

目录 *Contents*

Unit 1 Reservation and Reception

Part I Service etiquettes	1
Part II Service procedure	3
Part III Conversation	3
Part IV Supplementary useful expressions	6
Part V Role-play	7
Part VI Time for fun	7

Unit 2 Meeting Guests at the Airport

Part I Service etiquettes	9
Part II Service procedure	10
Part III Conversation	11
Part IV Supplementary useful expressions	14
Part V Role-play	15
Part VI Time for fun	15

Unit 3 Welcome Speech and Farewell Speech

Part I Service etiquettes	17
Part II Service procedure	18

Part III	Conversation	19
Part IV	Supplementary useful expressions	23
Part V	Role-play	23
Part VI	Time for fun	24

Unit 4 Talking about the Itinerary

Part I	Service etiquettes	25
Part II	Service procedure	26
Part III	Conversation	27
Part IV	Supplementary useful expressions	30
Part V	Role-play	31
Part VI	Time for fun	31

Unit 5 Outbound Travel

Part I	Service etiquettes	33
Part II	Service procedure	35
Part III	Conversation	35
Part IV	Supplementary useful expressions	39
Part V	Role-play	39
Part VI	Time for fun	40

Unit 6 Dealing with Tourist Complaints and Emergencies

Part I	Service etiquettes	41
Part II	Service procedure	43
Part III	Conversation	43
Part IV	Supplementary useful expressions	46
Part V	Role-play	47
Part VI	Time for fun	48

Unit 7 Food

Part I	Service etiquettes	49
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Part II	Service procedure	51
Part III	Conversation	51
Part IV	Supplementary useful expressions	55
Part V	Role-play	56
Part VI	Time for fun	56

Unit 8 Accommodation

Part I	Service etiquettes	57
Part II	Service procedure	58
Part III	Conversation	59
Part IV	Supplementary useful expressions	62
Part V	Role-play	63
Part VI	Time for fun	63

Unit 9 Transportation

Part I	Service etiquettes	65
Part II	Service procedure	66
Part III	Conversation	67
Part IV	Supplementary useful expressions	70
Part V	Role-play	71
Part VI	Time for fun	71

Unit 10 Traveling

Part I	Service etiquettes	73
Part II	Service procedure	75
Part III	Conversation	75
Part IV	Supplementary useful expressions	78
Part V	Role-play	79
Part VI	Time for fun	79

Unit 11 *Entertainment*

Part I	Service etiquettes	81
Part II	Service procedure	82
Part III	Conversation	82
Part IV	Supplementary useful expressions	85
Part V	Role-play	86
Part VI	Time for fun	86

Unit 12 *Shopping*

Part I	Service etiquettes	87
Part II	Service procedure	88
Part III	Conversation	89
Part IV	Supplementary useful expressions	91
Part V	Role-play	92
Part VI	Time for fun	92

Unit 1

Reservation and Reception

Learning objectives

In this unit, you will be able to

- 1 know the service etiquettes of reservation and reception;
- 2 know how to receive guests;
- 3 have a conversation about making a reservation.

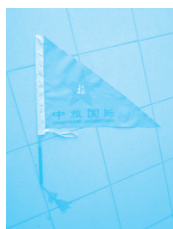


Part I Service etiquettes

1. Warming up

Match the words with the correct pictures.

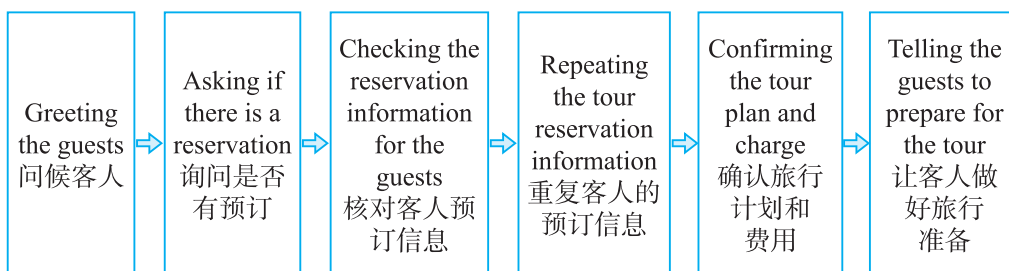
overseas escort (海外领队) national guide (全陪) local guide (地陪)
tour guide (导游) overseas tourist (海外游客) tour flag (导游旗)
tour guide certificate (导游证) airport (机场) international arrival (国际抵达处)







Part II Service procedure



Part III Conversation

1. Dialogue

A travel agent is answering a phone call from Ms. Baker, a potential client.

Chen Gang: Good morning, China International Travel Service. May I help you?

Ms. Baker: Can you recommend a sightseeing route for us?

Chen Gang: Sure, we have all kinds of routes. What kind of places would you like to visit?

Ms. Baker: Beijing. We hope to stay there for two days. Can you help us book a nice hotel?

Chen Gang: Sure. We happen to have a group leaving for Beijing tomorrow. We'll be gathering at the front door and leaving at seven in the morning. Would that work?

Ms. Baker: All right. May I know how much this trip costs?

Chen Gang: 890 yuan per person.

Ms. Baker: There are eight people.

Chen Gang: No problem. But please be sure to meet here ten minutes earlier if you'll join us. I will go through the itinerary with you. The bus will leave right at seven o'clock.

Ms. Baker: I see. We'll discuss it and give you a message later.

译文：

陈刚：早上好，中国国际旅行社，能帮您做什么？

贝克女士：可以为我们介绍一条旅游路线吗？

陈刚：好的！我们有各种路线，你们想到哪些地方玩？

贝克女士：北京。我们想在那儿待两天，请帮我们安排好一点儿的宾馆，行吗？

陈刚：好的！明天刚好有一个团要前往北京。我们明天早上 7 点在门口集合，可以吗？

贝克女士：好啊。请问多少钱？

陈刚：每人 890 元。

贝克女士：我们有 8 个人。

陈刚：没问题！不过，如果你们参加，请明天一定提前 10 分钟到这儿集合，我会向各位说明路线，7 点准时出发。

贝克女士：我知道了。我们商量一下之后给你消息。

New words

recommend 推荐

sightseeing 观光

route 路线

gather 集合

itinerary 旅行日程

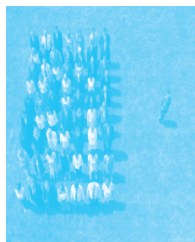
discuss 讨论

2. Exercise

① Choose a word from above to match the picture.



Unit 1 Reservation and Reception



2 Look at pictures and complete the dialogue.



A: Is there anything _____, sir?

B: What about your tours to Xi'an?

- a. to help you
- b. I can do for you
- c. you need



A: _____?

B: Two days. Total price is three hundred and sixty yuan.

- a. May I know how much is it
- b. What about the trip
- c. Can you help us book a nice hotel



A: What about the hotel?

B: _____ at Forest Hotel. It's a five-star hotel.

- a. The name of the hotel
- b. The hotel
- c. We'd be staying

3 Read the dialogue and choose the best answer.

A: Good morning! Welcome to Huizhou Travel Agency.

B: Good morning!

A: What can I do for you?

B: I want to visit the places of interest in Beijing. Can you arrange a tour for me?

A: How long would you like to stay in that city?

B: Well, I'm afraid I can only spend three days there.

A: There is a three-day tour. You will have three full days in the city. It is a general tour of the city.

B: That sounds good. How much is the tour?

A: 960 yuan for each person.

B: What does it include?

A: It includes your air fare, your hotel and the meals.



Questions:

(1) How long does the guest stay in Beijing? _____

A. Three days.

B. Four days.

C. Two days.

(2) How much is the tour? _____

A. 690yuan.

B. 960yuan.

C. 396yuan.



Part IV Supplementary useful expressions

1 Welcome to Xinxin Travel Agency. What can I do for you?

欢迎来到新新旅行社，有什么要帮忙的？

2 Welcome. Xinxin Travel Agency is ready to offer service at any time.

欢迎光临，新新旅行社随时为您提供服务。

3 Good afternoon. Which traveling line do you want to consult?

下午好，请问您想咨询到哪里的旅游路线呢？

4 Have you reserved in advance?

请问您有预订吗?

- 5 We have to confirm the client's information. Can I have your name, please?
我们需要确认一下客户信息。请问您叫什么名字?
- 6 You have reserved a five-day tour to Beijing, is it right?
你们预订的是为期五天的北京之旅, 对吗?
- 7 How many items are included in the tour fee?
旅游团费中包含哪些项目?
- 8 How often does this line set out?
这条路线多久一次?
- 9 May I suggest you our 3-day-2-night package tour?
我向您推荐 3 天 2 夜的包办游, 好吗?
- 10 The total price is 1500 yuan including the fee of tour guide.
加上导游费, 一共是 1500 元。



Part V Role-play

Make dialogues according to the following situation.

- 1 Mr. Smith would like a three-day sightseeing tour of Yellow Mountain during the National Day holiday. He has made a reservation. He arrived at the front desk in Huanqiu Travel Agent and consulted some details about the trip.
- 2 Suppose you are a tourist and your partner is a travel agent. Please make a conversation in which you want to find out some information about your trip. There are two kinds of tour programs for Suzhou: a six-day tour by train and a five-day flying journey.



Part VI Time for fun

Receptionist

One day a guest called a general manager of a travel agency. He complained about the receptionist's stiff and impassive manner, which led to his cancellation of choosing the travel agency.

The general manager was so angry that he gave a call to the receptionist, pretending to be a guest. Annoyed at his rude attitude, the manager said, “Do you know who I am? How dare you speak in such way?”

Receptionist: How could I know?

General Manager: I’m the general manager of this travel agency.

Receptionist: Oh, you’re the general manager. Then do you know who I am?

General Manager: I don’t know.

Receptionist: You don’t know! That’s great! Then he hung up promptly.