

酒店服务英语



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Contents

- Part one Courtesy English
- Part two The Front Office
- Part three Housekeeping Department
- Part four Food and Beverage Service
- Part five Tending At The Bar
- Part six Dealing With The Complaints
- Part seven Other Services

Part one Courtesy English

- Unit 1 Introduction
- Unit 2 Greetings
- Unit 3 Parting
- Unit 4 Requests (Thanks) and Responses
- Unit 5 Asking the way

Part two The Front Office

- Unit 1 Room Reservations
- Unit 2 Check In
- Unit 3 Information Desk
- Unit 4 Bell Service
- Unit 5 The Front Cashier

Part three Housekeeping Department

- Unit 1 Guiding Guests To Their Rooms
- Unit 2 Make-up Service
- Unit 3 Providing Service For Guests
- Unit 4 Wake-up Call Service
- Unit 5 Laundry Service

Part four Food and Beverage Service

- Unit 1 Restaurant Reservations
- Unit 2 Taking Orders
- Unit 3 Breakfast
- Unit 4 At a Chinese Restaurant
- Unit 5 Buffet and Room Service

Part five Tending At The Bar

- Unit 1 Serving Cocktails
- Unit 2 Ordering Wines
- Unit 3 Public Relations
- Unit 4 Training The Bar Waiters

Part six Dealing With The Complaints

- Unit 1 Complaining About The Restaurants
- Unit 2 Complaining About The Housekeeping
- Unit 3 Complaining About Other Services

Part seven Other Services

- Unit 1 Shopping Center
- Unit 2 Business Center
- Unit 3 Sports Activities
- Unit 4 Recreation

Unit 1 Introduction

- **Dialogue in Context**
- **Dialogue A: Self-introduction**
- **(A guest comes towards the Reception Desk .)**
- Receptionist: Good morning, sir. Can I help you?
- Guest: Yes, I'm Danny Leduc from America. I have reserved for tonight.
- R: Let me see, sir...Yes, that was a standard room.
- G: Yes, that's right.
- **(Interview in the Personnel Department of a hotel .)**
- Girl: Good afternoon, Mr. Li.
- Manager Li: Good afternoon. Can you introduce yourself ?
- Girl: Yes. My name is Zhang Hong. I'm eighteen years old. I have just finished from the tourist school. My major subject is Hotel Service.
- Manager Li: What's your hobby?
- Girl: I have many hobbies. I like singing and dancing. I enjoy playing the piano.

- **Dialogue B: Introducing People**
- **(Mr. Wang, a salesman of the hotel, is introducing his guest, a manager of a company, to his sales manager.)**
- Mr. Wang: Mr. Smith, this is the manager of the sales department, Miss Li.
- Miss Li, This is Mr. Smith, the manager of the advertisement company.
- He'd like to have a meeting in our hotel.
- Mr. Smith: How do you do, Miss Li. Nice to meet you.
- Miss Li: How do you do, Mr. Smith. Nice to meet you, too.
- **Dialogue C: Introduce Each Other**
- **(Danny meets Lucy by accident at a party.)**
- Danny: (Accidentally spilling his drink) Whoops. I'm terribly sorry. Here, let me get a cloth from the waiter.
- Lucy: It's ok. I can do it later. It's really crowded here.
- Danny: Well, my name is Danny.
- Lucy: I'm Lucy. Nice to meet you.
- Danny: Did you come here by yourself?
- Lucy: Yeah, I come here with my friend, Judy. How about you?
- Danny: I come here only by myself. Where do you work?
- Lucy: I don't work. Actually, I'm a student at McGill.
- Danny: Really? I just graduated from there last year.

- ***Reading Activity***

Courtesy Industry

- Another name for hotel keeping is the “Courtesy industry”. We believe in old-fashioned and good manners and politeness. Practise these till they become second nature—till you are *courteous automatically*.
- Also remember to look for “*cues in the environment*” when dealing with guests—those little hints to tell us if they are happy, satisfied, comfortable. This will help us to avoid making them discontented and angry. Before the point is reached when guests complain, we should have noticed their dissatisfaction.
- Good manners mean you never knowingly upset anyone.

Unit 2 Greetings

- **Dialogue in Context**
- **Dialogue A: In the Morning**
- A: Good morning! Madam.
- B: Good morning!
- A: Welcome to our hotel!
- B: Thank you. Oh, excuse me, where is the Chinese restaurant?
- A: This way, please. The Chinese restaurant is over there.
- B: Thanks a lot.
- A: I hope you'll enjoy your stay in our hotel.

- **Dialogue B: In the Afternoon**

- A: Good afternoon, Mr. Leduc.
- B: Good afternoon.
- A: How are you this afternoon?
- B: Very well, thank you. And you?
- A: I'm very well, too, thank you. Is this your first visit to Beijing?
- B: Yes, it is.
- A: How's your stay here? Everything to your satisfaction?
- B: Superb! The view is super and the service is excellent. I like it very much.
- A: I'm very glad to hear that.

- **Dialogue C: In the evening**

- A: Good evening, Mr. Smith.
- B: Good evening, Xiao Zhang.
- A: How are you today? Where do you visit today?
- B: I visit the Great Wall today. It's wonderful.
- A: Have a nice trip in Beijing and enjoy your stay in our hotel.
- B: Thank you. It's comfortable to stay here and the service is excellent.
- A: Nice to hear your high praise of our hotel.

- ***Reading Activity***

Speech and Smiles

- Every culture is different. Try to appreciate this. For example, Westerners like to joke, so please don't take offence.
- Don't use coarse expressions or slang.
- Don't use swear words, even in Chinese (which many guests understand).
- Don't try to be funny or smart.
- Don't call foreigners "Kwei-lo" or other derogatory terms. You only degrade yourself by
- using such terms.
- Don't imitate someone's speech, accent or tone of voice like a parrot. Your tone of voice
- must be pleasant and controlled. Never shout or use sarcasm or be impatient.
- Above all, smile, even if you are a girl, and you were taught to be reserved with strangers.
- Guests are not strangers—they are friends of our business. Remember to smile with your eyes, and not only show your teeth.
- On the telephone, put a smile into your voice.
- A smile costs nothing, but it enriches the receiver.

Unit 3 Parting

- **Dialogue in Context**
- **Dialogue A: In a Cashier of Front Office**
- F/O Cashier: Good morning, madam. What can I do for you?
(Smiling)
- Guest: I'm Amy Evans, Room 2239. I am checking out today. Can I have my bill now?
- Ca: Certainly, Miss Evans. Please wait a moment...Sorry to have kept you waiting. Miss
- Evans, here is your bill, the total is 1280Yuan.
- G: Here you are.
- Ca: Thank you very much. Here is your change and receipt, Miss Evans. I hope you
- enjoyed your stay with us.
- G: Thank you and good-bye.
- Ca: Good-bye.

- **Dialogue B: In a Restaurant**

- Guest: Waiter! Come here, please.
- Waiter: Yes, sir. Anything else, sir?
- G: No thanks. I'd like to have my bill now.
- W: All right. One moment, please...Sorry to have kept you waiting. Here is your bill.
- G: Can I sign for it?
- W: Certainly, sir.
- G: (Sign the bill.) Thank you for your kind service. See you later.
- W: We hope to serve you again soon. Good-bye.

- **Dialogue C: At the Airport**

- Danny: Thank you for coming to see us off.
- Tour Guide: It's our pleasure.
- D: We've enjoyed our stay in Guilin.
- T.G: We've enjoyed having you with us. I hope you can come back to Guilin again.
- D: Yes, we will. I'm afraid we must be off. Good-bye.
- T.G: Good-bye, Danny! Wish you have a pleasant journey. Take care, Danny!
- D: Thank you. Good-bye.

- ***Reading Activity***
- Americans like to travel on their yearly holiday. Today, more and more travelers in the United States are spending nights at small houses or inns instead of hotels. They get a room for the night and the breakfast the next morning.
- Rooms for the night in these homes with breakfast have been popular with travelers in Europe for many years. Recently, these bed-and-breakfast places have become popular in the United States. Many of these America's bed-and-breakfast inns are old historic buildings. Some bed-and-breakfast inns have only a few rooms. Some inns do not have telephones or TV in the room.
- Staying at an inn is cheap and almost like visiting someone's home. The owners are glad to tell about the interesting places to visit. Many travelers say they enjoy the chance to meet local families.

Unit 4

Requests (Thanks) and Responses

- **Dialogue in Context:**
- **Dialogue A:**
- A: Good morning.
- B: Good morning. Is there anything I can do for you?
- A: Yes. Do you have time this weekend?
- B: Yes, I'm free.
- A: I need to do some shopping, but I don't know my way around town. Could you go with me?
- B: Sure. How about Saturday afternoon?
- A: Great. Thank you very much.
- B: You are welcome.

- **Dialogue B:**

- A: Thank you for helping me with my English.
- B: Oh, don't mention it. I'm glad I could help you. Do you
- think you understand better now?
- A: Yes, much better. I'm sorry I have wasted you so much time. It's just so difficult for me.
- B: Well, anytime I can help you, just give me a call.
- A: It's very kind of you. Thank you very much.

- **Dialogue C:**

- A: Hello. This is Dr. Jones' office.
- B: Hello. This is Mary Smith. I would like to make an appointment to see the doctor.
- A: Let's see...could you come in at 4 o'clock this Friday?
- B: OK. Thank you. 4 o'clock this Friday. Bye-bye.
- A: Good-bye.

- ***Reading Activity***
- **Good Manners**
- Everyone likes a person with good manners, but no one likes a person with bad manners. What are good manners?
- He never laughs at people when they are in trouble. Instead he often gives them his warm hand. He takes his turn, and doesn't push to the front.
- When he has troubled others or done something wrong, he says, "I'm sorry." When he gets the help or a gift, he says, "Thank you." He does not talk or laugh loudly in public.
- Good manners really mean being kind and helpful to others, especially those older or weaker than ourselves.

Unit 5 Asking the Way

- **Dialogue in Context**
- **Dialogue A:**
- A: Excuse me, sir. Can you tell me where the Bank of China is?
- B: Certainly, but it's a long way from here. Why don't you take
- No.102 bus? It stops right over there.
- A: I want to walk, I need the exercise.
- B: Well, go three blocks straight ahead, and then turn left. Go
- down River Road. The bank is on your right, opposite the
- People' Park. You can't miss it.
- A: I see. Thanks a lot.
- B: Not at all.

- **Dialogue B:**

- A: Excuse me. I'm new here. Where is the nearest supermarket?
- B: That's easy. Go down the street until you see the traffic lights. Then turn left.
- A: Go down the street and turn left?
- B: That's right. The supermarket will be on your right.
- A: On the right. Thank you for your help.
- B: That's all right.

- **Dialogue C:**

- A: Excuse me. Is there a subway station nearby?
- B: Yes. There's a subway station on Main Street, next to the railway station.
- A: How far is it from here?
- B: Not too far, about a twenty-minute walk.
- A: Can I take a bus there?
- B: I'm afraid there's no bus going there. You'd better take a taxi.
- A: Thanks very much.
- B: You're welcome.

- ***Reading Activity***
- **New York City**
- To many people, New York is the United States. It is the commercial and cultural center of the country.
- A lot of people have seen pictures of its skyscrapers. There are more skyscrapers in New York City than anywhere else in the United States.
- The city's theater district, Broadway, is very famous as well. Thousands of people go there to see shows. There are different plays and musicals. One can always find something interesting to see.
- Every summer, high school students from all over the United States go to New York. They can take the bus or subway to visit famous sites such as the United Nations, the Statue of Liberty, the Metropolitan Museum and the Bronx Zoo. It is very easy to take a bus or subway.

Unit 1 Room Reservations

- **Dialogue in Context**
- **Dialogue A: Making Reservation Through a Long Distance Call**
- Reservationist (R) : Beijing Hotel, Reservation Desk. Can I help you?
- Client (C) : I am calling from New York. I'd like to reserve a room, please.
- R: What kind of room would you like, sir?
- C: A Single room, please.
- R: May I know your name, Sir?
- C: John Smith, J-O-H-N S-M-I-T-H.
- R: Thank you, Mr. Smith, when are you going to arrive here?
- C: On September 20th, I think.

- R: For how long?
- C: 3 nights, from September 20th to September 22nd.
- R: Very well, Mr. Smith, a single room from September 20th to September 22nd. Am I correct?
- C: Yes, thank you.
- R: One more thing, may I have your phone number, please?
- C: Yes, it's 06-4895-3084.
- R: Thank you, Mr. Smith, My name is Susan, we are looking forward to serving you.
- **Dialogue B: A face to face Reservation**
- Reservationist (R) : Can I help you, sir?
- Client (C) : I'd like to book a double room for my friends, the Smiths, he is arriving on the 20th of this month.
- R: For how many nights, sir?

- C: I'm not sure, but it could be four to six days.
- R: Please wait a moment, I'll check our reservation record. Thank you for waiting, I'm afraid we are fully booked on that day, we usually have high occupancies in the peak seasons.
- C: Could you recommend another hotel nearby to me?
- R: Yes, of course. I suggest the Royal hotel. We're
- C: What's the rate for a double room there?
- R: 320 Yuan a night, with breakfast.
- C: Fine, do you know their telephone number?
- R: Let me see, it's 2890-3588.
- C: Thank you very much. Goodbye.
- R: Goodbye.

- **Dialogue C: A Group Reservation**

- Reservationist (R) : Reservations, May I help you?
- Client (C) : Yes, The American Global Volunteer Group will be visiting Beijing at the end of this month, I'd like to reserve 12 single rooms for 14 days.
- R: For which dates?
- C: From May 27th to June 9th.
- R: Yes, sir, we can offer 12 singles room for these days.
- C: Thank you, will there be a special rate for a group reservation?
- R: Yes, there is a 10per cent discount, and we will arrange to pick them up at the airport, so please give me the flight number.
- C: Oh, sorry, I didn't bring it with me, I'll let you know by phone tomorrow.
- R: Thank you. May I know your name and phone number please?
- C: My name is Steven, my phone number is 8463-8293. One more thing, have you got a big conference hall? For they will have a meeting on the 10th.
- R: Yes, sir, we have a very nice multi-function hall, you may contact with the sales manager about that, his office is on room 2302.
- C: I see, thank you.
- R: You're welcome.

- ***Reading Activity***
- **Home and House**
- Maybe you have heard about this story: once there was a millionaire who lived alone. On a Christmas Eve, his assistant asked him if he would like to go home earlier, he answered: “I am not going home, I am just returning to my house.”
- What do you think of the story? To most of people, home and house have totally different meanings. Home makes you feel warm, you live with your family members in it and you share everything, including happiness and sadness with them. House is a place where you just live.
- If you ignore your homes, the world will be a love desert only with a great number of concrete buildings. So cherish your home and your family members. Give more love to them, even though you are not living in a house with your family members, you are living in your home as long as your hearts are with them.

Unit 2 Check In

- **Dialogue in Context**
- **Dialogue A: Registration**
- Reservationist (R) : Good evening, sir. What can I do for you?
- Client (C) : Good evening. I reserved a single room a few days ago, I'm John Smith.
- R: Just a moment, please, Mr. Smith, I'll check the arrival list. Yes, a single room from September 20th to September 22nd.for Mr. Smith.
- C: Yes, that's right.
- R: May I see your passport, Mr. Smith? And would you mind filling in the registration form?
- C: Here you are.
- R: Thank you, Mr. Smith. Here is the key to Room 3022 and your room card. The bellman will show you up. Have a nice evening, sir.
- C: Thank you, bye-bye.

- **Dialogue B: Receiving a Walk-in Guest**

- Reservationist (R) : Good afternoon, sir. Can I help you?
- Client (C) : Good afternoon, I'd like to have a double room with a bath, please.
- R: Have you got a reservation, sir?
- C: I'm afraid not.
- R: Please wait a moment. I'm sorry, sir, we don't have any rooms left at the moment, we'll be able to offer you a double room after 6 o'clock this evening, or would you like to try another hotel?
- C: That's too bad, I've just arrived from New York, and a friend of mine highly recommended your hotel to me, I'd like to stay in a hotel in the city center, I'll wait till 6 o'clock.
- R: Thank you for staying in our hotel. Perhaps you might take a rest in our lobby while you are waiting, if you need any help, do let us know.
- C: That'll be fine.

- **Dialogue C: Extending the Stay**

- Reservationist (R) : Good morning, sir. What can I do for you?
- Client (C) : Good morning, I'm going to check out today according to the schedule, but I have to extend my stay in Beijing for business for more days.
- R: May I know your room number?
- C: Room 3022.
- R: Just a moment, I'll check the record, well, you planned to stay till September 22nd.
- C: Yes, now I'm going to stay for another 3 nights. Is it available for my room?
- R: I'm sorry, Mr. Smith, You could keep you room till 22nd because it had been reserved out from then on. We will arrange another single room for you.
- C: That will do, Thank you.
- R: Would you please rewrite the departure date with the 25th? Thank you, I hope you are enjoying your stay with us.

- ***Reading Activity***
- **Tourist Information Center**
- There are over 700 Tourist Information Centers(TICs) in Britain. You will usually find TICs centrally positioned in towns or beside main roads.
- Most TICs are open from Monday to Friday, 9:00 to 17:00, although in summer many are open longer and on weekends. Some are open from Easter to September only. Wherever you go, TICs will help you find accommodations for the night. Many centers will make a reservation for the same night in their locality—in England a small charge is usually made.
- Please note that the centers do not make advance bookings by mail or telephone. You are advised to call the TICs and book your night's accommodation before 6:00.

Unit 3 Information Desk

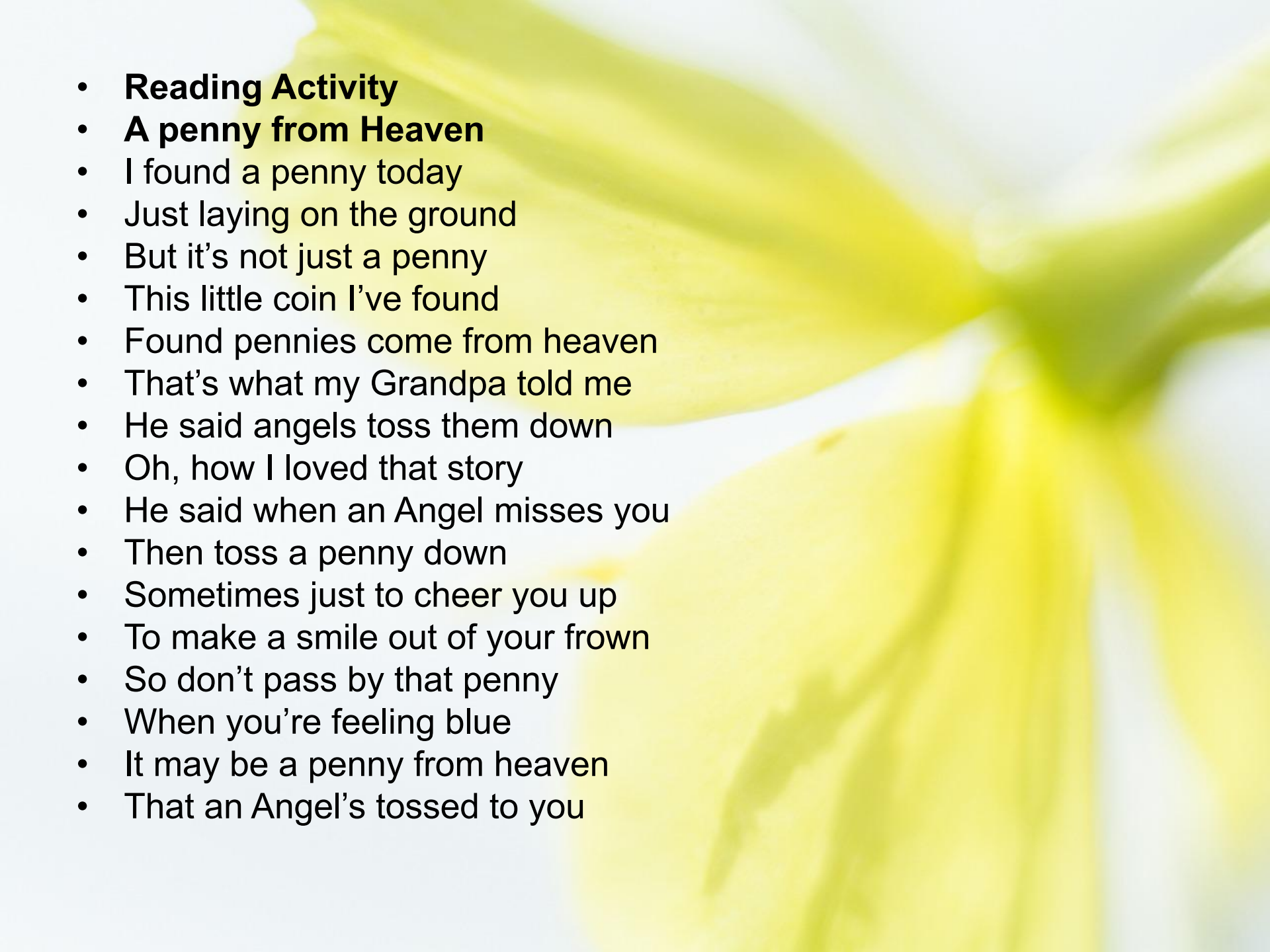
- **Dialogue in Context**
- **Dialogue A: Recommending & Showing the Way**
- Receptionist (R) : Good morning, sir. What can I do for you?
- Client (C) : Well, I wonder if you could recommend a good local restaurant to me. My friends and I prefer to taste Chinese dishes.
- R: Certainly, sir. As far as I know, The Red Mansion Kitchen serves very good local dishes, or you might try our Chinese restaurant, it serves local dishes as well.
- C: How far is the Red Mansion Kitchen from here?
- R: It is near the Yu Yuan Tan on the west side of the city, it's a little far from here, I would suggest you to take a taxi.
- C: All right, we'll try the Red Mansion Kitchen by taxi, Could you order a taxi for us?
- R: Yes, I'd be glad to.

- **Dialogue B: Setting Early Morning Call**

- Receptionist (R) : Good evening, sir. What can I do for you?
- Client (C) : Good evening. This is Mr. John Smith in room 3022. I'm
- going to Tianjing early next morning, so I would like to
- have an early morning call.
- R: Yes, Mr. Smith, at what time should we call you?
- C: Let me see, I have to be at the Hyatt Tianjing by 10 o'clock. You wouldn't know how
- long it takes to drive there from the hotel, would you?
- R: I would give it at least 3 hours and a half.
- C: In that case, I would like you to call me at 6:00.
- R: Yes, Mr. Smith, we will wake you up at 6:00 tomorrow morning. Have a nice sleep.
- C: Good night.

- **Dialogue C: Posting Service**

- Receptionist (R) : Good afternoon, sir. Can I help you?
- Client (C) : Yes, I would like to send this parcel to my friend in U.K. Can I
- send it from here?
- R: Sure, sir. Do you want to send it by air or by express mail?
- C: By express mail, please, it's quite urgent.
- R: Just a minute. I'll weigh it for you. It's one hundred and eighty yuan RMB, please.
- C: That's all right. By the way, how much does it cost to send a post card to the United States?
- R: It's five yuan, sir.
- C: Where can I get the stamp?
- R: You can get it here.
- C: That's great, could you give me three, please?
- R: Yes, sir. Here you are.
- C: Thank you very much.
- R: Glad to be of service.

- 
- **Reading Activity**
 - **A penny from Heaven**
 - I found a penny today
 - Just laying on the ground
 - But it's not just a penny
 - This little coin I've found
 - Found pennies come from heaven
 - That's what my Grandpa told me
 - He said angels toss them down
 - Oh, how I loved that story
 - He said when an Angel misses you
 - Then toss a penny down
 - Sometimes just to cheer you up
 - To make a smile out of your frown
 - So don't pass by that penny
 - When you're feeling blue
 - It may be a penny from heaven
 - That an Angel's tossed to you

Unit 4 Bell Service

- **Dialogue in Context**
- **Dialogue A: Greeting an Arriving Guest**
- Doorman (D) : Good afternoon, sir and madam. Are you checking in?
- Clients(C) : Yes.
- D: Do you have any baggage in the trunk?
- C: Yes, 2 suitcases and one bag.
- D: Is the everything, sir?
- C: Yes, that's all.
- D: May I help with your suitcases, sir?
- C: Thank you.
- D: Please mind your step, madam, it's slippery.
- C: Yes, I will.
- D: Please go in by the door on the left, a bellman will show you to the Front Desk.
- C: You've been so helpful, thanks a lot.
- D: It's my pleasure to be at your service.

- **Dialogue B: Sending baggage to guest's room**
- **(A knock on the door.)**
- Client(C): Who's that?
- Bell man(B) : I'm the bellman to bring you the baggage,sir.
- C: Come in please. Thank you .
- B: Thank you, sir. Here is your baggage. Two suitcases and a handbag. Is that correct?
- C: Yes, that's right. By the way, do you have an indoor swimming pool here?
- B: Yes, sir, It is on the eleventh floor. We also have a gym on that floor.
- C: How about your dining service? I want to have a delicious dinner with my friends.
- B: We have two very good Chinese restaurants, which serve until 2:00 o'clock in the morning.
- C: That sounds good. Thank you for your information.

- B: You're welcome, sir. If you want to make a reservation, the number is on the brochure.
- C: (Giving the bellman a tip.) You're very helpful.
- B: Thank you, sir. Please call if you need any help. Goodbye.
- **Dialogue C: Ticket-booking**
- Bell Captain(BC) : Good morning, Mr. Smith, Is there anything I can do for you?
- Client(C) : Yes, please. I am going to fly to Xi'an this Saturday, could you book 2 air tickets for me?
- BC: We usually book the tickets three days in advance. Since it's peak season for traveling, all the tickets are probably booked up, I should say.
- C: What luck! But...
- BC: Why don't you try to go there by train? It costs you less than half
- a day, and it is comfortable as well.

- C: Well, it seems we'll have to take the train.
- BC: What time would you like to leave?
- C: In the morning, if possible.
- BC: Just a moment, let me call the station. Sir, there are some tickets left on Mo. 42
- special express, which will leave at 7:30PM. It will arrive in Xi'an in the next morning.
- C: I'll take it. I'm eager to visit the Emperor Qin Shihuang's terra-cotta army, which enjoys the fame as the eighth wonder of the world. My wife has been dying to visit Huaqing Pool as well.
- BC: I wish you a wonderful trip to Guilin.
- C: Thank you, here's something for you.
- BC: We won't accept tips, thank you any way.

- ***Reading Activity***
- **Tips**
- Tipping, that is, giving a small amount of money for service, is an old custom. The French call a tip a “Puoboire”, meaning “for a drink”, to show appreciation for good service. Nowadays, however, guests in hotels are expected to give tips to all persons who give them service — roommaids, floormen, bellmen, valets, housemen, as well as waiters and waitresses, captains, headwaiters, barmen, and busboys.
- The usual amount for waiters is from ten to fifteen percent of the bill. However, if a waiter has given exceptional service or has done extra favors, he should be compensated in proportion to his service. Even though the tip is sometimes included in the bill, the employees expect additional gratification in some cases. A guest will use his good judgment and tip in accordance with the service received.

Unit 5 The Front Cashier

- ***Dialogue in context***
- **Dialogue A: Foreign Currency Exchange**
- Cashier (C) : Good afternoon, sir. What can I do for you?
- Guest (G) : Good afternoon, I'd like to change some US dollars and I like to know today's exchange rate.
- C: It's 8.57 to US dollar, which is the exactly same rate as the bank gives.
- G: OK, I'll change 100 US dollars into RMB, here is the money.
- C: Please write your name, passport number and room number on the slip.
- G: Here you are. By the way, will you please give me some 10-Yuan notes, I need some small change.

- C: No problem. Here is the money, total amount 857 Yuan, please have a check and keep the exchange memo.
- G: What's the exchange memo for?
- C: You need to show it at the Customs when you want to convert the RMB left into you own currency.
- G: Thank you for your kind help.
- C: My pleasure. Have a nice trip.
- **Dialogue B: Checking Out**
- Cashier (C) : Good morning, sir. May I help you?
- Guest (G) : Yes, I'd like to check out now.
- C: May I know your name and room number, please?
- G: John Smith in Room 3022.
- C: Please wait a moment. ... Here's your bill, Mr. Smith. Would you like to check it?
- G: Thank you. Mmm, What's the 50 Yuan for?
- C: That's for the drinks you ordered from your room.
- G: I see. Can I pay with traveler's cheques?
- C: Certainly. Here's your receipt. Thank you.

- **Dialogue C: Mis-calculation**

- Cashier (C) : Good morning, sir. What can I do for you?
- Guest (G) : Just now I checked out, but it seems that there might be
- something wrong with my bill.
- C: Oh, yes?
- G: I checked in on the 20th and will leave this
- morning on 25th, that's exactly 5 days in total, but I paid for 6 days.
- C: Well, let me see. Ah yes, you were wrongly charged
- for today, sorry sir, I do apologize for my mistake.
- G: That's all right.
- C: I'll give you another invoice and here is the money we have over charged you.
- G: Thank you.
- C: I'm terribly sorry to have brought you so much trouble, Mr. Smith, Have a nice trip.

- ***Reading Activity***
- **Credit Card Payment**
- In cases when the guest wants to pay his bill by credit card, the cashier should always follow the procedure below:
- Check and see if the card is still valid. The expiration date can be found at the front bottom of the card.
- Make sure that the amount of sales does not go beyond the authorized credit limit.
- Check and see if the guest's card number is listed on the latest copy of the warning notice sent by bank.
- Ask the cardholder to sign in the designated space and then compare the signature with the signature panel on the back of the card.
- Give the cardholder's copy to the guest and keep establishment copy in your files for one year. Mail the remaining copy to the credit card company within the specified number of days.

Unit 1 Guiding Guests To Their Rooms

- **Dialogue in Context**
- **Dialogue A**
- **(The Martins walk from the elevator. The floor attendant (FA) moves forward to welcome them.)**
- FA: Good morning, sir and madam. Did you enjoy your journey? Welcome to the tenth floor.
- Mr. Martin: Good morning. Yes, thank you.
- FA: I'm the floor attendant. May I help you? Oh, let me carry the bag for you.
- Mr. Martin: It's very kind of you. Where is Room 1032, please?
- FA: Ah, Mr. and Mrs. Martin. Will you come along here, please? It's at the end of the corridor.

- Mrs. Martin: Oh, you know our name?
- FA: It was on the arrival list for Room 1032. Here we are. Can I have the key and open the door for you, please?
- Mr. Martin: Here it is.
- FA: Come this way, please.
- Mr. Martin: Thanks.
- FA: What do you think of the room? Let me draw the curtains aside. You can have a good sea view from the window.
- Mrs. Martin: How wonderful it is! We like it so much.
- FA: Here is your key, Mrs. Martin.
- **Dialogue B**
- **(The floor attendant (FA) is showing the facilities to the Martin.)**
- FA: Mr. and Mrs. Martin, our hotel is equipped with central air-conditioning system, Close circuit sound and color TV system. Here is the temperature adjuster, the light
- switch, the TV remote control, the mini-bar and the built-in wardrobe. Here is the electric kettle, the telephone.
- Mrs. Martin: I see. You've made us feel at home. Can you tell us our phone number?

- FA: It's just the same as your room number. If you need anything, dial 9 or just press the button on the bedside table. Here's our hotel's Service Information Booklet. It tells us our service and facilities in detail.
- Mr. Martin: It sounds good. We're tired from the trip. What we need first is a good bath.
- FA: Yes, you'll feel much better after a bath and rest. The hot water supply is round the clock. There's a blower in the bathroom and a laundry bag behind the door.
- Mrs. Martin: Thank you very much.
- FA: You're welcome. I hope you will enjoy your stay here.
- **Dialogue C**
- **(Mr Martin calls in the floor attendant (FA) for help.)**
- FA: **(Knocks at the door.)** May I come in? I'm the attendant.
- Mr. Martin: Please come in.

- FA: Good morning, Mr. and Mrs .Martin. Is there anything I can do for you?
- Mr.Martin: Yes, We're not recovered from the long-flight, and we'd like to have
- breakfast in our room tomorrow morning. Shall we take order by the telephone?
- FA: Yes, certainly. Our hotel has excellent room service.
- Mrs Martin: **(To Mr. Martin)** My dear, I want to have some buttered toast for breakfast. What about you?
- Mr. Martin: I know it's your favorite, me too.
- FA: You're so lucky. Our bakers can make very good bread, especially buttered toast.
- Mrs. martin: Great. By the way, could you tell me where I can buy some Chinese green tea ? It is said that green tea is good for health.
- FA: Our hotel's shop sells a wide range of tea. Many of our guests buy tea there to bring home.
- Mrs Martin: Thank you for your information.
- FA: It's my pleasure. I'm glad to be of any help.

- **Reading Activity**

- Mr. Andrews had a new telephone number. Before he got it, it was a number for a shop. The shop now had a new number, but a lot of women did not know this, so they still telephoned the old one.
- At first, Mr. and Mrs. Andrews always said, “We are sorry. You have the wrong number. The shop has a new one now.” But the women still continued to telephone them to ask for things, so after some time, Mr. Andrews began to answer them like this: “Good morning, madam. What do you want us to send you today?” They thought, “Perhaps they will stop telephoning us when they don’t get their things.” But this did not help them, because now women began to telephone them more and more, and to say angrily, “Where are my things? They haven’t come yet! Why haven’t you sent them yet?”

Unit 2 Make-up Service

- **Dialogue in Context**
- **Dialogue A**
- **(The Martins are ready to go out when they meet the floor attendant (FA) at the door.)**
- FA: How are you today, Mr. and Mrs. Martin?
- The Martins: Fine, thanks. And you?
- FA: Very well, thank you. I just come to make up your room.
- Mrs. Martin: All right. We are going out for sightseeing in the city. Can you give us some suggestions?
- FA: I'd like to. You can go down this road eastward, the sightseeing along Binhai Road is delightful.
- Mr Martin: Can we go there by bus?
- FA: Yes. Our city has frequent bus services. If you wouldn't like to have a taxi, you could take Bus Road No.11. That goes along Binhai Road.
- Mrs Martin: Thank you for your suggestions.
- FA: With pleasure. Have a nice day, Mr. and Mrs. Martin. Your room will be ready in half an hour.

- **Dialogue B**
- **(A room attendant (RA) knocks at the door.)**
- RA: May I come in? I'm a room attendant.
- Mrs. Martin: Come in, please.
- RA: Good evening, madam and sir. May I do the turn-down service for you now?
- Mrs. Martin: Oh, thank you. Could you clean up the bathroom a bit? My husband has just had a shower, and the floor of the bathroom is too wet.
- RA: Of course, madam. I'll mop it right now.
- RA: (A moment later.) Your bathroom is ready, madam. And may I do the turn-down service now?
- Mrs. Martin: Yes, thank you.
- RA: Is there anything else I can do for you, madam and sir?
- Mr. Martin: Yes, please bring us a bottle of boiled water, we want to make some Chinese green tea.
- RA: All right, sir, I'll go and bring a bottle in a minute. (She goes out and comes back with a bottle of water.)
- RA: Here's a bottle of just boiled water, madam.
- Mrs. Martin: You're so kind. Thank you very much.
- RA: With pleasure. Good night, madam and sir, have a fond dream.

- **Dialogue C**
- **(A room attendant (RA) knocks at the door and comes in.)**
- RA: Good morning sir and madam. Would you like to have your room made up now?
- Mr. Martin: Good morning, Oh, could you come in a couple of hours? My wife doesn't feel very well, and she wants to stay in bed for two hours or so.
- RA: I'm sorry to hear that. Would you like me to call for a doctor? We have a clinic in our hotel.
- Mrs.Martin: No, thank you. Please take two cartons of fresh orange juice, one pineapple and a small bunch of bananas here. Our mini-bar is almost empty.
- RA: All right, Mr. Martin. I'll do it at your request at once. What else can I do for you?
- Mr. Martin: No more, thanks.
- RA: It's my pleasure, Mr. Martin. Have a good day.

- ***Reading Activity***
- **Read the passage carefully and then answer the following questions.**
- There was a businessman who always tried to pay as little
- as possible for what he needed. One day he fell ill. He decided to go to a doctor and asked a friend to recommend one.
- “Dr. Smith is a good one.” the friend told him.
- “Is he expensive?” the businessman asked.
- “Yes and no. He charges five hundred dollars for the first
- visit, but only twenty-five dollars for each visit after that.”
- “That seems reasonable.” the businessman said, and went
- to visit Dr. Smith. As he walked into the consulting-room , he said , “Well, here I am AGAIN.” and put twenty-five dollars on the table.
- The doctor looked at him carefully for a moment, then smiled and put the money into the drawer of his desk.
- “Thank you,” he said, “And what can I do for you today?”
- “Examine me, of course,” the businessman said, “And tell me what’s wrong with me.”
- “Oh, there’s no need for me to examine you again,” the doctor said.
- “Just continue taking the medicine I prescribed for you when you came to me last time.”

Unit 3 Providing Service for Guests

- **Dialogue in Context**
- **Dialogue A**
- **(Mr. Park calls in a room attendant (RA) for help.)**
- RA: What can I do for you, sir?
- Mr. Park: I'm awfully sorry, I've broken a teacup.
- RA: Oh, never mind. It doesn't matter. Did you hurt yourself?
- Mr. Park: No. I wanted to wash it in the bathroom, it slipped from my fingers.
- I'll pay for it, of course.
- RA: Let me clean up the pieces first. (Having done it) Mr. Park, I'll go and bring you a new one.
- Mr. Park: Thanks a lot.
- **(A moment later, the RA comes back with a teacup and a form in her hands.)**
- RA: Mr. Park, here is a teacup. Would you just fill in this form?

- Mr. Park: Yes, certainly.
- RA: Is there anything else I can do for you?
- Mr. Park: No more, thank you.
- **(Mr. Park goes to the floor service desk and asks the floor attendant (FA) for help.)**
- Mr. Park: Excuse me, have you got a pencil-sharpener?
- **Dialogue B**
- FA: I'm sorry Mr Park. I've got a pencil- knife here.
- Mr. Park: That'll do. I want something to sharpen a pencil with. Thanks .By the way, have you got any scotch tape?
- FA: Sorry, Mr. Park. But what's it for?
- Mr. Park: I have to send these books by mail.
- FA: I've got some string. Will that do?
- Mr. Park: Yes, I think it will. Thank you. By the way, the light in my bathroom has fused.
- Please change the bulb for me.
- FA: All right, Mr. Park I'll have it replaced.
- Mr. Park: Thank you.
- FA: It's a pleasure, Mr. Park.

- **Dialogue C**
- **(Mr. Park rings the floor attendant (FA) up. The room attendant rings the doorbell and comes in.)**
- FA: Did you ring, sir?
- Mr. Park: Yes. There is no water in the bottle. Three of mine friends
- are coming to visit us this afternoon. Will you get me a packet
- of cube sugar? I've got some coffee.
- FA: Yes. Sir. Anything else?
- Mr. Park: Please get some more chairs. And the teacups are dirty.
- Get some clean ones for me. Well, bring me some ice blocks.
- FA: Is that all, sir?
- Mr. Park: That's all. Thank you very much.
- FA: With pleasure, sir.

- ***Reading Activity***
- **Read the passage carefully and then answer the following questions.**
- It was two weeks before Christmas. Mr.s. Smith was very busy. She bought a lot of Christmas cards to send to her husband's friends. She put them on the table in the living-room.
- When her husband came back home from work, she said to him, " Here are the Christmas cards for our friends, and here are some stamps, a pen and our book of addresses. Will you please write the cards while I'm cooking the dinner?"
- Mr.. Smith didn't say anything, but walked out of the living-room and went into his study. Mr.s. Smith was very angry with him, but didn't say anything either.
- Then a minute later he came back with a box full of Christmas cards. All of them had addresses and stamps on them.
- " These are from last year." he said, " I forgot to post them."

Unit 4 Wake-up Call Service

- **Dialogue in Context**
- **Dialogue A**
- **(Mr.s. Park rings a floor attendant (FA) up.)**
- FA: Did you ring, madam?
- Mr.s. Park: Yes. You know, we came from Paris two days ago. We're still disturbed by the time difference here. Can you help me with it?
- FA: I'd like to, madam. Time is the same throughout the whole of China. Beijing time is seven hours ahead of Paris time. For example, when it is 12 noon in Beijing, the standard time in Paris is 5:00 a.m. .
- Mr.s. Park: Ah, I see. Thank you. What time is it by your watch?
- FA: It's 3:50.
- Mr.s. Park: It's almost teatime. Is there any café in the hotel?
- FA: Yes, madam. The café is on the second floor. It is open round the clock.

- Mr.s. Park: Thank you for your information. We'll go there and get some drink.
- FA: Enjoy yourself, madam.
- **Dialogue B**
- **(The Parks are sitting in their room when a room maid (RM) comes in).**
- RM: Good evening, sir and madam. May I do the turn down
- service for you now?
- Mr. Park: Yes. But the light of this room is dim. Please get me a brighter one. And the telephone is out of order, there is no water in the water closet. Would you have them repaired?
- RM: Certainly, sir. I'll have them done right away.
- **(She calls a repairman in and he has done the things.)**
- RM: Do you think the light is brighter?

- Mr. Park: Yes. It's much brighter.
- RM: The telephone and the water closet are in good condition now.
- Mr. Park: You see, I'm an early riser. I have the habit of jogging in the morning. But I'm not used to the time difference here. Dose the hotel have a wake-up call service?
- RM: Yes, sir. Would you like a morning call?
- Mr. Park: Yes.
- RM: When do you want me to call you, sir?
- Mr. Park: At 5:30 tomorrow morning, please.
- RM: I'll tell the operator to call you at 5:30 tomorrow morning by phone. Is that all right?
- Mr. Park: Quite all right. Thanks a lot.
- RM: You're welcome, sir.

- **Dialogue C**
- **(Mr. Park (P) leaves the elevator and meets a floor attendant (FA) at the floor desk service.)**
- FA: Good evening, sir. There was a phone call from a lady just now. She asks you to ring her up this evening. Here is the phone number she left.
- P: Oh, thank you. I've had my account settled. We're leaving tomorrow. We'd like to be woken up tomorrow morning.
- FA: Yes, Sir. At what time should we wake you up?
- P: Please wake us up at five.
- FA: Would you like the call by phone or by knocking at the door?
- P: By phone, please. By the way, I have two trunks. Will you have them sent to the ground floor?
- FA: Yes, sir. Do you need us to get a taxi for you?
- P: Yes, thanks a lot. Good night.
- FA: Good night.

- ***Reading Activity***
- **Read the passage carefully and then choose the best answer.**
- All the housewives who went to the new supermarket had one great desire: to be the lucky customer who did not have to pay for her shopping. For this was what the notice just inside the entrance promised. It said: "Remember, once a week, one of our customers gets free goods. This may be your lucky day!"
- For several weeks Mrs Edwards hoped, like many of her friends, to be the lucky customer. Unlike her friends, she never gave up hope. The cupboards in her kitchen were full of things which she did not need. In vain her husband tried to stop her buying so many things. She dreamed of the day when the manager of the supermarket would approach her and say: "Madam, this is our lucky day. Everything in your basket is free."
- One Friday morning, after she had finished her shopping and had taken it to her car, she found that she had forgotten to buy any tea. She dashed back to the supermarket, got the tea and went towards the cash-desk. As she did so, she saw the manager of the supermarket approach her. "Madam," he said, holding out his hand, "I want to congratulate you! You are our lucky customer and everything you have in your basket is free!"

Unit 5 Laundry Service

- **Dialogue in Context**
- **Dialogue A:**
- **(Mr.. Park (P) rings the laundry service section.)**
- Operator: Laundry Service Section. May I help you?
- P: This is Park, Room 1032. We have some clothes to be washed. Would you have them done?
- Operator: Yes, certainly, Mr. Park. A laundryman will come to your room to collect them
- right away.
- P: Thank you.
- Operator: You are welcome, Mr. Park.

- **(A moment later, the laundry man (M) rings Mr. Park's room bell and comes in.)**
- M: Good afternoon, sir. I'm the laundryman. I'm here to collect your clothes.
- P: Thank you. I have two pairs of jeans, two pairs of socks and a T-shirt to be washed.
- M: Would you like them to be pressed?
- P: Only the T-shirt needs to.
- M: Anything more, sir?
- P: Nothing more. Thank you.
- M: You're welcome, sir. Next time, please put the clothes to be washed into the laundry bag.
- It's hung behind the bathroom door.
- P: Sure. Oh, attendant! Please look in the pocket of my dirty clothes to see if there is a
- traveler's check in them.
- LM: No, there is nothing in them, sir

- **Dialogue B:**
- **(A laundry attendant (LA) comes to Mrs. Park's room to collect her laundry.)**
- LA: Have you any laundry, madam?
- P: Yes, I have a jacket to be was washed and pressed.
- And this evening dressed is to be dry-cleaned, then starched and ironed.
- LA: When do you want them, madam?
- P: I need them this afternoon, because we're going to a party tonight.
- LA: I'm afraid there isn't enough time for the laundry, madam. Would you like express service? We charge 50% more for express, but it takes only 4 hours.
- P: All right. When can I get my clothes back?
- LA: At 3 o'clock this afternoon.
- P: That's very kind of you to do so.
- LA: With pleasure, madam.

- **Dialogue C:**
- **(The room attendant (RA) delivers the cleaned clothes to MR and MRS Parks.)**
- RA: Excuse me, sir and madam. Your clothes are ready. Please check them to see if
- there is a mistake. And here is 100yuan note I found in the pocket of your dirty clothes.
- MRS P: Oh, you are so honest. Many thanks from us.
- RA: Don't mention it. But I'm sorry to tell you that the cuff of your shirt is damaged when we pressed it. We'll buy you a new one.
- MRP: It doesn't matter. It's rather old. There's no need to compensate it.
- RA: Thank you for your kindness, sir and madam.

- ***Reading Activity***
- **Read the passage carefully and then decide whether the following statements are true (T) or false (F).**
- Australians are always apologizing. They apologize to everyone. The words they use when apologizing depend on how much trouble or inconvenience they cause and on the relationships with the other person or people. For example, if one is a little late for a dinner appointment with his boss, he will probably be more apologetic than if he is a little late for a dinner with friends. However, if he is very late, he will be very apologetic to the other person whether they are a relative, friend or boss. If one spills some food or drink on the floor, or on furniture or clothing, apart from apologizing, one also needs to offer to help clear it up. Of course, usually the host or hostess will do it and say it doesn't matter.

Unit 1 Restaurant Reservations

- **Dialogue in Context**
- **Dialogue A: Reservation on the Phone**
- Waiter: Good morning. This is the Apple Tree Restaurant. May I help you?
- Guest: Yes. Can you make arrangements for a dinner party of ten persons tomorrow?
- W: Of course , madam. For what time?
- G: About 7:30.
- W: All right. A table for ten at 7:30 tomorrow. May I have your name, please?
- G: Green, Alice Green.
- W: Thank you, Miss Green.
- G: Oh, by the way, is there any chance to have a table by the window? We'd love a bird's eye view of the city.
- W: No problem. We'll arrange it for you. Thank you for calling us.
- G: Good-bye.
- W: Bye. And have a nice day.

- **Dialogue B: Face-to-face reservation**

- Waiter: The Royal Garden Restaurant. Can I help you?
- Guest: Yes, I'd like to book a table for dinner this evening.
- W: Certainly, sir. What time would you like your table, sir?
- G: Perhaps around 7:00.
- W: Good. I'll make a reservation for you at 7:00. But how many in your party?
- G: A party of eight.
- W: And what is it going to be, Chinese food or Western food?
- G: Chinese.
- W: What's your name, please, sir?
- G: Please book it under the name of Mr. Gorge Brown.
- W: So it's Mr. Brown, a table for eight for this evening. It's Chinese food and you're coming at 7:00.
- G: That's right.
- W: Thank you, sir. We look forward to serving you.

- **Dialogue C: Fully Booked**

- Waiter: Chinese Restaurant. Good morning. Can I help you?
- Guest: Yes, I'd like to make a reservation for two for this evening at 8:00.
- W: I'm sorry, sir. There aren't any tables left for 8:00, but we can book one for you at 9:00.
- G: No, that's too late.
- W: I'm terribly sorry, sir.
- G: How about tomorrow evening?
- W: We've received many booking for tomorrow evening. So we can't guarantee. I hope you'll understand.
- G: I do, but I would appreciate it if you could arrange it.
- W: I'll try my best . Would you please leave your name and room number?
- G: My room number is 218, Mr. Rodger William.
- W: I'll call you when there is a free table for tomorrow evening at 8:00.
- G: Thank you very much. Bye.
- **W: Bye.**

Unit 2 Taking orders

- **Dialogue in Context**
- **Dialogue A: Ordering dishes**
- Waiter: Would you like to order now?
- Guest1: Yes, I'll have a steak, please.
- Guest2: Steak for me, too, please.
- W: How would you like your steak cooked?
- G1: Make mine well done.
- G2: Rare for me, please.
- W: Fine. What would you like to go with your steaks?
- G1: Chips and a green salad, please.
- G2: I'll have chips and peas.
- W: Would you like anything to drink?
- G1: I like red wine better.
- G2: I prefer beer.
- W: Yes, sir. I'll be right back.

- **Dialogue B: Recommending Today's Special**
- W: May I take your order now?
- G: Yes, I'll have steamed mandarin fish. Do you have anything particular to recommend?
- W: The prawn is fresh and nice.
- G: Then I'll have the prawn.
- W: Why don't you try the sweet and sour pork? That's our chef's recommendation.
- G: Sounds good. I'll take it. What's the soup of today?
- W: Mushroom soup.
- G: I like mushroom.
- W: Very well, sir. Steamed mandarin fish, sweet and sour pork and mushroom soup. Anything else?
- G: That's all. Thank you.
- W: You are welcome.

- **Dialogue C: Ordering fruits and desserts**

- W: Is everything all right with your meal?
- G: Yes, everything is good. Thank you.
- W: Would you like to have some desserts?
- G: I'd like to have some apple pie and ice cream.
- W: Yes, but we have vanilla and chocolate ice cream at your choice.
- G: I'll take vanilla, please. What kind of fruits do you serve?
- W: Strawberry, lemon, watermelon, pineapple, orange...
- G: watermelon, please.
- W: Anything to drink?
- G: A cup of coffee, please.
- W: I'll get your desserts straight away.

Unit 3 Breakfast

- **Dialogue in Context**
- **Dialogue A: Continental breakfast**
- Waiter: Good morning, madam. A table for two?
- Guest: Yes.
- W: You are welcome. This way , please.
- G: I'd like to have a Continental breakfast.
- W: Yes, madam. Coffee or tea, please?
- G: Coffee. For bread, I'd like toast.
- W: Yes, madam. What kind of fruit juice would you like?
We have orange, lemon, and coconut juice.
- G: I think I'd like orange, please.
- W: So you'd like to have coffee, toast, and orange juice.
One moment, please.

- **Dialogue B: American breakfast**

- Waiter: Good morning, welcome to our restaurant. How many of you, please, sir ?
- Guest: Just one.
- W: Yes, sir. This way, please. What do you think of this table?
- G: Fine.
- W: Here's the menu. What would you like to have, sir?
- G: A full breakfast for me.
- W: Certainly, sir. Coffee or tea?
- G: Tea , please.
- W: Orange juice or pineapple juice?
- G: Orange.
- W: Yes, sir. Would you like toast or bread?
- G: Toast. And one oatmeal.
- W: Yes, sir. One toast, one oatmeal. How about eggs?
- G: Fried eggs, sunny-side up.
- W: Served with bacon, ham, or bacon?
- G: With bacon.
- W: Yes, sir. I'll bring them to you right away.

- **Dialogue C: A Chinese breakfast**
- Waiter: Good morning, madam. Good morning, sir. A table for two?
- Guest1: Yes. We'd like to try Chinese breakfast this morning. Could you give us some explanation first?
- W: Certainly, sir. Chinese breakfast is entirely different from the Western style. We serve soy-bean milk or rice gruel instead of coffee and juice. We serve sesame seed pastries, steamed stuffed buns, dumplings and a wide range of Chinese style cakes and pastries.
- G1: My goodness! Is it possible for us to savour them all in one morning?
- W: I'm afraid it might be too much for you. Why don't you try some varieties first this morning and come back tomorrow?
- G1: It sounds good.
- W: Would you like green tea or black tea?
- G1: Green tea for me, please.

- G2: Make mine black.
- W: How about start with Yangzhou style steamed stuffed buns this morning?
- G2: All right.
- W: Is everything all right to your satisfaction?
- G1: Fantastic. We've had a enjoyable breakfast. Thank you very much.
- W: Looking forward to serving you again tomorrow.
- ***Reading Activity***
- Most restaurants that serve tourists have menus printed in English as well as in the native
- language. As many of the guests speak only English, a waitress should be able to read the English menu and speak to the guests. When she brings the food , she talks to the guests in English to make sure that each person has the right order. If the food is not prepared the way the guest wants, the waitress takes the food to the kitchen and explains to the cook what is needed.

Unit 4 At A Chinese Restaurant

- **Dialogue in Context**
- **Dialogue A: Introducing Chinese food**
- Waiter: What would you like to have, sir?
- Smith: I'd like to try some Chinese food. But I have no idea about it.
- W: Chinese food is divided into eight cuisines, such as Cantonese food, Sichuan food, etc.
- S: I wonder if there is any difference between them.
- W: Generally speaking, cantonese food is light and fresh while Sichuan food is spicy and hot.
- S: Oh, I see. I'd rather have hot food.
- W: If so, I suggest you have a taste of Sichuan dishes. They are very delicious.
- S: Really? So What's your recommendation?
- W: I think Mapo beancurd, hot and sour soup, shredded pork with chilly sauce are quite special.
- S: All right. I'll have them.
- W: Would you like to have some rice to go with them?
- S: Yes, please.

- **Dialogue B: A Chinese lunch**

- W: Good morning. Welcome , madam and sir.
- G1: Good morning. Is this table free, waiter?
- W: Sorry, sir. These two tables have been reserved.
- How do you like the table near the window?
- G1: OK, we'll take it. The menu, please.
- W: Here it is. Please take your dishes.
- G1: What would you like to take, darling?
- G2: I think I'll have some oxtail soup and fried prawns.
- G1: I'm rather hungry. I'll start with fish and roast chicken.
- W: And to follow?
- G1: Sweet and sour fish and stir-fried bean sprouts.
- W: Will you have something to drink, sir?
- G1: Well, bring me two bottles of beer.
- W: What about you, madam?
- G2: A glass of red wine for me , please.
- W: Anything else?
- G1: Nothing at the present moment. Thank you.
- W: Wait a moment, please. I'll get them for you.

- **Dialogue C: A special dinner**
- W: May I take your order now?
- G: Yes, Today is my wife's birthday. I'd like to order a special dinner for her. We want it to be a celebration.
- W: I'm very happy to hear that. Happy birthday, madam.
- G: Thank you. Do you have anything particular to recommend?
- W: We Chinese think noodle is a must for birthday dinner in China.
- G: Really? Do you eat birthday cakes?
- W: Some people may, but most people have both noodles and cakes.
- G: Great! Is there any special meaning for one to have noodles on his /her birthday?
- W: Yes. Chinese people think long noodles symbolize longevity. And it creates family harmony when the whole family get together to enjoy longevity noodles on a family member's birthday.

- G: It sounds wonderful! We'll have noodles then.
- W: How about the noodles with beef?
- G: That's fine. Two bowls of noodles with beef, please.
- W: Two bowls of noodles with beef, sir. Your noodles will take a few minutes to prepare. While waiting, May I suggest you have some champagne?
- G: OK. Thank you.
- ***Reading Activity***
- Cooking in China has a long history. What the Chinese eat differs according to region, climate, tradition, wealth, and personal preference. As a waiter or waitress, you not only have to be professional in your work, but also have to be knowledgeable about Chinese cuisine.

Unit5 Buffet and Room Service

- **Dialogue in Context**
- **Dialogue A: Buffet lunch**
- Buffetier: Table for one, sir?
- Guest: Yes, give me a glass of mineral water, please. I shall have cold buffet lunch. What is this?
- B: This is spiced smoked fish.
- G: What's that?
- B: That's barbecued pork.
- G: I want some salad .
- B: What dressing would you like to go with your salad?
- G: Any Thousand Island dressing?
- W: Yes, over there, in the silver sauce boat.
- G: There's no laddle in the sauce boat.

- B: I'm sorry, I have overlooked it. Here is the laddle.
- G: Thank you, sir. Have you got any vinegar?
- B: Yes, sir, all condiments are in the corner of the table.
- G: Where can I get a fork and a plate?
- B: It's at the other end of the table. I'll get for you.
- G: Thank you. And I also need a baby-chair for my baby.
- B: Wait a moment, please. I'll arrange for you.
- **Dialogue B: Ordering room service**
- Room Service: Good afternoon, Room Service. May I help you?
- Guest: Yes, please send two Yangzhou fried rice and one fruit combination to our room.
- R: Anything to drink?
- G: Qingdao Beer, please.
- R: Yes, sir. Anything else you want, sir?

- G: No, thank you.
- R: May I know how many of you?
- G: My wife and I.
- R: May I know your name and room number please?
- G: Room 217, Mr. and Mrs. Smith.
- R: Yes, Mr. Smith. So that is two Yangzhou fried rice and one fruit combination, and two bottles of Qingdao Beer. We'll send them to your room in 20 minutes.
- **Dialogue C: Sending room service**
- **(There's a DND sign on the door. The room service staff goes to make a phone call.)**
- R: Room Service speaking. There's a Do -not -Disturb sign on your door. Could I send the food to your room now?
- G: Yes, please.
- R: Thank you.

- R: Good morning, Mr. Smith. May I put them here?
- G: Okay.
- R: Would you like to have something else?
- G: No, thanks.
- R: Mr. Smith, if you need anything else, just feel free to call Room Service. We're always at your service.
- G: Thanks.
- R: Would you please sign the bill, Mr. Smith? Thank you. Please enjoy the food.
- G: Thank you.
- R: When could I come back to take away the plate and bottles?
- G: At 8:30 tomorrow morning.
- R: Yes, sir. Good night and nice dream.
- G: The same for you.

- ***Reading Activity***
- **Mind Your Manners**
- Learning the language of a country isn't enough. If you want to find out about the manners of your foreign friends, you will probably be surprised just how different they can be from your own.
- A visitor to India (印度) would do well to remember that people there feel it is impolite (不礼貌的) to use the left hand for passing food at table. The left hand is for washing oneself. Also in India, you might see a man apparently (明显地) shaking his head at another to show that he is disagreeing (不同意). But in many parts of India a rotating movement of the head is to show agreement. In Bulgaria (保加利亚) you shake your head to show "yes" – a nod shows "no".
- In Europe it is quite usual to cross your legs while sitting and talking to someone, even at an important meeting. But doing this could cause offence (冒犯) to a Thai (泰国人).

Unit 1 Serving Cocktails

- **Dialogue in Context**
- **Dialogue A:**
- Bartender: Good evening, gentlemen. What can I get for you?
- Guest1: I'd like a Gin and Tonic, please.
- B: Would you like ice and lemon in that, sir?
- G1: Yes, please.
- B: And you, sir? What would you like?
- G2: Give me a Manhattan, please.
- B: Yes, sir. Shall I charge this to your room?
- G1: Yes, please.
- B: Can I have your key card, please, sir.
- G1: Oh, yes, here you are.

- **Dialogue B:**
- Bartender: Good evening, sir. What can I get for you?
- Guest: Give me a double Whisky Soda.
- B: Straight up or on the rocks?
- G: Straight up, please. Ice will spoil the taste.
- B: Certainly, sir. Here you are. Did you have a good trip, sir?
- G: Rather long and tiring, but a good night's sleep will soon put me right again.
- B: Well, welcome to our hotel. Come in for a night-cap.
- G: Thank you, I will. Well, I must be off and have a look round before dinner with my family.
- B: How about one for the road?
- G: OK. The same again, please.
- B: One whisky soda, no ice. One minute. Cheers, sir.
- G: Will you have one yourself?
- B: Thank you, no. We are not allowed to drink on duty. Have a pleasant evening, and enjoy your stay with us.

- **Dialogue C:**

- Bartender: Good evening. Mr. Brown. How are you this evening?
- Mr. Brown: Fine. Thanks, Tom. Give me a table for four?
- B: Sure. Will this one suit you?
- Mr. Brown: This will do.
- B: Here is the wine list.
- Mr. Brown: Thank you. (After a while.)
- B: Would you like to order?
- Jone: I don't know what I want. Can you suggest?
- B: An aperitif or some cocktail? We have White Rose, Pink Lady, Sherry and so on.
- June: That sounds good. I'll have White Rose. How about you, Mary?

- Mary: I'm not really a drinker. I'd like soft drinks. Orange juice, please.
- B: What would you like to drink, Mr. Brown?
- Mr. Brown: I'll stick to my usual.
- B: A whisky, no ice, no water. Am I correct, Mr. Brown?
- Mr. Brown: Right. What would you like, Jim?
- Jim: Give me a Perfect Manhattan.
- B: Fine. One White Rose and one orange juice for the ladies and one Whisky, no ice, no water
- and one Perfect Manhattan.
- Mr. Brown: Yes. Thank you.
- Mr. Brown: Give us one more round of drinks, Tom.
- B: Yes, Mr. Brown.
- Mr. Brown: Give me the bill. By the way, do you take credit card?
- B: Yes, Mr. Brown.

- ***Reading Activity***
- **The ingredients of some cocktails**
- **Gin and Tonic: gin, tonic and a slice of lemon**
- Screwdriver : vodka, orange juice, lemon juice gin & tonic
- Manhattan: rye whisky, rosso vermouth, Angostura bitters
- Whisky Sour: Scotch, sugar, lemon juice
- Gin Fizz: London dry gin, lemon juice, sugar
- Bloody Mary: vodka, tomato juice, lemon juice, Worcestershire sauce, salt and pepper
- Black Russian: vodka and crème de café
- Old Fashioned: rye, bitters, water and sugar
- Cuba Libre: Bacardi rum, lime juice and coca-cola
- Whisky Highball: bourbon, lemon juice and soda water
screwdriver

Unit 2 Ordering Wines

- **Dialogue in Context**
- **Dialogue A: Ordering Chinese Wines (1)**
- Bartender: Good evening, Mr. Smith. Remy Martini V. S. O. P. no ice?
- Mr. Smith: No, today I'll try some Chinese wine. What else can you suggest?
- B: Which would you like, liquor or wine?
- S: Which liquor do you have?
- B: We have Mao Tai, Wuliang Ye, Fen Jiu, and so on.
- S: How about wine?
- B: We have some good red wine and white wine, such as Zhang Yu red wine and Great Wall white wine.
- S: Thank you for telling me so much. I'll have Fen Jiu this time.
- B: Here you are, please enjoy yourself.

- **Dialogue B: Ordering Chinese Wines (2)**
- Bartender: Good evening, sir. May I help you?
- Guest: Good evening. Any kinds Chinese wine here?
- B: Certainly, sir. What about Shaoxing wine? It's a still wine .It tastes somewhat like Japanese Sake.
- G: Mm, Could you suggest something a little stronger?
- B: Then, what about Mao Tai? It's one of the most famous liquors and never goes to the head.
- G: Great. A bottle of it, please.
- B: Just a moment, sir. **(He comes back with a bottle of Mao Tai and a thimble-sized cup.)**
- Here is your Mao Tai. Please help yourself.
- G: Excellent! It tastes better than Scotch and Bourbon. Bill, please.
- B: Here you are. Are you staying at our hotel, sir?
- G: Yes, here is my key card.
- B: Thank you. Sign here, please. The hotel will charge you when you check out.

- **Dialogue C: Ordering Foreign Wines**

- Bartender: Good evening, madam and sir.
- Guest: Good evening.
- B: Would you like something to drink?
- G: Yes, but give us a couple of minutes to look through the drink list first.
- B: Certainly, sir. Please take your time. Would you like to order?
- G: Yes. A Sherry Flip for my wife. Do you have a wine which is not too fruity?
- B: The Chateau de Lescours is our own house wine which we import specially. It is a Burgundy which is not too dry.
- G: That sounds good. I'll take a half bottle of that.
- B: Certainly, sir. A Sherry Flip, half bottle of Chateau de Lescours. Just a moment, please.

- ***Reading Activity***
- **How Much alcohol**
- There is a known safe level of drinking, one and a half ounces of pure alcohol a day, or three one-ounce of whisky, four eight-ounce glasses of beer, or half a bottle of wine. This limit, of course, is only an average. For some people even one drop of alcohol is too much.
- Studies show that the driver who has drunk an amount of alcohol within this limit is no more likely to have an accident than the driver who does not take any alcohol. But beyond this limit, when the blood-alcohol level begins to go up over the 0.05 percent “sober” level, the risk of a traffic accident jumps greatly. By the time the blood-alcohol level reaches 0.2 percent—— the risk of an accident is 100 times that of the nondrinking driver.

Unit 3 Public Relations

- **Dialogue in Context**
- **Dialogue A:**
- Bartender: Good evening, gentlemen. A table for two by the window?
- Guest A: We'll sit at the bar, I think.
- B: Certainly, sir. What would you like to drink this evening?
- GA: A beer, please.
- B: How about you, sir?
- GB: Me too. Make that two.
- B: Here you are, gentlemen.
- **(At that moment a very rowdy and rude drunk comes into the bar, and demands service. The guests are all staring.)**

- B: Would you please sit quietly here ,sir? I'll see what I can do.
- **(He signals to another barman to call Security.)**
- Drunk: Don't try to put me off. Give me another drink. Quick!
- B: It is uncomfortable here. Would you like to get some fresh air?
- Drunk: Oh no, I'm not leaving.
- Security guards: Can you come with us quietly, sir?
- **(Drunk struggles the way out.)**
- GB: Does it happen often?
- B: Oh no. But it is my duty to refuse people like that any more drinks, to protect our guests.
- GA: You can't have drunks spoiling your reputation.
- B: Thank you for being understanding.

- **Dialogue B:**

- Bartender: Good afternoon, sir. Are you expecting anyone?
- Guest: No, just me.
- B: You're welcome, sir. What can I offer you, sir?
- G: I'd like some iced beer.
- B: Any special brand, sir?
- G: San Miguel. One can will do.
- B: Your beer, sir. Enjoy your drink.
- G: You speak very good English. That's unusual.
- B: Not really, sir. In this line of business you must be able to talk with guests if they feel like it.
- G: Tell me, I see you serve quite a lot of wine. Have you ever served a bottle of wine and had it sent back?
- B: It has happened, but not often. Such customers are not real drinkers. They may only like sweet wines.
- G: And when he gets something dry, he is disappointed.
- B: Exactly. We can usually foresee this, and if the wine is very expensive, we try to make the customer understand it's special qualities—very tactfully, of course.

- G: What if he is still rejects it?
- B: Usually, we suggest another wine, having the qualities the customer is looking for. It is good public relation to do this. Now, how about the other half?
- G: Good idea.
- **Dialogue C: The Bar is Full**
- Waiter: Good evening, sir.
- Guest: Good evening. Oh, it's full tonight.
- W: Yes, it's very busy tonight. Would you like to sit the bar-counter?
- G: I don't want to sit there. Too damn uncomfortable.
- W: I'm sorry, sir. There aren't any tables free now. But I'll give you the first one available. Is that all right?
- G: I suppose it will have to do.
- W: Now, what would you like, sir?
- G: Whisky on the rocks.
- W: One moment, please. Here you are.
- **(After his first drink, there is a small table free in a corner.)**
- W: Would you like to have a more comfortable seat in that corner, sir?
- G: OK. Thank you.

- ***Reading Activity***
- **Beer**
- We can trace the beginning of beer far back beyond the dawn of recorded time. Apparently, beer was the first alcoholic beverage known to civilization.
- 4000 years ago in Babylon, it was an accepted practice that for a month after the wedding, the bride's father would supply his son-in-law with all the mead or beer he could drink. In ancient Babylon, the calendar was lunar-based - based on the cycle of the moon. The month following any wedding was called the "honey month" which evolved into "honeymoon". Mead is a honey beer and what better way to celebrate a honeymoon.
- On January 24 1935, the first canned beer, "Krueger Cream Ale," was sold by the Krueger Brewing Company of Richmond, VA.

Unit 4 Training the Bar Waiters

- **Dialogue in Context**
- **Dialogue A:**
- **(The manager is training the bar waiters.)**
- Manager: Good morning, everyone. Look at our shelf. These are good selection of world famous liquors and wines. Those are different kinds of whiskys, such as Bourbon, Scotch and
- Rye. For Brandy here we have Remy Martin, Martell and Hennessy. On that shelf there are Gin, Rum and Vodka.
- Bar Waiter(A): Can you tell us what they are made from?
- M: Yes. All Whiskys are distilled from grains. Rum is from sugar canes. Russians use wheat, rye, corn and potatoes for Vodka.
- B.W(B): What about wines?

- M: We have Bordeaux wine and Burgundy wine from France, Californian wine from America and Chinese wine, such as Zhang Yu red wine.
- B.W(C): What's this?
- M: It's called bitters. It's made from the bark of a tree and used as a tonic.
- B.W: Oh, it's interesting.
- **Dialogue B: Mixing Cocktails**
- Bartender Captain: As a bar waiter, we must know the recipe of some cocktails that guests usually have. Now let me show you how to mix a dry martini. First check everything we need. Then take a glass and fill it with ice.
- Bar Waiter: Which shape glass?
- B.C: A special dry martini glass.
- B.W: What next?

- B.C: Next take a cocktail shaker and fill it with ice, a quarter only.
- B.W: Um...
- B.C: Then add two measures of London dry gin.
- B.W: OK.
- B.C: And then pour in a small measure of dry vermouth, just a dash.
- B.W: Yes.
- B.C: Finally give it a good shake to mix and chill the liquids.
- B.W: Is that all?
- B.C: No, after that we'll throw out the ice from the glass and then strain the dry martini into the glass.
- B.W: Then how to decorate the glass?
- B.C: We always have an olive on a cocktail stick. Do you understand?
- B.W: Yes. Thank you.

- **Dialogue C: If a guest has a cold**
- Manager: Well, kids. Today we'll learn how to serve a guest who gets a cold. Let's see the picture and listen carefully to their conversation.
- **(Manager is playing a VCD.)**
- Bartender: Good evening, sir. How are you?
- Guest: I'm afraid I'm coming down with a cold.
- B: I'm sorry to hear that. Can I help?
- G: Yes, I'd like to have a hot toddy. By the way, where can I find a drug store?
- B: Well, there is one just opposite the street. But if it's only aspirin you want, we've got some here.
- G: OK. Give me two aspirins. What else can you recommend?
- B: Well, would you like rum, hot coke and a twist of lemon?
- G: Hot coca-cola?
- B: Then how about whisky, honey, lemon and hot water.

- G: Sounds better. I'll choose this one.
- B: Here you are. Drink it while it's hot.
- G: Um...nice. Well, your drink is working. I feel better already.
- B: You'll be right as rain tomorrow. Just cover up and sweat it out.
- G: I feel sleepy. I think I'll take your advice. The bill, please.

- ***Reading Activity***

- **Brandy**

- Brandy is made from distilled wine. Two most famous regions in the world for brandy are in France, from the areas of Cognac and Armagnac. Brandy from these areas of France are called by the names of the places they are made: cognac and armagnac.
- Cognac is the most famous French brandy. If there are three stars on the bottle it means that the cognac is three years old. V.S.O.P—Very Superior Old Pale—is cognac that is matured for at least twice as long and is superb and highly aromatic.
- When the letters X.O. are found on the label of a bottle of cognac it generally means that the cognac has been aged more than twenty years and is extremely smooth and mellow.

Unit 1

Complaining about the Restaurants

- **Dialogue in context**
- **Dialogue A: Misserving**
- Client(C) : Waiter! This isn't what I ordered.
- Waiter(W): I am very sorry, sir. Let me check up. Well, didn't you order the Steamed fish with Lemon Sauce?
- C: Sure, I did, Is that what this is?
- W: Let me see. Well, You ordered the steamed fish with lemon sauce, not the fried fish with cream sauce. I'm sorry, sir, I got it wrong, I'll change it for you right away.
- C: How long will it take?
- W: 15 minutes will be enough. Sir, I do apologize for bringing you so much trouble.

- C: That's all right. But I am afraid I don't have time to wait for the Steamed Fish.
- W: Oh, you are staying at our hotel. Mr. ...?
- C: John Smith in Room 3022.
- W: Mr. Smith, Shall we serve you the Steamed Fish with Lemon sauce as snack at 9:00tonigh, both of these 2 fish dishes are on the house.
- C: That sounds good. Thank you.
- W: Please take your time and enjoy yourself.
- **Dialogue B : Making guest wait too long**
- Client(C) : Waiter! I ordered my meal at least twenty minutes ago and it hasn't come yet. Why is it taking so long?
- Waiter(W): I am very sorry, sir. I'll check your order with the chef.
- C: Please do and hurry up! I've got to rush for a meeting.

- W: Just a moment, please. Your meal, sir. We are sorry for the delay. Please enjoy your meal.
- **Dialogue C: Spilling beer on guest's suit**
- Client(C) : Look what you've done! The soup is spilt on my suit.
- Waiter(W): I'm awfully sorry to have stained your suit. I'll bring you a cloth immediately.
- C: Yes, be quick!
- Head Waiter(HW): Good afternoon, sir. I'm the Head Waiter and I'd like to apologize for our carelessness. May I clean it up for you?
- C: I'll do it myself!
- HW: Are you a hotel guest?
- G: No, and what's that got to do with it?
- HW: Here is my card, sir. Could you send us the cleaning bill and we will refund the cost to you?

- C: I should think so, too.
- HW: We are very sorry to have caused you this trouble.
- C: Please be more careful in the future!
- HW: We will, sir. We are awfully sorry for the carelessness.
- ***Reading Activity***
- **American Restaurant Customs**
- American restaurant customs are somewhat different from those in other countries. Elsewhere, it may be appropriate to get a waiter or waitress' attention by calling, whistling, or snapping the fingers. In America, you put up a finger to catch his or her eye. In many parts of the world a fixed service charge is added to restaurant bills. In most American restaurants it is common to tip the waiter or waitress about 15% of the total bill. If the service was very good, you can leave a larger tip. If it was bad, you may leave less. The tip is usually left on the table, but you can also give it directly to the waiter or waitress. In better restaurants you pay your bill through the waitress or waiter. In inexpensive ones, you pay at the cash register. Finally, if you are not able to finish your food, it is perfectly acceptable to ask for a "doggie bag" for the extra food.

Unit 2 Complaining about the housekeeping

- **Dialogue in context**
- **Dialogue A: Room facilities are out of order**
- Housekeeping(H): Room Center. Good afternoon.
- Client(C): This is Smith calling from Room 3022, The TV in my room doesn't work well, Can you do something about it?
- H: I'm sorry to hear that, Mr. Smith, I'll send the electrician to fix it right away.
- Electrician(E): How do you do, Mr. Smith. The TV set is not working well, isn't it?
- C: No, it isn't.
- E: Mr. Smith, it's in order now.

- C: Thanks a lot. Here's something for you.
- E: We won't accept tips, but thank you all the same. Wish you a nice stay with us.
- **Dialogue B: Room is not cleaned**
- Housekeeping(H): Housekeeping, May I help you?
- Client(C): This is Mr.Push calling from Room 2323, I've just checked in.
- H: Ah, yes, Mr. Push. What can I do for you?
- C: Well, I wonder if my room has been cleaned since the last guest. The
- carpet is dirty, the bed is unmade, and the bedroom hasn't been touched.

- H: I'm terribly sorry, Mr. Push. The maid should have seen to everything this morning. I'll contact them straight away. we would change the room for you.
- **Dialogue C: Too noisy nearby**
- Housekeeping(H): Housekeeping, May I help you?
- Client(C): This is Mr. Push from Room 2323, The noise in 2325 is so awful. that I could not sleep. Can you do something about it?
- H: Certainly, sir. I'll speak to the people there right away.
- C: What to do if it is still too noisy to go sleep?
- H: In that case, you may go to the Front Desk to have your room changed.
- C: Thank you.
- H: Have a sound sleep, Mr. Push. If there is anything more you need, do let us know.

- *Reading Activity*
- A letter from guest
- Dear Sir:
- I am writing this letter to complain about the service in you hotel. Last month, I stayed at your hotel for a fortnight, the last two weeks of January and before that I had already been there twice.
- There were a number of things that bothered me. First, the new self-service arrangement at lunch was not what I expected. Secondly, the service at dinner was not prompt. Thirdly, the receptionist seemed to have no training in the English language, and could not follow me when I spoke to her. Lastly, the 7th floor attendant was rather rude.
- As an old friend of yours, I have to point out these frankly, I'm sure you will be interested in my comments.

Yours faithfully,
John Smith

- ***Teen topic***
- **Light, cameras, Yao ming (姚明访谈录节选)**
- Questions(Q): Why are you getting so much attention?
- Answers(A): Because I look different, I look strange.
- Q: Sometimes I see you on TV cracking up teammates.(逗队友笑)What are you saying?
- A: I'm just joking around. Sometimes there is a lot of pressure on the court, I like to joke around to make everyone more relaxed.
- Q: Has it been hard learning English?
- A (smiling): What do you think?
- Q: What do you do to relax?
- A: I like to play video games. I like to fish. But the fish don't pay attention to me.
- Q: What are the advantages(好处) and disadvantages (劣处) of being really tall?
- A: In China If you are under a certain height you don't have to buy tickets for trains. I had to buy tickets at a younger age than a lot of people. What advantages? Let me think. The air is fresher up here.

Unit 3

Complaining about other services

- **Dialogue in context**
- **Dialogue A: Charging more**
- Receptionist(R): Good morning, May I help you?
- Client(C): My flight is at 5:00PM, and I don't to wait at the airport. Could I have a rest in my room this afternoon?
- R: Excuse me, sir. You'll have to pay another half day's rent for the room, if the room is not vacated by 12:00 noon.
- C: What? I have settled the bill, I won't pay more for two or three hours, No one more cent!
- R: We'd like to help you as we can. You may leave your baggage here until 4:00, free of charge, and you are welcome to rest in the lobby.

- C: No, I insist on having rest in the room.
- R: Then, would you wait a minute, sir, I'll ask our manager to come to take care of your request.
- B: Being ignored.
- Manager(M): You asked to see me, Mr. Smith?
- Customer(C): Yes, I did. I'm very upset at the way I have been treated.
- M: Perhaps you could tell me what exactly is the matter.
- C: It's my steak.
- M: What's wrong with your steak, sir?
- C: It's too raw to eat. But when I complained to your waitress, she just ignored me.
- M: I'm very sorry, sir. I assure that she didn't mean to be rude. She is a new comer and doesn't understand English very well. She should have changed your steak.
- C: But she didn't.
- M: I'll have the steak returned to the kitchen right away, and we will cross the steak off your bill.
- C: That's more like it.

- **Dialogue B: Dealing with the telephone problem**
- Operator(O): Good morning. Operator speaking. May I help you?
- Client (C): Morning. This is John Smith calling from Room 3022. I've tried to ring my boss in New York twice this morning and both times I was cut off.
- O: I am sorry to hear that. Did you actually speak to the person in New York, Mr. Smith?
- C: Yes, it was the same both times. We spoke for about twenty seconds and then the connection was broken.
- O: I am awfully sorry for that, Mr. Smith. May I have his number?
- C: Yes, the number is 001.202.85698000.
- O: All right, Mr. Smith. Let me try the number again and see if the fault is in their equipment or in ours. I'll call back as soon as I can.
- C: Good. Thank you very much.
- O: You are welcome.

- **Dialogue C: Lost and found**

- Assistant Manager(AM): Good afternoon, Mrs. Wilson. How can I help you?
- Mrs. Wilson(MW): Someone has stolen my diamond necklace.
- AM: I am sorry to hear that. Mrs. Wilson. Would you mind coming with me to my office and tell me what exactly happened? Are you sure it isn't still somewhere in your room?
- MW: Yes, I have looked everywhere but failed to find it.
- AM: When and where did you last see it?
- MW: Last night on the dresser. I took it off before a shower, and forgot to put it on when I left the hotel in a hurry later.
- AM: Did you remember to lock your door before you left?
- MW: Yes, I think I did. It has to be one of your maids who took it. I want my necklace back.
- AM: Well, I understand how you feel and we are trying to help you. But I must say that the hotel can't be held responsible for your loss. You should have locked your valuables at hotel's deposits.
- MW: That's nonsense! Get me your general manager!
- AM: I'm sorry, madam. Our general manager is not in town right now. I'd get our assistant for you if you like.

- ***Reading Activity***
- **Complaints**
- It is not unusual for our guests to make complaints about our products, services or even the hotel itself. What we ought to do is to encourage and settle the guests' complaints in order to soothe an unhappy guest and improve our own work. This is a very important quality that everyone working in the hotel must have and be ready to use at all times.
- In handling complaints, the hotel staff should always be polite and helpful. A wrong word or misinterpreted action can cause untold harm and complaints, no matter how much one explains or apologizes afterwards. He/she should always be ready to lend an attentive ear to what the guest has to say and always hear the guest out. He/she must not interrupt the guest unless necessary. Only when he/she puts himself/herself in the guests' shoes can he/she understand the guests' situation. After a short and sincere apology, the staff member should take actions quickly to remove the complaint, either by making polite, patient and detailed explanation.
- It is not easy to be always nice to the guest, especially when the guest is unfriendly and rude, but hotel staff should always remember that the success of the hotel depends on people-pleasers.

Unit 1 Shopping Center

- **Dialogue in Context**
- **Dialogue A:**
- A: What can I do for you?
- B: Yes. Could you have a look at dress in the showcase? I'm looking for a gift for my wife.
- A: Sure. Do you know what size your wife take?
- B: I don't have her size, but I think it is too large. Do you have a smaller one?
- A: Yes, how about this red one?
- B: It's very nice. How much is it?
- A: 350 Yuan.

- **Dialogue B:**

- A: Good morning, madam. Welcome to our shopping center. What can I do for you?
- B: I'd like to see some works of Chinese calligraphy and painting.
- A: This is the "Lotus" by Zhang Daqian. His works have been
- well-known at home and abroad.
- B: How nice it is! Is it reproduced?
- A: Yes, it is. But it is great.
- B: Great! I'll take it. How much does it cost?
- A: 600 Yuan.
- B: Can I pay by credit card?
- A: Yes, we accept credit card.

- **Dialogue C:**
- A: Welcome to our shopping center.
- B: Thank you. I'd like to have a look at some Chinese silk and satin.
- A: Oh, please come here. You see, there are so many colors for your choice.
- B: They are so pretty.
- A: So they are. How about this? It's velvety and
- the color is brilliant.
- B: Is the color fast?
- A: Yes. And it is washable. But you can only wash it in cold water. Don't rub.
- B: what's the width?
- A: It's two feet and four inches wide.
- B: How much is it?
- A: It costs only 500 Yuan.
- B: All right. I'll take it.

- ***Reading Activity***
- **Assistants and Customers**
- The relationship between the shop assistant and the customer should be friendly. Politeness is required of both assistants and customers. The shop assistants should try their best to meet the needs of the customers.
- The customer should use “Please”, when he requests the help; the customer should say “Thank you”, when the assistant complies.
- When he has brought a lot of trouble to the assistant, the customer may say, “I’m sorry.” And the assistant may say , “You are welcome.” Or “With pleasure” .When the customer has chosen the article for a long time, the assistant should be patient and not be angry. It is his or her duty to serve the customer.
- In a word, both assistants and customers will work and buy in a warm and comfortable atmosphere.

Unit 2 **Business Center**

- **Dialogue in Context:**
- **Dialogue A:**
- A: Good afternoon, sir. May I help you?
- B: I'd like to have a file in this floppy disc printed.
- A: Please wait for a minute. Which file, please?
- B: Just this one. Four pages.
- A: How many copies do you need?
- B: twenty copies.
- A: That'll take quite a lot of time. Please take a seat.
- B: Thank you.
- A: That's all right.

- **Dialogue B:**

- A: Good morning, sir. What can I do for you?
- B: I'd like to send a fax to New York.
- A: Can I have the fax number, please?
- B: Sure. The number is 001-212-626-2808.
- A: How many pages, please?
- B: About 10 pages. Here you are.
- A: It's 15 Yuan a minute with a minimum three-minute charge. So that's 45 Yuan. Besides, you'll have to pay 9 Yuan for each page. Altogether 135 Yuan. Please sign the bill.
- B: Thank you. If they fax me back, please tell me. My room number is 1802.
- A: Yes, sir.
- B: Thank you.

- **Dialogue C:**

- A: Good evening, sir. Can I help you?
- B: Yes, I'd like to book a ticket to Beijing, please.
- A: Yes. When do you plan to go?
- B: Er...October 5th, I think it's a Monday, right?
- A: Let's see. Yes, sir. Morning, afternoon, or evening?
- B: Morning, please.
- A: Book one ten AM. flight, will you?
- B: OK, thank you.
- A: First class or economic class?
- B: First class.
- A: Just a minute, please. Let me check. Yes, I think you can get one.
- B: Thank you. How much is it?
- A: 1500 Yuan, please.

- B: Here you are. Can you send the ticket to my room late? My room number is 1802.
- A: Yes, sir.
- ***Reading Activity***
- **Business Center**
- The Business Center of the Grand Hotel Europe is a great place to catch up on those things that just can't wait.
- We provide a comfortable chair, desk, telephone, computer and Internet connection—everything you need to get the job done.
- Secretarial support is available as well as translation, interpretation and other special services you may require.
- In addition to the “routine” office equipment, we have laminating equipment and a state-of-the-art, full-featured, high- volume copier.

Unit 3 Sports Activities

- **Dialogue in Context**
- **Dialogue A:**
- A: Good afternoon, madam. Welcome to our fitness center.
- B: My doctor has told me I must keep in good physical condition. Could you tell me what facilities you have here?
- A: Yes, of course. Please come this way. Look! We have the race apparatus, stationary bike, dumb bell, chest-expander and so on.
- B: I'm fond of aerobics. Do you have this program here?
- A: Yes, madam. We have aerobic exercises.
- B: Really? That's great!
- A: We are to open a new class tomorrow afternoon at 3:00 PM. You are expected to be here then.
- B: Thank you for your help.

- **Dialogue B:**
- A: Good afternoon, gentlemen. Welcome here. Can I help you?
- B: Could you tell us something about your service here?
- A: Certainly, sir. There are four ball-lanes in our bowling room. The
- service hour is from 9:00 AM to 12:00 PM, and we charge thirty
- Yuan RMB for one game.
- B: Are there any vacant lanes at present?
- A: Just a minute, sir. I'll have to check. Yes, the fourth lane. How
- many games would you like to play?
- B: Four games, please.
- A: May I have your name and your room number, please?
- B: Paul Smith, Room 1502.

- A: Four games, Mr. Smith in Room 1502. Am I correct?
- B: Yes, Exactly.
- **Dialogue C:**
- A: Good morning, madam. Welcome to our swimming pool. May I help you?
- B: I'd like to swim here. But I am not good at it. How deep the pool is?
- A: Its depth is from 1.6 meters to 3 meters. You can swim in the shallow area and we have the coach.
- B: How often do you change the water?
- A: We change it every other day.
- B: Thank you for your help. We'll come this evening. See you.
- A: You're welcome. Good-bye.

- ***Reading Activity***
- **Keep Healthy**
- Nothing is more valuable than health. But not all of us know how to keep healthy. To keep healthy, you should spend more time playing balls, climbing mountains, or cycling in the country. Exercise helps to build our bodies and to keep the parts of our bodies working together.
- To keep healthy, you must get rid of such bad habits as smoking and drinking. It is never too late to give up smoking or heavy drinking. You should have good hobbies, for example, keeping early hours.
- Every person has his or her own way to stay healthy. These are only some of the most common ways that everyone can follow.

Unit 4 Recreation

- **Dialogue in Context**
- **Dialogue A: At the KTV Parlor**
- A: Good evening, sir. Can I help you?
- B: Could we have a KTV parlor, please?
- A: Certainly. For how many people?
- B: A room for 4.
- A: A small one is fine. This way, please.
- B: Thanks.
- A: The computer is near the TV, the remote control and the microphone are on the table. I hope you will have good time.
- B: Thank you.

- **Dialogue B: At the Beauty Center**

- A: Good evening, madam. Would you like your hair done?
- B: Yes, I'd like to have my hair shampooed and set.
- A: Certainly, madam. Take this chair, please.
- B: Could you show me some patterns of hair styles?
- A: Yes, madam. Here you are.
- B: I'd like to try a noble style, please.
- A: I see, madam.
- B: **(Half an hour later.)** That's fine. Thank you. How much do I owe you?
- A: That'll be 100 Yuan altogether.
- B: Here you are.

- **Dialogue C: At the Billiards Room**

- A: Good afternoon, sir. What can I do for you?
- B: We'd like to play billiards. Are there any vacant tables at present?
- A: Yes, sir. We have snookers and pools, what would you like?
- B: We'd like the pool.
- A: Come this way, please. They are fifteen balls. The scoreboard is on the wall over there.
- B: Thanks. What's the cost for it?
- A: Forty Yuan an hour. Would you like some drinks?
- B: Yes, two cans of "Qingdao" beer.
- A: OK. I'll bring them right away. Please wait for a moment.

- ***Reading Activity***
- **Health Club**
- Our Health Club is not only a great place to stay in shape while on the road, it's a super way to just relax and unwind after a busy day.
- Looking and feeling better are other great reasons to visit the club. You'll appreciate that no expense has been spared to bring in the latest in health and fitness equipment.
- Our health club also includes a state-of-the-art tanning bed and sauna. If pumping weights or exercises aren't what you're looking for, don't despair, because we also offer a full hair salon and massage room.
- A wide variety of the finest health and beauty products are available for sale, so if you find something you like, you can take some home. They make great gifts too!
- We're sure you'll have a wonderful time, and hope to see you soon!

谢谢鼓掌

