



21世纪中等职业教育旅游、酒店专业系列教材

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旅游服务英语

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前 言

伴随改革开放的深化，中国越来越受到全世界的关注。为了更快地适应中国国际化进程和国内旅游业的繁荣，旅游从业人员的工作也应更加具有国际性，并能从多元的视角用得体的英语向世界介绍中国的民族文化、悠久历史和现代化建设过程中取得的伟大成就。

为了适应中等职业教育教学改革的需要，实现中等职业学校教学目标与岗位能力的对接，进一步强化旅游专业及相关专业学生的英语实用能力，为社会培养出更多的实用人才，我们结合多年的教学实践经验，并吸纳了众多新颖的话题元素，编写了本书。

本书以简单、实用为原则，突出口语，是一本教学训练和实习相结合的操作性较强的教材。本书英文表达秉承简洁、精当有效的原则，帮助学生习得地道的英语表达方式。全书共分为 10 个单元，包括会见客人，安排住宿，中国饮食文化，中国传统节日，北京地区观光，全国一些著名景点观光，购物，投诉、紧急事件处理，会见和送别客人等旅游从业人员的实务。选择的内容多体现导游工作中具有代表性的情景，有较强的现场感。本书的结构层次清晰，内容由浅入深，涉及专业词汇和众多的生活会话用语，如问候介绍、提问、赞同、拒绝、希望、道歉、指路等供学生们训练使用。每个章节都配备 20 个与本章内容相关的常用句型，尽量达到学习和训练的完美结合。

本书编写分工为：第一章由曹宏兵编写，第二章由高爱萍编写，第三章、第四章由崔立平编写，第五章由裴淑霞编写，第六章、第七章由孙茹编写，第八章由张旭红编写，第九章由张玉菲编写，第十章由刘金改编写。

编 者

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Unit One Meeting Guests

►► Goals

1. Know how to make self-introduction.
2. Learn to use the proper language to meet guests.
3. Know what a tour guide should do in meeting guests.

Listening

A. Listen to a telephone dialogue between a tour guide and a guest, then fill in the blanks.

(Scene: A guest is asking a tour guide for information about a trip to Beijing through the telephone.

T: Tour Guide G: Guest.)

T: Hello! This is _____, China International Travel Service, Beijing branch. May I help you?

G: Yes. I'd like a visit to Beijing. Could you arrange a _____ for me?

T: Sure. We have some different package _____, from one day to a week, which one would you like to have?

G: I think I'd like the one week package.

T: OK, a trip for one week. When will you visit?

G: I want to go next _____. Is it OK?

T: Yes.

G: What's the _____ of the tour?

T: 2, 680 *yuan* for each person. How many of you will come?

G: Two of us. What does it _____?

T: It includes round-trip train _____, park tickets, hotel accommodations and three _____ a day.

G: That _____ reasonable. I'll _____ it.

T: May I have your name, please?

G: Tom Mason.

T: OK, and what's your telephone number, sir?

G: 25563956.

T: 25563956. We'll be looking forward to your coming at 8: 00 a. m. next Monday.

G: OK, thanks, goodbye!

T: Bye bye!

B. According to the listening, and choose the best answer.

- What is the name of the travel agency?
A. CTS. B. CITS. C. CYTS. D. CWTS.
- What package tour does the guest want to have?
A. One day. B. Two days. C. Three days. D. Seven days.
- How much should the guest pay for the seven-day trip to Beijing?
A. 1, 680 *yuan* for each person. B. 1, 880 *yuan* for each person.
C. 2, 280 *yuan* for each person. D. 2, 680 *yuan* for each person.
- What does the price include?
A. Only the round-trip train tickets.
B. Only the park tickets.
C. Only the accommodation fee.
D. A round-trip tickets, park tickets, hotel accommodations and three meals a day.
- What is the guest's name?
A. Tom Hanks. B. Tom Cruise. C. Tom Mason. D. Tom Jackson.

New Words

branch /bra:ntʃ/n. 分枝, 分部, 部门 *v.* (树) 长出杈, (道路) 分岔

arrange /ə'reɪndʒ/v. 安排

package /'pækɪdʒ/n. 包裹, 包

tour /tuə/n. 旅行, 游历, 旅游

round-trip *adj.* 往返旅程的

accommodation /ə'kɒmə'deɪʃən/n. 住处, 膳宿, (车、船、飞机等的) 预订铺位

reasonable /'ri:znəbl/*adj.* 合理的, 有道理的

book /bʊk/v. 预订, 订购

look forward to 等待, 期待

Notes

CTS: China Travel Service 中国旅行社

CITS: China International Travel Service 中国国际旅行社

CYTS: China Youth Travel Service 中国青年旅行社

CWTS: China Women Travel Service 中国妇女旅行社

Speaking Activity**Dialogue 1 Asking about Information**

(Scene: A is a tour guide who works in CITS. The telephone rings, he answers the phone, it is from B, a guest who is asking for information about a trip to Beijing.)

A: Hello, this is China International Travel Service. Can I help you?

B: Yes, I read in your travel advertisement about your tour to Beijing.

A: Yes. We have two tours each week, leaving on Monday and Wednesday mornings.

B: How long is the tour? And what is the price of this tour?

A: From three days to a week. The total price is \$300 to \$600.

B: What about the hotel accommodation?

A: You'll be staying at a three-star hotel with two restaurants and a swimming pool.

B: Great. What kind of things will we do in Beijing?

A: In the daytime you will see the beautiful scenery spots, in the evening you will enjoy the night culture of Beijing.

B: Sounds very interesting. Are all meals included in the price?

A: Breakfast and dinner are included in the price.

B: Thank you for all the information.

A: Not at all. Goodbye.



Dialogue 2 Meeting Guests in the Airport

(Scene: Wang Li, a tour guide, is waiting for Mr. and Mrs. Mason from the USA, and then she sees them.)

Wang: Excuse me, are you Mr. Mason from the USA?

Mr. Mason: Yes, I am.

Wang: Welcome to Beijing, Mr. Mason! I'm Wang Li from CITS, Beijing branch, glad to be your local guide.

Mr. Mason: Thank you for meeting us here, Miss Wang. This is my wife Jenny.

Wang: Nice to meet you, Mrs. Mason!

Mrs. Mason: Nice to meet you, too.

Wang: Is this your first time to Beijing?

Mrs. Mason: Yes, it is.

Wang: Did you have a good time on your way here?

Mrs. Mason: Yes, we did, but we feel a little tired now.

Wang: Yes, anyone who traveled such a long way would feel tired. Did you get your luggage?

Mr. Mason: Yes, here they are.

Wang: Our car is just outside, shall we go now?

Mr. Mason: OK, let's go.



Wang: Can I carry the luggage for you?

Mr. Mason: No, thanks, we can do it ourselves.

Dialogue 3 Self-introduction and Salutory

(Scene: Wang Li is on her way to the hotel with her group of guests after meeting them at the airport. Mr. Mason is their tour leader. W: Wang Li M: Mr. Mason)

W: Is everybody here, Mr. Mason?

M: Yes, everyone is here.

W: (to the tourists) Good morning, everyone, welcome to the city of Beijing! I'm glad to be your local guide. Let me introduce myself, my name is Wang Li, I'm from CITS, China International Travel Service, Beijing branch, and my English name is Sally, so you can just call me Sally. And this is our driver Mr. Liu. He has been a driver for many years and has a lot of experience. So he can give us a safe drive during the trip. During the whole trip, we will take the same coach, so please remember the coach number: 54007. In the following seven days, I will be with you all the time. I will try my best to make you satisfied with what I do during the trip. If you have any problems or troubles, just let me know, I'll do everything I can to help you.

M: Are we going to the hotel first?

W: Yes. We are going to Jingdu Hotel, it is a three-star hotel with a restaurant, an entertainment center and a swimming pool, it also offers many services like laundry, haircut and so on. I think everybody can get good service there.

M: That will be fine. Is the hotel far from here?

W: No, it is not very far from here, it will take us thirty minutes to drive there. On the way, you can enjoy the beautiful scenery of the city. Hope you have a good trip!

M: Thank you!



Dialogue 4 Brief-introduction of the City

(Scene: Wang Li is introducing the city to the US tourists while they are on the way to their hotel.

W: Wang Li M: Mr. Mason)

W: Welcome to the of Beijing. Beijing is the capital of China, it has a long history of more than 3000 years, so you can enjoy the beautiful scenery spots in Beijing, while at the same time you can get some knowledge about Chinese history and culture. Beijing is also a modern city, it has a lot of new buildings, it's not only a place of interest, but also a good place for business, shopping, food and entertainment. Every year, large

numbers of tourists all over the world come to enjoy its beautiful spots and attractive Chinese culture.

M: Which place do you think is the most attractive?

W: It is a little hard to say, because each person has his or her own idea. But I think Tian'anmen can be regarded as the symbol of Beijing, so it is most worth going. And also, the Great Wall is known as "the Eighth Ancient Wonder" in the world, many people know the saying "He who does not come to the Great Wall is not a true man", so it attracts lots of tourists every year. And other places like the Temple of Heaven, the Forbidden City and the Summer Palace are all very popular with the tourists.

M: Oh, that's wonderful! What other places shall we go during this trip?

W: We will visit old streets of Beijing, in Chinese, they are called Hutongs, they keep many Chinese old traditions, so they can help the foreigners to know more about ancient China.

M: Oh, I can't wait to see them. This trip seems really interesting.



Dialogue 5 Talking about the Itinerary

(Scene: Mr. Mason and Wang Li are discussing the itinerary for his group's stay in Beijing. M: Mr. Mason W: Wang Li)

W: Now we are traveling on Chang'an Street, and Tian'anmen Square is in front. But we will not visit it until this afternoon, we need to go to the hotel first.

M: Miss Wang, Can you introduce the itinerary to us?

W: No problem. Now we need to go to the hotel, arrange our accommodation and lunch, then in the afternoon we will go to Tian'anmen Square and visit the Great Hall of the People, the Monument to the People's Heroes, the Museum of Chinese History and the Museum of the Chinese Revolution.

M: That's good. What about tomorrow?

W: Tomorrow we will go to the Forbidden City, it is one of the best kept and the largest ancient palaces in the world, it has the most wonderful ancient structure in China as well as lots of treasures. On the third day, we will go to the Summer Palace, a famous and beautiful palace for the ancient emperors to rest and enjoy themselves. On the fourth day, we will go to the Temple of Heaven, where the emperors prayed for food harvest. On the fifth day, we will go to the Great Wall, the Eighth Ancient Wonder of the World. On the sixth day, we will go to Hutongs, the small old streets of Beijing,



to enjoy the ancient Chinese culture. The last day, we will go to Wangfujing Street and Xidan where we can buy some souvenirs and can also enjoy the delicious Chinese food. I'm sure you will like that.

M: That sounds great. I can't help seeing them right now.

W: I hope everybody in your group can be healthy enough for this long trip.

M: No problem. We are all quite strong and healthy.

W: Good. If you want any change about our itinerary, please let me know in advance, OK?

M: OK. Thanks a lot for everything you have done for us.

W: It's my pleasure.

Dialogue 6 Asking about the Special Requirements

(Scene: They get to the hotel, Wang Li arranges rooms for the tourists. She asks about their special requirements.)

W: From today, we will stay in Beijing for seven days, we can enjoy the delicious food with Chinese traditional flavor. If you have any special requirements about food or anything else, please let me know.

M: Yes, indeed. I forgot to tell you that my wife is a vegetarian, she doesn't eat any meat.

W: OK, that's not a big problem, we can arrange her special food with only vegetables and fruits. Anything else?

M: I'm OK with the food, as long as it is delicious. But I'm a light sleeper, so when you arrange the room, could you try to find a quiet one?



W: No problem. This hotel is far from the downtown, all the rooms are really quiet, and it is also very near the Olympic Green, so just set your heart at rest.

M: Near the Olympic Green? That's great! Can we change our itinerary a little, so we could see the beautiful structures of the 2008 Olympics?

W: That's not difficult, There's no need to change the itinerary. After dinner, you can go out and walk for about twenty minutes, then you can see them with your own eyes. You can see the national stadium, national aquatics center, national indoor stadium and so on.

M: That's great. I will see it this evening. Thank you so much.

W: That's all right.

Notes

1. Hello, this is China International Travel Service. Can I help you?

您好，这里是中国国际旅行社，有什么需要帮助的吗？

在接电话时，一般要说“this is...”，表示“我是……”，“Is that...?”，表示“你是……吗？”Can I help you? 则是服务业最常用的句子，广泛用于各种提供服务或帮助的情况。

2. We have two tours each week, leaving on Monday and Wednesday mornings.

我们每周发两个团，星期一和星期三出发。

leaving on Monday and Wednesday mornings 是现在分词短语，在句中作定语，修饰 two tours。

3. Thank you for all the information.

谢谢你提供的信息。

thank sb. for (doing) sth. 谢谢某人做某事。如：

Thank you for your help.

谢谢你的帮助。

4. Glad to be your local guide.

很高兴成为您的地陪。

local guide 地陪，tour leader 领队，national guide 全陪，scenery guide 景点导游。

5. Anyone who traveled such a long journey would feel tired.

任何一个旅行这么长路程的人都会感到疲劳。

who 引导一个定语从句，anyone 是先行词。如：

Anyone who is with us would feel happy.

任何人和我们在一起都将会感到开心。

6. I will try my best to make you satisfied with what I do during the trip.

我会尽力使您满意我在旅途中所做的工作。

make + sb. + adj. 使某人…… 如：

This song always makes me sad.

这首歌总是让我伤感。

7. I think Tian'anmen can be regarded as the symbol of Beijing.

我认为天安门可以被看做北京的象征。

be regarded as 被看做…… 如：

Yao Ming is now regarded as one of the best basketball players not only in China but in the world.

姚明被看做不仅是中国，而且是世界上最好的篮球运动员。

8. So it is most worth going.

所以它是最值得去的地方。

be worth doing 是一个固定搭配，意为“值得做某事”。

9. I can't wait to see them.

我等不及去看它们了。

can't wait to do sth. 等不及做某事

10. It has the most wonderful ancient structure in China as well as lots of treasures.

它有中国最好的古建筑以及大量的珍宝。

as well as “又，也”。如：

Beijing is the political center of China as well as the culture center.

北京既是中国的政治中心，又是文化中心。

11. You can see them with your own eyes.

你可以亲眼看看。

see with one's own eyes 亲眼所见

hear with one's own ears 亲耳所闻

Word Bank

advertisement /əd'vɜ:tismənt/ *n.* 广告

total /'təʊtl/ *adj.* 总的

daytime /'deɪtaɪm/ *n.* 白天

culture /'kʌltʃə/ *n.* 文化

include /ɪn'klu:d/ *vt.* 包括

journey /'dʒɜ:nɪ/ *n.* 旅程

luggage /'lʌɡɪdʒ/ *n.* 行李

introduce /ɪn'trə'dju:s/ *vt.* 介绍

tourist /'tʊərɪst/ *n.* 旅行者，旅游者

coach /kəʊtʃ/ *n.* 长途汽车，旅游客车

experience /ɪks'piəriəns/ *n.* 经验

satisfied /'sætɪsfaid/ *adj.* 满意

service /'sɜ:vɪs/ *n.* 服务

brief /bri:f/ *adj.* 简短的

modern /'mɒdən/ *adj.* 现代的

entertainment /entə'teɪnmənt/ *n.* 娱乐

attractive /ə'træktɪv/ *adj.* 吸引人的

regard /rɪ'gɑ:d/ *vt.* 看待，当做

attract /ə'trækt/ *vt.* 吸引

tradition /trə'dɪʃən/ *n.* 传统

arrange /ə'reɪndʒ/ *v.* 安排

ancient /'eɪnfənt/ *adj.* 远古的，旧的

palace /'pælɪs/ *n.* 宫殿

treasures /'treʒə/ *n.* 财宝，财富

souvenir /'su:ʒvənɪə/ *n.* 纪念品

itinerary /aɪ'tɪnərəri/ *n.* 路线，日程安排

requirement /rɪ'kwəɪəmənt/ *n.* 需求，要求

check /tʃek/ *n.* 检查，核对

pray /preɪ/ *v.* 祈祷

wonder /'wʌndə/ *n.* 奇迹

Hutong *n.* 胡同
traditional /trə'dɪʃənəl/ *adj.* 传统的
flavor /'fleɪvə/ *n.* 风味
vegetarian /ˌvedʒɪ'teəriən/ *n.* 素食者
downtown /'daʊntaʊn/ *adv.* 在市区

Phrases and Expressions

three-star 三星级的
scenery spot 景点
local guide 地陪
place of interest 名胜
Chang'an Street 长安街
Tian'anmen 天安门
the Summer Palace 颐和园
the Forbidden City 故宫, 紫禁城
the Temple of Heaven 天坛
The Great Hall of the People 人民大会堂
the Monument to the People's Heroes 人民英雄纪念碑
the Museum of Chinese History 中国历史博物馆
the Museum of the Chinese Revolution 中国革命博物馆
in advance 预先, 提前
light sleeper 睡觉很轻的人
set one's heart at rest 放心
Wangfujing Street 王府井大街
Xidan 西单
the Olympic Green 奥林匹克公园
national stadium 国家体育场
national aquatics center 国家游泳中心
national indoor stadium 国家体育馆

Exercises

1. Fill in the blanks according to the Chinese meaning.

(At the airport)

A: Hello, I am Jack Smith.

B: We've been waiting for you, Mr. Smith. _____ (我是中国国际旅行社北京分部的李林).

A: Oh, nice to meet you, Mr. Li.

B: _____ (欢迎您来到北京, 史密斯先生).

A: Thank you. I'm very glad to meet you.

B: _____ (这是您第一次来北京吗)?

A: Yes. And I've never been to China before.

B: _____ (希望您在此过得愉快).

A: I will. Thank you very much.

B: May I help you with your suitcase?

A: _____ (谢谢, 我可以自己来).

B: Would you please put them in the car?

A: Oh, sure. _____ (好了吗)?

B: OK. Please sit down. _____ (我们很快就上路).

2. Substitution.

- (1) You'll be staying at a three-star hotel with two restaurants and a swimming pool.
a restaurant and an entertainment center
a restaurant, a bar and a beautiful garden
- (2) Can I carry the luggage for you?
get the suitcase/do it
- (3) I'm glad to be your local guide.
be your scenery guide/serve you well
- (4) I hope everybody in your group can be healthy enough for this long trip.
enjoy yourselves/have a good time
- (5) We can arrange her special food with only vegetables and fruits.
a quiet room/another member to share the room with her

3. Make a dialogue about "meeting guests at the airport" according to the expressions given below.

Mr. Smith from England, Ma Li, China Travel Service, first time in Changchun, such a long way, tired...

4. Put the sentences in right order according to the dialogue.

- (1) What's up?
- (2) We've got a copy of the itinerary from your Travel Service, is there any change?
- (3) Thank you so much, Mr. Brown.
- (4) Good evening, Mr. Brown, are you free at this moment?
- (5) Is that so? That's not your fault, you don't need to worry about it, I'll go and talk to other members of the tour group, I think every member can understand this kind of situation.
- (6) I've come to talk about the itinerary for your trip.
- (7) I'm sorry to say yes, but just a little, I hope that it will not bring you so much trouble and unhappiness. I'm afraid we cannot go to the Great Wall on the third day, because there is a terrible traffic accident on the way to the Great Wall, and we can not get through easily. Shall we change it to the fifth day? I think everything will be OK on that day.

5. Now you are a tour guide from CITS and you are with your guests on the coach, and you need to make a brief self-introduction.

Reading Activity

Warming-up

1. Have you ever met a guest or friend at the airport or the station?
2. What do you need to prepare?
3. How do you greet your guest?

Meeting Guests

Wang Li is a new tour guide. After a few months' study and work, she has become familiar with her job. Now, a group of tourists from the USA will arrive at the airport, Wang Li must go and meet the guests.

First, Wang Li must make a good preparation. She must know clearly about the itinerary, she must know who is the tour leader of the group and how many tourists there are in this group, she must know if there are any special guests like vegetarians and so on.

Second, she must prepare all the services she will offer, for example, she must make a good plan for where the guests have meals, where they stay and what vehicle they take, and check them.

Third, she must make a telephone call to the airport to ask if the flight is put off or canceled, because it will shorten the waiting time if she makes a telephone call in advance and makes clear the arrival time of the flight. According to the rule, she should arrive at the airport forty-five minutes or an hour earlier.

Then, she asks the coach driver Mr. Liu to park their coach at the nearest place so that the tourists will not go such a long way. She must know clearly about the airport. She needs to ask the porter about the place where the luggage is put and the number of the luggage.

Next, she puts her guide flag at a obvious place, so the tourists can see it right away after they come out of the exit. She also prepares a board with the words " Mr. Mason from the USA", so that the guests can easily find where she is.

Now Mr. and Mrs. Mason come out of the exit, Wang Li goes forward and says hello to them. She makes a short self-introduction and asks them if they had any problems during the trip, and then leads them to the coach. She makes sure that all the luggage has been put at the right place and every person has got on the coach. She asks them if they have any special requirements. Her well-prepared speech leaves the guests a very good



impression.

Notes

1. ...she has become familiar with her job.

……她对她的工作已经很熟悉了。

be (become) familiar with 对……熟悉

2. ... she must make a telephone call to the airport to ask if the flight is put off or canceled...

……她必须给机场打电话询问航班是否延误或取消……

is put off or canceled 是被动语态。被动语态由 be+动词的过去分词构成。如:

The plane has been put off because of the snow storm.

飞机因为暴风雪而被迫延期了。

3. She also prepares a board with the words “ Mr. Tom Mason from the USA” ...

她还准备了一块写有“来自美国的梅森先生”字样的牌子……

with 表示伴随状况。如:

He is walking in the rain with a newspaper on his head.

他正走在雨中, 并将一张报纸盖在头上。

4. She makes sure that all the luggage has been put at the right place and every person has got on the coach.

make sure 表示“确认, 确信, 务必”。如:

He makes sure that everything is ready.

他确信所有的事都准备好了。

Word Bank

familiar /fə'mɪljə/ *adj.* 熟悉

avoid /ə'vɔɪd/ *vt.* 避免

preparation /pre'peɪrɪʃən/ *n.* 准备

prepare /pri'peə/ *v.* 准备

offer /'ɒfə/ *v.* 提供

vehicle /'vi:kl/ *n.* 交通工具, 车辆

check /tʃek/ *v.* 检查

flight /flaɪt/ *n.* 航班

cancel /'kænsəl/ *vt.* 取消

shorten /'ʃɔ:tn/ *v.* 缩短

rule /ru:l/ *n.* 规则

park /pɑ:k/ *v.* 停车

porter /'pɔ:tə/ *n.* 行李员

obvious /'ɒbvɪəs/ *adj.* 明显的