

面向 21 世纪全国高职高专旅游类规划教材

旅 游 英 语

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内 容 简 介

本书根据涉外导游工作对英语口语的需求编写,分为入境旅游和出境旅游两部分。

第1部分“入境旅游”(Inbound Tourism)由九个单元组成,内容涉及迎客和转移、登记入住、行程安排、市内观光、用餐、购买工艺品、参观茶园、参观丝绸博物馆和丝绸厂及处理投诉等方面。第2部分“出境旅游”(Outbound Tourism)由九个单元组成,内容涉及办理乘机手续、出入境、过海关、乘机、住酒店、货币兑换,用西餐、购物、参与游客自由活动及配合地陪工作等方面。每个单元包括本课导读、专业词汇、情景对话、必学句型、阅读材料和练习六个部分。为了方便读者查阅,书后附有练习答案、世界各国主要航空公司代码表、飞机型号表和总词汇表。

本书可作为旅游专业的教材,也可作为旅行社导游的工作手册。

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前 言

中国旅游资源的魅力和旅游业的发展潜力强烈吸引了世界各国的旅游人士，中国旅游业正面临着持续发展的良机和挑战。要想使之获得飞速发展，那么就需要越来越多的专业人才加入到这个行业中来，这对我国的旅游教育事业提出了更高的要求，特别是培养高素质旅游外语人才的要求。

但纵观近年来培养的旅游专业学生和导游人员，能用地道的英语向海外游客介绍中国悠久的历史文化和秀丽的山水景色的，或独立带领国内游客畅游欧、美、澳洲的，为数不多。导游的外语水平成了制约我国旅游国际化发展的瓶颈。为此，笔者根据教学要求，集多年来的旅游英语口语教学经验，精心编写了《旅游英语》这本教材，以期能较快提高旅游专业学生的英语口语水平，为保证我国旅游事业可持续发展做出贡献。

本书根据涉外导游工作对英语口语的需求编写，分为入境旅游和出境旅游两部分。

第1部分“入境旅游”(Inbound Tourism)由九个单元组成，旨在培养学生从事入境导游工作、接待国外旅游者的能力，内容涉及迎客和转移、登记入住、行程安排、市内观光、用餐、购买工艺品、参观茶园、参观丝绸博物馆和丝绸厂及处理投诉等方面。第2部分“出境旅游”(Outbound Tourism)由九个单元组成，旨在培养学生从事出境游领队工作、带团出国观光旅游的能力，内容涉及办理乘机手续、出入境、过海关、乘机、住酒店、货币兑换，用西餐、购物、参与游客自由活动及配合地陪工作等方面。每个单元包括本课导读、专业词汇、情景对话、必学句型、阅读材料和练习六个部分。为了方便读者查阅，书后附有练习答案、世界各国主要航空公司代码表、飞机型号表和总词汇表。

本教材构思新颖，内容丰富，实用性强，比较全面地介绍了涉外导游工作的各个程序，不仅可作为旅游专业的教材，还可作为旅行社导游的工作手册。

本教材主编为袁智敏，副主编为余益辉，丁志明参编。在编写过程中，得到浙江旅游职业学院领导徐云松、汪亚民的支持和帮助，在此表示衷心感谢。

由于编者水平有限，编写时间仓促，疏漏和不足之处在所难免，恳请读者不吝指正。

编 者

2005年4月

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Part I INBOUND TOURISM 入境旅游

Unit 1 Greeting and Transferring 迎客和转移

本课导读

迎客是整个旅游接待过程的第一步。英语里有well begun is half done(良好的开端是成功的一半)的说法,可见开头的重要。一个好的导游员必须从一开始就要进入角色,做到热情周到,开朗幽默。其程序包括找到客人、问候客人、清点人数、确认行李、带客上车等。而转移与迎客是互不可分的一个整体,是迎客的必然延续。转移过程中,导游员要致欢迎词,作沿途讲解和对抵达城市、下榻饭店的介绍等。

Special Terms 专业词汇

baggage check	行李票
bring up the rear	殿后
CITS	中国国际旅行社
(China International Travel Service)	
domestic/international flight	国际/国内航班
local/national guide	地方/全程陪同
luggage/baggage	行李
on behalf of ...	代表……
sit back	休息一下
take the lead	前面带路
tidal bore	涌潮
tour leader	旅游团领队
travel service	旅行社
parking lot	停车场

tour escort/leader	领队
information desk	问询处
hand luggage	手提行李
checked luggage	托运行李
delayed flight	延误航班
terminal building	候机大厅
locate	找出/定位
carrousel	(行李)传送带
government delegation	政府代表团
vacationing group	休假团
study/survey group	考察团
regular flight	定期航班
extra flight	加班机
charter	包机
direct flight	直航班机

passenger plane	客机	behind schedule	晚点
baggage claim area	行李认领区	berth/bunk	火车铺位
peak/off season	旅游旺季/淡季	caboose	乘务员车
immigration control	入境检查	dining car	餐车
emigration control	出境检查	dome car	旅游观赏车厢
formality	手续	junket	公费旅游
accommodation train	慢车	luxurious tour	豪华游
arrival platform	下客站台	make a sightseeing tour	游山玩水

Situational Conversations 情景对话

1. Greeting 迎接

Scene 1

(A: Local guide; B: Tour leader)

A: Excuse me, sir, but are you Mr. William Smith ?

B: Yes, I am.

A: How do you do , Mr. William Smith? I'm Wang Feng, your local guide from CITS^①.

B: How do you do , Mr. Wang? Nice to meet you.

A: Nice to meet you, too. Welcome to Hangzhou. Could you tell me whether everyone of the group is here , Mr. William Smith?

B: I'm sorry to say that one couple didn't come for sudden illness. We have twentythree people including me now.

A: That's all right. But we've got to make some change in room arrangements.

B: Sorry to cause you the trouble.

A: No trouble at all. Have all got their luggage?

B: Let me see. Yes, they have.

A: Shall we bring them to the bus?

B: Sure. Take the lead please. I'll bring up the rear.

A: Ladies and gentleman, attention, please. Now please follow me to the bus.

Scene 2

(A: Guide; B: Tour Leader; C: Stranger)

A: Excuse me, but are you Mr. Brown from Canada?

C: No. I'm Peter from America.

A: I'm so sorry.

C: Never mind^②.

A: Excuse me. Are you Mr. Brown from Canada?

B: Yes, I am. Are you our local guide here?

A: Yes. My name is Li. Welcome to Hangzhou.

B: Thank you.

A: How was your trip?

B: Pretty good. People were chatting and drinking tea all the way. But this is an old group.
They are getting off the train slowly now.

A: No hurry. But can I have the baggage check first?

B: Of course. Here you are. There are 18 pieces altogether.

A: Good. I'll see to it that they go to our hotel as soon as possible^③. Is everybody here now?

B: Let me check. Yes, all here.

A: Before we move, could you tell the guests to follow my flag since it's so crowded here?

B: Sure. You go ahead and we will follow you.

Scene 3

(A: Guide; B: Tour Leader; C: Manager)

A: Excuse me, but aren't you Mr. Smith?

B: Yes, I am.

A: I'm a guide from the China Travel Service. My name is Peter Wang.

B: How do you do, Mr. Peter Wang?

A: How do you do? Our manager, Mr. Li has come to meet you. May I introduce him to you?

B: Of course.

A: This is our manager Mr. Li. This is Mr. Smith from the U.S.A.

C: Hello, Mr. Smith. Welcome to China.

B: Hello Mr. Li. It's really kind of you to come to meet me.

C: It's my pleasure. I hope you have enjoyed your trip.

B: Yes, very much. Thank you.

C: Hope you will have a good stay here, too.

B: I'm sure I will. Thanks a lot.

A: Your bag seems heavy. May I help you with it?

B: No, thanks. I can manage it by myself.

A: All right. Our car is waiting over there. Let's go.

2 . Transferring 转移

Scene 1

(A: Guide; B: Tour Leader; C: Tour Member)

A: Good evening, ladies and gentlemen. Are we all on the bus?

B: Just a moment please. Mrs. Johnson is not here yet.

A: Where is she?

B: There she comes.

C: I'm sorry. Am I the last one?

A: Yes, but that's all right. I guess you are attracted by the beauty of the airport, aren't you?

C: Well, yes! But now I'm ready to go.

B: Yes.

A: OK. Ladies and gentlemen, on behalf of the China International Travel Service and our driver, I would like to extend our warmest welcome to you all. Welcome to Hangzhou! Welcome to the Paradise on Earth! Our Driver is Mr. Zhang who has a driving experience of 15 years, and my name is Li. During your stay in our city, Mr. Zhang and I will be at your disposal^④. We'll do everything possible to make your visit a pleasant experience. If you have any problem or request, please do not hesitate to let us know.

Now, we are heading for our hotel, the Lake View Hotel, a luxurious four-star hotel located right on the famous West Lake. It takes about 40 minutes. So please sit back and relax yourselves while I'm giving you some general information of our city.

B: That's great.

A: Here is the largest river in our province, Qiantang River. It covers a distance of 610 kilometers and is known for its tidal bores.

B: Right. I've heard of it before and once saw it on TV. It was fascinating.

A: Now we have come to the lake side. Most part of the lake is lighted. When the lights are on, it's really attractive.

B: It must be! But we are also looking forward to seeing it in day time tomorrow.

A: Tomorrow comes very soon. And here is our hotel. Good night and have a good stay!

Scene 2

(A: Guide; B: Tourist)

A: Good evening, Madam and Sir. Welcome to Hangzhou.

B: Thank you. Thank you for your coming to meet us.

A: It's my pleasure. Now you've arrived at the paradise on earth.

- B: Yes. We've heard of Hangzhou many times as the paradise on earth. What does "Hangzhou" actually mean?
- A: This is a really good question. According to the geological research, the present city proper was part of the sea in the ancient times. If people wanted to come here, they could only come by boat. For that meaning in Chinese "Hang" is the word. And "Zhou" simply means an area.
- B: Thank you very much. And what is Hangzhou famous for?
- A: In general, Hangzhou is famous for its long history, beautiful scenery and abundant products. I'll give you more details while our trip goes on.
- B: This is our first trip to your city. I was told it was a very popular scenic city among the Chinese.
- A: They told you right. In China, there is an old saying which goes like this: Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou[®]. So, Chinese people consider Hangzhou as the paradise on Earth. Hangzhou saw its heyday during the Southern Song Dynasty, when it served as the capital for the whole China. Thus, Hangzhou is one of the six ancient capital cities in China.
- B: How big is the city of Hangzhou?
- A: The city covers an area of 3068 square kilometers with a population of 3.73 million. And it is still growing. As for the population in China, I have a piece of very important information for you, that is the No. 1.3 billion person in China was born in Beijing on January 6, 2005.
- B: Look, there is a suspension bridge straight ahead of us.
- A: Yes. The suspension bridge we are on is called Qiantang Bridge No 3. Qiantang Bridge No 1 is on your left hand side and No 2 is on your right. We will build altogether 10 bridges across this river in the near future.
- B: China is developing so fast. The whole country is like a huge construction site. No wonder people say the national bird of China is the crane.
- A: You bet. Look at the skyscraper[®] on your right. This is the second tallest building in Hangzhou—the Telecommunication Tower. It has 44 stories and is approximately 220 meters high.
- B: I can see the city is growing fast.
- A: Yes. It is growing taller and bigger. Now we are on a new road leading to the West Lake.
- B: Oh, what a beautiful lake!
- A: This is the famous West Lake in Hangzhou. Strange enough, there are altogether 36 westlakes in China. But this one overshadows all the others.

B: How interesting! What are those plants in the lake?

A: They are lotus. The West Lake is famous for its lotus blossom in summer. Here we are at the Shangri-la Hotel. I'll ask the bellboy to take care of your luggage and I will help you to check in.

B: Thank you.

Notes 注释

CITS 中国国际旅行社的英文缩写, 全称为 China International Travel Service, 是中国最大的涉外旅行社之一。

never mind 没关系。

I'll see to it that they go to our hotel as soon as possible 行李服务是涉外旅游团队服务的一个重要服务环节。导游员要确保客人的托运行李尽快送达所住饭店。

be at your disposal 任您使用, 为您服务。

Up in heaven there is paradise, down on Earth there are Suzhou and Hangzhou: 上有天堂, 下有苏杭。

skyscraper 摩天大楼。

Useful Sentences 必学句型

1. Excuse me sir, but are you...
对不起, 请问先生您是不是……?
2. I'm Wang Feng, your local guide from...
我叫王封, 来自……, 是你们的地陪。
3. Is this your first trip to Hangzhou?
这是您第一次来杭州吗?
4. I'm sorry to say that...
我很抱歉地说……
5. Sorry to cause you the trouble.
给你带来麻烦, 真不好意思。
6. I can manage it all right.
我自己能行。
7. Ladies and gentlemen, may I have your attention, please?
女士们, 先生们, 请大家注意一下好吗?
8. On behalf of the China International Travel Service and our driver, I would like to extend our warmest welcome to you all.

我代表中国国际旅行社和我们的司机，向大家表示最热烈的欢迎。

9 . I will be at your disposal.

我将竭诚为你服务。

10 . The city covers an area of...square kilometers with a population of...

这个城市的面积为……，人口是……。

11 . I hope you have had a pleasant trip.

我想你的旅途一定很愉快吧。

12 . I hope you will have a good time in Hangzhou.

希望你在杭州玩得愉快。

Passage Reading 阅读材料

Passage 1

Welcome Speech

Good evening, ladies and gentlemen. Welcome to Shanghai.

Please sit back and relax. Your luggage will be sent to the hotel by another bus, so you don't have to worry about it.

First, please allow me to introduce ourselves. Our driver is Mr. Zhang. He has 15 years of driving under his belt. So you are in very safe hands. My name is Mei Lifang, but you may just call me May. We are from Shanghai China International Travel Service. On behalf of Shanghai CIST, I'd like to extend a warm welcome to you all.

During your stay in our city, we'll do everything possible to make our visit a pleasant experience. If you have any problem or request, please don't hesitate to let us know. You are going to stay at the Peace Hotel, a time-honored and well located five-star hotel. As you'll stay in our city for two and a half days, you will do well to remember the number of our bus. The number is 72056. Let me repeat: 72056 is our bus number.

I hope you will enjoy your stay in my city.

Passage 2

Introduction to Hangzhou

Since ancient times, Hangzhou has been noted as a land flowing with milk and honey, if not an out-and-out Shangri-la. As the existing records hold it, a long, long time ago, this place was but a vast body of water connected with the present-day Pacific. An emperor journeyed here by

boat for inspection. His boat was moored somewhere about today's children's palace of the city. Now to mark his trip the emperor named the place "Yuhang" which was later converted into Hangzhou, which literally means a place accessible only by boat.

The city rose to fame after the Grand Canal was completed in the Sui Dynasty some 1300 years ago. In the ensuing years, several kingdoms set up their capitals here. It was in the Southern Song Dynasty that Hangzhou saw its heyday. In 1275 the Italian traveler Marco Polo paid a visit to Hangzhou during his term of office as an envoy in the Yuan Dynasty. Under his pen, the city was depicted as "the most elegant and graceful city on earth".

Exercises 练习

1 . Reading and Translation

Good afternoon, ladies and gentlemen. Welcome to Shanghai. Please sit back and relax. Your luggage will be sent to the hotel by another bus. So you don't have to worry about it.

First, please allow me to introduce ourselves. Mr. Zhang is our driver. He has 20 years of driving under his belt, so you are in very safe hands. My name is Guo Qiang. We are from CITS Shanghai. On behalf of my company and my colleagues, I'd like to extend a warm welcome to you all.

During your stay in our city, Mr. Zhang and I will be at your disposal. We'll do everything possible to make your visit a pleasant experience. If you have any problem or question, please don't hesitate to let us know.

I hope you will have a good time in Shanghai.

2 . Complete the Following Dialogues in English

(1) (A: guide; B: guest; C: manager)

A: 对不起，请问您是史密斯先生吗？

B: _____

A: 我是浙江中国国际旅行社的导游王永俊。

B: _____, Mr. Wang ?

A: 你好。我们的林经理来接你了。我来介绍一下吧。这是我们的经理林先生，这是来自美国太平洋旅游企业有限公司 (American Pacific Delight) 的史密斯先生。

C: 你好史密斯先生，欢迎你来到杭州。

B: _____

C: Oh, it is a pleasure. 你的旅途一定很愉快吧。

B: _____

C: 这是你第一次来杭州吗, Mr. Smith ?

B: _____

C: 希望你在杭州玩得愉快。

B: _____

A: 客人都在了, 我们上车吧。 车子在停车场等我们呢。

(2) (A: Guide; B: guest 1; C: guest 2; D: tour leader)

A: Excuse me, but are you Mr. Brown from the United States of America?

B: 我不是, 我想你是弄错了。

A: _____

B: 没关系。

C: 哦, 我是来自美国的旅游团成员。 布朗先生是我们的领队, 他在那儿。

A: Thank you.

A: 对不起, 你是来自美国的布朗先生吧 ?

D: _____

A: 你好, 布朗先生, 欢迎来到杭州。 我是中国青年旅行社的导游, 叫刘伟。

D: _____

A: 一路上好吗, 布朗先生 ?

D: _____

A: 人都到齐了吗 ?

D: _____

A: 我们的车就在外面的停车场, 我们走吧。

3 . Role-play

Situation A

You are at the airport to meet a tour group of 25 people by the name of ZJCITS-050325. Its tour leader is Mr. Dow. Several groups have arrived. Find Mr. Dow, greet him and his group and show them to the bus according to the working procedure.

Situation B

You just met a couple who came from Shanghai to Hangzhou by train. You are on the way from the train station to Shangri-la Hotel where they are going to stay. Express your welcome to them and introduce to them what you see on the way.