

民航英语工程系列教材



民航乘务英语教程

主编 吴克文 余虹 吴双

中国民航出版社

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ENGLISH ON CABIN SERVICES COURSE

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中国民航出版社

图书在版编目 (CIP) 数据

民航乘务英语教程/吴克文等主编. -北京: 中国民航出版社, 1997. 3

ISBN 7-80110-140-5

I. 民… II. 吴… III. 民用航空-服务-英语-教材 IV. h31

中国版本图书馆 CIP 数据核字 (97) 第 00275 号

民航乘务英语教程

吴克文 余虹 吴双

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中国民航出版社出版发行

(北京市朝阳区光熙门北里甲 31 号)

邮政编码 100028 电话 61290477

北京 通县曙光印刷厂印刷

*

开本: 850×1168 1/32 印张: 9.25 字数: 260 千字

1997 年 3 月第 1 版 1997 年 3 月第 1 次印刷 印数: 1—10 500 册

ISBN 7-80110-140-5/V · 076 定价: 19.80 元

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前 言

为贯彻和配合中国民航总局实施民航英语工程的决定,帮助乘务人员提高专业英语水平,适应民航事业发展的需要,更好地为旅客服务。在民航总局科教司及民航学院领导的大力支持下,在民航出版社的帮助下,我们民航学院成人教育学院英语教研室全体教师,积极努力,在多年乘务英语培训教材的基础上,搜集了大量的资料,编写了这本乘务英语教程。

在乘务工作岗位上的同志深知,在对旅客服务中,只靠一片热心,仅仅微笑服务,不会机上英语用语是不能很好地为旅客服务的。为了提高在职人员的机上英语用语水平,按照机上服务程序,英语教研室的全体教师根据多年的教学经验,听取曾在我院学习的乘务员意见,决定本书以句型、对话为主,以加强口语练习。同时,为了扩大学生的知识面,了解外航的服务程序,本书还挑选了一些适合中级英语水平读者的阅读材料,从而可以提高学生们的阅读能力,扩大词汇,了解世界民航,为乘务人员通过中级英语考试打下良好的基础。

由于作者水平有限,实践了解较少,书中难免有不足之处,希望专家和长期在乘务工作岗位上工作的同志提出宝贵意见。

编 者

1996 年 11 月于天津

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Lesson One

Pattern Drills

Drill 1

- What are the students doing?
- They're having an oral class.
- Where?
- In the classroom.

Substitution

1. the stewardesses/have an English evening/in the hall
2. they/watch TV/in the meeting room/on the second floor
3. the ground attendants/check the boarding pass/at the foot of the ramp
4. the crew members/hold a briefing/in their office
5. the air hostesses/prepare the snack/in the galley
6. students/have an exam/in the classroom
7. the teachers/listen to a report about teaching method/in the auditorium
8. the new stewardesses/have a simulated flight/in the

mockup

Drill 2

- What is that stewardess doing in the cabin?
- She is counting the food supplies.
- For the charter flight, I suppose.
- I think so.

Substitution

1. she/in the classroom/learn a new song/For the New Year's Eve party
2. the boy/in the corridor/recite the text/For tomorrow's class
3. the mother/over there/give the house a spring-cleaning/For May Day
4. the purser/in the front cabin/make an announcement/For the take-off
5. your sister/in the room/knit a sweater/For her wedding
6. the passenger/in his seat/fasten his seat belt/For landing
7. his brother/on the play-ground/do some running/For sports meet

Drill 3

1. ---Mr. Jones is reading a story now, isn't he?

---Yes, he is.

---What's the story about?

---About hijacking.

2. ---The stewardesses are giving out something, aren't they?

---Yes, they are.

---What are they giving out?

---Souvenirs.

3. ---Class B are learning an American song, aren't they?

---Yes, they are.

---What song is it?

---Old Black Joe.

4. ---You are writing, aren't you?

---Yes, I am.

---What are you writing?

---A report on my trip to Australia.

Drill 4

---Are all the students having class?

---Not all of them. Some are having a rest.

Substitution

1. the stewardesses/serve passengers in the cabin/work in the galley

2. the planes/fly out/come in

3. the boys/play football in the garden/read under the tree
4. the passengers/board 9 : 30 plane/wait for 11 : 45 plane
5. the students/clean the classroom/review their lessons
6. the mechanists/examine the plane/repair it
7. the girls/dance on the stage/sing
8. the passengers/have snack/take a nap

Drill 5

---Who is singing next door?

---The actress is.

---Does she often sing?

---Yes, she does. She sings every morning.

Substitution

1. type in the office/the secretary/every day except Sunday
2. give out souvenirs on the flight/the air hostess/on each flight
3. serve meal to the passengers/the stewardess/when it is meal time
4. draw pictures on the blackboard/our monitor/after class
5. play badminton in the gym/the student/in her (his) spare time

6. listen to English broadcast/the purser/at 7 o'clock in the evening
7. smoke over there/the professor/when he writes something
8. make the long distance call/that man/every weekend

Drill 6

1. ---What time does the plane depart from Hong Kong?
---At 11 : 10.
---What time does it arrive in Beijing?
---At 15 : 30.
2. ---What time does the barbershop open?
---At 9 : 00 a. m.
---What time does it close?
---At 6 : 30 p. m.
3. ---What time does flight 937 take off?
---At 14 : 40.
---What time does it land?
---At 16 : 00.
4. ---What time does your father get up?
---At 7 : 00.
---What time does he go to bed?
---At 11 : 00.

Drill 7

- Does anybody here know anything about radios?

---Nobody here does. But I believe somebody in Class
Three can fix radios.

Substitution

1. electricity/can fix the lights
2. watches/can repair watches
3. typewriters/can use a typewriter
4. cameras/knows all about cameras
5. nursing/knows a little about emergency treatment

New Words

oral	[ˈɔrəl] <i>a.</i>	口语的
ramp	[ræmp] <i>n.</i>	客梯车
briefing	[ˈbriːfɪŋ] <i>n.</i>	准备会
galley	[ˈgæli] <i>n.</i>	厨房
method	[ˈmeθəd] <i>n.</i>	方法
auditorium	[ˌɔːdiˈtɔːriəm] <i>n.</i>	大礼堂
simulate	[ˈsɪmjuleɪt] <i>vt.</i>	模仿
mockup	[ˈmɒkəp] <i>n.</i>	模拟机, 大模型
count	[kaunt] <i>vt.</i>	清点
charter	[ˈtʃɑːtə] <i>vt.</i>	包机
corridor	[ˈkɒrɪdɔː] <i>n.</i>	走廊
recite	[riˈsaɪt] <i>vt.</i>	背诵
spring-cleaning		大扫除
knit	[nit] <i>vt.</i>	编织

sweater	[ˈswetə] <i>n.</i>	毛衣
wedding	[ˈwedɪŋ] <i>n.</i>	婚礼
improve	[ɪmpˈru:v] <i>vt.</i>	提高
hijack	[ˈhaɪdʒæk] <i>vt.</i>	劫机
souvenir	[ˈsu:vəniə] <i>n.</i>	纪念品
review	[riˈvju:] <i>vt.</i>	复习
mechanist	[ˈmekənɪst] <i>n.</i>	机械师
stage	[steɪdʒ] <i>n.</i>	舞台
nap	[næp] <i>n.</i>	午睡
actress	[ˈæktris] <i>n.</i>	女演员
secretary	[ˈsekrətri] <i>n.</i>	秘书
except	[ɪkˈsept] <i>prep.</i>	除外
draw	[drɔ:] <i>vt.</i>	画
monitor	[ˈmɒnɪtə] <i>n.</i>	班长
badminton	[ˈbædmɪntən] <i>n.</i>	羽毛球
gym	[dʒɪ:m] <i>n.</i>	体操房
spare	[speə] <i>a.</i>	多余的
professor	[prəˈfesə] <i>n.</i>	教授
depart	[diˈpɑ:t] <i>vi.</i>	离开
barber	[ˈbɑ:bə] <i>n.</i>	理发师
believe	[biˈli:v] <i>vt.</i>	相信
fix	[fiks] <i>vt.</i>	修理
electricity	[ɪlekˈtrɪsɪti] <i>n.</i>	电
camera	[ˈkæməɾə] <i>n.</i>	照相机
nursing	[ˈnə:sɪŋ] <i>n.</i>	护理
emergency	[ɪˈmæ:dʒənsi] <i>n.</i>	紧急

treatment

[ˈtri:tmənt] *n.*

护理

Texts

A AT THE DOOR

CA: Good morning, madam. Welcome aboard.

PAX: Thank you. Where can I find my seat?

CA: May I see your boarding card, please?

PAX: Here you are.

CA: Your seat number is 4A. Please take this aisle to the fourth row. The number is indicated on the overhead rack (storage bin).

PAX: Thank you very much.

CA: You're welcome, madam.

B IN THE CABIN

(A passenger seems lost in the cabin. A stewardess comes to him.)

1.

CA: Good afternoon. Let me help you, sir. Can I look at your boarding card?

PAX: Here you are.

CA: The number is 15B. Come with me please.

...

Here we are. The middle seat is yours.