

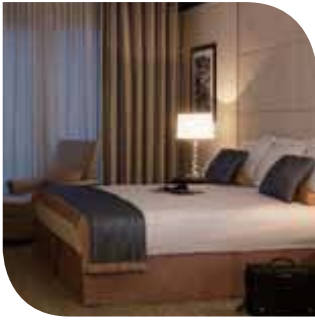


Unit
1

Making
RESERVATIONS

訂房





Chapter 1

Accepting a Booking
接受訂房

Chapter 2

Describing the Views
說明房景

Chapter 3

Rooms Not Available
沒有空房

Chapter 4

Explaining Room Rates
說明房價

Chapter 5

A Caller Reserving a Room
for Others
來電者替他人訂房

Chapter 6

Describing Room Facilities to
the Guest
向客人介紹房間設施

Chapter 7

Giving Information About
the Hotel
提供飯店資訊



Chapter

1

Accepting a Booking

接受訂房



DIALOGUE

R Receptionist 接待員

G Guest 客人

R The Sheraton Taipei. May I help you?

台北喜來登大飯店，您好。請問有什麼能為您效勞的嗎？

G I'm calling from Paris. I'd like to¹ book a double room with a bathtub.²

我是從巴黎打來的，我想要訂一間有浴缸的雙人房。

R For what dates, sir?

先生，請問您要訂什麼時候呢？

G Starting on the second of December for eight nights, please.

從 12 月 2 日起，共 8 晚。

R Just a moment, sir.³ ... We do have a vacancy. What's the name, please?

先生，請您稍等……我們有空房，請問您貴姓？

G Swanson.

史旺森。

R Could you⁴ spell that, please?

請問怎麼拼呢？

G S-W-A-N-S-O-N.

S-W-A-N-S-O-N。

R What's the first name, please?

請問您的大名是？

- G** Jack.
- R** Mr. Jack Swanson ... a double room with a bathtub from the second of December to the tenth.
- G** That's right.
- R** Thank you for calling, Mr. Swanson.
- G** Thank you. Good-bye.

傑克。

傑克·史旺森先生……一間雙人房附浴缸，12月2日入住，12月10日退房。

沒錯。

感謝您的來電，史旺森先生。

謝謝，再見。

1

I'd like to ...

= **I would like to ...** 我想要……

這是比較婉轉客氣的用語，此時避免用 **I want to** 來表達，**I want to** 的語氣較不客氣。

- **I'd like to change to another room.**
我想要換房間。

2

a room with a bathtub 附浴缸的房間

with 是介系詞，經常用來表達「附帶、附有」的意思，例如：

- a room **with** a view 有景色的房間
- a room **with** a shower 有淋浴間的房間

3

稱呼男士為 **sir**，女士不管已婚未婚都稱為 **Ms.**，較為禮貌，除非客人自己指明要被稱為 **Mrs.**（太太）。如果已經得知對方的姓氏，則應該以 **Mr. Swanson**、**Ms. Thurman** 這樣的方式來稱呼，使賓客倍感尊重。

4

Could you ... 可以請您……嗎？

在飯店服務用語中，向客人提出請求時，要用這種比較禮貌的詢問句型，比較少用「**Can you ... ?**」或祈使句。

- **Could you wait in the lobby, please?**
請您在大廳稍等一下，好嗎？

presidential suite
總統套房



cc by BestofWDW from USA

receptionist 接待員



Types of Rooms

客房種類

• a single room 單人房



with a single bed for one person
附一張單人床的單人房

• a double room 單床雙人房



with a double bed for one person or two people
附一張雙人床的房型，可供 1-2 人住宿

• a twin room 雙床雙人房



with two single beds for two people
附兩張單人床的雙人房

• a twin double room 四人房



with two double beds for two to four people
附兩張雙人床的房型，可供 2-4 人住宿

• a triple room 三人房



with three single beds or, more commonly, a single bed and a double bed for three people
供三人住宿的房型，含三張單人床，或更常見的是一張單人床加一張雙人床的組合

• a studio room 小套房



with a bed, a sofa, a desk, etc., in one room
房間裡含睡床、沙發、書桌等

Suites 套房

• a suite 套房



with connecting rooms or bedrooms and other facilities, such as a kitchen

含多個連接相通的房間或好幾個臥室，內部的設備比一般房型更多，例如可能有廚房

- a standard suite 標準套房
- a royal suite 皇家套房
- a deluxe suite 豪華套房
- a presidential suite (the most deluxe) 總統套房（最豪華的房型）

• a junior suite 小套房



larger and more expensive than a standard room but smaller than a suite; with a partition separating a sitting room from the bedroom

比標準客房大、比一般套房小的房型，價格高於標準客房，有獨立客廳用隔板與臥室相隔

➤ connecting rooms

連通房

Connecting rooms are really two bedrooms with an interconnecting door; this arrangement also serves as a family room.

connecting room 是將兩間客房中間以門相通，這種房型也可做為家庭房。

➤ adjacent/adjoining rooms

毗鄰客房

Adjacent or adjoining rooms are two or more bedrooms next to each other on the same floor without interconnecting doors.

adjacent room 或 adjoining room 是同一樓層中毗鄰的幾間客房，但內部沒有門相通。



PAIR WORK

R Receptionist 接待員

G Guest 客人

reservationist 訂房員

2

1 Choosing the type of room 選擇房型

R

What kind of room would you like?
請問您要訂哪一種房型？

G

I'd like to book a . 我要訂一間 。



1 single room
單人房



2 double room
單床雙人房



3 twin room
雙床雙人房



4 twin double room
四人房



5 triple room
三人房



6 junior suite
小套房

R

Very well, sir/Ms.
好的，先生／小姐。

在飯店服務用語中，若要表示肯定的回應，可以使用下列句型，來表示「好的，先生／小姐。」避免使用 OK、yeah、yup 這類過於口語的用法。

- Certainly, sir/Ms.
- Very well, sir/Ms.
- Very good, sir/Ms.

3

2 Choosing the type of bathroom 選擇衛浴形式

G

I'd like to reserve a room with a .
我要訂一間附 的房間。



1 bathtub
浴缸



2 shower
淋浴間



3 whirlpool tub
按摩浴缸

R

That's no problem, sir/Ms.
沒問題，先生／小姐。

4

3 Spelling names 拼出英文姓氏

A

G

My family name is . 我姓 .

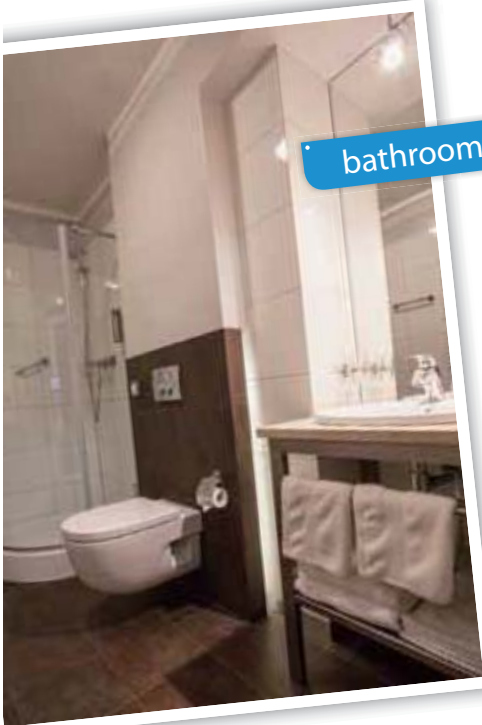
- | | | | |
|------------|-----|----------|-----|
| 1 Davis | 戴維斯 | 4 Nelson | 尼爾遜 |
| 2 Marshall | 馬歇爾 | 5 Wright | 萊特 |
| 3 Moore | 摩爾 | | |

R

Could you spell that, please? 請問怎麼拼呢？

G

- | | | | |
|-------------------|-----|---------------|-----|
| 1 D-A-V-I-S | 戴維斯 | 4 N-E-L-S-O-N | 尼爾遜 |
| 2 M-A-R-S-H-A-L-L | 馬歇爾 | 5 W-R-I-G-H-T | 萊特 |
| 3 M-O-O-R-E | 摩爾 | | |



bathroom 浴室

**B**

英文人名常分為三部分：

Joey Micah Lewis
名字 中間名 姓氏

練習下列對話範例，再用此處提供的其他人名，替換練習。



business suite
商務套房



Joey Micah Lewis

R

What is your first/given name, sir/Ms.?
先生／小姐，請問您的大名是？

G

Joey. 喬依。



Dennis Louis Devine

R

What is your middle name? 請問您的中間名是什麼？

G

Micah. 麥卡。

R

What is your surname/family name?
請問您貴姓？

G

Lewis. 路易士。



Elizabeth Rita Chapman

R

Could you spell that, please? 請問怎麼拼呢？

G

L-E-W-I-S. 路易士。



Vicky Catherine Day

R

Thank you, Mr. Lewis. 謝謝您，路易士。

6

WORDS AND EXPRESSIONS



- 1. book** [bʊk] (v.) 預訂
booking ['bʊkɪŋ] (n.)
(座位、票等的) 預訂



- 2. reserve** [rɪ'zɜ:v] (v.)
預約；預訂
reservation
[ˌrezə'veʃən] (n.)
預約；預訂的房間或席位



- 3. suite** [swi:t] (n.)
套房



- 4. shower** [ˈʃaʊə] (n.)
淋浴間



- 5. bathtub** ['bæθ,tʌb]
(n.) 浴缸



- 6. whirlpool tub**
按摩浴缸

- | | |
|---|---|
| 7. first name / given name | 名字 |
| 8. middle name | 中間名 |
| 9. last name / family name / surname | 姓氏 |
| 10. initial [ɪ'nɪʃəl] (n.) (a.) | (n.) 姓名或組織名稱的首字母 (initials)
(a.) 開始的 |
| 11. triple ['trɪpl] (a.) | 由三部分構成的 |
| 12. adjoining [ə'dʒɔɪnɪŋ] (a.) | 鄰接的 |
| 13. adjacent [ə'dʒesənt] (a.) | 毗連的；鄰接的 |
| 14. junior ['dʒunjə] (a.) | 等級較低的 |
| 15. royal ['rɔɪəl] (a.) | 皇家的 |
| 16. presidential [ˈprezədənʃəl] (a.) | 總統的 |
| 17. deluxe [dɪ'lʌks] (a.) | 豪華的；高級的 |

EXERCISES

A Answer the questions according to the dialogue on pages 28–29.

1 What kind of room does the guest want?

2 Where is the guest calling from?

3 What is his first name?

4 Does the hotel have a vacancy?

B Fill in the blanks.

1 I want a double room _____ a bathtub.

2 The _____ is the person who makes reservations for the guests.

3 A _____ suite is a small suite with a sitting room.

4 "What's your _____?" "Swanson."

5 A room with two single beds for two people is called a _____ room.

C Match the words on the left with the phrases on the right.

_____ 1 book

_____ 2 call

_____ 3 accept

_____ 4 have

_____ 5 spell

a a vacancy _____

b your name _____

c from London _____

d a booking _____

e a triple room _____

D Translate the following sentences into English.

1 我想訂一間附淋浴的單人房。

2 請您拼出您的中間名好嗎？

3 我們有一間空房。

4 好的，小姐。
