



普通高等教育“十一五”国家级规划教材

# 导游情景英语

SITUATIONAL ENGLISH FOR TOUR GUIDE

(第二版)

牛白琳 主 编  
张冬梅 副主编



高等教育出版社  
Higher Education Press

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Daoyou Qingjing Yingyu  
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## 内容提要

本书是普通高等教育“十一五”国家级规划教材,是新世纪高职高专旅游服务类专业规划教材《导游情景英语》的修订版。

修订后的教材更着力于体现“实用为主,够用为度”的原则,同时兼顾学生进一步拓展学习的需要。该书以导游的工作情景为主线,内容包括游客接待、饭店安排、景点旅游、交通、服务、购物、娱乐活动、投诉和旅游业务写作,同时在每个情景里辅以必要的话题词库和句型,以使学生在了解相关句型和单词的基础上,进一步练习和实践。书后配有 MP3 光盘,可以帮助学生进行听、说能力训练。

本书可作为高等职业院校、高等专科学校、成人高等教育、五年制高职院校旅游或相关专业培养高等应用性、技能型人才的教学用书,也可作为社会从业人士的业务参考书或培训用书。

## 图书在版编目(CIP)数据

导游情景英语/牛白琳主编.—2版.—北京:高等教育出版社,2010.1

ISBN 978-7-04-028366-2

I. 导… II. 牛… III. 导游-英语-高等学校-教材  
IV. H31

中国版本图书馆 CIP 数据核字(2009)第 224407 号

策划编辑	高 飞	责任编辑	高 飞	封面设计	张雨微
版式设计	范晓红	责任校对	刘 莉	责任印制	朱学忠

出版发行 高等教育出版社  
社 址 北京市西城区德外大街 4 号  
邮政编码 100120  
总 机 010-58581000

经 销 蓝色畅想图书发行有限公司  
印 刷 北京佳信达欣艺术印刷有限公司

购书热线 010-58581118  
咨询电话 400-810-0598  
网 址 <http://www.hep.edu.cn>  
<http://www.hep.com.cn>  
网上订购 <http://www.landaco.com>  
<http://www.landaco.com.cn>  
畅想教育 <http://www.widedu.com>

开 本 787×1092 1/16  
印 张 11.75  
字 数 270 000

版 次 2005 年 7 月第 1 版  
2010 年 1 月第 2 版  
印 次 2010 年 1 月第 1 次印刷  
定 价 23.30 元(含光盘)

本书如有缺页、倒页、脱页等质量问题,请到所购图书销售部门联系调换。

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物料号 28366-00

# 第一版前言

导游作为旅行社产品价值的最终实现者,被称为旅行社的支柱。加入 WTO 后,我国旅游业发展迅速,对导游包括涉外导游人员的需求急剧增长,但目前我国这方面的人才依然相当匮乏。

《导游情景英语》从培养高级应用型人才的总目标出发,尽量考虑工作实际需要,力求向学生提供英语导游语言知识的同时,兼顾业务知识,并突出技能,培养学生运用导游英语的实际能力。

与导游接待工作的顺序相对应,本书共分 10 章,每章又分为若干部分。每章教学可安排 4~6 个课时完成。每个部分包括 5 项内容:

第一项为背景知识介绍,让学生了解相关的导游业务,并培养学生的阅读能力。

第二项为对话,根据一定情景培养学生口语交际能力。按接待国外游客的时空顺序将各单元贯通、依次展开。

第三、四项分别是功能句学习和词库,以拓宽学生的知识面。

第五项是情景练习,让学生结合课文内容,巩固所学知识。

本教材构思新颖,实用性强,使用面广,既可供各类旅游专业用作教材,也可供旅行社从业人员或自学者学习参考。

《导游情景英语》的主编是山西财贸职业技术学院牛白琳副教授(编写第四章、第六章和附录部分),副主编是浙江商业职业技术学院瞿葆(编写第一章和第三章)和江西旅游商贸职业学院谭晓蓉(编写第七章和第十章)。参与编写的还有山西财贸职业技术学院张冬梅(编写第二章和第八章)和王丽霞(编写第九章)以及苏州经贸职业技术学院丁冬梅(编写第五章)。山西财贸职业技术学院李海芳、田琼参与校对。

编者水平有限,疏漏和不妥之处恳请广大读者不吝指正。

编者

2005 年 5 月



## 第二版前言

本书是普通高等教育“十一五”国家级规划教材,是在新世纪高职高专旅游服务类专业规划教材《导游情景英语》的基础上修订而成的。

旅游从业人员具有良好的外语交流能力,是为外国游客提供优质服务的基础。在较短的学制内,培养高职高专旅游专业学生能够熟练地实际使用英语,毕业即可上岗从事涉外旅游活动,是旅游英语教学应该关注的重点。本教材就是以这样的思想为出发点进行编写和修订的。

本书在第一版的基础上,广泛征求用书单位的意见,并精心总结编者教学实践中发现的问题和获得的思考,尽力渗透高职教育、教学理念,进行了较细致的补充和调整。

本教材具有以下特色:

1. 突出实用性。结合高职高专教育特点,在编写中突出“实用为主,够用为度”的原则,不求面面俱到。在选材时以学生在日后工作中会遇到的岗位工作任务为主要训练内容。

2. 强调示范性。情景教学是提高学生实际交流能力的重要手段和方法之一。通过大量使用范例,提高施教于高职高专学生的针对性。

3. 强化实践性。不断实践才能有效提高学生技能,因此在每章节后配有与范例相关的情景练习,使学生达到自我提高的目的。

4. 兼顾拓展性。为满足不同层次学生的专业需求,在附录中增加了反映中国文化、介绍国内著名景点的英语阅读材料以及日后工作中会遇到的一些表格。

5. 配套光盘辅助教学。书后附有 MP3 教学光盘,有助于学生更好地进行英语听、说能力训练。

本书主编是山西财贸职业技术学院牛白琳,副主编是山西财贸职业技术学院张冬梅。各章具体编写分工为:牛白琳编写第四章、第六章和附录部分;张冬梅编写第二章和第八章;浙江商业职业技术学院瞿葆和山西财贸职业技术学院李海芳编写第一章;瞿葆编写第三章;江西旅游商贸职业学院谭晓蓉和山西财贸职业技术学院吕媛编写第七章;苏州经贸职业技术学院丁冬梅编写第五章;山西财贸职业技术学院王丽霞编写第九章;谭晓蓉和张冬梅编写第十章。

本教材在修订过程中参考了大量的国内外资料,得到许多旅游界老师和从业人员的热心帮助和指导,在此表示感谢。

虽然我们在修订过程中付出了很多努力,但仍然难免有不足之处,恳请专家、学者、教师、学生及其他各界人士在使用本教材的过程中给予关注,并将意见或建议及时反馈给我们(yrnq163@163.com),以便在下次修订时完善。

编者

2009年11月

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# Chapter One Receiving a Tour Group

## 学习目标

知识目标:

- \* 了解接待工作的程序;
- \* 熟练掌握和运用接待用语。

能力目标:

- \* 能够用英语迎接和安排客人;
- \* 能够用英语向客人致欢迎词。

## Part 1 Spotting a Tour Group

### 1.1 Background

Spotting tour groups is the first step in the guiding process. You should always check the number of people with the tour escort or the national guide in order to make sure that no one is missing. Then, count how many pieces of luggage the group have together with the tour escort or the national guide and the porter. Make sure all the luggage is loaded on the luggage truck. If the luggage comes in train, ask for the luggage claim card and give it to the porter, so that the luggage can get to the hotel as soon as possible. Finally, you should politely and courteously show the guests to the awaiting bus. Stand beside the front door and smile to everybody as they board the bus. If someone needs help, please give him or her a hand.

### 1.2 Dialogue

#### Dialogue One

**Scene:** Zhang Lin, a tour guide, is meeting a foreign tour group at the airport.

T—Zhang Lin, the tour guide    C—Mr. Cruise, the tour escort

**T** Excuse me, but are you Mr. Cruise from China Smith Tour in New York?

**C** Yes, I am. And you must be Zhang Lin, our local guide.

**T** Oh, yes, Mr. Cruise, I am Zhang Lin, your local guide from CITS, Shanghai Branch.  
Welcome to Shanghai.

**C** How do you do, Mr. Zhang?

**T** How do you do? How was your flight?

**C** Very pleasant.

- T** There are 22 passengers in your group. Is everyone here now?
- C** Oh, some are still claiming their luggage. We've got altogether 22 pieces of check-in luggage.
- T** We have a coach and a luggage truck waiting for us outside at the parking lot.
- C** That's great. Let me see. . . Yes, everyone is here now. Your attention, please, everyone. This is Mr. Zhang, our local guide in Shanghai. Please follow his blue flag to the bus.
- T** Hello, ladies and gentlemen, my pleasure to meet you, follow me, please.

## Dialogue Two

**Scene:** Mrs. Smith tells the guide that her luggage is lost.

T—Tour guide S—Mrs. Smith R—Receptionist

- T** Have you got your luggage now?
- S** Oh, sorry, not yet. When I went to claim my luggage, I couldn't find it.
- T** Don't worry. Let's go to Lost & Found Office of the airport.
- S** Thank you.
- ( They go to the Lost & Found Office where a receptionist is busy. )
- R** Good morning. What can I do for you?
- T** I'm the local guide. One of my guests lost her luggage. We'd like to register here.
- R** If so, you should fill in a form. Here you are.
- ( After a while, Mrs. Smith finishes the form and hands it to the receptionist. )
- S** OK, that's it.
- R** A red bag, medium-sized. There is no name tag on it. A history book with your name on the first page is in the bag. All right, I get it. I'll ring you as soon as there is some information about your luggage.
- S** I'm looking forward to your telephone call. Thank you very much.

## Words and Expressions

local /'ləukəl/adj.	地方的, 当地的
pleasant /'plezənt/adj.	令人愉快的, 舒适的
claim /kleim/vt.	认领, 声称
luggage /'lʌɡɪdʒ/n.	行李, 皮箱
passenger /'pæsɪndʒə/n.	乘客, 旅客
attention /ə'tenʃən/n.	注意, 关心, 关注, 注意力
check-in /'tʃek-in/	报到处, (旅馆、机场等) 登记处
register /'redʒɪstə/vt.	登记
tag /tæg/n.	标签
parking lot	停车场



## Notes

1. CITS Shanghai Branch 中国国际旅行社上海分社, CITS 是 China International Travel Service 的简称。CTS 是中国旅行社的英文 China Travel Service 的缩写。

2. Welcome to Shanghai 欢迎到上海来。例如: Welcome to China.

3. local guide 当地的导游, 即地陪, 全陪为 national guide.

4. How was your flight? 飞行途中一路顺利吗? 也可以说:

Did you have a good trip? 你们旅途顺利吗?

Did you have a pleasant trip? 旅途愉快吗?

5. to claim one's luggage 认领(托运的)行李

6. check-in luggage 托运行李 carry-on luggage 随身行李

luggage 为英式英语, baggage 为美式英语, 均为不可数名词。

例如: a piece of luggage 一件行李 32 pieces of check-in baggage 32 件托运行李

7. coach 长途旅行汽车

8. Your attention, please. 请注意! 也可以说:

May I have your attention, please? 请大家注意, 好吗?

9. fill in a form 填表

10. There is no name tag on it. 上面没有姓名标签。

## 1.3 Function Study

### Identifying tourists

1. Excuse me, but are you Mr. Patterson from Britain?

2. Excuse me, is your name Mr. Patterson?

3. You must be Mr. Patterson, aren't you?

### Greeting tourists

1. How do you do?

2. Nice/ Glad to meet you.

3. How was your flight?

4. Did you have a pleasant trip?

### Self-introduction

1. I am Zhang Lin, your local guide from CITS, Shanghai Branch.

2. Good evening, I am Wang Ming, your guide in Hangzhou.

3. My name is Wendy, and I'll be accompanying you during your stay in Shanghai.

### Responding to an introduction

1. I am very glad to meet you.

2. It's a pleasure/ an honor/ a privilege to know you, Mr. Cruise.

### Making a suggestion

1. Everyone is here. Shall we leave now?

2. Let's get in the bus.


3. Please follow me to our bus.

## 1.4 Word Bank

tour guide	导游
superfine guide	特级导游
senior guide	高级导游
intermediate guide	中级导游
primary guide	初级导游
travel service	旅行社
tour group	旅游团
tour leader	旅游团领队
agricultural tour	农业旅游
around-the-world trip	环球旅游
business travel	商业旅游
culture tour	文化旅游
FIT( foreign independent travel)	外国人个体旅游
folklore tour	民俗旅游
FTT( family individual tour)	家庭式旅游
honeymoon tour	新婚旅游
internal travel; domestic tourism	国内旅游
special interest tour	特种兴趣旅游
guidebook	旅行指南
independent tour	个体旅游;散客旅游
conducted tour	有陪同的旅游
outbound tourist	出境游客
backpacker	背包旅行者
free walker	自由行
circular tour	环程旅行
return journey; round trip	往返旅行
outward journey	单程旅行
package tour; inclusive tour	套餐游;包办游
excursion	远足
expedition	探险
traveler's check	旅行支票
independent traveler	旅游散客
business trip	商务旅行

## 1.5 Role Play

1. You are a tour guide from Beijing Comfort Travel Service. You are at the airport to meet a tour group of 28 people by the name of China Focus 040718. The tour escort is Mr. Stan Co-



hen. The flight has arrived. •

- 1) Recognize your group and find Mr. Cohen.
  - 2) Introduce yourself.
  - 3) Greet your guests.
  - 4) Check the number of people and their luggage. Show them the luggage truck and lead them to the coach.
2. You are meeting a FIT passenger named Mr. Young from the United States at the railway station. Recognize him and show him to the car.
3. One of your guests tells you that he lost his luggage, and you, the tour guide, accompany him to Lost & Found Office of the airport.

## **Part 2** On the way

### **2.1 Background**

When everybody is on the bus, as the tour guide, you shall double-check with the tour escort or national guide to see if everyone is aboard. Then, deliver a welcome speech to all the passengers, including greetings, self-introduction, the driver and the route. You should always welcome the guests to your city and ask them for any questions. Express your willingness to serve them sincerely and honestly, and wish them a pleasant journey and an enjoyable stay in your city.

On the way from the airport or railway station to the hotel you should introduce the main buildings attractions and scenes along the way. The explanation can also be interspersed with comments on the local history, geography, population, areas, climate, culture, customs, cuisine, specialties and so on. When approaching the hotel, you should mention the name of the hotel, class, location and any other distinctive features. As the bus travels at a fairly rapid speed, with some of the tourist attractions flashing by, the explanation shall be brief and concise. Of course, you should get yourself well prepared for answering any questions that the tourists may ask.


When addressing a speech to the group, in fact, during the whole guiding service, try to look happy and pleasant. Always be as polite and charming as you can. Please always bear in mind that the first impression is the most important.

### **2.2 Welcome Speech and Dialogue**

#### **A Welcome Speech**

Good evening, ladies and gentlemen. On behalf of the CITS Hangzhou Branch, I would like to extend you a warm welcome. Welcome to Hangzhou, "the Paradise on Earth".

First, let me introduce myself. My name is Bao—B-A-O. In Chinese, it means "protection". So, I will protect you during your 3-day stay in Hangzhou. And you will feel safe with me, won't you? Our driver is Mr. Zhang, who is a veteran driver with over 20 years of driving experience. The two of us will try our best to make your stay here an enjoyable and pleasant one. Please



feel free to let us know if you have any requests or suggestions.

The hotel you are going to stay in is the best one here in Hangzhou—the Shangri-La. We regard it as the best one because it is best located, best operated and the most expensive one. Located by the West Lake, the Shangri-La boasts the best view of the city. At the same time, it is a beautiful Chinese garden itself with lush green trees and various flowers. It will provide you with the utmost comfort you can dream of. And I am sure you will enjoy your stay there.

The drive to the Shangri-La takes about 45 minutes. And on the way, I'd like to give you a brief introduction to the city.

### **Dialogue On the Way to the Lakeview Hotel**

**Scene:** Chen Jie, the local guide in Hangzhou, is taking Mr. and Mrs. Johnson from the airport to the Lakeview Hotel, where the couple are going to stay for 2 nights.

C—Chen Jie J—Mr. Johnson M—Mrs. Johnson D—Driver

C Now, we are driving to your hotel, the Lakeview Hotel. This is our driver, Mr. Zhang.

J How do you do, Mr. Zhang?

D How do you do?

M Is our hotel far from the airport?

C It usually takes 40 minutes. By the way, your hotel is a very nice 4-star hotel, located on the east bank of the West Lake. If you are lucky, you will have a lake-view room.

J This is our first trip to your city. I was told it is a very popular scenic city.

C Yes. In China, there is an old saying which goes like this: Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou. So, Chinese people consider Hangzhou as a paradise city.

M I assume the city must have a long history.

C The history of the city can be traced back to over 2,200 years ago. You know, in Classic Chinese, the word "Hangzhou" means a piece of land in water which is accessible by boat. Hangzhou saw its heyday during the Southern Song Dynasty, when it served as the capital. Thus, Hangzhou is one of the six ancient capitals in China.

J What is the population of the city?

C The population is about 6 million including the suburbs. However, here in China, it is only a medium-sized city. Now we have entered the downtown area. You will find the Hangzhou railway station to your left. The day after tomorrow, you'll board a train to Shanghai there.

J The building looks very modern.

C You may notice that we are driving from the east to the west and are approaching the West Lake. It is called West Lake because the lake is located on the west part of the city, surrounded by mountains on three sides, except the east. The east is the city proper.

M Oh, what a beautiful lake!

C Here we are, at the Lakeview Hotel. I'll ask the bellboy to take care of your luggage and help you to check in.

J Thank you.

### Words and Expressions

paradise /'pærədəis/ <i>n.</i>	天堂
protection /prə'tekʃən/ <i>n.</i>	保护
veteran /'vetərən/ <i>adj.</i>	经验丰富的, 老兵的
<i>n.</i>	老兵, 老手, 富有经验的人, 退伍军人
request /ri'kwest/ <i>vt.</i>	请求, 要求
<i>n.</i>	请求, 要求, 邀请
utmost /'ʌtməʊst/ <i>n.</i>	极限, 最大可能, 极力
<i>adj.</i>	极度的, 最远的
popular /'pɒpjulə/ <i>adj.</i>	通俗的, 流行的, 受欢迎的
accessible /æk'sesəbəl/ <i>adj.</i>	易接近的, 可到达的
heyday /'hei,dei/ <i>n.</i>	最繁荣、最成功、最强盛的时期
on behalf of	代表……
try one's best	尽力

### Notes

1. It will take / takes... 去某个地方需要花费……时间。也可以说: We will spend... doing something. 做某件事要花费(我们)……时间。
2. to extend a warm welcome 致以热烈的欢迎
3. the Paradise on Earth 人间天堂
4. Please feel free to let us know if you have any requests and suggestions. 如果您有要求和  
建议, 请随时告诉我们。类似的表示还有:  
Please don't hesitate to tell me what you need. 有什么需要请尽管告诉我。
5. Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou. 上有天  
堂, 下有苏杭。
6. Hangzhou is one of the six ancient capitals in China. 杭州是中国六大古都之一。其余  
为: 北京、西安、洛阳、开封、南京。
7. West Lake 杭州西湖, 有“西湖十景”等著名景点。
8. The east is the city proper. 东面是杭州。proper 放在名词之后, 意思是“严格而言的,  
本身的”。例如: Students have to do a year's preparation before they start the degree course  
proper. 学生要先念一年预科, 然后才能开始攻读学位课程。

## 2.3 Function Study

### Asking for attention

1. Ladies and gentlemen, may I have your attention please?
2. Your attention, please?
3. Ladies and gentlemen, please let me have your attention for a moment.



### Before setting off

1. Please sit down and make yourself comfortable. We'll be leaving right away.
2. Please take your seats. We are setting off in just a few minutes.
3. Is everyone on the bus?
4. Off we go.

### Showing directions

1. The Peace Hotel is located on Nanjing Road, close to the Bund.
2. No. 12 bus will take you there.
3. Please look to your right.
4. Look at the skyscraper on your left hand.
5. Go straight ahead and that is our hotel.

### Delivering a welcome speech to a tour group

1. Greet the tourists.
2. Extend a welcome to them.
3. Introduce yourself and the driver to the group.
4. Tell the tourists that you are always at their service.
5. Give a brief account of the hotel where they are going to stay during their visit.
6. Wish the guests a pleasant and enjoyable visit to your place.

## 2.4 Word Bank

mansion; high-rise	大厦
skyscraper	摩天大厦
two-story building	两层楼
sightseeing top floor	观光楼顶
traffic lights	红绿灯
street; road	大街
alley; lane	小巷
crossroads; junction	十字路口
exit	出口
main street	干道
roundabout	环形交通
the old town	老城
fountain	喷泉
statue	雕像
monument	碑
limousine	高级轿车
trolley bus	无轨电车
fly-over	天桥
legend	地图图例说明

pedestrian	行人
map of the town	城市地图
street lights	街灯
clothes shop	时装店
window display	橱窗陈列商品
traffic jams	塞车
one-way street	单行道

## 2.5 Role Play

1. Address a group who come to your city for a 2-day visit. Make a welcome speech to them on behalf of your company.
2. You take a foreign visitor for a city tour. Tell him briefly the general information of your city, including population, area, history, culture and so on. Point out the places of interest and main buildings along the way.

# Part 3 Checking in at a Hotel

## 3.1 Background

Upon arrival at a hotel, as a local guide, you should help the tourists check in and introduce to them the locations of the main facilities of the hotel. For example, you should help the tour escort to fill in the registration form, and assign rooms to the guests. You may point out to the guests where the lifts and the restaurants are. Sometimes, you even have to explain to the guests such trifles as whether the water from the tap is drinkable or not, how to make IDD calls from the room, or how to use the room key. In case the tourists find something wrong with their rooms, you should inform either the Housekeeping Department or the Front Desk immediately and try your best to assist tourists in solving the problem.

After the luggage arrives, you should help the Bell Desk to have the luggage sent to the rooms as soon as possible. The guide should show the tourists to the restaurant when they have their first meal in the hotel, and tell the waiters the group size and special requirements. And you should also explain the beverage policy for the meals.


## 3.2 Dialogue

### Dialogue One

**Scene:** Zhang Lin is the local guide accompanying China Smith Tour 040728, consisting of 25 members. Ms. Brown is the tour escort. They have just arrived at the hotel and are ready to check in. A receptionist is attending them.

Z—Zhang Lin D—Doorman B—Ms. Brown R—Receptionist

D Good afternoon. Welcome to our hotel.

- 
- Z** Good afternoon.
- D** The Front Desk is straight ahead. After you, please.
- R** Good afternoon. May I help you?
- Z** Ms. Brown, our company has booked 11 twin rooms and 2 singles for your group. Is it right?
- B** That's right. Just remind the hotel staff to put a baby's cot for Mr. and Mrs. Young.
- Z** I see. (*To the receptionist*) Hello, I am Zhang Lin, the local guide of China Smith Tour 040728.
- R** A minute, please. Let me check the arrival list on the computer. Yes, we are holding 11 twins and 2 singles for three nights for your group.
- Z** That is right. Are the rooms ready now? The guests got up so early in the morning that they are very tired now.
- R** I'm sorry to say that 2 rooms are not ready yet. Our hotel is very busy today. But I will ask the housekeeping department to tidy up the rooms at once.
- Z** Please hurry up. By the way, there is a couple in my group who are traveling with their 13-month-old baby. Can you place a baby's cot in their room?
- R** Of course. But our hotel will have to charge an extra \$10 per night for the cot.
- Z** Let me talk to the couple and see if they would like to pay. (*a minute later*) OK. Here is \$30 for 3 nights.
- R** Thank you. And Ms. Brown, do you have a group visa?
- B** Yes, here you are. And this is my passport.
- R** Thanks. Here are room keys of your group. I hope you will enjoy your stay at our hotel.
- B** Thank you, we will.
- Z** Has the check-in luggage arrived? We've got altogether 26 pieces.
- R** Yes. But the bell service is very busy now. And I will ask them to deliver the luggage to the rooms as soon as possible.
- Z** My group will have dinner at the hotel tonight. Are we going to eat at the Chinese restaurant on the second floor?
- R** Let me see. Yes, at the Peony Restaurant on the second floor.
- Z** Can you arrange 3 tables for my group? We will start at 7:30.
- R** 3 tables for China Smith Tour 040728 at 7:30. Am I correct?
- Z** Yes, thank you. One more thing, can you make a wake-up call for the group at 7 a. m. tomorrow?
- R** 7 o'clock tomorrow morning. It's done.
- Z** Thank you.
- R** My pleasure.

## Dialogue Two

**Scene:** At mid-night, the tour guide hears the door bell ringing. He gets up and goes towards the door.