

# 跨文化旅游英语实践教程

— 教师用书 —



# 教材使用建议

旅游英语属于专门用途英语之一，其学习目的性和实用性较为明确。根据对旅游专门用途英语在实际生活中的应用范围考查以及课程学生的期望调查，确定以下两个适应社会和学习者实际所需的教学目标：

**1. 培养学生自主享受出国游的能力**，包括运用英语预定境外机票、旅店，设计行程，与外国人运用英语沟通、交流，学习和体验当地文化和景点，处理事件和争端。

**2. 培养学生作为涉外导游对外宣传当地文化的能力**，包括运用英语组织和设计旅行线路，选取景点，介绍当地文化和景点，安排预算等。

为使学习者能快捷掌握旅游英语，最有效的方式是使学习者尽可能地置身于真实的旅游场景中。因此教材以两个实践性任务为导向：

**Task 1:** 要求学习者设计出国自由行游，包括英文网站的机票预订、当地酒店官网的预定、行程的设计、当地文化、风俗、景点、交通、美食等的英文介绍。

**Task 2:** 要求学生为“外国游客”设计中国本土一日游。通过本次旅行使游客全面和深入地了解最地道、最有特色的中国文化。设计行程包括对交通、预算、景点名称和文化历史的英文介绍，中国传统菜式的介绍等等。

每个任务分步骤进行语言和知识点的引导学习，布置实践性任务与设计，使学生在模拟真实的旅游场景和社会需求中边做边学，提高统筹安排、跨文化交际、资料搜集、人际沟通等各方面能力。所选教材内容摘自真实旅游场景下的案例、产品、音频、视频、文字和图片，使学习者体验真实的旅游场景下的文化冲突、社会需求和人际环境。

另外不同于涉外导游的职业培训，本教材注重培养学生运用英语体验外来文化和对外传播本土文化的跨文化能力，适用于英语专业、商务英语专业、旅游管理专业以及其他综合素质培养为目的的本科专业旅游英语教学。

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# Chapter 1 Design a Foreign Trip for Yourself

In this chapter, you are going to design a foreign trip plan. We will learn useful knowledge and expressions from texts, audios and videos on air ticket reservation, hotel reservation, scenic spot design and reservation, catering reservation and etiquette, shopping hunting. Based on the knowledge and skills you have learned, you are going to design your foreign trip step by step by yourself. The sample analysis part in each unit helps you learn to make arrangements comprehensively. Various activities including role plays, dialogue making, case analysis and map reading give you real experience in foreign trip and intercultural communication.



# Unit 1 Air Ticket Reservation

## Part One: Ticket Reservation Skills



**Direction:** The following passage tells how to reserve flights at a low price. Listening to the passage and fill in the blanks with the information you hear.

**Answer:**

- |                         |                        |                             |             |
|-------------------------|------------------------|-----------------------------|-------------|
| 1. vacation packages    | 2. Monday              | 3. Tuesday                  | 4. Saturday |
| 5. expensive            | 6. best prices         | 7. routes                   | 8. flights  |
| 9. current sales        | 10. seat sale          | 11. exact dates and flights |             |
| 12. different sites     | 13. a change of planes | 14. hassle                  |             |
| 15. baggage fees        | 16. extra charges      | 17. legitimate sales        |             |
| 18. same ticket         | 19. predictions        | 20. Monday night            |             |
| 21. Wednesday afternoon |                        |                             |             |

## Original text

### How to Find Cheap Flights

Having a good idea of how the industry works, the different options for buying airline tickets, and how to get the best deal and cheapest price on a ticket can make the whole experience a fun first step into planning your trip.

I'll describe on finding cheap fares and how I go about planning a route, picking an airline, and searching for the best ticket deals.

But first I'm going to start with the basic steps I use when searching for a flight.

So, in 7 steps (or less depending on how committed you are) this is how I find cheap airfares:



### 1. Search for Flights

These are the websites I use when planning a trip:

- [Kayak.com](http://Kayak.com) - best for flights, multiple destinations, flexible dates
- [Vayama.com](http://Vayama.com) - also finds some great deals
- [Expedia.com](http://Expedia.com) - best for vacation packages

For flights use the flexible search options (if possible). The best days to fly are usually - though not always - Monday, Tuesday, and Saturday. Thursday and Friday are the most expensive days to fly.

Take note of the best prices, routes, and flights that are returned. If they're good fares, buy them and forget about the rest of this post, if you want to keep searching then go to step 2.

### 2. Check For Sales

The above websites should return all current sales but sometimes they miss a seat sale put on by a specific airline for a short window of dates. The following websites work best when you have a destination in mind but are flexible for the dates you travel.

Go to [Airfarewatchdog.com](http://Airfarewatchdog.com) and [Travelzoo.com](http://Travelzoo.com) to look for flights cheaper than what you found in step 1. This will tend to be more of a listing than a search for exact dates and flights.

### 3. Look At The Budget Airlines

Budget airlines typically don't appear on travel websites like Orbitz or Kayak so you'll have to search on different sites to find those fares.

Search for budget flights using these sites:

- [WhichBudget.com](http://WhichBudget.com)
- [Cheap Flights Route Map on Skyscanner](#)

These provide listings of flights on budget and low-cost carriers. Budget airlines tend to fly shorter routes and any route that requires a change of planes probably isn't worth the hassle. But looking never hurts.

If you find a budget airline flying the route you need, then visit their website and check the price. Be sure to account for baggage fees and extra charges.

### 4. Use Google

Go to [Google Flights](#) and search for your origin and destination cities. Follow the most intriguing links to see if there are any legitimate sales.

### 5. Visit Airline Websites

Once you've decided on the best flight based on price, route, and dates be sure to visit



the website of the actual airline (e.g. United or British Airways). They'll sometimes be selling the same ticket you found on Travelocity or Vayama for a cheaper price - though it can often be more expensive as well.

### **I'll repeat this!**

Say you find a great price on Vayama.com for a British Airways flight from New York to London. Before you buy it visit the British Airways' website as they will sometimes be selling it for the same price or cheaper.

### **6. Will The Price Go Up or Down?**

Now you should have a best price, but before you purchase it take a look at [FareCompare](#) to see predictions (based on historical data and a complex algorithm) on whether the price for that route is likely to go up, down or stay the same.

### **7. When To Buy That Ticket?**

And when should you actually buy your tickets?

The best time to purchase airline tickets is between Monday night and Wednesday afternoon (sales come out on Monday, are matched by early Tuesday, and disappear by Thursday); not before 3 1/2 months prior to your trip; and not after 7 to 10 days prior to your trip (when airlines assume you're a business traveler and will pay whatever it takes).

#### **Statistically, the best time to purchase tickets is**

- 6 weeks before you fly for U.S. domestic flights
- 21 to 22 weeks in advance for flights to Europe
- 11 to 12 weeks in advance for flights to the Caribbean
- 23 to 24 weeks in advance for international business or first class

## Part Three

**Direction:** The following two samples are the transportation reservation plans designed by Lily and Michael. Read the plans and point out the problems in their designs.

*Sample 1 is a trip through Lhasa in Tibet to Nepal by train.*



## A Free Walk to Nepal

### The Domestic Part :

#### Part 1 : Shanghai—Lhasa

Book a ticket in 12306.com of hard seat in advance, it will cost 402.5RMB. The train will departure at the Shanghai Railway Station and arrive at Lhasa Station. It will spend about two days for the whole journey. During the way, you can see nearly half of our country and enjoy various kinds of beautiful scenery.

#### Part 2 : The first day at Lhasa

Firstly, go to the Consulate General of Federal Democratic Republic of Nepal in Lhasa at Luobulinka Road-13, Lhasa, Tibet Autonomous Region, to apply for visa. The whole procedure is about three days, and then you can get back your passport the day after tomorrow. Secondly, find a suitable hotel to rest during the two-day staying at Lhasa. Here, we recommend a hotel located at the corner of Barkhor Street named Bangdacanggujian Hotel. It is a traditional building with a history of nearly 300 years. Living in there you can surely feel the cultural deposits of this city. And more important, the twin room is only about 160RMB per night, find a partner and you can save 160RMB for two nights. The rest of the day is for sleeping and adjusting since it might be uncomfortable for you to get to such a high altitude area for the first time.

#### Part 3 : The second day at Lhasa

The second is for sightseeing. Lhasa is a place totally different from places you have ever been before. You can go to the Potala Palace which is the most famous scenic spot in Lhasa. The ticket is 100RMB during the off-season but you have to reserve first because it has a tourist limitation.

#### Part 4 : The third day at Lhasa

In the morning, you can go to the well-known Jokhang temple. It is near the Barkhor Street where you lived and the ticket is 85RMB.

Then, in the afternoon, you can just go shopping around the Barkhor Street which is a market street full of visitors from the outside. Also, do not forget to take back your visa which must be completed at that time. After that, we can leave for the next stop—Zhangmu.

**Part 5 : Eating at Lhasa**

Lhasa has a very unique custom and has a lot of special delicacies. We chose two restaurants for you and they are both near the Borkhor Street. One is Majiami famous for its lamb chop, another is Xueshan Nima.

**Part 6 : The way to Zhangmu**

To save money and time, the best way is to rent a car to Zhangmu with a group of tourists. It is very convenient to find a car as well as the fellow traveller especially at the outside of the Consulate General. The way to Zhangmu is about 900 km and will take you 15 hours. However, the journey would never be boring. During this trip, you will see many splendid sceneries and experience many fantastic things. And the cost is about 300RMB for one person.

**The Foreign Part****Part 1 : Zhangmu--Kathmandu**

After arriving at Zhangmu, you will soon see the Sino-Nepal Friendship Bridge, and across that bridge, you will finally enter the territory of Nepal. We must remind you to change your money in Zhangmu because the rate here is the highest. And then, you can take a taxi to the capital of Nepal—Kathmandu. It will only cost about 50RMB for every one of you in your group and this time it won't take too long, only about 4 hours.

**Comments :**

1. The hard seat for two days is really a challenge. You should balance between the budget and the comfort.
2. There should be an arrangement for rest in the hotel for several hours after such a long journey in the train in the first day.
3. The visa application may be rejected so the three days stay should be designed with flexibility.

Sample 2

## A Trip to Thailand

**Destination : Bangkok, Thailand**

**Departure : Hangzhou, China**

*Visa: We get it from a website which specializes in getting visas; the price is 270 CNY, insurance included. We need to use it in the airport for check and get to the destination and leave that country within the time limited on visa.*

The air ticket price : 1980 CNY per person, 7920 CNY for us four. (The round-trip ticket is more expensive than two one-way tickets, so we all book one-way tickets.)

The airline company : Spring Airlines

The flight : 9C8773, 9C8774

The class : economy class

The time of flight : from 9:20 P.M. to 00:45 A.M. next day; from 2:00 A.M. to 6:15 A.M.

**Chcom**

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Round Trip One-way

Hangzhou Bangkok Currency: China Yuan (CNY) Search

2015-05-11 Adult 1 2 3 4 Child 0 Infant 0

**Go Flight: Hangzhou - Bangkok**

05-08 Fri	05-09 Sat	05-10 Sun	05-11 Mon	05-12 Tue	05-13 Wed	05-14 Thu
460 CNY	399 CNY	399 CNY	399 CNY	460 CNY	460 CNY	660 CNY

Time Price SpringPlus SpringFlexi SpringSaver

**Spring** 9C8773 1130 CNY 399 CNY

21:20 Hangzhou/Gaoshan T2  
00:45 Bangkok (Suvarnabhumi)

**Includes:**

- Limited Ultra-discount Fare (No refunds or changes permitted.)
- Baggage Allowance 15KG (includes 1x 5kg Carry-on Bag)
- Carry-on bag restricted to items no larger than 20x30x40cm

Spring (A320) Airport construction / fuel tax: 586 CNY P1 Class (Fare details)

Total **3860 CNY**  
Details (4 Passengers)

4 Adult 1596 CNY  
Taxes (Total) 2264 CNY

Before booking, please ensure you have read and understand the Terms for Air Tickets in Spring Airline Booking

**Next**

机票(返).png

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Round Trip One-way

Bangkok

Hangzhou

Currency: China Yuan (CNY)

Search

2015-05-21

Adult

1

2

3

4

Child

0

Infant

0

Go Flight: Bangkok - Hangzhou

05-19 Mon

450 CNY

05-19 Tue

450 CNY

05-20 Wed

450 CNY

05-21 Thu

399 CNY

05-22 Fri

399 CNY

05-23 Sat

399 CNY

05-24 Sun

450 CNY

Time

Price

SpringPlus

SpringFlexi

SpringSaver

Spring

9C8774

1130 CNY

399 CNY

02:00

Bangkok(Suvarnabhumi)

06:15

Hangzhou(Xiaoshan T2)

Includes:

✕ Limited Ultra-discount Fare (No refunds or changes permitted.)

🧳 Baggage Allowance 15KG (includes 1x 5kg Carry-on Bag)

🧳 Carry-on bag restricted to items no larger than 20x30x40cm

Spring (A320)

Airport construction/fuel tax: 475 CNY

P1 Class (Fare details)

Before booking, please ensure you have read and understand the Terms for Air Tickets in Spring Online Booking

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VisaBao.com

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登录 注册

首页 &gt; 泰国 &gt; 泰国个人旅游签证



泰国个人旅游签证

签证难度: ★☆☆☆☆

已有 8982 位用户办理

办理天数: 7个工作日

逗留天数: 30天

有效期限: 90天

出签率: 100.00%

套餐价格: 280.00元

预计出行日期: 2015-03-26

立刻办理

签证详情

所需材料

温馨提示

签证资质

泰国个人旅游签证

办理时间 收齐材料后7个工作日

有效期

90天,以领馆签发为准

停留期 30天,以领馆签发为准

往返次数

单次,以领馆签发为准

- 受理范围
- 1.仅接受护照签发地为上海、江苏、浙江、安徽4省份的申请者,其他签证地需提供以上4省份的居住证明或居住原件
  - 2.不接受以下情况:曾用泰签证被拒,而未去泰国;在泰国免签期间办理签证,而未去泰国
  - 3.不接受6个月内有泰国拒签记录的用户申请

Comment:

1. You can apply for Visa on arrival without any payment to Thailand from China.
2. The departure day is not in line with the reality for the students are in school at that time.

## Part Four : Aircraft Structure

**Direction :** Here is an aircraft seat chart. Read it and translate the following terms in the blankets of the aircraft seat chart in Chinese and finish the following exercise.

商务舱, 头等舱, 经济舱

**Exercise :**

1. Aisle seats: The seat by the aisle in which you are convenient to leave the seat without interrupting others and also can enjoy more space by putting your legs in the aisle.
2. Central seats: The seat sandwiched between the aisle seat and the window seat in which you are inconvenient to leave your seat and enjoy the scenery outside the window indirectly.
3. Window seats: The seat by the window you can enjoy the scenery through the window but have to interrupt others if you are going to leave your seat.
4. Seat plus: these seats may locate:
  - (1) in the widest rows on the upper deck
  - (2) next to the emergency exit doors on all aircraft except the Airbus 340
  - (3) in some rows other than those located next to the emergency exit doors.

With seat plus you can receive more leg room.
5. Bulkhead seat: One type of seat plus which is by the bulk head in which you may receive more leg room.
6. Seat by safety door: The seat near the safety door which you can enjoy more space and have the responsibility to open the door in emergency. Thus, some of the passengers cannot take it like the disabled, the children, etc..



## Part Five : Check-in in Airport

**Exercise 1 :** Read the airport map and translate the names of the departments in Chinese.

Terminal 航空站

Immigration 护照检查处

Baggage claim 行李提取处

Customs 海关

Arrival Lobby 入境大厅

Baggage Drop Off 托运行李柜台

## Unit 2 Hotel Reservation

### Part one : Hotel Reservation Skills

**Direction:** Here is a video about how to book a cheap hotel. Watch the video for twice and make a summary of the steps for reserving hotels according to the video you have watched.

**Answer:**

#### How to Book a Cheap Hotel

1. Summary:

(1) Before you begin looking, decide what your dream hotel room will be. Whether it is with a great view in a high rise or you prefer it on the ground floor? Do you need a room service, a pool or some other extra services?

(2) Check in websites of the hotel in the area for your advertise rate. Then go to travel websites and check their hotel rates which is often cheaper(25% lower).

(3) If you find your favored hotels which seem similar, check in the travel websites to read customer feedback. If you are still undecided, choose the newest recently renovated hotels, make sure any renovations have been completed before your trip.

(4) Before you booking online, call the hotel and see to the reservation's agent who maybe offer you a better deal especially if your dates are flexible.

(5) Ask the representative for a discount or an upgrade. Please mention the clubs or organizations you belong to for it might give you a discount at rates.

(6) Consider the hotel amenities and whether they save you money. A rate that is slightly higher than its competitors might be worth paying if the hotel includes airport shuttle, wireless internet, or business center, or breakfast.

(7) If you are unsatisfied with the offered grade, use your previous research if you can find a cheaper rate online from competing hotel. Mention it and ask for a discount.

(8) Before you reserve, be clear how much the room costs including the taxes and any other fee.



**Original text**

## How to Make a Hotel Reservation

If you aren't someone who takes vacations that requires a hotel stay, or travels for business or your kids' sporting events, you may not know how to make a hotel reservation. By following these simple steps, you can ensure that your hotel meets your needs and expectations when you arrive.

First, Check rates and book a hotel reservation as far in advance of the departure date as possible. Hotels tend to raise rates as availability declines; however, it is possible to get a last minute deal.

Second, Use an online travel site to identify hotels in the city you are visiting or near a specific attraction, address or airport.

- Sites that book hotels, flights, rental cars, vacation packages and more include Orbitz.com, Expedia.com and Travelocity.com. These sites have features that make it easy to adjust dates and see how it affects hotel rates.

- Hotels.com (an Expedia company) and HotelDiscounts.com specialize in lodgings but also book vacation packages.

- Sidestep.com is a search engine for other travel sites and makes it easy to compare hotel reservations and other rates.

- If you aren't picky about arrival and departure dates or location, you might consider Priceline.com. However, you won't know which hotel you are staying in until you book it.

Third, Determine whether you need a standard room, one-bedroom, two-bedroom or something larger.

Fourth, identify what amenities you need.

- In-room conveniences to consider include high-speed Internet, a refrigerator, a kitchen or kitchenette, and a pull-out sleeper sofa. Some hotels will bring a crib or cot into the room if you need it.

- Hotel amenities might include an indoor or outdoor pool, fitness center, business center, restaurants and room service.

Fifth, Enter your arrival and departure dates as well as how many adults and children will be staying in the room.

Sixth, Narrow down the list to one or two hotels with the amenities you need and the best

rates, and then go to those hotel websites to check rates there.

- Compare rates with discounts (e.g., for seniors, AAA members, frequent flyer members) and taxes applied.
- If you are bringing pets, verify that pets are allowed and whether an additional fee is charged.
- Take into account whether a free breakfast is included, or a happy hour offers free drinks and/or food.

Seventh, look at the photos and virtual tours available online to get a feel for what the hotel and its rooms look like. You may need to call the hotel to get specific information, such as the year built/remodeled, check-in/check-out times and cancellation policy.

Eighth, book the hotel room online or by phone. You will need to give a credit card number, but the card will not be charged unless you don't cancel according to the cancellation policy.

## Part Two : Hotel Fees

**Exercise 1 : Read the hotel rate screen-shots of Hilton Hawaiian Village Waikiki Beach Resort and point out the hidden fees there.**

**Answer:**

### 1. Taxes

4.71% per room per night

9.25% per room per night

### 2. Resort charge :

\$30.00 USD per room per night

### 3. Fees for room cancellation based on the regulations

### 4. Parking charges :

Self parking - \$29.00, Garage Parking. Valet parking - \$36.00, Valet Parking