

新版

实用外语学习丛书

实用旅游服务英语

路旦俊 梁 莉 编著



湖南人民出版社

新版 实用旅游服务英语

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(新版)

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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

实用外语学习丛书

实用英语作文

实用会计英语

实用公关英语

实用旅游服务英语

实用英语语法手册

实用文秘英语

实用英语听力

日语 900 句

新日语入门

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Lesson One

Meeting the Guest

(A)

(Beijing International Airport. Li Hua is meeting Mr. Smith from America. The plane has arrived. The passengers are coming out.)

L: Excuse me, ^①but are you Mr. Smith from America?

S: Yes, I am John Smith from America.

L: My name is Li Hua. I'm a guide from the China International Travel Service, Beijing Branch. ^② I've especially come to meet you.

S: How do you do, Miss Li?

L: How do you do? We have reserved a room for you at the Beijing Hotel. Our car is waiting for you outside.

S: Thank you very much.

L: Do you have any luggage?

S: Yes, one suitcase and one bag.

L: Let me help you carry the bag.

S: Thank you.

(They walk to their car.)

L: Did you have a nice trip?^③

S: Yeah. We had some turbulence, but on the whole,^④ it was a nice flight.

L: I suppose you must be rather tired after the long flight,^⑤ so we will drive directly to the hotel.

S: That's a good idea.

L: Let's go.

(B)

(At Shanghai Train Station, Wang and Li are meeting a group of American tourists. Wang sees Mr. Samuel White, head of the group.)

W: Hello, Mr. White. I'm so glad to see you again.

W: Hello, Wang, it's so good to see you again.

W: Let me introduce you to Mr. Li, Director of our travel agency.^⑥

L: Very pleased to meet you, Mr. White.

W: Very glad to know you too, Mr. Li. Just call me Samuel.

First names are more friendly than last names.

L: Good. Let me first of all welcome you all to Shanghai. I hope you will have a pleasant stay here. If you have any special request, please let me know.

W: Thank you, Mr. Li. Please allow me to introduce my group members. This is Kate Wilson... (He introduces each member of his group.)

W: Probably you would like to have a shower and a change of

clothes before dinner, so we'll go straight to the hotel. Please give me your luggage checks. Our porter will send your luggage to your rooms. We have a bus waiting outside.

W: Excellent. Now, everybody, please follow Mr. Wang. Don't get lost. ⑦

(They go out of the train station.)

(C)

(Mr. Bill Johnson has just arrived in Xi'an. Zhang Bing from the International Travel Service, Xi'an Branch has met him at the airport. They're in the sitting room.)

Z: Now, Mr. Johnson, please give me your luggage check. I'll go and get your luggage.

B: Here you are, Zhang. I have two suitcases.

Z: Please wait here. I'll be right back.

(After a while, Zhang returns.)

Z: I'm terribly sorry, Mr. Johnson. The airport in Beijing made a mistake and put only one of your suitcases on your flight. The other suitcase is still in Beijing.

B: Oh, Jesus. ⑧ What can I do?

Z: I have contacted Beijing airport and they said they were awfully sorry and would put it on the next flight to Xi'an.

B: And when will it arrive here?

Z: Seven o'clock this evening. The airport here will send the suitcase to your hotel.

B: Thank you very much, Zhang.

Z: You're welcome.

(D)

(Dr. Almquist has just arrived at Beijing International Airport. He is calling a taxi.)

A: Taxi! Taxi!

D: Where do you want to go, sir?

A: To the Kundun Hotel.

D: I'm sorry. There's no hotel by that name in Beijing. ⑨

A: Really? But I've reserved a room there.

D: Could it possible be the Kunlun Hotel?

A: Let me see ... Yes, I do remember now. It is the Kunlun Hotel

D: Good, we'll go there. Let me help with the luggage. ⑩ (on the way)

A: You have very nice weather here in Beijing.

D: Yeah, the weather is usually fine during this time of the year.

In fact, ⑪ autumn is the best season in Beijing.

A: Then I'll fully enjoy my stay in Beijing.

New Words and Expressions

- | | |
|-----------------------------|--------------|
| 1. passenger ['pæsəndʒə] | n. 旅客 |
| 2. especially [is'peʃəli] | adv. 特别地, 尤其 |
| 3. reserve [ri'sə:v] | vt. 订, 保留 |
| 4. luggage ['lʌgɪdʒ] | n. 行李 |
| 5. turbulence ['tʌ:bjuləns] | n. 涡旋气流 |
| 6. flight [flaɪt] | n. 航班, 飞行 |

7. agency [ˈeidʒensi]	n. 机构, 办事处
8. request [riˈkwest]	n. vt. 请求
9. shower [ˈʃəʊə]	n. 淋浴, 冲澡
10. straight [streit]	adv. 直接 adj. 直的
11. check [tʃek]	n. 牌子
12. porter [ˈpɔ:tə]	n. 行李员
13. awfully [ˈɔ:fuli]	adv. 非常, 很
14. taxi [ˈtæksi]	n. 出租汽车

Notes to the Text

①Excuse me. 是英语口语中经常用到的短句, 意思是“请问”, “对不起”, “请原谅”, “劳驾”, 常用于下列情况中:

1. 问路或询问情况。如: Excuse me, could you tell me the way to the train station?
对不起, 您能告诉我怎么去火车站吗?
2. 在餐桌上中途退席。
3. 有人挡住路。
4. 无意碰了别人。

②China International Travel Service, Beijing Branch. 中国国际旅行社北京分社。
Branch 在这里作“分社”解。

③Did you have a nice trip? 您旅途还好吗? 初次见面时, 为了避免陷入冷场, 可以与游客谈论一些“保险”的话题, 常见的话题是询问对方旅途情况。另一个常用的话题是谈论天气。

④yeah 美国口语, =yes; on the whole 总的来说, 大致上。

⑤I suppose you must be rather tired after the long flight. 我想经过这么长时间的飞行, 你肯定相当累了吧。这句中的 must 的意思不是“必须, 要”, 而是用来表示一种推测, 相当于“肯定”、“一定”。must 后面如果跟完成形式的动词不定式, 所表示的是已经发生过的动作; 如果后面跟的是进行式的动词不定式, 则表示正在进行的动作。例如: The baby is crying. He must be hungry. 孩子在哭, 他肯定饿了。It must have

rained just now, as the ground is wet. 刚才肯定下过雨, 因为地是湿的。It must be raining outside. 外面准是在下雨。

- ⑥ Let me introduce you to Mr. Li, director of our travel agency. 让我把你介绍给我们旅行社的经理李先生。在一般场合下, 两个陌生人都是通过第三者介绍的。第三者在作介绍时应用手表示出所介绍的人, 常用的句型在课文后的 “Useful Expressions” 部分中可以找到。被介绍的双方一般要互相握手, 互相说 How do you do? 或者 I'm very glad to meet you. 英国人喜欢用前一种表达法, 而美国人更喜欢用后一种表达法。如果没有第三者在场作介绍, 也可以进行自我介绍, 句型是: “May I introduce myself? My name is...”

⑦ Don't get lost! 别走失!

⑧ Oh, Jesus! 哦, 天哪!

⑨ There's no hotel by that name in Beijing. 北京没有这样名字的宾馆。

⑩ Let me help with the luggage. 让我来帮你拿行李。to help with... 帮着做……, 例如: Let me help with the cooking. 我来帮你做饭吧。

⑪ in fact 事实上。

Exercises

I. Answer the following questions according to the text:

1. How did Mr. Smith come to China?
2. Why did Li Hua send Mr. Smith directly to the hotel?
3. Had Wang and Mr. Samuel White met before? How do you know?
4. Why did Mr. White ask Li to call him by his first name?
5. What happened to Mr. Johnson's luggage?
6. How would Mr. Johnson get his other suitcase?

7. What was the problem with the hotel Mr. Almquist named?
8. What is the best season in Beijing?

I . Complete the following dialogues :

1. A : May I introduce myself? My name is Du Mei. I'm from China.
B: _____.
A : How do you do?
2. A : Mr. Wang , may I introduce Mr. John Williams to you?
B: _____.
C : Very pleased to meet you too.
3. A : Did you have a nice flight?
B: _____.
4. A : How is the weather in Beijing?
B: _____.
5. A : Please give your luggage check to me. I'll go and pick it up for you.
B: _____.

II . Mini dialogues :

(1)

- A : Excuse me, but are you Mr. Dalton from Australia?
B : No, I'm Jack Morrison from Ireland.
A : I'm terribly sorry.
B : That's all right.

(2)

A: Sorry to trouble you, but do you happen to know Mr. Heinz Fuller from Germany?

B: Yes. He's the tall man over there.

A: Thank you very much.

B: Not at all.

(3)

A: May I introduce myself? My name is Wang Qiang. I'm a tourist guide from the Friendship Travel Agency.

B: How do you do? My name is Francois. I'm a student from France.

A: How do you do?

(4)

A: John, I'd like you to meet my brother Nick. Nick, this is my friend John.

B: Glad to meet you, Nick.

C: Glad to meet you, too, John.

(5)

A: I don't think you have met the director of our travel agency yet. This is Mr. Chen and this is Mr. Simpson.

B: Nice to meet you, Mr. Simpson.

C: Nice to meet you, too, Mr. Chen. I've heard so much about you.

(6)

A: Ladies and gentlemen, may I introduce today's guest speaker professor Mark O'Brien? Mr. O'Brien is a renowned expert in economic development. He has lectured at many famous u-

niver-sities and written more than 10 books. He is going to talk about urban development today. Let's give him a warm welcome.

(7)

A: Ladies and gentlemen, I feel it a great honor for me to introduce General Ding to you. As you all know, General Ding was an outstanding commander of the Eighth Route Army during the Anti-Japanese War. He is going to talk about his revolutionary activities today. Let's warmly welcome General Ding.

(8)

A: How was the trip?

B: We had fairly good weather and it was really a pleasant flight.

A: Is this your first time in China?

B: Yes, and I've been looking forward to it.

A: Hope you have a wonderful stay here.

A: Thank you.

N. Useful Expressions:

1. Introductions:

(1) May I introduce myself? My name is...

(2) May I introduce Mr. Wilson to you?

(3) I'd like you to meet...

(4) I don't think you have met...

(5) This is... and this is...

2. Greetings: