



新编旅游英语

A New Textbook of
English for Tourism

李秀彦 主编

辽宁师范大学出版社



新编旅游英语

A New Textbook of
English for Tourism

主 编 李秀彦

编 委 徐庆江 金 丽 谷 研

卜长青 白 薇

辽宁师范大学出版社

· 大 连 ·

©李秀彦 2009

图书在版编目(CIP)数据

新编旅游英语/李秀彦主编. —大连:辽宁师范大学出版社, 2009. 5

ISBN 978-7-81103-948-1

I. 新… II. 李… III. 旅游-英语-高等学校:技术学校-教材

IV. H31

中国版本图书馆 CIP 数据核字(2009)第 063255 号

出 版 人:程培杰

责任编辑:于志杰

责任校对:文 清

封面设计:方力颖

版式设计:孟 冀

出 版 者:辽宁师范大学出版社

地 址:大连市黄河路 850 号

邮 编:116029

营销电话:(0411)84206854 84215261 84259913(教材)

印 刷 者:大连金华光彩色印刷有限公司

发 行 者:辽宁师范大学出版社

幅面尺寸:178mm×230mm

印 张:19

字 数:382 千字

出版时间:2009 年 8 月第 1 版

印刷时间:2009 年 8 月第 1 次印刷

书 号:ISBN 978-7-81103-948-1

定 价:38.00 元

前 言

《新编旅游英语》是一本专为旅游管理专业高等职业教育学生编写的专业英语教材,也可供有一定英语基础的旅游业中高级管理人员培训以及旅游英语爱好者自学使用。

本教材分八个单元:第一单元抵达 (ARRIVAL)、第二单元前厅 (FRONT OFFICE)由金丽编写,第三单元客房 (HOUSEKEEPING)由谷研编写,第四单元餐饮 (FOOD & BEVERAGE)由李秀彦、徐庆江编写,第五单元康乐 (RECREATION SERVICE)、第六单元购物 (SHOPPING)由卜长青编写,第七单元观光 (SIGHTSEEING)由李秀彦、白薇编写,第八单元离境 (DEPARTURE)由李秀彦、徐庆江编写。全书由李秀彦主持串编定稿。

本教材每单元的主要模块包括:两篇对话 (DIALOGUE 1&2)、一篇阅读 (READING)和练习 (EXERCISES)。为帮助学生掌握对话和理解课文,特提供了基础词汇表 (WORDS & EXPRESSIONS)、常用句式 (USEFUL SENTENCES)和注释 (NOTES)。

在编写过程中,我们坚持创意培养和创新能力训练相结合,理论知识与旅游业实务相结合。以培养旅游从业人才为目标,从教材内容和形式上努力创新,切合实际,对饭店与旅行社实务进行综合性梳理,给学生留下一幅全景式的画面。通过本教材的学习,学生在未来的实际工作中能够使用流畅、地道、专业的工作英语。

编 者

2009 年 3 月

CONTENTS

Unit One Arrival

Lesson One

Dialogue 1 Customs Examination	1
Dialogue 2 At the Customs	2
Reading Baggage and the Customs Inspector	5

Lesson Two

Dialogue 1 Meeting Guests at the Airport	9
Dialogue 2 On the Way to the Hotel	10
Reading The Airlines	12

Unit Two Front Office

Lesson One

Dialogue 1 Reservation	16
Dialogue 2 Fully Booked	17
Reading Advance Reservations and Room Type in a Hotel	19

Lesson Two

Dialogue 1 Registering Individual Guest	23
Dialogue 2 Changing the Room at the Reception Desk	24
Reading The Front Desk	26

Lesson Three

Dialogue 1 The Bellman and Running Errands for the Guest	30
Dialogue 2 Bell Service	31
Reading The Front Desk Employees	33

Lesson Four

Dialogue 1	At the Information Desk	37
Dialogue 2	Inquiring about Scenic Spots and Chinese Dishes	38
Reading	Guest Services	41

Lesson Five

Dialogue 1	Explaining the Bill at the Cashier Desk	44
Dialogue 2	Foreign Currency Exchange	45
Reading	Cashiers	47

Lesson Six

Dialogue 1	Misunderstanding at Front Desk	51
Dialogue 2	Complaints; All Is a Mess	52
Reading	How to Deal with Hotel Complaints	54

Unit Three Housekeeping

Lesson One

Dialogue 1	Guiding Guests to Their Rooms	58
Dialogue 2	About the Hotel Services	59
Reading	The Housekeeping	62

Lesson Two

Dialogue 1	Making up the Room	66
Dialogue 2	Nightly Turn-down Service	67
Reading	Chamber Service	70

Lesson Three

Dialogue 1	Explaining How to Get Laundry Service	73
Dialogue 2	Suggesting the Express Service	74
Reading	Laundry and Valet Service	77

Lesson Four

Dialogue 1	About Room Service	80
Dialogue 2	At Tea Time	81
Reading	Room Service	83

Lesson Five

Dialogue 1	A Morning Call	87
Dialogue 2	Wake-up Call Service	88

Reading	Serviced Accommodation	90
Lesson Six		
Dialogue 1	Lost and Found (1)	94
Dialogue 2	Lost and Found (2)	95
Reading	Marketing of Hotel	97
Lesson Seven		
Dialogue 1	Buying Things on Request	100
Dialogue 2	Providing Something Extra on Request	101
Reading	Ways of Categorizing Hotels	102
Lesson Eight		
Dialogue 1	Complaints about Room Cleaning	106
Dialogue 2	Complaints about Laundry	107
Reading	Customer Complaints	109
 Unit Four Food and Beverage		
Lesson One		
Dialogue 1	A Part-time Job Interview	112
Dialogue 2	An Interview on Waitress	113
Reading	Organization of the Food and Beverage Department	115
Lesson Two		
Dialogue 1	Making a Reservation	119
Dialogue 2	Booking a Table at a Restaurant	120
Reading	Catering Manager	122
Lesson Three		
Dialogue 1	Seating the Guests	127
Dialogue 2	Recommending Food and Drinks	128
Reading	Training New Employees	130
Lesson Four		
Dialogue 1	Ordering in a Restaurant	135
Dialogue 2	Ordering a Dinner	136
Reading	Restaurant Service	140
Lesson Five		
Dialogue 1	Serving the Dishes	144

Dialogue 2 Refreshments	145
Reading Training Programs	148
Lesson Six	
Dialogue 1 Complaining about Food	153
Dialogue 2 Mis-serving and Complaining	154
Reading Have You Any Complaints?	157
Lesson Seven	
Dialogue 1 At the Bar	161
Dialogue 2 Chinese Liquors and Wines	162
Reading Beverage Service	165
Lesson Eight	
Dialogue 1 Taking an à la Carte Order for Chinese-Style Food	170
Dialogue 2 Talking about Chinese Food	171
Reading Chinese Local Cuisine	174
Lesson Nine	
Dialogue 1 Taking an Order for Western-style Breakfast	179
Dialogue 2 Serving the Western-style Dinner	180
Reading American Cooking	183
Lesson Ten	
Dialogue 1 Signing the Bill and Paying with Credit Card	187
Dialogue 2 Explaining the Bill and the Credit Limit	188
Reading Traveler's Checks and Credit Cards	191
Unit Five Recreation Service	
Lesson One	
Dialogue 1 Introducing Health Club Facilities	195
Dialogue 2 At the Indoor Swimming Pool	196
Reading The Importance of Sports	198
Lesson Two	
Dialogue 1 In the Sauna House	202
Dialogue 2 At the Bowling Center	203
Reading The Operation of Recreation	205

Unit Six Shopping

Lesson One

Dialogue 1	Recommending Traditional Chinese Crafts	209
Dialogue 2	Recommending Typical Chinese Toys	211
Reading	Chinese Crafts	214

Lesson Two

Dialogue 1	Buying Jade Carvings	217
Dialogue 2	Fashion	218
Reading	Jade, Ivory and Wood Carving	220

Lesson Three

Dialogue 1	Talking about Tea	224
Dialogue 2	Chinese Medicine and Tonics	225
Reading	Tea	228

Lesson Four

Dialogue 1	Introducing an Embroidered Bamboo Scroll	232
Dialogue 2	Buying Jewelry	233
Reading	Chinese Paintings and Pictures	234

Lesson Five

Dialogue 1	Chinese Seal Cutting, Calligraphy and Paintings	238
Dialogue 2	The Four Treasures of Study	239
Reading	The Four Treasures of Study	242

Lesson Six

Dialogue 1	In the Shopping Mall	246
Dialogue 2	Showing a Guest round the Store	247
Reading	Antiques	249

Unit Seven Sightseeing

Lesson One

Dialogue 1	Discussing the Itinerary	253
Dialogue 2	At Jiuzhaigou Valley	254
Reading	Jiuzhaigou Valley	256

Lesson Two

Dialogue 1	Sightseeing in Lushan	260
Dialogue 2	A Trip in Guilin	261
Reading	The West Lake of Hangzhou	263

Lesson Three

Dialogue 1	A Trip to Yu Yuan Garden	266
Dialogue 2	A Chat on the Scenic Spot	267
Reading	The Summer Palace	269

Lesson Four

Dialogue 1	Visiting the Confucius Temple	272
Dialogue 2	Chatting about the Longmen Caves	273
Reading	Chinese Murals	276

Unit Eight Departure

Lesson One

Dialogue 1	On the Way to the Scenic Spot	279
Dialogue 2	Services in the Scenic Spot	280
Reading	The Role of a Tour Guide	283

Lesson Two

Dialogue 1	Seeing Guests off	287
Dialogue 2	Checking in at the Airport	288
Reading	A Farewell Speech	290

Unit One Arrival

Lesson One

Dialogue 1 Customs Examination

(Tourist = T; Customs Officer = O)

O: Welcome to China. Can I have your passport, customs declaration forms, please?

T: OK. Here they are.

O: Thanks. Mr. Baker, where do you come from, please?

T: Canada.

O: How long do you plan to stay here?

T: For about a month.

O: Are you here for business or pleasure?

T: Pleasure, I'm afraid.

O: May I know your occupation?

T: Computer engineer at Motorola.

O: What's your purpose of coming to China?

T: For sightseeing.

O: Is that your luggage?

T: Yeah.

O: Would you mind opening it?

T: OK. Let me unlock it. These are my personal effects, clothes and traveling necessities.

O: Is this baggage yours?

- T: No, it is my friend's. Do you want her passport, too?
- O: Yes, please. What's that next to the camera?
- T: A mini-tent and... and two bottles of whisky and a carton of cigarettes. I don't know whether I have to pay duty on them.
- O: You don't have to if you have only those. According to our regulations, you're allowed to bring in duty free two bottles of wine or liquor and two cartons of cigarettes. Besides, have you got any foreign currency with you?
- T: Yes, five thousand dollars... US dollars.
- O: Please show me your foreign currency declaration form.
- T: I've given it to you already, officer.
- O: Ah, here it is... Very well. Do you have any carry-on items?
- T: Do you mean the bag? Do you want me to put it on the belt, too?
- O: Yes, please.
- T: OK.
- O: Do you have any contraband, any fresh food, live plants, or animals?
- T: Oh, no, ma'am.
- O: Thank you. You may lock up your suitcase. You've passed the customs. Let me return to you your passport and the stamped documents. Please don't lose them. You'll need them when you leave China.
- T: Thanks a lot.
- O: That's OK. Enjoy your stay here. Bye.

Dialogue 2 At the Customs

Scene: Mr. Hans just arrived at Taoxian Airport. He is now going through the customs. (Mr. Hans = H; Customs Officer = O; Customs Clerk = C)

- H: Excuse me, sir.
- C: Yes?
- H: Where can I go through the customs formalities?
- C: Over there, just around that corner. Look, all the people standing in that line are waiting to go through their formalities.
- H: I see. Thank you.
- C: You're welcome.

- O:** Have you got anything to declare, sir?
- H:** I don't know. You see, this is my first trip to China and I'm not quite sure about the procedures here.
- O:** Well, have you gone through the immigration office?
- H:** Yes, I have done that.
- O:** And the quarantine inspection?
- H:** Yes.
- O:** Very well. Have you filled in the customs declaration form?
- H:** Only partially. It looks rather complicated and I'm not sure how to fill it out.
- O:** I can help you. Please give me your passport and your declaration form. Now, what you need to do is simply look through the two lists, the Prohibited Articles List and the Duty-free Quota List.
- H:** I have nothing but personal belongings.
- O:** In that case, just put down "personal effects". But please go over the lists to make sure that you have nothing to declare. Have you got any valuables?
- H:** I have a camera for my own use.
- O:** Have you got any foreign currency?
- H:** Oh, only one thousand Euros.
- O:** Ok, now would you please put your suitcase and your bag on the conveyer belt? They'll have to go through the scanning machine.
- H:** OK.
- O:** Very well. You have passed the customs. Let me return your passport, your stamped customs declaration form and foreign currency declaration form. Please don't lose them. You'll need them when you leave China. Hope you have a pleasant stay in China.
- H:** Thank you.

Words and Expressions

customs

declare

procedure

immigration

quarantine

n. 海关

v. 申报, 宣布

n. 程序, 手续

n. 移民

n. 检疫

inspection	<i>n.</i> 检查
partially	<i>adv.</i> 一部分, 部分地
duty-free	<i>adj.</i> 免税的
quota	<i>n.</i> 定额, 限额
spirit	<i>n.</i> 烈性酒
tobacco	<i>n.</i> 烟草, 香烟
carton	<i>n.</i> 条, 大块
excess	<i>n.</i> 超过, 超过量
allowance	<i>n.</i> 允许, 准许
Euro	<i>n.</i> 欧元
scan	<i>v.</i> 扫描
stamp	<i>v.</i> 在……盖章
conveyer belt	传送带
immigration office	移民局
the Prohibited Article List	违禁品表
the Duty-free Quota List	免税限额表
health declaration form	健康申明表
foreign currency declaration form	外汇申报表

Useful Sentences

1. I have nothing but personal belongings.
我只有一些个人用品。
2. Can I have your passport, customs and health declaration forms, please?
请出示护照、海关报表和健康申明表。
3. According to our regulations, you're allowed to bring in duty free two bottles of wine or liquor and two cartons of cigarettes.
按照我们的规定, 您可以免税带进两瓶酒和两条香烟。
4. Please show me your foreign currency declaration form.
请把外汇申报表给我看看。
5. You've passed the customs. Let me return to you your passport and the stamped documents.
你的手续已经办完了。护照和这些盖了章的申报表还给您。

Reading Baggage and the Customs Inspector

The personal property that passengers take with them on a trip is called “baggage”, or “luggage”. For people who work on airlines, there are three kinds of baggage. One is the hand or carry-on luggage that people keep with them in the passenger cabin of the aircraft. Then there is the baggage that is carried in the special baggage compartment of the passenger’s plane. This is called “checked baggage”.

A third kind of luggage is called “unaccompanied baggage”. It does not go on the same plane with the passenger, the owner of the baggage. Sometimes a person will make a stop somewhere in the middle of a trip but will send the luggage to the final stop.

Although there are so many kinds of baggage, do not worry. Here are some important information and rules on the items you want to take with you, whatever they may be. Baggage regulations vary from airline to airline. Therefore, the information below is for your guidance only. Contact your travel agent to learn exactly what your airline’s regulations are.

Tips on luggage allowances: The price of your flight ticket includes a free baggage allowance (usually up to 20 kg). Special baggage provisions apply on routes to the USA and Canada.

Tips on excess baggage: A charge will be made for baggage in excess of the free baggage allowance (usually in excess of 20 kg).

Tips on carry-on luggage: You are free to take one piece of carry-on luggage with you when boarding the aircraft. As a rule, it may not be longer than 56 cm, wider than 25 cm or higher than 42 cm, and it may not weigh more than 8 kg. Please keep in mind that you may carry items for everyday use such as nail scissors, disposable razors or pocket knives with blades up to 6 cm long.

Note on hazardous goods: To avoid endangering the safety of air transportation, you may not take any hazardous goods, either in checked or carry-on luggage. These include, for example, propane gas canisters, self-defense sprays, products containing more than 70% of alcohol by volume, paints and coatings, etc.

Sarah Clark is one of the customs inspectors behind the counter. Her job is to examine the contents of all baggage brought into the country and to watch for contraband

and smugglers. However, she knows that most travelers and tourists are not smugglers. Her country does not tax the personal things visitors or tourists bring into the country. The country is anxious for tourists to enjoy its hospitality. Most tourists bring only the personal things they will need for their trip. They do not bring things for resale. Instead they usually buy the country's products to remember the trip or to take home as gifts.

Words and Expressions

inspector	<i>n.</i> 检查员, 巡视员
cabin	<i>n.</i> 小屋, 船舱
compartment	<i>n.</i> 间隔间, 车厢
unaccompanied	<i>adj.</i> 无伴侣的, 无随从的, 无伴奏的
guidance	<i>n.</i> 指导, 领导
provisions	<i>n.</i> 限制性条款, 附文, 附带条件
excess	<i>n.</i> 过度, 剩余, 超额 <i>adj.</i> 过度的, 额外的
board	<i>v.</i> 用板盖上, 提供膳食, 上(船、飞机等)
nail	<i>n.</i> 指甲, 钉, 钉子
scissor	<i>n.</i> 剪刀
disposable	<i>adj.</i> 可任意使用的
razor	<i>n.</i> 剃刀
blade	<i>n.</i> 刀刃, 刀片
hazardous	<i>adj.</i> 危险的, 冒险的, 碰运气的
propane	<i>n.</i> [化] 丙烷
canisters	<i>n.</i> 小罐, 筒
diplomat	<i>n.</i> 外交官
smuggler	<i>n.</i> 走私者, 走私船, 走私犯
resale	<i>n.</i> 再贩卖, 转售

Notes to the Text

1. in advance: 预先。
2. carry-on luggage: 手提行李。
3. enjoy one's hospitality: 感受某人的友善好客。

4. remember the trip: 纪念这次旅行。

Exercises

I. Role-play.

You are an overseas Chinese coming back to visit your relatives and bringing with you some presents for them. Now you are going through the customs formalities.

II. Translate the following sentences into English.

1. 请出示护照和申报单。
2. 你还有其他行李吗?
3. 这些是我私人使用的东西。
4. 这是我要带去台湾的当地纪念品。
5. 你有携带任何酒类或香烟吗?
6. 这个相机是我私人使用的。
7. 你必须为这项物品缴付税金。
8. 随身携带多少现金?
9. 好了! 请将这张申报卡交给出口处的官员。

III. Learn the following special terms.

1. customs examination
2. passport
3. health certificate
4. luggage declaration
5. payment of duty
6. customs formality

IV. Read and learn the following useful sentences.

1. Your passport and declaration card, please.

请出示护照和申报单。

2. Do you have anything to declare?

是否有任何东西需要申报?

3. Please open this bag.

请打开这个袋子。

4. What are these?

这些东西是做何用的?

These are for my personal use. (These are gifts for my friends.)