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# 高速铁路 服务英语

GAOSU TIELU FUWU YINGYU



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# ENGLISH

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**English for Express Railway Service**

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# Unit 1 Introduction

## Part 1 History

Railways were the first form of mass transportation on land and until the development of the motorcar in the early 20th century had an effective monopoly on land transport. Railway companies in Europe and the United States used streamlined trains since 1933 for high speed services with an average speed of up to 130 km/h (81 mph) and top speed of more than 160 km/h (99 mph). Both streamlined steam locomotives and high-speed EMUs were used for high speed services.

In 1957, the Odakyu Electric Railway in Greater Tokyo launched its Romancecar 3000 SE. This set a world record for narrow gauge trains at 145 km/h (90 mph), giving Japanese designers confidence they could safely and reliably build even faster trains at standard gauge. Desperate for transport solutions due to overloaded trains between Tokyo and Osaka, Japan, the idea of high speed rail was born.

The world's first contemporary high volume capable (initially 12 car maximum) "high-speed train" was Japan's Tōkaidō Shinkansen, which officially opened in October 1964, with construction having begun in April 1959. The 0 Series Shinkansen, built by Kawasaki Heavy Industries, achieved maximum passenger service speeds of 210 km/h (130 mph) on the Tokyo-Nagoya-Kyoto-Osaka route, with earlier test runs hitting top speeds in 1963 at 256 km/h.

In Europe, high-speed rail started during the International Transport Fair in Munich in June 1965, when DB Class 103 hauled a total of 347 demonstration trains at 200 km/h between Munich and Augsburg. The first regular service at this speed was the TEE "Le Capitole" between Paris and Toulouse with specially adapted SNCF Class BB 9200 locomotives.



At present, the world has a total of around 10,700 kilometers operational high-speed rail, including about 2,000 kilometers in Japan and about 1,900 kilometers in France.



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<http://image1.club.sohu.com/pic/8a/43/eae43d85dddc543015d8c69da47e438a.jpg>

## Part 2 Definition

There are a number of different definitions for high-speed rail in use worldwide and there is no set standard. Additionally, lower speeds can be required by local constraints.

In the United States high-speed rail is defined as having a speed above 110 mph (180 km/h) by the United States Federal Railroad Administration.

In Japan high speed Shinkansen lines use standard gauge track rather than narrow gauge track used on other Japanese lines. These travel at speeds in excess of 260 km/h (160 mph) without at-grade crossings.



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[http://www.66163.com/Fujian\\_w/news/bc/photos/20070105/twgt-2.jpg](http://www.66163.com/Fujian_w/news/bc/photos/20070105/twgt-2.jpg)

In China there are two grades of high speed lines. Firstly slower lines that run at speeds of between 200 and 250 km/h (120 and 160 mph) and have freight as well as passenger trains. Secondly, passenger dedicated high speed rail lines operate at top speeds of up to 350 km/h (220 mph).

## Part 3 Classification

Chinese trains are divided into various classes according to their speed, identified with different letters and numbers. Passenger trains are numbered by a capital Chinese phonetic letter followed by numerals. The letters refer to different classes of trains:

G-High-Speed Electric Multiple Units (EMU) Train, Gaotie in Chinese

This is the fastest EMU train running for long distance in China, the top speed of which could reach 350 km/h. Currently, the G-train could finish the 1,068-kilometers Wuhan-Guangzhou High-speed Railway in 3 hours, which is the world's fastest train.

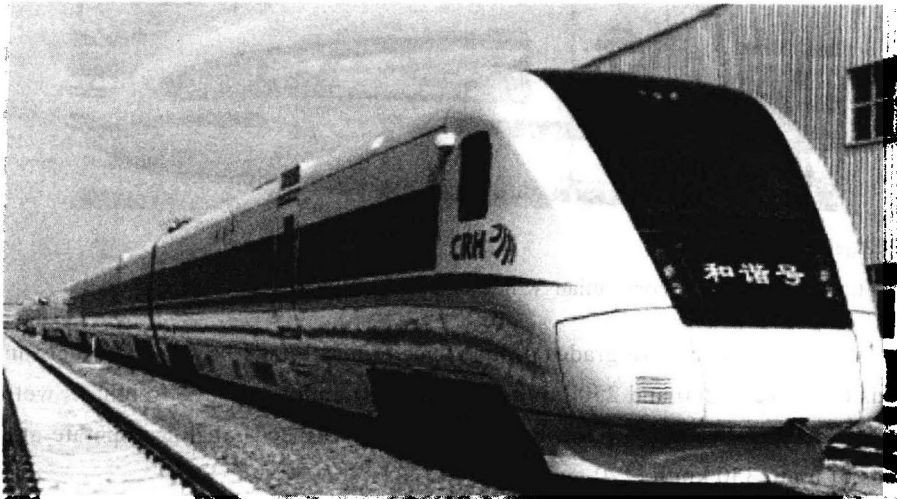
C-Intercity EMU Train, Chengji Lie Che in Chinese



This is also the fastest EMU train in China, but runs for short travel distance between two nearby cities, such as the 120-kilometer's Beijing-Tianjin Intercity Railway.

#### **D-Electric Multiple Units (EMU) Train, Dongche in Chinese**

These trains are also called Hexiehao or bullet trains in China. The designed top speed is 250km/h. These trains have been widely used for serving fast and frequent transport between main cities, such as Beijing-Shanghai, Shanghai-Suzhou and Shenzhen-Guangzhou.



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#### **Z-Direct Express Train, Zhida in Chinese**

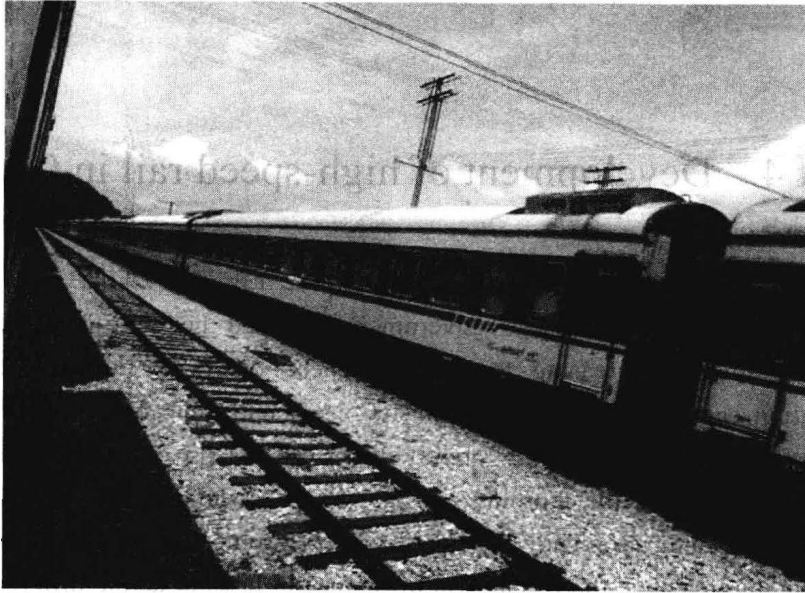
The top speed of Z-trains is 160km/h, which is the most efficient transport for long-distance travel except of the EMU trains. Generally, Z-trains have non-stop on the way, but some of them have several stops. On the other hand, some Z-trains are equipped with only soft-sleepers and soft-seats.

#### **T-Express Train, Tekuai in Chinese**

The T-trains have limited stops on the routes, mainly in these major cities. The highest speed is 140km/h. Almost every T-series of train is equipped with soft-sleeper, soft-seat, hard-sleeper and hard-seat.

#### **K-Fast Train, Kuaiche in Chinese**

The top speed of K-trains is 120km/h, having more stops than the T-trains. The K-series of trains is equipped with air-condition and the four classes of train berths.



#### Accommodation Fast Train, Pukuai in Chinese

These trains' numbers are identified with four digits. Its highest speed is 120km/h but runs slower than the K-train as a result of more stops on the way. Currently, a few of Accommodation Fast Trains are not equipped with air-condition.

#### Accommodation Train, Puke in Chinese

With the highest speed of 100km/h, this should be the slowest train, having as many stops as possible. The trains are also numbered with four digits. Most of the trains don't have air-condition at all.

#### Commuter Train, Tongqinche in Chinese

These trains are specially taken by railway staffs, so they are not opened to public passengers.

#### L-Temporary Train, Linke in Chinese

This series of L-trains is in operation only during the peak travel time, such as Chinese Spring Festival and the National Holiday. These trains will not be listed in the official fixed train schedule. It is not advised to take L-trains if you have other options as they are routinely subject to delays.

#### Y-Tourist Train

Y-trains are for the convenience of tourist and their destinations are the popular sights. For example, there are EMU Y-trains departing from Beijing North Railway Station to suburban Yanqing County, which is a transfer station to Badaling Great Wall.

## Part 4 Development of high-speed rail in China

In the past, it was not very comfortable to take a train in China. Today, things have changed after the Chinese government invested heavily in building and rebuilding railways, increasing the running speed of trains and expanding the transportation capacity of railway systems. Consequently, the operation of railway transportation has been relatively greatly improved. Many slow lines have been changed to “leaving in the morning and arriving at evening”, thus improving the travel service, raising efficiency and increasing the competitive edge of the trains. When traveling in China, there is a great difference in fares in taking different means of transportation.

Train plays an important role in Chinese transportation. The Chinese rail network serves all provinces, covering a total length of 76,000 kilometers (45,600 miles).

China will become a high-speed rail leader in the world after several years of rapid development. In order to raise capacity, China has to develop high-speed rail network, which is the most effective and environmentally-friendly solution.

As planned, China will build 42 high-speed passengers rail lines with a total length of 13,000 kilometers in the three years to come. As for the technical challenges, it is always necessary to cooperate with countries with advanced technologies at the very beginning. But we believe China will develop its own new technology soon.

There are a lot of advantages to develop high-speed rail. It not only increases capacity, but also provides the most safe and environmentally-friendly transport means.

### Words and useful expressions:

EMU 动车组的英文简称 (全称 Electric Multiple Units)

Romance car 试运行

SE = southeast

standard gauge 标准轨距

Odakyu Electric Railway 小田急电铁

Tokyo 东京（日本首都）

Osaka 大阪（日本本州岛西南岸港市）

high speed rail 快铁

Japan's Tōkaidō Shinkansen 日本东海道新干线

0 Series Shinkansen 新干线 0 系

Kawasaki 川崎（日本本州岛东南部城市）

Nagoya 名古屋（日本本州岛中南岸港市）

Kyoto 京都（日本城市）

International Transport Fair 国际运输博览会

Munich 慕尼黑（联邦德国城市）

Augsburg 奥格斯堡（德意志联邦共和国南部城市）

Toulouse 图卢兹（法国南部城市）

SNCF <法>Société Nationale des Chemins de Fer 法国国营铁路公司

G-High-Speed Electric Multiple Units (EMU) Train 高铁

C-Intercity EMU Train 城际列车

D-Electric Multiple Units (EMU) Train 动车

Z-Direct Express Train 直达车

T-Express Train 特快车

K-Fast Train 快车

Accommodation Fast Train 普通快车

Commuter Train 通勤车

L-Temporary Train 临时客车

Y-Tourist Train 旅游车

running speed 行驶速度，行车速度

railway systems 铁路系统

## Unit 2 Ticket Service

### Part 1 Book the tickets

#### I . Discussion

1. Do you have some experiences of booking tickets? If so, what's the procedure?
2. How much do you know about booking tickets?
3. How many ways do you know about booking tickets?

#### II . Dialogue

A



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A = passenger B = booking clerk

A: What time is the next train to New York?

B: That's 9: 30 on Track 4.

A: When does it get there?

B: It's scheduled to arrive at 10: 50.

A: How much is it?

B: It's \$30.00 one way or \$55.00 round trip.

A: Can I reserve a seat?

B: Yes, but it's an extra \$5.00.

A: OK.

B: Single or return?

A: Return, please.

B: \$55.00, please.

A: Here you are.

B: Here are the tickets and change, sir.

## B

A = passenger B = booking clerk

B: May I help you?

A: I'd like to reserve four berth tickets on T66 for Beijing.

B: Sorry, today and tomorrow's tickets are all booked up. How about the day after tomorrow's? There are berths available on that train.

A: Do you mind if I think it over for a moment? ... Well, maybe I have no other choice. Booking the tickets in advance is the safest thing to do.

B: Semi-cushioned berth or soft berth?

A: Soft berth, please.

B: All right. Could I have your name and number, please?

A: Li Leilei, 4489356. How much is the cancellation fee?

B: I think you'd better make a decision now.

A: OK. I'll take them, definitely. Thank you.



**Words and useful expressions:**

- track [ træk ] n. 轨道, 专用道路; 专用路线
- schedule [ 'skɛdʒul ] v. 排定、安排 n. 火车时刻表
- reserve [ ri'zɜ:v ] v. 预订或保留(座位、住处等); 订购
- extra [ 'ekstrə ] adj. 额外的, 附加的, 另外的; 特别的
- single [ 'singl ] adj. 单程的 n. 单程票
- return [ ri'tɜ:n ] n. 回来, 回程, 回路
- change [ tʃeindʒ ] n. 改变; 变化; 零钱; 找回的钱
- berth [ bɜ:θ ] n. (船、列车等的)卧铺
- available [ ə'veləbəl ] adj. (戏票、车票等)有效的, 通用的
- semi-cushioned 硬卧
- cancellation [ ,kænsə'leɪʃən ] n. 取消; 撤销
- definitely [ 'definitli ] adv. 明确地, 确切地; 一定地, 肯定地
- one way 单向
- round trip 往返旅行
- reserve a seat 预定一个座位
- book up 预订, 预订座位
- think over 仔细考虑、重新考虑
- for a moment 片刻, 一会儿
- have no choice 没有选择的余地
- in advance 预先、事先
- make a decision 决定下来, 作出决定; 下决心

**Sentence patterns:**

1. What time is the next train to...
2. When does it get there?
3. It's scheduled to arrive at...
4. Can I reserve a seat?
5. Single or return?
6. I'd like to...
7. How about...

8. There are...
9. Do you mind if...
10. Could I have your name and number, please?
11. I think you'd better...

### III. Role-play

#### Situation 1

Work in pairs. Suppose you are booking the tickets in the station. Make a dialogue about this situation.

#### Situation 2

Work in pairs. Suppose that you don't know how to book the tickets, so you must ask someone to get some useful information.

#### Situation 3

Suppose that you book the tickets by phone, what should you do?

### IV. Translation

**Translate the following Chinese into English.**

1. 去苹果园的末班车几点到本站?
2. 请帮我预订明天去芝加哥的座位好吗?
3. 我要预订一张从都江堰到火车站的票。
4. 给我有折扣吗?

**Translate the following English into Chinese.**

1. I'd like two seats on today's T15 to Jianguomen, please.
2. I want to buy two single-way tickets to Shanghai, please.
3. That's £ 150.00 peak time, or if you travel off-peak between 10am and 3pm it's only £ 65.00.
4. My reservation number is 2991.

### V. Supplementary reading

#### Electronic airline ticket

It is the image of a kind of electron of airline ticket of traditional paper quality; it is record of number of a kind of electron, abbreviation electron airline ticket.

Currently, it regards the most advanced airline ticket on the world as the form, especially in the developed countries. It uses computer network platform to change electron of traditional airline ticket, fictitious change, par information memory arrives in revising a system, implementation is changed without paper, the electron changes order ticket, settle accounts and deal with seize the opportunity the whole process such as formalities.

Electronic airline ticket brings a lot of advantage to the passenger, reduced airline cost. Leave out the time that sends a ticket to take a bank note before, still avoided the missing problem of airline ticket, and the restriction that still does not accept a space, outer ground can buy the airline ticket of different ground, the Id on the belt after ordering good airline ticket can go to the airport dealing with the formalities that register.

### Words and useful expressions:

Electron [ i'lektrən ] n. 电子

abbreviation [ ə,bri:vi'eɪʃən ] n. 缩写; 缩写词

platform [ 'plætfɔ:m ] n. 平台; 月台, 站台; 坛; 讲台

fictitious [ fik'tɪʃəs ] adj. 虚构的; 假想的; 编造的; 假装的

par [ pɑ: ] n. 标准; 票面价值; 平均数量 adj. 标准的; 票面的

implementation [ ,implimen'teɪʃən ] n. 实现; 履行; 安装启用

restriction [ ri'strɪkʃən ] n. 限制; 约束; 束缚

formality [ fɔ:'mæliiti ] n. 礼节; 拘谨; 仪式; 正式手续

## Part 2 Buy the tickets

### I. Discussion

1. Do you have some experiences of buying tickets? If so, can you share them with your classmates?
2. Do you know what the procedure of buying tickets is?
3. When you buy the tickets in the railway station, what difficulties you may face up to?