



全国高职高专**专业英语**规划教材

Tourism
English

旅游英语

(第2版)

李燕 徐静 主编
谭晓明 (美)Dorothy Sherman 主审



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全国高职高专专业英语规划教材

旅 游 英 语

(第2版)

李 燕 徐 静 主 编

清华大学出版社
北 京

内 容 简 介

本书为高职高专系列教材之一,共十七个单元,主要包括:旅游咨询、预订客房,客房服务、餐饮服务、通信服务、会议服务、宴会服务、消遣服务、地陪服务、参观游览、景点介绍、旅游购物、解决投诉、应对难题、退房服务、传统节日和旅游广告。每个单元由“单元目标”、“背景知识”、“实训材料”、“词汇扩展”和“导游须知”五个模块组成。每个单元一个主题,同时涵盖听、说、读、写基本训练。

本教材构思独特、内容新颖、实用性强、使用面广,突出了“以典型工作任务为逻辑主线落实教学内容”的特点。可供高职高专及以上水平的旅游英语专业及旅游管理专业教学使用,也可作为旅游企业服务与管理从业人员的培训教材。

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前 言

随着我国旅游事业的飞速发展，旅游市场对旅游服务与管理人才的素质提出了更高的要求，这对旅游英语专业教学是一个严峻的挑战。我们迫切需要培养出既通晓旅游管理专业知识，又具备英语交际能力的旅游服务及管理人才。本书旨在为全国的旅游市场培养出更多更好的旅游专门人才，以满足不断扩大的市场需要。

作为湖北省省级精品课程及教育部高职高专英语类专业教学指导委员会精品课程“旅游英语”的主干教材、湖北省“十一五”规划课题“高职高专旅游英语教学模式研究”(课题编号: 2008B145)的成果之一, 在编写过程中, 我们结合中国旅游市场的发展与职业的实际需要, 体现了“教学内容职业化, 课程结构模块化, 实际操作标准化, 顶岗实习规范化”的高职高专旅游英语教学模式。

根据旅游接待流程, 我们将教材内容分为十七个服务情景, 以岗位工作环境为情境, 以岗位职业语言为素材, 内容包括旅游咨询、预订客房、客房服务、餐饮服务、通信服务、会议服务、宴会服务、消遣服务、地陪服务、参观游览、景点介绍、旅游购物、解决投诉、应对难题、退房服务、传统节日和旅游广告。每个单元由“单元目标”、“背景知识”、“实训材料”、“词汇扩展”和“导游须知”五个模块组成。同时涵盖听、说、读、写的基本训练。本书配有对话和听力理解部分的录音, 如有需要, 可从清华大学出版社网站下载。

本教材可供高职高专及以上水平的旅游英语专业及旅游管理专业的教学使用, 也可作为旅游企业服务与管理从业人员的培训教材。

本书的编写分工如下(按姓氏笔画为序):

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本教材在编写过程中, 主审谭晓明教授和美籍教师 Dorothy Sherman 在百忙之中精心审阅全文, 并提出了宝贵的意见。同时还得到了教学同行、业内人士及清华大学出版社的大力支持, 在此一并致谢。因多方面原因, 书中难免有错误和不足之处, 恳请广大读者提出宝贵意见。

目 录

Unit One Giving Travel Information 旅游咨询	1
Unit Objectives 单元目标.....	1
Background Knowledge 背景知识.....	1
Practice Materials 实训材料.....	2
Vocabulary Development 词汇扩展.....	22
导游须知.....	23
Unit Two Hotel Reservation 预订客房.....	25
Unit Objectives 单元目标.....	25
Background Knowledge 背景知识.....	25
Practice Materials 实训材料.....	26
Vocabulary Development 词汇扩展.....	43
导游须知.....	43
Unit Three Housekeeping Services 客房服务	45
Unit Objectives 单元目标.....	45
Background Knowledge 背景知识.....	45
Practice Materials 实训材料.....	47
Vocabulary Development 词汇扩展.....	65
导游须知.....	69
Unit Four Food & Beverage Services 餐饮服务	71
Unit Objectives 单元目标.....	71
Background Knowledge 背景知识.....	72
Practice Materials 实训材料.....	73
Vocabulary Development 词汇扩展.....	87
导游须知.....	89
Unit Five Communication Services 通信服务	91
Unit Objectives 单元目标.....	91

Background Knowledge 背景知识.....	91
Practice Materials 实训材料.....	92
Vocabulary Development 词汇扩展.....	108
导游须知.....	109
Unit Six Meeting Services 会议服务.....	111
Unit Objectives 单元目标.....	111
Background Knowledge 背景知识.....	111
Practice Materials 实训材料.....	113
Vocabulary Development 词汇扩展.....	129
导游须知.....	130
Unit Seven Banquet Services 宴会服务.....	133
Unit Objectives 单元目标.....	133
Background Knowledge 背景知识.....	133
Practice Materials 实训材料.....	134
Vocabulary Development 词汇扩展.....	148
导游须知.....	150
Unit Eight Recreation and Entertainment Services 消遣服务.....	153
Unit Objectives 单元目标.....	153
Background Knowledge 背景知识.....	153
Practice Materials 实训材料.....	155
Vocabulary Development 词汇扩展.....	167
导游须知.....	170
Unit Nine Local Tour Guide Services 地陪服务.....	173
Unit Objectives 单元目标.....	173
Background Knowledge 背景知识.....	173
Practice Materials 实训材料.....	174
Vocabulary Development 词汇扩展.....	190
导游须知.....	193
Unit Ten Visiting Places of Interest 参观游览.....	195
Unit Objectives 单元目标.....	195
Background Knowledge 背景知识.....	195
Practice Materials 实训材料.....	196



Vocabulary Development 词汇扩展.....	211
导游须知.....	212
Unit Eleven Scenic Spots Introduction 景点介绍.....	215
Unit Objectives 单元目标.....	215
Background Knowledge 背景知识.....	215
Practice Materials 实训材料.....	216
Vocabulary Development 词汇扩展.....	231
导游须知.....	234
Unit Twelve Shopping 旅游购物.....	237
Unit Objectives 单元目标.....	237
Background Knowledge 背景知识.....	237
Practice Materials 实训材料.....	239
Vocabulary Development 词汇扩展.....	257
导游须知.....	259
Unit Thirteen Settling Complaints 解决投诉.....	261
Unit Objectives 单元目标.....	261
Background Knowledge 背景知识.....	261
Practice Materials 实训材料.....	262
Vocabulary Development 词汇扩展.....	280
导游须知.....	281
Unit Fourteen Dealing with Special Problems 应对难题.....	283
Unit Objectives 单元目标.....	283
Background Knowledge 背景知识.....	283
Practice Materials 实训材料.....	284
Vocabulary Development 词汇扩展.....	298
导游须知.....	299
Unit Fifteen Checkout Services 退房服务.....	301
Unit Objectives 单元目标.....	301
Background Knowledge 背景知识.....	301
Practice Materials 实训材料.....	302
Vocabulary Development 词汇扩展.....	316
导游须知.....	318



Unit Sixteen	Traditional Chinese Festivals 传统节日	319
Unit Objectives	单元目标.....	319
Background Knowledge	背景知识.....	319
Practice Materials	实训材料.....	321
Vocabulary Development	词汇扩展.....	333
导游须知	334
Unit Seventeen	Travelling Advertisement 旅游广告	337
Unit Objectives	单元目标.....	337
Background Knowledge	背景知识.....	337
Practice Materials	实训材料.....	338
Vocabulary Development	词汇扩展.....	354
导游须知	355
Vocabularies	词汇表	359
Phrases List	词组表	379
Bibliography	参考文献	385



Unit One

Giving Travel

Information 旅游咨询



Unit Objectives 单元目标

After learning this unit, you should

- understand how to give travel information;
- master the basic words and expressions about travel information;
- get some cultural knowledge about travel information;
- find ways to improve your writing skills about Letters on Travel Reservations;
- be familiar with some domestic typical travelling routes.



Background Knowledge 背景知识

When travelling, we may choose to travel by ourselves or attend package tours organized by the travel agencies that attend to the details of transportation, itinerary, and accommodations for travellers. We can also book train tickets, air tickets or passages there.

Types of Tours 旅游类型

1. **inclusive tour**(包价旅游): A tour including transportation, hotels, transfers, sightseeing, and meals.

2. **ecotourism**(生态旅游): The tour of organizing holidays to natural areas, especially areas that are far away such as the rain forest, where people can visit and learn about the area in a way that will not hurt the environment.

3. **fly-drive package tour**(自驾游): An inclusive tour in which the traveller can have a self-drive rental car.

4. **conducted tour**(有导游陪同的旅游): A prearranged travel program for a group escorted by a guide.

5. **foreign individual/independent tour**(散客旅游): A prepaid tour including air, hotels, ground transfers, and prearranged sightseeing and guide service for individuals.

6. **culture-oriented travel** (文化旅游): A tour in which travellers can enjoy folkways and folk-custom.

7. **escorted tour**(全程陪同旅游): A prepaid travel program of sightseeing, meals and accommodations for a group accompanied by an escort from the beginning to the end of the trip.

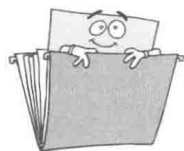
8. **cruise**(豪华游艇旅游): A tour on a large ship or a boat for pleasure.

9. **leisure travel**(休闲旅游): A tour in which travellers can relax and do things they enjoy.

10. **special interest tour**(专门兴趣旅游): A tour designed for clients sharing curiosity or concern about a common subject.

11. **agricultural tourism**(农业观光旅游): A tour in which travellers can appreciate agricultural life, such as going to the orchard, etc.

12. **sports tourism**(体育旅游): A tour including exploring, climbing, car rally, etc.



Practice Materials 实训材料



Listening

Dialogue 1

a. Listen to Dialogue One and decide whether each of the following sentences is true (T) or false (F).

1. _____ The man wants to make a reservation to New York next week.
2. _____ There are still tickets available for Flight 802.
3. _____ The next flight leaves at 9:30 Tuesday morning September 13.



4. _____ The fare for one-way ticket is \$196.
5. _____ The man reserves the Flight 807 finally.

b. Listen to the dialogue and answer these questions.

1. What's the name of the airline company?

2. When does the man want to fly?

3. Is Flight 807 a direct flight?

4. What's the man's name?

5. What's the man's telephone number?

c. Listen to the dialogue again and supply the missing words.

1. I'm sorry we are all _____ for Flight 802 on that day.

2. Shall I book you _____?

3. You want to go _____?

4. Can you also put me on _____ for the 12th?

5. I will notify you if _____.

Notes

- | | |
|-------------------------|---|
| 1. the United Airlines | 联合航空公司 |
| 2. reservation | (旅馆房间、饭店、飞机座位的)预订 |
| 3. available | 可获得的, 可用的, 可看到的 |
| 4. book up | 把……预订一空; 已订满 |
| 5. alternative | 选择余地; 可供选择的事物(方式等) |
| 6. direct flight | 直航 |
| 7. first class or coach | 头等舱票或经济舱票。普通机票包括头等舱票(First Class)、商务舱票(Business Class)及经济舱票(Economy Class or Coach)三种 |
| 8. fare | 车费, 票价 |
| 9. waiting list | 等候批准的申请人名单 |
| 10. cancellation | 取消 |

Dialogue 2

a. Listen to Dialogue Two and decide whether each of the following sentences is true (T) or false (F).

1. _____ The S.S. Newcastle is sailing for Hamburg from Northampton next Wednesday.
2. _____ The man wants a ticket with a cabin for two.
3. _____ The ticket will be 15 pounds.
4. _____ The man wants 300 pounds of traveller's cheques.
5. _____ If people want to cash the cheque, they need to sign their names at the top.

b. Listen to the dialogue and answer these questions.

1. When do the passengers board?

2. Is there a boat train?

3. When and where does the boat train leave from?

4. Where do passengers show their boat tickets?

5. Where can the man get traveller's cheques?

c. Listen to the dialogue again and supply the missing words.

1. Yes, that one will be all right. I'll _____.
2. Will you please _____ this card?
3. Will you sit down for a moment while I _____ the tickets?
4. If there should be any _____ in the sailing time, we'll contact you by telephone.
5. Will you please sign there, on _____?

Notes

- | | |
|---------------------|---------------|
| 1. book a passage | 预订乘船旅行 |
| 2. sail for Hamburg | 驶往汉堡 |
| 3. S.S. Newcastle | S.S.纽卡斯尔号(船名) |
| 4. from Southampton | 从南安普顿出发 |
| 5. board | 上船, 登车 |



- | | |
|--|----------|
| 6. boat train | 配合船期的列车 |
| 7. Where does it leave from? | 它从哪里出发呢? |
| 8. Victoria Station | 维多利亚车站 |
| 9. pass | 走过, 经过 |
| 10. last-minute change | 最后关头的变动 |
| 11. contact you by telephone | 用电话与您联系 |
| 12. traveller's cheques | 旅行支票 |
| 13. right over there | 就在那边 |
| 14. sign | 签字 |
| 15. ... two hundred in ten-pound cheques and one hundred in five-pound cheques.
.....10 英镑一张的换 200 英镑, 5 英镑一张的换 100 英镑。 | |

Background Information



Book a Passage

Travelling by sea is a very convenient and economical way of travelling. It is more relaxing, comfortable and cheaper than travelling by airplane or by train. On some luxurious ships, there are various living and entertaining facilities, like restaurants, bars, theaters and even swimming pools, etc. The disadvantage of travelling by sea is that the speed is comparatively slow and some passengers are likely to be seasick with high wind. Booking a passage is just like booking an airplane ticket. The travellers can go to the agencies or just telephone them to book a passage. As travelling by sea is greatly influenced by the weather situations, there may be some changes of the sailing time. The agency clerks are responsible to inform the passengers of such changes. For the convenient contact with passengers, the clerks will ask passengers to write down the detailed personal information like name, address and telephone number, etc. Also, they will show the passengers a printed plan of all the cabins with different classes, direction, etc., so that passengers can choose the cabins they like. The boat trains can take the passengers to the port in time. Passengers only need to go to the appointed station on time and get on the train with the ship tickets.



Speaking

Dialogue 1

A Fit Holiday Booking

Staff: Welcome Ma'am! What can I do for you?

Linda: Yes. I wanna go to Xinjiang to spend my holiday.

Staff: No problem. We can offer a tour along the Silk Road.

Linda: Very good. Is there a tour group that I can go with?

Staff: Yes, there is one this month.

Linda: Oh, great! So how long does it last?

Staff: Eleven days.

Linda: Fine. I have a 20-day holiday. So exciting! How many places will we visit?

Staff: We'll visit over 15 different places. Most of them are along the Silk Road.

Linda: Where will we stay for the night? Will we stay with the locals?

Staff: I'm afraid not. We can arrange hotels for you.

Linda: What's the price for this travel package?

Staff: Well, right now, it's RMB 2,200 yuan, including everything such as airline tickets, tour guides, hotels and food.

Linda: Can I get a discount?

Staff: This is a special price. We cannot further lower the price.

Linda: I'd like a reservation for this tour. What do I do?

Staff: Please sign up here and pay a deposit.

Linda: Well. Okay. Thanks for your help.

Staff: I'm glad to be a help.

Notes

- | | |
|--|--------|
| 1. silk | 丝绸 |
| 2. local | 当地人 |
| 3. discount | 折扣 |
| 4. lower | 降低 |
| 5. sign | 签字, 签名 |
| 6. deposit | 抵押金 |
| 7. FIT(= foreign individual/independent traveller) | (入境)散客 |



8. the Silk Road

丝绸之路

9. sign up

报名(或签约)参加

Dialogue 2

A Group Travel Reservation

(A client telephones the Summer Travel Service, wishing to book a tour for his group. Julia explains the details and reserves such a tour for the client on the phone.)

Staff: Good morning, Summer Travel Service. Can I help you?

Brown: Yes, please. I'm with an office supplies company in Beijing. We'd like to book a group tour.

Staff: We'd be glad to help you. May I have the name of the group, sir?

Brown: Johnson Office Supplies Co., Ltd.

Staff: For how many people?

Brown: About 30.

Staff: What kind of tour do you have in your mind?

Brown: I think it should be something of incentive travel. In fact, we are planning a tour for our most hardworking staff.

Staff: Very good. Sir, have you read the proposal letter we sent to you?

Brown: Yes, I did. But we couldn't decide which place to go.

Staff: What about Yangzhou?

Brown: A good place. I've heard a lot about it.

Staff: It is a beautiful place, especially in April, the time of the year when you can see flowers everywhere.

Brown: That will be fine. Please reserve this trip to Yangzhou for us.

Staff: Okay, my pleasure. A flight to Yangzhou will depart from Beijing at 7:30 a.m., arriving at Shanghai Hongqiao Airport at 9:15 a.m., then a limousine will pick you up there and take you to Yangzhou directly. It is only two hours' ride.

Brown: Sounds good. Well, does the flight fare include breakfast?

Staff: Yes, you may have complimentary breakfast since it is an early departure.

Brown: Wonderful. Can you also reserve hotel rooms for the nights during our stay in Yangzhou?

Staff: Sure. For how many nights?

Brown: Arriving Friday April 18 and leaving Monday April 21.

Staff: That was three nights. Do you need a tour guide?

Brown: That would be better. But the guide must be able to speak English.

Staff: No problem, Sir. May I have your name and phone number?

Brown: I'm John Brown. Please call me at 010-2020-3548.

Staff: Yes, Mr. Brown, you have booked a 4-day-3-night group tour for 30 people to Yangzhou in the name of John Brown, arriving on Friday April 18 and leaving on Monday April 21. Will the company pay all the charges?

Brown: Yes, we'll send you a confirmation in writing. Thank you for your help. Goodbye!

Staff: We're always at your service. Goodbye, Mr. Brown.

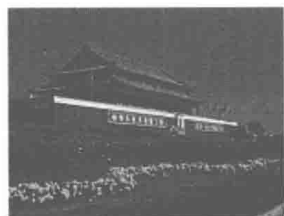
Notes

- | | |
|---------------------|----------------|
| 1. incentive | 奖励的 |
| 2. proposal | 建议 |
| 3. reserve | 预订 |
| 4. depart | 出发 |
| 5. limousine | 接送旅客的旅游车, 豪华轿车 |
| 6. complimentary | (免费)赠送的 |
| 7. confirm | 确认 |
| 8. incentive travel | 奖励旅游 |
| 9. proposal letter | 推荐信 |
| 10. pick sb. up | 接人 |
| 11. flight fare | 机票费用 |
| 12. in the name of | 以……的名义 |



Reading

Domestic Typical Travelling Routes





Beijing

Since AD 1000, Beijing, the city has served as a main or subsidiary residence for a series of dynasties. In Beijing see the Great Wall of China, the longest man-made object in the world. Tour the Forbidden City where emperors have lived for more than 500 years. Walk through Tian'anmen Square, and then see the Ming Tomb burial grounds for the 13 emperors of the Ming Dynasty...

Xi'an

In the provinces of Shaanxi and Henan is the cradle of Chinese civilization. Here, in the fertile valleys of the loess-covered landscape, the ancestors of the Chinese settled in the 3rd century BC. The fertile loess soil attracted the first human settlements, while irrigation difficulties forced people to work in close cooperation. As a result, the first and strongest states developed in this region. In Xi'an (pronounced She-ann) see the more than 6,000 life-size terra-cotta warriors and horses recently excavated from the tomb of the first emperor of the Qin Dynasty. First discovered in 1974, each terra-cotta soldier and horse has its own unique body and facial features, and more are being uncovered every year.

Guilin

Guilin, by the banks of the Li River in southern China, is justifiably considered to be one of the most beautiful places in China. Guilin literally means "Cassia Tree Forest". The landscape is characterized by terraced rice paddies, water buffalos, and bamboo groves, and peasants with turned up trousers and cone-shaped straw hats. Take a Li River day cruise to experience the magical beauty of the limestone rock formations and farmland commonly seen in Chinese landscape paintings. The Li River, limestone caves, Elephant Hill, and the pure beauty of this area are all attraction of Guilin.

Shanghai

Shanghai, the metropolis lies by the river Huangpu, the 80km long artery of Shanghai of which 30km of its upriver flows into the Yangtze and thus guarantees access to the sea. The name Shanghai means "upriver to the sea". Shanghai harbor is the third largest in the world. This beautiful city offers lots of sightseeing. For example, you may view the harbor from Huangpu Park and then visit the Jade Buddha Temple featuring two huge Buddha statues carved out of a single piece of white jade.

Yangtze River

Yangtze River is the largest river in China, the lifeline of China, which flows through nine provinces, with its 700 tributaries, covering an area of 1.8 million sq. km, which is 19 percent of the total area of China. Dynasty after dynasty people have marvelled at the majesty of China's Three Gorges. There are many wonderful cruises available on the Yangtze River with its majestic cliffs and soaring peaks. These cruises not only take you to the wonderful cities along the greatest