

APPLIED ENGLISH  
IN TRAVEL AND SERVICE

# 实用旅游 服务英语

主编 宋兰臣

副主编 李淑舫



河北科学技术出版社

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## 前 言

我国随着改革、开放的不断深入，旅游业正在健康、飞速地发展。由于国外来华旅游者与日俱增，新的旅游景点，旅游度假区，涉外饭店、餐馆，旅游购物商店、娱乐场所等大量增加，从事旅游管理、服务的人员也越来越多。为在国内外激烈地竞争中求生存、求发展，必须进一步提高全体旅游管理服务人员的素质和外语应用能力。目前，不少涉外旅游企业已把对员工的外语考核作为晋升的主要依据，有的还专门设立了外语考核奖，这无疑是一项远见之举。为进一步满足在职人员和有志投身于旅游业人员的学习需要，我们编写了这本《实用旅游服务英语》。

该书共计 26 课，每课设有课文、会话、生词、专业术语、习惯用语及注释、练习等。内容涉及旅游职业的选择、旅游管理、旅游服务、旅游产品、旅游经营与销售等方面；对读者应掌握的语言重点、难点，常用句式结构、习惯用语等也均作了比较详尽的注释。练习紧密结合课文、会话和语法，书后还附有参考译文和练习答案。该书集知识与语言为一体，适用于在旅游行政、科研机关、旅行社、饭店和在其他旅游企业工作、有一定英语基础的在职人员，和有志从事旅游业的青年自学及培训学习使用，也可作为大学旅游系本科低年级和专科学生的辅助教材。

该书在编写过程中，广州市经济管理干部学院宋捷女士、中国旅游管理干部学院傅文漪女士为本书提供了部分课文的注释、练习和翻译初稿，中山大学冯焕珍先生、中国旅游管理干部学院的梁智先生、张威先生和西南师大外语学院的宋颖女士也协助做

了部分课文的翻译工作，有的还做了大量的事务性工作。对以上给予支持和帮助的各位先生、女士和中国旅游管理干部学院的领导、图书馆工作人员在此一并表示衷心的感谢。

由于水平所限，难免有疏漏或错误，恳请同行、读者批评指正。

编 者

1996年4月

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## Lesson One

### Text

### Career Planning

It is hard to overstate the importance of career planning. Young people find that their career plans change constantly. However, by the time they're graduated from professional school, their career plans have begun to take definite shape. But there still may be more changes. For example, people who start out studying for a career in the hotel business may find the opportunities they want in food service. Others may begin preparations for the restaurant industry only to find they prefer the hours offered in industrial food service. This kind of change in plans will be easier to cope with if you have a plan that can guide you until your experience enables you to judge the "fit" between yourself and the available opportunities. As a prospective manager, give at least as much time and attention to planning for decisions that affect your career as you expect to give decisions you will be making for your employer. Remember that no matter who you work for, you're always in business for yourself, because it's your life.

Upon graduation, many students may take the following into their consideration: First, they are interested in such income issues as starting salary and the possibility of raises and bonuses. Second, they are concerned with personal satisfaction. They won-

der about opportunities for self-expression, creativity, initiative, and independence. Third, they, particularly in health-care food service, want to achieve such professional goals as a dietitian or a dietetic technician has attained. These three sets of interests are obviously related; for example, most personal goals include the elements of income, satisfaction, and professional status. Although it may be too early to set definite goals, it is not too early to begin evaluating these elements.

## Dialogue     Studying for a Career in America

Every year thousands of overseas students arrive in America to take up their studies. Some come to learn languages, or improve their knowledge of the language, others to train for a career. In the dialogue Pan Hong, a student from China is telling John, an American friend, why he came to study hotel management in Cornell University in America.

**John:** What did you say you were going to take up as a career?

**Pan:** Hotel management. Actually I've already started. I began my studies at China Tourism Management Institute three years ago. I've come here to pursue some advanced studies.

**John:** What are you going to do when you finish?

**Pan:** Oh, I shall go back home and practise there. There's a great deal of scope for hotel managers in my country and a lot of useful work to be done.

**John:** Will you need English in your job?

**Pan:** It'll be useful in many ways because there's a lot about hospitality industry written in English and besides, many professional people in my country and visitors form abroad

speak English. I think I've done well to brush up my English.

**John:** What made you decide to take up hotel management as a career?

**Pan:** Well, the need for professional people is the first factor. And my father, a general manager in a big hotel, probably has some influence on me. What is more, I like the job. I suppose my personal qualities made me choose this line.

**John:** Why have you chosen America for your studies, why not some other country?

**Pan:** Well, there're lots of reasons. But I am not sorry because you've got some of the best schools of hotel management in the world.

**John:** I am sure some day you'll be the first rate hotel manager.

**Pan:** Thank you.

## New Words

career /kə'riə/ *n.*

职业;生涯

overstate /'ouvə'steit/ *vt.*

把……讲得过分;夸大

constantly /'kɒnstəntli/ *ad.*

继续不断地

definite /'definit/ *a.*

明确的;肯定的

restaurant /'restərɒnt/ *n.*

餐馆,饭店

cope /kəʊp/ *vi*

妥善处理(with)

judge /dʒʌdʒ/ *vt*

判断,断定

available /ə'veiləbl/ *a.*

可得到的;可用的

prospective /prəs'pektiv/ *a.*

预期的,未来的

affect /ə'fekt/ *vt.*

影响

employer /im'plɔɪə/ *n.*

雇主

salary /'sæləri/ <i>n.</i>	薪水, 工资
bonus /'bəʊnəs/ <i>n.</i>	奖金; 津贴
satisfaction /,sætɪs'fækʃən/ <i>n.</i>	满足
self-expression /'self-iks'preʃən/ <i>n.</i>	自我表现
initiative /'ɪnɪʃiətɪv/ <i>n.</i>	创造力
independence /ɪndɪ'pendəns/ <i>n.</i>	独立; 自主
particularly /pə'tɪkjʊləli/ <i>ad.</i>	特别, 尤其
competence /'kɒmpɪtəns/ <i>n.</i>	能力
dietitian /daɪə'tɪʃən/ <i>n.</i>	饮食学家; 营养学家
dietetic /,daɪə'tetɪk/ <i>a.</i>	饮食的; 营养的
obviously /'ɒbvɪəsli/ <i>ad.</i>	明显的
related /rɪ'leɪtɪd/ <i>a.</i>	有联系的, 相关的
status /'steɪtəs/ <i>n.</i>	地位; 状况
evaluate /ɪ'væljueɪt/ <i>vt.</i>	评价, 估价

.....

pursue /pə'sju:/ <i>vt.</i>	追求, 寻求
practise /'præktɪs/ <i>v.</i>	开业
hospitality /hɒspi'tælɪti/ <i>n.</i>	好客, 殷勤接待
factor /'fæktə/ <i>n.</i>	因素
quality /'kwɒləti/ <i>n.</i>	素质, 特性
line /laɪn/ <i>n.</i>	行业

## Special Terms & Idiomatic Expressions

career planning	职业计划
by the time	到……时候
professional school	职业学校
to take definite shape	定型
to start out	怀有某种意向而开始(做)

hotel business	饭店业, 旅馆业
food service	食品服务
restaurant industry	餐饮业
to cope with	妥善处理
at least	至少
upon graduation	毕业时
to take...into one's consideration	对.....予以考虑
to be interested in	爱好, 关注, 感兴趣于.....
to be concerned with	对.....关心/关注
personal satisfaction	个人满足
professional goal	职业目标
to be related	关联
to set definite goals	确立明确目标
.....	
to take up	从事(某工作)
hotel management	饭店管理
advanced studies	深造
hospitality industry	接待业
to brush up	提高, 改进
to have some influence on	对.....有影响
personal qualities	个人素质
some day	有一天
first rate hotel manager	一流的酒店经理

## Notes

1. It is hard to overstate the importance of career planning.

在这个句子里, It 是形式主语(formal subject), 真正主语(real subject)是 to overstate the importance of career planning. it 没有具体意义, 它的作用

只是帮助把真正主语移到句子后部去,以使句子显得灵活、平衡。借助 it 后移的真正主语有三类:

1)不定式。例如:It's nice to be working with you again at the Astor Hotel. (又能和你们一起在利顺德大酒店工作太好了。) How would it be to start with some sprite? (先喝一点雪碧怎么样?)

2)动名词。例如:It's just a waste of money ordering such a de luxe suite. (订这样豪华的套房简直是浪费钱。) It's no good asking the bell-boy. (问服务员没用。)

动名词作主语,主要用在以 no good, no use, useless, senseless, nuisance, waste, dangerous 等词作表语的句子中。

3)从句。例如:It is very likely that they will get to Badaling at nine o'clock. (很可能他们将在 9 点钟到达八达岭。) It has not been decided yet which hotel we'll put up at. (我们要住哪个旅馆还没决定。)

It is doubtful whether the manager will be able to come. (经理能否来还很难说。)从以上例句可以看出,从句作主语可以用连词 that 引起,也可用一个连接代词或连接副词引起。

2. However, by the time they've graduated from professional school...

介词 by 的意思是“到……时为止”,“不迟于(not later than, before)”。如: I shall have finished it by the time the manager comes. (我将在经理来之前把它做完。) Everything can be ready by Sunday. (到星期日一切都准备好了。)

3. ..., People who start out studying... may find the opportunities they want in food service.

1)这个句子包含二个定语从句,一是 who start out studying,二是 they want...。在第二个定语从句里,作宾语的关系代词(relative pronoun) that 被省略掉了。注意:只有在下列情况下,关系代词才可以省略:

(1)定语从句必须是限制性的。

(2)关系代词在从句中作宾语、介词宾语或表语时。例如:He is a man you can rely on. (他是一个可以信赖的人。) Miss Li is no longer the girl she was in the eighties. (李小姐已不是 80 年代的她了。)



(3)被修饰的名词前有最高级的形容词时。例如:The Great wall is one of the most magnificent wonders in the world I have ever seen. (长城是我所见到的世界上最伟大的奇迹之一。)

(4)被修饰的名词前有 any, all, only, first, no 等词时。例如: you can reserve any single room with bath you like. (你随便订哪一个带洗澡间的单人房间都可以。) This is the first Chinese restaurant we've ever found in Africa. (这是我们在非洲发现的第一家中国餐馆。)

(5)被修饰的词是 that, all, anything, everything, something, nothing 之类的代词。例如: Is there anything I can do for you? (我能帮你做什么吗?) All you have to do is to fill out this form. (你只要填一下这份登记表就行了。)

2) start out (v. + ad.): to begin with the intention (to do sth.) 计划(做某事)。例如: I started out to build a small hotel of my own, but I failed. (我打算建一座私人小旅馆, 但失败了。)

4. ...only to find they prefer the hours offered in industrial food service.

1) 副词 only 在这里有“出人意料”或“反而”的意思。如: I went to Hebei Guest House to see Mr. Williams, only to learn that he had already left for America. (我去河北宾馆看威廉斯先生, 不料听说他已回美国了。)

2) offered 是过去分词, 修饰 the hours.

5. ...If you have a plan that can guide you until your experience enables you to judge the "fit" between yourself and the available opportunities.

1) until 在这里是连词, 意为“直到……为止 (up to the time when)”。Until 比 till 显得正式, 并多用于句首, 而且在由它们引起的从句里, 不可用 shall, will 或 would。例如: We waited here until they arrived. (我们一直等到他们到来。)

当 till 或 until 用于 not...until/till 句式时, 意为“在……以前”, “直到……才”, 或“不到……不”。例如: Don't do anything further until you hear from our boss. (等收到老板的信你再作处理。)

2) fit 本是形容词, 前面冠以定冠词后, 视为名词, 意为“适合自己干的工作”。作为形容词, 它常用于 be fit to do 和 be fit for 句式。例如: The weather is not fit to go out in. (这种天气不宜外出。) A man aged