

服务英语情景会话

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编译



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前 言

旅游业是一种潜在的无烟工业。中国的旅游业有着极其广阔的前景，而旅游服务又是旅游发展的关键。

本书所用的英语简明，生动，实用，易懂。适用于有一定英文基础和职业经验的各大旅行社、宾馆、饭店的旅游工作人员使用。并可做为大、中专院校英语、旅游选修课之用书，也可为职业高中，职业学校的教学用书。对于英语自学者也是一本较实用的教材。

为了使用方便和适应自学者的需要，我们将课文对话、解说译成汉语，并增加了双解生词和注释。

本书在编译过程中得到了曾在大连外国语学院任教的美籍专家 Susan Feiner 小姐，Walker 夫妇，Bu Wirth 女士和 Suttan 夫妇的帮助。雷晨苏同志为前二十一课做了审校。在此谨致谢意。

由于时间仓促和编译者水平有限，错误和缺点在所难免，望广大读者提出批评意见和修改意见，以便再版时修正。

编译者

一九八八年九月

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The Honeymoon Special

Conversation

Paul Wilson and Lucy Smith arrive at a travel agency. The agent greets them in a friendly manner.

Agent: (Smiling) Good afternoon. May I help you?

Paul: Yes, please. We want to take a little trip. Lucy's uncle is sending us a thousand-dollar check for our honey-moon. What suggestions can you give us?

Agent: There are many places you can go for one thousand dollars. What do you have in mind? Are you planning to go out of the country?

Lucy: We want to go to some place romantic.

Paul: But we can't go very far. I have only a two-week vacation. Perhaps you can arrange a nice trip up in the mountains, near a lake or river—some place that's good for fishing.

Lucy: Fishing! That's not romantic! (Gazing up at the ceiling) I'm thinking about a tropical beach near the ocean, where we can swim and then lie

on a nice warm beach and sunbathe.

Paul: We can swim in a lake, can't we?

Lucy: But, Paul, don't you want to dance under a tropical sky, with the moon shining through palm trees?

Paul: Well, you choose the place. He's your uncle.

Lucy: But, Paul, he's giving the money to both of us.

Agent: Mr....By the way, what is your name, please?

Paul: I'm Paul Wilson, and this is my fiancée, Lucy Smith.

Agent: I'm happy to meet you, and I'm sure we can find just the place to please you both. In the United States two of the most popular places for honeymooners are Niagara Falls, New York, and Miami Beach, Florida.

Lucy: Oh, let's go somewhere outside the United States.

Agent: Well, there are a lot of places you can visit. I have here a new brochure on Honeymoon Specials. This list includes Bermuda, British Columbia, Nassau, Puerto Vallarta, and Acapulco.

Lucy: (Reading the pamphlet) Look, Paul, here it says, "Seven days and six nights in a first-class hotel, with two meals a day, breakfast

in bed, swimming, sailing, and entertainment."

Agent: That's a special for Acapulco. It's a great place for fishing, too. Mr. Wilson, how about fishing in the ocean instead of a lake? Take a look at the sailfish in this picture.

Paul: Say, that's a beauty! Lucy, imagine one of those on my line. (To the agent) How much does that special cost?

Agent: This is a very inexpensive one, just for people like you two. Acapulco is a honeymooners' paradise—soft tropical nights, with music and dancing, and exciting fun-filled days. Miss Smith, you can swim and sunbathe on a beautiful warm beach. And Paul, you can catch the biggest fish in Mexican waters. It's a good combination for you both.

Paul: Man, that's great! It's the perfect solution.

Lucy: It's super!

Narration

Sometimes a couple or a group cannot decide upon a place for a vacation. They need the services of a good travel agent, a person who knows what he is talking about. He has the latest brochures from airlines, shipping lines, bus companies, railways, rental car agencies, tour planners, hotels, and resorts. He also

can give a lot of advice—for example, how to pack, how to dress, how much to tip, and many other details. It is always helpful to consult an agent.

VOCABULARY

agent n. person who acts for, or who manages the business affairs of, another or others/ 代办人, 代理人, 代理商

honeymoon n. holiday taken by a newly married couple/ 蜜月

honeymmooners n./度蜜月者

check(chegue) n. written order (usually on a printed form) to a bank to pay money/ 支票

romantic adj. having ideas, feelings, etc. remote from experience and real life; give to romance; visionary/ 浪漫的

tropical adj. of, or as of, the tropics/ 热带的, 热带地方的

fiancé [F] n. man to whom one is engaged to be married/ [法] 未婚夫

fiancée/ 未婚妻

brochure n. short, usually descriptive, printed article in a paper cover/ 小册子

combination n. joining or putting together; state of being joined/ 联合, 化合, 合并

Paradise n. the Garden of Eden, home of Adam and

Eve/伊甸园, 天堂

sunbathe vi. expose one's body to sunlight, to make

the body brown/日光浴

consult vt.vi. go to a person, a book, etc. for

information, advice, etc./求教, 查寻

NOTES

a trip abroad: outside one's own country. 到国外旅行。

Niagara Falls: 尼亚加拉瀑布, 世界著名瀑布之一。东部属美国, 西部属加拿大。

Miami Beach: 迈阿密海滩, 美国东南部著名海岛避暑城市, 与迈阿密市隔海相望, 人口8.7万。

British Columbia: 英属哥伦比亚。

Bermuda: 百慕大群岛。

Nassau: 拿骚, 巴哈马群岛首都, 人口5.5万。

Puerto Vallarta: 瓦利亚塔港(墨)。

Acapulco: 阿卡普尔科(墨)。

Discussion

1. Why is it important that an agent know his client's interests? Give a specific example.
2. What information do agencies receive?
3. Discuss the importance of a pleasant and friendly

personality for an agent.

4. Do people go on honeymoons in your country?
If the answer is yes, where do they go and how do they travel?
5. Do you have travel agencies in your country?
Are they private agencies or government agencies?

参 考 译 文

蜜 月 特 别 服 务

会 话

保罗·威尔逊和露茜·史密斯来到一家旅行社，代办友好地接待了他们。

代办：（微笑）午安！能为你做点什么吗？

保罗：是的，我想做一次短期旅行。露茜的叔叔为我们度蜜月寄来1000美元的支票，我们想听听你的建议？

代办：1000美元，你们可以去很多地方，你们怎么打算呢？计划出国旅行吗？

露茜：我们打算去富于浪漫色彩的一些地方。

保罗：但我们还不能走得太远，我只有两周的假日。也许你能给我们安排一次理想的山间旅行，靠近湖泊或河流——某个可以钓鱼的地方。

露茜：钓鱼！那太不浪漫了。（望着天花板）我想去一个靠近海洋的热带海滩。在那儿我们能游泳，然后躺在舒适温暖的海滩上沐日光浴。

保罗：我们在湖里游不是一样吗？

露茜：可是，保罗，你难道不想在热带的星空下，让皎洁的月光透过棕榈树陪伴着我们跳跳舞吗？

保罗：好吧，该去什么地方任你选好了，他毕竟是你的叔叔。

露茜：可是，保罗，钱是给我们俩的呀。

代办：先生……顺便请教一下你们的尊姓大名？

保罗：我叫保罗·威尔逊。这是我的未婚妻，露茜·史密斯。

代办：认识你们很高兴。我们肯定会为你俩找到称心如意的地方的。美国有两处最受蜜月情侣欢迎的地方。它们是纽约的尼亚加拉大瀑布和佛罗里达的迈阿密海滩。

露茜：噢，我们到美国以外的什么地方去吧！

代办：好吧。有许多地方你们可以游览。我这儿有一本新的蜜月特别服务小册子，上面列出的地方包括：百慕大，英属哥伦比亚，拿骚，瓦利亚塔港和阿卡普尔科。

露茜：（读小册子）保罗，你瞧，上面说“可以在一流宾馆住上七天六夜，每日两餐，早餐送到床上。游泳，乘船游览，还有其它娱乐活动。

代办：那是阿卡普尔科的特别服务。阿卡普尔科也是钓鱼的理想地。威尔逊先生，在大海里钓鱼比在湖里怎样？请看这幅舟上垂钓图。

保罗：哎呀，太美了！露茜，想一想，要是我能钓上一条鱼来！（对代办说）这种特别服务要花多少钱？

代办：非常便宜。对你俩这样的新婚旅行者最合适。阿卡普

尔科是蜜月情侣的乐园——柔和的热带夜色伴随着音乐和舞蹈，还有充满欢乐和兴奋的白昼。史密斯小姐，你可以畅游，在美丽温暖的海滩上沐浴。还有，保罗，你可以在墨西哥的海上钓到最大的鱼，你们可以各得所好了。

保罗：伙计，真有你的，这真是个绝妙的办法。

露茜：太棒了！

解说

有时夫妇或团体难以决定该去何处度假，他们需要优秀的旅行代办给予各种各样的帮助。代办对自己掌握的情况要保证准确无误。他手里有来自于航空线、航海线、公共汽车公司、铁路、汽车出租部门、旅行计划处、宾馆和游览胜地的最新表册，他也会对你提出许多建议——比如，如何打点行李，怎样着装，付多少小费以及其他的许多细节。咨询代办对你总是大有帮助的。

The Special to Acapulco

Conversation

The agent is helping Paul and Lucy plan their trip to Acapulco.

Agent: You are very fortunate to have such a generous uncle. This vacation special is a bargain. Now, tell me your plans. When would you like to leave, and how long can you spend on the trip?

Paul: Lucy, the date for the wedding is still the tenth, isn't it?

Lucy: Yes, we aren't going to change it again.

Paul: Does this special include plane fare?

Agent: Let's see. No, this package only includes what is listed here—a de luxe room, the welcoming cocktail, arrival and departure transfers, two meals a day—including a continental breakfast, surfing, sailing, a one-day excursion lunch, and an evening party on the beach. Look at these pictures of

your hotel.

Lucy: Oh, that's perfect! What a beautiful beach, and a swimming pool besides.

Paul: What's the difference between a "package" and an "all-inclusive" trip?

Agent: The "all-inclusive" takes care of your fare, tips, tour guides, baggage transfers, excursions, and all meals—every expense. A "package" means only the things included on the list at the bargain rate.

Lucy: What's a continental breakfast?

Agent: Here it includes fruit juice, sweet rolls or toast, coffee or tea.

Paul: Would you please figure out the entire cost?

Agent: Well, we can get the exact figures of plane fares and hotel costs, then we can estimate the extra meals and tips. Do you want first-class or coach tickets?

Lucy: I came from Pennsylvania on a tourist ticket, and everything was fine. These new planes are very comfortable, the service is wonderful, and going coach is a big saving.

Agent: Then I'll book coach fares. That will be for exactly one month from today. How about taking advantage of two specials? A lot of

people do that.

Paul: What do you mean?

Agent: In addition to your trip to Acapulco, you could stay a couple of nights in Mexico City on your return. The Supreme Hotel there also gives special rates for honeymooners. Here's the schedule of flights. There are several from which to choose.

Paul: How much more will that extra trip cost? Can we afford it?

Lucy: Oh, Paul, let's go there, too.

Agent: Here's an estimate for the Mexico stopover, including hotel rates and the approximate amount for meals. Please understand that I'm giving you only an estimate for your budget. Don't spend all your money in Acapulco. Save some for Mexico City.

Paul: What about documents or entry permits?

Agent: If you have passports, it's wise to carry them with you in any foreign country. However, it's not necessary to get passports for Mexico. You need only tourist cards. I can get those for you.

Paul: Do we need shots or vaccinations?

Agent: No, don't worry. You don't need them for Mexico.