



普通高等院校民航  
特色专业统编教材

空乘专业

PUTONG GAODENG YUANXIAO MINHANG  
TESE ZHUANYE TONGBIAN JIAOCAI



# 民航客舱服务英语

ENGLISH FOR IN-FLIGHT CABIN SERVICE

蒋晓瑜 主 编

刘 宇 副主编

We will now explain how to use the emergency exit  
This is your captain speaking  
LADIES AND GENTLEMEN, WE DOUBT  
Please take your seats  
Thank you for your cooperation

中国民航出版社



普通高等院校民航特色专业统编教材·空乘专业

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# 出版前言

当前,我国民航事业呈现快速发展态势,人才需求巨大,人才缺口矛盾突出。为深入实施“科教兴业”和“人才强业”战略,进一步加快民航专业人才培养,提高人才培养质量,努力为推动民航强国建设提供更加强有力的人才保障,在院校教育方面必须十分注重教学基本建设,编写民航统编教材便是其中的一项重要工作。

民航局高度重视统编教材编写工作,自2012年首次推出“空管专业统编教材”以来,其他特色专业教材也得到了系统开发,此次空乘专业统编教材的编写出版就是在民航局高度重视下取得的又一成果。

针对目前空乘教材高职特色反映不够,偏重于理论知识的编写整理而缺乏实训的现状,本套教材在编写过程中紧密结合民航职业技能鉴定标准要求,遵循职业教育教学特点,贯彻以学生为主体的教学思想,理论知识以“必需”和“够用”为度,重点突出实际操作技能。同时,为保证教材的实用性、先进性,并能反映服务过程中的技术水平,本套教材的开发、编写由来自中国民航大学、中国民航飞行学院、中国民航管理干部学院、广州民航职业技术学院、上海民航职业技术学院的空乘培训教师与来自中国国际航空股份有限公司、中国东方航空股份有限公司、中国南方航空股份有限公司等企业的专业人员共同完成,使教材内容更具有针对性,更加贴近社会需要和职业岗位需求标准,从而有效推进“工学结合、校企合作、顶岗实习”人才培养模式的构建与实施。

本套教材秉承民航特色专业统编教材的编撰宗旨,在内容、体例、规范等方面更加严谨、务实,编者多是长期从事空中乘务教学和研究工作的资深教师及富有空乘服务经验的一线专业人员,书稿中的重要内容均经过行业专家审核把关。该套丛书体现了权威、创新、普适的特点,丰富、更新并完善了近年来空乘专业的教材体系,既适合民航大中专院校、社会上各类航空培训机构用作教材,也可作为民航一线服务人员拓展知识、提高服务能力的培训用书。

此次空乘专业统编教材的组织编写专业细分性较强,涉及面广,不足之处在所难免,诚恳地欢迎大家在教材使用过程中提出改进意见,使统编教材日臻完善。

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# 前 言

随着国内外民航业的发展,航空公司对客舱乘务员的要求日益提高,培养“高素质、严标准、多能力”的乘务员已经越来越成为众多航空公司的共识,且乘务员的英语水平直接决定了其自身的发展空间和航空公司的规划前景。因而,以提高乘务员英语水平为目的的教材相继应运而生,且层出不穷。与传统的专业英语教材相比,该教材严格遵循专门用途英语(ESP)教学标准,依托行业特色与专业知识,以语言作为教材编写的出发点与落脚点,从宏观上满足客舱乘务员在实际工作中对语言使用的诉求,从微观上提升客舱乘务员在诸如语言交际技能、词汇运用、语音语调以及语法准确性等方面的语言运用水平。同时,教材融合了适合课堂教学的“讲授模块”与能力延伸的课后“自学模块”的教学设计理念,以期在一定程度上解决在职客舱乘务员在学习过程中产生的“工学矛盾”。

《客舱服务英语》是乘务英语课程的主干课程之一。该教材本着“以应用为目的,实用为主,够用为度”的原则,着重强调实用性、常识性和灵活性,把客舱服务工作中常见的英语词汇、句型、语法等相关知识作为重点内容,通过客舱服务和客舱安全两大主要板块内容的有机结合,提高客舱乘务员对行业英语特点的认知能力。该教材一方面概括了客舱服务的主要内容:乘客登机、客舱检查、餐饮服务、娱乐服务、免税品售卖等;另一方面涉及了客舱安全的相关事宜:机上急救、紧急迫降等。另外补充了常用特殊餐食代码表、世界主要航空公司代码及呼号、国内外主要机场名称及三字代码、常用特殊乘客代码表及广播词内容,收录了客舱乘务员工作中应读懂的部分表单。

本书由中国民用航空飞行学院空乘学院蒋晓瑜、刘宇、李健、李婷雯老师及上海民航职业技术学院秦缜铮老师共同编写,所有文稿最后由蒋晓瑜统稿、修订。在本书编撰过程中,倪贤祥教授提出了宝贵的意见,特此感谢!

编者

2015年6月

# Contents

## Unit One PRE-FLIGHT BRIEFING

Section 1	Background Information	1
Section 2	Language Practice	3
Section 3	Language Activity	8
ROLE PLAY		8

## Unit Two PASSENGER RECEPTION

Section 1	Background Information	9
Section 2	Language Practice	11
Section 3	Language Activity	16
ROLE PLAY		16

## Unit Three DRINK AND MEAL SERVICE

Section 1	Background Information	17
Section 2	Language Practice	18
Section 3	Language Activity	23
ROLE PLAY		23

## Unit Four ENTERTAINMENT SERVICE

Section 1	Background Information	24
Section 2	Language Practice	26
Section 3	Language Activity	30
ROLE PLAY		30



## **Unit Five DUTY-FREE SALES**

Section 1	Background Information	31
Section 2	Language Practice	33
Section 3	Language Activity	36
	ROLE PLAY	36

## **Unit Six FIRST AID**

Section 1	Background Information	37
Section 2	Language Practice	39
Section 3	Language Activity	42
	ROLE PLAY	42

## **Unit Seven EMERGENCY (1)**

Section 1	Background Information	44
Section 2	Language Practice	47
Section 3	Language Activity	53
	ROLE PLAY	53

## **Unit Eight EMERGENCY (2)**

Section 1	Background Information	54
Section 2	Language Practice	56
Section 3	Language Activity	62
	ROLE PLAY	62

## **Unit Nine PRE-LANDING**

Section 1	Background Information	63
Section 2	Language Practice	65
Section 3	Language Activity	68
	ROLE PLAY	68

## Unit Ten DESENT, LANDING AND ARRIVAL

Section 1 Background Information .....	70
Section 2 Language Practice .....	73
Section 3 Language Activity .....	78
ROLE PLAY .....	78

### 附 录

附录一：常用特殊餐食代码表 .....	79
附录二：世界主要航空公司代码（国际航协、国际民航组织）及呼号 .....	81
附录三：国内外主要机场名称及三字代码 .....	86
附录四：常用特殊乘客代码表 .....	98
附录五：客舱广播词范例 .....	100

# Unit One

## PRE-FLIGHT BRIEFING

### Section 1 Background Information

#### TEXT

After cabin crew log their arrival time at the operation office, they fill in necessary documentation such as customs, immigration, and log timing sheets. They then meet the Flight supervisor (Purser, Senior cabin crew member), Captain, and other members of their crew.

Before a plane is ready to be boarded, checks need to be carried out and meetings held between flight crew and cabin crew, and then between the chief cabin crew member and cabin crew. There may also be other briefings during the flight, before each period of duty and also during emergencies. In most countries, these meetings are compulsory and are required under national aviation regulations.

The aim is to make sure there is a common understanding between all crew members. Teamwork, good communication, and planning are emphasized. Many cabin crew and flight crew have to work closely with colleagues they may not have met before for long periods and it is important to quickly establish synergy. A briefing usually aims to encourage interactive communication between all crew members and includes questions from crew members and an exchange of information. There is an emphasis on the principles of Crew Resource Management (CRM) to ensure that the crew works as an effective team. Briefings are held in a designated room or aboard the aircraft, and the time they last depends on the number of the crew and specifics of the aircraft.

The flight crew to cabin crew pre-flight briefing will usually include the en-route weather, the estimated flight time, information on any unusual situations, cockpit entry procedure, emergency and communication procedures, and anything the flight crew or the cabin crew need to discuss related to the flight, ( e. g. special cargo, flight crew meals, etc. )

After this the Purser will lead the cabin crew briefing. The briefing is addressed to all cabin crew members and will highlight any specifics of the particular flight. It may start with introductions, especially if the crew do not know each other. It will then include details of the particular flight ( the flight number, destination(s), departure time, estimated time of arrival, aircraft registration, etc. ) . It will also include any special information, such as number of passengers and any special requirements for passengers or maintenance issues that may affect the flight. The Purser will define responsibilities for the flight and will often ask safety related questions to ensure that each crew member is aware of what is expected in specific situations in their designated position on board the aircraft. There will also be a review of the operating procedures to ensure that the cabin crew understands the importance of carrying out their duties in accordance with the Operator's Standard Operating Procedures (SOPs) and emergency procedures. It is part of the briefing to provide the cabin crew members with the chance to ask questions to clarify any details.

When the cabin crew members board the aircraft they go to their assigned stations. After stowing away their baggage, they perform an emergency equipment check at their crew station. The cabin crew is responsible for checking the emergency equipment at their station, in lavatories, in overhead bin, in cupboards, and under the seats. It is the cabin crew's responsibility to write all discrepancies on the Emergency Equipment Checklist. The assigned cabin crew member then ensures that all catering items, food, dry goods, bars, and duty-free are on board and are stowed in their appropriate places before passengers arrive. The cabin crew member responsible for the galleys counts passenger meals and crew meals, and advises the Purser. The cabin crew is responsible for ensuring the cabin is safe for take-off. Security checks will also be done under seats, in seat pockets, in overhead bins and compartments, in magazine racks and in the crew seat area. This will also be carried out in waste bins, galley lockers and in the trolleys, as well as all areas of the toilets. Any suspicious items are reported to the Purser.

## NOTES

**Purser:** On modern airliners, the cabin manager ( chief flight attendant ) is often called the purser. The purser oversees the flight attendants by making sure airline passengers are safe

and comfortable. A flight purser completes detailed reports and verifies all safety procedures are followed.

**Senior cabin crew:** cabin crew appointed by the operator to act as chief/lead cabin crew of the cabin crew and to take orders directly from the Captain.

**Captain:** also called the pilot in command (PIC), the person aboard the aircraft who is ultimately responsible for its operation and safety of that specific flight at all times.

**Crew Resource Management (CRM):** a set of training procedures for use in environments where human error can have devastating effects. Used primarily for improving air safety, CRM focuses on interpersonal communication, leadership, and decision making.

**Standard Operating Procedure (SOP):** a set of fixed instructions or steps for carrying out a routine operation or in a given situation.

**Emergency Equipment Checklist:** a list of items related to emergency equipment onboard the aircraft for cabin crew members to perform the professional checking according to the cabin crew manual.

## Section 2 Language Practice

### VOCABULARY BUILDING

briefing	n. 短会
pre-flight briefing	航前准备会
Chief Purser	主任乘务长, 客舱经理
long-haul	n. 长途
observation flight	观察飞行
First Officer	副驾驶
departure time	起飞时间
estimated time of arrival (ETA)	预计抵达时间
flight time	飞行时间
flight number	航班号
destination	n. 目的地
aircraft registration	飞机注册号
business class	商务舱
economy class	经济舱
passenger load	载客量
special requirement	特殊要求

main door	正门
over wing exit	翼上逃生门
sliding window	驾驶舱滑窗
galley	<i>n.</i> (船上, 飞机上) 厨房
first aid	急救
service sequence	服务程序
flow control	(空中交通) 流量控制
cruising altitude	巡航高度
headwind	<i>n.</i> 逆风
storm	<i>n.</i> 雷暴
turbulence	<i>n.</i> 颠簸
strap in	系上安全带
cockpit entry procedure	驾驶舱进入程序
frequent flyer	常旅客
electronic cigarette	电子香烟
disembark	<i>v.</i> 下飞机

## PATTERN PRACTICE

### Greetings and Introductions

#### Meeting someone for the first time and introducing

Hello! / Hi!

How do you do?

Glad / Pleased / nice / delighted to meet you. My name is...

Good morning/afternoon/evening, my name is... Pleased to meet you.

It is my pleasure to introduce myself to you.

#### Greetings for people you have known

I am (pleased / glad) to meet you again.

It is (good / nice) to see you again.

I haven't seen you for ages/since...

Did you have a good (time/trip/holiday) recently?

How are (you doing / you keeping / you getting on / things with you / things going)?  
(pretty good/ not bad/ perfect/ just so so/ couldn't be better)

**Introducing others**

I'd like (to introduce/you to meet) ...

May I introduce you to...? She/he is my colleague.

I'm sure (you'd like to meet.../you haven't met before) .

Ladies and gentlemen, allow me to introduce our captain... to you.

(Have you met/Do you know) ...?

**Seeking information****Asking for information**

Can you tell me / Could you tell me...?

I wonder if you could tell me...

Can I ask you a few questions?

I need to ask you a few questions.

Excuse me, would you (mind telling / be kind enough to tell) me...?

**Asking for more information**

Could you tell me a bit more about...?

Sorry, but I'd like to know more about...

Sorry to press you, but could you tell me about...

I didn't quite follow what you said about...

Sorry, that's not quite what I meant. What I really wanted to know was...

**Asking for clarification**

Could you tell me / say / go through that again, please?

Would you (repeat it / say it again)?

What do you mean?

What did you say?

What was that again?

**DIALOGUE****Dialogue 1**

*(This is the beginning of Cabin Crew pre-flight briefing conducted by the Chief Purser named Kristine.)*

**Chief Purser:** Hi! Good evening everyone, and welcome to flight QR889 to PEK and

come back. Before we start, please check your passport details. . . I am your Chief Purser in charge of today's flight. First of all, let's start a round of self-introduction. If you have any background or special skills which you think would be helpful for this flight, please do let us know. I'll start from myself. My name is Kristine, I'm from China, I've been flown for 8 years, no medical background, and I can speak Chinese Mandarin and a little bit Japanese. I'd also like to introduce you to your Purser, Marie, who will share the responsibility with me. Today we have a new long-haul crew member joining us-Sally. This is her first observation flight. Welcome to join us, Sally. You'll be working with David, so if you're unsure of responsibilities, I'm sure he'll be glad to help you out. OK, everyone, self-introduction, please!

## Dialogue 2

( *This is the rest of Purser to cabin crew pre-flight briefing.* )

**Chief Purser:** Well, let's go through some flight details. Today is Friday, 22nd July 2013. We are operating flight QR889 DOH-PEK with Captain Raj and First Officer John. The departure time is 20:50 and the estimated time of arrival is 5:20 in the early next morning. We will be flying A7-BBE which is BOEING777-300ER with the capacity of 24 passengers in the forward cabin and 335 in the rear. Today we will expect 8 passengers in the business class, 150 in economy; it's quite a light passenger load! Luckily we don't have any special requirements for passengers either, so the flight is easy (smile) . OK, as usual, I'm going to ask you some safety and service related questions. Are you ready?

**All Crew:** Yes!

**Chief Purser:** ( *turn to Diana* ) Diana, could you please tell us how many doors we have on this aircraft and what they are?

**FA 1:** There should be two types of doors and 10 in total. Those are 8 MAIN DOORS ( L1, R1, L2, R2, L4, R4, L5, and R5 ) and 2 OVER WING EXITS ( L3, R3 ) .

**Kristine:** Good, but Diana, when we are talking about the doors, please don't forget the 2 SLIDING WINDOWS in the flight deck!

**FA 1:** Oh, yes! Sorry about that, Kristine. There are totally 12 doors.

**Chief Purser:** Right! Now I will define your positions and door responsibilities. Diana, you are our R1 today, in charge of the R1 door and the business forward galley. Gloria, you will be L2 today, in charge of L2 and R2 doors and business second cabin row 5 to 7. Daisy, L3, Sally R3, Emma R4, Linda L4, all of you 4 guys will be working in the economy! Are we all clear about the positions?

**ALL Crew:** Yes, Madam!

**Chief Purser:** Safety is always our first priority. We should be cautious about the safety



and first aid issues anytime. (*turn to Marie*) Marie, is there anything you'd like to emphasize regarding the service today?

**Purser:** Yes. The attitudes are the major part of our cabin services to our passengers. Please remember to be nice and friendly to our passengers. When we talk to a passenger, mind our tone of voice, body language and use the eye contact.

**Chief Purser:** Thank you very much, Marie! All right, since the flight is quite long; some passengers may want to get some rest in their flight. Do minimize the galley noise because the galley is very close to the cabin. Ok, speak softly and walk quietly. Anything else you want to add before we leave?

**FA 2:** Yes, Kristine. I didn't catch the drink service sequence.

**Chief Purser:** Well, after we finish the first meal service, we start to offer the drinks in every 30 minutes. Most of the passengers will fall asleep by the time, don't wake them up! Just offer to those who are awake. Are you clear, Linda?

**FA 2:** I got it, thank you, Kristine!

**Chief Purser:** OK. Have a happy flight!

### Dialogue 3

(*After all crew on board, Kristine makes a PA. The Captain conducts a briefing to Cabin Crew members.*)

**Chief Purser:** This is Kristine from L1 station, all crew please come to the first class cabin. Captain wants to have a short briefing for us.

**Captain:** Good evening everyone, my name is Raj, from Bombay India. I will be your commander for this flight. This is my First Officer John, from UK, and today is also his training flight. The estimated flight time will be about 8hrs 30mins, maybe a little bit longer than we expected due to the flow control. I'm not happy about that. The cruising altitude will be 34,000 feet. And the weather in Beijing is good, but hot. John, you have a word about the weather during the flight?

**First officer:** Yes, thanks, Raj. We might meet some strong headwinds and storms about one hour or so into the flight when we are crossing over the HIMALAYAS... so we will anticipate some moderate to severe turbulence around that time.

**Purser:** Sorry to cut in. I'm a little bit confused about the timing. That's the same time we start the meal service.

**First officer:** I know, Marie. But we have to delay the meal until around 22:10. We should be clear of turbulence by then.

**Captain:** Thanks, John. Don't worry too much guys anyway. We'll try to give you as much warning as possible and it may be necessary for the crew to be seated and strapped in