



yāoqiú fúwù
要求 服务

Requesting Service



BASIC SENTENCES



Nín hǎo! Shíbā hào wèi nín fúwù.

19. 您好! 18 号为您服务。

Hello! This is No. 18. What can I do for you?

Yàoshi xiǎng gǎi shíjiān, zěnmé bàn?

20. 要是想改时间, 怎么办?

What should I do if I want to change the time?

Wǒ yǒu jǐ jiàn yīfu xūyào xǐ yíxià.

21. 我有几件衣服需要洗一下。

I want to get some clothes washed.

Qǐng nín shāo děng, fúwùyuán mǎshàng jiù dào.

22. 请您稍等, 服务员马上就到。

Just a minute. The assistant will be at your room soon.

Shénme shíhòu néng xǐhǎo?

23. 什么时候能洗好?

When will my laundry be done?

Néng bu néng kuài yìdiǎnr? Wǒ yǒu jíyòng.

24. 能不能快一点儿? 我有急用。

Is it possible to get it sooner? I need it urgently.



DIALOGUES



jiàoxǐng fúwù

(1) 叫醒服务

(Lìbèikǎ zài fángjiān li dǎ fúwù diànhuà.)
(丽贝卡在房间里打服务电话。)

Nín hǎo! Shíbā hào wèi nín fúwù.
服务员：您好！18 号为您服务。

Wǒ shì èr yāo sān wǔ fángjiān de kèrén, qǐng
丽贝卡：我是 2135 房间的客人，请
míngtiān zǎoshang liù diǎn jiàoxǐng wǒ.
明天早上 6 点叫醒我。

Wǒmen yǒu diànnǎo jiàoxǐng fúwù. Qǐng xiān
服务员：我们有电脑叫醒服务。请先
bō èr, zài bō shíjiān. Yě jiù shì shuō, xiān
拨 2，再拨时间。也就是说，先
bō èr, zài bō líng liù líng líng. Bìxū yǒu wǔ
拨 2，再拨 0600。必须有 5
wèi shùzì.
位数字。

Míngbai le, wǒ xūyào bō èr líng liù líng líng,
丽贝卡：明白了，我需要拨 20600，
duì ba?
对吧？

Méi cuòr.
服务员：没错儿。

Yàoshi xiǎng gǎi shíjiān, zěnme bàn?
丽贝卡：要是想改时间，怎么办？

Chóngxīn bōshàng xīn shíjiān jiù xíng le.
服务员：重新拨上新时间就行了。
Diànnǎo huì zìdòng qǔxiāo yuánlái de shíjiān.
电脑会自动取消原来的时间。

Rúguǒ wǒ bō èr líng bā líng líng, diànnǎo jiù
丽贝卡：如果我拨 20800，电脑就
huì zài zǎoshang bā diǎn jiàoxǐng wǒ, shì ma?
会在早上 8 点叫醒我，是吗？

Shì de. Nín hái xūyào bié de fúwù ma?
服务员：是的。您还需要别的服务吗？

(1) **Wake-up Call Service**

(Rebecca is calling Reception from her room.)

Desk Clerk: Hello. This is No. 18. What can I do for you?

Rebecca: I'm staying in Room 2135. I need a wake-up call at six o'clock tomorrow morning.

Desk Clerk: We have a computerized wake-up call service. Please dial 2 first, and then dial the time. That is, dial 2 and then 0600. You need to dial five digits.

Rebecca: I see. I need to dial 20600. Right?

Desk Clerk: Yes.

Rebecca: What should I do if I want to change the time?

Desk Clerk: Just dial the new time, and the computer will automatically replace the previous setting.

Rebecca: If I dial 20800, the computer will call me at eight o'clock in the morning. Is that correct?

Desk Clerk: That's right. Is there anything else you need?

Rebecca: No, nothing else. Thanks.



Bù xūyào le. Xièxiè!
 丽贝卡：不需要了。谢谢！
 Bú kèqì. Zhù nín wǎn'ān!
 服务员：不客气。祝您晚安！

xǐ yī fúwù
(2) 洗衣服务

(Lìbèikǎ gěi kèfángbù dǎ diànhuà.)
 (丽贝卡给客房部打电话。)

Nín hǎo, kèfángbù.
 服务员：您好，客房部。

Wǒ yǒu jǐ jiàn yīfu xūyào xǐ yíxià.
 丽贝卡：我有几件衣服需要洗一下。

Qǐngwèn nín de fángjiān hào shì duōshao?
 服务员：请问您的房间号是多少？

Èr yāo sān wǔ.
 丽贝卡：2135。

Hǎo de, qǐng nín shāo děng, fúwùyuán
 服务员：好的，请您稍等，服务员

mǎshàng jiù dào.
 马上就到。

(zài Lìbèikǎ de fángjiān)
 (在丽贝卡的房间)

Zhè shì yào xǐ de yīfu. Yī tiáo qúnzi
 丽贝卡：这是要洗的衣服。一条裙子

hé liǎng jiàn shàngyī.
 和两件上衣。

Hǎo de, qǐng nín tián yíxià xǐyīdān.
 服务员：好的，请您填一下洗衣单。

Shénme shíhou néng xǐhǎo?
 丽贝卡：什么时候能洗好？

Yìbān dāngtiān wǎnshàng qī diǎn yǐqián sònghuí.
 服务员：一般当天晚上7点以前送回。

Néng bu néng kuài yìdiǎnr? Wǒ yǒu jíyòng.
 丽贝卡：能不能快一点儿？我有急用。

Nín kěyǐ bàn kuàixǐ, sì xiǎoshí nèi jiù kěyǐ
 服务员：您可以办快洗，4小时内就可以

xǐhǎo, dàn yào jiā jià bǎi fēn zhī wǔshí.
 洗好，但要加价 50%。

Nà jiù bàn kuàixǐ ba.
 丽贝卡：那就办快洗吧。

Assistant: You're welcome. Have a good night.

(2) Laundry Service

(Rebecca calls Room Service.)

Receptionist: Hello. Housekeeping Department.

Rebecca: I want to get some clothes washed.

Receptionist: Could you tell me your room number?

Rebecca: 2135.

Receptionist: Thanks. Just a minute. The attendant will be at your room soon.

(in Rebecca's room)

Rebecca: Here's my laundry, one skirt and two jackets.

Attendant: Sure. Please fill in this laundry form.

Rebecca: When will my laundry be done?

Attendant: Generally, the laundry will be collected in the morning and returned by seven o'clock in the evening of the same day.

Rebecca: Is it possible to get it sooner? I need it urgently.

Attendant: You could request our express service. It'll only take 4 hours. But, it's 50% extra.

Rebecca: OK. I'll have the express service.