



旅游英语

LÜYOU
YINGYU

主编◇王丽丽



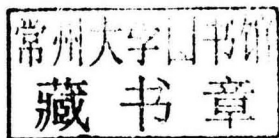
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- ◆ 本社发行部电话: 028-83202463; 本社邮购电话: 028-83201495。
- ◆ 本书如有缺页、破损、装订错误, 请寄回印刷厂调换。

前 言

随着时代的变迁，在交通工具日益发达的今日，人们出游的地点不再局限于自己的国家，环游世界不再是梦想。出国旅游不仅可以放松心情，还可以体验各种不同民族文化，丰富见闻。近年来，海外旅游已成为大家的热门娱乐之一，关于旅游的方式也随着时代进步而有多种选择。从早期的旅行社跟团模式到现在，更多人选择与亲朋好友一起自助旅行或是一个人的背包自由行。用这种完全自主的模式，让旅行者自由安排自己想做的事，更添旅游的乐趣。

为了让旅行更畅行无阻，本书规划从行前准备、交通、住宿、购物至紧急状况等 10 个必备的旅游主题，涵盖多个模拟旅游情境，让你不论是出国公务还是休息度假，都可以走到哪儿，英语说到哪儿。

——这里有从登机出发到返航回国整个流程中可能发生的语言问题及需求，囊括了旅行中的出发、出行、交际、住宿、饮食、购物、游乐、返程等各种情景。

——这里有紧急求助用语，常见商品、食品、菜品名称，知名品牌名称，特色景点和购物场所。无论您是跟团旅行，还是自助出游，您想说的，这里统统都有。

——这里有常见句式的关键替换词、同/近义词、问答句，帮助您自如地表达自己的意思，正确地理解对方的反应，实现真正的沟通。

编写本书的最终目的，就是教读者只要用最简单的单词、最基本的句子，在旅行中自然而然地说出并听懂英文，让旅行畅行无阻。衷心期望本书能成为出国游玩者的最佳伙伴，就算是英文菜鸟，只需学会抓住关键词，也能轻松地表达自己的意思，照样能全世界自由行。

编 者
2015 年 11 月

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Part 1 Preparation for Travel 准备

第 1 节 Itinerary 行程

1.1 Useful Expressions

1. Let's start planning our itinerary.

我们来计划一下行程。

2. How many days can you be away for?

你可以有几天假期?

3. I'm looking for a good travel agency.

我正在找一家可靠的旅行社。

4. I'm looking for a travel agency that has lots of experience booking cruise ships.

我正在找一家订船票经验丰富的旅行社。

5. I'd like to get some information, please.

我想要获得一些资讯。

6. I'm on a limited budget.

我的预算有限。

7. I still haven't decided where to go.

我尚未决定目的地。

8. Do you have any suggestions as to where we should go?

有建议我们可以去哪里的吗?

9. I've checked a few websites and lots of information.

我看了几个网站而且收集了很多资讯。

10. Security can be an issue to be considered as well.

安全性也是需要考量的问题。

11. Short excursions are a good way to get to know one particular place.

短途旅行是了解一地的方法。

12. I have planned my own itinerary and made my own arrangements.

我计划好自己的行程而且做了自己的安排。

13. I prefer to leave the travel arrangements to the professionals.

我喜欢将旅行事宜交给专业人员。

14. Let's design our own itinerary without seeking help from a travel agency.
我们自己规划行程不要找旅行社。

1.1.1 参加旅行团

1. I saw your brochure and would like to join one of your tour groups.

我看到你们的传单,想参加其中一个团。

= After reading one of your ads, I am interested in joining one of your tours.

2. What's the difference between these two groups?

请问这两个团有什么不同吗?

= Could you please tell me the difference between these two tours?

3. Is the accommodation fee included?

请问费用包含住宿吗?

= Does the price include accommodation?

4. Where do we stay?

请问是住什么地方吗?

= Where will we be staying during the tour?

5. Does the tour fee include insurance?

请问团费包含保险吗?

= Will you help us to apply for insurance for the tour?

1.1.2 事先打电话预订住房

1. Do you have a vacant double room from February 5th to February 8th?

我要订2月5日到8日三个晚上的双人房,请问你们有空房吗?

= I would like to book a double room from the 5th to the 8th of February for 3 nights. Do you have one available?

2. There's still a room available.

我们还有一间空房。

= We have one vacant room for you.

3. I'm afraid there are no vacancies.

很抱歉,我们目前没有空房。

= I am sorry. All our rooms have been booked.

4. How much do you charge per night?

请问住一晚多少钱?

= How much does it cost for one night?

5. It's 50 per night.

住一晚是50欧元。

= The rate for one night is 50.

6. Do you have anything cheaper?

有便宜一点的吗?

= Do you have any less expensive rooms?

7. Is breakfast included?

请问房价包含早餐吗?

= Does the rate include breakfast?

8. Yes, breakfast is included.

是的,包含早餐。

= That's right. The rate includes breakfast.

9. The breakfast charge is 8 per person.

单人早餐是8欧元。

10. Is that a suite room?

请问那间是套房吗?

= I'd like a room with a shower.

= Do I need to share the shower and toilet?

1.2 旅游资讯

1.2.1 常见的旅游形式

1. 参加旅行团 travel group

全程参加旅行团的活动,护照和签证等都由旅行社代办处理,吃饭住宿也都是全程跟团员一起活动,非常方便省事。但相对的,有时会因行程无弹性、自主性生低,或为配合其他团员等因素,而影响旅游兴致。

2. 自助旅行 backpacking

不通过旅行社安排行程的旅行方式。从申请护照、签证,到订购机票、预订饭店、规划游览行程、安排当地交通等,都自行处理。这种旅行方式弹性很大、自主性高,但也因变数较多,相对的会碰到较多问题,并不太适合初次旅游或较无旅行经验的人。

backpack 原指“背包”,后来因流行将所有东西都放入一个背包里就去旅行,便将此种旅行称为“go backpacking”,而此类旅行者则称为“backpackers”。

3. 半自助旅行:可大致分为以下三种

(1) 跟团中的自由行 backpacking during group

跟着旅行团一起,但只参加部分行程,有几天是可以随心所欲留在饭店休息,或参观自己想看的景点。而在自由活动的日子里,饮食就需自行打理。现在有许多旅行团以半自助为名,吸引较有独立自主性的旅客。

(2) 含机票酒店的套餐行程 airplane & hotel package

由旅行社代订机票和酒店,其他行程则自由安排,与自助旅行相似。好处是大部分酒店都会一并安排接机或送机,可以省去一些麻烦。由于西方人喜欢自助旅行,国外旅行社的此类套餐行程较少,所以我们若在国外想要得到相关的资讯,最好主动询问。

(3) 参加当地团 local tour

除了自助旅行或是参加自主性较强的旅行团以外,也可以选择旅游在旅游目的地聘请当地导游,或参加当地的旅行团,以了解和体验更多当地的特色、民情和美食。此类团种类繁多,时间也因行程、内容各有不同,可以事先收集资料,仔细比较。

1.2.2 住房选择

有许多不同功能与类型的住房可选择,一般说来约可分为以下几种。

1. 饭店 hotel

国际观光组织联合会,依据 1963 年在罗马举行的国际旅行及观光会议决议,将旅馆分为 1-5 星级(Five Stars Rating)。星级愈高,服务就愈佳,价位也愈高。但要小心会有不良饭店打着六星级(The Sixth Star)之名招揽顾客,所以旅游前务必借由旅行社、网络或朋友询问,以确定住宿品质。一般而言,饭店里服务周到、设备(facilities)齐全,大多有桑拿(sauna/spa)、游泳池(swimming pool)、会议厅(conference room/meeting hall)等可使用。

2. 汽车旅馆 motel

汽车旅馆因为不用担心停车的问题,最适合开车长途旅行的人使用。大部分的汽车旅馆都可以随时入住或退房,然而附带的设施较少。这类型的旅馆在美国及欧洲大陆较常见,是一种方便但不讲究服务的住房选择。

3. 旅馆型民宿 B&B

“B&B”全名为 bed and breakfast,包含的服务项目一如其名,为“床”及“早餐”,在欧洲大陆、及澳洲等地很常见。一般说来,B&B 的等级比 hotel 低,但服务周到,环境也很干净,加上价格较为合理,是许多人旅行时的第一选择。

4. 家庭式民宿 guest house

此类为我们较为熟知的民俗型旅社,大部分都与主人一起居住,并与主人共享生活空间;如果与主人有较为密切的互动,还有机会更多了解当地的生活。此类旅社在日本尤为常见,在欧美的乡间也不难发现。

5. 青年旅社 hostel

又称为 youth hostel,在国内广为人知的是 YMCA(基督教青年会)。如果旅行的经费有限,那么青年旅社是最好的选择,价位比 B&B 还要低,但也因为价格低廉,许多事都须靠自己完成。大部分的青年旅社,4~8 人 1 间,多为上铺(double-decked bunk/bunk bed),须共用卫浴,有些需要另外租借棉被(bedquilt)、毛毯(blanket)和床单(duvet cover)。房间里较缺乏个人隐私,所以要非常注意钱财及人身安全。

旅行时,如果住此类旅社的机会最多,不妨在出国前,先申办一张国际青年旅馆卡(Hostelling International Card,简称 HI Card),可通过以下网址申请,“<http://www.byecity.com>”,有了此卡将可以较优惠的价格入住喔!

6. 公寓型旅馆 apartment

适合长时间停留的人,通常居住时间愈长,主人会给你愈低的折扣。较高级的房间有私人厨房(private kitchen),平价的则会将厨房设在公共空间里,与其他人共用。要注意的是,此类型通常会有最低租期(shortest tenancy),如果居住时间不够长,可是不能入住的喔!

7. 其他类型的住房

依各国或当地不同的风俗民情,会有其他住房可选。如欧洲的教堂(church)或城堡(castle);在澳洲、新西兰等地,则有许多农庄(farm house/ranch),还可搭配特殊行程。而世界各地许多的大学,也会在寒暑假时,将学生宿舍(university accommodation)出租给外来观光客。

不论住哪种旅社,最好都能在出发前先订房。可以经由电话或网络来预订,以免碰到无处落脚的窘境。

第 2 节 Booking a Ticket 订机票

2.1 Useful Expressions

direct flight 直航

non-stop flight 不转机航班

red-eye flight 夜间航班

connecting flight 转接航班

transit 转机

a round trip ticket 来回机票

one way ticket 单程机票

return ticket 回程机票

first class 头等舱

business class 商务舱

economic class 经济舱

special fare 优惠

layover 停留

2.1.1 订购机票

1. May I help you?

有什么可以为您效劳的吗?

= How may I help you?

= What can I do for you?

= How can I be of service?

2. I want to book a single/return ticket.

我要买单程/来回票。

= I want to reserve one-way/round-trip ticket.

3. When would you like to leave/return?

您预计什么时候出发/回来?

= What is the departure/arrival date?

= What day do you plan to travel/return?

= What day do you expect to leave/come back?

4. I want to leave on March 10th and come back on March 29th.

我要在 3 月 10 日出发, 29 日回来。

= I would like to depart on the 10th of March and return later that month, on the 29th.

5. I am not sure about the return date.

我不确定什么时候会回来。

= I haven't decided my return day yet.

6. Is it possible to get an open return ticket?

我可以买不限时间的回程票吗?

= Can I get an open ticket for the return trip?

7. I want to book a flight that leaves in the morning.

我要订早班飞机。

= For my departure, I would like a morning flight.



8. Is that a direct flight to Paris?

请问是直飞巴黎的班机吗?

= Is the Paris flight non - stop?

9. It's direct flight.

是直飞的班机。

= You don't need to transit or transfer on this flight.

10. Do I need to transfer?

请问要转机或是在其他地方停留吗?

= Do I have to transit or stop over anywhere?

11. This is not a direct flight. You need to transfer in Hong Kong.

这不是直飞的班机,您需在香港转机。

= No, I am afraid it isn't. You'll have to change to another plane at Hong Kong Airport.

12. There are still some seats available. Would you like to book one?

现在还有空位,请问您要订吗?

= There are some seats left. Do you want to reserve one?

13. Your ticket has been booked.

您的机票已经订好了。

= I have already booked a seat for you.

2.1.2 询问其他航班

1. There are no open seats at the moment.

很抱歉,所有的机位都满了。

= I am afraid that all the flights are fully booked right now.

2. Can I change to another airline?

还有其他公司的班机可以订吗?

= Are there any other airlines I can take?

3. Please look up the schedules of other airlines except Eva Air that serve Washington D. C. .

请帮我查询飞往华盛顿的班机,除了长途航空外,有没有别的。

= Could you provide me with information on other flights to Washington D. C. besides Eva Air?

2.2 Dialogues

2.2.1 票务咨询


Dialogue 1

A: Good morning, Reservation Center, AA Airlines. May I help you?

B: Hi, is there a flight from Qingdao to Manchester?

A: Yes, but there is no direct flight from Qingdao to Manchester. You have to transfer at Beijing. Would you like to book a ticket?

B: Yes, please.

 旅游英语

A: When would you like to leave, sir?

B: October 15th. Is there a flight around 2:00 pm?

A: Hold on, please. Yes, there is one at 2:30 pm. but we've sold out all the tickets for that flight. Would you like to fly at 12:30 pm?

B: OK.

A: 早上好, AA 航空公司预定中心。有什么可以帮助您吗?

B: 您好, 有从青岛直达曼彻斯特的航班吗?

A: 有的, 但是没有青岛直达曼彻斯特的航班。您得在北京转机。您要订票吗?

B: 好的。

A: 您打算什么时候走, 先生?

B: 10月15日。有下午两点左右的班机吗?

A: 请稍等。是的, 有一班下午2:30的, 但这班飞机的机票已经售完了。中午12:30有一班, 可以吗?

B: 可以。

Dialogue 2

A: I'm glad to be at your service. Which class would you prefer, first class, business or economy?

B: What are the price for first class and the business class?

A: The price for the first class ticket is 20,550 yuan, for the business 18,550 yuan. And the luggage allowance is 40 kilos and 30 kilos for first and business class respectively.

B: OK, I'd like to book a first class ticket with a window seat. Can I pay by check?

A: Sorry, sir. I'm afraid not. We only accept cash, credit card and bank transfer.

B: OK, I'll pay by credit card then.

A: 很高兴为您服务。您想订头等舱、商务舱还是经济舱?

B: 头等舱和商务舱的价格是多少?

A: 头等舱的价格是20550元, 商务舱的价格是18550元。头等舱和商务舱可分别托运40公斤和30公斤的行李。

B: 好的, 我订一个头等舱靠窗户的座位。我可以用支票支付吗?

A: 抱歉, 先生。恐怕不能。我们只接受现金、信用卡和银行转账。

B: 好吧, 我用信用卡支付。

Dialogue 3

A: Good afternoon. Customer Service Department, AA Airlines. May I help you?

B: Hello, I want to fly to Beijing on Wednesday.

A: Let me see what's available.

B: I want an evening flight.

A: There is a flight leaving at 8:30 pm.

B: That's fine. What time should I be at the airport?

A: The check-in time is 6:00 pm.
A: 下午好, AA 航空公司客户服务部。有什么帮您?
B: 您好, 我想星期三飞往北京。
A: 让我看看有没有座位。
B: 我想订晚间航班。
A: 晚上八点半有一个航班。
B: 好的。我必须什么时候赶到机场?
A: 检票时间是 6 点。

Dialogue 4

Travel Agency = T Claire Wang = C

T: Good morning, Aloha Travel. May I help you?
C: Yes, please. I'd like a return ticket from Taipei to Auckland.
T: What day do you plan to travel?
C: I want to leave on June 25th and return on July 3rd.
T: I see. Do you prefer any airline?
C: Eva Air. I'm a member of their mileage plan.

T: Eva Air has two flights leaving for Auckland on June 25th. One leaves at 10:40 in the morning and the other departs at 11:45 in the evening. Which one would you prefer?

C: The earlier one.

T: OK. May I have your name please?

C: My family name is Wang. W - A - N - G. My first name is Claire.

T: OK, Ms. Wang. Your flight has been booked. This ticket is good for one month only. Since you are traveling during the high season, the price is a little higher, \$ 1,100 including taxes. Make sure you pay by June 11th otherwise your ticket will be canceled.

C: I understand.

T: OK. May I have a contact number, please?

C: Sure. My number is 2255 - 5519.

T: Thank you, Ms. Wang. I will call you before your flight to remind you again of the details.
Good - bye.

C: Thank you. Good - bye.

T: 您早, 阿罗哈旅游公司。很高兴为您服务。

C: 你好, 我要买一张台北到奥克兰的往返票。

T: 您预计哪一天出发? 哪一天回来?

C: 我 6 月 25 日去, 7 月 3 日回来。

T: 好的。您要搭乘哪一家航空公司的班机呢?

C: 长途航空。我是长途航空里程积分计划的会员。

长途航空在 6 月 25 日有两个班次飞往奥克兰, 一班是早上 10 点 40 起飞, 另一班是晚上 11 点 45 起飞。您要选哪一个班次呢?

 旅游英语

C: 我要早班。

T: 好的。请问您尊姓大名?

C: 我姓 Wang, 拼成 W - A - N - G, 名字是 Claire。

T: 好的, Wang 女士, 已为您订好班机, 机票一个月内有效。因为您出行的时间正好是旺季, 所以票价会高一些, 含税总共 1100 美元。请您在 6 月 11 日前付款, 否则机票会被取消。

C: 我知道了。

T: 好的。请问您方便留下联络电话吗?

C: 可以, 我的号码是 2255 - 5519。

T: Wang 女士, 谢谢您。我会在您的班机成行前, 再次与您联络, 提醒您该注意的事项。再见!

C: 谢谢你, 再见。

2.2.2 更改预订

Dialogue 1

A: Good morning, Reservation Center, AA Airlines. May I help you?

B: Hello, I'd like to have my reservation changed.

A: OK, could I have your departure date and flight number, please?

B: Yes, AA550, October 10th. It has to transfer at Pairs. I feel sick these days, so I don't want to waste time on the flight.

A: So you prefer a direct line, fight? Could I have your name, please?

B: Exactly! I want a direct line on the same day. My first name is Miller, and last name is Green.

A: OK, your reservation has been changed, AA350, October 10th. This flight costs 950 yuan more than the non - direct one.

B: That's OK. I'll pay for bank transfer.

A: 早上好, AA 航空公司预定中心。有什么可以帮助您吗?

B: 您好, 我想更改预订。

A: 好的。能提供您的出发日期和航班号吗?

B: 好的, AA550, 10 月 10 日出发。这个航班要在巴黎转机。而我最近身体不舒服, 所以不想在飞机上耗费太多时间。

A: 所以您想改成直航, 对吗? 能告诉我您的名字吗?

B: 正是! 我想要同一天的直航班机。我姓格林, 名叫米勒。

A: 好的。您的预订已更改, 航班号为 AA350, 10 月 10 日出发。这个航班比转机航班贵 950 元。

B: 好的, 我会通过银行转账支付。

Dialogue 2

A: Hello, sir. What can I do for you?

A: Hello, I want to change my flight to a night flight and I want to leave tomorrow.

A: OK, could I see your ticket, please?

B: Here you are.

A: I'm sorry, but the night flight leaving tomorrow is fully booked. Would you like to a very early flight departing the day after tomorrow?

B: OK, not too bad. I'll take it.

A: 您好,先生。能为您做什么吗?

B: 您好,我想把我的航班改成明天出发的夜间航班。

A: 好的,我能看一下您的票吗?

B: 给您。

A: 抱歉,明晚的夜间航班都已经订满了,后天一大早出发的可以吗?

B: 好的,不算太差。我订一张。

Dialogue 3

A: Hello, ma'am. May I help you?

B: Hello. I'd like to change my single ticket to an open return ticket. Could you help me?

A: Sure, could I have your reservation number, please?

B: 1250.

A: Just a moment, please. OK, done. Please pay another 2,560 yuan for the open return ticket.

B: OK, thanks. Here is my credit card.

A: 您好,女士。有什么可以帮您吗?

B: 您好。我想把我的单程票改成回程不定期的票。您可以帮我吗?

A: 当然,告诉我您的预订号码,好吗?

B: 1250。

A: 请稍等。改好了。请为不定期回程票再支付 2560 元。

B: 好的,谢谢,这是我的信用卡。

2.2.3 取消预订

Dialogue 1

A: Hello, ma'am. How can I help you?

B: Hello. I'd like to cancel my reservation.

A: OK, could I have your reservation number, please?

B: It's 2569

A: Let me check, please. Mrs. Rachel White, flight number AA5050, from Shanghai to San Francisco, right?

B: Exactly.

A: OK, I've canceled the reservation for you. Shall I book another flight for you?

B: No, thanks.

A: 您好,女士。我能帮您吗?

B: 你好,我想取消我的预订。

A: 好的,能告诉我您的预订号码吗?

B: 号码是 2569。

 旅游英语

A: 请让我查一下。雷切尔·怀特夫人,航班号 AA5050,从上海飞往旧金山,对吗?

B: 是的。

A: 好了,我已经帮您取消预订了。要给您预订其他航班吗?

B: 不了,谢谢。

Dialogue 2

A: Excuse me. I'd like to cancel my reservation.

B: Good morning, ma'am. Could you tell me the reason?

A: I have my plan changed.

B: OK. Can I have your name and flight number, please?

A: Jane Smith. AA350.

B: OK, AA350, from Beijing to Tokyo. You've paid 500 yuan for the deposit, right?

A: Yes, I want a refund.

B: Sure, we will refund it in 5 working days. OK, your reservation has been canceled.

A: 劳驾,我想取消我的预定。

B: 早上好,女士。能告诉我原因吗?

A: 我改变计划了。

B: 好的。能告诉我您的姓名和航班号吗?

A: 简·史密斯。AA350。

B: 好的,AA350,从北京飞往东京。您付了500元的定金,对?

A: 是的,我想要退款。

B: 当然,我们会在5个工作日内退还给您。好的,您的预订已取消。

Dialogue 3

A: Excuse me, can I cancel my reservation?

B: Could you tell me your reservation number?

A: No. 125.

B: Let me check. Sorry, sir. I'm afraid your reservation cannot be canceled because you've already confirmed your reservation and paid for the ticket the day before yesterday. Would you like your ticket changed?

A: Yes, change to next Friday the same time, please.

B: OK, I've changed it for you.

A: 劳驾,我能取消我的预定?

B: 能告诉我您的预订号码吗?

A: 125号。

B: 我查一下。抱歉,先生,恐怕您的预订无法取消,因为您前天已经确认预订并付了款。您想改签机票吗?

A: 好吧,请改到下周五同一时间。

B: 好的,我已经帮您改好了。