



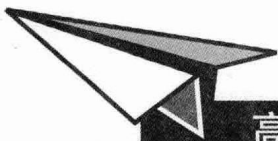
高等院校旅游专业系列教材  
旅游企业岗位培训系列教材

黄中军 主编 / 刘爱服 曲琳娜 副主编

# 实用旅游英语

清华大学出版社





高等院校旅游专业系列教材

旅游企业岗位培训系列教材

# 实用旅游英语

清华大学出版社  
北京

本书封面贴有清华大学出版社防伪标签,无标签者不得销售。  
版权所有,侵权必究。侵权举报电话:010-62782989 13701121933

### 图书在版编目(CIP)数据

实用旅游英语/黄中军主编;刘爱服,曲琳娜副主编. --北京:清华大学出版社,2010.8  
ISBN 978-7-302-22774-8

I. ①实… II. ①黄… ②刘… ③曲… III. ①旅游-英语 IV. ①H31

中国版本图书馆CIP数据核字(2010)第090446号

责任编辑:龙海峰

责任校对:王荣静

责任印制:王秀菊

出版发行:清华大学出版社  
<http://www.tup.com.cn> 地 址:北京清华大学学研大厦A座  
邮 编:100084  
社 总 机:010-62770175 邮 购:010-62786544  
投稿与读者服务:010-62776969, [c-service@tup.tsinghua.edu.cn](mailto:c-service@tup.tsinghua.edu.cn)  
质 量 反 馈:010-62772015, [zhiliang@tup.tsinghua.edu.cn](mailto:zhiliang@tup.tsinghua.edu.cn)

印 装 者:北京鑫海金澳胶印有限公司

经 销:全国新华书店

开 本:185×230 印 张:19.75 字 数:395千字

附光盘1张

版 次:2010年8月第1版 印 次:2010年8月第1次印刷

印 数:1~4000

定 价:39.00元

---

产品编号:029859-01

## 高等院校旅游专业系列教材编审委员会

编委会主任：

牟惟仲

副主任：

王纪平	吴江江	李大军	丁建中	宋承敏	吴海龙	王茹芹	吕一中
沙景祿	武裕生	李佐	刘劲	冯玉龙	黄大林	申海莲	王培贤
张承军	吕德方	赵鹏	随维林	米淑兰	王松	车亚军	宁雪娟

委员：

赵志远	郝建忠	仲万生	李宇红	王琦	赵丽	鲁瑞清	李洁
阎宏斌	程文军	韩铁	邢路	王建章	沈方民	刘庐际	王德顺
沙旭昆	曹景洲	徐经仪	崔晓文	程伟	肖淑敏	钟丽娟	时永春
黄中军	赵立群	何深	石宝明	蔡丽伟	童俊	马继兴	吴琼
陈玉峰	温智	杨昆	刘爱服	刘宏申	贾晓龙	侯雪艳	刘晨
李雨燕	李伟	潘素玲	王取银	李季霞	梁冬梅	李岩	陈昱霖

丛书主编：李大军

常务副主编：王琦

副主编：赵丽 武裕生 程伟 石宝明 何深

专家组：赵丽 王琦 李宇红 武裕生 时永春 崔晓文

# 序 言

随着我国改革开放进程的加快和国民经济的高速发展,随着交通和通信技术的不断进步,旅游景区的维护、旅游文化的挖掘以及宾馆饭店设施设备的不断完善与提高,居民收入和闲暇时间的增多,使旅游正日益成为现代社会人们主要的生活方式和社会经济活动。大众化旅游时代已经到来,旅游业也以其强劲发展势头成为全球经济中最具活力的绿色朝阳产业。

根据国家旅游局发布的《2007年中国旅游业统计公报》显示,2007年我国旅游业全年共接待入境人次数达1.32亿人次,同比增长5.5%,外汇收入达419亿美元,同比增长23.5%;国内旅游人次数达16.1亿人次,增长15.5%,收入达7771亿元,增长24.7%;旅游业总收入首次突破1万亿元,达1.09万亿元,增长22.6%;出境旅游达4095万人次,增长18.6%;中国继续保持全球第四大入境旅游接待国、亚洲最大出境旅游客源国的地位。另外,根据国家旅游协会调查统计,居民因旅游每花1元钱就可以带动相关消费5元钱,直接或间接地刺激行业经济、促进140多个相关产业的发展。

旅游作为文化创意产业的核心支柱,在国际交往、商务活动、文化交流、赈灾恢复、拉动内需、解决就业、促进经济发展、丰富社会生活、构建和谐社会、弘扬中华文化等方面发挥着越来越大的作用,因而成为我国服务经济发展的重要产业,在我国经济发展中占有举足轻重的位置。

旅游业发展不仅具有强大的促进经济发展的助推作用,而且在强身健体、陶冶情操、修身养性、丰富社会生活方面也有积极的影响,更重要的是旅游对缓解世界政治军事紧张局势、构建国际社会和谐具有极其深刻的政治意义。

当前,随着全球旅游业的快速发展,旅游观念、产品、营销方式、运营方式及管理手段等都在发生着巨大的变化,面对国际旅游业激烈的市场竞争,旅游行业的从业者急需更新观念、提高服务技能、提升业务与道德素质,旅游行业和企业也在呼唤“有知识、懂管理、会操作、能执行”的专业实用型人才。加强旅游经营管理模式的创新、加速旅游经营管理专业技能型人才培养已成为当前亟待解决的问题。

针对我国高等教育“旅游管理”专业知识老化、教材陈旧、重理论轻实践、缺乏实际操作技能训练等问题,为适应社会就业急需、为满足日益增长的旅游市场需求,我们组织多年在一线从事旅游教学和实践活动的国内知名专家教授及旅游企业家共同精心编撰这套教材,旨在迅速提高大学生和旅游从业者的专业素质,更好地服务于我国已经形成规模化发展的旅游事业。

作为普通高等教育旅游管理专业的特色教材,本套系列教材坚持以科学发展观为统领,力求严谨,注重与时俱进;在吸收国内外旅游界权威专家学者最新科研成果的基础上,

融入了旅游运营与管理的最新教学理念;依照旅游活动的基本过程和规律,根据旅游业发展的新形势和新特点,全面贯彻国家新近颁布实施的旅游法律法规和旅游业管理规定;按照旅游企业对用人的需求模式,结合解决学生就业、加强职业教育的实际要求;注重校企合作、贴近行业企业业务实际,强化理论与实践的紧密结合;注重管理方法、管理能力、实践技能与岗位应用的培养训练,采取通过实证案例解析与知识讲解的写法;严守统一的创新型格式化体例设计,并注重教学内容和教材结构的创新。

本系列教材的出版,对帮助学生尽快熟悉旅游操作规程与业务管理,帮助学生毕业后能够顺利走上社会就业具有特殊意义。

编委会  
2009年3月

# 前 言

随着我国改革开放政策的不断深入和国民经济的高速发展,旅游业作为文化创意产业的支柱,在加强国际交往、丰富社会生活、拉动内需、促进经济发展、弘扬中华文化中发挥着极其重要的作用,旅游业已经成为我国服务经济发展的重要产业。目前,中国是全球第四大入境旅游接待国和亚洲最大的出境旅游客源国,根据国家旅游局发布的《2007年中国旅游业统计公报》显示,2007年我国旅游业全年共接待入境游客达1.32亿人次,出境旅游人数达4 095万人次,国内旅游人数16.1亿人次,全国旅游业总收入首次突破了1万亿元人民币、达到10 957亿元人民币,比2006年增长22.6%。

英语作为国际通用语言和主要交际工具,旅游从业人员的英语应用水平直接影响着我国旅游业的发展速度与服务质量;为了满足日益增长的旅游市场需求,为了培养社会急需的既有丰富旅游专业知识、又有过硬外语水平的专业人才,我们组织多年在一线从事旅游英语教学和旅游实践活动的专家教授,共同精心编写了此教材,旨在迅速提高大学生和旅游从业者的专业英语应用水平,更好地服务于我国的旅游事业。

全书共分7大部分(part)、34个单元(unit),以学习者应用能力培养为主线,依照旅游实际业务的基本过程和规律,结合游客到达、旅游咨询、名胜古迹、节日与城市游览、饮食、购物、娱乐等活动,具体介绍自然景观、人文景观、宗教圣殿、历史名城、饮食文化、社会习俗、旅游购物、节日假日等涉及旅游热点的内容,并注重把传统教材的以理论为中心转变为以实际工作需要为中心,充分体现实用性、互动性、交际性、趣味性原则。为了方便老师教学和学生学、有效帮助读者取得学以致用用的实效,本书还配有配套的光盘辅助教材,附有“对话、课文朗读”,其他教辅资料可登录清华大学出版社网站下载。

本书作为普通高等教育旅游管理专业的特色教材,针对大学旅游英语的教学要求和职业能力的培养目标,既注重系统理论知识,又突出实际操作技能和实践训练,结合模块化组合和实例教学,既有听力、口语训练,也有阅读、翻译练习,力求做到“课上讲练结合、重在掌握,课下会用、能够自如地运用于旅游实际活动;对帮助学生尽快熟悉业务、走上社会就业,从事职业岗位工作具有特殊意义。

由于本书融入了最新的教学理念,具有定位明确、理论适中、知识系统、图文并茂、内容翔实、案例丰富、贴近实际、操作性强、强化实战演练、适用范围宽泛及通俗易懂便于学习理解等特点,且采取新颖统一的格式化设计,因此本书既适用于大学本科旅游管理专业的教学,也可作为专升本及高职高专院校旅游管理专业的教材,还可用于旅游企业从业者的职业教育与岗位培训,对于广大社会自学者也是一本有益的读物。

本教材由李大军进行总体方案策划并具体组织,黄中军主编并统稿,刘爱服和曲琳娜为副主编;由多年担任北京市旅游局饭店等级考试与出题人及考官,北京市导游员资格考

试英语口语考官,具有丰富旅游教学与实践经验的北京联合大学旅游学院赵丽教授审定。参编人员有:黄中军(第一部分、附录),刘爱服(第二部分),高兰凤(第三部分、第四部分第一单元),裘清(第四部分第二、三、五单元),曲琳娜(第五部分),刘雁琪(第六部分),夏荣(第七部分第一至第三单元),刘东晓(第四部分第四单元、第七部分第四、五单元),蔡丽伟(附录);赵茜、马瑞奇等人协助有关单元的编写,李晓新负责本教材课件制作。

在编写过程中,我们翻阅了大量有关旅游英语等方面的最新书刊资料,并得到了编委会有关专家和教授的具体指导,在此特别致以衷心的感谢。由于时间紧、作者水平有限、书中难免存在疏漏和不足,因此恳请专家和广大读者给予批评指正。

编者  
2009年12月



# 目 录

<b>PART I ARRIVAL</b> .....	1
UNIT 1 AT THE AIRPORT .....	1
UNIT 2 AT THE IMMIGRATION & CUSTOMS .....	10
UNIT 3 AT THE HOTEL .....	18
UNIT 4 AT THE RESTAURANT .....	27
UNIT 5 TRAFFIC .....	35
<b>PART II TOURISM CONSULTATION</b> .....	45
UNIT 1 ASKING ABOUT SCENIC SPOTS .....	45
UNIT 2 AT THE TRAVEL AGENCY .....	53
UNIT 3 AT THE BANK .....	61
UNIT 4 EMERGENCY CASES WHEN TRAVELING .....	69
<b>PART III BEAUTY SPOTS</b> .....	77
UNIT 1 NATURAL SCENERY .....	77
UNIT 2 HISTORICAL SITES .....	85
UNIT 3 RELIGIOUS SHRINES .....	93
UNIT 4 HOLIDAY RESORTS .....	101
<b>PART IV FESTIVALS AND CITY TOURS</b> .....	110
UNIT 1 FESTIVALS .....	110
UNIT 2 FAMOUS CITIES .....	118
UNIT 3 MUSEUMS AND PALACES .....	126
UNIT 4 PARKS .....	133
UNIT 5 ANIMALS AND PLANTS .....	141
<b>PART V FOOD &amp; DRINKS</b> .....	150
UNIT 1 CHINESE CUISINE .....	150
UNIT 2 FRENCH CUISINE .....	158
UNIT 3 MUSLIM CUISINE .....	166

UNIT 4 WINE .....	175
UNIT 5 TEA .....	183
UNIT 6 COFFEE .....	192
<b>PART VI SHOPPING .....</b>	<b>202</b>
UNIT 1 TOURIST SOUVENIRS .....	202
UNIT 2 JEWELRY .....	210
UNIT 3 CLOTHING .....	218
UNIT 4 PERFUME AND MAKEUP .....	226
UNIT 5 ANTIQUES .....	234
<b>PART VII ENTERTAINMENT .....</b>	<b>243</b>
UNIT 1 PEKING OPERA .....	243
UNIT 2 ACROBATICS AND CHINESE MARTIAL ARTS.....	251
UNIT 3 MOVIES .....	259
UNIT 4 SPORTS .....	267
UNIT 5 BARS .....	275
<b>附录一:本书专有名词列表 .....</b>	<b>284</b>
<b>附录二:明清两朝皇帝 .....</b>	<b>287</b>
<b>附录三:东西方主要节日 .....</b>	<b>289</b>
<b>附录四:应用文样本 .....</b>	<b>291</b>
<b>附录五:世界七大奇迹 .....</b>	<b>295</b>
<b>附录六:十二属相与十二星宿表 .....</b>	<b>297</b>
<b>附录七:肢体语言 .....</b>	<b>298</b>
<b>附录八:出入境检验检疫申明卡 .....</b>	<b>300</b>
<b>附录九:世界十大航空公司 .....</b>	<b>303</b>
<b>参考文献 .....</b>	<b>304</b>

# Part I

## ARRIVAL

### UNIT 1 AT THE AIRPORT

#### Section 1 Dialogues

##### Dialogue 1 Getting Plane Tickets

*Brant is a ticket agent at John F. Kennedy International Airport and Annie is a tourist who needs a return ticket to Beijing.*

Brant: Good morning, ma'am. What can I do for you?

Annie: I'd like to have a round-way ticket to Beijing, please.

Brant: Do you want to fly first class or economy class?

Annie: Economy class, please. How much is it?

Brant: It's \$ 820. It is cheap but non-refundable.

Annie: I see. Can I get a discount?

Brant: Sorry, you can't. To get a discount, you'll have to book tickets a few days in advance.

Annie: Can I have to change planes?

Brant: Yes, you'll change planes in Detroit.

Annie: Oh, I see. What is the departure time of the next flight?

Brant: It's a quarter to two in the afternoon.

Annie: Okay, please get me an economy class round-way ticket for the next flight. I'd like an aisle seat.

Brant: Okay. By the way, would you like to sign up for our frequent flyer program? If you

do, you'll be entitled to one free round trip to Thailand or Egypt when you accumulate certain miles of air travel.

Annie: Wow, that's really good! I'd like to sign up for it.

Brant: Then you can go to Window 9 to go through the formalities.

Annie: Okay. Thank you very much.

Brant: You are welcome.

## Dialogue 2 Checking In

*Bruce is going back to San Francisco, California by air and he has just arrived at Beijing Capital International Airport. Ms. Wang is the clerk at the check-in zone.*

Announcer: Air China announces the departure of Flight CA983 nonstop to San Francisco.

Passengers please proceed through security clearance to Gate 6.

Wang: Good afternoon.

Bruce: Good afternoon. Is this the right gate to check in for Flight CA983 to San Francisco?

Wang: Yes, may I see your ticket and passport, please?

Bruce: Here you are.

Wang: Please put your bag on the conveyor belt and step through the metal detector.

Bruce: Okay. How many items of carry-on luggage are permitted?

Wang: According to our regulations, you are allowed to carry on only two items of luggage.

So you have to check that big suitcase.

Bruce: I see.

Wang: Here are your tags. Please put them on your luggage.

Bruce: Thank you. By the way, will the flight depart on time?

Wang: I'm not sure. It's rainy today and the flight might be delayed owing to bad weather.

Bruce: Oh, that's too bad. My wife is expecting me in San Francisco. It will be our 20<sup>th</sup> wedding anniversary tomorrow.

Wang: In that case you'd better call your wife in advance.

Bruce: Thank you very much.

Wang: You are welcome.

## Exercise 1 Act Out

### On the Plane

*James has just boarded the plane but he can't find his seat, so he is asking an air hostess*

*for help. He also inquires about some other things. Listen to their dialogue, then strike up a conversation with your partners using the words and expressions given below.*

help, can't find, seat, may, I, see, boarding pass, oh, near the aisle, in seat 15D; can, I, smoke, no, non-smoking flight, can, I, use, cell phone, no, laptop computer, mobile phones, cosmetics, remote-controlled toys, electronic devices; can, I, buy, duty-free goods, yes, we, have, cigarettes, model planes, dolls; provide, meal, cookies, sausages, sandwiches, etc.

## Exercise 2 Pair Work

*Study the following useful expressions, then make mini-dialogues with your partners. Add more to the list.*

**Sample dialogue:**

A: Can I help you?

B: Yes, *I'd like to apply for refund of my ticket.*

A: Okay, but you'll have to pay a service charge of 500 yuan.

B: Oh, that's too bad, but I'm afraid I have no other choice.

1. *I'd like to apply for refund of my ticket.*

2. I'd like to confirm my flight.

3. How many weeks in advance do I have to buy to get a discount?

4. Is it direct or do I need to change planes?

5. Excuse me, miss. I feel sick. Could you get me some airsickness pills?

6. Is there a layover?

7. Can I change my flight schedule?

8. I need to be in Chicago by 2 this afternoon, but my flight has been canceled.

9. Can you check to see where my luggage is?

10. How much is tourist class?

## Exercise 3 Listening Practice

*A. Now listen to the first passage and answer the following questions.*

1. What's the number of the flight?
2. How long will it take the plane to arrive at the destination?
3. What is the speed of the plane on the average?
4. Where can you put your carry-on luggage?
5. Can cell phones be used during the flight? Please state the reason.

*B. Now listen to the second passage and complete the following sentence.*

1. The destination airport is \_\_\_\_\_.
2. The temperature outside the plane is \_\_\_\_\_ degrees Fahrenheit.
3. For your safety, please \_\_\_\_\_ for the time being.
4. You may claim your checked baggage in the \_\_\_\_\_.
5. The transit passengers should go to the \_\_\_\_\_ to complete the procedures.

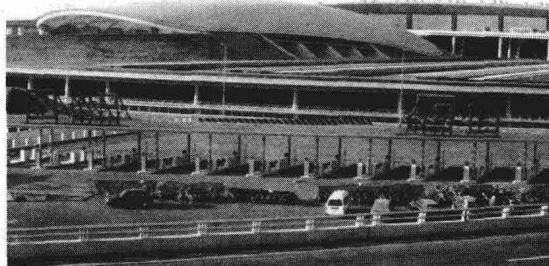
## Section 2

### Beijing Capital International Airport

Beijing Capital International Airport (BCIA), formally put to use in March 2, 1958, is known as the premier international hub for Beijing, the capital of the People's Republic of China and is ranked as the world's ninth busiest airport by Airports Council International. BCIA lies in the northeast of Beijing and handles both domestic and international flights. The distance from the airport to Tian'anmen Square, the heart of Beijing, is approximately 25 kilometers. Passengers can easily reach downtown areas by airport express, airport shuttle or taxi.

#### *Airport Terminals*

The terminal can be defined as that part of the airport where passengers wait to board their planes. The facilities at the terminal may comprise lounges, shops, restaurants, cafés, left-luggage counters, clinics, bathrooms, public telephones, self-service banks, etc. Before the construction of Terminal 3 or T3, the airport has two terminals and two runways with a combined annual transport capacity of 36 million passengers. But such a capacity can no longer satisfy the needs of present-day China's development of economy and tourism. The



airport, therefore, embarked on its massive program of expansion in 2004—the construction of Terminal 3 including a new terminal building, a new runway and some auxiliary facilities.

As one of the most important projects for the Beijing 2008 Olympic Games, Terminal 3, which commenced to be built on March 28, 2004, has been completed by now after four years of painstaking effort. The new terminal, seen from the air, looks like a huge dragon, the symbol of Chinese nation. The newly built T3 runway is 3,800 meters in length and 60 meters in width. Even the world's biggest passenger plane, the superjumbo Airbus A380 can safely take off and land there.

T3 was officially put to use on February 29, 2008. It consists of three concourses, T3C, T3D and T3E. T3C is used for domestic and international check-in, domestic departures, and domestic and international baggage claim. T3D is temporarily dedicated to charter flights during the Olympic and the Paralympic Games. T3E is designed for international departures and arrivals.

T3 is so far the largest single aviation project in the world. With the total scale of 1,000,000 square meters T3 equals the size of 170 soccer fields and is twice as big as Terminal 1 and Terminal 2 combined. Up till now BCIA has altogether 3 runways, 137 taxiways and 314 aircraft stands, and the total passenger handling capacity has increased from 36 million to 76 million annually.

### ***Departures***

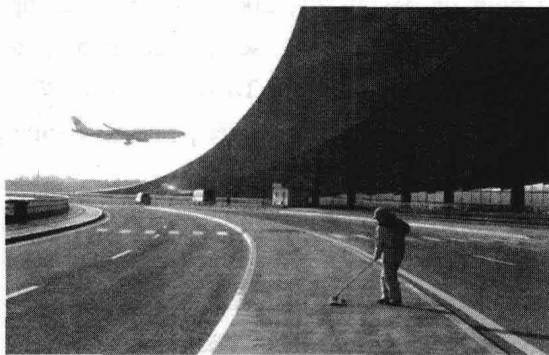
For domestic departures, passengers with check-in luggage shall go to the check-in counter with their plane tickets and valid identity cards to have their luggage checked and obtain their boarding passes. For travelers without check-in luggage they shall simply proceed to the counter marked "Check-in Without Luggage".

For international departures, passengers shall make a factual declaration to the Customs

at airports by completing a Declaration Form except that they are exempted from Customs inspection and control in accordance with relevant regulations. Passengers who select “No” in all the items on the form may choose to go through “Nothing to Declare” Channel or Green Channel for Customs procedures. Those who tick “Yes” in the items shall have to fill out the form with such details as description, quantity, model, etc. and then choose to go through the “Goods to Declare” Channel or the “Red Channel”.

### ***Arrivals***

For domestic arrivals, passengers can go to the Luggage Claim Hall of the terminal building to claim their luggage. To find out the carousel of their luggage, they can see the Luggage Claim Carousel Screen installed at the entrance of the hall. For passengers with too much luggage, the airport trolley can be a great help. To prevent luggage from being mistakenly taken, the airport personnel will check passengers' luggage tag at the entrance.



For international arrivals, overseas passengers are required to show their valid passports and entry visas and complete the Entry Health Quarantine Declaration Card according to the requirement of inspection and quarantine authorities while Chinese passengers should possess valid passport.

### ***Security Check***

Security is of great significance for every airport in view of the deluge of various crimes and terrorism. At the security check passengers are required to show their boarding passes, airline tickets and valid ID cards to the security personnel before they get through the detection passage and have their hand-carry articles examined by an X-ray.

### ***Items Prohibited in Both Carry-on and Check-in Luggage***

According to the applicable provisions of China Customs, the prohibited items include such items as firearms, explosive objects, controlled cutters, combustible or detonable



objects, toxic or harmful objects, corrosive objects, radioactive objects and any other objects harmful to aviation safety, such as ferromagnetic objects and objects with strong pungent odor.

## Vocabulary

- premier /'premjə/ *adj.* 第一的,首要的  
 terminal /'tə:mi:nl/ *n.* 终点站,总站,航空集散站  
 facility /fə'siiliti/ *n.* 工具,设备  
 comprise /kəm'praiz/ *v.* 包含,由……组成  
 embark /im'ba:k/ *v.* 从事,着手  
 massive /'mæsiv/ *adj.* 大规模的,宏伟的  
 identity /ai'dentiti/ *n.* 身份  
 proceed /prə'si:d/ *vi.* 进行,继续下去  
 exempt /ig'zempt/ *v.* 免除  
 carousel /,kærə'zel/ *n.* 行李传送带  
 quarantine /'kwɔrənti:n/ *n. vt.* 检疫,隔离  
 authority /ɔ:'θɔriti/ *n.* 权威,权威人士  
 deluge /'delju:dʒ/ *n. v.* 大洪水,泛滥,困扰  
 applicable /'æplikəbl/ *adj.* 可应用的,可适用的  
 provision /prə'viʒən/ *n.* 条款,规定  
 combustible /kəm'bʌstəbl/ *adj.* 易燃的  
 detonable /'detənəbl/ *adj.* 可爆炸的  
 corrosive /kə'reusiv/ *adj.* 腐蚀的,腐蚀性的  
 radioactive /'reidiəu'æktiv/ *adj.* 放射性的,有辐射能的  
 pungent /'pʌndʒənt/ *adj.* 刺激性的,辛辣的

## Phrases & Expressions

1. put to use 使用,利用
2. consist of 由……组成
3. embark on 开始,从事
4. owing to 因为,由于
5. take off 脱下,(飞机)起飞