

民航乘务英语实用会话

Practical Cabin English



范建一◎ 编著



中国民航出版社

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前 言

《民航乘务英语实用会话》首次出版于1996年，距今已有18年。在此期间，该书曾被全国多所大专院校空乘专业作为乘务英语教材，或被航空公司作为英语培训教材，并于2004年进行了第二版的修订。然而时过境迁，今天中国的民航业，无论客舱服务内容、服务水平，乘务人员的英语水平，还是航空公司对乘务人员的英语会话能力的要求都已发生了很大的变化。显然，第二版《民航乘务英语实用会话》已不能适应民航乘务英语教学的需要。为此，在中国民航出版社的主导下，决定对《民航乘务英语实用会话》第二版进行修订。

《民航乘务英语实用会话》第三版保留了原《民航乘务英语实用会话》的精髓——实用性，但对内容、体例和结构都进行了大幅度的调整，其目的在于更加突出实用性和针对性，更加适应民航空乘人员培养的要求。

本书在内容上有如下特点：其一，全书内容是从乘务员角度来编写的，以解决乘务员在客舱服务工作中遇到的英语语言问题；其二，该书按乘务人员的工作流程来编写，既有利于学习又便于日后查阅；其三，该书在每章增加了乘务员工作职责一节，根据工作职责有的放矢地训练英语会话能力以达到事半功倍的效果；其四，作为一名优秀的乘务人员，除具有丰富的知识储备外，还应掌握相应的英语表达语汇，为此，书中增加了中华饮食文化——中国八大菜系的英文简介、中国重大节日的由来以及15个旅游城市和景点的英文介绍。

本书共分12章(Chapter)，第1章至第10章为必备英语会话能力，第11章和第12章为拓展英语会话能力。前十章按客舱服务工作程序编排，每一章内容分为七小节：I. Warm-up Questions (预热问题)，II. The Responsibilities of Flight Attendants (乘务员的职责)，III. Useful Terms (常用词汇)，IV. Useful Expressions (常用语)，V. Situational Dialogues (情景会话)，VI. Exercises (练习)和VII. Tips (小贴士)。节与节之间既是独立的，又构成了有利于英语学习的逻辑关系。

本书既可以作为空乘人员的课堂英语教材，也可作为自学材料；既适用于新乘

务员的初始学习，又适合在岗乘务员的巩固复习之用。

本书在编写之前得到了中国民航出版社编辑杨玉芹女士的鼎力相助，她在选题、体例、内容编排等方面提出了很多指导性的意见和建议，本书是编者和编辑共同努力的结果。本书在编写过程中，曹虹女士、沈骑先生、范夏阳先生、范劲松先生、周懿然女士和段兰女士对初稿提出了中肯的修改意见和建议，在此表示最诚挚的感谢！本书在编写过程中还参考了大量国内外有关的文章、文献资料和书籍，限于篇幅不一列举，在此一并致以衷心的感谢。囿于编者水平所限，谬误之处在所难免，恳请广大乘务员、读者及授课教师不吝赐教并予以匡正。

范建一

2014年7月21日于深圳仰光苑

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Chapter 1 Greeting Passengers and Baggage Arrangement

I. Warm-up Questions

1. How would you greet passengers when they board the plane? What would you say?
2. What would you say to the passenger who is blocking the cabin aisle while other passengers are waiting behind him?
3. How to tell a passenger when he/she sits in a wrong seat?
4. How to explain to the passenger about the equipment being used?
5. How to deal with and say when one's baggage is too big to put in the overhead compartment?
6. How to explain to the passenger when his/her baggage is blocking the cabin aisle?
7. How to provide service and communicate with the first class passengers?

II. The Responsibilities of Flight Attendants

As a flight attendant, you will stand at cabin doors to welcome passengers warmly while passengers begin to board the plane. And you will also greet passengers with smiles and lead them to their seats, especially for the old, the weak, the sick, the disabled. . . If the passengers are blocking the aisles, you should remind them politely. You help passengers place their baggage. The space of overhead compartment should be properly arranged. If the passenger's hand baggage is not in accordance with the safety regulations, you have

to notify the chief purser. When everyone is on board, you will count the numbers of passengers.

In the first class cabin, flight attendants have to hang clothes for passengers and provide service items like hot towel, drinks and give them slippers, pillows, blankets, magazines, newspapers per their request. Besides magazines and newspapers, there are films and music available on the flight. You will set the screens, assist passengers to adjust their headsets. You will offer toys or color books or gifts to the children to keep them occupied. You should respectfully address the surnames of VIPs. If time is limited, this part of job must be done after take-off.

III. Useful Terms

international passenger 国际旅客

domestic passenger 国内旅客

crew 全体机组成员

captain 机长

flight attendant 乘务员 (英)

stewardess 女乘务员 (美)

steward 男乘务员 (美)

purser 乘务长

chief purser 主任乘务长

air marshal 空警

security guard 安全员

boarding pass 登机牌

cabin aisle 机舱过道

row 排

aisle seat 靠过道座位

window seat 靠窗座位

vacant seat 空闲座位

overhead compartment 行李架

carry-on luggage/cabin baggage 随身行李

checked baggage 托运行李

wheelchair 轮椅

IV. Useful Expressions

1. Good morning. Welcome aboard!

早上好, 欢迎登机!

2. Hello! Nice to meet you!

您好! 见到您很高兴!

3. Miss/Sir, what can I do for you?

or: Is there anything I can do for you?

小姐/先生, 需要帮助吗?

4. May I introduce myself? My name is _____, the first class cabin attendant / purser of this flight.

我可以做一下自我介绍吗? 我是本航班头等舱乘务员/乘务长_____。

5. Excuse me. May I see your boarding pass?

or: Would you mind showing me your boarding pass?

or: Your boarding pass, please?

对不起, 能看一下您的登机牌吗?

6. The seat number is indicated along the edge of the overhead bin / compartment.

座位号就显示在行李架边沿上。

7. Would you please take the seat according to your seat number?

您能按座位号入座吗?

8. Would you please go back to your assigned seat for the time being? After taking off you may return to this seat.

请您现在坐到指定座位上好吗? 等起飞后可再回此座。

9. In order to ensure weight balance when our plane takes off, you should be seated in the assigned seat.

为了飞机起飞时的配载平衡, 您应坐在指定的位置。

10. I'm afraid you are in the wrong seat.

恐怕您坐错了座位。

11. Please take this/that aisle to your seat.

请从这条/那条过道走。

12. It's a window/a middle/an aisle seat.

这是靠窗/中间/靠过道座位。

13. Go ahead please.

请往前走。

14. It's in another compartment, please go ahead.

在另一客舱, 往前走。

15. You can talk to the madam to see if she's willing to change seat with you.

您可以和那位女士商量, 看她是否愿意和您换座位。

16. OK, I'll try to consult with the person beside him to exchange the seat with you.

行，我尽量和他旁边的旅客商量一下，和您换位子。

17. Would you mind changing your seat with another passenger?

您愿意和另一位旅客换一下座位吗？

18. Excuse me, sir. Could you please step aside and allow other passengers to pass through?

对不起，先生。您能往边上站一点让其他旅客过去吗？

19. May I help you with your bag?

我能帮您提行李吗？

20. Please carry your bag and follow me.

请拿好行李随我来。

21. The overhead compartments are all occupied. I'm afraid you'll have to stow your bag under the seat in front of you.

行李架已放满了，恐怕您要將行李放在您前面的座椅下面。

22. Please put it under your seat, thank you!

请把它放在您的座位下面，谢谢！

23. Would you mind me putting your baggage somewhere else?

您不介意我帮您把行李放到别的地方吧？

24. Please don't put your handcart in the overhead compartment.

请您不要把手推车放在行李架上。

25. Your bag is too heavy. It might fall down in case of turbulence and hurt somebody.

您的行李太重，万一飞机颠簸掉下来会砸伤人的。

26. Your baggage is too big to put into the compartment or under the seat. It should be checked. Would you mind my putting your bag to the ground staff?

由于您的行李太大，行李架和座位下面都放不下，必须托运。我把它交给地面人员托运好吗？

27. Please don't put your box in the overhead compartment, as it's too heavy, but it can be put under your seat.

请不要把您的箱子放在行李架内，太重了，可放在您的座椅下面。

28. Please place your carry-on luggage in the overhead bin or under the seat in front of you.

请把您的行李放在行李架上或您前面的座椅下面。

29. For the convenience of others, please keep the aisle clear.

为了他人的方便，请保持过道的通畅。

30. Thank you for your cooperation!

谢谢您的配合！

31. Please carry the bag and follow me. Maybe there will be some room in the front cabin.

请提着行李随我来，前舱也许有地方。

32. There is no bassinet on the plane, but I will try to find some empty seats, remove the armrest and make some room for your baby.

飞机上没有摇篮，但我可以帮您把空座位的扶手收好，为您孩子腾出个地方。

33. Feel free to adjust your seat back to a more comfortable position.

任意把椅背调整到较舒适的位置。

34. Just press the button on your armrest and lean backward at the same time.

您只要按下座椅扶手上的按钮，同时身体向后靠就行了。

35. You can turn the knob here in any direction you like. If you want to shut it off, you can turn it tightly to the right.

您可以把这个旋钮调整到您需要的地方。如果您想关掉，就向右转紧。

36. If there's anything we can do for you, just press the call button.

如有任何需要请按呼叫按钮。

37. Your hot towel, madam/sir.

女士/先生，请您用热毛巾。

38. I am very honored to be at your service.

很荣幸为您服务。

39. Would you like to hang up your clothes?

请问衣服需要挂起来吗？

40. Could you please check if you have any valuables in your pockets?

or: Are there any valuables in the pockets?

请检查一下有贵重物品在口袋里吗？

41. Just leave them here. It'll be right.

没关系，就放在衣服里吧。

42. We are not responsible for any valuables or important items.

我们不负责保管任何贵重物品。

43. Here is hot towel.

请用热毛巾。

44. We have *People's Daily*, *China Daily*, *Commercial Travel* and other local papers.
Which one would you like?
我们有《人民日报》、《中国日报》、《商旅报》和其他一些地方报纸。请问您想要哪一种?
45. What would you like to drink?
您要喝点什么吗?
46. Which one do you like, black tea or jasmine tea?
您想喝红茶还是花茶?
47. Would you like to change to slippers now?
您现在需要换双拖鞋吗?
48. You'll feel more comfortable in slippers.
换上鞋会感到舒服点。
49. Here is the slippers bag and the shoehorn.
这是鞋袋和鞋拔子。
50. You're not allowed to smoke on the flight.
航班全程禁烟。
51. I'll hang up your coat in the wardrobe and give it back to you before arriving.
我会把衣服挂在那边的衣柜里，到达前会把它交还给您。
52. I'm sorry to keep you waiting so long.
很抱歉，让您久等了。

V. Situational Dialogues

Dialogue 1: Seeking seat

A = flight attendant P1 = passenger 1 P2 = passenger 2

Scene: A flight attendant stands at the front cabin door to welcome the passengers aboard.
The other flight attendants show the passengers to their seats.

A: Good morning! Welcome aboard!

P1: Good morning! Could you direct me to my seat?

A: Sure. Let me have a look at your boarding pass please!

P1: Yes, Here it is.

A: Your seat is in the middle of the cabin, the aisle seat. Follow me, please!

P1: Thank you! (The flight attendant finds that the seat has been occupied by a woman.)

A to P1: Please wait a moment.

A to P2: Excuse me, madam. Would you like to show me your boarding pass please? I'm afraid you sit in the wrong seat. This is 16A, but yours is 6A, in the front of the cabin. The seat number is shown along the edge of the overhead compartment.

P2: Oh! Let me check... You are right. I'm in the wrong seat. I am sorry!

A to P1: Here's your seat.

P1: Thanks a lot!

A: You are welcome.

对话 1: 寻找座位

A=乘务员 P1= 乘客 1 P2= 乘客 2

场景: 一位乘务员站在前机舱门口欢迎乘客, 其他乘务员引导乘客就座。

乘务员: 早上好! 欢迎乘坐本次航班!

乘客 1: 早上好! 您能帮我看一下我的座位在哪里吗?

乘务员: 好的。让我看一下您的登机牌。

乘客 1: 行, 给您。

乘务员: 您的座位在中舱, 靠过道的座位。请随我来。

乘客 1: 谢谢! (乘务员发现那个座位上已坐着一位女士。)

乘务员对乘客 1: 请在这里稍候片刻。

乘务员对乘客 2: 对不起, 女士。您能把登机牌给我看一下吗? 您恐怕坐错位子了, 这是 16 排 A 座, 您的是 6 排 A 座, 在前舱。座位号显示在行李架下沿。

乘客 2: 哦! 让我看一下……是的, 我坐错了, 对不起。

乘务员对乘客 1: 这就是您的座位。

乘客 1: 太感谢您了!

乘务员: 不用谢。

Dialogue 2: Helping a madam to seek her seat

A = flight attendant M = madam

Scene: A woman with a baby comes up to a flight attendant.

A: Good afternoon, madam. What can I do for you?

M: Where's my seat? Could you tell me, please?

A: May I see your boarding pass?

M: Here you are.

A: It's 22F, six rows up on the right, the window seat. Come with me! Can I help you with your bag?

M: Thanks a lot.

A: Here we are! (The woman with her baby settles into her seat.)

A: This is the call button. If you need us for anything, please push it.

M: Yes, I will.

对话 2: 帮助女士寻找座位

A = 乘务员 M = 女士

场景: 一位带小孩的女士向一位乘务员走过来。

乘务员: 您好, 太太。我能为您做点什么吗?

女士: 我的座位在哪儿?

乘务员: 我看一下您的登机牌好吗?

女士: 给您。

乘务员: 往前数六排右边靠窗座位。请随我来! 需要我帮您拿行李吗?

女士: 太谢谢您了。

乘务员: 就这里! (女士带着孩子入座。)

乘务员: 这是呼叫按钮。如果您需要我们做什么, 只需按一下。

女士: 谢谢, 我会的。

Dialogue 3: Explain about the equipment being used

A = flight attendant M = madam with a baby

Scene: A flight attendant comes to a madam who is sitting with a baby and helps the madam
...

A: This is the seat recliner button. If you push it, your seat back will recline. But make sure it's in the upright position when taking off or landing. Now you can try.

M: Ah! It's really comfortable. Thank you very much. . . Would you please help me adjust the air flow? I feel a bit cold.

A: Yes. You can adjust the air flow by turning the knob left or right. If you also feel cold,

you can turn it off .

M: I see. Let me try. . . It ' s all right now.

A: This is your seat belt. To be on the safe side, you should keep your seat belt fastened when the plane takes off or lands.

M: Could you tell me how to fasten the seat belt?

A: Certainly! It ' s very easy. Just insert the metal fitting into the buckle and pull on the loose end to tighten the belt. That ' s all.

M: How can I unfasten the seat belt?

A: You just pull the metal button up. You can try.

M: . . . Am I right?

A: Very good! One more thing, you can hold your baby outside the seat belt. That ' ll be comfortable for your baby.

M: It ' s a good idea. Thank you very much for all your help.

A: You ' re welcome.

对话 3: 如何使用机上设施

A = 乘务员 M = 抱孩子的女士

场景: 一位乘务员朝一位抱着孩子的女士走来, 帮助她……

乘务员: 这是座椅靠背按钮。您按一下, 您的座椅靠背就会向后倾斜, 但在飞机起飞和着陆期间, 座位须处在垂直的位置。您试试看。

女士: 啊! 确实舒服, 谢谢您。……您能帮我调一下空调吗? 我感到有点冷。

乘务员: 好的。您可以通过左右转动这个转钮调节气流大小。如果还是感到冷您可以关上。

女士: 我明白了。让我来试试……这下好了。

乘务员: 这是您的安全带。为了安全起见, 在飞机起飞或降落时, 您应该坐在座位上系好安全带。它使用起来很容易, 把带金属的这一头插进带扣, 然后抽紧另一头, 就这样。

女士: 那我怎么解开安全带呢?

乘务员: 您只需将这个金属扣往上拉即可解开, 您试试看。

女士: 是这样吗?

乘务员: 很好。另外, 您不要将安全带绑在孩子身上, 这样您孩子会舒服些。

女士: 这是个好主意。非常感谢您的帮助。

乘务员：不用客气。

Dialogue 4: Change seats

A=flight attendant P1= passenger1 P2= passenger2 P3=passenger3

Scene: A passenger doesn't take the seat assigned to him.

A: Excuse me, sir. May I see your boarding pass?

P1: According to my seat number, I should be seated in the middle of the cabin. But since I got up this morning, I've got a terrible stomachache. So I really need a seat by the lavatory. Would it be possible for me to sit here?

A: I understand. But for the safety's reason, you should be seated in the assigned seat.

P1: I don't understand. Can you explain it to me?

A: The reason is very simple. The plane should be kept proper weight and balance when it takes off.

P1: OK, I see. I'll go back to my assigned seat.

A: You may return to this seat after it takes off.

P1: Really? Thanks a lot.

P2: Excuse me. Do you mind if I ask you a question?

A: Go ahead.

P2: The man over there is a friend of mine. I wonder if I could sit next to him.

A: Well. Let me try to talk with the girl next to him to change the seat with you. (To another passenger) May I trouble you, Miss? The man over there would like to sit together with the passenger here. Would you be kind enough to change to another seat?

P3: OK, no problem.

A: Thank you, Miss. (To P2) Now, you can sit with your friend.

P2: (To the flight attendant) Thanks a lot.

A: You're welcome.

对话 4: 换座位

A= 乘务员 P1= 乘客 1 P2= 乘客 2

场景：一位乘客没有按指定座位入座。

乘务员：对不起，先生。我能看一下您的登机牌吗？

乘客 1：按我的座位号，我应该坐在中舱。但我今天早上起来肚子疼得厉害，所以

我需要靠近卫生间的座位。我能坐在这儿吗？

乘务员：我理解您。但为了确保安全您应该坐在指定的位置上。

乘客 1：我不明白，您能解释一下吗？

乘务员：原因很简单，飞机起飞时需要保持配载重量的平衡。

乘客 1：好，我明白了。那我回到指定的座位上吧。

乘务员：您可以在起飞后再回到这个位子上来。

乘客 1：真的吗？太谢谢您了。

乘客 2：对不起。我能问您个问题吗？

乘务员：问吧。

乘客 2：那边的那位先生是我的一个朋友。我想知道我能不能坐在他边上。

乘务员：嗯，我去同坐在他边上的女士商量一下，和您换个座位。

(对另一乘客说) 小姐，麻烦您一下好吗？那位男士想和这位乘客坐在一块儿。请您给换个座位好吗？

乘客 3：行，没问题。

乘务员：谢谢您，小姐。(对乘客 2 说) 现在您可以和朋友坐一起了。

乘客 2：(对乘务员说) 多谢您了。

乘务员：不客气。

Dialogue 5: Baggage arrangement

A = flight attendant P1 = passenger1 P2 = passenger2

Scene: A bag is put on the aisle.

A: Excuse me, whose bag is this?

P1: It's mine. The overhead compartment is full and I've tried to put it under the seat, but it doesn't fit. I don't know where to put it. Can you help me?

A: Sure. Don't worry. Please carry the bag and follow me. Maybe there is some room in the rear of the cabin.

(They come to the rear of the cabin. The attendant opens one of the overhead compartments and she finds a handcart in it.)

A: Whose handcart is this, please?

P2: It's mine. What's up?

A: Please don't put your handcart in the overhead compartment, in case of turbulence, it might fall down and hurt somebody. Could you place it under your seat?