

“旅游业英语” English for Tourism

第二十一课： 如何处理突发状况 Lesson 21: Dealing with a situation

各位听众朋友好。欢迎您收听“旅游业英语”第二十一讲。我是澳洲广播电台中文部的节目主持人马健媛。

这套共二十六讲的教材目的在于帮助您更好地与讲英语的客人进行交流。在这套教材中，每一节对话将涉及旅游服务业中的一个重要话题。也许在一开始的时候您无法听懂对话的全部内容，不过这没有关系，因为老师在学习的过程中会反复讲解和带领大家练习这些对话的内容。只要您坚持跟着老师学习，您会在学习完这套教材之后对自己在英语方面所取得的进步感到大吃一惊的。

第二十一课： 如何处理突发状况 Lesson 21: Dealing with a situation

在这一课中，我们要学习如何应对突发的意外状况和情绪不安的客人。您将可以学习到在澄清事实及安慰客人时的一些英语表示方法。

在这段对话的第一部份中，蒙纳对于她父亲的失踪感到非常焦虑不安，并坚持要面见酒店的经理杰斯丁。现在就先让我们一起来听一下这部份的对话。

Leo: Excuse me, Justine? Ms White, from Room 311, would like to speak to you.

Justine: Certainly. How can I help you, Ms White?

Mona: My father is missing. Your receptionist lost him. We were at the festival and I'm sure he's dead!

Justine: I can see this is very serious. May I suggest you come to my office?

Mona: I don't want to go anywhere. I want to find my father. He's been missing for hours!

Justine: It must be very upsetting for you, Ms White.

现在让我们再听一遍录音，我会逐句将对话翻译成中文。

利奥: 对不起，打扰你了，杰斯丁。住在三一—房间的怀特女士要和你讲话。

Leo: Excuse me, Justine? Ms White, from Room 311, would like to speak to you.

杰斯丁: 没有问题。我能帮助您做些什么吗，怀特女士？

Justine: Certainly. How can I help you, Ms White?

蒙纳: 我父亲失踪了！你们的接待人员把他丢了！当时我们正在元宵节灯会上，我敢肯定我的父亲已经死了。

Mona : My father is missing. Your receptionist lost him. We were at the festival and I'm sure he's dead!

杰斯丁: 我明白了，这是一件很严重的事情，我可以请您到我的办公室去吗？

Justine: I can see this is very serious. May I suggest you come to my office?

蒙纳: 我哪里也不去，我要找我的父亲。他失踪已经有好几个小时了。

Mona: I don't want to go anywhere. I want to find my father. He's been missing for hours!

杰斯丁: 这一定让您非常着急，是吧，怀特女士？

Justine: It must be very upsetting for you, Ms White.

请注意听下面这句话。

杰斯丁: 我可以请您到我的办公室去吗？

Justine: May I suggest you come to my office?

您听出来了吗？杰斯丁在这种情况下想要做的第一件事就是设法让蒙纳离开酒店大堂，以避开公众的视线。这样做无论是对客人还是对酒店的业务都有好处。请您跟着英语老师一起练习下列句型。

May I suggest you come to my office?

May I suggest you come to my office?

May I suggest we sit down?
May I suggest we sit down?

现在让我们一起来听听酒店经理是如何对蒙纳的焦虑表示理解的。

杰斯丁: 我明白了, 这是一件很严重的事情。
Justine: I can see this is very serious.

杰斯丁: 这一定让您非常着急, 是吧, 怀特女士。
Justine: It must be very upsetting for you, Ms White.

杰斯丁通过以上这两个句子向蒙纳表明, 她非常重视蒙纳讲述的事情。虽然也许实际的情况并不象客人所感到的那样糟糕, 但这样的说法有助于让情绪不稳的客人冷静下来。请您跟着英语老师练习下列的句子。

This is very serious.
This is very serious. I can see this is very serious.
I can see this is very serious.
It must be very upsetting for you.
It must be very upsetting for you.

接下来让我们再听一遍这段对话, 请在杰斯丁和利奥的话之后跟着重复。

Leo: Excuse me, Justine? Ms White, from Room 311, would like to speak to you.

Justine: Certainly. How can I help you, Ms White?

Mona : My father is missing. Your receptionist lost him. We were at the festival and I'm sure he's dead!

Justine: I can see this is very serious. May I suggest you come to my office?

Mona: I don't want to go anywhere. I want to find my father. He's been missing for hours!

Justine: It must be very upsetting for you, Ms White.

各位听众朋友, 您现在收听的是澳洲广播电台为您制作的《旅游业英语》节目。

第二十一课： 如何处理突发状况
Lesson 21: Dealing with a situation

现在让我们继续学习新的对话内容。

Justine: Let me see if I understand you clearly. You were at the festival with your father?
Mona: Yes, and Leo.
Justine: Leo?
Leo: I was their tour guide.
Justine: I see. So what you are saying is that you were separated from your father.
Mona: Yes.
Justine: Had you arranged a meeting place, Leo?
Leo: Yes I had. But that's where we were standing when we lost him.
Justine: Is your father elderly, Ms White?
Leo: Not at all.
Justine: Is he frail?
Mona: Well, he *is* over fifty.
Justine: And how long has he been missing?
Mona: Nearly an *hour*!
Justine: I see.

请再听一遍这部分对话的录音，我会将这段对话逐句翻译成中文。

杰斯丁: 我先说一遍，看看我是否准确地理解了您的意思。您当时和您的父亲是在元宵节灯会上？
Justine: Let me see if I understand you clearly. You were at the festival with your father?
蒙纳: 是的，我们和利奥在一起。
Mona: Yes, and Leo.
杰斯丁: 怎么会和利奥在一起呢？
Justine: Leo?
利奥: 我是他们的导游。
Leo: I was their tour guide.
杰斯丁: 噢，我明白了。您是说你们两个人和您的父亲走散了。
Justine: I see. So what you are saying is that you were separated from your father.

蒙纳： 是这样。

Mona: Yes.

杰斯丁： 利奥，你们有没有约定走散后重聚的地点？

Justine: Had you arranged a meeting place, Leo?

利奥： 有啊，可我们恰恰就是在这个地点走散的。

Leo: Yes I had. But that's where we were standing when we lost him.

杰斯丁： 怀特女士，您的父亲年龄很大吗？他身体弱吗？

Justine: Is your father elderly, Ms White? Is he frail?

利奥： 他的健康状况完全没有问题。

Leo: Not at all.

蒙纳： 但是他已经五十多岁了。

Mona: Well, he *is* over fifty.

杰斯丁： 他失踪有多少时间了？

Justine: And how long has he been missing?

蒙纳： 快一个小时了。

Mona: Nearly an *hour!*

杰斯丁： 我明白了。

Justine: I see.

酒店经理明了蒙纳在介绍情况时可能有些夸大其词了。现在让我们一起来听听她是如何与蒙纳一起逐渐澄清事实的。

杰斯丁： 我先说一遍，看看我是否准确地理解了您的意思。

Justine: Let me see if I understand you clearly.

杰斯丁： 您的意思是说您与您的父亲走散了？

Justine: So what you are saying is that you were separated from your father

毫无疑问，在没有弄清楚事实之前我们是不能妄下结论的。而英语中“*So what you're saying is*”和“*Let me see if I understand you clearly*”这两个句式向对方明确表示你对他所讲

的话非常有兴趣，并且在全神贯注地倾听。澄清事实的做法不但有助于听话者了解真相，而且有助于讲话的人冷静下来。现在就让我们跟着老师一起来练习一下这两个句式。

Let me see if I understand you.

Let me see if I understand you clearly.

So what you're saying is...

So what you're saying is that your father is missing.

在接下来的对话中，杰斯丁继续提出一系列问题以了解整个事件的严重程度。在与蒙纳的对话过程中，她不断地使用了一个英语中非常有用的短语 “I see”，意思是：我明白了。请注意，在对话过程中类似 “I see,” “uh huh”，或者不断地点头示意，这些都可以向对方表示你在注意倾听他的讲话。另外，在对话过程中看着对方眼睛也可以显示出你非常重视他所讲的话。现在请您跟着老师一起练习 “I see” 我明白了 这个短语。

现在让我一起来听一遍这段对话第二部份的录音，请在杰斯丁和利奥的句子之后重复他们的话。

I see.

I see

现在让我们一起来听一遍这段对话第二部分的录音，请在杰斯丁和利奥的句子之后重复它们的话。

Justine: Let me see if I understand you clearly. You were at the festival with your father?

Mona: Yes, and Leo.

Justine: Leo?

Leo: I was their tour guide.

Justine: I see. So what you are saying is that you were separated from your father.

Mona: Yes.

Justine: Had you arranged a meeting place, Leo?

Leo: Yes I had. But that's where we were standing when we lost him.

Justine: Is your father elderly, Ms White?

Leo: Not at all.

Justine: Is he frail?

Mona: Well, he *is* over fifty.

Justine: And how long has he been missing?

Mona: Nearly an *hour!*

Justine: I see.

各位听众朋友，在结束这一课的全部内容之前请您跟着英语老师一起来练习下列句型。

Let me see
Let me see
If I understand you clearly

Is your father,
Is your father,
Is your father elderly?

Let me see
Let me see
If I understand you clearly

Is your father,
Is your father,
Is your father elderly?

“旅游业英语”是由澳大利亚规模最大的教授专业英语的多元文化成人教育中心编写。

好，各位听众朋友，第二十一课到这里就全部结束了。我们会在第二十二课中继续学习如何处理突发状况的内容。