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國際觀光

English for International Tourism and Hospitality

餐旅廚房 英語

+
MP3



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Planning Your Trip

旅遊規劃

01

Key Terms

book (v.) 預訂

round-trip (a.) 來回程的

return (v.) 返程

frequent (a.) 頻繁的

mile (n.) 哩程

flight (n.) 班機

preference (n.) 偏好

high season 旺季

tax (n.) 稅

cancel (v.) 取消







Travel Agent



Amanda Wang

02

- ▶ Good morning, Aloha Travel. How may I help you?
- ▶ Good morning. I'd like to **book** a **round-trip** ticket to Auckland, please.
- ▶ Sure, when would you like to fly?
- ▶ I'd like to leave on June 25th and **return** on July 3rd.
- ▶ OK. Do you belong to a **frequent** flyer program?
- ▶ Yes, I earn **miles** when I fly with EVA Air.
- ▶ Well, EVA Air has two **flights** leaving for Auckland on June 25th: one at 10:40 a.m. and the other at 11:45 p.m. Do you have a **preference**?
- ▶ The morning flight, please.
- ▶ OK, and your last name, please?
- ▶ My last name is Wang: W-A-N-G. And my first name is Amanda.
- ▶ OK, Ms. Wang. Your flight is all booked, but your ticket is only good for one month. Also, since you are traveling during **high season**, the ticket price is a little higher than it would be otherwise: \$1,100 including **tax**. And please make sure you pay by June 11th, or your ticket will be **canceled**.
- ▶ OK, I understand.

-  ▶ Great. Now may I please have a contact number?
-  ▶ Sure. My home phone number is 2255-5519.
-  ▶ Thank you, Ms. Wang. I'll give you a call prior to your flight to remind you of the details. Have a great day.
-  ▶ Thank you. Bye.

In-Depth Travel

行前第一要務：訂機票。請盡量提早預訂機票，這樣票價會比臨行前訂還便宜。若是避開旺季，改在淡季出遊，也能大幅減少你的旅遊支出。而且，直飛航班的機票通常也比需要轉機的機票更貴。你可以上網或透過旅行社訂機票，上網訂票快速又簡便，甚至有可能找到最省荷包機票。透過旅行社訂票則有可能在「機加酒」的套裝行程上取得不錯的折扣。

若你不常旅遊，選擇跟團旅遊是個不錯的方式。旅行團的團費通常會包括機票、住宿與交通，旅遊平安險則不一定包括在內。不過，自己規劃旅遊險比較妥當，因為這樣你才能選擇適合自己的保險方案。請旅行社給你推薦幾家不錯的保險公司吧。行前的另一大要事是準備簽證。目前有許多國家不需要簽證就可以進行短期旅遊，近年來，大多數歐洲國家都已大幅鬆綁簽證規定，美國也是如此。然而，行前最好還是先確認該國的簽證規定，畢竟規定時有異動。此外，你也可能需要出示其他文件，例如回程機票或行程規劃。因此，請事先做好萬全準備。預祝一路順風！



Useful Expressions 03

A Booking a Ticket

- A:** How may I help you?
B: I'd like to book a one-way/round-trip ticket.
- A:** When would you like to leave/return?
B: ① I'd like to leave on March 10th.
② I'm not sure about the return date.
③ Is it possible to book an open return ticket?
- A:** Would you prefer a morning or an evening flight?
B: I'd like a morning flight, please.



- A:** Is that a direct flight to Paris?
B: Yes. It's a direct flight.
- A:** Will I need to take a connecting flight?
B: You'll need to transfer in Amsterdam.
- A:** Would it be possible to fly with a different company?
B: There are no available seats with any other companies.
- A:** Your ticket has been booked.
B: Thank you for your help.

B Participating in a Tour Group

- A:** Hello, I'm interested in joining one of your group tours.
B: Which tour are you interested in?
- A:** Does the price cover accommodation?
B: Accommodation is included in the price.
- A:** Does the tour fee include insurance?
B: You'll have to arrange your own insurance.



C Booking a Hotel Room

- ① **A:** I would like to reserve a double room for three nights starting on February 5th.
B: ① We still have one room available for those dates.
 ② I'm afraid there are no vacancies during that period.
- ② **A:** Is breakfast included in the price of the room?
B: Breakfast costs an extra 10 euros per person.



Types of Hotel Rooms 客房種類



single room 單人房



double room 雙人房 (一張雙人床)



twin room 雙人房 (兩張單人床)



suite 套房



triple room 三人房



family room 家庭房

D Applying for a Visa

- 1 **A:** Do I need a visa to travel to Switzerland?
B: You can stay in Switzerland for 90 days without a visa.
- 2 **A:** What is needed to apply for a visitor visa?
B: You need your passport and the visa-application fee to apply.
- 3 **A:** Does the visa application process require an interview?
B: You'll have to attend a brief interview at the embassy.



United
States
Visa
美國簽證



- | | |
|---|---------------------------------------|
| 1 Issuing Post Name 簽證核發地 | 7 Sex 性別 (M 為男性; F 為女性) |
| 2 Control Number 簽證追蹤號碼 | 8 Birth Date 出生日期 |
| 3 Surname 姓 | 9 Nationality 國籍 |
| 4 Given Name 名 | 10 Entries 入境次數
(M 為多次入境; S 為單次入境) |
| 5 Visa Type/ Class 簽證種類
(B1 代表商務; B2 代表觀光,
通常會一起核發) | 11 Issue Date 簽證核發日 |
| 6 Passport Number 護照號碼 | 12 Expiration Date 簽證到期日 |
| | 13 Annotation 註記 |

Schengen Visa

申根簽證



- | | |
|--|---------------------------|
| 1 Valid for 此簽證適用於 (申根國家) | 5 Duration of Stay 可停留總天數 |
| 2 From ... Until ... 簽證有效期限 | 6 Issued In 簽證核發地 |
| 3 Type of Visa 簽證種類
(C 為短期簽證; D 為長期簽證) | 7 On 簽證核發日 |
| 4 Number of Entries 入境次數
(MULT 為多次入境; 01 為單次入境) | 8 Number of Passport 護照號碼 |
| | 9 Surname, Name 持有人姓名 |
| | 10 Remarks 備註 |

Exercises

1 Listen and complete the sentences.

04

- This is not a _____ flight. You'll need to _____ in Hong Kong.
- There are still some seats _____. Would you like to book this flight?
- Would it be possible to fly with a different _____?
- In which hotel will we be _____?
- How much do you charge _____ night?
- Is breakfast _____?
- Do I need a _____ to travel to Switzerland?
- Do I have to sit for an interview in order to _____ a visa?

E Please read the email reservation. Then, use the vocabulary words provided to complete the confirmation email.

To: Grace Hotel

Subject: Reservation for a family room for 5 nights starting on 10/10

Dear Sir or Madam:

We are a Taiwanese family of four (two adults and two children) who are planning a trip to Boston next month. Does your hotel have a family room available for 5 nights starting on 10/10?

Also, I would appreciate it if you could let me know what your room rates are, which payment methods your hotel accepts, and whether there is a reservation deposit.

Thank you in advance for your reply and for any other helpful information about your establishment.

Sincerely,

Mr. Chia-hao Chang

deposit
inquiry
book
rate
hesitate
available

To: Mr. Chia-hao Chang

Subject: Re: Reservation for a family room for 5 nights starting on 10/10

Dear Mr. Chang:

Thank you very much for your ① _____. Yes, we do have a family room ② _____ for 5 nights starting on 10/10. The ③ _____ is \$80 per night tax not included. To reserve the room, you'll need to pay a one-night room ④ _____. This is payable with a Visa card or MasterCard.

If you would like to go ahead and ⑤ _____ the room, or if you have any further questions, please do not ⑥ _____ to contact me.

All the best,

Jack Watts, Customer Care Manager

3 Label the pictures with the words given.

- credit card
- flight timetable
- boarding pass
- passport
- visa

Time	To	Flight	Gate	Remarks
0110	Frankfurt	QF 5	C24	
2320	London-Heathw	BA 16	C18	Gate Closed
2325	Tokyo-Narita	NH 902	D35	Gate Closed
2325	London-Heathw	QF 9	C13	Gate Closing
2330	Paris-CDG	DL 8377	C22	Gate Closed
2330	Tokyo-Narita	AA 5832	D44	Gate Closed
2355	Osaka/Kansai	JL 722	D40	Gate Closing
0130	London-Heathw	QF 31	C26	
0015	Beijing	CA 970	D30	Boarding
0050	Moscow-Domod	UN 516	C23	Gate Open

Gates close 10 mins before departure No boarding calls will be made 01 Mar 2008, 23:44



Air Company
Have a nice flight

Name of passenger
JOHN DOE

From Zürich Flight IAF123 Date 12 DEC 14 Time 07:15

To Punta Cana

Gate 05 Boarding till 06:40 Seat 15A

Name of passenger
JOHN DOE

From Zürich To Punta Cana

Flight IAF123 Date 12 DEC 14 Time 07:15

Gate 05 Boarding till 06:40 Seat 15A

