

Practical English
For
Airline Flight
Attendants



新编 民航乘务员实用英语

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副主编 李 瑾 李 杰 周明华 石红霞

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前 言

随着民航改革的深化，民航的各个岗位先后建立了与之相适应的岗位英语标准与测试。乘务人员是民航服务的窗口，站在为国际旅客提供服务的第一线，航空公司的服务水平与乘务人员的英语水平紧密相关，特别是加入国际航空联盟之后，提供与联盟成员同水准的服务就成了航空公司的重要任务之一。

为了配合航空公司乘务人员英语水平考试的进行，按照《乘务员英语水平考试大纲》的要求，我们编写了《新编民航乘务员实用英语》，从而方便乘务人员进行英语学习。

一、编写宗旨

本书的编写旨在为从事民航乘务工作的人员提高英语能力，它是乘务人员提高英语水平的学习用书，同时也可作为民航乘务院校的培训教材。教材以客舱服务的工作流程和工作用语为基础，结合公共英语的交流范围和要求，全面培养学生的语言交际能力。

二、编写特点

1. 设计编写以学生为中心

考虑到乘务人员的工作特点和学习需求，我们将乘务岗位服务英语和英语基础知识进行提炼，并且以便于学习的问答方式按照实际情景进行归纳、编写；为同一问题提供多种参考答案，便于学生自学和扩充语言的表达形式。

2. 选材内容来源于真实场景，实用性强

口语问答的话题按照常用的、与现实生活和工作联系紧密的原则选择，参考答案的选材来源于真实会话内容，口语实用性强。

我们开通了教材支持邮箱 lyoncamic@163.com，作为教师和学员提供交流的平台，希望得到大家的宝贵意见。

编者

2009年4月

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Unit One Preparation for the Flight I

Section A Cabin English——Briefing I

I. *Warm-up questions*

What does the chief purser need to do before the briefing?

Suggested answers:

- (1) Ensure all the crewmembers are presented for briefing on time and properly dressed.
- (2) Complete crew member introductions.
- (3) Assign crew work position.
- (4) Gather information from crew members in preparation for possible onboard emergencies.
- (5) Assign and ensure proper handling of special passengers and meals.

II. *Steps of giving a briefing*

Step 1. Check personal make-up and appearance

Suggested answers:

Please put on your ID card first.

Let's look at each other to check our personal make-up and appearance. Please be sure to take your license and health certificate with you and make sure they are in the expiration. For those who have limitations for eye sight, check your glasses please.

Step 2. Self-introduction

Suggested answers:

Hello, everyone! I am very glad to be here to work with you all for today's flight. First, let me introduce myself. My name is Lilin. I am from the CF Center. Now let's get to know each other. Please raise your hand when I call your name.

Step 3. Introduction of flight duties

Suggested answers:

Our flight number is CA975. Code share flight is our Star Alliance partner Lufthansa airlines. Time for take off is 11:30a. m. . Time for landing is 5:30p. m. . Our captain is Wangwei. We have a security guard whose name is Liuhong. For the duties, No. 2 is responsible for making the announcement and Galley work. No. 3 is responsible for setting newspapers. No. 4 is responsible for the clearance of crew rest room. The estimated passenger numbers is 8 in first class, 6 in business class and 109 in economy class. Today we have a VIP sitting in the first class, whose name is × ×.

Step 4. Introduction of flight routes

Suggested answers:

The flying distance is 4855km. The flight time will be 6 hours and 10 minutes. There is no time difference between Beijing and Singapore. (The jet-leg is ____ hours ahead of (after) Beijing) . We will be flying over the province of Hebei, Henan, Hubei, Hunan, Guangdong and Hong Kong and the river as the Grant Canal, the Yellow River, the Yangzi River and the Pearl River.

Step 5. Emphasize the importance of the cabin safety

Suggested answers:

Cabin safety is the most important point for today's flight. Now, I will make some requirements for today's flight.

- (1) Please check the emergency equipment in your area after boarding and report to your area purser, who will report to me at last.
- (2) Please check the arrangement of baggage in the overhead compartments in or-

- der to make sure they are not piled up during boarding.
- (3) Emergency exit introduction is another important task to do before the door closing. Please make sure if the passengers sitting by the emergency exit are capable to be our assistant or not.
 - (4) Operate the selector lever according to the regulations and please be sure to make cross check.
 - (5) For safety check before taking off and landing, we must do it very carefully. No baggage should be put at the aisles and exits. Secure all the trolleys, containers and miscellaneous. Turn off galley power for taking off and landing.
 - (6) Please make announcement in time when we meet turbulence.
 - (7) Please be careful when serving hot drinks. It is necessary for us to remind the passengers at this time.
 - (8) Please check the toilet from time to time to prevent passengers from smoking. If we find someone smoking, find out the cigarette end and check the waste bin in time.
 - (9) We should monitor the cabin for taking off and landing. If we find passengers standing up or trying to open the overhead lockers before the aircraft comes to a complete stop, make announcement and stop them in time.

(To be continued)

III. *Models of Briefing*

(CF = Chief Purser; FA = Flight Attendant)

1.

CF: Good evening, everyone.

ALL: Good evening.

CF: Do you know what we will be serving on this flight sector?

FA1: We will be serving hot light meal on this flight sector.

CF: How many types of main course will we serve in Economy Class?

FA5: There are two types of main course in Economy Class.

CF: That's right. Can you please tell us what they are?

FA5: They are stir-fried seafood with steamed rice and beef with noodles.

CF: Is there any dessert on the tray?

- FA7: Yes. The dessert is Sweet Potato Ball Pudding.
- CF: Is there any bread and butter?
- FA2: Yes. There is.
- CF: When do we suppose to serve them?
- FA3: Right after beverage service.
- CF: No. According to the service regulation, we will serve it at about 11:00 O'clock, not right after the beverage service.
- FA3: All right.
- CF: Is there any coffee or tea service after the meal distribution?
- FA3: Yes, there is.
- CF: Thank you. And please keep in mind that to tidy up cabin before landing.
- 2.
- CF: Good afternoon. My name is Joanna.
- ALL: Good afternoon.
- CF: Do you know who will be our Captain and First Officer?
- FA1: Yes. Our Captain will be John Smith and our First Officer will be David Cooper.
- CF: What is the scheduled time of departure and arrival?
- FA1: The scheduled time of departure is 5p. m. and the arrival time is 9:30p. m. .
- CF: What is the passenger booking load for Business class and Economy class?
- FA1: The estimated passenger number is 5 in business, 126 in Economy class.
- CF: What type of aircraft will we fly with?
- FA2: It is Boeing 747.
- CF: What is the aircraft number?
- FA2: It is B-2468.
- CF: How many First Aid Kits in this B-2468? (also can ask the numbers of fire extinguisher, Oxygen mask, O₂ bottle, PBE and ELT)
- FA2: There are four.
- CF: Where are they located?
- FA2: They are located at the door of L1, L4, R4 and upper deck galley area.
- CF: Correct!

Words and Expressions in Section A

aisle	<i>n.</i>	过道
assign	<i>v.</i>	指派; 布置
briefing	<i>n.</i>	准备会
cahoot	<i>n.</i>	同伙
confirm	<i>v.</i>	确认
container	<i>n.</i>	容器
control	<i>v.</i>	控制
dessert	<i>n.</i>	甜食
detail	<i>n.</i>	细节
distribution	<i>n.</i>	分配, 分发
hijacker	<i>n.</i>	劫机犯
limitation	<i>n.</i>	限制
miscellaneous	<i>adj.</i>	各种的, 各方面的
monitor	<i>v.</i>	监控
password	<i>n.</i>	暗号, 口令
procedure	<i>n.</i>	程序, 步骤
secure	<i>v.</i>	确保
tray	<i>n.</i>	托盘
turbulence	<i>n.</i>	扰流, 湍流
weapon	<i>n.</i>	武器
anti-hijack plan		反劫机预案
be capable to do something		有能力作……
be in the expiration		在有效期内
be piled up		堆积
be responsible for doing/ be in charge of		负责……
code share		代码共享
co-operate with each other well		彼此合作愉快
cross check		互检
ensure/be sure to/make sure		确认, 确保
estimated passenger numbers		预计旅客人数
light meal		便餐

in time	及时
jet-leg	时差
latest product	最新产品
overhead locker	头顶上方的行李箱
principle of action	行动原则
personal make-up	个人化妆
security guard	保卫员
selector lever	分配器手柄
waste bin	垃圾箱
work position	工作/岗位位置
PBE (Protective Breathing Equipment)	呼吸保护装置
ELT (emergency locator transmitter)	发报机

Additional Practices

I. Directions: Please give a briefing based on the information given below.

1. The briefing should cover the following points and it is asked to be finished within 3 minutes.

- (1) Flight number
- (2) Flight time
- (3) Aircraft type
- (4) Departure time
- (5) Arrival time
- (6) Captain's name
- (7) Weather condition at the destination
- (8) How to serve with special passengers, CIP and VIP and how to meet their special needs?
- (9) Task assignment
- (10) Emergency equipment review
- (11) Emergency response planning/ Emergency evacuation procedures
- (12) Hijack watch code with cockpit crew/How to deal with the hijackers? / What are the procedures to deal with this situation?

- (13) Fire Flight procedures
 (14) Other special situation handling procedures including ill passengers and on-board injury etc.

2. Make a briefing based on the information given below.

You are the purser for today's flight. The flight number is CA1305, bound for Guangzhou. According to the weather forecast, it is sunny in Guangzhou with the temperature ranging from 28 to 35 degrees Centigrade. There are 3 VIP passengers on board today. They are from the United Nation. It is very cold in Beijing now. You are very considerate and you suggest them to take off their sweater before disembarkation.

II. Pairwork

Please retell the above briefing given by your partner. The retelling also needs to cover the key points required in the above exercise I and it is asked to be finished within 3 minutes.

You can make a note when you are listening.

Section B Everyday English—Self-Introduction and Festival

I. Sentence Structure Practice

Direction: Complete the following passage, and read your answer out as clearly as possible. Pay attention to your pronunciation.

My name is _____. I was born in _____. I am now studying at _____.
 My major is _____. I like my major very much, because _____.
 I come from _____. The best point that I like about my hometown is _____.
 And that has something to do with the fact that _____. Through these years,
 there have been great changes, for example _____.
 In my spare time, _____ is my favorite entertainment. I like sports, such as
 _____. I like _____, too. You know _____.

(If you have your own good way to introduce yourself, stick to your own style. But make sure you pronounce clearly.)

Your version :



II. Response drills

Direction: Ask the questions by reading to yourself. Try to respond to each one as immediately as possible. Do answer each question in SENTENCE-FORM.

For example: where do you come from?

Don't just say: Wuhan.

You'd better say: I am from the city of Wuhan, which is located in the central part of China.

1. How many festivals are there in China?

Your answer:

2. Which one is your favorite?

Your answer:

3. Then could you tell me why you like it so much?

Your answer:

4. How do people celebrate it?

Your answer:

5. Is there any story about this festival?

Your answer:

6. Is there any change in this festival nowadays?

Your answer:

|| Suggested answers to the questions ||

1.

- (1) Err, it is very hard to give a definite list of the festivals in China. There are so many festivals, you know. But I think the most important ones are Spring Festival, Lantern Festival and so on.
- (2) Well, there are National day, Labor Day, and Women's Day. And you can also find many traditional festivals, such as Spring Festival, Lantern Festival and so on. However, there are some festivals that are only celebrated in specific areas, or by specific people.

2&3.

- (1) I guess Spring Festival is my favorite simply because it is the Chinese Lunar Year celebration. Chinese people love to have family get together at that time and there are many customs concerning it.
- (2) I should tell you that National Day is the most important to me because I can have a short trip during the several days off work. I like the long holiday during the festival.

4.

- (1) During the Spring Festival, people wear the nicest clothes and pay a visit to each other to express their best wishes. They also have fancy dinners and many parents buy gifts for their children.
- (2) Well, people celebrate Lantern Festival by eating a special kind of traditional food called Yuanxiao. It is made of sticky rice powder and it tastes quite good. What is more, people go to see the lanterns at night. There are various lanterns in the square so that the sky of the night becomes bright from the light of the lanterns.

5.

- (1) Oh, there are so many stories about Spring Festival. For example, people set off fireworks to scare away the dangerous and wicked ghosts called Nian, and welcome the New Year.
- (2) Well, I think Chinese people regard the shape of moon as an important factor influencing their life. So the story is, when the moon becomes a whole one, all the family should have a reunion. And that time is the Lantern Festival and Mid-Autumn Day.

6.

- (1) Yes, there has been a great change in the way people celebrate Spring Festival. People no longer cook family dinners by themselves; instead, they go to restaurants to enjoy it.
- (2) Well, I think it changed a lot, but people's feeling towards the traditions of a long history remains the same. Although people use different ways to celebrate the festivals, the cultures that these festivals represent has already been rooted in the heart of Chinese people.

Words and Expressions in Section B

celebrate	<i>v.</i>	庆祝, 祝贺, 颂扬
customs	<i>n.</i>	海关
definite	<i>adj.</i>	明确的, 一定的
fancy	<i>n.</i>	想象力, 幻想, 喜好
major	<i>n. /v.</i>	主修
sticky	<i>adj.</i>	粘的, 粘性的
wicked	<i>adj.</i>	坏的, 邪恶的, 缺德的
be located in		位于
in one's spare time		在……的业余时间
favorite entertainment		喜爱的娱乐
no longer		不再
Spring Festival		春节
Lantern Festival		元宵节
rice powder		米粉

Section C 基本语法知识——概述、名词

概 述

一、词类

英语单词可分为十类: