

## Housekeeping Video

### 客房情景对话视频

CHEI created this housekeeping video supplement for your classroom use. Please feel free to use the video and these activities in any way that will help your students learn more about hospitality. We also encourage you to add your own exercises.

万礼豪程创作客房情景对话视频作为课堂补充材料。请教师根据实际情况使用视频资源及课堂活动设计，帮助学生学习酒店管理相关课程。欢迎大家根据教学情况补充辅助练习。

#### Objectives 教学目标

- To understand the housekeeping video  
理解客房部情景对话视频
- To learn some topic-related words and expression  
学习与话题相关的生词和表达
- To identify and describe ideas about customer service  
理解与对客户服务相关的话题并表达自己的观点
- To learn communication skills between team members  
学习团队成员间的沟通技巧
- To practice dialogues in a mock housekeeping setting  
模拟客房部情景练习对话

#### Warm-up Activities 热身活动

Discuss the following questions with a partner:

与你的搭档讨论下列问题：

- What are the duties and responsibilities of a housekeeper?  
客房服务员的工作职责是什么？
- What “soft skills” should housekeeping staff have?  
客房服务员需要具备什么“软技能”？
- What can you do to anticipate a guest’s needs?  
你如何能够预见客人的需求？
- What can you do to create memorable guest experiences as a housekeeper?  
作为客房服务员，你如何能够为客人创造难忘的回忆？

#### New Words 生词

**cue(s):** n. a signal or a sign such as a word, expression, look, or action, etc. showing what a person wants or needs 线索

**mattress:** n. a fabric case filled with resilient material, used for sleeping on 床垫

**escort:** v. to go with somebody to protect them or show them the way 护送；陪同

**take your time:** to use as much time as needed to do something 慢慢来，不着急

**souvenir:** n. an object that you keep to remind yourself of a place you have visited or bring back for other people when you have been on holiday 纪念品；（度假时买回来送人的）礼物

**registration:** n. the act of making an official record of something or somebody 登记；注册

**dolphin:** n. a very intelligent sea animal that looks like a large fish with a pointed mouth 海豚

**sculpture:** n. a work of art that is a solid figure or object made by carving or shaping wood, stone, metal, etc. 雕塑；雕像

**in case:** the possibility of something happening 以防；以防万一

### Notes

注释

**Spa Center:** A Spa is usually a place where mineral-rich spring water is used to give baths, massages, facials, body scrubs, etc. in a relaxing atmosphere. This video was filmed at Sanya Marriott Yalong Bay Resort & Spa. The Spa Center is Marriott's signature Quan Spa, which offers services and treatments such as massages, bath therapy, facials, hands/feet therapy, etc.

**水疗中心:** 水疗指在轻松的环境下，利用富含矿物质水进行沐浴、按摩，擦洗面部及身体其他部位。本视频短片是在三亚亚龙湾万豪度假酒店拍摄完成的。水疗中心“泉”是这家万豪酒店的特色服务，疗程项目包括按摩护理、身体理疗、美颜护理、和手足护理等。



**Kid's Club:** Kid's Club at Sanya Marriott Yalong Bay Resort & Spa features indoor play area, outdoor kid's pool, mini sandy beach and game room, etc. Kid's Club is part of the Housekeeping department in China.

**儿童乐园：**三亚亚龙湾万豪度假酒店的儿童乐园设有室内游乐区、室外儿童泳池、迷你沙滩和游戏厅等。在中国，儿童乐园属于客房部的一部分。



### 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. How many characters are in this video? Name each character and his or her role.  
这个视频短片中有几个人物？请说出他们各自的角色。
2. It is important for hotel staff to read guest cues and anticipate guest needs. Do you think the floor attendant in this video succeeded in doing this? Why or why not?  
酒店员工要理解客人的暗示，预见客人需求。你认为视频中的客房服务员做到了吗？阐述你的理由。
3. How did the guest feel about her trip so far according to her conversation with the floor attendant? What souvenir did she want to get for her parents?  
根据客人与客房服务员的对话，你认为客人对于目前的旅行满意吗？她想要给父母带回什么纪念品？
4. What have you learned from the communication between team members (floor attendant and Kid's Club attendant)?  
从团队成员间（客房服务员和儿童乐园服务员）的交流中你能学到什么？
5. What do you think about the customer service provided by the Kid's Club staff? What did she do to enhance the guest experiences?  
你如何评价儿童乐园员工的对客服务？她是如何提升客人体验的？
6. What is your understanding of the customer service culture of the hotel?  
你是如何理解酒店的对客服务文化的？

Teachers can also pause at certain points when showing the video and ask questions to encourage brainstorming. For example, you can:

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 01:35 and ask, “If you were Molly, what would you do when you heard the guest say her back was hurting?”  
在 01:35 处暂停并提问：“如果你是 Molly，当听到客人说她的后背疼痛时你会做什么？”
- Pause at 02:10 and ask, “What cue can you get from the guest’s facial expression and how would you respond to the cue?”  
在 02:10 处暂停并提问：“从客人的面部表情中你能获得什么线索？你将如何应对这些线索？”
- Pause at 02:40 and ask, “When you are walking with the guest, what small talk would you have with the guest?”  
在 02:40 处暂停并提问：“当你有机会和客人同行时，你会与客人闲聊哪些话题？”
- Pause at 03:45 and ask, “If you were Molly, how would you communicate with your co-worker at the Kid’s Club?”  
在 03:45 处暂停并提问：“如果你是 Molly，你会如何与儿童乐园的同事沟通呢？”

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

练习 2：请再次观看视频短片，并根据所听内容补全对话。

Conversation One (between the floor attendant and Guest A):

对话 1（客房服务员和客人 A）：

Floor Attendant: Housekeeping. May I come in?

Guest A: Yes, please. You may come in.

Floor Attendant: Good morning, ma’am, my name is Molly.

\_\_\_\_\_?

Guest A: Yes, please.

Guest B: Mommy, pick me up.

Guest A: Oh sweetheart, mommy’s back is hurting. You can do it yourself.

(Guest B gets up and hugs his mom): Mommy, I love you.

Floor Attendant: Are you ok, ma’am? Would a \_\_\_\_\_ be better for your back?

Guest A: Oh, yeah. That might help. Thank you for asking. By the way, we would like to visit the Kids’ Club today. Do you know how to get there?

Floor Attendant: I’d be happy to. Just take the elevator to the first floor. When you step out, you will see our Spa Center \_\_\_\_\_. The Kids’ Club is right

behind the Spa Center. \_\_\_\_\_.

(The floor attendant notices a confused look on the guest's face)

Floor Attendant: Ma'am, I'd be happy to \_\_\_\_\_.

Guest A: That's excellent. Thank you so much. We can go when you're finished here. OK?

Floor Attendant: I'd be happy to take you now.

Guest A: Please \_\_\_\_\_. (Turn to Guest B) Oscar, please get your things ready. We'll go to the Kids' Club soon.

Conversation Two (between the Kid's Club attendant and Guest A):

对话 2 (儿童乐园服务员和客人 A) :

Kids' Club Attendant: Welcome to the Kids' Club, Ms. Natalia. My name is Vera. \_\_\_\_\_, I'll be happy to help. And here is a \_\_\_\_\_ with your name and room number. Please fill in the information about your son and sign the form. Then you'll be all set.

Guest A: Thank you. (Receive the form, fill in info and sign) Here you are.

Kids' Club Attendant: Thank you, Ms. Natalia. Ms. Natalia, I checked your hotel \_\_\_\_\_ and with the family package, you have access to four hours of free games and a free Do-It-Yourself T-shirt.

Guest A: Both sound fun. Oscar, sweetheart, would you like to play games or draw on a T-shirt?

Guest B: T-Shirt! I want to color a T-shirt!

Kids' Club Attendant (to Guest B): Oscar, what would you like to draw on the T-shirt?

Guest B: A dolphin!

Kids' Club Attendant: A dolphin is a great idea!

Guest A: He would like to swim in the sea like a dolphin, \_\_\_\_\_.

Kids' Club Attendant: I could teach him a little bit about swimming in our pool after the drawing.

**Exercise 3:** Brainstorming. One key element of customer service is to anticipate and exceed the guest's expectations. In the following situations, brainstorm and then write down one or two actions that the hotel staff can take when anticipating guest needs.

练习 3: 头脑风暴。对客服务的关键在于预见和超越客人的期待。根据下列情境进行头脑风暴, 然后写下在酒店员工预见客人需求时应该采取的一至两个行动。

Situation 1: In the restaurant, a guest in his 70s has trouble reading the menu.

情境 1: 餐厅里, 一位 70 多岁的客人阅读菜单很困难。

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Situation 2: A guest sneezes when she is sitting in the air-conditioned Japanese restaurant.

情境 2: 一位客人坐在开冷气的日式餐厅里打喷嚏。

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Situation 3: A guest walks into the lobby holding many shopping bags.

情境 3: 一位客人走进大堂, 手里拿着很多购物袋。

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Situation 4: A guest approaches the front desk to check in. One wheel of his luggage is broken.

情境 4: 客人走向前台办理入住。他的行李箱的一个轮子坏了。

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**Activity 1: Group Work.** Work in groups of four. Each student takes one of the roles: Guest A, Guest B, floor attendant, and Kid's Club attendant. Role-play the conversations in the video.

活动 1: 小组活动。四人分为一组。分别扮演客人 A、客人 B、楼层服务员和儿童乐园服务员。根据视频短片中的对话进行角色扮演。

[Note: Students can also work in groups of three with one student taking two roles in which one is Guest B (Oscar), because Guest B doesn't have many lines in the conversations. Teachers can hand out copies of the script to the students. If time permits, students can switch their roles so each one can take a different role in the conversations. Invite some groups to perform their version for the rest of the class.]

【注: 学生可以三人成为一组, 其中扮演客人 B (Oscar) 的学生可以承担两个角色, 因为客人 B 在对话中的台词很少。教师可以将剧本下发给学生。如果时间允许, 学生可以互换对话中的角色, 这样每位学生都可以尝试不同的角色。邀请几组学生在班级进行对话表演。】

**Activity 2: Pair/Group Work.** Students work in pairs or groups of three or four. Create a scenario in a housekeeping setting about great customer service. Write the script and each student takes a role. Perform the conversations for the rest of the class.

活动 2: 组对/团队活动。学生组对或三至四人为一组。以客房部为场景创建一个关于优质对客服务的场景。写下剧本, 每位学生担任一个角色。邀请几组学生在班级进行对话表演。

[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

Housekeeping Staff 客房部员工	Guest 客人
Housekeeping. May I come in? 客房部。请问我可以进来吗？	Yes. Please. 好的，请进。 Come on in, please. 请进。
Would you like me to clean up your room right now? 我现在可以打扫房间吗？ Good evening, Sir. May I do the turn-down service for you now? 晚上好，先生。我现在可以为您提供夜床服务吗？ What time would be convenient for you? 请问您什么时间方便？ Would it be convenient for you if I come to do the room in an hour? 如果我一个小时之后来打扫房间，您方便吗？	Yes, please. 好的，请。 Thank you, but not now. Could you come back later? 谢谢，但是现在不方便。你能晚点来吗？ Two hours later would be fine. 两个小时之后可以。
Would you mind if I move your luggage? 您介意我移动一下您的行李吗？  May I tidy up these items on your desk? 我可以清理您桌上的东西吗？	No, not at all. Go ahead, please. 不介意，没问题。 I'd prefer you don't move them. 我想你最好不要动这些东西。
Is there anything you need, ma'am? 您有什么需要吗，女士？	Yes, I need more shampoo and conditioner. 是的，我需要洗发水和护发素。 No, thank you. 没有，谢谢。
Is there anything else I can do for you, sir? 您还有其他需要帮助的吗，先生？	No more. Thank you very much. 没有了，非常感谢。 Yes, please bring us two bottles of water. 是的，请给我们带两瓶水。
If you need anything, please call reception. 如果您有任何需要，请拨打接待电话。	Thank you. Goodbye. 谢谢，再见。

I'm always at your service. Have a good day. Goodbye!

随时为您效劳。祝您生活愉快，再见！

Please enjoy your stay here. Goodbye!

希望您入住愉快。再见！