

儿童俱乐部英汉双语实习工作手册

A Bilingual Guidebook in English and Chinese
for Kids Club Trainees

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在普吉岛麦考安纳塔拉别墅度假酒店

At Anantara Mai Khao Phuket Villas



背景和意义

- 实习生缺乏工作经验
- 对工作流程不够了解
- 与外国客人沟通不够自信
- 需要统一的工作标准

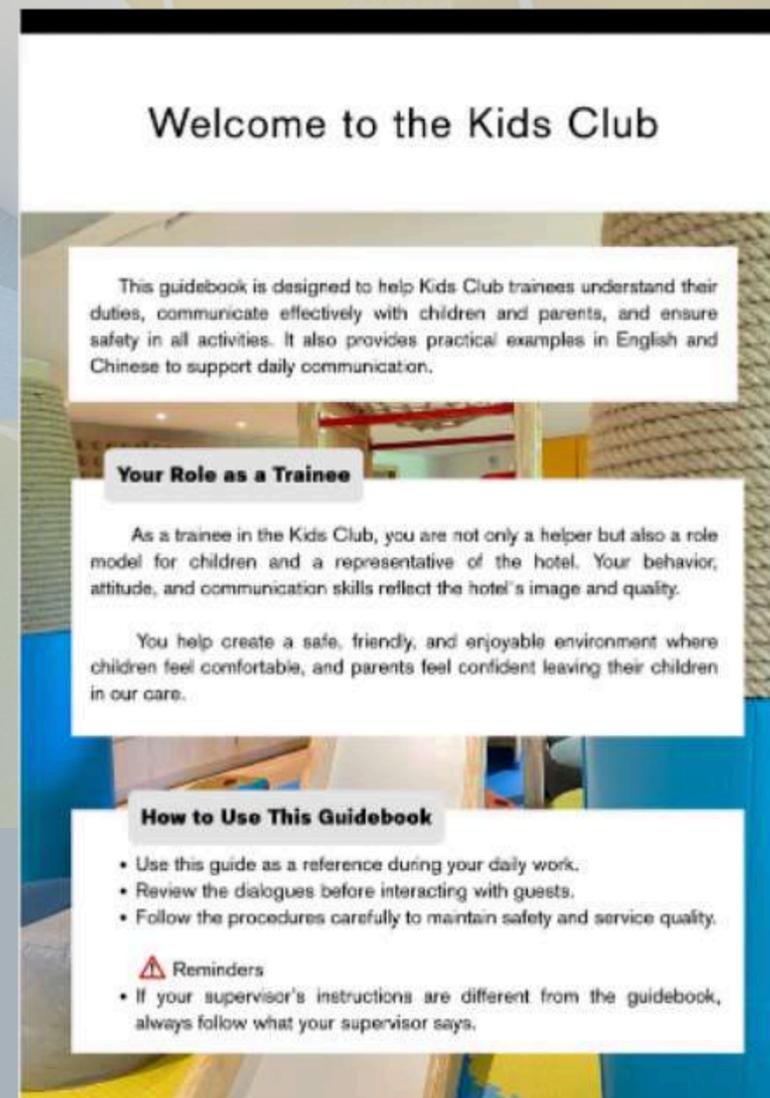


项目目的

1. 为了增加实习生在工作和为孩子及家长服务方面的知识和信心。
2. 作为以后实习生培训的参考，并提高儿童俱乐部的服务标准。

第一，手册说明

- 儿童俱乐部简介
- 实习生角色与责任
- 手册使用说明
- 提升信心与服务质量

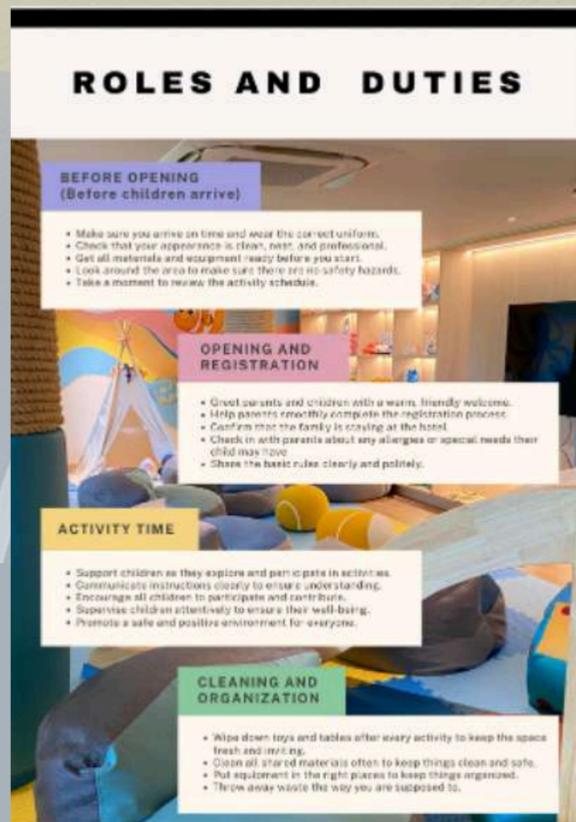


第二，工作区域介绍



- 介绍儿童俱乐部不同区域
- 了解每个区域的用途与活动类型
- 说明注意事项与禁止事项
- 帮助实习生更自信地向家长解释

第三，实习生的角色和职责



- 开始前准备
- 欢迎与登记
- 活动中照顾
- 清洁与整理
- 安全与紧急处理
- 交还孩子与关闭区域

第四，按时间安排的工作表

- 上午主要是艺术和手工活动
- 下午安排创意课程和游戏活动
- 晚上六点半举行电影之夜
- 每周二和周六进行

DAILY ACTIVITY SCHEDULE

- **9:00 AM**
During this time, children get busy with drawing and coloring, filling their papers with creative ideas. Each day brings a new art activity for them to explore.
- **10:00 AM**
During this period, paid activity classes will be available for children who wish to participate. Activities include DIY Fluid Bear painting, T-shirt Tie-Dye, and Art Bag painting.
- **11:00 AM**
During this period, children may participate in paper crafts, engage with pop-up papers, observe turtles in their habitat, and experience traditional Thai costumes.
- **2:00 PM**
Each day at this time, children aged 6 and up can join the rock-climbing session. Parents should bring their kids to the set area at the right time.
- **3:00 PM**
During this time, there will be fun classes for kids who want to join. Activities will include Cupcake Decoration, Cap Painting, Art Bag Painting, Art Shirt Painting, and Candle Gel Making.
- **4:00 PM**
During this time, activities such as coloring, face painting, and making bracelets are planned. Activities will vary each day.
- **5:00 PM**
During this time, there will be games like Bingo, Uno, Spot It, and Dominoes, and the activities will change each day according to the schedule.
- **6:30 PM**
During this time, movie night will happen every Tuesday and Saturday. Parents need to book a spot in advance. The movies play from 6:30 PM to 8:00 PM.

第五，语言使用与沟通

Language Style and Communication



Language Style

The language used in the Kids Club should always be polite, friendly, and easy to understand. Trainers should avoid using strong or commanding words. Instead, they should use gentle and encouraging expressions to make children and parents feel comfortable and respected.

Tone of Voice

- Speak calmly and clearly
- Use a warm and friendly tone
- Smile when speaking
- Keep your voice at a moderate volume

Language Examples

SITUATION	ENGLISH	中文
Children are running.	Could everyone please walk slowly for me?	大家可以慢慢走吗?
Children are shouting.	Could we use our quiet voices, please?	我们可以小声一点吗?
Children do not want to join an activity.	Would you like to try together with me?	你想愿意和我一起做吗?
Children are crying or upset.	It's alright, I'm here with you. Please don't worry.	没关系，我在这里陪着大家，不用担心。
Children are arguing or fighting.	Let's calm down and talk nicely together, okay?	我们先冷静一下，好好说，好吗?
Children are waiting for parents.	Your parents will be here soon. Could you please wait together with me?	你们的家长很快就會來，可以和我一起在這裡等一下嗎?

Language Style and Communication



Language Examples

SITUATION	ENGLISH	中文
Children are not paying attention.	May I have everyone's attention for a moment, please?	可以請大家注意一下嗎?
Children are not sharing toys.	Could we please share the toys and take turns?	我們可以一起分享玩具，輪流玩嗎?
Children are not listening to instructions.	Let's listen together carefully, okay?	我們一起認真聽，好嗎?
Children are too close to each other.	Could everyone please give each other a little space?	大家可以互相保持一點距離嗎?
Children are pushing each other.	Let's be gentle and kind to our friends, please.	請大家對朋友溫柔一點吧。
Children are not lining up.	Could everyone please line up nicely?	大家可以排好隊嗎?
Children are blocking the walking.	Let's keep the walking clear, please.	請大家把通道讓出來。
Children are too noisy after an activity.	Let's use our quiet voices now, please.	現在我們用小声說話好嗎?
Children are confused about what to do.	Let me explain it again slowly for everyone.	讓我再慢慢地向大家解釋一次。
Children are leaving their seats.	Could you please stay in your seats for a moment?	可以請大家先坐在座位上嗎?

- 使用积极、礼貌的表达方式
- 避免强硬或负面的语气
- 提供英语和中文示例句
- 句子简短、容易理解
- 符合酒店服务标准

第六，情景示例

- 提供中英文对话
- 常见服务问题处理
- 提高沟通信心
- 增强专业形象

EXAMPLE SITUATIONS

- **The guest would like to leave their child at the Kids Club.**
客人希望把孩子留在儿童俱乐部。

Certainly, we are ready to help you with our Kids Club. The Kids Club is available for children aged 4 and above to keep all children safe. You are welcome to leave your child with us, but please provide your phone number and let us know where you will be going. This is so that we can locate you in case of an emergency and ensure that your child is doing well. We appreciate that you are willing to do this.

当然可以，我们很高兴为您提供我们儿童俱乐部服务。为了所有孩子的安全，儿童俱乐部只为4岁以上儿童开放。在您把孩子交给我们的之前，我们希望您提供您的联系方式，包括电话号码，以及在孩子离开俱乐部期间，您将要去的地方。这样，如果有需要，我们可以马上取得联系，并确保您的孩子一直健康快乐地玩耍。非常感谢您的理解与配合。谢谢。
- **The guest has a concern that the room is too cold.**
客人反映房间温度太低。

I understand your concern about the room temperature, and I would like to advise you that the temperature of the air conditioner is set to a standard and eco-friendly level. We are aware that some guests might feel cooler than others. There is a waiting area with sofas and chairs directly after all of the Kids Club's waiting areas. For more comfort, you are free to relocate to these areas. To ensure you and your child would be comfortable, our staff will be pleased to assist at any time.

理解您觉得房间有点冷的担忧。空调的温度设置是正常的，但考虑到有些客人可能会觉得更冷。在儿童俱乐部有一些等候区配有沙发和椅子。您可以到这些地方去，我们的员工会乐意提供帮助，确保您的孩子玩得开心。
- **The guest will be a little late in picking up their child.**
客人表示他们会比预定时间晚来接孩子。

I understand that you may arrive a little later to pick up your child. I would like to kindly inform you that you may collect your child at any time during our operating hours. However, the Kids Club closes at 6:00 p.m. After this time, we are not able to facilitate child pick-up. We would therefore appreciate it if you could arrive before closing time. Thank you very much for your understanding and cooperation.

理解您可能会晚一点来接孩子。我们向您说明，您可以在儿童俱乐部开放时间内来接孩子，不过我们在下午六点关闭，六点以后就不能再接孩子了，所以请您在关门之前到达。感谢您的理解与配合。

EXAMPLE SITUATIONS

- **The guest would like their child to watch cartoons.**
客人希望让孩子看电视。

I completely understand that you would like your child to watch cartoons. At the moment, there are other children in the Kids Club and parents prefer that their children not watch cartoons. In order to make sure that all families feel comfortable, we only play cartoons only when there are no other children present. Thank you very much for your understanding, and we truly appreciate your cooperation.

我非常理解您希望孩子看电视。现在儿童俱乐部还有其他孩子，有些家长希望孩子不要看电视。为了让所有家庭都感到舒适，我们会在没有其他孩子在场时播放卡通。非常感谢您的理解与配合。
- **The guest would like to participate in an activity that is not scheduled at that time.**
客人要求参加未在预定时间内安排的活动。

We sincerely appreciate your interest in this activity. This activity is not available at this time because we can only conduct activities according to our schedule. However, we have other wonderful activities and we would be pleased to invite your child to participate. Your child will receive excellent care from our staff who will make sure they enjoy their time here to the fullest.

理解孩子想在预定时间之外参加这个活动，我们非常感谢您的理解。现在我们不能安排这项活动是因为我们只能按照我们的时间表进行活动。不过我们还有其他有趣的活动可以参加。我们很愿意邀请孩子一起加入，并让孩子玩得开心。
- **Other guests have requested to use the Kids Club.**
其他客人要求使用儿童俱乐部。

Thank you very much for your interest in our Kids Club. I would like to kindly inform you that in-house guests are the only ones who can use the Kids Club's amenities and activities. This enables us to ensure our guests the best possible experience, safety, and convenience. We sincerely appreciate your cooperation and understanding.

非常感谢您对儿童俱乐部的关注。我们向您说明，儿童俱乐部的服务只提供给入住酒店的客人，这样我们可以更好地保障孩子安全，并为您提供更好的体验。感谢您的理解与配合。

EXAMPLE SITUATIONS

- **The guest does not understand the reason their child is not permitted to enter a swimming pool.**
客人不理解为什么孩子不能进入游泳池。

I understand your question regarding swimming, and I would like to kindly explain that, for safety reasons, we do not allow children to wear swimwear inside the Kids Club. Swimsuits may easily get caught on toys or equipment, and if a child can be easily injured when children are using slides, which may increase the risk of slipping. In addition, because indoor temperatures are higher, wearing swimwear may make children feel cold and uncomfortable. For these reasons, we kindly recommend comfortable play clothes instead. Thank you very much for your understanding.

非常理解您对孩子不能看电视的问题。现在儿童俱乐部还有滑梯等，有些家长希望孩子不要看电视。为了确保所有家庭都感到舒适，我们会在有其他孩子在场时播放卡通。非常感谢您的理解与配合。
- **The guest has inquired about the reason some activities require advance booking.**
客人询问为什么部分活动需要提前预订。

I understand your question about why some activities require advance booking. For the cooking class, we need to prepare the ingredients for the recipe, which needs to be pre-ordered, as we are preparing snacks for the kids who have booked it. This allows us to keep everyone's experience smooth and provide the best service possible for all guests. I sincerely appreciate your understanding.

理解您为什么会想知道有些活动需要提前预订。比如亲子烘焙课，我们需要提前准备一些材料，因为要和厨房一起准备材料。另外，烘焙课也需要提前预订，这样我们可以为已经预订的孩子准备零食。这样可以让我们活动进行得更顺利，为所有客人提供更好的服务。感谢您的理解。

研究方法

第一步，分析问题

第二步，研究实习生的角色和职责

第三步，设计和发展手册

第四步，实际试用手册和前测与后测评估

第五步，总结与改进建议



评估结果

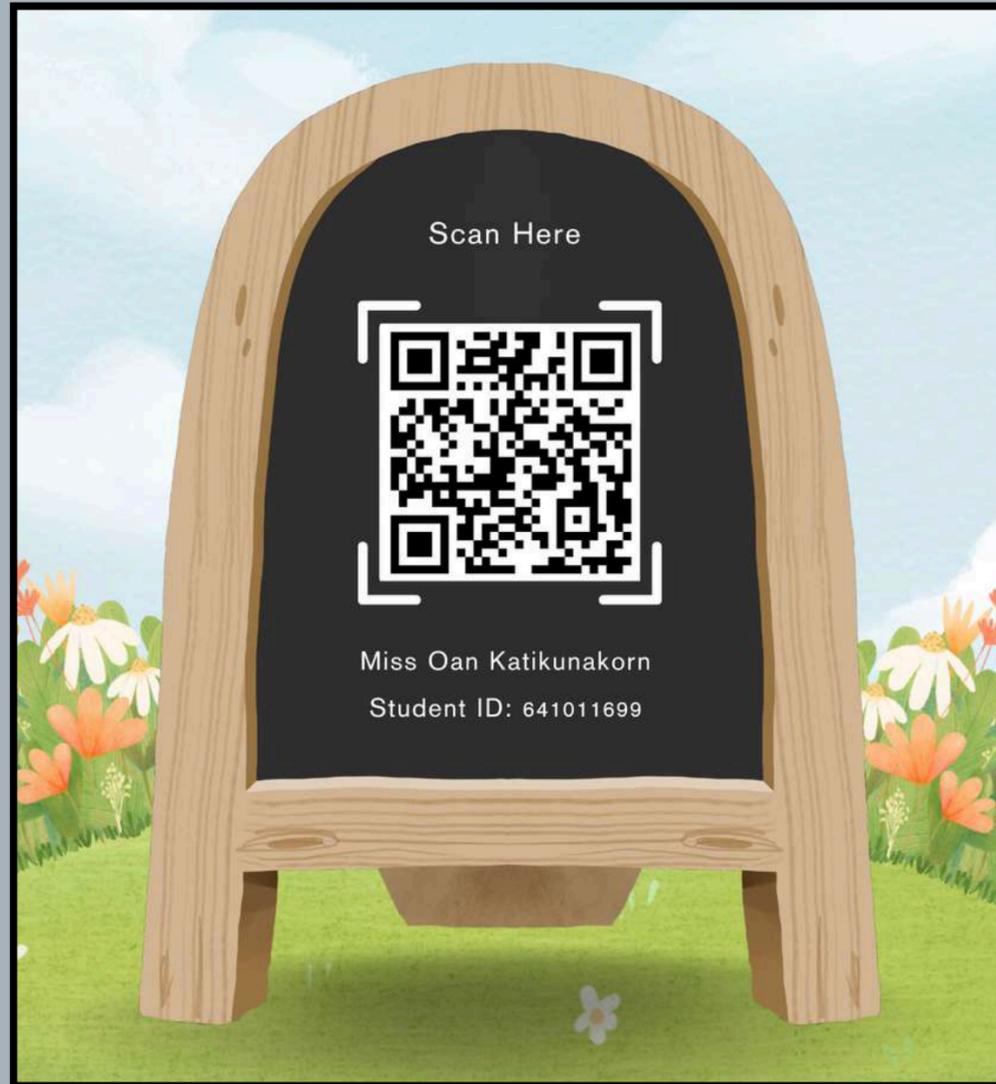
评估方面	使用前(%)	使用后(%)	变化(%)
知识理解	60.40%	87.20%	26.80%
沟通能力	57.60%	85.60%	28.00%
工作信心	58.80%	88.00%	29.20%
整体	59.00%	87.00%	28.00%

研究结论

- 本项目达到预期目标
- 实习生知识与信心明显提高
- 沟通能力得到改善
- 建立了统一的培训标准
- 可持续用于未来实习生培训



实习工作手册



阅读手册前满意度评估表



阅读手册后满意度评估表



谢谢

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