

 全国邮轮专业规划教材

# 邮轮服务英语

SERVICE ENGLISH  
CRUISE



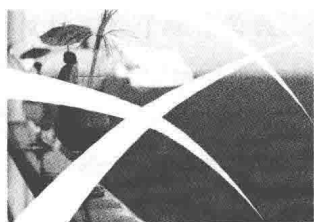
谭常娥 / 主编



旅游教育出版社



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北京·旅游教育出版社

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### 图书在版编目 ( C I P ) 数据

邮轮服务英语 / 谭常娥主编. — 北京 : 旅游教育出版社, 2017. 3

全国邮轮专业规划教材

ISBN 978-7-5637-3530-3

I. ①邮… II. ①谭… III. ①旅游船—旅游服务—英语—高等学校—教材 IV. ①U695.1

中国版本图书馆CIP数据核字(2017)第038554号

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出版单位	旅游教育出版社
地 址	北京市朝阳区定福庄南里1号
邮 编	100024
发行电话	(010) 65778403 65728372 65767462 (传真)
本社网址	www.tepcb.com
E - mail	tepx@163.com
排版单位	北京旅教文化传播有限公司
印刷单位	北京艺堂印刷有限公司
经销单位	新华书店
开 本	787毫米×1092毫米 1/16
印 张	11.5
字 数	173千字
版 次	2017年3月第1版
印 次	2017年3月第1次印刷
定 价	33.00元

(图书如有装订差错请与发行部联系)

# 前 言

随着社会经济的高速发展，人们的生活节奏日益加快，越来越多的人渴望在闲暇时间找一个角落让身心放松，邮轮便为人们提供了这样一个载体。这种优雅、闲适、放松的休闲方式正成为越来越多人的首选。随着邮轮旅游的蓬勃发展，高质量的国际邮轮服务人才的需求量也不断上涨，规范培养邮轮人才的任务也显得尤为迫切。然而邮轮英语的教材还处于探索阶段，数量有限，教学实操性不强，难以满足旅游职业院校的教学需求，本书便是针对旅游职业院校学生的英语实际情况编写而成，尤其注重了教学的实操性和趣味性。

邮轮旅游活动主要包含住、食、娱三大要素，本书便是围绕这些要素展开的。全书共分为四个章节，二十个单元，分别为前厅、客房、餐饮和康乐。全书将邮轮服务一整套的程序完整呈现出来，从游客登船至游客结束行程下船离开；将工作流程、服务规范与素养和语言的交际能力融为一体，注重听、说等语言能力的培养，并给出许多模拟情景供学生练习。本书听力部分录有音频文件，供广大师生使用。如有需要，请与旅游教育出版社发行部联系。本书不仅可以作为高职院校的教材，也可以作为各企业的培训教材。

本书由湖北大学职业技术学院的各位老师参与编写，具体安排如下：第一章的第1单元由谭常娥编写；第一章第2、4单元和第四章的第4单元由蔡慧编写；第一章的第3单元和第四章的第5单元由刘秋玲编写；第一章的第5、第6单元和第四章的第3单元由闵越编写；第二章的第1单元由郭学英编写；第二章的第3单元和第四章的第2单元由皮莉莉编写；第二章的第2单元和第四章的第1单元由雷静编写；第三章的第1、2单元和第四章的第6单元由宋玉波编写；第三章的第3、4单元和第四章的第7单元由张贇编写。全书由谭常娥、郭学英定稿，刘秋玲、雷静参与统稿、校稿。

本书的编写离不开各位参编老师的辛勤付出，在此一并表示感谢！由于编者水平有限，书中不足之处，恳请各位专家和读者批评指正！

谭常娥

2016年10月

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# Chapter I

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## *The Front Office*

### 前厅







# Unit 1

## Embarkation and Check-in

### Warming-up

Learn the certificates needed for embarkation and match the words in Column A with those in Column B.

#### Column A

1. passport
2. cruise card
3. identification
4. health certificate
5. visa
6. custom declaration

#### Column B

- A. 邮轮卡
- B. 健康卡
- C. 护照
- D. 身份证
- E. 海关申报表
- F. 签证

### Part I Basic Knowledge

#### Tips

邮轮旅游是以邮轮为交通工具，以海上观光旅游为主要内容，为乘客提供旅游观光、住宿、餐饮、娱乐等服务的海上观光与休闲。邮轮就是移动的酒店和度假村，可以提供陆地上酒店所有的服务。邮轮客人通常会分为散客和团队客人两种。无论哪种客人，都需要在登船前弄清相关注意事项并准备必要的证件，以便能够顺利办理行李托运与登船手续。

## Mini-reading

The cruise, regarded as a floating hotel on the sea, can provide services of a hotel on land and even the services that can't be provided by a hotel. It consists of similar departments in a hotel, such as Front Office, Food & Beverage Department, Housekeeping, Entertainments and so on.

On the day of embarkation, passengers are asked to arrive at the cruise terminal at least two hours before the cruise ship's departure. Front Office staff, who passengers meet at the cruise terminal, will deal with passengers' embarkation and luggage. When boarding, passengers need to make their luggage checked, then their main luggage will be left with one of the porters, who will deliver it directly to their cabin after they pass through security checks. Passengers are asked to show their passports or ID cards, custom declarations, healthy certificates, credit card used on ship and so on. In order to save time, many passengers choose on-line check-in. By this way, passengers are asked to finish the procedure 72 hours before the ship's departure and print out the entire Set-sail Pass with a bar code.

Once the check-in is complete, passengers will be given a cruise card, which will also act as the room key, the access on and off the ship and be used to make any purchases onboard. Passengers' credit card will be set up their onboard account to cover the extra charge since all consumptions on board can't be settled by cash.

Then, passengers embark the cruise ship and a wonderful voyage begins.

## Words & Expressions

cruise	n. 邮轮	float	v. 漂
consist	v. 包括	embark	v. 登船
embarkation	n. 登船	porter	n. 行李员
deliver	v. 传送	cabin	n. 客舱
purchase	v. 购买	account	n. 账户
cashless	a. 非现金的	the cruise terminal	n. 邮轮通道
Set-sail Pass	n. 登船表		

## Exercises

Complete the following sentences according to the passage above.

1. Passengers must reach the cruise terminal at least \_\_\_\_ hours before the ship's departure.
2. \_\_\_\_\_ will deliver the passengers' main luggage to their cabin.
3. Passengers must prepare all certificates needed, such as \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,

- \_\_\_\_\_ and \_\_\_\_\_.
4. Passengers choose online check-in must finish the procedure \_\_\_\_\_ hours before the ship's departure.
  5. The cruise card also acts as \_\_\_\_\_ and \_\_\_\_\_.
  6. \_\_\_\_\_ can be used to do any purchase onboard.
  7. All consumptions on board can't be \_\_\_\_\_ by cash.

## Part II Situational Conversation

### Key Sentences

1. What can I do for you?  
我能为您效劳吗?
2. I wonder if I could get some advice from you.  
我在想您能不能给我一些建议。
3. What daily necessities should I prepare for the trip?  
我需要为这次旅行准备哪些日常必需品?
4. By the way, don't forget to take your Master Card or Visa, as on board cruises all consumptions can't be settled by cash.  
顺便提醒一下, 别忘了带万事达或维萨卡, 大多数邮轮船上不是所有消费都可以用现金结算。
5. In any event, passengers are asked to reach the cruise terminal at least two hours before the ship is scheduled to sail.  
无论如何, 乘客都被要求在邮轮起航前至少两小时抵达码头。
6. Can I have my baggage checked in now?  
我能托运行李吗?
7. Your passport and your declaration card, please!  
请出示您的护照和海关申请表。
8. Would you please open this suit case, we need to have a check!  
您能打开这个箱子吗? 我们需要检查一下。
9. Thank you for your waiting, this is your claim tag.  
感谢您的等候, 这是您的行李牌。
10. My pleasure, wish you a pleasant trip!  
荣幸之至, 祝您旅途愉快!

## Conversation Embarkation & check-in

*(Today is the embarkation day. Leo and his wife come to the Crown Princess Cruise's terminal two hours earlier before its departure. They are so excited since this is their first time to make a trip on board.)*

**Clerk:** Welcome to the Princess, Madam and Sir!

**Leo:** Thanks! Can I have my baggage checked in now?

**Clerk:** Of course, Sir! Your passport and your declaration card, please!

**Leo:** Here you are!

**Clerk:** Would you please open this suit case, we need to have a check!

**Leo:** OK!

**Clerk:** *(After checking)* Thank you for your waiting, this is your claim tag. You can only take your hand bags, our porter will send your suit case to your cabin after you finish your check-in.

**Leo:** You are so helpful, thanks a lot!

*(After the completion of baggage, Leo boarded the ship.)*

**Clerk:** Nice to meet you, Sir! Would you please show me your Set Sail Pass, passport, identification card and health certificate?

**Leo:** Here you are.

**Clerk:** Thank you for your cooperation. Here is your cruise card. Please keep this card with you at all times throughout your cruise. It not only acts as your cabin keys, but also gives your dining room seating and table information. You will be asked to show this card at the gangway when boarding and making any purchase on board.

**Leo:** OK, I'll keep it carefully!

### Exercise 1

Decide the following statements true or false according to the dialogue ( "T" for true, "F" for false).

- ( ) 1. The tourists can't make their luggage checked in.
- ( ) 2. Tourists are asked to show passport or declaration card when their luggage is checked in.
- ( ) 3. All the luggage could be checked in.
- ( ) 4. The porter will send the checked luggage to the guests' cabin.

- ( ) 5. Healthy certificate is necessary for a cruise trip.
- ( ) 6. Sea-pass card acts as the room key.
- ( ) 7. You needn't to show your sea-pass card at the gangway when boarding.
- ( ) 8. You have to show your sea-pass card when purchasing on board.

## Exercise 2

**Listen to the dialogue and fill in the blanks, it will be read twice.**

*(Leo and his wife are going to have a cruise trip but have no idea about this. So Leo decides to get some information from the cruise company.)*

**Clerk:** Hello, Sir. What can I do for you?

**Leo:** Uh, this is my first cruise trip. I wonder (1) \_\_\_\_\_.

**Clerk:** Certainly!

**Leo:** (2) \_\_\_\_\_ to take along with me during the trip?

**Clerk:** (3) \_\_\_\_\_, identification and health certificates are necessary. And, then, your passport and visa if you want to go abroad.

**Leo:** Okay, I take these down. (4) \_\_\_\_\_ should I prepare for the trip?

**Clerk:** Such as slippers, toothbrush, toothpaste and other toiletries which are not provided free of charge. And rain gear, sunscreen, transform plugs are necessary too. By the way, don't forget to take your Master card or Visa, for most cruises (5) \_\_\_\_\_ can't be settled by cash.

**Leo:** Thanks a lot. (6) \_\_\_\_\_, what time should I reach the cruise terminal (7) \_\_\_\_\_?

**Clerk:** Good question! In any event, passengers are asked to reach the cruise terminal (8) \_\_\_\_\_ before the ship is scheduled to sail. Check-in closes 1.5 hours before (9) \_\_\_\_\_.

**Leo:** You are so helpful, I've made it much clearer now.

**Clerk:** My pleasure. (10) \_\_\_\_\_!

**Part III Group Work. Read and finish the exercises.**

*(Rose escaped the boring dinner conversation in despair. On deck, Rose is crying and runs past Jack, who is lying on bench smoking. She climbs over the ship's railing and hangs on with her back to the ships. She is about to jump into the sea.)*

**Rose:** *(sobbing)* I saw my whole life as if I'd already lived it—an endless parade of parties and cotillions, yachts and polo matches, always the same narrow people, the same mindless chatter. I felt like I was standing at a great precipice with no one to pull me back, no one who cared or even noticed.

**Jack:** Don't do it.

**Rose:** Stay back. Don't come any closer.

**Jack:** Come on. Just give me your hand. I'll pull you back over.

**Rose:** No! Stay where you are. I mean it. *(Jack catches Rose's hand.)* I'll let go.

**Jack:** No, you won't.

**Rose:** What do you mean, no, I won't? Don't presume to tell me what I will and will not do. You don't know me.

**Jack:** Well, you would have done it already.

**Rose:** You're distracting me. Go away.

**Jack:** I can't. I'm involved now. You let go and I'm going to have to jump in there after you.

*(Jack starts to take off his shoes.)*

**Rose:** Don't be absurd. You'll be killed.

**Jack:** I'm a good swimmer.

**Rose:** The fall alone would kill you.

**Jack:** It would hurt. I'm not saying it wouldn't. To tell you the truth I'm a lot more concerned about that water being so cold.

*(Shoe Drops to Deck.)*

**Rose:** How cold?

**Jack:** Freezing. Maybe a couple degrees over. Ou ever, uh... ever been to Wisconsin?

**Rose:** What?

**Jack:** Well, they have some of the coldest winters around. I grew up there near Chippewa Falls. I remember when I was a kid, me and my father, we went ice fishing out on Lake Wissota (威苏塔湖). Ice fishing is, you know, where you—

**Rose:** *(Angrily)* I know what ice fishing is!

**Jack:** Sorry. You just seem like, you know, kind of an indoor girl. Anyway, I, uh... I fell through

some thin ice and I'm telling you... water that cold, like right down there it hits you like a thousand knives stabbing you all over your body. You can't breathe, you can't think—at least not about anything but the pain. Which is why I'm not looking forward to jumping in there after you. Like I said... I don't have a choice. I guess I'm kind of hoping you'll come back over the rail and get me off the hook here. *(Jack begins to take off his jacket.)*

**Rose:** You're crazy.

**Jack:** That's what everybody says, but with all due respect, Miss, I'm not the one hanging off the back of a ship here. Come on! Come on, give me your hand. You don't want to do this. *(She takes his hand and turns around. They are facing each other but Rose is on the other side of the railing.)*

**Jack:** Whew! I'm Jack Dawson.

**Rose:** Rose Dewitt Bukater.

### Exercise 1

**Role play**—Act out the play with your partner.

### Exercise 2

**Discuss and answer the following questions.**

1. Have you ever watch the movie *the Titanic*? If not, find a chance to enjoy the movie.
2. Could you give some advice on how to prevent guests from doing danger things like what Rose did?
3. Do you like Jack? Why or why not?
4. How do you think of Rose?
5. What did you get from this play?

## Unit 2

### Luggage Service

#### Warming-up

Learn the information of the luggage and match the words in Column A with those in Column B.

#### Column A

1. cabin map
2. boarding card
3. bellboy
4. concierge
5. cabin room
6. luggage

#### Column B

- A. 客舱房间
- B. 行李
- C. 登船卡
- D. 船舱地图
- E. 行李员
- F. 礼宾部

#### Part I Basic Knowledge

#### Tips

邮轮客人登船一般固定在既定时间内，大量客人办理入住手续会伴随着大量的行李托运服务。因此，登船之前可以在指定码头办理行李托运手续，客人只需要提供自己的房号就可以顺利办理。不过，国际邮轮托运规定中严禁携带管制刀具、武器弹药和有毒物质等违禁品。待客人登船进入自己房间后，行李会送至客人房间外，由客人自取；少量延误行李由行李员送入房间。除此之外，行李员也应为刚到邮轮的客人做出相应的引导，提供贴心的服务。



## Mini-reading

There are two kinds of guests who need to check in their luggage, one is the walk-in guests, the other is the group guests. The heavy luggage will be checked in at the pier.

For walk-in guests, they have already got their room numbers through e-mail in advance, so the bellboy will help them to fill in the luggage tag and fix it on the luggage rack directly. For group guests, if they don't know their room numbers, the tour leader will help them to fill in the luggage tag and check in the luggage. For the bellboy, they should make sure about the correct cabin rooms and the guests' name on the luggage.

Another part of the job for the bellboy is to deliver luggage to different rooms efficiently and quickly. It is also important for a bellboy to know the cabin very well, especially the internal structure, the entertainment facilities and business hour since he is often asked for directions by the guests.

Often the bellboy represents the cruise for many tourists, which means that appearance and demeanor are of utmost importance. The bellboy is in the public view. So they need to be of good qualities and work with high standard.

**Remarks:** According to the luggage regulation, the limit of the total weight can't exceed 90 kilos.

## Words &amp; Expressions

pier	n. 码头	tag	n. 标签
rack	n. 行李架	efficiently	adv. 有效地
quickly	adv. 迅速地	internal	adj. 内部的
entertainment	n. 娱乐	appearance	n. 外貌
demeanor	n. 举止	utmost	adj. 极度的
regulation	n. 规定	exceed	v. 超过

## Exercises

Complete the following sentences according to the passage above.

1. The walk-in guests have already got their room numbers through \_\_\_\_ in advance.
2. The bellboy will help the tourists to fill in \_\_\_\_\_.
3. The bellboy should make sure about the correct \_\_\_\_\_ and the guests' name on the luggage.
4. The bellboy is to deliver luggage to different rooms \_\_\_\_\_ and \_\_\_\_\_.