

快餐英语丛书

Travel Service

# 旅游

# 英语

# 情景会话

赵建群 著

世图音像电子出版社  
世界图书出版公司



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作 者: 赵建群

责任编辑: 冯 凌

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## 内 容 简 介

“快餐英语”丛书是为满足国内有关行业从业人员在涉外接待服务中英语口语交际的需要而编写的,现推出《饭店英语情景会话》、《公关英语情景会话》和《旅游英语情景会话》三本。本套丛书的编写立足于大众化英语口语的学习内容,在编排方式上按照情景对话、难点注释、对话译文、表达荟萃的顺序编排,突出了实用性和基础性,并力求体现易学、易懂、易用的特点。

《旅游英语情景会话》由航空旅行服务(Air Travel Service)、海关手续服务(Customs Formalities)、陆地旅行服务(Land Travel Service)、购物服务(Shopping Service)四部分组成,基本涵盖了涉外旅行相关服务行业中的常见情景和常用表达,可以满足具有初中毕业以上水平的从业人员在旅行涉外相关服务中的基础表达需要。

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# Air Travel Service

## ( 航空旅行服务 )

### Situational Dialogues( 情景对话 )

*Dialogue 1    Would you like to reserve a seat then?*

*Dialogue 2    What flight are you taking?*

*Dialogue 3    How many pieces of baggage to check, sir?*

*Dialogue 4    Here is your ticket and boarding pass.*

*Dialogue 5    Welcome aboard our flight!*

*Dialogue 6    Are you feeling better now?*

*Dialogue 7    We wish you a pleasant flight with us.*

*Dialogue 8    We hope you've had a pleasant flight with us.*





## Dialogue 1

*Would you like to  
reserve a seat then?*

R—Reservationist      T—Traveler

R: Hello. CAAC Airlines. Can I help you?

T: Yes, I'd like to make a reservation to Rome on June 6, the day after tomorrow.

R: Just a moment, please. Let me see whether there are seats available. ... I'm sorry, madam. Our flights are fully booked on that day. But we have two flights leaving at 10 : 00 a. m. and 8 : 00 p. m. on Sunday, June 7th. Both flights have seats available. Would you like to reserve a seat then?

T: Yes. I'd like to take the first available flight.

R: How would you like to fly: first class or economy?

T: First class, please.

R: May I have your name and passport number?

T: Yes. My name is Magaret Bruce and my passport number 6543218.

R: How do you spell your name, please?

T: M-A-G-A-R-E-T, Magaret, B-R-U-C-E, Bruce.

R: Thank you, Ms Magaret Bruce. You are booked on CAAC Flight 246, first class, leaving at 10 : 00 o'clock this Sunday morning.

T: That's fine, thanks.





你愿意预订那天的  
航班座位吗?

R——预订员      T——旅行者

R: 您好。这里是中国航空公司。我能为您效劳吗?

T: 是的,我想预订到罗马的飞机票,时间是6月6日,就是后天。

R: 请稍候。我来查一下有没有空位。……抱歉,小姐。6月6日的航班座位都已经预订完了,但6月7日,星期天有两趟航班,起飞时间分别是上午10点和下午8点。两趟航班都有空位。您愿意预订那天的航班座位吗?

T: 好的,我想预订有空位的第一趟航班。

R: 您想预订什么座位,一等舱还是经济舱?

T: 请定一等舱。

R: 请告诉我您的姓名和护照号码好吗?

T: 好的,我叫玛格丽特·布鲁斯,我的护照号码是6543218。

R: 请问您的名字怎么拼写?

T: M-A-G-A-R-E-T, 玛格丽特, B-R-U-C-E, 布鲁斯。

R: 谢谢,玛格丽特·布鲁斯小姐。您预订了中国航空公司246航班的机票,一等舱,本周星期天上午10点起飞。

T: 很好,谢谢。

### Notes 注释

- |   |                                       |
|---|---------------------------------------|
| 1. traveler /'trævələ/ n. 旅行者; 旅游者        | (机票、房间等)                              |
| 2. available /ə'veɪləbl/ adj. 有空闲的; 可以利用的 | 4. business class 商务舱                 |
| 3. reserve /rɪ'zɜ:v/ v. 预订                | 5. economy /i'kɒnəmi/ adj. (飞机、客轮)经济的 |



## Dialogue 2

**What flight are you taking?**

T — Ticket Seller      P — Passenger

T: Good day, sir. What can I do for you?

P: Yes, I'd like to get a seat on a flight to Paris tomorrow.

T: What flight are you taking?

P: BAF Flight, please.

T: Would you prefer first class or economy?

P: Economy, please.

T: May I see your passport?

P: Yes. Here you are.

T: Thank you, Mr Martin Lewis. When do you want to fly?

P: I'd prefer the morning flight, if possible.

T: Just a minute, please. I'll check for you. ...

Thank you for waiting. Yes, we have economy seats available for the morning flight. The flight leaves at 7 : 30 a. m.

P: That's good. What's the fare, please?

T: One way is 650 US dollars and round trip 960 dollars.

P: Here's 650 US dollars for a one way ticket.

T: Thank you. Here's your ticket. Please check in no later than one hour before the take-off time.



您想乘坐哪一家  
公司的航班?

T——售票员      P——乘客

T: 您好,先生。我能为您做什么?

P: 是的,我想定一个明天飞往巴黎的航班座位。

T: 您想乘坐哪一家公司的航班?

P: 请定英国航空公司的航班。

T: 您想定一等舱座位,还是经济舱座位?

P: 请定经济舱座位。

T: 请出示您的护照好吗?

P: 好的,给。

T: 谢谢,马丁·路易斯先生。您想要什么时候的票?

P: 如果可能的话,我想乘坐上午的航班。

T: 请稍等。我为您查一下。……谢谢您的等候。可以,上午的航班还有经济舱座位。飞机起飞时间是上午 7:30。

P: 很好。请问机票费是多少?

T: 单程是 650 美元,往返旅程票是 960 美元。

P: 这是 650 美元,要一张单程票。

T: 谢谢。这是您的机票。请在飞机起飞前一小时办理登机手续。

Notes 注释

- |                           |                            |
|---------------------------|----------------------------|
| 1. check /tʃek/ v. 检查; 查询 | 4. take-off time (飞机) 起飞时间 |
| 2. fare /feə/ n. 费用; 票费   | 5. no later than ... 不迟于   |
| 3. check in 办理登机手续或住宿手续   | ……(钟点或日期)                  |



### Dialogue 3

***How many pieces of baggage to check, sir?***

C——Check-in Attendant      P——Passenger

C: May I help you, sir.

P: Yes, I'd like to have my baggage checked through to Tokyo. Here are my ticket and passport.

C: How many pieces of baggage to check, sir?

P: Three in all.

C: Have you put your baggage through the security check yet?

P: Yes, including my briefcase.

C: Okay. Please put your baggage on the check scale. ... I'm afraid your baggage is 20 kilos overweight, we'll have to charge you for that.

P: How much do I have to pay?

C: 50 yuan, sir.

P: All right. Here's 50 yuan.

C: Thank you. Here's your baggage check bill and your baggage identification labels. Enjoy your flight to Tokyo.



您要托运多少件行李，  
先生？

C——登机手续服务员      P——乘客

C: 我可以为您效劳吗？

P: 是的,我想把我的行李托运到东京。这是我的机票和护照。

C: 您要托运多少件行李,先生？

P: 总共 3 件。

C: 您的行李经过安全检查了吗？

P: 是的,包括我的手提箱。

C: 好吧。请把您的行李放在托运秤上。……恐怕您的行李超重了 20 公斤,我们得收取您的超重费。

P: 我得付多少钱？

C: 50 元,先生。

P: 好吧。这是 50 元。

C: 谢谢。这是您的行李托运单和行李辨认标签。祝您到东京旅途愉快。

### Notes 注释

- |  |  |
|--|--|
| 1. in all 总共;共计                        | 6. charge /'tʃɑ:dʒ/ v. 要价; 收费          |
| 2. security check n. 安全检查              | 7. overweight /'əʊvəweɪt/ n. 超重        |
| 3. including /m'kludɪŋ/ prep. 包括;包含    | 8. baggage check bill 行李托运单            |
| 4. briefcase /'brɪfkeɪs/ n. 手提箱;手提式公文包 | 9. baggage identification label 行李辨认标签 |
| 5. check scale 托运秤                     |  |



## Dialogue 4

***Here is your ticket  
and boarding pass.***

C——Check-in Attendant    P——Passenger  
S——Security Check Attendant

C: Can I help you, madam?

P: Yes, I'd like to check in, please.

C: May I see your ticket and passport, please?

P: Here you are.

C: I'm afraid you'll have to buy airport construction and management fee.

P: Oh, I'm sorry that I forgot it. I'll be back in a minute. ... Here you are, the airport construction and management fee.

C: Thank you. Do you have any baggage to check?

P: No. I've got this carry-on baggage only.

C: Here is your ticket and boarding pass, madam. Your flight will begin boarding at 1 : 30 p. m. at gate 5. Please move on to the security check passage.

*(At the security check passage)*

P: Excuse me, do I go through security check here?

S: Yes. Have you got anything inflammable or dangerous on you?

P: No, nothing.

S: Please put in the tray all the metal objects on you and pass through the security check passage.

P: Sure.

S: Here you go, madam. Enjoy your flight!



这是您的机票和  
登机牌。

C——登机手续服务员 P——乘客 S——安检员

C: 我能为您服务吗,女士?

P: 是的,我要办理登机手续。

C: 请出示您的机票和护照好吗?

P: 给你。

C: 恐怕您得购买机场建设管理费。

P: 哦,对不起,我搞忘了。我一会儿就回来。……给你机场建设管理费。

C: 谢谢。您有行李要托运吗?

P: 没有。我只有这一件手提行李。

C: 这是您的机票和登机牌,女士。您乘坐的航班下午 1:30 在 5 号登机口登机。请往前走,在安检通道接受检查。

(在安检通道)

P: 请问,我在这里接受安全检查吗?

S: 是的。您随身携带有易燃和危险物品吗?

P: 没有,什么也没有。

S: 请把您随身携带的所有金属物品放在托盘里,然后走过安检通道。

P: 当然。

S: 您可以走了,小姐。祝您空中旅途愉快!

Notes 注释

- |                                |  |
|--------------------------------|--|
| 1. construction /kən'strʌkʃən/ | 7. move on 往前走;继续前行(也可以用 pass on)          |
| n. 建设                          |  |
| 2. management /'mænidʒmənt/    | 8. go through 通过;穿过(也可以用 pass through)     |
| n. 管理                          |  |
| 3. fee /fi:/ n. 学费;费用          | 9. passage /'pæsidʒ/ n. 通道                 |
| 4. carry-on baggage 随身携带的行李    | 10. inflammable /m'flæməbl/ adj. 易燃的;容易燃烧的 |
| 5. boarding pass 登机牌           | 11. metal object n. 金属物品                   |
| 6. boarding time 登机时间          |  |



## Dialogue 5

### Welcome aboard our flight !

S — Stewardess      P — Passenger

S: Welcome aboard our flight! May I see your boarding pass?

P: Yes. Here you are. Can you direct me to my seat?

S: Sure, follow me, please.

P: Thank you.

S: This is your seat, sir. C-2, it's an aisle seat. Let me help you to put your suitcase in the overhead baggage cabin.

P: Thanks. By the way, how long does the flight take?

S: Around 5 hours, sir.

P: Can you tell me what time we'll arrive in Tokyo?

S: 9 o'clock in the morning, local time. For your safety in take-off, please put the back of your seat in an upright position and fasten your safety belt. Thank you. What would you like to drink?

P: Give me a cup of coffee, please.

S: Just a minute, please. ... This is your coffee, sir.

P: You've been most helpful. Thank you.

S: At your service.





欢迎乘坐本次航班!

S——航空小姐      P——乘客

- S: 欢迎乘坐本次航班! 请出示您的登机牌好吗?  
P: 好的。这是我的登机牌。你能带我到我的座位去吗?  
S: 当然,请跟我来。  
P: 谢谢。  
S: 这是您的座位,先生。C-2,是通道旁的座位。让我来帮您把行李放到头顶上方的行李箱里。  
P: 谢谢啦。顺便问一下,飞机的飞行时间是多久?  
S: 大约5个小时,先生。  
P: 请问我们什么时候能够抵达东京?  
S: 当地时间上午9点。飞机起飞时为了您的安全,请将您的座椅靠背调直,并系好安全带。谢谢。您想喝点什么?  
P: 请给我一杯咖啡。  
S: 请稍候。……这是您的咖啡,先生。  
P: 你的服务很周到,谢谢。  
S: 随时愿意为您效劳。

### Notes 注释

- |  |   |
|--|---|
| 1. stewardess /'stjuədɪs/ <i>n.</i> 机舱(baggage cabin 行李舱)<br>航空小姐;女乘务员(也可以用 hostess) | 8. by the way 顺便问一下;                      |
| 2. aboard /ə'bɔ:d/ <i>adv.</i> 在(船、飞机、车)上;上(船、飞机、车)                                  | 9. local /'ləukəl/ <i>adj.</i> 当地的;地方的    |
| 3. direct /dɪ'rekt/ <i>v.</i> 指导;引导;带领   | 10. safety belt 安全带                       |
| 4. aisle /aɪl/ <i>n.</i> 通道;走廊   | 11. upright /'ʌpraɪt/ <i>adj.</i> 垂直的;正直的 |
| 5. suitcase /'sju:tkeɪs/ <i>n.</i> 行李  | 12. position /pə'zɪʃən/ <i>n.</i> 位置;职位   |
| 6. overhead /'əʊvəhed/ <i>adj.</i> 头顶上方的   | 13. fasten /'fɑ:sən/ <i>v.</i> 拴紧;扣紧      |
| 7. cabin /'kæbɪn/ <i>n.</i> 船舱;  |   |