



全国高职高专旅游管理专业系列规划教材

导游英语

(第二版)

主编 程丛喜





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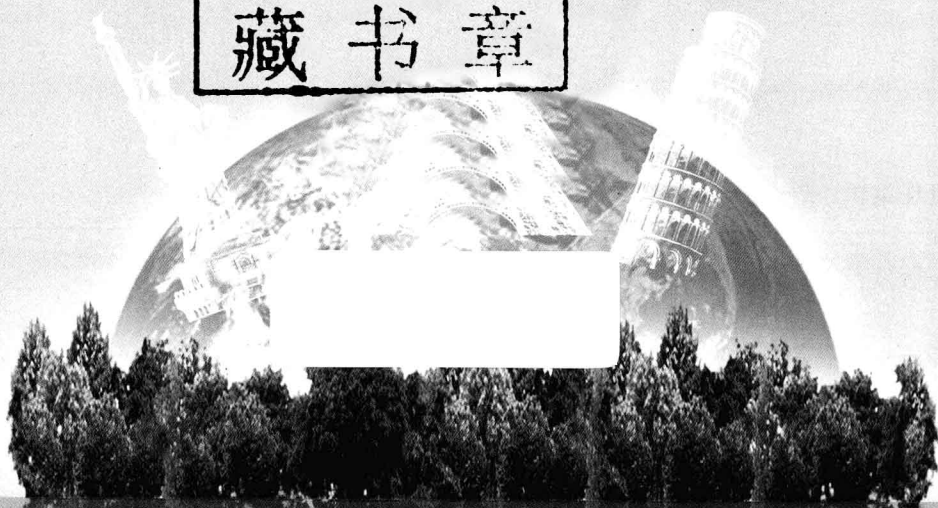
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副主编 李 霞 陈顺良 魏 日 胡冰霞 毛 焱

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前 言

自 1978 年改革开放以来，我国旅游业经历了起步、发展和日趋成熟几个阶段，来华旅游的海外游客逐年增加。近年来，我国旅游业一直保持快速发展的态势，出境旅游也得到了快速发展，旅游业在国民经济中的地位不断提升，旅游业已经成为许多地区经济发展战略的核心，也是我国重要的经济增长点之一。21 世纪初，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 2015 年中国将成为世界第一大旅游目的地国和第四大客源国。

2020 年我国要实现从“亚洲旅游大国”到“世界旅游强国”的宏伟目标。为顺利实现这一战略目标，中国旅游业迫切需要培养一支优秀的导游及领队人才队伍，对导游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的实际应用需要，笔者总结二十余年的翻译导游及领队工作实践和多年旅游教学经验，在参阅大量相关资料的基础上，并在有关专家的精心指导下，有针对性地编写了此教材。

本书主要内容分为以下三个部分。

第一部分：共八个单元，每个单元包括三段实用情景对话及一篇相关的英语课文，其内容涉及导游迎接客人、带领客人吃住行游购娱、欢送客人等方面的工作程序和相关语言点。

第二部分：共十个单元，其内容涉及和实际导游工作密切相关的海外游客感兴趣的旅游专题。

第三部分：共八个单元，每个单元包括若干实用情景对话及一篇相关的英语课文，其内容涉及领队带领出境游客在海外旅游的工作程序和相关语言点。

此教材和翻译导游及领队实际工作密切结合，既可作为高等院校旅游管理专业、外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的参考用书。参与本书编写的人员有胡延华(中国国旅武汉国际旅行社)、徐光木(湖北省考试院)、李玲(湖北大学)、李忱(山东旅游职业学院)、李良辰(长江大学)、柳峰(湖北省中国青年旅行社)、梁明志、朱鸿俊(湖北省中国旅行社)、刘丽莉(武汉职业技术学院)、赵亮(武汉民政职业学院)、陈斌(湖北民族学院)、徐江、濮琼(江汉大学)、魏日、林华英(武汉航海职业技术学院)、王丹(武汉船舶职业技术学院)、徐曼(长江职业技术学院)、张亮平、黄猛、罗伟(武汉工业学院)、胡冰霞(武汉理工大学)、毛焱(湖北经济学院)、李霞(咸宁职业技术学院)、陈顺良、向兰(武汉交通职业学院)等诸位同仁，感谢他们为本书付出了辛勤的劳动。

笔者在编写此书的过程中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、教务处和科研处的领导及相关专家的大力支持与帮助，在此表示衷心的感谢！

由于水平有限，书中的缺点和不足在所难免，敬请广大专家、同行和读者批评指正。最后，愿这本精心组织编写的旅游专业英语教材，能为我国入境旅游和出境旅游专业人才的培养作出应有的贡献！

程丛喜

2013年2月

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PART I



**ENGLISH FOR
INBOUND TOUR GUIDES**

Unit 1 Meeting the Tourists



Section 1 Situational Conversations

Conversation 1 Meeting the New Arrivals at the Airport

(At the airport, Wang Hai, 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 Hai. 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.

Notes

(1) China Youth Travel Service 中国青年旅行社

(2) tour leader 旅行团领队

(3) How was your trip? 一路还好吗?

(4) luggage check 行李牌

(5) parking lot 停车场

(6) 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 tour 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!

Notes

- (1) Customs formality 报关手续
- (2) the Customs Office 海关检查处
- (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) present your passport and disembarkation card 出示你的护照和入境卡
- (7) Customs declaration form 海关申报表
- (8) prohibited article 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 tour guide is taking the tour group from the airport to the hotel. The coach is about to start.)

G=Tour Guide T=Tourist L=Tour Leader

G: After you, madam.

T: Thank you.

(They get into the coach.)

G: (counting the tourists) Is everybody here, Mr. Hurt?

L: No. One lady hasn't come yet. Poor Lillie, she has been throwing up all the way because of airsickness.

G: Oh, I'm sorry to hear that. I hope she feels better now.

L: Oh, there she comes.

G: Shall we go now?

L: Yes, please.

G: It must be much colder here than it is in England, I suppose.

T: Oh, yes. We have rather mild winters. It was very foggy when I left three days ago. I knew it would be colder here, but I thought there would be a lot of snow.

G: We don't have all that much snow in Beijing. In fact, we haven't had any so far this winter.

T: What is the temperature today, do you know?

G: About freezing point, I think. But this morning's forecast said we're going to have a very cold spell in the next few days—the temperature will probably drop to 10 or 15 degrees centigrade below zero.

T: It's a good thing that I've brought a heavy overcoat. Of course, I come from Hongkong today. It was very warm there. What's this place we are passing through?

G: This is the Embassy Quarter, now we are just coming to Tian'anmen Square. This is Tian'anmen, the Gate of Heavenly Peace. The Great Hall of the People is over there. The building we've just passed on the other side of the Square is the Museum of Chinese Revolution and the Museum of Chinese History.

T: What's the monument I saw in the center of the Square?

G: That's the Monument to the People's Heroes, built in memory of those who died for the revolution over the past century. And behind it is the Memorial Hall of Chairman Mao.

T: There are a lot of buildings going on in Beijing.

G: Yes, that's true. You see those old, one-storey buildings over there? They were built before the founding of the People's Republic. Is there any place you'd particularly like to visit while you're here?

T: Well, I would like to see the Great Wall. I'm also very keen to visit a university.

G: I see.

(The coach pulls up in front of the hotel.)

G: Here is your hotel. Shall we go in? The porter will see to your bags and send them up to your rooms.

Notes

(1) coach 长途客运汽车

(2) She has been throwing up all the way because of airsickness. 因为晕机，她一路上呕吐。

- (3) I suppose 我以为
 (4) We haven't had any (snow) so far this winter. 到目前为止, 今年冬天还没下雪。
 (5) about freezing point 大约 0℃
 (6) cold spell 寒潮
 (7) the Embassy Quarter 使馆区
 (8) the Great Hall of the People 人民大会堂
 (9) the Monument to the People's Heroes 人民英雄纪念碑
 (10) the Memorial Hall of Chairman Mao 毛主席纪念堂
 (11) I'm also very keen to visit a university. 我也非常想参观一所大学。
 (12) pull up 停下
 (13) see to 照看, 照料

New Words & Expressions

- trolley ['trɒli] *n.* 电车, (电车) 滚轮, 手推车, 台车
 porter ['pɔ:tə] *n.* 守门人, 门房, 行李搬运工
 reservation [ˌrezə'veɪʃən] *n.* 保留, (旅馆房间等) 预订, 预约
 deliver [dɪ'livə] *vt.* 递送, 交付
 attention [ə'tenʃən] *n.* 注意, 关心, 关注, 注意力, (口令) 立正
 exit ['eksɪt, 'egzɪt] *n.* 出口, 太平门, 退场, 去世
 belonging [bɪ'lɒŋɪŋ] *n.* (常用复) 附属品, 附件, 属性
 jewellery ['dʒu:əlrɪ] *n.* (=jewelry) (总称) 珠宝, 镶嵌有宝石之饰物
 antique [æn'tɪ:k] *n.* 古物, 古董 *adj.* 古时的, 过时的
 treasure ['treʒə] *n.* 财宝, 财富, 珍品, 财产 *vt.* 珍爱, 珍惜, 储藏, 珍藏
 valuable ['væljuəbl] *n.* 贵重物品 *adj.* 贵重的, 有价值的, 颇有价值的
 camera ['kæmərə] *n.* 照相机
 suppose [sə'pəʊz] *vt.* 推想, 假设, 猜想 *vi.* 料想 *conj.* 假使……结果会怎样
 mild [maɪld] *adj.* 温和的, 温柔的, 淡味的, 轻微的, 适度的
 foggy ['fɔ:gi:] *adj.* 雾深的, 模糊的, 朦胧的, (玻璃窗等) 不明净的
 temperature ['tempərɪtʃə] *n.* 温度
 forecast ['fɔ: kɑ:st] *n.* 先见, 预见, 预测, 预报 *vt.* 预想, 预测, 预报, 预兆
 monument ['mɒnjumənt] *n.* 纪念碑
 revolution [ˌrevə'lju:ʃən] *n.* 革命, 旋转
 throw up 呕出, 呕吐



Section 2 Text

A Welcome Speech

Good afternoon, ladies and gentlemen!

Welcome to Beijing!

Now sit back please and don't worry about your luggage. Your luggage will be sent to the hotel in another bus.

First, let me introduce myself. My name is Gao Xiaoming, but you can just call me Ming. I'm from China International Travel Service, Beijing Branch. On behalf of my travel service, my colleagues and myself, I warmly welcome you to our capital city of Beijing. Confucius, the great ancient Chinese sage, once said: "Isn't it a pleasure to have friends coming from afar?" So it is the great happiness of mine to be your host here in Beijing.

During your stay here, I'll be your local guide and I'll do everything possible to make your stay most comfortable and enjoyable. Be sure to let me know when you have any questions, any problems or any requests, no matter what they are.

We are going to stay in China World Hotel, a very comfortable and luxurious hotel in the downtown. We shall spend a lot of time in this limousine. We'd better remember its number and its features so that we won't get on a wrong bus. The bus number is 84176. Now I'd like to introduce our driver to you. Mr. Li has been working as a professional driver for over 15 years and he is surely experienced and responsible.

You have just completed such a long flight from San Francisco to Beijing. The time difference between the two cities is 16 hours. Now take your watch and reset the time. It is 4:27, Beijing standard time. Although China spans five time zones, the whole country follows Beijing standard time.

There is one thing I must remind you of, that is, you mustn't drink the water from the tap here because the unboiled water might cause you to be sick. However, boiled water for making tea is available in the hotel rooms.

Notes

- (1) sit back 放松, 休息一下
- (2) China International Travel Service, Beijing Branch 中国国际旅行社北京分社
- (3) the great ancient Chinese sage 中国古代的伟大圣人
- (4) Isn't it a pleasure to have friends coming from afar? 有朋自远方来, 不亦乐乎?
- (5) limousine 豪华轿车