

新视界大学英语 ■ 高职高专精品系列

海南省“十二五”规划特色重点教材

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导游技能英语

主 编 李永才

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Practical English for Tourist Guides

主 编：李永才

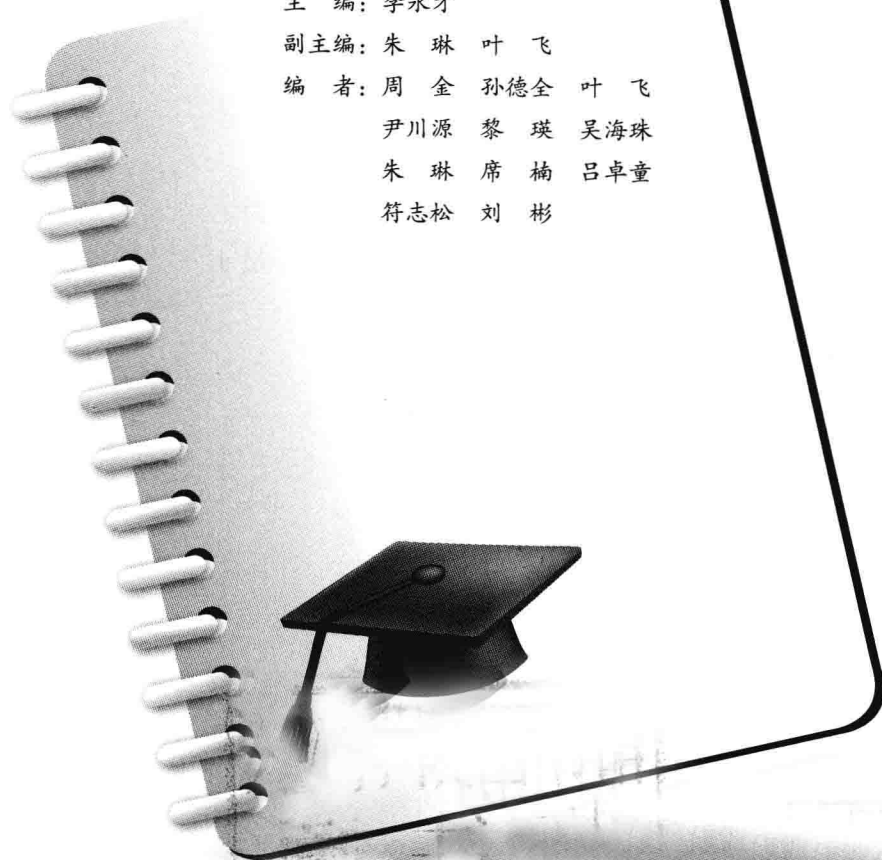
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前言

· 导游技能英语 ·

《导游技能英语》的编写是根据教育部《高职高专教育英语课程教学基本要求》的精神,以满足学生“以就业为导向,以能力为本位”的需要为目的,遵循突出职业能力训练和养成的原则,将行业知识和职业技能渗透到英语教学中,满足涉外导游高职高专英语教材改革的要求。

《导游技能英语》共 12 个单元,主要包括介绍、正文、练习、应用写作等部分;介绍部分提出该章节应达到的教学及学习目标;正文部分由对话和阅读组成,通过展现导游操作程序、应对投诉和阅读来呈现实际工作环节及展示相关的岗位知识和技能;练习部分包括对词汇、短语及文章的细节信息和整体信息的理解,同时加入角色扮演等动作演示,是针对所学内容的延展和补充;应用写作部分旨在培养学生的动手能力;最后附有优秀导游应具备的基本素质和行为规范以及相关的政策、法规以及英语导游应急处理技巧,供教师选用和作为学生自主学习材料。

本教材体例新颖,内容翔实,“泛”“专”结合。“泛”是指注重导游基础知识的学习,包括中国历史文化、民族风情、宗教信仰、自然风光等普及性知识的学习;“专”是指导游专业知识的学习,导游从业人员专业技能和操作能力的强化训练,如导游服务规范、应变能力、景点讲解、情景对话、政策法规、应急技巧等。本教材具有以下几个特色:

1. 导游文化。介绍我国传统文化、风俗习惯,熟悉各个民族的宗教信仰、民族风情、生活习性等。
2. 景点讲解。掌握我国主要旅游省、市、自治区的旅游景点知识,通过导游模拟训练进行情景对话和景点讲解。
3. 投诉处理。投诉是旅客表达不满的最常见方式,处理投诉也是导游必须掌握的一项技能,本书提供了 12 组对话来训练这种技能。
4. 旅游写作。旨在培养学生“动口”的同时,训练他们的“动手”能力,主要涵盖旅游信函、合同条款、协议、线路设计、各种旅行表格、感谢、投诉的写作等。
5. 导游务实。熟悉旅游方针政策、服务规范,培养应变能力和应急技巧。

本教材由李永才担任主编,负责拟定编写大纲、通稿和写作部分的编写,朱琳、叶飞担任副主编,其他参与编写人员的具体分工为:周金(第一单元);孙德全



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由于编写时间仓促, 编者水平有限, 敬请各位专家和广大读者批评指正。

编 者

2012 年 3 月于海口



CONTENTS

· 导游技能英语 ·

Unit 1 Preparations for Meeting a Tour Group

Part I	Booking Air Line Tickets and Room Reservations	2
	Conversation A Booking Airline Tickets	2
	Conversation B Room Reservations	3
Part II	Handling Complaints	4
	A Delayed Flight	4
Part III	Practice	6
Part IV	Reading	9
	Sunny Hainan—Holiday Paradise	9
Part V	Culture	12
	Hainan History	12
Part VI	Practical Writing for Tourism	13
	Correspondence of Travel Agencies	13

Unit 2 Touring Sanya

Part I	Meeting Tourists	16
	Conversation A Meeting Tourists at the Airport (I)	16
	Conversation B Meeting Tourists at the Airport (II)	18
Part II	Handling Complaints	19
	A Delayed Flight	19
Part III	Practice	21
Part IV	Reading	24
	Passage A The West Island	24



	Passage B	The Park of Luhuitou	26
	Passage C	The End of the Earth	28
Part V	Culture		30
	Nanshan Buddhism Park		30
Part VI	Practical Writing for Tourism		31
	Hotel Reservation		31

Unit 3 Accommodation—Tour in Sanya

Part I	Checking into the Hotel	34
	Conversation A	34
	Conversation B	35
Part II	Handling Complaints	36
	Dialogue 1 Handling Complaints at the Restaurant	36
	Dialogue 2 Settling Guests' Complaints in the Hotel	36
Part III	Practice	37
Part IV	Reading	40
	Passage A National Seashore—Haitang Bay	40
	Passage B National Holiday Resort—Yalong Bay	43
Part V	Culture	46
	Food Culture in Hainan	46
Part VI	Practical Writing for Tourism	48
	Visa Application Form	48
	Arrival Card	49

Unit 4 International Tourism City—Qionghai

Part I	Going to Bo'ao	52
	Conversation A	52
	Conversation B	53
Part II	Handling Complaints	55
	A Tour Guide or a Shopping Guide? (I)	55
	A Tour Guide or a Shopping Guide? (II)	56
Part III	Practice	57
Part IV	Reading	61
	Passage A The Wanquan River and Red Detachment Women	61

	Passage B The Water Town—Bo'ao	62
Part V	Culture	65
	Hainan Coconut Carvings	65
Part VI	Practical Writing for Tourism	66
	Passengers' Health Declaration	66

Unit 5 Huangshan Mountain

Part I	Going Shopping	68
	Conversation A At the Souvenir Shop	68
	Conversation B At the Pastry Shop	69
Part II	Handling Complaints	70
	Unreasonable Requests	70
Part III	Practice	72
Part IV	Reading	75
	Passage A Huangshan Mountain	75
	Passage B Brief Introduction of Guilin	77
Part V	Culture	80
	Traditions and Customs of the Zhuang Minority	80
Part VI	Practical Writing for Tourism	81
	Baggage Declaration Form	81

Unit 6 Tour of the Waterfalls

Part I	Talking About Chinese Food	86
	Conversation A Chinese Cuisine	86
	Conversation B Guizhou Cuisine	87
Part II	Handling Complaints	88
	Complaining About the Food	88
Part III	Practice	90
Part IV	Reading	93
	Passage A Huangguoshu Great Waterfalls	93
	Passage B The Silk Road	95
Part V	Culture	99
	Chinese Food	99
Part VI	Practical Writing for Tourism	102



Letter of Reply for a Complaint	102
---------------------------------	-----

Unit 7 Tour of Lakes

Part I	Visiting the West Lake	104
	Conversation A Rowing on the West Lake	104
	Conversation B At the Silk and Satin Shop	105
Part II	Handling Complaints	107
	Cancelling Part of an Itinerary	107
Part III	Practice	110
Part IV	Reading	112
	Passage A The West Lake	112
	Passage B The West Lake Longjing Tea	115
Part V	Culture	117
	China—Home of Tea	117
Part VI	Practical Writing for Tourism	119
	Letter of Thanks	119

Unit 8 Tour of Gardens

Part I	Entertainment	122
	Conversation A Recreation and Fitness Center	122
	Conversation B At Tea House	123
Part II	Handling Complaints	125
	Extra Charges	125
Part III	Practice	127
Part IV	Reading	129
	Suzhou Gardens	129
Part V	Culture	132
	The Four Elements of Chinese Gardens	132
Part VI	Practical Writing for Tourism	135
	Tour Itineraries—China Discovery	135

Unit 9 Practical Emergency Handling

Part I	Dealing with the Emergency	138
--------	----------------------------	-----

	Conversation A	Dealing with Problems of Loss	138
	Conversation B	What Should the Guide Do if a Tourist Is Lost at a Scenic Spot?	139
Part II	Handling Complaints		140
	The Incident That No Guide Meets the Tourists		140
Part III	Practice		141
Part IV	Reading		144
	Passage A	The Great Wall (I)	144
	Passage B	The Great Wall (II)	147
Part V	Culture		150
	Qufu		150
Part VI	Practical Writing for Tourism		151
	Reply to a Letter to Handle Complaints		151

Unit 10 Religions and Temples

Part I	Visiting Religious Places	154
	Conversation A	Visiting Jiuhua Mountain 154
	Conversation B	Visiting Wudang Mountain 155
Part II	Handling Complaints	156
	Complaints About Shopping Rebates for Guides	156
Part III	Practice	158
Part IV	Reading	160
	Passage A	Shaolin Temple (I) 160
	Passage B	Shaolin Temple (II) 163
Part V	Culture	166
	Chinese Folk Religion	166
Part VI	Practical Writing for Tourism	167
	Questionnaire—Thank You for Your Opinions	167

Unit 11 Health Promotion

Part I	Experiencing Chinese Treatment	170
	Conversation A	Traditional Chinese Medicine 170
	Conservation B	The Marriage of Chinese and Western Medicine 172



Part II	Handling Complaints	174
	Quitting Tour Midway	174
Part III	Practice	176
Part IV	Reading	180
	Passage A Ancient Waterside Towns in Jiangnan	180
	Passage B Potala Palace of Lhasa	183
Part V	Culture	185
	Tibetan Local Customs	185
Part VI	Practical Writing for Tourism	187
	A Travel Contract	187

Unit 12 Farewell to the Tourists

Part I	Seeing Off the Guests at the Airport	192
	Conversation A Seeing You Again Soon	192
	Conversation B At the Check-in Counter	193
Part II	Handling Complaints	195
	The Skill to Handle Complaint Letters	195
Part III	Practice	198
Part IV	Reading	201
	Passage A Terracotta Army	201
	Passage B Sun Yat-sen Mausoleum	203
Part V	Culture	207
	Chinese Silk	207
Part VI	Practical Writing for Tourism	209
	How to Say a Farewell to the Tour Group	209
Appendix I	Guide's Norm and Emergency Handling—100 Questions and Answers	211
Appendix II	中华人民共和国国家标准 GB/T 15971—1995	232
Appendix III	导游人员管理条例	239
Appendix IV	导游应对游客问题处理原则	242
Appendix V	旅游安全事故的处理	244
Appendix VI	旅游保险相关知识	246
Vocabulary		249
主要参考书目 (Bibliography)		269

Unit 1

Preparations for Meeting a Tour Group

After learning this unit, you should know:

1. How to book a plane ticket;
2. How to book a room in a hotel;
3. How to introduce Hainan history to foreign friends;
4. How to tell a romantic story about the End of the Earth.



Introduction

As a tour guide, it is very important to make full and good preparations before the tour group arrives. Among the preparations, booking tickets and rooms is one of the most important procedures. You need to take the following into consideration:

1. What information should be mentioned when booking a plane ticket;
2. What information should be mentioned when booking a room;
3. Which aspects should be paid attention to when making a reservation.

Part I Booking Air Line Tickets and Room Reservations

Conversation A Booking Airline Tickets

Word Bank

breeze /bri:z/ *n.* 微风 *vi.* 吹微风; 逃走

airline /'eəlain/ *n.* 航空公司; 航线 *adj.* 航线的

flight /flait/ *n.* 飞行; 班机; 逃走

agency /'eidʒənsi/ *n.* 代理, 中介; 代理处, 经销处

reserve /ri'zə:v/ *vt.* 储备; 保留; 预约; 预订

passport /'pɑ:spɔ:t, 'pæs-/ *n.* 护照, 通行证; 手段

copy /'kɒpi/ *vi.* 复制; 复印; 抄袭 *n.* 副本; 一册; 摹仿

Scene: Mary is an English tour guide from Hainan Sea Breeze Travel Agency. She will receive a tourist group from England which has ten guests this month. Now she is helping the guests to buy air tickets and book rooms; let us learn how Mary does the business. After confirming the schedule, Mary is going to buy air tickets for the guests. Now she is in China Southern Airline ticket service center.

A: Good morning. This is China Southern Airline ticket service center. What can I do for you?

B: Good morning, I am the tour guide from Hainan Sea Breeze Travel Agency. I will have an English group on the 16th of this month. There will be ten people in the party. I would like to know if there are any flights from Hong Kong to Sanya on that day.

A: Let me check. Well, there are two flights that day, one is in the morning, which leaves at 10:30 from Hong Kong and arrives in Sanya at 1:00 pm; the other is in the afternoon, which leaves at 15:00 and arrives at 18:30.

B: Which flight leaves in the morning?

A: That's China Southern Airline, AF632.

B: It suits us well. Would you reserve ten seats on that flight for me?

A: Certainly. First class or economy?

B: Economy, please.

A: Could you please offer all the guests' names and passport numbers for me?

B: OK, no problem. Here are the copies. When can I come to collect the tickets?

A: In two days. What information should be mentioned when booking a plane ticket as soon as we get a reply from China Southern Airline, I'll give you a call. May I have your name and telephone number, please?

B: Mary Li. My phone number is 13912345678.

A: Thank you, Ms. Li.

B: You are welcome. Bye.

A: Goodbye.

Notes

1. Hainan Sea Breeze Travel Agency 海南椰风海韵旅行社
2. China Southern Airline 中国南方航空公司
3. first class 头等舱
4. economy class 经济舱
5. airline 航班
6. passport 护照

Conversation B Room Reservations

Word Bank

contact /'kɒntækt, kən'tækt/ *vt.* 使接触 *n.* 接触, 联系

reservation /'rezə'veɪʃən/ *n.* 预约, 预订; 保留

available /ə'veɪləbl/ *adj.* 有效的, 可得的; 可利用的; 空闲的

prefer /pri'fə:/ *vi.* 喜欢; 愿意 *vt.* 更喜欢; 宁愿

Scene: Mary has booked the air tickets for her guests. Now she is in the office to reserve rooms by phone.

A: Good morning, Sanya Hilton Hotel. How may I help you?

B: Could you please help me to contact the reservation department?

A: OK. Hold on, please.

(Five seconds later...)

C: This is room reservation. How may I help you?

B: I am a tour guide from Hainan Sea Breeze Travel Agency. I would like to book some rooms in your hotel.



C: Great. Which dates would you need?

B: From October 16th to 19th.

C: OK, so they'll be staying for three nights?

B: Yes, three nights.

C: How many guests are there in the party?

B: Ten.

C: What kind of rooms would you prefer, double or twin rooms?

B: Twin rooms, please. So there should be five rooms altogether.

C: Could you hold on, please? I'll check if there are any rooms available for those days. Thank you for waiting. We have rooms at RMB 1,000 and RMB 1,500. Which would you prefer?

B: We'll take the rooms for RMB 1,500.

C: Certainly. May I have your name, please?

B: Yes, it's Mary Li.

C: Would you please spell it?

B: M-a-r-y L-i.

C: Thank you Ms. Li. May I have your phone number, please?

B: Yes, it is 13912345678.

C: 13912345678. Is this your mobile phone number?

B: Yes, it is.

C: What time do your guests expect to arrive, Ms. Li?

B: Oh, around 5:00 pm, I suppose.

C: We are looking forward to seeing you then.

Notes

1. room reservation 客房预订部
2. double room 允许两人住并配有一张双人床的房间
3. twin room 两张单人床的双人间

Part II Handling Complaints

A Delayed Flight

Word Bank

attendant /ə'tendənt/ *n.* 服务人员, 侍者; 随从

inclement /in'klemənt/ *adj.* (天气) 恶劣的 (如寒冷的、潮湿的等)

spoil /spɔil/ *vt.* 损坏, 糟蹋; 把……弄糟

shuttle /'ʃʌtl/ *n.* 汽车, 火车 (短程穿梭运行)

Scene: Mary (M) is seeing Harry (H) and Jack (J) off on the airport. They are checking in at the airport for their flight to Beijing.

C check-in attendant

H: Hello, Mary. My friend and I have tickets for the 9:30 flight to Beijing.

M: Let's go to ask the check-in attendant about it being late. Hello, Ms. The two gentlemen will take the 9:30 flight to Beijing, but the plane has not come yet. Can you explain this?

C: Okay. Let me see... Oh, I'm terribly sorry but it seems the flight has been delayed due to inclement weather.

H: Are you serious? Oh, Jack, this spoils all of our plans!

J: Yes, it would seem that way. Tell me, Madam, when will the plane be ready for take-off?

C: Well, it could be as soon as within a few hours, or as late as tomorrow morning. Unfortunately, it all depends on Mother Nature.

H: Hmm... Don't suppose there are any other flights to Beijing we could take, are there?

C: I'm sorry; all flights to north China have been grounded until the weather clears up. However, because we're so sorry to cause you this inconvenience, we'd like to offer you a room—free of charge of course—at the Holiday Inn.

J: Isn't it far from the airport?

C: No. It's just down the road and you'll be able to at least put your feet up and relax until the plane has been cleared for take-off.

J: Well, that does sound nice. But it's up to my friend. Jack, what do you think? Should we stay here or go to the hotel?

H: (to the check-in attendant) You'll contact us as soon as the plane is ready, won't you?

C: Of course! We'll even send a shuttle van to pick you up.

J: Well, we'll have to call our friends in Beijing and tell them we'll be arriving late.

C: I'll contact the hotel. In the meantime, why don't you gather your luggage and head to the front gate downstairs? I'll have our courtesy van take you to the Holiday Inn.

H: Thank you for all your help! Your job must seem rather thankless at times. You probably have a lot of angry passengers complaining and griping right about now!

C: Yes, but it's all part of the job! Thanks again for your understanding, and I promise to call you as soon as possible.

Listening

Direction: Listen to the passages carefully and fill in the blanks with the missing information you have heard from the tapes.

1. What are the main obligations of a guide?

(1) Arrange the itinerary and 1 according to the contract signed between the travel agency and the tourist.



- (2) Arrange for meals, accommodation, transportation, shopping and 2 for tourists, in collaboration with the national guide and tour leader.
- (3) Provide guiding services for the tourists and introduce the local culture and tourism resources.
- (4) Ensure the security of the tourists' property and their 3.
- (5) Cooperate and work with various service departments to solve problems during the journey.
- (6) Report tourists' opinions and suggestions to the travel agency and arrange meetings for on-tour 4.

2. What are the major differences of their obligations for a local guide, a national guide and a tour leader?

- (1) The tour leader, also referred to as the tour escort in Central America, or tour conductor in Japan, is assigned by the travel service to escort the 5 tour group. He escorts the tour group all the way from the origin country to the destination country until they come back safely. He supervises the contract obligations of the local travel agency in the destination country.
- (2) The national guide is assigned by the travel service at the tourist origin. He is in charge of the 6 work for the tour group who travels to the destination, supervises the implementation of the contract by the local travel agency, and take tourists back safely to the origin.
- (3) The local guide is assigned by the local travel agency. He meets the tourists and provides the local guiding service including sightseeing, transport, accommodation, 7 and so on.

Part III Practice

I. Task One: Questions and Discussions.

1. How do you use polite sentences in booking?
2. Besides booking tickets and rooms, what are some other preparations?
3. How do you make a good tour preparation?
4. How do you (the guide) deal with guests' complaints about delayed flights?

II. Task Two: Language Practice.

1. Put the following into English orally.

- 1) I would like to book rooms in your hotel.
 - a) 我想预订一个单人间。
 - b) 我想预订三张门票。
 - c) 我想预订这个月16号去三亚的机票。