

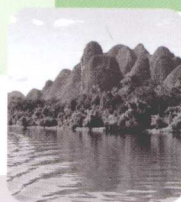
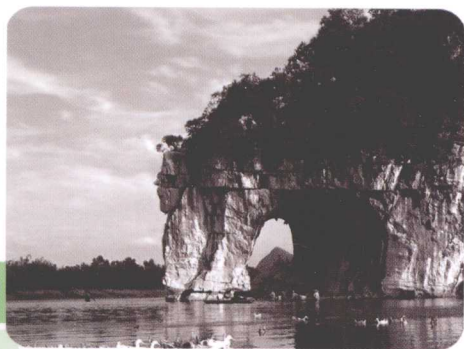


“十二五”规划商务英语高职高专系列教材
首批国家示范性高等职业院校建设成果教材

PRACTICAL ENGLISH FOR TOURISM SERVICE
REFERENCE BOOK

旅游服务英语实训 教学参考书

黎晓伟 陆正刚 主编



对外经济贸易大学出版社
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**Practical English for Tourism Service
(Reference Book)**

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Practical English for Tourism Service (Reference Book)

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出版说明

“十二五”规划商务英语高职高专系列教材是对外经济贸易大学出版社联合多家全国示范性高等职业院校推出的一套全新的立体化商务英语教材，主要适用于全国高职高专院校英语专业的商务/应用/外贸英语方向以及国际贸易或财经类专业的学生。

根据目前高职教育提出的“工学结合，项目为中心，案例驱动教学，边讲边练”为核心的理念，本套教材着眼于提高学生实际操作能力和就业能力，采取模块化、多案例、互动式、重实训的编写方式，课程内容以适度够用为标准。

整套教材按照现有教学课程设置，内容包括《商务英语综合教程1-4》、《商务英语听说实训1-4》、《商务英语口语实训1-2》、《商务英语写作实训》、《商务英语翻译实训》、《国际商务函电实训》、《国际商务谈判实训》、《国际商务制单实训》、《商务礼仪实训》、《文秘接待英语实训》、《英语应用文实训》、《跨文化交际实训》、《旅游服务英语实训》、《酒店英语实训》、《物流英语实训》、《财经英语实训》、《会展英语实训》、《英美概况》、《国际商务报刊选读》等。

本套教材的编写队伍来自全国示范性高等职业院校，编写教师不但具有丰富的商务英语教学经验，且有企业第一线工作经历，主持或参与过多项应用技术研究，是本套教材编写质量的重要保证。

此外，每册教材均配备有PPT课件（网站下载），并根据课程内容选配教学参考书或者MP3光盘，提供立体化教学资源。

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2009年8月

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Situation

Immigration and Customs

Listening

Listen to the following passage and try to fill in the missing words in the blanks.

I. Key to Exercises

A

- | | | | | |
|-------------|----------------|-----------------|-------------|----------------|
| 1. document | 2. holder; | 3. citizen; | 4. regular; | 5. diplomatic; |
| 6. service | 7. categories; | 8. destination; | 9. holder; | 10. purpose |

B

- | | | | | |
|---------|---------|-----------|-------|----------|
| 1. go | 2. in | 3. filled | 4. in | 5. but |
| 6. come | 7. from | 8. hand | 9. in | 10. take |

II. Script:

A

Passport: Passport is an official document identifying the holder as a citizen of a particular country and entitles him or her to travel abroad. According to the law, China's passports are divided into three categories: regular passport, diplomatic passport, and service passport. Regular passports are further divided into two categories: passport for public affairs and ordinary passport.

Visa: Visa is a stamp put on a passport by officials of the destination country to show that the holder may enter, pass through or leave their country. Visa kinds are classified by the purpose of visiting the country, including: on business, on education, for conference, for sightseeing, for visiting relatives, in transit, etc.

B

The British Airlines Flight Number BA039 has just landed at Beijing Capital Internedional Airport. Passengers have come out of the satellite terminal. Mr. Black, a tour leader of APA Travel Service is helping his tour group to go through the Quarantine Station.

O — Quarantine Officer

B — MR. Black

B: Good morning! I'm the tour leader of APA Travel Service. There are 28 people in my group. Can we go through Quarantine in a group?

O: Have all of you filled in the health declaration form?

B: Yes.

O: Where do you come from?

B: All but three of us come from England. Here are the passports for the other three.

O: Those three people come from an epidemic area. Do they have health certificates?

B: Yes, they have.

O: Please tell your people to hand in their health declaration forms and health certificates to us and then you can take them to Immigration.

B: Thank you.

Notes for Situational Dialogues

1. Immigration Office 移民局
2. Quarantine Inspection 检疫
3. the Prohibited Articles List 违禁品表
4. the Duty-free Quota List 免税额表
5. go through — pass through or accepted by 通过:履行(手续)
She went through the degree ceremony without getting too nervous.
她不太紧张地参加了学位授予仪式。
6. fill out — fill in

Please fill out this application form. 请填写这份申请表。

7. I have nothing but personal belongings. 我只有一些个人用品。“nothing but”表示“只有”，又如：For 10 days, he ate nothing but raw fish. 整整 10 天，他只吃了一些生鱼。
8. valuable — something(esp. something small, such as a piece of jewelry) that is worth a lot of money 贵重物品
9. personal belongings 个人用品
10. You are through. 你已经办完了。
11. be about to do something. — to be just ready to do something. 示正/就要做某事
12. the green channel 绿色通道(海关设有红绿两个通道，一般没有物品要申报的旅客可以走绿色通道)

Oral practice

I. Complete the following open dialogues and then role-play them with your desk mate.

A: Anything to declare, madam?

B: No, I have nothing but personal belongings.

A: Would you please open your suitcase for inspection?

B: OK.

A: Is this all the luggage you have?

B: Yes, here's my suitcase and here's my bag.

A: Would you please open this suitcase for examination?

B: OK. These items are for personal use.

A: Any gifts for people in this country?

B: Well, I've brought some small gifts for friends, and here is a carton of cigarettes I bought on the plane.

A: One carton of cigarettes is your duty-free allowance. May I have a look at the gifts?

B: Here they are.

A: What's in that box?

B: It's a camera for my friend.

A: According to the regulation, you must pay duty on it.

B: How much should I pay?

A: We'll work it out for you. Er... let me see, you have to pay thirty dollars. By the way,

what's in your handbag?

B: Some fruits.

A: I'm afraid you cannot bring any fresh fruit into the country. We'll confiscate them if you can not eat them all before you leave the customs.

B: Oh, my God!

II. Make a dialogue with your partner according to the following situation.

You are a tourist visiting China. Your partner is a customs officer. Inside your suitcase are two parcels. The customs officer needs to know what is in the parcels and asks you to open the two parcels.

(open)

Reading

I. Language points

1. collect taxes 收税
2. pay duty on... 为……缴税, 如: The company paid the customs duties on goods imported from other countries. 公司为从其他国家进口的货物上缴税款。
3. drugs 泛指毒品, 可分为不同种类: C — cocaine 可卡因; H — heroin 海洛因; M — morphine 吗啡; O — opium 鸦片。
4. The United States Customs allows the gifts that cost less than \$ 10 duty-free. 美国海关规定单价在 10 美元以下的礼品可以免税带出。
5. to bring in (into) 带入, 引进

He intends to **bring in** some reforms.

他打算提出些改革措施。

又如: A new system of taxation will be **brought into** effect next year.

新的税收制度将于明年实行。

II. Key to Exercises

◇ Answer the following questions based on the information from the passage.

1. What kind of objects are allowed to bring in most countries duty free?

The duty-frees are mainly for personal use, like souvenirs or gifts to friends or relatives.

2. Do you know what kind of things are strictly forbidden to bring in most countries?

Something like drugs and guns are strictly forbidden to bring in most countries.

3. Please explain the word “smuggler”. What does it mean?

People who try to bring contraband items into a country or who try to hide things so that they won't have to pay duty are called “smuggler”.

◇ Language Focus

I. Fill in the blanks with the words given below.

- | | | | | |
|-------------|--------------|---------------|--------------|--------------|
| 1. personal | 2. smuggler | 3. contraband | 4. objects | 5. amount |
| 6. declare | 7. forbidden | 8. luggage | 9. duty-free | 10. dutiable |

II. Complete the following sentences with the phrases or expressions in their proper forms from the Situation.

- | | | | |
|----------|------------|----------|----------|
| 1. bring | 2. brought | 3. bring | 4. bring |
|----------|------------|----------|----------|

◇ Translations

I. Translate the first passage in Reading B (Culture Background) into Chinese.

在海关,你应当把东西放在一起,使工作人员一目了然。你还必须牢记几个基本的关键词,如申报、免税的、要交税的、私人物品等等。还有几个关键的句型,如,“您有什么要申报?”。你若对哪些东西需要申报不大清楚,可以回答“请您告诉我哪些东西是要申报的?”,那么工作人员就会帮助你了。

II. Translate the following sentences into English.

- Here is my passport and declaration form.
- How long will you plan to stay?
- What is your purpose of the visit?
- We have nothing to declare.
- It's for my own use.

◇ Reference Translation

A. 海关

海关是国际机场的一个重要组成部分,它向其他国家的进口物品收取关税。大多数国家允许旅客免税带入一定数量的物品,这些免税物品主要是个人用品、给朋友或亲戚的

纪念品和礼品。同时,每个国家都有自己不允许从境外带入某些物品的相关法律规定。象毒品、枪支之类的物品,属于“违禁品”。试图将违禁品带入一个国家或藏匿物品过关不付税的人,被称为“走私者”。

在免税物品中,包括一些私人物品。这里的“一些”是指旅客可于旅行期间内用完的数量而言。对于一些小礼品,若价格低廉则可以免税,如美国海关规定单价在 10 美元以下的礼品可以免税带出。水果、蔬菜、肉类和肉类制品、活的动物、可以上瘾的烈性药品、麻醉品等,都属于违禁物品,是不允许带入境的。

B. 文化背景

在海关,你应当把东西放在一起,使工作人员一目了然。你还必须牢记几个基本的关键词,如申报、免税的、要交税的、私人物品等等。还有几个关键的句型,如,“你有什么要申报?”。你若对哪些东西需要申报不大清楚,可以回答“请你告诉我哪些东西是要申报的?”,那么工作人员就会帮助你了。

Practical reading

Key to Exercises

ARRIVAL CARD

FULL NAME(AS APPEAS IN PASSPORT) LI XIAOLING	
PASSPORT NO. G12345678	
DATE OF EXPIRY(DD-MM-YYYY) 06 - JUN - 2012	SEX: MALE FEMALE <input checked="" type="checkbox"/>
PLACE OF ISSUE: Guangxi	
NATIONALITY: Chinese	
CITY OF RESIDENCE: Guilin	
COUNTRY OF RESIDENCE: China	
LAST PLACE OF EMBARKATION: Guilin, China	
FLIGHT NO.: CA998	

continue

FIRST VISIT TO MALAYSIA YES✓ NO		TRVAELING ON PACKAGE TOUR YES ✓ NO	
ACCOMMODATION DURING STAY Hotel✓ Residence of friends\relatives Others			
POURPOSE OF ENTRY Holiday✓ In Transit Employment Business Conference Education Visit friends\relatives Official Mission Others			
SIGNITURE: LI XIAOLING			

Situation

Meeting Guests

Listening

Listen to the dialogue and fill in the blanks.

I. Key to Exercises

A

- 1) Excuse me, but are you Ms. Brown from UK
- 2) My name is Chen Lin. I'm the guide from Nanning Travel Service
- 3) How was your trip
- 4) made reservations
- 5) drive directly
- 6) The shuttle bus is just waiting
- 7) baggage will be sent to your rooms
- 8) May I help with your suitcase

B

- 1) F 2) F 3) F 4) F 5) T

II. Script:

At the Airport Representative Desk

Zhang Li: Excuse me, but are you Ms. Brown from UK?

Ms. Brown: Yes, I'm Linda Brown.

Zhang Li: Oh, Ms. Brown. My name is Chen Lin. I'm the guide from Nanning

Travel Service.

Ms. Brown: Hello, Daniel. Thank you for coming to meet us.

Zhang Li: Welcome to Nanning. How was your trip?

Ms. Brown: Fine. We had a very pleasant flight.

Zhang Li: We've made reservations for your party at Yong Jiang Hotel. I suppose you must be rather tired after the long flight, so we will drive directly to the hotel.

Ms. Brown: That's a good idea.

Zhang Li: The shuttle bus is just waiting outside.

Ms. Brown: Fine.

Zhang Li: Your baggage will be sent to your rooms in the hotel.

Ms. Brown: That's good.

Zhang Li: May I help with your suitcase, Ms. Brown?

Ms. Brown: It's very kind of you.

Notes for Situational Dialogues

Dialogue I Meeting Guests at the Airport

1. Excuse me 请原谅,对不起 此处的“对不起”是客套语,常用于表示要走开、插话等。使用时要和“sorry”区别开来。I'm sorry 常用于因确已犯了某种过失而表示歉意,或者表示同情。
2. luggage 行李和 baggage(常用于美国英语)一样, luggage 是一个不可数名词。如果要表示一件行李,英语的表达形式是“a piece of luggage”。
3. Li Hua counts the number in her mind. 李华用心数人数。用手指点人数是不礼貌的。
4. make sure of/that 把某事物弄清楚;核实或查明某事物
To make sure that he was at home, I called him up in advance.
为了确定他在家,我事先打电话给他。
She made a double check to make sure that the door was properly locked.
她仔细检查确保门已锁好。
I'll make sure of the time of the flight.
我要核实一下这班飞机的时间。
5. head for 出发,动身,前往
He headed straight for the bar. 他径直朝酒吧走去。

Dialogue II On the Way to the Hotel

1. On behalf of our company, we would like to extend our warm welcome to all of you. 我谨代表我们公司,热烈欢迎各位。
on behalf of: 代表
On behalf of my colleagues and myself I thank you.
我代表我的同事和我本人向你表示感谢。
2. experience *n.* 经验(不可数名词)
She has a lot of experience in making tour arrangements.
她有丰富的组织旅游的经验。
experience *n.* 经历(可数名词)
We are interested in his experiences in South Africa.
我们对他在南非的经历感兴趣。
experience *v.* 体验,经历,感受
The travel industry has experienced great changes in the last twenty years.
旅游业在过去的二十年中经历了极大的变化。
3. known as 以……而闻名
He is known as a leading poet. 他以第一流的诗人而闻名。
4. with my own eyes 亲眼
I tell you it's true-I saw it with my own eyes. 我告诉你这是真的——我亲眼看见的。
I saw the whole accident with my own eyes. 这次事故我是全部亲眼看到的。

Oral practice**I. Complete the dialogue.**

A: How nice to see you again, Mary.

B: Nice to see you again, Ms. Zhou.

A: Do you have a pleasant trip?

B: Yes, very pleasant.

A: Great changes have taken place, I will show you around.

B: Thank you.

A: I suppose you must be rather tired after the long flight. Let's drive directly to the hotel.

B: It's very kind of you.

II. Match the best meaning given below with the expressions in the right column.**Key to Exercises**

a. 3 b. 1 c. 2 d. 5 e. 4 f. 7 g. 6

III. Role-play

(open)

Reading**I. Notes**

1. be equipped with: be supplied with 装有;配有
The building was equipped with elevators. 那栋建筑配有电梯。
2. in person 亲自
You must come in person. 必须你本人来。
3. representative 代表
We chose him our representative. 我们选他当我们的代表。
a highly competitive sales representative
一个有强烈竞争意识的销售代表
4. right away: without delay; immediately or promptly 立即;马上
Are you leaving right away? 你马上就走吗?
Call the police right away. 立刻报警。
5. accompany: to go along with, so as to be in company with or escort
陪, 伴, 陪着; 陪衬, 伴随
Are parents required to accompany them? 需要父母陪同吗?
Big words seldom accompany great deeds. 雷声大, 雨点小。
6. go through: 通过
The bill went through. 法案通过。
go through the customs formality 办理验关手续
7. convenient: close by or easily accessible; handy *adj.* 便利的, 方便的
When would it be convenient for you to go? 你什么时候去方便?
We must arrange a convenient time and place for the meeting.
我们必须安排一个合适的时间和地点开会。