

Unit 1

English for Housekeeping 基本客務英語



DIALOGUE

Sorry to Disturb You

抱歉打擾

- S** Housekeeping Supervisor 房務部主管
- G** Guest 住客

(The housekeeping supervisor wants to check on the guest in order to make sure that everything is all right. The guest has been in his room all day without leaving. It is late in the afternoon.)

(房務部門主管想要查看一下，確保一名住客一切安好。這名住客已經在客房裡待了一整天都沒出房門，現在時間已接近傍晚。)

housekeeper 房務員



S *(Knock! Knock! Knock! The housekeeping supervisor knocks on the guest's door with her knuckles.)*

Housekeeping!

(The guest opens his door. He looks very tired and sleepy.)

Good afternoon, sir. Sorry to disturb you.
I am the housekeeping supervisor.

G What time is it?

S It is five in the afternoon. Would you like your room cleaned, sir?

G No, not really.

S Is everything all right?

G Yes. Thank you.

S Would you like your towels changed?

G No, thank you.

S Very well, sir. Please call us if you need anything.

(叩！叩！叩！客房部主管用指關節在客人的房門上敲了幾下。) 客房服務！

(住客將房門打開，他看起來又累又睏。)

先生，午安。抱歉打擾您，我是客房服務部門的主管。

現在幾點了？

現在是下午五點。請問需要為您打掃房間嗎，先生？

不，不用了。

請問一切都還好嗎？

對，謝謝。

請問需要幫您更換新的毛巾嗎？

不用了，謝謝。

好的，先生。如果您需要任何服務，請隨時打電話通知我們。



PAIR WORK

H Housekeeper 房務員

G Guest 住客

hand towels 手巾



1

Would You Like Your Towels Changed?

請問需要為您換新的毛巾嗎？

bath towels 浴巾



face towels 洗臉毛巾

H

Would you like your _____ changed?

請問需要為您更換新的 _____ 嗎？

- 1 towels 毛巾
- 2 bath towels 浴巾
- 3 hand towels 手巾
- 4 face towels 洗臉毛巾

G

1 Yes, please. 好的，謝謝。

2 No, not really. 不，不用了。



2

Would You Like Your Room Cleaned?

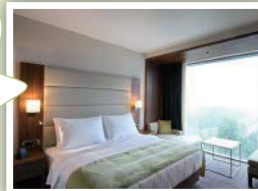
請問您的房間需要打掃嗎？

H

Would you like your _____ cleaned?

請問您的 _____ 需要打掃嗎？

1 room 房間



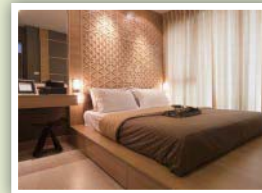
2 living room 客廳



3 adjoining room 相鄰房



4 bedroom 臥室



G

1 Yes, I would. 好的，謝謝。

2 No, thank you. Not right now. 不，謝謝。現在不需要。

5 suite 套房



6 bathroom 浴室



A GUEST ROOM 客房



entrance 入口

What do we find in a guest room? What are some of the things that we will have to do?

Every guest room has a door with a lock that we must open with our key or key card.

By the entrance, you will find a light switch. By the bedside table, you will find a table lamp. Switch all the lights on, and make sure that they are working.

Also, open the curtains and the window, and air out the room.

進入飯店客房後我們可能會遇到哪些狀況？又必須做哪些事呢？

飯店的每一間客房房門都有一道鎖，我們必須以鑰匙或密碼卡把門打開。

在入口處你會找到燈的開關，而在床邊的櫃子上會有床頭燈。記得要將房內的燈全都打開，以確認燈都沒有故障。

此外，把所有的窗簾和窗戶都打開，好讓房內的空氣流通。



table lamp 桌燈

bedside table 床頭櫃

curtains 窗簾

key card 房門鑰匙卡



wardrobe/closet 衣櫃

robes 浴袍

mattress 床墊

slippers 拖鞋

In the wardrobe or closet, there are coat hangers to hang clothes on. You will also find drawers to put clothes in. There should also be a suitcase or luggage rack to put suitcases (bags or luggage) on.

Above the bed there is often a painting that you will need to dust. The linen on the bed includes the mattress pad to protect the mattress, sheets to cover the mattress pad and mattress, and a pillowcase to cover the pillow. Covering the sheets will be a blanket and a bedspread.

Next to the bed is a console or a bedside table with a built-in radio and remote control for the television.

衣櫥裡會有掛衣架，你還會在裡面發現放置衣服的抽屜。除此之外，房間裡還應該要有能夠讓客人放置行李的行李架。

在床頭的牆壁上往往會掛著畫，你需要把上面的灰塵揮乾淨。床鋪上的被單組合應該包含保護床墊的床墊罩、覆蓋床墊罩和床墊的床單，以及枕頭套。床單上應該覆蓋一條毯子和一件床罩。

在床鋪的旁邊是落地櫃或是床頭櫃，上面會有內建的收音機，並擺著電視遙控器。



remote control 遙控器

pillow 枕頭

sheet 床單



There is often a small rug beside the bed. The floor will probably be covered by a wall-to-wall carpet (“fitted carpet”) that we will need to vacuum with our vacuum cleaner.

There should be easy chairs in the bedroom and possibly a couch (sofa or divan) to sit on. There should also be a corner table and/or a coffee table that we will need to wipe clean.

In the guest’s room, we usually find three mirrors—one in the bedroom above the desk, dressing table, or chest of drawers; a full-length mirror for dressing as well as a mirror in the bathroom.

床鋪的旁邊通常會擺著一小片地毯，整個房間地板則可能都鋪上地毯，需要用吸塵器清理。

房間的臥室裡應該要擺設幾張休閒椅，也許還有一張沙發供客人使用，當然也應該會有一張擺在角落的小桌子或咖啡桌，需要清理擦拭乾淨。

客房裡通常會有三面鏡子，一面在臥室的書桌、梳妝台或衣櫃上方，一面是方便顧客換衣服使用的全身鏡，還有一面是浴室裡的鏡子。



TYPES OF ROOMS 客房類型

a studio room

有沙發床的房間

A **studio room** has a couch that can be converted into a bed.

「studio room」是有沙發床的房間。



a single room with a shower

一間可淋浴的單人房

a single room with a bathtub

一間附浴缸的單人房



a double room

一間雙人房
(一張雙人床)



a twin room

一間雙人房 (兩張單人床)



**connecting/
family rooms**

連通房

Connecting or family rooms are really two bedrooms with a connecting door.

「connecting room」或「family room」連通房，中間有門相通。

**two adjoining
rooms**

兩間相鄰的房間

Adjoining rooms are rooms that are beside each other without a connecting door.

「Adjoining room」是兩個相鄰的房間，房內沒有門可以相通。

a triple room

三人房



(cc by North Star Guayaquil)

a suite

套房



(cc by Almc121)

a junior suite

小套房



A junior suite is a small suit with a sitting room.

「junior suite」是附有起居室的小套房。

a standard suite

標準套房

a royal suite

高級套房

a deluxe suite

豪華套房

a presidential suite

總統套房



(cc by Grand Velas Riviera Maya)

WORDS AND EXPRESSIONS



- 1. supervisor**
[ˈsʊpəvaɪzə]
(n.) 主管



- 2. knuckle**
[ˈnʌkl̩]
(n.) 指（關）節



- 3. linen** [ˈlɪnən]
(n.) 亞麻布製品
(如床單、桌巾等)

- 4. cart**
[kɑːt]
(n.) 手推車



- 5. adjoining**
[əˈdʒɔɪnɪŋ]
(a.) 毗鄰的；靠近的



- 6. living room**
(n.) 起居室（美式用法，與bedroom對稱）



- 7. suite** [swɪt]
(n.) 套房



- 8. entrance**
[ˈentrəns]
(n.) 門口；入口



- 9. carpet**
[ˈkɑːpɪt]
(n.) 地毯



- 10. air** [eɪ]
(v.) 使……通風；
換換空氣



- 11. closet**
[ˈklɒzɪt]
(n.) 衣櫥



12. rack [ræk]
(n.) 架子



13. stool [stul]
(n.) 凳子



14. dust [dʌst]
(v.) 揮掉灰塵



15. pillowcase
[ˈpɪlə,keɪz]
(n.) 枕套



16. bedspread
[ˈbed,spred]
(n.) 床罩



17. vacuum cleaner
[ˈvækjuəm ˈkli:nə]
(n.) 真空吸塵器

18. full-length
mirror
全身鏡；穿衣鏡



19. balcony
[ˈbælkənɪ]
(n.) 陽台

20. chest
[tʃest]
(n.) 櫃子



22. refuse bag
(n.) 垃圾袋

23. soiled-linen bag
[sɔɪld ˈlɪnən bæɡ]
(n.) 裝換洗床單或衣物的袋子



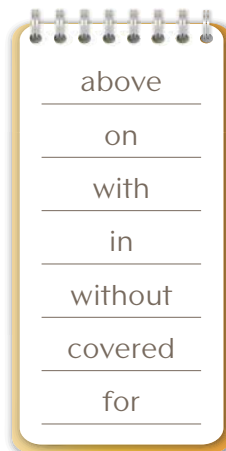
21. vanity table
[ˈvænoʊtɪ ˈteɪbl̩]
(n.) 梳妝台

24. fresh linen
(n.) 乾淨的床單

EXERCISES

A Fill in the blanks with the words from the box.

- 1 Tom has been in his room all day _____ leaving.
- 2 It's eight _____ the morning.
- 3 This room has a door _____ a lock that you must open with a key card.
- 4 We can find a table lamp _____ the table.
- 5 Please switch all the lights _____.
- 6 There is a painting hanging on the wall _____ the bed.
- 7 This remote control is _____ the television.
- 8 We use a special cleanser _____ the bathroom.
- 9 This room is _____ by a fitted carpet.
- 10 There should be chairs to sit _____.



B Combine the sentences using the given words in the parentheses.

Example:

Each room has a door with a lock. You must open it with a key or key card.

(that)

→ Each room has a door with a lock *that* you must open with a key or key card.

- 1 In the closet there are coat hangers. I hang my clothes on the hangers. **(to)**
→ _____
- 2 You need to open the window. You need to air out the room. **(and)**
→ _____
- 3 There is a corner table or a coffee table. You will need to wipe clean. **(that)**
→ _____

C Complete the following sentences.

- ① I'm very sorry _____.
(打擾你)
- ② If you need anything, please _____.
(打電話給我)
- ③ There is also a luggage rack _____.
(放行李)
- ④ The manager wants _____.
(檢查我的工作)
- ⑤ This is a special cleanser _____.
(清潔浴缸)

D Translate the following sentences into English.

- ① 客人們看起來又累又睏。

- ② 對不起，打擾你了，您要換毛巾嗎？

- ③ 請把所有的燈都打開，然後打開窗戶通風一下。

- ④ 衣櫥裡有三個掛衣架、一個放行李的架子，和一個放衣服的抽屜。

- ⑤ 臥室裡還應該有一個沙發、一個角桌或茶几。我們需要把角桌或茶几擦乾淨。

