



黑龙江省“十四五”职业教育规划教材

# 酒店英语

第二版



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# Project One

## Front Office Services

### 前厅服务



#### Objectives

- Get familiar with the reception duties.
- Communicate with guests by related sentence patterns about checking.
- Be able to handle the complaints from guests and solve some urgent problems for guests.
- Have skillful ability to communicate with guests about different methods of payment, and how to exchange foreign currency.



# Task 1

## Room Reservation



### Warming-up

*Make discussions about these questions.*

- (1) Have you ever reserved a hotel room? If you have, what kind of room do you prefer?
- (2) Nowadays, a hotel could receive the requests for reservation through different means. Try to enumerate them (at least 3).



### Listening

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



Task 1 part 1

(R=receptionist, G=guest)

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

G: I'd like to \_\_\_\_\_ (1) \_\_\_\_\_ at your hotel.

R: Sure. What's your expected \_\_\_\_\_ (2) \_\_\_\_\_ ?

G: I'll arrive the day after tomorrow.

R: How many rooms would you like?

G: \_\_\_\_\_ (3) \_\_\_\_\_. What's the rate?

R: The rates of the rooms varies from 80 yuan to 8,000 yuan. You can choose whichever you like.

G: I'd like to book a \_\_\_\_\_ (4) \_\_\_\_\_ .

R: I'll \_\_\_\_\_ (5) \_\_\_\_\_. [Several minutes later.] There is just one left. The apartment \_\_\_\_\_ (6) \_\_\_\_\_ for 3,000 yuan a night.

G: OK. I'll book this one.

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

G: Seven nights.

R: OK. \_\_\_\_\_ (7) \_\_\_\_\_ ?

G: Johnson.

R: OK. Welcome to China.



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

- ☐ Name \_\_\_\_\_
- ☐ Type of room \_\_\_\_\_
- ☐ Address \_\_\_\_\_
- ☐ Room rate \_\_\_\_\_
- ☐ Length of stay \_\_\_\_\_
- ☐ Telephone number \_\_\_\_\_
- ☐ Special requirement \_\_\_\_\_
- ☐ Guarantee method \_\_\_\_\_



Task 1 part 2



## Speaking



### Situational Dialogue 1 Booking a Double Room

(R=receptionist, G=guest)

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

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

R: For which dates?

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

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 these days on my computer. [After one minute.] Thank you for waiting. We have a double room and a suite, which one do you prefer?

G: Double room.

R: May I have your manager's 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 15th May to 17th May. 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**

(R=receptionist, G=guest)

R: Reception. May I help you?

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

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

G: What exactly is a standard suite?

R: Our standard suite has a single bedroom, a sitting room, and a bathroom.

G: Don't they have a kitchenette?

R: No. We have a kitchenette in the deluxe suite.

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

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

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

R: The executive suite has a very attractive entrance hall, a dining-room that seats six, a Jacuzzi in the bathroom, a fax machine in the bedroom.

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

R: It is \$150 per night.

G: And how much are the presidential suites?

R: They are \$200 per night.

G: What extras come with a presidential suite?

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

G: The presidential suites must be very large.

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

G: How many rooms are there?

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

G: It sounds very interesting.

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



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

R: Thank you for calling, sir.

G: You are welcome. Goodbye.



## Reading

### Types of China Hotels

At present, there are more than 300,000 hotels in total all over China, including star hotels, featured B&Bs, boutique hotels, apartment hotels, and youth hostels. Among them, over 10, 200 are ranked as star hotels, accounting for 4% approximately.

Geographically speaking, about one-third of the hotels are located in the main tourist destinations, including Beijing, Shanghai, Xi'an, Guangzhou, Chongqing, Chengdu, Changsha, Shenzhen, Wuhan, and Hangzhou. More than 2.7 million people are engaged in hospitality industry in China.

Theoretically, foreigners can lodge in any of the hotels as long as they register at the local police station within 24 hours after arriving in China. However, most small hotels do not receive foreign guests to avoid registration troubles. Generally speaking, three-star hotels and above always welcome foreign guests. Please ensure that the hotels you choose receive foreigners before making a reservation. If you book a tour with a Chinese tour operator which covers accommodation, you don't need to worry about this problem.

In China, a standard guest room can accommodate two persons at most. Some hotels offer triple rooms that can accommodate three persons. Besides, some hotel may have family rooms to accommodate 3-4 persons. In star hotels in China, you may need to pay extra to add a bed to a double room so that it can accommodate three persons, but not all hotels offer such services. Therefore, if you have this demand, please confirm this with the hotel in advance.



## Words & Phrases

boutique [bu:'ti:k]	<i>n.</i> 精品店; 时装店 <i>adj.</i> 精品的; 提供专门服务的 (针对少量顾客)
apartment [ə'pɑ:tmənt]	<i>n.</i> 公寓; 房间; 公寓套房
approximately [ə'prɒksɪmətli]	<i>adv.</i> 大概; 大约; 约莫
geographically [ˌdʒi:ə'græfɪkli]	<i>adv.</i> 地理学上; 在地理上



deluxe [dɪ'lʌks]	<i>adj.</i> 高级的；豪华的
executive [ɪg'zekjʊtɪv]	<i>n.</i> 总经理；执行委员会；执行者；经理主管人员；行政领导 <i>adj.</i> 行政的；经营的，决策的；执行的，经营管理的
presidential [ˌprezɪ'denʃl]	<i>adj.</i> 总统的；统辖的
destination [ˌdestɪ'neɪʃn]	<i>n.</i> 目的地；终点 <i>adj.</i> 作为目的的
standard ['stændəd]	<i>n.</i> 标准；水平；规范 <i>adj.</i> 标准的；合规格的；正常的
exclusive [ɪk'skluːsɪv]	<i>n.</i> 独家新闻；独家报道 <i>adj.</i> 独有的；排外的；专用的；高档的
furniture ['fɜːnɪʃə(r)]	<i>n.</i> 家具；设备
hospitality [ˌhɒspɪ'tæləti]	<i>n.</i> 好客；食物；饮料；服务；款待
reservation [ˌrezə'veɪʃn]	<i>n.</i> 预约，预订；存疑，保留意见
available [ə'veɪləbl]	<i>adj.</i> 可获得的；可购得的；可找到的；有空的
guarantee [ˌgærən'tiː]	<i>n.</i> 保证；担保；保证书；抵押品 <i>vt.</i> 保证；担保；确保
requirement [rɪ'kwəɪmənt]	<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；款额，款项
method ['meθəd]	<i>n.</i> 方法；条理
arrival [ə'raɪvl]	<i>n.</i> 到来；到达；到达者；引进，采用
department [dɪ'pɑːtmənt]	<i>n.</i> 部；部门；系；科；局
deposit [dɪ'pɒzɪt]	<i>n.</i> 存款；保证金；订金；押金；沉积物；淤积物 <i>vt.</i> 使沉积；存放；放下；存储
contact ['kɒntækt]	<i>n.</i> 接触，联系；社会关系 <i>vt.</i> 联络，联系
efficiency [ɪ'fɪʃnsi]	<i>n.</i> 效率；效能；功效
distribute [dɪ'strɪbjʊːt; 'dɪstrɪbjʊːt]	<i>vt.</i> 分配；散布；分销；使分布
occupancy ['ɒkjəpənsi]	<i>n.</i> 居住；使用；占用
adaptability [əˌdæptə'bɪləti]	<i>n.</i> 适应性；可变性；适合性
complaint [kəm'pleɪnt]	<i>n.</i> 抱怨；投诉；疾病





operation [ˌɒpə'reɪʃn]	<i>n.</i> 操作; 公司; 经营; 活动, 行动; [外科] 手术; [数] [计] 运算
theoretically [ˌθiə'retɪkli]	<i>adv.</i> 理论上地; 理论上存在
registration [ˌredʒɪ'streɪʃn]	<i>n.</i> 登记; 注册; 挂号; 上课点名
accommodation [əˌkɒmə'deɪʃn]	<i>n.</i> 住处; 住宿; 和解, 调解



### Useful Expressions

- ▶ Do you have any vacant (spare) room in the hotel?  
酒店里有空余房间吗?
- ▶ I'd prefer a quiet room.  
我想要一个安静些的房间。
- ▶ I'd like to book a double room for next Sunday.  
下个周日我想订一个双人间。
- ▶ What's the rate please?  
请问房费是多少?
- ▶ How long will you be staying?  
您打算住多久?
- ▶ I need a non-smoking room.  
我需要一间无烟房。
- ▶ Could you offer a discount if I stay for three nights?  
如果我住三晚, 能不能打折?
- ▶ I'd like to change a reservation.  
我想要改一下预订。
- ▶ We do have a single room available for those dates.  
我们确实有一个单人间在那几天可以用。
- ▶ I'd like to extend my reservation for two more nights.  
我想将预订延长两晚。
- ▶ The current rate is \$50 per night.  
现在的房费是每晚 50 美元。
- ▶ What services come with that?  
这个价格包括哪些服务项目呢?



- ▶ That sounds not bad at all. I'll take it.  
听起来还不错。这个房间我要了。
- ▶ I want a double room with a bath.  
我要一间有浴室的双人房。
- ▶ Can I have a room with a view of the sea?  
我能预订一间海景房吗？



## Task Exercises

### Section A Matching

I Match each picture with its corresponding description.



A



B



C



D

1. double room \_\_\_\_\_
2. single room \_\_\_\_\_
3. triple room \_\_\_\_\_
4. suite \_\_\_\_\_



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

### A

1. (     ) standard
2. (     ) kitchenette
3. (     ) register
4. (     ) contact
5. (     ) furniture
6. (     ) efficiency
7. (     ) distribute
8. (     ) currency
9. (     ) appearance
10. (     ) quality

### B

- A. put parts of a set of things in different places
- B. a level or degree of quality that is considered proper or acceptable
- C. large or quite large movable articles such as tables, chairs, beds, etc.
- D. small kitchen
- E. skillfulness in avoiding wasted time and effort
- F. make a written and formal record of something, in a list
- G. outward or visible aspect of a person or thing
- H. a characteristic property that defines the apparent individual nature of something
- I. the state of having a connection or exchanging information or ideas with somebody else
- J. money system in use in a country

## Section B Summary

*Fill in the blanks with the given words. Change the form if 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 yuan per night.
7. I'd like to \_\_\_\_\_ a single room in your hotel.
8. Will you send me a(n) \_\_\_\_\_ letter?



## Section C Translation

### I Write the Chinese versions of the following expressions.

1. boutique hotel \_\_\_\_\_
2. dining room \_\_\_\_\_
3. tour operator \_\_\_\_\_
4. presidential suite \_\_\_\_\_
5. the front office \_\_\_\_\_
6. standard suite \_\_\_\_\_
7. executive suite \_\_\_\_\_
8. triple room \_\_\_\_\_
9. registration form \_\_\_\_\_
10. tourist destination \_\_\_\_\_

### II Translate the following sentences.

1. 您想订哪种类型的房间?
2. 我想订一间单人间。
3. 您打算住多久?
4. 还有空房吗?
5. 我可以问一下您的联系电话吗?
6. 我可以问一下您的航班号和到达时间吗?
7. 我们可以给您 20% 的折扣。
8. 我要确认一下您的预订。

## Section D Role Play

### Make dialogues according to the situations.

1. Mr. Wang wants to book a single room, from 12th to 15th of May. He wants a quiet room.
2. Mr. Li wants to book a suite for his family (4 people), from 10th to 16th of July. He requires that the room should face the sea.

## Section E Writing

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



### Hotel Reservation Form

Last Name		First Name	
Number of Adults		Number of Children	
Company		Passport No.	
Address			
City		Country	
Tel No.			
Special Requirement	<input type="checkbox"/> Non-smoking <input type="checkbox"/> Quiet <input type="checkbox"/> Garden view Others _____	Room Type	<input type="checkbox"/> Single Room <input type="checkbox"/> Double Room <input type="checkbox"/> Deluxe King Room <input type="checkbox"/> Deluxe Family Suite
Number of Rooms		Room Rate	
Arrival Date		Departure Date	
Method of Payment		Deposit	
Contact Person		Tel No.	
Taken By		Date	
PMS By		Date	



### Extensive Reading

#### Different Room Types in China Hotels

China hotel rooms are usually divided into two kinds: a room and a suite. A room usually refers to a single room which contains a washroom, while a suite refers to a set of rooms that may include a living room, several bedrooms, and a kitchen, a washing room, etc.

##### The Specific Types of Rooms

Single room: a room designed for one person.

Double room: a room containing one king-size or queen-size bed, allowing two guests.

Twin room: a room with two single beds, allowing two guests.

Triple room: a room containing three single beds or a standard double room with an additional single bed, allowing three guests.

##### The Specific Types of Suites

Standard suite: a set of rooms also named junior suite or family suite. It contains a living room, a bedroom, a shower/bath, a toilet, and comfortable furniture.

Deluxe suite: A kind of suite is usually bigger in room size and newer in facilities than a standard suite.

Executive suite: The suite usually contains a spacious bedroom with one king-size bed,



an elegant living room, and a large bathroom with additional facilities such as a whirlpool bath and an additional toilet. Its area is usually twice as large as that of a standard suite.

Presidential suite: The suite usually has seven or eight rooms, including the president's bedroom, first lady's bedroom, a shower/bath, two toilets, a parlor, a boardroom, guard's station, a study, kitchenette, a dining room, and a room for receiving retinue. Usually, it is the best accommodation in a hotel.

### Other Special Room Types

Disabled guest room: a room designed to be disabled-friendly.

Connecting room: A kind of room made up of two or more separate but adjoining rooms that are connected by a door.

# Task 2

## Check-in



### Warming-up

*Make discussions about these questions.*

- (1) What duties does a receptionist perform?
- (2) What is the most important quality for a hotel receptionist?



### Listening

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

(G=guest, H=hotel staff)

G: Hello, I'd like to \_\_\_\_\_ (1) \_\_\_\_\_, please.

H: Certainly. Can I \_\_\_\_\_ (2) \_\_\_\_\_, please?

G: Mr. Harold Smith. Harold Smith.

H: OK. Are you \_\_\_\_\_ (3) \_\_\_\_\_ tomorrow?

G: Yes, I am. That's right.

H: Will you need a \_\_\_\_\_ (4) \_\_\_\_\_ call, sir?

G: Yes, please. At \_\_\_\_\_ (5) \_\_\_\_\_.

H: OK, then, your room is \_\_\_\_\_ (6) \_\_\_\_\_ on the sixth floor. Breakfast is \_\_\_\_\_ (7) \_\_\_\_\_ between 6:50 a.m. and 9:00 a.m. \_\_\_\_\_ (8) \_\_\_\_\_.

G: Thank you.



Task 2 part 1

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

(G=guest, H=hotel staff)

H: Good afternoon. Welcome to the Hilton Hotel. May I help you?

G: Hi, I have a reservation for today. It's under the name of Mark.

H: May I have your name, sir?

G: Sure. M-A-R-K.

H: Yes. Mr. Mark. \_\_\_\_\_ (1) \_\_\_\_\_ a double room for you with a view of the ocean for two nights. Is that correct?



Task 2 part 2



G: Yes, it is.

H: Excellent. We already have your \_\_\_\_\_ (2) \_\_\_\_\_ information on file. If you'll just sign the receipt along the bottom, please.

G: Whoa! \_\_\_\_\_ (3) \_\_\_\_\_ a night!

H: Yes, sir. The price usually is a little bit \_\_\_\_\_ (4) \_\_\_\_\_ at weekends.

G: Well, fine. What's included in this cost anyway?

H: A full \_\_\_\_\_ (5) \_\_\_\_\_ every morning, free airport shuttle service, and use of the hotel's safe are all included.

G: So what's not included in the price?

H: Well, you will find a mini-bar in your room, use of it \_\_\_\_\_ (6) \_\_\_\_\_ to your account. The hotel also \_\_\_\_\_ (7) \_\_\_\_\_ room service, at an additional charge of course.

G: Hmm. OK. So which room am I in?

H: 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 bellman will \_\_\_\_\_ (9) \_\_\_\_\_ shortly. If you have any questions or requests, please \_\_\_\_\_ (10) \_\_\_\_\_ from your room.

G: Great. Thanks.



## Speaking



### Situational Dialogue 1 Checking in a Tour Group

(R=receptionist, G=guest, L=leader)

[A tour group approaches the front desk.]

R: Good evening, ladies and gentlemen. Are you from Cook's Tours?

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

R: 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.]

R: Nice to see you again, Mr. James.

[The receptionist knows the tour group leader well.]

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

[The tour leader presents his list to the receptionist.]

R: Hmm. It all seems in order. You'll need three triple rooms, ten double rooms, and twenty-two single rooms.





L: All right. No changes.

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

L: The breakfast is a buffet, right?

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

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

R: Fair enough.

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

R: Yes. There's no extra charge.

L: Very good.

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

L: All right. I'll remind them.

R: We'll give out the keys now. Everything is ready.



## **Situational Dialogue 2 Introducing Service**

(B=bellman, G=guest,)

[The bellman shows the guest his room.]

B: This is your room, sir.

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

B: Yes, sir. You will only pay the price for a single room.

[The bellman places the guest's suitcase on the luggage rack.]

G: I see.

B: Here is your telephone. [Beside the bed.] Next to it is our directory of services if you need anything. We have 24-hour room service. This is the room service menu, and here is your...

G: Do you have a wake-up service?

B: 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.

G: I see.

[The bellman turns on the TV to make sure it works.]

B: And this is the remote control for your television set.

G: How many channels are there?

B: Over 40, most of them are Chinese stations. Channel 9 is an English station, and on Channel 5 you can get international news in English.



## English for Hotel (the 2nd Edition)

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

B: This is your air conditioning unit. You turn it on and off like this.

[The bellman turns the switch to demonstrate.]

G: I see how it works.

B: You can open and close the balcony door like this. It just slides back and forth. [The bellman demonstrates and then moves on to the tea and coffee facilities.] Here you can make your own tea and coffee.

G: Good. I need a cup of coffee.

B: All you need to do is to fill the pot with water and turn it on. [The bellman demonstrates how to turn on the electric pot and then shows the guest the mini-bar.] And this is the mini-bar. Just check off what you take.

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

[The bellman shows the guest the laundry bag in the closet.]

B: Just put your laundry in your laundry bag. Put the PICK UP MY LAUNDRY sign on your doorknob.

G: All right.

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

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

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

G: That's very kind of you.

[The bellman goes to the door and inserts the guest's key card in the slot or the guest's key in the keyhole.]

B: You can lock and unlock the door like this.

[The bellman hands the key card or key to the guest.]

G: I see.

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

G: Thank you very much.

B: Goodbye, sir.



## Reading

### Check-in

Check-in leaves one of the most lasting impressions on the guests.

Front office staff's friendly welcome, personal approach, social skills, and 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 bellman 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 hotel policy, the customer will be asked for a deposit by the receptionist. Then the rooms available are assigned.

Should an arrival list be in use, the guests would be recorded on it. The registration form should now have been completed, and the receptionist would 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 bellman to carry the baggage and show the guests to their rooms.



## Words & Phrases

triple ['tripl]	<i>adj.</i> 三倍的; 三部分的 <i>vt.</i> (使) 成为三倍
barbecue ['bɑ:bɪkjʊ:]	<i>n.</i> 烤架; 户外烧烤 <i>vt.</i> 烧烤
banquet ['bæŋkwɪt]	<i>n.</i> 宴会, 盛宴; 筵席
individually [ˌɪndɪˈvɪdʒuəli]	<i>adv.</i> 分别地, 单独地
directory [dɪ'rektəri]	<i>n.</i> [计] 目录; 名录; 电话号码簿; 指示牌
condition [kən'dɪʃn]	<i>n.</i> 条件; 情况; 环境; 条款; 处境 <i>vt.</i> 影响; 使适应; 使健康



demonstrate ['demənstreɪt]	vt. 证明；演示；论证；表现
balcony ['bælkəni]	n. 阳台；戏院楼厅
wrinkle ['rɪŋkl]	n. 皱纹 vi. 起皱纹 vt. 使起褶皱
valet ['væli:t; 'væleɪ]	n. 贴身仆人；为顾客停车的人 vt. 为……清洗汽车 vi. 侍候
hesitate ['hezɪteɪt]	vt. 踌躇，犹豫 vi. 顾虑；疑虑
appropriate [ə'prəʊpriət; ə'prəʊpriət]	adj. 适当的；恰当的；合适的 vt. 占用，拨出
formality [fɔ:'mæləti]	n. 遵守礼节；例行公事；正式手续



### Useful Expressions

- ▶ What kind of room would you prefer?  
您要什么样的房间？
- ▶ Have you got a booking? A single room or a double room?  
您是否有预订？要单人间还是双人间？
- ▶ A double room costs 348 yuan per night. Breakfast is also included.  
双人间的价格是每晚 348 元。早餐也包括在内。
- ▶ May I see your passport?  
我能看一下您的护照吗？
- ▶ Could you fill in this form, please?  
请您填一下这张登记表，好吗？
- ▶ This is your room card and room key.  
这是您的房卡和房间钥匙。
- ▶ Could you sign your name, please?  
请您签一下名，好吗？
- ▶ If you leave after 6:00 p.m., you'll have to pay the full amount.  
如果您晚上六点以后退房，则须付全部房费。
- ▶ You'll have to register individually, please.  
请您几位单独登记。



- ▶ How would you like to pay, sir, in cash or by credit card?  
先生，请问您是用现金还是用信用卡付款？
- ▶ I feel terribly sorry, this is the busiest season and all kinds of rooms are fully booked.  
非常抱歉，我们在这个季节最忙，各种房间都被预订了。
- ▶ Do you know which unit is responsible for the reception?  
您知道哪个单位负责接待您吗？
- ▶ Please keep your room key until you check out.  
请您在住宿期间自己保管好钥匙，直到结账离开。
- ▶ Are these your bags?  
这些是您的行李吗？
- ▶ Is this everything, sir?  
这是全部的东西吗，先生？
- ▶ 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。
- ▶ I hope I'm not disturbing you.  
我希望没有打扰到您。
- ▶ You may leave your luggage with the concierge.  
您可以把行李放在礼宾部。
- ▶ Would you like to check your luggage here?  
您要在这里寄存行李吗？
- ▶ 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。
- ▶ When you check out, please call 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。
- ▶ May I know your room number? / What's your room number, please?  
您能告诉我您的房间号吗？/ 请问您的房间号是多少？
- ▶ Do you mind if I put your luggage here?  
我把您的行李放在这里可以吗？
- ▶ Would you like me to call a taxi for you? / Would you want a taxi?  
您需要我为您叫一辆出租车吗？/ 需要出租车吗？
- ▶ It takes about 35 minutes by taxi to the airport.  
从这里到机场坐出租车大概需要 35 分钟。
- ▶ I'm sorry to have kept you waiting. / Sorry to have kept you waiting.  
对不起，让您久等了。



- ▶ After you, please. / You first, please.  
您先请。
- ▶ This way, please.  
这边请。
- ▶ Is there anything else I can do for you?  
您还有什么事要我做吗?
- ▶ I see what you mean.  
我了解您的意思。
- ▶ I'll send the luggage up by another lift.  
我会乘另一部电梯把行李送上去。
- ▶ Here we are, sir, Room 1301.  
先生, 1301 房间到了。



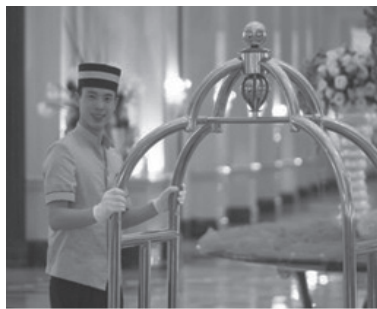
## Task Exercises

### Section A Matching

I Match each picture with its corresponding description.



A



B



C



D



1. operator \_\_\_\_\_
2. AM(assistant manager) \_\_\_\_\_
3. receptionist \_\_\_\_\_
4. bellman \_\_\_\_\_

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

### A

1. (     ) balcony
2. (     ) passport
3. (     ) sign
4. (     ) escort
5. (     ) operator
6. (     ) elevator
7. (     ) hesitate
8. (     ) identity
9. (     ) receive
10. (     ) formality

### B

- A. write one's name as a signature
- B. go with someone to keep safe; accompany as protection
- C. a document which allows someone to travel from one country to another
- D. a person who works at a telephone switchboard
- E. lift
- F. a raised flat surface which is built out from the upstairs wall of a building
- G. come into possession of something that is given or sent to someone
- H. a requirement of etiquette or custom
- I. pause before taking an action or making a decision
- J. who or what a particular person or thing is

## Section B Summary

*Fill in the blanks with the given words. Change the form if 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(n) \_\_\_\_\_ in honor 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 C Translation

#### I Write the Chinese versions of the following expressions.

1. check-in \_\_\_\_\_
2. baggage trolley \_\_\_\_\_
3. bellman \_\_\_\_\_
4. Wake-up call \_\_\_\_\_
5. parking lot \_\_\_\_\_
6. valuables \_\_\_\_\_
7. Sorry to have kept you waiting. \_\_\_\_\_
8. You first, please. \_\_\_\_\_
9. This way, please. \_\_\_\_\_
10. sign your name \_\_\_\_\_

#### II 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 is usually 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 enter 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 D 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 E 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			Membership Card No. 会员卡号	
Surname 姓		Given Name 名			Name in Chinese 中文姓名	
Birthday 出生年月		Gender 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			
Travel Agent 旅行社		Postal Code 邮编		Telephone 电话	
Address 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"/> Transfer Accounts 转账	
<p>*Check-in time is 2:00 p.m. Check-out time is 12:00 noon. 入住时间是下午 2:00 整，退房时间是正午 12:00 整。</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. 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>*I agree that I am personally liable for the payment of my expenses incurred at the hotel. 本人同意支付自身在酒店内发生的所有费用。</p> <p>_____</p> <p>Clerk Signature / 店员签名</p> <p>_____</p> <p>Guest Signature / 宾客签名</p>					



### Extensive Reading

#### The Front Office in Hotels

The aim of a hotel is to create a home away from home for all the traveling guests who need rest, food and drink. Just as Ellsworth M. Statler (the man who created the first modern commercial hotel in America) said: “The guest is always right.”

The front office of a hotel is not only a “shop window” but also a “nerve center”. The front office staff’s efficiency and personality are of great importance to guests’ vacation or business, and indeed, the hotel’s operation itself. In brief, the work in the front office is “the one which must be examined with the greatest care” in a hotel.

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 the occupancy from guests, 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 quality is the real liking for people and the warm desire to help them.

Besides, front office 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 receiving from the "home away from home".