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世纪高职高专规划教材★旅游与酒店管理系列

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旅游英语基础与实务

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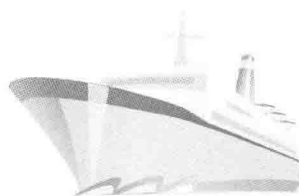
前 言

本书系统地介绍了涉外旅游工作的基本知识和基本技能，涵盖旅游业各个环节，从实际出发，将专业基础知识、英语语音和语法与英语交际能力的培养有机结合，重视模拟和巩固训练，具有明确的职业导向性，是实用型旅游英语教材。本教材适合高职院校旅游专业学生、旅游英语专业学生及有志于从事涉外旅游工作但英语基础较薄弱的人士选用。

本书共分 16 个单元，涵盖涉外旅游服务的主要场景，如涉外酒店前厅、餐饮、客房、康乐各岗位英语；国际旅行社的基本业务以及国际机场基本英语等。每个单元由对话、课文、语音（或语法）、旅游应用文写作及各项巩固练习组成。对话部分及附带的分角色练习可以帮助学生熟悉旅游接待工作场景，培养学生旅游英语交际能力，要求学生熟练掌握，并能做到活学活用；课文部分主要介绍涉外旅游部门（或具体工作岗位）的基本知识，篇幅短、难度低，要求学生全面掌握并且能在回答相关问题的基础上复述大意；语音和语法部分讲解简单明了，训练针对性强，要求学生多学多练；在写作部分，我们设计了常见的应用文模板（或范文），课后作业以仿写范文为主，旨在教会学生怎么写、写什么；汉译英翻译是英语语言输出的重要训练，旨在教会学生如何整合所学语言知识，并综合运用于工作实际；知识拓展包括各旅游接待部门常用的词汇、短语和课外阅读文章，供师生们选用。最后，在附录中提供了旅游英语最常用的会话，简单实用，分为初级（50 句）和中级（110 句），要求所有学习者逐级熟练掌握。

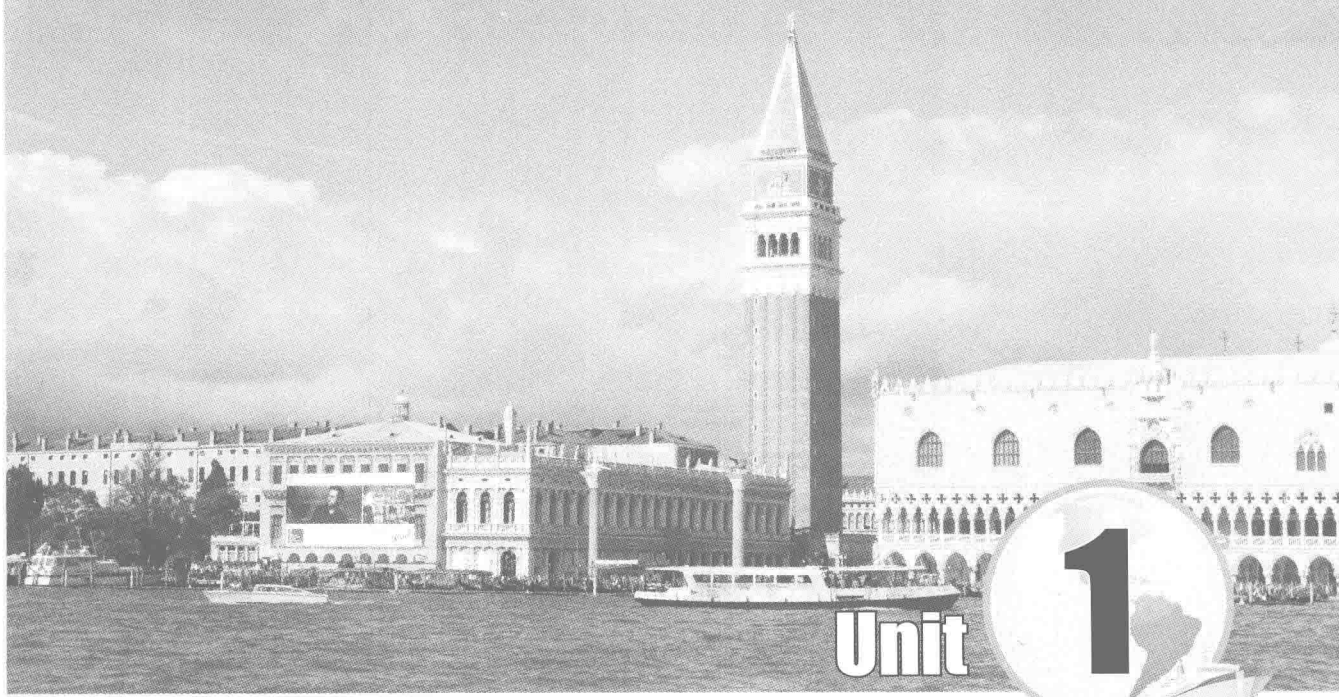
本书的编写者都具有丰富的旅游英语一线教学经验，具备英语导游、海外领队或涉外酒店工作经历，所以在选材方面能够掌握行业和学习者的需要，贴近现实，适当超前。虽然我们尽心编写，力求完善，但是缺陷和错误仍然难以避免，对此，我们诚恳地希望您不吝赐教。

编 者



目录 Contents

Unit 1	Reservation	1
Unit 2	Concierge and Bellman	11
Unit 3	Housekeeping Department	23
Unit 4	Other Services in Housekeeping	37
Unit 5	Restaurant Reservations	49
Unit 6	Chinese Food Service	61
Unit 7	Western Food Service (I)	75
Unit 8	Western Food Service (II)	87
Unit 9	Bar Service	99
Unit 10	Health and Recreation Center	113
Unit 11	At the Airport (I)	125
Unit 12	At the Airport (II)	137
Unit 13	Travel Consultation	151
Unit 14	Routine Design and Schedule	163
Unit 15	Travel Agency and Regular Service	177
Unit 16	Service Consciousness	191
Appendix	Key Sentences for Tourism English	203
	参考文献	208



Unit



Reservation



Match the pictures with the descriptions, and talk about the pictures with your partner.









A. double room

B. TWB/standard room

C. suite

D. single room





Section A Dialogues



Dialogue 1

Making a Room Reservation

(R=Reservationist G=Guest)

R: Good afternoon. Grand River Garden Hotel. Can I help you?

G: Yes, a group of American scholars will be attending a tourism meeting next month in Beijing. I want to reserve 5 double rooms for them.

R: For when, sir?

G: From July 15th to 17th.

R: Just a moment, please. Let me check the reservation list... Yes, we can reserve 5 double rooms for you for those dates.

G: Thank you very much. Is there any discount for group reservations?

R: Yes, we have a special rate for group reservations. We'll give you 30% off.

G: That's great! I'd like to confirm the reservation then. My name is Li Long.

R: All right. Mr. Li, 5 double rooms from July 15th to 17th.

G: That's right. Thank you.



Dialogue 2

Revising a Reservation

(R=Reservationist G=Guest)

R: Room Reservation. May I help you?

G: Yes, my name is Will Smith. I made a reservation last week. Now I'd like to modify it.

R: One moment, please. Let me have a check... You booked a single room for two nights from February 15th to 16th. How would you like to change it?

G: I'd like to change the single room into a family suite and extend my reservation for two more nights till February 18th.

R: Wait a moment, please... Sorry to have kept you waiting. So that's a family suite for four nights from February 15th to 18th. Is that right?

G: Exactly.

R: Now the room rate has changed from 300 yuan to 420 yuan. Could you pay 200 yuan more to guarantee your revised reservation?

G: OK.

Part I Basic Practical Sentences



1. Room Reservation. Can I help you?
2. We do have a single room available for those dates.
3. One moment, please. Let me have a check... May I take your order now?
4. Could you tell me your name, please, sir?
5. How do you spell it, please?
6. We have a special rate for group reservations. We'll give you 20% off.
7. What about your telephone number?
8. We look forward to your visit.

Part II Exercises



Task 1 Work in pairs. Michael Ford calls the Reservation Department. He wants to reserve a double room. Role-play the situation according to the conversation in Dialogue 1 and then act it out in pairs.

Reservationist

- Room Reservation. How may I help you?
- For which dates?
- How many guests will there be in the party?
- What kind of room would you like?
- Wait a moment, please. Let me check.
- Sorry to have kept you waiting.
- Could I know if you have any special requests?

Michael Ford

- I'd like to reserve...
- For the nights from...to...
- How much is the room rate?
- If possible, I'd like to have a room with a street view.

Task 2 Work in groups. The reservationist is now receiving a lady at the reservation desk. The expressions given in the box are for your reference.

Reservationist

- May I Help you?
- Let me have a check. Here you are.
- How would you like to change it?
- Not at all. I'm always at your service.

Ms. Joseph

- I've booked four rooms from next Monday to Wednesday.
- I've come to revise the reservation.
- Sorry to have caused you such trouble.



Section B Text

Reservation

The reservation department usually becomes a guest's first contact with the hotel, since a majority of hotel guests make reservations in advance of their stay. To achieve its objectives of profitability, efficiency, and guest satisfaction, the hotel must have effective procedures and systems in place to handle guest reservations. The reservation department is responsible for receiving and processing reservations, forecasting occupancy levels and room revenue, as well as maintaining availability to ensure that no overbooking occurs.

Requests for reservations are received at the hotel through different means—by telephone, fax, letter, e-mail or by the guest in person. The increasing use of computers in hotels by both independent and chain hotels is making the reservation process simpler for the guest and more efficient for the hotel. Facsimile (Fax) machines, increasingly used by business travelers, offer a new way of making reservations.

Hotels generally accept two types of reservations: non-guaranteed and guaranteed. Non-guaranteed reservations are held by the hotel until a certain cut-off hour which is set by hotel policy. Rooms reserved in this manner are returned to the room inventory after the cut-off hour has passed and can be sold to a walk-in guest.

A guaranteed reservation assures guests that a room will be held until the check-out time on the day following the date of arrival. This type of reservation also guarantees that the hotel will receive payment if the guest does not arrive and does not properly cancel the reservation.

Throughout the reservation process, information gathered about the guest and his stay should be recorded if a room is available. This reservation record can be recorded on paper or in a computer file for storage and retrieval. It must contain the following minimum information:

- Guest name, address, and telephone number;
- Arrival date and time, and length of stay;
- Type and number of rooms and number in the party;
- Rate quoted;
- Guarantee method.

Information such as method of payment, special request (non-smoking room, handicapped) and the purpose of the guest's visit is helpful in satisfying the guest's personal needs.

Once the information is gathered and recorded, the reservation department issues a reservation confirmation to the guest. This can be done by issuing a confirmation number over the telephone or by sending a letter of confirmation. Both methods verify the information on the reservation record and the guest's needs.

All activities of the reservation department require its working closely and cooperating with

every other department of the hotel. This is particularly important as it relates to sales. There must be continuous close communication between the sales department and reservation department to ensure that the records of both in respect to future group business are in agreement. Besides, the reservation department must also provide the other departments with a forecast of expected occupancy. The forecast is extremely important, since it provides the housekeeping, food and beverage, and other departments with continuous information on anticipated occupancies, thus permitting the heads of these departments to plan their staff requirements and control their payroll costs.

Part I Words and Expressions



- achieve** [ə'tʃi:v] *vt.* 取得, 获得; 实现, 达到, 完成
- profitability** [ˌprɒfɪtə'bɪləti] *n.* 获利(状况), 盈利(情况)
- forecast** [ˈfɔ:kɑ:st] *vt. & vi.* 预测, 预报
- availability** [ə'veɪlə'bɪləti] *n.* 有效; 有益; 可利用性
- guaranteed** [gærən'ti:d] *adj.* 有保证的, 有担保的
- check-out** [ˈtʃek,aʊt] *n.* 结账后离开, 办妥手续离去
- storage** [ˈstɔ:rɪdʒ] *n.* 贮存, 贮藏; 储藏处, 仓库
- retrieval** [rɪ'tri:vəl] *n.* 检索; 收回, 挽回; 补救
- minimum** [ˈmɪnɪməm] *n.* 最低限度, 最小量 *adj.* 最小的, 最低的
- verify** ['verə,faɪ] *vt.* 证实, 核实
- permit** [pə'mɪt] *vt. & vi.* 允许; 许可
- staff** [stɑ:f] *n.* 全体职员
- cooperate with** 与(某人)协作, 合作

Part II Exercises



1. Answer the following questions.

- (1) Which department usually becomes the guests' first contact with the hotel?
- (2) What is the responsibility of reservation department?
- (3) How do the guests make reservations?
- (4) How many types of reservations do hotels generally accept? What are they?
- (5) Throughout the reservation process, what information about the guests should be gathered?
- (6) Can the reservation department finish its job by itself?



2. Make a summary of the text with the help of answers to Exercise 1.

Section C Pronunciation

Part I

Confusion of phonemes (容易混淆的元音)

Phonemes	Examples
[eɪ] → [i:]	say → see hey → he shay → she
[aɪ] → [e]/[æ]	smile → smell like → lack
[e] → [aɪ]	let → light
[e] → [ɪ]	well → will
[ʒ] → [ð]	pleasure → breath
[θ] → [s]	think → sink thank → sank

Part II

Exercises

Practice the following pairs of phonemes.

- | | | | |
|--------------------|----------------|-----------------|----------------|
| (1) may—me | make—meet | money—ceiling | seize—village |
| (2) west—wise | check—Chinese | set—site | said—side |
| (3) bell—bill | get—give | bet—sit | wide—whiz |
| (4) egg—apple | wet—at | bury—battery | jet—cat |
| (5) three—straight | bath—bus | both—boss | thought—sought |
| (6) measure—method | usually—Europe | pleasure—breath | |

Section D Writing

An E-mail to Make a Room Reservation

Situation: You are David, working as a tourist guide in the International Youth Travel Agency. You need to make a room reservation for 28 people of twin-bed rooms for the nights from December 2nd to 6th in Jinan Sofitel Hotel. Finish the e-mail by the information given.

To:	rsvr@sofiteljinan.com
cc:	
bcc:	
Subject:	

Section E Translation

- 前厅部主要是和客人打交道。
- 由于客人们一般都是在入住前先预订，因此，预订部是客人与饭店接触的第一个部门。
- 在预订过程中，客人的信息被记录下来并存储在客人档案里。
- 通过了解客人的付款方式、来访目的和特殊要求等，饭店可以更好地满足客人的需要。
- 预订部的所有工作都是与其他部门紧密相关、互相协调的。

Section F Extended Words and Expressions

Different Hotels 酒店类型

inn 旅馆	lodge 小旅馆
tavern 酒店	hostel 招待所
youth hostel 青年旅馆	hotel 饭店, 酒店
guest house 宾馆	motel 汽车旅馆
economy hotel (one-star hotel) 一星级酒店	comfort hotel (two-star hotel) 二星级酒店
average hotel (three-star hotel) 三星级饭店	high comfort hotel (four-star hotel) 四星级酒店



deluxe hotel (five-star hotel) 五星级酒店
 resort hotel 度假型酒店
 residential hotel 住宿型酒店

commercial hotel 商务型酒店
 conventional hotel 会议型酒店

Room Types 房型

single room 单人间
 twin-bed room / standard room 标准间
 president suite 总统套房
 king-size/ queen-size room 大床间

double room 双人间
 deluxe suite 豪华套房
 flatlet 公寓式套房

Major Departments in the Hotel 酒店主要部门

executive office 总经理办公室
 sales department 销售部
 housekeeping department 客房部
 accounting department 财务部
 security department 保安部

personnel department 人事部
 front office department 前厅部
 food & beverage department 餐饮部
 engineering department 工程部

Address in the Hotel 酒店管理岗位称呼

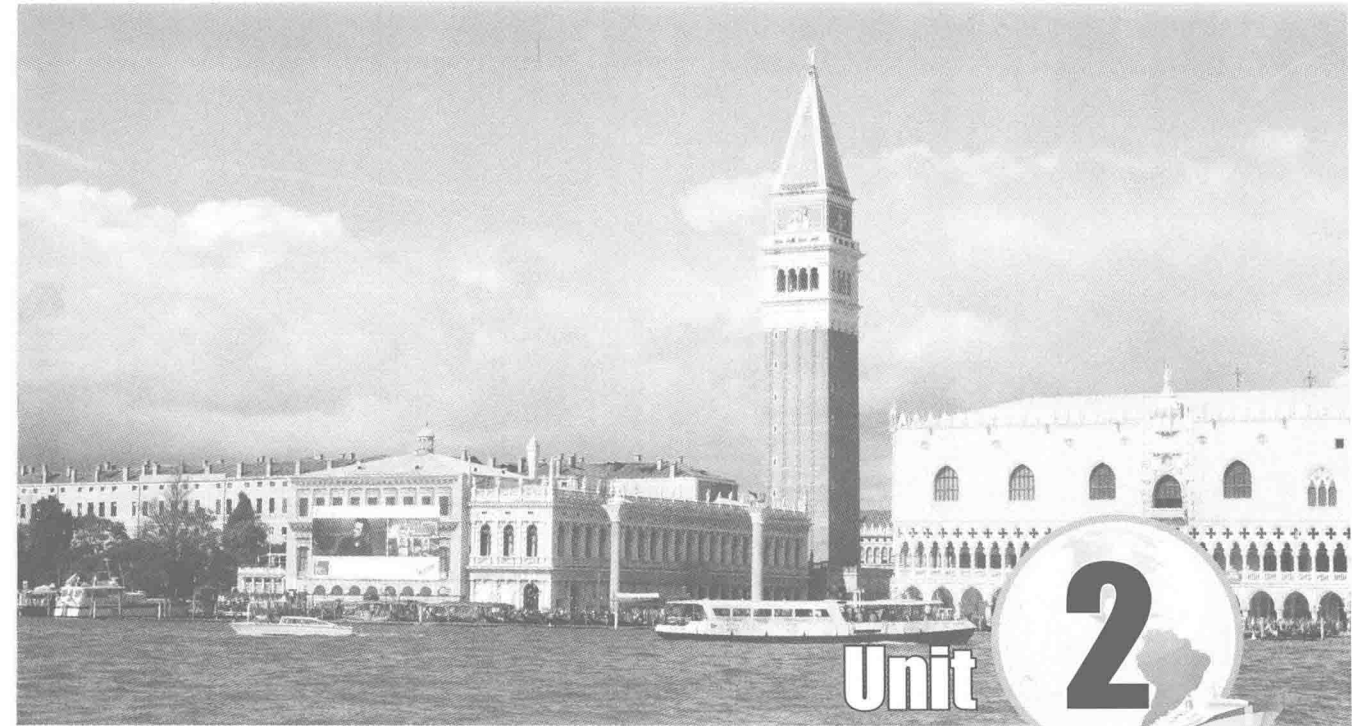
general manager 总经理
 duty manager 值班经理
 assistant FOM 前厅副经理
 supervisor 主管

deputy manager 副总经理
 front office manager 前厅经理
 assistant manager 大堂副理
 captain/shift leader 领班

Home Reading: Read for Fun

Front office department takes charge of the guest room reservation and the clerks who work in the front office are supposed to answer the questions about room reservation and reserve or arrange rooms for guests. Besides, they are in charge of managing, changing reservation and giving out the reservation bills.

There are many ways of reservation. People can reserve a room by sending letters, making phone calls to hotels or reserving by themselves on the Internet. Meanwhile, travel agency always provides some contents related to the prices of many hotels, which are very useful in traveling.



Unit

2

Concierge and Bellman

