

# Unit Eight

## Travel and Accommodation

### Learning Objectives

#### Listening and Speaking

1. Listen and Practice
2. Act Out

#### Reading

1. Text
2. Exercises

### Practical Writing

### Supplementary Reading



# Learning Objectives

After completing this unit, you will be able to:

- familiarize yourself with routine tasks of a secretary during a business travel
- know how to deal with problems and emergency when traveling
- arrange the travel and accommodation

# Listening and Speaking



## Listen and Practice

### Accommodation

#### Dialogue 1

1. Listen to the dialogue, and fill in the blanks.

#### Checking In

H: Excuse me ... I'm Helen from China. My manager and I have just arrived.

C: You're welcome. Have you made any reservation ?

H: No. could we have two adjacent single rooms?

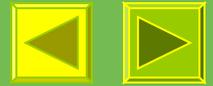
C: I'll see... Sorry, but we have no adjacent rooms left . Would you like to have two double rooms ? One of them faces the beautiful Pearl River.

H: Can I have two double rooms facing the lake?

C: No, I'm sorry about it. It's autumn now. Lots of tourists are flooding into our city , so it's difficult to get rooms facing the lake in our hotel without having made reservations .

H: Ok. I'll take the two rooms you've offered .

# Listening and Speaking



C: They're on the third floor,, Room 325 and Room 329. Would you please fill out this form?

H: Certainly. Oh, by the way, I'd like to confirm the room charge.

C: Yes. The rate is 32 dollars per night for the room facing the lake, and 28 dollars for the other one.

H: What is the check-out time

C: 12:00 noon and 6:00 p.m.

H: And what are the hours at the coffee shop? We'd like to get a bite to eat.

C: It's open from 11:00 a.m. to 11:00 p.m.. Do you know where it is?

H: Yes. I've seen a sign showing the way.

C: I hope you'll have a nice stay.

H: Thank you. I'm sure we will.



# Listening and Speaking



2. Listen to the dialogue again, and answer the questions you will hear. Write your answers below.

(1) What kind of rooms did Helen want to have?

**Two adjacent single rooms.**

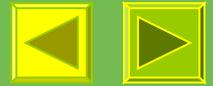
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(2) How could Helen know where the coffee shop was?

**She saw a sign showing the way.**

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# Listening and Speaking



## Dialogue 2

1. Listen to the dialogue, and fill in the blanks.

### Checking Out

H: I'd like to pay my bill now.

C: Your name and room number, please?

H: Helen. Room 325 and 329.

C: Yes, Helen. You came three days ago on the afternoon of October 12, didn't you?

H: Yes.

C: And you're leaving...



# Listening and Speaking



H: Right after lunch.

C: So you'll check out before 12:00?

H: Yes, we will.

C: (After a while) Here you are. This is your bill.

180 dollars in all. \$96 for  
Room 325 which is facing the lake and  
costing 32 per night, and 84 dollars for Room  
329, which is 28 per night. Is that right?

H: Er... Yes, that's right. Here you are 200 dollars.  
,\_\_\_\_\_.

C: Thank you. Here is your change.

# Listening and Speaking



2. Listen to the dialogue again, and answer the questions you will hear. Write your answers below.

(1) **When will Helen leave the hotel?**

**Right after lunch.**

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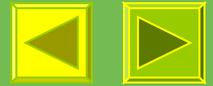
(2) **How much is the charge in all?**

**180 dollars.**

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# Listening and Speaking



## Passage

Listen to the passage, and fill in the blanks. You will hear the tape twice.

### Receiving Foreign Guests

On behalf of our company, I would like to say how delighted we are to receive you here. We are proud and honored to have such a distinguished group of guests coming all the way from the United States to visit our company.

We will introduce our company with a ten-minute videotape. Then you can look around the exhibition room, where successful research accomplishments are being displayed.

# Listening and Speaking



Our staff and employees will do their best to make your visit comfortable and worthwhile. Today, they will introduce you to our newly-built plant and research center. Please do not hesitate to ask any questions you may have. We'd like you to give us your honest opinion and any suggestions you may have for improvement.

I want to extend my warmest welcome to all of you, and sincerely hope that your visit here will be worthwhile and meaningful. I hope your visit will mark the beginning of a long-standing cooperation between our companies, and will explore ways in which we can expand and deepen our trade cooperation still further.

If you should encounter any inconvenience, please do not hesitate to let us know, and I'll be glad to help you out. It's time to move to the exhibition room.

Have a nice day.

# Listening and Speaking



## Part Two Act Out

1. First complete the short dialogue by translating the Chinese into English, and then practice them with your partner.

**Clerk:** Good morning, madam. What can I do for you?

**You:** **Good morning. I'd like to book three seats for the plane flight from Beijing to Hong Kong on October 30, which is next Monday.**

(你好, 我想预定三张 10 月 30 号也就是下周一北京飞往香港的机票。)

**Clerk:** Would you please fill out this form?

**You:** **Yes. Can you guarantee the tickets for me?**

(好的。你们能保证有票吗?)

**Clerk:** I'm almost sure, though I won't be able to give you an answer until tomorrow.

**You:** **Why?**

(为什么呢?)

# Listening and Speaking



**Clerk:** We have to contact CAAC to confirm the tickets. By the way, if tickets for Monday are not available, would you be willing to leave on Tuesday?

**You:** **That's all right, but we do want to leave on Monday.**  
(可以, 但是我们非常想周一出发。)

**Clerk:** We'll do our best.

**You:** **Thank you. Besides I'd like to know how much the tickets cost.**  
(谢谢。还有, 我想知道机票多少钱。)

**Clerk:** 2,018 yuan for one ticket, plus 30 yuan of service charge.

**You:** **I see. Thank you.**  
(好的, 知道了。多谢了。)

**Clerk:** You're welcome.





# Listening and Speaking

2. Create a short dialogue for each of the following situations and practice them with different partners.
  1. Supposing you are a secretary of a company, and will go to Shanghai with your boss on business, please try to book two rooms of a restaurant by phone.
  2. Reflect some of your dissatisfaction about the service of the restaurant to the manager.
  3. Make an appointment with the customer whom you are going to meet during this trip.



# Reading

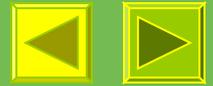


## Part One Text

### Reservation in Arranging Accommodations

Accommodations play an important part in business tourism. For a company secretary, the main duties for arranging accommodations include travel arrangements for participants, contacting relevant hotels and **overseeing** other activities **related to** it arrangements of accommodations. The aim of planning well for accommodations is to create a “home away from home” for all the traveling guests who need rest, food and drink. [\[1\]](#)

# Reading

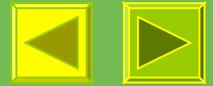


The secretary's efficiency and personality are of great importance to the realization of accommodation arrangement. [2] It depends directly on the company secretary if a vacation or business trip is successful or not, and even if a specific business opportunity can be brought about successfully or not.

Therefore, the secretary of a company should remember that arrangement of accommodations would enjoy the greater success only with the greater satisfaction the guests receive from the "home away from home" [3]

The first step in arranging accommodation is contacting a hotel to make the necessary rooms. The secretary can make reservations by phone, letter or e-mail. He/she should have information about **occupancy** levels and room rates, and ensure that no over-booking occurs.

# Reading



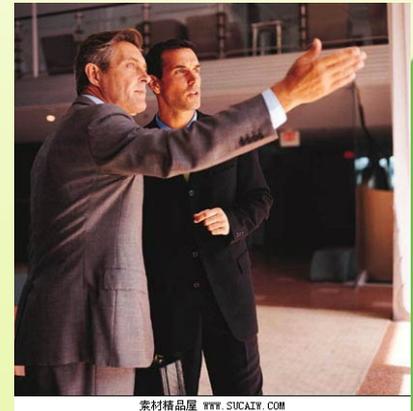
Reservations **in advance** can be made in different ways. A secretary can either send a reservation letter or go to the hotel and make reservations personally. Other alternatives are making reservations over the telephone or sending a telegraph to the hotel asking for rooms. [4] Nowadays fax and telex reservation has become more popular, since it is fast and the confirmation is made immediately.

Another development in hotel advance reservation business is the introduction of a computerized reservation network. Hotels can **link** their reservation systems with other hotels, with airline companies flight reservation systems and with computer terminals of important travel agents. So company secretaries can make reservations by e-mail and computer terminals. Therefore, reservation is very much **facilitated**. [5]

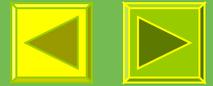
# Reading



Before the reservation process, information about a guest should be recorded by writing on paper or in a computer file for storage. Usually a company secretary first obtains the guest's name, address, telephone number, arrival date and time, length of stay, type and number of rooms. He/she also **notes** down the number of people in the party, the rate **quoted** for the rooms, the method of payment, besides any special request from the hotels or guests.

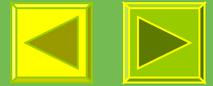


# Reading



Once all this information is gathered and recorded, the company secretary can then make the necessary reservations. It should be **born in mind** that the reservations are confirmed using different types of guarantee, such as corporate guarantee, deposit, credit card, travel agent, etc. A guaranteed reservation assures guests that a room will be held until the check-out time on the day following the date of arrival. [6] This type of reservation **guarantees** that the hotel will receive payment even if the guest does not use its services but does not also properly **cancel** the reservation.

# Reading



In the event of cancellation of hotel reservations due to any reasons, the company secretary should contact the hotel in the first instance by telephone and then in writing. Deposits may be returned at the discretion of the hotel management, but **refund** is usually limited to a percentage of total amount, to make up for some loss in hotel's turnover. Cancellation charges will be effective from the time or date the hotel receives the guests' notification in writing. All or part of any payment received from the re-letting of cancelled accommodation may be **deducted** from the cancellation fees.





Activities of room reservation require that the company secretary works closely and in cooperation with all other departments of the firm. Besides, in an effort to make the process operate more smoothly, the company secretary is responsible for handling various administrative tasks required by the partners, booking from travel agents as well as arranging client **entertainment**. The company secretary is therefore responsible for intensive travel and accommodation management, having to deal with the maintenance and full control of complex and fast-changing arrangements.

[1] The aim of planning well for accommodation is to create a “home away from home” for all the traveling guests who need rest, food and drink. 规划好膳宿的目的是为所有需要休息，食物和饮料的顾客创造一个第二故乡。

[2] The secretary's efficiency and personality are of great importance to the realization of the accommodation arrangement. 秘书的办事效率和性格特点是膳宿安排得以顺利完成的关键因素。

句子中的 are of great importance 相当于 important. (be + n. =adj.)



- [3] ... arrangement of accommodation would enjoy the greater success only with the greater satisfaction the guests receive from the “home away from home”. 膳宿安排是否成功，客户所享受到的“居家千里外仍似居家”的满意感是唯一的验证。  
句中的 greater success 是和 greater satisfaction 相对比而言的，都是采用比较级的形式。



[4] Other alternatives are making reservations over the telephone or sending a telegraph to the hotel asking for rooms. 也可以通过电话或电报向旅店预定房间。

**alternative** : 可供选择的事物, 供替代的选择

e.g. It's a low-fat alternative to butter.

这是一种低脂的黄油替代品。

**over** : using 使用

[5] Therefore, the reservation is very much facilitated. 因此, (这为) 膳宿预定提供了极大的便利。

**Facilitate:** to make easy or easier 使便利

e.g. ( 1 ) The new underground railway will facilitate the journey to all parts of the city. 新的地下铁路将为去城市各处提供方便。

( 2 ) Tractors and other agricultural machines greatly facilitate farming.

拖拉机及其它农业机械大大方便了农业耕作。



[6] A guaranteed reservation assures guests that a room will be held until the check-out time on the day following the date of arrival. 担保预定能向客户保证，预定的房间从到达日到结帐离开之日可以一直预留着。



# Reading



## Part two Exercises

**I. Reading Comprehension:** Read the text carefully, and choose the best answer for each of the following.

1. When arranging accommodations, a company secretary's main duty should be **D**.
- A. making travel arrangements for participants
  - B. contacting with relevant hotels
  - C. overseeing various accommodation arrangements
  - D. all the above

# Reading



2. According to the writer, it is the successful work of a company secretary in arranging accommodations that can make C.

- A. the guest have a successful business trip
- B. a specific business of the company successful
- C. the guest's business and the company's business opportunities successful
- D. The hotel' s business successful



# Reading

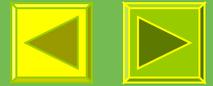


3. Besides writing reservation letters, making reservations in person or over the telephone, the most convenient way to make reservations in advance can be by **B** \_\_\_\_\_.

- A. sending a telegraph to the hotel
- B. computerized reservation network
- C. sending fax and telex to the hotel
- D. sending a telex to the hotel



# Reading



4. A company secretary should bear in mind that reservations should be confirmed by a A.

- A. travel agent
- B. company secretary's personality
- C. company manager's ability
- D. company secretary's salary



# Reading



5. For a guaranteed reservation, the hotel will receive payment even if the guests **B**.

- A. miss the plane
- B. don't arrive and don't cancel the reservation
- C. insist on staying in the hotel for another several days
- D. couldn't arrive at the hotel on time



# Reading



II. Vocabulary and Structure: Choose the best one to complete each of the following sentences.

1. The data will be fed into the computer B  
A. end                      B. terminal              C. destination              D. final stage

2. The South African foreign minister said the United States, which are B the negotiations, have a real chance to help reach an acceptable solution.  
A. overrunning      B. overseeing      C. overselling      D. overlooking

3. It is reported that Jack has lost all his money in business and his company is A now.  
A. ruined      B. destroyed      C. damaged      D. cancelled



# Reading



4. I was impressed with the **B** of the work done by the managerial staff in the company.

A. influence    B. efficiency    C. admittance    D. fluency

5. The customer just left a \$100 **C** in that shop for the purchase of a stereo system in that shop.

A. account    B. bankruptcy    C. deposit    D. pension.

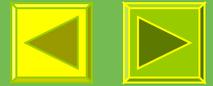
6. I **D** your company in an earlier e-mail for 1000 kilograms of this product at US\$3.00 per kilogram, CIF LA.

A. booked    B. ordered    C. condemned    D. quoted

7. The leaders of the 25 European Union states submitted in Finland to work out a strategy to **A** future energy supplies.

A. guarantee    B. guide    C. guffaw    D. glide

# Reading



8. There are different ways for people to reduce their income taxes. Homeowners, for example, can   **B**   the interest they pay on a home loan.

- A. conduct                      B. deduct                      C. product                      D. confirm

9. I have to   **A**   his warm invitation for the party because of personal commitment.

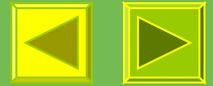
- A. decline                      B. accept                      C. reduce                      D. debate

10. You'll have to   **C**   this form, if you want to apply for this job.

- A. make up                      B. make off                      C. make out                      D. make by



# Reading

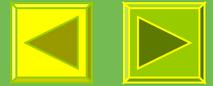


## III. Blank Filling: Choose one word or phrase from the box, and complete each sentence with its proper form.

make a reservation, due to, as to, realization, in person,  
be familiar with, make up for, guarantee, cancellation,  
in the first instance , refund

1. The delay was partly due to a technical problem.
2. A good meal sometimes makes up for the delay to some extent when you are held up at the airport.
3. Customers can make payment in advance, or they may pay to our tour guide or come to our office in person for the payment in Beijing.
4. As to the complaint you have just made, I'll let the manager know as soon as possible.
5. You should apply in the first instance to the personnel manager, and then go to an interview with general manager of our company.

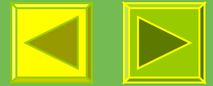
# Reading



make a reservation, due to, as to, realization, in person,  
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in the first instance , refund

6. It is strongly believed that the only limit to our realization of tomorrow is our doubts of today.
7. Nowadays many shopkeepers are prone to guarantee satisfaction to customers.
8. Company secretaries are required to be familiar with planning conferences, working with clients, and instructing staff; it is also required of them to have tact and communication skills.

# Reading



make a reservation, due to, as to, realization, in person,  
be familiar with, make up for, guarantee, cancellation,  
in the first instance , refund

9.If you are dissatisfied with the revised edition of the book, you may make a **cancellation** of your prepaid subscription at any time.

10.The residence halls will open on August 24th to accommodate international students. If you arrive earlier than August 24th, you may **make a reservation** with one of the local hotels.

11.Customers who have purchased this type of cosmetics and have found it to be harmful by the quality watchdog are able to claim a **refund** However, customers have complained of difficulties in getting their money back.

# Reading



**IV. Cloze:** Choose the best one from the four choices to finish the passage.

Before the foreign guest arrives, you should \_\_\_1\_\_\_ a room at a hotel for him. Usually the hotel must be comfortable, \_\_\_2\_\_\_. And the most important is that each room must be \_\_\_3\_\_\_ with a \_\_\_4\_\_\_ bathroom. Because western guests usually insist on having a shower every day.

1. A. prepare B. reserve  
C. look for D. purchase

**Key: B**

2. A. air-conditioner  
B. air-conditioning  
C. air-conditioned  
D. air-condition

**Key: C**

3. A. equipped B. decorated  
C. installed D. set

**Key: A**

4. A. personal B. private  
C. single D. public

**Key: B**

# Reading



When the foreign guest arrives, you can either meet him at the airport or at the train station in person or send a \_\_\_5\_\_\_ to meet him. Never let him go to your company by himself. Upon the arrival, foreigners usually like to go to their hotel immediately, on the way to the hotel, you can have some \_\_\_6\_\_\_ and friendly conversation with him but you should never try to \_\_\_7\_\_\_ business right away. At the hotel, help him to go through formalities, and tell him about the next day's program.

5. A. friend  
B. colleague  
C. representative  
D. delegation

**Key: C**

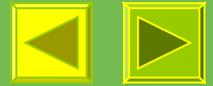
6. A. formal      B. casual  
C. careful      D. official

**Key: B**

7. A. get around  
B. get along  
C. get into  
D. get down to

**Key: D**

# Reading



Usually you should let the guest walk on your right-hand side. It is \_\_\_8\_\_\_ for you to open the door for him and let him in or out first. It is \_\_\_9\_\_\_ to call a young lady “madam” and you should not ask her about her age, salary and other private matters. You cannot smoke \_\_\_10\_\_\_ you are permitted. Make sure that you are clean and tidy; on a formal \_\_\_11\_\_\_ occasion, it is best to dress in black or blue.

8. A. offensive B. polite  
C. pleasant D. bored

**Key: B**

9. A. offending  
B. polite  
C. pleasant  
D. bored

**Key: A**

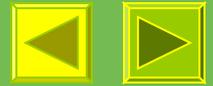
10. A. if B. unless  
C. though D. although

**Key: B**

11. A. discussion B. argument  
C. diplomatic D. diplomatically

**Key: C**

# Reading



Don't be humble or pushy, but show respect for him and his customs. You must be \_\_\_12\_\_\_ and keep what you promise. When shaking hands, you can use a little strength, but not too tightly. You should always use "please" in your talks. Get ready to help your guest whenever he has troubles.

12. A. punctually  
B. punctual  
C. timeless  
D. timely

**Key: B**



# Reading



## V. Translation: Translate the following sentences into Chinese.

1. Secretaries and administrative assistants are responsible for a variety of administrative and clerical duties necessary to run an organization efficiently.

**秘书和行政助理负责各种各样的管理事务和办公事务，这是有效地经营公司所必须的。**

---

2. They serve as information and communication managers in an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files.

**他们担任办公室的信息和交流经理。他们计划，安排会议和约会；管理，保管文件和电子文件。**

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# Reading



**3.They manage projects; conduct research; and disseminate information through telephone, mail services, Internet, and e-mail.**

**他们通过电话，邮政服务，互联网和电子邮件来管理方案；实施调查和传播信息。**

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**4. They also may handle travel arrangements. For example, they may need to book tickets for their boss or other staff.**

**他们还要处理旅行安排。比如，他们可能要为老板或其他员工订票。**

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5. I want a package deal including airfare and hotel.

**我要申请包含机票和旅馆费用的包价旅游。**

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6. I'd like two seats on today's Northwest Flight 7 to Detroit, please.

**请给我预定两张今天到底特律的西北航空公司第7号航班的机票。**

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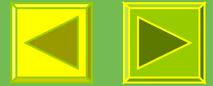
# Practical Writing



## Itinerary

There are two main reasons for a company secretary to create an accurate and up-to-date itinerary when dealing with travel and guest arrangement. First a secretary can use it to track the guests' trip details (airline departure and arrival times, automobile rental information, hotel reservations, etc.). In addition, a comprehensive itinerary should include a list of the excursions and points-of-interest that a secretary plans for business tours.

# Practical Writing

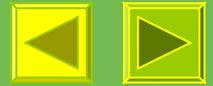


Make the itinerary a one-stop reference for all of the details. A company secretary will need to manage the guest's or boss' trips. An itinerary should include the name, address, phone number, and e-mail address of each service provider (limousines, airlines, other transportation, guides, etc). Besides, it should also include confirmation numbers, quoted costs and the name of the individual who took the reservations.

Company secretaries should bear in mind that they must arrange an itinerary by date and time.



# Practical Writing



- Add the places that guests want to see on the appropriate days, not in a list at the end of the document.
- A carefully laid out itinerary will help eliminate those nasty surprises that could ruin the guest's trip
- Make sure the itinerary includes all of the lodging reservations and confirmations, as these will be the only recourse if something goes wrong with the reservation.

When making travel arrangements, the best way to keep track of the evolving itinerary is to create one on a computer. Create a computerized copy of the itinerary, including reservation confirmation numbers, contact numbers, and places to see.

# Practical Writing



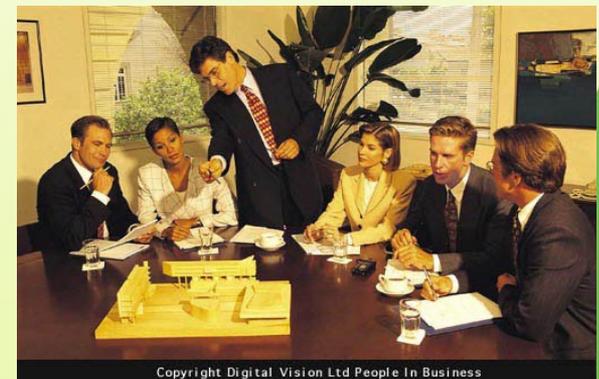
- A computerized file (use the word processor) gives a company secretary the ability to easily add and delete items.
- Be sure to print a couple of copies of the itinerary to take with you.
- In addition, the company secretary can use a PDA (a handheld computer), if he/she has one, to download a copy of the itinerary to search for reference on the road.

If a company secretary uses a travel agent to arrange the trip, ask them if they can e-mail a copy of the trip details. What's more, company secretary should copy the details from the e-mail to the itinerary and paste it into a document using the word process, or add notes about attractions that the guests will see at the destinations in order to create a comprehensive itinerary of the trip.

# Practical Writing



The chance to print multiple copies of the itinerary will help those at home to keep contact with a company secretary who accompanies guests on the trip, should an emergency arise. Be sure to leave copies with the appropriate people, providing them with information about the whole trip.



# Practical Writing



**salutation**

Dear Mr. / Ms.,

We are very pleased to welcome President William Taylor and Manager James Rogers to Beijing and Shanghai in the second half of April for about a week. As requested, we propose the following itinerary for your consideration.

**length of staying**

**date**

Monday, April 18

4.00 p.m. Arriving

in Beijing by Flight.xx, to be met at the airport by Mr. President of Asia Trading Co.

**name of hotel**

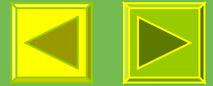
4.15 Leaving for Great Wall Hotel

7.30 Dinner given by President x

**time**



# Practical Writing



Tuesday, April 19

9:30 a.m. Discussion at Asia Trading Co. Building

2:00 p.m. Group discussion

4:00 p.m. Cocktail reception given by the British Commercial Counselor in Beijing

Wednesday, April 20

9:00 a.m. Discussion

12:00 noon Signing the Letter of Intent

1:30 p.m. Peking Duck Dinner

3:30 p.m. visiting the Summer Palace

6:00 Departure for Shanghai

Would you please confirm by fax so that we can make arrangements accordingly?

Yours faithfully,

John Smith

complimentary close

Signature

Exercise

# Practical Writing



## Exercises

1. Try to fill in the blanks in the itinerary below according to the Chinese sentences given in the brackets.

**Saturday, May 21, 2006**

Participants arrive in Beijing and check in at Beijing. (与会者抵北京, 入住北京饭店)

Welcome banquet hosted by Perking University. (北京大学设欢迎晚宴)

**Monday, May 22, 2006**

Morning: Visiting IBM China Research Lab and Microsoft Research/Engineering Asia

Lunch hosted by Microsoft Research/Engineering Asia. (微软亚洲研究院设午宴)

Afternoon: Visiting the Institute of Computing Technology, Chinese Academy of Sciences

Dinner hosted by ICT



# Practical Writing

**Tuesday, May 23, 2006**

The U.S.—China Computer Science Leadership Summit. (美中计算机科学峰会)

**Wednesday, May 24, 2006**

Morning: Attending the Opening Ceremony of US NSF Beijing Office —  
10:00 am to 2:00 pm (参加美国国家科学基金会驻北京办公室揭幕庆典)

Afternoon: Visiting the Tian'an Men Square and the Forbidden  
City. (参观天安门广场及故宫博物院)

**Tuesday, May 30, 2006**

Morning: Nanjing, Xi'an groups travel to Shanghai by  
train, plane, respectively. (南京、西安小组分别乘坐火车, 飞机赴上海)

Afternoon: Late afternoon team meeting at Shanghai Central Hotel

**Friday, June 2, 2006**

Morning: Group meeting to discuss the next steps

Afternoon: Shopping and sightseeing. (购物与观光)

**Saturday, June 3, 2006**

Departure by the participants. (与会者离开)

# Supplementary Reading



译文

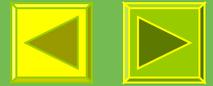
*Work on the following text and try to comprehend the main idea of the text.*

## Chinese Cuisine

As a secretary of a company, you'll have to deal with many trivial things both inside and outside the office. For example, you'll have to make arrangements for business trips for your boss, such as buying tickets, booking hotel rooms, etc. You may even have to accompany him/her on these trips, or you may have to receive guests to your company and arrange their visit and accommodations. The following passages are a brief introduction of Chinese cuisine. It'll be much helpful when you need to introduce something about Chinese food to your guests, especially foreign visitors.



# Supplementary Reading



译文

China is a large country with sharp contrasts in climate and cultural tradition, consequently given rise to many different types of cooking [1] Five of the best-known Chinese cuisines today are from Canton, Shanghai, Shandong, Sichuan-Hunan and Beijing.

People in Shanghai eat sea food of every variety, including crabs, eels, yellow croakers and hair-tail fish [2] They have a sweet tooth and tend to add sugar to many of their dishes [3]. Shanghai's cuisine has always been noted for its elegant presentation; the dishes served at banquets are always a delight to the eye.

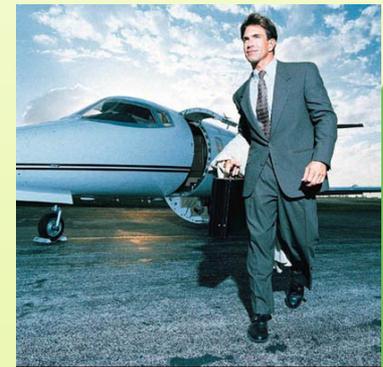


# Supplementary Reading

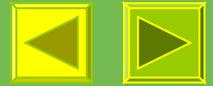


译文

Food in Sichuan and Hunan Provinces is known for being spicy, because pimento, red pepper and other such hot spices are used liberally [4]. Of the eight major schools of Chinese culinary art [5], Sichuan cuisine is perhaps the most popular. Having originated in Sichuan province, in western China, Sichuan cuisine, known as *Chuan Cai* in Chinese, enjoys an international reputation for being spicy and flavorful. Yet the highly distinctive pungency is not its only characteristic. In fact, Sichuan cuisine boasts a variety of flavors and different methods of cooking, featuring the taste of hot, sweet, sour, and salty.



# Supplementary Reading

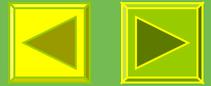


译文

Also known as *Xiang Cai*, Hunan cuisine has become a famous culinary school in China. Hunan's culinary specialties are akin to those of the chili-rich Sichuan dishes. It is also characterized by thick and pungent flavors. Chili, pepper and shallot are usually are also essential in Hunan cuisine [6]. However, chili, peppers, garlic and an unusual sauce called “strange-flavor” sauce (*guai wei jiang*), enliven the dishes in some menus, with a somewhat drier intensity than that of their Sichuan counterparts. Sweetness, too, is a Hunan culinary passion, and honey sauces are favored in desserts such as the water chestnut or cassia flower cakes. These are further signs of how Hunan became one of the heartland of Chinese culinary, incorporating many flavors and regional influence.



# Supplementary Reading



译文

Shandong food is light, emphasizing the freshness of ingredients and, like other cuisines, appealing not only to the eye, but also to the sense of smell and the palate. [7]

Perhaps the best known Chinese cuisine outside China is that from Guangdong (Canton). Chaozhou is the name of a coastal region around the Shantou district of eastern Guangdong Province. One of the major schools in Guangdong cuisine, Chaozhou cuisine originated from Chaoshan Plain about one thousand years ago. In some cases, only steam and water are used in preparation of this type of cooking, instead of a lot of frying.



# Supplementary Reading

The genuine cuisine of Beijing is little known in the West. It is, however, the most subtle *inflavour* in China. Chefs there have successfully incorporated the strong points of various types of Chinese cuisine. The Beijing Duck is undoubtedly the most popular dish, attracting the attention of more foreign tourists than any other dish in the country.



[1] China's size and its sharp contrasts in climate and tradition have given rise to many different types of cooking. 广阔的地域，以及气候和习俗方面极大的差异是中国产生不同种类的菜系的主因。

**give rise to:** to be the cause or origin of; bring about 引起；导致

**e.g.** *The decrease in the number of bicycles and cars might give rise to another new set of problems.*

自行车和小汽车数量减少会造成一些新的问题。



[2] People in Shanghai eat fish of every variety, including crabs, eels, yellow croakers and hair-tail fish. 上海人喜食各种各样的水产品，如蟹、鳗鱼、黄鱼和带鱼等。



[3]They have a sweet tooth and tend to add more or less sugar to many of their dishes. 他们（上海人）喜好甜食，烹饪菜肴时多多少少总要放些糖。 sweet tooth 意思是对甜食的喜爱或爱好。



4] Food in Sichuan and Hunan Provinces is known for its hotness because pimento, red pepper and other such spices are used liberally. 川菜和湘菜以辣为主，烹饪时多佐以不同的辣椒，以及其他的辛辣香料。



## [5] Culinary art 烹调技术



[6] Chili, pepper and shallot are usually are also essential in Hunan cuisine. 红辣椒、胡椒和青葱也是湖南菜中的必备佐料。



[7]...appeals not only to the eye, but to the sense of smell and the palate. 色香味皆宜人。

**appeal to** 在文中的意思是”有吸引力，引人入胜”。



# Supplementary Reading



## Exercises

*Read the text carefully, and choose the best answer for each of the following.*

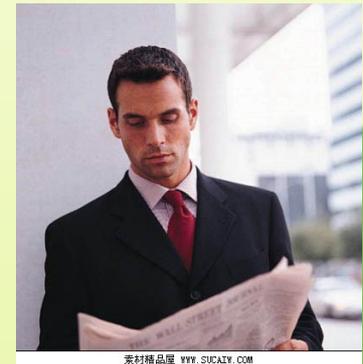
1. **C** is the most popular dish in Beijing cuisine?  
A. Snake and cat  
B. Chestnut  
C. Duck  
D. Pot sticker



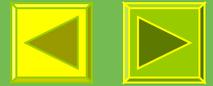
# Supplementary Reading



2. Which of the following statements is NOT true? C
- A. A secretary has the responsibility to accompany the boss on business trips.
  - B. Shanghai's cuisine is famous for its elegant presentation.
  - C. The characteristic of Sichuan cuisine is only the highly distinctive pungency.
  - D. Sichuan cuisine boasts a variety of flavors and different methods of cooking.



# Supplementary Reading



3. Hunan is described as one of China's culinary heartland probably because **D**.

A. Hunan's culinary specialties are akin to those of the chili-rich Sichuan dishes

B. like Shanghai cuisine, sweetness, too, is a Hunan culinary passion

C. honey sauces are favored in desserts

D. many flavors and regional influences are incorporated



# Supplementary Reading



4. According to the text, the best known Chinese cuisine outside China is the **B**.
- A. Shanghai
  - B. Guangdong
  - C. Yangzhou
  - D. Shantou





# Supplementary Reading

5. Which of the following statements is not mentioned in the text? A
- A. Yangzhou cuisine is a representative of Huaiyang cuisine.
  - B. There are many different types of cooking in Chinese cuisine.
  - C. The dishes in Sichuan and Hunan provinces are known for its hotness.
  - D. In some cases, only steam and water are used in the preparation of Chaozhou cuisine dishes.



## 中国菜肴

作为一个公司的秘书，你必须处理许多办公室内外的小事情。例如，你必须为你的老板安排商务旅程，比如购买机票，预定酒店房间等等。你甚至有可能必须要在旅途中陪伴他/她，或者你也许必须接待公司的客人，并且安排他们参观和住宿。下面的文章是对中国菜肴的一个简要的介绍。当你需要向你的客人，尤其是外国来访者，介绍中国食品的时候，它会给你很大帮助。



广阔的地域，以及气候和习俗方面极大的差异是中国产生不同种类的菜系的主因。当今中国最广为人知的五大菜系来自广东，上海，山东，四川湖南，和北京。

上海人喜食各种各样的水产品，如蟹、鳗鱼、黄鱼和带鱼等。他们（上海人）喜好甜食，烹饪菜肴时多多少少总要放些糖。上海菜总是以它高雅的摆放而著名；在宴会中出现的这些菜肴总是能让人眼前一亮。



川菜和湘菜以辣而闻名，烹饪时多佐以不同的辣椒，以及其他的辛辣香料。在中国烹饪技术的八大菜系中，川菜可能是最为流行的。发源自四川省，中国的西部，川菜因其辛辣与美味而富有国际声誉。然而独特的辛辣并不是其唯一的特征。事实上，川菜以其味道多样和不同的烹饪方法而炫耀于世，其特点是辣，甜，酸，和咸。



还有广为人知的湘菜，湖南菜肴已经成为中国著名的一大菜系。湖南菜的烹调特点与四川菜中的辣椒丰富类似。也是以口味浓重和辛辣为特点。红辣椒、胡椒和青葱也是湖南菜中的必备佐料。然而，红辣椒、胡椒、大蒜和一种被称为“特殊味道”的不同寻常的酱（怪味酱）在某些菜肴中它们使这些菜生动了起来，它们比川菜中的类似菜肴更加干烈了一些。甜，同样，也是湖南菜的偏爱，并且甜食中也喜欢放蜂蜜酱，比如糖水栗子或者桂花糕。这些都标志着湖南成为中国菜肴的中心地，同时也受到了多种口味与地域的影响。

山东菜比较清淡，强调配料的新鲜，与其它菜肴一样，也是色香味皆宜人。

也许在中国之外最广为人知的中国菜来自广东。潮州是广东省东部汕头地区沿海一带的一个地名。作为广东菜的一个主要的流派，潮州菜源自潮汕平原，有着大约一千多年的历史。在某些情况下，准备这一种类的烹饪只使用蒸汽和水，而不是油炸。



真正的北京菜肴在西方知之甚少。然而，它在中国有着最精细的味道。那里的厨师们把各式各样中国菜肴的强项成功地结合了进来。北京烤鸭无疑是最受欢迎的一道菜，它比其它菜肴吸引了更多的外国游客。



# Language points

**oversee** v. to watch over and direct; supervise

监督，监视；检查；视察；管理

e.g. Mr. Anderson was appointed as team leader to oversee the project.

安德森先生被指派为团队领导，监督这个项目。

Her job is to oversee plumbers and electrician and check their work.

她的工作是管理水管工和电工，并检查他们的工作。

# Language points

**relate to** 涉及，与…相关，关系到

**e.g.** The secretary carefully put all the documents which relate to this project on file.

秘书仔细的把所有有关这个项目的文件都归了档

。

The charges of murder relate to events that took place over fifteen years ago.

这几项谋杀的起诉与 15 年前发生的几起事件有关

。



# Language points

**occupancy** n. 占有；占用；居住

e.g. During the occupancy of his post, he conducted his business successfully.

当他在职期间，他经营生意很成功。

During the Olympic season, hotels in Beijing enjoy over 90% occupancy.

在奥运季节里，北京旅馆的入住率高达 90% 以上。

**occupy** v. 占用；充任；使忙碌；使从事

e.g. He occupies an important position in his father's company, but does nothing.

他在父亲的公司充任要职，却什么也不干。

The girls were occupied in preparing food and drinks for the party.

女孩子们正在忙碌着准备聚会用的食物和饮料。

# Language points

**in advance** : before something happens or is expected to happen 预先

**e.g.** If you want to book the dictionary, you must pay for it in advance.

如果你想预订这本字典，你必须预先付钱。

I should warn you in advance that this contract is crucial to our company.

我要事先提醒提醒你，这份合同对我们公司至关重要。

# Language points

**link** v. to connect (常与 together, to, with 连用) 连接

e.g. These two cities are linked by a railroad and several highways.

这两个城市由一条铁路和几条公路连接起来。

The small company linked with several bigger corporations to protect itself.

那家小公司与几家较大的企业联合以保护自己。



# Language points

**facilitate** v. to make easy or easier 使容易；使便利

e.g. It would facilitate matters if we make effort together.

如果我们共同努力，事情就会变得更容易。

Computers can be used to facilitate secretary's routine work.

电脑可以使秘书的日常工作变得更为简单。

The newly-built railway will facilitate the journey from my little town to bigger cities.

新建的铁路将为从我们的小镇去到大城市提供方便。

# Language points

**note** v. to make a note of; write down 记下做笔记；写下

e.g. You should note down the time of each late arrival.

你应该记下每次迟到的时间。

The secretary carefully noted what the director said in the meeting.

秘书仔细地记下了经理在会上所说的话。



# Language points

**quote** v.

(1) to state (a price) for securities, goods, or services 报价

e.g. The sales manager insisted that that was the best price he could quote the buyer.

销售经理坚持说这是他能向买方提出的最好价格。

The machine was quoted you just at under \$60000.

这台机器给你们的报价仅仅不到六万美元。

(2) To repeat or copy the words of 引用

e.g. Carrie likes to quote Shakespeare when she writes letters.

嘉莉在写信的时候总是喜欢引用莎士比亚作品里的话

。

Can you quote us a similar instance to explain?

你能给我们举一个类似的例子来解释吗？

# Language points

**bear in mind** 牢记在心

e.g. You must bear in mind that your parents hope to depend on you to become a good lawyer.

你要记住你的父母指望你成为一名好律师。

Bear in mind that some of the documents are confidential.

记住有些文件是保密的。



# Language points

**guarantee** v. to promise to do something 保证，承诺

e.g. Many watch shops guarantee satisfaction to customers.

许多手表店对顾客承诺一定让他们满意。

If you try this coat on, I can guarantee that you will love it.

如果你试穿这件外套，我保证你会喜欢的。



# Language points

**cancel** v. to end an agreement

取消；放弃

e.g. You don't have the right to cancel the order.

你没有权利取消定货。

The secretary phoned the hotel to cancel the reservation, because the president was ill.

因为董事长病了，秘书给酒店打电话取消了预定。



# Language points

## refund

**n.** the money returned 退款

**e.g.** Mary wanted to return the furniture to the shop, but they refused to give her the full refund .

玛丽想要退回家具，但是店家拒绝退回全款。

There is a small hole on the shirt, you should go to the shop and demand a refund.

衬衫上有个小洞，你应该直接去商店要求退款。

**v.** to return money or repay 偿还，归还，退还

**e.g.** I took the shirt back, and they refunded my money .

我把衬衫退了回去，他们退了钱。

# Language points

**deduct** v. to take away (a quantity) from another 扣除；  
减除

e.g. The company decided to deduct the tax from the paycheck of its employees'.

公司决定从员工的薪金中扣除税款。

The payments will be deducted from your salary.

付款将会从你的工资中扣除。



# Language points

**entertainment** n. Something that amuses, pleases, or diverts, especially a performance or show

娱乐，消遣

e.g. The secretary arranged a musical entertainment for the clients from China.

秘书为中国客人安排了音乐演奏会。

A good film cannot be considered as a mere entertainment, because it gives us more.

一部好的电影不能简单地看成是供消遣的，因为它给我们更深刻的內容。