

NEW

CENTURY
ENGLISH FOR
CABIN
ATTENDANTS
(Intermediate)

新世纪民航乘务英语 (中级)

口语教程

主编 李玉梅 杨建

南开大学出版社

Spoken English

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新世纪民航乘务英语（中级） 全三册为：

- 综合教程
- 听力教程
- 口语教程

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前言

《乘务英语》教材自 20 世纪 80 年代问世以来,受到机上服务人员的青睐,先后成为我国各大航空公司英语培训的首选教材。乘务员的英语水平也有了相应的提高。然而,随着我国改革开放步伐的加快,我国加入了 WTO,民航竞争日趋激烈,社会各方面对客舱服务人员的服务水平,尤其是他们的英语交际能力,提出了更高的要求。为了使我国乘务员的英语水平再上新台阶,以适应新世纪客舱服务的要求,为此,我们按照中国民航总局英语工程《乘务专业考试培训大纲》的要求,对原《乘务英语》进行了修改,编写了《新世纪民航乘务英语(中级)口语教程》。

一. 编写宗旨:

《口语教程》是《新世纪民航乘务英语》(中级)的主干教材之一。该教程旨在帮助学生掌握语言的交际功能,结合客舱服务的工作程序,有针对性地培养学生口头表达能力。

本教材在编写中努力注意以下几点:

1. 自始至终以客舱服务工作程序为主线,以语言交际能力为中心。
2. 改变以往教材中每篇材料均配有生词、词组的编写模式。
3. 各类练习均编有可供选择的材料,为因材施教创造条件。
4. 多方为学生提供口语表达的素材。学生可根据 Substitutions, Communicative Functions, Useful Expressions 以及 Word Bank 中给予的用语开展口语活动。
5. 全教材强调各部分的有机配合。

二. 编写框架:

本教材共分 18 个单元,每单元由四部分组成。

Part A Dialogues in the Cabin 客舱会话

该部分旨在设定情景,要求学生根据样板进行口语活动。

Part B Communication Functions 交际功能

该部分重点是培养学生的口头交际能力。提供 Expressing Greeting, Possibility and Certainty 等交际功能紧密结合的样板对话,要求学生根据提供的 Useful Expressions, 参考样板以及设定的情景进行口语活动。

Part C Pronunciation and Intonation 语音语调

该部分配有与客舱服务相关的机上广播词以及城市景点介绍,旨在帮助学生提高英语广播的水平。

Part D Aviation Language 民航用语

该部分旨在帮助机上乘务员了解客舱服务的相关知识,扩大相关专业术语,从而提高她们的工作水平。

三. 使用说明:

1. 全教材共 18 个单元,每单元 4 课时。其中 Part A 与 Part B 需要在课内完成。Part C 宜在上课前几分钟在老师的指导下,进行模仿学习。Part D 可让学生在课外完成。
2. Part A 和 Part B 是本教程的重点。为保证课内能较顺利地开展口语活动,可要求学生课前对该部分内容进行预习。考虑到课堂的时间有限,教师亦可视学生水平,选择一个对话

及一个情景组织教学。其他部分让学生在课外完成,上课时作适当检查。

本书由中国民航学院外语系负责编写。由李玉梅教授、杨建副教授任主编,副主编有崔澍、王爱国、姚金梅、陈淑华、余虹老师。英籍专家 Foster Rogers 和 Jill Rogers 审阅了全书。谨此一并致谢。

编者

2003 年元月

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Unit One

The Cabin Crew

Part A

- Dialogues in the Cabin
- Substitution
- Discussion

Dialogues in the Cabin

1. **CA:** Good morning, sir. I'm Linda, the purser¹ of this flight. We're happy to be of service to you.

PAX: Pleased to meet you.



2. **CA:** Morning, madam. Welcome board!

PAX: Morning.

CA: My name is Helen and my service number is 128. I hope you have a pleasant flight.

PAX: Thank you. Nice to meet you.

3. **CA:** May I introduce myself, ladies and gentlemen? I'm Margaret, the chief purser² of this flight.

PAX: Good morning, Margaret. When do we take off?



1. purser: 乘务长

2. chief purser: 主任乘务长



5. **CA:** Excuse me; are you Mr. Smith, the manager of Tianlong Air Transportation?

PAX: Yes, that's right.

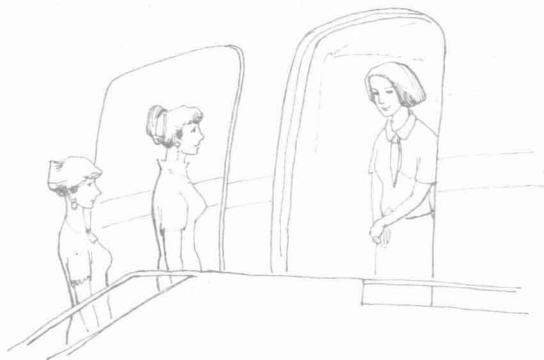
CA: Oh, glad to meet you. I'm Judy, the purser of the flight?

PAX: Glad to meet you, Miss Judy.

CA: Mr. Smith, may I introduce you to Captain Gibbon, the captain of the flight?

CAPTAIN: Hello, Mr. Smith. We've been looking forward to⁵ meeting you.

PAX: It's very kind of you both to greet me.



4. **CA1:** Good afternoon, ladies and gentlemen, allow me to introduce the purser to you.

CA2: How do you do? My name is Li Ping. I'm in charge of³ the cabin. If there is anything I can do for you, please don't hesitate⁴ to call me.

PAX: How do you do? Miss Li. We will call you.



6. **CA:** Morning, Miss Stewart! Welcome aboard!

PAX: Morning, Miss Helen. How are you?

CA: Fine. And you?

PAX: Fine, thank you. This is my friend, Harry.

CA: Very nice to meet you. This way, please.

3. in charge of: 掌握; 掌管

4. hesitate['heziteit]v. 犹豫

5. to look forward to: 盼望

Substitution

1. Good morning,
afternoon,
evening, I'm Kelvin,
Zhang Ping,
Qin Fang, the cabin attendant
purser of this flight.

2. Nice
Pleased
Glad to meet you.

3. My name is George.
Maria.
Wang Lin. My service number is 128.
206.
075.

4. May I introduce myself? I'm Margaret.
our captain? Captain Johnson.
our purser? She's Kathy.
the flight engineer? He's Roger.

5. Allow me to introduce the purser
the captain
the copilot to you.

6. I'm in charge of first class.
economy class.
the rear cabin.
the whole plane.

7. Excuse me, are you Mr. Charles, the chairman of Air France?
Mr. Edward, the manager of the Air China Employee
Training Center?
Miss Christina, the sales director of DGM China?

Discussion

1. How would you greet passengers when they board the plane?
2. How does a cabin attendant make a self-introduction to passengers?

Part B

- Communicative Functions
- Useful Expressions
- Speaking Practice

Communicative Functions

Greetings

In most cultures, when people meet acquaintances for the first time during a day, it is normal to greet them. The main purpose of this greeting is to build up⁶ and maintain good relationships and each language usually has a number of set phrases, which can be used for this purpose.

Pilot: **Good morning,** Miss Li!

CA: **Good morning,** Mr. . .

Pilot: I'm Daniel Zhang. We met the other day at a party. I'm a copilot.⁷

CA: I'm sorry, Mr. Zhang. **How are you?**

Pilot: **Just fine.** And how are you?

CA: **Fine, thanks.**

Pilot: Which flight are you flying today?

CA: MU 124. And you?

Pilot: Really? What a coincidence! I'm flying the same flight.

Useful Expressions

| Formal greetings | Responses |
|---|--|
| <ul style="list-style-type: none"> • Hello. • How are you? • How do you do? • Good Morning (afternoon, evening), Mr. (Mrs., Prof., Dr., Ms., Miss)... | <ul style="list-style-type: none"> • Hello. • Fine, thank you, and how are you? • How do you do? • Gook Morning (afternoon, evening), Mr. (Mrs, Prof, Dr, Ms, Miss)... |

6. to build up: 构建

7. copilot[kəu'pailət]n. 副驾驶

| Informal greetings | Responses |
|---|---|
| <ul style="list-style-type: none"> • Hi, (first name) • Morning. • How are you doing? • How's it going? • How's everything with you? • What's up? /What's new? • Haven't seen you for ages. How are you? | <ul style="list-style-type: none"> • Hi, (first name) • Morning. • OK/ Fine/Great. • Pretty good, and you? • Not bad. • All right. /Nothing new. • Fine, thanks. |

Introductions

There are two kinds of introductions: self-introduction and introducing others. After an introduction is made, there is usually an exchange of formalities.

A

- Captain: Ladies and gentlemen, may I have your attention please? (He turns to the purser) Shall we begin?
- Purser: If you could spare⁸ me just a few minutes, **I'd like to introduce** the new member of our team, Miss Li Hong **to you**.
- Captain: Go ahead please.
- Purser: Li Hong, have you met Captain Smith, the captain of our flight.
- Li: No, I haven't had the pleasure, (extending her hand) how do you do, Captain Smith?
- Captain: How do you do?
- Purser: And this is Daniel Zhang.
- Li: Yes, we've just met.
- Purser: Wonderful! And this is Alan Johnson, our flight observer⁹.
- Johnson: Hello. Welcome to join us.
- Li: **Pleased to know you.** Mr. Johnson.
- Johnson: Call me Alan, please.
- Purser: (Talking to the captain) That's all. Thank you.
- Captain: Sure thing. Well, ladies and gentlemen, let's have a look at today's flight route. . .

8. spare[spɛə]v. 抽出时间

9. flight observer: 飞行观察员

B

Sometimes introductions and greetings go together, people may greet each other after an introduction is made. The following is an example.

- Li: Hello. **I'm Li Hong. I work for Air China¹⁰.**
- Yang: **Nice to meet you, Li Hong. My name is Yang Yue. I'm from Xinhua Airlines¹¹.**
- Li: Pleased to know you. What do you think of our training project?
- Yang: Well, I think it's well planned. They've made everything clear to us.
- Li: Yes, I agree with you. We seem to have a lot of things to learn within a short period of time. I just wonder if I can take them all in.
- Yang: Cheer up¹²! Don't lose heart. I've seen you working. I'm sure you'll succeed.
- Li: Yes, you're probably right. Thank you for the encouragement.
- Yang: Look! Here comes Mr. Jefferson, our oral English teacher.
- Jefferson: **Good morning, ladies!**
- Li and Yang: **Good morning, Mr. Jefferson.**
- Jefferson: Are you ready for the class?
- Li and Yang: Yes, we are. Let's go to the classroom.

Useful Expressions

| Formal introductions | Responses |
|---|--|
| <ul style="list-style-type: none"> • (Excuse me,) Let (Allow) me (to) introduce myself. My name is. . . • (Excuse me,) May I introduce myself? My name is. . . • Have you met my friend. . . ? | <ul style="list-style-type: none"> • I've heard so much about you. My name is. . . • It's my pleasure to meet you, my name is. . . • How do you do? Mr. (surname). My name is. . . • No, I haven't had the pleasure. |
| Informal introductions | Responses |
| <ul style="list-style-type: none"> • My name is. . . (first name) • I'm. . . (first name) | <ul style="list-style-type: none"> • Mine's. . . (first name) • Nice to meet you, I'm. . . (first name) |

10. Air China: 中国国际航空公司

11. Xinhua Airlines: 新华航空公司

12. to cheer up: 振作一点

Speaking Practice

A. Complete the following dialogues:

1. A: Excuse me, let me introduce myself. My name is Mark Hopkins.
B: _____
A: How do you do? Mr. Smith.
2. A: Hi, Patrice, this is my friend Kelly.
B: _____
C: Nice to meet you too.
3. A: Mr. Smith, have you met my friend Alan Chen.
B: _____
A: Well, Mr. Smith, this is my good friend Alan Chen. Alan, this is Mr. Smith.
B: _____
C: How do you do? Mr. Smith.
4. A: Hey, man. You did a good presentation yesterday afternoon.
B: _____
A: I'm Robert.
B: _____
A: We may get together sometime and talk longer.
B: _____
A: See you.

B. Prepare dialogues on the following situations:

1. You are having a dance party at a hotel. Now you come out for a break. A stranger comes up to talk to you. Introduce yourself and invite him/her to sit down and talk about the music and the place with this person. Find out where he/she comes from.
2. You are the secretary of the Training Center. Now a new trainee student comes to the office and asks questions. Extend your welcome to him/her and introduce yourself. Answer questions and wish him/her well when he/she leaves.