

全国铁道职业教育教学指导委员会规划教材
高等职业教育铁道交通运营管理专业课程改革系列规划教材

铁路客运英语

TieLu KeYun YingYu

■ 闵丽平 主编



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内 容 简 介

本书为全国铁道职业教育教学指导委员会规划教材、高等职业教育铁道交通运营管理专业课程系列规划教材。本书是在项目课程理论指引下的实践成果,全书教学内容按所涉及的专业领域划分为三个项目,十四个典型工作任务。项目1介绍车站服务工作,包括问讯、售票、行包、候车、进站口和出站口、出入境联检大厅和车站广播七个典型工作任务;项目2介绍列车服务工作,包括车厢服务、餐车服务、上下车和列车播音四个典型工作任务;项目3介绍旅游服务,包括历史古迹、自然风光和城市景色三个典型工作任务。书后附有相关餐饮用语、中国各地名胜古迹和铁路客运专用词汇。

本书内容涉及面广、语言规范、突出铁路客运听说能力训练,实用性强,可作为高职铁道交通运营管理专业铁路客运英语课程的教材,也可供现场铁路客运职工学习参考。

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前言

PREFACE

本书由铁道交通运营管理专业教学指导委员会统一规划,根据教学指导委员会制定的铁道运输管理专业办学基本要求编写。基于工作过程系统化的课程开发理论对传统教学内容进行重构,突出实践技能、工学结合和职业要求。

随着国际交往的加强,铁路作为窗口单位,对服务质量提出了更高的要求,尤其是高速铁路及动车组开行后,对铁路客运职工的服务能力提出了更高的要求,铁路客运工作人员掌握英语的要求日渐迫切。本教材正是立足于此,详细介绍了铁路客运服务中各个岗位应该掌握的基本口语句型、基本对话,注重口语能力训练,具有较强的实用性。

本教材写作背景是在高职高专教育教学基于工作过程进行改革的情况下,积极探索客运英语与工作过程相结合,与岗位技能、国家职业标准相结合,培养具有实际操作能力的高技能型人才,实现高职高专人才培养目标。

本书以铁路客运岗位工作项目编排教学内容,进行项目化教学改革。将教学内容划分为三个教学项目(Project):车站服务工作、列车服务工作和旅游服务。每个项目根据岗位工作过程,划分为不同的典型工作任务(Task),每个工作任务又包含能力目标、知识目标、素质目标等教学目标和对话、典型句型、短对话、课文、练习等教学内容。每个典型工作任务的学习通过项目教学法、角色扮演法、案例教学法等方法,实现“做中学”、“学中做”。在学完项目的所有工作任务后,学生可以体会该项目完整的工作过程。

本教材内容主要突出三大特色:一是内容的创新性。本书属于基于工作过程系统化课程改革的教改教材,全书所选内容全部是目前中国铁路客运发展的最新内容。二是内容的实践性。本书内容选取铁路客运服务领域涉及的各个岗位的典型工作任务,内容从实践中来,又服务于实践。三是内容的系统性。本书按照

客运服务流程,从旅客问讯、购票、托运行李、进站候车到上车、列车运行、下车、出站等流程涉及的客运工作岗位工作内容编写和设计对话,具有系统性。

本书由西安铁路职业技术学院闵丽平主编,包头铁道职业技术学院赵瑜参与编写了项目2(Project 2)中典型工作任务3(Task 3)——上下车,其余内容均由闵丽平编写并统稿。本书在编写过程中得到西安铁路局、武汉铁路局、成都铁路局、兰州铁路局客运处及西安铁路职业技术学院交通运输系主任韩买良的大力支持与帮助,在此深表感谢。

由于作者水平有限,书中难免有疏漏和不足之处,恳请读者批评指正。

编 者
2012 年 7 月

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Project 1 项目 1

Station Service Work 车站服务工作



Project Description 项目描述

Passenger station is a place where different kinds of passenger service can be handled. Station service is the basic unit of railway passenger service. Normally, passenger stations are set up in large cities. Station service work involves replying to passengers' inquiries patiently, selling tickets seriously and rapidly, helping passengers to register and claim their luggage, guiding them to wait for their trains orderly, checking tickets, organizing passengers to enter and exit the station quickly and orderly, provide human service for passengers who are going to take international trains, broadcasting announcements to passengers timely and correctly, etc. After studying this project, students can learn the expressions related with station service work and their oral English communicative skills can be improved.

客运站是指专门办理大量客运业务的车站。它是铁路旅客运输的基本生产单位,一般设在大城市。车站服务工作涉及耐心地回答旅客的询问,认真、快速地售票,帮助旅客托运、领取行李,引导他们有序候车,检票,组织旅客快速、有序地进出站,为乘坐国际列车的旅客提供人性化的服务,及时、准确地向旅客播报通知等。通过本项目的学习,学生可以掌握有关车站服务工作的相关句型、短语,提高英语口语交际技能。



Project Objectives 拟实现的教学目标

1. Ability Objective 能力目标

- 1) Be able to explain relevant railway regulations to passengers in English;
 - 2) Be able to communicate with passengers in English;
 - 3) Be able to read and comprehend some short passages related with station service work.
- 1) 能够用英语向旅客解释相关铁路法规;
 - 2) 能够用英语与旅客交流;
 - 3) 能够阅读并理解与车站服务工作相关的一些英文短篇。

2. Knowledge Objective 知识目标

- 1) Master typical sentences related with station service work;
 - 2) Read aloud dialogues related with station service work;
 - 3) Memorize new words and phrases of the texts.
- 1) 掌握与车站服务工作相关的典型句型;
 - 2) 朗读与车站服务工作相关的对话;

3) 记忆课文中的生词和短语。

3. Quality Objective 素质目标

Develop communicative skills with passengers and consciousness of serving passengers, learn to use courteous language and provide professional and human service for passengers.

培养与旅客沟通的技能和为旅客服务的意识,学会使用礼貌用语,并为旅客提供专业的、人性化的服务。

Task 1 典型工作任务1 At the Inquiry Office 在问讯处

1.1.1 Teaching Objectives 教学目标

1. Ability Objective 能力目标

- 1) Be able to reply to passengers' inquiries in English;
- 2) Be able to explain relevant railway regulations to passengers in English;
- 3) Be able to read and comprehend some short passages about inquiry.

- 1) 能够用英文回答旅客的询问;
- 2) 能够用英语向旅客解释相关的铁路法规;
- 3) 能够阅读并理解与问讯相关的英文短篇。

2. Knowledge Objective 知识目标

- 1) Master typical sentences related with inquiry;
- 2) Read aloud dialogues related with inquiry;
- 3) Memorize new words and phrases of the text.

- 1) 掌握与问讯有关的典型句型;
- 2) 朗读与问讯有关的对话;
- 3) 记忆课文中的生词和短语。

3. Quality Objective 素质目标

Welcome passengers with good manners, reply to their inquiries warmly and patiently, use courteous language, provide quick, professional and human service to passengers who need help.

礼貌地迎接旅客,热情、耐心地回答旅客的询问,使用礼貌用语,为需要帮助的旅客提供快速的、专业的、人性化的服务。

1.1.2 Related Knowledge 相关配套知识

1. Dialogues 对话

(1) P—Passenger 旅客 C—Clerk 工作人员

(How to buy Chinese HSR ticket)

P: Excuse me. Is this the Inquiry Office?

C: Yes. What can I do for you?

P: Since "the real ID ticket policy" has been enforced now, I wonder how to buy Chinese High Speed Rail ticket for our international travellers.

C: Well, there are several steps. First of all, you need to bring document of identification,

here, your passport works best.

P: Oh, yes, and next?

C: Next, you can go to ticket counter and tell salesperson your date of travel, as well as time of departure, stations of departure and arrival, and train number, class, carriage and seat number.

P: I see, what else?

C: And then present document of identification, and double-check ticket and change. Make any needed change on the spot. Remember, you can make only one change!

P: Is that all?

C: That's it. Oh, and last you can hop onto that train.

P: Cheers.

C: Any time.

(如何购买中国高铁车票)

P: 请问这里是问讯处吗?

C: 是的, 请问您有什么事吗?

P: 由于实行了车票实名制, 对于我们国外游客来说, 我不知道怎样买到中国高铁车票。

C: 哦, 这有几个步骤。首先, 您需要带上身份证明, 最好是护照。

P: 记住了, 那接下来呢?

C: 接下来, 您就去售票处告诉售票员您的旅行时间、离开时间、到发站的名称以及车次、座位等级、车厢和座位号。

P: 知道了, 还有什么吗?

C: 接着递上身份证件, 复核车票和找的零钱。如果有问题的话, 就当场解决。请记住, 您只能变动一次。

P: 是不是就这些?

C: 是的。然后您就可以搭乘火车了。

P: 多谢。

C: 随时为您效劳。

(2) P—Passenger 旅客

C—Clerk 工作人员

(Inquiring about HSR ticket at Beijing Railway Station)

P: Excuse me. Is this the Inquiry Office?

C: Yes. Can I help you?

P: Yes. Could you tell me where to purchase HSR tickets?

C: Sure. HSR tickets can be purchased at any ticket window in railway Station of China. For international travelers, they can book HSR tickets by telephone and Internet booking systems, but normally, these systems are in Chinese language only. Recently, Beijing Railway Station established 12 ticket machines. Passengers who purchasing tickets on Internet can use their ID card to easily pick up their tickets through these machines.

P: Great! I like on-line booking, for I can easily know whether tickets are available for a certain

train.

C: Exactly. Moreover, some Chinese HSR lines have adopted digital ticketing, but only people in possession of second-generation P. R. C ID cards can purchase digital tickets. That means, only mainland citizens can buy digital tickets. Everyone else needs to stick with paper tickets. With that ID cards, they can get through queues much quicker. They can also use them on ticket vending machines, Internet and phone ticketing, and authorized train ticket agents.

P: So convenient, right? By the way, are passports required to buy HSR train tickets?

C: Of course. Besides passports, some other documents can also be used here.

P: What are they?

C: Full China driver's license or residence permit sticker in your passport or seaman's book will also work. Residents in Hong Kong, Macao and Taiwan must provide the same documents they used to enter mainland China when purchasing HSR tickets.

P: Now, I really learned a lot.

C: Be prepared to show your ID along with your ticket in waiting halls and on trains. The same documents are also needed for ticket changes or refunds.

P: Thank you so much.

C: That's OK.

(在北京火车站咨询有关高铁车票问题)

P: 请问这里是问讯处吗?

C: 是的, 需要帮忙吗?

P: 请问在哪里能够买到高铁车票?

C: 在中国火车站的任何售票窗口都可以买到。对于国外游客来说, 他们可以通过电话和网络系统订票, 但通常这些系统只用汉语。北京火车站最近设立了 12 个自动售票机。在网上购票的乘客可以很容易地用他们的身份证在这些售票机取票。

P: 好极了! 我喜欢网上订票, 因为我很容易就能知道某一趟列车是否有票。

C: 的确如此。此外, 一些中国高铁线路采用数字订票, 但只有持有中国第二代居民身份证的旅客才能购买数字车票。这就意味着只有中国内地公民才能买数字车票, 其他旅客只能购买纸质车票。持有这种身份证, 他们就能排队很快通过入口处。中国第二代居民身份证还可用在自动售票机上、网上和电话订票以及指定售票处。

P: 真是太方便了, 是吧? 顺便问一下, 购买高铁车票时是否要用护照?

C: 那当然。此外, 还可用其他证件。

P: 都有哪些呢?

C: 中国驾驶证、外国人居留证或海员证都可用。还有港澳台居民在购买高铁车票时需出示进入内地的证件。

P: 今天我真是学到了很多知识。

C: 请在候车和乘车时随身带上身份证件。另外换票和退票时也需要这些证件。

P: 非常感谢。

C: 这没什么。

(3) P—Passenger 旅客

C—Clerk 工作人员

(What to do if HSR ticket is lost?)

P: Excuse me. Can you help me?

C: Yes.

P: What can I do because my HSR ticket is lost?

C: Don't worry. Since May 10, 2012, lost train tickets no longer mean lost seats. A passenger who lost his/her real-name ticket can go to the ticket office at the railway station to buy a replacement ticket and have the booked seat reclaimed.

P: Reclaimed?

C: Yea. You should handle the replacement procedure at least 20 minutes before the close of the ticket barrier for the train. The following material and information are needed —— the valid ID certificate used in buying the original ticket, the date of the ticket, and the name of the ticket office issuing the original ticket. The procedure charges CNY 2.

P: Then what should I do?

C: Then you can hold the replacement tickets to board the train and declare to the railway staff. The conductor will provide a voucher, which you should hold together with the ticket and the ID certificate to refund the cost of the replacement ticket within 24 hours after arriving at the destination. The original full ticket price will be returned, no service charge is required.

P: Really? That means I can be refunded the cost of the replacement ticket. So, that is the advantage of Real Name Policy.

C: Exactly. Please note that the procedure can't be handled for a second time or if the original ticket has already been canceled.

P: I see. Much appreciated.

C: Not at all.

(高铁车票丢了该怎么办?)

P: 请问您能帮我吗?

C: 当然可以。

P: 我的高铁车票丢了该怎么办?

C: 请不用担心。2012年5月10日后,丢失实名制火车票并不意味着丢失座位。旅客购买实名制车票后如丢失车票,可去车站售票处购买替代票,替代票的座号仍是原车票的座号。

P: 仍是原车票的座号?

C: 是的。您在购买实名制车票后如丢失车票,在不晚于停止检票时间前 20 min,可到车站售票窗口办理挂失补办手续。办理挂失补办手续时,应提供购票时所使用的有效身份证件原件、原车票乘车日期和购票地名称。补办车票收 2 元手续费。

P: 接下来我该怎么办?

C: 您持新车票乘车时,应向列车工作人员声明。到站前,列车长确认该席位使用正常的,

开具客运记录交旅客作为到站退票的凭证。旅客到站后 24 h 内,凭客运记录、新车票和购票时所使用的有效身份证件原件,至退票窗口办理新车票退票手续。这种挂失补办的新车票退票,将按原价退票,不会收取退票费。

P:真的吗?那就是说我将被退还替代票的全部费用。这就是实名制的好处。

C:一点没错。请注意挂失只有一次,没有第二次。另外,如果原票已取消也不能申请挂失。

P:我明白了。太谢谢您了。

C:不用谢。

(4) P—Passenger 旅客

C—Clerk 工作人员

(About train direction)

P:Excuse me, I don't know why the train has two numbers, such as K56/57?

C:Well, in China, trains are classified as up trains or down trains. Since Beijing is seen as the centre of the network, the train from Beijing is the down service, while the train towards Beijing is the up service.

P:Then what about the trains that do not go to Beijing?

C:Trains that do not go to Beijing are designated up or down based on the railway they are traveling on. Railways that do not go to Beijing are up or down based on whether they are going in the direction that goes towards or away from Beijing.

P:Sounds a little bit complicated.

C:And also train routes that change from up service to down service while traveling in a certain direction might use two different route numbers. For example a train from Qingdao to Xi'an begins as up service as it travels approaching Beijing and changes to down service when it reaches the point where its travel is away from Beijing all the while travelling westerly.

P:But what's the relationship between up or down direction and the numbers?

C:That's just what I want to say. Down trains use odd numbers, while up trains use even numbers. For example, T103 travels from Beijing to Shanghai, and the K9008 travels from Shenzhen to Yueyang. There are some other examples of double or triple train numbers that switch up and down during their route, such as, the Shanghai to Harbin train is the K56/57 —— it uses K56 before Tianjin (Travelling through "up-direction" of Jinghu railway), and uses K57 after Tianjin (Travelling through "down-direction" of Jinshan railway). Got it?

P:Yea.

C:To make it more clear, one more example, that is, Shanghai to Chengdu is the K290/291 —— it uses K290 before Xuzhou (towards Beijing on the Beijing—Shanghai Railway), and uses K291 after Xuzhou (east to west on the Longhai Railway and north to south on the Baoji-Chengdu Railway).

P:I see. Thanks a lot for what you have told me.

C:Please don't mention it.

(有关列车运行方向)

P: 打扰一下, 为什么一趟列车会有两个车号, 比如说 K56/57?

C: 哦, 是这样, 在中国, 列车可分为上行列车和下行列车。将北京定为全国铁路网的中心, 驶离北京为下行方向, 开往北京为上行方向。

P: 那不去北京的列车该怎么办?

C: 不去北京的列车方向要依据列车所行驶的铁路线方向而定。铁路线上下行方向的一般原则是离开北京为下行方向, 朝向北京为上行方向。

P: 听起来有点复杂。

C: 另外如果一趟列车运行方向从上行变为下行, 则会有两个车次, 称为复车次。例如青岛到西安, 运行中即由上行变为下行。

P: 那上下行方向与车次有什么关系呢?

C: 这正是我要说的。下行列车用奇数, 而上行列车用偶数。例如, 北京到上海的 T103 次列车和深圳到岳阳的 K9008 次列车。还有在运行中转向的两位数或三位数列车, 如上海到哈尔滨的 K56/57 次列车, 在天津之前叫作 K56 次(运行在京沪线的上行方向), 在天津之后叫作 K57 次(运行在津山线的下行方向)。明白了吗?

P: 是的。

C: 为了更清楚一点, 再举一个例子, 上海到成都 K290/291, 在徐州前称为 K290(在京沪线上朝向北京), 在徐州后称为 K291(在陇海线上自东向西运行, 在宝成线上自北向南运行)。

P: 我明白了。非常感谢您告诉我这么多。

C: 请不用客气。

(5) P—Passenger 旅客

C—Clerk 工作人员

(At Shanghai Hongqiao Railway Station)

P: Excuse me. Can I ask something about high-speed train?

C: Yes, please go ahead.

P: How often does high-speed train go to Nanjing?

C: It goes there every 10 minutes.

P: How long does it take?

C: About an hour and twenty minutes.

P: Thanks a lot.

C: That's all right.

(在上海虹桥火车站)

P: 对不起, 我想问一下高铁的情况。

C: 好的, 请问吧。

P: 去南京的高铁隔多长时间开一趟?

C: 每隔 10 min 开一趟。

P: 旅途需要多长时间?

C: 大约 1 h 20 min。

P: 多谢!

C: 不用谢。

(6) P—Passenger 旅客

C—Clerk 工作人员

P: I want to go to Wuxi, but I don't know which train is faster.

C: You may take high-speed train from Shanghai to Nanjing, much faster.

P: Does high-speed train stop at Wuxi?

C: Some trains stop.

P: Could you introduce a high-speed train that I can take at present?

C: G7024, it leaves here at 20:00, and arrives in Wuxi at 20:44.

P: Oh, I see. Thank you.

C: You are welcome.

P: 我想到无锡去, 请问, 乘坐什么列车快一些?

C: 您可以乘坐上海到南京的高铁, 比较快。

P: 高铁到无锡停车吗?

C: 有些车停。

P: 您能给我介绍一个现在就能乘坐的高铁吗?

C: G7024 次, 20:00 开车, 大约 20:44 到无锡。

P: 哦, 谢谢。

C: 别客气。

(7) P—Passenger 旅客

C—Clerk 工作人员

P: Excuse me, is there a direct express train to Xi'an?

C: Yes. You may take Z19. It will depart at 21:24 and arrive in Xi'an the next morning, at 8:25 a. m.

P: Thank you. Since I haven't been to Xi'an before, could you say something about it?

C: Sure. Xi'an is the place that you must go. As the capital of Shaanxi Province, It is situated in the center of Guanzhong Plain. It is the greatest city in the north-western part of China.

P: I've been heard that Xi'an has a history of over 3,000 years. So it must have lots of historic relics.

C: Exactly! Xi'an once served as the capital of 13 dynasties, such as Western Zhou, Qin, Western Han, Sui, Tang, etc.

P: Oh, really? Could you introduce some places of historic interest?

C: Of course. Such as Emperor Qin Shihuang's Terra-Cotta Warriors and Horses (秦始皇兵马俑), considered as "the most magnificent discovery in archaeology in 20th century" and "the eighth wonder of the world," Huaqing Hot Spring (华清池), Banpo Museum (半坡博物馆) with a history of 6,000 years —— a matriarchal clan community of the neolithic age,

the China's best-preserved City Wall(城墙) built in the early Ming Dynasty, the Big Wild Goose Pagoda(大雁塔) erected in 652, the Forest of Steles(碑林), an art treasure-house containing the largest and richest collection of stone tablets of ancient China from Han Dynasty to Qing Dynasty.

P: It's miraculous!

C: There are also some other scenic spots, such as Bell Tower(钟楼), Drum Tower(鼓楼), Qianling Tomb(乾陵), Remains of the Daming Palace(唐大明宫遗址), Small Wild Goose Pagoda(小雁塔), etc.

P: So I will stay there for a few more days so that I can visit more places. Thanks for your information.

C: You are welcome.

P: 请问这是问讯处吗?

C: 是的,我能为您做些什么呢?

P: 我想到西安去,有没有直达车?

C: 有,您可以乘 Z19,当天晚上 21:24 发车,次日早上 8:25 到达西安。

P: 谢谢。我以前没有去过西安,您能不能谈一谈它?

C: 当然可以。西安是您必须去的地方。作为陕西省的省会,西安位于关中平原中部,是中国西北地区最大的城市。

P: 我听说西安具有 3 000 多年的历史,肯定有很多的名胜古迹。

C: 是的。西周、秦、西汉、隋、唐等 13 个朝代都曾在那里建都。

P: 真的吗?您能不能介绍一些历史名胜?

C: 当然可以。比如说秦始皇兵马俑,被称作是“20 世纪最壮观的考古发现”、“世界第八大奇迹”。还有华清池、6 000 年以前原始社会母系氏族公社的半坡村落遗址、中国保存最好的建于明朝初年的城墙、建于公元 652 年的大雁塔,以及碑林,是收藏我国古代碑石数目最大的一座艺术宝库,陈列有从汉到清的各代碑石。

P: 真是太神奇了!

C: 另外还有一些景点,如钟楼、鼓楼、乾陵、唐大明宫遗址、小雁塔等等。

P: 那么我一定在那里多呆几天,多玩几个地方。谢谢您告诉我这么多。

C: 不客气。

(8) P—Passenger 旅客

C—Clerk 工作人员

C: Can I help you, sir?

P: Yes. I'd like to go to Qingdao. How can I get there?

C: You may take a train to Jinan first and then change another one for Qingdao.

P: Which train from Jinan to Qingdao is faster?

C: High-speed train and Electric Multiple Unit train.

P: Is the running time similar from Jinan to Qingdao, by high-speed train and EMU train?

C: No, they are different. High-speed train is faster. It takes about 2 and a half hours by high-

speed train, while about 3 hours by EMU train.

P: It is about 19:00 when I arrive in Jinan. Is there still high-speed train?

C: Yes, there is G185. It leaves Jinan at 19:28, and arrives in Qingdao at 22:04.

P: Great! I hear that Qingdao is a fascinating summer resort, right?

C: Yes. Qingdao is a beautiful seaside city and a famous foreign trade port.

P: What are the places of interest in Jinan?

C: Jinan, the Spring City, has 72 springs. They can be divided into four large spring groups: the Baotu Spring, the Black Tiger Spring, the Pearl Spring and the Five Dragon Pond Spring, of which Baotu Spring is the biggest and perhaps the best one in China. Daming Lake, Thousand-Buddha Mountain and Four-Door Pagoda, etc., are also worth visiting.

C: 我能为您效劳吗, 先生?

P: 我想去青岛, 请问怎么去?

C: 您可以先乘车到济南, 然后换车到青岛。

P: 请问济南到青岛乘坐什么车快一些?

C: 高铁和动车。

P: 高铁和动车运行时间一样吗?

C: 不一样, 高铁要快, 大约 2.5 h, 动车大约要 3 h。

P: 我到济南大约 19:00 了, 还有高铁吗?

C: 有, G185 次, 济南开车时间 19:28, 大约 22:04 到达青岛。

P: 太好了。青岛是避暑胜地, 对吗?

C: 是的。青岛是美丽的滨海城市, 也是著名的外贸港口。

P: 济南有哪些名胜?

C: 泉城济南有 72 名泉, 分为趵突、黑虎、珍珠、五龙潭四大泉群, 其中趵突泉为中国第一名泉。此外还有大明湖、千佛山和四门塔等也值得游览。

(9) P—Passenger 旅客

C—Clerk 工作人员

C: Is it necessary for you to catch this train?

P: Yes, I really must. Because I want to catch another train to Guilin at Changsha Station.

C: Oh, in that case, it's better for you to take the express train to Changsha. It's much quicker.

P: Suppose that I can't get enough time to have my ticket endorsed at Changsha Station, what can I do?

C: Don't worry, you can have it endorsed after getting on the train. But you will have to pay a little service charge.

P: May I remain at the platform if I have only a little time left to catch another train?

C: Certainly, but you must be clear about which platform and track your train will depart.

C: 您一定要赶这趟列车吗?

P: 是的, 我一定要赶这趟车。因为我想在长沙站赶上另一趟列车去桂林。

C: 哦, 那样的话, 你最好坐特快到长沙去, 这趟车快得多。

P: 假如我在长沙站没有时间签票, 那怎么办呢?

C: 不必担心, 您可以上车后再签票, 不过您得付点手续费。

P: 如果我只剩下一点时间赶另一列车, 可以不出站吗?

C: 当然可以, 但是, 您必须搞清楚您要坐的车是在哪个站台、哪股道上发车。

2. Useful Expressions 实用句型及短对话

1) Typical Sentences 典型句型

- | | |
|--|----------------------|
| (1) May I have a platform ticket? | 我可以买张站台票吗? |
| Or: Can I buy a platform ticket here? | 这里卖站台票吗? |
| (2) I want to see somebody off. | 我要送个人。 |
| (3) I want to meet some friends. | 我要接几个朋友。 |
| (4) During the Spring Festival Travel Season nobody is allowed to meet people on the platform. | |
| 春运期间任何人都不允许到站台接人。 | |
| (5) What time do we get to Beijing? | 我们什么时候到达北京? |
| (6) From which station does the train leave? | 这趟列车从哪个车站发车? |
| (7) Excuse me, may I get off the train halfway? | 对不起, 我可以中途下车吗? |
| (8) Can you tell me where to have my ticket endorsed? | 能告诉我在哪里签票吗? |
| (9) Does Train T194 stop at Tianjin Railway Station? | T194 次列车在天津站停车吗? |
| Or: Does the train stop in Nanchang? | 这列火车南昌停不停? |
| (10) The express passenger train doesn't stop at the station which you want to get off. | |
| 这趟特快客车不停靠您要下车的车站。 | |
| Or: The express passenger train doesn't stop at your destination station. | |
| 这趟特快客车不停靠您的到达站。 | |
| (11) Train K678 will stop at this station for 8 minutes. | K678 次列车在本站停车 8 min。 |
| (12) Train K112 is half an hour delayed. | K112 次列车晚点半个小时。 |
| Or: The train is delayed half an hour. | 列车晚点半小时。 |
| Or: The train is 40 minutes behind time. | 这趟车晚点 40 min。 |
| Or: The train is five minutes behind schedule. | 列车晚点 5 min。 |
| (13) There is a drinking machine in the waiting room. There you can get free water. | |
| 候车室里有饮水机。您可以免费饮用。 | |
| (14) The toilet is in that direction on the first floor. | 洗手间在一楼的那个方向。 |
| (15) In which waiting room shall I wait? | 我应该在第几候车室候车? |
| (16) Where is the soft seat waiting room? | 软席候车室在哪里? |
| (17) Your ticket is for the next train, please wait in the waiting room. | |
| 你的车票是下一次列车的, 请在候车室等候。 | |
| (18) I have left my handbag in the train. | 我把手提袋忘在火车上了。 |
| (19) I can not find my luggage. What shall I do? | 我的行李不见了。我该怎么办呢? |
| (20) Is it a through train? | 这是直达车吗? |