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民航乘务英语听力

Cabin English

主编 王晶 余明洋



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主编 王晶 余明洋

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· 北京 ·

内 容 简 介

本书共 12 个单元,每个单元设一个民航乘务服务中的常见话题,将语言学习贯穿在了解、思考、探讨现实生活中的民航乘务服务的各种问题的过程中,选用当代英语的常见语体或文体的典型样本作为素材,专业语言规范,力图通过生动的听力材料、逼真的情景再现体会空中乘务工作所涉及的各个层面,培养学生具有较扎实的英语语言基础和较强的英语综合应用能力。

本书是专为民航服务、空中乘务、空中商务专业学生或有志于从事航空服务业工作的学习者编写的英语听力教材。

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前 言

随着民航业人才的培养模式从单一依靠民航系统院校培养,发展成为多点、多层次的民航人才培养格局,空中乘务专业在学科建设与教材建设上越发缺乏规范性、前瞻性与实用性,造成人才培养长期以来一直在较低水平徘徊,严重滞后于行业对高质量、高素质人才需求的现状。正基于此,我们编写了《民航乘务英语听力》,弥补了目前市场上民航乘务英语听力教材的空白。

《民航乘务英语听力》是专为民航服务、空中乘务、空中商务专业学生或有志于从事航空服务业工作的学习者编写的系列英语听力教材。该教材遵循系统性、适用性、实践性和前瞻性的原则,内容包括读、听、说、写四种技能,同时进行语音训练和专业词汇扩展,强调听力技能的培养。本书力图通过生动的听力材料、逼真的情景再现体会空中乘务工作所涉及的各个层面,培养学生具有较扎实的英语语言基础和较强的英语综合应用能力。

本书选用当代英语的常见语体或文体的典型样本作为素材。每个单元不仅要求专业语言规范,而且应富有文采,引人入胜,给人以启迪;选文题材以真实民航活动为背景,拓宽民航相关领域知识,体裁多样,语体兼顾书面语和口语、正式语和非正式语,反映了英语作为国际交流用语的丰富性和多元性。

本书每个单元设一个民航乘务服务中的常见话题,将语言学习贯穿在了解、思考、探讨现实生活中的民航乘务服务的各种问题的过程中,充分体现交际法的教学原则。该教材总结了多年来我校使用的课堂实践经验,经广泛征求学生及教师意见,在强调教材专业特色的同时加入了新的板块,如背景知识介绍、讨论、轻松一刻等。

全书共12个单元,每单元计划用时两个学时,不含学生课前预习及课后作业用时。当然,这仅仅是我们的一个参考意见,具体内容和安排可视各个学校的课程需要和学生层次而定。

参加本书编写工作的作者有(按课文先后顺序):余明洋(Unit1、Unit2),王晶(Unit3、Unit4、Unit5),王红丽(Unit6、Unit7),张卫华(Unit8、Unit9),刘晓茜(Unit10、附录及插图),夏增强和夏娇(Unit11),秦颖和张秀明(Unit12)。

高质量的空乘人才培养需要建立在科学的培养模式、规范的课程体系、合理的课程内容及有效的教学方法基础上。希望本书的出版能在优化全国空中乘务及相关专业培养计划、完善课程设置、丰富课程内容、传播交流有效教学方法方面尽绵薄之力。

编 者

2008年10月

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1

Unit 1 At a Travel Agency

Part A Micro-Listening

I. Directions: You'll hear one word read from each group. Listen carefully and underline the letter beside the word you hear.

- | | | | |
|--------------|----------|------------|-----------|
| 1. A. sir | B. shirt | C. third | D. church |
| 2. A. sought | B. short | C. thought | D. choke |
| 3. A. scat | B. sheet | C. theme | D. cheat |
| 4. A. sank | B. shank | C. thank | D. chant |
| 5. A. sear | B. share | C. theater | D. chair |
| 6. A. sigh | B. shy | C. thigh | D. child |
| 7. A. so | B. show | C. thaw | D. chew |
| 8. A. soak | B. shock | C. thought | D. chalk |
| 9. A. same | B. shame | C. thane | D. chain |
| 10. A. sip | B. ship | C. thick | D. chip |

II. Directions: You are going to hear five sentences. Choose the answer which is the best response to the sentence you hear.

- | | |
|--|----------------------------|
| 1. Is Mary there? | |
| A. Speaking. | B. I'm not Mary. |
| C. Mary is busy with her work. | D. Mary is not well today. |
| 2. Could I speak to Jane please? | |
| A. Sorry, the line is busy. | B. Yes, speak please. |
| C. I'm afraid you've got the wrong number. | D. Can I help you? |
| 3. What day is it today? | |
| A. It's March 6. | B. It's a fine day today. |
| C. It's March. | D. It's Monday. |
| 4. Is that seat taken? | |
| A. Please take a seat. | B. I don't think so. |
| C. Why not? | D. It's very nice. |
| 5. Thank you for calling. | |

- A. Thank you.
C. Nice talking to you.

- B. That's fine.
D. Call back again.

Part B Listening Task

Word Bank

rate /reit/ *n.* an amount of money that is paid or charged (英) 地方税
advance purchase 预购
preference /'prefərəns/ *n.* a feeling of liking or wanting someone or something more than someone or something else 偏好
a couple of a small number of things or people 几个, 一些
cash /kæʃ/ *n.* money in the form of bills and coins 现金
credit card 信用卡
claim check 行李检查
staple /'steɪpl/ *v.* to fasten pieces of paper together with a staple 用U形钉固定

Exercise Flight Prices

Directions: You are going to hear some statements about flight prices. After that some questions will be asked. Find the right answers as quickly as possible.

1. A. £99.50 B. £107 C. £49.50 D. £355 E. £140.50 F. £520
2. A. £99.50 B. £107 C. £49.50 D. £355 E. £140.50 F. £520
3. A. £99.50 B. £107 C. £49.50 D. £355 E. £140.50 F. £520
4. A. £99.50 B. £107 C. £49.50 D. £355 E. £140.50 F. £520
5. A. £99.50 B. £107 C. £49.50 D. £355 E. £140.50 F. £520

Dialogue 1 A Trip to the States

Directions: You are going to hear a conversation which happened at the travel agency where the traveller books a flight. While listening, fill in the gaps with the help of the word bank.

It is _____, and the traveller is at a travel agent. He wants to go on a _____ trip to _____ on _____ and return on _____. The only advance purchase available is a _____ advance purchase, and the only rate available is _____ one-way or _____. The ticketing deadline is set for _____ but he decides to pay for them.

Dialogue 2 At a Travel Agency

Directions: In this exercise you will hear seven conversations. At the end of each conversation, a question will be asked about that was said. Both the conversation and the question will be spoken only once. After each question there will be a pause. During the pause you must read the four suggested answers

marked A, B, C and D, and decide which is the best answer.



1. A. She wants to leave London on the 18th November.
B. She wants to leave London between 18th and 21st October.
C. She wants to arrive in London around 21st November.
D. She wants to leave London between 18th and 21st November.
2. A. She wants to leave from Heathrow Airport.
B. She wants to leave from Gatwick Airport.
C. She doesn't mind which airport she goes from.
D. She wants to leave from London Airport.
3. A. She wants to go from London to Shanghai, stopping over in Sydney on the way.
B. She wants to go from London to Sydney, stopping over in Shanghai on the way.
C. She wants to go from London to Beijing, stopping over in Shanghai on the way.
D. She wants to go from London to Shanghai, stopping over on the way.
4. A. Air China.
B. British Airways.
C. Qantas.
D. The one that is least expensive.
5. A. She can do so, but only she has booked her airline ticket.
B. She may not do so, after she has made a definite booking.
C. She may do so, but if she does, it will cost her £70.
D. Once she has paid the £70 booking fee, she may not do so.
6. A. A window seat in the smoking section.
B. A seat in the non-smoking section.
C. A window seat.
D. A non-smoking window seat.
7. A. It leaves London at 12:30 and arrives in Singapore at 14:30.
B. It leaves London at 11:30 and arrives in Singapore at 14:30.
C. It leaves London at 11:30 and arrives in Singapore at 16:30.
D. It leaves London at 12:30 and arrives in Singapore at 16:30.

Leisure Time A Song

*** Tie a Yellow Ribbon Round the Old Oak Tree**

I'm coming home, I've done my time
Now I've got to know what is and isn't mine
If you received my letter telling you I'd soon be free
Then you will know just what to do
If you still want me

If you still want me
 Tie a yellow ribbon round the old oak tree
 It's been three long years
 Do you still want me
 If I don't see a ribbon round the old oak tree
 I'll stay on the bus. Forget about us
 Put the blame on me
 If I don't see a yellow ribbon round the old oak tree
 Bus driver, please look for me
 'cause I couldn't bear to see what I might see
 I'm really still in prison
 And my love she holds the key
 A simple yellow ribbon round, round the oak tree, round the old oak tree
 Now the whole damn bus is cheering
 And I can't believe I see a hundred yellow ribbons
 Round the old oak tree



Part C Additional Listening

Word Bank

brochure / brəʊ'ʃjuə/n. a small magazine containing details and pictures of goods or services that you can buy 小册子

Madrid /mə'drid/ 马德里(西班牙)

air fare *n.* the money you pay for a trip by air 飞机票价

first of all 首先

Dialogue 1 We Want to Go to Spain

I. Directions: Listen to the dialogue carefully and choose the best answer to each question you hear.

- Where did the conversation most probably take place?
 - At the ticket office of a railroad station.
 - At the information desk of an airport.
 - At a travel agency.
 - At an airport in Madrid.
- In which month is the fare to Madrid most expensive?
 - In March and April.
 - In May and June.
 - In June.
 - In July.



3. How much does it cost for the couple to go to Madrid in April?
A. \$525. B. \$880. C. \$920. D. \$960.
4. How did the couple plan to go to Spain?
A. By coach. B. By plane. C. By train. D. By ship.
5. What can you learn from the conversation?
A. There are quite a lot of places of interest in Madrid.
B. Fewer people go to Madrid in July.
C. The couple could not decide whether to go to Madrid or to some other places.
D. The fare goes up and down in different months.

II. Directions: Listen to the dialogue again and decide whether the statements you hear are true or false. Put a T (true) or F (false) in the brackets.

1. The young man and the young woman were a newly married couple. ()
2. They went to ask for some information about a trip to Spain. ()
3. It would be cheaper if the couple should travel in April. ()
4. They would like to consult someone before they could decide. ()
5. July is a busy tourist season in Spain. ()

Dialogue 2 Is That a Direct Flight

I. Directions: Listen to the dialogue and write down five of the questions the customer asked to book an air ticket.

1. Do you have _____ for New York _____?
2. Is that a _____?
3. Are there still _____?
4. What is the _____?
5. It's quite _____, isn't it?

II. Directions: Listen to the dialogue again and write down short answers to the following questions.

1. When is Mary leaving?

2. Is Mary's flight a direct one? If not, what must she do before she gets to New York?

3. What time will the plane arrive in New York?

4. What is the exact fare?

5. Why is the ticket rather expensive?

Part D Speaking Tasks (Role-play)

Where is My Seat

Imagine that you are on the plane. One of the first things that happen is that you have to find your seat! You would be surprised how easy it is to sit down in the wrong place! Every so often, members of the cabin crew walk by and ask you a question. In pairs, role-play the conversations. In each case the airsteward (or stewardess) asks you a question, or makes a request, and you have to respond appropriately. In the exchanges, use sir or madam as appropriate.

Part E Home Listening

American Airlines' Top 10 Travel Tips for Summer And Surviving a Busy Air Travel Season

No. 10: Don't procrastinate. Book early. Whether you book online at AA.com or another travel site, use a travel agent or redeem you're a Advantage[®] frequent flier miles, it is imperative to book as far in advance as possible to get the best deals on flights, hotels and rental cars to the destination you desire. During the summer months, popular flights sell out early. Generally speaking, the longer you wait, the more expensive your trip. For convenience, go to the AmericanAirlines VacationsSM Web site for complete travel packages (air, car and hotel) at the click of your mouse.

No. 9: Travel during "off-peak" times. The major airport "hubs" tend to get more crowded during the "peak" travelling times (early morning, late afternoon). Try to travel during off-peak times (mid-morning through early afternoon or in the evening) from Monday through Thursday.

No. 8: Pack smart with security in mind. With increased security at every airport, it only makes good sense to pack accordingly. All your baggage will be screened and possibly hand-searched. Pack your medicine, jewelry or other valuables in your carry-on baggage. Do not pack or bring prohibited items to the airport. Prohibited items are weapons, explosives, incendiaries and even seemingly harmless items that could be used as weapons. For a complete list of prohibited items, visit the Transportation Safety Administration's Web site at www.tsa.gov Quick tip: place all undeveloped film and cameras with film in your carry-on baggage. Checked baggage screening equipment will damage undeveloped film.

No. 7: ID your baggage, but don't lock it. Place identification tags on the inside and outside of your baggage. Label your laptop computer as well. Laptops are the number one forgotten item at screening checkpoints. And don't lock your checked baggage.

If security personnel need to check your baggage, they may have to break the lock to gain access. There are new locks on the market that only can be opened by the TSA. For more information, go to the TSA's Web site.

No. 6; Check in early. You can check in for your flights online prior to departure. With American Airlines, you can check in 30 hours prior to departure on the AA.com? Flight Check-In SM Web page. You also can select seat assignments, as well as print boarding passes and your receipt. Also available online are automatic Flight Status Notification and gate/arrival time updates sent to your computer, phone or mobile phone. More than 90 percent of American's customers fly on electronic tickets.

No. 5; Arrive early at the airport; avoid the lines. Think 60, 90, 120. Arrive 60 minutes before your flight if you are not checking any luggage, 90 minutes if you have luggage to check. For international flights, allow two hours. If you didn't check in online, you can go to the nearest AA Self-Service Check-In* machine to check in at the airport, make seat selections and print your boarding passes and your receipt, thus by passing the potentially long lines at the ticket counters. Curbside check-in also is available in most airports. If you need wheelchair assistance, check with a skycap at curbside or with a ticket agent upon arrival.

No. 4; Dress for success to navigate security. Metal may look cool to you, but the screening machines hate it. Avoid wearing shoes, clothing, jewelry and accessories that contain metal. Place your outer coat in a bin. Don't take wrapped presents to the airport. Ship them in advance or wrap them upon arrival.

No. 3; Don't forget your photo ID. If you are over 18 years of age, you will need a photo ID. You must have your ID in hand at the security checkpoint and during the boarding process. Make sure the name on your ID matches the name on your boarding pass.

No. 2; Stay close to your departure gate. Don't slip away to purchase a low-fat frozen yogurt with rainbow sprinkles when boarding begins. Board when your group number or row is called. Group or row numbers are printed on your boarding pass. You may be selected for additional screening during the boarding process.

No. 1; Relax and enjoy your flight to the vacation of your dreams. After all, it's YOUR VACATION. You're supposed to relax. If you packed wisely, checked in early, arrived early at the airport, prepared yourself for a smooth security screening and boarded on time, you have virtually eliminated the stress that can be caused by travel procrastination. Congratulations. And have a nice flight.

2

Unit 2 Booking Tickets

Part A Micro-Listening

I. **Directions:** You'll hear one word read from each group. Listen carefully and underline the letter beside the word you hear.

- | | | | |
|--------------|------------|-----------|----------|
| 1. A. books | B. boss | C. board | D. boots |
| 2. A. cook | B. cockpit | C. caught | D. cool |
| 3. A. foot | B. fog | C. fought | D. food |
| 4. A. room | B. rock | C. raw | D. roof |
| 5. A. look | B. lock | C. lord | D. loose |
| 6. A. took | B. top | C. talk | D. too |
| 7. A. should | B. shock | C. short | D. shoe |
| 8. A. pull | B. pop | C. Paul | D. pool |
| 9. A. mood | B. mop | C. more | D. moon |
| 10. A. good | B. god | C. gone | D. goose |

II. **Directions:** You will hear five sentences. Each one will be read three times. Listen carefully and write them down quickly.

- I'd like _____.
- Shall I _____?
- Thank you for _____.
- We have a flight _____.
- Please give me _____.

Part B Listening Task

Word Bank

layover /'leiəʊvə / n. stopover 临时停滞, 中途下车

fare /fɛə / n. the price of conveyance or passage in a bus, train, airplane, or other vehicle (车、船、飞机等交通工具的)票价