



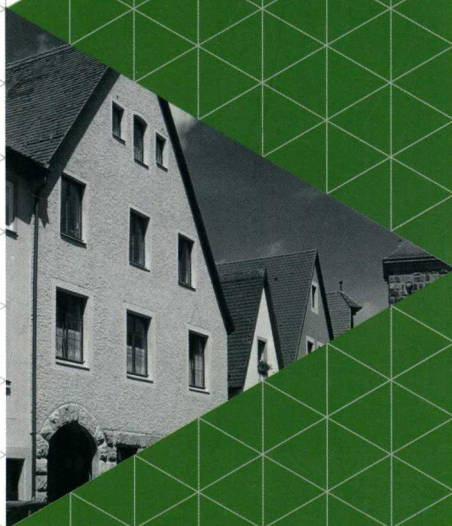
新世纪高职高专
旅游管理专业系列规划教材

新世纪

旅游专业英语

(第三版)

新世纪高职高专教材编审委员会 组编
主 编 彭 华



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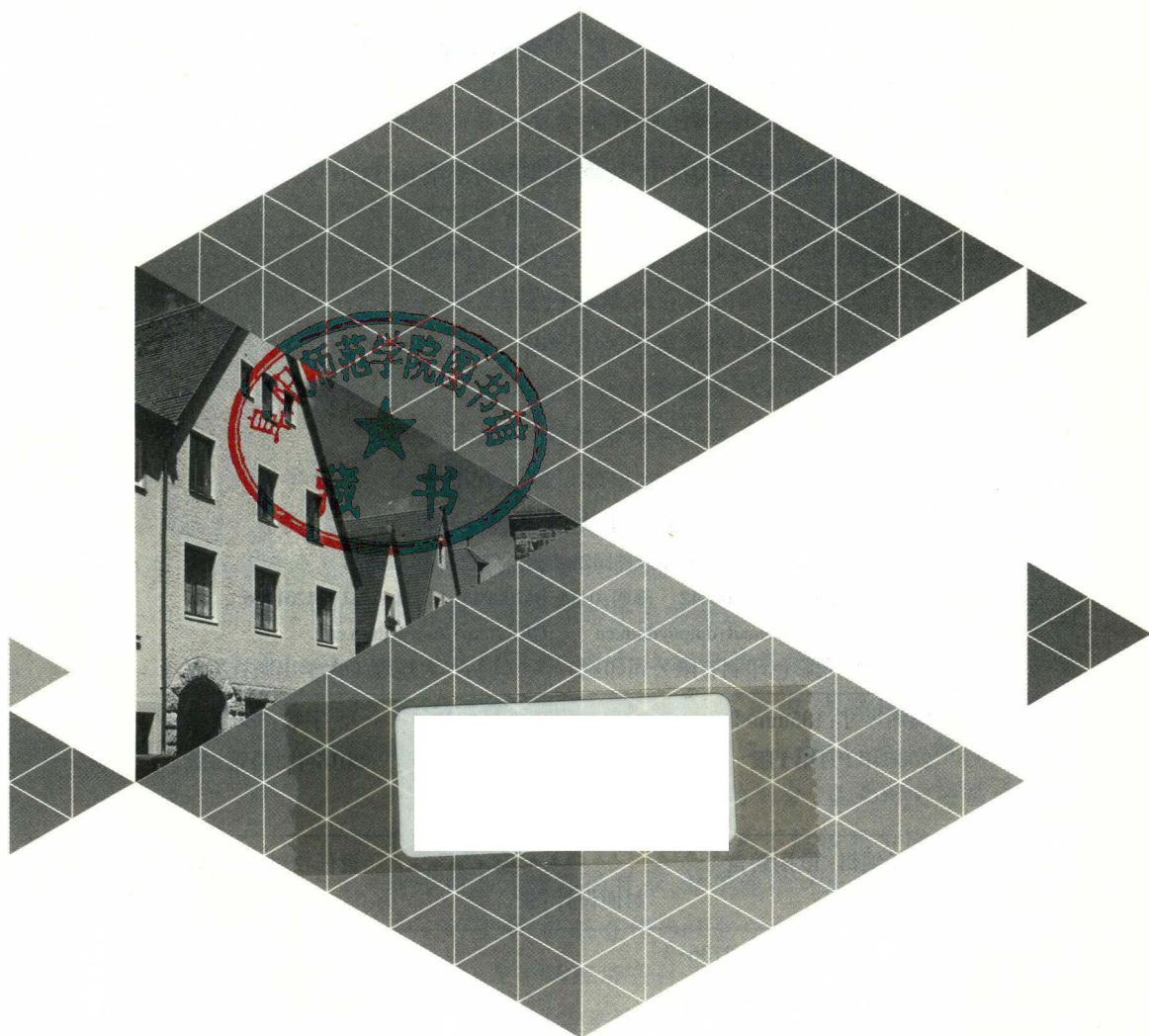


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我们已经进入了一个新的充满机遇与挑战的时代,我们已经跨入了21世纪的门槛。

20世纪与21世纪之交的中国,高等教育体制正经历着一场缓慢而深刻的革命,我们正在对传统的普通高等教育的培养目标与社会发展的现实需要不相适应的现状作历史性的反思与变革的尝试。

20世纪最后的几年里,高等职业教育的迅速崛起,是影响高等教育体制变革的一件大事。在短短的几年时间里,普通中专教育、普通高专教育全面转轨,以高等职业教育为主导的各种形式的培养应用型人才的教育发展到与普通高等教育等量齐观的地步,其来势之迅猛,发人深思。

无论是正在缓慢变革着的普通高等教育,还是迅速推进着的培养应用型人才的高职教育,都向我们提出了一个同样的严肃问题:中国的高等教育为谁服务,是为教育发展自身,还是为包括教育在内的大千社会?答案肯定而且唯一,那就是教育也置身其中的现实社会。

由此又引发出高等教育的目的问题。既然教育必须服务于社会,它就必须按照不同领域的社会需要来完成自己的教育过程。换言之,教育资源必须按照社会划分的各个专业(行业)领域(岗位群)的需要实施配置,这就是我们长期以来明乎其理而疏于力行的学以致用问题,这就是我们长期以来未能给予足够关注的教育目的问题。

众所周知,整个社会由其发展所需要的不同部门构成,包括公共管理部门如国家机构、基础建设部门如教育研究机构和各种实业部门如工业部门、商业部门,等等。每一个部门又可作更为具体的划分,直至同它所需要的各种专门人才相对应。教育如果不能按照实际需要完成各种专门人才培养的目标,就不能很好地完成社会分工所赋予它的使命,而教育作为社会分工的一种独立存在就应受到质疑(在市场经济条件下尤其如此)。可以断言,按照社会的各种不同需要培养各种直接有用人才,是教育体制变革的终极目的。



随着教育体制变革的进一步深入,高等院校的设置是否会同社会对人才类型的不同需要一一对应,我们姑且不论,但高等教育走应用型人才培养的道路和走研究型(也是一种特殊应用)人才培养的道路,学生们根据自己的偏好各取所需,始终是一个理性运行的社会状态下高等教育正常发展的途径。

高等职业教育的崛起,既是高等教育体制变革的结果,也是高等教育体制变革的一个阶段性表征。它的进一步发展,必将极大地推进中国教育体制变革的进程。作为一种应用型人才培养的教育,它从专科层次起步,进而应用本科教育、应用硕士教育、应用博士教育……当应用型人才培养的渠道贯通之时,也许就是我们迎接中国教育体制变革的成功之日。从这一意义上说,高等职业教育的崛起,正是在为必然会取得最后成功的教育体制变革奠基。

高等职业教育还刚刚开始自己发展道路的探索过程,它要全面达到应用型人才培养的正常理性发展状态,直至可以和现存的(同时也正处在变革分化过程中的)研究型人才培养的教育并驾齐驱,还需假以时日;还需要政府教育主管部门的大力推进,需要人才需求市场的进一步完善发育,尤其需要高职高专教学单位及其直接相关部门肯于做长期的坚忍不拔的努力。新世纪高职高专教材编审委员会就是由全国100余所高职高专院校和出版单位组成的、旨在以推动高职高专教材建设来推进高等职业教育这一变革过程的联盟共同体。

在宏观层面上,这个联盟始终会以推动高职高专教材的特色建设为己任,始终会从高职高专教学单位实际教学需要出发,以其对高职教育发展的前瞻性的总体把握,以其纵览全国高职高专教材市场需求的广阔视野,以其创新的理念与创新的运作模式,通过不断深化的教材建设过程,总结高职高专教学成果,探索高职高专教材建设规律。

在微观层面上,我们将充分依托众多高职高专院校联盟的互补优势和丰裕的人才资源优势,从每一个专业领域、每一种教材入手,突破传统的片面追求理论体系严整性的意识限制,努力凸现高职教育职业能力培养的本质特征,在不断构建特色教材建设体系的过程中,逐步形成自己的品牌优势。

新世纪高职高专教材编审委员会在推进高职高专教材建设事业的过程中,始终得到了各级教育主管部门以及各相关院校相关部门的热忱支持和积极参与,对此我们谨致深深谢意;也希望一切关注、参与高职教育发展的同道朋友,在共同推动高职教育发展、进而推动高等教育体制变革的进程中,和我们携手并肩,共同担负起这一具有开拓性挑战意义的历史重任。

新世纪高职高专教材编审委员会

2001年8月18日

前言

《旅游专业英语》(第三版)是新世纪高职高专教材编审委员会组编的旅游管理专业系列规划教材之一。

作者依据自己对涉外导游工作环节和核心技能的深入了解,以高职教育理论为指导,结合自己多年从事高职高专涉外旅游专业英语教学的实践和体会,对大连理工大学出版社2008年6月出版的《旅游专业英语》第二版进行了重新改编。该教材第二版于2010年5月曾获得“广州市属高校首届优秀教材”的称号并创新了出版社同类教材的发行记录。本教材的编写思路主要围绕涉外英语导游技术应用能力这条主线来设计学生的专业英语知识、能力和素质结构,突出语言与专业能力交互融合、共同培养的目标,以求建立新的导游专业英语教学体系和学生所应具备的英语相关能力培养体系。

第三次修订版教材在有效汲取原教材精华的前提下,从内容编排、综合素质和能力训练、语言核心技能培养以及相关知识拓展方面,对原教材进行了部分模块的改编。例如:

1. 为了加深学生对涉外旅游从业人员不同岗位角色的深度体验,全书“对话模块”角色相对固定:所有对话,都是设定 Jocelyn 为英语导游, Lori 是旅游团领队, Smith 夫妇是游客或是酒店房客; Anny 是酒店前台、客房或餐厅接待员,以期增加学生的职业认同感。

2. 练习模块增加了段落听力练习,如在第一章(机场英语)各单元听力练习中,不仅有任务一的对话听说任务,还有任务二的机场大厅英语和飞行途中舱内英语广播,其他章节此模块也组织了一些与最新旅游时尚相关题材的简短听力语料。

3. 本着“专业技能知识拓展+语言操练”的编写原则,作者对原版教材中练习模块的“朗读和翻译”及“阅读理解”部分语料进行了实时更新,以期快捷地传递涉外旅游行业发展的新动态和导游业务能力拓展,所选语料涵盖了如穷游、沙发客、驴友、溜索运动等许多新词。



4. 本教材将原教材中的部分章节进行了整合,把介绍“中国传统文化精髓”的阅读材料渗透到各章节的每一个单元,增设了Text B部分,让学生在课堂学习之余,能逐步拓展文化视野和英语阅读信息量并扩充导游专业英语词汇量,熟练旅游服务英语常用句型和短语。

5. 本教材的版面和内容更加新颖、丰富,课堂活动的设计具有科学性和可操作性,知识结构全面覆盖了听、说、读、写、译综合语言能力训练,并针对外语导游考证的常规题提供了必要的参考资料。各单元在Text A部分介绍了旅游行业服务人员在各种相关涉外工作背景下常见的口头英语规范表达及常用表格、旅游文书等笔头英语写作指南;而Text B则为读者系统地介绍了灿烂的中国传统文化精髓。

本教材具有专业性、知识性、趣味性和可读性,相信它既能成为外事接待人员、导游人员、外语院校师生及英语爱好者的良师益友,又是一本集英语导游行为规范、导游及涉外酒店业务接待、旅游知识于一体的新型教科书。

本教材在编写过程中,参阅了一些国内外近年来出版或网络公开发表的有关资源,特向这些作者致以衷心的感谢。

为了更好地开展立体化教学,本教材配有电子教学课件、练习题参考答案、课文总词汇表,以及全部课文对话、练习听力和阅读材料的音频等教学资源,如有需要请登录教材服务网站进行下载。

本教材由广州番禺职业技术学院彭华主编。广州番禺职业技术学院罗明清、区倩儿、蔡红女、吴含,淄博职业技术学院王迎新、张玲、周涛等参与了部分章节的编写工作。

由于编者水平有限,书中疏漏之处在所难免,恳请各位专家、同行和广大读者批评指正,以便今后进一步修订、完善。

编者

2015年2月

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Chapter

01

English at Airport

In this chapter, you will learn some practical English expressions that are likely to be used in various cases related to international arrival or departure at airport, such as typical conversations and useful patterns for the check-in, luggage consigning, asking for services on plane, immigration inspection and custom-clearance formalities. Besides, samples of real forms made by airports and customs of China or some other foreign countries are provided for readers' reference or practice.

Unit 1

Going Through Check-in Formalities



Text A >>>

Part One

Background Material

Question: How to prepare an outbound tour of the first day?

Tips for Reference

On the first day of an outbound tour, usually the tour manager will meet tour members at a designated departure place at the departure city airport, from where the tour services begin. Normally the cycle of the service includes:

1. The tour manager meets tour members about one or two hours prior to the take-off time of the flight and greets the group.
2. The tour manager checks documents and helps with the check-in formalities and going through the customs. 文件、文档、记录、证明
3. On the flight, it is preferable that the tour manager moves around to help the tourists fill out the entry cards and check necessary documents.
4. When the tour members arrive at the first destination city, the tour manager gathers the group, leading them to the luggage claim area to get their luggage off the carousels (行李传送带); and then go through the health and documents check and the customs clearance together. The tour manager is usually the last person in the group to come through customs, unless any ground operator (地接社) meet-and-assist service is available inside the customs clearance area.

Vocabulary

announce [ə'nauns] v.
board [bɔ:d] v.
check-in ['tʃek ,in] n.
complicated ['kɒmplikeitid] adj.
counter ['kauntə] n.
document ['dɒkjumənt] n.
formality [fɔ:'mælitɪ] n.
proceed [prə'si:d] v.
baggage check
boarding gate
boarding pass
terminal lounge

aisle [aɪl] n.
attach [ə'tætʃ] v.
satchel ['sætʃəl] n.
scale [skeɪl] n.
suitcase ['sju:tkéis] n.
claim tag
waiting hall

Dialogue One

发表,广播(电台节目),正式宣布
登(飞机、车、船等)
登机或旅馆投宿手续
复杂的,难懂的
柜台
文件,公文
程序
着手进行,继续进行
行李牌
登机门
登机牌
候机厅

Dialogue Two

(席位间的)通道
附上,系上,贴上
(皮或帆布的)书包
秤
手提箱
行李票
候机厅

Dialogue One

It's the first time for Mr. Smith, a tourist, to travel abroad by air, now he is talking to Lori, his tour leader, asking about the formalities of check-in.

S: Mr. Smith, a tourist L: Lori, a tour leader

S: Excuse me. I have never flown on an international flight. I want to make sure everything is all right.

- L: Don't worry. I'll help you with that. First, let's make sure you have your documents ready.
- S: You mean passport and ticket? Yes, here they are.
- L: Right. And we are going through the check-in formalities in a few minutes.
- S: Will it take long?
- L: I don't think so.
- S: What should we do in the check-in counter?
- L: The airport clerk will check your passport and ticket and then they will weigh your baggage. How many bags do you want to check in?
- S: Just the carry-ons. I hope they are not overweight.
- L: They allow twenty kilos each. I don't think you've got a problem here. After the weighing, they will give you a baggage check and a boarding pass. But please make sure your passport and other travel documents are carried with you; don't put them in your check-in baggage.
- S: Thank you for reminder. What should I do next?
- L: You need to proceed through security check then.
- S: It seems quite complicated. When will the flight board?
- L: After one and a half hours.
- S: How can I know it?
- L: It will be announced. And I'll call you then.
- S: I'm afraid it's a long wait.
- L: After the formality, you can rest in the terminal lounge near your boarding gate.

Notes

1. And we are going through the check-in formalities in a few minutes. 我们等一会儿就要办理登机手续了。
2. Just the carry-ons. 只有随身携带的小行李。
“carry-on”是可数名词,除指“(可随身携带上飞机的)小包、小行李箱”外,还指“大惊小怪的举动”。
You should put all of your important items in your carry-on.
你应该把所有重要的东西都放在随身携带的小行李里。
What a carry-on!
真是大惊小怪!
3. I hope they are not overweight. 希望它们不会超重。
4. But please make sure your passport and other travel documents are carried with you.
但请确保你的护照和其他旅游文件都随身携带。
5. You need to proceed through security check then. 你需要通过安全检查。
6. When will the flight board? 航班什么时候起飞?

Dialogue Two:

Mr. Smith is now passing through the check-in formalities. He is having a conversation with Ann, a counter server of the airport.

A: Ann, a counter server

S: Mr. Smith, a tourist

A: Good morning, sir. May I help you?

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

A: May I see your ticket?

S: Yes, it's here.

A: And your passport, please?

S: Here you are.

A: Which seat do you prefer, a window seat or an aisle seat?

S: A window seat, please.

A: Please put your suitcase on the scale.

S: What's the weight limit?

A: Fifty pounds.

S: I hope it's not overweight.

A: No. it isn't.

S: May I carry the satchel?

A: Sure, but please attach this claim tag.

S: Ok.

A: Here is your luggage check and your boarding pass. You will have to show the pass on your way to board the plane.

S: Which gate?

A: Gate Ten. Please go and have a seat in the waiting hall.

S: Thank you.

A: Have a pleasant flight.

Notes

1. Which seat do you prefer, a window seat or an aisle seat?

句中的“prefer”是动词,为“更喜欢”。“prefer sth. to sth.”表示“比起某事更喜欢某事”,“prefer to do sth. rather than do sth.”表示“比起做某事更喜欢做某事”,例如:

The guest preferred the window seat to the aisle seat.

与靠通道的座位相比客人更喜欢靠窗的座位。

2. What's the weight limit? 重量限制是多少?

3. Sure, but please attach this claim tag. 当然可以,但请您贴上这个行李票。

4. You will have to show the pass on your way to board the plane. 上飞机时你得出示这个登机牌。

Useful Expressions

For a Tour Guide

1. I think we should start earlier. It may take some time on the way. There are always many traffic jams in this city.
我想我们还是早点动身。路上可能要多用些时间,这个城市总是有许多交通堵塞的地方。
2. You'll have to be at the airport something like an hour before the plane takes off so as to have some time to go through the check-in formalities and other things.
你要在飞机起飞前大约1小时到达机场,这样就可以有时间办理登机手续和其他事情。
3. You'd better have your passport ready.
你最好把护照准备好。
4. Do you have any seat preference?
你对座位有什么偏好吗?
5. Which seat do you prefer, a window seat or an aisle seat?
你喜欢什么样的座位,是靠窗的,还是靠通道的?
6. I wish you a pleasant journey/flight.
祝你旅途/飞行愉快。
7. What is your seat number?
你的座位是几号呢?
8. Do you need any pills/medicine for airsickness?
你需不需要晕机药?
9. Your two baggage claim stubs are attached to the ticket cover.
你的两个领取行李的存根贴在机票正面了。
10. There is nothing at all to worry about. Once you're up in the air, it's just like sitting in your own living room. It's going to be a very pleasant flight.
没什么可担心的,一升到空中你就像坐在自己家中的客厅里一样,这将是一次非常愉快的旅行。

For a Tourist

1. Excuse me, but where is the information counter (Air New Zealand counter)?
劳驾,请问机场服务台(新西兰航空公司柜台)在哪里?
2. Could you please tell me where the International Departure is?
请问国际出发大堂在哪儿?
3. Where can I change money?
我在哪儿可以兑换外币?
4. Is this the counter for check-in of the flight 887 to New York, please?
请问这里是办理到纽约的887号航班的柜台吗?

5. I'd like to take the seat by the window (aisle).
我想要靠窗(过道)的座位。
6. My luggage is overweight, you mean? Then what's the allowance?
你的意思是我的行李超重了? 那么限额是多少?
7. Which is the gate for connecting flight 707 to San Francisco?
我应该在哪个登机口转乘707航班到旧金山?
8. Where can I get my boarding pass and have my luggage weighed?
请问在哪里换登机牌, 给行李称重?
9. When could I board?
我什么时候可以登机?
10. My boarding pass says 11B.
我的登机牌是11B。

Part Three

Writing-skill

How to Fill in the Departure Card

Tips for Reference

Now that your tourists have decided to go for an outbound trip, when filling in the departure cards, as a tour guide, don't forget to remind your clients of the followings:

1. For the convenience of the travel, please fill in the Departure Card with true, clear and complete information.
2. All required items except SIGNATURE on the cards should be filled in with neat and clear letters. The cards filled with pencil are invalid.
3. Read the instruction before signing.

Sample 1

外国人出境卡
DEPARTURE CARD

请交边防检查官员查验
For Immigration clearance

姓
Family name

名
Given names

护照号码
Passport No.

出生日期
Date of birth

航班号/船名/车次
Flight No./Ship's name/Train No.

国籍
Nationality

男
Male

女
Female

以上申明真实准确。
I hereby declare that the statement given above is true and accurate.

签名
Signature

妥善保管此卡, 如遗失将会对出境造成不便。
Retain this card in your possession, failure to do so may delay your departure from China.
请注意背面重要提示。 See the back →

外国人入境卡
ARRIVAL CARD

请交边防检查官员查验
For Immigration clearance

姓
Family name

名
Given names

国籍
Nationality

在华住址
Intended Address in China

出生日期
Date of birth

签证号码
Visa No.

签证签发地
Place of Visa issuance

航班号/船名/车次
Flight No./Ship's name/Train No.

男
Male

女
Female

入境事由(只能填写一项) Purpose of visit (one only)

会议/商务
Conference/Business

访问
Visit

探亲访友
Visiting friends or relatives

就业
Employment

返回常住地
Return home

观光/休闲
Sightseeing/
in leisure

学习
Study

定居
Settle down

其他
others

以上申明真实准确。
I hereby declare that the statement given above is true and accurate.

签名
Signature

Chapter One: English at Airport | 7

Sample 2

Incoming passenger card

Incoming passenger card • Australia

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

▶ Family/surname

▶ Given names

▶ Passport number

◆ Flight number or name of ship

▶ Intended address in Australia

State

▶ Do you intend to live in Australia for the next 12 months? Yes No

▶ If you are **NOT** an Australian citizen:

Do you have tuberculosis? Yes No

Do you have any criminal conviction/s? Yes No

DECLARATION
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

PLEASE X AND ANSWER EVERY QUESTION – IF UNSURE, Yes X

▶ Are you bringing into Australia:

1. Goods that may be prohibited or subject to restrictions, such as medicines, steroids, illegal pornography, firearms, weapons or illicit drugs? Yes No
2. More than 2250mL of alcoholic beverages or 50 cigarettes or 50g of tobacco products? Yes No
3. Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AUD\$900, including gifts? Yes No
4. Goods/samples for business/commercial use? Yes No
5. AUD\$10,000 or more in Australian or foreign currency equivalent? Yes No

Note: If a customs or police officer asks, you must report travellers cheques, cheques, money orders or other bearer negotiable instruments of any amount.

6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables? Yes No
7. Grains, seeds, bulbs, straw, nuts, plants, parts of plants, traditional medicines or herbs, wooden articles? Yes No
8. Animals, parts of animals, animal products including equipment, pet food, eggs, biologicals, specimens, birds, fish, insects, shells, bee products? Yes No
9. Soil, items with soil attached or used in freshwater areas e.g. sports/recreational equipment, shoes? Yes No
10. Have you been in contact with farms, farm animals, wilderness areas or freshwater streams/lakes etc in the past 30 days? Yes No
11. Were you in Africa, South/Central America or the Caribbean in the last 6 days? Yes No

YOUR SIGNATURE

Day Month Year

TURN OVER

Writing Practice

You are going to take the flight 887 from Guangzhou to New York for sightseeing on Dec. 26th, 2014. Please fill in the Departure Card in *Sample 1*.

Part Four Exercises

1. Read aloud until you can say it from memory, then translate it into Chinese.

An airline boarding pass is a printed document that has a security bar code and essential flight information. Boarding passes are required for domestic and international air transportation. Airlines offer a variety of ways at the airport to get one, such as through self-service machines and airline representatives. But with the launch of online flight check-in services, many airlines make it easier to obtain a boarding pass before traveling. Have your picture ID (such as a driver's license) handy each time you present your boarding pass to airport security. After booking a flight, keep your confirmation, e-ticket or frequent flier number handy, as this information might be required to get a boarding pass.

2. Listening Tasks

Task One: Listen and fill in the blanks with what you hear and then do a pair-work to practice it orally.

A: a counter server B: a passenger

- A: Good morning, Madam.
- B: Good morning. (1) _____ to check in for the flight to Beijing?
- A: Yes, it is. May I have your ticket and passport, please?
- B: Here they are.
- A: Please put your luggage (2) _____.
- B: Ok. Is the plane available?
- A: Yes, it is. It will (3) _____. Here are two tags for the suitcases and two labels for the hand luggage.
- B: Thank you.
- A: Do you have any (4) _____?
- B: Well, could I have a seat by the window in the non-smoking area?
- A: There is one (5) _____. Here is your ticket, passport and (6) _____. You're (7) _____.
- B: Thanks a lot.
- A: Have a (8) _____.

Task Two: Listen to a typical public announcement made at an airport or on an airplane, then fill in the blanks with what you hear.

Pre-boarding Announcement

Good afternoon passengers. This is the pre-boarding announcement for (1) _____. We are now inviting those passengers with (2) _____, and any passengers requiring (3) _____, to begin boarding at this time. Please have your (4) _____ and identification ready. Regular boarding will begin in approximately (5) _____. Thank you.

3. Read the following passage and decide whether the statements are true (T) or false (F).

Vocabulary

- | | | |
|--------------------|------------|--------------|
| Couch-surfer: 沙发客 | quote: 引用 | initial: 最初的 |
| facilitate: 促进、使便利 | array: 一系列 | |