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旅游英语

财经外语系列教材



唐飞 乔忠良 主编

东北财经大学出版社



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财经外语系列教材

旅 游 英 语

ENGLISH IN TOURISM

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前 言

我国社会主义市场经济体制和改革开放基本国策的确立,促进了旅游业的空前发展,日益发达的旅游业需要大批既掌握深厚的专业基础知识又通晓旅游英语的专业人才。本书是为国际旅游管理和酒店管理专业的学生编写的专业教材,也可作为旅游企业经营管理人员的参考书。

全书分为旅游英语、酒店英语两大部分。其中,旅游英语部分涉及了旅游企业根据旅游者需求而提供旅游接待服务的全过程(这一部分由乔忠良老师编写);酒店英语涉及了前厅、客房、餐厅、商场等经营管理部门各项服务内容(这一部分由唐飞老师编写)。课文采用短文介绍和情景对话的形式,并有语法结构和功能简介。每单元还设有“常用词组和表达法”、“注释”和“练习”等内容。附录中收进了旅游与酒店业工作人员的常用知识和术语(由唐飞老师收集整理)。本书的突出特点是具有较强的科学性又有较广泛的实用性。既适合具有大专以上英语水平的读者学习,也适应旅游与酒店业职工培训和自学之用。

本书是我们近年来在从事旅游、酒店管理教学实践,参考国内外相关的教材和文献的基础上写成的。在此,我们也向这些教材和文献的作者表示衷心的感谢!

旅游英语作为一个新兴的学科,从学科体系到教学内容都尚有需要进一步完善之处。我们热切希望广大读者提出宝贵的意见,为建立科学的旅游与酒店专业英语教学体系而努力。

编 者

1997年8月

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Part I English in Travel

Unit One Arrival

Lesson 1 At the Airport

Text The Airlines

Many different airlines have counters in the terminal building. The country's airline is not the only one that serves the airport. The country wants people from all over the world to come as tourists. Yet it can't afford to provide services everywhere. No one country or company can do this. Therefore, many different airlines provide service to and from the many different places people need or want to travel.

In addition, places visited by many travelers need to be served by more than one airline so that the passengers can have a wider choice of flights. Because there is so much competition among airlines for passengers that there are many different kinds of service available as well as different types and sizes of aircraft.

Because there are so many places that need airline service, there are many different routes. In addition, because there are so many passengers for certain places, many of the trunk lines fly the same routes. To avoid confusion and air traffic problems, all airline routes are controlled either by local government or by international regulations. Airlines are regulated as to the number of flights, and many

other things, by agreements between different countries or by government regulations(for domestic flights).

The International Air Transport Association (IATA) is a voluntary association of international airlines that sets routes, fares and other standards of service. Most international airlines are members of the IATA. They decide things by agreement among themselves. However, government influence is very strong because many of the airlines are owned by governments.

Special government agencies regulate domestic airlines and those that fly into a country from other countries. The largest of these government agencies is the Civil Aeronautics Board (CAB) of the United States. Its function is to regulate and promote transportation within the country and between the United States and other countries. Even when they concern domestic flights, the decisions of the CAB can have much influence throughout the world because of the importance of the United States to international tourism.

For example, in the United States, no airline may operate on a route until the CAB gives permission. If an airline wishes to start a new route within or to the country, it has to prove that it has the equipment and people necessary for operating the service. The airline must also prove that the new route is needed, that it will bring in money and be a good business. If any other airline is already serving the route, the airline must show that the competitive service will not harm either airline.

The CAB regulations not only benefit the airlines, they also protect the passengers. There are regulations and standards for repairing and maintaining the aircraft. There are rules and measurements for training the people who fly, the people who take care of the aircraft

or the passengers, and the people who operate the airports. Regulations concerning the safety of the aircraft and the passengers are most important.

New Words and Expressions:

1. terminal	[ˈtɜːmɪnəl]n.	终点站, 候机楼
2. afford	[əˈfɔːd]v.	出钱, 支付得起
3. competition	[kəmpiˈtɪʃən]n.	竞争
4. available	[əˈveɪləbl]adj.	可得到的, 可获得的
5. aircraft	[ˈækrɑːft]n.	航空(飞行)器, 飞机
6. route	[ruːt]n.	路线, 航线
7. trunk	[trʌŋk]n.	(铁路、运河、航空)干线
8. regulate	[ˈregjuleɪt]v.	调控, 管理
9. voluntary	[ˈvɒləntəri]adj.	自愿的, 自发的
10. fare	[fɛə]n.	票价
11. aeronautics	[æərəˈnɔːtiks]n.	航空学(术)
12. function	[ˈfʌŋkʃən]n.	功能, 职能
13. promote	[prəˈmout]v.	促进
14. measurement	[ˈmeʒəmənt]n.	措施, 手段
15. safety	[ˈseɪfti]n.	安全

Notes:

1. to serve an airport: to fly in and out of that airport to and from other places
2. International Air Transport Association (IATA):
国际航空运输联合公司
3. Civil Aeronautics Board (CAB): 民用航空部
4. to have influence: to have the power to change someone's thinking

or behavior without using force

Dialogues At the Airport

Scene: Miss Li Hua, the secretary of the East Corporation of China, is now at the airport to meet Mr. Smith, who comes from New York in America. But Miss Li meets the wrong person first. Then she meets Mr. Smith. Miss Li Hua = L; Mr. Smith = S; Mr. Robinson = R

Dialogue 1.

L: Excuse me, are you Mr. Smith from America?

R: No, I'm afraid you've made a mistake. My name is Robinson. I have just got off the plane.

L: I'm sorry. I've got the wrong person.

R: Never mind.

L: But can you point out Mr. John Smith to me? He has just arrived from New York.

R: I think I can. See that tall man over there? He is Mr. John Smith from New York. He and I came by the same airplane.

L: Thank you. Good-bye.

R: Good bye.

Dialogue 2.

L: Excuse me, you must be Mr. Smith from America.

S: Yes, I'm John Smith from New York.

L: How do you do? My name is Li Hua. I'm from the East Corporation of China.

S: How do you do, Miss Li?

L: You are welcome to China, Mr. Smith. Our manager has asked me to come and meet you.

S: Thank you, Miss Li. I'm very glad to meet you.

L: Glad to meet you, too. Hope you had a good trip.

S: Fine. I had a very pleasant flight.

L: I am very glad to hear that. Let's take a short rest in the waiting room, then we are going through the formalities.

S: O. K.

Dialogue 3.

Scene: David meets his friend, Betty, at the airport.

David = D Betty = B

B: Hello! Have you been waiting long?

D: Not very long. It's good to see you. How was your trip?

When did you leave and have you had lunch?

B: Great, Just before noon. I had lunch on the plane.

D: What did they give you?

B: Salad and sandwiches, and cake for dessert.

D: Did you check your bag?

B: No. It's a big one, I'm sorry to say. I hope they put it on the plane!

D: I hope so, too ... Here's the Baggage Claim. But the things from your plane aren't here yet. What does your bag look like?

B: It's a big black one. Here's the truck now. Look at all those bags!

D: And look at all the people. Let's stand over here. There's a big black bag.

B: That's not mine. Mine is bigger. There it is.

D: Let's check the number. This says 703-9926.

B: That's my bag. I'm sorry it's so heavy.

D: Never mind. Let's go out that door.... Wait here with the bag while I get my car from the parking lot.

New Words and Expressions:

1. airport	['æpɔ:t]n.	机场
2. secretary	['sekɹətəri]n.	秘书
3. mistake	[mis'teik]n.	误会
4. point	['pɔint]v.	指点
5. airplane	['æplein]n.	飞机
6. trip	[trip]n.	旅行
7. pleasant	['pleznt]a.	令人愉快的
8. flight	[flait]n.	飞行
9. formality	[fɔ:'mæliiti]	手续,形式
10. sandwich	['sænwɪtʃ]n.	三明治
11. dessert	[di'zɔ:t]n.	甜点心,水果
12. claim	[kleim]n.	认领,索取
13. truck	[trʌk]n.	卡车,运货车
14. heavy	['hevi]a.	重的,沉重的
15. noon	[nu:n]n.	正午,中午
16. give	[giv]v.	把……给,交给
17. lunch	[lʌntʃ]n.	午餐
18. to point out		指出,指点
19. to go through		办理

Notes:

1. Excuse me 的用法很灵活,此处相当于“请问”,“对不起,打扰一下”如果你从拥挤的人群中走过去,你得说 Excuse me(对不起)

对方答: Certainly(请); 你无意中碰了别人一下, 你也说 Excuse me. (对不起), 但此时的回答却是 That's all right. (没关系)。如果在宴会上你要去洗手间, 就应当说一声 Excuse me, 同席者就会领会其含义。

2. You must be Mr. Smith from America. must 在此表示推测, 意思是想必。一定。“准是”其后可接原形动词, 不定式的完成式(想必已经), 不定式的进行式(想必正在)如,
Then, you must know the man. 那么, 你想必认识这个人。Non-sense, you must have misheard. 胡说, 你准是听错了。They must be waiting for us at the railway station. 他们一定正在车站等我们。
3. Never mind. 用作道歉的回答语, 相当于 It doesn't matter! 没关系! 不算什么! 别担心! 例如, A: Oh, I'm sorry! B: Never mind! A: 对不起! B: 没关系!

Exercises

I. Complete the following dialogues:

(L: Li Ming, a person who comes to meet the guest

H: Mrs. Hunt, a foreign guest)

L: (对不起, 你是亨特女士吗?) _____?

H: Yes I'm Jane Hunt.

L: (你好, 亨特女士?) _____? My name is Li Ming.

H: (你好, 李先生?) _____? Thank you for coming to meet me.

L: (欢迎你来中国, 亨特女士。) _____。

H: Many thanks for your invitation.

L: (旅途可好?) _____

H: It was very good all the way.

L: You must be tired.

H: (是的, 我累了。) _____。 But I'll be all right by tomorrow.

L: I hope so. We'll give a dinner party for you tomorrow evening.

H: (你真好, 我很乐意去。) _____。

II . Put the following sentences into Chinese:

1. 很高兴在这里见到你。
2. 请允许我给你介绍一下我的朋友。
3. 旅途是否愉快?
4. 您现在已经办完手续了。
5. 我可以随身带手提包上机吗?

III . Make up a brief dialogue according to the following situations:

An American trade delegation is invited to attend the Dalian Commodity Fair by your company. You go to the airport to meet them on behalf of your company.

IV . Reading Comprehension:

Two Trips in the Plane

When Carl was thirty-four, he bought a small plane and learned to fly it. He soon became very good at it and made his plane do all kinds of tricks(技巧).

Carl had a friend. His name was Bob. One day Carl invited(邀请) Bob to fly his small plane, Bob thought, "I've travelled(旅行) in a big plane several times, but I've never been in a small one, so I'll go."

They went up, and Carl flew around for half an hour and did all kinds tricks in the air.

When they came down again, Bob was very glad to be back safely(安全地), and he said to his friend in a shaking(颤抖) voice, "Well, Carl, thank you very much for those two trips(旅行) in your plane."

Carl was very surprised and said, "Two trips?"

"Yes, my first and my last." answered Bob.

Choose the best answer according to the text:

1. Carl learned to _____ very quickly.

A. do all kinds of tricks B. make a plane C. fly a plane

2. Bob was invited to _____.

A. have dinner B. fly the small plane C. go on a trip

3. Bob thought he _____

A. had never been in any planes before

B. had never been in a small plane before

C. had never been in a big plane before

4. Bob was _____ because Carl did some tricks with his plane.

A. worried B. frightened C. satisfied

5. Bob went up in Carl's plane _____

A. only once B. twice C. three times

V. Vocabulary Review. Choose the correct word or phrase to complete each sentence:

1. The baggage that is carried in a special compartment of the plane on which the passenger is flying is called _____ baggage.

a. carry-on

b. tagged

c. checked

d. unaccompanied

2. The baggage comes into the baggage area from the aircraft on

d. baggage compartment

d. tax collectors

d. customs inspector

Lesson 2 Customs Inspection

Text Baggage and the Customs Inspector

The Silvers enter the baggage area where the baggage from their flight is already being unloaded.

The personal property that passengers take with them on a trip is called “baggage”, or “luggage”. For people who work on airlines, there are three kinds of baggage. One is the hand or carry-on luggage that people keep with them in the passenger cabin of the aircraft. Then there is the baggage that is carried in the special baggage compartment of the passenger’s plane. This is called “checked baggage”.

A third kind of luggage is called “unaccompanied baggage”. It does not go on the same plane with the passenger, the owner of the baggage. Sometimes a person will make a stop somewhere in the middle of a trip but will send the luggage to the final stop.

The Silvers see that the baggage area on a conveyor belt, which carries the luggage from the plane outside the terminal into the baggage area where the passengers can get them.

At the far end of the room are several rows of short conveyor belts, waist high. People place their luggage on these conveyor belts, which carry the bags to a counter where they are inspected, or examined, by the customs inspectors.

Simon Clark is one of the customs inspectors behind the