# Unit Hospitality service

# Ref: Marina bay sands hotel, in Singapore

* Fully study the official website of Marina bay sands hotel, in Singapore <http://www.marinabaysands.com/hotel.html>
* This unit can be merged with the “Travel” unit.

# STOP Lexical resource

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| ['stæmɪnə] [stæmənə] stamina  n. 毅力；精力；活力；持久力  physical or mental strength that lets you continue doing something for a long time without getting tired  持久力，耐力，毅力  •You need stamina to be a long-distance runner. 当长跑运动员需要耐力。  •Elaine has the stamina and the determination to succeed. 伊莱恩具有成功所需的毅力和决心。  e.g. Most employees in this industry work full time, and many work over 40 hours a week. Construction workers often work evenings, weekends and holidays to finish a job**. The nature of the work**工作性质 requires **physical stamina['stæmɪnə] [stæmənə]（耐力,体力持久）**, as the body has to be able to cope with **prolonged** standing, bending, **stooping [stuːp]弯腰驼背**and working in small spaces.. |
| [stuːp] stoop V.S. give sb. a piggyback    vi. 弯腰驼背；屈服；堕落 [ condescending manner, condescending way ]  n. 弯腰驼背，屈背；屈服  1.  [V-I](javascript:;)If you stoop, you stand or walk with your shoulders bent forward. 驼背  •  She was taller than he was and stooped slightly.   她比他高，但有点儿驼背。  2.  [N-SING](javascript:;)Stoop is also a noun. 驼背  •  He was a tall, thin fellow with a slight stoop.   他是一个有点儿驼背的瘦高个男子。  3.  [N](javascript:;)a small platform with steps up to it at the entrance to a building 小门廊  4.  [V-I](javascript:;)If you stoop, you bend your body forward and downward. 弯腰  •  He stooped to pick up the carrier bag of groceries.   他弯腰提起装满食品杂货的购物袋。  •  Two men in shirt sleeves stooped over the car.   两个穿衬衫的男人趴在那辆汽车上。  5.  [V-I](javascript:;)If you say that a person stoops to doing something, you are criticizing them because they do something wrong or immoral that they would not normally do. 卑鄙到…  •  He had not, until recently, stooped to personal abuse.   他最近才卑鄙到进行人身攻击。  MEANINGS 义项  1.  to bend your body forward and down  俯身，弯腰  •We had to stoop to pass through the low entrance. 我们得弯腰通过那低矮的入口。  •Dave stooped down to tie his shoes. 戴夫俯身系鞋带。  e.g. Most employees in this industry work full time, and many work over 40 hours a week. Construction workers often work evenings, weekends and holidays to finish a job**. The nature of the work**工作性质 requires **physical stamina['stæmɪnə] [stæmənə]（耐力,体力持久）**, as the body has to be able to cope with **prolonged** standing, bending, **stooping [stuːp]弯腰驼背**and working in small spaces.  2.  to stand with your back and shoulders bent forwards  弓背站立，弯腰曲背站立  PHRVB 短语动词  stoop to sthphr v  to do something bad or morally wrong, which you do not normally do  堕落[卑鄙]到去做…  stoop to doing sth  •I didn’t expect you to stoop to lying.我没料到你竟然卑劣到会撒谎。  stoop to sb’s/that level  •Don’t stoop to her level.别把自己降低到她的档次。  V.S. piggyback |
| /'ʃæbi,ˋʃæbɪ/ adj. shabby  => comparative: shabbier ; su’perlative [suːˈpəːlətɪv]: shabbiest  => DERIVATIVE 派生词=> shabbily adv; shabbiness n [U]   1. shabby clothes, places, or objects are untidy and in bad condition because they have been used for a long time又脏又破的(衣服，东西，地方); 肮脏破旧的(地方) **[ old and shabby ]** e.g. a shabby little hawker 一家肮脏的小贩中心 e.g. His clothes are old and shabby.   他的衣服又旧又破。 2. wearing clothes that are old and worn 衣衫褴褛的，衣着寒酸的 a shabby tramp 一个衣衫褴褛的流浪汉 ; a shabby begger 3. unfair and unkind不公平的；不仁慈的 **[卑鄙的花招a shabby trick/maneuver/ruse/artifice]**   肮脏破旧的(地方) a shabby place/ restaurant; a shabby **hawker**: 一家肮脏的小贩中心  V.S.  破旧的，破落的〔建筑物或地区〕: a run-down area; a run-down building; a run-down community   1. a building or area that is run-down is in very bad condition 破旧的，破落的〔建筑物或地区〕 2. [not before noun, 不用于名词前] someone who is run-down is tired and not healthy精疲力竭的，衰弱的 e.g. You look a bit run-down. 你看上去有点疲倦。 |

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| [sliding screens(一个拉门式的屏风)]  e.g. Take the newly opened Hong Kong JIA--"home" in Mandarin--designed by Philippe Starck. The one-bedroom apartments measure 72 square meters, with work, living and dining spaces separated by sheer curtains纱帘. The fully equipped kitchen is concealed behind sliding screens(一个拉门式的屏风). |
| [ʌndə'teɪk] undertake; 过去式 undertook过去分词 undertaken现在分词 undertaking  vt. 承担，保证；从事；同意；试图   1. to accept that you are responsible for a piece of work, and start to do it 承担；着手做〔某事〕 [ undertake a task/a project/research/a study] etc e.g. Dr Johnson undertook the task of writing a comprehensive English dictionary. 约翰逊博士担负起编写一本综合性英语词典的工作。 2. undertake to do sth = promise or agree to do something 承诺做某事，答应做某事 e.g. He undertook to pay the money back in six months. 他保证在六个月之内还钱。 e.g. We understand that the Villa comes fully equipped for use and that a before and after “maid service(客房清洁服务): is included. We undertake/promise to pay you back a deposit of $250 which will be refundable on arrival home. We also undertake/promise to leave the property in a reasonably clean and tidy order. Please note that if there is excessive cleaning of damage to the Villa part of your deposit may be withheld (withhold: refuse to give). |
| [摄] 全景的panoramic /ˌpænəˈræmɪk/  **[ a panoramic view of a place ]** [ADJ](javascript:;)If you have a panoramic view, you can see a long way over a wide area. 全景的; 远景的  e.g. The terrain's high points provide **a panoramic view of** Los Angeles.  这一地带的制高点可以看见洛杉矶的全景 Eg. At the 44-story Hotel Arts Barcelona, guests in the **duplex apartment** on the upper floors have their own private reception area and 24-hour **butler/valet男主仆**. The vast (**roomy and spacious**), **airy(通风的）** living spaces are filled with **contemporary Catalan art** and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. |
| (房间或建筑物〕通风不好的，空气不新鲜的，憋闷的 stuffy  V.S. (房间内; 大厅内)通风的/空气流通的; 快活的无忧无虑的；漫不经心的airy  **['stʌfi] stuffy adj. 闷热的；古板的；不通气的=>[ comparative: stuffier; su’perlative: [suːˈpəːlətɪv] stuffiest] => DERIVATIVE 派生词stuffiness n [U]**   1. a room or building that is stuffy does not have enough fresh air in it 〔房间或建筑物〕通风不好的，空气不新鲜的，憋闷的  e.g. It’s getting **stuffy** in here – do you mind if I open the window? 这里越来越闷了，我开开窗行吗？ 2. people, occasions, or places that are **stuffy** are too formal and old-fashioned – used to show disapproval 一本正经的，古板守旧的〔含贬义〕stuffy = stiff, wooden  e.g. Their wedding ceremony was **stuffy** and formal. 他们的婚礼古板而正式。  e.g. a **stuffy** old family 古板守旧的古老家族 3. **[ the stuffiness of the room 房间的憋闷 ]** e.g. I cann’t bear the stuffiness of this room.   V.S. **[ scorching weather; such as a scorcher ]** |
| (房间内; 大厅内)通风的/空气流通的; 快活的无忧无虑的；漫不经心的airy  V.S. stuffy (房间或建筑物〕通风不好的，空气不新鲜的，憋闷的  ['eərɪ] airy: comparative: airier; su’perlative: airiest   1. an airy room or building has plenty of fresh air because it is large or has a lot of windows (房间内)通风的/空气流通的  e.g. All the hotel’s bedrooms are light and **airy**. 这家酒店的所有客房都明亮通风。  Eg. At the 44-story Hotel Arts Barcelona, guests in the **duplex apartment连排** on the upper floors have their own private reception area and 24-hour **butler/valet男仆**. The vast (**roomy** and spacious), **airy(通风的） living spaces** are filled with contemporary Catalan art and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. 2. done in a happy and confident way, even when you should be serious or worried = airy快活的无忧无虑的；漫不经心的 He dismissed her concerns with an airy wave of the hand. 他漫不经心地挥一下手，对她的忧虑不屑一顾。 |
| **[认真的服务serious service ]**  e.g**. Serviced apartments酒店式公寓** generally come with several rooms, a fully equipped kitchen, a private entrance and the option to entertain. 'There's something a bit depressing about hotels and all that elevator music,' says Vincent-Gave. 'It's nice to come back to a place that feels like your apartment.'  Now **serviced-apartment酒店式公寓** facilities are upgrading their packages to compete with long-stay rates offered by traditional hotels, in an effort to appeal to shorter-term travelers. The blocks of **shabby** apartments破烂不堪的公寓 with token weekly **maid service客房清洁服务** are giving way to smaller, more intimate establishments with an emphasis on contemporary design and **serious service认真的服务.** |
| **“t”不发音:**   * ['væle] valet [ valet parking; a valet service; a valeting service ] * gourmet ['gʊəmeɪ] * flower bouquet |
| **[ field a phone call ]**  e.g. You work at the front desk in a large hotel, a “front desk clerk 酒店前台工作人员”. You're **fielding a phone call** from a potential customer. Answer her questions correctly and appropriately. |
| ['luːkrətɪv] lucrative adj. 有利可图的，赚钱的；合算的[SYN](javascript:;) PROFITABLE  a job or activity that is lucrative lets you earn a lot of money 〔职业或活动〕可赚大钱的；获利多的  lucrative business/market/contract etc  •He inherited a lucrative business from his father. 他从父亲那里继承了一家赚大钱的公司。  e.g. **Conventions**大型会议 are an important and **lucrative** sector(赚钱的一块) of the hospitality industry. 大型会议是酒店行业很重要也是很**赚钱的**一块. A **convention大型会议** usually kicks off with a registration process, then an opening ceremony. This is then followed by a mixture of speeches, workshops, seminars, presentations, product demonstrations and private receptions. Finally, **conventions正式大型会议**are concluded by a closing speech and maybe an ensuing banquet晚宴 |

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| Substance => derivative word: substantive, substantively ['sʌbst(ə)ntɪv] [səb'stæntɪv] dealing with things that are important or real 实质的；真实的，实际的 **[ substantive matters/issues; 实质性的商谈: substantive disucssions; 实质性的进展substantive progress ]**  e.g. The State Department reported that substantive discussions had taken place with Beijing. 美国国务院称已经和北京方面进行了实质性的商谈。  e.g. President Moon's proposal for North Korean participation in the Winter Olympics is an incremental step that might eventually lead to further, more **substantive实质性的** interactions between the North and South. |
| [mɪs‚kælkjʊ'leɪʃ ə n,mɪs‚kælkjə'leɪʃ ə n]  miscalculation   1. a mistake made in deciding how long something will take to do, how much money you will need etc 误算，错算 2. a wrong judgment about a situation **〔对局势的〕错误判断**   But if the North does participate in the Olympics and manages to keep its lines of communication open this reduces the **likelihood** of **miscalculation /'mis,kælkju'leiʃən/ 〔对局势的〕错误判断** (on both sides) which could escalate into a military conflict. |
| **后门；非法途径; 不正规的途径** [ back door; 走后门: get in through the back door ]   * back door: a secret or underhand means of access (to a place or a position) * get in through the back door: to achieve something by having an unfair secret advantage   e.g. His father works there, so he got in through the back door. 他父亲在那里做事，所以他走了后门。 |
| (会谈，政治对话的) 对话者；谈话者 interlocutor  [,ɪntə'**lɒkjʊtə**] your interlocutor is the person you are speaking to 对话者，参加谈话者  [词条图片](javascript:;) |
| **[ 有约束力的决定: a binding decision; 一种具有法律约束力的决定: a legally binding decision; 没有约束力的决议: a non-binding decision ]**  e.g.The CHMP's recommendation has now been forwarded to the European Commission for the adoption of a legally binding decision.  以便作为一种具有法律约束力的决定而被采用。  e.g. from the perspective of the North Koreans, they will want **interlocutors** who have the authority to make **a binding decision有约束力的决定**, pending President Moon's approval, about the North's participation.  2. China has already ruled out a joint referral to the tribunal, but del Rosario said it is possible for acountry to go to the panel unilaterally for a non-binding decision.  寻求一个单方的专家组做出没有约束力的决议对一个国家来说还是有可能的。  3. May I remind everyone that this committee has authority to make a binding decision.  有权做 约束性的决定。 |
| 插入一根不谐锲子, **制造分裂,** 种下不和的种子: **drive a hedge; drive a hedge between A and B.**   * + 1. The president accused his hardline rivals of trying to **drive a wedge between him and the man** whosits at the top of Iran's clerical leadership and has final say in all state matters. 对手冀图在他和卡梅尼之间插入一根不谐锲子(**制造分裂**)，离间两人之间的关系。     2. E.g. There is concern in Seoul that Pyongyang's insistence on holding bilateral talks with Washingtoncould drive a wedge between the U.S. and South Korea.  平壤坚持要同华盛顿举行双边会谈，这可能在美国和韩国之间种下不和的种子   They're talking about **appeasement** of the North, of Pyongyang using its potential participation in the Olympics as a way to extract **concessions** on issues of geostrategic concern, and to give voice to a "sky is falling" perspective that Pyongyang is attempting to **drive a wedge制造分裂** in the South Korean-US alliance. |
| [əʊvə'rɔːt] over**wr**ought  adj. 过度紧张的；过度兴奋的；过分劳累的；（文体等）过于考究的  v. 工作过度；把…做过头；使过于激动（overwork的过去式和过去分词: overwork, overwrought, overwrought）  very upset, nervous, and worried  非常烦恼的；神经很紧张的；十分忧虑的  e.g. Clara was tired and overwrought after all the problems of the last few days. 经历了过去几天的重重困难之后，克拉拉既疲惫又紧张。  E.G. The fact that South Korean President Moon Jae-in even proposed the meeting, in response to remarks Kim Jong-un made during his New Year's Day address, has sent some analysts into making overwrought([‚əʊvə'rɔːt◂ over upsetting and nervous) and heavy handed pronouncements. |
| **对 <xxx事情的发生>抱有一线希望 [ on the off-chance that sth will happen ]** if you do something on the off-chance that something will happen, you do it hoping that it will happen although it is unlikely 对 <xxx事情的发生>抱有一线希望  E.G. I just came to see you **on the off-chance that** Pippa might be here. 我来看你只是抱着一丝希望皮帕或许会在这儿。  E.G. After the call ended, officials from the Ministry of Unification -- responsible for "all issues pertaining to inter-Korean relations and unification" -- stayed by the phone, **on the off-chance that** the North would call again. The DMZ village is home to 33 communications lines between South and North Korea, according to the Ministry of Unification. |
| [ cock V.S. cork软木塞. 软木 ]   * n. 公鸡, an adult male chicken 公鸡, cock=rooster V.S. hen母鸡　e.g. A cock crowed in the distance. 远处有只公鸡在打鸣 * cock: an adult male bird of any kind 雄鸟，雄禽 * 龙头头目 cock e.g. He’s the cock of that **criminal syndicate**.　他是那个 黑社会 的龙头头目 * vt. 使朝上竖起；使朝上耸立；大摇大摆 * SEX ORGAN, informal, not polite a penis= cock 鸡巴，屌   e.g.   |  | | --- | | InterStar Airways Flight 293, landed at San Francisco International Airport (SFO), San Francisco, California, with the nose wheels cocked**机头朝上竖起** at 90 degrees, which **is upwards perpendicular to** the ground. | | Pilot: **“Pan-pan call/distress call”** “This is InterStar Two **Niner Tree**. I am two miles south of Oakland. The controls indicate that there is a landing gear **shock absorber** fault (//emergency of a mechanical failure). The landing gear is currently down I have **three green**. It tells me not to **retract收回 the gear**. I'm also showing a nose steering fault. It shows that the landing gear **is perpendicular to center (和xx垂直成直角),** that is 90 degrees off center. **Do you copy? Over**.”  ATC: **Copy that**, Two Niner Three. Stand by so that we can figure out a course of action for you. We may have you land at San Jose, which is the closest airport for you.  Pilot: I can go to San Jose or some other destination if it calls for that. Does San Jose **have crash, fire and rescue capability**? I want to know what the winds are as well down there. If I've got high **crosswinds** with **a cocked nose朝上竖起的机头**in the landing gear, I'm not very interested in going down there. | |
| ['bɒɪən**sɪ**] buoyan**cy** 〔物体在液体里的〕浮性; 〔液体的〕浮力 ; 自信乐观心情；（股票）保持高价或回升  **[ life buoy = life belt, life ring 救生圈 ]**  **[**[**buoyancy correction**](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=buoyancy%20correction&lang=en)**浮力修正;** [**buoyancy factor**](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=buoyancy%20factor&lang=en)**浮力系数; buoyancy force: 浮力 ]**   1. the ability of an object to float in liquid, like water, sea〔物体在液体里的〕浮性 2. the power of a liquid to make an object float〔液体的〕浮力   e.g. Salt water has more buoyancy than fresh water. 盐水的浮力比淡水大。  e.g. Note that this includes the buoyancy of the bubble wrap, so it isn’t the real density.  考虑到汽泡纸（在空气中）具有一定的浮力，因此这并非它真正的密度  3. a feeling of happiness and a belief that you can deal with problems easily 自信；乐观 |

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| 畅销品(尤指唱片) chartbuster /'tʃɑ:t,bʌstə/ e.g. EXO’s chartbuster |

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| [杯中的水是半空还是半满全取决于你的态度/是一个仁者见仁智者见智的问题: glass half empty, half full ]  e.g. It was a case of "the glass being half full or half empty", depending on your view. 这是一个仁者见仁智者见智的问题  e.g. Stephen Green, head of economic research, said it was a case of "the glass being half full or half empty", depending on your view. 这是一个仁者见仁智者见智的问题,全看你怎样看待  V.S.  **第一次努力是不太可能得到所有想要的: You don’t get full on the first spoonful**  Vice Minister, at South Korea's Unification Ministry, says the talks got off to a positive start this morning and this afternoon negotiators will tackle "more on-the-field, technical matters." He says the delegations will discuss the specific arrangements for the North Korean participation in the Winter Olympics as well as the possibility of family reunions and military talks. "Starting is half the work and...**you don’t get full on the first spoonfu**l," he says. |
| [ a hire car一辆租来的汽车]  Yes, we'll definitely need a hire car. |
| [ 纱帘 sheer curtain V.S. drapes V.S. the blinds /'blaindz/【建筑学】百叶帘 ]   |  | | --- | | blinds /'blaindz/ or “shutter blinds”【建筑学】百叶帘 | | [ 纱帘 sheer curtain ]  e.g. The one-bedroom apartments measure 72 square meters, with work, living and dining spaces separated by **sheer curtains纱帘.** | | curtain  ['kɝtn]  n. 幕；窗帘 vt. 遮蔽；装上门帘  [词条图片](javascript:;)  1 a piece of hanging cloth that can be pulled across to cover a window, divide a room etc  窗帘；门帘；帘子  **[ red velvet curtains 红色的丝绒窗帘; draw/close/pull the curtains拉上窗帘; curtain rail= curtain pole = curtain rod (=for hanging a curtain on)窗帘杆; 把窗帘拉开: draw back/open the curtains ]**  e.g. Ella drew the curtains and switched the light on. 埃拉拉上窗帘，把灯打开。  e.g. Shall I open the curtains? 我把窗帘拉开好不好？  2. curtain: a sheet of heavy material that comes down at the front of the stage in a theatre〔舞台上的〕幕，帷幕 | | [dreɪp] drape n. 窗帘；褶裥 vt. 用布帘覆盖；使呈褶裥状 vi. 成褶皱状垂下  [词条图片](javascript:;)  to put something somewhere so that it hangs or lies loosely  将〔某物松散地〕挂[披]在〔某处〕  •Mina lay back, her arms draped lazily over the cushions. 米娜向后躺着，手臂懒懒地搁在靠垫上。  drape sth over/around/across sth  •He took off his coat and draped it over a chair. 他脱下外套搭在椅子上。   1. to cover or decorate something with a cloth 〔用布〕披，盖，装饰   drape sth over/around sth  •Jack emerged with a towel draped around him. 杰克披着一条毛巾走了出来。  drape sth with/in sth  •The soldiers’ coffins were draped with American flags. 士兵的灵柩上盖着美国国旗。  Drapes are long heavy curtains. (长且重的) 帘子  •  He pulled the drapes shut, locked the door behind him.   他拉上长帘,锁上了身后的门。 | |
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# STOP Lexical\_personnels in hospitality service

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| [词条图片](javascript:;) | ['vælɪt; 'væleɪ] 美 [**'væle] valet “t”不发音 (like “gourmet”  ['gʊəmeɪ; )**   n. 贴身男仆；〔餐厅或酒店等场所〕伺候客人停车的男仆（泊车的人）; (为酒店客人洗衣服管理衣物, 洗熨衣服的〕服务员  vt. 为(酒店客人)洗衣服,管理衣物, 洗熨衣服　过去式 valeted过去分词 valeted现在分词 valeting  vi. 清洗汽车；服侍     1. valet: is a male servant who looks after a man’s clothes, serves his meals etc〔男子的〕贴身男仆，男仆从  V.S. **['bʌtlə] butler:** the main male servant of a house 男管家，仆役长 2. someone who parks your car for you at a restaurant, hotel etc　〔餐厅或酒店等场所〕为客人停／泊车的人 [ valet parking: 代客泊车; a valet service 代客泊车服务 V.S. a valeting service 洗车服务 ] 3. a valet: someone who cleans the clothes of people staying in a hotel (为酒店客人洗衣服管理衣物, 洗熨衣服的〕服务员the personnel who is in charge of **dry cleaning** for customers in hotel is called “valet”     valet:  v. [T ]: to clean someone’s car 清洗〔汽车〕[ valet parking: 代客泊车; a valet service 代客泊车服务 V.S. a valeting service 洗车服务 ]  e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge**['kɒnsɪeəʒ]**, a 24-hour porter (help carrying bags)** and much more other hotel services hotel services |
| [词条图片](javascript:;) | [ butler V.S. valet ] ['bʌtlə] butler: the main male servant of a house 男管家，仆役长  Eg. At the 44-story Hotel Arts Barcelona, guests in the **duplex apartment连排** on the upper floors have their own private reception area and 24-hour **butler/valet男仆**. The vast (**roomy** and spacious), **airy(通风的） living spaces** are filled with contemporary Catalan art and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. |
| [词条图片](javascript:;) | /'pɔːtə,ˋpɔrtɚ/ porter:   1. [C] porter is someone whose job is to carry people’s bags at railway stations, airports, hotels, etc 〔酒店, 火车站, 机场等的〕行李搬运工，脚夫   e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge['kɒnsɪeəʒ], a 24-hour porter (help carrying bags)** and much more other hotel services hotel services.   1. [C] porter is someone in charge of the entrance to a hotel, hospital etc 〔**酒店、医院等的〕门房，守门人 porter = concierge** (〔尤指法国的〕看门人，楼房管理员 concierge: who looks after a block of apartments and who checks who is going in and coming out, especially in France. a French caretaker of apartments or a hotel; lives on the **premises经营场址** and oversees people entering and leaving and handles mail and acts as janitor or porter) 2. Porter is: someone whose job is to carry heavy goods at markets〔市场的〕搬运工 |
|  | ['kɒnsɪeəʒ] conci’erge   1. Concierge is sb. in a hotel whose job is to help guests by telling them about places to visit, restaurants to eat in etc 〔专为客人介绍旅游景点、饭店等的〕酒店服务台职员 **[a 24-hour concierge]**   e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge**['kɒnsɪeəʒ]**, a 24-hour porter (help carrying bags)** and much more other hotel services hotel services  [ [Concierge](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=Concierge&lang=en) 礼宾部管理员门房看门人; [Concierge Attendant](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=Concierge%20Attendant&lang=en) 礼宾部服务员 ]   1. 〔尤指法国的〕看门人，楼房管理员 someone who looks after a block of apartments and who checks who is going in and coming out, especially in France. a French caretaker of apartments or a hotel; lives on the **premises经营场址** and oversees people entering and leaving and handles mail and acts as janitor or porter **=> concierge = porter** ( someone in charge of the entrance to a hotel, hospital)  V.S.   **(gallery, museum, library) curator** |
|  | (旅店/酒店的〕接待员 [ the desk clerk酒店柜台服务员 ] clerk [klɑːk] [klɝk] is someone whose job is to help people when they arrive at and leave a hotel.  clerk /klɑːk/   1. [N-COUNT 可数名词](javascript:;)A clerk is a person who works in an office, bank, or law court and whose job is to keep the records or accounts. 文书; (法庭) 书记员 •  She was offered a job as a clerk with a travel agency.   她找到了在一家旅行社做文书的工作。 2. [N-COUNT](javascript:;)In a hotel, office, or hospital, a clerk is the person whose job is to answer the telephone and deal with people when they arrive. 接待员  ...a hotel clerk. …一名宾馆接待员。 [ front desk clerk ]   e.g. You work at the front desk in a large hotel, a “**front desk clerk 酒店前台工作人员”**. You're **fielding a phone call** from a potential customer. Answer her questions correctly and appropriately. **=> [ field a phone call ]**   1. [N-COUNT](javascript:;)A clerk is someone who sells things to customers in a shop. 售货员 •  Now Thomas was working as a clerk in a shop that sold leather goods.   现在托马斯在一家卖皮革品的店里做售货员。 2. [V-I](javascript:;)To clerk means to work as a clerk. 做文书工作   •  Gene clerked at the auction.   吉恩在拍卖行做文书工作。 |
|  | 大会的经理convention manager: |
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# Lexical\_dic related with hospitality service

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| 〔建筑内部的〕装饰布局，装修风格　  /'deɪkɔː,deˋkɔr/ decoration => décor n. [C usually singular, U 一般用单数] the way that the inside of a building is decorated  e.g. The decor is a mix of antique and modern. 装修风格是古今合璧。 decorate 装修；装饰 |
| **“A Home Away From Home (一个使你感到宾至如归的地方)”**  **Zipziop Hostle:** With their focus on **décor ['deɪkɔ]( the way that the inside of a building is decorated建筑内部的装修风格)** and **serious service认真的服务**, **long-stay accommodations** are earning new respect.  Louis Vincent-Gave, a director at the financial research house, used to travel between the company's London and Hong Kong offices several times a year,esp a long stay each time. What he wanted was **a home away from home(**一个使你感到宾至如归的地方**)**, so instead of staying in a five-star hotel, he opted for one of Seouls’ many hostels. "The big thing is space," he says. "Hotel rooms can get a bit **stuffy憋闷**. If you're staying somewhere like **the Zipzip hostel**for three or four weeks, it's nice to **hang out** in a living room." The concept has long been popular with travellers, esp backpackers who have to spend months in a foreign city. //=> for me, “a home away from home” is that hostel in Seoul. | |
| * 短期的逗留a short-term stay * a medium-term stay * 长期的逗留a long-term stay | |
| [ penthouse V.S. pantyhose ['pæntɪhəʊz] 连裤袜 ]   * **penthouse /ˈpɛntˌhaʊs/**  A penthouse or a penthouse apartment or suite is a **luxurious/deluxe** apartment, **condominium [,kɒndə'mɪnɪəm],** or set of rooms at the top of a tall building. * pantyhose['pæntɪhəʊz]: a very thin, **snug紧身的/贴身的** piece of women’s clothing that covers their legs from the toes to the waist and is usually worn with dresses or skirts. Pantyhose is usually very **snug**紧身的/贴身的 〔女用〕连裤袜   [词条图片](javascript:;) | |
| [dəˈlʌks] deluxe adj. 高级的；豪华的，奢华的 =>  [LUXURY](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=luxury)  adv. 豪华地: of better quality and more expensive than other things of the same type  [ 豪华酒店: a deluxe hotel; a deluxe restaurant; 豪华汉堡套餐: burger deluxe] | |
| [美口语] (混合组合)套餐，如色拉、三明治、饮料等的混合组合餐; combo: a combination of different things, especially of different types of foods - used especially in product names 混合物；〔尤指食物的〕杂烩；混合食品〔尤用于产品名称〕I chose the vegetarian combo. 我选了素杂烩饭 | |
| ['plætɚ] platter  [词条图片](javascript:;)   1. a large plate from which food is served 大盘; 大浅盘a serving platter 盛菜的大盘 [ + of] •a platter of turkey and vegetables 一大盘火鸡肉和蔬菜 2. chicken/seafood etc platter chicken, fish etc with vegetables or other foods on a large plate, served in a restaurant 〔餐馆里的〕一盘(鸡肉/海鲜)等混合的拼盘(套餐) **[ 开胃菜的拼盘(套餐) appetizer/starter platter ]** 3. 唱片；唱机转盘   e.g. Customer: Well, **I’d like** to order the cheese sticks and the onion rings for an **appetizer/starter** **but** I’m afraid that **would** be too much for us. **Can we order half a portion of each item?**  Waiter: Well, what we could do is order a sample **appetizer/starter platter开胃菜的拼盘套餐**. It’s not on the menu, but we can put the cheese sticks, onion rings, and the French fries on one plate. That way you get a little of each. | |
| CUSTOMER: Excuse me! I ordered this burger with bacon instead of grilled ham. This burger has **neither one of** them. The burger is also **undercooked没熟**. It's almost bloody! … WAITER: No problem, sir. Your meal will be out **promptly/quickly/swiftly**. What temperature would you like your burger? CUSTOMER: I want it **medium well.**  WAITER: Here is your Chef Burger Deluxe with bacon instead of ham, **cooked medium well５分熟.**   * The burger is also **undercooked**. It's almost bloody! 没熟， 煎（或烤、炸） 得火候不足的；煮得欠熟的 * **全熟: 100% cooked** * **７分熟: 70% cooked** * **５分熟: It’s cooked medium well** | |

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|  | **[ field a phone call ]**  e.g. You work as a “**front desk clerk 酒店前台工作人员”** in a large hotel. You're **fielding a phone call** from a potential customer. Answer her questions correctly and appropriately. |
| vt. 投合，迎合；满足需要；提供(hotel, party)饮食及服务 | ['ketɚ] cater  vt. 投合，迎合；满足需要；提供(hotel, party)饮食及服务  to provide and serve food and drinks at a party, meeting etc, usually as a business  〔在聚会、会议等上〕（为…）提供饮食；承办酒席  [+ for]  •This is the biggest event we’ve ever catered for. 这是由我们提供承办宴席的最大一次活动。  •Joan has catered functions for up to 200 people. 琼承办过多达200人的宴会。  PHRVB 短语动词  cater for sb/sthphr v  to provide a particular group of people with the things they need or want  满足，迎合〔某群人的需要〕  •an LA bank catering to Asian businesses 一家为亚洲企业服务的洛杉矶银行  •Vegetarians are well catered for. 非常切合素食者的需要。  •Most perfume ads cater to male fantasies. 大多数的香水广告都迎合男性的幻想。  CEO: catering event order: ensures the smooth organization of a conference/convention. One of the most valuable tools when organizing an event in the “hospitality industry” is the catering event order, CEO. A CEO tells the hotel’s personnel what needs to happen and when. |
| [法] 惯例；(正式的一般在酒店里举行的)会议；  (国家/组织之间的)公约（convention的复数）convention | [kən'vɛnʃən]n. [法] 惯例；(正式的一般在酒店里举行的)会议(e.g. annual meeting, annual party)；[计] 约定（convention的复数）convention   1. [N-VAR](javascript:;)A convention is a way of behaving that is considered to be correct or polite by most people in a society. 习俗惯例 e.g  It's just a social convention that men don't wear skirts.  男人不穿裙子仅仅是一个社会习俗。 2. [N-COUNT](javascript:;)In art, literature, or the theatre, a convention is a traditional method or style. 惯例  We go offstage and come back for the convention of the encore.   按照惯例，当要求我们再唱一次的时候，我们得先下台然后再返回台上。 3. [N-COUNT](javascript:;)A convention is an official agreement between countries or groups of people. (国家/组织之间的)公约...the U.N. convention on climate change.  …关于气候变化的联合国公约。 4. [N-COUNT](javascript:;)A convention is a large meeting of an organization or political group. (正式的一般在酒店里举行的) 正式大型会议, (定期)大会•  ...the annual convention of the Society of Professional Journalists.  …职业新闻工作者协会的年会。 E.g. **Conventions** are an important and **lucrative** sector(赚钱的一块) of the hospitality industry.　 大型会议是酒店行业很重要也是很**赚钱的**一块. A convention usually kicks off with a registration process, then an opening ceremony. This is then followed by a mixture of speeches, workshops, seminars, presentations, product demonstrations and private receptions. Finally, conventions正式大型会议are concluded by a closing speech and maybe an ensuing banquet晚宴 5. (美国)全国代表大会；政党代表大会 convention |
| (公共的） 便利设施 e.g. Hotel/library/metro/shopping center 里面的公共便利设施 | amenity /əˈmiːnɪtɪ/ N-COUNT Amenities are things such as shopping centres, Metro, hotel, or sports facilities that are provided for people's convenience, enjoyment, or comfort. (公共的） 便利设施  [N-COUNT](javascript:;)Amenities are things such as shopping centres or sports facilities that are provided for people's convenience, enjoyment, or comfort. 便利设施  [ hotel amenities； apartment amenities]  (酒店的/小区的公共便利) 设施 amenity, amenities /əˈmiːnɪtɪ/ [ə'mɛnəti] Amenities are things such as shopping centres or sports facilities (e.g. gyms, swimming pools) that are provided for people's convenience, enjoyment, or comfort. [ hotel amenities e.g. SPA, meeting room, gym] [ local amenities, e.g. parks, swimming pool or library in a community]  e.g. The hotel amenities include health clubs, gym and swimming pool, conference facilities, and banqueting rooms宴会厅. 这家旅馆的设施包括健身俱乐部和宴会厅 //boutique hotel/shoe stores; a bouquet/nosegay of flowers e.g.这家旅馆的设施包括健身俱乐部、会议设备和宴会厅 The hotel amenities include health clubs, conference facilities, sauna['sɔːnə] clubs 桑拿, and banqueting rooms宴会厅.  e.g. Why N.Y. decided to use the new map solely as a weekend amenity? 可为什么纽约市决定把这个地图仅仅用于周末的便利设施？ e..g Since then, however, land has become more valuable, not just for timber['timbə]木材 but for providing "environmental services" such as flood control, climate change measures and some amenities 林地变得越来越有价值，不仅是因为伐木业，而且因为它所提供的环境服务，例如控制洪水，调节气候,　和一些 (公共的） 便利设施等。 |
| business amenities [ə'mi:nəti, ə'men-] = business etiquette [ 'etiket ] ; social courtesies or social etiquette 社交礼仪; 社交商务礼仪 eg All IBM employees (eg sales) who are in a position to offer any business amenities (eg gifts) to an external party must comply with the company business principles. e.g. A business meal is defined as an employee having a face-to-face, sit down in a restaurant to have a business meal with the client. It doesn’t cover purchase of foodstuffs, events in a sauna['sɔːnə]桑拿 , KTV club and so on, which are mistakenly deemed as business amenities before in IBM. eg To comply with the company principles, we must ensure that proper approvals are in place before offering any business amenities (eg a gift card, wine) to a client or other external party |
| amenities 令人愉快之事物 eg With management approval, it may be appropriate to provide customary business amenities in conjunction with these visits, such as reasonable meals,wines,and gifts. However, any extravagant/excessive demands过分 from customers do not comply with the IBM business amenity rules. |
| 礼仪 | Etiquette: /ˈɛtɪˌkɛt/ Etiquette is a set of customs and rules for polite behaviour, especially among a particular class of people or in a particular profession. (尤指特定阶层的) 礼仪; (尤指特定行业的) 规矩 [ 商务礼仪 business etiquette = business amenities; 社交礼节 social etiquette ['etiket]; 网络礼仪 network etiquette ; 办公室礼节: office etiquette; 外交礼节:diplomatic etiquette; 进餐时的礼节:eating etiquette; 文化的礼节 the cultural etiquette; 筷子的礼仪: the chopstick etiquette ] e.g. It's a business etiquette that visitors should wear the business attire商务套装 when attending a formal banquet/feast 宴会;. e.g. In office, when you wear skirt or one-piece dress, you should wear hoses/pantyhoses长筒袜 as well, which is the office etiquette 办公室礼节.  e.g. How well do you know your chopstick etiquette? 对于这些关于筷子的礼仪，你知道多少呢？  e.g No different from anywhere else. I find if you give money with one finger up, whatever the cultural etiquette, it will be snapped out of your hands. 如果你竖起一个指头给别人钱，无论什么文化的礼节，你的手都将被打断。 e.g. Before you have a dinner date with a beautiful girl, you should learn some eating etiquette. 在你与一个漂亮女孩约会之前，你应该 学习了解一些进餐时的礼节 |
| Etiquette classes 礼仪课程； 礼节课程  e.g. Based on the eating etiquette in South Korea, you’re supposed to sit and wait until the hostess女主人 comes together. And you, if a youth, can start eating only after the elders start it. If you wanna learn more about the cultural etiquette about Korea, I recommend the etiquette classes in Seoul. |

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| /ˌɒn ˈswiːt/  en-suite: 套间suite里面包含的(浴室，卧室，厨房，等服务设施,etc)   * An **en suite bathroom** is next to a bedroom and can only be reached by a door in the bedroom. * An **en suite bedroom** has an en suite bathroom. 卧室内的 (浴室); 带浴室的 (卧室) * An **en-suite kitchen** |
| adj. 〔尤指对艺术、音乐、时尚等〕**有眼光的有品位的，有鉴赏力的/有品位的**discerning  [dɪ'sɝnɪŋ] [**有眼光的有品位的游客：discerning travellers; a discerning eye/ear (sb who can make good judgments about art, music, fashion) 艺术/音乐/时尚鉴赏家 ]]**  v. 辨别（discern的ing形式）showing the ability to make good judgments, especially about art, music, style etc e.g. an ideal tour for the discerning traveller 对**具鉴赏品位的游客**而言一次理想之旅  e.g. |

# STOP Lexical\_types of accommodations - “A Home Away From Home (一个使你感到宾至如归的地方)”

Ref: the Travel unit

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| **Types of accommodation when travel** | **Comparison (should use “Venn diagram” for comparison, whole-to-whole; point-to-point (element of an object); similarities-to-differences)** |
| 公寓〔楼里的一套私有住宅〕 | condo  = condominium [,kɒndə'mɪnɪəm]   1. one apartment in a building with several apartments, each of which is owned by the people living in it 公寓〔楼里的一套私有住宅〕 2. a building containing several of these apartments 公寓楼 |
| 毗联式住宅〔并排住两家人〕 | ['djuːpleks] duplex  adj. 二倍的，双重的  n.占两层楼的公寓套房; 毗联式住宅〔并排住两家人〕 duplex: is a type of house that is divided into two parts, so that it has two separate homes in it. 毗联式住宅〔并排住两家人〕  Eg. At the 44-story Hotel Arts Barcelona, guests in the **duplex apartment** on the upper floors have their own private reception area and 24-hour **butler**. The vast (**roomy and spacious**), **airy(通风的）** living spaces are filled with **contemporary Catalan art** and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. |
| 精品酒店 boutique hotel | * 精品店 **boutique** store * **boutique** shoe stores * 精品花店 **boutique** flower store V.S 花束flower bouquet “t”不发音 |
| **酒店式公寓 serviced apartment** | **Serviced apartments酒店式公寓** generally come with several rooms, **a fully equipped kitchen**, a private entrance and the option to entertain. 'There's something a bit depressing about hotels and all that elevator music,' says Vincent-Gave. 'It's nice to come back to a place that feels like your apartment.'  Now **serviced-apartment酒店式公寓** facilities are upgrading their packages to compete with long-stay rates offered by traditional hotels, in an effort to appeal to shorter-term travelers. The blocks of shabby apartments破烂不堪的公寓 with token weekly **maid service客房清洁服务** are giving way to smaller, more intimate establishments with an emphasis on contemporary design and **serious service认真的服务** |
| 旅社，招待所（尤指青年旅社; 青旅） **“t” 要发”d”的音，**hostel ['hɑstl], [a youth hostel 青年旅舍]: a place where people, esp **backpackers**, can stay and eat fairly cheaply; normally several persons share one dorm and one bathroom | hostel is an inexpensive place to stay, often with a number of people sharing a room. Hostels offer very basic services. You may share a bathroom and a room of single beds with other guests. Hostels are popular with budget travellers, esp backpackers, because of the low cost.  e.g. Last time when I travelled in Seoul, I chose to live in a **hostel**青旅 near a very bustling street. Even though the dorm is not **roomy obviously**, I feel **warm and snug温暖且舒服的**.  //1(房间、建筑或空间〕小而温暖舒适的; (衣服/harness/safety belt/swimming suit)贴身的: snug, snugly, snugness |
| (常指乡村的) 小旅店; 小酒馆; 小餐厅inn: An inn is a hotel, bar, or restaurant, often one in the country. | Some hotels in the US and UK are called **inns**, but they may be the same as other hotels or motels.  In the UK, **inns** are sometimes older buildings that have served as a **guesthouse**小型家庭旅馆for many years, and food and drink is served in a pub which is also used by locals. **The prices are usually lower than in hotels.** |
| 小型家庭旅馆 guesthouse |  |
| 汽车旅馆 motel [mo'tɛl] = motor + hotel, a hotel for **people who are travelling by car**, where you can park your car outside your room.  [词条图片](javascript:;) | Motels are like hotels but without special features. They are often used by travellers stopping to rest, where you can park your car outside your room. Most motels are near major highways and cost less than a hotel. |
| 欧洲的一种简易旅馆；住宿加早餐 [bed and breakfast ]  [词条图片](javascript:;) | abbreviation 缩写为 B and B = bed and breakfast   1. [U] the providing of a room for a night and breakfast in the morning, for example in a hotel指宾馆等提供的” 住宿加早餐” 的服务 E.g. Can I know whether we have a **bed and breakfast** accommodation 住宿加早餐的服务 2. [C] a private house or small hotel where you can sleep and have breakfast, esp. the home-cooked breakfast 提供住宿和早餐的私人住家[小旅馆]. **Bed and breakfasts** are usually large family homes that are used as **guesthouses**. They do not have the same features as a hotel, but you will have all the comforts of a real home, including a home-cooked breakfast.   e.g. There’s **a bed and breakfast** in the next village. 隔壁村子里有 **一家提供住宿加早餐的旅馆**。 |
| homestay  (like “homestay” OR bungalow /ˈbʌŋɡəˌləʊ/ : a bungalow is a house that has only one level, and no stairs. 平房 | homestay /'həumstei/居留期，(尤指外国留学生)在当地居民家中居住的时期  n. |
| Hotel | Basic hotels provide a room – bed, bath, desk and usually a TV – and sometimes have extras such as gyms, swimming pools and restaurants. The rooms are usually entered through a main lobby. Prices can vary from cheap to very expensive. |
| 滑雪旅馆；滑雪度假小屋 ski lodge: a hotel at **a ski resort(**滑雪度假胜地**),** ski lodge is situated in the mountains and often made of wood. | e.g. I recently spent 10 days in **a ski lodge**滑雪旅馆 in **Westler ski resort (Westler滑雪度假胜地)** in Vancouver.  e.g. You can rent a skiing suit滑雪服 in **the ski lodge**, it's not so expensive. |
| 度假胜地resort [rɪ'**z**ɔːt] **[滑雪度假胜地: a ski resort ].** Resort is a large **complex** which might contain hotels, restaurants, bars, and night clubs. It is often located on or next to a beach. | Resorts offer a beautiful setting and extra features such as swimming pools, private beaches, sports equipment, bars and restaurants. Expect to pay a bit more for a resort than a regular hotel.  e.g. I recently spent 10 days in **a ski lodge**滑雪旅馆 in **Westler ski resort (Westler滑雪度假胜地)** in Vancouver. |
| Spa: spa is a quiet place where people go to relax, lose weight, get massages, or body treatments. |  |

# Lexical\_Types of room and bed in hotel

|  |  |
| --- | --- |
| Types of room | Standard room标间: normally with standard **double beds** or with one queen-size bed. |
| **[swiːt]** suite: a set of rooms, especially expensive ones in a hotel套房〔尤指酒店豪华套房〕  •a honeymoon suite 蜜月套房  •a suite of rooms for palace guests 王室贵宾套房  /ˌɒn ˈswiːt/ en-suite: 套间suite里面包含的(浴室，卧室，厨房，等服务设施,etc):   * An **en suite bathroom** is next to a bedroom and can only be reached by a door in the bedroom. * An **en suite bedroom** has an en suite bathroom. 卧室内的 (浴室); 带浴室的 (卧室) * An **en-suite kitchen** |
| **顶层豪华公寓/套间penthouse /ˈpɛntˌhaʊs/**  A penthouse or a penthouse apartment or suite is a **luxurious/deluxe** apartment, **condominium [,kɒndə'mɪnɪəm],** or set of rooms at the top of a tall building.  V.S. 连裤袜pantyhose['pæntɪhəʊz]]  a very thin, **snug紧身的/贴身的** piece of women’s clothing that covers their legs from the toes to the waist and is usually worn with dresses or skirts. Pantyhose is usually very **snug紧身的/贴身的(snug, snugly, snugness)** |
| Types of bed | Standard double beds $120 |
| Queen-size bed: $140 |
| King-sized bed: |
| e.g. a suite**[swiːt]** 套房 normally include a king-size bed and sofa: $ 250 |

# STOP Lexical\_Hotel facilities and services

|  |  |
| --- | --- |
| Hotel facilities and services |  |
| 客房清洁服务 | [客房清洁服务 maid service]  e.g. We understand that the Villa comes **fully equipped** for use and that **a before and after maid service** is included. We **undertake/promise to** pay you a deposit of $250 which will be **refundable** on arrival home. We also **undertake/promise to** leave the property in a reasonably clean and tidy order. Please note that if there is excessive cleaning of damage to the Villa part of your deposit may be **withheld (withhold:refuse to give).**  e.g. Now **serviced-apartment酒店式公寓** facilities are upgrading their packages to compete with long-stay rates offered by traditional hotels, in an effort to appeal to shorter-term travelers. The blocks of shabby apartments破烂不堪的公寓 with token weekly **maid service客房清洁服务** are giving way to smaller, more intimate establishments with an emphasis on contemporary design and **serious service认真的服务** |
|  | “极可意”漩水浴缸 Jacuzzi /dʒəˈkuːzɪ/  Jacuzzis ( Jacuzzi的名词复数）A Jacuzzi is a large circular bath fitted with a device that makes the water move around.  [词条图片](javascript:;) |
|  | /ˌɒn ˈswiːt/  en-suite: 套间suite里面包含的(浴室，卧室，厨房，等服务设施,etc)   * An **en suite bathroom** is next to a bedroom and can only be reached by a door in the bedroom. * An **en suite bedroom** has an en suite bathroom. 卧室内的 (浴室); 带浴室的 (卧室) * An **en-suite kitchen** |
|  | Airport transfer ; airport pickup |
|  |  |
|  |  |
|  | Minibar; fully stocked mini bar ? |
|  | **['væle] valet “t”不发音 (like “gourmet”  ['gʊəmeɪ; flower bouquet “t”不发音 )**  [ valet parking: 代客泊车; a valet service 代客泊车服务 V.S. a valet**ing** service 洗车服务 ]  e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge**['kɒnsɪeəʒ]**, a 24-hour porter (help carrying bags)** and much more other hotel services.  flower bouquet “t”不发音 |
|  | (银行) 保险柜／保险箱 **safe deposit box:** is a small box, usually kept in a special room in a bank, in which you can store valuable objects. |
|  | Internet access = OK. Is there Internet access? FRONT DESK CLERK: Yes, all the rooms have broadband.; |
|  | satellite TV; |
|  | Dry cleaning => the personnel who is in charge of **dry cleaning** for customers in hotel is called “valet” (为酒店客人洗衣服管理衣物, 洗熨衣服的〕服务员, **['væle] valet “t”不发音 (like “gourmet”  ['gʊəmeɪ; )** |
|  | baby sitting; **pet sitter**临时替人照看宠物者 |
|  | Room service; |
|  | Theater ticket booking service |
|  | ['kɒnsɪeəʒ] conci’erge   1. Concierge is sb. in a hotel whose job is to help guests by telling them about places to visit, restaurants to eat in etc 〔专为客人介绍旅游景点、饭店等的〕酒店服务台职员 **[a 24-hour concierge]**   e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge**['kɒnsɪeəʒ]**, a 24-hour porter (help carrying bags)** and much more other hotel services hotel services  [ [Concierge](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=Concierge&lang=en) 礼宾部管理员门房看门人; [Concierge Attendant](file:///C:\Users\IBM_ADMIN\AppData\Local\Youdao\Dict\Application\7.5.2.0\resultui\dict\result.html?keyword=Concierge%20Attendant&lang=en) 礼宾部服务员 ]   1. 〔尤指法国的〕看门人，楼房管理员 someone who looks after a block of apartments and who checks who is going in and coming out, especially in France. a French caretaker of apartments or a hotel; lives on the **premises经营场址** and oversees people entering and leaving and handles mail and acts as janitor or porter **=> concierge = porter** ( someone in charge of the entrance to a hotel, hospital)  V.S.   **(gallery, museum, library) curator** |
|  | /'pɔːtə,ˋpɔrtɚ/ porter:   1. [C] porter is someone whose job is to carry people’s bags at railway stations, airports, hotels, etc 〔酒店, 火车站, 机场等的〕行李员，搬运工，脚夫 2. [C] porter is someone in charge of the entrance to a hotel, hospital etc 〔**酒店、医院等的〕门房，守门人 porter = concierge** (〔尤指法国的〕看门人，楼房管理员 concierge: who looks after a block of apartments and who checks who is going in and coming out, especially in France. a French caretaker of apartments or a hotel; lives on the **premises经营场址** and oversees people entering and leaving and handles mail and acts as janitor or porter) 3. Porter is: someone whose job is to carry heavy goods at markets〔市场的〕搬运工   e.g. We offer **valet parking代客泊车**, a 5-star restaurant, **a 24-hour concierge**['kɒnsɪeəʒ]**, a 24-hour porter (help carrying bags)** and much more other hotel services hotel services  [词条图片](javascript:;) |
|  | [词条图片](javascript:;)  “极可意”漩水浴缸 Jacuzzi /dʒəˈkuːzɪ/  Jacuzzis ( Jacuzzi的名词复数）A Jacuzzi is a large circular bath fitted with a device that makes the water move around. |

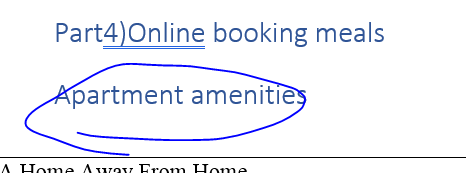
# Lexical\_Hotel amenities酒店的公共便民设施

amenity, amenities /əˈmiːnɪtɪ/ [ə'mɛnəti] Amenities are things such as shopping centres or sports facilities (e.g. gyms, swimming pools) that are provided for people's convenience, enjoyment, or comfort => The **hotel amenities** 酒店的公共便民设施 include health clubs, gym and swimming pool, conference facilities, sauna['sɔːnə] clubs and spa桑拿, and banqueting rooms宴会厅. 这家旅馆的设施包括健身俱乐部和宴会厅

|  |
| --- |
| hotel amenities: are things such as shopping centres or sports facilities (e.g. gyms, swimming pools) that are provided for people's convenience, enjoyment, or comfort hotel.) |
| health clubs |
| gym and swimming pool |
| conference facilities, including projectors, board pen; flash pen, printer.  Our business center has a large conference room as well as a number of smaller meeting rooms. We offer printing and photocopying services, and we can also arrange to have conference calls |
| * **sauna['sɔːnə] clubs桑拿** * sauna and steam room |
| SPA |
|  |
| banqueting rooms宴会厅 or banquet room (旅馆、大饭店内的)宴会厅；宴会室  e.g. The reception may take place in a rented hall such as a hotel banquet room. 举行宴会的地方有可能是在一个租用大厅，例如酒店的宴会厅。 |
| [ **酒店里华丽的大厅 a swank lounge**] V.S. swan: 白天鹅  e.g. At the 44-story Hotel Arts Barcelona, guests in the **duplex apartments** on the upper floors have their own private reception area and 24-hour **butler**. The vast (**roomy and spacious**), **airy(通风的）** living spaces are filled with **contemporary Catalan art** and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. (Daily rate from $972, monthly from $23,699). |

# Lexical\_Apartment amenities

See



# STOP Lexical\_menu, recipes

|  |  |
| --- | --- |
| **Types of food in the menu** | **Items** |
| menu) 当天供应的，今日特色的(菜品) | [du'ʒuə, dju:'ʒu:r] daily special= du jour  /duː ˈʒɔː, dy ʒur/   1. **Du jour = daily special** in a menu当天供应的，今日特色的(菜品) 2. Du jour: [ADJ](javascript:;)currently very fashionable or popular 现在流行的 the young writer du jour |
| (正餐前的〕开胃小吃  **appetizer/starter:** a small dish that you eat at the main course/main dishes | * Soup * Cheese sticks * Onion rings * French fries * Fish and chips * Or daily special/ du jour ? |
| main dishes/main courses: the main part of a meal  主菜 | |  |  | | --- | --- | | burger | **[ burger deluxe 豪华汉堡套餐; cod burger鳕鱼汉堡 ]**  **[ combo] [美口语] (混合组合)套餐，如色拉、三明治、饮料等的混合组合餐; combo** a combination of different things, especially of different types of foods - used especially in product names 混合物；〔尤指食物的〕杂烩；混合食品〔尤用于产品名称〕I chose the vegetarian combo. 我选了素杂烩饭  **[蛋黄酱,**[**美乃滋**](javascript:;) **mayo ['meɪəʊ] = mayonnaise [meɪə'neɪz]** a thick white sauce, made of raw egg yolk s and oil, often eaten on sandwiches or salad | | sandwich | **[ cod sandwich: 鳕鱼 ]** | | Hot dog:  a cooked **sausage** in a long piece of bread |  | | pizza | [N-VAR](javascript:;)A pizza is a flat, round piece of dough covered with tomatoes, cheese, and other toppings, and then baked in an oven. 比萨饼 | |
| Beverage and drink | * 无咖啡因咖啡；脱因咖啡decaf ['diːkæf]: without caffeine * Vanilla or chocolate shake * Iced tea * Smooth**ie**  ['smuːðɪ] a thick drink made of fruit and fruit juices mixed together, sometimes with ice, milk, or yoghurt 思慕雪〔一种用水果、果汁，有时加冰、奶或酸奶制成的饮料〕 * soda => **无糖汽水；无糖饮料diet soda; diet coke**   [词条图片](javascript:;) |
| Staple  V.S.  Snacks | rice, breads, noodles, dumpling, steamed buns, **wonton [wɒn'tɒn] 馄饨** |
| desserts  [dɪ'**z**ɜːt]  V.S.  论述；写论文dissert  [dɪ'**s**ɜːt]  , dissertation | * ice cream * **Pie a la mode苹果馅饼 = apple pie** * Egg tart * Cheese cake * brownie ['braʊnɪ] * **flan:** a round pie or cake that is filled with fruit, cheese etc; 果馅饼，干酪馅饼   2. a sweet baked food made with eggs, milk, and sugar〔烤制的〕蛋奶糕   * muffin * scone |

**Tip: For more, see the M\_ dic\_AtlanticSuperstore(food, drink).xlsx (C:\Tracy\TW related\English\IETLS\words)**

# Lexical\_May I take your order, sir

|  |  |
| --- | --- |
| Waiter | **Hi sir, may I take your order please? Or do you need a few more mins to look over/scan/skim the menu?** |
| customer | Well, I’ve got a few questions before I **place my order下单** |
| Waiter | Sure. **How can I be of assistance? 我能帮你什么？** |
| customer | Well, **I’d like** to order the cheese sticks and the onion rings for an **appetizer/starter** **but** I’m afraid that **would** be too much for us. **Can we order half a portion of each item?** |
| Waiter | Well, what we could do is order a sample **appetizer/starter platter(开胃菜的拼盘套餐)**. It’s not on the menu, but we can put the cheese sticks, onion rings, and the French fries on one plate. That way you get a little of each.  //” what we could do is **order** a sample appetizer/starter platter” => **a cleft sentence (分裂，兔唇), use “order”, not “ordering”** |
| customer | I guess that would be fine. Now, I wanna order the main course. I’d like to have the Chef Burger Deluxe 豪华汉堡套餐but can I substitute the grilled ham for bacon/can I replace the grilled ham by bacon? |
| Waiter | **You sure can sir当然可以喽. That’ll be no problem at all.** |
| customer | Okay. **On top of that/additionally**, my wife is vegetarian, and I don’t see many vegetarian options on the menu. **What would you recommend?** |
| Waiter | Well, I can definitely recommend the creamy mushroom soup. It’s delicious, nutritious [njʊ'trɪʃəs] and no meat at all. Otherwise, we have a grilled cheese sandwich topped with mayo/mayonnaise which she could have with a salad. |
| customer | Oh, I see. If those are her only options then it will have to do, won’t it? She’ll have the sandwich and salad. |
| Waiter | Great chose, sir. **Would you like anything to drink with your meal?** |
| customer | I’ll have **a diet soda** and **diet coke for** my wife. Oh, please don’t put too much ice in the drink because I have a bit of a cold. |
| Waiter | Yes, sir. **I’ll put your order in (我先给您下菜单) and I’ll be right back with your beverage/drinks**. |

# Lexical\_deal with complaints

How to deal with customers’ complaints effectively?

* I'm **terribly** sorry sir.
* I'm sorry for the **mix-up搞错了/搞混了**. Let me change that for you.
* **My apologies. I'm sorry (that) you feel that way.**
* I understand your frustration.
* There was a misunderstanding in the xxx (e.g. kitchen)
* **I can assure you (that)** it will not take long at all. 我向你保证 xxx
* I apologize for the inconvenience.
* Let me offer you a free glass of wine while you’re waiting.
* Let me take it back to the kitchen.
* My apologies **again** for the inconvenience.
* **I apologize again for the problem. Enjoy your meal.**

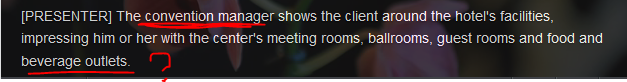
# Part 1) Conventions大型会议 in the “hospitality industry”

**Conventions** are an important and **lucrative** sector(赚钱的一块) of the hospitality industry.　 大型会议是酒店行业很重要也是很**赚钱的**一块. A convention usually kicks off with a registration process, then an opening ceremony. This is then followed by a mixture of speeches, workshops, seminars, presentations, product demonstrations and private receptions. Finally, conventions正式大型会议are concluded by a closing speech and maybe an ensuing banquet晚宴





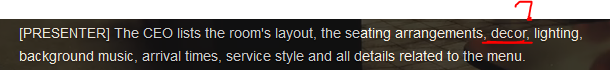
//convention manager: 大会的经理











//décor= decoration







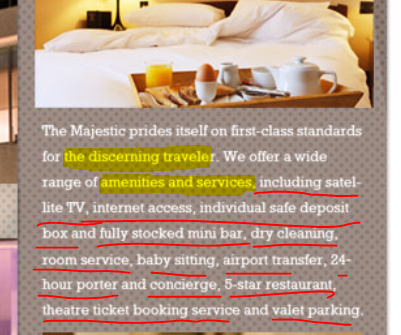
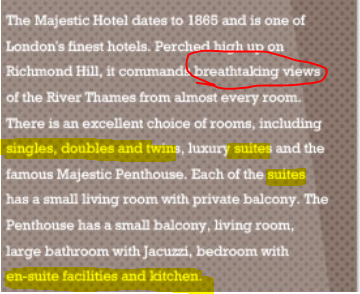


# Part 2) Hotel services, facilities, and amenities

## Reading: Hotel’s services and facilities

Ref:

* The “travel” unit. This “hospitality industry” unit can be merged to the “travel’ unit
* Fully study the official website of **Marina bay sands hotel, in Singapore** <http://www.marinabaysands.com/hotel.html>



//[**有眼光的有品位的游客：**discerning travellers; a discerning eye/ear (sb who can make good judgments about art, music, fashion) 艺术/音乐/时尚鉴赏家 ]

## Writing:

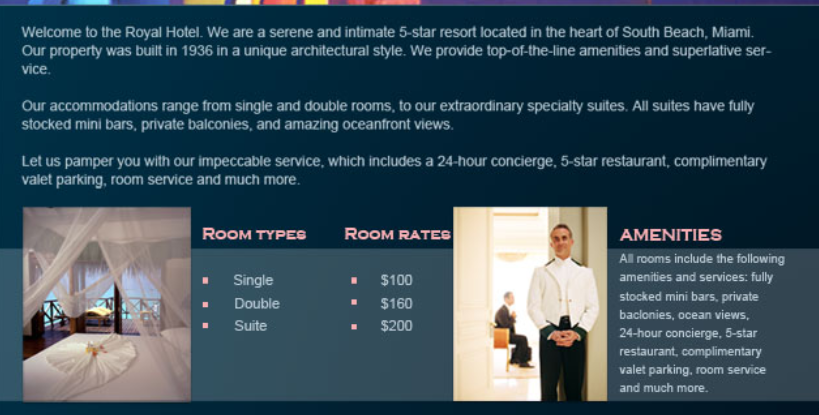


The Marina Bay Sands hotel dates back to 19xx? And is a remarkable icon for Singapore. It’s located near **Clark Quay [kiː]码头**, in the center of downtown Singapore and has views of the symbolic Singapore river. The **deluxe hotel奢华的酒店** has an excellent choice of rooms including single, double, luxury suites **(en-suite bathroom, en-suite bedroom, en-suite kitchen)** and a Presidential **penthouse顶级套房/公寓**. There are **Jacuzzis/dʒəˈkuːzɪ/** in every room, room service until midnight, internet access, satellite TV, as well as 5-star restaurants and bars.

//**漩水浴缸 Jacuzzi /dʒəˈkuːzɪ/  Jacuzzis** ( Jacuzzi的名词复数）A Jacuzzi is a large circular bath fitted with a device that makes the water move around.

## Arrange/book a room in hotel

You work at the front desk in a large hotel, a front desk clerk. You're **fielding a phone call** from a potential customer. Answer her questions correctly and appropriately. Use **the hotel brochure** for reference.



Front desk **clerk [klɑːk]**: Majestic Hotel, good morning. How may I help you ?

MS. VAUGHAN: Hi, I know it's short notice, but I'm arriving in London tomorrow and I need accommodation. **Do you have any vacancies?**

Front desk **clerk [klɑːk]**: Can you hold for a second, madam? I'll just check that for you... Thank you for holding. I'm afraid all our standard rooms are fully-booked, but we do have a suite available. .

MS. VAUGHAN: That's wonderful. Tell me, what amenities does the suite have?

Front desk **clerk [klɑːk]**: It has a bathroom, private balcony and a small living room. There is a mini bar and the TV has satellite channels.

MS. VAUGHAN: OK. Is there Internet access?

Front desk **clerk [klɑːk]**: Yes, all the rooms have broadband.

MS. VAUGHAN: Great. I'm planning to **hire a car** at the airport. Do you have parking facilities?

Front desk **clerk [klɑːk]**: Yes, we have private parking spaces for guests.

MS. VAUGHAN: Wonderful! Oh, I like to keep in shape while I'm traveling; does the hotel have a gym?

Front desk **clerk [klɑːk]**: Yes, our **health club** has a gym, outdoor swimming pool**, sauna and steam room**.

MS. VAUGHAN: I might also have to arrange some meetings while I'm there. What business services do you provide?

Front desk **clerk [klɑːk]**: Our business center has a large conference room as well as a number of smaller meeting rooms. We offer printing and photocopying services, and we can also arrange to have conference calls.

MS. VAUGHAN: Perfect. One more thing, I was hoping to catch a West-End musical while I'm in London. Do you have a theater booking service?

# Part 3) Menu, recipes

## May I take your order pls?

|  |  |
| --- | --- |
| Waiter | **Hi sir, may I take your order please? Or do you need a few more mins to look over/scan/skim the menu?** |
| customer | Well, I’ve got a few questions before I **place my order下单** |
| Waiter | Sure. **How can I be of assistance? 我能帮你什么？** |
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| customer | Okay. **On top of that/additionally**, my wife is vegetarian, and I don’t see many vegetarian options on the menu. **What would you recommend?** |
| Waiter | Well, I can definitely recommend the creamy mushroom soup. It’s delicious, nutritious [njʊ'trɪʃəs] and no meat at all. Otherwise, we have a grilled cheese sandwich topped with mayo/mayonnaise which she could have with a salad. |
| customer | Oh, I see. If those are her only options then it will have to do, won’t it? She’ll have the sandwich and salad. |
| Waiter | Great chose, sir. **Would you like anything to drink with your meal?** |
| customer | I’ll have **a diet soda** and **diet coke for** my wife. Oh, please don’t put too much ice in the drink because I have a bit of a cold. |
| Waiter | Yes, sir. **I’ll put your order in (我先给您下菜单) and I’ll be right back with your beverage/drinks**. |

## Deal with/tackle complaints

How to deal with customers’ complaints effectively?

* I'm **terribly** sorry sir.
* I'm sorry for the **mix-up搞错了/搞混了**. Let me change that for you.
* **My apologies. I'm sorry (that) you feel that way.**
* I understand your frustration.
* There was a misunderstanding in the xxx (e.g. kitchen)
* **I can assure you (that)** it will not take long at all. 我向你保证 xxx
* I apologize for the inconvenience.
* Let me offer you a free glass of wine while you wait.
* Let me take it back to the kitchen.
* **I apologize again for the problem. Enjoy your meal.**

|  |
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| CUSTOMER: Excuse me! I ordered this burger with bacon instead of grilled ham. This burger has **neither one of** them. The burger is also **undercooked**. It's almost bloody!  WAITER: **I'm terribly sorry sir.** Let me take it back to the kitchen and have the chef prepare another burger just how you ordered it.  CUSTOMER: So while the chef remakes my burger, my wife is just going to sit there and eat her meal while I watch? We came to have dinner together **for a reason**, you know.  WAITER**: I apologize for this inconvenience** sir, but **I can assure you (that)** it will not take long at all. I will make sure I have your order ready in just a couple of minutes. **//我向你保证 xxx**  CUSTOMER: Oh really? You're going to cook my burger in a couple of minutes so it can be raw again? I think we're just going to leave...  WAITER: **I understand your frustration sir. Unfortunately, there was a misunderstanding in** the kitchen regarding your order. **I can assure you (that**) your meal will be to your liking and ready in only a few minutes. **Let me offer you couple of free glasses of wine while you wait**. **//我向你保证 xxx**  CUSTOMER: I suppose that will be fine. But I'm not waiting too long. We have an appointment in 45 minutes.  WAITER: No problem, sir. Your meal will be out **promptly/quickly/swiftly**. What temperature would you like your burger?  CUSTOMER: I want it **medium well. //100% cooked：全熟, 70% cooked：７分熟;　 cooked medium well　５分熟.**  WAITER: Here is your Chef Burger Deluxe with bacon instead of ham, **cooked medium well.**  CUSTOMER: That looks better. Thank you.  WAITER: Most certainly, sir. **I apologize again for the problem. Enjoy your meal.** |

# Part4) Online booking meals

## Apartment amenities //v.s. hotel amenities; community amenities

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| **A Home Away From Home (一个使你感到宾至如归的地方)**  by Michelle Jana Chan  **Serviced Apartments酒店式公寓:** With their focus on **décor ['deɪkɔ]( the way that the inside of a building is decorated建筑内部的装修风格)** and **serious service认真的服务**, **long-term-stay accommodations** are earning new respect. //a long-term/medium-term/short-term stay  Louis Vincent-Gave, a director at the financial research house, used to travel between the company's London and Hong Kong offices several times a year,esp a long stay each time. What he wanted was **a home away from home(**一个使你感到宾至如归的地方**)**, so instead of staying in a five-star hotel, he opted for one of Hong Kong's many **serviced apartments酒店式公寓**. "The big thing is space," he says. "Hotel rooms can get a bit **stuffy憋闷**. If you're staying somewhere like **the serviced apartment (or hostel)**  for three or four weeks, it's nice to **hang out** in a living room." The concept has long been popular with business travelers who have to spend months in a foreign city. //=> for me, “a home away from home” is that hostel in Seoul.  ## Serviced apartments amenities (公共的便民设施) **Serviced apartments酒店式公寓**generally come with several rooms, a fully equipped kitchen, a private entrance and the option to entertain. "There's something a bit depressing about hotels and all that elevator music. It's nice to come back to a place that feels like your apartment – that is **“a home away from home” 一个使你感到宾至如归的地方."** Now **serviced-apartment facilities** are upgrading their packages to compete with long-stay rates that is offered by traditional hotels, in an effort to **appeal to shorter-term travellers(appeal to sb迎合sb’s爱好; 引起sb的兴趣，吸引到sb V.S. intrigue sb).** The blocks of **shabby apartments破烂不堪的公寓** with token weekly **maid service客房的清洁服务** are giving way to smaller, more intimate establishments with an emphasis on **contemporary design当代设计** and **serious service**.   Take the newly opened Hong Kong JIA--"home" in Mandarin--designed by Philippe Starck. The one-bedroom apartments measure 72 square meters, with work, living and dining spaces separated by **sheer curtains纱帘.** The fully equipped kitchen is **concealed** behind **sliding screens(一个拉门式的屏风).** Guests can either prepare meals there (with in-room delivery of **gourmet** groceries), order from the 24-hour room-service menu or dine at the hotel's restaurant, Grain. The monthly rate of $2,565 is less than half the cost of the same stay in a one-bedroom suite at a four-star hotel like the Excelsior.   **Conventional chain hotels** are changing to keep up with the trend. For example, in the past few years **Ritz-Carlton hotel(丽嘉酒店（世界级豪华酒店）** have started transforming whole floors of rooms to luxury long-stay apartments, which **is similar to** the concept of **serviced apartments** but provides the deluxe **serious services**.  Marion, the chain's European PR director, says business guests don't want the hassle of finding their own place when they move to a new city for **a short-term or medium-term stay**短期的逗留.  At the 44-story Hotel Arts Barcelona, guests in the **duplex apartments** on the upper floors have their own private reception area and 24-hour **butler**. The vast (**roomy and spacious**), **airy(通风的）** living spaces are filled with **contemporary Catalan art** and **panoramic[,pænə'ræmɪk] views of the Mediterranean**, while the ground floor features **a swank lounge华丽的大厅** for business meetings or entertaining. (Daily rate from $972, monthly from $23,699). |

## Hostel amenities //v.s. hotel amenities; community amenities

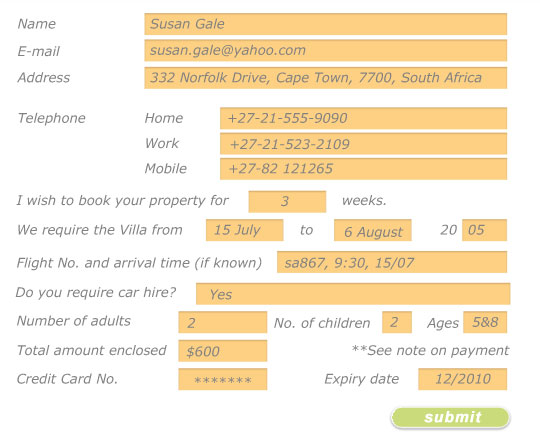
For me, “a home away from home” **一个使你感到宾至如归的地方** is the Zipzip hostel in Seoul I lived twice.

|  |
| --- |
| **“A Home Away From Home (一个使你感到宾至如归的地方)”**  **Zipziop Hostle:** With their focus on **décor ['deɪkɔ]( the way that the inside of a building is decorated建筑内部的装修风格)** and **serious service认真的服务**, **long-term-stay accommodations** are earning new respect. //a long-term stay; a short-term stay; a medium-term stay  Louis Vincent-Gave, a director at the financial research house, used to travel between the company's London and Hong Kong offices several times a year,esp a long stay each time. What he wanted was **a home away from home(**一个使你感到宾至如归的地方**)**, so instead of staying in a five-star hotel, he opted for one of Seouls’ many hostels. "The big thing is space," he says. "Hotel rooms can get a bit **stuffy憋闷**. If you're staying somewhere like **the Zipzip hostel**for three or four weeks, it's nice to **hang out** in a living room." The concept has long been popular with travellers, esp backpackers who have to spend months in a foreign city. //=> for me, “a home away from home” is that hostel in Seoul. |

## Sections of an online booking form

Online Booking Form

Just fill out this form, press the submit button and your booking is made. If you would prefer to print the form, just **click here** and you can fax or mail the form to the address below.



We understand that the Villa comes **fully equipped** for use and that **a before and after maid service客房的清洁服务** is included. We **undertake/promise to** pay you a deposit of $250 which will be **refundable** on arrival home. We also **undertake/promise to** leave the property in a reasonably clean and tidy order. Please note that if there is excessive cleaning of damage to the Villa part of your deposit may be **withheld (withhold: refuse to give).** We understand that Fiesta Holidays takes no responsibly for any aspect of our stay in Spain other than the use of their villa.

\*\*Payment Note: We expect a 50% payment for a booking of two weeks or more. A one booking is usually paid in full.\*\*

## Structuring a confirmation letter

Booking reference RY73D

From

Lindy Doyle fiesta\_holidays@eiremail.com

Dear Ms. Gale,

Thank you for booking your vacation with Fiesta Holidays.

**With reference to** the online booking form you submitted, it's our pleasure to confirm your reservation for the Marbella Villa, for 2 adults and 2 children, from 15 July to 6 August.

Fiesta Holidays will arrange an airport pick-up for you according to the flight details you provided. This fee is included in the villa rental cost. If your travel details change, please let us know as soon as possible.

**We confirm that** we have received your initial payment of 600 Euros. I have attached a copy of the **receipts收据**, as well as the **invoice**发票for the remaining fee, payable on your arrival in Spain.

**Don't hesitate to contact us if you need any more information**.

Best regards,

Lindy Doyle

Reservations Manager  
Fiesta Holidays  
+353-51-383553

## Structuring a confirmation letter

Recreate the confirmation email below. Use the notes to help you structure the email. Compare your text with the model.

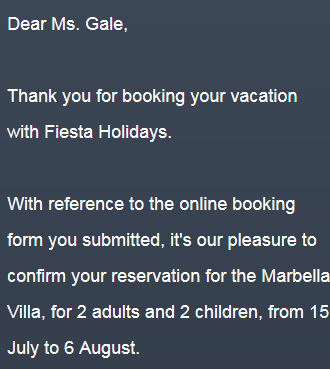
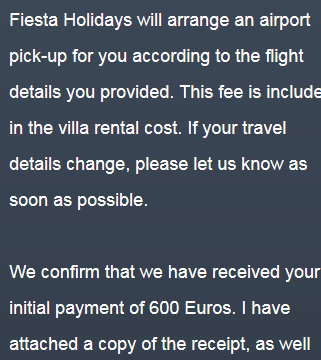
1. Salutation (to Ms. Gale)

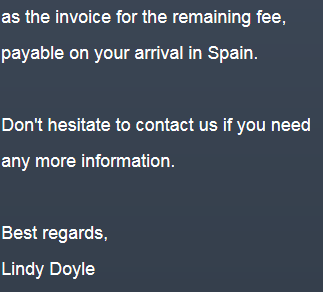
2. Thank her for booking.

3. Refer to the online form then confirm booking (include no. of people and dates)

4. Mention airport pick-up and to contact hotel if plans change

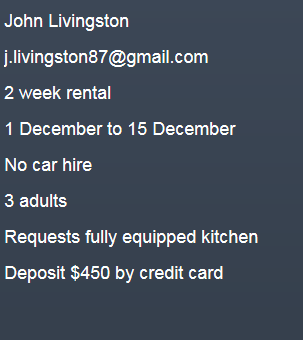
5. Confirm initial payment and describe how to pay remainder



## Writing

You are a receptionist for the travel agency 'Cottages and Cabins'. Read the online booking form and take notes based on the customer's information.



# STOP Marina bay sands hotel, in Singapore

1 hr: fully study the official website of Marina bay sands hotel, in Singapore => to check the hotel services, facilities and hotel amenities <http://www.marinabaysands.com/hotel.html>

# STOP M\_ dic\_AtlanticSuperstore(food, drink).xlsx

1 hr: arrange the M\_ dic\_AtlanticSuperstore(food, drink).xlsx file in in C:\Tracy\TW related\English\IETLS\words