



普通高等院校“十四五”规划旅游管理专业类精品教材  
国家级一流本科专业建设旅游管理专业特色教材

TOURISM

||||| 主编◎ 韦夏婵

# 旅游专业英语

Tourism English



电子课件



案例库



试题库



教学大纲



音频听力



华中科技大学出版社  
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## 内 容 简 介

本书分为三大模块,第一模块为专业基础理论阅读,介绍本单元主题的基础理论,要求学生掌握相关专业术语,能描述和讨论相关旅游现象;第二模块为情景对话,主要训练学生在旅游业一线岗位谈论相关主题的交际能力;第三模块为中国故事,要求学生系统了解中国概况、传统文化和现代化建设成就,具备在涉外活动中传播中国文化的能。同时教师还可鼓励学有余力的学生对拓展阅读中的词条进一步挖掘,提高他们探究现象、表达观点的能力。

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国家级一流本科专业建设旅游管理类特色教材

# 出版说明

为深入贯彻落实全国教育大会和《加快推进教育现代化实施方案(2018—2022年)》文件精神,贯彻落实新时代全国高校本科教育工作会议和《教育部关于加快建设高水平本科教育全面提高人才培养能力的意见》、“六卓越一拔尖”计划2.0系列文件要求,推动新工科、新医科、新农科、新文科建设,做强一流本科、建设一流专业、培养一流人才,全面振兴本科教育,提高高校人才培养能力,实现高等教育内涵式发展,教育部决定全面实施“六卓越一拔尖”计划2.0,启动一流本科专业建设“双万计划”,并计划在2019—2021年,建设143个旅游管理类国家级一流本科专业点。

基于此,建设符合旅游管理类国家级一流本科专业人才培养需求的教材,将助力旅游高等教育专业结构优化,全面打造一流本科人才培养体系,进而为中国旅游业在“十四五”期间深化文旅融合、持续迈向高质量发展提供有力支撑。

华中科技大学出版社一向以服务高校教学、科研为己任,重视高品质专业教材出版,“十三五”期间,在教育部高等学校旅游管理类专业教学指导委员会和全国高校旅游应用型本科院校联盟的大力支持和指导下,率先组织编纂出版“普通高等院校旅游管理专业类‘十三五’规划精品教材”。该套系教材自出版发行以来,被全国三百多所开设旅游管理类专业的院校选用,并多次再版。

为积极响应“十四五”期间国家一流本科专业建设的新需求,“国家级一流本科专业建设旅游管理专业特色教材”项目应运而生。本项目依据旅游管理类国家级一流本科专业建设要求,立足“十四五”期间旅游管理人才培养新特征进行整体规划,邀请旅游管理类国家级一流本科专业建设院校国家教学名师、资深教授及中青年旅游学科带头人加盟编纂。

该套教材融入思政内容,助力旅游管理教学实现立德树人与专业人才培养有机结合。让学生充分认识专业学习的重要性,注意学生专业知识技能的培养,并将学生个人职业发展与国家建设紧密结合,使其树立正确的价值观。同时,本套教材基于旅游管理类国家级一流本科专业建设要求,在教材内容上体现“两性一度”,即创新性和高阶性、



挑战度的高质量要求。此外,依托资源服务平台,打造新形态立体教材。华中科技大学出版社紧抓“互联网+”时代教育需求,自主研发并上线了华中出版资源服务平台为本套系教材提供立体化教学配套服务,既为教师教学提供便捷,提供教学计划书、教学课件、习题库、案例库、参考答案、教学视频等系列配套教学资源,又为教学管理提供便捷,构建课程开发、习题管理、学生评论、班级管理等于一体的教学生态链,打造出线上线上、课内课外的新形态立体化互动教材。

本项目编委会力求通过出版一套兼具理论与实践、传承与创新、基础与前沿的精品教材,为我国加快实现旅游高等教育内涵式发展、建成世界旅游强国贡献一份力量,并诚挚邀请更多致力于中国旅游高等教育的专家学者加入我们!

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# 前言

Preface

进入 21 世纪以后,中国旅游业呈现爆发式增长。中国不仅是世界各国游客最喜爱的旅游目的地国家之一,也是全世界最大的旅游客源国。“一带一路”倡议、“互联网+”等新趋势对旅游业发展产生了深远影响,也对旅游从业者的素质提出了更高的要求。旅游企业对本科学生的要求不仅需要其具备良好的口语沟通能力,满足一线服务的需要,也需要其具备相关管理知识和表达观点、解决问题的能力。

本书以旅游过程涉及的各个产业为主题,不仅训练学生在工作岗位上的英语交际能力,而且拓展学生在旅游行业的可持续发展能力,使其具备在工作和社交过程中传播中国文化的能力。本教材具有以下特点:

(1) 专业理论够用为度。专业英语是外语教学与专业知识的结合,旅游管理本科专业英语教学应区别于高职高专以“工作过程”为导向的一线服务情景对话。本书每一单元都辅以旅游专业基础理论阅读,要求学生能够掌握旅游业基础理论的专业术语,能够描述并讨论旅游业相关现象。

(2) 体现旅游行业发展新态势。科技的进步带来旅游业态的多样化、形式与内容的多元化。本教材在对话、阅读中选用最新数据,结合近年来旅游行业发展新态势,力求拓宽学生视野,实现在校学习与行业发展的无缝连接。

(3) 培养学生的“文化自信”。本教材设置的“中国故事”模块不仅系统地介绍了中国概况,还介绍了中国改革开放建设所取得的成就,不仅能增强学生的文化自信,也有助于他们在涉外活动中更好地传播中国文化。

(4) 用合作探究学习培养思辨能力。改变以知识呈现为主的填空、翻译等练习形式,以讨论、分析、总结、分享旅游业相关主题的方式培养学生的合作探究学习能力,注重培养学生的思辨能力和跨文化交际能力。每个单元的拓展阅读以词条的形式补充了大量素材,希望在加大语言材料输入的基础上,培



养学生探究现象、表达观点的能力。

由于时间仓促,编者水平有限,教材中难免存在疏漏之处,恳请各位同仁和老师、同学们在使用过程中批评指正。

编者

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# Unit 1

## Introduction to Tourism

### Learning Objectives

- After learning this part, you should be able to:
1. describe the nature of tourism activities, define tourism and tourist.
  2. discuss the benefits of tourism industry.
  3. describe the development of Chinese tourism industry.



### Lead In

Classify the following workplaces into corresponding departments.

tour guide	waiter	hostess	tour leader	tour operator
bellman	waitress	housekeeper	receptionist	chef
conciierge	therapist	butler	sommelier	shop assistant
driver	barista	baker	interpreter	travel consultant
bartender	coach	pilot	flight attendant	

Transportation	
Accommodation	
Food & Beverage	
Sightseeing	

Shopping	
Recreation	



## || Background Reading

### Tourism Industry

Tourism is a composite of activities, services, and industries that deliver a travel experience including transportation, accommodations, eating and drinking establishments, shops, entertainment, activity facilities, and other hospitality services available for individuals or groups that are traveling away from home. According to WTO's (World Tourism Organization) definition in 1993, tourism comprises the activities of persons traveling to and staying in places outside their usual environment for not more than one year for leisure, business and other purposes.

A tourist is a person traveling to another location, away from their usual social environment, for business, pleasure or social reasons. By most accepted definitions, to be classed as a tourist, a person needs to stay at that location for more than 24 hours, but for not more than one year. Tourists may be motivated to travel by a range of different factors, such as refreshment of body and mind, or the pursuit of excitement, entertainment or pleasure. Alternatively, travelers may be driven by cultural curiosity, self-improvement, business, or by a desire to visit friends and family, or to form new relationships. While business travelers are usually classed as tourists, it is worth noting that many definitions of the word "tourist" exclude those who travel with the intention of making an income in the place that they travel to.

Travel as an aspect of human activity has a pedigree going back to thousands of years. Early travelers who were not on the road for religious reasons were usually on military, diplomatic, or political missions. In ancient Persia, traveling was done in large caravans. The idea of travel for leisure, educational or healthy purposes really came to prominence during "**Age of Enlightenment**" in the eighteenth century with the development of "**The Grand Tour**" in Europe. Paris, Rome, Florence, Venice, Munich, Vienna, and other cities of central Europe were fashionable tour stops, and resorts and spas were developed to accommodate the tourists. The costs of such travel prohibited these trips to all but the wealthy people, and it was not until the coming of the railway in the nineteenth century that opportunities were opened up for the general population. In July 1841, a British traveling salesman, Thomas Cook hired a train to send about 570 persons to participate in a party. The entire distance is



approximately 22 miles. It provided free lunches with sausage and snacks for the tourists. This tour is regarded as the beginning of early modern tourism.

Industrialization has created a large number of people with an amount of **disposable income**—income above and beyond what is needed for basic expenses such as food, shelter, clothing and taxes. The emergence of **paid leave**, increased **leisure time**, the development of railway networks and air transport, most notably the jet engine, contributed to an increased number of holidays. The development of air transport and charter flights have popularized long-haul destinations. Most vacations were constructed as recreational experiences, mainly at summer and winter leisure resorts.

It was not until the 1960s that **mass tourism** began to develop in the economically developed countries, and later became popular in the world. Mass tourism is a phenomenon of large-scale packaging of standardized leisure services at fixed prices for sale to a mass clientele. The main feature of the mass tourism is standardization. It provides a **package tour** that covers transportation, accommodation, guides, food and other goods and services. The travel is pre paid, based on a strict time schedule, and the price is affordable because of the cheaper cost created through large customer volumes.

The expansion of air transport, the implementation of computer reservation systems and online bookings have largely changed the overall concept of mass tourism, resulting in new products and activities for tourist consumption. Driven by a relatively strong global economy, a growing middle class in emerging economies, technological advances, new business models, affordable travel costs and visa facilitation, international tourist arrivals grew 4% in 2019 to reach the 1.5 billion mark. This represents the tenth consecutive year of growth.

Nowadays, the tourism industry has been the fastest growing industry and the world's largest industry. By 2030, UNWTO (The United Nations World Tourism Organization) forecasts that international tourist arrivals will reach 1.8 billion.



### III Situational Dialogue

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#### ➤ Dialogue 1

##### World Traveler

Scene: Helen (A) is a student majoring in tourism. She is talking with Jack (B), a friend who travels very often.

A: Hey, Jack, I've heard you are quite a world traveler.



B: Yeah, I love traveling. I've been to around 20 different countries. I've lived in Cambodia, Japan and South Africa, and many different parts of the United States.

A: Do you prefer to travel with somebody or to travel alone?

B: I prefer to travel with someone, but I also enjoy being by myself.

A: When you travel, do you like to follow a guide book or to explore and just do things without any planning?

B: I tend to be on a time budget so I do use guide books, and in general it will be the *Lonely Planet*, the same as everyone else does.

A: What do you think of backpackers?

B: I was a backpacker when I was a student. I went to lots of places in Japan, like Tokyo, Kyoto. I saved as much money as possible and hired a very cheap hotel to stay for some nights. I like the feeling to be myself, not depend on others.

A: I think backpackers are pretty cool. They want to travel around to taste life and to challenge themselves.

B: Yes, backpackers are very adventurous! You probably get to see things that you don't normally see in the regular tourist tours. So I think it's good to be a backpacker.

A: I've never actually done backpacking myself, but that is how I would travel myself because it's the cheapest way. Do you still travel as a backpacker now?

B: After work, I don't have such a long vacation, so I prefer to have a self-drive tour every year. Some regions like the southwest of the United States don't have air travel to the remote deserts, so your only option is to drive.

A: A road trip is always my dream. Driving will allow you to see everything, and you can stop at some of the smaller, more personal destination along the way.

B: Exactly! I can spend more time interacting with the local people than traditional sightseeing tour.

A: What is your favorite place in China?

B: It's difficult to answer. Err ... I liked Xinjiang.

A: Xinjiang is also my dream destination. I hope that I can drive around Xinjiang in the near future.

B: You can read my blog for some tips.

A: Great! I will ask for your advice when my dream comes true.

## ► Dialogue 2

### Impacts of Tourism Industry

Scene: Wang Lei (A) is a student of Guilin Tourism University. He is talking with a foreign student Rick (B) from Indonesia.

A: Hello, Rick, you are from Indonesia, right? I heard that Bali Island is a beautiful paradise. Have you ever been there before?

B: So many times. When I was a child, my parents took me there to visit the gorgeous beaches in Bali Island.

A: Are there any places interesting in Bali Island?

B: Bali Island has a peaceful lifestyle, very connected to nature. Most of the people in Bali Island are Hindus. So there is a lot of Hindu temples in Bali Island. Bali Island also has very famous scenery inside like the rice fields. But I haven't been there for a long time since it is more and more expensive for us to travel to Bali Island.

A: That's weird. I had the idea that Bali Island is a part of Indonesia, so a lot of Indonesians would go there.

B: Bali Island attracts so many international tourists every year, hotels, food and travel expenses are too expensive for local people to afford.

A: Is it possible that the government try to lower down the price that local people can afford to appreciate their own beauty in Bali Island.

B: Thousands of tourists go there everywhere and the island cannot afford to hold so many tourists every day. If prices are really low, then more and more people will go there, there might be environmental problems.

A: I guess that makes sense. Developing tourism is a good way to develop local economy, especially the rural regions, but it will also cause inflation of essentials like food, clothing and housing.

B: That is true. Tourism creates jobs and opportunities for local people, but also causes problems like environmental pollution and threats to natural resources.

A: Bali Island is such an international destination. What is the attitude of the local people towards tourists? Do they welcome them or sometimes they wish these international tourists got off their island?

B: I think some of the local people do feel that way towards foreigners. They feel like they're taking over the island, that is a stereotype. But Bali Island would not survive without tourism right now, because it's our bread and butter. At the same time, tourism is bringing our culture back. People are practicing more dances, cultural traditions because tourists want to see that.

A: It is good to see that people benefit from the development of tourism. I hope something should be done by your government and you can afford to visit Bali Island in the future.

B: Hopefully something will change.

### ➤ Dialogue 3

#### Planning a Tour

Scene: Sam (A) and Jane (B) are friends. They are talking about planning a tour.

A: Wow! Jane, you're going to Tibet?



B: Yes, I really need to leave this town for a change. Working day after day has worn me out. My brother and I just finished making our itinerary.

A: That's really cool! I've always dreamed of going somewhere like Tibet, seeing something unique.

B: Great minds think alike. Why don't you join us? We are leaving next week. You'll still have a week to prepare.

A: Oh, Tibet sounds great. I have a one-month vacation saved up. But I'm afraid my budget is a little tight this year. Last time I traveled to India, and it costed me a fortune.

B: Come on! We're traveling on our own. It won't cost too much.

A: What kind of transportation do you choose?

B: By air. Now it is the low season, the round-trip air ticket between Xi'an and Lhasa is no more than one thousand yuan. We can take a high-speed rail to Xi'an first.

B: How long are you going to stay in Tibet?

B: Two weeks. You can lay back and do nothing, just enjoy the sunshine in Lhasa.

A: Then count me in. Where will we stay?

B: The youth hotels are comfortable and cheap. We can save some money for delicious local specialties.

A: Then make sure that you book me a bed, too.

B: I'll take care of it.

A: Great! Oh, one more thing, don't forget to check the weather before we go. Be sure to take enough clothing.

B: No problem. Now let's make a list for what we need to take with us.

A: Perfect. I'm really looking forward to the coming week.



## IV Chinese Stories

### China Overview

China is one of the world's four ancient civilizations, and the written history of China dates back to the Shang Dynasty (1600-1046 B. C.), over 3000 years ago. As the world's fourth largest country, China covers a land area of 9.6 million square kilometers and a sea area of over 4.7 million square kilometers. With its 4 municipalities, 23 provinces, 5 autonomous regions and 2 special administrative regions, China will always remain united, and is home to approaching 1.4 billion people.

China is located in eastern Asia along the western shore of the Pacific Ocean,



bordering the East China Sea, Yellow Sea, and South China Sea. In addition to over 18000 km of coastline, China has borders with Afghanistan, Bhutan, Myanmar, India, Kazakhstan, North Korea, Kyrgyzstan, Laos, Mongolia, Nepal, Pakistan, Russia, Tajikistan, and Vietnam.

China topography varies greatly from highly mountainous regions to inhospitable desert zones and flat, fertile plains. It can be compared to a staircase descending from west to east, with high plateaus, deserts in west, plains, deltas, and hills in east. The highlands and hill regions account for 67% of the country's total land area, and there are more than 2000 lakes dotting the landscape.

Known as the roof of the world, the Qinghai-Tibet Plateau is more than 4000 meters above sea level and forms the highest part of the country (the first step). The Himalayan mountain range has a number of peaks over 7000 meters, with the tallest in the world, Mount Everest at 8848.43 meters above sea level, at the Sino-Nepalese border, melting snows from these peaks are the source of several Chinese rivers including the Yangtze River and the Yellow River which run from west to east.

The second step is the Inner Mongolia and Yunnan-Guizhou Plateau as well as the Tarim, Sichuan and Junggar basins. The third step is the plains of the Yangtze River and of northern and eastern China, these areas are the country's most populated areas and the agricultural center of the country.

Rivers flow from west to east into the Pacific Ocean except a few in southwest China that flow to the south. The nation's largest rivers originate on the Qinghai-Tibet Plateau and thus have a high drop. With a length of 6300 kilometers, the Yangtze River is the largest river in China. The Yellow River, the second largest river in China, is also the birthplace of ancient Chinese civilization.

The vast territory of China spans nearly 50 latitudinal degrees, and most of it is in the temperate zone, with a small part extending south into the tropical and subtropical zones and the northernmost tip close to the Frigid Zone. China is a world-renowned monsoon region, where most parts are cold and dry in winter, and hot and rainy in summer.

Unlike other large countries, China only has one time zone. The Beijing time zone is 8 hours ahead of Greenwich Meantime (GMT +8). Daylight saving time is not observed.

As a large united multi-ethnic country, China is composed of 56 ethnic groups. With a population of 1.4 billion, the Han Chinese account for 91.59% of the overall Chinese population and can be found in almost every part of China. The other 55 ethnic groups make up the remaining 8.41%. They are distributed extensively throughout different regions of China. The regions where they are most concentrated are Southwest China, Northwest China and Northeast China. The greatest number of ethnic groups can be found in Yunnan Province (25 ethnic groups). Zhuang has the

largest population (more than 16 million) of ethnic groups. In order to ensure that the 56 Chinese ethnic groups live together in harmony, the Chinese government introduced a series of policies including ones to secure the equality and unity of ethnic groups, give regional autonomy to ethnic groups and promote respect for the faith and customs of ethnic groups. Together with the Han people, the Chinese ethnic groups are making great efforts to build a prosperous China.

China enjoys great language diversity. Mandarin is the official Chinese and is taught in schools all over China. But there are many dialects. Cantonese, for example, is spoken in Guangdong, Guangxi, Hong Kong, and Macao. Some around Shanghai, Zhejiang and Jiangsu speak Wu dialect. These dialects can be very different from Mandarin.

China boasts a huge depth of culture developed in a long and relatively isolated history, including Confucianism and other philosophy, tea culture, martial arts, poetry, calligraphy, the imperial legacy, and many others.

China has no unifying religion, but people hold a wide range of beliefs. From atheism or ancestor worship to one of the four major religions: Buddhism, Taoism, Islam, or Christianity.

With an annual growth averaging 9%, China has had the fastest growing economy for the last 30 years. It has developed at record speed to become the second largest economy in the world by GDP that stood at \$ 15.73 trillion in 2020. China's poverty alleviation has shown the world a unique solution and has lifted about 100 million people out of poverty for the past 8 years. Guided by the theory of "lucid waters and lush mountains are invaluable assets", China is making great progress in ecological conservation. China is committed to the joint construction of the Belt and Road Initiative and the development of a community of shared future for mankind. China's goal is to create a better world and deliver better lives for all people.

### **Tourism Industry in China**

Tourism is a burgeoning industry in China since the beginning of reform and opening in the early 1980s. The Chinese tourism market has transformed into one of the world's most-watched inbound and outbound tourist markets. With rising standards of living, the tourism industry in China experienced a substantial growth spur over the last decade.

Tourism industry has become the main source of tax revenue and the key industry for economic development. According to China's Ministry of Culture and Tourism, the total revenue of Chinese travel and tourism industry amounted to 6.63 trillion yuan (\$954 billion) as of 2019, a rise of 11% over the previous year. The industry contributed 2.1% to China's **Gross Domestic Product** (GDP) and provided around 28.25 million jobs. The impact of tourism on the employment market in China is even larger if indirect employment is taken into account. Direct and indirect employment in

the travel and tourism industry in China totaled 79.87 million people, accounted for 10.3% of total employment population.

China registered a spike in **domestic tourism** with 6 billion trips in 2019, up 8.4% year-over-year. The **inbound tourism** market registered an increase with 145 million overseas visits made in 2019, up 2.9% year-over-year. According to the United Nations World Tourism Organization (UNWTO), 65.7 million foreign visitors entered the country in 2019, generating over \$131.3 billion in revenue. China is now the fourth most visited country in the world, behind France, Spain and the United States. About 75.9% of the foreign visits were from Asia, and 35% of those foreign visits are for leisure and sightseeing. Myanmar, Vietnam, South Korea, Russia, Japan, the United States, Mongolia, Malaysia, the Philippines and Singapore are the top 10 source markets for China.

For **outbound tourism**, Chinese tourists made about 155 million visits to overseas destinations in 2019, a rise of 3.3% year-over-year. Spending of Chinese outbound travelers reached approximately \$255 billion. The most popular travel destination for young Chinese travelers is Europe with a share of 61%, followed by Japan and South Korea. The leading international travel destinations of the mass market in China are Canada, Singapore, Australia, Japan and the United States.

China boasts a large number of attractions such as historical sites and relics, economic hot spots and a culturally diversified ethnic minorities. By the end of 2019, China has 55 world heritage sites, including 37 cultural sites, 14 natural sites, and 4 cultural and natural heritages. From the Great Wall to the Terra-cotta Army, and from sprawling mountain valleys to neon metropolises, there is something here for everyone.

## V Listening

### 1. Listen to the dialogue and fill in the blanks.

#### Meeting Guests at the Airport

A: tour guide      B: Mr. Jackson

A: \_\_\_\_\_, but are you Mr. Jackson from \_\_\_\_\_?

B: Yes, I am David Jackson. And you are ...

A: I'm Wang Lei, \_\_\_\_\_. You can call me Edward. Nice to meet you! \_\_\_\_\_

B: Nice to meet you, Edward! \_\_\_\_\_.

A: It is my pleasure. \_\_\_\_\_, Mr. Jackson?

B: David, call me David! On the whole, \_\_\_\_\_.



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