

“旅游业英语” English for Tourism

第二十二讲： 如何处理突发状况 Lesson 22: Dealing with a situation

各位听众朋友好，欢迎您收听“旅游业英语”教学课程的第二十二讲。我是澳大利亚澳洲广播电台中文部的节目主持人马健媛。

我们在第二十一课中学习了如何应对客人提出了投诉、如何用英语介绍文化景点，以及如何在一些情况下使用 Excuse me 这个英语中非常有用的短语。

在这一课中，我们将继续学习有关有关处理突发状况的对话。在进行新的课文之前，让我们一起来温习一下我们在上一课中学习过的内容。

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. 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.

现在我们一起来听一遍我们今天要学习的对话内容。

Justine: And you've checked your father's room?

Mona: Yes. There's no answer.

Justine: Ms White, is it possible that your father is making his own way back?

Mona: I don't know. I would like you to call the police.

Jack: That won't be necessary.

Mona: Dad, where have you been?

Jack: I went down to the beach. I said goodbye, but you were too busy talking to Leo.

Justine: And you are Ms White's father?

Leo: Yes. Jack Webber, this is Justine, the manager.

让我们再听一遍，这一次我会逐句地将这部份对话译成中文。

杰斯丁: 您已经给您父亲的房间打过电话了吗?

Justine: And you've checked your father's room?

蒙纳: 打了，但是没有人接电话。

Mona: Yes. There's no answer.

杰斯丁: 怀特女士，您父亲会不会自己找路回酒店呢?

Justine: Ms White, is it possible that your father is making his own way back?

蒙纳: 我不知道, 我想你应该报警。
Mona: I don't know. I would like you to call the police.

杰克: 没有必要这样做。
Jack: That won't be necessary.

蒙纳: 爸爸, 你去哪里了?
Mona: Dad, where have you been?

杰克: 我到海滩去了。我当时和你道再见, 可是你正忙着和利奥讲话呢。
Jack: I went down to the beach. I said goodbye, but you were too busy talking to Leo.

杰斯丁: 您就是怀特女士的父亲吧?
Justine: And you are Ms White's father?

利奥: 是呀。他的名字叫杰克 伟博, 这位是杰斯丁, 酒店的经理。
Leo: Yes. Jack Webber, this is Justine, the manager.

现在让我们来听听杰斯汀是如何向蒙纳提出建议说事情可能会有另外一种可能性。

杰斯丁: 怀特女士, 您父亲会不会自己找路回酒店呢?
Justine: Ms White, is it possible that your father is making his own way back?

对话进行到这里, 杰斯丁已经意识到事情并不象蒙纳所描述的那么糟糕。她认为杰克很有可能根本就平安无事。所以杰斯丁就非常委婉地提出了事情的另外一种可能性。您注意到了吗? 杰斯丁在这种情况下使用的一个句型是: “Is it possible....?” 现在就让我们跟着老师一起来练习这个句型, 请注意听并跟着重复。

Is it possible?
Is it possible?
Is it possible you left your bag in your room?
Is it possible you left your watch in the lounge?

接下来让我们一起来听听利奥是如何介绍酒店经理杰斯丁和杰克互相认识的。

利奥: 他的名字叫杰克 伟博, 这位是杰斯丁, 酒店的经理。
Leo: Jack Webber, this is Justine, the manager.

在上一课中, 利奥是这样向杰斯丁介绍蒙纳的。

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

这样的介绍方式在接转电话的时候也会经常用到。让我们跟着老师一起来练习。

Jack Webber, this is Justine, the manager.
Ms White, from Room 311, would like to speak to you.

让我们一起来听一遍这部份对话的录音, 请在利奥和杰斯丁的句子之后重复他们的话。

Justine: And you've checked your father's room?
Mona: Yes. There's no answer.
Justine: Ms White, is it possible that your father is making his own way back?
Mona: I don't know. I would like you to call the police.
Jack: That won't be necessary.
Mona: Dad, where have you been?
Jack: I went down to the beach. I said goodbye, but you were too busy talking to Leo.
Justine: And you are Ms White's father?
Leo: Yes. Jack Webber, this is Justine, the manager.

各位听众朋友, 您现在收听的是澳大利亚澳洲广播电台为您制作的《旅游业英语》广播教学节目。

我们现在学习的是第二十二课, 如何处理突发状况。

Lesson 22: Dealing with a situation

请注意听下面这段对话的内容，并请您特别注意这部份对话中出现的新词汇和短语。

- Jack:** Justine, I'm sorry if I caused any trouble. Can I just say that you have a very good worker in Leo. He's been more than helpful. Hasn't he, Mona?
- Mona:** Oh, I'm sorry I blamed you, Leo, but I was very upset. Maybe we should all go to the lounge and calm down.
- Leo:** Thank you for your kind invitation, Ms White... but I must go home now.
- Jack:** And I must go to the Pearl Garden Cabaret. I'll see you in the morning, Mona!
- Mona:** Oh!
- Justine:** Good night, Ms White!

让我们再听一遍这段对话的最后部分，我会将它们逐句译成中文。

- 杰克:** 杰斯丁，如果我给您造成了任何麻烦的话，我很抱歉。我想和您说的是利奥是一位非常出色的员工。他为我们做了很多超出他职责的事情。我说的对吧，蒙纳？
- Jack:** Justine, I'm sorry if I caused any trouble. Can I just say that you have a very good worker in Leo. He's been more than helpful. Hasn't he, Mona?
- 蒙纳:** 噢，利奥，我错怪你了，真是对不起。可是你知道我刚才真的是非常着急。要么我们现在一起到客厅去坐一坐，平静一下好吗？
- Mona:** Oh, I'm sorry I blamed you, Leo, but I was very upset. Maybe, we should all go to the lounge and calm down.
- 利奥:** 非常感谢您的盛情邀请，怀特女士。不过我现在必须要回家了。
- Leo:** Thank you for your kind invitation, Ms White. ...but I must go home now.
- 杰克:** 我现在也要去珍珠园夜总会了。明天早上见，蒙纳。
- Jack:** And I must go to the Pearl Garden Cabaret. I'll see you in the morning, Mona!
- 蒙纳:** 哦，天哪！
- Mona:** Oh!

杰斯丁: 晚安, 怀特女士。
Justine: Good night, Ms White!

您注意到在这段对话中利奥是如何礼貌地回绝蒙纳提出的邀请的吗? 请听录音。

蒙纳: 要么我们现在一起到客厅去坐一坐, 平静一下好吗?
Mona: Maybe, we should all go to the lounge and calm down.

利奥: 非常感谢您的盛情邀请, 怀特女士。不过我现在必须要回家了。
Leo: Thank you for your kind invitation, Ms White... but I must go home now.

利奥以这种非常外交式的词令婉拒了蒙纳的邀请, 同时又不让她知道自己的感受。这到真不失为是一种聪明的做法, 您说是吗? 好, 让我们跟着英语老师一起来练习这个非常有用的句型。

Thank you for your kind invitation.
Thank you for your kind invitation.
Thank you for your kind offer.
Thank you for your kind offer.

现在让我们一起再听一遍这段对话的最后一部分, 请在利奥和杰斯汀的句子之后跟着重复他们的话。

Jack: Justine, I'm sorry if I caused any trouble. Can I just say that you have a very good worker in Leo. He's been more than helpful. Hasn't he, Mona?
Mona: Oh, I'm sorry I blamed you, Leo, but I was very upset. Maybe, we should all go to the lounge and calm down.
Leo: Thank you for your kind invitation, Ms White... but I must go home now.
Jack: And I must go to the Pearl Garden Cabaret. I'll see you in the morning, Mona!
Mona: Oh!
Justine: Good night, Ms White!

好, 现在让我们完整地听一遍我们在第二十一课和第二十二课中学习的这段对话全部内容。

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. 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? Is he frail?
- Leo:** Not at all!
- Mona:** Well, he *is* over fifty.
- Justine:** And how long has he been missing?
- Mona:** Nearly an hour!
- Justine:** I see. And you've checked your father's room?
- Mona:** Yes.
- Justine:** Ms White, is it possible that your father is making his own way back?
- Mona:** I don't know. I would like you to call the police.
- Jack:** That won't be necessary.
- Mona:** Dad, where have you been?
- Jack:** I went down to the beach. I said goodbye, but you were too busy talking to Leo.
- Justine:** Ms White, this is your father?
- Leo:** Yes. Jack Webber, this is Justine, the manager.
- Jack:** Justine, I'm sorry if I caused any trouble. Can I just say that you have a very good worker in Leo. He's been more than helpful. Hasn't he, Mona?
- Mona:** I'm sorry I blamed you, Leo, but I was very upset. Maybe, we should all go to the lounge and calm down.
- Leo:** Thank you for your kind invitation, Ms White, but I must go home now.
- Jack:** And I must go to the Pearl Garden Cabaret. I'll see you in the morning, Mona!
- Mona:** Oh!
- Justine:** Good night, Ms White!

结束第二十二课之前，请您跟着英语老师一起练习下列短句

The guest
The guest
From Room 22
Would like
Would like
Would like to speak with you

The guest
The guest
From Room 22
Would like
Would like
Would like to speak with you

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。

各位听众朋友，第二十二课的内容到这里就全部结束了。在第二十三课中我们将学习的对话内容是“退房“。