

澳洲广播电台

旅游业英语

Elementary English for Tourism and Hospitality 旅游业英语

LESSON 1 – Taking a reservation over the phone 第一课 – 接受电话预定房间

STUDY NOTES 学习笔记

Characters 课文人物

Leo: 利奥	Receptionist 酒店接待员
Mona: 蒙纳	Guest 酒店客人
Jack: 杰克	Guest 酒店客人

The story 课文场景

Leo is taking a reservation for Mona White and her father Jack Webber. They want to book two rooms for three nights at the Plaza Hotel.
酒店接待员利奥接受蒙纳·怀特女士与她的父亲杰克·伟博的电话预定房间。他们打算在广场酒店预定两个房间入住三晚。

Language Point - Introducing yourself over the phone

课文重点 – 在电话中介绍自己

There are a number of ways you can introduce yourself over the phone. Below are three examples. They are equally acceptable.

在电话中作自我介绍的方式很多，下面示范的三个例句都是常用的表示句型。

a) Say the name of the business first, use a polite greeting to express the time of day and then your name.

a) 首先说明工作单位的名称，接着使用礼貌的问候来表达时间，最后报出自己的姓名。

For example: **Plaza Hotel, good morning. Leo speaking.**

例句：这里是广场酒店，早晨好，我是利奥。

b) Say the time of day first, the name of the business and then your name.

b) 首先表达时间，接着说明工作单位的名称，最后报出自己的姓名。

For example: **Good morning, Plaza Hotel. Leo speaking.**

例句：早晨好，这里是广场酒店，我是利奥。

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c) Say the time of day first, the name of the business and then your name. Finally, ask the caller how you can help them.

c) 首先表达时间，接着说明工作单位的名称以及自己的姓名，最后询问对方有什么可以效劳的地方。

For example: **Good morning. Plaza Hotel. Leo speaking. How can I help you?**

例句：早晨好，这里是广场酒店，我是利奥。有什么可以为您效劳的吗？

Idioms and expressions

习惯用语及表示法

When Mona enquires about booking two rooms for three nights, Leo says "Just a minute please". This is a polite way of asking someone to wait on the phone. Here are some other ways to do this. Read the questions out loud to practise polite ways of asking people to wait.

客人蒙纳在电话中查询预定两个房间入住三晚的有关事项时，利奥使用了“请稍候”这个短语。这是请人在电话中稍微等一下的礼貌用语。下面为您示范其他几种类似的表达方式，请您大声朗读这几个礼貌地请人等候的例句。

A: **Would you mind holding please?**

A: 请稍候好吗？

B: OK.

B: 好的。

A: **May I put you on hold while I find out for you?**

A: 请稍候，由我为您查询。

B: That's fine.

B: 没问题。

A: **Would you mind holding while I check that for you?**

A: 请稍候，由我为您查询好吗？

B: Sure.

B: 当然可以。

EXERCISES

练习

1. Key vocabulary

1. 重要词汇

Look up the meaning and pronunciation of these words in your dictionary.

请从字典里查找下列词汇的意思与发音。

Reservation	certainly	leave
Book	per night	available
Cost	arrive	require
Single	just	sure

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2. Language Point

2. 课文重点

Complete the following sentences. Use the models on the previous page to introduce yourself on the phone. After you have checked your answers, read each sentence out loud.

请使用上面示范的自我介绍的模式来完成下面的句子，在您核对答案之后，大声朗读这些句子。

1. Good morning, _____ . _____ speaking.

1. 早晨好，_____。我是_____。

2. _____ Hotel. _____ speaking. How _____ ?

2. _____。这里是_____酒店，我是_____。有什么_____？

3. _____ Hotel, _____ evening. _____ speaking.

3. 这里是_____，晚上好_____，我是_____。

3. Jumbled sentences - Asking someone to wait on the phone

3. 组句练习—在电话里请人稍候的表示句型

Rewrite the sentences with the words in the correct order. After you have checked your answers, read each sentence out loud.

请将下列词汇组成一个完整的句子，在您核对答案后请大声地朗读这些句子。

1. please a just minute

2. mind you would please holding?

3. I while you on hold put may I find you out for?

4. you put I can hold on?

Answers: 2. 1) Good morning, Plaza Hotel. Leo speaking. 2) Good morning, Plaza Hotel. Leo speaking. How can I help you? 3. 1) Just a minute please. 2) Would you mind holding please? 3) May I put you on hold while I find out for you? 4) Can I put you on hold?

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4. The Chant 4. 短语练习

Practice saying this chant out loud.
请朗读下列的短语

Would you like two nights

您需要入住两晚吗？

or would you like three?

或者是三晚？

Certainly

没问题。

Certainly

没问题。

Just a minute please.

请稍候。

