



“十二五”职业教育国家规划教材  
经全国职业教育教材审定委员会审定

民航运输类专业“十二五”规划教材

# 民航英语

(空乘专业适用)

王远梅 韩海云 主编



国防工业出版社  
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· 北京 ·

## 内 容 简 介

本书根据民航业空中乘务员实际工作需求而设计和编写,旨在通过真实浓厚的行业背景、身临其境的职业场景、原汁原味的客舱用语、实用丰富的民航知识和有针对性的练习来提高学生英语交际能力和客舱服务水平。全书共分 20 个单元,每单元由 Listening and Speaking, Announcements, Phonetics 三部分组成,各个部分有机配合。本书在编写设计上充分体现了学生在教学过程中的主体地位和教师的引导作用。在本书的实际使用中,建议其中的 Listening and Speaking, Announcements 两部分作为重点,应在课堂上重点讲解并让学生充分练习,以达到学以致用目的。

本书注重学生听说能力的培养与提高,可供高职院校空中乘务专业使用,也可作为航空公司新引进乘务人员英语培训教材,或成熟乘务人员复训时英语书面及口语测试的参考材料。

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# 《民航英语(空乘专业适用)》

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# 前言

随着中国民航业的快速健康发展,国际航线的日渐增加,各大航空公司开通了从中国至世界各地的航班。与此同时随着中国经济的蓬勃发展,越来越多的国际友人也选择搭乘民航航班感受我国大好河山。国际和国内航线都对从业人员的英语水平提出了更高的要求。如何提高机上服务水平成为各航空公司一项迫在眉睫的工作,要提高机上服务水平关键在于要有一支高素质的空中乘务人员队伍,提高空中乘务人员的英语实际应用能力则是提高服务质量的前提。

本书作为高职高专院校空乘专业的英语教材,是以培养和提高学生的英语交际能力和机上的应变能力为目标的实用教材。本书从培养高级应用型人才的目标出发,结合学生毕业后的工作实际,力求向学生提供其未来工作岗位所需要的专业英语知识技能,培养学生使用涉外业务英语的交际能力。本书着重学生听说能力的培养,强调实用性、常识性和灵活性,把乘务工作中可能会用到的英语词汇、句型、语法和相关知识作为重点内容,尽量避免过于生涩、专业的词汇,使乘务员能够真正学以致用,为民航业培养实用型人才尽绵薄之力。

## 一、编写宗旨

本书旨在全面加强学生机上服务英语基本技能训练,培养学生实际运用英语的能力,使之在英语会话方面具备现代民航业空中服务岗位从业所需要的基本能力;结合客舱服务工作程序,培养学生正确的学习方法和独立工作能力;帮助学生掌握语言的交际功能,有针对性地培养学生的口头表达能力;在培养英语语言能力过程中丰富学生在民航领域,尤其是航空商务英语方面的专业词汇和实用知识,为学生将来走上社会从事航空服务行业工作,进一步提高英语的交际能力打下基础。

## 二、编写框架

本教材共分 20 个单元,每单元由三部分组成。

### Part One Listening and Speaking

该部分以真实浓厚的行业背景、身临其境的职业场景、原汁原味的客舱用语、实用丰富的民航知识和有针对性的练习,注重学生听说能力的培养,旨在提高学生英语交际能力和客舱服务水平。

### Part Two Announcements

该部分为与客舱服务相关的机上广播词,旨在训练学生以标准的语音语调朗读广播词,帮助学生提高英语广播水平和职业素养。

### Part Three Phonetics

该部分介绍英语语音知识、读音规则和朗读技巧,旨在帮助学生培养语感,促进与乘客的有效交流,提高客舱服务水平。

本书在编写当中十分注意以下几个特点:

1. 以航空服务业为背景,以客舱服务工作程序为主线,着重培养学生正确的学习方法和独立工作能力;
2. 根据实际机上服务工作的实际需求,有针对性地培养学生的英语听说能力,帮助学生掌握语言的交际功能;
3. 在培养英语语言能力过程中丰富学生在民航领域,尤其是民航商务英语方面的专业词汇和实用知识,提高学生的职业素养和就业竞争力。

### 三、使用说明

本书共 20 个单元,每单元 6 课时。其中 Part One 和 Part Two 为本教程的重点。本书可供高职高专院校空中乘务专业英语教学使用,也可作为航空公司新引进乘务人员英语培训教程,或成熟乘务人员复训时英语书面及口语测试的参考材料。

本书由王远梅、韩海云任主编,吴啸骅任副主编,姜兰、黄华、吕娜、徐晔、唐菁参编。王远梅、韩海云负责全书的总体设计和统稿。由于行业的快速发展,机上服务的不断更新,及编者水平所限,实际编写中不当和疏漏之处在所难免,恭请广大读者不吝赐教,以期本书能为民航业乘务专业的英语教学做出贡献。

编者

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# Unit One

## Part One Listening and Speaking: Passenger Reception

### Section A Listening In

(P=Passenger A=Attendant)

#### I. Filling in the Blanks

*Directions: Listen to the following dialogues and fill in the blanks according to what you hear.*

1.

A: Good morning, sir. 1) \_\_\_\_\_!

P: Good morning.

A: I'm Helen, 2) \_\_\_\_\_. My service number is 52. If there is anything I can do for you, 3) \_\_\_\_\_.

P: Thank you. Pleased to meet you.

2.

A: Good morning, ladies and gentlemen. 4) \_\_\_\_\_? My name is Kathy. I'm 5) \_\_\_\_\_ the first class.

P: Nice to meet you.

A: 6) \_\_\_\_\_ if there is anything I can do for you.

P: OK. Thank you very much.

3.

A: Good morning, sir. Welcome aboard.

P: Thank you. 7) \_\_\_\_\_? I can't find it.

A: May I see your 8) \_\_\_\_\_, please.

P: Here you are.

A: Your seat number is 12C. It's 9) \_\_\_\_\_. Please take this aisle to the 12th row. The number is indicated 10) \_\_\_\_\_.

P: Thank you very much.

A: You're welcome, sir.

#### II. Multiple-Choice Questions

*Directions: Listen to the two conversations, and after each conversation, there are two or three questions. You are required to choose the best answer to each question you hear.*



### Conversation A

1. What's the passenger's problem?  
A) She is looking for her coat.  
B) She can't find her seat.  
C) Her boarding pass was lost.  
D) She needs a tourist guide.
2. What's the passenger's seat number?  
A) 15C          B) 50A          C) 15A          D) 50C
3. Why does the passenger come to the flight attendant a second time?  
A) She forgets where her seat is.  
B) She can't carry her bag.  
C) She don't know where to put her bag.  
D) Her seat is taken by another passenger.

### Conversation B

4. Where's the first passenger's seat?  
A) In the front of the cabin.  
B) In the middle of the cabin.  
C) In the back of the cabin.  
D) By the aisle.
5. Why does the second passenger feel sorry?  
A) He has taken a wrong seat.  
B) He stands on the seat.  
C) He puts his bags on the aisle.  
D) He stands in the aisle and blocks it.

### Words and Expressions

hesitate ['heziteit] *vi.* 踌躇; 犹豫

aisle [ail] *n.* (座席间的)纵直通道; 走道

indicate ['indikait] *vt.* 表示; 表明

locker ['lɒkə] *n.* 带锁的小柜

compartment[kəm'pɑ:tmənt] *n.* 间隔间; 车厢

notice ['nəutis] *vt.* 注意 *n.* 通知; 注意

in charge of 负责

### III. True or False

*Directions: In this part, you will hear one short passage with 5 statements after the passage. And then you are required to write T (if the statement is true) or F (if the statement is false) at the beginning of each statement.*

- (     ) 1. Becoming a flight attendant is one of the best careers that most girls and boys dream of.



- ( ) 2. The airlines provide the flight attendants with opportunities of traveling over the world and they don't need to pay for the travelling.
- ( ) 3. Flight attendants can lead exciting lives but earn poor salaries.
- ( ) 4. The recruitment process of being a flight attendant tends to be quite tough.
- ( ) 5. It is rather easy to apply for a job as a flight attendant.

## Section B Speaking Out

### I. Questions for Discussion

You are going to talk about passenger reception during boarding. Read the following questions and discuss them with your partner.

1. How will you greet your passengers when you are meeting them at the cabin door?
2. As a flight attendant, how do you make a self-introduction to passengers when you first meet them on board?
3. When you want to introduce your crew members to passengers, what will you say?
4. How do you start your conversation when you know a person just by name?
5. If the passenger cannot find his seat, what can you do for him?
6. Tell the passenger how to find his seat according to the seat number.
7. If a passenger is standing or has placed his baggage in the aisle blocking the way, what will you say to him?
8. If a passenger thanks you for what you have done for him, what will you say?
9. If a passenger says sorry to you, how will you respond to him?
10. What will you do if a passenger's seat is occupied by somebody else?

### II. Language Focus

Here are some useful sentences or structures that you might find handy in discussing the above questions.

1. Good morning/afternoon/evening. Welcome aboard!
2. Nice/Pleased/Glad to meet you.
3. May I introduce myself? I'm/ My name is Wang Lin, the cabin attendant/purser of this flight.
4. I'm in charge of the first class/ the economy class/the rear cabin/the whole plane.
5. This one is the call button. If you need our help, please push it.
6. It is our duty to let you feel as comfortable as possible.
7. This way, please. / Come with me, please. /Follow me, please.
8. Could you please step aside to allow other passengers to pass through?
9. The seat numbers are shown along the edge of the overhead compartment.
10. May I see your boarding pass? I'm afraid you are in the wrong seat.

### III. Situational Conversations

The subject matters are given below for several kinds of conversations between the flight attendant and the passenger. Make up short dialogues—four or five lines—that could



develop from these situations.

1. The crew are having a briefing at the briefing room. The captain advises the crew on the flight plan and weather conditions, while the purser informs her flight attendants of the special passengers—two VIPs on the flight.
2. Linda is a new flight attendant. She is helping some passengers boarding the plane. One of them cannot take his own seat because it has been occupied by a lady with a baby.
3. Li Sha is the purser of HU 7182. She is going to meet the president of GE. She is going to introduce herself and the captain to him.
4. A passenger is looking for his seat with the boarding pass in his hand. His seat number is 28A, but he cannot find the corresponding seat number in the cabin. A flight attendant comes towards him.
5. Two or three passengers are standing in the aisle and arranging their baggage. The passengers behind them are waiting and also complaining. Some baggage is put in the aisle blocking the way. A flight attendant is trying to solve the problem.

## **Part Two Announcements: Welcome and Re-check of Boarding Pass**

### **Boarding**

Good morning, ladies and gentlemen:

Welcome aboard Air China Flight CA1335. Please ask your flight attendant for help if you cannot find your seat. The seat numbers are shown on the overhead locker.

Please take your assigned seats as quickly as possible and keep the aisle clear for others to go through.

Thank you for your cooperation.

### **Boarding Pass Recheck**

Good morning/afternoon/evening, ladies and gentlemen:

Welcome aboard HNA Flight HU7280 from Sanya to Bangkok (via Beijing). we will extend our warm welcome to Fortune Wing Club members to join our journey again. Please check your ticket and boarding pass again to make sure you're boarding the right flight. Please take care of your boarding pass and ticket if you land midway. Thank you!

### **I . Oral Practice**

1. How do you usually start an in-flight announcement as soon as passengers board the plane?
2. What would you do if someone is standing in the aisle and has blocked the way?
3. Why do you ask your passenger to recheck the boarding pass and ticket?
4. What should you remind the passenger who will land midway?



## Welcome

Good morning, ladies and gentlemen;

Captain Johnson and your crew welcome you aboard Air China Flight CA572 to Singapore via Guangzhou. Today our total flying time will be 5 hours and 35 minutes. Now we're cruising at an altitude of 9000 meters. There are 8 flight attendants at your service on the flight today. Please don't hesitate to call us if there is anything we can do for you.

We will take off immediately. Please make sure that your seat belt is securely fastened and keep your mobile phone off. Please ensure all your baggage is in the overhead lockers or under the seat in front of you. We hope you enjoy the flight.

Thank you!

### II. Oral Practice

1. How do you express yourself if you are ready to help your passenger?
2. How do you stop him if you see someone talking on his mobile phone when the plane is just about to take off?
3. Where is luggage usually stored?
4. Suppose you are the purser of China Southern CZ8342 Shanghai—Beijing, make an announcement to introduce yourself and your crew.

### A Welcome after a Delayed Departure

Good morning, ladies and gentlemen;

We apologize for the delay in departure and welcome you aboard Hainan Airline Flight HU485 from Shanghai to London via Beijing. The flying distance between Shanghai and London is 9853 kilometers and our flight will take 14 hours and 35 minutes. We'll be flying at an altitude of 10000 meters and at a speed of 900 kilometers an hour.

We are due to take off immediately. Please fasten your seat belt and do not smoke. Please ensure all your baggage is in the overhead locker or under the seat in front of you. Our cabin crew will try their best to provide you with excellent service. Sit back and enjoy the flight.

Thank you.

### III. Oral Practice

1. What will you do if your passenger cannot find his seat?
2. What will you say to him if someone is in the wrong seat?
3. What are the main duties of flight attendants during boarding?

## Words and Expressions

announcement [ə'naʊnsmənt] *n.* 通知

extend [iks'tend] *v.* 伸延;传达

captain ['kæptɪn] *n.* 机长

crew [kru:] *n.* 全体机组人员



secure [si'kjuə] *adj.* 安心的;安全的  
fasten ['fɑ:sən] *vt.* 扎牢;扣住  
ensure [in'ʃuə] *vt.* 确保  
baggage ['bægidʒ] *n.* 行李  
purser ['pə:sə] *n.* 乘务长  
delay [di'lei] *vt.* 推迟;耽搁;延误  
departure [di'pɑ:tʃə] *n.* 离开;出发;起程  
apologize [ə'pɒlədʒaɪz] *vi.* 道歉;谢罪;认错  
altitude ['æltitju:d] *n.* 高;高度  
salutation [sælju:'teɪʃən] *n.* 招呼;致意  
seat belt 安全带  
boarding pass 登机牌

### Part Three Phonetics: American and British Phonetic Symbols in Contrast

#### 语音方面

##### 1. 元音字母

美式英语较英式英语在口型上要大一些,因而造成它们在元音上的一些差异,它们的区别有以下三点。

(1) 美语中/e/和/o/虽然以单元音的形式出现,但分别与英语双元音/ei/和/əu/对应。

(2) 音素/a/不论是在英音还是美音中都不单独发音,只出现在双元音中,如:flight /flait/, towel /taul/。

(3) 美语中用元音/i/e/u/后加卷舌辅音/r/来对应英语中的三个双元音 /i/iə/eə/。严格来说 /ir/er/ur/不是双元音,它们只是一种美式发音的方法。

##### 2. 辅音字母

辅音字母方面的区别表现在以下几点。

(1) 美语的辅音字母r无论在元音前、辅音前或词末均发卷舌音/r/;而在英音中字母r仅在元音前才发音。

(2) 在美语中,清辅音/t/若出现在两个元音之间重读音节之后,则被当作浊辅音来念,相当于/d/的音。

#### 重读和弱读上的差异

在以-ary或-ory结尾的多音节词中,在英式英语中通常将a或o弱读,而美式英语不仅不弱读,还要将a或o所在的音节加上次重音。

**Read the following sentences and pay attention to American and British phonetic symbols in contrast.**

1. I can't get my bags into the overhead compartment.





2. Morning, madam. Welcome aboard!
3. Excuse me, miss. Do you have a cot for my baby on board?
4. Would you mind me putting your bags in the rear cabin?
5. The plane is going to take off, but a passenger on board wants to go to the lavatory.
6. The cabin attendants walk along the aisles checking that all the overhead lockers are securely closed; passengers have fastened their seat belts.
7. The flight is arriving on schedule.
8. The legroom in Economy is so narrow that I can't stretch my legs.
9. The flight is equipped with supplementary seat belts.
10. Now we will be showing a drama documentary on board.