

H⊂ C ANH NG⊂ TRÊN ĐÀI VOA

Đ⊂ nghe bài h⊂ c, xin [B⊂ M VÀO ĐÂY](#)

Đây là ch⊂ ng trình Anh Ng⊂ Sinh Đ⊂ ng New Dynamic English bài th⊂ 40. Ph⊂ m Văn xin kính chào quý v⊂ thính gi⊂ . Trong bài h⊂ c hôm nay, tr⊂ c h⊂ t, quý v⊂ s⊂ nghe m⊂ t m⊂ u đàm tho⊂ i, sau đó s⊂ nghe m⊂ t câu h⊂ i và quý v⊂ tr⊂ l⊂ i, căn c⊂ vào m⊂ u đàm tho⊂ i v⊂ a nghe. Sau đó quý v⊂ nghe cách xin gi⊂ i quy⊂ t m⊂ t chuy⊂ n khó khăn (v⊂ n đ⊂) ⊂ khách s⊂ n, và cu⊂ i cùng nghe cách xin gi⊂ i phòng và xin xác nh⊂ n t⊂ i khách s⊂ n.

Xin nghe m⊂ y ch⊂ khó:

Suite = phòng l⊂ n t⊂ i khách s⊂ n

Embassy Suites Hotel = tên khách s⊂ n Embassy Suites Hotel

To confirm = xác nh⊂ n l⊂ i cho đúng

A confirmed reservation = gi⊂ i phòng tr⊂ c và đã xác nh⊂ n

Reservation number = s⊂ gi⊂ i phòng tr⊂ c

To handle a problem = cách gi⊂ i quy⊂ t m⊂ t chuy⊂ n khó

Xin nghe câu h⊂ i, r⊂ i nghe m⊂ u đàm tho⊂ i r⊂ i tr⊂ l⊂ i ch⊂ có ti⊂ ng chuông, sau đó l⊂ p l⊂ i câu tr⊂ l⊂ i đúng.

CUT 1

Larry: Questions. Listen to the question.

Eliz: Does Mr. Blake have a reservation at the Embassy Suites?

Larry: Now Listen to the dialog.

Receptionist: Good evening, sir. Welcome to the Embassy Suite Hotel. Can I help you?

Blake: Yes, my name is Blake, Charles Blake. I have a confirmed reservation.

Receptionist: Let's see. Uh, here it is. 14689.

Eliz: Does Mr. Blake have a reservation at the Embassy Suites?(ding)(pause for answer)

Eliz: Yes, he has a confirmed reservation.(short pause)

Anh Ngữ sinh động - bài số 40: Nhà ngữ viên đón khách sạn.

Tác Giả: VOA

Thứ Bảy, 15 Tháng 11 Năm 2008 11:00

Larry: Listen to the question.

Larry: Now listen to the dialog.

Receptionist: Yes, sir, we have your reservation right here. That's for June 10th through the 13th, Monday through Thursday night. Is that correct, sir?

Blake: Yes, that's fine.

Eliz: How many nights will Mr. Blake be staying at the Embassy Suites?(ding)(pause for answer)

Eliz: He will be staying four nights, Monday through Thursday.(short pause)

Music

VIETNAMESE EXPLANATION

Trong phần này quý vị nghe cách giải quyết vấn đề nhân viên khách sạn - to handle a problem at a hotel. Xin nghe vài chỗ khó trong c.

A front desk = quầy tiếp khách phía trước, chỗ nhân viên khách sạn khách sạn, cũng là chỗ hỏi thăm, ghi tên nhận phòng hay trả phòng.

A desk clerk = tiếp viên quầy tiếp khách phía trước.

Full = không còn chỗ trống

Available = còn chỗ trống

Arrive at the hotel = tiếp khách-sạn

Find another place to stay = tìm khách sạn khác để ở tạm

To handle the problem = giải quyết chuyên nhân viên; tạm thời Fix the problem; to solve the problem. Handle, fix, solve đều có nghĩa là giải quyết chuyên khó khăn

Solve is more formal = chính-thức hơn

Demand = đòi

Demand to speak to the manager = yêu cầu nói chuyện với người quản đốc

Don't leave the front desk = đừng bỏ quầy tiếp khách mà đi

Persistent = kiên trì, khẳng khái đòi

Xin nghe phần mẹo giúp về văn hoá Culture Tips của Gary Engleton.

CUT 2

Larry: Culture Tips. This culture tip discusses how to handle a problem at a hotel. The clerk may tell you the hotel is full.

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

Gary: All right.

[Ti ng lách-cách c a bàn máy đi n toán]

Eliz: We have an interesting question for you today, Gary

Gary: What is it?

Eliz: What do you do if you get to a hotel and there is a problem with your hotel reservation?

Gary: Well, first you have to understand exactly what the problem is. Ask the desk clerk at the front desk to explain the problem clearly

Eliz: Uh-huh

Gary: If you have made a mistake, they may not be able to help you

Eliz: Could you give us an example of that?

Gary: Sure. If you made a reservation for December 10th and you arrive at the hotel on December 9th, there may not be room available for you. The desk clerk may tell you the hotel is full. In that case, you may have to find another place to stay

Eliz: I see.

Gary: But if someone at the hotel made a mistake, then they have to fix the problem. For example, suppose you have a written confirmation of your reservation for December 9th and they tell you that they lost the reservation. Then you can demand that they solve the problem.

Eliz: What can you ask for?

Gary: You can ask them to find another room for you at another hotel.

Eliz: Really?

Gary: Yes, and they should pay for one night and pay for a taxi to take you there. If they won't do that, you should demand to speak with the manager. If you are sure that they made the mistake, don't leave the front desk. Stay there until they help you. Eliz: In other words, you have to be persistent!

Gary: That's right.

Eliz: Thank you, Gary.

Gary: My pleasure.

Music

VIETNAMESE EXPLANATION

Trong phần tiếp, quý vị nghe rồi lập lại, tiếp nói những câu v a nghe trong phần trước, tiếp câu ng n trước, câu dài sau.

CUT 3

Larry: Listen and repeat

Eliz: They may not be able to help you.(pause for repeat)

Eliz: If you have made a mistake, they may not be able to help you.(pause for repeat)

Eliz: The desk clerk may tell you the hotel is full.(pause for repeat)

Eliz: If you arrive a day early, the desk clerk may tell you the hotel is full.(pause for repeat)

Eliz: They have to fix the problem.(pause for repeat)

Eliz: If someone at the hotel made a mistake, then they have to fix the problem.(pause for repeat)

Music

VIETNAMESE EXPLANATION

Đo n s p t i, quí v cũng nghe r i i p i nh ng câu trong m u đ i tho i khách s n. Quí v s nghe câu: I have you booked for tonight through Friday night. Tôi đã dành tr c cho ông t t i nay đ n h t t i th sáu. Nh n xét “BOOKED” quá kh phân t c a đ ng t BOOK = dành ch tr c, nh book a ticket, book a room.

CUT 4

Business dialog:At the Reservation Desk

Larry: Business Dialog

Larry: Listen to the conversation

Receptionist: May I help you?(short pause)

Fernandez: Yes, please. I have a reservation for tonight.(short pause)

Receptionist: And what's your name?(short pause)

Fernandez: My name is Frank Fernandez.(short pause)

Receptionsit: Frank Fernandez.(short pause)

Receptionsit: Yes, I have you booked through Friday night.(short pause)

Receptionist: Is that correct?(short pause)

Fernandez: That's right. I'm staying three nights.(short pause)

Receptionist: I see you requested a non-smoking room.(short pause)

Fernandez: Yes, that's correct.(short pause)

Receptionist: OK. Here's your key.(short pause)

Fernandez: Thank you.(short pause)

Music

VIETNAMESE EXPLANATION

Trong ph␣ n t␣ i Focus on Functions: Confirming information chú tr␣ ng v␣ cách dùng ch␣ đ␣ xác nh␣ n tin t␣ c cho đúng. M␣ t cách t␣ t là l␣ p l␣ i ý chính sau khi nghe đ␣ n␣ u sai thì ng␣ ␣ i đ␣ i tho␣ i có th␣ s␣ a cho bi␣ t, hay là khi nói xong, ta h␣ i l␣ i,"Is that correct?" hay v␣ n t␣ t, "Right?" cao gi␣ ng ␣ cu␣ i câu.

CUT 5

Larry: Focus on Functions: Confirming information. I have you booked for tonight through Friday night.

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

Larry: Listen and repeat.

Eliz: I have you booked for tonight through Friday night.(pause for repeat)

Eliz: Is that correct?(pause for repeat)

Larry: That's right. I'm staying three nights.(pause for repeat)

Eliz: I see you requested a non-smoking room.(pause for repeat)

Larry: Yes, that correct, a non-smoking room.(pause for repeat)

Larry: What was the price for the room tonight?(pause for repeat)

Eliz: That room is a hundred twenty dollars a night.(pause for repeat)

Larry: One hundred twenty dollars a night.(pause for repeat)

Music

VIETNAMESE EXPLANATION

Trong ph␣ n cu␣ i bài h␣ c, quý v␣ nghe l␣ i mách giúp c␣ a Gary Engleton cách h␣ i l␣ i cho đúng,
Confirming information.

CUT 6

Larry: Gary's tips.

This section focuses on the language used to confirm information. To confirm something means to check that it's correct.

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

Gary: Hello there! It's time for Gary's Tips. Today's Language Function is confirming information. What do you mean by confirming? To confirm something means to check that it's correct. When you check in at a hotel, the desk clerk or receptionist will confirm how many nights you are staying.

Let's listen again to the conversation between Mr. Blake and the hotel receptionist at the Embassy Suites. Listen for the phrase, "That's for June 10th through June 13th."

Receptionist: Mr. Blake. Yes. And the reservation number?

Blake: Let's see. Uh, here it is. 14689.

Receptionist: 14689? Let me check. Yes, sir, we have your reservation right here. That's for June 10th through the 13th, Monday through Thursday night.

Gary: In the example we just heard, the receptionist confirms that the dates of Mr. Blake's reservation are June 10th through June 13th.

Now let's listen to some more examples of confirming information in today's Business Dialog. First, the receptionist confirms the dates of Mr. Fernandez' reservation when she says, "I have you booked for tonight through Friday night." Let's listen.

Receptionist: May I help you?

Fernandez: Yes, please. I have a reservation for tonight.

Receptionist: And what's your name?

Fernandez: My name is Frank Fernandez.

Receptionist: Frank Fernandez. Yes, I have you booked for tonight through Friday night.

Gary: Then Mr. Fernandez confirms that he's staying for three nights.

Receptionist: Is that correct?

Fernandez: That's right. I'm staying three nights

Gary: Next, the receptionist and Mr. Fernandez both confirm that the room is a non- smoking room. Let's listen again.

Receptionist: I see you requested a non-smoking room.

Fernandez: Yes, that's correct.

Gary: Remember, it's a good idea when you check in at a hotel to confirm that you're getting the type of room you expected. You wouldn't want any surprises, would you ? Well, that's all for Gary's Tips. Good luck in your business travels!

Eliz: Thanks very much, Gary.

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

Music

VIETNAMESE EXPLANATION

Quý vị vừa học xong bài 40 trong Chương trình Anh Ngữ Sinh Động New Dynamic English. Phạm Văn xin kính chào quý vị thính giả và xin hẹn gặp lại trong bài học tiếp.