

# Unit 1

## Reservation Service 预订服务

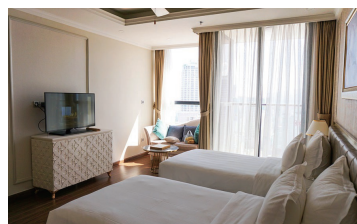
### Section A

### Warming Up

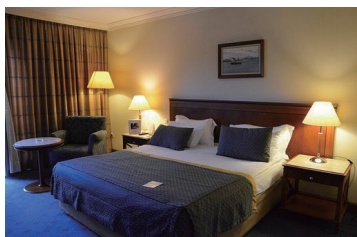
Do you know what kinds of rooms are available in a hotel?



single room



double room



king size room



standard room



suite



presidential suite

## Section B

*Dialogues***Dialogue 1**

Clerk: Good evening. This is Green Hotel. What can I do for you?

Jim: I want to reserve a single room.

Clerk: Which date, sir?

Jim: From this Saturday to next Wednesday.

Clerk: How many people?

Jim: Only me.

Clerk: Hold on, please. Sorry, sir, only single room at 120 dollars is available.

Jim: I will take it.

Clerk: Could you tell me your name?

Jim: Yes. Jim Brown. J-I-M, B-R-O-W-N.

Clerk: Thank you. Is this your phone number?

Jim: Yes.

Clerk: OK, a single room for Jim Brown at 120 dollars per day from this Saturday to next Wednesday. Looking forward to your coming.

Jim: Thank you.

**Dialogue 2**

Clerk: Good afternoon, Garden Hotel. How can I help you?

Linda: Hi, there. I'd like to book a room for next weekend, please.

Clerk: Okay, sure. How long will you be staying?

Linda: Two nights.

Clerk: OK. Is that from 13th to 15th December?

Linda: Yes, that's it.

Clerk: That should be no problem. What kind of room would you like?

Linda: A double room, please, with an en-suite bathroom.

Clerk: OK, that's fine. We have a double room on the 6th floor with a fantastic view over the River Thames.



## 酒店服务英语

Linda: Oh, perfect! How much will that cost?

Clerk: It's \$90 per night.

Linda: OK, that sounds reasonable.

Clerk: Would you like breakfast included? We serve breakfast from 6:30 a.m. to 9:30 a.m.

Linda: How much does that cost, please?

Clerk: It's \$15 per person.

Linda: No, thank you.

Clerk: OK. Not a problem. And who is the booking for, please?

Linda: It's Linda Green.

Clerk: Great. We require a \$50 credit card deposit to hold the room. You will need to cancel at least five days in advance and we will refund your deposit.

Linda: OK, that's fine. Thank you.

Clerk: You are welcome.

### Dialogue 3

Clerk: Reservations. What can I do for you?

Guest: Canadian Academic Exchange Group will visit Shanghai at the end of this month.

Clerk: How many people are there in the group?

Guest: Twenty.

Clerk: What kind of rooms would you like?

Guest: I'd like ten standard rooms for six nights.

Clerk: For what dates?

Guest: From 4th May to 10th May.

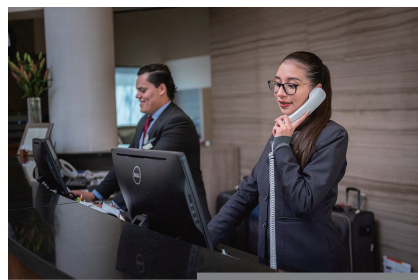
Clerk: I see. Wait a moment, please. Yes, we can confirm ten standard rooms for six nights.

Guest: Do you offer a special discount for group booking?

Clerk: We offer a 10% discount for group reservation, sir.

Guest: That's fine. Goodbye.

Clerk: Goodbye.



### Key Sentences

1. What can I do for you? 我能为您做点什么吗?

How can I help you? 我怎么能帮到您?

May/Can I help you? 我能帮您什么忙吗?

2. I want to reserve a single room / double room / standard room / king size room / suite.

我想预订一个单人间/双人间/标准间/大床房/套房。

3. Which date? 几号?  
For what dates? 哪几天?
4. How many people? 几个人?  
How many people are there in the group? 团队里有多少人?
5. Could you tell me your name / phone number? 能告诉我您的名字/电话号码吗?  
May I have your name? 我可以知道您叫什么名字吗?
6. I'd like to book/reserve a room for next weekend, please. 我想预订一个下周末的房间。  
I'd like ten standard rooms for six nights. 我想要十间标准间, 住六晚。
7. How long will you be staying? 您要住多久?  
How long will you stay in our hotel? 您要在我们酒店住多久?
8. What kind of room would you like? 请问您需要哪种类型的房间?  
What kind of room would you like to book/reserve? 请问您需要预订哪种类型的房间?
9. How much will that cost? 需要多少费用?
10. That sounds reasonable. 听起来很合理。
11. Would you like breakfast included? 您想要包含早餐吗?
12. Do you offer a special discount for group booking? 团体预订有特别优惠吗?
13. We offer a 10% discount for group reservation. 团体预订可以享受九折的优惠。
14. What kinds of rooms do you have? 你们有什么样的房间?
15. This is the peak/busy season. 现在是旺季。  
This is the off season. 现在是淡季。
16. The hotel is fully booked. 酒店房间已订满。  
All rooms are unavailable. 所有房间都订满了。
17. Thank you for your reservation. 感谢您的预订。

## Exercises

### 1. Read the dialogues and decide whether the following statements are true (T) or false (F).

- ( ) (1) In Dialogue 1, Jim wants to reserve a double room.
- ( ) (2) In Dialogue 1, Jim will stay in the hotel from this Saturday to next Wednesday.
- ( ) (3) In Dialogue 1, only Jim will stay in the hotel.
- ( ) (4) In Dialogue 1, the double room costs 120 dollars.
- ( ) (5) In Dialogue 2, Linda wants to book a room for next Wednesday.
- ( ) (6) In Dialogue 2, the hotel serves breakfast from 6:30 to 9:30 in the morning.
- ( ) (7) In Dialogue 2, guests will need to cancel room reservations at least 15 days in advance.
- ( ) (8) In Dialogue 3, the guest wants to book twenty standard rooms.
- ( ) (9) In Dialogue 3, the group will stay in the hotel for 6 nights.
- ( ) (10) In Dialogue 3, the hotel doesn't have any discount for group booking.

## 酒店服务英语

### 2. Put the Chinese in the brackets into English to complete the following sentences.

- (1) I'd like to \_\_\_\_\_ (预订) a table for three at eight o'clock.
- (2) This was the only room \_\_\_\_\_ (可获得的).
- (3) I \_\_\_\_\_ (盼望) hearing from you.
- (4) I forgive you because no one is \_\_\_\_\_ (完美的).
- (5) I need you to give me a \_\_\_\_\_ (合理的) explanation.
- (6) \_\_\_\_\_ (你想要……吗) to have a drink after work?
- (7) The tour \_\_\_\_\_ (包含) a visit to the Science Museum.
- (8) Is it too late to \_\_\_\_\_ (取消) my order?
- (9) You don't have to pay for the tickets \_\_\_\_\_ (提前).
- (10) Do you \_\_\_\_\_ (需要) anything else?

### 3. Match the words or phrases with their Chinese meanings.

per cent	预订, 预约
Canadian	特殊的, 特别的
exchange	折扣
reservation	使确信; 确认
discount	加拿大的
academic	标准的
confirm	学术的
special	交流; 交换
standard	百分之……

### 4. Complete the conversation with proper sentences.

Clerk: Good afternoon. Lemon Tree Hotel. \_\_\_\_\_ (我能为您做点什么吗?)

Guest: Hi, there. I'd like to book a room for next weekend, please.

Clerk: Sure. \_\_\_\_\_ (您要在我们酒店住多久?)

Guest: Two nights.

Clerk: All right. \_\_\_\_\_ (您想要什么样的房间?)

Guest: A double room, please.

Clerk: OK, that should be no problem.

Guest: \_\_\_\_\_ (多少钱?)

Clerk: It's \$80 per night.

Guest: That sounds reasonable.

Clerk: \_\_\_\_\_ (我可以知道您叫什么名字吗?)

Guest: Jim Green.

Clerk: All right, you are all set.

Guest: Thanks so much. Goodbye.

Clerk: Goodbye.

## Section C

### *Acting Out*

#### 1. Role play.

Read the dialogues carefully again. Please try to act them out.

#### 2. Make up a dialogue.

Mr. Smith wants to stay at the Lemon Tree Hotel from May 1 to May 4. He calls the hotel in advance to book a room. Please make up a telephone conversation between Mr. Smith and the hotel clerk. Then try to act it out.

## Section D

### *Hotel Culture*

#### Hotel Service Spirit

As a hotel clerk, you are a member of the hotel. On your post, you not only represent yourself, but also the service quality and image of the hotel. You should work hard to gain guests' praise with high-quality service.

First, be proactive, enthusiastic, patient, thoughtful and efficient to provide services according to the hotel's service procedures and standards. Second, pay attention to etiquette and politeness when you are serving guests. Third, deal with problems flexibly. If you can't manage the problem by yourself, you should report it to your supervisor. There is no trivial matter in hotel service. Some seemingly unimportant things may matter to guests and may affect the hotel's reputation. Therefore, you must take a serious attitude to everything.

## Section E

# Professional Tips

### How to Take Reservations

If a guest wants to book a room, the clerk should say, "We are very pleased to reserve a room for you. May I have some information from you, please?" The information to be collected should include:

- Name of the guest
- Contact address of the guest
- Room types
- Room rates
- Date of arrival
- Date of departure
- Date of reservation made
- Mode of payment
- Special remark (if any)
- Reservation made by person or company

