

# 澳洲广播电台

## 旅游业英语

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

#### LESSON 22 – Dealing with a situation

第二十二课—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
Jack:	Guest
杰克:	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. Whilst she is talking to the hotel manager, her father returns.  
蒙纳对走散的父亲的安全感到焦虑不安，她向酒店经理投诉时她的父亲回到了酒店。

##### Language Point - Suggesting an alternative explanation

课文重点—提出事情的另外一种可能性

Below are some questions that offer alternative explanations regarding Jack's absence. Read them out loud. Practise the stress and intonation.

下面是提出杰克走散的另外一种可能性的例句。请大声朗读这些例句并且练习需要加强语气的词汇和声调。

Is it **possible** that your **father** is **making his own way back**?

您的父亲会不会自己找路回来呢？

Do you **think** he **might** be on **his way back** now?

您的父亲会不会正在回来的路上呢？

Do you **think** he **may** have **gone** somewhere **else**?

他会不会去别的地方呢？

Is he **likely** to have **gone** for a **walk**?

他会不会去散步呢？

Is it **possible** that he **went** for a **walk** to the **beach**?

他会不会去海滩走走呢？

##### Language Practice – Introductions

课文练习—介绍人相识的方式

Below are some model dialogues for introducing people. You can say 'nice to meet you', 'pleased to meet you' or 'it's a pleasure to meet you' when you meet someone. Read the dialogues with a friend. The stressed words are in bold.

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下面是介绍人相识的一些例句。初次与人见面时，您可以使用“nice to meet you”，“pleased to meet you”或是“it's a pleasure to meet you”等礼貌的句子表示很高兴结识对方。请和朋友一起练习下列的对话。以粗体标出的词汇需要加强语气。

A: **Jack Webber**, this is **Justine**, the **manager**.

A: 这是杰克·伟博先生，这位是杰斯丁，酒店的经理。

B: **Nice to meet you Justine**.

B: 很高兴认识你 杰斯丁。

C: **Nice to meet you too**.

C: 我也很高兴认识您。

A: **Mona White**, this is **Andrew**, the **chef**.

A: 这是蒙纳·怀特女士，这位是安德鲁，餐馆的厨师。

B: It's a **pleasure to meet you**.

B: 很高兴认识您。

C: **Likewise**.

C: 我也很高兴认识您。

A: **Hello**. I'm **Joe**, the **taxi driver**.

A: 你好，我是乔，计程车司机。

B: **Pleased to meet you Joe**.

B: 很高兴认识您。

A: **You too**.

A: 我也很高兴认识您。

### 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。

blame	calm	check
lounge	manager	necessary
possible	trouble	worker

#### 2. Jumbled sentences - Suggesting an alternative explanation

#### 2. 拼句练习—提出事情的另外一个可能性

Rewrite the sentences with the words in the correct order. After you have checked your answers, read each sentence out loud.

请将下面的词汇拼成一个完整的句子，在核对答案后朗读这些句子。

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1. possible that making it back is father own is way your his?

1. 您的父亲会不会自己找路回酒店呢?

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2. somewhere he do you gone else have may think?

2. 他会不会去别的地方呢?

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3. for likely he have to is walk a gone?

3. 他会不会去散散步呢?

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4. to walk is that it he for possible the went a beach?

4. 他会不会到海滩去走走呢?

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### 3. Vocabulary

#### 3. 生词

Choose a word from the box in 1. above to complete each of the sentences. When you have checked your answers, say them out loud.

请从上面的生词表里选择正确的生词填写在下列的句子里，在核对答案后请朗读这些句子。

1. I \_\_\_\_\_ him for everything that went wrong.

1. 我将所有的过失都归咎于他。

2. I would like to see the \_\_\_\_\_ please.

2. 我要见你们的经理。

3. Is it \_\_\_\_\_ that he went for a walk around the city?

3. 他会不会到市区走走呢?

4. I will call the police if it's \_\_\_\_\_.

4. 如果有必要，我要报警。

5. Could you please take a seat in the \_\_\_\_\_?

5. 请您在客厅坐一坐好吗?

### 4. The Chant

#### 4. 短语练习

Practice saying this chant out loud.

请朗读下列短语

The guest

**Suggested Answers.** 2. 1) Is it possible that your father is making his own way back? 2) Do you think he may have gone somewhere else? 3) Is he likely to have gone for a walk? 4) Is it possible that he went for a walk to the beach? 3. 1) blamed 2) manager 3) possible 4) necessary 5) lounge

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## 旅游业英语

The guest  
From Room 22,  
住在二十二房间的客人，

Would like  
Would like  
Would like to speak with you.  
要和您讲话。

