



“十二五” 规划商务英语高职高专系列教材
首批国家示范性高等职业院校建设成果教材

PRACTICAL ENGLISH FOR
TOURISM SERVICE (2nd Edition)

旅游服务英语实训 (第二版)

黎晓伟 陆正刚 主编



对外经济贸易大学出版社
University of International Business and Economics Press

“十二五”规划商务英语高职高专系列教材
首批国家示范性高等职业院校建设成果教材

旅游服务英语实训

(第二版)

Practical English for Tourism Service

(2nd Edition)

主 编 黎晓伟 陆正刚

副主编 陈小光 莫江燕 元思慧

参 编 李文宁 (企业)

对外经济贸易大学出版社

中国·北京

图书在版编目 (CIP) 数据

旅游服务英语实训 / 黎晓伟, 陆正刚主编. —2 版

—北京: 对外经济贸易大学出版社, 2014

“十二五”规划商务英语高职高专系列教材

ISBN 978-7-5663-1072-9

I. ①旅… II. ①黎… ②陆… III. ①旅游服务 - 英语 - 高等职业教育 - 教材 IV. ①H31

中国版本图书馆 CIP 数据核字 (2014) 第 129896 号

© 2014 年 对外经济贸易大学出版社出版发行

版权所有 翻印必究

旅游服务英语实训 (第二版)
Practical English for Tourism Service
(2nd Edition)

黎晓伟 陆正刚 主编

责任编辑: 李 丽 朱笑妍

对外经济贸易大学出版社

北京市朝阳区惠新东街 10 号 邮政编码: 100029

邮购电话: 010-64492338 发行部电话: 010-64492342

网址: <http://www.uibep.com> E-mail: uibep@126.com

北京市山华苑印刷有限责任公司印装 新华书店北京发行所发行

成品尺寸: 185mm×230mm 13.75 印张 275 千字

2014 年 8 月北京第 2 版 2014 年 8 月第 1 次印刷

ISBN 978-7-5663-1072-9

印数: 0 001-5 000 册 定价: 33.00 元 (含光盘)

旅游服务英语实训编委会

主 任 陈建新

副主任 张宁东 周 旺 唐锡海

主 编 黎晓伟 陆正刚

副主编 陈小光 莫江燕 元思慧

参 编 李文宁（企业）

出版说明

“十二五”规划商务英语高职高专系列教材是对外经济贸易大学出版社联合多家全国示范性高等职业院校推出的一套全新的立体化商务英语教材，主要适用于全国高职高专院校英语专业的商务/应用/外贸英语方向以及国际贸易或财经类专业的学生。

根据目前高职教育提出的“工学结合，项目为中心，案例驱动教学，边讲边练”为核心的理念，本套教材着眼于提高学生实际操作能力和就业能力，采取模块化、多案例、互动式、重实训的编写方式，课程内容以适度够用为标准。

整套教材按照现有教学课程设置，内容包括《商务英语综合教程 1-4》、《商务英语听说实训 1-4》、《商务英语口语实训 1-2》、《商务英语写作实训》、《商务英语翻译实训》、《国际商务函电实训》、《国际商务谈判实训》、《国际商务制单实训》、《商务礼仪实训》、《文秘接待英语实训》、《英语应用文实训》、《跨文化交际实训》、《旅游服务英语实训》、《酒店英语实训》、《物流英语实训》、《财经英语实训》、《会展英语实训》、《英美概况》、《国际商务报刊选读》等。

本套教材的编写队伍来自全国示范性高等职业院校，编写教师不但有丰富的商务英语教学经验，而且有企业第一线工作经历，主持或参与过多项应用技术研究，这是本套教材编写质量的重要保证。

此外，每册教材均配备有 PPT 课件（下载地址：www.uibep.com），并根据课程内容选配教学参考书或 MP3 光盘，以助立体化教学。

对外经济贸易大学出版社

2014 年 3 月

第二版前言

《旅游服务英语实训》是基于旅游服务工作过程为中心的行动体系,以涉外导游一线部门的服务流程和岗位职责为主线,紧密结合旅游服务业实际工作岗位的特点和需要,设计了仿真的旅游服务工作情境,使学生在逐项完成服务工作的同时掌握相应的英语词汇、表达方法和沟通技巧,提高岗位工作的能力。本教材内容的针对性、应用性和实效性,编排的合理性和例句的典型性使其自 2009 年 9 月第一次印刷以来得到了广大企业专家和高职高专院校师生的一致认同。然而,由于时间仓促,加上笔者水平有限,教材难免存在一些纰漏,尤其是岗位实训模块在内容、结构布局等欠缺合理性,还有待改进。应广大高职高专院校师生和行业一线专家和读者在使用本教材的过程中提出的反馈意见,本着“与时俱进,精益求精”的精神,紧紧把握以职业能力和就业竞争力为导向的大方向,我们对第一版教材进行了调整和修订。

本次修订主要从两个角度进行。一是针对第一版内容的修订。首先,对本书的第一版的疏漏进行了纠正;其次,作者对第一版中的使用阅读、岗位实训部分进行了深入细致的分析研究,对其中的练习、结构编排欠妥之处在广泛征求专家同行们的意见后,进行了修改;再次,对第一版的阅读内容、文字、课文注释、翻译实践进行了重新调整,更换、精简了一些职业针对性、应用性不强的例句和练习,使之更具针对性、应用性和实效性。

二是对第一版内容上的补充,每个情境都新增了 Key Points for Service Language (服务技能要点)、Performance for Service (模拟演练) 和 Position Practice (岗位实践) 三个模块;在翻译技能实训部分,我们紧扣本情境的主题,新增加了实用性较强的项目。通过项目实践技能训练,将学生培养为能用所学语言技能与职业技能完成工作任务或解决生活、工作中与英文有关的问题,充分体现教材内容的针对性、应用性和实效性,做到

教材中基础理论知识适度,技术应用内容突出,及时全面地反映对学生就业有用的知识和技能。

感谢广大企业专家、高职高专院校师生和读者对本书修订的大力支持,同时也感谢对外经济贸易大学出版社对本书出版给予的支持。

对书中仍会存在的问题,欢迎广大师生、同行、专家和朋友提出宝贵意见。

编者

2014年3月

前言

随着我国现代化建设的需要和社会的不断发展,高等职业教育越来越重要,人才培养坚持“以服务为宗旨,以就业为导向,走产学研结合的发展道路”;课程建设具有定向性与能力观、应用性与基础观、整体性与过程观等特点。就业导向的高等职业教育以从业过程实际应用的经验与策略的习得为主、以适度够用的概念和原理的理解为辅,即以过程性知识为主、陈述性知识为辅。根据高职课程的特点,本着体系得当、循序渐进、正确选择典型任务,选好切入点以及注重通俗易懂、体裁丰富、易于理解的原则,我们以旅游工作过程为中心的行动体系为依据,设计编写《旅游服务英语实训》。本书在编写过程中力求做到从实际到理论,从具体到抽象,从个别到一般,从零散到系统,培养学生的学习能力、工作能力和创造能力。本书遵循高职旅游英语教育的特殊规律,从我国旅游服务业的实际需要出发,紧密结合旅游服务业的工作特点,以涉外导游一线部门的服务流程和岗位职责为主线,概括了涉外导游的主要服务内容和规范用语。

本书在编写过程中注重旅游部门实际工作的衔接性,坚持以情境—实训为主,以强化交际能力为中心,注重语言的系统性、实用性和得体。全书共分为十二个情境,涉及一般涉外导游活动的全过程(如迎送、安排日程与活动、安排住宿、宴请与迎送会、陪同购物、游览),每个情境都围绕同一交际主题,由听力、会话、实用阅读训练三个部分组成。该教材的听力部分,注重记忆力和视听训练;会话部分着重于日常交际,对学生进行单项口语技巧训练,使他们通过口语实践尽快提高自身的口头表达能力;实用阅读部分着重同一主题题材的文字材料,选用两篇与本主题相关的英语阅读材料,这些材料有些是英文原版,有些是选自我国对外公开发表的旅游英文材料,目的是为学生提供更多有关该专题的知识、信息、词语和表达方式。这部分的活动设计本着先注重语言输入,后强调语言输出的原则,首先通过纯正地道的原版材料让学生学习、了解旅游服务英语

在某一旅游情境下词汇、表达以及语义、语篇特征；其次，通过讨论、专题发言、翻译、写作等训练，帮助学生运用习得的语言知识和技能进行原创性的工作。最后一项活动就是要求学生承担一至两项实践项目，培养学生的动手能力和自主创造能力。

本书为立体化教材。为丰富教师的教学手段，拓展学生的学习空间，本书配套开发了《旅游服务英语实训教学参考书》并随书赠送电子教案。《教学参考书》和电子教案包含了每个情境阅读材料的背景知识、语言知识和讲解要点、教学建议、书中习题及参考答案等内容，以便于教师顺利实施教学活动。

参加本书编写工作的有：黎晓伟（第三、四情境），陆正刚（第九、十二情境），陈小光（第一、十情境），莫江燕（第二、五情境），元思慧（第七、八情境），李文宁（第十一情境），陈怡闻（第六情境）。

本书的编写参考了大量国内外有关著作和资料（参考文献目录附于书后），在此谨向有关作者、译者表示诚挚的谢意。

编者

2009年6月

Contents

Situation 1	Immigration and Customs	1
Situation 2	Meeting Guests	19
Situation 3	At the Hotel	35
Situation 4	Talking about the Itinerary	53
Situation 5	At the Restaurant	71
Situation 6	Tourist Transportation	93
Situation 7	Sightseeing	113
Situation 8	Shopping in Tourism	129
Situation 9	Health and Recreation Center	145
Situation 10	Handling Emergencies	161
Situation 11	Dealing with Complaints	177
Situation 12	Seeing off Guests	193
References		207

1

Situation

Immigration and Customs

In this situation

- ◆ Learn to go through “CIQ” (Customs, Immigration and Quarantine) inspections;
- ◆ Learn to fill in Customs Declaration Form;
- ◆ Acquire vocabulary, sentence structures and expressions used in presenting customs and culture background.



Lead-in



Ordinary travelers should go through “CIQ” (Customs, Immigration and Quarantine) inspections before entering a perspective country. Do you know what “CIQ” inspections refer to?



Listening

Fill in the blanks with the right words according to the recording.

A

Passport: Passport is an official 1 identifying the 2 as a 3 of a particular country and entitles him or her to travel abroad. According to the law, China's passports are divided into three categories: 4 passport, 5 passport, and 6 passport. Regular passports are further divided into two 7: passport for public affairs and ordinary passport.

Visa: Visa is a stamp put on a passport by officials of the 8 country to show that the holders may enter, pass through or leave their country. Visa kinds are classified by the 9 of visiting the country 10: on business, on education, for conference, for sightseeing, for visiting relatives, in transit, etc.

B

(The British Airlines Flight Number BA039 has just landed at Beijing Capital International Airport. Passengers have come out of the satellite terminal. Mr. Black, a tour leader of APA Travel Service is helping his tour group to go through the Quarantine Station.)

O—Quarantine Officer

B—Mr. Black

B: Good morning! I'm the tour leader of APA Travel Service. There are 28 people in my group. Can we 1 through Quarantine in a group?

O: Have all of you 2 3 the health declaration form?

B: Yes.

O: Where do you come from?

B: All 4 three of us come from England. Here are the 5 for the other three.

O: Those three people 6 7 an epidemic area. Do they have health certificate?

B: Yes, they have.

O: Please tell your people to 8 9 their health declaration forms and health certificates to us and then you can 10 them to Immigration.

B: Thank you.



Situational Dialogues

Dialogue I Immigration



A

Miss Wilson is going through the immigration.

O—Officer

W—Miss Wilson

O: Your passport please.

W: Here it is.

O: Where are you from?

W: I'm from the United States.

O: What is the purpose of your visit?

W: Sightseeing.

O: How long are you going to stay?

W: About two weeks.

O: Where will you be staying?

W: In the hotels of the cities we are going to visit.

O: OK. Here's your passport. You may go to the baggage claim area, then proceed through the customs.

B

A tour group is about to go through the customs. Li Hua is the tour leader of the group.

O—Officer

L—Li Hua

L: Excuse me, sir. I'm the tour leader. Do we need to fill in the customs declaration form?

O: Not necessary if they have nothing in particular to declare.

L: No, we have nothing to declare. We only have personal belongings.

O: In that case, you can go through the green channel.

L: Thank you, sir.

Dialogue II Customs

Mr. Smith has just arrived at Nanning International Airport. He is now going through the customs.

O—Officer

S—Mr. Smith

O: Have you got anything to declare, sir?

S: I don't know. You see, this is my first trip to China and I'm not quite sure about the procedures here.

- O: Well, have you gone through the Immigration Office?
- S: Yes, I have done that.
- O: And the Quarantine Inspection?
- S: Yes.
- O: Very well. Have you filled in the customs declaration form?
- S: Not yet, because I don't know what things I have to declare on this form.
- O: You have to declare such articles as electric equipment, foreign currency, jewelry, gold, silver, antiques and other treasures.
- S: I have nothing but personal belongings.
- O: Have you got any valuables?
- S: I have a camera with a zoom lens.
- O: Then you should put a check mark here.
- S: Yes. Here is my passport and declaration form.
- O: Is the camera for your own use or a gift?
- S: It's for my own use.
- O: Now would you please put your suitcase and your bag on the conveyer belt? They'll have to go through the scanning machine.
- S: OK.
- O: Everything is all right. You are through. Here are your passport and stamped customs declaration form. Please don't lose them. You'll need them when you leave China. Hope you have a pleasant stay in Nanning.
- S: Thank you.

Word Bank

quota ['kwəʊtə]

n. 定额, 限额

foreign currency ['fɔːrɪn, 'kærənsi]

外汇

jewelry ['dʒuːəlri]

n. 珠宝

antique [æn'tiːk]

n. 文物

valuables

n. 贵重物品

zoom lens [zuːm, lenz]

可伸缩的镜头

passport ['pɑːspɔːt]

n. 护照

visa ['viːzə]

n. 签证

conveyer belt [kən'veiə, belt]	传送带
scanning machine ['skæniŋ, mə'ʃi:n]	扫描机
stamp [stæmp]	v. 盖章
customs ['kʌstəmz]	n. 海关
immigration [imi'greiʃən]	n. 入境
quarantine ['kwɒrənti:n]	n. 检疫
inspection [in'spekʃən]	n. 检查
procedure [prə'si:dʒə]	n. 程序
declare [di'kleə]	v. 申报

Notes

- Immigration 入境管理处
- Quarantine Inspection 检疫
- Prohibited Articles List 违禁品表
- Duty-free Quota List 免税额表
- go through: pass through or accepted by 通过: 履行 (手续)
She went through the degree ceremony without getting too nervous.
她不太紧张地参加了学位授予仪式。
- fill out: fill in
Please fill out this application form. 请填写这份申请表。
- I have nothing but personal belongings. 我只有一些个人用品。
“noting but” 表示 “只有”, 又如:
For 10 days, he ate nothing but raw fish. 整整十天, 他只吃生鱼。
- valuable: something (esp. something small, such as a piece of jewelry) that is worth a lot of money 贵重物品
- personal belongings 个人用品
- You are through. 你已经办完了。
- be about to do something: to be just ready to do something 表示正/就要做某事
- green channel 绿色通道 (海关设有红、绿两个通道, 一般没有物品要申报的旅客可以走绿色通道)

Key Points for Service Language

A. Expressions for going through the Customs(Immigration and Quarantine)

1. Do they have any restrictions on the articles we're carrying at the Customs?
海关对个人所带的物品有限制吗?
2. Shall we have to state the purpose of going to a certain country?
我们去某一个国家时得陈述旅行目的的吗?
3. What should I say if they inquire about my purpose?
如果他们问我旅行的目的该怎么说呢?
4. Are all the luggage subject to duty? 所有的行李都要纳税吗?
5. So get the passport ready at that place. 到那儿一定要准备好护照。
6. They'll check to see if you're carrying any contraband. 海关要检查你有没有带违禁品。
7. Sometimes they'll ask you to declare things, make a record of your foreign currencies, and so on. 有时海关会让你申报物品, 登记一下你随身带的外汇等等。
8. The visa is placed on your passport and they'll check both of them.
签证就在护照上, 两者一起检查。
9. Your personal belongings are not dutiable. 个人物品不用纳税。
10. I'm here for the interview relating to my visa application 我来这儿申请签证。

B. Expressions for receiving passport and visa check

1. Would you please show me your passport and papers? 请让我看看您的护照和证件好吗?
2. Here is my passport and visa and here are the other papers.
这是我的护照和签证, 这是其他证件。
3. May I see your Customs Declaration Form? 我可以看看你的海关报关表吗?
4. Here is my Customs Declaration Form. 这是我的海关报关表。
5. Passport and Embarkation Card, please. 请你出示护照和登机牌。

C. Expressions for declaring things

1. Would you open this suitcase for inspection, please? 请你打开手提箱检查好吗?
2. Have a good stay in New York. 祝你在纽约过得愉快。
3. Are you here for business or leisure? 你来这儿是出差还是消遣?