

旅游职业英语
听说实务 3
教师参考书

高等教育出版社

Unit 1

Outbound Tour Guide

Section II Comprehensive Listening

Script:

The Qualities and Tasks of Outbound Tour Guide

If you want to be an outbound tour guide, there are a few things you should know before you start. First, you should know clearly what is the outbound tour guide and the basic qualities that a tour guide should have. If you want to be an outbound tour guide, you must acquire a tour guide certification first. You cannot begin your work to accompany tourists on their travels, providing them with commentary and other travel services unless you have been assigned by a travel agency. To be a professional tour guide, these qualities are necessary: a moral character, profound knowledge, sound abilities, proficient skills, healthy body and decent appearance.

Are you clear about the basic tasks of a tour guide? The first thing is the itinerary of visits and sightseeing. This must be arranged according to the contract signed between the travel agency and the tourists. Second, when you guide the tourists to and around the sites, you should introduce them not only the local culture but also the local tourism resources. The next part is arranging for meals, accommodation, transportation, shopping and entertainment, and ensuring the personal safety of tourists and the security of their property. Answer tourists' questions patiently and help them solve their problems during the journey. Report tourists' opinions and suggestions to the travel agency.

Before meeting the tourist group, an outbound tour guide needs to know: a) the reception plan and the tourist group survey; b) the name of the travel agency that organizes the group in its source origin, nationalities, languages, name of the tour leader, number and standard of fees of the tourist group; c) the members' situation of the tourist group, such as the total number, names, sex, occupations and religions; d) traveling route and the transportation, such as the whole route of this group, places of departing and entering, transportation and so on; e) and the number, time and place of the vehicles they use while the tourists are arriving or leaving.

参考译文:

出境游领队的必备素质和任务

如果你想当一名出境游领队，那么开始之前你应该对以下几个方面有所了解：首先，你应该清楚什么是出境游领队以及作为领队的基础素质是什么。如果你想当一名出境游领队，首先要有导游证。你只有在旅游公司注册以后，才可以开始带领游客，给他们讲解或者提供其他的旅行服务。要成为一名职业领队，以下这些素质是必须的：有道德感，深厚的知识，足够的能力，专业的技能，健康的身体以及体面的外表。

你了解作为领队最基本的任务吗？第一就是旅客观光旅行的日程表。这一定要按照旅游公司和旅客之间签的协议来安排。其次，当你带领旅客去景点观光时，不仅要介绍当地的文化，也要介绍当地的旅游资源。下一步是要安排餐饮、接待、交通、购物以及娱乐，同时要保证游客的人身财产安全。旅途中要耐心地回答旅客的问题并帮助他们解决问题。也要向旅游公司报告旅客的意见与建议。

在与游客见面之前，领队需要了解以下几点：a) 接待计划和旅游团调查结果；b) 组织这个旅游团的旅行社的名字，这个旅行团的来源、国籍、语言、旅客团领导的名字、旅客团队的号码以及标准费用；c) 旅游团成员的情况，比如说总人数、名字、性别职业以及宗教信仰；d) 旅行线路以及交通情况，比如团队的整体路线，进入和离开的时间，交通方式等；e) 旅客到达与离开时使用车辆的数量，时间和地点。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- | | | | | |
|-----------------|--------------|------------------|---------------|--------------|
| 1) guide | 2) qualities | 3) certification | 4) commentary | 5) knowledge |
| 6) itinerary | 7) resources | 8) accommodation | 9) safety | 10) property |
| 11) suggestions | 12) survey | 13) standard | 14) religions | 15) vehicles |

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) T 4) F 5) T 6) T 7) T

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) License 2) guests 3) comment 4) requirements 5) look

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 文化 2) 建议 3) 证书 4) 行程 5) 宗教
语篇信息排序： (3) - (4) - (1) - (2) - (5)

Section III English On-the-job

参考译文：

景点介绍

导游在到达景点之前应该做什么呢？在巴士上，到达景点之前，导游应该简单地介绍一下这个景点，尤其是它的历史意义及特色。

到达景点，进去之前，你应该告诉游客观光的时候应该注意什么。在开始前也要提醒旅客什么时候在什么地方集合以及巴士的车牌号。

进入观光景点以后，应该在观光过程中详细地向旅客介绍一下路线、观光的时间以及注意事项，生动地解释一下历史、特色、地位以及价值。尽量让游客的旅程丰富多彩，并同时照顾年老的和虚弱的旅客。小心不要让旅客走散。全程陪伴着旅客。最后，在任何可能的時候查看旅客的人数。

1. Read the passage carefully, and retell the passage.

范例：

The tour guide should introduce the site before arriving at it. He/she should tell the tourists about the tour at the site and remind them about when and where to go when leaving. Details should be included when explaining the site to the tourists, Point out what to pay attention to while telling them about all aspects of the site. While trying to let the tourists have

an exciting trip, also take care of those in need, preventing anyone from getting hurt or lost.

2. Make up a dialogue with your partner based on the following situation

范例:

A: Good morning. Welcome to New York, My name is Mary. I will be your tour guide in New York City. Today we will see the famous Statue of Liberty.

B: Great. I am so excited.

A: Statue of Liberty is given to the United States by France in 1885. It is standing at Liberty Island in the mouth of the Hudson River in New York Harbor as a welcome to all visitors, immigrants, and returning Americans. Look, this is Hudson River. That is Brooklyn Bridge, not far from Manhattan Bridge. The statute is a 151-foot woman holding a book and a torch on-high.

B: Why is the Statue of Liberty green?

A: As it was assembled, the statue was dark brown, almost black. The copper color had weathered to dark as it was built in Paris. It took about 20 years for the black color to turn to the color of Copper patina, and the green color you see today.

B: Amazing. Why is she holding the torch?

A: It is illuminating the struggle for Freedom.

B: How old is the Statue of Liberty?

A: The history of the statue of liberty spans more than 130 years. Since the statue's fabrication began in 1875, it could have celebrated its centennial in 1975; however, the statue and its pedestal weren't dedicated until 1886, making Miss Liberty 100 years old in 1986.

B: Thank you.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. What is the prevention of losing passport and visa?

参考要点:

Make sure at all times that important IDs are put away safely. Remind the tourists frequently to check on their documents.

2. How to deal with the accident of losing passport and visa?

参考要点:

Acquire a valid statement from the travel company as well as a passport-sized picture of the person who lost the passport. Help the person to report to local Chinese embassy, and provide them with the statement and picture. When the new passport is acquired, reapply for valid VISA.

Unit 2

Tour Leisure and Shopping

Section II Comprehensive Listening

Script:

Egypt

Egypt definitely offers one of the most interesting and varied shopping experiences in the world. However, don't count on sprawling malls and extensive complexes as most of Egypt's qualities shopping lie in its traditional markets and bazaars.

Tourists will be able to find everything under the sun. Egypt's rustic markets have everything from authentic carpets and backgammon certification to leather goods and water pipes. Whatever you need, be it practical or novelty, it's sure to be met in one market or commentary. Just remember that antiquities can't be brought out of the country.

In Cairo, the best place to go shopping is by far Khan-el-Khalili. Located in the Islamic district, Khan-el-Khalili is the city's famous medieval market. This labyrinth of a bazaar is filled with everything from cheap souvenirs and antique jewelry to aromatic spices. When in Alexandria, the best shopping is in the Attareen knowledge where there are itinerary small clusters of antique and handicraft stalls which offer a good bargain.

When shopping at local stores and the resources it is expected and encouraged to bargain, but vendors are known for driving a hard bargain. Remember to be firm but polite, and a friendly accommodation doesn't hurt either.

The People's Republic of China and the Arab Republic of Egypt entered into diplomatic relations on 30 May, 1956. Egypt was the first Arab and African country to establish diplomatic ties with China and Egypt is China's important cooperation partner in developing countries. Most of its territory of property square kilometers lies within the Nile Valley of North Africa and is bordered by the Mediterranean Sea to the north. With over 90 million inhabitants, Egypt is one of the most populous countries in Africa and the Middle East, and the survey most populated in the world. The bilateral trade in standard saw a considerable growth from that of 2009. Egypt took an active part in World Expo 2010 Shanghai China and exhibited in its pavilion eight pieces of state-level treasure from the reign of different Pharaohs. Tourism is a vital part of its economy, employing about 12 percent of the country's workforce.

参考译文:

埃及

埃及无疑是世界上最有趣、最丰富的购物体验地之一。但是，请不要指望能在庞大的购物中心和大楼内购物，因为埃及大多数优质购物之地都是在传统的商场和一些小商品市场。游客们可以在埃及的乡村市场买到一切物品，从正宗的地毯和西洋双陆证书，再到皮革制品和水管等。无论你需要什么，不管是实用的，还是新颖的，一定会在一个市场或评论中得到满足。不过要记住，在埃及，文物是不能带出这个国家的。

在埃及开罗，购物最好的地方是Khan el Khalili。Khan el Khalili位于伊斯兰区，是该市著名的中世纪市场。这个迷宫般的集市到处都是廉价的纪念品、古董首饰和香料。在亚历

山大市的时候，最好的购物地方是在阿塔瑞，那里有小古董和工艺品摊点，并且可以讨价还价。

在当地的商店和市场购物的时候，大家要学会讨价还价，但商贩在讨价还价方面不是那么容易让步。记住要有坚持，但也要有礼貌，友好相待是也不会伤害到任何人的。

中华人民共和国与埃及阿拉伯共和国在1956年5月30日正式建立外交关系。埃及是阿拉伯和非洲第一个与中国建立外交关系的国家，埃及是中国在发展中国家的重要合作伙伴。其大部分领土位于北非的尼罗河流域内，北面与地中海相邻。埃及有超过九千万居民人口，是非洲和中东人口最多的国家之一，也是世界上人口最多的国家之一。与2009年相比，中埃双边贸易不断增长。埃及积极参加2010中国上海世博会，展出了八件国家级珍宝。旅游业是其经济的一个重要组成部分，从业人员在国家劳动力中占有重要比例。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- 1) one 2) best 3) sets 4) another 5) neighborhood 6) several 7) markets
8) smile 9) 1956 10) 1,010,000 11) 84 12) 15th 13) 2010 14) 2009 15) 12

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) F 2) T 3) T 4) F 5) F 6) F 7) T

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) interesting 2) varied 3) shopping 4) everything 5) antiquities 6) barter

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 埃及 2) 传统市场或街市 3) 古物 4) 有礼貌 5) 任何物品

语篇信息排序：(1) - (2) - (5) - (3) - (4)

Section III English On-the-job

参考译文：

销售税

在美国，大多数城市和州都对你购买的几乎所有商品征收销售税。当你迁入一个新的社区时，你可能要询问当地的销售税是多少，哪些项目是不征税的。应税项目和纳税额在很大程度上有差异，有些地方的税率为百分之二，其他地方则为八或十。例如，纽约的销售税是目前的8%，所以如果你买一双40美元的鞋子，你实际上要付43.20美元。这使得支付和获得正确的找零更加困难（更不用说让一切变得更昂贵）。

另一件使钱变复杂的事情是小费。中国人已经愉快地摒弃了给小费的习惯，但是西方人却依然被这样的不适困扰着。服务员、出租车司机、酒店门童、理发师、造型师和其他各种各样的人必须给小费。他们的雇主给他们低工资，因为他们期望客户弥补差额。如果你不这样做，服务生就无法谋生了。小费在各地也有不同，一般是在你账单的15%（纳税前），但是你应该再次询问当地居民要付多少小费。还有另一种小费。通常你会在圣诞节时给邮差送点东西（现金或威士忌）。你也应该向邻居和朋友询问这个问题。

1. Read the passage carefully, and retell the passage.

范例:

The United States of America is a federal republic with autonomous state and local governments. Taxes are imposed in the United States at each of these levels. These include taxes on income, payroll, property, sales, imports, estates and gifts, as well as various fees. Taxes are imposed on net income of individuals and corporations by the federal, most state, and some local governments. Citizens and residents are taxed on worldwide income and allowed a credit for foreign taxes.

Sales taxes are imposed by most states and some localities on the price at retail sale of many goods and some services. Sales tax rates vary widely among jurisdictions, from 0% to 16%, and may vary within a jurisdiction based on the particular goods or services taxed. Sales tax is collected by the seller at the time of sale, or remitted as use tax by buyers of taxable items who did not pay sales tax.

2. Make up a dialogue with your partner based on the following situation.

范例:

Tourist: Hello Tom! I would like to buy a mobile phone here in the USA.

Tour guide: That's good. Which brand would you like to buy?

Tourist: I like Apple.

Tour guide: Good idea.

Tourist: How about this one?

Tour guide: It looks beautiful. How much is it?

Tourist: Look! It will cost me 500 US dollars.

Tour guide: It is cheaper than that in China. But don't forget the tax!

Tourist: Tax? Doesn't that price include the tax?

Tour guide: No. according to the local tax policy, you have to pay 8% tax.

Tourist: I see. So I have to pay 540 US dollars for the mobile phone?

Tour guide: Yeah.

Tourist: Thank you very much!

Tour guide: You are welcome

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. What will you do if you encounter mud-rock flow or landslide?

参考要点:

First of all, I will contact the tour guide, and if possible I will try to contact Chinese embassy in that country. And then I will try to escape from the house and go to a safe place. I will try my best to help my friends and relatives leave the mud-rock flow or landslide.

2. What will you do if you have security problems overseas?

参考要点:

First of all, I will try to contact the local police and the Chinese embassy in that country. And I will try my best to keep safe, not to think more about money or goods.

Unit 3

Tour Recreation

Section II Comprehensive Listening

Script:

Beaches in California

Whether you are a native or just visiting, the beaches of Southern California are some of the best places to go and spend a day in the sun. In summer people from all over the Los Angeles metropolitan area flock down to the beach. If you are traveling from a country where you are not as spoiled with sunshine as Californians, you will find the beaches in California inviting all year round. Many beaches in Los Angeles and Orange County are as famous as Los Angeles itself. All over the world people have heard of Venice Beach, Santa Monica Beach and Malibu beach.

The beaches of Southern California are many and varied. So how do you pick which beach will be the perfect beach for you? No matter what you are looking for from a day at the beach, you can rest assured you will find it in California. From partying into the night to just relaxing in the sun with your kids, you can find the perfect spot. If you enjoy water sports, Southern California has some of the best beaches for that too. There are at least 110 beaches in California. There are 16 alone in Orange County and 15 in Los Angeles County. Santa Monica is one of top ten famous beaches in Southern California. Coronado opened to the public in 1888. Catalina Island is located 22 miles off the Southern California coast, it is known for its myriad of outdoor activities.

参考译文:

加利福尼亚海滩

不管你是土生土长的人，还是仅仅来观光，加利福尼亚南部的海滩都是在阳光下度过一天的最好的地方。夏天，来自洛杉矶各地的人们涌向海滩。如果你是来自没有加州那样阳光充足的地方，你会发现加利福尼亚海滩常年都非常迷人。洛杉矶和橙县的许多海滩都和洛杉矶一样著名。世界各地的人们都听说过威尼斯海滩、圣莫尼卡海滩和马里布海滩。

加利福尼亚南部的海滩多种多样。那么你如何选择你最理想的海滩呢？无论你在海滩上寻找什么样的消遣，你都可以放心，你会在加利福尼亚找到它。从聚会到夜晚，和孩子一起在阳光下放松，你就能找到完美的地方。如果你喜欢水上运动，加利福尼亚南部也有一些最好的海滩。加利福尼亚至少有 110 个海滩其中，有 16 个在橙县，15 个在洛杉矶县。圣莫尼卡是加利福尼亚南部十大著名海滩之一。科罗纳多岛于 1888 年向公众开放。卡特利娜岛是位于加利福尼亚南部海岸 22 英里，它以五花八门的户外活动而闻名。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- | | | | | |
|------------|----------------|---------------|----------|-----------|
| 1) some | 2) places | 3) spoiled | 4) world | 5) varied |
| 6) perfect | 7) looking for | 8) California | 9) 110 | 10) 16 |
| 11) 15 | 12) one | 13) ten | 14) 1888 | 15) 22 |

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) F 4) F 5) T 6) T 7) F

3. Listen to the passage for the third time and fill in the following blanks with the words or phrases given in the box.

- 1) beaches 2) summer 3) all over the world 4) water sports 5) enjoy 6) outdoor

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 水上 2) 最好的度假场所 3) 全世界的人 4) 海滩 5) 海滩

语篇信息排序: (5) - (2) - (4) - (3) - (1)

Section III English On-the-job

参考译文:

泰晤士河

泰晤士河是英国第二大河,也是英格兰最长的河流,在泰晤士河的格洛斯特郡上游,流入泰晤士河的北海。它因流经英国首都伦敦而具有特殊意义,尽管伦敦只覆盖了它的一小部分流域。泰晤士河在伦敦的河段潮起潮落高达7米,在泰丁顿船闸成为无潮区域。集水区覆盖英格兰东南部和英格兰西部的大部分地区,河流由20多个支流提供水源。这条河包含80多个岛屿,有咸水和淡水分支,养育着各种野生动物。从源头到河口,这条河支持人类活动长达数千年,提供住所、水力、食物和饮用水。它还充当了通过伦敦港进行国际贸易的一条主要通道,并沿其内部一直延伸到英国运河系统。这条河的战略地位使它成为英国历史上许多事件和时尚的中心,被约翰·伯恩斯称为“液体历史”。几个世纪以来,它一直是一个地理和政治边界,产生了一系列的河流过境点。在更近的时间里,这条河已成为一个主要的休闲区,配套旅游和娱乐活动,以及赛艇、帆船、体育、滑雪,皮划艇,和撑船。这条河对作家、艺术家、音乐家和电影制作人有特别的吸引力,在艺术上也有很好的代表性。它的流经、命名和历史仍然是各种辩论的主题。

泰晤士河以其历史、文化和神奇的野生动植物、考古学和风景而闻名于全世界。如果你问一个伦敦人或者成千上万在巡洋舰上沿着河流划船的船员,什么是伦敦最宝贵的资产,他们会想出无数个原因告诉您为什么在泰晤士河上或在其附近待一天是一个很棒的体验。

1. Read the passage carefully, and retell the passage.

范例:

The River Thames is a river that flows through southern England, most notably through London. The River Thames is most widely known because of its significant presence through the bustling city of London. The Thames is tidal in places, rising by up to seven metres during high tide in the city of London. It is fed by more than 20 tributaries.

Because the River Thames comprises areas of both sea water and fresh water, it is home to a wide array of fauna and flora. In addition, there are more than 80 islands in the river, which are also home to their own variety of wildlife.

2. Make up a dialogue with your partner based on the following situation

范例:

Tourist: Hello Tom! I am excited that I am going to the UK.

Tour guide: Yeah? There are a lot of tourist attractions there.

Tourist: Really? What are they?

Tour guide: They are the University of Oxford, British Museum, Tower of London, the Windsor Castle and the River Thames and so on.

Tourist: Wow! Would you tell me more about the River Thames?

Tour guide: No problem. The River Thames is the second longest river in the United Kingdom and the longest river entirely in England.

Tourist: That's great! How long is it?

Tour guide: It is 346 kilo meters long, rising at Thames Head in Gloucestershire, and flowing into the North Sea at the Thames Estuary.

Tourist: That's really a long river. And I have heard that there are many islands in the river.

Tour guide: Yes. The river contains over 80 islands.

Tourist: I see. And I can't wait to see them! Thanks a lot!

Tour guide: It's my pleasure.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. What kind of things should you pay attention to during traveling?

参考要点:

During traveling, I will put safety in the first place. And I will try to learn to how to communicate with the local people basically, and learn the basic culture background.

2. Where should you put your valuable goods during traveling?

参考要点:

During traveling, I will put my valuable goods in the bag near me and not leave the bag no matter where I go when I travel on the plane or in the bus. And I will leave my valuable goods in the safe of the hotel after I have checked in.

Unit 4

Travel Agent Abroad

Section II Comprehensive Listening

Script:

General View of Travel Agent Abroad

Travel agents assist travelers by sorting through vast amounts of information to help them make the best possible travel arrangements. They offer advices on destinations and make arrangements for transportation, hotel accommodations, car rentals and tours for their clients.

Travel agents spend most of their time behind a desk conferring with clients, completing paperwork contacting airlines and hotels to make travel arrangements and promoting tours. They also spend a considerable amount of time either on the telephone or on the computer researching itineraries or updating reservations and travel documents. Travel agents are expected to be able to advise travelers about their destinations such as the weather conditions, local ordinances and customs, attractions and exhibitions.

They are especially busy during peak vacation times, such as summer and holiday travel periods. Many agents, especially those who are self-employed, frequently work more than 40 hours per week, although technology now allows a growing number of agents to work from home.

In 2010, 79 percent of all travel agents worked for the travel arrangement and reservation services industry which includes those who worked for travel agencies. Additionally, 14 percent of travel agents were self-employed.

Employment of travel agents is expected to decline recently. The ease of Internet use and the ready availability of travel and airline web sites that allow travelers to make their own reservation, and purchase their own tickets, which results in less demands for travel agents for routine travel arrangements. However, as more travelers take exotic and customized trips, the demands for some of the specialized services offered increasing number of international visitors to the United States, representing a growing market for travel agents who organize and sell tours to these international visitors.

参考译文:

境外游旅行社代理人综观

旅行社代理人通过整理大量的信息来帮助游客做出最好的旅行计划。他们为游客提供关于目的地的建议和交通安排、酒店接待、租车以及旅游线路等服务。

旅行社搭理人大部分时间是在办公室与客户商谈、填写文件，与航空公司和酒店联系来安排旅行以及宣传线路。他们也花很长时间打电话或在网研究日程表或者更新预定单和旅行文件。游客期望旅行社可以提供有关旅行目的地的建议，比如天气情况、当地特色和传统、景点和展览等。

他们在假期时间尤其忙碌，比如夏天以及节假日。许多代理人，尤其是自雇人员，经常每周工作超过 40 小时，尽管现代科技已经使越来越多的人可以在家里工作。

2010 年，百分之七十九的旅游从业人员在旅行安排或预定服务行业工作，包括在旅行

社工作的人员。除此之外，百分之十四的从业人员是自雇的。

最近，旅行社的从业值预期下降。网络使用的便捷以及旅行网站和航空公司网站的存在使得游客自己预定、自己买票成为可能，这导致对旅行社旅行安排的需求减少。但是，由于越来越多的游客喜欢有异国风情的和定制的旅行线路，个性化服务的需求使得到美国的国际游客数量上升，这代表着为这些国际游客专门计划并销售旅游产品的从业人员有着一个正在扩大的市场。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- 1) agents 2) advices 3) clients 4) paperwork 5) arrangements
6) itineraries 7) destinations 8) attractions 9) home 10) industry
11) Employment 12) ease 13) demands 14) routine 15) market

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) T 4) T 5) F 6) T 7) T

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) tourist 2) plans 3) customers 4) scenery 5) booking

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 夏季 2) 旅行 3) 天气 4) 便捷 5) 自雇人士

语篇信息排序：(2) - (3) - (1) - (5) - (4)

Section III English On-the-job

参考译文：

接团

在旅游团到达之前，旅行代理人应该确认旅行团的使用车辆，在出发之前通过询问机场、火车站的信息中心确认准确的到达时间。然后与巴士司机确认时间和地点。在路上把时间和活动的安排告诉司机。再次确认旅游团准确的到达时间并提前到达机场、车站或者码头。确认行李送达的地方，并与行李车的司机确认停车地点。带着指示牌在站台接旅行团。要在站台出口处显眼的地方，在指示牌上写明旅行团的名字和号码，带队的或者本国导游的名字或者游客的名字。

当你接到旅行团时，核对旅游团信息来确认你接到的是正确的团。清点游客人数和行李。集中游客并带他们上巴士。面带微笑站在车门边，帮助老人与小孩。再次清点人数。在车上，你应该致欢迎辞。别忘了介绍司机。

1. Read the passage carefully, and retell the passage.

范例：

The agent should check the information of the group before it arrives. Inform the driver of important information. Pick up the group at the airport, check that the group is correct and

ready to get on the bus. Welcome the people and give a speech welcoming them as well as introducing the driver to them.

2. Make up a dialogue with your partner based on the following situation

范例:

A: Hi, Mr.Li, good morning.

B: Good morning. You look nervous, can I help you ?

A: Yes. It's my first time of picking up tourist group, and I am at a mess. Can you offer me some suggestions?

B: Don't worry. First of all, you need to make sure you have the right info about the right group. And check their flight/train/ship arriving situation as well as the information with the driver.

A: ok, I have got the tourist group information and the driver's.

B: And also welcoming the group at the station is much easier with a meeting board/sign as well as by arriving in advance. Don't forget to get their luggage and make sure they are ready to get on the bus. Speak to them with a smile and introduce the driver. I am sure you can do it well.

A: Thank you a lot.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. What is the prevention of missing the flight?

参考要点:

Check repeatedly about the leaving date, time, destination, and number of the flight as well as any other useful information.

Try to not go to inconvenient places the day of departure for sightseeing or shopping.

Try to avoid crowded places for shopping or free activities.

Save enough time for arriving at the airport in advance and finish process needed.

2. How to deal with the accident of missing the flight?

参考要点:

Inform the travel agent, while comforting the mood of the group.

Contact the airline to check if the flight can be postponed or if there are any other ways of transportation available.

Arrange meals and hotels and other essential services.

During the delay, contact the agency to adjust the next stop's schedule.

The manager of the agency shall apologize to the group of tourists.

Write a report of the accident, explain the reason and responsibility of the event. The person of responsibility shall cover the cost of the accident.

Unit 5

Tourism Management

Section II Comprehensive Listening

Script:

Tourism

There are varied ways of defining tourism. Some people regard it as a pollution-free industry; others think of it an invisible school, both are based on an accepted fact that tourism cannot only produce profits bearing no pollution along with, but help broaden knowledge and fortify health. Aside from the above there exists a wide spread theory, claiming that whatever is of the ability to increase in capital belongs to productive industry. In this sense, tourism should hold a position in the scope and ought to be treated as such.

It is true that there is some sense in the theory, yet another equally or even more important aspect should be granted more publicity to. Tourism, in terms of its objective purposes, has a social function which contributes to human communication. Coming from various social backgrounds, having motives and goals of every kind, tourists get together, draw close and exchange ideas of their own, from which a fresh state of mind will be created. So what kind of production is it? To the question we should have good reason to give a proper answer: it is a spirit production, a reproduction of relations of production. And the more frequently such exchanges are made, the more good they will do to promote mutual social and economic development. If it is the case that making money through tourism means a dent we have made, it foretells a fortune to provide cultural service along with tourism. Therefore, to keep close eyes on the latter involves changing our minds first, that is, tourism is by no means a pure economic concept, but takes plenty of ideological activities as its content.

To sum up, unlike other economic forms, the profits from tourism economy cannot be measured completely by means of how much output value, profit, and foreign exchange it will produce. In addition to the reputation of pollution-free industry, its social and far-reaching profit should be probed more deeply. As such the existing scenic spots ought to be kept in good maintenance, and some new ones exploited. Moreover, constructing first-class soft and hard surroundings is desired to attract tourists, the foreign and the domestic.

The number of domestic tourists is 2.96 billion, up 12.1% over the previous year, and the domestic tourism income is 2.2 trillion yuan, up 17.6% over the previous year. Last year, the global tourism income is \$6.6 trillion, accounting for about 9% of the global economy.

参考译文:

旅游业

定义旅游业的方法多种多样。有些人把它看成是一个无污染的行业；另一些人则认为它是一所无形的学校，这些都基于一个公认的事实：旅游业不仅能产生无污染的利润，而且能扩大知识和增强健康。除此之外，还存在着一个广泛的理论，即任何资本增值能力都属于生产性产业。从这个意义上说，旅游业应该在这个范围内占有一个位置，应该被当作这样对待。

理论上是有道理的，另一个同样重要的方面应该给予更多的宣传。旅游目的在于促进人

与人之间的交流。旅游者来自不同的社会背景，有着各种各样的动机和目标，聚在一起，拉近彼此的距离，交流自己的想法，创造出一种全新的心态。那是什么样的产品呢？对于这个问题，我们有充分的理由给予正确的回答：它是精神生产，是生产关系的再生产。这样的交流越频繁，他们促进社会经济发展的积极性就越高。如果说通过旅游业赚钱意味着我们取得了第一步成功，那么它预示着随着旅游提供文化服务是一种财富。因此，要密切关注后者，首先要转变观念，即旅游绝不是单纯的经济概念，而是以大量的思想活动为内容。

总而言之，与其他经济形式不同，旅游经济的收益不能完全通过它产生的产值、利润和外汇的多少来衡量。除了无公害产业这一声誉外，还应深入探讨其社会效益和长远利益。现有的风景名胜区应该保持良好的维护，并开发一些新的景点。另外，建设一流的软硬环境有望吸引国内外游客。

国内旅客已经达到二十九亿六千万人，比去年增长 12.1%，国内旅游收入两兆两千亿元，比去年增长 17.6%。去年，全球旅游收入为 6 兆 6000 亿美元，约占全球经济的 9%。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- | | | | | |
|---------------|--------------|----------------|--------------|-----------------|
| 1) varied | 2) invisible | 3) productive | 4) objective | 5) social |
| 6) frequently | 7) pure | 8) ideological | 9) economic | 10) first-class |
| 11) domestic | 12) previous | 13) Last | 14) global | 15) about |

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) F 2) F 3) F 4) T 5) T 6) F 7) T

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) different 2) except 3) appropriate 4) fame

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 产品 2) 学校 3) 工业 4) 环境 5) 效益

语篇信息排序：(3) - (2) - (1) - (5) - (4)

Section III English On-the-job

参考译文：

纽约市

纽约(官方称为纽约市)是美国最大的城市，也是世界主要的城市之一。它位于纽约州，城市人口超过 849 万，面积达 321 平方英里(大约 830 平方公里)，是北美洲人口最稠密的大城市。纽约州有 1870 万人口，是世界上最大的城市地区之一。

纽约市是一个国际性的商业、金融、时尚、医药、娱乐、媒体和文化中心，拥有大量的博物馆、画廊、演出场地、媒体、国际公司和金融市场。这座城市也是联合国总部的所在地，也是世界上许多著名摩天大楼的所在地。

这个城市被称为“大苹果”和“不眠之城”而闻名，它吸引了来自世界各地的人们，他们来这里是为了纽约的经济机会、文化和快节奏的世界性生活方式。这座城市目前以美国主要城

市的犯罪率最低而闻名。

1. Read the passage carefully, and retell the passage.

范例:

New York City is one of the touring destinations in the world. The city owns a lot of famous world scenic spots. New York City traces its origin to its 1624 founding in Lower Manhattan as a trading post by colonists of the Dutch Republic and was named New Amsterdam in 1626. The city and its surroundings came under English control in 1664 and were renamed New York after King Charles II of England granted the lands to his brother, the Duke of York. More than 120 colleges and universities are located in New York City, including Columbia University, New York University, and Rockefeller University, which have been ranked among the top 35 in the world.

2. Make up a dialogue with your partner based on the following situation

范例:

Suppose you are going to pay a visit to New York City, please ask your tour guide something about the city.

Tourist: Hey Tom! Thank you very much for all that you have done for me.

Tour guide: It's my pleasure.

Tourist: When will we arrive in New York City?

Tour guide: we will arrive in New York City on Monday morning local time, 1st September.

Tourist: Monday is great, because people go to work at that time, and we can enjoy the city quietly!

Tour guide: That's true.

Tourist: Are there many people in the New York City?

Tour guide: Yeah. Totally, there are 18.7 million people in the New York City.

Tourist: Wow! That's close to that in Beijing.

Tour guide: Yes.

Tourist: Is it safe to travel in the New York City?

Tour guide: The city is currently distinguished for having the lowest crime rate among major American cities.

Tourist: I see. Thank you very much.

Tour guide: It's my pleasure.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. What kind of thing should you pay attention to when you travel in Bali Island?

参考要点:

When I travel in Bali Island, I will not enter into temples with short trousers or skirt. I will not shake hands with the local people with left hand, because left hand is regarded as dirty one. I will walk or drive on the left side of road.

2. What is the difference in traffic roles between China and Bali Island?

参考要点:

In Bali Island, people walk or drive on the left side of road while in China people walk or drive on the right side of road.

Unit 6

Hotel Meeting & Exhibition

Section II Comprehensive Listening

Script:

German Exhibition Industry

The German trade fair industry is well-known in the service industries. There are more than 100 exhibition organizers operating in Germany. More than 2/3 of the world's major professional exhibitions are held in Germany. Germany's becoming a global convention center. German exhibition industry has many features and one of the most typical ones is specialization. German exhibition leaves a strong professional impression. Hannover, Frankfurt, Munich, Dusseldorf and other cities are the world's leading exhibition cities, people there regarded the exhibition as a significant industry to support and to develop. In 2004, the government has also allocated € 36 million specifically to support domestic enterprises to develop exhibition overseas.

With the rapid development of the Internet, the German exhibition industry has also been influenced. German Economic Association Fair has established a complete network system, so now the Internet has become a useful supplement in the German exhibition industry.

German exhibition industry is still booming. Studying the development of exhibition industry in Germany will bring us a lot of benefits.

参考译文:

德国会展业

德国贸易博览会产业是知名的服务产业。在德国，有百余位会展行业经营者。超过 2/3 的世界主要专业展览会都在德国举行。德国正在成为全球会议中心。德国会展业具有许多特色，其中最典型的是专业化。德国展览给人留下了十分强烈的具有专业性的印象。汉诺威、法兰克福、慕尼黑、杜塞尔多夫等城市都是世界领先的会展城市，人们将展览作为一个重要的产业来支持和发展。在 2004 年，政府亦拨出 3600 万欧元，专门支持国内企业在海外举办展览。

随着互联网的飞速发展，德国会展业也受到了影响。德国经济协会已经建立了一个完整的网络系统，互联网已经成为德国会展业的有益补充。

德国会展业仍在蓬勃发展。研究德国会展业的发展将会使我们受益匪浅。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- | | | | | |
|---------------|-----------|-----------------|----------------|------------------|
| 1) well-known | 2) major | 3) professional | 4) global | 5) many |
| 6) typical | 7) strong | 8) leading | 9) significant | 10) specifically |
| 11) domestic | 12) rapid | 13) complete | 14) useful | 15) booming |

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) F 4) T 5) F 6) F 7) T

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) superior 2) classic 3) speedy 4) helpful 5) prosperous

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 国内企业 2) 会议中心 3) 很多好处 4) 专业化 5) 互联网络
语篇信息排序: (2) - (4) - (1) - (5) - (3)

Section III English On-the-job

参考译文:

展会请柬

亲爱的先生:

我们诚挚地邀请您和您的公司员工来我展台进行参观。我们的展会将于 2016 年 5 月 16 日至 5 月 18 日在北京国际会展中心举行。我们专业生产打印机, 电脑, 数码相机等。我们的新机型设计独特, 功能多样。此外, 我们的价格比其他同类产品便宜。

很期待在展览会上见到你。我们愿与贵公司建立长期的业务关系。

展位号: F-I-320

日期: 2016 年 5 月 16 日至 18 日。

玛丽·布朗

销售经理

1. Read the passage carefully, and retell the passage.

范例:

We manufacture printers, computers, digital camera and we are going to participate the trade fair in Beijing International Convention Center from May 16th to May 18th, 2016. Our products are unique in design and the price is reasonable. You are welcomed to visit our booth.

2. Make up a dialogue with your partner based on the following situation

范例:

A: Hello, Mr. Smith.

B: Hello, Mr. Zhang.

A: I heard that your company recently is expanding the business and go smoothly?

B: Yes, it is fine.

A: I'd like to invite you to take part in our car exhibition. The new car will be the exhibition highlights and it will be very helpful for the development of your company.

B: Oh, I think our company is interested in it.

A: Well, now can you leave your phone number so that we can keep in touch?

B: OK! My telephone number is 34657654.

A: No problem, thank you.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. How to deal with the injury accidents in Exhibition?

参考要点:

- (1) **Emergency** medical system: arrange ambulances and make sure the patient can be sent to hospitals immediately; arrange medical personnel at the site, contact the physician and confirm he or she can come immediately.
- (2) Venue infirmary: some meeting center has the infirmary. First locate the infirmary, find out the medical equipment.
- (3) Hotel emergency ambulance system: Most hotels have their own medical staff, but it is not certain whether the medical staff can handle emergency services. Most medical staff do not live there, so they may not be able to deal with emergency medical treatment immediately, but each hotel should have an emergency ambulance system.

2. How to deal with the poisoning accidents in Exhibition?

参考要点:

- (1) Immediately ceased its production and operation activities;
- (2) Assists health institutions in the treatment of patients;
- (3) Preserves food that causes food poisoning or may cause food poisoning, its raw materials, tools, equipment and localities;
- (4) Cooperate with the investigation and provide the relevant materials and samples according to the requirements of the health supervision;
- (5) Implement other measures required by the health supervision.

Unit 7

Hotel Office Staff

Section II Comprehensive Listening

Script:

Hotel Business Center

Business center is an essential part in a hotel. The business center is equipped with some desks, computers and a printer. Often there is a copier and fax device as well. You can access the internet, print documents, scan receipts and so on. It is usually next to the hotel lobby, and not very private.

The business center staff can provide secretarial services, convention services and ticket services. Generally speaking, the secretarial services include photocopying, sending faxes, typing documents, printing business cards. Convention services are about meeting room rental, convention equipment rental, and sometimes the need for catering service can be met, too. Business center staff will help the guest to book tickets such as airline tickets, train tickets, concert tickets, and show tickets. They are ready to provide train timetables, suggest flights, and explain time differences as well.

The business center was once the only place where travelers could stay connected. Now travelers can stay connected anywhere and everywhere. But hotels are trying to adapt the business center for modern travelers. Many hotels are installing wireless printers so that guests can print from anywhere in the hotel. Hotel customers will utilize the business center more for convenience and efficiency.

参考译文:

酒店商务中心

商务中心是酒店的重要组成部分。商务中心配备了一些办公桌、电脑和打印机。经常还有复印机和传真机。您可以访问互联网，打印文件，扫描收据等等。商务中心通常位于酒店大堂的侧面，私密性不是很好。

商务中心工作人员可提供文秘服务、会议服务和票务服务。一般而言，文秘服务包括复印、传真、打字、打印名片。会议服务是关于会议室租用、大会设备租用，有时也满足餐饮服务的需求。商务中心的工作人员将帮助客人订票，如机票，火车票，演唱会门票，还有展览会门票等。他们准备提供火车时刻表，建议航班，以及说明时区的不同。

商务中心曾经是旅客们可以使用网络的唯一的地方。现在，旅客可以在任何地方使用网络。酒店正在建设适合现代旅行者的商务中心。许多酒店都在安装无线打印机，以便客人可以在酒店的任何地方进行打印。酒店的客户将更多地享受到商务中心提供的便利和高效的服务。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- | | | | | |
|---------------------|--------------|-----------|-----------------|-------------|
| 1) is equipped with | 2) access | 3) print | 4) scan | 5) provide |
| 6) include | 7) are about | 8) book | 9) are ready to | 10) suggest |
| 11) explain | 12) stay | 13) adapt | 14) installing | 15) utilize |

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) T 4) F 5) F 6) F 7) T

3. Fill in the following blanks with the words or the phrases given in the box according to the content of the passage you've heard.

- 1) plays 2) in general 3) are related with 4) reserve 5) make use of

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 商务中心 2) 必要的部门 3) 复印文件, 发送传真, 打印文件, 打印名片
4) 文秘服务, 会议服务, 票务服务 5) 预订票务
语篇信息排序: (2) - (4) - (3) - (5) - (1)

Section III English On-the-job

参考译文:

会议服务

会议中心是一个举行会议的地方。在会议中心, 个人或团体聚集在一起商讨提升和分享共同利益。通常, 在大型酒店里会建有一个会议中心。大多数酒店可以提供举行会议、讨论或年会的场地。会议服务经理可以签署合同协议, 并通常以书面形式记录所有沟通的信息。他们还与酒店其他部门的负责人会面, 协调任何计划中的活动。会议服务经理监控活动的进程, 并在出现意外问题时及时处理, 以确保所有功能按计划实现。会展中心的文员应具备良好的沟通能力和良好的组织能力, 才能做好会议服务。

1. Read the passage carefully, and retell the passage.

范例:

Generally, a meeting center is in some large hotels because a large hotel can serve a meeting, a discussion and a yearly party. A meeting center is a place to hold a meeting.

Meeting service

managers can sign the contract and keep the record in writing. In order to make the meeting activities run smoothly, the managers not only meet with the heads of other departments in the hotel to coordinate any planned events but also monitor events and address unexpected problems. And the clerks of the meeting center should have good communication abilities as well as good organizing abilities to provide the services.

2. Make up a dialogue with your partner based on the following situation

范例:

A: Good afternoon. May I help you?

B: Yes, I'd like to book a banquet for the persons who are going to have a conference at the conference center.

A: OK, no problem. We have Chinese food and Western food, which kind do you like?

B: Chinese food.

A: OK, and how about the wine?

B: I'd prefer red wine. By the way, can you provide some dishes for the vegetarian?

A: No problem, and we have signs to remind the customer. Do you have any other requirements?

B: No. Thank you.

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. How to deal with the luggage lost problems?

参考要点:

Occasionally luggage is lost and cannot be recovered. The airline will normally compensate the owner, but luggage lost in a hotel cannot be compensated sometimes. At first, the guest should report the loss of goods to the hotel Security Department where the working staff will record the detailed information such as the loss of items and the shape, color, brand, value etc. then security personnel assist the guest in locating lost items at lost locations, at last if the missing items cannot be found, the guest fill out the missing report and sign it.

If the guests insist on compensation, the hotel manager can help the guest to call the police.

Because the hotel should fulfill the following obligations, the hotel is not responsible for the lost items.

1. Reminding obligation means that the hotel is obligated to remind guests to keep their belongings.

2. Ensuring obligation means that the hotel is obligated to provide safety facilities, such as insurance locks, monitoring equipment and so on.

3. The hotel is equipped with necessary security personnel.

If the hotel is not fulfilling its obligations and results in the loss of the goods, the hotel is responsible for a certain percentage of the compensation.

In case of lost luggage, travelers are advised to carry all essentials in a carry-on bag, including a change of clothes and anything they would be greatly troubled to lose because of its monetary or emotional value.

2. Do you have some good ways to avoid losing your luggage when you travel?

参考要点:

“Keep an eye on your bags, don't leave them unattended, use hotel safes and lockers” -- you may have heard it all before, but keeping your valuables under control doesn't have to be a burden.

Luggage tracking tags are also commonplace for today's well-connected jet setters. Equipping your luggage with a tracking tag can give you real-time access to your bag's GPS location via your smart phone, and also make it easier on airport baggage services should it become lost.

When on board your flight, ensure you stow carry-on luggage where you are able to keep an eye on it. Generally, under the seat in front of you is a good place to keep your items, obviously you can see it, and you'll also have easy access to items to entertain you during the flight!

If you are stowing items in the overhead locker, ensure you do this as close as possible to where you are sitting. Make sure you turn the zip of the bag towards the back of the locker, upside down. This makes it more difficult for an opportunistic thief to open the bag.

Unit 8

Hotel Management

Section II Comprehensive Listening

Script:

Hotel Departments

A hotel is usually divided into many departments: restaurant, housekeeping, front office, human resources, accounting, security, marketing, engineering, ect. Different departments have different functions and duties which commands the traditional services of the hotel.

The most important function of a hotel is to provide food and shelter to prospective guests. So every hotel has at least one restaurant, offered varieties of drink and food. In order to attract more and more guests, the Restaurant Department should update their menu continuously. The staff is expected that they are not only serving the guests, but also catering different guests' different tastes.

As the saying goes, "the difference is in the details." Those details are under the charge of the Housekeeping Department. As one of the most integral departments within the hotel, the Housekeeping Department is responsible for the cleaning and upkeep of all guest rooms and public spaces. Persons who excel in Housekeeping Departments have an eye for detail and a commitment to the training, development and motivation of a diverse group of talented employees. In a competitive hotel market, it is service and cleanliness that really make an impact on our guests and determine whether they will return.

The Marketing Department in a hotel is responsible for finding ways to bring in customers. The Marketing Department might offer package dealing with free tickets to nearby attractions or two for one stays during weekdays. They will also try to advertise to attract customers.

Actually, every department in the hotel is indispensable. Every department in the hotel must do the best to help the hotel run smoothly and efficiently. This is the only key to success.

参考译文:

酒店各部门

酒店通常设置多个部门: 餐厅、家政、前台、人力资源、会计、安防、市场营销、工程部等等。不同的部门有不同的职能和职责, 负责酒店的常规服务。

酒店最重要的功能是为客人提供食物和住所。因此, 每个酒店都至少有一个餐厅, 提供各种饮料和食物。为了吸引越来越多的客人, 餐厅部门应该不断更新他们的菜单。餐厅的员工不仅为客人服务, 而且需要迎合不同客人的不同口味。

俗话说, “差异在于细节。” 这些细节由客房部负责。作为酒店内最具整体性的部门之一, 客房部负责清洁和维护所有客房和公共空间。在客房部门工作的人不仅关注细节而且注重对员工的培训、发展和激励。在这样一个竞争激烈的酒店行业, 真正具有冲击力的是服务和清洁, 这两个因素决定我们是否有回头客。

酒店的营销部门负责寻找顾客。市场部可能会提供优惠套餐, 赠送附近景点的免费门票, 或免费住两晚酒店。他们也会尝试做广告来吸引顾客。

事实上, 酒店的每个部门都是必不可少的。酒店的每个部门都必须尽最大的努力来帮助酒店顺利、高效地运行。这是成功的唯一秘诀。

1. Listen to the passage and fill in the following blanks with the exact words you've heard.

- 1) divided 2) provide 3) attract 4) update 5) expected
6) serving 7) catering 8) is responsible for 9) excel 10) determine
11) return 12) bring in 13) offer 14) try 15) help

2. Listen to the passage for the second time and decide whether the following statements are true (T) or false (F).

- 1) T 2) F 3) F 4) T 5) F 6) T 7) F

3. Fill in the following blanks with the words given in the box according to the content of the passage you've heard.

- 1) serve 2) has 3) is 4) intended 5) cooperates

4. Complete the following sentences in Chinese, and then sequence them in the order according to the passage you've heard.

- 1) 招揽顾客 2) 众所周知 3) 提供服务 4) 高效地运转 5) 细节安排
语篇信息排序: (3) - (2) - (5) - (1) - (4)

Section III English On-the-job

参考译文:

处理顾客投诉

顾客对酒店的不满对任何公司来说都是坏消息。不满意的顾客有他们的理由。不管是什么原因, 不满的顾客仍然是我们的客人, 我们希望他们再次感到满意。以下是解决客户投诉的一些方法。

(1) 处理设备投诉。在解决问题上要有紧迫感。立即帮助他们, 客户往往会更积极地响应您的关注。

(2) 处理有关服务态度的投诉。对于所造成的不愉快, 真诚地向客户转达歉意。

(3) 处理突发事件的投诉。倾听客户的意见, 不要打断他们。他们需要讲述自己的故事, 觉得自己被倾听。

并且别忘了跟进后续活动以确保客户完全满意, 特别是当你不得不获得他人的帮助来解决问题的时候。

总之, 酒店的客人投诉可分为3类: 酒店设备投诉、服务态度投诉、突发事件投诉。对投诉保持良好的态度, 对发生的问题及时道歉是解决投诉的好方法。

1. Read the passage carefully, and retell the passage.

范例:

Guest complaints in a hotel can be classified into 3 kinds: complaints about equipment, complaints about service attitude, and complaints about unexpected events. Here are some tips to handle customer complaints effectively and ensure customer satisfaction.

For the equipment complaints, once a customer's problem has been resolved, it is important that you follow up with him to find out whether he is happy with the solution. This will allow

you to confirm that the problem has really been resolved. When dealing with an irate customer who complains about the bad attitude, it is important that you give a patient ear to the customer and do not make an effort to interrupt. It will help the customer calm down and speak more coherently. While for the complaints about the unexpected events, it is important to be professional and courteous. By being calm and confident, you will have a more positive effect.

2. Make up a dialogue with your partner based on the following situation.

范例:

G: May I speak to the hotel manager please?

M: Hi, this is Benny Smith, the manager of Holiday Inn. How can I help you?

G: Hi. My name is Lisa Wang. I would like to file a complaint of the temperature of your hotel. It's too cold.

M: I am sorry to hear that. I will ask the attendant to turn it up for you. I am sorry our air-conditioner is a little difficult to operate.

G: Thank you for your attention in this matter. I really appreciate that.

M: Could you give me your room number that I can reach you?

G: A301.

(A few minutes later.)

M: Hello. Mrs. Wang, I am calling to find out whether the temperature has gone up or not?

G: Yes, I feel warm now.

M: Thank you so much for calling. Have a good day! Bye!

G: Bye!

Section IV Career Salon

Please discuss the following questions in English with your partners.

1. How to deal with the traffic accidents you met in other countries?

参考要点:

The accident processing process in the United States:

Step1 If you encounter a car accident, do not panic, first remember the model, car brand immediately.

Step2 Check yourself and the passengers in the car, then check the vehicle damage condition. Call 911 quickly, if you do not know the location, find the other people who can help.

Step3 When police arrived, you had to prepare the insurance card and your driver's license. Then the police will record your information and the other person's information.

Step4 Generally, the police will give you a card, which shows the date of police report out, you will be asked to the designated police station to receive police report.

Step5 when you receive the police report, all you have to do is to fax all your expenses receipts to the responsible insurance company .

2. What should be done before you travel in case of emergencies?

参考要点:

- ★ Tourists should choose a good travel agency with high reputation.
- ★ Accumulate some first aid and accident dealing methods.

- ★ Choose some suitable insurance products.
- ★ If the accident has happened, the tourists should keep the bill, including all kinds of inspection reports in the course of treatment, in case of litigation rights.
- ★ Leave a trip list to relatives and friends, stating the flight information, detailed or simple travel routes, hostel contact,.etc.
- ★ When you travel abroad, remember this phone number "12308"! "12308" is the hot-line of Foreign Ministry's Global Consular Protection and Service Emergency call center which provide Chinese citizens with 24-hour consular protection and service.

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