

21世纪高职高专系列教材


【旅游专业】

# 旅游英语

*Tourism English*

张咏梅 主编



 山东大学出版社

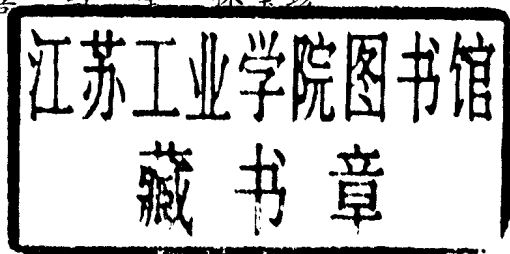
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# 出版说明

江泽民同志在党的十六大报告中指出：“教育是发展科学技术和培养人才的基础，在现代化建设中具有先导性全局性作用，必须摆在优先发展的战略地位。……加强职业教育和培训，发展继续教育，构建终身教育体系。”职业教育作为我国教育事业的一个重要的组成部分，改革开放以来，尤其是近年来获得了长足发展。据不完全统计，目前全国各类高等职业学校有近千所，仅山东省就有五十多所，为国家和地方培养了一大批高素质的劳动者和专门人才。与此相适应，教材建设也硕果累累，各出版社先后推出了多部具有高职特色的高职高专教材。但总体上看，与迅猛发展的高职教育相比，教材的出版相对滞后，这不仅表现在教材品种相对较少，更表现在内容的针对性不强，某些方面与高职的专业设置、培养目标相去甚远。同时，地方性、区域性的高职教材也稍嫌不足。以山东省为例，作为一个经济强省、人口大省、教育大省，迄今为止，居然没有一套统编的，与山东省社会、经济、文化发展相适应的高职教材，严重地制约了我省高职高专教育的发展。

有鉴于此，我们在山东省教育厅的领导与支持下，依据教育部《高职高专教育基础课程教学基本要求》和《高职高专教育专业人才培养目标及规格》，并结合我省高职院校及专业设置的特点，组织省内二十余所高职院校长期从事高职高专教学和研究的专家、教授，编写了这套“21世纪高职高专系列教材”。该教材充分借鉴近年来国内高职高专院校教材建设的最新成果，认真总结和汲取省内高职院校和成人高校在教育、培养新时期技术应用性专门人才方面所取得的成功经验，

以适应高职院校教学改革的需要为目标,重点突出实用性、针对性,力求从内容到形式都有一定的突破和创新。本系列教材拟分批出版,预计一百余种。出齐后,将涵盖山东省高职高专教育的基础课程和主干课程。

编写这套教材,在我们是一次粗浅的尝试,也是一次学习、探索和提高的机会。由于我们水平有限,加之编写时间仓促,本教材无论在内容还是形式上都难免会存在这样那样的缺憾或不足,敬请专家和读者批评指正。

21 世纪高职高专系列教材编写委员会  
2007 年 8 月

# 前 言

中国实行改革开放政策以来,入境游客数目一直呈增长状态,如何为入境游客提供良好服务一直是旅游工作者探讨的问题之一。在旅游服务过程中,语言沟通是个基本问题,因为语言是思想文化交流的载体,所以英语的应用和普及在涉外旅游行业中就显得尤为重要。

为了提高旅游从业者的英语水平,使高职高专旅游及相关专业学生拥有一本实用的英语教材,在各级领导的大力支持下,几位具有教学经验的教师们编写了《旅游英语》(Tourism English)一书。

本书的编写特色主要体现在以下几点:

(1)实用性。本书以一个人境旅游团的旅游活动规律为线索,将游客涉及到的主要旅游要素贯穿起来。

(2)功能性。本书注重语言交际功能,大部分章节体现了实际场景和语言功能相结合的特点。

(3)山东特色。本书将山东主要景点的英语导游词作了概括,便于旅游专业和其他相关专业的学生熟悉景点知识。

本书共分四个大单元,每个单元都将情景贯穿于各篇课文中。每课包括几个对话、一些术语及相应的翻译练习等。本书由张咏梅、曾招喜、马莹、怀宝珍、何敬波、冯茂娥、陈世英、李丽和徐向宇老师编写,由张咏梅老师任主编并统稿。

本书在写作过程中得到了山东旅游职业学院领导们的大力支持和帮助,在此表示诚挚的谢意!

由于我们水平有限,加之时间仓促,本书一定存在很多不足之处,敬请广大读者指正。

编 者  
2007年8月

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# **Unit One**

## **On the Way to China**

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## Lesson One Riding in an Airplane

### I. Introduction

Mr. and Mrs. Lincoln are leading a group to China. There are sixteen tourists in this tour group. Mr. Lincoln is traveling with his family. There are four people in his family: Mr. Lincoln whose first name is David, Mrs. Lincoln whose first name is Lily, their son whose name is Jay, and their daughter whose name is Coco. Among the tourists there is a couple Jack and Lucy, and a young guy whose name is George Smith and who works as a DJ in Seattle. They are all from Seattle. They are on their way to Shandong Province, China.

They are on a large airplane now. They are coming to China. Most of them have never been to China. They are very excited because after a few hours they will be in China. Traveling by air is a very quick way to get to another place. Nowadays more and more people travel by air because it is quick. Airplanes take people to many places in the world. It will take this group 12 hours from Seattle, USA to Jinan, Shandong Province.

When Mr. and Mrs. Lincoln are on the airplane, they are called passengers. Passengers are the people riding in an airplane. Most of these passengers are tourists—people who travel to other places, areas or countries. Most tourists travel for pleasure. They enjoy seeing different places and meeting different people.

The long flight or trip by air is almost over. The passengers have had their dinner on the plane. Most of them are taking their rest—sleeping, read-

ing and talking. But Mr. and Mrs. Lincoln, who are leading the group, are still busy doing something before their arrival. They are looking at the map and talking about their travel plan. And occasionally they ask some questions of Wang Li and Li Jianhua. Wang Li is a stewardess and Li Jianhua is a steward for Shandong Airlines. Their job is to be responsible for the comfort and safety of the passengers who ride in the passenger cabin of the airplane during the flight. So they are also called cabin attendants or flight attendants.

Passenger safety is the main job of the flight attendants. Wang Li and Li Jianhua must make sure that all passengers are sitting safely. If the plane moves or turns suddenly, a loose subject will hit and injure the passengers, so the things the passengers bring aboard the plane must be put away properly.

Before the plane takes off, the flight attendants will say to the passengers, "Please stow all hand or carry-on luggage under the seat in front of you or in the overhead compartments."

The things the passengers bring aboard the plane are called hand or carry-on luggage. The phrase "to stow" means "to put them away". Carry-on luggage can fit either under the seat or in a special compartment (enclosed space) above the seats over the heads of the passengers. Cabin attendants must make sure that these compartments are closed properly during the flight.

On the way, the steward and stewardess serve food and drinks to the passengers. This keeps them busy on their feet, which means they will keep walking in the aisle to serve drinks and food. So Wang Li and Li Jianhua will walk between 10 to 15 miles or 16 to 24 kilometers as part of their jobs.

Their duties also include welcoming the passengers aboard the airplane and helping the passengers to find their seats. Then the attendants need to show the passengers the emergency exits and how to use the oxygen masks.

The flight attendants also give out pillows and blankets to help the passengers to be comfortable. They give the passengers magazines to read to while away the time because sometimes people feel bored.

The flight attendants must be able to answer the questions about the time of flights and the services of the airline.

Li Jianhua says, "It is an interesting job; we meet many interesting passengers and we can see different places. But it is not all fun. We live in piles of suitcases and we serve hundreds of meals each day. A flight attendant has to

enjoy taking care of people and serving people." Wang Li adds, "Even under the best conditions, taking care of a plane full of hungry and thirsty passengers is not easy. But we have to stay calm and pleasant at all times. This is particularly important when bad weather makes a flight rough or bumpy, when a plane is late or when the plane is in an emergency."

Flight attendants must learn about the safety equipment of the airplane in which they are flying. They must know how to get the passengers out quickly and safely if there should be an accident. The most important thing is that they must keep the passengers calm when there is an emergency.

All flight attendants must be able to give first aid. First aid is given to a sick or wounded person before regular medical treatment from a doctor can be obtained. Such treatment can often save a person's life because it is given in time. When the attendants are trained, they are taught to give first aid.

Li Jianhua says, "A flight attendant must be able to stay calm and courteous at all times. If a flight attendant shows anxiety and nervousness, the passengers would be more anxious, which is not good for their safety."

Wang Li adds, "Passengers spend more time with flight attendants than with any other airline employees like the pilots and mechanics. The service the passengers receive on the plane determines whether or not they will be repeat customers. If they are served well, they will fly again on our airlines. If the service is poor, then they will go to other airlines. So in order to do good business we must give them fine service."

## II. Dialogues

### Dialogue One

**SITUATION:** *Jay Lincoln is going to wash his hands after dinner. On the way to the bathroom, he meets Wang Li, the flight attendant.*

Wang Li: May I help you?

Jay: Yes, is the bathroom available for me?

Wang Li: I am afraid that it is not available because we met turbulence and it was locked up a minute ago. But there is no turbulence now, please allow me to see.

Jay: Thanks. I can wait for a while here.

Wang Li: All right. Would you please take this seat? It is vacant and it is near the window. You can enjoy the view outside.

Jay: Thanks. I am not in a rush anyway.

Wang Li: Excuse me, I am sorry to say that the restroom is in a mess because of the turbulence and would you please sit for another while? I will clean it up as soon as possible.

Jay: No problem at all. And may I have a look at the brochures over there?

Wang Li: Sure, here you are. By the way there are some magazines for you to read. Just enjoy yourself. But I would like to remind you to fasten your safety belt while you are reading.

Jay: Thank you, I won't walk around during this period. I will be reading.

Wang Li: You are most welcome, see you in a second.

Wang Li: Excuse me, the restroom is available now. It is not occupied. I am sorry for the inconvenience.

Jay: It is all right. Thank you.

## Dialogue Two

SITUATION: *Lily Lincoln is talking to Li Jianhua while he is serving drinks.*

Li Jianhua: What would you like to drink, Madam? We have varieties of drinks on the trolley cart: soft drinks and alcoholic drinks.

Lily: Thanks. I would like to have soft drinks, please.

Li Jianhua: All right, madam. We have orange juice, apple juice, pineapple juice, grape juice, peach juice, pear juice and strawberry juice and so on.

Lily: Is there a lot of sugar in the juice, please?

Li Jianhua: Yes, some juice does have sugar and it is sweet.

Lily: I am afraid I cannot enjoy the sweetness; you know I am suffering airsickness. I would like to have the drink of less sugar.

Li Jianhua: Right. In this condition, you can have some mineral water.

Lily: That is a good idea. Is the mineral water iced?

Li Jianhua: Yes, there are two kinds. One is iced and the other is just ordinary mineral water.

Lily: I would have the iced bottle.

Li Jianhua: All right, madam. Here you are.

Lily: Thanks. You are so helpful.

Li Jianhua: My pleasure. We are always at your service.

### III. Words and Expressions

Lincoln *n.* 林肯(专有名词,姓氏/商品名称)

first name *n.* 名字

DJ (disc jockey) *n.* 音乐节目主持人

Seattle *n.* 西雅图(专有名词,NBA、微软公司、波音公司、星巴克等总部所在地)

PRC *n.* 中华人民共和国

airplane *n.* 飞机

excited *adj.* 激动的,兴奋的

passenger *n.* 乘客

tourist *n.* 旅游者,观光者

occasionally *adv.* 偶尔,间或

stewardess *n.* (全体)女乘务员

steward *n.* (全体)男乘务员

operate *vt.* 操作,操纵,控制,使用(机器等)

comfort *n.* 舒适,安逸

safety *n.* 安全,平安;安全措施

cabin *n.* (飞机的)驾驶舱,客舱

flight attendant *n.* 乘务员

stow *vt.* 放置(妥当)

hand luggage *n.* 手提行李

carry-on luggage *n.* 携带行李

compartment *n.* 行李舱

properly *adv.* 恰当地,正确地

slide *vi.* 滑落,下落

- overhead *adv.* 头上方,在头顶上
- emergency *n.* 紧急事故
- oxygen mask 氧气罩
- pillow *n.* 枕头;枕状物,靠垫
- blanket *n.* 毯子,毛毯
- magazine *n.* 杂志
- interesting *adj.* 有趣的,令人关注的
- calm *adj.* 镇静的,沉着的
- pleasant *adj.* 令人愉快的,舒适的;讨人喜欢的,和蔼可亲的
- particularly *adv.* 特别,尤其
- rough *adj.* 粗糙的,表面不平的;艰难的
- bumpy *adj.* 崎岖不平的,坑坑洼洼的;颠簸的
- courteous *adj.* 殷勤的,谦恭的,有礼貌的
- anxious *adj.* 焦虑的,挂念的;令人焦虑的
- pilot *n.* (飞机等的)驾驶员,飞行员
- first aid 紧急救助
- anxiety *n.* 焦急,焦虑
- nervousness *n.* 紧张
- sick *adj.* 生病的,患病的
- hurt *vt.* 使受伤 *vi.* 痛,受痛苦 *n.* 伤,痛 *adj.* 受伤的
- regular *adj.* 寻常的,普通的;有规律的
- medical treatment 医疗救护
- obtain *vt.* 得到,获得
- employee *n.* 雇员,雇工
- mechanic *n.* 机械师
- repeat customer 回头客
- bathroom *n.* 洗手间,厕所
- available *adj.* 可以使用的;行得通的
- turbulence *n.* [气]湍流,(气体等的)紊流;颠簸
- fasten *vt.* 扣住,系,使固定
- safety belt 安全带
- brochure *n.* 小册子
- allow *vt.* 允许,准许
- inconvenience *n.* 不方便



variety *n.* 多样(性)  
 trolley cart 手推车,行李车  
 soft drink 软饮料(非酒精饮料)  
 alcoholic drink 含酒精饮料  
 orange juice 橘子汁,橙汁  
 apple juice 苹果汁  
 pineapple juice 菠萝汁  
 grape juice 葡萄汁  
 peach juice 桃汁  
 pear juice 梨汁  
 strawberry juice 草莓汁  
 sugar *n.* 砂糖,绵白糖  
 mineral water 矿泉水

#### IV. Sentence Patterns

1. Mr. Lincoln is leading a group to someplace.
2. There are sixteen tourists in this tour group.
3. Mr. Lincoln is traveling with his family.
4. They take their daughter whose name is Coco to travel.
5. They are on their way to Shandong Province, China.
6. Traveling by air is a very quick way to get to another place.
7. Passengers are the people riding in an airplane.
8. Most tourists travel for pleasure.
9. Passenger safety is the main job of the flight attendants.
10. The steward and stewardess serve food and drinks to the passengers.
11. Flight attendants must learn about the safety equipment of the airplane in which they are flying.
12. The most important thing is that they must keep the passengers calm when there is an emergency.
13. First aid is given to a sick or wounded person before regular medical treatment from a doctor can be obtained.
14. The service the passengers receive on the plane determines whether or not they will be repeat customers.