

Chapter Three Concierge Desk Service

礼宾部服务

Unit Five Luggage Service

单元 5 行李服务

Unit Six Car Reservation Service

单元 6 车辆预订服务

Service Position 服务岗位

In hotels, the Concierge Desk is a position of the Front Office Department. It is mainly in charge of the luggage and car rental services of the guest who stays at the hotel.

The guest always turns to the Concierge Desk for help when he meets some trouble or wants to enjoy himself during his stay at the hotel. Therefore the service of the Concierge Desk can give the guest the most important impression on hotel's fame and image.

Skills and Attainments 服务技能与素养

The Concierge Desk is responsible for meeting the guest at the door, helping him with his luggage when he firstly goes into the hotel, and then assisting him with every detail during his stay; introducing the hotel facilities and room services, arranging cars to meet the guest at the airport, railway station or dock; introducing distinctive restaurants and shopping areas in the city; making contact with travel agency to find a tour guide for the guest; and so on. Finally, when he leaves, the Concierge Desk should book tickets of vehicle for him, and help him consign the luggage.

The clerks in the Concierge Desk should be familiar with many kinds of knowledge, such as the hotel facilities and procedures of hotel service; also scenic spots, entertainment and shopping areas in the city; then provide information for the guest to make decision. The clerks should also have a good ability of communication and be able to serve the guest politely and appropriately.

Key

W

o

r

d

s

and Expressions

Concierge Desk

礼宾部

luggage (n.)

行李

fax (n.)

传真

package (n.)

包裹, 邮包

reserve (v.)

预订

travel agency

旅行社

dock (n.)

码头

tour guide

导游

vehicle (n.)

交通工具

consign (v.)

运送

fame (n.)

声誉

scenic spots

景点

Unit

Five

Luggage Service

单元 5

行李服务

Procedure of Service 服务流程

Luggage service when the guest firstly comes to the hotel

Doorman(门童)should do the following:

- Greet the guest.
- Open the car door for the guest.
- Remind the guest with “Mind your head, please”.
- Move the luggage off with the help of the bellboy.
- Check whether there is something left in the car.
- Close the car door and thank the driver.

Bellboy(行李员)should do the following:

- Move the luggage off from the car.
- Count the number of luggage and confirm it with the guest.
- Ask the guest whether there is reservation and lead him to the Front Desk.
- Wait for the guest till he finishes check-in.
- Deliver the luggage to the guest's room.
- Greet the guest again.

Luggage service when the guest is going to check out

Bellboy should do the following:

- Receive the call from the leaving guest.
- Confirm the number of luggage with the guest.
- Help the guest with his luggage downstairs.
- Wait for the guest till he finishes check-out.
- Put the luggage into the car trunk.

- Greet the guest and thank him for coming to the hotel.
Doorman should do the following:
- Arrange cars for the guest in advance.
- Pack the luggage with the help of the bellboy.
- Make the guest look over and check the luggage.
- Greet the guest a good trip when he gets on the car and thank the guest's coming.

Points of Service Language 服务语言要点

1. Polite expressions 礼貌用语

Don't worry, your luggage will be sent up at once.

别担心,您的行李很快就会送上去的。

Do you mind if I put your luggage here?

我把您的行李放在这里好吗?

We hope you have a pleasant/an enjoyable stay, sir/madam.

希望您在这儿住得愉快,先生/夫人。

We look forward to serving you again.

我们期待再次为您服务。

2. Delivering luggage 运送行李

Let me help you with the luggage.

请让我来帮您拿行李。

How many pieces of luggage do you have?

您一共有几件行李?

Is there anything valuable or breakable in your bag?

您的袋子里有什么贵重或易碎的物品吗?

Just a moment, please. I'll bring a trolley/baggage cart.

请稍候。我去推一辆行李车来。

Shall I put your suitcase here?

我把您的旅行箱放在这儿好吗?

I'll send the luggage up by another lift.

我乘另一部电梯把行李送上去。

When you check out, please call No. 6001 and we'll help you with your luggage immediately.

如果您要退房,请打电话 6001,我们会马上帮您运送行李。

3. Special luggage service 特殊行李服务

You may/can leave your luggage in the Concierge.

您可以把行李放在礼宾部。

I wonder if you could look after my luggage for a while.

我想让您帮我照看一下行李。

You may/can claim your luggage with the tag.

您可以用行李标签领回您的行李。

Could you please show me the luggage tag?

您能出示行李标签吗?



Welcome to the Great Wall Hotel

05 - 09 Welcome to
the Great Wall
Hotel. mp3

Part 1 Greeting the guest at the gate of the hotel

D: Doorman

G: Guest

D: Good evening, sir and madam. Welcome to the Great Wall Hotel.

G: Good evening.

D: Excuse me, sir. So you have four pieces of luggage altogether?

G: Yes.

D: OK. Leave it to me, sir. I'll take care of your luggage.

G: Thank you.

D: Not at all. The Reception Desk is straight ahead. This way, please.

Part 2 Leading the guest to the room

B: Bellboy

G: Guest

B: Is this everything, sir?

G: Yes, that's everything.

B: May I have a look at your room card?

G: Oh, yes. It's 1101.

B: I see. Now please follow me. I'll show you to your room.

G: Is there a coffee shop in your hotel?

B: Yes. It's on the first floor. Get out of the lift and turn right, sir.

G: When will it be open?

B: The hours are 6:30 a. m. to 10:00 p. m.

G: OK. Do you have car rental service?

B: Yes. You can call the Concierge Desk for detailed information.

G: That's fine.

B: Here we are, sir. Room 1101. Let me help you open the door.

(The door is opened.)

B: After you, sir. Do you mind if I put your luggage here?

G: That's OK. Thank you very much.

B: That's my job. How do you like this room?

G: It is very cozy. I like it very much.

B: If you have any special requirements or have some difficulties, there is a hotel service brochure on the desk.

G: That's great.

B: Right, is there anything else I can do for you?

G: No, thank you.

B: Good night.

Practice Answer the questions according to the service conversation.

1. How many pieces of luggage does the guest have?
2. When the guest comes to the hotel, who serves him first?
3. What should a bellboy do when the guest comes to the hotel?



Is It Charged or Free



05 - 10 Is It Charged
or Free, mp3

C: Clerk in Concierge Desk

G: Guest

C: Good morning, the Concierge Desk. Can I help you?

G: Yes. I'm calling because I have to check out in 25 minutes and go out for something urgent but I don't know how to deal with my luggage after I check out.

C: Don't worry, ma'am. We can look after your luggage. May I have your name and your room number, please?

G: John Carter, Room 166.

C: Ms. Carter, I'll send a bellboy to Room 166 to fetch your luggage at once. Please be sure to put your name tag on your suitcases.

G: Is it free or is there a charge?

C: It's free for 24 hours. Would you like to tell me when you come back to our hotel for the luggage?

G: At 5 this afternoon.

C: My name is Li Ming. We'll take good care of your luggage until you come back to our hotel for it.

G: Thank you very much indeed. And where shall I collect my luggage at that time?

C: At the Concierge Desk beside the general service counter. You can claim your luggage with your ID.

G: It's very kind of you. See you.

C: See you then.

Practice Answer the questions according to the service conversation.

1. How does the guest deal with his luggage after checking out?
2. Who would serve the guest with his luggage?
3. Will the guest pay for the luggage look-after service?
4. What information should the guest provide when he wants to collect luggage?

Key

Words

and Expressions

rental(<i>n.</i>)	出租
cozy (<i>adj.</i>)	舒适的
brochure(<i>n.</i>)	手册
emergent(<i>adj.</i>)	紧急的
tag(<i>n.</i>)	标签
suitcase(<i>n.</i>)	行李箱
charge(<i>v. & n.</i>)	收费

Points of Service Performance 服务演练要点

- When the guest comes, the doorman should open the door of the car with the right hand, cover the frame of the car with the left hand, preventing the guest's head from knocking at the door and then remind the guest with "Mind your head, please".
客人抵达时,门童应右手拉开车门,左手遮挡于车门框上沿,以防客人头部与车门框相碰,并提醒客人注意。
- Before helping the guest with his luggage, the bellboy should confirm the pieces of the luggage.
在帮客人运送和收集行李之前,行李员都应确认行李件数。
- When the guest checks in, the bellboy should wait two or three steps behind the guest.

客人办理入住手续时,行李员应站立在客人身后两三步处等候。

- When taking the lift, the bellboy should go into the lift first with luggage, then let the guest in. When arriving at the floor, the bellboy should let the guest out first and then the luggage.

乘电梯时,行李员带行李先行进入,然后请客人进入。电梯到达要去的楼层后,关照客人先出电梯,然后将行李运出。

- When accompanying the guest to his room, the bellboy can introduce the facilities and services of the hotel to him.

陪送客人到房间的途中,行李员可以介绍酒店的设施和服务。

Performance for Service 模拟演练

Task A

Perform the conversation about luggage look-after service in pairs according to the following two cards.

Guest Card

Guest name: Tom Smith
Room number: Room 1206
Pieces of luggage: 3
Time of keeping luggage: 1 day
Fee of luggage look-after: 2 yuan

Clerk Card

Guest name
Room number
How many pieces of luggage?
How long to keep luggage?
How much is the fee of luggage look-after?

Task B

Mary White in Room 516 of Beijing Hotel is going to check out at 12 a. m. ,but she plans to visit Tianjin and returns to Beijing the next day. Mary doesn't want to take so many suitcases, so she calls the Concierge Desk asking for luggage service. The clerk Lily in the Concierge Desk receives the call and explains the details about luggage service and then sends the bellboy Xiao Ping to fetch Mary's 4 pieces of luggage.

Position Knowledge 岗位知识

- When the guest comes, the doorman and the bellboy should greet the guest with

polite language and help him to carry luggage and confirm the pieces of luggage.

客人抵达时, 门童和行李员应使用礼貌用语问候客人, 帮助其提携行李并确认行李件数。

- Some useful expressions when introducing hotel facilities to the guest:

在介绍酒店设施时经常用到的词汇:

Foreign Exchange 外币兑换

Business Center 商务中心

Beauty Parlor/Salon 美容院

Shopping Arcade 购物中心

Cafe 咖啡厅

Parking 停车场

Pub 夜总会

Health Club 健身俱乐部

Exercises

I. Topics for discussion.

1. How should a doorman serve the newly-come guest better?
2. What service can a bellboy provide to the guest?
3. What service can the Concierge Desk provide for the guest?

II. Write out the questions according to the answers.

1. _____
There are 30 pieces of luggage totally in my team.
2. _____
I wonder if you can look after my luggage for one day.
3. _____
My room is 1105.

III. Translate the following sentences into English.

1. 请问您要寄存行李吗?
2. 您可以凭行李标签取回您的行李。
3. 您可以把行李放在礼宾部。
4. 请稍候。我去推一辆行李车来。
5. 您的袋子里有什么贵重或易碎的物品吗?

Unit

Six

Car Reservation Service

单元 6

车辆预订服务

Procedure of Service 服务流程

Car reservation at the Concierge Desk

- Provide information about the car reservation, such as type of car, charge of car rental, etc.
- Ask for the guest's information, such as the guest's name, room number, type of car, destination, departure and return time, etc.
- Confirm the guest's information.
- Thank the guest for calling.

Car arrangement at the door

- Ask the guest whether he wants a taxi.
- Arrange a taxi waiting at the gate of the hotel.
- Tell taxi driver the destination of the guest.

Points of Service Language 服务语言要点

1. Accepting car reservation 接受车辆预订

Would you like me to call a taxi for you?

您需要我为您叫一辆出租车吗?

Would you like to reserve a car?

您要预订车辆吗?

What kind of car would you like to reserve?

您想要预订什么样的车?

There are compact car, sports car, jeep and coach to rent in our hotel.

我店有小轿车、跑车、吉普车和大客车供出租。

What time would you like to use the car?

您想什么时候用车?

Where would you like to go and when will you leave and return?

您想去哪里、何时离开、何时返回?

How many people will take the car?

有多少人乘车?

The rental charge of 5-seat car in our hotel is 500 yuan per day.

我店五座汽车的租车费用是每天 500 元。

2. The Reservation can not be made 不能预订

Unfortunately, we are fully booked for (some car) but you can reserve...

很遗憾,……样的车都已订满,但您可以预订……

I'm sorry. I can't book you any car for the 8th of August. Is it possible for you to change your reservation date?

对不起。我不能为您订 8 月 8 日的车。可不可以换一个预订日期呢?

We don't have a coach available. Would you mind a jeep?

我们没有大客车了。如果是辆吉普车您介意吗?

Sorry, we won't have any cars that can be booked today. But we can recommend another car rental company if you like.

对不起,今天我们没有可以预订的车辆了。如果您愿意,我们可以为您推荐其他的租车公司。

Service Conversation

11

Calling a Taxi at the Hotel Gate

D: Doorman

S: Mr. John Stevens

D: Would you like me to call a taxi for you?

S: Yes, thanks.

D: Where to, sir?

S: To T3, Beijing International Airport.

D: OK, just a moment, please.

(The taxi is coming...)



06 - 11 Calling a
Taxi at the Hotel
Gate. mp3

D: Sorry to have kept you waiting, sir. Are there four pieces of luggage in all?

S: Yes.

D: Let me put them into the trunk.

S: OK, thank you very much.

D: You're welcome, sir. Hope to see you again. Good luck.

Practice Answer the questions according to the service conversation.

1. Where will the guest go?
2. What should the doorman do when the guest is leaving the hotel?
3. How should the doorman deal with the luggage that the guest takes?



Car Reservation at the Concierge Desk



C: Concierge

S: Mr. John Stevens

06 - 12 Car Reservation
at the Concierge
Desk. mp3

C: Good morning, this is the Concierge Desk, what can I do for you?

S: Is there car rental service in your hotel?

C: Yes, sir. We have many kinds of cars to rent.

S: Is there an SUV or jeep for rent? My wife and I want to go for an excursion in the Beijing suburbs.

C: Yes. There is a 5-seat Beijing Jeep for rent.

S: How much is the rental charge?

C: It is 450 yuan per day excluding fuel.

S: Well, the price is reasonable. I'll rent one jeep.

C: May I have your name and room number, sir?

S: No problem. My name is John Stevens, and my room number is 1106.

C: Would you mind telling me when you will use the jeep and where you would like to go?

S: No. We are going to Huairou County at 6 o'clock on Friday morning.

C: May I know when you will return to the hotel?

S: Yes. We plan to return in the evening, about 7 o'clock that day.

C: OK, sir. Let me confirm your rental information: Mr. John Stevens and his wife

in Room 1106, a Beijing Jeep from 6 a. m. to 7 p. m. on Friday, that is, on August 15th; your destination is Huairou County. Is that all right?

S: Yes, that's right.

C: OK, sir. We'll arrange for one jeep to be waiting for you at the gate at 6 on Friday morning. The rental charge will be taken when you check out.

S: OK, I'll be waiting right there. Thanks.

C: Thank you for calling, sir.

Practice Answer the questions according to the service conversation.

1. Where will the guest go?
2. When will the guest leave from and return to the hotel?
3. What kind of vehicle will the guest rent?

Key Words and Expressions

SUV (sport-utility vehicle) (n.)	运动型多功能车
jeep (n.)	吉普车
charge (n.)	收费, 要价
rent (v. & n.)	出租
rental (n.)	出租
fuel (n.)	燃料
reasonable (adj.)	公道的, 合理的

Points of Service Performance 服务演练要点

- When handling the car reservations, use the polite language.
车辆预订中注意使用礼貌服务用语。
- Ask for the guest's information, such as the guest's name, room number, kind of car, destination, departure and return time, etc.
询问客人的租车信息, 如客人的姓名、房间号、车型、目的地以及往返时间等。
- After finishing the car reservation, make sure to confirm all of the information.
在完成车辆预订工作之后, 一定要确认所有的信息。

Performance for Service 模拟演练

Task A

Performance in pairs according to the following two cards.

Guest Card

Guest name: Tom Smith
Room number: Room 1123
Car rental date: August 23
Departure time: 6 a. m.
Return time: 7 p. m.
Destination: the Great Wall
Persons: 15
Vehicle type: a coach with 20 seats
Way of reservation: telephone
Telephone number: 159 * * * * 5036

Concierge Receptionist Card

Greet the guest
Name of the guest
Room number of the guest
Telephone number of the guest
Car rental date
Departure and arrival time
Destination
Persons
Vehicle type
Car rental charge: 980 yuan RMB a day
Confirm the information
Express the wishes

Task B

Mr. Robin Williams and his colleagues are going to visit Yizhuang Economy and Technology Developing Zone on Tuesday April 22, at 10 a. m. and will return to the hotel at 6 p. m. that day. They plan to rent a business car from the hotel. The clerk Liu Ming at the Concierge Desk receives his call and explains the details of car rental service. Make a dialogue and try to fill in the following form according to the above information.

Car Rental Form

SERIAL NO.	1	2	3	4	5
GUEST NAME					
ROOM NO.					
PHONE NO.					
CAR TYPE					

续表

SERIAL NO.	1	2	3	4	5
CAR NO.					
LEAVING DATE					
LEAVING TIME					
ARRIVAL DATE					
ARRIVAL TIME					
DESTINATION					
RENTAL FEE					
CLERK SIGNATURE					
REMARKS					

Position Knowledge 岗位知识

The main types of the cars:

车辆的基本类型:

compact car 小轿车

sports car 跑车

jeep 吉普车

coach 大客车

SUV(sport-utility vehicle)

运动型多功能车

Exercises

I. Topics for discussion.

1. How to confirm a car reservation?
2. What information should be confirmed in car reservation?
3. What should a doorman do when the guest wants a taxi?

II. Write out the questions according to the answers.

1. _____
I'd like to reserve a coach with 30 seats tomorrow.
2. _____
I plan to return at 7 p. m.
3. _____
I'd like to go to the Great Wall.

III. Translate the following sentences into Chinese.

1. It's good for you to book a return tour by taxi.
2. Please wait a moment. The taxi is expected to come in 15 minutes.
3. We have a car in our hotel parking lot to take you to the airport.