



旅游 服务业 英语

看这本就够

金喜哲 编著

☐ Key Words


脱贫词库帮你归类常用的旅游英语单词

☐ Key Sentences

黄金语句为你打造强大的英语会话补给站

☐ Situation Dialogues

全程实境演练让你自然而然掌握旅游英语对话

 中国纺织出版社

ISBN (95) 7-309-05042-7

北一 译配首卷 编著本 2006 年 1 月第 1 版第 1 次印刷

俗话说，

以学同的相变。书是入

小到大。我们一直来读

游，是实践经验的积累。

分析和

行的是

书书

书，才

书书

我们全

话同面

《旅游

主题。

各等实

游，不厚

站。总

再变



旅游 服务业 英语

看这本就够

金喜哲◎编著

本书由金喜哲编著，内容全面，重点突出，可作为旅游、酒店、餐饮、会展等行业从业人员学习英语的教材，也可作为旅游、酒店、餐饮、会展等行业管理人员学习英语的参考书。



中国纺织出版社

图书在版编目 (CIP) 数据

旅游服务业英语, 看这本就够 / 金喜哲编著. —北京: 中国纺织出版社, 2013.10

ISBN 978-7-5064-9756-5

I. ①旅… II. ①金… III. ①旅游业-英语-自学参考资料 IV. ①H31

中国版本图书馆CIP数据核字 (2013) 第101569号

策划编辑: 朱健桦 袁 丹

责任编辑: 张 璞 薛 原

责任设计: 林昕瑶

责任印制: 储志伟

中国纺织出版社出版发行

地 址: 北京市朝阳区百子湾东里A407号楼 邮政编码: 100124

邮购电话: 010-67004461 传真: 010-87155801

<http://www.c-textilep.com>

E-mail: faxing@c-textilep.com

北京睿特印刷厂印刷 各地新华书店经销

2013年10月第1版第1次印刷

开 本: 880×1230 1/32 印张: 10.75

字 数: 459千字 定价: 32.80元

凡购本书, 如有缺页、倒页、脱页, 由本社图书营销中心调换

俗话说,“读万卷书,行万里路。”“读万卷书”,是知识学问的博览。书是人类进步的阶梯,知识就是力量,所以从小到大,我们一直在读书,越读越明白,越读越清楚。“行万里路”,是实践经验的积累。有了丰富的人生经历之后,才能学会分析和判断,并从中找出一条最适合自己的路。读书是静态的,行路是动态的,“读万卷书”与“行万里路”是互补的。“读万卷书”之后,只有“行万里路”,走出去亲自体验书中描述的情景,才能真正理解作者的感受。“行万里路”之后,只有“读万卷书”,回到家静心思考,总结经验,才能融会贯通。

旅游就是“读万卷书”与“行万里路”的一种结合形式。我们会因为书中引人入胜的描写踏上旅途,也会因为旅途中的疑问而翻开书本,但是语言问题总是让很多游客感到迷茫。

《旅游服务业英语,看这本就够》精心编写了27个旅游相关的主题,包括旅行预订、出租车、客房服务、餐位预订、银行服务等实用情境。单词、例句、对话全方位帮你掌握旅游相关英语,还原各种场景,帮你从容应对各种突发状况。“知识加油站”总结了贴心的旅游经验,让你成为真正的旅游达人,而不再受语言障碍的困扰。

编者

2013年7月

Part 1 Travel Agency 旅行社

Unit 1 Travelling Reservation 旅行预订	002
Unit 2 Reception Desk 接待处	014
Unit 3 Tour Negotiation 旅行协商	029
Unit 4 Tour Arrangement 旅行安排	042

Part 2 Transportation 交通工具

Unit 5 Bus 巴士	056
Unit 6 Taxi 出租车	070
Unit 7 Subway 地铁	084
Unit 8 Train 火车	095
Unit 9 Airplane 飞机	111

Part 3 Hotel 酒店

Unit 10 Room Reservation 房间预订	126
Unit 11 At the entrance 门厅服务	139
Unit 12 Concierge Service 礼宾服务	149
Unit 13 Housekeeping 客房服务	161
Unit 14 Complaints and Problems 投诉抱怨	174
Unit 15 Extra Services 其他服务	185

Unit 16 Payment & Check-out 结账退房	195
--	-----

Part 4 Restaurant 餐厅

Unit 17 Table Reservation 餐位预订	204
Unit 18 Greeting the Guests 迎客服务	217
Unit 19 Taking Orders 点菜服务	229
Unit 20 Serving Dishes 上菜服务	242
Unit 21 Complaints and Accidents 抱怨和意外	254
Unit 22 Paying the Bill 结账买单	263

Part 5 Life and Entertainment 生活娱乐

Unit 23 Bank Service 银行服务	274
Unit 24 Shopping Center 购物中心	288
Unit 25 Bar Services 酒吧服务	301
Unit 26 Beauty Salon 美容美发沙龙	313
Unit 27 Club 歌舞厅	325

Part 1

Travel Agency
旅行社

Unit 1 Travelling Reservation 旅行预订



Key Words——脱贫词库

1. 旅行机构按等级标准有以下划分：

一类社：China's category A travel agency

二类社：China's category B travel agency

三类社：China's category C travel agency

2. 旅游区域可划分为以下几种：

国内旅游：domestic tourism

出境旅游：outbound tourism

短途旅游：jaunt / excursion / short trip / short journey / outing

长途旅游：long Journey / tour / voyage



Key Sentences——从普通到优秀必备黄金句

001

1. 提供帮助：

1) What can I help you, please?

我能帮您什么忙呢？

2) May I help you?

我能为您服务吗？

3) What can I do for you?

我能为您做些什么？

4) Can I do anything for you?

我能为您做点什么吗？

5) Is there anything I can do for you, sir/madam?

有什么需要帮忙的，先生/女士？

2. 预订行程:

1) What tours does your agency provide?

你们旅行社都提供到哪儿的路线?

2) Does your travel agency provide the domestic routes?

你们旅行社提供国内路线吗?

3) Does your travel agency provide the routes abroad?

你们提供国际路线吗?

4) Our travel agency provides tours to different places around the world. Welcome your reservation.

我们旅社提供去往世界各地的旅行线路, 欢迎您的预订。

5) Can you tell me some tourist spots that are very popular these days?

最近都有哪些比较火的旅行地点啊?

6) Can you introduce me some favorable traveling routes?

你能给我推荐一些比较好的旅游路线吗?

7) In my opinion, I suggest you take a tour abroad. Because our travel agency is holding discount on the tours to other countries, it will be beneficial to go abroad recently.

以我来看, 我建议您选择国外的旅游线路。因为我们旅行社现在正在对出国旅行推行打折活动, 所以最近去国外将会十分划算。

8) Can you provide me a tour to Beijing?

你们有去北京的旅行线路吗?

3. 行程介绍:

1) What places will we pass by during the tour?

这条线路路上都会经过哪些地方?

2) How many stops does the traveling line contain?

这条线路总共有几站?

3) Can you introduce me something about your tour to Shanghai?

可以给我介绍一下你们去上海的行程吗？

4) We will hold many activities in our tour, such as climbing, camping, bonfire party, etc.

我们的行程中包含很多活动，比如说爬山、野营、篝火晚会等等。

5) We will go by many cities along the way, some of which are Nanjing, Wuhan and Beijing.

我们一路上会经过许多地方，比如说南京、武汉和北京等等。

6) This tour to Beijing will emphasize the sightseeing, therefore there will not be many other activities.

我们这趟去北京的线路以游览为主，其他活动并不多。

4. 价格详情:

1) What's the total price of the tour to Beijing?

去北京总共要多少钱？

2) Does the price of tour to Beijing contain the cost of flight and accommodation?

去北京的旅行价格中包含机票和住宿吗？

3) The cheapest route to Beijing will cost 1500 yuan.

去北京最便宜的路线要1500元。

4) You will spend 2000 yuan in total, including three meals everyday and tour guide service.

您一共要花费2000元，包括每日三餐和导游服务。

5) Our price does not include the air ticket and guide service.

我们的价格中不包含机票和导游服务。

5. 预订信息:

1) Can I have your name, please?

请问您的名字是什么?

2) May I have your telephone number?

请问您的电话号码是多少?

3) Can you tell me your ID card number?

请问您的身份证号码是多少?

4) How many people are there in your group?

请问你们一共有多少人?

5) Please give me the contact information of the person who is responsible for your group.

请留下你们负责人的联系方式。

6) May I have the name of the group, sir?

先生, 能告诉我你们团名吗?

7) Which day do you prefer?

你们要预订哪一天的线路?

6. 确认预订:

1) We have decided to reserve the route to Beijing on March 14th.

我们已经确定要预订3月14日去北京的行程。

2) What you have reserved is a five-day tour to Xiamen in group on September 15th, is it?

你们预订的是9月15日的厦门团体5日游, 是吗?

3) Oh, I'm afraid that there is a mistake. The date we have reserved is on September 11th.

恐怕其中有些错误, 我们预订的是9月11日的。

4) I am very sorry. I will correct your information right now.

非常抱歉, 我现在就帮你们改正过来。



Warm Up——Situation Dialogues

002

一、个人旅游预订

C=Clerk (前台职员) G=Guest (宾客)

C: Good morning, this is Xinxin travel agency. What can I do for you?

早上好，这里是新新旅行社，有什么需要帮助的吗？

G: Good morning. I'd like to know if you can offer me a tour to Beijing.

早上好。我想知道到你们有去北京的旅行线路吗？

C: Of course, sir. We have a classic route. It's a five-day tour which includes not only Beijing but also Shanghai.

当然可以，先生。我们有一条经典的5天线路，不仅包括北京还包括上海。

G: How much is it?

多少钱？

C: 2000 yuan, including three meals everyday and tour guide service.

2000元，包括每日三餐和导游服务。

G: All right, I will take it.

很好，我就订这个了。

C: Ok. Can I have your name, please?

好的。请问您的名字是？

G: Zhao Xiaofeng.

赵晓峰。

C: Mr Zhao, may I have your telephone number?

赵先生，请问您的电话号码是多少？

G: Sure, 88888888.

好的。88888888。

C: Let's reconfirm it, 88888888, right?

我再确认一下, 88888888, 对吗?

G: Yeah.

是的。

C: Thank you, Mr. Zhao. We will call you later when we have arranged your itinerary.

谢谢您, 赵先生。晚些等我们把您的行程安排好后会给您打电话的。

G: Thank you.

谢谢。

C: You are welcome.

不客气。

G: Bye.

再见。

C: Bye

再见。

二、团体旅游预订

C=Clerk (前台职员) G=Guest (宾客)

C: Good afternoon, this is Xinxin travel agency. May I help you?

下午好, 这里是新新旅行社, 我能为您服务吗?

G: Good afternoon. We want to take a trip to Xiamen recently, therefore we want to consult your travel agency about something of the tour.

下午好。我们这边有几个人最近想去厦门旅游, 所以想咨询一下你们旅行社。

C: It's my great pleasure to serve you. How many people are there in your group?

很乐意为您服务，请问你们一共有几个人呢？

G: There are five in total.

一共有5个。

C: Are there any children in the group?

其中有小孩吗？

G: Yes, there is one child.

是的，有一个。

C: Ok, I understand. In that case, you can be given some favourable terms.

好的，我知道了。这样的话你们还可以享受一些优惠。

G: Really? That's great.

真的吗？那太棒了。

C: Because we can offer a little discount to the child.

因为小孩的费用可以打折。

G: That is what I mostly expected. Besides, What will your travel agency provide for me. Can you tell me in detail?

那最好不过了。除此之外，你们这趟行程都包含哪些？能给我详细介绍一下吗？

C: Of course. We will hold many activities in our tour, such as climbing, camping, bonfire party, etc. Sometimes we will also have certain activities that give the tourists a lot of surprises.

当然可以。我们的行程中包含很多活动，比如说爬山、野营、篝火晚会等等。有时我们还会举行一些给游客们意外惊喜的活动。

G: That sounds great. Thus I decide to make the reservation in your travel agency.

听起来不错，那我就在你们旅行社预订了。

C: Fine. Which day do you prefer?

好的，你们要预订哪一天的线路？

G: September 15th.

订9月15日的。

C: We have various kinds of tours, three-day tour, five-day tour and seven-day tour. Which one do you prefer?

我们有多种旅游选择，有3日游、5日游和7日游。请问您选择哪一种？

G: Three days may be a little short for us. Then we choose the five-day tour.

3天对我们来说可能会有点短，那我们就订5天的吧。

C: Ok, I've already written it down. Finally please confirm your reservation information. What you have reserved is a five-day tour to Xiamen in group on September 15th, is it?

好的，我已经记下了。最后请确认一下您的预订信息。你们预订的是9月15日的厦门团体5日游，是吗？

G: That's right.

没错，就是这样。

C: I have booked it for you. You can come here directly on that day.

好的，已经帮您预订好了，到时候您直接过来就可以了。

G: Thank you very much.

十分感谢。

C: It's my pleasure.

不客气。

G: Good bye.

再见。

C: Thanks for calling us for consultation. Good bye.

感谢您的来电咨询，再见。

三、国际旅游预订

C=Clerk (前台职员) G=Guest (宾客)

C: Good morning, this is Xinxin travel agency. Can I do anything for you?

早上好，这里是新新旅行社，我能为您做些什么吗？

G: Good morning. I'd like to know if your travel agency offers the routes abroad?

早上好。我想知道到你们旅行社提供国际路线吗？

C: Our travel agency offers tours to different places around the world, welcome your reservation. And our travel agency is holding discount on the tours to other countries, it will be beneficial to go abroad recently.

我们旅社提供去往世界各地的旅行线路，欢迎您的预订。而且我们旅行社现在正在对出国旅行推行打折活动，所以最近去国外将会十分划算。

G: Can you tell me some tourist spots that are very popular these days?

最近都有哪些比较火的旅行地点啊？

C: Those countries like Singapore, Thailand and the big cities like Paris, Los Angeles are popular places that people prefer when taking a tour abroad.

像是新加坡、泰国等国家以及巴黎、洛杉矶这些大城市都是人们出国旅行会经常选择的地方。

G: I have been to Singapore and Thailand before. Paris sounds great. When will the latest tour group going to Paris?

新加坡和泰国我都去过了，巴黎不错，去巴黎的旅行团最近哪一天有？

C: Wait a moment, please. I have to check the schedule. The latest tour group will set off the day after tomorrow.

请稍等，我帮你查一下时间安排表。最近出发的旅行团是后天。

G: How many days does the tour last?

这是几天的旅程？

C: 6 days.

6天。

G: How much is it in all?

一共多少钱？

C: 4000 yuan.

4000元。

G: Does it contain the air ticket and accommodation?

包含机票和住宿吗？

C: Yes. But our price does not include the guide service.

包含，但我们的价格中不包含导游服务。

G: I want to know if we can only visit Paris during the tour.

我想知道我们全程只游览巴黎这一个地方吗。

C: Of course not. There are many stops on the traveling line, and the tour group will pass by and visit many big cities.

当然不是，我们这条线路一共有很多站，会路经并参观很多大城市。

G: I see. Thanks for your introduction. It will be better for me to ask about other travel agencies before making the decision.

我知道了。谢谢你的介绍，在作出决定之前我还是再打听一下别的旅行社吧。

C: Fine, thanks for your call. Xinxin travel agency is ready to give service