Problem Solving Video:

解决问题情景对话视频

Learning Objectives: After viewing and discussing this video, students

will be able:

学习目标：观看视频并讨论视频内容后，学生能够：

- To describe various scenes in the problem-solving video
  描述视频中出现的不同场景
- To define the importance of teamwork and coordination with colleagues
  明确团队协作精神的重要性
- To discuss and present ideas about customer service
  讨论与对客服务相关的话题并表达自己的观点
- To demonstrate role-plays in resolving guests' problems
  以帮助客人解决问题为主题，演示情景对话
- To define and use topic-related words and expressions from the video
  定义并使用视频中与主题相关的生词和表达

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：

1. Have you ever experienced a problem and asked for help at a hotel, restaurant, or any public place? How was it solved? Please share a personal story of problem resolution.
   你在酒店、餐厅或其他公共场所遇到过问题或请求过别人帮助吗？问题是怎么解决的？请你分享一个解决问题的故事。
2. What things do guests usually ask for help with, or advice about, in a hotel?
   在酒店里客人通常有哪些事情需要寻求帮助？
3. What are the skills and qualities a hotel employee needs when solving problems for guests?
   酒店员工为客人解决问题需要具备哪些技能和素质？

New Words and Expressions 生词和表达

villa: *n.* a house, usually in the countryside or near the sea, that people can rent for a holiday 别墅，花园住宅
butler *n.* the most important servant in a house, usually responsible for organizing the other servants 管家
venue *n.* the place where a public event or meeting happens （公共事件的）发生场所，举行地点；会场

accommodate *v.* to provide with a place to live or to be stored in 为…提供住宿；为…提供空间

catering *n.* the activity of providing and serving food and drinks at parties, meetings, etc. 提供饮食；承办（宴席）

lawn *n.* an area of grass, especially near to a house or in a park, that is cut regularly to keep it short（尤指房屋附近或公园的）草地，草坪

chapel *n.* a room that is part of a larger building and is used for Christian worship（基督教）小教堂，礼拜堂

proposal *n.* a plan or suggestion which is made formally to an official person or group 建议；计划；提案

draft *n.* a piece of writing or a plan that is not yet in its finished form 草案；草稿；草图

consultant *n.* someone who advises people on a particular subject 顾问，咨询师

regarding *prep.* about 关于

set up   to arrange for something to happen 布置，安排

set-up *n.* the way in which something is organized or arranged 布置，布局

coordinate *v.* to make many different things work effectively as a whole 协调

logistics *n.* the practical organization that is needed to make a plan successful when a lot of people and equipment are involved 后勤；物流

Notes 注释

Villa Butler: This video was filmed at The Ritz-Carlton Sanya, Yalong Bay. It provides 24-hour private butler service for the guests who stay in villas. A butler provides a very personalized and detailed service to guests and takes care of guests' expressed and unexpressed wishes and needs in a highly professional manner.

别墅管家：本视频拍摄于金茂三亚亚龙湾丽思卡尔顿酒店。该酒店为入住别墅的客人提供 24 小时私人别墅管家服务。管家以专业精神为客人打造个性化、贴心的入住体验，满足客人已表达和未表达的需求与愿望

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 problem in the first part of the video?
   视频的第一部分中，客人的问题是什么？
2. What suggestion did Jason give to the guest when hearing his problem?
   得知客人的问题后，Jason 给出的建议是什么？
3. What did Jason do to help the guest solve that problem? Who or what department did he work with to help the guest?
   Jason 做了什么帮助客人解决问题？他与哪个同事/部门合作？
4. What was the guest's next problem in the second part of the video? What was his request?
   在视频的第二部分中，客人遇到的第二个问题是什么？他的请求是什么？
5. How did Jason respond to the guest's request?
   Jason 是如何回复客人请求的？
6. What can you learn from the customer service in this video? Please name at least three things that you learned.
   从这个视频短片的对客服务中你能学到什么？请列出至少三点。

Note: Teachers can divide the video into two parts (the problem of the wedding venue and the absence of the best man) and ask questions based on each part separately. Teachers can also pause at certain points when showing the video to students and ask questions for brainstorming and further understanding. For example, you can:

注: 教师可以将视频分为两部分（婚礼场地的问题和伴郎缺席），根据每部分内容分别进行提问。教师可以在某一位置将视频暂停，向学生提问，进行头脑风暴，以加深对视频内容的理解。例如，教师可以：

- Pause at 02:20 and ask, "If you were Jason, what suggestion would you give to Mr. Luo to help him solve the problem?"
  在 02:20 处暂停并提问："如果你是 Jason，你会给罗先生提供什么建议，帮助他解决问题？"
- Pause at 02:35 and ask, "What communication skills can you learn from the conversation between Jason and Mr. Luo?"
- 在 02:35 处暂停并提问："从 Jason 和罗先生的对话中你能学到哪些沟通技巧？"
- Pause at 06:45 and ask, "Teamwork is essential to great customer service. How is this displayed during the scenario you just viewed?"
- 在 06:45 处暂停并提问："优质的对客服务需要团队合作。在你刚刚观看的场景中这一点是如何体现的？"
- Pause at 08:20 and ask, "If you were Jason, how would you respond to Mr. Luo's request?"
  在 08:20 处暂停并提问："如果你是 Jason，你如何回复罗先生的请求？"

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

练习 **2**：请再次观看视频短片，并根据所听内容补全对话。

Conversation One (Conversation between hotel staff and guest):

对话一 （员工与客人）

Hotel staff: Mr. Luo, _____?

Guest: No. Well, maybe. I have a problem, but I'm not sure you can help me.

Hotel staff: _____.

Guest: I'm getting married in two days.

Hotel staff: _____.

Guest: Thank you. My fiancé and I are very excited. We've been planning our wedding for a long time.

Hotel Staff: Has something gone wrong?

Guest: Yes. I just found out that _____

_____. We have _____ people coming to the wedding and I don't know what to do.

Hotel staff: I am so sorry. Let's see what we can do to help. I will contact our _____ to have them check our _____. Perhaps we have space for your wedding at our hotel.

Guest: Yes, thank you. It would be wonderful _____.

Conversation Two (Conversation between colleagues):

对话二（同事之间）

Sarah: Good afternoon. This is Sarah from the _____ speaking. _____

Jason: Hello, Sarah. This is Jason, _____. Mr. Luo is a guest in our hotel. He had booked another hotel for his wedding and just found out that _____. His wedding is in two days. Would you check to see if _____?

Sarah: Oh my goodness, I feel so sorry for Mr. Luo. _____

_____. One moment, please.

Jason: Thank you so much.

Sarah: Good news! The central lawn and the chapel garden are available.

Jason: Thank you, Sarah! That is excellent! I will tell Mr. Luo the great news. Do you have time to _____ and have a meeting with Mr. Luo to _____?

Sarah: Certainly, I can _____ within the hour. Let me know when we can meet with Mr. Luo.

Jason: Thank you so much, Sarah. I will let you know.

Exercise 3: The ability to solve problems effectively and make decisions are two of the most important skills you can learn. Work in groups of three or four. Each group work together to brainstorm and come up with one or two solutions to the problems

listed below. After discussion, one of the group members presents the ideas to the class.

练习 **3**：有效解决问题和做决策是两项非常重要的技能。学生以三到四人为一组。以小组为单位，进行头脑风暴，为下列问题提出 1-2 种解决方案。讨论结束后，各小组选派一名成员向全班汇报讨论成果。

Situation 1: A foreign guest feels sick and wants to find some medicine to take for his upset stomach.
场景 1：一位外国客人肠胃不舒服，想要寻找药品。

_____
_____
_____

Situation 2: A guest who is checking in at the front desk finds that his small bag is lost. He is very anxious because his passport and wallet are in that bag.
场景 2：一位在前台办理入住的客人发现他的背包丢了。他非常焦急，因为他的护照和钱包都在背包里。

_____
_____
_____

Situation 3: A guest wants to arrange a sightseeing tour in Shanghai for her clients, but she barely knows the surroundings.
场景 3：一位客人想要为她的客户安排上海观光，但是这位客人对周围环境并不熟悉。

_____
_____
_____

Activity 1: **Role-play.**
活动 **1**：角色扮演。
1. Group Work. Work in groups of three. Each student takes one of the roles: Villa Butler, Guest, and Wedding Consultant. Role-play the first part of the video: Solving Mr. Luo's first problem.
   小组活动。学生以三人为一个小组，每人扮演视频短片中的一个角色：别墅管家、客人和婚礼顾问。根据视频中第一部分的对话进行角色扮演，解决罗先生的第一个问题。
2. Group Work. Work in groups of three. Each student takes one of the roles: General Manager, Guest, and Villa Butler. Role-play the second part of the video: Solving Mr. Luo's second problem.
   小组活动。学生以三人为一个小组，每人扮演视频短片中的一个角色：总经理、客人和别墅管家。根据视频中第二部分的对话进行角色扮演，解决罗先生的第二个问题。

Note: Teachers can encourage students to be creative in the role-plays. For example, students can create a conversation between the general manager and the villa butler in the second part of the video.
注：教师可以鼓励学生在角色扮演中发挥创造性。例如，在视频的第二部分中，学生可以创作总经理和别墅管家之间的对话。

Activity 2: Group Work. Work in a group of three to five. Create a scenario about solving problems for guests. Write the script and each student takes a role. Perform the conversations for the rest of the class.
活动 2：小组活动。学生以 3-5 人为一个小组。创建一个为客人解决问题的场景。写出剧本，请每个学生担任一个角色。为全班同学表演对话。

[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

Asking for help: 请求帮助：
I have a problem. I wonder if you could help me.   我遇到一个问题。不知道你能不能帮个忙。   Excuse me, there seems to be a problem.   打扰一下，我这里好像有点问题。   I've got a bit of a problem here, you see…   我遇到了点麻烦，你看能不能帮个忙…   I know this may seem like an unusual request, but do you think you could…?   我知道这看起来是一个不情之请，但是你能帮我…吗？   Would you mind helping me out?   你能帮我个忙吗？   I need some assistance please.   我需要帮助。
Offering help: 提供帮助：
May I help you? 请问有什么可以帮您？   What can I do for you? 请问有什么可以帮您？   Is there anything I can do for you? 请问有什么可以帮您？

Is there anything I can help with? 请问有什么可以帮您？ May I be of any assistance to you? 请问有什么可以帮您？ If you need any assistance, please let me know. 如果您有任何需要，请随时与我联系。

Responding to help: 回复寻求帮助：

Of course sir, how can I help? 当然可以，先生。请问我能做些什么？ Of course ma'am, what can I do for you? 当然可以，女士，请问有什么可以帮您？ I'd be happy to assist you. 非常乐意为您效劳。 Yes sir, how can I assist you? 好的，先生，请问有什么可以帮您？ Let's see what we can do to help. 让我看看如何能帮到您。

Expressing gratitude: 表达感激：

Thank you so much. 非常感谢。 Thank you for your kind assistance. 非常感谢您的帮助。 Thank you for your great help. 您帮了我大忙，非常感谢。 Thank you for all you have done. 感谢您为我所做的一切。 I really appreciate it. 非常感谢。 Thanks a lot. 多谢。

Responding to gratitude: 回复感激：

You are welcome. 不客气。 You are most welcome. 您太客气了。 It's my pleasure. 不客气。 My pleasure. 不用谢。