

宾馆英语学习伴侣



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Unit 1 Hotel Industry ABC

I What Is a Hotel

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **M:** I am driving to your city and I need somewhere to stay for the night.
W: We have a very nice motel. It's quite near the exit of the express way, very comfortable indeed.
2. **M:** I am flying to Hong Kong tomorrow morning. I need a hotel near the airport.
W: Mm, so you need an airport hotel. The Green Garden is just a few minutes for the airport.
3. **M:** I am going to spend my holidays in your city. I want a hotel with its own beach and plenty of entertainment.
W: Then you may try the White Magnolia Resort. There you can enjoy the sun, the sea, and the sands.
4. **M:** I am going to organize a large international conference. Can you suggest somewhere?
W: Well, I will suggest Shanghai International Convention Center & Hotel. It has many large and small meeting rooms with a variety of meeting facilities.
5. **M:** I am here on business. I need a hotel in the central business district of the city.
W: I can recommend the Witz Hotel. It's a nice, spacious commercial hotel in the CBD.

B. Listen to the passage and fill in the blanks with the words or phrases you hear.

A hotel is a home away from home for all the traveling guests who need rest, food, and drink. A hotel will enjoy greater financial success only with the greater satisfaction the guests receive from the home away from home.

C. Listen to the dialog and match the jobs in Column A with the departments in Column B.

- M:** What do you do in the hotel?
W: I am a chambermaid in the Housekeeping Department.
M: What are your duties?
W: Well, my duties include making sure that the rooms are clean and in order. But next week I will be working in the Food and Beverage Department.
M: What are you going to do there?

W: I will be a Room Service waitress. I will note down orders from guests and take food trays up to their rooms. And what's your job?

M: I used to be a receptionist in the Front Office, and now I am working in the Finance Department as a chief cashier.

W: What are your responsibilities?

M: I am responsible for paying out and receiving money.

W: Oh, that's a challenging job.

D. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Enter the Hotel World

D. Complete the following dialog.

(**M=Human Resource Manager** **I=Interviewee**)

M: Why do you choose to work in our hotel?

I: It's because yours is a famous five-star joint-venture hotel and its managerial system fits me well.

M: So which department would you like to work in?

I: If possible, I prefer to work in the Recreation Dept. or the Sales & Marketing Dept.

M: I see. But I'm afraid we only have other two departments for you to choose from, either receptionist at the Front Office or Room Service waiter at the Food & Beverage Dept.

I: In such a case, I'd take a receptionist's job.

M: What salary package do you have in mind?

I: I hope the monthly pay is not lower than 3,000 *yuan* RMB.

M: I see. We'll let you know our decision within five days. Thank you for coming.

I: Thank you for your time.

Unit 2 Front Office (I)

Reservation Service

I What to Do in Handling Room Reservations

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **W:** What about a room for 80 dollars per night?

M: That'll do.

2. **W:** How long will you be staying in our hotel?
M: A week.
3. **W:** What kind of room would you like, sir?
M: A single and a suite.
4. **W:** When will you be coming to our hotel?
M: Next Saturday morning.
5. **M:** I'll spend four nights at your hotel starting from May 29th.
W: No problem, sir.

B. Listen to the dialog and fill in the reservation form with the information you hear.

(R=Reservationist G=Guest)

- R:** Witz Hotel. May I help you?
- G:** I would like to reserve a single room for three nights.
- R:** You're welcome, sir. Your arrival date, please?
- G:** Apr. 19th.
- R:** Well, let me see. ... Ah, yes, we do have a single available. May I have your name?
- G:** Alexander Moore. That is, A-L-E-X-A-N-D-E-R for Alexander, and M-O-O-R-E for Moore.
- R:** Thank you, Mr. Moore. Could I have your address and phone number, please?
- G:** I live in No. 32, Hill Street, Los Angeles, USA. And my telephone number is 6219 1934. By the way, how much is it?
- R:** Ninety dollars per night, including breakfast.
- G:** I see. One more thing, I am a vegetarian. Maybe I am a little bit particular about food.
- R:** No problem, sir. We'll make a note of it.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Handle Room Reservations

E. Complete the following dialog.

(R=Reservationist G=Guest)

- R:** Witz Hotel. May I help you?
- G:** Yes, please. This is Thomas Benjamin calling. I'd like to book a single room with bath in your hotel.
- R:** You're welcome, Mr. Benjamin. May I have your arrival and departure dates?
- G:** From May 14th to 18th.
- R:** Well, just a moment, Mr. Benjamin. Let me have a check. ... Oh, sorry to say that all the rooms are booked up during that period.

G: Oh, what's to be done, then?

R: Don't worry. We can either put you on a waiting list or recommend a nearby hotel.

G: I'd like to stay in your hotel. So please put my name on the waiting list.

R: Could you give me your telephone number or E-mail address? We'll inform you as soon as we have a room.

G: OK. Thank you.

Unit 3 Front Office (II)

Reception Service

I What Do You Know about a Registration Form

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **W:** How long will you be staying in our hotel?

M: Three nights.

2. **W:** How are you going to pay?

M: In cash.

3. **W:** Where are you from, sir?

M: Sydney, Australia.

4. **W:** What kind of room would you like?

M: A single with breakfast.

5. **W:** What kind of work do you do?

M: I'm an engineer.

B. Listen to the dialog and fill in the registration form with the information you hear.

(**G=Guest** **R=Receptionist**)

G: I have rather poor eyesight. Can you fill in the form for me?

R: Yes, of course. Can I have your name, please?

G: Henry Mackintosh. That's M-A-C-K-I-N-T-O-S-H for Mackintosh.

R: Thank you. And your nationality is ...?

G: USA.

R: And your address?

G: 25 Kurast Street. Chicago. That's K-U-R-A-S-T.

R: Right. And your occupation, please?

G: Ah, I am a teacher.

R: OK. Now, can you give me your passport number?

G: It's 0294087.

R: Thank you. And can you tell me your next destination?

G: I'm going to Paris after this.

R: And how are you going to pay? By check? By credit card?

G: Er ... by credit card ... American Express.

R: Now ... er ... today is the 14th of May. What date are you leaving?

G: The 17th.

R: Very good. Mr. Mackintosh. Now, I've put you in Room 1104. That's a single on the 11th floor.

G: OK.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Register Guest

C. Complete the following dialog.

(R=Receptionist G=Guest)

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

G: I've just arrived from Macao. I'd like a single room for tonight.

R: Have you made a reservation, sir?

G: I'm afraid not.

R: Well, just a moment. Let me have a check. ... Oh, sorry to say that we don't have any vacancies at present.

G: Oh?

R: Don't worry. I think we will be able to arrange a room after 6:00 p.m., or if you need a room right now, would you like me to get in touch with somewhere else for you?

G: I'd rather wait here till six. A friend of mine highly recommended your hotel to me. But now it's five hours to go ...

R: You are welcome, sir. Perhaps you might feel more comfortable to rest in our lobby after a tiring journey. We'll inform you as soon as we have a room.

G: OK. Thank you.

...

G: I'm tired out. I need a room right away. So, which hotel can you recommend?

R: What about Green Grass Hotel? It's also a five-star hotel not far from here. And we'll arrange transportation for you free of charge.

G: Good. Thank you.

R: Please wait a moment. Let me call Green Grass Hotel to make a reservation for you. ... Sorry to have kept you waiting, sir. There are some rooms available in Green Grass Hotel. The bellman will get you a taxi and help you with your baggage.

Unit 4 Front Office (III)

Concierge Service

I What Do We Do Every Day

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **W:** I'd like to book two tickets to Guilin.
M: At what time, madam?
2. **W:** Could you help me send the express mail to New York?
M: Certainly, we have DHL here.
3. **W:** I'd like to go around town.
M: We have very nice city tour service.
4. **M:** You've got five pieces of baggage, haven't you?
W: Yes, they're all here.
5. **M:** Could you order a taxi for 6:00 a.m. tomorrow?
W: Where to, madam?

B. Listen to the dialog and answer the questions with the information you hear.

(C=Concierge G=Guest)

- C:** Good morning, madam. May I help you?
- G:** I'd like to go to Beijing the day after tomorrow. Could you book train tickets for me?
- C:** Certainly, madam. How many tickets do you need?
- G:** Two soft berths, please.
- C:** Please wait a moment. Let me call the station. ... Sorry to have kept you waiting, madam. There are some tickets left on No. 14 train. It leaves at 4:00 p.m..
- G:** Good. How much?
- C:** 450 *yuan* RMB per ticket, including 50 *yuan* service charge.
- G:** OK. Here is the money.
- C:** Thank you. Here is the receipt. Please write down your name and room number. I'll have the tickets sent up to your room this afternoon.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Do Our Service Properly

E. Complete the following dialog.

(B=Bell Captain G=Guest)

B: Good morning. Concierge. May I help you?

G: I've been waiting in my room for nearly half an hour. But one piece of my baggage hasn't been sent up yet. What's the matter?

B: I'm awfully sorry to hear that. Could you give me your name and room number?

G: I am Jack Simon. I am in Room 1603.

B: Could you give me some features of your baggage?

G: It's a big black leather suitcase.

B: Is your name tag attached to it?

G: Sure. Every piece of my baggage has at least one tag.

B: Don't worry, Mr. Simon. It's possible that your suitcase has been put in the wrong place. I'll inform the bellman to find it and send it up to your room as soon as possible.

G: Well, that's the least you should do.

B: I'm sorry to have caused you so much trouble. I assure you it will never happen again.

Unit 5 Front Office (IV)

Cashier Service

I What to Do with the Hotel Bills

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. M: Could I pay with my personal checks?

W: I'm afraid not.

2. M: I've got a whole lot of your local currency, so I think I'll pay with that.

W: Certainly, sir.

3. M: I'd like to use my Visa card, if that's OK.

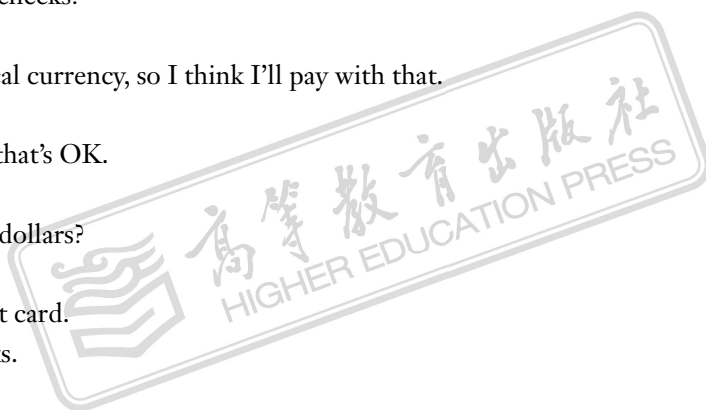
W: Certainly, sir. That'll be fine.

4. M: Can I settle accounts with US dollars?

W: Well, I'm afraid not, sir.

5. M: I don't have any RMB or credit card.

W: We also accept traveler's checks.



B. Listen to the dialog and fill in the hotel bill with the information you hear.

(G=Guest C=Concierge)

G: Could you explain the bill item by item for me?

C: Certainly, Mr. Smith. The first item is your room number 1204.

G: I see. I thought it might have been the total.

C: No, the total is the last item: 2,770 *yuan* RMB. The second item is the restaurant — 3 meals during the three days. It's 704 *yuan* in all.

G: That's it. And the third must be the fax to San Francisco. And what's the next item for?

C: That's for the one-day city tour, a sum of 98 *yuan*.

G: I ordered room service for my breakfast yesterday. Is this 60 *yuan* here?

C: No, sir. This 60 *yuan* is for the laundry charge. The room service charge is 36 *yuan*.

G: I see. I went to the bar yesterday evening, and I signed bill for it.

C: Yes. The fifth item is for the bar. That's 120 *yuan*.

G: I bought something in the shopping center. But I paid cash for them.

C: Of course, Mr. Smith. That doesn't appear in the bill. And the eighth item is the room rentals for three nights, 1,680 *yuan* altogether. We've exempted you from the 15% service charge.

I'm afraid I can't make it any less for you.

G: You're most helpful.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Be a Hotel Cashier

E. Complete the following dialog.

(C=Cashier G=Guest)

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

G: I'd like to check out now.

C: Could I have your name and room number?

G: Henry Redfield in Room 2117.

R: Well, just a moment, Mr. Redfield. ... Here is your bill, please check it.

G: Oh, what's this item for?

R: That's for the room rentals for two nights and a half day.

G: But I registered in the evening and will leave this morning. That's two nights, I think.

C: Well, let me have a check. ... Ah, yes, you have stayed here for only two nights, no more. I am awfully sorry for my mischecking. Now, let me give you another bill and please check it.

G: This time it's quite correct.

C: How are you going to pay, Mr. Redfield?

G: In cash. Here you are.

C: Thank you. Here is your change and the invoice. I am sorry to have caused you so much trouble. I'll try to be more careful another time. I hope you have enjoyed your stay with us here.

Unit 6 Housekeeping (I)

Guest-Room Service

I What Work Is Included in This Department

A. Listen to the dialogs, decide what each picture is about and mark the number of problems concerned.

1. **M:** Don't you think the ashtray needs emptying?

W: I'm sorry. I'll get it done right away.

2. **M:** It seems that the bed hasn't been made up at all.

W: Oh, I'm sorry. The chambermaid will come to your room at once.

3. **M:** Look! There's a hole in the curtain.

W: Oh, sorry. I'll have it changed in no time.

4. **M:** Look! The floor is so dirty.

W: Sorry, sir. The floor needs sweeping indeed.

5. **M:** The mirror is so dusty!

W: I'll clean it for you immediately.

B. Listen to the dialog and mark (✓) according to what items are offered by the Front Office to the Housekeeping Dept. and vice versa.

M: How does the Housekeeping Dept. coordinate with the Front Office?

W: The Front Office provides the Housekeeping Dept. with the arrival list, particularly the arrival of VIPs.

M: What else?

W: The Front Office also provides the check-out room list for the Housekeeping.

M: What do you mean by the check-out room?

W: It means a room to be vacated at the end of the guest's stay. The Housekeeping Dept. staff have to get these rooms ready for sale again by the Front Office.

M: Then what does the Housekeeping Dept. offer to the Front Office?

W: The room status report is compiled 2 or 3 times every day and sent to the Front Office.

M: I see. Thank you.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Do the Chamber Service

E. Complete the following dialog.

(A=Room Attendant G=Guest)

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

G: Ah, I'm afraid that there's something wrong with the TV set.

A: I'm sorry. Let me have a look. ... I'm afraid I'll have to send for an electrician from the Maintenance Dept. Please wait a moment.

[Soon the electrician (E) comes.]

E: No, thanks. We don't take tips. Thank you anyway..

G: What efficiency. Thank you. This money is for you.

E: No, thanks. We don't take tips. Thank you anyway.

Unit 7 Housekeeping (II)

Personal Service

I What Are Included in Personal Services

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. M: My leather shoes are quite dirty.

W: Don't worry. We'll have them polished.

2. M: Could you take care of my boy? I'm going to attend a meeting.

W: I'm afraid you'll have to contact the Room Center for it.

3. M: I'm having some friends over. Would you please buy me a pack of cigarettes?

W: What brand would you like, sir?

4. M: Could you clean the clothes for me?

W: Yes, please leave them in this bag and fill in the list.

5. M: I feel somewhat cold. Would you give me one more blanket?

W: I'll get it for you right away.

B. Listen to the dialog and answer the questions with the information you hear.

(C=Concierge G=Guest)

C: Good morning. Room Center. How may I help you?

G: This is Jane Hobbs calling from Room 901. Could you send someone to take care of my child this evening?

- C: Certainly. We have baby-sitting service. The baby-sitters are all reliable and experienced.
 G: Good. Could you tell me about the terms?
 C: It's 20 *yuan* an hour, for a minimum of four hours.
 G: Oh, that's quite reasonable.
 C: Please wait a moment. We'll send you a confirmation form for you to sign.
 G: Shall I pay in cash?
 C: Not necessary. We'll add it to your account.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Offer Personal Services

D. Complete the following dialog.

(A=Room Attendant G=Guest)

- A: Good afternoon, Mrs. Hobbs. What can I do for you?
 G: We're having some friends over this evening. Can you bring us two more chairs?
 A: No problem, Mrs. Hobbs. When do you need them?
 G: I need them at 6:00.
 A: All right. I'll bring them into your room then. Anything else I can do for you?
 G: Yes, one more thing, could you offer us an extra bed for our little Tommy?
 A: I'm afraid you'll have to speak to the Front Office for it.
 It's the regulation of our hotel. You'll have to go through the formalities and we'll add it to your account.
 G: I see. I'll be going there right away

Unit 8 Food & Beverage Department (I)

Chinese Restaurant Service

I What Is Served Here

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. W: What do you serve in your restaurant?
 M: We serve very nice Sichuan cuisine.

2. **W:** Does your bar serve Chinese cocktails?
M: Yes, we have a good selection of Chinese and foreign cocktails.
3. **W:** Where would the wedding ceremony be held?
M: It'll be held in our largest banquet hall.
4. **W:** Oh, I'm tired. I'd like to have a cup of black coffee.
M: Let's go to the café.
5. **W:** Where can we have the buffet?
M: Please go to the cafeteria on the second floor.

B. Listen to the dialog and match the cuisines in Column A with the features in Column B.

(**D=Diner** **W=Waitress**)

- D:** I hear that there are many regional cuisines in China, aren't there?
W: Right you are. There are four major cuisines, or say, four styles.
D: What are they?
W: They are Shandong Cuisine, Guangdong Cuisine, Sichuan Cuisine, and Huaiyang Cuisine.
D: Oh? What are the main differences?
W: Well, it's a long story to tell. Briefly speaking, Shandong food is heavy and spicy while Guangdong food is light and fresh. The former's speciality is Roast Beijing Duck and the latter's is Roast Suckling Pig.
D: How about Huaiyang food?
W: Huaiyang food is well-known for its cutting technique and original flavor. And Dried Beancurd Shreds in Chicken Soup is many Huaiyang chefs' recommendation.
D: People say that Sichuan cuisine is very hot, isn't it?
W: Yes, most Sichuan dishes are hot and spicy, and they taste different.
D: Really? I like hot food. So what's your recommendation for me?
W: I think Mapo Beancurd and Pork Shreds in Fish Seasoning are worth trying. Our Sichuan restaurant is on the third floor.
D: Great! I'll be going there. Thank you for your information.

C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Work in the Food and Beverage Department

D. Complete the following dialog.

(**H=Hostess** **D=Diner**)

- H:** Good evening, ladies and gentlemen. Welcome to our restaurant.
D: Do you have a table for four?

H: Have you made a reservation?

D: I'm afraid not.

H: I'm sorry to say that there aren't any vacant seats at the moment.

Would you have a seat in the waiting room for about five minutes? One table over there is almost ready. I'll call you then.

D: OK.

H: Ladies and gentlemen, would you like some drinks while waiting?

D: Yes, a coffee for each of us.

(Five minutes later)

H: Sorry to have kept you waiting, ladies and gentlemen. Now we can seat your party. Please come this way. Will this table be all right?

D: Very nice indeed!

H: Take your seats, please. Here's the menu. Please take your time. I'll return in a few minutes to take your order.

Unit 9 Food & Beverage Department (II)

Western Restaurant Service

I What Is Served in a Western Restaurant

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **W:** Do you have chocolate ice-cream?

M: Yes, of course, madam.

2. **M:** How would you like the beef steak done?

W: Very rare, please.

3. **M:** Would you like some wine with your meal?

W: A red California, please.

4. **M:** And to follow?

W: An onion soup.

5. **M:** What would you like to begin with?

W: A shrimp cocktail, please.

B. Listen to the passage and determine from which side food is served in different service styles.

The three most frequently used service styles are called French, Russian, and American. French service is the most elaborate. The service is from the right with the right hand. Russian service is

simpler than French service. The waiter or waitress places plates before the guests from the right side and serves each guest from the left. American service is faster than Russian. The plates are served from the guest's right with the right hand.

C. Listen to the passage again and complete the following passage with the information you hear.

II How to Serve Western Cuisine

D. Complete the following dialog.

(W=Waiter G=Guest)

W: May I take your order, sir and madam?

G1: Yes, I think we're ready. My friend would like the lamb and I'd like the fillet steak with fried potatoes and a green salad.

W: One lamb and one fillet steak with fried potatoes and a green salad. How would you like them to be prepared, rare, medium, or well done?

G1: Oh, medium, please.

W: Very good, sir. And would you like anything to start?

G2: Yes, I'd like a soup.

W: Would you prefer a vegetable soup or an oxtail soup, madam?

G2: Oh, the vegetable soup, I think.

W: Vegetable soup. And for you, sir?

G1: Well, I'm slimming. I'm not so sure.

W: I'd suggest the melon, sir.

G1: OK, yes.

W: Would you like some wine for your meal?

G1: Yes, we'll have Red California.

Unit 10 Food & Beverage Department (III)

Beverage Service

I What Are the Beverages We Serve

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. M: Could you tell me how to mix Gin Fizz?

W: Yes, of course.

2. **W:** What about some Scotch?
M: Oh, I'm afraid it's too strong.
3. **W:** What would you like to drink?
M: A coke, please.
4. **W:** What would you like to drink with the steak?
M: A glass of dried red Dynasty, please.
5. **W:** What about a cup of Longjin?
M: That's a good idea.

B. Listen to the dialog and mark (✓) where appropriate.

(I=Instructor T=Trainee)

- I:** Look. What a good selection of world famous liquors and wines we have here! You see, on that shelf there are different kinds of whisky. They are Bourbon, Scotch, and Rye.
- T:** Are those on the right whiskies, too?
- I:** No, they are world famous brandy. We have Remy Martin and Hennessy.
- T:** What are they made from?
- I:** You mean brandy? They are made from grapes. But whiskies are distilled from grain.
- T:** Then, what about wines?
- I:** We have Bordeaux wines, Burgundy wine and Californian wine. They come from different countries.
- T:** Are they also made from grapes?
- I:** Yes, they are. But they are still wines while brandy is distilled.
- T:** I see.

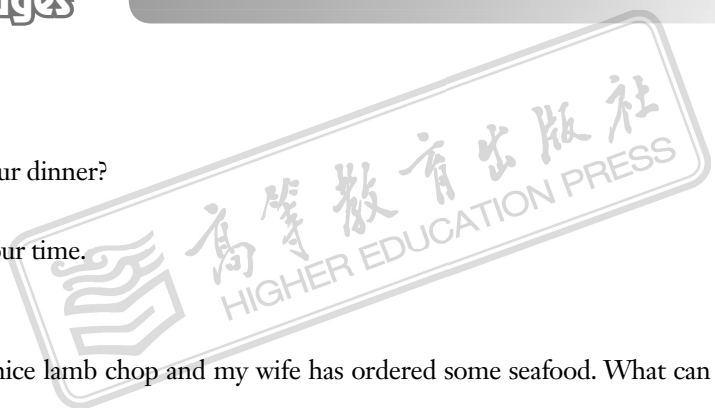
C. Listen to the dialog again and complete the following conversation with the information you hear.

II How to Serve Beverages

D. Complete the following dialog.

(W=Wine Waiter D=Diner)

- W:** Would you like some wine with your dinner?
- D:** Yes, we would.
- W:** Here is the wine list. Please take your time.
 ...
- W:** May I take your wine order now?
- D:** Yes, please. I have ordered a very nice lamb chop and my wife has ordered some seafood. What can you suggest to go with them?



W: Well, I'd suggest a Red California for the lamb chop and a Barsac for the seafood.

D: That's a good idea.

W: Please wait a moment.

...

W: Sorry to have kept you waiting. Here you are.

May I open the bottle for you now?

D: Yes.

W: Would you take a taste of it?

D: OK. (*Tasting*) Excellent! Thank you for your recommendation.

Unit 11 Shopping Arcade

I What Is to Be Sold in Our Shopping Arcade

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **M:** I'd like to buy some china ware.

W: What about this egg-shell porcelain vase?

2. **W:** What can I show you, sir?

M: Can I have a look at these diamond necklaces?

3. **M:** May I try it on?

W: Yes, of course, sir.

4. **M:** What are these small round cakes?

M: They are moon cakes, a symbol of happy family reunion.

5. **M:** They say ginseng has a magic power, doesn't it?

W: Yes, but do you want it for yourself, sir?

B. Listen to the dialog and match each object with its correct price tag.

(A=Shop Assistant G=Guest)

A: Can I help you, madam?

G: Yes, I need something for my daughter. It's her birthday, so I want something special.

A: Well, how much did you want to spend?

G: Oh, money doesn't matter!

A: Oh? Well, how about a nice ring?

G: That's a good idea. Mmm ... how much is this one?

A: That's, er, \$1,259.

G: Oh, er, not quite the right design for my daughter.

A: Well, here's a beautiful bracelet. It's only \$545. It's eighteen carat gold.

- G: Hmm. Well, ... no, that's not quite right. I don't like the shape.
 A: I know. How about this gold pen? It's only \$135, and it will last forever!
 G: Mmm. No, no, I don't think so. It's, oh, dear, it's much too heavy!
 A: Too heavy! I see. Well, how about a watch?
 G: How much is your cheapest watch?
 A: Let's see. Oh, here's one for, er, \$23.75 — that's twenty three dollars and seventy- five cents.
 G: Ah. No. I don't think she would like that watch. It's too big! Ah ha! How about that hat over there?
 A: The hat? But I thought you wanted ...
 G: Oh, it's beautiful! How much is it?
 A: It's er, \$2.85.
 G: It's perfect! I'll take it! She'll love it!

C. *Listen to the dialog again and complete the following conversation with the information you hear.*

II How to Promote Chinese National Culture

D. *Complete the following dialog.*

(A=Shop Assistant G=Guest)

- A: Good morning, Miss. What can I do for you?
 G: I'd like to buy a garment closely related to Chinese culture as a token of my China trip. What do you think will be nice on me?
 A: Well, Miss. You have very good shape. I'm sure a Chinese Qipao will be nice on you.
 G: Qipao? What's that? Could you show me, please?
 A: Yes, of course. Please step over here.
 G: Oh, they're all so nice!
 A: What material would you like, brocade or velvet?
 G: Brocade, please.
 A: And would you like a short-sleeved or long-sleeved one?
 G: A short-sleeved one, please.
 A: Then what about this one?
 G: Beautiful indeed. But what are the flowers on the chest?
 A: They're peonies, symbols of grace and nobility.
 G: Good. May I try it on?
 A: Certainly, Miss. This way to be fitting room.
 G: It fits me nicely. I'll take it. But is it colorfast?
 A: Yes, all the garments here are colorfast. But please wash it in lukewarm soap water and rinse well. Please don't rub or wring it.

Unit 12 Recreation Department

I What Activities Can We Go in for Here

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **M:** I'm ready to go horse riding.
W: But I prefer angling by the lake.
2. **W:** I want to lose some weight, but I hate to be on diet.
M: I think the best way is to do some exercises in our gym every day.
3. **M:** Your hair-style is so beautiful.
W: Thank you. I had my hair done in the hotel's beauty parlor.
4. **W:** I like playing ping pong very much.
M: Let's go. I'll be your best coach.
5. **M:** If you're free tonight, let's go dancing in the hotel's ballroom, shall we?
W: By all means.

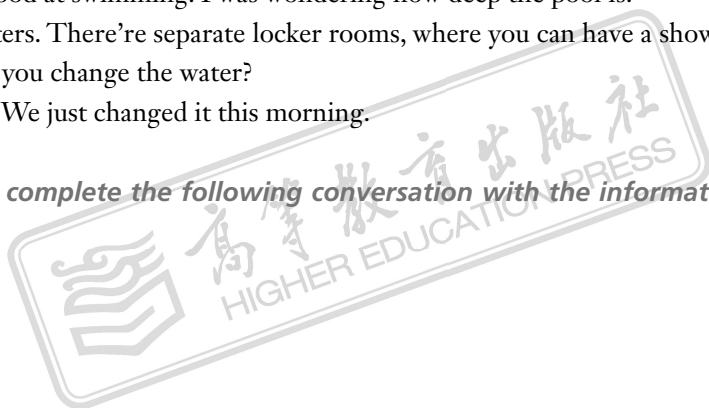
B. Listen to the dialog and fill in the following table with the information you hear.

(The telephone rings.)

(C=Clerk G=Guest)

- C:** Good evening. Recreation Dept. May I help you?
G: Yes, I'd like to go swimming this evening. Is your swimming pool still open?
C: Yes, we don't close until 11:00 p.m.
G: In such weather, I'm afraid the water is too cool to swim in.
C: Oh, don't worry. Ours is a heated swimming pool. The temperature is about 28℃.
G: That's great! But I'm not so good at swimming. I was wondering how deep the pool is.
C: Its depth is 1 meter to 2.5 meters. There're separate locker rooms, where you can have a shower.
G: Thank you. But how often do you change the water?
C: We change it every other day. We just changed it this morning.

C. Listen to the dialog again and complete the following conversation with the information you hear.



II How to Do Service Here

D. Complete the following dialog.

(A=Attendant G=Guest)

G: People say that your hotel's Recreation Dept. is really fantastic. What do you have?

A: Well, we have a nightclub, a gym, a swimming pool, a bowling room, a billiard room, and so on.

G: What do you have in the night club?

A: In the night club, you can enjoy singing, dancing, fashion, fashion show, and so on.

G: Great! How about the fitness center?

A: It is equipped with the latest sports apparatus, such as the bar bells, dumb bells, spring grips, wall bars, race apparatus, stationary bike, you name it.

G: Terrific! I want to lose weight. Do you organize any training classes?

A: Yes, we have Taijiquan and aerobics training classes.

G: One more thing, is there a coach who supervises the exercises?

A: Yes, over there you can see our resident coach..

Unit 13 Event Department

I What Are Provided for the Meeting Planner

A. Listen to the dialogs, decide what each dialog is about and mark (✓) where appropriate.

1. **M:** I'd inquire about holding a conference for about 180 people in your convention center.

W: Well, we have a 200-seat meeting room which, I suppose, will suit you nicely.

2. **M:** They are from different countries.

W: Don't worry. Our meeting rooms are all equipped with 10 plus 1 simultaneous translation system.

3. **M:** What do you mean by MICE service?

W: It is the shortened form for meeting, incentive tour, convention and exhibition.

4. **M:** Anything special you'd like to have on the menu?

W: Yes, we do have several delegates from Islamic countries.

5. **M:** Could you show me around?

W: Yes, of course. This way, please. ... Here is our multi-function hall. It can serve as an exhibition hall and can cater up to 3,000 people for banquets.

B. Listen to the passage and answer the following questions.

The convention business is very profitable for the hotel industry. A convention guarantees a good occupancy rate for the hotel over a period of at least several days. In addition, the special

exhibit and meeting areas are rented by the sponsoring organization for a fee, and the people attending the convention also generate more business in the hotel's restaurants, bars and shops. To ensure the success of conventions, many hotels also have a special manager to handle all the particular arrangement that must be made once the convention has been booked into the hotel.

C. Listen to the passage again and complete the following conversation with the information you hear.

II How to Work for the Event Business

D. Complete the following dialog.

(M=Event Department P=Meeting Planner)

P: I'm here to check the equipment we ordered for our conference to be held in your hotel this afternoon.

M: I see. This way to the auditorium, please. We can check the facilities on the spot together.

P: OK.

M: Ah, here we are. After you, please. The overhead projector is on this table here.

P: I see. Do you have some extra pencils in different colors? We hope you can provide two colors pencils for each seat at least. Our boss is very particular about that.

M: I'll inform our staff of fetching them after a while.

P: We shall also need a notice board in addition to the normal bulletin board in the lobby.

M: No problem.

P: Thank you very much.

M: You're welcome.

Unit 14 Sales & Marketing Department

I What Products Should We Sell

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **M:** What will I be selling as a hotel sales manager?

W: The chief products you will be selling are goods and services.

2. **M:** What goods should a hotel sales manager sell?

W: They mainly refer to lodging, food and drink.

3. **M:** What service do we sell?

W: It involves guest interaction with staff and hotel facilities.

4. **M:** What is the aim of selling goods and services?

W: Both are to meet the needs of our target market.

5. **M:** What's the duty of the sales manager?

W: The sales manager is the person who plans and works on internal selling and external selling.

B. Listen to the passage and answer the following questions.

The two approaches to raising sales are to sell to more people or to sell more to your present customers — or to do both. Increasing the customer base is usually thought of as the job of advertising and promotion. We should also note, however, that a superior operation that achieves a good reputation may build its customer base through word-of-mouth referrals.

Another approach to raising sales is to increase sales to the customers you now have; that is, to increase each customer's average. One obvious way to do this is simply to raise prices. But unless the price level of the competition is also going up, this will most probably result in losing customers.

C. Listen to the passage again and complete the following passage with the information you hear.

II How to Sell Our Products

D. Complete the following dialog.

(C=Client M=Sales Manager)

C: I'm John Smith from Grand Circle Travel Service. We are going to bring about a hundred groups to China next year. I'd like to have your room rates and terms.

M: I'm glad to be at your service. Here is a copy of our tariff. We have different rates for different periods of the year, that is the peak season, the shoulder season and the low season.

C: May I know if you give preferential rates to groups?

M: For serial groups the prices are negotiable and we offer 10% commission to travel agencies.

C: What are your terms regarding payment?

M: When credit arrangements have been made we will bill you based on your credit limit and you do not have to pay in advance.

C: Do we have to sign some kind of agreement?

M: Yes, we'll send you a copy of agreement if you agree on the terms, please sign and return a fax copy to us.

Unit 15 Settling Complaints

I What Will the Guests Complain About

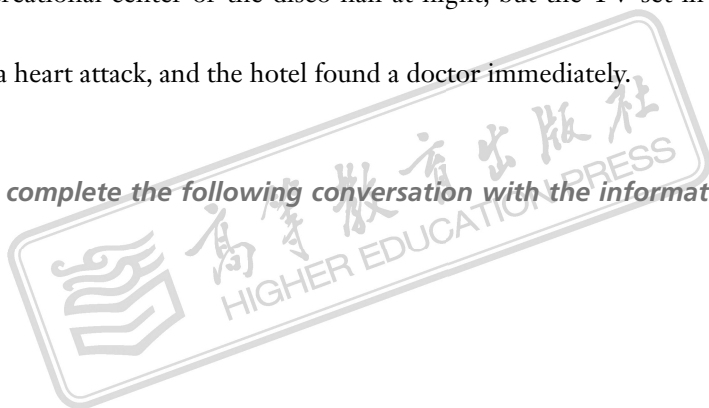
A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. **M:** I've stayed in your hotel for only two days, but you charged me for two days and a half.
W: I'm sorry. I'll have the amount changed.
2. **M:** I've been waiting for my baggage for half an hour.
W: I'm sorry. I'll contact the bell captain at once.
3. **M:** There's something wrong with the minibar. It doesn't keep cold.
W: I'm sorry. I'll send for an electrician right away.
4. **W:** Excuse me, sir. What seems to be the problem?
M: I asked for some water. But she doesn't take any notice of me.
5. **M:** I've ordered the steak well-done. But this one is completely raw!
W: I'm awfully sorry. I'll change it immediately for you.

B. Listen to the dialog and mark (✓) where appropriate.

- A:** I stayed at the Goldfish Hotel. I could not get a drink sent to my room after midnight. The refrigerator was not working.
- B:** I stayed at the Melody Hotel. There was a good, inexpensive restaurant on the 4th floor.
- A:** I made a phone call from the hotel room to my parents in Canada. They were very happy to hear from me.
- B:** Oh, you were that lucky. But when I phoned the Room Service there was never any reply.
- A:** I had nothing to do at night except to have some drinks at the bar.
- B:** I could go to the bar, the recreational center or the disco hall at night, but the TV set in my room doesn't work well.
- A:** A guest in the next room had a heart attack, and the hotel found a doctor immediately.
- B:** Oh, what efficiency!

C. Listen to the dialog again and complete the following conversation with the information you hear.



II How to Settle Complaints

D. Complete the following dialog.

(W=Waiter D=Dinner)

W: May I help you, sir?

D: I ordered my steak to be prepared medium, but this one is absolutely raw.

W: I'm awfully sorry, sir. There must have been some mistakes. I do apologize for that. I'll change it immediately for you.

D: But how long will it take?

W: About ten minutes. Would you like some complimentary drink while waiting?

D: I'm afraid I don't have enough time to wait for the next steak to be prepared. I have an appointment in my room in fifteen minutes.

W: Oh, you are staying at our hotel. May I have your name and room number?

D: James Pile. Room 611.

W: Thank you, Mr. Pile. I'll ask the Room Service to serve you a snack at 9:30 tonight. And you will have your favorite rare steak.

D: Shall I pay for two steaks?

W: No, you should pay only for one. We'll cross the tough steak off the bill. Sorry to have caused you so much trouble. I assure you it won't happen again.

Unit 16 Hotel Management

I What Does Hotel Management Mean

A. Listen to the dialogs, decide what each short conversation is about and mark (✓) where appropriate.

1. W: What is your responsibility?

M: I'm responsible for the operation and management of Spring Restaurant.

2. W: What are you?

M: I'm the head of the Security Dept.

3. W: What is your job?

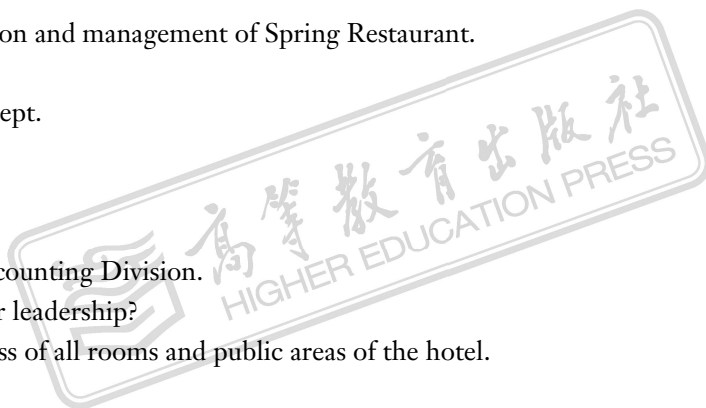
M: I'm the head of Witz Hotel.

4. W: What is his work?

M: Well, he is in charge of the Accounting Division.

5. W: What do people do under your leadership?

M: They are to keep the cleanliness of all rooms and public areas of the hotel.



B. Listen to the passage and match the functions of management in Column A with their definitions in Column B.

The functions of management are planning, organizing, staffing, leading, and controlling. Its practitioners will do best if they can understand and apply, in the light of situations, the theory and practice of these functions.

Planning is to make a rational approach to the selected goals — bringing both social and economic effects. Organizing is to determine what the organizational structure should be. Staffing is to find what kind of people we need, when we need them and how to train them, while leading is to discuss how most efficiently to lead and direct them. Controlling means to control in accordance with the furnished structures.

C. Listen to the passage again and complete the following short passage with the information you hear.

II How Is the Hotel Management Working

D. Complete the following dialog.

(M=Duty Manager G=Guest)

G: Listen, the air-conditioner is out of order in my room. When are you going to come and repair it?

M: I'm sorry, sir. I'll get someone at once.

G: You'd better. It's so hot here. And everything in my room is in a mess.

M: Well, I'll speak to the Housekeeper about it, sir.

G: And another thing, what are you going to do about those countrymen in my next door? They were playing mahjong, talking, and laughing all night. It shouldn't be allowed.

M: Sorry, sir. I'll have a word with them and ask them to be a little more considerate.

G: Yes, do that right now.

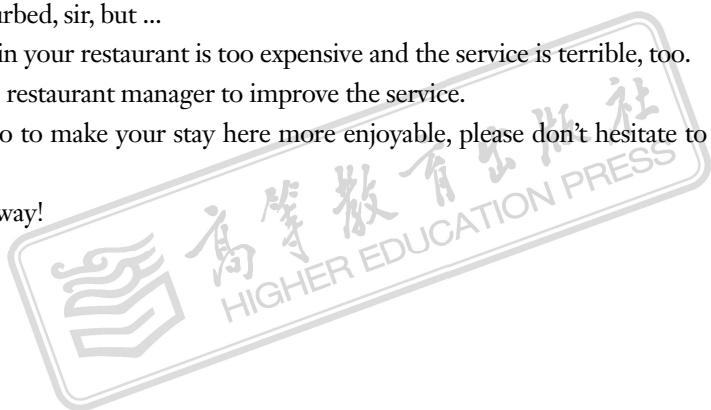
M: I'm very sorry you've been disturbed, sir, but ...

G: And one more thing. The food in your restaurant is too expensive and the service is terrible, too.

M: I'm terribly sorry, sir. I'll ask the restaurant manager to improve the service.

If there is anything else I can do to make your stay here more enjoyable, please don't hesitate to ask me.

G: Don't worry. I'll tell you right away!





Translation of the Dialogs and Summary of Our Work

第一单元 宾馆酒店业ABC

II 如何进入宾馆业

对话1 我们有个梦想

【两位旅游管理系的大学生即将去宾馆实习。他们正在谈论他们的职业和抱负。】

A: 很幸运我们明天就将一起去威茨宾馆工作。我们将亲手为所有的客人创建一个家外之家。

B: 说得对。那既是宾馆酒店业的宗旨,也是宾馆员工的使命。

A: 此外,宾馆也被称为“微型联合国”。我们可以遇到并接待各行各业的人们。

B: 而且他们来自世界各地。那真使我们感到自豪,是吗?

A: 对极了!但我还真担心如何使每位客人都满意呢。

B: 别担心,老兄。记住我们老师说的——仪容整洁得体,对所有的人都彬彬有礼,与同事好好合作。

A: 最重要的素质是真心爱人和热心助人。

B: 说实话,我希望有朝一日我能成为经理,甚至是总经理。

A: 我也是。不过你能说说什么是管理吗?

B: 管理意为让合适的人办妥各种事情。宾馆管理实际上就是宾馆服务管理。优质管理催生优质服务。

A: 嗯。另一方面呢,宾馆管理的成功取决于所有员工的服务。服务是我们行业的精髓。

B: 罗马非朝夕建成。让我们加倍努力吧。

A: 去实现我们的梦想。

对话2 求职面试

【人力资源部经理(经)手持一位求职者(求)的履历,正在对她进行面试。】

经: 彭小姐,请坐。

求: 谢谢。

经: 请告诉我你为什么要到宾馆工作。

求: 我喜欢和人一起工作。在宾馆里,我能为各种各样的人服务并满足其要求。反过来,我的客人也对我友好相待,这使我十分愉快。

经: 那么你为什么选择到我们宾馆工作?

求: 嗯,贵宾馆是一家著名的五星级合资宾馆。它的管理体系很适合于我。那就是我来的原因。

经: 你的履历表明你当过初级管理员。你对初级管理员这一工作有什么见解?

求: 一言以蔽之,初级管理员是宾馆一线工作者和决策层之间的纽带。

经:那么,你认为怎样才算是一个好的初级管理员呢?

求:就我的知识和经验而言,一个好的初级管理员应该既有主见又公平,具有团队精神,尊重客人,讲究效率,满足客人合理要求。

经:嗯。我已经问了你不少问题。你有什么要问我的吗?

求:我能问一下这儿的工资福利吗?

经:最初三个月的月薪为4,000元人民币,外加奖金和工作餐。以后根据你的工作表现和饭店规章定期加薪。

求:那挺合理的。

经:还有一件事,你什么时候可以来上班?

求:下星期就行了。

经:好的。我们将于5天内告知您我们的决定。谢谢你来面试。

求:谢谢您抽出宝贵时间。

对话3 迎新第一课

【一位新员工(员)第一天报道。培训部经理(经)和他谈话。】

经:早上好!欢迎加入威茨宾馆大家庭。

员:谢谢!我渴望在这开始我的职业生涯。

经:很好。不过,我们先得花三天进行迎新培训。这是培训日程表和员工手册。

员:谢谢。

(经理简要地介绍了宾馆发展的历史和它的运营及管理体系。)

经:现在你也许对我们宾馆有所了解。我想进一步问问你,你对宾馆行业是怎样认识的?

员:宾馆旨在为所有的旅客创造一个家外之家。我认为宾馆服务是一个非常体面和光荣的职业。

经:说得对。因此我们员工最重要的品质就是真心爱人、热心助人。你认为呢?

员:完全正确。

经:从现在起,你就是我们宾馆的一个代表了。希望你能记住,你要凭着你的礼貌和工作效率,使客人既能享受西方的舒适又能品味中国的风情。

员:好的,我会把每位客人都视作贵宾。

经:好。千万别忘了本宾馆的座右铭——信誉第一,顾客至上。特别要注意你的言行以及文化差异。

员:我会尽力的。

经:此外,我还希望你与同事精诚合作并忠于领导。

员:我将全力以赴成为一名出色的员工。

经:说得好。此外要注意非言语的表现,例如表情、手势、姿态乃至仪表和个人卫生。今天下午第二堂培训课就要谈这些内容。

IV 工作综述

宾馆酒店业

什么是宾馆? 1956年颁布的《宾馆业主法案》把宾馆明确定义为:由业主经营的,向旅客提供饮食,如有需要,也提供住宿场所,无须签订专门合同,只要旅客有能力并愿意为业主所提供的服务和设施支付费用,且其状态适合于接待。

当今的宾馆是一个高度组织化的商业实体。它由许多营业部门和辅助部门组成。所有这些部门中有5个是最重要的,它们是:房务部、餐饮部、市场营销部,计财部和工程维修部。

今日的宾馆不仅提供食宿,而且还提供现代化的通讯设施、会议厅和贸易洽谈室。为客人提供各种综合性的服务以及场所已不再是奢侈之事,而是必备之物,其中包括康乐中心、游泳池、健身房、购物中心、银行、邮寄服务、书店、传真服务、花店和美容院。

宾馆的首要任务是为所有的商务旅客和观光游客创造一个临时的家,并为他们提供优质服务。为客人服务实在是一门艺术。服务意味着理解、预测并满足别人的需求,并满腔热情地竭诚服务。无论客人是谁,都应将其视为贵宾接待。无论他有什么合理要求,我们都应充分理解并设法满足。在这种意义上我们说服务第一,宾客至上。优质服务应集礼貌和效率于一体,决不带任何的放肆轻佻和奴颜婢膝。

第二单元 前厅(一)

订 房

II 如何处理订房要求

对话1 电话订房

【比尔·道格拉斯先生(道)正通过长途电话订房。上海威茨宾馆预订员(预)接起这个电话。】

预:这里是威茨宾馆订房部。有什么我可以帮您吗?

道:这个电话是来自纽约的道格拉斯。我和我太太将在今年五月访问上海。我想订一间带浴室的
双人对床房。

预:您是要朝街的还是要面对庭院的,先生?

道:面对庭院的。

预:您是要吸烟房还是无烟房?

道:无烟房。

预:请问您的起止日期?

道:从5月2日至5月5日。

预:请稍候。我来查一下房间预订情况。……对不起让您久等了。我们可以为您提供一间无烟双
人对床房。

道:请问房价是多少?

预:每晚每间800元人民币包早餐,相当于125美元。

道:行。

预:请问您的全名?

道:比尔·道格拉斯。D—O—U—G—L—A—S。

预:道格拉斯先生,请给我您的信用卡号以担保订房,好吗?

道:好的。维萨卡,卡号是4245-6645-6454-5158,有效期至2015年5月。

预:谢谢,道格拉斯先生。您要一间无烟双人对床房,起止日期为5月2日到5月5日。您的维萨卡

卡号是4245-6645-6454-5158。我说的对吗?

道:对。

预:我能发份订房确认函给您吗?

道:就发电子邮件给我吧。我的电子邮箱是billdouglas168@gmail.com.

预:(复述了电子邮箱)谢谢你,道格拉斯先生。您的订房确认号是C6578。我们期待您的光临。

对话2 更改团队预订

【凯恩先生(凯)来到威茨宾馆更改他几星期前所作的团队预订。预订员(预)接待他。】

预:早上好,先生。有什么我可以帮您吗?

凯:几星期前我为我们的年会订了房间。现在我想变动一下。

预:请问您的确认号是多少?

凯:C3402。

预:请稍候,我查一下……是的,您是XCG公司的罗杰·凯恩先生,您预订了12间标准客房和一间豪华单人房,均为期3天。您想如何变更?

凯:嗯,我们董事长将带他的夫人和两个孩子来。因此我们还要为他的孩子们增加一间标准房,并把豪华单人房变为小套间。

预:没问题,凯恩先生。

凯:还有,我们要多住两天。你能安排一下吗?

预:那就是说从9月12日到9月17日,对吗?

凯:没错。

预:请到账台加付10,000元预订保证金,好吗?

凯:好的。

对话3 市内电话预订

【一位女士(女)打电话给宾馆预订员(预)为其公司客户订房。】

预:下午好。这里是预订部。需要帮忙吗?

女:我是GCCZ公司的海伦。我要为本公司的客户订房。

预:请问要什么房型?

女:一间豪华套房。

预:请问起止日期?

女:十月五日至八日。

预:请问贵公司客户的全名?

女:他的姓名是乔治·布莱克。

预:请稍等。……对不起,让您久等了。海伦小姐,从十月一日到十月十日有一个大型工业展销会,展览期间,本宾馆的客房被预订一空。

女:那怎么办呢?

预:别担心,我们可以把他列入候房名单或者向您推荐附近的宾馆。

女:哪家宾馆?

预:卡尔登宾馆。它和本店是同一星级的。

女:你肯定那儿有空房吗?

预: 是的, 海伦女士。卡尔登宾馆也属于我们集团。我们有客房联订信息系统, 该系统显示那里有您要的房间。所以我现在能为您订房。

女: 太好了, 谢谢。房费有变化吗?

预: 没有变化, 海伦女士。由于我们宾馆和贵公司定有协议价, 因此在本集团任何宾馆的房价都不变。

III 工作综述

订 房

由于大部分旅客到饭店下榻前都会做好住宿等各种安排, 因此客房预订是前厅部一项重要的功能。高效率的预订服务程序能强化前厅部计划、协调及人员配备的能力。

订房服务包含6大步骤。第一, 预订员本人通过电话、信件、传真, 或通过中央订房系统接受预订; 第二, 预订员根据客人要求查看是否有空房; 第三, 预订员书面记录客人的预订要求, 包括客人的姓名、家庭住址、电话号码、人数、到达时间, 以及任何特殊要求; 第四, 预订员发出确认。第五, 预订员书面记录客人对预订需要进行的变更或取消; 第六, 预订员向主管部门书面报告每天的预订情况。

在我们行业中有好几种订房类型。有的客人希望到达时能确保有房间, 饭店可以提供有保证的预订。操作时, 要求客人预付房费, 即使房间未被使用, 饭店将为客人保留房间直至应到日第二天的退房时间。与之相反的是无保证预订。有保证预订可通过多种方式操作, 而其中最常用的是使用信用卡。饭店记下客人的信用卡号码。

第三类为已确认预订。它详细记录双方的意愿和具体内容。如果预订作得较早, 饭店将寄给客人确认信, 客人登记时应出示该信。

饭店也可根据其自身情况, 诸如客人类型或预订来源, 自选制定其他预订方式, 如贵宾预订方式、会议团队预订方式、旅游代理商预订方式和预付式预订方式。所有这些都归属于第四类预订——饭店专项预订。

第三单元 前厅 (二)

接 待

II 如何登记客人入住

对话1 登记散客入住

【接待员(接)正在登记一对夫妻(客)入住。】

接: 早上好, 先生, 夫人。欢迎光临我们宾馆。有什么我可以帮您吗?

客: 我是德弗·辛普森。我们预订了一间带浴室的双人对床房。这是确认信。

接: 谢谢, 辛普森先生。让我查一下……对不起, 让你们久等了。你们要一间标准房住一晚, 是吗?

客: 没错。

接: 请出示一下护照, 好吗?

客: 在这儿呢。

接: 谢谢。请填写一下这张登记表, 好吗?

客: 没问题……给你。呃, 房价是多少?

接: 每晚是1,000元人民币外加15%的服务费。您怎样付账, 是用信用卡还是现金?

客: 用信用卡。万事达卡可以么?

接: 当然可以, 先生。我可以刷一下您的卡吗?

客: 给你。

接: (刷了卡并归还给客人) 请核对印单并签名。

客: 好的。

接: 谢谢。这是703房间的钥匙卡和房卡。

客: 谢谢。

接: 行李员会帮你们搬行李并把你们送上楼的。还有什么别的我能给你们做的吗?

客: 没了, 谢谢。

接: 不用谢。希望你们在这儿住得愉快。

对话2 登记团队入住

【领队(领)在地陪的帮助下, 正在接待处(接)登记入住。接待员接待了他。】

领: 我叫杰夫·都克, 是美国学术代表团的领队。我们的团号是0324。我们在贵宾馆订了一些房间。

接: 是的, 都克先生。团队成员们还都在外面吗?

领: 是的, 他们都还等在车里。我不想让他们一下子都到大堂里来。

接: 很好, 都克先生。我们已为你们准备好了入住所需文件……噢, 你们订了15间标准房, 你们共有20位男士和10位女士, 包括6对夫妇。你们将在明天早晨退房。有什么变动吗?

领: 没有。

接: 请出示你们的团队签证并让我复印一下, 好吗?

领: 给你。

接: 谢谢。请在这张登记表上填上您的个人情况。

领: 好的……给。

接: 谢谢。我们把你们安排在10楼, 从1001房到1015房。这些是钥匙卡及有早餐券的房卡, 自助餐时间是6:00到10:00, 在二楼咖啡厅。

领: 谢谢。我去给团队成员派房。顺便问一下, 您能为我们安排7:00的叫早电话吗?

接: 没问题。行李员会把各位的行李送到房里去的。如果有什么问题或要求, 请随时惠告。

对话3 续住

【亨利·格林先生(格)走向大堂的接待员(接)。】

接: 早上好, 先生。我们能为您做些什么?

格: 我原定今天退房, 但是由于业务需要我还得在这多呆两天。

接: 请问您的姓名和房号?

格: 亨利·格林, 1016房间。

接: 请稍等, 让我查一下……格林先生。您能续住两天。但恐怕您得换个楼层。从今天到后天十楼的所有房间都被一个旅行团包掉了。你不介意换到1816号房间吗? 它和1016号房间是同一类型的。

格: 没问题。

接: 谢谢。我将更改电脑中您的离店日期。还有, 您已预付了3,000元定金, 请为续住再付2,000元。

格: (付钱)行了吗?

接: 行, 格林先生。请收好新的定金收据。此外, 请您填一下换房单好吗?

格: 我来填。

接: 这是1816号房的房卡。行李员会把您的行李搬到新房间。请把1016号房的钥匙归还给行李员。

格: 谢谢你的帮助。

接: 不用谢。

III 工作综述

登记入住

登记入住服务将使客人对宾馆留下最初的也是最深的印象。前厅部员工接待客人时所表现的热忱欢迎、人性化的接触、社交技巧及效率将使客人感到宾至如归。

到接待处的客人一般有两类: 有预订的和无预订的。对有预订的客人, 除非客人临时另有要求, 接待员一般根据手头已有的预订材料从速安排。操作时, 接待员再次确认客人的住宿要求, 客人填写登记卡, 双方愉快地交谈。

接待员对无预订的客人情况了解甚少。如果有空房——在多数宾馆常有空房——这类登记住宿程序要多花点时间。预订中所包含的信息必须当场获知并与饭店的租房可能性相对照。接待员必须向客人提出原本由预订员所提的问题, 诸如: 住几天、几间房、多少位。如果客人的具体要求无法得以满足, 接待员就像预订员接预订电话时那样, 当面向无预订的客人提供别的房间、房价、住宿期供其选择。

整个登记入住程序包括5个步骤: 登记前工作、填写入住登记表、报房价及派房、明确付款方式及给钥匙。有的宾馆在接待贵宾时提供一步到位的服务, 即在从机场到宾馆的路上或在行政楼贵宾房内办妥登记手续。

在登记入住时, 许多事情往往同时进行, 如查找预订、迎候客人、确定或改动住宿要求; 还有各种简短的交谈、接待员尽力服务、弄清客人的身份(包括姓名和地址的正确拼写)、关注客人的行李、介绍宾馆的公用设施和服务项目、确认离店日期、客人和接待员双方填写入住登记表、复印客人的信用卡、传递邮件和口信。最后, 召唤行李员并确保该房在客人住宿期间不会被别的客人意外入住。

第四单元 前厅(三)

礼 宾

II 如何得体服务

对话1 机场迎宾服务

【在浦东国际机场出口, 手举着牌子的机场代表(代)看见一位外宾(外)向他走来。】

代: 请问先生, 您是乘坐UA837航班来自美国的弗莱克先生吗?

外: 是的。

代: 弗莱克先生。欢迎光临上海。我是凡斯, 威茨宾馆的机场代表。很高兴见到您。

外: 我也很高兴。我的航班晚点了。对不起, 让你久等了。

代: 没关系。您有多少件行李, 弗莱克先生?

外: 两件。

代: 我来提行李。

外: 谢谢。

代: 这边请。在机场停车场有本宾馆的轿车送您过去。

外: 好的。

代: 您是第一次来上海吗, 弗莱克先生?

外: 不, 我两年前来过。你们宾馆离这里远吗?

代: 我们宾馆坐落在上海的西区。但驱车 40 分钟就到了。

外: 是吗? 真好! 上海的交通大为改善。顺便问下, 现在几点了?

代: 下午 6:30。

外: 天哪, 入住房间会有麻烦吗?

代: (核对了到客单) 不必担心, 弗莱克先生。您的是有保证预订, 因此您的房间会一直保留到明天中午 12:00。

外: 好极了。

代: 这就是您的车, 弗莱克先生。

(凡斯把行李放入车子的后盖箱后打开了车门。)请上车。这是司机大卫, 他会送您去我们宾馆的。

外: 非常感谢。

代: 不用谢。愿您在我们宾馆过得愉快。

对话2 行李服务

【一辆豪华轿车在威茨宾馆门前停下。行李员(行)上前迎候客人(客)。】

行: 早上好, 先生。欢迎光临威茨宾馆。

客: 谢谢。

行: 您有行李吗?

客: 是的, 都在后备箱里。

(行李员打开后车盖, 取出行李, 并察看行李标签。)

行: 约翰逊先生, 您共有两件行李, 是吗?

客: 是的。

行: 请这边去接待处。

(客人办完登记手续, 行李员走过来。)

行: 约翰逊先生, 您的房间在 7 楼。请这边去电梯。

客: 呵, 你们宾馆真气派。

行: 谢谢, 我们宾馆是第一流的, 被来自各国的贵宾、官员和商务客选作理想的下榻之处。我们有 400 多间符合国际标准的客房。电梯来了。请, 约翰逊先生。

(电梯正在上升。)

行: 商务中心在 2 楼。3 楼和 4 楼是各种酒吧、餐厅和宴会厅。5 楼有游泳池和其他康乐设施。

客:太好了!我游泳可好了。

(电梯在7楼停下。)

行:这边请……到了。请给我钥匙卡,我替您开门。

(行李员先敲门,然后开门,先客人一步进入房间,并把钥匙卡插入钥匙取电插槽)

客:(当客人进入房间后,行李员介绍了房内设施后。)

顺便问一下,自来水能喝吗?

行:恐怕不行。这里有四瓶免费的矿泉水。如果您要热开水的话,您可以使用这儿的电热水壶。

客:明白了,谢谢。

行:很乐意为您效劳。还有什么别的需要吗?

客:没了。非常感谢。

对话3 问询服务

【在礼宾处,客人(客)在和礼宾部领班(领)交谈。】

领:早上好,夫人。有什么我可以帮您吗?

客:请问,哪儿可以做头发?

领:请到5楼的美容厅。

客:谢谢。做完头发后,我想去东方明珠玩。人们说它是你们城市的象征。请问如何去那儿?

领:你可以乘坐地铁2号线直接到那儿。

客:好啊!地铁在哪里?

领:出宾馆朝左拐,走过一个街区,就能看到地铁站了。

客:谢谢。噢,天!我牙齿疼起来了。你能给我几片止痛片吗?

领:真不幸!但我们无权发药。要不要我为你找个牙医?

客:不必了。附近有药房吗?去帮我买些止痛片行吗?

领:可以,不过请在这张表上填写药名,签字,并预付100元。

客:(填完表并读出声。)我们系根据客人要求购买上述药品。如有意外发生,饭店概不负责。

III 工作综述

礼 宾 员

礼宾服务是宾馆业的常设服务。它是登记入住和派房过程中不可或缺的一项内容。在有些大宾馆中,礼宾处是房务部属下一个足员的正式部门。在当今的自动化时代,它的作用尤为重要。随着对客服务日益电脑化和标准化,礼宾处可以提供客人在别处无法得到的特别关照。为满足这一需求,宾馆饭店在大堂显著地方设置了礼宾处。

礼宾部员工的基本职责是行李服务以及满足客人提出的超越宾馆经营范围的各种要求。礼宾处员工向客人传递饭店的信息,同时又向宾馆管理部门反馈客人的意见。他们既充当到店客人的迎宾员,又担任宾馆的销售代表。他们在客房内、在大堂里、在各公共区域为客人服务,履行各种职责,并帮助客人离店。他们担当安保部的耳目,盯住逃账客,并作相应的调查。他们伴送海内外宾客进房,担任宾馆的亲善大使。

行李服务从门童迎候客人开始,直到行李员搬运行李送客进房。在履行职责的过程中,行李员抓住良机推销宾馆的设施,宣扬宾馆的特色。

客人一到,行李员就将其行李从车上搬进宾馆。在客人办完登记入住手续前,行李应放在大堂内。拿到房单后,行李员就搬运客人的行李,送客人去其房间。

进房后,行李员察看房间情况。首先,他挂好客人脱下的外衣,并把行李放到行李架或床上。然后,他检查电灯和其他设施,巡视房间的清洁情况,并说明宾馆的各种特色服务,如温泉浴或客房送餐服务时间等,同时向客人解释自助服务设施,如房内小冰箱或保险柜。若客人无特殊要求,行李员把钥匙和房单交给客人。离开前,可以特别推荐宾馆的餐厅或休闲场所。最后祝客人住得愉快。

除提供行李服务外,礼宾部员工还应熟悉宾馆和周边地区的情况。如不熟悉,他们也必须要有渠道找到答案。一个典型的礼宾部员工不但能提供机票、剧场票和其他票务服务,而且还能指路,提供有关当地各种设施的信息。客人还可能要求他们帮忙租车或叫出租车。

第五单元 前厅(四)

收银服务

II 如何当一名收银员

对话1 外汇兑换

【一位外国游客(客)向外汇兑换处收银员(收)走去。】

收:早上好,先生。有何吩咐?

客:我想把些钱兑换成人民币。

收:您有哪种外币,先生?

客:欧元。

收:好的,先生。按照今天的汇率,每100欧元现钞相当于890元人民币。您要兑换多少,先生?

客:200欧元,给你。

收:谢谢,先生。

(收银员用验钞机查验其真伪。)

收:好的。请出示一下房卡和护照,好吗?

客:给。

收:谢谢。(办妥了兑换水单并归还房卡和护照。)劳伦斯先生,请查看一下水单上相关的项目,如无误的话,请在水单的这里签上您的姓名,好吗?

客:好的……给。

收:谢谢,劳伦斯先生。您要什么面额的?

客:50元的吧。

收:给。35张50元的和3张10元的,共1,780元人民币。请点一下,并请保存好水单。

客:好的。顺便问一下,我上哪儿可以把人民币换回欧元?

收:您可以到中国银行或机场外汇兑换处把人民币换回欧元。届时您得出示水单。

客:明白了。谢谢。

对话2 审核客账

【布朗先生(布)走向收银台。收银员(收)笑脸向迎。】

收:早上好,先生。有何吩咐?

布:我想查一下我的账。我叫诺曼·布朗。

收:布朗先生,请问您住几号房?

布:1802号房间。

收:谢谢,布朗先生。请稍等。……这是您的账单。

布:这儿错了。昨天我在你们礼品店买了些东西。我肯定付的是现金。我想电脑总不该出错的。

收:输入费用的人可能会出错。我会把这笔错误记录下来交给夜审处理。

布:为什么交给夜审?

收:他将在夜间审核客账是否准确。夜审就负责监管这一类营销业务的。

布:好的。我明天再与你核对。

对话3 结账离店

【福克斯先生(福)在账台(收)结账。】

收:早上好,先生。有什么我可以帮你吗?

福:我来结账。

收:能告诉我您的姓名和房号吗?

福:克里斯·福克斯。房号是2307。这是我的房卡。

收:谢谢,福克斯先生。您有没有看您房内电视屏幕上显示的预结算情况?

福:是的,我早餐前就看了。

收:请稍候。我这就给您准备好账单。

(收银员查电脑并通知有关部门。)

收:对不起,让您久等了。您的账单总计2,829元人民币,包括15%服务费。请核对一下。

福:没问题。

收:您预付了3,000元押金,是吗?

福:是的,这是押金收据。

收:谢谢。我们要退还您171元,请点一下。这是发票。

福:效率真高啊!还有,我要领回我存在你们保险柜里的贵重物品。这是你们3天前给的寄存收据。

收:给。请看看是否有问题。

福:没问题。谢谢。

收:不用谢。希望您在这儿过得愉快,并希望您再次光临。

III

工作综述

收银员实际上是财务部的员工。他们在总台办公,他们与前厅部的许多岗位均有联系,他们与负责日常经营的前厅部经理直接联系。

前厅部收银员的基本职责是将客人的开销打入其账目,在结账时接收客人付款,兑换外币,兑现

旅行支票,协助财务部做好信用卡划账和直接收款事宜,结清每班收支账目,负责前厅开支的现金。

宾馆财务部门人各有责,功能众多。它在宾馆经营管理中发挥极其重要的作用。该部门不仅与宾馆的各方面日常经营直接有关,而且负责管理信息系统,参与宾馆决策,实施管理职能。这些通过下列5大循环系统得以实现,即:收入循环系统、资金循环系统、支出循环系统、薪金循环系统和财务报告循环系统。

收入循环系统包含10种控制功能:销售功能、预订功能、信用功能、前厅控制、营业销售控制、现金收入控制、服务控制、收入审计、应收账款和现款订金。资金循环系统包含3种控制功能:现金、投资及贷款科目、资金总控和资本性项目。支出循环系统包含5种控制功能:采购、收货、应付账款、现金报销和库存控制。薪金/人员循环系统包含7种功能:薪金功能、聘用功能、培训及职务调动功能、考勤记录控制、处理功能、报销功能和终止功能。财务报告循环系统包含5种功能:日记账准备及过账、处理、证实和评估、汇编和传送以及合同执行。

第六单元 客房部(六)

客房服务

II 如何登记客人入住

对话1 绿色饭店在行动

【一位新入住的客人(客)召来了一位房务中心的员工(员)。】

员:晚上好,先生。我能为您做些什么?

客:我试着按照桌子上宽带接入提示把宾馆的宽带线接入我的手提电脑。但接入互联网遇到了些麻烦。

员:别担心,先生。我可以看一下您的手提电脑吗?

客:请吧。

员:(设置了手提电脑)我现在已经为您修改了IP地址。您现在可以上网了。

客:谢谢你的帮助。(瞥见床头柜上放着的一张绿色卡片)这是什么?

员:这是床单更换卡。它上面说,床单通常每日更换一次,但是如果您觉得不必换得话,请在早上把这张卡片放在枕头上,那么当天就不会更换您的床单了。那意味着您参加了我们的绿色饭店工程。

客:好极了。我们每个人都应当为建立环境友好型社会而节约水和能源。

员:您说得真对,先生。许多客人都渴望为保护我们这个美丽的都市出点力。此外,卫生间里有一个毛巾更换吊牌。

客:或许它提示我如何处理各种毛巾?

员:是的,先生。我们鼓励宾客重复使用毛巾。当然是悉听尊便的。毛巾如挂在巾架上就意味着您打算重复使用。如果毛巾放在地上或浴缸里那就将被更换。

客:明白了。你们宾馆确实是一家绿色饭店啊。

对话2 做晚床

【客房服务员(服)敲门并进来为客人(客)做晚床。】

服: 客房服务。我能进来吗?

客: 进来。

服: 晚上好, 先生。我现在能为您做晚床吗?

客: 什么是做晚床?

服: 这项服务包括开启部分灯光、拉上窗帘、整理床铺、清倒垃圾……

客: 我刚洗了个澡, 现在浴室里一团糟。洗发水洒了出来, 毛巾脏了, 洗脸盆要擦拭, 手纸也用完了。

服: 没关系, 先生。我来打扫。

客: 还有, 小冰箱需要添加食品。

服: 我这就叫人来添加。

客: 顺便说一下, 我把花瓶打碎了。

服: 我帮您把碎片清理掉吧。

客: 要赔吗?

服: 恐怕是的。

客: 好吧, 好吧。我要去餐厅了, 你什么时候能做好晚床?

服: 您回来时一切都好了。

对话3 旱灾和水患

【格兰特夫人(格)因急事打电话给房务中心。客房服务员(服)来到她的房间。】

服: 有什么事吗, 夫人?

格: 刚才我想洗个淋浴, 但热水就是不出来。

服: 对不起, 让我看一下。

格: 看吧。

服: 格兰特夫人, 这些淋浴龙头的确是挺难使用的。你有没有把龙头朝外拉出来然后把它朝右拧?

格: 没有。

(客房服务员演示如何使用水龙头。)

服: 请再试一下, 好吗?

格: 噢, 可以了, 谢谢。

(客房服务员走了。过了一小时, 格兰特夫人又匆匆忙忙地打电话来了。)

房务中心员工: 早上好。这里是房务中心。有何吩咐?

格: 我是803房间的格兰特。抽水马桶好像出毛病了。

房: 出了什么毛病, 格兰特夫人?

格: 水冲不下去, 现在溢出来了。卫生间里就像个游泳池。

房: 真对不起。别担心。我马上派个水暖工到你房间里来。

III

工作综述

房务部

前厅部接待员的主要职责是推销客房, 但是如果没有客房部员工, 就根本不会有适于销售的客

房。如果没有客房部,宾馆就无法经营。虽然客房部不像餐饮部和销售部那样直接销售,但它是酒店业的核心。整个宾馆依赖于有序、高效的客房部管理。

该部门的领导是客房部经理。他/她的职责和责任要求高效地领导、组织、激励和参与,以保持高标准。以下是客房部经理的三个主要职责范围:

- 保持清洁和在客房及公共场所提供服务;
- 领导员工,负责设备和物资供应;
- 保存各种记录。

管理员查看房间租用情况及是否打扫完毕以备重新出租,同时查看家具是否保养完好。管理员查房时填写床位占用表、住客单或房态表。一旦填写完毕,就送往前厅部接待处与排房板核对。这种表每天填写两三次。这样,接待员就能弄清开房情况和实际客房出租率。

所有宾馆都雇佣客房女服务员从事客房保洁工作。公共区域保洁工作则由公共区域保洁员承担,它包括所有公共部位和房间、休息室、走廊、大厅、公共厕所,以及宾馆内各种办公室。而餐厅、宴会厅和酒吧的保洁工作常由餐饮部员工来做,而不是由公共区域保洁员来完成。

由于客房部员工以女性为主,因此有必要雇佣一些男服务员来做些重体力活,如移动家具或搬重布件筐和推工作车。

客房部的职责绝不只是清扫客房。为了使客人满意,客房部经理有责任满足客人的特殊要求,如添加枕头或出借吹风机,安排好公共区域清扫时间,从而尽量避免打扰客人。顺利发挥客房的各种功能是客房部的中心工作之一。这包括其他对客服务,如提供早茶、洗衣服务、照顾婴儿和别的个性化服务项目。

第七单元 客房部(二)

个性化服务

II 如何提供个性化服务

对话1 行政楼层服务

【行李员将罗伯特·达尔文先生(达)引领到行政楼层休息厅。行政楼层接待员(接)向他问好。】

接:下午好,先生。欢迎光临行政楼层。

达:下午好。我是MBI公司的罗伯特·达尔文。这是我第一次来中国。

接:作为行政楼层的住客,您可以享受在本层休息厅登记入住和结账退房的优先权。

达:很好,谢谢。

(客人办好了入住手续。)

接:请允许我再介绍些本楼层的服务。从7:00到10:00供应大陆式早餐。下午您可以在欢乐时光免费享用酒水,冷餐和面食。从早上7点到晚上11点,休息厅内供应茶和咖啡。行政楼层住客均可免费享用上述所有内容。

达:很好。我后天打算在这儿召集一个小型会议。

接:没问题。每位住客可免费使用一次会议室两小时,超过两个小时后,每小时须收费500元。您何

时召开会议?

达: 早上9:30 to 11:30。我会尽快通知我的客户的。

接: 我们提供24小时商务服务。市内电话、房间内宽带接入和接受传真是免费的。还有件事, 我们有全天贴身管家服务。达尔文先生, 这是托尼(托), 您的贴身管家。他随时为您效劳。

(托尼领达尔文进入他的房间。行李员放好行李。达尔文先生脱下外套, 托尼将它挂入衣橱。)

达: 我要熨一下外套。

托: 好的, 达尔文先生。我们每天为住客免费熨烫一套外衣或长裙。行政楼层客人的快洗服务只按普通洗衣收费。

达: 谢谢。顺便问下, 有没有最新一期的《时代》周刊?

托: 当然有, 先生。我们有39个国家和本地出版的各种报纸杂志, 可送来供你任意选读。

对话2 洗衣服务

【客人(客)正在和客房服务员(服)谈论洗衣服务。】

客: 我有些衣物要洗。你们这儿有洗衣服务吗?

服: 是的, 先生。我们宾馆的洗衣服务挺好的。请把要洗的衣物放在衣柜内的洗衣袋里。千万别忘了填写洗衣单, 否则将以宾馆计数为准。

客: 通常要多久才能洗好?

服: 通常要一天, 不过我们有快洗服务, 只要3个小时。

客: 差价是多少?

服: 我们要多收50%。

客: 好的。我外套上有颗纽扣掉了下来。能帮我缝个新的上去吗?

服: 当然可以, 先生。

客: 噢, 还有, 如果洗涤时损坏了衣物怎么办?

服: 如果是这样, 宾馆当然应当赔偿, 但赔偿金额不超过洗衣费的10倍。

客: 这挺合理的。不过我还是希望根本就不出现毁损。

服: 请放心, 我们的洗衣部员工经验都是很丰富的。

对话3 应付执拗的客人

【安德森太太(安)的钻石项链不见了。她怒气冲冲地走进客房部经理(经)的办公室。】

经: 早上好, 夫人。我能为您做些什么?

安: 有人偷了我的钻石项链。

经: 夫人, 我听到这个消息感到很抱歉。请问您的尊姓大名和房号?

安: 安德森夫人, 1345号房间。

经: 谢谢您, 安德森夫人。您当时在什么地方?

安: 就在我房间里, 房门是锁着的。这只能是你们的某个员工偷的。我要尽快地找回我的项链。

经: 嗯, 我非常理解您丢失项链后的不安心情, 我们将竭尽全力帮助您。我可以派个服务员到您房间里再寻找一下吗?

安: 当然可以。不过如果找不到的话, 你们宾馆应当赔我一条。

经: 假如真的丢了, 那将由警方处理。

安: 你这“假如真的丢了”是什么意思? 我说过的确是丢了。

经: 好吧, 安德森夫人。不过, 首先我会叫一位员工到您的房间里彻底查找一下, 万一那条项链还在呢。不过我得说清楚, 我们不能对此负责。您应当把贵重物品寄存在我们的保险柜里。想必您登记入店时我们的接待员已经提醒过您了。而且给您的钥匙卡上也有同样的说明。

安: 那太糟了。我要立即见你们的总经理。

经: 安德森夫人, 我很乐意打电话告知他此事, 不过他肯定会和我说的一样。关于贵重物品的问题, 我们有非常明确的规定, 我们必须照此执行。

III 工作综述

宾馆服务与质量保证

在客房部, 事实上在整个宾馆业, 优质服务都是最重要的产品。质量保证是管理的最高目标, 它实际上就是顾客满意工程。没有顾客, 就没有宾馆。是客人养活了宾馆而不是宾馆做了什么好事。从这个意义上说, 员工为客人们服务的目的就是使他们满意, 而员工为宾馆服务就是为宾馆销售。

什么是质量? 质量是宾馆销售其产品时所提供的品位。质量是一条准绳, 用于衡量宾馆所提供的是否切合客人的需要。质量越高(品位越好), 就越受客人欢迎。

质量保证是一个管理过程, 它使每位员工言行一致地成为宾馆的亲善大使和敬业者, 高效地、全心全意地为所有的宾客和自己的宾馆服务。

为了确保优质服务, 员工必须遵循下列5点要旨:

- 每次见到客人, 都要面带微笑, 进行友好而得体的寒暄;
- 与客人交谈应当友好、热情、彬彬有礼;
- 迅速有效地回答客人的问题或对客人的要求作出反应, 答复不了的话应亲自寻求答案;
- 预测客人的需求并解决客人的难题;
- 随时随地只要有必要、有可能, 就应当追踪落实解决问题。

为了促进宾馆各个部门的优质管理, 员工们应该组成不同的质量小组, 通过团队精神和优质服务的承诺来提高他们的积极性。前厅部员工的质量小组可对如何加快新到客人登记入住的程序提出建议。收银员质量小组可就如何根除因信用卡欺诈而造成的损失献计献策。客房部员工的质量小组则可着重为如何减少因毛巾或抹布使用不当而引起的损失想方设法。

总之, 我们应该牢记: 尽善尽美是我们的服务规范, 保质保量是我们行业的生命线。

第八单元 餐饮部(一)

中餐服务

II 如何在餐饮部工作

对话1 接受电话订桌

【埃克顿先生(埃)打电话订餐桌, 中餐厅订餐员(员)接听电话。】

员: 早上好! 春园餐厅。有什么我可以帮您吗?

埃: 你们晚上几点营业?

员: 下午5:00开始,最后接受点餐时间是晚上10:00。

埃: 我想今晚订个餐桌。我能要个在露台上的吗?

员: 抱歉,先生。今晚所有露台上的和包房的餐桌全订满了。你要不要一张餐厅内靠窗的桌子,从那儿您可以俯瞰我们的城市。

埃: 好吧,但我希望它是安静的。

员: 没问题,先生。请问您的姓名和房号?

埃: 比尔·埃克顿。1202号房间。

员: 谢谢,埃克顿先生。请问几位?

埃: 四位。

员: 几点钟?

埃: 7:00。

员: 很好,埃克顿先生。您要订今晚7:00靠窗的四人餐桌,对吗?

埃: 没错。

员: 顺便问下,根据我们的规定,我们只能为您的餐桌保留半小时。就是说您最好在晚上7:30前来。希望您能理解。

埃: 我明白了。

员: 谢谢来电,埃克顿先生。我们期待为您效劳。

对话2 在中餐厅

【一对夫妇(男/女)来到中餐厅。领位员(领)面带微笑迎候他们。】

领: 晚上好,先生,夫人。欢迎光临我们餐厅。

男: 你们有两人桌吗?

领: 你们预订了吗,先生?

男: 恐怕没有。

领: 这边请。

(领位员带他们到了露台的一张餐桌旁。)

领: 先生,夫人,这张桌子行吗?

女: 很好。这儿可以看到美丽的湖景。

领: 请坐。这是菜单。请慢慢看。

(几分钟后服务员来接受点菜。)

服: 晚上好,先生,夫人。现在可以点菜了吗?

男: 好的。先要一份咕咾肉。

女: 我说说娃娃鱼十分美味,是吗?

服: 对不起,这儿的餐厅都不供应这道菜,因为它违反了“野生动物保护法”。

女: 对不起,我不知道。算了。

服: 来条美味的清蒸鳊鱼如何?

女: 好主意。

男: 再来个炒荷兰豆。小姐,你能推荐个汤吗?

服: 嗯,许多客人对我们的火腿香菇汤推崇备至。

男: 好的, 来一个吧。就这些。

(服务员重复客人所点的菜。)

服: 你们的菜要烧几分钟。先生, 夫人, 进餐时要喝些酒吗?

男: 是的, 要些中国酒。

服: 要茅台还是绍兴酒? 茅台是著名的中国烈酒, 它从不上头。绍兴酒是酿造酒, 是一种米酒。

女: 就来一瓶王朝红葡萄酒吧。

对话3 付账

【客人(客)向服务员招手。服务员(服)走了过来。】

服: 先生, 您还要些什么吗?

客: 埋单。

服: 请稍候……这是您的账单。请查看一下。

客: 对不起, 这一项是什么?

服: 是3瓶青岛啤酒。

客: 但我们退了一瓶。

服: 噢, 对不起。让我去账台改一下。

(几分钟后, 服务员拿着新的账单来了。)

服: 对不起, 算错了。这是新的账单, 请再查看一下好吗?

客: 没问题。

服: 如果您住在我们宾馆的话, 您可以签单。

客: 我不住在这儿。你们收信用卡吗?

服: 是的, 我们收美国运通卡、大莱卡、维萨卡和万事达卡。

客: 我这儿有美国运通卡。

服: 我能把您的信用卡刷一下吗?

客: 当然, 给。

服: 请稍候……对不起, 请在您信用卡的复印件上签个名好吗?

客: 行。

服: (归还信用卡并给发票。)给, 请收好。

III 工作综述

餐饮部的组织机构

尽管客房部是宾馆收入的主要来源, 但各类宾馆都十分看重餐饮部的优质经营。餐饮部主要关心的就是为客人提供优质的餐饮服务, 然而许多宾馆老板把餐饮部看作收入的一大来源和一项重要的市场行为, 其主要目的就是确保客人惠顾这家宾馆。

餐饮部的经营是整个(宾馆)系统中各个部分组成的综合性活动。该部门由餐饮部经理领导, 下辖若干分支机构, 如储藏室、厨房、餐厅、酒吧、宴会厅、客房送餐服务部、休息厅和宴会服务部等。

从根本上说, 餐饮服务的所有活动都可分为3类, 即生产、服务和管理。

生产工作主要在厨房进行。它包含初加工、烹制、成品和保洁。这儿的领导是行政总厨, 他统领着点心师、厨房助手和洗碗工等。有些宾馆设有中心厨房, 负责向各处提供各类饮食, 其下设有若干

分支部门;这些部门也可设有分厨房,并配备各自的员工。

服务工作主要在各餐饮部门进行,如咖啡厅、休息室酒吧、宴会厅和其他餐厅。一般来说,这些部门在价格、菜单类型、经营风格、就餐环境和营业时间等方面各不相同。

餐饮部管理的主要职责可归纳如下:

- 采购、收货、贮存、发货和餐饮制作,并最终向客人提供这些产品和服务;
- 培训、激励并管好餐饮部全体员工;
- 如果餐饮部是向宾馆提供短期或者长期的利润,它就要和宾馆各部门密切合作。

餐饮部的成功经营需要有大量的行家里手。一家餐厅即使有良好的市口、炫目的装潢和全市最好的大厨,但若管理不善照样亏损。因此,一位经验丰富的优秀经理在确保本部门成功方面可发挥极为重要的作用。经理统管餐饮部的整个经营工作并负责人员配备、领导、组织、计划和控制本部门的方方面面。这一职位要求有丰富的经验和专业知识。餐厅经理统领着本餐厅的主管和厨师,负责人员的招聘和解雇,并负责餐厅的财务情况。他/她控制预订系统,预测未来的收益,分析成本,维护宾馆的规章制度和正常运行。

未来宾馆的竞争将日益激烈。对于受过良好培训的经理人员和餐饮部各层面员工的需求也将日益增加。和往常一样,那些实施良好的管理原则的宾馆,那些有创造性和灵活性的宾馆,那些迅速适应环境变化的宾馆将兴旺发达。

第九单元 餐饮部(二)

西餐服务

II 如何供应西餐

对话1 零点服务

【服务员(服)正在听候客人(客)点餐。】

服:请问,先生,我能帮您点菜吗?

客:好的。

服:先来点开胃酒吗?

客:好,我要干雪利酒。

服:要点什么开胃品?

客:黑鱼子酱。

服:是,接着用什么?

客:奶油蘑菇汤和田园色拉。

服:色拉要什么调味汁?

客:油醋汁。

服:是,先生。请问主菜要点什么?

客:请给我一份丁骨牛排。

服:您是想要一成熟、五成熟还是全熟?



客:三成熟。配些什么辅菜?

服:配些炸薯条好吗?

客:行。

服:您吃牛排时想喝些什么?

客:请来瓶夏多得拉斯寇。

服:什么时候上酒,是和主菜一起上,还是头道菜上?

客:现在就开瓶以便让酒醒一下。

(服务员重复客人的点餐,接着端上酒菜。)

服:(见酒菜快要吃完了)请问,先生。您要来些甜点吗?

客:好的,请来一份提拉米苏。

服:是,先生。您要来点餐后的利口酒、咖啡或茶吗?

客:行啊。请来杯清咖。

服:(复述所点的东西。)我这就送上。

对话2 说明西式菜点

【在供应西式自助餐的餐厅里,一位客人(客)手拿盘子走到长桌前。她饶有兴趣地询问服务员(服)。】

客:对不起,你能不能告诉我你们自助餐有些什么特色菜?

服:当然。它们都在这张长桌上。这是Breton色拉。它包括胡萝卜丁、菜豆粒、土豆丁、萝卜丁,以及切成块的煮蛋,再配以蛋黄酱和法式调料。

客:明白了。做色拉用的蔬菜是生的吗?

服:不是的,夫人。这些蔬菜都是煮过的。

客:好的。这是什么汤?

服:这是奶油浓汤。它是由韭菜、洋葱、土豆和奶油制成的浓汤。这是我们大厨的拿手菜。它鲜美可口,值得一试。

客:这汤是热的吗?

服:不,是冷的,夫人。

客:这是什么呢?

服:这是一道由肉和茄子做成的Moussaka馅饼。它的馅料是由羊肉末、茄子片、洋葱和西红柿制成的,再加上鸡蛋和奶油。

客:真的很诱人。里面放大蒜了吗?

服:没有放。

客:有什么特色甜点吗?

服:是的,夫人。我们有Malakoff布丁。它是一种冷甜品,由水果、碎杏仁、蛋黄、奶油和长条饼干混制而成,里面还拌了朗姆酒。

客:太好了。我来尝尝。

服:祝您胃口好!

对话3 客户送餐服务

【卢卡斯先生(卢)打电话给客房送餐服务部。订餐员(订)接起了电话。】

订:早上好,这里是客房送餐服务部。请问,有何需要帮忙的?

卢: 我是702房间的亨利·卢卡斯。你能把早餐送到我房间里来吗?
 订: 当然可以, 卢卡斯先生。我们的客房送餐服务挺好的。请问您几位?
 卢: 就我一个人。
 订: 您要欧式早餐还是美式早餐?
 卢: 要美式早餐吧。
 订: 要咖啡还是茶?
 卢: 咖啡。
 订: 要橙汁还是西柚汁?
 卢: 要橙汁。
 订: 您要烤面包片还是早餐面包卷?
 卢: 我要早餐面包卷加黄油。
 订: 鸡蛋要怎么做, 煎蛋还是煮蛋?
 卢: 煮蛋。煮3分钟吧。
 订: 您是要火腿还是熏肉?
 卢: 火腿。
 订: 卢卡斯先生。您的早餐过几分钟就送到您房间里。请稍候。
 (几分钟后, 服务员把早餐送到702房间。)
 服: (敲门。)我是客房送餐服务员。我能进来吗?
 卢: 进来吧。
 服: 早上好, 卢卡斯先生。这是您点的美式早餐。
 卢: 谢谢, 请放在桌上。
 服: 行。请签一下单好吗?

III 工作综述

饮食外卖

无论地点多偏僻, 情况多特殊, 外卖服务都照样能为之供应饮食。有时候在一地制作的饭食要到另一个地方去发售, 有时候员工会脱离本部厨房奉派到别的地方去制作和供应饭食。此类活动包括婚礼、野炊、宴会和生日晚会等; 制作的食物可以从特色食品到全套饭菜; 提供的服务包括送餐进家、服务上门和酒水传送等。

最简单的外卖服务是烧制特色菜肴, 它可以是一道花色甜点或一道地方风味菜。顾客多为散户, 但餐厅有时配备专职外卖员, 专管各式糕点。外卖服务经营范围也可以相当广泛, 诸如为婚礼、生日和宴会烘制和裱花蛋糕。

另一种外卖服务只烧制全套饭食而不派出服务人员。这可以针对一个很大的行业, 例如为航空公司供应饭食, 或向各种机构提供外卖。还有一种外卖方式是在本部厨房制作饭菜, 然后送至客人指定的地点——包括野餐和户外餐。同时, 他们还可以为大到千人的婚典, 小到四人午餐服务, 不仅提供食物, 而且提供饮料、服务人员、各种杯盘乃至帮助策划和进行布置。

许多宾馆, 尤其是那些一心要招揽会议和宴会的大宾馆, 既向住店客人也向社会公众提供专门的餐饮服务。除了为上述活动提供会议厅、舞厅和展厅等设施外, 饭店通常还设有专门的宴会厨房和宴会服务人员。宴会专用厨房的大厨不仅要与行政总厨密切协作, 还要与负责各类专项活

动的销售部人员密切配合。宴会厅服务员需要有专门的技能。他们必须在短时间内为大量的顾客服务。

客房送餐是多数饭店提供的又一项外卖服务。客人根据房间里的菜单通过电话点菜。有时候客房内的菜单与餐厅里的菜单相同,但多数情况下前者大为简化,以便于制作和传递。在大宾馆里有专门人员接听订餐电话并有专门人员负责送餐服务。

第十单元 餐饮部 (三)

酒水服务

II 如何供应酒水

对话1 在餐厅里点酒

【一对夫妇正在看酒水单。酒水服务员来接受点酒。】

服: 你们要什么开胃酒, Amer Picon 还是 Dubonnet ?

男: 要 Dubonnet 吧。

服: 好的。你们用餐时要喝点什么酒呢?

女: 你们这儿酒水品种真多啊。你能推荐些葡萄酒吗?

服: (对女士) 嗯, 我想 Barsac 配您的炸鱼排挺好的。

女: 行, 来半瓶吧。

服: 好的, 夫人。(对男士) 先生, 我建议您来点 Chateau Haut Lafite 配丁骨牛排。

男: 好的, 我也来半瓶吧。

服: 先生, 夫人, 餐后要来点利口酒吗?

男: 你们这儿有哪些利口酒?

服: 来点 Crème de Cassis, Cointreau 或者 Triple Sec 怎么样?

男: 就来点 Cointreau 吧。

(酒水服务员重复客人点的酒。)

服: 先生, 夫人, 请稍候。

对话2 在酒吧

【3位外国游客(客)坐在吧台边的吧凳上。酒吧服务员(服)微笑地接待他们。】

服: 晚上好, 先生。有什么我可以帮您吗?

客一: 来一大杯金酒加开胃水。不要冰块, 开胃水少一点。

服: 好的, 先生。(对第二位客人说) 先生, 您要来些什么?

客二: 双份苏格兰威士忌加开胃水。

服: 加不加冰块?

客二: 要的。

服: 好的, 先生。(对第三位客人说) 您想好了喝些什么, 还是要我给您出些主意?

客三: 嗯,我喝烈一点的白兰地没问题。你们今天有什么?

服: 我们有人头马和轩尼诗。

客三: 就要人头马XO吧。

服: 好的。

客一: 你们有什么下酒小吃吗?

服: 有的。我给你们拿些脆饼和花生吧。

(酒吧服务员重复客人点的酒。)

服: 请稍候。我帮你们拿来。

对话3 介绍中国名酒

【酒吧服务员(服)向纽曼先生(纽)介绍酒吧间的中国酒。】

服: 晚上好,纽曼先生。来杯Bourbon加冰块吗?

纽: 不要,这次我想尝尝中国酒。

服: 来点茅台怎么样? 它是中国最著名的烈酒之一。它酒味醇美,而且绝不冲脑。

纽: 这儿的人烈酒喝得很厉害吗?

服: 有些喝,有些不喝。不少北方人喜欢喝烈酒,我想这与气候有关。

纽: 我想也是。你们还有哪些中国名酒?

服: 除了茅台,我们还有五粮液、汾酒、西凤酒等等。

纽: 它们也是像威士忌一样用大麦和小麦制作的吗?

服: 大多数中国烈酒是用高粱做的。

纽: 我明白了。请给我一杯茅台。

服: 纽曼先生请用。

纽: 哦,尝上去味道不错。顺便问下,人们说绍兴酒味道相当好。那是什么酒?

服: 它是用米酿制的,没有气体。绍兴是中国的一个地方。

纽: 我敢说绍兴酒是在绍兴酿制的,对不对?

服: 对极了。我们还有许多上乘的红白葡萄酒,诸如张裕红葡萄酒和长城白葡萄酒。

纽: 谢谢你告诉我这么多。下次我会品尝它们的。

服: 随时为您效劳。

III 工作综述

激励员工

餐饮部是整个宾馆系统中各部分组成的综合。餐厅和厨房有许多人如同一个团队一样一起工作。因此,如何激励每个员工对餐饮部经营管理的成功与否至关重要。

激励是我们行动的缘由,是我们努力工作的动力。如果你遇到怠工现象,下列某一方法或许能解决你的问题。

激励成功 激励方法之一是雇佣进取心强的员工。但事情并不那么简单,因为这类员工并不那么容易发现。另一个方法是激励进取心不强的员工,使之成为进取心强的员工。为了使进取心强的员工业绩卓著,激励工作必须包含下列特点:

- 通过个人努力取得成功;

- 任务要有挑战性,但并非力不能及;
- 工作反馈简明准确;
- 参与解决问题的全过程;
- 有前瞻性。

设置目标 目标设置常常是业绩评估系统或策划过程的一部分。它在个体层面是非常有效的。其益处在于使更多员工投身于工作,增加达标动力,产生新理念,使管理者之间更好地沟通。

规范行为 行为的形成有赖于奖惩。下列5个步骤可供管理者激励员工时参考:

- 界定不良行为,把那些对优质服务产生不良影响的行为具体化;
- 制定行为底线,测定此类(不良)行为的平均发生率;
- 判定各类诱发因素,明确导致此类不良行为的各种因素并制定奖惩条件;
- 积极介入,想方设法奖励良好行为,抑制或惩戒不良行为;
- 评估,将工作初始的不良行为发生率与工作结束时的相比较,从而确定改善程度。

另一个激励方法是把收入和工作表现挂钩。

当使用规范行为这一方法时,很重要的一点就是明确并彻底地向员工讲清楚行为准则。每个员工都必须清楚,要获得奖励就必须做到什么。

心理卫生激励理论 这种理论包括两组影响员工表现的因素。第一组称为心理卫生因素,它包括补偿、监督、工作条件和宾馆政策。为了改善员工的表现,必须设置激励因素。这些因素被定义为工作中的晋升、成功、被认同、负责和进步等方面的机会。但是,只有当具备了公平分配和良好监督等因素时,这一激励理论才能生效。

没有一项激励方法可以在任何情况下都适合于任何员工。在采取某一方法前,必须首先评估员工的需求,然后才能选定正确的方法。对那些从事简单劳动的员工,必须施以外部激励或通过环境因素,如奖励或补偿。工种越复杂,员工就越需要内在激励或是有主动精神。

第十一单元 商场部

II 如何宣传中国民族文化

对话1 在瓷器柜

【在瓷器柜,一位客人(客)正饶有兴趣地看着瓷器。营业员(营)向他打招呼。】

营:下午好,先生。您要买些什么?

客:人们说瓷器是中国人对世界作出的最重大的贡献,是吗?

营:是的,先生。您对我们中国古老的文明确实有所了解。

客:谢谢。(指着一套青花餐具)我想这是最好的中国传统式样,是吗?

营:的确如此。这种瓷器质量最好,是著名的景德镇薄胎瓷。它不供使用,只供观赏。

客:景德镇?那不是“瓷都”吗?

营:是的,先生。像这样的精品为数极少。它以“白如玉、薄如纸、明如镜、声如磬”而著称。

客:磬?

营:磬是一种古老的中国乐器,它可以演奏出美妙的旋律。

客:好极了!我就要这套。

营:您艺术品位真高。请去那边账台付款。要一起包装还是要分别包装?

客:分别包装吧。

对话2 在药品柜

【一位上了年纪的营业员(营)走上前来迎候站在药品柜台边上的客人(客)。】

营:早上好,夫人。有人招呼您吗?

客:没有。你能给我介绍些中国的补药吗?

营:夫人,您是自己服用吗?

客:是的。多年来我常感到心慌不安,并患有贫血症。

营:真遗憾。别担心,夫人。我建议您买瓶鹿茸片。这种中成药适用于体质虚弱、身心不顺、营养不良和健忘症患者。

客:好啊。不过,该怎么服用呢?

营:瓶上有服用说明。这种药最好常服。

客:好的。此外,你能给我上了年纪的父亲介绍些什么药吗?近20年来他一直胃口差,且心肺功能差。

营:噢,真遗憾。我建议他服用些中国人参。许多中国药典将它誉为万灵药。它对治疗体虚和增进健康颇有疗效。

客:好啊。我要4盒。可是这种像根一样的草药该怎么服用呢?

营:把人参切成片,然后和母鸡一起煨,或者将几片放入杯中泡成人参茶。

客:听来挺有趣的。

营:人参的常规剂量为每日5至10克。服用过量会有害处。此外,请告诉您父亲,服用人参时勿同时饮用浓茶和食用萝卜。

客:明白了,谢谢你的忠告。

对话3 在音像制品柜台

【约翰逊夫妇(约/太)饶有兴趣地来到音像制品柜。营业员(营)接待了他们。】

营:先生,夫人,需要帮忙吗?

太:我们就要回美国去了,我想买些中国音乐的CD唱片带回去。

营:请问您是要古典音乐还是现代音乐?

太:我喜欢中国传统音乐。

营:这张唱片如何?它录有二胡曲《二泉映月》和唢呐曲《得胜令》。

太:什么是二胡和唢呐?

营:它们都是典型的中国乐器,二胡有点像两根弦的小提琴,而唢呐则有点像你们的萨克斯管。这张唱片中还有一首极有特色的小提琴协奏曲《梁祝》,又叫《蝴蝶恋曲》。

太:什么意思呢?

营:这是一个古老的爱情悲剧,人们把它比作中国的《罗密欧与朱丽叶》。

太:太好了,我要了。亲爱的,你要点什么?

约:我喜欢DVD。你能不能找一张中国京剧的碟片?我知道京剧是你们的国粹,对吗?

营:说得对。这儿是一整套中国京剧DVD碟片,其中梅兰芳、盖叫天、周信芳各有两折戏。这几位

都是京剧泰斗。

约: 太棒了! 我可以大饱眼福和耳福了。

III 工作综述

购物的冲动

与鸟兽筑巢、人类筑房的行为一样,人类的购物行为、收集行为与挑选行为不也是出乎本能吗?对千百万大众而言,能探寻、玩味、体会、思考从购物中获得的乐趣,不仅是一件开心事,也是他们进行旅游的目的之一,即使不是主要的目的。成群结队的航海旅游者们周游金斯敦、牙买加、圣托马斯、库拉索、香港、巴哈马群岛、新加坡和其他免税的购物天堂时,表现出旺盛的购物欲。几乎人人都喜欢讨价还价;几乎人人都喜欢购物;几乎人人都有理由去不同的地方干此类事。

一位游客在圣托马斯花了整整500美元度假,临走时他提了沉甸甸的5瓶五分之一加仑装的朗姆酒爬上飞机,通过海关,回到家中。这点酒才省了他20到30美元,但他还是乐此不疲。在香港购买的某款服饰可能成为其在今后几年中炫耀的资本。一项在牙买加购买的式样古怪的草帽,标志着它的主人是一位真正的旅行家。有什么能比一件Aloha衬衫更能证明你去过夏威夷呢?一顶阔边帽和一袭彩毡披风意味着主人到过墨西哥。一瓶从有着异国情调的法国港口买来的香奈尔5号香水,作为礼品送给朋友会使人平添不少魅力(何况它并不太贵)。

寻觅便宜货本身也可能是一种目的。到葡萄牙买渔夫装,去智利买特价铜制品,在爱尔兰买毛毯十分便宜,而人人皆知在曼谷只要花70美元就能买到手工缝制的套装。你可以去德国买眼镜,去苏格兰买斜纹软呢服,去墨西哥买皮件。总之,购买称心的便宜货成为旅游的目的之一。

住在生活水平较高的地区的人们,到生活水平较低的地区旅游或度假可以节省费用。一位英国人可以将他在伦敦的住宅以每月500美元的价格出租,而自己则住到西班牙或葡萄牙,那儿的房租可要比他的房租收得少。旅游者总是奔着价格低廉的地方而去。

战后的奥地利曾是个低消费的旅游度假点,后来供求关系变化使得消费物价有所上涨,于是人们的旅游意向转向了西班牙和葡萄牙。即使在同一个国家内,消费价格也是参差不齐的,地道的追求廉价的消费者总能很快了解这些差异。都柏林宾馆的房价与纽约的宾馆相差无几,但一间带早餐的爱尔兰农舍只要花费6美元。

在同一地区,费用也是变化巨大的。波多黎各和巴哈马群岛的房价很高,而在其他一些岛国及哥斯达黎加和哥伦比亚,房价却很便宜。获取这些知识既是进行旅游的一部分,又使人乐在其中。

在旅游地的露天商场购物有其独特的吸引力,那些地方的声音、景象、气息都不相同。在曼谷和新加坡的水上市场上购买水果要比在自家附近的超市购买水果更有浪漫情趣。

每年,数以百万计的外宾、华侨和港澳台同胞来中国大陆出差、观光或进行经济、贸易、体育、科学和文化等方面的交流,他们中许多人都满载着纪念品和礼品回家。事实上,好多好不容易来到中国的人们不可能不买些东西。

与此同时,国内旅游也正在蓬勃发展。旅游者不仅被美丽的风景所迷,而且也钟情于各种地方特产。旅游购物和购物旅游已经成了我国经济发展的一个不可或缺的组成部分,它也促进了出境旅游的大力发展。越来越多的中国公民到国外去旅游,而购物成了他们旅游日程中一个不可缺少的项目。

因此,和旅行社、旅游宾馆、旅游交通一样,旅游购物已成了支撑中国旅游业的一个支柱。

第十二单元 康乐部

II 如何在这儿提供服务

对话1 在健身房

【一位长包房客人(客)走进了宾馆的健身房。服务员(服)向他打招呼。】

服:早上好,先生。需要我帮忙吗?

客:我想要瘦身,可我不想节食。

服:我想瘦身的最佳方法就是每天在我们的健身房里进行些运动。我们每天都开设有氧操和太极拳培训班。

客:什么叫太极拳?

服:它是中华武术的一个重要分支。它可以益寿延年、强身健体和技击对抗。

客:明白了。

(客人环视四周。)

服:此外,我们还有各种最新式的健身器材。这儿有杠铃、哑铃、弹簧握力器和肋木,那儿您可以看到跑步器、固定自行车、斜靠式脚踏器、划船器、肌肉健美器、扩胸器和登楼增氧健身器。

客:你们有教练监督这儿的运动吗?

服:是的,我们这儿有常驻教练监督各种运动。

客:好啊。我就报名参加你们的太极拳培训班。

服:这边请。

对话2 桑拿和按摩

【一位客人(客)来到桑拿中心。服务员(服)微笑地向他打招呼。】

服:下午好,先生。欢迎来到我们的桑拿中心。

客:下午好。你们这儿有哪种桑拿?

服:我们这儿有芬兰式干桑拿。

客:你们蒸汽房里温度多少?

服:大约212华氏度。如果你感到里面太热,请别待太久,以免受不了里面的热。

客:明白了。

服:这是更衣箱的钥匙和毛巾。

(客人进了蒸汽房。几分钟后,他大汗淋漓地从里面跑了出来。)

服:先生,您要不要进行冷水淋浴或去游泳降温?

客:好主意。

(客人降了温以后又回到了蒸汽房。)

(第三次出来以后。)

服:您现在感觉如何?

客:相当不错。

服:这是浴袍,请穿上……您要不要到桑拿酒吧用份桑拿快餐,再做个按摩?

客: 好主意。你们有没有按摩小姐?

服: 恐怕我们只能为男士提供男按摩师。

客: 行。

(客人用完了桑拿快餐后, 来到了按摩室。)

按摩师: 请把浴袍脱下, 俯卧在按摩床上好吗? 我给您抹些润滑油并给您盖条毛巾毯。按摩是隔着毛巾毯进行的。

客: 好的。

师: 整个按摩过程大约要一个小时。按摩后您可能会有点睡意。如果您睡着了, 我该什么时候叫醒您?

客: 两个小时吧。

(按摩师按摩客人的头部、颈部、肩部、手臂、手指、手腕, 然后按摩客人的背部、腰部、腿部、膝盖、脚踝和脚底。)

(彻底按摩后, 客人感到睡意朦胧。)

客: 按摩得真好。非常感谢。

师: 不用谢。好好睡吧。

对话3 在游泳池

【一位女士(女)来到宾馆游泳池, 服务员(服)接待她。】

女: 你们的游泳池真漂亮, 我想在这里泡一泡。只是我恐怕在这么冷的天, 水温会太低了。

服: 别担心, 夫人。我们这是温水游泳池, 水温是摄氏28度。

女: 好啊。你能不能告诉我泳池深多少?

服: 泳池深从一米五到二米八。我们在泳池中加了一种特殊的盐以保养皮肤。

女: 太好了! 不过我是个初学者, 我该从哪儿开始呢?

服: 首先, 您得穿上泳衣, 戴上泳帽和潜水镜。今天这些东西都打折。

女: (大笑)说得对! 不过它们无法让我学会游泳。

服: 我明白。我们还有浮板和救生圈出租, 您最好在浅水区学游泳。

女: 我要一整套。

服: 好的。给您。

(女士付了钱。)

女: 我想现在就开始。

服: 这是更衣箱的钥匙。

女: 谢谢。你们这里有女教练吗?

服: 是的, 我们有一位富有经验的女教练。她能在最短时间里把您训练成一位游泳好手。

III 工作综述

康乐中心

康乐可被定义为自愿参与各种有意义的并且令自己愉快的休闲活动。它包括户内和户外的各种活动, 诸如体育、锻炼和各种健身活动。因此, 康乐可以被看作是一种广义上的休闲。除了坐着消遣之外, 康乐还包括更有活力的活动, 如有氧健身操和游泳。

在这层意义上,康乐中心已经成了成功宾馆的不可或缺的一部分。因此,康乐中心也是许多旅游胜地所在地宾馆和市内宾馆的重要的经营项目。在气候温暖的地方和旅游胜地,游泳池是十分常见的宾馆康乐设施。别的康乐设施还包括桑拿浴室、保龄球室、桌球室、美容院和带有各种运动设备的健身房,这些健身设备包括跑步器、固定自行车、划船器、肌肉健美器、杠铃和哑铃等等。有些宾馆还设有网球场和高尔夫球场。许多旅游胜地专门用于冬季体育项目,如滑雪和滑冰,而有些则提供骑马等户外活动。此外,治疗性的康乐活动如有氧健身操和太极拳也日益流行。

所有这些康乐项目的经营都需要雇佣大量专业人员。许多宾馆聘请职业运动员教客人打网球、高尔夫球和滑雪。其他专业人员还包括马术教练以及远足和野营的向导。游泳池也常设有救生员。

康乐中心员工要善于激发客人的康乐热情,敏锐地发现其要求。员工们不但要健康强壮,还应懂得如何保养康乐器材,指导各种运动,并能作出评判。

成功地经营康乐服务和宾馆管理就是要使每个员工对客人们彬彬有礼,他们形象整洁,乐于助人。他们将解决客人们遇到的与器材保养、食物供应、宾馆服务或与康乐中心员工有关的问题。

只有那些既注重康乐休闲管理,又注重宾馆管理的机构才会大为成功。

第十三单元 会展部

II 如何在会展业工作

对话1 安排会议

【会展部经理(经)接听一位会展策划者(策)电话,后者打算举办年会。】

经:下午好。这是威茨宾馆会展部。需要帮忙吗?

策:下午好。我是ECI公司的杰生·普劳斯特。我们打算在贵宾馆举办公司年会。

经:很乐意为您服务,普劳斯特先生。你们有多少位与会者?

策:有来自国内外的120位与会者。

经:我想我们的多功能厅挺适合的。

策:好。

经:年会什么时候举行?

策:共四天,从3月20日到23日。

经:好的,我们会把一切安排妥当的。你们要客房吗?

策:要的,我们要订60间标房和3间小套房。

经:请让我查一下。……对不起让您久等了,普劳斯特先生。您要的客房和多功能厅都没问题。

策:太好了。还有件事,你们能为我们会议提供餐饮服务吗?

经:当然可以。您要我们做些什么?

策:会议第一天和最后一天的晚餐是宴会,其余的是自助餐。你能把房价单、餐饮价格表和其他收费项目用电子邮件发给我吗?我的电子邮箱是jiv@eci.com。

经:谢谢,普劳斯特先生。此外,我会将全套服务指南和多功能厅的平面图发给您。

对话2 展示会议设备

【会展部经理(经)陪普劳斯特先生(普)参观多功能厅。】

经: 普劳斯特先生,这个多功能厅能容纳150人。那是中央舞台。

普: 它能移动吗? 我们会议有一个颁奖仪式。我们需要可升降台阶供获奖者站立。

经: 中央舞台的台阶是可升降的。

普: 好极了。我们有PPT要放映。我们的手提电脑可接通这里的大型液晶显示屏吗?

经: 没问题。它还配置了高保真视听设备。我们还配有幻灯片放映机、扩音器和投影仪等等。

策: 好。与会者如何才能参与讨论呢?

经: 不必担心。与音箱系统相连的漫游式话筒在需要时随手可得。

普: 很好。顺便问下,你们有同声翻译系统吗?

经: 当然有。我们有全套的同传设备。每位与会者都配有无线头戴式接收机,有十种语言可供选择。

此外,我们还提供各种会议的辅助服务,诸如传真、复印和文秘服务。

普: 听起来挺不错。我对这些设施深感满意。

对话3 布置展台

【会展部经理(经)和ECI公司的普劳斯特先生(普)谈论如何设立一个高科技展会。】

经: 普劳斯特先生,很高兴又见面了。

普: 我也是。我们公司在举行年会前,还打算在这举办一个为期两天的高科技展。我们最关心的是展会的设计与展台的布置。

经: 我明白。我想我们的多功能厅是理想的展会场所。

普: 对。我已经细看过多功能厅平面图。它能分隔成两个展区。A区面积需大些用于展示我们的高科技产品,而B区则展示本公司的发展历程。不过我吃不准如何很自然地分隔整个区域。

经: 您要不要将鲜花和其他植物排列成一行来分隔A区和B区?

普: 好主意。你们可以提供多少种展台?

经: 我们提供道边展台、角落展台、三面开口形展台、半岛形展台和岛形展台。您要哪一种?

普: 高科技新产品要放在配置齐全的20平方米岛形展台上展示。公司发展历程则放在半岛形展台。这样行吗?

经: 行,没问题。

普: 还有件事,你们能突显我们高科技新产品吗?

经: 能的,先生。我们用聚光灯好不好?

普: 哦,这个太好了。

III

工作综述

“会议”一词一般是指几乎任何类型的聚会,包括大型集会、大型会议、专题会议、官方会议、论坛、研讨会、座谈会、培训会议和讲习班。会议使怀着种种目的集聚在一起的人们分享信息,共同讨论,解决共有问题和进行各种交流活动等。

一个既定的展览是指向既定的目标观众展示、表演或演示美好事物、有价值的东西、高超技艺或

者特别有趣的内容。展览可以分为非盈利展览与商业展览。后者包括贸易展览和交易会、消费品展会和综合展会。

不同类型的会议在许多情况下是为配合各种展览而组织的活动。在其他情况下,会议则成了主要活动,而展览只是它们的附属。会议和展览可以被视为两个各有鲜明特点的不同类型的活动,但是它们之间的联系正日益增多。会展业自二十世纪六十年代以来发展迅速。于是在二十世纪九十年代,出现了MICE Industry(会展业)这个术语。它是指meetings(会议)、incentive travel(奖励旅游)、conventions(大会)和exhibitions(展览)。它也可称为Event Industry(会展业)。会展业已成为在新世纪许多活动的焦点。这是一个年轻、充满活力的产业,正在快速发展和成熟。在二十一世纪的头十年里,大量新建的场馆装备和基础设施有力地支持着这个迅速发展和扩张的产业。这个真正的国际产业吸引了世界上大多数国家的巨额投资。这个产业也为宾馆业带来了巨大的收益。会展部已成为宾馆营运和管理中的一个日益重要的组成部分。

会议,连同研讨会和讨论,也往往涉及宴会、住宿和不同的展演。这些功能增加了宾馆的收入,但也考验服务管理的能力。在上述功能交织而成的复杂架构中,只要有一丝失误,就足以毁灭一个宾馆的声誉,把它推入竞争的谷底。因此,会展部经理和他的员工必须符合下列条件:拥有一个独特超群的知识体系,精通服务标准,有公认的职业道德。

第十四单元 市场营销部

II 如何销售我们的产品

对话1 谈判有关条款

【旅行社的库柏先生(库)和销售部经理李先生(李)商谈关于团体预订的一些条款。】

库:早上好,李先生。我已收到你发给我那份协议,我想就某些条款和你商谈一下。

李:非常欢迎,库柏先生。

库:这里有点我想和你商谈一下。首先是在旺季团体预订的收费标准问题。既然我们保证明年进行系列团体预订,那么我很想知道你们是否能给我们一些折扣。

李:在旺季我们对团体预订的价格是每晚每个客房100美元。如果您能保证明年至少50个团队的话,我们将乐于对每间客房给予八折优惠,即80美元,包括早餐。此外,您每订十间客房,我们奉送一间。

库:第二点我要和你谈的是取消预订的收费问题。我们想知道是否贵宾馆能免除我们的违约赔偿,除非是当天的临时取消。在我看来,在旺季客房是容易租给别的客人的。

李:问题是我们不能保证把房间租出去。不过,我们可以试试看,但这点应该在协议中写明。万一你们预订的房间在晚上六点以前租不出去,根据协议,我们要收取一定的费用。

库:这挺公平的。

李:我们将拟一份附录寄给您。请在协议上签字,保存好原件,并传真给我们一份。

库:很好,谢谢您,李先生,耽误了你不少时间。我深信我们今天上午的商谈是富有成果的,它将对我们的进一步合作大有裨益。

对话2 会议销售拜访

【销售代表(代)来到一家公司和该公司的办公室主任史密斯先生(史)进行会谈。】

代:早上好,史密斯先生。您曾经告诉我贵公司将于明年的一月至四月进行一系列的培训课程。如果我们宾馆能为你们服务的话,我将不胜荣幸。

史:谢谢。

代:这是我们的建筑平面布置图和我们刚更新的设施草图,您可以看看是否能适合于你们的需要。我相信您会对这些很感兴趣的。

史:那倒是的。我们公司的每个部门都将举办各自的培训会。除了大会议厅外,你们有小会议室吗?

代:当然有,史密斯先生。我们的小型多媒体会议室完全能满足你们的需求。

史:你们不会收取视听设备的使用费,是吗?

代:如果你们能保证五百个房夜的话,我们就不收取该项费用。此外,我们还可以赞助你们的开幕招待会。

史:那倒是挺合理的。

代:我们将指派至少三名有经验的会议管理助手直接和你们协作,从而确保每次培训会的成功。他们将很乐意为你承担各种服务细项。

史:很好。还有一件事,我们的受训人员来自不同国家,因此他们有不同的文化背景和习惯。

代:我完全明白您的意思。我们有一揽子的会议服务项目,我们将以合理的价格为你们提供适当的住宿和饮食。这是我们的价目表,您看了可以对我们的总价有所了解。

史:谢谢,和您的商谈很愉快。这件事我得禀报我们的总经理。一周后我会来见您并和您商谈细节问题。谢谢您的来访。

对话3 安排官方晚宴

【客人(客)给威茨宾馆的销售部经理(经)打电话。】

经:早上好,这里是销售部。有什么我可以帮您吗?

客:我这里是加拿大领事馆,我是诺尔曼·詹姆斯,加拿大领事馆的三秘。我们想要举行一次国庆晚宴。

经:好的,詹姆斯先生。什么时候举行?有多少人参加?

客:参加人数为350人,时间是六月三十日晚上六点半。

经:您打算在哪里举行晚宴,在我们宾馆还是在你们领事馆?

客:就在你们宾馆。我们领事馆里没有合适的宴会厅。

经:你们是要用长桌还是圆桌?

客:圆桌。我们还要一张贵宾桌。此外,请给发言者准备好麦克风。

经:好的。桌上要摆放鲜花吗?

客:只要在贵宾桌上摆放。

经:您要悬挂两国的国旗吗?

客:是的,我明天把国旗带来。

经:还有一件事,你们是自己定菜单还是要我们提些建议?

客:我明天来和你商谈菜单和酒水事宜。你们的建议对我们很重要。但请记住我们的客人中有七位穆斯林。

经:明白了。你们打算为每位客人支付多少费用?

客: 200 元, 不包括饮料。饮料费用以“定价包饮方式支付”。

经: 最后还有件事得问一下, 我们需要为司机准备晚餐吗?

客: 是的, 请为每位司机准备一份 20 元的晚餐。

III 工作综述

市场营销

市场营销是引导商品和服务从生产方流向消费方的经营活动。市场营销部是任何一家宾馆成功的先导和关键。

众所周知, 今天的宾馆已不仅仅提供住宿设施, 而且是提供多种设施、商品和服务的完整的产品和服务组合体。因此, 宾馆的市场营销部员工要在留意市场趋势、分析主要市场和细分市场、调查目标顾客需求、研究竞争对手、了解自身接待力和潜力的基础上推动对内销售和对外销售。对内销售的目标是住店顾客而对外销售则牵涉到向预期顾客宣传宾馆。

市场营销部职能的成功是由销售管理过程中的三个步骤决定的: 计划、实施和评估。销售经理应在研究市场、评估环境和竞争对手的基础上制订长期目标和短期目标, 并提出达成目标的策略和方法。一旦计划制订完成, 下一个任务就要着手进行工作。这是销售工作中最令人愉快的部分。市场营销部员工的任务既包含最缺乏创造性的销售类型, 也包含最富有具有创造性的销售模式。最缺乏创造性的工作包括做账、接听电话、收传真和电子邮件、接受预订和订单; 而最具有创造性的工作则包括找到销售线索并根据这些线索进行个人销售实施预订功能。那就意味着他们必须走出宾馆, 走进各行各业和社区, 参加民间活动, 拜访顾客, 每天进行销售。当市场营销计划付诸实施后, 评估阶段便开始了。这一阶段包括获得顾客反馈, 对预计情况和实际情况之间的差异进行分析而获得的市场调研, 以及对广告、宣传、个人销售活动的效果进行评估。

为了进行卓有成效的销售, 宾馆会采取各种销售手段, 包括个人销售、电话销售、直接邮件销售、辅助销售、大众媒体广告、公共关系和网上销售策略。

第十五单元 解决投诉

II 如何解决投诉

对话1 客房投诉

【一位客人(客)来到接待处进行投诉。接待员(接)接待了他。】

接: 早上好, 先生。需要我帮忙吗?

客: 我是 2212 房间的尼尔森。今天早上 8:30 我被顶楼传来的噪声吵醒了。怎么回事?

接: 尼尔森先生, 对此我十分抱歉。噪声来自第 23 层, 我们正在进行房间整修。工程队通常从早上 8:30 工作到下午 5:30。对此我真的很抱歉。我可以为您做点什么, 或者帮您换个房间?

客: 嗯, 那就换个房间吧。

接: 请稍候, 尼尔森先生。让我查一下……1012 房间怎么样? 这间房间挺安静的, 且房型和房价与 2212 房间相同。

客: 好的。

接: 请填写一下这张换房表好吗?

(尼尔森先生办了手续。)

接: 这是1012房间的钥匙。行李员会帮您搬行李的。请把2212房间的钥匙交还给他。作为补偿,我们将免除您服务费。

客: 那好。我希望今晚能美美地睡上一觉。

接: 当然, 尼尔森先生。如果您还有什么需要的话, 请通知我们。

对话2 餐厅投诉

【一对夫妻(男/女)来到餐厅。领位员(领)迎候他们。】

领: 晚上好, 先生, 夫人。欢迎光临。

男: 我是理查德·福特。我在这儿订了个餐桌。

领: 请稍候。让我查一下……对不起, 这儿没有您预订的记录, 并且餐厅现在已经客满了。

男: 什么意思? 你们餐厅客满了, 没有以我名字订的餐桌? 我告诉你我今天下午就打了电话订了餐桌。

领: 真对不起, 先生。一定出了什么差错了。不过我们在Blue Room餐厅里倒有很好的餐桌。

男: 真烦人。不过我不想去Blue Room餐厅, 我就想在这儿用餐。

领: 对不起。那请你们两位到休息室喝点饮料, 休息15分钟左右好吗? 那边的一张餐桌快好了, 到时候我叫你们。

女: 好吧。看来我们也只能等了。

(领位员带他们到休息室, 并给每人提供了一杯免费饮料。)

(15分钟后。)

领: 对不起, 让两位久等了。餐桌现在好了。这边请。

(客人入座。)

女: 噢, 我们总算有座位了。

领: 对不起, 给你们带来了这么多麻烦。我保证这种事再也不会发生了。这是菜单, 请慢慢看。

对话3 前厅投诉

【怀特先生(怀)正快快不乐地同大堂经理(经)说话。】

经: 晚上好, 先生。需要帮忙吗?

怀: 当然有。刚才我来办入住手续。我几周前就订好了一间单人房。但你的接待员说我的房间已租给别人了, 偏偏别的房间也没有了。

经: 我对此深感抱歉, 先生。请问尊姓大名?

怀: 比尔·怀特。

经: 怀特先生, 请告诉我您何时到达我们宾馆的?

怀: 大约晚上十点。

经: 请稍等。让我查一下。……让您久等了, 怀特先生。由于您的是非保证预订, 您本该在下午六点之前入住的。我们的电脑预定系统已经自动取消了您的预订。

怀: 这全怪该死的航班误点了。

经: 我理解, 怀特先生。但是事已至此。我想是否我们能为您在附近宾馆找一间房间。交通由我们

安排。

怀: 唔,你们也只能做这些。行了,快找吧。我立马要找个地方睡觉。

经: (在联系好附近宾馆后) 怀特先生,我已在附近的华天宾馆为您订了间单人房,车程五分钟? 行不行?

怀: 好。谢谢!

经: 不用谢。行李员将为您叫辆出租车。车费由本宾馆承担。抱歉使您遭受诸多不便。盼望您下次再来。

III 工作综述

处理客人投诉

无论质量控制得如何严密,无论宾馆管理得多么出色,差错总是难免的。到位的对客服务应做到对投诉有所准备,使员工随时待命,确立相关程序,从而解决问题。

许多投诉往往是宾馆自己造成的。许多店规在建立的时候根本没考虑它的效应。比如对客人说:“对不起,先生,我们2:00到3:00间不兑现支票,因为没人当班。”又如对客人说:“是的,小姐,房间是有的,但我们规定下午2:00前必须结账。”

决不能对投诉敷衍了事或文过饰非。补偿往往相当简单,也不难做到。争吵和强词夺理非但无济于事,反而会惹怒客人,把小事弄成了大事。处理投诉时要认真聆听,避免争吵,不要顶嘴。说话的技巧、礼貌的态度以及平和的语气可以使客人息怒,为解决问题铺平道路。客人吵得越响,骂得越凶,员工越是要心平气和。能否解决投诉,尤其是那些无法找到唯一答案的问题,往往取决于处理者的态度。

处理投诉在任何情况下都是困难的。正确地处理投诉一般包括下列步骤。专心致志地、心平气和地倾听客人的投诉。弄清客人的情绪,向客人道歉,并表示同情。理解投诉,复述事实,并感谢客人向宾馆提意见。在权限内提出几个解决方案供客人选择。如果客人情绪激动或者投诉超越了解决者的权限,应立即向上级管理部门上报。如果双方达成共识,应立即采取行动,着手解决。在适当的时候,向客人了解对投诉的解决是否满意。

如果员工或其顶头上司无法解决某一投诉,必须请示更上一级的管理部门。只有上一级领导出场,对这个问题表示兴趣和关心,问题才可能得到解决。

只有认真解决了投诉,宾馆才会有源源不断的忠实客户。得到满意答案的投诉者会对宾馆显示出一种特有的依赖感,从而宾馆无须花什么广告费就可以生意兴隆。解决投诉、保住客源比起做广告招徕顾客的花费要少得多,宾馆经理们深谙此理。那就是为什么他们愿意对那些怒气冲天的投诉信花点小钱,息事宁人的原因了。

第十六单元 宾馆管理

II 宾馆管理是如何运作的

对话1 总经理主持的晨会

【总经理(总)和所有的部门经理,例如销售经理(销)、公关经理(公)、财务总监(财)都出席在晨会。】

总: 我们开会吧。女士们, 先生们, 今天我想请各位注意一下我们最近的客房率。上星期是多少?

销: 日平均出租450间房, 包括套间, 客房率为55%。

总: 嗯, 看来我们的客房率在下降。就如何提高我们的客房率, 我想听听你们的意见。

销: 本月底将在上海举行一次有关世博会的研讨会。来自30个不同国家和地区的代表将出席这一会议。我们正在和有关政府部门联系, 以确认他们的出席。

总: 我已经注意到这一点了。还有什么别的好点子吗?

销: 我们已经和上海电视台联系, 在晚上播出一档为期一周的5分钟节目来介绍我们宾馆的服务。

总: 那我们推出些什么特别项目呢?

销: 我们给新婚套间和家庭套间打8折。

总: 很好。

公: 澳大利亚食品供应商协会正和我们联系, 要在我们宾馆举行一次食品展示会。他们喜欢我们的位置。

总: 这对我们的宣传应该挺有好处的。

公: 许多当地居民会来看展示会并可能在我们的餐厅里用餐。

总: 好的。顺便说一下, 我想尽快拿到上个月的财务报表。

财: 本月5号前你就可以拿到。

总: 好。那今天就到这里。再见。

对话2 每日收入审计

【收入审计员(审)给负责长包房客人服务的经理(经)打电话。】

经: 早上好。找哪位?

审: 我是约翰。我能和彼得通话吗?

经: 我就是。

审: 嗨, 彼得。请帮我查一下1104房的房况好吗?

经: 好的。请稍候。1104房……这间房昨天已从散客房变为了长包房。这间房的住客穆勒先生将在店里再住3个月。

审: 明白了。怪不得夜间审计员根据折扣表给他的电话费打了9折。可是怎么没有房况变更的附件呢? 你帮我找一下房况变更表, 好吗?

经: 你没有拿到1104房的房况表吗? 我的确已经作了变更, 签了名, 并把它放到了夜间审计员的分类档里了。

审: 我已经查了夜间审计员给我的所有附件, 但就是找不到这一份。

经: 好了, 我马上给你送一份去吧。

审: 非常感谢, 彼得。

对话3 员工激励机制

【人力资源部总监(总)召集各部门经理(经)开会。】

总: 今天上午我们要谈谈员工激励机制。现在是修改员工奖励制度和员工纪律的时候了。

经1: 我建议在告示栏上刊登表彰优秀员工和先进事迹。每季度都要召开先进表彰会。奖金应与宾馆赢利挂钩, 优秀事迹的奖金额也应提高。

总: 你建议奖金额多少?

经1: 优秀员工奖金额应增加一倍。

总: 我考虑一下,并将在下次经理会议上讨论。

经2: 对于不良行为和违纪现象,如早退和在更衣室吸烟等,应制定更具体的规定。

总: 迟到和早退应记入个人工作档案,累犯三次者扣除奖金。吸烟是严重违规,初犯给予警告,再犯即予开除。

经3: 我建议每周开会一次表彰先进,批评后进。

总: 好主意。我们每周末开吧。我这儿有些来自客人的表扬信和投诉信。希望各位关注这些信件,在各自的部门中处理一下。并在下次开会时告诉我结果。

经4: 对于行李员收小费怎么处理? 是归个人所有还是上交集体?

总: 我认为应当上交行李员集体。今天就开到这儿。下次会议再见。

III 工作综述

宾馆管理

当今宾馆是高度组织起来的商业企业。在经营管理好一家宾馆的过程中,无论是在一线营业部门还是在二线辅助部门,团队合作都是至关重要的。因此,宾馆员工必须互相合作,并且忠于职守。宾馆员工和管理层都努力工作,为宾客提供各种各样的产品,而服务是各类产品中最重要的一个。

什么是服务? 服务就是礼貌地为他人提供帮助。宾馆员工的工作技能、专业知识和友善的态度使他们能有效地提供优质服务。此外,宾馆改进其服务的最佳方法就是看它的经营管理是否成功。

什么是管理? 从某种意义上说,管理就是安排最合适的人来做最恰当的事。那么,什么是宾馆管理? 从宾馆内部而言,宾馆管理需要人们或作为个人,或形成团队协同工作。进而言之,宾馆管理还需要运作以做到收支平衡,支付员工工资,以及确保供货充足。宾馆经理得吸收各种资金来源。此外,宾馆经理还要根据其对业态的研究,制定来年的预算。

管理是追求成果的过程。管理行为和功能是由经理行使的,他们将本单位的人组织起来实现目标。宾馆经理应是那些具有人际交往能力、专业技能娴熟,并且工作效率高的领导者、激励者、决策者。

从这个意义上来说,宾馆管理就是将员工们组织起来完成各种任务。每个员工都明确自己在宾馆中的地位,并根据管理层所确定的工作要求来完成各项任务。宾馆经理的工作涵盖各种职责和活动。宾馆管理活动主要分为以下5大职能: 策划、组织、人员配备、领导和协调。





Keys for Reference

Unit 1 Hotel Industry ABC

I What Is a Hotel

A. Listen to the dialog, decide what each conversation is about and mark (✓) where appropriate.

	Commercial Hotel	Resort	Convention Hotel	Motel	Airport Hotel
Dialog 1				✓	
Dialog 2					✓
Dialog 3		✓			
Dialog 4			✓		
Dialog 5	✓				

B. Listen to the passage and fill in the blanks with the words or phrases you hear.

A hotel is a home away from home for all the traveling guests who need rest, food, and drink. A hotel will enjoy greater financial success only with the greater satisfaction the guests receive from the home away from home.

C. Listen to the dialog and match the jobs in Column A with the departments in Column B.

1. c 2. a 3. d 4. b

D. Listen to the dialog again and complete the following conversation with the information you hear.

M: What do you do in the hotel?

W: I am a chambermaid in the Housekeeping Department.

M: What are your duties?

W: Well, my duties include making sure that the rooms are clean and orderly.

But next week I will be working in the Food and Beverage Department.

M: What are you going to do there?

W: I will be a Room Service waitress. I will note down orders from guests and take food trays up to their rooms. And what's your job?

M: I used to be a receptionist in the Front Office, and now I am working in the Finance Department as a chief cashier.

W: What are your responsibilities?

M: I am responsible for paying out and receiving money.

W: Oh, that's a challenging job.

II How to Enter the Hotel World

A. Read the above dialogs carefully, and tell:

1. To create a home away from home for all the traveling guests who need rest, food, and drink.
2. The reason is that hotel receives and serves people from all walks of life and from all over the world.
3. That is a real liking for people and a warm desire to help them.
4. To get things done by the right people.
5. On the one hand, golden management hatches golden service. On the other hand, the success of management depends on the service of all employees.

B. Answer the interviewer's questions in a more appropriate way.

1. I took such courses as English, Computer, Accounting, etc.
2. Well, I like working with people. In a hotel, I can serve people from all walks of life and from all over the world. In return, they are friendly to me, and this makes me happy.
3. Yours is a famous hotel, and its managerial system fits me well. That's the reason I'd like to work in your hotel.
4. Thank you for your time.

C. Read the following conversation. The sentences are not in the right order.

1. A ... I ... I ... A ... A ... I ... I ... A ... I ... A
2. (10) ... (3) ... (5) ... (2) ... (6) ... (1) ... (9) ... (4) ... (7) ... (8)

D. Complete the following dialog.

(M=Human Resource Manager I=Interviewee)

M: Why do you choose to work in our hotel?

I: It's because yours is a famous five-star joint-venture hotel and its managerial system fits me well.

M: So which department would you like to work in?

I: If possible, I prefer to work in the Recreation Dept. or the Sales & Marketing Dept.

M: I see. But I'm afraid we only have other two departments for you to choose from, either receptionist at the Front Office or Room Service waiter at the Food & Beverage Dept.

I: In such a case, I'd take a receptionist's job.

M: What salary package do you have in mind?

I: I hope the monthly pay is not lower than 3,000 *yuan* RMB.

M: I see. We'll let you know our decision within five days. Thank you for coming.

I: Thank you for your time.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the definitions on the left with the terms on the right.

1. b 2. a 3. c 4. e 5. d

C. Decide what type of hotel would you recommend to the following persons.

Guest A: commercial hotel

Guest B: airport hotel

Guest C: bed & breakfast inn

Guest D: convention hotel

Guest E: motel

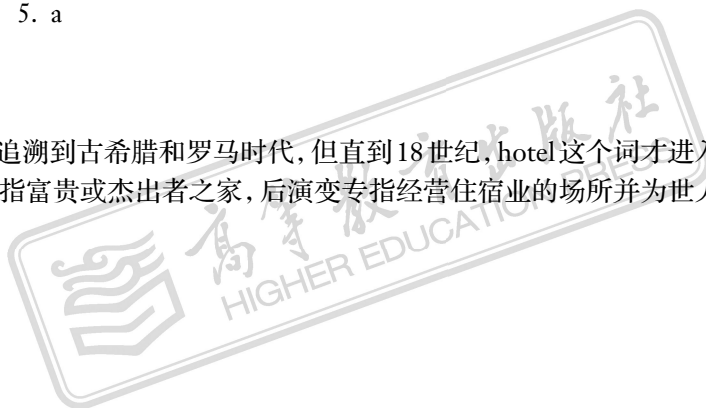
Guest F: resort

D. Reading Comprehension

1. c 2. b 3. b 4. b 5. a

F. Translation

最早的经营借宿服务的行业追溯到古希腊和罗马时代,但直到18世纪,hotel这个词才进入这一行业。Hotel一词源于法语,原指富贵或杰出者之家,后演变专指经营住宿业的场所并为世人所接受。



附: Practical Hotel Documents

List 1

Employment Application 职位申请书										
Dept./Position Applied For 申请部门/职位		First Choice: 第一选择 Second Choice 第二选择		Recent Photo 近照						
Salary Expected: 要求月薪		Available Date: 上任日期								
Personal Data 个人资料										
Chinese Name: 中文名		English Name: 英文名		Age: 年龄						
Date of Birth: 出生日期		Place of Birth: 出生地点		Native Province: 籍贯						
E-mail: 电邮地址		Home Number: 住宅电话		Ethnic Group: 民族						
Home Address: 家庭地址				Mobile Number: 手机号码						
ID Number: 身份证号				Post Code: 邮编						
Height: 身高				Weight: 体重						
Family Member Particulars 家庭成员细节										
Name 姓名		Relationship 关系		Age 年龄						
				Occupation 职业						
				Working Unit 工作单位						
Employment Record 工作经历										
Name of Company 公司名称		Location & Phone No. 电话		Dept. & Position 部门及职位						
				Employment Period 任期						
				Salary 月薪						
				Reasons for Leaving 离职原因						
Educational / Professional Qualifications 学历专业资格										
Schools of Name 校名		From 由		To 至						
				Major course 主修课程						
				Certificate Obtained 获得证书						
Language Competence 语言能力										
Language 语言		Speaking 会话			Reading 阅读			Writing 书写		
		Good 好	Fair 中	Poor 差	Good 好	Fair 中	Poor 差	Good 好	Fair 中	Poor 差
Other Information 其它信息										
Mark with a "v" in the appropriate blank 请在适当空格中填上"v"符号						Yes 是	No 否	If yes, please give particulars 如有,请提供详情		
Have you ever had any Criminal Records? 你是否曾有任何不良记录?										
Have you ever been disciplined because your conduct and work was not satisfactory? 你是否曾因行为或工作不佳而被纪律处分?										
Have you ever suffered any serious injuries, illness or operation? 曾否患有严重疾病、受伤或接受手术治疗?										
DECLARATION 宣言										
本人在该申请书中所填写的一切均属实且准确。如有隐瞒或虚报,自愿接受立即解雇之处分。										
本人授权调查上述资料的真实性。										
All the information provided by me in this application form is true and correct. Any false statement or dishonest answer to any questions is sufficient for immediate termination. I also authorize investigation of the above information for the purpose of verification.										
Signature of Applicant 申请人签名						Date 日期				

List 2

RECORD OF EMPLOYEE COUNSELLING 员工纪律警告通知														
Employee Name: _____		Dept. _____												
员工姓名 _____		部门 _____												
Date of Joined : _____		Date: _____												
入职日 _____		日期 _____												
NATURE OF PROBLEM (Give specific details, etc) 员工纪律详情														
Type of Disciplinary action 警告类别														
<input type="checkbox"/> oral warning <input type="checkbox"/> 口头警告 <input type="checkbox"/> Written Warning 书面警告 <input type="checkbox"/> Final Written warning 最终书面警告														
<input type="checkbox"/> Suspension (Duration _____ Days) 无薪停职, 天数为 _____														
<input type="checkbox"/> Termination / Dismissal 辞退/开除														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 5px; vertical-align: top;"> 主管审批 Approval </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 部门经理签字/日期 Dept Head Signature/ Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 直线汇报经理签字/日期 Functional Dotted Line Head Signature/ Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 物业区域负责人签字/日期 Property/functional Head Signature / Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 人力资源部签字/日期 HR Signature / Date </td> </tr> </table>					主管审批 Approval	部门经理签字/日期 Dept Head Signature/ Date	直线汇报经理签字/日期 Functional Dotted Line Head Signature/ Date	物业区域负责人签字/日期 Property/functional Head Signature / Date	人力资源部签字/日期 HR Signature / Date					
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被处罚人签字/确认日期 _____ 见证人签字/日期 _____														
Acknowledgement of Punished Staff/Date 见证人签字/日期														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 5px; vertical-align: top;"> Explanation of Reason 处罚原因 说明 </td> <td colspan="4" style="padding: 5px; vertical-align: top;"> Date of Repeal 处罚撤销日期: _____ </td> </tr> <tr> <td style="width: 20%; padding: 5px; vertical-align: top;"> Approval for Repeal 撤销审批 </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 部门经理签字/日期 Dept Head Signature/ Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 直线汇报经理签字/日期 Functional Dotted Line Head Signature/ Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 物业区域负责人签字/日期 Property/functional Head Signature / Date </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> 人力资源部签字/日期 HR Signature / Date </td> </tr> </table>					Explanation of Reason 处罚原因 说明	Date of Repeal 处罚撤销日期: _____				Approval for Repeal 撤销审批	部门经理签字/日期 Dept Head Signature/ Date	直线汇报经理签字/日期 Functional Dotted Line Head Signature/ Date	物业区域负责人签字/日期 Property/functional Head Signature / Date	人力资源部签字/日期 HR Signature / Date
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Approval for Repeal 撤销审批	部门经理签字/日期 Dept Head Signature/ Date	直线汇报经理签字/日期 Functional Dotted Line Head Signature/ Date	物业区域负责人签字/日期 Property/functional Head Signature / Date	人力资源部签字/日期 HR Signature / Date										

A. Multiple Choice

1. What is the most fundamental quality the applicant must have when applying for a job?
a. Faithfulness **b. Honesty** c. Carefulness d. Sincerity
2. As a hotel staff member, the most important quality you must have is _____.
a. Loyalty b. Modesty c. Diligence d. Working experience

B. Please fill in the Application Form based either on Dialog 2 in Part II or on your own information.

Unit 2 Front Office (I)

Reservation Service

I What to Do in Handling Room Reservations

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Room Type	No. of Nights	Date	Room Rate
Conversation 1				✓
Conversation 2		✓		
Conversation 3	✓			
Conversation 4			✓	
Conversation 5		✓	✓	

B. Listen to the dialog and fill in the reservation form with the information you hear.

Name Alexander More Mr. ☒ Arrival Date Apr. 19th
 Mrs. ☐ No. of Nights Three
 Miss ☐
 Address No. 32, Hill Street, Los Angeles, USA
 Telephone 62191934
 No. of Persons One
 Single ☒ Double ☐ Twin ☐ Suite ☐
 Rate 50 dollars per night including breakfast
 Remarks A little particular about food

C. Listen to the dialog again and complete the following conversation with the information you hear.

(R=Reservationist G=Guest)

R: Witz Hotel. May I help you?

G: I would like to reserve a single room for three nights.

R: You're welcome, sir. Your arrival date, please?

G: Apr. 19th.

R: Well, let me see. ... Ah, yes, we do have a single available. May I have your name ?

G: Alexander Moore. That is, A-L-E-X-A-N-D-E-R for Alexander, and M-O-O-R-E for Moore.

R: Thank you, Mr. Moore. Could I have your address and phone number, please?

G: I live in No. 32, Hill Street, Los Angeles, USA. And my telephone number is 62191934. By the way, how much is it?

R: Ninety dollars per night, including breakfast.

I see. One more thing, I am a vegetarian. Maybe I am a little bit particular about food.

R: No problem, sir. We'll make a note of it.

II How to Handle Room Reservations

A. Read the above dialogs carefully and tell:

1. The hotel provides single rooms, deluxe single rooms, standard double room/TWBs, junior suites, etc.
2. By saying, "May I have your name, please?"
3. By asking, "For which dates?" or something like that.
4. To confirm a reservation, the reservationist usually gives the guest a phone call or a fax.
5. At the end of a reservation, the reservationist may say, "We look forward to your coming".

C. Give each of the following sentences a more courteous expression.

1. May I have your name, please?
2. I'm afraid our hotel is full for those dates.
3. Please wait a moment.
4. I'm afraid we don't have anything less expensive.

D. Read the following conversation. The sentences are not in the right order.

1. R ... G ... G ... G ... G ... G ... R ... R ... R
2. (4) ... (3) ... (5) ... (1) ... (7) ... (9) ... (6) ... (2) ... (8)

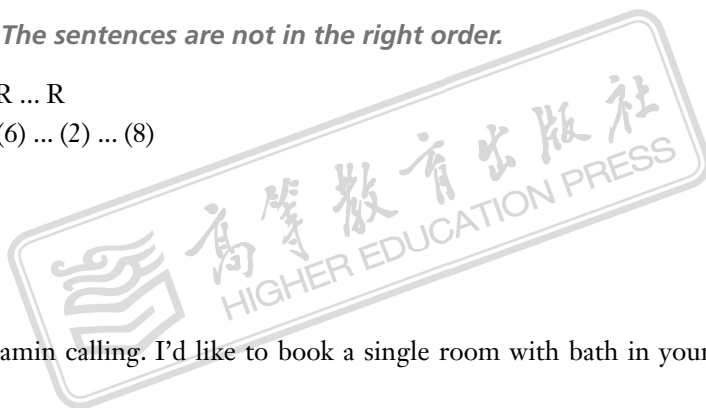
E. Complete the following dialog.

(R=Reservationist G=Guest)

R: Witz Hotel. May I help you?

G: Yes, please. This is Thomas Benjamin calling. I'd like to book a single room with bath in your hotel.

R: You're welcome, Mr. Benjamin. May I have your arrival and departure dates?



G: From May 14th to 18th.

R: Well, just a moment, Mr. Benjamin. Let me have a check. ... Oh, sorry to say that all the rooms are booked up during that period.

G: Oh, what's to be done, then?

R: Don't worry. We can either put you on a waiting list or recommend a nearby hotel.

G: I'd like to stay in your hotel. So please put my name on the waiting list.

R: Could you give me your telephone number or E-mail address? We'll inform you as soon as we have a room.

G: OK. Thank you.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the guests' requests with the reservationist's responses.

1. d 2. a 3. f 4. b 5. c 6. e

C. Reading Comprehension

1. d 2. b 3. c 4. a 5. a

E. Translation

我们有专供残疾人使用的卧室,卧室通往卫生间的门都非常宽敞,卫生间里有适合残疾人使用的盥洗设备。此外,从街道通往饭店大门辟有无阶梯通道。从地下停车场到底楼有专用电梯,电梯门都很宽敞,可供轮椅通过。



附: Practical Hotel Documents

List 1

RESERVATION CONFIRMATION FAX SHEET 订房确认单			
T/o 敬:		Email/电邮:	
Fax/传真:		发件日期/Date:	
Tel/电话:		No. of pages including this one/页数(含本页)	
感谢您预订上海威茨宾馆大酒店客房! 现对您的预订确认如下:			
Thank you for your reservation at the Shanghai Witz Hotel. The following are the details of your reservation confirmed by us:			
Guest Name 宾客姓名	Mr/Mrs/Madam/Ms		先生/太太/女士/小姐
Number of Guests 人数	No. of Adults 成人	No. of Children 儿童	
Nationality 国籍	ID Type 证件类型	ID No. 证件号码	
住宿天数	入住日期	Departure Date 离店日期	
Number of Nights	Arrival Date		
Room Type 预订房型	Room Rate (CNY/night) 每日房价 (人民币元)	预订数量 Number of Rooms	Remarks 备注
豪华房 Deluxe Room			
高级房 Superior Single Room			
豪华套房 Parlor Suite			
商务房 Executive Room			
商务套房 Executive Suite			
Rate Details 房价说明 1. Tax inclusive 房价已含税 2. Free of 10% service charge 免收 10% 服务费		Total Room Cost (CNY) 房费总额 (元) ¥ 元	Method of Payment 付款方式 <input type="checkbox"/> Cash 现金 <input type="checkbox"/> Credit Card 信用卡
Booking No. 预订确认号		Deadline to Hold Reservation 预订保留时限	
Special Requests 特别要求	<div style="display: flex; justify-content: space-between;"> <div>1. _____</div> <div>OK 可满足</div> <div>Sorry 不可满足</div> </div> <div style="display: flex; justify-content: space-between;"> <div>2. _____</div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>3. _____</div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div>		
备注 Remarks	1. Special offers 其它优惠 (1) Complimentary daily buffet breakfast for two persons per room; 每房每日提供两份免费自助早餐 (2) Complimentary local call; 客房内均可免费拨打市话 (3) Complimentary broadband Internet access; 客房内均可免费宽带上网 (4) Complimentary use of swimming pool and gymnasium 住店宾客每日可免费游泳和使用健身房 2. _____ 3. _____		
Should you have any questions or changes about the reservation, please contact us as soon as possible. 以上若有任何疑问或变更, 请及时与我们联系。			
Clerk 经办人签名 _____ (signed) Sales Department 销售部/ Front Office 前厅部			

List 2

GROUP RESERVATION REQUEST	
Date of Arrival _____	Number of Nights _____
Time of Arrival _____	Persons _____
Guestrooms: Single _____	
Double _____	
Suites: Junior _____	
Deluxe _____	
Name of Applicant _____	
Name of Group _____	
Rate Single: 400 yuan RMB Double: 640 yuan RMB Junior Suite: 720 yuan RMB Deluxe Suite: 1100 yuan RMB	
• Check-out time: 12:00 noon • Reservations held until 6:00 pm unless an advanced deposit of one day's rate has been received.	
Received by: _____	

A. Question & Answer.

1. What should be the common information for both Group Reservation Request and FIT Reservation Request?

Arrival and departure dates, room rates, room types, number of people, number of rooms, ways of paying, reservation numbers, etc.

- B. Fill in the group reservation form with the information you learned from Dialog 2 & Dialog 3 in Part II.

Unit 3 Front Office (II)

Reception Service

I What Do You Know About a Registration Form

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Nationality	Length of Stay	Occupation	Ways of Paying	Room Type
Dialog 1		✓			
Dialog 2				✓	
Dialog 3	✓				
Dialog 4					✓
Dialog 5			✓		

B. Listen to the dialog and fill in the registration form with the information you hear.

REGISTRATION CARD					
ROOM NO.	ARR. DATE	DEP. DATE	ADULT	CHILD	RATE
1104	May.14th	May.17th	One		
SURNAME <u>Mackintosh</u> FORENAME <u>Henry</u>					
HOME ADDRESS <u>25 Kurast Street, Chicago, USA</u>					
OCCUPATION <u>Teacher</u>					
COMPANY NAME & ADDRESS _____					
NATIONALITY <u>American</u> PASSPORT NO. <u>0294087</u>					
NEXT DESTINATION <u>Paris</u>					
ACCOMMODATIONS REQUIRED					
<input checked="" type="checkbox"/> SINGLE <input type="checkbox"/> DOUBLE <input type="checkbox"/> JUNIOR SUITE <input type="checkbox"/> DELUXE SUITE					
MY ACCOUNT WILL BE SETTLED BY <input type="checkbox"/> CASH <input type="checkbox"/> CHECK* <input type="checkbox"/> COMPANY ACCOUNT					
<input checked="" type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> DINERS' CLUB <input type="checkbox"/> VISA <input type="checkbox"/> JCB					
<input type="checkbox"/> OTHER CREDIT CARD * BY PRIOR ARRANGEMENT					
SPECIMEN SIGNATURE			CLERK'S INITIALS		

C. Listen to the dialog again and complete the following conversation with the information you hear.

(G=Guest R=Receptionist)

G: I have rather poor eyesight. Can you fill in the form for me?

R: Yes, of course. Can I have your name, please?

G: Henry Mackintosh. That's M-A-C-K-I-N-T-O-S-H for Mackintosh.

R: Thank you. And your nationality is ...?

G: USA.

R: And your address?

G: 25 Kurast Street. Chicago. That's K-U-R-A-S-T.

R: Right. And your occupation, please?

G: Ah, I am a teacher.

R: OK. Now, can you give me your passport number?

G: It's 0294087.

R: Thank you. And can you tell me your next destination?

G: I'm going to Paris after this.

R: And how are you going to pay By check? By credit card?

G: Er ... by credit card ... American Express.

R: Now ... er ... today is the 14th of May. What date are you leaving?

G: The 17th.

R: Very good. Mr. Mackintosh. Now, I've put you in Room 1104. That's a single on the 11th floor.

G: OK.

II How to Register Guests

A. Read the above dialogs carefully, and tell:

1. We may say, "Good morning/ afternoon/ evening, sir/ madam/ sir and madam/ ladies and gentlemen" respectively.
2. By saying, "Could I see your passports?"
3. We may say, "Would you please fill in the registration form?"
4. We may say, "How would you like to pay, by credit card or in cash?"
5. By saying "I hope you will enjoy your stay with us".

B. Read the following conversation. The sentences are not in the right order.

1. G ... R ... G ... R ... G ... R ... R ... G ... R
2. (2) ... (5) ... (8) ... (1) ... (6) ... (9) ... (3) ... (4) ... (7)

C. Complete the following dialog.

(R=Receptionist G=Guest)

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

G: I've just arrived from Macao. I'd like a single room for tonight.

R: Have you made a reservation, sir?

G: I'm afraid not.

R: Well, just a moment. Let me have a check. ... Oh, sorry to say that we don't have any vacancies at present.

G: Oh?

R: Don't worry. I think we will be able to arrange a room after 6:00 p.m., or if you need a room right now, would you like me to get in touch with somewhere else for you?

G: I'd rather wait here till six. A friend of mine highly recommended your hotel to me. But now it's five hours to go ...

R: You are welcome, sir. Perhaps you might feel more comfortable to rest in our lobby after a tiring journey. We'll inform you as soon as we have a room.

G: OK. Thank you.

...

G: I'm tired out. I need a room right away. So, which hotel can you recommend?

R: What about Green Grass Hotel? It's also a five-star hotel not far from here. And we'll arrange transportation for you free of charge.

G: Good. Thank you.

R: Please wait a moment. Let me call Green Grass Hotel to make a reservation for you. ... Sorry to have kept you waiting, sir. There are some rooms available in Green Grass Hotel. The bellman will get you a taxi and help you with your baggage.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the guests' requests with the receptionist's responses.

1. (5)-b 2. (2)-d 3. (3)-a 4. (1)-c 5. (4)-c

C. Reading Comprehension

1. d 2. d 3. d 4. d 5. b

E. Translation

客人进入宾馆,他接触到的第一个部门就是前厅部,他遇到的宾馆的第一个代表就是前厅员工。他对宾馆经营管理的第一印象也是最深刻的印象也是在前厅形成。这一切不论对旅客的居住还是对宾馆的产品销售,都有着重大意义。在某种意义上,可以说前厅部不但是宾馆店的橱窗而且还是神经中枢。

附: Practical Hotel Documents

List 1

REGISTRATION FORM OF TEMPORARY RESIDENCE 临时住宿登记表			
英文姓 Surname	英文名 First name		
中文姓名 Chinese name	国籍(地区) Nationality (region)	房间号码 Room No.	
出生日期 Date of birth	性别 Sex <input type="checkbox"/> 男 Male <input type="checkbox"/> 女 Female	房间种类 Room Type	
证件种类 Type of certificate	<input type="checkbox"/> 护照 Passport <input type="checkbox"/> 身份证 ID card <input type="checkbox"/> 其它 Others		
证件号码 Document No.	证件有效期 Expiry date		
签证种类 Type of visa	签证有效期 Visa expiry date	入境日期 Date of entry	入境地 Port of entry
何地来 From	何地去 To	停留事由 Reason of stay	<input type="checkbox"/> 商务 Business <input type="checkbox"/> 旅游 Leisure
<input type="checkbox"/> 住宅 Home <input type="checkbox"/> 公司 Company 邮政编码 Zip code			
地址 Address			
公司电话 Company Tel.		手机电话 Mobile Tel.	
邮件地址 Email address			
公司名称 Company name		职级 Job title	
入住日期 Date of arrival		离店日期 Date of departure	
房价 Room rate	15%服务费 15% Surcharge	抵达时间 Time of arrival	客人人数 No. of guest(s)
结账方式 Account settled by <input type="checkbox"/> 信用卡 Credit card <input type="checkbox"/> 现金 Cash <input type="checkbox"/> 其它方式 Others			
- 若客人在酒店内遗失金钱、珠宝或贵重物品, 酒店概不承担任何责任。 - 房间里及大堂接待处均免费提供保险箱服务。 - 退房时间为中午十二时。 - 宾客若要更换客房或有访客留宿, 须到前台办理登记手续。		- The hotel is not responsible for the loss of money, jewellery or any other valuables within the property. - Safe deposit boxes are available free of charge in the guestroom or at the front desk. - Check out time is 12 noon. - Please contact the front desk staff if you would like to change rooms or if you have any visitor staying overnight.	
宾客签名 Guest signature		前台接待员 Receptionist	

List 2

Room / Rate Change 房号/房价变更单		
Guest's Name 宾客姓名: _____		Date 日期: _____
	From 由	To 更改为
Room No. 房号		
Period of Stay 居住时间		
Rate (CNY) 房费 (人民币)		
Instructions 说明: Issue by 开单: _____ Approved by 同意: _____		
Operator 总机: _____ Housekeeping 客房: _____ Cashier 收银: _____		

A. Question & Answer

1. Please tell as many as possible the key points of information for filling out the Registration Form.
Arrival and departure dates, room rates, room types, number of people, number of rooms, ways of paying, etc.

- B. A guest is not satisfied with his room the receptionist helps to change the room for the guest and fills out the Room/Rate Changing from.

Unit 4 Front Office (III)

Concierge Service

I What Do We Do Every Day

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Confirming Baggage	Booking Train Tickets	Ordering a Taxi	Offering Tourist Information	Offering Mail Service
Dialog 1		✓			
Dialog 2					✓
Dialog 3				✓	
Dialog 4	✓				
Dialog 5			✓		

B. Listen to the dialog and answer the questions with the information you hear.

1. She is going to Beijing.
2. She wants two tickets.
3. It leaves at 4:00 p.m..
4. It's No.14.
5. It costs 400 *yuan* RMB.

C. Listen to the dialog again and complete the following conversation with the information you hear.

(C=Concierge G=Guest)

C: Good morning, Madam. May I help you?

G: I'd like to go to Beijing the day after tomorrow. Could you book train tickets for me?

C: Certainly, Madam. How many tickets do you need?

G: Two soft berths, please.

C: Please wait a moment. Let me call the station. ... Sorry to have kept you waiting, madam. There are some tickets left on No. 14 train. It leaves at 4:00 p.m..

G: Good. How much?

C: 450 *yuan* RMB per ticket, including 50 *yuan* service charge.

G: OK. Here is the money.

C: Thank you. Here is the receipt. Please write down your name and room number. I'll have the tickets sent up to your room this afternoon.

II How to Do Our Service Properly

A. Read the dialogs and the notes carefully, and tell:

1. Because he can turn on the lights and draw the curtains aside for the guest so as to make the room brighter.
2. Different types of guestrooms, catering services, recreational services and facilities, etc.
3. Different lights, the panel on the night stand, telephone (including telephone directory), other electric facilities, laundry bag, etc.
4. Do it yourself.
5. Because it is against the hotel regulations.

B. Reorder the jumbled sequence of events, persons, and job activities to suggest the normal flow of guest arrival and assignment.

- | | | | |
|---------------|----------------------|--------------|-----------------|
| 1. walk-in | 2. doorman | 3. reception | 4. registration |
| 5. assignment | 6. key and room card | 7. bellman | 8. baggage |

C. Give each of the following sentences a more courteous expression.

1. I suggest you take a taxi there for it's too far away from here.
2. I'm sorry to hear that. Shall I send for a doctor for you?
3. For cold drinking water, you may use the tap. And for hot water, you might try the minijar over there.
4. That's very kind of you, but we don't take tips. Thank you anyway.

D. Read the following conversation. The sentences are not in the right order.

1. C ... G ... G ... G ... G ... C ... C ... G ... C ... G ... C ... C
2. (2) ... (5) ... (7) ... (9)...(1) ... (6) ... (12) ... (3) ... (8) ... (11) ... (4) ... (10)

E. Complete the following dialog.

(B=Bell Captain G=Guest)

B: Good morning. Concierge. May I help you?

G: I've been waiting in my room for nearly half an hour. But one piece of my baggage hasn't been sent up yet. What's the matter?

B: I'm awfully sorry to hear that. Could you give me your name and room number?

G: I am Jack Simon. I am in Room 1603.

B: Could you give me some features of your baggage?

G: It's a big black leather suitcase.

B: Is your name tag attached to it?

G: Sure. Every piece of my baggage has at least one tag.

B: Don't worry, Mr. Simon. It's possible that your suitcase has been put in the wrong place. I'll inform the bellman to find it and send it up to your room as soon as possible.

G: Well, that's the least you should do.

B: I'm sorry to have caused you so much trouble. I assure you it will never happen again.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the guests' requests with the concierge's responses.

1. g 2. e 3. c 4. h 5. a 6. d 7. f 8. b

C. Reading Comprehension

1. b 2. d 3. b 4. d 5. d

D. Writing

Dear Mrs. Cascarino,

Thank you for your letter of 3rd, March.

Our hotel is seven kilometers from Hongqiao International Airport. Although it does not say in the enclosed details, we run a courtesy bus from the airport to the hotel.

The hotel has an indoor pool, and also a whirlpool, which I am sure your children would enjoy. There are many scenic attractions suitable for children, such as Yuyuan Garden, the Bund, and so on.

There are also local movies and we are equipped with satellite TV. I enclose our rate card showing details of the cost of rooms.

I look forward to hearing from you.

Sincerely yours,
Mike Leo
The chief concierge

E. Translation

Mr. Lewis, here is the light switch and the temperature adjuster. Here is the wardrobe, where you can find a safe deposit box and an umbrella. There is a minibar in the bureau. For hot water, you can use the minijar. The panel on the night stand controls the different devices in the room, such as the bed-side lamp, TV, and so on. This door leads to the bathroom. The hot water supply is round the clock. There are also in the bathroom two sockets, for 110V and 220V respectively.

附: Practical Hotel Documents

List 1

Authorization for Medicament Purchasing	
I am: _____ of Room: _____ staying from: _____ to _____	
<input type="checkbox"/> Prescription	<input type="checkbox"/> Over The Counter
(You may be rejected by the Medical Shop as without Doctor written approval. The shop has the right to reject by law.)	
Description to the desired medicament desired/Name: _____	
Quantity: _____	
Signature as confirmation: _____	Setout Time: _____ Return Time: _____
I have received that medicament of the above captioned that purchased by Shanghai Witz Hotel under my authority. And I hereby acknowledge that I am personally liable for any aftereffect from the medicament and Shanghai Witz Hotel will not be liable for any blights caused by the medicament.	
The signature underneath certifies my legal capacity and that stands for the acceptance to the above terms & conditions.	
Signature: _____	Date: _____ Time: _____

List 2

LIMOUSINE RENTAL ORDER FORM			
酒店礼宾车接送/租用派车通知单			
<input type="checkbox"/> New Booking 新预定		<input type="checkbox"/> Amendment 修改	
		Date 出单日期: _____	
		<input type="checkbox"/> Cancellation 取消	
Guest Name 客人姓名: _____		Total Pax 人数: _____	
Task 任务类型	<input type="checkbox"/> Pick-up 接车	<input type="checkbox"/> Round Trip 往返	Dep. 部门: _____
	<input type="checkbox"/> Drop-off 送车	<input type="checkbox"/> Car Rental 包车	Rental Date/用车日期: _____
Rental Type 定车类型	Limousine/小轿车	Limousine Type 车辆型号	Exact Time/发车时间: _____
	Shuttle Bus/巴士	<input type="checkbox"/> Audi 奥迪	<input type="checkbox"/> BMW 宝马
		<input type="checkbox"/> Rolls Royce 劳斯莱斯	<input type="checkbox"/> Cadillac 凯迪拉克
Rental Rate 租车价格	CNY _____	Flight No. 航班号: _____	Train No. 火车车次: _____
From 由: _____		Special Requisition & Remarks 特殊要求及备注: _____	
To 至: _____			
Prepared by 制单人签署: _____		Accepted by 接派人签署: _____	
		Accepted by 执行司机签署: _____	
Note: Any discount on the published rental rate, must be approved by management in advance.			

A. Question & Answer

- Why should the Concierge clerk ask the guest to fill out the Authorization for Medicament Purchasing, if the guest wants the clerk to buy some medicine?

The clerk has no right and responsibility to offer or purchase any medicine for the guest unless he is authorized by the guest.

- A sick guest asks the Concierge Captain to buy some medicine. The Captain asks him to fill out Authorization for Medicament Purchasing.
- Make a short dialog between the Concierge Clerk and the guest who needs a limousine. They fill up the Limousine Rental Order Form.

Unit 5 Front Office (IV)

Cashier Service

I What to Do with the Hotel Bills

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Traveler's Checks	Credit Card	Personal Checks	RMB	Foreign Currency
Dialog 1			✓		
Dialog 2				✓	
Dialog 3		✓			
Dialog 4					✓
Dialog 5	✓				

B. Listen to the dialog and fill in the hotel bill with the information you hear.

NAME		Smith	NO. OF PERSONS
NATIONALITY			DATE
ROOM NUMBER		1204	RATE
1	MEALS		704.00
2	FAX		72.00
3	CITY TOUR		98.00
4	BAR		120.00
5	LAUNDRY		60.00
6	ROOM SERVICE		36.00
7	ROOM RENTALS		1,680.00
8	TOTAL		2,770.00

C. Listen to the dialog again and complete the following conversation with the information you hear.

(G=Guest C=Concierge)

G: Could you explain the bill item by item for me?

C: Certainly, Mr. Smith. The first item is your room number 1204.

G: I see. I thought it might have been the total.

C: No, the total is the last item: 2,770 *yuan* RMB. The second item is the restaurant — 3 meals during the three days. It's 704 *yuan* in all.

G: That's it. And the third must be the fax to San Francisco. And what's the next item for?

C: That's for the one-day city tour, a sum of 98 *yuan*.

G: I ordered room service for my breakfast yesterday. Is this 60 *yuan* here?

C: No, sir. This 60 *yuan* is for the laundry charge. The room service charge is 36 *yuan*.

G: I see. I went to the bar yesterday evening, and I signed bill for it.

C: Yes. The fifth item is for the bar. That's 120 *yuan*.

G: I bought something in the shopping center. But I paid cash for them.

C: Of course, Mr. Smith. That doesn't appear in the bill. And the eighth item is the room rentals for three nights, 1,680 *yuan* altogether. We've exempted you from the 15% service charge. I'm afraid I can't make it any less for you.

G: You're most helpful.

II How to Be a Hotel Cashier

A. Read the above dialogs carefully, and tell:

1. In cash, by credit card, or with traveler's checks.
2. If he wants to change RMB back into foreign currency, he will have to show the memo.
3. To make sure that the bills signed by the guest have all been collected.
4. The cashier is in charge of the safe-deposit box.
5. A bill is a written statement for goods delivered or services rendered. An invoice means a list of goods sold or services rendered with the prices charged.

D. Read the following conversation. The sentences are not in the right order.

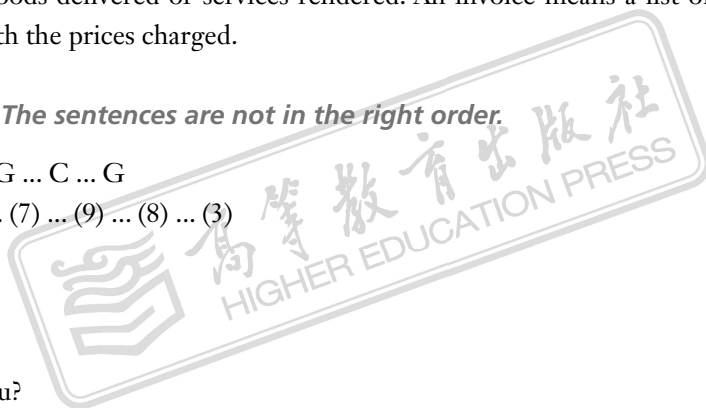
1. C ... C ... G ... G ... C ... C ... G ... C ... G
2. (2) ... (4) ... (5) ... (1) ... (6) ... (10) ... (7) ... (9) ... (8) ... (3)

E. Complete the following dialog.

(C=Cashier G=Guest)

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

G: I'd like to check out now.



C: Could I have your name and room number?

G: Henry Redfield in Room 2117.

R: Well, just a moment, Mr. Redfield. ... Here is your bill, please check it.

G: Oh, what's this item for?

R: That's for the room rentals for two nights and a half day.

G: But I registered in the evening and will leave this morning. That's two nights, I think.

C: Well, let me have a check. ... Ah, yes, you have stayed here for only two nights, no more. I am awfully sorry for my mischecking. Now, let me give you another bill and please check it.

G: This time it's quite correct.

C: How are you going to pay, Mr. Redfield?

G: In cash. Here you are.

C: Thank you. Here is your change and the invoice. I am sorry to have caused you so much trouble. I'll try to be more careful another time. I hope you have enjoyed your stay with us here.

III Summary of Our Work

(Open.)

IV Consolidation

B. Decide which of the following should be done by the cashier at the Foreign Exchange Counter.

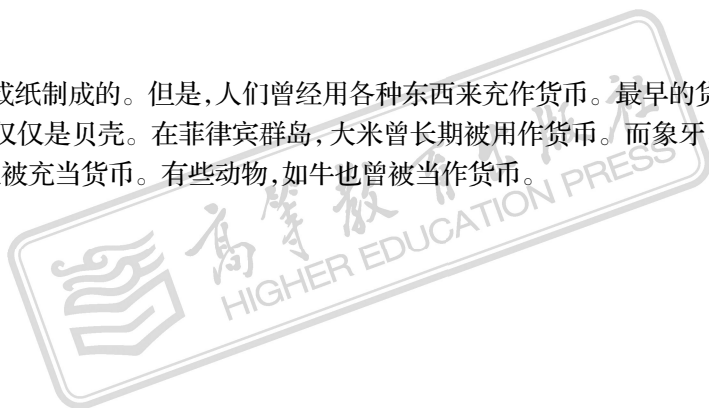
1., 4., 6.

C. Reading Comprehension

1. c 2. d 3. b 4. a 5. a

E. Translation

今天的货币大多数是用金属或纸制成的。但是,人们曾经用各种东西来充作货币。最早的货币之一就是贝壳。曾充作货币的不仅仅是贝壳。在菲律宾群岛,大米曾长期被用作货币。而象牙、猴子尾巴、食盐则在非洲的一些地区被充当货币。有些动物,如牛也曾被当作货币。



附: Practical Hotel Documents

List 1

中国银行上海分行外汇兑换水单 ① EXCHANGE MEMO				
Nationality 国籍 _____		Passport No. 护照号码 _____		
Date 日期 _____				
Name: (Signature) 姓名及签字 _____				
Address/Hotel 住址/饭店 _____				
Amount in Foreign Currency 外币金额	Less Discount 扣贴息	Net Amount 净额	Rate 牌价	Net Amount in ¥ yuan 实付人民币
				千 百 十 万 千 百 十 元 角 分
Particulars 摘要				
银行传票联附件, 不得作退汇凭证				
兑换单位盖章		复核		经办

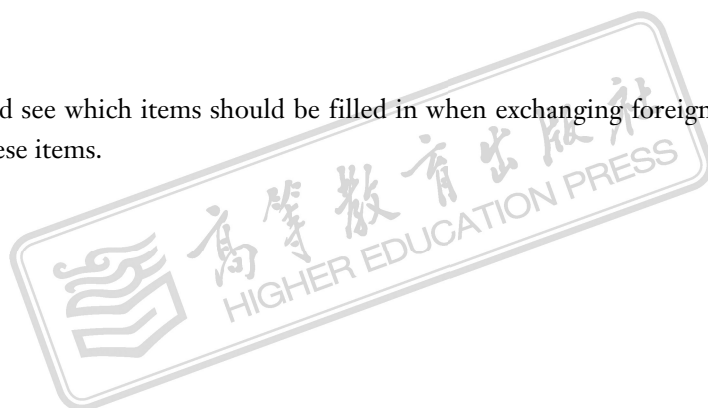
List 2

押金收据 DEPOSIT RECEIPT		NO. 000001
客人姓名 Guest Name _____	房号 Room No. _____	日期 Issued Date _____
预付押金金额 Advance Deposit Amount ¥ _____	条款TERMS/CONDITIONS	
大写金额(人民币): _____万 _____千 _____百 _____拾 _____圆 _____角	1. 请携带此单据取回未下的押金。 Refund will only be given with the presence of this Deposit Receipt.	
支票号码 Cheque No. _____	2. 若退房与此单不符时, 押金恕不退还。 Refund will not be given if guest's signature is not identical to the one on this receipt.	
备注 Remarks _____	3. 如蒙委托友人代领押金, 请携有效之授权书。 Refund will not be given to the third party unless accompanied with a proper authorization letter.	
宾客签名 _____ 收款员签名 _____	4. 请在办公时间内取回押金, 或向前台员工转于办公时间处理。 Refund will only be done during office hours unless prior arrangement is made with the Front Desk Agent.	
Guest Signature _____ Cashier Signature _____	5. 未下的押金请在退房后一个月内存取, 逾期作废。 Balance of deposit will only be refund within one month after guest's departure.	

A. Multiple Choice

- The exchange rates change
 - everyday
 - every other day
 - once a week
 - once a month
- The room advanced deposit is usually charged
 - The same as the actual room rental
 - more than the actual room rental
 - less than the actual room rental
 - as the guest likes

B. Please study the Exchange Memo and see which items should be filled in when exchanging foreign currency in cash and how to fill in these items.



Unit 6 Housekeeping (I)

Guest-Room Service

I What Work Is Included in This Department

- A. Listen to the dialog, decide what each picture is about and mark the number of problems concerned.

图一: Dialog 2

图二: Dialog 5

图三: Dialog 1

图四: Dialog 4

图五: Dialog 3

- B. Listen to the dialog and mark (✓) according to what items are offered by the Front Office to the Housekeeping Dept. and vice versa.

	Arrival List	Room Status Report	Check-out List	Bed Occupancy List
Front Office → Housekeeping	✓		✓	
Housekeeping → Front Office		✓		✓

- C. Listen to the dialog again and complete the following conversation with the information you hear.

A: How does the Housekeeping Dept. coordinate with the Front Office?

B: The Front Office provides the Housekeeping Dept. with the arrival list, particularly the arrival of VIPs.

A: What else?

B: The Front Office also provides the check-out room list for the Housekeeping.

A: What do you mean by the check-out room?

B: It means a room to be vacated at the end of the guest's stay. The Housekeeping Dept. staff have to get these rooms ready for sale again by the Front Office.

A: Then what does the Housekeeping Dept. offer to the Front Office?

B: The room status report is compiled 2 or 3 times every day and sent to the Front Office.

A: I see. Thank you.

II How to Do the Chamber Service

A. Read the above dialogs carefully, and tell:

1. A Green Hotel is environmentally-friendly properties whose managers are eager to institute programs that save water, save energy and reduce solid waste—while saving money—to help protect our one and only earth.
2. It is usually done late in the afternoon or early in the afternoon.
3. The room attendant should first of all clear up the pieces, then provide new facilities, and add the damage to the guest's account.
4. The room attendant should tell him how to use them and demonstrate if necessary and possible.
5. The Maintenance Dept. is in charge of it.

B. Tell what a room attendant should do and should not do while making up the guestroom.

- 1., 2., 3., 4., 5.

C. Give each of the following sentences a more courteous expression.

1. I've already cleaned the bathtub, but I'll do it for you again if you'd like it.
2. Would you like to have some more towels?
3. I'm sorry, but I'm cleaning this room. I'll make up your room as soon as I finish this one.
4. Oh, I'm afraid you'll have to pay for it.

D. Read the following conversation. The sentences are not in the right order.

1. A ... G ... G ... A ... A ... G ... A ... G ... G ... A ... A
2. (5) ... (8) ... (2) ... (11) ... (7) ... (4) ... (1) ... (6) ... (10) ... (9) ... (3)

E. Complete the following dialog.

(A=Room Attendant G=Guest)

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

G: Ah, I'm afraid that there's something wrong with the TV set.

A: I'm sorry. Let me have a look. ... I'm afraid I'll have to send for an electrician from the Maintenance Dept. Please wait a moment.

[*Soon the electrician (E) comes.*]

E: No, thanks. We don't take tips. Thank you anyway..

G: What efficiency. Thank you. This money is for you.

E: No, thanks. We don't take tips. Thank you anyway.

III Summary of Our Work

(Open.)

IV Consolidation

C. Reading Comprehension

1. d 2. d 3. a 4. b 5. d

F. Translation

客房部是宾馆的脊梁。从某种意义上,可以说清洁宜人的客房是宾馆销售的产品。客房部员工的主要职责是负责保持宾馆内所有客房和公共场所的干净整洁、井井有条。洗烫服务和许多个人服务也是他们工作的一部分。此外,客房部在工作中必须与前厅部紧密配合。

附: Practical Hotel Documents

List 1

Housekeeping Daily Report 客房日报表						
Room No. 房号	Occupied 住用中	No Baggage Occupied 无行李 有人住	Baggage Not Occupied 行李 无人住	Vacant 空房	Out of order 维修中	Remarks 备注

List 2

Maintenance Job Application 维修申请					
Application Date 申请日期		Application Dep. 申请部门		Applied By 申请人	
Expected Completion Date 期望完工 日期		Accepted By 接受人		Completed By 施工人	
Maintenance Job 维修项目		Job Description 项目描述			

A. Multiple Choice

- What type of the room status is not included, in the Housekeeping Daily Report?
 - Vacant
 - Reserved**
 - Occupied
 - Out of order

- B. The guestroom's lamp is broken. As the Room Center clerk, you fill out the Maintenance Job Application Form and ask the Maintenance Department to fix it within the day.**

Unit 7 Housekeeping (II)

Personal Service

I What Are Included in Personal Services

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Laundry Service	Baby-sitting Service	Buying Things on Request	Shoe Shining Service	Offering Extra Things
Dialog 1				✓	
Dialog 2		✓			
Dialog 3			✓		
Dialog 4	✓				
Dialog 5					✓

B. Listen to the dialog and answer the questions with the information you hear.

1. A baby-sitter should be reliable and experienced.
2. She should pay at least 80 *yuan*.
3. She should sign a confirmation form.
4. She can pay either in cash or by signing the bill.

C. Listen to the dialog again and complete the following conversation with the information you hear.

(C=Concierge G=Guest)

C: Good morning. Room Center. How may I help you?

G: This is Jane Hobbs calling from Room 901. Could you send someone to take care of my child this evening?

C: Certainly. We have baby-sitting service. The baby-sitters are all reliable and experienced.

G: Good. Could you tell me about the terms?

C: It's 20 *yuan* an hour, for a minimum of four hours.

G: Oh, that's quite reasonable.

C: Please wait a moment. We'll send you a confirmation form for you to sign.

G: Shall I pay in cash?

C: Not necessary. We'll add it to your account.

II How to Offer Personal Services

A. Read the above dialogs carefully, and tell:

1. The free Continental breakfast, free alcoholic drinks and cold dishes and pastries at the Happy Hours, tea and coffee are provided in the lounge during 7 a.m. to 11 p.m., free boardroom is for 2 hours per stay, the local call and in-room broadband access and incoming faxes are free, 24-hour butler service, free pressing for one suit or dress per day and newspapers and magazines from a selection of local newspapers and international ones available from 39 countries.
2. Usually he gets his laundry back the same day.
3. The hotel should pay for it with the indemnity not exceeding ten times the laundry charge.
4. Because the guest should have deposited his valuables in the safe deposit box.
5. Because they should act according to the hotel's regulations.

B. Give each of the following sentences a more courteous expression.

1. For that kind of information. Please refer to the Service Information Booklet.
2. All right. Let me show you again.
3. I'm afraid you'll have to contact the reception desk for it.
4. I'm sorry to say that a button came off your dress before we received it.

C. Read the following conversation. The sentences are not in the right order.

1. G ... G ... A ... A ... G ... A ... A ... G
2. (5) ... (7) ... (2) ... (8) ... (1) ... (4) ... (6) ... (3)

D. Complete the following dialog.

(A=Room Attendant G=Guest)

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

G: We're having some friends over this evening. Can you bring us two more chairs?

A: No problem, Mrs. Hobbs. When do you need them?

G: I need them at 6:00.

A: All right. I'll bring them into your room then. Anything else I can do for you?

G: Yes, one more thing, could you offer us an extra bed for our little Tommy?

A: I'm afraid you'll have to speak to the Front Office for it.

It's the regulation of our hotel. You'll have to go through the formalities and we'll add it to your account.

G: I see. I'll be going there right away

III Summary of Our Work

(Open.)

IV Consolidation

B. Make out the correct doers of the following jobs.

1. room attendant
2. electrician
3. carpenter
4. gardener
5. plumber
6. reservationist
7. concierge
8. bellman
9. room attendant
10. houseman
11. PA cleaner
12. Room Center clerk
13. cashier
14. receptionist
15. laundryman
16. linen room attendant
17. gardener
18. cashier
19. room attendant
20. houseman

C. Reading Comprehension

1. c 2. d 3. b 4. a 5. a

E. Translation

布件间由布件主管管辖。布件主管直接向客房部经理负责。正是在布件间中,对所有的布件和员工制服进行保管、分类、核查、分发和缝补工作。不用说,洗衣服务是客房部必不可少的一个组成部分。

附：Practical Hotel Documents

List 1

Mini Bar
客房小酒吧账单

Room No. 房号		No.		
Guest Name 宾客姓名		Date 日期		
Quality 数量	Items 品名	Price 单价	Consumed 消费数量	Amount 金额
Wines 葡萄酒				
1	Dragon Seal Red Wine (375ml) 红葡萄酒			
1	Dragon Seal White Wine (375ml) 白葡萄酒			
Spirits 烈酒				
1	Cognac VSOP 干邑			
2	Scotch Whisky 苏格兰威士忌			
1	Vodka 伏特加			
1	Gin 金酒			
Soft Drinks 软饮料				
2	Coca Cola 可口可乐			
1	Coke light 健怡可乐			
1	Sprite 雪碧			
1	Tonic Water			
1	Soda Water			
Juices 果汁				
2	Orange Juice 橙汁			
2	Apple Juice 苹果汁			
Mineral Waters 矿泉水				
1	Perrier 巴黎水			
1	evian 依云			
Beers 啤酒				
2	Tsingtao 青岛啤酒			
2	Budweiser 百威啤酒			
Snacks 小食				
	Potato Chips 薯片			
1	M & M Chocolate M & M 巧克力			
1	Mixed Nuts 坚果			
1	Snickers 士力架			
1	Total 合计			

The amount in this column will be added to your room account.
此单总数会加入留下账单之内。

List 2

干洗 DRY CLEANING/熨烫单 PRESSING LIST

请填写表格通知洗衣店，费用计入房间账单。
Please complete this form and call Laundry for collection. The Grand Total will be charged to your account.

姓名 Name: 房号 Room No.: 日期 Date:

Special Instructions: ☐ 请读大写的 (Please use block letters) ☐ 翻领 ON HANGAR ☐ 无皱 NO STARCH ☐ 轻烫 LIGHT STARCH ☐ 重烫 HEAVY STARCH

标记 Mark No.: 日期 Date: 客人签名 Guest Signature:

☐ 基本服务: 当日上午十时前收取衣物可在同日六时以前送回。
☐ 特快服务: 衣物可在四小时内送回 (最后收取时间为下午三时) 费用双倍。
EXPRESS SERVICE: Garments will be returned within 4 hours from the time of collection (latest collection 3:00 pm).
A 100% Express Charge will be applicable.

干洗 DRY CLEANING				熨烫 PRESSING			
数量 Count	品名 Item	单价 Price RMB	金额 Amount	数量 Count	品名 Item	单价 Price RMB	金额 Amount
	西装 (三件) Suit(3pc)	80.00			晚礼服 Evening Dress	80.00	
	衬衫 (二件) Shirt(2pc)	70.00			衬衫 (三件) Shirt(3pc)	80.00	
	外套 Jacket	45.00			晚礼服 (二件) Suit(2pc)	70.00	
	长裤 Trousers	35.00			大衣 Overcoat	65.00	
	男衫 Silk Shirt	35.00			长裙 Dress(long)	55.00	
	女衫 Sweater	45.00			短裙 Skirt(plain)	25.00	
	大衣 Overcoat	65.00			半截裙(百褶)(Skirt(fold pleats))	65.00	
	燕尾服 Tuxedo	80.00			衬衣 Blouse	55.00	
	背心 Waistcoat	20.00			毛衣 Sweater	40.00	
	领带 Tie	20.00			外套 Jacket	45.00	
					长裤 Pants	35.00	
					围巾 Scarf	20.00	
干洗 DRY CLEANING				熨烫 PRESSING			
	晚礼服 Suit(3pc)	45.00			晚礼服 Suit(3pc)	45.00	
	晚礼服 Suit(2pc)	42.00			晚礼服 Suit(2pc)	48.00	
	外套 Jacket	28.00			晚礼服 Evening Dress	48.00	
	长裤 Trousers	22.00			长裙 Dress(long)	36.00	
	男衫 Silk Shirt	22.00			短裙 Skirt(plain)	18.00	
	领带 Tie	12.00			半截裙(百褶)(Skirt(fold pleats))	40.00	
	背心 Waistcoat	12.00			衬衣 Blouse	22.00	
	燕尾服 Tuxedo	48.00			长裙 Dress(long)	22.00	
					外套 Jacket	28.00	
此单必须由洗衣店填写并签名。 This form must be completed and signed by the guest.				小计 Sub Total: 加百分之十侍侍费 Plus 10% Express Charge 加百分之十五附加费 Plus 15% Surcharge 总计 Grand Total RMB ¥			
洗衣店 Laundry: 损坏 Damaged 染色 Discolored 按钮丢失 Button Missing 污迹 Stains and Spots							
REMARKS:							
1. 洗衣单上填写与签名。若洗衣店未收到洗衣单，洗衣店将通知客人。若洗衣店收到洗衣单，则以洗衣店之点数为准。 Please complete, sign and attach this list together with your laundry in the bag provided. Should there be any discrepancies between guest count and hotel count, you will be notified accordingly. Should the list be omitted or not itemized, the hotel count will be taken as correct.							
2. 洗衣店对洗衣单上之洗衣店负责。洗衣店对洗衣店之洗衣店负责。洗衣店对洗衣店之洗衣店负责。 The hotel is the owner's risk accept all laundry. While the amount care is being exercised by the hotel, the liability of the hotel is limited to ten (10) times the value of the laundry charges. The hotel cannot be held responsible for any further loss or damages.							
3. 任何洗衣店在二十四小时内送回。 Any claims must be made within twenty-four (24) hours.							
4. 若洗衣店上之洗衣单被损坏或丢失，洗衣店将收取人民币五元。 All folded and starch laundry will be charge a minimum of RMB5.00 per item.							

A. Multiple Choice

1. What could be found in the mini-bar?
- a. instant noodle b. small steak c. peanuts d. cream cakes

B. A guest has some clothes to clean. He asks the room attendant to help him fill in the laundry list.



Unit 8 Food & Beverage Department (I)

Chinese Restaurant Service

I What Is Served Here

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Bar	Café	Restaurant	Cafeteria	Banquet Hall
Dialog 1			✓		
Dialog 2	✓				
Dialog 3					✓
Dialog 4		✓			
Dialog 5				✓	

B. Listen to the dialog and match the cuisines in Column A with the features in Column B.

1. c 2. d 3. a 4. b

C. Listen to the dialog again and complete the following conversation with the information you hear.

(D=Diner W=Waitress)

D: I hear that there are many regional cuisines in China, aren't there?

W: Right you are. There are four major cuisines, or say, four styles.

D: What are they?

W: They are Shandong Cuisine, Guangdong Cuisine, Sichuan Cuisine, and Huaiyang Cuisine.

D: Oh? What are the main differences?

W: Well, it's a long story to tell. Briefly speaking, Shandong food is heavy and spicy while Guangdong food is light and fresh. The former's speciality is Roast Beijing Duck and the latter's is Roast Suckling Pig.

D: How about Huaiyang food?

W: Huaiyang food is well-known for its cutting technique and original flavor. And Dried Beancurd Shreds in Chicken Soup is many Huaiyang chefs' recommendation.

D: People say that Sichuan cuisine is very hot, isn't it?

W: Yes, most Sichuan dishes are hot and spicy, and they taste different.

D: Really? I like hot food. So what's your recommendation for me?

W: I think Mapo Beancurd and Pork Shreds in Fish Seasoning are worth trying. Our Sichuan restaurant is on the third floor.

D: Great! I'll be going there. Thank you for your information.

II How to Work in the Food and Beverage Department

A. Read the above dialogs carefully, and tell:

1. Wildlife is not allowed to be sold in the restaurant.
2. The former is a liquor while the latter is a rice wine.
3. He can pay in cash, by credit card, with traveler's checks, or by signing the bill.
4. Registered guests can sign the bill.
5. It should be taken a print of, and the print should be signed by the guest.

B. Tell which cuisines the following dishes belong to respectively.

- | | |
|----------------------|----------------------|
| 1. Sichuan cuisine | 2. Shandong cuisine |
| 3. Guangdong cuisine | 4. Huaiyang cuisine |
| 5. Huaiyang cuisine | 6. Guangdong cuisine |
| 7. Shandong cuisine | 8. Sichuan cuisine |
| 9. Guangdong cuisine | |

C. Read the following conversation. The sentences are not in the right order.

1. G ... G ... W ... W ... W ... G ... W ... G ... W ... G
2. (3) ... (9)...(8) ... (4) ... (2) ... (1) ... (6) ... (7) ... (10) ... (5)

D. Complete the following dialog.

(H=Hostess D=Diner)

H: Good evening, ladies and gentlemen. Welcome to our restaurant.

D: Do you have a table for four?

H: Have you made a reservation?

D: I'm afraid not.

H: I'm sorry to say that there aren't any vacant seats at the moment.

Would you have a seat in the waiting room for about five minutes? One table over there is almost ready. I'll call you then.

D: OK.

H: Ladies and gentlemen, would you like some drinks while waiting?

D: Yes, a coffee for each of us.

(Five minutes later)

H: Sorry to have kept you waiting, ladies and gentlemen. Now we can seat your party. Please come this way. Will this table be all right?

D: Very nice indeed!

H: Take your seats, please. Here's the menu. Please take your time. I'll return in a few minutes to take your order.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the guests' requests with the waiter/waitress's responses.

1. e 2. a 3. d 4. b 5. c

C. Reading Comprehension

1. d 2. c 3. d 4. b 5. a

E. Translation

在中国,烹饪是一门艺术。与西式烹饪截然不同,西式烹饪严格地按照食谱操作,就像遵循实验室规范那样,而中式烹饪注重创新精神和独特的风格。食谱是一切西式烹饪成功的关键,而经验丰富、技艺精湛的厨师则是中式烹饪成功的保证。这就是为什么中国的餐馆,无论大小,都不仅竭力推销自己的名菜佳肴而且也大力宣扬本店的厨师。

附: Practical Hotel Documents

List 1

Captain Order 点菜单			
Table No: 台号		NO:000001	
Waiter/Waitress: 服务员	Pax: 人数	Date: 日期	Time: 时间
Cold Dish 凉菜			
Seafood, Soup & Hot Dish	汤 海鲜 和 热菜		
Rice Dessert	米饭 甜点		

List 2

Restaurant Reservation 餐饮预订单			
Date of Filling: 填表日期		Reservation No.: 预订单号	
Booking <input type="checkbox"/> 预订	Amendment <input type="checkbox"/> 更改	Cancellation <input type="checkbox"/> 预订单号	
Arrival Date: 到店日期	Arrival Time: 到店时间	Dining Pax: 用餐人数	
Guest Name 客人称呼	Guest Tel. No.: 客户联系电话	Tel. No. of Order-maker 预订人电话	
Company: 公司		协议客户 Yes <input type="checkbox"/> No <input type="checkbox"/>	
Deposit Receiving 押金收取	Yes <input type="checkbox"/> No <input type="checkbox"/>	Deposit 押金金额	
Payment: 结账方式	Credit <input type="checkbox"/> 信用卡	Cash <input type="checkbox"/> 现金	Others <input type="checkbox"/> 其它
Table No. or Private Room: 桌号或房号		Paid by 有效签单人	
Standard of Consumption: 消费标准		Remarks: 备注	
Signature of Order-maker 预订人签字		Signature of Order-taker 预订员签字	

A. Multiple Choice

1. The _____ usually needn't appear in the Restaurant Statement.
 - a. restaurant waiter
 - b. diner
 - c. restaurant cashier
 - d. restaurant supervisor
- B. You are the restaurant reservationist. You are talking with a guest who needs a window table for five people at 7:00 this evening and filling out the Restaurant Reservation form.**

Unit 9 Food & Beverage Department (II)

Western Restaurant Service

I What Is Served in a Western Restaurant

- A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.**

	Starter	Soup	Main Dish	Dessert	Drink
Dialog 1				✓	
Dialog 2			✓		
Dialog 3					✓
Dialog 4		✓			
Dialog 5	✓				

- B. Listen to the passage and determine from which side food is served in different service styles.**

	Left	Right
French Service		✓
Russian Service	✓	
American Service		✓

C. Listen to the passage again and complete the following passage with the information you hear.

The three most frequently used service styles are called French, Russian, and American. French service is the most elaborate. The service is from the right with the right hand. Russian service is simpler than French service. The waiter or waitress places plates before the guests from the right side and serves each guest from the left. American service is faster than Russian. The plates are served from the guest's right with the right hand.

II How to Serve Western Cuisine

A. Read the above dialogs and the notes carefully, and tell:

1. There are mainly two ways: boiled eggs and fried egg.
2. It consists of coffee or tea, juice, bread, eggs with ham or bacon.
3. Eggs with ham or bacon are a must at American breakfast, while they are generally not served at Continental breakfast.
4. By signing the bill.
5. The former means serving meals in the guestrooms while the latter is a self-service where the guests help themselves to what they like.

C. Read the following conversation. The sentences are not in the right order.

1. W ... W ... W ... G ... G ... G ... W ... G
2. (6) ... (2) ... (8) ... (5) ... (1) ... (3) ... (4) ... (7)

D. Complete the following dialog.

(W=Waiter G=Guest)

W: May I take your order, sir and madam?

G1: Yes, I think we're ready. My friend would like the lamb and I'd like the fillet steak with fried potatoes and a green salad.

W: One lamb and one fillet steak with fried potatoes and a green salad. How would you like them to be prepared, rare, medium, or well done?

G1: Oh, medium, please.

W: Very good, sir. And would you like anything to start?

G2: Yes, I'd like a soup.

W: Would you prefer a vegetable soup or an oxtail soup, madam?

G2: Oh, the vegetable soup, I think.

W: Vegetable soup. And for you, sir?

G1: Well, I'm slimming. I'm not so sure.

W: I'd suggest the melon, sir.

G1: OK, yes.

W: Would you like some wine for your meal?

G1: Yes, we'll have Red California.

III Summary of Our Work

(Open.)

IV Consolidation

B. Match the terms in Column A with the respective definitions in Column B.

1. e 2. a 3. i 4. g 5. b 6. f 7. h 8. d 9. c

C. Reading Comprehension

1. b 2. d 3. c 4. d 5. d 6. b 7. b 8. a

E. Translation

客房送餐服务成功的关键在于组织。食物必须以合适的温度尽快送进客房。如果早餐送晚了一个小时,客人就会生气。听错客人点的菜也会使这一操作体系复杂化,因为把错点的菜撤回厨房,重新再做,再送入客房要花费大量时间。

附: Practical Hotel Documents

List 1

American Breakfast 美式早餐	
Orange Juice 橙 汁	
Porridge 麦 片	
Corn Flakes 玉 米 片	Shredded Wheat 麦 丝 卷
	Choice of 随意选择
Poached Eggs 去壳水煮蛋	Bacon & Eggs 腌 肉 蛋
Scrambled Eggs 炒 蛋	Ham Omelette 火腿蛋卷
	Toast & Butter 烤 吐 司
Marmalade 橘 皮 酱	Strawberry Jam 草 莓
Tea 茶	Coffee 咖 啡

List 2

Continental Breakfast 欧陆式早餐	
Fruit Juice 果 汁	
Coffee 咖 啡	Cocoa 可 可
Croissants 牛角面包	Brioche 奶油蛋卷
Marmalade 橘 皮 酱	Confiture 果 酱
Tea 茶	

A. Multiple Choice

1. The doorknob menu is for _____.
 a. lunch. **b. breakfast** c. supper d. dinner party

B. Question & Answer

1. What is the difference between the American Breakfast and the Continental Breakfast?
The American Breakfast must have egg with bacon or ham or sausage.

C. You are a waiter. You are taking a guest's order for American Breakfast**Unit 10 Food & Beverage Department (III)****Beverage Service****I What Are the Beverages We Serve****A. Listen to the dialog, decide what each short conversation is about and mark (✓)**

	Liquor	Cocktail	Soft Drink	Wine	Traditional Drink
Dialog 1		✓			
Dialog 2	✓				
Dialog 3			✓		
Dialog 4				✓	
Dialog 5					✓

B. Listen to the dialog and mark (✓) where appropriate.

	Whisky	Brandy	Grape Wine
Bourbon	✓		
Bordeaux			✓
Burgundy			✓
Californian			✓
Hennessey		✓	
Remy Martin		✓	
Rye	✓		
Scotch	✓		

C. Listen to the dialog again and complete the following conversation with the information you hear.

(I=Instructor T=Trainee)

I: Look. What a good selection of world famous liquors and wines we have here! You see, on that shelf there are different kinds of whisky. They are Bourbon, Scotch, and Rye.

T: Are those on the right whiskies, too?

I: No, they are word famous brandy. We have Remy Martin and Hennessy.

T: What are they made from?

I: You mean brandy? They are made from grapes. But whiskies are distilled from grain.

T: Then, what about wines?

I: We have Bordeaux wines, Burgundy wine and Californian wine.
They come from different countries.

W: Are they also made from grapes?

I: Yes, they are. But they are still wines while brandy is distilled.

T: I see.

II How to Serve Beverages

A. Read the above dialogs carefully, and tell:

1. Dubonnet of Amer Picon is usually served as the aperitif.
2. Red wine is usually served with beef.
3. White wine is usually served with seafood.
4. Liqueur, such as Crème de Cassis, Cointreau, Triple Sec, etc.
5. It means (of brandy) "extra old".

C. Read the following conversation. The sentences are not in the right order.

1. G ... G ... B ... B ... B ... G ... G ... B ... B
2. (2) ... (6) ... (9) ... (7) ... (1) ... (4) ... (8) ... (3) ... (5)

D. Complete the following dialog.

(W=Wine Waiter D=Diner)

W: Would you like some wine with your dinner?

D: Yes, we would.

W: Here is the wine list. Please take your time.

...

W: May I take your wine order now?

D: Yes, please. I have ordered a very nice lamb chop and my wife has ordered some seafood. What can you suggest to go with them?

W: Well, I'd suggest a Red California for the lamb chop and a Barsac for the seafood.

D: That's a good idea.

W: Please wait a moment.

...

W: Sorry to have kept you waiting. Here you are.

May I open the bottle for you now?

D: Yes.

W: Would you take a taste of it?

D: OK. (*Tasting*) Excellent! Thank you for your recommendation.

III Summary of Our Work

(Open.)

IV Consolidation

B. The following are listed some drinks. Please what classifications they belong to. (liquor, grape wine, brandy, whisky, soft drink, traditional drink, etc.)

1. soft drink
2. liquor
3. brandy
4. brandy
5. traditional drink
6. whisky
7. grape wine
8. traditional drink
9. soft drink
10. whisky
11. liquor

C. Reading Comprehension

1. T 2. F 3. F 4. T 5. T

E. Translation

鸡尾酒是餐饮业的一大产品,要花费很长时间才能学会如何调制和供应几百种不同的饮料和混合饮料。许多客人有自己偏爱的鸡尾酒配方,并要求调酒师调制各种饮料以满足他们的口味。除供混合饮料外,调酒师也供应酒类、扎啤或瓶装啤酒,以及各种各样的非酒精类饮料。

附: Practical Hotel Documents

List 1

Wine list 酒单	
Campari 金巴利	CNY 258
Martini (Dry) 马爹利 (干)	CNY 268
Sherry 雪利酒	CNY 268
Port 波特酒	CNY 268
Hennessy X.O 轩尼诗 X.O	CNY 1680
Martell V.S.O.P 金牌马爹利	CNY 580
Chivas Regal 芝华士	CNY 380
IRISH WHISKEY 爱尔兰威士忌	CNY 380
Beefeater 将军金酒	CNY 280
Bacardi Rum 百家得朗姆酒	CNY 280
Absolut Vodka 绝对伏特加	CNY 280
Conquistador 白金武士	CNY 280
Baileys 百利甜酒	CNY 268
Moet and Chandon 酩悦香槟	CNY 680
Choya 俏雅梅子酒 (160ml)	CNY 25
Great Wall Red Wine 1992 1992 年华夏长城红葡萄酒	CNY 380
Dynasty White Wine 皇朝白葡萄酒	CNY 98

List 2

Soft Drink List 水单	
Coca Cola 可口可乐 (330ml)	CNY 10
Sprite 雪碧 (330ml)	CNY 10
Soda Water 苏打水 (330ml)	CNY 15
Tonic Water 汤力水 (330ml)	CNY 15
Ginger Ale 干姜水 (330ml)	CNY 15
Orange Juice 橙汁	CNY 20
Evian Water 依云矿泉水	CNY 35
San Pellegrino Sparkling Water 圣培露含汽矿泉水 (500ml)	CNY 38
Tsingtao Beer 青岛金质 (296ml)	CNY 15
Carlsberg 嘉士伯啤酒	CNY 18
Guinness Stout 健力士啤酒	CNY 20
Budweiser 百威啤酒	CNY 20
Heineken 喜力啤酒	CNY 20

A. Multiple Choice

- Soft drinks do not include _____.
a. beer b. colas c. vintages d. mineral water
- Usually, the beef steak is served with _____.
a. red wine b. whisky c. white wine d. rice wine

B. You are the bartender. You are now taking the cocktail orders by three guests.

Unit 11 Shopping Arcade

I What Is to Be Sold in Our Shopping Arcade

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Food Stuff	Garments	Medicine	Jewelry	Arts & Crafts
Dialog 1					✓
Dialog 2				✓	
Dialog 3		✓			
Dialog 4	✓				
Dialog 5			✓		

B. Listen to the dialog and match each object with its correct price tag.

Ring: \$1,259 Bracelet: \$545 Gold Pen: \$135 Watch: \$23.75 Hat: \$2.85

C. Listen to the dialog again and complete the following conversation with the information you hear.

(A=Shop Assistant G=guest)

A: Can I help you, madam?

G: Yes, I need something for my daughter. It's her birthday, so I want something special.

A: Well, how much did you want to spend?

G: Oh, money doesn't matter!

A: Oh? Well, how about a nice ring?

G: That's a good idea. Mmm... how much is this one?

A: That's, er, \$1,259.

G: Oh, er, not quite the right design for my daughter.

A: Well, here's a beautiful bracelet. It's only \$545. It's eighteen carat gold.

G: Hmm. Well,... no, that's not quite right. I don't like the shape.

A: I know. How about this gold pen? It's only \$135, and it will last forever!

G: Mmm. No, no, I don't think so. It's, oh, dear, it's much too heavy!

A: Too heavy! I see. Well, how about a watch?

G: How much is your cheapest watch?

A: Let's see. Oh, here's one for, er, \$23.75 — that's twenty three dollars and seventy-five cents.

G: Ah. No. I don't think she would like that watch. It's too big! Ah ha! How about that hat over

there?

A: The hat? But I thought you wanted ...

G: Oh, it's beautiful! How much is it?

A: It's er, \$2.85.

G: It's perfect! I'll take it! She'll love it!

II How to Promote Chinese National Culture

A. Read the above dialogs carefully, and tell:

1. It means to the outside world the greatest invention Chinese people made for the word.
2. As white as jade, as thin as paper, as bright as mirror, and as melodious as qing.
3. He/She should make clear for whom the medicine is bought and what symptom the user has.
4. He should keep in mind the correct dose and remember not to drink strong tea or eat turnip while taking ginseng.
5. It will cause you to sick.

B. Give each of the following sentences a more courteous expression.

1. What can I show you?
2. I'm sorry, but our shop holds the one-price policy. We can't change the prices at will.
3. Well, let me show you how to tell the difference between these two.
4. Actually, this sports suit looks nice on you and it is in inexpensive. It's really a good buy.

C. Read the following conversation. The sentences are not in the right order.

1. A ... G ... A ... G ... A ... A ... G ... A ... G
2. (3) ... (6) ... (7) ... (4) ... (1) ... (9) ... (2) ... (5) ... (8)

D. Complete the following dialog.

(A=Shop Assistant G=Guest)

A: Good morning, Miss. What can I do for you?

G: I'd like to buy a garment closely related to Chinese culture as a token of my China trip. What do you think will be nice on me?

A: Well, Miss. You have very good shape. I'm sure a Chinese Qipao will be nice on you.

G: Qipao? What's that? Could you show me, please?

A: Yes, of course. Please step over here.

G: Oh, they're all so nice!

A: What material would you like, brocade or velvet?

G: Brocade, please.

A: And would you like a short-sleeved or long-sleeved one?

G: A short-sleeved one, please.

A: Then what about this one?

G: Beautiful indeed. But what are the flowers on the chest?

A: They're peonies, symbols of grace and nobility.

G: Good. May I try it on?

A: Certainly, Miss. This way to the fitting room.

G: It fits me nicely. I'll take it. But is it colorfast?

A: Yes, all the garments here are colorfast. But please wash it in lukewarm soap water and rinse well. Please don't rub or wring it.

III Summary of Our Work

(Open.)

IV Consolidation

B. Decide whether the following statements are true (T) or false (F).

1. F 2. T 3. F 4. F 5. T 6. F

C. Reading Comprehension.

1. d 2. a 3. c 4. b 5. c

E. Translation.

和前厅部员工一样, 商场部员工也与顾客有着许多直接的接触。他们不但要熟悉商品、价格和顾客, 要着装整洁、精通工作规范, 而且要有全心全意为顾客服务的正确态度。要千方百计使每位顾客感到他们所花的每一分钱都是值得的。这是宾馆商场部乃至整个宾馆业的生命线。



附: Practical Hotel Documents

List 1

Warranty Card 保修卡	
Product Name 产品名称	
Model Name 产品型号	Factory Serial No. 出厂编号
Customer Name 用户姓名	Customer Phone No. 用户电话
Customer Address 用户地址	
Date of Purchase 购买日期	Invoice No. 发票号码
Dealer 经销商	Dealer Phone No. 经销商电话
Dealer Address 经销商地址	

Protection to Fix Elucidation 保修说明

1. In the protect - fix the period, if there is any breakdown which caused by the product's own quality, customers can bring the purchasing invoice and the customer couplet that has filled, and get the free repair from the repair center that has authorized by our company. And please send back the return couplet to our company in 15 days after buying the machine.
在保修期内, 凡属产品本身质量问题引起的故障, 请用户携带已填好的保修卡用户联及购机发票在全国各地本公司授权的维修中心免费维修, 保修卡返回联请在购机后十五天内寄回本公司。

2. Those machines that has refitted or added other functions by your own will not be accepted to repair.
不接收由于擅自改装或加装其他功能后出现故障的机器。

List 2

Price Tag 价格标签	
Brand & Name 品名	
Origin 产地	Model 型号
Grade 等级	Dimension 规格
Unit 计价单位	Main Material 主要用料
Price 价格 (CNY)	

A. Question & Answer.

1. What are the basic items of a Price Tag? (7 items at least.)

Brand & name; origin; model; grade; dimension; unit; main material; price.

B. You are a shop assistant. You are helping a guest to fill in the Warranty Card for his DVD player and make some necessary explanations.

Unit 12 Recreation Department

I What Activities Can We Go in for Here

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Sports	Body Building	Entertainment	Outdoor Activities	Beauty Creation
Dialog 1				✓	
Dialog 2		✓			
Dialog 3					✓
Dialog 4	✓				
Dialog 5			✓		

B. Listen to the dialog and fill in the following table with the information you hear.

Service Time	Close at 11:00 p.m.
Water Temperature	28℃
Water Depth	1 meter to 2.5 meters
Frequency of Changing Water	Every other day

C. Listen to the dialog again and complete the following conversation with the information you hear.

(The telephone rings.)

(C=Clerk G=Guest)

C: Good evening. Recreation Dept. May I help you?

G: Yes, I'd like to go swimming this evening. Is your swimming pool still open?

C: Yes, we don't close until 11:00 p.m..

G: In such weather, I'm afraid the water is too cool to swim in.

C: Oh, don't worry. Ours is a heated swimming pool. The temperature is about 28℃.

G: That's great! But I'm not so good at swimming. I was wondering how deep the pool is.

C: Its depth is 1 meter to 2.5 meters. There're separate locker rooms, where you can have a shower.

G: Thank you. But how often do you change the water?

C: We change it every other day. We just changed it this morning.

II How to Do Service Here

A. Read the above dialogs carefully, and tell:

1. The best way is to do some exercises every day.
2. There are two: dry sauna and wet sauna.
3. Because it's the law of our country that no massage of the opposite sex is allowed.
4. Sausage and iced Finnish beer.
5. It can be used for life enhancement, health building, and combat.

C. Read the following conversation. The sentences are not in the right order.

1. W ... G ... W ... W ... W ... G ... G
2. (3) ... (4) ... (5) ... (1) ... (7) ... (6) ... (2)

D. Complete the following dialog.

(A=Attendant G=Guest)

G: People say that your hotel's Recreation Dept. is really fantastic. What do you have?

- A: Well, we have a nightclub, a gym, a swimming pool, a bowling room, a billiard room, and so on.
 G: What do you have in the nightclub?
 A: In the night club, you can enjoy singing, dancing, fashion, fashion show, and so on.
 G: Great! How about the fitness center?
 A: It is equipped with the latest sports apparatus, such as the bar bells, dumb bells, spring grips, wall bars, race apparatus, stationary bike, you name it.
 G: Terrific! I want to lose weight. Do you organize any training classes?
 A: Yes, we have Taijiquan and aerobics training classes.
 G: One more thing, is there a coach who supervises the exercises?
 A: Yes, over there you can see our resident coach..

III Summary of Our Work

(Open.)

IV Consolidation

B. The names of jobs and departments vary from hotel to hotel. But there are certain departments that you will find in most hotels. Match the places in Column A with the words in Column B.

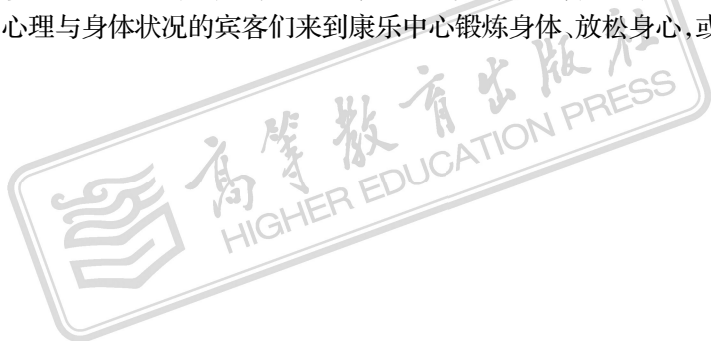
1. e 2. c 3. g 4. f 5. h 6. j 7. d 8. i 9. A 10. b 11. k

C. Reading Comprehension

1. d 2. a 3. b 4. b 5. d

E. Translation

随着人们生活中闲暇时间的增多,保持健康成为人们最先考虑的事情,康乐业的发展也因此变得更加实际而重要。因此,越来越多的宾馆精心策划了康乐项目,并配以完善的设备。这成了宾馆经营的一大特色。不同年龄、不同心理与身体状况的宾客们来到康乐中心锻炼身体、放松身心,或是享受一下夜生活。



附: Practical Hotel Documents

List 1

Fashion Show Poster

On Oct. 12

Join us in the fashion show of international taste for this winter.

7:00PM ~ 8:00PM

Grand Ballroom on the 2nd flr.

CNY 188 / person (Adults only)

List 2

Recreational Dept Guests Registration
康乐部宾客使用登记

Date: _____ Staff on Duty: _____
日期: _____ 当班员工: _____

Room No. 房号	Guest Name 姓名	Time 时间 In 进 Out 出		Locker No. 更衣柜号	GYM 健身房	Swimming Pool 泳池	Sauna Room 桑拿房	Billiard Room 桌球室	Remarks 备注

A. Question & Answer

1. Please name at least five sections of the Recreational Department.

GYM, swimming Pool, sauna room, billiard room, massage, etc.

B. Imitate the list 2 and workout a poster for the Spring Festival feast on the lunar new year's eve.

Unit 13 Event Department

I What Are Provided for the Meeting Planner

A. Listen to the dialog, decide what each short passage is about and mark (✓) where appropriate.

	Definition	Accessibility	Equipment	Catering
Dialog 1		✓		
Dialog 2			✓	
Dialog 3	✓			
Dialog 4				✓
Dialog 5			✓	

B. Listen to the passage and answer the following questions.

1. The convention business is very profitable for the hotel industry.
2. It can guarantee a good occupancy rate for the hotel over a period of at least several days.
3. The special exhibit and meeting areas are rented for a fee.
4. The people attending the convention can generate more business for the hotel.
5. A special manager is to handle them.

C. Listen to the passage again and complete the following conversation with the information you hear.

The convention business is very profitable for the hotel industry. A convention guarantees a good occupancy rate for the hotel over a period of at least several days. In addition, the special exhibit and meeting areas are rented by the sponsoring organization for a fee, and the people attending the convention also generate more business in the hotel's restaurants, bars and shops. To ensure the success of conventions, many hotels also have a special manager to handle all the particular arrangement that must be made once the convention has been booked into the hotel.

II How to Work for the Event Business

A. Read the above dialogs carefully, and tell:

1. The company's annual conference.
2. The dinners on the first day and last day of the conference are banquets, while the other meals are buffets.
3. The center stage can be raised or lowered in tiers.
4. They can use roving microphone, which is connected to the audio system.
5. It's an exhibition of the company's new hi-tech products and it's development history.

B. Give each of the following sentences a more courteous expression.

1. I think our multi-function hall can serve your purpose.
2. I wonder what kind of meeting you're going to hold in our hotel.
3. Would you mind telling us the requirements of the meeting planner of arranging catering for the convention?
4. Would you like the catering service or the sit-down restaurant service?
5. Would you tell me when the event will be held?

C. Read the following conversation. The sentences are not in the right order.

1. M ... P ... P ... M ... M ... P ... P ... M
2. (5) ... (2) ... (8) ... (1) ... (7) ... (4) ... (6) ... (3)

D. Complete the following dialog.**(M=Event Department P=Meeting Planner)****P:** I'm here to check the equipment we ordered for our conference to be held in your hotel this afternoon.**M:** I see. This way to the auditorium, please. We can check the facilities on the spot together.**P:** OK.**M:** Ah, here we are. After you, please. The overhead projector is on this table here.**P:** I see. Do you have some extra pencils in different colors? We hope you can provide two colors pens for each seat at least. Our boss is very particular about that.**M:** I'll inform our staff of fetching them after a while.**P:** We shall also need a notice board in addition to the normal bulleting board in the lobby.**M:** No problem.**P:** Thank you very much.**M:** You're welcome.**III Summary of Our Work**

(Open.)

IV Consolidation**B. Match the clients' requests with the Event Dept. Manager's responses.**

1. d 2. e 3. a 4. b 5. c

C. Reading Comprehension

1. a 2. c 3. c 4. c 5. d

E. Translation

会展业已经发展成为世界各国重要的产业。因此,如何有效地策划会议成了人们普遍关注的问题。首先要弄清楚举办会议的目的,然后再决定看该会议能否如期解决问题。要举办一个会议,需要注意以下几点:方式、与会者、会场、餐饮、分派任务、登记、住宿和娱乐等。

附: Practical Hotel Documents

List 1

Exhibition Application Form	
Company Information (fill in by exhibitor)	Company Name:
	Address:
	Contact:
	Tel:
	Fax:
Booth type of application	Product Information:
	<input type="checkbox"/> Standard Booth (3M×3M Per each) CNY 1599 Per each Quantity:
	<input type="checkbox"/> Standard Booth with One Advertisement Board (90cm Height) (3M×3M Per each) CNY 1899 Per each Quantity:
	<input type="checkbox"/> Standard Booth with Two Advertisement Board (3M×3M Per each) CNY 1899 Per each Quantity:
	<input type="checkbox"/> Standard Booth with One Advertisement Board (90cm Height) And Six Flat shelves (3M×3M Per each) CNY 1999 Per each Quantity:
Total Fee	(CNY) ¥:
Method of Payment	After confirmation, please remit the exhibition fee to the following account in 3 DAYS. 1. Remittance: Drawn on and made payable to: Shanghai Witz Hotel Bank Name: xxx Bank Address: xxx Account Number: xxx Please Sign with "xxx Exhibition" in Remark Area
Exhibitors Acknowledgement Signature: (Seal :)	
Time (Y/M/D):	

List 2

Conference Room Reservation Form		
Name of Company:		
Contact Person:	Title:	Mobile:
Tel:	Fax:	Email:
Type of activity		
Reserved Time		
Reserved Date		
Reserved Conference Room		
Estimated Number of Delegates		
A/V Requirements		
Room Set-up		
Food & Beverage Requirements		
Remarks		
Seal of the Company or authorized Signature:		Date:

A. Multiple Choice

1. What's size of a standard booth?

- a. 12 m² b. 11 m² c. 10 m² d. 9 m²

B. You are the representative of a hi-tech company. Your partner is an Event Department Manager of a five-star hotel. Make up a conversation between you two based on the clues given in list



Unit 14 Sales & Marketing Department

I What Products Should We Sell

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	What our manager's duty is	What products we sell	Why we sell	What service/ goods refer to
Conversation 1		✓		
Conversation 2				✓
Conversation 3				✓
Conversation 4			✓	
Conversation 5	✓			

B. Listen to the passage and answer the following questions.

1. To sell to more people and to sell more to your present customers.
2. Increasing the customer base.
3. He could do it through word-of-mouth referrals.
4. The risk of losing customers.

C. Listen to the passage again and complete the following passage with the information you hear.

The two approaches to raising sales are to sell to more people or to sell more to your present customers — or to do both. Increasing the customer base is usually thought of as the job of advertising and promotion. We should also note, however, that a superior operation that achieves a good reputation may build its customer base through word-of-mouth referrals.

Another approach to raising sales is to increase sales to the customers you now have; that is, to increase each customer's average. One obvious way to do this is simply to raise prices. But unless the price level of the competition is also going up, this will most probably result in losing customers.

II How to Sell Our Products

A. Read the above dialogs carefully, and tell:

1. Because the number of guests usually changes a lot in the different periods of the year.

2. Yes, they do.
3. That includes proper lodging, food and drink, conference hall or meeting rooms, convention facilities and services.
4. We should get the customer's name, the number of people attending, the date and time of the dinner party, how much the customer would like to spend, the type of the dinner party and other special requirements.
5. There are several ways, including open bar on a fixed price, on consumption to master account, cash on delivery, and so on.

B. Decide whether the following statements are true (T) or false (F).

1. T 2. F 3. T 4. F 5. F

C. Read the following conversation. The sentences are not in the right order.

1. G ... S ... G ... S ... S ... G ... G ... S ... S ... S ... G
2. (4) ... (9) ... (6) ... (1) ... (11) ... (8) ... (2) ... (7) ... (5) ... (3) ... (10)

D. Complete the following dialog.

(C=Client M=Sales Manager)

C: I'm John Smith from Grand Circle Travel Service. We are going to bring about a hundred groups to China next year. I'd like to have your room rates and terms.

M: I'm glad to be at your service. Here is a copy of our tariff. We have different rates for different periods of the year, that is the peak season, the shoulder season and the low season.

C: May I know if you give preferential rates to groups?

M: For serial groups the prices are negotiable and we offer 10% commission to travel agencies.

C: What are your terms regarding payment?

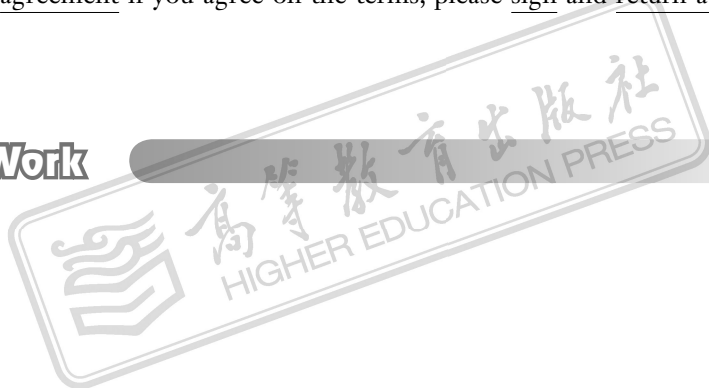
M: When credit arrangements have been made we will bill you based on your credit limit and you do not have to pay in advance.

C: Do we have to sign some kind of agreement?

M: Yes, we'll send you a copy of agreement if you agree on the terms, please sign and return a fax copy to us.

III Summary of Our Work

(Open.)



IV Consolidation

B. Cloze

1. c 2. b 3. a 4. a 5. b 6. c

C. Reading Comprehension

1. c 2. b 3. b 4. b

E. Translation

市场营销不仅仅是商务技巧和经济活动,它是满足基本社会需求的社交过程。它将来以什么形式出现有赖于政治和经济的变化,但有一点是肯定的:市场营销将永远以重要的方式和我们在一起。

附: Practical Hotel Documents

List 1

EVENT ORDER		EVENT DATE
COMPANY NAME		
ORGANIZER		
TEL		
COMPANY ADDRESS		
FAX		
BILL APPROVED BY		
SALES IN-CHARGE		
HOUSEKEEPING	SPECIAL REQUEST	
F & B		
ACCOUNTING		
ENGINEERING		
SECURITY		
DISTRIBUTION		
<input type="checkbox"/> E.O <input type="checkbox"/> H <input type="checkbox"/> F <input type="checkbox"/> A <input type="checkbox"/> BG <input type="checkbox"/> AS		
TOTAL:		
SIGN:		
DATE:		

List 2

Group Weekly Forecast 每周团体预报								
Distribution 分发			No. _____					
Rate 日期	Arrivals 到达		Groups 团体	Breakfast 早餐	Lunch 午餐	Dinner 晚餐	In house 入住	
	Pax 人数	Rooms 房数					Pax 人数	Rooms 房数



A. Multiple Choice

1. The Group Weekly Forecast List is issued by _____.
 - a. Front Office
 - b. GM Office
 - c. Sales & Marketing Dept.
 - d. Human Resources Dept.

- B. You are the Salesman. You are talking with a guest who wants to hold a press conference for his company. You fill the event order together with the guest.**

Unit 15 Settling Complaints

I What Will the Guests Complain About

- A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.**

	Slow Service	Bad Attitude	Mischecking	Misserving	Poor Facilities
Dialog 1			✓		
Dialog 2	✓				
Dialog 3					✓
Dialog 4		✓			
Dialog 5				✓	

- B. Listen to the dialogue and mark (✓) where appropriate.**

	Goldfish Hotel		Melody Hotel	
Service	Good	Poor	Good	Poor
Telephone	✓			✓
Night Life		✓	✓	
Food & Drink		✓	✓	
Room Facilities		✓		✓
Work Efficiency	✓			

C. List to the dialog again and complete the following conversation with the information you hear.

- A:** I stayed at the Goldfish Hotel. I could not get a drink sent to my room after midnight. The refrigerator was not working.
- B:** I stayed at the Melody Hotel. There was a good, inexpensive restaurant on the 4th floor.
- A:** I made a phone call from the hotel room to my parents in Canada. They were very happy to hear from me.
- B:** Oh, you were that lucky. But when I phoned there was never any reply.
- A:** I had nothing to do at night except to have some drinks at the bar.
- B:** I could go to the bar, the recreational center or the disco hall at night, but the TV set in my room doesn't work well.
- A:** A guest in the next room had a heart attack, and the hotel found a doctor immediately.
- B:** Oh, what efficiency!

II How to Settle Complaints

A. Read the above dialogs carefully, and tell:

1. Listen attentively without interruption and ask questions politely if necessary and possible.
2. By saying sorry sincerely.
3. By saying, "I'm sorry to hear that." or something like that.
4. We should give reasonable explanation of facts and regulations.
5. By making explanation patiently and calmly without talking back.

B. Give each of the following sentences a more courteous expression.

1. Please wait a moment, madam. I'll be with you soon.
2. I'm afraid there must be some misunderstanding. Actually everything is in order.
3. I'm sorry for that. I'll help you change a room immediately.
4. I'm sorry. Let me have a check on the computer again.

C. Read the following conversation. The sentences are not in the right order.

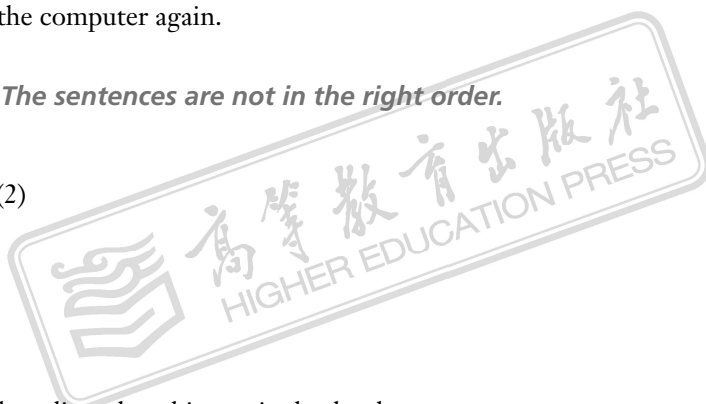
1. G ... G ... A ... A ... A ... A ... G
2. (6) ... (4) ... (1) ... (7) ... (5) ... (3) ... (2)

D. Complete the following dialog.

(W=Waiter D=Dinner)

W: May I help you, sir?

D: I ordered my steak to be prepared medium, but this one is absolutely raw.



- W:** I'm awfully sorry, sir. There must have been some mistakes. I do apologize for that. I'll change it immediately for you.
- D:** But how long will it take?
- W:** About ten minutes. Would you like some complimentary drink while waiting?
- D:** I'm afraid I don't have enough time to wait for the next steak to be prepared. I have an appointment in my room in fifteen minutes.
- W:** Oh, you are staying at our hotel. May I have your name and room number?
- D:** James Pile. Room 611.
- W:** Thank you, Mr. Pile. I'll ask the Room Service to serve you a snack at 9:30 tonight. And you will have your favorite rare steak.
- D:** Shall I pay for two steaks?
- W:** No, you should pay only for one. We'll cross the tough steak off the bill. Sorry to have caused you so much trouble. I assure you it won't happen again.

III Summary of Our Work

(Open.)

IV Consolidation

B. Decide which of the following should a hotel clerk say or do if a guest complains.

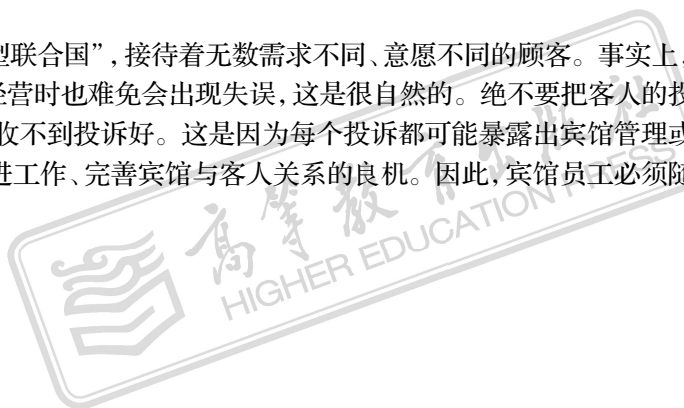
1, 2, 3, 4, 6, 8, 10, 11, 12, 14

C. Reading Comprehension

1. c 2. d 3. c 4. c 5. a 6. a

E. Translation

一家大宾馆有点像一个“微型联合国”，接待着无数需求不同、意愿不同的顾客。事实上，任何宾馆，即使是情况最佳的饭店在经营时也难免会出现失误，这是很自然的。绝不要把客人的投诉看成是不受欢迎的事。投诉多远比收不到投诉好。这是因为每个投诉都可能暴露出宾馆管理或服务中的不足之处；每个投诉都是改进工作、完善宾馆与客人关系的良机。因此，宾馆员工必须随时准备解决客人的投诉。



附: Practical Hotel Documents

List 1

Incident Report 事件报告		
Name 姓名	Room No. 房号	Date of Birth 生日
Nationality 国籍	Passport No. 护照号码	E-mail 电子邮件
Resident Address 居住地址		
Company 公司		
The report is made on (Date) 报告写于 (日期)		(Time) (时间)
At 位于		
Hotel, in the Presence of 宾馆, 委托饭店员工		
Name 姓名	designation 职务	
Description 事情描述		

List 2

Guest Complaints Handling log 宾客投诉处理日志					
Date 日期:	Time 时间:		Handled by 处理人:		
Name 姓名:	Room NO. 房号:	Nationality 国籍:	Period of Stay 住店日期:	Company: 公司:	Room Rate 房价:
Incident Course 事情经过:					
Result 处理结果:					
Burden & Advice 责任与处理建议:					

A. Multiple Choice

1. In the Incident report, the most important factor is the:

- a. witness b. reporter c. designation d. description

B. You are the Lobby Assistant manager. You are filling in the Guest Complaints Handling log after you received a guest whose wallet was stolen in the lobby.

Unit 16 Hotel Management

I What Does Hotel Management Mean

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	General Manager	Head Waiter	Housekeeper	Security Officer	Controller
Inquiry 1		✓			
Inquiry 2				✓	
Inquiry 3	✓				
Inquiry 4					✓
Inquiry 5			✓		

B. Listen to the passage and match the functions of management in Column A with their definitions in Column B.

1. d 2. a 3. e 4. c 5. b

C. Listen to the passage again and complete the following short passage with the information you hear.

The functions of management are planning, organizing, staffing, leading, and controlling. Its practitioners will do best if they can understand and apply, in the light of situations, the theory and practice of these functions.

Planning is to make a rational approach to the selected goals — bringing both social and economic effects. Organizing is to determine what the organizational structure should be. Staffing is to find what kind of people we need, when we need them and how to train them, while leading is to discuss how most efficiently to lead and direct them. Controlling means to control in accordance with the furnished structures.

II How Is the Hotel Management Working

A. Read the above dialogs carefully, and tell:

1. It is a brief meeting of the management held in the morning before daily work begins.
2. If an international convention is held in a hotel, the hotel will certainly become the favorite place to stay in for those who attend the convention. So the occupancy rate will be raised.
3. The organizer and the clerks of the exhibition will stay in the hotel and rent places for the exhibition. Besides, many local people will come to see the exhibition and will probably have meals in the restaurants. Besides, the exhibition itself is probably good for the hotel's publicity.
4. The mass media make more people learn our business, and help to establish the hotel's image.
5. They should help each other, support each other, and never shift the responsibilities.

C. Read the following conversation. The sentences are not in the right order.

1. L ... T ... T ... L ... T ... L ... L ... T ... T ... T ... L
2. (2) ... (5) ... (7) ... (4) ... (9) ... (10) ... (8) ... (3) ... (1) ... (11) ... (6)

D. Complete the following dialog.

(M=Duty Manager G=Guest)

G: Listen, the air-conditioner is out of order in my room. When are you going to come and repair it?

M: I'm sorry, sir. I'll get someone at once.

G: You'd better. It's so hot here. And everything in my room is in a mess.

M: Well, I'll speak to the Housekeeper about it, sir.

G: And another thing, what are you going to do about those countrymen in my next door? They were playing mahjong, talking, and laughing all night. It shouldn't be allowed.

M: Sorry, sir. I'll have a word with them and ask them to be a little more considerate.

G: Yes, do that right now.

M: I'm very sorry you've been disturbed, sir, but ...

G: And one more thing. The food in your restaurant is too expensive and the service is terrible, too.

M: I'm terribly sorry, sir. I'll ask the restaurant manager to improve the service.

If there is anything else I can do to make your stay here more enjoyable, please don't hesitate to ask me.

G: Don't worry. I'll tell you right away!

III Summary of Our Work

(Open.)

IV Consolidation

B. Decide whether the following statements are true (T) or false (F).

1. F 2. F 3. T 4. F 5. T 6. F 7. T 8. T

C. Reading Comprehension

1. F 2. T 3. F 4. T 5. F 6. F 7. T 8. T

E. Translation

一位领导对于他所管理的工作负有责任。为了影响员工,他必须使用权力。没有理由员工们不会服从。而这理由就是领导者所拥有的权力。没有权力,他就无法领导。但是,并不是所有的人都能正确地使用权力。当权力被滥用时,员工们就会怨恨,同时会做出损害宾馆的各种行为。



附: Practical Hotel Documents

List 1

<p style="text-align: center;">Shanghai Witz Hotel 上海威茨宾馆 MEMO 备忘录</p> <hr/> <p>TO 致:</p> <p>FR. 由:</p> <p>REF. 文号:</p> <p>SUB. 主题:</p> <p>DATE 日期:</p> <p>抄送 Cc 抄送:</p> <hr/> <p>Dear colleague: 亲爱的同事们</p> <p>Memo proper 备忘录正文</p> <p>Issued by 备忘录发出者签字</p>

List 2

<p style="text-align: center;">紧急通知 URGENT NOTICE</p> <p>尊敬的先生/女士:</p> <p>本店将于____月____日____时至____月____日____时进行 下列事项, 给您还带来不便之处, 敬请原谅。 多谢合作!</p> <p>Dear sir/madam:</p> <p>We will make the items below from ____/____/____ to ____/____/____. Thank you for your cooperation.</p> <p>1. _____ 2. _____ 3. _____</p>
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A. Multiple Choice

- The _____ can issue a memo when necessary.
 - Department Managers
 - General Manager
 - Executive Office
 - All of the above

B. General Office issues a memo to all the department heads to make full preparations for the hotel annual meeting on Dec. 30.

