

ESP教材

航空乘务英语教程

AN ENGLISH COURSE
FOR FLIGHT
ATTENDANT

主 编 高 锋



同济大学出版社
TONGJI UNIVERSITY PRESS

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An English Course for Flight Attendant

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内 容 提 要

本书共 10 个单元,多取材于国内外航空乘务一线岗位的核心内容,内容生动,结构安排合理,详细介绍了民航客舱服务和客舱安全专业知识,每单元正文后配有实用练习和阅读材料,能有效提高读者的航空英语水平和专业技能水平。作者与本书的专家顾问均为内外航资深乘务人员或培训人员,与传统教材相比,本书更注重“说明指导性和实用性”。为扩充读者的专业水平,书中还收录了典型机型、著名航空公司简介、重要航空缩略代码、航空术语、厨房设备、紧急设备、民航网页以及如何购买免税商品等会话材料。

本书为从事航空乘务工作的相关人员编写,既可被用作空乘专业 ESP 教材,也能被应用于航空公司英语培训。对于有志于从事外航乘务工作的读者,本书也是一本不可多得的自学读物。读者对象可以是职业院校空乘专业学生,各类成人院校,也可以是航空公司在职培训人员或从事外航服务的相关人员。

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序

乘务员是航空公司的一道靓丽风景线,他们在向世人展示自己风貌的同时,也为航空公司赢得了旅客的赞誉。一名合格的乘务员,在工作中除了热情、微笑和娴熟的服务技能外,还应该具备与工作岗位相关的英语知识,能在实际工作中用流利的英语为国际旅客服务。《航空乘务英语教程》专门为从事航空乘务工作的服务人员编写。本教程提供了乘务员岗位所需的业务能力知识、翔实的航空乘务培训材料,是一本提升个人知识技能和航空乘务英语专业知识的实用教科书。

《航空乘务英语教程》的编写以客舱服务和客舱安全为核心内容,注重语言的岗位特征。为了提升服务人员的知识能力,作者设计了寓教于乐的语言点操练,提供了难能可贵的一手材料,并系统罗列了行业知识和专业术语。对某些业务知识的梳理也独具匠心、精心安排。教材编写思路清晰、结构合理、语言规范、图文并茂。既符合行业的操作规范,也适合本专业学生的语言教学要求。

《航空乘务英语教程》的问世不仅惠及在校的航空乘务专业的学生、航空公司在职的乘务人员,也会对现行的航空乘务专业英语教学起到良好的推动作用。



于沪上龙华机场
2013年6月

前 言

随着国内外民航业的发展,航空公司对空中乘务员的要求日益提高,培养“高素质、严标准、多能力”的乘务员已经越来越成为众多航空公司的共识,且乘务员的英语水平直接决定了其自身的发展空间和航空公司的规划前景。因而,以提高乘务员英语水平为目的教材相继应运而生。与传统“议论性”教材相比,本教材更注重“说明指导性”,侧重一线知识,在“实用和够用”的基础上适当拓展,启发思维,突出行业特色和专业化应用知识。同时,教材的设计融合了适合课堂“教学做一体”的“讲授模块”和能力延伸的课后“自学模块”。另外,许多表单直接取材或改编于一线岗位。

一、编写宗旨

《航空乘务英语教程》是乘务英语课程的主干课程之一。该课程参考专门用途英语(ESP)教学标准,旨在帮助学生提高英语职业认知能力,通过客舱服务和客舱安全两大主要板块内容的有机结合,来使乘务员了解其行业英语特色。本课程一方面概括了客舱服务的主要内容:客舱布局、客舱检查、餐食饮料等;另一方面介绍了客舱安全的相关事宜:机上急救、紧急迫降、危险品须知。同时增加了 C. I. Q 和航班延误的知识阅读,另外适当补充了广播词内容、典型机型和著名航空公司简介,收录了乘务员工作中应读懂的表单。

二、编写框架

本教程分 10 个单元,其中 Unit 1 Aircrew, Unit 2 Cabin Facilities, Unit 4 Drink Service, Unit 5 Meal Service 侧重于客舱服务;Unit 3 Safety Check & Instruction, Unit 6 Emergency Landing, Unit 7 First Aid, Unit 8 Dangerous Goods 侧重于客舱安全,Unit 9 C. I. Q 和 Unit 10 Flight Delay 为知识拓展单元。Supplements 供学有余力的学生课后阅读,教师也可择量选读,分配任务。




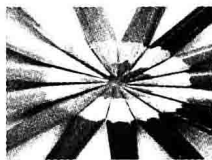

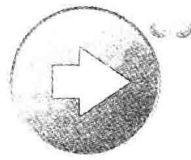

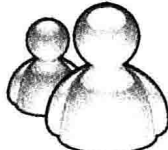


每单元由三大部分组成:Text(正文)、Exercises(练习)、Reading Material(阅读材料)。第一部分正文涵盖了 Word Bank(单词释义)和 Notes(课文注解);第二部分练习包括了 Reading Comprehension(阅读理解)、Translation(翻译)及 Fill-in(填空);第三部分阅读材料为知识拓展的模块单元,其后配备了利用图文信息来提高学生动手查阅能力和认知解读能力的 Class Activity(课堂活动)和 After-class Activity(课后活动)。

三、使用说明

本教程共分 10 个单元,每单元 6 至 8 课时,共计 60~80 学时。其中正文和练习部分为教学重点和必需掌握知识,阅读部分为拓展实践应用部分,教师应合理利用补充材料和附录部分来组织教学,使学生学会自主学习,并能将知识“活化”,达到学以致用目的。这部分的 Class Activity(课堂活动)和 After-class Activity(课后活动)具有知识运用型特征,体现了一定的“行动导向”。



对于文中各部分出现的图示,作如下说明。

 <i>Text</i>	 <i>Word Bank</i>	 <i>Notes</i>
 <i>Exercises</i>	 <i>Reading Comprehension</i>	 <i>Translation</i>
 <i>Reading Material</i>	 <i>Class Activity</i>	 <i>After-class Activity</i>
 <i>Fill-in</i>		

本教材得到了上海民航职业技术学院领导的重视及行业专家的指正。教材主要由本人编著,经管系孙军主任给予了极大的帮助和建议,副院长孙暄博士更是不遗余力,给予了部分资料支持。大韩乘务员张靓、东航乘务员邵文珺以及业内好友马蓓蕾、冯静怡、王舟、樊洁莲等都给本书提出了宝贵意见。没有大家的支持,本书定难付梓。封面人物为陈艳。此外,还要对外语教师陆平、宓肖燕、崔红光、孙庆芳、施元麟一并表示感谢。

文中图片大多取自于互联网相关网站,特此鸣谢声明。由于编者水平有限,加之时间仓促,疏漏不妥之处在所难免,恳请同行及读者不吝指正。

高 锋
2013 年 6 月

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Unit 1

Aircrew



本单元介绍机组人员的主要组成部分。介绍了机长、副驾驶、机械师、乘务长、客舱经理、乘务员的主要职责和行业要求。通过对本课内容的学习,学生应掌握主要机组岗位人员的英文表达,同时能够通过阅读了解飞机的主要外部结构。



Text

Aircrew (cockpit crew & cabin crew) are the personnel who operate an aircraft or do works in flight. The composition of the crew depends on the type of aircraft as well as the purpose of the flight. For a **civilian aircrew**, it usually covers **aviator** (**pilot-in-command** (PIC) or **first officer**, **second officer**, **third officer**), **flight engineer**, **purser** and **flight attendant**.

The captain, or pilot-in-command, flies the airliner and is responsible for the safety of passengers and cargo. The captain is in command and makes all of the decisions. The position is comparable to that of the captain of a ship at sea. Most airlines require the age of a pilot candidate to be from 23 to 60 years. Weight must be normal for the captain, and his vision or vision with correctable lenses should be 20/20. 400 to 1,000 hours of flying is the standard set by the Federal Aviation Administration (FAA).



The copilot assists the captain. After serving some time as copilot, the copilot may become a captain. Pilots advance according to seniority. Both pilots and copilots earn more on international runs than on domestic flights. In the case of long range flights, there may be an additional pilot, called a **second officer**. **The flight engineer** is responsible for mechanical performance of the airline.

Applicants must be less than 35 years old. Height and weight requirements are the same as for pilots. A flight engineer must have at least high school education and FAA license in US. One airline requires 600 hours of solo flying; another, four years of aircraft mechanic experience.

Flight attendants or cabin crew (historically known as **stewards/stewardesses** or **air hosts/hostesses**) are members of an aircrew employed by airlines primarily to ensure the safety but also the comfort of passengers aboard commercial flights as well as on charter flights. Most of them are women, although there are men stewards. The number of flight attendants follows from international safety regulations. For larger planes one flight attendant per 50 passenger seats is needed. A purser may be in charge of the cabin crew. Before takeoff a stewardess helps passengers put away luggage and instructs them



in the use of safety belts and oxygen masks. In flight she serves food and supplies such magazines, mints, gums and pillows.

The **In-flight Service Manager (ISM)**, Cabin Service Manager (CSM). The title associating with this crew member differs from airline to airline. These crew are mainly found on larger aircraft types and are in charge of the running of the cabin. They report when the cabin is secure for takeoff and landing, deliver on-board announcements, and any broken or missing emergency equipment items to the pilots after the preflight check. They generally operate the doors during routine flights as well as hold the manifest and account for all money and required paperwork and reports for each flight. 2-4 Senior Crew Members may also be on board the larger aircraft types. In-flight Service Managers are flight attendants that have been promoted through the ranks — Flight attendant → Senior crew member → Purser → In-flight Service Manager. To reach this position the crew member must have had a mandatory amount of service years within the airline or airlines prior to changing airline. Further training is mandatory, and In-flight Service Managers typically earn a higher salary than flight attendants because of the added responsibility.



Most airlines require that female attendants be at least 20 years of age. Preferred height is generally between 5 feet 2 inches and 5 feet 9 inches; weight, between 100 and 140 pounds. Minimum uncorrected vision is 20/50 in each eye, but some airlines allow stewardess to wear contact lenses or plain eyeglasses in flight. Good posture and a pleasing personality and voice are important.

Flight attendants are generally expected to show a high level of personal grooming. They are expected to wear uniforms and use appropriate cosmetics, and all attendants must have very high levels of personal hygiene. Attendants on international airlines must speak foreign languages. Airlines provide special training courses for attendants. Some courses take six weeks. Like pilots, attendants earn more on international flights. And airlines pay expenses of flight crew while away from the base station.

Cockpit crew must pass a physical examination every six months and demonstrate proficiency in flight. They ensure the safety of the plane. And cabin crew attend to passenger' needs throughout the flight and provide a high level of customer service. They are expected to be friendly, enthusiastic and courteous at all times. The work of air cabin crew may be stressful and demanding, but it is also a varied, interesting and rewarding role.



Civilian Aircrew

- Aviator
 - Pilot-in-command
 - First officer
 - Second officer
 - Third officer
- Flight engineer
- Purser
- Flight attendant
- In-flight service manager

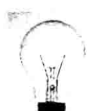


Word Bank

aircrew	[ˈeəkrʊː]	<i>n.</i>	全体机组人员
composition	[ˌkɒmpəˈzɪʃən]	<i>n.</i>	组成; 构成
civilian	[sɪˈvɪljən]	<i>adj.</i>	民用的
aviator	[ˈeɪvɪeɪtə]	<i>n.</i>	飞行人员
command	[kəˈmɑːnd]	<i>n.</i>	控制
pilot-in-command			主控机长
purser	[ˈpɜːsə]	<i>n.</i>	乘务长
airliner	[ˈeəˌlaɪnə]	<i>n.</i>	班机; 大型客机

comparable	[ˈkɒmpərəbl̩]	adj. 可比较的
candidate	[ˈkændɪdət]	n. 候选人
correctable	[kəˈrektəbl̩]	adj. 可矫正的
lenses	[ˈlensɪz]	n. 透镜
aviation	[ˌeɪvɪˈeɪʃən]	n. 航空
administration	[ədˌmɪnɪˈstreɪʃən]	n. 管理
seniority	[ˌsiːnɪˈɔːrəti, -ˈɔː-]	n. 资历
run	[rʌn]	n. 航线;路程
domestic	[dəʊˈmestɪk]	adj. 国内的
performance	[pəˈfɔːməns]	n. 性能;表现
applicant	[ˈæplɪkənt]	n. 申请人
solo	[ˈsəʊləʊ]	adj. 单独的
steward	[ˈstjuːəd, ˈstjuəd]	n. 乘务员;服务员
stewardess	[ˈstjuːədɪs, ˈstju-]	n. 女乘务员
primarily	[ˈpraɪməɪəli, praɪˈme-]	adv. 主要地
commercial	[kəˈmɜːʃəl]	adj. 商业的;商用的
charter	[ˈtʃɑːtə]	n. 包机
oxygen	[ˈɒksɪdʒən]	n. 氧气
mint	[mɪnt]	n. 薄荷
gum	[ɡʌm]	n. 口香糖
manifest	[ˈmænɪfɛst]	n. 名单;清单
promote	[prəʊˈməʊt]	v. 晋升
rank	[ræŋk]	n. 级别
mandatory	[ˈmændətəriː, -ˈtɔːri]	adj. 命令的;支配的
plain	[pleɪn]	adj. 简单的;朴素的
posture	[ˈpɒstʃə]	n. 姿势
personality	[ˌpɜːsəˈnæləti]	n. 性格
appropriate	[əˈprəʊpriət, əˈprəʊprɪət]	adj. 合理的;合适的
cosmetics	[kɒzˈmetɪkz]	Pl. 化妆品
hygiene	[ˈhaɪdʒiːn]	n. 卫生
proficiency	[prəʊˈfɪʃənsɪ]	n. 能力
enthusiastic	[ɪnˌθjuːzɪˈæstɪk]	adj. 渴望的;热情的

courteous	[ˈkɜːtjəs]	adj. 礼貌的
demanding	[dɪˈmɑːndɪŋ]	adj. 苛刻的; 要求高的
varied	[ˈveəriəd]	adj. 多样的; 各种各样的
rewarding	[rɪˈwɔːdɪŋ]	adj. 有益的; 值得的



Notes

1. Aircrew (cockpit crew & cabin crew) are the personnel who operate an aircraft or do works in flight.

✎ 全体机组人员(驾驶舱人员和客舱人员)是指能操控飞机或在飞行中执行任务的工作人员。

① 句中关系词 who 引导两个并列的定语从句。

2. The position is comparable to that of the captain of a ship at sea.

✎ 其(机长)职位等同于海上一职船长。

① 句中 be comparable to 意思为“可以与……相比”。例: No one is comparable to him in the team.

② that 引导了一个定语从句。

3. Weight must be normal for the captain, and his vision or vision with correctable lenses should be 20/20.

✎ 对于机长而言,体重应该正常,且他的视力或矫正隐性视力应达到 20/20。

① 句中 20/20 为视力参数。拥有 20/20 的视力就意味着,当您站在离视力表 20 英尺之外时,能看见“正常”人在此距离所能看见的东西。(按照公制换算,该标准为 6 米,因此也称作 6/6 视力。)换句话说,当您的视力为 20/20 时,表示您的视力“正常”,能看到大多数人在 20 英尺之外能看到的東西。20/100 则意味着,正常视力在距视力表 100 英尺处可以看到的東西,您仍然需要在 20 英尺处才能看到。在美国,视力低于 20/200 即可认定为失明。(If you have **20/20 vision**, it means that when you stand 20 feet away from the chart you can see what the “normal” human being can see. If you have 20/100 vision, it means that you must be as close as 20 feet to see what a person with normal vision can see at 100 feet.)

4. 400 to 1,000 hours of flying is the standard set by the Federal Aviation Administration (FAA).

✎ 400 至 1000 的飞行小时是由美国联邦航空局设立的。

① FAA 是美国运输部(United States Department of Transportation)下属负责民用航空管理的机构。

5. In the case of long range flights, there may be an additional pilot, called a second officer.

✎ 在长线航班情况下,航班上还会增加另一个额外的驾驶员,称之为第二执行官。

① In the case of 为“在……的情况下”,例如: In the case of difficulty, call the attendant.

6. Flight attendants or cabin crew (historically known as stewards/stewardesses or air hosts/hostesses) are members of an aircrew employed by airlines primarily to ensure the safety but also the comfort of passengers aboard commercial flights as well as on charter flights.

✎ 空中乘务员或者客舱机组人员(历史上称之为男/女空服人员)都是受雇于航空公司的全体机组人员的组成部分,他们主要确保机上安全以及登上商用航班和包机航班的旅客的舒适度。

① employed by airlines primarily to ensure the safety but also the comfort of passengers aboard commercial flights as well as on charter flights 是定语从句,修饰 members of an aircrew。在定语从句中又有由 but also 引导的并列从句。

② commercial flights (商业航班)主要是定期航班(scheduled flights), charter flights (包机航班)主要是非定期航班(non-scheduled flights)。

7. For larger planes one flight attendant per 50 passenger seats is needed.

✎ 对于大型飞机每 50 个旅客座位要配备一名乘务员。

① 原则上乘务员和旅客的比值为 1 : 50。

8. The title associating with this crew member differs from airline to airline.

✎ 关于这类机组人员的头衔因航空公司而异。

① associating with this crew member 是分词短语作定语修饰 the title。

② differ from 为“因……而异”。例如: Interests differ from person to person.

9. They generally operate the doors during routine flights as well as hold the manifest and account for all money and required paperwork and reports for each flight.

✎ 他们在常规航线中操作舱门,同时也要掌握机组人员名单,结账以及做所需文件和每次航班的汇报工作。

10. Most airlines require that female attendants be at least 20 years of age.

✎ 许多航空公司要求女性乘务员至少达到 20 岁。

① 本句可以理解为 Most airlines require that female attendants **should** be at least 20 years of age. 虚拟情况下 **should** 可省略。

11. Preferred height is generally between 5 feet 2 inches and 5 feet 9 inches; weight, between 100 and 140 pounds.

✎ 完美的高度通常是在 5 英尺 2 英寸到 5 英尺 9 英寸之间;重量在 100 到 140 磅之间。

① 英制长度单位 1 英尺等于 12 英寸,1 英寸等于 2.54 厘米;英制重量单位 1 磅约为 0.45 千克。

12. They are expected to be friendly, enthusiastic and courteous at all times.

✎ 他们被期望始终表现出一种友好善良、热情大方以及彬彬有礼的态度。