



高等学校旅游专业系列教材

新编旅游英语

主 编 郭 婷 刘志强
副主编 张 松 曹继宏
王艳滨 李佳玉

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内 容 提 要

本书是一本内容全面、实用性强的旅游英语教材。全书共 10 个单元,主要包括:预定机票、海关、娱乐活动、邮政局、酒店服务、家外之家、中国美食、中国茶、观光、旅游购物等方面的内容。

本书可作为高等学校旅游管理及相关专业的教材,也适合于旅游业人员自修、培训及英语专业学生泛读使用。

图书在版编目(CIP)数据

新编旅游英语/郭婷,刘志强主编.—哈尔滨:哈尔滨工业大学出版社,2005.9(2006.8重印)

(高等学校旅游专业系列教材)

ISBN 7-5603-2187-9

I.新… II.①郭… ②刘… III.旅游-英语-高等学校-教材 IV.H31

中国版本图书馆 CIP 数据核字(2005)第 098198 号

责任编辑 杨 桦 杨明蕾

封面设计 卞秉利

出版发行 哈尔滨工业大学出版社

社 址 哈尔滨市南岗区复华四道街 10 号 邮编 150006

传 真 0451-86414749

网 址 <http://hitpress.hit.edu.cn>

印 刷 哈尔滨市龙华印刷厂

开 本 787mm×960mm 1/16 印张 13 字数 235 千字

版 次 2005 年 9 月第 1 版 2006 年 8 月第 2 次印刷

印 数 3 001~6 000 册

定 价 20.00 元

(如因印装质量问题影响阅读,我社负责调换)

总 序

随着我国经济体制改革的不断深入,旅游业一跃成为我国的朝阳产业、支柱产业。旅游业的蓬勃发展,促进了旅游教育的繁荣。截止 2002 年年底,全国共有旅游类高等院校(包括设有旅游系或旅游专业的院校)407 所,比上年增长 30.99%,在校生 157 409 人,增长 54%。即使这样,仍然不能满足旅游业发展的需要。

旅游业是综合性很强的产业,同时也是一种文化性产业。尤其是我国入世以来,旅游业对从业人员的素质要求越来越高,已由满足上岗要求转变为适应行业发展的需求,由单纯的岗位技能掌握拓展为综合应用能力的具备。因而,旅游业对高等院校旅游专业的培养目标提出了全新的要求,其教材建设就显得十分重要。

本套教材是遵循系统阐述基础理论、基本知识,并紧密结合生产、经营和管理实际的原则,组织黑龙江大学、哈尔滨商业大学、哈尔滨师范大学、黑龙江工程学院等十几所院校教师编写的。本套教材包括《旅游学概论》、《酒店管理》、《旅游服务教程》等 16 种书。

本套教材具备四大突出的特点:

第一,结合旅游专业的培养目标和教学特点,采用集群模块课程的教学方法,突出“宽基础、活模块”方式,使全套书内容既有系统性,又有相对的独立性,以适应各院校独自办学的特点。

第二,吸纳了当前旅游业先进的管理思想和经营理念,保证了本套教材的先进性与经营管理相结合的实践性。

第三,采用了国际上比较流行的教材结构,每一章都有必要的说明和提示,并将课外的相关知识、案例穿插在其中,以指导学生自学、明确目的,调动学生学习的积极性和主动性。

第四,本套教材不仅适用于高等院校旅游专业,其中大部分教材也适用于酒店管理专业。另外,也可以作为高等教育自学考试的教材和业内人士的自修参考书。

经过全体参编人员的共同努力,这套教材现已陆续出版,我们欢迎广大专家学者和教师批评指正。

在本套教材的编写过程中,得到了黑龙江省教育厅高教处的大力支持和明确指导,以及相关院校领导、专家学者和教师的帮助,在此,一并表示衷心的感谢!

编审委员会

2004年2月

前 言

目前,我国旅游业正突飞猛进地向前发展,已经成为一大支柱产业。若要使其跟上时代发展的步伐,就要培养大批的旅游专业人才。

本书是为高等学校旅游专业学生编写的系列教材之一。参编人员都是从事多年旅游英语课程教学的一线教师。在编写时,尽量考虑不同层次学生的需求,尤其注意旅游专业学生的英语水平,做到内容由浅入深,词汇量适中,讲解详细。

本书由郭婷、刘志强任主编,张松、曹继宏、王艳滨、李佳玉任副主编。全书共分10个单元。每单元主要由精读、泛读和补充阅读材料三部分组成。内容主要分旅行英语和饭店英语两大部分。课文涉及旅游文化生活、旅游业发展、旅行社和航空公司的经营运作,以及宾馆接待服务、客房、餐饮等旅游工作人员常用知识等。每单元后的注释和常用句型采用中英文对照形式,练习紧紧围绕课文内容,使读者既提高了英语水平,又增加了旅游知识,实用性强。

本书既可作为高等学校旅游管理及相关专业的教材,也适合于旅游业人员自修、培训及英语专业学生泛读使用。

在本书的编写过程中,参考并借鉴了大量的相关教材,在此我们向有关作者表示感谢。完稿后,承蒙翟志群、葛洪久、艾厚新和杨秀姗教授的审读,在此也表示由衷的谢意。

由于时间仓促,加之水平有限,疏漏与不足之处在所难免,敬请广大读者批评指正。

编 者

2005年5月

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Unit 1 Flight Ticket Reservation

Study structure

Text A (Intensive Reading): Air Travel

Dialogues

New Words and Expressions

Exercises

Text B (Extensive Reading): The Airlines

Text C (Supplementary Reading): Other Means of Transportation

Summary of the Text

Air travel is closely connected with airplanes with rapid development of the airline industry. Besides air travel, many other means of transportation provide tourists with more options.

Text A Air Travel

Airplane has become very common for long distance travel. Now, more and more people would like to take airplanes on their trips because air travel is fast and quite safe. Airlines have great influence on the service of air travel in many respects.

An airline, especially an international one, is a huge organization with many complex functions. There are tickets and reservations agents, airport passenger service personnel, cargo personnel, mechanics, catering service personnel, the flight crew, the flight service crew and so on.

The captain, or pilot, is in charge of the whole flight from start to finish, just like the captain of a ship. He is helped by the first officer who is second in command. There is also a pilot and flight engineer who is responsible for the functioning of all mechanics equipment. In the case of long-range flights, there may be an additional pilot, called a second officer. The flight crew performs its functions in the cockpit of the plane. Therefore, the passengers hardly see this part of the

crew, though the captain may speak to them over the loudspeaker system. He usually says hello to them soon after takeoff and then gives them information about geographic places of interest and weather conditions during the flight.

For half a century, the job of an air hostess has been an exciting, stimulating and rewarding career. Although it is generally thought of in terms of women, it is by no means limited to them. Men play an important role in the ever-growing field, too.

For the crew, there is much to do to prepare for the flight even before they board the airplane. After arriving at the airport and signing in for work, they meet the other members of the crew and attend a briefing held by the captain. At this time, he mentions the flight plan, weather conditions, and other factors that might affect the meal service. About half an hour before departure, the passengers begin boarding the airplane and the cabin crew welcome them on board and help them find their seats. There are welcoming and other pre-takeoff announcements, as well as the emergency equipment demonstration. The last thing the air hostesses do before takeoff is to check the passengers' seat belts.

The role of the cabin crew becomes very busy once the airplane is airborne. It consists mainly of providing the passengers with food and drinks and involves a lot of work and attention to detail. When the flight nears its destination, the purser makes the announcements concerning landing procedures, and the cabin crew check to see if the passengers and the cabin are prepared for landing. After landing, they help the passengers disembark and say good-bye to them.

Dialogues: Booking Flight Tickets

Dialogue A

A: Good morning, American Airlines, Miss Mary's speaking. Can I help you?

B: Yes, I'd like to make a reservation to New York on June 6th, the day after tomorrow.

A: Hang on, please. Let me check for you. (A moment later) Thank you for waiting. I'm sorry but our flights are fully booked on that day. The next available flight leaves at 8 a.m., Sunday, June 7th. Shall I reserve you a seat then?

B: Yes, please.

Dialogue B

A: Hello, Air Canada. May I help you?

B: Yes, I'd like to get a ticket.

A: Would you prefer first class or economy?

B: Economy, please.

A: You may buy your ticket at any of our offices. Thank you for calling Air Canada.

B: Thank you.

Dialogue C

A: I'd like to cancel my reservation on Flight 125 to Beijing on the 3rd. My name is Tony Simpson.

B: Just a moment, please. Thank you for waiting. I've cancelled your reservation. Shall I make another reservation for you?

A: No, thanks.

B: I see. Please call us again for any further reservation. Thank you for calling British Airways.

New Words and Expressions

- | | | |
|--------------------|------------------|----------------|
| 1. influence | /'influəns/ | n./v. 影响 |
| 2. aspect | /'æspekt/ | n. 方面 |
| 3. especially | /i'speʃəli/ | adv. 特别地, 尤其 |
| 4. organization | /ɔ:ɡənaɪ'zeɪʃən/ | n. 组织, 机构 |
| 5. complex | /'kɒmpleks/ | adj. 复杂的 |
| 6. function | /'fʌŋkʃən/ | n. 功能, 作用 |
| 7. reservation | /ɪ'rezə'veɪʃən/ | n. 预订 |
| 8. personnel | /ɪpə:sə'nel/ | n. 人员, 员工 |
| 9. cargo | /'kɑ:gəʊ/ | n. 货物 |
| 10. mechanic | /mi'kænik/ | n. 机械工, 技工 |
| 11. catering | /'keɪtərɪŋ/ | n. 公共饮食业; 给养 |
| 12. crew | /kru:/ | n. 全体人员 |
| 13. in the case of | | 在……的情况 |
| 14. perform | /pə'fɔ:m/ | v. 履行, 执行 |
| 15. cockpit | /'kɒkpit/ | n. 驾驶员座舱 |
| 16. loudspeaker | /laʊd'spi:kə/ | n. 扬声器 |
| 17. geographic | /ɪdʒiə'græfɪk/ | adj. 地理学的, 地理的 |
| 18. air hostess | /ɛə/'həʊstɪs/ | n. 空姐 |

- | | | |
|-------------------------------|-------------------|----------------------|
| 19. stimulating | /'stimjuleitiŋ/ | adj. 刺激的, 有刺激性的 |
| 20. rewarding | /ri'wɔ:diŋ/ | adj. 报答的, 有益的, 值得的 |
| 21. in terms of | | 根据, 按照, 用……的话, 在……方面 |
| 22. by no means | | 决不 |
| 23. play an important role in | | 在……中起重要作用 |
| 24. sign in | | 签到, 记录到达时间, 签收 |
| 25. briefing | /'bri:fiŋ/ | n. 情况介绍, 简报 |
| 26. departure | /di'pa:tʃə/ | n. 启程, 离开 |
| 27. cabin | /'kæbin/ | n. 小屋, 机舱 |
| 28. announcement | /ə'naʊnsmənt/ | n. 宣告, 发表 |
| 29. as well as | | 也, 又 |
| 30. emergency | /i'mə:dʒənsi/ | n. 紧急情况, 突然事件 |
| 31. equipment | /i'kwipmənt/ | n. 装备, 器材 |
| 32. demonstration | /'deməns'treɪʃən/ | n. 示范 |
| 33. seat belt | | 座椅安全带 |
| 34. consist of | | 由……组成 |
| 35. mainly | /'meinli/ | adv. 大体上, 主要地 |
| 36. attention to | | 对……注意 |
| 37. destination | /'desti'neɪʃən/ | n. 目的地 |
| 38. purser | /'pə:sə/ | n. 事务长 |
| 39. concerning | /kən'sə:nɪŋ/ | prep. 关于 |
| 40. procedure | /prə'si:dʒə/ | n. 程序, 手续 |
| 41. disembark | /disim'ba:k/ | v. (使) 起岸, (使) 登陆 |
| 42. hang on | | 不挂断, 稍等 |
| 43. available | /ə'veɪləbl/ | adj. 可得到的, 可利用的, 有空的 |
| 44. prefer | /pri'fə:/ | v. 更喜欢, 宁愿 |
| 45. first class | | 一流的, 头等舱 |
| 46. economy | /i'kənəmi/ | n. 经济, 节约, 经济舱 |
| 47. cancel | /'kænsəl/ | v. 取消 |

Notes

1. He is helped by the first officer who is second in command.
他的助手是副驾驶员, 也就是第二指挥员。
2. There is also a pilot and flight engineer who is responsible for the functioning of all mechanics equipment.

还有一位飞行员,同时也是飞机工程师,他负责所有机械设备的正常运转。

3. Although it is generally thought of in terms of women, it is by no means limited to them.

虽然这一职业通常被认为是由女性来从事的,但决不仅限于她们。

4. The role of the cabin crew becomes very busy once the airplane is airborne.
飞机一起飞,机舱内的服务人员就开始忙碌起来。

5. When the flight nears its destination, the purser makes the announcements concerning landing procedures, and the cabin crew check to see if the passengers and the cabin are prepared for landing.

当飞机即将抵达目的地时,飞机事务长就会通知有关着陆程序,而机舱内的服务人员则开始检查乘客和机舱,为着陆作准备。

Useful Expressions and Patterns

1. 预订机票:

- 1) I'd like to make a reservation to...
2) I'd like to get a ticket on a flight to...

2. 取消预订:

I'd like to cancel my reservation on Flight...to...on...

Exercises

I. Answer the following questions according to Text A.

1. What are the main complex functions of an international airline?
2. What is the task of the flight engineer?
3. Can the passengers usually see the pilot? And how does the pilot contact them?
4. What does the captain advise the crew at the briefing before departure?
5. What are the cabin crew busy with when the airplane is airborne?

II. Mark the following statements with "T" (True) or "F" (False) according to Text A.

1. The captain, or pilot, is in charge of the functioning of all mechanical equipment, just like the captain of a ship.
2. The job of air hostess is always limited to women.
3. At the briefing the captain mentions the flight plan and weather conditions.
4. The first thing the air hostesses do before the airplane takes off is to check the

passengers' seat belts.

5. The cabin crew is not so busy after takeoff as before takeoff.

III. Translation.

1. Translate the following sentences into Chinese.

- 1) Since the United States is such an enormous country, traveling by plane is the only sensible way to tour the country if you want to visit most of the 50 States.
- 2) Air travel is cheaper, service is frequent and connections speedy.
- 3) On domestic flights, if you have your ticket and a reservation, all you need to do is to be at the airport an hour before flight time.
- 4) Airlines employ the largest number of workers at most commercial airports, and most of their employees work in the terminal buildings.
- 5) Most airlines have computer systems that quickly print tickets and check for vacancies on flights.

2. Translate the following sentences into English.

- 1) 您想预订哪天、哪次航班的机票?
- 2) 从这里到北京的航班每隔两小时一班。
- 3) 请记得确认一下您的航班。
- 4) 从纽约到上海的经济舱单程票是 800 美元。
- 5) 请在起飞前 1 小时到达机场。

IV. Complete the following dialogues.

1. A: Can I see _____ (国内航班时刻表)?

B: Sure. _____ (给您).

A: You have three flights to Las Vegas?

B: Yes, we do. We have had that service since last month. _____ (仅仅需要一小时) from Chicago.

2. A: I used to drive and it took me more than 6 hours one-way. _____ (票价多少钱)?

B: \$ 500 one-way.

A: Counting _____, _____ (汽油、过桥费), meals, and everything, it's rather cheap to fly. Let me have _____ (一张到天津的往返票).

3. A: Do you have any _____ (直飞的航班)?

B: Sorry, we don't. I don't think you can find any airlines which offer a non-stop flight to Tokyo

A: OK. Thanks a lot.

B: _____ (不用谢).

4. A: Good afternoon, American Airlines. _____ (国内航班预订). Can I help you?

B: Yes, I'd like to _____ (一张明天到海口的机票).

A: We have flights to Haikou every two hours from 9:00 a.m. to 9:00 p.m., so you don't need a reservation. Seats are available on a "_____ (先到先供应)" basis.

B: Oh, that's very convenient.

V. Vocabulary and Structure.

1. Fill in the blank with the words or expressions given below. Change the forms where necessary.

additional, briefing, reservations, rewarding, airborne, crew, demonstration, board, complex, function

- 1) What he said was too _____ for me to understand.
- 2) The _____ of a hammer is to hit nails into wood.
- 3) It will take an _____ two weeks to finish the work.
- 4) Mr. Bush gave an off-the-record press _____.
- 5) A tour of the harbor is an immensely _____ experience.
- 6) Please _____ your flight through the gate marked 6.
- 7) Would you like me to give you a _____?
- 8) Would you please get me air _____ for travel within China?
- 9) We have been _____ for four hours.
- 10) All sixty-eight passengers and _____ members were killed in the air crash.

2. Match the following two columns.

- | | |
|------------------|----------|
| A. boarding pass | a. 座椅安全带 |
| B. tourist card | b. 行李认领牌 |
| C. passport | c. 护照 |
| D. flight coupon | d. 登机牌 |
| E. claim tag | e. 旅行卡 |
| F. seat belt | f. 联运机票 |

3. Multiple Choices.

- 1) Even though he has lived in China for many years, Mark still can not _____ himself to the Chinese customs.
A. adopt B. adjust C. adapt D. accept
- 2) Since he often travels on business, he can _____ himself to sleeping in any place he can find.

A. make B. accustom C. force D. let

3) Mary has never been _____ a ship.

A. abroad B. aboard C. above D. absorb

4) What time is the mail _____ on Saturday?

A. objected B. outlet C. delivered D. starved

5) You don't have to pay any _____ on personal belongings.

A. price B. duty C. expense D. elevator

VI. Situational Dialogue.

Make up a dialogue according to the given situation:

An American trade delegation is invited to attend the Harbin Trade Fair by your company. You go to the airport to meet them on behalf of your company.

VII. Mini Dialogues.

Dialogue A

A: Excuse me. Are you Mr. Smith from America?

B: No, I'm afraid you've made a mistake. My name is Robinson. I have just got off the plane.

A: I'm sorry. I've got the wrong person.

B: Never mind.

A: But can you point out Mr. John Smith to me? He has just arrived from New York.

B: I think I can. See that man over there? He's Mr. Smith. He and I came by the same airplane.

A: Thank you so much.

Dialogue B

A: Excuse me; you must be Mr. Smith from America.

B: Yes, I'm John Smith from New York.

A: Nice to meet you. My name is Wang Lei. I'm from Fengda Corporation.

B: Nice to meet you, too, Mr. Wang.

A: Welcome to China, Mr. Smith. Our manager has asked me to come and meet you.

B: Thank you, Mr. Wang.

A: I hope you had a good trip.

B: Fine. I had a very pleasant flight.

A: I'm very glad to hear that. Let's take a short rest in the waiting room and then we are going through the formalities.

B: OK.

VIII. Practical Writing.

Reread Text A and write a working plan of the captain at a briefing before takeoff.

Text B The Airlines

Many different airlines have counters in the terminal building. The country's airline is not the only one that serves the airport. The country wants people from all over the world to come as tourists. Yet it can't afford to provide services everywhere. No one country or company can do this. Therefore, many different airlines provide service to and from the many different places people need or want to travel.

In addition, places visited by many travelers need to be served by more than one airline so that the passengers can have a wider choice of flights. There is so much competition among airlines for passengers that there are many different kinds of service available as well as different types and sizes of aircraft.

Since there are so many places that need airline service, there are many different routes. Besides that, because there are so many passengers for certain places, many of the trunk lines fly the same routes. To avoid confusion and air traffic problems, all airline routes are controlled either by local government or by international regulations. Airlines are regulated as to the number of flights, and many other things, by agreements between different countries or by government regulations.

The International Air Transport Association (IATA) is a voluntary association of international airlines that sets routes, fares and other standards of service. Most international airlines are members of the IATA. They decide things by agreement among themselves. Government influence, however, is very strong because many of the airlines are owned by governments.

Special government agencies regulate domestic airlines and those that fly into a country from other countries. The largest of these government agencies is the Civil Aeronautics Board (CAB) of the United States. Its function is to regulate and promote transportation within the country and between the United States and other countries. Even when they concern domestic flights, the decision of the CAB can have much influence throughout the world because of the importance of the United States to international tourism.