

INSTRUMENTAL ENGLISH

应用英语丛书

English for the
**Travel
Industry**

旅游业英语



外语教学与研究出版社



McGraw-Hill

English for the Travel Industry

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前言

《旅游业英语》以一家人外出旅游度假的实际经历为主线，内容覆盖了民航、机场、海关、饭店及各种旅游机构、度假胜地、服务设施等旅游业的方方面面，所有旅游从业人员都能从中学到需要的英语知识。

每个单元均包含 5 篇阅读文章。每篇文章后附有一系列相关的练习，包括：词汇表 (Word List)，词汇复习 (Vocabulary Review)，问题讨论 (Discussion Questions) 及英语运用 (Using English) 等。旨在提高读者的辨词能力，扩大词汇量，加深对文章的理解。每个单元后均有单元复习及对话练习，并设计了一些稍有难度的综合性习题，以提高读者解决问题的能力。对话练习则以生动的语言给读者提供一些相关的生活场景，可作朗读或双人口语练习的材料。为了使读者更好地理解文章内容，每个单元后都附有注解，重点解释一些语言难点。书后附有总词汇表 (Glossary) 和练习答案 (Keys to Exercise)，便于随时查阅。

本书图文并茂，照片均有文字说明，知识性、趣味性俱佳。

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PICTURE CREDITS

Page

2-3	Lufthansa Air Lines	79(bot.)	Glyn Cloyd
5	Air France	93	H. Armstrong Roberts
11	Air Canada	97	Robert Wallace - Taurus
14	Lufthansa	99-111	Glyn Cloyd
20	H. Armstrong Roberts	114	Eric Kroll - Taurus
21	Jacques Bourgeois-Taurus	117	Glyn Cloyd
22	Eric Kroll - Taurus	124	Eric Kroll - Taurus
24-28	Lufthansa	129	American Society of Travel Agents
36	Glyn Cloyd		
41	(clockwise)	132	Susan Berkowitz - Taurus
	H. Armstrong Roberts;	142-151	Glyn Cloyd
	Eric Kroll - Taurus	152	H. Armstrong Roberts
45	H. Armstrong Roberts	158	Taurus
54	Glyn Cloyd	161	Glyn Cloyd
47	(both)Lufthansa	166	Eric Kroll - Taurus
60	H. Armstrong Roberts	169(top)	H. Armstrong Roberts
72	Laimute Druskis - Taurus	(bot)	Glyn Cloyd
78-79(top)	H. Armstrong Roberts		

Contents

目 录

Unit One 第一单元

En Route	
在路上	2

Unit Two 第二单元

Arrival	
到达	32

Unit Three 第三单元

Entering the Country	
入境	60

Unit Four 第四单元

Leaving the Airport	
离开机场	91

Unit Five 第五单元

Registration	
登记	120

Unit Six 第六单元

Package Tours	
团体旅行	154

Unit Seven
第七单元

Hospitality

好客..... 185

Unit Eight
第八单元

Tourism Information

旅游信息..... 216

Unit Nine
第九单元

Something to Take Home

带点东西回家..... 246

Unit Ten
第十单元

Getting Away

离开..... 274

Glossary 总词汇表..... 303

Keys to Exercise 参考练习答案 325



UNIT 1

En Route

在路上

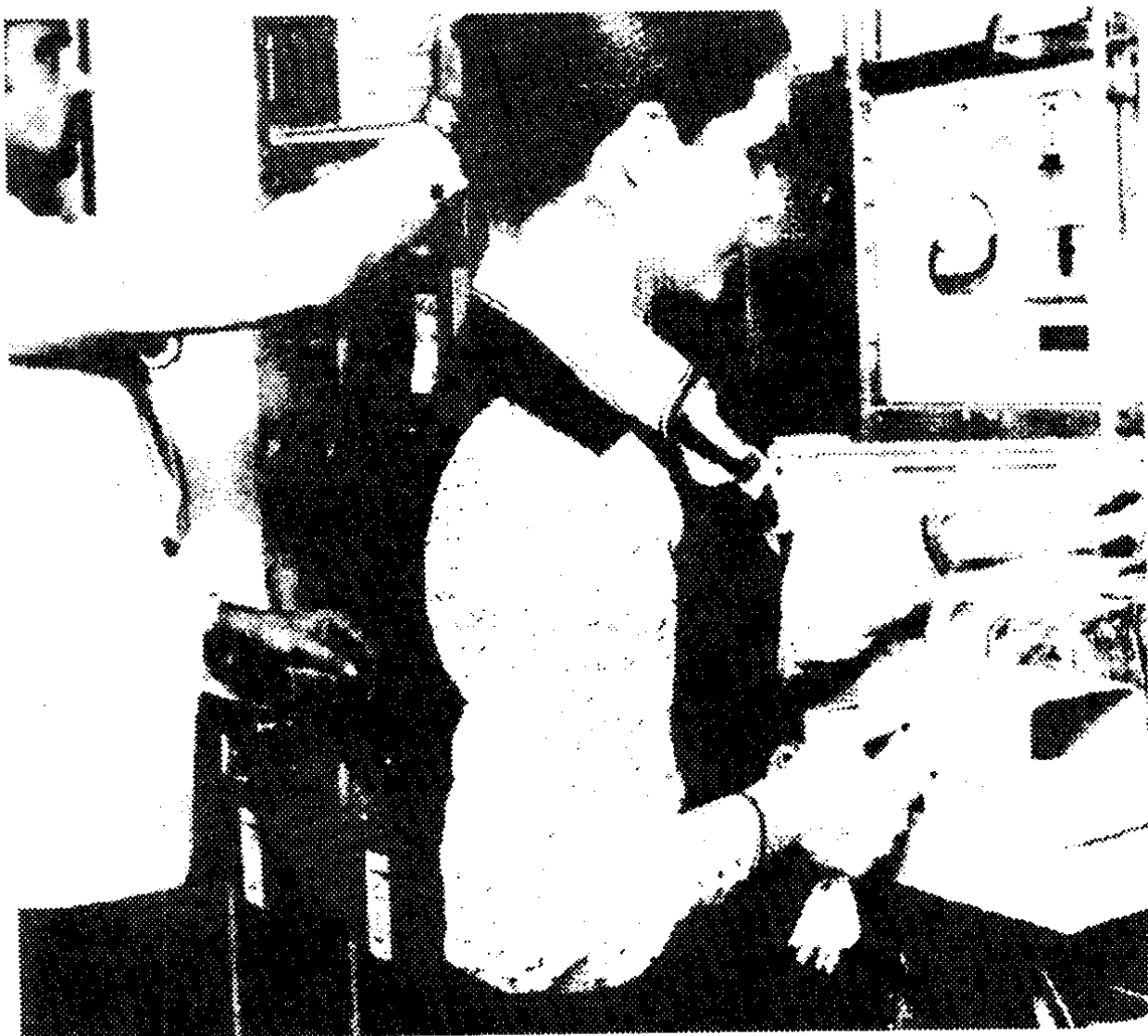


The large airplane is en route to a country which most of its passengers have never visited before. "En route" means on the way. The passengers are the people riding in the airplane. Most of these passengers are tourists – people who travel to see another place, area, or country. Most tourists travel for pleasure*. They enjoy seeing different places and meeting other people.

The long flight, or trip by air, * is almost over. The passengers have finished their dinner. Most of them are resting or relaxing – sleeping, reading, or talking. But for Miss Brown and Mr. Green, who are going home, there are still many things to do before their arrival.

Sue Brown is a stewardess and Sam Green is a steward for their country's airline (the company that operates the airplanes). Their job is to look after the comfort and safety of the passengers who ride in the passenger cabin of the airplane during the flight. * They are also called cabin or flight attendants.

Passenger safety is the main job of flight attendants. Miss Brown



Sue Brown is a stewardess and Sam Green is a steward for their country's airline.

and Mr. Green must make sure the passengers are sitting safely. The things passengers bring on the plane with them must be put away safely so that they will not slide around during the flight. If the plane should move or turn suddenly, a loose object could hit and injure someone. *

Before the flight begins, the flight attendants tell the passengers: "Please stow all hand or carry-on luggage under the seat in front of you or in the overhead compartments."

The things passengers bring aboard (on) the plane are called hand or carry-on luggage. "To stow" these means to put them away. Carry-on luggage can fit either under the seat or in a special



En route, the cabin attendants serve food and beverages to the passengers.

compartment (enclosed space) above the seats over the heads of the passengers. Cabin attendants must make sure these compartments are closed properly during the flight.

En route, the cabin attendants serve food and beverages (drinks) to the passengers. This keeps the attendants busy and on their feet* during most of the flight. On a flight of five hours or more, Miss Brown and Mr. Green walk between 10 and 15 miles – or 16 to 24 kilometers – as part of their jobs.

Their duties also include welcoming the passengers aboard the airliner and helping them to find their seats. A flight attendant must

show the passengers where the emergency exits are and explain how to use the oxygen masks. *

The flight attendants also give out pillows and blankets to help make passengers comfortable. They give passengers magazines to read. They must be able to answer questions about the times of flights and the services of the airline.

“It’s an interesting job,” Mr. Green says, “and we meet many interesting people. We get to see different places. But it’s not all fun. We live out of suitcases, and we serve hundreds of meals each day. A flight attendant has to enjoy taking care of and serving people.”

“Even under the best conditions,” Miss Brown adds, “taking care of a plane full of hungry, thirsty people is not easy. But we have to stay calm and pleasant at all times. This is especially important when bad weather makes a flight rough or bumpy, when a plane is late, or when there is an emergency.”

Flight attendants must learn about the safety equipment of the airplane in which they are flying. They must know how to get passengers out quickly and safely if there should be an accident. And, most important, they must be able to keep the passengers calm in an emergency.

All flight attendants must be able to give first-aid. * This is the help that is given to a sick or hurt person before regular medical treatment from a doctor can be obtained. Such treatment can often save a person’s life if it is given quickly. Learning to give first-aid is an important part of a flight attendant’s training.

“A flight attendant,” Mr. Green says, “has to be able to stay calm and courteous at all times. This is important for the safety of the passengers.”

Miss Brown adds, "Passengers spend more time with flight attendants than with any other airline employee. The service the passengers receive on board the plane determines whether or not they will fly again on one of our airplanes. * We want them to continue to be customers of our airline. So it is important that we give them good, courteous service."

Word List 词汇表

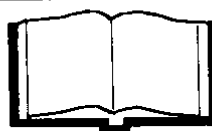
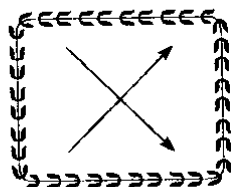
1. en route [ɑ:n'ru:t] (法) 在途中
2. passenger ['pæsɪndʒə] (n) 乘客
3. tourist ['tuərist] (n) 游客
4. flight [flaɪt] (n) 飞行
5. steward ['stjuəd] (n) 空中乘务员 (男性)
6. stewardess ['stjuədɪs] (n) 空中乘务员 (女性)
7. stow [stəʊ] (v) 装
8. compartment [kəm'pɑ:tmənt] (n) 格
9. hand or carry-on luggage 随身携带行李
10. beverages ['bevərɪdʒ] (n) 饮料
11. emergency exit 紧急出口
12. oxygen mask 氧气面具
13. first-aid 急救

Vocabulary Review 词汇练习

将下边左列中的单词用线与右列中相应的意思连接起来。

- | | |
|--------------|--|
| 1. en route | a. trip by air |
| 2. tourist | b. woman who looks after the comfort and safety of |
| 3. passenger | passengers |
| 4. flight | c. things people carry on the plane with them |

- | | |
|---------------------|--|
| 5. flight attendant | d. another name for a steward or stewardess |
| 6. stewardess | e. on the way |
| 7. carry-on luggage | f. help or treatment given to a sick or injured person before regular medical treatment from a doctor is available |
| 8. beverage | g. put away |
| 9. stow | h. drink |
| 10. first-aid | i. person who travels in an airplane, bus, train, boat, or automobile |
| | j. person who travels to see another place, area, or country |



Discussion Questions

问题讨论

1. Why do most tourists travel?
2. After they finish their dinner, what do most of the passengers do?
3. What is the most important job of a flight attendant?
4. What are some of the things a flight attendant does for the comfort and safety of passengers?
5. What kind of a person must a flight attendant be?

Using English 英语运用

Subject Pronouns 主语代词

选择正确的主语代词，替代括号里的名词或名词词组。

1. (Tourists) enjoy seeing different places and meeting other people.
2. (Sue Brown) is a stewardess.

3. (The airplane) is en route to Miss Brown's country.
4. (Miss Brown and Mr. Green) are flight attendants on the airplane.
5. (Sam Green) is able to give first-aid in an emergency.

II

The passengers are relaxing after dinner, but the cabin attendants still have to clean up and put things away in the galley after the meal. The galley of an airplane is the kitchen where the flight attendants get food ready to serve.

Food is not cooked on the airplane. It is cooked either in the airline's own kitchens located near the airports or by special caterers in different cities. Caterers are people who cook and supply meals for others to serve. private catering companies deliver the prepared meals to the airplanes, where they are kept warm and ready to serve in the galley of each plane.

While the other flight attendants are cleaning up after dinner, Miss Brown and Mr. Green have another important job to do to get ready for their arrival.

Miss Brown turns on the public address system to speak to the passengers. The public address system has a microphone and a loudspeaker which make it possible to speak to many people at the same time. This system is part of the plane's intercommunication – or intercom – system.

An intercom is a wired system of voice communication between rooms or other nearby areas in which each station, or place of communication, has both a microphone and a speaker. "Intercommunicate" means to speak to each other. In an airplane, there are intercom stations in the passenger cabin as well as in the cockpit, or

pilot's cabin. Thus* the pilot of the airline can speak privately to any of the flight attendants. The crew (all the people who work on the plane except the officers) can communicate with the cockpit over the intercom. Passengers or anyone else who is not listening over the earphone of the intercom cannot hear what is being said.



The galley or kitchen is where food is prepared.

When a member of the crew or an officer needs to make an announcement (speech) to all the passengers, he or she uses the public address system. This is what Miss Brown is doing now. She is telling the passengers: "We will be passing out special immigration and customs declaration cards to all of you. Please fill these out before we land. You must give them to the immigration and customs

officials at the airport. We'll be happy to help you fill them out. Thank you."

Miss Brown makes this announcement in two languages. On most commercial airlines, announcements to passengers are in English. When the plane belongs to the airline of a country where another language is spoken, the announcements are also made in that language. Almost all the passengers can therefore understand the announcements.

Most travelers learn English in school, as the flight attendants did. Miss Brown and Mr. Green also took special courses in English so they could communicate with foreign passengers on the airlines.

Because they speak English well, Mr. Green and Miss Brown are able to help those passengers who have trouble filling out the cards. The declaration cards ask for information about the passengers that is needed by the immigration and tourism officials.

Although their main job is the comfort and safety of their passengers, Miss Brown and Mr. Green feel they also have another job that is important to their country. They say that the flight attendants are the first people from their country to meet foreign travelers. From the flight attendants, tourists get their first impression of, or ideas about, the new country and its people. Mr. Green and Miss Brown want this first impression, or feeling, to be happy and friendly.

Miss Brown says: "We're the first people to welcome (greet) tourists coming to our country by air. The passengers are like guests in our house. It's important that they feel welcome. We want them to come to our country."

"Yes," says Mr. Green, "if their first impression is good, the