

全国高等职业教育旅游管理专业精品系列教材

旅游英语口语

LÜYOU YINGYU KOUYU

谭荣璋 温建新 © 主 编



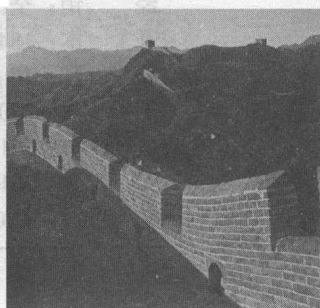
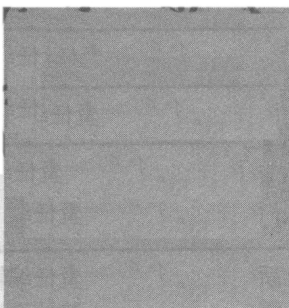
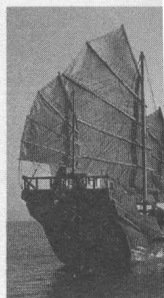
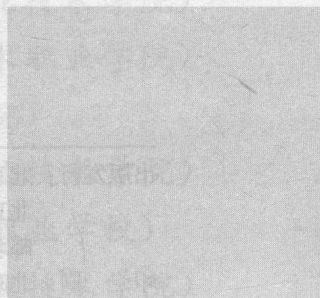
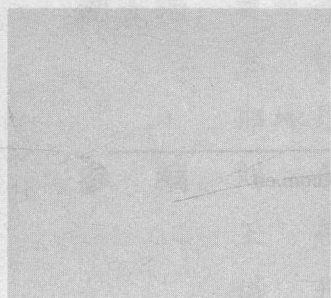
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旅游英语口语

《LÜYOU YINGYU KOUYU》

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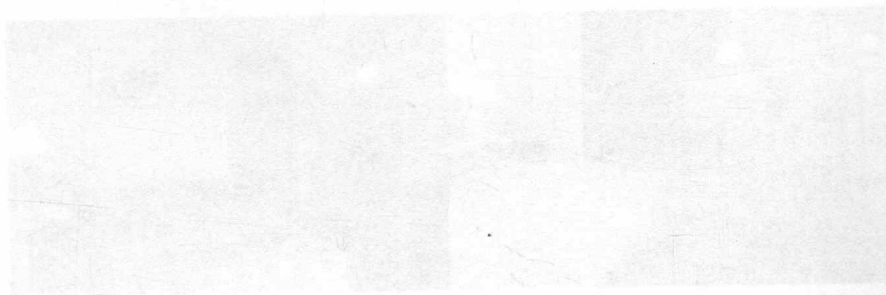
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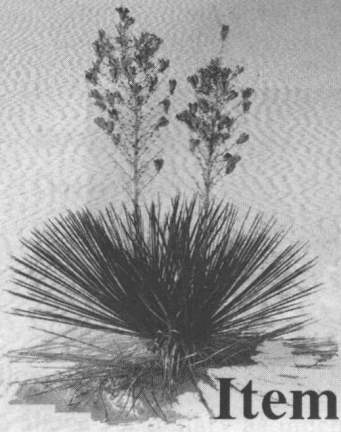
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Task 1. Professional Picture Talk

The following pictures show different types of rooms. Now, one student plays the receptionist, while the other plays the customer. The receptionist recommends a proper room to the customer according to his or her requirements.





Item

1

Reception

Model 1 Room Reservation Service

Task 3 Sight Interpretation

According to luxury

Lead-in

Please translate the following sentences into Chinese.

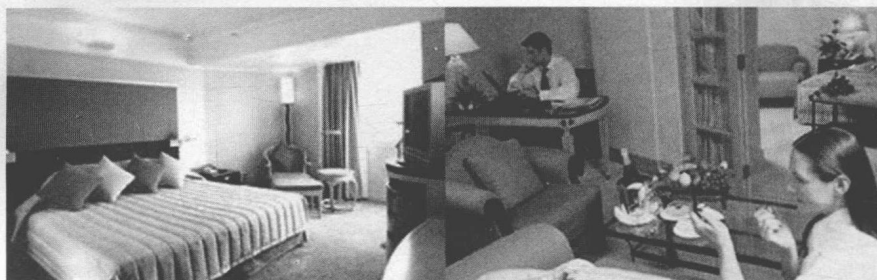
Hotel industry is also called hospitality industry. Hospitality can be felt by the way a reservation call is answered. A hospitable receptionist opens the door of business. Then, how to open this door is a vital question.

Task 1 Professional Picture Talk

The following pictures show different types of rooms. Now, one student plays the receptionist, while the other plays the customer. The receptionist recommends a proper room to the customer according to his or her requirements.



Garden View Room	湖景房
Sea View Room	海景房
Lake View Room	湖景房



Task 2 Vocabulary Building

Types of rooms according to guest capacity and beds available

Type	Beds available	Guests allowed
Single	1	1
Double	1	2
Twin	2	2
Suite	It contains a bedroom and a lounge. The bedroom has a spacious double bed.	

According to luxury

Chinese	English
经济间	Economic Room
普通间/ 标间	Standard Room
高级间	Superior Room
豪华间	Deluxe Room
商务标间	Business Room
行政标间	Executive Room
行政楼层	Executive Floor

According to location

Chinese	English
朝街房	Front View Room
背街房	Rear View Room
城景房	City View Room
园景房	Garden View Room
海景房	Sea View Room
湖景房	Lake View Room

Hotel grade

- One-star (economy) hotel Two-star (some comfort) hotel
- Three-star (average) hotel Four-star (high comfort) hotel
- Five-star (deluxe) hotel

Suppose you work for <http://www.ctrip.com/> and one day you receive the following reservation calls. Select proper hotels and rooms for the guests and try to use the above vocabulary as much as possible.

Situation A: A couple from the Middle East need a room for the Canton Fair. Their schedule is tight and have to attend plentiful activities.

Situation B: Some business representatives from Canada come to Guangzhou to attend an important seminar. They have heard a lot about the fabulous night view along the Pearl River.

Situation C: Four students plan to stay one night over for the next day's interpretation aptitude examination.

Task 3 Sight Interpretation

E-C

Please translate the following sentences into Chinese.

1. I have a reservation for three nights. My name is Roger.
2. They are facing the street but have a lovely view.
3. I can put you all on the same floor.
4. Can I help you with anything else?
5. Can I see your credit card, please?

C-E

Please translate the following sentences into English.

1. 早上好，广州花园酒店，请问有什么可以帮助你？
2. 我想我们的房间在一起。
3. 请问房间有闹钟吗？有水壶吗？
4. 你可以告诉我一间房晚上要多少钱吗？
5. 我们那时候有房供应。

Task 4 Model Dialogues

Dialogue 1

(Ms Patrisik is planning to attend the 107th Canton Fair. She is dialing the hotline number of Ctrip.com.)

- P: Patrisik R: Receptionist
- R: Good morning, Ctrip.com. How may I help you?
- P: Good morning, this is Rose Patrisik from the United States. I'd like to make a reservation.
- R: Whom is booking for, please?
- P: Patrisik, P-A-T-R-I-S-I-K.
- R: P-A-T-R-I-S-I-K, Patrisik, is that right?
- P: You got it.
- R: May I ask which city you would like to stay in?
- P: Guangzhou, I am going for the 107th Canton Fair.
- R: I see. What kind of rooms would you prefer, Ms Patrisik? We have single room, double room, twin, suite.
- P: I prefer a deluxe room for two. My secretary is coming along. How much do you charge per night?
- R: **It depends.** Do you have our membership card?
- P: Yes, I do. Is there any discount with it?
- R: Yes, we charge RMB 600 per night for our **loyal** customer, a 20% discount of the average price. How long would you like to have it, please?
- P: From May 2 to 7.
- R: Can I help you with anything else?
- P: Yes, please get me a quiet room. I have to work at night.
- R: All right, I will see to it right away. May I have your airline and flight number, please?
- P: Pan Am Flight #005 and we're arriving at 3 pm local time on May 2.
- R: Ms Patrisik, you book a quiet deluxe room for two from May 2 for five days and you are arriving at 3 pm on May 2 on Pan Am Flight #005. Am I right?
- P: Right.
- R: Then, Ms Patrisik, your reservation has been confirmed and we're looking forward to your coming.

P: Thank you. Goodbye!

R: See you!

Dialogue 2

C: Clerk G: Guest

C: Good morning. Can I help you?

G: I'd like to make a reservation for my friends. They want to book a double room for November 12.

C: Just a minute, please. I'm sorry, sir, but all rooms are booked out on that date.

Is it possible for you to change your reservation date?

G: No, I can't.

C: We might have some cancellations. Could you call us again near the date?

G: I'm afraid not. They like to have the room booked today.

C: I see. Sir, then I would suggest you try our chain hotel, just two blocks away.

It's as convenient as ours. Besides, it stands by the Pearl River. Your friends can enjoy the lovely night view there.

G: Thank you. It's very kind of you!

C: You're welcome.

G: Could you give me the phone number of that hotel?

C: Yes, of course. It's 020-86753218.

G: I really appreciate your help. See you.

C: See you.

Notes:

● Canton

Influenced by culture, history and languages, some Chinese cities bear a popular English name, instead of being literally translated into Pinyin. Take Guangzhou as an example, it is called Canton otherwise. Other examples include: 北京 Peking; 天津 Tientsin; 重庆 Chungking; 南京 Nanking; 成都 Chengtu; 西安 Hsian or Sian; 哈尔滨 Harbin; 济南 Tsinan; 厦门 Amoy; 呼和浩特 Hohhot or Huhhot; 台北 Taipei; 香港 Hong Kong; 澳门 Macau or Macao.

● Canton Fair

The official translation of 广交会 reads "China Import and Export Fair", but people tend to call it Canton Fair. It's simple and easy to understand. And 世博会 is translated into World Expo, and 亚残会 Asian Para Games.

● **It/That depends**

spoken used to say that you cannot give a definite answer to something because your answer will be affected by something else. 那得看……的情况

Eg: A: How long are you staying?

B: I don't know; it depends.

● **loyal**

Be loyal to somebody/something; remaining faithful to somebody/something and supporting them or it. 对某人或某事忠诚的。

Eg: He is a loyal customer of the hotel and therefore enjoys some preferential treatments.

Attention: *loyal* and *royal* are similar in spelling while the latter means *relating to or belonging to a king or queen*.

Task 5 Role Play

● *Situation One*

Suppose you were manager of a garment manufacturer and plan to hold a conference to celebrate the 10th anniversary of your company's foundation in Guangzhou on October 1. After the conference, your company intends to stay in White Swan Hotel. You ask your secretary to book rooms in advance. 50 standard double rooms, 10 deluxe double rooms, two suites are needed for four days from October 1 to October 4. Please act out the scene.

● *Situation Two*

A couple from Dubai call to book a deluxe double room for three days in Garden Hotel. They bring their two-year-old son along. Suppose you were the receptionist, how would you help them reserve the room?

● *Situation Three*

Suppose you were Mr John's colleague and now walk into a hotel to book a double room for him for three days. The receptionist tells you that no double rooms are available on that date. After talking to John, you decide to book a standard room instead. Besides, you ask about if discount is possible.

Task 6 Cultural Link

“Hi, man,” the receptionist greeted the guest who walked into for reservation. The guest felt a bit awkward. He felt even more so, when the receptionist abruptly

asked him “What’s your name?” The guest was not pleased even though the receptionist smiled “Do you want some tea?” What on earth makes the guest awkward?

It is the speech style that makes a difference. Now that hotel is a formal social site, people are advised to speak formal language to show respect. Students of English had better avoid casual tone and mimicking the guest’s speaking way. Otherwise the guest may feel offended.

To avoid the above errors, you shall say instead “May I have your name, please?” “Would you like some tea?” Then, if the receptionist offers to lead the way, what should he say?

Internet Resources

Audio

<http://www.kekenet.com/kouyu/200706/14312.shtml>

<http://www.kekenet.com/kouyu/200706/14313.shtml>

<http://www.kekenet.com/kouyu/200708/16536.shtml>

<http://www.kekenet.com/kouyu/200708/16537.shtml>

Video

http://v.youku.com/v_show/id_XNzc1MDY1ODg=.html

<http://www.tudou.com/programs/view/2Bm3cQKv0cg/>

<http://video.sina.com.cn/v/b/29290346-1688183855.html>

Keys to Task Three

E-C

1. 我预订了三个晚上。我叫罗杰。
2. 这些房间朝街，不过风景不错。
3. 我可以把你们调整到同一层楼。
4. 还有什么事情吗？
5. 请出示您的信用卡。

C-E

1. Good morning, Garden Hotel Guangzhou, what can I do for you?
2. We want our rooms together.
3. Excuse me, is there an alarm clock in the room? A kettle?
4. Could you tell me how much one room charges per night?
5. We have rooms available at that time.

Model 2 Receive Guests at the Airport



Lead-in

Every year, business people flock to Guangzhou from all corners of the world for the Canton Fair. Having been on the flight so long, they are eager to find themselves warmly received at the airport. They place high hopes on you, then how can you live up to their expectation?

Task 1 Professional Picture Talk

Work in groups and make up a story based on the following pictures. Make sure you can describe the pictures clearly and tell your partner what a receptionist should pay attention to while receiving a guest.



Task 2 Vocabulary Building

Suppose you were helping a guest go through the check-in at the airport, how would you use the following reminders to complete your task?

机场大楼 terminal building	候机大厅 waiting hall
行李提取处 luggage/baggage claim	问讯处 information/inquiry desk
航班 flight	租车候车处 taxi stand/rank
卫生检疫站 anti-quarantine station	安检 security check
绿色通道 (免申报) green channel	红色通道 (需申报) red channel
托运的行李 checked luggage	手提行李 hand luggage/carry-on luggage
行李签 luggage tag	

Task 3 Sight Interpretation

E-C

Please translate the following sentences into Chinese.

- I'm looking for the guide.
- I usually travel light.
- I can't remember how many takes-off and landings I have been through in three days.
- We've already made a reservation for you.
- Well, shall we go to the hotel, now?

C-E

Please translate the following sentences into English.

- 竭诚为您服务。
- 请走这边。
- 我们公司的车在外面等着。
- 我们马上送您到酒店去。
- 希望再看到您的时候，您能够焕然一新，神采奕奕。

Task 4 Model Dialogues

Dialogue 1

G: Guide

L: Tour Leader

L: Excuse me, but are you Mr Roger from Canton Trip Company?

G: Yes, I am.

L: The moment I saw your banner and the company **logo** on it, I guess it was you.

Nice to meet you, Mr Roger, I'm Jennifer from Melbourne International Travel Service.

G: Nice to meet you, I'm your **local guide**, welcome to China.

L: Thank you.

G: Ms Jennifer, is everyone in the group here?

L: Yes, we have a tour of 10 people, four men, four women, and two kids.

G: How long did you fly?

L: Fourteen hours.

G: You must have been very tired. Now, please follow me to our **courtesy bus** over there.

L: (*to the tour*)

Ladies and gentlemen, please pick up your luggage. Let's get on the bus, please.

Dialogue 2

E: Emily, assistant of the general manager in a Sino-US venture

M: Mike Black, a guest

M: Excuse me, are you Miss ... from Holiday Inn?

E: Emily. I'm here to receive Mr Black from the United States.

M: Yeah, when I saw you putting up the signboard, I guess it was you. I'm Mike Black.

E: Good afternoon, Mr Black, I am the general manager's assistant. Our manager Mr Zhang asks me to receive you at the airport. Welcome to the City of Five Goats.

M: Thanks a lot!

E: How about the flight?

M: Everything is fine except for a bit of turbulence.

E: I am sorry to hear that. Is this the first time you have been to Guangzhou?

M: No, in fact the second time. The last time I came here was ten years ago, look, now the city has changed quite a lot.

E: Yes, indeed. Guangzhou's hosting the Asian Games has boomed its economic, social, environmental and cultural development. It's become more integrated with the international community.

M: Quite impressed.

E: Mr Black, our company will accommodate you in White Swan Hotel for several days first. You can adjust to your jet-lag.

M: Thank you for your consideration.

E: And then I will show you around the city. Please call me whenever you have any need, and this is my business card.

M: Thank you, and this is mine.

E: Our company's car is just outside the terminal building, let's go. May I help you with your luggage?

M: No, thanks, I can manage it myself.

Notes:

● logo: 标志

(plural logos) a printed design or symbol that a company or an organization uses as its special sign.

Eg: All over the world there are red and white paper cups bearing the company logo.

● brand, trademark, logo

brand 通常被认为系指一种固定的、著名的商品品牌。例如: the Lipton brand of tea (立顿牌红茶); a popular brand of cigarettes (一种很受欢迎的香烟牌子)。

trademark (有时用连字符号写为 trade-mark) 经过合法注册的商标。在法律上一个 trademark 可能是一个字、一个符号、一种图案,或是这些东西的任意组合,是制造商或贸易商人用来标明他的货品,以便与其他制造厂家销售的货品有所区别的符号。

logo 是单独的一块印版,上面排着几个字母,一个单字,或是几个字。在广告的术语中,logo 特别用来指某一个特殊设计或式样,系用来代表某一家公司或者某一个 trademark,以便在公众的脑海中更易于辨认,并且强调该公司或该种商品受到保障。因此有很多 logos,代表很多享有盛名的 trademarks。

● local guide: 地陪

按业务范围划分,导游人员分为海外领队、全程陪同导游员、地方陪同导游人员和景点景区导游人员。简称地陪。地陪是指受接待旅行社委派,代表旅行社实施接待计划,为旅游团(者)提供当地旅游活动安排、讲解、翻译等服务的工作人员。这里的接待旅行社是指接受组团社的委托,按照接待计划委派地方陪同导游人员负责组织安排旅游团(者)在当地参观游览等活动的旅行社。

● courtesy bus: 免费班车

courtesy: provided free to a customer by a company

courtesy bus/taxi/car/phone, etc.

The hotel runs a courtesy bus from the airport.

Most reviewers receive a courtesy copy of the book.