

“旅游业英语” English for Tourism

第四课： 入住酒店 Lesson 4: Checking In

各位朋友好，欢迎您收听为旅游及服务业人员提供的初级“旅游业英语”第四讲，我是澳洲广播电台的节目主持人马健媛。

第四讲“入住酒店”。在第三课中，我们学习了如何在前台迎接客人及如何说房间的号码，我们还学习了 I'll、和 we'll、这类的缩略语、有关方位的介词及如何礼貌地表达“是”和“不是”的意思。在接下来的这一课中，我们要学习诸如“Is that OK?”这样的安排可以吗？这类的短语。当你要确定客人是否满意你的某项建议时，你就可以说“Is that OK？”这样的安排可以吗？另外，我们还要学习有关 there is 和 there are，和 can 可以、能够及 could 可以、能够的用法。

好，在我们学习新的课程之前，首先让我们一起来复习一下入住酒店的第一部分的对话。

Leo: Good afternoon. Can I help you?
Mona: Yes, we have a reservation for three nights. Mona White. I called last week.
Leo: One moment please, Ms White.
Leo: Yes, that was for two single rooms, wasn't it? I've reserved rooms 402 and 403 for you.
Mona: Are they quiet rooms?
Leo: Well they *are* facing the street, but there's a lovely view.
Mona: We'd like quiet rooms thanks.
Leo: Of course...
Leo: I can put you in rooms three-eleven and three-twelve. They're at the rear of the hotel.
Jack: Mona...
Mona: That's much better, thank you.
Jack: Mona...
Mona: Yes, Dad?
Jack: I'd like a view.
Mona: Oh. Is there a view?
Leo: Not really.
Mona: Well, we want our rooms together.
Jack: Mona...

Mona: Yes, Dad?
Jack: I don't mind if our rooms aren't together. I'd like a lovely view.
Mona: Oh.
Leo: I'll see what I can do.

现在我们继续学习第四课“入住酒店”

利奥: 我可以把你们两人的房间安排在同一楼层。
Leo: I can put you both on the same floor.

利奥: 305 房间带风景
Leo: Room 305 with a view...

利奥: 311 房间在后楼
Leo: ...and Room 311 at the rear.

利奥: 怀特女士，您父亲的房间就在您房间的对面。
Leo: Your father will be just opposite you, Ms White.

利奥: 这样的安排可以吗？
Leo: Is that OK?

蒙纳: 好啊，没有问题。
Mona: Oh, yes, that's fine.

杰克: 谢谢
Jack: Thank you.

利奥: 不客气
Leo: My pleasure.

利奥: 请您填一下这份表格。
Leo: Could you just fill out this form please?

利奥: 还有什么可以效劳的吗？
Leo: Now, can I help you with anything else?

请注意利奥是怎样询问客人是否满意客房安排的。

利奥: 这样的安排可以吗？
Leo: Is that OK?

当我们要询问客人对你的建议是否满意时，我们就可以说 Is that OK? 此外，你还可以说 Is that alright? Is that alright? 或者说 Will that do? Will that do? 请注意听录音并跟着说。

Is that OK?

Is that alright?

Will that do?

也许有时您会感到在何种情况下该使用 can 或 could 令人疑惑，其实从某种程度上讲这两个字是可以通用的。基本的原则就是如果是你主动提出了某项建议，那么就要用 can，例如：Can I help you? 有什么可以为您效劳的吗？但是当你提出某项请求时，你就要用 could. 例如:Could you fill out this form please? 请您填一下这份表格。请听对话并跟着重复。

Leo: Could you just fill out this form please?

Could you spell that, please?

Can I help you?

Can I get you anything else?

请听这段对话的录音并跟着重复。利奥的讲话之后会留出时间让您重复他的话。

Leo: I can put you both on the same floor.

Leo: Room 305 with a view ...

Leo: ...and Room 311 at the rear.

Leo: Your father will be just opposite you, Ms White.

Leo: Is that OK?

Mona: Oh, yes, that's fine.

Jack: Thank you.

Leo: My pleasure.

Leo: Could you just fill out this form please?

在服务行业中，为客人排忧解难是我们工作的重要组成部分。从刚才的对话中您可以听到，耐心的前台接待员利奥已经解决了客人们提出的住房要求。

各位听众朋友，您现在收听的是澳洲广播电台制作的“旅游业英语”。

第四课： 入住酒店

Lesson 4: Checking In

请注意听新的一段对话的生词与表达方式

利奥： 还有什么可以效劳的吗？
Leo: Now can I help you with anything else?

蒙纳： 请问房间里有闹钟吗？
Mona: Yes, is there an alarm clock in the room?

利奥： 有的。
Leo: Yes, there is.

蒙纳： 有电水壶和茶叶吗？
Mona: And a kettle and tea?

利奥： 有的，每个房间都配备有煮茶的设施。
Leo: Yes, there are tea-making facilities in every room.

蒙纳： 房间里有熨斗吗？
Mona: And is there an iron?

利奥： 我现在就帮您查一下。
Leo: I'll see to it right away...

利奥： 怀特女士，请出示您的信用卡。
Leo: Now, could I see your credit card please, Ms White?

现在让我们来学习 there is 和 there are 的用法。当我们要表达某处有一个物体的时候，我们就要说 there is, 例如:there is a clock. 那里有一个闹钟。There is 的缩略语是 there's, there's a clock. 那里有一个闹钟。此外，在描述的物体是不可数名词时我们也要使用 there is 。不可数名词包括茶叶、水或糖等

等。例如“ There’s tea in the room”。房间里备有茶叶。在描述复数的物体时，我们一定要使用 there are，而且这个表述方法没有缩略语形式，这一点请您特别注意。例如:there are two guests in the lobby 酒店大厅有两位客人。 There are tea-making facilities in every room. 每个房间都有煮茶的设施。请注意听下面的对话并跟着重复。

There’s a kettle in the room.

There’s a guest in the lobby.

There are two guests in the lobby.

There are tea-making facilities in every room.

我们再练习一次。首先您会听到汉语，然后是这句话的英语。铃声之后会有一段间隔以便您复述这个句子。请注意，您必须自己确定在这个句子前面应该使用 there is 还是 there are. 然后请再对照录音看看您的答案是否正确并跟着录音再次重复一遍这个句子。请不要忘记确定在例句前面使用“there’s”，而不用“there is”。

每个房间都有茶杯。

Cups in every room

There are cups in every room.

每个房间都有咖啡。

Coffee in every room

There’s coffee in every room

美丽的风景。

A lovely view

There’s a lovely view.

604 房间有人。

People in Room six-oh-four

There are people in room six-oh-four.

现在让我们一起来听“入住酒店”新的对话及汉语翻译。

利奥： 每个房间都配备有煮茶的设施。

Leo: Yes, there are tea-making facilities in every room.

蒙纳: 房间里有熨斗吗?

Mona: And is there an iron?

利奥: 我现在就帮您查一下。

Leo: I'll see to it right away.

利奥: 怀特女士，请出示您的信用卡。

Leo: Now, could I see your credit card please, Ms White?

考虑到客人的旅途劳顿，利奥尽其所能地让他们有一种宾至如归的感觉。现在让我们再一起来听听这段对话的后半部分，在利奥的讲话之后会留出时间让您重复他的话。

Leo: Now can I help you with anything else?

Mona: Yes, is there an alarm clock in the room?

Leo: Yes, there is.

Mona: And a kettle and tea?

Leo: Yes, there are tea-making facilities in every room.

Mona: And is there an iron?

Leo: I'll see to it right away.

Leo: Now, could I see your credit card please, Ms White?

现在让我们完整地听一遍第三课与第四课的对话。

Leo: Good afternoon. Can I help you?

Mona: Yes, we have a reservation for three nights. Mona White. I called last week.

Leo: One moment please, Ms White.

Leo: Yes, that was for two single rooms, wasn't it? I've reserved rooms 402 and 403 for you.

Mona: Are they quiet rooms?

Leo: Well they *are* facing the street, but there's a lovely view.

Mona: We'd like quiet rooms thanks.

Leo: Of course...

Leo: I can put you in rooms three-eleven and three-twelve. They're at the rear of the hotel.

Jack: Mona...

Mona: That's much better, thank you.

Jack: Mona...

Mona: Yes, Dad?

Jack: I'd like a view.

Mona: Oh. Is there a view?

Leo: Not really.

Mona: Well, we want our rooms together.

Jack: Mona...

Mona: Yes, Dad?
Jack: I don't mind if our rooms aren't together. I'd like a lovely view.
Mona: Oh.
Leo: I'll see what I can do.
Leo: I can put you both on the same floor. Room 305 with a view and Room 311 at the rear. Your father will be just opposite you, Ms White. Is that OK?
Mona: Oh, yes, that's fine.
Jack: Thank you.
Leo: My pleasure. Could you just fill out this form please? (PAUSE)
Leo: Now can I help you with anything else?
Mona: Yes, is there an alarm clock in the room?
Leo: Yes, there is.
Mona: And a kettle and tea?
Leo: Yes, there are tea-making facilities in every room.
Mona: And is there an iron?
Leo: I'll see to it right away. Now, could I see your credit card please, Ms White?.....

结束今天的课程之前，再让我们一起来复习一下这一讲中我们学到的一些句型。

Is there a kettle?
And are there cups?
Are there cups for tea?

Yes, there's a kettle
And there are cups
Is that OK?
OK!

Is there a kettle?
And are there cups?
Are there cups for tea?

Yes, there's a kettle
And there are cups
Is that OK?
OK!

“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。

好，各位朋友这一讲的课程就进行到这里。在第五课中我们要学习如何提出建议。