

'99 新版

# 实用旅游服务英语

路旦俊 梁 莉 编著



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## 前 言

《实用旅游服务英语》自 1994 年出版以来，受到了大量读者的好评。但中国旅游业及其他服务行业的蓬勃发展又使得原书的一些内容不再符合国情，需要对其进行修订。

这次修订过程中，旅游部分增加了联团、联络、商谈行程安排等新内容，使旅游服务的过程更为全面合理。景点介绍部分将原来选择的 10 个景点改成了游山、游水、游古迹、游园林四个方面，并且为了使全书的体例保持一致，也将这几课改成了课文加练习的形式。

全书正文现在分旅游和服务两个部分，每一课又分课文、生词、课文注释、练习、课文译文等部分。课文部分经过精心设计，通过情景对话，将某一服务过程中可能遇到的表达法集中起来。练习中的短对话（Mini Dialogues）部分则提供了该服务过程中其他可能出现的情况及表达法。另外，每一课的最后还专门列出了常用句型，为这些行业的服务人员提供了丰富多彩的表达方法。

本书可能仍存在缺点错误，欢迎同行专家和广大读者不吝赐教，批评指正。

编著者

1999 年 6 月

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## Unit One

English for Tourist Guides

导 游 英 语





# Lesson One

## Initiating a Trip

### A

(An office of China International Travel Service (1). The telephone rings and Wu Ming answers it.)

W: Hello, this is China International Travel Service. Can I help you?

P: Hello, this is Alice Parker calling. I am an agent of Explorer Travels in the United States. I am calling to see if it is possible to arrange a group trip with your Service.

W: Yes, of course. We're happy to cooperate with any foreign and domestic travel agencies.

P: We have here a group of 15 people who want to visit several places of interest (2) in China for 10 days.

W: Yes, we can arrange that.

P: Good. But first of all, I'd like to know what kind of tours your Service provides.

W: Our Service provides all kinds of tours, ranging from (3) individual tour (4) to group package tour (5). We also offer specialized tours such as cultural tour (6), regional tour (7), biking tour (8), camping tour (9), etc.

P: Excellent. It seems I have found the right person and the right agency to cooperate with.

W: I hope so. When do you expect to come?

P: July 16th.

W: What about the group makeup?

P: Nine men and six women.

W: Their age makeup?

P: Between 25 and 45. I can send you a fax on their personal data. (10)

W: Wonderful. What specific places do you wish to visit in China?

P: We would like to visit Beijing, Xi'an, Guilin, and Hangzhou.

W: OK. But are there any specific sights in each place that you would like to visit?

P: I'm not quite sure. This is where you can advise us.

W: Where will your group disembark?

P: The group will disembark in Beijing and will also leave from Beijing.

W: OK. I tell you what, Miss Parker. I will work out a preliminary itinerary and send it to you through fax.

P: Excellent. Our fax number is 808 7324486. What is the earliest time we can receive it?

W: Tomorrow afternoon.

P: May I know your name, please?

W: Wu Ming, W-U, M-I-N-G.

P: Fantastic. Well, Miss Wu, thank you very much. I look forward to cooperating with you.

W: Thank you for calling, Miss Parker. Good-bye.

P: Good-bye.

## B

(The following afternoon. The telephone rings in Wu Ming's office.)

W: Hello, this is China International Travel Service. Can I help you?

P: Hello, Miss Wu. This is Alice Parker. Thank you very much for sending us the fax and for taking the time to work out an excellent itinerary.

W: It's all right. But how do you like it?

P: Well, I'd like to say it was very well-planned, but there are a few things we need to discuss.

W: Go ahead, please. (11)

P: First of all, there is a change on our side. The group will return to America from Hong Kong, not from Beijing as we originally planned, because the group members want to do some shopping in Hong Kong.

W: No problem, we can change that.

P: Secondly, they also want to visit Suzhou.

W: OK. We can easily arrange that, because Suzhou is very close to Hangzhou.

P: And the members also would like to see the giant pandas. Is it possible?

W: Of course.

P: Good. Please send us another detailed itinerary together with the quoting from your side.

W: I will do that and send it to you as soon as possible.

P: I'm sorry to give you so much trouble. Thank you very

much. Bye-bye.

W: Bye-bye.

## C

(One day later, Wu Ming receives another call from Miss Parker.)

W: Hello, Miss Parker, it's so nice to hear your voice again.

P: Me too. (12) Thank you very much for the new itinerary. Everything is fine and your quoting is also reasonable.

W: I'm glad to hear that.

P: I'm happy to tell you that our agency is now ready to send the group to you. I sincerely hope this will start a long-lasting cooperation between us.

W: I sincerely hope so, too.

P: So, we will arrive on the morning of July 16th, flight number UA466.

W: I will be there to meet you.

P: Should there be any change, I will inform you in advance. (13)

W: OK. Hope to meet you soon. Good-bye.

P: Good-bye and again our thanks to you.

## New Words and Expressions

1. initiate [in'iʃieit] vt. 发起, 开始实施
2. agent ['eidʒənt] n. 代理, 业务员
3. explorer [iks'plɔ:rə] n. 探险者
4. domestic [də'mestik] a. 国内的
5. regional ['ri:dʒinəl] a. 地区的, 区域性的

6. makeup ['meɪkʌp] n. 组成, 成份
7. fax [fæks] n. 传真 vt. 发传真
8. data ['deɪtə] n. 数据, 资料 (datum 的复数形式)
9. disembark [ɪdɪsɪm'bɑ:k] v. 下 (飞机、轮船等), 抵岸
10. preliminary [pri'liminəri] a. 初步的
11. itinerary [ai'tinərəri] n. 旅行安排计划
12. fantastic [fæn'tæstɪk] a. 好极了
13. giant panda ['pændə] 熊猫
14. quoting ['kwəʊtɪŋ] n. 报价
15. reasonable ['ri:znəbl] a. 合理的
16. sincerely [sin'siəli] ad. 真诚地
17. long-lasting ['lɒŋ'lɑ:stɪŋ] a. 长久地

### Notes to the Text

- (1) China International Travel Service 中国国际旅行社
- (2) places of interest 景点
- (3) ranging from 从……到……。又如: He reads almost everything, ranging from classical novels to technical books. 他几乎什么书都看, 从古典小说到技术书籍。
- (4) individual tour 散客旅游
- (5) group package tour 团队包价旅游
- (6) cultural tour 文化旅游
- (7) regional tour 区域旅游
- (8) biking tour 骑自行车旅游
- (9) camping tour 野营旅游
- (10) personal data 个人情况
- (11) Go ahead, please. 请说。Go ahead. 是英语口语中常用的句子, 可表示“请讲”, “请先行”, “请先做”等意思。

(12) Me too. 英语口语简洁用法, 意思为“我也一样”。

(13) in advance 事先, 预先

## Exercises

### I . Answer the following questions according to the text:

1. Who is Alice Parker?
2. What are some of the tours Wu Ming's Travel Service provides?
3. How many members are there in Miss Parker's group?
4. When will the group arrive?
5. What is an itinerary?
6. Has Miss Parker and Wu Ming met each other before?
7. Why do the group members want to return to America from Hong Kong?
8. What new city is added to the itinerary?

### II . Complete the following dialogues:

1. A: Is it possible to send a group to your agency?  
B: \_\_\_\_\_.
2. A: Can you recommend some places of interest to me?  
B: \_\_\_\_\_.
3. A: Please send us an itinerary.  
B: \_\_\_\_\_.
4. A: How many members do you have in your group?  
B: \_\_\_\_\_.

### III . Mini dialogues:

(1)

A: Is it possible for us to arrange a rafting trip with your agency?

B: Certainly. Which river or rivers do you wish to plan your tour on?

A: The Yangtze River and the Yellow River.

B: I'm sorry. Rafting trips on these two rivers need special permission. It will take us some time to organize, if you can wait.

A: Yes, we can wait.

B: Please send us detailed personal data of the group members and copies of their insurance policies.

A: OK. We will do that.

(2)

A: Hello, Miss Li, the quoting from your side is a little too high for us. I remember it was cheaper last year.

B: I know. The reason is that entrance fees to many sites and museums have gone up since the beginning of this year.

A: I see. But still, is it possible to lower it a little?

B: I will talk to our general manager and then give you a reply as soon as possible.

A: Thank you very much.

(3)

A: Mr. Wang, is it possible for you to lower your price?

B: I'm sorry we can't change that. You see, this is high season and there is no discount from the hotels.

A: In that case, we will reconsider our plan. We will inform you of our final decision tomorrow.

B: OK.

(4)

A: Mr. Huang, I'm terribly sorry to tell you that our planned group has been cancelled.



B: Really?

A: Yes, we're very sorry for this. I hope that we can have other chances of cooperation in the future.

A: Yeah, I look forward to that.

#### **IV. Useful expressions for initiating tours:**

(1) I wonder if we can send a tourist group to your agency.

(2) I am calling to see if it is possible to arrange a group trip with your Service.

(3) Please send us a preliminary itinerary together with your quoting.

(4) Our agency offers all kinds of tours, ranging from individual tour to group package tour.

(5) We also offer specialized tours.

(6) What specific places do you wish to visit in China?

(7) Are there any specific sights that you wish to see?

(8) When do you expect to come?

(9) How many people are there in the group?

(10) What about the group makeup?

(11) What about their age makeup?

(12) Where will your group disembark?

(13) I will work out a preliminary itinerary and send it to you through fax.

(14) I look forward to cooperating with your agency.

(15) I hope this will start a long-lasting cooperation between us.

### **Additional New Words and Expressions**

1. rafting tour 漂流旅游