

LüYOU FUWU  
SHIYONG YINGYU

职业教育旅游服务与管理专业系列教材

# 旅游服务实用英语

主 编 李静波  
副主编 杨 慧 龙云飞



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## 内 容 提 要

本书是中、高等职业学校的旅游管理专业基础教材, 它是基于提高学生在旅游方面的英语水平而编写。在具体章节内容的编排上, 考虑到职业教育的特点, 所以更注重的是对学生语言实际运用能力的培养以及知识面的扩展。

本书适用于旅游管理专业的中、高职学生, 也可供旅游行业从业人员和对旅游服务英语感兴趣的人士进行自学、培训及参考。

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# 前言

改革开放以来,我国第三产业发展迅猛,已成为国民经济不可缺少的一部分,而旅游业、饮食业和服务业更被称为第三产业的“三块奶酪”。近十年来,中国旅游业取得了令世人瞩目的辉煌成就,中国旅游业的综合实力已位居世界第五。随着出入境游客的增多,英语成为旅游从业人员不可缺少的一项技能。为了适应新的形势,满足旅游从业人员的需要,特编写了本教材。

本教材内容丰富,难度适中,有较强的实用性。在具体章节内容的编排上,考虑到中职教育的特点,并没有过多的深奥理论的阐述,而是侧重于交际能力的培养,目的是使学生在掌握基本工作流程和语言技能的同时,开阔知识面,提高专业素养。本书分为 14 个章节,每个章节包括: Sample Dialogues, Useful Expressions and Patterns, Texts, Tips for Tour Guides 等部分,并提供相应的练习、答案和词汇表。

本书由李静波负责第 1 章、第 2 章、第 3 章和第 4 章的编写,杨慧负责第 5 章、龙云飞负责第 6 章的编写,贾济菡负责第 7 章、第 8 章、第 9 章和第 10 章的编写,杨晓燕负责第 11 章、第 12 章、第 13 章和第 14 章的编写。李静波确定大纲、统筹安排全书以及修改和总纂。

在本书的编写过程中,参考了不少国内外相关的文献及国内外网站的资料,由于选材广泛,书中没有一一注明出处,希望得到原作者的支持与谅解,在此编者谨向这些资料的作者致以衷心的感谢。

由于编者水平有限,成书仓促,书中难免有不妥或疏漏之处,敬请广大读者给予批评指正,以使本书不断完善。

**编 者**

2008 年 11 月



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## 1

**Initiating a Trip  
and Getting Organized****组团及接团准备****SECTION I****Sample Dialogues**

**1. I would like to arrange a group trip with your service. (At the office of Shanghai CYTS Tours Corporation. The telephone rings and Li Hong answers it.)**

L: Li Hong      H: Anna Hook

L: Hello, this is Shanghai CYTS Tours Corporation. May I help you?

H: Hello, this is Anna Hook. I'm an agent of Global Travels in U.S. and I'm calling to see if it is possible to arrange a group trip with your service.

L: Yes, of course. We're glad to cooperate with any foreign and domestic travel agencies.

H: We have a group of 10 people who want to visit several places of interest in China for 12 days.

L: OK, we can arrange that.

H: Great. But first of all, I'd like to know what kind of tours your corporation provides.

L: Our company provides all kinds of tours, ranging from individual tour to group package tour. We also offer specialized tours such as cultural tour, regional tour, biking tour, hiking tour, camping tour, etc.





H: Excellent. It seems I have found the right agency to cooperate with.

L: I hope so. When do you expect to come?

H: August 5th.

L: What about the group makeup?

H: Six men and four women.

L: Their age makeup?

H: Between 20 and 25. I can send you a fax on their personal data.

L: All right. What specific places do you wish to visit in China?

H: We would like to visit Hangzhou, Chengdu and Guilin.

L: OK. But are there any specific sights in each place that you would like to visit?

H: I'm not quite sure. This is where you can advise us.

L: Where will your group disembark?

H: The group will disembark in Shanghai and will also leave from there.

L: OK. I tell you what, Miss Hook. I'll work out a preliminary itinerary and fax it to you.

H: Great! Our fax number is 808-7459570. What is the earliest time we can receive it?

L: Tomorrow morning.

H: Thank you so much! By the way, may I know your name, please?

L: Li Hong, L-I H-O-N-G.

H: Miss Li, I look forward to cooperate with you.

## 2. I would like to know some information.

T: Tourist      A: Travel Agent

T: Hello. I'd like to know some information about your trips to Dalian.

A: Yes, of course. What do you want to know?

T: Well, how do we travel?

A: By bus and also by ship.

T: Excuse me, what do you mean by bus and also by ship?

A: OK. I'll go through the details. Then you can understand.





T: All right.

A: First, you'll take a luxury bus to tour around the city. After that you'll be taken to Tiger Beach Ocean Park. Then you'll take a ship to Lushun Port.

T: What a full tour! That sounds perfect.

A: Anything else would you like to know?

T: Um, can you give me some ideas of how much that'll cost?

A: Here is the quotation.

T: Thank you, I'll think it over.

## ◆ USEFUL EXPRESSIONS AND PATTERNS

1. I'm an agent from CYTS Tours Corporation.
2. I want to arrange a group trip with your service.
3. We're glad to cooperate with any travel agencies abroad or at home.
4. What is the size and makeup of your group?
5. What kind of tours your corporation provides?
6. How long do you expect to spend in China?
7. When do you expect to come?
8. What specific places do you wish to visit in China?
9. I'll work out a preliminary itinerary /schedule and fax it to you.
10. What is the rate per person, please?

## ◆ EXERCISE

**I. Role-play the above sample dialogues.**

**II. Complete the following dialogues by orally translating the given Chinese into English.**

Travel Agent: Good morning. Can I help you, sir?

Tourist: My wife and I are thinking of going on holiday somewhere, ① \_\_\_\_\_.



(但是我们不确定要去哪儿。)

Travel Agent: I see. What sort of holiday did you have in mind?

Tourist: ②\_\_\_\_\_. (我们喜欢有阳光且温暖的地方。)

Travel Agent: So how about Hong Kong. It's still very warm there although it's winter now.

Tourist: I think that place we'd like to go.

Travel Agent: We offer a nice package tour and a group tour to Hong Kong.

③\_\_\_\_\_. (你们喜欢哪种?)

Tourist: I don't know. But what exactly is included in these trips?

Travel Agent: They both include a first-class hotel, city tours, baggage handling, and some even include meals. And a package tour group will leave for Hong Kong this weekend.

Tourist: ④\_\_\_\_\_. (我们就参加这个团。)

Travel Agent: OK. Could you fill in these forms?

## SECTION II

### Texts

## Passage 1

### Tourism in China

Recent years have seen a tendency in China that tourism is growing faster. According to a recent survey made by some experts, about 47% urban residents travel regularly, and 28% rural residents also make their tours across the country. The survey also shows that more people are interested in tourism, and will join the army in the future.

Facing this tendency, we can't help exploring some underlying factors that are responsible. In the very first place, with the policy of reform and opening up, Chinese people's living



standard has been greatly improved, and therefore, most of them can afford to travel around. What's more, it is believed that people now take a more positive attitude to tourism, and regard it as a life style. In addition, tourism facilities are becoming better and better. For example, transportation develops fast, and many scenic spots are available now.

Though there are still some problems with tourism, I personally believe that tourism should be playing a key role in our life. I also hope that our government will make policies to create a better environment for tourists.

### ◆ NEW WORDS

**tendency** ['tendənsi] a. & n. 趋势, 倾向

**resident** ['rezidənt] a. 居住的; n. 居民

**survey** [sə:'vei] n. 纵览, 视察, 测量; vt. 审视, 视察, 通盘考虑, 调查

**underlying** ['ʌndə'laɪɪŋ] a. 在下面的

**responsible** [ris'pɒnsəbl] a. 有责任的, 负责的, 责任重大的, 应负责的

**positive** ['pɒzətɪv] a. 肯定的, 积极的, 绝对的, 正面的, 正数的, 阳性的

**transportation** [,træns'pɔ:'teɪʃən] n. 运输, 运送, 运输工具, 运费

### ◆ EXERCISE

**Give a short answer to each of the following questions.**

1. How many urban residents travel regularly according to the survey?
2. Why is the tourism growing so fast in China?
3. Is there any problem with the tourism in China?
4. What is the author's attitude towards to tourism in China?

## Passage 2

### Jiuzhaigou Valley

Jiuzhaigou scenery is located in Jiuzhaigou County, Sichuan Province. Jiuzhaigou literally



means nine Tibetan village gullies, which are all scattered in the scenic area. It is a place recognized in the Chinese mind as Heaven on earth, a gift bestowed by nature in Sichuan.

Jiuzhaigou Valley, eulogized as a world of magical fairytale, has for years enchanted tourists with its mountains and luxuriant forests, colorful lakes, gushing waterfalls and abundant wildlife. In 1992, it was put on the World Heritage List by UNESCO. Lots of rare species inhabit the area including Pandas and Golden monkeys.

Jiuzhaigou is best known for its lakes and waterfalls. Legend has it that long ago, a beautiful Goddess received a mirror from her lover. The goddess was so excited that she dropped the mirror, smashing it into 108 small pieces. Over the centuries those pieces gave birth to 108 wonderful lakes. The water is so clear that you can see the bottom of the lake. Local people call these lakes “haizi”, which means “little sea”. On sunny days, you can see the bottom of the lake, which sparkles in a kaleidoscope of sky blues, light greens, yellows, grays, pinks and blues. Hence, these lakes are called Five-Colored Lake and Five Flower Sea.

Waterfalls are the main attractions. Jiuzhaigou Valley is a paradise surrounded by mountains, with tranquil lakes like pearls. But the quietness is sometimes broken by the waterfalls, which take you to another world. The waterfalls of Jiuzhaigou are like green looms weaving different silks. Varying in shape, some are like dragons, some like snow and some like pearls. The sun often casts rainbows across their fronts. The Nuorilang Waterfall and Pear Shoal Waterfall are perfect cases in point.

Colorful Forest is something you can't miss in Jiuzhaigou. With more than 2000 different plants, beautiful flowers, lovely grass and numerous rare species the forest is unique in China and is the stuff fairytales are made of. In deep autumn orange trees, golden yellow birches and red maples flourish in warm autumnal glory. In winter, the forest becomes a twinkling wonderland of grace and elegance.

Jiuzhaigou Valley feels like a dream. Beautiful scenery greets you wherever you look. Nature is all around, quiet and still yet more alive, more vibrant than the busiest cities.



**◇ NEW WORDS**

**literally** ['lɪtərəli] ad. 逐字地, 按照字面上地, 不夸张地

**gully** ['gʌli] n. 小峡谷, 排水沟

**scatter** ['skætə] n. 散播之物, 散布; vt. 散开, 散布, 散播

**bestow** [bi'stəʊ] vt. 授予, 适用

**enchant** [in'tʃɑ:nt] vt. 施魔法, 使...迷惑

**goddess** ['gɒdis] n. 女神

**loom** [lu:m] n. 织布机

**elegance** ['elɪɡəns] n. 高雅, 典雅, 优雅

**vibrant** ['vaɪbrənt] a. 活跃的, 有活力的, 激动的, 颤动的, 振动的, 响亮的

**◇ EXERCISE**

**I. Mark the following statements with "T" for true and "F" for false according to the passage.**

- ( ) 1. Jiuzhaigou is a scenery located in Hunan province.
- ( ) 2. Lots of rare animals can not be found in Jiuzhaigou now.
- ( ) 3. There are more than 100 lakes in Jiuzhaigou.
- ( ) 4. Most of the waterfalls here are different in shape.
- ( ) 5. The tourists can enjoy beautiful red maples at any time in a year.

**II. Translate the following sentences from English into Chinese.**

- ① Jiuzhaigou literally means nine Tibetan village gullies, which are all scattered in the scenic area.
- ② Jiuzhaigou is best known for its lakes and waterfalls.
- ③ The waterfalls of Jiuzhaigou are like green looms weaving different silks.



### III. Simulated Tour Guiding

Suppose you are guiding a tour group visiting Jiuzhaigou Valley. Try to give them an excellent introduction of the spot.

#### SECTION III Tips for Tour Guides

#### 接团前的准备工作

在接到旅行社下达的接待任务后，根据团队的特性做好物质准备、知识准备、形象准备和心理准备。

物质准备包含行程单、接待计划表、接站牌、导游旗、导游证及出境所需证件等。导游员要根据团队的地域、宗教信仰、文化层次准备相关的知识和话题，充分做好知识准备。导游员的自身美不仅是个人行为，也在宣传和传播文化方面起着重要的作用，同时也有助于在游客心目中树立导游员良好的形象。

导游员经验交流：

一般穿着整洁、朴素、大方，能给游客好的印象，使游客很容易就接受导游，工作便于开展，当然也就会有丰富的收获。游客中也有不易相处、较为挑剔的，导游员要有充分的心理准备，冷静、耐心地为游客服务，以优质、耐心的工作态度来感动游客。

注意事项：

1. 详细阅读行程单，了解团队的线路、特性及所含费用，提前预订风味餐并通知司机接站时间。
2. 接团时按要求着装（民族服装），提前20分钟与司机一同到达机场，举牌接机，微笑接团。
3. 机场问讯处预报的抵达时间仅供参考，不能作为准确时间。若航班延误，务必到机场等候。





# 2

## Hotel Reservation

### 预订酒店

#### SECTION I

#### Sample Dialogues

#### 1. I would like to book rooms in your hotel.

R: Receptionist      G: Guide

R: Good morning. Hilton Hotel Reservations. May I help you?

G: Good morning. Have you got any vacancies for the nights of 11th and 12th. I'd like to book six double rooms for my group.

R: Let me check if we have rooms available then. Yes, we do.

G: Good. Is every room with or without bath?

R: Every room in this hotel with shower and toilet, sir.

G: That sounds fine. Is there an air conditioner?

R: Yes, of course.

G: How much will it be for one night?

R: Let me see. A double room is \$800 per night. And if you reserve six rooms we will give you a VIP discount that is \$600 per night.

G: Sounds good! Does that include breakfast?

R: Yes, that includes a continental breakfast and a morning newspaper.

G: Fine. Shall I send you a deposit?

R: No, you don't have to, you may pay on arrival.



G: Do you accept VISA?

R: Yes, we do, what time will you be arriving?

G: We should be there around 5:30 p.m. on the 11th.

R: Ok, sir. Could I take your name and contact number, please?

G: Yes. It's John Lee. It's Toronto 824-1622.

R: All right. Please reconfirm your reservation before you arrive.

G: All right. I'll do that.

## **2. I would like to book a suite.**

F: Front Desk      W: Wang

F: Royal Hotel, can I help you?

W: Yes. I urgently need a room for tomorrow night, and do you have any rooms available?

F: Yes, we have. What kind of room would you like?

W: I'd like a suite with an ocean view, please.

F: No problem, sir.

W: What is the price of the suite?

F: It is \$ 280 per night.

W: It is a little high. I'm told that your hotel is offering discount now.

F: Yes, but the offer ended yesterday. I'm sorry.

W: Oh, I see. Then do you have anything less expensive?

F: No, sir. So far it is the least expensive suite for tomorrow night.

W: OK, I will take it. By the way, does the price include breakfast?

F: Yes, it does. Now could I have your name, please?

W: My name is Mary Wang.

F: Would you kindly spell it for me?

W: That is M-A-R-Y, W-A-N-G.

F: Thank you, I got it. And how long do you expect to stay?

W: About three days.