

Unit 5 Travel and Visits

教学目的与要求：

1. 理解机场的登机，报关和安全检查知识
2. 理解接待商务访客包括的程序
3. 联系关于旅游，天气和住宿，订机票，询问航班交通和旅店服务，预订房间接待商务旅客，在机场接待客户的沟通能力

教学重点与难点：

学习旅游商务英语的相关知识

本章课时分配：

Part I Warm-up 和 Part II Listening and Speaking : 1 学时

Part III Language Focus : 1 学时

Part IV Viewing and Speaking : 1 学时

Part V Research and Presentations : 1 学时

教学步骤、方法与手段：

Part I warm-up

1. teaching tips:

- introduce the concept of “small talk”.
- Invite a few Ss to share their ideas with the class.
- List what Ss come up with on the board.

Hints:

Safe topics: weather,, holidays, current affairs...

Taboo topic: sex, religion, politics, income...\

2. teaching tips:

- ask ss to think of the person they would probably get in touch with when they are in these situations, e.g. travel agent, airport information clerk, etc. and what they would say.
- Have ss act out the possible conversation in each situation in pairs.
- Ask four pairs to act out conversation in each situation.

Hints:

To airport information clerk: can you tell me what time flight BZ 431 is going to depart? I've heard there's going to be a delay..

To travel agent or airline office clerk :I'd like to reconfirm my reservation on flight TR 998 on Monday evening. The number of the ticket is...

To travel agent or ticket office clerk: I'd like to fly to Bangkok on the 18th of next month. Can you tell me what the cheapest fare is, and when the flights are?

To train information clerk : I've heard that the 17:55 train is cancelled. When is the next train from, here to...?

Part II listening and speaking

Task 1 hotels for business travelers

Script:

Interviewer : so, what basic needs do business travelers have?

Kevin: one of the most important things is a quick check-in and check-out. after a long trip, It's annoying to have to wait at the hotel reception for five minutes. Room service is also very important. Guests often stay in their rooms working and don't have time to go out to be a restaurant, so they want their meal to be served in their rooms.

Interviewer: and what facilities are there in the room?

Kevin: well , nowadays communication facilities are essential, so things like a modem socket, where guests can plug their moderns in , and a fax are very important.

Interviewer: yes, of course.

Kevin : the lighting is also very important .we've just spent a lot of money upgrading the lighting in our rooms. As I said, guests often spend their evenings preparing work, so they need good lighting at their desks.

Interviewer: and what about facilities in the hotel in general?

Kevin : the bars are important .corporate guest tend to spend more time in the hotel bar than tourists. It's very important to provide a business center, too.

Interviewer: what services does the business center provide?

Kevin : basic secretarial services such sa photocopying and typing. Guests always find it helpful to have these kind of things organized for them.

Interviewer: right, and what about the distance to the airport and city center? Is that important?

Kevin : yes. We're in the east of London so we're near city airport. A lot of our guests have meetings in this area; they don't want to be near Heathrow airport or right in the city center. But it is easy to get to the center of London from here. It only takes about 15 minutes with our courtesy bus. And there's a river of taxis, as well.

Interviewer: are corporate guest interested in using your fitness center or swimming pool?

Kevin : not really. They're more popular with tourists. Our corporate guests are more interested in getting in and out of the hotel as quickly as possible and working while they're here.

1. key:

(C) 1 many guests like to eat in their rooms so they can_____.

- A. watch TV while they eat
- B. save money
- C. do more work

(B) 2 the hotel rooms have_____.

- A. low lighting for relaxation
- B. bright desk lighting for work
- C. bright lighting for the whole room

- (B) 3 the business center at the hotel_____
- is a self-service facility for copying and faxing
 - provides basic secretarial services such as photocopying and typing
 - recruits temporary secretaries during conferences
- (C) 4 the hotel provides_____
- bus service to the east of London
 - bus service to the city airport
 - bus service to the center of London
- (A) 5 corporate guest_____
- do not usually exercise during their stay
 - like to go swimming during their stay
 - like to use the fitness center during their stay

2. teaching tips:

- list the four aspects that travelers might consider when choosing a hotel on the trip.
- Ask Ss to brainstorm from the four aspects.
- Invite a few Ss to summarize from the four aspects.
- List what Ss come up with on the board.

Task 2 reviewing Receiving visitors

1. Script & key:

Receiving visitors is an important part of the receptionist's 1) daily routine in the office. There is a certain procedure for receiving visitors. A receptionist should find out 2) whether the visitor has an appointment or not. If the visitor is an important client, the executive should come down to the reception area to 3) greet the visitor. Sometimes the receptionist or another secretary accompanies the visitor to the executive's office. The receptionist announces 4) the visitor's name, title and position, and introduces the executive to him/her.

When a visitor's request for a meeting cannot be satisfied, the receptionist should 5) apologize and make some suggestions for an alternative time. If a meeting is impossible, the receptionist should 6) express regret and explain why, with tact, so that the visitor's feelings are not hurt.

A receptionist should keep a register which includes 7) date, time, name, and the firm the visitor works for. It can be referred to when there is a request for information.

The receptionist should be polite, helpful, well-spoken, and always be 8) considerate and warm. When a visitor is waiting to see the executive, the receptionist should invite him/her to sit in an easy chair to wait. And if there is a delay, the receptionist should apologize, offer a cup of coffee or tea and 9) keep the visitor fully informed of the situation.

2. Teaching tips

Divide the class into pairs and allocate the roles.

Ask each pair to choose a situation to role-play, then change roles to role-play another situation.

Have three pairs perform the three situations respectively in class.

Give comments and suggestions for improvement.

Part 3 Language Focus

Follow-up tips

Divide the class into pairs and have Ss choose the roles.

Ask Ss to role-play according to the given situation.

Have a few pairs perform the role-play in class.

Invite other Ss to give comments and suggestions for improvement.

Language expression

About business travel

Inquiring about flights

Are the flights to London non-stop?

Can I break my journey at Chicago?

Can I stop at New York?

Does that flight go every afternoon?

Booking airline tickets

May I have a ticket to Chicago for February 12?

Can I book a flight to Shanghai on May 9th, please?

I'd like to fly/go economy/first class.

Inquiring about hotel reservations

I'd like to book a room for two nights.

May I have a double room with the park view?

Inquiring about services

Do you offer wake-up call service for guests?

When do you serve meals?

Asking about prices

I wonder what's the rate for a twin room, please.

What's the rate for the luxury suite from January 1st to 3rd?

I'd like a moderately priced room.

Price is no problem. I'd like a well-equipped room.

Checking in

I telephoned to make a reservation last week. My name is...

I have booked a double room in your hotel.

Let me check. Oh, yes, Room 507 is reserved for you.

Yes, right, I have your name in the arrival/registration card?

Here's your key. It's on the 9th floor.

The porter will take your luggage up.

The bellboy will show you the way.

Checking out

I'm in Room 303. I will come downstairs to check out in a minute, would you get my bill ready?

About business visits

Asking for information about the visitor

Are you Miss Karolin from ABC Company?

May I have your name, please?

Asking the visitor to wait

Wait a few minutes, please. I'll phone through his secretary.

Take a seat, please. I'll ask his secretary to meet you.

Giving the visitor information

I'll let him know as soon as he returns.

The accountant is available now in the office.

The Sales Manager will be here on Friday morning.

Mr. Jones is free at 15:00 this afternoon.

Apologizing for having kept the visitor waiting.

I'm sorry for the inconvenience. The Director is having lunch/an important client at the moment.

I'm sorry. Mr. Hopkins has gone out to attend the conference.

I'm sorry. The Sales Manager is always on business.

Expressing regret when someone is not available

I'm sorry, but the Managing Director's secretary is attending a conference.

I'm afraid the Marketing Manager will be very busy all day.

Meeting the guest at the airport

Allow me to introduce myself. I'm Lin Hua.

My name is Wang Li. I'm from the United Textiles Corporation. I'm here to meet you.

Seeing off

Have a nice journey. And we look forward to hearing from you soon.

Don't forget to give me a ring when you arrive home.

Give my best regards to...

Small talk topics

About travel

It was a bit rough.

I missed my connection.

There were no problems.

About weather

Yes, it's lovely. Real November weather, sharp bright.

About accommodation

The service is rather slow.

The rooms are a bit cramped.

Part 4 Viewing and Speaking

Video 1 Going through customs

Pre-viewing

1. Teaching tips:

*Showing Ss an abstract of "PRC Customs Regulations on Clearance of Entering and Exiting Passengers." Highlight the information about duty-free and dutiable articles.

*Ask Ss to think of as many duty-free and dutiable articles as possible.

*Have a few Ss share their ideas with the class.

Viewing

Script:

(George is going abroad on business. This is his first time traveling abroad. Now he is going through customs.)

Inspector: Good afternoon. May I see your passport, please?

George: Of course, here you are.

Inspector: Thank you. What is the purpose of your visit-business or pleasure?

George: Business.

Inspector: I see. How long will you be staying in our country?

George: About a week.

Inspector: Is this your first time in the country?

George: Yes. I've been invited by our business associates to attend a trade fair.

Inspector: Fine. Is this all your luggage?

George: Yes, that's all my luggage, one suitcase and one bag.

Inspector: Do you have anything to declare?

George: I guess not. I mean I'm not quite sure about it. You see, this is my first time...

Inspector: I see. Well, would you mind opening your suitcase?

George: Oh, not at all.

Inspector: Thanks.

(George opens his suitcase. The inspector is inspecting the suitcase, and now he looks at a bag.)

Inspector: What's inside the bag?

George: That's my laptop computer. Do I have to pay duty on it?

Inspector: No, it's duty-free.

George: By the way, I'm carrying four packs of cigarettes for my own use. Are they dutiable?

Inspector: No, goods for personal use rather than commercial use are not subject to duty. And they are within the limit.

George: Good. And thanks for the information.

Inspector: All right. Here's your passport.

George: Is that all the customs formalities?

Inspector: Yes. You're through now. Have a pleasant stay.

George: Thanks a lot.

Key:

1) what is the purpose of George's travel?

George's is traveling on business.

2) How long is he going to stay?

He will stay for about a week.

3) who has invited George to attend the trade fair?

He has been invited to attend the trade fair by his business associates.

4) What is in the bag? Does George have to pay duty on it?

His laptop computer is in the bag. It's duty-free.

5) Are the four packs of cigarettes that George has dutiable? Why or why not?

No, goods for personal use rather than commercial use are not subject to duty. And they are within the limit.

Post-viewing

Teaching tips:

*Divide the class into pairs and have them choose the roles.

*Ask Ss to role-play the situation and remind them to imitate some expressions in the video.

*Ask one or two pairs to do the role-play in class.

*Give comments and suggestions for improvement.

Video 2 Meeting a business partner at the airport

Pre-viewing

1. Teaching tips:

*Divide the class into pairs and have Ss discuss the questions.

*Ask two or three Ss to share their answers with the rest of the class.

*Give comments and summarize Ss' ideas.

Hints: first impressions help to build a friendly relationship, set a positive tone for the entire business experience and established a good image of your company...

Viewing

Script:

(Mr. Lin and his secretary, Miss Wang, are waiting at the International Arrivals Hall at the airport. Mr. Lin holds a large sign reading "welcome Ms. Jones" and Miss Wang holds a bunch of flowers. Ms. Jones walks through the Green Exit. And then she sees

the sign, waves, and goes toward them.)

Mr. Lin: Ms. Jones?

Ms. Jones: Yes, I'm Miranda Jones from Flora Garment Trading.

Mr. Lin: My name is Lin Hua, I'm the Sales Manager with Baiyun Sweaters. How do you do Ms. Jones?

Ms. Jones: How do you do? It's very nice of you to come to meet me.

Mr. Lin: You're welcome. And may I introduce my secretary, Miss Wang?

Ms. Jones: Sure. It's a pleasure to meet you, Miss Wang.

Miss Wang: The pleasure is mine. The flowers are for you. Ms. Jones.

Ms. Jones: Oh, thank you. They're beautiful. You're very kind.

Mr. Lin: How was your flight Ms. Jones?

Ms. Jones: Very nice. The service on board was superb. And I managed a few hours' sleep, so I feel fine now.

Mr. Lin: I'm glad to hear that. Oh, let me help you with your luggage.

Ms. Jones: Thank you. (Hands a suitcase to Mr. Lin.)

Mr. Lin: Is this your first visit to China?

Ms. Jones: No. But it's my first visit to Guangzhou. I hope it won't be my last.

Mr. Lin: I hope you will have a pleasant stay here.

Ms. Jones: I'm sure I will.

Mr. Lin: Our car is out in the parking lot. Shall we drive to your hotel now?

Ms. Jones: Yes, thank you. Let's go.

Miss Wang: This way, please.

(they walk out of the Hall and head for the parking lot and then drive to the hotel.)

Miss Wang: Here we are, Ms. Jones. This is the White Swan Hotel. We've reserved a room for you on the 6th floor with a balcony overlooking the park.

Ms. Jones: Thank you very much. It's very considerate of you.

Miss Wang: Well, that's the least we could do.

(in the hotel room)

Mr. Lin: This is your room, Ms. Jones. Is it OK?

Ms. Jones: Oh, yes, it's lovely, very cozy and well-decorated! It's really very thoughtful of you to have arranged it for me.

Mr. Lin: Not at all.

Miss Wang: You must be very tired after your long trip. Is there anything else we can do for you?

Ms. Jones: No, thanks, not at the moment.

Mr. Lin: Then we'll be leaving now so that you can settle in. After all, we'll have enough time for business during the next three days.

Ms. Jones: Thank you.

Mr. Lin: You're welcome. We'll contact you tomorrow morning.

Ms. Jones: See you then.

Mr. Lin & Miss Wang: See you!

Key:

F 1) Ms. Jones is from Flower Trading.

T 2) The service on Ms. Jones' flight was very satisfactory.

F3)It is Ms. Jones' first visit to China.

F4)Miss Wang brings some flowers for Ms. Jones as a present. And Ms. Jones gives something in return.

F5)Ms. Jones didn't sleep during the flight but she still feels fine.

F6)Ms. Jones room is on the 6th floor with a balcony overlooking a beautiful lake.

T7)Ms. Jones thinks that her room is cozy and well-decorated

F8)Mr. Lin wants to talk about business with Ms. Jones right away because they don't have enough time.

T9)Ms. Jones will stay in Guangzhou for three days.

F10)Mr. Lin will contact Ms. Jones the next afternoon.

Post-viewing

Teaching tips:

- *Divide the class into pairs and have Ss take the roles.
- *Have Ss think of the appropriate topics for small talk.
- *Ask Ss to role-play in pairs.
- *Invite two pairs to act out their dialogs in class.
- *Invite other Ss to give comments and suggestions for improvement.

Part V Research and Presentation.

Teaching tips:

- *Divide the class into small groups.
- *Have each group choose either of the topics and research the related information.
- *Ask the whole group to put together a report.
- *Ask each group to make a presentation in class.
- *PPT or handouts are preferred for the presentation.