旅游英语

LÜYOU YINGYU

唐 飞 主编

经贸英语快餐系列

旅游英语

唐飞主编

/// 首都经济贸易大学出版社 ·北 京·

图书在版编目(CIP)数据

旅游英语/唐飞主编. - 北京:首都经济贸易大学出版社,2004.8 (经贸英语快餐系列)

ISBN 7-5638-1144-3

I.旅… II.唐… III.旅游 - 英语 IV. H31

中国版本图书馆 CIP 数据核字(2004)第 049834 号

旅游英语

唐 飞 主编

出版发行 首都经济贸易大学出版社

地 址 北京市朝阳区红庙(邮编 100026)

电 话 (010)65976483 65065761 65071505(传真)

E-mail publish @ cueb.edu.cn

经 销 全国新华书店

照 排 首都经济贸易大学出版社激光照排服务部

印 刷 北京通州区永乐印刷厂

开 本 850 毫米×1168 毫米 1/32

字 数 201 千字

印 张 7.75

版 次 2004年8月第1版第1次印刷

印 数 1~5000

书 号 ISBN 7-5638-1144-3/H·58

定 价 13.00元

图书印装若有质量问题,本社负责调换

版权所有 侵权必究

前 言

随着国内旅游业的迅猛发展和出入境旅游人数的不断增加, 旅游行业急需"旅游+外语"的复合型人才,这就要求编著一本既 科学严谨又实用生动的旅游英语方面的教材。本书正是在这一背 景下诞生的。

本书共分为旅行英语、饭店英语及附录三大部分。其中,旅行 英语涉及旅游者在出境、境内旅行中根据旅游需求而提供接待服 务的全过程;饭店英语涉及前厅、客房、餐厅等经营管理部门各项 服务的内容;附录中列示了旅游与饭店业工作人员的常用知识和 术语的中英文对照条目。课文采用短文介绍和情景对话的形式, 并有语法结构和功能简介,每单元还设有"注释"、"练习"和"有用 句型"等板块,丰富实用。

本书的突出特点是科学性与实用性相结合,既适于用作高等院校旅游管理和酒店管理专业的学习教材,也适合于旅游业从业人员培训自修及一般阅读使用。

在本书的编写过程中,孙郁葱、郭淑梅、刘秀芬、郭炎华和林艳 丽同志参加了部分章节的写作以及对话设计、资料搜集等工作,在 此一并表示感谢。

本书是我们在多年来从事旅游、饭店管理教学工作,并参考国内外一些相关教材和文献的基础上写成的,在此,也向编写这些教材和文献的作者表示衷心的感谢!

由于我们水平有限,加之时间仓促,疏漏谬误在所难免,恳请广大读者斧正。

编 者 2004年6月

目 录

第一部分			(1)
第一单元	. 到达		(2)
第一课	交通	••••••	(2)
第二课	在海关	• • • • • • • • • • • • • • • • • • • •	(12)
第二单元	交易	• • • • • • • • • • • • • • • • • • • •	(24)
第三课	在银行	••••••	(24)
第四课	邮寄服务		(34)
第五课	旅游购物		(46)
第六课	旅行社		
第三单元	观光	•••••	
第七课	西湖旅游欢迎记	J	
第八课	旅游景地	•••••	
第四单元	离别	•••••	
第九课	告别		
第十课	旅游商务信函…	• • • • • • • • • • • • • • • • • • • •	
第二部分	饭店英语		(115)
第一单元	前厅服务	••••••	
第一课	饭店预订	• • • • • • • • • • • • • • • • • • • •	
第二课	宾客接待	•••••	
第二单元	客房服务	•••••	
第三课	客房部	•••••	
第四课	客房服务		(149)
第三单元	餐厅服务	·····	(159)

第五课	餐饮部的组织机构(15
第四单元	E 其他服务······(17
第六课	特殊问题的处理(17
第七课	面试(18
附录 1	饭店等级与分类(20
附录 2	饭店组织机构 (20
附录 3	中餐菜单(20
附录 4	西餐菜单(21
附录 5	点心,糕点与甜品类(22
附录 6	酒类 (22
附录 7	饮料 (22
附录 8	水果 (22
附录 9	鲜花一览表 (22
附录 10	中国名胜(23
附录 11	北京与世界主要城市时间对照(23
附录 12	节日 (23

Contents

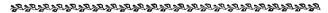
	Travel English(1)
	Arrival (2)
	Transportation (2)
	At the Customs (12)
	Sales Deal (24)
	At the Bank (24)
	Mail Service
Lesson 5	Tourist Shopping (46)
	Travel Agency (58)
Unit Three	e Sightseeing ····· (68)
Lesson 7	A Welcome Speech to the West Lake (68)
	Touring Scenic Spot
	Departure (90)
Lesson 9	Saying Farewell (90)
Lesson 10	Business Letters in Tourism (100)
	Hotel English (115)
	The Front Office Service (116)
	Reservation in Hotel(116)
Lesson 2	Receiving Guests (127)
Unit Two	Housekeeping Service (138)
Lesson 3	Housekeeping Department (138)
	Housekeeping Service (149)
Unit Three	Restaurant Service (159)

Lesson 5 C	Organization of Food and Beverage Depart-	
m	nent ·····	(159)
Unit Four	Other Services	(175)
Lesson 6 D	ealing with Special Problems	(175)
Lesson 7 Ir	nterview ·····	(186)
Appendix 1	Hotel Categories and Classifications	(200)
Appendix 2	Hotel Organizations	(202)
Appendix 3	Chinese Food Menu ·····	(205)
Appendix 4	Western Food Menu ·····	(215)
Appendix 5	Refreshments, Pastries and Desserts	(220)
Appendix 6	Alcohol Drinks ·····	(223)
Appendix 7	Beverage ·····	(225)
Appendix 8	Fruits	(227)
Appendix 9	List of Fresh Flowers ·····	(229)
Appendix 10	Scenic Spots in China	(231)
Appendix 11	Time Differences between Beijing and	
	Major Cities in the World	(234)
Appendix 12	Festivals ·····	(236)
参考文献		(238)

•

Part I Travel English (旅行英语)

Unit One Arrival Lesson 1 Transportation





Transportation in Tourism

Being in a different place from one's usual residence is an essential feature of tourism. This means that transportation is one vital aspect in the tourism industry. Without the modern high-speed and inexpensive forms of transportation that are available to large numbers of people, tourism would be possible only for a tiny fraction of the population.

For many years, railroads have formed the first successful system of mass transportation, carrying crowds of tourists from one place to another, however, the automobile has now replaced the railroad for most local travel, especially in the United States. The automobile offers convenience. The traveler can depart from his own home and arrive at his destination without transferring luggage or having to cope with any other difficulties. Nowadays motor buses have partly replaced railroad passenger service on many local

routes in a number of cities. However, railroad transportation is still very popular in China for internal travels.

Ships still play an important part in tourism. A cruise is a voyage by ship that is made for pleasure rather than a voyage for a fixed destination. The cruise ship serves as the hotel for the passengers as well as their transportation. When the tourists reach a port, they are usually conducted on a one-day excursion, but they return to the ship to eat and sleep. The ship is no longer simply a means of transportation but a destination in itself.

The airplane has become very common for long distance travel. Now, more and more people would like to take planes on their trips. Traveling by plane is faster and quite safe. Air travel in U.S., for example, is cheaper (about 35% cheaper than in Europe), and service is frequent (more than 25 flights a day between New York and San Francisco) and connections speedy.

Almost all of these special fares are discounted fares, and the impact of discounting has been to hold down the cost of travel. Most special fares, however, are structured so that they will not be attractive to the business traveler. Many, for instance, require travelers to stay over a Saturday night, a night when most business travelers would rather be at home with their families. The effect of discounted fares has been to keep personal travel costs down while business travel costs rise.

Transportation services and facilities are an integral component of tourism. In fact the success of practically all forms of travel depends on adequate transportation. And the increase in almost all forms of tourism boosts passenger traffic. However, safety and security in transportation are the basic requirements for successful tourism.



Dialogue 1

Scene: Mr. Green is taking a taxi from the airport to China Hotel. (Mr. Green=G; Taxi driver=T)

G: Is your taxi free?

T: Yes, it is free. Where to, sir?

G: China Hotel. What's the approximate fare?

T: No more than one hundred yuan.

G: OK. Let's start at once.

T: Sure, step in please.

G: How long will it take?

T: Around 15 minutes, but it all depends on the traffic. Well, since it's rush hour, it would probably take about twenty-five minutes.

G: I'm pressed for time. Could you speed up a bit?

T: I am sorry. We are not allowed to pass on this road. Don't worry, sir. We'll soon get there if the traffic lights are with us. (after a while)

G: Could you drop me off on that corner?

T: Sure thing. Here we are.

G: Thanks. How much do I owe you?

T: That will be 90 yuan.

G: Here is one hundred yuan. Keep the changes, please.

T: Thanks. Have a nice day.

Dialogue 2

Scene: Mr. Lee walks to a taxi. The taxi-driver greets him.

(Mr. Lee = L; Taxi driver = T)

T: Where are you heading for, sir?

L: Beijing Hotel, please. I have to be there by 5:00.

T: We could get there on time if the traffic isn't too heavy. Get in, please. Is this your first trip here?

L: Yes, I am a stranger here.

T: You haven't seen the sights yet, have you?

L: No, I'm open to suggestion.

T: Why don't you visit the Great Wall first?

L: That's a good idea. You know, I first saw the Great Wall on TV when I was a child. It's impressive. By the way, how long is the ride from here then?

T: Well, it would take four hours, more or less. And remember to take a lot of photos there.

L:Of course I will. Say, how about making a deal between us? I'll hire you for 2 days as my driver and my guide.

T: I'm glad to be at your service.

L: Perfect.

T: Here we are, Beijing Hotel.

L: How much is the fare?

T: Twenty yuan. What time do you expect me tomorrow?

L: 8:00 in the morning.

T: OK, see you then.

L: See you tomorrow.

New Words and Expressions

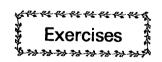
residence['rezidens]n.居住,住处 cruise[kruz]n. v. 游船:巡游 vital ['vaitəl] adi. 必需的,至关重要的 convenience kən'vi:niəns n. 方便 destination [destineifan]n. 目的地 excursion[iks/kəɪzən]n.远足,短途旅行 replace [ripleis] v. 替代,替换 prominent ['prominent]adi. 突出的,显著的 fare [fsə]n. 交通费: 票价 integral ['intigral] adj. 基本的,构成整体所必需的 component [kəmˈpəunənt]n.组成部分:部件 wreak [ri:k]v. 报仇、泄愤 havoc ['hævək]n. 大混乱:破坏 frill [fril]n. 饰边 single trip 单程 round trip 回程 inside out 彻底地

Verester Notes

- 1. Being in a different place from one's usual residence 是一个 动名词短语,在句中作主语。
- 2. without transferring luggage or having to cope with any oth-

er difficulties 中, transferring luggage 和 having to cope with other difficulties 分别是动名词短语作介词 without 的宾语。

- 3. motor buses 可译做"大客车"。
- 4. play an important part in 作"对……起重要的作用"解。例如,China plays an important part in safeguarding world peace. 中国对保卫世界和平起着重要作用。再如,Tour guides play an important part in the tourist industry. 导游在旅游业中起着重要作用。
- 5. rather than 意为"而不",例如,I will go to his place to meet him rather than wait for him here. 我宁愿去他家与他会面,而不愿在这儿等他。
- 6. serve as 作"充当,起……的作用"解,例如, Now the examination score serves as the only criterion for a student's academic performance. 现在考试分数是衡量学生学业成绩的惟一标准。
- 7. fare (n.)作"票价"解,比如, the train fare 意为"火车票价"; the taxi fare 意为"出租车费"。What is the fare to Beijing = How much is the fare to Beijing.
- 8.Get in, please. 此句意为"请上车",也可以说 Step in, please. 上火车、飞机、公共车一般用 get on.
- 9. the lights are with us. the light 在此处指 the traffic lights (红绿灯)。



I . Review Questions: Organize your answer using more than one paragraph when appropriate.

- 1. Why are transportation companies a vital aspect of the tourism industry?
- 2. What convenience does the automobile offer compared with the railroad?
- 3. What is the condition of the railroads in various countries at the present time?
- 4. Why could the special fare keep personal travel costs down while business travel costs rise?
- 5. What has become the principal mode of transportation of long-distance travel?

I. Ouestions for discussion:

- 1. What factors have caused the increase in air travel?
- 2. How do the modern forms of transportation affect tourism industry?

II. Make a dialogue according to situation given below:

You want to go to the airport. Ring up the guest center and hire a taxi.

N. Translate the following passage into Chinese:

A successful tourist attraction may, in effect, self-destruct from its own success. One of the major potential problems of tourism is crowding: so many people want to see the attraction that its own success destroys its charm. Along with crowding, tourism can result in noise, odors, and pollution. A special form of crowding is the traffic jam. In many areas tourist traffic has increased but the local infrastructures, roads, bridges, and airports, for instance, have not kept up. The result is a serious traffic overload resulting in delays and some case, accidents and injury, as well. The traffic jam is equally annoying visitors and the local inhabitants. This is an especially bad problem in the developing world where infrastructure was

not highly developed in the first place. In the face of exploding traffic, the situation often becomes critical. Not surprisingly, people who live in tourist attraction areas may have mixed and hostile feelings about further development because of the concern for privacy, the environment, or just their ability to get safely to and from home on crowded highways.

V. Read the following passage and answer the questions:

Although the United States generally has an excellent system of transportation, it does not do a good job of transporting people between cities that are only a few hundred miles apart. A person commuting between Detroit and Chicago or between San Francesco and Los Angeles, so called strip cities, may spend only a relatively short time in the air while spending several hours getting to and from the airport. This situation makes flying almost as time-consuming as driving. Moreover, airplanes use a lot of their fuel just getting into the air. They simply are not fuel-efficient on short trips. High-speed trains may be an answer. One very new proposal for such a train is for something called Magled, meaning a magnetically levitated train. Magled will not actually ride on the tracks but will fly above tracks that are magnetically activated. This will save wear and tear on the tracks. These trains will be able to go faster than 150 miles per hour. At that speed, conventional trains have trouble staying on the track.

Comprehension Questions:

- 1. What problem faces commuters who travel between strip cities?
- 2. How does Magled operate?