



高职高专“十三五”规划教材



Practical English For CRH Passenger Service

高铁乘务英语

魏宏 詹洪华 主编

陈素燕 刘波 副主编



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· 北京 ·

《高铁乘务英语》共八个单元，每个单元分为语音训练、工作会话、阅读和综合技能训练四个项目，每个项目包含三个以上技能训练任务。教材以高铁乘务工作的相关工作过程为纲组织教学内容，在出乘准备、立岗迎客、乘行服务、设备介绍、咨询引导、解决问题、卫生安全、告别送行等高铁客运工作情境中仿真呈现英语交流的过程，根据最新高铁服务规定和现场任务需求设计应用训练项目。全书的八个单元各自对应一个基本的客运工作环境、模拟高铁车站和行车的各种英语标识、外籍旅客的各种旅行需求，通过语音、听说、读写与综合技能各个方面的学习与训练，增加学习者的知识积累，提高其应用能力。词句、会话和篇章的训练涵盖全面的乘务工作过程并有所拓展，书中每个训练任务均可从多个训练角度发挥作用。为方便教学，本书配有电子课件和相关音频资料。

《高铁乘务英语》可作为高职高专院校高速铁路客运服务及相关专业的教学用书，也可作为从事铁路乘务工作的相关人员的培训教材，还可供其他铁路客运员工学习和参考。

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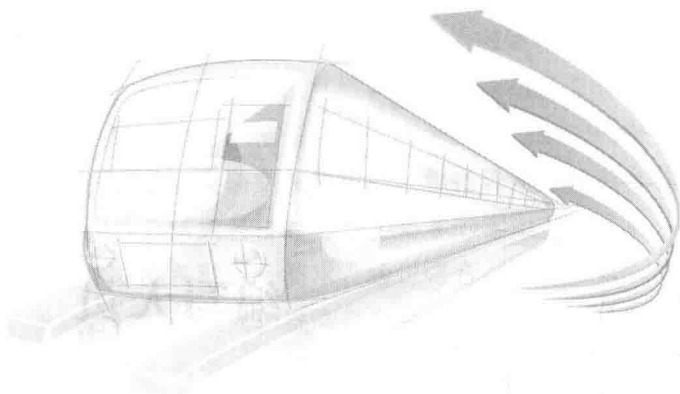
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前言

Foreword



为贯彻国务院颁布的《关于大力发展职业教育的决定》和《高等职业教育创新发展行动计划（2015～2018）》，顺应高等职业教育英语课程、教材改革方向，提高铁路交通行业技能型人才培养质量，在深入了解铁路企业用人需求和高铁客运涉外服务工作的基础上，结合多年校企合作、院校合作经验，我们精心编写了这本《高铁乘务英语》。本书力图秉承“工学结合，能力为本”的职业教育理念，通过基于高铁客运服务工作过程的英语听、说、读、写、译基本应用训练，在帮助学生打好语言基础的同时，重点提高工作实际应用能力，特别是培养标准的英语语音，形成较强的英语口语交流能力，突出高职英语教学的实用性、职业性和实践性，使学生学有所得、学有所用，且用得得心应手、有所创新。

本书强调语音的规范性和语言面貌的重要性，每个单元都有详细的训练指导和练习重点，希望学习者在老师的指导下反复温习、训练。同时学习者应该树立信心，耐心地纠正发音，大胆地练习语调，使英语服务口语流利、顺畅、地道。

本书会话和读写的内容来源于高铁乘务实际，尽力原汁原味地呈现高铁乘务工作的广泛性和复杂性。各单元、各部分内容既相对独立又相互关联，可前后参照学习。高铁建设在迅猛发展，新的规定和问题也可能不断出现，只要踏实积累、循序渐进，相信广大读者能够举一反三，创造性地

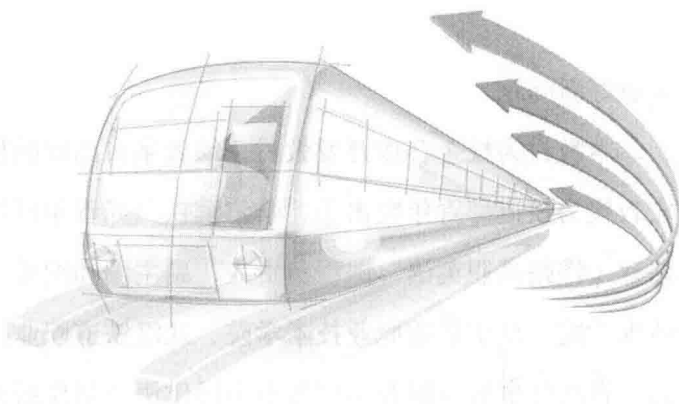
解决好新问题。

本教材为校企合作开发教材，编者来自高职院校和铁路企业。主编魏宏教授为铁道部青年突击手、哈尔滨铁路局青年科技拔尖人才，省级精品课程“铁路高职英语”课程负责人，副主编和编委分别来自郑州铁道职业技术学院、辽宁铁道职业技术学院、武汉铁道职业技术学院和哈尔滨铁路局。青岛外事服务职业学校为本书提供语音制作服务。教材编写过程中得到北京铁路局及其他高职院校的大力支持，在此表示感谢。书中疏漏之处在所难免，敬请广大读者和同行批评指正。

编 者

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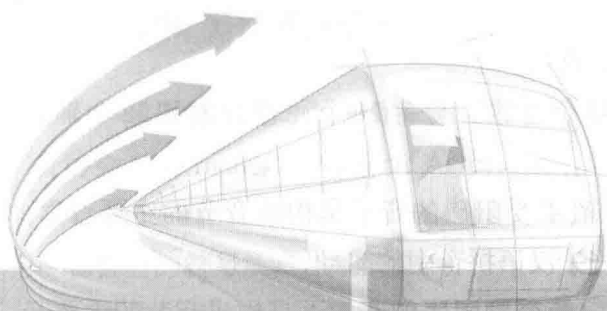
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Unit 1



Getting Ready for Work



【Unit Goals】

After learning this unit, we should know :

1. Basic work of a passenger service crew.
2. The service organization of high-speed train in China.
3. How to get ready for the facilities on high-speed trains.

Section I Pronunciation and Intonation

Phoneme 音素

高铁客运乘务工作中，标准的英语语音与汉语普通话一样是铁路职工服务文明、训练有素的标志，良好的语音面貌和靓丽帅气的仪表、优雅大方的制服一样，都是铁路文化国际交流的名片。学好高铁乘务英语的第一步，就是掌握标准规范的英语语音，从读准、读好每一个音素、音节、单词开始，日积月累，串珠成链，熟练掌握常用短语和单句，逐渐培养起在工作环境中应用英语的能力，顺畅、自然地对外籍旅客提供帮助，展示中国高铁国际化服务的风采。

一、了解语音基本概念

字母：是语言的书写形式。英文26个字母，5个元音字母[a, e, i(y), o, u]，21个



辅音字母。

音标：是单词的语音形式、单词的注音符号。

音素：是音的最小单位。英语中有48个音素，分为20个元音音素和28个辅音音素。

元音：发音响亮，是发音时口腔中气流不受阻碍的音；是构成音节的主要音素。如果要用汉语来参照理解的话，其作用相当于汉语拼音中的韵母。

辅音：发音不响亮，是发音时口腔中气流受到阻碍的音；不是构成音节的主要音素，但经常要去拼读带动元音。类比其作用，相当于汉语拼音中的声母。

音节：由元音或者元音和辅音一起构成的发音单位，是读音的基本单位。

例如，“'”作为隔断符号，将下列单词分隔为2~3个音节：

ti'cket, ap'ple, stu'dent, tea'cher, un'der'stand

元音是音节的主体，元音和它前面的辅音构成不间断音，在朗读时不能间断。任何单词的读音，都是分解为一个个音节朗读。音节分成重读音节、次重读音节和轻读音节。

重读音节：单词中发音特别响亮的音节，按音节规则重读的音节。

次重读音节：按重读音节的读音规则读音，但不是最响亮、最重读的音节。

轻读音节：按轻读音节的读音规则读音，不重读的音节。

在重读音节和次重读音节中，根据元音字母a, e, i, o, u的读音，划分为以下3种音节类别。

1. 开音节

以元音或者“元音+辅音+不发音的e”结尾的音节。

绝对开音节：在元音字母后没有辅音字母。如，we（我们），no（不），he，hi，go，no，do，be，tree，three，hello等。

相对开音节：在元音字母后有一个辅音字母（r除外），还有一个不发音的字母e。如，name（名字），like（像），kite，cake，name，bike，make，take，home，plane，shine等。

2. 闭音节

元音字母后有辅音字母（r除外）构成的音节。如，map（地图），bed（床），keep（保持），sit，bad，bag，hot，hop，let，mad，head等。

3. -r（e）音节

元音字母与辅音字母-r或-re结合构成的音节。如，car（汽车），park（公园），care（照料），here（这里）等。

二、掌握英语的48个音素

中国传统英语教学中都采用国际音标来标注单词发音，国际音标是1888年国际语音协会（International Phonetic Association）的语言学家制定出的一套可国际通用的语音符号（International Phonetic Alphabet, IPA），希望以一个符号代表一音，避免各人使用一套自己的符号所产生的不便。

国内的英文字典和电子词典里，最常见的音标是英式发音的国际音标DJ和美式发音的KK音标。DJ音标是根据英国学者Daniel Jones所编英语发音字典（English Pronouncing Dictionary）中的标音而来，KK音标所使用的符号也来自国际音标符号（IPA），人们常把美语标准发音惯称为KK音标，另外在美式英语中人们也习惯采用从字母排列去拼读出单字的Phonics（自然拼注方法）。在实际应用中，要注意英式英语和美式英语在语音方面的不同以及个别单词书写上的不同。

国际音标48音素分类表

元音	12个单元音		长元音		[i:]	[ə:]	[ɑ:]	[u:]	[ɔ:]			
			短元音		[i]	[ə]	[ɔ]	[u]	[ʌ]	[e]	[æ]	
	8个双元音		[ai]	[ei]	[ɔi]	[iə]	[eə]	[uə]	[əu]	[au]		
辅音	10对	清辅音	[p]	[t]	[k]	[f]	[s]	[ʃ]	[θ]	[tʃ]	[tr]	[ts]
		浊辅音	[b]	[d]	[g]	[v]	[z]	[ʒ]	[ð]	[dʒ]	[dr]	[dz]
	3个鼻音		[m]	[n]	[ŋ]							
	3个似拼音		[h]	[r]	[l]							
	2个半元音		[w]	[j]								

按照发音位置和特点划分





三、英文字母的标准发音表

英文字母	读音	英文字母	读音
Aa	[ei]	Nn	[en]
Bb	[bi:]	Oo	[əʊ]
Cc	[si:]	Pp	[pi:]
Dd	[di:]	Qq	[kju:]
Ee	[i:]	Rr	[ɑ:]
Ff	[ef]	Ss	[es]
Gg	[dʒi:]	Tt	[ti:]
Hh	[entʃ]	Uu	[ju:]
Ii	[aɪ]	Vv	[vi:]
Jj	[dʒei]	Ww	[ˈdʌblju:]
Kk	[keɪ]	Xx	[eks]
Ll	[el]	Yy	[waɪ]
Mm	[em]	Zz	[zed]

四、英语26个字母在单词中的发音情况归纳

A : [ei] [æ] [ɔ] [a:] [ə] [ai]

B : [b], 不发音

C : [s], 在词尾发[k], 在字母组合前发[tʃ]

D : [d] [dʒ]

E : [i:] [i] [e] [ə]

F : [f], 只在of中发[v]

G : [g] [dʒ], 不发音

H : [h], 不发音

I : [ai] [i]

J : [dʒ]

K : [k], 不发音

L : [l], 不发音

M : [m]

N : [n] [ŋ], 不发音

O : [əu] [ɔ:] [ə] [ʌ]

P : [p], 不发音

Q : [k]

R : [r]

S : [s] [z] [ʃ] [ʒ]

T : [t] [ʃ] [tʃ], 不发音

U : [ju:] [u:] [ʌ] [u] [ə]

V : [v]

W : [w], 不发音

X : [ks] [gz] [kʃ]

Y : [j] [ai] [i]

Z : [z]

五、正音拼读练习

1. 请反复模仿录音，准确读出英语48音素。
2. 用升调和降调分别读出26个字母的本身发音，特别注意音的长短和轻重。

Section II Working Conversation

Conversations 会话

1. Roll Call in Passenge Service Crew 乘务组点名

Chief Conductor : Good morning, girls. Let's have a thorough check of ourselves.
Straighten the clothes up and wipe the shoes clean.

Crew member : Yes, madam.

Chief Conductor : Tidy up your scarf, Li. And fasten your hair, please.

Li : All right.

Chief Conductor : Attention, please. Now let's start the roll call. Zhang Yue.

Zhang : Yes, present.

Chief Conductor : Li Ping.



Li : Yes, present.

...

Chief Conductor : Ok. We are all here. And let's look at the priority of today's work.

2. Talking about Passenger Service Work 讨论客运服务工作

Chief Conductor : Could anybody tell me about the tasks in our trip?

Crew member 1 : Ensure the safe boarding and getting off of the passengers.

Crew member 2 : Take care of passengers need special attention.

Chief Conductor : Good. How about the work of safety and offering suggestions?

Crew member 1 : We should try our best to inspect safety facilities and make sure the baggage arrangement is well done.

Crew member 2 : We should make every effort to promote non-smoking in high speed train.

Chief Conductor : Good job.

3. Shift handover 乘务交接班

Conductor 1 : Are the backup articles for our compartment all here?

Conductor 2 : Yes, I think so. There isn't anything missing.

Conductor 1 : Let me count the number of backup articles in the reservation box.

Conductor 2 : OK, please take a look.

Conductor 1 : Is there any problem with the equipment?

Conductor 2 : Nothing serious. A liquid soap in carriage 5 is lightly leaking sometimes.

It is written on the shift report.

Conductor 1 : All right. I'll pay attention to it. Thanks for telling me.

Conductor 2 : Welcome.

4. Shift handover of Chief Conductor 列车长交接班

Chief Conductor 1 : Good afternoon. Have we had many passengers today?

Chief Conductor 2 : Yeah. Occasionally, some passengers have no seats. We have to tell them to be careful for safety reasons.

Chief Conductor 1 : It's hot today. Passengers must have consumed a lot of water.

Chief Conductor 2 : Yes, more than average. And some of the passengers complained about the air-conditioner in the compartment.

Chief Conductor 1 : Did they feel hot or cold?

Chief Conductor 2 : Some felt hot and some felt cold !

Chief Conductor 1 : Thanks for reminding me of that.

Practical Tasks 口语实训练习

Task A. Get familiar with the topics below.

1.

A : Good morning. May I help you?

B : Yes, I'd like to buy a ticket for tomorrow's G105.

A : What is your destination, please?

B : Shanghai. How much do I have to pay for a second class seat?

A : RMB 553 (Chinese yuan). And the station is Shanghai Hongqiao.

B : All right. Is the insurance included in the cost?

A : No, but you should still punch at the entrance.

B : OK. Can I have a window seat in the train?

A : Let me see. Yes, there are window seats left .

B : Thank you. Here is RMB600 yuan.

A : And this is your ticket and your change, 47 yuan.

2.

A : Excuse me. I want to go to Shenyang. Which waiting room shall I go?

B : Waiting room No.2, please. Go forward and turn left, you will find it. Would you please show me your ticket?

A : Here it is. And my passport.

B : G383. It's hard for you to catch the train. There are only 3 minutes before the train departs.

A : I went to the wrong building so I'm in a hurry. What if I run quickly?

B : According to corresponding regulations, ticket checking and boarding will be stopped 3 minutes before train departure.

A : Oh, I see. what shall I do, then?

B : You can go to the Ticket Office and change your ticket. You can take next train G381 to Shenyang after 23 minutes.

A : All right. Thank you .



3.

A : May I have your passport and ticket, please?

B : Sure. Here you are.

A : Thank you. Please move on to the security check please.

C : Please put your luggage on the checking machine and stand up over there.

B : Excuse me. Anything wrong?

C : The inspection of your luggage is over, but you might got some metal things with you on your person.

B : It's just a very small fruit knife.

C : I'm sorry to tell you that it is a prohibited item. Please leave it to our care.

B : All right, then.

C : Thank you for your cooperation. No dangerous goods are allowed to bring on the train!

4.

A : Excuse me. This way for ticket holders, please!

B : Sorry. I have no ticket, but I want to come to the platform to meet my friend who will arrive by train G123.

A : Then you should wait outside the exit ticket gates over there.

B : My friend is ill and she takes a heavy suitcase. She needs help. I'm worried about her.

A : In that case you may go to the information center and ask for help. The attendant will give you a pass card and you can come to the platform.

B : Oh, I see. Thanks. Will the G123 train arrive on schedule?

A : It should be on schedule. Please listen to the announcement carefully.

B : Ok. Thanks a lot.

A : You are welcome.

Task B. Create new conversations according to the working situation you imagine, using the phrases and structures we have learned above.

Section III Reading

High Speed Train in China

High-speed rail in China refers to passenger train service with an average speed of 200 km/h or higher. High speed trains, which are also called bullet, fast, or CRH trains, are identified as G, D and C trains.

Currently, there are about 2,300 pairs of high speed trains running daily along the high speed rail with a length of over 22,000 km, covering almost every large city and most tourism destinations. Their top speed is 300 km/h, which is planned to increase to 350 km/h in the near future.

Painted in white or grey with a “bullet” locomotive, the high speed trains can be easily recognized. The first long distance high-speed line opened in China on 25 December 2012. It took 7 hours and 59 minutes to cover the 2,298 kilometers from Beijing to Guangzhou, cutting the journey time by 14 hours. And on January 5, 2017, the longest high-speed train from Beijing to Kunming came into use. It takes only 12 hours and 53 minutes to cover the 2,760 kilometers of 6 provinces.

High-speed train makes train travel easier. “There are trains every several minutes. Buying a ticket, getting through the checkpoint to taking your seat, will take just 30 minutes.” said a message on the government’s website. There may be more high-speed trains running over 300 kilometers an hour between major cities. The travel time will decrease to 4 ~ 8 hours on each route.

China Railway High-speed runs different CRH electric multiple unit. CRH trainsets provide fast and convenient travel between cities. Some trains have sightseeing area. Passengers can take their seat at the front or back of the train and watch the driver swing into action as he conquers 300 km/h and beyond.

New word and expressions

average	[ˈævərɪdʒ]	<i>adj.</i> 平常的 ; 平均的
bullet	[ˈbʊlɪt]	<i>n.</i> 子弹, 子弹头列车
identify	[aɪˈdentɪfaɪ]	<i>v.</i> 识别, 确定
currently	[ˈkʌrəntli]	<i>adv.</i> 当前, 目前