**前厅服务接待员英语题库参考答案**

（英译中、中译英、情景对话各一道）

**说明：此题库答案不唯一，仅供参考。**

第一套

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

请问您需要哪种房型，双人间还是套间？

1. 请问您打算如何付账，用现金还是信用卡？

How would you like to pay,in cash or by credit card?

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

I am sorry,Mr.Smith, there is something wrong with your bill,let me have a check again,please wait for a moment.

第二套

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

请问您需要单人间还是双人间？

1. 我可以为您在26日订一个带淋浴的单人间。

I could book a single room with shower for 26th..

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

Good morning/afternoon/evening,Miss White.Nice to meet you,what can I do for you?

第三套

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

请问您需要带浴缸的房间还是带淋浴喷头的房间？

1. 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。

Please put your cash，jewelry and other valuables in hotel’s safe box.

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

I am sorry,Sir/Madam,our hotel is fully booked today,would you leave a message,when there is a room available, I will contact with you as soon as possible.

第四套

1. How long do you plan to stay here?

请问您预计住多久？

1. 这里的行李员会为您提行李，并为您领路。

The bellboy will pick your luggage and show you to your room.

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?

Good morning/afternoon/evening,Miss White, please leave your message here,and we will send it to your friend after he/she comes back.

第五套

1. Did you take anything from our mini bar?

请问您迷你吧有消费吗？

1. 我们可以为您延长预订。

We can extend the reservation for you.

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

Good morning/afternoon/evening,Mr.White, your reservation was canceled as your demand,and if there is anything you need,please let me know.

第六套

1. How many people are there in your party?

请问您的舞会一共有多少位客人？

1. 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。

Mr.Huang,there are two letters for you，a lady left a telephone message for you one hour ago.

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

Good morning/afternoon/evening,Sir/Madam,what time do you want for the morning-call?

第七套

1. How many nights would you like to stay?

请问您想住几晚？

1. 如果您愿意，可以将房间保留到下午三点。

You may keep the room till 3p.m,if you wish.

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

I will help him/her deposit his dog at Pet storage center.

第八套

1. What time will you be arriving?

请问您何时抵达？

1. 如果您需要再住一个下午，我们要向您收50%房费。

We will charge you 50% of the room rate,if you want to extend your stay for one afternoon.

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

Good morning/afternoon/evening,Miss.White, may I have your passport,please?

第九套

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

不好意思，我们酒店21号的预订已经全满了。

1. 我帮您把电话转过去，请别挂断电话，好吗？

I will transfer your call，hold the line，please.

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

Please show me your keycard,and maybe you should have to deposit for the other two days stay.

第十套

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

我会安排服务员给您提行李。

1. 您的账单合计365元，包括报务费。

Your bill totals 365 yuan including service charge.

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

I am sorry about that,I will change a better room for you right away.

第十一套

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

单人间一晚35美金。

1. 那笔钱是您从房间冰箱里取用饮料的费用。

The charge is for the drinks you take from the fridge in your room.

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?

Good morning/afternoon/evening,Miss.White,please have a rest at the lobby,your friend will be there soon.

第十二套

1. There’s a reduction for children.

这是对儿童的优惠价。

1. 我们不能保证1月16日给您一个行政套房。

We can’t guarantee you an executive suite for January 16th。  
3.The guest complains that his luggage was left in the taxi, what would you do?

Don’t worry,please show me your taxi card,we will try our best to help you.

第十三套

1. Here is your change and receipt.

这是您的找零和发票。

1. 这是您的房卡和早餐券。请您在这里签个名好吗？

Here is your room card and breakfast tickets，would you sign your name here，please？  
3.Miss White wants to check-in, she has no reservation, what would you do?

Welcome to our hotel,Miss White.What kind of room do you like?.

第十四套

1. Could you sign your name, please?

请您在这里签名好吗？

1. 您需要一间吸烟房还是无烟房？

Would you like a smoking room or non-smoking room？

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

Please just call the room number directly，Mr. Liu .

第十五套

1. Would you please fill in this registration form?

请您填写这张入住登记表好吗？

1. 请稍等片刻，我立刻就把您的账单结算出来。

Please wait a moment,I will draw your bill quickly.

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

Name,check-in date,arriving time,room type and etc.

第十六套

1. Would you please show me your passport?

请给我您的护照好吗？

1. 我可以再次确认您的离店日期吗？

May I reconfirm your departure date?

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

I am sorry,Mr.Smith, there is something wrong with your will,let me have a check again,please wait for a moment.

第十七套

1. We’ll make the change for you.

我们将为您更换。

1. 对不起，小姐，我们现在没有空房间。

I am so sorry,miss,we have no vacant rooms now.

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

Welcome to our hotel,What kind of room do you like?Sir/Madam.

第十八套

1. How much longer would you like to stay?

请问您预计住多久呢?

1. 您的房费将由接待单位支付，而杂费则应由您自己付。

Your room rate will be paid by the reception unit,and the charges will be paid by yourself.

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

I am sorry,Sir/Madam,our hotel is fully booked today,would you leave a message,when there is a room available I will contact with you as soon as possible.

第十九套

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

这是您的账单，请您检查。

1. 对不起，我们饭店那一天的客房全部订满了。

I am so sorry，our hotel is full that day.

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?

Good morning/afternoon/evening,Miss White, please leave your message here,and we will send it to your friend after he/she comes back.

第二十套

1.May I ask for your deposit please?

我能向您收取押金吗？

1. 您要的那间房已经确认了，我们期待着为您服务。

Your room is confirmed，we look forward to serving you.

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

Good morning/afternoon/evening,Mr.White, your reservation was canceled as your demand,and if there is anything you need,please let me know.

第二十一套

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

请问您需要哪种房型，双人间还是套间？

1. 这里的行李员会为您提行李，并为您领路。

The bellboy will pick your luggage and show you to your room.

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

Welcome to our hotel,Miss White.What kind of room do you like?Miss White

第二十二套

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

单人间一晚35美金。

1. 您要的那间房已经确认了，我们期待着为您服务。

Your room is confirmed，we look forward to serving you.

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?

Good morning/afternoon/evening,Miss White, please leave your message here,and we will send it to your friend after he/she comes back.

第二十三套

1. Here is your change and receipt.

这是您的找零和发票。

1. 请问您打算如何付账，用现金还是信用卡？

How would you like to pay,in cash or by credit card?

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

I am sorry,Mr.Smith, there is something wrong with your will,let me have a check again,please wait for a moment.

第二十四套

1. Would you please fill in this registration form?

请您填写这张入住登记表好吗？

1. 我可以为您在26日订一个带淋浴的单人间。

I can book a single room with shower for 26th..

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

Guest name,check-in date,arriving time,room type and etc.

第二十五套

1. What time will you be arriving?

请问您何时抵达？

1. 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。

Please put your cash，jewelry and other valuables in hotel’s safe box.

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

Please just call the room number directly,Mr. Liu .

第二十六套

1. How long do you plan to stay here?

请问您预计住多久？

1. 这里的行李员会为您提行李，并为您领路。

The bellboy will pick your luggage and show you to your room.

3.Miss White wants to check-in, she has no reservation, what would you do?

What kind of room do you like?Miss White

第二十七套

1. How many nights would you like to stay?

请问您预计住几晚？

1. 我们可以为您延长预订。

We can extend the reservation for you.

3.The guest complains that his luggage was left in the taxi, what would you do?

Don’t worry,please show me your taxi card,we will try our best to help you.

第二十八套

1. May I ask for your deposit please?

请问我能向您收取押金吗？

1. 黄先生，您有两封信，一小时前有一位小姐来电话留言给您。

Mr.Huang,there are two letters,a miss left a telephone message for you one hour ago.

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?

Good morning/afternoon/evening,Miss.White,please have a rest at the lobby,your friend will be there soon.

第二十九套

1. We’ll make the change for you.

我们将为您更改。

1. 如果您需要再住一个下午，我们要向您收50%房费。

We will charge you 50% of the room rate,if you want to extend your stay for one afternoon。

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

I am sorry about that,I will change a better room for you right away.

第三十套

1. Could you sign your name, please?

请您在这里签名好吗？

1. 如果您需要再住一个下午，我们要向您收50%房费。

We will charge you 50% of the room rate,if you want to extend your stay for one afternoon。

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

Please show me your keycard,and maybe you should have to deposit for the other two days stay.

第三十一套

1. Would you please fill in this registration form?

请您填写这张入住登记表好吗？

1. 我帮您把电话转过去，请别挂断电话，好吗？

I will transfer your call，hold the line，please.

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

Welcome to our hotel,What kind of room do you like?Miss White

第三十二套

1. There’s a reduction for children.

这是对儿童的优惠价。

1. 您的账单合计365元，包括报务费。

Your bill totals 365 yuan including service charge.

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

I will help him/her deposit his dog at Pet storage center.

第三十三套

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

请问您需要单人间还是双人间？

1. 那笔钱是您从房间冰箱里取用饮料的费用。

The charge is for the drinks you take from the fridge in your room.

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

Good morning/afternoon/evening,Sir/Madam,what time do you want for the morning-call?

第三十四套

1. How long do you plan to stay here?

请问您预计住多久？

1. 我们不能保证1月16日给您一个行政套房。

We can’t guarantee you an executive suite for January 16th。  
3.Mr. White wants to cancel his reservation, what would you do?

Good morning/afternoon/evening,Mr.White, your reservation was canceled as your demand,and if there is anything you need,please let me know.

第三十五套

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

不好意思，我们酒店21号的预订已经全满了。

1. 这是您的房卡和早餐券。请您在这里签个名好吗？

Here is your room card and breakfast tickets，would you sign your name here，please？  
3.Miss White wants to change her room, because the air-conditioner makes too much noise. What would you do?

I am sorry about that,I will change a better room for you right away.

第三十六套

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

我会安排服务员帮您提行李。

1. 您需要一间吸烟房还是无烟房？

Would you like a smoking room or non-smoking room？

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?

Good morning/afternoon/evening,Miss White, please leave your message here,and we will send it to your friend after he/she comes back.

第三十七套

1. There’s a reduction for children.

这是对儿童的优惠价。

1. 请稍等片刻，我立刻就把您的账单结算出来。

Please wait a moment,I will draw your bill quickly.

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

I am sorry,Sir/Madam,our hotel is fully booked today,would you leave a message,when there is a room available I will contact with you as soon as possible.

第三十八套

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

这是您的账单，请您检查。

1. 我可以再次确认您的离店日期吗？

May I reconfirm your departure date?

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

Welcome to our hotel,Miss White.What kind of room do you like?

第三十九套

1. What time will you be arriving?

请问您何时抵达？

1. 对不起，小姐，我们现在没有空房间。

I am so sorry,miss,we have no vacant rooms now.

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

I am sorry,Mr.Smith, there is something wrong with your bill,let me have a check again,please wait for a moment.

第四十套

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

请问您需要哪种房型，双人间还是套间？

1. 您的房费将由接待单位支付，而杂费则应由您自己付。

Your room rate will be paid by the reception unit,and the charges will be paid by yourself.

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

Guest name,check-in date,arriving time,room type and etc.

第四十一套

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

我会安排服务员帮您提行李。

1. 对不起，我们饭店那一天的客房全部订满了。

I am so sorry，our hotel is full that day.

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

Please just call the room number directly.Mr. Liu .

第四十二套

1. Could you sign your name, please?

请您在这里签名好吗？

1. 您要的那间房已经确认了，我们期待着为您服务。

Your room is confirmed，we look forward to serving you.

3. Miss White wants to check-in, she has no reservation, what would you do?

Welcome to our hotel,What kind of room do you like?Miss White

第四十三套

1. Would you please fill in this registration form?

请您填写这张入住登记表好吗？

2.请稍等片刻，我立刻就把您的账单结算出来。

Please wait a moment,I will draw your bill quickly.

3.The guest complains that his luggage was left in the taxi, what would you do?

Don’t worry,please show me your taxi card,we will try our best to help you.

第四十四套

1. Would you please show me your passport?

请给我您的护照好吗？

1. 这是您的房卡和早餐券。请您在这里签个名好吗？

Here is your room card and breakfast tickets，would you sign your name here，please？  
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?

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第四十五套

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I am sorry about that,I will change a better room for you right away.

第四十六套

1. May I ask for your deposit please?

请问我能向您收取押金吗？

1. 您的账单合计365元，包括报务费。

Your bill totals 365 yuan including service charge.

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

Please show me your keycard,and maybe you should have to deposit for the other two days stay.

第四十七套

1. Could you sign your name, please?

请您在这里签名好吗？

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

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

单人间一晚35美金。

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第四十九套

1. Here is your change and receipt.

这是您的找零和发票。

1. 如果您愿意，可以将房间保留到下午三点。

You may keep the room till 3p.m.,if you wish.

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第五十套

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

请问您需要带浴缸的房间还是带淋浴喷头的房间？

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