

新世纪高等教育自学考试民航专业系列教材

民航专业英语

地面运营与客舱服务

主编 张艳玲



MINHANG
ZHUANYE YINGYU

中国民航出版社

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图书在版编目 (CIP) 数据

民航专业英语. 地面运营与客舱服务/张艳玲主编. —北京: 中国民航出版社, 2007.5

ISBN 978-7-80110-788-6

I. 民…

II. 张…

III. 民用航空-商业服务-英语-高等教育-自学考试-教材

IV. H31

中国版本图书馆 CIP 数据核字 (2007) 第 066184 号

责任编辑: 王迎霞 杜文晔

民航专业英语: 地面运营与客舱服务

张艳玲 主编

出版 中国民航出版社 (010) 64290477
社址 北京市朝阳区光熙门北里甲 31 号楼 (100028)
排版 中国民航出版社照排室
印刷 北京华正印刷有限公司
发行 中国民航出版社
开本 787×1092 1/16
印张 19.75
字数 478 千字
印数 5000 册
版次 2007 年 5 月第 1 版 2007 年 5 月第 1 次印刷

书号 ISBN 978-7-80110-788-6/V·283

定价 38.00 元

(如有印装错误, 本社负责调换)

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出版前言

改革开放以来，中国民航业的发展十分迅猛，民航年均运输总周转量、旅客运输量、航空货邮量高位增长，成为拉动国民经济增长的朝阳产业，发展速度高于世界民航平均增幅两倍以上，成为仅次于美国的民航业大国。随着中国经济的发展，中国每百万平方公里拥有机场数量将大幅度增加，航班密度、旅客客运量等各项指标都将快速增长，中国将成为亚太地区乃至全球范围内最重要的航空市场。中国民航业的高速发展，必将带动中国民航的产业结构进行相应的调整以及高素质人才的需求。

民航业是一个高科技、高风险、高投入的行业，由于其安全、技术的硬性要求，以及国际化和跨地域经营的特点，其用人标准相对于其他行业更加严格。具体表现在：一是专业技能要求高。航空运输业是一个资本密集型产业，从业人员必须具备能够操作各类专业设施的技能。二是安全性能要求高。中国民航需要很高的安全要求，规范化、标准化是它的灵魂，因此需要很高的管理水平。三是服务标准要求高。中国民航从业人员需要具有很强的服务意识、服务技巧和专业水准。由于国际化和跨地域经营是航空运输业固有的特点，因此，掌握和理解不同国家和地区的文化、习俗等知识，提高外语水平，是对从业人员尤其是服务人员的基本要求。民航业的上述特点，迫切要求从业人员具有较高的素质和专业水平。

目前，我国专门为民航业培养人才的正规大学偏少，每年培养出来的具有大学学历的人才远远不能满足民航业的发展需要，而有关“民航服务与管理”专业的正规教育和培训尚处于起步阶段，大多数的教育和培训仍沿用传统教育模式，不能适应民航业快速发展的需求。

高等教育自学考试“民航服务与管理”专业的设立，正是按照为中国民航业大力培养合格人才这一指导思想，在教育部考试中心和北京市自考办的领导下，在委托开考单位中国交通运输协会与主考院校北京师范大学的积极推动下问世的，根本

目的就是借助社会力量培养人才，以满足民航业不断发展的需要。

为了保证广大学员有针对性地参加培训和学习，受中国交通运输协会委托，北京师范大学、中国交通运输协会北京航空运输培训中心联合中国民航出版社共同推出了“新世纪高等教育自学考试民航专业系列教材”。这套教材的编撰工作集中了有关方面的专家，结合中国民航业的实际发展情况，既保证了本学科的专业性和知识含量，又兼顾了自学考试的特点，通俗易懂，便于自学。

由于时间仓促，这套教材还有许多不成熟的地方，我们希望通过一段时间的使用，发现问题，不断修订，不断完善。书中存在的缺点和错误，希望读者不吝赐教，我们表示衷心感谢。

教材编委会
2007年5月16日

前 言

《民航专业英语：地面运营与客舱服务》是针对有一定英语基础，但又对民航运营服务用语不很熟悉的学生和自学者而编写的一本专业英语学习用书。本书强调民航知识的专业性和民航专业英语的口语运用能力。

该书以英语为媒介，以专业化和口语化为主要特色，系统而全面地展示了民航运输服务流程的各主要环节（包括航班信息咨询、机票预订与销售、出入机场的地面运输方式、值机服务与行李收运、安检、登机、舱内餐饮与娱乐服务、客舱安全、免税商品销售、非正常航班处理等）中所需要的专业基础知识及常见场景处理方式。使自学者能够通过地道的专业英语，学习民航专业知识，了解民航运营实况及民航运输服务中应具备的服务常识，掌握民航专业词汇和常用专业句型，提高民航专业英语的应用能力。通过学习本书，民航服务与管理专业的学生、民航从业人员以及其他志愿投身民航服务的人员有望达到民航运营服务所应有的、既细致周到又专业化的英语服务水准。

全书包括三大部分，分别以“民航运营基本知识”、“旅客乘机服务主要流程”和“客舱服务主要流程”为主题，细分为 28 个单元。内容详实，涵盖了民航运营基本概况和民航运输服务的主要环节。每个单元又包括了专业术语、主题文章、场景对话、生词/难词、注释、单元练习、口语交际功能等多个构成元素，编排合理，反映民航运营实况，集功能性、知识性、实用性于一体，是一本极具民航特色的专业英语学习用书。

本书主要编排特点：

1. 以旅客乘机旅行在机场内外、飞机上下接触到的民航服务工作程序为主线，以学习民航专业知识为主要目的。

2. 强调民航专业化。词汇选用、行文表述、场景设计等，均突出民航专业特点。

3. 精心设计民航运营场景对话，结合日常交际常用英语句型，强调英语学习实战性。

4. 本书编排是以民航运营流程为序，而非语言学习的递进顺序。三大部分分别以“民航运营基本知识”、“旅客乘机服务主要流程”和“客舱服务主要流程”为题，系统体现了从基础知识到服务流程、从地面服务到空中服务的延展顺序。其中：

a. “民航运营基本知识”部分：包含 8 个单元，分别以飞机、发动机、机场、跑道、候机楼、空管服务、航空公司、典型航班为题，系统描述了民航运营基本构成要素的特点及日常运行内容。这部分内容其实是另外两部分（“旅客乘机服务主要流程”和“客舱服务主要流程”）的背景基础知识。但考虑到该部分内容非一线服务用语，涉及内容更深入、民航术语更专业、行文语言更书面化，因此在教材编排上将其放置在第三部分。

b. “旅客乘机服务主要流程”部分：包含 10 个单元，以旅客乘机旅行所接触到的

民航服务为主线，涵盖了订票、售票、前往机场、办理海关手续、办理乘机手续、安全检查、候机等各个环节。

c. “客舱服务主要流程”部分：包含 10 个单元，以飞行过程中提供的客舱服务为主线，详细介绍了登机、起飞前安全演示、飞行中客舱餐饮服务、客舱娱乐服务、免税商品销售服务、客舱应急设备、应急程序、广播词、离机欢送程序（提取行李）等主要环节。

d. 各部分内容自成一体，又互有联系。读者可根据个人情况，选择阅读或学习顺序。但在各个大部分之内，具体单元按民航运营实际流程编排，便于读者按顺序自学，以便正确理解并切实掌握民航运营实际流程。

5. 打破以往教材各个单元对称设计习惯。第一、二部分强化民航服务场景英语对话操练，语言简单、实用、口语化；第三部分重在民航基本知识介绍，语言正规、地道、书面化。

6. 全书 28 个单元，按民航运营和服务流程排序。每个单元包括：

—民航专业术语：该单元主题的主要专业术语；

—主题文章：系统展示民航服务工作所需要的专业知识、专业技能和相关的英语语言知识；

—场景对话：民航真实服务场景，涵盖民航服务相关规定、民航服务专业内容以及正确的服务提供方式；

—本单元生/难词：方便读者对该单元行文内容的阅读和理解；

—注释：采用在文本右上方加脚标的方式，对本单元相关内容进行解释和补充；

—单元练习：强化主要民航知识点和英语语言实际应用能力的锻炼；加深对民航实际服务场景的理解和掌握；

—常用功能口语：民航运营或服务场景中涉及到的常用功能口语句型。

全书内容力求专业、全面。但鉴于编者时间和精力有限，难免挂一漏万，不足之处恳请各方面专家和读者批评指正。编者在此表示衷心感谢。

编者

2007 年 4 月 20 日

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Section One Ground Services

Unit 1 Flight Information and Ticketing

Terminology

| | |
|-------------------------------|------------------|
| airline/'eəlain/ | <i>n.</i> 航空公司 |
| flight/flait/ | <i>n.</i> 航班, 飞行 |
| ticket/'tikit/ | <i>n.</i> 机票 |
| passenger/'pæsɪndʒə/ | <i>n.</i> 乘客, 旅客 |
| destination/'desti'neiʃən/ | <i>n.</i> 目的地 |
| schedule/'ʃedju:l; 'skedʒjul/ | <i>n.</i> 时刻表 |
| timetable/'taimteib (ə) l/ | <i>n.</i> 时刻表 |
| land/lænd/ | <i>vi.</i> 降落 |
| take off | 起飞 |
| airline ticket office | 航空公司售票处 |
| reservation agent | 订座代理人, 订座工作人员 |
| ticket agent | 售票代理, 售票工作人员 |
| direct flight | 直达航班 |
| non-stop flight | 直达航班, 不经停航班 |
| connecting flight | 中转航班, 衔接航班 |
| continuing flight | 续程航班 |
| scheduled flight | 定期航班 |
| regular flight | 定期航班 |
| one-way ticket | 单程客票 |
| round-trip ticket | 往返客票 |
| open ticket | 不定期客票 |
| first class | 头等舱 |
| business class | 公务舱 |

| | |
|------------------|------------|
| economy class | 经济舱 |
| baby service | 婴儿服务 |
| layover | 中途停留 |
| stopover | 中途停留, 中途分程 |
| free ticket | 免票 |
| half fare ticket | 半(价)票 |
| full fare ticket | 全(价)票 |

Text

Air travel is the fastest and most convenient mode of transport. Airlines are making great efforts to provide all possible assistance to their passengers who might have a lot of needs for the flight and during the flight.

When a passenger decides to travel by air, he may make arrangements for his trip by going to a travel agency, going to an **airline ticket office**¹, or by telephoning an airline reservation office for flight details. And recently, booking through the internet turns out to be another easy way for passengers to plan his trip.

The agents who handle telephone calls for airlines are usually called **reservation agents**², and their principal job is to make or to confirm reservations for passengers. They should possess the ability to answer such questions raised by passengers as **timetables**³, fares, in-flight food service, and so on.

When handling a reservation call, the agent should find out, first of all, who is traveling, where the passenger wants to go, what time and what day the passenger wants to start or end his journey, etc. It is also necessary for a reservation agent to find out whether the passenger has any special requirement. The passenger may, for example, ask for a special arrangement for ground transportation, or he may need the special services provided for infants or physically handicapped passengers. And if the passenger is going to travel on an international flight, he must be informed of the documents he will need for his journey—passports, visas, health certificates, etc.

The reservation agent will also need to find out whether the passenger is traveling alone—“a party of one,”—or with other people—“a party of two,” “a party of three,” and so on. He should also get the name of the passenger (or passengers). In addition, **it is always necessary to find out which class the passenger would like to take**⁴—**first class or economy**⁵.

When the agent has obtained the required information, he can go to reservation control

to check whether or not the space is available. If the space is not available on the flight that the passenger desires to take, it is advisable that the agent be able to suggest an **alternate flight**⁶.

When the reservation agent has confirmed space for the passenger, he must establish a time limit for the passenger to pick up his ticket. If the ticket is not purchased before the time limit expires, the reservation is automatically canceled. A seventy-two hour time limit is the maximum that most of the airlines are willing to accept.

The ticket agent handles all the same kinds of problems as the reservation agent, but with one important difference. The ticket agent is also responsible for receiving money and making out tickets.

Dialogues

1. (A passenger is inquiring about flight information.)

A: Hello! China Eastern Booking Office. Can I help you?

P: Yes, please. I'd like to learn some information about the flights from Beijing to Shanghai.

A: Yes, sir. We have a scheduled flight from Beijing to Shanghai everyday. It leaves Beijing at 9:25 a. m. and arrives at Shanghai at 11:35 a. m.

P: What's the economy class fare?

A: ¥960 for a one-way ticket.

P: So dear!

A: Yes, the fare is a little higher than usual, because it is now the peak season. Shall I make the reservation for you?

P: Oh, no. I haven't **made up my mind**⁷ yet.

2. (The reservation clerk⁸ is advising the passenger to buy a round trip ticket.)

P: Good morning, I'd like to buy a ticket from Dalian to Guangzhou.

A: One-way or round-trip? We have a special offer now. A round-trip ticket will save you up to ¥1000.

P: That sounds wonderful. But I am not sure when I will come back. Maybe next Friday, or may be next Sunday, or even next month.

A: Well, I can issue a round-trip ticket for you and **leave the return portion open**⁹.

P: What do you mean by OPEN?

A: That means the return date is not fixed. By the way, you should confirm your reservation with the agent 3 days before you return. Otherwise you may not be entitled a seat on the flight.

P: I see. Round-trip ticket, please.

3. (A reservation clerk is arranging a connecting flight for a passenger.)

A: Air China Booking Office. Can I help you?

P: I want to fly to Chicago. Can you recommend some flights?

A: Please hold on. I'll check the schedule... Well, I'm afraid you'll have to take a connecting flight to Chicago by way of San Francisco.

P: San Francisco? You mean I have to change flights at San Francisco?

A: Yes. I am afraid you have to. We haven't got any direct flight to Chicago from Beijing.

P: Could you give me more details about it?

A: Sure. It leaves Beijing at 12:00 p.m. and arrives at San Francisco at 8:26 a.m. the next day. Then your connecting flight AC 5366 leaves San Francisco at 10:50 and arrives at Chicago at 16:57 in the afternoon.

P: Sounds good. I'll take it.

A: May I have your name and telephone number?

P: Jack Green. J-A-C-K G-R-E-E-N. And my phone number is 3542876 extension 1160.

A: Okey, I've got it. Thank you for calling, Mr. Green.

4. (A lady is calling for in-flight baby service.)

P: Hello, I am planning to take a flight to Beijing next week with my baby. Do you have any relevant baby services on the flight?

A: Yes. Baby service will be offered upon your request. We can offer you baby food, milk, **disposable diapers**¹⁰, cot and some other baby necessities.

P: Fine. Will you charge me for this service?

A: No, they are free. You can ask for the baby service when you book the flight.

P: I see, thank you.

5. (A passenger is asking about the meal service on board.)

A: Good morning! Can I be of any service to you?

- P: Yes, I was told that the airline can arrange special meals for passengers.
- A: That's right. If the passenger has a special diet requirement, he will be provided with a special meal on board. But he has to make a request in advance.
- P: What will happen if a passenger fails to book a special meal?
- A: We always carry canned vegetarian meal on board. That is considered to be the best alternative for any passenger with a special diet requirement.
- P: How about ordering some favorite foods, such as lobster and caviar?
- A: Sorry, we cannot accept requests for specific items made for personal preference.

6. (A passenger is buying an international flight ticket.)

- P: Can you give me some information about the flight to New York on Thursday?
- A: We have a regular flight that departs for New York everyday except Thursday.
- P: Is it a non-stop flight?
- A: No. It will go to New York **by way of**¹ Hong Kong.
- P: Don't you have any direct flight?
- A: Yes, we have. But it is an evening flight, which leaves Beijing at 19:00 p. m. and arrives at 19:40 p. m. the same day because of the time difference.
- P: Okey, I will take it.
- A: Would you like to travel first class or economy class?
- P: Is there any differences between them?
- A: Well, the passengers traveling in first class receive more in-flight services than in economy class, and ...
- P: How about the fare difference?
- A: The first class ticket fare is 150% of economy class.
- P: Well, one economy class seat, please.

Glossary

| | |
|---------------------------|----------------------|
| mode/məʊd/ | <i>n.</i> 方式 |
| principal/'prɪnsəp (ə) l/ | <i>adj.</i> 重要的, 主要的 |
| confirm/kən'fɜ:m/ | <i>vt.</i> 确认 (机票) |
| fare/fɛə/ | <i>n.</i> 票价 |

| | |
|---------------------------|-----------------|
| reservation/ˌrezə'veɪʃən/ | n. 预订, 预约 |
| dear/diə/ | adj. 贵的 |
| portion/'pɔ:ʃən/ | n. 一部分, 一份 |
| fixed/fɪkst/ | adj. 固定的, 确定的 |
| entitle/in'taɪtl/ | vt. 给……权利 (或资格) |
| recommend/rekə'mend/ | vt. 推荐, 介绍, 劝告 |
| extension/ɪks'tenʃən/ | n. 电话分机 |
| relevant/'relɪvənt/ | adj. 有关的, 相应的 |
| cot/kɒt/ | n. 婴儿摇篮 |
| charge/tʃɑ:dʒ/ | vt. 收费 |
| book/buk/ | vt. 预订, 登记 |
| diet/'daɪət/ | n. 通常所吃的食物 |
| canned/kænd/ | adj. 罐装的 |
| alternative/ɔ:l'tə:nətɪv/ | n. 替代品 |
| favorite/'feɪvərɪt/ | adj. 喜爱的, 中意的 |
| lobster/'lɒbstə/ | n. 龙虾 |
| caviar/'kævɪɑ:/ | n. 鱼子酱 |
| personal/'pɜ:sənl/ | adj. 私人的, 个人的 |
| preference/'prefərəns/ | n. 偏爱, 优先选择 |
| handicapped passenger | 残障旅客 |
| peak season | 旺季 |
| hold on | 继续, 不挂断, 停止 |
| in advance | 预先, 提前 |
| time difference | 时差 |

Notes

1. airline ticket office

航空公司售票处。为方便旅客, 航空公司除机场之外, 通常还在市内设置一处或多处售票点。

2. reservation agent and ticket agent

订座代理和售票代理。

订座代理是指通过电话进行销售的航空公司销售代理。他们为那些打来电话的旅客提供信息咨询、订座、确认座位等服务。

售票代理处理与订座代理同样的业务。只是, 他们不仅仅通过电话, 而是还要与公

众见面，办理客票签发等工作。

3. timetable

航班时刻表。

各航空公司的航线、航班及其班期和时刻等，按一定的秩序汇编成册，即为该航空公司的航班时刻表。各航空公司用于公布自己的（定期）航班的信息，如班期（即每周哪天有航班）、出发城市、到达城市、航班号、机型、途中有无经停、客舱等级（头等舱或经济舱），等等。

4. ... it is always necessary to find out which class the passenger would like to take...

了解乘客所想要选择的舱别也是很必要的。

• 本句中，it 为形式主语，真正主语是 to find out which class the passenger would like to take。类似例句如：It's important to continue with the experiment.

5. first class and economy class

头等舱和经济舱。二者相比，头等舱通常更宽敞、更舒适、服务更周全，因此票价也会更高些。有些飞机上，除头等舱和经济舱以外，还会提供公务舱（business class）。

6. alternate flight

备选航班，替代航班。

7. make up one's mind

下定决心，拿定主意。

8. reservation clerk

订票代理人，订座工作人员。相当于文中其他地方提到的 reservation agent。

9. ... leave the return portion open

这里指回程日期不确定。

10. disposable diaper

（婴儿用的）一次性尿布。

11. by way of

经……，由……。和 via 同义。

Exercises

1. Answer the following questions.

- 1) When a passenger decides to travel by air, how can he get his flight information?
- 2) What are the duties of the reservation agents?
- 3) What information should the passenger provide when he is making a reservation?
- 4) What will happen to the passenger's reservation if he fails to pay for his ticket within the time limit set by the airlines?