

空乘英语

王远梅 主编



民航运输类专业“十一五”规划教材

空 乘 英 语

王远梅 主编

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内 容 简 介

本书根据《高职高专教育英语课程教学基本要求》和空中乘务员实际工作需求而设计和编写,旨在通过真实的行业背景、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,实用性强。

全书共 20 个单元,每单元由四部分组成。其中,每单元的 Part One(对话)和 Part Two(广播词)为本书的重点,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;Part Three(语音)应在教师的指导下在课堂上完成;Part Four(阅读)的内容可以作为泛读材料,要求学生在课前预习,上课时教师进行检查,并根据学生掌握的情况进行适当的讲解。

本书可作为职业院校空中乘务、航空服务等专业的教材,也可作为航空公司新引进空中乘务员的英语培训教材,或空中乘务员复训时英语书面及口语测试的参考材料。

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前 言

随着中国航空市场的蓬勃发展,国际航线的日渐增加,越来越多的航空公司开通了中国至世界各地的航班,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。

《空乘英语》正是在这种情况下应运而生的。本教材针对高职高专院校空中乘务专业的英语课程,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。本教材从培养高级应用型人才的总体目标出发,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。本教材本着“以应用为目的,实用为主,够用为度”的原则,着重强调实用性、常识性和灵活性,把空中乘务工作中可能用到的英语词汇、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,使学生能够真正学以致用,为高职高专培养实用型人才尽绵薄之力。

《空乘英语》基本以实际客舱服务的程序为顺序,共分 20 个单元。每个单元包含四个部分(Dialogues, Announcements, Phonetics, Reading),并且每一部分都配有针对性的练习,以提高学生的机上英语口语交际能力、广播能力,扩大其专业知识面。本教材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空中乘务工作所需要的基本能力。因此本教材在编写中力求体现以下几个特点。

(1) 以航空服务业为背景,以客舱服务工作程序为主线,培养学生正确的学习方法和独立工作能力。

(2) 根据机上服务工作的实际需求,有针对性地培养学生的英语口语表达能力,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,尤其是航空商务英语方面的专业词汇和实用知识,为学生将来步入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。

本书由王远梅任主编,吴啸骅、唐菁、韩海云任副主编,姜兰、黄华、吕娜、徐晔参编。全书由王远梅统稿。

本书在编写过程中,得到了三亚航空旅游职业学院、浙江育英职业技术学院、武汉工业职业技术学院、长沙民政职业学院、长沙航空职业技术学院的大力支持与帮助,在此表

示衷心感谢!

由于民航业的快速发展、机上服务的不断更新,以及编者水平所限,实际编写中不当和疏漏之处在所难免,敬请广大读者不吝赐教,以期本教材能为高职高专空中乘务专业英语教学做出贡献。

编 者

Contents

Unit One	1
Part One Dialogues; Passenger Reception	1
Part Two Announcements; Welcome and Recheck of Boarding Pass	4
Part Three Phonetics; American and British Phonetic Symbols in Contrast	6
Part Four Reading	7
Unit Two	10
Part One Dialogues; Arranging Seats	10
Part Two Announcements; Pre-take off Safety Check	13
Part Three Phonetics; The Vowels and Consonants	15
Part Four Reading	16
Unit Three	21
Part One Dialogues; Arranging Baggage	21
Part Two Announcements; Baggage Check	24
Part Three Phonetics; The Pure Vowels	26
Part Four Reading	27
Unit Four	30
Part One Dialogues; Delay	30
Part Two Announcements; Welcome after a Delayed Departure	33
Part Three Phonetics; The Diphthongs	35
Part Four Reading	36
Unit Five	40
Part One Dialogues; Safety Check Before Take-off	40
Part Two Announcements; Safety Demonstration	43
Part Three Phonetics; The Explosive and Fricative Consonants	45
Part Four Reading	45
Unit Six	49
Part One Dialogues; After Takeoff	49
Part Two Announcements; Introduction of Flight Routes and Service Items	52
Part Three Phonetics; The Affricate, Nasal, Lateral Consonants and the Semi-vowels	54

Part Four	Reading	55
Unit Seven		59
Part One	Dialogues; Drink Service	59
Part Two	Announcements; Drink and Meal Services	63
Part Three	Phonetics; Syllables and Word Stress	64
Part Four	Reading	65
Unit Eight		69
Part One	Dialogues; Food Service (I)	69
Part Two	Announcements; Before Landing	72
Part Three	Phonetics; Open Syllables and Closed Syllables	75
Part Four	Reading	75
Unit Nine		80
Part One	Dialogues; Food Service (II)	80
Part Two	Announcements; Flying at Night and Stopover	83
Part Three	Phonetics; Reading Rules of English Vowel Letters in Stressed Syllables	85
Part Four	Reading	86
Unit Ten		90
Part One	Dialogues; Abnormal Situations in Service	90
Part Two	Announcements; Apologies for Abnormal Service	93
Part Three	Phonetics; Reading Rules of English Vowel Letters in Unstressed Syllables	95
Part Four	Reading	96
Unit Eleven		99
Part One	Dialogues; Duty Free Sales	99
Part Two	Announcements; Movies/Duty-free Sales	103
Part Three	Phonetics; Reading Rules of Double Syllables	105
Part Four	Reading	105
Unit Twelve		110
Part One	Dialogues; In-flight Entertainment	110
Part Two	Announcements; Holidays and Festivals	113
Part Three	Phonetics; Reading Rules of Multi-syllables	115
Part Four	Reading	116
Unit Thirteen		120
Part One	Dialogues; Jet Lag	120
Part Two	Announcements; Quarantines	123
Part Three	Phonetics; Loss of Plosion and Incomplete Plosion	125
Part Four	Reading	126
Unit Fourteen		131

Part One	Dialogues; Airsickness	131
Part Two	Announcements; Landing	134
Part Three	Phonetics; Consonants Clusters and Sound Linking	136
Part Four	Reading	137
Unit Fifteen		141
Part One	Dialogues; Sick Passengers	141
Part Two	Announcements; Cancellation and Staying Overnight	145
Part Three	Phonetics; Reading Rules of Noun+s/es and Verb+ed	147
Part Four	Reading	148
Unit Sixteen		152
Part One	Dialogues; Helping Passenger Find Lost Articles	152
Part Two	Announcements; Waiting for Clearances	155
Part Three	Phonetics; Sentence Stress	157
Part Four	Reading	158
Unit Seventeen		163
Part One	Dialogues; Transit Passengers	163
Part Two	Announcements; Landing in Transit	166
Part Three	Phonetics; Thought Patterns and Pausing	168
Part Four	Reading	169
Unit Eighteen		173
Part One	Dialogues; Filling Out Forms	173
Part Two	Announcements; Unexpected Situations	176
Part Three	Phonetics; Intonation	178
Part Four	Reading	179
Unit Nineteen		183
Part One	Dialogues; Emergency Procedures	183
Part Two	Announcements; Emergency Procedures	187
Part Three	Phonetics; Use of the Falling Tone	188
Part Four	Reading	189
Unit Twenty		195
Part One	Dialogues; Pre-arrival and After Arrival	195
Part Two	Announcements; Brace for Impact	198
Part Three	Phonetics; Use of the Rising Tone	200
Part Four	Reading	201
Words and Phrases		205
References		229

Unit One

Part One Dialogues: Passenger Reception

CA: Good morning, sir. Welcome aboard!

PAX: Good morning.

CA: I'm Helen, the purser of this flight. My service number is 52. If there is anything I can do for you, just let me know.

PAX: Thank you. Pleased to meet you.

CA: Good morning, ladies and gentlemen. May I introduce myself? My name is Kathy. I'm in charge of the first class.

PAX: Nice to meet you.

CA: Please don't hesitate to call me if there is anything I can do for you.

PAX: OK. Thank you very much.

CA: Good morning, sir. Welcome aboard.

PAX: Thank you. Where is my seat? I can't find it.

CA: May I see your boarding pass, please.

PAX: Here you are.

CA: Your seat number is 12C. It's an aisle seat. Please take this aisle to the 12th row. The number is indicated on the overhead locker.

PAX: Thank you very much.

CA: You're welcome, sir.

CA: Good morning. What can I do for you, madam?

PAX: I'm looking for my seat. Could you guide me to my seat?

CA: Sure. Your boarding pass, please.

PAX: Yes. Here it is.

CA: The seat number is 15A. Well, it's in the middle of the cabin, a window seat. Please carry your bag and follow me.

(The seat has been occupied by a woman.)

PAX: (To the cabin attendant) Did you say a window seat?

CA: Yes, Row 15. Oh, I'm afraid the woman might be in the wrong seat. Please wait



a moment here.

CA: (To the woman) Excuse me, madam. May I see your boarding pass?

PAX1: Here you are.

CA: I'm afraid you're sitting in the wrong seat. This is 15A, but your seat number is 5A, in the front of the cabin. The numbers are shown along the edge of the overhead compartment.

PAX1: Oh, I'm sorry. I'll move, then.

CA: That's all right. May I help you with your bags?

PAX1: No, I can manage. Thank you just the same.

CA: (To the passenger standing aside) That's all right now, sir.

PAX: Thanks a lot.

CA: It's a pleasure.

PAX: Excuse me, where can I find my seat?

CA: Your boarding pass, please.

PAX: Here you are.

CA: Your seat number is 21B. It's in the back of the cabin, the third row from the last, the one in the middle. This way, please. I'll show you your seat. Just walk along the aisle.

PAX: Thank you very much.

(A passenger is standing in the aisle blocking the way.)

CA: Excuse me, sir, could you please step aside and allow the other passengers to go through?

PAX: Oh, sorry, I didn't notice that!

Words and Expressions

hesitate ['heziteit] *vi.* 踌躇; 犹豫

aisle [ail] *n.* (座席间的)纵直通道; 走道

indicate ['indiket] *vt.* 表示; 表明

locker ['ləkə] *n.* 带锁的小柜

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

notice ['nəutis] *vt.* 注意 *n.* 通知; 注意

in charge of 负责

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 Recheck of Boarding Pass

Boarding

Good morning, Ladies and Gentlemen:

Welcome aboard Air China Flight CA _____. 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 Hainan Airline (HNA) Flight HU _____ from _____ to _____ (via _____), 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/afternoon/evening, Ladies and Gentlemen:

Captain _____ and your crew welcome you aboard Air China Flight CA _____ to _____ via _____. There are _____ 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 is talking on his mobile phone when the



- plane is just about to take off?
- Where is luggage usually stored?
 - 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 Airlines flight from _____ to _____ via _____. The flying distance between _____ and _____ is _____ kilometers and our flight will take _____ hours and _____ minutes. We'll be flying at an altitude of _____ meters and at a speed of _____ 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. We hope you enjoy the flight.

Thank you!

Salutations

Ladies and Gentlemen:

Welcome aboard HNA. Our cabin crew will try their best to provide you with excellent service. Sit back and enjoy the flight.

Thank you!

III. Oral Practice

- What will you do if your passengers cannot find his seat as the purser of the flight?
- What will you say to him if someone is in the wrong seat as the cabin attendant?
- Try to discuss what the main duties of flight attendants are 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'kjʊə] *adj.* 安心的; 安全的
 fasten ['fɑ:sən] *vt.* 扎牢; 扣住
 ensure [in'ʃʊə] *vt.* 确保
 baggage ['bæɡɪdʒ] *n.* 行李
 purser ['pɜ: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 ['æltɪtju:d] *n.* 高; 高度
 salutation [ˌsælju:'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/əə/。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.



Part Four Reading

Flight Crew

Flight crew is a group of people employed by an airline who have duties on board the aircraft. It consists of two kinds of people: those who are responsible for the safety, efficient operation of an aircraft and those who are responsible for the safety and well-being of passengers on a flight. The first kind is called pilots and the other, cabin crew.

Pilots exercise command over the crew, including the co-pilots (first officers) and cabin crew. Aircraft are usually operated by two, three or four pilots, depending on the type of aircraft and length of journey. The pilot who is called the captain is the more senior one. He has full responsibility for the safety of the aircraft and its occupants.

Pilots are needed in four areas: passenger scheduled services; passenger charter services; freight services; and business aviation (general aviation). The business aviation is the biggest sector worldwide and includes private aircraft, flying schools, and companies transporting oil and gas workers to offshore rigs.

Many consider flying to be a dream job but perhaps have an unrealistic idea about what it is really like. In fact, the job demands a great deal of personal commitment and self-sacrifice. A pilot has to pass stringent training courses, and then be tested in recurrent training twice yearly in order to maintain the relevant license.

Cabin crew is the people who are working with the passengers in the cabin. They attend to passengers' needs throughout the flight, serving refreshments and selling duty-free goods, so customer service is vital. They are expected to be friendly, enthusiastic and courteous at all times. Cabin crew can also be divided into two groups: the senior member is called flight director or purser and those who work under the senior member are called cabin attendants.

A qualified cabin crew must be with lofty goals and passion. But that's not enough. High level of professionalism and hard working attitude are a must. Language is also important, and an excellent cabin crew must be able to communicate with passengers in English fluently who are not sharing the same language.

Cabin attendant should carry out a range of duties:

- attending a pre-flight briefing, and crew members are assigned their tasks for the coming flight.
- carrying out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, ensuring that information in the seat pockets is up to date and that all meals and sufficient supplies are on board.
- welcoming passengers on board and directing them to their seats.
- demonstrating safety procedures and ensuring that all hand luggage is securely stored away.