



# Unit 1

## Tour Reservation

**After learning this unit, you will be able to:**

- 1 do reception work as a front desk travel agent.
- 2 reserve tours for clients.



## Warming up

### 1 Listen and match.

reception desk

passport

logo

travel agent



### 2 Answer the following questions.

1. If you want to book a tour through a travel agency, what information do you need to provide?
2. Have you ever been to a travel agency? How does a travel agent help customers reserve tours?



## Listening and Speaking

### Listening I

agent *n.* 代理人

package tour 包价旅游

accommodation *n.* 食宿

contract *n.* 合同

client *n.* 客户

destination *n.* 目的地

entry ticket 门票

visa *n.* 签证

international *adj.* 国际的

transportation *n.* 交通

itinerary *n.* 预定行程

stamp *n.* 印, 章

### Listening II

explorer *n.* 探险家

document *n.* 文件



## Listening I *Making a Reservation on the Phone*

(A travel agent answers a phone call from Mark Lint, a potential client from England.)

**Travel agent:** Good morning, China International Travel Service. What can I do for you?

**Mark Lint:** Good morning. This is Mark Lint from England. I'd like to know if you offer trips to Yunnan in July.

**Travel agent:** Yes, we do. We have a Yunnan package tour for 10 days. The destinations are: Kunming, Dali, Xishuangbanna and Shangrila. This tour will start every Thursday during the summer.

**Mark Lint:** Wonderful. How much will it cost?

**Travel agent:** The package comes to 5,500 *yuan*.

**Mark Lint:** I see. What does the package include?

**Travel agent:** It includes the transportation, accommodation, a tour guide and entry tickets to most attractions.

**Mark Lint:** That's fine. I'd like to make a reservation.

**Travel agent:** May I have your email address, please? I'm going to send you the itinerary and contract. Here's the link for you to make the payment online.

**Mark Lint:** My email address is marklint@gmail.com.

**Travel agent:** Do you have a visa?

**Mark Lint:** No. I need to apply for it.

**Travel agent:** As soon as we get your payment, we'll send you the receipt, the contract signed by our company, the hotel list, the formal itinerary with our company stamp, which you can use for your visa application. I also need your mailing address.

**Mark Lint:** It's 155 London Road, Leicester, UK.

**Travel agent:** OK, got it. Thanks for calling. Hope everything goes smoothly and you enjoy your trip to Yunnan. Bye-bye.

### 1 Choose the best answer.

1. What information is **NOT** provided by the agent on the phone?

- A. The destinations of the tour.
- C. The duration of the tour.

- B. The cost of the tour.
- D. The contract of the tour.





**David Wilson:** Perfect. Thank you very much for your help.

**Liu Hua:** It's always my pleasure.

### 1 Decide whether the following statements are true (T) or false (F).

- ( ) 1. David Wilson is an agent with Explorer Travels in England.
- ( ) 2. David Wilson and Liu Hua have known each other before.
- ( ) 3. David Wilson's group plan to arrive on 16 May.
- ( ) 4. Liu Hua does not need to send David Wilson the itinerary for the tour.

### 2 Fill in the blanks.

David Wilson is a travel agent from \_\_\_\_\_, and his clients want to visit \_\_\_\_\_ China. Liu Hua, a travel agent with China International Travel Service, receives his call and consults the travel plan with him. Liu Hua will send David Wilson the itinerary and the documents for \_\_\_\_\_ visa application. She always feels \_\_\_\_\_ to cooperate with David Wilson.

### 3 Find out which sentences are said by the travel agent (A), and which are said by the client (C). Then arrange the sentences to make a dialogue, and role-play the dialogue with your partner.

1. May I have your name, please?
2. Good morning. Nature Travel Agency. Can I help you?
3. Robert Adams.
4. Yes, I'd like to confirm a booking I made yesterday.
5. Um..., that's right.
6. OK, Mr. Adams. You've booked a 15-day package tour of Europe.
7. If everything is fine, we'll see you at the airport at 8:30 this Sunday morning.
8. Yes, I have.
9. OK, see you then.
10. Have you got your visa?

A: \_\_\_\_\_ C: \_\_\_\_\_

Correct order: \_\_\_\_\_



## Shocking to Find

Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.



## Role-play

**Make short dialogues according to the given situations.**

**Situation 1:** You are a travel agent at the front desk. Mr. Smith comes to ask about the tour of Wuzhen. Make a short dialogue with your partner. The dialogue must include:

(你是旅行社的前台工作人员。史密斯先生来询问去乌镇的旅行。和同桌编排一个简短对话，对话须包括以下内容：)

- Exchange of greetings;
- Asking about the tour and answering;
- Asking about the information of the customer and answering.

**Situation 2:** Choose a city. You want to book a tour of this city over the next weekend. Make a call to a travel agency. Make a short dialogue with your partner, using the following expressions:

(选择一个城市。你希望预订下个周末到这个城市的旅行。给旅行社打电话询问情况。用下面的提示语和同桌编排一个简短对话：)

- I would like to go to...
- How long does it take?
- How much does it cost?
- What's the departure time?

**Situation 3:** Suppose you are a travel agent. A group of 15 guests from a partner travel agency in Canada are going to visit Chongqing on 20 March. You receive a call from Canada and help with the reservation. Make a short dialogue with your partner.

(假设你是一名旅行社工作人员。来自加拿大的合作旅行社的一个15人旅游团准备在3月20号到重庆旅游。你接到来自加拿大的电话并帮忙预订。和同桌编排一个简短对话。)



## Reading and Writing

### 1 Read the words and expression.

promote	v.	推广	responsibility	n.	责任	overseas	adj.	海外的
regulation	n.	规定	certificate	n.	证书	vaccination	n.	接种疫苗
currency exchange rate		货币汇率				reschedule	v.	重新安排

### 2 Read the text with these questions in mind.

1. What responsibilities do travel agents have?
2. What skills are necessary for travel agents?

#### Travel Agents

Travel agents spend most of their time behind a desk, dealing with clients, completing paperwork, contacting airlines and hotels and promoting tours. They also spend a lot of time on the telephone or on the computer researching travel itineraries or preparing travel documents.

Travel agents have various responsibilities. Generally speaking, they help travellers make better travel arrangements by sorting through all types of information, and then giving assistance such as offering advice on destinations and making arrangements for transportation and accommodation for their clients. Travel agents are also expected to give clear accounts of different destinations, including weather conditions, local customs and attractions. For overseas tourists, agents also provide information on customs, regulations, required documents (passports, visas, and certificates of vaccination) and currency exchange rates.

Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations. They are especially busy during peak vacation times, such as holiday travel periods.

Good communication and computer skills are important for travel agents to perform their jobs. Most travel agencies prefer to hire travel agents who have some training in these fields. Currently, many vocational colleges in China offer full-time travel agent programmes.

### 3 Decide whether the following statements are true (T) or false (F).

- ( ) 1. Travel agents work at the gate of a travel agency.
- ( ) 2. Good communication skills are important for travel agents.
- ( ) 3. Most travel agencies would like to employ vocational college students.
- ( ) 4. Many vocational colleges in China offer travel agent programmes.

### 4 Choose the best answer.

1. For overseas tourists, the travel agent should also provide information on \_\_\_\_\_.
  - A. customs, local attractions and weather conditions
  - B. customs, regulations, required documents and currency exchange rates
  - C. the hotel and the tour
  - D. transportation and accommodation
2. For most of his/her time, a travel agent is supposed to \_\_\_\_\_.
  - A. deal with clients, complete paperwork, contact airlines and hotels and promote tours
  - B. offer advice on destinations
  - C. arrange tours and reschedule missed reservations
  - D. introduce places of interest to tourists on the phone
3. A travel agent is especially busy \_\_\_\_\_.
  - A. in winter
  - B. in autumn
  - C. in spring
  - D. during holidays

### 5 Fill in the blanks.

Travel agents have various responsibilities. Generally speaking, they help travellers make better travel \_\_\_\_\_ by sorting through all kinds of information. They should offer advice on \_\_\_\_\_ and make arrangements for transportation and accommodation for their clients. For overseas tourists, they also provide information on \_\_\_\_\_, \_\_\_\_\_, required documents and currency exchange rates.



1. What is a package tour?
2. Who organised the first package tour for Europe?





### Package Tours

An early form of package holiday was organised by the Englishman Thomas Cook (1808-1892) in 1841. The idea came to him while he was waiting for a stagecoach (驿站马车) by the roadside. He thought of offering customers return trips between Leicester and Loughborough in England. Cook asked each customer to pay one shilling (先令), which included railway tickets and food for the train journey. He could receive a share of the fares, too. The first tour was very successful, so he organised more tours in the following years. In 1844, the Midland Counties Railway Company agreed to sign a contract with him, which encouraged him to start his own business operating rail excursions (远足, 游览). Cook organised the first package tour to Europe in 1855, and to the United States in 1865. By 1872, he had already undertaken worldwide tours. His travel agency, Thomas Cook Group, has since become world famous.

Nowadays package tours are one of the most popular ways to travel across the world. A package tour, or package holiday, consists of transport and accommodation, along with activities or outings during the trip. Transport includes travel between places, and can also include charter flights to a foreign country. Package holidays are organised by a tour operator, and sold to consumers by travel agents. Some travel agents are employees of tour operators, while others are independent.



### Notes

#### ① travel agency

旅行社。我国旅行社主要分为两大类：国内旅行社和国际旅行社。国内旅行社只做国内旅游业务。国际旅行社又可以细分为两类，一类既可以做出境游业务又可以做入境游业务，一类只能做入境游业务。

#### ② travel agent

旅行社代办人。他们从事的业务有：提供旅游咨询，为游客代办出境、入境和签证手续，招揽、接待游客，为游客安排行程、交通、食宿等活动。

#### ③ As soon as we get your payment, we'll send you the receipt, the contract signed by our company, the hotel list, the formal itinerary with our company stamp, which you can use for your visa application.

我们收到您的付款之后，会马上给您寄送发票，我公司已签字的合同，您将入住的酒店名单，我

公司已盖章的正式的行程安排。您可以用这些材料去申请签证（国际旅行社有义务为旅客提供办理签证需要的材料）。

- ④ **Travel agents sometimes have to face a great deal of pressure during travel emergencies or when they need to reschedule missed reservations.**

在这句话中，**during travel emergencies**与**when**引导的状语从句是并列结构，都作时间状语。

- ⑤ **The idea came to him...**

他想到了这个主意……



# Unit 2

## Welcome to Our City!

**After learning this unit, you will be able to:**

- 1 meet the tourists at the airport.
- 2 communicate with the tour leader.
- 3 make a welcome speech.



## Warming up

### 1 Listen and match.

airport

exit

tourist

tour leader



### 2 Answer the following questions.

1. What information should a tour guide get before meeting tourists?
2. What does a tour guide usually say when welcoming tourists on the tour bus?



## Listening and Speaking

### Listening I

tour leader 旅游团领队  
 airsick *adj.* 晕机的

local guide 地陪

flight *n.* 航程, 航班

### Listening II

for short 缩写  
 straight *adv.* 直接地

introduce *v.* 介绍

reset *v.* 重置



## Listening I Meeting a Tour Group at the Airport

(At the airport, Zhang Ling, a tour guide, meets her group from the US led by Mr. Parker. Zhang Ling is holding a welcome sign with Parker's name and her company's name on it.)

**Mr. Parker:** Hello. You must be Zhang Ling, our local guide?

**Zhang Ling:** Hi, I'm your guide with CITS. Nice to meet you, Mr. Parker. Welcome to China.

**Mr. Parker:** Nice to meet you, too. Thank you for coming to meet us.

**Zhang Ling:** It's my pleasure. We've been looking forward to your visit. How was your flight? It's such a long journey.

**Mr. Parker:** Not too bad. A little bit tired. Mrs. Smith was airsick.

**Zhang Ling:** Is she all right now? We have some medicine for airsickness.

**Mr. Parker:** That'd be good.

**Zhang Ling:** Well, I hope you'll have a pleasant stay here.

**Mr. Parker:** Thank you. I'm sure we will.

**Zhang Ling:** Is everybody here now?

**Mr. Parker:** Yes, everyone's here.

**Zhang Ling:** Hello, everyone. My name is Zhang Ling. I'll be your tour guide. It's nice to see all of you. Our bus is waiting outside the airport. Mrs. Smith, I hope you feel better after you take the medicine. Everybody, shall we go now?

**Mr. Parker:** OK.

**Zhang Ling:** Please follow me.

### 1 Fill in the blanks.

Zhang Ling is a tour guide with \_\_\_\_\_. She meets her tour group from \_\_\_\_\_ at the airport. Mr. Parker is the \_\_\_\_\_. After exchanging greetings, they will leave the airport by \_\_\_\_\_.

### 2 Choose the correct word in each pair.

1. look forward to/for your visit
2. Thank you coming/for coming to meet us.

3. How is/was your flight?
4. Our bus is outside/beside the airport.
5. Welcome in/to China.

### 3 Find out which sentences are said by the tour guide (G), and which are said by the tourist (T). Then arrange the sentences to make a dialogue, and role-play the dialogue with your partner.

1. I hope you had a good trip.
2. Yes, I'm John Parker from New York.
3. Nice to meet you, too.
4. I'm very glad to hear that. Let's go now.
5. Hello. You must be Mr. Parker from America.
6. Nice to meet you, Mr. Parker. My name is Zhang Ling, from China International Travel Service.
7. Fine. I had a very pleasant flight.
8. OK.

G: \_\_\_\_\_ T: \_\_\_\_\_

Correct order: \_\_\_\_\_

### Listening II *On the Way to the Hotel*

(Zhang Ling gives a welcome speech on the bus.)

Ladies and gentlemen,

Good afternoon. My name is Zhang Ling. I'm from China International Travel Service, or CITS for short. I'll be your guide throughout your tour of Beijing. My mobile phone number is: 1381815xxxx. I'll repeat it for you to take down: 1381815xxxx. Has everybody got it?

Welcome to Beijing, the capital of China. Over the next seven days, we'll be visiting a couple of scenic attractions in the city, including: the Palace Museum, the Summer Palace, Tian'anmen Square, Olympic Park, and one of the World's Seven Wonders — the Great Wall. I hope you all have a great time during the trip. Now I'd like to introduce to you our driver, Mr. Wang. He has about 15 years of driving experience, and has served CITS for eight years. We'll be taking this same bus over the next several days. The bus number is L033, please note it down. I suggest you take a picture of the bus and its number with your phone.





It's now 4:30 pm, Beijing time. The time difference between New York and Beijing is 13 hours, so please reset your watches. You're going to be staying at the Beijing Hotel, a five-star hotel. We're going straight there now. You can take a quick look at the streets along the way. I'll give you a brief introduction to the history of Beijing.

### 1 Rearrange Zhang Ling's welcome speech in the correct order.

- |  |   |
|--|---|
| <input type="checkbox"/> introduce the driver  | <input type="checkbox"/> reset the time                   |
| <input type="checkbox"/> tell the bus number   | <input type="checkbox"/> welcome the group to Beijing     |
| <input type="checkbox"/> introduce herself     | <input type="checkbox"/> introduce the accommodation      |
| <input type="checkbox"/> tell the destinations | <input type="checkbox"/> introduce the history of Beijing |

### 2 Fill in the blanks.

Good afternoon, ladies and gentlemen. First, let me \_\_\_\_\_ myself. My name is Zhang Ling. I'm from \_\_\_\_\_. \_\_\_\_\_ to Beijing. Over the next seven days, we'll be visiting several \_\_\_\_\_ in Beijing. I hope you will enjoy your \_\_\_\_\_ here.

### 3 Role-play: Think about the main parts of a welcome speech, and then make one.



#### Shocking to Find

Watch the first video and discuss in pairs the mistakes in it. Then watch the second video and pay attention to the differences between the two videos.





## Role-play

### Make short dialogues according to the given situations.

**Situation 1:** You are a tour guide. You are now meeting your tour group from Singapore, and you are talking with the tour leader. Make a short dialogue with your partner. The dialogue must include:

(你是一名导游，现在正在接待一个新加坡的旅游团。此时你正与领队谈话。和同桌编排一个简短对话，对话须包括以下内容：)

- Exchange of greetings;
- Asking about the trip and answering;
- Asking about the tour group and answering.

**Situation 2:** Suppose the tour group are on the bus. Please make a welcome speech, using the following expressions:

(假设旅游团现在正在大巴上。用下面的提示语致欢迎辞：)

- Welcome to China.
- First, let me introduce myself. My name is...
- I hope you'll enjoy your stay in China.
- I'd like to introduce our driver to you.

**Situation 3:** You are a tourist. You are asking the local guide some questions about the accommodation on the bus. Make a short dialogue with your partner.

(你是一名游客，现在正在大巴上向本地导游询问食宿的情况。和同桌编排一个简短对话。)





## Reading and Writing

### 1 Read the words and expression.

impression *n.* 印象

preparation *n.* 准备

beforehand *adv.* 提前

confirm *v.* 确认

delivery *n.* 发送

specific *adj.* 具体的

in advance 预先

sign *n.* 标牌

properly *adv.* 得体地

### 2 Read the text with these questions in mind.

1. How can a tour guide create a good first impression among tourists?
2. What information should be included on the welcome sign?

#### Meeting Tour Groups

Greeting tour groups is the first step in the work of a tour guide. To guide a tour group successfully, a guide must make a good impression on the tour group members. Therefore, a guide must make full preparations beforehand. Here are some important tips.

First, a tour guide should get basic information about the group such as the name of the group leader, the number of tourists, their nationalities, and even their religious beliefs and customs.

Second, a guide must study the itinerary carefully. You have to confirm all details of transportation and accommodation. The guide may also have to arrange for luggage delivery if necessary. If you are not sure you can remember all the details, you'd better carry a notebook with the specific arrangements.

Third, a guide should know the tour group's arrival time. The guide and the bus driver should arrive at the airport or the railway station at least 30 minutes in advance. Don't make people wait.

Fourth, stand at a place where passengers can easily notice you, holding a welcome sign high in your hand. The sign should have the name of the tour group and the name of the tour leader on it.

Finally, a tour guide should be properly dressed.

### 3 Decide whether the following statements are true (T) or false (F).

- ( ) 1. Meeting tour groups is the first step in the work of a tour guide.
- ( ) 2. A tour guide must make full preparations beforehand.
- ( ) 3. A tour guide needn't confirm details of the tourists.
- ( ) 4. The arrangement of luggage delivery is not a tour guide's job.

### 4 Fill in the blanks.

A tour guide should get basic information about the group such as the \_\_\_\_\_ of group leader, the number of tourists, nationalities of tourists, etc. Besides, he/she should know the tourists' \_\_\_\_\_ time and stand at a place where passengers can easily \_\_\_\_\_ him. At last, a tour guide should be \_\_\_\_\_ dressed.

### 5 Write down five expressions of greetings. You may refer to the given words.

- 1. \_\_\_\_\_ (meet)
- 2. \_\_\_\_\_ (welcome)
- 3. \_\_\_\_\_ (enjoy)
- 4. \_\_\_\_\_ (look forward to)
- 5. \_\_\_\_\_ (glad)



### Culture Corner



- 1. What impressions should a tour guide try to make on his/her clients at the first meeting?
- 2. Can you list some expressions a tour guide should avoid?

#### Tour Guides' Welcome Expressions

- 1. Good morning/afternoon. Nice to meet you.
- 2. I'm your guide... You can call me... Welcome to...
- 3. We are friends across the sea.
- 4. Nothing is more wonderful than meeting friends from far away.



5. If you need my help, don't hesitate to ask.
6. My job is to smooth your way, care for your welfare, try my best to answer your questions and be your interpreter/guide.
7. I understand that you've had a long flight/journey. You must be tired. I hope you can have a good rest at the hotel.
8. During your stay in China, I'll try my best to help you enjoy yourselves.
9. I hope we'll soon get to know each other better.
10. Shanghai is one of the most charming cities in the world. I know you'll have a wonderful experience during your stay here.



## Notes

### 1 tour leader

旅行团领队。旅行社组团后由领队全程带领，并协助地陪管理旅行团事务。

### 2 local guide

地陪。旅行团每到一个地方，都有一个当地导游负责安排接送、食宿、景点导游等事务。到机场或车站接外地团或境外团是地陪工作一个非常重要的环节。

### 3 welcome sign

迎客牌。导游到机场或车站接团时，需要高举手中标有旅行团名称和领队名字的牌子。

### 4 We've been looking forward to your visit.

我们一直期待你们的到来。

### 5 How was your flight?

一路好吗？

### 6 Is everybody here now?

大家都到齐了吗？

### 7 Now I'd like to introduce to you our driver...

现在我介绍一下我们的司机……在接团的大巴上，导游应介绍一下自己和大巴司机。

### 8 The time difference between New York and Beijing is 13 hours, so please reset your watches.

纽约和北京的时差是13个小时，请大家重新设置时间。