



陈程 主编

# ENGLISH FOR CROSS-CULTURAL TRAVEL WORKBOOK

STUDENT'S BOOK

## 跨文化旅游英语实践教程

体验式商务英语教学丛书

— 学生用书 —



ENGLISH  
FOR  
CROSS-CULTURAL  
**TRAVEL**  
WORKBOOK

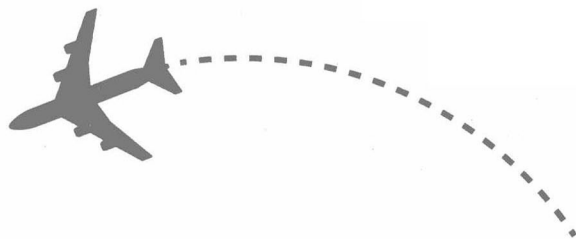
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# 教材使用建议

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，使学习者体验真实旅游场景下的文化冲突、社会需求和人际环境。同时，每个单元设计不同的活动与内容，避免了课程单调的模式化。

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. Listen to the passage and fill in the blanks with the information you hear.

### How to Find Cheap Flights

Having a good idea of how the industry 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, flexible dates
- [Vayama.com](http://Vayama.com) – also finds some great deals
- [Expedia.com](http://Expedia.com) – best for 1

For flights use the flexible search options (if possible). The best days to fly are usually – 2, 3, and 4. Thursday and Friday are the most 5 days to fly.

Take note of the 6, 7, and 8 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 9 but sometimes they miss a 10 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 \_\_\_\_11\_\_\_\_.

### 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 \_\_\_\_12\_\_\_\_ 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 \_\_\_\_13\_\_\_\_ probably isn't worth the \_\_\_\_14\_\_\_\_. 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 \_\_\_\_15\_\_\_\_ and \_\_\_\_16\_\_\_\_.

### 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 \_\_\_\_17\_\_\_\_.

### 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 \_\_\_\_18\_\_\_\_ 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 \_\_\_\_19\_\_\_\_ (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 20 and 21 (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

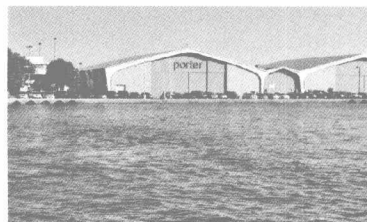
## Part Two: Ticket Reservation Procedures

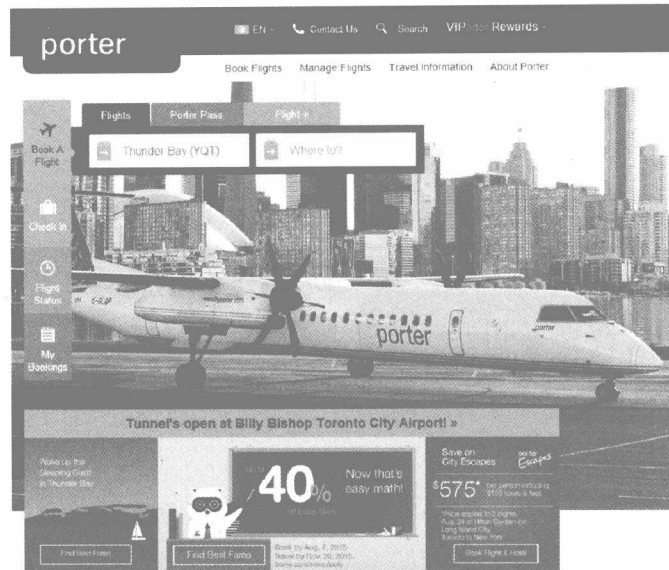
**Direction :** Here is a passage about how to reserve a ticket at Porter Airlines. Learn the procedures for air ticket reservation online and finish the following exercises.

### How to Reserve A Ticket At Porter Airlines

Porter Airlines<sup>①</sup> is today one of the most trusted names in the aviation industry. Behind this success lies the fact that they always try to make sure that your experience with them is the best you ever come across. Everything that you ever need from air travel is simply at your finger tips. You have options like checking flights, reserving your seats, checking flight status and even online check-ins on their website which make the travel a lot more comfortable. The entire process is simplified to such an extent with Porter Airlines that the only tough part is getting to the airport to take the flight. Here we'll see how you reserve a ticket at Porter Airlines and take care of all your related queries.

① Porter Airlines is a regional airline headquartered at Billy Bishop Toronto City Airport on the Toronto Islands within Toronto, Ontario, Canada. Owned by Porter Aviation Holdings, formerly known as REGCO Holdings Inc., Porter operates regularly scheduled flights between Toronto and locations in Canada and the United States using Canadian-built Bombardier Dash-8 Q 400 turboprop aircraft.





To start with, you simply log in at Porter Airlines website and type in the name of the airport you'll be flying from and the airport you'll be flying to. Add the date of journey; make a few obvious selections between the no. of passengers and one-way trip and round journey and you are ready to get your ticket reserved. After you get the results just pick the flight that suits you best and the reservation process will start from there On.

There are three fare classes for you to choose from. You can go for the Freedom class, the Flexible class and the Firm class. Freedom is the most lucrative and will suit you if you are frequent flyer while the Firm class is for occasional flyers and also the cheapest. These classes offer several options including those related to cancellations, reservations, seat selection and complimentary changes.

Then we come to the seat selection part. If you choose to go with Flexible or Freedom class, you will be charged no extra fees for seat selection. If you go with the Firm class, you will be charged \$15(USD) plus taxes per seat. You can also choose to go for Premium seats for which you will be charged \$30(USD) plus taxes per seat in the Firm class and \$15(USD) plus taxes per seat in the Flexible and Freedom

#### Departing flights

Aug 25	YQT	MDW	Change	Choose your departing flight including taxes & fees
Thunder Bay	Chicago Midway			
Call Aug 25	Stop Aug 25	Direct Aug 25	Lowest Aug 25	Direct Aug 25
\$220	\$220	\$220	\$220	\$220

#### Show by departure time

Direct	Formal	Flight	Class	Firm	Flexible	Freedom
--------	--------	--------	-------	------	----------	---------

#### Connecting flights

6:55AM 1 stop	11:45AM Change planes	FD630 FD387	\$235	\$307	\$412
6:55AM 1 stop	1:15PM Change planes	FD630 FD389	\$235	\$307	\$412
10:30AM 1 stop	4:15PM Change planes	FD632 FD391	\$235	\$307	\$412
1:35PM 1 stop	6:45PM Change planes	FD634 FD393	\$235	\$307	\$412
4:05PM 1 stop	8:50PM Change planes	FD636 FD395	\$235	\$307	\$412



## Fare rules summary

	YQT  MDW Firm	MDW  YQT Firm
Tickets are refundable within 24 hours of booking.	Yes	Yes
Changes / cancellations for international flights - per transaction*	\$200 + taxes	\$200 + taxes
Change flights at the airport on day of travel.	\$150 + taxes	\$150 + taxes
Advanced seat selection - per direction	\$20 + taxes	\$20 + taxes
Premium seat selection - per direction	\$40 + taxes	\$40 + taxes
Carry-on bag - max. 9 kg (20 lb)	Free	Free
Pay in advance - checked bag fees: 1 <sup>st</sup> / 2 <sup>nd</sup> / 3 <sup>rd</sup> bag up to 23 kg (50 lb)	\$25 / \$35 / \$90 + taxes	\$25 / \$35 / \$90 + taxes
Pay at airport - checked bag fees <sup>#</sup> : 1 <sup>st</sup> / 2 <sup>nd</sup> / 3 <sup>rd</sup> bag up to 23 kg (50 lb)	\$35 / \$45 / \$100 + taxes	\$35 / \$45 / \$100 + taxes
VIPorter points	375 points	375 points
<small>All fees/changes are per person in CAD and subject to availability. *plus any additional difference in fare and can be made online or through the Call Centre up to 1 hour prior to departure time # Applies to bookings made on or after March 12, 2015 for travel on or after May 1, 2015. For bookings made before March 12 or for travel before May 1, 2015, pay-in-advance fees apply.</small>		

[\\$ Fare rules details](#)[See baggage fees](#)☒ I agree to these fare rules and conditions of carriage[Book your flights](#)

Fares have limited availability and are not guaranteed until a booking is confirmed with payment. Porter cannot hold seats, guarantee fares, or retroactively apply sale fares. Tickets are non-transferable. Bag fees are per direction. No-shows will forfeit the full amount of the fare at departure time, so please don't miss your flight.

class. In case you are wondering what a premium seat is, they are the seats located in the front row in the plane. Obviously, they bring along a lot of leg room and quick exit/entrance from/to the plane. Please, remember the fact that the fees you pay for seat selection is non-refundable.

In case you don't make a seat selection, you will be automatically assigned a seat within 24 hrs of the flight. If you have a VIPorter account you can select your preferences like the aisle or window which will be taken into consideration while automatically assigning the seats and Porter Airlines will try their best to assign you a seat as per your preferences. Once you have made the selection of the seat, you will be sent a confirmation on your email ID and phone. All you need to do is bring a valid ID proof along with the confirmation be able to board the flight.

## Background information

① Porter Airlines is a regional airline headquartered at Billy Bishop Toronto City Airport on the Toronto Islands within Toronto, Ontario, Canada. Owned by Porter Aviation Holdings, formerly known as REGCO Holdings Inc., Porter operates regularly scheduled flights between Toronto and locations in Canada and the United States using Canadian-built Bombardier Dash-8 Q 400 turboprop aircraft.

**Exercise 1 :** Demonstrate the reservation on the page of Porter Airlines.



**Exercise 2 :** Choose your own website to reserve the ticket for your destination and note down the details in a design report, including:

- (1) airline company,
- (2) your destination,
- (3) class,
- (4) seat type,
- (5) Price, etc..

## Part Three: Sample Analysis

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

*Sample 1 is a trip through 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 Bangdacanggujan



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.

*Sample 2 is a trip to Thailand by plane.*

## 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.

The screenshot shows the Chcom website interface. At the top, there are navigation links: Home, Flights & Book, and Airports & Booking. Below this, there's a search bar with 'Hangzhou' as the origin and 'Bangkok' as the destination. The search results show a list of flights with prices ranging from 459 CNY to 650 CNY. A specific flight, 9C8773, is highlighted with a price of 399 CNY. Below the flight list, there's a detailed view of the selected flight, showing the airline (Spring Airlines), flight number (9C8773), and price (1130 CNY). The page also includes a 'Next' button at the bottom right.



机票 (返) . png

Chcom

Home Plans & Book Manage My Booking

Round Trip One-way

Bangkok Hangzhou Currency: China Yuan (CNY) Search

2015-05-21 2015-05-21 Adult: 1 2 3 Child: 0 Infant: 0

Go Flight: Bangkok - Hangzhou

05-18 Mon	05-19 Tue	05-20 Wed	05-21 Thu	05-22 Fri	05-23 Sat	05-24 Sun
450 CNY	450 CNY	450 CNY	399 CNY	399 CNY	399 CNY	450 CNY

Time Price SpringPlus SpringFlexi SpringSaver

Spring 9C8774 1130 CNY 399 CNY

02:00 Bangkok (Suvarnabhumi)  
06:15 Hangzhou (Qiaoshan 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 (630) Airport construction fee/tax: 476 CNY P1 Class (E 20000)

Total: 4060 CNY  
Details (4 Passengers)

4 Adult: 1656 CNY  
Taxes (Total): 1904 CNY  
Other tax (Total): 560 CNY

Before booking, please ensure you have read and understand the terms for air tickets in 2005.1200581220053

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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: 2600.00元

预计出行日期: 2015-03-26

立刻办理

签证详情 所需材料 办理流程 签证须知

泰国个人旅游签证

办理时间: 收到材料后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, 其他地区申请者需提供以上4省份的居住证明或暂住证原件  
2. 不接受以下情况: 曾用泰国签证被拒, 而未去泰国; 在泰国签证期间办理签证, 而未去泰国  
3. 不接受6个月内持有泰国拒签记录的用户申请

## 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.