



普通高等教育“十二五”规划教材



# 空乘英语

ENGLISH FOR IN-FLIGHT SERVICE

卢意 杜青 徐振领 编著



国防工业出版社  
National Defense Industry Press

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·北京·

## 内 容 简 介

本书根据空中乘务工作的基本流程,分成24个单元,各个单元紧密衔接、内容详实,基本涵盖了空乘人员客舱服务的所有流程。其中包括乘务员素质、乘客登机、起飞前准备、乘客舒适、客舱餐饮服务、机上设施、机上娱乐设备、客舱广播、机上紧急逃生设备、免税品销售、客舱应急程序、降落前及降落后、危险品处置、海关检疫等主要环节。

本书适合做作本科、专科院校和民航中专航空运输相关专业学生教科书和参考书,也可供航空公司作者为员工的英语培训教材。

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# 前 言

为应对未来民航服务国际化对人才培养提出的新要求,丰富教学内容,提高教学质量,本书的编者就专业建设与人才培养中的实际效果以及毕业生在实际工作岗位上的职业发展进行了调研,秉承“实用为主,够用为度,学以致用,触类旁通”的原则,编写了本书。本书基于近年来大量的空中乘务英语教学实践,以期使读者在了解乘务工作专业知识的背景下,能够熟练掌握并应用英语与客舱乘客友好交流,提供优质的客舱服务。本书的内容贴近工作岗位,具有较强的职业性、实用性、仿真性,力图使本书在未来的专业建设与人才培养方面发挥更大的作用。

本书的特色体现在以下几个方面:

1. 教学内容贴近教学需要。教材要为专业建设、为教学服务,更要为学生服务,使教材更贴近教学需要。

2. 顺应现代民航服务发展新趋势。民航业的快速发展,民航服务的核心概念与外延正发生着变化。教材必须反映这一发展趋势,摒弃传统的概念与思想,发挥教材的导向作用。

3. 职业性原则。本书是由高校教师针对空中乘务员这一具体工作岗位、专业知识、情景过程设计编写。

本书根据空中乘务工作的基本流程,分成 24 个单元,每个单元分成四部分。第一部分为课文阅读,专业知识,通过文章的形式来介绍各个服务环节的专业知识点及词汇;第二部分为练习,这部分练习主要针对课文知识点,习题的形式有选词填空、回答问题、句子翻译、连线题等;第三部分为客舱广播,本部分是依据国内外民用航空中的机上广播内容进行编写的,要求读者能够用标准的语音、语调和语速熟读广播词;第四部分为客舱对话,每单元有 2~4 段针对该单元主要内容的客舱对话。

本书由上海工程技术大学的卢意老师负责整理编写,参与本书资料整理编写的还有杜青、徐振领老师等。由于编者水平有限,书中错漏和不足之处在所难免,敬请有关专家和读者指正,并提出宝贵意见。

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## Unit 1 About the Job as Flight Attendant

### Section A Text

#### About the Job as Flight Attendant

Cabin attendants make face-to-face contact with passengers. Their professional image reflects the airlines' service image. Passengers' opinion of an airline is based on their speech, behavior and service standard.

Cabin attendants should possess essential qualifications for their work, as well as the rigid physical requirements such as height and vision. The quality of the cabin service is judged on the friendliness, courtesy and appearance of the cabin attendants.

First, cabin attendants should enjoy their work. They are doing an exciting and challenging job. They should be friendly and helpful to passengers. They must keep smiling during their work, for a smile is a good way to help passengers relax. They must also provide a courteous and efficient service to the passengers. Second, a warm concern for other people is a necessary qualification for passenger service work. Dignity, warmth and a sincere liking for people are the best qualities.

The cabin attendants' ability to provide good service in an efficient manner depends to a large extent on their command of a wide range of information. Cabin attendants must be acquainted with information about the flight. That is to say, they should command not only information that is directly related to the tasks to be performed on that flight, but also information that is required to respond to passengers' requests. Possession of the information necessary to perform duties to which cabin attendants are assigned, including the preparation of documents is an essential qualification for all crew.

Language skill is another requirement for the cabin attendants. They must be able to communicate with the passengers and their language level must be high enough to show professionalism, courtesy and respect. When they speak to the

passengers, they ought to face them and use clear simple words instead of airline jargon to avoid misunderstanding. They should use their voice effectively to convey a feeling of warm hospitality. Cabin attendants are also expected to speak several languages. English is an international language. If the cabin attendants don't share the same mother-tongue with the passengers, English will probably be the means of communication. In addition, cabin attendants may need English to report a cabin fault at a foreign airport or refer to the manufacturer's manual.

In order to provide a high standard of service cabin attendants must respond to the actual needs of passengers. They need to develop an understanding and awareness of both the physical requirements and psychological needs of their passengers. A special effort to develop this understanding is necessary in cases involving the elderly, those travelling with small children, children travelling alone and those who have a physical impairment of some kind, all of whom may have needs of which others, including the crew, are not always aware. The term priority guest is used to refer to these passengers. In brief, cabin attendants must also be psychologists and nurses.

A cabin attendant must be trained to perform her own assigned duties and to provide whatever assistance the other cabin attendants require. Co-operation between cabin attendants is essential if the highest possible standards of serving are to be achieved.

Finally, cabin attendants should be prepared for any emergency because they play such an important role. They should be able to remain calm and to keep the passengers calm and they must be familiar with routine emergency procedures.

To become a qualified cabin attendant is not easy. Cabin attendants should pay attention to every detail of their appearance, language, behavior and service to the passengers. Their knowledge of essential information and an ability to work in a team are also important qualifications.

## Section B Exercises

### I Answer the following questions according to the text.

1. How do passengers get their opinions of the airlines?
2. What is the excellent quality of cabin service judged on?

3. Why should cabin attendants keep smiling during their work?
4. What are the best qualities?
5. What kind of information should they command?
6. What words should they use when they communicate with passengers? Why?
7. English is an international language. When do they need English to communicate?
8. To whom should they pay special attention?
9. What is essential between cabin attendants?
10. What do they do in an emergency?

## II Translate the following sentences into English.

1. 空中乘务员与乘客进行面对面的交流。
2. 除了对身体有严格的要求外，乘务员应在工作中具有必须的基本素质。
3. 他们必须为乘客提供礼貌而高效的服务。
4. 空中乘务员必须熟悉与飞行有关的信息。
5. 为避免误解，他们要用简单词语而不是航空系统用的行话。
6. 空中乘务员必须对乘客的实际需要做出反应。
7. 在紧急情况下他们起着重要的作用。
8. 乘务员必须履行指定的职责。

## 9. 人们期望乘务员能讲几种语言?

### Section C Supplementary Reading

#### Crew

The men and women who work in an aircraft when it is flying from one city to another are called the flight crew. They can be divided into two groups: those who fly the aircraft and those who work with the passengers.

The first group consists of two people. They work on the flight deck. The more senior one is the pilot who is called the captain. He is in charge of not only the flight crew, but also the plane. There is a second pilot, known as the copilot.

The copilot may hold the same rank as the captain or he may hold the lower rank of First Officer. On some airlines there is a flight engineer. He is responsible for monitoring the airliner's engines and systems. More and more this responsibility is being taken over by the two pilots, and two-man crews are common.

The people working in the cabin with the passengers are called the cabin crew. The senior member of the cabin crew is called the flight director or cabin service director on wide-bodied aircraft, the Boeing 747, for example, and the purser on smaller aircraft. On wide bodied aircraft, a purser is in charge of a separate cabin area or class of passengers, and report to flight director.

Those who work under senior member of the cabin crew are called stewards or stewardesses by the public, but they should be correctly called cabin attendants or CAs for short.

The minimum number of cabin attendants working on a particular flight is determined by the number of passengers and the aircraft type and its number of emergency exits. If there are a large number of children traveling alone, extra cabin attendants are used. The maximum number of cabin attendants is determined by the airline, and it depends on the level of service required.

For the crew, there is a great deal to do to prepare for the flight even before they board the airplane. After arriving at the airport and signing in for work,

they meet the other members of the crew and attend a briefing that is held by the captain. When the briefing is finished, the crew proceeds to the airplane for a pre-flight check of the cabin to see that all necessary equipment is on board and ready to use. The flight attendants check the emergency equipment—fire extinguishers, oxygen bottles, first-aid kits, megaphones, life vests and life rafts. They prepare the emergency demonstration kit for use after all the passengers have boarded; the kit shows the use of the life vest and oxygen systems. They also check baby equipment, newspapers and magazines, and any other items which are necessary on that particular flight. They check the kitchen—called the galley on an airplane—to see that proper supplies are all there. Each crew member, whether he or she works in the galley, the cabin, or the cockpit, has certain duties to perform and these must be coordinated with the rest of the crew.

About a half hour before departure, the passengers begin boarding the aircraft. The cabin crew welcomes them on board and helps them to find their seats. There are welcoming and other pre-takeoff announcements, as well as the emergency equipment demonstration. The last thing the stewardesses do before takeoff is to check the passengers' seat belts.

Incidentally, most people in the airline industry as well as the travelling public would agree that the primary mission of the flight attendants is to ensure the safety of the passengers in the event of an emergency. The cabin crews become very busy once the plane is airborne. It consists largely of providing the passengers with food and beverages.

When the flight is going to reach its destination, the purser makes the announcements about landing, and the cabin crew checks to see that the passengers and the cabin are prepared for landing. After landing, they assist the passengers in disembarking and say goodbye to them.

This is a brief view of the most important part of the work of the cabin crew.

## Section D Exercises

### I Questions for discussion.

1. What are people working on an airplane called?

2. What are the duties performed by the crew?
3. What is the most important thing for an air stewardess?

## II Pick out the correct answer from the four choices marked a, b, c and d.

1. Flight crew members melan \_\_\_\_\_.
  - a. pilots
  - b. flight engineers
  - c. cabin attendants
  - d. all of them
2. Which group of the following works in the cabin?
  - a. captain and flight director
  - b. cabin service director and cabin attendants
  - c. cabin attendants and pilot
  - d. pilot and first officer
3. Who is responsible for the cabin crew?
  - a. copilot
  - b. purser
  - c. flight director
  - d. flight engineer
4. According to the text, CA is the best abbreviation of \_\_\_\_\_.
  - a. Civil Aviation
  - b. Cabin attendants
  - c. China Airlines
  - d. Civil Airport

## Unit 2 Airline Services

### Section A Text

#### Airline Services( I )

The airlines of the world offer many varieties of services in many different kinds of aircraft. Transcontinental and transoceanic flights are made in giant jet planes, and some of them can carry several hundred passengers on each flight. Small jets are commonly used on the shorter, more heavily traveled routes between major centers of population—Paris—London, for example. IN contrast to the jets are propeller airplanes, as they are now generally called. They are slower and smaller than the jets. Many different kinds of propeller airplanes fly on short routes into small airports that cannot handle the big planes. The DC-3 (or the Dakota, as the British call it), one of the first successful commercial airplanes, is still used in many parts of the world.

There are several ways in which airline service can be divided into categories. One distinction is between trunk lines and feeder lines. Trunk lines operate between major population centers. Feeder lines are sometimes called local lines. They connect smaller cities and towns with each other or with the major centers and the major airports. In the past few years, there has been a rapid development of feeder airlines in the United States and in many other countries. Some smaller cities have no other means of public passenger transportation.

Airline passenger service can also be divided into scheduled an non-scheduled flights. As published by the airline in its timetable, the passenger can make a reservation in advance for a scheduled flight. Many scheduled flights often carry only a small number of passengers. A non- scheduled flight, on the other hand, depends on availability of passengers and aircraft. They may carry only a few passengers in a small plane, or they may carry hundreds of people on a jumbo jet. These latter flights are called charters. Scheduled airlines often provide non-scheduled services—particularly charter flights—during the tourist season.

## Airline Services( II )

On the flight itself, there is usually a distinction between first class and economy. The first class passenger has more space and receives more in-flight service. In modern jet, the seating plan in first class is usually two seats on each side of the aisle; in economy there are usually three seats side by side. The first class seats are usually farther apart so that the passenger has more room for his legs. To the passenger, the chief difference between first class and economy may well be the cost—first class fares are much more higher than economy fares.

Many airlines offer one-service flights, especially on short, heavily travelled routes. On a few routes, notably New York—Washington and Los Angeles—San Francisco, there are shuttle flights. The passenger does not have to make a reservation in advance, and he pays for his ticket either at the departure gate or on the flight itself.

A final distinction is between passenger and freight (or cargo) service. In the early days of the airlines, freight was usually carried in the baggage compartment of the plane. In some cases, freight was even carried in the passenger compartment. In this event, the reclining seats were taken out, the passengers sat in “bucket seats” along the sides of the plane, and the freight was strapped down in the middle of the compartment. Nowadays, small shipments may still be carried in the baggage compartment, but there are also special planes. They provide scheduled and non-scheduled air freight service; others are specially designed to carry freight. With these special planes, freight in bulk can be moved by air, though the cost is usually considerably higher than surface shipment.

The airline industry is still very young. The first scheduled service across the Atlantic, for instance, began in 1939. Today the airlines carry millions of passengers every year on both local and long distance flights. In some areas of the world, air service is the only effective means of public transportation. The airlines are still growing rapidly and at the same time occupying an increasingly important place in the economy of many nations. They employ thousands of people to handle the passengers and freight.

Many of these people work in various technical jobs where they have little or no direct contact with the public—in aircraft maintenance or air traffic control, for example. Thousands of others, however, come into daily contact with traveling public. They include reservations and ticket agents, ground service person-