

邮轮服务英语

CRUISE SERVICE ENGLISH

《邮轮服务英语》教材编写组◎编



中国旅游出版社

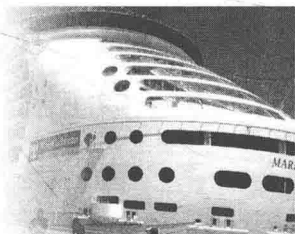


上海市南湖职业学校

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前 言

P R E F A C E

随着经济的快速发展和人民生活水平的不断提高，人们越来越注重自身的生活质量。邮轮旅游因其集旅游、休闲、娱乐和美食于一体，成为目前最轻松、最自由、最休闲的旅游度假方式，越来越多的人把邮轮旅游作为度假的首选，在世界各地掀起了一股邮轮旅游热潮。因此，各大邮轮公司急需大量受过专业培训、具有一定理论知识和实践能力的乘务人员。

由于邮轮工作的外向性特点，要求员工能适应多元文化环境，具有良好的英语口语表达能力，能用英语为宾客服务和与同事进行工作交流。

根据行业需求和岗位特点，我们组织编写了这本《邮轮服务英语》教材，供中等职业学校邮轮专业学生使用。本教材贯彻“以学生为中心，以能力为本位”的编写原则，以邮轮实际工作岗位构成教学模块，力求情景真实、语言生动，具有鲜明的邮轮特色。

本教材分邮轮前厅接待、餐饮服务、客舱服务和邮轮娱乐等四个模块，每个模块有5~7个单元，每单元有2个情景会话和口语拓展组成，并附有生词表和对话注释。为了便于学生的学习，我们还在每单元的后面附有形式多样的练习。

本书在编写过程中，进行了大量调研和邮轮船上实际考察，并参阅了诸多国内外相关资料。本书的编写得到了诸多同仁以及邮轮行业人士的支持，在此要特别感谢上海商学院外语学院姜荷梅女士、上海旅游高等专科学校吴云先生倾注了很多宝贵的时间和精力对本书进行仔细的审核。上海市教委教研室谭移民老师、上海市工商外国语学校谢永

业老师就教材的框架结构、呈现形式等提供了许多宝贵的建议。上海国际邮轮旅游人才培训基地郭训先生、公主邮轮公司杨正肃先生给了编写组很多专业的指导，以及张悦女士对本书出版做了大量的工作，在此一并表示感谢。

本书由上海市南湖职业学校管其林、诸慧担任主编，龙艺、张琼担任副主编，高美、周之莺、朱政嘉参与编写工作，具体分工如下：管其林完成Chapter One的编写以及统稿工作，高美完成Chapter Two编写工作，周之莺完成Chapter Three编写工作，朱政嘉完成Chapter Four编写工作，诸慧负责人员召集、专家聘请、出版相关事务联络、教材审核等工作，龙艺、张琼担任教材编写顾问。由于时间仓促，本书尚存不足之处，恳请各位专家和同行批评指正，以待进步。

《邮轮服务英语》教材编写组

2016年9月

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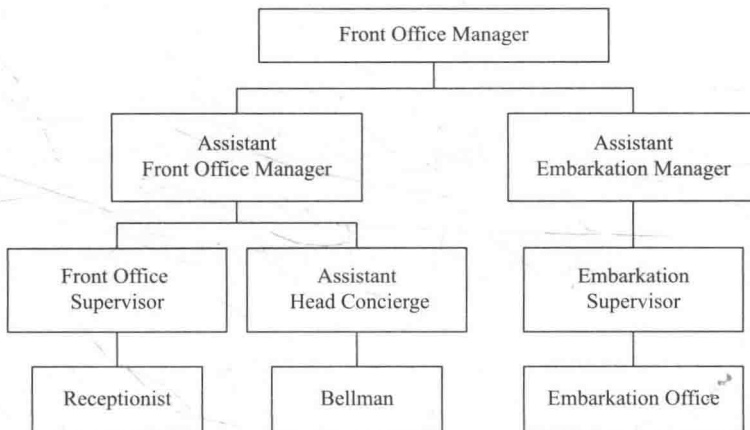
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Chapter 1

Front Office Service

Organization Chart



Background Information

The Front Office is the communication center of the organization. It is the main source for nearly every guest service the ship provides. All the functions, activities and areas of the Front Office are geared toward supporting guest transactions and services. This is where guests register, request information and service, relate complaints, settle their accounts, and check out. The Front Office Department can make or break the business of the cruise, as it is the first and most frequent point of contact for guests. As great vacations begin with great employees, it is therefore vitally important that employees display a prompt and courteous attitude to all guests and demonstrate excellence in service.

Although the organizational structure of a cruise ship's front office may vary in size, the Front Office Department on all cruise ships consists of Reception, Guest Service Office and Concierge.

Unit 1

Embarkation and Disembarkation

Goals

After learning this unit, you will be able to:

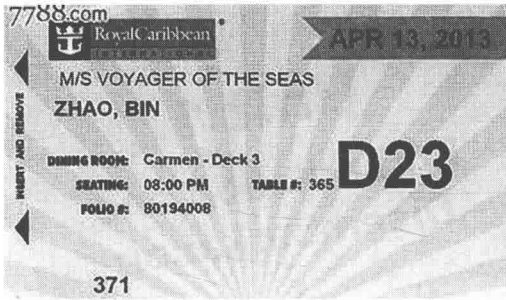
1. identify the process of embarkation and disembarkation
2. get familiar with the process of dealing with luggage
3. understand the uses of the Sail & Sign Card on board

Get ready

Label the pictures with the words and expressions in the box.

cruise terminal lounge luggage tag boarding pass
Sail & Sign Card luggage claim area security checkpoint





Conversation 1

(Sally, a tourist, enters the terminal lounge and waits to check in.)

Sally: Good afternoon, Sir. When can I check in for the cruise?

Clerk: You can do it now.

Sally: But could you please tell me what to do with my luggage? You know, it's the first time for me to take a cruise trip.

Clerk: Of course. You will proceed through the security checkpoint with your carry-on luggage. The large luggage must be checked at the luggage drop-off area.

Sally: Might it be lost?

Clerk: No worry about that. A luggage tag with your name and cabin number will be attached to the luggage.

Sally: Where and when can I get my luggage back?

Clerk: You don't need to claim your luggage on your own. A porter will deliver it directly to

your stateroom in two or three hours.

Sally: Thank you very much. You really helped me a lot.

Clerk: You're welcome.

Conversation 2

(Sally is asking the stateroom steward something about disembarkation.)

Steward: Housekeeper. May I come in?

Sally: Come in, please.

Steward: Sorry to interrupt you. Here are the luggage tags. Please fill them out and attach them to your luggage which you want us to deliver for you.

Sally: Thank you. But could you tell me something about disembarkation?

Steward: Certainly. The day before the end of the cruise trip, all the passengers will be invited to the information meeting about disembarkation. The Cruise Director will explain the disembarkation procedure in detail.

Sally: Are there any instructions about the disembarkation?

Steward: Yes. They can be found in **Today** left in your stateroom the day before disembarkation.

Sally: Where should I leave my luggage?

Steward: On the last night of the trip, you're required to leave your luggage with a tag outside your stateroom. Our staff members will collect them and deliver them to the cruise terminal. If you don't set your luggage out, you'll be required to take it off the ship yourself.

Sally: How can I know when to leave the ship?

Steward: Passengers will depart in groups according to the color and the number of the zone. Passengers will wait at the designated area until their zone number is announced.

Sally: Where can I get my luggage back?

Steward: Once you get off the ship, you can go to claim your luggage at the luggage claim area.

Sally: Thank you. You are very helpful.

Useful Expressions

- A porter will deliver it directly to your stateroom in two or three hours.

- But could you please tell me what to do with my luggage?
- You will proceed through the security checkpoint with your carry-on luggage.
- The large luggage must be checked at the luggage drop-off area.
- A luggage tag with your name and cabin number will be attached to the luggage.
- When can I check in for the cruise?
- Could you tell me something about disembarkation?
- Please fill out your luggage tags and attach them to your luggage.
- Where should I leave my luggage?
- Passengers will depart in groups according to the color and the number of the zone.
- How can I know when to leave the ship?

Words and Expressions

embarkation	[,emba:'keɪʃən]	<i>n.</i> 登船
disembarkation	[dɪs,emba:'keɪʃən]	<i>n.</i> 离船
terminal	['tɜ:mɪn(ə)l]	<i>adj.</i> 终点的
lounge	[laʊn(d)ʒ]	<i>n.</i> 休息厅
check in		办理登船手续
proceed	[prə'si:d]	<i>vi.</i> 继续进行, 行进
carry-on		<i>adj.</i> 手提的, 随身携带的
attach	[ə'tætʃ]	<i>vt.</i> 使依附, 贴上
drop-off area		落货区
claim	[kleɪm]	<i>vt.</i> 认领; 索回
on one's own		靠自己
steward	['stju:əd]	<i>n.</i> 乘务员
porter	['pɔ:tə]	<i>n.</i> 搬运工
deliver	[dɪ'livə]	<i>vt.</i> 运送, 交付
procedure	[prə'si:dʒə]	<i>n.</i> 流程, 程序
depart	[dɪ'pa:t]	<i>vi.</i> 离开
designated area		指定区域

Notes

1. **embarkation** 登（船、机）。通常，大部分行程乘客办理登船时间是中午十二时，游客应于船只预定开航时间前三小时到达邮轮码头。为使船只能依照预订的时间开航，因此开航前一小时全部乘客都必须登船完毕，迟到的乘客将无法登船。
2. **disembarkation** 下（船、机）。下船前一天，所有必要的信息将会印在当天计划安排表上。邮轮总监及其工作人员将详细解释如何简单而迅速地完成任务。邮轮旅行结束后，海关和移民官员会前来授权离船。按照海关规定，所有行李必须在下船前搬离。这需要尽快完成，行李可以在港口的海关大堂收集。在下船的前一天，工作人员将会在游客的房间放上彩色标签，用于粘贴游客的行李，这些标签必须填写游客的资料（姓名和地址）并贴在你的行李上，并在当天晚上将行李放置在舱外左侧。游客的行李将被收集，并安全储存，在邮轮到达港口后，将被拿下船。建议将所有文件和贵重物品随身携带。
3. **carry-on luggage** 手提行李。贵重物品（如现金、首饰、电脑、手机、相机等）、易碎品及旅行证件尽量放于手提行李中随身携带。
4. **Today**: 是歌诗达邮轮上每天分发给游客和工作人员的资料信息，包括当天的用餐时间、地点、娱乐项目表演地点和时间等等。每天晚上由客房服务员送第二天的“Today”到客人房间。“Today”一般提供多种语言版本，以游客的国籍为主。不同邮轮公司使用不同的名称。如在嘉年华邮轮上，它被称作*Fun Times*。

Exercises

Section 1 Listening

I. Listen and fill in the blanks to complete the following sentences.

1. Please _____ here and get your boarding pass.
2. Before boarding the cruise, passengers and their luggage must go through _____.
3. All the passengers are supposed to arrive at the cruise terminal _____ in advance before the cruise ship leaves.
4. Please attach the _____ to your main luggage first.



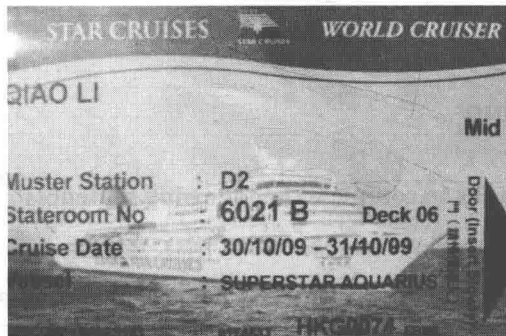
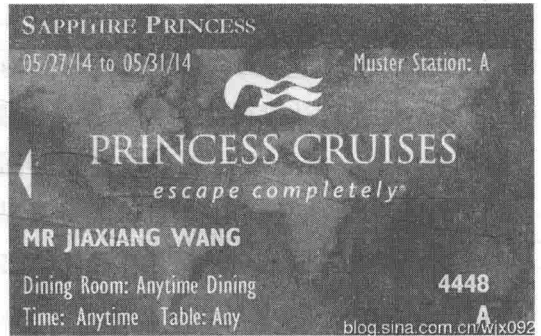
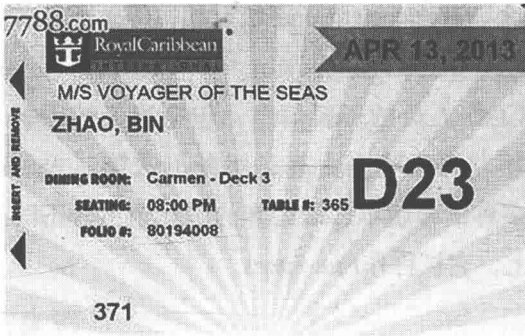
5. We suggest settling your account the night before or at least three hours prior to _____.

II. Listen to the conversation and decide whether the statements are True or False.

- () 1. Sally is checking in for the cruise.
- () 2. Sally gets the Sail & Sign Card without filling out a form.
- () 3. The Sail & Sign Card can only be used as a credit card on board.
- () 4. Sally must keep the Sail & Sign Card with her at all times.
- () 5. Sally can get her passport back anytime.

Section 2 Reading

I. Read the Sail & Sign Cards and complete the form.



	Zhao Bin	Jiaxiang Wang	Qiao Li
Vessel			
Muster Station			
Cruise Date			
Cabin No.			
Table			/

II. Read the conversations in the text and decide whether the following statements are True or False.

(Questions 1-3 are based on Conversation 1.)

- () 1. Sally doesn't know what to do with the luggage.
- () 2. Sally must check her carry-on luggage.
- () 3. Sally has to claim her luggage on her own.

(Questions 4-5 are based on Conversation 2.)

- () 4. Disembarkation procedure will be explained to passengers the day before the end of the trip.
- () 5. Passengers must leave their luggage with a tag outside the stateroom on the night of departure day.

III. Read the conversations again and answer the following questions.

(Questions 1-2 are based on Conversation 1.)

1. Has Sally been on a cruise trip before?

2. When can passengers get their luggage back?

(Questions 3-5 are based on Conversation 2.)

3. How can passengers get information about disembarkation?

4. Where are passengers supposed to leave their luggage?
