

示范性高等职业教育精品规划教材

旅游与酒店管理专业

SHIFANXING GAODENG ZHIYE JIAOYU JINGPIN GUIHUA JIAOCAI
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旅游英语 听说教程

LISTENING AND SPEAKING OF
TOURISM ENGLISH

主 编/李承燕 王 丹
副主编/何 苗 赵 亮 张正荣



 天津大学出版社
TIANJIN UNIVERSITY PRESS

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Listening and Speaking of Tourism English

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内 容 提 要

本书根据旅游六要素将内容分为行、住、食、游、购及娱 6 部分，每部分 3 单元，共 18 单元。每单元包括口语、听力练习和阅读理解。书后附有英语阅读文章汉语译文。本书以培养实用型、高技能型旅游管理者和导游人才为目的，技能训练形式多样，有利于激发学习者的学习兴趣。

本书适合作为高等职业院校旅游相关专业的教材，也可供从事旅游工作的人员学习使用。

图书在版编目 (CIP) 数据

旅游英语听说教程 / 李承燕，王丹主编.

—天津：天津大学出版社，2011. 2

ISBN 978-7- - -

I. ①旅… II. ①李… III. —
— IV. ①F

中国版本图书馆 CIP 数据核字 (2011) 第 号

出版发行 天津大学出版社

出 版 人

地 址 天津市卫津路 92 号天津大学内 (邮编：300072)

电 话 发行部：022-27403647 邮购部：022-27402742

网 址 www.tjup.com

印 刷

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开 本 mm× mm

印 张

字 数 千

版 次

印 次

定 价 元

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前言

Preface

近年来，我国蓬勃发展的旅游业对旅游人才的培养提出了更高的要求，高职院校旅游英语的教学日益受到重视，因而市面上出现了多种旅游英语听说类的教材，对学生全面掌握旅游英语起到了积极作用。

然而，这些教材的课程体系和内容程度不同地存在一些问题。

1. 理论篇幅过多，课文枯燥乏味，缺乏趣味性，而且对高职学生岗位能力需求的内容和教学时数的安排不太合理，没有突出技能性和应用性的基本知识。
2. 句型、知识点的前后重复给教学带来极大的不便。
3. 单元和单元之间、课文与对话之间的衔接不够。
4. 内容过时，这对飞速发展的旅游业来说无疑是很严重的不足之处。

本书在编写过程中努力解决了上述问题，以培养实用型、高技能型旅游管理者及导游人才为目的，同时又体现高职教育地方特色。

1. 本书以实用为主，介绍了湖北省的旅游景点，为学生参加英语导游证面试准备了较齐全的资料。
2. 编者曾从事过英语导游工作，在本书编写时将大量一手资料运用于听说练习中，这对学生今后的工作是非常有帮助的。
3. 本书语言技能训练形式多样，能激发学生的学习兴趣。

本书根据旅游六要素将内容分为行 (transportation)、住 (lodging)、食 (eating)、游 (tour)、购 (shopping) 及娱 (entertainment) 6 部分，每部分 3 单元，共 18 个单元。本书通俗易懂，书后附有阅读文章汉语译文，可供教师教学或学生自学使用。

本书由从事旅游英语教学一线工作的老师共同编写，编写人员如下：武汉船舶职业技术学院王丹 (Part 1 第 1 单元)、武汉商业服务学院张红云 (Part 1 第 2 和第 3 单元)、湖北三峡职业技术学院李承燕 (Part 2 第 4 和第 5 单元)、湖北三峡职业技术学院何苗 (Part 2 第 6 单元，Part 3 第 7 单元)、十堰职业技术学院张正荣 (Part 3 第 8 单元)、十堰职业技术学院李晓梅 (Part 3 第 9 单元)、武汉民政职业技术学院赵亮 (Part 4 第 10 和第

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由于编者水平有限, 书中难免有不妥之处, 敬请同行专家及广大读者不吝指正。

编者

2011 年 4 月



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Part 1

Transportation



Unit 1

By Plane



Learning Objectives

- How to reconfirm the air tickets.
- How to make customs clearance.
- How to handle the possible problems at the airport.
- Learn the useful words and expressions.



Section 1 Warm-up

Match the following words and expressions in Column A with their explanations in Column B.

Column A	Column B
baggage	move to a later time
board	report one's arrival at an airport
airline	a journey to a place and back again
delay	the cases, bags, boxes, etc. of a traveler
check in	get into a ship or an aircraft
round trip	provided during a trip by plane
ticketing deadline	the beginning of a flight, when a plane rises from the ground
in-flight	a vehicle or device that is used for carrying things or people upon the air
carrier	a date or time before which a ticket must be bought
take-off	a business that runs a regular service for carrying passengers and goods by air

Section 2 Oral Practice

Sample Dialogues

► Dialogue 1

C: Clerk of Airport P: Passenger

C : Hello. This is United Airlines.
P : I'd like to reconfirm my flight.
C : What's your name and flight number?
P : My name is Jerry Cheng, and the flight number is UA 003 for Los Angeles.
C : When is it?
P : June 10th. I'd like to make sure of the time it leaves.
C : I can't find your name.
P : Really?
C : May I have your name again?
P : Jerry Cheng.
C : One economy class seat, is that right?
P : Yes.
C : Now you have been booked.
P : Thanks a lot. What time do you start check-in?
C : Two hours before departure time. You must check in at least one hour before.

► Dialogue 2

I : Customs Inspector	P : Passenger
------------------------------	----------------------

I : Your passport and declaration card, please.
P : Here they are.
I : Do you have anything to declare?
P : No, I don't.
I : Please open this bag. What are these?
P : These are for my personal use. And these are gifts for my friends.
I : Do you have any liquor or cigarettes?
P : Yes, I have five bottles of whisky.
I : You'll have to pay duty on this. Do you have any other baggage?
P : The camera is for my personal use.
I : Is that a new camera?
P : No, it's an old one.
I : May I see it, please?
P : Of course.
I : When did you buy it?
P : Last year. I have a receipt of it.
I : OK. Please give this declaration card to that officer at the exit.

New Words and Expressions

- ❖ reconfirm /'ri:kən'fə:m/ *v.* 再证实, 再确认
- ❖ departure /di'pɑ:tʃə/ *n.* 离开; 出发, 起程; 背离, 违背
- ❖ declaration /,deklə'reiʃən/ *n.* 宣布, 宣告; 宣言, 声明
- ❖ liquor /'likə/ *n.* 酒; 含酒精饮料
- ❖ cigarette /,sɪgə'ret/ *n.* 香烟, 纸烟
- ❖ whisky /'hwiski/ *n.* 威士忌酒
- ❖ Los Angeles 洛杉矶 (位于美国加州西南部)
- ❖ economy class (客机的) 经济舱位, 二等舱位

Exercises

1. Complete the following dialogues.

► Dialogue 1

L: Ms. Lin B: Mr. Brown

(Ms. Lin is sent by her company to meet Mr. Brown at the Pudong Airport.)

L: Hello, Mr. Brown.

B: Hello, Lin.

L: It's _____ (1) _____ to see you again in Shanghai.

B: Well, I'm so glad to be able to come to this World Expo.

L: _____ (2) _____ ?

B: Just wonderful! Good food and good service.

L: Now, Mr. Brown, if all is ready, we'd better _____ (3) _____ for the hotel.

B: I'd like to. Let's go.

L: This way, please. Our car is in the _____ (4) _____.

B: OK... But Ms. Lin, the airport _____ (5) _____ different from what I saw last time.

L: (*Laughing*) Your last time was 2 years ago, right? In the past 2 years, Shanghai has speeded up the expansion project of the Pudong Airport. You'll see more _____ (6) _____ elsewhere.

B: That's why I like Shanghai immensely.

► Dialogue 2

Mrs. : Mrs. Fu Mr. : Mr. Fu C: Airline Clerk

Mrs. : Hurry up! We don't have _____ (1) _____ time left.

Mr. : Take it easy. We still have two hours.

Mrs. : Come on! This is my _____ (2) _____ ever to take a plane. I don't want anything to go wrong.

Mr. : Let me take care of everything, all right? Now, let's go to the _____ (3) _____ counter.

C : May I see your tickets and passports, please?

Mr. : Here they are.

C : Would you put all your _____ (4) _____ on the scale, please?... Ah, thirty-eight kilos.

Mrs. : They are not _____ (5) _____, are they?

C : No, they are not. We allow twenty kilos each.

Mrs. : That's _____ (6) _____! (*To her husband*) What's next?

Mr. : They'll have to check our baggage.

2. Do role-playing according to the following situations .

(1) At the airport, a tour group is claiming their baggage. One of the guests finds his baggage was lost.

(2) Airport Announcer: Passengers from Bangkok to Singapore, attention please. Flight TG 928 is leaving in 15 minutes. Please have your boarding passes ready and go through Gate 2. We wish you a pleasant journey. Goodbye.

At this time, one of the passengers can't find his boarding pass.

Section 3 Listening Exercises

1. Listen to the following dialogue . Supply the missing words .

C: Clerk	T: Traveler
----------	-------------

C : Can I help you this _____, sir?

T : I'm traveling to _____.

C : OK, do you have your _____?

T : Yes, I do.

C : Would you like smoking or _____?

T : Non-smoking please.

C : This evening you're going to be traveling out _____. Your seat is 17A, non-smoking, window.

T : Thank you. Do you need to see _____?

C : No, sir. Are there any bags you'd like _____ this evening?

T : Yes please, one.

C : Are your name and address on your bag, sir?

T : Yes, they are.

C: OK, your _____ is stapled in the back of your ticket jacket. Your flight will be departing out of _____. Boarding time is 6:40 and your flight leaves at 7 o'clock.

T: Thank you very much indeed.

C: Have an enjoyable flight this evening.

2. Listen to the following dialogue. Supply the missing words in the summaries.

It is _____ (1) _____, and the traveler is at a travel agency. He wants to go on a _____ (2) _____ trip to _____ (3) _____ on _____ (4) _____ and return on _____ (5) _____. The only advance purchase available is a _____ (6) _____ advance purchase, and the only rate available is _____ (7) _____ one-way or _____ (8) _____. The ticketing deadline is set for _____ (9) _____ but he decides to pay for them _____ (10) _____.

3. Listen to the following passage. Supply the missing words.

Good afternoon, ladies and gentlemen. Welcome on board of China International Airlines Flight 2308 from Shanghai to New York. We wish you _____. The _____ time of this flight is 2:30 p. m. and the arrival time is 6:30 a. m. local time. The whole journey will be 16 hours, covering about _____. It's now 2:20 p. m. Beijing time. The plane is going to _____ in 10 minutes. Would you please extinguish your cigarettes and fasten your _____? Thank you.

Ladies and gentlemen, if you look at the card in your seat pocket, you'll find where the _____ are. In case of an _____, an oxygen mask will come down from overhead. Let me show you how to _____. For over-water emergencies, we've placed a life vest _____ your seat. Please take it out and put it on in case of emergency. (*Demonstrating*) In addition, please _____ your mobile phone and stop using your _____ such as laptop computers and CD players. Any use of electronic appliances may _____ the electronic equipment of the plane. For the safety of all passengers, please obey this rule. Thank you.

4. Listen to the following dialogue. Decide whether the following statements are true or false.

- (1) The guest wants to have an aisle seat. ()
- (2) The guest has four pieces of luggage in all. ()
- (3) The luggage is overweight. ()
- (4) The free luggage allowance is 25 kilos. ()
- (5) The overweight charge is 30 dollars per kilo. ()

Section 4 Reading Comprehension

Passage

The East Lake

Ladies and gentlemen,

Welcome to Wuhan. My name is Nancy. I am from Wuhan Travel Service. I will be your local guide during your stay in Wuhan. This is our driver, Mr. Wang. His bus number is WH02688. On behalf of our travel agency, I hope you have a nice journey here. My job is to smooth your way, care for your welfare, try my best to answer your questions, and be your guide and interpreter. I highly appreciate your understanding and cooperation.

Today we will visit the biggest city lake in China — the East Lake. The East Lake is located in the eastern suburb of Wuhan. Its total area is 87 square kilometers, of which about 33 square kilometers are water surface. With a vast expanse of water the East Lake is fringed by a zigzagging shore, so people regard it to have 99 bends and turns. The East Lake is composed of six tourist districts — Listening to the Waves, Moshan, Luohong, Falling Wild Goose, White Horse and Flute Playing Districts. We will visit the Listening to the Waves District and Moshan District.

Now we are in the Listening to the Waves District. The Listening to the Waves District is located on the west shore of the East Lake. The vast shore is planted with trees and bamboos. When the wind comes, the sounds of pine trees and waves echo each other, so the district got its name. The district consists of a lot of scenic spots and facilities, such as Listening to the Waves Chamber, Poem-chanting Pavilion and the Nine-girl Mound, etc.

You see, the Listening to the Waves Chamber is surrounded by green bamboos and pine trees. It's a good place for you to enjoy the sounds of pine trees and waves echoing each other. Have you heard that kind of sound?

Let us go to the Poem-chanting Pavilion. In front of the Poem-chanting Pavilion there is a statue. I have a question for you: do you know who he is? He is Qu Yuan, the great patriotic poet of ancient China. There is a story about the pavilion. Originally, Qu Yuan was born in Chu State (now Zigui County of Hubei Province) during the Warring States Period. Due to his talent, he was offered a high rank by the king of the Chu State. He worked loyally for the Chu State and was concerned about common people's life. He devoted all of his energy to his country. Unfortunately, the king of the Chu State was deceived by traitor and never believed in him. What was worse, the king sent him into exile. Hence he had no opportunities to realize his political dream, but the fate of the Chu State was on his mind. When he heard the news that the Chu State was conquered by the Qin State, his heart was broken. The Chu State would never exist. What could the people in Chu State depend on to lead a happy life? Thinking about this, he felt depressed and drowned himself in the Miluo River in Hunan Province in order to call on Chu people's

patriotism. When Qu Yuan was exiled, he ever passed Wuhan and wrote and recited some poems on the shore of the East Lake. In order to commemorate Qu Yuan, residents in Wuhan built this pavilion.

Then we will visit a spot related with heroines — the Nine-girl Mound. The Nine-girl Mound is actually the tomb of nine girls. In the late Qing Dynasty, Wuchang was ever the revolutionary base of the Taiping Heavenly Troops. In order to defend Wuhan, nine girls fought with the troops of the Qing Dynasty and finally sacrificed their lives here. The local people respected them and buried them in the same tomb.

Now, we are on the way to Moshan District. Moshan District is situated on the southern shore of the lake. Moshan District mainly consists of the Chu City, the Natural Swimming Pool, the Zhu De's Poem Table Pavilion, the Cherry Blossom Pavilion and Wuhan Botanical Garden.

Now we've reached the district. The six peaks of Moshan are linked up by the 5.4 kilometers winding mountainous driveway.

The Chu City reveals the Chu culture to us. A common Chu motif was the depiction of snakes, dragons and serpent-like beings. Some archaeologists speculate that Chu may have had cultural connections to the vanished Shang Dynasty, since many motifs used by Chu appeared earlier at Shang sites, such as motifs depicting serpent-tailed gods. Chu was also known for its distinct music. Chu music showed an inclination for using unique instruments. You have 20 minutes to appreciate the Chu City yourselves.

Let us enter the Zhu De's Poem Table Pavilion. In front of us there is a table on which a poem was written by Zhu De. The poem has encouraged Wuhan people to develop the East Lake. We have climbed up the pavilion. You can have a bird's eye view of the scenery of the triple-city Wuhan.

All right, that's the end of my explanation. Ten minutes are left for you to take pictures.

Exercises

1. Answer the following questions according to the passage.

- (1) How many tourist districts are the East Lake composed of?
- (2) How many square kilometers is the total area of the East Lake?
- (3) What is the history of the Nine-girl Mound?

2. Put the following paragraph into English.

东湖位于武汉市东郊，总面积 87 平方公里，其中湖面约为 33 平方公里。东湖水域宽广，湖岸蜿蜒曲折，素有 99 湾之称。

Unit 2

By Train



Learning Objectives

- How to buy berth tickets.
- How to handle the possible problems at the station.
- Learn the useful words and expressions.



Section 1 Warm-up

Match the following words and expressions in Column A with their explanations in Column B.

Column A

excursion train
through train
locomotive
underground passageway of a platform
terminal
waiting hall
mother-and-child room
VIP room
time table
railway network map
train and platform indicator
double-decker
platform

Column B

直达快车
火车头, 机车
游览火车
双层火车
月台
月台地道
终点站
候车室
母子候车室
贵宾候车室
时刻表
铁路网络图
车次和站台指示牌

Section 2 Oral Practice

Sample Dialogues

► Dialogue 1

C: Clerk of Train P: Passenger

P: How long will this express take to go to Shanghai?