

21世纪大学使用旅游英语

第一册

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21 世纪大学实用旅游英语 第一册

**21st Century Practical English for Tourism
College Level Book I**

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内容提要

本教材(第一册)根据高等学校高职高专旅游英语最新教学大纲和考纲编写而成。全书共由以下7大部分组成:一、介绍;二、对话①;三、对话②;四、概要;五、篇章阅读;六、语法复习;七、单元总复习。

本教材集选材广泛、体裁新颖、语言规范、内容丰富为一体。因此具有很强的实用性和可操作性,不仅适合高校高职高专旅游英语教学,也可作为旅游职业者和旅游爱好者的自学教材或参考读物。值得一提的是本书的编者都是美籍教师,且都多次亲历海外旅游或当过导游和领队,他们因此将自己所积累的丰富游旅经验和留学生教学实践融入了整个编写过程,他们所选的材料大多为当今流行英语,或经自己的修改、改写和增删后精编入稿,这就是本教材与其他同类教材相比突显出来的不同之处。

Preface

21st Century Practical Tourism English: College Book Level One is an innovative English textbook designed especially for post-secondary students who are preparing for careers in the growing tourism industry in China. This book was developed by four English and ESL college professors, each of whom have more than 20 years of experience in language teaching and curriculum development.

Not only have they all traveled extensively and worked abroad, but they have also each had experience organizing, leading, and participating in tours in China.

FEATURES OF THE TEXT

- authentic conversations based on real experiences of tourists in China;
- reading passages celebrating the history and splendors of China;
- extensive listening, speaking, grammar, and writing exercises;
- questions and exercises encouraging problem solving and critical thinking
- bi-lingual vocabulary, grammar explanations, unit summaries and reading passages;
- insightful cultural information;
- complete answer key.

DESIGN OF THE UNITS

For ease of use, each chapter follows a consistent and logical order as Joy, an experienced tour guide, takes students through a variety of situations that they might encounter when they begin their career in tourism. Each unit focuses on a specific topic, such as checking into the hotel, shopping in China, seeing the doctor, and eating in a restaurant.

Each unit begins with a warm up exercise introducing the topic and an introductory speech by Joy. Next come typical conversations between Joy and her tour group, accompanied by comprehension questions, speaking activities, and vocabulary exercises. The grammar section which follows has clear and detailed explanations as well as a variety of engaging exercises. A summary wraps up the unit and reviews the vocabulary and idioms that have been introduced. Fluency in writing is targeted

with sentence combining exercises, writing assignments, and dictation exercises. Finally, each chapter ends with a challenging reading comprehension section entitled “Splendid China.” The “Splendid China” section helps students become informed about the history and interesting facts of several places they might visit.

Because each chapter is self-contained, a chapter can be skipped or completed out of order. Also, teachers can adapt each unit according to the level and needs of the students. Each unit contains from 10 to 15 hours of class work.

Abbreviations

<i>adj.</i>	adjective
<i>adv.</i>	adverb
<i>&</i>	and
<i>conj.</i>	conjunction
<i>etc.</i>	and so on
<i>int.</i>	interjection/exclamation
<i>n.</i>	noun
<i>pn.</i>	proper noun
<i>prep.</i>	preposition
<i>pron.</i>	pronoun
<i>s. o.</i>	someone
<i>sb.</i>	somebody
<i>sth.</i>	something
<i>v.</i>	verb

Did anyone use pl. for plural, sing. for singular or cap. for CAPITAL? I did not see them in the glossary or grammar explanation parts.

Contents

Preface	1
Abbreviations	3
Unit 1: Meeting Your Guests	1
Part I Introduction; Getting Started	2
Part II Conversation 1: Health and Safety Tips	4
Part III Conversation 2: Missing Luggage	5
Part IV Summary: Preparing to Receive a Tourist Group	8
Part V Reading Passage: Splendid China (I)	10
Part VI Grammar Review: Present and Future Tenses	12
Part VII Unit Review Exercises	20
Unit 2: Hotel Service (I) Checking-in, Meals, and Services	23
Part I Introduction; Getting Started	24
Part II Conversation 1: Lost Passport	26
Part III Conversation 2: Hotel Orientation	29
Part IV Summary: Checking-in and Adjusting to a New Culture	32
Part V Reading Passage: Splendid China (II)	34
Part VI Grammar Review: Simple Past Tense	37
Part VII Unit Review Exercises	43
Unit 3: Hotel Service (II): Amenities, Checking Out, and Exchanging Money	47
Part I Introduction; Getting Started	48
Part II Conversation 1: Exchanging Currency	53
Part III Conversation 2: Time to Check Out	55
Part IV Summary: Reminders, Currency Exchange, and a Smooth Check-Out	57
Part V Reading Passage: Splendid China (III)	61
Part VI Grammar Review: the Present Perfect Tense	63
Part VII Unit Review Exercises	70

Unit 4: Shopping I	75
Part I	Introduction: Getting Started 76
Part II	Conversation 1: Money Conversion 79
Part III	Conversation 2: The Jade Factory 82
Part IV	Conversations 3: Incredible Jade 84
Part V	Summary: shopping in China 86
Part VI	Reading passage: Splendid China(IV) Suzhou Gardens 88
Part VII	Grammar Review: Imperative(command) Form 91
Part VIII	Unit Review Exercises 97
Unit 5: Shopping II	103
Part I	Introduction: Getting Started 104
Part II	Conversation 1: "They're Watching Me!" 107
Part III	Conversation 2: Buying a Quilt 109
Part IV	Summary: Some Treasures of China 112
Part V	Reading Passage: Splendid China(V) Nanjing Road 116
Part VI	Grammar Review: Modals for Polite Requests 118
Part VII	Unit Review Exercises 124
Unit 6: Seeing a Doctor	129
Part I	Introduction: Getting Started 130
Part II	Conversation 1: Treating a Patient at a Hotel 133
Part III	Conversation 2: Treating a Sprained Ankle 136
Part IV	Summary: Having a Healthy Trip 139
Part V	Reading Passage: Splendid China(VI) Xi'an and the Terra Cotta Army 141
Part VI	Grammar Review: Gerunds and Infinitives 144
Part VII	Unit Review Exercises 151
Unit 7: Catering, Food, and Beverage(I)	155
Part I	Introduction: Getting Started 156
Part II	Conversation 1: Deciding Where to Eat 159
Part III	Conversation 2: Deciding What to Eat 160

Part IV	Conversation 3: Handling Complaints	162
Part V	Summary: Free Days and Special Diets	165
Part VI	Reading Passage: Splendid China(VII) Guilin—The Li River	167
Part VII	Grammar Review: Passive Voice, Part I	170
Part VIII	Unit Review Exercises	175

Unit 8: Catering, Food, and Beverage (II) : The Farewell Banquet

	179
Part I	Introduction: Getting Started	180
Part II	Conversation 1: Final Banquet Preparations	182
Part III	Conversation 2: Proposing a Toast	185
Part IV	Summary: Understanding Cultural Differences	187
Part V	Reading Passage: Splendid China(VIII) Pudong New Area	189
Part VI	Grammar Review: Passive Voice Part II	191
Part VII	Unit Review Exercises	195

Appendix **199**

Appendix A: Common Irregular Verbs	200
Appendix B: Pronoun Forms	203
Appendix C: Vocabulary	204

Unit 1

Meeting Your Guests (迎客)

In Unit 1 , Joy meets a group of tourists from the United States at Beijing International Airport and helps a passenger solve a problem. She also explains some health and safety tips for tourists who are visiting China for the first time.

Part 1 Introduction(介绍): Getting Started(作好准备)

A. Warm-up Exercises(热身预习)

Directions: Interview a classmate, using the following questions or inventing questions of your own. Then, use the information collected to introduce that classmate to the class.

1. What is your name? (or: May I know your name?) Do you have an English name?
2. What languages do you speak or are you learning?
3. What regional dialects do you speak in addition to Mandarin (or: putonghua)?
4. What is your hobby? (or: What do you enjoy doing for leisure time activities?)
5. Why are you interested in tourism?
6. Which job do you think is more interesting: being a national tour guide or being a local tour guide? Why do you think so?
7. What is the most interesting place that you have? visited? Why do you like it?
8. What are the places you are interested in visiting? Why are these places attractive?

B. Joy's Introductory Speech(娇的开场白): Welcome to Beijing(欢迎来北京游玩)

Lin Huan (Joy Lin), a local guide in Beijing, meets a tourist group from California, USA at the Beijing Airport.

Vocabulary & Text(词汇与课文)

itinerary /aɪ'tɪnərəri/n.

schedule 旅游行程

get lost /get lɒst/

go astray; lose one's way; lose direction 迷路

"Hello everyone. Welcome to Beijing, the capital of China. I hope your trip to Beijing was smooth and comfortable.

"Let me introduce myself. My name is Lin Huan. My family name is Lin, and my given name is Huan, which means "joy" in English^①, so my English name is Joy. Please feel free to call me Joy. I will be your tour guide for your entire trip in China.

"Is everyone in your travel group here? My itinerary name list says that your group has 20 people^②. Let me count everyone ...

"Okay, all 20 people are here. Please follow me with your luggage. We

are going to walk to the bus that will take us to our hotel^③. When I lead the group, I will always carry this green flag. You can easily see me and will never get lost.

“Please leave your luggage next to the bus, and Mr. Liu, the bus driver, will load your bags. Be careful to watch your step as you get on the bus.”

Notes to the Text(课文注释)

1. Attributive clause introduced by the relative pronoun, “which,” modifying the proper noun, Huan. (“which” 引导的定语从句, 修饰专有名词 Huan。)
2. Object clause introduced by the relative pronoun, “that.” The clause is the object of the verb, “says.” (“that” 引导的宾语从句, 作动词 “says” 的宾语。)
3. Adjective clause introduced by the relative pronoun, “that.” It modifies the noun, “bus.” (“that” 引导的定语从句, 修饰名词 “bus”。)

C. Listening for the Main Ideas(泛听)

Directions: After you have listened to Joy’s speech several times, answer the following questions:

1. Who is Joy Lin? _____
2. Why does Joy carry the green flag all of the time? _____
3. Explain why Lin Huan tells everyone to call her “Joy.” _____

D. Filling in the Blanks(填充)

Directions: Now, listen to Joy’s speech again and fill in the blanks:

“Hello (1) _____. Welcome to Beijing, the (2) _____ of China. I hope your trip to Beijing was smooth and comfortable.

“Let me introduce myself. My name is Lin Huan. My (3) _____ name is Lin, and my given name is Huan, which means “joy” in English, so my (4) _____ name is Joy. Please feel free to call me Joy. I will be your (5) _____ for your entire trip in China.

“Is everyone in your (6) _____ group here? My itinerary name list says that your group has 20 people. Let me (7) _____ everyone ...

“Okay, all 20 people are here. (8) _____ follow me with your luggage. We are going to walk to the bus that will take us to our hotel. When I (9) _____ the group, I will always carry this green (10) _____. You can easily see me and will (11) _____ get lost.

“Please leave your luggage next to the bus, and Mr. Liu, the (12) _____ driver, will load your bags. Be careful to watch your step as you (13) _____ on the bus.”

E. Listening for Details (精听)

Directions: After listening to Joy's speech, mark the following statements True (T) or False (F).

1. _____ Joy will be the guide for the tourist group only in Beijing.
2. _____ The itinerary contains a name list of each tourist group member.
3. _____ A tour guide needs to count the number of people in the group when leaving a place to make sure no one is left behind.
4. _____ The leader of a tourist group should carry a flag wherever the group goes.
5. _____ Tourists need to load their luggage onto the bus.

Part 99 Conversation 1 (对话 1):

Health and Safety Tips (医疗保险费)

Joy, the tour guide, briefs the tourist group from the United States about health and safety issues.

A. Vocabulary & Text (词汇与课文)

precaution /prɪ'kɔːʃən/n.	safety measure 预防措施
tap water /'tæp wɔːtə/ n.	water from a sink faucet or drinking fountain; not bottled water 自来水
tip /tɪp/ n.	piece of advice; suggestion 指导; 忠告

Joy: Good morning, Ben.

Ben: Hello Joy.

Joy: Before we start the itinerary for today, I want to tell your group about some safety precautions.

Ben: That is a good idea. What do we need to know?

Joy: Because the weather in Beijing is dry, please drink plenty of water.

Ben: Is the tap water here safe to drink?

Joy: Not really. We recommend that you drink bottled water or boiled water only.

Ben: Where can we get bottled water that is safe?

Joy: Your travel group can buy bottled water at the hotel's convenience

store. Mr. Liu also sells water on the bus.

Ben: Okay. Well, that's good to know. Thanks for your advice.

Jill: I agree with Ben. This is important information for the group to know. Do you have any more safety tips?

Joy: Yes. If you have an emergency, dial 110 on any telephone. It is the same as calling 911 in the United States.

Jill: Thank you. I didn't know that China uses a different emergency phone number.

Joy: You're welcome. Finally, I suggest that you always travel in pairs or in a group. This will keep you safe during the excursion activities and when you explore the city during your free time^①.

Jill: I appreciate your concern for our tour group, Joy. We will follow your advice, and I'm excited to start touring Beijing.

Note to the Text(课文注释)

1. Adverbial clause of time introduced by the adverb, "when." It modifies the verb phrase "keep you safe" in the main sentence. ("when" 引导的时间状语从句修饰主句中的"keep you safe".)

B. Comprehension(综合理解)

1. ____ Mr. Liu sells water in the hotel convenience store.
2. ____ Tap water from the hotel sink is safe to drink in Beijing.
3. ____ Because the weather in Beijing is dry, travelers should drink lots of tea.
4. ____ Joy recommends traveling in pairs during free time.
5. ____ Ben does not believe that bottled water is safe to drink.
6. ____ Jill wants to call her mother in the United States.
7. ____ Joy shows concern for her guests' safety.

C. Role-playing Exercises(角色演练)

1. Role-play the above dialog with a classmate. Try to use your own vocabulary to express the same ideas.
2. Create a dialog on the topic of Safe Travel with a classmate or in a small group. Role-play the dialog in class.

Part 999 Conversation 2(对话 2): Missing Luggage(遗失行李)

Linda, one of the tour group members, loses a piece of her luggage at the airport, and Joy must help her solve the problem.

A. Vocabulary & Text(词汇与课文)

missing /'mɪsɪŋ/ v.	cannot find 失踪的, 下落不明的
luggage carousel /'lʌɡɪdʒ ˌkærə'sel/ n.	circular belt to collect luggage and bags at airports 行李传送带
receipt /rɪ'si:t/ n.	paper showing proof of payment 收据; 发票
situation /ˌsɪtu'eɪʃən/ n.	problem (麻烦) 局面
apologize /ə'pɒlədʒaɪz/ v.	express regret or sorrow; be sorry 道歉
inconvenience /ˌɪnkən'vi:njəns/ n.	nuisance; trouble; difficulty 不方便
my pleasure /maɪ'pleʒə/	a polite response to a “thank you”; no problem 不用客气; 很乐意 (为您效力)

Linda: Hi Joy. I'm sorry to bother you, but I am missing a piece of my luggage. All baggage for our flight is gone from the luggage carousel, but mine is nowhere to be seen ...

Joy: Don't worry, Linda. I am here to help you. May I see your airline ticket and luggage receipt?

Linda: Certainly. Here you are ...

Joy: Hi everyone. We have a small situation. One of our members is missing a piece of luggage. I need to contact the Baggage Claim Center for her. Please wait here with your luggage until I return. Thank you for your patience.

Joy contacts the Baggage Claim Center on Linda's behalf. She comes back with good news.

Joy: Linda, I have good news.

Linda: Did you get my suitcase?

Joy: Not yet, but the clerk at the Baggage Claim Center was able to locate your suitcase.

Linda: Is it somewhere else in the Beijing Airport?

Joy: No. Your suitcase was accidentally placed on the flight from Los Angeles to Shanghai instead of to Beijing.

Linda: When will my luggage arrive in Beijing then?

Joy: It will arrive on the next flight from Shanghai in about two hours.

Linda: Great! I am glad to know my suitcase is not lost. How will I get it after we drive to the hotel?

Joy: The airline company will deliver it tonight to our hotel. The hotel

clerk at the front desk will call your room when your luggage arrives. I apologize for all the inconvenience this has caused you.

Linda: No problem. Thank you, Joy. I am very glad that you are our tour guide.

Joy: It is my pleasure to help you.

B. Questions for Reading Comprehension and Critical Thinking. (阅读理解与评论性思考题)

1. What happened to Linda?
2. Who does Joy need to contact to solve Linda's problem?
3. What evidence does a tourist need to show to claim his/her luggage at the Baggage Claim Center?
4. Who is responsible for Linda's missing baggage?
5. What actually happened to Linda's suitcase?
6. How is Linda going to get back her suitcase?
7. How efficient is the clerk at the Baggage Claim Center at Beijing Airport?
8. What is Joy's immediate reaction when Linda came to her with the problem?
9. Is there anything else that Joy could do better to solve Linda's problem?
10. How do you think the other tourists in the group react when they have to wait for Joy to find Linda's missing suitcase?

C. Vocabulary Exercise (词法练习)

Choose three adjectives from the following list to describe Joy as a tour guide. Use each vocabulary word in a separate sentence. Then in a small group or whole class, compare your choices and explain your choice of vocabulary.

Vocabulary: friendly, professional, knowledgeable, resourceful, sympathetic, comforting, polite, reassuring, enthusiastic, experienced, qualified, insufficient, inefficient, impatient

1. _____
2. _____
3. _____

Part IV Summary(概要): Preparing to Receive a Tourist Group(做好准备,迎接旅游团)

A. Vocabulary & Text(词汇与课文)

critical /'krɪtɪkəl/ <i>adj.</i>	vital significant or important role 重要的
cardboard /'kɑːdbɔːd/ <i>adj. /n.</i>	lightweight paper board 纸板
custom tour package /'kʌstəm tuə 'pækɪdʒ/ <i>n.</i>	personalized tour
do one's homework /duːwʌns 'həʊmwɜːk/	study; prepare; plan in advance 做必要的准备工作
dietary /'daɪətəri/ <i>adj.</i>	nutritional; food 饮食的
allergy /'ælədʒi/ <i>n.</i>	reaction; sensitivity 过敏
personal level /'pɜːsənəl levəl/ <i>n.</i>	one-to-one; one-on-one; individual 个人方面
logistical /lɒ'dʒɪstɪkəl/ <i>adj.</i>	of the careful organization of activities 后勤的
reservation /rezə'veɪʃən/ <i>n.</i>	arrangement made beforehand 保 留; 预订
sequence /'siːkwəns/ <i>n.</i>	order 次序; 连续
strategy /'strætɪdʒi/ <i>n.</i>	plan made in advance 战略

A critical job of being a tour guide is that you are the eyes, ears, and mouth of your foreign guests who might not speak the local language^①. More importantly, you are their first friend in the country, and they will rely on you for guidance, advice, and help. If you are well prepared before you meet your guests, you will be able to do your job better.

First, write the name of your tour group on a cardboard sign so that they can easily find you at the airport. If you know the tour leader's name, you can also include it on the sign. You also need to confirm with the tour company the name list of the tour group, the itinerary schedule, and ask whether the tour guide is allowed to arrange any additional activities. Some tour groups might have arranged for a custom tour package. Therefore, you should do your "homework" and learn as much as possible about any travel sites that are new for you.