



COMMON USEFUL TERMS 日常用语

Hello 你好

Welcome 欢迎

Please 请

Thank you 谢谢

Yes 是

No 不是

Sorry (apology) 对不起

Toilets 厕所/卫生间/洗手间

Male 男士

Female 女士

Accessible toilets 残疾人专用厕所

Exit 出口

No smoking 禁烟/禁止吸烟

Chinese spoken

Although we do not speak Chinese we will do our very best to assist you.

虽然我们不会用流利的中文与您沟通，但是我们将竭尽所能为您服务。

Welcome to Britain 欢迎来到英国

Pleased to meet you 很高兴认识你

Enjoy your visit 旅途愉快

Goodbye 再见

SECTOR SPECIFIC 行业用语

ACCOMMODATION - Sector Specific Tool Kit Translator 住宿 - 行业术语工具包

Sample- Welcome Letter 样本 - 欢迎信

Dear Guest,

A very warm welcome to < name of premises >, we are delighted that you have chosen to stay with us.

We are an accredited Charter Member of the Visit Britain Great China Welcome and wish you to have an enjoyable and memorable stay at < name of premises >

Attached to this letter is our China Guest Welcome information page containing information on < name of premises > and local area that we hope you will find useful. We hope this assists you to make the most of your stay with us.

We provide information in your Room to assist you during your stay and enable you to locate the facilities and services that you require from the comfort of your room.

We also have information on the Hotel /Inn and things to see and do in and around the local area available at reception.

Should you feel that there is something else you would like to talk to us about, please do contact our Reception team who will be delighted to assist you during your stay.

I hope that you have a most enjoyable time with us.

Yours sincerely,

<Name>

<Title>

尊敬的贵宾，

欢迎光临< name of premises >，您的选择和认可让我们深感荣幸。

我们是英国旅游局“欢迎中国——尽享英伦礼遇”活动的认证会员。我们真挚地欢迎您的到来，希望您在< name of premises > 的体验舒适愉快！

随信附上我们精心准备的中国游客服务指南，里面不仅有< name of premises >的服务信息，也有我们精选出的本地景点信息，希望它能为您的旅程带来帮助，让您尽享英伦礼遇。

为了方便您的入住，您的房间内也设有服务指南，便于您查找所需设施和咨询服务。

除此之外，迎宾前台还有本地及周边的观光旅游宣传手册，您可根据需要自行索取。

如果您还有其他需求，请与我们的前台联系，我们的工作人员将竭诚为您提供帮助。

祝您入住愉快，万事如意！

谨致问候。

<姓名>

<职位>

USEFUL PHRASES/WORDS 常用短语/词句

Welcome to our - hotel /Bed & breakfast/apartments/facilities

欢迎光临我们的酒店/ 便捷酒店 /公寓/设施

If there is anything else that we can assist with then please speak to the guest service team on Reception.

如果您在入住期间有任何需要，请随时与前台服务部工作人员联系。

Check in. 入住

Check out time is..... 退房时间为.....

To use complimentary Wifi enter code..... 免费使用的无线网密码为：

Mealtimes. 用餐时间

Breakfast from to 早餐 到..... （best to use 24 hours format 最好是 24 小时制表达方式）

Lunch from to 午餐 到.....

Dinner from to 晚餐 到.....

Recommended Chinese Restaurants nearby..... 我们为您推荐周边的中餐馆

If you need to top up on any items from home then the nearest Chinese supermarkets are located

如果您需要购买任何来自中国的产品，距离我们最近的中国超市位于.....

Smoking 吸烟

Sample no smoking policy: （样本）禁止吸烟条例

These premises operate a No Smoking Policy throughout all public areas along with all bedrooms. This policy enables us not only to meet legal requirements, but also to create a comfortable environment for all guests to enjoy.

本酒店所有公共场所与客房区域都为禁烟区。此政策不仅是遵守英国当地法律规定，同时也是为所有来宾创造一个舒适的居住环境。

A smoking area is provided outside the premises please ask at reception.

指定吸烟区位于酒店外侧，如有需要，请您到前台询问工作人员。

Please note that smoking in non smoking areas may set off alarms.

请注意，如在非吸烟区吸烟可能会触发警报器。

The emergency exit procedure is shown on the back of your bedroom door

紧急出口指示牌位于您卧室门的背后

In the event of Fire the alarm will sound. Please do not use the lift. Make your way by the designated exit route to a place of safety as indicated on the emergency exit procedure.

如火灾警报器发出报警声，请您务必不要使用电梯。请按照紧急出口指示牌的指示转移到指定的安全聚集区。

In your room please find complimentary slippers

我们为您在客房中准备了拖鞋。

In your room please find complimentary toiletries.

我们为您在客房中准备了洗漱用品。In your welcome tray please find a complimentary selection of Chinese branded tea

我们在迎宾礼篮中给您准备了免费的中国茶叶。

In your welcome tray please find a complimentary selection of Chinese instant noodles.

我们在迎宾礼篮中给您准备了免费的中式方便面。

In your welcome tray please find complimentary bottled water

我们在迎宾礼篮中给您准备了免费的瓶装矿泉水。

Telephone 电话

To ring China Dial 9 for an outside line then 00 86 for the country code then input area code and number.

如果您需要拨打中国电话，请先拨 9 接外线，然后再拨打中国代码 0086 + 国内区号 + 电话号码。

For example for Shanghai 9 00 86 21 then number.

如拨往上海市，请拨打 9 0086 21 + 您需要拨打的电话号码

For Beijing 9 00 86 10 then number

拨往北京市，请拨打 9 0086 10 + 您需要拨打的电话号码

For Guangzhou 9 00 86 20 then number.

拨往广州市，请拨打 9 0086 20 + 您需要拨打的电话号码

International calls are charged at £..... per minute

国际长途电话费用为每分钟 £.....

Dial 0 for operator assistance

接总机服务请拨 0

Bathroom 卫生间/洗手间/浴室

Please ensure the shower curtain is inside the bath before turning shower on.

温馨提示：在您开启淋浴前，请您确保浴帘已放置在浴缸以内。

Please dispose of toilet paper down the toilet any other waste should be disposed of using the bins provided.

请您把厕纸直接丢弃在马桶中冲掉，任何其他废弃物则请丢弃在所提供的垃圾桶中。

In order to lower emissions we ask guests that if you do not want your towels washed daily then please hang them on the hooks provided. Towels on the floor will be replenished.

为了更好的保护环境减低碳排放，如您不需要更换浴巾，则请您把它挂在挂钩上，我们将对您放在地上的浴巾进行更换。

External 酒店外部设施

Car parking is subject to availability please ask at reception. 提供有限停车位，请向前台具体询问。

Valet Parking is available upon request. 可提供代客泊车服务。

ROOM FACILITIES 房间设施

Single Room 单人间

Double room 双人间

Double Bed 双人/大床

Twin Beds 双床

Suite 套房

Extra Bed 加床

Cot 婴儿床

No smoking room 无烟房间

Accessible room 无障碍客房（残疾人专用）

Wheelchair access 轮椅通道

Ground Floor room 一楼的房间

Air conditioning 空调

Satellite TV 有线电视

Chinese TV Channel 中文电视频道

Radio 广播

En-suite bathroom 浴室

Mini Bar 迷你酒吧

Complimentary toiletries 免费洗漱用品

Hair Dryer 吹风机

Safe 保险柜

Iron and Ironing Board 熨斗和熨板

Direct dial Telephone 直拨电话

High Speed internet connection 宽带网

Wifi 无线网

FACILITIES 设施

Restaurant 餐厅

Bar 酒吧

Toilets 厕所/洗手间

Smoking Area 吸烟区

Lounge 大厅休息区

Coffee Shop 咖啡店

Reception 前台

Concierge /Porter 礼宾部

Meeting Room 会议室

Function Room 多功能厅

Banqueting Suite 宴会厅

Room Service 客房服务

Gym /Fitness Facilities 健身房 / 健身设施

Spa/ Sauna 水疗馆 / 桑拿

Health & Beauty 美容中心

Swimming Pool 游泳池

Steam Room 蒸汽浴室

Gift Shop 礼品店

Currency Exchange 外币兑换

Lift/Elevator 电梯

Business Services 商务中心

Valet Parking 代客泊车

Golf Club 高尔夫俱乐部

PUB,RESTAURANT & BAR - Sector Specific Tool Kit Translator 酒吧, 餐馆 - 行业术语工具包

What would you like to drink? 您想喝点什么?

Beer 啤酒

Draught Bitter 桶装苦啤酒

Draught Lager 桶装生啤酒

Pint 一扎

Half pint 半扎

Bottled beer 瓶装啤酒

Red Wine 红(葡萄)酒

French /Spanish/Italian/British White Wine 法国/西班牙/意大利/英国 白葡萄酒

Small Glass 小杯

Large Glass 大杯

Draught Cider 桶装苹果酒

Bottled cider 瓶装苹果酒

Whisky 威士忌

Brandy 白兰地

Gin 金酒

Vodka 伏特加

Fruit Juice 果汁

Tonic Water 汤力水

Dry Ginger Ale 干姜汁

Soda Water 苏打水

Lemonade 苏打柠檬水

Coca Cola 可口可乐

Bottled Water 瓶装矿泉水

Menu 菜单

Dish of the Day 每日推荐

Would you like to order food? 您可以点餐了吗?

Please sit at a table 请您入座

We recommend 我们推荐....

Traditional British Dish 传统的英国菜

Traditional British Drink 传统的英式饮品

Served Hot 热食

Served Cold 冷食

Traditional British Breakfast 传统的英式早餐

Fixed Price Menu 固定价格菜单

Dish of the Day 每日推荐

Please note a service charge of xx % will be added to your bill.

请注意，您的账单中将收取 xx % 的服务费。

Please note there is no service charge added to your bill.

温馨提示，您的账单中没有包含服务费。

Dear Guest, please note that we do not add a service charge to your bill. If you wish to show your appreciation to your server please feel welcome to do so directly.

尊敬的客人，我们没有在您的账单中收取服务费。但如果您对我们的服务还满意，我们非常欢迎您向我们的服务员奖励服务小费。

RETAILERS - Sector Specific Tool Kit Translator 零售业 - 行业术语工具包

British Sales Tax (VAT) included at 20% 包含 20% 增值税

To obtain a tax refund it is necessary to complete a Tax Refund form 如需退税，请您填写退税单

Please show your passport for identification 请出示您的护照

We accept Union Pay 我们支持银联支付

Please pay here 请在此付款

Receipt 收据

Gift Shop 礼品店

Restaurant 餐馆

Photographs not permitted 请勿拍照

Do not enter 请勿进入

Please do not touch 请勿触摸

Please ask for assistance 请咨询服务人员

Made in Britain 英国制造

Made locally /regionally 本地制造/本地区制造

ATTRACTIONS, DESTINATIONS & EVENTS – Sector specific Tool Kit Translator 旅游景点 - 行业术语工具包

Opening Times 开放时间

Entrance 入口

Entrance Fee 门票

Tickets & Prices 门票和价格

Adult 成人

Child 儿童

Family 家庭

Senior Citizen 老人

Students 学生

Group Rates available 团体价

Tours 旅游团

Audio Tour 录音解说

Free of Charge 免费

We accept Union Pay 我们支持银联支付

Please pay here 请在这里付款

Gift Shop 礼品店

Visitor information area 游客信息中心

Gardens and Parklands 花园和公园

Restaurant 餐馆

Photographs permitted 允许拍照

Photographs not permitted 请勿拍照

Do not enter 请勿进入

Please do not touch 请勿触摸

TOUR OPERATORS & TRANSPORT SERVICES –Sector specific Tool Kit Translator 导游服务与交通 - 行业术语工具包

My name is 我的名字是

British Sales Tax (VAT) included at 20% 包含 20% 增值税

Please show your passport for identification 请出示您的护照

Please pay here 请在这里付款

We accept Union Pay 我们支持银联支付

Restaurant 餐馆

Cafe 咖啡店

Photographs permitted 允许拍照

Photographs not permitted 请勿拍照

Do not enter 请勿进入

Safety Instructions 安全说明

To use complimentary Wifi enter code..... 免费使用的无线网密码为:

Please meet back at请在.....集合

Translations provided courtesy of The Business Confucius Institute at the University of Leeds (BCIUL)

<http://lubswww.leeds.ac.uk/confucius/home>