

Useful Sentences for Hotel English 常用酒店英语

板块预览

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Part 1 Word Vocabulary 词库

suite 套房

single room 单人房

double room 双人房

deluxe [di'lʌks] suites 豪华套房

key card 房卡

room key 房间钥匙

room number 房间号码

酒店部门 Department:

lobby ['lɒbi] 大厅

lounge [laundʒ] 休息厅

front desk 总台

men's room 男洗手间

ladies' room 女洗手间

house keeping 房务部

reception [ri'sepʃən] office 接待室

information desk 咨询处

newsstand ['nju:zstænd] 售报处

dinning room, dinning hall 餐厅

房间物品 Stuff in the room:

chair 椅子

bench 条凳

sofa 长沙发

armchair 扶手椅

folding chair 叠椅

wardrobe ['wɔ:drəʊb] 衣柜

carpet ['kɑ:pɪt] 地毯

sheet 床单

mattress ['mætrɪs] 床垫

single bed 单人床

double bed 双人床

pillow ['pɪləʊ] 枕头

blanket ['blæŋkɪt] 毯子

bathroom 浴室

bath tub [tʌb] 浴盆

shower bath 淋浴

shower 花洒

mirror ['mɪrə] 镜子

towel ['taʊəl] 毛巾

bath towel 浴巾

酒店相关人员 **Service personnel:**

manager 经理

bellboy ['belbɔɪ] / bellman 应接服务员

waiter (餐厅) 男服务员

waitress (餐厅) 女服务员

desk clerk 接待员

valet ['vælit] 替洗烫的仆人

washroom 卫生间

water closet ['klɒzɪt] 厕所, 抽水马桶

toilet paper 卫生纸

balcony ['bælkəni] 阳台

lamp[læmp]灯

ashtray ['æʃtreɪ] 烟灰缸

electric fan 电扇

air-conditioner [eə kən'diʃənə]空调

bill 帐单

Part 2 Useful Sentences 常用句子

◆ 房间预订 Room Reservation

Do you have any vacant ['veɪkənt] room in the hotel?
酒店里有空余房间吗?

What's the room rate for a double / single room?
双人/单人房的房费是多少?

How much is it for one night?
一晚多少钱?

Do you have any cheaper room?
你们有便宜一点的房间吗?

What services?
有什么服务?

What's the difference?
两间房间有何不同?

Does it include breakfast?
有早餐吗?

I want to book a double / single room with a bath¹,

For two nights.
住 2 晚。

At what time does the breakfast begin?
早餐是几点开始?

We will leave on Saturday morning.
我们将在星期六早上离开。

By the way, I like/prefer a quiet room.
对了, 我要一间安静一点的房间。

Is it continental [kɒntɪ'nentl] breakfast² or others?
是欧式早餐还是其它的?

I would be there around 6.p.m. on 30 June.
我会在 6 月 30 日晚上 6 点到这里。

Do you have Chinese restaurant or western-style restaurant?
你们有中餐厅还是西餐厅?

¹ 有些酒店的房间是不带浴室的, 所以预订时最好说明

² 一般有 3 种早餐, 欧式早餐, 美式早餐, 英式早餐。欧式早餐: 牛角包配果酱, 咖啡或果汁; 美式早餐:

for one week from 30 June, 2010.

我想预订一间双人/单人房，2010年6月30日入住，住一个星期。

I want to extend the reservation [rezə'veiʃən] for another two nights.

我想多预订2个晚上。

I'll arrive late. But please keep my reservation.

我会晚一点到达，请保留所预订的房间。

◆ 问路 Ask for Direction [di'rekʃən]

Excuse me, where can I buy some cigarettes [sigə'ret]?

请问我到哪儿可以买到香烟？

Where is the nearest Chinese restaurant please?

请问最近的中国餐厅在哪里？

Excuse me, is there a shop nearby?

请问这里附近有小商店吗？

◆ 入住酒店 Check-in

Hello, I want to check in please.

你好，我想入住贵酒店。

I have a reservation.

我已经预订过了。

Is the room ready now?

房子准备好了吗？

I reserved a room through my travel agent.

我通过我的旅行社预订了房间。

I booked a room on line a week ago.

一个星期以前我在网上预订了房间。

What are the service hours of the dining room?

餐厅每天的服务时间是多少？

Any other service in the hotel?

酒店里还有其它什么服务吗？

What's the check-out time?

什么时候退房？

Can I use credit card?

我可以信用卡支付吗？

◆ 填登记表 Fill in the Registration Form [redʒi'streiʃən]

Where do I sign [sain]?

在哪里签名？

Please give me one more registration form.

请再给我一张登记卡。

What should I fill in under ROOM NUMBER?

Is it all right?

果汁，谷类蛋，土司，咖啡或茶；英式早餐：烤番茄，蛋，香肠，腌肉，麦片等，比较丰盛。

"房间号码"这一栏我该怎么填呢?

这样填可以了吗?

◆ 要求先看一下预订房间情况 Room Visiting

Please show me the room first.

请先带我看看房间。

Do you have a better/bigger room?

有另一间更好的/更大的房间吗?

I want a room with a nice view.

我想要一间风景好点的风景。

It's quite good.

这间房不错。

I'm sorry. I don't like this room. Could you show me another one?

不好意思, 我不喜欢这间房, 可以带我看看另一间吗?

OK. I'll take it. 好吧, 就这间吧。

◆ 请求服务 Ask for Service

Tell me how to use the bathtub.

请告诉我如何使用这个浴缸。

Is there an extra bed available?

有多的床吗?

Please change the towels.

麻烦换一下毛巾。

Where is the emergency [i'mə:dʒənsi] exit [ˈekzɪt] and staircase [ˈsteɪkɪs]?³

紧急出口和楼梯在哪里?

Please bring me some more towels / shampoo [ʃæm'pu:].

请给我多拿几张毛巾/一些洗发水。

I need another blanket. / Please send another blanket to my room.

我要多一间毯子。/ 麻烦送张毯子到我房间。

Thank you. It's very kind of you. This is for you⁴.

谢谢你, 你服务真周到。这是给你的。

◆ 客房服务 Room Service⁵

Is this Room Service?

这是客房服务部吗?

Could you tidy my room around 10 to 12 o'clock in the morning every day?

你可以在每天早上 10 点到 12 点这段时间打扫我的房间吗?

Will you bring me a sandwich [ˈsændwɪtʃ]?⁴

可以给我送一份三文治吗?

I'd like to have breakfast in my room tomorrow.

我明天想在房间吃早餐。

Could you bring a port of boiled [bɔɪld] water and

³ 关乎人身安全, 一定要知道。

⁴ 给服务生小费。如看到 NO TIPS / NO TIPPING, 则不必给, 因为已经包含在食宿费里面了。

⁵ 一种叫人收拾房间, 送餐的服务。

Could you come back in two hours?
2 个小时后再来整理好吗?

Would you come to Room 205 and clean the bathroom now?
你现在可以到 205 房清洁一下浴室吗?

three cups to Room 731?
你可以拿一壶热水和三个杯子到 731 房吗?

Please cancel my order for tomorrow's breakfast.
请取消我明天的早餐。

◆ 洗衣服务 Laundry ['lɔ:ndri] Service

Where can I do my laundry?
脏衣服送到哪里去洗?

Where will it be ready?
衣服什么时候可以洗好?

I need them tomorrow morning.
我明早就要。

I have some cloths to be washed. Please send someone up for my laundry.
我有些衣服要洗。请你们派人来收要洗的衣服。

My clothes need a dry cleaning.
我的衣服是要干洗的。

This shirt should be washed by hand.
这件衬衫需要手洗。

This is not mine.
这件不是我的。

I need my clothes ironed.
我的衣服需要烫一下。

Please stitch [stɪtʃ] it.
麻烦缝一下这里。

◆ 叫醒服务 Wake-up Call / Morning Call Service

Please wake me up by phone.
请以电话叫醒我。

I wonder if you have a morning call / wake-up call service?
我想知道你们有叫醒服务吗?

I want a morning call / wake up call at 7:00 tomorrow morning.
我需要明早 7 点钟的唤醒服务。

◆ 抱怨投诉 Complaint

Can you attend [ə'tend] to it at once?
你能马上处理吗?

The sheet is dirty. Have you cleaned my room today?

There's something wrong with the toilet / television / air-conditioner.
马桶/电视机/空调有点毛病。

床单很脏，你们今天有没有打扫房间的？

The light in this room is too dim[**dim**]. Please bring me a brighter one.

这房间的灯光太暗了，请给我换个亮的。

My room is very noisy [**noizi**]. Can I change it?

我的房间很吵。可以换一间嘛？

◆ 退房 Check-out

Could you send a bellboy to pick up my baggage [**'bægɪdʒ**] now?

你们现在可以派服务员上来帮我拿行李吗？

Check out, please.

麻烦退房。

What's this charge?

这是什么费用？

The room is totally in a mess [**mes**].

这间房子一团糟。

Please send someone up to take a look.

麻烦派人上来看一下。

There's no running hot water / towels in my room.

我的房间没有热水/毛巾。

Excuse me, we're leaving today. I want to pay our bills now.

麻烦，我们今天要离开了。我想现在就付账。

May I leave my baggage here until this evening?

我可以把行李留在这儿今晚再回来拿吗？

I enjoy my stay.

我住得很愉快。

Part 3 Dialogue 实战对话

(1) 房间预订 Book Reservation:

H: Golden Port Hotel. Good morning. May I help you?

H: 金港酒店。早上好。有什么可以帮您吗？

P: Good morning. I want to book a single room with a bath for 3 nights, from 25th to 27th.

P: 早上好，我想订一间单人房，带浴室的，从25号到27号3个晚上。

H: Hold on, please. Let me check if there is a room available for those days.

H: 请稍等，我先查一下那几天有没有空房。

Yes. We have a single room available.

是的，我们有空的单人房。

P: Is there an air-conditioner?

P: 带空调的吗？

H: Yes, of course.

H: 当然。

P: How much do you charge for one night?

P: 住一晚多少钱？

H: A single room is 115 dollars per night.

H: 单人房一晚115美元。

P: Does it include breakfast?

P: 包含早餐吗？

H: Yes. That includes a continental breakfast.

H: 是的。包括一份欧式早餐。

P: OK. That sounds fine. Please make a reservation for me.

P: 好的，听起来不错。那帮我预订一间吧。

H: All right. What time will you arrive?

H: 好的。请问您什么时候到呢？

P: Around 5 p.m. on the 25th.
H: OK, sir. May I have your name and contact number?
P: Yes, it's Paul Hill. My phone number is 13570245979.
H: Could you spell your name, please?
P: P-a-u-l, Paul. H-i-l-l, Hill.
H: Mr. Hill. A single room with a bath and air conditioner for 25th to 27th.
P: That's right. Thank you.
H: With pleasure. We'll be waiting for you sir. Bye.

P: 大概 25 号傍晚 5 点。
H: 好的先生。请问您的名字和电话号码?
P: 保罗希尔。手机号码是 13570245979。
H: 请问可以拼一下名字吗?
P: P-a-u-l, Paul. H-i-l-l, Hill.
H: 希尔先生。订一间带浴室和空调的单人房, 从 25 号到 27 号 3 个晚上。
P: 对的。谢谢你了。
H: 不客气。我们等着您的到来。再见。

(2) 入住酒店 Check in

H: Good afternoon. Can I help you?
P: Good afternoon. I reserved a room about a week ago.
H: May I ask your name?
P: Paul Hill.
H: Just a moment. A single room with a bath and air conditioner for 25th to 27th, right?
P: That's right.
H: Please fill in this registration form with your name, passport [ˈpɑːspɔːt] number, ID number, and sign it. And pay 100 dollar deposit in advance.
P: Is it all right?
H: Fine. How will you pay, cash or credit card?
P: Credit card.
H: All right. Your room number is 207, on the second floor. A bellboy will lead you there. Here is your room key.
P: What's the check-out time?
H: It's 12 o'clock at noon. Please kindly notice that a late check-out will be charged an extra 10% of the rate.

H: 下午好。有什么帮到你的吗?
P: 下午好。我一个星期前订了房间的。
H: 请问您的名字是?
P: Paul Hill.
H: 请等一下。订了一个带浴室和空调的单人房的, 从 25 号到 27 号, 对吗?
P: 是的。
H: 请您填一下这份登记表, 填上您的名字, 护照号码, 身份证号码, 以及在这里签名。另外还要预付 100 美元押金。
P: 这样填对吗?
H: 对的。您怎样付款呢, 现金还是信用卡?
P: 信用卡。
H: 好的。你的房号是 207, 在二楼。会有应接服务生带您上去的, 这是您的钥匙。
P: 请问什么时候退房呢?
H: 中午 12 点。请注意, 延迟结账会加收您 10% 房费的。

P: OK. I see. At what time will the breakfast start?

H: From 7 a.m. to 9:30 a.m.

P: OK. Thank you.

H: With pleasure. Enjoy your stay.

P: 嗯, 好的。对了, 早餐几点开始的?

H: 从早上 7 点到 9 点半都有供应。

P: 好的, 谢谢你。

H: 不客气。祝您住宿愉快。

(3) 客房服务 Room Service:

P: Is this Room Service?

H: Yes, sir. Is there anything I can do for you?

P: I need an extra blanket. The room is too cold for me.

H: OK. I will bring you another blanket at once. May I have your room number?

P: Room 207.

H: OK. Please wait a moment.

P: Thanks.

P: 请问是房务部吗?

H: 是的, 先生, 有什么帮到您的吗?

P: 我需要多一张毯子, 房间太冷了。

H: 好的。我立刻把毯子送过来。请问您的房号?

P: 207。

H: 好的。请您稍等一下。

P: 谢谢!

H: Housekeeping. Can I help you?

P: Yes. It's twelve now but someone are still having party next door. It's too noisy to sleep. Could you handle it right now?

H: I'm sorry to hear that. But don't worry, we will attend to it at once. Your room number please?

P: Room 207.

H: OK. Have a good sleep.

P: Thank you. Bye.

H: 这里是房务部。有什么可以帮到您?

P: 现在已经是 12 点了, 但隔壁还在搞聚会, 吵得我睡不着, 你可以马上处理一下吗?

H: 真抱歉给您带来麻烦了, 不过别担心, 我们立即处理, 请问您的房号?

P: 207。

H: 好的。祝您有个好梦。

P: 谢谢。再见。

P: I forgot to bring my keys. I have locked myself out now.

H: Don't worry sir. I will open for you.

P: 我忘记带钥匙, 把自己锁在外面了。

H: 先生不用担心, 我会帮您开门的。

P: Thank you very much.

H: With pleasure. What else can I do for you?

P: No. Thanks again.

H: Enjoy your stay. Bye.

P: 非常感谢你。

H: 这是我该做的。还有其它需要帮忙的吗?

P: 没有了, 再次谢谢你了!

H: 祝您愉快! 再见。

(4) 退房 Check out:

P: I want to check out now. Here's my key.

H: Just a moment, please. OK, here's your bill.

P: Excuse me, what's this charge?

H: Oh, that's breakfast.

P: I see. What about this one?

H: That's Room Service charge.

P: OK. This is the total, right?

H: Yes. 250 dollars altogether. You are paying by credit card, or cash?

P: Credit card.

H: Well, then, just sign here. And this is your receipt.

Thank you. Have a good journey.

P: Thank you. Bye.

P: 我要退房了。这是我的钥匙。

H: 好的, 请您等一下。这是您的账单。

P: 请问这是什么费用?

H: 这是早餐费。

P: 原来如此。那这个呢?

H: 这是客房服务费。

P: 哦, 那这是总费用, 对吧?

H: 嗯, 是的, 一共 250 美元。你是付现金还是刷卡?

P: 刷卡。

H: 那好的, 请在这里签名, 这是您的收据。

谢谢您的光临, 祝您旅途愉快!

P: 谢谢你。再见!

Part 4 Useful Sentences for Hotel Stuff 常见酒店服务人员用语

How long will you stay?

您要住多久?

Excuse me, how to spell it?

麻烦您的名字怎样拼?

We do have a double-room available for those days.

我们在那几天确实有一间双人房。

May I have your name and address [ə'dres]?

请问您的姓名和地址?

What are your passport number and ID number?

请问您的护照号码和身份证号码?

What about your telephone number?

请问您的电话号码?

Please fill in this form and pay one hundred dollars in advance.

请填写这张表, 并预付 100 美元。

Let me check.

让我查一下。

Please sign your name here.

请在这签名。

The check-out time is 12 noon, sir.

先生, 退房 时间是中午 12 点。

Please make sure you carry it with you all the time.

请务必随身携带。

Three nights at 125 dollars each, and here are the breakfasts you had at the hotel. That makes 400 dollars in total.

3 个晚上, 每晚 125 美元, 加上早餐费, 总共 400 美元。

Here's your room key, and your number is 207, on the second floor.

这是您的房间钥匙, 您的房间号是 207, 在二楼。