

# Unit 1 Greeting the Guests at the Airport ( 机场迎宾 )



In the traveling service, to receive the guests at the airport by the tour guide is the start of the entire travel work. Wang Lei, the tour guide from China International Travel Agency, is ready for meeting the tour group led by Mr. Smith from London. He will make a simple self-introduction.

在旅游业务中，导游从机场接待游客是整个旅行工作的开始。中国国际旅行社的导游王磊正在准备迎接由史密斯先生带领的来自伦敦的旅游团。他准备了一段简单的自我介绍。

B: Mr. Brown ( 布朗先生 )

W: Wang Lei ( 导游王磊 )

T: Tourists ( 团队游客 )

S: Mr. Smith ( 领队史密斯先生 )

## Dialogue 1 Receiving the New Arrivals ( 迎接新来宾 )



图 1-1 At the airport ( 迎接游客 )



图 1-2 Take the luggage ( 拿行李 )

W: Good morning, everyone! Welcome to Beijing!

大家早上好，欢迎来到北京！

T: Good morning!

早上好！

W: I'm Wang Lei, a tour guide from China International Travel Agency. May I ask who the tour leader, Mr. Smith, is please?

我是来自中国国际旅行社的导游王磊。请问哪位是领队史密斯先生？



S: Nice to meet you, Mr. Wang. I'm the tour leader. Thank you for meeting us at the airport.

W: Nice to meet you, too, Mr. Smith. How was your trip?

S: It was wonderful. Everything went well.

W: There should be 28 tourists in total in your tour group, right?

S: That's right.

W: Well, let's count noses first.

(Wang Lei and Mr. Smith count noses together and find out Mr. Brown is not here.)

S: Does anyone know Mr. Brown?

T: No. He is on this trip by himself. But just now I saw him hurry to that direction. Since the washing room is over there, I think he probably went to answer the nature's call.

W: Ok, thanks a lot. Let's wait for a minute.

(A few minutes later)

B: Sorry for wasting your time.

W: It doesn't matter. Now everyone is here. Let's go to take the coach that is waiting for us by Exit 7.

见到您很高兴，王先生。我是领队史密斯，感谢您到机场来接我们。

见到您很高兴，史密斯先生。旅途怎么样？

很好，一切顺利。

咱们团一共有 28 名游客，对吧？

对。

那么，咱们先清点一下人数吧。

（王磊和史密斯先生一起清点人数，发现布朗先生不在。）

有人认识布朗先生吗？

没有。他是一个人来旅游的。但是刚才我看见他急匆匆地往那个方向去了，因为我看到洗手间在那边，所以我想他很可能是去那里了。

好的，多谢。那么大家就稍等一下吧。

（几分钟后）

真抱歉，耽误大家时间了。

没关系。既然大家已经到齐了，那么我们就到出口 7 去搭乘咱们的旅游大巴吧。

## Dialogue 2 Getting on the Coach（搭乘大巴）



图 1-3 Queue to get on the coach（排队上车） 图 1-4 Put the luggage on the coach（帮助客人装行李）



- W: The tourists from London come this way, please. Our coach is just besides Exit 7. The plate number is Jing ACL368.  
(All the tourists come to the coach and are ready to put their luggage on the coach.)  
W: Attention, please. The big luggage should be put into the luggage compartment at the bottom of the coach.  
You may leave your luggage next to the compartment and our staff will help you put them inside the compartment. Just remember to tell the staff if your luggage could stand too much weight or not.  
T: Ok.  
W: After that, you could get on the coach and seat yourselves.  
(When the luggage is settled, all the tourists get on the coach.)  
B: Mr. Wang, I will get carsick, if I sit in the back. Could you arrange a front seat for me, please?  
W: Sure. Anyone sitting in the front would like to exchange his seat with Mr. Brown who feels sick in the back?  
T: Certainly, come and sit here please.  
B: Thanks a lot.  
T: My pleasure.  
W: Thank you, Sir. Now, let me count noses once more. Ok, everyone is here. Now let's go.
- 伦敦来的游客们, 请这边走。我们的大巴就停在 7 号出口外。车牌号是京 ACL368。  
(所有游客都来到大巴前, 准备将行李放在大巴上。)  
大家请听我说, 大件行李都需要放在大巴车的行李箱内。  
您只要将行李放在行李箱附近就可以, 我们的工作人员会帮大家放进去。只是请注意, 如果您的行李怕压, 一定要告诉我们的工作人员。  
好的。  
放好行李后就可以登车入座了。  
(行李放好后, 游客陆续登车。)  
王先生, 坐在后面我会晕车, 能麻烦您帮我调换一个靠前的座位吗?  
当然。布朗先生坐在后面晕车, 有哪位坐在前面的乘客愿意和他换下座位吗?  
当然, 请坐到这里来。  
多谢。  
很乐意帮您的忙。  
谢谢您, 先生。好了, 现在我再清点一遍人数。没问题, 大家都在。现在我们出发。

## New Words (单词)

1. international [intə'næʃ(ə)n(ə)l] adj. 国际的; 两国(或以上)国家的; 超越国界的; 国际关系的
2. agency ['eidʒ(ə)nsi] n. 代理, 中介; 代理处
3. tourist ['tuərist] n. 旅行者, 观光客
4. guide [gaɪd] n. 指南; 向导; 入门书



5. direction [di'rekʃən; dai-] n. 方向；指导；趋势
6. probably ['prɒbəbli] adv. 大概；或许
7. coach [kəʊtʃ] n. 教练；旅客车厢；长途公车
8. exit ['eksit; 'egzit] n. 出口，通道
9. luggage ['lʌɡɪdʒ] n. 行李
10. attention [ə'tenʃ(ə)n] n. 注意力；关心
11. compartment [kəm'pɑ:tm(ə)nt] n. [建] 隔间；区划；卧车上的小客房
12. staff [stɑ:f] n. 职员；参谋
13. stand [stænd] vt. 使站立；忍受
14. weight [weit] n. 重量，重力；负担
15. settle ['set(ə)l] vt. 解决；安排；使……定居
16. carsick ['kɑ:sɪk] adj. 晕车的
17. arrange [ə'reɪn(d)ʒ] vt. 安排；排列
18. exchange [ɪks'tʃeɪndʒ; eks-] vt. 交换；交易

## Useful Expressions（短语）

- |                             |       |
|-----------------------------|-------|
| 1. Travel Agency            | 旅行社   |
| 2. in total                 | 总计    |
| 3. count noses              | 数人头   |
| 4. answer the nature's call | 上厕所   |
| 5. plate number             | 车牌    |
| 6. at the bottom of         | 在……底部 |

## Notes（注释）

1. I'm Wang Lei, a tour guide from China International Travel Agency.

在这句话中，“Wang Lei”和“a tour guide”是同位语关系。在英文句子中，表达同位关系的名词和短语通常用逗号隔开，但是含义和功能是一样的。例如：

Mr. White, our English teacher, comes to the classroom with a book in his hand.

怀特先生，我们的英语老师，走进教室的时候手里拿着一本书。

这句话中，Mr. White 和 Our English teacher 就是指的同一人。

2. May I ask who the tour leader, Mr. Brown, is please?

这句话中的“May I ask...?”是一种委婉语的表达，可以让说话人的语气更有礼貌。类似的用法还有将“can”改为“could”等。例如，同样请对方介绍自己时，“Could you tell me something about yourself?”就要比“Can you say something about yourself?”更有礼貌。例如：



May I ask where the coach is, please?

请问大巴停在哪里?

3. But just now I saw him hurry to that direction.

这句话中的“saw him hurry...”是英语中的一种常见表达,可以表示看见某人做某事的全过程,类似的表达是“see someone doing something”,区别是“see someone do something”的意思是“看见某人做某事的全过程”,而“see someone doing something”的意思是“看见某人正在做某事”。有同样用法的词汇是“hear”:  
“hear someone do something”和“hear someone doing something”。例如:

Yesterday I saw the tour guide go to buy tickets for us.

昨天我看到导游去给我们买票。

4. Since the washing room is over there, I think he went to answer the nature's call probably.

句首的“since”一词有很多用法,如可以在现在完成时的句子中表达自从某一时间点开始,在本文中表达一种附带的原因或解释,可以翻译成“既然”。此外,短语“answer the nature's call”是英文中表达要去卫生间方便的一种委婉语。例如:

Since the food is offered from 7:00 to 9:00 in the morning, we may get down and have breakfast at 8:00 am.

既然早餐供应时间是7点到9点,那么我们可以8点下去用餐。

5. Let's go to take the coach that is waiting for us by Exit 7.

此句中的“that's waiting for us by Exit 7”是定语从句,其中“coach”是先行词,“that”是定语从句的引导词。定语从句明显区别于宾语从句的一点是引导词在从句中通常一定要充当某一主语或宾语。例如:

I heard of the Great Wall that was built to defend the country.

我听很多人说过最初是为了保卫疆土而建造的长城。

6. The big luggage should be put into the luggage compartment at the bottom of the coach.

此句中的“should”一词是英语中情态动词的一种,表达应该做某事。例如:

The tour guide should count noses when receiving tourists at the airport.

导游在机场接团时应该清点人数。

7. Just remember to tell the staff if your luggage could stand too much weight or not.

此句中的“remember”一词有两个常见容易混淆的用法:“remember to do”和“remember doing”,意思却正好相反。前者是记得要去做某事,后者是记得已经做过某事。例如:

The tour guide remembered to count noses when the tourists get on the coach.

导游记得要在游客登车时清点人数。

The tour guide remembered counting noses when the tourists get on the coach.

导游记得在游客登车时他清点过人数了。

8. After that, you could get on the coach and seat yourselves.



此句中的 seat 一词是及物动词。请就座翻译成英语就是 Be seated, please. 或者 Seat yourself, please. 例如：

The tour guide reminded the tourists to seat themselves before the coach left.

在大巴出发前，导游提醒游客们坐好。

9. I will get carsick, if I sit in the back.

此句是英语中典型的条件从句。If 表示条件，如果怎样怎样，主句表达的是此条件下有可能产生的某种结果。例如：

If the tour guide forces the tourist to do some shopping, he may be complained.

如果导游强迫游客购物，很有可能被投诉。

## Exercise（练习）

### I Role playing（情景练习）



Liu Na



At the airport

Alex Brown 是加拿大赴中国旅游团中的一员，他和其他游客在机场中见到了前来迎接他们的来自青年旅行社的导游刘娜。刘娜在领队 Smith 先生的帮助下尽责地清点游客人数并引导大家乘坐大巴，帮助大家放置行李。大家都很喜欢她。请你根据这个情境，和同伴一起演绎一个英文对话或短剧。

### II Decide the following statements are true or false（判断下列陈述的对与错）

- ( ) 1. The tour guide must count noses at the airport.
- ( ) 2. The tourists couldn't go to the washing room without permission.
- ( ) 3. The tour guide should help the tourists put their luggage properly.
- ( ) 4. The tour guide needn't count noses when getting on the coach since he or she has already done that at the airport.
- ( ) 5. The tour guide is responsible to meet all the demands of the tourists.



### III Complete the paragraph with proper words or phrases (完形填空)

#### Greeting the guests at the airport (机场迎宾)

make sure, self-introduction, prepare, count, get, take, on, noses, meets, After

When the tour guide \_\_\_\_\_ the tourists at the airport, he or she should first make a simple \_\_\_\_\_ to the tour leader and the tourists. \_\_\_\_\_ that he or she and the tour leader should \_\_\_\_\_ noses together and \_\_\_\_\_ every tourist is there. Then he or she should \_\_\_\_\_ the tourists to get their luggage and \_\_\_\_\_ to put the luggage on the coach. When he or she and the tourists \_\_\_\_\_ on the coach, he or she should once more count \_\_\_\_\_ and ensure that all the tourists are \_\_\_\_\_ the coach.

当导游在机场迎接游客时，首先要向领队和游客们做个简单的自我介绍。然后他（或她）和领队要清点游客人数，确保每个游客都在。然后导游带着游客取行李并准备将行李放置到大巴上。当所有人都登上大巴后，导游要再次清点人数，确保游客都已乘车。

### IV Make sentences with the given notes from the dialogue (用给出短语造句)

1. remember to do      记得要做某事

2. at the bottom of      在……底部

3. seat oneself      就座

4. in total      总计

5. count noses      清点人数

6. answer the nature's call      去卫生间

### V Fill in the blanks according to the dialogue (完成对话)

- A. How was your trip?
- B. Let's count noses.
- C. may I take this luggage with me?
- D. Let me do you a favor
- E. There are 24 of us in total.



A: Nice to meet you, Mr. Smith. I'm the tour guide, Wang Wei.  
\_\_\_\_\_.

B: Nice to meet you too, Wang Wei. Everything went well.

A: Ok, \_\_\_\_\_.

B: Fine, one, two, three... \_\_\_\_\_. Everyone is here.

A: Nice. Let's go and take the coach.

C: Mr. Wang, \_\_\_\_\_.

A: I'm afraid not. This big luggage should be put in the compartment.

C: All right. But this luggage could not stand much weight.

A: I see. \_\_\_\_\_.

C: Thank you very much.

A: You are welcome.

## VI Translate the following dialogues into English (翻译对话)

A: 请问您是领队布朗先生吗?

B: 哦, 我不是, 布朗先生在那边。

A: 布朗先生您好。我是来自中国国际旅行社的导游王娟, 见到您很高兴。

C: 见到您我也很高兴, 王小姐。

A: 旅途一切顺利吗?

B: 一切都很顺利。

A: 我们清点一下人数, 然后乘大巴先去饭店吧?

B: 没问题。一, 二, 三……好的, 大家齐了。

## Additional Reading (课外阅读)

### 常用机场英语一览

出站(出港、离开) departures

国际机场 international airport

登机手续办理 check-in

国内机场 domestic airport

登机牌 boarding pass (card)

机场候机楼 airport terminal

护照检查处 passport control immigration

国际候机楼 international terminal

行李领取处 luggage claim

国际航班出港 international departure

国际航班旅客 international passengers





国内航班出站 domestic departure  
中转 transfers  
卫星楼 satellite  
中转旅客 transfer passengers  
中转处 transfer correspondence  
出口 exit; out; way out  
过境 transit  
进站（进港、到达） arrivals  
报关物品 goods to declare  
不需报关 nothing to declare  
贵宾室 V.I.P. room  
海关 customs  
购票处 ticket office  
登机口 gate; departure gate  
候机室 departure lounge  
航班号 FLT No (flight number)  
大轿车乘车点 coach pick-up point  
预计时间 scheduled time (SCHED)  
航空公司汽车服务处 airline coach service  
实际时间 actual  
租车处 car hire  
已降落 landed  
前往……departure to  
公用电话 public phone; telephone  
起飞时间 departure time  
厕所 toilet; W. C.; lavatories; rest room  
男厕 men's; gent's; gentlemen's  
登机 boarding  
女厕 women's; lady's  
迎宾处 greeting arriving  
免税店 duty-free shop  
货币兑换处 currency exchange  
飞机票 endorsements/restrictions  
前往城市 to  
旅客姓名 name of passenger  
承运人 carrier  
旅行经停地点 good for passage between  
航班号 flight No.



起点城市 from

座舱等级 class

起飞日期 date

机号 plane No.

机座号 seat No.

订座情况 status

吸烟座位 smoking seat

机票确认 ticket confirm