

Lesson 1 迎賓送客

暖身:Greeting

1. Introduce yourself to someone knowing for the first time.

(第一次見面時可使用的對話)

A: Hello, Good morning Sir/Lady.

你好，早安阿

B: Hi, Good morning.

嗨，早安

A: I'm Alan, how can I call you? (= what's your name?)

我是 Alan，你叫什麼名字?

B: I'm Jack. You can call me Jack. My name is Jack.

我是 Jack，你可以叫我 Jack. 我的名字叫 Jack.

A: Nice to meet you Jack.

很高興認識你，Jack

B: Nice to meet you Alan.

很高興認識你，Alan

2. Greeting with someone you already know.

(與已認識的人打招呼)

A: Good morning Sarah, How have you been doing?

早安 Sarah，最近好嗎?

B: Good morning Alex, I have been doing great. How about you?

早安 Alex，我最近很好，你呢?

A: Pretty much good. Thank you. What's new?

很不錯，謝謝你 有甚麼新的事嗎?

B: Not much. / Same as usual.

還好/跟平常一樣

Part1. Vocabulary 單字

1. welcome ['welkəm] 歡迎(光臨)

e.g. 1. Welcome to my birthday party./home.

歡迎來我的生日派對/家

2. You're welcome. 不客氣

2. reservation [,rezə'vejən] 預訂

=booking

e.g. 1. Do you have a reservation/booking?

請問你有定位嗎?

2. I want to make a reservation/booking.

我想要定位

3. follow ['fɒlə] 跟隨

e.g. Follow me, please = Please follow me.

請跟我來

4. order ['ɔ:də] 點菜

e.g. What would you like to order?

請問你想要點什麼呢?

I would like to order beef noodles.

我想要點牛肉麵

5. take a seat 請坐

= have a seat

6. take your time 慢慢來

Part2. General sentences 常用句子

◆ 迎賓

1. Welcome 歡迎光臨

2. Welcome to our restaurant/shop.

歡迎光臨本館/本店

e.g. Welcome to my birthday party. 歡迎來我的生日派對

Welcome to my farewell party/goodbye party. 歡迎來我的歡送派對

3. Is this your first time in Tainan?

這是你第一次到台南嗎?

=Are you new here?

Ans: Yes, I am new here./ This is my first time in Tainan.

4. Where are you from?

請問你從哪邊來?

=Where do you come from?

Ans: I am from the U.S.A.

5. I'm Alan, nice to meet you.

我是 Alan. 很高興認識你

6. How are you?

你好嗎?

=How do you do? (美國人常用)

=How are you doing?

(與 What are you doing 不同，What are you doing 是你正在做什麼的意思，對方可能會回答 I am eating./I am writing my homework.)

※若是很好的朋友則可以使用 What's up?

I'm good. = I'm fine. = I'm ok. 很好

Excellent = Fantastic = Very good. = Perfect. 非常好

Not bad. = Not much. = So so. 不錯

I'm tired. 我很累

7. Do you have a reservation?

請問有預約嗎?

※兩種回答方式

A: Yes, I do. → 可以接著問 Whose name is your reservation under?(訂位時是訂誰的名字?)，對方可能會回答 It is under Mr. Chen./My reservation is under my name, Alan.

B: No, I don't. 不，我沒有訂位

8. We're fully booked until 7:30, would you like to wait?

現在客滿，要到七點半才有位子，請問你要等嗎?

9. I'll call you when the table is ready.

=I'll call you if we have vacancy.

等一下有位子我會再打電話給你

10. May I help you?

= Can I help you?

= How may I help you?

請問有需要幫忙嗎?

=Do you need any help?

=What can I do for you?

11. Is that for here or to go?

= For here or to go?

你要內用還是外帶?

Ans: For here, please=Please for here. 內用，謝謝

※please 可放於句首或句尾，意思是一樣的

12. How many people?

= How many in your party?

請問有幾位?

13. Are you a party of four?

總共四位嗎?

=Are you a table for four?

=Are you guys four people?

14. Wait one moment. (please)

= Wait one second.(please)

請在這邊稍候

=Wait for a while.

15. Your table is ready.

你的位子好了

16. Please follow me.

= Please come with me.

請跟我來

e.g.

A: Excuse me. Where is the bathroom?

B: Please follow me. I will show/take you to the bathroom.

17. I'll take/show you to your table.

我來為您帶位

18. Please take/have a seat.

請坐

19. Do you need a high chair for your baby?

請問需要準備兒童椅嗎?

→通常由服務生詢問，注意服務生英文有男女之別，男生是 waiter；女生則是 waitress

→若服務生沒有詢問自己也可以用 Can/May I have a high chair for my baby?來詢問是否可以要一張兒童椅

20. Would you like something to eat/drink?

= What would you like to eat/drink?

請問您要不要吃/喝點什麼?

=Would you like something to have?

(have 包含 eat/drink 兩種意思)

e.g.

A: Would you like something to have?

B1: I want to have some water. =I want to drink some water. 我想要喝點水

B2: I want to have tofu. =I want to eat tofu. 我想吃豆腐

21. I'll bring the menu right away.

我馬上送菜單過來

22. Here is our menu. Please take your time to read it.

=Here's our menu. Please take a look.

這是我們的菜單，請您慢慢看

23. I'll be back to you in a moment.

我等一下再過來

= I'll be back to you in a while.

24. May I take your order now?

= Would you like to order now?

請問可以點餐了嗎?

=Are you ready to order now?

25. I'm afraid that table is reserved/booked.

抱歉，這桌已有人訂

※這邊 I'm afraid 不是我很害怕的意思，而是很抱歉的意思

◆ 送客

1. Thank you for coming.

謝謝光臨

2. Excuse me. It's closing time.

抱歉，我們要打烊了

3. Have a nice day.

祝您有美好的一天

Part3. Conversation practice 會話練習

Conversation 1

A: Welcome.

歡迎光臨

A: How many in your party?

請問有幾位呢?

B: Only me.

只有我

A: Please follow me. I'll show you to your table.

請跟我來，我為您帶位

B: Thank you.

謝謝你

A: What would you like to drink?

有想要喝點甚麼嗎?

B: I'd like coffee, please

一杯咖啡，謝謝

A: Sure, please wait a few minutes.

沒問題，請稍等幾分鐘

(please wait a few minutes 也可以說 hold on for a while./Please wait a while.)

Conversation 2

A: Welcome. I'm Shirley, nice to meet you.

歡迎光臨，我是 Shirley，很高興認識你

B: I'm John, nice to meet you, too.

我是 John，我也很高興認識你

A: Is this your first time in Tainan?

這是你第一次來台南嗎?

B: Yeah, so far everything has been great.

是啊，到目前為止一切都很好