

“旅游业英语”

English for Tourism

第二课：接受电话预定房间 Lesson 2: Taking a Reservation Over the Phone

各位朋友好，欢迎您收听为旅游及服务人员提供的初级“旅游业英语”第二讲，我是澳洲广播电台的节目主持人马健媛。

在第一课中，我们学习了如何在接听电话时做自我介绍、在什么情况下用英语说早安和晚安等等。我们还学习了如何用英语表示日期、英语字母的国际无线电标准拼读方法、如何正确地称呼客人头衔以及有关 YES 和 CERTAINLY 这两个词汇的更加正式的表达方法。

在这一课中，我们要学习的内容包括如何用英语中 AND 这个词使一个问句听起来更加客气、如何礼貌地请客人重复他说的话以及当客人说“谢谢”“Thank you”的时候我们要如何回应。

在我们学习新的对话之前，先让我们听一下接受电话预定房间的第一部分。

- 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...
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

现在我们继续收听第二讲“接受电话预定房间”

Now we'll continue with Lesson 2: Taking a Reservation Over the Phone.

Leo: And how will you be paying for your room, Ms White?
Mona: By credit card.
Leo: Both rooms on the same card?
Mona: Yes.
Leo: Your card number please?
Mona: 4434 1234 5678 9902.
Leo: Double *one*, zero two?
Mona: No, double *nine* zero two.

这段对话您听懂了多少呢？为了给蒙纳怀特预定房间，利奥记下了她的信用卡号码。现在我们再来听一遍这部分的对话，我会将这段对话翻译成汉语。

利奥: 您要以何种方式支付房费呢，怀特女士？
Leo: And how will you be paying for your room, Ms White?

蒙纳: 我用信用卡支付
Mona: By credit card.

请注意利奥是如何使用英语 AND 这个词汇来开始一个新的话题的，他提出了信用卡的问题。如果不用 AND 这个词，他的问题就会显得有些突兀。请再听一遍对话并跟着重复

Leo: And how will you be paying for your room, Ms White?
And when would you like the rooms?
And your father's name?

接下来我们一起听这段对话新的部分，我会将它们译成汉语

利奥: 请问您的信用卡号码？
Leo: Your card number please?

蒙纳: 4434
Mona: 4434

蒙纳: 1234
Mona: 1234

蒙纳: 5678
Mona: 5678

蒙纳: 9902
Mona: 9902

利奥: 是 1102 吗?
Leo: Double *one*, zero two?

蒙纳: 不对, 是 9902
Mona: No, double *nine* zero two.

也许您已经注意到了, 在拼读过程中如果出现字母或数字重叠的话, 我们可以使用英文 DOUBLE 这个词。例如: DOUBLE B, DOUBLE 4. 请注意听录音并跟着重复

Double M
Room: R double-O M
Double-8
6 double-oh 2

另外, “零”这个数字在英语里是“ZERO”, 也可以说成“OH”, 这两种说法可以交替使用。但通常我们会说 DOUBLE OH, DOUBLE OH, 而不说 DOUBLE ZERO, DOUBLE ZERO. 请再听一遍录音并跟着说。

Leo: And how will you be paying for your room, Ms White?
Mona: By credit card.
Leo: Both rooms on the same card?
Mona: Yes.
Leo: Your card number please?
Mona: 4434 1234 5678 9902.
Leo: Double one, zero two?
Mona: No, double *nine* zero two.
Leo: 4434
1234
5678
9902?
Mona: That's right.

各位听众, 您现在收听的是澳大利亚澳洲广播电台制作的“旅游业英语”

第二讲: “接受电话预定房间”

Lesson 2: Taking a reservation over the phone.

请注意听这段对话的生词与表达方式

Leo: Double *one*, zero two?
Mona: No, double *nine* zero two.
Leo: And the expiry date?
Mona: Eleven, ...
Leo: Could you repeat that please?
Mona: November this year.
Leo: Thank you. I've booked two rooms for Ms White and Mr Webber from Wednesday the 25th to Saturday the 28th of September.
Mona: Thank you.
Leo: You're welcome. We'll see you on the 5th, Ms White.
Mona: Thanks a lot. Goodbye.
Leo: Goodbye.

再听一遍, 我会将这段话译成汉语

利奥: 1102
Leo: Double *one*, zero two?
蒙纳: 不对, 是 9902
Mona: No, double *nine* zero two.
利奥: 请问您信用卡的有效日期?
Leo: And the expiry date?
蒙纳: 十一月。。。。。
Mona: Eleven, ...
利奥: 请您再重复一遍好吗?
Leo: Could you repeat that please?
蒙纳: 今年十一月
Mona: November this year.

请注意听利奥是如何要求怀特女士澄清某些疑问的

Leo: Double *one*, zero two?

利奥重复了他所听到的话, 并且将他感到有疑问的部分用疑问的语气说出。我们再来听一遍利奥的话, 请试着学习使用他的语气。

Mona: The fifth of September.
Leo: The *fifth* of September?

Mona: Double nine zero two.
Leo: Double *nine* zero two?

为了确认对话的正确意思，利奥还使用了下列说法

Leo: Could you repeat that please?

请注意听并跟着重复
Listen and repeat.

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

我们现在来听一段新的对话，我会将对话译成汉语

利奥: 谢谢
Leo: Thank you.

利奥: 我为怀特女士和伟博先生预定了两个房间
Leo: ...I've booked two rooms for Ms White and Mr Webber ...

利奥: 入住日期从九月二十五日星期三到九月二十八日星期六
Leo: ...from Wednesday the 25th to Saturday the 28th of September.

蒙纳: 谢谢
Mona: Thank you.

利奥: 不客气
Leo: You're welcome...

利奥: 那我们二十五日见，怀特女士
Leo: ...We'll see you on the 25th, Ms White.

蒙纳: 非常感谢，再见
Mona: Thanks a lot. Goodbye.

利奥: 再见
Leo: Goodbye.

当别人说“谢谢”的时候，我们也要有礼貌地回复。利奥的说法是 YOU ARE WELCOME, 这也许应该算是英语里最常用的一种说法了。另外，我们也可以说“MY PLEASURE”，而澳洲人最流行的一种说法就是 NO WORRIES, 请听录音并跟着重复

Leo: You're welcome.

Leo: My pleasure.

Leo: No worries.

我们再听一遍这段对话，请您跟着重复。在利奥的讲话之后会有一段间隔。

Leo: And the expiry date?

Mona: Eleven, ...

Leo: Could you repeat that please?

Mona: November this year.

Leo: Thank you.

Leo: I've booked two rooms for Ms White and Mr Webber...

Leo: ...from Wednesday the 25th to Saturday the 28th of September.

Mona: Thank you.

Leo: You're welcome.

Leo: We'll see you on the 25th, Ms White.

Mona: Thanks a lot. Goodbye.

Leo: Goodbye.

现在让我们把第一课和第二课中的对话一起完整地听一遍。

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.

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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

Leo: And how will you be paying for your room, Ms White?

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Leo: And the expiry date?

Mona: Eleven, ...

Leo: Could you repeat that please?

Mona: November this year.

Leo: Thank you. I've booked two rooms for Ms White and Mr Webber from Wednesday the 25th to Saturday the 28th of September.

Mona: Thank you.

Leo: You're welcome. We'll see you on the 25th, Ms White.

Mona: Thanks a lot. Goodbye.

Leo: Goodbye.

以下是一些对话的重点，有时间的话您要多多地练习

Could you repeat,
 Could you repeat,
 Could you repeat that please?
 Oh-2 double-6?
 Or Oh-2 double 3?

Could you repeat,
 Could you repeat,
 Could you repeat that please?
 Oh-2 double-6?
 Or oh-2 double-3?

“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。

第二课到这里就全部结束了。在第三课中我们会学习“酒店入住”。

