

涉外行业英语系列教材

涉外 旅游英语

English for Tourism

■ 陈桃秀 主编



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English for Tourism

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出版说明

在经济全球化不断加速的今天，中国与世界各国的交流变得越来越紧密。相应地，社会对涉外行业人员英语能力的要求也越来越高。为了能使学生用英语完成涉外行业工作岗位的任务，培养他们用英语解决实际问题的工作能力，对外经济贸易大学出版社拟出版一套突出应用型院校教学特点的“涉外行业英语系列教材”。

本套“涉外行业英语系列教材”涉及商务、酒店、文秘、旅游、教学、法律、空乘、警务等行业。各教材按主题情境安排结构，根据具体涉外行业岗位的要求，以该行业从业者所从事的典型工作过程为主线进行编写，先易后难，循序渐进。每个主题情境下设子情境，分为“语言能力”、“行业专业能力”和“综合能力”等模块。其中，“语言能力”模块培养学生运用所学专业英语进行沟通交流的能力；“行业专业能力”模块培养学生运用所学英语开展业务活动，提供行业服务，进行有效沟通的能力；“综合能力”模块培养学生处理本行业领域突发事件等的职业素养的能力。本套教材融技能培养、知识传授、职业素养养成三位于一体，力求有效地帮助学生将课堂知识与未来的工作联系起来，提高他们的实战技能。

本套教材编者队伍呈“双师”结构，他们不仅具有丰富的语言教学经验，而且具备本行业的实践经验，是本套“涉外行业英语系列教材”编撰质量的有力保证。

本套“涉外行业英语系列教材”主要供应用型院校的学生学习使用，也可用作短期培训教材。

2014年3月

前 言

在经济全球化不断加速的今天,中国与世界各国的交流变得越来越紧密。相应地,社会对涉外行业人员英语能力的要求也越来越高。为了适应旅游业发展的新形势对专业人才的需要,立足于高职高专院校人才培养目标,提高学生的专业英语运用能力,使高职高专的学生能用英语完成涉外行业工作岗位的任务,培养他们用英语解决涉外旅游业务中的实际问题的工作能力,我们编写了这本涉外旅游英语教材。

考虑到高职高专学生的培养目标及职业化的特点,编者在编写过程中注重使语言能力、行业专业能力和综合能力相结合,融技能培养、知识传授和职业素养三位为一体。结合涉外旅游行业岗位的要求,本教材以该行业从业者所从事的典型工作过程为主线,以主题情境安排结构,先易后难,循序渐进。

本教材由吃、住、行、游、购、娱等八个章节构成主题框架。每个主题内容以一篇与本单元主题相关的课前阅读文章为导入,并设有思考问题;每章设有五篇与典型业务环节有关的小对话、相关词汇、旅游背景知识和服务指南,突出了高职高专的教学特点和教材的实用性。为了方便教师和学生使用本教材,书后配有参考译文及答案。

本教材可用作高职高专院校旅游专业与涉外旅游专业的英语教材,亦可用作旅游一线员工的培训教材和自学指南。全书由陈桃秀策划,编写体例并担任主编,程晓莉、郑敏、张晓蕾、陈泳帆为副主编。各章节编写情况如下:程晓莉,第一、二单元;陈桃秀,第三、四单元;郑敏,第五、六单元;张晓蕾,第七、八单元。陈泳帆编写生词、旅行常用表达法。全书由陈桃秀修改、补充、统稿和总纂。

本教材由多年从事涉外旅游英语教学的老师编写,但由于编写时间和编者水平有限,不足与疏漏之处在所难免,敬请广大师生与读者批评指正。本教材在编写过程中,得到了对外经济贸易大学编辑刘丹老师和对外经济贸易大学出版社的大力支持,在此一并致谢。

编 者

2014年2月28日

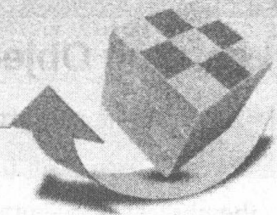
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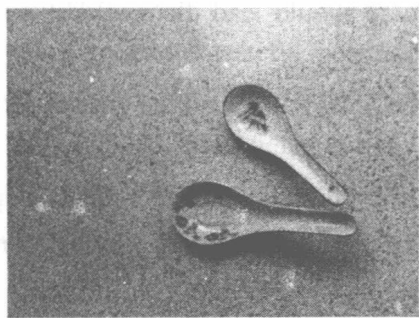


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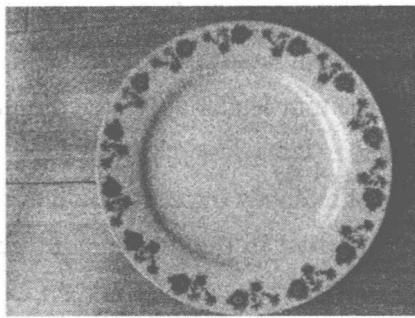
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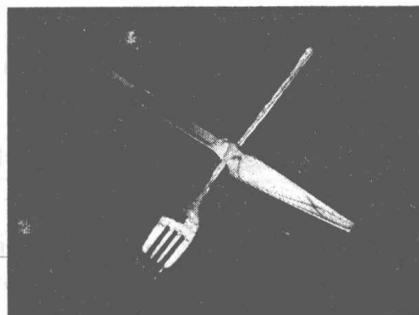
Meals



1) soup spoons



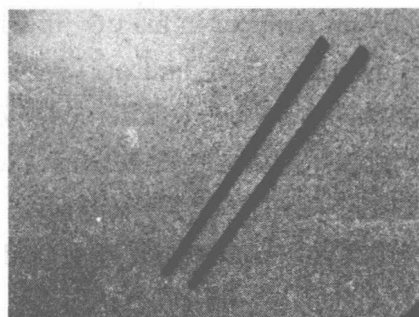
2) a plate



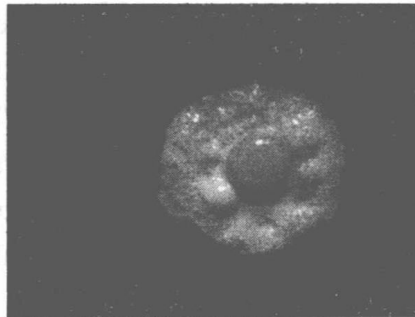
3) a knife and fork



4) glasses



5) chopsticks



6) a fried egg



Learning Objectives

1. Learn how to communicate with the tourists, how to introduce food to them. Learn the phrases and sentences related to the topic.
2. Be able to discuss meal arrangements with tourists and practice how to arrange meals for tourists in English.

I. Lead-in

Questions to think over.

1. What should a tour guide do when the tourists are having a meal?

1) While the tourists are having a meal, the local guide should lead them to take a seat, introduce dining room facilities, special dishes and drinks.

2) Inform the tour leader about the dining place of the local guide, and the time of setting out after the meal.

3) Inspect the dishes once or twice during the mealtime to make sure the meal is up to the standard specified in the tourist contract. Be ready to answer questions about the meal raised by the tourists.

2. If the tourists request that the western-style meal already reserved be changed to Chinese style ...

1) If their request is made 3 hours before the meal, the local guide should approach the restaurant and try to make the change as soon as possible.

2) If the tourists ask for the change just before the meal, the local guide usually may refuse but must tell them why it can not be changed.

3) If the tourists still insist on making the change, the local guide may suggest that they order the meal themselves at their own expense.

II. Passage for skim-reading

To celebrate (庆祝, 庆贺) one's birthday is an important moment in his life. In China when one is young, usually he will eat noodles before his birthday which indicate (表明, 预示) longevity (长寿, 寿命), and will have birthday cake on the exact day. After his middle age, one's birthday celebration will be grander. In addition to (除……之外) the above, peaches (桃子) made of dough will be added, symbolizing (象征, 代表) longevity and immortality (长生不死); besides, delightful couplets (对联) and candles are also used for birthday party.

On the wedding day, it is customary to serve Chinese dates, peanuts, longans (龙眼) and

chestnuts (栗子) together which convey the best wishes that the newly-weds will soon have a baby.

To most Chinese people, returning home after long absence or departure is significant and there are food customs associated with them. The returning is greeted with noodles while departure is offered with dumplings. This is especially popular in northeast China.

During the Dragon Boat Festival, though many people cannot reach the river zone to watch the boat race, almost all of them eat the unique food, zongzi—a pyramid-shaped (金字塔型的) dumpling made of glutinous rice (糯米) wrapped in bamboo or reed leaves. The festival is to venerate the patriotic poet Qu Yuan and fearing his lack of food, people make the special meal for him. Now the food is made in various shapes and different flavours.

On the eighth day of the last month in the Chinese lunar calendar, people will enjoy a nourishing porridge (粥) called “La Ba Zhou” (腊八粥). In ancient times, monks would make various food grains tasteful porridge and kindly share it with people on this particular day. People still keep this convention.

In Central China, when a baby is born, his happy father will send red boiled eggs to announce the news. Eggs with a black pointed end and dots in an even number such as six or eight, indicate a boy's birth; those without a black pointed end but with dots in an odd number like five or seven show the baby is a girl.

In addition to these, fish has always been served to suggest the accumulation (积累, 累积) of prosperity (繁荣, 兴旺) and wealth with meals on New Year's Eve.

Question: What do you learn from the passage about birthday celebration?

New words & useful phrases

- | | |
|-------------------------|-----------------------------|
| 1. celebrate v. 庆祝, 庆贺 | 10. chestnut n. 栗子 |
| 2. indicate v. 表明, 预示 | 11. pyramid-shaped a. 金字塔型的 |
| 3. longevity n. 长寿, 寿命 | 12. glutinous a. 黏的 |
| 4. in addition to 除……之外 | 13. venerate v. 尊敬, 敬仰 |
| 5. peach n. 桃子 | 14. nourishing a. 有营养的, 滋养的 |
| 6. symbolize v. 象征, 代表 | 15. porridge n. 粥, 稀饭 |
| 7. immortality n. 长生不死 | 16. accumulation n. 积累, 累积 |
| 8. couplet n. 对联 | 17. prosperity n. 繁荣, 兴旺 |
| 9. longan n. 龙眼 | |



III. Dialogue learning

Unit 1 Table Reservation

(Scene: A tour guide is calling Holiday Inn for booking a table.)

A: clerk B: tour guide

A: This is Holiday Inn. Good morning. Can I help you?

B: Good morning. I'd like to book a table for my tourist group.

A: All right. What time would you like?

B: About 8 o'clock this Friday evening. That is in the evening of May 2.

A: May I know how many persons you have?

B: Ten persons.

A: Would you like smoking area or non-smoking area?

B: Non-smoking area.

A: I wonder if you have any other special requirements, sir?

B: No other requirements, I think.

A: In whose name is the reservation made, sir?

B: Please book it under the name of John Adams.

A: So it's Mr. John Adams, a table for ten for this Friday evening in the non-smoking area. And you are coming at 8 o'clock. Am I right, sir?

B: That's right.

A: Thank you for calling us, Mr. Adams. We'll be expecting your coming.

B: By the way, can you arrange the table overlooking the river? We'd like to enjoy the evening view.

A: No problem. I'll arrange for it.

B: That's great. Shall I send you a deposit?

A: No, you don't have to. You may pay it after the dinner.

B: That's fine.

A: Is there anything else I can do for you?

B: No, thanks. Bye.

A: You are welcome. Bye.



Background Knowledge

1. 如何提供订餐服务?

(1) 酒店内餐厅预定

微笑并问候客人。

了解客人用餐的要求。

优先向客人推荐酒店餐厅。

根据客人要求可以提供餐厅菜单并帮助做预订。

使用餐厅预订单登记客人的有关资料，如：客人姓名、用餐人数、预订时间、餐厅名称，记录特别要求。

如果客人要求，引领客人至酒店。

(2) 酒店外餐厅预订

如果客人要求推荐酒店外的餐厅，应根据客人喜好推荐，如：餐厅地点、菜式风格、餐厅等级。

(3) 推荐餐厅

礼宾部员工应该上网或进入酒店管理系统查找有关信息。

选出一家餐厅，告诉客人餐厅的特色、离酒店的距离以及营业时间。

为了更好地理解客人的需求，询问有无特别的订餐用意、喜爱的菜肴风格以及餐厅地点，打电话与选中的餐厅确认。

(4) 做预订

打电话给餐厅根据客人要求做预订。

记录预订号或接受预订的服务员的姓名，并记在酒店出租车卡上和餐厅预订卡上。

与客人确认餐厅预订事宜，将餐厅预订卡直接送到客人房间。

在餐厅预订卡上清楚地注明所有相关信息和餐厅地址。

2. 由于宗教信仰、身体状况等原因，若游客提出饮食方面的特殊要求，导游应该怎样做？

(1) 这些特殊要求若在旅游协议书中明文规定，接待方旅行社须早作安排并在接团前检查落实情况，不折不扣地兑现；

(2) 若旅游团抵达后才提出，需视情况而定，一般情况下导游应与餐厅联系，在可能的情况下尽量满足，尊重个别游客的宗教信仰和生活习惯；

(3) 如果确有困难，导游可协助其自行解决。但导游应在以后的餐饮安排中负责安排特定的饭菜。

3. 相关词汇

local delicacy 地方风味

cuisine *n.* 烹饪

book *v.* 预定

view *n.* 景色

requirement *n.* 要求

New words & useful phrases

1. reservation *n.* 预订

2. arrange *v.* 安排

3. deposit *n.* 订金

4. menu *n.* 菜单

5. recommend *v.* 推荐



Useful sentences for you to remember

1. I'd like to book a table for my tourist group.
2. I'd like to make a reservation.
3. May I know how many persons you have?
4. How many people will be in the party?
5. Can you arrange a table by the window in the non-smoking section?

Unit 2 Arranging Meals

(Scene: A tour guide is arranging meals for his tourist group at a restaurant.)

A: waitress B: tour guide

A: Good evening, sir.

B: Good evening. I'm the tour guide of this group.

A: Glad to meet you.

B: One of us is a diabetic.

A: Pardon?

B: A diabetic is a person who suffers from diabetes.

A: Oh, I see. He shouldn't take any food that contains sugar.

B: That's right. But she is a lady, not a gentleman.

A: All right, we'll provide her with separate food.

B: That's very kind of you. Then there's a gentleman who's allergic to the MSG.

A: What's the MSG?

B: Gourmet powder.

A: That's easy. We'll provide him with separate dishes, too.

B: One more thing, four people in the group are vegetarians.

A: OK. We will arrange them at a separate table.

B: Thank you very much. By the way, if any one of them asks for extra food or drinks, don't ask him to pay in cash. I'll sign the bill and pay before we leave.

A: Actually drinks are not included in the bill. It is complimentary.

B: That's fine.

Background Knowledge

1. 西餐进餐礼仪

肉类：切牛排时应由外侧向内切，切一块吃一块。请不要为了贪图方便而一次性将其切成碎块，这不但是缺乏气质的表现，而且会让鲜美的肉汁流失，非常可惜。切肉块时大

小要适中，不要切得太大，避免嘴巴合不起来的尴尬。咀嚼食物时，请务必将嘴巴合起来，避免发出声音。口中食物未吞下之前，不要再送入新的食物。

海鲜：贝类海鲜应该以左手持壳，右手持叉，将肉挑出来吃。吃鱼片时，可用右手持叉进食，避免使用刀具，因为细嫩的鱼肉很容易被切碎而变得难以收拾。遇到一整条鱼的时候，先吃鱼的上层，再用刀叉剔除鱼骨，切忌翻身。吃龙虾时，可用手指去掉虾壳后食用。

水果：水分多的水果应该用小汤匙取食。桃类及瓜类，餐厅会事先削皮切片，应该用小叉子取食。草莓类则多放于小碟中，用匙或叉取食均可。另外，在吃水果的时候，餐厅通常会提供洗手盒，里面放置有花瓣或柠檬，供洗手之用。

甜点：一般蛋糕及饼类，用小叉子分割取食；较硬的糕饼用刀切割后，同样用小叉子分割取食。至于冰淇淋或布丁等，就可用小汤匙取食。如果遇到小块的硬饼干，可以直接取用。

2. 餐厅服务员提供点菜服务时的注意事项

- (1) 为同一餐台客人提供点菜服务时，服务员不要换人。
- (2) 点菜前检查复写纸是否夹好。
- (3) 保持良好站姿，不抱票夹。
- (4) 字迹清楚，时间准确。
- (5) 点菜结束后，要重复详细菜名。
- (6) 点菜期间，留意客人是否需要续茶。
- (7) 客人对菜品的特殊要求应在菜名后用括号标注清楚。
- (8) 点完菜品后如果客人未齐，要主动询问客人是否可以加工菜品，如果不加工必须标注一个“叫”字。
- (9) 点菜时，如果其他台位来客人要做好招呼工作。
- (10) 点菜时，要做好推销工作，客人点菜慢时不能流露出一不耐烦的表情。

3. 餐饮服务工作的基本内容

- (1) 热情迎宾，根据客人要求安排合适的座位。
- (2) 等客人就座后，为客人摆放餐巾。动作应熟练，摆放位置应方便客人就餐。
- (3) 向客人推荐菜品时，手势应标准，并尊重客人的饮食习惯，推荐的酒类应适度。
- (4) 最后应重复客人所点的菜品并询问是否有饮食偏好。对于西式菜肴，应询问客人对食物生熟程度的要求。

New words & useful phrases

1. diabetic *n.* 糖尿病患者

2. separate *a.* 单独的，分开的

3. MSG / gourmet powder 味精

4. vegetarian *n.* 素食者，素食主义者

5. complimentary *a.* 免费赠送的

6. attendant *n.* 服务员



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|---------------------------------|--------------------------------|
| 7. napkin <i>n.</i> 餐巾 | 11. discord <i>n.</i> 不一致, 不调和 |
| 8. dexterous <i>a.</i> 灵巧的, 敏捷的 | 12. settle <i>v.</i> 解决, 安排 |
| 9. dietary <i>a.</i> 饮食的 | 13. under the name of 以……的名义 |
| 10. raw <i>n.</i> 生的, 未加工的 | |

Useful sentences for you to remember

1. Sorry to have kept you waiting.
2. We can seat your party now. This way, please.
3. I'm afraid this is the only available table I can give you at the moment.
4. These are our specialties. Many visitors come here to taste them.
5. We are open from 8 a.m. until 5 p.m.

Unit 3 Enjoying the Meal

(Scene: A party of ten comes into a crowded restaurant.)

A: waiter B: tour guide

A: Good evening, ladies and gentlemen. Welcome to the Peace Restaurant. Do you have a reservation?

B: Yes. I've reserved a table for ten at 8 o'clock under the name of John Adams.

A: Just a moment, please. I'll take a look at our reservation book.

(Checking the reservation book.)

A: Oh, yes, Mr. Adams. I will show you to the table. This way, please. Is this table all right?

B: It's good.

A: Here is the menu.

B: I will order later.

A: Please take your time. I'll be back in a few minutes.

(5 minutes later.)

A: Are you ready to order now, sir?

B: We'd like something typically Chinese.

A: Fine. We serve a wide range of typical Chinese food.

B: Thank you. We want to have scrambled egg with tomato, Mapo tofu, tender stewed fish and seaweed soup.

A: Anything else?

B: Do you have any specialties to recommend?

A: Our specialties are Beijing roast duck and Kung Pao chicken.

B: We'd like to try them.

A: Would you want anything else?

B: No, thanks.

A: What would you like to drink, wine or beer?

B: Just tea, please.

A: Sir, you'd like scrambled egg with tomato, Mapo tofu, tender stewed fish, Beijing roast duck, Kung Pao chicken and seaweed soup. Am I right?

B: Yes, exactly.

A: Sir, your dishes will take about 15 minutes to prepare.

B: OK, thank you.

Background Knowledge

个别游客要求单独用餐，导游应怎样做？

(1) 导游要耐心解释，鼓励其与其他游客共同进餐，并告诉领队，请其调解；

(2) 如游客坚持，导游可协助其与餐厅联系，但餐费自理，并向其告知综合服务费不退。

New words & useful phrases

1. specialty *n.* 特色菜

2. Beijing roast duck 北京烤鸭

3. Kung Pao chicken 宫保鸡丁

4. scrambled egg with tomato 西红柿炒鸡蛋

5. snack *n.* 小吃，点心

6. liquor *n.* 酒

7. fruit juice 果汁

8. beer *n.* 啤酒

9. cocktail *n.* 鸡尾酒

10. liqueur *n.* 烈性酒

11. wine *n.* 葡萄酒

Useful sentences for you to remember

1. Are you ready to order?

2. Would you like to order now?

3. I suggest the chef's specialty, Sichuan style hot sour soup.

4. It's our chef's recommendation.

5. How would you like to have your beefsteak, well-done, medium or rare?

Unit 4 Chinese Cuisine

(Scene: Mr. Li, a tour guide, is treating Mr. Smith, his guest, at a restaurant.)

A: tour guide B: Mr. Smith C: waiter