



最新全国中职教育
适用·实用 规划教材

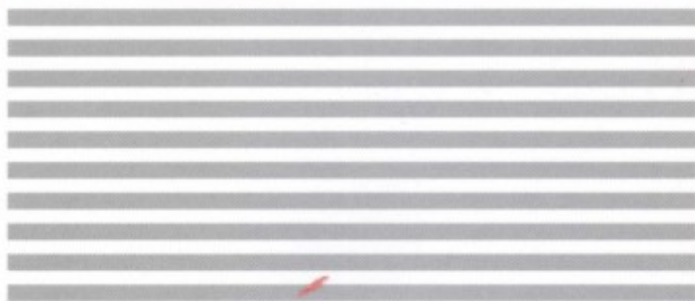
英语

旅游饭店类专业版

适用专业 旅游 导游 饭店服务与管理

Travel Edition ENGLISH

副主编 魏全凤 张丹
主编 何军





最新全国中职教育
适用·实用 规划教材



培养态度·训练技能

文化基础课系列

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专业工种实用培训教材系列



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(旅游饭店类专业版)

主 编 何 军

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内 容 简 介

本书为中职教材英语通用版的专业配版教材。课程设置围绕专业实用目标来展开；使学生以英语语言基础知识为工具，迅速进入专业领域并提升应用能力。

本书根据职业岗位的需求而编写。内容难易适度，循序渐进；模块编排，便于教学；强化交际，注重应用；激发兴趣，寓学于乐。具有简明易学的特点。

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前言

随着中国加入世界贸易组织,国际交往日益广泛,由此也带动了旅游饭店业的蓬勃发展,并成为目前国内发展迅猛的行业之一,也成为我国经济的重要组成部分。随着我国经济的持续稳步发展和对外开放程度的提高,对旅游饭店业服务质量的要求也在提高。因此,国内对涉外旅游饭店业的人才需求与日俱增,对从业人员掌握双语服务技能的要求也在不断地提高。在这种发展趋势下,要促进我国的涉外旅游饭店事业,除了要开发和深挖各种旅游资源、加强旅游饭店基础设施建设外,更重要的是必须培养和造就各种类型的、适合不同要求的、掌握多种技能的涉外旅游饭店从业人员。

在旅游饭店业迅猛发展的背景下,国家教委提出并规划了旅游职业教育的发展方向和指导方针,使旅游职业技术教育取得了较大的成绩,短期内培养了大量的旅游饭店业技术人才。但是,仍然不能满足飞速发展的旅游饭店业的需要,尤其是涉外旅游饭店业发展的需要。为此,国家教委提出了加强中等职业教育中旅游饭店教育的要求。国内很多中等职业教育学校都开设了旅游饭店专业的课程,在各学校不断改善职业教育的办学条件和开设旅游饭店课程的情况下,对切合实际需要的教材,特别是针对涉外旅游饭店的专业性教材的编写和出版成为培养专业人才的重要环节。我们希望通过这套教材的出版能引起人们对中等职业技术教育特别是与涉外旅游饭店业相关的职业技术教育的深切关注,不断提高职业技术教育的教学质量和课程规划设置的合理性。

本教材适合在中等职业学校第一学年第二学期开设,设计总课时为60,其中包含实践和复习课程。

编者

Chapter 1 在路上与在机场

On the Way & At the Airport

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flight

[flaɪt]

飞行, 飞机的航程, 航班

enjoy

[ɪn'dʒɔɪ]

享受, 喜欢

luggage

['lʌɡɪdʒ]

行李

exit

['eksɪt, -zɪt]

出口, 退场

Chapter 1 在路上与在机场

On the Way & At the Airport

Unit 1 在机场接送客人 Meeting and Seeing off Customers

Part 1 Conversation



Listen and Repeat

Leo just got off the plane at the airport. The guide, Tracy, is meeting him now.

Tracy: Excuse me, but are you Mr Leo from New York?

Leo: That's right. And you are?

Tracy: Welcome, Mr Leo! I'm Tracy, the guide from Niceview Travel Agency. Nice to meet you.

Leo: Thank you for picking me up. Glad to meet you too.

Tracy: It's OK. So, how's your flight?

Leo: Great. I enjoyed it very much.

Tracy: Shall I take you to the hotel now?

Leo: Yes, that would be great.

Tracy: Let me help you with your luggage.

Leo: Thank you.

Tracy: And this way please. The exit is over there. We have a car waiting for us.

Leo: OK.



Hello, new words

travel	['trævəl]	n. & v.	旅行
agency	['eidʒənsi]	n.	代理, 代理处
pick	[pɪk]	v.	摘, 取, 接
flight	[flaɪt]	n.	飞行, 飞机的航程, 航班
enjoy	[ɪn'dʒɔɪ]	v.	享受, 喜欢
luggage	['lʌɡɪdʒ]	n.	行李
exit	['eksɪt, -zɪt]	n.	出口, 退场



Follow and Practice

Trinity: Excuse me, _____?

Zak: Yes, I am Zak, from Britain.

Trinity: Welcome, Mr. Zak. _____, the guide for you. _____.

Zak: _____. Nice to meet you too.

Trinity: So, _____?

Zak: It's great.

Trinity: _____ go to the hotel now?

Zak: Yes, please.

Trinity: Ok, please follow me, sir. Our car is _____.

Zak: Ok.



Work in pairs

Suppose you are a guide and need to meet a guest at the airport. Your partner is the guest. Work with your partner to make a conversation. You may use the words and expressions in the Conversation.

Part 2 Reading



Read and Repeat

Leo will board the plane back to New York. Tracy is seeing off him now.

Leo: Flight 331 is being announced. I'd better be on my way. Thank you for all your kind hospitality.

Tracy: You are always welcome.

Leo: You know, I really had a wonderful time. And sorry for troubling you so much during my stay here.

Tracy: Thanks. But it's really my pleasure to be your guide here. Hope you will visit here again.

Leo: Yes, I will. It's great here. And your service is perfect.

Tracy: Your satisfaction is our best effort.

Leo: I'm absolutely satisfied.

Tracy: That's it. And finally, I hope you'll have a pleasant trip home.

Leo: Thank you so much. Good-bye!

Tracy: Bye-bye!



Words to know

- | | | | |
|-------------|-----------|----|------------|
| 1. board | [bɔ:d] | v. | 登(飞机、车、船等) |
| 2. announce | [ə'nauns] | v. | 广播, 通告, 宣布 |

3. hospitality	[ˈhɒspiˈtæliti]	n.	好客,殷勤
4. wonderful	[ˈwʌndəfʊl]	adj.	极好的,精彩的
5. trouble	[ˈtrʌbl]	v. & n.	困扰,麻烦,烦恼
6. pleasure	[ˈpleʒə]	n.	高兴,愉快
7. service	[ˈsɜːvis]	n.	服务
8. perfect	[ˈpɜːfɪkt]	adj.	完美的
9. satisfaction	[ˌsætɪsˈfækʃən]	n.	满意
10. effort	[ˈefət]	n.	努力,努力的成果
11. absolutely	[ˌæbsəluːtli]	adv.	绝对地,完全地
12. satisfy	[ˈsætɪsfai]	v.	使……满意
13. finally	[ˈfaɪnəli]	adv.	最后,最终
14. pleasant	[ˈpleznt]	adj.	令人愉快的,舒适的
15. trip	[trɪp]	n.	旅行

Notes of the passage

1. Flight 331 is being announced. “广播里正在播放331航班的登机消息。”
现在进行时态下的被动语态结构为:be+ being + past participle, 表达“某事正在进行。”

e.g. Your luggage is being sent to your room now.

2. had better + v. “最好……”,表达一种劝告。

e.g. You'd better leave now. Otherwise you will miss your flight.

3. on one's way/on one's way to... “在路上”,“在去……的路上”

e.g. After one day's pause, we are on our way again.

4. I'm absolutely satisfied. “我绝对满意。”

be satisfied with sb/sth “对……感到满意”

e.g. I'm satisfied with your service.

Reading Comprehension

Read the dialogue again and then complete the following dialogue.

A: My flight is being announced. I'd better _____. Many thanks for _____.

B: You are welcome.

A: I spent wonderful time here. And sorry for _____ so much.

B: Never mind. It's my pleasure to _____ here. Hope we can meet again.

A: Sure. You are so kind.

B: Your satisfaction _____.

A: I'm really satisfied.

B: So, finally, I hope you'll _____.

A: Thank you.

Part 3 Exercises



Get acquainted with sentence pattern

Remember these sentence patterns or expressions, and then use them to write out sentences.

Are you ... from ...?

Thank you for doing ...

Shall I do ...?

... had better...

I hope + that clause

I'm sorry for doing ...



Translations

Translate the following Chinese expressions or sentences into English.

1. 旅行社

2. 行李

3. 出口

4. 180次航班

A

B

5. 对不起, 请问您是从巴黎来的皮特先生吗?

6. 您好, 布朗太太! 我是中国旅行社的导游, 欢迎您来中国。

7. 旅途怎么样? 一路愉快吗?

8. 我来帮您拿行李, 然后一起去酒店。

9. 很高兴能做您的导游, 期待您再次光临。



Learn to speak

Suppose you are a guide for China Travel Agency. You are appointed to see off a tourist back to New York at the airport. Find a classmate as your tourist and speak to him/her.

Leo:

Tracy:

Leo:

Tracy:

Leo:

Tracy:

Leo:

Tracy:

Words to know

1. board

2. announce

Unit 2 交通信息 Suggestions on Transportation

Part 1 Conversation



Listen and Repeat

John is asking Fiona, a guide, about the best way to get into the centre of London. He knows a taxi will be too expensive, so he and Fiona try to reach an agreement on the best form of transport.

John: So, if you don't mind, could you please tell me how can I get to the city centre?

Fiona: Well, I suggest that you should take the Tube.

John: I think I could, but how about taking the "Airbus" coach?

Fiona: Oh, forget about it. You could get into a traffic jam on the coach.

John: Why?

Fiona: It is rush hour now in the city. The coach is not good for traveling at this time of the day.

John: En, that's right. So, what about the Eurostar Express?

Fiona: It's too expensive.

John: Expensive?

Fiona: And you'll have to get off and change onto the Tube later anyway.

John: That means I should choose the Tube. It's more convenient and cheap.

Fiona: Yes, that's my suggestion.



Hello, new words

guide	[gaid]	n.	引导者, 导游
London	['lʌndən]	n.	伦敦
taxi	['tæksi]	n.	计程车, 出租汽车
expensive	[iks'pensiv]	adj.	昂贵的
agreement	[ə'gri:mənt]	n.	同意, 一致, 协议
form	[fɔ:m]	n.	形式, 形状, 表格
transport	[træns'pɔ:t]	n.	运输, 运输工具
Tube	[tju:b]	n.	伦敦地铁
coach	[kəʊtʃ]	n.	长途汽车
traffic	['træfik]	n. & adj.	交通; 交通的
jam	[dʒæm]	n.	拥塞之物, 堵塞
Express	[iks'pres]	n.	欧洲的特别快车

convenient

[kən'vi:njənt]

adj.

方便的

cheap

[tʃi:p]

adj.

便宜的



Follow and Practice

Jack: Could you please tell me _____?

Fiona: To the centre of the city? Oh, _____ that you take the Tube.

Jack: Do I have to change the Tube at the stops?

Fiona: No. You needn't _____.

Jack: That means _____.

Fiona: Yes, _____.



Work in pairs

Suppose you need to choose a way to the centre of the city. Your partner is a guide of the city. Talk with your partner to ask for suggestion. You may use the words and expressions in the conversation.

Part 2 Reading



Read and Repeat

Comparing Transport

1. The Tube

Journey Time: From the airport to the centre of the city takes about 1 hour. There are no traffic jams on the tube, but there are sometimes other problems and delays can happen.

Cost: It costs £3.70 for an adult single fare, £1.50 for a child single fare.

Frequency: Trains leave every few minutes.

Comfort: The tube can be overcrowded, especially during the rush hour. There is limited space for luggage. Smoking is not allowed on the underground.

2. Airbus Coach

Journey Time: From the airport to the central city takes about 1 hour 45 minutes.

Cost: It costs £8.00 for an adult single fare, £4.00 for a child single fare.

Frequency: Coaches leave every 20 - 30 minutes.

Comfort: Modern air-conditioned, double-decker coaches. Smoking is not allowed on Airbus services.

3. The Express

Journey Time: From the airport to the central city takes 15 minutes.

Cost: It costs £13.00 for an adult single fare, £6.00 for a child single fare.

Frequency: Trains leave every 15 minutes.

Comfort: Modern, air-conditioned trains. Smoking is not allowed on the Express. A special "quiet zone" is available.



Words to know

1. compare	[kəm'peə]	v.	比较,对照
2. journey	['dʒə:ni]	n.	旅程,旅行
3. delay	[di'lei]	n.	耽搁,迟滞
4. cost	[kɒst]	n. & v.	代价,费用; 花费
5. adult	['ædʌlt]	n.	成年人
6. fare	[feə]	n.	费用
7. frequency	[,fri:kwənsi]	n.	频繁,频率
8. overcrowded	[,əuvə'kraudid]	adj.	过度拥挤的
9. especially	[is'peʃəli]	adv.	特别,尤其
10. limited	['limitid]	adj.	有限的
11. allow	[ə'lau]	v.	允许,准许
12. underground	['ʌndəgraund]	n.	地铁
13. modern	['mɒdən]	adj.	现代的
14. air-condition	['eɪkən,dɪʃən]	n.	空调,空调器
15. double-decker	['dʌbl'dekə(r)]	n.	双层公共汽车
16. central	['sentrəl]	adj.	中心的,中央的
17. zone	[zəʊn]	n.	地域,地带,地区
18. available	[ə'veɪləbl]	adj.	可用的,有效的



Notes of the passage

1. from ... to ... “从……到……”,介词词组,可连接时间或地点。

e.g. From Beijing to Shanghai, he travels several times in one year.

We'll stay here from Monday to Friday.

2. delay “耽误”,“推迟”

e.g. We have an airplane delay, so we have to wait another 30 minutes.

3. adult single fare “成人单程价” child single fare “儿童单程价”

4. during “在……期间”,介词,用来表示持续的一段时间。

e.g. During his visit to China, he is deeply moved by Chinese people's hospitality.

5. to be not allowed “……不被允许”

e.g. Dogs are not allowed in this shop.

6. compare things 事物之间的比较

when we have 2 things to compare 两个事物之间的比较

e.g. a. The Tube is quicker than the Airbus.

注: quick 是一个单音节形容词 (adjective + er + than)。

b. The Airbus is more expensive than the Tube.

注: expensive 是一个多音节形容词 (more + adjective + than)。

c. The Tube is not as quick as the Express (not as + adjective + as)。

注:这句话的意思同“The Express is quicker than the Tube.”是一样的。

when we have 3 things to compare 三个事物之间的比较

e.g. a. The Tube is the cheapest (the + adjective + est).

注: cheap 是单音节形容词。

b. The taxi is the most expensive (the + most + adjective).

注: expensive 是多音节形容词。

When we have 3 things to compare, we put article “the” before the adjective.



Reading Comprehension

Are the following statements “true”, “false” or “impossible to say”?

1. The Airbus is quicker than the Tube.
2. The Airbus is more expensive than the Tube.
3. The Airbus leaves more frequently than the Express.
4. The Airbus is the most comfortable option.
5. The Airbus is the cheapest.

Part 3 Exercises



Get acquainted with sentence pattern

Remember these sentence patterns or expressions, and then use them to write out sentences.

Could you please ...?

I suggest that ...

I think ...

(not) good for doing...

... is not allowed ...

Do sb. have to do ...?



Translations

Translate the following Chinese expressions or sentences into English.

A

1. 市中心
2. 交通方式
3. 交通堵塞
4. 方便快捷
5. 成人票价

B

6. 打扰一下,能告诉我怎么去机场吗?
7. 我建议你坐大巴车去市里,那样既方便又便宜。
8. 我需要中途转乘其他的交通工具吗?
9. 地铁每半小时一班开往市中心。
10. 与快速列车比起来,出租车更自由方便,但是没那么快。



Learn to speak

Suppose you are a visitor to London. You need to know some information about transport in London.

Find a classmate as your partner and consult information from Read and Repeat, then discuss with each other to reach an agreement on the best way of transport in London.

Unit 3 过海关 Passing The Customs

Part 1 Conversation



Listen and Repeat

Mr Kim is waiting for his turn to pass the Customs. An officer is checking his passport now.

Officer: Good morning, sir. Can I see your passport?

Kim: Sure. Here you are.

Officer: Thank you very much. So you are from Korea, right?

Kim: Yes. I'm Korean.

Officer: Are you a tourist or on business?

Kim: I'm a tourist.

Officer: How long do you intend to stay?

Kim: One week.

Officer: And do you have anything to declare?

Kim: No, I've nothing to declare.

Officer: That's fine. Have a pleasant stay.

Kim: Thank you.



Hello, new words

turn	[tɜ:n]	n.	轮次
Customs	['kʌstəmz]	n.	海关
officer	['ɒfɪsə]	n.	官员
passport	['pɑ:spɔ:t]	n.	护照
Korea	[kə'riə]	n.	韩国
Korean	[kə'riən]	n. & adj.	韩国人, 韩国语; 韩国人的, 韩国语的
tourist	['tuərist]	n.	游客
intend	[in'tend]	v.	打算, 计划
declare	[di'kleə]	v.	宣布, 声明, 申报
stay	[stei]	n.	停留, 停止



Follow and Practice

Officer: Good afternoon, sir. _____ ?

Lee: Yes, of course. Here you are.

Officer: Thanks a lot. Where _____?

Lee: I'm from Seoul. I'm Korean.

Officer: _____?

Lee: I'm a tourist. I'm here for sightseeing.



Work in pairs

Work with your partner to collect information about airport Customs: How does it work? Why do we have such a department? And what regulations do we have to obey when passing the Customs?

Part 2 Reading



Read and Repeat

The Customs

A very important fact is that after passport check-in, the Customs department is the first body travelers have to interact with. Customs is responsible for the processing of baggage, package, cargo and goods of any kind. Customs also has agency duties for a number of other Government departments that cannot be present for various reasons. In some cases, Customs may retain items that require direct processing by one of these agencies. These items or goods will only be released with the proper permits or clearance from these agencies. Passengers should ensure that they get a temporary receipt from Customs for anything retained. The receipt will detail the items and the reason for retention. The passenger of the retained goods has ten days to clear them, after which they may be disposed of as the controller of Customs sees proper.



Words to know

1. check-in	['tʃekin]	n.	办理登机或旅馆投宿手续
2. department	[di'pɑ:tment]	n.	部门
3. interact	[intər'ækt]	v.	相互作用, 相互影响
4. responsible	[ris'pɒnsəbl]	adj.	有责任的, 应负责的
5. process	[prə'ses]	v.	加工, 处理
6. baggage	['bæɡɪdʒ]	n.	行李
7. cargo	['kɑ:gəu]	n.	船货, 货物
8. various	['vɛəriəs]	adj.	各种各样的
9. case	[keɪs]	n.	情形, 情况
10. retain	[ri'tein]	v.	保持, 扣留
11. item	['aɪtəm]	n.	物品, 项目
12. require	[ri'kwaɪə]	v.	需要, 要求
13. direct	[di'rekt]	adj.	直接的

14. clearance	['kliərəns]	n.	消除,解除;[u]结关手续
15. ensure	[in'ʃuə]	v.	确定,保证,担保
16. temporary	['tempərəri]	adj.	暂时的,临时的
17. receipt	[ri'si:t]	n.	收据,接收者
18. retention	[ri'tenʃən]	n. [u]	扣留,保留物
19. detail	['di:teɪl]	v.	详述,详细说明
20. dispose	[dis'pəuz]	v.	处理,处置,销毁
21. controller	[kən'trəulə]	n.	监察官



Notes of the passage

1. have to do ... “不得不……,必须”

e.g. You have to show your passport when passing the Customs.

2. to interact with ... “与……打交道”,“与……发生联系”

e.g. Being a guide, he has to interact with all kinds of people.

3. be responsible for ... “对……负责任”,“承担……的责任”

e.g. The travel agency will be totally responsible for this tour.

4. of any kind “各种各样的”,“诸如此类”

e.g. You can use transport of any kind to get to there: bus, taxi, tube or express railway.

5. a number of “许多……”,“大量……”

e.g. Yesterday, I saw a number of tourists went to that restaurant.

6. in some cases “在一些情况下”

e.g. In some cases, some travelers will not get used to the mountain climate.

case 组成的常用短语有 in case,“以防万一”; in case of sth.“如果”; in that case,“假如那样”

e.g. Take an umbrella in case it rains.

In case of emergency, call the police.

In that case, we have to change onto the coach.

7. ... with the proper permits or clearance from these agencies. “得到这些机构的允许或办理手续后……”

8. be disposed of “被弃置”,“被抛弃”,“被处理”

e.g. If this luggage has no one to claim in two weeks, it will be disposed of by the hotel.



Reading Comprehension

Read the passage and choose the best answer for the following sentences.

1. What is the first department travelers have to interact with after they got their passport checked in?

A. airport

B. travel agency

C. the Customs

D. government departments