

English for Hotel Business

一. 概述

在酒店里所使用的英语会话,基本上是属于商业英语,与日常生活会话中所使用的英语略有不同,较注重礼节。正式英语通常会让人误解为极艰深的英语,其实,只要套用一定格式的句子和单词,就可以了。例如:

非正式英语

What's your name?

您贵姓?

Do you want some tea?

您要喝茶吗?

Over here, please.

这边请。

正式英语

May I have your name?

请问您贵姓大名?

Could you like some tea?

请问您想喝茶吗?

Could you come this way please?

请您往这边走好吗?

- * 不要说 OK, Sure, Yeah 等等,而要说 Certainly, Sir.
- * Hey, uh-huh, Hang on 等等,也不适合在酒店中使用。
- * 别说 "I don't know." 回答 "不知道" 是非常不礼貌的说法。
可以说 "just a moment, please. I'll check that for you." (请稍候,我来帮您确认),然后请有能力处理的人前来协助。
- * 对男性客人,尊称为 Sir; 面对女性客人时尊称为 Ms.
在招呼客人时,最好说 "Excuse me, Sir(Ms)", 不要直接称呼 Mr.或 Ms. 至于称呼小孩,可以直接使用 Excuse me, 但是不可以直接称呼 boy 或 girl.
- * 正视对方的眼睛,以显示出你的信心和诚意。但必须注意,注视对方的眼睛,并不是无理地盯着对方看。
- * 在面对语言不通的外籍人士时,一定要多加利用手势和肢体语言。但是使用手势时要特别小心,因为对于不同国家、民族而言,手势的意义也大不相同。

二.基本待客英语

(一) 在正式的英语表现里,疑问基本句型可分为下列四种:

1. May I ~
2. Could you ~
3. Would you ~
4. Shall I ~?

只要理解这四种基本的句型,就可以处理大部分业务上的状况。

1. 自己要做什么事时,就使用 May I ~

May I have your name, please?

请问尊姓大名

May I have your check-out time, please?

请问您什么时候结帐离开？

May I see your passport, please?

请让我看一下您的护照好吗？

May I know your nationality, please?

请问您的国籍是什么？

2. 麻烦客人时，可使用 Could you ~

Could you fill out the form, please?

请您填写这张表格好吗？

Could you write that down, please?

请您写下来好吗？

Could you draft the fax, please?

请您写下传真的草稿好吗？

Could you hold the line, please?

请不要挂电话好吗？

3. 询问客人的喜好或是做什么时，可使用 Would you ~

Would you like tea or coffee?

请问您要喝茶还是咖啡？

Would you like to take a taxi?

请问您要搭计程车吗？

Would you mind sitting here?

请问您介意坐在这里吗？

**** 只要在疑问词后加 “Would you ~”，就可以提出大部分的询问。**

When would you like to visit Kunshan?

请问您想要何时参观昆山？

When would you like to have lunch?

请问您想在哪儿用餐？

What time would you like to eat?

请问您想何时用餐？

Who would you like to contact?

请问您想和谁联络？

Which kind of room would you prefer?

请问您喜欢哪一种房间？

How would you like to settle your bill?

请问您的账单如何处理？

How long would you like to stay?

请问您要逗留多久？

How many tickets would you like to buy?

请问您要买几张票？

4. 在提供建议协助、征求意见时，可使用 Shall I ~ 或 Would you like me to do ~?

Shall I draw the curtains?

请问需要我把窗帘拉上吗？

Shall I draw you a map?

请问要我为您画一张地图吗？

Shall I make the reservation for you?

请问要我为您安排预约吗？

(二) 招呼语

Good morning. (用于中午以前)

Good afternoon. (用于中午至下午六点以前)

Good evening. (用于下午六点过后)

在这些招呼语的后面接句子，例如：

Good morning, sir. Are you checking-out?

早上好，先生，请问您要退房吗？

Good afternoon, sir. Welcome to LI JIA Hotel.

中午好，先生，欢迎光临丽嘉酒店

Good evening, Ms. May I help you?

晚上好，小姐，请问我能为您服务吗？

后面也可以接上自己酒店名称、部门名称，如：

Good morning, sir. This is the Front Desk. May I help you?

早上好，先生。这里是服务台，请问您需要服务吗？

(三) 回答

1. 一般性的回答

I see, sir.

我明白了，先生。

Certainly, sir.

好的，先生。

2. 请对方再等一会儿

Just a moment, please.

请稍等。

Thank you for waiting.

您久等了，先生。

I am very sorry to have kept you waiting.

很抱歉让您久等了。

Could you wait a little longer, please?

请您稍候好吗？

3. 要麻烦客人或是拒绝客人的要求时

拒绝客人时，不要一口回绝说“ No. ”，要委婉一些。

I am afraid I can't do that.

不好意思，我恐怕没办法那样做。

Excuse me, sir. Please let me pass.

不好意思，先生，麻烦让我过一下。

4.道歉

如果是自己的错就说 “ I am sorry. ”；如果是公司的错，就说：“ We are sorry. ”。

I am very sorry for the delay.

很抱歉延误了时间

I am very sorry for the inconvenience.

很抱歉造成您的不便。

I would like to apologize for the mistake.

为这个错误我深致歉意。

5.客人对自己说 “ Thank you. ” 时回答

You are welcome.

不客气。

Thank you, sir.

谢谢您，先生。

Thank you very much.

非常感谢您。

6.交给客人某些东西时，可以说

Here you are.

您要的东西在这里。

Here is your room key.

这是您的房间钥匙。

Here it is.

这是您的东西。

7. 当客人准备离开时，可以说：

Have a nice day.

祝您有美好的一天。

Please enjoy your stay

祝您住宿愉快。

We hope to see you again soon.

希望不久能再次见到您。

Thank you for staying with us.

谢谢光临。

8. 当客人的英语难以理解时

面对客人的疑问，不要只是一味地傻笑，或是一直说 Yes, Yes.如果听不懂事，要向客人提出疑问，或是先向对方说 “ Just a moment, please. ”，然后请求他人协助。

Pardon?

对不起？

Pardon me?

对不起？

I beg your pardon?

对不起请再说一遍好吗？

Could you repeat that, please?

请您重复一遍好吗？

若是不敢肯定对方所说的部分内容时，可以将不明白的部分重复一遍，如：

Excuse me, sir. Do you mean you lost your room key?

不好意思，先生，您是说您丢了房间的钥匙？

电话英语的应对

1. 接电话时不可以简单地回答“Hello”，而应报上自己的公司或所属单位的名称。例如：

“Hello, this is Information Desk.”

您好，这里是问询处。

“Information Desk speaking. May I help you?”

问询处，请问您要服务吗？

2. 打错电话时

如果是外线打错时，可以回答：

I am afraid you have the wrong number.

不好意思，您打错电话了。

This is the LI JIA Hotel, 2234-1156.

这里是丽嘉酒店，电话是 2234-1156。

如果是总线转错内线时，可以回答：

This is Room Reservations. I'll transfer your call to Restaurant Reservations.

这里是客房预约处，我帮您转接到餐厅预约柜台。

I am afraid this is a direct line. We can not transfer your call to the Chinese Restaurant. Could you dial 2234-1156, please.

不好意思，这是直接电话。我们无法为您转接中式餐厅。请您改拨 2234-1156 好吗？

3. 当负责的工作人员不在时

I am afraid Mr. Lin is out at the moment. He should be back around 5 p.m.

不好意思，林先生现在外出。他应该会在下午 5 点左右回来。

I am afraid Mr. Hao is on another line. Could you hold the line, please?

不好意思，郝先生正在讲电话。请您在线上稍候好吗？

I'll tell him to call you back when he returns.

他回来时，我会请他回电。

May I have your name and phone number, please?

请告诉我您的大名和电话好吗？

4. 当会话结束时

结束电话中的对话时，不可以简单说“bye-bye”，最好说：

Thank you for calling.

感谢您的来电。

You are welcome, sir.

先生，不客气。

We look forward to hearing from you.

我们静候您的佳音。

Please contact me if you have any further questions.

如果您有任何其他问题，请和我联络。

三．柜台服务

B=行李服务员 (Bellman)

C=服务员 (Clerk)

H=客房服务员 (Housekeeping)

BC=领班 (Bell Captain)

G=客人 (Guest)

To the Front Desk.

带客人到柜台

B: Good evening, Ms. Welcome to China-trust Hotel.

小姐，晚安。欢迎光临中信酒店。

G: Thank you.

谢谢你。

B: How many pieces of luggage do you have?

请问您有多少件行李？

G: Just this three.

只有这 3 件。

B: Two suitcases and one bag. Is that right?

2 个旅行箱和 1 个手提皮包，这样对吗？

G: Yes. That's all.

对，就这些了。

B: I'll show you to the Front Desk. This way, please. I'll put your bags by the post over there.

我来带您到柜台，这边请。我先将您的行李放在柱子旁边。

G: I see, thanks.

我知道了，谢谢。

B: A bellman will show you to your room when you have finished checking-in.

当您办好住宿登记时，行李服务员会带您到房间。

G: OK. Fine.

好极了。

B: Please enjoy your stay.

祝您住宿愉快。

Taking a guest to the room

带领客人至客房

B: Good evening, Ms. I'll show you to your room. You have two suitcases and one bag. Is that

right? 小姐，晚安。我来带您到房间。您有 2 个旅行箱和 1 个手提皮包，是吗？

G: Yes, that's right.

是的。

B: Is there anything valuable or breakable in your bag ?

请问您的皮包里有贵重物品或是易碎物品吗？

G: Yes , there's a bottle of whisky.

有，里面有一瓶威士忌。

B: Could you carry this bag, Ms? I'm afraid the contents might break.

小姐，手提包请您自己拿着好吗？我担心皮包里的物品会破掉。

G: Sure, no problem.

好的，没问题。

B: Thank you, Ms. May I have your room key, please?

谢谢。您的房间钥匙借我用一下好吗？

G: Yes. Here you are.

好的，给你。

B: Thank you, Ms. Your room is on the 23rd Floor. Please follow me.

谢谢。您的房间在 23 楼，请随我来。

Arriving at the room

带领客人到达客房

B: This is your room. May I put your bags here, Ms?

这就是您的房间。我把行李放在这边好吗，小姐？

G: Sure. Just put them anywhere.

好啊，放哪里都可以。

B: Is this the correct number of bags?

请问行李的件数对吗？

G: Let's see. Yes, that's all.

嗯---我看看，没错，就是这些。

B: May I hang your coat in the closet, Ms?

小姐，我把您的外套挂在衣柜里好吗？

G: Ah, yes. Please do!

哦，好的，麻烦你了。

B: Shall I open the curtains for you?

需要我为您拉开窗帘吗？

G: Yes, that's a good idea.

好主意。

B: Here is your room key. Is there anything else I can do for you?

这是您的房间钥匙，请问您还有什么要我服务的吗？

G: No. Thank you.

没有了，谢谢你。

B: Please enjoy your stay.

住你住宿愉快。

Refusing a tip

婉拒小费

G: Here's something for you.

这是给你的小费。

B: That's very kind of you, but a 10% service charge will be added to your bill.

谢谢您的好意，不过账单里已经包含了 10% 的服务费。

G: No, I'd like you to have it.

没关系，你拿去吧。

B: Well, if you insist, Ms. Thank you very much.

小姐，如果您坚持的话，那我就收下了。非常感谢。

Useful Expression

It's very kind of you, sir. But I am afraid we are not allowed to accept tips.

先生，谢谢您的好意，可是我们不允许收小费。

We have no tipping systems in our hotel.

我们酒店没有小费制度。

Standard Delivery

一般递送流程

-----The doorbell is ringing-----

-----门铃响了-----

G: Yes, coming. Who is it?

来了，来了。哪位啊？

B: The Bellman, Ms. I have brought your baggage.

客房服务员，我把您的行李送来了。

G: Fine. Come on in!

好，进来吧。

B: We are very sorry for the delay, Ms. May I put your bags here?

抱歉让您久等了。我把行李放在这里好吗？

G: Sure.

好啊。

B: Is this everything, Ms?

小姐，请问您的行李都在这里了吗？

G: Yes, that's right.

对，都在这里了。

B: Enjoy your stay with us.

祝您住宿愉快。

Bringing Bags Down

将行李送出客房

BC: This is the Bell Captain's Desk. May I help you?

这里是领班柜台，我能为您服务吗？

G: I'm going to check-out soon. Could you pick up my luggage, please?

我马上要退房了，可不可以来帮我拿行李。

BC: Certainly, Ms. May I have your room number, please?

好的小姐，请告诉我您的房间号码好吗？

G: Yes, it's 2932.

好的，2932

BC: Room 2932. We will send a bellman immediately. Could you wait in your room, please?

2932 房间。我们会立刻派行李服务员过去，请在房间内稍候片刻好吗？

B: Good morning, Ms. I've come for your bags.

早安，小姐。我来为您提行李。

G: Thank you. Could you take these two suitcases, please? I'll bring the shoulder bag with me.

谢谢。这两个旅行箱麻烦你提好不好？皮包我自己拿。

B: Certainly, Ms. Two suitcases?

好的，请问是两个旅行箱吗？

G: Yes.

对。

B: Is there anything valuable or breakable in them?

请问里面有没有贵重或是易碎物品？

G: No.

没有。

B: This is your claim tag. We will keep your bags at the Bell Captain's Desk. Could you pick them up there, please?

小姐，这是你的行李领取证。我们会把行李送到领班柜台保管。请您到那边领取好吗？

G: Certainly.

好的。

B: Thank you, Ms.

谢谢您。

When the guest deposits items

当客人寄存东西时

G: I'd like to leave this with you.

我要寄放这个东西。

B: Certainly, Ms. Is there anything valuable or breakable in your bag?

小姐，好的。请问您的皮包里面有贵重物品或易碎物品吗？

G: No.

没有。

B: Thank you. Here is your tag #33.

谢谢您，这是您的，号码牌 33 号。

G: When does the cloakroom close?

你们寄物处什么时候休息？

B: This cloakroom is open until 9 p.m.

我们这里开放到晚上 9 点。

G: Oh, dear! I won't be back until about 10:30 tonight. Where can I pick up my bags?

天啊！我今天要晚上 10 点半才会来耶。我要到哪里去拿皮包啊？

B: We will transfer your bag to the Lobby Floor Cloakroom. You may collect it there, Ms.

我们会将您的皮包转到大厅的寄物处。小姐，您可以到那里领取。

G: I see. Thanks a lot.

我知道了，真是谢谢你。

B: You're welcome.

不客气。

Useful Expression

There are safety deposit boxes at the Front Desk.

柜台有贵重物品保管箱。

Could you leave your suitcase at Bell Captain's Desk?

请您将手提箱交给领班柜台好吗？

I'm afraid we cannot accept perishable goods here.

不好意思，我们不接受生鲜物品。

When the guests collect their bags.

客人欲领取行李时

G: I left my bag with you this morning.

今天早上我在这里寄放了一个皮包。

B: Certainly, sir. May I have your tag, please?

先生，好的。请给我您的号码牌好吗？

G: Sure. Here you are.

好，在这里。

B: Thank you, sir. Just a moment, please.

先生，谢谢您，请稍等。

G: Thank you for waiting, sir. Is this everything?

先生，让您久等了。请问您的东西全部都在这里了吗。

B: Yes, that's all. Thanks a lot.

没错，就是这些了。多谢了。

B: You are welcome, sir.

先生，不客气。

Useful Expression

May I see some identification, please?

请您将能够证明身份的资料给我看一下好吗？

Guest arrival

客人抵达时

* Good evening, sir. Are you checking-in?

先生，晚安。请问您要住宿吗？

* Do you have any baggage in the trunk?

请问候车箱有您的行李吗？

* Is this everything, sir?

先生，请问您的行李全部都在这里吗？

* May I help you with your bags, sir?

先生，我为您提行李好吗？

* How many bags do you have in all?

请问您总共有几件行李？

* A bellman will show you to the Front Desk.

行李服务人员会带您到柜台。

* It's slippery. Please mind your feet.

地板很滑，请小心慢走。

* Please mind your head.

请小心别碰到头。

Guest Departure

客人离开时

* Are you checking-out?

请问您要退房吗？

* The Airport Bus leaves from over there.

机场巴士从哪里出发？

* Thank you for stayed with us.

感谢您光临本饭店。

* We hope to welcome you again soon.

希望您再度光临。

四．房间预约

Reservation from a domestic source.

客人亲自预约时

C: Good morning. This is Room Reservation.

早安，这里是订房部。请问您要服务吗？

G: Yes, I'd like to reserve a room.

对。我要订一个房间。

C: Thank you, sir. For which date?

先生，谢谢。请问您要预定什么时候？

G: From October 15th.

10月15日。

C: For how many nights?

请问您要住几个晚上？

G: For three nights.

3个晚上。

C: How many guests will there be in your party?

请问您一共有几位？

G: Just my wife and myself.

只有我和我太太。

C: What kind of room would you prefer, a double or a twin?

请问您要订哪一种客房，是有一张大床，还是两张小床的双人房呢？

G: A twin, please.

请给我两张床的房间。

C: Could you hold the line, please? I'll check our room availability.

请您在线上稍后好吗？我来查一下这几天的空房。

Thank you for waiting, sir. We have some twins at NT3,500 and at NT 4,200.

先生，让您久等了。我们现在有 3500 元以及 4200 元的两张小床的双人房，请问您要选哪一种。

C: Certainly, sir. May I have your name, please?

先生，好的。请问您的名字是？

G: Yes, my name is Edward Paul Matthews.

好的，我的名字叫 MATTHEWS。

C: How do you spell your last name, please?

请问怎么拼呢？

G: M, A, double T, H, E, W, S.

M, A, 两个 T, 然后是 H, E, W, S.

C: Mr. Matthews. May I have your phone number, please?

MR, MATTHEWS 请告诉我您的联络电话好吗。

G: Yes, the number is 02-2365-9739.

02-23659739

C: 02-2365-9739. Is this your home phone number?

02-23659739，请问这是您家里的电话吗？

G: Yes, it is.

对，没错。

C: What time do you expect to arrive, sir?

先生，请问您预计什么时候到达？

G: Oh, around 6 p.m., I suppose.

这个嘛.....，我大概是晚上 6 点左右吧。

C: I'd like to confirm your reservation. A twin room for Mr. and Mrs. Matthews at NT4,200 per night for three nights from October 15th through October 17th. My name is Cathy Yang and we look forward to serving you.

我来确认一下您的预约。您预约的是 10 月 5 日至 10 月 17 日，MATTHEWS 先生与夫人的 4200 元双人房。我是杨凯西，我们期待您大驾光临。

Useful Expression

Which date would that be?

请问您要预约哪一天？

How many nights do you wish to stay?

请问您要住几个晚上？

At what time will you be arriving?

请问您预计什么时间到达？

May I have your expected arrival time?

请告诉我您预计抵达的时间？

Please contact me if you need my further information.

如果您需要其他资讯，请和我联络。

A single room is 1,200 per night. There is also a 10% tax and a 10% service charge.

单人房每晚费用是 1,200 元，另外还必须支付 10% 的税金以及 10% 服务费。

When the guest accepts a different type of room

当客人接受其他客房时

C: What kind of room would you prefer?

请问您想订什么样的房间？

G: A double room, please.

请给我一间双人床。

C: Could you hold the line, please? I'll check our room availability for those days.

请您在线上稍候好吗？我来查一下那几天有没有空房。

Thank you for waiting. I am afraid we have no double rooms available but we can offer you a twin room.

让您久等了。很抱歉，我们现在没有一张大床的双人房，但是我们可以提供您两张单人房床的房间。

G: I see. How much will that be?

喔，那要多少钱？

C: We have twin rooms at NT3,500 and at NT4,200. Which would you prefer?

我们有 3500 元以及 4200 元两种房间。请问您想要哪一种房间？

G: I'll take the one at NT3,500.

我要 3500 元的那种。

C: Thank you, sir.

先生，谢谢您。

When the hotel is full

当饭店客满时

C: Good morning. Room Reservations. May I help you?

早安，这里是订房部吗？请问您需要服务吗？

G: I'd like to make a reservation.

我想要预定房间。

C: Which date would that be?

请问您想要订什么时候呢？

G: April 18th for one night.

4 月 18 日晚上。

C: Could you hold the line, please? I'll check our room availability.

请您在线上稍候好吗？我来查一下是否有空房。

Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night. Is it possible for you to change your reservation date?

先生，让您久等了。很抱歉，我们饭店那天都客满了，请问您有没有可能改订别的日期呢？

G: No, that's not possible.

不行，不可能的。

C: We might have cancellations. Could you call us again closer to the date?

或许可能会有人取消房间，请您在快到 18 号的时候，再打电话过来好吗？

G: Sure, but if you do have any cancellations, could you let me know as soon as possible?

好啊，不过如果有人取消，也请您尽早通知我好不好？

C: I'm very sorry, sir, but we are unable to do that. We would appreciate it very much if you could call us instead.

先生，非常抱歉，我们没有办法这么做。如果您再打电话来的话，我们会十分感激的。

G: Well, if that's the case---

唔，这样的话....。

C: We're very sorry, sir. We hope you understand.

先生，非常抱歉。希望您能谅解。

When a guest cannot be booked for all the nights requested

当客人想订房的那些天都客满时

C: Good morning. Room Reservations. May I help you?

早安，这里是订房部。请问您需要服务吗？

G: Yes, I'd like to reserve a room.

对，我要订一个房间。

C: Which date would that be?

请问您要预订什么时候呢？

G: I'd like a twin room for 6 nights from May 15th.

我要订两张床的双人房，从 5 月 15 日起一共 6 个晚上。

C: Could you hold the line, please? I'll check our room availability.

请您不要挂断好吗？我来查一下是否有空房。

Thank you for waiting, sir. We have a twin available for nights from May 15th and also for May 20th, but I'm afraid there is none available on the night of May 19th.

先生，让您久等了。从 5 月 15 日到 18 日以及 20 日都没问题，可是 5 月 19 日已经没有空房间了。

G: Well, do you have two singles for that night?

唔，那 19 号有两间单人房吗？

C: I'm very sorry, sir, but we are fully booked for all types of rooms on that night.

先生，非常抱歉，那天晚上所有的客房都已经客满了。

G: I see. Can you book me into another hotel in the area?

是这样啊，那你可以帮我预订附近其他的饭店吗？

C: I'm afraid we don't have any information on their room availability. Would you like me to book you for all nights except the 19th?

不好意思，我们不清楚其他饭店的空房情况，请问您要不要先预定除了 19 日以外的时间。

G: I'll think about it and let you know.

我想一想再和你联络好了。

C: Thank you, sir. We look forward to hearing from you.

先生，谢谢您。我们期待您的来电。

When the desired type of room is not available and one of a lower quality is offered.

尚有其他较低等级的客房可供客人选择时

C: What kind of room would you prefer?

请问您要什么样的房间。

G: I was in a twin room for single use last time. The same type will be fine.

上次我是一个人住两张床的双人房，就和上次一样好了

C: I'm very sorry, sir, but I'm afraid no twin rooms are available on that day. Would you mind a smaller single room at NT1,200 instead?

先生，非常抱歉。您要订的那天两张床的双人房已经客满了，请问您介意住 1200 元比较小一点的单人房吗？

G: That's all right.

好吧，没关系。

C: Thank you, sir.

先生，谢谢您。

Confirmation Calls

客人来电确认时

C: Good morning. This is Room Reservations. May I help you?

早安，这里是订房部。请问您需要服务吗？

G: Yes, I'd like to confirm a reservation.

是的，我想确认一下我订的房间。

C: Certainly, sir. May I have your reservation date, please.

先生，好的。请告诉我您预约的是好吗？

G: April 21st, for one night.

4 月 21 日，一个晚上。

C: May I have your name, please?

请告诉我您的大名好吗？

G: Yes, George Brown.

乔治.布朗

C: Could you hold the line, please? I'll check our reservation record.

请您不要挂断好吗？我来查一下我们的订房记录。

Thank you for waiting, sir. Your room is confirmed for April 21st. We look forward to serving you.

先生，让您久等了。您 4 月 21 日预约的房间已经确认无误。我们恭候您大驾光临。

Useful Expression

What is your reservation date?

When was the reservation made?

Shall I make a reservation for you?

Do you remember the name of the Reservation Clerk?

In whose name was the reservation made?

Change of Reservation Date

客人更改预约时

C: Room Reservation. May I help you?

订房部，您好，我能为您服务吗？

G: Yes, this is James Carlyle, and I made a reservation for 3 nights from March 5th. I'd like to extend it for two more nights until the 9th.

我是詹母士.卡莱尔，我预约了从3月5日起3个晚上的房间。我现在想多预订两个晚上，也就是延长到9日

C: For 5 nights from March 5th until March 9th.

您是说从3月5日到9日，住5个晚上。

G: That's right.

没错。

C: Will there be any changes in your room type? Your reservation is for a twin room.

请问您要更改房间种类吗？您预约的是两张床的双人房。

G: No.

不用改了。

C: Thank you, sir. We will extend your reservation for you.

先生，谢谢您。我们会延长你的预约时间。

Cancel the reservation

取消预约

C: Room Reservations. May I help you?

订房部，您好。我能为您服务吗？

G: I'd like to cancel a reservation.

我想取消预约。

C: May I have your name?

请问您的姓名？

G: Claude Rigell.

Claude Rigell.

C: How do you spell your last name, please?

请问您的姓怎么拼？

G: R, I, G, E, double L.

R, I, G, E, 两个L。

C: What is the reservation date?

请问您预约的是什么时候？

G: From June 27 for 3 nights.

从六月二十七日起三个晚上。

C: Thank you, I will cancel your reservation from June 27 for 3 nights. We look forward to another chance to serve you.

谢谢。您从六月二十七日起三个晚上的预约已经取消。希望有机会再次为您服务。

五．住宿登记

Standard Check-in

一般住宿登记流程

C: Good afternoon. Welcome to the ABC Hotel. May I help you?

午安，欢迎光临 ABC 饭店，我能为您服务吗？

G: Yes. I'd like to check-in, please.

对，麻烦您，我要办理住宿。

C: Certainly, sir. May I have your name, please?

先生，好的。请告诉我您的大名好吗？

G: Yes, it's Robert Zimmerman.

罗伯特，齐玛曼

C: Do you have a reservation with us, sir?

先生，请问您有预约吗？

G: Yes, for tonight.

有啊，今天晚上啊。

C: Just a moment, please. I'll check our reservation record.

请稍候，我来查一下我们的订房记录。

Thank you for waiting, sir. Your reservation is for a single room for three nights.

Could you fill out the registration card, please?

先生，让您久等了，您预约的是 3 个晚上的单人房。

G: Sure.

好啊。

C: May I reconfirm your departure date, please?

我们来确认一下您的退房日期好吗？

G: Yes. I should be leaving on the 5th.

好，我将在 5 日退房。

C: How would you like to make payment?

请问您打算如何付费呢？

G: By American Express card.

我要用美国的运通卡签帐。

C: May I have the card and an I.D. please.

我帮您刷一下好吗？请把您的卡和身份证给我好吗？

The guest on a company account

客人用公费付帐时

C: Good morning. May I help you?

午安，请问您需要服务吗？

G: Yes, my name is James Grimble.

对，我的名字是 JAMES GRIMBLE。

C: Do you have a reservation with us, sir?

先生，请问您有预约吗？

G: Yes.

有。

C: Thank you, sir. Just a moment, please.

先生，谢谢您。请您稍候。

Thank you for waiting, sir. Could you fill out the registration card, please?

先生，让您久等了，麻烦您填写住宿登记卡好吗？

Mr. Grimble. Your reservation is for a twin room for 6 nights and your bill will be paid by the Power Company. Could you sign at the Cashier's Counter, when you check-out, please?

Grimble.

先生，您订的是 6 个晚上的两张床的双人房。您的费用将由台电公司支付，麻烦您退房时到出纳柜台签名，好吗？

G: Fine.

好的。

C: Your room is 625 on the 6th floor. A bellman will show you to your room. Please enjoy your stay.

您的房间是 6 楼的 625 号房，行李服务员会过来带您过去，祝您住宿愉快。

G: Thanks, I will.

谢谢你。

By the company account

报公账

C: How would you like to make payment?

请问您要如何付费呢？

G: My company will pick up the tab, please. 或

My company will pay the bill, please. 或

On the company account, please.

我要由公司付帐。

C: May I know the name of your company, please?

请告诉我贵公司的名称好吗？

G: Yes, it's Cosmos Bank, America.

好的，美国万泰银行。

C: May I have two of your business card, please?

请您给我两张名片好吗？

G: Why?

为什么？

C: We'd like one for our files, and one for the accounts.

一张作为存档用，另一张则附在付款单上。

G: I see. Here you are.

原来是这样。给你。

C: Just a moment, please

请稍候。 .

Thank you for waiting, sir. Could you sign here, please?

先生，让您久等了，请在这里签名好吗？

Thank you. We hope to welcome you again soon.

感谢您，我们期待您再度光临。

Useful Expression

Would you like us to charge this to your company?

请问您要报公账吗？

To whom should we send the bill?

请问账单应该要寄给哪一位呢？

A guest with a hotel voucher

客人使用住宿券时

C: How do you like to make payment?

请问您如何付费呢？

G: My travel agent issued me this. Can I use it?

旅行社给了我这个，这可以用吗？

C: This will be fine. Could you sign at the Cashier's Counter when you check-out, please?

可以的，麻烦您退房时到出纳柜台签名好吗？

Confirmation of payment methods

确认付费方式

C: How would you like to settle your bill?

请问您如何付费呢？

G: By credit card, but I'd like to settle my parents' bill as well.

我要用信用卡签帐，而且连我父母的费用一起算。

C: Certainly, sir. You would like to pay the bills of room 876 together?

先生，好的，您是要将 876 房和 875 房一并计费吗？

G: Yes, please.

是的，麻烦你了。

C: May I see your credit card and I.D.?

请把你的卡和身份证给我，好吗？

G: Why? Can't I do it when I check-out instead?

为什么？我不能结帐的时候再刷卡吗？

C: We ask all our guests to do this to ensure a smooth and rapid check-out at busy times.

我们希望客人先付费，这样在尖峰时间才能确保退房流利顺畅。

G: Well, if that's the case-----here you are.

唔，如果是这样的话.....那给你吧。

C: Thank you, sir. Just a moment, please.

先生，谢谢您，请稍候。

询问客人付费方式时，有下列几种说法：

- 1 . How would you like to settle your bill?
- 2 . How would you like to settle your account?
- 3 . In what form will payment be made?

注意：“How will you pay?”有“你能付账吗？”的意思，是很失礼的说法。

Instructions to a group of guests

对团体客人的说明事项

C: Good afternoon. Welcome to China-trust Hotel.

午安，欢迎各位光临中信酒店。

- 1) Your room keys and breakfast meal vouchers are in the envelopes on this desk. They are arranged in alphabetical order. Please take the one which bears your name.
各位的房间钥匙和早餐券就在这张桌子上的信封里。请拿写上自己名字的信封，信封是按照字母顺序排列的。
- 2) Breakfast will be served from 7 a.m. tomorrow at the Coffee Shop on the First Floor. Please hand your meal voucher to the wait when you arrive there.
明天早上请在 1 楼的咖啡厅用餐，用餐时间从早上 7 点开始。请各位到时将餐券交给服务人员。
- 3) The lobby is on the 2nd floor. Please press the L button in the elevator.
大厅在 2 楼，搭乘电梯时请按 L 键。
- 4) The door of your room locks automatically. Please make sure that you have your room key when you leave the room. You may keep your room key until you check-out.
各位的房门会自动上锁。请各位在外出时务必携带钥匙。在退房之前，各位可以自行保管钥匙。
- 5) Room-to room calls may be made from your room. Please dial 6 first and then the room number.
各位房间的电话可以互相拨通，使用时请先拨 6，然后再拨对方的房间号码。
- 6) Out side calls may be made from your room. Please dial 0 first then the number.
各位房间的电话也可以拨外线，使用时请先拨 0，然后再拨电话号码。
- 7) Please read the emergency instructions on your room door. Your nearest emergency exit is also shown.
请阅读房门上的紧急逃生说明。上面也标示了离您最近的紧急逃生出口。
- 8) Please pay any incidental charges at the Front Cashier's Desk when you check-out. You may hand in your room key at that time.
请各位退房时到出纳柜台自付杂费，同时请交还房间钥匙。
- 9) We will deliver your baggage to your room soon. Please place your bags in front of your room by 7:30 a.m. tomorrow morning. The bellman will collect them.
我们很快就会将各位的行李送到房间里去。请各位在明天早上 7 点 30 分，将行李放在房间门口。行李服务员会去取件。
- 10) Your departure time is at 9 a.m. Please be here by 8:50 a.m. at the latest.
各位出发的时间是明天早上 9 点钟，请大家最晚 8 点 50 分之前来这里集合。

六．咨询提供

Room number information

提供房间号码

C: Good morning. This is the information desk. May I help you?

早上好，这里是问询处。请问您需要服务吗？

G: Yes. I'd like to speak to Mr. John Crowe. Could you tell me his room number?

对，我想找 John Crowe 先生。请告诉我他的房间号码好吗？

C: Certainly, sir. How do you spell his last name, please?

好的，先生。请问他的姓怎么拼？

G: C.R.O.W.E.

C: Thank you sir, just a moment please.

谢谢，请稍候。

Thank you for waiting, sir. Mr. John Crowe is staying in room 2842. Are you calling from outside, sir?

先生，让您久等了，John Crowe 住在 2842 号房。请问您是从外面打电话进来的吗？

G: Yes.

是的。

C: I'll transfer your call. Could you hold the line, please?

我会为您转接。请您在线上稍候一下好吗？

When the person's name does not appear on the list

当名单上查无此人时

C: Thank you for waiting, sir. I'm afraid his name does not appear on the list. When is the due to arrive?

先生，让您久等了。我们名单上面找不到他的名字。请问他预计何时抵达？

G: Today.

今天。

C: I see, sir. I'll check our reservation list. Could you hold the line, please?

我知道了，先生。我来查一下我们的预约名单，请稍候，先不要挂掉好吗？

Thank you for waiting. Mr. Peter Fox is booked for today but he has not checked-in yet.

让您久等了。彼得·福克斯先生今天确实有预约，可是他还没有来办理住宿手续。

G: O.K. I'll call again later.

好吧，我晚一点再打电话来。

Useful Expression

* May I have the message, please?

请告诉我您的留言好吗？

* Is he a hotel guest?

请问他是住宿客人吗？

* I'm afraid we can only take message for hotel guests, and whose with future reservations.

不好意思，我们的留言只限于住宿客人以及预约住宿的客人。

* I'm afraid that Mr. Mike Williamson is not a guest at the hotel, and we have no reservation in his name.

不好意思麦克，威廉森先生不是本饭店的住店客人，而且我们也没有他的预约。

* I'm afraid we can only take simple messages.

不好意思，我们只接受内容简单的留言。

* Could you call again later, please?

麻烦您稍后再来电话好吗？

* Mr. Mick Yong left a message for you while you were out.

您外出时杨麦克先生留了一个口信给您。

- * Mr. Kevin Stone is due to check-out today, but we are not sure at what time he is leaving. If he has already checked-out, we will not be able to give him a message. What would you like us to do?

凯文·史东先生预计今天离开，可是我们不确定他的退房时间。如果他已经退房，我们就无法留言给他。请问您希望我们怎么做？

Basic words for giving directions

导览的基本用词

- * A is next to B
A 在 B 旁边。
- * B is between A and C
B 在 A 与 C 之间
- * D is on top of E
D 在 E 上方
- * E is under D
E 在 D 下方
- * H is along the hallway on the left
H 在走廊的左侧。
- * I is along the hallway on the right
I 在走廊的右侧。
- * J is to the left
J 在左转的地方。
- * K is to the right
K 在右转的地方。
- * L is at the end of the hallway to the left
L 在走廊尽头的左边。
- * M is at the end of the hallway to the right
M 在走廊尽头的右侧。
- * N is through O
穿过 O 就 N。
- * Go straight
请直走。
- * This is the Lobby floor
这是大厅。
- * The Garage is two floors down.
车库是在地下二楼。

When a guest picks up his room key

当客人领取钥匙时

G: My name is Daniel Bush and I am in room 754. May I have my key, please?

我是 745 号房间的 Daniel Bush。请给我房间钥匙。

C: Excuse me, sir, but may I see your Room Identification Slip, please?

先生，不好意思，请让我看一下您的住宿卡好吗？

G: Sure. Here it is.

好啊，在这里。

C: Thank you, sir. Could you sign here for the receipt of your key, please?

谢谢您，先生。请您在这张要是收据上签名好吗？

G: uh-huh.

嗯嗯

C: Thank you, your key, sir, and there is some registered mail for you. Could you sign for that, too?

谢谢您先生。这是您的房间钥匙。您有几封挂号信，请您也在这里签名好吗？

G: Yes, of course.

好的，没问题。

C: Thank you, sir. Have a good night.

谢谢您先生。祝您有个美好的夜晚。

When a guest asks you to look up a telephone number

当客人询问电话号码时

G: Operator. I'd like to contact a friend but I don't know his telephone number. Could you look it up for me, please?

总机，我想找一位朋友，可是我不知道他的电话号码。请你帮我查一下可以吗？

C: I see, sir. Do you know his full name and address?

好的，先生。请问您知道他的全名和地址吗？

G: Yes. It's Mr. Hayden White. 160 Jen-ai road, section 3, Taipei.

好的，Hayden White 先生，台北市仁爱路 3 段 160 号。

C: Mr. Hayden White. 160 Jen-ai road, section 3, Taipei.

Hayden White 先生，台北市仁爱路 3 段 160 号。

G: That's it.

没错。

C: May I have your name and room number, please?

请告诉我您的大名以及房间号码好吗？

G: Yes, It's Arthur Gibbon, and I'm in Room 2814.

我是 2814 号房的 Arthur Gibbon。

C: Thank you, sir. I will contact Directory Enquiries and call you back.

谢谢您先生，我问一下查号台在回电给您。

This is Information Desk. Thank you for waiting, sir. Mr. Hayden White's number is 2356-1234.

这里是问询处，先生让您久等了。Hayden White 先生的电话号码是 2356-1234。

G: 2356-1234. Thank you.

2356-1234 谢谢。

C: You're welcome, sir.

不客气。

七．柜台出纳

Standard check-out procedure

一般退房程序

C: Good morning, sir. May I help you?

早上好，先生，我能为您服务吗？

G: Yes, I'd like to pay my bill, please.

是的，麻烦你，我要结账。

C: Certainly, sir. May I have your room key, please?

好的先生。请给我房间钥匙好吗？

G: Sure. Here you are.

好的，在这里。

C: Just a moment, please. I'll print out your bill for you.

请稍候，我来为您结账。

Thank you for waiting, sir. Your bill totals NT5,600.

让您久等了，您的账单总计是五千六百元。

G: That's too much! Would you mind letting me have a look at it?

这么多啊，您可不可以让我看一下？

C: Not at all, sir. Here you are.

好的，请看。

G: Thanks. Well, it seems to be all right. How much is that in dollars, please?

谢谢。嗯，看起来好像没问题。请问这些换成美金是多少钱？

C: Just a moment, sir. I'll calculate that for you. It comes to 241 dollars and 41 cents at today's exchange rate.

请稍候，我来为您算一下。用今天的汇率换算是美金二百四十一元四十一分。

G: I see, OK.

好的，我知道了。

C: How would you like to make the payment?

请问您想要如何付费呢？

G: In cash, please. Here you are.

付现金，给你。

C: Thank you, sir. NT6,000.

谢谢，收您 6000 元。

Here is your change, NT400. Could you check it, please? Thank you for having chosen our hotel. I hope you enjoyed your stay.

找您 400 元，请您点收。谢谢您光临本酒店，希望您在这里一切愉快。

G: It was great. Thanks very much.

住这里挺不错的，谢谢。

C: Hope to see you again soon. Goodbye.

希望您再度光临，再见。

Safety Deposit Procedure

寄放贵重物品程序

C: Good evening. May I help you?

晚上好，我能为您服务吗？

G: Yes. I'd like to use a safety deposit box.

我想使用保险箱。

C: Certainly, sir. Could you fill out this form, please?

好的，请填写这张表格好吗？

G: Here you are.

写好了。

C: Thank you, sir. You would like to use it until May 20th.

谢谢。您预计寄放到 5 月 20 吗？

G: Yes.

是的。

C: This way, please. Your box number is 520.

请往这边走，您的保险箱号码是 520 号。

G: Thank you.

谢谢。

八．客房管理

Standard procedure

一般程序

H: Housekeeping. May I come in?

我是客房管理人员，请问我可以进来吗？

G: Yes, I'd like to have this laundry done, please.

请进，麻烦你，我这些衣物要送洗。

H: Certainly, sir. Could you fill out the laundry form, please?

好的先生，麻烦你填一下送洗单好吗？

G: Where is it?

单子在哪里？

H: It's in the drawer of the writing desk.

在写字桌的抽屉里。

G: Fine. May I use your pen?

好的，您的笔借我一下好吗？

H: Certainly, sir. Here you are.

好的，请用。

G: Thanks. Oh, and I don't want these shirts starched.

谢谢。哦，这些衬衫不用上浆。

H: No starch. I understand, sir.

不用上浆，我知道了。

G: Yes, and I'd like this sweater washed by hand in cold water. It might shrink otherwise.

对，还有件毛衣要用冷水手洗，要不然会缩水。

H: By hand in cold water. I understand.

要用冷水手洗，我知道了。

G: When will it be ready?

什么时候可以洗好？

H: We will deliver them tomorrow night around 6 p.m.

我们会在明天晚上 6 点左右送过来。

G: Fine. Thanks a lot.

好，谢谢你。

衣服各部位的名称

collar 衣领

cuff 袖口

sleeve 袖子

lapel 西服或夹克的翻领

seam 接缝

hem 褶边

buttonhole 纽扣口

pocket 口袋

waistband 腰带

dart (衣服上的褶子)

pleat 衣褶

gather 裙褶

turn-up (裤管底部折起来的) 折边

lining 夹里

Asking to clean the room

要求打扫客房时

H: Housekeeping. May I come in?

我是客房人员，请问我可以进去吗？

G: Yes, what is it?

可以，有什么事吗？

H: I'm sorry to disturb you, Ms, but we would like to clean the room. May we do it now?

小姐，抱歉打扰您了，我想打扫房间。请问我们可以开始吗？

G: Well, I'm a bit busy at the moment. Can you come back later?

嗯，我现在很忙，你能不能晚一点再来？

H: What time would be convenient, Ms?

小姐，请问什么时候方便呢？

G: Let's see. Could you come again around 5 p.m.?

这个么，你大概下午 5 点左右再来可以吗？

H: I'm afraid no cleaning can be done between 4:30 and 6 p.m., may we come between 6 and 7:30 p.m.?

不好意思，下午 4 点半到 7 点半之间我们不进行客房清扫工作。请问下午 6 点到 7 点半之间可以吗？

G: I guess so. I'll be out then anyway.

我想是可以吧，反正那时候我不在。

Room service

客房服务

G: Could you bring me an English newspaper, please?

麻烦你给我一份英文报纸好吗？

H: Certainly, sir. We'll bring you one as soon as possible. Would you also like a copy of tonight's evening newspaper?

好的先生，我们会尽快为您送去。请问今天的晚报也要吗？

G: No, that's all right. How much will it be?

不用了，多少钱？

H: It's free, sir.

这是免费的。

G: Fine. I'm sorry to bother you but I'll need some cigarettes, too.

好极了，不好意思麻烦你，我还想要些香烟。

H: That's no trouble at all, sir. Which brand would you prefer?

您客气了，请问您要哪一种牌子的？

G: Marboro.

万宝路

H: How many packs will you need, sir?

请问您要几包？

G: Two, please, and just add them to the bill.

两包，请记在帐单上。

H: I'm afraid cigarettes must be paid for cash. Could you have the exact amount of NT90 ready, please?

不好意思，香烟要麻烦你付现。请您准备 90 元好吗？

G: Sure.

没问题。

H: Thank you, sir. We will bring your newspaper and cigarettes as soon as possible.

谢谢您，我们会尽快为您送来报纸和香烟。

九．总机服务

Standard telephone procedure

标准电话程序

C: Is this China-trust Hotel?

中信酒店吗？

O: Yes, it is. May I help you?

是的，请问您需要服务吗？

C: Yes. Could you put me through to room 2614, please?

麻烦你帮我接 2614 房间好吗？

O: Certainly, sir. Just a moment, please.

好的先生，请稍候。

C: I'd like to speak with Mr. Frank Garder?

请找 Frank Garder 先生。

O: Is he a hotel guest, sir?

请问他是住店客人吗？

C: Yes.

是的

O: How do you spell his name, please?

请问他的姓名怎么拼？

C: G.A.R.D.E.R.

O: Just a moment, please. I'll check for you.

请稍候，我来为您查询。

Thank you for waiting, sir. Mr. Frank Garder is staying in Room 2456. I'll connect you.

先生，让您久等了，Frank Garder 先生住在 2456 房间，我为您转接。

When there's no one answering in the room

客房无人接电话时

C: Hello. Can I speak to Mr. Peter Frank in Room 3421.

你好，麻烦帮我找 3421 号房的 Peter Frank 先生。

O: Certainly, sir. Just a moment, please.

好的，请稍候。

Thank you for waiting. I'm afraid there 's no one answering in Room 3421.

先生，让您久等了，3421 号房没有人接听电话。

C: Could you try again?

请你再试一次好不好？

O: Certainly, sir. Just a moment, please.

好的，请稍候。

Thank you for waiting. I'm afraid there is still no one answering. Would you like to leave a message?

让您久等了，可还是无人答应，请问您要留言吗？

C: Yes, I'll do that.

好吧。

O: I'll contact you with the Message Desk. Just a moment, please.

我来为您转接留言柜台，请稍候。

Room-to-Room and Outside calls

客房之间的电话和外线电话

O: This is the Hotel Operator. May I help you?

这里是总机，能为您服务吗？

G: Yes. I'd like to call my friend in his room. What should I do?

对，我想打到朋友的房间，要怎么打呢？

O: Do you know the room number, sir?

请问您知道对方的房间号码吗？

G: Yes, it's 814.

814 房间

O: For 3 digit rooms, please dial 60 and then the room number.

三位数的房间号，请您拨 60，然后再拨房间号码就可以了。

G: I see, well what about outside calls?

知道了，那外线电话怎么打？

O: For calls inside Suzhou, please dial 0 first and then the number.

如果是苏州市内电话，请先拨 0，然后再拨电话号码。

G: What about outside Suzhou? I'd like to call Shanghai.

那苏州市以外的电话怎么打？我想打到上海。

O: For calls outside Suzhou, please dial 0 and then the area code and number.

外市电话请先拨 0，再拨区号，最后拨电话号码。

G: Fine. Thanks a lot.

好的，真是谢谢你。

O: You're welcome, sir.

不客气。

The morning call

晨间呼叫

O: This is the Hotel Operator. May I help you?

这里是总机，我能为您服务吗？

G: Yes, I'd like to be awakened tomorrow morning.

明天早上请叫醒我。

O: Certainly, sir. At what time?

好的先生，请问是什么时候呢？

G: Around 7:30 a.m.

七点半左右。

O: We have a computer wake-up service. Please dial 5 first and then the time. For 7:30 a.m. dial 5 and then 0370 for the time. There must be five digits in the final number.

我们有电脑晨呼服务。请先按 5，然后再按时间。例如您要早上七点半起床，就请先按 5，然后再按 0730，一共是五个号码。

G: 50730. I see.

50730，知道了。

O: That's right, sir. Our computer will record the time and your room number.

是的，我们的电脑会记录您起床的时间和房间号码。

G: Thank you.

谢谢你。

O: you're welcome, sir. Have a good night.

不客气，晚安。

Food and beverage service

餐饮服务

Good evening, sir. Welcome to our restaurant.

晚上好，先生。欢迎光临。

How many persons, please?

请问几位？

Where would you like to sit?

您喜欢坐哪？

I'll show you to your table. This way, please.

我领你们去你们的桌位，请这边走。

Please take a seat.

请坐。

A waiter will come to take your order. Just a moment, please.

服务员马上就来为您点菜，请稍候。

Can I take your order, sir?

先生，您准备点菜吗？

Here you are, sir, the menu.

先生，这是菜单。

What kind of food would you like?

您喜欢什么样的食物？

These are our specialties.

这些是我们的特色菜。

The chef's specialty is ---

厨师的拿手好菜是-----

I'm afraid we haven't any trout left, Ms, but the turbot is excellent.

小姐对不起，鳟鱼已经没有了，但我们的比目鱼是非常好的。

Excuse me, sir. Chicken cubes with chili peppers has just gone off. Would you like to try pork shreds with fresh seasoning? It's also very good.

对不起先生，辣子鸡丁刚刚卖完。您要不要试试鱼香肉丝？这菜也很不错。

Which flavour would you prefer, sweet or sour?

您喜欢哪种口味，甜的还是酸的？

How about fried crisp pork?

脆皮锅酥肉怎么样

Any to follow?

接下来还要来点什么？

Would you like to order a dessert?

您要甜点吗？

Our cocktail is excellent, I can recommend it.

我们的鸡尾酒很不错，我想您推荐。

Would you mind serving now?

现在上菜好吗？

Another beer, sir?

先生，再来杯啤酒吗？

This wine goes very well with seafood.

吃海鲜喝这种酒味到很好。

Sorry to have kept you waiting, sir. Your smoked crisp fish, special spicy chicken and beer. Please enjoy your lunch.

很抱歉让您久等了，这是您的烟熏酥鱼、怪味鸡和啤酒。祝您午餐愉快。

Here is your bill, sir. The total is 650 Yuan.

这是您的账单，一共 650 元。