



數位
學習版

1. 電腦互動光碟
2. 課文朗讀MP3

飯店英語

HOTEL ENGLISH *A Hands-On Course
for Hotel Professionals*

國內第一套飯店英語數位教材

- 專業飯店人員提升英語能力最佳利器
- 互動式影片教學，真人實景生動對話，學習效果倍增
- 涵蓋14個飯店英語關鍵主題：機場接送、住房登記、安排餐廳訂位...等
- 從基礎服務人員到管理階層，以實務應用為導向
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LiveABC

英語數位學習第一品牌

Unit 2

Drivers, Doormen, and Bellhops



In this unit, students will learn about the jobs of drivers, doormen, and bellhops.

Unit Preview

- Handling airport pickup
- Receiving guests at the hotel
- Carrying guests' luggage
- Hailing a taxi



Before We Start

1. Where should guests wait for pickup at the airport?
2. What are some common things that doormen say to guests?
3. What are some different ways we can say suitcase(s)?
4. Would you like to be a hotel driver? Why or why not?
5. How would you introduce your hometown to a hotel guest?
6. What places would you recommend guests visit while in your hometown?

Ready to Roll

All Packed

Different Words for Baggage

1. **suitcase** ['su:t,keɪs]
手提箱
2. **duffel bag**
['dʌfəl] [bæg] 運動包
3. **backpack** ['bæk,pæk]
背包
4. **briefcase** ['brɪf,keɪs]
公事包
5. **cosmetic bag**
[kɒz'metɪk] [bæg] 化妝包
6. **purse** [pɜːs]
(女用) 手提包; 錢包
7. **passport cover**
['pɑːs,pɔːt] ['kʌvə] 護照套
8. **suit bag** [su:t] [bæg]
衣物袋 (garment bag)
9. **money belt**
['mʌni] [belt] 旅行腰間錢袋
10. **overnight bag**
['oʊə'nʌnt] [bæg] 短途旅行包
11. **fanny pack**
['fæni] [pæk] 腰掛包



Additional Words

• **luggage tag**
['lʌɡɪdʒ] [tæg]
行李牌



• **luggage lock**
['lʌɡɪdʒ] [lɒk]
行李鎖



• **luggage strap**
['lʌɡɪdʒ] [stræp]
行李帶



Transportation



1. bus [bʌs] 公車
2. train [tren] 火車
3. scooter ['sku:tə] (有腳踩板的) 機車
4. limousine ['lɪmə:zɪn] 大型豪華轎車 (limo)
5. subway ['sʌb,weɪ] 地下鐵
6. ferry ['feri] 渡輪
7. canoe [kə'nu:] 獨木舟
8. airplane ['eɪr,pleɪn] 飛機
9. helicopter ['helɪkoptə] 直升機
10. riverboat ['rɪvə,bɒt] 江輪
11. gondola ['gɒndələ] 渡車
12. streetcar ['stri:t,kɑːr] (市內) 有軌電車
13. taxi ['tæksi] 計程車 (cab)



Airport Pickup



Mr. Hopkins comes out of the **baggage claim area**.^{*} He sees a man holding a Hull Arms Hotel **sign**.¹

G: Guest D: Driver

Key Vocabulary

1. **sign** [saɪn] *n.* 標牌; 標誌
2. **flight** [flaɪt] *n.* 飛行; 班機
3. **ride** [raɪd] *n.* 搭車; 騎
4. **view** [vju:] *n.* 景色
5. **spectacular** [spek'tækjələ] *adj.* 壯麗的; 引人注目的
6. **bellhop** ['bel,hop] *n.* 行李員 (bellboy)
7. **tip** [tɪp] *n.* 小費 (v. 給……小費)

Additional Words

- **baggage claim area** 行李提取處
- **places of interest** 著名景點 (複數)

Phrases

- **be all set** 準備好
- **point out** 指出

G: Hi. I'm Dan Hopkins. I have a reservation at the Hull Arms Hotel.

D: Good afternoon, Mr. Hopkins. My name is Christian. I'll be driving you to the hotel.

G: Great.

D: Allow me to carry your bags, Mr. Hopkins.

G: Oh, thank you. It's been a long **flight**.²

D: This way, please. The car is right over there.

G: Good.

(Moments later)

D: I'll put your bags in the back, and then we'll be ready.

(Getting into the car)

D: We're **all set**^{*} to go, Mr. Hopkins. It'll be about a 20-minute **ride**³ to the hotel. Have you visited Taipei before?

G: No, this is my first visit.

D: If you like, I could **point out**^{*} some **places of interest**^{*} as we go.

G: That would be nice.

D: On your right is Taipei 101. It's one of the tallest buildings in the world. If you have some time, you might want to go up to the top. The **view**⁴ from up there is **spectacular**,⁵ especially at night.

(Arriving at the hotel)

D: Well, I hope you enjoyed the ride, Mr. Hopkins. A **bellhop**⁶ will help you with your bags.

G: Thank you. (Handing Christian a **tip**)⁷

D: Thank you, Mr. Hopkins.



Sentence Patterns

A

S. will be V-ing 某人即將……

- I'll be driving you around today.
- The driver will be waiting for you outside.
- We will be stopping at the train station.
- You will be passing Shilin Night Market, one of Taipei's busiest markets.

註：美式英語中亦常以 S. will V. 或 S. is going to V. 來表達「某人即將（作某事）」。

If you like, S. could V.... 如果你要的話，……

- If you like, I could plan a tour for you.
- If you like, you could take a seven a.m. shuttle bus.
- I could give you a brief introduction to the city if you like.
- We can arrange airport pickup for you if you like.

註：該句型亦可說成 If you'd like, S. can V.... *

If you have time, you might want to V....

如果你有時間，你可以……

- If you have time, you might want to take a day trip to Keelung.
- If you have time, you might want to go on a bus tour of the city.
- If you have time, you might want to visit Anping Fort.
- If you have time, you might want to check out Lotus Lake.

Useful Expressions

B

Pointing Out Sights



- The house is more than 100 years old.
- The building up ahead is 85 stories high.
- If you love seafood, don't miss Qijin.
- Kenting is famous for its beautiful beaches.
- You can try some local snacks at Liuho Night Market.
- Urban Spotlight is pretty close to our hotel.



Picking Up a Guest at the Airport

- Excuse me, are you Mr. Hopkins?
- Let me get the door for you.
- Are you ready to go?
- How was your flight?
- Let's put your bags on a baggage cart.
- Have you been to Taiwan before?
- It takes about 20 minutes to drive to the hotel.

Role Play

C

Student A is a hotel clerk. Student B is a guest. Take turns asking and answering questions about tourist attractions.



Places of Interest

Mt. Yangming
Danshui
Taroko Gorge
Green Island

Must-Sees / Must-Dos

Beautiful night view, flowers
Bike tours, Fort Santo Domingo, Fisherman's Wharf
Mountains, hiking
Scuba diving, museums, beaches

The Bags Are in the Trunk



Key Vocabulary

1. trunk [trʌŋk] *n.* 後車箱
2. doorman ['dɔːmən] *n.* 門房
3. assist [ə'sist] *v.* 幫助；協助 (assistance *n.*)
4. careful ['keəfəl] *adj.* 小心的
5. fragile ['frædʒəl] *adj.* 易碎的；易損壞的
6. item ['aɪtəm] *n.* 項目；題目
7. valet ['væleɪ] / ['vælt] *n.* 泊車服務員
8. gesture ['dʒestʃə] *v.* 用動作示意；做手勢
9. piece [piːs] *n.* 一件；一片
10. luggage ['lʌdʒɪdʒ] *n.* 行李 (baggage)

Additional Words

- baggage cart 行李拖車

Phrases

- check in 登記入宿
- take care of 照料；看管
- kind of 有點兒
- in a minute 馬上

A guest drives up to the front door of the hotel.

D: Doorman² **G:** Guest **B:** Bellhop

- D:** Good evening. Welcome to the Hull Arms Hotel, sir. How may I assist³ you?
- G:** I'm checking in.* Here are the keys to my car.
- D:** Do you have any bags in the trunk?
- G:** Yes, three.
- D:** Very well. The bellhop will take them in to the Front Desk.
- G:** Alright. Can you ask him to be careful* with them? I have several fragile* items* inside one of them.
- B:** (Coming over) Of course, sir. I'll take good care of* them.
- D:** Sir, I'm also going to get the valet* to park your car in the garage.
- G:** Do I have to pay for parking?
- D:** No, parking is complimentary for our guests. (Gesturing)* The Front Desk is right over there, sir.
- G:** Yeah, I see it.

(The bellhop brings the guest's bags to the Front Desk.)

- B:** I could only find two pieces* of luggage* in your trunk, sir.
- G:** Oh, sorry. There's also a suit bag on the back seat. That one's kind of* important.
- B:** Very well. I'll put these bags on a baggage cart.* And I'll go back and get the suit bag while you're checking in.
- G:** Sorry about that.
- B:** No, not at all. I'll be back in a minute.*



Sentence Patterns

A

take care of sb / sth 照顧(某人)；處理、看管(某事物)

- We have a babysitter to take care of your son.
- We can take care of your car, sir.
- The bellboy will take care of your luggage.
- Customer Service needs to take care of complaints.
- Just put your clothes in the laundry bag. We'll take care of them.



While S. + V., S. + V. 當……

- While you're filling out the form, I'll prepare your key card.
- While I was eating breakfast, the maid cleaned my room.
- I lost my ring while I was washing my hands.
- The valet will park your car while you're checking in.
- Please hold while we connect your call.

註：while 亦可指「然而」，用來強調所連接事物的差異性。☞ She'd like to eat Italian food, while he'd prefer Japanese.

Words to Practice

B

Talking about Luggage

Size / Color / Shape / Weight

- I only have one brown duffel bag.
- The backpack weighs a ton / is pretty heavy.
- My bag is the one with wheels.
- I've got a hard suitcase so nothing will get broken.



Problems

- The camera in my bag was damaged.
- I forgot to put a name tag on my luggage.
- I want to report lost luggage.
- Didn't you find the suit bag on the front seat?

Role Play

C

A guest has lost her luggage. Look at the form below and practice asking and answering questions.



Student A



Student B

Missing Luggage Form

No. of Bags	One
Type	Suitcase
Weight	?
Color	Dark red
Brand	Global Traveler
Material	Leather

Example 1:

Front Desk Clerk: How many pieces of luggage have you lost?

Guest: One suitcase.

Example 2:

Front Desk Clerk: Do you know the weight of your bag?

Guest: I have no idea.



Time to Leave



Key Vocabulary

- lobby** ['lɒbi]
n. (旅馆的) 大堂
- storage** ['stɒrɪdʒ]
n. 貯藏室; 保管 (store v.)
- suggest** [sə'dʒest]
v. 建议 (suggestion n.)
- depart** [dɪ'pɑ:t]
v. 出发; 离开
- hail** [heɪ] v. 叫 (出租车)
- destination**
[ˌdestə'neɪʃən] n. 目的地

Additional Words

- claim tag 认领单
- taxi stand 出租车招呼站

Phrases

- look after 看管; 照料
- in a hurry 赶时间
- line up (使) 排队
- in luck 走运

SCENE III

A guest brings her bags to the lobby.¹

B: Bellhop G: Guest

B: How may I help you, ma'am?

G: Yes. I'm going to take the shuttle to the airport.

B: The 1:20 p.m. shuttle?

G: Yes.

B: OK. Would you like me to **look after*** your bags until the shuttle arrives?

G: Yes, that's very kind of you.

B: It's my pleasure, ma'am. Let me take them over to the **storage**² area for you. I'll be right back with a **claim tag**.*

G: Great.

(After a moment)

B: Here's your claim tag, ma'am. I **suggest**³ you pick them up about ten minutes before the shuttle **departs**⁴.

G: Alright. Thank you.

SCENE IV

A guest asks the doorman about getting a taxi.

D: Doorman G: Guest



D: Good evening, madam.

G: Good evening. I'd like to get a cab. Would you be able to **hail**⁵ one for me?

D: There's no need for that, ma'am. We have a **taxi stand*** right outside.

G: But I'm **in a hurry**.*

D: There are several taxis **lined up*** in front of the hotel.

G: Well, then I'm **in luck**.*

D: May I ask your **destination**?* I don't think the driver can speak English.

G: I want to go to the Longshan Temple.

D: Of course. Please follow me, madam.

G: Thank you.



Listening Practice

12 Drivers, Doormen, and Bellhops

Part A

Listen to Conversation A and answer the following questions.

1. What does Mr. Mennon say about his bags?

2. Where does the driver put Mr. Mennon's bags?

3. Which place does the driver recommend Mr. Mennon visit?

4. How long does it usually take to get from the airport to the hotel?

Part B

Listen to Conversation B. Then read the statements below and answer true or false.

1. ☐ T ☐ F This is Mr. King's first time staying in the hotel.
2. ☐ T ☐ F Mr. King has two pieces of baggage.
3. ☐ T ☐ F Mr. King will carry his baggage in from the car.
4. ☐ T ☐ F The hotel offers complimentary parking service to every guest.
5. ☐ T ☐ F There is a notebook computer in the briefcase.

Part C

Listen to Conversation C and choose the best response to each question.

- ____ 1. Where did Mr. Diep leave his luggage?
 A. On the shuttle bus
 B. On the street, near the shuttle bus
 C. In his room
 D. In the storage area
- ____ 2. What does the front desk clerk ask for?
 A. The claim tag
 B. A tip
 C. Two Samsonite hard suitcases
 D. The time
- ____ 3. Who will put the suitcases on the shuttle bus?
 A. Mr. Diep
 B. The front desk clerk
 C. The shuttle bus driver
 D. A bellhop
- ____ 4. When does the next bus leave?
 A. 2:30
 B. 1:30
 C. 2:00
 D. 2:15