

高职高专“十二五”规划教材



民航运输类专业系列教材

民航服务英语

MINHANG FUWU YINGYU

李洪勇 姜一瑾 主 编
刘环飞 副主编



化学工业出版社



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· 北京 ·

本教材共八个单元,每个单元2~4课,分为单词词组、对话听力、句型练习和日常口语练习等部分。教材采用情景、任务驱动等符合职业教育教学的方法来编写案例,将符合学生特点和教学内容的真实任务引进课堂。使学生在解决问题、完成任务的同时,掌握了基础的专业知识。本书编写上注重互动学习,充分发挥学生的学习主体作用。内容深入浅出,通俗易懂。

本教材可作为高职高专、中职航空服务类专业的教学用书;也可作为旅游类、酒店管理类等专业的选修教材;同时也可供航空公司作为员工的英语培训材料。

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前言

近年来,航空服务专业已成为我国职业教育发展进程中涌现出来的新兴专业。为了适应航空专业的教学需要,我们根据近几年来教学的经验积累,以及走访调研机场和旅行社,了解当前航空服务类专业对于英语的需要,编写了这本针对性、实用性较强的教材。

本教材共八个单元,每个单元3~4课,分为单词词组、对话听力、句型练习和日常口语练习等部分。内容深入浅出,通俗易懂,便于学生理解和掌握。无论对话还是句型,基本符合目前中高职院校学生的英语基础,便于专业英语的入门学习。本书编写上注重互动学习,充分发挥学生的学习主体作用。教材采用情景、任务驱动等符合职业教育教学的方法来编写案例,将符合学生特点和教学内容的真实任务引进课堂。使学生在解决问题、完成任务的同时,掌握了基础的专业知识。

本教材面向高等职业教育学校的学生,以培养德智体美等方面全面发展,具有综合职业能力,能胜任航空服务一线工作的高素质劳动者和高中级实用型人才为目标。特点是:

1. 在内容上每单元有相关知识的介绍,中间穿插对话形式的案例,使得教材信息较新且信息量大,理论与实际结合紧密;

2. 每单元每课课后有情景对话,引导学习者实际训练,达到理论联系实际和锻炼思考问题的能力;

3. 每单元的课后练习帮助其归纳学习重点和练习日常口语练习;

4. 结构新颖,内容丰富充实,增强趣味性和可读性,使得教材通俗易懂,更适合高职高专学生的学习特点。

本书建议课时为60学时,可作为高职高专、中职航空服务类专业的教学用书;也可作为旅游类、酒店管理类等专业的选修教材;同时也可供航空公司作为员工的英语培训材料。

本书由青岛外事服务学校李洪勇、姜一瑾主编。青岛外事服务学校刘环飞副主编,青岛外事服务学校邢佩玉和西安航空职业技术学院的邓丽君参与编写。

本书出现的航班号、航班时刻、票价、运费等仅供参考,特此说明。

由于编者水平有限,教材中难免存在疏漏之处,恳请读者批评指正。

编者

2013年6月

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Unit 1

Asking for Information and Buying Tickets

Airport Tips: 坐飞机旅行前, 都必须先订机票, 可通过旅行社或直接向航空公司预订, 如欲更改班机或确认机位, 也需打电话到航空公司进行更改或确认。



Lesson 1 Telephone Call for Information (电话问讯)



Words Study

Task① Listen and repeat the following words and phrases.

1. airport ['eəpɔ:t] *n.* 机场
2. inquiry ['ɪnkwaiəri] *n.* 打听, 询问, 调查, 查问
3. inquiry office 问讯处
4. schedule ['skedʒul] *n.* 时间表, 一览表, 计划 *v.* 安排, 计划, 预定, 编制目录
5. be scheduled to do (某人) 预定(做)
6. due [dju:] *n.* 应得物 *adj.* 预定的, 应付的, 到期的
7. due to 归因于
8. on schedule 按照预定(时间)
9. take off 起飞
10. land 降落

Task② Please remember the new words as quickly as you can! Then write down the

Chinese for each word.

1. Liu Ting Airport _____
2. inquiry office _____
3. due to _____
4. on schedule _____
5. take off _____
6. land _____

Task③ Listen and write down the words you hear.

1. _____
2. _____
3. _____
4. _____
5. _____

Task④ Listen and fill in the missing words.

1. Is this the Qingdao Airport _____?
2. Who is _____?
3. _____ we can do for you, Mr. Denny?
4. It is _____ to arrive at 9:25 pm.
5. _____ bad weather conditions, this flight will not arrive _____.
6. The flight has not yet _____ from Kunming.

Task⑤ Read and try to translate the above sentences.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____



Dialogue

Task① Mr. Denny is calling to Qingdao Airport Inquiry Office to inquire about the arrival time of CZ3460. Listen to the dialogue and answer the following questions.

1. Who is calling?
2. When is the flight scheduled to arrive at?
3. Why will the flight not arrive on time?

Task② Listen to the tape and complete the dialogue.

Telephone Call for Information (电话问讯)

A: Hello!

B: Hello, is this the _____?

A: Yes, who is _____?

B: Denny _____.

A: _____ we can do for you, Mr. Denny?

B: Can you tell me the _____ of CZ3460 from Kunming?

A: Certainly. It is _____ to arrive at 9:25 pm. However, _____ bad weather conditions, this flight will not arrive _____. The flight has not yet _____ from Kunming. Would you please _____ again at 9:00 pm for _____ information?

(This flight will be delayed for two hours. That is to say, it will land at 11:25 pm.)

Task③ Listen to the dialogue and read after the tape.



Sentence Patterns

1. 如果你在机场问讯处接到订票电话，可以用下面的两组句型来应对，一定要掌握哦！

(1) Who is calling? / Who's that? / Who's that speaking? / May I know who I am speaking with?

(2) Anything we can do for you? / What can I do for you? / Can I help you? / May I help you? / Do you need a favor? / Do you need a hand?

2. 下面是更多的有关询问航班信息的句子，试着读一读，和同学一起练习一下吧。

(1) Q: Could you tell me about the flights to Chongqing, please?

A: We have a scheduled flight that departs for Chongqing twice a week, on Wednesday and Saturday.

问：请问您可以告诉我飞往重庆的航班情况吗？

答：我们每周三和周六都有航班飞往重庆。

(2) Q: Is it a direct flight?

A: No. It will go via Jinan. The whole trip will last about 3 hours.

问：这是直达航班吗？

答：不是，它经停济南，总航程需要 3 小时。

(3) Q: What type of aircraft do you use?

A: We have a Boeing 737 running on this route.

问：请问飞机是何种机型？

答：执行此航线飞行任务的是波音 737 型飞机。

(4) Q: When does my flight arrive in Beijing?

A: Let me check. It's a direct flight, departing from Qingdao at 8:00 and arriving at

Beijing at 9:05.

问：我的航班何时到达北京？

答：让我查一下。您的航班为直达航班，8:00 从青岛出发，9:05 到达北京。



Practice

1. Translate the following sentences.

(1) 有什么需要帮忙的吗？

(2) 请问是流亭机场问讯处吗？

(3) 由于天气原因，本次航班不能按时到达。

(4) 您能告诉我 CZ901 航班的到达时间吗？

(5) 请您稍后再来电好吗？

2. Make up a dialogue with your partner for the following situation:

(1) You are going to meet a sports team from Australia.

(2) You make a phone call to the Information Desk to ask when the flight will arrive.

(3) The flight number is 58823787.

日常口语练习

1.

A: Hello! Good morning/afternoon/evening.

B: _____.

2.

A: How are you?

B: _____.

3.

A: What's your name?

B: _____.

4.

A: Hello. Nice to meet you.

B: _____.

5.

A: How do you do?

B: _____.

Lesson 2 Booking Tickets (订票)



Words Study

Task① Listen and repeat the following words and phrases.

1. competition [kəmˈpiːtɪʃən] *n.* 竞赛
2. ticket [ˈtikit] *n.* 票, 券, 车票
3. book tickets 订票
4. available [əˈveɪləbl] *adj.* 可得到的, 可利用的
5. prefer [prɪˈfəː] *v.* 较喜欢, 宁可
6. first class 头等舱
7. economy [i(:)ˈkɒnəmi] *n.* 节约, 经济
8. economy class 经济舱

Task② Please remember the new words as quickly as you can! Then write down the Chinese for each word.

1. competition _____
2. ticket _____
3. book tickets _____
4. available _____
5. prefer _____
6. first class _____
7. economy class _____

Task③ Listen and write down the words you hear.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Task④ Listen and fill in the missing words.

1. We are going to Beijing for a _____ on the 10th of September.
2. I want to _____ twenty tickets to Beijing.
3. Both flights have _ seats _____ for September 10.

4. I'd _____ the morning one.
5. First class or _____ class?
6. Please be at the airport 2 hours before your flight time .

Task⑤ Read and try to translate the above sentences.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____



Dialogue

Task① Listen to the dialogue and try to answer the following questions.

1. How many tickets does the man want to book?
2. Which class does the man prefer?
3. When does the flight arrive in Beijing?

Task② Listen and try to complete the dialogue.

Booking Tickets (订票)

A: Good morning. _____ I help you?

B: Yes, please. We are going to Beijing for a _____ on the 10th of September. I want to _____ twenty tickets to Beijing.

A: Just a _____, sir. Let me check. Oh, yes. We have two flights to Beijing, at 8 o'clock in the morning and 4 o'clock in the afternoon. Both flights have seats _____ for September 10.

B: I'd _____ the morning one.

A: First class or _____ class?

B: _____ When does it arrive at Beijing?

A: 11:00 am. Please be at the airport _____ before your flight time for check-in.

B: Thank you.

A: You're _____. Have a good _____.

Task③ Listen to the dialogue and read after the tape.



Sentence Patterns

在英语里，同样的意思可以有不同的表达方式。一定要活学活用哦！

1. Q: Could I make two economy class reservations for this flight?

A: Yes, Sir. We can make those reservations for you.

问: 请问我可以预订这个航班的两个经济舱座位吗?

答: 可以, 我们可以为您预订。

2. Just a minute. / Wait a moment.

请稍等。

3. You're welcome. / My pleasure. / At your service.

不客气。

4. Have a good flight. / Have a good trip. / Have a nice trip. / Have a pleasant trip.

旅途愉快!



Practice

1. Translate the following sentences.

(1) 我想订两张去上海的机票。

(2) 先生, 请您稍等, 我查一下。

(3) 我们两班去大连的飞机, 一班是早上 8:00; 一班是下午 3:00。

(4) 我可以预订这个航班的一个商务舱座位吗?

(5) 祝您旅途愉快!

2. Make up a dialogue with your partner for the following situation.

Mr. James wants to book 2 tickets to Shanghai on November 16. He prefers economy class.

日常口语练习

1.

A: Where do you live?

B: _____

2.

A: What does your father/mother do?

B: _____

3.

A: Have you learned English?

B: _____

4.

A: Do you like English/ Chinese/ math?

B: _____

5.

A: Whose bag/book/pen is this?

B: _____

Lesson 3 Issuing Tickets (出票)



Words Study

Task① Listen and repeat the following words and phrases.

1. issue ['ɪʃu:] v. 发出, 发行
2. issue tickets 出票
3. urgent ['ɜ:dʒənt] adj. 紧急的, 急迫的
4. fill in = fill out 填写
5. contact ['kɒntækt] v. 联系
6. single ticket 单程票
7. return ticket 往返票

Task② Please remember the new words as quickly as you can! Then write down the Chinese for each word.

1. issue tickets _____
2. urgent _____
3. fill in _____
4. contact _____
5. single ticket _____
6. return ticket _____

Task③ Listen and write down the words you hear.

1. _____
2. _____
3. _____
4. _____
5. _____

Task④ Listen and fill in the missing words.

1. I'm going to Beijing on _____ business.
2. I'd like to know tomorrow's _____ flight for Beijing.
3. Would you _____ this form, please?
4. Excuse me, do you want _____ or _____ ticket?

5. Have a good _____ !

Task⑤ Read and try to translate the above sentences.

1. _____
2. _____
3. _____
4. _____
5. _____



Dialogue

Task① Listen to the dialogue and try to answer the following questions.

1. Where is the man going to?
2. Which flight does the man prefer?
3. What kind of ticket does the man want to buy?

Task② Listen and try to complete the dialogue.

Issuing Tickets (出票)

A: Good morning, Sir.

B: Morning. I'm going to Beijing on _____. I'd like to know tomorrow's scheduled flight for Beijing.

A: We have _____ flights for Beijing tomorrow, CZ3151, leaving at _____ in the morning and CA1304 leaving at _____ in the evening.

B: CZ3151, please.

A: OK. Would you _____ this form, please? Your name, _____ number, route, date, _____ telephone number and so on.

B: Here you are. How much is it?

A: Excuse me, do you want _____ or _____ ticket?

B: _____ ticket, please.

A: RMB _____. Yes, good-bye. Have a good _____ !

Task③ Listen to the dialogue and read after the tape.



Sentence Patterns

下面的句子非常有用，听一听并跟着读一读吧。

1. 提出请求

May I have a look at your ticket?

Would you show me your tickets please?

May I have your name and telephone number?

2. 征求意见

Which flight would you like / prefer?

First class or economy class?

Single or return ticket?

3. 道别

Have a good trip. / Have a good flight.

4. 道歉

Sorry, sir. All seats for that flight are fully booked.

Sorry, there are no seats left.

5. May I ask where you want to go?

请问您想购买到哪里的机票?

6. May I ask when you are going to take the flight?

请问您打算购买几号的机票?

7. There are 4 flights to Beijing on April 25th, departing from Qingdao at 7:10, 11:00, 14:30, and 19:00. The trip takes about 1 hour.

4月25日到北京的航班有4班,起飞时间分别为7:10、11:00、14:30和19:00,空中飞行时间约1小时。

8. May I ask whether you want to make a reservation or buy it now?

请问您是想预订还是直接购买?

9. Please fill in the Ticket Purchasing Form.

请您填写购票单。

10. The biggest discount for the flight to Beijing on May 1st is 20%, and it is ¥ 600 with the discount.

5月1日到北京的航班折扣最低有8折,折扣价为600元。

11. Would you like an economy ticket or the first-class ticket?

您想购买普通舱机票还是头等舱机票?

12. Would you like to pay in cash or by credit card?

您想用现金付款还是信用卡?



Practice

1. Translate the following phrases into Chinese or English.

(1) direct flight

(2) scheduled flight

(3) Airport Inquiry Office

(4) single ticket

(5) make a reservation

(6) take off

(7) 中国东方航空公司

(8) 归因于

(9) 往返票

(10) 填写

(11) 经济舱

(12) 头等舱

2. Translate the following sentences into Chinese or English.

(1) Due to the bad weather conditions, this flight will not arrive on schedule.

(2) Could I make two economy class reservations for this flight?

(3) I'd like to change the Qingdao- Beijing reservation and reserve a seat to Tianjin.

(4) Please be at the airport 2 hours before your flight time for check-in.

(5) I would like to apologize for the inconvenience caused by this delay.

(6) 有什么需要帮忙的吗?

(7) 我们每周二和周四都有航班飞往武汉。

(8) 本次航班经停济南, 总航程需要 2 小时。

(9) 您想购买普通舱机票还是头等舱机票?

(10) 祝您旅途愉快!

3. Make up a dialogue with your partner for the following situation.

Mr. Owen wants to buy a one-way first-class ticket to Dalian. He goes to the Air Ticket Office.

日常口语练习

1.

A: How old are you?

B: _____.

2.

A: Which school are you in?

B: _____.

3.

A: What class/grade are you in?

B: _____.

4.

A: _____

B: Yes, I want to drink some cold water/eat some fruit.

5.

A: What did you have for lunch?

B: _____

Lesson 4 Changing the Reservation (更改订座)



Words Study

Task① Listen and repeat the following words and phrases.

1. reservation [rezə'veɪʃən] *n.* 预定
2. change the reservation 更改订座
3. China Eastern Airlines 中国东方航空公司
4. Air China 中国国际航空公司
5. China National Aviation Corp 中国航空公司
6. China Southern Airlines 中国南方航空公司
7. China United Airlines 中国联合航空公司
8. China Northwest Airlines 中国西北航空公司
9. China Southwest Airlines 中国西南航空公司
10. Hong Kong Dragon 港龙航空公司
11. China Airlines 中华航空公司
12. depart [dɪ'pɑ:t] *v.* 离开, 出发, 放弃

Task② Please remember the new words as quickly as you can! Then write down the Chinese for each word.

1. change the reservation _____
2. China Eastern Airlines _____
3. Air China _____
4. China National Aviation Corp _____
5. China Southern Airlines _____
6. depart _____

Task③ Listen and write down the words you hear.

1. _____
2. _____
3. _____
4. _____