

中等职业学校旅游专业教学用书

# 旅游服务英语

*Luyoufuwuyingyu*

主 编 滕兰稳  
副主编 王 杨  
主 审 苗雅杰



电子工业出版社

PUBLISHING HOUSE OF ELECTRONICS INDUSTRY

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## 内 容 简 介

随着入境旅游的迅猛发展,对旅游从业人员外语交际水平方面提出了更高的要求,旅游英语成为学习旅游管理专业的一门非常重要的专业基础课。该课程主要内容包括机场迎宾、前往宾馆途中、抵达宾馆、讨论行程、自然景观游览、人文景观游览、吃在中国、购物、娱乐、送客离开等方面,所涉及对话从外国游客抵达中国开始到离开中国结束整个旅游过程,内容全面。

本书内容丰富,图文并茂,深浅适度。可作为旅游学校各专业中职学生的教材和教学参考书,亦可作为广大旅游爱好者的自学读物和旅游参考书。

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# 前 言

《旅游服务英语》是中等职业学校旅游服务与管理专业的专业英语课程用书，也可以作为旅行社的培训教材或旅游从业人员的自学教材。本教材为适应 21 世纪中职层次旅游管理和服务人才培养的需要，旨在培养学生掌握必要的专业词汇、熟悉旅游从业人员尤其是作为导游与客人交流的基本技巧，并通过课后练习等环节使学生能检验自己的学习效果并较快地掌握所学知识。全书共分 10 个单元，适用于 80 学时左右的课堂教学安排。

本书在编写时注意突出了以下几个特色：第一，简单易学，采用情景对话的形式，口语化，便于学生理解和应用；第二，内容丰富，对话涉及旅游从业人员为外国游客提供服务的食、宿、行、游、购、娱等各个环节；第三，脉络清晰，按照机场迎宾、入住宾馆、确定旅游线路、景观游览、吃在中国、购买中国特色纪念品、欣赏中国传统艺术以及最后机场送行的顺序依次呈现。第四，图文并茂，突破传统模式，文中插入了多幅与内容相关的图片，增强学生的学习兴趣。

本教材由河北师范大学滕兰稳担任主编，河北师范大学王杨担任副主编。具体编写分工为：第五章、第六章由滕兰稳编写；第一章、第七章、第八章、第十章由王杨编写；第二章由张家口职教中心王巽风编写；第三章、第四章由邯郸职业技术学院韩宁编写；第九章由河北科技师范学院郑慧编写。此书由滕兰稳负责全书的统稿，协助统稿的有刘鑫峰和田海阳。

本书在编写过程中，不论是结构体系还是内容均广泛吸取了国内外现有的研究成果，引用了其中有关的文献资料，谨向这些作者致以诚挚的感谢！同时，本书得到了电子工业出版社有关领导和旅游行业专家的指导和帮助，作者所在学校的领导和同事也给予了热情的帮助，也一并表示衷心的感谢！由于学识有限，书中不妥之处在所难免，敬请读者批评指正。

为了方便教师教学，本书还配有教学指南、电子教案、习题答案（电子版）和 mp3 格式的英语听力材料。请在此需要的教师登录华信教育资源网（[www.huaxin.edu.cn](http://www.huaxin.edu.cn) 或 [www.hxedu.com.cn](http://www.hxedu.com.cn)）免费注册后进行下载，有问题时请在网站留言板留言或与电子工业出版社联系（E-mail:[hxedu@phei.com.cn](mailto:hxedu@phei.com.cn)）。

编 者  
2008 年 9 月

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# Unit 1 Greeting the Guests at the Airport ( 机场迎宾 )

In the traveling service, to receive the overseas tourist at the airport by the tour guide is a start of the entire travel work. At the airport, Wanghai, a guide from China Youth Travel Service, is to meet a tour group from the United States headed by Mr. Smith.

在旅游业务中，导游从机场接待境外游客是整个旅行工作的开始。在机场，中国青年旅行社的导游王海正迎接一个以史密斯为领队的来自美国的旅行团。

W: Wanghai ( 导游王海 )

S: Mr. Smith ( 史密斯先生 )

C: Luggage clerk ( 行李员 )

M: Members ( 旅游团成员 )

## Dialogue 1 Receiving the New Arrivals ( 迎接新来宾 )



图 1-1 Receiving the tourists ( 迎接游客 )



图 1-2 Waiting for the guests ( 等候游客 )

W: Welcome to China! Are you Mr. Smith?

M: No, I'm not. I'm a member of tour group from America. Mr. Smith is the our tour leader. He is over there.

W: Thank you.

W: Excuse me, but aren't you Mr. Smith from the United States?

S: Oh, yes.

W: Good morning, Mr. Smith. My name is Wanghai, a guide from China Youth Travel Service.

S: Glad to meet you. Thank you for coming to meet us at the airport.

欢迎来中国！您是史密斯先生吗？

不，我不是。我是来自美国的旅行团成员。史密斯先生是我们的领队，他在那边。

谢谢你。

打扰一下，你是美国来的史密斯先生吧？

啊，是的。

早上好，史密斯先生。我叫王海，是中国青年旅行社的导游。

很高兴见到你，谢谢你来机场接我们。



W: Glad to meet you, too. Mr. Smith, how was your trip?

S: Fine. We had a very pleasant trip.

W: You have a group of 14, right?

S: Yes.

W: How many pieces of luggage do you have altogether?

S: 28 altogether. And here are the luggage checks.

W: I see. When you pick up your luggage, please put it on these carts. I'll ask the luggage man to take care of it.

S: Thank you very much.

W: Is everybody here now? Our bus is outside the airport.

S: Oh, let me see. Yes, everybody is here.

W: Mr. Smith, we've made reservations for your party at Lake View Garden Hotel. Your luggage will be delivered to your rooms in the Hotel.

S: That is splendid!

W: Shall we go now?

S: Yes, I think so.

W: Attention, please. Now please follow me to the bus.

很高兴见到你。史密斯先生。一路上好吗?

很好, 我们旅行很愉快。

贵团有 14 人, 是吗?

是的。

总共有多少件行李?

总共有 28 件, 这是我们的行李牌。

我明白了。大家取到行李后, 请放在这几辆手推车上, 我会让行李员帮助搬运的。

非常感谢你。

人到齐了吗? 我们的车在机场外。

哦, 让我看看。是的, 都到齐了。

史密斯先生, 我们已经给贵旅行团在湖滨花园酒店订好房间了, 你们的行李会送到你们的房间里。

好极了。

现在可以走了吗?

是的, 可以了。

大家请注意, 现在请跟我上车。

## Dialogue2 Taking Luggage for the Guests (帮助客人提取行李)

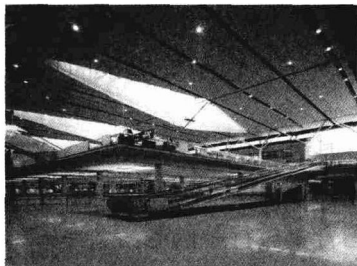


图 1-3 Luggage Taking Hall (机场行李提取大厅)



图 1-4 Taking luggage for tourists (帮客人提取行李)



C: Excuse me. Are you Mr. Smith, the tour leader of the American tour group?

S: Yes, I am.

C: Oh, Mr. Smith, welcome to China. I'm a luggage clerk and come for your luggage.

S: Glad to meet you. Thank you for your help.

C: Glad to meet you too, Mr. Smith. You are welcome.

C: Which one is your bag?

S: I have 4 pieces of luggage altogether, and here is the luggage.

C: I see. (Put them on a cart) I will take the luggage to your room.

S: Thank you.

C: It's my pleasure. This is your claim tag. What's your room number?

S: En, well...

W: I've made reservations for the whole tour group. Mr. Smith's room is 1808.

C: Yes, I see.

C: (In the room of 1808) here is your luggage, Mr. Smith.

S: That is wonderful! By the way, could you tell me the time of the breakfast?

C: Certainly. Breakfast is served on the first floor, from 7:00 to 9:00 a.m.

S: It's very kind of you. This is your tips.

C: In our hotel we don't accept tips. Thank you all the same. I hope you will enjoy your stay.

S: Well, thank you. Wish you have a nice day!

打扰一下, 您是美国旅行团的领队史密斯先生吗?

对, 我就是。

哦, 史密斯先生, 欢迎来到中国。我是行李员, 来给您提行李的。

很高兴见到你, 感谢你的帮忙。

很高兴见到你, 史密斯先生, 您太客气了。

您的行李是哪个?

我总共有 4 件行李, 都在这儿。

我明白了。(把行李放在一辆手推车上) 我会把您的行李送到您的房间。

谢谢你。

不客气, 这是您的行李标牌。请问您在哪个房间?

嗯, 这个……

我已经给旅行团所有团员订好房间了, 史密斯先生的房间是 1808。

好的, 我知道了。

(在 1808 号房) 史密斯先生, 这是您的行李。

好极了。顺便问一下, 你能跟我说说饭店服务的情况吗?

早餐供应在一楼, 早 7 点到 9 点。

你真是太好了! 这是你的小费。

我们饭店不收小费的, 谢谢您。祝您住店期间一切如意!

那好吧, 谢谢你。祝你工作愉快!

## New Words (单词)

1. guide [gaɪd] n. 引导者; 指南, 路标; v. 指导, 支配, 管理

2. head [hed] n. 头, 头脑; 领袖; v. 为首, 朝向; 前进



3. beforehand [bi'fɔ:hænd] adv. 预先, 事先
4. piece [pi:s] n. 块, 片, 篇; v. 修补, 结合
5. overseas ['əuvə'si:z] adj. 海外的; adv. 在海外
6. arrival [ə'raivəl] n. 到达, 到来
7. altogether [ˌɔ:ltə'geðə] adv. 总共
8. check [tʃek] n. 检查; 支票; 阻止物; v. 检查, 核对; 阻止
9. reservation [ˌrezə'veɪʃən] n. 预订
10. deliver [di'livə] v. 递送; 表达; 释放; 交付; 接生
11. splendid ['splendid] adj. 极好的
12. duty ['dju:ti] n. 责任, 职责
13. attention [ə'tenʃən] n. 注意; (口令) 立正
14. follow ['fɒləu] v. 跟随, 沿行; 遵循; 听得懂
15. clerk [klɑ:k; klæk] n. 职员, 办事员

### Useful Expressions (短语)

- |                               |         |
|-------------------------------|---------|
| 1. tour group                 | 旅行团     |
| 2. tour leader                | 旅游领队    |
| 3. China Youth Travel Service | 中国青年旅行社 |
| 4. the United States          | 美国      |
| 5. pick up                    | 捡起, 拾起  |
| 6. take care of               | 照顾, 照料  |
| 7. luggage clerk              | 行李员     |
| 8. claim tag                  | 行李牌     |

### Notes (注释)

1. “Never mind” 是对 “I’m so sorry.” 的回答, 表示没关系。

例如: I am so sorry to have brought you so much trouble.

我很抱歉, 给你添了这么多麻烦。

Never mind about that. 没关系。

2. “glad to meet you” 或 “nice to meet me” 表示见到你很高兴, 是被介绍与人认识时的招呼用语。

3. How many pieces of luggage do you have altogether?

“pieces of luggage” 表示行李件数。“luggage” 行李, 英国用法, 美国则用 “baggage”。“luggage/baggage” 为不可数名词。两件行李译成 “two pieces of luggage/baggage”, 在 piece 后加 “s”, 表示复数。

4. When you pick up your luggage, please put it on these carts.



句子中的“pick up”为“捡起”、“拿起”。例如:

Mrs. White picked up her hat on the ground.

怀特夫人捡起了掉在地上的帽子。

5. I've made reservations for the whole tour group.

句子中的“reservation”表示旅馆房间、剧院座位等的预订。例如:

Reservations for the film tickets can be arranged through the travel service.

可以通过那家旅行社对电影票进行预订。

6. Your luggage will be delivered to your rooms in the hotel.

句子中的“deliver”为动词,表示投递、传递。例如:

To deliver a letter 投递信件

To deliver a message 传话、带信

7. This is your claim tag.

“claim tag”是行李标牌,用来对照行李上的标签,以确认是否是自己的行李。其中,“claim”意思是“声明,声称”,“tag”意思是“标签”。

8. In our hotel we don't accept tips.

“tips”是“小费”,一般是客人对服务比较满意,从而对服务员的工作表示认可和鼓励的一种方式。

9. Thank you all the same.

这句话的意思是“不管怎样还是要谢谢你”。一般用于在对别人的好意婉言拒绝之后的一种客气的说法。还可以用“Thank you anyway.”,表示同样的意思。

10. I hope you will enjoy your stay.

这句话一般用于客人办完登记手续后对客人表示的一种温馨的祝福“祝你入住愉快!”

在客人下榻酒店的过程中服务员遇见客人或为客人提供服务后应该说“I hope you're enjoying your stay.”而当客人结完账即将离开的时候我们应该说“I hope you've enjoyed your stay.”

## Exercises (练习)

### I Role playing (情景练习)

领队布鲁克先生带领 18 人的澳大利亚旅行团队将于本周五晚 9 点抵达北京国际机场,陈希是该旅行团的迎接导游,他正在机场等候、迎接。这时,有一个 20 人左右的外国旅行团队出现了,陈希赶紧走上前去。请你根据这一场景编写一段对话。

### II Decide the following statements are true or false (判断下列陈述的对与错)

( ) 1. In the traveling service, to receive the overseas tourist at the airport by the tour guide is a start of the entire travel work.



- ( ) 2. The guide has made reservations for the whole tour group.  
( ) 3. Mr. Smith's room is 1806.  
( ) 4. Now in China, most hotels request the service people not to accept tips.  
( ) 5. The travel service has received notice beforehand about the arrival of the American tour group.

### III Make sentences with the given notes from the dialogue (用给出短语造句)

1. tour leader 领队

2. the United States 美国

3. take care of 照顾, 照料

4. claim tag 行李牌

5. pick up 捡起, 拾起

6. all the same 同样

### IV Translate the following sentences into English (翻译句子)

- 在机场或其他地方迎接客人是导游与客人的第一次接触。
- 当到达人数与计划人数不符合时, 应立即报告旅行社。
- 如果您有什么特殊要求请告诉我。
- 我们将比预定时间晚到 30 分钟。
- 迎接客人时给客人留下美好印象, 是赢得客人信任和好感最重要的平台。

## Additional Reading (课外阅读)

### About Package tour and FIT (团队包价旅游和散客自助游)



图 1-5 Package tour (团队旅游)



图 1-6 FIT (散客旅游)



Package tours include at least two of the following elements: transportation, accommodation, meals, and entertainment and sightseeing activities. Packages vary widely in the numbers of elements included and in the structure of the itinerary. Some of the common types of package tours are independent tours, hosted tours, and escorted tours.

The independent tour is the least organized package tour. It takes two forms, foreign independent tours (FITs) and domestic independent tours (DITs). A common example of an independent tour is hotel "escape weekends" with accommodations and some meals. Purchasers of independent tours set their itineraries themselves. FITs and DITs may be designed by a travel agent. It has been a recent trend, since the dismantling of customs for mainland visitors to Hong Kong and Macao by CEPA. Travel agencies have to take the opportunities promptly to offer independent tours, providing transportation and /or accommodation.

The hosted tour provides tourists with a number of travel elements and the services of a local host who gives advice, makes special arrangements, and deals with any problems that may occur. This may be common for foreign tourists or business tourists, who welcome the convenience that the tours offer.

The escorted tour is the most organized tour type. The package price usually covers the most complete travel services. An escorted tour begins and ends on a set date and follows a specific, detailed itinerary. A tour escort, generally called a tour guide, accompanies tour members throughout the tour. Most escorted tours use motor coaches with experienced drivers to transport travelers for all or part of the tour.

## Unit 2 On the Way to the Hotel

### ( 前往宾馆的途中 )

Mr. Smith and his wife Lucy are guests from London. This is their first trip to China. Wang Li, a guide from Beijing International Travel Service welcomes them warmly. On the way to the hotel Mr. Smith and his wife want to know much about China, so Wang Li makes a brief introduction of China and helps them adjust time difference.

史密斯先生和他的夫人露西是两位来自英国伦敦的客人，他们第一次来中国，北京国际旅行社的导游王丽热情地接待了他们。在去宾馆的路上，史密斯先生和他的夫人想了解有关中国的情况，王丽简单介绍了一下中国概况并帮助客人调整了时差。

S: Mr. Smith (史密斯先生)      L: Lucy (露西)      W: Wang Li (王丽)

### Dialogue1 Welcoming Speech ( 致欢迎辞 )



图 2-1 At the Airport (在机场)



图 2-2 Beijing Hotel (北京饭店)

W: (On the way to the Hotel) Let me introduce myself. My name is Wang Li, the tour guide from International Travel Services. I come to meet you on behalf of my agency. Welcome to China.

S: Thank you very much! Glad to meet you!

W: Glad to meet you, too!

S: This is my first time to China. I hope it won't take you too much trouble.

(前往宾馆的途中) 我来介绍一下我自己，我叫王丽，是国际旅行社的导游员，特意来接您们！欢迎来到中国！

谢谢！很高兴见到你！

我也是！

这是我第一次来这里，但愿不会给你添麻烦。