



Unit *Three*

Hotel and Food Service



Learning Goals

- To be able to
- make a check-in
 - introduce hotel services and facilities
 - handle the problem about changing rooms
 - talk about Chinese Cuisine
 - deal with the tourist's requests for changing food



Lead-in

I. What hotel services and facilities do the logos stand for?



1. _____



2. _____



3. _____



4. _____



5. _____



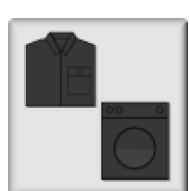
6. _____



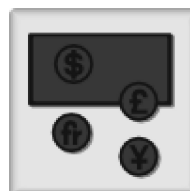
7. _____



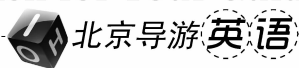
8. _____



9. _____



10. _____



II. Listen to the brief introduction of hotel check-in arrangement from a tour guide and fill in the blanks with the missing information you have heard from the tape.

Ladies and Gentlemen,

Welcome to the Beijing Hotel. We've ① a reservation here for three nights from today to Sep. 22nd. The hotel is located in the city center, just ten minutes' walk to the Tian'anmen Square.

Now I'll help you to do the check-in. Please get your passports ready. It takes sometime to do the procedures. And you can have a rest in the lobby. Thanks for your cooperation.

(After a while...)

OK, everybody. Attention, please. Here are your passports and ② for ten rooms with all the information on your booking. Mr. Brown, your tour leader, will give them to you soon. Your rooms are on the 14th and 15th floor. Your luggage will be send to your rooms right away. Please make sure that you have the key cards with you all the time. You need to show it when you ③ for your meals and drinks in the restaurants and the bars. Take a short break in one hour and then we'll have a dinner party at Chinese Restaurant, specializing in fine Cantonese ④ on the second floor at 6 p. m. . The breakfast tomorrow will be serviced at Western restaurant on the first floor. It's a ⑤ from 6 a. m. to 8 a. m. . And we'll get together at ⑥ tomorrow morning in the lobby. I hope everyone will be there by that time.

In addition, in order to avoid something unpleasant, please bring your ⑦ with you. Be sure to keep your personal items and key cards safe.

Finally, I hope you will enjoy your stay here. If you do have any questions, please inform your escort and me. My ⑧ is 13511223344. Thanks for your understanding and cooperation.

Okay. Now, you can go to your rooms with your key cards. See you later.

III. What should a guide do in the following situations?

1. A tourist requests better rooms because of the inadequate facilities.
2. A tourist asks for a single room instead of the standard room specified in the contract.
3. A tourist can't go to sleep because his room is facing to a busy street.

New Words and Expressions

procedure [prə'si:dʒə] *n.* 手续

Cantonese [kæntə'ni:z] *adj.* 广东的

Proper Nouns

check-in 登记入住

key card 房卡



Situational Conversations

Conversation 1. Check-in at a Hotel



Wang Yi, a professional guide from the China International Travel Service Head Office, is helping a tour leader and a tour group from the United States to do the check-in in the Beijing Hotel. A receptionist attends them.

(A: Wang Yi; B: Tour Leader; C: Receptionist)

C: Good afternoon! Welcome to our hotel.

A: Good afternoon. I'm the tour guide from CITS. We need four suites and twelve single rooms.

C: Have you made a reservation?

A: Yes, we have booked them for our tour group from the United States. I'm Wang Yi. I'm from Beijing International Travel Service.

C: OK, let me check it. Hold on, please. (*After a while...*)

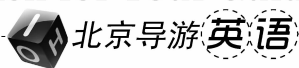
Sorry to have kept you waiting, sir. 4 suites and 12 single rooms from Beijing International Travel Service. I got it. Now, would you please fill out this registration form of your group? Is there any change to your schedule?

A: Yes. We're just going to talk about this with you. Our tour leader will tell you this in detail. Mr. Smith, please.

B: Thanks, Wang Yi. There are 20 people in our group, you know, and we are leaving the day after tomorrow. But a couple won't go with the whole group. They will have to remain for another couple of days. Could they reserve the same room?

C: What type of room do they want?

B: A suite.



- C: Well, let me see. (*Check the reservation list*) Yes, they can.
- B: Pretty Good. They are Mr. and Mrs. White.
- C: All right, the Whites, room 1412. Is there any other change, sir?
- B: No more, thanks.
- C: Please show me your passports and fill in these registration forms.
- B: Yes, these are our passports. The registration forms are finished. May I have our keys to the rooms?
- C: Of course. Here are the key cards to your rooms. Your rooms are on the 14th floor. The bellboy will take you to the rooms.
- B: Where can we have the breakfast tomorrow?
- C: The restaurant is on the second floor. Breakfast is served between 6 a. m. to 8 a. m. Your breakfast coupons are inside the room cards.
- B: All right, thanks. Wang Yi. Do you have any questions?
- A: Yes. Tomorrow morning, we are leaving for the Great Wall at 8:30. I guess you must be tired after a long trip, so we'd better have a wake-up call less there is someone getting up late.
- B: Good idea. Shall we have the wake-up call at 7 o'clock tomorrow morning?
- A: Yes, I think so. (*To the receptionist*) Would you please give us a morning call at 7 o'clock tomorrow morning?
- C: Okay, sir. What kind of call would you like, by phone or by knocking at the door?
- A: By phone. We don't want to disturb our neighbors.
- C: Yes, sir. I'll tell the operator to call your rooms at 7 o'clock.
- A: Thank you indeed.
- C: You are welcome. Enjoy your stay. See you then.
- A: See you.

Conversation 2. Introduce hotel Services and Facilities

Wang Yi, the tour guide, is introducing hotel services and facilities to a tourist from the United States.

(A: Wang Yi; B: Ms. Rose)

B: Excuse me.

A: Yes, may I help you, Ms. Rose?

B: I was wondering if there is a laundry service in this hotel.

A: Sure, there is. But I'm sorry, madam. The laundry is closed now. If you want to have your clothes washed, you can find a laundry bag in the top dresser drawer, and you put the laundry in it and leave it in front of your door. The room maid will pick it up early tomorrow morning and send the laundry back by 10 p. m. the same day.

- B: How about the rates?
- A: The rate chart is contained in the stationery folder in your dresser's drawer.
- B: OK, I see.
- A: Is there anything else I can help you with?
- B: Where can I use computer and internet in the hotel? I want to check my E-mails.
- A: You can go to the Business Center, where the computer and internet are free of charge for the hotel guests.
- B: Oh, good. The last question is if there is a fitness center.
- A: Yes, there is one on the first floor.
- B: Do you happen to know what services they have?
- A: Massage and sauna. Apart from that, they also have facilities like the indoor swimming pool, a gym, a billiards room, and a bowling room.
- B: That's great. I'm used to jogging in the morning. I will go and enjoy myself tomorrow morning. Thank you for telling me. You are very helpful.
- A: I'm always at your service.

New Words and Expressions

receptionist [ri'sepʃənɪst] <i>n.</i> 接待员	reservation [ˌrezə'veɪʃən] <i>n.</i> 预约; 预订
suite [swi:t] <i>n.</i> 套房	bellboy ['belbɔɪ] <i>n.</i> 行李员
coupon ['ku:pən] <i>n.</i> 券	laundry ['ləʊndri] <i>n.</i> 送洗的衣服
dresser ['dresə] <i>n.</i> 梳妆台	drawer ['drɔ:ə] <i>n.</i> 抽屉
massage [mə'sɑ:dʒ] <i>n.</i> 按摩	jog [dʒɔg] <i>vi.</i> 慢跑

Proper Nouns

registration form 登记表	wake-up call 叫醒电话
laundry bag 洗衣袋	stationery folder 文件夹
business center 商务中心	fitness center 健身中心
billiards room 台球厅	bowling room 保龄球厅

Useful expressions for a guide

1. Checking in at a hotel
 - a. I made a reservation and I'd like to check in.
 - b. I don't have a reservation, but do you have any vacancies for tonight?
 - c. My travel agency booked a room for me.

- d. I reserved a room through my travel agency in Beijing. Here is the confirmation slip.
- e. What's the room rate per night for a single room?
- f. When can I have breakfast?
- g. Can I pay by credit card?
- h. Do you take traveller's checks?
- i. Shall we have our keys to our rooms?
- j. Can you ask the bellman to send the luggage to our rooms?



2. Telling the tourists about the hotel services and facilities

- a. This hotel provides room service, laundry and wake-up call services.
- b. There are a sauna, an indoor swimming pool, and an entertaining center.
- c. Each of our rooms comes with a TV and a refrigerator.
- d. Please put your clothes in the laundry bag in your room, and fill out the card that is attached.
- e. Let me introduce some hotel services and facilities to you. There is a bar, a restaurant, a reading corner, an internet access, a laundry room, mini-market, bicycle renting, travel information, yard, wireless internet access, IP phone, and luggage storage.

3. Giving some directions

- a. Go round the corner.
- b. Go up or go down the stairs.
- c. Go down the corridor.
- d. Turn right then immediately left.
- e. Turn left then left again.
- f. Take the lift /stairs to the first floor/ground floor /basement.
- g. You will pass /go past the ...
- h. It's opposite the.../next to the /near the...
- i. You won't miss it.
- j. Just follow the signs.

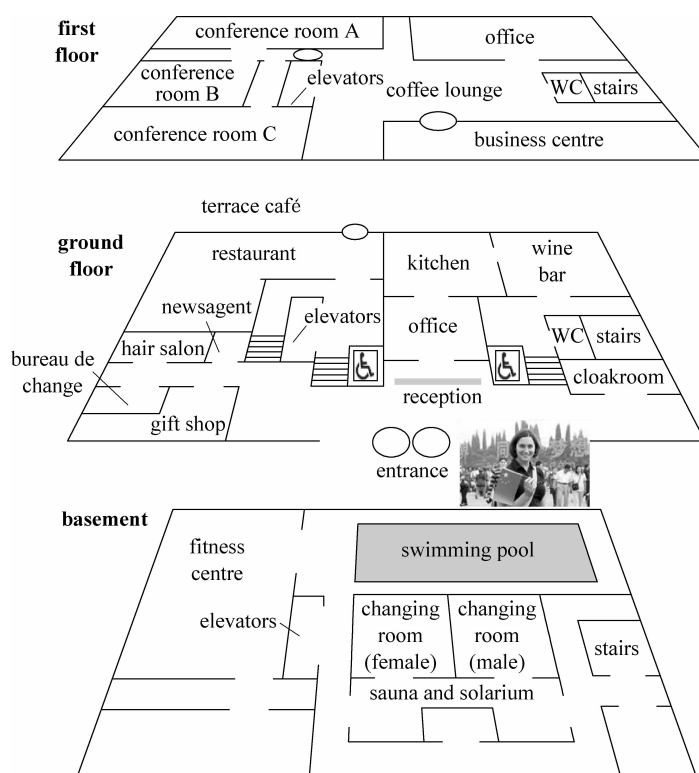
Flashback

- 1. Fill in the form with the information you learn from the conversations and your experience about hotel facilities and services.

Departments in Chinese	Departments in English	The facilities or services of the department	The staff of the department
前厅部			receptionist, cashier, bellman, operator, concierge
客房部			housekeeper, floor attendant
餐饮部			waiter, waitress, head waiter, captain
商务中心			business center clerk
康乐部			receptionist, clerk
商品部			assistant
会议中心			clerk

2. As a tour guide, do you know why and how to help tourists to check in a hotel?

3. Look at the layout of a hotel. Suppose you are a tour guide and you are at the entrance of the hotel with your tourists. Please ask them where they want to go and give them directions.





Reading

Pre-reading questions

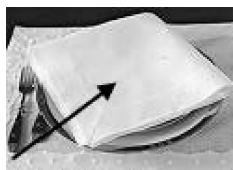
1. What's your favorite Chinese dish? Do you know how to translate it into English?
2. Match the items in the following pictures with the given terms.

A. chopsticks

B. napkins

C. cutlery

D. dumpling



Chinese Culinary Art

China's long history, vast territory and extensive contact with other nations and cultures have given birth to the distinctive Chinese culinary art. With several thousand years of creative and accumulative efforts, the Chinese cuisine has become increasingly popular among more and more overseas gourmets, virtually functioning as an envoy of friendship in China's cultural exchanges with foreign countries.

Modern China enjoys a worldwide reputation as the Kingdom of Cuisine. The exquisite Chinese culinary art, regarded as one of the world's finest culinary traditions, has prevailed all over the world. The nearly endless variety of natural ingredients and methods of preparation employed in Chinese cuisine stand out unequaled in the world, which may very well account for the universal popularity of Chinese restaurants and Chinese cooking overseas.

The three essential factors, or key elements, by which Chinese cooking is judged, are known as color, aroma and taste. The color of Chinese food, the first of these elements which is so evident at Chinese banquets, includes the layout and design of dishes, especially well-prepared cold dishes served at the beginning of the dinner. To achieve this, add two or three ingredients with different colors are added as decoration to complement the main ingredient. Thus, it is not only the taste of Chinese cuisine that makes you amazed but also its artistic value.

Aroma implies more than what one's nose can detect directly; it also includes the freshness of the raw materials used and the mixture of seasonings. Sometimes, Chinese use various seasonings to dispel the ingredients' particular smells, such as foul, fishy and mutton smells. While most of the time, they use seasonings just for making the food fragrant in flavor.

Taste is the art of proper seasoning, though it also involves the texture of food and the

fine slicing techniques. Regarded as the soul of the Chinese dish, taste can be divided into five classes; sweet, sour, bitter, hot and salty. Seasoning, such as soy sauce, sugar, vinegar and salt in proper amount and in different sequences, contribute to the taste of the dish.

These three essential elements—color, aroma and taste—are achieved by the careful coordination of a series of delicate activities: selecting ingredients, mixing flavors, timing the cooking, controlling the heat and finally, laying out the food on the plate before reaching the table. As an old saying goes, “Food is the first necessity of people”. Delicious and nutritious food has been regarded as the basics of ordinary life. So, it is no wonder why Chinese people have always treated food as part of their culture.

Notes to the text:

1. Culinary Arts 烹饪艺术
2. give birth to 产生; 形成
3. overseas gourmets 国外的美食家们
4. virtually functioning as an envoy of friendship in China's cultural exchanges with foreign countries (中餐)作为友谊的特使实际上推动了中外文化交流
5. The nearly endless variety of natural ingredients and methods of preparation employed in Chinese cuisine stand out unequaled in the world. 中餐中使用的难以计数的各种天然原料和烹饪方法使中餐在世界上独树一帜。
6. account for 说明……的原因
7. color, aroma and taste (中餐所重视的)色、香、味
8. Thus, it is not only the taste of Chinese cuisine that makes you amazed but also its artistic value. 因此, 品尝中餐不但会令你着迷, 它的艺术价值更会令你感觉神奇。
9. the mixture of seasonings 混合的调料
10. to dispel the ingredients' particular smells 去除原料中的特别味道
11. proper seasoning 适当的调味
12. the texture of food and the fine slicing techniques 食材本身的质地和(厨师们的)刀工
13. Food is the first necessity of people. 民以食为天。

Flashback

1. Do you know why Chinese cuisine enjoys a high reputation in the world?
2. Make a brief introduction about the characteristics of Chinese cuisine.
3. Do you know other Chinese table manners besides the following ones?
 - a. The most senior or elderly person at the table will take the first bite and only then will the rest of the diners join in.

- b. The main difference on the Chinese dinner table is chopsticks are used instead of knife and fork.



Culture Salon



Four Main Cuisines in China

China covers a large territory and has many nationalities, hence a variety of Chinese food with different but fantastic and mouth watering flavor. Since China's local dishes have their own typical characteristics, generally, Chinese food can be roughly classified into four leading regional cuisines, which has been widely accepted around. They are Shandong Cuisine, Sichuan Cuisine, Guangdong cuisine and Jiangsu Cuisine. Certainly, one must not ignore that there are many other local cuisines that are famous, such as Beijing Cuisine, Shanghai Cuisine and so on.

Consisting of Jinan Cuisine and Jiaodong Cuisine, Shandong Cuisine is clear, pure and not greasy, which is characterized by its emphasis on aroma, freshness, crispness and tenderness. Shallot and garlic are usually used as seasonings, so Shandong dishes taste pungent usually. Soups are given much emphasis in Shandong dishes. Thin soup features clear and fresh while creamy soup looks thick and tastes strong. Jinan cuisine is adept at deep-frying food, grilling, frying and stir-frying while Jiaodong division is famous for cooking seafood with fresh and light taste.

Sichuan Cuisine is one of the famous Chinese cuisines in the world, which is often known as Szechuan Cuisine in the West. Characterized by its spicy and pungent flavor, Sichuan Cuisine emphasizes on the use of chili. Pepper and prickly ash also never fail to accompany, producing typically exciting tastes. Besides, garlic, ginger and fermented soybean are also used in the cooking process. Wild vegetables and animals are usually chosen as ingredients, while frying, frying without oil, pickling and braising are adopted as basic cooking techniques. It cannot be said that one who does not experience Sichuan food ever reaches China.

Guangdong Cuisine or Cantonese Cuisine is also familiar to Westerners. Tasting clear, light, crisp and fresh, Guangdong Cuisine usually chooses raptors and beasts to produce originative dishes. Its basic cooking techniques include roasting, stir-frying, sautéing, deep-frying, braising, stewing, and steaming. Among them, steaming and stir-frying are more commonly applied to preserve the natural flavor. Guangdong chefs also pay much attention to the artistic presentation of dishes.

Jiangsu Cuisine, also called Huaiyang Cuisine, is popular in the lower reach of the