

实用英语之面试英语辅导：关于前台经理职务 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/261/2021_2022__E5_AE_9E_E7_94_A8_E8_8B_B1_E8_c96_261032.htm Key Sentences (重点句子) 780. Why are you leaving your present job? 你为何要离开现职呢? 781. I'm desirous to leave my present employment so that I can improve my position and have more responsibilities. 我希望离开现职就是为了提高我的职位和获得更多的责任。 782. I'd like you to tell me some of what you've been doing recently. 我想请你告诉我你最近一直在做什么? 783. Every day I go to work on time to guarantee the proper operation of the front desk. 我每天按时上班，以保证前台工作的顺利进行。 784. We accept booking, tell about room rates, find out how the bill will be paid and help the guests to check in and check out. When some guests want to have cancellations, change rooms or extend a reservation, we should always offer our help with courtesy. 我们接受订房、解释房价、看顾客以什么方式结算，帮助顾客入住及结账。如果有顾客要求取消预订、换房间或延长住宿时间，我们总是给予周到服务。 785. In what way do most clients check out? 多数顾客以什么方式结账? 786. Most clients check out by credit card, travellers cheques or Master card. Our hotel doesn't accept personal cheques. 多数顾客用信用卡、旅行支票或万事达卡结账。我们不接受个人支票。 787. How do you deal with a reservation mix-up? 你们如何处理订房出现的差错? 788. If we are booked solid, I would first of all apologize to the clients for this mistake. Then I'll ask them to rest on the chairs while I contact

another hotel for them. 如果所有房间都已订完，我先向顾客道歉，然后请他们坐下休息，我为他们另外联系一个宾馆。

789.What would you do if the guests total bill exceeds the credit limit ? 如果顾客的账单超过信用卡限额怎么办？

790.I would ask if the guest is willing to pay the difference by cash.If not , Ill try to get permission from the office which set the limit to extend credit over that amount. 我先征求顾客意见，看他是否愿意用现金支付差价。

如果不愿意的话，我就和发卡机关联系，看能不能扩大限额度。 791.Why are you interested in working with our hotel ? 你为何对到我们宾馆工作感兴趣？

792.My past work experience is closely related to this job.I am confident of doing the job well.Therefore I am desirous to get this post. 我过去的经验同这份工作密切相关，我有信心把它做好。因此我很想得到这一职位。

793.Dont you like the work ? 你不喜欢那份工作吗？ 794.I liked the work. However , the hotel is too small for me to widen my experience. 我喜欢那份工作，但那家宾馆太小了，难以增长我的工作

经验。 795.There are not many foreign guests in the hotel.As an Eng - lish major , Id like to take a more challenging job.Thats the reason why I want to come here for a job. 我们那家宾馆没有多少外国客人，作为一名英语专业的学生，我想做一些更具挑战性的工作。这就是我为什么要来此应聘的原因。

796.How long have you been working there ? 你在那儿干多长时间了？ 797.Ive been working there since 1996. 我从1996年起就在那家宾馆工作。

Dialogue A (I= Interviewer主试人 A= Applicant申请人) A : Excuse me. May I see Mr. John Watt , the manager ? I : Its me. What can I do for you ? A : I have come at

your invitation for an interview. Nice to meet you , Mr Watt. I

: Nice to meet you , too. Please sit down. A : Thank you , Sir. I

: Ive invited several candidates to come today. You are the first one to have arrived. I hope that the early bird will catch the worm. A : I

hope so. I : May I have your name ? A : I am Beijiang Zhang. I

: How do you spell your surname ? A : ZhangZ.H.A.N.G. I

: Now tell me what university you were graduated from. A : I was graduated from Nanjing University. I : What was your major in the

university ? A : My major is English. I : No wonder you speak

English so fluently. A : Thank you for your compliment , sir. I

: Where are you working now ? A : Im working at Baodao Hotel.

I : I would like you to tell me some of what you have been doing

recently. A : OK. Every day I go to work on time to guarantee the proper operation of the front desk. We accept booking , tell about room rates , find out how the bill will be paid and help the guests to check in and check out. When some guests want to have

cancellations , change rooms or extend a reservation , we should always offer our help with courtesy. I : In what way do most clients

check out ? A : Most clients check out by credit card , travellers cheques or Master Card. Our hotel doesnt accept personal cheques. I

: How do you deal with a reservation mix - up ? A : If we are booked solid , I would first of all apologize to the clients for this

mistake. Then Ill ask them to rest on the chairs while I contact

another hotel for them. I : What would you do if the guests total bill

exceeds the credit limit ? A : I would ask if the guest is willing to

pay the difference by cash. If not , Ill try to get permission from the

office which set the limit to extend credit over that amount. I : You seem to have done a good job.Why would you come here to apply for the job ? A : Ours is a small hotel.There are not many foreign guests every year.As an English major , Id like to take a more challenging job.Thats the reason why I want to come and work in your hotel. I : How long have you been working there ? A : Ive been working there since 1996. I : Could you tell me your expectation in salary ? A : The average salary for department managers is OK. I : Have you got any other extra requirements ? A : No. I : Well grant you a commencing salary of 3 , 500 yuan a month.Is that acceptable to you ? A : I think to. I : How can we contact you about our final decision ? A : You can call me at this number during the work hours. I : Well get in touch with you by next Monday. Thank you , Mr. Zhang for your interest in our hotel. A : Thank you , Mr. Watt.I hope to see you again. I : I hope so.

Notes 注释 1.Its me. 我就是。 2.You are the first one to have arrived.I hope that the early bird will catch the worm. 你是第一个来到的 , 我希望捷足者会达到目的。 The early bird will catch the worm. 是一句谚语 , 译为 : 早起的鸟儿有虫吃。 3.No wonder you speak English so fluently. 难怪你的英语如此流利。 No wonder (that) ... 难怪..... ,不足为奇 , 如 : He had made a thorough investigation.No wonder he knew so much about it. 他进行了彻底的调查 , 无怪他对此事了解很多。 4.Thank you for your compliment , sir. 谢谢你的夸奖 , 先生。 5.The average salary for department managers is OK. 部门经理的平均工资即可。 Words and Expressions recently ad.最近 , 近来

guarantee v.保证 the front desk (宾馆的) 前台工作 Front Office Manager 前台经理 room rates 房间价格 check in 登记入住 check out 结账 cancellation n.取消预订 reservation n.预留、预订 with courtesy 礼貌地 , 客气地 client n.顾客 , 委托人 credit card 信用卡 travellers cheque 旅行支票 Master Card 万事达卡 personal cheque 个人支票 注意 : Cheque在英语中也可拼写为check. book solid 客满 exceed v.超过 compliment n.赞扬 , 称赞的话 commencing salary 起薪 get in touch with 与.....联系 100Test 下载频道开通 , 各类考试题目直接下载。详细请访问 www.100test.com