

高铁实用英语

主 编 黄瑞锋 何 华 吴晓利

中国建材工业出版社

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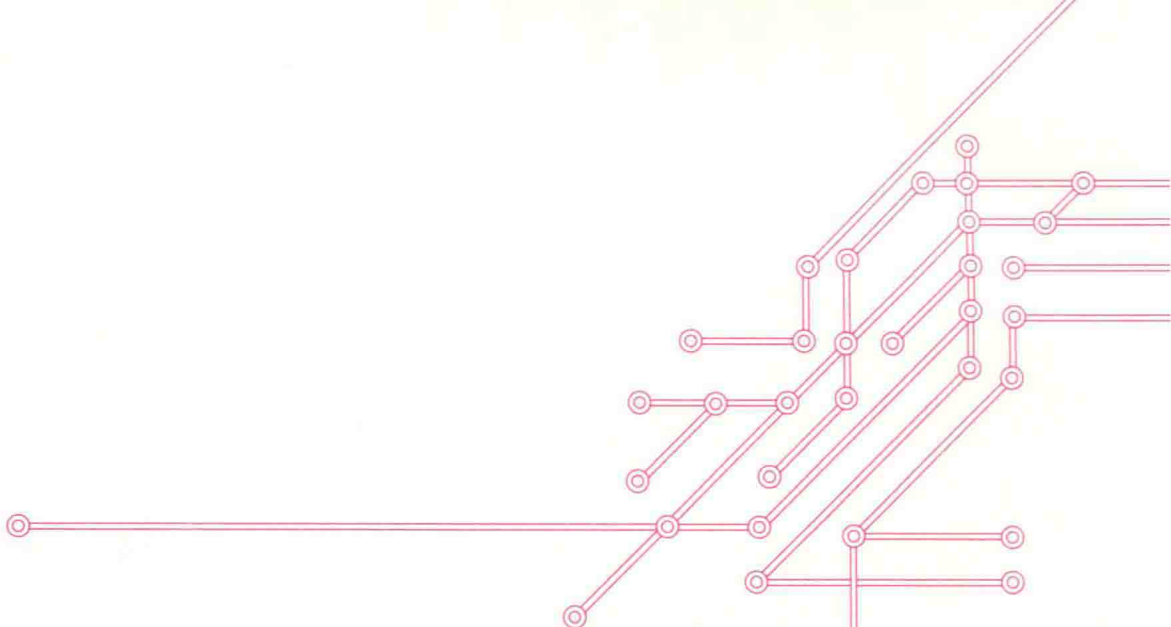


前言

随着国际交往的加强以及“高铁时代”的到来,作为服务业的分支,高铁服务行业在现代社会中发挥着重要作用。随着外国旅客的逐渐增多,高铁客运工作人员掌握英语的要求日渐迫切。为此我们编写了《高铁实用英语》,以帮助铁路客运服务人员增强英语交际技能,培养客运服务人员的英语会话能力,以便更好地服务于高铁;为高铁服务行业培养既懂专业知识又具有英语交际能力的技术技能型人才。

本书遵循“实用为主,够用为度”的原则,以培养学生的客运服务能力为本,结合一线工作实践,以客运服务岗位和流程为基础编写学习内容。本书包括有关车站、乘车服务工作中出现的各种情景,并以此为主线,安排情景对话以及和高铁相关的课文内容。这些内容的安排,既突出了实践性,又遵循了学生的认知规律,尤其注重语言应用能力的培养。

本书在编写时主要突出一下三个方面:一是突出实用性。教材内容贴近实际,以铁路客运服务的实际工作为着眼点,使学生在仿真模拟的训练中提升客运服务英语会话能力;并且在阅读中添加了行业性阅读,以此扩大学生的知识面。二是突出系统性。教材内容根据实际工作流程进行设计和编写,循序渐进,使学生逐步系统掌握铁路客运服务的专业知识。三是突出时代性。教材所选内容紧贴时代发展,涵盖了当前高铁诸多方面的新内容,能够使学生在熟悉背景之后进行客运服务英语学习,既符合时代发展要求,又能激发学习热情,提升学习效果。



本书作为一本针对高铁客运人员的英语书,在编写过程中,充分考虑高铁客运英语的特点和学生的知识结构,内容安排上由浅入深、循序渐进。每一单元由语音、客运英语会话、课文、语法、扩展阅读、趣味学习以及文化信息七大模块组成。标准的发音是学好英语的基础。语音Phonetics部分重点讲解了国际音标、读音规则、句子重音以及意群和停顿等内容;英语对话Dialogue以加强客运英语的口语训练为主,针对客运服务中遇到的各种语言环境,进行练习,针对性强;课文Text部分选自有关客运方面的题材,选材新颖,内容丰富,既有高铁客运的发展历程,又有客运服务的相关介绍;语法Grammar针对中国学生的语法弱点进行分类讲解,简明实用,并附课后练习以巩固使用;趣味学习Learning for Fun包括英语名言、诗歌、歌曲、幽默故事等,旨在激发学生学习兴趣,培养学习、体味、欣赏英语和英美文化的能力。文化信息Cultural Information介绍了中外的文化习俗、餐饮等,使学生了解中外文化差异的同时,扩大学生的眼界,以增强其跨文化交际的能力。

学生通过学习本书,不仅可以掌握基本的语音知识,为英语会话交流奠定良好的基础;而且可以掌握车站和高铁上的服务用语,为乘客提供便捷、周到的服务。本书的编者在编写过程中参阅并借鉴了部分国内外相关资料,在此致以诚挚的谢意!

尽管我们做了很大努力,但由于水平有限,书中难免有错误和不足之处,敬请广大读者不吝赐教。



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Unit 1

Ticket Service



Part I

Phonetics

在英语学习中,对语音、语法、词汇的掌握属于基本功,而语音则是基础中的基础,语音学习不仅是拼读和记忆单词的基础,更是提高听说能力和阅读能力的关键,好的发音能帮助大家在日常交流和学习中处于优势。英语音标则是掌握英语发音的基础。

英语国际音标共48个,代表48个不同的音,即音素。其中元音音标20个,辅音音标28个。元音和辅音的区别在于发音时气流是否受到阻碍。

一、元音:元音发音时,气流通过口腔不受任何阻碍,且声带振动。元音按照构成可以分为单元音和双元音,单元音又分为长元音和短元音。(表1)

表1 元音(20个)

长元音	[i:]	[ə:]	[a:]	[ɔ:]	[u:]		
短元音	[i]	[ə]	[ʌ]	[ɒ]	[ʊ]	[e]	[æ]
双元音	[ei]	[ai]	[ɔi]				
	[əu]	[au]					
	[iə]	[eə]	[uə]				

二、辅音:辅音发音时,气流通过口腔或鼻腔,受到发音器官不同部位的阻碍。辅音可以按照发音时声带是否振动分为清辅音和浊辅音;清辅音发音时声带不振动,而浊辅音发音时声带振动(表2)。

表2 辅音 (28个)

清辅音	[p]	[t]	[k]	[f]	[θ]	[s]
浊辅音	[b]	[d]	[g]	[v]	[ð]	[z]
清辅音	[ʃ]	[h]	[tʃ]	[ts]	[tr]	
浊辅音	[ʒ]	[r]	[dʒ]	[dz]	[dr]	
鼻音 (浊)	[m]	[n]	[ŋ]			
半元音 (浊)	[j]	[w]		边音 (浊)	[l]	

本章着重练习:

单元音: [i:]、[i]

清辅音: [p]、[t]、[k]

浊辅音: [b]、[d]、[g]

发音要点

1. [i:]

舌尖抵下齿背, 舌前端尽量抬高, 牙床几乎闭合, 双唇扁平, 嘴角尽量拉向两侧, 犹如微笑的样子。

2. [i]

舌尖抵下齿背, 舌前端抬高 (比发 [i:] 音时稍低), 牙床半闭, 双唇略扁。

3. [p]、[b]

双唇闭合, 气流通过口腔冲破双唇而出, 送气但不吹气。[p] 是清辅音, 发音时声带不振动, [b] 是浊辅音, 发音时声带振动。

4. [t]、[d]

舌尖抵上齿龈, 气流由舌尖和齿龈间冲出, 送气, 舌尖迅速离开上齿龈。[t] 是清辅音, 发音时送气有力, 声带不振动, [d] 是浊辅音, 发音时不如 [t] 送气有力, 声带振动。

5. [k]、[g]

舌根抬高至软腭, 气流冲破舌根与软腭的阻碍, 摩擦发音。[k] 是清辅音, 发音时送气有力, 声带不振动, [g] 是浊辅音, 发音时不如 [k] 送气有力, 声带振动。



Pronunciation

1) Read aloud and pay attention to the pronunciations.

[ti: m] [tim]

[bi: t] [bit]

[gi: d] [gid]

[pit] [bit]

[pen] [ben]

[pi: tʃ] [bi: tʃ]

[ti: t] [di: d]

[tet] [ded]

[teik] [deit]

[ki: p] [gi: p]

[kid] [gid]

[keik] [geit]

2) Read the following phrases.

[i:] three weeks

green tea

team leaders

[i] a big ship

six sticks

bit by bit

[p] [b] a big pear	an open park	a piece of bread
[t] [d] hot dog	cold tea	a shut door
[k] [g] a kind girl	a black dog	a sick beggar

3) Read aloud the following sentences.

- (1) A friend in need is a friend indeed.
- (2) Did silly Billy say this little fish is his?
- (3) Peter is picking pears with a long pipe.
- (4) Black Bob bought a big bottle of beer.
- (5) Tom spent that terrible night in the tent.
- (6) Daddy's dog dies of a deadly disease.
- (7) Take care of the cat and the cat will take care of the cap.
- (8) A good beginning makes a good ending.

4) Enjoy the poem.

Hold fast to dreams
 For if dreams die
 Life is a broken-winged bird
 That can never fly.
 Hold fast to dreams
 For when dreams go
 Life is a barren field.
 Frozen only with snow

5) Read the tongue twister.

Big wig pig wore a big pig wig,
 He rode in his thingamajig gig,
 Ate a big fig, did the whirligig jig,
 And lost his periwig on the spring of a twig.

Part II

Dialogues

Dialogue 1 Buying tickets

P: Passenger

BC: Booking Clerk

BC: Good morning! What can I do for you?

P: I'd like to buy two high-speed train tickets from Zhengzhou to Xiamen for

tomorrow. One adult ticket, the other is for child.

BC: What time are you going to leave?

P: Around 2: 00 in the afternoon.

BC: Sorry, there is no tickets available for that time. But we have one train leaving at 3: 10. Is it all right?

P: That's OK. How much do the tickets cost?

BC: First-class seat or economy-class one?

P: economy-class seat.

BC: Altogether, it's 526 Yuan. May I have your ID card ?

P: Yes, of course.

BC: Here is your ticket, change and ID card.

P: Thank you.

BC: You are welcome.

对话1 买票

售票员: 早上好! 请问有什么可以帮您的吗?

旅客: 我想买两张明天从郑州到厦门的车票。一张成人票, 一张儿童票。

售票员: 您要几点的车票?

旅客: 下午两点左右。

售票员: 抱歉, 那个时间没有车票。但是有一趟三点十分的车, 可以吗?

旅客: 可以的。两张票多少钱?

售票员: 一等座还是二等座?

旅客: 二等座。

售票员: 一共五百二十六元。能把您的身份证给我吗?

旅客: 当然。

售票员: 这是您的车票、零钱和身份证。

旅客: 谢谢。

售票员: 不用客气。



New words and expressions

1. book tickets 订票
2. high-speed train 高铁
3. adult ticket 成人票
4. child ticket 儿童票
5. available [ə'veiləbl] *adj.* able to be used or can easily be bought or found 可利用的; 可获得的
6. first-class seat 一等座
7. economy-class seat 二等座

8. change 找零, 零钱

9. ID card (identity card) 身份证

Dialogue 2 Refunding tickets

P: Passenger

PC: Passenger Clerk

P: Excuse me. I have something urgent to do and have to cancel this trip. What shall I do?

PC: Let me take a look at your ticket. Yes, there is still some time before train's departure. You can go to refunding office to get a refund.

P: Where is it?

PC: Please go forward about 50 metres and turn right at the corner. You will see it over there.

P: Thank you. By the way, how much do I have to pay for the refund service?

PC: According to the regulation, you will pay 20% of the ticket fare for the ticket refunding within 24 hours before the departure time.

P: I see. Thank you very much.

对话2 退票

旅客: 你好, 我因为有急事不得不取消这次行程。请问该怎么办?

客运员: 让我先看看您的车票。是的, 离发车还有一段时间。您可以去票务窗口退票。

旅客: 请问在哪里?

客运员: 请往前走大约五十米, 在拐角处右转就能看到了。

旅客: 谢谢。顺便问一句, 我退票需要付多少费用?

客运员: 按照规定, 发车前二十四小时内的退票费用是原票价的百分之二十。

旅客: 明白了。非常感谢。



New words and expressions

1. something urgent 紧急事情

2. cancel ['kænsəl] v. to decide that something that was officially planned will not happen 取消

3. departure [di'pɑ: tʃə] n. an act of leaving a place, especially at the start of a journey 出发、离开

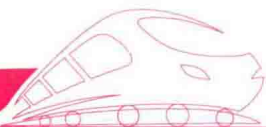
4. refunding office 退票处

5. get a refund 退款

6. go forward 朝前走

7. turn right at the corner 在拐角处右转
8. according to 按照
9. regulation ['regju'leifən] *n.* an official rule or order 规定
10. ticket fare 车票

Part III



Reading Comprehension



Text A

Train Tickets

Train tickets are purchased by passengers who are eager to travel; do business or ect. And which type of ticket they prefer? We could find the answer from the following content.

Hard Seat—This is the basic way to take a train trip, and has the lowest price. The seat is less soft, roomy and comfortable than a soft seat. The carriages are always noisy and crowded with people, especially during peak times. The toilets are usually unclean and cramped (only 1.2 square yards) and no toilet paper is supplied.

Soft Seat—there is no bunk for sleeping, just a nice, comfortable cushioned seat. The carriages are clean and roomy.

Hard sleeper—the so-called hard sleeper is generally less comfortable than the soft sleeper. The compartments are open and comprise six fixed bunks, arranged as an upper, middle, and lower berths on either side. Basic bedding such as sheets, pillowslips, blankets and pillows are provided.

Soft sleeper—there are private compartments which are fitted out to a higher standard. Each compartment has four bunks. Comfortable bedding and good quality pillows are provided. Each bunk is equipped with a small reading lamp. Temperature controls are installed alongside the door. Generally speaking, the facilities include a clothes rack, slippers, clothes brush, stainless steel thermos, fine porcelain teacup, a trash can and wall socket. Some of the trains may have a squat-style toilet together with a supply of toilet paper. The price is a little higher than the other kinds of seats.

Luxury Soft Sleeper—this is the top level sleeper and the most expensive ticket on a train, but only equipped by a few of trains, such as the Beijing-Lhasa trains and Shanghai-Hong Kong trains. There are only two comfortable bunks in a compartment,

which is equipped with an independent toilet, sofa. Tea table, TV and some other facilities equal to a soft sleeper.

First Class Seat—these are only available on a CRH (Chinese Railway High-Speed) series EMU (Electric Multiple Units) trains. The seats are roomy and comfortable, four of which are set in a row.

Second Class Seat—these are also available on a CRH series EMU trains. The seats are not as soft as the first class seats, but still comfortable for sitting. There are five seats per row, each of which is equipped with a folding table.



New Words and Phrases

prefer [pri'fə:] v.	to like someone or something more than someone or something else 更喜欢
roomy ['ru:mi] adj.	a house, car etc that is large and has a lot of space inside it 宽敞的; 宽大的
comfortable ['kʌmfətəbl] adj.	making you feel physically relaxed 舒适的
cramped [kræmpt] adj.	does not have enough space for the people in it 狭窄的
yard [ja:d] n.	a unit for measuring length, equal to three feet or 0.91 metres 码 (英制中丈量长度的单位, 1码=3英尺=0.91米)
supply [sə'plai] v.	to provide people with something 提供; 供给
bunk [bʌŋk] n.	a narrow bed that is attached to the wall (固定在墙上的) 床铺; 铺位
cushioned ['kʊʃ(ə)nd] adj.	softened by the addition of cushions or padding 安上垫子的; 铺上垫子的
compartment [kəm'pa:tm(ə)nt] n.	one of the separate areas into which a plane, ship, or train is divided (飞机, 轮船或者火车上的) 小隔间
comprise [kəm'praiz] v.	include or contain; be composed of 包含; 组成, 构成
arrange [ə'rendʒ] v.	to put a group of things or people in a particular order or position 排列
berth [bə:θ] n.	a place for someone to sleep on a ship or on a train (轮船、火车上的) 卧铺, 铺位
pillowslip ['piləʊslip] n.	bed linen consisting of a cover for a pillow 枕套
private ['praɪvɪt] adj.	for use by one person or group, not for everyone 私人的
install [ɪn'stɔ:l] v.	to put a piece of equipment somewhere and

alongside [ə'lɒŋ'saɪd]

rack [ræk] *n.*

thermos ['θə: mɒs] *n.*

porcelain ['pɔ: s (ə) lɪn] *n.*

trash [træʃ] *n.*

socket ['sɒkɪt] *n.*

squat [skwɒt] *n.*

independent [,ɪndɪ'pendənt] *adj.*

available [ə'veɪləb (ə) l] *adj.*

hard seat 硬座

soft seat 软座

hard sleeper 硬卧

soft sleeper 软卧

peak times 高峰期

be equipped with 配备有……; 装备有……

squat-style toilet 蹲式卫生间

luxury soft sleeper 豪华软卧

first class seat 一等座

second class seat 二等座

connect it so that it is ready to be used 安置;
给…安装设备

prep.next to the side of something 在……旁边
a frame or shelf that has bars or hooks on which
you can put things 行李架

a special container like a bottle, that keeps
drinks hot or cold 热水瓶

a hard, shiny substance made by heating
clay 瓷

things that you throw away 垃圾; 废物

a place in a wall where you can connect
electrical equipment to the supply of
electricity 插座

a position with the knees bent, balancing on
your feet 蹲坐; 蹲

if one thing is independent of another, the two
are not connected 独立的; 单独的;

something that is available is able to be easily
bought or found 可购得的; 可获得(找到)的



Notes

1. The toilets are usually unclean and cramped (only 1.2 square yards) and no toilet paper is supplied. 厕所总是很脏并且很狭窄(仅1.2平方米), 并且没有厕纸。

yard码, 英制中文量长度单位, 1 码=3英尺=36英寸≈0.914米, 略作 yd。句中的1平方米相当于0.836 平方米。

supply v. 提供, 供给。这里的“paper is supplied”是被动语态被译为主动语态而已。

2. The compartments are open and comprise six fixed bunks, arranged as an upper,