

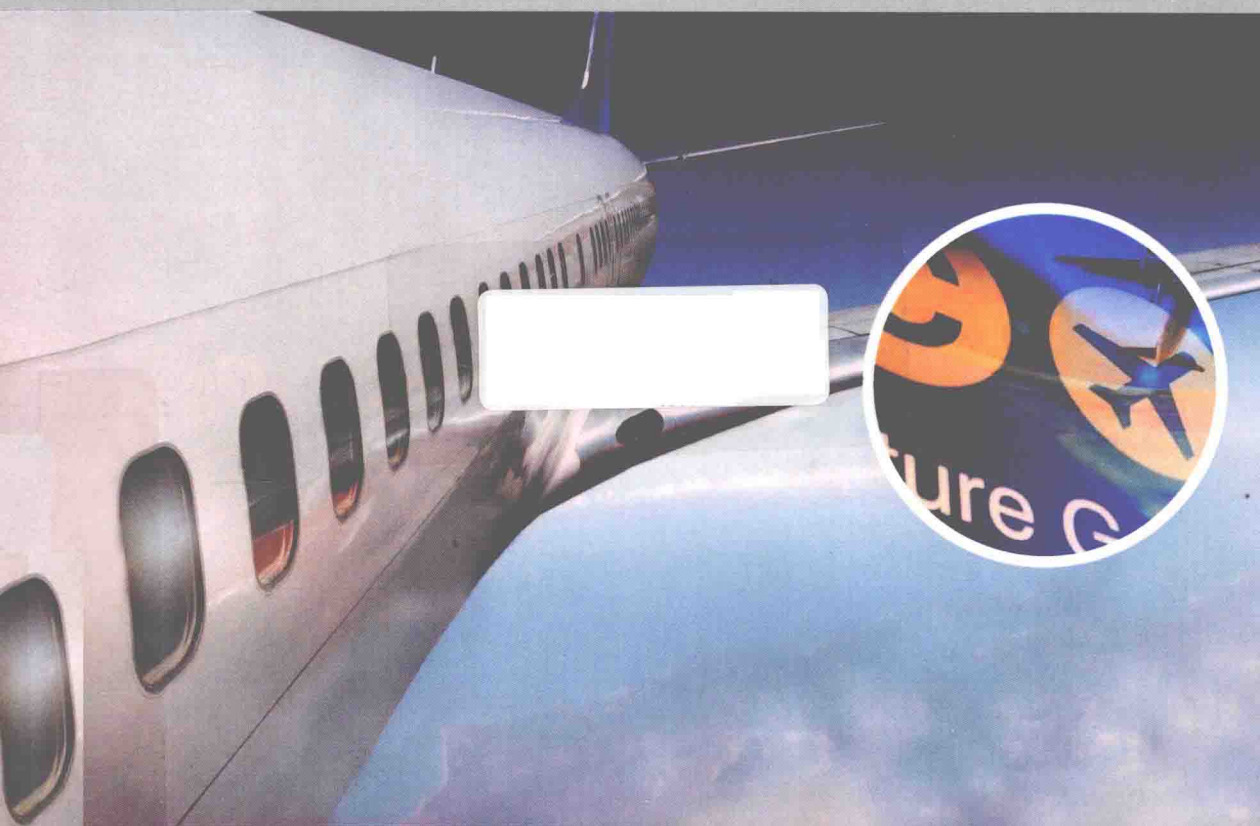


21世纪普通高校民航类专业规划教材



# 航空服务英语

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副主编 姬字君 鞠 萍 蒋 琳  
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北京航空航天大学出版社  
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## 内 容 简 介

《航空服务英语》教材的编写以工作任务为导向,通过对航空服务职业岗位任务所需要的能力进行分析,确定岗位所需的知识、技能和态度,进而组织教材内容。

本教材共 12 个单元,包括电话问询、客票服务、值机服务、行李服务、贵宾服务、安全检查、空中服务、起飞前准备、客舱服务、着陆、应急处理、航空广播。大部分单元有 4~6 课,每课内容由情景对话、专业词汇、常用专业句型和练习题组成。

本教材具有较强的实用性和针对性,适合中高等职业学校的学生使用,也可供航空公司作为员工的英语培训教材。

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# 前言

为了适应航空服务专业的教学需要,作者根据近几年来教学的经验积累,走访调研机场、航空公司及同类职业院校,结合学生的实际特点,编写了这本具有较强针对性和应用性的教材。

《航空服务英语》教材的编写以工作任务为导向,通过对航空服务职业岗位任务所需要的能力进行分析,确定岗位所需的知识、技能和态度,进而组织教材内容。本教材共12个单元,包括电话问询、客票服务、值机服务、行李服务、贵宾服务、安全检查、空中服务、起飞前准备、客舱服务、着陆、应急处理和航空广播。大部分单元有4~6课,每课内容由情景对话、专业词汇、常用专业句型和练习题组成。

教材的编写注重学生岗位能力的培养,设置航空服务不同工作岗位的情境,通过大量的情境语言实践,使学生能够准确和熟练地运用航空服务英语进行交流,给乘客提供优质的服务。

本教材的第1~6单元由薛祖梅编写,第7~12单元由井丽莉编写,何明辉负责本书编写的指导工作。本教材适合中高等职业学校的学生使用,同时也可供航空公司作为员工的英语培训材料。

本书出现的航班号、航班时间、票价、运费等信息仅供参考,特此说明。

由于编者水平有限,教材中难免存在疏漏之处,恳请读者批评指正。

编者

2014年6月

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## *Unit 1*

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# Telephone Information

## 电话问询









## Lesson 1 Enquires About Flight Information 询问航班信息



### Dialogue

(A = Agent(工作人员); P = Passenger(旅客))

A: This is Air China Booking Office. May I help you?

P: Yes. I'm planning a trip to London. Are flights from Beijing to London available everyday?

A: Hold on please, I'll check it for you.

...

A: Thank you for waiting. The Air China flight CA937 operates every day except Monday. It departs from Beijing at 2:05 p. m. and arrives in London at 4:50 p. m. on the same day.

P: What's the flying time between Beijing and London?

A: It's about 10 hours.

P: What type of the aircraft do you use?

A: It's a Boeing 747.

P: What's the economy class fare?

A: Well, it depends on the date of your departure. If you're leaving this month, you'll be able to get discounted tickets, but if you choose to leave next month, I'm afraid you won't have that luck, since students' summer vacation is coming. Would you like one-way or round trip tickets?

P: Round trip, I think.

A: A round trip ticket is a little cheaper. Would you like to make a reservation now?

P: Not now. I haven't decided my departure date yet. I'll call you again after my travel plan is set. Thank you so much for your information.

A: It's my pleasure. If you have any questions about flights or when you are ready to book your flight, please contact us.



### New Words

enquiry(also inquiry) [in'kwaɪəri] *n.* 询问



information [ˌɪnfəˈmeɪʃən] *n.* 通知, 消息, 报告

schedule [ˈskedʒul] *n.* 时间表, 计划, 一览表

available [əˈveɪləbəl] *adj.* 有空的, 有用的

operate [ˈɒpəreɪt] *v.* 操作, 运转; 动手术

except [ɪkˈsept] *v.* 除, 除外; 反对

*prep.* 除了……之外, 若不是, 除非

depart [dɪˈpɑ:t] *v.* 离开, 出发, 放弃

type [taɪp] *n.* 类型, 品种, 样式; 模范

*v.* 打字

economy [i(:)ˈkɒnəmi] *n.* 节约; 经济

class [klɑ:s] *n.* 班级; 阶级; 种类

economy class 经济舱

fare [fɛə] *n.* 费用

depend [dɪˈpend] *v.* 依靠; 相信, 信赖

departure [dɪˈpɑ:tʃə] *n.* 离开, 出发

reservation [ˌrezəˈveɪʃən] *n.* 保留, 预订



## Key Sentences

1. There are flights to Guangzhou every day. 每天都有去广州的航班。
2. We have flights from Beijing to London every day except Monday. 除周一外我们每天都有北京飞往伦敦的航班。
3. We have 2 flights to Rome every week, Tuesday and Saturday. 我们一星期有两班飞往罗马, 周二和周六。
4. Which flight do you want to take? 您想坐哪一班?
5. When would you like to leave? 您想哪天走?
6. What's your departure date? 您想哪天走?
7. The flying time between Beijing and Paris is 10 hours. 北京到巴黎的飞行时间是 10 小时。
8. Would you like to book that flight? 您想订那个航班吗?
9. Would you like to make a reservation now? 您想现在预订吗?
10. I'm afraid we don't have any direct flights to Seattle. 抱歉, 我们没有直飞西雅图的航班。
11. Thank you for your waiting. 感谢您的等待。
12. Thank you for flying Air China. 感谢您乘坐国航航班。
13. Would you please repeat that? 您能再说一遍吗?
14. I beg your pardon? 您能再说一遍吗?



## Exercises

**Fill in the blanks with proper words or phrases.**

P: Do you have a \_\_\_\_\_ flight from Los Angeles to Xiamen?

A: I'm sorry we don't have \_\_\_\_\_ flights from Los Angeles to Xiamen.

P: Are there any other airlines flying \_\_\_\_\_?

A: I'm afraid no airlines \_\_\_\_\_.

P: How can I get there?

A: Don't worry. I can arrange \_\_\_\_\_ for you.

P: Do I have enough time to catch \_\_\_\_\_?

A: According to the flight schedule, you have two hours and a half for \_\_\_\_\_ and you are sure to make it.



## Lesson 2 Telephone Reservations

### 电话预订



#### Dialogue

A: Hello. This is Hainan Airlines Booking Office. What can I do for you?

P: I'd like to book a flight to Kunming.

A: When would you like to leave?

P: Tomorrow.

A: We have three flights to Kunming every day. The departure time for the three flights is 8:25 a. m. ,3:25 p. m. ,and 6:55 p. m. Which flight do you want to take?

P: I want to take the flight leaving at 3:25 p. m.

A: Let me check if there is space available on that flight.

...

A: I'm afraid that flight has been fully booked. You know we're now in tourist season. If you plan to go to tourist cities,like Kunming,Guilin,you should make reservations a few days earlier before the flight departure date.

P: I know. But it's rather short notice. I have to meet one of my customers there to talk about an important project.

A: But there are a few seats left on the other two flights. Which one would you take?

P: How long does the flight take?

A: The trip lasts about 3 hours.

P: I'm afraid the evening flight is too late. I'd rather take the morning flight.

A: Do you need a return ticket?

P: No, just one-way trip.

A: How many seats do you want?

P: Only one.

A: Would you travel business class or economy class?

P: Economy class.

A: May I have your name?

P: Mike Smith.



A: Would you spell your name?

P: M-I-K-E, S-M-I-T-H.

A: May I have your phone number so that we can contact you?

P: 64744428.

A: Mr. Smith, let me repeat your reservation. I've confirmed one economy class seat on HU7165 from Beijing to Kunming on July the 9th. It leaves Beijing at 8:25 a. m.

P: Thank you very much.

A: It's my pleasure. Thank you for flying Hainan Airlines.



## New Words

tourist ['tuərist] *adj.* 旅游的

*n.* 旅游者, 观光者

customer ['kʌstəmə] *n.* 顾客, 客户

project ['prɒdʒekt] *n.* 工程; 项目; 计划; 事业

confirm [kən'fɜ:m] *v.* 确定, 批准, 证实



## Key Sentences

1. How many seats do you want? 您要订几个座位?
2. Would you travel business class or economy class? 您选择公务舱还是经济舱?
3. Would you prefer first class or economy class? 您选择头等舱还是经济舱?
4. What class of seats do you prefer? 您想要什么舱位?
5. May I book a return flight for you? 需要订回程的航班吗?
6. I've confirmed one economy class seat for you. 我已经给您确认了一个经济舱位。
7. You may have your baggage checked through. 你可以办理行李联运。
8. Please check-in at least two hours before departure time. 请至少提前两个小时办理登机手续。
9. May I have your phone number so that we can contact you? 请告诉我您的电话以便于我们联系您。



## Exercises

**Make appropriate responses with given information.**

P: I'm interested in taking your flight to Tokyo.

A: \_\_\_\_\_?



P: October 3.

A: We have two flights to Tokyo every day. \_\_\_\_\_?

P: I want to take the flight leaving in the afternoon.

A: \_\_\_\_\_?

P: Book me two tickets.

A: \_\_\_\_\_.

P: Economy class.

A: \_\_\_\_\_?

P: No, just one-way trip.

A: \_\_\_\_\_?

P: My name is Peter Bradly. My wife's name is Susan.

A: \_\_\_\_\_?

P: You can reach me at 84552244.



## Lesson 3 Reservation Change

### 预定更改



#### Dialogue

A: Hello, Air China Booking Office. May I help you?

P: Yes. I've made a reservation on your flight CA1323 from Beijing to Zhuhai, leaving on August 8th. But my boss has asked me to get there two days earlier, could you change my departure date from 8th to 6th?

A: Yes, ma'am. May I have your full name? I'll make the change for you.

P: Mary Branson.

A: Thank you, ma'am. I've got your reservation record: Beijing—Zhuhai on August 8th. You want to change your departure date to 6th, is that correct?

P: Yes.

A: Okay, but I have to check if there are any seats available.

...

A: Thank you for waiting. There're two flights to Zhuhai on 6th. The computer shows that there are a few spaces left on both flights but there isn't any discount on the flight leaving at 12:10 p. m. , while the other flight leaving at 8:35 a. m. still has discounted tickets.

P: Well, I prefer this morning flight.

A: Your confirmed ticket is 30% off, but the fare on this flight is only 20% off. I'm afraid you'll have to pay extra if you make the change.

P: Okay. I don't mind. I have to leave that day.

A: Ms. Branson, have you got your ticket issued?

P: Yes, I've paid for my ticket in your office.

A: Then you should go to one of our offices to pay additional charge before the departure date.

P: Okay. Thanks a lot for your help.





## New Words

discount ['diskaunt] *n.* 折扣, 贴现率

*v.* 打折扣, 贴现

extra ['ekstrə] *adj.* 额外的

*n.* 额外的事物

issue ['isju:] *v.* 发行; 流出; 造成……结果

additional [ə'dɪfənəl] *adj.* 附加的, 另外的

charge [tʃɑ:dʒ] *n.* 电荷, 指控, 费用

*v.* 要价, 承担

reissue ['ri:'isju:] *vt.* 再发行(重排, 新版本), (机票的) 换开



## Key Sentences

1. I've got your reservation record. 我已经找到了您的订座记录。
2. I'm afraid you have to pay extra if you make the change. 如果您要做变更, 就需要支付差价。
3. Have you got your ticket issued? 您出票了吗?
4. We'll reissue your ticket. 我们会给您重新出票。
5. Our airline will pay for the difference and offer you meals. 我们航空公司会支付差额部分并为您提供餐食。



## Exercises

### I. Make appropriate responses according to the given information.

P: Could you change my departure date to next Monday?

A: Okay, but \_\_\_\_\_ ... Thank you for waiting. There are a few seats left on that flight.

P: Please help me book on that flight.

A: But there aren't any discounted tickets, \_\_\_\_\_.

P: I don't mind.

### II. Translate the following sentences into English.

1. 我已经找到了您的订座记录。
2. 如果您要变更机票, 就需要支付差价。