

A

Dialogue



Receptionist → R)



G) ← Guest



R) **Good morning**,¹ sir.

G) Good morning.

R) **Welcome**² to our hotel. What can I do for you today?

G) I'd like to **check in**,³ please.

R) OK. Could I have your name, please?

G) Yes. It's Peter Jones.

R) *[The receptionist finds the booking on the computer.]*
Thank you, Mr. Jones. Please **fill out**⁴ this **form**.⁵

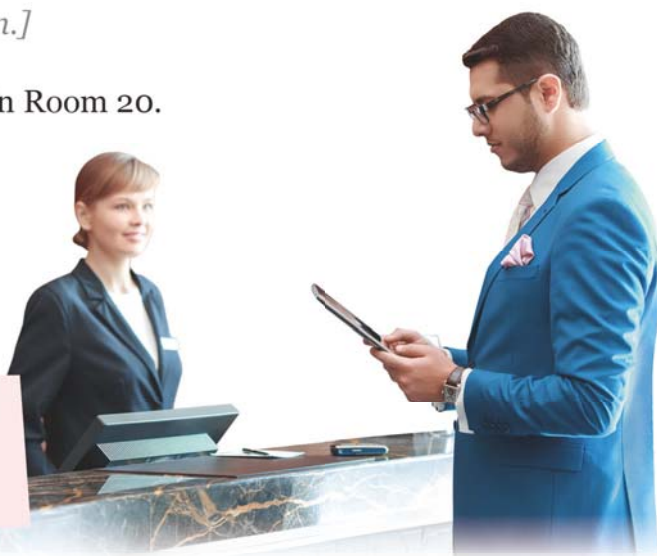
G) OK. *[The guest fills out the form.]*

R) Great! Here's your key. You're in Room 20.
Enjoy your **stay**.⁶

G) Thank you very much.

R) You're welcome.

1. good morning [gʊd 'mɔ:rnɪŋ] 早安
2. welcome ['welkəm] (v.) 歡迎
3. check in [tʃek ɪn] 入宿登記





welcome ↘



櫃檯人員	早安，先生。
房 客	早安。
櫃檯人員	歡迎光臨本飯店。今天有什麼需要我服務的地方？
房 客	我要住宿，麻煩你。
櫃檯人員	好的，請問大名？
房 客	好的，是彼得·瓊斯。
櫃檯人員	〔櫃檯人員在電腦裡查到訂房紀錄。〕謝謝您，瓊斯先生。請填寫這份表格。
房 客	好的。〔房客填寫表格。〕
櫃檯人員	太好了！這是您的鑰匙。您住20號房。祝您住宿愉快。
房 客	非常謝謝你。
櫃檯人員	不客氣。

4. fill out [fil aʊt] 填寫
5. form [fɔ:m] (n.) 表格
6. stay [steɪ] (n.) 住宿



↖ check in



↖ fill out

B Sentence Patterns

1 Good

- morning,
 - afternoon,
 - evening,
 - day,
- sir.

早／午／晚／日安，先生。

- 2 Welcome to
- our hotel.
 - our restaurant.
 - Taiwan.

歡迎光臨本飯店／本餐廳／台灣。

- 3 I'd like
- to check in,
 - to check out,
 - an extra key,
 - a city map,
- please.



我要住宿／退房／多拿一支鑰匙／一份市區地圖，麻煩你。



How to Address a Guest 如何稱呼客人



A male guest

男性顧客

sir 先生

Mr. + surname 姓氏 + 先生
(e.g., Mr. Jones 瓊斯先生)



An older female guest

較年長的女性顧客

madam/ma'am 女士

Ms. + surname 姓氏 + 女士
(e.g., Ms. Jones 瓊斯女士)



A younger female guest

較年輕的女性顧客

miss 小姐

Ms. + surname 姓 + 小姐
(e.g., Ms. Clarke 克拉克小姐)

C More Expressions

A Greeting Guests 迎接客人

A)	1	B)
<ul style="list-style-type: none"> How are you? How has your day been so far? How are you doing today? How have you been? 	<ul style="list-style-type: none"> Fine, thank you. Pretty good. Not bad. I've been well. 	
<ul style="list-style-type: none"> 您好嗎？ 您今天過得好嗎？ 您今天好嗎？ 您近來好嗎？ 	<ul style="list-style-type: none"> 好，謝謝。 很好。 不錯。 都好。 	

A)	2	B)
<ul style="list-style-type: none"> Nice to see you again. 很高興再見到您。 	<ul style="list-style-type: none"> You, too. Thank you. 我也是。謝謝。 	

A)	3	B)
<ul style="list-style-type: none"> Welcome to our hotel. 歡迎光臨本飯店。 	<ul style="list-style-type: none"> Thank you. It's good to be here. 謝謝。很高興來這裡。 	

B Offering Assistance 提供協助

A)	1	B)
<ul style="list-style-type: none"> What can I do for you today? How may I help you? How can I be of assistance? 	<ul style="list-style-type: none"> I'd like to check in, please. Do you have a hair dryer? I've lost my key. Can I get a replacement? 	
<ul style="list-style-type: none"> 今天有什麼需要我服務的地方？ 請問有什麼需要？ 有什麼需要協助的地方？ 	<ul style="list-style-type: none"> 我要住宿，麻煩你。 你有吹風機嗎？ 我的鑰匙掉了。可以再給我一支嗎？ 	

C *Wishing Guests Well* 祝客人愉快

<p>A)</p> <ul style="list-style-type: none"> ▪ Have a nice stay. ▪ Enjoy your stay. ▪ Have a pleasant³ stay. <p>▪ 祝您住宿愉快。</p> <p>▪ 請享受在此住宿的時光。</p> <p>▪ 願您住宿愉快。</p>	<p>1</p>	<ul style="list-style-type: none"> ▪ Thank you. I'm sure I will. <p>▪ 謝謝。我相信一定會的。</p> <p>B)</p>
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D *Clarifying Information* 釐清訊息

<p>A)</p> <ul style="list-style-type: none"> ▪ Pardon⁴ me? ▪ I beg your pardon? ▪ Sorry. I didn't catch that. ▪ Could you repeat that, please? <p>▪ 對不起，請再說一次。</p> <p>▪ 不好意思，請再說一次。</p> <p>▪ 不好意思，我沒聽清楚。</p> <p>▪ 可以麻煩再說一次嗎？</p>	<p>1</p>	<ul style="list-style-type: none"> ▪ I said I'd like to check in, please. <p>▪ 我說我要住宿，麻煩你。</p> <p>B)</p>
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↖ hair dryer

1. hair dryer [hɛr'draɪə] (n.) 吹風機
2. replacement [rɪ'plɛsmənt] (n.) 替代品
3. pleasant ['plɛznt] (a.) 令人愉快的
4. pardon ['pɑ:dn̩] (v.) 原諒



D Exercise



聆聽並練習以下的英文對話，將標色的字與 Conversation Bank 中的字句對換，形成新的對話



R Receptionist



Guest G

R Good morning, sir. How may I help you?

G Good morning. I'm checking in.

R OK. Could I have your name, please?

G Yes. It's Michael West.

R [The receptionist finds the booking on the computer.] Thank you, Mr. West. Please fill out this form.

G OK. [The guest fills out the form.] Here you are.

R Great! Here's your key. You're in Room 124. Have a pleasant stay.

櫃檯人員 早安，先生。有什麼我能為您服務的地方？

房 客 早安，是的，我要入宿。

櫃檯人員 好的，可以告訴我您的姓名嗎？

房 客 好的，是麥可·維斯特。

櫃檯人員 [櫃檯人員從電腦查詢訂房資料。] 謝謝，維斯特先生。請填寫這份表格。

房 客 好的。[房客填寫表格。] 給你。

櫃檯人員 太好了！這是您的鑰匙，您的房號是 124 號房，祝您住宿愉快。

Conversation Bank

- Good day 早安
- Good afternoon 午安
- Good evening 晚安

- What can I do for you?
我能為您做些什麼？
- How may I be of service?
有什麼我能為您服務的地方？

- What's the name?
您的大名為何？
- What name is the reservation under?
您的訂房登記大名為何？

- Enjoy your stay.
祝您住宿愉快。
- If there's anything else you need, please let us know.
若您還有需要任何服務，請告訴我們。

Unit
02

向同事自我介紹
**Introducing Yourself to
a Coworker¹**

A

Dialogue



Senior Employee² → S)



J) ← Junior Employee

- S) Hi! I don't think we've met. Are you new here?
J) Yes, it's my first day. I'm Mary. What's your name?
S) I'm David. Nice to meet you, Mary.
J) You too, David.
S) How are you finding everything?
J) Great **so far**.³ Everyone's really **friendly**.⁴
S) Well, if you need help with anything, just let me know.
J) That's so kind. Thank you. I will.
S) Sorry, I have to go. I have work to do.
But I'll see you later.
J) OK. It was nice talking to you.

coworkers ↗

1. **coworker** ['kəʊwɜ:kə] (n.) 同事
2. **employee** [ˌemplɔɪˈi] (n.) 受雇者
3. **so far** [so fɑː] 目前為止
4. **friendly** ['frendli] (a.) 友善的



資深人員 嗨，我想我們沒見過，你是新來的嗎？

新進人員 是的，今天是我第一天上班。我是瑪麗，你怎麼稱呼？

資深人員 我是大衛。很高興認識你，瑪麗。

新進人員 我也是，大衛。

資深人員 一切都順利嗎？

新進人員 目前為止都很好。大家都很友善。

資深人員 如果你有任何需要幫忙的地方，儘管告訴我。

新進人員 你真好，謝謝，我會的。

資深人員 不好意思，我得走了，還有工作要做。晚點見。

新進人員 好的。很高興和你聊天。

B Sentence Patterns



1 I'm

- Gary.
- the hotel manager.
- the new receptionist.
- a guest here at the hotel.

我是蓋瑞／飯店經理／新來的櫃檯人員／飯店的客人。

Some Hotel Employees 飯店職員



chambermaid/
housekeeper 女房務人員



concierge 禮賓專員



security guard 警衛



bartender 酒保



receptionist 櫃檯人員



groundskeeper 管理員



chef 主廚



restaurant manager
餐廳經理



bellhop 男侍者

C

More Expressions


A Meeting Someone for the First Time 第一次見到某人

- | | | | | |
|----|---|---|--|----|
| A) | <ul style="list-style-type: none"> How do you do? 你好嗎？ | 1 | <ul style="list-style-type: none"> I'm fine, thank you. 我很好，謝謝。 | B) |
| A) | <ul style="list-style-type: none"> Hello! I don't think we've met. What's your name? 哈囉，我想我們沒見過。 你怎麼稱呼？ | 2 | <ul style="list-style-type: none"> Hi! My name's Peter. Hello! I'm Peter. 嗨，我的名字是彼得。 哈囉，我是彼得。 | B) |
| A) | <ul style="list-style-type: none"> You're Jane, right? 你是珍，對嗎？ | 3 | <ul style="list-style-type: none"> That's right. And you are . . . ? 沒錯，那你是？ | B) |
| A) | <ul style="list-style-type: none"> Nice to meet you. Great to meet you. It's a pleasure¹ to meet you. 很高興認識你。 很開心認識你。 很榮幸認識你。 | 4 | <ul style="list-style-type: none"> Nice to meet you, too. And you. You, too. 我也很高興認識你。 我也是。 我亦是。 | B) |

B Small Talk² 閒聊

1. pleasure ['pleʒə] (n.) 愉快
2. small talk [smɔl tɔk] 閒聊

- | | | | | |
|----|---|---|---|----|
| A) | <ul style="list-style-type: none"> Where are you from? Are you from around here? 你是哪裡人？ 你是本地人嗎？ | 1 | <ul style="list-style-type: none"> I'm from Taiwan. 我是台灣人。 | B) |
| A) | <ul style="list-style-type: none"> How do you like it so far? Are you enjoying everything so far? 目前為止，你還喜歡嗎？ 目前為止，一切都好嗎？ | 2 | <ul style="list-style-type: none"> Everything's fine. Yes, everyone's very friendly. 一切都很好。 大家都很友善。 | B) |

C Ending a Conversation 結束對話

A)	<ul style="list-style-type: none"> Sorry, I have to³ go. 不好意思，我得走了。 	1	<ul style="list-style-type: none"> OK. See you later. Take care.⁴ Have a good day. 好，晚點見。 保重。 祝你有美好的一天。 	B)
A)	<ul style="list-style-type: none"> It was lovely talking with you. It's been great meeting you. Nice meeting you. 很高興和你聊天。 認識你真好。 很高興認識你。 	2	<ul style="list-style-type: none"> You, too. And you. 我也是。 我也很高興。 	B)



3. **have to** [hæv tu] 必須

4. **take care** [tek kær] 保重

D Exercise

聆聽並練習以下的英文對話，將標色的字，與 Conversation Bank 中的姓名跟職稱對換，形成新的對話

A Hello! We haven't met yet. I'm Jimmy.
I'm **the bar manager**.

B Hi, Jimmy. Nice to meet you. I'm Kate.
I'm **the new chambermaid**.

A How are you finding things so far?

B Great! Everyone's very friendly.

A 哈囉，我們之前還沒見過面，我是吉米，
吧檯經理。

B 嗨，吉米，很高興見到你，我是凱特，
我是新的房務人員。

A 目前為止工作都還順利嗎？

B 很棒，大家都很和善。

Conversation Bank

- Janet
the head housekeeper 房務主管
- Steve
the laundry manager 洗衣部經理
- Martin
a guest 客人
- Eileen
the entertainment director
娛樂總監
- Mark
the concierge 禮賓專員
- Tony
the chef 主廚



CHAPTER-1

PRACTICE



Read the questions and listen to the answers. Check (✓) the correct responses.



1. Where are you from?

A B C D

2. You're Tony, right?

A B C D

3. This is Mr. Simmonds, my boss.

A B C D

4. How may I help you?

A B C D

5. Great to meet you, Steve.

A B C D

6. Are you new here?

A B C D

7. What's your name?

A B C D

8. Are you enjoying everything so far?

A B C D





Fill in the blanks with the correct words and phrases from the list below.

meet welcome back introduce guest good

- to our hotel. It's so nice to see you again.
- I don't work here; I'm a
- It's so nice to you, Mr. Sharp.
- I should you to the kitchen staff.
- evening. What can I do for you?



Fill in the blanks in the dialogue using the choices given.

- A:** Good afternoon, sir. **1**
- B:** I'm here for the tour. My name is Michael Green.
- A:** The tour starts in 10 minutes, Mr. Green. But first, **2**, James.
- B:** Hi, James. Nice to meet you.
- C:** **3**, Mr. Green.

- | | | |
|--------------------------|---|---|
| 1. <input type="radio"/> | <input type="checkbox"/> A How may I help you? | <input type="checkbox"/> B I'm really enjoying it. |
| | <input type="checkbox"/> C And you? | <input type="checkbox"/> D Are you the manager? |
| 2. <input type="radio"/> | <input type="checkbox"/> A you haven't told me your name | <input type="checkbox"/> B follow me |
| | <input type="checkbox"/> C can I get you something to eat | <input type="checkbox"/> D let me introduce you to our tour guide |
| 3. <input type="radio"/> | <input type="checkbox"/> A J-A-M-E-S | <input type="checkbox"/> B You, too |
| | <input type="checkbox"/> C I'm just visiting | <input type="checkbox"/> D Take care |