

Practical English for International Cruise Ship Crew

国际邮轮 乘务实用英语

闫世斌 主编



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编者的话

中国邮轮产业自从 2006 年发端以来,一直保持迅猛的发展态势。邮轮旅游业首先从上海起步,逐步在各大沿海城市兴起,现正朝内陆城市渗透发展。刚刚过去的 2016 年,已经有超过二百万人次的中国游客乘坐邮轮出游,中国已经成为国际邮轮产业发展的新重点。国际邮轮公司不断派新船来华,皇家加勒比亚洲培训中心已经落户天津,挪威邮轮公司 2017 年正式在华开展邮轮旅游业务,中船集团和嘉年华集团签署战略合作协议,中国开始自己建造豪华邮轮,这些都说明邮轮产业在我国是一个真真正正的朝阳产业。当然,中国邮轮产业起步较晚,还有很多问题。比如:产业链不完整,中国邮轮产业集中于游客接待、邮轮停靠等低端产业链环节,中国企业还无法进行豪华邮轮设计建造,高端产业链环节仍然空白,中国邮轮母港对经济的辐射拉动作用还很不明显,邮轮专业人才培养能力十分不足等。

锦航集团始建于 2004 年,旗下拥有天津锦航远洋企业管理有限公司、河北锦航船舶技术服务有限公司、天津艾维创科技有限公司等多家企业。其中河北锦航船舶技术服务有限公司为国家海事局批准的甲级船员服务机构,获得 ISO9001 - 2008 质量管理体系证书,为河北省船员服务行业协会常务理事单位。锦航集团乘着邮轮产业大发展的东风,“校企合作”工作稳步推进,业务逐年增加,出版一套具有邮轮特点的英语培训教材已十分必要。鉴于此,公司集多年的“校企合作订单培养”教学经验,吸纳国内外邮轮英语教学内容,并争取国际邮轮管理同仁的意见和建议,出版了这本具有邮轮特色的《国际邮轮乘务英语》。

本书主要包含三个部分。第一部分是邮轮基础知识,主要介绍邮轮的发展简况、邮轮航线、邮轮旅游等内容。由于本节主要面向职业院校,所以没有长篇累牍地介绍邮轮专业知识,而是就一些实用性内容进行介绍。第二部分是邮轮乘务岗位实用英语,主要介绍了客房、餐厅、吧台、博彩、免税店、娱乐、前台等服务内容,并介绍了各个部门的岗位名称和岗位职责。第三部分是附录,介绍了航行在世界上的邮轮的名称、世界著名的邮轮公司和邮轮港口,以及邮轮服务常用词汇。此外,本书还附有中文译文和听力练习的答案。

本书在编写过程中得到了众多院校的帮助,黑龙江生态工程职业学院李婷婷老师和许晓晶老师负责第一章和第二章的编校工作,山西旅游职业学院宋晓丽老师负责第三章和第四章的编校工作,唐山工业职业技术学院王颖老师和刘艳丽老师负责第五章和第六章的编校工作,河北政法职业学院董金凤老师负责第七章的编校工作,佳木斯职业学院赵玉凤老师负责第八章的编校工作,唐山职业技术学院梁海波老师负责第九章的编校工作,石家庄财经职业学院刘娜老师负责第十章的编校工作,衡水职业技术学院苏红燕老师和李汉平老师负责附录一和附录二的编校工作,北京经贸高级技术学校薛飞老师负责附录三的编校工作,闫飞同志和李洪同志负责附录四的编校工作,雷阳同志负责统稿。

本书可作为高职院校国际邮轮乘务专业教科书使用,也可以作为邮轮公司、码头、港口等相关单位的员工培训用书。

由于作者水平有限,时间仓促,不妥之处在所难免,恳请广大读者批评指正!

编者

2017年2月

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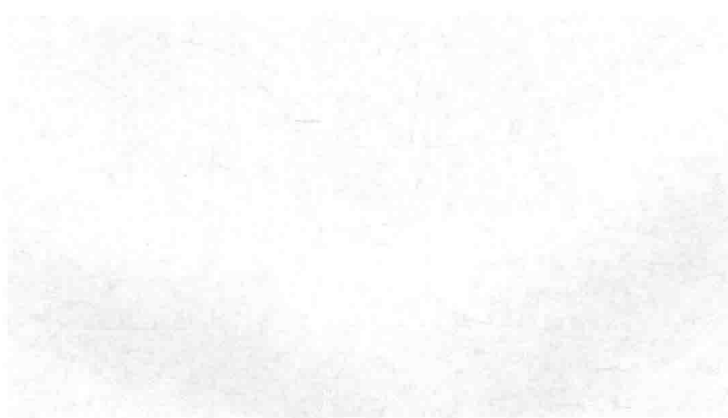
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Part I

Brief Introduction of the Cruise



Chapter 1 Cruise Type

After learning the chapter, you will

1. understand the type of the cruise ships.
2. know what the cruise ship is.
3. get to know some cruise terms.

Lead-in

Put a picture of one cruise ship here. Ask students what is in the picture. Do a brainstorm about cruise ships. What English words can students think of when seeing the picture?



Dialogue

Background of the two dialogues

Mr. Smart is an expert in the field of cruise industry. A student journalist will make a series of interviews with Mr. Smart. Through the

interviews, Mr. Smart will introduce us some relevant knowledge about cruise.

►► Dialogue 1

Student: Hello, Mr. Smart! Thanks for your kindness to accept our interview. I heard that in 2006 one cruise ship berthed in Shanghai. So what is the cruise ship? I have never boarded one.

Mr. Smart: It is so knowledgeable of you to know that one cruise ship berthed in Shanghai in 2006. It is the first time that the cruise ship has berthed in China. From that time, Chinese people began to know the cruise ship.

Student: What is the name of that ship?

Mr. Smart: It is called Costa Allegra.

Student: Thanks. But you still did not tell me what a cruise ship is.

Mr. Smart: A cruise ship is a kind of ship that transports passengers from place to place for pleasure. Different from ordinary ships, on the cruise ship, there are many facilities, such as restaurants, bars, shopping centers, gyms, entertainment venues, communication centers and so on. All the passengers on the cruise ship live in the cabins.

Student: Are cabins just like hotel rooms?

Mr. Smart: Similarly. Nowadays cabins on the cruise ship are becoming larger and more luxurious. On some luxurious cruise ships, all the cabins have balconies. All the cabins are suite rooms with big windows facing the sea and ocean.

Student: It sounds great of the cruise ship.

Mr. Smart: Of course. So with the little knowledge of the cruise ship, you can surf some pictures on the internet. In your summer vaca-

tion, you can cruise one time.

Student: Terrific! I will have a try.

Note

berth 停靠

Costa Allegra “歌诗达爱兰歌娜”号

facility 设备

cabin 客舱

balcony 阳台

suite room 套房

►► Dialogue 2

Mr. Smart: Last time you said you would cruise one time. Have you tried the cruise traveling in the past summer vacation?

Student: Of course. It was fantastic! I saw the blue sea and visited Korea and Japan. On the cruise ship, I heard there are many cruise ships in the world.

Mr. Smart: Yes, of course. In total, hundreds of cruise ships are running in the world.

Student: So many cruise ships! How many kinds of cruise ships are there?

Mr. Smart: Cruise ships can be divided into three kinds. According to the function and the navigation area, cruise ships are divided into classic ocean ships, river cruise boats and superyachts. Classic ocean ships sail on the sea and ocean. River cruise boats sail on the river, like Yangtze River. Superyachts can run in the sea, river and lake, but they focus on private business instead of public affairs. Superyachts usually can not

hold so many passengers. Of course, different classifications can also be applied.

Student: I see. Thanks. I think I need to learn more about cruise ships. Cruise ships are just like moving hotels.

Mr. Smart: Not only moving hotels, but also moving castles or moving resorts.

Student: Yeah! It is in fact a floating paradise.

Mr. Smart: It is true.

Student: Thank you very much. Today I know the classification about the cruise ship.

Mr. Smart: My pleasure.

Note

navigation 航海

classic ocean ships 航海邮轮

river cruise boats 内河邮轮

superyacht 游艇(大型的, 能承载较多人的游艇)

castle 城堡

resort 度假村

classification 分类

Task

1. In dialogue 2, cruise ships are divided into three kinds. What is the standard of the division? In your opinion, how many kinds can the cruise ships be divided?

2. Use the following words to retell what the cruise ship is in your mind.

navigation, ship, castle, resort, floating, paradise, classification.

Text

▶▶ Passage 1

In the past days, the main means of transporting troops to the war zone was by ship. In major wars, these were often cruise ships. Two cruise ships, called Queen Mary and Queen Elizabeth, were used to carry troops in the World War II in one year, because of the extensive troop lift they provided from North America to Europe. The extreme use of troop ships in both world wars gave rise to the construction of a fleet of cruise ships. When submarines that could achieve 40 knots and more under water were constructed, the concept of placing thousands of troops on these cruise ships in hostile waters became too dangerous. Thus cruise ships were seldom used in military aspects. So today cruise ships are regarded as moving resorts gradually. But some day when a new war begin, what will cruise ships be used at that time?

Note

Queen Mary “玛丽女王”号

Queen Elizabeth “伊丽莎白女王”号

troop lift 运兵能力

knot (航速单位)海里/小时

Task

1. After reading the passage, do you have a new concept of cruise ships? Do you still consider that the cruise ship is only a floating resort?
2. Do you want to get closer to the cruise ships? Please consult Ap-

pendix 1 of our text book. After you know so many cruise ships, you can take a cruise ship during the summer vacation. Do you want to have a try?

►► Passage 2

When we are learning the cruise ships, we need to know some terms about the cruise ship.

Boutique ship is a small but very luxurious all-suite cruise ship. The two earliest such ships were Sea Goddess I and Sea Goddess II. The Sea Goddess ships are of 4,620 tons carrying a maximum of 116 passengers in luxurious accommodations. This kind of ship has been more notable for high standards of accommodation than for profitability.

Combi vessel often refers to a passenger-cargo ship, which is a vessel that carries more than 12 passengers in addition to cargoes.

Grand dame is a reference to older vessels, frequently former ocean liners. The best example of this is the former Holland America vessel Rotterdam.

Theme cruise is a cruise where some or all onboard activities are intended to attract people with a special theme. This has been used by many companies to fill ships during fringe seasons. Norwegian Cruise Liner (NCL) has been very successful with its sports theme. One of the more exotic theme cruises is the music cruise (Le Festival de Musique en Mer). The cruise staff are sent on leave and their place are taken by musicians and those who manage events centered on classical music.

Transcanal cruise is generally used to denote cruise that provides a complete transit of the Panama Canal in either direction. These cruises are popular in North American and provide a great deal of revenue both as cruise series and as positioning cruises between West Coast and positio-

ning cruises between West Coast and Caribbean cruise areas.

Note

boutique ship 精品邮轮

combi vessel 客货两用船

grand dame 经典老船

theme cruise 主题邮轮

transcanal cruise 跨运河邮轮

Task

1. After learning these cruise terms, do you have a historical outline of the cruise ships' evolution?
2. What kind of theme cruise do you like? In the future, if you were a captain, what kind of theme would you invent?

Listening Practice

►► Exercise 1

Fill in the blanks while listening.

In the past, a typical cruise will sail for a number of weeks and will 1 at many ports in different countries. But in recent years 2 have been introduced to meet the new demand. 3 are relatively 4 and provide the opportunity for 5 to try the new style of holiday. In a time-strapped world they are also more convenient for families and busy managers.

Today's ships are much 6 than previous ships. Thus more passengers will have the opportunity to visit a variety of places in a short