

“新视界”职业教育  
旅游文化系列教程

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Oral English for  
Tourism (Elementary)

旅游英语口语（基础篇）

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# 总序

当前，提高教育教学质量已成为我国高等职业教育的核心问题，而教育教学质量的提高与职业院校内部的诸多因素有关，如办学理念、师资水平、课程体系、实践条件、生源质量以及教育质量监控与评价机制等。在这些因素中，不管从教育学理论还是从教育实践来看，课程体系都是一个非常重要的因素，而教材作为课程体系的基础载体，是“三教”改革的重要组成部分，是职业教育改革的基础。

2019年《国家职业教育改革实施方案》的颁布以及2020年“中国特色高水平高职学校和专业建设计划”的启动，标志着我国职业教育进入了新一轮的改革与发展阶段，课程建设与教学改革再次成为高职院校建设和发展的核心工作。职业教育教材作为课程建设与教学改革的重要组成部分，不但对学生的培养质量起着关键作用，也决定着学校的核心竞争力和可持续发展能力。

2020年10月，由重庆青年职业技术学院和四川绵阳职业技术学院牵头成立了“成渝地区双城经济圈文化和旅游产教联盟”（以下简称“联盟”），旨在切实提高成渝地区旅游类专业人才培养质量，推动成渝地区文化和旅游产业协同发展，共同为职业教育添彩，为文化旅游赋能。

联盟与重庆大学出版社组织策划和出版的“‘新视界’职业教育旅游文化系列教程”（以下简称“系列教程”），以多所职业院校的课程改革成果为基础，具有以下特点：

## 一、强调校企“双元”合作开发，注重学生职业核心能力培育

系列教程紧跟旅游产业发展趋势和行业人才需求，以典型岗位（群）的职业技能要求为目标，以“掌握基础、深化内容、理实结合、培养能力”为宗旨；关注旅游行业新业态、新模式，实时对接产业发展“新工艺、新技术、新规范”的要求；吸收旅游行业企业管理者深度参与，实现校企合作，强化学生专业技艺培养。

## 二、遵循学生职业能力培养的基本规律，增强学生就业竞争力

系列教程紧密结合岗位（群）技能对职业素质的要求，突出针对性和实用性，综合各位职教专家和老师提出的宝贵意见，教学设计中有机融入创新精神和自主学习内容，培养学生思辨、实践的能力。

## 三、坚持以立德树人为根本任务，思政教育贯穿教材编写

系列教程始终注重知识传授与价值引领相结合，将思政教育置于课程教学目标首位，有意、有机、有效地融入思政元素。根据课程特点、教学内容，梳理各自蕴含的思政点，以文本、视频、实践、心得书写等方式嵌入教材中，实现专业课程教育与思政教育同向同行。

#### 四、建立普适性多媒体教学资源，以学生喜闻乐见的形式凸显理论和实践任务

系列教程强化“学习资料”功能，弱化“教学材料”属性。根据每门课程的内容特点，配套数字化教学资源库，提供电子教学课件、教学素材资源、教学网站支持等；注重活页式、工作手册式新型教材开发，实现教材立体化、多功能作用，为学生即时学习和个性化学习提供支撑。

随着职业教育发展的不断深入，创新型教材建设是一项长期而艰巨的任务。本系列教程的编写，除了相关职业院校老师们辛勤的耕耘奉献，也得到了联盟成员中诸多旅游企业的积极参与和大力支持，在此致以诚挚的谢意！

由于编者水平所限，不足之处在所难免，教程编写委员会殷切期望各位同行和使用者提出宝贵意见，让我们一起为职业教育的蓬勃发展贡献力量。

“‘新视界’职业教育旅游文化系列教程”编写委员会  
2021年5月

# 编写说明

《旅游英语口语（基础篇）》一书是为了适应我国旅游业及旅游高等职业教育发展需要而编写的一本口语教材。本教材从交际功能的角度出发，将听、说、练紧密结合，充分调动教师与学生、学生与学生之间的多向互动，最大限度地激发学生的兴趣，提升学生思考、交流及协同学习能力。全书以导游工作流程为主线，涵盖了游客入境、机场接机、酒店入住、行程安排、旅游餐饮、娱乐项目、特色购物、送别游客、应急处理等主题内容。内容涉及中国文化、导游职责、景点介绍、菜品翻译等背景知识，既帮助学生熟悉旅游与导游服务的各个环节，又能培养学生运用英语进行旅游服务的接待能力。

## 一、编写特色

### 1. 融入课程思政，挖掘课程育人功能

为充分发挥课堂教学在育人过程中的主渠道作用，全书着力将思想政治教育贯穿于教材中，结合旅游管理与服务类岗位要求，挖掘该课程的育人功能，培养旅游从业人员的职业素养、敬业精神和爱国主义情怀，使他们成长为社会主义核心价值观的积极践行者和中华优秀传统文化的传播者。教材中主动融入旅游行业从业人员的职业道德、职业能力的培养，职业素养的提高以及面对各种突发事件的处理方法，对于培养学生爱岗守法、敬业奉献的精神，克服困难的能力等有着很好的促进作用。

### 2. 校企“双元”开发，满足学生就业岗位语用需求

本教材采用“英语教师+专业教师+行业专家”的开发模式。由三方人员组成教材“双元”开发结构，以专业和行业人员为主分析确定旅游行业典型的工作过程和基本工作任务，以英语教师为主设计语言学习任务，充分发挥各方专长。在工作过程和工作任务的分析过程中，本教材广泛调研行业专家、专业教师、学生等的意见，并参考、借鉴相关行业标准。

### 3. 教材理论联系实际，重点培养学生实践技能

本教材实践部分将“教、学、做、评”合一实施。每个任务提供相应的任务书、相关规章、作业流程、练习等多方面的课程评价表，增强学生自学能力。课前布置任务，学生进行

查找准备，通过给出的纲目，了解更多知识内容。除此之外，教材还提供了需要理解记忆的核心技能知识。理论内容服务任务实施，使学生更容易掌握专业知识。

#### 4. 主线串联，生动呈现旅游行业语用场景

本教材紧扣行业特征，每单元涵盖一个典型工作任务，总计八个单元组成旅游行业主要职业工作流程：入境准备、机场接机、酒店入住、行程安排，旅游餐饮、娱乐项目、购物、送行、应急处理等。素材选用紧贴行业最新动态，学思结合、学练相扣，循序渐进，旨在综合锻炼学生的语言运用能力，提高学生在实际工作中的分析、总结和思辨能力。

## 二、编写团队

本教材由四川工程职业技术学院徐阳平、何冬梅担任主编，陈玛莉、何玥、罗建芳担任副主编，陈芳雯、蔡小玥、殷琪、骆吉锷、伍悦参与编写。四川雅正国际旅行社董事长李正佐和国家高级英语导游、国家金牌导游周上清两位行业专家详细审阅了本书并提出了诸多宝贵意见。在此表示感谢！

由于编者水平所限，本书中的疏漏之处在所难免，真诚欢迎广大读者批评指正。

编者

2021年5月

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## **Chengdu Tianfu International Airport**

Do you know the construction of Chengdu Tianfu International Airport began in May 2016? After five years of construction, Chengdu Tianfu International Airport was put into operation on June 27, 2021, making Chengdu the third city in China with two international hub airports, after Shanghai and Beijing.

Chengdu Tianfu International Airport is located in Lujia Town, Jianyang, approximately 50 kilometers south-east from the centre of Chengdu. The airport is set to have an initial capacity of 40 million passengers, more than twice that of Chengdu Shuangliu International Airport. The airport features a total of six runways across two terminals. The two terminal buildings cover over 330,000 square meters, equivalent to 46 standard football fields. It is constructed in the shape of the mythical sunbird, used as a logo for the city of Chengdu which has a history of 3,000 years and represents the creativity and exploration of Sichuan people.

## Chapter 1 Preparations for Entry



### Learning Objectives



#### Knowledge

- ★ Know the useful words and expressions about entry.
- ★ Know the entry procedures at the airport.



#### Competence

- ★ Be able to have smooth conversations at immigration and customs.
- ★ Be able to deal with the missing items properly.



#### Quality

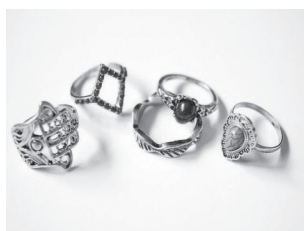
- ★ Strengthen the sense of abiding by the laws and regulations.
- ★ Strengthen the sense of honesty, uprightness and integrity.

## Get Ready

*Directions: Do you know which items are allowed to enter the customs? Discuss with your partners and write down the corresponding information after surfing online.*



**animals**



**jewelry**



**fruits**



**clothes**



**cash**



**weapon**



**laptop**



**cigarettes**



**seeds**

Allowed items: \_\_\_\_\_

Prohibited items: \_\_\_\_\_

Restricted items: \_\_\_\_\_

## Language Focus

### Words and Expressions

- immigration / ,ɪmɪ'greɪʃn / *n.* 移居；入境
- checkpoint / 'tʃekpɔɪnt / *n.* 检查站；车站的行李房
- auxiliary / ɔ:g'zɪliəri / *adj.* 辅助的；备用的
- respectively / rɪ'spektɪvli / *adv.* 各自地；各个地；分别地
- lounge / laundʒ / *n.* 起居室；休息厅；候机厅
- implement / 'ɪmplɪmənt / *vt.* 实施，执行；落实（政策）
- intercity railway 城际铁路
- aviation hub 航空枢纽
- civil aviation 民用航空

### Useful Sentences

1. I'd like to book a ticket to Los Angeles for Wednesday.
2. Is it a direct flight?
3. Please tell me how I should apply for a trip to China.
4. I'm here for business.
5. Do you handle foreign exchange here?
6. How much would you like to change?
7. Could you fill in this Customs Declaration Form, please?
8. You're not allowed to bring in agricultural products.
9. Please put your bags on the conveyor belt and step through the metal detector.
10. This digital camera and laptop computer are my personal stuff.

## Part I Listening

Joe Smith is a business manager of the American Import & Export Corporation. He is talking with his old friend Lily to know how to deal with the procedures of going abroad. Listen to the following dialogues, and fill in the blanks with the information you've heard. Role-play the dialogues according to the complete situational setting.

### ★ Dialogue 1 Passport and Visa



**Joe:** Hello. Do you know that we'll have to state the 1. \_\_\_\_\_ of going to a certain country?

**Lily:** That's right. People 2. \_\_\_\_\_ for different purposes: some for leisure, some for business, and some for other purposes.

**Joe:** I plan to have a trip to China. How shall I make 3. \_\_\_\_\_?

**Lily:** First, you have to apply for a passport at the Foreign Office. After that, you're 4. \_\_\_\_\_ get a visa from the Chinese Embassy.

**Joe:** I heard that in order to get a visa, I had to fill out some forms.

**Lily:** Yes, there will be many 5. \_\_\_\_\_. The following items are the major ones: your first name, gender, marital status, 6. \_\_\_\_\_, date and place of birth, present address, purpose of travel, proposed date of departure, proposed period of stay, source of support, etc.



**Joe:** Thank you. I think I have to do some preparations 7. \_\_\_\_\_.

**Lily:** Yes, then you should give all the related materials to the visa officers. They will 8. \_\_\_\_\_ you as soon as they get the result. When do you prepare to 9. \_\_\_\_\_?

**Joe:** I plan to depart in one month. How long will it take to get the visa?

**Lily:** It will take about two or three weeks.

**Joe:** I really 10. \_\_\_\_\_ your help.

**Lily:** You are welcome. Have a good trip.

### ★ Dialogue 2 Check-in for Flight

Joe is checking in for his flight at Los Angeles International Airport.



**Joe:** Hi, I'd like to check-in for my 1. \_\_\_\_\_.

**Agent:** Good afternoon. Where are you flying to?

**Joe:** Chengdu, China.

**Agent:** May I have your ticket and 2. \_\_\_\_\_, please?

**Joe:** Sure, here you are.

**Agent:** Would you like a window or an 3. \_\_\_\_\_ seat?

**Joe:** Aisle seat, please.

**Agent:** Alright. How many pieces of 4. \_\_\_\_\_ do you like to check?

**Joe:** Two. This suitcase and my backpack.

**Agent:** OK, please put them on the 5. \_\_\_\_\_, one at a time, please.

**Joe:** Sure. And by the way, I have a 6. \_\_\_\_\_ in Hong Kong. Do I need to collect my luggage there?

**Agent:** No, your luggage will be 7. \_\_\_\_\_ to Chengdu, so you will only pick them up when you get to Chengdu.

**Joe:** OK, great.

**Agent:** Here is your passport and this is your 8. \_\_\_\_\_. Your luggage check is attached to the boarding pass. You are all set. Be at the gate at least 45 minutes prior to the 9. \_\_\_\_\_ time.

**Joe:** Thank you for your help, have a good day.

**Agent:** Thank you, have a nice flight.

### ★ Dialogue 3 At the Immigration & Customs

*Joe has just arrived at Chengdu Shuangliu International Airport from the United States. He is going through the immigration. The immigration officer, Ms. Wang, is carrying out the inspection. After that, Joe comes to the Customs Declaration. Another customs officer, Ms. Liu, is talking to him. Listen to the dialogue and fill in the blanks with the information you've heard.*





• *At the Immigration Checkpoint*

**Wang:** Good morning, sir. May I see your passport?

**Joe:** Yes, of course. Here you are.

**Wang:** Now please face the camera. What's the purpose of your visit?

**Joe:** Tourism. I plan to 1. \_\_\_\_\_.

**Wang:** What's your occupation in the United States?

**Joe:** I work as 2. \_\_\_\_\_.

**Wang:** How long are you going to stay here?

**Joe:** I'm staying for 3. \_\_\_\_\_.

**Wang:** Do you know anybody here?

**Joe:** Yes, Cheng Yu. He is my tour guide.

**Wang:** 4. \_\_\_\_\_?

**Joe:** Yes, his telephone number is 13656987273.

**Wang:** I see. Thank you very much.

**Joe:** You are welcome.

• *At the Customs Checkpoint*

**Liu:** Good morning. 5. \_\_\_\_\_. Would you mind opening it?

**Joe:** Not at all. Check it, please.

**Liu:** Do you 6. \_\_\_\_\_?

**Joe:** I have some small gifts for friends and here is a carton of cigarettes.

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

**Joe:** They are in here.

**Liu:** 7. \_\_\_\_\_?

**Joe:** It's soybean.

**Liu:** I'm sorry, but agricultural products are not allowed to be brought into this country, especially seeds.

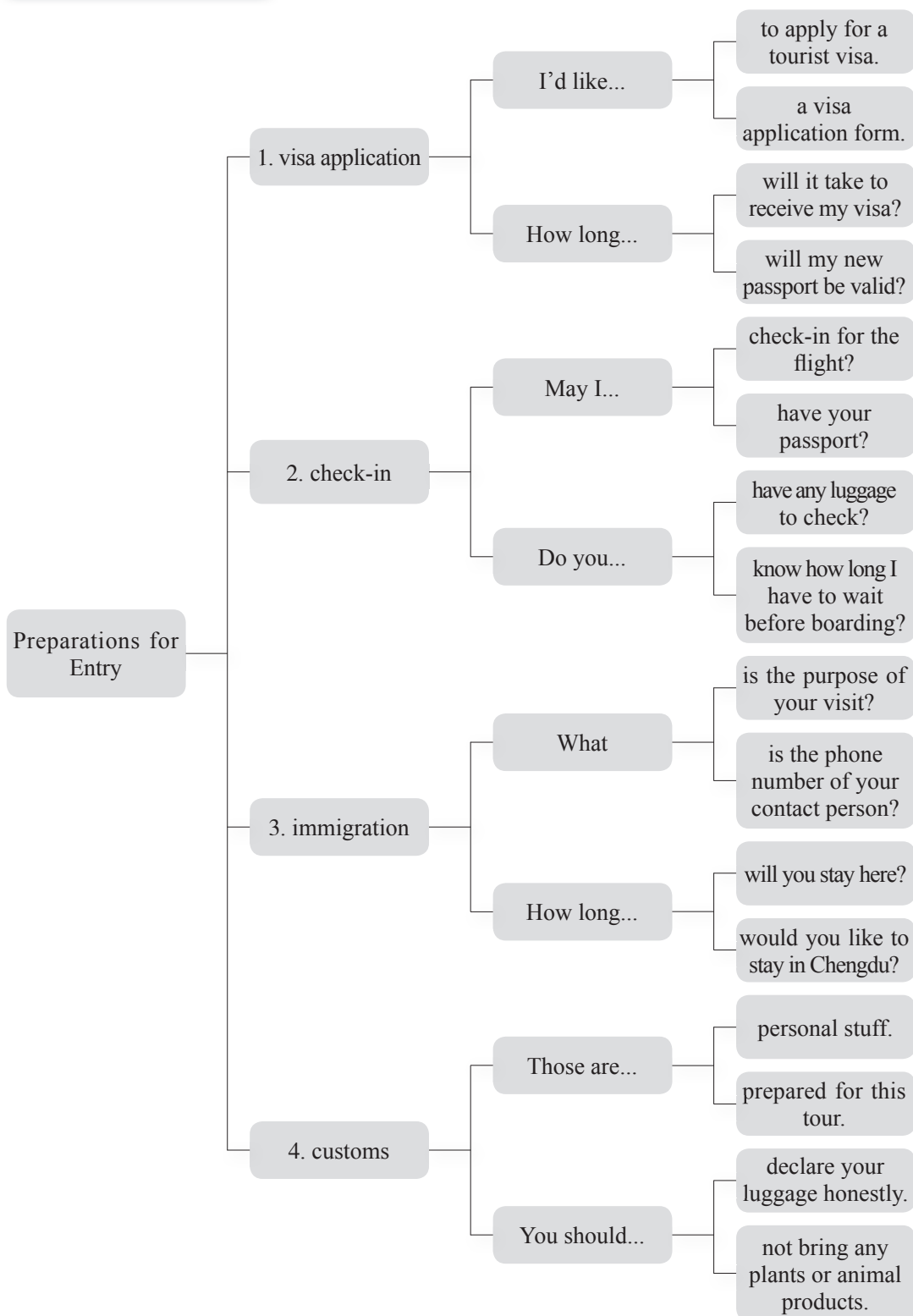
**Joe:** It's for eating not for planting.

**Liu:** That's not allowed. I'm sorry.

**Joe:** Sorry, I don't know that because 8. \_\_\_\_\_.


**Liu:** That's all right. You are through with it. Hope you will enjoy your trip.


## Mind map





## Part II Speaking

Work in pairs. A tourist is going to visit China on a tour trip. Practice making conversations at the following scenarios based on the entry procedures.

| Task 1  | Tourist   | The Officer in Embassy   |
|---|---|--|
|  <p>apply for a Chinese visa</p> | <p>Greet.</p> <p>Ask to apply for a tourist visa.</p> <p>Ask the officer what else is needed.</p> <p>Ask how long it will take.</p> <p>Express gratitude.</p> | <p>Greet.</p> <p>Tell the applicant to show his/her passport and fill in the form.</p> <p>A recent photo is necessary.</p> <p>In fourteen workdays.</p> <p>Respond to the gratitude.</p> |

| Task 2   | Tourist  | Agent   |
|--|--|---|
|  <p>check-in</p> | <p>Greet.</p> <p>Ask for check-in for the flight.</p> <p>Show the passport.</p> <p>Tell him/her that there is a suitcase to check.</p> <p>Express gratitude.</p> | <p>Greet.</p> <p>Ask the tourist to show his/her ticket and passport.</p> <p>Ask if there is any luggage to check.</p> <p>Tell the tourist to put it on the scale and give the tourist the boarding pass.</p> <p>Wish a good journey.</p> |

| Task 3   | Immigration Officer  | Tourist  |
|--|--|--|
|  <p>at the immigration checkpoint</p> | <p>Greet.</p> <p>Ask to show the passport and other documents.</p> <p>Ask the purpose of his/her visit.</p> <p>Ask how long the tourist will stay here.</p> <p>Ask the phone number of a local person the tourist may know.</p> <p>Wish a good trip.</p> | <p>Greet.</p> <p>Give the passport and other documents to the officer.</p> <p>Tell the officer why he/she comes here.</p> <p>Tell the officer how many days he/she will stay here.</p> <p>Tell the officer the phone number.</p> <p>Express gratitude.</p> |

| Task 4   | Customs Officer   | Tourist   |
|--|---|---|
|  <p>baggage inspection at the customs</p> | <p>Greet.</p> <p>Ask the tourist to declare his luggage honestly.</p> <p>Ask the tourist whether he brings the items like fruits, plants, vegetables or any animal products which are prohibited.</p> <p>Explain the customs regulations.</p> | <p>Greet.</p> <p>Tell the officer what are in his/her luggage.</p> <p>Tell the officer he/she brings some fruits and ask how to deal with it.</p> <p>Express gratitude.</p> |

### Part III Reading

## Chengdu Shuangliu International Airport



Read the following text, and take notes of important information and useful words and expressions in the right column while reading.

Chengdu Shuangliu International Airport is the major international airport in Chengdu, as well as an important **aviation hub** to western China. For international tourists, Chengdu Shuangliu International Airport is a highly recommended gateway to Chengdu with its satisfying facilities, convenient transportations, and favorable visa policy.

The airport, formerly named Shuangguisi Airport, opened

#### NOTES

aviation hub 航空枢纽