

实用旅游英语听说教程

世纪旅游管理专业系列教材

程丛喜 编著

21



A Practical Course in Tourism English Listening and Speaking

Tourism



武汉大学出版社
WUHAN UNIVERSITY PRESS

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前 言



自 1978 年改革开放以来,我国旅游经历了起步、发展和日趋成熟的几个阶段,来华旅游的海外游客逐年增加,尤其是 20 世纪 90 年代以来,我国旅游业进一步快速增长,出境旅游也得到了快速发展,旅游业的产业地位不断提升,逐步成为我国国民经济的重要组成部分,已经成为我国经济新的增长点之一。21 世纪之初,中国旅游业的综合实力已位居世界第五。据世界旅游组织的预测,到 2020 年中国将成为世界第一大旅游接待国和第四大旅游出境国。

随着旅游业的迅速发展,我国导游员及领队队伍不断壮大,他们在传播我国的先进文化、宣传社会主义精神文明、展示社会主义建设成就、促进中外文化交流和宣传我国旅游业等方面发挥着越来越重要的作用。2020 年我国要实现世界旅游强国的宏伟目标,对导游员及领队的职业道德水平和业务素质提出了更高的要求。为了适应新形势下高等旅游教育学生、导游翻译人员及领队的实际应用需要,笔者在总结近二十年的翻译导游及领队工作实践、多年旅游教学经验和参阅大量相关资料的基础上,在有关专家的精心指导下,有针对性地编著了本教材。

本教材的主要内容分为以下三个部分。第一部分:共八个章节,每个章节包括三段实用情景对话及一篇相应的英文,其内容涉及导游迎接客人,带领客人吃、住、行、游、购、娱及欢送客人八个方面的工作程序及相关语言的听说训练。第二部分:共十二个章节,每个章节包括几段实用情景对话及一篇相应的英文,其内容涉及领队带领出境游客人在海外旅游的工作程序及相关语言的听说训练。第三部分:共两个章节,其内容涉及导游业务及导游基础知识方面的英语问答训练。

本教材与翻译导游及领队的实际工作密切结合,既可作为高等院校旅游管理专业、英语专业和高等旅游职业教育教学用书,又可作为广大导游及领

队从业人员、英语导游资格证和等级证培训或相关专业的参考用书。参与本书编写的人员有冯玮(湖北大学)、龚小龙、李霞(咸宁职业技术学院)、陈顺良(武汉交通职业学院)、李莺莉(中南财经政法大学)、毛焱(湖北经济学院)、李忱(山东旅游职业学院)、胡延华(中国国旅武汉公司)、柳峰(湖北省中青旅)、邱战平、黎峻(长江轮船海外旅游总公司)、杜昌国(四川大学外语系)、王丹(武汉船舶职业技术学院)、徐江、濮琼(江汉大学)、孙婧婧(武汉航海职业技术学院)、李良辰(长江大学)、向兰(武汉职业技术学院)、季哲斌、秦熹微、寇倩(武汉工业学院)等诸位同仁,感谢他们为本书付出了辛勤的劳动。

此书的编写,得到了中国旅游协会、湖北省旅游局、武汉市旅游局、湖北省旅游学会、湖北大学旅游发展研究院、武汉工业学院经济与管理学院、教务处和科研处领导及相关专家的大力支持和帮助,在此表示衷心的感谢!

由于时间较紧,书中难免存在的缺点和不足之处,敬请广大专家、同行和读者批评指正。

程丛喜

2012年6月于武汉

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PART I ABOUT INBOUND
TOUR GUIDES

Chapter 1



Meeting the Tourists

Section 1 Situational Conversations

Directions: In this section, you will hear 3 long conversations. At the end of each conversation, a few questions will be asked about what was said. Both the conversation and the questions will be spoken only once. After each question there will be a pause, then you answer the question.

Conversation 1 Meeting the New Arrivals at the Airport

(At the airport, Wang Lin, a guide from China Youth Travel Service, is to meet a tour group from the United States headed by the tour leader, Mr. Smith. The travel service has received the notice beforehand about their arrival.)

G = Tour Guide L = Tour Leader P = Passenger

M = Member of the Tour Group

G: Excuse me, are you Mr. Smith?

P: No, I am afraid you have made a mistake.

G: I'm so sorry.

P: Never mind.

M: (Listening to their talk) Oh, I'm a member of the tour group from America.
Mr. Smith is our tour leader. He is over there.

G: Thank you.

G: Excuse me, but aren't you Mr. Smith from the United States?

L: Why, yes.

G: Oh, Mr. Smith, welcome to China. My name is Wang Lin. I am the guide from China Youth Travel Service.

L: Glad to meet you. Thank you for coming to meet us.

G: Glad to meet you, too, Mr. Smith. How was your trip?

L: Fine. We had a very pleasant trip.

G: You have a group of 14, right?

L: Yes.

G: How many pieces of luggage do you have altogether?

L: 28 in all. And here are the luggage checks.

G: I see. When you pick up your luggage, please put it on these trolleys. I'll ask the porter to take care of it.

L: Thank you very much.

G: Is everybody here now? Our bus is in the parking lot.

L: Oh, let me see. Yes, everybody is here.

G: Mr. Smith, we've made reservations for your group at Lake View Garden Hotel. Your luggage will be delivered to your rooms in the hotel.

L: That is wonderful!

G: Shall we go now?

L: Yes, I think so.

G: Attention, please. Now please follow me to the bus.

QUESTIONS:

- (1) Where is the tour group from? What is the name of the tour leader of this group?
- (2) How many tourists does this group have?
- (3) Where does the guide ask the tourists to put their luggage? Who will take care of their luggage?
- (4) Where is their bus?
- (5) Which hotel will this group live in?

NOTES:

- (1) China Youth Travel Service 中国青年旅行社
- (2) tour leader 旅行团领队

- (3) Why, yes. 噢(或呃), 对的。这里“why”是感叹词, 表示惊奇、不耐烦、抗议、赞成、犹豫等。
- (4) How was your trip? 一路还好吗?
- (5) luggage check 行李牌
- (6) porter 行李员
- (7) parking lot 停车场
- (8) make reservations 预订

Conversation 2 Going Through the Customs Formalities

(A foreign tour group is about to go through the Customs formalities. The tour guide, Wu Jun, is telling the group leader, Mr. Hans, what has to be done at the Customs Office.)

G = Tour Guide L = Tour Leader

G: Here we are at the Customs Office. I have to leave you here now, but I'll be waiting for you at the exit.

L: Hold on a minute, please. You see, this is my first trip to China and I'm not quite sure about the procedures here.

G: Well, firstly, you must go through the Immigration Office, and then proceed through the Quarantine Inspection and finally the Customs Office. You have to present your passport and disembarkation card to the immigration officer. At the Customs Office you should show your Customs declaration forms. On the forms you must list the belongings you have taken with you.

L: The Customs declaration form looks rather complicated and I'm not sure how to fill it out.

G: Let me have a look. Now, what you need to do is to simply look through the two lists—the Prohibited Articles List and the Duty-free Quota List. Right here.

L: What things do I have to declare on this form?

G: You must declare such articles as electric equipments, foreign currency, jewellery, gold, silver, antiques and other treasures.

L: I have nothing but personal belongings.

G: Have you got any valuables?

L: I have a camera with a zoom lens.

G: Then you should put a check mark here. Have you got any foreign currency?

L: Yes, I've brought with me some U. S. dollars.

G: Then you should fill in this foreign currency declaration form.

L: Oh, it's sure not easy to pass the Customs!

G: You bet!

☞ **QUESTIONS:**

- (1) Where does the tour guide leave the tourists? Where will she be waiting for the tourists?
- (2) Has the tour leader ever come to China?
- (3) What do the foreign tourists have to present to the immigration officer?
- (4) What must the foreign tourists list on the Customs declaration forms?
- (5) Does the tour leader have any valuables?

☞ **NOTES:**

- (1) customs formality 报关手续
- (2) the Customs Office 海关
- (3) Hold on a minute, please. 请等一等。
- (4) the Immigration Office 入境管理办公室
- (5) the Quarantine Inspection 检疫处
- (6) to present your passport and disembarkation card 出示你的护照和入境卡 (表)
- (7) the Customs declaration form 通关申报表
- (8) the Prohibited Articles 禁运(违禁)物品
- (9) the Duty-free Quota List 免税配额表
- (10) electric equipment 电器
- (11) foreign currency 外币
- (12) personal belongings 个人行李/财物
- (13) valuables 贵重物品
- (14) zoom lens 变焦镜头
- (15) You bet! 的确, 当然!

Conversation 3 On the Way to the Hotel

(The tourists get into the coach, the guide is taking the tour group from the airport to the hotel. The coach is about to start.)