



新编中等职业教育
旅游类专业系列教材

LÜYOU

旅行社服务英语

(第2版)

主 编 李啟金 郭学英



重庆大学出版社
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内容提要

本书分为3章,共29个单元,每个单元分为听说部分和阅读部分。内容主要包括旅行社服务英语,即旅行社服务的基本工作程序和旅行社工作人员在接待和服务工作中的常用语;旅游景点介绍,即我国具有代表性的旅游景点以及相应的导游技巧;求职面试英语,即面试前的准备工作、面试中的常用语和面试技巧等。

教材内容的选材突出旅游机构一线服务的各个主要环节,坚持“听说领先”的原则,以培养学生的口头交际能力为主旨,适合作为中等职业教育旅游类专业系列教材,也可作为旅游从业人员的职业培训用书。

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为了适应我国旅游事业的迅猛发展,满足旅行社对工作人员的实际需要,根据职业教育以“实用为主、应用为目的”的原则,结合旅行社工作的实际改革要求,我们重新修订编写了《旅行社服务英语》。

本书的特点是,以就业为导向,以培养学生职业能力为目的,结合旅行社服务工作实际,强调其专业性、实用性、趣味性。特别是我们编入了灵活多样的练习,使学生上口快、好掌握,同时教师在授课时也具有相当大的操作性。

本书围绕旅行社服务的工作程序,以任务为主线,将英语技能和旅行社服务工作结合在一起,通过大量的练习和操练,努力提高学生的听说能力和语言表达能力,同时逐一介绍我国具有代表性的旅游景点,帮助学生了解各景点的基本信息和相应的导游技巧。根据学生到旅行社实习之前的面试以及毕业时应聘工作的面试需求,我们增加了求职面试这一部分,告诉学生面试前要做哪些准备工作,面试中如何巧妙应答,以及面试后该如何询问面试结果。

全书共分为三大章节:旅行社服务英语、旅游景点介绍、求职面试英语。每个章节又由几个单元组成,全书共有29个单元。每个单元分为两大部分,听说部分和阅读部分。尤其是在听说部分,以warming up为导入,提供与本单元相关的单词、词组、句型,再给出本单元中最常见、最有用的重点句子,为之后的听说训练打下了基础。在听说训练中,每单元都设计了大量的、多种形式的练习,包括词汇练习、看图说话、听力理解、角色扮演练习等。这样就可以促使学生多练习、多实践,以达到在实际工作中能用英语为外国游客提供服务,进行交流的目的。阅读部分也是强调以交际为目的,提供了实际工作中的交际材料,如欢迎辞和导游词,围绕材料的主题进行模拟操练,帮助学生更好地熟悉工作任务,提高工作技能。

值得一提的是,参与本书编写工作的都是在中等旅游职业教育教学第一线辛勤耕耘的老师们。他们有着多年的旅游英语教学经验及丰富的现场工作和培

训经验,对书的编写力求达到专业性、实用性、趣味性、可操作性。通过该书的学习,学生在掌握大量英语知识和技能的同时,又掌握了大量的专业知识,使学生的“学”与“用”紧密地结合起来。因此,本书除适合于中等旅游职业技术学校导游服务专业的学生使用之外,也可作为旅行社培训员工的教材。

本书由湖北省旅游学校校长李啟金与外语教研室主任郭学英主编,湖北省旅游学校外语教研室蔡慧老师、皮丽莉老师、云南省旅游发展委员会市场开发处刘惠波副处长担任副主编。湖北省旅游学校蔡慧、谭常娥、张贇、闵越、宋丽娅、皮丽莉老师参与修订。具体编写分工如下:第1章由蔡慧和张贇编写;第2章由谭常娥、宋丽娅和闵越编写;第3章由皮丽莉和郭学英编写。

全书由郭学英、张贇统稿、定稿。

由于编者水平有限,难免有不足和不妥之处,恳请专家和读者批评指正。

编 者

2015年3月8日

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Chapter 1

Travel Service English

旅行社服务英语



Unit 1 Meeting the Guests (迎接客人)



Section 1 Speaking & Listening

Warming-up

Choose the right words to describe the pictures.

tourists

flag

accounting

friendly



A tour guide is waiting the tourists at the airport, with a _____ in hand.



A tour guide is escorting the _____ to their coach.



A tour guide is offering a _____ greeting to the tourists.



A tour guide is _____ heads for the travel group.

Part I Key Sentences

- Excuse me, are you Mr. Smith from the United States?
请问您就是来自美国的史密斯先生吧?
- Did you have a nice trip? \ How was the flight?
您的旅途愉快吗? \ 您的旅途怎么样?
- Glad to meet you. My name is Wang Ling, I will be accompanying^① you on your sightseeing^② trip today.
很高兴认识您。我叫王玲,今天您的旅游观光将由我一路陪同。
- Welcome to Wuhan. I'm Li Mei, your tour guide. It's nice to have you all with us.
武汉欢迎您。我叫李梅,是你们的导游。很高兴能为各位服务。
- Please allow me to introduce you to Mr. Chen, our driver on this trip.
请允许我把您介绍给小陈,他是我们此次旅程的司机。
- May I introduce to you Mr. Zhang, general manager^③ of our hotel?
我能给您介绍一下吗? 这是我们酒店的张总经理。
- Have you got a name list of this travel group?
您有旅行团游客的名单吗?
- There are 25 in all.
一共有 25 名游客。
- Have you all got your baggage^④? Great, now let's go to the coach. Please follow me and my flag.
大家都拿好行李了吗? 好,我们现在去坐旅游车。请跟着我和导游旗。
- Your baggage will be put onto another vehicle^⑤ to be sent to the hotel. Don't worry about it.
别担心,你们的行李会由另一辆车送到酒店。

Notes

- ①accompany: go with 陪同; 跟随
- ②sightseeing: going about to see places, etc. 观光, 游览
- ③general manager: 总经理
- ④baggage/luggage: 行李, [U] a piece of ~; two pieces of ~.
- ⑤vehicle: 车辆的总称



Activity 1: Answer the following questions.

- 1) How do you spot the guests that you are supposed to meet at the airport?
- 2) If you want to know more about the members of the group, what would you say to the tour guide?
- 3) Introduce yourself to the tourists.

Part II Listening



Activity 2: Listen to the tape and complete the following sentences.

Dialogue

Tour guide Liu Mei is at the airport to meet Mr. and Mrs. Brown from the United States.

Liu Mei: Excuse me, are you Mr. Brown from the United States?

Mr. Brown: Yes, I am.

Liu Mei: Oh, Mr. Brown, welcome to Wuhan, I am Liu Mei, your local guide from Wuhan Travel Service.

Mr. Brown: Hello, Miss Liu. Thank you for coming to meet us. This is my wife, Nancy.

Liu Mei: Nice to meet you.

Mrs. Brown: Nice to meet you, too.

Liu Mei: (1) _____?

Mrs. Brown: Yes, very pleasant.

Liu Mei: (2) _____?

Mr. Brown: Yes, everything is here.

Liu Mei: Our car is parked outside. (3) _____?

Mr. Brown: Ok. Let's go.

Liu Mei: (4) _____?

Mr. Brown: Oh, no, thank you. Nancy and I can manage.



Activity 3: Listen to the following sentences carefully. Then read the four choices and choose the one which is NOT an appropriate response to the sentence you hear.

1. How do you do?

- A. How do you do? B. Nice to see you. C. Hello. D. Fine, thank you.

2. Hello, how are you?
A. Fine.
C. And how are you?
B. I am very well.
D. Just fine.
3. How is everything?
A. So-so.
C. Can't complain.
B. Not too bad.
D. Very well.
4. That's very kind of you.
A. Don't mention it.
C. Never mind.
B. It was nothing.
D. You're welcome.
5. Thank you very much for your help.
A. Not at all.
C. It's a pleasure.
B. It doesn't matter.
D. You're welcome.
6. Do you mind opening the door for me?
A. Surely not.
C. That's all right.
B. Not at all.
D. No, of course not.
7. Sorry, I'm late.
A. That's OK.
C. Don't mention it.
B. Never mind.
D. Forget it.
8. Good-bye.
A. The same to you. B. See you. C. Take care. D. So long.

Part III Speaking



Activity 4: Translate the following sentences into English with your partner, and then practice them.

1. 请问您是来自加拿大的格林先生吗?
2. 武汉欢迎您!
3. 旅途还顺利吧?
4. 早上好! 我是刘明,是你们此次中国之行的导游。
5. 这位是小王,他是我们此次旅行的司机。
6. 让我来帮您拿行李吧。
7. 这边走,我们现在去坐旅游车。
8. 请跟着我和导游旗。



Activity 5: Role play.

1) You are at the airport to meet a tour group of 25 people by the name of Travel around China. Its tour guide is John Cooker. Try to find Mr. Cooker and the tour group. Introduce yourself to them, check the baggage and show them to the bus.

Step 1: Find Mr. Cooker and the tour group.

Step 2: Introduce yourself.

Step 3: Welcome the group to your city and ask the tour members about their trip.

Step 4: Ask Mr. Cooker for the baggage claim checks and help them get their baggage; then show them to the bus.

2) You are meeting an independent tourist at the railway station. Try to find out his plans and offer help he may need.



Section 2 Reading

Welcoming Speech

Good morning, ladies and gentlemen,

Welcome to Wuhan. My name is Lin Fang, I come from the Yellow Crane Tower (黄鹤楼) Travel Service (旅行社), and I will be your guide for the next several days during your stay in our beautiful city.

After the long journey (旅行), you must be very tired. So now we are heading to our hotel directly so that you can get settled (安顿下来) and have a good rest. It takes about 40 minutes to get to the hotel.

I would like to introduce our driver, Mr. Wang to you. He has about 10 years' driving and working experience (经验) in travel industry. So you are in very safe and competent (有能力的) hands. His bus number is HB3234, please remember it. If you have any special interests, please don't hesitate (犹豫) to let us know.

Now, I'd like to give you a brief outline of your schedule (时间表) for the next few days, your accommodations (住处) and the check in procedures (程序).



Activity 6: Decide whether the following statements are True (T) or False (F) according to the reading material above.

- 1) The tour guide needs to give a welcoming speech to make the guests feel welcome. ()
- 2) It's unnecessary for the guide to introduce the driver and the coach. ()
- 3) The driver has no responsibility to answer guests' questions. ()
- 4) It is considerate for the tour guide to tell the guests their future itinerary. ()
- 5) Different guides may give different welcoming speeches, but some important information and rules are the same. ()



Activity 7: Write a welcoming speech.

Suppose you are a tour guide. A group of tourists are coming from Britain. Try to write a welcoming speech to show your hospitality on behalf of your company.

These are some steps for you to consider:

Step 1: greetings;

Step 2: introduce yourself and the driver;

Step 3: something about the itinerary;

Step 4: your wish to help the guests and your blessings.



Activity 8: Cloze.

Dear Lily,

Great news! School is 1 and I've successfully 2 my final examinations. My parents are so 3 that they are giving me a trip to the Great Wall as a graduation present. More than that, two of my classmates have received permission to accompany me. We are 4 to leave here and 5 to spend a few weeks in your wonderful city during July.

Could you 6 some good travel services which would arrange our stay there? A competent tour guide can make us feel easier. We should be very grateful if you 7 tell us which places are really 8 seeing and how much money we need to pay for that. We will then know how to negotiate with the travel service. We are all 9 your reply, so please write soon.

10,
Stella

- | | | | |
|----------------------|-----------------------|--------------------|--------------------|
| 1. A. gone | B. finished | C. stopped | D. broken |
| 2. A. to pass | B. pass | C. passed | D. past |
| 3. A. satisfying | B. satisfactory | C. satisfy | D. satisfied |
| 4. A. wishing | B. interested | C. hoping | D. determining |
| 5. A. suggest | B. enjoy | C. guess | D. expect |
| 6. A. give | B. praise | C. recommend | D. tell |
| 7. A. need | B. could | C. must | D. dare |
| 8. A. fit | B. need | C. worthy | D. worth |
| 9. A. waiting | B. looking forward to | C. wanting | D. begging |
| 10. A. Sincere yours | B. sincere yours | C. yours sincerely | D. Yours Sincerely |

Cultural Background

首站接团服务贴士：

1. 接旅游团

导游应站在明显位置,举起接站牌以便领队或游客前来联系,同时,导游也应主动通过游客特征、衣着等信息,分析判断并主动上前询问,以免错接、误接团队。

2. 核实人数

及时与领队或全陪核实实到人数,如与接团计划人数出现误差,应及时与旅行社计调部或相关人员进行核实或更改,以免影响后期行程的吃、住等安排。

3. 清点行李

导游应协助游客将行李集中在指定位置,并提醒游客检查自己的随身物品,特别是贵重物品,以免登车后出现物品遗失,需要返回机场或车站寻找失物而延误行程。

4. 集合登车

导游引导游客带好随身行李前往乘车点。乘客登车时,导游恭候在车门旁,协助游客上车。上车后,协助游客入座,礼貌清点人数,游客到齐坐稳后请司机开车。

Unit 2

Guiding on the Coach (巴士讲解)



Section 1 Speaking & Listening

Warming-up

Choose the right words to describe the pictures.

get off

coach

welcoming

friendly



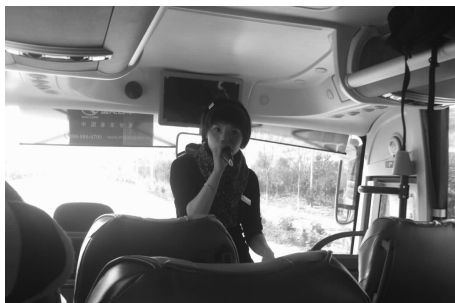
A tour guide is giving a _____ speech on the coach to the guests.



A tour guide is pointing at a historic building being passed by the _____ and introducing it to the tourists.



A tour guide is helping an aged tourist _____ the coach.



A tour guide is _____ introducing the tourists time and place.