

旅游职业英语

听说实务 2

教师参考书

Unit 1

全陪

National Guide

通过本单元的学习可以了解和掌握：

- 全陪的岗位职责
- 全陪的工作内容
- 全陪过程中的协调服务与技能
- 涉外旅游安全常识：景区游览设施安全警示案例（境内）
- 中国传统技工技艺：中国结

Section II

Note-taking & Interpretation: Meeting Tourists at the Airport

1 Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Meeting Tourists at the Airport

Keys:

1) welcome 2) coming 3) luggage 4) parked 5) manage

Script:

(Tour guide Li Ming is at the airport to meet Mr. and Mrs. Taylor from the United States. A is the tour guide Li Ming. B is Mr. Taylor and C is Mrs. Taylor)

A: Excuse me, but are you Mr. Taylor from the States?

B: Yes, I am.

A: Oh, Mr. Taylor, welcome to Beijing. I am Li Ming, your local guide from China Comfort Travel Service.

B: Hello, Li. Thank you for coming to meet us. This is my wife, Judy.

A: Nice to meet you.

C: Nice to meet you, too.

A: Did you have a pleasant flight?

C: Yes, very pleasant.

A: Have you got your luggage?

B: Yes, everything is here.

A: Our car is parked outside. Shall we go now?

B: OK. Let's go.

A: Can I give you a hand?

B: Oh, no, thank you. Judy and I can manage.

Dialogue 2 Group Check-in

Keys:

1) booked 2) insists 3) instead 4) registration 5) fill

Script:

(A: National Guide; B: Tour leader Mr. Smith; C: Receptionist)

A: Mr. Smith, let's first make sure of the room assignments. We've **booked** 11 twins for 22 people according to the name list you sent us. Is that OK?

B: Well, thank you. But one of the tour members, that's number 8 on the name list, **insists** on having a single room. Is it possible to split one twin room into two singles?

A: I see. Let me talk with the receptionist about it. (*To the receptionist*) Hello, I'm the national guide of the Inter Pacific Tour.

C: Just a moment, sir. Let me check the list. Yes, we are holding 11 twins for two nights for you.

A: That's right. But there is a change. Can we have 10 twins and 2 singles **instead**?

C: Yes, we do have single rooms at the moment. But you'll have to pay for the other single.

A: I see. What's the room rate?

C: The rate is \$50 per night. You will stay for two nights?

B: Yes. Here is \$100.

C: Thank you. May I see your group visa, please?

B: Yes, sure. Here you are.

C: Thank you. Here are the **registration** forms. Please help your client **fill** them out. And here are the keys. I hope you will enjoy your stay at our hotel.

B: Thank you. We will.

2 Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 The National Guide's Duty After the Tourists Enter the Hotel

Keys:

1) transact 2) procedure 3) actively 4) assign 5) warmly
6) contact 7) responsibility 8) Addition 9) hotel's 10) instantly

Script:

What should the national guide do after the tourists enter the hotel? The national guide should help the tour leader **transact** the **procedure** of the registration of the tour group **actively**, and ask the tour leader to **assign** the rooms, but the national guide should have a list of the tourists' room number. The national guide should **warmly** lead the tourists to their rooms. He or she and the tour leader should know each other's room number so that they can stay in **contact**. The national guide should take the **responsibility** to take care of the tour group, if the local guide doesn't stay in the hotel. In **addition**, he or she should take the phone number of the **hotel's** information desk and the way of **instantly** contacting the local guide.

Paragraph 2 The National Guide's Responsibility During the Journey

Keys:

1) support 2) relevant 3) sake 4) convenience 5) ensure
6) property 7) organize 8) transportation 9) destination 10) Advance

Script:

What service should the national guide provide during the journey? When the tourists take a plane, train or ship, the national guide should get the support from the relevant department and help them for the sake of the tourists' safety and convenience. During the trip, the guide should ensure the security of the tourists' property and their well-being. The national guide should organize some entertainment and help arrange to meet the tourists' daily needs such as meals and rest. They should keep the baggage consignment form and the transportation tickets, and give them to the local guide when arriving at the next destination. When the tourists take a train, the national guide should ask the tour leader to assign the compartment and the seat of the berth in advance.

Section III

Speech-making & Discussion: The Dos of National Guide

1. Making a Speech: Clarifying Responsibilities

Suggested answer:

Whenever the group arrives at a destination city, the national guide is duty-bound to help tourists have a pleasant trip. I am the national guide Zhang Lei. As a national guide, my duty is required:

- (1) To acquaint the local guide with things in the group so as help him with his work
- (2) To supervise the local travel company and, if he thinks necessary, put forward some suggestions;
- (3) To take care of the tourists to guard against any possible accidents and to solve problems arising from accidents, if any;
- (4) To give advice to the tourist when they are shopping;
- (5) And, to make contacts with people concerned, especially with the travel service in the next destination city, so that the group may travel smoothly.

2. Discussion: Working Procedures When Shopping

Suggested answer:

(1) If the local guide has arranged too many times for the group to do shopping and if shopping has taken up too much of the time for sightseeing, the national guide must advise the local guide against the arrangements.

(2) When the tourists are shopping, the national guide should advise to them to examine the price and quality of the articles they are thinking of buying, so that they will not buy any inferior goods of fake products.

(3) In case some foreign tourists have bought something valuable, especially antiques, the national guide should remind them to keep the receipt for Customs examination. For purchase of ready-prepared Chinese medicines or Chinese medical materials, he should tell them the relevant regulations of the Chinese Customs.

Section IV

Career Salon : Ten Hurt as Tourist Train Topples

Ten people were injured when a tourist train overturned in a forest on Chongming Island yesterday afternoon.

The accident occurred in Dongping Forest Park in Chongming County at around 2:45 p.m. The injured included nine day-trippers and a tour guide from the park.

Officials said the three-carriage train, carrying more than 40 passengers, made a sudden turn which caused the rear carriage to topple off the track.

The passengers were part of a tour group of 199 employees from the Le Royal Meridien Shanghai Hotel on an outing to the suburban island.

Claims were made that the driver had been driving too fast.

The injured were all in the rear carriage. Three suffered fractures and were sent to a nearby hospital, with one transferred to downtown Changzheng Hospital.

Others suffered slight injuries and were suggested to go home after receiving medical treatment, according to the tourism bureau.

The park has suspended all of its tourist trains and the city's work safety bureau is now investigating the accident.

Dongping Forest Park will compensate the injured as all the tourists purchased insurance when buying admission tickets.

Although a county government official, surnamed Yang, insisted that the train driver was qualified for the job, a member of the public, claiming to be the wife of a passenger of the train, questioned the qualifications and told Shanghai Daily that the driver was responsible for what happened.

"My husband told me that the driver was in a rush so that he could finish work early," said the woman, who asked not to be named but claimed to be the wife of a passenger in another carriage.

"The driver made a sudden turn at high speed that made the rear carriage topple over," she claimed.

Following the accident, the city's tourism authority said it would carry out safety checks on equipment at local tourist attractions.

译文:

火车侧翻，10 名游客受伤（11.16.2011）

昨天下午在崇明一列旅游火车发生侧翻，事故造成 10 名游客受伤。

事故发生在 11 月 15 日 14 时 45 分，崇明县东平国家森林公园，受伤者包括 9 名游客和 1 名公园的导游。

官方工作人员称，这列三节车厢的小火车里载有 40 多名乘客，火车转弯过急造成后面的车厢侧翻。

这些乘客是上海世贸皇家艾美酒店的员工，该酒店组织 199 名员工参加旅行团来崇明岛郊游。

乘客有一部分是来自上海 Le Royal Meridien 酒店的 199 名员工的旅行团，他们是去郊区岛屿旅游的。

官方称事故起因已认定为超速驾驶。

受伤者都是乘坐在后面车厢旅游的乘客，三人骨折，并已被送往就近医院，有一人转送到市区的长征医院。

据旅游局称，其余的人受轻伤，已出院回家。

公园已暂停所有的旅游火车，城市安全局现在正在调查此事件。

由于所有的旅游者购买了门票，也就购买了保险，东平国家森林公园将给予受伤人员赔

偿。

虽然县政府的官员杨某坚持说该火车司机有资格驾驶火车,但是有一位自称是该火车某一乘客的妻子的民众,质疑火车司机的资格,并告诉上海日报,该司机应该对此事故负责任。

“我丈夫告诉我说,该司机急速驾驶,以便于能早点收工下班,”该女子说,她没有提姓名,但自称是另一节车厢的一名乘客的妻子。

她说,“这个司机开车太快,又突然转弯,导致后面的车厢发生侧翻。”

该事故发生后,该市的旅游局说,他们将会对全市各旅游景区、点的游乐设施设备进行安全检查。

Section V

Culture Salon: Chinese Knot

As a typical symbol of Chinese culture, the Chinese knot, like Chinese poetry, painting and calligraphy, sculpture, and ceramics, is welcomed and loved by people worldwide.

It is a hand-woven folk art. With its unique Oriental style and pop of color, the Chinese knot fully reflects the wisdom of Chinese people and the profound cultural foundation of China.

The Chinese knot is usually made from silk. Every basic node is named in accordance with its shape. In a Chinese knot, different nodes are decorated either with each other or using other accessories with auspicious patterns. Such decoration embodies vivid folk culture in ancient China, as well as people's desire of pursuing an ideal life of truth, kindness and beauty. Some examples of these adornments include, abundant luck ("Ji Qing You Yu"), long life and prosperity ("Fu Shou Shuang Quan"), having two happy events in a family simultaneously ("Shuang Xi Lin Men"), everything going well ("Ji Xiang Ru Yi"), and having a pleasant journey ("Yi Lu Ping An").

By applying the principle of unique weaving skills, the traditional Chinese knot provides wonderful visual effects. It can be regarded as a treasure of Chinese culture.

译文:

中国结

中国结就像中国的诗词、书画、雕刻、陶瓷一样,作为中华民族文化的代表,为世界人民所熟知和喜爱。

中国结是中国特有的民间手工编织艺术,它以其独特的东方神韵、丰富多彩的变化形式,充分体现了中国人民的智慧和中华民族深厚的文化底蕴。

中国结通常是由一根丝线编结而成,其成品左右对称,正反图案一样。每一个基本结互为装饰,或用吉祥饰物搭配。这种装饰物承载了我国古代的文化信仰及浓郁的宗教色彩,又表达中国人民追求真、善、美的良好愿望。如“吉庆有余”“福寿双全”“双喜临门”“吉祥如意”“一路平安”等。

中国结利用独特的数学一笔画成图的原理,为人们呈现了美妙的视觉效果,堪称“中华一绝”!

Unit 2

境外领队

Tour Leader

通过本单元的学习可以了解和掌握：

- 境外领队的岗位职责
- 境外领队的工作内容
- 境外领队讲述服务与协调技能
- 涉外旅游安全常识：海外旅行安全警示案例
- 中国传统技工技艺：窗花

Section II

Note-taking & Interpretation: At the Airport

1. Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Check-in at the Airport

Keys:

- 1) passport 2) aisle 3) luggage 4) overweight 5) carry-on

Script:

(A is a clerk at the check-in counter and B is a tour leader. They are at the check-in counter.)

B: Excuse me, Miss. Should I check in here for Flight CA 123 to London?

A: Yes, sir. May I have your passport and flight ticket, please?

B: Sure. Here are ten tickets and passports. We are from the same tour group. Can we have six window seats and four aisle seats?

A: Let me see... OK. No problem. Do you have any luggage to check in?

B: Yes. We have eight suitcases and two bags.

A: Would you please put them on the scale?

B: Of course. They are not overweight, are they?

A: I'm sorry. They are 5 kilograms over.

B: That's too bad. It must be the brochures.

A: You don't have any carry-on luggage. Perhaps you could take some brochures out of your checked luggage and take them with you.

B: Good idea. Thank you very much.

Dialogue 2 At the Passport Control and Security Counter

Keys:

- 1) board 2) security 3) prevent 4) time-consuming 5) refuses

Script:

(A: Tour leader B: Tourist)

B: It's time for us to **board** our plane. Let's hurry!

A: Don't be in such a rush. Just follow me.

B: OK.

A: This way, please. You have to go through the passport control first, and then the **security** check.

B: Why should we go through the security check?

A: That is to **prevent** an aircraft hijacking, and of course for the safety of all passengers, including you. This is a common practice all over the world. All airlines, both domestic and international, require a security check, including a personal search.

B: Oh, I see. I just think that the personal search is a bit **time-consuming**.

A: Yes, it really takes some time. But it is carried out for the passenger's own safety. And the personal search is not only required for you, but also for all the passengers. Anyone, who **refuses** that, would not be allowed to board the flight.

B: OK, thank you for explaining.

A: You are welcome.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 Types of Tours

Keys:

- | | | | |
|--------------|----------------|-------------|-----------------|
| 1) inbound | 2) visits | 3) outbound | 4) destinations |
| 5) residents | 6) complicated | 7) domestic | 8) procedures |
| 9) leave for | 10) entrance | | |

Script:

There are two types in international tours. One is **inbound** tours which means international **visits** within a country; the other is **outbound** tours which are to travel foreign **destinations** by a country's **residents**. Meanwhile, outbound visits are more **complicated** than **domestic** ones because certain complicated **procedures** should be obeyed so that visitors who **leave for** foreign countries can have an **entrance** document.

Paragraph 2 Departure Procedures

Keys:

- | | | | |
|-----------|--------------|-------------|-------------|
| 1) fixed | 2) departure | 3) services | 4) airport |
| 5) enough | 6) details | 7) security | 8) counters |
| 9) flight | 10) passport | | |

Script:

On the initial day, the tour leader will meet with the tourists at a **fixed** time and designated **departure** place, from which point the tour **services** begin. They'll decide on the time to get together at the **airport** so that they have **enough** time to finish the complicated procedures. Also, the leader should have a good understanding of the following **details**: baggage allowance, packing and **security** measures, check-in **counters**, check-in time and procedures, **flight** information, departure area, customs, **passport** control and immigration, security check-point, and departure gate

information.

Section III

Speech-making & Discussion: Working Procedures and Skills

1. Making a Speech: Making a Welcome Speech

Suggested answer:

Ladies and gentlemen,

Good morning, welcome!

First, let me introduce myself. My name is Zhang Hua, your tour leader during your visit to the UK, and I will take care of every detail of logistics for the tour.

Then let's discuss and sign up some documents and optional tours outside the regular schedule at extra cost.

Since we reconfirmed our itineraries along with all the relative arrangements, I think you have already got to know more about every aspect of living and sightseeing in the UK.

In order that you have a wonderful and interesting experience, I'd like you to follow the discipline, such as punctuality, unity and respect. Remember the following: 1. things that might not be a crime in China may be a crime in the UK; 2. ensure that what you are doing is legal; 3. Don't be less careful in the UK than you are in China; 4. Don't go out alone late at night; 5. Be careful who you trust with your belongings; 6. Always lock your door and your windows at night; 7. Don't put your expensive items on display; 8. Keep away from overcrowded and unsafe areas; etc.

I hope you will have a good journey.

2. Discussion: Tour Leaders' Preparations Before Departure

Suggested answer:

- (1) Itinerary and arrangements
- (2) Information, requirements and background of each tourist
- (3) Planning contingencies
- (4) Documents and paperwork: passport and ID card
- (5) Pre-departure briefings, ...
- (6) Confirm the correct time and place for the group to meet for departure.
- (7) Remind the tourists to bring their passport and ID card.
- (8) Check the names, numbers of tourists and the air tickets.
- (9) Confirm the time for the delivery of luggage.

Section IV

Career Salon: Recreational Facility Safety

As the national holiday approaches, concerns have been raised over the safety of amusement park rides and facilities.

On Monday, a 59-year-old man died after falling from a cable car in Beijing's Xiangshan Park. An investigation into the incident is being carried out.

In 2010, an accident on a space-themed ride at an amusement park in Shenzhen city, killed 6 people and injured 9. The accident was caused by a loose bolt on one of the ride's passenger cabins, which fell to the ground, hitting other passenger cabins on its way down.

In 2011, a roller coaster in a Shanghai amusement park suddenly stopped when it reached its peak height, leaving 25 passengers suspended in the air for over half an hour.

Last year, a fire broke out on a ferris wheel cabin in Nanjing. Six passengers, including a 2-year-old girl were trapped 100 meters high in the air for nearly half an hour.

译文:

游乐设施安全

随着国庆假期临近,大型游乐设施安全状况备受关注。

星期一,一名 59 岁的男游客在北京香山公园乘缆车时坠亡。事故原因正在调查中。

2010 年,深圳华侨城景区“太空迷航”游乐项目发生安全事故,造成 6 人死亡,9 人受伤。事故是由于一个座舱的螺栓松了,座舱降落到地上,下降过程中又撞到其他下落的座舱造成的。

2011 年,上海的一个游乐园的过山车运行至最高点时,突然发生机械故障,致使 25 名游客被悬留在半空中长达半小时。

去年,南京市摩天轮在运行时有一节轿厢突然起火。6 名游客(其中一名女童仅两岁)被困在离地面 100 米高的空中近半个小时。

Section V

Culture Salon: Paper-cut Art for Window Decoration

Paper-cut art is a picture cut out from a piece of paper with scissors. The picture patterns are often pasted on lintels, windows, or lanterns to express the feelings of joy and life perceptions. Hence paper-cut art is also known as “scissors-picture” for window decoration. The main tool required for paper-cutting is scissors. The patterns are often based upon events in the jubilant festivals, bumper harvests of the grains, stories from folk opera, and familiar subjects such as children or animals. They are very beautiful and interesting and are widely popular among Chinese people.

The art of paper-cutting may be traced back to a period as early as the ancient Southern and Northern Dynasties. It appeared at the same time as Chinese papermaking and is still widely practiced across China. The paper-cut art of the south is delicate and beautiful and the subjects of paper-cut art in the north are robust and energetic. The paper-cut art has become a Chinese artistic treasure.

译文:

窗花剪纸艺术

剪纸是用剪刀将纸张剪成所需图案的艺术。剪纸通常被贴在门楣、窗户或灯笼上来表达一种喜悦之情和生活感受,因此剪纸艺术才有了“窗花”的称谓。剪纸的主要工具就是剪刀。窗花图案大多取材于喜庆节令、五谷丰登、民间戏曲故事以及人们熟悉的主题形象,比如孩童、动物等,既美观又富情趣,在中国民间广为流传。

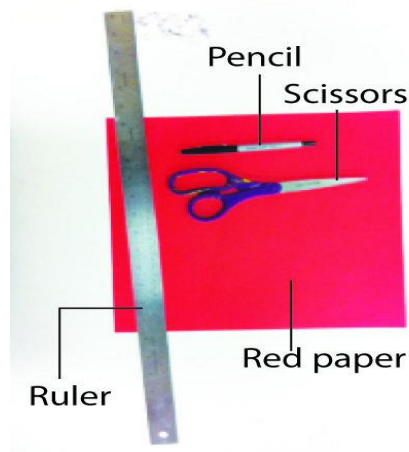
剪纸艺术可以追溯到南北朝时期,与中国造纸同期出现,一直到现在许多中国人还在从事剪纸艺术。中国南方的剪纸细腻优美,而北方的剪纸取材通常比较粗犷,富有生气。剪纸艺术已经成为中国人的艺术瑰宝。

附：

How to Make Paper-cut for Window Decoration

Step 1: Prepare your Tool

Get ready with tools

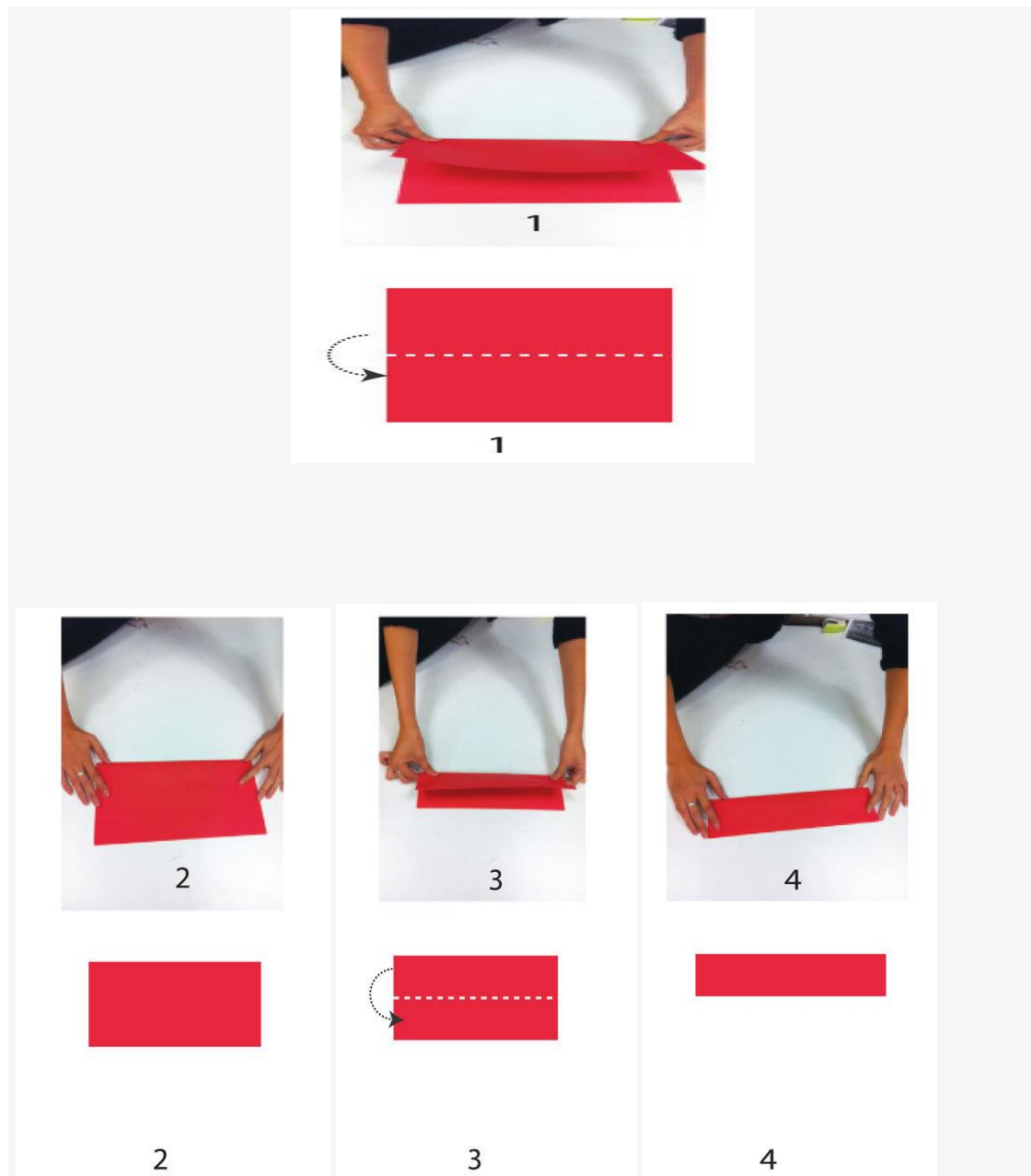


1. Pencil
2. Scissors
3. Red square paper
4. Ruler

Tips:

1. Use pencil to draw so the marks can be erased later.
2. Red color is recommended. In the Chinese culture, red is the color that represents happiness and fortune.
3. Choose paper that is thinner. Otherwise, it will be very thick after several times of folding.

Step 2: Fold the paper



Fold the paper twice:

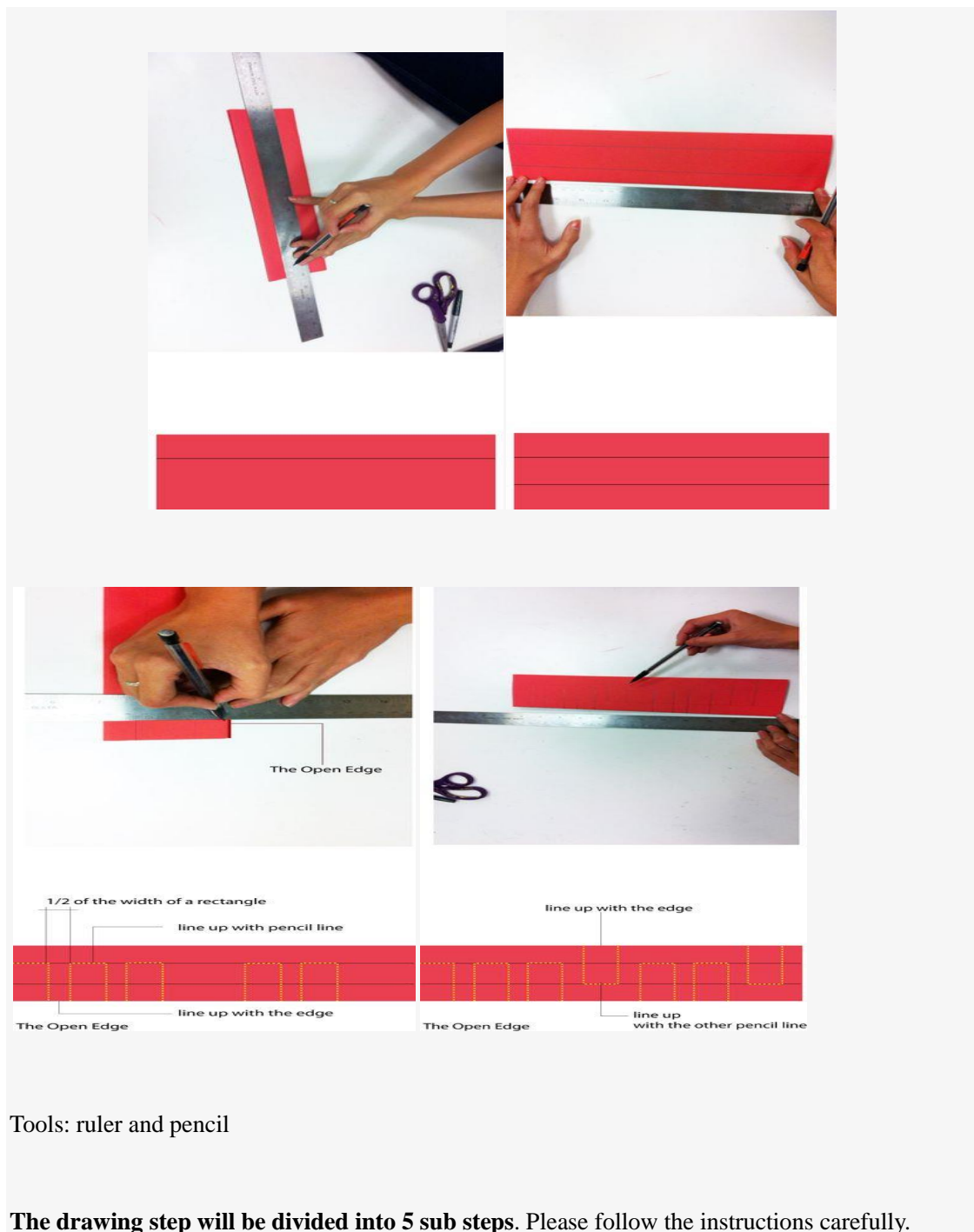
Firstly fold it into half and then fold again.

Now you will have a paper that is only a quarter of the original size

Tips:

Make sure you press each fold line hard enough so that later it can be easier to cut.

Step 3: Draw cutting lines



1. Draw two straight lines through the paper using ruler and pencil: one at the $\frac{1}{3}$ place and the other at the $\frac{2}{3}$ place
2. Then turn the open edge side towards you and draw 3 rectangles with same sizes (width: height=1:2). One edge will line up with the edge of the paper and another edge will line up with the straight pencil line. Leave a space between two rectangles.

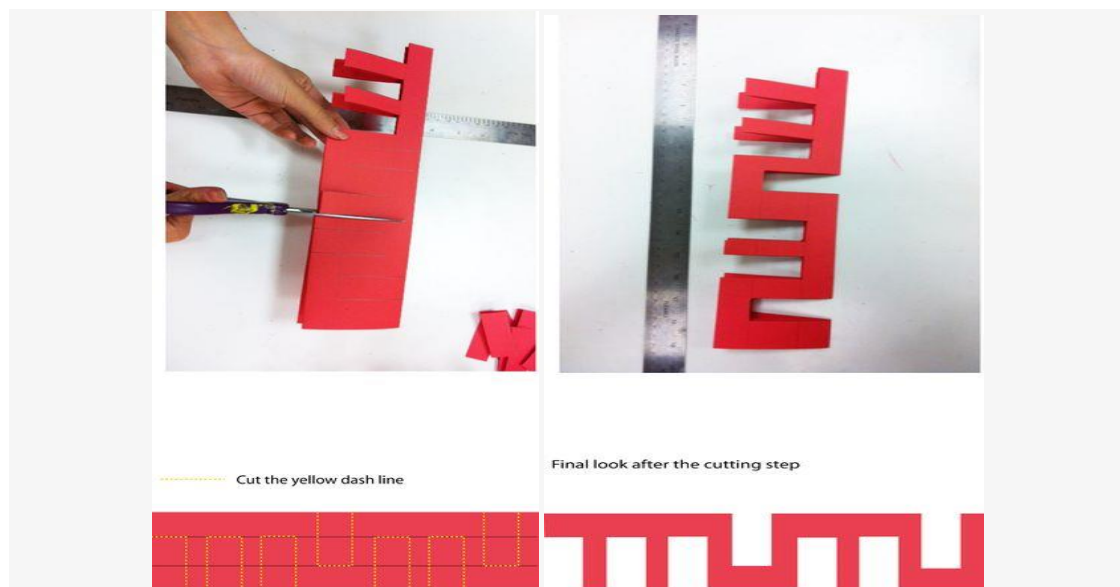
- * The space between two rectangles are about half of the width of a rectangle.
- 3. Leave a space after the third rectangle. Draw another two rectangles after that.
- * The space after the third rectangle will be equal to the width of two rectangles.
- 4. Draw two rectangles. One edge will line up with the edge of the paper and another edge will line up with the other straight pencil line.

Now you are done with the drawing cutting line step.

You should have 7 rectangles in total—5 on one side and 2 on the other.

If done, move to the next step.

Step 4: Cut the paper



Tools: scissors

Cut out the rectangles by following the yellow lines.

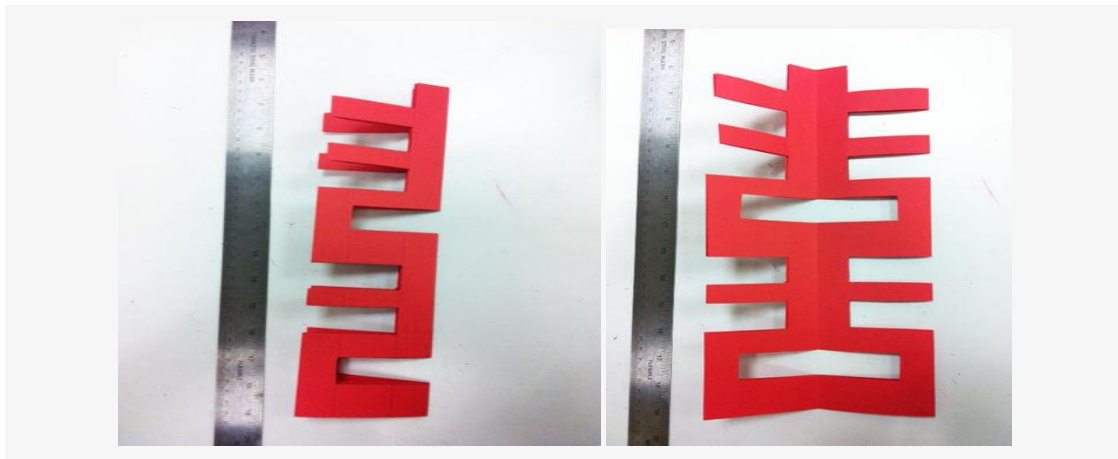
Cut off all the 7 rectangles carefully

Caution:

After being folded twice, the paper can be very thick. So be careful with your fingers when you cut.

Cut the paper is the trickiest part. Cut with care and make sure you cut the right lines. Otherwise, you will get a totally different pattern. But it is also a way to be creative.

Step 5: Unfold the pattern



Simply unfold the paper-cut art.

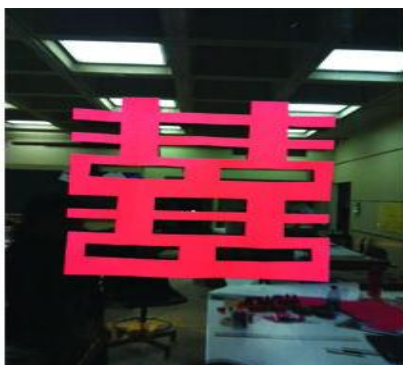
Caution: after the cutting, the paper edges may get sticky together. When you unfold it, do it with care. Otherwise, you may tear it.

You will see the final piece of work in a very symmetric shape.

Tips:

1. Erase the pencil lines before you unfold it.
2. Before you unfold it, you may need to fold along the folder lines in the opposite direction. So when you open the pattern, it will lay flat on its own.

Step 6: Post it on windows



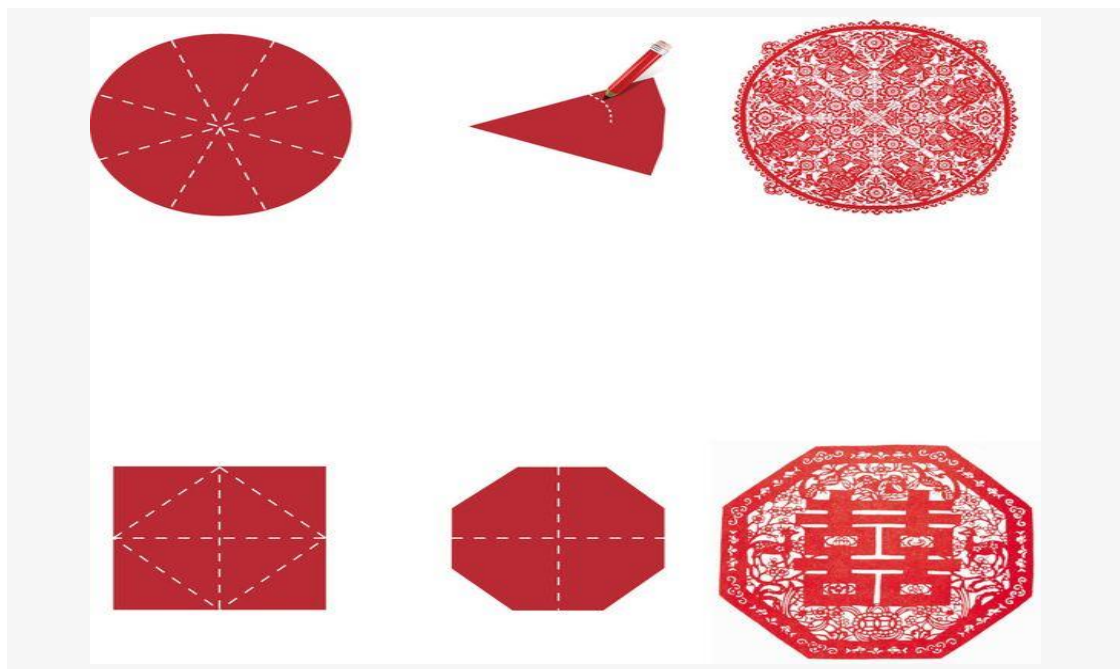
Congratulations! You accomplished the paper cut.

Now, post the paper-cut on the window or door and introduce this wonderful piece to your friends!

Tips: In the next step, I will talk about how to create your own paper-cut.

If you are interested in know how to fish but not just the fish, then go to the next step.

Step 7: Create your own paper-cut art



How to be creative in the paper-cut?

The tricky part might be:

how many times you fold it;

how complicated the pattern you cut

So if you can be creative in dreaming patterns and folding, you will have much fun in paper-cut art world.

附译文:

怎样剪窗花

第一步：准备好工具

如图所示：剪窗花时要准备

- 1) 一只笔
- 2) 一把剪刀
- 3) 一张正方形的红色纸
- 4) 一把尺子

剪纸小窍门：

- 1) 建议使用铅笔。铅笔绘画所留下的印记容易擦去。
- 2) 建议使用红色的纸张。在中国文化中，红色代表幸福和财富。
- 3) 建议使用较薄的纸张。否则，折叠几次之后，纸张太厚不易裁剪。

第二步：对折纸张：对折两次。

如图所示：首先对折一次（如图 1 到图 2）；然后再对折一次（如图 3 到图 4），这样，你就得到了仅有原材料 1/4 大小的纸张。

小窍门：对折时，确保用力按压对折线，以便稍后容易裁剪。

第三步：画剪裁线

工具：尺子和铅笔

画剪裁线的步骤有以下 5 步。请认真遵照指令。

- 1) 用尺子和铅笔在折好的纸张上画两条直线：一条画在纸张的 1/3 处；另一条画在 2/3 处。（如图）
- 2) 然后，把折纸的开口边朝向你自己，从左到右画出长宽比例是 2/1 的 3 个同等大小的长方形。长方形的一条边在纸张的折边上；另一条在 2/3 铅笔直线上。在两个长方形之间留出相当于长方形的高的 1/2 的距离。
- 3) 在第三个长方形后留出相当于长方形的高的 2 倍距离。之后，再画出两个长方形。
- 4) 画出两个长方形。长方形的一条边在纸张的折边上；另一条在 1/3 铅笔直线上。

现在，你就完成了画剪裁线的步骤。你应该在折纸上画出了 7 个长方形，一边 5 个，另一边 2 个。

假如你觉得得到了以上的结果，请到下一步。

第四步：剪纸

工具：剪刀

按照黄色的线裁剪掉这些长方形。请小心剪掉 7 个长方形。

注意：折叠两次之后，纸张可能很厚，所以，裁剪时请小心你的手指。裁剪是最需要技术的部分。请小心，并一定沿着正确的线裁剪。否则，你将得到完全不同的图案。不过，这也可能是一次创新。

第五步：展开图案

展开剪纸图案。

注意：剪纸之后，纸张的边缘有时会黏在一起，请轻轻地展开，否则，可能撕破剪纸。

小窍门：

- 1) 展开前，擦掉铅笔线。
- 2) 展开前，你要反方向折叠下折叠线。这样，当你打开剪纸时，图案会自动平展开。

第六步：粘贴到窗上

祝贺你！你顺利完成了剪纸作品。

现在把你的剪纸作品粘贴到窗子或者门上，并且介绍给你的朋友们。

小建议：

下一步，我将介绍如何在剪纸艺术中创新。授人以渔不如授人以渔，进入下一步吧。

第七步：在剪纸艺术中的创新

如何在剪纸艺术中创新

在剪纸艺术中，微妙的事有两个方面：折叠多少次；剪出复杂的图案。

如果你能在折叠次数和复杂图案两方面创新，那么你就走进了剪纸艺术的世界。

Unit 3

行程策划

Itinerary Designing

通过本单元的学习可以了解和掌握：

- 如何制定旅游行程
- 旅行安排的基本技巧
- 行程改变与协调技能
- 旅游安全常识：海外旅游安全
- 中国传统技工技艺：空竹

Section II

Note-taking & Interpretation: Planning the Itinerary

1. Listen to the following dialogue and fill in the blanks according to what you hear.

Dialogue Talking About the Itinerary

Keys:

- | | | | |
|------------------|--------------------|---------------|-------------------|
| 1) have settled | 2) itinerary | 3) same floor | 4) well-planned |
| 5) professionals | 6) sightseeing | 7) welfare | 8) understandable |
| 9) changes | 10) well-schedules | | |

Script:

(A is the national tour guide and B is the tour leader. They are talking about the itinerary in the national tour guide's room.)

A: Good evening. Come in, please.

B: Good evening. Now all my people **have settled** in, and we can begin our work and talk about the **itinerary**.

A: Sure. I'm staying on the **same floor** as you, so that it's easier for me to take care of our friends. Since this is a big VIP group, everything must be **well-planned**.

B: That's right. There are 28 members in our group — nine couples, 5 single males and 5 single females. They are well-educated **professionals**. Among them are 2 professors, 2 writers and 3 reporters.

A: All of them will be taken good care of, I can assure you.

B: This is a study group. They are more interested in meeting people than shopping and **sightseeing**. They want to learn as much as possible about ordinary local people, about their ancient civilization, and about their daily lives. More specifically, they are concerned with such social issues as women and children, marriage and divorce, wages and **welfare**.

A: That's **understandable**. As a matter of fact, I have included in the program some visits to ordinary Chinese families and some talks given by Chinese social workers. Here is the itinerary we've made. Of course, it is open to **changes**. You know our work principle is guests first and

service first.

B: (*after a while*) It is well-planned and well-scheduled.

A: Thank you for your approval.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 Planning an Itinerary

Keys:

- | | | | | |
|--------------|-------------|----------------|----------------|----------------|
| 1) itinerary | 2) route | 3) tourists | 4) product | 5) design |
| 6) arouse | 7) stick to | 8) informative | 9) interesting | 10) attractive |

Script:

An itinerary is a document describing the route of a journey. It offers information on the plan for travel. The potential buyers—the tourists will consume the product that is made by the tourism industry. Travel agents usually design the main programs to arouse the interest of the potential buyers. So the language of a written itinerary should stick to the features of the journey. It should be as informative, interesting, appealing and attractive as that of an advertisement.

Paragraph 2 Making an Interesting Itinerary

Keys:

- | | | | | |
|-------------|-----------|----------------|----------------|-------------|
| 1) trip | 2) easier | 3) length | 4) holiday | 5) shorten |
| 6) consider | 7) budget | 8) destination | 9) information | 10) briefly |

Script:

Before you go on a trip, you should be clear about what you are most interested in at first. If so, you will feel it is much easier to make your itinerary. Then you should think about the length of your vacation. It is best not to travel far away for a week-long holiday, because a long transport time will shorten your opportunity to see more. Another thing that you have to consider when planning an itinerary is the financial constraints, or the budget. After that, make a decision about the destination and search for information about the places. Reading travel books, learning about the transport time and knowing briefly information about what to see in those places is quite necessary for you to have a wonderful trip.

Section III

Speech-making & Discussion: An Itinerary Design

1. Making a Speech: Introducing the Itinerary

Suggested answer:

The 12-day tour will present you a panorama view of China, including the modern capital of Beijing to see the well-known Great Wall & Forbidden City; the ancient capital city of Xi'an known for its Terra-cotta Warriors; the important cultural city of Chengdu known for the Jinsha Ruins; the spring-like city of Kunming to experience the hospitality of the Chinese ethnic groups in southwest China. From this tour, you will get to understand the ancient Chinese culture on your trip from

Beijing, Xi'an and Chengdu; experience the nationality diversity in Kunming. So the 12-day tour will acquaint you with Chinese history, culture, nature and people.

2. Discussion: Discussing the Itinerary Changes with the Tourists

Suggested answer:

1. Some tourists are talking with you about the place they'd like to visit and some new items.

Tips: 1) Inform the travel agency, arrange the reasonable and possible items.

2) If extra expense is needed, tell the tour leader and tourist in advance and collect extra charge.

2. Advise the tour members to be prepared for changes in schedule of airlines as well as the changes in the programme. It is often out of control, especially owing to bad weather.

3. Schedules are tight. Ask the tour leader whether one of the tourists won't be at an activity, so that the tour group will not keep waiting for him or worry about him.

Section IV

Career Salon: Top Tips for Safe Travel Abroad

1. Back (packer) glance

Get in the habit of looking back when you get up to leave somewhere. Travel is very distracting, and you're probably carrying more stuff than when you're at home, so you're more likely to leave a jacket or journal at that Parisian cafe table where you were people watching.

2. Separate your sources of money

Keep at least one of your bank cards in a different place. If you lose all your cards on the road, it is very difficult to get replacements, and being without money during the journey can be kind of unfun.

3. Don't keep your wallet / purse in your jeans' back pocket

To avoid being pick-pocketed, keep your wallet in your front pocket, especially a pocket that can be buttoned up. Best of all, use the inside pocket of your jacket. There are also a load of different "money belts" that either hang inside your shirt or wrap around your waist (under your shirt).

4. Scan all your major documents

Scan your travel documents and email them to yourself. It was traditional to photocopy travel documents such as your passport, visas, travel insurance etc., and keep them in a separate part of your luggage. These days, digital is best — that way your documents won't go missing even if your bags do.

5. Get travel insurance

This is mainly for health costs if you get ill or injured while abroad. Hospital costs can quickly get into tens of thousands of dollars, even for a minor injury. Insurance is worth it.

6. Avoid PDAs

I mean Public Displays of Affluence (not affection). If you're traveling abroad then you're more than likely to be richer than most of the locals, but advertising this fact by wearing gold jewellery or carrying a \$2000 camera around your neck is not advisable. It makes you a target for thieves. Leave your jewellery at home and keep your camera in a bag when you're not using it.

7. Some things are best perfected at home

It may seem like a breeze, but be advised that teaching yourself to ride a motorbike or jet ski

in a foreign country is probably unwise. In Thailand, for instance, 38 people a day die in scooter accidents. Some travel insurance policies won't even cover scooter-related injuries.

8. Don't leave your belongings unattended in public spaces

This is so obvious that I am embarrassed to mention it, but people do it all the time. Most notably, travelers leave their bags at their feet or hanging from the back of chairs when they're at cafes or restaurants. Either keep them on your lap or wrap the strap around your leg.

9. Give it up

There is a simple rule that people find hard to follow: if you are mugged, give over your valuables. This shouldn't be a problem if you have insurance and you've left all your irreplaceable belongings (such as grandma's necklace) at home. Just do it, and walk away uninjured.

10. Your worst enemy may be your travel companion

Often your travel companions will take risks that compromise your safety. They'll ask for help from people that you wouldn't go near, they'll aggravate a situation with arrogance, or they'll break any number of the no-no's mentioned above. Don't submit to their peer pressure. Stand your ground. And if they continue to be unsafe, then consider parting ways.

译文:

安全旅游最佳贴士

1、背包走前要检查

养成离开前检查随身物品的习惯。旅行中很容易分散精力,而且你会比在家时带更多的东西,所以极有可能你由于关注过往行人而把你的夹克或旅行日记落在巴黎的咖啡馆的桌上。

2. 钱要分开存放

你习惯把你所有的银行卡放在一个钱夹中吧? 旅行中不要这样做.至少把其中一张卡存放在不同的地方,最好不要都放在你一个人的身上。如果途中丢失,将很难补办,而人在旅途,身无分文将寸步难行。

3. 不要将钱夹装在牛仔裤的后兜

避免小偷的偷窃要将钱夹放在衣服前面的口袋,口袋要特别系扣。最好是把钱夹放在里兜。有许多种装钱的带子,可以挂在衬衫里面或系在腰上(衬衫下面)。

4. 扫描所有的重要文件

扫描与旅行相关的文件并发电子邮件到邮箱作为备份。过去一般是复印护照和签证,旅行保险等文件并另存放。如今,数码文件最好——即便包丢了文件也还在。

5. 购买旅行保险

这主要是考虑到在国外生病或受伤的医疗费用。即便是很轻微的受伤,医疗费用也会动辄成千上万美元。建议购买旅行保险,很有必要。

6. 避免 PDAs

不要当众露富(不是示爱)。如果在国外旅行,你很有可能比当地人更富有,但不建议你佩戴珠宝首饰或挂着个 2000 美元的相机。把珠宝留在家中,相机不用时放在包里。

7. 有些本领在家学

看似轻而易举,但在陌生的国家还是不要学什么骑摩托或玩喷气式滑水。例如在泰国,每天有 38 人死于小型摩托车事故。有些旅游保险不覆盖与摩托车有关事故。

8. 公共场所不要随意放置个人物品

很啰嗦地提出这个问题,但人们经常这样做。尤其是在咖啡馆或餐馆,旅游者将包放在脚边或挂在座椅后面。应该将包放到大腿上或把包带绕在腿上。

9. 要学会放弃

这是一个简单但难以遵守的规则。如果受到袭击和抢劫,交出钱夹、手表等物。如果投

保了旅游险，这些损失都能弥补。但最好把不可挽回的东西放在家里（比如祖母的项链）。把财物交出来，确保自己全身而退。

10. 最大的麻烦可能是旅行伙伴

往往你的旅行伙伴会做冒险的事让你失去安全感。他们会找你不愿接近的人寻求帮助，他们傲慢无礼不合作的态度会使局面恶化或打破以上提到的禁忌。不要屈服同伴的压力，坚定立场。如果他们还威胁到你的安全，那就考虑分道扬镳。

Section V

Culture Salon: The Diabolo (Chinese Yo-yo)

A diabolo is a fun toy that is a Chinese yo-yo. It is fairly obscure, so you may not know how to use one. But don't worry, because this article will teach you how to start up a diabolo.

Steps

1. If you are right-handed, follow the instructions precisely. If you are left-handed, reverse the handedness of the instructions.

2. Place the diabolo on the ground directly in front of you. Put the string under the axle (the metal bit).

3. Roll the diabolo over to your right foot, and let it stop. Then roll it over to the left or just back and forth, and lift the sticks into the air when it reaches the foot. This gives the diabolo initial rotational momentum that stabilizes it when you lift it into the air.

4. Before it stops spinning, move the right stick up and down in a "hitting" motion. Try to imagine cutting a carrot with a kitchen knife. Try to keep this up as long as possible without the diabolo falling off.

5. The diabolo will naturally tilt away from or toward you. Do not fret; this is easily controlled. If the diabolo is tilting towards you, move your right hand forward. If it is tilting away from you, move your right hand back. Do this while continuing to move the right stick up and down. This works by pushing against the top of the diabolo with the string.

6. The diabolo naturally tends to lose balance until you learn to keep it at consistent high speeds. Until then, you can rectify the loss of balance of the diabolo by moving the right stick in the opposite direction the diabolo is leaning, like if it's leaning forward, bring the stick backwards.

7. When you can keep the diabolo level and with reasonable speed, try learning to throw and catch it. This is done by simply pulling the two hand sticks apart rapidly, causing the diabolo to fly up. To catch it, simply position the string underneath the axle of the diabolo.

译文：

空竹（中国的溜溜球）

空竹是一个有趣的玩具，类似于中国的溜溜球。它很不起眼，因此你可能不知道如何使用。但不要担心，这篇文章将教你如何抖空竹。

步骤：

- 1、如果你是右撇子，你就要严格按照说明做。左撇子的话，反向即可。
- 2、先将空竹对正自己放在地上，把线绳垂直套在空竹轴上。
- 3、起动时右手绳向左提拉，使空竹向左滚动，然后左手绳顺势下垂跟随，右手将空竹

提起，空竹左右滚或者来回抖动，直至在空中旋转。

4、在空竹停止旋转前，保持右手绳一直抖动，尽可能长一点时间使空竹不掉落。

5、空竹在被抖动旋转过程中，由于双手配合不好就会出现前轮抬头或后轮翘尾巴的倾斜现象，这时要及时调整掌握平衡，如前轮抬头，右手绳就向前轮靠拢向前拉线；如后轮翘尾巴，右手绳向后靠拢向后拉线，左右线绳加角越大，调整平衡效果越好，待前后轮平衡后随即双手竿头对齐继续抖动即可。

6、保持空竹的不间断的高速旋转，使之平衡，通过移动右手绳向倾斜的相反方向运动调整空竹平衡，如果空竹太靠前，就把绳往回带。

7、当空竹起动平稳并保持在合理的速度时，你可以尝试学习抛起并接住它。只是将空竹抛起，然后用绳接住。要想接住被抛起的空竹，只需把手绳放在轴下面。

Unit 4

Travel Planner

旅游计调员

通过本单元的学习可以了解和掌握：

- 旅行计调员的能力要求
- 旅行计调员的工作内容
- 涉外旅游安全常识：海外旅行安全警示案例
- 中国传统技工技艺：竹扇

Section II

Note-taking & Interpretation: Inquiry

1. Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Inquiry with Airline Company

Keys:

1) appointment 2) itinerary 3) outbound 4) economy 5) local

Script:

(A travel planner is creating a new itinerary. In order to evaluate the cost, he is making an inquiry with an airline company, consulting about the contract price of group airline ticket.)

A: Good morning!

B: Good morning. I am Peter Thompson from ABC Company.

A: Nice to meet you, Mr. Thompson.

B: Nice to meet you, Mr. Black. I called your office yesterday to make this appointment. My company is going to explore a new travel route in South Africa. I am doing market research to evaluate the cost.

A: I see. According to your itinerary, which cities are your departure city and destination city?

B: The departure city is Beijing. And Cairo is our first choice of destination.

A: Fine. And how often will you organize this group tour?

B: During the first period we plan to organize this outbound group once a month. Because it's on trial at present, the group size will be no more than 15 people. We will increase the number of groups if the market reflects well.

A: OK. Then we have one group each month from Beijing to Cairo and there are 15 people at each group. Round trip, right?

B: Yes, and the duration is 7 days. The group will return to China in 7 days.

A: What do you prefer, economy class or business class?

B: This product aims at high-end customers. Business class would be better.

A: Which departure time do you prefer? It takes about 17 hours from Beijing to Cairo.

B: Africa and China have a seven-hour time difference. We'll leave China at 7:00 Beijing time, and

arrive in Cairo at 17:00 **local** time.

A: OK, I think it is possible to give you our contract price considering our long-term business relationship. I will discuss this with our other managers and confirm the details with you by email.

B: Thank you! I hope to hear good news from you.

Dialogue 2 Inquiry with Ticket Office

Keys:

1) daily 2) £29.50 3) £25.90 4) schedule 5) collect

Script:

(A: A staff in ticket office B: Travel planner)

A: Hello, May I help you?

B: Yes, This is ABC Travel Agency. We have a tour group visiting London next Monday. I want to know when you are open.

A: Well, We are open **daily** from 10:00 a.m. to 8:30 p.m. The ticket office is open at 9:30 a.m. Half an hour before the first experience.

B: How much is the ticket?

A: General admission is **£29.50**. If you book online, you can have 10% discount.

B: How about group tickets?

A: For a group of 15 people, it is **£25.90**. The group ticket also has 10% discount if you book online.

B: We have 25 people in the group. May we get an additional discount?

A: If you are a large group of 25 people, I suggest you book a private capsule. It is equivalent to £19.20 per person.

B: I see. We have a very tight **schedule**. Shall we select the visiting time when booking tickets?

A: When booking online you can also book a time slot. This will allow you to plan your day. And if you bring your group by coach, it's best to book a parking bay for dropping off and picking up your passengers. This service is free.

B: Where shall I **collect** the tickets if I book online?

A: At the Group and Disabled Desk. You should get there 15 minutes before scheduled time slot.

B: Thank you. You've been very helpful.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 24 Hours On Call

Keys:

1) planning 2) arrangements 3) itinerary 4) act 5) emergency
6) partners 7) experienced 8) subway 9) outbound 10) information

Script:

A Trip Planner's job includes **planning** and making **arrangements** for the tourists. He or she knows every detail about the **itinerary**. Once an **itinerary** was put into market, a good trip planner would **act** like a fireman – on call 24 hours a day. For any **emergency** situation or unexpected incidents, the travel planner is responsible to coordinate with travel **partners** and solving the

problems. Some **experienced** trip planner never takes **subway** in case there is no signal for cell-phone and he or she cannot be gotten in touch with. After the **outbound** group returns to their origin country, the trip planner will call the tourists back and gather first-hand **information**.

Paragraph 2 Details of an Itinerary

keys:

- | | | | | |
|---------|------------|------------|-----------|-------------|
| 1) plan | 2) manage | 3) include | 4) number | 5) period |
| 6) name | 7) methods | 8) Decide | 9) level | 10) defined |

Script:

When trip planner makes up a **plan**, he or she shall consider how to **manage** travel resources reasonably and profitably. A successful itinerary should **include** the following information, such as tour title, tour **number**, day-to-day events, **period** and description of the tour. Tour **name** briefly describes the tour, similar to a merchandise logo, e.g. "Five-day Family Tour to Disneyland". For day-to-day event, information should be more specific about the cities, the scenic spots, the hotels and **methods** of transportation. Based on proved budget, the trip planner shall **decide** the level of services, the number of tour members and the tour **level**. A general description about the itinerary's travel route and destinations **defined** in the contract for the tourists and the travel agency to keep.

Section III

Speech-making & Discussion: Itinerary Presentation

1. Making a speech: Making Presentation

Suggest answer:

Distinguished guests and dear colleagues,

Good morning,

I am Jane White from ABC Travel. It's a good pleasure to attend the Travel Product Fair of 2016.

ABC Travel has been in business since 1988 and is a full-service travel management company. We are dedicated in creating and delivering quality services and unforgettable experiences at affordable prices. All of our tours and activities are highly interactive, affordable and most importantly...FUN!

Recently we starts to explore the international students travel market. Because the students have tight budget, we aims to create cost package for the best value. Now I would like to share our latest product with you--Rocky Mountains Ultimate Tour (Winter)

This tour is the ultimate mountain experience! Stay overnight at three of the famous ski resort towns, Golden, Banff & Lake Louise and have plenty of time to participate in winter activities and see the most beautiful places in the Rockies. This tour is a Snow Lover's Dream and a Sightseer's Paradise!

On this tour you will stay overnight in three different ski resort towns: Golden, Banff and Lake Louise; have the option to ski or snowboard for 2 full days; and go snow tubing for free!

We provide some travel brochure for you. Take a look at this travel plan; you will be amazed to see how well we organized the itinerary!

If you have any questions, want recommendations or want to plan a curated tour, get in touch. We are looking forward to work with you.

Thank you for your interest in ABC Travel.

2. Discussion: Changing the Travel Plan

Suggested answer:

Usually the itinerary has been clarified in the contract. It's not wise to change it. The tour guide should stick on to the itinerary. If the change is reasonable, the guild may make appropriate change if only the change is proved by sponsor travel agency.

Section IV

Career Salon: Security Issues When Traveling Abroad

Earthquakes.Tsunamis.Flooding.Landslides. From Peru to Madeira, Portugal, travelers have been socked with one natural disaster after another in 2013, according to CNN news.

If disaster strikes when you are traveling, preparation before departure could be what keeps you safe and gets you home, experts say.

That preparation includes bringing along the phone numbers of your travel agent, travel insurance provider, relatives and others who may be able to mobilize help for you and who care about your welfare. Make sure you have a signed, valid passport, and a visa, if required, and fill in the emergency information page of your passport. Leave copies of your itinerary, passport data page and visas with family or friends. Familiarize yourself with local conditions and laws. For example, satellite phones are illegal in some countries. Ask your health insurance company if your policy applies overseas, and if it covers emergency expenses such as medical evacuation. If it does not, consider supplemental insurance.

Experts also suggest traveler carry some extra cash that is only for emergencies; keep cell phones fully charged and take along a few extra days' worth of any needed prescription medicine. Remember to keep your most important items — passport, medicine and cash — together in a small bag that you can grab in a hurry, and keep someone back home informed every time you move to a new locale.

If you are caught in a disaster, International SOS advises:

- If you're in your hotel, stay there if the building and area are safe. If it isn't safe, grab your small bag of important items and get out immediately.
- If you're out on the street, go someplace safe and away from the immediate danger.
- Go to the Embassy or Consulate as soon as possible. Unless it's been damaged by the disaster, you can get food and shelter and assistance for getting back home.
- If you can't reach the embassy or if it's been destroyed, look for local law enforcement, medical personnel or Red Cross personnel for instructions on where to go.

译文:

在国外旅行时的安全问题

根据CNN新闻报道,2013年从秘鲁、马德拉群岛到葡萄牙等地游客分别遭遇包括地震、海啸、洪水和泥石流等自然灾害。

专家提议: 如果旅行时遇到灾难, 出发前的一些准备将使你安然返家。

这些准备措施包括带好旅行社、保险公司和其他能到当地帮助你以及关心你安危的人的电话。一定携带有效的获得签证的护照，如有必要把护照里紧急情况联系页的信息填好。复印行程、护照和签证以及亲朋好友信息。熟悉旅游目的地情况和法律。例如，在某些国家使用卫星电话是违法的。咨询你投保的健康保险公司你所投保的险种合同条款是否适用海外，以及是否承担意外情况的支出，如紧急医疗运送。如果没有，考虑是否购买补充险。

专家建议额外携带应付紧急情况资金；手机电量充足；多带几天的必备处方药；把重要物品如护照、药品和现金放在便于携带的小包里；每次到新地点时告知家人。

如果遭遇突发事件，国际 SOS 组织建议：

1.如果当时在酒店，且酒店及所在地区安全，就留在酒店里。如果不安全，就拿好装有重要物品的小包，立即离开。

2.如果在外边，去安全的地方，远离突发危机地点。

3.尽快赶到大使馆或领事馆。除非这些地方毁于灾难，领事馆会帮你解决食宿问题并协助你返家。

4.如果未能赶到大使馆等地，就寻找当地的法律执行部门、当地医务人员或红十字会人员询问该去什么地方。

Section V

Culture Salon: Chinese Bamboo Fan

A famous poet of ancient China used to say that Chinese people could not live without bamboo. Bamboo is used to make many kinds of things and the bamboo fan is just one of them. The procedure for making a bamboo fan is very complicated. It may take almost 100days to make on exquisite bamboo fan. The procedure includes selecting the bamboo pieces, and then painting, carving, weaving, and knotting. Now I will tell you the basic procedures of making your own bamboo fan.

Here's what you need to make your bamboo fan:

14 x 17 inch sheet of paper

8–12 inch long bamboo sticks

Marker

Head pin

Needle

Needle-nose pliers

Scissors

Tape

Glue

Here's how to make your bamboo fan:

1. Start by creating the bones of the fan. Find the center of the bamboo sticks. Mark a dot one inch from one end. Pierce the stick at this dot to make a pivot hole.

2. Use the needle to create the holes.

3. Thread your sticks together using a head pin. Pull the bamboo together as if it were a closed fan.

4. Use needle-nose pliers to bend the long end of the pin into a neat knot. Make the head pin rest against the outer bone. The bones are tied together not too tight but loose enough to allow for pivoting.

5. Spread the paper out and set the bamboo bones evenly down on the paper. Tape the bones to the paper.

6. Along the outline of the fan-shape bones, mark on the paper the upper and lower edges of the curves and mark straight edges at each side. Then use scissors to cut a fan-shaped paper along the outline. If you wish, remove the bones carefully to paint or draw designs on the paper.

7. Glue the bones to the paper. Trim the excessive paper.

8. To fold the fan, start on one end and begin folding by bringing the first bone to the second and folding the paper in. Continue to fold the paper in this manner.

Now, a simple bamboo fan is done and you can use your own creation to stay cool this summer!

译文:

中国竹扇

中国古代一位著名的诗人曾说：中国人不可居无竹。竹子被用来做成各种事物，其中就包括竹扇。制作竹扇的工艺非常复杂。有些扇子甚至要耗时 100 天才能完成。其工艺包括挑选合适的竹条、绘图、雕刻、编织、打绳结等。现在我教大家一个简单的制作竹扇的方法。

以下是制作竹扇需要的材料：

14 x 17 英寸的纸张 r

8 – 12 英寸长的竹片

马克笔

螺栓和螺母

锥子

尖嘴钳

剪刀

胶带

胶水

制作竹扇的方法：

1. 先制作扇骨。找到竹片宽度的中间位置，在距离竹片一端一英寸的地方做标记。扇子开合时，绕着这一点旋转。

2. 用锥子在竹片做记号的地方钻孔。

3. 把螺栓穿过新钻好的孔。把竹片合拢在一起，像合着的扇子一样。

4. 用尖嘴钳把螺帽拧上去，松紧适度，可以让扇骨开合自如。

5. 把纸平铺开，扇骨均匀打开向下放在纸上。用胶带把扇骨固定在纸上。

6. 沿着扇形打开扇骨的外轮廓，在扇骨上方 1/2 英寸和两边扇骨 1 英寸的纸上做标记，然后用剪子沿着弧形记号线把纸剪成扇形。根据自己喜好，把扇骨小心取下，然后在纸上绘制图案。

7. 用胶水把扇骨和纸粘到一起。把多出的纸修剪一下。

8. 把扇子折起来。先从一头开始，把第一根扇骨和第二根扇骨合在一起，把纸折进去。按照这种方式依次折叠。.

简易的竹扇做好了。你可以用自己制造的竹扇清凉一夏了！

Unit 5

客户服务

Customer Service

通过本单元的学习可以了解和掌握：

- 涉外旅游处理纠纷工作人员的岗位职责
- 涉外旅游处理纠纷工作人员的工作内容
- 涉外旅游处理纠纷工作人员的沟通能力
- 涉外旅游安全常识：突发险情
- 中国传统技工技艺：插花

Section II

Note-taking & Interpretation: Receiving Complaints

1 Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Complaining about Housekeeping

Keys:

1) complain 2) have it done 3) apologize 4) hesitate 5) My pleasure

Script:

(A is the tourist, and B is the tourist guide who acts as the dispute coordinator. They are at the hotel. The tourist makes several complaints such as the room attendant's work, the damage to a window, etc. The tour guide discusses these problems with the hotel for the tourist.)

A: Sir, I've got something to **complain** about.

B: Yes?

A: I am afraid that the room attendant did not properly clean my room.

B: I am awfully sorry, Madam. Let me call the housekeeping and **have it done** right away.

A: There is dust on the chest of drawers.

B: Please let me **apologize** for this. I will see to it that a room attendant arrives to dust it immediately.

A: And there is another problem. The window in my bedroom will not close properly.

B: All right. I'll ask the repairman of the hotel to fix it right away. And are there any other problems, Madam?

A: Yes, I think the linen hasn't been changed for three days.

B: I'll talk to the manager of the hotel and make sure that this does not happen again.

A: That's very kind of you.

B: Please don't **hesitate** to let me know if you have any further problems.

A: OK. Thank you very much.

B: **My pleasure.**

Dialogue 2 Complaining about Shopping Rebate for Guides

Keys:

1) angry/unhappy 2) take part in/join in 3) expensive/costly 4) set up/founded 5) up to you

Script:

(A: Tourist B: Tourist guide)

A: I hate shopping now. Why do we have to waste so much time on shopping?

B: Please do not be angry. Just like you, I don't like taking customers shopping. It feels like a waste of my time and energy as well.

A: So why are we here? Just leave the shopping out of our tour.

B: Sorry, I have no right to do so. These shopping places are designated stores in our tour plan. They are appointed by our tour agency. If you don't really like shopping during the tour visits, you can take part in the groups which have no shopping plans at all, but these groups are relatively more expensive.

A: What about getting commission? I hear every tour guide get commissions from the shopping.

B: Not the tour guide, but the tour agency. The shops we visit are designated by our agency. The tour is set up just like a business. What you refer to as commission, we call a rebate in China.

A: I know. But I don't want to buy anything.

B: If you don't want to buy anything, that's up to you.

A: OK. Thank you.

2 Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 Handling Complaints

Keys:

1) Quickly 2) properly 3) grow 4) Ignoring 5) dishonest
6) loss 7) prevent 8) important 9) confidently 10) arise

Script:

Quickly and properly solving customer complaints can help your company grow and prosper. Ignoring complaints or dealing with them in a dishonest manner can result in loss of business or even lawsuits. Most of us know that a complaint handled well can prevent further problems. So it is important that businesses understand how to handle complaints quickly and confidently when they arise.

Paragraph 2 Benefits for Dealing with Complaints Well

Keys:

1) benefits 2) customer's 3) satisfy 4) more 5) effectively
6) lead to 7) problems 8) weaknesses 9) service 10) future

Script:

There are numerous benefits for a company to properly deal with customers' complaints. First of all, it will help to satisfy the customer, so you will get more business. In fact, in some cases, effectively dealing with a customer's complaint can lead to more loyal customers than others who may not complain or have problems. Another benefit of dealing with complaints is that you can see weaknesses in your service that can be rectified. This will prevent possible future complaints or problem down the line.

Section III

Speech-Making and Discussion: Handling Complaints

1. Making a Speech: A Delayed Flight

Suggested answer:

Ladies and gentlemen, may I have your attention please? First, I'd like to apologize to you on behalf of the Beijing International Airport. I'm Liu Xin, from the Consumer Service Department. We're really sorry for the delay of this flight. We have already contacted the staff of the airline and the airport. They tell me there is some reason for the delay. Because of the bad weather in Paris, the flight you will take has to arrive there three hours later than the scheduled time, so that it can make sure your flight makes a safe landing. I understand fully how you feel, but I hope you will also understand that the decision to delay the flight is understandable. We will try our best to offer possible help that you need and keep you informed of the latest news. Thank you for your understanding.

2. Discussion: Facing a Chronic Complainer

Suggested answer:

Some don'ts and do's for handling complaints:

Don't ...

1. Blame anyone. This does not solve the problem and it has negative effects.
2. Argue. Nobody ever wins an argument with the guest. Keep in mind that the guest may not be right, but he or she is never wrong.
3. Get defensive. If you remember not to take a guest's comments personally, you won't get defensive.

Do:

1. Emphasize resolving the problem instead of finding someone to blame.
2. Act positively and use positive language. For example, use the word "concern" instead of "problem".
3. Respond quickly.
4. Respect the guests and treat them accordingly.
5. Speak to your manager when you doubt what to do.

Section IV

Career Salon: Tourists Killed in a Train Accident

Five mainland tourists were killed when a narrow-gauge train overturned in a mountainous region in southern Taiwan on Wednesday. 107 others were injured, with 18 in serious condition. The five victims are all females, ranging in age from 50 to 73. They were all participating in tours that originated from Sichuan, Shandong and Guangdong provinces. Taiwan authorities said they will do everything possible to help the families of the victims come to Taiwan. After the accident,

train operations were suspended at Mount Ali. Witnesses confirmed official reports that a large tree collapsed on the train. A witness said, “The tree trunk fell, and hit the train that was traveling upward. It struck the seventh or eighth carriage, and the train leaned. The trunk held its position and the eighth carriage fell, and the seventh came down with it.”

译文:

游客在火车事故中丧生

星期三，台湾南部山区发生窄轨火车翻覆事故，造成大陆5位游客死亡，107人受伤，其中18人伤势严重。死者全为女性，年龄50岁到73岁不等。他们是来自四川、山东和广东的观光团的游客。台湾当局说会尽一切可能帮助受害者家属来台处理善后事宜。此次事故后，阿里山区的火车全部停运。有目击者证实了官方的说法：造成事故的原因是一棵大树砸在火车上。一位目击者说：“大树倒下时，树干正好砸在往上爬行的火车上。树干砸在第七或第八车厢，造成火车倾斜。第八节车厢侧翻，而第七节车厢则随之也发生了侧翻。”

Section V

Culture Salon: Flower Arrangement

Flower arrangement is an art that has its roots far back in history and in some parts of China and this art is being adopted as religious practice too. Flower arrangement is no longer an art that is limited to occasions; this art has traveled into daily lives in homes and offices. It is widely accepted that the ambience and effect that flowers create over human feelings and freshness is key to a better performance throughout the whole day. The brightness and addition of colors to the workplace and home brings out a fresher feeling hence making one more active for the whole day long.

Instructions to make flower arrangements are as follows:

1. Cut an inch off the stems of the main flowers at an angle with a pair of scissors or a sharp knife. Cutting stems at an angle allows the flowers to absorb water more efficiently. It is best to cut just one inch off the stems because these flowers need their long stems to fit beautifully into the tower vases. Avoid overcutting them.
2. Select a theme for your arrangement, and choose flowers accordingly. Tower vases can feature wildflowers that overflow the vase or elegant bouquet-style arrangements. Roses are popular flowers for tower vases because of their long stems and the sophisticated style they bring to the table when arranged together.
3. Insert a few stems of filler flowers into a vase filled with water. Scatter them around the vase so they serve as a layer for the main flowers. Filler flowers include hypericum berries, asters and baby's breath. It is best to insert these filler flowers first because they may be harder to insert on the outer layer of the arrangement after the main flowers are added.
4. Add the main flowers of the bouquet into the center of the vase, gently lifting the ones with dark or large petals to emphasize their presence in the vase.
5. Insert more filler flowers between the main flowers to make the arrangement look more coordinated.
6. Cup each of the main flowers in your hand to straighten their petals and secure their positions in the vase. Make sure that there are enough flowers in the vase to make the overall centerpiece look like a grand burst of flowers, instead of a few paltry flowers stuck into a vase.

译文：

插花艺术

插花艺术的历史源远流长，起源于中国乡村，在古代常用于宗教神祭活动中。插花不再局限于某些特定场合，它已被广泛应用于家庭和办公的日常生活中。人们普遍认为插花能使人情绪愉悦和精神振奋，从而表现更佳。花给办公室和居家环境增添了明亮和绚丽的色彩，从而使人们在一整天都感到神清气爽，精神饱满。

插花方法如下：

1. 用剪刀或锋利的刀以斜角剪下一英寸树干。斜角剪是便于花能更好地吸水；只剪一英寸是因为花茎长，放入塔状花瓶内能有优美的造型。不要剪得太短。
2. 确定一个主题，并选择和主题相衬的花。塔状花瓶能使铺满瓶口的野花分外突出，也适合造型优雅的花束。插在塔状花瓶的玫瑰因其长茎和拢在一起能给桌子带来一种精致的风格而广受欢迎。
3. 先把几枝填充的花插在装了水的花瓶里，沿瓶口散开作为主花的铺垫。作烘托的花有金丝桃花、紫菀、满天星。最好先插这些花，因为主花插好以后再在外围插这些花比较困难。
4. 把主花花束插入花瓶的中间，轻抬深色或有花瓣的花，以突出其位置。
5. 在主花之间再插些填充花使得整体看起来更协调。
6. 用两只手捧一捧每一朵主花使得花瓣更有生机。花瓶里的花一定要足够多以达到主花整体有一种怒放的效果，而不是零零碎碎的花毫无生机地散放在花瓶里。

Unit 6

酒店客房服务

Hotel Room Service

通过本单元的学习可以了解和掌握：

- 境外客房部工作人员的岗位职责
- 境外客房服务人员的工作内容
- 境外客房服务部工作人员的技能与沟通能力
- 涉外旅游安全常识：酒店安全
- 中国传统技工技艺：灯笼

Section II

Note-taking & Interpretation: The Floor Attendant

1. Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Floor Attendant

Keys:

1) safety 2) wardrobe 3) access 4) available 5) charge

Script:

(Mr. Peter Johnson has checked in to ABC Hotel. He is guided to the eighth floor. The floor attendant Lu Yang is waiting for him. Mr. Johnson is introduced to Lu Yang by the lobby attendant.)

Lu: Good evening, Mr. Johnson. Welcome to the eighth floor.

Mr. Johnson: Good evening.

Lu: I'm the attendant for this floor. We're glad to have you here. Please follow me.

Mr. Johnson: Thank you.

Lu: Here we are. This is your room, Mr. Johnson.

Mr. Johnson: Thank you very much. I am wondering if you have a safety deposit box I could use?

Lu: Of course. Look, it is in the wardrobe.

Mr. Johnson: Thank you. I have a suit that needs dry cleaning. I need to wear it tomorrow morning.

Lu: Ok. We can have it dry cleaned and back to you in two hours.

Mr. Johnson: Thank you. Do you have a price list for the things in the mini-bar?

Lu: Yes, there is one on the desk. The Internet access service is available.

Mr. Johnson: How much do you charge for it?

Lu: It's two US dollars per hour.

Mr. Johnson: Ok. Thank you very much.

Lu: It's my pleasure. If you need any help, please let me know.

Dialogue 2 Room Service Order

Keys:

1) steak 2) well-done 3) mushrooms 4) coffee 5) fruit

Script:

Attendant: Good evening. Room service. Can I help you?

Mr. Johnson: Yes, please. I'd like to order some food for my dinner.

Attendant: Yes, sir. What would you like to have?

Mr. Johnson: I'd like a steak.

Attendant: How would you like it?

Mr. Johnson: I need it well-done, please. And I also need a boiled egg and mushrooms with green cabbage.

Attendant: Ok, sir. What would you like to drink, a coffee or red wine?

Mr. Johnson: Red wine, please.

Attendant: Is there anything else?

Mr. Johnson: Oh, do you have salads?

Attendant: Yes, sir. Would you like to order one?

Mr. Johnson: Yes. I'd like to have a fruit salad.

Attendant: Anything else?

Mr. Johnson: No, that's all.

Attendant: May I have your name and room number please?

Mr. Johnson: My name is Peter Johnson and my room number is 806.

Attendant: Thank you Mr. Johnson. Our waiter will be there in about 30 minutes.

Mr. Johnson: Ok.

Attendant: Thank you. Enjoy your dinner.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.**Paragraph 1 After Checking in****Keys:**

- 1) helping 2) check in 3) introduce 4) facilities 5) morning call service
6) served 7) informed 8) safety 9) reach 10) emergency

Script:

After helping the group check in, the guide should introduce the facilities of the hotel to the group. The guide should tell the group the floor and the time of breakfast. Mostly, a morning call service is needed for each room. It is very important to make sure the first meal in the hotel is well served. The group should also be informed about safety procedures as well as how to reach you when an emergency happens.

Paragraph 2 Jobs of Attendants**Keys:**

- 1) communicating 2) foreign 3) trouble 4) deal 5) requirements
6) laundry 7) storage 8) repairs 9) requested 10) respond

Script:

The attendant at the Housekeeping Service must be good at communicating with foreign

guests, so they must know English well. When the guests have any **trouble**, they will turn to the attendant for help. The attendant must know how to **deal** with the **requirements** of their guests and help them out. There are several services to be offered, such as **laundry, storage, repairs** and room service. When the service is **requested**, the attendant should **respond** as soon as possible. The attendant should also offer some advice on how the guests can have their needs met.

Section III

Speech-making & Discussion: After Checking in at the Hotel

1. Making a Speech: Introduction to the Hotel

Suggested answer:

The Amora Hotels and Resorts is a hotel chain based in Singapore. It is one of the largest Asian-based deluxe hotel groups in the region. The group started in 1970 with its first and flagship hotel in Singapore, and now has 45 deluxe hotels and resorts located in key Asian, Australian and Middle Eastern cities with over 10,000 hotel rooms. The Amora Group was set up by Mr. Peter Johnson. Mr. Richard Johnson is the Chairman of the Board for Amora Limited. Amora hotels primarily have five-star deluxe suites with over 300 rooms, designed to cater to the most distinguished guests. Within the Amora brand, there are city hotels, catering particularly to a business crowd, and resort hotels, catering to guests seeking a leisure getaway.

2. Discussion: Hotel Choice

Suggested answer:

Inn or youth hotel: cheap

Hotel near tourist sites: convenient

Four- or five-star hotel: expensive but comfortable

Hotel near the beach: enjoy the seaside

Section IV

Career Salon: Fire Fears for Swedish Ice Hotel

Local authorities ordered a hotel in Northern Sweden, rebuilt every winter using only ice, to install fire alarms last week. Located in the Arctic town of Jukkasjärvi, the ice hotel is a tourist attraction. “We were a little surprised at first, but the reason is that there are things that can actually catch fire, like pillows, sleeping bags or reindeer skins,” hotel spokeswoman Beatrice Karlsson says. The hotel, open from Dec 6 to April 13, attracts tourists from all over the world to sleep on an ice bed in temperatures as low as -8°C. “Installation of the alarms has been a challenge for our building team, but it made us one experience richer,” Karlsson says.

译文:

瑞典冰晶酒店的火患

上周,当地政府要求瑞典北部的一家酒店安装火警报警装置。这家酒店每年冬天进行重建,并且只使用冰。该酒店位于北极尤卡斯亚尔比小镇,已经成为一个旅游景点了。酒店的发言人比特里斯·卡利森女士说道:“起初我们有点意外,但是酒店里确实有些物品容易着火,

比如枕头、睡袋和鹿皮。”该酒店从 12 月 6 日至来年的 4 月 13 日营业，吸引全世界的游客来体验零下八度的冰床。卡里森说：“安装报警器对我们的建筑团队一直是个挑战，但是也让我们增加了经验。”

Section V

Culture Salon: How to Make a Traditional Chinese Lantern

Watching beautiful lanterns during the Chinese New Year is a traditional activity as the lanterns represent harmony and reunion. China's Yuan Xiao or Lantern Festival falls on the 15th day of the first lunar month, when the first full moon of the new year appears. Traditionally, Chinese lanterns are red and golden, but you can add any color scheme as you wish to make your own paper lanterns in the Chinese tradition.

Instructions

1. Fold one piece of square colored paper in the middle, and then you will see a rectangle on each side. You can use standard-size paper or one larger piece, if you like.
2. Draw a line at least 1 inch from the edge of the paper on the side that is not folded. This border will be a guide where you will stop cutting.
3. Draw 10 to 12 parallel lines, 1 inch apart away from one another, from the folded edge to the border you drew.
4. Cut along the parallel lines with scissors, making sure you don't cut beyond the border.
5. Unfold the paper and fold it inside-out. This will place the pencil lines inside the lantern so they are not visible from the outside.
6. Bend the paper around so that the short sides of the paper touch. Glue or tape the ends together.
7. Use curling ribbon to hang your lantern.

译文：

如何制作传统中式灯笼

在中国的新年里赏灯代表了祥和与团圆。每年的阴历正月十五日是中国的元宵节，也就是一年中的第一个满月。在中国，传统的灯笼一般都是红色或金黄色，当然你也可以依照自己的喜好选取任意颜色来制作纸灯笼。

步骤：

1. 准备一张红色卡纸，将纸纵向对折，形成一个长方形。你可以选用标准尺寸的纸张，也可以选用尺寸大点的纸张。
2. 在没有对折的侧边至少一厘米处画一条线，这条线是剪切的边界线。
3. 从对折的那一边到你划的边界线处画出 10-12 条平行线，各线条之间的间距为一厘米。
4. 用剪刀沿平行线切开，不要剪到边界线之外。
5. 展开纸，将纸从里往外翻。这样能将所画的线条置于灯笼内侧，从外部看不见这些线条。
6. 将纸卷成弧形，短边挨到一起，并用胶水粘在一起，或者钉在一起。
7. 可以使用丝带悬挂灯笼。

Unit 7

餐厅

Restaurant

通过本单元的学习可以了解和掌握：

- 境外酒店餐厅工作人员的岗位职责
- 境外酒店餐厅服务人员的工作内容
- 境外餐厅工作人员的技能与沟通能力
- 涉外旅游安全常识：酒店防火安全
- 中国传统技工技艺：冰糖葫芦

Section II

Note-taking & Interpretation: Food and Beverage Service

1. Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Reserving a Table

Keys:

1) Travel Agency 2) reserve 3) arrive 4) 19 5) pleasure

Script:

(A tour guide is calling the attendant of Landa Restaurant to reserve a table for the tour group.)

Attendant: Good afternoon. Landa Restaurant. May I help you?

Guide: Good afternoon. I am the tour guide of ABC Travel Agency. I'd like to reserve a table in your restaurant.

Attendant: For lunch or for supper, sir?

Guide: For supper.

Attendant: How many will be in your group, sir?

Guide: We are a group of ten.

Attendant: When will you arrive, sir?

Guide: At about 6:30.

Attendant: OK. May I have your name, please?

Guide: My name is Li Tao.

Attendant: OK. Mr. Li, Your table number is 19.

Guide: Thank you very much.

Attendant: My pleasure.

Dialogue 2 Ordering Dishes

Keys:

1) follow 2) menu 3) recommend 4) familiar 5) crispy

Script:

Attendant: Good evening. Have you got a reservation, sir?
 Guide: Yes.
 Attendant: In what name, please?
 Guide: Li Tao, please.
 Attendant: A moment, please. Yes, you've reserved a table. Would you please **follow** the waiter?
 Guide: Thank you.
 Waiter: This way, please.
 ...
 Are you ready to order now, sir?
 Guest A: Not really. Could you help us a little with the **menu**?
 Waiter: Would you like me to **recommend** something?
 Guest A: Oh, yes. There are some dishes we aren't **familiar** with.
 Waiter: Today's recommendation is **crispy** chicken. It is worth trying.
 Guest A: I think our members would like it. We'd like to have some vegetables and of course fish is also needed...
 Waiter: Anything to drink, sir?
 Guest A: We'll have some Coca Cola and tea please.
 Waiter: Yes, sir. Is that all?
 Guest A: I think it's enough.
 Waiter: Thank you, sir. Please wait for a moment.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 Jobs of Attendants

Keys:

- | | | | | |
|--------------|---------------|-------------|---------------|--------------|
| 1) task | 2) attitudes | 3) quality | 4) influence | 5) satisfied |
| 6) introduce | 7) unfamiliar | 8) describe | 9) attractive | 10) origin |

Script:

The first **task** of the attendants at the restaurant is to help the guests to order dishes. The **attitudes** of the attendants are as important as the **quality** of the dishes, which will **influence** whether the guests are **satisfied** or not. While the guests are ordering dishes, the attendants should know how to **introduce** the dishes that are **unfamiliar** to the guests. They should master some skills to **describe** the dishes in an **attractive** way but not in a complicated way. While introducing the wines, they need to make clear the following information: the place of **origin**, flavor and alcohol content.

Paragraph 2 Handling Complaints

Keys:

- | | | | | |
|-------------|---------------|-------------------|------------|--------------|
| 1) handling | 2) complaints | 3) following | 4) argue | 5) fault |
| 6) mistake | 7) present | 8) responsibility | 9) trouble | 10) decision |

Script:

While **handling** the guest's **complaints**, the attendant should pay attention to the **following** rules. First, the attendant should listen to the guests carefully and with sympathy. Second, the

attendant should put himself in the guest's place. Don't try to argue with the guests or say it's not your fault. What's more, even when it is another attendant who has made the mistake, the attendant who is present should also take the responsibility. It's important to tell the guests how sorry you are to have brought them trouble and let the guests know your final decision to see whether they will accept it.

Section III

Speech-making & Discussion: Food

1. Making a Speech: How to Make Dumplings?

Suggested answer:

Dumplings are the favorite food of the Chinese people. You may have tasted them. But do you know how to make dumplings?

Let me tell you. There are four separate stages in making dumplings. The first stage is to make the wrapper. Mix flour and water into a firm paste, and take care not to make it too stiff. Then comes the second stage: making fillings for dumplings. This is a complicated process. In general, dumplings are made of meat (pork, beef, mutton) and vegetables (leek, squash, celery, green beans). First, you need to chop up meat and vegetables and mix them together. The main step in this stage is to add the proper quantity of spices – salt, soy sauce, gourmet powder, and sesame oil, and stir them evenly. The third stage is to roll out the dumpling wrappers, and knead the dumplings. Are you able to knead dumplings? Fill the wrappers, fold them in half, and knead the edges together. Now the dumplings are formed. The only stage left is to put them into boiling water. After a few minutes, you can ladle them out of the water and serve them with vinegar or soy sauce.

This is the whole process of making dumplings.

2. Discussion: Eating Habits

Suggested answer:

The main difference between Chinese and Western eating habits is that unlike the West, where everyone has their own plate of food, in China the dishes are placed on the table and everybody shares. If you are being treated by a Chinese host, a ton of food will be prepared for the guests. Chinese are very proud of their culture of food and will do their best to give you a taste of many different types of cuisine. Among friends, they will just order enough for the people there. If they are taking somebody out for dinner and the relationship is polite to semi-polite, then they will usually order one more dish than the number of guests (e.g., four people, five dishes). If it is a business dinner or a very formal occasion, there is likely to be a huge amount of food that will be impossible to finish.

Section IV

Career Salon: Hotel Fire

Fourteen people have been confirmed dead in a hotel fire that occurred Sunday in Central China's Hubei province, local authorities said.

The fire broke out at 6:38 a.m. in a hotel in the Fancheng district of the city of Xiangyang, the district government said.

The fire was extinguished at 8:50 a.m., according to local firefighters.

About 50 injured have been sent to local hospitals to receive treatment. Some are in serious condition.

The cause of the fire is under investigation, local police said.

译文:

酒店火灾

在中国中部的湖北省某酒店发生了一场火灾，据当地政府报道已有 14 人丧生。

火灾发生在襄阳市樊城区，区政府说火灾发生在早上 6 点 38 分。

当地消防说大火在 8 点 50 分被扑灭。

有大约 50 名伤者被送往当地医院治疗，部分伤者伤势较重。

当地警察说火灾的起因正在调查之中。

Section V

Culture Salon: How to Make Sugar-coated Haws

Sugar-coated Haws, also known as “Bing Tang Hu Lu”, is a popular snack in the North of China. It is made of some fruits threaded on a stick. It has a complex flavor of sour and sweet ice when you taste it.

Steps

1. Cut the hawthorns into halves and remove the pits in them. Use bamboo stick to thread them. Put some oil on the chopping board for later use.

2. Heat the pot with a spoonful of oil and add extra oil when the pot is hot. Add some refined white sugar. Stir the sugar while it is being heated.

3. When the sugar has reached a low boil (with small bubbles), put the bamboo stick in the bubbles briefly.

4. Remove the bamboo stick and place it on the chopping board.

译文:

如何制作冰糖葫芦

冰糖葫芦是中国北京的一种常见小吃，由串在一起的水果做成。品尝的时候，一股酸酸甜甜的味道会让你直流口水。

步骤:

1. 将山楂拦腰切开，挖去果核，将两瓣合上。用竹签将山楂串起来，在案板上薄薄地抹上一层油备用。

2. 开火热锅，倒入一勺油。当锅烧热后倒掉余油。将绵白糖倒入锅中，加入水不断搅拌，将火调至最小慢慢熬制。

3. 待糖液沸腾开始翻小泡时将山楂串浸入泡泡中。

4. 将裹好糖衣的串放到抹油的案板上即可。

Unit 8

酒店娱乐

Hotel Recreation

通过本单元的学习可以了解和掌握：

- 境外酒店娱乐部工作人员的岗位职责
- 境外酒店娱乐部服务人员的工作内容
- 境外酒店娱乐部工作人员的技能与沟通能力
- 涉外旅游安全常识：如何选择酒店房间
- 中国传统技工技艺：刺绣贴花

Section II

Note-taking & Interpretation: Offering Help and Advice

1. Listen to the following dialogues and fill in the blanks according to what you hear.

Dialogue 1 Offering Help

Keys:

1) straight 2) lift 3) conference 4) lobby 5) entrance

Script:

(A guest in a hotel is asking the way to the Beauty Salon, the Health Center and the Business Center.)

Guest: Excuse me. Can you tell me where the Beauty Salon is?

Attendant: Of course, Miss. You can take the lift to the top floor. Turn left when you get out of the lift and it's at the end of the corridor.

Guest: Thank you. Where is the Health Center? Is it on the same floor?

Attendant: No, Miss. The Health Center is on the ninth floor. Go **straight** ahead after you get out of the **lift** and it's on your left.

Guest: Thank you so much. By the way, where is the Business Center, please? I am going to have a **conference** in the second meeting room tomorrow.

Attendant: The Business Center is on the first floor. It's just over there, to the right of the **lobby**, **entrance**.

Guest: Oh, thank you. I just didn't notice it.

Attendant: You're welcome, Miss.

Dialogue 2 Offering Advice

Keys:

1) attending 2) choice 3) recommend 4) historical 5) traffic

Script:

Attendant: Good evening, madam. Can I help you?

Guest: Yes, please. I wonder if you can offer me some advice on my travel in Beijing.

Attendant: Of course, madam. Where are you going to visit?

Guest: I'm not sure. I am **attending** a conference here and I will have two days' free time.

Attendant: I see. To visit Tian'anmen Square is the first **choice** of most guests.

Guest: Oh, I have planned to visit there and I've already found out how to get there. I want to buy some souvenirs for my family and friends. Can you **recommend** some place where I can buy some special gifts?

Attendant: If you are interested in arts and crafts, I suggest you go to Liulichang.

Guest: Oh, I've heard about that. I think I will go there.

Attendant: Before you go to Liulichang, I suggest you visit the Temple of Heaven. It's one of the best places of **historical** interest.

Guest: Is it far from here?

Attendant: Oh, you can take a taxi there. If there is no **traffic** jam, you will be there in twenty minutes.

Guest: Thank you for your advice.

Attendant: You are welcome. Have a nice stay in Beijing.

2. Listen to the following paragraphs and fill in the blanks according to what you hear.

Paragraph 1 Amora Beach Resort

Keys:

- 1) experience 2) unique 3) offering 4) range 5) leisure
6) private 7) provide 8) setting 9) ensures 10) endless

Script:

From the moment you arrive, you'll **experience** the Amora difference. Set against the beautiful white sands and blue waters of Bang Tao Beach, Amora Beach Resort is a **unique** tropical haven, **offering** a large **range** of **leisure** facilities and sightseeing activities, both on two separate islands. The resort is situated on its own **private** beach and has beautiful gardens which **provide** the ultimate relaxation haven. The tropical **setting** together with friendly and gracious Thai service **ensures** that the Amora Beach Resort is worth staying in. With two large pools, water activities at this resort are **endless**.

Paragraph 2 Amora Beach Resort

Keys:

- 1) senses 2) breezes 3) views 4) views 5) suites
6) option 7) available 8) ensure 9) entertained 10) balconies

Script:

Step into our tropical oasis and let your **senses** take over. With the cool sea **breezes** and stunning **views** of the Andaman Sea, the resort brings you a little luxury and a lot of relaxation. Amora Beach Resort offers more than 500 delightfully furnished guest rooms, **views** from Garden View Rooms to Luxurious **suites**. For the family, our Coral Suites offer the **option** of a little more space, and the range of activities **available** will **ensure** that every family member is **entertained**. All rooms offer private **balconies**, air conditioning and the full range of facilities you would expect from a deluxe hotel.

Section III

Speech-making & Discussion:

1. Making a Speech: Services of Hotel

Suggested answer:

The Amora Hotels & Resorts provides a number of shops and restaurants and other services for your convenience. The restaurant on the ground floor serves breakfast, lunch and dinner. Breakfast is served from 6:00 a.m. to 10 a.m., lunch from 11 a.m. to 2 p.m. and dinner from 5 p.m. to 10 p.m. the restaurant is open every day of the week.

The Roof Garden, which serves tea, coffee and cold drinks, is open from 9 a.m. till 11 p.m., seven days a week.

There is a souvenir shop next to the Roof Garden. It is open from 9 a.m. to 9 p.m. on all days except Sunday.

Medical service is offered at the clinic on the first floor. The opening hours of the clinic are from 8:30 a.m. to 9 p.m. It is open from Monday to Saturday.

2. Discussion: Souvenir

Suggested answer:

1. Chinese calligraphy: in the long river of history, Chinese calligraphy is a symbol of its historic process; the most famous handicraft are the writing brush, ink stick, rice paper and ink slab (笔、墨、纸、砚)

2. Antiques: old coins of ancient dynasties; flower and bird paintings; many famous painters in China; genuine or fake; fans; vases

3. Jade and jewelry: are symbols of love and virtue as well as status

Section IV

Career Salon: Room Selection

Each year some 32.6 million fires strike Americans at home, in hotels, or at the workplace. That's one fire virtually every second of the day. Fire is the third largest cause of accidental injury and death in this country. Injuries by fire total two million annually, and one out of every eight accidental deaths is from fire. Maximize safety and security. Select a room located between the 4th and 6th floor. Avoid rooms above the sixth floor — the maximum height that fire-department ladders can reach. Whenever possible do not accept a hotel on the ground floor that has doors and windows that open to the outside. Guests rooms that are as close to the elevators as possible are safest, but tend to be noisier.

译文:

房间的选择

美国每年有 3260 万人遭受因家庭、酒店或工作场所引起的火灾的威胁。也就是平均每秒钟都有一起火灾发生。火灾是这个国家第三大因事故致伤或致死的原因。每年因火灾导致受伤的人数达到 200 万，所有事故死亡中每八人就有一人是因火灾致死。

安全法则：选择四楼到六楼之间的房间，避免选择六层以上的房间——这是救火云梯能到达的

最高高度；尽量不要接受门和窗户面对户外的一楼的房间；越靠近电梯的房间越安全，但是会更吵闹一点。

Section V

Culture Salon: Embroidery Appliqués

Appliqués are a fun way to embellish clothing and household items. Different colors and textures in the appliqué fabric can give the finished product a completely new look. Appliqués are also a great choice for items and fabrics that are difficult to embroider or can't take the strain of a dense embroidery design. Whether you appliqué by hand or use a sewing or embroidery machine, the process is fairly easy and the results can be stunning.

The appliqué technique involves sewing pieces of fabric to background fabric to create patterns and images. Embroidering the pieces to the fabric allows you to firmly secure the edges of each piece, and you can also embroider additional patterns onto the fabric to create more complex designs. To keep the appliqué pieces in place while you embroider, adhere them to the background fabric with fusible web. You can also apply fusible web to the back of the finished product to create iron-on patches. When using fusible web, choose a type that's appropriate for the weight of the fabrics you're using.

Instructions: Appliqué by Hand

Materials and supplies: fabric, thread, needle, scissor, snip

1. Select the design you wish to appliqué. Simple shapes with straight lines or gentle curves work best. Draw or print a paper template.
2. Spray a shot of adhesive on your paper template and stick it to the back of your appliqué fabric. Cut around the shape of the template and discard the paper.
3. Sew the fabric in place, with small hand stitches or a tiny machine stitch, on the traced lines.
4. Prepare your iron and main fabric. Make sure the main fabric is flat and without puckering.

译文：

刺绣贴花

刺绣贴花是一种对服饰和家庭物件进行装饰的有趣方式。在织物中通过刺上不同颜色和材料能赋予它全新的面貌。有些物件或织物不容易直接刺绣或者不能承受复杂的刺绣设计的针脚拉力，贴花是个不错的选择。无论通过手工、缝纫还是刺绣机器进行贴花，整个过程都非常简单并且效果很好。

刺绣贴花技术需要将织物碎片缝到底料上使之呈现图案。将碎片刺绣到织物上能让刺绣者明确每个碎片的边界，同时也可以将别的图案刺绣到织物上进行更复杂的设计。在刺绣时，为了让碎片刺在恰当的位置，也可以用具有溶水性的网将它们粘到底料上，也可以将这种有溶水性的网铺在成品背面来烫上补丁，所使用的网需要与你正在使用的织物的重量相匹配。

手工制作刺绣贴花的步骤

1. 选择你要贴花的款式设计，用直线或柔软的曲线进行简单的构图。可以在纸上画出或打印出画样。
2. 将模板用粘合剂粘到贴花面料的背面，对模板进行裁剪，去掉多余的纸。
3. 用针线沿着画好的图案进行刺绣。
4. 刺完后用电熨斗将表面烫平，确保没有褶皱。