**前厅服务英语题库**

（英译中、中译英、情景对话各一道）

第一套

1.Which kind of room do you prefer, a twin or a suite?

2.请问您打算如何付账，用现金还是信用卡？

3. Mr. Smith wants to check out. He pays the bill in cash. But the bill is not correct. What would you do?

第二套

1. Do you want a single room or a double room?

2.我可以为您在26日订一个带淋浴的单人间。

3.Miss White comes to the front desk to make a reservation. What would you do?

第三套

1.Would you like a room with bathtub or shower?

2.请将您的现金、珠宝和其他贵重物品寄存在酒店的保险箱内。

3.If a guest wants to book a room, but your hotel is fully booked. What would you do?

第四套

1.How long do you plan to stay here?

2.这里的行李员会为您提行李，并为您领路。

3.Miss White comes to the hotel to visit her friend, but her friend in not in, so she wants to leave a message. What would you do?

第五套

1.Did you take anything from our mini bar?

2.我们可以为您延长预订。

3.Mr. White wants to cancel his reservation, what would you do?

第六套

1.How many people are there in your party?

2.黄先生，您有两封信件，一小时前有一位小姐来电话留言给您。

3.A guest calls to ask for morning-call service, what would you do?

第七套

1.How many nights would you like to stay?

2.如果您愿意，可以将房间保留到下午三点。

3.A guest wants to deposit his dog，what would you do?

第八套

1.What time will you be arriving?

2.如果您需要再住一个下午，我们要向您收50%房费。

3.Miss White wants to check-in, she has a reservation, what would you do?

第九套

1.Unfortunately, we are fully booked for the 21st.

2.我帮您把电话转过去，请别挂断电话，好吗？

3.Miss Black wants to extend her stay for two more days, what would you do?

第十套

1.I’ll get the porter to take your luggage up.

2.您的账单合计365元，包括报务费。

3.Miss White wants to change her room, because the air-conditioner makes too much noise. What would you do?

第十一套

1.For a single room the price would be 35 dollars.

2.那笔钱是您从房间冰箱里取用饮料的费用。

3.Miss White comes to the hotel to visit her friend. You just ask Miss White to wait for her friend in the lobby. How would you tell him?

第十二套

1.There’s a reduction for children.

2.我们不能保证1月16日给您一个行政套房。  
3.The guest complains that his luggage was left in the taxi, what would you do?

第十三套

1.Here is your change and receipt.

2.这是您的房卡和早餐券。请您在这里签个名好吗？  
3.Miss White wants to check-in, she has no reservation, what would you do?

第十四套

1.Could you sign your name, please?

2.您需要一间吸烟房还是无烟房？

3.Mr. Liu asks you how to make a room to room call, how would you tell him?

第十五套

1.Would you please fill in this registration form?

2.请稍等片刻，我立刻就把您的账单结算出来。

3.When a guest calls to reserve a room, what information do you have to know?

第十六套

1.Would you please show me your passport?

2.我可以再次确认您的离店日期吗？

3.Mr. Smith wants to check out. He pays the bill in cash. But the bill is not correct. What would you do?

第十七套

1.We’ll make the change for you.

2.对不起，小姐，我们现在没有空房间。

3.Miss White comes to the front desk to make a reservation. What would you do?

第十八套

1.How much longer would you like to stay?

2.您的房费将由接待单位支付，而杂费则应由您自己付。

3.If a guest wants to book a room, but your hotel is fully booked. What would you do?

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1.Here is your bill. Would you please check it?

2.对不起，我们饭店那一天的客房全部订满了。

3.Miss White comes to the hotel to visit her friend, but her friend is not in, so she wants to leave a message. What would you do?

第二十套

1.May I ask for your deposit please?

2.您要的那间房已经确认了，我们期待着为您服务。

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