

《民航客运服务会话》升级版

# 航空商务英语

**THE LANGUAGE OF AVIATION  
BUSINESS IN ENGLISH**

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## 再版前言

1995 年,为了满足广大民航工作人员学习专业英语的需要,《民航客运服务会话》问世。十几年来,此书多次加印,从另一个角度说明了读者对此书的需求和评价。

自那时起,十多年已过去了,国内外航空运输事业飞速发展,发生了许多变化:

一、许多外国航空公司进入中国市场,同时,国内成立了多家民营航空运输企业,航空运输企业内出现了一大批新员工,他们急需学习专业英语;

二、航空联盟、代码共享和常客计划兴起,电子客票、航空假日和公务机服务等新的服务项目不断涌现;

三、近几年在航空运输行业中出现了许多新的词汇和语言表达方式。

这一切,对民航工作人员学习专业英语提出了新的要求。为此,作者对《民航客运服务会话》作了修改、删节和更新,并增补了生词表、课文练习、补充词汇等,全书共计 105 个会话题材,涉及民航客运服务的诸多方面,从而使本书更加符合工作实际和航空运输事业发展的要求。同时,将书名改为《航空商务英语》。

需要读者注意的是,书中出现的航班号、航班时刻、运价及相关内容仅供参考。在实际工作中应参阅有关资料和规章,特此说明。

本书再版时,邀请陆平老师参加编写。陆老师在民航职业院校从事英语教学工作二十余年,具有丰富的教学经验,他的参与使本书更加适合学校教学和企业培训,在此谨致敬意。

由于编者水平有限,书中疏漏舛误恐所难免,诚望读者和同仁指正。

周石田

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# **UNIT 1**

## **TELEPHONE RESERVATIONS AND HOTLINE ENQUIRIES**

### **第一单元**

#### **电话订座和热线问询**



## Part One Telephone Reservations (Dialogues 1 ~ 5)

### 第一部分 电话订座 (对话 1 ~ 5)

#### Dialogue 1 Space Available<sup>1</sup>

*(Mr. John Smith is going back to New York. He wants to book a business class seat on a flight departing some time next week. He picks up the phone and dials the Air China Booking Office in Beijing.)*

Passenger: Hello, is this Air China?

Agent: Yes, this is the Air China Booking Office. May I help you?

P: I plan to return to New York. I want to be there some time next week. It's rather short notice. I am afraid.

A: I think that should not be a problem. We're not too full at this time of the year. May I ask if you already have a ticket?

P: Yes, I have a business class ticket with return open<sup>2</sup>.

A: Thank you. Just a moment, please and I'll check my computer.

...

A: Thank you for waiting. Yes, seats are available on CA981 on January the 29th, next Saturday.

P: Any flight before or after the 29th?

A: There is a flight on Wednesday, the 26th which offers the same service, but the business class is pretty full. The next flight after the 29th is on Wednesday, February the 2nd, the week after next.

P: CA981 next Saturday suits me all right. I'll book that. Make that a business class seat, please.

A: All right, sir. CA981 on January the 29th, next Saturday, one business class seat

from Beijing to New York.

P: Yes, that's right.

A: Thank you. Would you spell your family name, please?

P: It's S-M-I-T-H.

A: Is that "S"<sup>3</sup> as in Sugar, "M" as in Mary, "I" as in India, "T" as in Tom, "H" as in Henry.

P: Yes, that's correct.

A: Thank you. Would you spell your first name, please?

P: J-O-H-N.

A: Thank you, Mr. Smith. May I have a telephone number in Beijing, where we can contact you?

P: Yes, I'm staying at Beijing Hotel.

A: Thank you. May I have your room number, please?

P: Ten-eleven.

A: 1-0-1-1. Thank you. If you have time, would you mind bringing your ticket to our office in Beijing Hotel to have your ticket confirmed?

P: Okay.

A: Thank you. If you'd like to make a note, I'll repeat your reservation. I've confirmed one business class seat on CA981 on January the 29th, next Saturday. It leaves Beijing at 1:00 in the afternoon and arrives at John F. Kennedy Airport, New York, at 1:30 in the afternoon, on the same day because of the time difference. Please be sure to check- in at least 2 hours before departure time.

P: I will.

A: Is there anything else I can do for you?

P: No. That's all.

A: Thank you for flying Air China. Have a nice trip.

## Dialogue 2 Space Not Available

*(Mr. Simon K. Wong has to leave Beijing for Hong Kong on urgent business and he wants the earliest possible flight. He calls the Air China Booking Office to reserve a seat, but unfortunately the flight is fully booked and he is then referred to other airlines.)*

A: Hello, this is the Air China Booking Office. May I help you, sir?

P: Yes, please. I'd like to book an economy class seat from Beijing to Hong Kong on a flight departing early this morning.

A: Thank you. CA101 departed for Hong Kong at 8:00 this morning and the earliest flight is CA111 leaving at 9:35 this morning.

P: I'll book that flight.

A: Just a moment, please and I'll check my computer.

...

A: Thank you for waiting. I'm afraid there is not a single seat left on that flight.

P: Not even a first class seat?

A: No, I'm afraid not. We are now in the tourist season. At this time of the year, reservations should be made at least two weeks before the flight departure date.

P: You know, it's rather short notice. My boss called me from Hong Kong early this morning and told me that some urgent business has just come up. I must return to Hong Kong as soon as possible.

A: It sounds very urgent. May I suggest that you go to the airport and standby for the flight?

P: I don't want to take any chances and I must be firm on the flight.

A: In that case, why not try Dragonair? Their flight KA907 leaves at 10:10 in the morning and arrives in Hong Kong at 1:55 in the afternoon.

P: I will. By the way, do you know their number for reservations?

A: Just a second, please and I'll check for you.

...

A: Thank you for waiting. I have the number for you, 6-0-1-6-8-9-9-0<sup>4</sup>. Is there anything else I can do for you?

P: No. Thank you very much.

A: You are welcome.

### Dialogue 3 Waitlisting a Passenger

(Mr. Boris Bottome wants to book CA929 on February the 14th from Shanghai to Tokyo but the flight is fully booked. The reservations agent puts him on the waiting list and confirms the 15th for the sake of protection.)

P: Air China?

THE LANGUAGE OF AVIATION BUSINESS IN ENGLISH

- A: Yes, this is the Air China Shanghai Booking Office. May I help you?
- P: Could you please make a reservation on your flight 929 on February the 14th?
- A: Thank you. How many seats do you want on CA929 from Shanghai to Tokyo on February the 14th?
- P: Only one seat, please.
- A: Would you prefer first class or economy class?
- P: Economy class, please.
- A: Thank you. Just a moment, please and I'll check.
- ...
- A: Thank you for waiting. I'm afraid CA929 on the 14th is completely sold out. I show<sup>5</sup> two large tourist groups are confirmed on that flight from Beijing to Tokyo. However, there may be a cancellation. May I waitlist you on the 14th?
- P: What are the chances?
- A: I can't say for sure at this moment, but we'll see what we can do for you.
- P: Okay. Put my name on the waiting list.
- A: Thank you. Just in case there are no cancellations for CA929 on the 14th, may I confirm you on CA929 on the 15th for the sake of protection?
- P: Yes, please do.
- A: Thank you. May I have your last name, please?
- P: It's B-O-T-T-O-M-E.
- A: Is that "B" as in Boy, "O" as in Ocean, "T" as in Tom, "M" as in Mary, "E" as in Edward?
- P: That's right.
- A: May I have your phone number in Shanghai so that we may contact you?
- P: I am staying at Jinjiang Hotel. My room number is twenty-two forty.
- A: I beg your pardon?
- P: Twenty-two forty.
- A: Room number 2-2-4-0<sup>6</sup>.
- P: That's correct.
- A: Thank you. If you'd like to make a note, I'll repeat your reservation. I've put your name on the waiting list for CA929 on the 14th and I've confirmed one economy class seat on CA929 on the 15th from Shanghai to Tokyo. When we can reserve a seat on CA929 on the 14th, we'll call you. Is there anything else I can do for you?
- P: No. Thank you.



A: Thank you for flying Air China.

## Dialogue 4 Booking a Connecting Flight

(Mr. Robert Hayden wants to fly from Beijing to Houston. There are no nonstop flights between the two cities and he has to make a connection in San Francisco.)

A: Good morning, the Air China Booking Office. May I help you?

P: I want to go to Houston. Do you have a direct flight from Beijing to Houston?

A: I am afraid not. We fly only to San Francisco. However, I'll be glad to reserve a good connecting flight for you.

P: Thank you.

A: Do you already have a ticket?

P: No, I will purchase one after I am confirmed on the flight.

A: Thank you. When would you like to leave?

P: I plan to leave next Thursday, the 19th of March.

A: Next Thursday, the 19th of March.

P: That's right.

A: Thank you. Just a moment, please and I'll check my computer.

...

A: Thank you for waiting. Would you like to fly first class or economy class?

P: Economy, please.

A: Thank you. Air China terminates in San Francisco and you need to make a connection there. I've got two connecting flights, one via Continental Airlines and the other via Southwest Airlines.

P: I want to arrive in Houston as early as possible.

A: Let's see what we can do for you. The Continental Airlines flight 1476 is a direct flight. It leaves San Francisco at 2:30 in the afternoon and arrives in Houston at 8:35 in the evening. Our flight CA985 leaves Beijing at 2:20 p.m. and arrives in San Francisco at 11:55 a.m. You have more than two hours to make the connection.<sup>7</sup> It takes 1 hour and 45 minutes to connect from an international flight to a domestic flight at San Francisco International Airport. So, you have enough time to make it.

P: What's the schedule for the Southwest Airlines connecting flight?