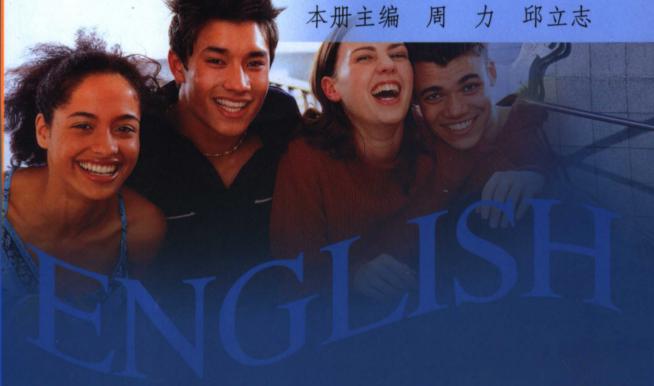


# 实用大学英语

教程

第二册 教学参考用书

总主编 张道真执行主编 邱立志



**//** 中国人民大学出版社

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PART I

Communication Skills

# I'd Like to Reserve a Room

Teaching Tips

1. Words and Expressions to Master

request inform rate tidy belongings payable system consider variety weather expensive charge divide vary locate trave formal introduce maintain arise check out tidy up

- 2. Important Sentence Patterns
  - (1) Something seems (to be) + 表语(形容词、副词、介词短语、名词等)
  - (2) look forward to (doing) something (注意:不能接动词不定式)
  - (3) be considered (to be) someone / something (与 be considered as 同义)
  - (4) find + it + adj. + to do something (it 是形式宾语)
  - (5) tend to do something
- 3. Language Skills
  - (1) Listening: 有关酒店服务的情景,如:预订房间、前台接待、客房服务、结账离店等。
  - (2) Speaking: 就酒店服务的内容展开交谈,作为服务人员,如:接听预订电话、接待客人、提供客房服务、结账等,常用句式: May I help you? / I'm sorry to keep you waiting. / It's my pleasure to serve you well. / I'm always at your service... 作为客人,则是接受服务,常用句式: I'd like to reserve... / I have reserved a room with your hotel. / Do you have a room for...? / What is the rate? / I need to eat my breakfast in my room. / I want to complain about... / I'd like to check out.
  - (3) Reading:本单元的四篇短文有三篇是关于日常生活的(乘坐出租车、见面介绍、物价问题), 是人们日常生活常见的问题。
  - (4) Writing: 留言条的写作方法。
  - (5) Translation: 课文主要语言点的巩固,如:形式主语it的应用、so...that 句型,以及短语 advance, according to, be familiar with, depend on 等的应用。

**Short Conversations** 

### Answers

- 1. reservation; a double room
- 3. air-conditioner; wait a moment
- 5. Cashier; check out

- 2. window faces south; suits your request
- 4. collect my laundry; every room

### **Transcripts**

- 1. A: Do you have any reservation, sir?
  - B. Yes, my friend here helped me reserve a double room and a single room the day before last weekend, that is, May 12.
- 2. A: I don't like this room. Could you change one whose window faces south for me?
  - B. Certainly, But wait a moment, ...Room 818 suits your request. Do you like it?
  - A: I like it. Thank you very much.
- 3. A: Good evening, sir. Anything I can do for you?
  - B: My room is cold as the hell. The air-conditioner seems to be out of order.
  - A: I'm terribly sorry, sir. I wish we had known it earlier. Would you please wait a moment, sir? I'll inform the Maintenance Department at once.
- 4. A: When will the valet come to collect my laundry?
  - B: I'm afraid, in half an hour, sir. He has to collect laundry from every room in turn.
- 5. A: Good morning, Cashier. Can I help you?
  - B: Good morning, this is Mr. Wang, Room 1618. I want to check out now. Please prepare my bill and send a bellboy to collect my luggage.

# Situational Dialogues

Answers Dialogue 1

1. C

2. A

3. B

4. D

5. A

**Transcripts** Dialogue 1

Dennis: Good afternoon, Reservations. May I help you?

下午好。客房预订处,我能为您服务吗?

Sophia: Hello, this is Sophia calling from Asian Drinks Company. I'd like to know if you have rooms available for the nights from December 11 to December 16. We are going to have a business fair.

你好!我是亚洲饮料公司的索非亚。我想了解12月11日至12月16日你们有客房吗?我们要参 加一个交易会。

Dennis: May I ask how many people there will be in the party, madam?

请问小姐,有几位客人?

Sophia: Ten persons.

十位。

Dennis: What kind of rooms would you like to reserve, madam?

您要预订什么样的客房, 小姐?

Sophia: One suite and nine singles.

一间套房, 九间单人客房。

Dennis: Just a moment, please, madam...Yes, we have rooms available then. So, that's one suite, nine singles, arriving on the 11th of December and checking out on the 16th. Asian Drinks Company. 请稍等,小姐……是的,我们在那时有空房间。您预订一间套房、九间单人客房,12月11日到达,16日离开,亚洲饮料公司。

Sophia: That's right. Well, is there a special rate for a group reservation? 对。对团体预订有优惠吗?

Dennis: Yes. We can offer you a 20% discount. By the way, could you tell me how you will be settling the account, please?

有。我们可以给予20%的折扣。顺便问一下,能否告诉我,您如何付账?

Sophia: The Company will cover all the expenses and we'll send you a check soon. 公司将负担全部费用,我们很快就寄支票给您。

Dennis: Thank you for calling. We look forward to welcoming you. 谢谢您致电。我们期待着您来。

Answers Dialogue 2

1. B 2. A 3. C 4. B 5. D

Transcripts Dialogue 2

Martin: Good morning, madam.

小姐,上午好。

Viola: Good morning. Could I pay my bill now and leave the hotel this afternoon? 上午好。我可否现在结账,下午再离开酒店。

Martin: Yes, of course. But you'd better tidy up your belongings so that the housemaid will do up the room.

当然可以, 但您最好把行李整理好, 以便服务员收拾房间。

Viola: No problem, I'll do it at once. 没问题, 我马上就整理。

Martin: What's your way of payment, madam, please? 请问您用什么方式付账, 小姐?

Viola: I'd like to pay with traveler's checks. 我想用旅行支票支付。

Martin: Here is your bill, madam. Please check it. 这是您的账单, 小姐。请复核。

Viola: Would you please explain the bill item by item? 请您逐项说给我听听,好吗?

Martin: Certainly, madam. The total amount you owe the hotel is down at the bottom. That makes a total of 880 US dollars. This is for the phone calls you made from your room. The computer has told us seventeen phone calls you've made from your room. This is the charge for your IDD calls. That is for three dinners and four lunches in our restaurant that you signed for. That charge is for drinks taken from the mini-bar, madam. This amount is the laundry charge. The last item is

语

## a 15% service charge.

当然可以,小姐。账单底下是您应付给饭店的总数。总共880美元。这是您在客房时打电话应 付的费用。根据电脑记录,您在房间里共打了17个电话。这是您的国际长途电话费用。这是 您在我们餐厅用的3次晚餐和4次午餐,您签了字的。小姐,这笔费用是小冰箱里的饮料消费。 这是您洗衣服的费用。最后一项是15%的服务费。

Viola: I see. Thank you very much.

我明白了, 非常感谢。

Martin: Please make the check payable to this hotel, not for cash.

请在支票上注明是支付给本酒店的,而不是兑换现金。

Viola: All right. Here it is.

好的,给您。

Martin: Thank you. And wish a good journey.

谢谢您,并祝您旅途愉快。

# **Role-Play Oral Practice**

- 1. Suppose you are working at the front desk of a hotel, now you are to welcome a guest from America. How will you answer his questions (such as room rate, tips, restaurant, room service, fax, IDD phone, etc.)? 要点:要想回答好客人的询问,就要事先有所准备。
- 2. Suppose a guest is not satisfied with your service, and makes complaints to your manager. How will you explain what has happened to the guest?

要点:设定一个具体的投诉内容,就好解释了。

- 3. Suppose a foreign guest wants to book a room, and how will you deal with it? He needs a room with bath, queen-size bed, Internet connection, windows facing south, etc.
  - 要点,根据酒店的具体情况回答客人,如果不能满足客人的需要,就要说出自己酒店客房的优 点或者推荐到邻近的酒店。

# **Cultural Background**

# 旅馆预定常识:

俗话说:"入乡随俗。"既然人家有预订的习惯,咱们就要按照人家的习惯去做。预订酒店房间 要了解下列问题:

(1) 旅馆房间。旅馆的房间大致有单人房(single room / single-bed room)和双人房(double / twin room)。其中,双人房可能有一张双人床 (double),也可能是两张单人床 (twin),但这两个词 的意思有混淆之嫌,最好还是问清楚究竟有几张床,尤其要确认twin是否是有两张床。除床数之外, 房间设施需要关注的是浴室问题,是有浴室(bath),还是只有淋浴(shower),或者有没有澡盆 (bathtub), 因为设施不同, 价格就会有些不同。

- (2) 房间价格。美国基本上是一个"不讲价"的国家,购物和消费都如此,旅馆住宿也不例外。但如果你通过旅行社预订房间,则可能得到约定好的优惠。即使如此,也要问清楚价格,如: What's the price for a single room?(一个单人间多少钱?)或者说 How much do you charge for a single room?(一个单人间你们收多少钱?)。如果觉得价格比较高,可以明确地说明,并请对方介绍价位低一些的房间,如: Can you offer some cheaper ones?(你能否推荐价格低一些的房间?)或者直接说 We may need some cheaper ones.(我们需要便宜些的)。
- (3) 客房已满。如果你向一个酒店预订,却被告知客满,并要求你另外找别的旅馆,服务周到的旅馆还会向你推荐别的酒店。如果你对周围环境不熟悉,可以直接要求他或她向你推荐方便些的地方,如: Would you please recommend another one near Greyhound Bus Terminal?(请您向我推荐另外一家靠近灰狗汽车站的酒店,好吗?)。一般来说,你会得到满意的答复,如: You can call Howard Johnson, if you like . Their phone number is 123-4567.(如果愿意,你可以打电话给霍华德·约翰森酒店,他们的电话是 123-4567)。

# 英美"酒店":

英美酒店的名称多种多样,一个不同的名称往往代表一种档次、一种等级,但也有不讲究这些的,明明是小旅馆却要取个吓人的大名字,也有名牌酒店保留原来小旅店的名称的。

- (1) hotel (旅馆,酒店)。这是酒店当中最豪华、规模最大、档次最高、价格最昂贵的一种高档宾馆。这种酒店可以分为三类,即旅游酒店 (vacation hotel / tourist hotel)、商业酒店 (commercial hotel) 和寄宿酒店 (residential hotel)。这些酒店为旅行者提供住、食、乐、购等全套优质服务,很多酒店地处闹市,拥有豪华、舒适的房间,室内现代化的设施应有尽有,舞厅、歌厅、游泳池、商店、邮局等样样俱全。
- (2) hostel (招待所,寄宿旅店)。也是现代化的寄宿旅店,也称作青年寄宿旅店,是专门为寄宿旅客而开设的一个非赢利组织,因此旅店内服务设施不同于大旅店,而且床位、食品价格低廉,规模也不及 hotel。最初的 hostel 可追溯到 1909年,德国的一名中学校长理查德·舒尔曼 (Richard Sulman) 发起成立了这种组织。当时,由于 hostel 条件较简陋,只能作为旅客继续旅行的落脚处,所以,原来旧有的 hostel 还称作 inn (客栈)。
- (3) motel / motor inn (汽车旅馆,汽车旅店)。常设在城市边缘或高速公路出口,所以也称作"路边招待所" (rest-house along the road),是汽车司机、乘车旅游者的歇脚处。这类旅馆原来设施比较简陋,现在也大为改善,有的甚至与现代化的大酒店不相上下。
- (4) inn (旅馆、客栈)。比较起来,这种旅店规模最小、档次最低、设施比较简陋、价格相对便宜,在小城镇、山区、乡村、公路旁或车站附近比较多,适合乡村及小城镇的生意人或工薪阶层。有时也指专门供人饮酒、娱乐的地方。

# 酒店的服务:

客人人住酒店首先接触的是前台,可能会涉及到房间预订、负责住宿旅客登记及房间钥匙的管理的人住登记、交纳房租、收费、换钱及管理保险柜,以及专为客人解答问题。

酒店的服务生叫 bellboy / bellman,顾名思义,就是只要按铃就会来服务。监督管理服务生的头目称作服务生领班(bell captain),其职责是搬运行李、暂时保管行李、为客人叫计程车等,他们的部门和柜台分开,位于大厅的一角。比较大的和比较高档的旅馆,可能在你进门之前有门房(doorman)来帮你提行李,而在柜台办好登记手续,拿了房间卡(room card)后,则又有服务生过来帮你提行李,带你到房间。

通常,服务生把行李送到房间放好后,会主动告诉你浴室、暖气和空调的使用方法,如果他不说,你也可以问他,以免到时候不会又要询问。这个时候也是你付给他小费的时候,一般按照行李的件数,每件约给30~50美分。服务生与餐馆的服务员一样,工资很低或基本上没有工资,其收入主要靠小费,如果不给小费,对他们很不公平。但如果看见NO TIPS 或 NO TIPPING 的标牌,表明服务生完全是酒店雇用的,则就没有给小费的必要了,因为食宿费中已经包含了服务费。

房间服务员大部分是女性,称作 maid,其主要工作是帮旅客整理床铺、打扫房间、洗衣、熨衣及擦鞋等。有的旅馆只在早上整理房间时换一次被单,所以客人早晨起床后离开旅馆时,一般要在枕头下或桌子上面放一美元作为小费,最好每天都给。如果为了接待来访的客人,要求额外整理房间,就要另外再给小费,因为这实际上是客人要求她们加班。

如果客人要她们擦鞋,也应该在鞋内放些零钱作为小费,并把鞋放到门外,有的酒店是用电话叫服务员擦鞋,有的酒店设有擦鞋处,客人想擦鞋时须自行前往,还有的酒店设有自动擦鞋机。

# 旅馆的计费制度:

目前,旅馆通行的计费制度被称作欧式计费制度(European plan),就是房租与膳食分别计算, 房租不包括餐费,如果在酒店的餐厅用餐的话,就要另外计算。税金(tax)和服务费(service charge) 也是另外计算的,两项合计约占租金的15%到20%。这个制度因创始于欧洲而得名。

除欧式计费制度以外,还有一种计费制度创始于美国,被称作美式计费制度(American plan,也叫full pension)。这种计费方法是,客房租金包括三餐在内的计算法,而不管旅客是否在酒店餐厅用餐,都照价收费。由这种计算方法衍变而来的是修正美式计费制度(half pension / semipension),即租金里包括两餐饭钱,早餐固定,午餐、晚餐任选其一,而且,酒店结账时也不管旅客在旅馆用餐与否,都照规定的价格收费。

搞清楚这个问题,才能对自己的消费一清二楚,付账时就一目了然了。

对于结账付账的方法,也是一个应该关心的问题,最好人住前就问清楚。如在美国,使用信用卡比用现金付账更受人信赖,所以如果想用现金支付,会被要求先付押金。当然这在退房的时候会退回,至于用信用卡,在人住的时候会登记。同时,还要弄清楚酒店接受哪几种信用卡,因为并不是每种都被接受,但主要的四种(Visa, MasterCard, American Express, Discovery)通常是没有问题的。

PARTI

Text A

Taking a Taxi in the United States



### 纽约的出租车

纽约市的出租车分为两种:一种是所谓的黄色出租车,可以招手即停,其中95%的车辆是福特维多利亚皇冠轿车,一种多为林肯房车的电招车,不得在街头载客。目前纽约市拥有黄色出租车

12 187辆,这个有整有零的数字是 20 世纪 30 年代由市议会以立法手段确定的,目的在于抑制由于 出租车过多而加剧道路堵塞。法律还规定,用来做出租车的汽车必须是全新的,并且要求 5 年即换 新车,而对那些没有固定人员驾驶的出租车,则规定过 3 年就需换新车。

纽约市现有注册的出租车司机4万人,其中90%是外来移民,开出租车一直是移民在纽约谋生的一个重要手段。然而,由于牌照费的飙升,出租车司机已经成为一个可望不可即的职业。而即便开上了出租车,扣除各种费用后,司机每天也就剩下60多美元,而且许多出租车公司不提供医疗保险等福利。

目前,纽约出租车的起价2.5美元,然后每行驶1/5英里(约320米)或等候120秒钟加收40美分。这个价格在全美属最便宜之列。

Translation of the Text

# 在美国乘出租汽车

到任何一个国家去的游客,因为初来乍到,不熟悉公共汽车或地铁网,他们可能乘出租汽车。在 美国大多数城市,出租车被认为是一种"奢侈"。此外,在一天最繁忙的时刻或天气不好时,往往 很难雇到出租汽车。

事先打电话叫出租汽车是可以的,但是你会发现比较容易、比较快捷,而且花钱较少的办法是 在街上拦截或者在大旅馆、火车站或机场附近的出租汽车站寻找。

一般来说,出租汽车依据每程所需要的时间向乘客收费,但也有些城市的出租汽车,例如华盛顿特区是依"区制"收费的,也就是说,全市划分为若干区,车钱多少依据你所进入的区有多少个而定。

关于一辆出租汽车可载多少乘客,或一群乘客中每人该付多少车钱的规定,各市不同。此外,许多大城市的出租汽车对乘客所携带的大衣箱要多收一点钱。你上车的时候应该向司机问**清楚**这些问题,以便明白车钱是怎么计算的。

美国有些大城市,机场离市中心很远。从机场到市区都有公共汽车往返。你会发现它们远比出租汽车便宜。

# Answers to the Comprehension of the Text

- 1. (1) Because visitors to any country are unfamiliar with public bus or subway systems, they are likely to travel by taxi when they first arrive.
  - (2) Telephoning in advance for a taxi is possible, but you may find it easier, quicker, and less expensive to stop them on the street or find them at taxi stands near large hotels, railroad stations, or airports.
  - (3) Generally speaking, taxis charge passengers according to the time required for each trip.
  - (4) You should ask the driver about these matters when you enter the taxi so that you will understand how the fare is figured.
  - (5) I prefer buses to taxis, because they are much less expensive than taxis.
- 2. (1) A
- (2) D
- (3) B
- (4) A
- (5) C

实

# PART III

Text B

# Varieties of Introductions

## Information Related to the Text

# 介绍的礼仪

- (1) 自我介绍的五种方式:
- 一是应酬式。应酬式的自我介绍,适用于某些公共场合和一般性的社交场合,它的对象主要是进行一般接触的交往对象。
- 二是工作式。工作式的自我介绍的内容,应当包括本人姓名、供职的单位及其部门、担负的职务或从事的具体工作等三项。
- 三是交流式。交流式的自我介绍,主要适用于社交活动中,它是一种刻意与交往对象进一步交流与沟通,希望对方认识自己、了解自己、与自己建立联系的自我介绍。交流式自我介绍的内容,大体应当包括介绍者的姓名、工作、籍贯、学历、兴趣以及与交往对象的某些熟人的关系。

四是礼仪式。礼仪式的自我介绍,适用于讲座、报告、演出、庆典、仪式等一些正规而隆重的场合。它是一种意在表示对交往对象友好、敬意的自我介绍。礼仪式的自我介绍的内容,亦包含姓名、单位、职务等项,但是还应多加入一些适宜的谦辞、敬语,以示自己礼待交往对象。

五是问答式。问答式的自我介绍,一般适用于应试、应聘和公务交往。问答式的自我介绍的内容,讲究问什么答什么,有问必答。

(2)他人介绍,又称第三者介绍,它是经第三者为彼此不相识的双方引见、介绍的一种介绍方式。在为他人作介绍时,可以遵循这样的顺序: 把年轻的介绍给年长的, 把职务低的介绍给职务高的。如果介绍对象双方的年龄、职务相当, 异性就要遵从"女士优先"的原则, 即把男士介绍给女士, 对于同性, 可以根据实际情况灵活掌握, 比如把和你熟悉的介绍给和你不熟悉的, 也可以从左到右或从右到左地介绍等。

### Translation of the Text

### 介绍的不同形式

尽管美国人倾向于使用非正式介绍,但在有些场合里,正式介绍更为稳妥。当与一位大学校长会面的时候,最好说:"How do you do (您好)?"而不用"How ya doing (你怎么样)?"同样,一个年龄与你相仿或者年纪较轻的人可能会说:"It is nice to meet you (见到你很高兴)"而非"How do you do (您好)"。在正式介绍中,讲话人用了(对方的)头衔称谓、正式的词和短语以及较长的句子("我想把……介绍给您","您好"和"很荣幸见到您")。第一个介绍中讲话人之间的关系是正式的。而非正式介绍较为随便,语言简练。"It's nice to meet you (很高兴见到您)"变成了"Nice to meet you","How are you doing?"变成了"How ya doing?"非正式介绍一般不用头衔或姓。

介绍中相互间的目光交流和紧紧地握手在美国已习以为常。无论是在普通会话中还是介绍中, 人们频频地进行着目光的交流。如果频繁的目光交流变成了注视,大多数人则会变得不安起来。握

手的时候,人们握得紧而简短。有一个说法:"他像条死鱼一样同人握手"。这意指毫无生气的握手, 这在美国文化中是一种懦弱的象征。长时间的握手在美国很罕见。

当外国人不熟悉这些习俗时就容易发生误会。有位外国留学生称:"我发觉自己哪儿不对劲。我有种感觉,美国人不喜欢我。当我与他们握手时,他们总是很快把手收回去。"他的印象并不正确,他只是误解了一种文化礼仪。

# Answers to the Comprehension of the Text

- 1. (1) Americans tend to use informal language in introductions.
  - (2) How do you do?
  - (3) It is nice to meet you.
  - (4) It is a sign of a weak character.
  - (5) He is unfamiliar with the American customs and culture.
- 2. (1) C
- (2) B
- (3) A
- (4) B
- (5) C

# Keys to Exercise Book



- 1. (1) effective
- (2) effectively
- (3) effect

- 2. (1) Generally
- (2) generalize
- (3) general

- 3.(1) lose
- (2) loss
- (3) lost

- 4. (1) reality
- (2) really
- (3) Real

- 5. (1) glorify
- (2) glorious
- (3) glory

# II. Vocabulary

- 1. (1) According to
- (2) in advance
- (3) zones
- (4) shake hands with
- (5) charge

- \_ /4\ \_
- (7) familiar
  - 1001
- (8) title
- (9) Concerning
- (10) In addition

- 2. (1) B
- (2) B
- (3) C (4) C
- (5) B
- (6) A (7) D
- O (8) C

(8) A

- (9) C
  - (10) C

3. (1) D (

(6) locate

- (2) B
- (3) C
- (4) A
- (5) B
- (6) C
- (7) B
- (9) C
- (10) B

### III. Structure

- 1. (1) It is rude to smoke during meals.
  - (2) It is common to begin with weather as a means of greetings in English-speaking countries.
  - (3) The president assassinated, the whole country was in deep sorrow.
  - (4) Weather permitting, we are going to visit you tomorrow.
  - (5) He works so hard that he can be the top student in his class.

# 第二册教学参考用书

- (6) He was so ill that we had to send for a doctor.
- 2. (1) It is difficult for the foreigners to learn Chinese well.
  - (2) It is common to drink some wine during meals in America.
  - (3) Meeting old people, we should greet first.
  - (4) He is so nice that almost everybody likes him.
- 3. (1) It is family's duty to tend the elderly parents.
  - (2) Having got that news, he is very sad.
  - (3) It is so difficult to find a job that he decides to further his studies in the university.
  - (4) It is not easy to learn English well.

### IV. Translation Exercises

- 1. It may be easier to find a job in big cities.
- 2. Have you made an appointment with Doctor Li in advance?
- 3. This film is made according to a novel.
- 4. This car is so expensive that we can not afford it.
- 5. I am very familiar with Beijing.
- 6. 在美国旅行你应该知道一些法规。
- 7. 你会发现, 许多城市都要乘客自备零钱。
- 8. 在中国,通常出租车费按距离计算。
- 9. 询问个人的工资问题被视作不礼貌。
- 10. 对他来说, 一周写完这个小说是不可能的。
- V . Reading Exercises

### Passage 1

1. C 2. A 3. C 4. C 5. **B** Passage 2 2. **C** 4. C 1. B 3. C 5. D

VI. Writing Exercises

Tuesday

Dear Tom,

I've come to see you and have some issues to discuss with you about our group assignment, but I am sorry that you have gone for an outing. So please spare me some time to talk about the assignment within this week because it will be due next Monday.

> Yours Sincerely Alice

PART I

Communication Skills

# Where Is the Flight to Los Angeles?



**Teaching Tips** 

1. Words and Expressions to Master

transit reserve ensure exceed attempt guarantee settle deliver avoid wisdom predict eliminate observe environmental comment dirty check in stock up top up plenty of pay off in debt mail off prior to begin with shake out assist...in doing add to subtract from call upon in advance get prepared...for at ease on the drive to keep abreast of traffic jam under construction

- 2. Important Sentence Patterns
  - (1) Something goes wrong with someone / something (Cf: There is something wrong with something / someone; Something is wrong with something / someone.)
  - (2) draw a connection between...and...(把·····和·····联系起来)
  - (3) lest-clause (谓语动词用 "[should] + 动词原形"的形式)
  - (4) assist someone in doing something (assist someone in something)
- 3. Language Skills
  - (1) Listening: 有关乘飞机旅行的情景,包括订票、办理登机手续、托运行李等。
  - (2) Speaking: 就旅行途中遇到的问题和机组成员交流。
  - (3) Reading: 本单元的四篇文章是关于社会习俗的(新年习俗、日常交往、隐私问题、礼貌问题), 获取此方面的信息以开阔视野。
  - (4) Writing: 约会条的写作,说清楚时间、地点和具体事宜。
  - (5) Translation: 几个常见句型和词汇的应用, 如: unlike, prior to, predict, in advance, it takes long..., get prepared for, assist...in..., connection between...and..., the + 比较级, plenty 等。

**Short Conversations** 

### Answers

- 1. air tickets; right place
- 2. my seat; in the middle
- 3. overhead compartment

- 4. airport; that way
- 5. Left-Baggage room

# **Transcripts**

- 1. A: Excuse me. Could you tell me where I can get air tickets?
  - B: You are at the right place. Will you get them here, sir?
- 2. A: Good evening, sir.
  - B: Good evening. But can you tell me where my seat is?
  - A: Sure, please go this way ahead and you'll find it in the middle.
- 3. A: How do you think if I put the suitcase in the overhead compartment, and the laptop bag under your seat?
  - B: Very good, thank you very much.
- 4. A: I have got a transit visa and I can go out of the airport, right?
  - B: Certainly, sir. Please go that way.
- 5. A: But where can I put so much baggage?
  - B: You can leave your luggage at the Left-Baggage room during transit.

# Situational Dialogues

Answers Dialogue 1

1. A

2. B

3. C

4. D

5. A

**Transcripts** Dialogue 1

Alice: Northwest Airlines Ticketing Office. May I help you? 西北航空票务处。可以为您效劳吗?

Zhang: This is Zhang Ying. I'd like to reserve a ticket to San Francisco on the 27th January. 我叫张英,想预订一张1月27日到圣弗兰西斯科的机票。

Alice: Sure. One-way or round-way? 好的,单程还是往返?

Zhang: One-way, please.

单程票。

Alice: First class or economy class? 头等舱还是经济舱?

Zhang: Economy class, please.

经济舱。

Alice: How to spell your name, please? 请问,如何拼写您的姓名?

Zhang: Zhang Ying. My family name is Z-H-A-N-G, and my given name is Y-I-N-G. 张英。姓是 Z-H-A-N-G, 名是 Y-I-N-G。