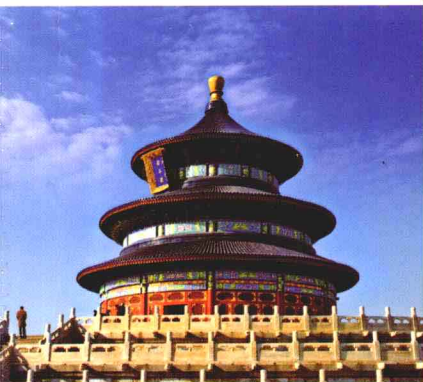


创新职业英语系列教材

# 旅游英语视听说

TRAVEL ENGLISH AUDIO-VISUAL & SPEAKING COURSE

主编：郑毅 刘惠波



外语教学与研究出版社

FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS

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## 编写说明

近年来,随着旅游行业和中国职业教育的迅速发展,职业院校以及旅游行业的职业培训机构对旅游英语教材的需求日益迫切。而现有的少量教材或是专业不太对口,或是过深过繁,不太切合职业院校学生的实际,使学生在行业工作中很难满足企业的需要。本书正是针对旅游服务行业对学生英语能力的需求,根据职业院校学生的实际情况而编写的。

本教材体现以行业需求为导向,以能力培养为本位,以学习者为中心的原则。本书的作者大多参与了中国——澳大利亚(重庆)职业教育改革项目,因此,本书借鉴了澳大利亚职业教育的成功经验,以口头交际为主,特别注重语言在工作场所的实际运用。采用了以实用为主,够用为度的原则。难易程度适中,操作性强,学生比较容易掌握,既可作为职业院校旅游专业的教材,也可作为旅游行业相关部门的培训材料。

本教材立足于旅游服务的行业标准,按照旅游行业对职业院校学生的能力要求进行编写,共包括上下篇两部分内容,上篇是10个教学单元,下篇是16个导游解说词单元。上篇内容涉及预定旅游项目、接团、安排食宿、参观游览、送别等整个流程,每个单元由Warming up, Listening and Speaking, Shocking to Find, Role-play, Reading and Writing, Culture Corner和Notes七个部分组成。下篇以解说词的形式分别介绍国内山川、河流、古建筑、文化遗产、自然遗产、人文景观、自然景观和红色旅游,每个单元由Warming up, Text, Information Corner和Tips四部分构成。

本教材主要有以下特点:

### 1. 行业企业参与,真正实现创新

本教材得到了行业企业的热情支持与参与,尤其是本书配备的DVD光盘的拍摄工作,这使教材充分体现了行业企业的最新发展以及对相关岗位的具体需求。通过教材内容的合理设置和编排,促进教学过程与生产过程的有效对接,真正实现教材的创新性。

### 2. 专业技能和语言技能相结合

教材内容涉及旅游服务的全过程,专业针对性强,内容全面。教材全面展现



了对旅游业从业人员的语言技能、实际操作能力和素质等各方面的要求。在每一个单元中都设置了一些专业方面需要解决的问题，启发学生参与解决。

### 3. 难易适中，趣味性强

教材语言专业性强，词汇丰富。同时，针对职业院校学生的实际情况和教育部规定的职业院校学生英语语言能力的相关要求，做到了难易适中，没有复杂、难懂的句型，有恰当的注释，力求深入浅出地讲解旅游职场英语的特点。此外，教材活动内容丰富、生动，有角色扮演、情景对话、游戏、课外考察等。本书重在让学生动脑、动口、动耳、动手，而不是强调死记硬背。

### 4. 理论与实践紧密结合

本教材的编写始终围绕行业实际来展开，学习活动的设计也与真实的工作环境紧密联系，材料体现了实践性强的特点。此外，教材还通过Reading and Writing和Culture Corner等部分进行总结和补充，以达到理论与实践的紧密结合。

### 5. 多感官材料的使用，适应各种学习风格

本教材使用了文字、音频、视频等各种材料，在材料的选择上力求适应职业院校学生不同的学习风格。无论是听觉学习者、视觉学习者，还是动觉学习者都能从教材中找到合适的学习活动。

### 6. 正反材料相结合，提高学生处理实际问题的能力

本教材的一个重要特点是不仅采用正面材料，同时采用反面材料。通过视频Shocking to Find部分，学生可以分辨出哪种做法是正确的，哪种是不正确的，这样既可以增强学生对知识的理解和技能的掌握，还可以大大提高他们在实际工作环境中处理问题的能力。

该书配套视频光盘的拍摄工作得到了重庆中国国际旅行社、重庆江北国际机场、成都武侯祠博物馆和重庆岷山饭店的大力支持与协助，此外，该书文字稿由外籍语言专家May Yee审阅，在此对以上单位和个人深表感谢！



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# Unit 1

After learning this unit, you will be able to:

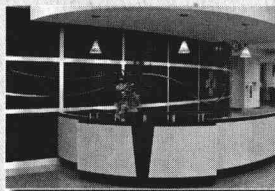
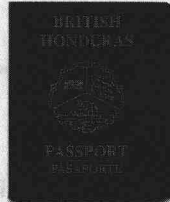
1. do reception work as a front desk travel agent.
2. reserve tours for clients.

## Tour Reservation



### Warming up

① Listen and match.



logo   passport   reception desk   travel agent



② Answer the following questions.

1. Do you like traveling? What do you think is the benefit of traveling?

\_\_\_\_\_

2. Have you ever been to a travel agency? What does a travel agent do?

\_\_\_\_\_



## Listening and Speaking

### Listening I

agent *n.* 代理人

international *adj.* 国际的

offer *v.* 提供

round-trip *adj.* 往返的

contract *n.* 合同

client *n.* 客户

travel service 旅行社

package tour 跟团游

accommodation *n.* 食宿

### Listening II

arrange *v.* 安排

specific *adj.* 具体的

fax *v.* 传真

place of interest 风景名胜

itinerary *n.* 行程安排

cooperate *v.* 合作

## Listening I Making a Reservation on the Phone

(A travel agent is answering a phone call from David Brown, a potential client.)

① Listen to the dialogue or watch the video and then fill in the blanks.

**Travel agent:** Good morning. China International Travel Service. What can I do for you?

**David Brown:** Good morning. I'd like to know if you \_\_\_\_\_ trips to Tibet.

**Travel agent :** Yes. May I suggest a 10-day \_\_\_\_\_?

**David Brown:** How much does that cost?

**Travel agent :** The package comes to 4,500 yuan.

**David Brown:** I see. What does the package include?

**Travel agent :** It includes a round-trip train ticket between Beijing and Tibet, and hotel \_\_\_\_\_.

**David Brown:** That sounds OK.

**Travel agent :** When are you planning to travel, sir?

**David Brown:** Next week.

**Travel agent :** All right. Could you tell me your name and phone number?

**David Brown:** My name is David Brown, and my cellphone number is 13788668866.

**Travel agent :** OK. Mr. Brown. Thanks for calling, and we look forward to you coming to see a detailed \_\_\_\_\_. See you then!

**David Brown:** Bye-bye.

## ② Choose the best answer.

1. What information does David Brown want to know?
 

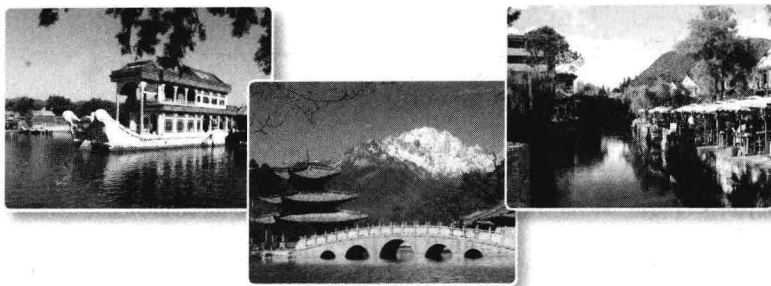
A. The tour to Tibet.	B. The cost of the tour.
C. The itinerary of the tour.	D. The tour to Beijing.
  
2. David Brown will probably go to Tibet by \_\_\_\_\_.
 

A. air	B. train	C. ship	D. bus
--------	----------	---------	--------
  
3. The tour includes all the following except for \_\_\_\_\_.
 

A. a train ticket	B. hotels	C. meals	D. an air ticket
-------------------	-----------	----------	------------------
  
4. In what way does the agent get the client's name?
 

A. By phone.	B. By fax.	C. By e-mail.	D. By letter.
--------------	------------	---------------	---------------

③ Role-play the dialogue with your partner.



Listening II Making a Reservation on the Phone 

(A travel agent is answering a phone call from John Smith, an agent from an American travel agency.)

**Travel agent:** Hello, this is China International Travel Service. May I help you?

**John Smith:** Hello, this is John Smith. I'm an agent with Explorer Travels in the United States. I'm calling to see if it is possible to arrange a group tour with CITS.

**Travel agent:** Yes, of course.

**John Smith:** We have a group of 10 members. We wish to visit several places of interest in China over 15 days.

**Travel agent:** We can arrange that. When do you expect to arrive?

**John Smith:** May 10th.

**Travel agent:** What specific places would you like to visit?

**John Smith:** We would like to visit Beijing, Chongqing and Sichuan Province.

**Travel agent:** OK, Mr. Smith. I will work out an itinerary and fax it to you tomorrow afternoon.

**John Smith:** Terrific. Our fax number is 808-734-8891. May I have your name, please?

**Travel agent:** Wu Tao, W-u and then T-a-o.

**John Smith:** Well, Mr. Wu Tao, thank you very much. I look forward to cooperating with you.

**① Decide whether the following statements are true (T) or false (F).**

1. Mr. Smith is an agent with Explorer Travels in the UK.
2. Mr. Smith's group want to visit China over 12 days.
3. Mr. Smith's group plan to arrive on May 16th.
4. Mr. Smith will get an itinerary from Wu Tao by fax.

**② Fill in the blanks.**

Mr. Smith is an \_\_\_\_\_ travel agent, and his clients want to visit \_\_\_\_\_ of interest in China this \_\_\_\_\_. Wu Tao, a travel agent with China International Travel Service, receives his call and consults the traveling plan with him. Mr. Wu will work out an \_\_\_\_\_ and \_\_\_\_\_ it to Mr. Smith. Mr. Smith seems satisfied with the arrangement, and he looks forward to \_\_\_\_\_ with Mr. Wu.

**③ Find out which sentences are spoken by the travel agent (A), and which are spoken by the client (C). Then arrange the sentences to make a dialogue, and role-play the dialogue with your partner.**

1. May I have your name, please?
2. Good morning. Nature Travel Agency. Can I help you?
3. Robert Adams.
4. Yes, I'd like to confirm a booking I made yesterday.
5. Um..., that's right.
6. OK, Mr. Adams. You have booked a five-day package tour to Yun'nan.
7. If everything is fine, we'll see you at the People's Square at 8:30 this Sunday morning.
8. OK, see you then.

A: \_\_\_\_\_ C: \_\_\_\_\_

Correct order: \_\_\_\_\_



## Shocking to Find

Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.



## Role-play

Make short dialogues according to the given situations.

**Situation 1:** You are a travel agent at the front desk. Mr. Smith comes to ask about the tour to Lijiang. Make a short dialogue with your partner. The dialogue must include:

(你是旅行社的前台工作人员。史密斯先生来询问去丽江的旅行。和同桌编排一个简短对话, 对话须包括以下内容:)

- Exchange of greetings;
- Asking questions about the tour and answering;
- Asking about the information of the customer and answering.

**Situation 2:** Choose a city. You want to book a tour to this city over the next weekend. Make a call to a travel agency. Make a short dialogue with your partner, using the following expressions:

(选择一个城市。你希望下周末到这个城市度假。给旅行社打电话询问情况。用下面的提示语和同桌编排一个简短对话:)

- I would like to go to...
- How long does it take?
- How much does it cost?
- What's the departure time?

**Situation 3:** You are a travel agent at the front desk. Mrs. White calls to ask about the tour to Dalian. Make a short dialogue with your partner.

(你是旅行社前台工作人员。怀特夫人打电话询问去大连的旅行。和同桌编排一个简短对话。)



## Reading and Writing

### ① Read the words and expression.

promote *v.* 推广

various *adj.* 各种各样的

destination *n.* 目的地

overseas *adj.* 海外的

visa *n.* 签证

vaccination *n.* 接种疫苗

reschedule *v.* 重新安排

document *n.* 文件

responsibility *n.* 责任

transportation *n.* 交通

regulation *n.* 规定

certificate *n.* 证书

currency exchange rate 货币汇率

### ② Read the text with these questions in mind.

1. What responsibilities do travel agents have?

2. What skills are necessary for travel agents?

## Travel agents

Travel agents spend most of their time behind a desk, dealing with clients, completing paperwork, contacting airlines and hotels, and promoting tours. They also spend a lot of time on the telephone or on the computer researching travel itineraries or preparing travel documents.

Travel agents have various responsibilities. Generally speaking, they help travelers make better travel arrangements by sorting through all types of information, and then giving assistance such as by offering advice on destinations and making arrangements for transportation and accommodation for their clients. Travel agents are also expected to give clear accounts of different destinations, including weather conditions, local customs, and attractions. For overseas tourists, agents also provide information on customs, regulations, required documents (passports, visas, and certificates of vaccination), and currency exchange rates.

Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations. They are especially busy during peak vacation times, such as holiday travel periods.

Good communication and computer skills are important for travel agents to perform their jobs. Most travel agencies prefer to hire travel agents who have some training in these fields. Currently, many vocational schools in China offer full-time travel agent programs.

③ Decide whether the following statements are true (T) or false (F).

- 1. Travel agents work at the gate of a travel agency.
- 2. Most travel agencies would like to employ vocational school students.
- 3. Good communication skills are important for travel agents.
- 4. Many vocational schools in China offer travel agent programs.

④ Choose the best answer.

1. For overseas tourists, the travel agent should also provide information on \_\_\_\_\_.
  - A. customs, local attractions, and weather conditions
  - B. customs, regulations, required documents and currency exchange rates
  - C. the hotel and the tour
  - D. transportation and hotel accommodations
2. For most of his time, a travel agent \_\_\_\_\_.
  - A. deal with clients, complete paperwork, contact airlines and hotels, and promote tours
  - B. offer advice on destinations
  - C. arrange tours and reschedule missed reservations
  - D. introduce places of interest to tourists on the phone
3. A travel agent is usually especially busy \_\_\_\_\_.
  - A. in winter
  - B. in autumn
  - C. in spring
  - D. during holidays

**5** Fill in the blanks.

Travel agents have various responsibilities. Generally speaking, they help travelers make better travel \_\_\_\_\_ by sorting through all kinds of information. They should offer advice on \_\_\_\_\_ and making arrangements for transportation, and \_\_\_\_\_ for their clients. For overseas tourists, they also provide information on \_\_\_\_\_, \_\_\_\_\_, required documents, and currency exchange rates.

 **Culture Corner** 

1. What is a package tour?
2. Who organized the first package tour for Europe?

## Package Tours

An early form of package tour was organized by the Englishman Thomas Cook (1808-1892) in 1841. The idea came to him on the road while waiting for a stagecoach (驿站马车). He thought of offering customers return trips between Leicester and Loughborough. Cook asked each customer to pay one shilling (先令), including railway tickets and food for the train journey. He could receive a share of the fares too. The first tour was very successful, so he organized more tours in the following years. In 1844, the Midland Counties Railway Company agreed to sign a contract with him, which encouraged him to start his own business running rail excursions (远足, 游览) for pleasure. Cook organized the first package tour for Europe in 1855, and to the United States in 1865. By 1872, he had already undertaken worldwide tours. His travel agency, Thomas Cook Group, has become world famous. Nowadays package tours are one of the most popular ways to travel across the world.





## Notes

1. travel agency 旅行社。我国旅行社主要分为两大类：国内旅行社和国际旅行社。国内旅行社只做国内旅游业务。国际旅行社又可以细分为两类，一类既可以做出境游业务又可以做入境游业务，一类只能做入境游业务。
2. travel agent 旅行社的工作人员，他们从事的业务有：提供旅游咨询，为旅游者代办出境、入境和签证手续，招揽、接待旅游者，为旅游者安排行程、交通、食宿等活动。
3. It includes a round-trip train ticket between Beijing and Tibet, and hotel accommodations. 它包含北京到西藏的往返火车票和食宿。round-trip意为“往返的”。
4. Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations. 在这句话中，during travel emergencies与when引导的状语从句是并列成分，都作时间状语。
5. The idea came to him... 他想起了这个主意……