

“旅游业英语”

English for Tourism

第一课： 接受电话预定房间

Lesson 1: Taking a Reservation over the Phone

各位朋友好，欢迎您收听初级旅游业英语第一讲，我是澳洲广播电台的节目主持人马健媛。这套共二十六讲的教材有助于在旅游及服务业工作的人员和说英语的顾客沟通。

这套教材的每一个单元包含旅游服务业中一个重要组成部分的英语对话，如果您一开始无法完全听懂对话的内容，请不要着急，因为在后续的课程中我们会反复讲解和练习这些对话的内容。

在每个单元结束时您都可以听到完整的对话内容，也许到时您会惊喜的发现自己可以听懂并重复这些对话的许多内容呢。

第一课： 接受电话预定房间

Lesson 1: Taking a reservation over the phone.

在第一部分中，您要学习如何通过向客人做自我介绍及如何用英语表达“早晨好”、“下午好”和“晚上好”这样的词语，您还要学习如何表达日期及英语字母的国际无线电标准拼读方式。另外在这一课中您还可以学习及练习如何正确地称呼客人和“是”这个词汇的正式用法。

在这一部分的对话，您要学习如何接受电话预定房间，请听酒店前台接待员利奥是如何

Leo: Hi, I'm Leo

接受杰克伟博中年但是未婚的女儿蒙纳

Mona: Hi, I'm Mona White

及蒙纳的父亲杰克伟博

Jack: Hi, I'm Jack Webber.

的房间预定

现在让我们听接受电话预定房间的对话

Leo: Plaza Hotel, good morning. Leo speaking.

Mona: Ah yes, I'd like to book two rooms for myself and my father. Could you tell me the cost of a single room per night?

Leo: Certainly. A single room is 120 dollars American, per night.

Mona: Fine.

Leo: And when would you like the rooms?

Mona: From the 25th to the 28th of September.

Leo: Arriving the 25th of September and leaving on the 28th? Three nights?

Mona: That's right.

Leo: Just a minute please.

我们一起来听听利奥是怎么接听电话的

Listen to Leo's greeting with translation..

利奥: 早晨好, 这里是广场酒店, 我是利奥

Leo: Plaza Hotel, good morning. Leo speaking.

在英语中, 在中午十二点之前我们问候对方时都可以说 GOOD MORNING, 而在中午十二点之后到天黑之前我们都可以说 GOOD AFTERNOON, 而在天黑之后到午夜十二点之前这段时间内, 我们就要说 GOOD EVENING 了, 请注意, 您绝不可以把 GOOD NIGHT 当作问候语来使用, 因为这个词组是人们在晚间表达再见的一种说法。请和我一起来练习:

Good morning

Good afternoon

Good evening

我们一起来听听利奥是怎么说的

利奥: 早晨好, 这里是广场酒店, 我是利奥

Leo: Plaza Hotel, good morning. Leo speaking.

在接听电话时, 英语中比较正式地说明自己姓名的方式是在自己的姓名之后加上“SPEAKING”这个词, 请听录音并跟着练习

Leo: Leo speaking

Mona: Mona speaking

Jack: Jack Webber speaking

现在请听新的一段对话, 我会将这段对话翻译成汉语

蒙纳: 您能告诉我每个房间每晚的收费是多少吗?

Mona: Could you tell me the cost of a single room per night?

利奥: 没有问题, 每个房间每晚的收费是一百二十美元。

Leo: Certainly. A single room is \$120 dollars American, per night.

请注意听

利奥: 没有问题

Leo: Certainly.

在这里, CERTAINLY 是 YES 的另外一种比较正式的说法, 请注意听并跟着重复

Certainly

Certainly

在称呼男性客人时, 我们要在他的姓前面加上 SIR 或者 MR. 而在称呼女性客人时则要在她的姓前面加上 MADAM 或者 MS. 请注意听并跟着重复

Certainly, sir.

Certainly, Mr Webber.

Certainly, madam.
Certainly, Ms White.

请注意收听下一段对话及翻译

利奥: 您要什么时候入住?

Leo: And when would you like the rooms?

蒙纳: 入住时间九月二十五日, 离店时间为九月二十八日。

Mona: From the 25th to the 28th of September.

利奥: 入住时间九月二十五日, 离店时间是二十八日, 您一共住三天, 对吗?

Leo: Arriving on the 25th of September and leaving on the 28th?
Three nights?

蒙纳: 正确

Mona: That's right.

利奥: 请稍候

Leo: Just a minute please.

在表达月和日的时候, 我们是这样说的: THE SECOND OF JULY 或者 JULY SECOND, 请注意听并跟着重复

The second of July

July second

好, 接下来请听对话。请注意, 在利奥的讲话之后会有一段间隔以便您重复他的话

Leo: Plaza Hotel, good morning. Leo speaking.

Mona: Ah yes, I'd like to book two rooms for myself and my father.

Could you tell me the cost of a single room per night?

Leo: Certainly.

A single room is 120 dollars American, per night.

Mona: Fine.

- Leo:** And when would you like the rooms?
- Mona:** From the 25th to the 28th of September.
- Leo:** Arriving the 25th of September and leaving on the 28th?
- Leo:** Three nights?
- Mona:** That's right.
- Leo:** Just a minute please.

您现在收听的是澳广广播电台制作的“旅游业英语”

第一课： 接受电话预定房间
Lesson 1: Taking a reservation over the phone.

请注意收听新的一段对话的生词与表达方式

- Leo:** Just a minute please.
- Yes, we have rooms available then. You require *two* single rooms?
- Mona:** Yes, thank you.
- Leo:** Can I have your name please?
- Mona:** My name is Mona White.
- Leo:** And your father's name, Ms White?
- Mona:** Jack Webber.
- Leo:** Could you spell the surname please?
- Mona:** Sure. W-E-double B-E-R.
- Leo:** Double P for Papa?
- Mona:** No, double B for Bravo

请注意听利奥是怎样请客人稍候的

利奥: 请稍候

Leo: Just a minute please.

请您跟着说

Just a minute please.

Just a minute please.

请再听一次这段新的对话及汉语翻译

利奥: 噢，这段时间有房间，您需要两个单人房间对吗？

Leo: Yes, we have rooms available then. You require *two single rooms*?

蒙纳: 对，谢谢

Mona: Yes, thank you.

利奥: 请问您的姓名？

Leo: Can I have your name please?

蒙纳: 我的名字是蒙纳怀特

Mona: My name is Mona White.

利奥: 怀特女士，您父亲的姓名是.....？

Leo: And your father's name, Ms White?

我们再一起来学习一些称呼他人头衔的用法。如果一个人介绍自己是医生“DOCTOR”或者教授“PROFESSOR”，那么你就可以在称呼他们时在他们的姓名前面使用这些头衔，而不必称呼他们为先生、女士或者小姐。

另外，如果一个已婚妇女改用了夫姓，那么也许她会希望别人称她为某某太太，而不是“MS”，小姐。请听以下的示范

Certainly, Mr Webber.

Certainly, Doctor Brown.

Certainly, Ms White.

Certainly, Professor Black.

Certainly, Mrs Green.

请继续听这段对话和汉语翻译

蒙纳: 杰克伟博

Mona: Jack Webber.

利奥: 请告诉我如何拼写您父亲的姓好吗?
Leo: Could you spell the surname please?

蒙纳: 没有问题, 拼法是 W, E, 两个 B, E, R。
Mona: Sure. W-E-double B-E-R.

利奥: 是两个 P, 也就是 PAPA 的第一个字母吗?
Leo: Double-P for Papa?

蒙纳: 不对, 是两个 B, 也就是 BRAVO 的第一个字母
Mona: No, double B for Bravo

在英语中有些字母的发音非常接近, 例如 P, B, F 和 S, 特别是在电话通话中更是如此。所以掌握如何使用英语字母的国际无线电标准拼法是非常有益处的。请听下列示范并跟着重复

A for Alfa.

B for Bravo.

C for Charlie.

D for Delta.

E for Echo.

F for Foxtrot.

G for Golf.

H for Hotel.

I for India.

J for Juliet.

K for Kilo.

L for Lima.

M for Mike.

N for November.

O for Oscar.

P for Papa.

Q for Quebec.

R for Romeo.

S for Sierra.

T for Tango.

U for Uniform.

V for Victor.

W for Whiskey.

X for X-ray.

Y for Yankee.

Z for Zulu.

请听这段对话的部分内容，请您跟着重复

Leo: Just a minute please.

Yes, we have rooms available then.

You require *two* single rooms?

Mona: Yes, thank you

Leo: Can I have your name please?

Mona: My name is Mona White.

Leo: And your father's name, Ms White?

Mona: Jack Webber.

Leo: Could you spell the surname please?

Mona: Sure. W-E-double B-E-R.

Leo: Double P for Papa?

Mona: No, double B for Bravo

结束这一课之前请再听一遍下面的这些短语，希望它们有助于您记住我们今天所学的一些内容

Would you like two nights
or would you like three?
Certainly
Certainly
Just a minute please.

Would you like two nights
or would you like three?
Certainly
Certainly
Just a minute please.

“旅游业英语”是由澳大利亚规模最大的教授专业英语的多元文化成人教育中心编写。

各位听众朋友，我们这一讲的内容到这里就结束了，在第二讲我们要继续学习“接受电话预定房间”。