

民航商务英语会话

孙建东 主编



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前 言

《民航商务英语会话》主要是为民航系统大专院校学生、民航系统从事商务运输工作的人员以及民航系统其他涉外工作者编写的口语教材。

本书由12个单元和附录两部分组成。每个单元包括对话、生词和词组、对话注释、背景知识介绍、句型总结以及相应练习6个部分。附录包括参考译文和词汇表。

本书主要有以下几个特点：(1) 实用性。本教材中所列的实际场景全都是民航商务运输工作中经常遇到的实际情景。(2) 功能性。本教材重视英语语言的交际功能，做到实际情景与语言功能的有机结合。(3) 知识性。本教材通过对话、对话注释以及背景知识介绍，使读者对民航商务运输工作的性质、范围以及讲英语国家的一些语言特征、文化差异及风俗人情有个大概的了解。

本书蒙南京航空航天大学韩洁教授主审并提出宝贵意见；在编写本书过程中，编者参考了国内外有关的英语口语及民航口语的书籍，在此谨向各位作者表示感谢！

另外，本书中出现的航班号、航班时刻及相关运价等仅供参考。

编者

1996年12月于南京

目 录

前言

| | | |
|-------------|---------------------------------|-------|
| UNIT ONE | Telephone Reservations | |
| | 电话订座 | (1) |
| UNIT TWO | Telephone Calls for Information | |
| | 电话咨询 | (13) |
| UNIT THREE | Telephone Confirmation | |
| | 电话确认 | (25) |
| UNIT FOUR | Ticketing and Fares | |
| | 出票和票价 | (35) |
| UNIT FIVE | Flight Delays | |
| | 航班延误 | (45) |
| UNIT SIX | Check-in Procedures | |
| | 登机手续 | (56) |
| UNIT SEVEN | Security Check | |
| | 安全检查 | (66) |
| UNIT EIGHT | In-flight Services | |
| | 机上服务 | (76) |
| UNIT NINE | Making Connections | |
| | 办理中转手续 | (87) |
| UNIT TEN | Baggage Services | |
| | 行李服务 | (97) |
| UNIT ELEVEN | Customs Inspection | |
| | 海关检查 | (108) |
| UNIT TWELVE | Charter Flights | |
| | 包机航班 | (119) |

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| | |
|-------------------|-------|
| 附录 1: 参考译文 | (130) |
| 第一单元 电话订座 | (130) |
| 第二单元 电话咨询 | (134) |
| 第三单元 电话确认 | (137) |
| 第四单元 出票和票价 | (140) |
| 第五单元 航班延误 | (143) |
| 第六单元 登机手续 | (147) |
| 第七单元 安全检查 | (151) |
| 第八单元 机上服务 | (154) |
| 第九单元 办理中转手续 | (157) |
| 第十单元 行李服务 | (161) |
| 第十一单元 海关检查 | (165) |
| 第十二单元 包机航班 | (168) |
| 附录 2: 词汇表 | (171) |
| 主要参考文献 | (178) |

UNIT ONE

Telephone Reservations

Dialogue I

(Mr. Smith makes a flight reservation for his trip to Kansas City, U. S. A.)

Agent: May I help you, sir?

Smith: This is United, right?

Agent: Yes.

Smith: I'd like to book one seat to Kansas City on a flight leaving sometime before next Friday.

Agent: There aren't any direct flights, sir. You'll have to change in San Francisco.

Smith: That's all right.

Agent: There's a flight leaving Beijing next Wednesday at 10 : 15.

Smith: Fine. I'll take that.

Agent: Your name, please?

Smith: John Smith.

Agent: Do you want to fly first or economy class?

Smith: Economy, please.

Agent: Yes, thank you, Mr. Smith.

Smith: Thank you. Good-bye.

Agent: Good-bye.

Dialogue I

(Mr. James books two seats on a flight to Beijing for two of his senior executives. As the flight he has requested is fully booked, the reservations agent suggests an alternative.)

Agent: International Travel Agency. Can I help you?

James: Hello. This is Henry James from Star Company.

Two of our senior executives would like to fly to Beijing. Could you please book them two seats on Flight BA039 leaving London on the 23rd?

Agent: First class or business class?

James: Business class, please.

Agent: Please hold on. I'll just check the reservations. (A moment later) I'm sorry, Mr. James, the flight you request is fully booked, and there are at present no cancellations. May I suggest an alternative?

James: Yes, please do.

Agent: Flight LH 721 has seats available on the same day.

It leaves at 10 : 00; however, there's a stopover of an hour in Frankfurt. How does that sound to you?

James: That sounds good to me. Could you book me two seats on that flight, please?

Agent: May I have the travelers' names, please?

James: Yes, Henry Brown and Charles Green. I'll send someone to pick up the tickets on Friday.

Agent: That'll be fine. Thank you, Mr. James.

James: Thank you. Good-bye.

Agent: Bye.

Dialogue Ⅲ

(Mr. Brown books a Saturday flight to Guangzhou. Unfortunately, all the tickets for Saturday flights to Guangzhou have been sold out. Therefore, he agrees to be put on the waiting list.)

Agent: Air China Shanghai Booking Office. Can I help you?

Brown: Yes. I'd like to make a reservation for Flight MU5319 to Guangzhou this Saturday.

Agent: I'm sorry. We're all booked up for Flight MU5319.

Brown: Then, how about another flight that day?

Agent: I'm afraid I can't get you on any flight this Saturday. However, there may be a cancellation. May I put you on the waiting list?

Brown: What are the chances?

Agent: I can't say for sure at the moment, but we'll see what we can do for you.

Brown: All right. Put my name on the waiting list.

Agent: Just in case there are no cancellations, can I put you on our earliest flight for next week?

Brown: Yes, please do.

Agent: May I have your name, please?

Brown: Jack Brown.

Agent: May I also have your telephone number in Shanghai?

Brown: I am staying at Hilton Hotel. My room number is 308.

Agent: Thank you. Good-bye.

Brown: Good-bye.

Dialogue A

(Mr. Baker has reserved a seat on Flight CA1568 from Shanghai to Beijing. Now his plans have changed and he wants to cancel his reservation.)

Agent: This is Air China Shanghai Booking Office. Can I help you?

Baker: Yes, please. I've made a reservation on your flight from Shanghai to Beijing. Now my plans have changed and I want to cancel my reservation.

Agent: May I have your flight number?

Baker: Sorry, I don't remember my flight number.

Agent: Then tell me your name, please.

Baker: Henry Baker.

Agent: Thank you. I'll check. (A moment later) Oh, here we are. You have reserved an economy-class seat on Flight CA1568 on the 8th of March from Shanghai to Beijing.

Baker: That's right.

Agent: Mr. Baker, I've already canceled your reservation.

Baker: Thank you.

Agent: Would you like to make another reservation?

Baker: No, thank you. I'll call you when I've made my new plans.

Agent: Thank you for calling, Mr. Baker. Good-bye.

Baker: Good-bye.

Words and Phrases

1. reservation [ˌrezə'veɪʃən] *n.* 预订
2. flight [flaɪt] *n.* 飞行, 航班
3. Kansas [ˈkænzəs] *n.* 堪萨斯[美国州名]
4. united [ju(:)'naɪtɪd] *a.* 联合的
5. book [bʊk] *v.* 预订
6. sometime [ˈsʌmtaɪm] *ad.* 在(将来)某一时候
7. direct [dɪ'rekt] *a.* 直达的
8. change [tʃeɪndʒ] *v.* 转换
9. San Francisco [ˌsæn frən'sɪskəʊ] *n.* 旧金山[美国港市]
10. economy [i(:)'kɒnəmi] *n.* 经济
11. class [klɑ:s] *n.* (这里)等级
12. senior ['si:njə] *a.* 地位(或级别)较高的
13. executive [ɪg'zekjʊtɪv] *n.* 高级官员
14. request [rɪ'kwest] *v.* 要求
15. fully ['fʊli] *ad.* 完全地
16. suggest [sə'dʒest] *v.* 提议
17. alternative [ɔ:l'tə:nətɪv] *n.* (这里)可供选择的航班
18. international [ˌɪntə(:)'næʃənl] *a.* 国际的
19. travel agency 旅行社
20. business ['biznis] *n.* 商务
21. present ['preznt] *n.* 目前
22. hold on (打电话时用语)等一下
23. cancellation [ˌkænsə'leɪʃən] *n.* 取消
24. available [ə'veɪləbl] *a.* 可得到的
25. stopover ['stɒpəʊvə] *n.* 中途停留
26. Frankfurt [ˈfrænkfət] *n.* 法兰克福(德国城市)

| | |
|------------------------------------|----------------|
| 27. sound [saund] | <i>v.</i> 听起来 |
| 28. traveler ['trævlə] | <i>n.</i> 旅行者 |
| 29. pick up | (这里)取票 |
| 30. unfortunately [ʌn'fɔ:tʃənɪtli] | <i>ad.</i> 不幸地 |
| 31. sell out | 售完 |
| 32. waiting list | 等候名单 |
| 33. booking office | 售票处 |
| 34. Air China | 中国国际航空公司 |
| 35. chance [tʃɑ:ns] | <i>n.</i> 机会 |
| 36. telephone number | 电话号码 |
| 37. reserve [ri'zə:v] | <i>v.</i> 预订 |
| 38. Hilton Hotel | 希尔顿饭店 |
| 39. cancel ['kænsəl] | <i>v.</i> 取消 |
| 40. flight number | 航班号 |
| 41. check [tʃek] | <i>v.</i> 检查 |

Notes

1. telephone reservations = to make reservations by telephone, 表示“电话订座”。
2. This is United, right?
“United”是“United Airlines”的省略形式,表示“美国联合航空公司”。
3. I'd like to book one seat to Kansas City on a flight ...
“I'd like”=“I would like”; “to book one seat on a flight”表示“在某一航班上订座”。
4. There aren't any direct flights, sir.
“direct flights”是指“直达航班”;也可以用“non-stop flights”表示。
5. You'll have to change in San Francisco.

这里“to change”=“to make a connection”,表示“中转”。

6. There's a flight leaving Beijing next Wednesday at 10:15.

这里现在分词短语“leaving Beijing next Wednesday at 10:15”相当于省略的定语从句:“which will leave Beijing next Wednesday at 10:15.”

7. Do you want to fly first or economy class?

“first class”是指“头等舱”,字母代号是“F”;而“economy class”是指“经济舱”,字母代号是“Y”。

8. As the flight he has requested is fully booked ...

“the flight is fully booked”是指“航班已经订满”,类似的表达还有“We are fully booked up for the flight”和“There are no seats available on the flight”。

9. Business class, please.

“Business class”是指“公务舱”,字母代号是C。

10. May I suggest an alternative?

这里“an alternative”是指“an alternative flight”;“alternative”相当于“another”。

11. Flight LH 721 has seats available on the same day.

该句表示“Seats are available on Flight LH721 on the same day”或“There are seats available on Flight LH 721 on the same day”。

12. How does that sound to you?

该句用来征求别人的看法,也可以说:“What do you think of that?”

13. Therefore, he agrees to be put on the waiting list.

“to be put on the waiting list”表示“被列入等候名单”。

14. I can't say for sure at the moment, but we'll see what we can do for you.

短语“for sure”表示“确切无疑地”；另外，动词“see”表示“try to find out”。

15. I'll check.

该句表示“我要查一下”。

16. Oh, here we are.

该句表示：“哦，找到了。”是指订座代理人在电脑上找到 Henry James 的姓名。

Relevant Information

Most people want to make their flight reservations by telephoning an airline reservation office. A reservations agent is responsible for making or confirming reservations for passengers who telephone the airline. Before going to reservations control to check whether or not there is a space available, the reservations agent will have to determine what time and day are most desirable for the passengers, find out whether the passenger is traveling alone or with other people and get the name of the passenger. In addition, he must find out which class of service the passenger desires, that is, first class, business or economy class. If space is not available on the flight that the passenger desires, it is advisable that the agent suggests an alternate flight. Besides reservations, a reservations agent is also supposed to give any other information the passenger may need, such as weather conditions and food service.

Summary of Useful Expressions

- (1) A: Hello, this is Air China Booking Office. May I help you?

- B: Yes, please. Do you have a direct flight from Beijing to Houston?
- (2) A: I'd like to make a reservation for Flight 312 to Beijing this Saturday.
- B: Let me see whether there're seats available on that flight.
- (3) A: I'd like to book one seat to Kansas City on Flight 315.
- B: I'm sorry we're all booked up for Flight 315.
- (4) A: Are the flights to Chicago non-stop?
- B: No. You have to change planes at Karachi.
- (5) A: Are there flights from Beijing to Zurich?
- B: We have a non-stop flight from Beijing to Zurich. It operates on Sundays.
- (6) A: How many times a week do you have a flight from Nanjing to Beijing?
- B: We have a daily flight from Nanjing to Beijing.
- (7) A: How many flights are there to Copenhagen?
- B: There're three.
- (8) A: What flights are there to Singapore?
- B: Air China.
- (9) A: When would you commence your trip?
- B: We want to leave for Beijing this afternoon.
- (10) A: Do you want to fly first or economy class?
- B: Economy, please.
- (11) A: Would you prefer first class or business class?
- B: Business class, please.

- (12) A: Do you prefer a morning flight or an afternoon flight?
B: A morning flight, please.
- (13) A: May I have your name, please?
B: John Smith.
- (14) A: How many seats do you want on Flight CA929 from Shanghai to Tokyo on February the 14th?
B: Only one seat, please.
- (15) A: May I know how many seats you want to reserve?
B: Two seats, please.
- (16) A: I need four seats, economy class.
B: Just a moment, please. I'll check.
- (17) A: I'm afraid Flight CA929 on the 14th is completely sold out. However, there may be a cancellation. May I put you on the waiting list?
B: Okay.
- (18) A: I need to change my reservation. Could you arrange the new itinerary for me?
B: Certainly. Will you please give me your full name?

Exercises

1. Translation:

- | | |
|----------|-----------|
| (1) 电话订座 | (2) 直达航班 |
| (3) 取消订座 | (4) 订座代理人 |
| (5) 旅行社 | (6) 起飞时间 |
| (7) 售票处 | (8) 航班号 |

2. Situational responses:

- (1) You are a reservations agent. If you don't know the particular time and date the passenger will take his flight, how would you ask him?
- (2) If you want to know which class of service the passenger desires, what would you say?
- (3) If space is not available on the flight that the passenger desires, what would you say and suggest to the passenger?
- (4) If there aren't any direct flights, what would you have to tell the passenger?
- (5) If you don't know how many tickets the passenger wants, how would you ask him?

3. Answer the following questions:

- (1) How do most people make their flight reservations?
- (2) What is a reservations agent's principal job?
- (3) What is the difference between the first class and the economy class?
- (4) What other information should a reservations agent give the passengers besides reservations?
- (5) Why does a reservations agent sometimes ask a passenger for his telephone number?

4. Roleplay:

It is a telephone dialogue. Student A is a passenger and Student B is a reservations agent. The passenger wants to make a reservation. The reservations agent needs to know the time and date for the passenger's departure, the class of service the passenger desires, and also his/her name. The dialogue begins with the telephone ringing.