

SITUATIONAL
ENGLISH FOR **CRUISE**
SERVICE ATTENDANT

情景 实践 技能

邮轮乘务情景英语

孔洁 主编



中国旅游出版社

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前 言

近几年，随着邮轮旅游业在国内迅猛发展，各大国际品牌邮轮公司纷纷进驻中国市场抢占商机，国内旅游业巨头及投资商们也瞄准时机开始涉猎邮轮旅游业。邮轮旅游如此高歌猛进的增长速度背后需要一个庞大的体系给予支撑。然而，邮轮产业链各环节的人才缺失现象却尤为明显。以“邮轮乘务人员”为例，邮轮公司年年都在全国各地开展无数场招聘会（校园招聘、社会招聘等），可总是招不满，或者说是招不到合适的人。究其主要原因不外乎以下三点：英语语言基础差、跨文化交流能力低和服务意识薄弱。其中，英语语言应用能力无法达到邮轮公司的要求是最为关键的因素之一。

浙江国际海运职业技术学院的国际邮轮乘务管理专业是全国第一批建立邮轮专业的高等院校。多年来，通过派遣专业英语教师到邮轮公司挂职锻炼，深入一线工作岗位学习，与多家国际知名邮轮公司及外派企业建立合作等方式，本专业的英语教学团队积极探索、实践并不断提高邮轮乘务专业英语教学能力。在刘燕婷老师主编出版《邮轮英语》的基础上，本专业团队再次倾力编写了这本以邮轮乘务人员的工作和生活的真实情景为背景的注重口语交际的教材。本教材由孔洁主编，俞萍副主编，金叶、周美庆、刘燕婷、乐淑娟、许穗、胡桢妮、代雪参编。其中，第一、二章由孔洁编写，第三章由周美庆编写，第四、五章由刘燕婷、孔洁、胡桢妮、许穗编写，第六章由乐淑娟、孔洁、代雪编写，第七章由金叶编写，第八章由孔洁、俞萍编写，第九、十章由俞萍编写。

本教材的成功编写出版是本专业英语教学团队通力合作的成果，同时也要感

谢各合作企业、兄弟院校以及行业前辈的大力支持。特别感谢协助录制教材音频的 Daniel（美国）和 Marina（俄罗斯）。本教材可作为大中专院校邮轮乘务管理、酒店管理、休闲旅游等专业学生教材，也可供各旅游公司、旅游代理机构、接待服务业、旅游景点等部门经理及相关工作人员参考使用。

由于编写者的经验尚浅、编写水平有限，教材的编写内容、排版等方面难免存在疏漏与不妥之处，敬请广大专家、同仁及学子批评指正。

编者 2017年7月

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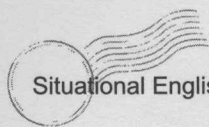
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Unit 1

Before Boarding a Cruise Ship

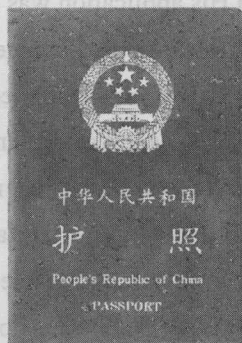
Before boarding on a cruise ship, a cruise crew still has many preparations to do. Unit one explains what and how will a cruise crew prepare in various occasions, consisting of applying for a visa, booking a ticket, traveling to the designated destination, staying at a hotel, having meals at a restaurant, going to a supermarket and heading for the port.

Lesson One Applying for a visa 申请签证

Introduction

For working abroad, a cruise crew must have a **passport**(护照), which can be **obtained**(获得, 取得) from **Exit and Entry Administration**(出入境管理处) of local **Public Security Bureau**(公安局). Then, together with other required documents, the crew will apply for **seafarers working visa** (海员工作签证). Take the American Crewmember Visa (**CI/D**) as an example, You must take several steps to apply for a visa. The order of these steps and how you complete them may vary at the U.S. Embassy or Consulate where you apply.

In general, the first step is to Complete the Online Visa Application---Form DS-160. If you travel to the United States to meet and board the



vessel(船只) you will work on, you need a **transit (C-1) visa**(过境签证). (This is in addition to the crewmember (D) visa required to work on the vessel.) The **interviewing consular officer**(签证官员) may request that you provide evidence you are transiting to meet the vessel, for example, a letter from your **employer**(雇主) or employer's agent(雇主代理). Step 2 is to Schedule an Interview, if you are at age 14-79, an interview is required. You must **schedule**(安排)an appointment for your visa interview. You may schedule your interview at any **U.S. Embassy or Consulate** (美国大使馆或领事馆), but be aware that it may be difficult to **qualify**(有资格) for a visa outside of your place of **permanent residence**(长期居住地). Step 3 is Prepare for Your Interview, fee and documentation gathering. Step 4 is to Attend Your Visa Interview, during your visa interview, a consular officer will determine whether you are qualified to receive a visa. **Ink-free, digital fingerprint scans**(无墨化, 数字指纹采集) will be taken as part of your application **process**(进程). They are usually taken during your interview, but this varies based on location.

After your visa interview, your application may require further administrative processing. You will be informed by the consular officer if further processing is necessary for your application. When the visa is approved, you may pay a visa issuance fee if applicable to your nationality, and will be informed how your passport with visa will be returned to you.

Useful Sentences

- Why would you like a visa to U.S.? 你为什么想要得到美国签证?
- How to apply for a visa to U.S.? 如何申请赴美签证?
- I want to inquire how to apply for a work visa? 我想咨询如何申请工作签证。
- I'm applying for a work visa. 我在申请工作签证。
- I'm preparing for the visa interview. 我在准备签证面试。
- His application was denied for three times. 他被拒签了3次。
- Here are my documents and all my certificates. 这是我的材料和所有证明。
- This is my health declaration form. 这是我的健康证明。
- Here is my work permit and financial declaration. 这是我的工作许可证和财务证明。
- When can I collect my visa? 我什么时候可以拿到签证?
= How long will it take before I get my visa?
- Your passport is due to expire in a month. 你的护照还有一个月到期。
=Your passport is going to run out in a month.

- Your passport expires on October 31, 2020. 你的护照将于2020年10月31日到期。
- -Have you extended your work visa? 你将你的工作签证延期了吗?
=Has your work visa been extended?
=Have you given an extension of your work visa?
-Yes, I've been given 3 more months. 是的, 给我延期了3个月。

Dialogues

Scenario 1 Applying for a visa >>

(Anna is going to work on a cruise ship, now she is asking some questions related to apply for a visa to her friend Bill.) **A-Anna B-Bill**

A: I will work for Royal Caribbean International after my graduation.

B: Then you need to be ready to apply for a visa.

A: Do you know how to do it?

B: Just **log in**(登陆) to the website of the embassy and fill in the forms.

A: Then?

B: Make an **appointment**(约定) and ask for an interview.

Scenario 2 Hand in the documentations >>

(Now, Anna is at the U.S. Consulate.) **A-Anna O-Officer**

A: I'm going to Italy. Here are my documents.

O: Please show me your visa application.

A: Here you are.

O: Do you have a **health examination**(健康检查, 体检) certificate?

A: Yes. And this is my financial declaration.

O: May I see your work permit?

Scenario 3 Attend the visa interview >>

(Now Bella is attending the visa interview.) **B-Bella O-Officer**

O: Why are you going to **Singapore**(新加坡)?

B: I'm going to work on a cruise ship there.

O: Which cruise ship?

B: *Virgo*(处女星号) of the *Star Cruise Lines*(丽星邮轮).

O: Did the company book a hotel for you?

B: Yes. Here is the **booking information**(预订信息).

O: Where will your ship *sail*(航行) to?

B: Mainly from Singapore to *Malaysia*(马来西亚) and *Thailand*(泰国).

O: When will you reach the ship?

B: On November 15.

Notes

1. Most of us will work abroad via an **Agent**(代理、中介), the agent will help us with employer interview and visa applying. What we should do is, learn and master the basic knowledge and service skills, gathering required documents and prepare yourself well.
2. The interviewing consular officer sometimes will ask you about your employer's information (name of the company, numbers of the ships, your working ship facts, etc.), so make sure you have prepared for it.
3. Types of visa: visitor visa(旅行签证), immigrant visa(移民签证), student visa(学生签证), employment visa(工作签证).
4. A visa application form will include the following information: your full name (Surname+given name), sex (male/female), marital status (married, single, divorced, widowed, etc.), date and place of birth, national identification number, home address, phone number, passport type (regular, official, diplomatic), passport information, travel information, family, work/education/training, etc.

Exercises

1. Role play (2 or 3 students play out the given situation)

Student A is an immigration officer(签证官)of Consulate General of the United States in Shanghai(美国驻上海总领事馆), student B is a crewmember who is going to have a visa interview. Use learned sentences & expressions to act out the conversation between them.

2. Translate the given sentences into English.

- 我在申请工作签证。
- 这是我的材料和所有证明。

- 我什么时候可以拿到签证?
- 这是我的工作许可证和财务证明。
- 你的护照还有一个月到期。

3. Visa reading.

Lesson Two Booking a ticket 订票

Introduction

Now, you have got the working contract and working visa in hands, most of the lines will book a hotel for crewmember to stay overnight, to get some rest, to overcome the jetlag, and make them get ready for the coming ship life. But, you have to buy all the transportation tickets by yourself, train tickets, bus tickets, air tickets, etc., which could be a problem for the first time, especially, traveling to a foreign country unfamiliar with.

Useful Sentences

- I'd like to book two tickets. 我要订两张票。
- I'd like to reserve a seat for New York. 我要预订去纽约的票。
- I'd like a flight on September 3rd. 我要坐9月3日的航班。
- Three tickets to Houston, please. 三张去休斯顿的票。
- Can you cancel my reservation? 取消我的预订好吗?
- I want to cancel my flight reservation. 我要取消我的飞机预约。
- There will be an additional(额外的) charge of 20%. 要额外补20%的差价。
- Can I cancel this ticket? 我可以退票吗?
- Would you like a sleeping car or a hard seat? 要卧铺还是硬座?
- Do you prefer an economy class or a business class or a first class? 要经济舱、商务舱还是头等舱?
- You'll have to pay the difference for the first class. 要是坐头等舱, 你得补差额。
- Do you have a season ticket? 你有季度票吗?
- A month ticket will save money. 月票可以省钱。

- You can get one at the ticket office. 你可以在售票处买到票。
- Did you get a platform ticket? 你弄到站台票了吗?
- All the seats are booked. 所有的位子都被预订了。
- What's the fare to Hong Kong, economy class? 去香港的经济舱机票多少钱?
- How long is the ticket valid? 这张票有效期多久?
- Can I change my flight? 我可以更改航班吗?
- I'm afraid I have to return the ticket. 恐怕我得退票。
- Will this be a one-way trip or a round trip? 单程还是往返的票?

Dialogues

Scenario 1 At the Train Station >>

(Betty is at the booking office of the train station to book a ticket to Beijing, because she is flying from Beijing to Paris.) **A-Attendant B-Betty**

A: Good morning, may I help you?

B: I would like to book a seat to Beijing, please.

A: When?

B: 5:00 p.m.

A: Would you like a *sleeping car*(卧铺) or a *hard seat*(硬座)?

B: A sleeping car, please.

A: *One way*(单程) or *round trip*(往返)?

B: One way.

A: And how would you like to pay, cash or *credit*(*credit card*信用卡)?

B: Credit.

Scenario 2 At the Travel Agent >>

(Betty is at the travel agent to book a flight ticket to Paris. Alice, the reception of the travel agent is receiving her.) **A-Alice B-Betty**

A: Good afternoon, how may I help you?

B: Yes, I'd like to book a flight ticket to Paris next Monday.

A: The flight ticket would be \$100 cheaper if you could leave this Friday.

B: This Friday would be fine. I'd prefer the afternoon flight.

A: Ok, let me check. Yes, we have flight to Paris at 11:50 a.m.

B: That's fine. Can you book me on that one?

A: Sure. Do you have passport?

B: Yes, I have passport. By the way, do we need to be **vaccinated**(接种疫苗) against **malaria**(疟疾)?

A: You can do that if you wish.

Scenario 3 Rebooking One's Flight >>

(Bill wants to put off his return ticket to Hongkong until next Monday, so he is at the travel agent. The receptionist Alice is dealing with Bill's issue.) **A-Alice B-Bill**

A: May I help you?

B: Yes. Is it possible to **put off** (推迟) my return ticket to Hong

The meeting has been put off till some time next week.
会议延至下星期某个时候召开。

Kong until next Monday?

A: As long as you stay within 15-day limit for the entire trip. May I see your ticket?

B: Here it is.

A: No problem, sir. You can leave next Monday on Flight 601 on

be expect to (应该)
We are expected to hand in our homework this Friday.
这周五我们应该交作业。

which we still have some unreserved seats.

B: That's wonderful. When am I expected to be at the airport for check-in?

A: Please be there two hours before departure.

B: Thank you.

Scenario 4 At the booking office >>

(Adele is at the booking office to book a flight ticket to Hawaii for she is going to get to her working ship in Hawaii.) **A-Adele B-Bob**

A: Hello. I'd like to book a flight to **Hawaii**(夏威夷) and I'd like the lowest fare possible.

B: When would you like to leave?

A: January 3rd.

B: Let me check the computer to see what flights we have. Okay, we have two flights to Hawaii on the third of January. The first one leaves **Boston**(波士顿) at 10 A.M. and arrives in

Hawaii at 12:20 P.M. local time. The second one departs at 12 **midnight**(午夜) and arrives at 2:30 A.M. It is less expensive, but you have to fly all night. It's \$585 one way and \$865 round trip.

A: Is the night flight a **nonstop flight**(直达航班) or does it have **stopovers**(中途停留)?

B: It has a two-hour stopover **midway**(中途) through.

A: Do I have to change planes?

B: No, but if you want to, you can get off and **stretch**(伸展) your legs.

A: Okay. I'd like a round-trip ticket on the night flight.

B: Fine. How would you like to pay? We accept Visa, Master Card, and **American Express**(美国运通卡). We don't accept **personal checks**(个人支票). Of course, we take cash, too.

A: I'll put it on my Master Card. By the way, how many pounds of luggage can I take?

B: The baggage weight limit is ninety pounds.

A: Just one more thing. There is **no**

He has had no chance of getting away / to get away.
他一直没有机会脱身。

chance(没有多少可能) the flight will be cancelled, is there? I need to be in Hawaii by the fourth of January to get to my working ship.

B: It's unlikely, unless there is a problem with the weather.

A: Okay. Thanks for your help.

Notes

1. When booking a ticket, pay attention to the departure time and arrival time (local time), especially, if you have to transit in the midway.
2. It's better to buy insurance when reserving a flight, the price is commonly acceptable.
3. If you book online, check the terms sentence by sentence, most of the online ticket is not refundable(可退还的).

Exercises

1. Role play (2 or 3 students play out the given situation)

You are going to book a flight and inquire some related information.

2. Translate the given sentences into English.

- 要经济舱、商务舱还是头等舱?
- 要卧铺还是硬座?
- 单程还是往返的票?
- 我可以更改航班吗?