



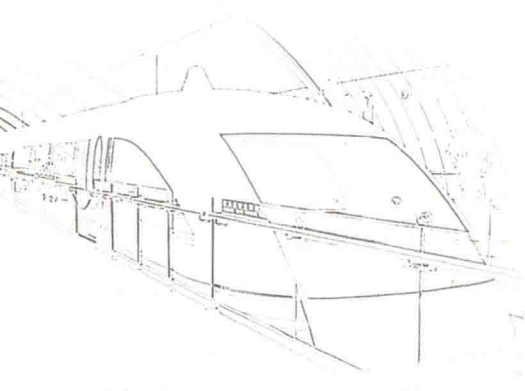
“十二五”职业教育国家规划教材
经全国职业教育教材审定委员会审定

城市轨道交通 客运服务英语

徐胜南 主 编

朱先威 任义娥 副主编

王春玲 [北京市地铁运营有限公司] 主 审



免费下载

配课件

www.ccpres.com.cn



人民交通出版社股份有限公司
China Communications Press Co., Ltd.



“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

Urban Railway Transit Operation and Service English

城市轨道交通客运服务英语

徐胜南 主 编
朱先威 任义娥 副主编
王春玲 [北京市地铁运营有限公司] 主 审



人民交通出版社股份有限公司
China Communications Press Co., Ltd.

内 容 提 要

本书为“十二五”职业教育国家规划教材,是从企业岗位需求和教学实践的角度出发,在对城市轨道交通行业的工作进行了全面调研和分析的基础上编写而成的。书中精心设计了15个教学单元,强调日常口语对话能力的教学。每一个单元内容精炼、图文并茂,尽力为学生提供生动形象的教学资料,以激发学生的学习兴趣。同时,本着为课堂教学和岗位培训服务的宗旨,采用了任务探究的编写模式,结合工作岗位设定任务。

本书可供高职、中职院校城市轨道交通专业及相关专业教学选用,亦可供相关行业培训、岗前培训使用。

图书在版编目(CIP)数据

城市轨道交通客运服务英语 / 徐胜南主编. — 北京 : 人民交通出版社股份有限公司, 2015.7

“十二五”职业教育国家规划教材

ISBN 978-7-114-12222-4

I. ①城… II. ①徐… III. ①城市铁路—客运服务—英语—高等职业教育—教材 IV. ①H31

中国版本图书馆CIP数据核字(2015)第093776号

“十二五”职业教育国家规划教材

书 名: 城市轨道交通客运服务英语

著 作 者: 徐胜南

责任编辑: 袁 方

出版发行: 人民交通出版社股份有限公司

地 址: (100011)北京市朝阳区安定门外外馆斜街3号

网 址: <http://www.ccpres.com.cn>

销售电话: (010) 59757973

总 经 销: 人民交通出版社股份有限公司发行部

经 销: 各地新华书店

印 刷: 中国电影出版社印刷厂

开 本: 787×1092 1/16

印 张: 9.5

字 数: 240千

版 次: 2015年7月 第1版

印 次: 2015年7月 第1次印刷

书 号: ISBN 978-7-114-12222-4

印 数: 0001—3000

定 价: 36.00元

(有印刷、装订质量问题的图书由本公司负责调换)

前言

PREFACE



根据教育部《关于开展“十二五”职业教育国家规划教材（中职部分第一批）审定工作的通知》（教职成司函〔2014〕84号）的要求，本教材编写人员在认真学习领会有关文件的基础上，结合当前高等职业教育发展和城市轨道交通行业发展的实际情况，编写了本教材。

本教材的主要特色有：

1. 在培训理念、技巧及课程开发等方面，本书编写人员曾接受香港铁路有限公司培训部的强化培训，在编写过程中，我们突破以往教科书的编写模式，内容上注重理论与实操相结合。

2. 为了突出其实用性，编写人员在仔细分析企业岗位技能方面的具体要求的前提下进行了单元设置，在本书教学目标的前提下，强调以学生为中心，突出职业教学培训的特点。

3. 本教材在某些知识点的介绍上，是以目前全国最先进、最典型的案例来介绍的，配有大量的实物图片，以便于学生能更感性地认知。

4. 为方便教学，每个单元结束后学生可通过实训练习及复习与思考进行自我考核，从而及时检查学习效果。

5. 教材编写全程体现了“工学结合、校企合作”的理念，由行业专家、学者全面参与本教材的编审。

参加本书编写工作的人员有：北京市自动化工程学校徐胜南，福建工业学校朱先威，北京市商业学校任义娥，北京市自动化工程学校刘焱、贺冬梅、姜婷婷、白云昕、贾天丽。徐胜南担任主编并负责全书统

稿，朱先威、任义娥担任副主编，北京市地铁运营有限公司王春玲担任主审。

由于编者水平有限，时间仓促，书中谬误及疏漏之处在所难免，敬请读者给予批评指正。

编 者

2014年11月

目录 CONTENTS



Background Introduction	1
Unit 1 Enjoying Colorful Metro	2
Unit 2 Getting to Know the Metro Facilities	11
Unit 3 Being Familiar with Supportive Systems	20
Unit 4 Greeting and Making Introduction	30
Unit 5 Information and Ticket Service	38
Unit 6 Security Check	46
Unit 7 Subway Broadcasting	55
Unit 8 First Aiding for Sick Passengers	63
Unit 9 Asking and Directing Ways	71
Unit 10 Coping with Emergencies	80
Unit 11 Dealing with Lost	88
Unit 12 Handling Complaints	96
Unit 13 Coping with Great Passenger Flows	104
Unit 14 Handling Bad Weather During Operation	112
Unit 15 Having a Good Journey	120
附录 APPENDIX	128
1 地铁车站指示标识一览表	128
2 地铁广播提示一览表	133
3 地铁行业常用术语中英文对照	138
4 部分国家地区地铁标识一览表	143
参考文献	146



Background Introduction



With the rapid development of China's urban metro transportation, professional and qualified talents in the metro are welcomed and have bright future. Lily and Wang Dong, majored in Urban Rail Transit Operation and Management, have just graduated from vocational school. They come to the metro, working hard from the very beginning of the positions. They are both determined to be one of the excellent staffs. Here are their main duties.



Positional Duties

- Ticketing Service
- Metro Equipment and Facilities
- Security Check
- Aiding and Broadcasting
- Directing the Ways
- Coping with Emergencies
- Dealing with complaints



Unit 1

Enjoying Colorful Metro

Objectives

1. Knowledge: Learn the origin of metro.
2. Ability: Can describe metro cultures in different cities.
3. Personal Appearance: Welcome and ambitious.

Suggested Hours

4 class hours

WARM-UP

Look at the following metro pictures and try to guess where they are located.

Paris
Moscow

London
Switzerland

Beijing
Sweden

Hong Kong
Spain



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____

LISTENING AND SPEAKING

<Setting: Lily is very interested in world metro and now she is talking about it with her father on the summer vacation. >

Dialogue A Do you know when the first metro was built?

Activity 1 : Listen and guess.

1. When was the first metro set up in the world?

2. Does London Underground have the longest running line?

Lily : Daddy, look at the picture about London Underground, please.

Daddy : Oh, it is so beautiful.

Lily : Do you know when it was built?

Daddy : I know it was built in 1863.

Lily : It has such a long history. Does it have the longest running line?

Daddy : The record of that is in New York currently.

- Lily : What are the differences among metro, underground, and subway?
- Daddy : They have similar meanings but are used in different countries.
- Lily : I see. Many international artists often display their talents in New York Subway stations.
- Daddy : Yes, as you know, metro in China has also been developing rapidly in recent years.
- Lily : It is said that Beijing metro is famous for its safety.
- Daddy : Yes. You are supposed to contribute yourself to metro in China.
- Lily : Of course, I will, Daddy.

Activity 2 : Listen again and try to fill in the blanks.

1. Beijing metro has _____ rapidly in recent years.
2. Many international artists often _____ their talents in New York Subway stations.

Activity 3 : Listen, look up and say.

Work in pairs (Practicing the dialogue with the partner).

Activity 4 : Role play. (Making dialogues with the given words)

Words and phrases you may use

underground subway metro currently famous contribute



Words and Phrases

metro	['metrəʊ]	<i>n.</i>	地铁	subway	['sʌbweɪ]	<i>n.</i>	地铁(美)
underground	[ʌndə'graʊnd]	<i>n.</i>	地铁(英)	record	['rekɔ:d]	<i>n.</i>	记录、记载
currently	['kʌrəntli]	<i>adv.</i>	目前	develop	[di'veləp]	<i>n.</i>	发展
display	[di'spleɪ]	<i>vt.</i>	显示; 陈列	talent	['tælənt]	<i>n.</i>	人才, 才能
famous	['feɪməs]	<i>adj.</i>	著名的	contribute	[kən'trɪbjʊ:t]	<i>vt.</i>	贡献



<Setting : Wang Dong is learning more knowledge from his teacher about metro in the world.>

Dialogue B What speed can the fastest subway reach?

Activity 5 : Think and answer.

1. What speed can the fastest subway reach?

2. Is the train unmanned in France Lille?

Wang Dong : Would you please tell me what speed the fastest subway can reach?

Teacher : The fastest subway can run up to 128 kilometers per hour.

Wang Dong : Where is it?

Teacher : It is located in San Francisco. It's also one of the most modern subways in the world.

Wang Dong : Is it an unmanned train?

Teacher : No, the unmanned train is in France Lille. The Airport Express of Beijing metro also has unmanned function.

Wang Dong : I will study hard and try my best to work for metro in China in the future.

Teacher : Sure, you will, good boy.

Activity 6 : Listen again and try to fill in the blanks.

1. The fastest subway can run up to _____ kilometers per hour.

2. It is located in _____.

Activity 7 : Listen, look up and say.

Work in pairs (Practicing the dialogue with the partner).

Activity 8 : Role play. (Making dialogues with the given words)

Words and phrases you may use

try one's best modern in the future contribute

Words and Phrases

airport	['eəpɔ:t]	n.	机场	unmanned	[ʌn'mænd]	adj.	无人驾驶的
locate	[ləu'keɪt]	vt.	坐落于	France Lille			法国里尔
modern	['mɒdən]	adj.	先进的	Airport Express			机场快线
kilometer	['kɪlə.mi:tə]	n.	公里	San Francisco			旧金山

Build up Your Knowledge Stock

1. Metro, also known as subway or the underground, is an easy and economical form of rapid transit.
地铁是一种轻便、经济、快捷的交通工具。
2. Traditional culture is reflected in Beijing Metro everywhere.
北京地铁里处处体现了中国的传统文化。
3. London is the earliest city in the world to build subway.
伦敦是世界上最先修建地铁的城市。
4. International artists often display their talents in New York Subway stations.
国际艺术家经常在纽约地铁站施展自己的才华。
5. Moscow Metro is one of the world's busiest subways.
莫斯科地铁是世界上最繁忙的地铁之一。
6. San Francisco Metro is one of the most modern subways in the world.
旧金山地铁是世界上最先进的地铁之一。
7. The highest "Mountain Metro" in the world is in the Alps in Switzerland.
世界上最高的“高山地铁”在瑞士的阿尔卑斯山。
8. Paris Metro is an example of romantic culture.
巴黎地铁是浪漫文化的典型代表。
9. America is the country with the most subways in the world.
美国是世界上拥有地铁最多的国家。
10. Germany metro system was opened in 1972 and has spacious and clean station.
德国地铁建于1972年，空间开阔并且很干净。

Exercise 1

Choose the proper words to fill in the blanks.

1. _____ was the underground built?(when /which)
2. London Underground is _____ in 1863. (operated /run)
3. _____ your best, good boy. (Try /Be)
4. International artists often _____ their talents in New York Subway stations.
(display /show up)
5. _____ Metro is an example of the romantic culture. (Paris /America)
6. The fastest subway can run up to 128 kilometers _____ hour. (per /every)
7. I will study hard and try my _____ to work for Beijing metro in the future. (help / best)
8. Beijing metro has _____ rapidly in recent years. (development /developed)
9. Hong Kong opened its metro system in 1979. About 3.7 million people _____ every day. (ride/ get)
10. The word "metro" comes _____ the French word "metropolitan". (for/from)

Exercise 2

Translate the following sentences into English.

1. 尽你最大的努力好好工作。
2. 纽约地铁是世界上最先进的地铁之一。
3. 北京地铁近年来发展迅速。
4. 伦敦地铁建成于1863年，是世界上最早建设的地铁。
5. 巴黎地铁是浪漫文化的典型代表。
6. 地铁最快的时速可以达到每小时128公里。
7. 旧金山地铁是世界上最先进的地铁之一。
8. 北京地铁的安全性世界闻名。
9. 世界上最快的地铁在美国纽约。
10. 世界上许多地铁都具备无人驾驶功能。

READING AND WRITING

Colorful World Metro



While London boasts the world's oldest underground train network and Boston built the first subway in the United States in 1897, the New York City Subway soon became the largest American system. Currently America has the most subway lines in the world. The world's longest running line is in New York. The New York's subway is the only rapid transit system in the world that runs 24 hours a day and seven days a week.

Moscow metro system is not only the most successful means of transportation, but a popular place of interest. It is the collection of engineering and artistic concepts and to a large degree the embodiment of (Soviet) Russian state culture. Moscow Metro is the world's third most heavily-used rapid transit system listing after Tokyo Subway and Seoul Subway.

Singapore Metro is one of the world's cleanest and safest metro. The train and the station of it are very clean and bright. In order to prevent fire, subway management system keeps passengers away from any facilities which are made of wood, natural fiber or other flammable materials. At the same time, there is a set of automatic monitoring system for avoiding disaster.

There are various colorful subways in the world, and the subway culture has a long history. So far, many cities have built subways. People's life is inseparable from them.

Words and Phrases

boast	[bəʊst]	vt.	以有……而自豪	prevent	[prɪ'vent]	vt.	阻止
avoid	[ə'vɔɪd]	vt.	避免	fiber	['faɪbə]	n.	纤维
flammable	['flæməbl]	adj.	易燃的	automatic	[ɔ:tə'mætɪk]	adj.	自动的
monitoring	['mɒnɪtərɪŋ]	n.	监测	disaster	[dɪ'zɑ:stə(r)]	n.	灾难
inseparable	[ɪn'seprəbl]	adj.	不可分的	various	['veəriəs]	adj.	各种各样的
embodiment	[ɪm'bɒdɪmənt]	n.	体现				

Activity 9 : Read and answer.

1. Where is the world's longest running line subway located?
2. Where is the world's third most heavily-used rapid transit system?
3. Is Singapore Metro one of the world's cleanest and safest metro?

Activity 10 : Read and write. (Read the following and fill in the blanks with proper words)

important mileage	speed level	earliest underground	main run	operation system
----------------------	----------------	-------------------------	-------------	---------------------

The Convenient and Efficient World Subway

In modern city, subway has become a kind of _____ public transport. It has stronger transport ability, faster _____, on schedule (时刻表). It also has independent (独立的) operation lines, without intersection (交叉) from bus or train route. Operation in the underground is not the main characteristic (特色) of subway, because some subways also _____ above the ground.

As of April 2014, 168 metro systems in 55 countries are listed. The _____ metro system, the London _____, first opened as an “underground railway” in 1863,

and its first electrified (使电气化) underground line opened in 1890, making the London Underground the world's first metro _____.

Metro construction (建设) started late in our country, and 30 years of reform and opening up is the subway _____ development period. The first line of Beijing subway was opened up in 1969. Before the Olympic Games, there have been three subways put into _____ in one year, and plans to reach total _____ of 1,000 km by 2020. Currently, there are 17 subway lines running in Beijing, which are line 1, line 2, line 4, line 5, line 6, line 8, line 9, line 10, line 13, line 14, line 15, Batong line, Airport express, Yizhuang line, Daxing line, Changping line and Fangshan line. Subways built recently have equipment which can reach the world-class _____.

POSITIONAL COMMUNICATIVE ACTIVITY



Four persons in a group to talk about the following topics.

Topic 1: Do a presentation on subways you know in the world.

Topic 2: Talk about the metro culture in some countries.

SELF-CHECK

Words and phrases I have learned in this unit:

- | | | | |
|---------------------------------------|----------------------------------|------------------------------------|--------------------------------------|
| <input type="checkbox"/> metro | <input type="checkbox"/> subway | <input type="checkbox"/> develop | <input type="checkbox"/> underground |
| <input type="checkbox"/> contribution | <input type="checkbox"/> talent | <input type="checkbox"/> currently | <input type="checkbox"/> passenger |
| <input type="checkbox"/> famous | <input type="checkbox"/> display | <input type="checkbox"/> airport | <input type="checkbox"/> modern |
| <input type="checkbox"/> boast | <input type="checkbox"/> prevent | <input type="checkbox"/> locate | <input type="checkbox"/> disaster |

Sentences I have learned in this unit:

- ☐ 1. Try your best, good boy.
- ☐ 2. I will study hard and try my best to work for China metro.
- ☐ 3. The world metro has such a long history.
- ☐ 4. What speed can the fastest subway reach?

- ☐ 5. It is so famous that international artists often display their talents there.
- ☐ 6. It is one of the most famous subways in the world.
- ☐ 7. Beijing metro has been developing rapidly in recent years.
- ☐ 8. It can run up to 128 kilometers per hour.
- ☐ 9. Beijing subway is famous for its safety.
- ☐ 10. People's life is inseparable from metro.

I know:

- ☐ There are so many colorful metros in the world.
- ☐ Beijing metro has been developing rapidly in recent years.

FUN TIME

Subway, Underground, Metro and Tube are All Right



When you see “subway” above-mentioned, “metro” may also escape your lips, but it’s only half right. In America, “subway” indeed represents the subway, but not in Britain. Britain’s “subway” is the underground pedestrian passage, which American call pedestrian crossing.

Then what about the British “subway”? ——tube, metro or underground railway. From here we see that, “subway” means the underground railway in America, but underground pedestrian passage in France. “Tube” has the meaning of subway, but it is used only in informal situations.

“Metro” is used frequently in American English. Subway in many cities are called “metro”, mainly because the name of American Metro Inc. uses the word “metro” to express the meaning of subway.

Unit 2

Getting to Know the Metro Facilities

Unit 2

Getting to Know the Metro Facilities

Objectives

1. Knowledge: Learn the words and expressions on metro equipment and facilities.
2. Ability: Can talk about the metro facilities as well as their functions.
3. Personal Appearance: Be a professional and skilled metro staff.

Suggested Hours

6 class hours

WARM-UP

It's the first day for Lily to work on a metro station. She gets some metro logos and wonders which cities they stand for? Can you help her?



Maybe you can get some ideas from the followings:

Beijing Subway	Dalian Metro	Chongqing Rail Transit	Chengdu Metro
Guangzhou Metro	Guangfo Metro	Hangzhou Metro	Harbin Metro
Hong Kong Mass Transit Railway (MTR)			Shanghai Metro

LISTENING AND SPEAKING

<Setting: Mr. Smith is from America. He is talking about the metro train with Lily.>