

民航服务

英语口语教程

Oral English for Civil Aviation Service

主编 李春尧



人民交通出版社
China Communications Press

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内 容 提 要

本书为高等院校空中乘务及地面服务专业必修课程教材。全书共 24 个单元,内容包括订票、机场设施、办理乘机手续、安全检查、行李托运等,贯穿了民航服务的整个流程。每个单元均包括会话、角色扮演、广播词、扩展阅读及练习题等,易于教师教学和学生演练。

本书可作为高等院校空中乘务以及地面服务相关专业的教材使用,也可供民航企业空中乘务及地面服务工作人员选作培训用书。

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著 作 者:李春尧

责任编辑:吴燕伶

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前言

Preface

为贯彻中国民用航空局提出的《建设民航强国的战略构想》和培养民航高素质人才的精神,顺应民航地面服务和空中服务专业英语课程改革的方向,我们通过广泛调研与充分论证,在深入了解民航企业用人要求和各院校教学需求的基础上,精心策划并编写了《民航服务英语口语教程》一书。

本书针对高等院校民航地面服务和空中服务专业课程编写,旨在使学生在模拟实际工作的情景中,练习并掌握民航服务英语口语的各种表达,通过语言的大量实践,达到在民航地面和空中服务各个岗位中,准确、熟练地运用英语进行交流的目的。

全书共分24个单元,贯穿了民航地面和空中服务岗位的各个服务流程,从订票到机场设施、办理值机手续、行李托运、安全检查、机场检查、机舱设施、航前准备、航后工作、餐饮服务、机上娱乐、特殊旅客服务、飞机延误、转航、旅客中转、填写上(下)机卡、机上免税购物、危险品的处置、行李丢失和查询、丢失行李的赔偿、海关申报、检验检疫、行李认领、机场交通服务、离开机场等,基本涵盖了民航地面和空中服务的主要领域与环节。每个单元均包括会话、角色扮演、民航英语交际功能表达、广播词、课文阅读、练习题等,各单元自成一体又在整体上相互呼应,易于教师课堂组织教学和学生演练,也易于学生英语综合运用能力的提高。

本书可作为高等院校空中乘务以及地面服务相关专业本、专科学生的课堂教学用书,也可作为民航企业空中乘务员及地面服务人员的培训教材,亦可作为具有一定英语基础的旅客的自学书籍等。

本书由李春尧教授主编,中国民航大学康玉晶、史艳云、吴清然和刘晓峰,海口经济学院赵影、倪伟、邱方媛参与了本书编写。

由于水平有限,书中出现的一些不足之处,望各位同行不吝赐教,以便再版时修正。

编者

2012年10月

目 录

Contents

Unit 1	Booking Tickets	1
Part A	Dialogues	1
Part I	Dialogues	1
Part II	Exercises	6
Part III	Announcements	8
Part B	Supplementary Reading	10
Key to Exercises		12
Unit 2	At the Airport	15
Part A	Dialogues	15
Part I	Dialogues	15
Part II	Exercises	19
Part III	Announcements	21
Part B	Supplementary Reading	23
Key to Exercises		26
Unit 3	Check-in	28
Part A	Dialogues	28
Part I	Dialogues	28
Part II	Exercises	34
Part III	Announcements	36
Part B	Supplementary Reading	37
Key to Exercises		40

Unit 4	Security Inspection	43
Part A	Dialogues	43
Part I	Dialogues	43
Part II	Exercises	48
Part III	Announcements	50
Part B	Supplementary Reading	52
Key to Exercises		54
Unit 5	Passenger Arrangement	57
Part A	Dialogues	57
Part I	Dialogues	57
Part II	Exercises	62
Part III	Announcements	64
Part B	Supplementary Reading	66
Key to Exercises		69
Unit 6	Baggage Arrangement	71
Part A	Dialogues	71
Part I	Dialogues	71
Part II	Exercises	74
Part III	Announcements	77
Part B	Supplementary Reading	78
Key to Exercises		81
Unit 7	Flight Delay	83
Part A	Dialogues	83
Part I	Dialogues	83
Part II	Exercises	88
Part III	Announcements	90
Part B	Supplementary Reading	92
Key to Exercises		94
Unit 8	About Flying	97
Part A	Dialogues	97
Part I	Dialogues	97

Part II Exercises	103
Part III Announcements	105
Part B Supplementary Reading	107
Key to Exercises	109
Unit 9 Drink Service	112
Part A Dialogues	112
Part I Dialogues	112
Part II Exercises	118
Part III Announcements	120
Part B Supplementary Reading	121
Key to Exercises	124
Unit 10 Dinner Service	126
Part A Dialogues	126
Part I Dialogues	126
Part II Exercises	134
Part III Announcements	136
Part B Supplementary Reading	137
Key to Exercises	140
Unit 11 Apologizing for Making Mistakes	142
Part A Dialogues	142
Part I Dialogues	142
Part II Exercises	147
Part III Announcements	149
Part B Supplementary Reading	149
Key to Exercises	153
Unit 12 Serving Sick Passengers	155
Part A Dialogues	155
Part I Dialogues	155
Part II Exercises	160
Part III Announcements	162
Part B Supplementary Reading	164

	Key to Exercises	167
Unit 13	Lost Baggage	169
	Part A Dialogues	169
	Part I Dialogues	169
	Part II Exercises	174
	Part III Announcements	176
	Part B Supplementary Reading	177
	Key to Exercises	180
Unit 14	In-Flight Entertainment	182
	Part A Dialogues	182
	Part I Dialogues	182
	Part II Exercises	186
	Part III Announcements	188
	Part B Supplementary Reading	189
	Key to Exercises	191
Unit 15	Emergency Procedures	194
	Part A Dialogues	194
	Part I Dialogues	194
	Part II Exercises	198
	Part III Announcements	201
	Part B Supplementary Reading	203
	Key to Exercises	205
Unit 16	Duty-free Sales	208
	Part A Dialogues	208
	Part I Dialogues	208
	Part II Exercises	213
	Part III Announcements	216
	Part B Supplementary Reading	217
	Key to Exercises	219
Unit 17	Diversiory Airport	221
	Part A Dialogues	221

Part I Dialogues	221
Part II Exercises	225
Part III Announcements	227
Part B Supplementary Reading	228
Key to Exercises	230
Unit 18 Transfer	233
Part A Dialogues	233
Part I Dialogues	233
Part II Exercises	238
Part III Announcements	240
Part B Supplementary Reading	242
Key to Exercises	244
Unit 19 Filling Out Entry Forms	246
Part A Dialogues	246
Part I Dialogues	246
Part II Exercises	250
Part III Announcements	253
Part B Supplementary Reading	255
Key to Exercises	257
Unit 20 Landing	260
Part A Dialogues	260
Part I Dialogues	260
Part II Exercises	265
Part III Announcements	268
Part B Supplementary Reading	269
Key to Exercises	272
Unit 21 Souvenir and Farewell	274
Part A Dialogues	274
Part I Dialogues	274
Part II Exercises	278
Part III Announcements	280

	Part B Supplementary Reading	282
	Key to Exercises	285
Unit 22	Customs Inspection	287
	Part A Dialogues	287
	Part I Dialogues	287
	Part II Exercises	292
	Part III Announcements	295
	Part B Supplementary Reading	296
	Key to Exercises	298
Unit 23	Claiming the Baggage	300
	Part A Dialogues	300
	Part I Dialogues	300
	Part II Exercises	305
	Part III Announcements	307
	Part B Supplementary Reading	308
	Key to Exercises	310
Unit 24	Leaving the Airport	313
	Part A Dialogues	313
	Part I Dialogues	313
	Part II Exercises	319
	Part III Announcements	322
	Part B Supplementary Reading	323
	Key to Exercises	325
Reference		327

Unit 1

Booking Tickets

Part A Dialogues



Part I Dialogues

Dialogue 1

Clerk: Good morning, the United Airlines¹. What can I do for you?

PAX: Yes, I'd like to make a reservation to Boston next week².

Clerk: When do you want to fly?

PAX: Monday, November 11th.

Clerk: We have Flight UA222 on Monday. Just a moment please. Let me check whether there're seats available.

(several seconds later)

Clerk: I'm sorry that tickets of Flight UA222 have all been booked.

PAX: Then, any alternatives?

Clerk: The next available flight leaves at 9:30 Tuesday morning November 12th. Shall I book you a seat?

PAX: Er... it is a direct flight, isn't it?

Clerk: No. It stops for three solid hours in Seattle³, but you don't have to change plane.

PAX: That's OK.

Clerk: You want to go first class or economy class?

PAX: I prefer first class. What's the fare?

Clerk: One way is \$176.

PAX: OK, I will take the 9:30 a. m. flight on Tuesday.

Clerk: A seat on Flight UA223 to Boston 9:30 Tuesday morning. Is it all right, sir?

PAX: Right. Can you also put me on the waiting list for the 11th flight?

Clerk: Certainly. May I have your name and telephone number?

PAX: My name is Denis Jordan. You can reach me at 5550808.

Clerk: I will notify you if there is cancellation⁴.

PAX: Thank you very much.

Clerk: My pleasure.

 Dialogue 2

Clerk: Hello. This is Air China.

PAX: I want to make a reservation.

Clerk: What's your name and flight number?

PAX: My name is Cheng Long, and the flight number is CA125 for Toronto.

Clerk: When is it?

PAX: June 10th.

Clerk: One economy class seat, is that right?

PAX: Yes.

Clerk: Now you have been booked.

PAX: What is the fare?

Clerk: US \$500.

PAX: OK.

Clerk: Let me check with you again. Flight CA125, June 10th, economy, Mr. Cheng Long. Is that right?

PAX: That's right. By the way, what time do you start check-in?

Clerk: You must check in at least one hour before departure time.

PAX: Thank you very much.

Clerk: Welcome to fly Air China, Mr. Cheng.

 Dialogue 3

Clerk: Hello. This is U. S. AIR⁵.

PAX: I'd like to reconfirm my flight.

Clerk: What's your name and flight number?

PAX: Tony Liang, US312.

Clerk: Sorry, I can't find your name on the reservation list.

PAX: Can I have a reservation now? Do you have seats for new bookings on this flight?

Clerk: Sorry, this flight is full.

PAX: Then, please give me a new reservation.

 Dialogue 4

Clerk: Welcome to All Nippon Airlines⁶. May I help you?

PAX: I need a ticket to Osaka, Japan.

Clerk: We have three flights to Osaka weekly: Monday, Wednesday and Friday. The flights on Monday and Friday are direct and the one on Wednesday has a stopover in Tokyo. Which one would you like?

PAX: I would like the flight on Wednesday.

Clerk: Will this be round trip or one way?

PAX: Round trip returning the following Monday⁷.

Clerk: How would you like to fly? Economy? Business? Or first class?

PAX: Business, please.

Clerk: And will anyone travel with you?

PAX: No. I'm traveling alone.

Clerk: OK, please give me a minute while I check price and availability. Oh! Good! There are several seats still available. The flight departs at 11:20 a. m. and arrives in Osaka at 6:40 p. m. local time. The price is \$877.00. Shall I book it for you?

PAX: It's quite expensive, isn't it?

Clerk: Well, it's the holiday season, you know.

PAX: I see. Please book it for me.

Dialogue 5

PAX: I would like to buy one round trip plane ticket to Hong Kong please.

Clerk: For what date, madam?

PAX: Leaving on September 5th and returning to New York City on October 9th.

Clerk: How would you like to pay?

PAX: I have a Master Card⁸.

Clerk: I have booked one seat for you on the American Airline Flight No. 409. Have a good trip!

Dialogue 6

PAX: Hello, Can I change my flight schedule?

Clerk: Sure. Could you please tell me your name and the flight you've booked?

PAX: My name is William Joans. The flight I've booked is UA678.

Clerk: Oh, yes... Which flight would you like to change to?

PAX: Are there any flights available on May 6th?

Clerk: Yes, Air China Flight CA498, taking off from Beijing at 9 a. m. and arriving in Los Angeles at 8:30 p. m.

PAX: Is it a non-stop flight?

Clerk: Yes, it is.

PAX: OK, I'll take that flight.

I . Notes to the Dialogues

1. United Airlines 美国联合航空公司

2. I'd like to make a reservation to Boston next week. 我想预订下周飞往波士顿的航班。

reservation 表示“预订, 预约”, 常用短语“make a reservation”。

例如 Accommodation is restricted so a reservation is essential.

铺位有限,所以有必要进行预订。

3. It stops for three solid hours in Seattle. 该航班在西雅图停留 3 小时。

solid 在这里表示“连续的,不间断的”。

例如 I was so tired that I slept for twelve solid hours.

我太累了,所以连续睡了 12 个小时。

4. I will notify you if there is cancellation. 如果有人取消预订,我会通知您的。

notify 表示“通知,告知”。

例如 She confirmed that she would notify the police and the hospital.

她确认说她会通知警方和医院。

5. U. S. AIR 全美航空公司

6. All Nippon Airlines 全日航空公司

7. Round trip returning the following Monday. 下周一回程的往返机票。

round trip 指“往返的,来回的(火车票、汽车票、飞机票等)”。

例如 Mexicana Airlines has announced cheaper round trip tickets between Los-Angeles and cities it serves in Mexico.

墨西哥航空公司已经宣布出售从洛杉矶到墨西哥各城市之间航班的低价往返机票。

returning 在这里是现在分词做定语,修饰 round trip。

8. Master Card 万事达信用卡

II. Words and Phrases

Boston	['bɒstən]	n. 波士顿(美国城市)
available	[ə'veɪləbl]	adj. 有效的,可得的
alternative	[ɔ:l'tɜ:nətɪv]	n. 供替代的选择
Seattle	[si'ætl]	n. 西雅图(美国城市)
Toronto	[tə'rɒntəu]	n. 多伦多(加拿大城市)
reconfirm	[ri:kən'fɜ:m]	v. 再确认,再证实
Osaka	[əu'sɑ:kə]	n. 大阪
stopover	['stɒpəʊvə]	n. 中途停留
round trip ticket		往返票
one way ticket		单程票
non-stop flight		直达航班

III. Communicative functions for asking for information about ticketing and refunding

1. I want to purchase a ticket for an international flight.

我想买一张国际航班的机票。

2. May I book a ticket for Flight CA9098 of next Friday?

我能订一张下周五 CA9098 航班的机票吗?

3. Sorry, the flight has already been fully booked.
对不起,该航班座位已经订满了。
4. Have you got a morning flight?
有早班航班吗?
5. What time does it depart?
几点起飞?
6. When does it arrive?
什么时候到达?
7. How long will the flight take?
整个航程需要多长时间?
8. Is it a non-stop flight?
是直达航班吗?
9. How much is the return ticket?
返程机票是多少钱?
10. What's the fare of one way ticket?
单程机票多少钱?
11. By the way, is there any discount for the night flight?
顺便问一下,夜间航班有折扣吗?
12. What discount do you offer?
你们提供怎样的优惠?
13. I want to pick up my ticket for Flight CA1233 this Monday.
我想取本周一 CA1233 航班的机票。
14. I'd like to stopover in Boston, is that all right?
我想在波士顿停留,行吗?
15. How long is the lay over in Singapore?
中途在新加坡停留多长时间?
16. What's the lowest rate you can offer for a flight from London to HongKong?
从伦敦到香港的最低票价是多少?
17. Sorry, we've booked off the morning flights.
对不起,早班航班的机票已订完。
18. I'd like to reconfirm my flight reservation.
我想再确认我的机票。
19. Have you made a reservation in advance?
您事先预订座位了吗?
20. You must have a passport; otherwise I can't issue you the ticket.
您必须得有护照,否则我无法给您出票。
21. If you haven't made a reservation, I'll have a check to see whether there is any seat available.

如果您没有预订,我来查一查是否还有空座。

22. I will put your name on the waiting list.

我会把您的名字记在候补乘客名单上。

23. I'd like to refund my ticket.

我想退票。

24. Can you tell me the effective period of a ticket?

您能告诉我机票的有效期吗?

25. I want to know something about making changes in a ticket.

我想了解一下有关改机票的事宜。

26. How many times can I make changes in a ticket?

一张机票能更改几次?

27. You can make a change only once in a ticket before departure.

在起飞前,一张机票只能更改一次。

28. If you want to make another change, it will be regarded as refunding.

如果要更改多次,就被视作退票。

29. If you want to refund a ticket before departure long enough, say two or three days, you will not be charged.

您要是在起飞前足够长的时间内退票,比如说两天或三天,这种情况不收手续费。

30. You would be charged 10% to 20% of your ticket's fare for refunding before departure.

起飞前退票,收取票价 10% ~ 20% 的手续费。



Part II Exercises

1. Answer the following questions according to the dialogues.

- In Dialogue 1, why can't the passenger book a ticket on Monday, November 11th to Boston?
- What is a waiting list?
- What's the detailed information on the ticket in Dialogue 2?
- How much does the ticket cost in Dialogue 4? Why is it so expensive?
- How much cancellation fee will a passenger pay if he wants to refund his ticket 24 hours before the departure time?

2. Translate the following terms into English.

- | | |
|---------|-------------|
| a. 航班号 | b. 旅客姓名 |
| c. 售票代理 | d. 往返机票 |
| e. 座位号 | f. 折扣机票 |
| g. 早班航班 | h. 晚班航班 |
| i. 承运人 | j. 舱位等级 |
| k. 退票 | l. 取消(预订)机票 |
| m. 未到乘客 | n. 机票确认 |

o. 团体票

p. 经济舱

3. Translate the following terms into Chinese.

a. direct flight

b. open return

c. non-refundable

d. one way ticket

e. validity

f. waiting list

g. three-day return

h. non-transferable

i. endorsement

j. ticket counter

k. lowest rate

l. cancellation fee

m. full flight

n. good for passage between

o. original fare

p. overbooked flight

4. Fill the blanks in following dialogues.

Dialogue 1

Clerk: Good morning, the Air China. What can I do for you?

PAX: I'd like to ① (订一张去巴黎的机票) on Wednesday afternoon.

Clerk: Do you want a ② (单程票) or a ③ (往返票)?

PAX: One way ticket.

Clerk: ④ (您想乘坐哪个航班)?

PAX: Flight 6987.

Clerk: OK. Let me check ⑤ (是否还有机票). Oh, I'm sorry, ⑥ (6987航班那天所有的机票已经订光了).

PAX: Then, ⑦ (还有别的选择吗)?

Clerk: The next available flight is a ⑧ (早班航班) which leaves at 9:30 Wednesday morning.

PAX: ⑨ (是直达航班吗)?

Clerk: Yes, it is.

PAX: How much does it cost?

Clerk: The ⑩ (机票票价) is \$900. ⑪ (需要我为您订一张票吗)?

PAX: OK, please book one for me.

Clerk: How would you like to fly? ⑫ (经济舱)? ⑬ (商务舱)? Or ⑭ (头等舱)?

PAX: Business, please.

Dialogue 2

Clerk: Air China, may I help you?

PAX: Excuse me. I have booked a ticket but I want to ① (更改日期) now.

Clerk: I'm sorry, sir. ② (按照规定), we can't ③ (更改机票上的任何内容).

PAX: Oh, really?

Clerk: Yes, if a passenger wants to change his ④ (航班), date or ⑤ (航线), his ticket will be handled as a ⑥ (退票).