

餐旅領域從業人員必學的英語都在這裡！

# 餐旅 實戰英語

Hospitality English for Specialists



循序漸進完整學習

詞彙

句型

會話

測驗

全面涵蓋實際情境

飯店訂房

餐廳訂位

櫃檯接待

推薦菜色

設施介紹

點餐上菜



以專業英語提供國際化服務，與顧客互動溝通沒問題！  
聽懂最道地的餐旅必備英語，提升職場競爭力！

**single room** [sɪŋgl] [rum]



**double room** [dʌbl] [rum]  
(with one queen bed)



**quad room** [kwad] [rum]



**presidential suite**  
[prezədənsfʊt] [swit]

**twin room** [twin] [rum]  
(with two single beds)



**triple room**  
[tripl] [rum]



**suite** [swit] (Usually the bedroom and the living room are separated.)



**executive suite**  
[ɪg'zɛkjutɪv] [swit]



**A. Words in Use**

Practice saying the sentences below.

A single room	can fit	one person.
A double room	is good for	two people
A triple room	is suitable for	three people.

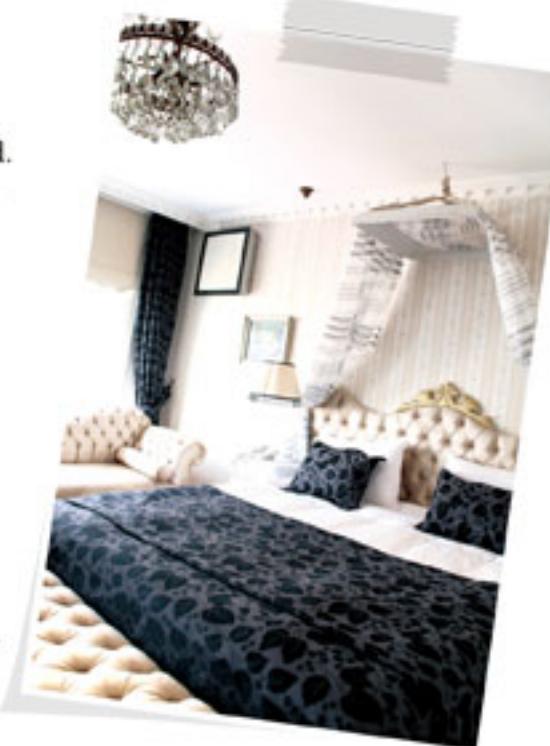
This room has	a single bed.
	a king bed.
That type of room has	two double beds.
	two queen beds.

There is	a king bed	in the presidential suite.
	a queen bed	in the double room.
There are	two twin beds	in the twin room.
	two full beds	in the suite.

**B. Listening for Details** MP3 Track 006

Listen to the audio. Check the correct choices.

- The caller wants to reserve a suite.  
 The caller asks for a room with three beds.
- The inn only has one type of room available this weekend.  
 One type of room at the inn has been completely booked.
- The caller decides to book a single room.  
 The caller says a single room isn't large enough.
- The caller books a room with one bed.  
 The caller books a room with two beds.

**C. Role Play**

Practice the conversation with a partner. Try replacing the underlined words with other new words you've learned.

**Student A** I need to book a room at a hotel for my vacation.  
**Student B** What kind of room are you going to reserve?  
**Student A** I think a single room will be fine.  
**Student B** A suite would probably be nicer.  
**Student A** I'll think about it.

## PART A

MP3 Track 007

Where Is the Hotel?

The front desk clerk at a hotel answers a call from a potential<sup>1</sup> guest.

**A:** Angela    **N:** Nathan



**A:** Good morning, Jamestown Inn. This is Angela speaking. How can I help you?

**N:** Good morning. Could you answer a few questions about your hotel?

**A:** Certainly, sir.

**N:** How close are you to the city's downtown<sup>2</sup> area?

**A:** Our hotel is located<sup>3</sup> right in the heart of the city. We're close to all of the city's top spots.

**N:** That sure is convenient<sup>4</sup>! Exactly<sup>5</sup> how far away is the nearest bus stop?

**A:** We are closest to the Fifth Street stop, which is about a ten-minute walk away.

**N:** So, is your hotel near the local city hall<sup>6</sup>?

**A:** No, sir. It's in the other direction<sup>7</sup>. We're near the Main Street Plaza Mall.

**N:** Oh, OK. Thanks for your help. I'll give you a call back if I decide to book a room.

**A:** All right. Have a good day.

## Key Words

MP3 Track 008

1. **potential** [pə'tenʃəl] *adj.*

Eric called a potential client to set up a meeting.

2. **downtown** [də'taʊn] *adj.*

The downtown movie theater is the only one showing the new film.

3. **locate** [lo'keɪt] *v.*

The university is located near the train station.

4. **convenient** [kən'venjənt] *adj.*

Living near a subway station is very convenient.

5. **exactly** [ɪg'zæktli] *adv.*

Darla wanted to know exactly when the show would start.

6. **city hall** [sɪtɪ] [hɔl] *n.*

Apartments in areas around city halls are often very expensive.

7. **direction** [dɪ'rekʃən] *n.*

Ally and Tim both walk in the same direction to get home from the office.

## English Corner

### A. Useful Expressions

Answering the Phone	Ending a Call
Good morning, <u>(business)</u> . This is <u>(name)</u> speaking. How can I help you?	Have a good/great/nice day!
Thank you for calling <u>(business)</u> . What can I help you with today?	Thank you for calling.
Hello. This is <u>(business)</u> . What can I do for you this evening?	Please call again if you have any further questions.
This is <u>(name)</u> at <u>(business)</u> . How may I help you?	Feel free to call again at any time.

### B. Answering True or False

MP3 Track 009

Listen to the conversation and check (✓) whether the statements are **True** or **False**.

Statement	True	False
1. The woman calls the man in the evening.		
2. The man works at the Hampton Hotel.		
3. The Hampton Hotel is close to a bus stop.		
4. The Hampton Hotel is located in the city's downtown area.		
5. There isn't a mall close to the Hampton Hotel.		

### C. Role Play

MP3 Track 010

Create a conversation using the cues. Take turns being the front desk clerk (F) and caller (C). Then listen to Track 10 for the sample conversation.

F:	Thank you for calling _____. How can I help you?
C:	(Ask the front desk clerk where the hotel is located.)
F:	(Tell the caller where the hotel is.)
C:	(Thank the front desk clerk.)

**Part A: Photographs** MP3 Track 018*Listen and choose the sentence that best describes the photo.*1.2.**Part B: Question and Response** MP3 Track 019*Listen and choose the best response to the sentence you hear.*3.4.5.6.7.**Part C: Short Conversation** MP3 Track 020*Listen and answer the questions.*

8. How long does the woman want to stay at the hotel?  
 (A) Two nights      (B) Five nights  
 (C) Ten nights      (D) Fifteen nights

9. What does the man ask the woman?  
 (A) If she wants to join the membership program  
 (B) How many people will be in her party  
 (C) How long she wants to stay  
 (D) What type of room she wants

10. What kind of discount can the woman get?  
 (A) She can get 15% off the price of a suite in December.  
 (B) If she stays at the hotel until December, she'll get 50% off.  
 (C) Next month, she can get two rooms for half price.  
 (D) All rooms except for suites are cheaper in December.

