 请你们分开登记。
10. How would you like to pay, sir, in cash or by credit card? 先生, 请问您是用现金付款还是用信用卡付账?
11. I feel terribly sorry, this is the busiest season and all kinds of rooms are fully booked. 非常抱歉, 这个季节人多, 各种房间都订满了。
12. Do you know which unit is responsible for the reception? 您知道您是由哪个单位负责接待的吗?
13. Could you keep your room key until you check out? 请您在住宿期间自己保管钥匙, 直到结账离开。
14. Are these your baggage? 这些是您的行李吗?
15. Is this everything, sir? 这是全部东西吗, 先生?
16. May I take them for you? Let me help you with your baggage. 我来帮您拿好吗? 让我来帮您拿吧。
17. I hope I'm not disturbing you. 我希望没有打扰您。
18. You may leave your luggage in the Concierge. 您可以把行李放在礼宾部。
19. Would you like to check your luggage here? 您要寄存行李吗?
20. Don't worry, your luggage will be sent up at once. 别担心, 您的行李很快就会送上去的。
21. When you check out, please call No. 0808 and we'll help you with your luggage immediately. 如果您要退房, 请致电 0808, 我们将马上帮您运送行李。
22. May I know your room number? / what's your room number, please? 您能告诉我您的房间号吗?
23. Do you mind if I put your luggage at here? 我把您的行李放在这里好吗?
24. Would you like me to call a taxi for you? Would you want a taxi? 你需要我为你叫一辆出租车吗? 需要出租车吗?
25. It takes about 35 minutes by taxi to Airport. 从这里到机场大概需要 35 分钟。
26. I'm sorry to have kept you waiting. / Sorry to have kept you waiting. 对不起, 让你久等了。
27. After you, please. / You first, please 你先请。
28. This way, please 这边请。



29. Is there anything else I can do for you? 您还有什么事要我做吗?
30. I see what your mean. 我了解你的意思。
31. I'll send the luggage up by another lift. 我乘另一部电梯把行李送上去。
32. Here we are. sir. room 1301. 先生, 1301 房间到了。
33. The bellboy will show you to your room, sir. 先生, 行李生会送您到房间的。

Tasks

Section A

Match the words in Column A with their definitions in Column B.

A	B
1. () balcony	A. write one's name as signature
2. () passport	B. go with to keep safe; accompany as protection
3. () sign	C. a document which allows sb. to travel from one country to another
4. () escort	D. a person who works a telephone switchboard
5. () operator	E. lift
6. () elevator	F. a raised flat surface which is built out from the upstairs wall of a building
7. () hesitate	G. come into possession of sth that is given or sent to one
8. () identity	H. a requirement of etiquette or custom
9. () receive	I. pause before taking an action or making a decision
10. () formality	J. who or what a particular person or thing is

Section B

Write the Chinese versions of the following expressions.

- check in _____
- baggage trolley _____
- bell man _____
- morning call _____
- Parking lot _____
- valuables _____
- Sorry to have kept you waiting _____
- You first, please _____
- This way, please _____

10. sign your name _____

Section C

Fill in the blanks with the given words. Change the form where necessary.

policy	demonstrate	identity	directory	appropriate
baggage	efficiency	available	complete	banquet

1. Can you _____ your task on time?
2. Let me put your _____ in the trunk.
3. They held a _____ in honour of the president.
4. Look at the _____ contents; all your files should be there and readable.
5. By applying these ideas to your particular situation, and sharing them with others, you can increase not only your own _____, but also that of the team or organization overall.
6. Takeaway: Mike discusses three leadership behaviors that every project manager should strive to _____.
7. You can then select the _____ product from this full list.
8. We must utilize all _____ resources.
9. The _____ guarantees us against all loss.
10. Passports are frequently serviceable in proving the _____ of the traveller.

Section D

Translate the following sentences.

1. Please have a seat for a while, I'll help you with the check-in procedure.
2. Would you please give me your passport or ID card and credit card ? I'll help you to fill in the form.
3. How many nights will you stay this time?
4. Here is your room key and the breakfast coupon. Would you please sign here?
5. Here are your passport and the credit card, You can go up to the room now I hope you enjoy your stay with us.
6. The price usually is a little bit higher at weekends.
7. A full Continental buffet every morning free airport shuttle service, and use of the hotel's safe are all included.
8. Please input the password.
9. You will find a minibar in your room. Use of it will be charged to your account. Also the hotel provides room service, at an additional charge of course.



10. Is this your first visit to China?

Section E Role Play

Make dialogues according to the situations.

1. Guest: You are a tour leader and your group is two people short of what you expect. You have to make an adjustment.

Reservation Clerk: You help the tour leader make the adjustment, and get the group into their rooms as quickly as possible.

2. Guest: You have reserved a single room for next week, but now you have to cancel the reservation and explain why you have to do it.

Reservation Clerk: You answer the call and accept the cancellation in an appropriate way.

Section F Writing

The following is a registration form. Please fill in the form and talk about it.

Room NO. 房间号码		Room Type 房间类型		Room Rate+15%SVC (RMB) 房 价 +15% 服 务 费 (人 民 币)			
Arrival Date 抵店日期			Dept. Date 离店日期			Dragon Club 会员卡号	
Surname 英文姓			Given Name 英文名			Name in Chinese 中文名	
Birthday 出生年月		Sex 性别		Nationality 国籍		Type of Certificate 证件种类	
Certificate No. 证件号码				Type of Visa 签证种类		Visa Valid Date 签证有效期	
Place of Issue 签证机关				Port of Entry 入境口岸		Date of Entry 入境日期	
Object of Stay 停留事项				Where From 何处来		Where To 何处去	
Company Name 公司名称				E-mail Address 电邮地址			
Tavel Agent 旅行社				Postal Code 邮编		Telephone 电话	

续表

Address 永久地址								
Payment method 付账方式	<input type="checkbox"/>	Cash 现金	<input type="checkbox"/>	Credit Card 信用卡	<input type="checkbox"/>	Cheque 支票	<input type="checkbox"/>	City ledger 转账
<p>* Check-In Time is 02:00 PM Check-Out Time is 12:00 Noon.</p> <p>* The Hotel Is Not Responsible for The Safety of Any Valuables Left in the Guest Room. Complimentary In-Room Safe Deposit Boxes Are Available.</p> <p>* I Agree That I am Personally Liable for the Payment of My Expenses Incurred in the Hotel.</p> <p>* 入住时间是下午二时整，退房时间是正午十二时整。</p> <p>* 酒店对宾客留在房内的贵重物品不负责保管。每间客房单独配备保险箱供宾客免费使用。</p> <p>* 本人同意支付在酒店内发生的所有费用。</p>								
Clerk Signature				Guest Signature / 宾客签名				

Extensive reading

WELCOME TO THE SMART HOTEL IN ROME

Excellent located in the heart of Rome, just steps away from the Rome Termini train station, Smart Hotel offers the perfect answer to the demands of a vacation in the Italian capital. Relax in this refined 4 star hotel and let yourself be transported into the world of elegance and privacy that characterizes this Rome boutique hotel.

The Smart Hotel's design and style capture you the moment you enter and you will notice that no detail has been overlooked, even the smallest nuance has been carefully addressed.

Wrapped in a warm atmosphere, you will note how everything has been carefully thought of and is tailored to the complete well-being of Smart Hotel guests, who are always and exclusively put as the top priority, be their stay for business or for pleasure.

➤ WE ARE IN THE HEART OF ROME!

The central location of Smart Hotel provides the perfect solution for travelers looking to explore the infinite number of marvels that Rome has to offer its visitors. All of Rome's main points of historical and artistic interest are easily reachable via public transportation from Termini Station.

➤ MEETING & CONGRESSES

Attentive to the needs of its business customers, Smart Hotel offers at the same time



the elegance of its modern design and the functionality of its services.

The comfort of the rooms is accompanied by the latest technology of the additional services, which are represented by VDA Power TVs and free WI-FI connection in each room? to be connected at all times you would like to. A large and modern meeting room is the ideal option for your business meetings, while our Restaurant is glad propose its best lunches and dinners.

Located nearby Termini Station and very well connected with both Rome Airports, Smart Hotel is a good option for people travelling for business.

➤ MEETING ROOM

Elegant and modern, Smart Hotel is the ideal solution to organize meetings and congresses in Rome. A polyvalent and spacious meeting room with all the newest technologies has been projected to satisfy all needs and requests, characterized by a modern interior design.

The room can hold up to 70 people set in theatre style with all basis equipment available, represented by: Beamer, Screen, Speed WI-FI connection, AV system.

Additional equipment can be provided on request, a specialized team work to give the best assistance during the whole period of the event organization.

Our Restaurant, characterized by an elegant and warm atmosphere, is the dedicated space for coffee breaks and business light lunches or dinners.



3

Task 3

Handle Complaints

After studying this task, you are able to

Objectives

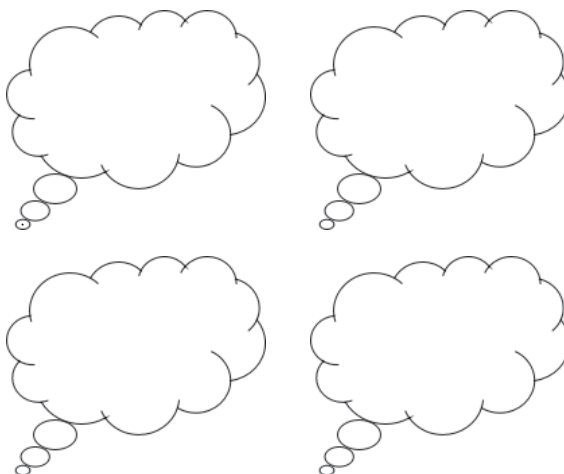
- Receive guests who approach you with complaints.
- Make apologies to guests who are complaining.
- Communicate with guests about handling complaints, solve some urgent problems for guest.

Warming-up

I. Answer the question and write down them.

What things do guests usually complain about a hotel or restaurant?

Can you write down them?



Listening

I. Listen to the short dialogue and write down the answers.

Attendant: May I come in, Miss Rosa?



Task 3 part 1



Guest: Please come in.

A: Miss Rosa, I owe you an _____ (1) _____. This morning while cleaning the room, I _____ (2) _____ your vase on the table. I'll _____ (3) _____ for it.

G: I don't think it's a _____ (4) _____ thing. That's all right if you _____ (5) _____.

A: It's our hotel policy. Can you tell me where you _____ (6) _____ it?

G: I bought it in the _____ (7) _____ Store.

A: I'll go and buy a new one _____ (8) _____ away. See you later.

G: See you then.



II. Listen to the conversation and fill in the blanks.

Clerk: _____ (1) _____. Can I help you?

Guest: My name is Frank and I'm in Room 1010. I _____ (2) _____. 40 minutes ago, and my luggage hasn't been _____ (3) _____ to my room yet.

C: _____ (4) _____ sir. _____ (5) _____ did you have, Mr. Frank?

G: _____ (6) _____ and a shoulder bag.

C: Is there a name tag _____ (7) _____ to your luggage?

G: No, I'm afraid not.

C: I'll get in touch with the _____ (8) _____ right away.

G: Thank you.

C: MR. Frank, the bellmen are busy _____ (9) _____ to guests' rooms.

Because there is no name tag attached to your luggage, we need spend more time in finding it. _____ (10) _____. We'll have it sent to your room as soon as we find it.

G: Thank you.

C: It's my pleasure.

Speaking

Situational dialogue 1

Receptionist: Reception. May I help you?

Guest: Yes. I'm Martin Reeves in 765. I'd like to complain to the general manager.

Receptionist: What exactly is the problem, Mr. Reeves?

(The receptionist does not want to contact the general manager if she can handle the problem herself.)

Guest: This is the third day in a row that the sheets on my bed have not been changed.

Receptionist: Your sheets should be changed on your bed every day, Mr. Reeves.

(The receptionist is agreeing with Mr. Reeves to let him know that she is sympathetic and is

on the guest's aside.)

Guest: That's right. I complained to housekeeping yesterday, but they didn't to anything about it.

Receptionist: (The receptionist has decided that she can handle the matter herself and does not need to take up any of the general manager's valuable time.) This will never do, Mr. Reeves.

I will personally take care of this problem immediately.

Please accept our apologies and rest assured that this will never happen again.

Guest: Oh, thank you very much, miss.

Receptionist: Please let me thank you for bringing this matter to our attention. Mr. Reeves. You shouldn't have had to complain in the first place.

Guest: I am sorry I had to bother you with this.

Receptionist: Thank you for calling, sir.

Guest: good-bye.

Situational dialogue 2 *A Room Change*

Receptionist: Reception. May I help you?

Guest: Yes. This is George Simon in 311. The room we are in is too noisy. I'd like to change rooms.

Receptionist: Would you hold on a moment, please? I'll check which rooms are vacant... Are you still on the line, Mr. Simon?

Guest: Yes, I'm still on the line.

Receptionist: I can propose 338 which is very quiet. It has a lovely view of the garden.

Guest: I'd rather be on the first floor. My wife does not like being up so high.

Receptionist: I am terribly sorry, Mr. Simon. All the rooms on the first floor are occupied due to the fact that we are now in high season.

Guest: That's too bad.

Receptionist: Could I propose 202? It has a spectacular view of the swimming pool.

Guest: Could I see 202 first?

Receptionist: Certainly, sir. I will send the bellboy to your room with the key.

Guest: Thank you very much, miss.

Receptionist: If you like 202, Mr. Simon, the bellboy can transfer your luggage immediately.

Guest: That would be very helpful. good-bye.

Reading

Managing Guest Complaints on Websites

A traveler's experience is viewed as more powerful than an advertisement or even article because people trust other people's experiences. People that travel love to talk



about their experiences to their friends, families and co-workers. They want to tell you what was absolutely fabulous about their vacation, and they also want to tell you what went wrong.

On websites travelers generate their own contents and post their comments. Their comments have the potential to reach thousands of people and influence their purchasing decisions, good and bad. A hotel with a bad review will see its occupancy plummet, but a good review will help reservations and increase much more profit by building up occupancy.

As a result, every hotel should consider putting in place an on-going system with an individual from the hotel responsible for monitoring consumer websites and seeing what comments have been made, good or bad, about your hotel.

If you find out that you have many negative comments, obviously it would be a good idea to address those problems internally and improve your hotel in the areas that guests are complaining about.

If you feel that the comments were made unfairly or there was a valid reason for the error, the General Manager should go into the site where the complaint was made and note why the problem occurred and make sure it has been addressed.

To help garner more positive comments on your hotel, try to encourage happy, that's customer satisfaction 100.



Vocabulary & Useful expressions

website['web,saɪt]	<i>n.</i> 网站
advertisement [əd'vɜ:tɪsmənt]	<i>n.</i> 广告, 宣传
fabulous ['fæbjʊləs]	<i>adj.</i> 难以置信的; 传说的, 寓言中的; 极好的
potential[pə'tenʃl]	<i>n.</i> 潜能; 可能性; [电] 电势 <i>adj.</i> 潜在的; 可能的; 势的
plummet['plʌmɪt]	<i>n.</i> [测] 铅锤, 坠子 <i>vi.</i> 垂直落下; (价格、水平等) 骤然下跌
profit ['prɒfɪt]	<i>n.</i> 利润; 利益 <i>vi.</i> 获利; 有益 <i>vt.</i> 有益于
consumer [kən'sju:mə]	<i>n.</i> 消费者; 用户, 顾客
complain [kəm'pleɪn]	<i>vi.</i> 投诉; 发牢骚; 诉说 <i>vt.</i> 抱怨; 控诉

Useful expressions

1. We'll try our best to solve the problem. 我们当尽力为您解决问题!
2. I am sorry. You should have deposited valuables with the reception. 非常抱歉, 你应该把贵重物品寄存在接待处。
3. I'm sure the waiter didn't mean to be rude. perhaps he didn't understand you correctly. 相信服务员并不是有意无礼, 他只是可能没有听懂您的意思。
4. I'm sorry sir. There must be some misunderstanding. 很抱歉, 先生(小姐)。我想这里面可能有点误会。
5. I'm terribly sorry. But that is the situation. Please take a seat. I'll soon have something arranged for you. 很抱歉, 但情况已是如此, 请坐一会儿, 我尽快为您作安排。
6. Thank you for telling us about it. I'll look into the matter at once. 先生, 感谢您为我们提供这些情况, 我立即去了解。
7. Sorry, sir. I'll solve the problem for you as soon as possible. 先生很抱歉, 我将尽快地解决这个问题。
8. I'm afraid you have misunderstood what I said. Perhaps I can explain again. 恐怕您误会了我的意思, 我能解释一下吗?
9. I'm awfully sorry for my carelessness. 对于我的粗心大意我非常抱歉。
10. Please sir, if you calm yourself, I'll try to help you. 先生请别激动, 让我来想办法。
11. We are sorry. We cannot promise you now. Tomorrow we shall let you know. 很抱歉, 我们此刻不能答应您。我们明天给您回音。
12. I am sorry. It is beyond my power to do this. 对不起, 这件事我也无能为力。
13. Indeed, we regret very much for not being able to comply with your request. 很抱歉, 您所要求的事超越了我的权限。
14. I wish I could render you that service, but I couldn't. 我希望能够替您办那件事, 但我无法办到。
15. I must refuse to meet your request, as it is against our hotel's regulation. 我不得不拒绝您, 因为这样是违反我们酒店规定的。
16. I must refuse to do as you wish, otherwise it will give harm to our hotel's reputation. 我不得不拒绝您, 因为这样做会有损于我们酒店的声誉。
17. It cannot be done, as the foreign exchange control regulations of this country will not allow you to do so. 我们无法满足您的要求, 我国的外汇管理条例不允许这样做。
18. I'm awfully sorry, sir. 非常对不起, 先生。
19. I do apologize. 我向您道歉。
20. No problem, sir. 没问题, 先生。



21. Could you wait till tomorrow? 等到明天好吗?

22. I hope we'll be able to enjoy our stay in a quiet suite tomorrow evening and have a sound sleep. 我希望明天晚上我们能待在一套安静的房间里睡个好觉。

23. And if there is anything more you need, please let us know. 如果还需要别的什么东西, 请告诉我们。

24. The light in this room is too dim. 这房间里的灯光太暗了。

25. Please get me a brighter one. 请给我换个亮的。

26. Certainly, sir. I'll be back right away. 好的, 先生, 我马上就回来。

27. The room is too cold for me. I feel rather cold when I sleep. 这房间太冷了, 我睡觉时感到很冷。

Tasks

Section A

Match the words in Column A with their definitions in Column B.

A	B
1. () delay	A. to state that something is true, even though it has not been proved
2. () promise	B. to do the things that are necessary to complete a job
3. () delivery	C. when someone or something has to wait, or the length of the waiting time
4. () claim	D. the opinion that people have about a person, organization etc because of what has happened in the past
5. () handle	E. to tell someone that you will definitely do or provide something or that something will happen
6. () argue	F. caring and feeling sorry about someone's problems
7. () reputation	G. the act of bringing goods, letters etc to a particular person or place, or the things that are brought
8. () sympathetic	H. used to say that someone opposes or disagrees with something
9. () regulation	I. to disagree with someone in words, often in an angry way
10. () against	J. an official rule or order

Section B

Write the Chinese versions of the following expressions.

1. deal with _____
2. keep in mind _____
3. make sure _____
4. solve the problem _____
5. hotel's regulation _____
6. Complaint Letter _____
7. Complaint Box _____
8. Noise pollution _____
9. point out _____
10. full of _____

Section C

Fill in the blanks with the given words. Change the form where necessary.

air-conditioning	enjoy your stay	dim	carelessness	spare room
several times	manage	understand	let us know	blanket

1. I do apologize for my _____.
2. No problem, sir. We'll _____ it.
3. I'm sorry, it's the policy of the hotel. I hope you will _____.
4. The light in this room is too _____. Please get me a brighter one.
5. I feel rather cold when I sleep. Can you turn off the _____?
6. We'll manage it, but we don't have any _____ today.
7. I hope we'll be able to _____ in a quiet suite tomorrow evening and have a sound sleep.
8. My wife was woken up _____ by the noise the baggage elevator made.
9. Would you like an extra _____?
10. And if you need any other things, please _____.

Section D

Translate the following sentences.

1. What you have done is contrary to the safety regulations.
2. I should say that the law of our country does not allow you to do so.



3. Visitors from abroad are hoped to help us to maintain law and order.
4. You should respect our customs regulations.
5. Can you change the room for me? It's too noisy.
6. My wife was woken up several times by the noise the baggage elevator made.
7. She said it was too much for her.
8. We feel sorry we cannot be able to do what you ask for.
9. We'll manage it, but we don't have any spare room today.
10. This is quite unusual. I'll look into the matter.

Section E Role Play

Make dialogues according to the situations.

1. It's 3: 30 p. m. Mrs. Brown just arrives and checks into the room. Her room number is 206. She finds the pillowcases are stained and the bathtub is dirty. She complains about the room to the Receptionist. The receptionist is handling the complaint.

2. Mrs. Winston has lost her gold earrings in the hotel. She goes to the reception office to complain about the lost gold earrings.

The receptionist is handling the complaint.

Section F Writing

This is a passage about how to write a reply letter, after reading write letters with the information given. (complaint about luggage, complaint about noise, complaint about bad services.)

Responding to Complaints

Introduction: Letters of complaints usually include the following stages:

Background Problem - cause and effect Solution Warning (optional) Closing

➤ Politeness

the tone of complaint letters should not be aggressive or insulting, as this would annoy the reader and not encourage them to solve the problem. In addition, questions such as "Why can't you get this right?" should not be included.

➤ Content

The content should contain enough details so that the receiver does not have to write back requesting more. Legal action is not normally threatened in the first letter of complaint, unless the situation is very serious.



➤ Adjustment letter

Acknowledging receipt of a complaint letter ; thank you for your letter of ... regarding / concerning / in connection with...;

I refer to your letter of...about / relating to...;

Apology for the error or fault;

We must apologize for...;

We sincerely apologize for...; Please accept our apologies for...; I would like to apologize for the error made by our company in (verb+ing);

➤ Accepting the Complaint

We agree that the usual high standards of our products / services were not met in this instance.

A short explanation of the fault;

Introductory phrase; As a result of our investigation, we found that...

➤ Causes

The error was caused by.../ was due to...; Apparently, the problem was the result of.../ resulted from...; The cause of / reason for the mistake was

➤ Effects

As a result...; This led to...; Consequently...

➤ Solutions

We have modified / changed our...;

We have implemented a system to...; To prevent re-occurrences we have set up a verification procedure.

➤ Assurances

Assure you that this will not happen again.

Extensive reading

Our Top 20 Hotel complaints

Following the very sad loss of Andrew Sachs last week, I was reflecting on how hotel service is so much better these days than 40 years ago when John Cleese was inspired to create Basil and Sybil Fawlty. And then I thought... hmmm, is it?

I just spent a couple of hours trawling Tripadvisor UK, looking through a couple of hundred “Poor / Terrible ” reviews for some of our largest mid-market hotel chains. About halfway



through, it became obvious that 95% of all complaints fall under about 20 headings. The majority of these would be so easy (and cheap) to fix, I was left scratching my head as to why our hotels still get these basic things so badly wrong.

There is a very long tail to these complaints, with some amusingly esoteric problems at the far end (“ I could hear a dog barking somewhere ” or “ when I arrived, it was raining ”), so I have limited this list to the top 20. After all, you can never please everyone.

Number one complaint by far was criminally high charges for hotel WiFi, and to add insult to injury, the WiFi is usually rubbish. We all know WiFi is effectively free, so it really does drive your guests potty when you make them pay for it. Why not give them a nice hard slap in the face while you’re at it?

Next on the list, and the root cause of so many problems, is rude or dismissive staff. The very last thing anyone wants when checking in late at night or reporting a faulty light, is a snotty member of staff rolling their eyes and sighing heavily. Or ignoring you. Seriously, if you don’t like other people maybe a hotel is not the place for you.

Closely related to this is a lack of staff, especially when the place is busy, for example at breakfast when the place is rammed for a wedding or some local event. You know full well how many guests are staying tonight, so why not make sure you have enough staff on hand to take care of everyone in the morning? How can that be difficult? Why do you make your guests start their day seething with frustration waiting to get some more toast?

After these, we move into the two main areas of basic housekeeping—the bedroom and the bathroom. When you stay in a hotel, you usually want two simple things—a comfortable night’s sleep and a clean bathroom / shower in the morning (preferably with no visible evidence of previous guests). And yet, slots 4 to 11 are all taken up with mundane problems such as dirty beds; dirty showers; lights not working; no hot water; sink plug missing; an empty minibar; and noisy air conditioning. How on earth can this be? There’s nothing terribly complicated about making sure a bed is clean or a light is working so how does it fail so much of the time?

Next on the list (I thought this one would appear much earlier, I must admit) is long queues at the desk for checking in and out. With modern technology, and the ability to transact such things on mobile smartphones there is really no excuse for making your guests stand around for 10 minutes whilst someone argues the toss about some mystery glass of wine that they cannot remember ordering at 1 am in the morning. You hate it when it happens to you, so don’t do it to your guests, especially when it’s their first and last impression of your hotel!

What’s next? Ah yes, the food. Cold limp stodgy buffet breakfasts, soggy toast, and charging £18 for it. Lumpen, reluctant service in your restaurant. Trays of food congealing overnight in the corridor outside next door’s room. Food is an important part of everyone’s life, it really can make



your day or break it. Why not make a little extra effort and make sure that all the food you serve is high standard, hot, reasonably priced, and served with a smile? Is that really too much to ask? Really?

Whilst we're on the subject of value for money, complaint number 16 is a pained cry about being charged incredibly high prices for rubbish quality, and how poorly this compares with (names another hotel or restaurant in the same town). This is a complete failure to understand the concept of "Experience Asymmetry" , which I shall explain later.

The next two slots are taken up with really basic issues of competence. Rooms not ready when early arrival was confirmed, and laundry not ready when it was promised. As an old boss of mine once said " There are two types of people in this world, those who do what they say they are going to do, and all the others " . If you promise it, you must deliver it. Or don't promise it. Simple.

Number 20 goes to an unexpected complaint, about 3rd party Car Park operators sneakily charging hotel guests huge sums of money for parking in the hotel car park and not " registering " their cars at the desk when they arrive. I was puzzled about this one until I spotted that all the complaints related to the same hotel-and you know who you are, my lovely cider drinking friend. You made the Top 20 complaints list all on your own!!! You should be thoroughly ashamed of yourself and your nasty car parking partner.

I mentioned Experience Asymmetry, this is something I learned about 15 years ago when I was doing a lot of work in Retail Customer Service. Many retailers were busting a gut to deliver fantastic " WOW " services, whilst forgetting to fix the equivalent of the broken bedside lamp. Customers will always remember the negative experiences far more than the positive ones, and these will form their memory of your business - the " Experience Asymmetry " . So, if you want to give your customers or guests a great experience to remember, focus on " eliminating the negatives " before you get distracted with the fancy schmancy stuff. Every day, make sure the beds are spotlessly clean, the bathrooms are dazzlingly sparkling, all the lights work, and your staff are not slumped around looking like their favourite dog just died. Once you've cracked that you can bring in the dancing and entertainment, but not one minute before.

None of the above requires much investment, and certainly no huge technology spend. It's all old fashioned customer service, thinking about what your customer likes and doesn't like. Everyone in retail and hospitality these days is banging on about how they " put the customer at the heart of everything we do " , but after studying the complaints listed above I'm not so convinced that they have got the hang of it.

4 Task 4

Check-out

After studying this task, you are able to

Objectives

- Check out guests.
- Explain different methods of payment.
- Tell the cashier's duties.

Warming-up

I. Match each picture with its corresponding description.



A



B



C



D

- (1) Paying in cash
- (2) Paying by credit card

(3) Paying by debit card

(4) Paying by Apple pay

Listening

I. Listen to the short dialogue and write down the answers.

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

S: Just now, I _____ (1) _____ here. But back in my room, I found that there might be something wrong with the _____ (2) _____.

C: Oh, yes?

S: I checked in on the 15th and will leave this morning. That's _____ (3) _____ four days, I think. But I paid for four days and _____ (4) _____.

C: Well, let me see. The 15th, the 16th, the 17th, the 18th... Ah yes, you checked out in the morning, so you only stayed here for four days, no more. Sorry, sir. I do apologize for my _____ (5) _____.

S: That's all right.

C: Now let me give you another _____ (6) _____ and please check it. Here is the money you _____ (7) _____.

S: Thank you.

C: I'm _____ (8) _____ sorry to have caused you so much trouble. I'll try to be more careful another time.



Task 4 part 1

II. Listen to the conversation and fill in the blanks.

C: Good morning, madam. Can I help you?

S: Yes, please. I'd like to _____ (1) _____ my bill.

C: Certainly, madam. Which room, please?

S: 1101. Mrs. Simon.

C: Please wait for a _____ (2) _____, madam. I'll just get your bill.

S: Thank you.

C: Here you are, madam. Could you just _____ (3) _____ here, please? How will you be _____ (4) _____, madam?

S: In _____ (5) _____ ... Mm... One, two, three... 420 yuan RMB. Here you are.

C: Thank you. Here is your _____ (6) _____ and your change, madam. Your _____ (7) _____ is 80 yuan RMB.

S: Thank you very much.

C: You are welcome, madam. _____ (8) _____. Goodbye.



Task 4 part 2



Speaking

Situational dialogue 1

G: Excuse me. We're leaving today. I'd like to check out now.

S: May I know your name and room number, please?

G: My name is Harry Green, Room 2413.

S: Yes, Mr. Green. How about the charge for the days you shared the room with your friend?

G: Please add to my account.

S: Then we'll make out one bill for you two.

G: OK.

S: Have you used any hotel services this morning or had breakfast at the hotel dining room, Mr. Green?

G: Yes, my friend and I just had breakfast at the dining room, but we didn't use any other services.

S: Fine, I'll need to find out what the charge is on the breakfast. The total for the eight days is eight hundred and sixty yuan.

G: Oh, I didn't change enough money in the bank. Can I pay in America dollars?

S: I'm sorry, sir. You need to get your money changed at the Foreign Exchange Counter of our hotel over there.

G: Here you are, 860 yuan in total.

S: Thank you, Mr. Green. Here's your receipt.

Situational dialogue 2

S: Good morning, sir. Can I help you?

G: I would like to check out now.

S: Your name and room number, please?

G: John Wright, Room 603.

S: Yes, Mr. Wright. Have you used any hotel services this morning?

G: No, I haven't used any services.

S: Fine. This is your bill, Mr. Wright. Four nights at 90 dollars each and here are the meals that you had at the hotel. That takes a total of 759 dollars.

G: Can I pay by credit card?

S: Certainly. May I have your card, please?

G: Here you are.

S: Please sign your name here.



G: Oh, yes. Is it possible to leave my baggage here till(until) I'm ready to leave this afternoon? I'd like to say goodbye to my friends.

S: Yes, we'll keep it for you. How many pieces of baggage do you have?

G: Just three. I'll be back by 3:00 pm.

S: That's fine. Have a nice day.

G: Thank you. See you later.

Reading

Check-out Service

The duties of cashiers are a lot, such as settling guests accounts, making changes, cashing travelers checks, exchanging foreign currencies, balancing accounts at the close of each shift, and so on. Check-out service means settling the account for the guests. Like the check-in procedure, check-out procedure takes only a few minutes when the system works efficiently. The cashier usually asks departing guests if they have any last-minute charges for the minibar or for food and beverage service in the hotel restaurants. If the answer is yes, the cashier must ask the departments concerned how much the guest has to be charged for that before presenting the final bill. The cashiers are often required to ask if the guest has turned in his key. Lost keys are an expense for the hotel; more seriously, they might be a threat to security if they fall into the wrong hands.

Usually the hotel has an accounting system to maintain guest's consumption items within the hotel and keep them up-to-date. All charges must be entered or posted on their accounts as soon as possible. In addition to the charges for the guests' rooms, there may also be charges resulting from the use of telephones, the laundry service, the restaurants, and room service. All the financial transactions not only must be posted, but also be checked for accuracy. This is usually the job of a night auditor, who goes through this mass of figures on the night shift, when there is little activity in the hotel.

Many hotels have a check-out time. The check-out time is usually set at noon. Guests who check out after 12: 00 at noon normally will be charged to pay half of the rate. Those who check out after 6: 00 pm will be charged the full rate. Many commercial hotels receive a large number of guests in the late afternoon or early evening, between 4: 00 and 8: 00 pm. This is often a result of a heavy concentration of arriving airline flights during those hours.



Vocabulary & Useful expressions

change [tʃeɪn(d)ʒ]	vt. 改变; 交换 n. 变化; 找回的零钱
currency ['kʌr(ə)nsɪ]	n. 货币; 通货
balance ['bæləns]	n. 平衡; 余额; 匀称 vt. 使平衡; 结算; 使相称
shift [ʃɪft]	n. 移动; 变化; 手段; 轮班 vi. 移动; 转变; 转换
charge [tʃɑːdʒ]	n. 费用; 电荷; 掌管; vt. 使充电; 使承担
consumption [kən'sʌm(p)ʃ(ə)n]	n. 消费; 消耗
transaction [træn'zækʃən]	n. 交易; 事务
concentration [kɒns(ə)n'treɪʃ(ə)n]	n. 浓度; 集中; 浓缩; 专心;
night auditor	夜审

Useful expressions

1. “L” stands for laundry, and “T” means telephone call charge.
“L”表示洗衣费，而“T”表示电话费。
2. I'm afraid it is not enough to cover the amount. / I'm afraid it can't cover the amount.
恐怕那不够付账。
3. How would you like to settle the bill / make payment?
您打算如何付款呢?
4. Here's your change and receipt / invoice.
这是您的零钱和收据 / 发票。
5. I'll call the bellman to take your baggage down.
我会叫个服务员把您的行李拿下来。
6. I'm sorry, but we don't accept personal checks according to the hotel policy.
对不起，根据酒店规定，我们不接受个人支票。
7. I'm afraid this currency is not accepted in our hotel.
我们恐怕不能接受这种货币。
8. The credit limit set by the Visa Card office is US\$1,500.
维萨卡的信用限额是 1500 美金。
9. Would you like to settle the difference in cash?

您愿意用现金支付差额吗？

10. May I have your signature, please?

请您签个名好吗？

11. Could you sign your name here, please?

请您在这儿签名好吗？

12. What charges does each bill cover, please?

请问每张账单包括哪些费用？

13. Would you like to check out today?

您今天退房吗？

14. Excuse me. We're leaving today, I'd like to pay our bills now.

劳驾，我们今天要走了。我希望现在就把账结清。

15. I'm in Room 519. I'm leaving today. Please settle my hotel account.

我住在 519 房间，我今天要离开。请帮我结账。

16. Can I have your name and room number?

可以告诉我您的姓名和房间号码吗？

17. Wait a moment. Let me figure it out.

请稍等，我算一算。

18. Please wait a moment while I calculate your bill.

请稍等，我算一下账单。

19. Your final has not reached our department yet, sir.

您的最后账单还没有到达我们这里，先生。

20. Did you have a meal in the restaurant?

您在餐厅有没有账单？

21. Item 6 is the charge for phone calls.

第六项是电话费用。

22. That's for the lunch you ordered in your room.

这是您在房间点的午餐的费用。

23. That charge is for drinks from the minibar.

那一项是在迷你吧里取的饮料的费用。

24. Your overseas telephone call is included in the bill.

您的国际长途电话费用包括在这个账单里。

25. One bill covers the room rent and telephone rate. They are paid by our company.

一张账单包括房费和电话费，这些是由我们公司支付的。

26. Have you used any hotel services this morning or had breakfast at the hotel dining room,

Mr. Green?



格林先生, 今天早晨您是否用过旅馆服务设施或在旅馆餐厅用过早餐?

Task

Section A

Match the words in Column A with their definitions in Column B.

A	B
1.cashier	A. things that you own that are worth a lot of money, such as jewelry
2.exchange rate	B. a printed piece of paper that you write an amount of money on, sign, and use instead of money to pay for things
3.currency	C. someone whose job is to receive or pay out money
4.check	D. a piece of paper that you are given which shows that you have to paid for something
5.valuables	E. the value of the money of one country compared to the money of another country
6.receipt	F. a small printed piece of paper that entitles the holder to a discount, or that may be exchanged for goods or services
7.voucher	G. a list of goods sent or services provided, with a statement of the sum due for these
8.invoice	H. a small plastic card that you use to buy goods or services and pay for them later
9.credit card	I. a small plastic card with your signature on that you can use to pay for things. the money is taken directly from your bank account
10.debit card	J. a system of money in general use in a particular country

Section B

Write the Chinese translations of the following words.

- 1.ROOM= ROOM CHARGE _____
- 2.SERV = SERVICE CHARGE _____
- 3.RESTR =RESTAURANT _____
- 4.L. DIST = LONG DISTANCE CALL _____
- 5.LNDRY = LAUNDRY _____

- 6.MISC. = MISCELLANEOUS _____
- 7.TR. CH. = TRANSFER CHARGE _____
- 8.TR. CR. = TRANSFER CREDIT _____
- 9.ADJ. = ADJUSTMENT _____
- 10.PD. OUT = PAID OUT _____
- 11.PAID = PAID _____
- 12.CIA(Cash in Advance) _____

Section C

Fill in the blanks with the given words. Change the form if necessary.

different	person	sign	use
serve	valid	favor	up

- Have you _____ the minibar this morning, sir?
- Sorry, but we don't accept _____ checks according to the hotel policy.
- Would you like to settle the _____ in cash?
- We look forward to _____ you again.
- Give the guest his change, and ask for a _____ on the bill.
- My credit card is _____ until this May.
- I will draw _____ your bill for you.
- Can you do me a _____?

Section D

Translate the following sentences.

- Please wait a moment while I calculate your bill.
- I'll have to check with the department concerned.
- Please add to my bill.
- I'm sorry, this credit card is out of date.
- If you want to keep your room this afternoon, we'll have to charge you 50% of the price.
- Would you like a breakdown of the bill?
- If you think there is any error in your bill, we can check it for you.
- We'll correct your bill by deducting 180 yuan from the total.

Section E Role-playing.

- Guest: You are Jane Smith in Room 822. You are checking out now. You look at your bill



and find some mistakes.

Cashier: You ask the guest's name and room number and give him the bill. You check the bill again to find mistakes. Do apologize for miscalculation.

2. You are a tour leader traveling with a group in the U.S.. One of your group members made an I.D.D. call in her own room. Help her to cover the extra bill at the cashier's when check out.

Section F Writing

HANGZHOU SHINING HOTEL

INVOICE

INVOICE CODE: 125469876531

INVOICE NUMBER: 57804450

GUEST NAME		
ROOM NO.		
ROOM RATE		
ARRIVAL		
DEPARTURE		
DEPOSIT		
DATE	DESCRIPTION	AMOUNT

(COMPANY SEAL)

I AGREE THAT MY LIABILITY FOR THIS BILL IS NOT WAIVED AND AGREE TO BE HELD PERSONALLY LIABLE IN THE EVENT THAT THE INDICATED PERSON, COMPANY OR ASSOCIATION FAILS TO PAY FOR ANY PART OR THE FULL AMOUNT THESE CHARGES.

(SIGNATURE)

TEL: (0571)87548886 ADD: NO. 96 JIEFANG ROAD, HANGZHOU, CHINA

Extensive reading

10 Most Expensive Luxury Hotels in the World



1. Emirates Palace, Abu Dhabi

When it comes to luxurious hotels, this one is at the top. Costing approximately \$3 billion to build, Emirates Palace has 394 rooms and suites, 40 meeting and conference rooms, a white sand beach, a myriad of pools and fountains, a sumptuous spa, marble imported from 13 different countries and over 1,000 crystal chandeliers. It's like a small pleasure fortress that also boasts the most prestigious marina development in the Middle East. Royalty, or those who want to feel like it, can luxuriate in one of the many palace suites, all with lavish surroundings that would befit a Sultan of old yet with enough modern amenities to please today's top tycoons.

2. Mardan Palace Hotel, Turkey

Built by Russian Billionaire Telman Ismailov in 2009 to the tune of \$1.65 billion, the Mardan Palace Hotel in Antalya, Turkey boasts the largest swimming pool in the Mediterranean (fits 1,000 guests) and is touted as one of the most elite luxury hotels in Europe. Beyond the sinfully sumptuous suites and jaw-dropping interiors of gold leaf, crystal, and Italian marble, there are also ten dining spots, 17 bars, a lavish spa and a sunken aquarium full of exotic fish. 9,000 tons of white sand was flown in from Egypt for the beach alone. personal butler service is also included.

3. The Westin Excelsior, Rome

Built in 1906, The Westin Excelsior Rome has an impressive pedigree in the Via Veneto district. Though most rooms are affordable, their piece de resistance is the Villa La Cupola Suite that has recently been “refreshed” with a \$7 million renovation. This signature luxury cocoon spans two full floors making it the largest suite in Italy. Furnished in grand old style with modern high tech gadgets, hand-frescoed cathedral style domes, its own private fitness room,



sauna, steam bath and Jacuzzi, and a formal dining room, it's a perennial favourite for those who deem money to be no object.

4. Burj Al Arab Hotel, Dubai

Built to resemble a billowing sail, the stunning architecture of Burj Al Arab Hotel in Dubai makes it one of the most photographed in the world. All rooms are luxurious suites spanning two floors with state-of-the-art everything and incredible views. And beyond the unique over-the-top amenities like the attached heliport and hovering tennis courts, there is a vast array of futuristic dining and nightlife options. Their guest care is also seriously intensive. Upscale extras include in-suite check-in, personal on call butlers, and a chauffeur driven Rolls Royce fleet, all catering to an extremely well-heeled VIP clientele that often includes royalty.

5. The Plaza, New York City

Though the Big Apple has many legendary and swanky hotels, The Plaza is often the top choice for visiting VIPs-especially for its Royal Plaza Suite that boasts the best views of Manhattan. The three-bedroom/three-bathroom suite is styled in the most opulent of old world charm with a formal dining room, a library, a gymnasium, a grand piano, full kitchen (for personal chefs), and a butler's pantry, and is serviced by its own private elevator. Butler service is also included. Built in 1907, the iconic structure was designated as a National Historic Landmark in 1969.

6. Atlantis Paradise Island, Bahamas

Built in tribute to the legendary lost city, Atlantis Paradise Island is a 141-acre facility touted as the premier luxury resort destination in the Bahamas. It's the resort's Royal Towers Bridge Suite on the 23rd floor that really pulls out ALL the swanky stops. It spans ten plush rooms topped by 12-ft. ceilings and full length windows and includes a grand piano, twin entertainment centers, a formal dining room with a 22-karat gold chandelier, whirlpool tubs, and more... Plus a permanent staff of seven to cater to your every whim.

7. Palms, Las Vegas

The Las Vegas Palms is famous for high-roller living, and what better way to really indulge in Sin City than cavorting in one of their luxury rooftop suites like the Hugh Hefner Sky Villa. The suite accommodates up to 250 people for a get-together and boasts a massive rooftop Jacuzzi hanging over The Strip. A private glass elevator, rotating bed, gym, sauna, media room and full bar make these swanky digs the perfect spot to fulfill the fantasy of living in the style the world's most famous playboy is accustomed to. (Did anyone say bachelor or bachelorette party?)





8. The Boulders, Arizona

The wow-factor is left to Mother Nature at The Boulders, and it's just as well, as no man-made decor could possibly compete with the resort's surreal 12-million-year-old rock formations. Spanning 1,300 acres of the Sonoran Desert, the massive spa compound promises the ultimate in natural rejuvenation treatments, and the two golf courses are world class. There's also an über private gated Villa Retreat for celebs seeking anonymity. PR rep Deborah Bridges says, "Our clientele is among the wealthiest in the world, but we're not allowed to talk about who our VIP guests are until they're dead." That says it all.

9. CuisinArt Golf Resort & Spa, Anguilla

Brought to you by the same folks that created the famous food processor, CuisinArt Golf Resort & Spa was originally built as a tropical playground for its owner, but later expanded to include guests. Luxury guest rooms and Moorish-inspired villas dot the massive grounds cresting Anguilla's world class beaches. The resort's Venus Spa & Fitness complex has been rejuvenated to the tune of ten million dollars, and they have just acquired a \$50 million dollar Greg Norman-designed golf course next door. This luxe hideaway is very popular among celebrities seeking barefoot luxury far from the spotlight.

10. Marquis Los Cabos, Los Cabos

Inspired by a celestial legend of two angels seeking paradise on earth, the spectacular lobby of Marquis Los Cabos opens out onto the wildly restless sea like a temple to its creation. Gorgeous specially-commissioned sculptures, massive waterfalls, spectacular infinity pools, and a lovely serene spa set the stage for vacationing VIPs. (George Clooney's beach villa is next door.) Luxurious rooms boast balconies where you can often spot migrating whales, and there are also private villas with personal dipping pools.

5 Task 5 Foreign exchange

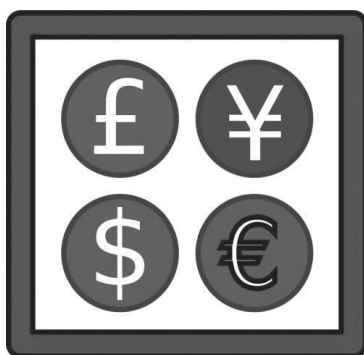
After studying this task, you are able to

Objectives

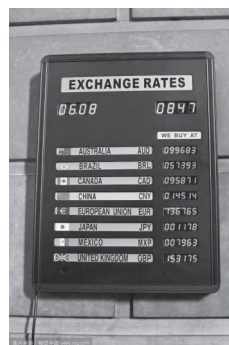
- The way to exchange foreign currencies for the guests.
- The appropriate expressions to exchange foreign currencies for guests.
- Have ability to communicate with guests by related sentence pattern about exchanging foreign currency skillfully.

Warming-up

I. Match each picture with its corresponding description.



A



B



C

D

- (1) Exchange memo
- (2) Airport currency exchange office
- (3) Exchange rate
- (4) Foreign currency

Listening

I. Listen to the short dialogue and write down the answers.

Guest(G): Can I change some dollars into RMB?

Cashier(C): Sure. According to today's (1) _____, every US dollar in cash comes to 6.82 yuan. How much would you like to change, sir?

G: Five hundred. Here's the money.

C: Five hundred US dollars, (2) _____ 3,410 yuan. May I have your passport, please?

G: Here you are.

C: Thank you, sir. Would you please fill in this form? Put down your name, (3) _____ passport number and room number.

G: OK. Here you are.

C: Thank you, Mr. Smith. How would you like your money?

G: (4) _____ please. And could you give me some fifty-yuan and ten-yuan notes?

C: One moment, please. Mr. Smith, here is your money. 3,000 yuan in hundreds, 8 (5) _____ and a ten-yuan note. Please check it. This is the (6) _____.

G: Thanks. By the way, can I change my RMB back into US dollars here?

C: I'm afraid we only offer one-way change. You can go (7) _____ or the Airport Exchange Office to change it back into US dollars. And there you will be asked to show the memo. So please keep it.

G: I see.

II. Listen to the conversation and fill in the blanks.

C1: (1) _____. What can I do for you?

C: Can I change (2) _____ here?

C1: Yes, go to the window over there which says (3) _____.

C: Okay, thanks. (The customer goes to the foreign exchange window.) Excuse me, I'd like to change (4) _____ into US dollars.

C2: No problem. How much would you like to change?

C: What's the (5) _____?



Task 5 part 1



Task 5 part 2



C2: The current exchange rate is _____ (6) _____ to the dollar.

Speaking

Situational dialogue1

A guest wants to exchange some money, a clerk receives him.

(S=Staff, G=Guest)

S: Good afternoon. What can I do for you, sir?

G: I'd like to change some money.

S: Certainly. What kind of currency have you got?

G: US dollar. What's the exchange rate today?

S: The present rate is 6.85 yuan to US dollar.

G: Is it the same rate as the bank gives?

S: Exactly the same. How much would you like to change?

G: 700 US dollars. Here you are.

S: That will be 4795 yuan. I'll make out a foreign exchange memo for you.

This will only take a moment. May I have your name please?

G: Robbin Woods.

S: And your room number, please?

G: Room 2045.

S: May I have a look at your passport?

G: Yes, here you are.

S: Thank you. (He gives it back after checking) Please sign here on the exchange memo, please.

G: Sure.

S: Mr. Woods, you are exchanging 700 US dollars. Our rate is 6.85, which gives you 4795 yuan. Would you like it in small bills or larger denominations?

G: I need both small bills and larger notes.

S: Mr. Woods, here is your money. Would you count them, keep this exchange memo, please?

G: What's the use of the memo?

S: You will be asked to produce it in order to change the RMB back to US dollar before you leave. I'm sure you know RMB can not be taken out of the country.

G: I see. I will take good care of it

S: Thank you. And have a good day, sir.



Situational dialogue 2

A guest wants to exchange 1000 US dollars, but the clerk couldn't help him according to hotel's regulation.

(S=Staff, G= Guest)

G: Yes, I want to exchange some money, please.

S: No problem, sir. How much would you like to change?

G: Let me think it over. I'll need 1000 US dollars.

S: We're very sorry. I'm afraid you can't change that much here at night. We have a change limit of 500 US dollars from 6: 30 pm to 8: 30 am due to the bank business hours.

G: I'm sorry to hear that. But can't you make an exception for me? You know, I'll be leaving at 7: 30 am, tomorrow on an all-day tour and I'll need at least that much. We are going to Donguan and I'd like to buy a lot of electronic products.

S: I understand your situation. But we have to place a limit on exchange for the benefit of all our guests. If we change large amounts, we'll run out of cash supply and be unable to oblige our other guests.

G: Well, why don't you keep enough cash at hand?

S: We restrict the amount of cash kept at night for safety's sake.

G: I see now. Well, I'm afraid it can't be helped.

S: Why does not ask the tour guide to stop at the Bank of China on route to get exchange?

G: That sounds a great idea. I'll do that. Thank you for your advice.

Reading

CEIFX——AN INDUSTRY LEADING FOREIGN CURRENCY EXCHANGE SOFTWARE

The CEIFX software system is at the heart of Currency Exchange International, Corp's continued success. The web-based software is viewed as a leading application in foreign currency exchange based on its highly-customizable features and compliance functionality. The core features allow for fully customized customer setups, compliance integration, instinctual user interface, user management, and robust reporting capabilities. CEIFX delivers all of the CXI's foreign currency services in a powerful package including banknotes, foreign and US traveler's cheques, foreign check clearing, foreign draft issuance and international wire transfers. CXI is dedicated to an active development cycle meaning routine maintenance, security upgrades, new features and request fulfillment occurs quickly and securely. The software's user-friendly interface simplifies transactions, helping to reduce user error while minimizing any risks associated with foreign exchange.



Vocabulary & Useful expressions

currency: ['kʌr(ə)nsɪ]	<i>n.</i> 货币; 通货
web-based	<i>adj.</i> 基于网络的
customizable ['kʌstəmaɪzəbəl]	<i>adj.</i> 可定制的
compliance [kəm'plaɪəns]	<i>n.</i> 顺从, 服从; 承诺
integration [ɪntrɪ'greɪʃ(ə)n]	<i>n.</i> 集成; 综合
instinctual [ɪn'stɪŋktʃuəl]	<i>adj.</i> [生物] 本能的
robust [rəʊ'bʌst]	<i>adj.</i> 强健的; 健康的; 粗野的; 粗鲁的
upgrades [计]	<i>n.</i> 升级; 提高, 加强 (upgrade 的复数形式)
transaction [træn'zækʃ(ə)n; trɑ:n-; -'sæk-]	<i>n.</i> 交易; 事务; 办理; 会报, 学报
minimize ['mɪnɪ,maɪz]	<i>vt.</i> 使减到最少

Useful expressions

1. I'd like to change some US dollars into RMB.

我想将美元兑换成人民币。

2. Which kind of currency would you like to change?

您想兑换何种货币?

3. How much would you like to change?

您想换多少钱?

4. According to today's exchange rate, every 100 US dollars in cash come to 682 yuan RMB.

今天美元兑换人民币的汇率是 1:682。

5. How would you like your money?

您想兑换成多大面额的货币?

6. In hundreds/fifties/twenties.

面额是 100/50/20 元一张的。

7. A five-yuan/ten-yuan/twenty-yuan note.

一张五元十元 / 二十元的钞票。

8. In small/ large bills.

小额 / 大额的钞票。

9. Please keep the exchange memo.

请您保管好水单。

10. I'm afraid we only offer one-way change.

恐怕我们只提供单项兑换。

11. You may go to the Bank of China to change your money back into US dollars.

您可以去中国银行把您的钱兑换成美元。

12. What's the exchange rate of RMB to the US dollar today?

今天人民币对美元的汇率是多少？

13. The exchange rate is falling.

汇率正在跌。

14. The exchange rate is going up/ rising.

汇率正在升。

15. Any denomination will do.

什么面额的都行。

16. I'm afraid that we only offer one-way change.

恐怕我们只提供单向兑换。

17. You may go to the Bank of China to change your money.

您可以到中国银行进行兑换。

18. I'd like to break this 50 dollar note.

我想换 50 元零钱。

19. What kind of currency do you want to change?

您想换哪种货币？

20. I need them in coins. In Fives. In tens.

我想换硬币。五元，十元的。

Tasks

Section A

The following steps describe the job procedure of exchange foreign currency, put them in the right order.

- a. See the passport of the guest.
- b. Ask the guest how much he wants to change and receive the money from the guest.
- c. Greet the guest.
- d. Introduce today's exchange rate to the guest.
- e. Tell the guest about the money amount of changing.
- f. Fill in the exchange memo.
- g. Give the receipt to the guest, and ask him to keep it well.
- h. Give the money to the guest and ask him to count.



Section B

Write the Chinese translations of the following words.

1. CNY(Chinese Yuan) _____
2. FRF(French Franc) _____
3. HKD(Hong Kong Dollar) _____
4. USD(United States Dollar) _____
5. CAD(Canadian Dollar) _____
6. GBP(Great Britain Pound) _____
7. JPY(Japanese Yen) _____
8. AUD(Australian Dollar) _____
9. THB (Thai Baht) _____
10. EUR(Euro) _____

Section C.

Fill in the blanks with the given words. Change the form if necessary.

validity	rent	stop	suggest
arrange	experience	economy	perform

1. It is a _____ flight, and you needn't transfer to another flight.
2. The _____ of the simultaneous interpretation system is 4, 500 yuan per day.
3. As a secretary, you must know how to _____ the boss's schedule.
4. The business center clerk will give you some _____ if you ask them about the ticket information.
5. Lily's open return ticket is _____ before 25, October.
6. I think it would be a(n) _____ way to employ some part-timers to do the job. Then we could save a lot of money.
7. Generally speaking, the manager was very satisfied with the _____ of the new staff.
8. You can totally depend on him. He is very _____ in this field.

Section D

Translate the following sentences.

1. I'd like to change these US dollars into RMB.
2. Could you fill out this form, please?
3. The exchange rate of US dollar to RMB is 100: 823, that will give you RMB × × Yuan.

4. Would you like it in small or large bills?
5. Please keep the receipt, you'll have to produce it when you want to change your money back.
6. I'm afraid that we only offer one-way change.
7. We have a change limit of US \$ × × between 9 pm and 8 am.
8. You may go to the Bank of China to change your money.
9. If we change large amounts, our cash supply runs out and were unable to oblige our other guests.
10. We hope you can understand.

Section E Role-playing.

1. Guest: I want to exchange 100 Marks into RMB, but I don't know today's exchange rate.
Cashier: Answer the question about the exchange rate and service fee and serve the guest professionally.

2. Suppose you are a cashier. Tonight one of the guests of your hotel comes to change Pounds to RMB. She wants to exchange 400 pounds, but there is a rule in your hotel that at night the limit of foreign exchange is 350 pounds.

Act out the dialogues with your partners according to the cases we have learnt.

Section F Writing.

The following is an exchange memo. Please complete the memo with the information given in dialogue 1.

酒店外币兑换水单 HOTEL EXCHANGE MEMO													
国籍 Nationality :			护照号码 Passport NO.:			日期 Date:							
姓名及签字 Name (Signature):			地址 Address/Hotel:										
外币金额 Amount in Foreign Currency	扣贴息 Less Discount	净额 Net Amount	牌价 Rate	实付人民币金额 Net Amount in yuan									
				千	百	十	万	千	百	十	元	角	分



摘要 Particular	
<p>请妥为保存,在六个月内出境时可凭本人护照和此水单兑回外汇,超过六个月此水单失效。</p> <p>Please keep this carefully, part of unused yuan can be reconverted into foreign currency according to your passport and the EXCHANGE MEMO when the holder leaves China within six months: the EXCHANGE MEMO is invalid after Six months.</p>	
兑换单位盖章	复核 经办

Extensive reading

Money is any item or verifiable record that is generally accepted as payment for goods and services and repayment of debts in a particular country or socio-economic context. The main functions of money are distinguished as: a medium of exchange; a unit of account; a store of value; and, sometimes, a standard of deferred payment. Any item or verifiable record that fulfills these functions can be considered as money.

Money is historically an emergent market phenomenon establishing a commodity money, but nearly all contemporary money systems are based on fiat money. Fiat money, like any check or note of debt, is without use value as a physical commodity. It derives its value by being declared by a government to be legal tender; that is, it must be accepted as a form of payment within the boundaries of the country, for “all debts, public and private” .

The money supply of a country consists of currency (banknotes and coins) and, depending on the particular definition used, one or more types of bank money (the balances held in checking accounts, savings accounts, and other types of bank accounts). Bank money, which consists only of records (mostly computerized in modern banking), forms by far the largest part of broad money in developed countries.