

After learning this unit, you will be able to:

- 1. do reception work as a front desk travel agent.
- 2. reserve tours for clients.

Tour Reservation





🚺 Listen and match. 솋



logo passport reception desk travel agent



2 Answer the following questions.

- 1. Do you like traveling? What do you think is the benefit of traveling?
- 2. Have you ever been to a travel agency? What does a travel agent do?

Listening and Speaking

Listening I

agent *n*. 代理人 international *adj*. 国际的 offer *v*. 提供 round-trip *adj*. 往返的 contract *n*. 合同

Listening II

arrange v. 安排 specific *adj*. 具体的 fax v. 传真 client n. 客户 travel service 旅行社 package tour 跟团游 accommodation n. 食宿

place of interest 风景名胜 itinerary *n*. 行程安排 cooperate *v*. 合作

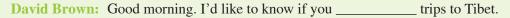
Listening I Making a Reservation on the Phone 🐓

(A travel agent is answering a phone call from David Brown, a potential client.)

① Listen to the dialogue or watch the video and then fill in the blanks.

Travel agent: Good morning. China International Travel Service. What can I do for you?





Travel agent : Yes. May I suggest a 10-day _____?

- **David Brown:** How much does that cost?
- **Travel agent :** The package comes to 4,500 yuan.
- David Brown: I see. What does the package include?
- **Travel agent :** It includes a round-trip train ticket between Beijing and Tibet, and hotel ______.
- **David Brown:** That sounds OK.
- Travel agent : When are you planning to travel, sir?
- David Brown: Next week.
- Travel agent : All right. Could you tell me your name and phone number?
- David Brown: My name is David Brown, and my cell phone number is 13788668866.
- Travel agent : OK. Mr. Brown. Thanks for calling, and we look forward to you coming to see a detailed ______. See you then!
- David Brown: Bye-bye.

Choose the best answer.

1. What information do	es David Brown v	vant to know?	
A. The tour to Tibet.		B. The cost of th	e tour.
C. The itinerary of th	ne tour.	D. The tour to Be	eijing.
2. David Brown will pro	obably go to Tibe	t by	
A. air	B. train	C. ship	D. bus
3. The tour includes all	the following exc	ept for	
A. a train ticket	B. hotels	C. meals	D. an air ticket
4. In what way does the	e agent get the clie	ent's name?	
A. By phone.	B. By fax.	C. By e-mail.	D. By letter.



our Reservation

③ Role-play the dialogue with your partner.



Listening II Making a Reservation on the Phone

(A travel agent is answering a phone call from John Smith, an agent from an American travel agency.)

Travel agent:	Hello, this is China International Travel Service. May I help you?
John Smith:	Hello, this is John Smith. I'm an agent with Explorer Travels in the United States. I'm calling to see if it is possible to arrange a group tour with CITS.
Travel agent:	Yes, of course.
John Smith:	We have a group of 10 members. We wish to visit several places of interest in China over 15 days.
Travel agent:	We can arrange that. When do you expect to arrive?
John Smith:	May 10th.
Travel agent:	What specific places would you like to visit?
John Smith:	We would like to visit Beijing, Chongqing and Sichuan Province.
Travel agent:	OK, Mr. Smith. I will work out an itinerary and fax it to you tomorrow afternoon.
John Smith:	Terrific. Our fax number is 808-734-8891. May I have your name, please?
Travel agent:	Wu Tao, W-u and then T-a-o.
John Smith:	Well, Mr. Wu, thank you very much. I look forward to cooperating with you.



- 1. Mr. Smith is an agent with Explorer Travels in the UK.
- 2. Mr. Smith's group want to visit China over 12 days.
- 3. Mr. Smith's group plan to arrive on May 16th.
- 4. Mr. Smith will get an itinerary from Wu Tao by fax.

Fill in the blanks.

Mr. Smith is an ______ travel agent, and his clients want to visit ______ of interest in China this ______. Wu Tao, a travel agent with China International Travel Service, receives his call and consults the traveling plan with him. Mr. Wu will work out an ______ and ______ it to Mr. Smith. Mr. Smith seems satisfied with the arrangement, and he looks forward to ______ with Mr. Wu.

③ Find out which sentences are spoken by the travel agent (A), and which are spoken by the client (C). Then arrange the sentences to make a dialogue, and role-play the dialogue with your partner.

- 1. May I have your name, please?
- 2. Good morning. Nature Travel Agency. Can I help you?
- 3. Robert Adams.
- 4. Yes, I'd like to confirm a booking I made yesterday.
- 5. Um..., that's right.
- 6. OK, Mr. Adams. You have booked a five-day package tour to Yun'nan.
- 7. If everything is fine, we'll see you at the People's Square at 8:30 this Sunday morning.
- 8. OK, see you then.

A:	C:
-	

Correct order: _____



Shocking to Find

Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.

Role-play

Make short dialogues according to the given situations.

Situation 1: You are a travel agent at the front desk. Mr. Smith comes to ask about the tour to Lijiang. Make a short dialogue with your partner. The dialogue must include:

(你是旅行社的前台工作人员。史密斯先生来询问去丽江的旅行。和同桌编排一 个简短对话,对话须包括以下内容:)

- Exchange of greetings;
- Asking questions about the tour and answering;
- Asking about the information of the customer and answering.

Situation 2: Choose a city. You want to book a tour to this city over the next weekend. Make a call to a travel agency. Make a short dialogue with your partner, using the following expressions:

(选择一个城市。你希望下周末到这个城市度假。给旅行社打电话询问情况。用 下面的提示语和同桌编排一个简短对话:)

- I would like to go to...
- How long does it take?
- How much does it cost?
- What's the departure time?

Situation 3: You are a travel agent at the front desk. Mrs. White calls to ask about the tour to Dalian. Make a short dialogue with your partner.

(你是旅行社前台工作人员。怀特夫人打电话询问去大连的旅行。和同桌编排一 个简短对话。)





Reading and Writing

- 🕧 Read the words and expression. 🝻
 - promote v. 推广 various *adj*. 各种各样的 destination *n*. 目的地 overseas *adj*. 海外的 visa *n*. 签证 vaccination *n*. 接种疫苗 reschedule v. 重新安排

document *n*. 文件 responsibility *n*. 责任 transportation *n*. 交通 regulation *n*. 规定 certificate *n*. 证书 currency exchange rate 货币汇率

2 Read the text with these questions in mind.

- 1. What responsibilities do travel agents have?
- 2. What skills are necessary for travel agents?

Travel agents

Travel agents spend most of their time behind a desk, dealing with clients, completing paperwork, contacting airlines and hotels, and promoting tours. They also spend a lot of time on the telephone or on the computer researching travel itineraries or preparing travel documents.

Travel agents have various responsibilities. Generally speaking, they help travelers make better travel arrangements by sorting through all types of information, and then giving assistance such as offering advice on destinations and making arrangements for transportation and accommodation for their clients. Travel agents are also expected to give clear accounts of different destinations, including weather conditions, local customs, and attractions. For overseas tourists, agents also provide information on customs, regulations, required documents (passports, visas, and certificates of vaccination), and currency exchange rates.



Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations. They are especially busy during peak vacation times, such as holiday travel periods.

Good communication and computer skills are important for travel agents to perform their jobs. Most travel agencies prefer to hire travel agents who have some training in these fields. Currently, many vocational schools in China offer full-time travel agent programs.

3 Decide whether the following statements are true (T) or false (F).

- 1. Travel agents work at the gate of a travel agency.
- 2. Most travel agencies would like to employ vocational school students.
- 3. Good communication skills are important for travel agents.
- 4. Many vocational schools in China offer travel agent programs.

4 Choose the best answer.

- 1. For overseas tourists, the travel agent should also provide information on _____
 - A. customs, local attractions, and weather conditions
 - B. customs, regulations, required documents and currency exchange rates
 - C. the hotel and the tour
 - D. transportation and hotel accommodations
- 2. For most of their time, travel agents _____
 - A. deal with clients, complete paperwork, contact airlines and hotels, and promote tours
 - B. offer advice on destinations
 - C. arrange tours and reschedule missed reservations
 - D. introduce places of interest to tourists on the phone
- 3. A travel agent is usually especially busy _____

A. in winter B. in autumn C

C. in spring

D. during holidays





Tour Reservation

5 Fill in the blanks.

Trevel coerts have verious responsibilities. Concrelly speaking
Travel agents have various responsibilities. Generally speaking,
they help travelers make better travel by sorting through
all kinds of information. They should offer advice on and
making arrangements for transportation, and for their clients.
For overseas tourists, they also provide information on,
, required documents, and currency exchange rates.

🛉 Culture Corner 🍻

- 1. What is a package tour?
- 2. Who organized the first package tour for Europe?

Package Tours

An early form of package tour was organized by the Englishman Thomas Cook (1808-1892) in 1841. The idea came to him on the road while waiting for a stagecoach (驿站马车). He thought of offering customers return trips between Leicester and Loughborough. Cook asked each customer to pay one shilling (先令), including railway tickets and food for the train journey. He could receive a share of the fares too. The first tour was very successful, so he organized more tours in the following years. In 1844, the Midland Counties Railway Company agreed to sign a contract with him, which encouraged him to start his own business running rail excursions (远足, 游览) for pleasure. Cook organized the first package tour for Europe in 1855, and to the United States in 1865. By 1872, he had already undertaken worldwide tours. His travel agency, Thomas Cook Group, has become world famous. Nowadays package tours are one of the most popular ways to travel across the world.





- travel agency 旅行社。我国旅行社主要分为两大类:国内旅行社和国际旅行 社。国内旅行社只做国内旅游业务。国际旅行社又可以细分为两类,一类既 可以做出境游业务又可以做入境游业务,一类只能做入境游业务。
- travel agent 旅行社的工作人员,他们从事的业务有:提供旅游咨询,为旅游 者代办出境、入境和签证手续,招揽、接待旅游者,为旅游者安排行程、交 通、食宿等活动。
- 3. It includes a round-trip train ticket between Beijing and Tibet, and hotel accommodations. 它包含北京到西藏的往返火车票和食宿。 round-trip意为"往 返的"。
- 4. Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations. 在这句话中, during travel emergencies与when引导的状语从句是并列成分,都作时间状语。
- 5. The idea came to him... 他想起了这个主意……





After learning this unit, you will be able to:

- 1. meet tourists at the airport.
- 2. communicate with the tour leader.
- 3. make a welcome speech.

Welcome to Our City!





Listen and match.





airport tourist



exit tour guide





- 1. What should a tour guide prepare before meeting guests?
- 2. What should a tour guide do while waiting for guests at the airport?



Listening I Meeting a Tour Group at the Airport

(At the airport, Li Min, a tour guide, is meeting her group from the USA led by Mr. Black.)

Li Min: Hello. You must be Mr. Black, the tour leader?

Mr. Black: Yes, I am.

Li Min: Welcome to China. I'm Li Min, your tour guide with CITS. Nice to meet you, Mr. Black.

Mr. Black: Nice to meet you too. Thank you for coming to meet us.

Li Min: Not at all. We've been looking forward to your visit. How was your flight?



Mr. Black: Not too bad.

Li Min: Well, I hope you'll have a pleasant stay here.

Mr. Black: Thank you. I'm sure we will.

Li Min: Is everybody here now?

Mr. Black: Yes, everyone's here.

Li Min: Our bus is waiting for us outside the airport. Shall we go now?

Mr. Black: OK.

Li Min: Attention please! Everybody, please follow me.

Fill in the blanks.

Li Min is a tour guide with ______. She is meeting her tour group from ______ at the airport. Mr. Black is the ______. After exchanging greetings, they will leave the airport by ______.

2 Choose the correct word in each pair.

- 1. look forward to / for your visit
- 2. Thank you coming / for coming to meet us.
- 3. How is / was your flight?
- 4. Our bus is outside / beside the airport.
- 5. Welcome in / to China.
- **③** Find out which sentences are spoken by the tour guide (G), and which are spoken by the tourist (T). Then arrange the sentences to make a dialogue, and role-play the dialogue with your partner.
 - 1. I hope you had a good trip.
 - 2. Yes, I'm John Smith from New York.



Welcome to Our City!

- 3. Nice to meet you, too.
- 4. I'm very glad to hear that. Let's go now.
- 5. Hello. You must be Mr. Smith from America.
- 6. Nice to meet you, Mr. Smith. My name is Wang Fei, from China Youth Travel Service.
- 7. Fine. I had a very pleasant flight.
- 8. OK.

G: ______ T: _____

Correct order: _____

Listening II On the Way to the Hotel

(Li Min is giving her welcome speech on the bus.)

Ladies and gentlemen,

Good afternoon. My name is Li Min. I'm from China International Travel Service, or CITS for short. Welcome to Beijing, the capital of China. Over the next seven days, we will be visiting several scenic sites in the city. I hope you will enjoy your stay here. Now I'd like to introduce to you our driver, Mr. Zhang. He has about 15 years of driving experience. We will be taking this same bus over the next several days. The bus number is 88967, please remember it. It is now 2:30 pm, Beijing time. The time difference between Beijing and New York is 13 hours. Please reset your watches. You are going to be staying at the Beijing Hotel, a five-star hotel. We're going straight there, so now you can have a quick look at the streets along the way.

1 Re-arrange Li Min's welcome speech in the correct order.

_____ introduce the driver

_____ reset the time



_____ tell the bus number

_____ welcome the group to Beijing

_____ introduce herself

_____ introduce the accommodation

② Fill in the blanks.

Good afternoon, ladies and gentlemen. First, let me myself.	
My name is Li Min. I'm from Welcome to Beijing. Over the	
next seven days, we'll be visiting several in Beijing. I hope you	
will enjoy your here.	

③ Role-play: Think about the main parts of a welcome speech, and then make one by yourself.





Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.



Welcome to Our City!

Role-play

Make short dialogues according to the given situations.

Situation 1: You are a tour guide. You are now meeting your tour group from Singapore, and you are talking with the tour leader. Make a short dialogue with your partner. The dialogue must include:

(你是一名导游,现在正在接待一个新加坡的旅游团。此时你正与领队谈话。和 同桌编排一个简短对话,对话须包括如下内容:)

- Exchange of greetings;
- Asking about the trip and answering;
- Asking about the tour group and answering.

Situation 2: Suppose the tour group are on the bus. Please make a welcome speech, using the following expressions:

(假设旅游团现在正在大巴上。用下面的提示语致欢迎辞:)

- Welcome to China.
- First, let me introduce myself. My name is...
- I hope you will enjoy your stay in China.
- I'd like to introduce our driver to you.

Situation 3: You are a tourist. You are asking the local guide some questions about the accommodations on the bus. Make a short dialogue with your partner.

(你是一名游客,现在正在大巴上向导游询问食宿的情况,和同桌编排一个简短对话。)



Reading and Writing

) Read the following words.

impression *n*. 印象 beforehand *adv*. 提前 delivery *n*. 发送

preparation *n*. 准备 confirm v. 确认 sign n. 标牌

2 Read the text with these questions in mind.

- 1. How can a tour guide create a good first impression among tourists?
- 2. What information should be mentioned on the receiving sign?

Meeting Tour Groups

Greeting tour groups is the first step in the work of a tour guide. To guide a tour group successfully, a guide must create a good impression with the tour group members. Therefore, a guide must make full preparations beforehand. Here are some important tips.

First, a tour guide should get basic information about the group such as the name of the group leader, the number of tourists, their customs, and even their religious beliefs.

Second, a guide must study the itinerary carefully. You have to confirm all details for transportation and accommodations. The guide may also have to arrange for baggage delivery if necessary. If you are not sure you can remember all the details, you'd better carry a notebook with the specific arrangements.

Third, a guide should know the tour group's arrival time. The guide and the bus driver should arrive at the airport or the railway station at least 30 minutes in advance. Don't make people wait.

Fourth, stand at a place where passengers can easily notice you, holding a welcome sign high in the hand. The sign should have the name of the tour group and the name of the tour leader.

Finally, a tour guide should be properly dressed.



Welcome to Our City!

③ Decide whether the following statements are true (T) or false (F).

- 1. Meeting tour groups is the first step in the work of a tour guide.
- 2. A tour guide must make full preparations beforehand.
- 3. A tour guide needn't confirm details of the tourists.
- 4. The arrangement of luggage delivery is not a tour guide's job.

④ Fill in the blanks.

A tour guide should get basic information about the group such as the ______ of group leader, the number of tourists, etc. Besides, she/he should know the tourists' ______ time and stand at a place where passengers can easily ______ him. At last, a tour guide should be ______ dressed.

(5) Write down five expressions of greetings with the given words.

- 1. _____. (meet)
- 2. _____. (welcome)
- 3. _____. (enjoy)
- 4. _____. (look forward to)
- 5. _____. (glad)





- 1. What behavior is not proper while traveling in Indonesia?
- 2. Can you tell some other taboos?

Travel Taboos

While traveling, you should know what types of behaviors are unacceptable at different destinations. Knowing local rules and customs for a destination will not only help you stay out of trouble, but also open doors to interesting travel experiences.

Here are some tips:

In Indonesia, it is illegal to carry pungent (有刺激味的) durian (榴莲) fruit on any public transport or in hotels.

In Bali, touching someone on the head is taboo, because the head is regarded by Hindus as the home of the soul, and is therefore considered sacred (神圣的).

In India, leaving a little food on your plate means that you are satisfied with the meal. Finishing all your food means that you are still hungry.

In Italy, travelers should be aware that shorts or sleeveless dresses and shirts are not allowed when visiting major holy sites, such as the Vatican's Sistine Chapel (西斯汀教堂).

In Iran, a "thumbs up" (竖起拇指) gesture is considered as an offensive insult.

In China's Tibet, you should accept a gift with both hands. While presenting a gift you should bend your body forward and hold the gift higher than your head with both hands. Tea, wine or cigarettes should be offered with both hands and no fingers should touch the inside of the bowl. It is not polite to clap your palms, or spit close behind Tibetan people.



Welcome to Our City!



- 1. tour leader 旅行团领队。旅行社组团后由领队全程带领,并协助地陪管理旅游 团事务。
- local tour guide 地陪。旅游团每到一个地区,都有一个当地导游负责安排接送、食宿、景点导游等事务。到机场或车站接外地团或境外团是地陪工作一个非常重要的环节。
- 3. receiving sign 迎客牌。导游到机场或车站接团时,需要高举手中标有旅行团 名称或领队名字的牌子。
- 4. We've been looking forward to your visit. 我们一直期待你们的到来。
- 5. How was your flight? 一路好吗?
- 6. Is everybody here now? 大家都到齐了吗?
- 7. Now I'd like to introduce to you our driver... 现在我介绍一下我们的司机…… 在接团的大巴上,导游应介绍一下自己和大巴司机。
- 8. The time difference between Beijing and New York is 13 hours. Please reset your watches. 纽约和北京的时差是13个小时,请重新设置时间。





After learning this unit, you will be able to:

- 1. reserve rooms for tourists.
- 2. help tourists check into the hotel.

That's Our Hotel





1 Listen and match. 🖌





hall room card





luggage hotel



② Answer the following questions.

- 1. What types of rooms are there in a hotel?
- 2. How should a travel agent reserve hotels?

Listening and Speaking

Listening I

receptionist *n*. 接待员 double room 双人房 discount *n*. 折扣

Listening II

check in 入住登记 registration form 登记表 bellman *n*. 行李员 available *adj*. 可用的 rate *n*. 价格

fill out 填写 room card 房卡

Listening I Making a Reservation 🐓

(Li Min, a tour guide, is making a reservation on the phone.)

Receptionist: Good afternoon. Reservations. May I help you?

Li Min: Yes, I'm calling from China International Travel Service. I'd like to know if you have five rooms available from May 10th to May 17th. We have a tour group from the USA.

Receptionist: How many people are there in the group?

Li Min: Ten.

Receptionist: And what types of rooms do you like?

Li Min: Double rooms with twin beds.



Receptionist: One moment please. Yes, we have five rooms for those dates.

Li Min: Is there a special rate for a group reservation?

Receptionist: Yes. There's a 10% discount.

Li Min: Excellent.

Receptionist: Could you tell me your name, please?

Li Min: Yes, it's Li Min.

Receptionist: What's your phone number?

Li Min: 13566766766.

Receptionist: Alright. We look forward to your arrival.

Choose the right answer.

1.What does Li Min want to do? A. Check in.	B. Make a reservation.
2. What kind of room does she want? A. Single rooms.	B. Double rooms.
3. When will she and her group arrive? A. On May 10th.	B. On May 17th.
4. How long will they stay at the hotel? A. Six nights.	B. Seven nights.
5. How much discount will they get? A. 20%.	B. 10%.

② Fill in the blanks.

1. Li Min has a tour group from ______.

2. Li Min would like to book five rooms from _____ to _____

3. What types of rooms would you _____?

4. Li Min wants double rooms with _____.

5. There is a 10% _____ for a group reservation.



'hat's Our Hotel

3 Make a short dialogue about "room reservation". Your dialogue should include the following points.

- 1. You need a single room.
- 2. The room rate is from 120 to 200 yuan.
- 3. You eat Western food only.
- 4. Tell the receptionist your arrival time and departure time.

Listening II Checking into the Hotel

(Li Min, the tour guide, is helping the tourists to check in.)

Receptionist:	Good afternoon. May I help you?
Li Min:	Good afternoon. My name is Li Min. We have a reservation.
Receptionist:	One moment please. Let me check our reservation records. Yes. Your travel agency has booked five double rooms for seven nights and could you please fill out the registration forms?
Li Min:	Sure.
Receptionist:	May I see the visitors' passports, please?
Li Min:	Of course, here you are.
Receptionist:	OK. Thank you. We've put you on the 10th floor and here are the room cards. The bellman will show you to your rooms. We hope you'll all enjoy your stay with us.
Li Min:	Thanks.

Receptionist: You're welcome.

Choose the right answer.

- What does the receptionist need to do when the guests arrive?
 A. Check the reservation records.
 B. Show the bill.
- 2. What do the guests need to do to check into the hotel?A. Pay the bill.B. Fill out registration forms.





② Fill in the blanks.

Li Min is helping the tourists _____ the hotel. She's booked

five _____. At the front desk of the hotel, she fills out some _____,

and then shows the tourists' ______ to the receptionist. At last, she and the

tour group members go to the 10th floor with their _____.

3 Make a short dialogue about "check-in". Your dialogue should include the following points.

- 1. You booked a room on the Internet.
- 2. You want to stay for three nights.
- 3. You want to pay in cash.
- 4. You want a wake-up call at 7 am.



Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.



That's Our Hotel



Make short dialogues according to the given situations.

Situation 1: You are a tour guide. You are now reserving rooms for your group in a hotel. You are talking with the receptionist. Make a dialogue with your partner. The dialogue must include:

(你是一名导游,要在一家酒店为你的旅游团预订房间。此时你正与酒店的接待 人员交谈。和同桌编排一个简短对话,对话须包括:)

- Your name and phone number;
- The number of your group members;
- The types of rooms you need;
- The arrival and departure time.

Situation 2: A tourist complains that his room looks over a noisy street and he can't fall asleep at night. Form a group of three and discuss how to solve his problem. Make a dialogue which has at least three characters: the tourist, the guide, the hotel manager, using the following expressions:

(一名游客抱怨他的房间朝向一条吵闹的街道,以至于他晚上睡不好。组成一个 三人小组,讨论如何解决这个问题。编排一个简短对话,其中至少包含三个人物: 游客、导游和酒店经理,并使用如下表达方式:)

- Can you help me? I have a problem...
- Yes, I'll talk to the hotel manager.
- I would be willing to help.
- I'll see if I can do anything.

Situation 3: You are a tour guide. You are now helping the tourists check into the hotel. Make a short dialogue with two or three of your classmates who are supposed to be the tourists. The dialogue must include:

(你是一名导游,现在正在为游客办理酒店入住登记。和两三个同学编排一个简 短对话,假设他们是游客。对话须包括:)

- Assigning the rooms and giving the room cards;
- Introduction of the facility of the hotel.





Read the following words.

instruct v. 通知 assign v. 分配 convey v. 传达 lobby n. 大厅 facility n. 设施

2 Read the text with these questions in mind.

- 1. How should the local guide help the tour group check into the hotel?
- 2. Who usually assigns rooms to the tour group members?

Checking into Hotels

After the tour group arrives at a hotel, the tour guide should help them with the check-in process. It is better for a local guide to instruct the group to wait in the lobby. In most cases, the tour leader assigns rooms to the group. It is the local guide's job to introduce the main facilities of the hotel, including how to get to rooms, the foreign-exchange desk, the dining hall, health center, shopping center, recreation center, etc. Before giving keys to the group members, the guide should also convey important information such as the itinerary for the next day, especially the meeting time and place. If anything is wrong with any of the rooms, the guide should help the guest solve the problem.

Decide whether the following statements are true (T) or false (F).

- 1. It's better for a local guide to instruct the group to wait in the lobby.
- 2. It's the tour leader's job to introduce the main facilities of the hotel.
- 3. The main facilities of the hotel usually include the foreign-exchange desk, the dining hall, health center, shopping center, recreation center, etc.
- 4. It is not the local guide's duty to deal with the guests' complaints.



at's Our Hotel

④ Fill out the registration form with the given information.

Mr. Smith; Room 1008; American; On business; 15-day tour; Sep.13th—Sep. 28th; Passport number: G13777143; Date of issue:Feb. 15th 2010; Date of expiry...Feb. 14th 2020;Visa validity: Aug.1st 2010—July 31st 2011.

	Registration	ı Form	
Name:	Na	tionality:	
Sex:	Date and place of birth:		
Passport No.:	Date of issue:		
Issued by:		Valid until:	
Permanent address			
Tel:		Occupation:	
Method of settleme	ent of bill (please check of	one):	
□ cash	credit card	□ check	
Arrival date:		am/pm:	
Departure date:		am/pm:	
Room No.:		Room rate:	
Deposit:	Receptio	onist's signature:	



- 1. What is your first consideration while choosing hotels?
- 2. Can you name some five-star hotels in China?



A hotel provides paid lodging (住宿) on a short-term (短期的) basis. The "stars" system is probably the best-known method of classification (分级) of hotels in the world. Usually hotels are assigned one to five stars. The main criteria (标准) for hotel classification are as follows:

— Room size: There is a minimum (最小的) size for a standard room. For 2-star hotels, the minimal area is 6 to 9 square meters. Room size gradually increases by 2 meters depending on the "star" ranking of the hotel. The minimum size for a room in 5-star hotels is 16 square meters.

— Quality of hotel services: including the quality of meals and the frequency (频率) of cleaning services.

- Hotel location: The focus for the visit is important for this criterion.

The most common types of rooms are as follows, as adopted in many countries throughout the world.

Deluxe (豪华的) rooms (DLX): the most expensive rooms in a hotel. These rooms are supposed to be deluxe in every aspect: view, location, furnishings (室内陈 设品), and size.

Standard or single room (STD): the most basic room type offered by the hotel. It has basic, standard amenities (娱乐设施) and furnishings.

Suite (STE): a hotel room with an enhanced design. A suite usually has two or more rooms, a bedroom and a living or sitting room, with a door that closes between them.



 hotel reservation 预订酒店: (1)预订酒店的方式有:电话预订,传真预定, 国际互联网预订,信函预定,口头预定,合同预定。酒店与旅行社或商务公司之间通过签订订房合同,达到长期出租客房的目的。(2)预订的种类:临时预订,指客人在即将抵达酒店前很短的时间内或在到达的当天预订房间; 确认类预订,指事先声明为客人保留客房至某一具体时间,过了规定时间,客



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人如未抵店,也未与酒店联系,则酒店有权将客房出租给其他客人,保证类预订,指客人保证前来住宿,否则将承担经济责任。

- Let me check our reservation records. 我查查预订记录。 make a reservation 预订 cancel a reservation 取消预订 change a reservation 更改预订
- 3. ...could you please fill out the registration forms? 请填一下登记表好吗?
- 4. We hope you'll all enjoy your stay with us. 希望你们都在这儿过得愉快。

