

酒店英语口语学习手册之西餐厅日常用语 PDF转换可能丢失
图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/645/2021_2022__E9_85_92_E5_BA_97_E8_8B_B1_E8_c96_645554.htm Accepting a reservation

接受预订 Dialogue: W: Good morning Italian restaurant. How may I help you/What can I do for you? 上午好，意大利餐厅，我能帮到您什么？

G: Yes, I ' d like to reserve a table for tonight. 我想今晚在这订张桌子。 W: Certainly sir. For how many persons? (问人数)

当然可以了，先生。请问要订多少人的桌子呢？ G: Six. 六个人。 W: At what time would you like it? (问时间)

请问什么时候光临呢？ G: 7:30 tonight. 今晚7点半。 W: Yes, sir. May I have your name and telephone number? (客人名字及电话)

好的，先生。能告诉我您的姓名和电话吗？ G: It ' s Smith and my number is 123456 史密斯，我的电话是123456 W: Thank you very much Mr. Smith. A table for 6 at 7:30 tonight. Is that right? (确认)

非常感谢，史密斯先生。今晚七点半一张六人桌,对吗？ G: Yes, thank you. 是的，谢谢。 W: We will hold the table for 15 minutes. And we look forward to seeing you/ Thank you for calling us. 我们为您保留桌子15分钟。非常期盼您的光临！备注：1

接电话时 问候语 餐厅名 How may I help you?/What can I do for you?/Is there anything I can do for you? 2 接受预订要问人数、预定时间、用餐形式 (根据实际情况)、名字及电话。 Buffet自助餐 a la cart散点 3在结束通话之前要做一个确定 (confirm)

。 4 注意礼貌用语 Fully booked 预订已满 Dialogue: W: Good evening. Italian restaurant. May I help you? 晚上好，意大利餐厅，请问能帮到您什么？ G: Yes, I ' d like to reserve 2 tables at 8:00

tonight. 我想订两张桌子，今晚八点。 W: I ' m sorry, sir, there aren ' t any table left for 8:00 tonight. But we can book one for you at 9:00. 不好意思，先生。今晚八点的桌子全部预订完毕，但我们九点会有位子。 G: No, that ' s too late . 不好，那太晚了。 W: I ' m terribly sorry, sir. 实在很抱歉，先生 G: How about tomorrow evening? 明晚呢？ W: We are fully booked for tomorrow evening, and I can ' t guarantee anything, but we ' ll try our best. I hope you ' ll understand. 明晚的桌子也预订完毕了，我们不能保证，但会尽力而为。希望您能谅解。 G: I do, but I would appreciate it if you could arrange it. 我明白，但如果你们能帮忙安排到位子我会很感激的。 W: May I have your name and telephone number? 请问您的大名和电话？ G: David Hale... 大卫..... W: I ' ll call you when there is a free table for tomorrow evening at 8:00. 明晚八点如有位子我们会尽快通知您。 G: Thank you. Bye. 谢谢，再见。 W: Bye. 备注：当座位已预订满时要表示歉意，尽量满足客人的要求，如：征求客人另安排时间或如有空桌再联系客人 #ff0000> 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