

English for

Tourism,
Hotel, and
Catering

A2

ILTEA 觀光餐旅英語 A2 初級

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Unit 5 Tours and Activities

旅遊行程及活動

重點提示：

旅遊不是買張機票或車票到達目的地而已，而是到達目的地之後，你可以做什麼？所以旅客在自行計劃旅行或選擇跟團旅行時，當地行程的安排或可進行的活動可能才是決定成行的主要因素，所以旅遊行程的安排或活動的設計，是旅行社在設計旅行團或揪團時一定得考慮的因素。

範例 1 景點規劃，你看懂了嗎？

What would you like to see in Taipei?

Day 2: Half Day Taipei City Sightseeing - Taipei Night Tour - Taipei 101 (D)

On arrival to Taipei International Airport at approx 05:00, you will meet your friendly Taiwan Holidays tour guide who will greet and transfer you to your hotel in Taipei. At approximately 8:00, you will be picked up from your hotel lobby to visit Taipei City's must-see places. Sightseeing for the day includes: The Presidential Office Building (Pass by), Chiang Kai-Shek Memorial Hall, National Palace Museum (has the world's largest Chinese art and painting collection), Martyrs' Shrine, Chinese Temple, and the Taiwanese Handicraft Centre. Then you will be transferred back to you hotel to rest and check in. In the afternoon you are free to explore many parts of Taipei by taking the convenient MRT. In the evening around 6:30 PM, your friendly tour guide will meet you at the hotel lobby to take you out to explore the night life of Taipei. First, you will have dinner at the Taiwanese local restaurant, then visit "Longshan Temple" which is the oldest temple in Taiwan, and then off to the most colorful night market in Taiwan "Hwashi Night Market" (aka Snake Alley). Finally you will visit the 2nd tallest building in the world, "Taipei 101".

這是一則旅行社在揪團到台灣 9 天遊，其中第二天旅遊行程的介紹，由於旅行社為節省版面，多會採行不分段的敘述方式，你要能掌握重點：

第二天的行程安排是到台北市觀光半日遊以及到 101 大樓看夜景

這個旅行團預計在第二天早上 5:00 抵達台北國際機場，然後由台北的導遊 (tour guide) 負責接機以接送到台北的旅館，然後在 8:00 左右會在旅館大廳接您去看台北市必遊景點包括：總統府 (路過)、中正紀念堂、故宮博物院 (有全世界最多的中國文物及繪畫收藏)、忠烈祠 (Martyrs' Shrine)、中國廟宇、再去台灣手工藝中心，然後載您回旅館梳洗入住休息。下午您可以搭捷運自行到台北市許多地方看看。在傍晚 6:30 分左右，導遊會在旅館大廳和您會合，並帶您去探訪台北夜生活。

首先會帶您品嚐台式晚餐，然後到全台最古老的龍山寺 (Longshan Temple)，再到最多采多姿的萬華夜市 (也稱做蛇市 ; aka=also know as)，最後會帶您去看全世界第二高的建築 - 台北 101。

Exercise 2 單字練習

Read the descriptions (A-J) of vocabulary.
What is the word (1-10) of each one?

<input type="checkbox"/> 1. carnival	<input type="checkbox"/> 6. palace
<input type="checkbox"/> 2. sightseeing	<input type="checkbox"/> 7. cathedral
<input type="checkbox"/> 3. diving	<input type="checkbox"/> 8. theme park
<input type="checkbox"/> 4. cycling	<input type="checkbox"/> 9. heritage
<input type="checkbox"/> 5. windsurfing	<input type="checkbox"/> 10. temple

- A. A building used for worship in some religions.
- B. The activity of traveling around a place to see the interesting things in it.
- C. A large park where people pay to play games and have fun and where all entertainment is designed according to one theme.
- D. A lively festival in which people walk through the streets playing music, dancing and often wearing unusual, colorful clothes.
- E. The activity, job, or sport of swimming deep under water, especially using special equipment to carry oxygen.
- F. A very large building, especially one used as the official home of a royal family, president, or important religious leader.
- G. The most important church in an area that a bishop controls.
- H. The art, buildings, traditions, and beliefs that a society considers important to its history and culture.
- I. A sport in which you move across the water standing on a flat board with a sail that you can move.
- J. The sport or activity of riding a bicycle.

Exercise 3 聽力訓練

(Track 13)

Listen to two people talking about their friends' summer vacations.

What is each person interested in doing?

For questions 1 to 5, choose a letter A to F for each name.

<i>PEOPLE</i>		<i>ACTIVITY</i>
<input type="checkbox"/>	1. Mary	A. go surfing
<input type="checkbox"/>	2. Robert	B. go diving
<input type="checkbox"/>	3. Helen	C. go to the beach
<input type="checkbox"/>	4. Sam	D. horse riding
<input type="checkbox"/>	5. Joanne	E. play volleyball
		F. go swimming

Unit 7 Airport

機場

重點提示：

經過數小時的飛行終於抵達目的地，下飛機後首先就要到入境櫃檯 (**immigration counter**) 報到，在此之前必須先填妥「入出境卡」(**arrival/departure card**) 以及「海關申報單 (**customs declaration**)」，而入境審查窗口又有本國和外國人 (**foreigner/non-citizen/non-resident**) 之分，排隊前別忘了先看清楚標示。審查時要出示護照、入境卡、回程機票 (**return ticket**)，若有旅館訂房證明 (**hotel booking form**) 也不妨一同出示，以利快速通關。接著到行李提領處 (**baggage claim**) 提領行李，最後是過海關 (**customs**)，審查時分成須申報 (**declare**) 及不須申報 (**nothing to declare**) 兩個窗口，記得通關時要出示海關申報單及護照，有時甚至還得將行李打開讓海關人員檢查。

重點 1 Departure Board 出境告示板

DEPARTURES

FLIGHT	DESTINATION	TIME	STATUS	GATE
PA0030	LOS ANGELES	00:30	BOARDING	03
LX3456	SINGAPORE	01:50	GO TO GATE	15
BA0500	CHICAGO	02:45	ON TIME	11
LA4561	PARIS	03:00	CANCELLED	26
BK4313	LONDON	03:15	ON TIME	09
CX1173	BEIJING	03:25	DELAYED	04
CA2132	TAIPEI	03:45	ON TIME	21
WA0435	TOKYO	04:00	ON TIME	19

到達機場時，一定會查看自己班機準備離境的資訊，所以我們會看離境告示板或顯示器上的資訊。

Flight: 航班代碼；

Destination: 預計飛往的目的地 (城市)；

Time: 起飛時間；

Status: 目前的情況；

Gate: 登機門的編號；

其中 **Status** 應是我們最關心的，

Boarding 表示旅客正在登機中；

Go to gate: 表示可前往登機門候機；

On time: 準時起飛；

Cancelled 班機取消；

Delayed 延誤 是旅客最不願意見到的情況。

重點 2 Arrival Board 入境告示板

ARRIVALS

FLIGHT	FROM	TIME	STATUS
BA4334	TAIPEI	09:30	BAGS DELIVERED
RP6036	HONG KONG	09:35	BAGS DELIVERED
CX0513	CHICAGO	09:36	BAGS ARRIVING
UA5761	LONDON	09:50	LANDED 10:10
SA7313	BOSTON	10:15	LANDED 10:20
CX1123	BEIJING	10:25	LANDED 10:23
EA0931	SEUOL	10:45	EXPECTED 11:15
B60023	TOKYO	11:00	EXPECTED 11:30

如果我們到機場接機，一定會在接機大廳一直緊盯班機到達告示板或顯示螢幕上的 **Arrivals Information** 最新資訊。

Flight: 航班代碼；**From:** 飛機從哪個城市起飛；**Time:** 預計抵達時間；**Status:** 目前最新情況；

接機或等待轉機的人最關心

Bags delivered: 行李運送中，**Bags arriving** 行李已運達準備領取；**Landed**：該班機已著陸，並註明實際降落時間；**Expected 11:15:** 該班機預計 11:15 抵達。

重點 3 機場英文標示

標示	說明	標示	說明
1. Arrivals	入境(大廳)	2. Departures	離境(大廳)
3. Terminal 1	第一航廈	4. Check-in Counter airline	報到櫃檯(依不同的航空公司)
5.  Gate G23-G84	登機門/閘口	6. Domestic Arrivals	國內班機入境處
7. First Class Lounge	頭等艙候機室	8. Terminal Shuttle	來往不同航廈間的接駁專車
9. Transfer	轉機	10. Immigration	移民署
11. Baggage Claim	行李領取處	12. Tourist Service	旅客服務中心
13. Tour/Mainland Coach	團隊/往內地 長途巴士	14. Bus/Taxi	巴士/計程車乘車處
15. Underground	捷運(英國)	16. Airport Express	機場快捷
17. Train/Railway	火車	18. Skyliner	日本成田機場 快捷的專稱
19. Maglev	磁浮-上海浦東 機場快捷	20. Car Park/Parking	停車場 (Car Park 是英式)
21. Ferry Transfer	渡輪轉乘(香港)	22. Car Rental	租車中心
23. Foreign Exchange	外幣匯兌	24. Hotel Information	觀光旅館服務中心/ 訂房中心

Exercise 1 閱讀訓練

DEPARTURES

FLIGHT	DESTINATION	TIME	STATUS	GATE
PA0030	LOS ANGELES	00:30	BOARDING	03
LX3456	SINGAPORE	01:50	GO TO GATE	15
BA0500	CHICAGO	02:45	ON TIME	11
LA4561	PARIS	03:00	CANCELLED	26
BK4313	LONDON	03:15	ON TIME	09
CX1173	BEIJING	03:25	DELAYED	04
CA2132	TAIPEI	03:45	ON TIME	21
WA0435	TOKYO	04:00	ON TIME	19

According to the information on the boarding pass, choose the correct answer for questions 1 to 8.

1. What is the destination of flight CX1173? _____
2. What is the status of the flight to Paris? _____
3. When is the departure time of flight BA 0500? _____
4. What gate is flight CA2132 leaving from? _____
5. When is the boarding time of flight PA 0030? _____
6. What is the status of the flight to Chicago? _____
7. What is the number of the flight going to Singapore? _____
8. What time is the plane going to depart for London? _____

Exercise 2 單字練習

Read the descriptions (A-K) of vocabulary.

What is the word (1-11) of each one?

- | | |
|--------------------------|--|
| <input type="checkbox"/> | 1. You can find your suitcase in this area after landing. |
| <input type="checkbox"/> | 2. You have to show it to the stewardess when you enter the gateway to the plane. |
| <input type="checkbox"/> | 3. You can change your money to the local currency there. |
| <input type="checkbox"/> | 4. A very important official document shows your citizenship when you are traveling. |
| <input type="checkbox"/> | 5. You can find the information about your flight there. |
| <input type="checkbox"/> | 6. Your bags or suitcases on your trip. |
| <input type="checkbox"/> | 7. An airline which provides a low-cost carrier. |

- ☐ 8. You can wait here before boarding.
- ☐ 9. You have to report here first when you arrive at the airport.
- ☐ 10. The rapid transit system between an airport and city.
- ☐ 11. A bus that makes frequent short trips between two terminals.

- | | |
|---------------------|---------------------|
| A. luggage | G. passport |
| B. terminal shuttle | H. budget airline |
| C. exchange bureau | I. check-in counter |
| D. lounge | J. departure board |
| E. baggage claim | K. airport express |
| F. boarding pass | |

Exercise 3 聽力訓練 (Track 22)

Listen to the conversation, and answer the following question 1-5

1. What is the destination of the man's flight? _____
2. What day does the man expect to take the plane? _____
3. Does the man take the flight at 5:30 on Thursday? _____
4. When is the next direct flight to Chicago? _____
5. Is it possible for the man to take the direct flight on Saturday? If not, Why?

Unit 12 Taking an Order

接受點餐

重點提示：

在餐廳裡服務客人時，服務生應該要熟悉餐廳所供應的菜色及酒類的名稱與價錢，另外也要知道今日的特餐 (**today's special**) 以及主廚推薦 (**chef's recommendation**)。本章介紹一般常用的點餐的基本會話及相關英文單字的介紹。

重點 1 餐桌上的物品

餐盤	刀	叉	湯匙	酒杯	餐巾
plate	knife	fork	spoon	wine glass	napkin

重點 2 Menu 你看的懂菜單上的英文嗎？

Starters/Appetizers	Main Meals	Desserts
<ul style="list-style-type: none"> ✧ Tomato Soup ✧ French Fries ✧ Crispy Wings ✧ Fruit Salad 	<ul style="list-style-type: none"> ✧ Roast Beef, Green Peas, Carrots and Roast Potatoes ✧ Chicken Salad ✧ Steak, Mashed Potatoes and Mixed Vegetables ✧ Fish, Fries and Beans ✧ Burgers 	<ul style="list-style-type: none"> ✧ Ice Cream ✧ Chocolate Mousse ✧ Apple pie ✧ Cheesecake ✧ Sundae ✧ Waffle

菜單上會有三個主要類別：1. **Starters/Appetizers** 前菜 2. **Main Meals** 主菜 3. **Desserts** 餐後甜點。每個種類都有很多不同選擇的菜色，以期符合每個客人不同的喜好。通常餐廳服務生提供菜單的同時也會另外提供酒單 (**wine list**)，作為客人在餐前點開胃酒，或用餐時搭配的紅酒或白酒的參考。

Cooking Methods 烹飪方法

boil 水煮	fry 炒	broil 燒烤
roast 烤(泛指用烤箱烤)	bake 烘焙	steam 蒸
saute 煎	simmer/stew 燉, 燜, 煨	

重點 3 服務生常用的句子及句型

1. Here's the menu and wine list.	這是菜單及酒單 (餐廳會把酒單與菜單分開)
2. Can I get you an aperitif?	我可以給一杯開胃酒嗎? (您要先喝一杯開胃酒嗎?)
3. Are you ready to order now?	您要點餐了嗎?
4. What would you like to drink?	您要喝點什麼?

5. Would you like to order some wine?	您要點些什麼酒？
6. Would you like a	您要點個?
7. How would you like your steak?	您的牛排要幾分熟？
8. Would you like your steak well-done/ medium/ rare?	您的牛排要幾分熟？(在國外只有 well-done 全熟； medium 半熟及 rare 生的三種。

重點 4 客人常用的句子及句型

1. I'll have the chicken...	我要點雞肉
2. I'd like some roast potatoes.	我要一些烤馬鈴薯
3. Can I have the chocolate..., please?	可以給我巧克力的.....嗎？
4. What's your recommendation?	你推薦什麼？
5. What's your special today?	你們今天的特餐是什麼？

Dialog 1 Ordering food 點餐 (Track 47)

Waiter: Are you ready to order?
 Customer: Yes, I'd like tomato soup and steak, please.
 Waiter: Would you like the steak with fries or potatoes? And how would you like your steak- rare, medium, or well-done?
 Customer: Well-done, please. And with fries.
 (later)
 Waiter: Is everything all right?
 Customer: Thank you. It's very good.

服務生：您要點餐了嗎？

客人：全熟的，要有薯條。

客人：是的，我要蕃茄蔬菜湯和牛排。

(稍後，服務生觀察客人覺得餐點如何？)

服務生：您的牛排要有薯條或馬鈴薯？您的牛排要幾分熟？生的，半熟或全熟？

服務生：餐點還可以嗎？

客人：謝謝你，非常好。

Dialog 2 Ordering desserts 點甜點 (Track 48)

Waiter: Would you like the dessert menu?
 Customer: Yes, please. What do you recommend?
 Waiter: I recommend the French egg tart. The summer pudding is very good, too.

Customer: I think I'll have the French apple tart.
 Waiter: Would you like it with cream or ice cream?
 Customer: Ice cream, please.

服務生：您要看甜點的菜單嗎？

客人：是的，你有何推薦的？

服務生：我推薦法式蛋塔。夏季布丁也不錯。

客人：我想我要這個法式蘋果塔。

服務生：您要拌奶油或冰淇淋一起吃？

客人：冰淇淋。

Vocabulary 1 Western Style 西式餐點

	Vocabulary	IPA	Chinese
1.	appetizer/starter	/'æpə,taɪzər/ /'stɑrtər/	前菜
2.	salad	/'sæləd/	沙拉
3.	soup	/sup/	湯
4.	entrée/ main course	/'ən,treɪ/ /,meɪn 'kɔrs/	主菜
5.	chef's recommendation	/'ʃefs ,rekəmen'deɪʃn/	主廚推薦
6.	side dish	/'saɪd 'dɪʃ/	小菜/附餐
7.	dessert	/dɪ'zɜrt/	甜點
8.	drink	/drɪŋk/	飲料
9.	sandwich	/'sændwɪtʃ/	三明治
10.	waffle	/'wɑfl/	鬆餅
11.	pizza	/'pɪtsə/	比薩
12.	pasta	/'pastə/	義大利麵
13.	spaghetti	/spə'geti/	義大利麵(細長麵)
14.	lasagna	/lə'zænjə/	千層麵
15.	steak	/steɪk/	牛排
16.	aperitif	/ə,perə'tɪf/	開胃酒
17.	risotto	/rɪ'satou/	義大利燉飯

Vocabulary 2 Chinese Dishes 中式餐食

	Vocabulary	IPA	Chinese
1.	fried rice	/'fraɪd 'raɪs/	炒飯
2.	beef noodles	/'bi:f 'nudl/	牛肉麵
3.	vegetarian dish	/'vedʒ'teriən dɪʃ/	素食
4.	cafeteria	/'kæfə'tɪriə/	自助餐

Vocabulary 6 Main Course 主菜

	Vocabulary	IPA	Chinese
1.	pork	/pɔrk/	豬肉
2.	steak	/steɪk/	牛排(肉排)
3.	lamb	/læm/	小羊
4.	salmon	/'sæmən/	鮭魚
5.	seafood	/'siːfud/	海鮮
6.	penne arrabbiata	*	辣肉醬筆管義大利麵
7.	aubergine	/'ɒʊbəʒɪn/	茄子
8.	fillet	/fɪ'leɪ/	去骨魚片
9.	fillet steak	/fɪ'leɪ steɪk /	魚排

Vocabulary 7 Seasonings and Others 在餐桌上的調味料及物品

	Vocabulary	IPA	Chinese
1.	salt	/sɔlt/	鹽
2.	pepper	/'pepər/	胡椒粉
3.	oil	/ɔɪl/	油
4.	vinegar	/'vɪnɪgər/	醋
5.	napkins	/'næpkɪn/	餐巾
6.	toothpicks	/'tuθˌpɪk/	牙籤

Exercise 1 文法練習

Complete the sentences with some or any: (A: any, B: some)

- ☐ 1. Do you have _____ fresh fruit?
- ☐ 2. Could we have _____ water, please?
- ☐ 3. Would you like _____ coffee?
- ☐ 4. I'm sorry, we don't have _____ fresh fish today.
- ☐ 5. Can I get you _____ more drinks?
- ☐ 6. There isn't _____ cheese.

Exercise 2 單字配對題

<input type="checkbox"/>	1. cheese	A. Starter/ appertizer
<input type="checkbox"/>	2. red wine	
<input type="checkbox"/>	3. steak	B. Main course
<input type="checkbox"/>	4. aperitif	
<input type="checkbox"/>	5. soup	C. Dessert
<input type="checkbox"/>	6. whisky	
<input type="checkbox"/>	7. spaghetti	D. Drink
<input type="checkbox"/>	8. lemonade	
<input type="checkbox"/>	9. mineral water	E. Wine list
<input type="checkbox"/>	10. chocolate mousse	

Exercise 3 配對題

According to the questions (1-5), choose the correct answer (A-E)

<input type="checkbox"/>	1. Are you ready to order?
<input type="checkbox"/>	2. Would you like the steak with chips or potatoes?
<input type="checkbox"/>	3. Would you like something to drink?
<input type="checkbox"/>	4. Would you like it with whipped cream or ice cream?
<input type="checkbox"/>	5. What would you like for breakfast, madam?

- A. Just a coffee and a croissant, please.
- B. Well-done, please. And with fries.
- C. Yes, I'd like a tomato soup and steak, please.
- D. Ice cream, please.
- E. A glass of white wine and some water, please.