

21

世纪高职高专旅游管理专业系列教材

English for Tour Guides

导游英语



■ 主 编	程丛喜
■ 副主编	饶莉啦
■ 审 定	Lynn Fair (澳) Marilyn Harmon (美)

WUHAN UNIVERSITY PRESS

武汉大学出版社



世纪高职高专旅游管理专业系列教材

English for Tour Guides

导游英语

主 编 程丛喜
副主编 饶莉啦
审 定 Lynn Fair (澳)
Marilyn Harmon (美)



WUHAN UNIVERSITY PRESS

武汉大学出版社

图书在版编目(CIP)数据

导游英语/程丛喜主编;饶莉啦副主编;Lynn Fair(澳), Marilyn Harmon(美)审定. —武汉:武汉大学出版社, 2005. 8

(21 世纪高职高专旅游管理专业系列教材)

ISBN 978-7-307-04641-2

I. 导… I. ①程… ②饶… ③L… ④M… II. 导游—英语
—高等学校:技术学校—教材 N. H31

中国版本图书馆 CIP 数据核字(2005)第 075810 号

责任编辑:路小静 王春阁 责任校对:王 建 版式设计:支笛

出版发行:武汉大学出版社 (430072 武昌 珞珈山)

(电子邮件:wdp4@whu.edu.cn 网址:www.wdp.whu.edu.cn)

印刷:湖北省京山德新印务有限公司

开本:787×980 1/16 印张:13.875 字数:247 千字 插页:1

版次:2005 年 8 月第 1 版 2007 年 1 月第 2 次印刷

ISBN 978-7-307-04641-2/H·388 定价:24.00 元(含 MP3 光盘)

版权所有,不得翻印;凡购我社的图书,如有缺页、倒页、脱页等质量问题,请与当地图书销售部门联系调换。

21 世纪高职高专旅游管理专业系列教材

编 委 会
(按姓氏笔画排列)

主 任	李丰生	谢 苏	彭 萍
副主任	李肇荣	罗兹伯	
	周 昕	范运铭	
成 员	张 琥	佟 蔚	
	陈学清	饶莉啦	
	舒 晶	魏 群	

总 序

旅游是一种愉快而美好的活动,是人类社会生活的一项重要内容。随着我国旅游业的迅速发展,旅游在社会经济生活中的作用和影响越来越大,旅游院校的旅游教育与研究也在长足发展,并且为旅游业的各个部门培养输送了大批的专业人才。我国的旅游高等职业教育有别于传统的旅游高等普通教育模式,更突出旅游人才规模的专业技能性和岗位指向性,着力于体现旅游专业设置的职业性、教学内容的实用性,强调教学主体的“双元化”即旅游产业部门和教育部门的有效合作、教师队伍的“双师身份”和完备的实训手段。然而,目前各地虽然已出版了一批高职高专旅游专业教材,但从整体上看,旅游高等职业教育的教材建设仍然满足不了旅游形势和旅游高职高专教育发展的需要。

武汉大学出版社策划的丛书“21 世纪高职高专旅游管理专业系列教材”,是按照教育部关于《高职高专教育基础课程教学基本要求》和《高职高专教育专业人才培养目标及规格》的要求,为了适应当今蓬勃发展的旅游高职高专教育的需要,覆盖了旅游高职高专教育的基础课程和专业主干课程,充分体现高职高专培养旅游人才的特点、目标及特色而出版的教材。全套丛书由桂林旅游高等专科学校等拥有雄厚旅游管理专业师资队伍以及较高教学水平的十几所高职高专院校共同参与编写,作者均是从事旅游教学和研究的中青年学者,有的在国外做过研究和学习,有更好的机会了解国内外的情况,使用最新资料和例证,能反映旅游业的最新动态。全套丛书共计 14 册,此套丛书内容精炼,符合高职高专旅游专业教学目的、教学内容深度和广度的要求,实用性强,紧扣高职高专教育培养人才的实用性特点,注重可操作性。

我们期望本套教材的出版，能为旅游高职高专的教材建设尽微薄之力，更好地为广大旅游高职高专院校的师生服务。

桂林旅游高等专科学校 校长：

李丰生

前 言

随着世界经济的发展与人民生活水平的提高,旅游日益成为人们一种主要的社会经济活动。我国自1978年改革开放以来,旅游经历了起步、发展和日趋成熟的几个阶段,来华旅游的海外游客逐年增加,尤其是20世纪90年代以来,我国旅游业进一步快速增长,旅游业的产业地位不断提升,逐步成为我国国民经济的主要组成部分,成为我国经济新的增长点之一。21世纪之初,中国旅游业的综合实力已位居世界第五。

旅游业的迅速发展客观上为旅游学科的发展提供了良好的机遇,旅游教育,特别是旅游高等职业教育得到了前所未有的发展。为了适应新形势下高等旅游职业教育导游英语以及导游翻译人员的实际需要,笔者在总结近20年的外语导游实践、多年旅游教学经验和参阅大量相关资料的基础上,在武汉大学出版社及有关专家的精心指导下,编写了此教材。

本书主要内容分为以下几个方面:

第一部分:共8个单元,每个单元包括情景对话和相关课文,其内容涉及迎接客人、吃、住、行、游、购、娱和欢送客人8方面的工作程序及相关语言。

第二部分:共10个单元,其内容涉及与实际英语导游工作密切相关的旅游专题。

第三部分:主要练习参考答案。

第四部分:导游业务知识问答。

此教材和外语导游实际工作密切结合,既可作为高等院校旅游管理专业、外语专业和高等职业教育教学用书,又可作为广大导游从业人员、英语导游资格证书和等级证书培训或相关专业的参考用书。本书由程丛喜主编并统稿,桂林高等旅游专科学校饶莉啦为副主编,参编人员有叶晨瑜、李霞、魏日、吕敏、康梅林、邱战平、孙江7位老师,他们为本书付出了辛勤的劳动。



我们在编写此书的过程中，得到了湖北省旅游局、武汉工业学院领导及相关老师的大力支持和帮助，在此表示衷心的感谢！

由于时间较紧，书中所存缺点和不足在所难免，敬请广大专家、同行和读者批评指正。

编者

Contents

Part 1 Situational Dialogues and Texts

Unit 1	Meeting the Tourists	3
	Situational Dialogues	3
	Dialogue A: Meeting the New Arrivals at the Airport	3
	Dialogue B: Going Through the Customs Formalities	4
	Dialogue C: On the Way to the Hotel	6
	Text	8
	Exercises	10
Unit 2	Lodging	13
	Situational Dialogues	13
	Dialogue A: Checking in	13
	Dialogue B: Handling Complaint about Room Service	14
	Dialogue C: Checking Out	15
	Text	17
	Exercises	19
Unit 3	Dining	22
	Situational Dialogues	22
	Dialogue A: Seating the Guests	22
	Dialogue B: At the Chinese Restaurant	23
	Dialogue C: At the Western Restaurant	24
	Text	26

	Exercises	29
Unit 4	Transportation	32
	Situational Dialogues	32
	Dialogue A: Asking the Way	32
	Dialogue B: Booking Tickets	33
	Dialogue C: Leading a Tour Group to Take the Train	34
	Text	36
	Exercises	39
Unit 5	Sightseeing	42
	Situational Dialogues	42
	Dialogue A: Conducting a Sightseeing Tour in Hangzhou	42
	Dialogue B: Taking a Natural Scenery Tour in China	43
	Dialogue C: Visiting the Jade Buddha Temple	45
	Text	47
	Exercises	53
Unit 6	Shopping	55
	Situational Dialogues	55
	Dialogue A: At the Arts and Craft Store	55
	Dialogue B: At the Department Store	56
	Dialogue C: At the Souvenir Department	58
	Text	59
	Exercises	64
Unit 7	Entertainment	67
	Situational Dialogues	67
	Dialogue A: Talking about the Recreation and Fitness Center ...	67
	Dialogue B: Booking Tickets for Beijing Opera	68
	Dialogue C: Making Appointment for the Massage Service	69
	Text	70
	Exercises	74
Unit 8	Farewell	77
	Situational Dialogues	77

Dialogue A: Bidding Farewell to the Tourist	77
Dialogue B: Checking in at the Airport	78
Dialogue C: Seeing the Tourist off	79
Text	81
Exercises	83

Part 2 Tourist Topics

Unit 9 A Brief Introduction to China	89
Unit 10 History of China	98
Unit 11 Population and Nationalities of China	104
Unit 12 Political System of China	111
Unit 13 The Present Status of Education and Public Health in China	118
Unit 14 Economic Reform and Opening to the Outside World	125
Unit 15 Traditional Chinese Medicine	130
Unit 16 Wushu and Taijiquan	137
Unit 17 Local Products	147
Unit 18 Religions of China	157

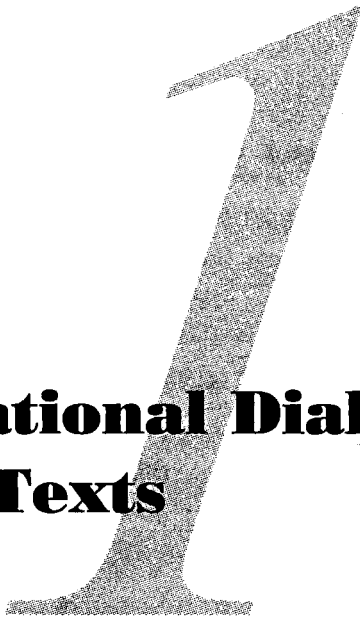
Part 3 Key to Exercises

Part 4 Appendixes

Appendix 1 Art of Speaking to Passengers	183
Appendix 2 Culture Mistakes	185
Appendix 3 Questions and Answers	189
参考文献	212

Part 1

Situational Dialogues and Texts



Unit 1 Meeting the Tourists

Situational Dialogues

Dialogue A: Meeting the New Arrivals at the Airport

(At the airport, Wang Hai, a guide from China Youth Travel Service, is to meet a tour group from the United States headed by the tour leader, Mr. Smith. The travel service has received the notice beforehand about their arrival.)

G = Tour Guide L = Tour Leader P = Passenger M = Member of the Tour Group

G: Excuse me, are you Mr. Smith?

P: No, I am afraid you have made a mistake.

G: I'm so sorry.

P: Never mind.

M: (Listening to their talk) Oh, I'm a member of the tour group from America. Mr. Smith is our tour leader. He is over there.

G: Thank you.

G: Excuse me, but aren't you Mr. Smith from the United States?

L: Why, yes.

G: Oh, Mr. Smith, welcome to China. My name is Wang Hai. I am the guide from China Youth Travel Service.

L: Glad to meet you. Thank you for coming to meet us.

G: Glad to meet you, too, Mr. Smith. How was your trip?

L: Fine. We had a very pleasant trip.

G: You have a group of 14, right?

L: Yes.

G: How many pieces of luggage do you have altogether?

L: 28 in all. And here are the luggage checks.

G: I see. When you pick up your luggage, please put it on these trolleys.

I'll ask the porter to take care of it.

L: Thank you very much.

G: Is everybody here now? Our bus is in the parking lot.

L: Oh, let me see. Yes, everybody is here.

G: Mr. Smith, we've made reservations for your group at Lake View Garden Hotel. Your luggage will be delivered to your rooms in the hotel.

L: That is wonderful!

G: Shall we go now?

L: Yes, I think so.

G: Attention, please. Now please follow me to the bus.

Notes

1. China Youth Travel Service 中国青年旅行社
2. tour leader 旅行团领队
3. How was your trip? 一路还好吗?
4. luggage check 行李牌
5. parking lot 停车场

Dialogue B: Going Through the Customs Formalities

(The tour group is about to go through the Customs formalities. The tour guide, Wu Jun, is telling the group leader, Mr. Hans, what has to be done at the Customs Office.)

G = Tour Guide L = Tour Leader

G: Here we are at the Customs Office. I have to leave you here now, but I'll be waiting for you at the exit.

L: Hold on a minute, please. You see, this is my first trip to China and

I'm not quite sure about the procedures here.

G: Well, firstly, you must go through the Immigration Office, then proceed through the Quarantine Inspection and finally the Customs. You have to present your passport and disembarkation card to the immigration officer. At the Customs Office you should show your Customs forms. On the forms you must list the belongings you have taken with you.

L: The Customs declaration form looks rather complicated and I'm not sure how to fill it out.

G: Let me have a look. Now, what you need to do is simply look through the two lists—the Prohibited Articles List and the Duty-free Quota List.

L: What things do I have to declare on this form?

G: You must declare such articles as electric equipment, foreign currency, jewellery, gold, silver, antiques and other treasures.

L: I have nothing but personal belongings.

G: Do you have any valuables?

L: I have a camera with a zoom lens.

G: Then you should put a mark here. Have you any foreign currency?

L: Yes, I've brought some U. S. dollars.

W: Then you should fill in this foreign currency declaration form.

H: Oh, it's sure not easy to pass Customs!

W: You are right!

Notes

1. customs formality 报关手续
2. Hold on a minute, please. 请等一等。
3. Immigration Office 入境管理办公室
4. Quarantine Inspection 检疫处
5. present your passport and disembarkation card 出示你的护照和入境卡表
6. Customs declaration form 通关申报表
7. Prohibited Articles 禁止物品
8. Duty-free Quota List 免税配额表
9. electric equipment 电器

10. foreign currency 外币
11. zoom lens 变焦镜头
12. You bet! 的确,当然!

Dialogue C: On the Way to the Hotel

(The tourists get into the coach, the guide is taking the tour group from the airport to the hotel. The coach is about to start.)

G = Guide T = Tourist L = Tour Leader

G: After you. Madam.

T₁: Thank you. (They get into the coach.)

G: (counting the tourists) Is everybody here, Mr. Hurt?

T₂: No. One lady hasn't come yet. Poor Lillie, she has been throwing up all the way because of airsickness.

G: Oh, I'm sorry to hear that. I hope she feels better now.

L: Oh, there she comes.

G: Shall we go now?

L: Yes, please.

G: It must be much colder here than it is in England, I suppose.

T₁: Oh, yes. We have rather mild winters. It was very foggy when I left three days ago. I knew it would be colder here, but I thought there would be a lot of snow.

G: We don't have all that much snow in Beijing. In fact, we haven't had any so far this winter.

T₁: What is the temperature today, do you know?

G: About freezing, I think. But this morning's forecast said we were going to have a very cold spell in the next few days—the temperature will probably drop to 10 or 15 degrees below zero.

T₁: It's a good thing that I brought a heavy overcoat. Of course, I came from Hongkong today. It was very warm there. What's this place we are passing through?

G: This is the Embassy Quarter, now we are just coming to Tian'anmen Square. This is Tian An Men, the Gate of Heavenly Peace. The Great Hall of the People is over there. The building we've just passed on the