全国空中乘务专业规划教材

FLIGHT SERVICE SERIES



第3版

民航乘务英语会话

主编 林 扬 副主编 程 茜 余明洋 邓彦东

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旅游教育出版社

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丛书修订说明

奥曼劳马縣 奔特 统的

非獨更營學愛例

全国空中乘务专业规划教材依据中国民用航空局关于空 乘人员的素质、知识结构、能力要求开发和编写。作为全国首套 针对空中乘务专业较为完善的系列教材,从规划之初就一直坚 持"探索教材体系、服务专业发展,创新教材内容、引领专业趋 势"的指导思想。经过六年的使用,本套教材得到了相关院校一 线教师的充分肯定,获得了很好的口碑,对我国空中乘务专业 的建设与人才培养发挥了重要作用。

我们将我村使用过程中的各种反馈意见进行了汇总,在完善我村内容的基础上,使

本系列教材问世以来,正值我国空中乘务服务专业教育不 断规范、健康发展之时。一方面,民航服务在不断更新服务理 念,服务的品质不断攀升:另一方面,空乘服务教育在人才培养 的层次、培养模式、培养水平上不断创新,学科内涵不断充实, 服务于我国民航未来发展的具有生机与活力的人才培养体系 逐渐形成。此间,我们一直密切关注民航服务的实践,动态跟踪 空中乘务专业的国内外发展趋势,不断深化对民航服务专业教 育的认识。为适应未来民航服务国际化对人才培养的新要求, 继续发挥本套教材在我国空乘服务专业教育的引领作用,完善 教学体系、丰富教学内容,提高教学的效率与质量,我们就教材 在专业建设与人才培养中的实际效果以及毕业生在实际工作 岗位上的职业发展进行了调研,在此基础上我们又一次组织了 工作在专业建设一线的空乘服务专业专家、教师对教材进行了 修订,力图在教材的科学性、前瞻性和实用性方面有所创新,使 这套空中乘务专业系列教材在未来的专业建设与人才培养方 面发挥更大的作用。

本次教材修订我们主要遵循了以下原则:

- 1. 提升教材的学科内涵。现今的空乘服务教育已从普通的 专科教育为主,逐步走向本专科教育并存的格局,学科的内涵 逐渐凸显出来。为此,我们在本版教材修订中,强化了学科概 念,通过完善与创新核心课程的理论体系,以期为未来空乘服 务学科建设奠定一定的基础。
 - 2. 提高教材的受用范围。随着空乘服务本科教育的突起,

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空乘正在从服务技能教育逐步向专注人才培养核心能力与人才档次转变。为此,在本套教材修订中我们融进了本科教育的理念,力图在同时适用于本科与专科教育方面有所改进。

- 3. 教材模式更适用于教学。教材要为专业建设、为教学服务,更要为学生服务。 我们将教材使用过程中的各种反馈意见进行了汇总,在完善教材内容的基础上,使 教材更贴近教学需要。
- 4. 体现现代民航服务研究成果。随着民航业的快速发展,民航服务学科逐渐形成,核心概念与外延正发生着变化。作为教材,必须反映这一发展趋势,摒弃传统的概念与思想,以发挥教材的导向作用。我们根据不断丰富的专业内涵,引进了学科的理念,对教材的核心思想进行了完善,使教材的整体脉络更加科学、更具有前瞻性。
- 5. 理论与案例结合,着力于培育整体服务思想体系。空乘服务专业实践性很强,服务涉及的情境复杂,服务的艺术性凸显,教与学问题突出,理论的引领更需要案例的配合。为此,在本套教材修订过程中,除了进一步完善教材理论内容体系,还特别增加了案例的数量,并及时将最新的案例编入教材中,以为读者提供一个更为广阔的民航服务的"崭新空间"。

我们欣喜地看到,在过去的六年中,我国空中乘务专业办学层次不断提升,人才培养的内涵不断丰富,培养体系更加科学,在专业建设与教学改革方面取得了长足的进步。特别是以空中乘务本科培养为主的学校,在探索专业内涵、丰富课程体系、完善教学内容等方面发挥了积极的作用。可以说,我国的空中乘务专业已经步入成熟发展时期,希望此次教材的再次修订能为我国空中乘务专业未来发展与专业水平的提高再次做出贡献。

本套教材目前共有 15 本,分别是《民航概论》、《空乘服务概论》、《民航旅客运输》、《民航法律法规与实务》、《客舱设备运行及管理》、《客舱服务技能与训练》、《民航地勤服务》、《民航服务心理与实务》、《空乘服务沟通与播音技巧》、《航空卫生保健与急救》、《民航乘务英语会话》、《民航乘务英语视听》、《空乘人员形体及体能训练》、《空乘人员化妆技巧与形象塑造》和《空乘人员仪态与服务礼仪训练》。

高质量空乘服务人才的培养需要建立在科学的培养模式、学科建设、规范的课程体系以及合理的课程内容与有效的教学方法基础上。希望本套教材的修订再版能在优化全国空中乘务服务及相关专业培养方案、完善课程体系、丰富课程内容、传播交流有效教学方法方面,尽一丝绵薄之力。对于教材使用中的问题,我们衷心希望能够得到广大师生的积极反馈及专家学者的批评指正,我们会全力以赴地不断提升教材的品质,以回报给予我们大力支持的广大师生。

如有建议或疑问,欢迎发邮件至:wytep@126.com。

Third-Edition Preface

第3版修订前言

It has been seven years since the first edition of the textbook was published.In re-editing this textbook, my sincere hope is to make students benefit more from the revised and added contents.

As this book was written for students who want to prepare themselves for flight service, for students seeking to become ground crew, and those in other related areas, a wider range of contents in a deeper sense seems welcomed. Also, as time goes, new regulations and procedures occur in aviation field. That is why we make changes on top of the old version.

The first change we tried in the book was to include a new unit "Duty-free Goods". Here we introduced duty-free shopping at international airports. Now that Chinese airports are serving more international travelers, I assume students will need more skills to handle such situations.

The second change we made was to replace outdated data and scenarios with up-to-date ones, so that the conversations and exercises reflect more of the time and the trend. Also more emphasis is laid on international flight experience.

The third change is to replace the "Warm-up" activity with "Flight Tips" and most of the flight tips are on a passenger's perspective. By doing so I intend to guide our students to think on a different stand and familiarize them with the tips of making their customers' travelling life more enjoyable.

In the process of rewriting the book my press editor Ms. Li Hongli offered continuous collaboration and help in suggesting new aspects to be introduced, finding new problems, proof-reading and typesetting. I hereby especially wish to express my thanks to her.

I hope that, as a result of these changes, readers of the book can develop far stronger aviation knowledge and communicative skills than I was able to give them before.

The Author



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