



HỌC ANH NGỮ TRÊN ĐÀI VOA

Đi nghe bài học, xin [BỘ M VÀO ĐÁY](#)

Đây là chương trình Anh ngữ sinh động New Dynamic English bài thứ 37. Phạm Văn xin kính chào quý vị thính giả. Chủ đề của bài học hôm nay là phần Culture tips, hotel check in and check out, mách giúp về văn hóa, cách ghi tên khi vào nhận phòng và khi ra trả phòng khách sạn

Check in time = giờ nhận phòng (entering time) 12 giờ hay 1 giờ trưa.

Check out time = giờ trả phòng (leaving time) 11 giờ sáng hay 12 giờ trưa.

Each hotel has its own policy = mỗi khách sạn có qui luật riêng.

Let you in = cho vào

Charge = bắt trả tiền

An extra day = thêm một ngày

They might charge you for an extra day = họ có thể bắt ông phải trả thêm một ngày

Terrible = kinh khủng; tệ

The(hotel) lobby = phòng đợi khách sạn

Confirm = hỏi lại cho chắc

Ôn lại mấy chỗ học trong phần này:

Check in time = giờ nhận phòng

Check out time = giờ trả phòng

Make a reservation = giờ phòng trước = Reserve a room

Credit card = thẻ mua chịu

Can I charge it on my credit card? = tôi có thể trả bằng thẻ mua chịu không?

A non-smoking room = phòng không hút thuốc lá

Room with a view = phòng nhìn ra cảnh bên ngoài

Good service = dịch vụ tốt, tiếp đãi lịch sự

CUT 1

Culture Tips: Hotel Check in and Check out.

Eliz: Hello, again. We're here with Gary Engleton, our business language expert. Let's look at our e-mail questions, Gary.

Gary: All right.

Eliz: We have some really interesting e-mail questions today.

Gary: Great! What are they?

Eliz: The first question is, "When I go to an American hotel, what time can I get into my room?"

Gary: Well, the entering time is called the check-in time. It's usually around noon or one o'clock.

Eliz: Noon or one, I see.

And the second question is, "What time do I have to leave my room the next day?"

Gary: Well, the time when you must leave is called the check out time.

It's often around eleven o'clock in the morning or noon. But each hotel has its own policy, so you really need to confirm both times when you make a reservation.

Eliz: That's a good idea.

Could there be a problem if you arrive too early?

Gary: Well, yes. If you arrive before the check-in time, they probably won't let you into your room. You'll have to wait in the lobby.

Eliz: Really!

Gary: Yes, and something worse could happen if you stay in our room after check out time.

Eliz: What!

Gary: They might charge you for an extra day!

Eliz: That would be terrible!

Gary: Yeah.

Eliz: Well, Gary, thanks for your helpful information.

Gary: I'm always glad to help.

Music

Vietnamese explanation

Tiếp theo đây là phần Sentence Completion, làm đầy đủ câu bằng một từ thích hợp. Quý vị nghe một câu thi thử một chút. Khi nghe tiếng chuông, quý vị hãy điền vào chỗ trống bằng một từ thích hợp. Rồi khi nghe câu trả lời đúng, quý vị hãy lặp lại.

CUT 2

Language Focus: Sentence completion.

Larry: Sentence Completion.

Larry: Listen. Complete the sentence.

Eliz: The time you can enter your hotel room is _____.

(ding) (pause for answer)

Eliz: The check-in time.

The entering time is called the check-in time.

(short pause) Eliz: You must leave your room before_____.

(ding) (pause for answer)

Eliz: The check-out time.

The leaving time is called the check-out time.

Music

Vietnamese explanation

Tiếp theo đây là phần Business Dialog: Making a Hotel Reservation. Đàm thoại về thủ tục đặt phòng, cách gọi phòng trọ cho khách sạn. Trong phần này chúng ta sẽ nghe một nhà kinh doanh (businessman) đang gọi điện thoại gọi phòng trọ cho khách sạn.

A non-smoking room = phòng không hút thuốc lá

A credit card = thẻ mua chu, thẻ tín dụng

I'd like to make a reservation from August 20th through the 22nd, please = tôi muốn gọi phòng trọ từ ngày 20 đến hết 22 tháng tám

Could I have a non-smoking room, please? = Xin cho tôi phòng không hút thuốc lá

To make a reservation = to reserve a room = gọi phòng trọ

How may I direct your call? = ông muốn gọi cho ai?

Just for myself = cho riêng tôi thôi

Travel on business = du-lịch vì công chuyện

Reservations, please = xin cho tôi nhân viên ph trách gi phòng tr c
Available = còn tr ng

CUT 3

Business Dialog: Making a Hotel Reservation.

Eliz: Let's listen to today's Business Dialog. We'll hear a businessperson making a hotel reservation.

Operator: Hilton Hotel. How may I direct your call?

Powers: Reservations, please.

Operator: Just a moment, please.

Receptionist: Reservations. How may I help you?

Powers: Good morning. I'd like to make a reservation for August 20th through the 22nd, please.

Receptionist: How many people?

Powers: Just for myself. I'm traveling on business.

Receptionist: Just a moment, please. Yes, I have several rooms available on those nights.

Powers: Could I have a non-smoking room, please?

Receptionist: A non-smoking room...Certainly. That room is \$125 a night.

Powers: That will be fine. Can I put that it on my credit card?

Receptionsit: Yes, of course.

Music

Vietnamese explanation

Ti p sau đây là ph n Focus on Functions: Requests; chú tr ng v nh ng cách dùng ch nh I'd like...Can I...Could I...khi yêu c u m t đi u gì. Xin nghe r i l p l i.

CUT 4

Larry: Focus on functions: Requests.

Eliz: Now let's focus on Requests.

Larry: Listen and Repeat.

Eliz: I'd like to make a reservation, please. (pause for repeat)

Eliz: I'd like to stay for three days. (pause for repeat)

Eliz: Can I pay by credit card, please? (pause for repeat)

Could I have a non-smoking room, please. (pause for repeat)

Music

Vietnamese explanation

Tiếp sau đây là phần hướng dẫn của Gary Engleton về cách yêu cầu nhà nghỉ = How to make requests.

A polite request = lời yêu cầu nhã nhặn

Impolite = thiếu nhã-nhặn

Thí dụ:

Could I make a reservation, please? = Xin cho tôi giữ phòng trước

I'd like to have non-smoking room, please = tôi muốn phòng không hút thuốc

I would like to put that on my credit card, please = Tôi muốn trả tiền phòng bằng thẻ mua chu

Can I put that on my credit card? = Tôi trả bằng thẻ tín dụng được không?

a single room = phòng một người

a double room = phòng hai người

a discount = bớt, giảm giá

request a discount = xin bớt

a room on the ground floor = phòng dưới đất

a room with a view = phòng nhìn ra cảnh bên ngoài

CUT 5

Larry: Gary's tips. Eliz: Now it's time for Gary's Tips with Gary Engleton.

Gary: Hello, Elizabeth! Today I'll be talking about how to make requests.

Whenever you call to make a hotel reservation, you'll be asking for many things. For example, you might ask for a single room or a double room. You may want a smoking room or a non-smoking room, a room on the ground floor or a room with a view. Sometimes you might want to request a discount. Whenever you are requesting something, you'll want to do it in a polite way. Let's listen to the request in today's Business Dialog.

First, Ms. Powers asks to reserve a room.

Listen to her request beginning with "I'd like."

Receptionist: Reservations. How may I help you?

Powers: Good morning. I'd like to make a reservation for August 20th through the 22nd, please.

Gary: Notice that Ms. Powers says, "I'd like a make a reservation."

Saying, "I'd like" or "I would like" is a polite way to make a request.

Ms. Powers also asks for a non-smoking room.

Notice how Ms. Powers starts her request with "Could."

Let's listen.

Receptionist: Just a moment, please.

Yes, I have several rooms available on those nights.

Powers: Could I have a non-smoking room, please?

Gary: Now let's listen to Ms. Powers asking to pay by credit card.

Notice that she begins her request with "Can I."

Powers: That will be fine. Can I put that on my credit card?

Receptionist: Yes, of course.

Gary: Beginning requests with "I would like," or "Can," or "Could" are all polite ways to make requests.

Now let's hear a request that isn't so polite.

Receptionist: Reservations, may I help you?

Powers. Yes. Give me a room for March 21st through March 22nd, please.

Receptionist: I beg your pardon?

Gary: This time, the woman sounded a little impolite.

She said, "Give me a room, please."

Even though she said "please," she sounded impolite because she was too direct.

It's more polite to say, "I would like a room, please."

I hope today's tips were helpful!

Thanks for joining us for Gary's Tips. We'll see you again next time!

Eliz: Thanks, Gary!

Music

Eliz: Well, our time is up. Tune in again next time for Functioning in Business. See you then!

Vietnamese explanation

Quý vị ạ h c xong bài 37 trong chương trình Anh ngữ sinh đ ng New dynamic english. Phạm Văn xin kính chào quý vị thính gi và xin h n g p l i trong bài h c k ti p.