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邮轮服务英语

主 审 王在宪

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近年来，豪华邮轮旅游产业在我国迅猛发展，越来越多的欧美豪华邮轮公司纷纷在中国建立母港，成为国人旅游的新的增长点，由此也带来了邮轮乘务工作岗位需求的大幅增加。为满足该行业对人才的需求，近几年，国内各大院校纷纷开设国际邮轮乘务专业；为满足该专业对人才培养的要求，我们编写了《邮轮服务英语》。

本教材是根据《高等职业教育英语课程教学要求》中明确指出的“基础英语 + 行业英语”的教学改革模式编写的适合供国际邮轮乘务相关专业学生在初级阶段使用的英语教材。本教材遵循“基础英语为行业英语做好铺垫及过渡”的原则，突出基础课程必须服务学生职业基本素质养成的教育理念，强化学生的邮轮职场常识及英语应用能力，有效融合基础英语，巧妙连接邮轮英语，服务学生职业发展需求，力求促进学生从“校园人”到“职场人”的顺利转换。

不同于通用类基础英语教材，本教材最大的特色是以一名刚刚入职不久的邮轮新员工的生活及工作感受为主线来命名并组织各个单元，每个单元均涵盖听、说、读、写、译等英语基本技能的习练，具体构成如下：

Part 1 Brainstorm Your Mind

以头脑风暴的形式提供与单元话题相关的词汇及发散练习，并要求学生根据实际生活常识回答相关问题，充分打开学生的思路。

Part 2 Open Your Mouth

提供最基本的英语发音标准以及与单元话题相关的典型交际场景中的典型对话，提高学生英语发音质量和交流能力，以应对邮轮工作真实交际。

Part 3 Wake up Your Ear

提供最地道的英文原声对话，为学生创设最真实的语言学习环境，提高他们的语言辨识能力。

Part 4 Look through Your Eyes

提供与单元话题及职场任务密切相关的文章，帮助学生了解职场通用知识、职场任务、职场需求等加深理解。

Part 5 Try Your Hand

提供实用的写作范例，要求学生在阅读范例的基础上进行仿写。

Part 6 Learn It by Your Heart

提供英语基本语法的简要总结并配有练习，帮助学生巩固基本英语语言知识。

Part 7 Broaden Your Horizon

提供与单元主题相关的名言拓展，帮助学生开阔眼界，提升自主学习意识。

本教材共 12 个单元，由王文婧、许士明、牛艳玲担任主编，朱妮妮、卢文博、玄秀娟担任副主编，周丽、咸静、李静参与了本书的编写，本书的编写和出版得到了山东国信国际经济技术合作有限公司的支持，山东省港航协会副会长、秘书长兼邮轮发展促进会会长王在宪对该教材的编写框架、体例、内容取舍等提出了很多指导性的意见和建议，在此表示衷心的感谢！

由于编者水平有限，书中的不足之处在所难免，恳请广大读者批评指正。

编者

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In This Unit You Will See:

- Promotion of learning ability in listening and speaking
- Precise pronunciation of the front, middle, back vowel phonetics
- Useful expressions of greetings and introductions
- Different topics about college life plan
- Composition of self-introduction

Section

I Brainstorm Your Mind

New life, new beginning! College is only the beginning of another journey. We wish everyone will have a proud four-year college life. But you'll always have to go step by step. As a freshman, you must meet some new people, new challenges and so on. So are you ready, for your college life, for your goals?

Topic Exploring

Maybe you have known you must study hard and make progress everyday. However, when you handle something, you need to know what is the most important. If you have any plan or outline about your future life, talk about it with your partners and try to answer the following questions.

1. Match the pictures with the following items.

making friends

joining in social activities

learning how to study independently

going to the library when spending your time

keeping in touch with your parents and other ones who care about you

looking for some part-time jobs

finding your future life goal

taking part in some important examinations



2. What is the most important matter in your future college life?

3. In order to be successful in the following college life, what should you do? Talk about it with your partners.

Section II Open Your Mouth

Learning English is a step-by-step process that can not be done overnight. Speak out your dream loudly no matter how challenging it is!

International Phonetics

Distinguish different groups of phonetics.

前元音: [i:], [ɪ], [e], [æ]

[i:] 发音要领:

舌尖抵下齿, 前舌尽量抬高。嘴唇向两旁伸开, 口形扁平似微笑。上下齿之间能容纳一根牙签。通常是字母 ea, ee, ie 或 ei 在单词中的发音。

e.g. tea [ti:] pea [pi:] bean [bi:n]

[ɪ] 发音要领:

舌尖抵下齿, 舌前部向硬腭抬高。舌两侧抵上齿两侧, 嘴型扁平。齿间可容纳一个小指。

e.g. fig [fɪg] cabbage [ˈkæbɪdʒ] broccoli [ˈbrɒkəli]

[e] 发音要领:

舌尖轻抵住下齿, 舌前部稍抬起, 舌前部向硬腭抬起成拱形, 但不接触硬腭。唇形稍扁(中长); 双唇向两边咧开, 口型扁平似微笑。齿间可容纳一个食指。通常是字母 e 或 ea 在单词中的发音。

e.g. letter [ˈletə] best [best] cherry [ˈtʃeri]

[æ] 发音要领:

舌尖抵下齿; 舌前部稍抬高(舌前部向硬腭抬起), 舌位比 [e] 更低。双唇向两边平伸(嘴角尽量拉向两边), 成扁平形, 齿间可以容纳食指和中指(张开牙床直至上下齿之间可容纳食指和中指)。通常是字母 a 在重读闭音节中的发音。

e.g. mango [ˈmæŋgəʊ] apple [ˈæpl] salary [ˈsæləri]

中元音: [ə], [ɜ:]

[ə] 发音要领:

舌尖抵住下齿, 但不如发前元音时抵得那样紧。发音时舌身平放, 舌中部略隆起, 双唇扁平。通常是字母 a, e, o, u, er, or 和 ur 在单词中的发音。

e.g. character [ˈkærɪktə] experience [ɪkˈspɪəriəns]

[ɜ:] 发音要领：

发音时舌中部比发 [ə] 音时略高。双唇扁平。通常是字母组合 er, ir, or 和 ur 在单词中的发音。

e.g. first [fɜ:st] personnel [ˌpɜ:səˈneɪl]

后元音：[ɑ:] [ʌ] [ɔ:] [ɒ] [u:] [ʊ]

[ɑ:] 发音要领：

发音时口张大，舌身压低并后缩，后舌稍隆起，舌尖不抵下齿。双唇稍收圆。通常是字母组合 ar 的发音，也是字母 a 在 ss, st, th 等字母前面的发音。

e.g. smart [smɑ:t] embarkation [ˌembɑ:ˈkeɪʃn]

[ʌ] 发音要领：

发音时舌尖和舌端两侧轻触下齿，舌后部靠前部分稍抬起。唇形稍扁，开口度较大，与 [æ] 相似。通常是字母 o 和 u 在单词中的发音。

e.g. subject [ˈsʌbdʒɪkt] suddenly [ˈsʌdnli]

[ɔ:] 发音要领：

发音时舌后部抬得比发 [ɒ] 音时高，双唇收得更圆更小，并向前突出。通常是字母 o, or, al, oar, our 或 oor 在单词中的发音。

e.g. passport [ˈpɑ:spɔ:t] laundry [ˈb:ndri]

[ɒ] 发音要领：

发音时口张大，舌身尽量降低并后缩，双唇稍稍收圆。通常是字母 o 在重读闭音节单词中的读音。

e.g. costa [ˈkɒstə] operator [ˈɒpəreɪtə(r)] broth [brɒθ]

[u:] 发音要领：

发音时舌后部尽量抬起，舌位比发 [ʊ] 音时高。双唇收圆并突出。口形比发 [ʊ] 音时稍小。通常是字母 oo 或 ou 在单词中的发音。

e.g. fruit [fru:t] spoon [spu:n] issue [ˈɪʃu:]

[ʊ] 发音要领：

发音时舌后部抬起，舌身后缩，舌尖离开下齿。双唇收圆，稍突出。通常是英语字母 u, oo 或 ou 等在单词中的发音。

e.g. book [bʊk]

Story-telling

一个大院分三家。前院住着老钱家，音乐世家真不赖，整天 [i:] [ɪ] 又 [e] [æ]；中间一家比较穷，整天饿得大喊 [ɜ:] 啊 [ə]；最后一家真无奈，气得不是 [u:] [ʊ] [ɔ:] [ɒ] 就是 [ɑ:] 啊 [ʌ]。

Mini-talk Imitating

Work with your partners to read and practice the following short conversations.

1

A: Hello/Hi! I'm Vivian.

B: Hello/Hi! I'm Chen Lin. Nice/Glad/Pleased to meet you!

A: Good morning/afternoon/evening, everyone! I'm Vivian.

B: Good morning/afternoon/evening!

A: Hello, Annie, fancy meeting you here.

B: Hey, Vicent, long time no see. How have you been?

2

A: How's everything with you?

B: Pretty good./ Just so-so./ Not very well, I'm afraid. /Terrible!

A: How are you?

B: I am fine. Thank you./Fine, Thanks. And you?

3

A: Good-bye!

B: Bye!/See you./So long./See you tomorrow./See you later./See you next time.

4

A: May I introduce myself?

B: Yes.

A: I'm a new cruiser attendant. My name's John.

5

A: Simon, may I introduce you to Linda? You don't know each other, do you?

B: No. I've not had the pleasure of meeting her yet.

6

A: How about your college life? Do you enjoy it?

B: Perfect! I fall in love with my college at first sight.

A: Do you have any plan about your college?

B: Of course, I do. I will find my life goal, make more friends, go to the library to broaden my horizon, cultivate my interest, get through the CET4&6 and so on.

7

A: How do you like our library?

B: Pretty good!

A: How do you plan to spend your future college life?

B: Enrich myself as much as possible, such as studying in the library, joining in social activities, getting important certificates and preparing for the future interviews etc.

Performance Presenting

Act out the following pictures with your partners using the expressions for greetings and introductions that you have just learned.

Sample:

(Coming across an old friend who you haven't met for a long time in the street.)

A: Look, who is here!

B: Jack, fancy meeting you here.

A: Mr. Parker, what a small world!

B: Boy, I am glad to see you again!

A: Me too. It's been almost 3 years since we last met in the cruiser.

B: Yeah, how time flies! How are you these years?

A: Couldn't be better. And how about you?

B: Just so-so.



Action 1: Meet each other for the first time



Action 2: Introduce a friend to another one



Action 3 : Talk about life plans to her friends



Action 4: Walking in the campus, he wants to make friends with the student who is studying under the tree.

Section

III Wake up Your Ear

Sentence Learning

Listen to the following sentences and repeat them.

1. Hello, I'm Vivian. Nice to see you!
2. Please allow me to make a brief introduction of myself to you.
3. It is a great honor to know you.
4. I'm glad to have the opportunity to meet you here.
5. I'd like you to meet a friend of mine.
6. Let me introduce you to each other.
7. May I introduce you to Bob?

8. Please allow me to introduce my classmate to you.
9. May I have your name, please?
10. I've heard so much about you.

Dialogue Handling

Listen to the following dialogues and fill in the corresponding questions.

1. Where does Vivian come from?

2. What is her major?

3. What is she going to do?

4. What direction has the sophomore give to Vivian?

5. How does Vivian feel on her first day of college life? Why?

Speech Understanding

Read the whole speech and fill in the blanks.

Good morning, everyone. It's my honor to introduce _____ to you. Professor Smith is from _____. She will teach us English. Prof. Smith is an _____ teacher. She has taught English _____. She is a very good teacher and she is really an expert in _____. She is the author of _____ in this field. So, it is a pleasure for us to have her as _____ here. Now, let's welcome her to say _____ to us!

Section IV

Look through Your Eyes

Passage Reading

Go through the following passage.

Seven Tips You Should Know before You Start College

Setting off for your first semester of college can be scary, and even the most eager

aspiring first-year will have questions. Although colleges do their best to make new students feel welcome, there are some issues that won't be addressed in the orientation package. Here's a little guide to some of the more practical matters of getting your college career started right.

01 Every college has different rules on what you can bring

It is essential that you check the list of approved and prohibited items from your college before you move in. Rules vary from school to school, and you may want to hold off on buying that mini-fridge/microwave combo until you make sure you can have them in your dorm. Even things you might not think about, such as power strips or halogen lamps, might be prohibited by your university. This guide on *What to Pack When Heading to College* has some helpful lists, but make sure you check the college's specific requirements, too.

02 You might not like your first roommate (and that's not the end of the world)

For your first semester of college, odds are you'll have a randomly picked roommate. And while it's completely possible that you will be the best of friends, it's also possible that you might not get along. This can be uncomfortable, but remember that with classes, clubs, and other campus events, you probably won't be in your room very much anyway. By the time the semester is over, you'll most likely have found a friend to room with for the next term.

03 First semester classes might not be that great (but they'll get better)

For your first semester, you're probably taking a first-year seminar, some Gen Ed classes, and perhaps a big lecture hall 101 type course. Some of the big, mostly first-year classes aren't the most engaging, and first-year students are frequently taught by graduate students rather than the college's professors. If your classes aren't what you had hoped for, keep in mind that you will soon be in smaller, more specialized classes. Once you pick your major, you can start with the major-specific classes as well. Even if you're undecided, you'll have a wide range of classes to choose from, with everything from upper-level science courses to creative fine art studios. Just remember to register as soon as you can before the classes fill up!

04 Know where you can get good food

Food is an important part of the campus experience. Most colleges have multiple dining options, and it's a good idea to try them all your first semester. If you want to know the best place to eat, or if you need vegan, vegetarian, or gluten-free options, you can always check the college's website, or just ask your fellow students. Don't forget to try outside the college, too—college towns almost always have good, cheap food.

05 There are tons of things to do (and it's pretty easy to find them)

The last thing anyone should be worried about is being bored on campus. Almost every college has a host of student clubs and organizations, frequent campus events, and other activities. They're not hard to find, either. Colleges usually have a list of registered student organizations, and there are often fliers and posters all around campus for things to do and clubs to join. Some clubs even have their own social media sites, which could help you not only learn about the clubs, but also contact current members.

06 Plan out your academic career early (but don't be afraid to change it)

In order to make sure you have all the credits you need to graduate on time, it's a good idea to plan out your courses early. Don't forget to plan for general education requirements and classes you need for your major. But keep in mind that your plan won't be written in stone. Most students change their majors at least once during their college careers. So, while it's a good idea to have a plan for your academic career, keep in mind that you'll probably end up changing it.

07 You can get good grades and have fun

A common fear when starting college is that there will be time for either studying or having fun, but not both. The truth is that with good time management it is possible to get good grades in all your classes and still have time to be in clubs and go have fun. If you manage your schedule well, you may even get a decent amount of sleep, too.

Card of Words and Expressions

set off 出发

semester [sɪ'mestə] *n.* 学期

aspiring [ə'spaɪərɪŋ] *adj.* 有抱负的

issue [ˈɪʃuː] *n.* 问题, 争端

address [ə'dres] *vt.* 说明, 说话

orientation package 入学须知

prohibit [prə'hɪbɪt] *vt.* 禁止

vary [ˈveəri] *v.* 变化, 使不同

hold off 推迟, 拖延

odd [ɒd] *adj.* 古怪的

randomly [ˈrændəmlɪ] *adv.* 随机地

get along 相处

seminar [ˈsemɪnɑ:(r)] *n.* 研讨班

engaging [ɪnˈgeɪdʒɪŋ] *adj.* 吸引人的

keep in mind 记住, 背过

major [ˈmeɪdʒə(r)] *n.* 专业

fill up (使) 充满

gluten-free 无麸质

vegetarian [ˌvedʒə'teəriən] *n.* 素食者

credit [ˈkredɪt] *n.* 学分, 信用

schedule [ˈskedʒu:l] *n.* 时间表

decent [ˈdi:snt] *adj.* 合宜的, 得体的

Exercise

1. Answer the following questions according to the passage.

(1) What may you feel when you set off for your first semester?

(2) Before you move into your college, what is essential?

(3) What's the author's suggestion if you don't like your roommate?

(4) What does the author advice if you don't like classes of the first semester?

(5) In order to achieve all the credits for graduation, what should you do?

2. Complete the following statements according to the passage.

(1) Although colleges _____ to make new students feel welcome, there are some issues that won't be addressed in the orientation package.

(2) Rules _____ school to school, and you may want to hold off on buying that mini-fridge/microwave combo until you make sure you can have them in your dorm.

(3) _____ the semester is over, you'll most likely have found a friend to room with for the next term.

(4) The last thing anyone should be _____ is being bored on campus.

(5) But _____ that your plan won't be written in stone.

3. Fill in the blanks with proper words and correct form from the box below.

set off address hold off make sure issue schedule end up major

(1) I _____ for a new adventure in the United States on the first day of the new year.

(2) Please _____ that all the windows are closed after you leave the room.

(3) English _____ would be asked to explore the roots of language.

(4) This is a big _____ and we need more time to talk about it.

(5) I was surprised when he _____ me in English.

(6) The meeting was _____ till 6:00 pm.

(7) If you don't know what you want, you might _____ getting something you don't want.

(8) The new bridge has been finished two months ahead of _____.