

民航英语口语教程

CONVERSATIONAL ENGLISH COURSE FOR AIR PASSENGER SERVICES

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Preface

I am writing this to recommend the book *Conversational English Course For Air Passenger Services* by Professor Lu Ping. I have reviewed the book thoroughly and am able to state without hesitation that I believe it will be of great help both to teachers and to students in any fields dealing with travel, airlines, reservations or hotel accommodation.

This book is a welcome addition to a small but growing field of English for Special Purposes, a technical field which aims to facilitate the training of non-native speakers for specific jobs or career areas. Professor Lu has long had interest in and expertise in this field, and he has now begun to bring together some of his teaching methods and materials into textbooks. A very nice feature of this text is the use of realistic timetables and fare information, such realistic materials make all technical language training more useful and more believable for students.

In addition to extensive word lists and notes, Professor Lu includes extensive dialogue practice in each of his units. This will make it easy for teachers to devise a conversation-based teaching methodology rather than a more traditional translation and grammar methodology. Professor Lu has a good ear for English as it is actually spoken in the real world, and his dialogues are realistic and imaginative.

Printed materials for language training in the very technical field of aviation are extremely difficult to find—both in China and in the United States. Partly this is due to the fact that the potential number of users for such materials is small; partly this is due to the difficulty of mastering the language of the content area. *Conversational English Course For Air Passenger Services* is certainly a welcome addition, and it is to be hoped that Professor Lu will now turn his talents to producing even more materials and text book.

Dan Hinton
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January, 2003

Foreword

English is the language of the international air transport industry. Mr. Lu Ping, with over twenty years experience in teaching English at Shanghai Aviation Academy, has written this book to meet the needs of students in the industry and I believe that the book is a timely contribution to the aviation vocational and technical education in China.

The book outlines and describes most procedures involving passenger service personnel and the general public. The dialogues and readings are supplemented with a large amount of exercises and discussion questions thus enabling a student to master the professional vocabulary, to use various structural patterns and to improve his ability to communicate in English.

I heartily recommend this book to all students of air transport industry and to those who seek a career in it.

序

英语是国际航空运输业的语言。陆平先生在民航上海职业技术学院从事英语教学二十余年，成就此书，满足了该行业学生学习的需求。我相信此书对中国的民航职业技术教育会做出及时的贡献。

本书概括并描述了航空服务人员为旅客服务的程序。书中的对话和阅读配有大量的练习和讨论题，从而能让学生掌握专业词汇，使用各种句型，提高用英语交际的能力。

我真诚地向民航运输专业所有的学生以及未来从事民航专业的人士推荐此书。



2005年4月

编者按

一、编写宗旨

《民航英语口语教程》是一门用英语传授民航地面服务知识、讲授操作程序以及处理民航运输事务的专业英语口语教程，是以从事民航地面服务工作、具有一定英语水平的学生和工作人员为主要学习对象。本教程编写原则旨在使学生在贴近实际工作的情景中，准确地掌握和使用民航英语口语的各种表达功能，通过语言的大量实践，从而达到能够准确和熟练地运用民航服务英语进行交际的目的。

二、编写框架

全书共分 20 个单元。每个单元由 5 个部分组成。

第 1 部分 (Warming up) 课前讨论 该部分设计了若干个讨论题，通过讨论，引出本单元学习内容。该部分旨在培养学生开展有想象力的口头交流，养成用英语交谈的习惯。

第 2 部分 (Dialogues in Situation) 情景会话 该部分设有 2~4 篇情景会话，课文后附有生词表、注释、中英文短语和专业术语。该部分旨在向学生提供较真实的情景，建立会话模板以及相关的词汇和表达法。

第 3 部分 (Language Practice) 语言操练 该部分安排了一定量的口头操练习题，共分为两大类。第一类以训练句型和单句习惯用语为主，练习形式包括复述、替换、连词成句、模仿示范性对话。第二类为较灵活的完成情景会话或快速应答。此项练习在选择句型和用语方面给予学生一定的自由，学生根据对话中所隐去的功能词句，按上下文语意或提示创造语句，完成对话。

第 4 部分 (Communication Activity) 交际活动 该部分向学生提供了多种实际工作中的会话情景，要求学生把所学的内容融入情景中，自由灵活地进行有情感的会话。

第 5 部分 (Read and Discuss) 阅读与讨论 该部分向学生介绍了民航客运服务方面的知识。通过学习、讨论和交流，学生可进一步拓展自己的知识面，扩大专业词汇量，丰富专业英语的表达。

三、使用说明

教材共分 20 个单元。1~11 单元为客票销售。12~20 单元为机场旅客服务。每单元 4 课时，供一学期使用。各单元分 5 部分。在第 1 部分中，教师有目的的向学生提供或暗示该单元的知识点，让学生展开想象性的讨论，学生可分 4 人或 2 人一组进行热身讨论活动，随后教师让学生代表作口头或书面汇报，或让学生进行快速应答。第 2 部分为本教程的重点。教师可按会话内容分句分段让学生熟读或背诵会话，尤其是会话中的 A 部分。然后让学生按照会话

内容进行模拟操练，以期巩固所学的内容。在学习会话中，教师可扮演旅客（P）的角色，并与学生（服务员 A）进行互动。语言操练部分可在学习对话的同时或之后进行。教师可重点选择快速应答和情景应答的练习，以检查学生对语言应用的能力。在交际活动中，教师可事先让学生选择会话情景在组内讨论，随后让学生进行会话表演。阅读与思考中的文章可让学生事先预习，查阅单词，然后在课堂上讲解相关的知识点，并展开讨论。

本书在编写和修订过程中得到了周石田教授的指导和帮助。周教授在百忙中审阅了全书，并为教材提供了许多有用的资料。他还亲自撰写了部分阅读材料，并为本书作了序。谨此表示深深的敬意和感谢。美国加州奥克兰市西拉航空学院（Sierra Academy of Aeronautics）航空语言培训部主任丹·欣顿（Dan Hinton）教授通读了本教材并为本书写了前言。为本教材提供帮助的还有英籍教师凯伦·派特（Kiran Patel），张辉老师等，在此一并致谢。

本书内出现的航班号、航班时刻、运价（包括适用的条件）以及相关的费用仅供参考，在实际工作中应参阅有效的航班时刻表、运价手册和承运人规章，特此说明。

编 者
2005 年 5 月

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Unit 1

An Airline Job



Part One

Warming Up

Discussion

1. Discuss the following questions in pairs or in small groups and tell your partner what you will do before the trip.

- a) Have you any experience of traveling by air?
- b) What do you know about the air travel?
- c) What sort of things will you prepare for it?
- d) Which do you prefer, traveling by air or by train (ship or bus)? State your reasons.

Useful Expressions:

make a plan;

get travel documents ready;

make a reservation;

pack the things for the trip;

I prefer..., because...;

What appeals to me in ... is that...;

Frankly speaking, I dislike... because...;

designate ['deziɡneɪt].
vt. to, as, for.

2. Airline designator codes are often used to refer to different airlines.

Example: MU refers to China Eastern Airlines.

CA refers to Air China.

CZ refers to China Southern Airlines.

3. Can you write out the following?

Airline	Location	Airline Designator Code
British Airways	United Kingdom	BA.
Lufthansa	German.	LH.
Air France	France	AF.
American Airlines	USA.	AA.
KLM	Netherlands	KA.
		SQ
United Arli.	USA	UA
	Italy	AZ
	Hong Kong SAR, China P.R.	CX
	USA	NW
Dragonair	HK.	DA.
Japan Airlines		JA.
Air Canada		AC.
Swissair		SA.
Virgin Atlantic Airways		VA

Part Two

Dialogues in Situation

Dialogue

Talking About an Airline Job

(In the street, David Brown meets his friend, Peter Jackson who works in an airline.)

A: Hi, Peter.

B: Hello, David! How are you doing?

A: Pretty well, thanks. And you?

B: Well, I'm getting along well with my present job, but I've had my hands full lately.

A: What keeps you so busy?

B: Booking and selling tickets. It's the peak season for travelling, you know. We're up to our eyes in it.

A: You consume a lot of time, I suppose.

B: You're right. But, you know there are still many things that have to be done by hand.

A: Really? That sounds incredible.

[in'kredəbl]. adj. 不可相信的

B: Believe it or not, reservations are largely made by telephone.

A: Yes, many people use telephones and even the Internet as a means of communication.

B: But you can't imagine how many telephone calls we ^[ɪ]handle in a day. Most of them are for general information such as flight schedules, reservations, fares, ^[feə] cancellations, baggage and other ground services. We even have to deal with the ^[ˈdiːdʒɪnəl] unpleasant calls from passengers with complaints against the airlines. ^[ˈskedʒʊl]

A: That's a really tough job. ^[b kəmˈpleɪnt]

B: It certainly is! After reservations, we will meet the passengers who come to buy tickets face to face at the ticket window—check relevant documents like identity cards and calculate the fares. It is our duty to inform an international passenger of travel documents. ^[ˈdɒkjumənt] ^[ˈkælkjuleɪt]

A: They are passports and visas, aren't they?

B: Exactly, including health certificates ^[ˈiːdʒən]—travelers will need for their journey. ^[ˈsəːtɪfɪkət]

A: You've done an excellent job. If I were you I would make a terrible mess of it. ^[ˈiːksələnt]

B: You're kidding, aren't you? ^[ˈkɪdɪŋ]

A: No. I really mean it. One needs a lot of patience. You mentioned the reservation just now. I guess airlines must have a definite time to allow passengers to pick out the flights. ^[ˈdefɪnɪt] ^{ad; 明确的}

B: You're right. Reservations are normally accepted months or even half a year in advance. After the reservation has been made the passengers need to go to buy the tickets. Otherwise it would automatically be cancelled at a certain time.

A: That's good to know. By the way, what's the difference between first class and economy class?

B: Well, in first class, the passenger has more space. That is, the seats are arranged farther apart so that he may enjoy more room for his legs. Furthermore, the first class passenger receives more in-flight service than the economy passenger. But the chief difference between them may well be the cost—first class fares are much higher than economy fares. The ticket agent ^[ˈeɪdʒənt] is able to figure out the fare only after the passenger tells him the exact class of service he intends to travel. ^[ˈɪntənd]

A: That's why most of the passengers prefer to fly economy rather than go first class. I wish to take the flight you recommend. ^{计算, 打算}

B: Our airline possesses an ever-growing fleet that includes the state-of-the-art Boeing 747 airplanes, don't you know? These sophisticated aircraft break travel barriers by flying faster and further non-stop. Our commitment is passengers first and the service best. Aboard our airline you are sure of the safety and comfort and you can enjoy the genuine warmth and the charm that only our airline offers. You will never realize the true life without flying our airline and you...

A: Come, come, that's all for your ad. Anyhow, I will fly your airline.

Situational Practice

Create short dialogues similar to the one given above, using the following situations and hints.

- Two friends meet each other in the street by chance. They greet each other and then talk about their jobs. Try to use the phrases given below.

This is a pleasant surprise. Fancy meeting you here.

Get along well with the airline's work

Be up to one's eyes in booking and selling tickets

Be busy with telephone calls: flight schedules, reservations, fares, cancellations

Deal with the complaints from passengers

Inform passengers of travel documents

Distinguish the class of service

- One of your friends wants to fly with his family. As an agent you recommend him to fly your airline. Try to use the following expressions.

We have jumbo jets B-747 that fly faster and further non-stop.

Passengers first and service best

Offer smooth service

Meals that please the eye as well as the palate

Safety and comfort

Words in the Dialogue

peak /pi:k/ *adj.* 高峰的

tough /tʌf/ *adj.* 难对付的

relevant /'relivənt/ *adj.* 有关的

kid /kid/ *vi.* 开玩笑

automatically /ˌɔ:tə'mætikəli/ *adv.* 自动地

furthermore /'fə:ðə'mɔ:/ *adv.* 此外; 而且

possess /pə'zes/ *vt.* 拥有

fleet /fl:t/ *n.* 机队

state-of-the-art *adj.* 现代水平的

sophisticated /sə'fistikeitid/ *adj.* 高尖端的

barrier /'bæriə/ *adj.* 障碍

commitment /kə'mitmənt/ *n.* 承诺

genuine /dʒenjuin/ *adj.* 真正的

ad. = advertisement *n.* 广告

Notes

- have one's hand full 非常忙 例: He had his hands full and could not take another job. 他很

忙，没法再干另一份工作。

2. We're up to our eyes in it. 我们一直忙于订票和售票。

3. I really mean it. 我是当真的。

4. These sophisticated aircraft break travel barriers by flying faster and further non-stop.

这些装备精良的飞机飞得更快、直达距离更远，从而突破了航空旅行的障碍。

aircraft 航空器；飞机（单复数相同）

5. Aboard our airline you are sure of the safety and comfort and you can enjoy the genuine warmth and charm that only our airline offers. 一旦乘坐本公司的航班，我们会保证您的安全和舒适。您会享受到唯独本公司给予旅客的温馨和魅力。

6. Come, come, that's all for your ad. 得了，得了。别做广告了。 come 用来表示提醒、不耐烦等。如：Come, John, don't be so cross. 行了，约翰，别发脾气了。

charm

charming adj.

Useful Expressions

Believe it or not 信不信由你

be up to one's eyes in work 忙于工作

a high time for harvesting 收获时期

to do sth. by hand 手工操作

to make a reservation in advance (before hand)

预先订票 [i'rezə'veiʃən]

to figure out 计算

to inform (advise) sb. of sth. 通知某人某事

to go (fly/travel) economy 乘坐普通舱

[i'kɒnəmi]

to issue a ticket (passport/visa) [i'sjuː].

开票（签发护照/签证）

to have one's hands full 非常忙

the peak season for traveling 旅游高峰季节

a rush hour (上下班) 高峰时段

to book tickets (make reservations) 订票

to deal with (cope with/handle) 处理...

class of service 服务等级

Part Three

Language Practice

I. Substitution Drills

Look at the following sentences and read them as smoothly as possible, then do the same orally with given phrases.

1. It's our duty to inform passengers of travel documents.

- our duty/offer the best service/the passengers
- our custom/provide the passengers/with smooth service
- your turn/check in your flight to Osaka
- my intention/obtain an airline brochure
- our obligation/make a rearrangement/delayed passengers

2. You need to go to buy the ticket, otherwise the reservation would automatically be cancelled.

- take relevant documents with you/ in trouble during the trip
- make inquiries about flight schedule/unable to decide the date of leaving