

**BỘ GIÁO DỤC VÀ ĐÀO TẠO
TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG**



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KHÓA LUẬN TỐT NGHIỆP

NGÀNH: TIẾNG ANH

Sinh viên : Lê Thị Thanh Dương

Giảng viên hướng dẫn: ThS. Nguyễn Thị Quỳnh Chi

HẢI PHÒNG - 2018

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TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG**

TÊN ĐỀ TÀI KHÓA LUẬN TỐT NGHIỆP

**A STUDY ON TRANSLATION OF ENGLISH TERMS
RELATING TO HOTEL MANAGEMENT INTO VIETNAMESE**

KHÓA LUẬN TỐT NGHIỆP ĐẠI HỌC HỆ CHÍNH QUY

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Tên đề tài: A study on translation of English terms relating to hotel management into Vietnamese

NHIỆM VỤ ĐỀ TÀI

1. Nội dung và các yêu cầu cần giải quyết trong nhiệm vụ đề tài tốt nghiệp (về lý luận, thực tiễn, các số liệu cần tính toán và các bản vẽ).

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2. Các số liệu cần thiết để thiết kế, tính toán.

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3. Địa điểm thực tập tốt nghiệp.

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CÁN BỘ HƯỚNG DẪN ĐỀ TÀI TỐT NGHIỆP

Người hướng dẫn thứ nhất:

Họ và tên: Nguyễn Thị Quỳnh Chi
Học hàm, học vị: Thạc sỹ
Cơ quan công tác: Trường Đại Học Dân Lập Hải Phòng
Nội dung hướng dẫn: A study on translation of English terms relating to
Hotel Management into Vietnamese

Người hướng dẫn thứ hai:

Họ và tên:
Học hàm, học vị:
Cơ quan công tác:
Nội dung hướng dẫn:

Đề tài tốt nghiệp được giao ngày tháng năm

Yêu cầu phải hoàn thành xong trước ngày tháng năm

Đã nhận nhiệm vụ ĐTTN

Sinh viên

Đã giao nhiệm vụ ĐTTN

Người hướng dẫn

Hải Phòng, ngày tháng.....năm 2018

Hiệu trưởng

GS.TS.NGŨT *Trần Hữu Nghị*

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập - Tự do - Hạnh phúc

PHIẾU NHẬN XÉT CỦA GIẢNG VIÊN HƯỚNG DẪN TỐT NGHIỆP

Họ và tên giảng viên:

Đơn vị công tác:

Họ và tên sinh viên: Chuyên ngành:

Đề tài tốt nghiệp:

Nội dung hướng dẫn:

1. Tinh thần thái độ của sinh viên trong quá trình làm đề tài tốt nghiệp

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2. Đánh giá chất lượng của đề án/khóa luận (so với nội dung yêu cầu đã đề ra trong nhiệm vụ Đ.T. T.N trên các mặt lý luận, thực tiễn, tính toán số liệu...)

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3. Ý kiến của giảng viên hướng dẫn tốt nghiệp

Được bảo vệ Không được bảo vệ Điểm hướng dẫn

Hải Phòng, ngày ... tháng ... năm

Giảng viên hướng dẫn

(Ký và ghi rõ họ tên)

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập - Tự do - Hạnh phúc

PHIẾU NHẬN XÉT CỦA GIÁO VIÊN CHĂM PHẢN BIỆN

Họ và tên giảng viên:

Đơn vị công tác:

Họ và tên sinh viên: Chuyên ngành:

Đề tài tốt nghiệp:

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1. Phần nhận xét của giáo viên chăm phản biện

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2. Những mặt còn hạn chế

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3. Ý kiến của giảng viên chăm phản biện

Được bảo vệ Không được bảo vệ Điểm phản biện

Hải Phòng, ngày ... tháng ... năm

Giảng viên chăm phản biện

(Ký và ghi rõ họ tên)

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Haiphong, August 1st 2018

Le Thi Thanh Duong

LIST OF ACRONYMS:

SL	Source language
TL	Target language
ADJ	Adjective
ADV	Adverb
N	Noun
V	Verb
ESP	English for Specific Purpose
ST	Source Text
TT	Target Text
ELT	English Language Teaching
EAP	English for Academic Purpose
EBE	English for Business Economics
EOP	English for Occupational Purpose
ESBP	English for Specific Business Purpose
ESS	English for Social Study
EST	English for Science and Technology

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PART ONE: INTRODUCTION

1. Rationale of the study:

Hotel Management is a field of the hospitality industry that provides the necessary services for customers to relax and entertain in a comfortable and safe way. These essential services can include a number of aspects such as moving, accommodation, dining, sightseeing, etc. It plays an important role in the economy of each nation.

Vietnam is rising in its popularity as a tourist destination in South East Asia. Therefore, the hospitality industry requires the high quality of human resources mastering both skill and knowledge. Knowing basic hotel management terms not only give people a range of career opportunities but also becomes a useful tool when they travel all around the world.

This motivates me – a student of Haiphong Private University who has approached the modern education and some new training programs of my university, therefore, I have been attracted by the programs and its terms. I find it is a challenging field and should understand terms in Hotel Management. Because it is very practical and necessary not only for me but also for my friends, my family and everybody, who have great demand in traveling inbound as well as outbound. For these reasons, I have chosen “A study on translation of English terms relating to Hotel Management into Vietnamese” for my graduation paper.

2. Aims of the study

The study on translation of education terms aims to figure out an overview on translation strategies and procedures commonly employed in translation of Hotel Management terms.

In details, my Graduation Paper aims at:

- Collecting and presenting basic English terms in Hotel Management terms.
- Providing their Vietnamese equivalents or expressions

- Analyzing translation strategies and procedures employed in the translation of these English terms into Vietnamese.
- Providing students majoring in the subject and those who may concern a draft and short reference of basic English terms in Hotel Management.

I hope that this study can provide readers with overall comprehension about the information from written text and from visual forms of presentation relating to Hotel Management terms, help them translate it effectively.

3. Scope of the study:

Hotel Management field is an extremely large field. Due to the limitation of time, knowledge and experience, I am not ambitious to study all matters of this theme but only focus on translation theory and translation strategies of some major Hotel Management terms in Vietnamese

4. Methods of the study:

Being a student of Foreign Language Department, after years of learning English, studying translation, I was equipped with many skills or techniques for translation. This graduation paper is carried out with a view to help learners enlarge their lexical resource and have general understanding about translation and translation of Hotel Management terms. To successfully complete this topic, I am patient and enthusiastic:

- To consult my supervisor and my friends.
- To search documents and the sources of information from the internet, TV, reference books, newspapers, journals etc.
- To base on my experiences on hotel management.

5. Design of the study:

My graduation paper is divided into three parts :

The first part is the **Introduction**, including: the rationale, aims, scope, method and design of the study.

The second part is the **Development** with three chapters:

- **Chapter I:** Theoretical background: It focuses on the concepts of translation, terms in English and form of language as well as different methods used by professional translators.
- **Chapter II:** A study on the translation of English terms relating to Hotel Management into Vietnamese, including the popular construction of terms and some strategies applied in translation of some common Hotel Management terms
- **Chapter III:** Finding and Discussion

The last part is the **Conclusion** in which I summary the study (experiences acquired and state the implications for future study).

PART TWO: DEVELOPMENT

CHAPTER I

THEORETICAL BACKGROUND

1. Translation Theory

1.1. Definition of translation

There are many concepts of translation all over the world. Following are some typical concepts:

- **Translation** is the interpreting of the meaning of a text and the subsequent production of an equivalent text, likewise called a "**translation**", that the text to be translated is called the "source text," and the language that it is to be translated into is called the "target language" (TL); the final product is sometimes called the "target text" communicates the same message in another language.

(*Wikipedia*)

- **Translation** is the process of changing something that is written or spoken into another language.

(*Advanced Oxford Dictionary*)

- **Translation** is the replacement of text material of this language (source language) with text material of another (target language).

(*Catford,1965:20*)

- **Translation** is a transfer process, which aims at the transformation of a written source language (SL) text into an optimally equivalent target language (TL) text, and which requires the syntactic, the semantic and the pragmatic understanding and analytical processing of the SL.

(*Wilss,1982:3*)

- **Translation** consists of reproducing in the receptor language the closest natural equivalent of the source language message, first in terms of meaning and secondly in terms of style.

(*Nida, 1982:83*)

- **Translation** involves the transfer of meaning from a text in one language into a text in another language.

(*Bell, 1991: 8*)

- **Translation** is a process of communication whose objective is to import the knowledge of the original to the foreign reader.

(*Levy, 1967:148*)

- **Translation** is to be understood as the process whereby a message expressed in a specific source language is linguistically transformed in order to be understood by readers of the target language"

(*Houbert, 1998:1*)

- **Translation** is an act of communication which attempts to relay, across cultural and linguistic boundaries, another act of communication.

(*Hatim and Mason, 1997:1*)

- **Translation** is the act of transferring through which the content of a text is transferred from the source language into the target language.

(*Foster, 1958:1*)

- **Translation** is a text with qualities of equivalence to a prior text in another language, such that the new text is taken as a substitute for the original.

(*David Frank, Wordpress.com*)

1.2. Translation types

There is a considerable variation in the types of translations produced by translators. Some works are only in two languages and competent in both. Other works are from their first language to their second language, and still others from their second language to their first language. Depending on these matters of language proficiency, the procedures used will vary from projects to projects. In most projects in which SL is involved, a translation team carries on the project. Team roles are worked out according to the individual skills of team members. There is also some variation depending on the purpose of a given translation and the type of translation that will be accepted by the intended

audiences. According to Peter New mark, there are 8 methods of translation on which a professional translator can rely.

1.2.1. Word-for-word translation

In this kind of translation, TL is often right below the SL words. The SL word-order is preserved as precisely as possible and the words are translated word-by-word by their most common meanings regardless of the context. Culture words are translated literally. The main use of word-for-word translation is either to understand the structures of the SL or to analyze a difficult and complex text as a pre-translation process.

ST: *She plays piano very well*

TT: *Chị ấy chơi piano rất hay.*

ST: *The party A will incur liability for the victims.*

TT: *Bên A sẽ chịu trách nhiệm pháp lý đối với các nạn nhân*

1.2.2. Literal translation

The SL grammatical constructions are converted to their nearest TL equivalents but the lexical words are again translated singly, out of context. As a pre-translation process, this indicates the problems to be solved. An interlinear translation is a completely literal translation. For some purposes, it is desirable to reproduce the linguistic features of the source text. Although these literal translations may be very useful for purposes related to the study of the source language, they are of little help to speakers of the receptor language who are interested in the meaning of the source language text. A literal translation sounds like nonsense and has little communication value. For example:

ST: *I tried for a moment to see the situation through her eyes*

TT: *Tôi đã thử một lần cố nhìn nhận tình huống theo cách nhìn của cô ta*

ST: *Invite friend about house me play*

TT: *Mời bạn về nhà tôi chơi.*

1.2.3. Faithful translation

The translation reproduces the exact contextual meaning of the original within the constraints of the grammatical structures of the target language. It transfers cultural words and preserves the degree of grammatical and lexical deviation from SL norms. It attempts to be completely faithful to the intentions and the text-reality of the SL writer.

ST: Today the Vietnamese are, almost no exception, extremely friendly to Western visitors.

TT: Ngày nay, người Việt Nam, gần như không có ngoại lệ, đều rất thân thiện với du khách phương Tây.

1.2.4. Semantic translation

It differs from faithful translation only in as far as it must take more account of the aesthetic value of the SL text, compromising on meaning where appropriate so that no assonance, word play or repetition jars in the finished version. It does not rely on cultural equivalence and makes very small concession to the readership. While faithful translation is dogmatic, semantic translation is more flexible.

“...Semantic translating where the translator attempts, within the base syntactic and semantic constraints of the TL, to reproduce the precise contextual meaning of the author” – Newmark (1982:22)

ST: *Today the Vietnamese are, almost no exception, extremely friendly to Western visitors*

TT: *Ngày nay người Việt Nam đều rất thân thiện với các khách du lịch nước ngoài.*

ST: *We hope you will enjoy your staying with us*

TT: *Chúng tôi hy vọng ngài sẽ có một kì nghỉ tuyệt vời tại khách sạn này.*

1.2.5. Adaptation translation

This is the “freest” form of translation. It is used mainly for plays and poetry; the themes, characters, plots are usually preserved, the SL culture converted to the TL culture and the text rewrite.

“Adaptation has a property of lending the ideals of the original to create a new text used by a new language more than to be faithful to the original. The creating in adaptation is completed objective in content as well as form” - Dung Vu (2004). For example:

ST: *It would rather the victorious brightness*

In an only moment the centenary twinkle

TT: *Thà một phút huy hoàng rồi vụt tắt*

Còn hơn buồn le lói suốt trăm năm

(*Xuân Diệu*)

ST: *We would like to inform you that the construction of the project is temporarily delayed due to bad weather.*

TT: *Chúng tôi muốn thông báo với các ngài rằng do điều kiện thời tiết không thuận lợi nên việc thi công dự án tạm thời dừng lại.*

1.2.6. Free translation

The translation is not close to the original, but the translator just transmits meanings of the SL in his own words. It reproduces the matter without the manner, or the content without the form of the original. Usually it is paraphrase much longer than the original. Therefore, the text in TL sounds more natural. On the contrary, translating is too casual to understand the original because of its freedom. For example:

ST: *That guy is as poor as a church mouse*

TT: *Anh ta nghèo rớt mồng tơi.*

1.2.7. Idiomatic translation

Idiomatic translation reproduces the “message” of the original but tends to distort nuances of meaning by preferring colloquialisms and the idiom where these do not exist in the original. For example:

ST: *Man proposes, God disposes*

TT: *Mưu sự tại nhân, hành sự tại thiên*

ST: *Better late than never*

Diamond cuts diamond

TT: *Thà muộn còn hơn không*

Vỏ quýt dày có móng tay nhọn

1.2.8. Communicative translation

It attempts to render the exact contextual meaning of the original in such a way that both language and content are readily acceptable and comprehensible to readership.

“... But even here the translation still has to respect and work on the form of the source language text as the only material basic for his work” - Peter Newark,(1982:39)

ST: *Good morning!*

TT: *Bác đi đâu đấy ạ!*

1.2.9. Other translation

Beside the above common the types of translation, some of the following types are sometime used during translation process. They include: service translation, plum prose translation, information translation, cognitive translation, academic translation.

1.3. Types of equivalence

Based on Nida's theory, equivalents are divided into two kinds: formal equivalent and dynamic equivalent. Formal equivalent focuses attention on the message in form. The message in the receptor language should match as closely as possible the different element in the source language.

Dynamic equivalent, or function equivalent follows the principle of equivalent effect, that is, the relationship between the receptor and the message should aim at being the same as that between the original receptor and the source language message. It attempts to render receptor's words from one language to another, and caters to the receptor's linguistic competence and cultural needs.

According to Koller (1979), there are five types of equivalents:

- Denotative equivalent: the SL and the TL words refer to the same thing in the real world. It is an equivalent of the extra linguistic content of a text.
- Connotative equivalent: This type of equivalent provides additional value and is achieved by the translator's choice of synonymous words or expression.
- Text-normative equivalent: the SL and the TL words are used in the same or similar context in their respective languages.
- Pragmatic equivalent: With readership orientation, the SL and TL text have the same effect on their respective readers.
- Formal equivalent: This type of equivalence produces an analogy of form in the translation by either exploiting formal possibilities of the TL, or creating new forms in TL.

Although equivalence translation is defined with different point of view of theorists, it is the same effective equivalence between SL and TL.

2. ESP in translation

2.1. Definition of ESP

ESP is the abbreviation for English for Specific Purpose. It is defined in the other ways. Some people described ESP as simply being the teaching of English for any purpose that could be specified. Others, however, were more precise, describing it as the teaching of English used in academic studies or the teaching of English for vocational or professional purposes.

Jony Dudley- Evans, co-editor of the ESP Journal gives an extended definition of ESP in terms of "absolute" and "variable" characteristic.

Definition of ESP (Dudley-Evans, 1997)

2.1.1. Absolute characteristics

- ESP is defined to meet specific needs of the learners.
- ESP makes use of underlying methodology and activities of the discipline it serves.
- ESP is centered on the language appropriate to these activities in terms of grammar, lexis, register, study skills, discourse and genre.

2.1.2. Variable characteristics

- ESP may be related to or designed for specific disciplines.

- ESP may use in specific teaching situations, a different methodology from that of General English.
- ESP is likely to be designed for adult learners, either at a tertiary level institution or in a professional work situation. It could, however, be for learners at secondary school level.
- ESP is generally designed for intermediate or advanced students.
- Most ESP courses assume some basic knowledge of the language systems.

2.2. Types of ESP

David Carter (1983) identifies three types of ESP:

- English as a restricted language
- English for Academic and Occupational Purpose
- English with specific topic

The language used by air traffic controllers or by waiters are examples of English a restricted language. Mackay and Mountford (1978) clearly illustrate the difference between restricted language and language with this statement:

“... The language of international air-traffic control could be regarded as “special”, in the sense that the repertoire required by the controller is strictly limited and can be accurately determined in situation, as might be the linguistic needs of a dining-room waiter or air-hostess. However, such restricted repertoires are not languages, just as a tourist phrase book is not grammar. Knowing a restricted “language” would not allow the speaker to communicate effectively in novel situation or in contexts outside the vocational environment” (p.4-5)

The second type of ESP identified by Carter (1983) is English for Academic and Occupational purposes. In the “Tree of ESP” (Hutchinson and Waters, 1987), ESP is broken down into three branches:

- English for Science and Technology (EST)
- English for Business and Economics (EBE)
- English for Social Studies (ESS)

Each of these subject areas is further divided into two branches:

- English for Academic purpose (EAP)
- English for Occupational purpose (EOP).

An example of EOP for the EST branch is “English for Technicians” whereas an example of EAP for the EST branch is English for Medical Studies.

Hutchinson and Waters (1987) note that there is not a clear-cut distinction between EAP and EOP: “People can work and study simultaneously; it is also likely that in many cases the language learnt for immediate use in a study environment will be used later when the student takes up, or returns to a job” (p.16). Perhaps this explains Carter’s rationale for categorizing EAP and EOP under the same type of ESP. It appears that Carter is implying that the end purposes of both EAP and EOP are one in the same: employment. However, despite the end purpose being identical, the means taken to achieve the end is very different indeed. It contends that EAP and EOP are different in terms of focusing on Commins (1979) notion of cognitive academic proficiency versus basic interpersonal skills. This is examined in further details below.

The third and final type of ESP identified by Carter (1983) in English with specific topics, Carter notes that it is only here where emphasis shifts from purposes to topics. This type of ESP is uniquely concerned with anticipated future English need of, for example, scientists requiring English for post graduate reading studies, attending conferences or working in foreign institutions. However, I argue that this is not a separate type of ESP. Rather it is an integral component of ESP courses or programs which focus on situational language. This situational language has been determined based on the interpretation of results from need analysis of authentic language used in target workplace setting.

3. Terms in English:

3.1. Definition of a term

- A term is a word or expression that has a particular meaning or is used in particular activity, job, profession, etc...

(Longman Dictionary of Contemporary English, 1991)

- Term is a variation of language in a specific condition (Peter Newmark) and he stated that the central difficulty in translation is usually the new terminology. Even then, the main problem is likely to be that of some terms in the source text which are relatively content-free, and appear only once. If they are context-bound, you are more likely to understand them by gradually eliminating the less likely versions.

3.2. The characteristics of terms:

There is distinction between technical and descriptive terms. The original source language writer may use a descriptive term for a technical object for three reasons:

- The objective is new and not yet has a name.
- The descriptive term is being used as a familiar alternative, to avoid repetition.
- The descriptive term is being used to make a contrast with another one.

Normally, you should translate technical and descriptive terms by their counterparts and, in particular, resist the temptation of translating a descriptive by a technical term for showing off your knowledge, there by sacrificing the linguistic force of the SL descriptive term. However, if the SL descriptive term is being used either because of the SL writer's ignorance or negligence, or because the appropriate technical term does not exist in the SL, and in particular if an object strange to the SL but not to the TL culture is being referred to, then you are justified in translating a descriptive by a technical term.

Terminology makes up perhaps 5-10 % of a text. The rest is "language" usually a natural style of language; and there you normally find an authoritative text aspires to such a style; if it does not, you gently convert it to natural and elegant language-the write will be grateful to you.

3.3. Terms of Hotel Management:

According to structure, Hotel Management Terms consist of following types:

- Single terms are those that consist of just one word, example: Commissions, Confirmation, Tariff, etc.

- Compound terms are terms consisting of two or more words, most of them are compound nouns
- Phrases: Most of them are noun phrases : morning wake-up call, average room rate per guest, cancellation of the reservation, etc.
- Abbreviations: DND (Do Not Disturb), F.I.T (Free Independent Travellers), F&B (Food and Beverage), etc.

All types of Hotel Management Terms will be presented in detail in the next chapter.

CHAPTER II:

A STUDY ON THE TRANSLATION OF ENGLISH TERMS RELATING TO HOTEL MANAGEMENT INTO VIETNAMESE

1. Overview of Hotel Management

1.1. Definition of Hotel Management

Hotel management is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line, travelling and additional fields within the tourism industry.

In general, it is thought that hotel management as cooking food, providing facilities, and luxury rooms for guests. But it is wrong perception. Hotel management is a big industry which has multiple departments like administration, accommodation, food & drink services, and supervision. In simple words Hotel management is a profession and business.

1.2. Some features of Hotel Management field in Vietnam

In Vietnam, Hotel Management is a service of hotels - restaurants – tourism with many different types: hotels - resorts, spa, tour operator. The most important task of Hotel Management is organizing the activities of welcoming guests, providing the needed guest services such as the accommodation, entertaining demands with the highest satisfaction. Hotel Management field plays an essential role in promoting the image of the country, attracting more and more international visitors to Vietnam.

Vietnam has a lot of potentials to develop tourism with a range of attractive destinations: Ninh Binh, Ha Long, Quang Binh, Hue, Da Nang, Nha Trang, Da Lat, Phu Quoc. Besides, Vietnam is one of the countries with many heritage sites and biosphere reserves recognized by UNESCO - attracting many international visitors to explore. Therefore, the accommodation becomes the vital need when the guests come to the tourist destination.

In addition, the infrastructure system for tourism has been improving by leaps and bounds. Our country currently has over 25,000 established accommodations, in which the number of 5 star hotels and 6 international stars appear more and more. All this factors are the potential to promote the hotel industry in Vietnam.

2. The popular construction of terms and strategies applied for translating Hotel Management terms

2.1. Single terms

Due to limited time and knowledge, I only focus on some popular single terms, most of them are formed by the help of suffixes.

- Noun –forming suffixes: “ance”, “ion”, “er”, “y”...

ENGLISH	VIETNAMESE
Allowance	Tiền hiết khấu
Amenity	Tiện nghi
Availability	Có sẵn
Confirmation	Xác nhận
Commission	Tiền hoa hồng
Promotion	Chương trình khuyến mại
Registration	Đăng ký
Skipper	Khách bỏ trốn
Laundry	Giặt là
Voucher	Phiếu ưu đãi
Tariff	Bảng giá

2.2. Compound terms

In Hotel Management as well as many other fields, most of terms are compound terms which are formed by joining two or more words together. Most of them are compound nouns, compound adjectives.

- Noun + Noun:

ENGLISH	VIETNAMESE
Advance deposit	Tiền đặt cọc

Arrival date	Ngày đến
Complimentary rate	Miễn phí
Day rate	Giá cho khách không ở qua đêm
Departure date	Ngày đi
Emergency key	Chìa khóa vạn năng
Family rate	Giá cho khách gia đình
Front desk	Quầy lễ tân
Guest service	Dịch vụ khách hàng
Group plan rate	Giá cho khách theo nhóm
Hotel bill	Hóa đơn khách sạn
Hotel directory	Sách hướng dẫn dịch vụ khách sạn
House keeping	Bộ phận phục vụ phòng
Handicapper room	Phòng cho người khuyết tật
Occupancy room	Công suất sử dụng phòng
Package plan rate	Giá trọn gói
Room service	Dịch vụ phục vụ tại phòng
Room rates	Giá phòng
Room status	Tình trạng phòng
Service charge	Phí dịch vụ
Weekend rate	Giá cho ngày nghỉ cuối tuần

- Verb + Noun:

ENGLISH	VIETNAMESE
Check-in date	Ngày nhận phòng
Check-out date	Ngày trả phòng
Exchange rate	Tỷ giá đổi tiền
Left luggage	Hành lý bỏ quên

Non-smoking room	Phòng không hút thuốc
Smoking area	Khu vực hút thuốc
Walk-in guest	Khách vắng lai
Waiting list	Danh sách khách chờ
Wake-up call	Cuộc gọi báo thức

- Adverb/Adjective + Noun:

ENGLISH	VIETNAMESE
Early departure	Trả phòng sớm
Extra charge	Chi phí thêm
Full house	Hết phòng
High season	Mùa cao điểm
In-house guest	Khách đang lưu trú ở khách sạn
Low season	Mùa vắng khách
Long stay	Lưu trú dài ngày
Over stay	Lưu trú quá thời hạn
Residential hotel	Khách sạn cho thuê lâu dài
Rack rate	Giá niêm yết

2.3. Phrases

ENGLISH	VIETNAMESE
Average room rate	Giá phòng trung bình hàng ngày
Airport pick-up	Đón khách từ sân bay
Credit card guarantee	Đảm bảo bằng thẻ tín dụng
Confirm the booking	Xác nhận đặt phòng

Reconfirm the booking	Xác nhận lại việc đặt phòng
Cancellation of the reservation	Hủy đặt phòng

2.4. Abbreviations

An abbreviation is a shortened form of a word or phrase. Usually, but not always, it consists of a letter or group of letters taken from the word or phrase. Abbreviations of this field are also classified into the most common types: acronyms. With an acronym, translators can make terms to be shortened to avoid the redundancy while the readers still get them.

Most of them related to the types of room or room status:

ENGLISH	VIETNAMESE
G.I.T(Group Inclusive Tour)	Khách đoàn
F.I.T (Free Individual Traveller)	Khách du lịch tự do
STD (Standard Room)	Phòng tiêu chuẩn
SUP (Superior Room)	Phòng cao cấp
DLX (Deluxe Room)	Phòng sang trọng
SGL (Single bed room)	Phòng 1 giường cho 1 khách
DBL (Double bed room)	Phòng 1 giường lớn cho 2 khách
TWN (Twin bed room)	Phòng 2 giường đơn cho 2 khách
TPL (Triple bed room)	Phòng 3 khách, có 3 giường nhỏ/ 1 giường lớn và 1 giường nhỏ
EB (Extra bed)	Giường thêm để phòng TWN hoặc DBL trở thành TPL
OOO (Out of order)	Phòng không sử dụng
OC (Occupied)	Phòng có khách
VD (Vacant dirty)	Phòng chưa dọn
VC (Vacant Clean)	Phòng đã dọn
VR (Vacant ready)	Phòng sẵn sàng đón khách
DND (Do not disturb)	Vui lòng đừng làm phiền

MUR (Make up room)	Phòng cần dọn ngay
EA (Expected arrival)	Phòng khách sắp đến
SLO (Sleep out)	Phòng có khách ngủ bên ngoài

It should be noted that the set of terms on Hotel Management in this Graduation Paper are collected on Internet and some dictionaries.

3. Popular strategies and procedures applied in the translation of some common Hotel Management terms into Vietnamese

3.1. Procedures applied in the Equivalence Translation

3.1.1. Literal Translation

This is a strategy which links meaning of the words used in the terms without any changes which is often known as word-for-word translation as following example:

ENGLISH	VIETNAMESE
Room service	Dịch vụ phòng

In the above example, we see that the terms “Room service” is translated as “Dịch vụ phòng”. Firstly, when we do not mention the translated terminology in Vietnamese, we pay attention to the words which create the terms in source language, the terms includes two words that are “room ” and “service” . When translating into Vietnamese, the word “room” means “ phòng” and the word “service” means “ dịch vụ”. It is easy for us to realize that the English terminology when being translated into Vietnamese, it keeps the two word’s meanings. In the other hand, the target language links the meaning of two words.

The following table is the illustrations for using this strategy:

ENGLISH	VIETNAMESE
Breakfast coupon	Phiếu ăn sáng
Weekend rate	Giá ngày cuối tuần
Room list	Danh sách phòng

Revenue summary	Tổng hợp doanh thu
Credit card	Thẻ tín dụng

3.1.2 *Shift or transposition translation*

This strategy makes grammatical changes when translating from SL into TL. It is known as a quite popular strategy in translation of compound terminologies. This strategy includes two types. One type is “automatic translation” which mainly applied in translation of compound terminologies in the form of simple and unmarked nominal group as the following example:

ENGLISH	VIETNAMESE
<u>Registration form</u>	<u>Mẫu phiếu đăng ký</u>
N N	N V

From the above the illustration, the readers can be easy to realize that the English terminologies is a compound which is created by one “ noun”- “registration” and one “ noun” - “form”. But it automatically changes the grammar when translating, the noun “sự đăng ký” is replaced by one verb “đăng ký” in Vietnamese terms and the lexical meaning and linguistic meaning is not different in both the SL and the TL.

The second case of transposition usually includes grammatical change but adds or plus as words comparing with the SL. This type is applied when translating compound terminologies which not have the direct Vietnamese equivalence in the lexical units of the English terminologies. They are often equivalent to a clause in Vietnamese.

ENGLISH	VIETNAMESE
Reserved room	Phòng đã được đặt trước

The compound terms “reserved room” comprises two main components, one “ adj” – “reserved” and one “noun” –“room” . When translating into Vietnamese, the adj “ reserved” changes form into the verb “đặt trước”. However, to make it more clearly , the translator finds the lexical equivalent for

the lexical items of the compound when explaining it into Vietnamese. And it is translated as “Phòng đã được đặt trước”.

This is a strategy which is mainly used in translation of terminologies. The following table is a list of terminologies belonging this strategy.

ENGLISH	VIETNAMESE
Guaranteed reservation	Đặt phòng có đảm bảo
Safety deposit box	Két an toàn
Cancellation hour	Giờ hủy phòng
Daily operations report	Báo cáo hoạt động hàng ngày
Availability report	Báo cáo tình trạng phòng trống

3.2. Popular strategies and procedures applied in Non-equivalence

To deal with non-equivalence in translation, there are many measures which raised and applied such as: translation by illustration, translation by Cultural Substitution, translation by More Neutral and Less Expressive Word, translation by omission (is known as reduction translation), ect.... The following procedures are mainly applied in hotel management sector.

3.2.1. Translation by paraphrasing unrelated words

If the concept expressed by the source item is not lexicalized at all in the target language, the paraphrase can be used in some context. Instead of related word, the paraphrase may be based on modifying a subordinate or simply unpacking the meaning of source item, particularly if the item in the questions is semantically complex. For following example:

ENGLISH	VIETNAMESE
Skipper	Phòng bị khách quyt tiền

In the above example, “skipper” is normally translated as “chỉ huy, điều khiển”. However when the word “skipper” converted into specialist terms, hotel management sector, its meaning is “phòng bị khách quyt tiền”

This state indicates that the terminology “skipper” when translating into Vietnamese, in hotel management sector, as “phòng bị khách quyt tiền”, is a big

change when translating from English into Vietnamese. When a word is used in special context, its meaning will be different from in normal conversation.

Some of hotel management terminologies are translated between two languages, English and Vietnamese by using this strategy. The following is the list of hotel management terminologies which applied this strategy to translate:

ENGLISH	VIETNAMESE
Skipper	Phòng bị khách quỵ tiền
No-show	Phòng khách đặt mà không đến cũng không báo hủy
Front desk	Lễ tân

3.2.2. Translation by paraphrasing related words

This strategy is often used to lexicalize a concept in the source language but in a different form. It can be used in translation when English terminology or the concept exist in Vietnamese.

As a below example:

ENGLISH	VIETNAMESE
Non-guaranteed reservation	Đặt phòng không đảm bảo

From the above example, we will see that “non” is prefix of the terminology. It is an example of hotel management terminology which uses affix. The word can be added a prefix or a suffix with that word to boost its meaning. With various prefixes and suffixes, it can create different in the TG. Especially, in hotel management sector, the addition of suffixes into the terminology can bring back different meaning when translating. However, there are no direct equivalence in the TL, they often conveys propositional and other types of meaning. That is the reason why, the translators should pay attention more to the meaning of affixes. Moreover, there are many prefixes and suffixes which hold the same meaning as suffixes “- er. – or, -ee” , prefixes “ il-, non-, un-, ” , as the following example:

ENGLISH	VIETNAMESE
Non-guaranteed reservation	Đặt phòng không đảm bảo
Non-smoking area	Khu vực không hút thuốc
Hotel manager	Người quản lý khách sạn
Receptionist	Nhân viên lễ tân
Housekeeper	Nhân viên phục vụ phòng

In conclusion, translation by paraphrase using related word is the method applying the contribution the word's meaning which conveyed by the SL. The terminology can be more different meaning by the ways of adding suffix.

3.2.3. Translation by addition

Addition is the translation in which additional information is supplied in the TL with the purpose of helping readers to understand and hold its meaning exactly.

As following table:

ENGLISH	VIETNAMESE
Guest survey	Phiếu điều tra ý kiến khách hàng

Normally, it will be understood as “phiếu điều tra khách hàng” . If it is translated like this, it will be difficult for readers to understand. The readers do not know that the survey is used to collect what about guest. Therefore, it should be translated as “Phiếu điều tra ý kiến khách hàng” when transferring meaning from the SL into the TL to help reader understand clearly.

The following table is the list of hotel management terminologies which applied this strategy in translation:

ENGLISH	VIETNAMESE
Waiting list	Danh sách khách chờ xếp phòng
Guest survey	Phiếu điều tra ý kiến khách hàng
Hotel directory	Sách hướng dẫn dịch vụ khách sạn

Telephone directory	Sách hướng dẫn tra cứu điện thoại
Maximum capacity	Số lượng người tối đa cho phép
Fire escape	Lối thoát hiểm khi có hỏa hoạn

3.2.4. Translation by using loan words

This is a quite common strategy nowadays. This strategy is used the loan terminologies written and read in Vietnamese way because it solves for finding the word in the TL to replace the English terminologies when translating accurately and helps readers be easier when reading and memorizing the terminologies as “ marketing: ma két ting, taxi: tắc xi...

Especially, in hotel management contracts or documents, we often realize many Letters as “VAT,DOA or FIT...”. They are acronym forms of the hotel management terminologies. As “VAT” is “Value Added Tax” , “DOA” is “Date Of Arrival” and “FIT” is “Free Individual Traveller ” they are kinds of this strategy, it is often acronym terminologies in English and full forms in Vietnamese. However, they are sometimes also used in Vietnamese documents when translating from the SL into the TL to replace for full Vietnamese forms.

ENGLISH	VIETNAMESE
ARR = Average Room Revenue	Doanh thu phòng bình quân
AV = Allowance Voucher	Phiếu ưu đãi
DG = Distinguished Guest	Khách quý
DOA = Date Of Arrival	Ngày đến
DOD = Date Of Departure	Ngày đi
DFIT = Domestic Free Individual Traveller	Khách du lịch tự do trong nước
DT = Domestic Tourist	Du khách trong nước
DND = Do Not Disturb	Miễn làm phiền
EA = Expected Arrival	Dự kiến đến
EB = Extra Bed	Giường kê thêm

ED = Expected Departure	Dự kiến đi
EM = Executive Manager	Giám đốc điều hành
EMT = Early Morning Tea	Trà buổi sáng
FIT = Free Individual Traveller	Khách du lịch tự do
FFIT = Foreign Free Individual Traveller	Khách du lịch tự do nước ngoài
G.I.T = Group Inclusive Tour	Khách theo đoàn
STD = Standard Room	Phòng tiêu chuẩn
SUP = Superior Room	Phòng cao cấp
DLX = Deluxe Room	Phòng sang trọng
SGL = Single bed room	Phòng 1 giường cho 1 khách
DBL = Double bed room	Phòng 1 giường lớn cho 2 khách
TWN = Twin bed room	Phòng 2 giường đơn cho 2 khách
TPL = Triple bed room	Phòng 3 khách, có 3 giường nhỏ/ 1 giường lớn và 1 giường nhỏ
OOO = Out of order	Phòng không sử dụng
OC = Occupied	Phòng có khách
MUR = Make Up Room	Phòng cần dọn
VD = Vacant dirty	Phòng chưa dọn
VC = Vacant Clean	Phòng đã dọn
VR = Vacant ready	Phòng sẵn sàng đón khách
VAT = Value Added Tax	Thuế giá trị gia tăng
UM = Under Maintenance	Đang bảo trì

CHAPTER III: FINDING AND DISCUSSION

1. Main finding

From the above study, I have shown out the basic theoretical background of translation, English Special Language and general knowledge on terminology, hotel management terminologies. Thence, finding out strategies and procedures which are widely applied in translation of hotel management terminologies from English into Vietnamese. By choosing and analyzing the translation methods to deal with non-equivalence and equivalence translation, the translator can use it as their reference and apply for their works.

In the translation process of hotel management terms, we should pay attention in translation by using loan word, which is used when translating the abbreviations because it is the most frequently used translation method in this field. This strategy is used the loan terminologies written and read in Vietnam way because it solves for finding the word in the target language to replace the English terminologies when translating accurately and helps readers be easier when reading and memorizing the terminologies.

However, abbreviations consists of a letter or group of letters taken from the word or phrase, sometime, it makes the translators or readers misunderstanding terminologies in other fields. For examples:

- F.I.T

SECTOR	ENGLISH	VIETNAMESE
Hotel Management	Free Individual Traveller	Khách du lịch tự do
Economy	Federal Income Tax	Thuế thu nhập liên bang

- D.O.A

SECTOR	ENGLISH	VIETNAMESE
Hotel Management	Date Of Arrival	Ngày đến
Politic	Department Of Agriculture	Bộ nông nghiệp

Besides, word in general English can carry different meanings and express new concepts in specific English. The translators often misunderstand

the meaning of word between general English and specific English or among fields. In specific cases, each word express different meaning.

For example, the word “skips” in general English means “ ông bầu”, but in specific English, like “skips” in sport is known as “ đội trưởng, thủ quân”, but in tourism field it means “ khách quý, không thanh toán tiền phòng”

Surely, translators will have conclusion how to use exactly and flexibly Vietnamese equivalent to avoid misunderstanding.

2. Difficulties in translation of Hotel Management terms

Though there are a variety of books on translation so far, few of them discuss English – Vietnamese translation in particularly. This thesis, however discusses in detail the issues with relevant examples. It is organized in a way that helps readers find it easy to get general ideas about it. Translation is evaluated as a field which requires learners and researchers not only to study hard but also to try their best to improve knowledge in every sector in daily life. Especially, translations of a specialist field like hotel management will be much more difficult and complicated. The following are some problems I have had when studying the process of translation from English into Vietnamese.

Nevertheless, there are some limitations in this study that may affect the final results. Firstly, due to the limited time of research, this thesis just studies on the basic terms which are often met in hotel management sector and some related documents, and the terms in the study are not all analysed in particular context or at deeper level. Hence, the analysis can hardly provide a comprehensive approach to the issue. Secondly, due to the research’s limited knowledge in the realm of linguistics and translation studies, mistakes in the course of analysis are unavoidable. Finally, a part of terms selected for analysis are somewhat not updated, which might affect comprehensiveness of the study in terms of translation quality.

3. Suggestions for translation of Hotel Management terms

In the process of studying, I myself have to face up with the above difficulties and the following are some suggestions for those problems: Translator should spend time improving translator’s shallow knowledge in terms

of hotel management. There are many ways to do that. We can read Vietnamese books, newspaper, other documents related to hotel management. We can watch the videos or films, listen the dialogues about this sector. By doing that, we can not only collect many Vietnamese terms, their meaning, the way to use them but also understand deeply about hotel management in Vietnamese and in many other countries in the world.

In the translation process, there are some difficulties which are obstacles for translator as: non-equivalence, limitation of knowledge and large scope of hotel management sector. However they can be removed if the translator spends more time on studying this sector and enhances their knowledge by looking up information from Internet or joining some hotel management pages. By the above methods, the translators can remove the matter of non-equivalence in translation

PART THREE: CONCLUSION

1. Summary of the study

It cannot deny that today English is the most widely spoken language in the world, and English has acquired the largest vocabulary of the world's language. The important role of English is illustrated in all fields such as politics, science, economy, culture, and so on. Therefore, translation of terms in ESP plays an important role, especially in the age of globalization.

Being aware of the importance of translation in specific field, I made up my mind on "A study on translation of English terms relating to Hotel Management" including three parts in this graduation paper.

In part I: Introduction: the reason, aims, scope, methods and design of the study are present.

Part II is local point with three chapters. Chapter I is theoretical background providing the readers general view of translation, and some knowledge about ESP for each student know deeper terms. In chapter II, the readers can know a lot of hotel management terms and some techniques applied in translation are effective to translate terms in hotel management field. To classify the terms follow to each of technique of translation is caused difficulties to me. But this thing really helped me know more about structure of word and techniques of them.

Next, chapter III is Finding and Discussion, the writer found some difficulties which translator usually mention in the translation process. Therefore, the writer gave some effective suggestions to overcome these problems. And Part III is Conclusion to summarize the study.

I hope that this study can help readers and learners, especially those who study or work in the hotel management field.

2. Implications for further study

In the time to come Vietnam will further integrate into the world economy and culture. Hotel Management will become more and more important and interpretation concerning hotel management field is more interesting. This

progress requires translation of high quality. Thus, more study should be carried out so that translating documents relating to hotel management field will become easier. These studies should touch upon translation from different perspectives, especially the impacts of the translations on their readers because it is the readers that are the final and most important assessors of translations.

In conclusion, I hope this thesis will be a document to the study of English-Vietnamese translations in universities and on the media. In my opinion, it can be considered a companion of all people who are seeking to improve their English- Vietnamese translation skills as well as the quality of their translation. Hopefully, this study should be considered as generation of hotel management terms which can be used as reference for English learners, English teachers and anyone be interested in this field.

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APPENDIX 1 (Vocabulary)

ENGLISH	VIETNAMESE
1. Advance deposit	Tiền đặt cọc
2. Arrival List	Danh sách khách đến
3. Arrival date	Ngày đến
4. Arrival time	Giờ đến
5. Average room rate	Giá phòng trung bình
6. Back of the house	Các bộ phận hỗ trợ, không tiếp xúc với khách
7. Bed and breakfast	Phòng ngủ và ăn sáng
8. Block booking	Đặt phòng cho 1 nhóm người
9. Check-in hour(time)	Giờ nhận phòng
10. Check-in date	Ngày nhận phòng
11. Check-out hour(time)	Giờ trả phòng
12. Check out date	Ngày trả phòng
13. Commissions	Hoa hồng(tiền)
14. Conference business	Dịch vụ hội nghị
15. Confirmation	Xác nhận đặt phòng
16. Connecting room	Phòng thông nhau
17. Continental plan	Giá bao gồm tiền phòng và 1 bữa ăn sáng
18. Day rate	Giá thuê trong ngày
19. Departure list	Danh sách khách đi(trả phòng)
20. Desk agent	Lễ tân
21. Due out (D.O)	Phòng sắp check out
22. Early Bird	Đặt phòng sớm(dùng trong chương trình khuyến mại)
23. Early departure	Trả phòng sớm
24. Complimentary rate	Giá phòng ưu đãi
25. European plan	Giá chỉ bao gồm tiền phòng
26. Extra charge	Chi phí trả thêm
27. Extra bed	Thêm giường

28. Free independent travelers	Khách du lịch tự do (FIT)
29. Free of charge(F.O.C)	Miễn phí
30. Front of the house	Bộ phận tiền sảnh
31. Front desk	Quầy lễ tân
32. F.O cashier	Nhân viên thu ngân lễ tân
33. F.O equipment	Thiết bị tại quầy lễ tân
34. Full house	Hết phòng
35. Group plan rate	Giá phòng cho khách đoàn
36. Guaranteed booking (Guaranteed reservation)	Đặt phòng có đảm bảo
37. Guest folio account	Sổ theo dõi các chi tiêu của khách
38. Guest history file	Hồ sơ lưu của khách
39. Guest service(Customer service (CS))	Dịch vụ khách hàng
40. Handicapper room	Phòng dành cho người khuyết tật
41. House count	Thống kê khách
42. Housekeeping	Bộ phận phục vụ phòng
43. Housekeeping status (Room status)	Tình trạng phòng
44. In-house guests	Khách đang lưu trú tại khách sạn
45. Kinds of room	Hạng, loại phòng
46. Late check out	Phòng trả trễ
47. Last minute	Đặt sát ngày đến (dùng trong tạo chương trình khuyến mại)
48. Long stay	Khách đặt ở dài ngày
49. Letter of confirmation	Thư xác nhận đặt phòng
50. Method of payment	Hình thức thanh toán
51. Method of selling rooms	Phương thức kinh doanh phòng
52. Message form	Mẫu ghi tin nhắn
53. No show	Khách không đến
54. Non-guaranteed reservation	Đặt phòng không đảm bảo
55. Occupancy level	Công suất phòng
56. Other requirements	Các yêu cầu khác

57. Overbooking	Đặt phòng quá tải(vượt trội)
58. Overnight accommodation	Ở lưu trú qua đêm
59. Overstay	Lưu trú quá thời hạn.
60. Package plan rate	Giá trọn gói
61. Promotion	Chương trình khuyến mại
62. Pre-assignment	Sắp xếp phòng trước
63. Pre-payment	Thanh toán tiền trước
64. Pre-registration	Chuẩn bị đăng ký trước
65. Rack rates	Giá niêm yết
66. Registration	Đăng ký
67. Registration card	Thẻ, phiếu đăng ký
68. Registration process	Qui trình đăng ký
69. Registration record	Hồ sơ đăng ký
70. Registration form	Phiếu đặt phòng
71. Revenue center	Bộ phận kinh doanh trực tiếp
72. Room availability	Khả năng cung cấp phòng
73. Room cancellation	Việc hủy phòng
74. Room count sheet	Kiểm tra tình trạng phòng
75. Room counts	Kiểm kê phòng
76. Shift leader	Trưởng ca
77. Special rate	Giá đặc biệt
78. Support center	Bộ phận hỗ trợ
79. Tariff	Bảng giá
80. Travel agent (T.A)	Đại lý du lịch
81. Triple	Phòng 3 khách(1 giường đôi 1 đơn hoặc 3 đơn)
82. Twin	Phòng đôi 2 giường
83. Under stay	Thời gian lưu trú ngắn hơn
84. Walk in guest	Khách vắng lai
85. Up sell	Bán vượt mức
86. Upgrade	Nâng cấp(không tính thêm tiền)

87. Occupied (OCC)	Phòng đang có khách
88. Quad	Phòng 4
89. Vacant clean (VC)	Phòng đã dọn
90. Vacant ready (VR)	Phòng sẵn sàng bán
91. Vacant dirty (VD)	Phòng chưa dọn
92. Sleep out (SO)	Phòng khách thuê nhưng ngủ ở ngoài
93. Skipper	Khách bỏ trốn, không thanh toán
94. Sleeper	Phòng khách đã trả nhưng lễ tân quên
95. Room off	Phòng không sử dụng = O.O.O: out of order

APPENDIX 2 (Translation Samples)

- **English:**

Receptionist (R) - Guest (G)

R: *Hello, thank you for calling the Star Hotel. My name is Trang. May I help you?*

G: *Hello. I made a reservation at your hotel last week and I want to change it to a different date. How do I change it?*

R: *Certainly. I will check on the system now. Do you have a reservation number?*

G: *I am sorry. I think I did forget.*

R: *Oh, no problem. I can look you up on the system. What is last name on the reservation?*

G: *The last name is Stowe.*

R: *And what is your arrival date?*

G: *July 20th.*

R: *Ok, let me check here. Here you are. And would you like to cancel this reservation?*

G: *Oh, no. I just need to change the date.*

R: *Yes, we can do that. How do you want to change it*

G: *Do you have anything for July 28th?*

R: *July 28th? Ok, let me check here. Oh, I am sorry, it seems that all of our rooms are booked for that times.*

G: *You don't have anything available at all?*

R: *Yes, sir. That is a very busy time for us because we have organized many promotional activities.*

G: *If I can't get a room at that time then I will have to cancel after all?*

R: *No problem, sir. I just need the credit card number that you used to make the reservation.*

G: *It's 1234 5678 9012*

R: *Ok, I have cancelled your reservation now. We are sorry because we couldn't accommodate the change for you this time.*

D: *No, that's ok. Thank you.*

R: *Thank you for choosing our hotel. Please call again the next time you visit. Have a nice day and Good bye!*

(Source: www.hoteljob.vn)

• **Vietnamese:**

Lễ tân (L) - Khách (K)

L: Xin chào, cảm ơn quý khách đã gọi đến khách sạn Star, tôi là Trang. Tôi có thể giúp gì cho quý khách?

K: Xin chào. Tôi đã đặt phòng tại khách sạn vào tuần trước đó và tôi muốn đổi lịch đặt phòng sang một ngày khác. Tôi phải làm như thế nào để thay đổi nó?

L: Vâng thưa ông. Tôi sẽ kiểm tra hệ thống ngay bây giờ. Ông có thể cho tôi xin mã đặt phòng của ông không ạ?

K: Tôi xin lỗi. Tôi nghĩ là mình đã quên mất mã đó

L: Không sao. Tôi có thể tìm trong hệ thống. Tên mà ông dùng để đặt phòng là gì ạ?

K: Stowe.

L: Và ngày ông đến?

K: Ngày 20 tháng 7

L: Vâng, để tôi kiểm tra. Đây rồi. Và ông muốn hủy lịch đặt phòng này?

K: Ôi không. Tôi chỉ muốn thay đổi lịch.

L: Vâng, chúng tôi sẽ thay đổi nó. Ông muốn thay đổi như thế nào ạ?

K: Có phòng vào ngày 28 tháng 7 này không?

L: 28/7. Tôi sẽ kiểm tra ngay. Ôi tôi rất tiếc, tất cả các phòng vào ngày này đều đã được đặt rồi ạ.

K: Không còn bất cứ phòng trống nào ư?

L: Vâng thưa ông. Đây là khoảng thời gian bận rộn vì chúng tôi triển khai khá nhiều hoạt động khuyến mãi.

K: Như vậy tôi sẽ phải hủy yêu cầu đặt phòng này?

L: Không sao thưa ông. Tôi cần số thẻ tín dụng của ông khi sử dụng để đặt phòng này ạ.

K: Đó là 1234 5678 9012

L: Vâng, tôi đã hủy yêu cầu đặt phòng của ông rồi ạ. Chúng tôi rất tiếc vì không thể đáp ứng yêu cầu của ông trong thời gian này

K:Ồ, không có vấn đề gì

L: Cảm ơn vì đã lựa chọn khách sạn của chúng tôi. Hãy liên lạc với chúng tôi vào chuyến đi khác của ông. Tạm biệt và chúc ông một ngày tốt lành!

(Source: www.hoteljob.vn)