

## Lesson5 店家服務禮儀

### Part1. Vocabulary 單字

1. serve [sɜ:v] 服務
2. understand [,ʌndə'stænd] 理解
3. watch out 小心 (=be careful)  
e.g. Watch out your scooter.
4. sold out 賣完了  
e.g. We are sold out.
5. out of stock 缺貨

### Part2. General sentences 常用句子

#### ◆ 客人入座閱讀菜單時可以說

1. When you are ready let me know. I'll be here right away.  
你們想要點菜時讓我知道，我會過來這裡
2. Let me know when you are ready.  
= Call me / Tell me / Wave at me when you are ready.  
好了請告訴我
3. Do you want the drink first or after?  
=Would you like your drink to come first or after?  
飲料要餐前還是餐後上?

#### ◆ 客人吃完飯時

1. How was your meal?  
吃得怎麼樣?好吃嗎?
2. Can I get you anything else?  
= Will there be anything else?  
= Anything else?  
還要些甚麼嗎?
3. If you need anything else let me know.  
如果您需要甚麼服務跟我說
4. Let me know when you are ready and I'll get you the check.  
你們要結賬時跟我說，我再為您結帳  
➤ bill=check

5. May I clear your plate? / May I clear your table?  
可以幫您收個盤子嗎?
6. Excuse me, let me serve you the meal. / let me serve the meal for you. /let me serve you your meal.  
打擾一下，幫您遞送餐點
7. Excuse me; allow me to fill up your water.  
打擾一下，幫您加一點水

◆ 其他服務

1. Have you been here before?  
之前有來過嗎?
2. I'm afraid I don't understand.  
抱歉我不懂您的意思
3. Pardon? Say it again, please.  
什麼? 請再說一次
4. How cold do you want? A little of Ice or A lot of ice.  
你要多少冰塊? 一點冰還是很多冰
  - a lot of 許多 / a lot of + sth. /e.g. a lot of water
5. Enjoy your meal.  
請慢用
  - Enjoy your treat./ Enjoy your vacation./ Enjoy your class.
6. Watch your step, please.  
= Please watch out your steps.  
= Watch out please.  
請小心台階
7. We are all sold out.  
= We're out of stock.  
我們賣完了
8. Do you need a taxi?  
需要幫你叫計程車嗎?
  - Would you please call a taxi for me?  
可以幫我叫計程車嗎? (客人)  
(=Would you call me a taxi?)

◆ 當有客人問路/廁所

- Where is the bathroom?

廁所在哪裡?

➤ 使用 restroom 比較有禮貌

- What's the best way to walk to the train station?

- What's the nearest / closest way to the train station?

最近的車站怎麼走?

A: Walk down this road and keep going straight for about 10 minutes.

沿著這條路直走大約 10 分鐘

B: You can keep going straight until you get to the traffic light.

你可以直走走到前面紅綠燈處

B: You'll see it on your right/left.

目的地將會在您的右/左邊

On your right hand side 在您的右手邊

On your left hand side 在您的左手邊

相關詞彙

turn left / right 左轉/右轉	traffic lights 紅綠燈
go straight / go ahead 直走	traffic jam 塞車/交通阻塞
go past 經過...店	at the corner of 轉角
next to 在...旁邊	junction 交叉路口 (=intersection)
between 在...之間	circle/roundabout 圓環

\* I stuck in a traffic jam. 我困在車陣中。

\*Don't run the red light, otherwise you will take a ticket.

不要闖紅燈，不然你會被開罰單。

speed ticket 超速罰單

red light ticket 闖紅燈罰單

U turn 迴轉

➤ make a U turn

Part3. Conversation practice 會話練習

**Conversation 1**

A: Here is your apple pie Madam. Here's your order.

餐點來了，小姐！您的蘋果派

B: Thank you. It looks great.

謝謝你！它們看起來真好吃！

A: Can I get you anything else?

我還能幫您點什麼東西的嗎？

B: Thank you, I'm good.

暫時沒有，謝謝

A: All right. Enjoy your meal/order.

好的! 享用您的晚餐吧!

## Conversation 2

A: What's the best way to walk to the train station?

最近的火車站怎麼走?

B: Go straight, and then turn right on Gongyuan Road.

直走後看到公園路右轉

B: The train station will be on your right-hand side.

火車站就在你的右手邊

A: Thank you.

謝謝

## Part4. Supplementary 補充

1. The product is at the second floor.  
商品在 2 樓。
2. The product is in the \_\_\_\_ row.  
商品在第\_\_排
3. The product is the one on the far right / left.  
商品在最右/左邊。
4. This product is currently sold out, would you like to order?  
這件商品目前沒有現貨，需要幫你訂貨嗎?
5. Excuse me. The item is out of stock now. I can have one transferred, but it'll take 3-5 days. Is that okay with you?  
不好意思，您想要的目前店裡沒貨，我們會幫你調貨，但要等 3-5 個工作天，請問可以嗎?
6. Do you sell this type/model of product?  
你們有賣這個型號的產品嗎?
7. Warranty 保固期
8. Warranty book 保固書
9. Damage due to non-human factors is covered by warranty.  
非人為因素而損壞都有保固

10. If the item you bought is faulty , please finish the return / change procedure within 7 days.

您買的商品有非人為因素造成的問題，皆可於 7 天內辦理退換貨手續。

11. Free charge for repairing or replacing the products bought from us.

瑕疵品及非人為損壞之商品，皆免費換新。

\*數字說法

1.One	11. Eleven	21. Twenty-one	40. <b>Forty</b>
2. Two	12. Twelve	22. Twenty-two	50. <b>Fifty</b>
3. Three	13. <b>Thirteen</b>	23. Twenty-three	60. <b>Sixty</b>
4. Four	14. <b>Fourteen</b>	24. Twenty-four	70. <b>Seventy</b>
5. Five	15. <b>Fifteen</b>	25. Twenty-five	80. <b>Eighty</b>
6. Six	16. <b>Sixteen</b>	26. Twenty-six	90. <b>Ninety</b>
7. Seven	17. <b>Seventeen</b>	27. Twenty-seven	100. One hundred
8. Eight	18. <b>Eighteen</b>	28. Twenty-eight	101. One hundred and one
9. Nine	19. <b>Nineteen</b>	29. Twenty-nine	1000. One thousand
10. Ten	20. <b>Twenty</b>	30. <b>Thirty</b>	40. <b>Forty</b>

\*順序說法

1st. First	11th. Eleventh	21st. Twenty-first
2nd. Second	12th. Twelfth	22nd. Twenty-second
3rd. Third	13th. Thirteenth	23rd. Twenty-third
4th. Fourth	14th. Fourteenth	24th. Twenty-fourth
5th. Fifth	15th. Fifteenth	25th. Twenty-fifth
6th. Sixth	16th. Sixteenth	26th. Twenty-sixth
7th. Seventh	17th. Seventeenth	27th. Twenty-seventh
8th. Eighth	18th. Eighteenth	28th. Twenty-eighth
9th. Ninth	19th. Nineteenth	29th. Twenty-ninth
10th. Tenth	20th. Twentieth	30th. Thirtieth

\*可數 countable

\*不可數 Uncountable

Much 後面要加不可數名詞，例如：Water 水, Sugar 糖

A lot of 後面可以加可數名詞，也可以加不可數名詞 = Lots of 許多

Many 後面只能加可數名詞，例如：Apple 蘋果, Cup 杯子。

# Review 複習

## Conversation

Waiter: Hello, come in please. Do you have a reservation/booking?

Customer: Yes, I do.

Waiter: Whose name is your reservation under?

=Under whose name is your reservation made?

Customer: It's under my name, Mr. Blackwell.

Waiter: Let me check. All right I'll show/take you to your table.

Waiter: Have a seat please. I'll bring you the menu right away.

Customer: Thank you.

Waiter: Here's the menu. Have/Take a look please.

Customer: Ok, I'll wave to you once I'm ready.

Waiter: Sure.

Waiter: May I take your order?

Customer: Yes, please.

Waiter: Is it your first time here?

Customer: Yes. That's right.

Waiter: What would you like to order?

Customer: What do you recommend?

Waiter: Our steaks are strongly recommended; especially the beef one is our bestseller.

Customer: Sounds good. I'll go for beefsteak./ (I would like to order beefsteak).

Waiter: How do you like your steak? 牛排想要幾分熟?

(Rare 一分熟, medium rare 三分熟, medium 五分熟, medium well 七、八分熟 or well done 全熟)

Customer: Medium rare please.

Waiter: What about your sides dish?

Customer: Salad and soup.

Waiter: How about your drink and dessert?

Customer: Iced lemon tea and brown chocolate cake. Thank you.

Waiter: Anything else?

Customer: That's all. Thanks.

Customer: Check, please.

Cashier: How did you like the food and the service?

Customer: Yeah, I liked it. It was great. Thank you.

Cashier: How do you like to pay your bill?

Customer: Cash, please.

Cashier: Your bill comes to a \$1050 including service fee.

Customer: How much do you charge for the service?

Cashier: We charge 15% service fee. Thank you for coming and hope to see you again.

## Quiz

1. What would you like to order/have?

I would like to order/have.....

2. What T-shirt size do you wear?

I wear medium size.

3. How do you like the phone?

I love it.

4. How cold do you like your drink?

Less iced please.

5. How sweet do you like your tea?

Half sugar please.

6. How does it cost?

It cost you \$600.

7. What's your final price?

I can give you 10% off.

8. How do you like to pay your bill?

Cash please.

9. How's the weather today?

It's sunny.

10. I forgot my umbrella. Can I borrow one?

Sure.