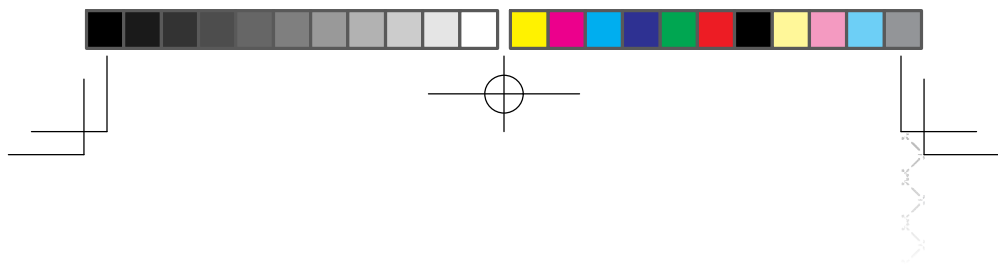




Part 1

Front Office Service

前台服务





Unit 1

Room Reservation

客房预订

Part
1

Front Office Service 前台服务



Key Words ——脱贫词库

酒店划分

根据不同的大小、装修风格、服务等，酒店可以分为：

经济酒店 budget hotel	星级酒店 starred hotel
招待所 guest house	提供住宿加早餐的简易旅馆 bed and breakfast
公寓式酒店 apartment hotel	度假酒店 resort hotel
生态酒店 eco hotel	水上旅馆 botel

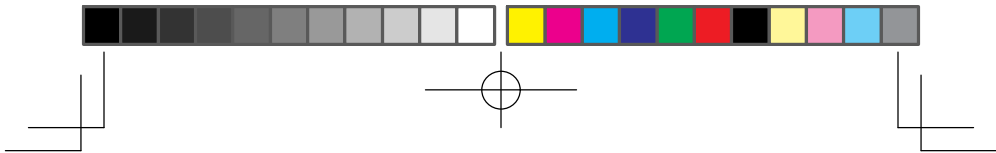
房型划分

酒店房型，按不同的标准有以下几种划分：

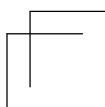
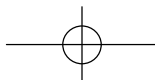
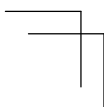
1. 按设施及规格分

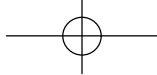
单人间 Single Room	双人间 Double Room
大床间 King Room, Queen Bed Room	标准间 Standard Room
标准间单人住 TSU (Twin for Sole Use)	套间 Suite
三人间 Triple Room	四人间 Quad Room

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公寓 Apartment	别墅 Villa
2. 按级别分	
经济间 Economic Room	普通间 Standard Room
高级间 Superior Room	豪华间 Deluxe Room
商务标间 Business Room	行政标间 Executive Room
3. 特殊房型	
不限房型 Run of the House	无烟标准间 Non Smoking
残疾人客房 Handicapped Room	带厨房客房 Room with Kitchen
相邻房 Adjoining Room	
4. 按朝向分	
朝街房 Front View Room	背街房 Rear View Room
城景房 City View Room	园景房 Garden View Room
海景房 Sea View Room	湖景房 Lake View Room





Key Sentences ——从普通到优秀必背黄金句

1.mp3

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Front Office Service
前台服务

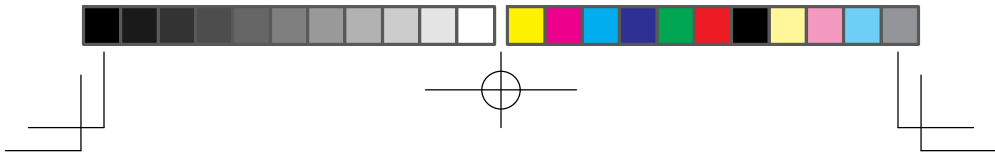
1. 提供帮助

- 1) How can I help you, please?
我能帮您什么忙呢?
- 2) May I help you, please?
要我帮忙吗?
- 3) Is there anything I can do for you, sir/Madam?
有什么需要帮忙的, 先生/女士?

2. 预订房间

- 1) Are there any rooms available?
还有空房吗?
- 2) I'd like to book a double room for Tuesday next week.
我想订一个双人房间, 下周二用。
- 3) Do you have one single room for two nights?
我想订两个晚上的单人房一间, 行吗?
- 4) I need a room for Thursday.
我星期四要一个房间。
- 5) I would like to reserve a room from 5th April to 9th April.
我想订一个从4月5号到4月9号的房间。
- 6) I'd like to book a single room with bath from the afternoon of October 4th to the morning of October 10th.

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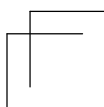
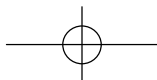
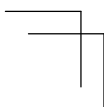
我想订一个带浴室的单人房间，10月4日下午到10月10日上午。

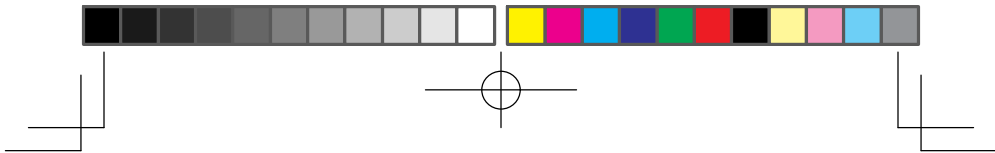
- 7) By the way, I'd like a quiet room away from the street if that is possible.
顺便说一下，如有可能我想要一个不临街的安静房间。

3. 房间和房价的介绍

- 1) We have many types of rooms, such as...
我们有许多不同类型的房间，例如……
- 2) What kind of room do you want to reserve?
你想订哪种类型的房间？
- 3) What rate do you prefer?
你喜欢哪个价位的？
- 4) We can give/offer you 30% off/ 30% discount at weekends.
周末我们房价打7折。
- 5) We will give/offer you 20% off/ 20% discount for the group reservation.
团体预订我们优惠20%。
- 6) A single room is US\$60 per night, a 10% tax and a 10% service charge extra.
单人间每晚60美元，另外还要加算10%的税金和10%的服务费。
- 7) A double room with a front view is 140 dollars per night, one with a rear view is 115 dollars per night.
带有前景的双人房每晚140美元，而带有后景的双人房每晚115美元。
- 8) What's the price difference?

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房价有何差别?

- 9) What services come with that?
这个价格包含哪些服务项目呢?

4. 确认预订

- 1) For how long will you stay in our hotel?
你要在我们酒店呆多长时间呢?
- 2) We still have rooms available which meet your requirements.
我们还有符合你们需要的空房。
- 3) In whose name will you reserve?
您以谁的名义预订?
- 4) I will confirm your reservation information.
我将确认您的预订信息。
- 5) We look forward to your arrival/your coming/
seeing you soon.
我们期待您的光临。

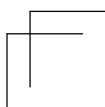
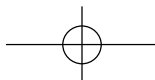
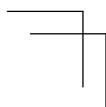
5. 房间满员时

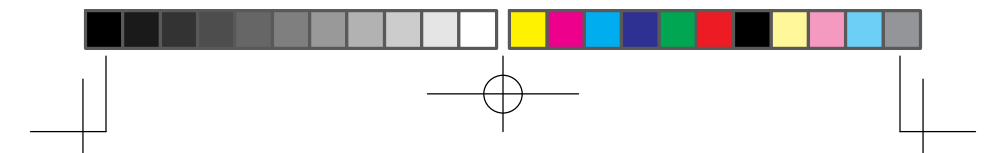
- 1) I am sorry. No rooms are available.
抱歉没有空房。
- 2) All the standard rooms have been fully booked
on the day you planned to come.
你打算来的那天, 所有的标准间都被订完了。
- 3) This is the busiest season. I'm very sorry, but
could you call us again on this weekend? We
may have a cancellation.
现在是旺季, 非常抱歉, 但是能不能请您这个周末再打电话过来, 可能会有人取消预订。

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Front Office Service 前台服务

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4) I am sorry, but all the rooms are occupied for the next week.

抱歉，下星期所有的客房已满。

5) I am afraid we are fully booked for all types of rooms on that night. It's peak season now.

恐怕那天晚上各种类型的房间都预订满了。现在是旺季。

6. 变更预订

1) Sorry, due to ... , I have to cancel the reservation made in your hotel.

对不起，因为……我不得不取消在贵宾馆的预订。

2) I want/would like to change my reservation information.

我想更改我的预订信息。

3) I'd like to cancel a reservation.

我要取消一项预订。

4) I would like to extend it for two more nights.

我想再延长两个晚上。



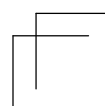
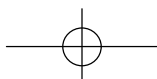
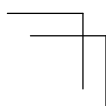
Warm up / Situation Dialogues ——从普通到优秀必背对话

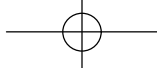
1. 客房预订（本地）

C=Clerk (前台职员) **G = Guest**(宾客)

C: Good morning. This is room reservation. May I help you, sir?

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Part
1

Front Office Service 前台服务

早上好，这是客房预订部，能为您效劳吗？

G: Well, I'd like to reserve a room.

噢，我想预订一个房间。

C: Thank you, sir. Which date would that be?

谢谢您，要订哪天的？

G: From October 15 to 17.

从10月15日到17日。

C: How many nights will you be staying?

要住几晚呢？

G: Three nights.

3个晚上。

C: How many guests are there in your party?

你们一共有多少位客人呢？

G: Only my wife and I.

只有我太太和我。

C: What kind of room would you prefer, a double or a twin room?

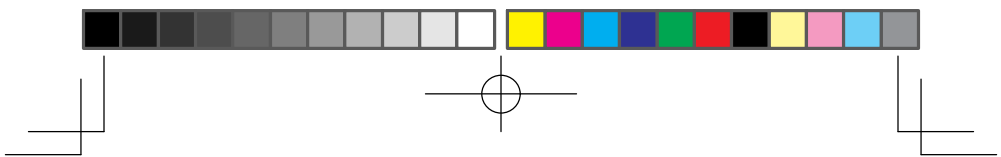
你喜欢什么样的房间，是一张双人床的还是两张单人床的房间呢？

G: A twin room, please.

我要一间两张单人床的房间。

C: Could you hold the line, please? I'll check if there's a room available for those days. Thank you for waiting, sir. We have a twin at HK\$1000 and HK\$1500. Which would you prefer?

请别挂断好吗？我要查查那几天有没有空房。先生，让您久等了，我们有港币1000元和1500元的两张单人床的房间，您喜欢哪一间呢？



G: What's the difference?

房间有何差别?

C: A room with a front view is HK\$1500 per night,
one with a rear view is HK\$1000 per night.

带有前景的房间每晚港币1500元, 而带有后景的房间
每晚港币1000元。

G: We will take the one at HK\$1500.

我们要订1500元港币的房间。

C: Certainly, sir. May I have your name and initials,
please?

好的, 先生, 请告诉我您的名字及其首字母好吗?

G: Yes, it's Carruthers T. E.

好的, 我叫凯鲁瑟斯T. E.。

C: Can you tell me how to spell that, please?

请告诉我怎么拼好吗?

G: C, A, double R, U, T, H, E, R, S.

C, A, 两个R, U, T, H, E, R, S。

C: Mr. Carruthers. May I have your phone number,
please?

凯鲁瑟斯先生, 请给我您的电话号码好吗?

G: Yes, the number is 06-321-2345.

好的, 号码是06-321-2345。

C: 06-321-2345. Is this your home phone number?

06-321-2345。这是您家里的电话号码吗?

G: Yes, it is.

是的。

C: What time do you expect to arrive, sir.

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