

全国高等职业教育旅游管理专业精品系列教材



旅游英语口语

LÜYOU YINGYU KOUYU



谭荣璋 温建新 ◎ 主 编



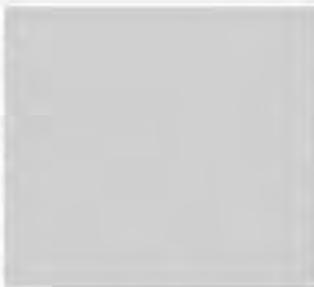
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内容简介

《旅游英语口语》是针对高职高专学院培养涉外旅游与酒店管理人才而编写的。本教材采用项目、模块、任务的编排模式培养学生在行、住、食、游、娱、购、文化传播等岗位的语言能力与综合职业素质，教材体现了丰富多样的教学法，呈现方式主观形象，内容翔实，特别是突出了岭南特色与文化习俗意识，并培养学生的自主学习能力。

本书适合高职高专类旅游与酒店管理专业学生，也适合相关的从业人员。



Preface

编者在多年的专业英语口语教学过程中发现传统教材由于知识本位、语言本位和模式化的思路造成师生教与学的“费时低效”，一直构思改革。恰逢北京师范大学计划推出十二·五旅游专业系列教材，于是有了这本书。

本教材力图打破以知识传授为主要特征的传统学科课程模式，将教学重心转变为以工作任务为核心的项目课程模式，把真实职场中具体工作岗位要完成的任务转化为课堂上的学习性任务，学生完成学习性任务后在实践中把技能与素质转化为完成现实工作任务的能力，从而实现知识与技能的迁移。本教材通过丰富多彩的口语锻炼形式，不但提高学生的语言应用能力，而且通过形象直观的方式培养学生的专业能力、方法能力、社会能力。本书的特色主要有以下几点：

- 项目、模块与任务结合，在每个大项目下有若干个模块，每个模块下有若干要求学生完成的任务。
- 以导游和酒店管理工作程序为全书的编写体系，培养学生的工作岗位能力。
- 以学生为主的教学法融入到教材编写中。本书有创意地把建构主义的教学法融入到教材编写中，注重师生之间的互动和开发学生的自主学习能力。书中的编辑把自己多年的教学和行业经历经验体现在各种口语能力建构的练习中，在大体框架保持一致的基础上允许百花齐放的教法。体现得很明显的：Professional Picture Talk 要求学生看图讨论、编故事、岗位流程演示、倾诉亲身经历；Vocabulary Building 部分创设故事接龙、猜词游戏、讨论、词与图配对、词语搭配等等具体情景帮助学生运用词汇；Role Play 部分提供了辩论、角色扮演、小组项目、形象大使大赛、城市名片设计比赛等等活动；Internet Resources 部分提供了大量的相关视频与音频，锻炼学生听力与扩展专业知识。

- 岭南文化特色鲜明。本书设计了功夫茶表演、喝早茶、广东凉茶、粤菜、广东标志性城市旅游等等项目，具有浓郁的岭南风格。
- 民俗风情和跨文化意识的培养。每个模块后面都有文化习俗案例学习，阅读后学生以口头报告或职业表演方式，主动地形象地向同辈导入文化习俗的意识，并培养其正确的职场身份意识。此部分大多与每个模块的内容密切相关的，而不是脱离模块的空泛之谈。如，行李生为什么叫“bellboy”不合适吗？带团到新加坡旅游为什么说付小费是对别人的不尊（项目一），你知道开胃小品怎么说吗？拼盘服务怎么说（项目三）；广东人为什么不说“买水”（项目六）；参观少林寺为什么不能踏门槛，参观丽江的时候为什么最好不要赞扬当地人的孩子（项目七）；广东人避忌那些数字，大排档该如何表达（项目八）；你知道关于“点心”的一个动人的故事吗（项目九）；红茶明明是黑色的为什么叫红茶，黑咖啡的英语是 black coffee 吗（项目十）；新“年”的来历是什么（项目十一），如果老外叫你去预订“红眼”飞机票，你知道是什么吗（项目十三）等，翻开本书，所有的谜底都会一一向你展开。

本书参编老师大多在教学岗位一线，拥有丰富教学经验的同时，也具备旅游、商务等方面的英语口语实战经验。本书由谭荣璋、温建新担任主编，拟定、完善编写大纲并统稿和审稿；曾昭涛、王娟、郑坤丹担任副主编；陈颖承担了后期的审稿和完善的工作。

具体分工如下：项目一、项目八由温建新编写；项目二由王娟编写；项目三由郑坤丹编写；项目四、五由曾昭涛负责编写；项目六的前四个模块由刘平编写，第五个模块由郑坤丹编写；项目七由王燕编写；项目九由湛丹编写；项目十由严丹编写；项目十一由孙欢欢编写；项目十二由王娟编写；项目十三由刘平编写。

本书的编写得到了原广州大学外语系主任、国家津贴专家谭荣璋教授的指导和审稿，谭荣璋教授的精湛学术水平与严谨的工作态度给编委们留下深刻的印象。同时，本书得到了北京范大学出版社南方策划中心的汪宏彦、苏英老师的大力支持，他们对促成本书的出版作出了很大的贡献，在此深表谢意！书中从百度网上下载了大量的图片，由于无法知道作者，在此一并表示感谢！

由于编写水平有限，书中不妥之处在所难免，敬请同仁和广大读者不吝赐教，批评指正。

编 者



Contents

Item 1	Reception	1
	Model 1 Room Reservation Service	1
	Model 2 Receive Guests at the Airport	8
	Model 3 Check-in Service	13
	Model 4 Make a Welcome Speech	19
Item 2	Housekeeping Service	25
	Model 1 Show a Room	25
	Model 2 Make up the Room	30
	Model 3 Laundry and Valet Service	35
Item 3	F&B Service	41
	Model 1 Table Reservation Service	41
	Model 2 Take Orders	45
	Model 3 Bar Services	50
	Model 4 Serve Dishes	54
Item 4	Transportation	59
	Model 1 At the Ticket Office	59
	Model 2 Ask the Way	64
	Model 3 Means of Transportation	70

Item 5	The Business Center	76
	Model 1 Communication Service	76
	Model 2 Information and Other Service	80
Item 6	Around Lingnan	85
	Model 1 Guangzhou	85
	Model 2 Shenzhen	91
	Model 3 Hong Kong	95
	Model 4 Zhaoqing	99
	Model 5 Sanya	104
Item 7	Ecological Tours	110
	Model 1 Shaolin Temple	110
	Model 2 Danxiashan Geopark	115
	Model 3 Lijiang	121
	Model 4 Jiuzhaigou	127
Item 8	Entertainment in Guangdong	134
	Model 1 Kong Fu Tea Ceremony	134
	Model 2 YUM CHA	139
	Model 3 Cantonese Herbal Tea	144
Item 9	Lingnan — Paradise of Food	150
	Model 1 Cantonese Cuisine	150
	Model 2 Specialty Dishes	154
	Model 3 The Cooking Method of Cantonese Cuisine	159
Item 10	Shopping	165
	Model 1 Chinese Tea	165
	Model 2 Chinese Calligraphy and Painting	171
	Model 3 At the Souvenir Shop	178

Item 11	Traditional Chinese Festivals	187
Model 1	The Spring Festival	187
Model 2	The Tomb-Sweeping Festival	194
Model 3	The Dragon Boat Festival	199
Model 4	The Mid-autumn Festival	205
Item 12	Handling Complaints	210
Model 1	Handling Complaints about Flight Delays	210
Model 2	Handling Complaints about Food	215
Model 3	A Tour Guide or a Shopping Guide	219
Item 13	Check-out Service and a Farewell Speech	225
Model 1	Book an Air Ticket	225
Model 2	Make a Farewell Speech	231
Model 3	Check-out Service	236
Model 4	Farewell at the Airport	241
参考资料		246



Item 1 Reception

Model 1 Room Reservation Service



Lead-in

Hotel industry is also called hospitality industry. Hospitality can be felt by the way a reservation call is answered. A hospitable receptionist opens the door of business. Then, how to open this door is a vital question.

Task 1 Professional Picture Talk

The following pictures show different types of rooms. Now, one student plays the receptionist, while the other plays the customer. The receptionist recommends a proper room to the customer according to his or her requirements.





Task 2 Vocabulary Building

Types of rooms according to guest capacity and beds available

Type	Beds available	Guests allowed
Single	1	1
Double	1	2
Twin	2	2
Suite	It contains a bedroom and a lounge. The bedroom has a spacious double bed.	

According to luxury

Chinese	English
经济间	Economic Room
普通间/ 标间	Standard Room
高级间	Superior Room
豪华间	Deluxe Room
商务标间	Business Room
行政标间	Executive Room
行政楼层	Executive Floor

According to location

Chinese	English
朝街房	Front View Room
背街房	Rear View Room
城景房	City View Room
园景房	Garden View Room
海景房	Sea View Room
湖景房	Lake View Room

Hotel grade

- | | |
|----------------------------|--------------------------------|
| One-star (economy) hotel | Two-star (some comfort) hotel |
| Three-star (average) hotel | Four-star (high comfort) hotel |
| Five-star (deluxe) hotel | |

Suppose you work for [http://www. ctrip. com/](http://www.ctrip.com/) and one day you receive the following reservation calls. Select proper hotels and rooms for the guests and try to use the above vocabulary as much as possible.

Situation A: A couple from the Middle East need a room for the Canton Fair. Their schedule is tight and have to attend plentiful activities.

Situation B: Some business representatives from Canada come to Guangzhou to attend an important seminar. They have heard a lot about the fabulous night view along the Pearl River.

Situation C: Four students plan to stay one night over for the next day's interpretation aptitude examination.

Task 3 Sight Interpretation**E-C**

Please translate the following sentences into Chinese.

1. I have a reservation for three nights. My name is Roger.
2. They are facing the street but have a lovely view.
3. I can put you all on the same floor.
4. Can I help you with anything else?
5. Can I see your credit card, please?

C-E

Please translate the following sentences into English.

1. 早上好，广州花园酒店，请问有什么可以帮助你？
2. 我想我们的房间在一起。
3. 请问房间有闹钟吗？有水壶吗？
4. 你可以告诉我一间房晚上要多少钱吗？
5. 我们那时候有房供应。

Task 4 Model Dialogues

Dialogue 1

(Ms Patrisik is planning to attend the 107th **Canton Fair**. She is dialing the hotline number of Ctrip.com.)

P: Patrisik R: Receptionist

R: Good morning, Ctrip.com. How may I help you?

P: Good morning, this is Rose Patrisik from the United States. I'd like to make a reservation.

R: Whom is booking for, please?

P: Patrisik, P—A—T—R—I—S—I—K.

R: P—A—T—R—I—S—I—K, Patrisik, is that right?

P: You got it.

R: May I ask which city you would like to stay in?

P: Guangzhou, I am going for the 107th Canton Fair.

R: I see. What kind of rooms would you prefer, Ms Patrisik? We have single room, double room, twin, suite.

P: I prefer a deluxe room for two. My secretary is coming along. How much do you charge per night?

R: **It depends.** Do you have our membership card?

P: Yes, I do. Is there any discount with it?

R: Yes, we charge RMB 600 per night for our **loyal** customer, a 20% discount of the average price. How long would you like to have it, please?

P: From May 2 to 7.

R: Can I help you with anything else?

P: Yes, please get me a quiet room. I have to work at night.

R: All right, I will see to it right away. May I have your airline and flight number, please?

P: Pan Am Flight #005 and we're arriving at 3 pm local time on May 2.

R: Ms Patrisik, you book a quiet deluxe room for two from May 2 for five days and you are arriving at 3 pm on May 2 on Pan Am Flight #005. Am I right?

P: Right.

R: Then, Ms Patrisik, your reservation has been confirmed and we're looking forward to your coming.

P: Thank you. Goodbye!

R: See you!

Dialogue 2

C: Clerk G: Guest

C: Good morning. Can I help you?

G: I'd like to make a reservation for my friends. They want to book a double room for November 12.

C: Just a minute, please. I'm sorry, sir, but all rooms are booked out on that date. Is it possible for you to change your reservation date?

G: No, I can't.

C: We might have some cancellations. Could you call us again near the date?

G: I'm afraid not. They like to have the room booked today.

C: I see. Sir, then I would suggest you try our chain hotel, just two blocks away. It's as convenient as ours. Besides, it stands by the Pearl River. Your friends can enjoy the lovely night view there.

G: Thank you. It's very kind of you!

C: You're welcome.

G: Could you give me the phone number of that hotel?

C: Yes, of course. It's 020-86753218.

G: I really appreciate your help. See you.

C: See you.

Notes:

● Canton

Influenced by culture, history and languages, some Chinese cities bear a popular English name, instead of being literally translated into Pinyin. Take Guangzhou as an example, it is called Canton otherwise. Other examples include: 北京 Peking; 天津 Tientsin; 重庆 Chungking; 南京 Nanking; 成都 Chengtu; 西安 Hsian or Sian; 哈尔滨 Harbin; 济南 Tsinan; 厦门 Amoy; 呼和浩特 Hohhot or Huhhot; 台北 Taipei; 香港 Hong Kong; 澳门 Macau or Macao.

● Canton Fair

The official translation of 广交会 reads "China Import and Export Fair", but people tend to call it Canton Fair. It's simple and easy to understand. And 世博会 is translated into World Expo, and 亚残会 Asian Para Games.

- **It/That depends**

spoken used to say that you cannot give a definite answer to something because your answer will be affected by something else. 那得看……的情况

Eg: A: How long are you staying?

B: I don't know; it depends.

- **loyal**

Be loyal to somebody/something; remaining faithful to somebody/something and supporting them or it. 对某人或某事忠诚的。

Eg: He is a loyal customer of the hotel and therefore enjoys some preferential treatments.

Attention: *loyal* and *royal* are similar in spelling while the latter means *relating to or belonging to a king or queen*.

Task 5 Role Play

- *Situation One*

Suppose you were manager of a garment manufacturer and plan to hold a conference to celebrate the 10th anniversary of your company's foundation in Guangzhou on October 1. After the conference, your company intends to stay in White Swan Hotel. You ask your secretary to book rooms in advance. 50 standard double rooms, 10 deluxe double rooms, two suites are needed for four days from October 1 to October 4. Please act out the scene.

- *Situation Two*

A couple from Dubai call to book a deluxe double room for three days in Garden Hotel. They bring their two-year-old son along. Suppose you were the receptionist, how would you help them reserve the room?

- *Situation Three*

Suppose you were Mr John's colleague and now walk into a hotel to book a double room for him for three days. The receptionist tells you that no double rooms are available on that date. After talking to John, you decide to book a standard room instead. Besides, you ask about if discount is possible.

Task 6 Cultural Link

"Hi, man," the receptionist greeted the guest who walked into for reservation. The guest felt a bit awkward. He felt even more so, when the receptionist abruptly

asked him “What’s your name?” The guest was not pleased even though the receptionist smiled “Do you want some tea?” What on earth makes the guest awkward?

It is the speech style that makes a difference. Now that hotel is a formal social site, people are advised to speak formal language to show respect. Students of English had better avoid casual tone and mimicking the guest’s speaking way. Otherwise the guest may feel offended.

To avoid the above errors, you shall say instead “May I have your name, please?” “Would you like some tea?” Then, if the receptionist offers to lead the way, what should he say?

Internet Resources

Audio

<http://www.kekenet.com/kouyu/200706/14312.shtml>

<http://www.kekenet.com/kouyu/200706/14313.shtml>

<http://www.kekenet.com/kouyu/200708/16536.shtml>

<http://www.kekenet.com/kouyu/200708/16537.shtml>

Video

http://v.youku.com/v_show/id_XNzc1MDY1ODg=.html

<http://www.tudou.com/programs/view/2Bm3cQKv0cg/>

<http://video.sina.com.cn/v/b/29290346-1688183855.html>

Keys to Task Three

E-C

1. 我预订了三个晚上。我叫罗杰。
2. 这些房间朝街，不过风景不错。
3. 我可以把你们调整到同一层楼。
4. 还有什么事情吗？
5. 请出示您的信用卡。

C-E

1. Good morning, Garden Hotel Guangzhou, what can I do for you?
2. We want our rooms together.
3. Excuse me, is there an alarm clock in the room? A kettle?
4. Could you tell me how much one room charges per night?
5. We have rooms available at that time.