

# 澳洲广播电台

## 旅游业英语

### Elementary English for Tourism and Hospitality 旅游业英语

#### LESSON 21 – Dealing with a situation

第二十一课—如何处理突发状况

#### STUDY NOTES

学习笔记

#### Characters

##### 课文人物

Leo:	Receptionist
利奥:	酒店接待员
Mona:	Guest
蒙纳:	酒店客人
Justine:	Hotel Manager
杰斯丁:	酒店经理

#### The story

##### 课文场景

Mona is very worried about her missing father. She insists on talking to the hotel manager, Justine.  
蒙纳对于她父亲的失踪感到焦虑不安，她坚持要见酒店的经理杰斯丁。

#### Language Point -Ascertaining the facts

##### 课文重点—查明事情的真相

Below are some examples of phrases and sentences you can use to ascertain the facts. Read them out loud.  
下面是查明事情真相的一些例句，请大声朗读。

**Let me see if I understand you clearly.**

让我看看是否准确地理解了你的意思。

**So what you're saying is that your wallet is missing.**

你的意思是说你的皮夹子不见了。

**Let me get this straight.**

让我把事情弄个清楚。

**OK, so let me understand what you're saying.**

让我看看是否准确地理解了你的意思。

**So you believe your handbag was stolen.**

你的意思是说你的手提包被偷了。

#### Language Point – Asking questions

##### 课文重点—提问题

Below are some questions from lesson 21 with some alternative ways of asking them. The words in bold are the stressed words, or the words we say with more strength. They are usually the most important words in a sentence. Read the questions out loud and stress the words in bold. Practise the intonation at the end of the sentence.

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下面是在二十一课里提出的一些问题，我们可以用其他的方式来提出同样的问题。例句里使用粗体标出的词汇需要加强语气，这往往是一个句子里表达意思最重要的词汇，请注意句尾使用的语调。

a. Were **you standing** next to **Leo** when you **lost** your **father**?

a. 您的父亲走散时，您是和利奥在一起的吗？

b. **Whilst** you were **standing** next to **Leo**, you **lost** your **father**?

(This question seeks clarification)

b. 您和利奥在一起时，您的父亲走散了？

(这是要澄清问题的问句。)

a. **Were** you at the **festival** with your **father**?

a. 您当时和您的父亲是在庆典活动上吗？

b. **You** were at the **festival** with your **father**?

(This question is seeking clarification)

b. 您和您的父亲是在庆典活动上？

(这是要澄清问题的问句。)

a. **Had** you **arranged** a **meeting** place, **Leo**?

a. 你们有没有安排会合的地点呢？

b. **Did** you **arrange** a **meeting** place, **Leo**?

b. 你们安排了会合的地点吗？

a. How **long** has **he** been **missing**?

a. 他失踪有多少时间了？

b. **He's** been **missing** for **how long**?

(This question is seeking clarification)

b. 他失踪有多少时间了？

— (这是要澄清问题的问句。)

### EXERCISES

#### 练习

#### 1. Key vocabulary

#### 1. 重要词汇

Look up the meaning and pronunciation of these words in your dictionary.

请从字典里查找下列生词的意思和发音。

arranged	clear	dead	elderly
father	find	hours	lost
meet	missing	office	place
serious	stand	sure	upset

#### 2. Language Practice – Question formation

#### 2. 课文练习—提问题

Without looking at the previous page, write questions from the following key words.

请勿参阅前面的例句，使用下面的重要词汇造一个完整的句子。

1. whilst / standing / Leo / lost / father?

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2. were / standing / Leo / lost / father?

3. you / festival / father?

4. were / festival / father?

5. had / arranged / meeting / Leo?

6. did / arrange / meeting / Leo?

7. how / he / missing?

8. he's / missing / long?

### 3. The Chant 3. 短语练习

Practice saying this chant out loud.  
请朗读下列短语

Let me see

让我看看

Let me see

让我看看

If I understand you clearly

是否准确地理解了你的意思。

Is your father,

您的父亲

Is your father,

您的父亲

Is your father elderly?

您的父亲年龄很大吗?

**Suggested answers:** 2. 1) Whilst you were standing next to Leo, you lost your father? Or You lost your father, whilst you were standing next to Leo? 2) Were you standing next to Leo when you lost your father? 3) You were at the festival with your father? Or Were you at the festival with your father? 4) Were you at the festival with your father? Or You were at the festival with your father? 5) Had you arranged a meeting place Leo? 6) Did you arrange a meeting place Leo? 7) How long has he been missing? 8) He's been missing for how long?