


◆ 高职高专旅游与饭店管理专业系列教材 ◆

旅游英语教程·听说分册

主编/修月祯



 中国人民大学出版社

高职高专旅游与饭店管理专业系列教材

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中国人民大学出版社

图书在版编目 (CIP) 数据

旅游英语教程. 听说分册/修月祯主编
北京: 中国人民大学出版社, 2002
高职高专旅游与饭店管理专业系列教材

ISBN 7-300-04013-6/G·787

I. 旅…

II. 修…

III. 旅游-英语-听说教学-高等学校: 技术学校-教材

IV. H319.9

中国版本图书馆 CIP 数据核字 (2002) 第 002817 号

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出版发行: 中国人民大学出版社

(北京中关村大街 31 号 邮编 100080)

邮购部: 62515351 门市部: 62514148

总编室: 62511242 出版部: 62511239

E-mail: rendafx@public3.bta.net.cn

经 销: 新华书店

印 刷: 北京密兴印刷厂

开本: 890×1240 毫米 1/32 印张: 9.25

2002 年 2 月第 1 版 2002 年 2 月第 1 次印刷

字数: 197 000

定价: 13.00 元

(图书出现印装问题, 本社负责调换)

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总 序

教材是教育与培训的基本工具，也是相应领域科研成果的学术积淀与系统反映，可以说任何一门学科的成长与发展都离不开教材建设的推动。对于旅游管理这样一个在中国只有短短20年发展进程的学科来说，高质量系列教材的编写工作显得尤其重要。

与中国旅游产业与旅游企业同步互动的旅游高等教育，经过多年的发展，已经走过了对国外资料的翻译、介绍、消化和吸收的阶段，开始步入研究生、本科生、高职高专和中专技校序列化，基础理论、应用理论和操作技能层次化，以及结合中国国情特色的新阶段。为此，全国的各高等和中等教育机构及出版机构都付出了自己的积极努力，并已经出现了一批高水平的教材建设成果。中国人民大学出版社这套“高职高专旅游与饭店管理专业系列教材”的出版正是对这一背景的现实呼应。

与已有的高等教育教材建设成果相比，本系列教材在我看来具有如下特点：

第一，高水平的编写团队结合。中国人民大学出版社背依

名校，在财经管理类高等专业教材建设方面积累了丰富的经验。北京第二外国语学院（中国旅游学院）是我国最早开设旅游管理专业的高等院校之一，在旅游与饭店管理的教学与科研方面进行了卓有成效的探索。这次的教材编写分别由他们联合浙江大学和南开大学等国内著名的院校承担具体的组织工作和主要的撰写任务，可以说是出版界与教育界的强强联合，从而为本系列教材的成功提供了坚实的基础。

第二，鲜明的高等职业教育针对性。本系列教材针对旅游与饭店管理高职高专的知识结构与素质要求，分别设计了基础理论，如《旅游学概论》、《旅游经济学》模块，应用理论，如《饭店管理》、《旅行社管理》、《导游基础》模块，以及重点强调操作技能导向的相关模块，如《导游业务》、《旅游接待礼仪》、《客房管理》、《工程管理》、《餐饮管理》等。在这些模块中，编写人员注意把握高职高专旅游与饭店管理专业教学需要，努力做到管理理论与饭店管理的具体特征相结合，国外理论与中国旅游与饭店管理的具体特征相结合，并以知识性和实用性为基本导向，使本系列教材得以与饭店管理专业已有的本科教材和中专教材鲜明地区别开来。

第三，创新意识与创新能力。为实现既定目标，全体编写人员锐意创新，积极探索教材建设方法的多样性。比如为增加教材的可读性，不少教材在编写体例上采用了案例导入、形象图示解说和语言通俗化等方式，从中体现了相应课程教材建设不同于以往的创新性。

目前，中国的旅游与饭店高等教育，特别是高职高专的学科建设与教材建设还处于不断完善的进程中。本套教材的出版也只是繁荣学科与教材建设进程中难以计数的群体努力之一，

希望能有越来越多的类似成果源源不断地涌现，不断推动中国旅游高等教育与科研工作开创新的阶段。

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2001年9月18日

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LU YOU YING YU JIAO CHENG

高等职业教育是国家高等教育的重要组成部分。随着改革开放的深化,我国旅游事业飞速发展,对高级旅游人才的需求不断增多。加强旅游高等教育是解决这一问题的根本出路。旅游专业的高等教育中,旅游英语是一门重要课程。

《旅游英语教程·听说分册》一书系旅游专业高等职业教育二年级下学期或三年级英语听说教材。教材的课文、补充阅读材料,都是精心编选的。为便于学生掌握,配有练习。本书也可作为英语专业本科学生的听说教材。

《旅游英语教程·听说分册》是在学生完成初级阶段英语学习的基础上使用的教材,目的在于既进一步提高学生英语的听说水平,拓展从事旅游业必须掌握的英语专业词汇,同时又能较全面地了解有关旅游业方面的知识。对于从事或将要从事旅游管理、饭店、旅行社、导游工作的人员,可以在旅游理论和实际工作知识及旅游专业英语方面均得到提高。

全书共 18 课。第 1~8 课为饭店用语,第 9~12 课是旅行社业务。第 13 课是环境保护问题,第 14~18 课介绍了有代表性的国内景点和与旅游有关的经济、文化等方面的知识。每课

分为三部分 (Part), Part I 以听力为主, 有对话和段落听力材料, 并配有练习。随着内容的加深, 增加了听写和口译练习。Part II 为口语部分, 配有口语活动练习。Part III 是听力补充材料。听力材料同时也可以作为口语素材, 组织口语活动。Part I 和 Part III 都配有听力磁带。

宿荣江编写第 1~4 课; 朱咏梅编写第 5~8 课; 修月祯编写第 9~13 课; 李向民编写第 14~18 课。全书编写时间仓促, 难免错误遗漏, 乞望读者指正。

编 者

2001.12

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UNIT 1 In the Restaurant

LU YOU YING YU HAO CHENG

Part I

Passage

Listen to the passage and then answer the following questions.

- (1) What usually can be found in both American and English breakfast? _____
- (2) What kind of breakfast do most Europeans eat? _____

- (3) What is the "continental breakfast"? _____

- (4) What is canned juice? _____
- (5) Please name three kinds of bread mentioned in the passage.

- (6) What is the difference between jam and jelly? _____

Dialogue 1

1. Listen to the dialogue on the tape. Fill in the blanks with the words or sentences you hear. Then discuss the questions about the dialogue.

Server: Would you like to order now, madam?

Guest: What would you _____?

Server: Today's special is very good. It's _____ chicken with spinach and _____ potatoes.

Guest: _____.

Server: Would you like a salad, madam?

Guest: A tomato salad, please.

Server: And _____ drink?

Guest: A Bloody Mary, please.

Server: Thanks, _____.

2. Discuss the following questions about the dialogue.

- (1) How can we give recommendation to people who don't know much about our local food?
- (2) How to start and finish the order-taking ?
- (3) In pairs, please describe the food preparation so that the guests will have a better understanding of what they have ordered.

Dialogue 2

Read the dialogue and fill in the blanks with the words or phrases given below.

Server: Good evening, are you ready to order now?

Guest 1: Yes, _____, we'll have a gin and tonic and a _____.

Server: One Perrier water and a gin and tonic, madam.

Guest 1: And then we'll have a _____ fruit salad plate.

Guest 2: And the mushrooms _____ garlic butter for me and some French _____, please.

Server: Yes, _____, madam?

Guest 1: Veal escalope for me.

Guest 2: I would like to try the lobster, please.

Server: What vegetables would you like with your _____?

Guest 1: _____ some broccoli and French fries for me.

Guest 2: Some lettuce with my lobster please.

Server: All right. How about some _____?

Guest 1: I would like to try baked Alaska.

Guest 2: I'll have _____.

Server: One baked Alaska and cheese cake for dessert. Thank you, madam.

Just	to start with	Perrier water	and to follow	dressing
fresh in		entree	cheese cake	dessert

Vocabulary

gin and tonic	<i>n.</i> 杜松子酒
Perrier water	<i>n.</i> 法国矿泉水
garlic butter	<i>n.</i> 蒜蓉酱
dressing	<i>n.</i> 调味汁
escalope	<i>n.</i> 薄肉饼
baked Alaska	<i>n.</i> 油炸冰淇淋

Part II

Text A Restaurant Management

In the restaurant operation, one of the most important issues is the cost saving. As time goes on, the way that people handle the matter is also changed. Instead of labor-intensive effort, computers are widely used in the area.

The real way to control the cost of running a restaurant is by using standard recipes. Once a standard recipe is agreed between the manager and the chef, it becomes the basis on which all costings are calculated and the basis on which all issues from stores are made. Because there are so many different things to take into account, it is difficult to control costs without a computer. The chef does not have the time to work out the exact ingredients needed for the day's meals. He can only make a rough calculation of what

he will need. The financial control office cannot change the standard cost of all recipes each time the price of an ingredient changes, so people never know exactly what the food costs.

With a computer, the caterer can keep a file of recipes and their ingredients. As deliveries are made, the changes in the cost of ingredients are noted and the computer brings all the recipes up to date. For example, the price of salmon, sirloin steak, apricots and coconut milk certainly varies in different seasons and in different countries or regions. If you enter into the computer the name of the dish and the number of portions required, the computer does the rest. It prints out the recipes with the quantities or ingredients needed for the number of portions and it gives the up-to-date cost of producing the dish.

Notes:

- 1 labor-intensive: 密集型劳动, 如餐饮部和客房部。
- 2 financial control: 酒店的财务部或计财部。
- 3 caterer: 原意是食品提供者, 这里指酒店餐饮部和其管理者。

Vocabulary

recipes	<i>n.</i> 菜谱
ingredient	<i>n.</i> 配料
salmon	<i>n.</i> 三文鱼

Multiple choices

1. "Instead of labor-intensive effort, computers are widely used in the area " means _____.
 - A. more and more people are involved in the area
 - B. more people and computers are involved in the area
 - C. instead of computers, people are involved in the area
 - D. none of the above
2. The first step in controlling the cost of restaurant operation is _____.
 - A. to set up the recipe standard
 - B. to ask more chefs to work
 - C. to have more managers
 - D. to cut down the staff numbers
3. According to the second paragraph of the text, which statement is right?
 - A. The chef has got enough time to find out the exact ingredients needed for the day's meals.
 - B. The chef can make an exact calculation of what he will need.
 - C. The standard cost of all recipes can be changed by the financial control office each time the price of an ingredient changes.
 - D. The standard cost of all recipes cannot be changed by the financial control office.
4. According to the third paragraph, with the introduction of computer _____.