

Unit 1

Reception

Teaching Objectives

1

掌握本单元出现的词汇、短语和句型。

2

能用简洁的短语和句型进行接待。

3

了解海报的基本格式。



Section A

Warming Up

Match the pictures with the words given below.

rest room

waitress

registration form

guest book

reception room

bellboy



1. rest room



2. reception room



3. waitress

临时入住登记表
REGISTRATION FORM OF TEMPORARY RESIDENCE

房号/Room No.	入住日期/Arrival Date	退房日期/Departure Date	预订日期/Reservation Date	预订电话/Reservation Tel.	预订人/Reserver	房主/Owner
姓名/Name	证件号码/ID No.		性别/Gender	年龄/Age	职业/Profession	国籍/Nationality
备注/Remarks: 1. 本表由酒店提供, 2. 本表由酒店提供, 3. 本表由酒店提供.						
入住须知/Check-in Rules: 1. 入住时间: 12:00-18:00. 2. 退房时间: 08:00-12:00. 3. 预订取消: 提前3天.						

入住人/Check-in Person: _____

酒店/Hotel: _____

日期/Date: _____

4. registration form



5. bellboy



6. guest book

Section
B

Listening and Speaking



Dialogue 1



(G=Guest, R=Receptionist)

R: Good morning, sir. Is there anything I can do for you?

G: Oh, yes. I am here to see my friends Alice, Tom and his wife Lily, and their room numbers are 302 and 501 respectively, They just called me and now are expecting me in their rooms.

R: One minute please, sir. Would you please complete this visiting card?

G: Let me see. My name, visiting time, the number of my ID card, my phone number... All right, I'll do it.

R: Thank you for your cooperation.

G: OK, anything else?

R: Yeah, Mr. Smith, your signature here.

G: OK.

R: Please take this card with you, Mr. Smith. Our bellboy will show the way and please show the card to the floor attendant.

G: Thank you for your help.

R: You are welcome. Have fun with your friends, Mr. Smith.

G: Thank you.



Translation

前台：早上好，先生。我能为你做什么？

客人：好的，我是来找我的朋友爱丽丝，汤姆和他的妻子莉莉，他们的房间号



分别是302和501。他们刚刚给我打了电话，现在应该在房间等我。

前台：请稍等，先生。您能填下这张访客证吗？

客人：让我看看。名字，时间，身份证号，电话……好，我马上填。

前台：谢谢您的配合。

客人：好了，还有别的吗？

前台：史密斯先生，请您在这签字。

客人：好的。

前台：请您拿着这张卡，史密斯先生。我们的行李员会给您带路，您出示这张卡就好。

客人：谢谢你的帮助。

前台：不客气。祝您和朋友们玩得开心，史密斯先生。

客人：谢谢。

Dialogue 2



(W=Wang Hong, S=Mr. Simon)

W: Welcome to China! Excuse me, but aren't you Mr. Simon from the United States?

S : Oh, yes.

W: Good morning, Mr. Simon. My name is Wang Hong, a guide from China Youth Travel Service.

S : Glad to meet you. Thank you for coming to meet us at the airport.

W: Glad to meet you , too. Mr. Simon, how was your trip?

S : Fine. We had a very pleasant trip.

W: Is everybody here now? Our bus is outside the airport.

S : Oh, let me see. Yes, everybody is here.

W: Attention, please. Now please follow me to the bus.



Translation

王洪：欢迎来到中国！打扰一下，你不会就是美国来的西蒙先生吧？

西蒙：嗯，我是。

王洪：早上好，西蒙先生。我是王洪，中国青年旅行社的导游。

西蒙：很高兴见到你。谢谢你来机场接我们。

王洪：很高兴见到你，西蒙先生，旅途如何？

西蒙：很好。我们旅途很开心。

王洪：每个人都在吧？我们的车在外面。

西蒙：我看看，对，每个人都在。

王洪：请注意，各位跟着我上车吧。

会话语言重点

1. Is there anything I can do for you? 有什么我能为你做的吗？

这是口语中一句极为常用的句子（也可以说 What can I do for you? 或 Can I help you? 或 May I help you? 等），广泛用于商店、饭店、旅馆、邮局、办事处等场合，是对顾客的招呼语。其本义为：要我帮忙吗？我可以帮你吗？我能为你做点什么吗？但具体含义要视场合而定。例如：

—Is there anything I can do for you? 有什么我能为你做的吗？

—Yes. I'm Jane Smith and I have a reservation. 好。我是简·史密斯，我有一个预约。

—What can I do for you, madam? 夫人，您要买点什么？

—I'm looking for a dress for my daughter. 我想为我女儿买件连衣裙。

2. Would you please complete this visiting card? 你能填下这张来访证吗？

complete 意为“填写；完成”，是及物动词，可替换为“fill out”。例如：

You simply complete the application form. 你只需填好申请表。

3. Have fun with your friends, Mr. Smith. 和你的朋友们玩得开心，史密斯先生。

have fun 意为“玩得开心，过得愉快”。类似的句子还有 have a good time /enjoy oneself。例如：

Have fun with your holiday, Miss Li. 假期愉快，李小姐。

4. My name is Wang Hong, a guide from China Youth Travel Service. 我是王洪，中国青年旅行社的导游。

名词 a guide 作 Wang Hong 的同位语。例如：

I'm Li Lei, a student from No.1 Middle School. 我是李雷，一中的学生。



5. Glad to meet you. 很高兴见到你。

glad to meet you 意为“很高兴见到你”，常用于初次见面，其回答为 Glad to meet you, too. 初次见面的问候语还有 Nice to meet you. /How do you do? /How are you? 其回答为 Nice to meet you, too. /How do you do? /Fine, thank you. 例如：

—Glad to meet you, Miss wang. 王小姐很高兴见到你。

—Glad to meet you, too. 很高兴见到你。

6. Attention, please. 请注意。

attention, please 意为“请注意”，用于说话者为了引起大家注意。类似的句子还有 Pay attention, please. /Focus your attention please. /Everybody attention please. 例如：

Now, everybody attention please. 现在，每个人注意了。

New Words



receptionist	/rɪ'sepʃənɪst/	<i>n.</i>	接待员
respectively	/rɪ'spektɪvli/	<i>adv.</i>	分别地；各自地，独自地
expect	/ɪk'spekt/	<i>v.</i>	期望，指望
complete	/kəm'plɪt/	<i>v.</i>	完成
cooperation	/kəʊ'pə'reɪʃən/	<i>n.</i>	合作，协作
signature	/'sɪɡnətʃə/	<i>n.</i>	署名，签名
bellboy	/'belbɔɪ/	<i>n.</i>	侍者，行李员
attendant	/ə'tendənt/	<i>n.</i>	服务员，侍者
guide	/ɡaɪd/	<i>n.</i>	向导
pleasant	/'plezənt/	<i>adj.</i>	令人愉快的，舒适的
attention	/ə'tenʃən/	<i>n.</i>	注意

Phrases and Expressions

visiting card	参观证
ID card	身份证
take...with	将……带上
floor attendant	客房服务员
have fun	玩得高兴
China Youth Travel Service	中国青年旅行社

 Useful Sentences

1. Good morning. May I help you?
早上好，有什么可以帮助您的吗？
2. Do you have an appointment?
请问您有预约吗？
3. Would you please complete this registration form?
您能填一下这个登记表吗？
4. Could you sign your name here, please?
请您在这签上名字。
5. I'm sorry. The manager is not in at the moment.
对不起，经理现在不在。
6. Would you please wait here for a little while?
请在这儿稍等一会儿好吗？
7. Let me show you to your table.
我带您去您的餐桌。
8. Are you Mr. Green from Singapore?
您是来自新加坡的格林先生吗？
9. How many pieces of luggage do you have altogether?
您总共有多少件行李？
10. Your luggage will be delivered to your rooms in the hotel.
行李会送到您在酒店的房间里的。

 Work Alone

I Listen to dialogue 1 and decide whether the following statements are true (T) or false (F).

- (T) 1. The guest is here to see his friends and his wife.
(F) 2. The visiting card includes the guest's name, phone number and his name card.
(T) 3. The bellboy will show the guest the way.

II Listen to dialogue 2 and fill in the blanks.

1. My name is Wang Hong, a guide from China Youth Travel Service.
2. Thank you for meeting us at the airport.
3. Attention, please. Now please follow me to the bus.



III Complete the following dialogue using the words and phrases given below.

single room reservation stay ninth of course

A: Good evening, madam.

B: Good evening. I have a reservation.

A: And your name, madam?

B: Anna White.

A: Mrs. White, yes, a single room for three nights.

B: That's right.

A: Could you just stay here, please?

B: Yes, of course.

A: Thank you, madam. Here is your key. It's Room 905 on the ninth floor. Would you like a porter?

B: Yes, please.

A: I'll just call him. Enjoy your stay.



Pair Work

I First listen to the two dialogues and repeat, then role-play them in pairs.

II Make a new dialogue with your partner according to the following situation.

A visitor wants to see Mr. David Brown from Australia. The receptionist checks the guest lists, calls to the room and then asks the visitor to wait in the lobby for Mr. David Brown.

Key: (V=Visitor, C=Clerk)

C: Good morning, sir. Is there anything I can do for you?

V: Oh, yes. I want to see my friend, Mr. David Brown from Australia.

C: And your name, sir?

V: Tom Black.

C: Mr. Black. Let me check the guest lists. Yes, there are you. I'll call the room. Can you wait for one minute?

V: Of course.

C: Mr. Black, please go to the lobby. Mr. Brown will be there.

V: Thank you for the help.

C: You are welcome. Have fun with your friend, Mr. Black.

V: Thank you.

Section
G

Reading

Pre-reading



Work in groups to discuss the following questions.

1. What are the basic rules in business introductions?
 - (1) Don't use first names in business introductions, unless you are requested to do so.
 - (2) A less important person is introduced to a more important person, whether male or female.
2. What should you do to respond to the introductions properly?
 - (1) Stand up.
 - (2) Shake hands.
 - (3) Greet the other party by repeating the other party's name.
 - (4) Say goodbye when you finish your conversation.



While-reading



Making an Introduction

The proper introduction can be a good beginning for future communication.

Don't use first names in business introductions, unless it is the office customer, a business client or customer who requests to do so.

In business introductions, there is one basic rule: a less important person is introduced to a more important person, whether male or female. Once you are introduced, you'll attract other's attention. Now, you should respond properly.

1. Stand up. No matter you are a lady or gentleman, you should follow this rule. Approach and look at the other person with a smile to show respect to the party.





2. Shake hands. Shaking hands is to show your trust and respect to the other party.
3. Greet the other party by repeating the other party's name. You can say, "Nice to meet you, Mr. Brown." or "It's a pleasure, Mr. Brown." or "How do you do, Mr. Brown?"
4. Say goodbye when you finish your conversation. You can say, "Goodbye. I enjoyed meeting you." or "Goodbye. It was nice meeting you and talking to you." or "Goodbye. I look forward to seeing you again."

Translation

介 绍

恰当的介绍是未来交流的良好开始。

商务介绍中一般不使用第一姓名, 除非是办公室客户, 商业客户或客户端要求这么做。

商务介绍中, 有一个基本原则: 不论性别, 职位低的人向职位高的人介绍自己。一旦被介绍时, 你就会吸引别人的注意。接下来你应该恰当应对。

1. 站起来。不论你是先生还是女士, 你都应该遵守这一原则。靠近并面带微笑看着对方, 以表示对对方的尊重。

2. 握手。握手是为了向对方表达你的信任与尊重。

3. 称呼对方的名字来跟对方打招呼。你可以说, “布朗先生, 很高兴见到你。”或“布朗先生, 这是我的荣幸。”或“布朗先生, 你好。”

4. 结束谈话时跟对方告别。你可以说, “很高兴遇见你, 再见。”或“很高兴见到你并与你交谈, 再见。”或“盼望再次见到你, 再见。”

课文语言重点

1. Don't use first names in business introductions, unless it is the office customer, a business client or customer who requests to do so. 商务介绍中一般不使用第一姓名, 除非是办公室客户, 商业客户或客户端要求这么做。

(1) first name 意为“名”, 指的是西方人名的第一个字。英语的姓名通常由 first name (名), middle name (中间名), family name (姓) 组成。一般结构为名 + 自取名 + 姓, 但在很多场合中间名往往略去不写, 如 George Water Bush 一般写成 George Bush。

(2) 定语从句 *who requests to do so* 中, *requests* 用单数第三形式, 是因为先行词 *the office customer, a business client or customer* 中用 *or* 连用, *or* 强调单数而不是整体。若换成 *and*, 则动词用 *request*。

2. *Once you are introduced, you'll attract other's attention.* 一旦你被介绍时, 你就会吸引别人的注意。

attract other's attention 意为“吸引别人的注意”, 也可用 *draw one's attention*。关于 *attention* 的一些常用短语还有: *pay attentions to* (注意, 重视) / *focus one's attention on* (把注意力集中在……上) / *call attention to* (唤起注意) 等。例如:

A light and whistle are provided to attract other's attention. 一个照明灯和哨子供你引起他人注意。

3. *Shaking hands is to show your trust and respect to the other party.* 握手是为了向对方表达你的信任与尊重。

(1) *shaking hands* 为动名词作主语, 谓语动词则用单数形式。例如:

Talking with you is my pleasure. 和你谈话, 我很荣幸。

(2) *to show your trust and respect* 为动词不定式作表语, 意为“为了表达你的信任与尊重”。例如:

Looking at the other person with a smile is to show your attention and respect. 面带微笑看着对方是为了表达你的关注与尊重。

4. *I look forward to seeing you again.* 我盼望能再次见到你。

look forward to 意为“盼望, 期待”, *to* 为介词, 后面跟名词或动名词。例如:

We look forward to hearing from you soon. 我们盼望着不久能听到您的回音。

New Words

proper	<i>/ˈprɒpə/</i>	<i>adj.</i>	恰当的
communication	<i>/kəˌmjuːnɪˈkeɪʃən/</i>	<i>n.</i>	交流, 交际
unless	<i>/ənˈles/</i>	<i>conj.</i>	除非, 如果不
client	<i>/ˈklaɪənt/</i>	<i>n.</i>	客户
request	<i>/rɪˈkwest/</i>	<i>v.</i>	要求, 请求
basic	<i>/ˈbeɪsɪk/</i>	<i>adj.</i>	基本的
introduce	<i>/ˌɪntrəˈdjuːs/</i>	<i>v.</i>	介绍





male	/meɪl/	n.	男性; 雄性动物
female	/ˈfi:meɪl/	n.	女性; 雌性动物
attract	/əˈtrækt/	v.	吸引
respond	/rɪˈspɒnd/	v.	回答; 回应
approach	/əˈprəʊtʃ/	v.	走近, 靠近
		n.	方法; 步骤
trust	/ˈtrʌst/	n.	信任, 信赖
		v.	相信
respect	/rɪˈspekt/	n.	尊重
party	/ˈpɑ:ti/	n.	一方
repeat	/rɪˈpi:t/	v.	重复
conversation	/kɒnvəˈseɪʃən/	n.	交谈, 会话

Phrases and Expressions

first name	名字
stand up	站起来
shake hands	握手
talk to sb.	和某人谈话
look forward to doing sth.	期待做某事

Post-reading



I Read the passage and decide whether the following statements are true (T) or false (F).

- (F) 1. It's OK to use first names in business introductions.
- (T) 2. In business introductions, the basic rule is that a less important person is introduced to a more important person.
- (F) 3. When you finish your conversation, you can say "Nice to meet you."

II Fill in the blank in each sentence according to the first letter given.

- 1. You must obey the basic rules.
- 2. He shouted to attract attention.
- 3. He approaches the bird quietly.
- 4. The message was peace, unity, love and respect.

5. Communication is difficult when people don't speak the same language.
6. Could you repeat what you said, please?

III Fill in each blank with an appropriate phrase given below, changing the form if necessary.

shake hands look forward to stand up first name talk to

1. The man's first name is Graves.
2. You should shake hands with her when you first see her.
3. I look forward to paying you a visit next week.
4. Stand up so that I can see how tall you are.
5. He turned aside to talk to someone else.

Knowledge Bank



关于去机场接人的礼仪

1. 做好接站准备

如果不认识客人，应当备有客人的照片。

2. 确定飞机班次和到达时间

依据贵宾搭乘的飞机班次，预先询问航空公司该班飞机是否准时或延迟，乘客名单中是否包括该位贵宾，他是否已坐上此班飞机等事项。

3. 接机时间

务必要在飞机抵达前先到达机场。

4. 接机准备

在前往接机之前，接待人员应先行以海报形式明显写出贵宾姓名，飞机抵达时，便可由接待人员拿着，以提醒贵宾的注意。

接待特别贵宾还需要准备横幅或海报，见面时赠予鲜花。

5. 相互介绍

见面后，由介绍人或秘书互相介绍，被介绍人应点头微笑以示尊敬。

6. 初步认识后，双方握手，并交换名片。

递接都要双手，接过来要先看一下再收起来表示对对方的重视，递的时候有字的一面朝向对方。



收到别人名片时, 应该回一张给别人, 如果没有了, 就要向别人说明。如双方同时递接, 应当左手接右手递。

7. 食宿安排

接到客人后, 要帮助客人提取行李。安排好接送贵宾的车辆, 安排好贵宾的食宿。

Section D

Grammar

Basic Sentence Conversion (基本句型转换)

Sentence Patterns



I have **not** finished my work.

Did they go swimming yesterday?

What is in the box?

He is your teacher, **isn't** he?

Stop now!

The work has **been finished**.

关于基本句型的转换, 重点要掌握陈述句与否定句、疑问句的互换, 一般句与祈使句的互换, 以及主动句与被动句的互换三种。

一、陈述句 (declarative sentence): 用来陈述事实, 包括肯定和否定。

e.g. 肯定 He is a student. She likes this book.

否定 I am not a student. We did not agree with her.

二、否定句 (negative sentence):

1. 如果句子的谓语动词为系动词、助动词或情态动词, 就直接在谓语动词后面加 not。

e.g. He is not my brother.

I have not finished my work.

They will not come.

2. 如果句子的谓语动词为行为动词，须在谓语动词前加助动词和 not。

e.g. She does not like the boy.

I did not go to the movie last night.

注意：加助动词和 not 后，后面的谓语动词要恢复原形。

三、疑问句 (question sentence):

1. 一般疑问句 (general question): 用 Yes 或 No 回答的疑问句。

(1) 肯定结构

e.g. Are you Chinese?

Did they go swimming yesterday?

Can you help me?

(2) 否定结构

e.g. Is he not a student? = Isn't he a student?

Will you not come? = Won't you come?

2. 特殊疑问句 (special question): 不可用 Yes 或 No 来回答的疑问句。

(1) 与陈述句的语序同

e.g. What is in the box?

Whose book is on the desk?

(2) 疑问词 + 一般疑问句语序

e.g. Which do you want?

Who is he?

Whose book is this?

When did you come back?

3. 选择疑问句 (alternative question): 用 or 连接询问的两部分，以供选择。答案必须是完整的句子或其省略形式，不能用 Yes 或 No 回答。

e.g. —Shall we go on Monday or (on) Tuesday?

—We shall go on Tuesday/On Tuesday.

4. 反意疑问句 (disjunctive question): 附在陈述句之后，对陈述句叙述的事实提出相反的疑问。

e.g. He is your teacher, isn't he?

You don't like the movie, do you?

They have gone to Japan, haven't they?



四、祈使句 (imperative sentence): 表示要对方做或不做某事, 带有祈使语气, 一般省略主语。

- | | |
|--------------------|---------------------|
| 1. <i>vi.</i> | Stop now! |
| 2. <i>vt.</i> + 宾语 | Give it to me! |
| 3. Be + 表语 | Be careful! |
| 4. Let 引导 | Let me try. |
| | Let's stop smoking. |

注意: 祈使句变否定, 通常直接在前面加 Don't。

五、被动句 (passive sentence): 由助动词be加及物动词的过去分词构成。

e.g. The cup is broken by him.

The work has been finished.

I am asked to answer the question.

以 “He closed the door.” 为例, 看一下各种句型的构成:

陈述句: He closed the door.

否定句: He didn't close the door.

疑问句: Did he close the door?

What did he close?

He closed the door, didn't he?

Did he or his sister close the door?

祈使句: Close the door, please.

Don't close the door.

被动句: The door was closed (by him).

Exercises



I According to the examples given above, transfer the sentences below into different forms.

1. I have finished the work.

否定句: I haven't finished the work.

反义疑问句: You have finished the work, haven't you?

被动句: The work has been finished (by me).

2. She is going to clean the room.

否定句: She is not going to clean the room.
 特殊疑问句: What is she going to do?
 祈使句: Clean the room, please.

II Translate the following sentences.

- 赶快开始工作吧。
Let's start work at once!
- 他们会来参加这个晚会, 不是吗?
They will come to the party, won't they?
- 这次会议的报告还没准备呢。
The report for this meeting has not been prepared yet.
- 你怎么了? 不舒服吗?
What's the matter? Don't you feel well?

Section E Writing

Poster (海报)

海报是用来告知广大群众有关戏剧、电影以及球赛等活动的一种带有宣传广告性质的招贴形式, 有的还配以绘画以增加吸引力。

格式

海报正中往往把有关内容作为大字标题, 如Football Match, Film News等字样以提示海报的内容, 无须注明Poster (海报) 等字样。

正文部分要写清具体内容、活动时间、地点、参加规定、以及主持或举办单位等。

出海报的单位署名通常放在右下角。

日期位于署名的下一行, 靠左下角。

语言特点

海报不同于其他类型的书面表达, 它属于广告, 要求用最短的文字包含最多的信息, 以起到醒目的效果。因此海报多用省略句、缩略语及类似的语言, 应注意这些语言特点。

为进一步增强海报的醒目性, 海报上的一些重要信息还常常被分行突出, 并且在其前面用黑圆点、星号等特殊符号表示强调。



Sample



Friendly Volleyball Match

All Are Warmly Welcome

Organized by the Students' Union of our school, a friendly volleyball match will be held between French Department team and the team of English Department on volleyball court at 3:30 p.m. on Friday, May 29, 2020.

The Students' Union

Tuesday, May 19

Exercises



1 Translate the following poster into Chinese.

You won't want to miss this!

EXCELLENT INTERNATIONAL FOOTBALL MATCH

China vs. Korea

Place: Capital Stadium

Time: 3:30, June 10, 2020

Fare: 25 yuan

Please book tickets at the Reception Office (Tel: 4679561)

Everyone is welcome to come and cheer for the teams!

不要错过!

精彩的国际足球比赛

中国vs朝鲜

地点: 首都体育场

时间: 2020年6月10日下午3点半

费用: 25元

请到接待室买票(电话: 4679561)

欢迎大家来为球队加油!

II Write a poster according to the following information.

学生会定于10月25日(周五)晚上7点在图书馆多功能厅免费放映电影《流浪地球》，欢迎大家到时前往观看。

A Free Film: The Wandering Earth

All Are Warmly Welcome

A famous film *The Wandering Earth* will be freely played in the Multifunction Hall of the Library on Friday, Oct. 26, 7:00 pm.

The Students' Union

Monday, Oct. 21



JUST FOR FUN

Husband and Wife

The owner of a bakery was closing shop on a stormy winter's night when a man came in and asked for two sweet rolls. The baker amazed that anyone would come out in such weather for just two sweet rolls.

"Are you married?" he asked.

"Of course," replied the customer, "Do you think my mother would send me out here on a night like this?"