

酒店

单词

词汇	发音	词性	翻译
downtown	[us]daʊn'taʊn [uk]daʊn'taʊn	adv.	市中心
around	[us]ə'raʊnd [uk]ə'raʊnd	adv.	大约
pretty	[us]'prɪti [uk]'prɪti	adv.	很, 极, 非常
close	[us]kloʊs [uk]kləʊs	adj.	闷热的
expensive	[us]'ɪk'spensɪv [uk]'ɪk'spensɪv	adj.	贵的
comfortable	[us]'kʌmftəbl [uk]'kʌmftəbl	adj.	舒适的
key	[us]kiː [uk]kiː	noun	钥匙
card	[us]kɑːrd [uk]kɑːd	noun	名片
amount	[us]ə'maʊnt [uk]ə'maʊnt	noun	总额
perfect	[us]'pɜːrfɪkt [uk]'pɜːfɪkt	adj.	完美的, 无暇的
rate	[us]reɪt [uk]reɪt	noun	速率, 速度
reasonable	[us]'rɪːznəbl [uk]'rɪːznəbl	adj.	合理的, 适当的
recommend	[us]rekə'mend [uk]rekə'mend	verb	建议, 推荐
reservation	[us]rezər'veɪʃn [uk]rezə'veɪʃn	noun	预订
reserve	[us]rɪ'zɜːrv [uk]rɪ'zɜːv	verb	预约
actually	[us]'æktʃuəli [uk]'æktʃuəli	adv.	事实上, 到底
clerk	[us]klɜːrk [uk]klɑːk	noun	记账员
elevator	[us]'elɪvətər [uk]'elɪvətə(r)	noun	电梯
lobby	[us]'lɑːbi [uk]'lɒbi	noun	门厅,(入口的)厅堂, 前厅
luggage	[us]'lʌɡɪdʒ [uk]'lʌɡɪdʒ	noun	行李
passport	[us]'pæspɔːrt [uk]'pɑːspɔːt	noun	护照
suitcase	[us]'suːtkes [uk]'suːtkes	noun	手提箱
umbrella	[us]ʌm'brelə [uk]ʌm'brelə	noun	雨伞, 伞状物

hotel	[us]hoʊˈtel [uk]həʊˈtel	noun	宾馆, 旅馆, 旅店
bill	[us]bɪl [uk]bɪl	noun	账单
high	[us]haɪ [uk]haɪ	adj.	高的, 比一般高的
pay	[us]peɪ [uk]peɪ	verb	支付
receipt	[us]rɪˈsi:t [uk]rɪˈsi:t	noun	收据
review	[us]rɪˈvju: [uk]rɪˈvju:	verb	检查, 评审

推荐酒店

在本课中，您将学习如何描述一家酒店。

观看视频，学习语言用法。 https://cns2.ef-cdn.com/Juno/11/12/60/v/111260/GE_3.3.1_v2.mp4

[JOAN] Hey, Todd, you know Vancouver, right?
[TODD] Sure, I know Vancouver.
[JOAN] I have a meeting there on March 15th. Can you recommend a good hotel?
[TODD] How about the Hotel Anna? It's right downtown. The rates are reasonable.
[JOAN] Sounds good. How much is it a night?
[TODD] I think it's around 200 a night.
[JOAN] Not bad. Is there a fitness center in the hotel?
[TODD] Yes, there is. Oh! And you get free wireless internet in your room. I love that.
[JOAN] What are the rooms like?
[TODD] Uh, they're nice. The bathrooms are pretty small. But they're modern and clean.
[JOAN] Great! Thanks, Todd. The Anna sounds perfect.
[TODD] No problem. Have a good trip.
[JOAN] Thanks!

a good hotel 一家上好的酒店
It's right downtown. 正位于市中心。
The rates are reasonable. 价格合理。
It's around 200 a night. 每晚大约 200。
fitness center 健身中心
free wireless internet 无线网络
pretty small 非常小
modern and clean 现代而干净
sounds perfect 听起来非常好

酒店：地点、特征和费用

选择酒店要考虑许多事情。

位置：

The hotel is right downtown.	酒店位于市中心。
It isn't near the airport.	酒店不靠近机场。
It's close to shopping.	酒店邻近商店。

酒店设施：

The hotel has a great fitness center.	酒店设有一个很好的健身中心。
It doesn't have a swimming pool.	没有游泳池。
Every room has free wireless internet.	每间房都配有无线网络。
It doesn't have a business center.	没有商务中心。

价格：

The room rates are reasonable.	房价合理。
It's about \$150 a night.	每晚大约 150 美元。
It's too expensive.	太贵了。

请把词条移至正确的间隔处。

A: The Hotel Regency looks interesting. It's right (downtown) .

B: No, it's too (expensive) . And it doesn't have a swimming pool.

A: Hey, the Atlantic Hotel has a swimming pool, and the rates are (reasonable) .

B: Yeah, but it isn't near downtown. The Hotel Vincent (looks good) .

A: Yeah. Nice (pool) , close to downtown. The rooms look comfortable.

B: And the (rates) are great.

A: Sounds perfect.

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[JOAN] Great! Thanks, Todd. The Anna sounds perfect.

[TODD] No problem. Have a good trip.

[JOAN] Thanks!

Can you recommend a good hotel? 你能推荐一家好酒店吗?

How about the Hotel Anna? Hotel Anna 酒店怎么样?

How much is it a night? 住一晚多少钱?

Is there a fitness center in the hotel? 酒店内有健身中心吗?

What are the rooms like? 房间怎么样?

询问和推荐酒店

使用下列表达询问酒店推荐：

Can you recommend a good hotel?	你能推荐一家好酒店吗?
Do you know a good hotel in Vancouver?	你知道温哥华有什么好酒店吗?

使用下列表达推荐酒店：

How about the Hotel Anna?	Hotel Anna 酒店怎么样?
I can recommend the Regency Hotel.	我推荐 Regency Hotel 酒店。

你可能想询问一些后续问题。

How much is it a night?	每晚多少钱?
Is there free wireless internet?	这有无线网络吗?
What are the rooms like?	房间是什么样子的?

使用下列表达回答酒店推荐：

Sounds perfect!	听起来不错!
I don't think so.	我不这么认为。
I'm not sure.	我不确定。
Do you know any others?	您知道其他的吗?

阅读客人对 Waves Hotel 酒店的网上评价。

请选择正确的答案。

I can recommend the Waves Hotel. It's right on the ocean. The rooms have a lot of light and are very comfortable. You can walk from your room to the beach. The rates are reasonable. The hotel is modern and clean. All the rooms have free wireless internet.

请把词条移至正确的间隔处。

The Dalton Hotel is great. It's right (downtown) , and you can walk to the river. The rooms are really (comfortable) and have free wireless (internet) . Everything is modern and clean. Oh, yeah – there's a great swimming pool and (fitness) club, too. I think the (rates) are reasonable. It's about \$300 (a night) .

预订酒店

在本课中，您将学习如何预订酒店房间。

观看视频，学习语言用法。 https://cns2.ef-cdn.com/Juno/11/12/61/v/111261/GE_3.3.2_v2.mp4

[CLERK] Hotel Anna. How can I help you?
 [JOAN] I'd like to make a reservation, please.
 [CLERK] Certainly. For how many people?
 [JOAN] Just me.
 [CLERK] Okay, and when are you checking in?
 [JOAN] March 15th, checking out March 19th.
 [CLERK] Fifteenth to the 19th. So, that's four nights. Would you like a single room or a double?
 [JOAN] A single, please. Oh, and I need a nonsmoking room.

[CLERK] A nonsmoking single. That's no problem. Would you like me to reserve it for you now?

[JOAN] What's the rate?

[CLERK] Two hundred and ten a night.

[JOAN] Okay. Yes, please reserve it.

[CLERK] Certainly. Can I have your name?

[JOAN] Joan Baxter. B-A-X-T-E-R.

[CLERK] And can I have your credit card number?

[JOAN] Mm-hmm. It's 3788-6672-4038-24.

[CLERK] Great. Just one moment ... All set. Can I help you with anything else?

[JOAN] No, thanks.

[CLERK] All right. I'll see you on March 15th.

[JOAN] Thank you.

reservation 预订

checking in 登记入住

checking out 结账

a single room or a double 单人间或双人间

a nonsmoking room 无烟房

reserve 预订

rate 价格

credit card number 信用卡卡号

预订一间房

请用以下的表达在酒店预订一间房：

I'd like to make a reservation.	我想要预订。
I'd like to reserve a room.	我想预订一间房。
您到达酒店那天就是您 checking in 之日。您离开酒店那天就是您 checking out 之日。	
A: When are you checking in? B: March 15th. A: When are you checking out? B: March 19th.	您几号登记入住？ 3 月 15 日。您几号结账退房？ 3 月 19 日。
预订的时候，您需要决定您想住哪种房。	
single room	单人间
double room	双人间
smoking room	吸烟的房间
nonsmoking room	非吸烟的房间

房间的价格叫做 **rate**。费用Rates通常用于住一晚。

A: What's the rate? B: It's \$210 a night.	费用怎么样？ 每晚 210 美元。
为了将您的预订保留到您到达的时候，店员会问您的信用卡号。	
A:Can I have your credit card number? B:It's 3788-6672-4038-24.	您能告诉我您的信用卡卡号吗？ 3788-6672-4038-24。
文化注释：美国酒店常常询问有房间是给多少位客人的，然后询问床的大小-例如，一个大床给一对夫妇，或两个小床给两个人。酒店有不同的形式，但是您可以回答关于预订的大多数问题。	

后接名词或动词不定式的'Would like'

用短语 **would like** +不定式进行礼貌的要求。注意**would**如何在主格如**I, he** 和 **they**之后缩写成'**d**。

记得在您做要求的时候加上**please**更礼貌。

Mr. Samuels would like to check in on May 21st.	Samuels 先生想在 5 月 21 日登记入住。
He'd like to have a nonsmoking room.	他想要一间无烟房。
They'd like to check out on January 3rd.	他们想在 1 月 3 日结账退房。

I'd like to make a reservation, please.
劳驾，我要订房。

Would + subject + **like** + noun/infinitive 可用于提问。

使用下列回答，回答含有 **would** 的是否疑问句：

Would you like a double room?	您要双人房吗？
Would you like to reserve the room now?	您现在要订房吗？

Yes, please.	好的，谢谢。
No, thank you.	不用，谢谢。

阅读有关询问酒店预订信息的邮件。

请选择正确的答案。

ReservationFromJim Daniels jim.daniels@kemteck.caDear Hotel Argent,My wife and I would like to reserve a double, nonsmoking room in August. We'dlike to check in on the 14th and check out on the 19th. That's five nights.We'd like a room with wireless internet and a big bathroom. We'd also like areasonable rate.Thank you very much.Jim Daniels

请把词条移至正确的间隔处。

Dear Hotel Argent,

My wife and I (would) like (to reserve) a double, nonsmoking room in August. We'd like (to check in) on the 14th and (check out) on the 19th. That's five nights. (We'd) like a room with wireless internet and a big bathroom. We'd also (like) a reasonable rate.

Thank you very much.

Jim Daniels

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 [CLERK] Certainly. For how many people?
 [JOAN] Just me.
 [CLERK] Okay, and when are you checking in?
 [JOAN] March 15th, checking out March 19th.
 [CLERK] Fifteenth to the 19th. So, that's four nights. Would you like a single room or a double?
 [JOAN] A single, please. Oh, and I need a nonsmoking room.
 [CLERK] A nonsmoking single. That's no problem. Would you like me to reserve it for you now?
 [JOAN] What's the rate?
 [CLERK] Two hundred and ten a night.
 [JOAN] Okay. Yes, please reserve it.
 [CLERK] Certainly. Can I have your name?
 [JOAN] Joan Baxter. B-A-X-T-E-R.
 [CLERK] And can I have your credit card number?
 [JOAN] Mm-hmm. It's 3788-6672-4038-24.
 [CLERK] Great. Just one moment ... All set. Can I help you with anything else?
 [JOAN] No, thanks.
 [CLERK] All right. I'll see you on March 15th.
 [JOAN] Thank you.

How can I help you? 我能为您做些什么?
For how many people? 几个人住?
When are you checking in? 您什么时候登记入住?
Would you like me to reserve it for you? 您要我帮您预订吗?
Can I have your name? 请问您的姓名?
Can I have your credit card number? 请问您的信用卡卡号?
Can I help you with anything else? 还有什么可以帮您的吗?

了解酒店店员

熟悉一些您通过电话预订房间时酒店店员可能会问您的常见问题。

首先，店员会问候您并问您他或她有什么可以帮您的。请注意**may** 在礼貌问句中比**can** 更正式。

店员会问很多问题。

Can I help you?	我能帮您吗?
May I help you?	我能帮您吗?
How can I help you?	我能怎么帮您?

For how many people?	是给多少人的?
When are you checking in?	您什么时候入住?
For how many nights?	要住几晚?
Would you like a single room or a double?	您想要一个单人间还是双人间?

当您们解决好细节的时候，店员将问您是否想确认预订并询问您必要信息。

当预订完成时，店员会问他或她是否还能帮到您什么。

Would you like to reserve it now?	您想现在就预订吗?
Can I book that for you?	我可以为您预订吗?
Can I have your name?	请问您尊姓大名?
May I have your credit card number?	请问您的信用卡号码是?

Can I help you with anything else?	我可以帮您什么吗?
Is there anything else I can help you with?	有什么可以帮您的吗?

登记入住酒店

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[CLERK] Good afternoon. May I help you?
[JOAN] Yes, I'm checking in.
[CLERK] May I see your passport?
[JOAN] Yes. Here you are.
[CLERK] Okay, welcome to the Hotel Anna, Ms. Baxter.
[JOAN] Thanks.
[CLERK] So that's two people, for four nights.
[JOAN] Umm, actually it's for one person – just me.
[CLERK] Oh. I'm sorry. Ah, yes – a nonsmoking single.
[JOAN] That's right.
[CLERK] And you're staying with us for four nights, checking out on the 19th?
[JOAN] Yes.
[CLERK] Okay. May I see your credit card, please?
[JOAN] Here you are.
[CLERK] Wonderful. You're all set. Here's your credit card and passport.
[JOAN] Thank you.
[CLERK] And here's your key card. You're in 1412. You can take the elevator behind you. Would you like help with your luggage?
[JOAN] No, thanks, I'm fine.
[CLERK] Have a pleasant stay.
[JOAN] Thank you.

passport 护照
credit card 信用卡
key card 门卡, 钥匙卡
elevator 电梯
luggage 行李

请选择一张卡片并听音频。



passport:护照



credit card:信用卡



key card:门卡



elevator:电梯



luggage:行李



suitcase:手提箱



front desk:前台



hotel clerk:酒店职员



lobby:门厅,(入口的)厅堂, 前厅



umbrella:雨伞, 伞状物

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[JOAN] Here you are.
 [CLERK] Wonderful. You're all set. Here's your credit card and passport.
 [JOAN] Thank you.
 [CLERK] And here's your key card. You're in 1412. You can take the elevator behind you. Would you like help with your luggage?
 [JOAN] No, thanks, I'm fine.
 [CLERK] Have a pleasant stay.
 [JOAN] Thank you.

So that's two people, for four nights. 那是两个人，住四个晚上。
 Actually, it's for one person – just me. 实际上只有一个人，就我一个。
 Ah, yes – a nonsmoking single. 啊，是的，单人间无烟房。
 That's right. 没错。

确认和修改

确认某事，句子以**so**开头。

如果信息正确，请用这些表达：

A: We're checking in on the 19th and checking out on the 22nd.	我们打算 19 号登记入住，22 号结账退房。
B: So, that's for three nights.	那就是住 3 个晚上。
A: That's correct.	对的。

Right.	对。
That's right.	没错。
Correct.	对的。
That's correct.	对的。

如果信息有误，请用**actually**。

您纠正的那个人会用**sorry about that** 或 **excuse me**这样的表达进行道歉。

A: We're checking in on the 3rd and checking out on the 14th.	我们打算 3 号登记入住，14 号结账退房。
B: So, that's for 10 nights.	那就是住 10 个晚上。
A: Actually, it's 11 nights.	实际上是 11 个晚上。

A: We're checking in on the 3rd and checking out on the 14th.	我们打算 3 号登记入住, 14 号结账退房。
B: So, that's for 10 nights.	那就是住 10 个晚上。
A: Actually, it's 11 nights.	实际上是 11 个晚上。
B: Oh, sorry about that. That's 11 nights.	哦, 对不起。是 11 个晚上。
A: That's right.	没错。

请把词条移至正确的间隔处。

WOMAN: I'm checking in on the 1st and checking out on the 5th.

CLERK: (So) , that's one (person) for four nights?

WOMAN: (Actually) , it's two (people) for four nights.

CLERK: Oh, (excuse) me. Two people for four nights.

WOMAN: (That's right) .

观看视频, 学习语言用法。 https://cns2.ef-cdn.com/Juno/11/12/63/v/111263/GE_3.3.3_v2.mp4

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[JOAN] Thanks.

[CLERK] So that's two people, for four nights.

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[CLERK] Oh. I'm sorry. Ah, yes — a nonsmoking single.

[JOAN] That's right.

[CLERK] And you're staying with us for four nights, checking out on the 19th?

[JOAN] Yes.

[CLERK] Okay. May I see your credit card, please?

[JOAN] Here you are.

[CLERK] Wonderful. You're all set. Here's your credit card and passport.

[JOAN] Thank you.

[CLERK] And here's your key card. You're in 1412. You can take the elevator behind you. Would you like help with your luggage?

[JOAN] No, thanks, I'm fine.

[CLERK] Have a pleasant stay.

[JOAN] Thank you.

You're all set. 手续都办好了。
Here's your key card. 这是您的钥匙卡。
Have a pleasant stay. 祝您入住愉快。

结束谈话

人们常常用礼貌，友好的话语来预示着这段谈话准备结束。例如，当入住酒店时，店员会说**You're all set** 意味着住入手续完成。然后店员会说类似于**Have a nice day**这样的话。

You're all set.	一切准备就绪。
That's about it.	一切都准备好了。
Here's your credit card.	这是您的信用卡。

Have a nice day.	希望您度过愉快的一天。
Have a pleasant stay.	祝您入住愉快。
Have a good evening.	祝您度过一个愉快的夜晚。
Take care.	保重。

这些表达通常跟随着 **goodbye** 或 **thank you**。

Thank you.	谢谢。
Thanks! Bye.	谢谢！再见。
Thank you very much! Goodbye.	非常感谢！再见。
See you later.	再见。

结账退房

在本课中，您将学习如何在酒店退房。

请听音频并录制 正确的回答。 https://cns2.ef-cdn.com/Juno/11/12/66/v/111266/GE_3.3.4_v2.mp4

[CLERK] Good morning. May I help you?
[JOAN] Yes, I'd like to check out, please.
[CLERK] Certainly. How was your stay?

[JOAN] Pretty good. But the neighborhood's a little noisy.
 [CLERK] Oh, I'm sorry to hear that.
 [JOAN] It's okay. I love the room. And the fitness center's amazing.
 [CLERK] Great! Now, would you like to pay with your credit card?
 [JOAN] Please.
 [CLERK] That's \$996.
 [JOAN] Really? That seems high.
 [CLERK] That's four nights, plus room service on Wednesday night.
 [JOAN] Ah! That's right. My ... my dinner on Wednesday night.
 [CLERK] Correct.
 [CLERK] Thank you. Would you like a receipt?
 [JOAN] Yes, please. I need the receipt.
 [CLERK] There you go.
 [JOAN] Thank you.
 [CLERK] Have a nice day.
 [JOAN] Thank you.

I'd like to check out, please. 劳驾，我想结账退房。
 pay with your credit card 用信用卡支付
 That's \$996. 一共 996 美元。
 That seems high. 似乎高了。
 plus room service 包括客房服务
 receipt 收据

酒店退房

这里有一些您在酒店退房时可以用到的表达：

退房最重要的部分当然是结算账单。店员将告诉您，您要支付多少钱：

I'd like to check out, please.	劳驾，我想结账。
I'm checking out.	我在结账。
Could I check out, please?	劳驾，我能结账吗？

That's \$996.	一共 996 美元。
Your bill comes to \$996.	您的账单是996美元。
The total amount is \$996.	总价是996美元。

如果您对账单有任何疑问，请用这些表达：

一旦您同意账单上的数额，店员就会询问您要以什么方式支付。

如果您是出差，记得要拿发票。

That seems high.	似乎高了。
That doesn't seem right.	这貌似不对。
I'd like to review my bill, please.	(请让我再查看我的账单。)

Would you like to pay with your credit card?	您想用信用卡付款吗?
How would you like to pay for that?	您想怎么付款?

I'd like a receipt, please.
劳驾把收据给我。

请选择正确的词。

I'd like to (check / pay / review) out, please.

Your bill (goes / comes / does) to \$ 996.

That amount (reviews / pays / seems) high.

I'd like to (review / right / receipt) my bill, please.

How would you like to (give / have / pay) for that?

I'd like a (receipt / review / right) , please.

Truth: check; comes; seems; review; pay; receipt

观看视频，学习语言用法。 https://cns2.ef-cdn.com/Juno/11/12/66/v/111266/GE_3.3.4_v2.mp4

[CLERK] Good morning. May I help you?
[JOAN] Yes, I'd like to check out, please.
[CLERK] Certainly. How was your stay?
[JOAN] Pretty good. But the neighborhood's a little noisy.
[CLERK] Oh, I'm sorry to hear that.
[JOAN] It's okay. I love the room. And the fitness center's amazing.
[CLERK] Great! Now, would you like to pay with your credit card?
[JOAN] Please.
[CLERK] That's \$996.
[JOAN] Really? That seems high.
[CLERK] That's four nights, plus room service on Wednesday night.
[JOAN] Ah! That's right. My ... my dinner on Wednesday night.
[CLERK] Correct.
[CLERK] Thank you. Would you like a receipt?
[JOAN] Yes, please. I need the receipt.
[CLERK] There you go.

[JOAN] Thank you.
[CLERK] Have a nice day.
[JOAN] Thank you.

How was your stay? 住得怎么样?
pretty good 非常好。
The neighborhood's a little noisy. 社区有点嘈杂。
I'm sorry to hear that. 听到这我很抱歉。
It's okay. 不要紧。
I love the room. 我喜欢这间房子。
The fitness center's amazing. 健身中心很棒。

询问和给与反馈	
当您退房时，酒店接待处的店员会询问您入住的反馈。请注意在表达中， was 是动词 be 的过去式。	
How was your stay?	(您的入住愉快吗?)
How was everything?	(一切如何?)
How was your room?	(您的房间如何?)
这有一些给予肯定的，非特定反馈的方式：	

It was fine, thanks.	好的，谢谢。
Everything was great.	一切都非常好。

如有某事物让您感到不满，您会想告诉酒店。这里有一些例子：	
Pretty nice, but my room was very small.	挺好的, 但我的房间非常小。
It was OK, but my shower wasn't very hot.	还可以, 但是我的淋浴不是很热。
Actually, my bed was a little uncomfortable.	(实际上, 我的床有点不舒服。)
酒店店员会以以下的其中一种方式予以回应：	
I'm sorry to hear that.	得知此事我很抱歉。
I do apologize for that.	我对此深表歉意。
Thanks for letting us know.	(感谢您告知我们。)

根据您的感受，这里有一些可能的回应：	
That's okay.	没事。
No problem.	(没问题。)
It's not a big deal.	没什么大不了的。