



“十三五” 高等教育规划教材

高等院校旅游专业“互联网+”创新规划教材

视听说

出境领队英语

朱 华◎主编



扫一扫联系客服



北京大学出版社
PEKING UNIVERSITY PRESS



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内容简介

本书是在新修订的《中华人民共和国旅游法》的基础上,为满足大专院校教学、旅游企业培训、导游转型成为出境领队编写而成。本书采用“互联网+”教材的编写理念,融视、听、说、读、写、译为一体,通过扫描二维码,即可获取出境领队英语的视、听、说、读、写、译等教学资源。本书以出境领队带团为主线,按领队业务操作流程编写教学内容,涵盖领队服务全过程,包括“出团前的准备”“中国出境”“飞行途中”“抵达目的地”“联系地陪”“下榻酒店”“观光娱乐”“购物与自由活动”“安全与应急处理”“离境回国”等内容。通过听说、写译、模拟、视频解读、案例分析、角色扮演等,学生可以实现领队英语能力和领队专业能力双融通、双提升。为了方便教学,除了二维码中的教学资源外,本书还为任课教师提供教案和电子课件等。

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前言

《中华人民共和国旅游法》第三十九条规定：“从事领队业务，应当取得导游证，具有相应的学历、语言能力和旅游从业经历，并与委派其从事领队业务的取得出境旅游业务经营许可的旅行社订立劳动合同。”相关细则解释为：大专以上学历，有外语导游证，或通过大学英语四级以上考试，两年旅游从业经验，并与具有出境旅游业务的旅行社签订合同者，均可以领队身份带团出游。

本书为“互联网+”新型教材，读者通过扫描二维码，即可获取视、听、说、读、写、译等教学资源。本书在编写理念上秉承TAFE教育理念，将技术教育与继续教育、学历教育与职业教育、英语工具性知识和领队专业知识相融通，力争突破传统专业英语教材语言与专业知识割裂分离的“二元结构”，减少导游入职后企业为员工获得领队资格，或提升领队业务能力进行二次培训的成本。

出境领队的服务内容与地陪导游不同，对一个合格的领队的外语能力、工作经验的要求显然比地陪导游、全陪导游高出许多。为此，本书以领队带团为主线，按出境领队业务操作流程编写，涵盖了旅游服务全过程，包括“出团前的准备”“中国出境”“飞行途中”“抵达目的地”“联系地陪”“下榻酒店”“观光娱乐”“购物与自由活动”“安全与应急处理”“离境回国”等教学内容。本书融视、听、说、读、写、译为一体，通过听说、写译、模拟、视频解读、案例分析、角色扮演等再现领队操作流程，努力实现领队英语与领队业务能力培养“二合一”的教学目标。本书由四川师范大学外国语学院教授朱华主编，参加教材编写的还有：闻华、王雪霏、龚晨枫、吕梦莎、韦娟娟、何雯静、吴佳仪。

本书融合了领队教学和培训的主要内容，通过系统学习，读者可实现学历教育和职业教育双融通，增强领队专门用途英语和领队专业知识的应用能力。需要教案、电子课件等教学资源包的老师，可发电子邮件至ernestzhu@126.com索取。



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◎ 听力 ◎ 译文 ◎ 视频 ◎ 答案

朱 华

2019年6月25日

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Chapter

1

出团前的准备

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◆ Listening Comprehension

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应用文写作：行前说明会邀请函

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Part One Case Study

第一部分：案例分析

Annoyance from Pre-departure Briefing

行前说明会带来的烦恼

An international travel service had a packaged tour for 30 tourists to the United Arab Emirates. The tour leader should have made a pre-departure briefing and operated in accordance with the requirements of The Travel Service Quality for Outbound Tourism. As an experienced tour leader, he often took groups around the world, so he thought it was unnecessary to have a pre-departure briefing. Instead, he planned to conduct the briefing at the airport where he could speak to all of them. However, the tourists arrived at the airport from different places at different times, so he had to hurriedly make a simple and short briefing to them respectively.

After he introduced the related matters the tour leader handed out the relevant materials to the tourists. Being busy with check-in, he had no time to explain the details to Mr. Huang who arrived late. It was not until they reached the destination country that he gave him the travel schedule, talking briefly about the travel tips.

Mr. Huang traveled abroad for the first time. Being curious, he took pictures of the local women with veils without getting their permission. It was a serious offence, and a conflict with local residents happened. He was beaten and injured. Consequently, he had to fly home earlier. Back in China, Mr. Huang requested the travel service to do an apology, reimburse his medical expenses and compensate for his emotional distress because the tour leader didn't tell him the notice to visitors in the destination country before departure.



扫一扫，看译文。

1. Study the case carefully. Decide whether the following statements are true or false and write T for true and F for false.

- (1) Because the tour leader often took groups abroad, it was not necessary to have a briefing.
- (2) The tourists arrived at the airport at different time, so the tour leader had to make simple and short briefings to different groups at different time.
- (3) The tourists could take pictures of the Arab women with veils in the public.



扫一扫，有答案。

2. Divide the class into several groups for a brief discussion. One student makes a presentation of the main points and the others give comments on the presentation.

Discussions:

- (1) How would you handle the case if you were a tour leader?
 (2) Try to put forward more suggestions to the tour leader who is handling the cultural conflict.

① _____
 ② _____
 ③ _____
 ④ _____
 ⑤ _____



扫一扫，有答案。



小知识

领队出团前的准备

领队出发前，应当准备好以下与出团相关的各种资料、表格和物品，以备境外带团使用：

1. 游客情况一览表：注明团队成员基本信息和必要联系方式，如电话号码等。
2. 境外住房名单表：对于散客应考虑单位、年龄、职位等综合因素进行分房。
3. 团队行程计划：如有必要，可与前往国家接待社的地陪确认行程计划。
4. 前往国家(地区)海关申报表：预先准备此表，以方便游客出入境申报物品。
5. 联系人电话表：前往国家接待社经理、地陪的联系方式和组团社责任人的联系方式。
6. 护照、签证、机票、导游旗等。
7. 个人生活用品：药品、雨具、洗漱用品等。

Part Two Listening Comprehension

第二部分：听力训练

Words and Expressions

destination	n.	目的地, 终点	transfer	v.	迁移, 移交
surname	n.	姓	luggage	n.	行李
currency	n.	货币, 通货	procedure	n.	手续, 程序

Tips for the Tour Leader Before Departure

领队离境准备建议

1. Listen to the passage and fill in the blanks with the missing information.



扫一扫, 听一听。

Advise the tour leader to (1) _____. The tour leaders takes all of these to the counter. The agent wants to know (2) _____ and the exact number of bags (check-in bags) (3) _____.

It is a good idea to check luggage through to the final destination if you have to change flights since it saves (4) _____.

Take the luggage tags correctly, and write down the names of tourists (5) _____ and keep them properly. When the tour leaders receives the boarding passes, advise the tour leaders to sort them out and (6) _____.

Advise the tourists to change some Renminbi (yuan) to US dollars or (7) _____ after the check-in procedure is done.



扫一扫, 有答案。

2. Listen to the passage again, and try to summarize the suggestions in your own words.

Part Three Situational Dialogue

第三部分：情景对话

Words and Expressions

emergency	<i>n.</i>	紧急情况	reserve	<i>v.</i>	预留, 保留
confirm	<i>v.</i>	确认	shameful	<i>adj.</i>	不体面的
haggle	<i>v.</i>	讨价还价	intrusion	<i>n.</i>	打扰
formality	<i>n.</i>	手续	vaccination	<i>n.</i>	接种疫苗
first aid		紧急救护	negotiate	<i>v.</i>	协商
log	<i>n.</i>	日志	taboo	<i>n.</i>	禁忌

Task 1-1 Preparations Before Going Abroad 出国前的准备

Visa Application 申请签证

1. Listen to the dialogue and write numbers in the blanks to show the correct order of the conversation.



扫一扫, 听一听。

(C=Clerk; T=Tour Leader)

- ____ (1) C: when will you leave?
- ____ (2) T: Yes, I'm a tour leader of the International Travel Agency. I'd like to apply for 30 visas in my group. Here are the passports.
- ____ (3) C: Good morning, sir. What can I do for you?
- ____ (4) T: Just on this Friday.
- ____ (5) C: OK. Where will you go? And what's your travel plan?
- ____ (6) T: We are going to Paris for one week. We have reserved flight tickets and hotels, and we also have the detailed plan.
- ____ (7) C: Congratulations. Have a nice trip!
- ____ (8) C: Have you been a tour leader before? Do you know what you will do in case of emergencies?
- ____ (9) T: Of course. I have been a tour leader for 5 years and I know much about it.



扫一扫, 有答案。

2. Listen to the dialogue again, and act it out with your deskmate. Pay attention to your body language.

Task 1-2 Contact the Local Guide 联系地陪

Confirming Tourists' Information 确认游客信息

1. Listen to the dialogue and fill in blanks with the missing words or phrases you've just heard.



扫一扫，听一听。

(T=Tour Leader; L=Local guide)

L: Hello. ABC Travel Service. Sally speaking. May I help you?

T: Yes, this is Wu Jiayi in CITS. I'd like to (1) _____.

L: OK, Ms. Wu Jiayi. Let me see. You told me you would come to New York (2) _____ . Are there any big changes?

T: No, but we need (3) _____. Would you please make a reservation for us?

L: Yes, of course. (4) _____.

T: Thank you very much. I am going to send by e-mail the name lists and guests' information. Would you please (5) _____ ?

L: That's great. Thank you very much.

T: It's my pleasure.



扫一扫，有答案。

2. Listen to the dialogue again and choose the most courteous expression suitable to the situation from the choices.

(T=Tour Leader ; L=Local guide)

L: Hello. I am Sally. Who are you?

A. Hello. This is sally speaking. Can I help you?

B. Hello. I am Sally. What can I do for you?

C. Hello. Sally's speaking. What's your name?

T: I am Wu Jiayi in CITS. I want to confirm information with you.

A. Yes. I am Wu Jiayi in CITS. I need your help to confirm guests' information.

- B. Yes. I am Wu Jiayi in CITS. Would you mind confirming guests' information with me?
C. Yes. This is Wu Jiayi in CITS. I hope you can confirm guest's information with me.

L: OK, Ms. Wu Jiayi. No problem.

- A. OK, Wu Jiayi. I'd like to.
B. Sure, Wu Jiayi. I'd love to solve the problem for you.
C. Sure, Ms. Wu Jiayi. Willing to work for you.

T: We have a group of 30 members. Do you know that?

- A. Thank you for your cooperation. We have a group of 30 members. Are you sure of that?
B. Many Thanks. We have a group of 30 members. Have you kept it in mind?
C. Thanks. We have a group of 30 members. I need your reconfirmation.

L: I need you to reconfirm the information.

- A. Would you please reconfirm the information?
B. Your reconfirmation is needed.
C. You should have reconfirmed the information.



扫一扫，有答案。

Task 1-3 Pre-departure Briefing 行前说明会

ABC about Tourist Behavior 游客行为举止小知识

1. Listen to the dialogue and answer the following questions.



扫一扫，听一听。

(1) What kind of behaviors is regarded as a shameful one?

(2) What should we do when we go shopping?

(3) What questions should we avoid asking the local people?



扫一扫，有答案。

2. Listen to the dialogue again and discuss with your group about what we should do when we travel in London.

Task 1-4 Transfer Formalities with the Tour Operator 与计调交接

Transferring Necessary Formalities 交接相关手续

1. Listen to the dialogue and write down the relevant information you've heard.



扫一扫，听一听。

- (1) The trip to the United States has been scheduled. I have collected and _____
_____. May I transfer them to you?
- (2) That's all right. Now, let's check the documents. Here are the name list of the guests, their passports, visas and _____.
- (3) You'd better copy all of these documents and _____ in case of being lost or stolen.
- (4) Here is the itinerary. You need to bear it in mind. If the local guide changes it at random, you have to _____.
- (5) Please check the form of the name list. Keep it carefully with you. You need it when you _____.
- (6) The last are airplane tickets. Please check the information of electronic tickets to ensure that all guests' names are _____.
- (7) Would you please sign your name on this form, which means you've confirmed and _____?
- (8) By the way, it is very important to keep the log _____.



扫一扫，有答案。

2. Role play: One student plays the role of the tour leader while another plays the role of the operator who is transferring the documents and necessary formalities.

Task 1-5 Taboos for the Tour Leader 领队带团禁忌

Instructions from the Manager Before Departure 经理行前谈话

1. Listen to the dialogue and fill in blanks with the missing words or phrases you've just heard.



扫一扫，听一听。

(T=Tour Leader; M=Manager)

M: Hello, Wu Jiayi. Do you have time?

T: Of course.

M: Last time, I suggested something you should pay attention to about the trip. Here, I would like to share with you other important issues.

T: Great, (1)_____ was really helpful. I would like to learn more.

M: OK, you need to pay attention to (2)_____, try your best to (3)_____ and make them clear of conventions, regulations, (4)_____.

T: I'll try my best to make every tourist comfortable.

M: Good, you'd better not (5)_____ when you return. Are you clear?

T: Yes, of course. I will take care of everything.

M: OK. If everything is fine, I will see you in ten days. But most importantly, ensure every guest will (6)_____.

T: I understand.



扫一扫，有答案。

2. Discussion: Role play this dialogue with your partner, and discuss if there are other taboos that the tour leader should introduce to the tourists.

Part Four ABC about Destination Countries 第四部分：目的地国家概况

Singapore 新加坡

Singapore, officially the Republic of Singapore, became independent from Malaysia on 9th August, 1965. Then it has been a sovereign (主权), democratic and independent state. The