

# 澳洲广播电台

## 旅游业英语

### Elementary English for Tourism and Hospitality 旅游业英语

#### Lesson 2 – Taking a reservation over the phone 第二课 – 接受电话预定房间

##### STUDY NOTES

##### 学习笔记

##### Characters

##### 课文人物

Leo:	Receptionist
利奥:	酒店接待员
Mona:	Guest
蒙纳:	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. Mona pays for her booking by credit card.

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，蒙纳准备以信用卡支付房费。

##### Language Points

##### 学习重点

##### 1. Double and triple numbers

##### 1. 双重与三重数字

In spelling and numbers, when a letter or number is repeated, we use the word “double”. When it appears three times, we use the word “triple”.

在拼读过程中如果出现重复的字母或数字时，我们可以使用英文“double”这个字。如果出现三个重复字母或数字，我们则使用“triple”这个字。

Read the following numbers out loud.

请朗读下列的数字。

8869	Double eight six nine
0003	Triple zero three
5526	Double five two six
2227	Triple two seven
3301	Double three zero one

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### 2. Asking for clarification

#### 2. 要求澄清疑问

You can check you have the right information by:

当您需要澄清某些疑问时您可以

**repeating what was said using a rising inflection at the end of the question:**

重复对方的讲话并且在句子结束时以提高语调来表示疑问。

A: The 30<sup>th</sup> of June.

A: 六月三十日。

B: The 30<sup>th</sup> of June?

B: 是六月三十日吗?

A: That's right.

A: 正确。

A: 9245 8710 7743 5646

A: 9245 8710 7743 5646

B: 9245 8710 7743 5646?

B: 是9245 8710 7743 5646吗?

A: Yes.

A: 是的。

**or by asking a question:**

或是使用下列的句子。

**Would you mind saying that again please?**

请您重复一遍好吗?

**I'm sorry, I didn't hear you.**

抱歉, 我没听清楚。

**Can you say that again please?**

请您重复一遍好吗?

**Could you repeat that please?**

请您重复一遍好吗?

**Pardon?**

对不起, 请重复一遍好吗?

### 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。

credit card	double	repeat
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both	expiry	welcome
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### 2. Vocabulary practice

#### 2. 词汇练习

Write the correct word from the box above in each of the sentences. When you have checked your answers, say them out loud.

请从上列词汇表中选择正确的生词使用在下列的句子里。在组成完整的句子后请大声朗读。

- \_\_\_\_\_ to the Plaza Hotel Ms White.  
1. 怀特女士，欢迎光临广场酒店。
- Could you please tell me the \_\_\_\_\_ date on your credit card Ms White?  
2. 怀特女士，请您告诉我您的信用卡的有效日期？
- Would you like \_\_\_\_\_ rooms on the same card Ms White?  
3. 怀特女士，两个房间都是使用同一张信用卡支付房费吗？
- Mr Webber, could you \_\_\_\_\_ that please?  
4. 伟博先生，请您重复一遍好吗？
- Doctor Webber, did you say \_\_\_\_\_ 7?  
5. 伟博医生，您是说七七吗？
- Are you paying by \_\_\_\_\_ Professor Webber?  
6. 伟博教授，您是使用信用卡支付吗？

### 3. Language practice - Asking for Clarification

#### 3. 课文练习—澄清疑问

Read the following short dialogues out loud.

请朗读下列的对话句子。

- A: 8869 6719 9908 6683  
A: 8869 6719 9908 6683  
B: **Could you repeat that please?**  
B: 请您重复一遍好吗？  
A: 8869 6719 9908 6683  
A: 8869 6719 9908 6683
- A: 0003 0078 2278 3308  
A: 0003 0078 2278 3308  
B: **Would you mind saying that again please?**  
B: 请您重复一遍好吗？  
C: 0003 0078 2278 3308  
C: 0003 0078 2278 3308
- A: 5526 4671 9802 8892  
A: 5526 4671 9802 8892  
B: **I'm sorry, I didn't hear you. Was that double eight five two?**

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B: 对不起, 我没听清楚, 是八八五二吗?

A: No, 8892

A: 不对, 是八八九二。

#### 4. The Chant

#### 4. 短语练习

*Practice saying this chant out loud.*

请朗读下列的短语。

Could you repeat,  
请您重复一遍。

Could you repeat,  
请您重复一遍。

Could you repeat that please?  
请您重复一遍好吗?

Oh-2 double 6?  
是零二六六吗?

Or Oh-2 double 3?  
或是零二二三呢?

