

职业教育饭店服务与管理专业系列规划教材

根据教育部新颁布的教学大纲编写

UYOU ZHUANYE GANGWEI
YINGYU SHIXUN JIAOCHENG

旅游专业岗位 英语实训教程



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内 容 提 要

本教材是由成都市教科院组织中等职业学校旅游专业具有丰富教学经验和行业实践经验的一线优秀教师,在“旅游专业课程改革课题研究”的引领下,经过对学校、教师、学生、行业进行了充分的调研分析后,根据旅游专业培养目标、教学计划、行业需求、学生就业岗位能力要求,结合学生实际能力和自己多年的一线教学经验编写而成。该书以英语为媒介,以专业化和口语化为主要特色,系统和全面地展示了旅游服务流程(包括酒店前厅服务、餐饮服务、客房服务、地接导游服务、会展服务、交通服务、农家乐服务等)的各主要环节中所需要的岗位专业基础知识及常见场景处理方式。使初学者能够通过地道的专业英语学习旅游专业相关岗位知识,了解旅游服务中应具备的服务常识,掌握相关专业词汇和常用专业句型,提高旅游专业岗位英语的应用能力。

本书可作为中、高等职业学校旅游(饭店)服务专业教材,也可以作为酒店和旅行社等相关旅游行业的员工培训资料。

职业教育饭店服务与管理专业系列规划教材 旅游专业岗位英语实训教程

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前言

伟大的中华民族有着悠久的历史传统文化传统，古老的东方文明散发着无尽的迷人魅力。在广袤无边的神州大地上，承载着华夏上下五千年文明积淀的名胜佳景、遗址古迹灿若繁星，美不胜收。令世界各地的旅游爱好者纷至沓来，流连忘返。

进入 21 世纪，中国的经济飞速发展，旅游业也呈现出迅猛的发展势头。据国家旅游局规划发展与财务司司长吴文学介绍，到 2010 年，中国旅游业投资总量将累积达到 19 000 亿美元，国家旅游局发布的预测数据也显示，到 2010 年，中国旅游业入境旅游人数将达 2 亿人次，外汇收入将达 580 亿美元左右。世界旅游组织预测到 2020 年，中国将成为全球最大旅游目的地，世界第四大旅游客源地。旅游业的飞速发展急需大量专业功底扎实，英语听说能力过硬的从业人员。为培养更多适应行业发展需要的新型人才，各旅游职业院校迫切需要开发出一套全新的、与时代发展同步，与行业要求结合，与教学实践相适应的旅游专业英语教材。

《旅游专业岗位英语实训教程》是由成都市教科院组织成都市中等职业学校旅游专业具有丰富教学经验和行业实践经验的一线优秀教师，在“旅游专业核心课程改革课题研究”的引领下，经过对学校、教师、学生、行业的充分调研分析后，根据旅游专业培养目标、教学计划、行业需求、学生就业岗位能力要求，结合学生实际能力和自己多年的一线教学经验编写而成。该教程与行业发展同步，与时代进步为伍，以岗位为基础，在编写中，编写者自始至终采用“以学生主体为中心，以行业要求为纲目，以职业岗位需求为导向、以情境设置为主导”的主体编写原则，体现新课改“强调激活学习者的思维、强调以学生的参与、强调对个体的注意、强调学习过程的创造性”的教学理念，采取“理论-实践融合教学法、行为导向教学法、讨论式教学法、案例教学法、合作学习教学法”等先进的教学方法来架构体系、设计教学；以行业要求、岗位需求来遴选材料、组织内容；以职业中学学生现有学习基础来设计练习、安排活动，做到通俗易懂、材料新颖、操作方便，突出适用性和针对性。真正体现与旅游行业的无缝结合。

全书共 11 个单元、38 课，内容涉及酒店前厅、餐厅、客房、地接导游服务、交通服务、会展服务等，基本涵盖了旅游专业学生毕业后就业的所有岗位，新增了诸如农家乐服务、地铁服务、会展服务等新兴的、具有地方特色的旅游服务项目。各个单元内容独立，可根据教学中的需要，调整板块顺序，配合专业课教学，同时该手册也可以作为酒店和旅行社等相关旅游行业的员工培训资料。该书的主要特点有：

一、知识与实践统一，实践性强。本书突出专业英语学习的实效性，拟真场景编排都源自于行业实战，情景细化，即学即用。

二、条理清晰，内容全面。本书按岗位基本服务流程进行编写，针对性强，便于查找。同时该书在教授英语知识的同时也教授了相关岗位专业知识，让学生在学习英语的同时获取相关专业知识，大大提高了课堂教学和学科教学的有效性。

三、由浅入深，循序渐进。每一课的单词既有中心词库（Nuclear vocabulary），又有话题词库（Topic corpus），对话既体现标准服务流程，又设置有特例的处理方式，有利于教学的灵活安排。

四、时代感强，特色鲜明。该书融入大量时代信息，充分体现 21 世纪旅游业的服务要求。

为了进一步丰富旅游英语教学资源，改进教学方法，全面提高旅游院校学生和旅游业从业人员的英语水平，作为本教材的编写者和实践者，我们希望和各位同仁携手共进，为提高我国涉外旅游的服务质量尽到专业教育工作者应尽的责任。本书是旅游专业核心课程课题改革的研究过程中产生的课题成果之一，在我们的调研、课题研究和教程编写过程中，成都市教科院职成室的领导和老师们给予了精心的指导，成都市各职业学校也给予了极大的支持，同时，西藏饭店、成都总府皇冠假日酒店、四川锦江宾馆、四川宾馆、四川省青年旅行社等单位提供了大量专业信息和宝贵意见，在此一并表示诚挚的谢意。

本书参考和引用了一些已发表、出版的文献资料，特此向有关专家、作者表示由衷的感谢。由于编写者的水平有限，在编写教程中难免有疏漏和错误存在，诚请各位同仁们批评指正，及时反馈本书的不足，以便今后进一步修订和完善。

编 者

2010 年 8 月



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- Lesson 1 Bus Service**
- Lesson 2 At the Subway**

Part Ten Convention and Exhibition English

- Lesson 1 Preparation Work for an Exhibition**
- Lesson 2 Reception Work in an Exhibition**

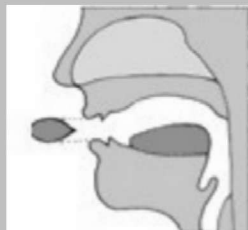
Part Eleven At the Agricola

Part one

Pronunciation and Intonation



Brief Introduction:



英语共有 48 个音标，分元音和辅音两种。元音有 20 个，分双元音和单元音两大类。单元音中，按发音部位可分为前元音、中元音、后元音；按发音时间长短可分为长元音和短元音。辅音有 28 个，按声带振动与否可分为清辅音和浊辅音两大类。按不同的发音方式可分为爆破音、摩擦音、鼻音、舌边音、半元音。元音发音时气流通过口腔不受任何阻碍，同时声带振动发出响亮的声音。元音是构成音节的要素，它既可以单独构成音节，也可以和辅音一起构成音节。双元音和单元音最根本的区别：双元音在发音过程中有一个从前一个音向后一个音的滑动过程，前长后短，前重后轻，口型和舌位要随之变化。双元音一律作长音处理。长音发音要长，短音要短，做到长短分明。

一、单元音 (Pure Vowels)：按发音部位可分为前元音、中元音、后元音

1. 前元音 (The Front Vowels)：/i:/ /i/ /e/ /æ/

短语朗读练习

my little sister

a very big city

at the ticket office

send a telex

carry the suitcase

meet in the street

registration form

my best friend

welcome the guest

traveler's checks

hold the bag

receiving a walk-in guest

句子朗读练习

I'll get the baggage up to your room. Don't let the cat out of the bag.

If you need any help, do let us know. A bellman goes forward to meet the guests.

Let me give you a hand.

I shall never forget the lesson.

The kids are listening to a story.

She will visit the university in two days.

Who is keeping the keys to the rooms? I'm not very well today.

2. 中元音 (The Central Vowels)：/ə:/ /ə/ /ɜ:/

短语朗读练习

the manager of the lobby	around ten o'clock	floor attendant
accept personal checks	very important person	take the key away
reserve the room	nothing much	under the sun

句子朗读练习

They love each other.	Well begun is half done.
I've worked as a manager since 1986.	Be sure to take a brochure for me.
The book is worth reading.	Have you made the reservation yet?
The patient was burning with fever.	Tomorrow never comes.
Better late than never.	Have you paid in advance?

3. 后元音 (The Back Vowels) : /æ:/ /œ/ /œ:/ /u/ /u:/

短语朗读练习

coffee shop	hot water	what's more	a good student	book a room
new moon	credit card	on a holiday	see the doctor	fill in a form
mop the floor	more or less	room number	a doorbell	a big fortune

句子朗读练习

There are more and more social problems. Have you got a bank card?

She is eating a hot dog at the door way. Sorry for not being able to see you off at the airport.

Who is going to mop the floor? I'm awfully sorry for my carelessness.

This table is made of very good wood. Please give my regards to your family.

They will soon move to a new house.

Excuse me, but I should say it's against our hotel regulations.

二、双元音 (Diphthongs) : /ei/ /ai/ /əu /œi/ / iə / /au/ /ɔə/ /uə/

短语朗读练习

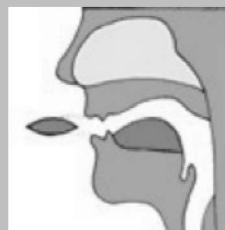
same age	go home	no hope	shout out	how about
my life	a quiet night	here and there	a rare metal	out of repair
make sure	travel brochures	enjoy your stay	an office boy	
visit here again				

句子朗读练习

Tell her not to make too much noise in the room.

We'll let you know as soon as we find it.
That's really a good job.
When the old man is telling a story, the kids are all ears.
Is there a post office near here?
Our chef really enjoyed creating a menu for a wedding reception.
Hope you'll have a pleasant trip home.
Read it louder so that I can hear you better.
Don't shout at your parents like that, Bob.
She won't make such a mistake again.
Mary invited us over for a party that evening.

Brief Introduction:



辅音发辅音有以下的一些特点：

1. 气流受阻，从肺部呼出的气流在通过口腔或鼻腔时遇到阻碍（元音发音不受阻碍）。
2. 气流较强（元音气流较弱）。
3. 阻碍部分肌肉紧张（元音发音时均衡地保持紧张）。
4. 有清浊之分。

一、爆破辅音 (Plosives) /p/ /b/ /t/ /d/ /k/ /g/

短语朗读练习

basketball player push the button take a look a good guy stop talking
go to bed out of date door to door a package tour a bad time

句子朗读练习

Practice makes perfect.
Does nobody look after the plant here in my room?
What's the date today?
I get to bed at about 10:30 every day.
A good beginning makes a good ending.
The kids often go hiking at weekends.
He is a good guy.
The cook is baking a cake.
The bathtub hasn't been cleaned.

二、摩擦辅音 (Fricatives) /f/ /v/ /θ/ /ð/ /s/ /z/ /ʃ/ /ʒ/ /r/ /h/

短语朗读练习

this month beautiful flowers six pairs of scissors
brothers and sisters rather than thousands of birds

in the river

think it over

these children

句子朗读练习

The girl is very shy.

Please show me your passport.

Stop thief!

The manager is bad to Jack.

I prefer cooking to shopping.

The school is far from the park.

I have no idea about Chinese food.

三、鼻辅音 (Nasals) /m/ /n/ /ŋ/

短语朗读练习

ham sandwich

cotton mill

young children

in the kindergarten

run a marathon

singing and dancing

men and women

old and young

a Chinese-born

American scientist

given name

more and more

句子朗读练习

Could you recommend me something special?

You don't want anything before dinner.

The singer was given a warm welcome and she sang us a song.

I am not alone in this opinion.

I am doing nothing now.

Would you like something to drink?

I think we can fix something up for your TV set.

I have an appointment at 7:00 in my room.

Someone is knocking at the door.

No sooner said than done.

四、舌边音 (Lateral) /l/

短语朗读练习

a tall pupil

an old film

a small apple

a low hill

a little girl

a large island

a lovely lake

fall ill

句子朗读练习

Love is blind.

He was left all alone.

All in all, it was a pleasant trip.

All's well that ends well.

Your ability will be improved little by little.

五、半元音 (Semi- vowels) /w/ /j/

短语朗读练习

a new suit

a huge yard

a dutiful young man

a white woman

walk away

a wide window

句子朗读练习

What's up?

We were waiting for him to go swimming.

We were called in one by one.

Whatever is worth doing at all is doing worthwhile.

I'll meet you at the usual time.

It's no use arguing with such a stupid man.

The young teacher is very popular with his students.

六、破擦辅音 (Affricates) /ts/ /dz/ /tr/ /dr/ /tʃ/ /dʒ/

短语朗读练习

teach the children

fetch the chicken

in a college

a true tragedy

a hundred trees

a lot of drills

boats and ships

in five minutes

streets and roads

句子朗读练习

I really appreciate your help.

Would you like some orange juice?

I'll order a steak and chips.

A waiter rushes out from the kitchen.

Don't trouble trouble till trouble troubles you.

Her dream has come true.

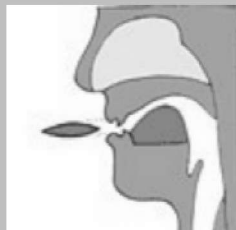
Beancurd is very nutritious.

The students were in high spirits all through the sports meet.

He often puts his hands in his pockets.

Now let's go and meet our guests.

Brief Introduction:



英语是以重音为节奏的语言，各个音节的地位并不相同，有轻重、长短之分。英语的节奏主要是靠重音来控制的。单词有单词的重音，句子有句子的重音。重读音节要重读，非重读音节要弱读。

一、Word Stress 单词重音

英语单词由字母组成，词中有一个或更多的音节，这就形成了音的主次分别，即主重音和次重音。次的重音除了为句子的语调奠定基础外，还有标明词类或功能的作用。英语单词根据音节的多少可以分为单音节词、双音节词、三音节词、多音节词。eg. pen /pen/ brother /'br ðə/ letter /'letə/ classroom /'kla:srʊm/ remember /ri'membə/

二、句子重音

句子重音指的是人们在朗读连贯的语句时哪些词要重读哪些词不重读的规则。

(1) 连贯的语句中需要重读的词有：名词、形容词、数词、实义动词、副词、某些代词（指示代词等）、疑问词、叹词。这条规则可以用四个词来总结：实词重读。

(2) 连贯的语句中不重读的词有：冠词、代词（人称代词、物主代词、关系代词等）、动词（助动词、情态动词等）连词、介词等。

eg. An¹elephant is an¹animal.

He¹speaks English¹slowly and¹carefully.

¹Oh, it's¹snowing.

They do¹not go to¹church on¹Sunday.

¹Which is your¹sister?

Mary¹loves her¹dolls.

Her¹skirt is¹blue and¹white.

¹Everyone was¹late.

He¹himself¹hurt his own¹foot.

I can¹do¹that.

My¹second¹brother is a¹doctor.

这里讲的只是语句重音的一般规则，但语句重音根据说话时的不同心态、不同的着重点、不同的强调内容、不同的语气等可以使原来在句中应重读的词失去重读。因此这些较为特殊、复杂的规则大家在学习中注意积累、练习。

Exercises:

Read the following words, paying attention to word stress.

person	finish	return	invent
note-book	bedroom	car-factory	sports ground
paper tiger	glass cup	boiling water	against

Listen and mark the stress of the following sentences, and then read them correctly.

Can anyone tell me the time?

Does anyone know Tom?

I 'm going to town today.

I didn't think it was true.

He is the happiest man in the world.

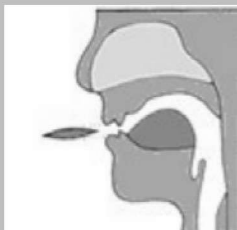
Where does he work?

He works at the bank.

When does he work?

He works all day, and he works all night, at the bank, at the great big bank.

Brief Introduction:



英语不是一个词一个词地说出来。根据发音规则，有连读和失去爆破等现象。掌握它们的发音技巧对朗读有事半功倍的效果。

一、Incomplete Plosion 不完全爆破

当一个爆破音后面紧跟着另一个爆破音或摩擦音、破擦、鼻音、舌侧音时，前一个爆破音不发生爆破或不完全发生爆破，即第一个音（指爆破音/p/）有停顿，无爆破，第二个音（即爆破音）则一定要爆破，要发音。注意：失去爆破不等于前一个爆破音不存在。在读后一个爆破音之前，必须用相关的发音器官摆好前一个爆破音的发音姿势，做发音准备，稍稍停顿后再直接发下面的爆破音。

失去爆破有以下几种情况：

(1) 爆破音+爆破音，eg. *a flat tire* *cupboard* *blackboard* *red cross* 等中的斜体部分一律失去爆破。这叫做完全失去爆破。

(2) 爆破音+摩擦音或破擦音，eg.: *a sad story* *a nonstop flight* *recite the poem* *a good chance* 等中的斜体部分只有轻微的爆破。这叫做不完全失去爆破。

(3) 爆破音+鼻辅音，eg. *gardening* *good morning* *lightning* *good night* 等中的斜体部分也只发生不完全爆破。

(4) 爆破音+舌侧音，eg. *little* *at last* *hard life* 等中的斜体部分也属于不完全失去爆破。

二、Liaison (Sound-linking) 连读

如果前一个词的结尾是辅音，后一个词的开头是元音，在实际朗读和说话中会把它们连起来读，这种现象就叫连读。

英语里的连读一般有下面几种情况：

(1) 在同一意群（意思上互相密切相关的一组词）中的两个词，前者以辅音结尾，后者以元音开头，这两个音就可以连起来读。

eg. *an American writer*

School is over.

China is an Asian country.