



Come On!

篇章导读, 品味职业人生百态; 内容简介, 总览行业英语精髓; 场景对话, 呈现交流常用题材; 单词短语, 点睛词汇通晓行业; 活用句子, 搭建无限沟通桥梁; 行业规范, 纵深剖析行业准则。
英语畅游各行业无障碍, 时尚英语达人抢先做!



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本书视角广泛、例证丰富、信息量大、可读性强。选编了大学生从业率最高的30个行业为主题，选取行业内最常用、最典型的情景对话为主要内容。本书采用中英文对照形式，补充以单词短语及活用句子，行业简介和行业规范总结部分更是锦上添花。在内容设置上最大程度地让读者领会文中精髓，不仅适用于即将毕业的大学生，还适用于志在跳槽、高升的英语使用者。

本书配有时下最科学、实用的多媒体光盘，真正达到视、听、说同步练习。其中音频部分由欧美外教全程录制，发音地道，让您在阅读本书时收获惊喜。你可以边看、边听、边模仿，品味语句、增强语感，事半功倍突破热门行业英语口语。

由于编纂工作浩繁，疏漏在所难免，希望各界读者不吝指正，共同进步。

编者



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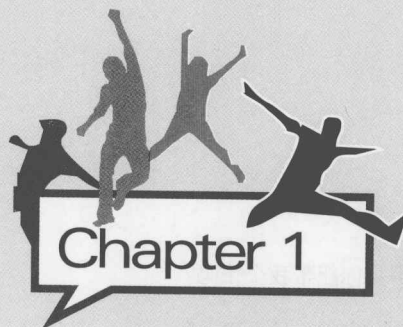
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作为一名工作在铁路局一线的列车乘务员，每年的春节前后，都是王晓敏最忙的时候了。她从职业技术学院毕业后就被分配到沈阳铁路局，成为一名列车乘务员。被称为铁路窗口第一线的列车乘务员是春运期间最辛苦的人，他们春节期间没有节假日，当班的日子更是睡眠不足。但是，王晓敏却没有什么怨言，旅客能够理解她的辛苦她就心满意足了。

王晓敏的特长是英语，在她负责的车厢内，经常可以听到她用流利的英语和外国乘客交谈的声音。王晓敏也是个热心肠，她总是对老年乘客和孩子嘘寒问暖，给他们端茶倒水，晓敏的热情服务不但得到了乘客的赞许，也得到了铁路局领导的赏识。几年的时间她就升职为列车长。

Public Transport

公共交通

内容简介

BRIEF IN TRODUCTION

Public transport is a way of moving people or products from one place to another, which particularly refers to passenger transportation services that are available for the public rather than the private use. Based on the various performances by air, rail, road, water, cable, pipeline or even space, public transport is composed of subways, trolleys and light rail, commuter trains, van pool services, paratransit^① services for senior citizens and people with disabilities, ferries^②, water taxis, or monorails^③, etc. It is provided by some company or authority concerned, the latter of which also plays some regulation or subsidy role. Considering the high cost of investment, public infrastructure^④ is usually invested exclusively^⑤ by some administrative authorities, besides some sharing modes with private operators, depending on the country and mode. Passenger transport is generally public, while freight one mainly focuses on containerization^⑥. Each plays an important part in economic growth and globalization, but most of them cause air pollution and use large amounts of land.

① paratransit: 辅助客运系统

② ferry: 渡船, 渡口

③ monorail: 单轨铁路

④ infrastructure: 下部构造, 基础, 下部组织

⑤ exclusively: 专门地, 独占地, 排外地

⑥ containerization: 货柜运输

场景对话

PRACTICAL DIALOGS



Dialog A

Returning Tickets 退票

A: Could you do me a favor?

B: Sure. What is it?

A: I bought a ticket to Shanghai yesterday, and I've changed my mind. I'd like to get a refund.

B: Yes, show me your ticket, please.

A: Here you are.

B: Let me see. You can get the refund, but a refund service charge will be deducted. That'll be 20% of the sum. Here's your net refund, 344 yuan.

A: Thank you. I want to know whether you accept credit cards.

B: Yes, we do. We accept credit cards from any Chinese bank.

A: I see. Good to know that. Thank you. Goodbye.

B: Goodbye.

甲：你能帮我个忙吗？

乙：当然。什么事儿？

甲：昨天我买了一张去上海的票，我改变主意了，我想退票。

乙：好的，请让我看看您的车票。

甲：给你。

乙：我看一下。您可以退票，但要扣除退票费，是票价的20%。这是净退额344元。

甲：谢谢。我想问一下我是否可以使用信用卡。

乙：是的。我们接受所有中国的银行信用卡。

甲：明白了，这样好多了。谢谢，再见。

乙：再见。



Dialog B

Registering and Reclaiming Luggage 托运、提取行李

A: Hello, I'd like to register my luggage for New York.

B: Please let me check your luggage first.

A: OK.

B: Show me your ticket, please.

A: Here you are.

B: Please fill in the luggage consignment note. After that, please let the porter take your suitcase and have it weighed after you affix the label to your luggage.

A: All right.

B: Your bag is ten kilos overweight. It's US\$29.

A: Here's fifty.

B: Thank you. Your ticket, your luggage check and your change. Please check them.

A: Excellent. Thank you. Goodbye.

甲：你好。我想托运我的行李到纽约。

乙：请让我先检查您的行李。

甲：好的。

乙：请出示您的车票。

甲：给你。

乙：请填写托运单。然后，请您系好货签，让搬运员将箱子称重。

甲：好。

乙：您的行李超重10公斤。共29美元。

甲：给你50。

乙：谢谢。这是您的车票，行李票，和找零。请核对。

甲：太好了，谢谢。再见。



Dialog C

Checking Tickets for Boarding 检票进站

A: May I check your ticket, please?

B: Here you are.

甲：请出示您的车票。

乙：这就是。

交通

航空

酒店

留学

咨询

旅游

餐饮

文秘

营销

物流

保险

人事

电商

公关

会展

行管

银行

电子

教育

医疗

娱乐

家政

游戏

广告

环保

电信

财务

法律

国贸

商务

A: Have your ticket back and please follow this way
to get aboard.

B: OK.

A: Next, please. Ticket, please!

C: Here it is.

A: Sorry, your ticket was valid for yesterday's
Express T227, but now it's no longer valid.

C: But today is the 30th, isn't it?

A: No, it's the 31st.

C: Good Heavens! My watch shows it's the 30th.

A: I'm sorry. I think you should buy a new ticket.

甲: 请收好您的票, 从这里上车。

乙: 好的。

甲: 下一位。请出示车票!

丙: 在这儿呢。

甲: 很抱歉, 您的票是昨天的特快
T227, 现在已经无效了。

丙: 不对啊, 今天是30号, 对吧?

甲: 不对, 是31号。

丙: 天啊, 我的表显示的日期是30
号。

甲: 很抱歉。我想您最好重新买张
车票。



Dialog D

Helping Passengers with Their Berths or Seats 帮助旅客调整铺位、座位

B: Good evening. Could you do me a favor?

A: Yes, of course, with pleasure.

B: I've a middle berth in the semi-cushioned
sleeper. Do you think I could possibly change to
a lower one? I've a heart condition.

A: Yes? Wait for a moment. I'll check the berth chart
to see if there's a spare one.

B: Thank you.

A: I must say you're lucky. There's a vacancy. I'll let
you have it. It's No. 18. I think you have to move.
Shall I help you?

乙: 晚上好! 能请您帮个忙吗?

甲: 当然可以。很高兴为您效劳。

乙: 我的铺位是硬卧中铺。您看有可
能调个下铺吗? 我心脏不好。

甲: 是吗? 请稍等一下, 我查一下
卧铺登记表, 看看有没有空
铺。

乙: 谢谢。

甲: 您运气真好。有一个空着的下
铺, 是18号下铺。我看您得搬
一下。我来帮忙, 好吗?

B: No, thank you. I think I can manage it myself. By the way, how much is the balance?

A: It's 5 yuan, sir. Please pay the balance at the Service Counter. What's more, you need to change your ticket-check.

乙: 不用了, 谢谢, 我自己能行。

请问要补多少钱?

甲: 5元钱, 先生。请到服务台交差额票价。另外, 您需要调换票证。



Dialog E

At the Waiting Hall 候船大厅

A: Good afternoon, sir. Can I help you?

B: Yes. When does Seagull Liner depart?

A: At 14:00.

B: Do you think I still have time to grab a meal?

A: Pay attention to the time and don't miss the liner.

We'll let you know the boarding time over the loudspeaker.

B: Thank you. I'll hurry. Goodbye.

A: Don't mention it. Goodbye.

甲: 下午好, 先生。有什么需要帮忙的?

乙: 海鸥轮几点开船?

甲: 14:00。

乙: 你看我有时间吃饭吗?

甲: 请您注意时间, 别误了船。我们会用广播通知您检票时间的。

乙: 知道了, 谢谢。我会抓紧的。再见。

甲: 不客气, 再见。



Dialog F

Introduction 介绍

A: Let me introduce myself. I am the stewardess for Class 2 passengers. How do you do?

B: How do you do? My name is Bob Green.

甲: 请允许我自我介绍一下。我是二等舱的乘务员。您好。

乙: 您好。我叫鲍博·格林。

交通

航空

酒店

留学

咨询

旅游

餐饮

文秘

营销

物流

保险

人事

电商

公关

会展

行管

银行

电子

教育

医疗

娱乐

家政

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广告

环保

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商务

A: Mr. Green, I'm very glad to have you aboard Liaohai Liner. Is there anything I can do for you?

B: Yes. Do you have a cabin with a window?

A: Yes. But those windows can't be opened. Is there anything else I can do for you?

B: I'd like to have an English newspaper.

A: OK. I'll bring you a copy of *China Daily*.

B: Thanks.

甲：格林先生，非常荣幸您乘坐我们辽海轮。有什么我可以帮忙的吗？

乙：你们有靠窗的房间吗？

甲：有。但是窗户都不能打开。还有什么需要帮忙的吗？

乙：我想要一份英文报纸。

甲：好的，我这就给您拿一份《中国日报》来。

乙：谢谢。



Dialog G

At the Clinic 在医务室

A: What's bothering you?

B: I don't feel well. I feel like vomiting.

A: You must be seasick. This medicine may be helpful.

B: Oh, thank you.

(After a while)

A: Are you feeling better now?

B: Yes, I feel much better.

A: Do you want me to bring some water to you?

B: Yes, please.

甲：您有什么不舒服的吗？

乙：我不舒服，觉得想吐。

甲：您一定是晕船了。这种药可能会有帮助。

乙：哦，谢谢。

(过了一会儿)

甲：现在好点了吗？

乙：是的，感觉好多了。

甲：需要我给您拿些水来吗？

乙：好，请。