全国城市轨道交通专业高职高专规划教材

城市轨道交通客运服务英语

（第2版）

赵巍巍　主　编
谢玉华　副主编
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Urban Railway Transit Operation and Service English

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内 容 提 要

本书为全国城市轨道交通专业高职高专规划教材。本书是从企业岗位需求和教学实践的角度出发，在对城市轨道交通行业的工作进行了全面调研和分析的基础上编写而成的。书中精心设计了地铁术语ABC篇、地铁客运服务篇和地铁特殊服务演练篇三个模块，共20个教学单元。每一个单元内容精炼、采用了大量的图片，图文并茂，尽力为学生提供生动形象的教学资料，以便激发学生的学习兴趣；教材本着为课堂教学和岗位培训服务的宗旨，在设计上采用了任务探究的编写模式，结合工作岗位设定任务。

本书可供高职、中职院校城市轨道交通专业及相关专业教学选用，亦可供行业相关培训、岗前培训使用。

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出版说明

21世纪初，随着我国城市轨道交通建设进入快速发展时期，各地职业院校面临这一大好形势，纷纷开设了城市轨道交通相关专业。为了满足我国城市轨道交通专业高职高专教育对教材建设的需求，我们在人民交通出版社2009年推出的“全国职业教育城市轨道交通专业规划教材”基础上，协同中国交通教育研究会职业教育分会城市轨道交通专业委员会，组织北京交通运输职业学院、南京铁道职业技术学院、上海交通职业技术学院、湖南铁道职业技术学院、广东交通职业技术学院、辽宁省交通高等专科学校等一线资深教师组成的编写团队，同时组建由北京交通大学交通运输学院、苏州大学城市轨道交通学院、香港地铁、北京地铁、京港地铁、上海地铁、南京地铁等资深专家组成的主审团队，联合编写审定了“全国城市轨道交通专业高职高专规划教材”。

为了做好教材编写工作，促进和规范城市轨道交通行业职业教育教材体系的建设，打造更为精品的城市轨道交通专业教材，我们根据目前职业教育“校企合作，工学结合”的教学改革形势，在多方面征求各院校的意见后，于2012年推出以下16种：

《城市轨道交通概论（第2版）》

《城市轨道交通客运服务英语（第2版）》

《城市轨道交通客运组织（第2版）》

《城市轨道交通行车组织（第2版）》

《城市轨道交通运营安全（第2版）》

《城市轨道交通票务管理（第2版）》

《城市轨道交通车站设备（第2版）》

《城市轨道交通客运服务（第2版）》

《城市轨道交通通信信号（第2版）》

《城市轨道交通车辆构造》

《城市轨道交通导论》

《城市轨道交通运营组织》

《城市轨道交通通信与信号系统》

《城市轨道交通安全管理》

《城市轨道交通设备管理》

《城市轨道交通调度指挥》

本套教材具有以下特点：

1.体现了工学结合的优势。教材编写过程努力做到了校企结合，将北京、上海、广州、南京等地先进的地铁运营管理经验吸收进来，极大地丰富了教材内容。

2.突出了职业教育的特色。教材内容的组织围绕职业能力的形成，侧重于实际工作岗位操作技能的培养。

3.遵循了形式服务于内容的原则。教材对理论的阐述以应用为目的，以够用为尺度。语言简洁明了，通俗易懂；版式生动活泼、图文并茂。

4.整套教材配有教学课件，读者可于人民交通出版社网站免费下载；单元后附有复习思考题，部分单元还附有实训内容。

5.整套教材配有课程标准，以便师生教学参考。

希望该套教材的出版对职业院校城市轨道交通专业教材体系建设有所裨益。

全国城市轨道交通专业高职高专规划教材

编审委员会

2012月7月

前言

QIANYAN

随着城市轨道交通井喷式的发展，相关工作人员的需求越来越大。全国职业院校肩负着培养大量城市轨道交通专业人员的重要使命。同时人才培训的要求也越来越高，其中英语应用能力是一个很重要的方面。但是几年来此类有针对性的城市轨道交通专业英语教材几乎没有，现有教材又偏重阅读资料，与相关的岗位培训要求相差甚远。《城市轨道交通客运服务英语》一书就是在这种背景之下编写而成的。

本教材的定位为高职高专城市轨道交通专业实用英语（岗位篇）。本着学以致用的理念，以“工作过程”为导向，寻求不同的载体，设置各种各样的工作任务（task-based），主要以任务驱动教学法引领学生的学习。结合学生的认知心理规律、自我构建的能力以及工作任务的复杂程度，设计不同的任务情境，以学生为主体，发挥学生的多元智能，通过团队协作，实战演练，在做中学，并体味成功的快乐。在教学组织的过程中，让学生在循序渐进完成工作任务的过程中既掌握知识，又掌握学习和工作的方法，形成严谨认真的工作态度，提高与人沟通、合作的能力。本书结合岗位中常见的重点词汇和功能句型进行了灵活的链接，把零散的重点知识系统化，以便于学生积累和翻阅查找。书末还附有城市轨道交通专业常用的术语，便于学生记忆和参考。

本教材在《城市轨道交通专业英语》一书基础上进行修改，加大了难度，补充了大量的阅读资料供教学过程中选用。

参加本书编写工作的有北京交通运输职业学院赵巍巍、谢玉华、刘伯

超、肖俊超，上海公用事业学校周轶峰。由赵巍巍担任主编并负责全书统稿，谢玉华担任副主编，由北京京港地铁有限公司林伟光担任主审。

本教材覆盖内容很广，加上编写时间有限、编者业务水平有限，难免存在诸多不当和疏漏之处，敬请广大读者批评指正。

编　者

2012年7月

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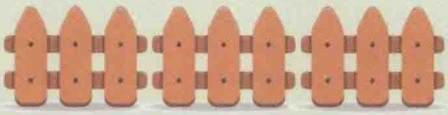


Part One
地铁术语ABC篇

Unit 1 Metro Introduction

地铁概述

You will be able to

remember some words about metro;

introduce the metro service in your own city by searching different materials;

know the metro from all over the world;

search metro information by different means (internet, books or magazines).

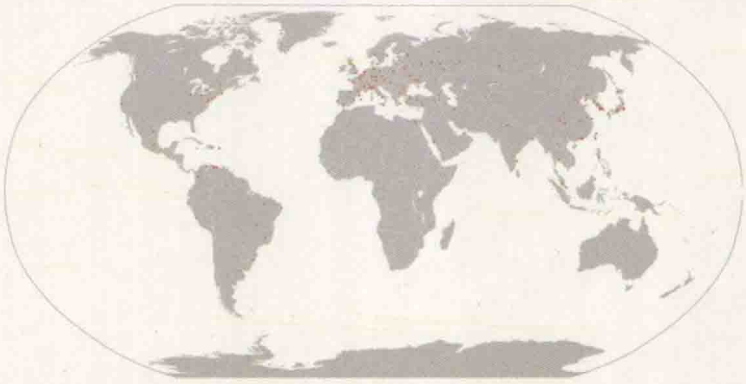
Suggested Hours

2 class hours

Part A Snapshot

Try to think

Cities with Metro System in the World



Please list as many as countries and cities with metro systems in the world.

_____

Try to discuss

Top 10 Metros in the World

The earliest and biggest metro in the world is in _____.

The shortest metro in the world is in _____.

The most convenient metro in the world is in _____.
The most luxury metro in the world is in _____.
The deepest metro in the world is in _____.
The cheapest metro in the world is in _____.
The cleanest metro in the world is in _____.
The busiest metro in the world is in _____.
The longest metro in the world is in _____.
The most frequent metro in the world is in _____.

Part B Dialogue

(*David is from America. He is talking about Beijing Metro with Miss Zhang.*)

David : Oh, what a beautiful subway station!
Miss Zhang : Yes. This is BEITUCHENG Station on Line 10. Welcome to Beijing.
David : It's my great pleasure to take the subway today. It's **amazing**.
Miss Zhang : This is the new **line** that is built for the Olympic Games.
David : How many lines are there in Beijing Metro now?
Miss Zhang : Altogether 14 lines. And five lines are newly opened at the end of last year.
David : Is it **convenient** to take the subway in Beijing?
Miss Zhang : I think so. There are so many **interchange stations**. You just **choose** the shortest route.

David : Is the **fare** distanced-based?
Miss Zhang : No, the total fare is 2 Yuan except for the Airport Express.
David : So it is very important to see the **guide sign** when I take the subway.
Miss Zhang : Right. You can also ask the **staff** on the **platform**. They will help you.
David : Okay. Thank you very much. Bye.

New Words and Expressions

amazing	[ə'meiziŋ]	*adj.*	令人吃惊的	fare	[fɛə]	*n.*	车费
line	[lain]	*n.*	线路	guide sign			标识牌
convenient	[kən'vi:njənt]	*adj.*	方便的	staff	[stɑ:f]	*n.*	员工
interchange stations	[ˌintə'tʃeindʒ]		换乘站	platform	['plætfɔ:m]	*n.*	站台
choose	[tʃu:z]	*v.*	选择				

Part C Text

Metro in the World

A rapid transit, underground, elevated railway, metro or **metropolitan** railway system is an electric passenger railway in an urban area. Metros are either located underground or on elevated rails above street level, generally in an urban area, having high **capacity** and **frequency**, with large trains and total or near total grade **separation** from other traffic. Across the world, metros are considered as the cheapest and fastest mode of transport.

As of 2010, there are **approximately** 160 metro systems in the world. The first metro system, London Underground, was opened in 1863. Shanghai Metro is the longest system in passenger route length. New York City Metro has the most stations and the longest amount of total tracks, with a total of 842 miles (1,355 km), including non-revenue **trackage**.

Beijing Subway is a rapid transit rail network with 8 lines, over 200 km of tracks and 123 stations in operation until Dec, 2008. Existing metro plans on 7 new lines and 561 km of tracks will be in operation by 2015. Beijing Metro will be the busiest and longest in one mainland China.

When you travel in Beijing, it is worth trying the subway, especially during rush hour. It can be much faster than a taxi. Beijing Metro System does connect some of the major **tourist attractions** such as Tian anmen Square, Forbidden City, the Olympic Garden, the Temple of Heaven, Lama Temple, Beijing Airport and Beijing Railway Station.

A busy metro system is very **beneficial** to the residents and visitors in many world cities. Passengers can quickly and easily **navigate** their city for business, pleasure or practical reasons. The government uses the revenues raised by fares to further improve the city's **infrastructure**, safety and **administration**. Additional cities around the world are **constructing** metro system, and the ranking of the world's busiest metros will likely change over time.

Try to understand

1. Please list all the words that also mean the metro.

_____

2. What's the characteristic of metro?

_____

3. How is the metro different from the bus? Fill in the following form.

Characteristics	Metro	Bus
1.		
2.		
3.		

Characteristics	Metro	Bus
4.		
5.		

New Words and Expressions

metropolitan	[ˌmetrəˈpɔlitən]	*n.*	大都市	tourist attractions			名胜、旅游景点
capacity	[kəˈpæsiti]	*n.*	容量、载客量	beneficial	[ˌbeniˈfiʃəl]	*adj.*	有益的
frequency	[ˈfri:kwənsi]	*n.*	频率	navigate	[ˈnævi,geit]	*v.*	导航、巡航
separation	[ˌsepəˈreiʃən]	*n.*	分离	infrastructure	[ˈinfrə,strʌktʃə]	*n.*	基础设施
approximately	[əˈprɔksimitli]	*adv.*	大约	administration	[əd,minisˈtreiʃən]	*n.*	管理、执行
trackage	[ˈtrækidʒ]	*n.*	轨道	construct	[kənˈstrʌkt]	*v.*	建设

Part D Work-Task

Try to use

Situation

David is from America. You are supposed to have an introduction for the metro in your own city. Of course, you can introduce from different aspects, including lines, stations, interchange stations, equipment, trains, staff members, service, etc.

Part E Supplementary Reading Materials

The World's Busiest Metro Systems in Major Cities

Katherine Schulz Richard Updated July 26, 2011

Metros, also known as subways or the undergrounds, are an easy and economical form of rapid transit in approximately 160 world cities. After paying their fares and consulting their

metro maps, residents and visitors can quickly travel to their home, hotel, work or school. Travelers can get to government administration buildings, businesses, financial institutions, medical facilities, or religious worship centers. People can also travel to the airports, restaurants, sporting events, shopping venues, museums and parks. Local governments closely monitor the metro systems to ensure their safety, security and cleanliness. Some metros are extremely busy and crowded, especially during commuting hours. Here is a list of the thirty busiest metro systems in the world and some of the destinations that the passengers might be traveling to. They are ranked in order of total annual passengers ride.

1. Tokyo Metro, Japan—3.16 billion annual passengers ride

Tokyo, the capital of Japan, is the world's most populated metropolitan area and home to the world's busiest metro system, with approximately 8.7 million daily riders. This metro was opened in 1927. Passengers may travel to many financial institutions or Shinto temples of Tokyo.

2. Moscow Metro, Russia—2.4 billion annual passengers ride

Moscow is the capital of Russia, and about 6.6 million people ride beneath Moscow every day. Passengers may be trying to reach Red Square, the Kremlin, St. Basil's Cathedral or the Bolshoi Ballet. Moscow metro stations are very beautifully decorated, representing Russian architecture and art.

3. Seoul Metro, South Korea—2.04 billion annual passengers ride

The metro system in Seoul, the capital of South Korea, was opened in 1974, and 5.6 million riders can visit financial institutions and many palaces of Seoul every day.

4. Shanghai Metro, China—2 billion annual passengers ride

Shanghai, the largest city in China, has a metro system with 7 million daily riders. The metro in Shanghai was opened in 1995.

5. Beijing Metro, China—1.84 billion annual passengers ride

Beijing, the capital of China, opened its metro system in 1971. About 6.4 million people ride this metro system every day, which was expanded for the 2008 Summer Olympic Games. Residents and visitors can travel to the Beijing Zoo, Tian'anmen Square or the Forbidden City.

6. New York City Metro, USA—1.6 billion annual passengers ride

The metro system in New York City is the busiest in the Americas. It was opened in 1904. There are now 468 stations, the most of any system in the world. Every day about 5 million people travel to Wall Street, the United Nations headquarter, Times Square, Central Park, the Empire State Building, the Statue of Liberty or theater shows on Broadway. The MTA New York City Metro map is incredibly detailed and complex.

7. Paris Metro, France—1.5 billion annual passengers ride

The word "metro" comes from the French word "metropolitan." Paris Metro was opened in 1900, every day about 4.5 million people travel beneath Paris to reach the Eiffel Tower, the Louvre, Notre Dame Cathedral or the Arc de Triomphe.

8. Mexico City Metro, Mexico—1.4 billion annual passengers ride

Every day about 5 million people ride the Mexico City Metro, which was opened in 1969, displaying Mayan, Aztec, and Olmec archaeological artifacts in some of its stations.

9. Hong Kong Metro, China — 1.32 billion annual passengers ride

Hong Kong, an important global financial center, opened its metro system in 1979. About 3.7 million people ride every day.

10. Guangzhou Metro, China—1.18 billion annual passengers ride

Guangzhou is the third largest city in China and has a metro system opened in 1997. This important trade and commercial center is an important port in Southern China.

11. London Underground, England—1.065 billion annual passengers ride

London, United Kingdom opened the world's first metro system in 1863. Known as