

# Unit 1

## Giving Travel Information

### 旅游咨询

#### Unit Objectives

##### After learning this unit, you should

- understand how to give travel information;
- master the basic words and expressions about travel information;
- get some cultural knowledge about travel information;
- find ways to improve your writing skills about A Letter on a Travel Reservation;
- be familiar with some typical domestic traveling routes.

#### Background Knowledge

When traveling, we may choose to travel by ourselves or attend package tours organized by the travel agencies that attend to the details of transportation, itinerary, and accommodations for travelers. We can also book train tickets, air tickets or passages there.

##### Types of Tours

1. inclusive tour (包价旅游): A tour including transportation, hotels, transfers, sightseeing, and meals.
2. ecotourism (生态旅游): The tour of organizing holidays to natural areas, especially areas that are far away such as the rain forest, where people can visit and learn about the area in a way that will not hurt the environment.
3. fly-drive package tour (自驾游): An inclusive tour in which the traveler can have a self-drive rental car.

4. conducted tour( 有导游陪同的旅游 ): A prearranged travel program for a group escorted by a guide.

5. foreign individual/independent tour( 散客旅游 ): A prepaid tour including air, hotels, ground transfers, and prearranged sightseeing and guide service for individuals.

6. culture-oriented travel( 文化旅游 ): A tour in which travelers can enjoy folkways and folk-custom.

7. escorted tour( 全程陪同旅游 ): A prepaid travel program of sightseeing, meals and accommodations for a group accompanied by an escort from the beginning to the end of the trip.

8. cruise( 豪华游艇旅游 ): A tour on a large ship or a boat for pleasure.

9. leisure travel( 休闲旅游 ): A tour in which travelers can relax and do things they enjoy.

10. special interest tour( 专门兴趣旅游 ): A tour designed for clients sharing curiosity or concern about a common subject.

11. agricultural tourism( 农业观光旅游 ): A tour in which travelers can appreciate agricultural life, such as going to the orchard, etc.

12. sports tourism( 体育旅游 ): A tour including exploring, climbing, car rally, etc.



## Practice Materials

### Listening

#### Dialogue 1

a. Listen to Dialogue 1 and decide whether each of the following sentences is true (T) or false (F).

1. \_\_\_\_\_ The man wants to make a reservation to New York next week.
2. \_\_\_\_\_ There are still tickets available for Flight 802.
3. \_\_\_\_\_ The next flight leaves at 9:30 on Tuesday morning September 13.
4. \_\_\_\_\_ The fare for one-way ticket is \$196.
5. \_\_\_\_\_ The man reserves the Flight 807 finally.

b. Listen to the dialogue and answer the following questions.

1. What's the name of the airline company?
-

2. When does the man want to fly?

---

3. Is Flight 807 a direct flight?

---

4. What's the man's name?

---

5. What's the man's telephone number?

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*c. Listen to the dialogue again and supply the missing words.*

1. I'm sorry we are all \_\_\_\_\_ for Flight 802 on that day.

2. Shall I book you \_\_\_\_\_?

3. You want to go \_\_\_\_\_?

4. Can you also put me on \_\_\_\_\_ for the 12th?

5. I will notify you if \_\_\_\_\_.

#### Notes

1. the United Airlines	联合航空公司
2. reservation	(旅馆房间、饭店、飞机座位的) 预订
3. available	可获得的, 可用的, 可看到的
4. book up	把……预订一空; 已订满
5. alternative	选择余地; 可供选择的事物 (方式等)
6. direct flight	直航
7. first class or coach	头等舱票或经济舱票。普通机票包括头等舱票 (First Class)、商务舱票 (Business Class) 及经济舱票 (Economy Class or Coach) 三种
8. fare	车费, 票价
9. waiting list	等候批准的申请人名单
10. cancellation	取消

## Dialogue 2

*a. Listen to Dialogue 2 and decide whether each of the following sentences is true (T) or false (F).*

1. The S.S. Newcastle is sailing for Hamburg from Northampton next Wednesday.

2. The man wants a ticket with a cabin for two.
3. The ticket will be 15 pounds.
4. The man wants 300 pounds of traveler's cheques.
5. If people want to cash the cheque, they need to sign their names at the top.

*b. Listen to the dialogue and answer the following questions.*

1. When do the passengers board?

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2. Is there a boat train?

---

3. When and where does the boat train leave from?

---

4. Where do passengers show their boat tickets?

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5. Where can the man get traveler's cheques?

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*c. Listen to the dialogue again and supply the missing words.*

1. Yes, that one will be all right. I'll \_\_\_\_\_.
2. Will you please \_\_\_\_\_ this card?
3. Will you sit down for a moment while I \_\_\_\_\_ the tickets?
4. If there should be any \_\_\_\_\_ in the sailing time, we'll contact you by telephone.
5. Will you please sign there, on \_\_\_\_\_?

#### Notes

- |                              |                 |
|------------------------------|-----------------|
| 1. book a passage            | 预订乘船旅行          |
| 2. sail for Hamburg          | 驶往汉堡            |
| 3. S.S. Newcastle            | S.S. 纽卡斯尔号 (船名) |
| 4. from Southampton          | 从南安普顿出发         |
| 5. board                     | 上船, 登车          |
| 6. boat train                | 与船期衔接的港口联运列车    |
| 7. Where does it leave from? | 它从哪里出发呢?        |
| 8. Victoria Station          | 维多利亚车站          |

- |  |         |
|--|---------|
| 9. pass  | 走过，经过   |
| 10. last-minute change   | 最后关头的变动 |
| 11. contact you by telephone   | 用电话与您联系 |
| 12. traveler's cheques   | 旅行支票    |
| 13. right over there   | 就在那边    |
| 14. sign   | 签字      |
| 15. Two hundred in ten-pound cheques and one hundred in five-pound cheques.<br>10 英镑一张的支票换 200 英镑，5 英镑一张的支票换 100 英镑。 |         |

## Background Information

### Book a Passage

Traveling by sea is a very convenient and economical way of traveling. It is more relaxing, comfortable and cheaper than traveling by airplane or by train. On some luxurious ships, there are various living and entertaining facilities, like restaurants, bars, theaters and even swimming pools, etc. The disadvantage of traveling by sea is that the speed is comparatively slow and some passengers are likely to be seasick with high wind. Booking a passage is just like booking an airplane ticket. The travelers can go to the agencies or just telephone them to book a passage. As traveling by sea is greatly influenced by the weather situations, there may be some changes of the sailing time. The agency clerks are responsible to inform the passengers of such changes. For the convenient contact with passengers, the clerks will ask passengers to write down the detailed personal information like name, address and telephone number, etc. Also, they will show the passengers a printed plan of all the cabins with different classes, direction, etc., so that passengers can choose the cabins they like. The boat trains can take the passengers to the port in time. Passengers only need to go to the appointed station on time and get on the train with the ship tickets.

## Speaking

### Dialogue 1

#### Holiday Booking

**Staff:** Welcome Ma'am! What can I do for you?

**Linda:** Yes. I wanna go to Xinjiang to spend my holiday.

**Staff:** No problem. We can offer a tour along the Silk Road.

**Linda:** Very good. Is there a tour group that I can go with?

**Staff:** Yes, there is one this month.

**Linda:** Oh, great! So how long does it last?

**Staff:** Eleven days.

**Linda:** Fine. I have a 20-day holiday. So exciting! How many places will we visit?

**Staff:** We'll visit over 15 different places. Most of them are along the Silk Road.

**Linda:** Where will we stay for the night? Will we stay with the locals?

**Staff:** I'm afraid not. We can arrange hotels for you.

**Linda:** What's the price for this travel package?

**Staff:** Well, right now, it's RMB 2,200 yuan, including everything, such as airline tickets, tour guides, hotels and food.

**Linda:** Can I get a discount?

**Staff:** This is a special price. We cannot further lower the price.

**Linda:** I'd like a reservation for this tour. What do I do?

**Staff:** Please sign up here and pay a deposit.

**Linda:** Well. Okay. Thanks for your help.

**Staff:** I'm glad to be a help.

#### Notes

1. silk	丝绸
2. local	当地人
3. discount	折扣
4. lower	降低
5. sign	签字, 签名
6. deposit	抵押金
7. FIT (foreign individual/independent traveler)	(入境) 散客
8. the Silk Road	丝绸之路
9. sign up	报名 (或签约) 参加

## Dialogue 2

### A Group Travel Reservation

*(Brown telephones the Summer Travel Service, wishing to book a tour for his group. The*

*staff explains the details and reserves such a tour for the client on the phone.)*

**Staff:** Good morning, Summer Travel Service. Can I help you?

**Brown:** Yes, please. I'm with an office supplies company in Beijing. We'd like to book a group tour.

**Staff:** We'd be glad to help you. May I have the name of the group, Sir?

**Brown:** Johnson Office Supplies Co., Ltd.

**Staff:** For how many people?

**Brown:** About 30.

**Staff:** What kind of tour do you have in your mind?

**Brown:** I think it should be something of incentive travel. In fact, we are planning a tour for our most hardworking staff.

**Staff:** Very good. Sir, have you read the proposal letter we sent to you?

**Brown:** Yes, I did. But we couldn't decide which place to go.

**Staff:** What about Yangzhou?

**Brown:** A good place. I've heard a lot about it.

**Staff:** It is a beautiful place, especially in April, the time of the year when you can see flowers everywhere.

**Brown:** That will be fine. Please reserve this trip to Yangzhou for us.

**Staff:** Okay, my pleasure. A flight to Yangzhou will depart from Beijing at 7:30 A.M., arriving at Shanghai Hongqiao Airport at 9:15 A.M., then a limousine will pick you up there and take you to Yangzhou directly. It is only two hours' ride.

**Brown:** Sounds good. Well, does the flight fare include breakfast?

**Staff:** Yes, you may have complimentary breakfast since it is an early departure.

**Brown:** Wonderful. Can you also reserve hotel rooms for the nights during our stay in Yangzhou?

**Staff:** Sure. For how many nights?

**Brown:** Arriving on Friday April 18 and leaving on Monday April 21.

**Staff:** That is three nights. Do you need a tour guide?

**Brown:** That would be better. But the guide must be able to speak English.

**Staff:** No problem, Sir. May I have your name and phone number?

**Brown:** I'm John Brown. Please call me at 010-2020-3548.

**Staff:** Yes, Mr. Brown, you have booked a 4-day-3-night group tour for 30 people to Yangzhou in the name of John Brown, arriving on Friday April 18 and leaving on Monday April 21. Will the company pay all the charges?

**Brown:** Yes, we'll send you a confirmation in writing. Thank you for your help.

Goodbye!

**Staff:** We're always at your service. Goodbye, Mr. Brown.

#### Notes

1. incentive	奖励
2. proposal	建议
3. reserve	预订
4. depart	出发
5. limousine	接送旅客的旅游车, 豪华轿车
6. complimentary	(免费)赠送的
7. confirm	确认
8. incentive travel	奖励旅游
9. proposal letter	建议信
10. pick sb. up	接人
11. flight fare	机票费用
12. in the name of	以……的名义

### Dialogue 3

#### Make Sure an Itinerary

*(Tang Lin, a tour guide, comes to see Mr. Wilson, the tour leader of an American tour group. Tang knocks at the door and Mr. Wilson answers it.)*

**T:** Tang Lin

**W:** Mr. Wilson

**T:** Good evening, Mr. Wilson.

**W:** Good evening, Mr. Tang. Come in, please.

**T:** Thank you. Well, I've come to talk about the itinerary for your trip. Can you spare me some time?

**W:** Sure. We received a copy of the itinerary from your Travel Service before we came. I hope there haven't been any changes.

**T:** No. Hardly any change at all. Since this is a big VIP group, everything must be well planned and made right.

**W:** That's right. Let's go over it again.

**T:** OK. First you will sightsee in Shanghai for three days. Then you will leave Shanghai for Wuhan by air. From Wuhan you will go to Chongqing by riverboat.

**W:** How long will the cruise trip take?



**T:** Three days. I'm sure you will enjoy the beautiful scenery along both banks of the Yangtze River.

**W:** You know what, my heart itches for the visit already.

**T:** And there are more. After spending two days in Chongqing, you will go to visit Beijing where a lot more excitements await you.

**W:** We'll stay in Beijing for four days, right?

**T:** Yes. And then you leave Beijing for home by air. The whole trip will last half a month. I hope everybody in your group will be physically fit for this long trip.

**W:** No problem. Everybody is as strong as a horse.

**T:** Good. If there should be any changes, please let me know in advance.

**W:** OK. Thank you very much for everything you've done for us.

**T:** My pleasure.

#### Notes

1. spare	抽出, 腾出 (时间、金钱或人手)
2. go over	查看, 仔细审查
3. sightsee	观光, 游览
4. riverboat	内河船
5. cruise	乘船游览
6. scenery	风景, 景色
7. bank	河岸, 堤岸
8. the Yangtze River	长江
9. itch for	渴望
10. in advance	提前, 预先



## Reading

### Domestic Typical Traveling Routes

#### Beijing

Since AD 1000, Beijing, the city has served as a main or subsidiary residence for a series of dynasties. In Beijing you can see the Great Wall of China, the longest man-made wall in the world. Tour the Forbidden City where emperors have lived for more than 500 years. Walk through Tiananmen Square, and then see the Ming Tomb burial grounds for the 13 emperors of the Ming Dynasty...

## **Xi'an**

Shaanxi Province and Henan Province are the cradle of ancient Chinese civilization. Here, in the fertile valleys of the loess-covered landscape, the ancestors of Chinese settled in the 3rd century BC. The fertile loess soil attracted the first human settlements, while irrigation difficulties forced people to work in close cooperation. As a result, the first and strongest states developed in this region. In Xi'an you can see more than 6,000 life-size terra-cotta warriors and horses recently excavated from the tomb of the first emperor of the Qin Dynasty. First discovered in 1974, each terra-cotta soldier and his horse have their own unique body and facial features, and more are being uncovered every year.

## **Guilin**

Guilin, by the banks of the Li River in southern China, is justifiably considered to be one of the most beautiful places in China. Guilin literally means “Cassia Tree Forest”. The landscape is characterized by terraced rice paddies, water buffalos, and bamboo groves, and peasants with turned up trousers and cone-shaped straw hats. Take a one-day cruise on the Li River to experience the magical beauty of the limestone rock formations and farmland commonly seen in Chinese landscape paintings. The Li River, limestone caves, Elephant Hill, and the pure beauty of this area are all attractions of Guilin.

## **Shanghai**

Shanghai, the metropolis lies by the Huangpu River, the 80km long artery of Shanghai of which 30km of its upriver flows into the Yangtze River and thus guarantees access to the sea. The name Shanghai means “upriver to the sea”. Shanghai Harbor is the third largest in the world. This beautiful city offers lots of sightseeing. For example, you may view the harbor from Huangpu Park and then visit the Jade Buddha Temple featuring two huge Buddha statues carved out of a single piece of white jade.

## **The Yangtze River**

The Yangtze River is the largest river in China, known as the lifeline of China, which flows through nine provinces, with its 700 tributaries, covering an area of 1.8 million sq. km, which is 19 percent of the total area of China. Dynasty after dynasty people have marvelled at the majesty of China's Three Gorges. There are many wonderful cruises available on the Yangtze River with its majestic cliffs and soaring peaks. These cruises not only take you to the wonderful cities along the greatest and most historic river of Asia, but are commonly combined with excursions to many of the classic Golden Cities of China discussed above. Visiting the “Golden Cities” of China and possibly combining with a Yangtze River Cruise

is highly recommended for those visiting China for their first time.

### **Extraordinary Tibetan Adventures**

Tibet, used to be the mysterious, legendary and unknown Roof of the World, hidden and almost unreachable behind the highest mountains in the world, can be easily reached today from Chengdu, the capital of Sichuan province, to Lhasa. This is the safest way for visitors to travel to Tibet. The Himalayas are the youngest folded mountains in the world. Before the south Indian land mass began to shift northwards about 40 million years ago, the Tethys Ocean, one of the largest oceans in the history of the earth, occupied the area. Today, the Tibet-Qinghai Plateau is at an average altitude of 4,000 meters, the most elevated plateau on earth, covering 25 percent of the entire Chinese territory. The Tibetans have been nomads for centuries, crossing the highland pastures in the south with their herds of sheep, goats and yak. In contrast, the north is an uninhabited desert. Today, 3.66 million people live in the Tibet autonomous region, of whom about 3.14 millions are Tibetans. Tibetans also live in Qinghai, Sichuan and Yunnan provinces. Tibet Adventures allow you to experience the way of life, culture, history, and spectacular scenery unique to this part of China. It is said that visiting Tibet, the “Roof of the World”, is as much a state of mind as a destination. Tours include visiting cities such as Lhasa known as “the City of the Sun” and Xigaze (Shigatse) where you will see beautiful palaces and cliff top monasteries, and attending colorful bazaars and relaxing in the beautiful Himalayan Mountains.

### **Travel along the Ancient Silk Road of China**

This ancient trade route starts in the old capitals of Luoyang and Xi'an, and reaches the Yellow River at Lanzhou, follows along the “Gansu Corridor” and stretches along the edge of deserts and mountains. Before the discovery of the sea route to India, the Silk Road was the most important connection between the Orient and the West. The Silk Road experienced its last great era during the time of Mongols, when the entire route from China to the Mediterranean was part of one empire. At that time, Nicolo and Marco Polo travelled from Kashgar to the Far East along the southern route. The overland link quickly lost its importance as trade across the seas developed. Today it has been replaced in China with the railway line Lanzhou-Hami-Urumqi. The trade route was never known as the Silk Road historically. It was given the name by a German geographer Ferdinand Freiherr von Richthofen. Silk Road tours allow you to step back into the 13th century as you visit the cities of the legendary silk traders and monks. Travel through deserts where silk traders have travelled for thousands of years. You can discover the ancient mysteries of the Silk Road including bazaars where merchants haggle over camels and carpets, where you can meet the

nomadic minorities of China, and attend music, dance and artistic performances. These tours are often combined with stops to Beijing, Xi'an, and Dunhuang to make your China travel adventure vacation complete.

*a. Answer the following questions according to the passage.*

1. Exemplify some famous scenic spots in Beijing.

2. What are the characteristics of the landscape in Guilin?

3. Give a brief introduction to the Yangtze River.

4. Which city is known as "the City of the Sun"?

5. What ancient mysteries of the Silk Road can people discover?

*b. Translate the expressions into Chinese or English.*

1. ancient Rome and Greece

a course in ancient history

ancient ruins

2. a two-year guarantee

give my guarantee to sb.

be guaranteed to last for years

3. stretch out one's arm

stretch my patience to the limit

stretch away into the distance

4. turn the radio up

turn up late for everything

turn up a lot of new information

旧风俗

在保用期内

绵延数英里

卷起衣袖

c. Choose an appropriate word or phrase to fill in each blank to make each sentence meaningful, and change its form when necessary.

cooperation	era	excursion	fold	literally
majestic	marvel	spectacular	territory	unique

1. Children are so excited about the \_\_\_\_\_ firework display on New Year's Eve.
2. Each person's fingerprints are \_\_\_\_\_.
3. I took what he said \_\_\_\_\_, but afterwards it became clear that he really meant something else.
4. Most of Britain's former \_\_\_\_\_ are now independent.
5. She \_\_\_\_\_ the handkerchief and put it in her pocket.
6. This cartoon was produced in \_\_\_\_\_ with the Walt Disney.
7. The Christian \_\_\_\_\_ is counted from the birth of Christ.
8. The great ship sailed slowly and \_\_\_\_\_ into.
9. The onlookers \_\_\_\_\_ that he was unharmed after a long fall.
10. The travel agency arranges \_\_\_\_\_ round the island.

d. Translate the following sentences into English with words or phrases given in the brackets.

1. 京都 (Kyoto) 是日本文化的发源地。(cradle)  
\_\_\_\_\_
2. 旅游公司安排环岛旅行。(excursion)  
\_\_\_\_\_
3. 这艘巨大的船缓慢而庄严地驶进了港口。(majestic)  
\_\_\_\_\_
4. 我们在穿越英国湖泊区 (the Lake District) 的旅途中看到了不少美丽的景色。(scenery)  
\_\_\_\_\_
5. 探险家们声称这块土地是英国领土。(territory)  
\_\_\_\_\_

## Vocabulary List

access	['ækses]	<i>n./v.</i> 进入; 入口
adventure	[əd'ventʃə]	<i>n./v.</i> 冒险
ancestor	['ænsesə]	<i>n.</i> 祖先, 祖宗
ancient	[eɪnʃənt]	<i>adj.</i> 古代的; 古老的, 旧的
artery	['ɑ:təri]	<i>n.</i> 动脉, (道路的)干道, 干线; (河流的)干流
autonomous	[ɔ:'tɒnəməs]	<i>adj.</i> 自治的
bazaar	[bə'zɑ]	<i>n.</i> 集市, 市场, 杂货店, 百货店
burial	[beriəl]	<i>n.</i> 埋葬
cassia	['kasɪə]	<i>n.</i> [植] 桂皮, 肉桂
cone	[kəʊn]	<i>n.</i> 锥形物, 圆锥体
cone-shaped	['kəʊn'ʃeɪptɪd]	<i>adj.</i> 锥形的
cooperation	[kəʊ,ɒpə'reɪʃn]	<i>n.</i> 合作, 协作
corridor	['kɒrɪdɔ:]	<i>n.</i> 走廊
cradle	['kreɪdl]	<i>n.</i> 摇篮, 发源地
cruise	[kru:z]	<i>n./vi.</i> 巡游, 巡航
destination	[,destɪ'neɪʃn]	<i>n.</i> 目的地
dynasty	['dɪnəsti]	<i>n.</i> 朝代, 王朝
era	['ɪərə]	<i>n.</i> 时代, 纪元, 时期
excavate	['ekskəveɪt]	<i>v.</i> 挖掘, 开凿, 挖出, 挖空
excursion	[ɪk'skɜ:ʃn]	<i>n.</i> 远足, 游览, 短程旅行
extraordinary	[ɪk'strɔ:dnəri]	<i>adj.</i> 不平常的, 特别的, 非凡的
fertile	['fɜ:təl]	<i>adj.</i> 肥沃的, 富饶的, 能繁殖的
fold	[fəʊld]	<i>n./v.</i> 折叠
gorge	[gɔ:dʒ]	<i>n.</i> 山峡, 峡谷
grove	[grəʊv]	<i>n.</i> 小树林
guarantee	[,gæərən'ti:]	<i>n./vt.</i> 保证, 担保
haggle	['hag(ə)l]	<i>n./v.</i> 讨价还价
herd	[hɜ:d]	<i>n.</i> 兽群 (尤指牛、羊群)
highland	['haɪlənd]	<i>n.</i> 高地, 丘陵地带
irrigation	[,ɪrɪ'geɪʃən]	<i>n.</i> 灌溉, 冲洗
jade	[dʒeɪd]	<i>n.</i> 碧玉, 翡翠
justifiably	[dʒʌstɪ'fəəbəlɪ]	<i>adv.</i> 可证明是正当地, 有理由地
landscape	['lændskeɪp]	<i>n.</i> (田野) 风景, (陆上) 景色
life-size	['laɪfsaɪz]	<i>adj.</i> 与实物大小一样的

limestone	['laɪnstəʊn]	<i>n.</i> 石灰石
literally	['lɪtərəli]	<i>adv.</i> 照字面意义, 逐字地
loess	['ləʊs]	<i>n.</i> 黄土
majestic	[mə'dʒestɪk]	<i>adj.</i> 宏伟的, 庄严的
majesty	['mædʒəsti]	<i>n.</i> 最高权威, 王权, 雄伟
marvel	['mɑ:vəl]	<i>v.</i> 大为惊异, 觉得惊奇
metropolis	[mə'trɒpəlɪs]	<i>n.</i> (一个国家的) 大都会, 主要都市, 大城市
minority	[maɪ'nɒrəti]	<i>n.</i> 少数, 少数民族
monastery	['mɒnəstri]	<i>n.</i> 修道院, 僧侣
nomad	['nəʊməd]	<i>n.</i> 游牧民中的一员
nomadic	[nəʊ'mædɪk]	<i>adj.</i> 游牧的
orient	['ɔ:riənt]	<i>n./adj.</i> 东方(的)
overland	['əʊvələnd]	<i>adj.</i> 陆路的, 经过陆地的, 陆上的
paddy	['pædi]	<i>n.</i> 稻, 谷
pasture	['pɑ:stʃə]	<i>n.</i> 牧地, 草原, 牧场
plateau	['plætəʊ]	<i>n.</i> 高地, 高原
scenery	['si:nəri]	<i>n.</i> 风景, 景色
spectacular	[spek'tækjələ]	<i>adj.</i> 引人入胜的, 壮观的
statue	['stætʃu:]	<i>n.</i> 雕像
stretch	[stretʃ]	<i>v.</i> 伸展, 伸长
subsidiary	[səb'sɪdiəri]	<i>adj.</i> 辅助的, 补充的
terraced	['terəst]	<i>adj.</i> 成梯田(状)的
terra-cotta	[,terə'kɒtə]	<i>n.</i> 陶瓦, 赤陶; 棕橙色
territory	['terətri]	<i>n.</i> 领土, 版图, 地域
tributary	['trɪbjʊt(ə)rɪ]	<i>n.</i> 支流
unique	[ju'ni:k]	<i>adj.</i> 唯一的, 独特的
upriver	[ʌp'rɪvə]	<i>n.</i> 上游
warrior	['wɒrɪə]	<i>n.</i> 战士, 勇士, 武士
yak	[jæk]	<i>n.</i> 牦牛

## Phrases

burial ground	坟场, 公墓
limestone cave	石灰岩洞
rice paddy	稻田, 水田
state of mind	心境, 心情; 思想(精神)状态

combine with	与……结合, 联合
flow into	流入
marvel at	对……惊奇
turn up	调大, 开大; 到达, 出现; 发现; 卷起, 折起 (衣服的下部)
in contrast	相反, 大不相同

## Terms

Buddha	佛
Himalayas	喜马拉雅山脉
Kashgar	喀什 (中国新疆西部城市)
Lhasa	拉萨 (中国西藏藏族自治区首府)
Mediterranean	地中海 (的)
Mongol	蒙古人 (语) (的)
Tethys	古地中海, 特提斯海
Tibet	西藏
Tibetan	西藏的, 藏族的, 藏族人的 藏语, 西藏人, 藏族人
Xigaze	日喀则
Roof of the World	世界屋脊

## Notes

- |  |                                    |
|--|------------------------------------|
| 1. the Great Wall 长城                   | 2. the Forbidden City 故宫           |
| 3. Tiananmen Square 天安门广场              | 4. the Ming Tombs 明十三陵             |
| 5. terra-cotta warriors and horses 兵马俑 | 6. the Li River 漓江                 |
| 7. Elephant Hill 象山                    | 8. the Jade Buddha Temple 玉佛寺      |
| 9. the Yangtze River 长江                | 10. Three Gorges 长江三峡              |
| 11. the Tethys Ocean 古地中海              | 12. the Tibet-Qinghai Plateau 青藏高原 |
| 13. City of the Sun 太阳城                | 14. the Silk Road 丝绸之路             |



## Writing

### A Letter on a Travel Reservation

#### Task 1 Writing Skills

旅游服务机构可以为客户提供出展服务, 海外订房、订票是其所提供的服务之一。



就海外订房、订票而言,除了电话直接预订外,个人和团体还可以通过书信、电子邮件、网络及传真等手段完成。运用现代通信手段进行预订既方便又快捷,现已成为常用的预订方式。

如果预订交通票据(如飞机票、车船票等),预订信应包括准确的人数、具体的日期、地点、航班号或车次等。如果预订客房,则应告知对方住宿的确切日期、住宿起止时间、对客房的要求等。此外,预订信的内容还可包括费用或抵押金的支付方式以及其他有关信息。

英文书信通常由下列五个部分组成。

#### 1) 信头(heading)

信头包括写信人地址和写信日期,通常写在信笺的右上角。比较熟识的朋友之间的通信,写信人的地址常可略去。

地址的写法通常是由小到大,如门牌号、街道名、市(县)名、省名、国名(邮政编码通常写在城市名之后)。这同中文书信的地址写法完全相反。

地址可以写1~3行,日期写在地址的下方(参见后文的信笺格式)。

日期通常有下列两种写法:

(1) 月、日、年:如 August 15, 2022

(2) 日、月、年:如 15th August 2022

#### 2) 称呼(salutation)

称呼指写信人对收信人的称呼,如“Dear Xiaojun”,写在信头的下方并位于信笺的左边。称呼一般以“Dear...”或“My dear...”开头,称呼后一般用逗号。

#### 3) 正文(body)

这是书信的主体部分,即写信人要表达的内容。正文要求文字通顺,层次分明,表意清楚。可以手写,也可以打字。

#### 4) 结束语(complimentary close)

它是书信结尾的恭维话,相当于文中书信最后的“祝好”“致礼”之类的话语。最为常见的是以“Best wishes”(致以最好的祝愿)作为结束语。

#### 5) 签名(signature)

签名通常签在结束语下方的中间偏右的位置。签名应是亲笔书写,即使是打印出来的信件,最后仍需亲笔签名。在签名的上方可根据写信人和收信人的关系写上Sincerely yours/Yours sincerely(用于长辈或朋友之间),或Respectfully yours/Yours respectfully(用于对长辈或上级)。

## Task 2 Sample Writing

### 1) Reservation of Tickets for Plane

Mr. Joe Johnson  
Hubei Polytechnic Institute  
No.17 Yuquan Road  
Xiaogan, Hubei, 432000

寄信人  
地址

July 15, 2024

日期

收信人  
地址

The Reservations Manager,  
China Eastern  
258 Weihai Road, Jing'an District  
Shanghai, 200034

称 呼

→ Dear Sir/Madam,

正 文

I wish to visit London on a business tour. Please kindly reserve for me a first-class seat on Flight MU551, departing from Pudong Airport, Shanghai, at 13:20 on 28th July and arriving at London Heathrow Airport at 18:05 local time on July 30. Please confirm the booking as soon as payment is made by cheque. If it has already been booked up, please let me know what is the next flight on which you can book for me and the departure time.

Yours faithfully,  
(Signature)

← 结束语

← 签 名

【译文】

主题：预订机票

乔·约翰逊先生  
湖北职业技术学院  
玉泉路17号  
湖北孝感，432000

2024年7月15日

预订部经理  
中国东方航空公司  
静安区威海路 258 号  
上海, 200034

亲爱的先生 / 女士:

我因公赴伦敦出差。请您为我预订 MU551 航班头等舱机票一张, 时间为 7 月 28 日 13:20 从上海浦东机场起飞, 在当地时间 7 月 30 日 18:05 到达伦敦希思罗机场。收到支票付款后请确定预订的机票。如果票已订完, 请告知您能为我订的下一趟航班以及出发时间。

您忠实的  
( 签名 )

## 2) Confirmation of Reservation

Dear Sir,

We have acknowledged your letter dated July 15 requesting us to book one first-class seat for you on a flight from Shanghai to London.

One seat has been reserved on Flight MU551 departing from Pudong Airport, Shanghai at 13:20 on 28th July and arriving in London at 18:05 on July 30 local time.

The account will be sent to Bank of China, as requested.

Yours faithfully,  
(Signature)

【译文】

主题: 预订确认

亲爱的先生:

我们已收到您 7 月 15 日的预订函, 要求我们为您预订从上海到伦敦的头等舱座位。

已预订东方航空公司 MU551 次航班的一张机票, 该航班于 7 月 28 日 13:20 从上海浦东机场起飞, 于当地时间 30 日 18:05 抵达伦敦希思罗机场。

如您所要求的, 账单将送到中国银行。

您忠实的  
( 签名 )

## Useful Sentences

(1) I would like to reserve a twin room at your hotel for four nights from June 8, 2024.

我想向你们旅馆预订一间双人房，2024 年 6 月 8 日入住，总共四晚。

(2) Please reserve a single room under the name of Mr. Lin.

请以林先生的名义订一间单人房。

(3) If there is no room available for the above period, please inform me ASAP as I must look for another hotel.

如果在上述期间没有空房，请尽快告知，以便另寻旅馆。

(4) I would like to book a flight to Paris on January 8 on Air France, First Class and round trip.

我要订一张去巴黎的往返票，1 月 8 日，法航，头等舱。

## Task 3 Writing Practice

a. Filling the following reservation letter by translating the Chinese in the brackets.

Dear Sir/Madam,

Mr. Zhang Changjiang, our Sales Manager, \_\_\_\_\_.  
( 希望搭乘尽可能早的从北京飞往纽约的航班。 )

We would be obliged if you could book one economy class seat for him on a flight leaving Guangzhou on or about May 17.

\_\_\_\_\_ ( 我们已委托中国  
银行支付机票费和预约费 ), and we would ask you to submit your account directly to them.

We appreciate your early confirmation.

Sincerely yours,

Li Jing

Secretary to Mr. Zhang

b. Mr. Li Ming will fly to Wuhan on July 23 to attend a conference there. Please write to May Flower Hotel to reserve a single room for him for two nights from 23rd to 24th July.



## Vocabulary Development

package tour

由旅行社全部代办的旅游

a long journey

长途旅行

air travel

航空旅行

conducted/guided tour

有导游的旅游

group inclusive tour	包价旅游
independent/do-it-yourself travel	自助游
international tourism	国际旅游业
normal/luxury tour/travel	标准 / 豪华游
outbound/inbound tourism	出境游 / 国内游
travel abroad	出国旅游
honeymoon trip/wedding vacation/wedding travel	蜜月旅行 / 婚假 / 旅行结婚
hot travel route/spot	黄金线路 / 景点
classic travel route	经典线路
domestic tourism	国内旅游业
excursion	游览
golden week for tourism	旅游黄金周
guide book	指南书, 导游书
manuscript	手稿
on business	因公
sightseeing	观光
star grade hotel	星级宾馆
standard room	标准间
tourist guide	导游
business center	商业中心
castle	城堡
cultural heritage	文化遗产
hot spring	温泉
landscape	风景
monument	纪念碑
natural scenery	自然风光
pagoda	古塔
place of interest	名胜
place of historical interest	古迹
scenery	风景
summer resort	避暑胜地
tourist attraction	景点
view	景色

## China Travel Service

The main travel agencies in China include the following:

China Tourism Group Co.,Ltd.	中国旅游集团有限公司
China International Travel Service Limited, Head Office	中国国际旅行社总社有限公司
China Youth Travel Service	中青旅控股股份有限公司
China Comfort Travel	中国康辉旅游集团有限公司
CITIC Tourism Group Co.,Ltd.	中信旅游集团有限公司
China Women Travel Service Co.,Ltd.	中国妇女旅行社有限公司
Hong Thai Travel Limited	康泰旅行社有限公司
Merchants International Travel Service Co., Ltd.	招商局国际旅行社有限责任公司
Uzai Group Co., Ltd.	众信旅游集团股份有限公司
Overseas Tour China, Shenzhen Co., Ltd.	深圳市海外国际旅行社有限公司
GZL International Travel Service Co., Ltd.	广州广之旅国际旅行社股份有限公司
Shanghai Jinjiang International Travel Co., Ltd.	上海锦江国际旅游股份有限公司
Shanghai Spring International Travel Co., Ltd.	上海春秋国际旅行社 (集团) 有限公司

( 排名不分先后 )

## Unit 2

# Hotel Reservation

## 预订客房



### Unit Objectives

#### After learning this unit, you should

- understand how to reserve a hotel;
- master the basic words and expressions about hotel reservation;
- get some cultural knowledge about hotel reservation information;
- find ways to improve your writing skills about Reservation Application Form;
- be familiar with some famous hotels abroad.



### Background Knowledge

Reservation is now widely adopted as a promotion method, and reservation makes it possible for hotels to be well prepared for guests' requirements when it comes to human resources, finance and carried goods.

#### Methods for Reservation

1. Telephone Reservation (电话预订): Telephone reservation is quick, personal and convenient, as customers could adjust their requirements timely according to the information provided by the front office on phone. Yet language may prove to be the main obstacle, such as foreign languages, dialects or even weak voice on the phone. To avoid mistakes, clerks answering the call must write down the reservation information carefully and repeat the information for guests to confirm.

2. Fax Reservation (传真预订): Fax reservation is more formal and accurate, and

decreases mistakes and future dispute.

3. Reservation on the Internet (网络预订): Reservation on the Internet is the latest method that is used by increasingly more people, as it is more convenient and cheaper.

4. Mail Reservation (邮件预订): Travel agent mainly adopts mail reservation.

5. Oral Reservation (口头预订): Oral reservation offers the chance for hotel to meet the guest's requirements as the guest will go personally or ask the agent to reserve in the hotel.

6. Contract Reservation (合约预订): Contract reservation is usually in place for long-term renting with commercial partners or travel agents.



## Practice Materials

### Listening

#### Dialogue 1

a. Listen to Dialogue 1 and decide whether each of the following sentences is true (T) or false (F).

1. \_\_\_\_\_ The two people have had a reservation in Xi'an before they telephone the hotel.

2. \_\_\_\_\_ They want to book a two-room suite.

3. \_\_\_\_\_ The Zhengyin Hotel has some suites when they book.

4. \_\_\_\_\_ The rate for one double room is 850 yuan.

5. \_\_\_\_\_ They will arrive at the hotel next week.

b. Listen to the dialogue and answer the following questions.

1. What's the name of the hotel?

---

2. How about the condition of the double rooms?

---

3. Does the rate include the breakfast?

---

4. How many nights do they want to stay in the hotel?

---

5. What's the date when they arrive?

---



c. Listen to the dialogue again and supply the missing words.

1. There are several hotels \_\_\_\_\_.
2. Can we make a \_\_\_\_\_ now?
3. Just a moment, please. I will \_\_\_\_\_ for you.
4. We don't have any \_\_\_\_\_ free at the moment.
5. Every room is \_\_\_\_\_ with radio, television, telephone and \_\_\_\_\_.

#### Notes

1. suite	套间
2. check	查看, 核对
3. double room	双人房间
4. single room	单人房间
5. private bathroom	独立浴室
6. minibar	迷你酒吧 (迷你冰箱)
7. rate	费用
8. arrive	到达

### Dialogue 2

a. Listen to Dialogue 2 and decide whether each of the following sentences is true (T) or false (F).

1. The man books the room for himself.
2. The man wants a double room with a bath.
3. A queen-size bed is larger than a king-size bed.
4. A king-size bed costs a few dollars more than a queen-size bed.
5. The rate doesn't include the breakfast.

b. Listen to the dialogue and answer the following questions.

1. How many persons are there in his party?

---

2. Do all the rooms in this hotel have a private bathroom?

---

3. What's the difference between a king-size bed and a queen-size bed?

---

4. What's the rate for a room with a queen-size bed for one night?

---

5. Is there a discount for this room?

---

*c. Listen to the dialogue again and supply the missing words.*

1. How many persons are there in your \_\_\_\_\_ ?
2. We can have one with \_\_\_\_\_ a queen-size \_\_\_\_\_ a king-size bed.
3. A queen-size bed is larger than the \_\_\_\_\_ double bed.
4. It \_\_\_\_\_ which you prefer or is most comfortable in.
5. \_\_\_\_\_ , what services come with that price?

#### Notes

- |                                |            |
|--------------------------------|------------|
| 1. party                       | 在文中指同行者，同伴 |
| 2. either...or...              | 或者……或者……   |
| 3. a queen-size<br>a king-size | 两者均指特大号码   |
| 4. ordinary                    | 普通的，一般的    |
| 5. double bed                  | 双人床        |
| 6. put together                | 放到一起       |
| 7. depend on                   | 依据，取决于     |
| 8. by the way                  | 顺便问一下      |
| 9. fill out                    | 填满         |
| 10. registration card          | 注册登记卡      |



## Background Information

### a. Types of Reservation

1. Temporary reservation happens when guests choose to reserve just the same day or a couple of days before they come to stay here. The hotel is supposed to give firm oral answer to such reservation through phone call or fax, and no confirmation mail is required. When guests fail to appear by the reservation's due time, the reservation is cancelled, which shall be made clear and noticed to guests when they make reservation by clerks.

2. Confirmative reservation calls confirmation from hotel, either oral or written when the hotel receives reservation from guests. Deposit money from guests is not demanded. When guests fail to arrive at the hotel duly, the reservation is cancelled automatically. This kind of reservation bears two advantages: one is that requirements from guests could be repeated and

guests could know whether the hotel has fully understood their requirements. And the other is that the hotel's responsibility and related issues are clearly stated.

3. Guaranteed reservation means guests promise to stay in the hotel or they will undertake economic loss. The guarantee can be advance payment, or credit card and sometimes contract. When guests break their promise, the hotel will keep a day's payment.

### **b. Failure of Reservation**

There are usually three cases in which the hotel may fail to meet the reservation.

1. The hotel finds it impossible to provide rooms for confirmative or guaranteed reservation. When the situation occurs, the hall manager must come to handle it personally. After apologizing and explanation, the manager shall arrange for other hotels for the guests and send guests there free of charge, and the hotel shall take care of the part overcharged over the reservation with them.

2. When guests arrive at the hotel later and the reserved room has been sold, the hotel shall make efforts to help guests find other hotels in the vicinity and arrange vehicles for guests.

3. The hotel cannot find reservation record that guests claim they have done. Clerks are expected to help guests with accommodation while looking through the files.



## Speaking

### **Dialogue 1**

#### **Booking a Room**

*(Scene: A guest makes a call to the hotel to book a room for his wife and himself.)*

**R:** Reservationist    **G:** Guest

**R:** Abby Park Hotel. Can I help you?

**G:** Yes, I would like to book a room for my wife and myself.

**R:** Certainly, Sir. Could I have your arrival and departure dates?

**G:** We will be arriving on Tuesday next week and staying for two days.

**R:** We have a double room for you with a nice view of the park. Would that be OK?

**G:** Yes, that would be great. How much is the room?

**R:** It is ninety-five pounds per night. It is a double room with a bathroom. There is a fridge, coffee maker and a television in the room.

**G:** Does the bathroom have a bath or a shower?

**R:** All our bathrooms have full size baths with a shower attachment.  
**G:** Does the room have an Internet connection?  
**R:** Yes, all our rooms have complimentary wireless Internet.  
**G:** Excellent. Do you serve breakfast in the hotel?  
**R:** Yes, breakfast is included in the price. Our guests have the choice of a full English breakfast or a continental breakfast.  
**G:** That's great. Can I book the room?  
**R:** Certainly, Sir.

#### Notes

1. arrival date	抵店日期, 入住日期
2. departure date	离店日期
3. fridge	冰箱
4. coffee maker	咖啡机
5. shower	淋浴间, 浴室
6. attachment	(机器的)附件, 附加装置
7. complimentary	免费的, 赠送的
8. wireless Internet	无线网络
9. full	丰富的, 丰盛的
10. English breakfast	英式早餐(熏肉、鸡蛋、香肠、烤面包、饮料等)
11. continental breakfast	欧陆式早餐, 简易早餐

## Dialogue 2

### A Group Reservation

(Scene: A guest calls the hotel to reserve rooms for an American group.)

**R:** Reservationist    **G:** Guest  
**R:** Shanghai Hotel. Reservation Desk. May I help you?  
**G:** Yes, I'd like to make a group reservation in your hotel.  
**R:** What kind of room would you like, Sir? We have single rooms, TWBs (twin beds with private bathroom), and deluxe suites in Chinese, Japanese, Roman, French and Presidential styles.  
**G:** We'd like to have 12 TWBs and a Japanese suite.  
**R:** Oh, I see. May I know the name of the group?  
**G:** The American Education Delegation.

- R:** For which dates?
- G:** From May 23rd to May 27th.
- R:** May I have your name, Sir?
- G:** George Smith.
- R:** Oh, I see. The American Education Delegation would like to have 12 TWBs and a Japanese suite from May 23rd to May 27th. One moment, Sir. Let me have a check... Sorry to have kept you waiting, Mr. Smith. Yes, we can confirm you 12 TWBs and a Japanese suite from May 23rd to May 27th.
- G:** Thank you. Can you tell me how much you'll charge for a double room? And do you have a special rate for group reservations?
- R:** For one night, a double room in our hotel is 800 yuan and a Japanese suite is 1,200 yuan. And we offer a special rate for group reservation, a 20 percent discount. So, it's only 640 yuan for a TWB and 960 yuan for the suite.
- G:** That's great. Could you meet us at the airport?
- R:** Yes, of course. Our shuttle bus will be waiting for you at the airport. But could you give me the flight number, in case the plane is late?
- G:** MU435. Oh, yes. Have you got a big conference hall? We will have a meeting in your hotel during our stay in Shanghai.
- R:** Yes, Sir. We have a very nice multi-function hall on the second floor. But I'm afraid you'll have to speak to the sales manager about that. Would you please hold on, and I'll check whether I can put you through.
- G:** That's fine. Thank you.
- R:** I'm always at your service.

#### Notes

- |                            |                        |
|----------------------------|------------------------|
| 1. deluxe                  | 精装的, 豪华的               |
| 2. delegation              | 代表团                    |
| 3. confirm                 | 确定, 证实                 |
| 4. special                 | 特别的, 特殊的, 专门的          |
| 5. meet sb. at the airport | 去机场接某人                 |
| 6. shuttle bus             | 往返汽车                   |
| 7. multi-function          | 多功能                    |
| 8. put through             | 穿过; 使从事, 使经受; 完成; 接通电话 |

### Dialogue 3

#### Registering a Tour Group

**A:** Tour group coordinator    **B:** Tour group guide    **C:** Mr. Smith

**A:** Good evening. Who is the tour guide, please?

**B:** That's me.

**A:** How do you do? My name is Wang Nan, the tour group coordinator. Welcome to our hotel. I'd like to reconfirm your reservation.

**B:** How do you do? My name is Liu Ming, the tour guide. This is the leader of the tour group, Mr. Smith.

**A:** How do you do, Mr. Smith?

**C:** How do you do, Mr. Wang?

**A:** Is there any change in the number of your group members?

**B:** No.

**A:** Very good, Sir. You have made a reservation for 12 double rooms and 4 single rooms. Here is the rooming list. Do you have a group visa?

**C:** Yes. Here you are.

**A:** All right. I'll make a copy of your group visa. Please wait a minute.

.....

**A:** Here are the room cards and breakfast vouchers, Mr. Liu. Are you going to divide them yourself?

**B:** No, I will give them to Mr. Smith. He will divide them.

**A:** May I confirm your check-out time? According to the schedule you will check out at 8:00 A.M. on the 18th, is it right?

**B:** Yes, we would like to change our check-out time to 8:30 A.M.

**A:** No problem, Sir. What time will you have a morning call?

**B:** The morning call will be 7:00 A.M.

**A:** I see. 7:00 A.M. on the 18th. Could you please place your luggage in front of your room door by 8:00 A.M.? The bellman will pick them up. Anything else?

**B:** No. Thank you.

**A:** If there is any change, please inform the Front Desk.

**B:** OK. Thank you.

**A:** You're welcome. Enjoy your stay.

## Notes

1. visa	签证
2. make a copy of	复制, 复印
3. voucher	凭证, 收据; 代金券, 票券
4. divide	分发
5. schedule	时间表
6. check out	结账后离开
7. luggage	行李
8. in front of	在……的前面
9. bellman	行李员; 传达员
10. pick up	捡起



## Reading

### Passage 1

#### Hotels

When you are traveling, whether on business or for pleasure, you often need to stay in a hotel. The kind of hotel you choose is probably decided, above all, according to how much money you want to spend. There are small hotels with very few services, where the prices are low; or there are large hotels with all the very latest comforts, where you could spend all the money you have in the bank for one very comfortable night.

There are several different kinds of people who go to hotels. Some want to live rather than just stay in a hotel; the hotels which are designed to meet their needs are called residential hotels. However, most people who stay in hotels are either business people or tourists on vacation. Some hotels are designed particularly for one of these two groups: commercial hotels are usually located in the business section of a town, while vacation hotels (which are also called tourist hotels) may be by the sea, in the mountains, or near other beauty spots. In large cities, many of the hotels are designed for both kinds of guests.

In most hotels, there are two kinds of rooms: single rooms, for the use of one person, and double rooms, for the use of two people. In addition, in larger hotels, there are also suites, which include two or more rooms connected together—perhaps a bedroom and a living room. These are usually for people who are very rich or very important.

What is it like staying in a large modern hotel? In your room, you will probably find a

radio, a color television set, an ice-box filled with cold drinks, a machine for making coffee, and many other kinds of equipment to make your stay comfortable. At the head of your bed there might be a panel of buttons. You could lie in bed and press these buttons to turn on the air conditioner, lock the door, turn off the radio and television, and turn out the light.

If you are hungry, the easiest thing to do is to telephone the Room Service and order food to be brought up to your room. However, it may be more interesting to try the different places to eat in the hotel. You might decide to have just a snack in a small coffee shop, or to eat a complete meal in one of the smart restaurants. After your meal, there are probably several places to go for a drink.

There are many other services as well. If your clothes are dirty, you can send them to be washed or dry-cleaned. If you are on business, you can have your letters typed for you. If you feel ill, you can call for the hotel doctor.

If you are staying in a tourist hotel, you can probably go to the swimming pool or the tennis court to get some physical exercises. Some hotels even have ponds filled with fish for guests who enjoy fishing. In the evening there may be concerts given by famous singers, or movies may be shown, or magic tricks may be performed, or you may prefer to go dancing.

Hotels have changed greatly over the years, but the basic idea of hotels has remained the same: to provide shelter for travelers. Today, they have become one of the biggest industries in the world, and have kept up with modern developments in science and technology. However, no matter how modern and comfortable a hotel building is, the most important feature is the people who work there: a small old hotel where you are given a warm welcome is a much nicer place to stay than a large modern hotel where nobody smiles or does anything to help you.

*a. Choose the best answer for each of the following questions.*

1. In Paragraph 1, the writer states that one's choice of a particular hotel is made mainly according to \_\_\_\_\_.

- A. how much one is willing to pay for a night
- B. whether one is traveling on business or for pleasure
- C. whether the hotel is in the central part of a city
- D. how good the services of the hotel are

2. All the following kinds of people usually stay in hotels except \_\_\_\_\_.

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| A. people who travel on business      | B. tourists who are on vacation       |
| C. people who want to live in a hotel | D. students who study in universities |



3. Which kind of hotels is usually located in the business section of a town?

- A. Residential hotels                      B. Vacation hotels  
C. Commercial hotels                      D. Tourist hotels

4. Which room in a hotel is the most expensive?

- A. A single room                              B. A double room  
C. A living room                              D. A suite

5. The main idea of Paragraph 4 is \_\_\_\_\_.

- A. the way to turn on the equipment in a hotel  
B. the equipment of a modern hotel room  
C. the use of a panel of buttons in a hotel  
D. the food in an ice-box in a hotel

6. Paragraph 5 is mainly about \_\_\_\_\_.

- A. how one can get something to eat in a hotel when hungry  
B. where one can go for a drink in a hotel  
C. what one can get in a coffee shop  
D. when one should order food from the Room Service in a hotel

7. What kind of hotel may provide a swimming pool or a tennis court?

- A. A residential hotel                      B. A commercial hotel  
C. A tourist hotel                              D. A country hotel

8. What feature of a hotel is the most important in the writer's eyes?

- A. Modern equipment in the rooms  
B. Smart restaurants and coffee shops  
C. Activities organized at night for pleasure  
D. A warm welcome given to travelers

9. This passage is about \_\_\_\_\_.

- A. the history of hotels                      B. the modern equipment in hotels  
C. hotels in general                              D. the most important feature of a hotel

*b. Choose an appropriate word or phrase to fill in each blank to make each sentence meaningful, and change its form when necessary.*

commercial

double

dry-clean

panel

section

snack

spot

residential

tourist

vacation

1. Fontbonne is a liberal arts college, located in a \_\_\_\_\_ suburb of St. Louis.
2. Cambridge is always full of \_\_\_\_\_ in the summer.
3. Employees are entitled to four weeks' paid \_\_\_\_\_.
4. The film was highly praised, but was not a \_\_\_\_\_ success.
5. Signals control each \_\_\_\_\_ of the railway track.
6. On this map X marks the \_\_\_\_\_ where the treasure is buried.
7. Do you need a \_\_\_\_\_ room or two singles?
8. Premier Gardens is one of a half-dozen subdivisions in California where every home cuts power consumption by 50%, mostly by using low-power appliances and solar \_\_\_\_\_.
9. Drinks and light \_\_\_\_\_ are served at the bar.
10. Natural-filled duvets must be \_\_\_\_\_ by a professional.

*c. Translate the following sentences into English with words or phrases given in the brackets.*

1. 她是那种人们非爱即恨的人。(either...or...)

---

2. 该课程除了介绍一般的电脑知识，还提供实际操作的机会。(in addition)

---

3. 该宾馆为客人提供擦鞋服务。(provide for)

---

4. 员工需要跟上最新的技术发展。(keep up with)

---

5. 不管要花多少时间，我也要做完这项工作。(no matter how)

---

## Vocabulary List

button	['bʌtn]	<i>n.</i> 按钮
comfort	['kʌmfət]	<i>n.</i> 使人舒服的事物
commercial	[kə'mɜ:ʃl]	<i>adj.</i> 商业的
double	['dʌbl]	<i>adj.</i> 双的，双人用的
dry-clean	[.draɪ'kli:n]	<i>v.</i> 干洗
equipment	[ɪ'kwɪpmənt]	<i>n.</i> 设备，装备
feature	[fi:tʃə]	<i>n.</i> 特征，特点，特色
ice-box	[.aɪs'bɒks]	<i>n.</i> 冰箱，电冰箱

latest	['leɪtɪst]	<i>adj.</i> 最近的, 最新的, 最现代的
locate	[ləʊ'keɪt]	<i>v.</i> 位于, 坐落于
panel	['pænl]	<i>n.</i> (机器、设备等的) 仪表板, 面板
particularly	[pə'tɪkjələli]	<i>adv.</i> 特别, 尤其
perform	[pə'fɔ:m]	<i>v.</i> 演出, 表演
remain	[rɪ'meɪn]	<i>v.</i> 保持, 仍然存在, 继续存在
residential	[ˌrezɪ'denʃl]	<i>adj.</i> 住宅的, 与居住有关的
section	['sekʃn]	<i>n.</i> 部分, 区域
shelter	['ʃeltə]	<i>n.</i> 居住地, 居所
snack	[snæk]	<i>n.</i> 小吃, 快餐, 点心
spot	[spɒt]	<i>n.</i> 地点, 场所
suite	[swi:t]	<i>n.</i> 一套房间, 套间
tourist	['tʊərɪst]	<i>n.</i> 旅行者, 旅游者
vacation	[veɪ'keɪʃn]	<i>n.</i> 假期, 休假

## Phrases

on business	出差
above all	首先, 最重要的是, 尤其是
according to	根据, 按照
rather than	而不是
either...or...	不是……就是……, 要么…… 要么……
on vacation	在度假中
in addition	另外, 除此之外
fill with	使充满, 装满
at the head of	在……的最前面
turn on	打开
turn off	关上, 关掉
turn out	关掉, 熄灭
as well	同样, 也, 还有
swimming pool	游泳池
tennis court	网球场
physical exercise	体育锻炼
magic trick	魔术表演, 魔术戏法
prefer to	宁愿, 更喜欢

provide...for  
keep up with  
no matter how

为……提供  
跟上，赶上；不落人之后  
无论如何，不管怎样

## Passage 2

### The Profile of Hilton

Ever since Conrad Hilton opened his first hotel in 1919, the Hilton organization has built a reputation for quality, value, integrity and strength. For more than 100 years, “Hilton” has been standing for excellence in the industry. Hilton Hotels Corporation offers five-star luxury hotels in many places like London, Tokyo, Hong Kong, Singapore and Bali. In addition to that, Hilton International has a global network, which provides its customers with nearly 6,800 hotels in about 122 countries worldwide.

As one of the best brands in this field, it is not only well-known and well-respected, but also referred to as a market leader. Holding the belief that “Travel is more than just from A to B. Travel should inspire new ideas”, it tries to deliver outstanding products, services and experiences to each customer.

In today’s increasingly competitive hotel industry, the winners are those with the best brands that offer the most attractive marketing program.

Hilton Hotels Corporation has been a leader in creating diversity program. It is now able to offer guests the widest possible range of hotel experiences, including four-star city center hotels, convention properties, all-suite hotels, extended stay, mid-priced focused service, destination resorts, vacation ownership, airport hotels and conference centers.

In 1999 the corporation established a new family of brands: Doubletree, Embassy Suites Hotel, Hampton Inn and Hampton Inn & Suites and Homewood Suites by Hilton. In November 2000, Hilton Group and Hilton Hotels Corporation formed a joint venture company to expand their business on a worldwide basis. Owned equally by Hilton Group and Hilton Hotels Corporation, this joint venture has been headquartered in Brussels, Belgium since then.

*a. Answer the following questions according to the passage.*

1. When did Hilton open his first hotel?

---

2. How many hotels does Hilton Hotels Corporation include in the world?

---

3. In today's hotel industry, who are the winners?

4. What kinds of new brands did the corporation establish in 1999?

5. Where is the headquarter of the joint venture?

*b. Choose an appropriate word or phrase to fill in each blank to make each sentence meaningful, and change its form when necessary.*

in addition to	belief	joint venture	be able to	ownership
refer to	stand for	diversity	establish	headquarter

1. She also learned a kind of alphabet for the blind, in which different finger positions \_\_\_\_\_ different letters of the alphabet.

2. \_\_\_\_\_ giving a general introduction to computer, the course also provides practical experience.

3. We should get a thorough understanding about the cultural \_\_\_\_\_ of the United States.

4. Will you \_\_\_\_\_ glance over my report before I send it to the committee?

5. It can also \_\_\_\_\_ a conflict or disagreement, often involving violence.

6. The source of our outside financing is \_\_\_\_\_, compensation trade and bank loan, etc.

7. His second novel \_\_\_\_\_ his fame as a writer.

8. There was a happy chime of \_\_\_\_\_ and practice in everything she said.

9. The company is to relocate its \_\_\_\_\_ in the Midlands.

10. The family possessed documents that proved their right to \_\_\_\_\_.

*c. Translate the following sentences into English with words or phrases given in the brackets.*

1. 我觉得旅游这个主意很吸引人。(attractive)

2. 北京饭店在质量和服务方面赢得了很好的声誉。(reputation)

3. 在竞争激烈的酒店行业中，北京饭店一直处于领先地位。(competitive, industry)

4. 华为是一个享誉全球的知名品牌。(brand)

5. 她到此准备长住一段时间。(extend)

## Vocabulary List

attractive	[ə'træktiv]	<i>adj.</i> 有吸引力的, 漂亮的, 诱人的
belief	[br'i:li:f]	<i>n.</i> 相信, 信念, 信仰
brand	[brænd]	<i>n.</i> 商标
competitive	[kəm'petətɪv]	<i>adj.</i> 竞争的
convention	[kən'venʃn]	<i>n.</i> 习俗, 会议, 集会
destination	[.destɪ'neɪʃn]	<i>n.</i> 目的地, 意图
diversity	[daɪ'vɜ:səti]	<i>n.</i> 不同, 变化多端, 不同点
establish	[ɪ'stæblɪʃ]	<i>v.</i> 建立, 确立
extend	[ɪk'stend]	<i>v.</i> 延伸, 伸展, 扩大
headquarter	[hed'kwɔ:tə]	<i>n.</i> 总部, 总公司
industry	[ɪndəstri]	<i>n.</i> 工业, 产业
integrity	[ɪn'tegreɪti]	<i>n.</i> 正直, 诚实; 完整
luxury	['lʌkʃəri]	<i>adj.</i> 奢华的
offer	['ɒfə]	<i>v.</i> 提供
ownership	['əʊnəʃɪp]	<i>n.</i> 所有权, 所有制
property	['prɒpəti]	<i>n.</i> 财产, 资产, 所有权
reputation	[.repju'teɪʃn]	<i>n.</i> 名誉, 声望
vacation	[veɪ'keɪʃn]	<i>n.</i> 假期
well-known	[.wel'nəʊn]	<i>adj.</i> 著名的, 众所周知的
worldwide	[.wɜ:l'd'waɪd]	<i>adj.</i> 世界范围的

## Phrases

marketing program	营销计划
joint venture	合资企业
be able to	有能力做……
refer to	涉及, 提及
stand for	……的立场, 代表
in addition to	除……之外
not only...but also	不仅……而且

## Terms

Conrad Hilton	['kɒnrəd-'hiltən]	康拉德·希尔顿
North America	['nɔ:θ-ə'merɪkə]	北美
London	['lʌndən]	伦敦
Tokyo	['təʊkiəʊ]	东京
Bali	['bɑ:li]	巴厘岛
Brussels	['brʌslz]	布鲁塞尔
Belgium	['beldʒəm]	比利时

## Notes

Hilton Hotels Corporation ( 希尔顿酒店集团 )：希尔顿是国际知名的酒店管理公司，旗下拥有十八个酒店品牌。希尔顿一直致力于实现“让世界充满阳光和温暖，让宾客感受到希尔顿的‘热情好客’”的创始愿景。在其百年发展历程中，希尔顿为超过 30 亿名宾客提供过服务。2020 年，希尔顿推出 Hilton Clean Stay ( 希尔顿清洁无忧住 ) 服务，实施行业领先的清洁标准和消毒标准。在 2020 年“道琼斯可持续发展指数”评比中，荣膺“全球产业领导者”殊荣。

Doubletree ( 逸林酒店 )：希尔顿逸林酒店作为希尔顿旗下的一家快速扩张的高档酒店品牌，在全球拥有超过 510 家高档酒店、逾 210,000 间客房。希尔顿逸林酒店及度假村可提供全方位的服务设施，其中包括餐厅和休息室、客房服务、健身俱乐部、商务中心、会议及宴会空间。“This summer is packed with the fun of kids at doubletree!” ( 今年夏天，逸林酒店充满了孩子们的快乐 ) 是其著名的广告语。

Embassy Suites Hotel ( 大使馆套房酒店 )：大使馆套房酒店是希尔顿旗下的品牌之一。第一所大使馆套房酒店创建于 1983 年，它在套房系列的酒店中是档次最高、规模最大的。在其旗下的每一家酒店，客人们都可以享受到拥有露天庭院和两个房间的套房。

Hampton Inn & Suites ( 汉普顿旅馆 )：汉普顿旅馆酒店是希尔顿旗下的品牌之一，遍布美国、加拿大和拉丁美洲，客人能够非常轻松方便地找到。不管是商务还是休闲，不论是单间还是套房，客人们都能享受到特有的服务。

Homewood Suites by Hilton ( 家木套房酒店 )：家木套房酒店是希尔顿旗下的品牌之一，其服务旨在使入住的客人有家的感觉。

“Travel is more than just from A to B.” ( “旅游不仅仅是从 A 地到达 B 地。” )

——Hilton 著名的广告语



### Reservation Application Form

#### Task 1 Writing Skills

为了确保顺利入住酒店，根据国际惯例，客人须提前预订房间，一般情况下都是通过电话或网络来预订。对酒店工作人员来说，一方面要学会制定简洁明确的预订单，另一方面要确保准确无误、快捷清楚地填写订单。

制定和填写酒店预订单应注意的事项：

(1) 涵盖个人资料。个人资料包括客人的姓名、单位、国籍、城市、地址、电话、传真、电子信箱和证件等内容，由于客人来自不同的国家和地区，同名同姓的人较多，为了避免可能出现的误解，填写预订单时，一定要做到准确无误。

(2) 清楚登记客人的要求。为了客人的方便，同时也为了酒店的有效管理，制定预订单时，务必明确客人进店和离店的时间、房间类型、是否有特殊要求等。填写预订单时，尽可能逐项填入。

#### Task 2 Sample Writing

##### Sample 1

DATE APPLIED May 10, 2024		NEW BOOKING CANCELLATION AMENDMENT ON WAITING LIST	
A RESERVATION APPLICATION			
GUEST NAME John Pany	ARRIVAL 5/10/2024 MONTH/DATE/YEAR	DEPARTURE 5/18/2024 MONTH/DATE/YEAR	
	TRANSPORTATION ARRANGEMENT SINGLE TRIP                      ROUND TRIP		
COMPANY General Motors			
TITLE Manager	FLIGHT ETA 8:00 A.M. May 10                      ETD 11:30 June 4		
TYPE OF ACCOMMODATION REQUIRED Single room with mini bar		RATE SPECIAL DISCOUNT CORPORATE DISCOUNT TRAVEL DISCOUNT AIRLINE DISCOUNT	
PERSON One			
FIRM/TRAVEL AGENT Pacific Travel Agent	PAYMENT INSTRUCTIONS ROOM                      ALL EXPENSES GUEST   ACCOUNT		



NAME OF APPLICANT John Pany	A/C NO. 2123994000323	
PHONE NUMBER 001-445-237-6567	FAX NUMBER 001-446-238-7865	REMARKS SPECIAL RM RT APPROVED BY
RECEIVED BY Tom Lee	RECONFIRMED BY Kate Jude	
VIP APPROVED BY	CIP APPROVED BY	
Please note that reservations are held until 6:00 P.M. unless arrival details are notified.		

## Sample 2

### HOTEL BOOKING FORM

Please fill out the reservation request form below, we will send the Confirmation Invoice detailing the bookings, terms & payment via e-mail within 24~28 hours.

Surname: Miller

Other name: Dillon

Company (if any): Universe Computers

Address: No. 280 Deland Avenue London

City: London

Country: Great Britain

Tel: 002-885-813-3598

Fax: 002-885-814-8320

E-mail: miller@hotmail.com

*(Please check again if your e-mail address is correct)*

Check-in date: December 21, 2024

Check-out date: December 28, 2024

Name of Hotel: Sunny Hotel

Second Choice: Seaside Paradise

In which City: Honolulu

No. of Room Required: Five

No. of Adult: Eight

No. of Children: Two Age: Five

Occupancy: Single, None; Double bed, Four; Twin bed, One

Price Per Room Per Night in This Hotel: \$150/room

Any additional information or requirement: \_\_\_\_\_

### Task 3 Writing Practice

a. Match the following groups of words and phrases.

- |                   |            |
|-------------------|------------|
| 1. reservation    | a. 登记入店    |
| 2. ETA            | b. 交通      |
| 3. ETD            | c. 预订      |
| 4. cancellation   | d. 估计的离开时间 |
| 5. transportation | e. 成年人     |
| 6. check-in       | f. 双人床     |
| 7. check-out      | g. 占用, 使用  |
| 8. occupancy      | h. 结账离店    |
| 9. adult          | i. 估计的到达时间 |
| 10. twin bed      | j. 取消预订    |

b. Write a Reservation Form according to the given information. Add some more information if necessary.

澳大利亚人 Tom Stiffens 想通过网络预订一家泰国酒店, 他到达的时间是 2024 年 5 月 2 日上午 9:30, 从曼谷入境。5 月 8 日下午 2:00 离开。他需要一标准间, 他家住悉尼市马克大街 204 号, 电子邮箱是 sn@sust.com, 护照号是 0332404165。



### Vocabulary Development

bellboy	负责行李的男服务员
cashier	收银员, 出纳员
lobby	大厅
front desk	前台
information desk	信息台, 资讯台, 问询处
switch board	电话总机, 服务台
receive a reservation	收到预约
periodic report	定期报告
check-in	入住饭店
check-out	离开饭店
wake-up service	唤醒服务
luggage deposit	行李寄存
large-scale hotel	大型酒店
information tracing system	信息追踪系统

advance payment	预付款
deposit money	定金，保证金
leaving notice	离店通知单
lodge claim or complaint	提出索赔，提出意见
guest room	客房
occupied room	有人入住的房间
customer resource	客户资源
walk-in guest	没有预约的客人
guest with reservation	预约的客人
currency exchange	货币兑换