

# Study Guide

本書涵蓋各大飯店實際情境，深入介紹飯店內日常對話與實用例句。

各單元以看圖討論、單字配對與飯店用語作為暖身練習，待讀者熟悉單元生字後，便進入主題式情境會話，會話下方搭配有特定語句的替換用法，讓讀者多種說法一次學會。各情境對話間，穿插口說練習以及各式補充，包含與情境相關的句型用法、飯店服務知識與延伸字彙。

情境對話的最後設有單元測驗與角色模擬練習，幫助自行檢驗學習成果，並將會話內容、補充知識融會貫通，以及詳加介紹單元主題的短文，促進閱讀能力提升，打造聽說讀寫全方位的英語實力，邁向成功職涯。

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### Role-Playing

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### 單元目標

- 門衛服務 Doorman Service
- 行李員服務 Bellman Service

## 3

# 門衛與行李託管部 Door and Bell Desk

### Warming up

- A** 看看下方兩張圖片裡的人。他們的職稱是什麼？他們的工作內容是什麼？  
請兩人一組，分享你的想法。



- B** 選出不是描述行李員職務的圖片。

a.



b.



c.



d.



**Vocabulary** 配對釋義與對應的詞彙。inconvenience  
escortrevolving door  
spaciousshelf  
unload

- 1 \_\_\_\_\_ (*noun*) a set of doors that you go through by pushing them around in a circle
- 2 \_\_\_\_\_ (*noun*) something causing problems or difficulties
- 3 \_\_\_\_\_ (*verb*) to take goods from a car
- 4 \_\_\_\_\_ (*verb*) to take someone somewhere
- 5 \_\_\_\_\_ (*adjective*) large in size or area; roomy; huge; large
- 6 \_\_\_\_\_ (*noun*) a flat piece of wood, glass, or metal used to keep things on

**Hotel Terminology** 學習以下飯店業使用的詞彙。

baggage claim tag	行李領取存根
baggage down service	運送行李服務
bellman/porter	行李員
checkroom	行李寄存處
doorman	門衛
minibar	迷你吧，多指房內的小冰箱
paging service	代為尋人服務，指行李員呼喚客人的名字以協助尋人，或代為傳遞訊息
safe	保險箱
valet parking	代客泊車

**Tips to Know****門衛 vs. 行李員 Doorman vs. Bellman**

門衛與行李員的差異為何？最大的不同就在於飯店內負責的**工作範圍**（working area）。門衛負責**大廳**（lobby）外的區域，並且負責所有發生在**飯店門外**的服務。而行李員除了在飯店大廳待命，還需穿梭於整個**飯店內**，包括**客房**（guest room）的部分。





## A 迎接客人 Welcoming a guest

D Doorman G Guest

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- D Good morning, ma'am. Welcome to the Golden Hotel.  
Do you have any bags that I can help you with?
- G Yes. I have a couple of bags in the trunk.
- D Let me unload them, ma'am. Our bellman will take care of your baggage afterward.
- G That's nice. *Where do I register?*<sup>1</sup>
- D The front desk is over there to your left.  
Please watch out for the revolving door.
- G Thank you.
- D It's my pleasure. *Have a good stay with us.*<sup>2</sup>



## B 協助客人搭計程車 Helping a guest with a taxi

D Doorman G Guest

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- D Good afternoon, ma'am. *Would you like a taxi?*<sup>3</sup>
- G Yes, please. I'm going to National Theater.
- D Please have a seat in the lobby, ma'am.  
I'll let you know when one is ready for you.
- G Thank you. How long does it take to get there from here?
- D Well, *it normally takes about 10 minutes*<sup>4</sup>, but it may take longer depending on traffic.



## Key &amp; Alternative Expressions

1. *Where do I register?* 我該到哪裡辦理住房手續?

- = Where is the front desk? 櫃台在哪裡?
- = Where can I check in? 辦理住房手續的地方在哪裡?
- = Where is the reception desk? 接待櫃台在哪裡?

2. *Have a good stay with us.* 祝您入住愉快。

- = Please enjoy your stay (with us). 祝您開心入住。
- = Have a nice stay (with us). 祝您入住愉快。
- = I wish you a wonderful stay with us. 希望您有愉快的入住體驗。

3. *Would you like a taxi?* 您想搭計程車嗎?

- = Do you need a taxi/cab? 您需要搭計程車嗎?
- = Shall I call a taxi/cab for you? 您需要我幫您叫計程車嗎?
- = Do you want me to catch/grab a taxi/cab for you? 您需要我幫您招計程車嗎?

## 4. It normally takes about 10 minutes. 通常需要十分鐘左右。

= It is around 10 minutes away from here. 離這裡大約有十分鐘的路程。

= It is about a 10-minute walk/drive from here. 從這裡出發，大概需要十分鐘的步行／車程時間。

= It usually takes 10 minutes on foot / by taxi / by subway / by bus from here.

通常從這裡出發走路／搭計程車／坐地鐵／坐公車需要十分鐘。

## C 代客泊車服務 (1) Valet parking services (1)

D Doorman G Guest



- D Good afternoon, ma'am. Can I help you?
- G Where should I park my car?
- D You can use our valet parking service.  
Just leave your car here.  
I will have someone take care of everything.
- G Great. Thank you.
- D You're welcome, ma'am.



## Speaking Practice

請用英文說出下列句子。

- 1 我應該把車停在哪裡？
- 2 只要將您的車停在這裡即可。
- 3 我會請專人處理。

## D 代客泊車服務 (2) Valet parking services (2)

D Doorman G Guest



- D Good evening, ma'am. What can I do for you?
- G Could you get my car, please?
- D Of course, ma'am. What's the plate number?
- G The number is 4577. It's a black car.
- D I'll bring it immediately.  
Just one moment, please.
- G Thank you very much.
- D My pleasure.



## Speaking Practice

請用英文說出下列句子。

- 1 可以請你幫我取車嗎？
- 2 請問您的車牌號碼是什麼？
- 3 我馬上幫您取車。

## E 向客人道別 Saying farewell to a guest

D Doorman

G Guest

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- D Good morning, ma'am. Are you leaving now?  
G Yes, I am.  
D Did you enjoy your stay with us?  
G Yes, I had a wonderful time.  
I'll definitely come back here again!  
D I'm pleased to hear that. Do you need a taxi?  
G Yes, I do.  
(Doorman waves to a taxi standing by...)  
D Here comes a taxi. I'll put your luggage in the trunk.  
G Thank you so much.  
D Enjoy your trip, ma'am.



### Speaking Practice

請用英文說出下列句子。

- 1 您現在要離開了嗎？
- 2 您住宿期間愉快嗎？
- 3 很高興聽您這麼說。
- 4 您需要搭計程車嗎？
- 5 您的計程車來了。
- 6 我幫您把行李放在後車廂。

## Essential Expressions 門衛服務

### 1. Greeting a guest in front of the door 在大門口迎賓

Good morning/afternoon/evening, ma'am/sir.

小姐／先生，早安／午安／晚安。

Welcome to the Golden Hotel.

歡迎光臨高登飯店。

Do you have any bags that I can help you with?

您是否需要我幫忙拿行李呢？

Do you have any luggage with you?

您是否有攜帶任何行李呢？

May I help you with your luggage?

您需要我協助處理行李嗎？

### 2. Saying that a bellman will take care of a guest's baggage 告知客人，行李員會處理行李

Our bellman will take care of your baggage. 我們的行李員會幫您拿行李。

A bellman will take your bags to your room. 行李員會將您的行李送至客房。

Our bellboy will assist you with your luggage. 我們的行李員會協助您運送行李。

### 3. Asking a guest to be careful 請客人小心安全

Please watch out for the revolving door. 請留意旋轉門。

Watch your step. The road is slippery. 路面濕滑，請您小心走路。

Mind your head, please. 請您小心別撞到頭。

### 4. Suggesting a guest to wait inside 建議客人在內稍候

Please have a seat in the lobby. I'll let you know when a taxi is ready.

請您在大廳坐一下，計程車到了我會通知您。

Would you like to wait inside, ma'am? I will call you when a cab arrives.

小姐，您要不要在裡面等候？計程車到了我會通知您。



## A 帶客人前往客房 Taking a guest to his or her room

B Bellman

G Guest



B Good afternoon, ma'am.

Are these all your bags, ma'am?<sup>1</sup>

G Yes.

B May I have your keycard?

G Here it is.

B Thank you. Let me escort you to your room, ma'am.

This way, please. . . .<sup>2</sup>

Please take the elevator.

After you, ma'am.<sup>3</sup>

G Thanks.

B Your room is on the 16th floor. . . .

Here we are. After you, ma'am.

*(They get out of the elevator.)*

B Your room is on the right side. This way, please.

*(They arrive at the door.)*

B This is your room. Please go in. Where shall I put your bags?

G Over there is fine. Thanks. This room is nicer and more spacious than I expected.  
I love the view overlooking downtown.

B I'm glad you like the room, ma'am.



### Key & Alternative Expressions

#### 1. Are these all your bags, ma'am? 小姐，這些都是您的行李嗎？

= Is there any other baggage? 還有其他行李嗎？

= Do you have any other bags? 您還有其他行李嗎？

= How many pieces of baggage do you have? 請問您有幾件行李呢？

#### 2. This way, please. 這邊請。

= Please come with me. 請跟我來。

= Please follow me. 請隨我來。

= Step this way, please. 麻煩往這裡走。

#### 3. After you, ma'am. 您先請。

= Please go first. 您先請。



## B 向客人介绍客房 Showing a guest his or her room

B Bell Captain

G Guest

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B Let me show you your room, sir.  
Here is the light switch for the bathroom.  
The temperature controller is right here.  
A safe is in the built-in closet right there.  
Your minibar is in the cabinet over there, and the price list is on the shelf. You'll get charged for what you use when you check out.  
There are two bottles of complimentary mineral water on the shelf.

G You've been very helpful. This is for you.

B I'm sorry, sir. Our hotel has a no-tipping policy.  
A service charge will be added to your final bill.

G Oh, really? Thank you.

B The pleasure is all mine, sir. Enjoy your stay.  
If you need any other assistance, please call the bell desk at any time.



### Speaking Practice

請用英文說出下列句子。

- 1 我向您介紹一下客房。
- 2 您退房時，我們會向您收取使用費用。
- 3 架上有免費招待的兩瓶礦泉水。
- 4 我們飯店規定不收小費。
- 5 服務費會加在您最後的房帳上。

### Word Bank



key slot  
房卡插槽



insert  
插入（卡片）



knob  
空調或收音機的旋鈕



hanger  
衣架



luggage rack  
行李架



electric kettle  
電熱水壺



directory  
使用手冊



razor  
刮鬍刀



hairdryer  
吹風機



lamp  
檯燈



slippers  
拖鞋



remote control  
電視遙控器



## C 運送行李服務 Baggage down service

B Bell Captain G Guest

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- B Good morning. This is the bell desk. Peter speaking.  
How may I assist you?
- G Good morning. Can you send a bellman to my room?  
I'm checking out in 10 minutes.
- B No problem, ma'am. How many bags do you have?
- G I have two suitcases and one carry-on bag.
- B I see. I will send someone up immediately.



## Speaking Practice 請用英文說出下列句子。

- 1 可以派一位行李員來我客房嗎？
- 2 我十分鐘內要退房。
- 3 您有幾件行李呢？
- 4 我有兩個行李箱和一件隨身行李。
- 5 我馬上派人上去。

## D 託管行李 Holding baggage

B Bell Captain G Guest

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- B Good morning, ma'am. How may I help you?
- G Hi. Can my husband and I leave our bags at the hotel?  
We just checked out of our room, but we would like to go downtown to look around before leaving for the airport.
- B Sure. Let me store your luggage in our checkroom until you come back.  
Can I have your name and room number?
- G I'm Shirley Carson, and I was in Room 1004.
- B I see, Mrs. Carson. Are these your only bags?
- G Yes. These three suitcases.
- B All right. Here is your baggage claim tag.  
Please keep this until you pick up your bags.  
Have a great time.



## Speaking Practice 請用英文說出下列句子。

- 1 我和我先生可以把行李留置在飯店一下嗎？
- 2 在您回來之前，我先將您的行李放在行李寄存處。
- 3 可以告訴我您的大名和房號嗎？
- 4 您的行李只有這些嗎？
- 5 這是您的行李領取存根。

- B** Good afternoon. This is the bell desk.  
Alan speaking. Can I help you?
- G** Yes, I'm Rose Baker in Room 528. I've been waiting for my bags to be sent up for almost 30 minutes!
- B** I'm terribly sorry for the delay, Ms. Baker. Do you have a baggage tag number?
- G** Yes. It's 0132.
- B** I'll check on that right away and get back to you, ma'am.  
(A few minutes later...)
- B** Hello. This is the bell captain. Alan speaking. Ms. Baker, your bags are on the way now. I'm very sorry for the inconvenience.

**Speaking Practice**

請用英文說出下列句子。

- 1 我等行李送上來已經等了快30分鐘！
- 2 真的很抱歉延遲這麼久，貝克小姐。
- 3 我馬上幫您查一下，再告訴您結果。
- 4 我們正派人送您的行李上去。
- 5 真的很抱歉造成您的不便。

**Essential Expressions 行李員服務**

**1. Asking guests where to put their bags 詢問客人行李放置處**

Where shall I put your bags? 您的行李要放在哪裡呢？

Shall I put your bags over there? 您的行李要放在那邊嗎？

I will put your bags over here. 我幫您把行李放在這裡。

**2. Promising further assistance 承諾提供更多協助**

If you need anything, please feel free to contact us. 如果您需要任何服務，請儘管聯絡我們。

If you need any help, please dial 0. 如果您需要其他協助，請撥打0即可。

If you need any other assistance, please call the bell desk at any time.

如果您需要其他協助，請隨時聯絡行李託管部即可。

**3. Checking in baggage 辦理行李託管手續**

We can keep your bags for you. 我們可以幫您保管行李。

You can check your luggage at the bell desk. 您可以在行李託管部寄存行李。

We will hold your baggage until you come for it. 在您前來領取之前，我們都會幫您保管行李。

Let me store your luggage in our checkroom until you come back.

在您回來之前，我先將您的行李放在行李寄存處。

**4. Apologizing politely 道歉禮儀**

I'm very terribly/extremely/awfully sorry for the inconvenience. 萬分抱歉造成您的不便。

I apologize for the inconvenience. 對於此不便情況，我深感抱歉。

Please accept our sincere apology. 請您接受我們最誠摯的歉意。

## Unit Review

### A 選出最適合的答案。

1 Who works outside the hotel premises?

- a. a bell captain
- b. a cashier
- c. a doorman

3 Which is one of the responsibilities of the bellman?

- a. valet parking
- b. showing guests their rooms
- c. delivering food

2 Where can guests store their bags after they check out?

- a. at the front desk
- b. in the checkroom
- c. in their rooms

4 Who is the first employee a guest will meet after arriving at a hotel?

- a. a bellman
- b. a receptionist
- c. a doorman

### B 連連看，找出最適合的回應方式。

1 Where do I register?

2 Can you call a taxi for me?

3 Could you get my car?

4 Where shall I put your bags, ma'am?

5 I've been waiting for my bags for about 30 minutes!

a. I'm very sorry for the inconvenience.

b. The front desk is right over there.

c. No problem, sir. What's the plate number?

d. Over there, please.

e. Absolutely. Please have a seat in the lobby while you wait.

### C 用下列詞彙完成對話。

get

after

complimentary

charged

way

**Bellman** Let me escort you to your room, ma'am.

This 1 \_\_\_\_\_, please. . . . Please take the elevator.

2 \_\_\_\_\_ you, ma'am. . . .

This is your room. Please 3 \_\_\_\_\_ in.

Where shall I put your bags?

**Guest** Over there is fine. Thanks.

**Bellman** There is a minibar in the cabinet.

**Guest** Are the items in it 4 \_\_\_\_\_?

**Bellman** I'm afraid not. You'll get 5 \_\_\_\_\_ for what you use when you check out. Only the two bottles of mineral water outside the minibar are free daily.





## Role-Playing

**A** 練習迎接與協助客人，並兩人一組，輪流擔任門衛和客人的角色。



### Example

**Doorman** Good morning, ma'am.  
Welcome to the Cosmos Hotel.

**Guest** Can you help with my baggage in the trunk?

**Doorman** \_\_\_\_\_.

**B** 練習帶領客人前往客房，並幫忙客人處理行李。兩人一組，輪流擔任行李員和客人的角色。



### Example

**Bellman** Good afternoon, sir. May I have your keycard?

**Guest** Here it is.

**Bellman** \_\_\_\_\_.

## Looking Into the Hotel

閱讀下方介紹門衛與行李員職務的短文。

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*Door and Bell Desks*

The door desk is located outside the hotel's **main entrance**<sup>1</sup>. It is the department whose workers greet guests first and **see** them **off**<sup>2</sup> last. When a guest's car arrives, a doorman opens the car door and says hello to the guest with a warm smile. Doormen are in charge of the parking area, so they provide valet parking service themselves, and they sometimes call taxis for hotel guests.

The bell desk is located in the lobby near the **concierge**<sup>3</sup> desk or main entrance. When a guest arrives, a bellman helps the guest with his or her baggage and carries it to the front desk. Then, he waits until the guest finishes the check-in process.

Once the guest gets a keycard, the bellman takes the guest to his or her room and explains what is in the room. When the guest checks out, the bellman takes the guest's baggage down to the lobby. This is not the only job bellmen do though. They deliver messages, mail, and **packages**<sup>4</sup> to guests in their rooms and page guests as well. When guests don't answer wake-up calls, bellmen sometimes wake up the guests in person by knocking on their doors or even going into their rooms. A full-service hotel can have the bell desk open for 24 hours like the front desk.

As doormen and bellmen often give the first and last impressions of the hotel for guests, good language skills along with a helpful and friendly attitude are required for these positions.



## Words &amp; Phrases

**1 main entrance** (n.) 大門**2 see off** (phr. v.) 送行**3 concierge** (n.) 禮賓專員**4 package** (n.) 包裹

# Answer Key & Translation



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## 總機 Switchboard

### Warming Up p. 10

**B** a, b, d, f, g

### Vocabulary p. 11

1 d    2 a    3 e    4 c  
5 h    6 f    7 g    8 b

### Conversation 1 | 提供資訊 Giving Information

#### A 提供交通運輸資訊 p. 12

**總機：**感謝您來電翡翠飯店，我是琳達。您需要什麼樣的協助呢？

**來電者：**你好，我該如何從桃園國際機場到達你們飯店？

**總機：**您可以搭乘計程車、機場接駁巴士，或是我們飯店的禮車。您偏好哪一種方式呢？

**來電者：**這是我第一次來台灣出差，抵達飯店前，我需要先到台北世貿中心一下。

**總機：**您有興趣試試我們的禮車接送服務嗎？我們可以送您到台北世貿中心，並先將您的行李載回飯店。

**來電者：**太好了！那就用禮車接送服務吧。

**總機：**您可在訂房時預約此服務。禮車接送服務費是台幣1,000元，可記在房帳上。幫您轉接電話前，您還需要其他服務嗎？

**來電者：**不用了，謝謝你。

**總機：**好的，我幫您轉接至訂房部。祝您有個愉快的一天！

#### B 提供飯店設施的資訊 p. 13

**總機：**感謝您來電月之飯店，我是大衛。我能幫您什麼忙呢？

**來電者：**你好，你們的飯店有游泳池嗎？

**總機：**小姐您好，有的。游泳池位於五樓的健身俱樂部裡面。

**來電者：**太好了。那麼游泳池的開放時間到多晚？

**總機：**游泳池的開放時間是早上七點到晚上十點。

**來電者：**好的！謝謝你提供的資訊。

**總機：**很高興能為您服務。

### Speaking Practice

- 1 Thank you for calling the Lunar Hotel.
- 2 Does your hotel have a swimming pool?
- 3 The pool is located on the 5th floor inside the fitness club.
- 4 The pool is open from 7 A.M. to 10 P.M.

#### C 提供飯店服務的資訊 (1) p. 13

**總機：**午安，史都華先生，我是葛羅莉亞。我能幫您什麼忙呢？

**客人：**我想在客房看電影。費用是多少呢？

**總機：**觀賞一部電影的費用是台幣300元，全日不限片數的觀賞費用是台幣550元。

**客人：**好的。

**總機：**您還需要其他協助嗎？

**客人：**不用了，謝謝妳。

### Speaking Practice

- 1 How may I help you?
- 2 It's NTD300 to watch one movie and NTD550 to watch movies all day.
- 3 Is there anything else I can help you with?

#### D 提供飯店服務的資訊 (2) p. 14

**總機：**晚安，史密斯小姐。您需要什麼服務呢？

**客人：**晚安。我明天該去哪裡吃早餐呢？

**總機：**您可以到大廳的咖啡廳享用早餐，或可通知客房服務部在房內用餐。

**客人：**謝謝你。

**總機：**我還能幫您什麼忙嗎？

**客人：**是的，早餐用餐時間是幾點？

**總機：**自助式早餐的時間是早上六點半至十點，客房服務則是24小時全天供應。

**客人：**我知道了，感謝你的幫忙。

**總機：**不客氣，史密斯小姐。

### Speaking Practice

- 1 You can have breakfast at the café in the lobby.
- 2 The breakfast buffet is served from 6:30 A.M. to 10 A.M.
- 3 Room service is available 24 hours a day.