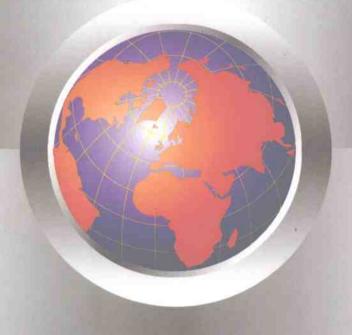
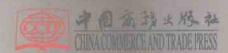
全国外经贸院校高职高专英语系列精品教材

# 旅游英语

TOURISM ENGLISH



主编张国通



# 旅游英语

#### 图书在版编目(CIP)数据

旅游英语/张国通主编.一北京:中国商务出版社, 2006.10

(全国外经贸院校高职高专英语系列精品教材) ISBN 7-80181-600-5

I. 旅... Ⅱ. 张... Ⅲ. 旅游-英语-高等学校: 技术学校-教材 Ⅳ. H31

中国版本图书馆 CIP 数据核字 (2006) 第 118993 号

全国外经贸院校高职高专英语系列精品教材

### 旅游英语

主 编 张国通

副主编 张丽敏 邓 华

关 薇 王桂贤

中国商务出版社出版

(北京市安定门外大街东后巷 28 号)

邮政编码: 100710

电话: 010-64269744 (编辑室)

010-64245984 (发行部)

网址: www. cctpress. com

Email: cctpress@cctpress.com

新华书店北京发行所发行

北京金奥都图文制作工作室排版

保定市博文印刷有限公司印刷

787×980 毫米 16 开本

11.25 印张 208 千字

2006年11月 第1版

2006年11月 第1次印刷

印数: 3000 册

ISBN 7-80181-600-5

F • 949

定价: 20.00元

版权专有 侵权必究

举报电话: (010) 64212247

# 全国外经贸院校高职高专英语系列精品教材

# 编委会

顾 问 王乃彦 刘 洪

主 任 周树玲 钱建初

秘书长 陈祥国 吴小京

委 员 (以拼音字母为序)

陈桃秀 陈祥国 崔 卫 郐 军

李早旸 刘长声 杨金玲 张春玲

张国通 赵加平

# 出版说明

随着我国商务教育事业的发展,教育改革日益深化,全国外经贸院校专业外语教学方面的改革正在全面展开。新专业不断拓展,课程设置不断更新,对专业英语教材建设与改革提出了相应的要求。

为了适应这种新变化、新要求,在全国外经贸教育教学指导委员会的组织下,黑龙江省对外贸易学校、辽宁外经贸学院、天津对外经济贸易职业学院、海南经贸职业学院、广西国际商务职业技术学院、烟台职业学院、广东对外贸易学校、河南外贸学校、武汉外贸学校和山东外贸职业学院等十个院校的教师召开了外语学科工作委员会会议,中国商务出版社的代表列席了会议。在这次会议上,专家们对教材改革进行了热烈的讨论,一致认为,在当前专业英语教学模式、教学内容不断更新改革的情况下,急需一套符合这种变化要求的新教材。会议决定,由与会学校的专家共同策划,精心编撰,推出一套适合外经贸职业院校使用的专业英语系列教材。根据对各院校专业外语教学情况的调查,并在广泛交流的基础上,本着充分发挥各校优势的原则,最终拟定了10本教材,同时确定了编委会。

经过近一年的努力及各位主编老师的辛勤工作,我们欣喜地看到这套教材 终于陆续和大家见面了。这套教材,与以往的英语教材有很大的不同,它更有 针对性,是完全根据国际商务职业院校的教学要求编写的,编写这些教材的老师多年从事外经贸职业教育英语教学工作,具有丰富的教学经验,所编写的这 套教材充分考虑到所学专业的培养目标及教学模式,基本适应当前国际商务职 业院校英语教学需要,是一套好教材,相信一定会受到广大师生的欢迎。

全国外经贸教育教学指导委员会 2006 年 7 月

# 前言

当前,随着国际交往的日益频繁,让"世界了解中国"、"让中国了解世界"的呼声日益强烈,中国的国际旅游业也得以迅猛发展。据统计,1990 年我国旅游业的入境人数按接待量位居世界第 12 位,1997 年上升至世界第 7位,加入 WTO 后攀至第 5 位,而据其他 WTO 成员方预测,到 2010 年,中国将成为世界上接待旅游人数最多的国家。因此,全面提高旅游管理从业人员的外语水平刻不容缓。为适应我国涉外旅游业快速发展的需要,满足旅游、酒店业这一岗位群的现实需求,培养高素质的涉外旅游从业人员,提高其英语交际能力及在本行业的涉外服务与管理工作中的实战能力,以培养更多的旅游业高级实用性人才,我们依照"以素质为基础,以能力为本位,注重创新意识和创新能力培养"的原则,特此编写了《旅游英语》教材。该书也可作为岗位资格证书培训材料以及餐旅服务和管理行业人员的学习手册。

本书针对旅游工作的实际情况,为您生动地再现游客从旅游前的准备到旅游的全过程。本书的编写以景开章,紧扣旅游的六大要素:吃、住、行、游、购、娱,注重对学生实践能力和操作能力的培养,并力求与专业教学的发展及国内外旅游酒店服务与管理的实践保持同步。因此,本书专业知识新颖、科学,语言规范、地道,内容系统、全面,具有很强的针对性和实用性。此外,本书中还配有详尽的附录,为您提供了世界著名旅游景点、英文常用标志、旅游饭店专业词汇、景点介绍等一系列岗位必备常识。本书集理论和实践于一体,对饭店、旅游、外贸从业人员以及其他涉外接待人员也有着很大的实用价值。

本书由张国通、张丽敏、邓华、关薇、王桂贤、赫丹、左丹、唐爽等编写。在编写过程中参阅了大量的资料和文献,得到了有关部门以及辽宁对外经贸学院领导和教师同仁的大力支持,谨此表示感谢。

由于编写水平有限,书中难免有疏漏和不当之处,敬请广大读者不吝赐 教,以便于修订,使之日臻完善。

> 编者 2006年8月

# 内容简介

本书可作为普通高等院校、高职院校学生的专业英语用书。

# Contents

| Unit One Preparation                  | (1)    |
|---------------------------------------|--------|
| Chapter One Traveling Inquiries       | (2)    |
| Chapter One Traveling Inquiries       | · (10) |
| Unit Two Transportation               | . (13) |
| Chapter Two By Air                    | (14)   |
| Chapter Three By Rail                 | . (26) |
| Chapter Four By Road                  | . (33) |
| Supplementary Reading                 | . (42) |
| Unit Three Lodging                    | . (45) |
| Chapter Five Making a Reservation     | . (46) |
| Chapter Six Front Desk Service        | . (54) |
| Chapter Seven Housekeeping Service    | . (63) |
| Supplementary Reading                 | (70)   |
| Unit Four Dinning                     | . (73) |
| Chapter Eight Food & Beverage Service | (74)   |
| Chapter Nine Dealing With Complaints  | (83)   |
| Supplementary Reading                 | (94)   |
| Unit Five Sightseeing                 | . (97) |
| Chapter Ten Going Out For a Tour      | (98)   |
| Supplementary Reading                 | 1,000  |

| Unit Six   | Revieation   | (111) |
|------------|--|-------|
| Chapter    | Eleven Cultural Recreation   | (112) |
| Supple     | ementary Reading   | (121) |
| Unit Seven | Skopping   | (124) |
| Chapter    | Twelve Shopping Abroad   | (125) |
| Supple     | ementary Reading ·····   |       |
| Appendices | and the state of t | (138) |
| 附录I        | 世界著名旅游景点 ·····   | (138) |
| 附录Ⅱ        | 英文常用标志 ·····   | (140) |
| 附录Ⅲ        | 饭店词汇 ·····   | (143) |
| 附录 IV      | 旅游词汇   | (157) |
| 附录V        | 著名景点英文介绍   | (160) |
| 参考文献 …     |  | (168) |

Chapter No. 1 See Section A Reserved in Commence of Section 11 Section 12 Sec

(T) produce management in the force of the product of the product of

ACTION Statement with the comment of the comment of

128 man to a construction of the state of th

# Unit One Preparation











## Meld Work

Did you ever dream to make a wonderful tour across your motherland or even abroad? Or do you have a practical plan of making a tour in the following vacation? If you have such an idea, you need to make a thorough preparation before putting it into practice. What will you do to prepare for the coming fancy tour? You can search information wherever you can and then tell it to your classmates.

# Chapter One Traveling Inquiries



Part 1 Dialogues



#### Asking about the Tours

(Joseph is the manager of a travel agency in Germany. He has his Chinese visitor, Ms. Susan Liu, in a morning who tries to find out some package tours in the neighboring countries.)

Joseph: Good morning, Madam, how can I help you?

Susan: Yes. My family is planning to go and visit some places in the next couple of months. Is there any information about the tours within and out of Germany?

Joseph: Certainly, Madam. As far as I can see, Europe is one of the highlights for majority of Chinese tourists recent years. We see a lot of Chinese tourists in Germany at least. Here are some of the favorite routes they'd like to take.

Susan: Thank you. Any Package Tours for families?

Joseph: Yes, we do offer some routes specially designed for families of 3, 4 and up to 7 people.

Susan: Can I have a look?

Joseph: Yes. Madam.

Susan: Call me Susan, if you like.

Joseph: Alright, Susan. Here you are. The booklet may help you to gain the idea. These are tours within Germany, and those are out of the country.

Susan: Oh, that's handy. Let me have a look first, please.

(After a while. )

Joseph: Is there anything of your interest?

Susan: Well, they all look nice. But I particularly fancy northern Europe. Apparently they're my favorite places to visit. But I'm sure my husband would love to go and see Austria since he is very much of a music person. As for my daughter, she might be happy to end up in France because there's a Disneyland in Paris.

Joseph: In this case, I'd recommend our 10-day Typical Tour, i. e. France-Italy-Austria-Finland-Norway.

Susan: It seems fine, but I'm afraid I have to ask them before I come back to you.

Joseph: Take your time. I'll see you whenever you are ready, Susan.

Susan: Thank you . See you soon.



#### Guidance

- 1. highlight n. 此处是指在众多的旅游路线当中,许多人垂青欧洲旅行路线,认为它最值得一看。
- 2. package tour 包价旅游
- 3. booklet n. 景点介绍小册子,类似的词还有 brochure, pamphlet 等。
- 4. route n. 这里指的是旅游路线。



### Asking about the Sight

(Sean is studying at the University of Glasgow, Scotland. He is planning to visit the capital city of Scotland—Edinburgh, particularly its famous castle. He finds himself in a local travel agency. Clare, a staff in the shop greets him.)

Clare: Hiya, good to see you.

Sean: Hello. I'm wondering if you can help me. My friend and I are going to visit Edinburgh this weekend, to see the castle.

Clare: Yah?

Sean: Is it true that it's an exciting place to visit?

Clare: Yes, obviously it's one of Scotland's premier tourist attractions for its

historical happenings and architectural wonders.

Sean: Wonderful. I'm interested in the history of the place I've been to.

Clare: That's good. You are going to learn something about what happened in the history in Scotland. Also, the witches' well, the dungeon, chapel and even the cemetery for dogs.

Sean: My God, it sounds fantastic.

Clare: You're going to enjoy it, I hope.

Sean: Thanks a lot. I will.



#### Guidance

- 1. Edinburgh n. 爱丁堡,英国苏格兰首府
- 2. premier adj. 最好的
- 3. witch n. 女巫
- 4. dungeon n. 土牢,地牢
- 5. chapel n. 小教堂,小礼拜堂
- 6. cemetery n. 墓地
- 7. Americans were invited to sample the food, the golf and the cultural achievements of Scotland at a meeting held in New York yesterday to promote the tourism opportunities created by films set in Scotland. The move came as the Scotlish Tourist Board announced a seven-percent growth in tourist spending in Scotland last year.

American tourism accounts for a quarter of the overseas visits to Scotland and visitor numbers are expected to increase greatly this year as a result of the large number of "scenic" films shot there. At the Scottish Travel Fair in Glasgow, it was said that the films could have an effect on Scottish tourism for the next 15 years.

苏格兰旅游局公布了去年在苏格兰的旅游消费增长了7%。纽约召开的旅游促销会上,苏格兰旅游局盛情邀请美国客人品尝苏格兰的食品,评价其高尔夫球场设施以及其他相关的文化活动是否吸引美国游客等。会上还放送在苏格兰拍摄的风光片。

苏格兰大约 1/4 的海外游客来自美国,由于大部分的风光片是在苏格兰拍摄的,到这里来观光的美国游客有望继续增长。在格拉斯哥举办的旅游展销会上,据悉这一影响将会持续 15 年。



### A Time Traveling

There is probably no place anywhere in the civilized world today that is not visited by tourists. The travel business offers a vast network of services for the comfort and convenience of travelers. "Package Tours" that include everything from transportation to hotels, meals, and sightseeing trips are offered by airlines, railways, and bus lines. Some steamship companies specialize in cruises to different parts of the world. The cruises range from a few days to several months. There are also private agencies that organize tours for young people fourteen and over.

A visitor to a strange land today will never be at a loss for information about the place he is visiting. There are innumerable travel books and guide books for practically every spot on the globe. The books advise what to see, what to wear where to buy things, and what hotels to stay in. Governments, states, and cities publish pamphlets listing important sights for visitors.

People may make their own arrangements for a trip, or they may prefer to use the services of a travel agency. A travel agency will order transportation tickets, reserve hotel rooms, and arrange for anything from a tour through London or San Francisco to a safari in Africa. Travel agencies, some run by governments, are to be found in every country. Among the largest travel agencies are Thomas Cook & Son, which originated in England, and the American Express Company. They have branch offices throughout the world. The American Automobile Association has offices in London, Paris, Rome, and other places. It plans trips and makes hotel and motel reservations in addition to its regular services to motorists.

#### 参考译文:

在文明开放的世界里,处处都有游客的身影。旅游业为游客的舒适方便提供了前所未有的服务网络,甚至航空公司、铁路及公共汽车线路也相继推出所谓"包价旅游"——从起居、一日三餐到观光线路,无所不包。游艇公司办理去世界各地的海上之旅,旅程从几天到几个月不等。一些民营旅行社还专门为14岁以上的青少年组团旅游。

今天的游客决不会对其陌生的旅游目的地一筹莫展。实际上地球上每一个 景点都配有若干资料和导游指南。它们会告诉你该去哪里观光,穿什么相应的 衣服,去哪里购物,住哪家宾馆最合适。

如今人们可以自行出去旅游。也可以随团出行。旅游公司负责订票,预订房间,可以组团游览伦敦、旧金山,甚至去非洲狩猎。任何国家都有旅行社,有些还是国有的全球最大的旅游机构。如最早成立于英格兰的托马斯·库克旅行社,以及美国运通旅游公司在全世界都有分支机构。美国"AAA"公司在伦敦、巴黎、罗马及其他城市成立了分社,业务范围包括:制定旅游线路,在酒店或汽车旅馆预订房间,并为自驾车游客提供定期服务。



### Part 3 Key Formulae

- 1. I'm wondering if I could be of any help? (我)可以帮您做点什么?
- 2. I'm wondering if you could help me? 不知道您是否可以帮我一下?
- 3. Do you have any brochure? 您有小册子吗?
- 4. Is it an exciting place to visit? 那儿确实好看吗?
- 5. Is it worth seeing? 那儿值得看吗?
- 6. Could you tell me what to see there? 可不可以告诉我那儿有什么可以看的?
- 7. What is it like? 是什么样子的? (那)像什么?
- 8. Would you mind telling me the detail? 您可不可以告诉我具体的情形?
- 9. It sounds wonderful. 听上去很棒。
- 10. What would you recommend? 能否听听您的建议?
- 11. I'd recommend you to join our package tour group. 我建议您参加我们的包价旅行团。
- 12. Is it true that it's full of wonders there? 那儿充满了神奇的景物,是真的吗?
- 13. What shall I bring with me? 我该带些什么?
- 14. Have you ever been there? 您去过那儿吗?
- 15. That's for sure. 那是一定的。
- 16. Let me have a look. 让我看一看。
- 17. Have a good time there. 祝您在那儿玩得开心。
- 18. Enjoy your trip. 祝您旅途愉快。

# Part 4 Relative Vocabulary

tourism industry 旅游业
tourism infrastructure 旅游基础设施
tourism-related occupation 旅游相关职业
special interest tourism 特色旅游
Tourist Boards 旅游者协会
tourist attraction 旅行者常去的地方,名
胜古迹

tourist resort 旅游度假区
tourist trap 专宰游客的店铺
tour guide 导游员
tour group 旅行观光团
hospitality (以旅游观光、饭店等为代表)的服务业

ancillary service 辅助设施 scenic spot 风景点 historical site 历史古迹 individual travel 散客旅游 inbound tour operation 从事国内旅游 outbound tour operation 从事国际旅游 destination 目的地 target market 目标市场 accommodation 食宿 leisure services 休闲服务 entertainment 娱乐 recreation 消溃 travel agent 旅行社,旅行代理商 travel service 旅行計 souvenir shop 旅游纪念品商店 tour coach 旅游观光车辆 acceptable service standard 可以被接受 的服务水准

demanding tourist 比较挑剔的游客

pleasant personality 令人愉悦的性格 to meet the needs of tourists 满足旅游 者的需要

host country 东道国 exchange rate 换汇率 sightseeing 观光 entry 人境 departure 出境,起飞 program; schedule; itinerary 活动日程表 outbound tour 出国观光团 inbound tour 人境观光团 visa number 签证号码 passport number 护照号码 city center 市中心 residential area 住宅区 shopping district 购物区 business district 商业区 art gallery 美术馆 botanical gardens 植物园 exhibition center 会展中心 museum 博物馆 traveler's check 旅行支票 timetable 时间表 on time 准时 delay 误点 check in 人住 check out 退房 regular flight 定期航班 chartered flight 包机 reservation 预订 cancellation 取消 first class 一等舱

economy class 经济舱 arrival 到达 Chinese Embassy 中国大使馆 consulate 领事馆 customs duty 海关关税 duty free shop 免税店 window seat 靠窗座位 aisle seat 靠过道座位 life vest 救生衣 hi-jack 劫机 purpose of visit 旅行目的 customs formalities 海关手续 immigration official 移民局官员 city hall 市政厅 parking lot 停车场 cloakroom 行李存放处

automatic ticket vendor 自动售票机
happy-landing 一路顺风
receive; meet 接客
send off 送行
transfer in 接至旅馆
passenger 旅客
transit 过境
on season; peak season 旅游旺季
out season; low season 旅游货季
RTW Tour (Round the World Tour) 环
球旅行
group tour 团体旅游
F. I. T. (Foreign Individual Travel) 外国
散客
intermediate stop 中间站

# Part 5 Exercises

| I. Fill in the blanks.                                    |  |
|---|--|
| Dialogue 1  |  |
| A. Could you do me a 7                                    |  |
| B: How can I you?   | 推测量 tachin tegat   |
| A: Would you mind me what the climate is like in          | The state of the s |
| B: No, I There are four distinctive seasons in            | , but there is no  |
| extremely hot or cold weather in any seasons, you'll be _ | by the time you  |
| were there.   |  |
| A: Thank you so much.                                     |  |
| Dialogue 2  |  |
| A: Excuse me, what's the name of that historical, ple     | ease?  |
| B: It's called Stonehenge, it has mathematical andsig     | mificant.  |
| A: Yes, I was told that it attracted many to go and see   | e it. Have you   |
| there?  |  |