

E
VP

全国职业技能英语系列教材

总主编 丁国声



*English for Civil
Aviation Ground Service*

民航地勤英语

尹 静 主编



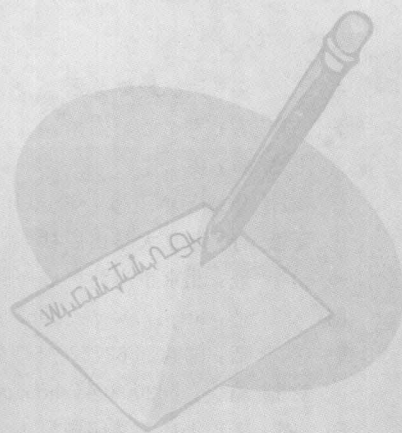
北京大学出版社
PEKING UNIVERSITY PRESS

民航地勤英语

English for Civil Aviation Ground Service

主 编 尹 静

副主编 陈 健 刘 颖



北京大学出版社
PEKING UNIVERSITY PRESS

图书在版编目(CIP)数据

民航地勤英语/尹静主编. —北京:北京大学出版社, 2008. 7

(全国职业技能英语系列教材)

ISBN 978-7-301-14070-3

I. 民… II. 尹… III. 民用航空—英语—高等学校:技术学校—教材 IV. H31

中国版本图书馆 CIP 数据核字(2008)第 106275 号

书 名: 民航地勤英语

著作责任者: 尹 静 主编

责任编辑: 姜 军

标准书号: ISBN 978-7-301-14070-3/H · 2033

出版发行: 北京大学出版社

地 址: 北京市海淀区成府路 205 号 100871

网 址: <http://www.pup.cn>

电 话: 邮购部 62752015 发行部 62750672 编辑部 62767315 出版部 62754962

电子信箱: jj_bd2003@yahoo.com.cn

印 刷 者: 北京大学印刷厂

经 销 者: 新华书店

787 毫米×1092 毫米 16 开本 13.75 印张 327 千字

2008 年 7 月第 1 版 2008 年 7 月第 1 次印刷

定 价: 30.00 元(配有光盘)

未经许可,不得以任何方式复制或抄袭本书之部分或全部内容。

版权所有,侵权必究

举报电话: (010)62752024 电子信箱: fd@pup.pku.edu.cn

全国职业技能英语系列教材

编委会

顾问

胡壮麟 (北京大学)

刘黛琳 (中央广播电视大学)

总主编

丁国声 (秦皇岛外国语职业学院)

编委会名单 (以姓氏笔画为序)

丁小莉 (山东商业职业学院)

王乃彦 (天津对外经济贸易职业学院)

牛健 (中央广播电视大学)

伍忠杰 (电子科技大学)

李相敏 (秦皇岛外国语职业学院)

李恩亮 (江苏海事职业技术学院)

张冰 (北京大学出版社)

张九明 (开封大学)

张春生 (衡水职业技术学院)

陆松岩 (江苏城市职业学院)

陈玉华 (成都航空职业学院)

林晓琴 (重庆电力高等专科学校)

赵倩 (重庆机电职业技术学院)

赵鹏 (北京联合大学)

赵爱萍 (浙江水利水电专科学校)

赵翠华 (承德民族师范高等专科学校)

胡海青 (南京交通职业技术学院)

贾方 (辽宁装备制造职业技术学院)

黄宗英 (北京联合大学)

崔秀敏 (承德石油高等专科学校)

蒋磊 (河南商业高等专科学校)

程亚 (江西景德镇陶瓷学院)

黎富玉 (成都航空职业学院)

潘月洲 (南京工业职业技术学院)

Martin. Fielko (Cornelsen Press GmbH & Co. KG)

总序

我国高职高专教育的春天来到了。随着国家对高职高专教育重视程度的加深,职业技能教材体系的建设成为了当务之急。高职高专过去沿用和压缩大学本科教材的时代一去不复返了。

语言学家 Harmer 指出:“如果我们希望学生学到的语言是在真实生活中能够使用的语言,那么在教材编写中接受技能和产出技能的培养也应该像在生活中那样有机地结合在一起。”

教改的关键在教师,教师的关键在教材,教材的关键在理念。我们依据《高职高专教育英语课程教学基本要求》的精神和编者做了大量调查,秉承“实用为主,够用为度,学以致用,融类旁通”的原则,历经两年艰辛,为高职高专学生编写了这套专业技能课和实训课的英语教材。

本套教材的内容贴近工作岗位,突出岗位情景英语,是一套职场英语教材,具有很强的实用性、仿真性、职业性,其特色体现在以下几个方面:

1. 开放性

本套教材在坚持编写理念、原则及体例的前提下,不断增加新的行业或岗位技能英语分册作为教材的延续。

2. 国际性

本套教材以国内自编为主,以国外引进为辅,取长补短,浑然一体。目前已从德国引进了某些行业的技能英语教材,还将从德国或他国引进优秀教材经过本土化后奉献给广大师生。

3. 职业性

本套教材是由高职院校教师与行业专家针对具体工作岗位、情景过程共同设计编写。同时注重与行业资格证书相结合。

4. 任务性

基于完成某岗位工作任务而需要的英语知识和技能是本套教材的由来与初衷。因此,各分册均以任务型练习为主。

5. 实用性

本教材注重基础词汇的复习和专业词汇的补充。适合于在校最后一学期的英语教学,着重培养和训练学生初步具有与其日后职业生涯所必需的英语交际能力。

本教材在编写过程中,参考和引用了国内外作者的相关资料,得到了北京大学外语编辑部的倾力奉献,在此,一并向他们表示敬意和感谢。由于本套教材是一种创新和尝试,书中瑕疵必定不少,敬请指正。

丁国声

教育部高职高专英语类专业教学指导委员会委员

河北省高校外语教学研究会副会长

秦皇岛外国语职业学院院长

2008年6月

出版说明

英语是国际航空运输业的语言。《民航地勤英语》遵循高职英语教学的性质和目标要求,以特定行业岗位“航空地勤服务”为编写内容,注重语言知识技能与行业知识技能的有机整合。本书适合作大中专院校相关专业学生教科书和参考书,也可供航空公司作为员工的英语培训教材。

一、编写理念

《民航地勤英语》是一本用英语传授民航地面服务知识的专业英语教程。本教程编写原则旨在使学生在贴近实际工作的情境中,准确地掌握和使用民航地勤服务的各种表达功能,通过语言的大量实践,从而达到能够准确和熟练地运用民航地勤服务英语进行交际的目的。

二、编写框架

本教材共 10 个单元,基本涵盖了地勤服务岗位的各个领域,从订票(Unit One)到值机(Unit Two)、行李托运(Unit Three)、安检(Unit Four)、机场检查(Unit Five)、特殊旅客服务(Unit Six)到航班非正常运行(Unit Seven)、其他服务(Unit Eight)、到港后需办理的手续(Unit Nine)到最后一单元机场观光、娱乐、购物(Unit Ten)。

每一单元都包含以下版块:(1)导入,看图写话或看图讨论;(2)背景介绍,每一单元都围绕不同的航线背景展开,都创设了与该单元主题相关的仿真环境下的工作语言情景;(3)听力练习,每个单元都设计了与主题相关的听力练习,让学生从听的角度进一步熟悉相关语言知识;(4)每个单元都设有与主题相关的 2—3 个对话,并设计了相关的练习;(5)单元相关话题或语言功能项强化;(6)拓展阅读。

三、使用说明

1. 灵活使用教材 教师可根据学生实际语言基础知识、专业技能、交际能力和岗位熟悉程度等灵活地对教材的内容和编排顺序进行恰当的取舍或调整,可删减部分过难或学生通过自主学习就可处理的教材内容;也可适当增加与岗位密切相关的其他内容的训练,以创造性地使用教材。

2. 强化听说训练 地勤服务对英语听说技能要求很高,教师使用教材时宜加强对学生的听说能力的训练。

3. 灵活安排课时 本教材每单元按 4 个学时组织内容,整本书要求 40 个学时。但在实际教学中可灵活划分学时,灵活确定教学进程。

4. 注重自主学习 每个单元中的拓展阅读部分建议学生自主学习。

CONTENTS

Unit 1	Ticket Service	1
Unit 2	Check-in Service	18
Unit 3	Baggage Check-in Service	32
Unit 4	Security Check	51
Unit 5	Associated Examinations in Airport	67
Unit 6	Service for Special Passengers	83
Unit 7	Flight Irregularity	98
Unit 8	Other Services	111
Unit 9	Arrival Passengers' Formalities	128
Unit 10	Touring, Shopping and Entertaining in Airport	144
	Vocabulary	158
	Keys and Transcripts	163
	Appendix	191



Unit 1 Ticket Service

Look at the following terms involved in flight-ticket-purchasing. Could you add more?

Asking for information

Flight ticket reservation

Ticket office

Making a reservation

Round-trip ticket

One/single-way ticket

Confirming a reservation

International flight ticket

Domestic flight ticket

Canceling a reservation

Time of departure

Regular flight

Purchasing a ticket

Refunding one's ticket

Paying for the refund

Changing a reservation

Missing one's flight

Rescheduling one's ticket

Flight number

Business class

A round trip ticket with return open

First class

Having a discount on a round trip

Putting someone on the waiting list

Economy class

Booking a connecting flight

Picking up tickets

✚ **Now answer the questions:**



1. What information do you need to offer when you are going to book a flight ticket?
2. If you have reserved a ticket already, when should you go to pay and pick up your ticket?
3. If you ask for a refund of your ticket within 24 hours, how much do you have to pay?

✚ **Suppose you are working in an air-tickets booking office. Your job is to receive telephones calls and offer services on line. Think about your job responsibilities and discuss them with your partner. Here are some useful expressions.**

Useful Expressions:

Talking about job descriptions and responsibilities:

The job involves ...

You will be responsible for ...

Offer first-hand information to ...

Make reservations for ...



✚ **Dialogue—Domestic Flight 国内航班**

Setting: Heidi and Jeanine are Americans. They work at an university as foreign teachers. Christmas is around the corner. They have a ten-day break for the holiday. Jeanine wants to visit one of her friends at Dali of Yunnan Province during the holiday.

Listen to the following dialogues and fill in the blanks.

✚ **Step 1 Telephone Inquiry 电话咨询**

Setting: Now she is booking a flight ticket to DaLi by telephone:

C: Hello. 1 _____. Can I help you?

P: Yes, I need some information about flights to Dali.

C: Hold on for a second, please. Let me check. Hmm, 2 _____.

There are 4 flights on Monday and Tuesday, 2 on the other days. It's very convenient for you to fly there.

P: Yes, I think so. Could you tell me 3 _____ on Thursday afternoon?

- C: The only flight is CA1849 4 _____ on Thursday.
- P: By the way, how much is 5 _____ to Dali?
- C: RMB 1120. May I 6 _____ for you?
- P: Not now. My travel plans are 7 _____. I'll make my reservation later. Thank you for the information.
- C: When you are ready to book your flight, please remember Air China. We'll be happy to serve you. Good-Bye.

VOCABULARY ASSISTANT

flight number 航班号	fare 费用	book 预定
depart 启程, 离开	reservation 预订, 预约	
finalize 定稿, 定案		



Step 2 Telephone Reservation 电话预订

Information Bank

flight 航班。每个航班都有航班号。我国国内航班号的编排是由航空公司的两字代码加 4 位数字组成, 航空公司代码由民航总局规定公布。例如 CA 代表“中国国际航空公司”、CZ 代表“中国南方航空公司”、MU 代表“中国东方航空公司”、SU 代表“四川航空公司”、FM 代表“上海航空公司”、HU 代表“海南航空公司”、MF 代表“厦门航空公司”、ZH 代表“深圳航空公司”、SC 代表“山东航空公司”。后面四位数字的第一位代表航空公司的基地所在地区, 第二位代表航班基地外终点所在地区, 其中数字 1 代表华北、2 为西北、3 为华南、4 为西南、5 为华东、6 为东北、8 为厦门、9 为新疆, 第三、第四位表示航班的序号, 单数表示由基地出发向外飞的航班, 双数表示飞回基地的回程航班。以 CA1585 为例, CA 是中国国际航空公司的代码, 第一位数字 1 表示华北地区, 国航的基地在北京; 第二位数字 5 表示华东, 烟台属华东地区; 后两位 85 为航班序号, 末位 5 是单数, 表示该航班为去程航班。CA1586 则为国航飞烟台至北京的回程航班了。再比如 MU5533, 上海—烟台航班, MU 为东方航空公司的代码, 第一位数字 5 表示华东地区, 东航的基地在上海; 33 为航班序号, 单数为去程航班。MU5534 则为东航由烟台飞往上海的回程航班了。国际航班号的编排, 是由航空公司代码加 3 位数字组成。第一位数字表示航空公司, 后两位为航班序号, 与国内航班号相同的是单数为去程, 双数为回程。例如 MU508, 由东京飞往北京, 是中国东方航空公司承运的回程航班。

Read the dialogues with your partner and answer the question below.

✚ Situation A: Space Available 航班座位未滿

Setting: Jeanine calls the Booking Office of Air China to check the seat availability. The agent helps her to book a ticket to Dali next Thursday.

C: Hello, this is the Booking Office of Air China. May I help you?

P: Yes, I plan to fly to **Dali** next Thursday afternoon. It's rather urgent, I'm afraid.

C: I think that should not be a problem. We're not too full at this time of the year. Just a moment, please and I'll check my computer...Thank you for waiting. Yes, seats are available on CA 1849 on December 20th, next Thursday.

P: CA 1849 next Thursday suits me all right. I'll book that. Make that a business class seat, please.

C: All right, sir. CA1849 on December 20th, next Thursday, one business class seat from Beijing to **Dali**.

P: Yes, that's right.

C: Thank you. Would you spell your family name, please?

P: It's C-A-R-V-E-R.

C: Is that "C" as in Charley, "A" as in Apple, "R" as in Robert, "V" as in victor, "E" as in Edward?

P: Yes, that's correct.

C: Thank you. Would you please spell your first name?

P: J-E-A-N-I-N-E.

C: Thank you, Ms. Carver. May I have a telephone number, and where can we contact you?

P: Yes, I'm working in North China Institute of Aerospace Engineering. I stay in 301 of No. 7 Building.

C: Thank you. Is there anything else I can do for you, sir?

P: No, that's all. Thank you.

C: Thank you for flying Air China. Have a nice trip.

✚ Now answer the question:

What kind of questions does the clerk usually ask when someone is calling to book an air ticket?



Useful Expressions:

We're not too full at this time of the year.

seats are available

CA 1849 next Thursday suits me all right.

Make that a business class seat, please.

Have a nice trip.

每年的这个时候我们的航班都不是很满载。

航班还有座位

下周四国航 1849 最适合我。

请订公务舱。

祝您旅途愉快。

Information Bank

在旅客电话订座中,英语姓名容易听错,为了正确地记录旅客的姓名,旅客报了姓名后,定座员依次读出姓名的一个字母后,再读出字首是该字母的一个英文词,以便核对无误。通常的读法如下:

A as in Apple

B as in Boy

C as in Charley

D as in David

E as in Edward

F as in Frank

G as in George

H as in Henry

I as in India

J as in John

K as in King

L as in Larry

M as in Mary

N as in Nancy

O as in Ocean

P as in Peter

Q as in Queen

R as in Robert

S as in Sam

T as in Tom

U as in Uncle

V as in Victor

W as in William

X as in X-ray

Y as in Yellow

Z as in Zebra

✚ Situation B: Space Not Available 航班座位已满

Read the dialogue with your partner and finish the exercise below.

Setting: Jeanine calls the Booking Office of Air China to check the seat availability. But unfortunately the flight is fully booked on that day. The agent puts her on the waiting-list.

C: Hello, this is the Booking Office of Air China. May I help you?

- P: Yes, please. I'd like to book an economy class seat from Beijing to Dali on CA1849 on December 20th, next Thursday.
- C: Just a moment, please and I'll check my computer...Thank you for waiting. I'm afraid there is not a single seat left on that flight.
- P: Not even a first class seat?
- C: No, I'm afraid not. We are now in tourist season. At this time of the year, reservations should be made at least two weeks before the flight departure date. However there may be a cancellation between now and the 20th. May I waitlist you on the 20th?
- P: What are the chances?
- C: I can't say for sure at the moment, but we'll see what we can do for you.
- P: Okay, put my name on the waiting list.
- C: Would you spell your name, please?
- P: Jeanine Carver. It's J-E-A-N-I-N-E, and C-A-R-V-E-R.
- C: Thank you. Is that "J" as in John, "E" as in Edward, "A" as in Apple, "N" as in Nancy, "I" as in India, "N" as in Nancy, and "E" as in Edward?
- P: Yes, that's correct.
- C: Thank you, Ms. Carver. May we have your phone number so that we may contact you?
- P: I'm working in North China Institute of Aerospace Engineering. I stay in 301 of No. 7 Building.
- C: Thank you. If you'd like to make a note, I'll repeat your reservation. I've put your name on the waiting list for CA1849 on the 20th. When we can reserve a seat on CA1849 on the 20th, we'll call you. Is there anything else I can do for you?
- P: No, thank you.
- C: Thank you for flying Air China.

Useful Expressions:

I'd like to book an economy class seat from Beijing to Dali on CA1849 on December 20th, next Thursday. 我想定一张 12 月 20 日北京飞往徐州的国航 1849 的经济舱。

I'm afraid there is not a single seat left on that flight. 那个航班一个座位也没有剩。

We are now in tourist season. 我们正处于旅游旺季。

Reservations should be made at least two weeks before the flight departure date.

要提前两个星期订票。

May I waitlist you on the 20th? 我可以把您列入 20 日航班的候补名单么?

Match words and translations from the two columns.

1. 预订机票
2. 检查订座情况
3. 列入等候名单
4. 头等舱
5. 到达时间
6. 不要挂电话
7. 最早的航班
8. 经济舱
9. 国内航班
10. 误机乘客
11. 启程时间
12. 公务舱

- A. Arrival time
- B. Reserve a flight ticket
- C. Departure time
- D. Hold for a moment
- E. Economy-class
- F. Domestic flight
- G. First-class
- H. No-shows
- I. Business-class
- J. Earliest flight
- K. Check the availability
- L. Put on the waiting list

Step 3 Telephone Confirmation 电话确认

Situation A: Confirming the Reservation 确认订座

Setting: Jeanine has made a reservation for a flight to Dali, and she calls the Booking Office of Air China to confirm her reservation.

A: Hello, this is Air China Booking Office.

J: Hello. I'd like to confirm my flight reservation.

A: May I know your flight number, please?

J: It's flight CA1849, which leaves Beijing at 13:40 on December 20th.

A: Oh, yes. That's our regular flight to Dali. Would you please tell me your name?

J: My name is Jeanine Carver.

A: Yes, Ms. Carter, here you are. You're flying in first class. Is that right?

J: Oh, no. I'm sure I made a reservation for an economy-class ticket. My name is Carver, not Carter.

A: Let me check. Aha! I've got it. Now, your ticket is in order.

Thank you for calling to confirm. J: It's better to confirm after ordering, right? And I don't want to lose it.

A: Quite right. If you hadn't confirmed, it would be cancelled within 24 hours before the departure time. In order not to miss your flight, I think you should pick up your ticket as early as possible.

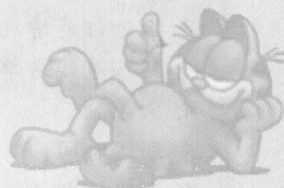
J: Okay, I shall.



Information Bank

航班号的一般读法:

CA 127	CA one twenty-seven
SH 5241	SH fifty-two forty-one
UA05	UA o five



✚ Make up your own dialogues with your partner according to the following condition.

You are calling to Airticket Service Office to confirm your flight to Hong Kong with the clerk. Your flight is CZ369 at 13:45 on Monday September 21st.

✚ Situation B: Canceling the Reservation 取消订座

Setting: Jeanine Carver's reservation from Beijing to Dali is cancelled because she did not call Air China to confirm her reservation 24 hours before the flight departure. As a result, she has to take a next day flight.

A: Hello, this is Air China Booking Office. How may I help you?

J: Hello. I'm scheduled on your flight CA1849 from Beijing to Dali tomorrow afternoon. I'd like to make sure that there is no problem with my reservation.

A: I'll be happy to check for you. But I need to retrieve your reservation record in my computer first. Could you tell me your last name, please?

J: Carver. It's C-A-R-V-E-R.

...

A: Thank you for waiting, Ms. Carver. Your record shows that your reservation from Beijing to Dali has been cancelled.

J: What? I called your office last week and booked my seat from Beijing to Dali on December 20th, Thursday on CA1849 departing at 13:40 tomorrow.

A: I believe that the cancellation is due to your failure to confirm. You know, passengers are requested to confirm their seats at least 24 hours before the flight departure time. Failure to do that will result in automatic cancellation.

J: Are you trying to tell me that I can't get on the flight tomorrow afternoon?

A: I'm sorry, ma'am. Seats are not available on tomorrow's CA1849.

J: It's too bad that I didn't notice the confirmation rule.

A: I'm sorry. But would you like me to reserve a seat for you to Dali for the day after tomorrow?

J: Do you expect any no-shows for CA1849 tomorrow morning? If so, I'd like to standby at the airport.

- A: I don't think so, ma'am. Your chances are not too good.
- J: All right, if this is the best you can do for me.
- A: Thank you, ma'am. You are confirmed on CA919 the day after tomorrow, December 21st. It leaves Beijing at 8:40 a.m. and arrives in Dali at 10:25 a.m. May I have your telephone number in Beijing where we can call you?
- J: Oh, yes. It's 0316-2059682.
- A: 0316-2059632. Please checkin at least 2 hours prior to the flight departure. Is there anything else I can do for you?
- J: No, thanks.
- A: You are welcome. Thank you for flying Air China.

Useful Expressions:

No-shows: 误机乘客。 Go-shows: 到机场等待的候补旅客。

Standby: 等待候补。Standby 也可以当名词用, 如 There are five standbys for CA 753 to Los Angeles. 前往洛杉矶的国航 753 航班有五名候补旅客。

I'm scheduled on your flight CA1849 from Beijing to Dali tomorrow afternoon. I'd like to make sure that there is no problem with my reservation. 我预订了明天下午国航 CA1849 北京到大理的机票, 我想确认一下。

Your record shows that your reservation from Beijing to Dali has been cancelled. 记录表明您北京至大理的预定取消了。

Complete the following dialogue and practice with your partner.

(Mr. Brown has reserved a ticket from Beijing back to New York next Monday. But he has an urgent business meeting in Beijing next Tuesday morning, so he has to cancel his reservation.)

C: This is Air China Ticket Office. May I help you?

P: Yes. 1 _____ . (我订了一张下周一从北京飞往纽约的票。) But I need to stay in Beijing for a couple more days. 2 _____ . (我不得不取消预定的座位。)

C: 3 _____ ? (请告诉我航班号?)

P: Yes, CA421.

C: 4 _____ ? (您的姓名?)

P: Davie Brown.

C: Hold on, please. Let me check. (A moment later) Oh, 5 _____ . (找到了。)

6 _____ . (您预订了下周一9月27日国航 CA421航班的头等舱。)

P: That's right.

C: Mr. Brown. I'll cancel your reservation.