



ENGLISH FOR TOURISM

Basic



ベーシック 観光英語

観光英検センター 編



はじめに

毎年、多くの方が海外旅行に出かけられています。楽しく、安全に、そして安心して海外旅行をするためには、旅行先の人たちとの**コミュニケーションが大切**です。また、海外から日本を訪れる外国人旅行者も年々増え、外国人旅行者と接する機会も広がっています。

このような状況から、英語学習は、**より身近で実践的なものが必要**とされています。

観光英語の特徴は、**旅行や観光の際のさまざまな場面での専門的な用語や言い回し**などが含まれた英語で、一般的に中学・高校で習う英語とは一味違ったものとなっています。本書では、観光英語検定試験3級レベルの内容に準拠し、観光・旅行に必要な初歩的な英語および日常英会話を扱っています。

旅行業や観光業を目指す学生の方は、もちろんですが、**英語で接する機会は、さまざまな仕事のなかで今後ますます増えていく**こととなるでしょう。そのような際にも観光英語の学習が役立ちます。様々な場面で必要となる英語力を、この観光英語の学習を通して身につけていただき、社会の中で、生活の中で役立てていただくことを願っています。

編著者

CONTENTS

PART ONE

Travel in General 旅行一般

- Unit 1 ▶ Travel 旅行7
Unit 2 ▶ Jobs and People 業務と職員15

PART TWO

Traveling Abroad 海外旅行

- Unit 3 ▶ Getting on the Plane 搭乗する22
Unit 4 ▶ At the Immigration and Customs
出入国管理と税関にて29
Unit 5 ▶ At the Airport 空港にて36
Unit 6 ▶ Hotel (Accommodations)
ホテル42
Unit 7 ▶ Restaurant (Breakfast and Fast Food)
レストラン52
Unit 8 ▶ Sightseeing 観光59
Unit 9 ▶ Shopping ショッピング69
Unit 10 ▶ Transportation 交通機関75
Unit 11 ▶ Problems and Complains
問題と苦情81

▶ **Additional Unit**

Traveling in Japan 国内旅行 89

1	Transportation from the Airport to the Hotel 90
2	At a Hotel: Explaining a Key Card 91
3	At a Hotel: Departure by Taxi 92
4	Greeting a Guest at the <i>Ryokan</i> 93
5	How to use a <i>Ryokan</i> Bath 95
6	Dinner Service at the <i>Ryokan</i> 97
7	Japanese Restaurant 98
8	Gifts and Souvenirs 100
9	Bullet Train Tickets 102
10	Taking a Taxi 103
11	Sightseeing 104
12	City Tours in Tokyo 106

【付録】 Countries and Currencies 109

Unit

1

Travel

旅行



Hong Kong



Rhodes Island

1 VOCABULARY



- Fill in the blanks to match the English phrases with their Japanese equivalent.

- | | |
|---------------------------------|-------|
| 1. () travel | 海外旅行 |
| 2. () travel | 国内旅行 |
| 3. travel () | 旅行案内所 |
| 4. travel () | 旅行会社 |
| 5. () ticket | 国際航空券 |
| 6. () check | 個人小切手 |
| 7. airport () | 空港税 |
| 8. boarding () | 搭乗券 |
| 9. foreign () | 外貨 |
| 10. passport and () | 旅券と査証 |

agent	air	currency	bureau	domestic
overseas	pass	personal	tax	visa

2 CONVERSATION

- Listen to the dialog and fill in the blanks. 

A : _____ traveled a lot?

B : Yes.

A : Where _____ ?

B : _____ been to many places in Japan: Hokkaido, Nagano, Izu...

A : How about foreign countries?

_____ to a foreign country?

B : Yes, I _____ to Thailand.



A : What did you do there?

B : I saw some _____ and _____ in Bangkok.

And I went to the _____ in Phuket. It was _____.

A : How long did you _____ there?

B : For _____ days.

- Listen to the dialog again and answer the questions.  

1. Where has the man been in Japan?

2. Which foreign country has the man been to?

3. What did he do there?

4. How long did he stay there?

3 LISTENING

• Listen to the short conversations and write where the person wants to go and why.

1. Destination: _____



Reason: _____

2. Destination: _____



Reason: _____

3. Destination: _____



Reason: _____

4. Destination: _____



Reason: _____



4 READING

Dynasty Tours

Deluxe Short Hong Kong Tour

Fantastic Sightseeing,
Shopping, and Restaurants

Three Nights at the Gorgeous
PENINSULA HOTEL
(all meals and tax included)

Day One: Arrival and City Tour
Including the wonderful
night view from Victoria
Peak

Day Two: Lantau Island
Visit the beautiful beaches
and Po Lin Monastery

Day Three: Free Time for Shopping
Day Four: Free Time and Departure

Great African Balloon Safaris



For a unique adventure over
the beautiful natural scenery
and animals of Kenya.
Ride high in a balloon and enjoy
the wonderful view.
See lions and other animals.

Itinerary:

7:30 Take off
7:30-8:30 In the balloon
8:30 Landing
8:45-10:00 Champagne breakfast



Price: 1200 Kenya Shillings
Contact: Great African Tours
Reservations Office
40531 Nairobi, Kenya
tel. 24860/24869



Temple Tours

3-Day Aegean Cruise



Course: Athens (Piraeus) to Mykonos Island to Rhodes Island to Athens

Daily Departures

Fantastic views of Greek Islands
Cruising on the beautiful Aegean Sea
All meals and drinks included

Free time on Mykonos Island and Rhodes Island
Visit the beautiful beaches, pretty towns, and interesting markets

Contact your travel agent for more information

Part 1

Read the brochures on page 10 and answer the questions.

1. On which tour can you stay in a gorgeous hotel?

2. Which tour has a beautiful view of a large city?

3. On which tour do you sleep on a ship?

4. Which tour is best if you like animals?

5. On which tour can you eat Greek food?

6. Which tour is the longest?

The shortest?

7. Which tour would you like to take? Why?

Part 2

Read and answer the true (T) or false (F) questions. Try to read  quickly.

Marco Polo

In 2011, almost 16,990,000 Japanese people traveled to foreign countries,* and many more people took trips in Japan. Traveling is very popular. It is also very easy. We can use trains, buses, planes, or ships. For example, we can go to New York or Paris in about twelve hours by plane. Many people take trips to go sightseeing, go shopping, or play sports. 5

But many years ago, traveling was not so easy. Very few people traveled. It was expensive. Only rich people or businessmen traveled.

Marco Polo was not a businessman, but his father was. He and his father lived in Venice, in northern Italy. Marco was only seventeen years old when he went with his father to China. They left Venice in the year 1271 and they arrived in China in 1275, four years later! First they traveled by ship from Venice to Jerusalem and Turkey. Then they traveled across Asia by horse and on foot.



Marco Polo lived in China for seventeen years. He studied the Chinese language and worked for the emperor of China, Kublai Khan. He visited many countries during his time in Asia. He saw beautiful natural scenery and strange and interesting cities, temples, and food. He was the first European to travel to many of these countries. He also loved to listen to travel stories. He listened to many people talk about travel and he wrote everything down in his diary. He was the first European to hear about places like Java (Indonesia), Burma (Myanmar), and Zipangu (Japan).

In 1292, Marco Polo and his father left China. They arrived back in Venice in 1295. This time, the trip took only three years!

During the last part of his life, Marco Polo wrote a book about his travels. His book was very popular in Europe. His stories and maps helped other Europeans travel to East Asia. He died in 1324 when he was seventy years old.

* 法務省入国管理局「日本人出国者数」より

1. T / F In 1994, very few Japanese made international trips.
2. T / F Marco traveled to Venice when he was 17 years old.
3. T / F Marco stayed in China for 17 years.
4. T / F Marco heard stories about Java and Japan.
5. T / F Marco loved to travel and he loved to listen to stories of travel.
6. T / F It took Marco and his father four years to get to China from Venice.
7. T / F Marco wrote a book about his trip to China.
8. T / F Marco had an interesting life.

5 WRITING

• Write the English equivalent for the following sentences.

1. 外国へ行ったことがありますか。

2. ロンドンへ行きたいです。

3. どうしてロンドンへ行きたいのですか。

4. ロンドンにはたくさん観光名所があるからです。

5. だれと一緒に行きますか。

6 ROLE-PLAY

Part 1

Ask your classmates where they want to go and why.

Part 2

Where do you want to go? Fill in the blanks. Write two countries or cities you want to go to and why.

1. I want to go to _____ because _____

2. And I want to go to _____ because _____

Part 3

Interview your partner using the questions in the conversation on page 8.

	Domestic Trip # 1	Domestic Trip # 2	Overseas Trip # 1
Destination			
Length of Stay			
Activities			

Words and Phrases

Adventure	☞ 冒険	itinerary	☞ 旅程
Aegean Sea (the)	エーゲ海	landing	☞ 着陸
brochure	☞ 小冊子、パンフレット	monastery	☞ 修道院
destination	☞ (旅行などの) 目的地・行き先	natural scenery	自然の景色
emperor	☞ 皇帝、天皇	northern Italy	イタリア北部
expensive	☞ 高価な	on foot	歩いて
fantastic	☞ 空想的な、夢のような	reason	☞ 理由
fill in	記入する	sightseeing	☞ 観光、見物
for example	例えば	temple	☞ 寺院、神殿
foreign	☞ 外国の	view	☞ 眺め、景色

Unit

2

Jobs and People

業務と職員



1 VOCABULARY



• Fill in the blanks to match the English phrases with their Japanese equivalent.

- | | |
|--------------------|-----------|
| 1. () officer | 入国管理官 |
| 2. customs () | 税関検査官 |
| 3. flight () | 客室乗務員 |
| 4. front () clerk | フロント係 |
| 5. () clerk | 予約係 |
| 6. house () | 清掃係 (ホテル) |
| 7. station () | 駅長 |
| 8. () person | 販売員 |
| 9. () | 案内係 |
| 10. () | 赤帽 |

attendant
inspector
sales

booking
keeper
transfer

desk
master
usher

immigration
porter

2 CONVERSATION

- Listen to the CD and practice the dialog. 

Passenger : «To the porter» Could you carry the baggage?

Porter : Yes, sir. How many pieces of baggage do you have?

Passenger : Two, including one bag over there. Please handle it with care, because it is fragile.

Porter : OK. Don't worry about it. Where shall I carry your baggage?

Passenger : To the American Airlines check-in counter.

Porter : So you have to go to Gate 20 of the AA check-in counter.

Passenger : Thank you.

Porter : The check-in will start very soon.

Passenger : What should I do next?

Porter : All you have to do is wait for the check-in.

Passenger : Thank you. This is for you. «He gives the porter a tip.»

Porter : Thanks. Have a nice flight!

3 LISTENING

Part 1

Listen to the people talking. What are their jobs? Write the name of each job. 

1. _____

2. _____

3. _____

4. _____

Part 2 [Dictation Puzzle]

Listen to the words on the CD and write them in the blanks. The four words are hints. Look at the four words and try to guess the corresponding job.



# 1	# 2	# 3	# 4
1) _____	1) _____	1) _____	1) _____
2) _____	2) _____	2) _____	2) _____
3) _____	3) _____	3) _____	3) _____
4) _____	4) _____	4) _____	4) _____

job: _____ job: _____ job: _____ job: _____

4 READING

Part 1

Read about these eight people.

1.



Hi. I'm Peter. I work for Qantas. It's an Australian Airline. I'm a **flight attendant**. I serve passengers meals and drinks.

2.



Hello. My name is Begonia Sagala and I work at the airport in Madrid. I help people to find hotels and transportation. I'm a **tourist information clerk**. And I can also give advice on places to visit.

3.



Hello. My name is Christine Howarth and I'm a **front desk clerk** at the Strand Palace Hotel in London. I greet guests. I tell guests which room they are in and give them their room keys. _____

4.



Hi, I'm Cheryl Frank. I'm a **waitress** in the Ocean Terrace restaurant at the Grand Hotel in Honolulu. I serve guests breakfast. I serve a lot of coffee and fruit juice. _____

5.



Hello. My name is Willian Singer and I'm an **immigration officer**. I work at Vancouver International Airport. I check passports. I ask people questions when they enter Canada. _____

6.



Hello. My name is Ben Clark. I'm a **customs inspector** at Vancouver International Airport. I wear a uniform. I check baggage. _____

7.



I'm Matt Leon. I'm Canadian, but I work in a large hotel in London. I'm a **porter**. I carry guests' luggage to their rooms. Guests usually give me a tip. _____

8.



My name is Helen Smythe and I work at the Strand Palace Hotel in London. I'm a **cashier**. Guests come to me to pay for their hotel rooms. I can also exchange traveler's checks for British pounds. ■■■

Part 2

Where do they work? Write the job names from **Part 1** in the boxes.

In a hotel <hr/> <hr/> <hr/>	In a restaurant or in a shop <hr/> <hr/> <hr/>	At an airport or on a plane <hr/> <hr/> <hr/>
---------------------------------------	--	---

Part 3

Each job description in **Part 1** is missing one sentence (marked ■■■). Choose the sentence that fits and write it in the description in **Part 1**.

- a) Most people pay their hotel charges by credit card.
- b) I work on a plane.
- c) I start work very early.
- d) I ask people many questions about their baggage.
- e) I use a computer to check reservations.
- f) I ask people about the purpose of their visit and the length of their stay.
- g) I give people information and brochures.
- h) They give me £1 for each piece of luggage.

5 WRITING

• Write the English equivalent for the following sentences.

1. 出入国管理官は乗客の旅券と査証を調べます。

2. 搭乗手続き係員が搭乗券を乗客に手渡しました。

3. 飛行機が離陸してから、客室乗務員は乗客に飲み物を出しました。

4. 税関検査官は国際空港で荷物を2個検査しました。

5. ホテルの会計は日本円を米ドルに交換しました。

6 PAIR WORK

Part 1

Work with a partner. Which jobs do you and your partner think are most interesting? Least interesting?

Most Interesting _____

Why? _____

Least Interesting _____

Why? _____

Part 2

Work with a partner. Which job would you like to do? Which job wouldn't you like to do?

1. I would like to be a _____ because _____

2. I wouldn't like to be a _____ because _____

Words and Phrases

airline	☞ 航空会社	passenger	☞ 乗客
baggage / luggage	☞ 手荷物	pay (paid, paid)	働 支払う
B & B (bed and breakfast)	朝食付き宿泊、朝食付の民宿	plane	☞ 飛行機
British pounds (£)	英国ポンド (貨幣単位)	railway	☞ 鉄道
cashier	☞ 現金出納系、レジ係、会計	rate	☞ 料金
check	働 調べる	reservation	☞ 予約
customer	☞ 顧客、お客様	sales clerk	販売係
customs	☞ 税関	serve	働 給仕する、食べ物を配る
currency	☞ 通貨	tip	☞ チップ
currency exchange section	両替所	tourist information office/center	旅行案内所
exchange	働 交換する、両替する	transportation	☞ 交通機関、乗り物
fit	働 合致する	traveler's check	旅行小切手、トラベラーズチェック
greet	働 歓迎する、迎える	uniform	☞ 制服
immigration	☞ (出) 入国管理・審査	youth hostel	ユースホステル
job description	職務内容説明書		
meal	☞ 食事		