

Chapter One Reservation and Reception

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ection 1 Travel Reservation and Information



Study Objectives

1. 学会用英语与客人有效地沟通,询问及回答关于旅行的相关事宜。
2. 熟练掌握与本话题相关的专业英语词汇及常用句型表达。
3. 练习用英语欢迎客人。

Part I Situational Dialogue

Dialogue One

Background: A travel agent of the Summer Travel Service is answering a telephone call from a customer who asks about traveling in Bangkok.

(S—staff J—customer Jack)

S: Good morning. Summer Travel Service. This is Li Ming speaking. How can I help you?

J: Yes. I'd like to know if you offer any travel program to Bangkok.

S: We do have such programs. May I suggest to you our 3-day-2-night package tour to Bangkok?

J: Very good. What do you charge for it?

S: The minimum price for such a tour is RMB 1,880 *yuan*. And all prices are on a per person basis.

J: Well, I see. What does the package include?

S: It includes between Shanghai and Bangkok, two nights' hotel accommodation and daily hotel breakfast. When are you planning the travel, sir?

J: Not decided yet. It is always my wife who has the final say. Would you please send me a fax about the details?

S: No problem. May I have your fax number?

J: That's 021-55012135.

S: 021-55012135. Okay, you'll receive our travel leaflet very soon.

J: Thank you for your help.

S: Thanks for calling. Goodbye, sir.

Note

1. Can I help you? /What can I do for you? /Is there anything I can do for you? /May I help you? 有什么能为您效劳的吗?
2. I'd like to know if... 我想知道是否……
例如: I'd like to know if you like a four-day package tour. 我想知道你是否喜欢四天的包团游。
3. package tour 包团游; 随旅行社旅游
package 是指把一切都像打包似地包在了一起, 如门票、机票、旅馆费用等。如果和别人做生意, 提出了一大堆的条件, 也可用 package, 叫做 package deal (一揽子交易), 只有当包括的所有条件都接受后生意才能继续下去。
4. minimum price 最低价
5. on a per person basis 以单人计价
6. round trip 往返程
7. economy class ticket 经济舱机票
8. accommodation 住处, 膳宿; 调节; 和解; 预订铺位
9. When are you planning the travel, sir? 先生, 您打算什么时候去旅行?
10. leaflet 小叶; 传单; 说明书
11. May I have...? 请您告知……可以吗?

Dialogue Two

Background: A receptionist of the Travel Agency is receipting a customer who wants to ask for some information of city tour.

(A—receptionist at travel service B—customer)

A: May I help you, sir?

B: Yes. I'd like to do some sightseeing. Please tell me some of the places I should visit and the chief points of interests in this city.

A: There are several good routes of the city and outlying areas.

B: Can you tell me the best sightseeing route to take?

A: I recommend our City Tour "A".

B: May I have a brochure to get some information on the sightseeing tours?

A: Sure. Here are several brochures that you can read and compare.

B: Thank you. What does the city tour include?

A: It includes the visit to the terra-cotta warriors in the tomb of China's First Emperor,

the Ming Walls, the Drum Tower, the Huaqing Hot Springs, the Great Mosque, Banpo Neolithic Village Museum and Big Wild Goose Pagoda.

B: Great. How much does it cost for a one-day tour?

A: It's 400 *yuan* per person.

B: Do you think one day is enough for enjoying all these highlights?

A: Well, if I were you, I would choose a two-day tour, making sure time is not too urgent and you will be not too tired.

B: Good idea. Then, I'd like to join in a two-day tour this Thursday.

A: OK. We can offer pick-up service at some major hotels in the morning. Where are you staying?

B: I stay in Xi'an Hotel.

A: OK. Now would you please pay for this tour?

B: Sure.

Note

1. do some sightseeing 游览

例如: I'd like to do some sightseeing. 我想去看一些景点。

2. routes 路线

3. outlying areas 郊区

4. Can you tell me the best sightseeing route to take? 你能告诉我最好的观光路线吗?

5. I recommend... 我推荐……

例如: Then I would recommend a five-day package tour to you. 那我就给你推荐一个五日包团游吧。

6. the terra-cotta warriors in the tomb of China's First Emperor 秦始皇兵马俑

7. the Ming Walls 明长城

8. the Drum Tower 鼓楼; 钟鼓楼

9. the Huaqing Hot Springs 华清池温泉

10. the Great Mosque 清真寺

11. Banpo Neolithic Village Museum 半坡博物馆

12. Big Wild Goose Pagoda 大雁塔

13. How much does it cost for a one-day tour? 一日游多少钱?

14. If I were you, I would choose a two-day tour, making sure time is not too urgent and you will be not too tired. 如果我是您, 我就选择两日游。这样既能确保时间不紧张, 又能使自己不太劳累。

15. pick-up service 接送服务; 接站服务

Part II Reading

Passage One

Tour guides, however, play a key role in the daily business of the travel agency, since they are in direct service of visitors. In other words, their speech and behavior directly influence visitors' experience and mood in traveling. Therefore, every travel agency is seeking for qualified tour guides who have achieved great success in their business.

Then, how can a tour guide become a qualified one? First of all, he should show a strong sense of dedication. He should take pride in introducing his nation to many visitors and make great efforts to make every trip a special one. He should also be well prepared for all the hardship and trouble. Second, a tour guide must have a strong sense of responsibility. He should take responsibility for visitors in his charge by being able to manage different-sized groups and keep them safe. He should be responsible for spreading knowledge about China and promoting cultural and technological exchange. He should also take care of the places being visited by informing tour groups of appropriate behaviors. Finally, a tour guide should continue to acquire new knowledge and to improve his skills. Tourists have paid a lot for the tour, so they surely want to get maximum knowledge in minimum time. Therefore, a tour guide must have enough knowledge to be able to direct and advise the tourists properly. He should constantly prove his language skills and other skills so as to offer quality service.

In a word, a qualified tour guide should be a warm-hearted, reliable and trustworthy friend of the tourists. If he attends to the needs of the tourists and wins their heart or even respect, he will promote the business of his agency and bring success to his agency and to himself.

Words and Expressions

1. trustworthy	可靠的;可信赖的
2. attend to	注意;照料;致力于
3. a strong sense of dedication	强烈的奉献
4. in direct service of visitors	直接服务于旅客
5. inform sb. of sth.	通知某人某事
6. in other words	换句话说
7. warm-hearted	热心的
8. be responsible for	对……负责

Exercise**1. Read the passage and decide they are True(T) or False(F).**

- ()(1) More practice to gain self-confidence.
- ()(2) A tour guide should make enough preparations before the trip.
- ()(3) A experienced tour guide needn't continue to acquire new knowledge and to improve his skills.
- ()(4) A tour guide must have a strong sense of responsibility.
- ()(5) A tour guide must make sure that the tourists can get maximum knowledge in minimum time.

2. Translate the following passage into Chinese.

In a word, a qualified tour guide should be a warm-hearted, reliable and trustworthy friend of the tourists. If he attends to the needs of he tourists, and wins their heart or even respect, he will promote the business of his agency and bring success to his agency and to himself.

Passage Two

Chinese culture is considered as one of the oldest civilizations while the PRC is among the youngest nations of the world. The history of Chinese culture date back to over 5,000 years ago, while new China, the People's Republic of China, enjoys a history of 64 years since it was established on October 1, 1949. We are still a developing country, especially in the area of tourism. In the past, Chinese people could only afford the necessities of life. After the beginning of the economic reform in 1978, we are asking progress towards modernization, and we are having some free time and money to have a tour, not only in China but also abroad. Years ago, we didn't have enough hotels and restaurants to serve tourists. But now we have them at hand.

China is a country with many ethnic groups and a rich cultural heritage. Of all the traditional festivals, perhaps the most popular ones are the Spring Festival, the Lantern Festival, the Dragon Boat Festival, and the Mid-autumn Festival. Besides, on this richly endowed land one can find 56 different nationalities with a total population of 1.3 billion. Apart from the Han, the other 55 ethnic groups, with a total of more than 96.5 million people, constitute roughly 8.41 percent of the total population.

Words and Expressions

1. PRC	中华人民共和国 (the People's Republic of China 的缩写)
2. have... at hand	手头有……
3. cultural heritage	文化遗产
4. endow	赋予; 捐赠; 天生具有
5. the Lantern Festival	元宵节

Exercise

- According to the passage, how do you think about Chinese civilization? ()
 - It is the youngest nations of the world.
 - Chinese culture is considered as one of the oldest civilizations.
 - Since the People's Republic of China was established in 1949, our China history could date back to over 64 years ago.
 - In the past, Chinese people could only afford the necessities of life.
- How long is the history of China? ()
 - It's 64 years.
 - It's 80 years.
 - It's 5,000 years.
 - It's 1,949 years.
- What is the population of the other 55 ethnic groups? ()
 - 1.3 billion.
 - 8.41 million.
 - 5.6 million.
 - 96.5 million.

Part III Useful Expressions

- What are you most interested in, historic and cultural relics, city tours or natural sceneries?
你对什么最感兴趣? 是历史文化遗迹, 城市观光还是自然风光呢?
- How are you going there, by air, by train or by bus?
你想怎么去那里? 是乘飞机、火车还是乘汽车呢?
- Could you tell me how long you are going to stay there?
能告诉我你们想在那里待几天吗?
- I believe this tour will offer you the best services and the most exciting tour programs.
我相信通过这次旅行, 您一定能得到最好的服务并体验最有趣的旅游项目。

5. Where can I get information on sightseeing tours? 我可以在哪里拿到观光指南?
6. I should like to visit the noted places of Dalian. 我很想看看大连的著名景点。
7. Can you recommend me several good sightseeing routes to take?
你能不能给我推荐几条最佳的观光路线?
8. What is the price of this tour? 这次观光旅行的费用是多少?
9. Do you have any tours with English-speaking guides?
你们有会讲英语的导游随行的旅行团吗?
10. Does the route include three meals? 这条观光线提供一日三餐吗?

Part IV Exercise

1. Translate the following sentences into Chinese.

- (1) Mr. Bright, could you tell me if everyone in the group has come?
- (2) Now shall we go and claim the baggage and get our people on to the bus?
- (3) Our car is just outside. Here, let me take your suitcase. We will drive straight to the hotel then, shall we?
- (4) Please tell me some of the places I should visit and the chief points of interests in this city.
- (5) All of the tourists recommend highly the four-day package tour.

2. Translate the following sentences into English and make an oral practice.

- (1) 打扰一下,您一定是来自美国的领队怀特先生吧?
- (2) 请允许我先做个自我介绍,我是来自上海国际旅行社的李维芳。
- (3) 你的旅行愉快吗?
- (4) 你是想选择包团游还是单独出行?
- (5) 请告诉我一些应该去游览的地方。

3. Make up some conversations according to the situation given.

Situation: Mary Luo, the tour guide of Dalian International Travel Agency, is answering a telephone call from customer Mr. White, who wants to have a three-day tour. Mary gives him some advice.