



中国航空运输协会指定培训教材 · 航空运输代理培训系列

# **M**inhang Keyun Daili Yingyu **民航客运代理英语**

付晓云 主编



中国民航出版社

# 民航客运代理英语

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# 前 言

中国民航运输业是改革发展、经济腾飞浪潮中的朝阳产业，在当前国民经济生产建设中占有不可或缺的地位，具有高科技含量、风险敏感性、国际一体化和跨地区经营等特点，应运而生的中国航空销售代理企业由 1985 年产生的第一家，迅猛发展到现今具有认可资质的万余家，为航空公司节约了大量的营业网点的建设、管理、销售等费用，极大地拓宽了航空公司的销售渠道，使旅客、货主直接受益。

按照民航局的要求，中国航空运输协会具有负责规范航空运输销售代理市场秩序，引导其快速、健康、稳定发展的职能。在不断的积累经验和理论探讨的基础上，中国航空运输协会以加强代理人培训、提高从业人员素质为己任，针对航空运输销售代理管理、培训和考核的体系，制定了“统一大纲和教材、统一施教标准、统一收费标准、统一考试、统一颁发证书”的“五个统一”管理规定，做到有章可循、有据可依。

此套航空运输销售代理培训教材正是“五个统一”的重要举措之一，涵盖了航空运输销售代理的国际客货运输专业和国内客货运输专业的基本内容，具备如下特点：

（一）容量丰富、内容更新。即在原有教材的基础上汲取精华、去旧添新，根据代理工作的特点，以国际间通行的业务准则为基本依据，增加了生产实践中普遍运用的新规定、新技术和新方法，在“质”与“量”的双方面都有突破。

（二）操作性强、实用性高。本教材在满足中国航空运输企业销售工作的客观要求的同时，将理论知识和客观实践融会贯通，突出从业人员应知应会的内容，并增加案例分析等实用内容，做到理论与实践相结合，规定与应用相接轨。

（三）该教材作为中国航空运输协会授权培训与考核的唯一指定教材，教员以此为依据编写教材或讲义，并作为考核评定标准；学员既可将其作为学习用书，又可作为业务查阅手册，是教与学结合的良好互动教材。

此套航空销售代理人培训教材是中国航空运输协会召集中国民航大学、中国民

航管理干部学院、中国民航飞行学院、民航上海中等专业学校、广州民航职业技术学院、中国国际航空公司、中国国际货运航空公司、中国东方航空公司、中国南方航空公司、上海航空公司、海南航空公司等具有较高理论素养和丰富实践经验的教授和专家精心编写而成，摒弃了单纯的教条模式，系统而全面地介绍了民航业务。

此套教材在编写过程中参考了 IATA 的国际通用标准和各大航空公司及院校的现有教材，在编写完成后经过了民航业内专家顾问的审阅和评定，同时也得到了民航有关领导的支持和帮助，在此表示热忱感谢。

中国民航业的高速发展具有行业知识更新快、变动多、变化大等特点，作为权威的教材，在日后的教学使用中应不断查漏补缺、添新去旧、整合更替，也希望读者不吝赐教，使其日臻完善。

中国航空运输协会

2009 年 9 月 29 日

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## Unit 1 Enquires about Flight Information

### 询问航班信息

#### Dialogue 1 Enquires about Flight Schedules

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 every day?

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

...

A: Thank you for waiting. The Air China flight CA 937 operates every day except Monday. It departs from Beijing at 2:05p. 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.

## **Dialogue 2 Enquires about Availabilities of Direct Flights**

- A: This is Air China Booking Office. May I help you?
- P: Yes, please. Are there any direct flights from Beijing to Seattle?
- A: I'm afraid we don't have any direct flights to Seattle but I can arrange a connection for you. You can fly to San Francisco and take a connecting flight to Seattle.
- P: No, thanks. I want a direct flight. Could you check to see if other airlines operate direct flights to Seattle?
- A: If you hold on for a second, I'll check it for you.
- ...
- A: There's a Hainan Airlines Flight HU 495, leaving Beijing at 16:20 and arriving in Seattle at 11:40 on the same day.
- P: What type of the aircraft do they use on that flight?
- A: It's an A330.
- P: Are flights available every day?
- A: No. HU 495 operates on Monday, Wednesday, Friday and Saturday.
- P: Are you sure there isn't any stopover during the trip?
- A: Yes. You may call Hainan Airlines Booking Office to make a confirmation.
- P: Thank you for your information.
- A: You are welcome. I hope you will fly Air China next time.

## **Dialogue 3 Enquires about Connecting Flights**

- P: Hello, is this Air China Booking Office?
- A: Yes. How can I help you?
- P: Do you have a scheduled flight from New York to Guangzhou?
- A: I'm sorry we don't have direct flights from Guangzhou to New York.
- P: Are there any other airlines flying direct?
- A: I'm afraid no airlines offer that service.
- P: Then how can I get there?
- A: Don't worry. I can arrange a connecting flight for you. First you take CA 982 from New York to Beijing. The departure time is 16:20 and the arrival time is 18:00 the next day. Then you can take CA 1589, leaving Beijing at 20:30 and arriving in Guangzhou

at 22:40. But this connecting flight is rather late, you may have a layover in Beijing for one night if you'd like, and then take a morning flight to Guangzhou the next day.

P: I'd rather end my journey and get to the destination as soon as possible. Do I have enough time to catch the connecting flight?

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

P: Okay. Thank you. I think I'll fly with Air China.

## Dialogue 4 Enquires about Space Availabilities

A: Good morning, sir. This is Air China Call Center. What can I do for you?

P: Would you please give me some information about flights from Beijing to Frankfurt?

A: Sure. We have a nonstop flight CA931 from Beijing to Frankfurt. It operates every day except Friday. The departure time is 14:00 and the arrival time is 18:10 on the same day. Do you want me to make a reservation for you right now?

P: No, not now. I haven't made the final decision on my departure date.

A: In which period do you expect to leave? I'd be happy to check the seat availability for you. Since we're in peak season, if you don't book in advance, you may not be able to get spaces on the flight.

P: Well, let me see. The conference starts on July 8th. I have to be there a few days earlier, around July 6th.

A: Please hold on, I'll check the availability for you.

...

A: Thank you for waiting. My computer shows there are not many spaces left on that flight during that period. You'd better book now, in case seats are not available by then.

P: If I book a flight now, can I change my departure date later?

A: Certainly.

P: Well, would you make a tentative reservation for me?

## Word List

|                        |                |             |              |
|------------------------|----------------|-------------|--------------|
| enquiry (also inquiry) | [in'kwaɪəri]   | <i>n.</i>   | 询问           |
| information            | [,ɪnfə'meɪʃən] | <i>n.</i>   | 通知, 消息, 报告   |
| schedule               | ['skedʒjul]    | <i>n.</i>   | 时间表, 计划, 一览表 |
| available              | [ə'veɪləbəl]   | <i>adj.</i> | 有空的, 有用的     |
| operate                | ['ɒpəreɪt]     | <i>v.</i>   | 操作, 运转; 动手术  |

|              |                     |              |                      |
|--------------|---------------------|--------------|----------------------|
| except       | [ik'sept]           | <i>v.</i>    | 除, 除外; 反对            |
|              |                     | <i>prep.</i> | 除了……之外, 若不是, 除非      |
| depart       | [di'pɑ:t]           | <i>v.</i>    | 离开, 出发, 放弃           |
| type         | [taip]              | <i>n.</i>    | 类型, 品种, 样式; 模范       |
|              |                     | <i>v.</i>    | 打字                   |
| economy      | [i(:)'kɒnəmi]       | <i>n.</i>    | 节约; 经济               |
| class        | [kla:s]             | <i>n.</i>    | 班级; 阶级; 种类           |
| fare         | [fɛə]               | <i>n.</i>    | 费用                   |
| depend       | [di'pend]           | <i>v.</i>    | 依靠; 相信, 信赖           |
| departure    | [di'pɑ:tʃə]         | <i>n.</i>    | 离开, 出发               |
| reservation  | [rezə'veiʃən]       | <i>n.</i>    | 保留, 预订               |
| decide       | [di'said]           | <i>v.</i>    | 决定, 判决               |
| contact      | [kɒntækt]           | <i>vt.</i>   | 接触, 联系               |
| availability | [ə'veilə'biliti]    | <i>n.</i>    | 有效, 有用, 有益           |
| direct       | [di'rekt, dai'rekt] | <i>a.</i>    | 笔直的, 直接的, 坦白的        |
|              |                     | <i>v.</i>    | 指示, 指挥, 命令           |
| arrange      | [ə'reindʒ]          | <i>v.</i>    | 安排, 整理, 排列           |
| connect      | [kə'nekt]           | <i>vt.</i>   | 衔接; 连接               |
| connection   | [kə'nekʃən]         | <i>n.</i>    | 联系, 关系, 连接           |
| offer        | [ɔfə]               | <i>n.</i>    | 出价, 提议               |
|              |                     | <i>v.</i>    | 提供, 出价; 企图           |
| service      | [sə'vis]            | <i>n.</i>    | 服务, 公务部门, 服役         |
|              |                     | <i>vt.</i>   | 维护, 保养               |
| enough       | [i'nʌf]             | <i>a.</i>    | 足够的                  |
|              |                     | <i>ad.</i>   | 足够地                  |
|              |                     | <i>n.</i>    | 充足, 足够               |
| catch        | [kætʃ]              | <i>v.</i>    | 抓住; 赶上; 了解; 感染       |
| space        | [speis]             | <i>n.</i>    | 位置, 空间, 距离           |
|              |                     | <i>v.</i>    | 隔开, 分隔               |
| nonstop      | [nɒn'stɒp]          | <i>a.</i>    | 直达的, 不着陆的, 不休息的      |
|              |                     | <i>ad.</i>   | 不休息地                 |
| decision     | [di'siʒən]          | <i>n.</i>    | 决定, 决心               |
| period       | [piəriəd]           | <i>n.</i>    | 学时, 课时; 一段时间, 时期, 周期 |

|              |               |              |                   |
|--------------|---------------|--------------|-------------------|
| expect       | [iks'pekt]    | <i>v.</i>    | 预期, 盼望, 期待        |
| peak         | [pi:k]        | <i>n.</i>    | 山顶, 顶点            |
| advance      | [əd'vɑ:ns]    | <i>n.</i>    | 前进, 进步; 预支        |
|              |               | <i>v.</i>    | 前进, 增加; 上涨        |
| in advance   |               |              | 提前, 预先            |
| according    | [ə'kɔ:diŋ]    | <i>ad.</i>   | 根据, 按照            |
| according to |               | <i>prep.</i> | 按照, 根据            |
| fully        | [ 'fuli]      | <i>ad.</i>   | 充分地, 完全地, 全       |
| conference   | [ 'kɒnfərəns] | <i>n.</i>    | 会议                |
| case         | [keis]        | <i>n.</i>    | 情形, 情况; 箱; 案例     |
| tentative    | [ 'tentətiv]  | <i>a.</i>    | 试验性质的, 暂时的, 犹豫不决的 |

### Useful Expressions

|                       |       |
|-----------------------|-------|
| flight schedules      | 航班时刻表 |
| departure time        | 离港时间  |
| arrival time          | 到港时间  |
| flying time           | 飞行时间  |
| type of aircraft      | 机型    |
| economy class         | 经济舱   |
| to make a reservation | 订座    |
| a direct flight       | 直达航班  |
| a nonstop flight      | 直达航班  |
| a scheduled flight    | 定期航班  |
| one-way tickets       | 单程票   |
| round trip tickets    | 往返票   |
| a connecting flight   | 衔接航班  |
| space availability    | 座位利用率 |
| peak season           | 旺季    |

### Key Sentences

- There are flights to Guangzhou every day.  
每天都有去广州的航班。
- 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。

- 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。

- Which flight do you want to take?

您想坐哪一班？

- When would you like to leave?

What's your departure date?

您想哪天走？

- The flying time between Beijing and Paris is ten hours.

北京到巴黎的飞行时间是 10 小时。

- Would you like to book that flight?

您想订那个航班吗？

- Would you like to make a reservation now?

您想现在预订吗？

- 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。

- We can arrange a connection for you.

我们可以为您安排衔接航班。

- You can take a connecting flight to Seattle.

您可以乘坐衔接航班飞往西雅图。

- We're in peak season/ low season.

现在是旺季/淡季。

- If you don't book in advance, you may not be able to get spaces on the flight.

如果不事先预订，就有可能订不上座位。

- There are not many spaces left on that flight.

航班上未被预订的座位不多了。

- Hold on for a second. Let me check.

Hold the line. I'll check it for you.

I'll be happy to check it for you.

请稍等，我给您查一下。

- Thank you for your waiting.

感谢您的等待。

- Thank you for taking our flight.

Thank you for flying Air China.

感谢您乘坐我们的航班。

感谢您乘坐国航航班。