

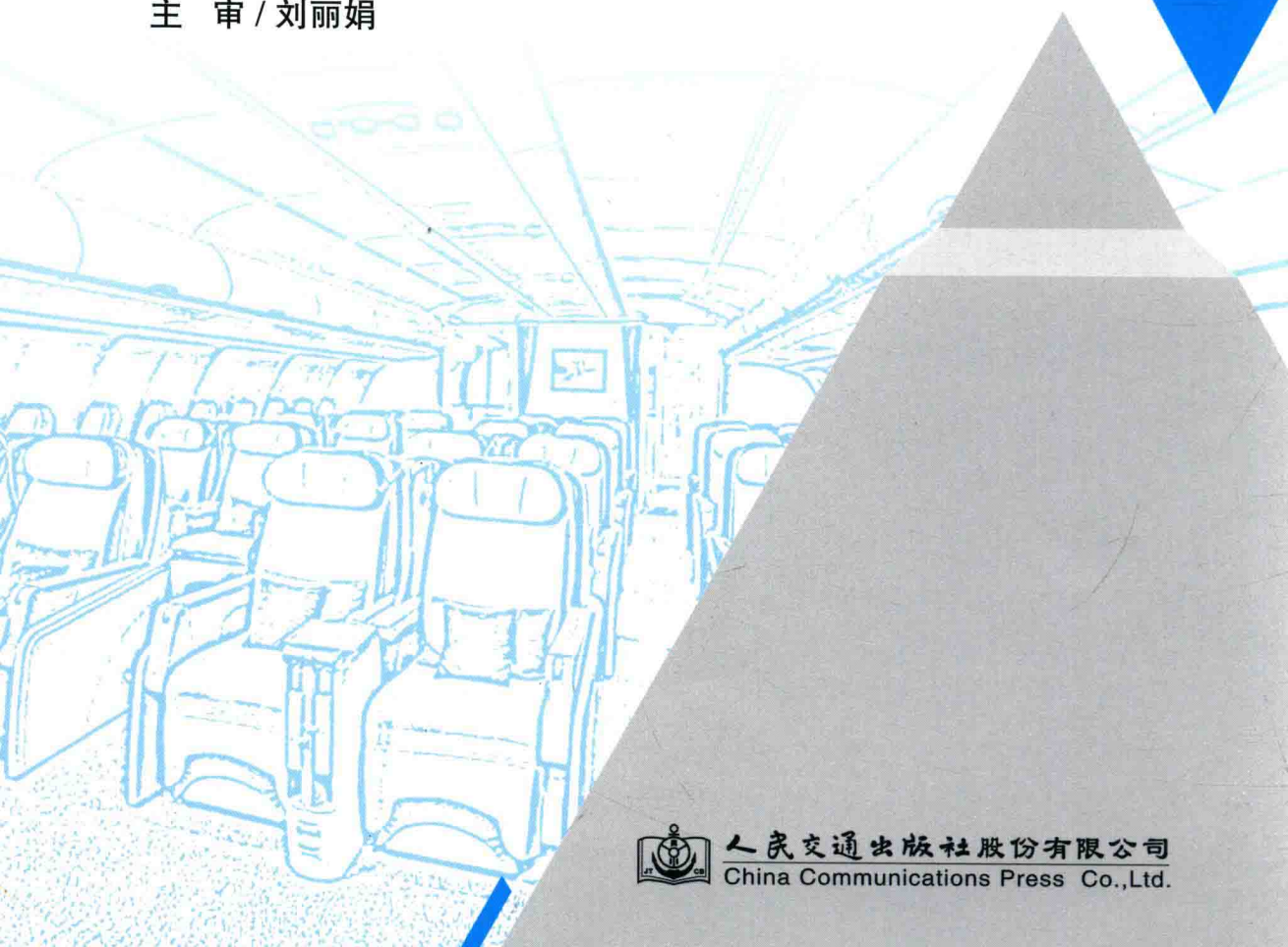


人民交通出版社“十二五”  
民航运输类空中乘务专业规划教材


*Cabin Service English*  
**客舱服务英语**

主 编 / 林 虹

主 审 / 刘丽娟



人民交通出版社股份有限公司  
China Communications Press Co., Ltd.

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## 内 容 提 要

本书是以培养学生英语实际应用能力和职业素养为出发点,融合国内外多家航空公司的服务标准及服务程序,按照空中乘务员的工作流程编写而成的。全书共 18 个单元,通过空中乘务员飞行期间各个阶段的服务和机上紧急情况与非正常航班等特殊情况的处理,强化客舱服务英语的训练,帮助学生全方位地了解空中乘务员的工作。本书内容翔实,尽力为学生设定不同情景来提高英语口语表达能力,同时提供大量与空中乘务专业相关的民航知识,加强学生职业素养的培养。

本书可供高职高专院校空中乘务专业的教学选用,亦可供行业相关培训、岗前培训使用。

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# 前言

Preface



《国家中长期教育改革和发展规划纲要》中提出：“职业教育是推动终生发展、促进就业和改善民生的重要途径。”由此表明国家对职业教育的重视程度空前提高。2012年，《国务院关于促进民航业发展的若干意见》明确了“民航业是我国经济社会发展重要的战略产业”，标志着将发展民航业上升为国家战略。要实现民航强国战略，满足民航运输业的发展需求，急需将高素质、懂管理、技能强的特殊类专业人才充实到生产一线岗位，其中具备较好的英语应用能力是一个很重要的方面。《客舱服务英语》教材就是在这种背景之下编写而成的。

作为民航局唯一一所综合性大学，中国民航大学从1999年开办高职层次空中乘务专业，拥有15年的办学文化积淀，拥有一支具有丰厚知识底蕴的高水平的民航专业师资队伍，建立了符合行业需求的职业教育体系，规范了专业建设。因此，出版空中乘务专业特色教材，是满足高职教育对教材的需求，也可对快速发展的民航业培养高端应用型人才起到保障作用。

本教材以实际应用能力的提高和职业素质的培养为目标，结合学生今后实际工作需要，力求培养学生满足未来岗位所需的客舱服务英语的应用能力。它是针对高职高专院校中空中乘务专业的专业英语课程编写的，以“实际、实用、实践、实效”为编写原则。内容选取上围绕乘务员的工作流程，融合国内与国外多家航空公司服务标准及服务流程，从航前准备开始，包括登机、起飞、飞行期间的餐饮供应、机上娱乐和降落等一系列流程及机上急救、紧急情况和非正常航班等特殊情况，强化客舱服务英语训练。教材还提供与客舱服务相关的词汇、服务用语，设定不同的情境，有针对性地培养学生口头表达能力，帮助学生全方位地了解乘务员的工作，熟悉专业术语，加强专业素质的培养，为今后的工作打下良好的基础。此外，该教材还包括：客舱广播词的训练，知名航空公司、国际民航组织、世界著名城市和景点的介绍及乘务英语中级考试的学习内容。

本教材编写团队由中国民航大学乘务学院和外语学院骨干教师共同组成，中国国际航空公司客舱服务部刘丽娟副总经理任主审，这样既能保证教材内容突出乘务专业特点，同

时又能很好把握学生学习英语的规律,使该教材更具系统性、完整性和适用性。本书还特别强调了乘务专业英语技能的传授和训练。在编写过程中,编者得到了人民交通出版社股份有限公司的高度重视及大力帮助,在此表示衷心的感谢!

本书由林虹任主编,刘丽娟任主审。于佳、吴清然、史艳云、康玉晶、白辉参加编写。由于编写时间仓促,编者业务水平有限,难免存在诸多不当和疏漏之处,敬请广大读者和乘务及英语教学方面的业内专家批评指正。

编 者

2014年10月

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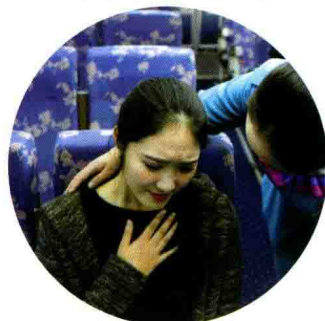
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# Cabin Service English

## Unit 1



## Greetings and Introductions

- ✦ Part A Useful Words and Expressions
- ✦ Part C Public Announcements
- ✦ Part E Supplementary Reading

- ✦ Part B Dialogues
- ✦ Part D Work-task



### Students will be able to

- memorize** the words and expressions about Greetings and Introductions in the cabin;
- make up** the dialogues about Greetings and Introductions in the cabin;
- obtain** and improve public announcements skills about Boarding and Greetings;
- know** about general responsibilities of a cabin attendant;
- introduce** Air China.

**Suggested Hours:** 4 class hours

## Part A



# Useful Words and Expressions

📍 Please list as many as greeting and addressing ways to the passengers at the gate.

- Mr.
- Mrs.
- Ms
- Miss
- Sir
- Madam
- boarding card/pass
- window seat
- aisle seat
- middle seat
- Good morning.
- Good afternoon.
- Good evening.
- Good day.
- Welcome.
- Goodbye.
- Thank you.
- You are welcome.
- Good morning, madam. Welcome aboard.
- Good afternoon. Welcome to the flight, madam.
- Good evening. It's nice to see you again.
- It's a pleasure to see you.
- It's a pleasure to have you on board.
- May I help/assist you, sir?
- May I see/have a look at your boarding card, please?
- May I show you to your seat? This way, please.
- How may I help you?
- Would you like me to show/assist you to your seat?
- Your seat is 20A. It's a window seat on the right/left.
- My name is ...and I'll be preparing/heating your meal today.
- My name is ... and I'll be happy to serve you on board today.

- Good afternoon, Miss Young. I'm Cathy, your purser on today's flight.
- Enjoy your flight.

### Culture Tips

- Use formal language that meets airlines standards.
- Offer your assistance to passengers using the language:
  - May I ...
  - Would you like me to ...
- Avoid using the following casual language for greeting and welcoming passengers on board:
  - Hi
  - Kid
  - Lady
  - Mister
  - Big brother
  - Big sister
  - Uncle
  - Auntie
  - Do you want help?
  - Do you need help?
  - You want me to help?
  - Maybe I can help you.

### 📍 Match phrases or sentences in column B to the situations in column A.

Column A	Column B
1. A passenger is reading newspaper.	a. We have comedy, action movie and features movies onboard today.
2. A passenger wants some music.	b. We have amenity kit for children.
3. A passenger can't hear anything through his headsets.	c. We have local newspaper and in-flight magazine.
4. A passenger asks a cabin attendant about movies provided on board.	d. We have light music on channel.
5. A passenger wants to read something.	e. May I turn on the reading light for you?
6. A passenger is worrying about her son on the boring long flight.	f. I will get a pair of new headsets for you.

### 📍 Make up a dialogue about greeting passengers and introducing yourself on board.

## Part B

# Dialogues



(CA=Cabin Attendant, PAX=Passenger)

1

CA: Good morning, madam! Welcome aboard. May I have a look at your boarding card, please?

PAX: Here you are.

CA: Your seat is 37A. Please go straight ahead and turn left.

PAX: Thank you very much.

CA: I am very happy to be at your service. Wish you a pleasant flight.



2

CA: Welcome aboard, sir. How are you today?

PAX: Fine, thank you. I'm not sure where my seat is?

CA: May I see your boarding card, please?

PAX: Yes, sure, here it is.

CA: Thank you. Your seat is 46D. It's an aisle seat on the left. This way, please.

PAX: Thank you very much.



3

CA: Good afternoon. How may I best assist you?

PAX: I can't find my seat.

CA: Please show me your boarding card. It's a middle seat. I'll show you to your seat.

PAX: Oh, that's very kind of you. Thank you very much.

CA: No problem at all. Please follow me.

CA: This is your seat, Sir. Please enjoy the flight.

PAX: Thank you.



4

CA: It's a pleasure to have you on board, madam. How are you today?

PAX: Fine, thanks. Where is my seat? I can't find it.

CA: No problem. May I see your boarding card, please?

PAX: Alright. Here you are.

CA: Thank you, Ms Jones. Would you like me to show you to your seat? This way, please.

PAX: Oh, thanks for your help.



5

CA: Good evening, sir! I'm Jill, your **purser** on today's flight. I'm **in charge of** the cabin. If there is anything I can do for you, please don't **hesitate** to let me know.

PAX: Very nice to meet you, Jill. When will the plane take off?

CA: It will take off until we get **clearance** from **ATC**.

PAX: Thank you very much.



6

CA: Good day, Mr. Young. My name is Anna, I'll be **servicing** you and preparing your meal with my **colleague** Monica today. If there is anything you need, please let me know.

PAX: Thank you. Can I have a copy of newspaper?

CA: Yes, sure. We have *China Daily* and *South China Morning Post*. Which would you prefer?

PAX: *China Daily* please.

## New Words and Expressions

service	['sɜ:vɪs]	n. 服务
purser	['pɜ:sə(r)]	n. 乘务长
in charge of	[ɪn][tʃɑ:dʒ][əv]	主管, 掌管
hesitate	['hezɪteɪt]	v. 犹豫
clearance	['kliərəns]	n. 许可
ATC (Air Traffic Control)		空中交通管制
colleague	['kɒli:g]	n. 同事
serve	[sɜ:v]	v. 服务

## Role play the cabin attendant's responses.

CA: \_\_\_\_\_

PAX: Good morning.

CA: \_\_\_\_\_

PAX: Yes, sure.

CA: \_\_\_\_\_

PAX: Thank you.

CA: \_\_\_\_\_

CA: \_\_\_\_\_

PAX: Fine, thank you.

CA: \_\_\_\_\_

PAX: Yes, here you are.

CA: \_\_\_\_\_

PAX: Oh, that's very kind of you. Thank you.

CA: \_\_\_\_\_

PAX: Thank you very much.

### 📍 Discuss the following questions.

1. How would you greet passengers when they board the plane?
2. How does a cabin attendant make a self-introduction to passengers?

### 📍 Make up dialogues based on the following situations.

1. Jill is a cabin attendant. She is standing at the gate of the cabin to greet passengers who are boarding the aircraft.
2. A passenger is looking for his seat with the boarding card in his hand. A cabin attendant comes towards him and helps him.
3. Shirley is a purser of the flight, and she is introducing her colleagues Carol and Jenny to the passengers.

## Part C



## Public Announcements



### Boarding

Good morning (afternoon/evening), ladies and gentlemen:

Welcome aboard \_\_\_\_\_. Please ask the cabin attendants if you cannot find your seat.

The **seat numbers** are shown on/ above the **overhead locker**.

Please make sure your **hand baggage** is stored on the overhead locker or under the seat in front of you. Please **keep the aisle** and the **exits clear** of all baggage.

Please take your **assigned seats** as quickly as possible and keep the aisle clear for others to be seated.

Thank you for your **cooperation**.



## Greetings I

Good morning (afternoon/evening), ladies and gentlemen:

Welcome aboard \_\_\_\_\_ Airlines.

I am \_\_\_\_\_, the purser for this flight. During the flight, all of my colleagues will be happy to be of service to you. Thank you.

Ladies and gentlemen, we will be taking off in a few minutes, please be seated and fasten your **seat belt**. (Please **stow** your foot rest.) Your seat back and table should be returned to the **upright** position.

All \_\_\_\_\_ (airline) flights are non-smoking to **comply with** government regulations. Please **refrain from** smoking during the flight.

Thank you for your cooperation, and we wish you a pleasant journey!



## Greetings II

Good morning (afternoon/evening), ladies and gentlemen:

I am \_\_\_\_\_, your **chief purser**. **On behalf of** \_\_\_\_\_ Airlines, we extend the most sincere greetings to you and members of our \_\_\_\_\_ Club. It's a pleasure to see you again.

Our team is looking forward to making a safe and pleasant journey.

Thank you!



## Welcome

Ladies and gentlemen:

Welcome aboard \_\_\_\_\_, a StarAlliance/SkyTeam/OneWorld member's flight.

**Captain** \_\_\_\_\_, purser \_\_\_\_\_ and our team will **cherish** every chance of service to make your journey with us, a safe and pleasant one!

We hope you enjoy the flight.

Thank you!



## Charter Flight

Ladies and gentlemen:

On behalf of the captain, we would like to welcome you on board of your **charter flight** bound for Sanya. The air distance from Tianjin to Sanya is 2800 kilometers and it will take three hours and forty minutes.

At this time, would you please make sure that your seat belt is fastened? **In accordance with** government regulations all flights are non smoking. Please refrain from smoking during this flight.

We are glad to have you on board. If there is anything we can do for you, please feel free to tell us. We hope you will have a pleasant flight.

Thank you.



## New Words and Expressions

seat number	[si:t]['nʌmbə]	座位号
overhead locker	['əʊvəhed]['lɒkə(r)]	头顶行李箱
hand baggage	[hænd]['bæɡɪdʒ]	手提行李
keep clear of	[ki:p][kliə(v)][əv]	避开,不接触
aisle	[aɪl]	n. 通道
exit	['eksɪt]	n. 出口
assigned seats	[ə'saɪnd][si:t]	指定座位
cooperation	[kəʊ,ɔpə'reɪʃn]	n. 合作
seat belt	[si:t]['belt]	安全带
stow	[stəʊ]	v. 收起,收藏
upright	['ʌpraɪt]	adj. 正直的,垂直的
comply with	[kəm'plaɪ][wið]	遵守,遵从
refrain from	[ri'freɪn][frəm]	限制,抑制
chief purser	[tʃi:f]['pɜ:sə(r)]	主任乘务长
on behalf of	[ɔn][bi'haf][əv]	代表
captain	['kæptɪn]	v. 机长
cherish	['tʃerɪʃ]	v. 珍爱,珍惜
charter flight	[tʃɑ:tə(r)][flaɪt]	包机
in accordance with	[ɪn][ə'kɔ:dəns][wið]	依照;与……一致

## Speaking Practice

### Practice making public announcements with these alternatives.

- Air China / Phoenix
- China Eastern Airlines / EasternMiles
- China Southern Airlines / SkyPearl
- Cathay Pacific / AsiaMiles
- Korean Air / Skypass

### Translate the following expressions into English and practice making public announcement about greetings.

- 就坐
- 系紧安全带
- 收起小桌板
- 调直座椅背
- 收起脚踏板
- 禁止吸烟
- 包机
- 飞行距离