

Unit 3

Extending the Stay and Changing the Room

技能实训 3 延宿和换房服务

Service Procedure 服务流程

Extending the Stay

延宿

- ◆ Greet the guest.
问候客人。
- ◆ Get the information from the guest:
从客人那里获得下列信息:
 - The room number.
客人现在所住的房号。
 - The type and number of rooms.
客人延宿所要的房型和房间数。
 - The time of extending stay.
客人延宿的时间。
- ◆ Search for the room available needed in the computer.
在计算机上查找所需要的空房。
- ◆ Confirm the extending stay.
确认。
- ◆ Ask the guest how to make the payment.
询问客人怎样付款。
- ◆ Form the record of extending the stay.
建立延宿记录。
- ◆ Extend your best wishes.
祝愿客人。

Changing the Room

换房

- ◆ Greet the guest.
问候客人。

- ◆ Ask the guest for his room number.
询问客人现在所住的房间号。
- ◆ Search for the room available needed in the computer.
在计算机上查找所需要的空房。
- ◆ Form the record of changing the room.
建立换房记录。
- ◆ Ask the guest to fill in the room changing form.
要求客人填写换房表。
- ◆ Tell the guest the time of changing room.
告知客人换房的时间。
- ◆ Extend best wishes.
祝愿客人。

Skill Points 技能要点

- ◆ When you handle the extending stay, pay more attention to the following.
办理延宿手续要注意下面两点。
If the guest can not continue to stay in the room that he is staying at now, introduce the new room and the room rate to the guest and the time of changing the room as well.
如果客人不能继续住在他现在住的房间里,要向客人介绍新的房间、房价及换房的时间。
If the guest pays in cash, politely ask him to hand in some deposit again. If he pays by credit card, politely ask him to give you the card to imprint again.
如果客人用现金付款,礼貌地请他再交一些押金。如果是用信用卡,礼貌地请他把卡给你再授权一次。
- ◆ When you handle changing the room, if the rate of the new room is different, you should explain it to the guest clearly.
办理换房手续时,如果新房子的房价不一样,要跟客人讲清楚。

Practice 1 Extending the Stay

实训项目 1 延宿

Task of Service Practice 实训任务

- ◆ Miss Ramirez, secretary of Business Representative Group, is approaching to the Front Desk for extending the stay.
商务代表团的秘书 Ramirez 小姐到前台办理延宿手续。
- ◆ The receptionist Pan Cheng tells Miss Ramirez that the rooms at which they are staying now have been booked by a tour group. The guests will arrive at the hotel at 3:00 p. m.

服务员潘成告诉 Ramirez 小姐,他们现在住的房间已被一个旅游团预订了,客人们下午 3 点到达酒店。

- ◆ Pan Cheng recommends a few rooms with sea view on the sixth floor. Pan also tells Miss Ramirez that the rate of these rooms is a little higher.

潘成介绍了 6 楼的几个海景房。潘还告诉 Ramirez 小姐海景房的房价稍高一点。

- ◆ Miss Ramirez wants to change the rooms at 10 a. m.

Ramirez 小姐想在上午 10 点换房。

- ◆ Pan Cheng tells Miss Ramirez the guests staying at these rooms will check out at 10 a. m. He thinks they can move into the rooms at 10:40 a. m.

潘成告诉 Ramirez 小姐,住在这几个房间的客人上午 10 点退房,他认为 10:40 他们可以换到新房间。

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

Pan: Pan Cheng, a receptionist.

Ramirez: Miss Ramirez, secretary of Business Representative Group.

Pan: Good morning. What can I do for you?

早上好,有什么可以为您效劳的吗?

Ramirez: Good morning. You can help me a lot. I'm secretary of the Business Representative Group. I'd like to extend our stay for two days to take part in some business activities.

有,您可以帮我的忙。我是商务代表团的秘书,我们团要延宿两天,因为有一些商务活动要参加。

Pan: Certainly, Miss Ramirez. Wait a minute, please. I have to check it in the computer. The eight rooms that you're staying in have been registered by a tour group. The guests will arrive at 3 o'clock this afternoon. Would you mind transferring to rooms on the sixth floor? They are all rooms with a sea view.

当然可以。请等一下,我在计算机上查一查。你们现在住的这 8 间房已被一个旅行团预订了。客人们下午 3 点到达。你们能否换到 6 楼的房间? 它们都是海景房。

Ramirez: OK. I'll take them.

行,就要这些房间。

Pan: By the way, the rate is a little higher.

顺便说一下,房价稍微高一些。



03_1 Extending the Stay. mp3

Ramirez: It doesn't matter. Can we change rooms at 10 a. m. ?

没问题。上午 10 点能换房吗?

Pan: The guests in these rooms will check out at 10 o'clock I think you can move into the rooms at 10:40. I'll notify you, and I'll send a few bellboys over to help you with your luggage.

这几个房间的客人上午 10 点退房。我想上午 10:40 你们便可以换房,我会通知你们的,还会派几个服务员帮你们拿行李。

Ramirez: It's very kind of you.

太感谢了。

Pan: You're welcome.

没什么。

Practice 2 Changing Rooms

实训项目 2 换房

Task of Service Practice 实训任务

- ◆ Miss Mary Smith and her mother are staying in Room 2857, which is a family suite. Miss Smith wants to change into the room facing south. The reasons are they like to stay in the south room. And Miss Smith has found the south rooms facing the park, in which all kinds of flowers are in full bloom. They'll stay here for six days, and she wishes her mother a better stay here.

Mary Smith 小姐和她的母亲住在 2857 房间,这是一个家庭套房。Smith 小姐想把现在住的房间换成朝南的房间。换房的原因是他们本来就喜欢住朝南的房间,Smith 小姐又发现朝南的房间面向花园,园内的花都开了,他们要在这儿住 6 天,她希望她母亲在这儿住得更好一些。

- ◆ A family suite facing the park has just been checked out. The room rate is the same as the one they are staying in now.

正好有一个朝公园的家庭套房被退宿。房价也正好一样。

- ◆ Li Yong handles changing the suite for Miss Mary Smith. The room number is 2627. Miss Smith can move into the new suite in half an hour. A bellboy will be sent to her room with the key card of their new suite, and he will help them with the luggage to the new suite. Miss Smith is asked to come to the Front Desk for filling out a room changing form now.

李勇为 Mary Smith 小姐办理了换房,房号是 2627,Smith 小姐半小时后就可搬到新套房。行李员把新套房的钥匙送到房间,并帮她们把行李送到新套房。Smith 小姐现在需要到前台来填写换房登记表。

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 Yong, a receptionist.

Smith: Mary Smith, a guest.

Li: Good morning, Front Desk. May I help you?
早上好,前台。需要我为您服务吗?

Smith: Yes, please. I'd like to change our room.
需要,我想换房。

Li: Is there a problem?
请问什么原因您想换房?

Smith: We'd like to stay in a south room. I've noticed the south rooms face the park, where all kinds of flowers are in full bloom. We're here for six days, and I'd like my mother to enjoy her stay more.
我们喜欢住朝南的房间。我发现朝南的房间面向花园,园内的花都开了。我们还要在这儿住 6 天,我希望我母亲在这儿住得更好一些。

Li: I see. May I know your name and room number?
我知道了。您能告诉我您的姓名和房号吗?

Smith: Mary Smith in Room 2857.
Mary Smith, 2857 房间。

Li: Miss Smith, you're staying in a family suite, aren't you?
Smith 小姐,你们现在住的是家庭套房,是吗?

Smith: Yes.
是。

Li: Please wait a moment, Miss Smith. I'll have to check in the computer. A family suite facing the park has just been checked out. The room rate is the same.
请稍等, Smith 小姐。我要查一下计算机。正好有一个朝花园的家庭套房退出来。房价也正好一样。

Smith: Fantastic!
太好了!

Li: The room number is 2627. You can move into your new suite in half an hour. I'll send a bellboy with the key card, and he'll help you with your luggage. Would you please come to the Front Desk to fill out a room change form now?
房号是 2627。半小时后您就可以搬到您的新套房。我会派行李员给您送新套房的钥匙,并帮您拿行李。现在您可以到前台来填写换房登记表吗?

Smith: OK. (*One minute later at the Front Desk*) I'm Mary Smith.
好的。(一分钟以后在前台)我是 Mary Smith。

Li: Here's the room change form, Miss Smith.
这是换房登记表, Smith 小姐。



03 2 Changing
Rooms. mp3

Smith: Here you are. Thank you.

给您登记表。谢谢。

Li: My pleasure. Hope you enjoy yourselves here.

为你们服务我很荣幸。祝你们住得愉快!

Hotel Knowledge

新酒店人须知

(1) The kinds of the guests in hotels:

酒店客人种类:

GITS (group inclusive travelers)

团队客人

FITS (foreign individual travelers)

外国散客

SITS (special interest travelers)

特殊兴趣的客人

corporate business travelers

公司商务客人

walk-in

没有预订直接入住的客人

(2) Some useful expressions for rooms:

客房种类:

standard room

标准间

single room

单人间

double room

双人间

triple room

三人间

junior suite

普通套间

business suite

商务套间

deluxe suite

豪华套间

presidential suite

总统套间(特套间)

Practice Revision 实训回望

- ◆ Please speak out simply the important elements of the room reservation.
- ◆ Why need we confirm after we get all of the information about the room reservation?
- ◆ If the guest is a foreigner, what information need we make sure and record?
- ◆ What should we pay more attention to when we change the reservation for the guests?



03 C&I Thirteenth or Thirtieth. mp3



Case and Improvement: Thirteenth or Thirtieth

案例与提高: 13 号还是 30 号

It was the first day that Wang Yuan practised working at the Front Desk in the Asian Grand Hotel. She received a call for a room reservation from Mexico. The following was the

conversation between the Mexican guest and Wang Yuan.

王媛第一天在亚洲大酒店的前台实训,接到一个来自墨西哥的订房电话。下面是王媛和那个客人的对话。

Wang: Good morning, Asian Grand Hotel, Room Reservations. What can I do for you, sir?

上午好,亚洲大酒店客房预订部。我能帮助您吗,先生?

Guest: Good morning. I'm in Mexico. I'd like to book a double room.

上午好。我在墨西哥。我想订一个双人间。

Wang: OK. For when?

好。订在何时?

Guest: The 13th of this month.

本月 13 号。

Wang Yuan didn't hear it very clearly. She wanted to ask the guest, but she didn't for some reason. She thought maybe it was the 30th.

王媛没有听得很清楚,她想问问那个客人,但不知为什么她没有那么做,她以为是 30 号。

Wang: Just a moment, please. Let me check the reservation list. Yes, sir, we have a double room available. May I have your name and your telephone number?

请等一会儿,让我看一看预订单。先生,有一个双人间。您能留下您的姓名和电话号码吗?

Guest: Sure. My name is Hibbard.

可以,我叫 Hibbard。

Wang: Thank you. Anything else?

谢谢,还要别的事吗?

Guest: No. Thanks for your help.

没有。谢谢您的帮助。

Wang: It's my pleasure. We look forward to your arrival.

很高兴为您服务。我们期盼您的光临!

On the 13th, Wang Yuan was just on duty. At 9 o'clock, Mr. Hibbard came to the Asian Grand Hotel with his wife to check in. But there was no room available. It was Wang Yuan who received the Mexican couple. She realized she had made a mistake and brought trouble to the guests. She said sorry to them first and asked them to wait a moment. She got in touch with a few five-star hotels and in the end she booked a double room in a hotel for them. Wang Yuan also called a taxi for the couple and said to them, "I do apologize again for my making trouble for you. I hope I'll have another opportunity to serve you."

13 号这一天王媛正好当班。9 点钟, Hibbard 和他的妻子来到亚洲大酒店办理入住登记。这时已没有房间了。而接待这对夫妇的正好是王媛。她意识到她犯了错误并给这对夫妇带来了麻烦。她先是道歉,并请求他们等一会儿。她和几家五星级酒店联系,终于在一家酒店为他们订到了一个双人间。王媛还为这对夫妻叫来出租车,对他们说:“我为给你们带来的麻烦再次道歉。我希望能另有机会为你们服务!”

Case Topic 案例话题

My opinion about Wang Yuan's service in the case.

我对案例中王媛提供的服务的观点。

Hotel Manager's Comments

酒店经理点评

(1) 首先,王媛在服务中得体地使用了礼貌用语。每当我们完成一个服务时,都会对客人说再见,但不同的服务所包含的“再见”的含义是不一样的,在客人预订后我们说:“We look forward to your arrival.”(我们期盼您的光临。)为客人办理完入住登记后我们说:“Hope you'll have a pleasant stay with us.”(希望您入住愉快。)无论是主观原因还是客观原因而不能满足客人住店要求时我们说:“I hope I'll have another opportunity to serve you.”(我希望能另有机会为你们效劳。)它所包含的意思是:尽管您此次不能住店,但还是希望您下次能当“回头客”住店。

(2) 王媛在服务中说了“OK”。在酒店用英语进行服务时,应尽量避免使用过于随意的语言,因为它给人以不庄重的感觉。例如,不要说“OK”“Yeah”,而要说“Certainly”“Very well”等。如果要表示不同意对方的观点,或者要拒绝对方,不要直接说“No”,而用“I'm afraid that...”。

(3) 王媛对突发事故处理得很好。

(4) 在客房预订中一定要 confirm(确认)。通过确认,一方面可以准确地得到信息;另一方面可以避免事件的发生。住店的客人来自世界各国,他们讲着带有各国口音的英语,本来就难懂,再加上是在电话中,错误理解在所难免(如果王媛做了确认,就可以避免上述错误)。还有数字,如电话号码等,也是很难听懂的,这就要求我们一是提高“听”的能力;二是不断积累“听”的经验,想办法,如电话号码三位数一记。总之,提高英语“听”的能力有助于我们提高服务能力。

(5) 客房预订部(Room Reservation Desk)的工作人员必须具备较好的中英文口头和书面的沟通能力。由于经常需要通过电话和海内外的客人交谈,所以较好的中英文(特别是较高的英语服务技能)、悦耳的嗓音和礼貌和蔼的态度对工作很有利。作为客房预订部的工作人员,要对客人做到有问必答,对客房的类型及酒店的设施了如指掌。

Answers to “Practice Revision” 部分参考答案

◆ Please speak out simply the important elements of the room reservation.

The important elements of the room reservation are:

➤ Guest name and his telephone number.

Group name, its code, and the contact telephone number.

Contact name or company name and the contact telephone number.

➤ Dates of arrival and departure.

➤ Numbers of guests, nights and rooms.

- Room type and room rate.
 - Any special requirements of the guests.
 - Confirmation.
- ◆ If the guest is a foreigner, what information need we make sure and record?
The information about his passport number, place of issue and date of issue need to be made sure and recorded.
- ◆ What should we pay more attention to when we change the reservation for the guests?
We should pay more attention to the following:
- The name of the guest or company and the telephone number.
 - Changeable information such as arrival date, room type and room number.
 - Revising the reservation according to the demand of the guest in the computer and sending out the revised information.