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● 专门用途英语系列教材

民航乘务英语

Cabin English

《民航乘务英语》教材编写组 编



高等教育出版社
Higher Education Press

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内容提要

《民航乘务英语》是以培养和提高学生的英语交际能力和机上的应变能力为目标的实用教材。本教材涵盖了空乘服务的各个方面,选材多样,会话情景生动逼真,课外活动又设有富有创意的角色扮演,使学生能够进一步巩固和发展他们的语言实际交际能力。

本教材共有10个单元,每一单元包括课文阅读、会话、角色扮演、广播词、补充阅读材料和词汇表等6个部分。

本教材除供大学空乘英语专业、大专、中专的学生课堂教学和课外练习使用外,还可以作为民航企业的空乘及地勤人员的培训教材。

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前 言

专门用途英语系列教材是教育部规划的高等学校专业英语阶段的英语教材。本系列教材从培养高级应用型人才的总体目标出发,结合学生毕业后的工作实际,力求向学生提供其未来工作岗位所需要的专业英语知识技能,培养学生使用涉外业务英语的交际能力。

本系列教材主要供高等院校专业英语教学使用,可供高等院(含专科学生及高等职业院校学生)使用,也可供电大、各类成人院校及广大社会从业人员学习英语、掌握相关行业实用写作文体、实用口语,提高涉外业务交际能力使用。

《民航乘务英语》是一本实用性很强的教材。本教材的首要目标是培养和提高学生的英语交际能力和机上的应变能力。本着这样的宗旨,本教材提供了大量的口语训练素材和空乘服务所涉及到的专业知识和服务技巧,语言地道规范,充分考虑到了语言的得体性、可接受性以及文化的多样性。会话情景生动逼真,课外活动又设有富有创意的角色扮演,使学生能够进一步巩固和发展他们的语言实际交际能力。

本教材共10个单元,设计体例是每一单元设有课文阅读、会话、角色扮演、广播词、补充阅读材料和词汇表等6个部分。每单元内容结构严谨。课文阅读、会话、角色扮演、英汉互译及辅助阅读,各成一体又相互呼应。易于学生掌握准确的语言知识和熟练的服务技巧。各部分长度适宜,具有较强的灵活性和实用性,易于教师和学生操作。本书图文并茂,科学性、实用性、针对性强,书后附有词汇表和参考答案。

《民航乘务英语》除供空乘专业本(专)科学生的课堂教学和练习使用外,也可以作为民航企业的空乘及地勤人员的培训教材。

《民航乘务英语》的总主编为大连理工大学的孔庆炎教授,主编为沈阳航空工业学院的房士荣副教授。副主编为沈阳航空工业学院的魏承杰、刘江红和赵冰梅,编者为沈阳航空工业学院的林杨、尤锦红、余明洋和李娜洋,沈阳航空学院的外教Shane Wiltshire和Babas Wiltshire负责全书的审校及录音工作。

同时,沈阳航空工业学院的有关领导、教务处和有关教师对本教材的编写给予了极大的支持,在此表示衷心的感谢!

由于编者水平有限,加以时间仓促,疏漏和不妥之处在所难免,恳请读者不吝指正。

编者

2006年3月

郑 重 声 明

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1

UNIT

At the Airport

Part I

Reading

At the Airport

When a passenger is travelling by air, to or from a destination, the first point of entry is the terminal building. This is mainly divided into two areas — the Arrivals, which is usually on the ground floor, and the Departures, which is usually upstairs.

In the departure area, if the passenger is travelling overseas, he needs to have a valid passport and visa together with other travel documents for the country he is visiting. The first place he goes to is the check-in desk where he checks in his baggage and allocated the seat. Secondly, he goes through passport control where an officer checks his passport and other travel documents. Finally, he must pass through security control before going to the departure lounge for his flight. Here he can enjoy shopping in the duty-free shop and exchange some currency at a Bureau de Change if necessary or just chat with someone over a cup of coffee before he boards his plane.

Typical Layout: Departures

Upon arrival, the passenger walks through the terminal building to the baggage reclaim to collect his luggage. Then he goes through immigration and customs, where he is required to show to the immigration official his passport, health certificate, the certificate of inoculation and customs declaration forms. If he is suspected to have any symptoms of the listed diseases such as cholera, yellow fever, AIDS or SARS, he will almost certainly be quarantined for a certain period of time at the airport until the signs have completely disappeared or until he is taken away for further observation. Finally the customs officer will check his luggage before his entry into the new country.

Check-in Desk

Passengers arrive at the check-in desk, where a member of the ground staff will be waiting for them. The passengers give their passports and air tickets to the check-in staff for checking. The bags are then weighed. If their luggage is over 20 kilograms (maximum allowance for economy class), then the passengers will be asked either to remove some items from their luggage or to pay “excess baggage”. This must be paid if they insist on taking their overweight baggage on board. If they are flying first class



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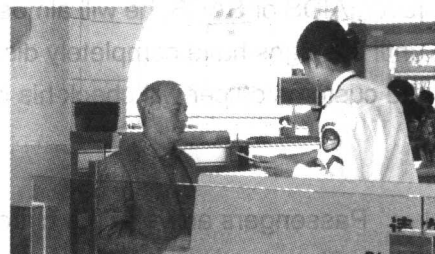
or business class then the baggage allowance may go up to 30 kilograms or 40 kilograms respectively. Baggage allowance may vary from airline to airline. Passengers may also carry small bags onto the aircraft. This is known as hand luggage or carry-on items, such as personal computers, umbrellas and cameras. The weight of the hand luggage must not exceed 8 kilograms and must be of a certain size in order to fit into the overhead compartment. The tickets and passports are then returned to the passengers together with boarding cards. Each boarding card shows the seat number, the passenger's name, flight number, departure time, and destination. Upon completion of all the above, they now make their way to passport control.



Passport Control

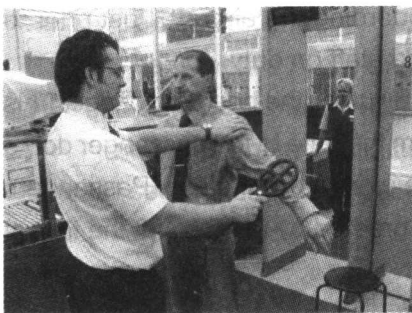
After leaving the check-in desk, the passengers go to passport control, where they must form an orderly queue and wait for their turn until the passport control officer instructs them to come to his desk. At the desk, passengers must show their passports to the officer.

The officer will check to see if the passport is valid and also to see if the photograph in the passport matches that of the passport holder. If the passport officer is satisfied with the passport, then the passengers may pass through to the security control area.



Security Control

After leaving passport control, before they arrive at the gates, passengers must go through security, where they are stopped by a group of security officers. One member of staff monitors a computer screen, which is connected to an X-ray machine. Passengers are requested to place items



onto the conveyor belt. These items will pass through the X-ray machine, which will detect any suspicious items like guns, even toy guns, bombs, knives, aerosols and explosive devices, all of which are dangerous goods. Then the security officer will ask the passengers to walk through the metal detector. If they have metallic items on their possession, the metal detector will emit a beep. The officer will ask the passengers to remove these items and place them into a tray, and then walk through the metal detector again.

Most airports also use hand-held metal detectors for extra security. The security guards will double check passengers who may be considered suspicious. If no alarm is sounded, then passengers may collect their hand luggage and other personal belongings and proceed towards the departure lounge, where they will wait for their flight.

Departure Lounge

The departure lounge is where passengers can go to sit and relax while they wait to board the plane. There are a number of different areas within the departure lounge where passengers may also enjoy last minute shopping in the duty-free shops before flying off to their destination. Here they can buy perfumes, cigarettes and alcohol as well as other international goods at duty-free prices.

Every international passenger has a duty-free allowance, which may vary from country to country. A typical example would be 200 cigarettes, 1 litre of liquor, 2 litres of wine and 60 ml's of perfume.

Other areas in the departure lounge where passengers can relax are places like cafés and bars. In the café, passengers may order beverages like tea, coffee and soft drinks

as well as sandwiches and snacks. In the bar, passengers can relax with an alcoholic drink and bar snacks like crisps and nuts. Many passengers like to read newspapers, magazines or books before and during the flight. These items can be bought in either a bookshop or newsagent.

In the arrival and the departure areas at the airport, you will find a Bureau de Change, where passengers may change their money from one currency to another at the latest rate of exchange and also cash traveller's cheques.

Boarding

Approximately one hour prior to departure, passengers will hear an announcement from a member of the ground staff informing them to make their way to the boarding gates. On arrival at the



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boarding gates, passengers wait for the final announcement for boarding the aircraft. Just prior to boarding, passengers must show their boarding cards to the ground staff on duty.

When the airplane is ready, passengers may board the airplane by using the boarding bridge. This is a special walkway that allows passengers to board the airplane from the gate to the passenger doors of the airplane. On some domestic routes, passengers will board the aircraft by air stairs. Passengers go down onto the apron, take a bus ride to the aircraft and then are greeted by the CA's at the foot of the air stairs.



“Ladies and Gentlemen, may I have your attention please? Flight No, CA72 will depart in approximately 1 hour...”

Comprehension

1. What is the procedure from the time a passenger arrives at the airport to the time of boarding the airplane?
2. Which travel documents does a passenger need if he travels abroad?
3. Where does the passenger wait for his flight?
4. What else can he do while he is waiting for his flight?
5. What will the customs official check upon his arrival at a new country?

Part II

Dialogues

Pair Work

With a partner practice the following dialogues.

At the Information Desk

(1)

Mike: Look, Jenny. I don't understand what's going on. You said your sister would arrive at 7:30 am, but it is 8:30 am now.

Jenny: I'm sorry, Mike. I don't understand, either. Here's Helena's message: "Arriving at Heathrow on Tuesday at 7:30 am. Can't wait to see you."

Mike: What airline is she travelling with?

Jenny: Air France.

Mike: Let's ask the Information Desk.

(At the Information Desk)



Staff: Can I help you?
Mike: Yes. When is Flight CA 72 supposed to arrive?
Staff: It's supposed to arrive at 7:30 am, but it's delayed because of bad weather. There will be an announcement about it shortly.
Mike: I see. When is it actually arriving?
Staff: At 9:00 o'clock am.
M & J: Thank you.
Staff: You are welcome.

(2)

GS = Ground Staff PAX = Passenger

PAX: Excuse me, can you tell me where I can get a bite to eat?
GS: Sure. There's the airport restaurant upstairs. But it's extremely expensive. Then there's a coffee shop on the ground floor. Then you have a cafeteria in the left wing of the building, and a snack shop in the right wing. The coffee shop is a little more expensive, but it's comfortable there. The cafeteria is cheaper and it also has tables you can sit at, but it's generally very crowded.
PAX: Thank you. That's very helpful.
GS: By the way, where are you going?
PAX: I'm off to America for two years as an exchange student.
GS: How exciting!
PAX: I know. I can't wait. Thank you very much for the information.
GS: Oh, it's nothing.

Checking In

(1)

CID = Check-in Desk

CID: Good morning, sir.
PAX: Good morning.
CID: Can I have your ticket please, sir?
PAX: Yes, of course. Here you are.
CID: And your passport, please?
PAX: OK, here you are.
CID: Can you place your bags on here please, sir?
PAX: OK. Here you go.
CID: I'm sorry, sir, but your bags are over the allowance. Your baggage allowance is 20 kilos and your bags weigh 28 kilos.
PAX: Hmm...what shall I do?
CID: Well, sir, you can either remove some items from your bags to bring the weight down or you



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can pay excess baggage.

PAX: Okay. How much is it?

CID: It comes to \$72.

PAX: Here you are.

CID: Thank you. Here's your ticket, passport and boarding card. Next, please.

(2)

CID: How many pieces of luggage do you have?

PAX: I have two.

CID: Fine. Do you have any hand luggage?

PAX: Yes, I have a suitcase and a small shoulder bag.

CID: That's fine. Can you put your luggage on the scale? (*Looking at the scale, which reads 25 kilos.*) But your luggage is five kilos overweight, so I'll have to charge you.

PAX: Just a minute, please. I'll put my dictionaries in my shoulder bag and then it won't be overweight. (*Removing two dictionaries from his bag.*)
(*The scale reads exactly 20 kilos.*)

CID: That's fine, sir. Your flight leaves from Gate 14 at 7:15 pm.

PAX: Where is Gate 14?

CID: It's over there, to your left.

PAX: Thank you, sir.

Waiting for Passport Control

PCO = Passport Control Officer

CA: Passport, please.

PAX A: Here you are.

PCO: From the U.S.A.?

PAX A: Yes.

PCO: What's your occupation?

PAX A: I'm in the oil industry.

PCO: You've got a tourist visa, sir.

PAX A: Yes, I'm on holiday.

PCO: All right. Here is your passport. And have a nice trip.

PAX A: Thank you.

PCO: Next. Can I see your passport, please?

PAX B: Yes, here you are.

PCO: And your embarkation card?

PAX B: Oh, sorry, I forgot it.

(*After two minutes, he comes back again.*)

PAX B: Here is my embarkation card. Do you need anything else?

- PCO: No, sir. Where are you heading?
- PAX B: Paris, and I've got a tourist visa.
- PCO: Excuse me, sir, its not very clear. Your duration is...?
- PAX B: I will stay there for one week.
- PCO: Your visa came into effect last Monday. It is valid for the next two months. OK, you may go now. Have a nice trip.
- PAX B: Thank you.

Going through Security

SO = Security Officer

- SO: Place your hand luggage here, please, miss. *(Pointing at the conveyor belt)* And place any metallic items in the tray.
- PAX A: OK.
- SO: Step through the metal detector, please.
(Passenger walks through the metal detector, which emits a beep.)
- SO: Excuse me, miss, please check your pockets for keys, mobile phones, and so forth.
- PAX A: *(Finding some coins in her back pocket)* I'm terribly sorry.
- SO: Could you please put them in the tray and walk through again, miss?
(No sound this time.)
- SO: Next, please. Please remove your keys, watch and other metallic objects.
- PAX B: OK, I'm ready now.
- SO: Please step through.
(Passenger walks through the metal detector. It emits a beep, too.)
- SO: Hmm... would you mind standing here please, miss? And raise your arms.
(She checks her all over with a hand-held metal detector and stops at her hand. Beep... beep... beep.)
- SO: It's your ring, miss. Would you mind taking it off?
- PAX B: OK. No problem. *(No sound.)* Can I go now?
- SO: Yes, miss. Have a nice trip.

Part III

Role Play

Group Work

In small groups, prepare a role-play based on the following topics.

Topics:

- At the Information desk

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- Checking in tickets and luggage
- Going through passport control
- Checking the photos in the passport
- Passing through Security

Materials:

travelling bags	boarding cards
keys	coins
mobile phones	passports
air tickets	

Part IV

Announcements

Announcement for Boarding

Ladies and Gentlemen:

Passengers for Flight CA 72 will be departing in approximately one hour. Will all passengers for this flight please make their way to Gate 14?

We hope you will enjoy your flight with Air China.

Thank you.



Announcement for Personal Information

Ladies and Gentlemen:

Would Mr. David Jones for Cathy Pacific Flight CA 2375 please go immediately to Gate 14?

Thank you.

Announcement for Delay

(1)

Ladies and Gentlemen:

Can I have your attention, please? Air China regrets to announce that Flight CA 211 to London has been delayed because of bad weather. It will arrive here at approximately 9:00 pm. Flight CA 211 will be arriving here at 9:00 pm.

Thank you.

(2)

Ladies and Gentlemen:

British Airways wish to apologise for the delay of their Flight BA 566 to New York. This is due to a mechanical problem.

Thank you for your understanding.

Part V

Supplementary Reading

The Terminal



In 1988 Merhan Karimi Nasseri (Victor) was exiled from his own country and decided to fly to Paris to seek asylum. His request was rejected, and he found himself in a no man's land: exiled from home, and barred from entering France. A man with no country, he has been living in Charles De Gaulle Airport ever since.

In 2004, a film was based on his extraordinary life spent living in the airport, which is run by Frank Dixon who initially tries to help Victor. He suggests to him that, although he is not strictly allowed into the US, leaving the airport secretly would be an easy task. When Viktor fails to take the hint, Dixon even takes him to the door, but Viktor refuses to break the rules.

Nonetheless Viktor has a breezy, positive outlook that allows him to overcome any difficulties with good humour, and brings him to the attention of Amelia, a stewardess with a turbulent love of life.

Viktor Navorski (Tom Hanks) arrives at a New York airport eager to see the Big Apple so he can fulfill the promise that's brought him there. Unfortunately for him during his flight his home country of Krakozia has suffered a takeover. Arriving in the America, the land of freedom, Navorski is a man without a country. He's also a man without a passport, when it's taken from him by Dixon (Stanley Tucci), the airport chief who tells the uncomprehending Navorski that he can't go into the America and he can't go home. What he can do is to wait in the terminal's passenger lounge until things sort themselves out. So he does, for nine months, making the airport his home and workplace.

Hanks soon has the audience in the palm of his hand with his engaging performance as a good guy, with strong eastern European accent, comedy timing. He gets laughter out of simple things such as trying to sleep on airport furniture and is adept at conveying Navorski's playful nature as he grows in his command of English (it's amazing what you can learn from airport bookstores when you're stuck there for months on end).

Navorski befriends other ethnic minority "refugees" who work at the airport, helping one of them in his hesitant courtship. He also strikes up a friendship with an attractive cabin attendant (Catherine Zeta Jones) who is looking for love in all the wrong men. Could she get it with Navorski?