Chapter

1

前台服务

在电影《007:大战皇家赌场》中,邦德和美丽的女特工一起来到了华美饭店,开始了一场惊心动魄的冒险……

Receptionist: Welcome to the Hotel Splendid. Your name, sir?

Bond: James Bond. You'll find the reservation under Beech.

Receptionist: Welcome, Mr. Bond.

接待员:欢迎光临华美饭店。您贵姓,先生?

邦德: 詹姆斯•邦德, 是用比奇的名字预订的。

接待员:欢迎光临,邦德先生。

除了电影中的场景,生活中人们也经常预订房间。看似简单的 小事却蕴含了很多知识。做好准备,让我们一起探索吧!

2014-3-25 9:25:46



预订房间•选择舒适生活





超级句型模板

What kind of room would you like? We have_

您需要什么样的房间? 我们有 __

该句型主要用来询问顾客想要预订的房间类型,若想表达"我们有单人房和双人房",就可以说"We have single room and double room."

酒店中还有很多类型的房间,你可以用下面的词组随意替换,试着自己说一下吧!

○ 房间类 (Room) :

standard room (标准间)/single room (单人房)/twin room (双床间)/double room (双人房)/triple room (三人房)

junior suite (普通套房) /duplex suite (复式套间) /connecting suite (连接套间) /deluxe suite (豪华套房) /executive suite (行政套房) /presidential suite (总统套房) /business suite (商务套房) /embassy suite (大使套房)

预订房间的原均比

bed(床)/television(电视 or TV)/air-conditioner(空调)/ bathroom(浴室)/bath tub(浴盆)/shower(淋浴)/Wi-Fi(无线 、网络 or wireless network)/toilet(厕所、马桶)/balcony(阳台)

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酒店服务口语1-3.indd 002 2014-3-25 9:25:48



1.mp3



- 这里是北京国际饭店预订处。
 This is Beijing International Hotel Reservation.
- 2. 有什么需要我效劳吗? How may I help you?
- 3. 您的姓名。May I have your name, please?
- 4. 请您稍等。Wait a moment, please.
- 5. 您需要什么样的房间? What kind of room would you like?
- 6. 您需要带浴盆还是淋浴的房间? Would you like a room with bath or shower?
- 7. 我们有标准间、单人房、双人房、普通套房和豪华套房。 We have standard room, single room, double room, junior suite and luxury suite.
- 8. 请问您一行有几位?
 How many people are there in your party, please?
- 9. 您什么时候要这间房? When do you need the room?
- 10. 打算住多久? How long do you intend to stay?/ How long will you be staying?
- 11. 是以谁的名字,什么方式预订的?

 How and in whose name was the reservation made?
- 12. 您说的那段时间我们饭店客满了。 We are full up for those dates.



全情景应急必备句

○ 对房间的描述:

- We have single room, double room and all kinds of suites such as junior one, deluxe one, presidential one and business one.
 我们有单人房、双人房还有各式套房,例如普通套房、豪华套房、 总统套房和商务套房。
- 2. Our rooms are all equipped with TV, air-conditioner, toilet and bathroom, and we also provide free Wi-Fi.



3. The rooms by the seaside are relatively expensive, but they are brighter compared with others and you can enjoy beautiful scenery there. 靠海的房间价格要贵一些,但是它们比其他房间更明亮,而且您也可以欣赏美丽的风景。

○ 请顾客等候:

- 1. Wait a moment/minute, please. 请等一下。
- 2. Hold the line, please. 请别挂电话。
- 3. Let me see/Let me check it for you. 我看一下。

◎ 价位说明:

- 1. The daily rate of a single room is 300 yuan a day plus tax (or tax extra). 单人房每日 300 元,包括税金(或税金另加。)
- 2. The rate includes service and full breakfast. 房费包括了服务费和全套早餐。
- 3. We offer 10% discount for group reservation. 我们对团体订房提供 10% 的折扣。

○ 问候顾客:

- Good morning/ Good afternoon/ Good evening.
 早上好 / 下午好 / 晚上好。
- 2. Thank you for waiting/ Thank you for holding the phone. 让您久等了。
 - A: What kind of room do you have? 你们有什么样的房间?
 - B: Wait a moment, please? 请稍等。
 - A: OK. 好的。
 - B: Thank you for waiting. We have single room and double room. 让您久等了。我们有单人房和双人房。
- 3. We're looking forward to your coming. 我们期待您的到来。

1. I'm afraid we won't be able to guarantee you a room after the 10th. 恐怕我们无法保证 10 号之后会有房间。

3. I'm sorry, the single rooms are fully booked today. Would you like to have a double one?

很抱歉,我们的单人房都满了,您需要双人房吗?

- A: I'd like a single room today. 我想订一间今天的单人房。
- B: I'm sorry, the single rooms are fully booked today. Would you like to have a double one?

很抱歉,我们的单人房都满了,您需要双人房吗?



精品会话活力再现

(接待员: Amy 艾米 客人: Peter 彼得)

1) Making a Group Reservation 团队预订

2.mp3

您需要什么样的房

间? What kind of room would you like?

Amy: Good morning, this is Beijing International Hotel Reservation.

How may I help you?

Peter: I'd like to reserve 16 rooms in your hotel.

Amy: What kind of room would you like, sir?

Peter: Standard room.

Amy: And what date would that be?

Peter: From April 10 to May 5.

Amy: The room rate of a standard room

is 400 yuan per night, and we offer 10%

discount for group reservation. Will that be alright?

Peter: Yes, that will be fine. Thank you.

艾米: 早上好,这里是北京国际饭店预订处,请问您有什么需要吗?

彼得: 我想在你们酒店订 **16** 间房间。 艾米: 您需要什么样的房间呢,先生?

彼得: 标准间。

艾米: 预订在什么时间,先生? 彼得: 从4月10号到5月5号。



艾米:标准间的房费是每天 400 元,我们为团体预订提供 10% 的折扣,行吗?

彼得:可以,谢谢。



2) Changing a Reservation 改变预订

3.mp3

Amy: Good morning, how may I help you?

Peter: This is Peter Brown calling from San Francisco. I want to

change the date of my reservation.

Amy: How and in whose name was the reservation made?

Peter: In my name and by telephone.

Amy: Wait a minute. Let me check the reservation list. Yes, Mr.

Brown, you've reserved a business suite for October 12, 13

and 14. is that correct?

Peter: Yes, but my travel has been postponed until the 20th to the

25th.

Amy: Let me see. Yes, the change is possible. We have just one

business suite for those dates.

Peter: Great! Thank you very much.

艾米: 早上好,有什么需要效劳的吗?

彼得: 我是彼得•布朗,旧金山的,我想更改我的

预订日期。

艾米: 您是以谁的名字, 什么方式预订的?

彼得: 我的名字, 电话预订。

艾米:请等一下,我查一查预订单。是的,布朗先生,您预订了10月12号至14

号的商务套间一间,对吗?

彼得:对,但是我的行程推迟到了20号到25号。

艾米: 我看一下。可以的,先生,那段时间我们刚好有一间商务套间。

彼得: 太好了! 非常感谢。



3) Fully Booked 客满

4.mp3

是以谁的名字,什么 方式预订的? How

and in whose name was

the reservation made?

Peter: Good morning, I'd like to make a reservation. What kind of room do you have?

006

酒店服务口语1-3.indd 006

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We have single room, double room, triple room and

suites like junior suite, deluxe suite, presidential suite and

business suite.

Peter: Well, I'd like to book a single room from October 1st to

Amy: Wait a moment, please.

Peter: OK.

I'm sorry, sir, the single rooms are full up for those dates, Amy:

but we still have double rooms, would you like to have one?

No, thank you. How about the business suite? Peter:

Let me see. We still have five business suites available. Amy:

Peter: And rate?

It's 550 yuan a day, including service and breakfast. Amy:

Peter: OK. I'll have one.

What's your name, please? Amy:

Peter: Peter, Peter Brown.

Amy: Well, Mr. Brown, we're looking

forward to your coming.

您说的那段时间我们 的单人房都满了。The single rooms are full up

for those dates.

彼得: 早上好,我想预订房间。你们都有什么样的房间呢?

艾米:我们有单人房、双人房、三人房以及普通套房、豪华套房、总统套房和商

务套房等。

彼得: 那我就订一间 10 月 1 号到 10 号的单人房吧。

艾米: 请等一下, 先生。

彼得: 好的。

艾米: 对不起先生, 您说的那段时间我们的单人房都满了, 但是我们还有双人房, 请问您需要吗?

彼得: 不了,谢谢。商务套房呢?

艾米: 我看看。我们还有五套空闲的商务套房。

彼得: 费用是多少?

艾米: 550 元一天,包括服务费和早餐。

彼得: 好吧,我订一间。 艾米:请问您的名字是?

彼得:彼得,彼得•布朗。

艾米: 好的布朗先生, 我们期待您的光临。



你可以多了解一点儿

英美国家姓名的说法和中国不同。中国人是姓在前,名在后,而英美国家则正好相反。例如对话练习第三段中,Peter Brown 是一个人的姓名,但是 Peter 是名(First Name),Brown 才是姓(Last Name)。所以,当我们直呼一个人的名字时,通常只叫前面的名,但若要加称谓,例如"先生"(Mr.)、"小姐"(Miss.)或者"太太"(Mrs.),就要跟后面的姓。拿 Peter Brown 来说,我们可以直呼其为 Peter,或者礼貌点称 Mr. Brown。注意:当称呼"太太"时,一定要用其丈夫的姓氏,例如 Peter Brown 的太太是 Mary Jackson,那我们应该称其为 Mrs. Brown 而不是 Mrs. Jackson。不要弄混了哦。



登记入住•欢迎您的光临







超级句型模板

Please fill in your____here. 请您在这里填写

该句型用于请顾客填写登记表某项内容,例如"请您在这里填 写签证号码。"就可以说"Please fill in your visa number here."

那么入住登记卡上还有什么需要填的内容呢? 让我们一起看一 下吧。

name (姓名) /gender (性别) /date of birth (出生日期) / nationality(国籍)/valid card number(有效证件号码)/detailed address (详细地址)/dates of arrival (到店日期)/dates of departure (离店日期) /room type (房间类型) /signature (签名)

登记入位的原物形:

first name (名) /last name (姓)

世别 (Gender)

male (男) /female (女)

ID card number (身份证号) /passport number (护照号码) / visa number(签证号码)

注意: 虽然"签名"这一项叫"signature",但"请您在这里 签名"一般不说"Please fill in your signature here", 而是"Please sign your name here."

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酒店服务口语1-3.indd 009

2014-3-25 9:25:54





- 1. 欢迎来到我们酒店。Welcome to our hotel.
- 2. 需要我为您服务吗? Is there anything I can do for you?
- 3. 您有预订房间吗? Do you have a reservation?
- 4. 我查一下预约单。Let me check the reservation list.
- 5. 先生,您订了一间两个星期的单人房。
 You have reserved a single room for two weeks, sir.
- 6. 您有身份证明吗? Do you have any identification?
- 7. 您能填一下这份登记表吗?
 Would you please fill in this registration form?
- 8. 我能看一下您的护照吗? May I see your passport, please?
- 9. 您的房间号是 1804, 这是钥匙。 You're in room 1804. Here's your key.
- 10. 您需要交 100 元的钥匙押金。 We need 100 yuan deposit for the key.
- 11. 祝您住宿愉快。Enjoy your stay here.



全情景应急必备句

◎ 问候客人:

- 1. Welcome to our hotel. / Welcome to Beijing International Hotel. 欢迎光临 / 欢迎来到北京国际饭店。
- 2. Did you have a pleasant trip? / Did you enjoy your trip? 您旅途愉快吗?
- 3. I wish your stay here a pleasant one. / I wish you a pleasant stay here. 希望您住宿愉快。

◎ 关于预约的说法:

- 1. Do you have a reservation? 您有预约房间吗?
 - A: Do you have a reservation, madam? 您有预约房间吗, 女士?
 - B: I'm afraid not. 没有。