

· 上外 — 朗文商务英语会话系列 ·

Business Travelling

公务旅行英语技巧



Rebecca Pang

Hugh Tyrwhitt-Drake



上海外语教育出版社



上海外语音像出版社



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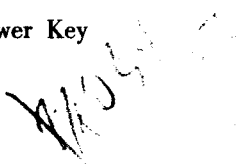
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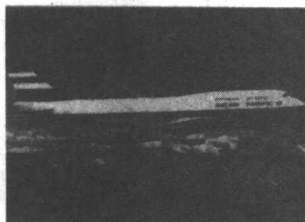
UNIT 1

At the travel agent's

在旅行社



VOCABULARY (词汇)



BOOKING TICKETS (订机票)

- | | |
|--|----------------|
| 1 a single/an open/
a return ticket | 单程票/日期未定的票/来回票 |
| 2 a full-fare ticket | 全价票 |
| 3 most appropriate option | 最适当的选择 |
| 4 flexible/flexibility | 灵活的;弹性的/灵活;弹性 |
| 5 itinerary | 旅行日程(表);行程(表) |
| 6 free day/fixed date departure | 任意启程日期/固定启程日期 |
| 7 excursion fare | 游览旅行优待价 |
| 8 available | 有的;可得到的 |
| 9 minimum/maximum stay | 最短停留时间/最长停留时间 |
| 10 conditions | 条件;规定 |
| 11 reliable | 可靠的 |
| 12 quote/quotation | 报价/报价单 |
| 13 non-transferable | 不能转让的 |

VISAS (签证)

- | | | |
|---|------------|----------|
| 1 | renew | 更换; 换新 |
| 2 | advisable | 明智的; 可取的 |
| 3 | precaution | 预防; 小心 |
| 4 | procedures | 手续; 程序 |



EXERCISE 1

Listen to the tape, practise saying the words and underline the stressed syllables: (听录音, 操练下列单词, 然后以下划线标出单词的重读音节:)

- | | | | |
|---|-----------|---|-------------|
| 1 | flexible | 5 | renew |
| 2 | excursion | 6 | endorsement |
| 3 | minimum | 7 | destination |
| 4 | reliable | 8 | advisable |



EXERCISE 2

Listen to the tape and write down the cities you hear in the order in which the business traveller intends to visit them: (听录音并依次写下商务旅行者打算访问的城市:)

- | | |
|---|-------|
| 1 | _____ |
| 2 | _____ |
| 3 | _____ |
| 4 | _____ |
| 5 | _____ |
| 6 | _____ |



USEFUL PHRASES (常用词语)

BOOKING TICKETS (订机票)

- 1 Good morning, could you put me through to Richard, please?

I'd like to speak to Stephanie, please.

早上好,请给我接 Richard/我想和 Stephanie 通话。

- 2 I'd like to book a first/a business/an economy class return ticket to New York.

我想订一张到纽约的头等舱/商务舱/经济舱来回机票。

- 3 How long is the open return ticket to London/Bangkok valid for?

到伦敦/曼谷无限定日期的来回机票有效期有多长?

- 4 How long will you be travelling for?

你打算在外旅行多长时间?

- 5 What is your itinerary?

你的行程是怎样安排的?

DIFFERENT TICKETS (各类机票)

- 6 I need a ticket that offers maximum flexibility.

我需要一张没有太多限制的机票。

Speaking.

我就是。

I'm sorry, she's not in today.

对不起,她今天不在。

Certainly. When would you like to leave?

好的,你想什么时候启程?

Six months/One year.

6个月/一年。

I'll be travelling in Europe/Asia for three weeks/four months.

我将到欧洲/亚洲旅行3个星期/4个月。

I'll be visiting five cities/six, or more regions in the country.

我将去该国的5个城市/6个或更多的地区。

In that case, the full-fare ticket sounds the most appropriate option.

这么说,全价票似乎是最适当的选择了。

7 Will I be able to change my itinerary if necessary?

如果有必要,我可以改变行程吗?

8 What about cheaper/more flexible tickets?

有没有价钱更便宜/更灵活的机票呢?

9 What's the difference between excursion fares and full-fare tickets?

游览优惠票和全价票有什么不同?

10 Is there a minimum/maximum stay at each destination?

在每个目的地有没有规定最短/最长停留时间?

11 Are there any other conditions on the ticket that I should know about?

这种机票还有哪些规定是我应当知道的?

VISAS (签证)

12 Do I need a visa if I travel to Europe/Australia?

我去欧洲/澳大利亚需要签证吗?

13 How long does the visa allow me to stay?

签证允许我停留多久?

14 Can the visa be renewed if necessary?

如有必要,签证可以延期吗?

That depends on which ticket you buy.

那要看你买的是哪种机票。

I'll let you know what we have.

我会告诉你我们有哪些机票。

Basically, full-fare tickets are more flexible.

主要的不同点是全价票有更大的弹性。

Yes, there is. It's seven days.

有。最短/最长停留 7 天。

Yes, madam, you must buy another ticket if you change your itinerary.

有的,太太。如果你改变行程就要购买新的机票。

It depends on which countries you are visiting.

那要看你到哪些国家去。

One month.

一个月。

Each country has its own procedures.

每个国家有不同的规定。

SPECIAL REQUESTS (特殊要求)

- 15 Please book me an aisle seat in the smoking section.**

请在吸烟区为我订一个靠过道的座位。

- 16 I'd like to order vegetarian meals for the flight.**
我想在飞机上吃素餐。

- 17 Please book me into a city-centre hotel with a fitness centre/business facilities for two nights.**
请为我在市中心的酒店订一间房间,住两晚,要有健身中心/商务设施。

- 18 Please arrange for a hire car to be waiting for me at the airport.**
请安排一辆出租的汽车在机场等我。

- 19 My grandmother doesn't speak English. Please make sure Chinese speakers are available at the airport and on the plane to help her.**
我祖母不会说英语,请在飞机场和飞机上安排说中文的人帮助她。

MAKING A COMPLAINT (投诉)

- 20 I've just received an invoice for US\$1 100 for my ticket. The price that you quoted me was US\$1 000.**
我刚收到一张 1 100 美元购买机票的发票,但你们的报价原是 1 000 美元。

- 21 That's not acceptable. We reached an agreement on the phone.**
这是不能接受的。我们在电话里已经谈妥了。

Certainly, madam.

好的,太太。

I'm afraid it's a non-smoking flight.

对不起,这班机没有设吸烟区。

Of course, sir.

好的,先生。

Certainly, madam.

好的,太太。

Yes, madam. Manual or automatic?

好的,太太。车要手动的还是自动的?

Certainly, sir, I'll let the airline know.

好的,先生,我会通知航空公司的。

I'm afraid the airline changed its fare without advising us.

恐怕航空公司改变了票价而没有告诉我们。

I'm very sorry, madam, but we weren't informed until last week.

很抱歉,太太,我们是直到上周才知道的。



EXERCISE 3

Complete the sentences you hear on the tape using the words and phrases below. Write the correct letter in the box: (根据所听录音, 用下列单词或词组完成句子。在方格内填写正确的字母:)

- | | | | |
|---------------|--------------------------|----------------------|--------------------------|
| 1 flexibility | <input type="checkbox"/> | 4 free day departure | <input type="checkbox"/> |
| 2 itinerary | <input type="checkbox"/> | 5 minimum stay | <input type="checkbox"/> |
| 3 reliable | <input type="checkbox"/> | 6 quotation | <input type="checkbox"/> |



CONVERSATIONS (会话)

BOOKING A TICKET (订机票)

I'm travelling on business to the States next month and would like to book a ticket.

Well, we offer several types of tickets, madam. What is your itinerary?

我下个月要到美国去出差,想订张机票。

唔,我们有几种不同的机票,太太。您的行程是怎样的?

Um, I'll be travelling in the States for several weeks, visiting five or six cities, maybe more.

Right then, madam, the normal full-fare business class ticket sounds the most appropriate option. It offers more flexibility.

呵,我要在美国呆几个星期,要到五六个城市,也许还要到更多的地方。

这样吧,太太,看来普通全价商务舱机票是最适当的选择,因为它有较大的变通性。

Will I be able to change my itinerary, if necessary?

Yes, madam, and the free day departure allows you to travel whenever you like.

如果有必要我可以改变行程吗?

可以的,太太,而且你可选择任何启程日期,你喜欢什么时候走都可以。

What about the cheaper economy class tickets?

Well, we have normal economy and excursion fares.

有哪些价钱便宜些的经济舱机票?

唔,我们有普通经济舱和旅游优惠价。

What's the difference between excursion fares and full-fare tickets?

The major difference is that excursion fares are not so flexible—for example, they have a fixed departure date.

旅游优惠价和全价机票有什么区别?

主要的区别在于优惠价的机票没有那么大的变通性,例如启程日期是不可更改的。

What does that mean?

That means you must travel on the date specified on your ticket, otherwise you may need to buy another ticket.

这是什么意思?

那就是说你必须按机票上写明的日期启程,否则你可能要另买一张机票。

VISAS

One more thing. Do I need a visa to travel?

Well, that depends on which countries you want to visit and what sort of passport you hold.

还有一件事。如果我去旅行,我需要签证吗?

唔,那就要看你去哪些国家,以及你持的是哪种护照了。

I hold a UK passport and I'll be travelling to Australia.

Well then, you will need visas.

我持的是英国护照,我将去澳大利亚。

这样的话,你需要签证。

And next month I intend to visit the US. Do I need a visa?

A visa's not necessary for the US, but it's always advisable to have one as a precaution.

下个月我打算去美国,我需要签证吗?

去美国不需要签证,但为了小心起见,有签证总是比较保险的。

MAKING A COMPLAINT (投诉)

I've just received the invoice for my air ticket. It's US\$625. You quoted US\$540 to me on the phone.

Yes, madam, but I'm afraid the airline changed its fare without advising the agents.

我刚收到我机票的发票,是 625 美元。你在电话中给我报的价格是 540 美元。

是的,太太。恐怕航空公司改变了票价而没有通知代理商。

Well, that's not acceptable. We reached an agreement on the phone.

I'm very sorry, madam, but we didn't know until last week.

这是不能接受的。我们在电话里已经谈好的嘛。

很对不起,太太,可我们是上星期才知道的。

So why didn't you phone me as soon as you knew?
I'm afraid I'll have to take my business to another
more reliable company.

那么你知道情况有变为什么不上马上打电话给我呢? 恐怕我要
选择另一家更可靠的公司了。

BUSINESS ETIQUETTE (商务礼仪)

你若不想接受某人的提议或帮助,最好婉言拒绝。Well,
actually... 常可用于以下这种情景:

1 I believe we'll see you at the Frankfurt Show.

× No, it's the Hamburg Show.

✓ Well, actually, it's the Hamburg Show.

2 I'm sorry, but John's not in. Can I help you?

× No, I always speak to John.

✓ Well, actually, John always deals with my travel
arrangements.

旅游业一概使用 24 小时计时制。表达 24 小时计时制时,
读法与日期相同。例如:

1830 = eighteen thirty

2345 = twenty three forty five

1300 = thirteen hundred hours

表达整时时,通常要加上 hour。请勿将下午同晚上混淆
起来。人们容易将 18:30 误解成 8:30 a. m., 而不是
6:30 p. m. !