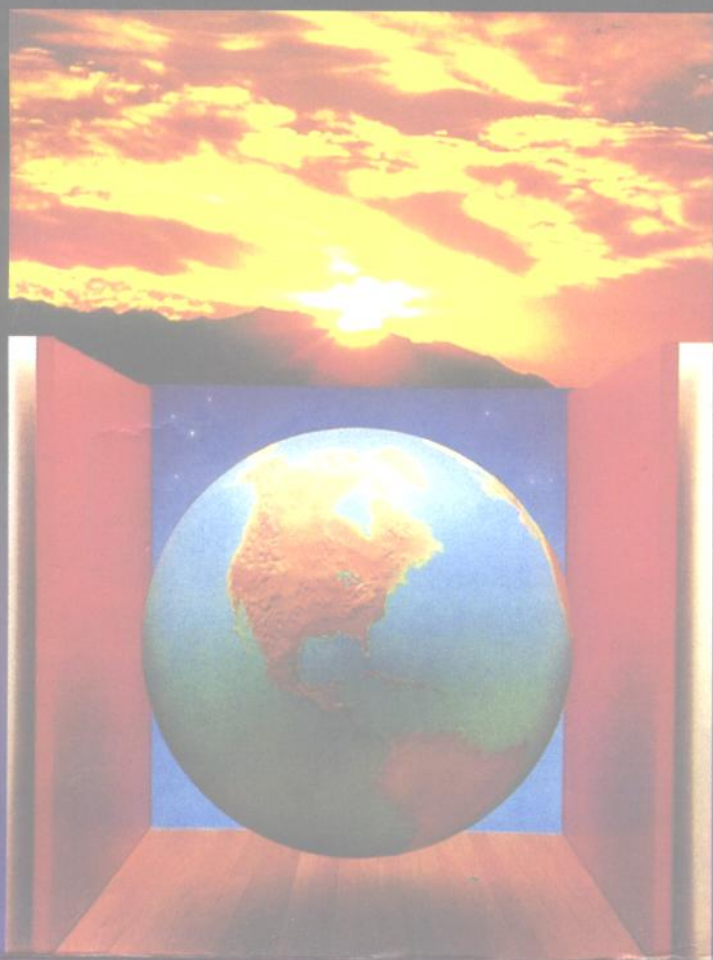


中央电视台教育节目用书

Welcome To Beijing

北京欢迎您

旅游服务英语



84651

WELCOME TO BEIJING

北京欢迎您

——旅游服务英语

魏敬安 著

中国广播电视出版社

(京)新登字 097 号

责任编辑:冯存礼 陈 建

封面设计:李 萌

《北京欢迎您》

——旅游服务英语

魏敬安 著

中国广播电视出版社出版发行

(北京复外广播电影电视部灰楼 邮政编码 100866)

中国人民解放军第一二〇二工厂印刷

各地新华书店经销

*

850×1168 毫米 大 32 开 8.25印张 200(千)字

1993 年 6 月第 1 版 1993 年 6 月第 1 次印刷

印数:1—100 000 册 定价:7.80 元

ISBN 7-5043-2439-6/H·87

提高服務水平
發展旅遊事業

劉放



序

《北京欢迎您》一书结合旅游服务规范讲解常用旅游英语，语言流畅，内容实用，是一本较好的旅游英语教材，值得向旅游业讲英语的从业人员和旅游专业学生推荐。

涉及某一专业的语言都有一些特定的表达方式和行业用语，旅游专业用的英语自不例外。熟悉了这些表达方式和行业用语之后，就会进一步了解英语在旅游业中的应用情况，减少或避免使用那种虽然语法正确但外国人费解的中文式英语。

本书实用性较强，掌握书中的词汇和表达方式对旅游服务会有明显的帮助。当然，若要全面提高英文水平，还应掌握必要的语法知识和英文特点，打好英文基础；不能舍本求末，急功近利。

我有幸于十多年前结识本书的作者，他那时是英语专业的大学生。尽管“文化大革命”耽误了他整整十年，但他以执着追求、刻苦努力的实干精神，在校学习时就打下了扎实的英文基础；毕业后他去美国夏威夷旅游管理学院深造，在旅游专业和英文语言方面都取得了长足的进步。这样敬业爱业的青年是值得人尊敬的。

北京第二外国语学院 王文炯

1993、4

前 言

为了配合北京争办 2000 年奥运会,提高饭店及其他旅游服务人员的英语会话能力,中央电视台和中国广播电视出版社联合摄制了一套初、中级旅游服务英语教学节目,本书即为这套节目的教学用书。

本节目以加拿大某旅行社负责人劳伦斯·史蒂文斯先生携夫人来北京考察旅游服务为故事情节,内容涉及饭店前台、客房、餐厅、健身房、商务中心、电话总机、邮寄信件、冲洗胶卷、外币兑换、购物等部门和服务项目。另外,这对加拿大夫妇还游览了天坛、天安门、夜市,欣赏了京剧,参观了旅游职业高中。所以,除了饭店工作人员,其他旅游服务人员如:售货员、出租汽车司机、导游员等都可以从中学习英语日常服务用语。节目中对英语初学者经常遇到的问题专门做了解释。全书分十二讲,每讲包括课文、注解和练习三部分。

本节节目的主要对象是饭店及其他旅游服务人员,旅游院校、职业高中的学生和有志于旅游服务工作的各界人士中稍有英语基础的人。为了便于如此广泛的人员学习,教材中每讲后设有初、中级两套练习题。第一套练习是为初学者设计的,包括理解问答题和常用句子;第二套练习主要是为有一定英语基础的饭店工作人员设计的,包括对话、专业词汇、短文等。初学者应注意掌握英

语的基本发音和语法规则，对常用的句型、词组、短语和表达方式要反复练习，第一遍学习时先做完各讲后的第一套练习题，然后再做第二套练习。具有一定英语基础的旅游工作人员在学习中应注意体会英语各种表达方式的使用背景，掌握多种礼貌服务用语，以及口语与书面语言的区别。读者可以系统学完全部十二讲，全面提高旅游服务英语水平；也可以根据自己的工作情况选学部分内容，然后直接在工作中应用。本节目以情景对话为主，融视、听、说为一体，突出实用性，使大家学了就能用，通过使用进一步巩固所学内容。

学习英语口语贵在坚持、反复多练，注意模仿外国人的发音、用词和讲话时的语气。只要坚持练习，细心揣摩，一定能很快掌握旅游英语服务用语，更好地为旅游者服务。

由于时间紧迫，水平有限，书中不妥之处一定不少，亟希望使用者提出批评建议。

我们特邀了北京旅游学院教师魏敬安同志主持编写了这本教学用书。在节目制作过程中，我们得到了北京燕莎中心凯宾斯基饭店的大力协助以及北京旅游学院各级领导的大力支持和许多同志的帮助与鼓励。北京第二外国语学院黄金嘉教授对全书注释做了校正，王文炯教授热情为本书作序，北京旅游学院管理系90级部分学生为全书做了校对。在此一并表示感谢。

中央电视台教育节目部
中国广播电视出版社

1993、4、25

Welcome To Beijing

北京欢迎您

Contents 目录

Unit 1.	Settling Down in the Hotel 住进饭店	1
Unit 2.	Arranging for the Next Stop 安排下一站	21
Unit 3.	Asking for Help 求助	47
Unit 4.	At the Tian'anmen Square 在天安门广场	66
Unit 5.	At the Health Club 在健身中心	85
Unit 6.	Learning to Speak Good English 学讲地道的英语	107
Unit 7.	Shopping 购物	129
Unit 8.	Night Life in Beijing 京城夜生活	146
Unit 9.	Mrs. Stevens Is Busy	1

	忙碌的史蒂文斯夫人	160
Unit 10.	Communication Service	
	通讯服务	183
Unit 11.	The Farewell Dinner	
	告别晚餐	205
Unit 12.	Leaving for Xi'an	
	前往西安	230

附录

The Role Travel Plays in Chinese Culture	
旅游在中国文化中的地位	247

Unit 1. Settling Down^[1] in the Hotel

住进饭店

Mr. Laurence Stevens is the Assistant-General Manager of the Rainbow Travel Service^[2] in Canada. He is on a familiarization trip^[3] to China to get some first-hand information^[4] about the development of tourism in the People's Republic of China. He has chosen Beijing as his first destination because it is China's capital and one of the key tourist spots^[5] in the country. His wife Angela, a secondary school teacher, is with him on his trip. (*They have just arrived at the airport. Mr. Stevens walks to the Kempinski Hotel clerk.*)

Mr. Stevens: Excuse me. I'm Laurence Stevens.

Are you from the Kempinski Hotel?

Clerk: Yes. Good morning, Mr. Stevens.

I'm from the Kempinskik Hotel. And my name is^[6] Zhang Hong. I'm here to meet you.

Mr. Stevens: Thank you. This is my wife.

Clerk: Good morning, Mrs. Stevens. Welcome to Beijing.

Angela: Thank you.

(*To Stevens*) Is this all your baggage^[7]?



Mr. Stevens: Yes, the suitcase and the handbag.

Clerk: Let me help you.

(*They get into a car*)

S: Is it a long way from here, Miss Zhang?

C: No, not very far. It takes^[8] about thirty minutes.

S: Thirty minutes? Oh, by the way^[9], what time is it now and what date is it in Beijing?

C: Oh, let me see. It's 10: 15, and today is March 10th.

A: We've lost one day^[10], Laurence.

S: That's right.

C: May I ask^[11] where you are from?

A: We're from Canada. We come from Vancouver^[12].

C: Oh, Vancouver. I've seen many pictures of it. It's a beautiful city.

S: Yes, it really is.

C: Is this your first visit to China?

S: No, I came in 1983, but this is my wife's first visit. It seems China has taken on a new face^[13].

C: Yes, great changes have taken place^[14] in China.

S: Is this highway^[15] a new one?

C: Yes, it is built for the Olympic Games.

S: I see.

(They come to the hotel.)

Doorman: Good morning, sir. Welcome to Kempinski.

- S:** Good morning.
- Doorman:** Let me help you with your baggage. One suitcase and one handbag. Is that right, sir?
- S:** Yes, that's right. Thank you.
- D:** This way, please, sir. This is the Front Desk^[16]. The Reception Counter is over there^[17].
- S:** Oh, thank you.
- D:** You are welcome.
- A:** This is a lovely hotel!
- Clerk:** Good morning, sir. May I help you?
- S:** Good morning. We'd like to check in^[18], please.
- Clerk:** Certainly, sir. Do you have a reservation^[19] with us?
- S:** Yes, My name is Laurence Stevens.
- C:** Just a moment, please. (*She is checking the computer.*) May I see your passports please, sir?
- S:** Sure.
- C:** Thank you. Yes, Mr. and Mrs. Stevens. I have a double room for you for four nights beginning today^[20].
- S:** Exactly^[21].

- C: Here are the registration forms^[22]. Would you like me to help you with them?
- S: Thank you. We can do it ourselves. (*He fills in the form.*)
- C: Would you please sign on the right hand corner at the bottom^[23], sir?
- S: Oh, yes.
- C: Thank you. (*She is looking at the registration form.*) So you'll be leaving for Xi'an on March 14^[24].
- S: Right.
- C: Here is your room key. Your room number is 1550. That's on the 15th floor. The porter will take the suitcase for you and this young lady will show you to your room^[25]. Have a pleasant stay here.
- S: Thank you.
(*They have completed the formalities^[26] and are now going to their room. A clerk escorts^[27] them.*)
- C: The elevator is this way.
- S: Thank you.
- C: This is the coffee shop. It's open 24 hours^[28]. There're nine restaurants in the hotel. They serve many different kinds of dishes^[29].
- A: Do you serve Western food?

C: Definitely^[30]. It's at the European Restaurant.

(They come to the elevator.)

C: Please.

S: Thank you.

(They get out of the elevator.)

C: This is a new hotel. It opened last year.

S: It's really a good hotel. *(The clerk unlocks the door.)*

C: Come in, please.

This is your room . The porter will bring up^[31]
your luggage right away^[32].



- A: Fine.
- C: In this sitting room^[33], here is the Television. You can get eight channels^[34] on it.
- A: Are there any English programs on the TV?
- C: Yes, madam. English movies are shown from 10:00 a. m. to midnight on channel 5 and 6^[35]. Under the TV, here is a mini-bar^[36].
- S: Very nice.
- A: How about the Laundry Service?^[37]
- C: Dial 14 for^[38] the Laundry Service, madam. Do you need a wake-up call^[39] in the morning?
- S: No, thank you.
- C: This is your bed room^[40]. Here is another TV.
- S: It's a TV?
- C: Yes, let me show^[41] you.
- S: It's interesting.
- C: Yes it is. By the way, here is your room key, sir. Please keep it in a safe place, and leave it at the Front Desk when you leave the hotel^[42]. Is there anything else I can do for you?
- S: No, thank you very much.

(*The porter comes.*)

Porter: Bell Service^[43].

S: Yes.

P: Excuse me, sir. One suitcase and one hand-bag. Is that right?

S: Yes, that's right.

P: Where would you like me to put them?

S: Just leave them anywhere. Thank you. Oh, here's a little something for you^[44].

P: That's very kind of you, sir. But I'm afraid^[45] we don't accept tips.

S: Come on^[46], really.

P: Yeah, really. Thank you all the same.
Good-by, sir.

S: Thank you very much.

Notes:

1. settle down: 住下, 安顿下来。
2. the Assistant-General Manager of Rainbow Travel Service;
彩虹旅行社总经理助理。
3. familiarization trip: 简称 fam trip。指旅行社工作人员为熟悉旅游路线或旅游项目进行的考察旅游。
4. first-hand information: 第一手材料。