

## Chapter One Front Office( I )

### 实训模块一 前台服务(一)

Unit 1 Making Room Reservations

技能实训 1 客房预订服务

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# Unit 1

## Making Room Reservations

### 技能实训 1 客房预订服务

#### Service Procedure 服务流程

- ◆ Greet the guest.  
向客人问好。
- ◆ Ask the guest of the reservation information:  
询问客人下列预订信息:
  - The date of arrival and departure.  
客人到达和离开酒店的时间。
  - The number of the people.  
住店的人数。
  - The room type and the number of rooms.  
客人所要的房型和房间数。
- ◆ Search for the room available/needed in the computer.  
在计算机上查找所需要的空房。
- ◆ Get the following information from the guest:  
从客人那里获得下列信息:
  - The name of the guest or name of the group.  
客人的姓名或团队名称。
  - The guest's telephone number.  
客人的电话号码。
  - The contact name and his telephone number.  
如果是代订还要留下代订人的姓名及电话号码。
- ◆ Confirm the reservation.  
确认预订。
- ◆ Express your wishes.  
表示祝愿客人。
- ◆ Form the reservation record.  
形成预订记录。

### Skill Points 技能要点

- ◆ Pay more attention to using polite language. After reservation, be sure to say to the guest, "We look forward to your arrival."  
预订中注意使用礼貌服务用语。预订完后别忘了说：“我们期盼您的光临。”
- ◆ Ask the guest about the time of his arrival and departure with the following:  
用下列句子询问房间订在什么时间：  
What date would that be?  
For which/what date?  
For when?  
How long will you intend to stay?
- ◆ Ask the guest about his name and telephone number with  
“May I have your name and your telephone number?”  
用下列句子询问订房人的姓名和电话号码：  
“可以记下您的名字和您的电话号码吗？”
- ◆ Do confirm after getting all of the information about the reservation, for example,  
“Mr. White, you've reserved (booked) a single room from the July 5 to 7 and your telephone is 0044-0246-720355.”  
在获得所有的信息之后一定要 confirm(确认), 例如：  
“怀特先生, 您预订了 7 月 5 日至 7 日的一间单人间, 您的电话号码是 0044-0246-720355。”
- ◆ If you don't understand what the guest says, be sure not to guess or pretend to know at all. Certainly you aren't afraid of this. Ask the guest to say again with, "I beg your pardon." "Pardon me?" or "Sorry, I don't understand. Could you please repeat that?"  
没有听懂或没有听清客人的英文, 切忌猜测, 更不要假装明白。当然也不用怕。礼貌地请客人再说一遍, 如: “对不起, 请再说一遍”, “请重复一下”, 或“对不起, 我没有听懂, 能否再重复一遍?”
- ◆ If the rooms are fully booked, or the rooms needed have been reserved, you can recommend the following to the guest in order to solve the problem:  
Some other kinds of rooms.  
Some other staying date.  
Some other hotels.  
如果酒店客房已经订满, 或者客人所需的房间已经有人预订, 可以用下列办法来解决此事:  
推荐别的房型。  
推荐其他的入住日期。  
推荐其他的入住酒店。

## Practice 1 Making an FIT Reservation

### 实训项目 1 散客预订

#### Task of Service Practice 实训任务

- ◆ George Brown wants to book a double room with Grand Hyatt Beijing. The room rate per night is 177 dollars.  
George Brown 先生向北京东方君悦大酒店预订一间双人间,房费每天为 177 美元。
- ◆ The time: from the April 20 to 22, three days in all.  
时间: 4 月 20 日至 22 日, 一共 3 天。
- ◆ The telephone number of George Brown is 0044-0246-720598.  
George Brown 的电话号码是 0044-0246-720598。
- ◆ Li Cong handles the reservation.  
预订员李聪办理了预订手续。

#### Service Practice 服务实训

Now, let's begin the practice according to *Task of Service Practice*.  
请按照上述实训任务开始实训。

#### Model of Service Practice 实训对照

**Li:** Li Cong, a reservationist.

**Brown:** George Brown, a guest.

**Li:** Good afternoon, Grand Hyatt Beijing, Room Reservation. How may I help you?  
下午好! 北京东方君悦大酒店客房预订部。需要我为您服务吗?

**Brown:** I'd like to reserve a room from the April 20 to 22.  
我想预订 4 月 20 日到 22 日的一间房。

**Li:** Please wait a moment. I'll check our available rooms for these days. Thank you for waiting, sir. What type of room would you like?  
请稍等, 我要查一查那几天有没有空房。先生, 让您久等了。您要什么样的房间?

**Brown:** A double room. What's the room rate per night?  
一个双人间。房价多少?

**Li:** 138 US dollars. Will that be all right?  
138 美元, 行吗?

**Brown:** Yes, that will be fine. Thank you.  
行, 谢谢。

**Li:** With pleasure! May I have your name and telephone number?  
很高兴为您服务。您能留下您的姓名和电话号码吗?

- Brown:** Sure. My name is George Brown and my telephone number is 0044-0246-720598.  
好,我叫 George Brown,我的电话是 0044-0246-720598。
- Li:** Thank you, Mr. Brown. You've booked a double room from April 20 to 22, and your telephone number is 0044-0246-720598.  
谢谢您, Brown 先生。您订了 4 月 20 日至 22 日的一间双人间, 您的电话号码是 0044-0246-720598。
- Brown:** Yes, that's right. Thank you.  
是这样, 谢谢!
- Li:** I'm glad to serve you. We look forward to your arrival.  
很高兴为您服务。我们恭候您的光临。

## Practice 2 Making a Group Reservation

### 实训项目 2 团队预订

#### Task of Service Practice 实训任务

- ◆ Li Ming is calling Wang Xiao in Room Reservation of Beijing Hotel. He wants to book 16 standard rooms from the 15<sup>th</sup> to the 21<sup>st</sup> of May for the visiting scholars, who will attend an important conference in Beijing.  
李明正在给北京饭店客房预订部的王晓打电话。他想为访问学者预订 5 月 15 日至 21 日的标准间 16 间, 这些访问学者是来北京参加一个重要会议的。
- ◆ On the 15<sup>th</sup> of May, there will be only 14 standard rooms available in Beijing Hotel. But some of junior suites aren't reserved yet. From the 16<sup>th</sup> to the 21<sup>st</sup>, there will be exactly 16 standard rooms.  
5 月 15 日这一天, 北京饭店只有 14 个标准间是空房, 不过还有一些普通套间没有订出去。但是 5 月 16 日至 21 日正好有 16 个标准间。
- ◆ The room rate of a standard room is 180 dollars, a junior suite is 210 dollars. But the rate of junior suite will be 10% deduction for the group reservation during May.  
标准间的房价是 180 美元, 普通套间是 210 美元。普通套间 5 月团队预订可打九折。
- ◆ Li Ming's telephone number is 65291256.  
李明的电话号码是 65291256。

#### Service Practice 服务实训

Now, let's begin the practice according to *Task of Service Practice*.  
请按照上述实训任务开始实训。

#### Model of Service Practice 实训对照

**Wang:** Wang Ying, a reservationist.

**Li:** Li Ming, a guest.

**Wang:** Good morning, Beijing Hotel! Can I help you?

上午好,北京饭店。需要我为您服务吗?

**Li:** I'd like to reserve 16 standard rooms for some visiting scholars.

我想在你们饭店为来访学者订 16 个标准间。

**Wang:** What date would that be?

预订在什么时间的?

**Li:** From May 15 to 21.

5 月 15 日至 21 日。

**Wang:** Just a moment, please. Let me check the reservation list. I'm very sorry. We only have 14 standard rooms available on May 15. But from May 16 to 22, we have adequate standard rooms for you. Can you change the date of arrival to the 16<sup>th</sup>?

请等一会儿,我查一查预订单。对不起,5 月 15 日我们只有 14 个标准间,但是从 16 日到 22 日,我们可以为您准备足够的标准间空房,能把到达的时间改在 16 日吗?

**Li:** Oh, no, we can't, because these visiting scholars will be attending a very important international academic exchange in Beijing.

噢,不,不能,因为这些访问学者是来北京参加一个非常重要的国际学术交流活动的。

**Wang:** We also have some junior suites available on the 15<sup>th</sup>. The price of a junior suite is 30 dollars more than that of a standard room, and we have a special group rate for junior suites.

15 日那天我们的普通套间还有一些空房,普通套间的价格只比标准间多 30 美元,而且 5 月我们对团队预订普通套间有特价。

**Li:** How much is a standard room per night? And what is your discount for the junior suites? Standard room per night price? Junior suites discount?

**Wang:** One hundred and eighty dollars. We'll give you 10 percent off for the reservation of the junior suites.

180 美元。普通套间预订我们给您打九折。

**Li:** That's great, I'd like to book 14 standard rooms and 2 junior suites altogether. My name is Li Ming and my telephone number is 65291256.

行,我一共订 14 个标准间和两个普通套间。我叫李明,电话号码是 65291256。

**Wang:** Thank you, Mr. Li. You've booked 14 standard rooms and 2 junior suites from May 15<sup>th</sup> to the 21<sup>st</sup>. And your telephone number is 65291256.

谢谢您,李先生!您一共订了 14 个标准间和两个普通套间,时间是 5 月 15 日至 21 日,您的电话号码是 65291256。

**Li:** That's right. Thank you.

是这样。谢谢。

**Wang:** You're welcome. My name is Wang Ying. If anything changes, please call me. Goodbye.

不用谢。我叫王英。如果有什么变动的话,请电话通知我。

## Practice 3 Changing a Reservation

### 实训项目 3 改变预订

#### Task of Service Practice 实训任务

- ◆ Mr. Ramsay reserved 20 standard rooms with China World Hotel for the silk trade negotiations for April 7, 8, and 9.  
Ramsay 先生用电子邮件在中国大饭店以他的名字在 4 月 7 日至 9 日为丝绸贸易谈判预订了 20 个标准间。
- ◆ Now he is calling from New York to change the date of the reservation, because the silk trade negotiations have been postponed until May 4 to 6.  
现在他从纽约打电话来改变预订, 因为丝绸贸易谈判被延期到 5 月 4 日至 6 日。
- ◆ The hotel has exactly 20 standard rooms available during the time.  
酒店那几天正好有 20 个标准间空房。
- ◆ Mr. Ramsay books 20 standard rooms and a business suite altogether from the 4<sup>th</sup> to the 6<sup>th</sup> of May.  
Ramsay 先生共预订了 5 月 4 日至 6 日的 20 个标准间和一个商务套间。

#### Service Practice 服务实训

Now, let's begin the service practice according to *Task of Service Practice*.  
请按照上述实训任务开始实训。

#### Model of Service Practice 实训对照

**Wang:** Wang Ying, a reservationist.

**Ramsay:** Marcus Ramsay, a guest.

**Wang:** Good morning. China World Hotel, Room Reservation. Can I help you?  
上午好。中国大饭店客房预订部。需要我为您服务吗?

**Ramsay:** Yes. This is Marcus Ramsay calling from New York. I have to change the date of a reservation.  
需要。我是 Marcus Ramsay, 从纽约给你们打电话, 我得改变预订日期。

**Wang:** How and in whose name was the reservation made?  
是以谁的名字, 什么方式预订的?

**Ramsay:** By E-mail and in my name.  
以我的名字, 电子邮件的方式预订的。

**Wang:** Please wait a moment. I'll check it in the computer. Thanks for waiting. You've booked 20 standard rooms for the silk trade negotiations for April 7, 8 and 9, is that correct?

请稍等,我查一查计算机。谢谢您,让您久等了。您在4月7日至9日为丝绸贸易谈判预订了20个标准间,是这样吗?

**Ramsay:** Right, but the negotiations have been postponed until the 4<sup>th</sup> to the 6<sup>th</sup> of May. Do you think it's possible for us to change the reservation?

是这样,但是谈判推迟到5月4日至6日。你认为我们能够改变预订吗?

**Wang:** Let me check the reservation list. Fortunately, we have just 20 standard rooms available for the three days.

我查一查预订单。太好了,那3天正好有20个标准间。

**Ramsay:** Very well. And we'll book a business suite as well.

我们还要一个商务套间。

**Wang:** Mr. Ramsay, you need 20 standard rooms and a business suite altogether from the May 4 to 6. Is that right?

Ramsay先生,5月4日至6日您共需要20个标准间和一个商务套间,是这样吗?

**Ramsay:** Yes, it is. Thanks a lot.

是的,太感谢了。

**Wang:** It's my pleasure. Goodbye.

为您服务很荣幸,再见。

## Practice 4 Canceling a Reservation

### 实训项目4 取消预订

#### Task of Service Practice 实训任务

- ◆ John Berry wants to cancel a reservation.  
John Berry 想取消一项预订。
- ◆ The date of the reservation is from May 6, for 5 nights altogether.  
这项预订的时间是从5月6日开始共计5个晚上。
- ◆ Zhao Li cancels the reservation for John Berry.  
赵莉为 John Berry 取消了这项预订。

#### Service Practice 服务实训

Now, let's begin the practice according to *Task of Service Practice*.  
请按照上述实训任务开始实训。

#### Model of Service Practice 实训对照

**Zhao:** Zhao Li, a reservationist.

**Berry:** John Berry, a guest.



**Zhao:** Good morning. Room Reservation. May I help you?

上午好,客房预订部,有什么为您效劳的吗?

**Berry:** I'd like to cancel a reservation.

我要取消一项预订。

**Zhao:** In whose name was the reservation made?

请问,是用谁的名字预订的?

**Berry:** John Berry.

John Berry。

**Zhao:** What was the date of the reservation?

预订日期?

**Berry:** From May 6, for 5 nights altogether.

从5月6日起共5个晚上。

**Zhao:** I'll cancel Mr. John Berry's reservation from May 6 for 5 nights altogether. My name is Zhao Li. We look forward to another chance to serve you.

取消 John Berry 5月6日起共5个晚上的预订。我叫赵莉,我们期待能再有机会为您服务。

## Hotel Knowledge

### 新酒店人须知

#### (1) 前台的功能。

Front Office/Front Desk/Reception Desk 中文译为前台、总台、总服务台或大堂部,负责销售酒店的产品与服务、调度酒店的经营、组织客源、销售客房、为客人提供订房、办理住宿登记、分房、换房、兑换外币、留言、办理退房手续等一系列的服务。前台的服务效率及服务质量代表着酒店的整体水平,因此,前台被人称为酒店的“神经中枢”(Nerve Center)。因此,前台对职员的英语实用技能的要求也比较高。

#### (2) Another name for hotel keeping is the “courtesy industry.” We advocate old-fashioned and good manners and politeness. Practice these till they become second nature till you are courteous automatically.

酒店行业,又称“礼貌行业”。我们提倡传统的良好仪态和彬彬有礼,要在实践中使这些成为你的第二天性——习惯成自然。

#### (3) Some useful expressions in the Front Desk:

前台常用词汇:

Reservation	预订部
Information	问询处
Reception	接待处
Cashier's Counter	收银台

Front Office Manager	前厅部经理
Front Office Supervisor	前厅主管
Lobby Assistant Manager	大堂副理
Guest Relations Manager	客务部经理
Reservation Manager	预订部经理
Reservation Supervisor	预订部主管
Reservationist	预订员