



Part One

The Front Office



Scene 1 Room Reservations

Free Talk

1. What will you do after you have decided to take your holiday in another city?
2. What are the main factors that determine where you choose to stay on your vacation? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

I'd Like to Reserve a Room, Please

(R: Reservation clerk G: Guest)

R: Good evening. Holiday Inn. May I help you?

G: Yes, I'd like to reserve a single room for the 5th of August.

R: Okay. Let me check our computer here for a moment. The 5th of October, right?

G: No, August, not October.

R: Oh, sorry. Let me see here.

G: Are you all booked that night?

R: Well, we have one single room available, complete with a sauna bath. And the view of the city is great, too.

G: How much is that?

R: It's just 300 *yuan*.

G: Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 6th or the 7th?

R: Well, would you like a smoking or a non-smoking room?

G: Non-smoking, please.

R: Okay, we do have a few rooms available on the 6th. We're full on the 7th, unless you want a smoking room.

G: Well, how much is the non-smoking room on the 6th?

R: 90 *yuan*.

G: Okay, that'll be fine.

R: All right. Could I have your name?

G: Yes. John Ruskin.

R: How do you spell your last name, Mr. Ruskin?

G: R-U-S-K-I-N.

R: Okay, Mr. Ruskin. We look forward to seeing you on August 6.

G: Okay. Goodbye.

R: Goodbye.

Notes

[1] reservation clerk 预订员,亦译作“desk clerk”

[2] John Ruskin 约翰·罗斯金

[3] Holiday Inn 假日酒店

[4] complete with a sauna bath 带有一个蒸气浴室

[5] a smoking room 吸烟房间

[6] a non-smoking room 禁烟房间

Useful Sentences

[1] I'd like to reserve a single room for the 5th of August.

我想在8月5日订一个单人房间。

[2] Let me check our computer here for a moment.

请稍候,我查看一下电脑里的预订情况。

[3] The view of the city is great.

视野很好,可以看到市区的景色。

[4] We do have a few rooms available on the 6th.

六号那天,我们的确有几间空房。

Dialogue 2

What Kind of Room Would You Like?

(R: Reservation clerk G: Guest)

R: Good morning, Shangri-La Hotel. May I help you?

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

R: When for, madam?

G: May 1.

R: How long will you be staying?

G: Two nights.

- R: What kind of room would you like, madam?
- G: Double with a bath. I'd appreciate it if you could give me a room with a view over the lake.
- R: I'll check what are available, madam. Well, we have such a room on the 23rd floor with a really splendid view.
- G: Fine. How much is the charge per night?
- R: It's 700 *yuan* per night, plus a 10% room tax.
- G: Is breakfast included?
- R: Yes, madam. What name is the reservation under, madam?
- G: Giovanni Poggi.
- R: Could you spell the last name, madam?
- G: Sure, P-O-G-G-I.
- R: Okay. So I'll make sure I got that: Giovanni Poggi, double with a bath for May 1. Is that correct?
- G: Yes. Thank you.
- R: Don't forget to confirm your reservation, madam. Thank you for choosing Shangri-La Hotel. Have a nice day. Goodbye.
- G: Goodbye.

Notes

- [1] Shangri-La Hotel 香格里拉酒店
- [2] madam 小姐或夫人。对女子的敬称,对已婚、未婚者均可使用,通常用于不相识者。
- [3] Giovanni Poggi 乔瓦尼·波吉
- [4] May 1 5月1日。日期可有下列几种写法:① May 1, 2010;② 1 May, 2010;③ 1st May, 2010;④ May 1st, 2010。其中,①最为常用。

Useful Sentences

- [1] When for? 预订哪一天的?
- [2] How long will you be staying? 您打算住多长时间?
- [3] What kind of room would you like? 您想要哪类房间?
- [4] I'll check what are available. 我查看一下还有什么类型的房间。
- [5] How much is the charge per night? 一晚上多少钱?
- [6] What name is the reservation under? 请问房间是以谁的名字预订的?
- [7] Could you spell the last name? 请您把姓拼一下好吗?

 Text**Front Desk**

Front Desk is one of the hotel's departments that come in contact with clients. Front Desk welcomes guests to the accommodation section; meeting and greeting them, taking and organizing reservations, handling guest check-in and check-out, organizing porter service, issuing keys and other security arrangements, passing on messages to customers and settling the accounts.

Front Desk is the nerve center of a hotel. It helps to create a good image among the guests because this is the first department guests come in contact with. It generates the maximum revenue for the hotel, as it rents rooms to the guests.

The functions of Front Desk can be divided into five general areas: reception, bell service, mail and information, concierge, cashiers and night auditors. Back-office roles are reservation clerk and telephone operator. Front-office roles are guest relations, cashier and night auditor.

The front-office service in a small hotel is usually limited to administrator and porter. In this case, an administrator is responsible for most of the front-desk services, from receiving calls to guest reception. The porter, in addition to luggage delivery, serves as a receptionist, showing the guest his room and telling the rules of the hotel. Nevertheless, most of the small hotels with just 20 to 30 rooms are trying to keep the general structure of the front-desk and delivery services, having at least one employee for each of them.

As for big hotels, the front-office service is often multilevel and branched. Each department consists of three to five persons and has one of the leading roles. The head of the front-office service in a big hotel is often subordinated not to a hotel director but to a manager, who oversees all the work with clients at the hotel, including the operations of the catering service, chambermaids and floor supervisors.

Work in the Front Desk is extremely fatiguing. The Front Desk needs to work in round-the-clock mode, with day, evening and night shifts. Front-office service specialists are required to have a good understanding of room booking process and take part in guest settlement. They should be able to resolve conflicts with customers and demonstrate outstanding diplomacy, even in cases when the eccentricity of clients goes beyond common sense.

(365 words)

Notes

[1] guest check-in 客人入住

- [2] check-out 退房
- [3] porter service 门童服务
- [4] settling the accounts 结算, 结算账目
- [5] bell service 礼宾服务
- [6] back-office roles 在前台工作的幕后员工
- [7] guest relations 与客人直接打交道的员工
- [8] night auditor 夜审计员
- [9] in this case 在这种情况下
- [10] showing the guest his room 告诉客人怎样去客房
- [11] a hotel director 酒店的董事长
- [12] catering service 餐饮服务
- [13] when the eccentricity of clients goes beyond common sense 当性格古怪的客人言行不可理喻之时

Useful Sentences

- [1] Front Desk is the nerve center of a hotel. 前台是宾馆的神经中枢。
- [2] It generates the maximum revenue for the hotel, as it rents rooms to the guests.
由于它(前台)把客房出租给客人,所以宾馆的大部分收入来自前台。
- [3] Front-office service is often multilevel and branched.
前台服务项目繁多,常常由几个部门构成。
- [4] The Front Desk needs to work in the round-the-clock mode.
前台需要 24 小时不间断地工作。

Words and Expressions

1. sauna	['sɔ:nə]	n. 蒸气浴室
2. complete	[kəm'pli:t]	adj. 完整的,完全的,整个的,全部的
3. porter	['pɔ:tə]	n. 门童
4. issue	['ɪʃju:]	vt. 分配,发给
5. nerve	[nə:v]	n. 神经
6. account	[ə'kaʊnt]	n. 账单
7. generate	['dʒenəreɪt]	vt. 生成,产生
8. maximum	['mæksəməm]	adj. 最大值的,最大量的
9. revenue	['revənju:]	n. 税收,收入,
10. role	[rəʊl]	n. 角色
11. concierge	[kɔ:nsɪ'ɛʒ]	n. 礼宾部
12. administrator	[æd'mɪnɪstreɪtə]	n. 管理者,管理员

13. receptionist	[rɪ'sepʃnɪst]	<i>n.</i> 接待员, 前台接待
14. multilevel	[mʌltɪ'levəl]	<i>adj.</i> 多层次的, 多级的
15. oversee	[əʊvə'si:]	<i>vt.</i> 监督, 监管

16. chambermaid	['tʃeɪmbə,meɪd]	<i>n.</i> 客房女服务员, 旅馆女服务员
17. fatigue	[fə'ti:g]	<i>vt.</i> 使某人非常疲劳
18. mode	[məʊd]	<i>n.</i> 方式, 样式
19. specialist	['speʃəlɪst]	<i>n.</i> 专业人员
20. conflict	['kɒnflɪkt]	<i>n.</i> 冲突, 抵触, 争论
21. demonstrate	['demənstreɪt]	<i>vt.</i> 显示, 表露
22. diplomacy	[dɪ'pləʊməsi:]	<i>n.</i> 交际手腕, 处世之道, (处理人际关系的) 手腕, 手段, 策略
23. eccentricity	[,eksen'trɪsɪti:]	<i>n.</i> 古怪行为, 反常
24. round-the-clock	日夜不停的	
25. common sense	常识	
26. be subordinated to	从属于, 次于	

Exercises

I. The following is a conversation between a reservation clerk (A) and a guest (B). Fill in each blank with the proper form of the word given in the brackets.

A: Good afternoon, Room Reservations. Can I help you?

B: Yes. I 1 (reserve) a room for Wednesday yesterday. But I want to change it to Friday.

A: Would you mind 2 (give) me your name, sir?

B: Certainly not. Williams Smith.

A: Did you make your reservation online, sir?

B: No, I 3 (make) it on the phone and I booked a family suite with three bedrooms.

A: Just a moment, please. Let me check if we have the room you required 4 (available) then. I'm sorry, sir. Except one single, we're all booked on that day because of a big conference. Would you mind a single room instead?

B: But we are three, my wife, my son and I.

A: How old is your son?

B: Five years old.

A: You can get an extra single bed just for \$ 20 and a cot for free in the room.

B: That's fine. I'll take it. Thank you very much. Could you please confirm my reservation by email?

A: Yes, I'll send you a confirmation email right away. Thank you for 5 (call) us, Mr. Smith.

II. The following is a list of terms related to the room reservations. After reading it, you are required to find the items equivalent to (与……等同) those given in Chinese in the table below.

A—double room	B—deluxe studio room
C—Reservation Desk	D—president suite
E—entrance hall	F—room rate
G—king-size bed	H—deluxe business room
I—switchboard operator	J—cashier's desk
K—Reception Desk	L—adjacent room
M—a family suite	N—cot
O—executive suite	P—twin bed
Q—double bed	

Example: (Q) 双人床 (I) 交换台

- | | |
|-------------|--------------|
| 1. () 行政套房 | 6. () 接待处 |
| 2. () 双人房间 | 7. () 房间价格 |
| 3. () 豪华套房 | 8. () 总统套房 |
| 4. () 相邻房间 | 9. () 豪华商务间 |
| 5. () 门厅 | 10. () 儿童床 |

III. Complete the following dialogue.

Mr. Soderini (B) is calling Blake Hotel now. He wants to make a reservation. A reservation clerk (A) is answering his phone.

A: Blake Hotel, Joan speaking. 1.

B: I plan to make a reservation for next week. But I want to make sure it is necessary to book ahead.

A: We advise that you book in advance during the peak season.

B: I'm a little confused. Could you please tell me when is considered off-season?

A: From December to March, we give a 10% discount on all rooms.

B: I see. Thank you. Well, I would like a single room with a balcony.

A: 2?

B: September 15.

A: We only have one vacancy left on that day, and it's just for one single room. The rest of the hotel is full.

B: 3.

A: The rate I can give you is \$ 80 a night.

B: Is it included tax and service charge?

A: Yes, sir. 4 ?

B: I'll be leaving on September 18.

A: That will be three nights, sir. 5 , sir?

B: Certainly. Mr. Soderini.

A: Thank you very much, sir. We look forward to seeing you on September 15.

IV. Translate the following sentences into English.

1. 我想给我的朋友预订两个房间。
2. 我们很高兴接受您的预订。
3. 您需要哪种房间?
4. 服务费包含在房费里。
5. 只剩下几个空房间了。(vacancy)

V. Role-play activity.

The following is a role-play activity to practice making reservations in the hotel. Divide the class into two groups: Reservation Desk (A) and the guests (B). And then ask the students to make a performance in pairs. The following is a conversation just as a sample. The students can create any conversations as they like.

A: Reservation Desk. Can I help you?

B: Yes. Do you do group bookings?

A: Of course, sir. How many people are there in your party?

B: Ninety-eight.

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

B: 49 double rooms with twin beds from the afternoon of June 11 to the morning of June 14.

A: One moment please, sir. Yes, we do have 49 double rooms available for those dates.

B: What is the rate, please?

A: The current rate is \$ 70 a night.

B: What services come with that?

A: You'll have a color television, a telephone, a refrigerator and two small packs of Nestle coffee delivered to each room every day.

B: Is there an outdoor pool?

A: Yes, there is. The pool opens from 8 AM to 6 PM.

B: One more thing, isn't there a special rate for a group reservation?

A: I'm sorry, sir. I forgot to tell you about it just now. There is a 15% discount.

B: That's OK. By the way, how can we get to your hotel?

A: Take Exit 66 off the highway and you'll see a mosque. We are on the right side of it.
Could you tell me your name, sir?

B: Yes, John Milton. M-I-L-T-O-N.

A: Thank you, sir. We require a credit card number for a deposit.

B: The credit card isn't with me now. Can I call you later?

A: Yes, sir. Thank you very much. Goodbye.

B: Goodbye.

Notes

- [1] Reservation Desk 预订处
- [2] current 目前的, 现在的
- [3] Nestle coffee 雀巢咖啡
- [4] deliver 送
- [5] outdoor pool 室外游泳池
- [6] exit 出口
- [7] highway 高速公路
- [8] mosque 清真寺
- [9] deposit 定金

Case Study

Making Room Reservations on the Telephone

(R: Receptionist C: Caller)

R: Good morning. Front Desk. This is Rathbone Hotel. How may I assist you?

C: I want to make a reservation.

R: OK, madam. How should I address you?

C: I'm Linda Temple.

R: Mrs. Temple, have you stayed here before?

C: Yes.

R: May I have your check-in and check-out dates, please?

C: From January 5 to January 7 last year. But this time I want to travel with my family. So I'd like a suite for myself, my husband and my young son, from February 23 to February 27.

R: Just a moment, please. I'm terribly sorry, Mrs. Temple. All the suites are booked. If you wish, I can put your reservation on the waiting list. If you like, you can take a deluxe room. It also can accommodate your family. Because you are one of our Priority Club Members, we will put you in a deluxe room at no extra charge.

C: I'll take it. Thank you very much.

R: May I know your contact number and address, please?

C: The number of my mobile phone is 13811223344. The address is 18 West Avenue, New York.

R: Mrs. Temple. We are offering extra services for our guests now. Would you like us to arrange pick-up service for you at the airport?

C: Yes, that's great.

R: For transportation, both fax or telephone and credit card guarantees are required. Once we receive confirmation from you, our concierge will contact you and make all the arrangements.

C: I'll send you my credit card number by email this afternoon.

R: Thank you, madam. Now I'm going to repeat your reservation details. You like to check in on February 23 and your check-out date is February 27. You booked a deluxe room for you and your family. The room is \$150 per night, which includes complimentary breakfast. You need transportation service. The number of your mobile phone is 13811223344. The address is 18 West Avenue, New York. Your confirmation number is 3964815. If you wish to change your reservation, you have to inform us 24 hours in advance.

C: OK. Thank you very much.

R: Thanks a lot, Mrs. Temple. See you on February 23. Have a nice day.

Notes

[1] Rathbone Hotel 瑞斯布恩酒店

[2] assist 帮助

[3] address 称呼; 地址

[4] suite 套间

[5] terribly 非常

[6] waiting list 候房名单

[7] accommodate 容纳

[8] Priority Club Member 优悦会会员

[9] We will put you in a deluxe room at no extra charge. 我们会给您一间豪华客房, 不额外收费。

[10] mobile phone 手机

[11] pick-up service 接机服务

[12] transportation 交通工具

[13] credit card guarantee 信用卡担保

[14] complimentary breakfast 免费早餐

[15] confirmation number 确认号码

[16] in advance 提前

Read the above conversation and complete the outline.
You should write your answers in no more than three words.

Making Room Reservations on the Telephone

Mrs. Temple wants to make a reservation for 1 persons.

Mrs. Temple can't get 2 .

The receptionist will get Mrs. Temple's 3 from the computer.

Mrs. Temple and her family can get free 4 .

It's necessary for Mrs. Temple to 5 .

Home Reading

Passage 1

How to Take a Reservation on the Phone

The telephone plays an important role in making a reservation. Perfect telephone handling ensures efficiency of the reservation agent, while maintaining the hotel's standards. You should always follow proper telephone etiquette. These are some basic tips you should follow while you are taking a reservation on the phone.

First, pick up the phone before three rings.

Second, greet the caller according to the time. Try to keep a very fresh, clear and friendly tone of voice, so that the guest on the other end may feel comfortable. Remember, the first impression is the last impression. It's advisable to greet in this way: "Good morning. This is Palace Hotel. Thank you for calling. How may I help you, sir?"

Third, try to understand why the caller is calling. In a hotel, people call not only for reservations, but also to get information, arrange a party or leave a message for a guest. So, first listen carefully to identify what sorts of assistance the caller wants from you. If the caller calls for room reservations and if he isn't a repeat guest then you should try to give a short overview of your hotel, including the hotel's feature and amenities, specialty, and special offers. In the meantime, look at the reservation chart. If the caller requested date indicates "sold out", you should very politely say sorry to the guest and let him know why you are unable to book the room. If the requested date indicates "wait-listed", you should politely inform the guest about the situation and inform him that a reservation on that day is wait-listed for that reason. You can take his reservation, but don't give a full guarantee and request him to check again closer to that requested date. If the room the guest requested is available, you should try to identify what sort of room the caller wants and try to offer him some options so that he can decide. If the guest wants to book the

room, you should say, "I'm very pleased to reserve a room for you. May I have some information from you, please?" Now try to collect the following information with proper spelling: name of the guest, his contact address, room types, room rates, date of arrival, date of departure, date of reservation made, mode of payment and whether the reservation will be made by an individual or by a company. At last, repeat all the information the caller gives and at the same time, give him a reservation confirmation number. If you have any objection about the guest's mode of payment, you should inform the guest about your rules and request him to give you another option.

After settling everything, you should thank the caller for his patience and calling you. End the call as warmly as you start and try to make him feel that he has made a perfect decision.

(490 words)

Notes

- [1] ensure 确保, 担保
- [2] efficiency 效率; 效能; 功效; 实力; 效益
- [3] etiquette 礼仪, 礼节
- [4] basic tips 基本技巧
- [5] tone of voice 语气
- [6] identify 鉴定, 识别, 认明
- [7] overview 概况, 总结
- [8] amenity 便利设施; 娱乐设施
- [9] wait-list 把……登在等候批准的名单上
- [10] mode of payment 付款方式
- [11] objection 反对, 异议

Decide whether the statements are true (T) or false (F) after reading the passage above.

1. Anybody can take a reservation over the phone. ()
2. As a reservation clerk, you can answer the phone within 60 seconds. ()
3. If the callers want to do business with the hotel, they just call the sales department. ()
4. After you get all the information you need from the guest, you have to repeat it to make sure everything is correct. ()
5. Reservation clerks should express appreciation to guests for their patronage at the end of the call. ()

Passage 2**Hotel Services**

Typically, the basic hotel services include reception service, room service, food service—including restaurants in the hotel, and security. Sometimes in the small hotels, the duties of security, a cook and a cleaner are performed by the owner himself.

Other services offered to guests of the hotel, can be considered as bonuses. These are the laundry service, massage rooms, fitness gyms, conference rooms, lock boxes or safes for valuable assets and many other things. These services can be included in the price of the room or paid separately.

Recently, the hotel industry is moving toward differentiation of hotels by their service specializations. Many hotels nowadays offer recreation aimed at a particular group of tourists. Popular family hotels, hotels for newlyweds and hotels for people with disabilities—each of them has its unique set of services. For example, in the family hotel, clients are offered childcare services and game rooms. In a hotel for newlyweds, there is a special service for weddings. In a hotel for disabled persons, there is medical support service.

Among the services that are indirectly related to the customers, i. e., those that are not involved in direct care of guests are marketing services and bookkeeping. People usually make reservations over the phone. But nowadays, in order to book a hotel, clients use services of the major tour operators. Online booking through the numerous tourist online services is becoming increasingly popular.

Often the responsibilities of some hotel services are assigned to the other companies. In the United States and Western Europe networks of special hotel firms, which offer their services to the hotels, are widely developed. Typically, if the hotel uses the services of such companies, the price of the rooms will be slightly lower than in a hotel that provides a full range of hotel services on its own.

(303 words)

Notes

- [1] bonus 额外盈利服务, 红利
- [2] laundry service 洗衣服务
- [3] massage room 按摩室
- [4] fitness gym 健身房
- [5] lock box 贵重物品保险箱
- [6] recreation 娱乐

- [7] marketing service 营销服务
- [8] bookkeeping 预订
- [9] major tour operator 资深的包价旅游运营商
- [10] online booking 网上预订
- [11] a full range of 一整套

Read Passage 2 again and give brief answers to the following 5 questions.

1. What are the basic services in the small hotels?
_____.
2. What are viewed as bonuses in the hotel?
_____.
3. What are the special services that the guest can get in family hotels?
_____.
4. What services are not directly related to the guests in the hotel?
_____.
5. What's the advantage that the hotel can get if it uses the services of special hotel firms?
_____.

Scene 2 Check-in

Free Talk

1. Why is the registration process so important?
2. Does the Front Desk complete the duties after the guest checks in? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

I Have a Reservation with You

(F: Front desk clerk G: Guest)

F: Good morning, sir. Welcome to Palace Hotel. How may I do for you?

G: Good morning. I have a reservation with you. My secretary called and booked a room three weeks ago. The reservation should be for a single bed, smoking room.

F: What name is the reservation under?

G: It should be under William James.

F: Let me see. It seems there is no James listed for a room for tonight.

G: Here is the confirmation number. Would that help? It is 700213. I had the room booked with a MasterCard.

F: Ah, yes, here it is. You have a single room, smoking on the 6th floor. I just need to see some identification and the MasterCard you booked the room with if you don't mind.

G: Sure, here you are. Would it be possible to check out and pay the bill in the morning, too?

F: Yes. You can settle your bill in the morning, but we require a 20% deposit. I can just keep a record of your MasterCard on file.

G: I see. What time is breakfast served at?

F: There is a continental breakfast buffet from 6:30 AM to 10:00 AM. It's in the lobby. I've got you all set up if you could just sign here, and initial here.

G: OK. Is this all right?

F: Yes. Here is your keycard, sir. Anything else I can do for you?

G: Yes, could you call me a taxi, please?

F: Of course, sir.

Notes

[1] MasterCard 万事达信用卡

[2] on file 存档, 记录下来备查

[3] continental breakfast buffet 欧式自助早餐。特点是清淡, 早餐以面包和咖啡为主。

[4] call me a taxi 给我叫一辆出租车

Useful Sentences

[1] How may I do for you? 我可以帮您什么?

[2] I have a reservation with you. 我在你们这预订了一个房间。

[3] What time is breakfast served at? 早餐几点开始?

[4] Here is your keycard. 给您房卡。

Dialogue 2

Can I Get a Room in Your Hotel?

(H: Hotel receptionist G: Guest)

H: Good afternoon, ma'am. Can I help you?

G: Good afternoon. Can I get a room in your hotel, please?

H: Do you have a reservation with us, ma'am?

G: I'm afraid I haven't done any room reservation. I tried to do hotel online booking. But that hotel reservation software wasn't working then.

H: What kind of room do you want, ma'am?

G: A single room, please.

H: Would you prefer a smoking or a non-smoking room?

G: Non-smoking.

H: Just a moment, please. I have to check if there is a room available. Yes, Room 452 is vacant. Can I have the name, please?

G: Mrs. Lucy Cooper.

H: OK, Mrs. Cooper. Are you checking out tomorrow?

G: Yes, I am. What time do I have to check out by?

H: You may check out before 12:00 PM. Would you please fill out this registration form?
 G: Yes. Here you go.
 H: Thank you... Excuse me, Mrs. Cooper. You forgot to fill in your visa number.
 G: Did I? Let me see that... Oh, sorry... Here you are.
 H: Can I have your passport, please?
 G: Yes. Here it is.
 H: Would you mind leaving your passport here for an hour or so? We have to make a copy of your passport and visa for our records.
 G: Certainly not.
 H: Can I take a credit card for the deposit?
 G: Yes, sure. Can you give me a wake-up call at 6:00 AM in the morning?
 H: Certainly, Mrs. Cooper. Here is the key to Room 452. Your room is on the 4th floor and it's on the left. I'll get the porter to take your luggage up for you. Enjoy your stay, Mrs. Cooper.
 G: Thank you.

Notes

- [1] ma'am "madam" 的变体,常用于口语。佣人对女主人,店员对女性顾客,或学生对女教师等的称呼。可译为太太、小姐、女士、老师等。
- [2] that hotel reservation software wasn't working 酒店预订软件不能正常工作
- [3] Lucy Cooper 露西·库柏
- [4] visa number 签证号码
- [5] Here it is. 当你把某物递给某人时,可以说"Yes, here it is."——好的,给你。也可以说"Here you go."或者"Here you are."

Useful Sentences

- [1] Can I get a room in your hotel? 我可以入住贵酒店吗?
- [2] Do you have a reservation with us? 您在我们酒店有预订吗?
- [3] What kind of room do you want? 您想要什么类型的房间?
- [4] I have to check if there is a room available. 我查一下有没有空房。
- [5] Would you please fill out this registration form? 请您填一下这份登记表好吗?
- [6] Can I have your passport, please? 我可以看一下您的护照吗?
- [7] Can I take a credit card for the deposit? 我能用您的信用卡作划账押金吗?
- [8] Enjoy your stay. 祝您入住愉快。


Text

Guest Registration

One of the first opportunities for face-to-face contact with a hotel occurs when the guest registers. At this time, all the marketing efforts and computerized reservation systems should come together. Will the guest receive what has been advertised and promised? The front desk clerk, called hotel receptionist as well, who is well trained in the registration process must be able to portray the hotel in a positive manner. This good first impression will help ensure an enjoyable visit.

The first step in the guest registration process begins with capturing guest data such as name, address, zip code, length of stay, etc., which are needed during his or her stay and after departure. Various departments in the hotel require this information to provide service to the guest. The registration process continues with the extension of room selection, room rate application, opportunity to sell hotel services, room key assignment, and folio processing. Continually efficient performance of the registration process is essential to ensuring hospitality for all guests and profitability for the hotel.

A check-in time is the time in which guests are permitted to have access to the hotel room. The actual check-in time varies from hotel to hotel with some being as early as noon and others from 2:00 PM to 4:00 PM. Hotel check-in time indicates the time from which the hotel starts charging for the day. No one under the age of 17 will be registered as a guest unless accompanied by a custodial parent or guardian.

A receptionist is the first person that hotel guests see when they arrive to check in. Therefore, a hotel receptionist has an important job of making guests feel welcome, being efficient and dealing professionally with enquiries. In this work the tasks include welcoming guests as they arrive, allocating them a room and handing out keys to guests or porters, taking and passing on messages. A receptionist will probably also have to put together the guest's bill, take payment and help guests with any special requests. A receptionist sometimes has to order a taxi for the guest and book excursions on request, for example theatre or sightseeing trip.

A hotel receptionist needs to be warm-hearted, friendly and helpful, efficient and professional, well-organized and able to handle several tasks at once.

(378 words)

Notes

[1] guest registration 客人入住登记

[2] marketing effort 营销工作

- [3] computerized reservation system 电脑预订系统
- [4] registration process 登记程序
- [5] portray the hotel in a positive manner 以积极的态度介绍酒店的设施等情况
- [6] zip code 邮政编码,也可写作“post code”
- [7] folio processing 处理客人的书面个人资料
- [8] custodial parent or guardian 作为家长或监护人
- [9] making guests feel welcome 让客人有宾至如归的感觉
- [10] book excursions on request 为客人安排出行
- [11] well-organized 有条理的

Useful Sentences

- [1] One of the first opportunities for face-to-face contact with a hotel occurs when the guest registers. 客人面对面与酒店接触的机会之一是在他在办理入住登记手续的时候。
- [2] Various departments in the hotel require this information to provide service to the guest. 酒店各部门为客人提供服务时需要这些信息。
- [3] Hotel check-in time indicates the time from which the hotel starts charging for the day. 客人在酒店的入住时间表明该酒店从那一刻起开始收费。

Words and Expressions

1. identification	[aɪ'dentɪfɪ'keɪʃn]	n. 身份证, 确认
2. settle	['setl]	vt. 支付, 结算
3. vacant	['veɪkənt]	adj. 未被占用的, 空的
4. register	['redʒɪstə]	vt. & vi. 记录; 登记; 注册
5. computerize	[kəm'pjʊ:təraɪz]	vt. 用计算机做, 将(资料)存入计算机
6. portray	[pɔ:'treɪ]	vt. 画像; 描述; 描绘; 描画; 描写
7. positive	['pɒzɪtɪv]	adj. 积极的; 肯定的
8. enjoyable	[ɪn'dʒɔɪəbl]	adj. 愉快的, 快乐的, 令人愉快的
9. capture	['kæptʃə]	vt. 夺取, 占领, 争得, 获得
10. data	['deɪtə]	n. 资料, 材料
11. departure	[dɪ'pɑ:tʃə]	n. 离开, 离去
12. various	['veəriəs]	adj. 不同的, 各种不同的, 各种各样的
13. extension	[ɪk'stenʃn]	n. 延伸, 扩展
14. credit	['kredɪt]	n. 信任, 相信信誉, 信用
15. application	[,æplɪ'keɪʃn]	n. 申请, 请求
16. assignment	[ə'saɪnmənt]	n. 分配, 指派

17. folio	['fəʊliəʊ]	<i>n.</i> 对开的纸, (原稿的) 一页, 页码或张数 <i>adj.</i> 对折的, 对开的
18. processing	[prəʊ'sesɪŋ]	<i>n.</i> (数据) 处理, 加工, 整理, 调整
19. essential	[ɪ'senʃəl]	<i>adj.</i> 必不可少的, 绝对必要的; 非常重要的
20. profitability	[ɪ'prɒfɪtə'bɪlətɪ]	<i>n.</i> 获利(状况), 盈利(情况)
21. access	['ækses]	<i>n.</i> 入口, 入门, 入径; 通道; 使用途径; 接近(或进入, 使用)的门路(或方法)
22. custodial	[kʌs'təʊdɪəl]	<i>adj.</i> 保管的, 保管人的, 监护的
23. guardian	['gɑ:diən]	<i>n.</i> (尤指双亲已故孩子的) 监护人, 保护者, 维护者
24. enquiry	[ɪn'kwɪəri]	<i>n.</i> 询问, 打听
25. allocate	['æləkeɪt]	<i>vt.</i> 分配, 分派, 把……拨给
26. excursion	[ɪk'skɜ:ʃn]	<i>n.</i> (尤指集体) 远足, 短途旅行
27. up front	预先	
28. set up	准备; 安排	
29. check out	退房	

Exercises

I. The following is a conversation between a receptionist (R) and a guest (G). Fill in each blank with the proper form of the word given in the brackets.

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

G: Yes. I have a reservation, for three days 1 (start) today. Er... the name is Anderson.

R: Just a moment, please. Yes... here we are... Mr. Anderson, single room.

G: Yes, a single room, with bathroom.

R: OK. Now, we've put you in Room 403, which is on the 4th floor, 2 (overlook) the hotel gardens. The rate is \$ 100.

G: Well, that sounds fine.

R: Before you go up, could you please fill in the 3 (register) card, sir?

G: OK. I'll do that. By the way, I've got some heavy bags in the car. Can you get someone 4 (help) me with them?

R: Yes, of course. I'll get the porter to take them up for you. Here's your keycard, sir.

G: Thank you. Could you point me in the right 5 (direct)?

R: Certainly, sir. The elevators are left across the lobby. Second floor to twelfth are the elevators to the right.

II. The following is a list of terms related to the front desk. After reading it, you are required to find the items equivalent to (与……等同) those given in Chinese in the table below.

A—peak season	B—time lag
C—a closed circuit	D—cashier's desk
E—price list	F—luggage office
G—traveller's cheque	H—registration desk
I—identification card	J—procedure fee
K—conversion rate	L—market price
M—remote control	N—uniform
O—lobby	P—elevator
Q—Jacuzzi	

Example: (Q) 按摩浴缸

(J) 手续费

- | | |
|-----------------|------------------|
| 1. () 遥控器 | 6. () 入住登记处 |
| 2. () 时差反应 | 7. () 电梯 |
| 3. () 大堂 | 8. () 旺季 |
| 4. () 兑换处 | 9. () 旅行支票 |
| 5. () 行李房 | 10. () 身份证 |

III. Complete the dialogue.

A receptionist (R) in Beijing Hotel is helping Susan Daly (S) check in.

R: Good afternoon, madam. 1 ?

S: Yes. I'd like to check in.

R: 2 ?

S: Yes, I made a reservation by telephone. The name is Susan Daly. I made a reservation for myself and my husband.

R: Ah yes. 3 . I've got it here. Daly. A double room with ocean view. For six nights. Room 1102.

S: That's right.

R: 4 ? And I'll need your credit card.

S: All right. I'm very tired. Can I go to the room now?

R: I'm sorry, madam. 5 . I'm afraid you can't check in until 4:00 PM. It's twenty to four now. Would you mind having a rest in the lounge? We'll come and get you just as it's ready.

S: OK.

R: Thank you, Mrs. Daly.

IV. Translate in the following sentences into English.

1. 您忘了填写离店日期了。
2. 您需要叫醒服务吗?
3. 今晚有空房间吗?
4. 如果您有任何需要,请打电话给服务台。
5. 我们接受以下几种信用卡。

V. Role-play activity.

The following is a role-play activity to practice helping guests check in a hotel. Divide the class into two groups: hotel receptionists (R) and hotel guests (G). And then ask the students to work in pairs. The following is a conversation just as a sample. The students can create conversations as they like.

G: Hi. I have a reservation for tonight.

R: Welcome to Capital Hotel. May I have your name, sir?

G: It's Godina. John Godina.

R: Okay. Mr. Godina. That's a room for four, and...

G: Excuse me? You mean a room for four dollars? I didn't know the special was so good.

R: No, no. According to our records, a room for four guests was booked under your name.

G: No. No. Hold on. There must be some mistakes.

R: Okay. Let's check this again. Mr. John W. Godina for tonight...

G: Ah. There's the problem. My name is John Godina, not John W. Godina. You must have two guests under the name.

R: I'm sorry, sir. Let me check this again. Oh. Okay. Here we are. John Godina. A room for one for the 23rd...

G: Wait, wait! It was for tonight. Not tomorrow night.

R: I don't think we have any rooms for tonight. There is a conference tomorrow in the hotel. Let's see. Yeah, no rooms.

G: Ah come on! You must have something wrong.

R: Well. We do have some rooms under renovation with just a roll-a-way bed. None of the normal amenities like a TV or working shower or toilet.

G: Come on, man. There must be something else.

R: Well. Let me check my computer here. Ah!

G: What?

R: There has been a cancellation for this evening. A honeymoon suite is now available.

G: Great. I'll take it.

R: But I'll have to charge you three hundred dollars for the night.

G: Ah. Man. I should get a discount for the inconvenience.

R: Well. The best I can give you is a 15% discount plus a ticket for a free continental breakfast.

G: Hey. Isn't the breakfast free anyway?

R: Well, only on weekends.

G: I want to talk to the manager.

R: Wait, wait, Mr. Godina. I think I can give you an additional 20% discount and I'll throw you in a free room for the next time you visit us.

G: That'll be a long time.

Notes

[1] hold on 等一等,稍等片刻

[2] come on 这是一句运用十分广泛的口语,可以译为很多种意思,例如:来吧!加油吧!坚持下去!继续下去!快点!很好!振作起来!一般用于鼓励、催促、邀请加入某项活动等。

[3] renovation 整修

[4] a roll-a-way bed 带有四个滑轮的床

[5] man 用于口语时,意思是伙计

[6] cancellation 取消,撤销

[7] honeymoon suite 蜜月套房

[8] Isn't the breakfast free anyway? 早餐难道不是免费的吗?

[9] an additional 20% discount 额外再给 20% 的折扣

Case Study

Checking in for a Group

(R: Receptionist G: Guest)

R: Good morning. May I help you?

G: Yes. Our company has already made a reservation for this weekend.

R: What's its name, madam?

G: Crown Toys Corporation Ltd.

R: Let me see. (Looking at the register). Yes, your staffs of 40 people are on a tour, for September 1st and 2nd, one suite, 19 twin-bed rooms. Is that right?

G: Yes. The suite is for the head, and the twin-bed rooms for the rest of the staff.

R: Would you please put it down on the registration forms?

G: Okay. But two of our colleagues haven't turned up yet and we have no idea when they will arrive.

R: Don't worry, sir. Since yours is a guaranteed reservation, we'll block the room for 24 hours in case of no-show. But the expense is on your side.

G: No problem.

R: I see. Is your company going to cover all the expenses?

G: Yes. It will cover all the expenses with our voucher.

R: Very well. Your rooms are on the sixteenth floor. Here are the room keycards for you to assign to your members. The bell-boys will help you with your luggage.

G: Thank you.

Notes

[1] Crown Toys Corporation Ltd. 皇冠玩具有限公司

[2] be on a tour 跟团旅游

[3] Would you please put it down on the registration forms? 请您填一下入住登记表好吗?

[4] turn up 露面, 来到

[5] we'll block the room for 24 hours in case of no-show in case of no-show. 假如客人未到的话, 他们的房间我们可以保留 24 小时。

[6] The expense is on your side. 费用由你们来付。

[7] voucher 代金券, 收据, 凭证

[8] bell-boy 也称作“bell-man”, “bellhop”或“page-boy”, 意思是宾馆或俱乐部雇佣的, 通常为穿制服的年轻男侍; 迎宾员

Read the above conversation and complete the outline.

You should write your answers in no more than three words.

Checking in for a Group

Crown Toys Corporation Ltd. has already made a reservation for 1.

2 will stay in the suite.

Although a couple of persons doesn't come, the hotel will keep the room for 3.

Crown Toys Corporation Ltd. will pay for all the staff with 4.

All the rooms that Crown Toys Corporation Ltd. reserved are on the same floor, that is 5.

Home Reading

Passage 1

Hotel Check-in Procedures

At hotels, check-in is required in order to obtain a room key and provide a credit card

guarantee to cover potential costs such as room service for the duration of the stay. On the arrival of a guest the receptionist will require the guest to enter in the register. The following should be done by a professional receptionist.

Firstly, the receptionist should have a welcoming smile and greet guests within 10 seconds.

Secondly, if a guest has made a reservation in advance, the receptionist should confirm the guest's name and retrieve the reservation first, then ask the guest to fill in the registration form politely. The receptionist should address the guest by name at least twice during the check-in procedure.

When the guest has completed the form the receptionist must make sure that all the information is entered correctly and legibly. For example, the guest's full name, home address, nationality, passport number, place of issue, date of issue and visa number. The receptionist also has to make sure that all the reservation details are not changed, such as date of departure, room type, and so on. If the guest is travelling by motor vehicle, the receptionist must write down the trade name of the motor vehicle, the license number, and other identifying letters or characters appearing on the official number plate carried on it, including the name of the province, state or country in which the number plate was issued.

Thirdly, ask the guest for the identity card, confirm the guest's name again. And then ask the guest for deposit. If the guest pays in cash, the receptionist must write the deposit record and take cash as deposit. If the guest pays with a credit card, the receptionist has to write the credit card form and imprint the credit card No. on the credit card form.

Fourthly, give back the credit card and the deposit record to the guest. Show the guest the room number and room rate, and at the same time tell the guest whether the room rate includes breakfast or not. And then show the room keycard to the guest. Explain how to use the keycard for the first trip guest.

Fifthly, explain the hotel's service to the guest and inquire of the guest whether he or she requires assistance with departure arrangement, airport confirmation, hotel restaurant booking, PC introduction etc.

Finally, the receptionist should wish the guest an enjoyable stay at the hotel.

(406 words)

Notes

- [1] potential costs 可能的花费
- [2] the duration of the stay 在宾馆入住期间
- [3] enter in the register 开始办理登记手续

- [4] greet guests 问候客人
- [5] retrieve the reservation 在计算机中检索客人的预订
- [6] address the guest by name 称呼客人的名字
- [7] all the information is entered correctly and legibly 客人所填信息正确而清晰
- [8] place of issue 颁发地
- [9] motor vehicle 机动车
- [10] trade name 商标名称
- [11] license number 驾驶证号
- [12] official number plate 车牌号
- [13] other identifying letters or characters appearing on the official number plate carried on it 车牌上所出现的其他相关的字母或文字
- [14] identity card 身份证
- [15] imprint 压印
- [16] inquire of the guest whether he or she requires help with departure arrangement 询问客人是否需要帮助安排退房
- [17] airport confirmation 确认机场航班
- [18] PC introduction 询问客人是否需要电脑

Decide whether the statements are true (T) or false (F) after reading the passage above.

1. If a guest doesn't make a reservation in advance in a hotel, the hotel can't check the guest in. ()
2. The receptionist in the Front Desk will receive the guest. ()
3. It is polite to address the guest by name. ()
4. Guests will pay for the room when they check out so guests can get the keycard after they finished the registration form. ()
5. At the end of the check-in procedure, the receptionist should say, "I hope you enjoy your stay with us." ()

Passage 2

Treating Guests as Friends

Why will guests want to return to the hotel they chose first? A friendly face that actually cares for them is essential aspect of the enjoyment of their long stay.

The best time to let a guest know that they will be treated differently by the hotel that he or she stays in is by being hospitable during check-in. This is the perfect opportunity to surprise the guests and show them that all the staff in the hotel care about them. As a qualified staff, no matter what mood you are in and no matter what position you are in,

you should treat guests as friends.

When guests arrive at the hotel after a long journey, they usually feel very tired. What they need is a speedy check-in. But there are still some guests who would like to have a short rest even before check-in. So it's necessary to offer a seat to the guest who just arrives at the Front Desk. If the guest is eager to get a swift check-in, he will refuse the chair. Even though he doesn't take advantage of the offer, he will have a good impression on the hotel. In addition, if he can get a swift check-in, he will feel that the hotel cares for him sincerely. He will be happy to stay in the hotel.

Helping guests as friends is a good way to show that the hotel really appreciates their patronage. Thus, the new guests will become the regular customers.

(249 words)

Notes

- [1] essential aspect 最重要的因素
- [2] the best time 最佳时机
- [3] by being hospitable 全靠对客人殷勤地接待
- [4] care about 关心
- [5] No matter what mood you are in. 不管心情如何。
- [6] swift 迅速的
- [7] sincerely 真心实意地, 真诚地
- [8] crucial 至关重要的
- [9] appreciate their patronage 感谢他们的惠顾
- [10] regular customer 常客, 老顾客

Read Passage 2 again and give brief answers to the following 5 questions.

1. What is the most important element that the guest would like to go back to the same hotel?
_____.
2. When can the guest feel that he was warmly treated or not in the hotel?
_____.
3. Why are most guests eager to get a swift check-in?
_____.
4. What should the well-trained receptionist do when guests come?
_____.
5. How does the receptionist do to get an unhurried opportunity to explain the amenities that the hotel has to offer?
_____.

Scene 3 Concierge

Free Talk

1. Door-girls are just standing at the door to greet guests, so it's a boring job. What's your idea about it?
2. Some bell-men are eager to get tips from guests, while the others think the letter of thanks is more than any money. Which do you prefer? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

I'm Here to Meet You

Li Ming (B) works in the concierge at Golden Lake Hotel. Now he is standing at Beijing International Airport with the hotel sign in hands, waiting for the guest, Cyndi Lauper (A).

A: Excuse me. I'm Cyndi Lauper coming from the USA. I made a reservation with your hotel a week ago.

B: My name is Li Ming. I'm here to meet you.

A: Thank you.

B: Is this everything, madam?

A: Yes, but this suitcase is very heavy.

B: Don't worry. I'll take it for you. This way, please.

A: Thanks.

B: Get into the car, please. I'll leave your luggage in the trunk of the car.

(In the car.)

A: It's my first visit to Beijing. It looks beautiful. I'll do some sightseeing later. What do you suggest I should see?

B: There are many scenic spots and historical sites in Beijing. The Imperial Palace is near to our hotel and it was built in 1406. It's the residence of 24 successive emperors in the feudal society.

- A: It's really incredible. It has so long a history. It must be splendid and magnificent.
 B: Yes, it's really worth seeing.
 A: Can I go there on foot?
 B: I'm afraid you will be lost. You'd better take a bus.
 A: Which bus should I take?
 B: No. 1 bus gets there. And there is a stop on the right of the hotel. It just costs you 1 *yuan*.
 A: Thank you very much.
 B: In addition, the Great Wall, the Ming Tombs and the Summer Palace are also places of interest. Tour package is cheaper. If you like, I can help you with it.
 A: It's very nice of you to give me so much help.
 B: It's a pleasure.

Notes

- [1] hotel sign 酒店的招牌
 [2] scenic spots and historical sites 名胜古迹
 [3] The Imperial Palace 故宫, 也被称为“Forbidden City”, 紫禁城
 [4] The Ming Tombs 十三陵
 [5] tour package 全部代办旅游, 包价旅游

Useful Sentences

- [1] I'm here to meet you. 我是来接您的。
 [2] Is this everything, madam? 女士, 所有东西都在这吗?
 [3] I'll leave your luggage in the trunk of the car. 我把您的行李放到后备厢里。
 [4] It's really worth seeing. 它非常值得一看。

Dialogue 2

How Do You Like This Room?

(A: Bell-man B: Mr. White)

- A: Good afternoon, sir.
 B: Good afternoon.
 A: Very nice to see you. Let me help you with your luggage.
 B: Thanks a lot.
 A: What's your room number, please?
 B: Here is my room card. Just a moment, please. The room number is 629.

A: I see. This way, please.

B: Why don't you have the 4th floor?

A: In China, the number 4 has the same sound as the word "death" in English. People don't like this number, because it reminds them of death.

B: Oh, it's just like the number 13 in Western countries.

A: Yes. So we haven't the 13th floor, too.

B: It's very considerate of you.

A: Thank you. Here we are. How do you like this room, sir? It just faces the sea. You can watch the ebb and flow of the tide.

B: It's terrific. I like it very much.

A: Do you mind if I put your luggage by the wardrobe?

B: Certainly not. Thank you very much.

A: If you need something, just call me over the phone. Dial 9 first, and then dial 331.

B: OK. Thank you.

Notes

[1] It's very considerate of you. 你们想得真周到。

[2] the ebb and flow of the tide 潮起潮落

Useful Sentences

[1] Let me help you with your luggage. 我帮您拿行李吧。

[2] What's your room number, please? 您住几号房间?

[3] Here we are. 我们到了。

[4] How do you like this room? 您觉得这个房间怎么样?

[5] If you need something, just call me over the phone. 如果您有什么需要,就给我打电话。

Text

Hotel Concierge

Hotel concierge is one of the functions of the Front Office. Generally speaking, concierge is composed of chief concierge, bell-man that is also called bell-boy, door-man or door-girl, airport representative and driver. In hotels, a concierge helps guests with various tasks like making restaurant reservations, arranging for spa services, recommending night life hot spots, booking transportation, assisting with various travel

arrangements and tours of local attractions. In addition, a concierge also manages valet parking and guest luggage. At the same time, a concierge handles in-coming and out-going mails for guests as well. In short, a concierge is often expected to “achieve the impossible”, dealing with any request a guest may have, no matter how strange. That is the concierge who makes the impossible possible and do anything you required.

In upscale establishments, a bell-man meets the guests as they step out of the car and escort them to their lofts. He takes the baggage to the guest room. The door man or door-girl greets guests and shows them the way to the Front Desk. Private car transfer is available between the airport and the hotel. The airport representative is in charge of it.

The following are the top qualities needed for someone who wants to work in the hotel concierge. Number one is a true enjoyment of working with people. Guests may be impatient and stressed out but a concierge needs to roll with that and not let it affect how you help them. The second is great organizational skills. Multi-tasking is the name of the game. The third top quality is energy and patience. A concierge has to be dedicated because beyond the regular work hours, he or she needs spend a lot of time learning things. Hitting museums or checking out the latest restaurant or exhibit so he or she can talk to the guest about it with firsthand knowledge. This is unpaid time and possible time away from the family, but it comes with the job.

(332 words)

Notes

- [1] concierge 礼宾部,一般在比较大型或高档的酒店才会设置这个部门,为客人提供行李、委托代办等服务。我们所熟知的“金钥匙”就属于这个部门。
chief concierge 礼宾部经理
a concierge 泛指礼宾部的服务人员
- [2] bell-man 也称为“bell-boy”,原意是指在酒店门口摇铃铛、侍应客人的人,现在一般指在酒店帮助客人进出时搬运行李的行李员。
- [3] door-man 礼宾司或门童
- [4] door-girl 迎宾员
- [5] airport representative 负责到机场接送客人的主管
- [6] spa 为“salubrious par aqua”的缩写,意思为“平衡健康之水”,也称“水疗法”
- [7] night life hot spots 热闹的夜总会
- [8] attractions 游览胜地,也可写做“tourist attractions”
- [9] in upscale establishments 在高档酒店
- [10] great organizational skills 有极强的组织能力
- [11] Multi-tasking is the name of the game. 礼宾服务的特点就是工作繁杂。

- [12] hit museums 去博物馆查看情况
 [13] check out 核实
 [14] It comes with the job. 这是工作的需要。

Useful Sentences

- [1] A concierge handles in-coming and out-going mails for guests.
 礼宾部的服务人员要为客人接发各种邮件。
 [2] That's the concierge who makes the impossible possible.
 礼宾部的服务人员能使不可能的事情变为可能的事情。
 [3] He needs spend a lot of time learning things.
 他需要花费大量的时间了解各种事情。

Words and Expressions

1. suitcase	['sju:tkeɪs]	<i>n.</i> (旅行用的)手提箱;衣箱
2. trunk	[trʌŋk]	<i>n.</i> 后备厢
3. residence	['rezɪdəns]	<i>n.</i> 住处;住宅
4. successive	[sək'sesɪv]	<i>adj.</i> 连续的,相继的
5. feudal	['fju:dl]	<i>adj.</i> 封建的
6. incredible	[ɪn'kredəbl]	<i>adj.</i> 难以置信的,不可思议的
7. splendid	['splendɪd]	<i>adj.</i> 极好的,辉煌的,壮观的
8. magnificent	[məæg'nɪfɪsənt]	<i>adj.</i> 壮丽的;宏伟的
9. considerate	[kən'sɪdərɪt]	<i>adj.</i> 体贴的,体谅的,考虑周到的;为他人着想的
10. ebb	[eb]	<i>n.</i> 退潮;落潮
11. flow	[fləʊ]	<i>n.</i> 涨潮
12. tide	[taɪd]	<i>n.</i> 潮,潮汐,潮水
13. terrific	[tə'rɪfɪk]	<i>adj.</i> 极好的,非常棒的
14. wardrobe	['wɔ:drəʊb]	<i>n.</i> 衣柜,衣橱
15. function	['fʌŋkʃn]	<i>n.</i> 职能部门
<hr/>		
16. limousine	['lɪməzi:n]	<i>n.</i> 豪华轿车,大巴
17. procurement	[prə'kjʊəmənt]	<i>n.</i> 采购,购买
18. valet	['vælət]	<i>n.</i> (旅馆中或饭店中)为顾客停车的服务员
19. upscale	['ʌpskeɪl]	<i>adj.</i> 高档的
20. escort	['eskɔ:t]	<i>vt.</i> 陪同

21. loft	[lɒft]	n. 阁楼, 顶楼, 房间
22. energy	['enədʒɪ]	n. 干劲, 精力
23. dedicated	['dedɪ'keɪtɪd]	adj. 有奉献精神的
24. exhibit	['ɪg'zɪbɪt]	n. 展览品, 展览会
25. assist with		帮助, 协助
26. tour package		包价旅游
27. top qualities		优良品质
28. be stressed out		极度焦虑的, 紧张的
29. roll with		应对

Exercises

I. The following is a conversation between a bell-boy (B) and a guest (A). Fill in each blank with the proper form of the word given in the brackets.

A: Hi, I 1 (tell) to see you about going sightseeing.

B: It's my pleasure. I'm the hotel's concierge, at your service.

A: I don't travel a lot. What 2 (exact) is a concierge?

B: We help direct hotel visitors to popular places to visit, eat, and shop.

A: That's great! So tell me, where should I go first?

B: I'd suggest that you start at the Statue of Liberty.

A: You know, I've already seen the Statue of Liberty. Can you suggest another place?

B: Let me see. What do you like to do in your spare time?

A: Well, I really like 3 (run). And I like art.

B: Well, the Museum of Modern Art and Central Park 4 (make) for you! Have you gone to either one?

A: No, but I am sure I would like to.

B: Well, Central Park is fantastic for running. Then you can go to the Museum 5 (look) at the beautiful art.

A: Thank you. That's great advice.

B: Enjoy your run and your visit!

II. The following is a list of terms related to the bar. After reading it, you are required to find the items equivalent to (与……等同) those given in Chinese in the table below.

A—wardrobe

B—brochure

C—baggage elevator

D—trolley

E—storage room

F—escalator

G—international flight

H—domestic flight

I—chief concierge

J—bell-boy

K—flight number

L—international terminal

M—door-girl

N—chief driver

O—luggage office

P—luggage rack

Q—luggage label

Example: (Q) 行李标签

(J) 行李员

1. () 航班号

6. () 车队主管

2. () 衣橱, 衣柜

7. () 国际航班候机楼

3. () 小册子

8. () 自动扶梯

4. () 行李房

9. () 手推车

5. () 迎宾员

10. () 礼宾部经理

III. Complete the dialogue.

Mrs. Smith (B) has just arrived at the hotel. A bell-boy (A) is coming to help her with the luggage.

A: Good evening, madam. I'm the bell-boy. 1.

B: Thanks. Good evening.

A: So you have got altogether three pieces of luggage?

B: Yes, 2.

A: What's your room number, please? 3.

B: Here it is.

A: Your room number is 1520. After you, please.

B: Oh, can you change a fifty?

A: Yes, madam. 4?

B: Four fives, two tens, and ten ones, please.

A: Here you are, madam.

B: Thanks. By the way, I'd like to have a brochure of your hotel. 5.

A: You can get it from the Reception Desk. If you don't mind, I'll come up again and offer you one.

B: Good. That's very kind of you.

IV. Translate the following sentences into English.

- 您一共带了 5 件行李, 是不是?
- 接待处就在前面。
- 中餐厅在二楼。
- 我们酒店是一个五星级的现代花园酒店。
- 您可以把贵重物品寄存在贵重物品保险箱内。

V. Role-play activity.

The following is a role-play activity to practice the service done by a concierge. Divide the class into two groups: bell-men(B) and hotel guests(A). And then have the students work in pairs. The following is a conversation just as a sample. The students can create conversations as they like.

B: Nice to see you again, sir. How are you doing?

A: Fine, thank you. The room is very cozy. I had a good sleep last night. I'm going to see a friend today. Could you help me figure out how to get to Beijing Seismological Bureau from here?

B: Sure. First, you need to go to the Jianguomen subway station. It's not far from here.

A: Are there any buses going there?

B: You can go there on foot. It just takes you ten minutes.

A: But I'm afraid I'll be lost.

B: Don't worry about it. Just go down this street, and you will see the Jianguomen subway station on the right. You will not miss it.

A: That's great.

B: Take Subway Line 2 to Fuxingmen first. And then transfer to Line 1 to Muxidi.

A: Oh, it sounds a little complicated. I have to buy the ticket twice. How much is a ticket?

B: Two *yuan*. But you just need to buy the ticket once. And the ticket is a metro card.

A: Can you tell me how to use it?

B: Yes, sir. When you enter the station, put the metro card on the card-reading machine and take it back quickly. At the same time, rush into the door because the door will close very fast automatically. If you are in the station, you can go wherever you like. Take good care of the ticket because you have to use it when you go out of the subway station.

A: I see. Thanks a lot.

B: There is a bus stop by the subway station. You'd better take the No. 26 bus to the Beijing Seismological Bureau.

A: It's very kind of you.

Notes

[1] figure out 弄明白,搞清楚,理解

[2] Beijing Seismological Bureau 北京地震局

[3] subway station 地铁站

[4] metro card 地铁卡,一卡通

[5] card-reading machine 读卡机

[6] automatically 自动地

Case Study

Get Me Two Tickets

Mr. and Mrs. Waltz (W) are free tonight, so they intend to go to the music concert. Now Mrs. Waltz is talking with a door-man (D) about it.

W: Hello.

D: Good day, madam. How may I help you?

W: Would you be able to get me two tickets to a music concert in this area tonight?

D: I will certainly do my best. What kind of music concert would you like to attend?

W: Classical or pop.

D: All right. I can get you tickets to the symphony tonight, if you don't mind sitting on the balcony level. Unfortunately, it's a bit too late to get tickets for tonight's Jay Chou solo concert. It's completely sold out.

W: Jay Chou is in town? You're kidding. Are you sure you can't get me a pass? I'll pay extra.

D: Well, hmm. Occasionally, concert tickets are held for the hospitality industry. If you would like I can speak to my contact, and see if we can find you two held tickets, although they would be quite expensive.

W: That would be wonderful. If not, I guess I'll take the symphony balcony tickets. Would you mind finding out for me tonight's symphony program as well?

D: Certainly. I will call your room within the next hour with some answers. What is your room number?

W: I'm in 1019.

D: Thank you, madam. I do hope that we can assist you.

Notes

[1] classical or pop 古典音乐或流行音乐

[2] symphony 交响乐

[3] balcony 包厢

[4] Jay Chou 周杰伦的英文名字

[5] solo concert 个人演唱会

[6] You're kidding. 你在开玩笑吧。

[7] pass 通行证, 门票

[8] hospitality industry 酒店业

[9] contact 熟人

[10] held ticket 预留的门票

Read the above conversation and complete the outline.
You should write your answers in no more than three words.

Get Me Two Tickets

Mrs. Waltz wants to go to a concert tonight so she needs 1.

The door-man can provide two tickets to 2 if Mr. and Mrs. Waltz would like to sit on the balcony level.

Jay Chou will perform 3 tonight.

The hotel can get 4 at times, but guests must pay more money for them.

The door-man is very efficient because he can give the guest answers just in 5.

Home Reading

Passage 1

A Concierge

Concierge is a word coming from France. A concierge is an employee who lives on the premises of an apartment building or a hotel. While the phenomenon and the term are most common in France, they can be seen elsewhere, for example in the French-influenced neighborhood of Heliopolis in Cairo, Egypt. A similar position, known as the portero, exists in Spanish-speaking regions. In medieval times, the concierge was an officer of the King who was charged with executing justice, with the help of his bailiffs. The term concierge evolved from the French Comte Des Cierges, the keeper of the candles, who tended to visiting nobles in castles of the medieval era.

In the 19th century and early 20th century apartment buildings, particularly in Paris, the concierge often had a small apartment on the ground floor and was able to monitor all comings and goings. However, such settings are now extremely rare; most concierges in small or middle-sized buildings have been replaced by the part-time services of door-staff. These are less costly. Some larger apartment buildings or groups of buildings retain the use of a concierge. The concierge may, for instance, keep the mail of absented dwellers; be entrusted with the apartment keys to deal with emergencies when residents are absent, provide information to residents and guests, provide access control, enforce rules, and act as a go-between for residents and management, when management is not on-site.

(234 words)

Notes

- [1] on the premise 在屋内
- [2] Heliopolis 赫利奥波利斯, 尼罗河三角洲的古城, 在今开罗 (Cairo) 的北部, 曾是古埃及太阳神的朝圣中心
- [3] porter 守门人
- [4] medieval times 中世纪
- [5] be charged with 负……责任
- [6] executing 执行
- [7] justice 司法
- [8] bailiff 法警, 法院执行官
- [9] evolve from 由……进化, 从……发展来的
- [10] French Comte Des Cierges 法国的蜡烛伯爵
- [11] candle 蜡烛
- [12] tend to 伺候, 招待
- [13] visiting nobles 来访的贵族
- [14] era 历史时期, 时代
- [15] apartment 公寓
- [16] on the ground floor 在英国指的是一楼, 而在美国则指的是地下室
- [17] monitor 监视, 管理
- [18] setting 设置
- [19] costly 价格高的, 价值高的, 昂贵的
- [20] absented 不在场的
- [21] dweller 住客
- [22] resident 居民, 住户
- [23] access control 通路管制, 访问控制
- [24] on-site 现场的

Decide whether the statements are true (T) or false (F) after reading the passage above.

1. Concierge is a French word. ()
2. The term concierge is just used in France. ()
3. The term concierge can date back to the medieval era. ()
4. Door-staff have taken the place of concierge now. ()
5. Door-staff have to provide information to residents and guests. ()

Passage 2**A Concierge's Responsibilities**

Generally speaking, a concierge should ensure timely and seamless service when dealing with guest requests, providing proactive, knowledgeable, engaged service to all guests at the hotel. Meanwhile a concierge should report to the chief concierge in time. The following are the responsibilities a concierge should do.

A concierge should ensure a neat and tidy appearance at all times. A qualified concierge should keep all key minimum standards to the highest level. He should handle the guest requests in a timely manner and meet all the guests' needs. Advise guests of places of interest in the surrounding area and ensure the efficient and prompt handling and delivery of all messages, facsimiles, mails and parcels within the hotel, together with the page person. As a concierge, he has to be familiar with all guest services and information he may require. He has to help the guests with confirming airline tickets, making restaurant reservations, and arranging tours. If the guest has any questions about the hotel, the concierge can give him a satisfied answer by explaining the hotel policies clearly. A concierge should make sure that he is familiar with all daily events and functions within the hotel. Usually there are long-standing guests, regular guests and VIP in the hotel. The concierge should pay attention to them and offer them personal service. The team work is very important. The concierge should liaise with the head concierge, and Reception Desk to foresee future VIP arrivals and departures and advise the Front Office Management of all guest comments. In addition, the concierge should try his best to maximize the sale of the internal outlets.

(270 words)

Notes

- [1] timely and seamless service 准时且完美的服务
- [2] proactive, knowledgeable, engaged service 预先的、专业的、全面的服务
- [3] report to the chief concierge in time 及时向礼宾部经理汇报工作
- [4] minimum standards 最低标准
- [5] efficient and prompt 高效、及时的
- [6] facsimile 传真
- [7] page person 听差的人, 服务生
- [8] be familiar with 熟悉
- [9] confirm airline ticket 订购机票
- [10] long-standing guests 长住客人

[11] liaise with 联系

[12] head concierge 礼宾部主管

[13] maximize the sale of the internal outlets 尽力推销内部餐厅

Read Passage 2 again and give brief answers to the following 5 questions.

1. If the guest has a request, what should a concierge do?

_____.

2. How should a concierge be dressed?

_____.

3. What does a concierge help guests with besides parcels?

_____.

4. How many things should a concierge be familiar with?

_____.

5. If a guest needs an airport pick-up, whom does a concierge have to inform?

_____.

Scene 4 Information Service

Free Talk

1. Suppose you stay in a hotel and you will go for a job interview today. But you don't know where the company is, so you ask the staff at the Information Desk. But they also have no idea about it. What's your feeling now?
2. It's an information age now. How do you think about it? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

I Need a Ticket to Osaka

(A: Receptionist B: Guest)

A: Good morning, sir. Anything I can do for you?

B: Good morning. I need some information about touring Osaka, Japan.

A: There are three flights to Osaka weekly: Monday, Wednesday, and Friday. Which day do you prefer?

B: Which one is direct?

A: The flights on Monday and Friday are direct. When were you thinking of flying to Osaka?

B: I would prefer Friday. Will this be round trip or one way?

A: Round trip returning the following Monday. How would you like to fly? Economy? Business? Or first class?

B: First class, please. What time does the flight take off?

A: The flight departs at 11:20 AM and arrives in Osaka at 6:40 PM local time.

B: How much does one air ticket cost?

A: \$ 877.

B: Good. Could you get me two tickets?

A: Sorry, sir. Please go to the Beijing Travel Service Agency in our hotel. It's on the ground floor.

Notes

- [1] Osaka 日本大阪市
- [2] direct 直航
- [3] round trip 往返航次
- [4] economy 经济舱, 普通舱
- [5] business 公务舱
- [6] first class 头等舱
- [7] Travel Service Agency 旅行社

Useful Sentences

- [1] Anything I can do for you? 需要我帮您吗?
- [2] The flights on Monday and Friday are direct. 周一和周五的航班是直航。
- [3] What time does the flight take off? 飞机几点起飞?

Dialogue 2

How Far Is the Nearest Post Office?

(A: Receptionist B: Guest)

A: Good afternoon, madam. We have a parcel notice from the post office for you. Here it is.

B: Thanks. By the way, could you please get it for me?

A: I'm sorry, madam. This service is not available in our hotel. So you have to do it by yourself.

B: That's OK. Do you know how many days the post office can keep it?

A: Just three days. If you can't pick it up on time, maybe you have to pay a small fine. There is a post office in the basement. You can have a clerk get the package for you. But you have to pay fifteen *yuan* for it.

B: Thanks for the information. I think I'll do it by myself. How far is the nearest post office?

A: Just ten minutes by bike.

B: Could you tell me how to get there?

A: Sure. First, cross the road. And then go down the street, through one supermarket and a big hotel until you see the traffic lights. The post office is on the left.

B: OK. I think I can get it.

A: Take your passport and this notice with you when you go there because you'll need to show them when you get the package.

B: Oh, I see. Thanks a lot.

A: It's my pleasure.

Notes

- [1] parcel notice 包裹通知单
- [2] cross the road 穿过马路
- [3] traffic lights 交通灯

Useful Sentences

- [1] How far is the nearest post office? 最近的邮局离这有多远?
- [2] Could you tell me how to get there? 你能告诉我怎么去吗?
- [3] It's my pleasure. 不客气。

Text**Information Desk**

The Information Desk is one part of the Front Office. The general responsibility is to offer information, direction and suggestion to customers quickly and considerately.

Staff working in this branch should be able to work independently and respond to the customers' inquiries as accurately as possible. At the same time, they should learn and master the knowledge of questions regarding ordinances, regulations, policies as related to the hotel so that they can give responses to the customers' questions immediately.

Staff at the Information Desk are also called receptionists. They should be able to provide all the information on their hometown for the guests such as the information on the airport, the station, the cinema, tourism and so on.

Guests may be stressed by the frustrations of unfamiliar surroundings, unclear directions or unfamiliar public transportation. The receptionist at the Information Desk should be considerate of the traveler under these circumstances and can recognize anxiety, restlessness, and hostility and respond to them in a positive, understanding manner.

Each customer has special need, so it is extremely important to offer different information that can help each person to make their stay happy and their outgoing convenient. This is a fantastic aid for all the customers.

In one word, what's primarily needed as a receptionist at the Information Desk is good at handling information and good at dealing with people. If the requests and questions are beyond your knowledge, you can never say no to the guest. You should contact the related department or company positively and then give the guest a satisfactory answer.

(260 words)

Notes

- [1] Information Desk 问询处
 [2] information service 问询服务
 [3] help the guests out 帮助客人摆脱困境

Useful Sentences

- [1] They should be able to provide all the information on their hometown for the guests.
 他们应该能够为客人提供有关他们家乡的一切信息。
- [2] Guests may be stressed by the frustrations of unfamiliar surroundings.
 陌生的环境会让客人产生挫折感,从而使他们感到紧张。
- [3] Each customer has special need.
 每一位客人都有其特殊需求。
- [4] If the requests and questions are beyond your knowledge, you can never say no to the guest.
 如果客人对你提出的要求和问题超出你的知识范围,你绝不能拒绝回答。

Words and Expressions

1. depart	[dɪ'pɑ:t]	vi. 离开, 出发
2. fine	[faɪn]	n. 罚金
3. basement	['beɪsmənt]	n. 地下室, 地下层
4. fantastic	[fæn'tæstɪk]	adj. 极大的, 很大的
5. independently	[,ɪndɪ'pendəntli]	adv. 独立地, 自立地
6. respond	[rɪ'spɒnd]	vt. & vi. 回答, 回应, 作出反应
7. inquiry	[ɪn'kwɪrɪ]	n. 询问, 查询
8. accurately	['ækjʊrɪtli]	adv. 正确无误地, 准确地, 精确地
9. regarding	[rɪ'gɑ:dɪŋ]	prep. 关于
10. ordinance	['ɔ:dɪnəns]	n. 条例
11. regulation	[,regjʊ'leɪʃn]	n. 规章制度
12. stress	[stres]	vt. 强调, 给……加压力, 使紧张
13. frustration	[frʌ'streɪʃn]	n. 挫折, 沮丧, 令人懊丧(或懊恼、沮丧)的事物
14. unfamiliar	[,ʌnfə'mɪljə]	adj. 不熟悉的, 不常见的, 陌生的
15. surroundings	[sə'raʊndɪŋz]	n. 环境, 周围的事物

16. circumstance	['sɜ:kəmstəns]	n. 环境, 条件, 情况, 境遇
17. anxiety	[æn'zaɪətɪ]	n. 焦虑, 担心, 不安, 渴望, 热望
18. restlessness	['restlɪsnɪs]	n. 坐立不安, 烦乱不安, 无休止

19. hostility [hɒ'stɪlətɪ] *n.* 敌意, 敌视, 敌对状态
 20. local time 当地时间
 21. in one word 总而言之

Exercises

I. The following is a conversation between a receptionist (R) and a guest (G). Fill in each blank with the proper form of the word given in the brackets.

R: Good afternoon! This is the Information Desk. May I help you?

G: I tried 1 (contact) Mr. Peter in Room 829, but nobody answered.

R: Hold on, please. I'm afraid he is not in. Would you like to leave a message?

G: Yes. Tell him to call me back as soon as possible because I have a matter of great 2 (urgent) for him.

R: Sure, madam. May I know who 3 (call), please?

G: Nancy Brown.

R: Yes, Mrs. Brown. May I have your phone number, please?

G: It's 619-226-6123.

R: 619-226-6123. Is there anything else?

G: No, that's it.

R: I'll repeat your message. The message is for Mr. Peter in Room 829 from Nancy Brown.

Please call her back at 619-226-6123 when he 4 (arrive) at the hotel. Is that correct?

G: That's right. Thank you.

R: My pleasure. My name is Liu Yan. Please don't hesitate to contact me if you have any further 5 (enquire).

II. The following is a list of terms related to the Information Desk. After reading it, you are required to find the items equivalent to those given in Chinese in the table below.

A—Information Desk

B—Duty Manager

C—ticketing center

D—high-class restaurant

E—barber shop

F—video games

G—newspaper stand

H—recreation centre

I—hotel directory

J—classical music

K—dining room

L—sightseeing

M—foreign currency

N—long-distance call

O—one way ticket

P—second-class ticket

Q—subway station

Example: (Q) 地铁站 (J) 古典音乐

- | | |
|---------------|---------------|
| 1. () 问询处 | 6. () 大堂值班经理 |
| 2. () 订票服务中心 | 7. () 宾馆指南 |
| 3. () 二等座 | 8. () 理发室 |
| 4. () 外币 | 9. () 娱乐中心 |
| 5. () 观光 | 10. () 报刊柜台 |

III. Complete the dialogue.

A guest (B) comes to the hotel. A receptionist at the Information Desk (A) is greeting her.

A: Good evening. What can I do for you, madam?

B: Good evening. 1, Miss Della. Is she in your hotel?

A: 2?

B: This afternoon.

A: Just a moment, please. I'll see if she is registered.

B: Thank you.

A: Miss Della? There are a lot of Dellas here today.

B: Della Kemp from New York.

A: Oh, yes, 3, Della Kemp. She is in Room 301. Please wait a moment; let me phone her. Miss Della says she's waiting for you in her room.

B: Thank you. 4?

A: OK. This way, please. Here it is.

B: Thank you.

R: 5.

IV. Translate the following sentences into English.

1. 附近有超市吗?
2. 你有免费的城市地图吗?
3. 你能推荐一个好一点的中餐馆吗?
4. 酒店提供现场订票服务吗? (on-site)
5. 每天早晨有两趟火车去北京。

V. Role-play activity.

The following is a role-play activity to practice providing the information on the hotel for the guest. Divide the class into two groups: hotel receptionists(A) and guests(B). And then have the students work in pairs. The following is a conversation just as a sample. The students can create conversations as they like.

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

B: Good afternoon. May I have a brochure of your hotel?

A: Of course, sir. Here you are.

B: Thanks. My friends will come on business next week from France. So I want to know

something about your hotel service. What star is your hotel?

A: It's a five-star hotel. The fully equipped business center covers everything from translation to fax. And the elegant design and warm service make guests feel at home.

B: What kinds of rooms do you have?

A: There are 500 international-standard rooms. For example double room, mini suite, deluxe suite and presidential suite.

B: How about other services?

A: Our hotel has both business and recreation facilities such as restaurants, meeting rooms of different sizes, famous brand chain stores and fitness center. So it's the best choice for business or recreation.

B: That sounds great. What is the rate for the double room?

A: 600 *yuan* per night. We provide high quality lodging facilities with competitive prices.

B: Thanks a lot. I'll book a room for my friends in your hotel now.

Notes

[1] brochure 小册子, (某地、某旅馆等的)情况介绍手册

[2] on business 出差

[3] fully equipped business center 设备齐全的商务中心

[4] fax 传真

[5] mini suite 小型套房

[6] fitness center 健身中心

[7] competitive price 具有竞争力的价格

Case Study

Where Is the Restaurant?

A guest (A) is hungry now. He is looking for the restaurant. The receptionist (B) at the Information Desk is helping him now.

A: Excuse me, where is the restaurant?

B: We have a Chinese restaurant and a western-style restaurant. Which one do you prefer, sir?

A: I'd like to try some Chinese food today. I have heard there are eight cuisines in China. Is that right?

B: Yes, sir. China covers a large territory and has fifty-six nationalities, hence a variety of Chinese food with different but fantastic and mouthwatering flavor.

A: Oh, it's wonderful. Could you introduce some of them to me?

B: Of course, sir. Sichuan cuisine is one of the most famous Chinese cuisines in the world.

Most Chinese people like it very much.

A: What's the characteristic of it?

B: It's characterized by the spicy and pungent flavor. And it emphasizes on the use of chili.

A: I think it's too hot.

B: You're right, sir. But it's very tasty. What do you usually like to eat?

A: I like seafood.

B: Jiangsu cuisine will be your favorite, sir. It chooses aquatics as the main ingredients.

And the flavor is light, fresh, sweet and with delicate elegance.

A: It seems to be very delicious. I want to try it now.

B: You're lucky, sir. We have a distinguished cook who is good at Jiangsu cuisine.

A: Is the Chinese restaurant open now?

B: Yes, it's on the second floor.

Notes

[1] eight cuisines 八大菜系

[2] fifty-six nationalities 56 个民族

[3] hence 因此, 所以

[4] mouthwatering 令人垂涎的

[5] spicy and pungent 香辣的

[6] aquatic 水产品

[7] main ingredient 主要原料

[8] light, fresh, sweet and with delicate elegance 淡, 鲜, 甜, 雅

[9] distinguished 著名的

Read the above conversation and complete the outline.

You should write your answers in no more than three words.

Where Is the Restaurant?

The guest will have dinner in 1 today.

Since China's local dishes have their own typical characteristics, generally, Chinese food can be roughly divided into 2.

The major feature of Sichuan cuisine is 3.

Shellfish are the 4 Jiangsu cuisine.

If you go to 5, you will see the Chinese restaurant.



Home Reading

Passage 1

Hotel Information Service

Summer Palace Hotel is a spacious resort hotel located on the banks of the Yangtze River. The hotel offers a complimentary shuttle service connecting to the city's entertainment and major shopping areas in twenty minutes. There are 600 luxuriously appointed guest rooms and suites that command panoramic river views. All the rooms are complemented by excellent facilities. The range of cuisine includes Chinese at the Empire and French at the Deer Harbour, which are offered at the riverside. For your reservation at Summer Palace Hotel, please select the dates of your stay and complete our secure online booking form.

The following is the information of our hotel. There are non-smoking rooms and smoking rooms in our hotel. Daily newspaper is sent to every room without any charge. There are different facilities that are available in each room: bathtub, air condition, desk, hair dryer, ironing board, television and mini bar. Each guest can get complimentary bottled water every day. You can enjoy separate shower and tub in the room. Wireless Internet access and Internet access are offered in our hotel. If you are a mouse potato, you can surf the Internet freely.

The recreational activities listed below are available at the resort: massage, fitness facilities, sauna, tennis courts and pool outdoor.

Summer Palace Hotel is the best choice for your holidays. It beckons to you. Come, please!

(231 words)

Notes

- [1] Summer Palace Hotel 夏宫酒店
- [2] the Yangtze River 长江
- [3] panoramic 全景的
- [4] Chinese at the Empire 帝国饭店的中餐
- [5] French at the Deer Harbour 鹿港饭店的法餐
- [6] mouse potato 电脑迷
- [7] It beckons to you. 它在向你招手。

Decide whether the statements are true (T) or false (F) after reading the passage above.

1. Summer Palace Hotel is by the Yangtze River. ()

2. It is very far from Summer Palace Hotel to the shopping mall. ()
3. There are sixty hundred kinds of rooms for you to choose. ()
4. If you are a smoker, you can't get a room in this hotel. ()
5. You can search anything that you need on the Internet in this hotel. ()

Passage 2

La Fontana Hotel

This beautiful three-star hotel convinces guests by its excellent location in the midst of the commercial district of Guayaquil near the shopping mall and the waterfront promenade Malecon Simón Bolívar. The owners are an Ecuadorian-Israeli couple who personally see that the guest feels like at home in La Fontana.

All the 20 tastefully furnished rooms have their individual design and offer the complete comfort of a beautiful city hotel. The suites additionally provide small romantic balconies from which the visitors can enjoy a marvelous view over the busy life of the lively harbor city.

A small modern spa centre is directly connected to the hotel and provides relaxation and delicious food made of products from the Dead Sea. The hotel's restaurant serves its guests national and international delicacies and a small bar offers delightful refreshment by mixing exotic cocktails.

During the whole year, La Fontana Hotel designs for its guests special offers, for example combined travel packets including flights, special dinners or sightseeing city tours.

La Fontana is the ideal place for your well being!

(175 words)

Notes

- [1] convince 使相信; 使明白, 使确信, 使信服, 说服, 劝说(某人做某事)
- [2] commercial district 商业区
- [3] Guayaquil 瓜亚基尔(厄瓜多尔的第一大城市)
- [4] shopping mall 购物中心
- [5] waterfront promenade 滨水区的散步场所
- [6] Malecon Simón Bolívar 滨海大道西蒙·玻利瓦尔公园
- [7] Ecuadorian-Israeli couple 夫妇分别是厄瓜多尔人和以色列人
- [8] tastefully 雅致地, 有品位地
- [9] delicacy 精美的食物
- [10] refreshment 恢复, 精神爽快, 提神之物

refreshments 点心,茶点

[11] exotic 外来的,异国的,奇异的

[12] combined travel packets 综合旅游套餐

[13] well being 康乐,安宁,健康,幸福

Read Passage 2 again and give brief answers to the following 5 questions.

1. Where is La Fontana Hotel located?

_____.

2. What nationality are the owners of this hotel?

_____.

3. How many rooms are there in this hotel?

_____.

4. What's Guayaquil like?

_____.

5. What kind of food can the guests enjoy in the restaurant of the hotel?

_____.

Scene 5 Handle Complaints

Free Talk

1. What is the best way to handle a guest's complaint?
2. What will you do if a guest makes a complaint about the cockroaches in his room? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

There Is Nothing on My TV Screen

(A: Receptionist B: Guest)

A: Good afternoon. May I help you?

B: Yes, there is nothing on my TV screen after I turn it on.

A: I'm sorry about that. What's your room number, please?

B: 369. By the way, there is something wrong with the telephone. I can't make a call.

A: Can you hear the beep sound when you pick up the telephone?

B: Yes, I can. But when I dial the number, it doesn't work.

A: Madam, you need to dial nine first to get an outside line. If you want to make a room to room call, you have to dial eight first.

B: No wonder I haven't been able to make a call. And one more thing, I was badly bitten by mosquitoes last night.

A: I'm very sorry to hear that, madam. Why didn't you use the electric mosquito repellent heater?

B: It's just what I want to ask you. You mean I have to buy it by myself.

A: Sorry, I didn't mean that, madam. It should be available in each room.

B: I didn't see it when I checked into my room yesterday.

A: I'll send one electric mosquito repellent heater to you at once. And I really apologize for it, madam.

B: That's OK. Can I get another pair of disposable slippers as well?

A: Yes, madam. And I'll send a maintenance technician to check your TV right now. If

you have any other problems, don't hesitate to let me know. I'm always at your service, madam.

Notes

- [1] beep 嘟嘟声
- [2] outside line 外线
- [3] make a room to room call 打客房内线电话
- [4] No wonder I haven't been able to make a call. 难怪我怎么也打不出去。
- [5] electric mosquito repellent heater 电蚊香器
- [6] disposable slippers 一次性拖鞋

Useful Sentences

- [1] There is something wrong with the telephone. 这个电话有毛病了。
- [2] You need to dial nine first to get an outside line. 要拨打外线,首先需要拨9。
- [3] I really apologize for it. 我真的对此感到很抱歉。
- [4] I'll send one electric mosquito repellent heater to you at once. 我马上派人给您送一个电蚊香。
- [5] I'm always at your service. 我时刻都会为您服务。

Dialogue 2

Chivas Regal Isn't in the Mini-bar

(A: Receptionist B: Guest)

B: When I first arrived, I was assured that a bottle of Chivas Regal would always be in the mini-bar. Well, I'm here now and the bottle isn't. What kind of hotel are you running here anyway!

A: I sincerely apologize for the oversight, sir. We have been exceedingly busy today because of the convention. I'll have a complimentary bottle delivered immediately. Please accept it with our compliments.

B: Well, I should hope it would be complimentary. I ran out of toilet paper. Is it possible to get more?

A: Of course, sir. I'll send more up immediately. Is there anything else you require?

B: Now that you mention it, could you also bring up a six-pack of Heineken? My friends will come later.

A: Yes, sir. I'll notify room service and have them send some to your room.

B: That would be great. The light is too dim in this room. Can you get me a brighter one?

A: Certainly, sir. I'll send it right away.

B: Thank you.

A: You're welcome. That's the least we should do for you.

Notes

[1] mini-bar 迷你酒吧

[2] run 管理, 经营

[3] a six-pack 半打装, 即六罐一个包装

[4] Heineken 喜力啤酒, 荷兰啤酒制造商, 世界第四大啤酒公司

Useful Sentences

[1] I sincerely apologize for the oversight. 我为工作的失职深感抱歉。

[2] I'll send more up immediately. 我立即派人给您送去。

[3] Is there anything else you require? 您还需要别的东西吗?

[4] That's the least we should do for you. 这是我们应该为您做的最起码的事。

Text

How to Handle Complaints

There will be inevitable times when a guest has a problem about something and will complain about it. Sometimes these complaints will be justified, such as being brought the wrong order in a restaurant or not getting the kind of room that was booked or being over charged for a service. Sometimes the complaints will be unreasonable, such as a guest demanding an upgraded room at no extra cost or becoming angry about a short delay. Whether the complaint is justifiable or not, it must be handled with dispatch and professionalism.

For hotels customers are the asset and hence the complaints received from the customers should be attended immediately without any delay. This would enhance the hotel's credibility. The kinds of complaints that hotel employees are likely to encounter are as varied as the guests themselves. No matter what complaints are and how guests behave the hotel staff can never ignore the complaints. When guests come with some complaints with regard to the service, they take this as a big issue, even if it's small from the hotel's point of view. Therefore, those complaints must not be taken lightly and must

be given higher importance so that the customer feels he or she has been given all those importance that he is expecting.

Don't try to cover up your mistakes even when you have an advantage to do so. Accept the mistakes and correct as soon as possible and this will help you to keep good customer relations. Customer relationship is the heart of a business. As we offer services to guests we should not forget that we are bound to fault and that makes it necessary for us to accept the faults. Customers are always right because you have to be there for them.

In addition, don't contradict the complaint on the face of it. Customer satisfaction is the first thing in the hospitality industry. Customers don't need much more than the quality service in time. If you try your best to satisfy the customers, they will be willing to come back again and you can get more business from the same customers.

All in all, hotel staff should have a good attitude about complaints. Listen carefully to the problem. Apologize for the problem. It doesn't matter that you are correct or wrong. Take immediate action to resolve the problem, and finally observe the guest's satisfaction level. This is the professional way of handling complaints. If a hotel looks at each complaint as learning experience, proper documents will be maintained.

(412 words)

Notes

- [1] These complaints will be justified. 这些投诉是有正当理由的。
- [2] an upgraded room 高档次的房间
- [3] It must be handled with dispatch and professionalism. 必须迅捷、专业地处理这个问题。
- [4] Customer relationship is the heart of a business. 与客人关系的好坏是做生意成功与否的关键所在。
- [5] hospitality industry 饭店业, 酒店业
- [6] quality service 优质服务
- [7] observe the guest's satisfaction level 观察客人的满意度

Useful Sentences

- [1] The complaints received from the customers should be attended immediately without any delay. 接到客人的投诉后应立即处理, 不得延误。
- [2] This would enhance the hotel's creditability. 这样将会提高酒店的信誉度。
- [3] Don't try to cover up your mistakes even when you have an advantage to do so. 千万不要掩饰错误, 即便当你有充足的理由可以这么做时。
- [4] Customers are always right because you have to be there for them. 客人总是对的, 因为你必须为他们服务。

[5] Don't contradict the complaint on the face of it. 面对投诉千万不要反驳。

[6] If a hotel looks at each complaint as learning experience, proper documents will be maintained. 如果酒店想把每一个投诉作为经验来交流, 就应把适当的投诉存档保存。

Words and Expressions

1. badly	['bædlɪ]	adv. 严重地
2. mosquito	[mɒs'ki:təʊ]	n. 蚊子
3. electric	[ɪ'lektrɪk]	adj. 电的, 用电的
4. repellent	[rɪ'pelənt]	n. 驱虫剂
5. heater	['hi:tə]	n. 加热器
6. disposable	[dɪ'spəʊzəbəl]	adj. 一次性的
7. maintenance	['meɪntənəns]	n. 维修部
8. technician	[tek'nɪʃn]	n. 技术员
9. assure	[ə'ʃʊə]	vt. 使相信, 使确信, 向……保证
10. oversight	['əʊvəsait]	n. 疏忽, 忽略, 失察
11. exceedingly	[ɪk'si:dɪŋli]	adv. 非常, 极其, 过分地, 极为
12. convention	[kən'venʃn]	n. 大会, 集会
13. complimentary	[,kɒmplə'mentəri]	adj. 表示敬意的, 赞美的, 赠送的
14. compliment	['kɒmplɪmənt]	n. 问候, 致意
15. notify	['nəʊtɪfaɪ]	vt. 通知, 告知, 报告

16. inevitable	[ɪn'evɪtəbl]	adj. 不可避免的, 必然发生的
17. dispatch	[dɪs'pætʃ]	n. (办事)效率高, (办事)迅速, 快速处理
18. professionalism	[prə'feʃənəlɪzəm]	n. 职业特征, 专业技巧, 专业人员的特质
19. asset	['æset]	n. 财富
20. enhance	[ɪn'hɑ:ns]	vt. 提高, 增加, 加强, 增大, 扩大, 改善
21. credibility	[kredɪ'bɪlɪtɪ]	n. 可信性, 信誉, 诚信
22. lightly	['laɪtlɪ]	adv. 轻轻地, 轻巧地, 轻率地
23. fault	[fɔ:lt]	vi. 出差错, 犯错误 n. 缺点, 缺陷, 故障, 过失, 过错
24. contradict	[,kɒntrə'dɪkt]	vt. & vi. 反驳, 否认……的真实性
25. professional	[prə'feʃnl]	adj. 职业的, 专业的
26. document	['dɒkjʊmənt]	n. 文档, 公文, 文件
27. run out of	用完, 完成, 被用完	
28. toilet paper	卫生纸, 手纸	
29. room service	客房送餐服务, 送餐服务中心	
30. stick to	遵循, 遵守, 附着于, 坚持	
31. all in all	总而言之, 总的说来	

Exercises

I. The following is a conversation between a receptionist (R) and a guest (G). Fill in each blank with the proper form of the word given in the brackets.

R: Good evening, sir. What can I do for you?

G: I'm in Room 712. The shower head 1 (fall) off the wall just now.

R: I'm 2 (awful) sorry, sir. Did it hurt you?

G: No. I'm so lucky. No sooner had I finished the shower than it happened.

R: I'll call the Maintenance Department 3 (fix) it immediately.

G: You can do it tomorrow. I'm sleepy now. But the sound from the television in the next room is too loud. I can't go to sleep. It's already 11 PM and I have an 4 (importance) meeting tomorrow morning.

R: Do you get the room number of your neighbor, sir?

G: No. But it's on the left of my room.

R: I see. I'll send a security 5 (office) up straight away. Is there anything else I can do for you, sir?

G: Nothing else. Thank you very much.

II. The following is a list of terms related to the complaints. After reading it, you are required to find the items equivalent to those given in Chinese in the table below.

A—Security Department	B—mini-bar
C—Guest Relation Officer	D—Floor Supervisor
E—floor captain	F—Personnel Department
G—Public Relation Department	H—shower
I—telephone operator	J—regulation
K—in-house phone	L—collect call
M—person to person call	N—water closet
O—international direct dialing	P—blanket
Q—air-conditioner	

Example: (Q) 空调 (J) 规章

- | | |
|---------------|-------------|
| 1. () 地毯 | 6. () 抽水马桶 |
| 2. () 国际直拨电话 | 7. () 定人呼叫 |
| 3. () 对方付费电话 | 8. () 内部电话 |
| 4. () 保安部 | 9. () 楼层主管 |
| 5. () 人事部 | 10. () 淋浴 |

III. Complete the dialogue.

A guest (B) comes to the Front Desk. A receptionist (A) is greeting him.

A: Hello, sir. May I help you?

B: Yes, I have called the Front Desk twice, but ____ 1 _____. I have to come down in person.

A: I'm very sorry about it, sir. Just now my colleague went to the rest room. Suddenly one guest fell down with the heart attack. I ran to help her. So ____ 2 _____. What can I do for you, sir?

B: ____ 3 _____. The wind isn't cold. It's just a little cool. You know it's the hottest season now. How can I stand it?

A: ____ 4 _____, sir. I'll call the Maintenance Department to check it at once. What is your room number?

B: 1228.

A: Mr. Smith.

B: That's right.

A: If you like, ____ 5 _____, sir.

B: Oh, I really don't want to move right now if the air-conditioner will be OK. I'll change my mind in case it still doesn't work later. Thank you very much anyway.

A: You are welcome.

IV. Translate the following sentences into English.

1. 我房间的毛巾不够用。
2. 我马上处理此事。
3. 浴室的洗脸池漏水。(sink)
4. 我要的是海景房间,但给我的房间外面却是池塘。
5. 我的行李还没有送到我的房间来。

V. Role-play activity.

The following is a role-play activity to practice dealing with the guest's complaints. Divide the class into two groups: hotel receptionists (R) and hotel guests (G). And then have the students work in pairs. The following is a conversation just as a sample. The students can create conversations as they like.

R: Good morning, ma'am. Can I help you?

G: Yes. I think there's a mistake on my phone bill.

R: Could you show me, please?

G: Here it is.

R: What's the problem, ma'am?

G: I was overcharged for a call to France. I talked for only twenty minutes. But I was charged for an hour.

R: I'll get the meter reading from the operator and we can check it together this afternoon.

G: I'd really like to settle it now because I have an important appointment this afternoon.

R: All right. Can you wait for me in your room? I'll call you as soon as I get the records.

G: How long will it take?

R: I'm not sure. It depends.

G: I have to go to a supermarket to buy a shoe polish later.

R: Don't worry, ma'am. I'll try my best to get it as soon as possible.

G: Thanks a lot.

Notes

- [1] phone bill 电话收费单
- [2] overcharge 多收(某人的)钱
- [3] meter reading 长途电话流水表
- [4] settle 处理
- [5] it depends 视情况而定,看情况
- [6] shoe polish 鞋油

Case Study

Handling an Angry Guest

Mrs. Taylor (T) comes to the Front Desk of the hotel requesting for staying more but not willing to pay. The receptionist (R) is receiving her.

R: Good morning, madam. May I help you?

T: I just got the news that my flight will take off at 4:25 PM but it is supposed to leave at 11:45 AM. I'm 65 years old as you see, so it'll be so difficult for me to wait at the airport for such a long time. I want to stay in the room until this afternoon.

R: You are lucky as we don't have any booking of that room till afternoon. But as you know, madam, 12:00 PM is our last check-out time and if you like to stay more then you have to pay for that.

T: What? What the hell are you talking? Why do I have to pay?

R: It is the rule, madam. You will be happy to hear that you won't have to pay full day room rent. If you stay till afternoon then you will be charged only 50% of the room rent.

T: Don't you know I have settled my account already?

R: Yes, madam. But...

T: What but? Listen... hey, listen to me. I won't pay a single cent for 3 hours. Are you deaf? I won't pay anymore. Is it clear to you?

R: Madam, I really understand your problem. But I'm afraid I have nothing to do. 12:00 PM is our last check-out time and if you want to stay more, you have to pay. That is the rule we have for all our guests.

T: I have been staying in your hotel for one week. Your service is so poor. I'll complain against you.

R: I'm very sorry, madam. OK...I can do one favor for you.

T: What?

R: After 12:00 PM you can leave your luggage to us and enjoy in our lobby. And you will not be charged anymore.

T: You people are really mad. Listen to me clearly. I know how hard to earn money. I won't pay anymore for 3 hours.

R: You can really enjoy in our lobby for the rest of the time, madam.

T: No...never. I'd like to sleep in my room until 3:00 PM and I will never pay anymore.

R: Then be seated in the lobby please, madam. I'm calling the manager. He is the right person to solve your problem. Please have a seat there. Our manager will come in 5 minutes.

T: OK. I'm waiting. Let him come and talk to me.

R: Thank you for your patience, madam!

Notes

[1] My flight is supposed to leave at 11:45 AM. 飞机应该在上午 11:45 起飞。

[2] the hell 表示愤怒或惊讶,用以加强语气,用法与“on earth”相似,可翻译成“到底,究竟”等

[3] I have settled my account. 我已经结完账了。

[4] check out 结账离店

[5] Your service is so poor. 你们的服务太差。

Read the above conversation and complete the outline.

You should write your answers in no more than three words.

Handling an Angry Guest

Mrs. Tailor intends to stay in the hotel room until 1 this afternoon.

But the receptionist says if she wants to stay more she has to 2.

Mrs. Tailor is so angry that she refuses to 3 for three hours.

The receptionist advises Mrs. Tailor to stay 4 if she doesn't want to pay the room rent.

The receptionist can do nothing but 5 at last.


Home Reading
Passage 1**Tips on How to Handle Complaints**

Misunderstandings and mistakes happen in every hotel. However, how to deal with the guest complaints is very important. It needs some prior experience and knowledge to handle difficult guests in different situations. Even in some cases a guest becomes frightening for other guests. If staff can't handle them tactfully then there may be a loss of property. Here are some tips on how to handle guest complaints in the hotel.

Listen to guest's complaint carefully and express your enthusiasm to help. When in person, demonstrate your attentiveness by maintaining eye contact. Over the phone, be sure to add some "verbal nods" such as "I see", "okay" and "alright". Never argue or interrupt when the guest is still explaining. Wait until he or she has finished.

Handle the request in priority, even if the complaint is not concerning your section. Take action until the matter is completed. Pass over the information to the Executive Floor Manager immediately, if it's out of your capabilities. Try to make the guest feel very comfortable while waiting and allow time for the guest to cool down.

Ensure that the guest already gets assistance or someone is handling his or her request before you leave the guest. When you see the guest at a later time, greet him or her and ask if everything is fine. Log in the follow-up book for your colleagues to be aware of the situation.

(234 words)

Notes

- [1] prior experience 先前的经验
- [2] tactfully 机智地, 巧妙地, 老练地
- [3] attentiveness 注意, 关心, 关注, 注意力
- [4] verbal nods 言语上要表示认可
- [5] in priority 优先
- [6] log in 登录, 注册, 进入(计算机系统)
- [7] follow-up book 跟进书, 即酒店员工记事交流本

Decide whether the statements are true (T) or false (F) after reading the passage above.

1. A complaint will never happen in a five-star hotel. ()
2. If you want to handle complaints tactfully, you have to learn some prior experience and knowledge. ()

3. Don't interrupt the guest when he is complaining. ()
4. If the complaint is not concerning your section, you can ignore it. ()
5. You can't leave the guest until the matter is completed. ()

Passage 2

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 customers to comment online. If you have unhappy customers, cater to their needs until they are happy, that's customer satisfaction 100.

(262 words)

Notes

- [1] On websites travelers generate their own contents and post their comments. 旅游者可以在网上发帖,发表自己的评语。
- [2] review 评论
- [3] plummet 垂直落下,骤然跌落,速降

- [4] by building up occupancy 通过增加入住率
- [5] as a result 因此
- [6] Every hotel should consider putting in place an on-going system with an individual from the hotel responsible for monitoring consumer websites. 每一家酒店都应考虑建立一个永久性的制度,派专人负责监看消费者网站。
- [7] address 设法解决,处理
- [8] internally 内部地,在内部
- [9] valid 有根据的,正当的
- [10] note 观察
- [11] garner more positive comments 得到更多好的评论
- [12] online 在线
- [13] cater 满足需要
- [14] That's customer satisfaction 100. 也就是让客人百分之百地满意。

Read Passage 2 again and give brief answers to the following 5 questions.

1. Why is a traveler's experience regarded as more powerful than an advertisement?
_____.
2. Where can travelers post their comments?
_____.
3. What will happen to the hotel with a bad review?
_____.
4. Why does a hotel need to take measures to deal with guests' complaints internally?
_____.
5. What's the best way for a hotel to get more positive comments?
_____.

Scene 6 Check-out

Free Talk

1. When you can't satisfy a guest's request, what should you do?
2. What should the receptionist be like when dealing with the check-out? Give good reasons to support your opinion, please.

Hotel Practical English

Dialogue 1

I'd Like to Check Out Now

(A: Receptionist B: Guest)

A: Good morning, madam. May I help you?

B: Yes, I'd like to check out now. My name is Ford Amy. I'm in Room 835. Here is the key card.

A: One moment, please, madam. Here is your bill. Would you like to check and see if the amount is correct?

B: Oh, yes. The figure looks a little big. What's the 120 *yuan* for?

A: That's for the red wine you took from the mini-bar in your room.

B: And what's this figure for?

A: It's for the room service.

B: Oh, I see. Can I pay with MasterCard?

A: Certainly, madam. May I have your passport, please?

B: Here you are.

A: Could you sign here for me?

B: Sure.

A: Here are your receipt and your card, madam. Have a safe trip home.

B: Thank you. Goodbye.

A: Goodbye.

Notes

- [1] Ford Amy 福特·埃米
[2] room service 送餐服务

Useful Sentences

- [1] I'd like to check out now. 我想现在办理离店手续。
[2] Would you like to check and see if the amount is correct? 请您核对一下,看看收费正确与否。
[3] The figure looks a little big. 数额看上去有点多。
[4] What's the 120 yuan for? 这120元是何费用?
[5] Have a safe trip home. 祝您回家一路平安。

Dialogue 2**I'm Ready for You**

(A: Receptionist B: Guest)

B: I'll be checking out of the hotel in about 30 minutes.

A: Thirty minutes or 30 seconds, it doesn't matter. I'm ready for you, sir.

B: Very good! Now, it's still early morning here in Beijing.

A: You're right. The clock just struck seven.

B: I'm going to spend some time exploring the city. What can I do with my luggage?

A: We do have a storage space for your bags. But there's a small charge.

B: How much is it?

A: It's only 5 yuan one hour, but you need to leave a deposit.

B: A deposit? Isn't my luggage a deposit?

A: I wish it were, but it isn't. It will still want a credit card.

B: That deposit bothers me. I'll have to think about this for a second.

A: Better hurry, sir. You have to check out in less than half an hour.

B: Thanks for your reminding.

Notes

- [1] The clock just struck seven. 刚刚7点。
[2] explore the city 在市里逛逛
[3] a storage space 物品寄存处

Useful Sentences

- [1] There's a small charge. 需要交点钱。
- [2] You need to leave a deposit. 您需要留下押金。
- [3] You have to check out in less than half an hour. 您不到半小时就得办理离店手续了。
- [4] Thanks for your reminding. 多谢你的提醒。

Text

Check-out Service

Check-out is the best opportunity for securing additional reservations. As the final impression that the customer has of a hotel, the check-out procedures are essential for maintaining and growing the customer base. The hotel should ensure that the Front Office staff make the most of this opportunity by developing a checklist from the check-out.

First of all, the Front Office staff should arrange the paperwork in advance. The evening before, review all the guests who are due to check out and arrange all their files together. Send express check-out forms to all the appropriate customers' rooms. Note these customers' names so that you can greet them by name in the morning.

When the customer comes to the Front Desk, make eye contact and greet the customer by name. Ask if he or she will be checking out. If he or she has completed the express check-out form, take the form, review it for accuracy and ask for the key cards. If the customer has not filled out the express check-out form, continue with the checklist.

At the same time, ask the guest if he enjoyed his stay and if he will be returning to the area. If so, ask if he would like to make another reservation. If not, tell him the other hotels in the chain where he might need another reservation. Note any future reservation information.

While chatting with the customer, print out the final bill and review all charges. Make sure you review all the room service, phone and mini-bar charges. If there is a discrepancy, ask the customer which item he disputes and tell him you will look it into immediately. If you have made a mistake, apologize and correct it. If no mistake is found, refer the bill to your supervisor.

Ask how the customer will be paying for the bill. Process all charges and present the customer the receipt. After the payment, ask if the customer requires hotel transportation to the airport or to have his luggage stored.

When the customer is ready to leave, thank the customer for staying at the hotel. Ask if there was anything else that could have been done to improve his stay. Give out any survey forms and indicate where she can post positive comments online.

At last, report any complaints and suggestions to your supervisor. Refer any future reservation requests to the reservation department.

(394 words)

Notes

- [1] check-out procedure 办理离店手续
- [2] maintaining and growing the customer base 保持并增加客源
- [3] arrange the paperwork in advance 提前安排好即将离店客人的文档
- [4] the evening before 头一天晚上
- [5] express check-out form 快速退房申请表
- [6] make eye contact 眼神交流
- [7] continue with the checklist 接着整理费用清单
- [8] the other hotels in the chain 其他连锁酒店
- [9] give out any survey forms 发给客人意见调查表

Useful Sentences

- [1] Check-out is the best opportunity for securing additional reservations.
退房是获得额外预订的最佳时机。
- [2] Note these customers' names so that you can greet them by name in the morning.
记住客人的名字以便第二天早晨跟客人打招呼时能够叫出他们的名字。
- [3] Process all charges and present the customer the receipt.
核对完所有的费用之后,把收据交给客人。

Words and Expressions

1. receipt	[rɪ'si:t]	n. 收据, 发票
2. strike	[straɪk]	vt. & vi. 打, 击, 敲响, 报时
3. explore	[ɪk'splɔ:]	vt. 探索, 探究, 仔细查看
4. storage	['stɔ:ɹɪdʒ]	n. 贮存, 贮藏
5. bother	['bɒðə]	vt. & vi. 打扰, 烦扰, 搅扰, 使恼怒
6. secure	[sɪ'kjʊə]	vt. (尤指经过努力) 获得, 取得
7. base	[beɪs]	n. (支持、收入、力量等的) 来源, 源泉, 基础
8. checklist	['tʃek,lɪst]	n. (记事) 清单, 一览表
9. paperwork	['peɪpə,wɜ:k]	n. 文书工作, 文件档案处理的工作
10. review	[rɪ'vju:]	vt. 复查
11. accuracy	['ækjʊərəsɪ]	n. 精确(性), 精确(程度), 准确(性)
12. discrepancy	[dɪs'krepənsɪ]	n. 差异, 不符合(之处), 不一致(之处)

13. dispute	[dɪ'spjʊt]	vt. 怀疑……的真实性或妥当性,对……提出质询,对……表示异议或怀疑
14. refer	[rɪ'fɜː]	vt. 送交; 提交给……处理
15. process	['prəʊses]	vt. 加工,处理,审阅,审核

16. present	['prezənt]	vt. 交付,提交
17. survey	['sɜːveɪ]	n. 调查
18. indicate	['ɪndɪkeɪt]	vt. 标示,指示,指出
19. post	[pəʊst]	vt. 公布
20. give out	分发或散发某物	

Exercises

I. The following is a conversation between a receptionist (R) and a guest (G). Fill in each blank with the proper form of the word given in the brackets.

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

G: My name is Bell Rush and I was in Room 231. I'd like 1 (check-out) now.
Can I have my bill now?

R: Certainly, Mr. Bell. Wait a moment, please.

G: OK, take your time.

R: Thank you. Did you have breakfast this morning at the hotel?

G: No, I didn't.

R: Have you used any hotel 2 (serve) since breakfast?

G: No, I haven't.

R: Fine. The total 3 (include) service charge for three days is 972 yuan. Please check it.

G: OK. There is nothing wrong.

R: Thank you, sir. Would you like to pay in cash or by credit card?

G: Credit card. Here you are!

R: Thank you. Could you 4 (signature) here, please?

G: Fine.

R: Thank you for 5 (you) coming. We hope you'll come back and stay with us again in the future. Goodbye.

II. The following is a list of terms related to check-out. After reading it, you are required to find the items equivalent to those given in Chinese in the table below.

A—discount

B—form

C—file

D—bill

E—receipt

F—check-out

G—room charge sheet	H—voucher
I—cheque	J—bank draft
K—MasterCard	L—VISA Card
M—American Express Card	N—Peony International Card
O—Internet access	P—Broadband Services
Q—express telegram	

Example: (Q) 加快电报

(J) 汇票

- | | |
|----------------|--------------|
| 1. () 收据 | 6. () 万事达卡 |
| 2. () 折扣 | 7. () 牡丹国际卡 |
| 3. () 宽带服务 | 8. () 退房 |
| 4. () 因特网接入服务 | 9. () 档案 |
| 5. () 证件 | 10. () 运通卡 |

III. Complete the dialogue.

A guest (G) comes to the Front Desk for the check-out. A receptionist (R) is greeting him.

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

G: Yes, please. I'm leaving today, so 1.

R: Certainly, sir. It's Mr. Arkwright from Room 789, isn't it?

G: That's right.

R: 2. You have been charged for 800 *yuan* for 4 nights. 200 *yuan* for each night.

And here are the meals that you had at the hotel. That makes a total of 1000 *yuan*.

G: 3?

R: That's the 12.5% service charge.

G: OK. I guess everything is OK. Now, can I pay by VISA Card?

R: Certainly, sir. 4?

G: Here it is.

R: 5?

G: OK. One more thing, I will leave the room now but one of my friends will come at 2:00 PM. Can I wait for him in your lobby?

R: No problem, sir.

G: Thanks.

R: You are welcome, sir. Have a nice day.

IV. Translate the following sentences into English.

1. 您已准备好办理退房手续了吗?
2. 我马上把您的收据打印出来。
3. 为什么我的信用卡被拒绝使用? (decline)
4. 您可以用信用卡付账。
5. 请您在这儿签个字好吗?

V. Role-play activity.

The following is a role-play activity to practice checking out of the hotel. Divide the class into two groups: hotel receptionists (B) and hotel guests (A). And then have the students work in pairs. The following is a conversation just as a sample. The students can create conversations as they like.

A: Our group is checking out tomorrow.

B: Whenever you're ready to check out, I'll be ready, sir.

A: Great! Our flight takes off at 10:00 AM. We would like to check out at 7:00 AM. Do you think we can catch the plane?

B: Because of the anticipated traffic jam, it's better to leave a little earlier.

A: OK. We'll move up our departure time from 6:30 to 7:00. I am wondering if we can have breakfast at 5:30.

B: Breakfast from 5:30 seems to be impossible. But you can have a take-away breakfast instead.

A: That sounds fine.

B: The breakfast includes a boiled egg, a sandwich and a bottle of orange juice. Is that all right with you?

A: Excellent! Thank you. By the way, would it be possible to have our baggage brought down at 6:00 instead of 6:30?

B: No problem. I'll inform the bell captain. How about your wake-up calls?

A: Please call us at 5:30.

B: Okay, sir.

Notes

- [1] the anticipated traffic jam 可能会遇到的交通堵塞
- [2] departure time 离开的时间
- [3] You can have a take-away breakfast. 你们可以把早餐带走。
- [4] excellent 太好了
- [5] bell captain 礼宾部主管
- [6] wake-up call 叫醒服务

Case Study**We Are Late Checking Out**

The Hills (H) come to the Front Desk for settling their account. They are checking out now. A receptionist (R) is billing them.

R: Good morning. Are you checking out now?

H: Yes. But I'm sorry, we're ten minutes late.

R: That's no problem. It's always really busy at check-out time anyway.

H: Oh, really? The last hotel we stayed in charged us for a late check-out.

R: The hotel isn't overbooked this week, so it isn't a problem. Was everything satisfactory?

H: Yes. The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

R: I'm glad you liked it.

H: The kids were disappointed that the pool wasn't open this morning, though.

R: I really apologize for that, sir. We can't get a cleaner in earlier than 10:00 AM.

H: Well, we had a nice swim last night anyhow.

R: Will you be putting this on your credit card?

H: No. I'll pay cash.

R: OK. So the total comes to 1 100 *yuan*, including tax.

H: I thought it was 1 000 *yuan* at most. That's what they said yesterday when we checked in.

R: You are right, sir. But there is an extra room charge on your bill.

H: Oh, I forgot. My wife ordered some food for the children. Sorry.

R: That's OK, sir. So here's your change. Now, I'll just need to ask you for your key cards.

Notes

[1] the Hills 希尔一家人

[2] A receptionist is billing them. 一个前台服务员正把账单交给他们。

[3] overbook 超额订房, 预订过多

[4] We can't get a cleaner in earlier than 10:00 AM. 早晨10点之前, 清洁员不上班。

[5] Will you be putting this on your credit card? 您用信用卡结账吗?

[6] at most 最多

[7] an extra room charge 多出一笔送餐费用

Read the above conversation and complete the outline.

You should write your answers in no more than three words.

We Are Late Checking Out

When the guest arrives at the Front Desk he apologizes because he is 1.

Hill's kids don't like 2 about the hotel.

Hill was charged for 3 besides the room rate.

The Hills had 4 last night.

Mr. Hill will not pay the bill by 5.


Home Reading
Passage 1**Guest check-out Procedures**

Guest check-out can indeed be a time of confusion. If the Front Office staff have collected and posted the guest late charges in a timely manner, then the guest check-out can proceed without any bottlenecks. However, in case delays and disputes occur, the cashier or Front Desk clerk should make several phone calls to the restaurant, gift shop, and switchboard to verify charges.

Usually, the guest check-out involves the following steps. The guest comes to the Front Desk to request check-out. Front Desk clerk inquires about the quality of products and services when the guest returns the key cards. The desk clerk retrieves hard copy of electronic folio. Then the desk clerk reviews folio for completeness. After the guest reviews charges and payments, he will determine the method of payment. When the guest makes payment, the desk clerk should take advantage of this opportunity to inquire about additional reservations. Finally, the desk clerk should file the folio and related documents for the night audit. The desk clerk has to communicate guest departure to housekeeping and other departments in the hotel if necessary.

The objective of the check-out process is to process the guest's request for settlement of his or her account as quickly and efficiently as possible. The lodging establishment also wants to maintain a quality-control system for both the guest and the hotel. Errors made in the folio mean erroneous charges for the guest and lost money for the lodging establishment. Throughout your career in lodging management, you will be called on to develop operational procedures. The steps outlined for guest check-out show how easy it is to establish operational procedures when you keep them in mind.

(281 words)

Notes

- [1] confusion 混乱, 杂乱
- [2] post the guest late charges in a timely manner 及时把客人最后的消费费用登记入账
- [3] bottleneck 障碍
- [4] switchboard 总机
- [5] verify 核对
- [6] retrieve hard copy of electronic folio 把顾客消费记录明细的电子文档打印出来
- [7] review folio for completeness 从头到尾系统地检查顾客消费记录明细