



ENGLISH FOR TOURISM

Intermediate

ステップアップ
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2級レベルの内容に準拠し、ホテル業務や出入国に関する手続きなど、観光・旅行の業務に必要な基本的な英語および日常の英会話を重点的に学習できるよう構成しています。

旅行業や観光業を目指す学生の方は、もちろんですが、**英語で接遇する機会は、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

Unit 1 ▶ Travel Information.....6

Unit 2 ▶ At the Airport.....15

Unit 3 ▶ Hotel.....22

Unit 4 ▶ Dining.....32

Unit 5 ▶ Asking and Giving Directions.....44

Unit 6 ▶ Buses and Trains.....51

Unit 7 ▶ Mailing and Money Exchange.....59

Unit 8 ▶ Sightseeing (1).....70

Unit 9 ▶ Sightseeing (2).....83

Unit 10 ▶ Problems and Complaints.....93

Unit 11 ▶ Tour Conductor Duties.....103

Unit 12 ▶ Sightseeing in Japan114

Appendix 1 ▶ American Usage and British Usage.....130

Appendix 2 ▶ Commonly Used Abbreviations133

Appendix 3 ▶ French Terms Needed to Understand
Restaurant Menus.....134

◇本テキストに登場する宿泊料・入場料・送料・運賃等の料金、および飲食等の代金は現状と異なる場合があります。

◇書類や案内のサンプルは学習用の架空のものとなっています。

◇英語のスペリングはそれぞれの場面に応じて American usage と British usage が使用されています。

◇CD も同様に American English と British English のネイティブ・スピーカーにより録音されています。

◇単語・語句の和訳は本書での用法を記載しています。一部の単語・語句は前後関係により意味が異なります。

◇単語の発音は米音で表記しています。

◇次のような略語・記号を使用しています。

[] 発音

名 名詞	形 形容詞	動 動詞	副 副詞
前 前置詞	接 接続詞	同 同義語	反 反意語

《英》 英国用法 《米》 米国用法

*用法・語法・その他の説明

While traveling abroad, you will come across various printed materials — leaflets, brochures and guidebooks — giving information about where to visit, what to see, where to dine and where to shop. Here are some samples in Unit 1 for you to study.



TASK 1



- Listen to the CD, fill in the blanks in the letter written by the governor of the state of Washington, and answer the true (T) or false (F) questions.

The State of Washington
Office of the Governor



Dear Visitors:

It is my pleasure to welcome you to Washington State.

Say the word “Washington” and most people _____ Washington, D.C. But America has _____ Washington, our Washington, the State. We have a wealth of _____ vacation _____ for you to enjoy. Come to Washington State and you will see _____ at its most spectacular. Visit beautiful cities and small _____, meet _____ people, and enjoy new _____ things everywhere you look. Our citizens are _____ our State and look forward to sharing it with you.

You are always welcome in America’s other Washington, the State.

Sincerely,

Mary Lewis

Governor
State of Washington

Words and Phrases

various

図 さまざまな種類の

printed material

印刷物

leaflet

図 リーフレット、チラシ（通例、折りたたんだもの）

brochure

図 パンフレット、小冊子

dine [daɪn]

図 食事をする

governor

図（米国の）州知事

Washington, D.C. ワシントン（米国の首都で連邦直轄地）* D.C. は District of Columbia（コロンビア特別区）の略記。

a wealth of... 豊富な...

share 図 ～を（人と）共有する

natural surroundings 自然環境

hostile 図 敵対する、友好的でない

• Questions

1. T / F There are two states of Washington in the United States.
2. T / F Washington, D.C. is the capital of the state of Washington.
3. T / F Visitors to Washington state are impressed by the beautiful natural surroundings there.
4. T / F People in the beautiful cities are hostile.
5. T / F The governor invites visitors to experience and enjoy the Washington way of life.



Washington State Legislative Building in Olympia



Grand View of the Eastern Washington Palouse Region

TASK 2



- Read the information about the Seattle area and answer the true (T) or false (F) questions.

In Seattle you will find the Pike Place Market, one of the last open markets in the country. Pioneer Square recalls Seattle's younger days, just as the World's Fair Space Needle captures her present. Seattle has world-class hotels and restaurants, a colorful waterfront park, ethnic communities, exciting night life, major league sports in the Kingdome, live theater, opera, museums and a host of other cosmopolitan attractions.

Around Puget Sound you will find cities with a wide variety of flavors. Tacoma and Everett, long time lumber towns, have grown to become industrial areas, including the aircraft industry.

There is also Olympia, the beautiful state capital, and Bremerton, home to a naval shipyard.

Words and Phrases

world-class	国際級の、世界で一流の	lumber town	製材業者の町
ethnic communities	少数民族居住地・社会	aircraft	航空機
live [laiv]	(上演・演奏が) 生の	naval shipyard	海軍造船所
cosmopolitan attractions	全世界的な・国際的な魅力	site	用地、場所
sound	入り江、小さな湾		

• Questions

1. T / F Pike Place Market is one of the most modern shopping arcades in America.
2. T / F Seattle was recently a site of the World's Fair.
3. T / F Tacoma has been a site of the lumber industry.
4. T / F Seattle is the capital of the state of Washington.
5. T / F Everett is involved in the aircraft manufacturing industry.

TASK 3



Part 1

Read the city information about San Francisco and answer the questions.

Highlights: San Francisco's beauty and attractions are easy to enjoy on foot or by cable car. Stroll through Chinatown, shop at Union Square. See the Civic Center, the Opera House and Mission Dolores, where the city was founded. Take a drive to Twin Peaks for a breathtaking view of the entire city and bay, or hop a ferry to Sausalito.

Lodging: At California and Mason Streets there is the venerable Mark Hopkins Inter-Continental Hotel, an institution that is showing its age. Across California Street is the larger, more prestigious Fairmont Hotel. At both, the cost of a room for two ranges from about \$190 to \$240. A block away, at 1075 California Street, is the Huntington Hotel, an elegant and friendly place with rooms facing the bay. Rates for two are about \$150 to \$190.

Words and Phrases

stroll	ぶらぶら歩く	venerable	年月を経て趣のある
found	～を設立する	institution	建物、施設 * 通例、古い歴史をもつもの、その社会できわめて大切と考えられているものについて言う。
breathtaking view	息をのむような眺め	prestigious	高名な、世に聞こえた
hop	(乗り物に) 飛び乗り、乗り込む	range [réindʒ]	(ある一定範囲内で) 変動する
Sausalito [sə:saɪlɪ:tou]	図 サウサリート * サンフランシスコ湾に臨む町で保養地、もと芸術家の居住地。		

• Questions

1. What are the major attractions for tourists in San Francisco?

2. How can you get to Sausalito?

3. Is Mission Dolores one of the oldest buildings in San Francisco?

4. Where is the Mark Hopkins Inter-Continental Hotel located?
- _____
5. Can you expect to get a good view of San Francisco Bay from the rooms of the Huntington Hotel?
- _____

Part 2

Put into English.

1. ツインピークスから絵はがきのような美しい町の眺めを楽しむことができます。
[picturesque]
- _____
2. ホテルの部屋から金門橋（ゴールデンゲートブリッジ）が見えますか。
- _____
3. 買い物をするにはどこへ行ったらいいでしょうか。家族への土産を買いたいのですが。
- _____
4. ヒルトンホテルから 1 ブロックのところにニッコーホテル（Nikko Hotel）があります。
- _____
5. そのホテルの料金は 2 人でいくらでしょうか。[the price rage]
- _____



Golden Gate Bridge, San Francisco

TASK 4

Part 1

Read the leaflet and answer the true (T) or false (F) questions.

To help you become better acquainted with Michigan, the following tips and general information are provided to assist you during your stay.

◆ CLIMATE:

Michigan's location in the heart of the Great Lakes region gives it a moderate climate that is unique to the Midwest—a coastal climate in the heart of a continent. The average temperatures are (degrees Fahrenheit): January to February—high 34, low 16; March to April—high 82, low 61; May to June—high 79, low 47; July to August—high 82, low 61; September to October—high 63, low 52; November to December—high 48, low 22.

◆ TIME ZONE: Eastern Standard Time.

◆ CREDIT CARDS:

Internationally recognized credit cards such as MasterCard, American Express, Diners Club, and VISA are widely accepted.

◆ SALES TAX:

Michigan sales tax is 6 percent. Food items purchased in stores are tax free.

◆ ELECTRIC VOLTAGE:

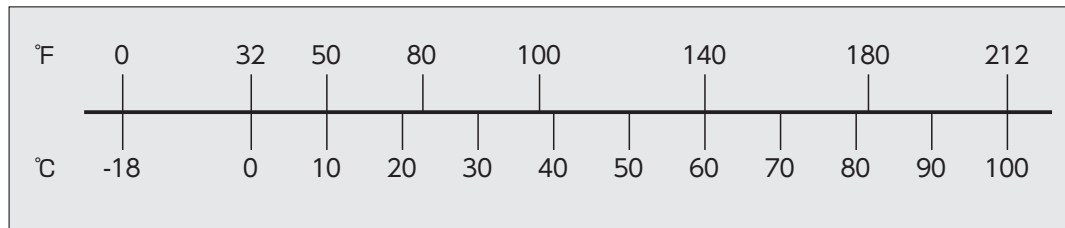
Electric voltage in Michigan is supplied at 110-120 volts.

◆ POSTAL SERVICE:

Post office hours are 8 a.m. to 5 p.m. Monday through Friday. Stamps may also be purchased at hotels, drugstores, and airports and bus terminals (usually at a higher rate).

◆ LIQUOR LAWS:

Licensed establishments serve beer, wine, and mixed drinks until 2 a.m. Convenience stores sell wine and beer until midnight. Persons must be 21 or older than 21 years to buy beer, wine and distilled spirits.



To convert degrees Fahrenheit to degrees Celsius, subtract 32 from °F, multiply by 5, then divide by 9,

that is, $^{\circ}\text{C} = \frac{(^{\circ}\text{F} - 32) \times 5}{9}$

Words and Phrases

become better acquainted with...

…をよく知るようになる

tip

図 助言、警告

climate

図 気候 * 一地域の長期にわたる気象の平均状況。weather は「天気、(短期間の) 気象、空模様」。

Fahrenheit [ˈfærənhaɪt] 図 華氏 (力氏) の

recognized

図 認知・承認された

sales tax

売上税 * 日本の消費税 (consumption tax) に相当する。

purchase

図 購入する

supply

図 供給する

liquor [ˈlikər]

図 アルコール飲料、特に蒸留酒
* liqueur [ˈlikɔːr] は「リキュール」。甘味と芳香のある強いアルコール飲料。

licensed establishment

(酒類販売の) 免許を受けた店舗

distilled

図 蒸留された

spirits

図 蒸留酒 (whiskey, brandy, gin, rum, vodka など)

convert

図 換算する

Celsius [ˈsɛlsɪəs]

図 摂氏 (セ氏) の * 氷点 (0 度) から沸点 (100 度) までを 100 の目盛りに分けているので centigrade ともいう。

subtract ... from ~ ~から... (の数) を減じる

multiply by (の数) を掛ける

divide by (の数) で割る

impose

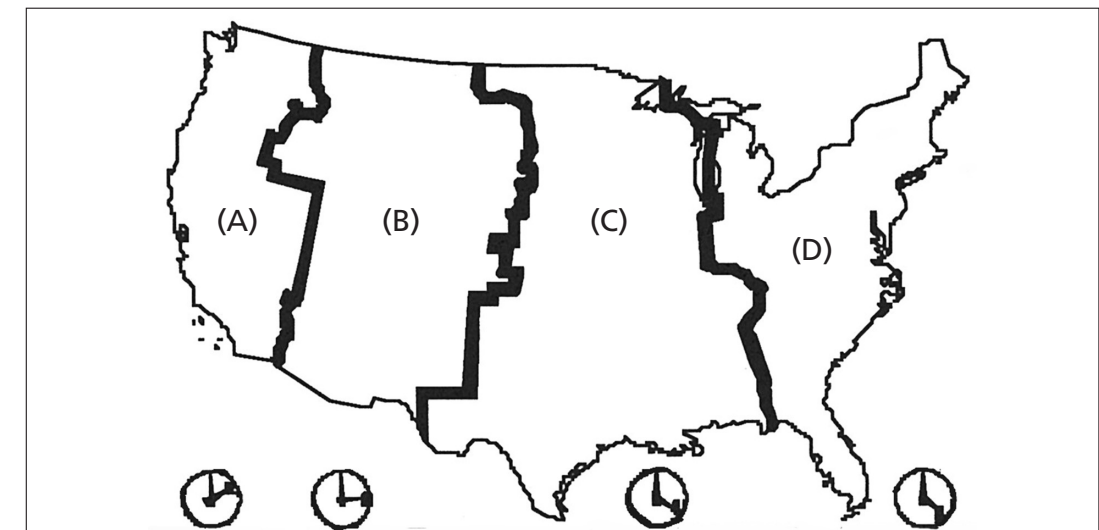
図 (税金などを) 課す、負わせる

• Questions

1. T / F The average temperature in Michigan in September and October is higher than in March and April.
2. T / F The time in Michigan is the same as in New York.
3. T / F A six percent sales tax is imposed on all items purchased in Michigan.
4. T / F The electric voltage in Michigan is the same as in Japan.
5. T / F Postal stamps sold in Michigan cost the same wherever you purchase them, like in Japan.

Part 2

The mainland United States has four time zones. Can you name the four Standard Times?



(A)

Standard Time

(B)

Standard Time

(C)

Standard Time

(D)

Standard Time

Part 3

Put into English.

1. デトロイトの 8 月の平均気温は華氏 75 度です。

2. 日本製の電気ひげ剃りはこちらで使用できますか。

3. デトロイトで買い物をすると、どのような税金がかかりますか。

4. 郵便局以外にホテルや空港でも切手を買えますが、少し高い料金になります。

5. ミシガン州で酒類を購入するには、21 歳以上でなければなりません。

Vocabulary to Remember

CD
04

- | | | |
|---|--|---|
| <input type="checkbox"/> attraction | <input type="checkbox"/> found | <input type="checkbox"/> recognize |
| <input type="checkbox"/> become acquainted with ... | <input type="checkbox"/> impress 動 | <input type="checkbox"/> resident |
| <input type="checkbox"/> Celsius | <input type="checkbox"/> liqueur [likó:r / likjúə] | <input type="checkbox"/> share 動 |
| <input type="checkbox"/> climate | <input type="checkbox"/> liquor [líkər] | <input type="checkbox"/> site |
| <input type="checkbox"/> dine [daín] 動 | <input type="checkbox"/> natural surroundings | <input type="checkbox"/> think of ... |
| <input type="checkbox"/> ethnic | <input type="checkbox"/> on foot | <input type="checkbox"/> tip |
| <input type="checkbox"/> Fahrenheit [féərənhaít] | <input type="checkbox"/> prestigious | <input type="checkbox"/> Washington, D.C. |
| | <input type="checkbox"/> range [réindʒ] 動 | <input type="checkbox"/> weather |



Sorry, you can't find "TRAVEMIA" in your Dictionary, I made the word "traventia" by combining travel and academia. I hope you'll enjoy the quizzes.

Quiz

TRAVEMIA

- How many degrees of longitude would you cross to travel halfway around the world?
- What is the name of the ocean that is bordered by Africa, Asia, and Australia?
- English and Maori are the official languages of what country?
- Which European country borders the Mediterranean Sea, the Atlantic Ocean, and the English Channel?
- When were the Middle Ages in European history?

Unit

2

At the Airport

空港にて

TASK 1

Part 1

CD
05

Read the dialog and fill in the blanks using the best word from each list below. Check them as you listen to the CD.

Ms. Tomoko Mori, a tour manager from BLI Tours Co., is now at the airline check-in counter.

Ms. Mori: Is this the group check-in counter for flights to New York?

Clerk : That's right. How many are there in your group?

Ms. Mori: We are (1) _____ of 21. Here are the tickets.

Clerk : Thank you. How many (2) _____ are you going to check?

Ms. Mori: We've got 23 pieces.

Clerk : Okay, wait a minute.... Here you are. Twenty-one boarding passes and 23 baggage claim checks.

Ms. Mori: Is there any delay in the departure time?

Clerk : (3) _____. Your flight is leaving on schedule. Please proceed to the passport control and be at Gate 18 by 10:50.

Ms. Mori: Is there lunch (4) _____ on this flight?

Clerk : Yes. We'll serve lunch soon after (5) _____. Have a pleasant trip.

1. [a party / members / us / traveling]

2. [luggages / luggage pieces / pieces of luggage / pieces of luggages]

3. [No / Yes / I hope so / I'm not sure]

4. [ate / eating / serving / served]

5. [deplaning / landing / taxing / taking off]

Words and Phrases

delay

図 遅延

passport control 旅券・査証などの出入国管理

図 immigration

deplane

動 降機する 同 disembark

taxi

動 (飛行機が) 地上滑走する