



总主编 林骧华

21世纪 大学实用旅游英语

21st Century Practical English for Tourism

College Level Book 1

主编 孔卫平 (第一册)

本册编者

孔卫平 (Wei-ping Kong)

达伦·蒋修泰 (Darren Chiang-Schultheiss)

雪伦·鲍德曼 (Sharon Portman)

爱伦·罗森 (Ellen Rosen)



复旦大学出版社

www.fudanpress.com.cn

总主编 林骧华

21世纪 大学实用旅游英语

21st Century Practical English for Tourism

College Level Book 1

主编 孔卫平 (第一册)

本册编者

孔卫平 (Wei-ping Kong)

达伦·蒋修泰 (Darren Chiang-Schultheiss)

雪伦·鲍德曼 (Sharon Portman)

爱伦·罗森 (Ellen Rosen)



图书在版编目(CIP)数据

21 世纪大学实用旅游英语. 第一册/孔卫平主编. —上海: 复旦大学出版社, 2008. 10

ISBN 978-7-309-05886-4

I. 2… II. 孔… III. 旅游-英语-高等学校-教材 IV. H31

中国版本图书馆 CIP 数据核字(2008)第 007813 号

21 世纪大学实用旅游英语(第一册)

孔卫平 主编

出版发行 复旦大学出版社

上海市国权路 579 号 邮编 200433

86-21-65642857(门市零售)

86-21-65100562(团体订购) 86-21-65109143(外埠邮购)

fupnet@fudanpress.com <http://www.fudanpress.com>

责任编辑 计美娟

出品人 贺圣遂

印刷 上海崇明南海印刷厂

开本 787×960 1/16

印张 15.25

字数 306 千

版次 2008 年 10 月第一版第一次印刷

印数 1—6 000

书号 ISBN 978-7-309-05886-4/H·1179

定价 28.00 元

如有印装质量问题, 请向复旦大学出版社发行部调换。

版权所有 侵权必究

Preface (前言)

《21 世纪大学实用旅游英语》(21st Century Practical English for Tourism: College Level)是一套创新的旅游专业英语系列教程,供高职、高专院校教学使用,亦可供旅游界从业人员进修和提高英语水平及应用能力作参考教材。

本系列教材包括《基础教程(第一册、第二册)》、《基础教程教师用书》和《口语教程》,由复旦大学出版社计美娟副编审、林骧华编审策划并确定编写计划和各册提纲,复旦大学、美国 Fullerton College、上海师范大学等学校的教师参加编写。

基础教程第一册由美国 Fullerton College 孔卫平教授担任主编,参加编写的 4 位美国教授都具备 20 年以上的英语教学、课程开发和组织、参与赴中国旅游组团实践的经验。系列教材总主编林骧华修改和审定教材内容和文字,复旦大学外文学院翟象俊教授审定部分单元内容,并提出总体修改意见。

本教材内容有以下特点:

- 以在中国旅游的实际经验为基础,编写符合英语口语表达规范的会话。
- 阅读材料充分体现中国的悠久历史和瑰丽风景。
- 每个单元的教学包括精读、泛读、听力、会话、语法、写作、翻译,旨在培养学生综合运用英语的能力。
- 练习题的编写指导思想是训练学生解决问题和独立思考的能力。
- 对生词和短语的解析、语法解释等内容采取双语方式,以促进学生对英语语言的理解能力。
- 课文和对话等语篇内容充分体现历史文化知识和当代生活。

本书每个单元的内容设置为 8 个部分,按照旅游活动的逻辑顺序编排:

- 主题背景介绍
- 第一部分:入门练习(预习/开场白/词汇与课文/泛听/填空/精听)
- 第二部分:对话 1(词汇与课文/综合理解/口语练习)
- 第三部分:对话 2(词汇与课文/综合理解与思考/词汇练习)
- 第四部分:精读(词汇与课文/写作练习/班级讨论)
- 第五部分:泛读:锦绣中华(词汇与课文/阅读理解问题)
- 第六部分:语法复习(语法解释/语法练习)
- 第七部分:单元综合练习(词汇练习/听写/句子组合/翻译:英译汉,汉译英)

这样的编排方式是为了便于实用,将学生带进一系列情景,而这些情景都是学生在开始自己的旅游职业时会碰到的事情。每一个单元各自相对集中于一个主题,例如入住宾馆、观光、购物、看病、就餐等等。

Preface

单元教学内容从入门练习开始,介绍主题,导游做开场白;紧接着做听能训练,阅读理解,口语活动,词汇练习,写作练习;随后是语法知识复习和练习;最后是各种形式的综合练习,其中包括英语听写和写作训练。

在每一个单元里,语言难度较高的是第五部分“泛读:锦绣中华”,这一部分是为了使学生在提高英语水平的同时,扩大必要的知识结构,熟悉中国的几个重要旅游景点的历史文化与背景,包括北京长城、天安门、天坛、苏州园林、西安兵马俑、桂林漓江、上海南京路、浦东新区等。

本教材选材广泛,体裁新颖,语言规范,内容丰富,有很强的实用性和可操作性,适合旅游英语专业学生、旅游业的从业人员和旅游爱好者学习。作为课堂教学使用时,本册教材设定每个单元的教学时间为8课时(一个学期完成教学)或16课时(两个学期完成教学),视学生的英语基础而定。

本册教材的4位编写者孔卫平、达伦·蒋修泰、雪伦·鲍德曼、爱伦·罗森都是美籍教师,而且都多次亲历海外旅游或当过导游和领队,他们将自己积累的丰富的旅游经验和留美学生英语教学实践融入整个编写过程,所选的材料大多是当今的流行英语,有些材料经过适当的改写和增删,使之与同类其他教材相比凸显其贴近实践的优点。当然,这样的编写思路作为一种新的尝试,必定会有一些不足之处,我们恳切地希望使用本教材的教师和学生们提出宝贵的批评意见和建议。

林骧华 孔卫平

2008年8月

Contents

Preface (前言)	1
Abbreviations (缩写词表)	5
Unit 1 Meeting Your Guests(迎客)	1
Part I Introduction(介绍): Getting Started(入门练习)	2
Part II Conversation 1(对话1): Health and Safety Tips(健康与安全提示)	4
Part III Conversation 2(对话2): Missing Luggage(遗失行李)	6
Part IV Intensive Reading(精读): Preparing to Receive a Tourist Group (接团准备)	8
Part V Reading Passage(泛读): Splendid China I: Beijing— The Great Wall: One of the Seven Wonders of the World (锦绣中华1: 北京——长城: 世界七大奇迹之一)	10
Part VI Grammar Review(语法复习): Present and Future Tenses (现在时和将来时)	13
Part VII Unit Review Exercises(单元综合练习)	21
Unit 2 Hotel Service I(宾馆服务1): Checking-in, Meals and Services(住宿登记, 团餐和服务)	25
Part I Introduction(介绍): Getting Started(入门练习)	26
Part II Conversation 1(对话1): Lost Passport(遗失护照)	28
Part III Conversation 2(对话2): Hotel Orientation(入住宾馆事项)	31
Part IV Intensive Reading(精读): Checking-in and Adjusting to a New Culture(住宿登记与适应新文化)	34
Part V Reading Passage(泛读): Splendid China II: Beijing— Tian An Men(锦绣中华2: 北京——天安门)	36
Part VI Grammar Review(语法复习): Simple Past Tense(一般过去时)	39
Part VII Unit Review Exercises(单元综合练习)	46

Unit 3 Hotel Service II(宾馆服务2): Amenities, Checking-out, and Exchanging Money(客服设施,退房结账和外汇兑换) 51

Part I	Introduction(介绍): Getting Started(入门练习)	52
Part II	Conversation 1(对话1): Exchanging Currency(外币兑换)	57
Part III	Conversation 2(对话2): Time to Check-out(退房结账)	59
Part IV	Intensive Reading(精读): Reminders, Currency Exchange, and a Smooth Check-out(提示,外币兑现,顺利结账)	62
Part V	Reading Passage(泛读): Splendid China III: Beijing—Temple of Heaven(锦绣中华3: 北京——天坛)	65
Part VI	Grammar Review(语法复习): The Present Perfect Tense(现在完成时)	68
Part VII	Unit Review Exercises(单元综合练习)	75

Unit 4 Shopping I(购物1): Enjoying Shopping in China(在中国快乐购物) 79

Part I	Introduction(介绍): Getting Started(入门练习)	80
Part II	Conversation 1(对话1): Money Conversion(外币兑换)	84
Part III	Conversation 2(对话2): The Jade Factory(玉雕厂)	86
Part IV	Conversation 3(对话3): Incredible Jade(美玉石)	88
Part V	Intensive Reading(精读): Shopping in China(在中国购物)	91
Part VI	Reading Passage(泛读): Splendid China IV: Suzhou Gardens(锦绣中华4: 苏州园林)	93
Part VII	Grammar Review(语法复习): Imperative (Command) Form(祈使语态)	96
Part VIII	Unit Review Exercises(单元综合练习)	102

Unit 5 Shopping II(购物2): Seeking Some Treasures in China(在中国淘宝) 109

Part I	Introduction(介绍): Getting Started(入门练习)	110
Part II	Conversation 1(对话1): "They're Watching Me!" ("他们正盯着我看")	113
Part III	Conversation 2(对话2): Buying a Quilt(购买被子)	115
Part IV	Intensive Reading(精读): Some Treasures of China(中国之宝)	119

Part V	Reading Passage(泛读) Splendid China V: Shanghai— Nanjing Road(锦绣中华 5: 上海——南京路)	122
Part VI	Grammar Review(语法复习): Modals for Polite Requests (用于礼貌请求中的情态动词)	125
Part VII	Unit Review Exercises(单元综合练习)	131
Unit 6 Seeing a Doctor(看医生/病)		
Part I	Introduction(介绍): Getting Started(入门练习)	136
Part II	Conversation 1(对话 1): Treating a Patient at a Hotel (在宾馆诊疗病人)	139
Part III	Conversation 2(对话 2): Treating a Sprained Ankle (诊疗扭伤的踝关节)	142
Part IV	Intensive Reading(精读): Having a Healthy Trip (健康旅行)	146
Part V	Reading Passage(泛读): Splendid China VI: Xi'an and the Terra-Cotta Army(锦绣中华 6: 西安和兵马俑)	148
Part VI	Grammar Review(语法复习): Gerunds and Infinitives (动名词和动词不定式)	151
Part VII	Unit Review Exercises(单元综合练习)	157
Unit 7 Catering, Food and Beverage I(宴席安排, 食物和饮料 1): Restaurant Dining(餐馆用餐)		
Part I	Introduction(介绍): Getting Started(入门练习)	163
Part II	Conversation 1(对话 1): Deciding Where to Eat (决定用餐地点)	167
Part III	Conversation 2(对话 2): Deciding What to Eat(决定吃什么)	168
Part IV	Conversation 3(对话 3): Handling Complaints(应对投诉)	170
Part V	Intensive Reading(精读): Free Days and Special Diets (自由活动和特色饮食)	173
Part VI	Reading Passage(泛读): Splendid China VII: Guilin— The Li River(锦绣中华 7: 桂林——漓江)	176
Part VII	Grammar Review(语法复习): Passive Voice I (被动语态 1)	178
Part VIII	Unit Review Exercises(单元综合练习)	184

Unit 8 Catering, Food and Beverage II (宴席安排, 食物和饮料 2): The Farewell Banquet (欢送宴会) 189

Part I	Introduction(介绍): Getting Started(入门练习)	190
Part II	Conversation 1(对话 1): Final Banquet Preparations (准备欢送宴会)	192
Part III	Conversation 2(对话 2): Proposing a Toast(干杯)	195
Part IV	Intensive Reading(精读): Understanding Cultural Differences (理解文化差异)	197
Part V	Reading Passage(泛读): Splendid China VIII: Shanghai— Pudong New Area(锦绣中华 8: 上海——浦东新区)	199
Part VI	Grammar Review(语法复习): Passive Voice II(被动语态 2)	201
Part VII	Unit Review Exercises(单元综合练习)	205

Appendices (附录) 209

Appendix A (附录 A): Common Irregular Verbs (常用不规则动词表) 210

Appendix B (附录 B): Pronoun Forms (代词形式) 213

Appendix C (附录 C): Vocabulary (总词汇表) 214

Unit 1

Meeting Your Guests (迎客)

In Unit 1, Joy meets a group of tourists from the United States at Beijing International Airport and helps a passenger solve a problem. She also explains some health and safety tips for tourists who are visiting China for the first time.

Unit 1 Part 1 Introduction(介绍):

Getting Started(入门练习)

A. Warm-up Exercises(预习)

Directions: Interview a classmate, using the following questions or inventing questions of your own. Then, use the information collected to introduce that classmate to the class.

1. What is your name? (or: May I know your name?) Do you have an English name?
2. What languages do you speak or are you learning?
3. What regional dialects do you speak in addition to Mandarin (or: Putonghua)?
4. What is your hobby? (or: What do you enjoy doing for leisure time activities?)
5. Why are you interested in tourism?
6. Which job do you think is more interesting: being a national tour guide or being a local tour guide? Why do you think so?
7. What is the most interesting place that you have visited? Why do you like it?
8. What are the places you are interested in visiting? Why are these places attractive?

B. Joy's Introductory Speech(林欢的开场白): Welcome to Beijing(欢迎来北京游玩)

Lin Huan (Joy Lin, 林欢), a local guide in Beijing, meets a tourist group from California, USA at the Beijing Airport.

Vocabulary & Text(词汇与课文)

itinerary /aɪ'tɪnərəri/ n.	list or schedule of activities and locations 旅游行程; 旅行计划
get lost	go astray; lose one's way; lose direction 迷路

"Hello everyone. Welcome to Beijing, the capital of China. I hope your trip to Beijing will be smooth and comfortable.

"Let me introduce myself. My name is Lin Huan. My family name is Lin, and my given name is Huan, which means "joy" in English^①, so my English name is Joy. Please feel free to call me Joy. I will be your tour guide for your entire trip in China.

"Is everyone in your travel group here? My itinerary name list says that your group has 20 people^②. Let me count everyone ...

"Okay, all 20 people are here. Please follow me with your luggage. We are going to walk to the bus that will take us to our hotel^③. When I lead the group, I will always carry this green flag. You can easily see me and will never get lost.

"Please leave your luggage next to the bus, and Mr. Liu, the bus driver, will load your bags. Be careful to watch your step as you get on the bus."

Notes to the Text(课文注释)

- ① Attributive clause introduced by the relative pronoun "which," modifying the proper noun, Huan. ("which" 引导的定语从句, 修饰专有名词 Huan "欢".)
- ② Object clause introduced by the relative pronoun "that." The clause is the object of the verb, "says." ("that" 引导的宾语从句, 作动词 "says" 的宾语。)
- ③ Attributive clause introduced by the relative pronoun "that." It modifies the noun, "bus." ("that" 引导的定语从句, 修饰名词 "bus".)

C. Listening for the Main Idea(泛听)

Directions: After you have listened to Joy's speech several times, answer the following questions.

1. Who is Joy Lin? _____
2. Why does Joy carry the green flag all of the time? _____
3. Explain why Lin Huan tells everyone to call her "Joy". _____

D. Filling in the Blanks(填空)

Directions: Now, listen to Joy's speech again and fill in the blanks:

"Hello (1) _____. Welcome to Beijing, the (2) _____ of China.

I hope your trip to Beijing will be smooth and comfortable.

"Let me introduce myself. My name is Lin Huan. My (3) _____ name is Lin, and my given name is Huan, which means "joy" in English, so my (4) _____ name is Joy. Please feel free to call me Joy. I will be your (5) _____ for your entire trip in China.

"Is everyone in your (6) _____ group here? My itinerary name list says that your group has 20 people. Let me (7) _____ everyone ...

"Okay, all 20 people are here. (8) _____ follow me with your luggage. We are going to walk to the bus that will take us to our hotel. When I (9) _____ the group, I will always carry this green (10) _____. You can easily see me and will (11) _____ get lost.

"Please leave your luggage next to the bus, and Mr. Liu, the (12) _____ driver, will load your bags. Be careful to watch your step as you (13) _____ on the bus."

E. Listening for Details(精听)

Directions: After listening to Joy's speech, mark the following statements True (T) or False (F).

1. _____ Joy will be the guide for the tourist group only in Beijing.
2. _____ The itinerary contains a name list of each tourist group member.
3. _____ A tour guide needs to count the number of people in the group when leaving a place to make sure no one is left behind.
4. _____ The leader of a tourist group should carry a flag wherever the group goes.
5. _____ Tourists need to load their luggage onto the bus.

Part II Conversation 1 (对话 1):

Health and Safety Tips(健康与安全提示)

Joy, the tour guide, briefs the tourist group from the United States about health and safety issues.

A. Vocabulary & Text(词汇与课文)

precaution /prɪ'kɔːʃən/ n.

tap water

tip /tɪp/ n.

safety measure 预防措施

water from a sink faucet or drinking fountain; not bottled water 自来水

piece of advice; suggestion 指导; 忠告; 提示

Joy: Good morning, Ben.

Ben: Hello Joy.

Joy: Before we start the itinerary for today, I want to tell your group about some safety precautions.

Ben: That is a good idea. What do we need to know?

Joy: Because the weather in Beijing is dry, please drink plenty of water.

Ben: Is the tap water here safe to drink?

Joy: Not really. We recommend that you drink bottled water or boiled water only.

Ben: Where can we get bottled water that is safe?

Joy: Your travel group can buy bottled water at the hotel's convenience store. Mr. Liu also sells water on the bus.

Ben: Okay. Well, that's good to know. Thanks for your advice.

Jill: I agree with Ben. This is important information for the group to know. Do you have any more safety tips?

Joy: Yes. If you have an emergency, dial 110 on any telephone. It is the same as calling 911 in the United States.

Jill: Thank you. I didn't know that China uses a different emergency phone number.

Joy: You're welcome. Finally, I suggest that you always travel in pairs or in a group. This will keep you safe during the excursion activities and when you explore the city during your free time^①.

Jill: I appreciate your concern for our tour group, Joy. We will follow your advice, and I'm excited to start touring Beijing.

Note to the Text (课文注释)

- ① Adverbial clause of time introduced by the adverb, "when." It modifies the verb phrase "keep you safe" in the main sentence. ("when" 引导的时间状语从句修饰主句中的 "keep you safe".)

B. Comprehension (综合理解)

Directions: Listen to the conversation again and decide whether the following statements are True (T) or False (F).

1. ___ Mr. Liu sells water in the hotel convenience store.
2. ___ Tap water from the hotel sink is safe to drink in Beijing.
3. ___ Because the weather in Beijing is dry, travelers should drink lots of tea.
4. ___ Joy recommends traveling in pairs during free time.
5. ___ Ben does not believe that bottled water is safe to drink.
6. ___ Jill wants to call her mother in the United States.
7. ___ Joy shows concern for her guests' safety.

C. Role-playing Exercises(角色演练)

1. Role-play the above dialog with a classmate. Try to use your own vocabulary to express the same ideas.
2. Create a dialog on the topic of Safe Travel with a classmate or in a small group. Role-play the dialog in class.

Part 111 Conversation 2(对话2):

Missing Luggage(遗失行李)

Linda, one of the tour group members, loses a piece of her luggage at the airport, and Joy must help her solve the problem.

A. Vocabulary & Text(词汇与课文)

missing /'mɪsɪŋ/ v.

luggage carousel

receipt /rɪ'si:t/ n.

situation /,sɪtu'eɪʃən/ n.

apologize /ə'pɒlədʒaɪz/ v.

inconvenience /,ɪnkən'vi:njəns/ n.

my pleasure

cannot find 失踪的,下落不明的

circular belt to collect luggage and bags at airports 行李传送盘

paper showing proof of payment 收据;发票
problem (麻烦)局面

express regret or sorrow; be sorry 道歉

nuisance; trouble; difficulty 不方便

a polite response to a "thank you"; no problem
不用客气;很乐意(为您效力)

Linda: Hi Joy. I'm sorry to bother you, but I am missing a piece of my luggage. All baggage for our flight is gone from the luggage carousel, but mine is nowhere to be seen ...

Joy: Don't worry, Linda. I am here to help you. May I see your airline ticket and luggage receipt?

Linda: Certainly. Here you are ...

Joy: Hi everyone. We have a small situation. One of our members is missing a piece of luggage. I need to contact the Baggage Claim Center for her. Please wait here with your luggage until I return. Thank you for your patience.

Joy contacts the Baggage Claim Center on Linda's behalf. She comes

back with good news.

Joy: Linda, I have good news.

Linda: Did you get my suitcase?

Joy: Not yet, but the clerk at the Baggage Claim Center was able to locate your suitcase.

Linda: Is it somewhere else in the Beijing Airport?

Joy: No. Your suitcase was accidentally placed on the flight from Los Angeles to Shanghai instead of to Beijing.

Linda: When will my luggage arrive in Beijing then?

Joy: It will arrive on the next flight from Shanghai in about two hours.

Linda: Great! I am glad to know my suitcase is not lost. How will I get it after we drive to the hotel?

Joy: The airline company will deliver it tonight to our hotel. The hotel clerk at the front desk will call your room when your luggage arrives. I apologize for all the inconvenience this has caused you.

Linda: No problem. Thank you, Joy. I am very glad that you are our tour guide.

Joy: It is my pleasure to help you.

B. Questions for Comprehension and Critical Thinking(综合理解与逻辑思考题)

1. What happened to Linda?
2. Who does Joy need to contact to solve Linda's problem?
3. What evidence does a tourist need to show to claim his/her luggage at the Baggage Claim Center?
4. Who is responsible for Linda's missing baggage?
5. What actually happened to Linda's suitcase?
6. How is Linda going to get back her suitcase?
7. How efficient is the clerk at the Baggage Claim Center at Beijing Airport?
8. What is Joy's immediate reaction when Linda came to her with the problem?
9. Is there anything else that Joy could do better to solve Linda's problem?
10. How do you think the other tourists in the group react when they have to wait for Joy to find Linda's missing suitcase?

C. Vocabulary Exercises(词汇练习)

Choose three adjectives from the following list to describe Joy as a tour guide. Use

Unit 7

each vocabulary word in a separate sentence. Then in a small group or whole class, compare your choices and explain your choice of vocabulary.

Vocabulary: friendly, professional, knowledgeable, resourceful, sympathetic, comforting, polite, reassuring, enthusiastic, experienced, qualified, insufficient, inefficient, impatient

1. _____
2. _____
3. _____

Part IV Intensive Reading (精读):

Preparing to Receive a Tourist Group (接团准备)

A. Vocabulary & Text (词汇与课文)

critical /'krɪtɪkəl/ *adj.*

cardboard /'kɑːdbɔːd/ *adj. n.*

custom tour package

do one's homework

dietary /'daɪətəri/ *adj.*

allergy /'ælədʒi/ *n.*

personal level

logistical /ləʊ'dʒɪstɪkəl/ *adj.*

reservation /,rezə'veɪʃən/ *n.*

sequence /'siːkwəns/ *n.*

strategy /'strætɪdʒi/ *n.*

vital, significant or important role
重要的

lightweight paper board 纸板

personalized tour 个性化旅游

study; prepare; plan in advance
做必要的准备工作

nutritional; of food 饮食的
reaction; sensitivity 过敏

one-to-one; one-on-one; individual
个人层面

of the careful organization of
activities 后勤的

arrangement made beforehand 保
留; 预订

order 次序; 连续

plan made in advance 战略