

## HỌC ANH NGỮ TRÊN ĐÀI VOA

Đi nghe bài học, xin [BỘ M V&Agrave;O Đ&Aacute;Y](#)

Đây là chương trình Anh Ngữ Sinh Động bài 46 New Dynamic English. Phạm Văn xin kính chào quý vị thính giả. Bài học hôm nay bắt đầu bằng phần Culture Tips, mách giúp về văn hóa của Gary; sau đó là phần làm đi câu bằng những cách viết khác; tiếp theo là phần Đàm Thoại Hàng Ngày Daily Dialog và nghe Gary chỉ cách hiểu rõ. (clarifying).

Extra services = các dịch vụ thêm.

Telephone calls = điện thoại.

Room service = dịch vụ ăn uống trong phòng cho khách.

Extra charges = trả thêm

= surcharges. Charges for local calls = trả thêm về những gọi điện thoại trong vùng.

Long distance calls = điện thoại liên (gọi ra ngoài thành phố).

Snacks = đồ ăn đồ uống khoai tây rán khô, potato chips.

Refrigerators = tủ lạnh

### Culture Tips: Payment for extra services

This Culture Tip is about extra services at hotels. Phần mách giúp về các dịch vụ thêm ở khách sạn. Hotels usually charge extra for services such as telephone calls and room service = Khách sạn thông thường bắt khách trả thêm cho những dịch vụ như điện thoại và dịch vụ ăn uống lên phòng.

a surcharge = tiền trả thêm

a local call = điện thoại gọi trong thành phố

a long distance call = điện thoại gọi ra ngoài thành phố hay từ bang hay ra xa ngoài

Hotel policies are often written in a brochure = Quy định của khách sạn thông thường được viết vào một tờ rơi

## CUT 1

Larry: Culture Tips

Eliz: Welcome back everyone! We're here once again with Gary Engleton, our expert on business and culture.

Gary: Hello everyone! How are you today, Elizabeth?

Eliz: Very well, thank you, Gary. I'm glad that you're here because we have a very important e-mail question on hotel charges.

Gary: Really? What is it?

Eliz: One of our listeners writes: "Sometimes my hotel bill is larger than I expected." "In the United States, what extra charges are there in hotels?"

Gary: That's an excellent question. When you are staying in a hotel, it's a good idea to ask a lot of questions about what is free and what has an extra charge. Extra charges are sometimes called surcharges. They are becoming more and more frequent.

Eliz: How do you find out about these extra charges?

Gary: The first thing that you should do is to look around the room for something written down. For example, there is sometimes information near the telephone about charges for local and long distance calls. If you can't find anything in writing, you should definitely ask at the front desk.

Eliz: That's a good idea! What other kinds of extra charges are there?

Gary: Well, for example, many hotels have drinks and snacks in small refrigerators. These are not free. Make sure you know how much everything costs before you drink or eat anything. And you can have food brought to your room. That's called room service. It is usually fairly expensive. Look for a menu in the room that lists the prices.

Eliz: Are there any other surcharges to be careful of?

Gary: Well, some hotels offer movies in your room for an extra charge. And remember, tax will usually be added to the room charge. In some U.S. cities, this tax can be 15 per cent or even more. (short pause)

Gary: Well, I think that I've covered most of the extra charges. Other facilities like swimming pools, exercise equipment and even daily newspapers are usually free.

Eliz: Thanks Gary. That was extremely helpful.

Gary: I'm glad that I could help.

Music

VIETNAMESE EXPLANATION

## Anh Ngữ sinh động - bài số 46: Mách giúp về văn hóa.

T&#225;c Gi&#7843;: VOA

Th&#7913; B&#7843;y, 15 Th&#225;ng 11 N&#259;m 2008 11:48

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Trong phần tiếp theo quý vị nghe một câu còn thiếu một chỗ, quý vị điền vào chỗ trống khi nghe tiếng chuông báo một chỗ đã hết.

### CUT 2

Language Focus: Sentence Completion

Larry: Sentence Completion

Larry: Listen. Complete the sentence.

Eliz: Extra charges at a hotel are sometimes called \_\_\_\_\_.(ding)(pause for answer)

Eliz: surcharges. They're called surcharges.(short pause)

Eliz: A telephone call to someone in the same city is called \_\_\_\_\_.(ding)(pause for answer)

Eliz: a local call. It's called a local call.(short pause)

Eliz: A telephone call to someone in a different state is called \_\_\_\_\_.(ding)(pause for answer)

Eliz: a long distance call. It's called a long distance call.(short pause)

### Music

### VIETNAMESE EXPLANATION

Trong phần tiếp theo, quý vị nghe phần Business Dialog nói về một cuộc đi thăm và ký danh sách khách thuê phòng. Phần này để bạn tự đánh giá thêm cho rõ Clarifying.

Checking in = tiếp nhận phòng.

Checking out = trả phòng.

My goodness = trời ơi

### CUT 3

Business Dialog: At the check in desk

Larry: Business Dialog: Clarification

Chinese: Business Dialog: Clarification

We'll listen to a person checking in at a hotel. =Chúùng ta nghe m t ng i khách ghi danh thuê phòng đã dành tr c.

A desk clerk = ti p viên qu y tr c khách s n

I see you have a room reserved through April 4th. = Tôi th y ông đã có phòng dành s n cho h t ngày m ng b n tháng T .

Actually, I'll be leaving on the morning of the 5th. = Th ìc ra tôi đi vào sáng m ng 5

Actually = as a matter of fact = đúng ra

Eliz: Let's listen to today's Business Dialog. We'll hear a person checking in at a hotel. Ms. Peters is speaking with the desk clerk at the hotel.

Hotel lobby. =phòng đ i c a khách

Desk clerk: Good evening, may I help you?

Ms. Peters: Yes, my name is Allison Peters. I have a reservation.

Desk clerk: Let me take a look.(SFX: Computer keyboard)

Desk clerk: Yes, I see you have a room reserved through April 4th.

Ms. Peters: Actually, I'll be leaving on the morning of the 5th.

Desk clerk: Oh, really? I thought you told us you would be checking out on the 4th.

Ms. Peters: No, I believe I said I would be checking out on the 5th.Let me check my confirmation notice.(SFX: rustling of papers)

Ms. Peters: Here it is.(short pause)

Ms. Peters: Oh, my goodness, you're right. Can I extend my stay through the 5th?

Desk clerk: That's not a problem. I'll change your reservation for you.

Ms. Peters: Thank you very much.

Desk clerk: You're welcome.

Music

## VIETNAMESE TRANSLATION

Trong ph n t i quý v xem hai cách h i cùng m t ý cho rõ (clarifying).

CUT 4

Focus on Functions: Clarifying

Larry: Focus on Functions: Clarifying

Eliz: Now let's focus on clarifications.

Larry: Listen to these Variations.

Eliz: I see you have a room reserved through the 4th.

Larry: I see your reservation is through the 4th.(pause)

Eliz: Actually, I'll be leaving on the morning of the 5th.

Larry: As a matter of fact, I'll be leaving on the morning of the 5th.(pause)

Eliz: I thought you told us you would be checking out on the 4th.

Larry: I believe you said you would be checking out on the 4th.(pause)

Eliz: No, I believe I said I would be checking out on the 5th.

Larry: No, I think I said I would be checking out on the 5th.(pause)

## VIETNAMESE EXPLANATION

Trong phần cuối bài học, chúng ta nghe Gary cho ta cách hỏi cho rõ.

## Music

Gary's Tips: Clarifications

Larry: Gary's Tips

Chinese: Gary's Tips

Gary explains about the language function Clarification.

Gary cho ta biết cách hỏi cho rõ.

If you disagree with what a clerk or agent says, there are some polite ways to correct the

person. = Nếu bạn không đồng ý với người nào đó, có vài cách nhã nhặn để sửa lỗi nói.

I believe I said I would be checking out on the 5th. = Tôi tin là tôi đã nói là tôi sẽ đi vào phòng 5.

## CUT 5

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

Gary: Today I'll be talking about clarifications. Last week we talked about the importance of confirming information, especially information about plane and hotel reservations. It's important

to confirm, because sometimes a hotel clerk or a travel agent might have incorrect information. If you disagree with what the clerk or agent says, there are some polite ways to correct the person. This is called making a clarification.

One way to begin a clarification is to use the word “actually.”

Let’s listen again to part of the Business Dialog.

You’ll hear Ms. Peters clarifying that she is staying through April 5th.

Desk clerk: Good evening, may I help you?

Ms. Peters: Yes, my name is Allison Peters. I have a reservation.

Desk clerk: Let me take a look. (SFX: Computer keyboard)

Desk clerk: Yes, I see you have a room reserved through April 4th.

Ms. Peters: Actually, I’ll be leaving on the morning of the 5th.

Gary: Another polite way to make a clarification is to say “I believe.” Let’s listen again to the Business Dialog. Ms. Peters clarifies that she will be checking out on the 6th.

Desk clerk: Yes, I see you have a room reserved through April 4th.

Ms. Peters: Actually, I’ll be leaving on the morning of the 5th.

Desk clerk: Oh, really? I thought you told us you would be checking out on the 4th.

Ms. Peters: No, I believe I said I would be checking out on the 5th.

Gary: It turns out Ms. Peters is wrong about the dates of her reservation. But by being polite, Ms. Peters maintains a good relationship with the desk clerk and is able to change her reservation. So remember, it’s important to correct people if they have the wrong information about your reservations. But, it’s best to be polite when you make a clarification.

Well, that’s all we have time for today on Gary’s Tips. Thanks for joining us.

Eliz: Thanks very much, 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! hức trong bài Anh Ngữ Sinh Động số 46 New Dynamic English. Phạm Văn xin kính chào quý vị thính giả và xin hẹn gặp lại trong bài hức tiếp.