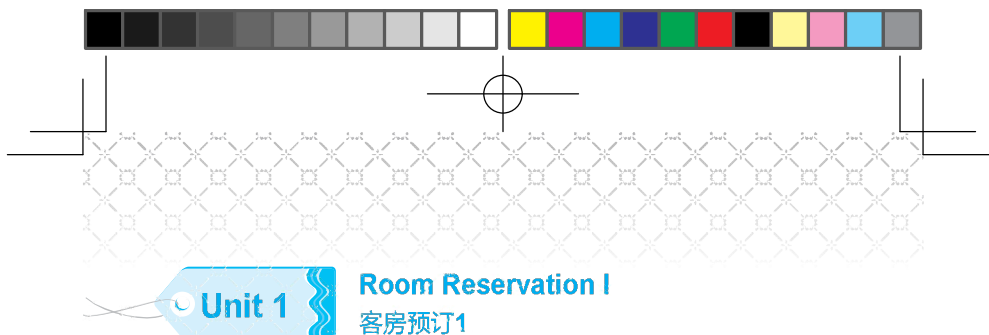


Part 1

Front Office Service
前台服务



Unit 1

Room Reservation I 客房预订1



900黄金句脱口而出

MP3 001

1. May I help you, please?

要我帮忙吗?

2. Is there anything I can do for you, Sir?

有什么需要帮忙的, 先生?

3. I need to make a reservation for this weekend.

我需要预订一下这周的房间。

4. Are there any rooms available?

还有空房吗?

5. Do you have any rooms available for Friday?

你们这周五有空房么?

6. I need a room for Thursday.

我周四需要一个房间。

7. What kind of room do you want to reserve?

你想订哪种类型的房间?

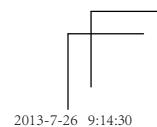
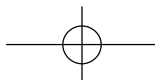
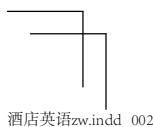
8. I'd like to book a double room for Monday of next week.

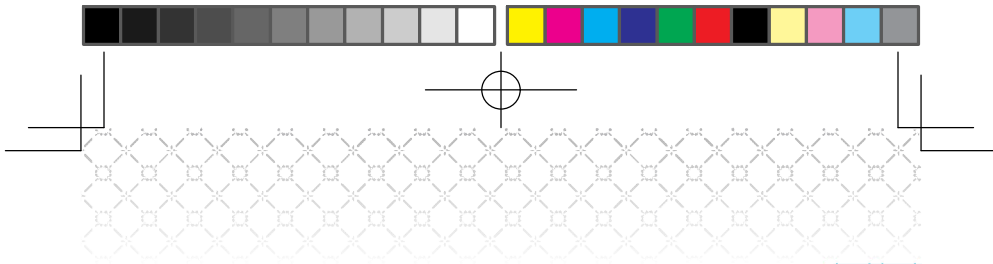
我想订一个双人房间, 下周一用。

9. 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?

002





1+1黄金句补充学习

1. What the services come with that?

这个价格包含哪些服务项目呢?

2. Do I pay in advance?

我需要交定金么?

3. I want to stay for 2 days.

我要待两天。

4. What time do you expect to arrive, Sir?

先生，您预计什么时候抵达?

5. I'd like to cancel a reservation.

我要取消一项预订。

6. I want to extend it for two more nights.

我想在延长两个晚上。

7. I will confirm your reservation information.

我将确认您的预订信息。

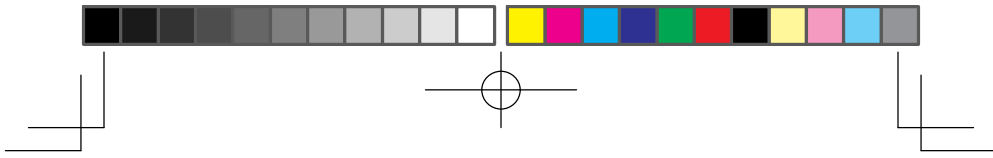
8. May I have your phone number, please?

请给我您的电话号码好吗?

9. We look forward to your arrival.

我们期待您的光临。





最高频情景对话

MP3 002

R=Receptionist(前台接待员) G=Guest(宾客)

R: Good afternoon, Four Seasons Hotel. May I help you?

下午好, 这里是四季酒店。要我帮忙么?

G: Yes. I'd like to book a room, please.

是的, 我想订一间房。

R: Certainly. When for, ma'am?

没有问题。女士, 要定什么时间的?

G: March the 23rd.

三月二十三日。

R: How long will you be staying?

您要待多久?

G: Three nights.

三个晚上。

R: What kind of room would you like, ma'am?

你想订哪种类型的房间, 女士?

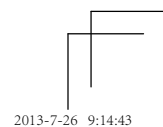
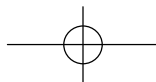
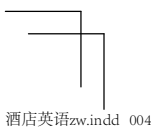
G: A double with a bathtub. I'd appreciate it if you could give me a room with a view over the lake.

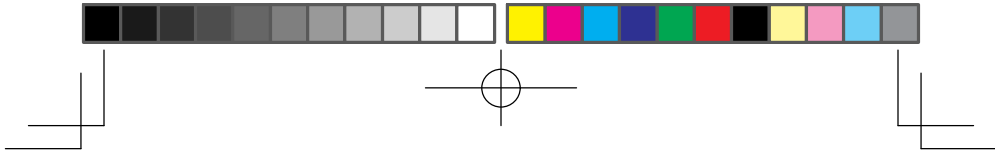
恩, 双人间有浴室的。如果你可以提供我一个湖景房我将不甚感激。

R: Certainly, ma'am. I'll just check what we have available... Yes, we have a room on the 4th floor with a really splendid view.

当然可以, 女士。我要查看一下我们是否有空房……是的, 我们在四楼有一个外景很好的房间。

004





G: Fine. How much is the charge per night?

很好。一晚上多少钱?

R: Would you like breakfast?

您想要早餐么?

G: No, thanks.

不了, 谢谢。

R: It's eighty-four dollars per night excluding fax.

一个晚上八十四美元, 不包含增值税。

G: That's fine.

好的。

R: Who's the booking for, please, ma'am?

女士, 请告诉我谁要预订?

G: Mr and Mrs Roberts, that's R-O-B-E-R-T-S.

罗伯特夫妇。

R: Okay, let me make sure I got that: Mr and Mrs Roberts. Double with bath for March the 23rd, 24th and 25th. Is that correct?

好的, 让我确认一下信息是否正确: 罗伯特夫妇。三月二十三、二十四和二十五号的双人间带浴室。

G: Yes it is. Thank you.

是的, 没错。谢谢你。

R: Let me give you your confirmation number. It's: 7576385. I'll repeat that: 7576385.

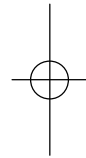
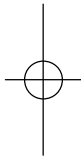
让我给您确认号: 7576385。我重复一下: 7576385。

Thank you for choosing the Four Seasons Hotel and have a nice day. Goodbye.

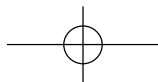
感谢您选择四季酒店。祝您愉快。再见。

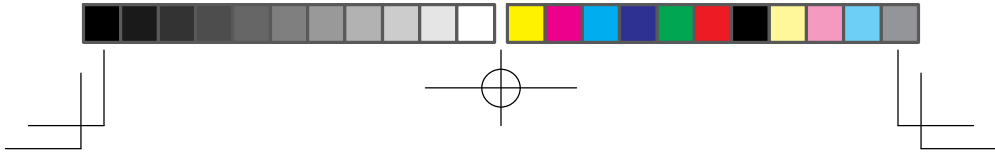
Part
1

Front Office Service
前台服务



005





G: Goodbye.

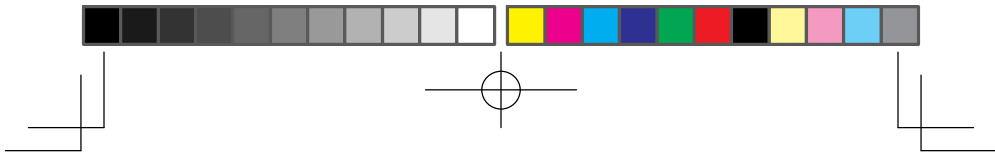
再见。

重点词汇分析

1. **appreciate** [ə'pri:ʃieɪt] ■ 欣赏；感激；领会；鉴别
2. **splendid** ['splendɪd] ■ 辉煌的；灿烂的；极好的；杰出的
3. **charge** [tʃɑ:dʒ] ■ 费用
4. **available** [ə'veɪləb(ə)l] ■ 有效的，可得的；可利用的；空闲的
5. **confirmation** [kɒnfə'meɪʃ(ə)n] ■ 确认；证实；证明；批准
6. **VAT** (value added tax) 增值税

主题单词加油站

单人间: Single Room
双人间: Double Room
大床间: King Size & Queen Size 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
公寓: Apartment
别墅: Villa



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

Part
1

Front Office Service
前台服务

趣味札记 酒店的星级是如何划分的

为了促进旅游业的发展,保护旅游者的利益,便于酒店之间有所比较,国际上按照酒店的建筑设备、酒店规模、服务质量、管理水平,逐渐形成了比较统一的等级标准。通行的旅游酒店的等级共分五等,即五星、四星、三星、二星、一星酒店。

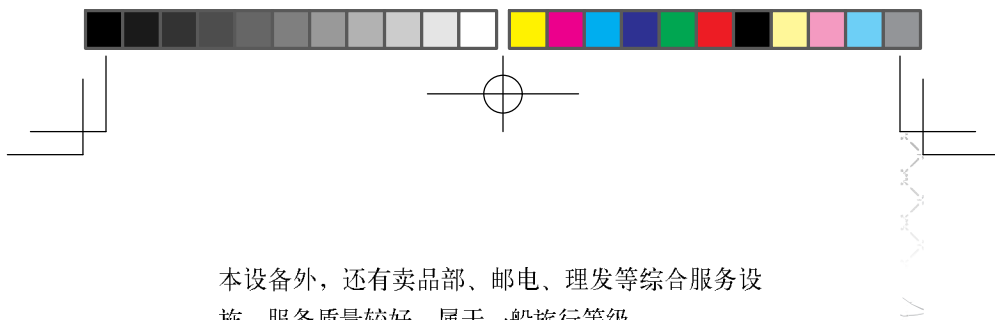
五星酒店:这是旅游酒店的最高等级。设备十分豪华,设施更加完善,除了房间设施豪华外,服务设施齐全。各种各样的餐厅,较大规模的宴会厅、会议厅,综合服务比较齐全。这里是社交、会议、娱乐、购物、消遣、保健等活动的中心。

四星酒店:设备豪华,综合服务设施完善,服务项目多,服务质量优良,室内环境优雅。客人不仅能够得到高级的物质享受,也能得到很好的精神享受。

三星酒店:设备齐全,不仅提供食宿,还有会议室、游艺厅、酒吧间、咖啡厅、美容室等综合服务设施。这种属于中等水平的酒店因设施及服务良好而价格相对较便宜在国际上最受欢迎,数量较多。

二星酒店:设备一般,除具备客房、餐厅等基

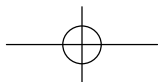
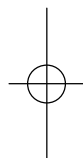
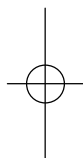
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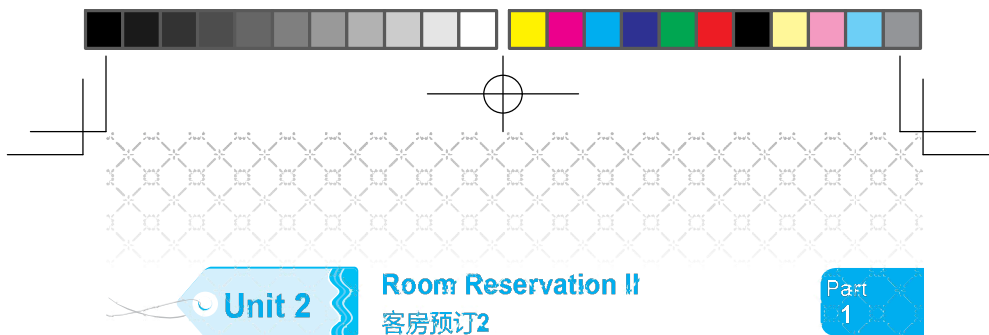


本设备外，还有卖品部、邮电、理发等综合服务设施，服务质量较好，属于一般旅行等级。

一星酒店：设备简单，具备食、宿两个最基本功能，能满足客人最简单的旅行需要。

读书笔记 





Unit 2

Room Reservation II 客房预订2

Part 1

Front Office Service
前台服务



900 黄金句脱口而出

MP3 003

1. We can only keep your room till Monday.

我们只能保留您的房间到周一。

2. I'd like to reserve a hotel room.

我想订一间房。

3. May I have your full name, please?

请您告诉我一下您的姓名，好吗？

4. That price is perfectly acceptable.

这个价钱可以接受。

5. Do you prefer a smoking or nonsmoking room?

您想要可吸烟房间还是禁烟房间？

6. Is a queen-size bed okay?

大床可以么？

7. Our room rates recently went up.

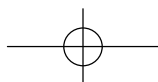
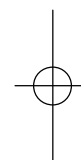
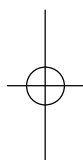
我们房间的价钱最近提高了。

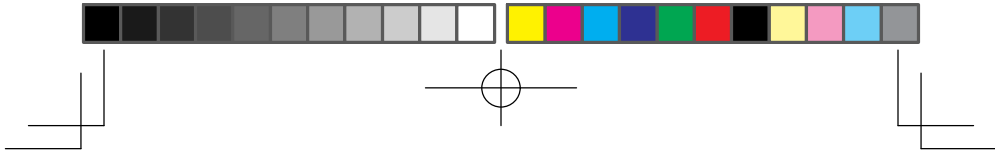
8. Would you like a room with a bath or shower?

您想要配有浴缸还是淋浴的房间？

9. You can consider a suite.

你可以考虑一下套房。





1+1 黄金句补充学习

.....
1. **We hope we'll have another opportunity to serve you.**

我们期待下次能为您效劳。

2. **Would you like to wait a moment or let me call you back later?**

您能等一下或是我稍后打给您吗?

3. **Please wait a minute. I'll check it for you.**

请稍等。我给您查一下。

4. **Sorry to have kept you waiting.**

抱歉让您久等了。

5. **I'm sorry, the restaurant is full.**

不好意思，饭店已经订满了。

6. **Let me repeat the information.**

让我重复一下信息。

7. **How much per night?**

一晚上多少钱?

8. **How many days do you need that reservation for, sir?**

先生您想订几天的?

9. **Your reservation is confirmed.**

您的预订已经确认了。

