

Traveling

单词

词汇	发音	词性	翻译
intend	[us]ɪn'tend [uk]ɪn'tend	verb	打算, 意图
decision	[us]dɪ'sɪʒn [uk]dɪ'sɪʒn	noun	决定, 决议
consider	[us]kən'sɪdər [uk]kən'sɪdə(r)	verb	考虑
departure	[us]dɪ'pɑ:rtʃər [uk]dɪ'pɑ:tʃə(r)	noun	离开
destination	[us]destɪ'neɪʃn [uk]destɪ'neɪʃn	noun	目的地
layover	[us]'leɪoʊvər [uk]'leɪoʊvə(r)	noun	短暂停留,
class	[us]klæs [uk]klɑ:s	noun	舱位等级
economy	[us]ɪ'kɑ:nəmi [uk]ɪ'kɒnəmi	noun	经济
upgrade	[us]ʌp'ɡreɪd [uk]ʌp'ɡreɪd	verb	升级; 更新, 安装程序更新的版本或用更新的零件替换系统零件 (计算机用语)
affiliated	[us]ə'fɪliətɪd [uk]ə'fɪliətɪd	adj.	(与组织等)有紧密联系的
status	[us]'stetəs [uk]'stetəs	noun	地位, 身份
delay	[us]dɪ'leɪ [uk]dɪ'leɪ	verb	延期, 推迟
maintenance	[us]'meɪntənəns [uk]'meɪntənəns	noun	维护, 保养, 维修
issue	[us]'ɪʃu: [uk]'ɪʃu:	noun	问题
security	[us}sə'kjʊərəti [uk]sɪ'kjʊərəti	noun	安全, 保护, 保障
threat	[us]θret [uk]θret	noun	威胁, 恐吓

magnificent	[us]mæg'nɪfɪsnt [uk]mæg'nɪfɪsnt	adj.	壮丽的; 宏伟的; 壮观的
architecture	[us]'ɑːrkɪtektʃər [uk] 'ɑːrkɪtektʃə(r)	noun	建筑学, 建筑美学
stunning	[us]'stʌnɪŋ [uk] 'stʌnɪŋ	adj.	极好的, 极漂亮的
view	[us]vjʊː [uk]vjʊː	noun	视野, 视场, 眼界
cultural	[us]'kʌltʃərəl [uk] 'kʌltʃərəl	adj.	文化的
diversity	[us]daɪ'vɜːrsəti [uk]daɪ'vɜːsəti	noun	多样
vibrant	[us]'vaɪbrənt [uk] 'vaɪbrənt	adj.	充满生气的; 精力充沛的; 兴奋的
scene	[us]siːn [uk]siːn	noun	(活动) 领域, 圈子; 界, 坛
ancient	[us]'eɪnfənt [uk] 'eɪnfənt	adj.	古代的, 很久以前的
monument	[us]'mɔːnjumənt [uk]'mɒnjumənt	noun	纪念馆; 纪念碑; 纪念像; 纪念物
unemployment	[us],ʌnɪm'plɔɪmənt [uk],ʌnɪm'plɔɪmənt	noun	失业
crime	[us]kraɪm [uk]kraɪm	noun	罪
trash	[us]træʃ [uk]træʃ	noun	废物, 垃圾

Planning a trip

We're going to practice planning a trip.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/19/25/52/v/192552/MOB_11.3.1.1.1.mp4

[WILSON] Hey, Mike!
 [MIKE] Oh, thank you.
 [WILSON] Good to see ya.
 [MIKE] Good to see you, too. So you have a trip coming up, right?
 [WILSON] Oh, yeah. I'm so excited 'cause I've been planning this for so long.
 [WILSON] And, um, you know I'm going to America, right?
 [MIKE] Mm-hmm.

[WILSON] And before, you know, I wasn't too confident because my English wasn't good enough.

[WILSON] But I've been studying hard, and I'm feeling good about this.

[MIKE] Good, good. So do you have a plan of what cities you're going to?

[WILSON] I'm planning to hit all the big cities – New York, Miami, San Francisco, Seattle ...

[MIKE] Oh, wow! That sound's like a big trip. How long are you going for?

[WILSON] Uh, well, I intend to go for about two weeks.

[MIKE] Two weeks! Well, one thing you might want to consider is, if you're only going for two weeks, um, just go to a couple cities that are closer together.

[MIKE] You'll have more time to enjoy yourself instead of just being tired from traveling.

[WILSON] Really? Well, I haven't made up my mind yet, but I really wanna get some sightseeing done. Where would you recommend?

[MIKE] Well, honestly, I would strongly recommend going to Washington, DC.

[MIKE] A lot of American history there, and then you can go to New York and, uh, see Times Square, have some great, New York-style pizza.

[WILSON] Well, that sounds good. You know, I've decided.

[WILSON] I'm gonna go to Washington, DC, and then swing by New York and get some of that pizza.

[MIKE] Absolutely. You'll have a great time.

[WILSON] Thank you!

[MIKE] Yeah, of course. Cheers!

[WILSON] Cheers!

I've been planning this for so long. 我已经计划做这件事好久了。

I'm going to America. 我要去美国。

I'm planning to hit all the big cities. 我打算去所有的大城市。

I intend to go for about two weeks. 我打算去两个星期。

I've decided. 我已经决定了。

做计划	
用这些表达方式来谈论一个 tentative （暂时的）计划。在动词 think 后，你可以使用 about 或者 of 。	
I'm thinking about visiting Korea. My plan is still rather rough.	我想去韩国。我的计划还是比较粗略的。
I'm hoping to go to Brazil this August.	我希望今年八月去巴西。
使用这些表达方式来谈论更确定的计划。	
I intend to spend five days in Cancun, Mexico.	我打算去墨西哥的坎昆呆五天。
I'm planning to visit Tokyo and Kyoto.	我计划去东京和京都看看。

做决定	
当你已经下定了决心，你可以使用这些表达方式：	
I've made up my mind. I'm going to Egypt!	我已经想好了。我要去埃及！
I've finally made my decision. I'm going to Russia.	我终于做好决定了。我要去俄罗斯。

Move the text to the correct gaps.

I'm (thinking of) visiting Vancouver.

I'm (hoping) to see Paris.

I intend (to) spend five days.

I'm planning to (visit) Moscow.

I've made (up) my mind.

I have made my (decision) .

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[WILSON] Hey, Mike!

[MIKE] Oh, thank you.

[WILSON] Good to see ya.

[MIKE] Good to see you, too. So you have a trip coming up, right?

[WILSON] Oh, yeah. I'm so excited 'cause I've been planning this for so long.

[WILSON] And, um, you know I'm going to America, right?

[MIKE] Mm-hmm.

[WILSON] And before, you know, I wasn't too confident because my English wasn't good enough.

[WILSON] But I've been studying hard, and I'm feeling good about this.

[MIKE] Good, good. So do you have a plan of what cities you're going to?

[WILSON] I'm planning to hit all the big cities – New York, Miami, San Francisco, Seattle ...

[MIKE] Oh, wow! That sound's like a big trip. How long are you going for?

[WILSON] Uh, well, I intend to go for about two weeks.

[MIKE] Two weeks! Well, one thing you might want to consider is, if you're only going for two weeks, um, just go to a couple cities that are closer together.

[MIKE] You'll have more time to enjoy yourself instead of just being tired from traveling.

[WILSON] Really? Well, I haven't made up my mind yet, but I really wanna get some sightseeing done. Where would you recommend?

[MIKE] Well, honestly, I would strongly recommend going to Washington, DC.

[MIKE] A lot of American history there, and then you can go to New York and, uh, see Times Square, have some great, New York-style pizza.

[WILSON] Well, that sounds good. You know, I've decided.

[WILSON] I'm gonna go to Washington, DC, and then swing by New York and get some of that pizza.

[MIKE] Absolutely. You'll have a great time.

[WILSON] Thank you!

[MIKE] Yeah, of course. Cheers!

[WILSON] Cheers!

One thing you might want to consider ... 你可能要考虑一件事...

If you're only going for two weeks ... 如果你只去两个星期...

You'll have more time to ... 你会有更多的时间...

Where would you recommend? 你建议哪里?

I would strongly recommend going to ... 我强烈建议去...

做推荐	
这些是做推荐的一些方式。一般来说，表达方式越短，推荐越直接。	
I recommend that you make a detailed itinerary.	我建议你做一个详细的行程安排。
It would be a good idea to spend more time in Rome.	在罗马多呆一段时间将是个好主意。
One thing that you might consider is going in September.	你可以考虑九月份去。

否定推荐	
这些是做否定推荐的一些方式。和肯定推荐一样，表达方式越短的，一般来说推荐越直接。	
I don't recommend seeing four cities in a week.	我不推荐一个星期内参观四个城市。
If I were you, I wouldn't go to Nice later in the year.	如果我是你的话，我不会在一年的早些时候去尼斯。
I'm really not sure that staying only in Paris is a good idea.	我真的不确定只呆在巴黎是个好主意。
一种给否定反馈的方法是以肯定陈述开始。注意单词 but 的使用。	
I generally really like your itinerary, but there is one problem.	总的来说我真的很喜欢你的行程安排，只是有一个问题。

Ted is texting Sue about his trip to Japan.

Select the correct answer.

TED: I've finally decided where I'm going on vacation this summer. SUE: Really? Where? TED: Japan! I've made up my mind. Now I just need your help with my itinerary. I know you've been there a few times for business. SUE: Yes, and it's a great place to visit. What do you want to see? Temples? Gardens? Cities? The countryside? TED: Cities, temples and shopping areas. I'm hoping to spend some time in Tokyo, but most of my time in Kyoto. SUE: That's a good plan. How long will you be there? TED: I'll have five days there. SUE: Just five days? Are you crazy? It would be a good idea to spend at least seven days there. TED: Hmm. I'll consider it. So, if I have a week there, how much time should I spend in each city? SUE: I recommend three days in Tokyo. You can see the famous temples, visit a museum and go to the main shopping areas. If I were you, I'd spend the rest of the time in Kyoto. It's a smaller city, and you'll get a feel for the more traditional Japan. TED: Great idea. I'll work on my itinerary and send it to you in a few days. SUE: Sure. Glad to help you. TED: Thanks!

Move the text to the correct gaps.

TED: I'll have five days there.

SUE: Just five days? Are you crazy? It would be a good (idea) to spend at least seven days there.

TED: Hmm. I'll (consider) it. So, if I have a week there, how much time should I (spend) in each city?

SUE: I (recommend) three days in Tokyo. You can see the famous temples, visit a museum and go to the main shopping areas. If I (were) you, I'd spend the rest of the time in Kyoto. It's a smaller city, and you'll get a feel for the more (traditional) Japan.

Making travel arrangements

We're now going to make arrangements for a trip.

基本飞行信息	
安排出行，你需要能够讨论关于你的航班的基本信息。这包括日期，你的目的地，转机和你要买几等舱的票。	
My departure date is May 21st. I'll return on June 6th.	我的出发日期是5月21日。回程是6月6日。
A: OK. So you're leaving from Paris. What's your destination?	好的。那么你将从巴黎出发。你的目的地是哪里？
B: Rio de Janeiro.	里约热内卢。
A: Your flight has a three-hour layover in Shanghai.	你的航班将在上海有三个小时的转机时间。
B: That's too bad. I'd rather have a direct flight.	那太糟糕了。我更想要直飞的航班。
I wanted to fly first class or business class, but I'll be in economy.	我本来想要飞头等舱或者商务舱的，但是我将会在经济舱。
I want to upgrade to business class.	我想升级到商务舱。
England Airways is an affiliated airline of Eastern Airways.	英格兰航空是东方航空的联营航空公司。

基本的乘客信息	
如果你有一个航空公司的账户，你将需要讨论你的账户的任何特殊状态 – 比如 gold （黄金）或者 platinum （白金）。如果你乘坐一个 affiliated （联营）航空公司的飞机，你将仍然得到你的飞行常客里程数。	
I have almost 50,000 frequent-flyer miles.	我有将近5万飞行常客里程数。
I'm platinum status now.	我现在是白金状态。

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/19/25/53/v/192553/MOB_11.3.2.1.1.mp4

[DAN] Good afternoon. Sunset Travel. This Dan speaking. How may I help you?

[WILSON] Hi, Dan. I'd like to book a flight today.

[DAN] Could I confirm your name before I begin?

[WILSON] Yes. My name is Wilson Wan. W-A-N.

[DAN] OK, and what is your destination?

[WILSON] Uh, I'd like to go to Washington, DC.

[DAN] OK, great. And do you have a departure date in mind?

[WILSON] Yes – two weeks from now.

[DAN] So that would be Friday the 14th, right?

[WILSON] Uh, yep, that's correct.

[DAN] OK, let me double-check. Oh, we do have a good flight.

[DAN] We have one leaving Shanghai at 8 a.m., which goes through San Francisco – it's a very short layover. And then it arrives in Washington.

[DAN] Good afternoon. Sunset Travel. This Dan speaking. How may I help you?

[WILSON] Hi, Dan. I'd like to book a flight today.

[DAN] Could I confirm your name before I begin?

[WILSON] Yes. My name is Wilson Wan. W-A-N.

[DAN] OK, and what is your destination?

[WILSON] Uh, I'd like to go to Washington, DC.

[DAN] OK, great. And do you have a departure date in mind?

[WILSON] Yes – two weeks from now.

[DAN] So that would be Friday the 14th, right?

[WILSON] Uh, yep, that's correct.

[DAN] OK, let me double-check. Oh, we do have a good flight.

[DAN] We have one leaving Shanghai at 8 a.m., which goes through San Francisco – it's a very short layover. And then it arrives in Washington.

[DAN] Good afternoon. Sunset Travel. This Dan speaking. How may I help you?

[WILSON] Hi, Dan. I'd like to book a flight today.

[DAN] Could I confirm your name before I begin?

[WILSON] Yes. My name is Wilson Wan. W-A-N.

[DAN] OK, and what is your destination?

[WILSON] Uh, I'd like to go to Washington, DC.

[DAN] OK, great. And do you have a departure date in mind?

[WILSON] Yes – two weeks from now.

[DAN] So that would be Friday the 14th, right?

[WILSON] Uh, yep, that's correct.

[DAN] OK, let me double-check. Oh, we do have a good flight.

[DAN] We have one leaving Shanghai at 8 a.m., which goes through San Francisco – it's a very short layover. And then it arrives in Washington.

[DAN] Let me double-check for you. No, unfortunately, ummm ... there are no direct flights that date.

[DAN] This one actually is the shortest. It is on England Air, and will take you from Shanghai to Washington in only 18 hours.

[WILSON] OK, yeah, I'll take that, then.

[WILSON] And, uh, I just want to make sure I understand what happens when I fly on England Air.

[WILSON] Do I still get my frequent-flyer miles?

[DAN] Yes, that's correct. You do.

[DAN] And, actually, looking at you frequent-flyer miles account, you have quite a few.

[DAN] We actually have a promotion right now where we can upgrade you to business class.

[DAN] And with that, you'll also be able to stay in the VIP lounge.

[WILSON] Oh, that sounds cool.

[DAN] Yes, and that's 50,000 frequent-flyer miles for the upgrade.

[WILSON] Oh, I'm sorry. I didn't quite follow that. Did you say 15 or 50 thousand?

[DAN] It's 50,000 – five, zero.

[WILSON] Oh, OK. Um, I'm going to stick with the economy class, thank you.

[DAN] Sure. Not a problem. Let me put you in here.

[DAN] We also have a text-messaging service so we can send you all your flight details along with any updates to the flights if there are any changes.

[DAN] Would you like to sign up for that?

[WILSON] Sure. Sign me up.

[DAN] OK, perfect. I have you booked.

[DAN] I just want to take the time to thank you for choosing Sunset Travel.

[WILSON] Yeah, thank you very much. Oh! And, um, just want to confirm: It was 18 hours total?

[DAN] That's correct – 18 hours total.

[WILSON] OK. Great. That's all.

[DAN] OK. Thank you for calling Sunset Travel.

Could I confirm your name? 我能确认您的名字吗?

Let me double-check. 让我再次检查一下。

I just want to make sure I understand. 我只想确认我理解了。

I didn't quite follow that. 我没有听得很清楚。

Did you say 15 or 50 thousand? 您说的是15,000还是50,000?

just want to confirm 只是想确认

询问以澄清	
当你在聆听详细信息的时候，澄清任何你不懂的事情是很关键的。你可以告诉对方你不明白，让他们慢点说或者重复一遍。	
I'm not following you.	我没听懂你说的。
I didn't catch that. Could you repeat it?	我不明白。你能再说一遍吗?
I didn't understand what you said. Did you say 15 or 50?	我不懂你刚才说的。你说的是15还是50?

确认信息	
当你认为你明白某人所说的，但是你并不是百分百确认的时候， confirm （确认） 这个信息。	
A: So, you're saying if I pay an extra \$200, I can upgrade to economy plus?	那么，你说的是如果我再付200美元，我就可以升级到超级经济舱？
B: Yes, that's right.	是的，对的。
A: Let me get this straight. The total flight time is 12 hours?	让我来弄清楚这件事。总的飞行时间是12个小时吗？
B: No, I'm sorry. It's actually 14 hours.	不，对不起。实际上是14个小时。
A: Let me make sure I understand. You want to leave on the 21st and return on the 30th?	让我来确认我明白了。你想21号离开30号返回吗？
B: Yes, that's correct.	是的，正确。

Move the text to the correct gaps.

I'm not (following) you. What did you say?

I didn't (catch) that. Could you repeat it?

I didn't understand (what) you said.

(So) , you're saying that it's \$250 extra?

Let me get this (straight) .

Dealing with flight problems

Let's look at how to deal with problems with an upcoming flight.

延误和取消	
你要能理解关于飞行问题的信息是很重要的，不论是短消息信息，邮件或者航空公司的网站上的信息。注意句子中的 has + been 句型。	
Flight EA 654 to New Delhi has been delayed. It now departs at 5 p.m.	飞往新德里的 EA 654 航班已经被推迟。新的起飞时间是下午5点。
Flight EA 762 to Cairo has been canceled.	飞往开罗的 EA 762 航班已经被取消。
飞行问题的原因	
航空公司通常会给出航班延误或取消的笼统原因。书面信息中他们常常使用 due to 这个短语；但是当你和一个代理人员说话的时候， because of 更常用。	
Flight EA 762 to Cairo has been canceled due to maintenance issues.	飞往开罗的 EA 762 航班由于维修问题已经被取消。
A: Excuse me. What's going on with my flight?	对不起。我的航班发生什么事了？
B: I'm very sorry sir, but it has been canceled because of a security threat.	对不起先生，因为安全威胁航班已经被取消了。

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/19/25/54/v/192554/MOB_11.3.3.3.1.mp4

[WILSON] My flight's been delayed? OK ... Aww. What?! Canceled?!

[BRENT] Good afternoon. Sunset Travel. This is Brent speaking. How may I help you?

[WILSON] Hi, Brent. Uh, I have serious problem.

[WILSON] My flight's been canceled. I just got a text about it.

[BRENT] OK, sir. What is your name?

[WILSON] My name is Wilson Wan. W-A-N.

[WILSON] Uh, I can't remember the flight number, but I'm flying from Shanghai to Washington, DC.

[BRENT] OK. Let's see. And that flight is at 8 a.m.?

[BRENT] OK. I got you here, sir. It's SF688.

[BRENT] It says here that it has been delayed due to maintenance, but you're flying at 11 a.m.

[WILSON] No, no, no! I just go the text, and it said my flight is canceled!

[BRENT] OK. Just let me check for you, sir.

[BRENT] Oh, sorry. It has just updated and it says, yes – it has been canceled because of the maintenance.

[BRENT] One moment, sir. I have a couple of options.

[BRENT] One option is that you can fly the next day. It will be the exact same flight.

[WILSON] I, I, I can't do that! I have to be in Washington tomorrow!

[BRENT] OK. Let me check again, sir. Let's see.

[BRENT] Actually, I have a flight leaving at the original flight time at 8 a.m.

[BRENT] Uh, this time, flying through Madrid.

[BRENT] You would have a four-hour layover in Madrid, and then Madrid directly to Washington, DC.

[BRENT] It is a little bit longer.

[BRENT] You would arrive six hours later than your first flight, but you would arrive the same day.

[WILSON] OK, yeah. Please, give me that one.

[BRENT] OK. Sorry for the inconvenience, sir.

[BRENT] We will put you in the VIP lounge in Madrid.

[WILSON] Oh, that sounds great!

[BRENT] OK, sir. Is there anything else I can help you with today?

[WILSON] Oh, no. Thank you very much.

[BRENT] OK. Thank you for choosing Sunset Travel, and enjoy your flight, sir.

[WILSON] OK. Thank you.

I have a serious problem. 我有一个严重的问题。

My flight's been canceled. 我的航班被取消了。

It has been delayed due to maintenance. 由于维修它已被延迟。

I have a couple of options. 我有几个选择。

You would arrive six hours later. 您将会晚到六个小时。

We will put you in the VIP lounge. 我们将会为您安排贵宾等候厅。

解释处境	
当你的航班被取消后，你需要在机场或者电话里联系航空公司的代理人员并解释你的处境。他们将需要你的名字，航班号 and 问题的描述。	
Hi. I'm Martina Lopez, and I was on Flight 745 to Houston, the one that was just canceled.	嗨。我叫 Martina Lopez, 我本来要乘坐的是去休斯顿的745航班，就是刚刚被取消的那个。
重订航班	
一些航空公司会自动帮你重定随后的一个航班。尽可以去努力争取一个更好的选择。	
A: We've rebooked you on the same flight tomorrow.	我们已经给您重新定了明天的同一航班。
B: That won't work. I have to be there tomorrow morning.	那不行。我一定要在明天早上到达那里。
A: OK. I have a couple of options that get you there tomorrow morning.	好的。我们有几个选择可以让您明天早上到达那里。
B: Great. What are they?	太好了。它们是什么？

在结束对话前一定要确认信息，并要求把更换后的航班信息发邮件给你或者换新的登机牌。	
A: Let me make sure I got that right. It's EA 35 at 11 a.m.?	让我来确认一下我弄对了。是早上11点的 EA 35吗？
B: Yes, that's right. I'm sending an email confirmation now.	是的，正确。我现在正在发送确认邮件。

Read the web article with travel tips for dealing with airline delays.

Select the correct answer.

Tips for flying If you fly anywhere these days, you have probably experienced the unfortunate situation of a canceled flight. Here are some tips on how to deal with this increasingly common airline experience.

1. Plan ahead. If possible, try to fly nonstop. Nonstop means there is less chance of a cancellation or delay, so you can get to your destination on time.
2. Fly early in the day. If your flight is canceled or delayed, you have more options for being rebooked on a later flight. If you are on one of the last flights of the day, you will be in trouble if that flight is canceled.
3. Pack lightly. If possible, just have carry-on baggage. It's much easier to reschedule a flight if you haven't checked bags.
4. Have your airline phone numbers stored on your cellphone. This is very important because the first thing you want to do when you hear your flight has been canceled is to call the airline immediately. Of course, everyone else will also be calling, so expect to be placed on hold. If your flight is canceled due to inclement weather, many

flights may also be canceled, and the call center representatives will be flooded with calls. But if you are placed on hold, just wait patiently. 5. Get in line to rebook, as suggested by the airline, but stay online with the airline call center. Talk with whomever can take care of you first. Also, some airports have special kiosks for self-service rebooking. 6. Be polite to the ticket agent or call center agent. Your problem isn't the fault of that person. You can even say something like 'I know it's not your fault, but I'm not happy right now because ...' Rude or demanding passengers will likely end up with less. This is a situation where politeness can make all of the difference. 7. Regulations about what airlines are required to offer customers vary widely. However, in general, if the situation is beyond the airline's control (weather, air-traffic delays), you probably won't be offered compensation or assistance. If the situation is within the airline's control (maintenance problem, lack of a flight crew), you probably will be given some compensation, like meal or hotel vouchers. Remember, though, it never hurts to ask for assistance, as long as you ask politely.

Read the web article again to understand the following words.

Select the correct answer.

Tips for flying If you fly anywhere these days, you have probably experienced the unfortunate situation of a canceled flight. Here are some tips on how to deal with this increasingly common airline experience. 1. Plan ahead. If possible, try to fly nonstop. Nonstop means there is less chance of a cancellation or delay, so you can get to your destination on time. 2. Fly early in the day. If your flight is canceled or delayed, you have more options for being rebooked on a later flight. If you are on one of the last flights of the day, you will be in trouble if that flight is canceled. 3. Pack lightly. If possible, just have carry-on baggage. It's much easier to reschedule a flight if you haven't checked bags. 4. Have your airline phone numbers stored on your cellphone. This is very important because the first thing you want to do when you hear your flight has been canceled is to call the airline immediately. Of course, everyone else will also be calling, so expect to be placed on hold. If your flight is canceled due to inclement weather, many flights may also be canceled, and the call center representatives will be flooded with calls. But if you are placed on hold, just wait patiently. 5. Get in line to rebook, as suggested by the airline, but stay online with the airline call center. Talk with whomever can take care of you first. Also, some airports have special kiosks for self-service rebooking. 6. Be polite to the ticket agent or call center agent. Your problem isn't the fault of that person. You can even say something like 'I know it's not your fault, but I'm not happy right now because ...' Rude or demanding passengers will likely end up with less. This is a situation where politeness can make all of the difference. 7. Regulations about what airlines are required to offer customers vary widely. However, in general, if the situation is beyond the airline's control (weather, air-traffic delays), you probably won't be offered compensation or assistance. If the situation is within the airline's control (maintenance problem, lack of a flight crew), you probably will be given some compensation, like meal or hotel vouchers. Remember, though, it never hurts to ask for assistance, as long as you ask politely.

Writing a blog post about a trip

Let's learn how to write a summary of a trip in a blog.

一个城市的积极特征	
世界级城市有很多吸引人的特征，你会想把它们写进来。	
Paris has magnificent architecture.	巴黎有宏伟的建筑。
San Francisco has stunning views of the bay and hills.	旧金山有绝妙的海湾景色和山景。
Singapore has so much cultural diversity.	新加坡有众多不同的文化。
Rome has amazing ancient monuments.	罗马有令人惊奇的古代建筑。
Shanghai has a vibrant art scene.	上海有鲜活的艺术生活。

一个城市的消极特征	
不幸的是，大的城镇地区常常有严重的社会和经济问题。	
Unemployment is really high in Chicago.	芝加哥的失业率非常高。
Tampa has a terrible problem with homelessness.	在坦帕无家可归是个严重的问题。
There is a lot of crime in most huge cities.	在大多数巨大城市中都有很多犯罪。
I hate seeing trash on the streets of my city.	我憎恨看到我的城市街道上的垃圾。

变换语序加强语气	
有时说话人和作者希望把注意力集中在某件事或某个观点上。一种方法是变换语序。在有些语法书中，这被称为 cleftsentence （分裂句）。请看以下各例：	
以 'what' 起句	
比较这两个句子。注意第二个句子中重点在单词 love 上，而且它以单词 what 开始。	
I love looking at modern architecture.	我爱看现代建筑。
What I love is looking at modern architecture.	我爱的事情是看现代建筑。

这些句子虽然复杂，但在英语中很常见。它们是强调句中某一特定部分的好办法。请看下面两对句子，一个是常规句，一个是变换语序后的句子，比较它们的强调程度。	
It is interesting how the city has changed.	城市的变化是有趣的。
What is interesting is how the city has changed.	有趣的是城市是如何变化的。
I like the efficient subways in Tokyo.	我喜欢东京的有效率的地铁。
What I like about Tokyo is the efficient subways.	我喜欢东京的地方是它的有效率的地铁。
I'm interested in shopping.	我对购物感兴趣。
What I'm interested in is shopping.	我感兴趣的是购物。

描述一个城市	
一种描写一个有意思的城市的方法是使用各种描述性词语来表达你的感情。注意 -ing 和 -ed 结尾的词。以 -ing 结尾的词常常描述某个事物的特性，但是以 -ed 结尾的词描述感情。	
The homelessness in Tampa was shocking.	在坦帕无家可归的情形是令人震惊的。
I was shocked by the homelessness in Tampa.	我对坦帕的无家可归的情形感到震惊。
这些是几对描述性词汇。	
disgusted – disgusting	感到恶心的 – 令人恶心的
amazed – amazing	感到十分惊奇的 – 令人十分惊奇的
disturbed – disturbing	感到不安的 – 令人感到不安的
confused – confusing	感到疑惑的 – 令人感到疑惑的
surprised – surprising	感到惊讶的 – 令人感到惊讶的

弱化负面评论	
你不知道谁会读你的博客文章，因此如果你要说一些关于某人的城市负面的事情，你要做到 diplomatic （圆通得体的）。一种方法是用复句开场来弱化你的观点。	
I hate to say it, but homelessness is a problem there.	我不太想说，可是无家可归是那的一个问题。
I don't want to offend anyone, but crime was a problem there.	我不想得罪任何人，但是犯罪是那的一个问题。
I'm sorry to say this, but it was disgusting.	我很难过说到这事，但是它是令人恶心的。
另一个弱化负面观点的方法是使用像 a little 或者 a bit 的量词。	
It was a little disgusting.	它有一点令人恶心。
She was a bit disturbed.	她有一点感到不安。

Read the travel blog.

Select the correct option.

Best Cities in the Worldby Norman Nomad / May 26I just returned from Barcelona, and I have to say that it's the most wonderful city in the world! The architect Antoni Gaudi built some of the most stunning buildings I've ever seen. The view from his Parc Guell is amazing. Barcelona is culturally diverse, with artists from all over the world creating a vibrant art scene. The city officials are working hard to help the homeless and to keep the city clean. I can't think of any thing negative to say about Barcelona.**1 comment** DaphneNorman, I basically agree with you that Barcelona is an amazing city, but there is one negative. The city has a high unemployment rate, which has caused a bit of an increase in the crime rate. I hate to say it, but if you're a tourist, you have to be careful about pickpockets. Of course, every large city with tourists has the same problem. Other than that, I think Barcelona IS one of the best cities in the world – magnificent architecture, friendly people and incredible food.

Move the text to the correct gaps.

Norman: I just returned from Barcelona, and I have to say that it's the most wonderful city in the world! The architect Antoni Gaudi built some of the most (stunning) buildings I've ever seen. The view from his Parc Guell is amazing. Barcelona is (culturally) diverse, with artists from all over the world creating a vibrant art (scene) . The city officials are working hard to help the homeless and to keep the city clean.

Daphne: Norman, I basically agree with you that Barcelona is an amazing city, but there is one negative. The city has a high unemployment (rate) , which has caused a bit of an increase in the (crime) rate. I hate to say it, but if you're a tourist, you have to be careful about pickpockets. Of

course, every large city with tourists has the same problem. Other than that, I think Barcelona IS one of the best cities in the world – magnificent (architecture) , friendly people and great food.

Read the blog post. Then write about a city you visited. We take your privacy seriously. Please don't share any personal information (race, religion, health status, etc.) about yourself.

Type in the input box. Write 90-110 words.

Example:

I had a wonderful visit in Puerto Vallarta, Mexico, last year. My husband and I had a great time. What I love about the city is its rich history. In the historic center of the town, there are monuments, churches and beautiful old neighborhoods. It's easy to walk everywhere, and the streets and sites are clearly marked. There is a vibrant art scene, with lots of galleries in a historic neighborhood. What is fantastic is the beach promenade. It's a wide pedestrian area with fantastic modern sculptures. Of course, the beaches are fabulous, and there isn't much trash.