

Elementary - Daily Life | Hotel Upgrade

C0003 • 中英对照听力文本

	English	中文
A	Good afternoon. What can I do for you?	下午好，请问有什么可以帮到您？
B	I'd like to check in please. I have a reservation under the name Anthony Roberts.	我想办理入住。我有一个以 Anthony Roberts 名字预订的房间。
A	All right R.O.B.E.R.T.S... Oh, Mr. Roberts we've been expecting you and here is your keycard to the presidential suite.	好的，R.O.B.E.R.T.S.....哦，Roberts 先生，我们一直在等您，这是您总统套房的房卡。
B	But there must be some mistake; my reservation was for a standard room.	但一定是哪里弄错了；我预订的是标准间。
A	Are you sure? Let me double check.	您确定吗？我来再核实一下。
B	Yeah. Here, this is my confirmation number.	是的。给您，这是我的预订确认号。
A	You're right Mr. Roberts, there seems to be a mix-up. Unfortunately we're overbooked at the moment.	您说得对，Roberts 先生，好像出了点混乱。很遗憾，我们目前超额预订了。
B	So...	所以.....
A	Not to worry. We're pleased to offer you a complimentary upgrade.	不用担心。我们很高兴为您提供免费升级。
B	Woo-hoo! Presidential suite baby!	哇哦！总统套房，耶！

A = 前台工作人员 | B = Anthony Roberts（客人）

重点语言解析

C0003 • Hotel Upgrade — Key Language Points

分类说明

Vocabulary 词汇	Expression 常用表达	Grammar 语法	Function 场景用语
Discourse 对话开场 / 转折词	Pronunciation 语音语调	Culture 文化背景	

1. A: Good afternoon. What can I do for you?

2. B: I'd like to check in please. I have a reservation under the name Anthony Roberts.

Function I'd like to check in.

酒店办理入住的标准说法。check in 是入住，check out 是退房，这两个一起记。I'd like to... 比 I want to... 更客气。

也可以说：I'm here to check in. / I have a reservation.

句式 I'd like to check in / check out.

- ▶ I'd like to check in. I have a reservation for two nights.
我想办理入住。我预订了两晚。
- ▶ What time do we need to check out tomorrow?
我们明天需要几点退房？

Function I have a reservation under the name...

报预订信息的标准说法。under the name 就是「以.....的名字」，后面跟姓名。餐厅订位、酒店入住都能用。

也可以说：I have a booking under... / My reservation is under...

句式 I have a reservation under the name + [姓名].

- ▶ I have a reservation under the name Johnson.
我有一个以 Johnson 名字预订的房间。
- ▶ There should be a table under Miller.
应该有一张以 Miller 名字预订的桌子。

3. A: All right R.O.B.E.R.T.S... Oh, Mr. Roberts we've been expecting you and here is your keycard to the presidential suite.

Function We've been expecting you.

「我们一直在等您」。用现在完成进行时，表示从之前一直等到现在。酒店、餐厅接待重要客人时会这样说，听起来很正式，也很有欢迎感。

也可以说：We've been looking forward to your arrival. / Welcome, we've prepared everything for you.

句式 We've been expecting you.

- ▶ Mr. Roberts, we've been expecting you.
Roberts 先生，我们一直在等您。
- ▶ Please come in. We've been expecting your call.
请进。我们一直在等您的电话。

Vocabulary keycard

酒店房卡就叫 keycard，也可以写成 key card。现在大多数酒店用感应式房卡，所以这个词非常常见。room key 也可以说，更笼统一点。

也可以说：key card / room key

- ▶ I think I left my keycard in the room.
我好像把房卡落在房间里了。
- ▶ Your keycard will stop working after checkout.
退房后你的房卡就不能用了。

Vocabulary presidential suite

「总统套房」。standard room 是「普通房型、标准房」，在英语里只表示不是套房、不是豪华房，不一定等于双床房。中国酒店里说「标间」通常指双床房，英语最好直接说 twin room。大床房可以说 double room / queen room，特大床房是 king room。suite 是套房，presidential suite 是总统套房，一般是酒店最高级的房型。

句式 句式 book / reserve + [房型]

- ▶ They upgraded us to the presidential suite for free.
他们免费把我们升级到了总统套房。
- ▶ The hotel only has one presidential suite.
这家酒店只有一间总统套房。

4. B: But there must be some mistake; my reservation was for a standard room.

Function There must be some mistake.

礼貌地指出对方可能弄错了的说法。must be 表示「一定是」，语气很确定。

也可以说：I think there's been a mix-up. / I'm afraid there's been an error.

句式 There must be some mistake.

- ▶ There must be some mistake; I booked a twin room.
一定是哪里弄错了，我订的是双床房。
- ▶ There must be some mistake with my bill.
我的账单一定是出错了。

Function My reservation is / was for...

报自己预订的房型或项目时，可以说 My reservation is for...。这里用 was for，是因为顾客在回头说明「我原本订的是.....」。

也可以说：I booked... / I reserved... / My booking is for...

句式 My reservation is / was for + [房型 / 日期 / 人数]

- ▶ My reservation is for a twin room, not a double room.
我订的是双床房，不是大床房。
- ▶ My booking was for two nights under the name Roberts.
我的预订是 Roberts 名下的两晚。

5. A: Are you sure? Let me double check.

Expression double check

就是「再确认一遍」。工作、订票、订酒店、发邮件之前都能用。

也可以说：verify / confirm / check again

句式 double check + [信息]

- ▶ Let me double check your reservation.
我来再核实一下您的预订。
- ▶ Always double check the address before you send the package.
寄包裹前一定要再确认一下地址。

6. B: Yeah. Here, this is my confirmation number.

Vocabulary confirmation number

预订确认号。酒店、航班、餐厅订位都会给你一个 confirmation number，用来核查记录。也可以说 booking reference 或 reservation number。

也可以说: booking reference / reservation number

- ▶ You will need your confirmation number to check in online.
网上办理值机需要你的确认号。
- ▶ I lost the email with my confirmation number.
我把带有确认号的邮件弄丢了。

7. A: You're right Mr. Roberts, there seems to be a mix-up. Unfortunately we're overbooked at the moment.

Expression there seems to be a mix-up

mix-up 是「搞混、弄错」。there seems to be 比 there is 更委婉，很适合服务场景。先承认可能出错，再继续解释。

也可以说: there's been a mix-up / there's been some confusion / there's been an error

句式 there seems to be a mix-up

- ▶ There seems to be a mix-up with your order.
您的订单好像出了点混乱。
- ▶ Sorry, there's been a mix-up with the bookings.
抱歉，预订出现了一些混乱。

Vocabulary overbooked

「超额预订」。酒店或航空公司卖出去的房间、座位超过了实际数量，就叫 overbooked。名词是 overbooking。

- ▶ The flight was overbooked, so they asked for volunteers.
航班超额预订，所以他们征求志愿者。
- ▶ The hotel is overbooked during the holiday weekend.
假期周末这家酒店超额预订了。

8. B: So...

9. A: Not to worry. We're pleased to offer you a complimentary upgrade.

Function Not to worry.

「不用担心、没关系」。比 Don't worry 更轻松一点，常用于先安抚对方，然后给出解决方案。

也可以说: Don't worry. / No worries. / It's all right.

- ▶ Not to worry. We can change the room for you.
不用担心。我们可以帮您换房间。
- ▶ Not to worry, there's still time.
不用担心，还有时间。

Expression complimentary upgrade

免费升级。complimentary 是「免费附赠」，upgrade 是「升级」。酒店、航空公司补偿客人时经常用这个搭配。

句式 offer a complimentary upgrade

- ▶ The airline offered us a complimentary upgrade to business class.
航空公司给我们免费升到了商务舱。
- ▶ Due to the inconvenience, we'd like to offer you a complimentary room upgrade.
由于给您带来不便，我们想为您免费升级房间。

10. B: Woo-hoo! Presidential suite baby!

Discourse baby! (兴奋语气)

这里的 baby 是兴奋时加在句尾的口语感叹。比如 Vegas, baby! / Road trip, baby! 这种说法有点夸张、搞笑。一般熟人之间或喜剧语境里用。

句式 [名词 / 短语] + baby!

- ▶ Vacation, baby! I can finally relax.
假期来了，耶！我终于可以放松了。
- ▶ Road trip, baby! Let's go!
公路旅行，耶！出发！