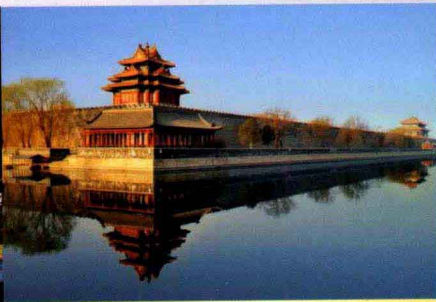




全国导游人员资格考试系列教材

# 导游英语 实务教程



主编 周幼华 周志浩 姜萍

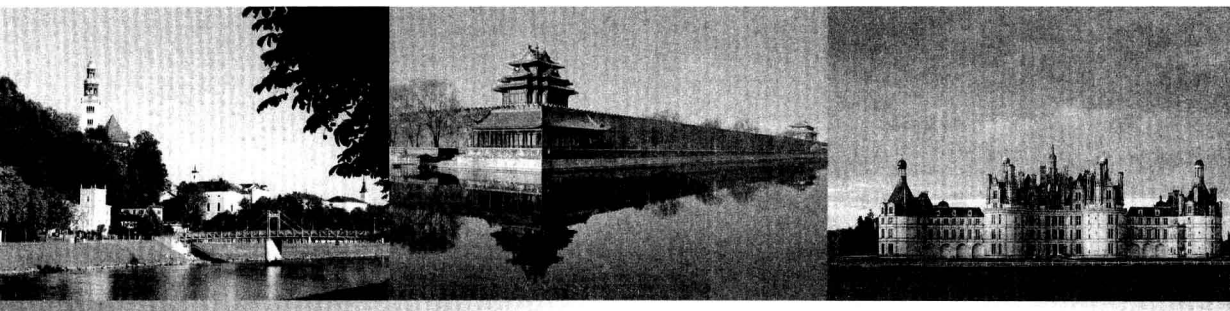


苏州大学出版社  
Soochow University Press



全国导游人员

# 导游英语实务教程



主 编 周幼华 周志浩 姜 萍  
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# 前 言

近年来,来华参观游览、投资经商、留学和探亲访友的海外人士与日俱增,中国是世界上集国际交往、商贸、旅游于一体的热点目的地之一,同时国内出国游也蓬勃发展,中国的旅游业突飞猛进地发展。为了向世界展示中国的风采,让外国人了解中国、认识中国,让国人,尤其是导游人员能更好地向海外游客及友人介绍、宣传中国并提供优质的服务,做好出入境旅游的工作,《导游英语实务教程》一书应运而生。

本书初稿写于2006年,始为南京信息工程大学英语专业本科大学生的商务及旅游讲授教材。通过2006—2010年对历届学生的教学实践,数次删改,编撰为《导游英语实务教程》一书。经过数年的教学实践,笔者在旅游形势发展及旅游实践变化的情况下,根据国家旅游局《关于改革导游人员资格考试、等级考核及旅行社经理资格认证工作的意见》的精神,对原书内容进行了充实、审定和改编。

本书编者在多年的旅游导游及旅游教学工作中,共接待过来自美国、加拿大、英国、荷兰、澳大利亚、新加坡、巴基斯坦、印度等国家的旅游团队30多个,积累了大量的涉外工作经验及导游教学经验。

在编写过程中,本书充分吸取了以往相关教材编写的经验,在体例、内容、写作特点等方面作了新的调整。从导游人员的职业特点出发,重新设计了体例,力求使教材的结构更加合理,突出导游人员应该具备的英语技能,特别结合出入境导游实务,着眼于专业英语导游人才的能力培养,强调理论与操作实例相结合,并力求文字简练,实用性强。本书可作为针对导游人员资格考试的教材,也可作为中、高等院校相关专业的教材。同时我们也希望本书能成为广大旅游爱好者的有益读物。

由于编者水平有限,疏漏之处在所难免,敬请同行批评指正。

编 者  
2011年6月

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# Unit 1

## Greeting and Transferring

### 学习目标

知识目标——识记旅游接待、迎宾的英语常用表达

能力目标——掌握旅游接待的具体流程

素质目标——提升旅游接待的业务素养



### Warming Exercises 热身练习

Discuss the following questions in groups and report the results to the class.

1. What kind of expressions might be used in greeting each other?
2. Do you know the basic greeting behavior?



### Special Terms 专业词汇

baggage/luggage	行李	sit back	休息一下
baggage check	行李票	take the lead	前面带路
bring up the rear	殿后	tidal bore	涌潮
local/national guide	地方/全程陪同	tour leader	旅游团领队
on behalf of ...	代表……	travel service	旅行社

parking lot	停车场	formality	手续
tour escort/leader	领队	arrival platform	下客站台
information desk	问讯处	behind schedule	晚点
hand baggage	手提行李	berth/bunk	火车铺位
checked baggage	托运行李	caboose	乘务员车
delayed flight	延误航班	dining car	餐车
terminal building	候机大厅	dome car	旅游观赏车厢
locate	找出/定位	junket	(政府官员的) 公费旅游
vacationing group	休假团	luxurious tour	豪华游
study/survey group	考察团	CITS (China International Travel Service)	中国国际旅行社
regular flight	定期航班	domestic/international flight	国际/国内航班
extra flight	加班机	government delegation	政府代表团
charter	包机	accommodation train	慢车
direct flight	直航班机		
passenger plane	客机		
carrousel	(行李)传送带		
baggage claim area	行李认领区		
immigration control	入境检查		
emigration control	出境检查		



## Situational Conversations 情景对话

### 1. Greeting 迎接

#### Scene 1

(A: Local guide B: Tour leader)

A: Excuse me, sir, but are you Mr. William Smith?

B: Yes, I am.

A: How do you do, Mr. William Smith? I'm Wang Feng, your local guide from CITS<sup>①</sup>.

**B:** How do you do, Mr. Wang? Nice to meet you.

**A:** Nice to meet you, too. Welcome to Hangzhou.

Could you tell me whether everyone of the group is here, Mr. Smith?

**B:** I'm sorry to say that one couple didn't come for sudden illness. We have 23 people including me now.

**A:** That's all right. But we've got to make some change in room arrangements.

**B:** Sorry to cause you the trouble.

**A:** No trouble at all. Have all got their luggage?

**B:** Let me see. Yes, they have.

**A:** Shall we bring them to the bus?

**B:** Sure. Take the lead please. I'll bring up the rear.

**A:** Ladies and gentleman, attention, please. Now please follow me to the bus.

---

## Scene 2

(A: Guide B: Tour leader C: Stranger)

**A:** Excuse me, but are you Mr. Brown from Canada?

**C:** No. I'm Peter from America.

**A:** I'm so sorry.

**C:** Never mind<sup>②</sup>.

**A:** Excuse me. Are you Mr. Brown from Canada?

**B:** Yes, I am. Are you our local guide here?

**A:** Yes. My name is Li. Welcome to Hangzhou.

**B:** Thank you.

**A:** How was your trip?

**B:** Pretty good. People were chatting and drinking tea all the way. But this is an old group. They are getting off the train slowly now.

**A:** No hurry. But can I have the baggage check first?

**B:** Of course. Here you are. There are 18 pieces altogether.

**A:** Good. I'll see to it that they go to our hotel as soon as possible<sup>③</sup>. Is everybody here now?

**B:** Let me check. Yes, all here.



A: Before we move, could you tell the guests to follow my flag since it's so crowded here?

B: Sure. You go ahead and we will follow you.

---

### Scene 3

(A: Guide B: Tour leader C: Manager)

A: Excuse me, but aren't you Mr. Smith?

B: Yes, I am.

A: I'm a guide from the China Travel Service. My name is Peter Wang.

B: How do you do, Mr. Peter Wang?

A: How do you do? Our manager, Mr. Li, has come to meet you. May I introduce him to you?

B: Of course.

A: This is our manager Mr. Li. This is Mr. Smith from the USA.

C: Hello, Mr. Smith. Welcome to China.

B: Hello, Mr. Li. It's really kind of you to come to meet me.

C: It's my pleasure. I hope you have enjoyed your trip.

B: Yes, very much. Thank you.

C: Hope you will have a good stay here, too.

B: I'm sure I will. Thanks a lot.

A: Your bag seems heavy. May I help you with it?

B: No, thanks. I can manage it by myself.

A: All right. Our car is waiting over there. Let's go.

## 2. Transferring 转移

### Scene 1

(A: Guide B: Tour leader C: Tour member)

A: Good evening, ladies and gentlemen. Are we all on the bus?

B: Just a moment please. Mrs. Johnson is not here yet.

A: Where is she?

B: There she comes.

**C:** I'm sorry. Am I the last one?

**A:** Yes, but that's all right. I guess you are attracted by the beauty of the airport, aren't you?

**C:** Well, yes! But now I'm ready to go.

**B:** Yes.

**A:** OK. Ladies and gentlemen, on behalf of the China International Travel Service and our driver, I would like to extend our warmest welcome to you all. Welcome to Hangzhou! Welcome to the Paradise on Earth! Our driver is Mr. Zhang who has a driving experience of 15 years, and my name is Li. During your stay in our city, Mr. Zhang and I will be at your disposal<sup>④</sup>. We'll do everything possible to make your visit a pleasant experience. If you have any problems or requests, please do not hesitate to let us know. Now, we are heading for our hotel, the Lake View Hotel, a luxurious four-star hotel located right on the famous West Lake. It takes about 40 minutes. So please sit back and relax yourselves while I'm giving you some general information of our city.

**B:** That's great.

**A:** Here is the largest river in our province, Qiantang River. It covers a distance of 610 kilometers and is known for its tidal bores.

**B:** Right. I've heard of it before and once saw it on TV. It was fascinating.

**A:** Now we have come to the lake side. Most part of the lake is lighted. When the lights are on, it's really attractive.

**B:** It must be! But we are also looking forward to seeing it in day time tomorrow.

**A:** Tomorrow comes very soon. And here is our hotel. Good night and have a good stay!

---

## Scene 2

(**A:** Guide **B:** Tourist)

**A:** Good evening, Madam and Sir. Welcome to Hangzhou.

**B:** Thank you. Thank you for your coming to meet us.

**A:** It's my pleasure. Now you've arrived at the Paradise on Earth.

- B:** Yes. We've heard of Hangzhou many times as the Paradise on Earth. What does "Hangzhou" actually mean?
- A:** This is a real good question. According to the geological research, the present city proper was part of the sea in the ancient times. If people wanted to come here, they could only come by boat. For that meaning in Chinese "Hang" is the word. And "Zhou" simply means an area.
- B:** Thank you very much. And what is Hangzhou famous for?
- A:** In general, Hangzhou is famous for its long history, beautiful scenery and abundant products. I'll give you more details while our trip goes on.
- B:** This is our first trip to your city. I was told it was a very popular scenic city among the Chinese.
- A:** They are right. In China, there is an old saying which goes like this: Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou<sup>⑤</sup>. So, Chinese people consider Hangzhou as the Paradise on Earth. Hangzhou saw its heyday during the Southern Song Dynasty, when it served as the capital for the whole China. Thus, Hangzhou is one of the six ancient capital cities in China.
- B:** How big is the city of Hangzhou?
- A:** The city covers an area of 3,068 square kilometers with a population of 689 million. And it is still growing.
- B:** Look, there is a suspension bridge straight ahead of us.
- A:** Yes. The suspension bridge we are on is called Qiantang Bridge No. 3. Qiantang Bridge No.1 is on your left hand side and No.2 is on your right. We will build altogether 10 bridges across this river in the near future.
- B:** China is developing so fast. The whole country is like a huge construction site. No wonder people say the national bird of China is the crane.
- A:** You bet. Look at the skyscraper<sup>⑥</sup> on your right. This is the second tallest building in Hangzhou—the Telecommunication Tower. It has 44 stories and is approximately 220 meters high.
- B:** I can see the city is growing fast.
- A:** Yes. It is growing taller and bigger. Now we are on a new road leading to

the West Lake.

**B:** Oh, what a beautiful lake!

**A:** This is the famous West Lake in Hangzhou. Strange enough, there are altogether 36 west lakes in China. But this one overshadows all the others.

**B:** How interesting! What are those plants in the lake?

**A:** They are lotus. The West Lake is famous for its lotus blossom in summer. Here we are at the Shangri-la Hotel. I'll ask the bellboy to take care of your luggage and I will help you to check in.

**B:** Thank you.

## Notes 注释

- ① CITS: 中国国际旅行社的英文缩写, 全称为 China International Travel Service, 是中国最大的涉外旅行社之一。
- ② never mind: 没关系。
- ③ I'll see to it that they go to our hotel as soon as possible: 行李服务是涉外旅游团队服务的一个重要服务环节。导游员要确保客人的托运行李尽快送达所住饭店。
- ④ be at your disposal: 任您使用, 为您服务。
- ⑤ Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou: 上有天堂, 下有苏杭。
- ⑥ skyscraper: 摩天大楼。



## Useful Sentences 必学句型

1. Excuse me, sir, but are you ... ?

打扰, 请问先生您是不是……?

2. I'm Wang Feng, your local guide from ...  
我叫王峰,来自……,是你们的地陪。
3. Is this your first trip to Hangzhou?  
这是您第一次来杭州吗?
4. I'm sorry to say that ...  
我很抱歉地说……
5. Sorry to cause you the trouble.  
给您带来麻烦,真不好意思。
6. I can manage it by myself.  
我自己能行。
7. Ladies and gentlemen, may I have your attention, please?  
女士们,先生们,请大家注意一下好吗?
8. On behalf of the China International Travel Service and our driver, I would like to extend our warmest welcome to you all.  
我代表中国国际旅行社和我们的司机,向大家表示最热烈的欢迎。
9. I will be at your disposal.  
我将竭诚为您服务。
10. The city covers an area of ... square kilometers with a population of ...  
这个城市的面积为……人口是……
11. I hope you have had a pleasant trip.  
我想您的旅途一定很愉快吧。
12. I hope you will have a good time in Hangzhou.  
希望你们在杭州玩得愉快。



## Passages for Reading 阅读材料

### Passage 1

#### Welcome Speech

Good evening, ladies and gentlemen. Welcome to Shanghai.

Please sit back and relax. Your luggage will be sent to the hotel by another bus, so you don't have to worry about it.

First, please allow me to introduce ourselves. Our driver is Mr. Zhang. He has 15 years of driving under his belt. So you are in very safe hands. My name is Mei Lifang, but you may just call me May. We are from Shanghai China International Travel Service (CIST). On behalf of Shanghai CIST, I'd like to extend a warm welcome to you all.

During your stay in our city, we'll do everything possible to make your visit a pleasant experience. If you have any problems or requests, please don't hesitate to let us know. You are going to stay at the Peace Hotel, a time-honored and well located five-star hotel. As you'll stay in our city for two and a half days, you will do well to remember the number of our bus. The number is 72056. Let me repeat: 72056 is our bus number.

I hope you will enjoy your stay in this city.

## Passage 2

### Introduction to Hangzhou

Since ancient times, Hangzhou has been noted as a land flowing with milk and honey, if not an out-and-out Shangri-la. As the existing records hold it, a long, long time ago, this place was but a vast body of water connected with the present-day Pacific. An emperor journeyed here by boat for inspection. His boat was moored somewhere about today's Children's Palace of the city. Now to mark his trip the emperor named the place "Yuhang" which was later converted into Hangzhou, which literally means a place accessible only by boat.

The city rose to fame after the Grand Canal was completed in the Sui Dynasty some 1,300 years ago. In the ensuing years, several kingdoms set up their capitals here. It was in the Southern Song Dynasty that Hangzhou saw its heyday. In 1275 the Italian traveler Marco Polo paid a visit to Hangzhou during his term of office as an envoy in the Yuan Dynasty. Under his pen, the city was depicted as "the most elegant and graceful city on earth".



## Exercises 练习

### 1. Reading and Translation

Good afternoon, ladies and gentlemen. Welcome to Shanghai. Please sit back and relax. Your luggage will be sent to the hotel by another bus. So you don't have to worry about it.

First, please allow me to introduce ourselves. Mr. Zhang is our driver. He has 20 years of driving under his belt, so you are in very safe hands. My name is Guo Qiang. We are from Shanghai CITS. On behalf of my company and my colleagues, I'd like to extend a warm welcome to you all.

During your stay in our city, Mr. Driver and I will be at your disposal. We'll do everything possible to make your visit a pleasant experience. If you have any problems or questions, please don't hesitate to let us know.

I hope you will have a good time in Shanghai.

### 2. Role-Play

#### Situation A

You are at the airport to meet a tour group of 25 people by the name of ZJCITS - 050325.

Its tour leader is Mr. Dow. Several groups have arrived. Find Mr. Dow, greet him and his group and show them to the bus according to the working procedure.

#### Situation B

You just met a couple who came from Shanghai to Hangzhou by train. You are on the way from the train station to Shangri-la Hotel where they are going to stay. Express your welcome to them and introduce to them what you see on the way.

# Unit 2

## At the Airport

### 学习目标

知识目标——识记机场安检、登机、转机、接机的英语常用表达

能力目标——掌握机场安检、登机、转机、接机的具体流程

素质目标——提升机场安检、登机、转机、接机的业务素质



### Warming Exercises 热身练习

Discuss the following questions in groups and report the results to the class.

1. What kind of expressions might be used at the airport?
2. Do you know the routine procedure of check-in?



### Special Terms 专业词汇

international airport

国际机场

domestic airport

国内机场

Civil Aviation of China

中国民航

flight number

航班号

boarding card

登机牌



check-in	(机场的)登机手续办理处/办理登记手续
airport terminal	机场候机楼
goods to declare	报关物品
passport control immigration	护照检查处
luggage/baggage claim	行李领取处
transfer passenger	中转旅客
free luggage allowance	免费托运行李重量
charge for overweight luggage	行李超重费
group visa	团体签证
<u>first class</u> passenger	头等舱旅客
<u>economy</u> passenger	普通舱旅客
transit stop	过境停留
local time at origin	出发地的当地时间
sickness bag	机上清洁袋/呕吐袋
air crew	机组人员



## Situational Conversations 情景对话

### 1. A Plane Ticket 机票

(A: Agent B: John)

A: Good morning, this is Fly Away Travel, how may we help you?

B: I would like to inquire about a ticket to Detroit.

A: When would you be leaving, sir?

B: September 10th. Could you tell me the cost?

A: Yes, since you are calling early, that cost would be only \$ 250.00.

B: I assume the cost would be more if I called just a day or so before I left.

A: That is correct. If you didn't have an advance purchase, the price would be \$ 541.00. Of course, by calling early you also guarantee there will be