



国家级示范性高等院校精品规划教材

民航客舱服务 实用英语

CIVIL AVIATION
CABIN SERVICE PRACTICAL ENGLISH

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主 审 / 赵淑桐



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Civil Aviation Cabin Service Practical English

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前 言

在航空业日趋国际化的今天,具备良好的乘务英语会话交际能力已是每位空中乘务人员不可或缺的一种职业素质,它直接关系到对乘客服务质量的水平,影响到良好的航空公司形象的树立。然而,良好的乘务英语会话交际能力离不开一定的专业基础知识、专业词汇、常用句型及客舱特定情境的处理方式。本书基于近年来大量的空中乘务英语教学实践、教学新方法和对新问题的不断摸索,同时结合广大读者的特点和具体需求,以培养职业能力为核心,以工作实践为主线,以学习情境为主体,以乘务工作过程分析为基点编写,以期使读者在了解乘务工作专业知识的背景下,能够熟练掌握并应用英语与客舱乘客友好交流,提供优质的服务。

本书根据空中乘务工作的基本流程,分成22个单元(学习情景),各个单元紧密衔接,图文并茂且内容翔实,基本涵盖了乘务员客舱服务的所有流程。其中包括航前准备、乘客登机、起飞前、乘客舒适、客舱餐饮服务、客舱娱乐服务、免税品售卖、客舱应急程序、乘客答疑、降落前及降落后至主要环节。每个单元分成五部分,各部分内容及功能介绍如下。

第一部分为专门词汇。本部分是各单元出现的主要专业词汇,也是各流程中使用频率较高的词汇,要求读者必须掌握。

第二部分为对话。本部分设置6个对话,在每个对话之前有一个情景说明,在6个对话之后设置了练习,练习中囊括了重要的句型、句子结构及情境表演。本部分是各单元最重要的部分,要求读者熟练掌握。

第三部分为中英文广播词。本部分是依据国内外民用航空中的机上广播内容进行编写的。要求读者能用标准的语音、语调及语速朗读广播词。

第四部分为辅助阅读。本部分主要介绍各单元的背景知识,扩大读者的知识面。

第五部分为航空笑话。供有兴趣的读者阅读。

本书由黄华担任主编,吕娜、翁英为副主编,徐晔、傅志红、赵燕、朱慧琴为参编人员;赵淑桐为主审。由于编者水平有限,错漏和不足之处在所难免,恳请有关专家和读者指正,并提出宝贵意见。

编 者
2010年7月

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Unit 1

Preflight Briefing



Warm-up

Discuss the following questions in groups.

- What kinds of people are there in the picture?
- What are they doing according to the picture?
- What do they usually discuss at this meeting?



Part One

Proper Terms

The following proper terms are to help you understand what you learn in this unit.

briefing 准备会	preflight briefing 航前准备会
purser 乘务长	aircraft type 机型
Boeing 777 波音 777	estimated flight time 预计飞行时间
flight route 飞行线路	departure time 出发时间, 离港时间
arrival time 抵达时间	cabin service 客舱服务
passenger information 乘客信息	vegetarian 素食者
first class 头等舱	economy class 经济舱
business class 商务舱	special passenger 特殊乘客
VIP (Very Important Person) 重要人士	announcement 广播词
cabin check 客舱检查	procedure 程序, 过程, 步骤
Airbus 340 空客 340	aircraft 飞机
pilot 飞行员	flight deck 驾驶舱
initial flight 首航	



Part Two

Dialogues

In this part, you are going to read six dialogues about preflight briefing.



Dialogue One

(The cabin crew greet each other at the preflight briefing.)

Purser: Ladies and Gentlemen, may I have your attention please? Shall we begin our preflight briefing?

CAs: Yes, we are ready.

Purser: Before our briefing, I'd like to introduce our new member, Miss Huang, to you.

Huang: How do you do, everyone? My name is Huang Jie.

CAs: How do you do, Miss Huang?

Purser: Miss Huang, this is Vicky Weng.

Huang: Nice to meet you!

Weng: Nice to meet you, too!

Purser: And this is Charley Zhao.

Huang: Glad to meet you!

Zhao: Glad to meet you, too!

Purser: And this is Shirley Fu.

Huang: Pleased to know you!

Fu: Me too!



Dialogue Two

(The cabin crew discuss the flight information at the preflight briefing.)

Purser: Let's begin our briefing. I'm the purser of today's flight. The aircraft type is Boeing 777 from Hangzhou to Hong Kong and the estimated flight time is 2 hours and 10 minutes.

CA: Excuse me, Purser? How about the distance from Hangzhou to Hong Kong?

Purser: Well, the distance between Hangzhou and Kong Hong is 1,000 kilometers.

CA: Thank you.



Dialogue Three

(The cabin crew discuss the flight route at the preflight briefing.)

Purser: Ladies and Gentlemen, let's look at today's flight route. We are bound for¹ Sydney

1 bound for: 前往



and the flight time is 2 hours and 20 minutes. The departure time is 11:30 and the arrival time is 13:50.

CA1: Purser, how about the operating altitude?

Purser: It's 10 kilometers.

CA2: Excuse me, how about the cabin service today?

Purser: Cabin service in today's flight is drinks service with lunch service.

CA2: Thank you, I know.



Dialogue Four

(The cabin crew discuss the weather condition at the preflight briefing.)

Purser: Hello, everyone. Nice to see you again.

CAs: Nice to see you, too!

Purser: Now, let's begin our briefing. Today, we head for Macao from Beijing on CA 300.

Shirley, can you tell me the weather condition in Macao today?

Shirley: Well, it will clear up² in Macao today. The temperature rises to 25°C and drops to 12°C with breeze³.

Purser: Thank you.



Dialogue Five

(The cabin crew discuss the passenger information at the preflight briefing.)

Purser: ...Now let's discuss the passenger information on board. Cathy, can you tell me how many passengers are checked in⁴ first class and economy class?

CA1: We have 8 passengers checked in first class and 84 in economy class.

Purser: How about the special passengers, Shirley?

CA2: One VIP on 4A in first class and two vegetarians in economy class.

Purser: Good job. Next, let's run through the cabin check procedures.

CAs: OK.

2 clear up: (天空) 放晴

3 breeze: 微风, 轻风

4 check in: 办理登机手续



Dialogue Six

(The purser assigns the task for the coming flight.)

Purser: ...I will assign⁵ the task by seniority⁶ and qualifications⁷ for the coming flight. I'll take business class with Fu; the others will be in economy class. Shirley will be responsible for the first 4 rows, Exit 1, Charley for the middle 3 rows, Exit 2 and Vicky for the last 5 rows, Exit 3.

CAs: OK.

Exercises

I. Questions

1. How do the cabin attendants greet crew members?
2. What contents does the preflight briefing consist of?
3. If you are a cabin attendant, could you say something about the weather condition in a destination city?
4. How does the purser assign the task at the preflight briefing?

II. Useful Expressions

1. Ladies and Gentlemen, may I have your attention please?
2. We are ready.
3. I'd like to introduce our new member.
4. Let's begin our briefing. I'm the purser of today's flight.
5. Let's look at today's flight route.
6. We are bound for Sydney.
7. The temperature rises to 25°C and drops to 12°C with breeze.
8. We have 8 passengers checked in first class and 84 in economy class.
9. Cabin service in today's flight is drinks service with lunch service.
10. I'll take business class with Fu; the others will be in economy class.

III. Sentence Patterns

※Self-introductions

May I introduce myself? My name is ...

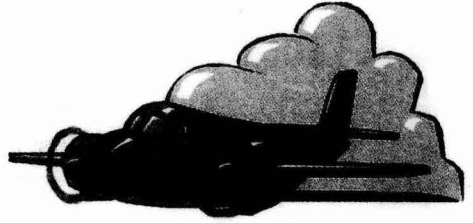
5 assign: 分配, 指派

6 seniority: 资历, 年长

7 qualification: 资格, 条件



I want to /would like to introduce myself.
 Let me introduce myself.
 My name is....
 I'm ..., just call me



※ *Introducing others*

May I introduce you to...
 Please allow me to introduce you to...
 Have you met each other before?
 I would like you to meet...
 This is...

IV. Act Out

Make up dialogues with your partners according to the following situations and then act out.

1. Today is the first day of Shirley's career as a fully qualified cabin attendant. Now she is at her preflight briefing of CA666 from Hangzhou to Hong Kong. It all seems very different today. Shirley is nervous.
2. After Shirley's self-introduction, senior purser Christine is going to give some flight information and assign the task.



Part Three

Announcements

Welcome

Good morning/afternoon/evening, Ladies and Gentlemen,

This is your flight stewardess _____. On behalf of _____ Airlines, I'd like to welcome you aboard our _____ (Boeing 777, Airbus 340) flight _____ (number) from _____ to _____.

Our captain today is _____, and cabin crew in-charge is _____. The flight time is _____ hours and _____ minutes.

Thank you for choosing _____ Airlines and we wish you a pleasant flight!



致欢迎词

女士们、先生们：

早上好！/下午好！/晚上好！

我是乘务员_____，我谨代表_____航空公司欢迎您搭乘我们的_____（波音777/空客340）_____号航班从_____前往_____。

今天执行本次航班飞行的机长是_____，负责机舱事务的主任乘务长是_____先生/小姐/女士，空中飞行时间_____小时_____分钟。

感谢您选择_____航空公司，预祝您旅途愉快！



Part Four

Supplementary Reading

Cabin Crew



As a flight attendant she should be well aware of her duties, namely, to play her part as a crew member and team member, especially with regards to safety, and to provide service straight from the heart to the best of her ability, and in the best traditions of the Airlines.

The safety of the aircraft and of all persons on board is the crew's responsibility. A crew may not share the technical knowledge of the pilot on the flight deck and she may not, as yet, have acquired any great experience in the air. Regardless, she still shares the safety responsibilities for her flight and all those on board.

During the initial flight and the training with the Airlines, a crew will be encouraged to always take an active participation regarding aircraft safety. She will be encouraged to speak up and report any safety-related aspect to the appropriate person. She will be encouraged not to be afraid to speak up — no matter who it is she is reporting to and, finally, she will be encouraged not to hesitate.



A qualified cabin crew must be with lofty goals and passion. But that's not enough. High level of professionalism and hard working attitude are a must. Language is also important, and an excellent cabin crew must be able to communicate with passengers who are not sharing the same language in English fluently.


Notes:

- be well aware of: 清楚意识到
- with regards to: 关于
- ability: 能力
- responsibility: 负责
- lofty goals and passion: 崇高的目标和激情
- participation: 参加, 参与


Part Five
Having Some Fun
Flight School

A blonde went to a flight school insisting that she wanted to learn to fly. As all the planes were currently in use, the owner agreed to instruct her by radio on how to pilot the solo helicopter⁸. He took her out, showed her how to start it and gave her the basics, and sent her on her way. After she climbed 1,000 feet, she radioed in. "I'm doing great! I love it! The view is so beautiful, and I'm starting to get the hang of this."

After 2,000 feet, she radioed again, saying how easy it was to fly. The instructor watched her climb over 3,000 feet, and was beginning to worry that she hadn't radioed in. A few minutes later, he watched in horror as she crashed⁹ about half a mile away. He ran over and pulled her from the wreckage¹⁰. When he asked what happened, she said, "I don't know! Everything was going fine, but as I got higher, I was starting to get cold. I can barely remember anything after I turned off the big fan!"

8 helicopter: 直升机

9 crash: (使) 猛撞, (使) 撞毁

10 wreckage: (坠毁物) 残片, 残骸

Unit 2

Preflight Check



Warm-up

Discuss the following questions in groups.

- What is the cabin attendant doing in the picture?
- Is the preflight check important? Why?
- Before the passengers board the aircraft, what should cabin attendants check?



Part One

Proper Terms

The following proper terms are to help you understand what you learn in this unit.

preflight check 航前检查	checklist 检查单
crew station 乘务员服务区	entertainment system 娱乐系统
supplementary reading light 辅助阅读灯	call button 呼唤铃
video 视频	audio 音频
loudspeaker 扩音器	demonstrator kit 示范包
oxygen mask 氧气面罩	life jacket 救生衣
safety instruction card 安全须知卡	seat belt 安全带
in-flight document 机上文件	tray table 小桌板
overhead compartment 头顶上方的行李架	lavatory amenities 厕所便利设施
flush button 冲水按钮	smoke detector 烟雾探测器
seat pocket 椅袋	window shade 遮光帘
emergency equipment 紧急设备	oven 烤箱



water heater 煮水器	switch 开关
boarding music 登机音乐	seat number 座位号码
hand baggage 手提行李	emergency exit 紧急出口
assigned seat 指定座位	captain 机长
fire extinguisher 灭火器	first-aid kit 急救箱
megaphone 扩音器	life raft 救生筏
galley 厨房	cockpit 驾驶舱
flight plan 飞行计划	cruising altitude 巡航高度



Part Two

Dialogues

In this part, you are going to read six dialogues about preflight check.



Dialogue One

(The purser asks a cabin attendant to check the equipment on board.)

Purser: Excuse me, Huang?

CA: Yes? What can I do for you, Purser?

Purser: I wonder if you can help me check equipment on board.

CA: Of course.

Purser: While checking equipment, you should check the equipment which is at or around your crew station as stated in your checklist, and make sure all equipment is secure or in position available and serviceable¹.

CA: OK, I've got it.



Dialogue Two

(The purser asks a cabin attendant to check the entertainment system on board.)

Purser: Hi, Li, what are you doing now?

CA1: I've just checked all in-flight documents.

Purser: Please help me check the entertainment system to see if they are functional², in-

1 serviceable: 有用的, 可供使用的

2 functional: 有用的, 能起作用的