



# 目錄

編者的話 03

## SECTION 1 • Elevator Service 06

Unit 1 Basic Elevator Service 08

Unit 2 Giving Floor Information 12

Exercise 16

## SECTION 2 • Handling Phone Calls 18

Unit 3 Taking a Phone Call 20

Unit 4 Taking Messages (1) 24

Unit 5 Taking Messages (2) 28

Unit 6 Making International Phone Calls and  
Requesting a Wake-Up Call 32

Exercise 38

## SECTION 3 • Menu and Ingredients 40

Unit 7 Preparing Vegetables 42

Unit 8 Making a Dressing 46

Unit 9 Cooking Equipment 50

Unit 10 Cooking Meat 54

Exercise 58



**SECTION 4 • Room Service** 60

Unit 11 Discussing Menu Items	62
Unit 12 Explaining the Minimum Charge	66
Unit 13 Taking a Dinner Order	70
Exercise	74

**SECTION 5 • Beverage Service** 76

Unit 14 Serving at the Bar and Ordering Hard Liquor	78
Unit 15 Ordering Non-Alcoholic Drinks	82
Unit 16 Ordering Cocktails and Beer	86
Unit 17 Recommending Wine	90
Unit 18 Recommending a Liqueur to Complete a Meal	94
Exercise	98
單字索引	100



SECTION

1

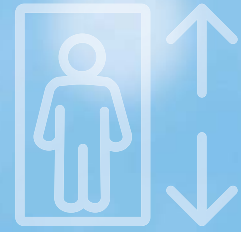
# Elevator Service

- 1 Basic Elevator Service
- 2 Giving Floor Information



# UNIT 1

## Basic Elevator Service



### A CONVERSATION



Porter



Guest



Elevator Attendant



A porter directs a new guest to the hotel's elevators. While in the elevator, the guest and the elevator attendant have a brief conversation.



The elevators are just straight down this **hallway**<sup>1</sup> here.



I see.



The ones on your right go to all floors; the ones on your left are the **express**<sup>2</sup> elevators and go only to floors 21 and above. [The porter sees that the elevator is about to leave.] **Hold**<sup>3</sup> the door, please!

[The guest enters the elevator.]



My apologies, sir. Which floor do you need?



Twenty-first, please.



No problem. Doors closing. Elevator going up. Is this your first time in Taiwan?



Yes, it is.



Are you here on business or for pleasure?

#### Word Bank

hallway ▶

1. **hallway** ['hɒl,weɪ] (n.) 走廊
2. **express** [ɪk'spres] (a.) 快速的
3. **hold** [həʊld] (v.) 使……停住不動





A bit of both, hopefully.



Here we are, sir. The 21st floor. Please **mind**<sup>4</sup> your step when you **exit**<sup>5</sup> the elevator.



Thank you. Bye.



Goodbye, sir. I hope you'll have a pleasant stay.



### Word Bank

4. **mind** [maɪnd] (v.) 留心

5. **exit** ['ɛgzɪt] (v.) 離開

## B SENTENCE PATTERNS

1 The elevators are just

..... straight down this hallway here.  
..... right over there on the left.  
..... right next to the reception desk.



2 Which floor

..... do you need?  
..... are you going to?  
..... would you like to go to?

3 Doors

..... closing.  
..... opening.



4 Elevator going

..... up.  
..... down.

Practice the following conversations with a partner. Then change roles and practice again.

1

**A** Where is the elevator?

**B** The elevator is

- just opposite reception.
- just down the hallway.
- next to the stairs.

**A** My room is on the ninth floor. Which elevator should I take?

**B** The elevator on the

- right
- left

only stops at the

- top floor.<sup>1</sup>
- tenth floor and above.

Please take the other one.

2

**B** Which floor, sir?

**A**

- The twelfth floor, please.
- The top floor, please.
- B1, please.
- First floor, please.

**B** Yes.

- No problem, sir. Please mind your step.
- I'm sorry, sir. This elevator is going up/down. Please take the next one.

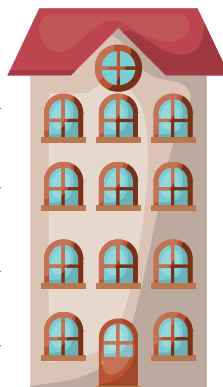
**American English**

fourth floor →

third floor →

second floor →

first floor →



**British English**

← third floor

← second floor

← first floor

← ground floor

Word Bank

# D MORE EXPRESSIONS & INTONATION



SECTION

1

Elevator Service

UNIT

1

Basic Elevator Service

## A Giving Elevator Information

G: Guest P: Porter E: Elevator Attendant

- 1**
- G** \* Does this elevator go to the top floor?
- P** \* No, this one only goes to the first 10 floors. You need to take the elevator on the right.
- G** \* Is there an express elevator to the upper floors?
- P** \* Yes, it's the one on the right.  
\* Yes, this one here. It only goes to the 30th floor and above.

## B Asking Which Floor

- E** \* Are you going up or down, ma'am?
- G** \* I'm going up.  
\* I'm going down.

## C Possible Problems

- G** \* Hold the door, please!
- E** \* I'm sorry, ma'am. This elevator is full<sup>1</sup> at the moment. Another one will be along shortly.

## D Saying Goodbye to a Guest

- E** \* Have a nice day.  
\* Have a wonderful stay.  
\* Take care, now.
- G** \* Thank you very much. Goodbye.

### Word Bank

1. **full** [fʊl] (a.) 滿的

**Intonation Quiz:** Listen to the MP3. Draw a ↗ if you hear a rising intonation and a ↘ if you hear a falling intonation.



1. \_\_\_\_\_ Please mind your step as you get into the elevator.

2. \_\_\_\_\_ The elevator on the left only goes to the top three floors.