

广东省全日制普通中学高中选修课试用教材

职业英语会话

广东省教育厅 编



广东教育出版社

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Dialogues of Vocational English

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说 明

根据国家教委《现行普通高中教学计划的调整意见》、结合本省的实际情况，我室组织编写了一套技术与职业类的选修课试用教材，供高中学生选用。

今年出版的有《现代秘书实务》、《职业英语会话》、《职业英文信函打字》、《电脑应用》（上、下册）、《简易会计》和《人际关系基础》六种，每门选修课试用教材开设时间约 36 个学时，亦可适当延长一些，以后本室还将陆续编写其他内容的这类试用教材。

各校要积极开设技术与职业类的选修课，加强对学生进行职业预备教育，为学生作好就业的技能、知识和心理准备。这类选修课可进行考查，也可不进行考查而只作选修与否的记载。

广东省教育厅

1997.2.

编者的话

随着我国改革开放的不断扩大和深化,国内外向型经济迅猛发展,社会上不少用人单位在招聘员工时都很重视应征者的英语水平,尤其是英语会话的能力,针对目前学生口语交际能力不理想,与形势需求不相适应的状况,我们编写了这本《职业英语会话》。本书作为口语教材,也适用于职业学校或短期的职前培训班。

本书共含5个单元,每单元有3课书,课文以对话为主要形式,对话内容均是围绕旅游、酒店、商场、办公室工作以及求职时的涉外活动。在编写过程中,我们不但重视涉外活动中的日常礼貌用语、行为规范及职业道德的教育,还着意向学生提供有关工作的知识和必要的信息。为此,在每单元之前我们特意加插了一个涉及单元内容的文字说明。

本书每课包含以下几个内容:对话、课内生词、与本题材内容有关的单词、短语或常用表达法、练习。练习以口头操练为形式,培养学生口语交际能力为主要目的,安排在堂上完成。为了适应不同层次的学生使

用,我们在每课的练习Ⅲ中,设计了创造性较强、活用语言能力要求较高的题型,让学生在学完课文后,能根据所提供的情景编造有关对话,教师可根据本班学生的实际情况灵活选用。

本书由杨明逵、蔡柏崇同志策划,邹启明、黄子成同志编写,邹启明同志负责编写1、2、3、10、13、14、15课以及五个单元的前言;黄子成同志负责编写4、5、6、7、8、9、11、12课,参加编写工作的还有黄秀萍同志。广州对外贸易学院的外籍专家 Jenny Presland 对本书进行了认真的审阅,谨此致谢。

由于时间紧迫,成书仓促,恐有疏漏之处,恳请读者批评指正。

编者

1997年2月

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第一单元 旅 游

我国地域辽阔,历史悠久,不仅有世界闻名的万里长城等历史古迹,还有许多美不胜收的名山大川,江河湖泊,旅游资源十分丰富。改革开放以来,我国的旅游业发展迅速,每年都吸引了国内外的大批游客,旅游业的收入突飞猛进,成为我国外汇收入的一大支柱。旅游业的发展同时也促进了当地工业、商业和服务业的迅猛发展,使一批过去贫穷落后的地区面貌焕然一新。

要开发好旅游资源,不仅要抓好旅馆、饭店、交通运输、旅游景点等设施的建设,同时要抓好管理和服务质量。旅游工作是由一系列服务工作组成的,服务的质量和管理的水平直接关系到旅游业的成败,高质量的管理和服务能使旅客感到温暖如家,令他们留连忘返;反之,则无法吸引住旅客。因此,提高管理和服务的質量是搞好旅游工作的关键。

旅游工作按分工可以分为交通、接待和导游三大类,其中,交通是旅客最关心的问题。如何用较少的钱在有限的时间内游览更多的地方是所有旅客的心愿。作为旅游工作者和票务工作者,我们不仅要帮助旅游者及时解决交通问题,还应为他们提供咨询,帮助他们选择最佳旅游路线和交通工具。因此,负责这项工作的同志必须熟悉国内的交通情况,掌握各种交通工具的时间表和不同的票价,以便为旅游者迅速提供准确的信息。

接待工作是旅游工作的核心。它涉及面广,工作细致复杂,与旅客接触多,因此,它的服务质量十分重要,接待工作可以分为食、住、行三个部分。本单元主要介绍“行”这一部分,第二单元将着重介绍食、住部分。

所谓“行”指的是旅客的迎送工作。迎送工作本身并不复杂,但它会影响旅客的第一印象,因此不可掉以轻心。负责迎送工作的服务人员要热情有礼,熟悉业务,主动为旅客提供帮助,排忧解难。初次来我国旅游的外国客人在出入境或搭乘飞机、火车、轮船时,由于不了解我国的边防检查制度以及机场、车站、码头的情况,往往觉得很麻烦。我们一方面要帮助他们做好检查工作及登机、上车、上船的工作,另一方面也要多向他们介绍情况,帮助他们熟悉环境。同时,我们还要警惕那些冒充旅客身份的犯罪分子,帮助有关部门做好保卫工作。

导游工作是旅游工作的组成部分。导游工作者应当了解和熟悉旅游点的情况,掌握丰富的历史文化知识,才能为旅客提供生动有趣的介绍;旅游工作者还应当学一点心理学,研究各种不同旅客的爱好、特点,以便为他们安排合适的旅游项目,满足他们的要求。

我国对外开放的步伐不断加快,使我国丰富的旅游资源得到不断开发,越来越多的海外游客来我国参观游览,因此,旅游工作者不仅要熟悉本行业务,扩大旅游知识,还应当学好一门外语。只有熟练掌握好外语这个工具,才能以高质量的管理和服务吸引更多的外国客人,促进我国的旅游事业进一步发展。

Unit One 第一单元

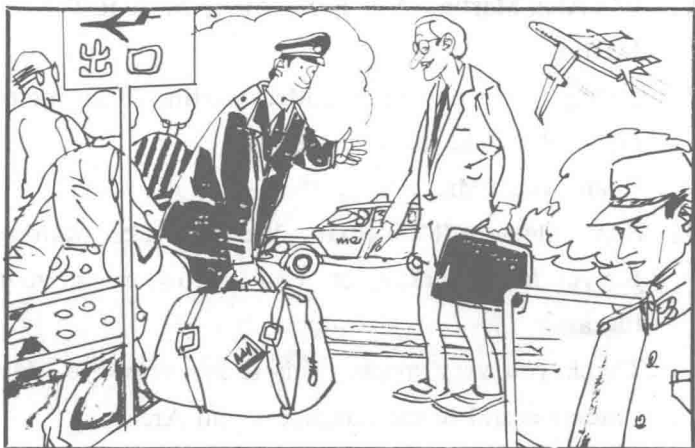
Tourism 旅游

Lesson One 第一课

At The Airport 机场

Dialogue One

In The Arrival Hall



Alex Martin comes to visit Guangzhou by air. He reserves a room at the White Swan Hotel. Brian Wang is the airport representative of the hotel. His job is to receive guests at the airport.

(A——Alex Martin; B——Brian Wang)

A: Hello, there. Are you from the White Swan Hotel?

B: Yes, I'm Brian Wang from the White Swan Hotel.
Can I help you?

A: Yes, Mr. Wang. I'm Alex Martin from Britain.
I've reserved a room in your hotel.

B: Could you spell your name, please?

A: It's Alex Martin. A-L-E-X, Alex; M-A-R-T-I-N,
Martin.

B: I've got your name here, Mr. Martin. Welcome to
Guangzhou and the White Swan.

A: Thank you, Mr. Wang. Please call me Alex.

B: Sure, please call me Brian. We have a car waiting
for you in the parking lot. Can I help you with your
luggage?

A: Thank you very much. This is my briefcase. My
suitcase is still in the Baggage Claim Area.

B: Please give me the receipt. I'll go and claim it for
you.

A: Thank you. It's a brown leather suitcase with my name tag on it.

B: (After walking out of the Baggage Claim Area) Is this your suitcase?

A: Yes, that's it. Thank you very much.

B: You're welcome. Let me take the suitcase to the car.

A: But it's very heavy.

B: Never mind. I can handle it.

A: It's very nice of you. Which way shall we go?

B: Follow me, please.

Dialogue Two

At The Departure Gate

David Hutchinson is to leave for Beijing. Ben Li from the hotel sees him off at the airport. They arrive at the departure gate together.

(B——Ben Li; D——David Hutchinson)

B: Here we are.

D: Well, we still have an hour to go. Enough time to check in.

B: Yes. Please take your briefcase. I'll take the suitcase.

- D: It's very kind of you, Ben. Where do we go?
- B: What's your flight number?
- D: It's CA3315, leaving for Beijing at 15:30.
- B: Let's go to that counter to check in. Please give me your ticket and passport.
- D: Here you are.
- B: What seat do you prefer, window or aisle?
- D: I'd like to have one by the window, if possible.
- B: Sure. Please wait for me here.
- D: Thank you, Ben.
- B: (After a while) I'm sorry, David, your luggage is overweight.
- D: Is it? Never mind. How much do I have to pay?
- B: 50 yuan in all.
- D: Here you are: 50 yuan.
- B: Please wait a minute. I'll go and pay for you. (After a while) Now, here are your passport, your ticket, boarding pass and the luggage receipt.
- D: Thank you ever so much, Ben, you're a great help.
- B: It's nice of you to say so. Now you'll have to go through the security check. I'll have to say good-bye to you here. Please come back to the China Hotel next time you are in Guangzhou.
- D: I sure will. Good-bye, Ben, and take care.

B: Good-bye, David. Happy journey.

Notes

Alex Martin [ˈæleks ˈmɑ:tin] (人名) 阿列克西·马丁

arrival [əˈraɪvəl] *n.* 到达, (机场) 出站口

swan [swɒn] *n.* 天鹅

the White Swan Hotel 白天鹅宾馆

by air 乘坐飞机

reserve [rɪˈzə:v] *v.* 预订

Brian [braɪn] (人名) 布莱恩

representative [ˌreprɪˈzɛntətɪv] *n.* 代表

parking [ˈpɑ:kɪŋ] *n.* 停车

parking lot 停车场

briefcase [ˈbrɪ:fkeɪs] *n.* 公文包

suitcase [ˈsju:tkeɪs] *n.* 皮箱, 手提箱

luggage [ˈlʌdʒɪdʒ] *n.* 行李

help you with your luggage 帮你拿行李

Baggage Claim Area 行李领取处

receipt [rɪˈsi:t] *n.* 收据

luggage receipt 行李单

claim [kleɪm] *v.* 领取

I can handle it. 我拿得了。

It's very nice of you. 你真好。

departure [di'pɑ:tʃə] *n.* (机场) 进站口
David Hutchinson [ˈdeivid ˈhʌtʃɪnsn] (人名) 戴维·哈钦森
leave for 离开某地到某地去
Ben [ben] (人名) 本
see someone off 送别某人
Here we are. 我们到了。
have an hour to go 还有一小时时间
check in 检票
flight [flaɪt] *n.* 航班
 flight number 航班号
counter [ˈkauntə] *n.* 柜台, 检票处
passport [ˈpɑ:spɔ:t] *n.* 护照
Here you are. 给你
prefer [pri'fə:] *v.* 喜欢, 宁愿选择
 What seat do you prefer? 你喜欢坐在哪儿?
aisle [aɪl] *n.* 通道
overweight [ˈəʊvə'weɪt] *adj.* 超重的
boarding [ˈbɔ:diŋ] *n.* 上(机、船), 登(机、船)
 boarding pass 登机卡
You are a great help. 你帮了我的大忙。
security [se'kjʊərɪti] *n.* 安全
 the security check 安全检查站
I sure will. 我一定会的。
take care 保重

journey [ˈdʒɜːni] *n.* 旅行

happy journey 一路顺风

Useful Words and Expressions

railway station 火车站

waiting room 候机（车、船）室

information desk 询问处（台）

platform 月台

luggage office 行李房

escalator 自动电梯

porter 行李搬运工

luggage trolley 行李手推车

It's time for boarding. 该上飞机（车、船）了。

Do you feel airsick? 你晕机吗?

Sorry, your flight is postponed (cancelled). 对不起, 你的航班推迟（取消）了。

The plane (train/boat) is due at... 飞机（火车、轮船）在（某时）到达

The plane (train/boat) is behind schedule. 飞机（火车、轮船）误点了。

port/harbour 港口

dock/quay/pier/landing stage 码头

Go this way and turn left (right). 走这儿再往左（右）拐。

Let me get you a taxi. 让我帮你找辆出租车。

Please take Bus No...请乘坐(某线路)公共汽车

You can get off at Jiefang Bei Road. 你可以在解放北路下车。

It's about five minutes on foot. 步行大约五分钟。

Practice

I. How to say it?

1. You are an airport representative of the Garden Hotel. When a guest comes to you and says he (she) has reserved a room in your hotel, how will you respond?
2. You are a representative of the Central Hotel at the Railway Station. A guest at your hotel has many heavy pieces of luggage. How are you going to help him (her)? What will you say to him (her)?
3. You are to see a guest off at the Zhoutouzui Harbour. What will you do when you arrive at the departure gate? What can you say to your guest?
4. You are working at the Information Desk at the airport. A guest comes to ask you where to check in. How will you respond?
5. You are working in the Information Office at the Railway Station. A guest comes to ask you to help him