

NEW

CENTURY
ENGLISH FOR
CABIN
ATTENDANTS
(Intermediate)

新世纪民航乘务英语 (中级)

综合教程

杨爱荣 杨建 主编

南开大学出版社

Integrated English

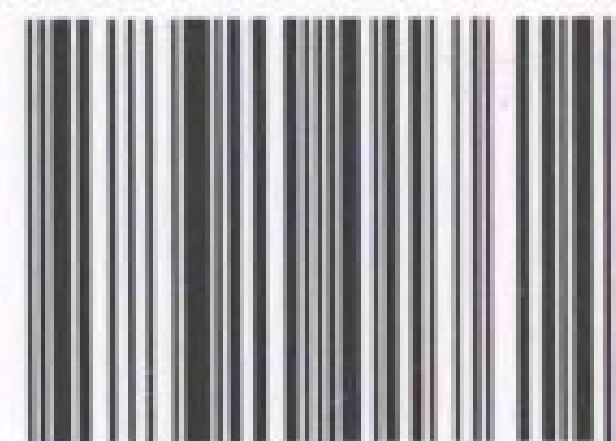
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New Century English for Cabin Attendants
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前 言

自中国民航总局实施英语工程以来,各航空公司对乘务员的英语培训十分重视,乘务员的英语水平也有了相应的提高。随着科技的发展,机上设施更加现代化;我国已加入 WTO,民航的竞争日趋激烈,所以机上服务的标准也有了新的要求。为更好配合中国民航总局英语工程的开展,使我国的乘务员的英语水平再上新台阶,以适应新世纪机上服务的要求,我们在收集了大量的资料的基础上,按照民航总局英语工程《乘务专业考试培训大纲》的要求,在我们跨进新世纪的大门时,编写了这本《新世纪民航乘务英语(中级)综合教程》。

该书所涉及的内容有:乘务员素质、机上设施、航前准备、航后工作、机上娱乐、餐饮服务、危险品的处置、海关检疫、机场设施、紧急情况下如何控制乘客等。

该书共分为 26 个单元,计划 150 课时。由于本书的主要对象是已经通过英语工程乘务专业初级考试的乘务员和已经有一定英语水平的乘务员,所以在本书中不再安排基础语法。但是编写了语法各项的练习题,以便学员复习。词汇表中标有星号“*”的词,为超出乘务英语中级考试大纲的词汇。

该书不仅适用于英语工程乘务专业的中级培训,也适用于高等院校乘务专业的专业英语教材。

该书的编写始终受到总局人教司的领导和中国民航学院各级领导的关怀和支持,在此表示衷心的感谢。特别感谢 Foster Rogers 和 Jill Rogers 两位英国教授给我们审稿,并提出了许多宝贵意见,使教材更加完善。另外东方航空公司培训中心的王俊英、上海航空公司的丁杏娥、西北航空公司的黄爱丽以及中国民航学院的刘得一副教授为本书的编写给予了很大的帮助,在此也向他们表示衷心的感谢。

由于水平有限,书中出现的一些不足之处,望各位同行不吝赐教,以便再版时修正。

编者
2002 年 6 月

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Unit 1

Text



Cabin Attendants' Qualifications

Cabin attendants make face-to-face contact with passengers. Their professional image reflects the airlines' service image. Passengers' opinion of an airline is based on their speech, behavior and service standard.

Cabin attendants should possess essential qualifications for their work, as well as

the rigid physical requirements such as height and vision. The quality of the cabin service is judged on the friendliness, courtesy and appearance of the cabin attendants.

First, cabin attendants should enjoy their work. They are doing an exciting and challenging job. They should be friendly and helpful to passengers. They must keep smiling during their work, for a smile is a good way to help passengers relax. They must also provide a courteous and efficient service to the passengers. Second, a warm concern for other people is a necessary qualification for passenger service work. Dignity, warmth and a sincere liking for people are the best qualities.

The cabin attendants' ability to provide good service in an efficient manner depends to a large extent on their command of a wide range of information. Cabin attendants must be acquainted with information about the flight. That is to say, they should command not only information that is directly related to the tasks to be performed on that flight, but also information that is required to respond to passengers' requests. Possession of the information necessary to perform duties to which cabin attendants are assigned, including the preparation of documents is an essential qualification for all crew.

Language skill is another requirement for the cabin attendants. They must be able to communicate with the passengers and their language level must be high enough to show professionalism, courtesy and respect. When they speak to the passengers, they ought to face them and use clear, simple words instead of airline jargon to avoid misunderstanding. They should use their voice effectively to convey a feeling of warm hospitality. Cabin attendants are also expected to speak several languages. English is an international language. If the cabin attendants don't share the same mother-tongue with the passengers, English will probably be the means of communication. In addition, cabin attendants may need English to report a cabin fault at a foreign airport or refer to

the manufacturer's manual.

In order to provide a high standard of service cabin attendants must respond to the actual needs of passengers. They need to develop an understanding and awareness of both the physical requirements and psychological needs of their passengers. A special effort to develop this understanding is necessary in cases involving the elderly, those travelling with small children, children travelling alone, and those who have a physical impairment of some kind, all of whom may have needs of which others, including the crew, are not always aware. The term "priority guest" is used to refer to these passengers. In brief, cabin attendants must also be psychologists and nurses.

A cabin attendant must be trained to perform her own assigned duties and to provide whatever assistance the other cabin attendants require. Co-operation between cabin attendants is essential if the highest possible standards of service are to be achieved.

Finally, cabin attendants should be prepared for any emergency because they play such an important role. They should be able to remain calm and to keep the passengers calm and they must be familiar with routine emergency procedures.

To become a qualified cabin attendant is not easy. Cabin attendants should pay attention to every detail of their appearance, language, behavior and service to the passengers. Their knowledge of essential information and an ability to work in a team are also important qualifications.

New Words

qualification [kwɒlɪfi'keɪʃən]	n. 资格, 条件, 素质
contact ['kɒntækt]	n. 交往, 联系; 接触
* professional [prə'feʃənəl]	a. 职业的, 职业上的
reflect [rɪ'flekt]	v. 反映, 表现
image ['ɪmɪdʒ]	n. 形象
speech [spi:tʃ]	n. 言语, 语言, 说话
behavior [bi'heɪvɪə]	n. 行为, 举止
standard ['stændəd]	n. 标准, 规范
* rigid ['rɪdʒɪd]	a. 严格的, 固定不变的
physical ['fɪzɪkəl]	a. 身体的, 肉体的
vision ['vɪʒən]	n. 视力, 视觉
judge [dʒʌdʒ]	v. 判断, 断定
friendliness	n. 友谊, 友善, 亲切
courtesy ['kɔ:təsi]	n. 礼貌
appearance [ə'piərəns]	n. 外表, 外貌, 外观
challenging [tʃælɪndʒɪŋ]	a. 挑战的
relax [rɪ'læks]	v. 放松, 松弛
courteous ['kɔ:tiəs]	a. 有礼貌的, 客气的
concern [kən'sɜ:n]	n. 关心, 关怀

dignity ['diɡniti]	<i>n.</i> 尊严, 尊贵; 庄严
warmth [wɔ: mθ]	<i>n.</i> 热忱, 热情, 热烈
sincere [sin 'siə]	<i>a.</i> 真诚的, 真挚的
liking ['laikiŋ]	<i>n.</i> 喜欢, 喜爱
ability [ə 'biliti]	<i>n.</i> 能力, 才能
extent [ik 'stent]	<i>n.</i> 程度, 范围
command [kə 'mɑ: nd]	<i>n.</i> 掌握, 精通, 运用能力 <i>v.</i> 掌握, 支配
* acquaint [ə 'kweint]	<i>v.</i> 使熟悉, 认识
relate [ri 'leit]	<i>v.</i> 关联, 联系, 把……联系起来
perform [pə 'fɔ: m]	<i>v.</i> 履行, 实行, 完成
respond [ris 'pɔ: nd]	<i>v.</i> 回答, 答复; 作出反应
* possession [pə 'zeʃən]	<i>n.</i> 拥有, 占有
assign [ə 'sain]	<i>v.</i> 分配, 分派, 指定
preparation [, prepə 'reiʃən]	<i>n.</i> 准备, 预备
essential [i 'senʃəl]	<i>a.</i> 基本的, 本质的
communicate [kə 'mju: nikaɪt]	<i>v.</i> 交流(思想); 通信
* professionalism [prə 'feʃənəlaɪzəm]	<i>n.</i> 职业技能, 职业特性
* jargon ['dʒɑ: ɡən]	<i>n.</i> 行话, 多专门术语的话
avoid [ə 'vɔɪd]	<i>v.</i> 避免, 避开
misunderstanding [, misʌndə 'stændiŋ]	<i>n.</i> 误会, 误解
effectively [i 'fektɪvli]	<i>ad.</i> 有效地
convey [kən 'vei]	<i>v.</i> 转达, 传达
* hospitality [, hɔspi 'tæliti]	<i>n.</i> 殷勤, 好客
expect [ik 'spekt]	<i>v.</i> 预料, 预期, 期望
share [ʃeə]	<i>v.</i> 分享, 分担, 共用
communication [kə , mju: ni 'keɪʃən]	<i>n.</i> 交流, 通讯
fault [fɔ: lt]	<i>n.</i> 故障, 缺陷
manufacturer [, mænju 'fæktʃərə]	<i>n.</i> 生产者, 制造商
understanding [, ʌndə 'stændiŋ]	<i>n.</i> 理解, 了解, 懂得
* awareness [ə 'weɪənis]	<i>n.</i> 意识到, 觉察
* psychological [, saɪkə 'lɔdʒɪkəl]	<i>a.</i> 心理的, 心理学的
* impairment [im 'peɪəmənt]	<i>n.</i> 损伤, 损害
aware [ə 'weɪə]	<i>a.</i> 知道的, 意识到的, 明白的
priority [praɪ 'ɔriti]	<i>n.</i> 优先, 优先权, 优先顺序
* psychologist [saɪ 'kɔlədʒɪst]	<i>n.</i> 心理学家
achieve [ə 'tʃi:v]	<i>v.</i> 达到, 获得
emergency [i 'mɛ:dʒənsi]	<i>n.</i> 紧急情况, 紧急状况
routine [ru: 'ti:n]	<i>a.</i> 常规的, 例行的, 日常的
qualified ['kwɔləfaɪd]	<i>a.</i> 合格的, 有资格的

Phrases & Expressions

make contact with	与……交往, 与……联系
base on	以…为基础, 建于……之上
as well as	除……以外(还)
depend on	依赖, 依靠
to a large extent	在很大程度上
be acquainted with	熟悉, 了解, 认识
that is to say	也就是说
be related to	和……有联系, 和……有关
respond to	回答, 响应, 做出反应
instead of	代替
in addition	另外, 此外, 而且
refer to	参考, 查阅; 指的是, 是指
in brief	简言之
play a role in. . .	在……中扮演角色; 在……中起作用
be familiar with	熟悉, 通晓
pay attention to	注意

Proper Nouns & Terms

cabin attendant	空中乘务员
professional image	职业形象
cabin fault	客舱故障
priority guest	需优先照顾的乘客

Notes

- 空中乘务员可以以四种方式来表达: air stewardess; air hostess; flight attendant; cabin attendant。其中 air stewardess 和 air hostess 专指女性, 目前较为常用的是 flight attendant 和 cabin attendant, 本书统一采用 cabin attendant。
- They must keep smiling during their work, for smile is a good way to help passengers relax. 在工作中, 他们必须保持微笑, 因为微笑是使乘客放松的一种好办法。
● for 引导原因状语从句, 作补充说明。
- The cabin attendants' ability to provide good service in an efficient manner depends to a large extent on their command of a wide range of information.

空中乘务员高效地提供优质服务的能力在很大程度上依赖于他们对大量信息的掌握程度。

● *to provide good service in an efficient manner* 为动词不定式短语, 作 *ability* 的定语。

4. ... they should command not only information that is directly related to the tasks to be performed on that flight, but also information that is required to respond to passengers' requests.

……他们不仅应该掌握与航班上要完成的任务直接相关的信息, 而且应该掌握答复乘客的请求所需的信息。

● *that is directly related to the tasks to be performed on that flight* 是定语从句, 修饰第一个 *information*; *that is required to respond to passengers' requests* 是定语从句, 作第二个 *information* 的定语。

5. Possession of the information necessary to perform duties to which cabin attendants are assigned. ...

空中乘务员掌握完成指定的任务所需的信息……

● *necessary to perform duties to which cabin attendants are assigned* 形容词短语作后置定语, 修饰 *information*。 *to which cabin attendants are assigned* 为定语从句, 修饰 *duties*。

6. In order to provide a high standard of service cabin attendants must respond to the actual needs of passengers.

为了提供高质量的服务, 空中乘务员必须对乘客的实际需要做出反应。

● 动词不定式短语 *to provide a high standard of service* 与 *in order to* 连用作目的状语。

7. They need to develop an understanding and awareness of both the physical requirements and psychological needs of their passengers.

他们需要理解并意识到乘客的生理及心理需要。

8. A special effort to develop this understanding is necessary in the cases involving the elderly, those traveling with small children, children traveling alone, and those who have a physical impairment of some kind, all of whom may have needs of which others, including the crew, are not always be aware.

在有老人、有人带小孩、小孩独自旅行或乘客身体有损伤的情况下, 更需要努力去理解这种需要, 包括乘务员在内, 人们并不总是能理解这些人的某些需要。

● *involving the elderly, ... and those who have a physical impairment of some kind* 为分词短语, 作 *cases* 的定语, *traveling with small children, traveling alone* 这两个分词短语分别作 *those* 和 *children* 的定语。 *who have a physical impairment of some kind* 为定语从句, 修饰 *those*; *all of whom...* 为非限制性定语从句。

9. Co-operation between cabin attendants is essential if the highest possible standards of service are to be achieved.

如果要达到最高的服务标准, 空中乘务员之间的合作是必要的。

● *be to* 结构用来表示将来按计划要发生的事情, 例如:

We are to meet at the school gate.

Exercises

I. Answer the following questions according to the text.

1. How do passengers get their opinions of the airlines?
2. What is the excellent quality of cabin service judged on?
3. Why should cabin attendants keep smiling during their work?
4. What are the best qualities?
5. What kind of information should they command?
6. What words should they use when they communicate with passengers? Why?
7. English is an international language. When do they need English to communicate?
8. To whom should they pay special attention?
9. What is essential between cabin attendants?
10. What should they do in an emergency?
11. What are the qualifications for cabin attendants?

II. Fill in the blanks with words or expressions given below. Change the form where necessary.

emergency	relax	ability	fault	communicate
assign	sincere	reflect	routine	qualified

1. Cabin attendants may need English to report a cabin ____ at a foreign airport.
2. Their professional image ____ the airlines' service image.
3. Smile is a good way to help passengers ____.
4. The cabin attendant was ____ to first class section.
5. In order to be ____ cabin attendants, they should pay attention to every detail of their appearance, language, behavior and service to the passengers.
6. They should be able to remain calm and to keep the passengers calm in an ____.
7. Cabin attendants must be able to ____ with passengers.
8. Dignity, warmth and a ____ liking for people are the best qualities.
9. The job, though not difficult, includes many ____ tasks, which are quite boring.
10. Dogs have the ____ to hear sounds that people cannot.

III. Replace the italicized parts in the following sentences with words or expressions from the text.

1. The cabin attendants were worried about Janet because no one *knew* where she had gone.
2. If the cabin attendants don't *speak* the same language with the passengers, English will probably be the means of communication.
3. Passengers' opinion of an airline is based on their speech, *action* and service standard.

4. To some *degree* that was my own fault.
5. This is the normal *polite* manner of introduction among speakers of American English.
6. The purser *did* all her duties perfectly.
7. They should *possess* the necessary information.
8. It's a long letter, but *in a few words*, he says "no".
9. Cooperation between cabin attendants is essential if the highest possible standards of service are to be *got*.
10. I can't *express* my feelings in words.

IV. Fill in the missing words or phrases.

Cabin attendants make face-to-face contact ____ passengers. Cabin attendants should possess essential ____ for their work. The quality of the cabin ____ is judged on the friendliness, courtesy and appearance of the cabin attendants. They should ____ their work. They are doing an exciting and challenging job. They should be friendly and helpful ____ passengers. They should ____ a wide range of information. They must be able to communicate ____ passengers and they are also expected to speak several languages. In ____, they must understand the actual needs of their passengers. They should be ____ for any emergency. At last, they must be trained to perform their own assigned ____ and to provide whatever assistance the other cabin attendants require.

V. Translate the following sentences into English.

1. 空中乘务员与乘客进行面对面的交往。(make contact with)
2. 乘客对航空公司的看法基于乘务员的言谈、举止和服务标准。(base on)
3. 除了对身体有严格的要求外, 乘务员应在工作中具有必需的基本素质。(as well as)
4. 他们必须为乘客提供礼貌而高效的服务。
5. 空中乘务员必须熟悉与飞行有关的信息。(acquaint ... with)
6. 为避免误解, 他们要用简单词语而不是航空系统用的行话。(instead of)
7. 空中乘务员必须对乘客的实际需要做出反应。(respond to)
8. 在紧急情况下他们起着重要的作用。(play a role in)
9. 乘务员必须履行指定的职责。(perform)
10. 人们期望乘务员能讲几种语言。(expect)

VI. Word Building

Study the following words. Then use them correctly in the sentences below.

The prefixes un-, in- can be used before adjectives to make them negative in meaning, for example:

usual 通常的, 平常的 - - - - - unusual 不平常的
 happy 幸福的 - - - - - unhappy 不幸福的
 satisfied 满意的 - - - - - unsatisfied 不满意的