**客房服务英语对话题库**

**题型一：中译英**

1. 您的房号是多少？(May I have your room number, please?)
2. 请让我看一下您的房卡好吗？(Could you show me your room card, please?)
3. 我带您去您的房间。(I will show you to your room.)
4. 电视机坏了（The TV set doesn’t work.）
5. 您的房间里有迷你酒吧。（There is a mini bar in your room.）
6. 现在已恢复正常，很抱歉，打扰您了。（It’s in order now，sorry to interrupt you.）
7. 您的房间里有保险箱。（There is a safe in your room.）
8. 这是电视机的遥控器。（This is the remote control of the TV.）
9. 我们可以借给您一个电吹风。(We can lend you a hair dryer.)
10. 我是客房服务员，可以进来吗？(Housekeeping, may I come in？）
11. 我现在可以打扫您的房间吗？(May I make up/clean your room now?)
12. 对不起,我没有听明白,请您稍等,我找另一位同事过来帮您。（I am very　sorry ,I can not get what you said,please wait a moment,and I will find someone to help you.）
13. 对不起，请问您有没有要洗的衣服？（Excuse me. Do you have any laundry？）
14. 请您在借物单上签字。(Please sign your name in the borrow list.)
15. 希望您在我们酒店过得愉快。(Wish you have a best stay in our hotel.)

**题型二：英译中**

1. I’m here to change the sheets and pillowcases. （我来调换床单和枕套。）
2. I ‘ll finish it as soon as possible. （我尽快给您清理。）
3. May I do the turn-down service for you now? （现在可以为您开夜床吗？）
4. Do you prefer your laundry by express service or returned on same day？（你是要快洗服务还是当日取？）
5. The electrician will come to repair it right away. （电工会马上会过来修理。）
6. What can I do for you? （ 请问有什么可以为您效劳吗？）
7. Please deposit your money in the hotel safe.（请将您的现金寄存在饭店的保险箱内。）
8. Sorry to have caused you so much trouble.（很抱歉给您带来这么多麻烦。）
9. It’s the welcome tea of our hotel for you.（这是酒店特意为您准备的欢迎茶。）
10. Could you please show me your room card?（请问我能看下您的房卡吗？）
11. I will send someone to repair it for you now.（我现在就派人过去帮您修。）
12. You must be tired after the journey. （ 旅途辛苦了。）
13. May I turn on the lights for you? （要我帮您帮把灯打开吗？）
14. The slippers are at the bottom of the wardrobe.（拖鞋在衣橱的底部）
15. Our hotel provides very good room service.（我们饭店提供很好的送餐服务。）

**题型三：情景对话**

1. When you are going to clean the room for the guest, and the guest tells you it is not convenient for him now, what would you do?

 Answer: I’ll ask the guest when it will be convenient and note it down in the logbook.

1. When the guest calls the housekeeping service center, and wants an extra pillow, what would you say?

 Answer: We will send one to you immediately, and may I have your room number?

1. If the guest calls the housekeeping service center, and says he/she is very cold, what would you do?

 Answer: I’ll tell the guest there is a blanket or quilt in the closet, or I’ll send him/her an extra blanket or quilt.

1. When you are going to make turn-down service for the guest, but the guest is working, what would you do?

 Answer: I would ask the guest if it is OK to do now, if not, when it will be convenient.

1. If the guest calls the housekeeping service center and says the bulb in his room is broken, what would you do?

 Answer: I’ll apologize to the guest and tell him/her the electrician will be there soon.

1. How would you introduce your guestroom to the guest?

 Answer: I would tell the guest about the equipment, the views, the service guide, and security of the guestroom.

1. When you are going to clean the room for the guest, and the guest tells you it is not convenient for him now, what would you do?

I’ll ask the guest when it will be convenient and note it down in the logbook.

1. What would you say if the guest tells you the temperature is low in the room?

 Answer: I will turn up the air-conditioner for you.

1. If the guest complains that there is hair on his room bed, what will you do?

 Answer: I will apologize first, and then I will tell the guest we’ll have a housekeeper take care of this immediately.

1. If a guest calls to complain that his room card does not work, what will you do?

 Answer: I will go to have a check with him and help to have his key changed if necessary.

1. What would you say if the guest wants to use the internet in the hotel?

 Answer: I will tell the guest that the hotel offers free internet service in the room, (and there is also an internet café in the hotel).

1. If the guest says he would like to wake up late the next morning, what will you suggest?

 Answer: Please press the “Do Not Disturb” (DND) button before you go to bed, and you won’t be disturbed the next morning.

1. If the guest comes to tell you that his room is smoky and he wants to change it. But you do not have another room available. What would you do to solve the problem?

(I would first apologize for it and explain the situation to him and help him get

rid of the smell by opening the window and cleaning the air.)

1. When the guest calls the housekeeping service center, and complain that he has waiting for his luggage to be sent up for at least one hour, what would you say?

 Answer: I’m very sorry to hear that and we’re very sorry for the delay. I’ll check immediately and call you back.

1. When the guest calls to complain that there’s a terrible smell coming from the air conditioner, what would you say?

 Answer: I’m very sorry to hear that. I’ll send a repairman to check on it for you and solve it as soon as possible.

1. The guest complains that the water tap is leaking, and the noise of it is driving him crazy. How do you respond?

 Answer: I’m very sorry to hear that. I will tell the guest that I will report it to the Maintenance Department and have the tap fixed as soon as possible.

1. If the guest says he left his room card inside the room, what would you do?

Answer: I will check his identity first. And then fetch a new room card for him.

1. If the guest says he wants to leave some luggage in the room after he check out, what would you do?

 Answer: I will tell him he can leave the luggage in the front desk of our hotel but not in the guestroom.

1. When you bring the guest to his room, and he asks where he can get the slippers, what will you say?

Answer: Let me get the slippers for you and they are here in the wardrobe.

1. What would you say to tell the guests about the free shoe shining service of the hotel?

 Answer: The hotel provides free shoe shining service for the guests. Just put your shoes into the shoe basket if you want to have them polished.

1. The guest wants a turn-down service for him after 9:00 pm when you’ll be off duty. How do you respond?

 Answer: Don’t worry, sir. I will make sure to let the night staff know, and he’ll do the turn-down service for you after 9:00 pm.

1. Can you introduce 3 to 4 types of laundry services of your hotel to the guests?

 Answer: Our Laundry Department provides the same-day service, the express service, the next-day service and the express pressing service.

1. A guest calls to complain that there are not enough hangers in his room. How do you respond?

 Answer: Don’t worry, sir. I will send some more hangers to your room right away. May I know your room number?

1. A guest complains that one pillow in his room smells terrible. How do you respond?

Answer: I’m sorry, sir. I will have a new pillow sent to your room right away.

1. What do you need to check when you come to collect the guest’s laundry?

 Answer: I will check how many pieces of laundry there are and see if the guest has filled in the laundry list.

1. When the guest asks you to take her clothes for laundry by phone, what would you say?

 Answer: I will pick up your laundry soon and may I have your room number?

1. The guest tells you that he’s just had a shower, and the bathroom is quite a mess. How would you respond?

 Answer: Don’t worry sir. I will tidy up your bathroom right away.

1. If the guest calls to complain that the TV in his room doesn’t work. How would you respond?

 Answer: I’m sorry for it. I’ll send a repairman to your room right away. We can have it repaired and please wait for a minute.

1. If the guest wants to make an international call, how would you tell him?

Dial 9(or other number) first and then your country code, city code and the

 number you want.

1. The guest wants the laundry service. How would you explain to him where to leave his laundry in the room?

 Answer: Just leave your laundry in the laundry bag. The attendant will come and collect the laundry.