



## 5 觀察客人 Monitoring the Guest

有些特殊的英文用語可以讓你表達對客人的需求和期望的關心。這種用語叫做觀察用語。

### 5.1 確認客人的狀況 Checking the Guest's Status

#### BIZ 必通句型

① IS EVERYTHING OKAY?

一切都還好嗎？

② IS EVERYTHING ALRIGHT?

一切都還好嗎？

③ CAN I GET YOU ANYTHING ELSE?

我可以幫你拿些什麼嗎？

④ IS THERE ANYTHING YOU NEED?

你需要些什麼東西嗎？

⑤ IS THERE ANYTHING I CAN GET YOU?

我可以幫你拿些什麼東西嗎？

⑥ IS THERE ANYTHING I CAN DO TO MAKE YOUR STAY MORE COMFORTABLE?

我可以幫你作些什麼好讓你停留的這段時間更舒適？



## 5.2 注意特定的需求 Paying Attention to Specific Needs

### BIZ 必通句型

#### 1 客人看起來不舒服時

YOU DON'T LOOK WELL. WOULD YOU LIKE TO...?

你看起來不舒服，你想不想 ？

**例** You don't look well. Would you like to go back to the hotel and take a rest?

你看起來不舒服。要不要回旅館休息？

**例** You don't look well. Would you like to see a doctor?

你看起來不舒服。要不要看醫生？

#### 2

#### 客人似乎很無聊時

1) IF YOU'RE NOT HAVING FUN, WE CAN...

如果你玩得不開心，我們可以

**例** If you're not having fun, we can go somewhere else.

如果你玩得不開心，我們可以去別的地方。

**例** If you're not having fun, we can go to a disco.

如果你玩得不開心，我們可以去迪斯可。

2) IF THIS ISN'T INTERESTING, WE CAN...

如果這沒有意思的話，我們可以

**例** If this isn't interesting, we can try a pub.

如果這沒有意思的話，我們可以去酒館。

**例** If this isn't interesting, we can go to a museum instead.