

Unit 01

Answering Questions About Hotels

回答飯店相關問題

Warm-up

下面是飯店所提供的設施及服務說明，在下方找出對應的設施及服務名稱，並填入空格內。

1. The _____ helps wheelchair users access a building.
2. Many hotels offer _____ to guests with vehicles.
3. _____ is important so that guests can go online.
4. The _____ takes guests from the airport to the hotel for a low price.

a Wi-Fi access



b free parking



c wheelchair ramp



d hotel shuttle bus



Vocabulary

選出符合下列描述的詞彙。

- | | | |
|---|---|---------------|
| 1. a person with a condition that limits their movement | • | • a. run |
| 2. to think about | • | • b. disabled |
| 3. a fee for transportation, such as a bus or taxi | • | • c. access |
| 4. to operate; to be open or in operation | • | • d. fare |
| 5. entry; admission | • | • e. consider |

Warm-up Listening

聆聽句子並選出最合適的回答。

- | | |
|--|-----------------------------|
| 1. _____ a I'd like to make a reservation. | b Yes, he's helping me. |
| 2. _____ a We have a large parking lot. | b She parked the car there. |
| 3. _____ a No, we aren't there yet. | b You should take the bus. |

Track
- 01 -



Conversation I

Track
- 02 -

Answering Questions About Hotel Facilities

- Front Desk Agent** Thank you for calling the Royal Hotel. ¹How may I help you?
- Guest** Good morning. I'm considering making a reservation at your hotel, but I need some information about your facilities first.
- Front Desk Agent** Sure. ²Which facilities would you like to know about?
- Guest** What kind of wheelchair access does your hotel have?
- Front Desk Agent** ³We have wheelchair ramps at every entrance, and our rooms with wheelchair access are on the first floor.
- Guest** That sounds perfect. What about parking?
- Front Desk Agent** Our hotel has three handicapped parking spots near the front door. Our airport shuttle buses are wheelchair accessible as well.
- Guest** Thank you for the information. I'll call back later to make a reservation.



Key Expressions

Track
- 03 -

1 How may I help you? 請問需要幫忙嗎？

本句是詢問顧客需不需為其提供幫助或服務，也常拿來用作電話問候語。

How may I be of service? 我可以為您效勞嗎？

Can/May I help you? 請問可以為您做什麼呢？

What may I do for you? 我可以為您服務嗎？

2 Which facilities would you like to know about? 您想要知道哪項設施的資訊？

What would you like to know about our services? 關於本飯店的服務，您有什麼想知道的嗎？

What information are you looking for? 您在找什麼資訊呢？

Is there something specific you would like to know? 您有特別想知道什麼嗎？

3 We have wheelchair ramps at every entrance. 我們每個出入口都設有無障礙坡道。

All entrances are accessible by wheelchair. 我們所有的出入口都是無障礙設計。

We provide airport shuttle service. 我們提供往返機場的接駁車。

The hotel offers 24-hour room service. 本飯店提供全天候的客房服務。

Useful Phrases

Sure.
了解。

= I see.

= I understand.

= Understood.

Basic Drills

A 選出最符合下列句子的回答。

- | | | |
|---|---|---|
| 1. What about parking? | • | • a. We have wheelchair ramps at every entrance. |
| 2. What kind of wheelchair access does your hotel have? | • | • b. Which facilities would you like to know about? |
| 3. I need some information about your facilities first. | • | • c. Our hotel has three handicapped parking spots near the front door. |

B 將下列的字詞重新排列成完整的句子。

1. may / I / help / how / you

.....

2. like to / would / which facilities / you / know about

.....

3. have / wheelchair ramps / every entrance / we / at

.....

Buildup Activities

聆聽對話並填空，之後再做下方的選擇題。

Track
- 04 -

- | | |
|------------------|--|
| Front Desk Agent | Thank you for calling the Royal Hotel. What can I a _____ you with today? |
| Guest | Good afternoon. I'm thinking about staying at your hotel. But I need to know about the b _____ there first. |
| Front Desk Agent | Of course. I understand. What would you like to know? |
| Guest | Does your hotel have assistance for c _____? |
| Front Desk Agent | Yes, we do. We have signs posted in Braille everywhere. And some rooms are especially d _____ for the blind. |
| Guest | That sounds excellent. How about the e _____? |
| Front Desk Agent | All of the buttons in our elevators have Braille written on them. We are very popular with visually impaired guests. We take f _____ of them. |
| Guest | Thank you for the information. I'll contact you later to make a reservation. |

1. What does the caller ask about?

- | | |
|--------------------------------------|---------------------------------------|
| a Facilities for the blind. | b Facilities for the deaf. |
| c Facilities for the elderly. | d Facilities for the disabled. |

2. Where does the front desk agent say there are signs in Braille?

- | | |
|-----------------------------------|--------------------------------|
| a At the front desk. | b In the elevators. |
| c At the concierge's desk. | d On the hotel's signs. |



Conversation II

Track
- 05 -

Describing How to Get to the Hotel From the Airport

- Front Desk Agent** Royal Hotel. This is Cindy speaking. How may I be of service?
- Guest** Hello. I will be coming to your hotel from the airport. What's the best way to get there?
- Front Desk Agent** ¹The easiest way is to take our shuttle bus. It leaves the airport every hour on the hour. It runs from 7 a.m. until 7 p.m.
- Guest** My plane is scheduled to arrive at 8:30 p.m., so I can't take the shuttle bus.
- Front Desk Agent** ²In that case, you can take either a city bus or a taxi.
- Guest** Can you tell me more about both of them?
- Front Desk Agent** Of course. The taxi fare will be around \$25. ³It takes around 30 minutes to get here by taxi. As for the bus, it's a 50-minute trip on the Number 7 bus.
- Guest** I think I'll take the taxi. I appreciate the assistance.



Key Expressions

Track
- 06 -

1 The easiest way is to take our shuttle bus. 最簡單的方式就是搭乘我們的接駁車。

The easiest way 也可以換成 **the best option** (最好的選擇) 或 **the fastest way** (最快的方法)。
另外, 也可以用「**by** + 交通工具」來表示「搭乘某交通工具」的意思。

The best option is to use our shuttle bus. 最好的選擇就是搭乘我們的接駁車。

The fastest way to get there is by taxi. 到那裡最快的方法是搭計程車。

The alternative is to take the subway. 替代方案是搭乘地鐵。

2 In that case, you can take either a city bus or a taxi. 如果是這樣的話, 您可以搭乘市區公車或是計程車。

揭示可選擇的選項有兩種時, 可以用「**either A or B**」來表示 **A** 或 **B**。

In your situation, you can get there either by subway or bus. 以您的情況而言, 您可以搭地鐵或公車過去。

You can park your car in the parking lot or in the hotel garage. 您可以把車停在露天停車場或是飯店的車庫。

There are two options. You can either come by a shuttle bus or by the tram.

有兩個選擇: 您可以搭接駁車或搭電車過來。

3 It takes around 30 minutes to get here by taxi. 搭計程車到這裡大概要 30 分鐘。

「花費多少(時間)」的動詞要用 **take**, 在 **take** 後加所需的時間。若要強調用走路的, 可用片語 **on foot**。

It will take an hour to get to the airport by train. 從這裡搭火車到機場要花一個小時。

It takes 5 to 10 minutes on foot. 走路去要五到十分鐘。

The bus runs every 10 minutes during peak times, so it will probably take you half an hour to be there.

公車在尖峰時段每十分鐘一班, 所以到那裡大概會花您半小時。

Useful Phrases

I appreciate it.
我很感激。

- = I am very grateful.
- = Thank you (very much).
- = I can't thank you enough.

Basic Drills

A 選出最符合下列句子的回答。

- | | | |
|--------------------------------------|---|--|
| 1. I can't take the shuttle bus. | • | • a. The easiest way is to take our shuttle bus. |
| 2. How much will it cost by taxi? | • | • b. The taxi fare will be around \$25. |
| 3. What's the best way to get there? | • | • c. In that case, you can take either a city bus or a taxi. |

B 將下列的字詞重新排列成完整的句子。

1. to take / way / the easiest / is / our shuttle bus

.....

2. a city bus / you / either / in that case / can take / or a taxi

.....

3. to get here / 30 minutes / around / by taxi / it takes

.....

Buildup Activities

聆聽對話並填空，之後再做下方的選擇題。

Track
- 07 -

- Front Desk Agent: Royal Hotel. You are speaking with Chris. How may I assist you?
- Guest: Hello. I'm coming from the **a** _____ to your hotel. What's the fastest way to get there?
- Front Desk Agent: The fastest way is to take our **b** _____. You can catch it in front of Exit 5. It operates from 6 a.m. until 8 p.m.
- Guest: My plane is **c** _____ late at night, so I can't use the shuttle bus.
- Front Desk Agent: Hmm . . . You'd better take a bus or a taxi then.
- Guest: Can you give me some **d** _____ about each one?
- Front Desk Agent: Sure. It will **e** _____ about \$30 to come here by taxi. It will take about 25 minutes if you come by a taxi. If you take the bus, get on the Number 10 bus. It will be a one-hour ride.
- Guest: The taxi sounds **f** _____ than the bus. Thanks for telling me the information.

1. What time does the shuttle bus stop running?

- | | |
|-------------|--------------|
| a At 6 p.m. | b At 8 p.m. |
| c At 9 p.m. | d At 10 p.m. |

2. How will the caller go to the hotel?

- | | |
|-------------------|--------------|
| a By bus. | b By subway. |
| c By shuttle bus. | d By taxi. |



Job Simulation I

A 挑選一個最符合情境圖的句子，以完成對話。

Which facilities are you interested in?

That sounds wonderful.

I'd like to know about your facilities.

1

How may I be of help?

2

3

We have wheelchair ramps throughout the hotel.



What kind of assistance for the handicapped does your hotel have?

B 利用下列所提示的狀況，將其一一套入，做對話練習。

Situation	(a)	(b)
1	staying	do you need to know about
2	getting a room	shall I tell you about
3	reserving a room	are you concerned about

Guest I'm considering **a** _____ at your hotel. But I need some information about your facilities first.

Front Desk Agent Sure. Which facilities **b** _____?

Guest What kind of wheelchair access does your hotel have?

Front Desk Agent We have wheelchair ramps at every entrance.

關鍵字彙



grand hotel
大飯店



chain hotel
連鎖飯店



resort hotel
渡假飯店



Job Simulation II

A 挑選一個最符合情境圖的句子，以完成對話。

A taxi ride to our hotel will take about half an hour.

Can you let me know more about them, please?

The best way is to take the shuttle bus.

1

How do you recommend I go there?



2

You can also take a bus or a taxi here.



3

How long does it take by taxi?



B 利用下列所提示的狀況，將其一一套入，做對話練習。

Situation	(a)	(b)	(c)
1	How should I go there	5 a.m. until 8 p.m.	half an hour
2	What's the easiest way to get there	7 to 7	no more than 20 minutes
3	How can I get there the fastest	noon to 8 p.m.	approximately 15 minutes

Guest Hello. I will be going to your hotel from the airport. **a** _____?

Front Desk Agent The easiest way is to take our shuttle bus. It runs from **b** _____.

Guest My plane is going to arrive at 8:30 p.m., so I can't take the shuttle bus.

Front Desk Agent In that case, you can take a taxi. It takes **c** _____ to get here by taxi.

關鍵字彙



B & B (Bed & Breakfast)
民宿



hostel
青年旅館



motel
汽車旅館



Reading & Listening

Track
- 08 -

The Origin of the Hotel

Just like in modern times, people often traveled thousands of years ago. They took trips for different reasons. They traveled mostly for business and **sightseeing** though. Every night away from home, travelers needed a place to spend the night. For that reason, the first hotels were created. The earliest hotels were people's homes. Travelers paid the **homeowners** money¹ to sleep indoors or to sleep in their farm buildings.

But some areas had many travelers. These were usually along **trade routes**. Therefore, people began making buildings just for travelers. The Romans built hotels for people² traveling on government business. People in other **ancient** cultures built hotels, too. At first, the service at these hotels was bad. However, hotel owners soon **realized** they could make more money by providing better service. Over time, the quality of the first hotels therefore improved.



Words & Phrases

sightseeing tourism; traveling to see various places for fun **homeowner** a person who owns a house
trade route a road or trail that many merchants use **ancient** very old **realize** to know; to understand

Basic Grammar

1 不定詞的副詞用法

副詞具有修飾動詞、形容詞、副詞的功能，以表示目的、原因、條件、結果等含意。不定詞也具有上述副詞的功能。文章中用不定詞，表「目的」。

- Mr. Williams called the hotel to make a reservation. 威廉斯先生打電話向飯店訂房。
- You can use these stairs to get to the gym. 您可以走那邊的樓梯去健身房。

2 分詞的修飾功能

分詞帶有動詞的性質，卻當作形容詞來用。現在分詞（V-ing）表主動，過去分詞（p.p.）表被動。

- There are many staff members serving breakfast in the restaurant. 餐廳內有許多員工協助供應早餐。
- These are items found in Room 3013. 從 3013 房找出了諸多物品。

住宿的種類



現今的住宿種類繁多，飯店／旅館可謂最為普遍的一種，提供許多不同的服務與設施，讓旅客在住宿期間更加享受。如果旅客是開車旅行，汽車旅館是他們最好的選擇。汽車旅館提供與房間相連的停車位，並多位在高速公路交流道或較偏遠的公路附近，以利於以汽車作為旅行工具的旅客投宿。

如果旅客的預算有限，也可以考慮住在青年旅館或 B&B（民宿）。前者以床位作為銷售單位，需與其他旅客共用房間、衛浴與大廳等設施，其價格相對飯店較為便宜；後者則顧名思義，提供旅客床位與早餐，也是較為便宜的住宿選擇。