

# Unit 1

## Reception





# Section A

# Warming Up

Match the pictures with the words given below.

- rest room
- waitress
- registration form
- guest book
- reception room
- bellboy



1. ....



2. ....



3. ....

**临时入住登记表**  
REGISTRATION FORM OF TEMPORARY RESIDENCE

姓名 NAME	性别 SEX	出生日期 DATE OF BIRTH	证件类型 IDENTITY CARD	证件号码 IDENTITY NO.	证件类型 IDENTITY CARD	证件号码 IDENTITY NO.
房 号 ROOM NO.	入住日期 CHECK-IN DATE	入住时间 CHECK-IN TIME	退房日期 CHECK-OUT DATE	退房时间 CHECK-OUT TIME	押金 DEPOSIT	押金 DEPOSIT

姓名 孔人 性别 男  
Address: \_\_\_\_\_  
Type of Visa and Valid Date: \_\_\_\_\_  
Occupation / Title: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Nationality: \_\_\_\_\_  
Passport No.: \_\_\_\_\_  
Check-in Date: \_\_\_\_\_  
Check-in Time: \_\_\_\_\_  
Check-out Date: \_\_\_\_\_  
Check-out Time: \_\_\_\_\_  
Room No.: \_\_\_\_\_  
Deposit: \_\_\_\_\_  
Signature: \_\_\_\_\_

4. ....



5. ....



6. ....

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.

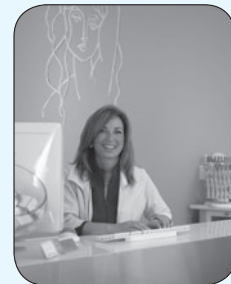
G: OK.

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.



## 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.



### New Words

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

### Phrases and Expressions

<b>visiting card</b>	参观证
<b>ID card</b>	身份证
<b>take...with</b>	将……带上
<b>floor attendant</b>	客房服务员
<b>have fun</b>	玩得高兴
<b>China Youth Travel Service</b>	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).**

- ( ) 1. The guest is here to see his friends and his wife.
- ( ) 2. The visiting card includes the guest's name, phone number and his name card.
- ( ) 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 ..... from China Youth Travel Service.
2. Thank you for ..... us at the airport.



3. \_\_\_\_\_, 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 \_\_\_\_\_.

A: And your name, madam?

B: Anna White.

A: Mrs. White, yes, a \_\_\_\_\_ for three nights.

B: That's right.

A: Could you just stay here, please?

B: Yes, \_\_\_\_\_.

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

B: Yes, please.

A: I'll just call him. Enjoy your \_\_\_\_\_.



**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.

Section  
G

Reading

Pre-reading

Work in groups to discuss the following questions.

1. What are the basic rules in business introductions?
2. What should you do to respond to the introductions properly?

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."





### New Words

<b>proper</b>	/ˈprɒpə/	<i>adj.</i>	恰当的
<b>communication</b>	/kə,mju:nɪ'keɪʃən/	<i>n.</i>	交流, 交际
<b>unless</b>	/ən'les/	<i>conj.</i>	除非, 如果不
<b>client</b>	/'klaɪənt/	<i>n.</i>	客户
<b>request</b>	/'rɪkwest/	<i>v.</i>	要求, 请求
<b>basic</b>	/'beɪsɪk/	<i>adj.</i>	基本的
<b>introduce</b>	/'ɪntrə'dju:s/	<i>v.</i>	介绍
<b>male</b>	/meɪl/	<i>n.</i>	男性; 雄性动物
<b>female</b>	/'fi:meɪl/	<i>n.</i>	女性; 雌性动物
<b>attract</b>	/ə'trækt/	<i>v.</i>	吸引
<b>respond</b>	/'rɪspɒnd/	<i>v.</i>	回答; 回应
<b>approach</b>	/ə'prəʊtʃ/	<i>v.</i>	走近, 靠近
		<i>n.</i>	方法; 步骤
<b>trust</b>	/'trʌst/	<i>n.</i>	信任, 信赖
		<i>v.</i>	相信
<b>respect</b>	/'rɪspekt/	<i>n.</i>	尊重
<b>party</b>	/'pɑ:ti/	<i>n.</i>	一方
<b>repeat</b>	/'ri:pi:t/	<i>v.</i>	重复
<b>conversation</b>	/'kɒnvə'seɪʃən/	<i>n.</i>	交谈, 会话

### Phrases and Expressions

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

### Post-reading



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

- ( ) 1. It's OK to use first names in business introductions.
- ( ) 2. In business introductions, the basic rule is that a less important person is



introduced to a more important person.

( ) 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 b..... rules.
2. He shouted to a..... attention.
3. He a..... the bird quietly.
4. The message was peace, unity, love and r.....
5. C..... is difficult when people don't speak the same language.
6. Could you r..... 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 ..... is Graves.
2. You should ..... with her when you first see her.
3. I ..... paying you a visit next week.
4. .... so that I can see how tall you are.
5. He turned aside 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**.

Exercises



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

1. I have finished the work.

否定句: .....

反义疑问句: .....

被动句: .....

2. She is going to clean the room.

否定句: .....

特殊疑问句: .....

祈使句: .....

**II Translate the following sentences.**

1. 赶快开始工作吧。

.....

2. 他们会来参加这个晚会，不是吗？

.....

3. 这次会议的报告还没准备呢。

.....

4. 你怎么了？不舒服吗？

.....

**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，无需注明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,并且在其前面用粗点、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

#### I 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!

#### 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。

 **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?”

