

Winner in Career
言 颀 在 职 场



旅游 与 酒店 英语口语

旅行计划 旅游类型 旅行安排 预订机票 通关 租车
预订客房 住宿登记 洗衣服务 处理投诉 结账退房
自助餐 地方小吃 酒吧服务 健身中心 在美容院
搜寻礼品 选购服装 讨价还价 兑换货币 寄包裹

丛书主编◎李 丽 主编◎陈 蔚

SPOKEN ENGLISH
FOR SIGHTSEEING AND HOTEL



大连理工大学出版社
DALIAN UNIVERSITY OF TECHNOLOGY PRESS



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前言



随着中国2008年奥运会的成功举办和2010年上海世博会的隆重举行，以及中国市场在世界性的金融危机中所表现出来的坚挺和生机，中国和中国人越来越成为举世瞩目的焦点，全世界甚至掀起了一股前所未有的中国热潮流。中国的发展潜力强烈地吸引着世界各地的旅游商务人士，他们频繁来华进行文化交流、旅游观光和商务活动。与此同时，中国旅游业也正面临着前所未有的契机和挑战。

英语是世界性的通用语言，所以旅游专业人员除了应该具备过硬的专业技能和涉外交际能力以提高服务质量之外，还应该掌握地道的英语来满足国外各界人士的需要。另外，随着生活水平的提高和涉外工作的需要，去国外旅游和商务旅行的人士也逐渐增多，了解一些简单和实用的英语表达可以让旅行生活更加轻松。

《旅游与酒店英语口语》这本书正是迎合了市场的这种需要应运而生的，选材上力求突出实用性、知识性和可读性。全书共由八个部分组成，内容涉及出游准备、交通、住宿、就餐、康乐、购物、银行和通讯。每个部分涵盖20句相关主题的实用表述和多个情景对话，让读者身临其境地体验运用英语进行沟通的乐趣和充实。同时，为了方便读者查阅，书后还附有旅游常用词汇、宾馆常用词汇和世界著名游览胜地一览表。

本书内容丰富、实用性强，比较全面地介绍了涉外旅游的方方面面，不仅可以作为辅助教材，还可以当成工作手册随身携带。

本书的编写过程中，编者参阅了国内外大量的相关资料，并征求了相关管理人士的意见，在此一并予以衷心的感谢。

由于编者水平有限，编写时间仓促，疏漏和不足之处在所难免，恳请读者及同仁不吝指正。

编 者

2011年3月

目录



Chapter 1

Preparations 准备 >>>

Traveling Plans 旅行计划	2
Types of Tour 旅游类型	10
Itinerary 行程安排	16
Booking Tickets 预订机票	23

Chapter 2

Transportation 交通 >>>

At the Airport 在机场	30
Going Through the Customs 通关	35
Aboard the Plane 在飞机上	41
Taking a Taxi 乘坐出租车	46
Taking a Coach 乘坐汽车	51
Taking the Subway 乘坐地铁	55
Taking the Train 乘坐火车	61
Taking the Ship 乘坐轮船	66
Renting a Car 租车	71

Chapter 3

Lodging 住宿 >>>

Reserving a Room 预订客房	78
-----------------------------	----

Checking In 住宿登记	83
Room Service 客房服务	90
Laundry Service 洗衣服务	94
Handling Complaints 处理投诉	99
Checking Out 结账退房	103

Chapter 4 Food 餐饮 >>>

Restaurant Reservation 预订餐位	110
Taking Orders 点菜	114
Chinese Food 中餐	117
Western Food 西餐	123
Fast Food 快餐	127
Cafeteria 自助餐	131
Local Snacks 地方小吃	135

Chapter 5 Recreation 康乐 >>>

Bar Service 酒吧服务	142
In the Fitness Center 在健身中心	147
At the Beauty Parlor 在美容院	151

Chapter 6 Shopping 购物 >>>

Hunting for Gifts 搜寻礼品	158
Choosing Clothing 选购服装	162
At an Arts & Crafts Shop 在工艺品店里	167
Bargaining 讨价还价	172
At the Lost and Found Office 在失物招领处	176

Chapter 7

Banks 银行 >>>

Currency Exchange 兑换货币	182
Opening an Account 开户	187
Cashing Traveler's Checks 兑现旅行支票	191

Chapter 8

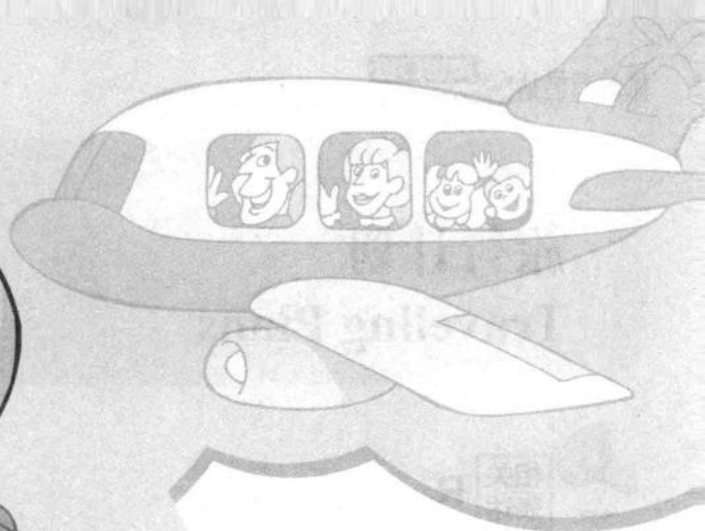
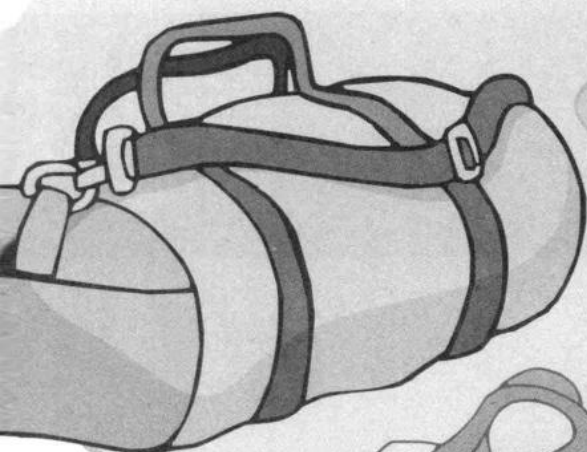
Communication 通讯 >>>

Making a Local Call 打市内电话	198
Making an International Call 打国际长途	201
Posting a Parcel 寄包裹	205

Appendix

Appendices 附录 >>>

Appendix 1 旅游常用词汇	210
Appendix 2 餐饮常用词汇	214
Appendix 3 世界著名游览胜地	236



Chapter One

Preparations 准备

本章概要:

- Traveling Plans 旅行计划
- Types of Tour 旅游类型
- Itinerary 行程安排
- Booking Tickets 预订机票

旅行计划

Traveling Plans



相关
表达

Relative Expressions

Basics

1. We want to plan a **tight schedule** of travel. 我们想安排一个紧凑的旅行日程。
2. I'm afraid the business trip to New York **went up in smoke**. 恐怕我们去纽约出差的计划泡汤了。
3. I like taking an occasional business trip for a **change of pace**. 我喜欢偶尔出差来调剂一下心情。
4. It was a favorable time for our trip, since business was light. 生意清淡，正是我们出游的好时候。
5. This is meant to be both a business and pleasure trip for you. 也就是说，你既要处理生意又会四处游玩。
6. A business trip? Great! I will not have to cook for at least three days. 出差？真棒！我至少三天不必烧饭了。
7. It is a great treat to have a **jovial**, easy-going fellow on a business trip. 出差时，有个风趣随和的人做伴真是一种享受。
8. We must account for every penny we will spend during a business trip. 我们得把我们出差时所花的每一分钱交代清楚。
9. We can help to work out a travel plan **tailored to** your needs and budget. 我们可以帮您设计一个适合您的要求和预算的旅行方案。
10. Seldom did much time pass before I had to leave on another business trip. 每隔不久，我就得出趟差。



Notes 注释

- ⇒ **a tight schedule**: 没留多少余地的时间表；排得很紧的时间表；难以遵守的时间表。这是一个比较地道的短语，还可以表达为 **a crowded schedule**。比如：Don't arrange such a tight schedule. Leave some time to spare.（不要把日程排得满满的，要留些机动时间。）

- **go up in smoke:** 化为乌有; 被烧光。比如: When he crashed his car, all his travel plans went up in smoke. (他把汽车撞坏了, 他的整个旅行计划都吹了。)
- **a change of pace:** 改变习惯、活动方式以调剂一下; 换换口味。其他类似的表达还有: a change of air (改变环境; 迁地疗养); a change of scene (尤指通过旅行换环境, 改变住处); a change of tide (盛衰消长的转变时刻; 危急存亡之时; 关键时刻); a change of base (退却; 转移阵地) 等
- **jovial** ['dʒəʊvi:əl]: 热情快活的; 善良愉快的 (尤指天性快乐的人)
- **tailor to:** 根据……改变或调整。同义的表述还有 accord with; account to; adapt; be calculated to; be favourable for; be fit for; be in tune with 等

Extended

- | | |
|--|---|
| 11. Please inform us of your travel plan at the earliest date so that we can make arrangements. | 请尽早告知我们您的旅游计划, 以便我们做出安排。 |
| 12. An amount will be offered to an employee in advance of a business trip to meet travel expenses . | 公司在员工公务旅行前预支一定数额的旅行费用。 |
| 13. The firm will reimburse you for any traveling costs which you may have paid on your business trip. | 公司将报销你所有的差旅费。 |
| 14. You see, I have an old friend here, and I want to take this opportunity of business trip to pay a visit to him. | 要知道, 我有位老朋友在这儿, 我想利用这次出差机会顺便拜访他。 |
| 15. You should have at least 3 days for your trip, please tell me when you're intend to leave and when you'll be back. | 您至少要旅游3天, 请告诉我您预计的往返时间。 |
| 16. Business travelers to China can apply for a long-term Multiple Journey Visa (MJV) with a validity period of up to 5 years. | 来访中国的商务旅客可以申请为期五年的长期多次往返签证。 |
| 17. The young man took advantage of this good opportunity to go on a business trip with his boss and gained the boss's favor . | 这个年轻人利用这次与老板一起出差的好机会赢得了老板的欢心。 |
| 18. I will be on a business trip on Monday, so I am afraid we have to postpone the meeting till Friday, at nine o'clock in the morning. | 由于星期一我要出差, 恐怕只能把会议推迟到星期五上午九点了。 |
| 19. If you plan to carry more than \$50 or \$75 with you while you travel, you may find it safer and more convenient to purchase " traveler's checks ". | 假如你在旅行期间打算随身携带多于50或75美元的现金, 比较安全便捷的办法是购买“旅行支票”。 |
| 20. You need to book your hotel and air tickets, check the weather of the city where you want to go and make a schedule for every day of your trip. | 你需要预订宾馆、机票, 查看所到城市的天气情况以及旅行期间的日程表。 |



Notes 注释

- ➔ **meet expenses:** 应付开支；缴纳费用。meet 表示“支付；解决”的意思。比如：His income is inadequate to meet the expense(s). (他入不敷出。)
- ➔ **reimburse** [ri:'im'bə:s]: 偿还；赔偿。比如：Please submit your receipts so the company can reimburse you for your travel expenses. (请提交发票，以便公司报销你的旅行费用。) Can the company reimburse me for my professional travel? (出差时，公司给我报销吗?)
- ➔ **gain someone's favor:** 博得某人的好感。其他类似的表达还有：curry favor with (巴结；拍马屁)；bid for someone's favor (争取得到某人的宠爱)；out of someone's favor (被某人嫌弃；为某人所不欢迎)等。
- ➔ **traveler's checks:** 即“旅行支票”，现在普遍常用的有美国运通 (American Express)、花旗 (Citi) 等。to cash a traveler's check(s) 便是将旅行支票兑现。

身临其境 1 One Man's Grind Is Another Man's Longing 你之苦差，我之艳羡

- | | |
|---|---|
| A: What do you plan to do for your holiday? | A: 你打算假期干什么? |
| B: Oh, it went up in smoke. I have to go on a business trip with my boss. | B: 哎，假期泡汤了。我得和上司出差。 |
| A: Where? | A: 去哪儿? |
| B: Miami. | B: 迈阿密。 |
| A: Well, Miami is a perfect place to be on holiday, you know. | A: 要知道迈阿密可是个度假的理想地方呢! |
| B: I know. But a business trip is tiring to me. | B: 我知道。但是在我来看，出差可真是份苦差事。 |
| A: Oh, take it easy! Maybe it's not so bad as you imagined. | A: 放轻松些！也许没有你想像得那么糟。 |
| B: I hope so. | B: 希望如此吧! |
| A: You know, I've dreamed a thousand times that I could lie down on Miami beach to relax myself. | A: 要知道，我曾千百次地梦想着自己能在迈阿密的海滩上放松放松呢。 |
| B: So have I. But it's not always nice and sunny there, sometimes cloudy and rainy. | B: 我也是。可是那儿的气候也不总是晴空丽日的，有时也有阴天下雨的时候。 |
| A: But I don't think it will spoil your trip. Anyhow, I hope you'll have a nice trip! | A: 但我想天气不会毁了你的旅行。无论如何，祝你旅途愉快吧! |
| B: Thanks a lot! | B: 多谢了! |

身临其境 2

Everything Is Ready Except You 万事俱备，只欠你喽

- A: I can't attend the meeting in London. I've proposed you as the most suitable substitute.
- B: But you know, I've never been on a business trip before!
- A: Ah, it's too easy. Just make sure you **keep track of** all your expenses. Then the accounting department will reimburse you for all your meals and travel expenses.
- B: Really? That's to say the company will pay for everything?
- A: Yes, but when you send in your expense report, you also have to file a report summarizing your trip. It's not just a big vacation, you know.
- B: Wow! That sounds terrific! But what do you want me to do there?
- A: I've already paved the way. You just have to give a presentation on what our products are. I will do the **follow-up** and close the sale.
- B: That's great!
- A: 我不能去参加伦敦的会议了。我已经推荐你作为最佳人选了。
- B: 可是你知道，我以前可从来没有出过差呀。
- A: 那太简单了。只要做好一切费用记录就行了。然后，财务部门会报销你所有的餐费和差旅费。
- B: 真的吗？也就是说，所有费用都要由公司出吗？
- A: 是啊。只不过，提交报销单时，你还得附上出差说明。出差可不是放长假啊。
- B: 哇，听起来真不错！但是你想让我在那里干些什么呢？
- A: 我已经都安排好了。你只要做一个产品介绍就行了。我来做后续工作，然后完成销售任务。
- B: 太好了！



Notes 注释

- ⇒ **keep track of**: 记录；与……保持联系。比如：① I keep track of my expenses in a notebook. (我把我的支出记在一个笔记本上。)；② It's hard to keep track of all one's old school friends. (很难与所有上学时的老朋友都保持联系。)
- ⇒ **follow-up** ['fɒləu'ʌp]: 既可以用作名词“随访；跟进；后续行动”，也可以用作形容词“后续的；增补的”。比如：the follow-up services that are provided by the sales department (销售部门提供的售后服务)；a follow-up examination after the surgery (外科手术后的追踪调查)；The follow-up is often as important as the initial contact in gaining new clients. (为赢得新客户，追踪调查和最初的接触一样重要。)

Traveling Tips 旅行小贴士:

出门在外，尤其是去外国旅游，早些拟出一个单子，写出要带的东西，然后按图索骥，可以避免出发前临时忙乱。

身临其境 3 There's No Chat without Coincidence 无巧不成“聊”

- A:** What are you busy with, Tom?
B: Oh, I'm going on a business trip to New York.
A: When are you leaving?
B: June 15th, and we're staying there for two weeks.
A: That's great! Who are you going with?
B: A colleague of mine. How about you?
A: Well, I'm going to Australia, with my supervisor.
B: What a chance! When are you leaving?
A: July 20th.
B: How long are you staying there?
A: About ten days.
B: Australia is a very beautiful country. There are countless places of interests there.
A: Yeah. We're going sightseeing and doing some shopping there.
B: Have a nice vacation!
A: Thank you, you too.
- A:** 汤姆，你在忙什么呢？
B: 哦，我要到纽约出差。
A: 什么时候走？
B: 6月15号。我们要在那儿呆上两个礼拜呢。
A: 不错嘛！和谁一起去？
B: 和我的一个同事。你呢？
A: 我要和主管一起到澳大利亚去。
B: 机会真好！什么时候走？
A: 7月20号。
B: 呆多久？
A: 大概10天吧。
B: 澳大利亚真是一个非常美的国度。那儿有数不尽的名胜古迹呢。
A: 是啊。我们将一边观光一边购物呢。
B: 假期愉快吧！
A: 谢谢，你也是啊。

身临其境 4 It Never Rains But It Pours “挫”不单行

- A:** I can't miss the nine o'clock train. I'm going to Tokyo on business.
B: Alone?
A: No, I'm sure it's with the boss again this time.
B: Oh, that's too bad!
A: Sure! Nothing is more stressful than going on a business trip with our boss. Last time when I was with him, I didn't even have enough to eat.
B: In that case, you'd better take good care of yourself!
A: I know. But you don't know how tight the schedule is for this trip. And I have to find the time to visit several important customers there.
B: Well, that's something worth expecting. You can enjoy their hospitality.
- A:** 我可不能错过9点钟的火车。我有公务，要出差去东京呢。
B: 一个人去？
A: 不是，我确定这次还是和老板一起去。
B: 哦，那可不太妙啊！
A: 一点儿不错！没有比和老板一起出差更累人的了。上次和老板一起出差，我甚至都没吃饱。
B: 那样的话，你可真得好好善待自己了。
A: 我懂。可是，你不知道这次的出差行程安排得有多紧张。我还得抽空拜访几位重要的客户呢。
B: 那倒是件值得期待的事儿。你可以尽享他们的地主之谊了。

- A: Actually, I cannot. Quite often we have to **play host** to them though it is their home territory.
 B: Really? I heard your travel expense is tightly controlled. How can you manage it?
 A: I don't know. My company is very **cheap** with it indeed.
 B: Then, that's too hard for you!
 A: I cannot agree with you more! Even worse, every time I'm back, I have to write a detailed report of it.
 B: Oh, my!

- A: 实际上,我可享受不到!尽管是在他们的地盘上,我们还得时常做东。
 B: 真的吗?我听说你们的差旅费管得挺严呢,你可怎么办啊?
 A: 我也不知道,我们公司确实在这上面非常小气。
 B: 那你真是太难做了!
 A: 谁说不是呢!更糟糕的是,每次出差回来,我还要写一份详细的出差报告呢。
 B: 哦,我的天啊!



Notes 注释

- ⇒ **play host**: 请客。比如: Why do I have to play host to them? This is their home ground! (为什么我得招待他们?这里可是他们的地盘呀!)
- ⇒ **cheap** [tʃi:p]: 在这里是“吝啬的;小气的”的意思。其他的同义表达还有: stingy; tightfisted; chinchy; closefisted; closehanded; mean等。“小气鬼”是 miser; niggard; flayflint 等。

身临其境 5

Preparedness Averts Peril 有备无“忧”

- A: Are you getting ready for your trip in the States?
 B: Oh, yeah, I'm just checking with my baggage.
 A: You must be very excited about it. Where are you visiting in the States?
 B: Los Angeles. Our headquarter is there.
 A: Have you ever been there before?
 B: No, never. This is my first time.
 A: Are you gonna visit New York?
 B: Sure, I'll spend a couple of days there, too.
 A: Have you gotten your plane tickets yet?
 B: Yeah, it's right in the envelope over there.
 A: You've already made a hotel reservation, uh?
 B: Ah, a single room.
 A: How about your passport and visa?
 B: All settled. By the way, is there anything you

- A: 准备好到美国的旅行了吗?
 B: 是的,准备好了,我正在检查行李呢。
 A: 挺兴奋的吧。你要到美国的哪个地方啊?
 B: 洛杉矶。我们的总部在那儿。
 A: 你以前去过吗?
 B: 从来没有。这是头一次。
 A: 你要去纽约吗?
 B: 当然了,我还要在那儿呆上几天呢。
 A: 机票带好了吧?
 B: 带好了,在那边的信封里。
 A: 客房也预订了,是吧?
 B: 是啊,单间。
 A: 护照和签证呢?
 B: 都妥了。顺便问一下,有没有东西要

want me to get for you in the States?

A: How considerate you are! But no at present, thanks.

B: OK, then can you do me a favor?

A: Yes?

B: Can you take care of my dog?

A: Sure, I'll even talk to him for a while every morning as you do.

B: That's very kind of you!

我从美国给你带回来的?

A: 你还挺周到的呢! 暂时还没有呢, 谢了。

B: 好吧, 那你能帮我一个忙吗?

A: 什么忙啊?

B: 帮我照看着狗, 好吗?

A: 好啊, 我甚至会像你一样每天早晨跟它聊上一会儿的。

B: 你真是太好了!

Traveling Tips 旅行小贴士:

在行囊中应该有一些必备的药, 比如感冒通、乘晕宁、黄连素、创可贴等, 心脏病患者千万别忘了带硝酸甘油! 另外, 可能的话, 带一支体温计也不算多余。此外, 参加团队旅游时千万别忘了护照、机票, 领队在其他国家会帮您保管护照。但在香港, 可能“阿Sir”(警官)会在街头查验护照, 所以护照您还是要自己保存随身携带。机票也得妥善保管。您如果匆匆忙忙赶到机场, 忽然发现机票没带, 恐怕那就笑不出来了。

身临其境 6 No Cards No Journeys 无“卡”难行

A: Hey, guess what! The boss is sending me to the West Coast for a marketing seminar next month.

B: Ah hah, you must be highly happy. You've been itching to go on a business trip for months.

A: Yeah, and he said there'll be more coming up, so I should get a corporate card. But the problem is, I don't know how to proceed, and I don't want the boss to know that. Can you fill me in?

B: Of course, no problem. First, go to see the secretary and tell her where you're going and when. She'll arrange for transportation and hotel through our travel agent, and give you the tickets and itinerary in a few days. Don't forget to ask her for an application form for the card.

A: Will I use the card for everything?

B: No, we have company credit arrangements with some major airlines and hotels. For this trip, you'll probably only use it for food. Not all restaurants accept the card, so you may have

A: 嗨, 你猜怎么着! 老板下个月要派我去西海岸参加一个市场营销研讨会。

B: 啊哈, 你肯定高兴坏了。你想出差都想好几个月了。

A: 对啊, 他说以后还有更多呢。所以我应该有一张公司信用卡。但问题是, 我不知道怎么去申请, 而且还不想让老板知道。你能帮我吗?

B: 当然了, 没问题。首先, 去找秘书, 告诉她你要去哪儿, 什么时候去。她会通过我们的旅行代理, 为你安排交通和酒店, 并会在几天之内给你票和旅程表。别忘了问她要一张信用卡申请表。

A: 一切费用都要用那张卡吗?

B: 不是, 我们和一些主要航空公司和酒店都有公司信用协议。这次旅行你也许只会用它来吃饭。但并不是所有的饭店都会接受这种信用卡。所以呢,

to pay cash.

A: Do I pay out of my own pocket?

B: I'm afraid so. We used to have cash advances, but the company stopped that when they started issuing cards.

A: Will the company reimburse everything?

B: No, there are maximum **per diem** rates. I'll give you a list. Of course, personal items aren't covered. And make sure you keep all your receipts. You'll have to attach them to your **expense account** when you get back.

A: Anything else?

B: Since you'll be traveling often, apply for a frequent flyer card. Gathering frequent flying miles is one of the **perks** of business travel.

A: Thank you so much!

B: My pleasure!

你也许还得付现金。

A: 我要花自己的钱吗?

B: 恐怕是这样的。我们以前是预支差旅费,但自从公司签发信用卡后,就停止了。

A: 公司会报销所有费用吗?

B: 不是的,有每日最高限额。我会给你一个表。当然,私人用品不算在内。记住,必须保留所有收据。回来后,你必须把它们贴在报销单上。

A: 还有其他的吗?

B: 既然你经常需要出差,应该去申请一张飞行积分卡。积累飞行里程是商务旅行的额外补贴之一。

A: 太感谢了!

B: 别客气!



Notes 注释

⇒ **per diem** [pə:'daɪem]: [拉]每日,按日

⇒ **expense account**: 报销单。比如: to submit an expense account to the treasurer's office (向财务科报销)。

⇒ **perk** [pɜ:k]: 额外津贴

旅游类型 Types of Tour



相关
表达

Relative Expressions

Basics

- | | |
|--|----------------------|
| 1. Let's go on this coach tour! | 让我们乘坐这趟长途客车旅游一次吧! |
| 2. Do you prefer to travel alone or in a group? | 你喜欢单独旅游还是跟团去旅游? |
| 3. Many Americans tour by car every summer. | 每年夏天都有许多美国人开着车到各地旅行。 |
| 4. We hired a driver to take us on a tour of the city. | 我们雇用了一名司机带领我们游览这座城市。 |
| 5. The tour group is confined to the planned activities. | 旅游团只能进行计划内的活动。 |
| 6. The plans of tour group are inflexible and quite boring. | 旅行团的安排既死板又乏味。 |
| 7. That travel agency guarantees satisfaction to tourists. | 那家旅行社保证让游客们满意。 |
| 8. This tour company has a discount price on package holidays . | 这家旅游公司对包价旅行团有一定的折扣。 |
| 9. You may receive a premium discount package of Hong Kong tour. | 你可以享受到香港游超值优惠套餐。 |
| 10. The member of the group is given a detailed tour itinerary by the courier. | 旅游团成员从导游那里拿到详细的日程表。 |



Notes 注释

- ⇒ **be confined to**: 限制; 局限于; 限制……范围内; 使不外出。这是一个比较正式的表述, 以强调规则的严格性。比如: **Nobody would like to be confined to a single locality all his life.** (没有人愿意一辈子都呆在一个地方。)
- ⇒ **inflexible** [in'fleksəbəl]: 顽固的; 不可弯曲的; 不能转变的
- ⇒ **package holiday**: 一揽子旅游 (路线、地点、时间和费用等均由旅行社做统一规定和安排的旅游)
- ⇒ **premium** ['pri:miəm]: 保险费; 额外费用; 奖金