

旅游 英语

4

上海外语教育出版社

詹允昭 孙白梅 编著



ENGLISH
FOR 
TOURISM

旅 游 英 语

(第 四 册)

詹允昭 孙白梅等 编

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旅游英语中级本编写人员名单

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编写人员 楼世达 朱瑜明 郭履中

裘俪文 曹 震 庞建明

插图 王果婉 肖曼华

审 订 戴炜栋 华 钧 丁兆敏 王义芳

编 者 的 话

随着我国旅游事业的蓬勃发展,大批旅游宾馆的兴建,旅游从业人员队伍的不断扩大,作为国际旅游工作的主要服务手段——英语,其重要性越来越明显了。广大旅游工作者迫切需要学习旅游英语,以便较好地提高服务质量,完成各项任务。但是,重要的问题是,长期以来缺乏内容合适的旅游英语教材,以致旅游英语教学不能满足客观形势的需要。有鉴于此,上海市旅游局教育处和上海外语教育出版社联合发起,邀请北京第二外国语学院、上海外国语学院、上海旅游专科学校、国际旅行社上海分社以及上海国际旅游职校、上海旅游服务职校、曹阳旅游职校等单位有关高级教师进行研究,经过商讨,决定成立“旅游英语教材编写委员会”,下设中级本和大专本两个编写组。编委决定在两三年内编辑出版整套的旅游英语教材。

在上海市旅游教育研究会各有关成员单位和国家旅游局教育司的有力支持下,旅游英语教材的编写工作进展顺利。首先,中级本于1986年9月起,陆续出齐了四册试教本。通过教学实践,效果良好。于1988年初起由上海外语教育出版社正式出版,向上海市和全国各地发行。其次,大专本的编写工作,由于主要编写人员出国留学等原因,进度有所影响。后经过调整和加强编写力量,进度恢复正常,不久可望正式出版发行。

中级本英语教材共四册,采用单词约三千个,扼要地讲解常用语法知识,要求以听说领先,训练口语为主。前两册为基础教材,后两册着重旅游专业英语训练。为了帮助学者校正语音和语调,编委会特邀请在上海旅专任教的美籍专家朗读,制成朗读磁带。中级本内容实用性强,既可供旅游职校两个学年教学使用,也适用于各旅游企、事业培训在职员工,还可供自学用。学完四册,达到中专水平,在接待外国旅游者时能进行一般业务对话和简单的导游。

在旅游英语教材编写试用和出版的过程中,始终得到各大饭店联营(集团)公司和国际旅行社的培训部、市、区教育局职教办以及各旅游院校热忱关怀支持,在此,谨表示感谢。我们衷心希望各界从事旅游英语教学的人士,使用本教材后,多提宝贵意见。

旅游英语教材编写委员会

1989年5月

CONTENTS

LESSON ONE	Text: What is a Hotel?	1
	Dialog 1: Meeting the Assistant Manager	2
	Dialog 2: The Front Desk	3
LESSON TWO	Text: Classification of Hotels	9
	Dialog: Renting a Hotel Room on a Long-term Basis ...	9
LESSON THREE	Text: A Deluxe Hotel	16
	Dialog 1: Checking into the Room	16
	Dialog 2: Room Service	17
	Dialog 3: Changing Traveler's Checks	17
LESSON FOUR	Text: Housekeeping, Maintenance and Engineering	22
	Dialog 1: Chamber Service	23
	Dialog 2: Laundry Service	23
LESSON FIVE	Text: Special Services and Facilities	27
	Dialog 1: Booking Rooms for a Convention	28
	Dialog 2: A Station-to-Station Call	28
	Dialog 3: A Person-to-Person Call	29
	Dialog 4: A Collect Call	30
REVISION I	33
LESSON SIX	Text: The Foodservice Industry	36
	Dialog 1: In the Hotel Restaurant	37
	Dialog 2: At the Bar Counter	38
LESSON SEVEN	Text: Restaurants	40
	Dialog 1: A Buffet	40
	Dialog 2: In an American Restaurant	41
	Dialog 3: In a French Restaurant	42
LESSON EIGHT	Text: Menus	45
	Dialog 1: Breakfast à la Carte	46
	Dialog 2: Lunch Table d'hôte	47
LESSON NINE	Text: Food Service	54

	Dialog 1: Breakfast	54
	Dialog 2: Lunch	55
	Dialog 3: Dinner	56
LESSON TEN	Text: Beverage Service	60
	Dialog 1: At a Reception	60
	Dialog 2: At a Bar	61
REVISION II	64
LESSON ELEVEN	Text: Tourism	65
	Dialog: At the Airport Check-in Counter	66
LESSON TWELVE	Text: Transportation	69
	Dialog 1: Making Flight Reservations by Phone	70
	Dialog 2: Asking the Way at the Bus Stop	70
LESSON THIRTEEN	Text: Tourist Attractions and the Guided Tour	74
	Dialog 1: Visits and Sightseeing	75
	Dialog 2: At the Toy Counter in a Souvenir Shop ...	75
	Dialog 3: At the Shipping Department	75
LESSON FOURTEEN	Text: Tourist Promotion	79
	Dialog: At a Travel Agent's Information Desk	80
LESSON FIFTEEN	Text: Tour Operators	84
	Dialog: Asking About Guided Tours	85
GENERAL REVISION	89
GLOSSARY	95

LESSON ONE

Text

What is a Hotel?

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink.¹ The hotel may also offer facilities for recreation, such as² a swimming pool, a golf course, a tennis court, and a billiard room.

The services and functions of a hotel mainly fall into two categories:³ the front of the house and the back of the house.

The front of the house involves the management, the front desk, accounting, sales promotion, baggage handling, car attendants and special services.

The back of the house involves housekeeping, food and beverage preparation, laundry service, and engineering and maintenance.

The people who collectively perform the function of establishing and carrying out policies for the hotel are known as the management. An individual involved in management is a manager.⁴

New Words and Phrases

temporary /'tempərəri/ *adj.* 临时的

access /'ækses/ *n.* 接近; 进入

facility /fə'siliti/ *n.* (常用复数) 设备

recreation /rekri'eɪʃən/ *n.* 娱乐

course /kɔ:s/ *n.* 球场

golf course 高尔夫球场

court /kɔ:t/ *n.* 场

tennis court 网球场

billiard /'biljəd/ *n.* 台球

category /'kætigəri/ *n.* 种类

involve /in'vɒlv/ *v.* 包含

promotion /prə'məʊʃən/ *n.* 宣传

maintenance /'meɪntɪnəns/ *n.* 维修,
保养
establish /ɪs'tæblɪʃ/ *v.* 制定
management /'mænɪdʒmənt/ *n.* 管理
部门, 管理

推销(商品等)
collectively /kə'lektɪvli/ *adv.* 集体地,
共同地
individual /'ɪndɪ'vɪdʒuəl/ *n.* 个人

Dialog 1

Meeting the Assistant Manager

(At the swimming pool of the hotel the assistant manager greets Mr Forester a travel agent.)

Assistant Manager: Good morning, Mr Forester. How are you?

Mr Forester: Fine, thanks. And you?

Assistant Manager: Very well, thank you. Please sit down. (To a waiter)

Waiter, two gin and tonics, please.

Waiter: Yes, sir. (Brings the gin)

Mr Forester: Thank you.

Assistant Manager: Well, Mr Forester. How are you getting on with your work here?⁵

Mr Forester: Quite well, thanks. Could you give me a little bit of information?

Where do most of your guests come from? I mean, for instance, how many come from Europe, from the United States, and from Japan?

Assistant Manager: It varies according to the seasons,⁶ but I should say, on the average,⁷ about 40 per cent are from the United States, 40 per cent from Japan and 20 per cent from Europe.

Mr Forester: How long, on the average, do your guests stay here?

Assistant Manager: About three to four days, usually.

Mr Forester: And what proportion of them come here on package tours⁸ rather than private holidays?

Assistant Manager: About 70 per cent of our guests come on package tours.

Mr Forester: Thank you for the information. It's very helpful.

Assistant Manager: You are welcome.

Dialog 2

The Front Desk

(At the Reception Desk)

- Clerk: Good afternoon, sir. Can I help you?
- Mr Morrison: Yes, please. We want rooms for three or four nights at a reasonable price.
- Clerk: Is your reservation made, sir?
- Mr Morrison: No, it isn't.
- Clerk: Do you want a double room, sir?
- Mr Morrison: We'd rather have two singles with baths.⁹
- Clerk: Let me see what we have Here is one on the second floor and another on the third.
- Mr Morrison: You haven't got them on the same floor?
- Clerk: Yes, on the third floor, if you don't mind one back room.
- Mr Morrison: Well, we can't help it.¹⁰ Which direction does it face?
- Clerk: It faces north-northwest.
- Mr Morrison: How much do you charge for them?
- Clerk: The front is 120 dollars and the other 110 dollars, room only.
- Mr Morrison: We'll take those rooms on the third floor, then.
- Clerk: Please fill in the form and sign here.
- Mr Morrison: Yes. (Signs and hands back the form)
- Clerk: How many nights will you be staying?¹¹
- Mr Morrison: Four nights.
- Clerk: Would you please register and sign over here? (Passing him a registration form)
- Mr Morrison: Yes. (Signs and hands back the form)
- Clerk: Your room numbers are 305 and 307. Here are your keys.
- Mr Morrison: Thank you.

New Words and Phrases

assistant /ə'sistənt/ *adj.* 辅助的
assistant manager 副经理
gin /dʒin/ and tonic /'tɒnik/ 杜松
子酒加奎宁水

information /'infə'meɪʃən/ *n.* 消息;情报
vary /'veəri/ *v.* 变化;不同
average /'ævərɪdʒ/ *n.* 平均
reasonable /'ri:znəbl/ *adj.* 合理的

Language Points

1. to have access to food and drink 享用饮食(有吃有喝)
access 意思为“接近”或“进入” have access to ... 有接近……的权利(机会),有进入……的权利(机会)
Everyone in China now has an access to education. 在中国现在每个人都有受教育的机会。
Everyone has the access to a public library. 人人都有机会去公共图书馆。
2. ... facilities for recreation, such as a swimming pool, a golf course, a tennis court and a billiard room.
……娱乐设施,诸如游泳池、高尔夫球场、网球场、弹子房等等。
such as 用来举例对概括性的事加以说明,主要有两种用法:
1) such as 连在一起用。
e. g. I bought many reference books, such as dictionaries and handbooks.
我买了许多参考书,如词典、手册等。
2) such 放在概括性的词前面,而 as 放在列举的事物后面。
e. g. In the stationer's, you may find such things as paper, pens, ink and glue.
在文具店,你可以看到诸如纸、笔、墨水、胶水等东西。
3. fall into two categories 可以分成两类
fall into 分(归)类,相当于 can be divided into
e. g. The story falls into three parts. 这个故事共有三个部分。
4. An individual involved in management is a manager.
从事管理工作的人叫经理。
involved in management 是一个过去分词短语,作定语用,修饰 an individual.
involve 原意为“使专注”,“使卷入”,本句中可译为“从事于”。
5. How are you getting on with your work here?
你在这儿的工作进行得如何?
get on with ... 意思为“从事”,“进行”
e. g. How is he getting on with the investigation?
他的调查搞得怎么样了? 假如要说:在什么方面进行得很好,则为“get on well with ...”
6. It varies according to the seasons. 这是随着季节交替而变化的。
according to ... 意思为“根据……”,“按照……”
e. g. According to the news agency the president has left the country.
据这家通讯社报导总统已经离开了那个国家。
7. on the average 平均地计算,平均地讲
on the average 也可以写成 on an average

8. a package tour 由旅行社全部代办的旅游
package 意为“一揽子”
e. g. a package deal 一揽子交易
9. We'd rather have two singles with baths. 我们还是想要带浴室的两间单人房间。
'd rather = would rather 意思相当于 prefer
10. We can't help it. 我们实在没有办法。
11. How many nights will you be staying? 你们将住几个晚上?
句中 will be doing 是将来进行体,用来表示将来时间,语气更婉转。试比较:
What will they be showing at the school cinema this evening?
今晚学校电影院上映什么片子?
They will be enjoying themselves at the ball this time tomorrow.
明天的这个时候,他们将在舞会上尽情地欢乐。

Exercises

A. Questions on the text:

1. What is a hotel?
2. In a hotel what can the traveler do and to what can he have access?
3. What facilities may the hotel offer for recreation?
4. How many categories can the services and functions of a hotel be divided into?
What are they?
5. What does the front of the house involve?
6. What does the back of the house involve?
7. Who are known as the management?
8. What is a manager involved in?

B. Sentence making:

have access to such as to fall into to involve
to get on with according to on the average at a ... price

C. Play out in class in twos or threes Dialog 1, Dialog 2 and the dialogs below:

1. Booking a room through telephone

Desk Clerk: Hua Ting Hotel. What can I do for you?

Mr Johnson: I'd like to make a reservation for a double room with bath and a single room. We'll be arriving next Friday, March the 2nd, and expect to stay for two days. My name is Mack Johnson.

Desk Clerk: A double room with bath and a single room for March the 2nd.
Am I right, sir?

Mr Johnson: Yes, that's right.

Desk Clerk: Would you mind repeating your name?

Mr Johnson: Mack Johnson. M-A-C-K, J-O-H-N-S-O-N.

Desk Clerk: Very good, Sir. We'll be expecting you next Friday.

2. Registration

Clerk: Good afternoon, sir. Can I help you?

Mr Johnson: Good afternoon. Is this Hua Ting Hotel?

Clerk: Yes, this is Hua Ting Hotel.

Mr Johnson: I'm Mack Johnson. We've got a reservation.

Clerk: Just a minute, please Yes, you've got a reservation.

It's for three people and for two nights. One double room with bath and a single room.

Am I right?

Mr Johnson: Exactly. Where are the rooms?

Clerk: On the second floor. Please sign the register, Mr. Johnson.
Tom, take the suitcases to the second floor.

Tom: Yes, sir.

Mr Johnson: Here's the register. How much are the rooms, please?

Clerk: The double room is \$ 52 per night including breakfast, and the single room is \$ 44.

Mr Johnson: Good.

Clerk: Are you going to the rooms now?

Mr Johnson: Yes, we're going now. Send three cups of coffee to our rooms, please.

Mrs Johnson: And three lemonades.

Clerk: Yes, madam. Here are the keys.

Mr Johnson: Thank you.

D. Situational dialogs:

Below is the map of the occupancy (住房率) of the hotel. Make a dialog in twos on each of the following three situations:

North



116	114	112	110	Hall	108	106	104	102
Corridor								
115	113	111	109		107	105	103	101

Second Floor

216	214	212	210	Hall	208	206	204	202
Corridor								
215	213	211	209		207	205	203	201

Third Floor

316	314	312	310	Hall	308	306	304	302
Corridor								
315	313	311	309		307	305	303	301

Hints

- 1-4 and 13-16 are double rooms. 5-12 are single rooms.
- Rooms on the south side do not have bathrooms.
- Rooms on the north side face the commercial centre, and therefore are comparatively noisy.
- Rooms with slanting lines (斜线) have already been occupied.
- The rate:
double room with bath; 46 US dollars/per night including breakfast
double room without bath; 42 US dollars/per night including breakfast

single room with bath: 28 US dollars/per night including breakfast
single room without bath: 24 US dollars/per night including breakfast

6. A guest may have a 5% discount if he is to stay for one month or over, and a 10% discount if he is to stay for six months or over.

Situation 1:

Mr Smith and his family want one double room with bath and two singles with showers. They prefer their rooms to be on the same floor and quiet. Since their needs cannot be met, they accept, at last, one double room with shower, one single room with bath and one single room with shower on the first floor. They expect to stay for four nights.

Situation 2:

A guest comes to book a single room with bath for office use on a long-term basis. He is going to stay for eight months.

Situation 3:

Mr and Mrs Jones come to book a room for a week. They want a double room. They prefer their room to be quiet. They do not care whether the room has bath or shower.

E. Translation:

柜台服务员: 先生,晚上好!

史密斯先生: 你好! 我想订一间带浴室的双人房间。

柜台服务员: 您要住多久,先生?

史密斯先生: 大约一个星期,也可能十天。哦,我想要一间安静的房间。

柜台服务员: 好,让我看看。好吧,我们给您 204 房间。

史密斯先生: 每晚多少钱?

柜台服务员: 每晚 48 美元,包括早餐在内。

史密斯先生: 好,我们就要这间。

柜台服务员: 请您填写登记表,先生。

史密斯先生: 姓名、国籍、出生地、永久性住址、护照编号、签名。给你。

柜台服务员: 谢谢,先生。这是您房间的钥匙。

史密斯先生: 谢谢。

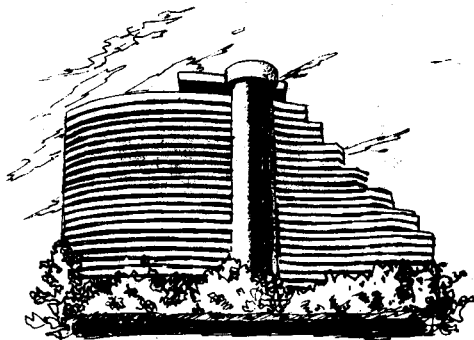
F. Dictation

LESSON TWO

Text

Classification of Hotels

Hotels can be classified into four categories: the commercial hotel,¹ which provides for people who mainly travel on business;² the resort hotel,³ which mainly caters to tourists who travel for enjoyment; the convention hotel,⁴ which aims its services largely at the convention trade;⁵ and the resident hotel,⁶ which is mainly for people who do not wish to keep house themselves and rent accommodations on a seasonal basis⁷ or even permanently.



New Words and Phrases

classification /'klæsifi'keifən/ *n.* 分类

classify /'klæsifai/ *v.* 把……分类

commercial /kə'mə:ʃəl/ *adj.* 商业的

resort /ri'zɔ:t/ *n.* 胜地

cater /'keɪtə/ *v.* 提供伙食、娱乐节目

cater to (for) 迎合……的需要

convention /kən'venʃən/ *n.* 会议, 大会

seasonal /'si:znl/ *adj.* 按季节的

Dialog

Renting a Hotel Room on a Long-term Basis

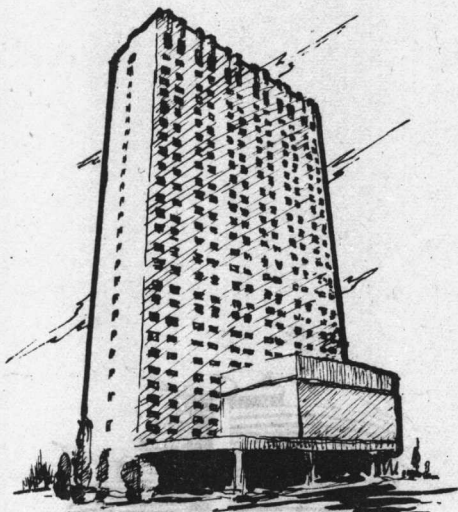
(Mr Li of the Regent Hotel introduces his friend Shelly Brown to John, the Guest Relations Officer⁸ of the hotel.)

Li: Hello, John. This is Miss Shelly Brown, my personal guest from London.

John: Welcome to the hotel, Miss Brown.

Miss Brown: Thank you.

Li: John is the Guest Relations Officer.



John: We take care of all the guests who come into our hotel. We take care of ticket reconfirmation, or any other reservations you may need.

Miss Brown: I'm a travel agent from the Grand Circle Travels in Hong Kong. I'd like to rent a room in your hotel for our office on a long-term basis. I'd also like to get some information about the arrangements.

John: You are most welcome. I'd be glad to be of some help.⁹

Miss Brown: Do you give discount rate for a long-term?

John: Yes, we give 5% for a month and under six months, and 10% for six months and over.¹⁰

Miss Brown: That's fine.

John: Would you like to register now?

Miss Brown: All right.

John: This way, please.

(They go to the reception desk.)

John: Miss Taylor, this is Miss Shelly Brown, Mr Li's guest. She wants to rent a room in our hotel for office use for the Grand Circle Travels in Hong Kong.

Miss Taylor: Welcome to the hotel, Miss Brown.

Miss Brown: Thank you.

Miss Taylor: (Handing over a registration form) Would you just fill up this form, please?

Miss Brown: Certainly.

Miss Taylor: Miss Brown, would you prefer a room facing the poolside¹¹ or one facing the commercial centre?

Miss Brown: The poolside, please. It will be much quieter.

Miss Taylor: Very well. We'll give you Room 1001.

Miss Brown: Could you tell me the rate, please?

