

## Telephone Conversation Video:

### 电话对话视频

#### Objectives 教学目标

- To understand and appreciate the Telephone Conversation video  
理解与欣赏电话对话视频
- To identify telephone etiquette in a hotel setting  
掌握酒店情境下的电话礼仪
- To understand the coordination with colleagues from different departments  
学习部门间协调合作
- To practice role-plays on handling problems via the telephone  
模拟使用电话处理问题的情景练习对话
- To learn some topic-related words and expressions  
学习与话题相关的单词和表达

#### Warm-up Activities 热身活动

##### **Activity 1: Mock Phone Conversation**

##### **活动 1: 模拟电话对话**

Pair Work. Stand back-to-back with a partner and pretend you are having a conversation over the phone. You can talk about anything in English. Try to understand what your partner is saying without looking at each other.

组对活动。与你的搭档背靠背站立，假设你们在电话中使用英语进行对话，谈话内容不限。在看不到搭档的前提下尽量理解对方的讲话内容。

##### **Activity 2: Discussion**

##### **活动 2: 讨论**

Discuss the following questions with a partner:

与你的搭档讨论下列问题：

1. Is it challenging for you to have a conversation in English with someone on the phone?

你认为在电话中使用英语对话是一项挑战吗？

2. What do you know about telephone etiquette in hotels?

你了解哪些酒店情境下的电话礼仪？

3. Do you think we need to smile on the phone? Why or why not?

你认为打电话时需要微笑吗？为什么？

4. What are the skills and qualities a hotel staff needs when solving problems for guests via telephone?

酒店员工使用电话为客人解决问题需要哪些技能和素质？

#### New Words and Expressions 生词和表达

**shift:** *n.* a period of time worked by a group of workers who start work as another

group finishes 轮班

**upsetting** *a.* making you feel unhappy, anxious or annoyed 令人不安的

**vacant** *a.* empty, not being used 空着的；未被占用的

**complimentary** *a.* given free-of-charge 免费的；赠送的

### **Notes** 注释

**At Your Service: (Its short form is AYS.)** At Your Service is the call center at some Marriott hotels where associates answer, record, and process all guest calls, requests, questions, or concerns. They log all guest requests or issues into computer, contact appropriate individual or department, and follow up with guests to ensure their requests have been met to their satisfaction.

**为您服务中心：（简称 AYS）** 为您服务中心是万豪集团旗下酒店的呼叫中心，员工应答、记录、处理客人来电、请求和疑问等。员工将客人提出的请求或问题录入计算机中，联系相关人员或部门，并跟踪处理，确保客人的问题得到满意的答复。



**Loss Prevention Department:** The job duties of employees in the Loss Prevention Department include patrolling all areas of the property, assisting guests with room access, monitoring Closed Circuit Televisions, alarm system, and fire life safety system. They also conduct daily physical hazard inspections, respond to accidents, and assist guests and employees during emergency situations.

**防损部：**防损部员工的职责包括：巡视酒店所有区域，协助客人进入房间，监控闭路电视、安全警报系统和消防安全系统。每日例行危险因素检查，处理意外事故，在紧急情况下协助客人和酒店员工。



## **Exercises & Activities**

### 练习与活动

**Exercise 1:** Pair work. Watch the video and answer the following questions. Discuss your views with a partner.

练习 1：组对活动。观看视频短片，回答下列问题，并与你的搭档进行讨论。

1. What was the guest's complaint?  
客人投诉的内容是什么？
2. What were the first things Sakura did when handling Mr. Cheng's complaint?  
What can you learn from her response to Mr. Cheng?  
处理程先生的投诉时，Sakura 做的第一件事是什么？  
你从 Sakura 给程先生的回复中可以学习到什么？
3. What solution did Sakura come up with after receiving the complaint from Mr. Cheng?  
接到程先生投诉后，Sakura 想出了什么解决办法？
4. What alternatives did Sakura offer to Ms. Zheng?  
Sakura 给郑女士提供了什么备选方案？
5. How did Sakura follow up with Mr. Cheng on what she would do to help solve the problem?  
为了帮助程先生解决问题，Sakura 后续如何跟进的？
6. What departments did Sakura coordinate with when solving the problem for the guest?  
为客人解决问题时，Sakura 与哪些部门协调合作？
7. What tips for telephone etiquette have you learned from this video?  
从视频中你学到哪些电话礼仪？
8. What can you learn about dealing with guest complaints via telephone from this video? Please name at least three things that you have learned.  
从视频中，通过电话处理客人投诉的情景你学到了什么？请说出至少三个方面。

Note: Teachers can pause at certain points when showing the video to students and ask

questions for brainstorming and further understanding. For example, you can:

注：教师可以在某一位置将视频暂停，向学生提问以加深对视频内容的理解，例如，你可以：

Pause at 01:22 and ask, "How would you respond to Mr. Cheng's complaint if you were Sakura?"

在 01:22 处停止并提问：“如果你是 Sakura，你会如何处理程先生的投诉？”

Pause at 02:00 and ask, "What would you say to Ms. Zheng if you were Sakura?"

在 02:00 处停止并提问：“如果你是 Sakura，你会如何处理回应郑女士？”

Pause at 03:18 and ask, "What would you do next if you were Sakura?"

在 03:18 处停止并提问：“如果你是 Sakura，接下来你会怎么做？”

Pause at 04:20 and ask, "What departments do you think Sakura should call to coordinate with her colleagues?"

在 04:20 处停止并提问：“你认为 Sakura 应该联系哪个部门的同事协调解决问题？”

**Exercise 2:** Watch the video again and fill in the blanks with the missing words or expressions.

**练习 2:** 请再次观看短片，并根据所听内容补全对话。

**Conversation One (Conversation between Sakura and Mr. Cheng):**

**对话 1 (Sakura 与程先生)**

**Sakura:** Good evening, Mr. Cheng. \_\_\_\_\_  
\_\_\_\_\_?

**Mr. Cheng:** This is my first time staying at your hotel and I am very, very disappointed!  
\_\_\_\_\_.

And it's after midnight!

**Sakura:** That must be very upsetting. \_\_\_\_\_.

Let me contact the guest and I'll go back to you right away.

**Mr. Cheng:** Please take care of it. I just want to get some sleep.  
\_\_\_\_\_.

**Sakura:** I completely understand.

**Mr. Cheng:** Okay, thank you.

**Conversation Two (Conversation between Sakura and Ms. Zheng):**

**对话 2 (Sakura 与郑女士)**

**Sakura:** Good evening, Ms. Zheng. This is Sakura calling from At Your Service.  
\_\_\_\_\_.

**Ms. Zheng:** Oh, I'm sorry. I'm meeting with some of my colleagues.

**Sakura:** I understand, Ms. Zheng. We would appreciate it if  
\_\_\_\_\_.

If you would prefer, we can give you access to the Executive Lounge meeting room at no charge.

**Ms. Zheng:** Okay, let me check with my team.

**Sakura:** Sure, thank you.

**Ms. Zheng:** Hello?

**Sakura:** Yes.

**Ms. Zheng:** We're sorry for being so loud. It's really too late to move to the Executive Lounge. We'll just continue our meeting over breakfast in the morning.

**Sakura:** Thank you for understanding, Ms. Zheng.

\_\_\_\_\_?

**Ms. Zheng:** Yes, that would be nice. How about 8:30? There will be four of us.

**Sakura:** 8:30 in the morning at our coffee shop, a table for four.

\_\_\_\_\_, Ms. Zheng. \_\_\_\_\_?

**Ms. Zheng:** No, thank you.

**Sakura:** Have a good night. Goodbye.

**Ms. Zheng:** Goodbye.

**Exercise 3:** When dealing with an upset guest, you should listen actively and then apologize. If you don't understand the guest's problem, apologize and have him/her repeat it. Show empathy to the guest. When you try to understand the problem, you are able to see the best way to help to resolve it. You also need to quickly think of a solution and give the guest clear information on how you are going to solve the problem. Work in pairs. Ask your partner to try and come up with ways in the following scenarios to show empathy to a guest having a problem.

**练习 3:** 遇到客人心情沮丧时, 你应该积极倾听并学会表达歉意。如果你没有理解客人的问题, 道歉并请客人重复。向客人表达同理心。了解问题后, 寻找最佳途径解决问题。迅速找出解决办法并清楚告知客人你将如何行动。两人一组。向下列遇到问题的客人表达同理心。

**Example Problem:**

例如:

There was noise in the room next to mine that kept me awake all night. I'm so tired!  
隔壁房间太吵了, 我一夜没睡。感觉好疲惫!

**Suggested Response:**

建议回应:

I'm sorry you didn't sleep well. Would you like to see if we have any other rooms available?

很抱歉您没有休息好。如果有空房, 给您换一间房可以吗?

**Problem 1:** Your bell person was supposed to bring my luggage up and it has been an hour. Where are they?

**问题 1:** 一个小时前, 行李员就应该把我的行李拿上来了。可是现在行李在哪?

**Your Response:**

你的回应:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Problem 2:** I had a meeting this morning that I missed because the alarm clock in my

room didn't work!

**问题 2:** 因为房间里闹钟坏了，我错过了今天上午的会议！

**Your Response:**

你的回应：

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**Problem 3:** There is only one socket on the wall working properly in my room. Others either have no power or are loose.

**问题 3:** 我的房间里只有一个墙上的插座可以用，其他的要么没电，要么接触不良。

**Your Response:**

你的回应：

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**Problem 4:** I'm allergic to the material in your pillows. I feel sick and I need different pillows in my room.

**问题 4:** 我对枕头里的东西过敏。我感觉很不舒服，请把我的枕头换一下。

**Your Response:**

你的回应：

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### **Activity 1:**

Group Work. Work in groups of three or four. Each student takes one of the roles: Sakura, Mr. Cheng, and Ms. Zheng. Role-play the conversations in the video.

**活动 1:** 小组活动。三至四人为一组。分别扮演 Sakura、程先生和郑女士。根据视频短片中的对话进行角色扮演。

### **Activity 2:**

Group Work. Work in groups of four to role-play a situation where you are receiving multiple unhappy guest telephone calls and you have to address them. The hotel employee should practice reacting appropriately, including statements of acknowledgement and active listening. Rotate turns where three people are the "callers" and one person is the "answerer."

**活动 2:** 小组活动。四人一组创建情景对话。你接到几个不开心客人的电话，而且必须应对。酒店员工应该表现得得体，包括确认事实和积极倾听。三人扮演客人，一人扮演员工。轮流进行对话。

### **Activity 3:**

Group Work. Work in a group of three or four. Choose a problem from the four scenarios in **Exercise 3**. Create conversations about solving problems for guests over the phone. Each student takes a role. Perform the conversations for the rest of the class.

**活动 3:** 小组活动。三至四人为一组。从**练习 3** 中选择一个场景。以通过电话为客人解决问题为场景，创建对话。每个学生担任一个角色。为全班同学表演。

[Note: This activity takes more time to accomplish, so it can be an after-class assignment. A variation of this activity can be video shooting. Students film videos of their scenarios, submit their videos and scripts as a project, and perform their conversations in class.]

【注：完成这个活动需要的时间比较长，因此老师可以将其作为课后任务布置下去。另外一种活动形式是拍摄视频。每组学生将自己设计的情景对话进行角色扮演，并拍摄成视频。将视频和剧本作为完成的项目提交给老师，并且在班上进行表演。】

### **Additional Expressions 补充表达**

#### **Introducing yourself: 自我介绍:**

This is Cathy at the front desk speaking. How may I assist you?

您好，我是前台 Cathy，请问有什么可以帮您？

Good afternoon, Ms. Wang. This is Catherine speaking. How may I help you?

下午好，王女士。我是 Catherine。请问有什么可以帮您？

Good evening, Mr. Chen. This is David calling from the Engineering department.

晚上好，陈先生。我是工程部 David。

#### **Asking who is on the telephone: 询问对方身份:**

May I ask who is speaking?

请问您是哪位？

May I ask who is calling, please?

请问您是哪位？

#### **Expressing apology and showing empathy: 表达歉意和同理心:**

I'm sorry, sir. Please tell me what is wrong so I can try and help.

很抱歉，先生。请告诉我出什么问题了，让我来想办法帮您。

I am so sorry and apologize for the inconvenience.

很抱歉给您带来不便。

I'm sorry. Let me contact my colleague and I'll get back to you right away.

对不起，让我来联系我的同事，我会尽快给您回复。

I'm sorry, ma'am. We are looking into this issue and will let you know what happened.

很抱歉，女士。我们正在调查此事，会尽快给您答复。

**Offering further help: 提供进一步帮助:**

Is there anything else I can assist you with?

请问还有什么事情可以帮您？

Is there anything else I can do for you?

请问还有什么事情可以帮您？

Please let me know if there is anything I can help you with.

如果有什么事情可以帮您，请您随时与我联系。