



travel
service



made
the
reservation

Practical Oral English for Tourism

实用旅游英语口语

张 娟 陈明辉 陈盛谷 著



first-rate
hotel



Guide



hello!



smile
graciously



criterion
of
guiding service



暨南大学出版社
JINAN UNIVERSITY PRESS

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前 言

随着旅游业的蓬勃发展，越来越多的外国游客来到中国。21 世纪的中国毫无疑问将成为亚洲乃至世界上的旅游客源大国和旅游接待大国，我国旅游业也将面临更多的机遇与挑战。既懂旅游行业又精通英语的人才今后旅游企业青睐的专业人才。为此，我们撰写了《实用旅游英语口语》(Practical Oral English for Tourism) 这本书。本书以国务院批准的国际旅游岛——海南的各种旅游情景为背景，涵盖旅游环节的各个情景，如机场接机、景点讲解、饭店用餐、商场购物以及机场问讯等等。每章的英语情景对话后均附有中文翻译，供读者参考学习。本书由浅入深的口语训练，不仅能帮助从业人员、准备从事旅游工作的人员和旅游专业在校学生打下扎实的旅游英语口语基础，而且对非旅游专业的学生或喜爱英语语言学习的人来说，也可以拓宽他们的知识面，增强交际能力。

著 者

2014 年 12 月

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第一章

Chapter 1

酒店预订与入住手续办理

Hotel-booking and Check-in

Among the six elements in tourism, accommodation plays a key role. As to a certain extent, it decides the comfort level of travel. Generally, tourists need to book a hotel before they reach their tourist destination. They may choose to book either by themselves or through a travel agency. If they fail to do so, they may face the embarrassment of no hotel to accommodate or high rates. Therefore, booking a hotel in advance is necessary.

在旅游的六要素中，住是其中关键的一个要素，它在某种程度上决定着旅游的舒适度。游客在到达旅游目的地之前，通常需要预订酒店。他们可以选择自己预订，也可以选择通过旅行社预订。如果他们不提前订，可能面临没有酒店住或者是酒店价格过高的尴尬情况，所以游客在出发前预订酒店是十分必要的。

Part A Hotel-booking 酒店预订



Dialogue A Booking a Room at a Hotel

对话 A 通过酒店预订房间

Useful words and expressions 有用的表达

hold the line 请不要挂电话

put through to sb. 让某人接电话，转接某人

Reservations 客房预订部

book a room 预订房间

type of room 房型

single 单人间

double 双人间

suite 套间

make the reservation 预订

look forward to 期待

rate 价格

keep the reservation 保留预订

Mike Brown wants to spend his holiday in Sanya and he calls Paradise Hotel to book a room.

(O: operator M: Mike Brown R: reservation staff)

O: Paradise Hotel. How can I help you?

M: Hello. I'd like to book a room, please.

O: Hold the line, please. I'll put you through to the Reservations.

R: Reservations. What can I do for you?

M: I will spend my holiday in Sanya next month and I'd like to book a room in your hotel.

R: OK. Could I have your name, please?

M: Mike Brown. B - R - O - W - N.

R: OK, Mr. Brown. When would you like to come?

M: I will arrive there on 20th of December and leave on 23rd.

R: That will be 3 nights. What type of room would you like? Single, double or suite, Mr. Brown?

M: I'd like a single room.

R: Smoking or non-smoking?

M: Non-smoking, please.

R: OK. Mr. Brown, a single room for 3 nights, from 20th of December to 23rd. Is that right?

M: Yes, exactly.

R: Right. I've made the reservation. We look forward to seeing you on 20th of December. Is there anything I can do for you?



M: I want to know the rate of the single room and how long I can keep the reservation.

R: Single room is 650 yuan per night including breakfast and we will keep your reservation until 6 p. m. on that day. Is that OK for you, Mr. Brown?

M: OK. Thank you very much.

R: You are welcome. Goodbye, Mr. Brown.

M: Bye.

Sample

Room Reservation Form

Title: Mr./Mrs./Miss _____

Arrival Date: _____

No. of Rooms: _____

Room Type: _____

Remarks: _____

Booked by: _____

Confirmation: ☐ Yes ☐ No

Taken by: _____

Approved by: _____

Departure Date: _____

No. of Guests: _____

Room Rate: _____

Tel.: _____

Date: _____

Date: _____

参考译文

麦克·布朗想去三亚度假，他打电话去天堂酒店订房。

(O: 接线员 M: 麦克·布朗 R: 酒店客房预订部工作人员)

O: 天堂酒店，有什么可以帮您的？

M: 您好，我想预订房间。

O: 请不要挂电话，我帮您转到客房预订部。

R: 客房预订部。能为您效劳吗？

M: 下个月我去三亚度假，想在你们酒店预订房间。

R: 好的。可以告诉我您的名字吗？

M: 麦克·布朗。B-R-O-W-N。

R: 好的，布朗先生。您想什么时候入住呢？

M: 我 12 月 20 号到，23 号离开。

R: 那您将入住 3 个晚上。您想要什么房型呢？单人间、双人间还是套间？

M: 我想要一个单人间。

R: 是可以吸烟的房间还是无烟房？

M: 我想要无烟房。

R: 好的，布朗先生。一个单人间，住 3 个晚上，从 12 月 20 号到 23 号，对吗？

M: 是的，没错。

R: 好的。已经预订好了。期待 12 月 20 号见到您。还有其他可以效劳的吗？

M: 我想知道单人间的价格以及我的预订可以保留到什么时候。

R: 单人间的价格是每晚 650 元，包含次日的早餐。在您到达那天的下午 6 点之前我们都会为您保留着房间。您觉得这样可以吗，布朗先生？

M: 好的。非常感谢。

R: 不客气。再见，布朗先生。

M: 再见。

示 例

订房单

称呼: _____ 先生 / 太太 / 小姐

入住日期: _____

离店日期: _____

房数: _____

入住人数: _____

房型: _____

房价: _____

备注: _____

预订人: _____

电话: _____

是否确认: ☐ 是 ☐ 否

经办人: _____

日期: _____

批准人: _____

日期: _____



Dialogue B Book a Room through a Travel Agency

对话 B 通过旅行社预订房间

《Useful words and expressions 有用的表达》

travel agency 旅行社

receptionist 接待员

convenient and comfortable hotel 便利又
舒适的酒店

available 可得到的

recommendation 推荐

first-rate hotel 一流的酒店

downtown 市中心

feel at home 舒适自在, 无拘无束

excellent 极好的, 优秀的

efficient 效率高的

highly recommend 极力推荐

recreation center 娱乐中心

modern facilities 现代化设备

free of charge 免费

within easy reach 触手可得

souvenir 纪念品

the first choice 首选

fill in the reservation form 填写订房单

How would you like to pay? 您希望以什
么方式付款?

credit card 信用卡

sign your name 签名

Mary is going to Sanya and she goes to a travel agency asking for some information about the hotel.

(R: receptionist M: Mary)

R: Good morning. What can I do for you?

M: Good morning. I am going to Sanya for a trip next week and I'd like to find a convenient and comfortable hotel to stay at.

R: Take a seat, please. Could I have your name, please?

M: Mary Miller.

R: Would you please spell it?

M: M-I-L-L-E-R, Miller.

R: OK, Miss Miller. Here are several good hotels available for your choice, and my first recommendation would be Bright Harbor View Hotel. It is one of the first-rate hotels in Sanya.

M: Is it at the beach or in the downtown?

R: It is at the beach, but not far from downtown, just 10 minutes' drive.

M: What about the service there?

R: You may feel at home there as the service is excellent and efficient. Many guests highly recommend it.

M: How about facilities there?

R: There are both outdoor and indoor swimming



pools. You can relax yourself at any time. There is also a recreation center with modern facilities. You can enjoy yourself free of charge during your stay there.

M: Sounds nice.

R: Besides, a big shopping center is within easy reach. If you want to buy some souvenirs, it is the first choice.

M: Really? That's great.

R: The Duty Free Shop is just 15 minutes' walk from the hotel.

M: Great. I'd like to choose Bright Harbor View Hotel.

R: OK, Miss Miller. Let's fill in the reservation form. When would you like to go to Sanya?

M: Next Tuesday, December 7th, and I will leave there on 10th.

R: That would be 3 nights. What type of room would you like to choose? Single room, double room or suite, Miss Miller?

M: Single, please.

R: Right. Let's see the rate. Here, single room, 860 yuan per night including breakfast. 3 nights would be 2,580 yuan. Is that OK for you, Miss Miller?

M: Well, that's all right. I'll take that.

R: Fine. How would you like to pay, Miss Miller?

M: By credit card. Here you are.

R: Thanks. Just a moment, please. (*a moment later*) I am sorry to have kept you waiting. This is your card and slip, Miss Miller. Could you sign your name here, please?

M: Is that all right?

R: Yes, thank you. Here is the hotel reservation form, Miss Miller. When you arrive at the hotel next Tuesday, please show this form to the receptionists or just tell them your name, they will help you to check in.

M: OK.

R: Is there anything else I can do for you?

M: No, thanks.

R: You are welcome. Have a nice trip to Sanya, Miss Miller. Goodbye.

M: Bye.

Sample

Hotel Reservation Form

Booking Reference: _____ Destination: _____

Name of Hotel: _____

Type of Room: ☐ Single ☐ Double ☐ Triple ☐ Suite

Arrival Date: _____ Departure Date: _____

No. of Guests: _____ Room Rate: _____

Name of Guest: _____

Type of Payment: ☐ Cash ☐ Credit Card ☐ Traveler's Cheque ☐ Others

参考译文

玛丽要去三亚，她来到旅行社咨询住宿问题。

(R: 接待员 M: 玛丽)

R: 早上好。能为您效劳吗?

M: 早上好。我下周要去三亚度假，想住在一个方便舒适的酒店。

R: 请坐。能告诉我您的名字吗?

M: 玛丽·米勒。

R: 能拼写一下吗?

M: M-I-L-L-E-R, 米勒。

R: 好的，米勒小姐。我这里有好几个很不错的酒店可供选择，我首先推荐的是 Bright Harbor View 酒店。这是三亚一家一流的酒店。

M: 酒店是在海边还是在市中心呢?

R: 在海边，但离市中心不远。开车 10 分钟就到了。

M: 那儿的 service 怎样?

R: 在那儿您会感觉像在家里一样舒服，他们的服务很棒，效率很高。许多游客都很推荐那里。

M: 那儿的设施怎样?

R: 那儿有室外游泳池和室内游泳池。您随时都可以过去放松一下。那儿还有一个娱乐中心，设备都很现代化。在您入住期间，可以免费使用。

M: 听起来真不错。

R: 另外，那附近还有一个大型购物中心。如果您要买纪念品，那里是首选。

M: 真的吗? 太好了。

R: 从酒店去免税店走路也只要 15 分钟。

M: 太好了。那我就选 Bright Harbor View 酒店了。

R: 好的，米勒小姐。我们现在来填写订房单。请问您什么时候去三亚?

M: 下周二，12 月 7 号。我将在 10 号离开。

R: 那您在那儿住 3 个晚上。请问您喜欢什么样的房间呢? 单人间、双人间还是套间，米勒小姐?

M: 单人间，谢谢。

R: 好的。我们看一下房价。这儿，单人间的价格是每晚 860 元，包含次日的早餐。3 个晚上就是 2 580 元。可以吗，米勒小姐?

M: 好的，我就订那个房间。

R: 好的。请问您怎么付费呢，米勒小姐?

M: 用信用卡。给。

R: 谢谢。请稍等。(过了一会儿) 抱歉让您久等了。这是您的卡和银行小票，米勒小姐，请您在这儿签名。

M: 好了吗?

R: 是的。谢谢您。这是酒店订房单, 米勒小姐。您下周二到达酒店的时候, 请向前厅接待员出示这张订房单或者告诉他们您的姓名, 他们就会帮您办理入住手续。

M: 好的。

R: 请问还有什么可以帮助您的吗?

M: 没有了, 谢谢。

R: 不客气。祝您在三亚玩得开心, 米勒小姐。再见。

M: 再见。

示例

酒店订房单

预订号: _____ 目的地: _____
酒店名称: _____
房型: ☐ 单人间 ☐ 双人间 ☐ 三人间 ☐ 套间
入住日期: _____ 离店日期: _____
入住人数: _____ 房费: _____
客人姓名: _____
付款方式: ☐ 现金 ☐ 信用卡 ☐ 旅行支票 ☐ 其他

Part B Check-in 办理酒店入住手续

Tourists need to check in and pay the deposit at the front office when they get to the hotel. In fact, the service of receptionists greatly influences the impression that the hotel gives to the tourists. Receptionists' good mastery and proficient application of foreign languages are extremely important to international hotels. It is helpful for receptionists to check in smoothly and get to know tourists' needs and then offer necessary help.



游客在到达酒店时, 需要到前厅办理入住手续, 缴纳押金。事实上, 前厅接待人员的服务水平极大地影响着游客对酒店的印象。熟练掌握和运用外语对国际酒店的前厅工作人员来说是非常重要的。它不仅有助于前厅人员顺利协助客人办理入住手续, 还有助于他们了解客人的需要并及时提供必要的帮助。



Dialogue At the front office

对话 在前厅

《Useful words and expressions 有用的表达》

the front office 前厅

check in 办理入住手续

Sorry to have kept you waiting. 不好意思
让您久等了。

fill in the registration form 填入住登记卡

non-smoking room 无烟房

porter 行李员

check-out time 退房时间

day of departure 离店日期

lobby 大堂

bellman 传达员

Mr. James comes to the front office of Bright Harbor View Hotel and he will stay here for 3 nights.

(R: receptionist J: James)

R: Good morning, sir. What can I do for you?

J: Good morning. I'd like to check in now.

R: Yes, sir. Have you made a reservation?

J: Yes, I have. I booked a single room through a travel agency last week.

R: May I have your name, please?

J: James. J - A - M - E - S. Mike James.

R: Thank you, Mr. James. Would you please wait a moment? I'll check on our computer. (*a moment later*) Sorry to have kept you waiting, Mr. James. You booked a single room for 3 nights. Is that right?

J: Yes, exactly.

R: Mr. James, would you fill in this registration form?

J: Sure. Is that OK?

R: Yes, it is right. Thank you, Mr. James. Here is your room key. Your room number is 1606, a non-smoking room.

J: Oh, thank you.

R: My pleasure. Mr. James, please take the lift to the 16th floor and turn right. Would you like the porter to help you with your luggage?

J: Yes, please.

R: I'll call the porter for you. By the way, breakfast is served from 7 a. m. to 9 a. m. and check-out time is before 12 at noon on the day of departure. Enjoy your stay here and let us know if you need any help.

J: Thank you. Could you bring my luggage down to the lobby at 11 a. m. on my day of departure?

R: Sure, sir. How many pieces of luggage do you have?

J: Three. I have three pieces in all.

R: Could you please place your luggage at your room door by 11 a. m. ? The bellman will go to pick them up.

J: OK.

R: Is there anything else I can do for you?

J: No. Thank you very much.

R: You are welcome. I hope you will enjoy your stay here, Mr. James.

J: Thank you. See you later.

R: Bye.

Sample

Registration Form

Surname: _____	Given Name: _____	Sex: _____
Nationality: _____	Date of Birth: _____	
Type of Identification: _____	No.: _____	
Type of Visa: _____	Period of Validity: _____	
Permanent Address: _____		
Date of Arrival: _____	Date of Departure: _____	
Room No.: _____		
Type of Payment: <input type="checkbox"/> Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> Traveler's Cheque <input type="checkbox"/> Others		
Remarks: _____		
This rate is subject to 15% surcharge and any other applicable government tax. Safe box provided at the Front Desk or in the guest room is available for use free of charge.		Front Desk Staff Signature: _____
		Guest Signature: _____

参考译文

詹姆斯先生来到 Bright Harbor View 酒店, 他将在这里住上三个晚上。

(R: 接待员 J: 詹姆斯)

R: 早上好, 先生。请问有什么可以帮到您的?

J: 早上好。我想办理入住手续。

R: 好的, 先生。请问您有预订吗?

J: 是的。我上周通过一个旅行社订了一间单人房。

R: 可以告诉我您的名字吗?

J: 詹姆斯。J-A-M-E-S。麦克·詹姆斯。

R: 谢谢, 詹姆斯先生。请稍等, 我查一下电脑。(过了一会儿) 抱歉, 让您久等了, 詹姆斯先生。您预订了3个晚上的单人间, 对吗?

J: 是的。

R: 詹姆斯先生, 能填一下入住登记卡吗?

J: 当然。好了吗?

R: 可以了。谢谢您, 詹姆斯先生。这是您的房间钥匙。您的房间号是 1606, 是一间无烟房。

J: 哦, 谢谢。

R: 不用谢。詹姆斯先生, 请乘坐电梯到 16 楼, 然后往右转。您需要行李员帮您拿行李吗?

J: 是的, 谢谢。

R: 我马上帮您叫行李员。对了, 早餐的供应时间是 7 点至 9 点。另外, 请在离店当天的中午 12 点之前办理离店手续。祝您入住愉快, 如果您有什么需要, 请告诉我们。

J: 谢谢。能在离店那天上午 11 点帮我把行李拿到大堂吗?

R: 当然了, 先生。您有多少件行李呢?

J: 总共有三件行李。

R: 您能在上午 11 点前把行李放在房间门口吗? 行李员会过去拿的。

J: 好的。

R: 还有什么可以帮您的吗?

J: 没有了。非常感谢。

R: 不客气。希望您住得开心, 詹姆斯先生。

J: 谢谢。再见。

R: 再见。

示例

入住登记卡

姓: _____ 名: _____ 性别: _____

国籍: _____ 出生日期: _____

证件类型: _____ 证件号: _____

签证类型: _____ 有效期: _____

永久地址: _____

入住日期: _____ 离店日期: _____

房号: _____

付款方式: ☐ 现金 ☐ 信用卡 ☐ 旅行支票 ☐ 其他

备注: _____

房价另加收 15% 的服务费及有关政府税费。

酒店前台或房间内的保险箱可免费使用。

前台人员签名: _____

客人签名: _____

Part C Reading Materials 阅读材料



Reading Material A Categories of Hotels

阅读材料 A 酒店的分类

Luxury Deluxe Hotel (豪华酒店)

Luxury deluxe hotel is an independent specialist tour operator promotes extensive