



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 43. Phạm Văn xin kính chào quý vị thính giả. Trong bài học hôm nay, quý vị học cách tránh gặp khó khăn khi dành phòng trống cho khách sạn how to avoid problems with hotel reservations.

Phần đầu là phần mạch giúp với văn hóa của Gary Engleton. Quý vị cũng tập đánh vần khi nói trong máy đi nhận thông điệp khi nhận, như A as in apple, V as in Victor, T as in Thomas. Xin nghe máy cho khó:

An arrival date = ngày tới. Động từ To arrive; danh từ Arrival

A departure date = ngày đi. Động từ To depart; danh từ Departure

A record = tài biên nhận, bản ghi chép

Phân biệt: A recorded conversation = cuộc nói chuyện được ghi âm.

A written confirmation = tài xác nhận có ghi tên khách, ngày ghi nhận, và đi.

To prevent a problem (from happening) = tránh chuyện xảy ra.

Prevent = ngăn chặn, đề phòng.

By fax or mail = bằng cách gửi đi thư hay gửi bưu phẩm.

Fax viết tắt từ chữ facsimile = đi thư, bưu phẩm sao y.

Price of the room = giá phòng

Check it carefully for accuracy = kiểm soát kỹ cho đúng.

Accuracy (n.) = sự chính xác

Accurate (adj.) = chính xác

Correct anything that is wrong = sửa những điều nào sai.

Immediately = ngay lập tức. [=right away]

Save a lot of trouble = tránh phiền nhiễu.

A follow up question = câu hỏi tiếp theo

Nhắc lại: Arrival date = ngày đến

Departure date = ngày đi

To prove = chứng tỏ.

Advise = (verb) khuyên

Advice = lời khuyên (noun).

Music

CUT 1

Eliz: Hello again and welcome to "Culture Tips." Gary Engleton, our business language expert, will explain another difficult culture point for people in business.

Gary: Hello everyone!

Eliz: Last time, we talked about what to do if you had a problem with a hotel reservation. Today, we have an e-mail that is a follow up question to that topic.

Gary: Oh good! What's the question?

Eliz: The listener asks, "How can I avoid problems with hotel reservations?"

Gary: That's a very good question. After you made a hotel reservation, there are several simple things you can do to prevent a problem. The first thing to do is to ask for a written confirmation by fax or mail. This document will have a confirmation number, your arrival and departure dates, the price of the room, and other information. For example, the confirmation should say whether the room is smoking or nonsmoking room.

Eliz: That should be very useful.

Gary: The confirmation is useful because you can check it for errors. The confirmation is a record of what the hotel thinks you asked for. You should check it carefully for accuracy and correct anything that is wrong. If the arrival date is wrong, for example, you need to call the hotel immediately to correct it.

Eliz: I see.

Gary: One thing to check carefully is your name. If you are from another country, they may spell your name incorrectly. Also, make sure that you bring the written confirmation with you when you check in. That way, if there is a problem, you can show it to the people at the front desk to prove that you are right.

Eliz: That's great advice.

Gary: At check in, the confirmation number can be very important. That's the easiest way to find your reservation in the computer.

Eliz: Thanks, Gary! Your advice will save our listeners a lot of trouble in the future.

Gary: My pleasure!

Music

VIETNAMESE EXPLANTION

Ti p theo đây là ph n Language Focus: Sentence Completion, đi n đ y đ m t câu b ng cách thêm m t ch đã h c vào ch tr ng. Sau đó nghe câu tr i đúng r i l p i.

CUT 2

Larry: Sentence Completion.

Larry: Listen. Complete the sentence.

Eliz: After you made a hotel reservation, ask for a written_____.(pause for answer)

Eliz: confirmation.Ask for a written confirmation.(short pause)

Eliz: The date that you check in to the hotel is_____.(pause for answer)

Eliz: the arrival date. It's the arrival date. (short pause)

Eliz: The date you leave the hotel is_____.(pause for answer)

Eliz: the departure date. It's the departure date.(short pause)

Music

VIETNAMESE EXPLANATION

Sau đây quý v nghe hai m u đàm thoa v th ng m i: xác nh n l i vi c gi phòng hay vé máy bay tr c, confirming a reservation. Ph n đàm thoa i th nh t xác nh n vé máy bay đã mua tr c và ph n th hai là g i đi n tho i xác nh n phòng đã dành tr c.

CUT 3

Larry: Business Dialog: Confirming a reservation.

Eliz: Today we have two business dialogs.

Our first one is about confirming an airline reservation.

Ms. Brown has made a reservation to fly from Atlanta to Chicago. She calls the airline to confirm her reservation. Let's listen to the dialog.

Agent: International Airlines. How may I help you?

Brown: Hello, my name is Denise Brown. I'd like to confirm my reservation on flight twenty three from Atlanta.

Agent: That's the date of travel?

Brown: August 20th.

Agent: Just a moment, please. [Tiếng lách cách của bàn máy điện toán]

Agent: Yes, I have you confirmed on flight twenty-three, leaving Atlanta at 10:55 a.m. on Tuesday, August 20th, arriving in Chicago at 12:15 p.m. Your confirmation number is V as in Victor, T as in Thomas, nine zero three one.

Brown: V,T,9,0,3,1.

Agent: That's right.

Brown: Thank you very much.

Agent: Thank you for flying with us.

Eliz: Now let's listen to our second business dialog. In this conversation, Mr. Alioto calls a hotel to confirm his hotel reservation.[tiếng máy điện thoại]

Desk clerk: Reservations, may I help you?

Aliota: Hello, I'm calling to confirm my reservation for January 5th.

Desk clerk: Your name, please.

Alioto: John Alioto.

Desk clerk: Thank you. Just one moment, please.[tiếng lách-cách máy điện toán]

Desk clerk: Yes, you're confirmed for three nights beginning January 5th. And that's for a single room.

Aioto: That's right.

Desk clerk: Check-in time is 1:00 p.m.

Alioto: All right. Thank you very much.

Desk clerk: Thank you, Mr. Alioto.

Music

VIETNAMESE EXPLANATION

Trong đó n t i quý v nghe r i l p l i nh ng câu nói v cách xác nh n phòng đã dành tr c.

CUT 4

Larry: Focus on Function: Confirming a reservation

Eliz: Now let's focus on the language function, confirming a reservation.

Larry: Listen and repeat.

Eliz: I'd like to confirm my reservation on flight twenty-three from Atlanta.(pause for repeat)

Larry: I have you confirmed on flight twenty-three.(pause for repeat)

Eliz: I'm calling to confirm my reservation for January 5th.(pause for repeat)

Larry: You're confirmed for these nights.(pause for repeat)

Music

VIETNAMESE EXPLANATION

Tiếp sau đây là phần Gary's Tips, tôi mách giúp các bạn Gary về cách xác nhận tôi xem có đúng không. Gary discusses how to confirm a reservation.

When you confirm a reservation, you are checking that the date of the reservation and other details about the reservation are correct = khi bạn hỏi tôi cho chắc là bạn muốn kiểm soát xem ngày dành trước và các chi tiết của việc dành trước có đúng không.

I'd like to confirm my reservation on flight twenty three from Atlanta = Tôi muốn hỏi tôi cho chắc vé máy bay trong chuyến bay hai mươi ba từ Atlanta.

Information = tin tức

Similar =The same = giống nhau.

Better to be safe than sorry = an-toàn tốt hơn bấn.

I'm calling to confirm my flight from Atlanta = tôi gọi để xác nhận tôi chuyến bay từ Atlanta.

Phrase = nhóm chữ. [Phân biệt: Sentence = câu]

CUT 5

Eliz: Welcome back. It's time now for Gary's Tips. What's your topic for today, Gary?

Gary: Today I'd be talking about confirming a reservation.

Eliz: Last time you talked about information.

Gary: That's right. I said that to confirm information is to check that it's correct or certain.

Confirming a reservation is similar. When you confirm a reservation, you are checking that the dates of the reservation and other details about the reservation are correct. When you call to confirm a reservation, you can start your sentence with, "I'm calling to confirm," or "I'd like to confirm." Which of these phrases do you hear in the first business dialog?

Let's listen again to the dialog.

Agent: International Airlines. How may I help you?

Brown: Hello, my name is Denise Brown.

I'd like to confirm my reservation on flight twenty three from Atlanta.

Gary: That's right. Ms. Brown said, "I'd like to confirm."

Now listen to the second business dialog and tell me what phrase you hear.

Desk clerk: Reservations, may I help you?

Alioto: Hello, I'm calling to confirm my reservation for January 5th.

Gary: Mr. Alioto said, "I'm calling to confirm." Usually, you get a confirmation number when you make the reservation for a hotel or a flight.

Let's listen to the first business dialog again.

The travel agent gives Ms. Brown a confirmation number for her airline reservation.

Agent: I have you confirmed on flight twenty three, leaving Atlanta at 10:55 a.m. on Tuesday, August 20th, arriving in Chicago at 12:15 p.m.

Your confirmation number is V as in Victor, T as in Thomas, nine zero three one.

Brown: V,T,9,0,3,1.

Agent: That's right.

Brown: Thank you very much.

Gary: Did you notice that Ms. Brown repeated back her confirmation number? She was confirming her confirming number!

Always repeat the confirmation number, so that you can be sure you heard it correctly.

When you make a reservation, if you are not given a confirmation number, you should ask for one. So remember, if you're not sure, it's always safer to call to confirm your reservation before you travel. Better to be safe than sorry!

I'll be back again next week. Until then, this is Gary with Gary's Tips.

Eliz: Thanks very much, Gary.

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

Anh Ngữ sinh động - bài số 43: Nghe khó khăn khi đi phòng khách sạn.

Tên: Giọng: VOA

Thứ: B, ngày 15 Tháng 11 Năm 2008 11:23

Music

VIETNAMESE EXPLANATION

Quý vị vừa đã học xong chương trình Anh Ngữ Sinh Động bài 43 New Dynamic English. Phạm Văn xin kính chào quý vị thính giả và xin hẹn gặp lại trong bài học tiếp.