

航空职业教育“十三五”规划教材
民航运输专业系列

民航服务英语口语

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内 容 简 介

本书共分 16 个单元,贯穿了民航运输服务、地勤服务、民航商务和空中服务岗位的主要服务流程,主要涉及顾客问询服务、订票、机场设施、办理值机手续、行李托运、客机延误、护照检查、安全检查、免税店、简餐咖啡、登机、机舱设施、航前准备、客舱工作、应急处理、航后工作等方面,基本涵盖了民航服务的主要领域与环节,易于教师教学和学生演练。每单元由 6 个部分及相应练习或活动组成。

本书可作为空中乘务、民航运输专业学生教材使用,也可供企业相关从业人员培训参考。

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前言



PREFACE

本书根据《高职高专教育英语课程教学基本要求》，以高职教育指导方针中实用够用为原则，结合航站楼地面工作和空中乘务等实际工作需求设计和编写，旨在通过真实的行业背景、身临其境的职业场景、原汁原味的空乘服务用语、实用丰富的空乘知识和操作性强的练习来提高学生运用英语进行地勤服务和客舱服务的能力和水平。本书实用性强，操作简便，既可作为职业院校空中乘务、航空服务等专业学生的口语教材，也可作为航空公司新引进空中乘务员的英语培训教材，或空中乘务员复训时英语听力口语测试的参考材料。

本书在内容上有以下特点：

一、本书按照地勤和空乘人员的工作流程编写，旨在为空乘专业学生未来岗位培训打下良好语言基础和服务技能基础。

二、本书从地勤和空乘人员的角度编写，罗列了地勤和空乘人员在实际工作中可能遇到的英语语言问题并辅以各种练习加以训练。

本书由重庆城市管理职业学院刘嘉主编（全书审校和第1、3章），编者为重庆工业职业学院黄妍（第12、13、14章），重庆城市管理职业学院牟婷（第2、3章）、刘焰余（第4、5章）、余洪英（第6、7章）、罗翠（第8、9章）、彭昱（第10、11章）、王爽（第15章）、蒲璞（第16章）和重庆工贸职业学院杨国兰（附录一至附录四）。美国路易斯威尔大学 Tom Lawson 教授和重庆城市管理职业学院外教 Rebecca 负责全书的审校工作。

本书在编写时得到了卡塔尔航空公司、中国国际航空公司重庆分公司等专业空乘人员的大力支持与帮助，在此表示最诚挚的感谢！此外，本书在编写过程中参考了国内外航空公司网站、维基百科等网络文献资料、图片和国内民航类教材，限于篇幅未能一一列举，在此致以衷心的感谢！

由于编者水平有限，实践经验欠缺，时间仓促以致疏漏和不妥之处在所难免，恳请广大民航服务人员、读者及授课老师不吝赐教并给予指正。书中朗读部分配套音频资料可联系出版社索要。此外，本书中出现的航班号、航班时刻、票价以及相关的表格等仅供参考，在工作中应遵照实际的情况及规章制度。特此说明。

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Unit 1

Information Desk

Part One

Background Reading

Read the following passage on traveling and civil aviation, and do the exercises followed.

➤ Go Travelling

When a passenger is willing to travel by air, the first thing he should do is to reserve a ticket online or buy a ticket in the airport directly. So the first point of entry is the terminal building which is generally divided into two areas: the Arrival and the Departure. The Arrival is usually on the ground while the Departure is usually upstairs.

If the passenger is travelling within the domestic, he just needs his ID card and checkin at the right place, and goes through security to the boarding gate.

If the passenger is willing to go abroad, he will need the valid passport and visa together with other travel documents for the country he is ready to go to. First, the passenger will go to the check-in desk to check in his baggage and be allocated the seat. Second, he will go through passport control where the officer will check whether his passport and other travel documents are valid and also see if the photograph in the passport matches the passport holder. Third, he will pass through the security check where he walks through the metal detector and the hand-held metal detector will also be used for extra security. The passenger will be requested to place his hand baggage and other personal belongings onto the conveyor belt. These items will be checked by the X-ray machine, which detects any suspicious items like guns, even toy guns, bombs, knives, aerosols and explosive devices. All of them are dangerous. At last, if there is no problem with the passenger, he will collect his items and proceed towards the departure lounge waiting for



his flight. Before going to the departure lounge the passenger could enjoy shopping in the duty-free shop and exchange some currency at a Currency Exchange if necessary or just sit in a coffee bar to relax.

► Civil Aviation

Civil aviation includes all non-military flying, both general aviation and scheduled air transport. Over one billion people and 40 percent of the world's manufactured exports are transported by air each year, making the aviation business one of the key drivers of world trade. It is an international business that spans six continents, linking cities, islands and communities worldwide. In this region alone, it is expected that nearly half a million new skilled aviation staff will be required from now till 2030.

There are five major manufacturers of civil transport aircraft (in alphabetical order):

Airbus, based in Europe

Boeing, based in United States

Bombardier, based in Canada

Embraer, based in Brazil

United Aircraft Corporation, based in Russia

Boeing, Airbus, Ilyushin and Tupolev concentrate on wide-body and narrow-body jet airliners, while Bombardier, Embraer and Sukhoi concentrate on regional airliners. Large networks of specialized parts suppliers from around the world support these manufacturers, who sometimes provide only the initial design and final assembly in their own plants. Until the 1970s, most major airlines were flag carriers, sponsored by their governments and heavily protected from competition. Since then, open skies agreements have resulted in increased competition and choice for consumers, coupled with falling prices for airlines. The combination of high fuel prices, low fares, high salaries, and crises such as the September 11, 2001 attacks and the SARS epidemic have driven many older airlines to government-bailouts, bankruptcy or mergers. At the same time, lowcost carriers such as Ryanair, Southwest and WestJet have flourished.

General aviation includes all non-scheduled civil flying, both private and commercial. General aviation may include business flights, air charter, private aviation, flight training, ballooning, parachuting, gliding, hang gliding, aerial photography, foot-launched powered hang gliders, air ambulance, crop dusting, charter flights, traffic reporting, police air patrols and forest fire fighting.

Each country regulates aviation differently, but general aviation usually falls under different regulations depending on whether it is private or commercial and on the type of equipment involved.

Many small aircraft manufacturers serve the general aviation market, with a focus on private aviation and flight training.

The most important recent developments for small aircraft have been the introduction

of advanced avionics (including GPS) that were formerly found only in large airliners, and the introduction of composite materials to make small aircraft lighter and faster.

Word Tips

词项	词性	词义
travel ['trævl]	<i>n.&v.</i>	旅行; 游历
reserve [rɪ'zɜ:rv]	<i>n.&v.</i>	预订; 保留
entry ['entri]	<i>n.</i>	入口处; 进入
terminal ['tɜ:rmɪnl]	<i>n.</i>	航站楼
arrivals [ə'raɪvlz]	<i>n.</i>	到达 (arrival 的名词复数)
departures [dɪ'pɑ:rtʃəz]	<i>n.</i>	出发 (departure 的名词复数)
domestic [də'mestɪk]	<i>adj.</i>	国内的; 家庭的
ID [aɪ'di:]	<i>n.</i>	身份证 (identification 的缩写)
boarding gate ['bɔ:rdɪŋ geɪt]	<i>n.</i>	登机门
valid ['vælɪd]	<i>adj.</i>	有效的
passport ['pæspɔ:rt]	<i>n.</i>	护照
visa ['vi:zə]	<i>n.</i>	签证
travel documents ['trævl 'dɔ:kjʊmənts]	<i>n.</i>	旅行证件
allocate ['æləkeɪt]	<i>v.</i>	分派, 分配; 把……拨给
security check [sə'kjʊəti tʃek]	<i>n.</i>	安全检查, 安全控制
metal detector ['metl dɪ'tektə(r)]	<i>n.</i>	金属探测仪, 金属探测器
extra ['ekstrə]	<i>adj.</i>	额外的
personal belongings ['pɜ:snəl br'lɒŋɪŋz]	<i>n.</i>	个人物品
conveyor belt [kən'veə(r) belt]	<i>n.</i>	传送带
items ['aɪtəmz]	<i>n.</i>	物件, 物品 (item 的名词复数)
suspicious [sə'spɪʃəs]	<i>adj.</i>	可疑的, 猜疑的
aerosols ['erəsə:lz]	<i>n.</i>	喷雾剂 (aerosol 的名词复数)
explosive devices [ɪk'spləʊsɪv dɪ'vaɪsɪz]	<i>n.</i>	爆炸装置, 爆炸设备
proceed [prəʊ'si:d]	<i>v.</i>	行进; 前进
lounge [laʊndʒ]	<i>n.</i>	候机厅
duty-free shop ['dʊti'fri ʃɑ:p]	<i>n.</i>	免税店
currency ['kʌ:rənsi]	<i>n.</i>	货币
Civil Aviation ['sɪvl ,eɪvɪ'eɪʃn]	<i>n.</i>	民航, 民用航空
non-military ['nɒnmɪ'lətəri]	<i>adj.</i>	非军事的



词项	词性	词义
manufactured exports [mænjʊ'fæktʃə(r)d' ɪk'spɔ:rts]	<i>n.</i>	制造业出口
concentrate on ['kɑ:nsntreɪtə:n]	<i>v.</i>	专心于; 专注于
specialized ['speʃəlaɪzd]	<i>adj.</i>	专门的; 专业的; 专用的
initial ['ɪnɪʃl]	<i>adj.</i>	最初的; 开始的; 首字母的
assembly [ə'sembli]	<i>n.</i>	装配
sponsor ['spɔ:nsə(r)]	<i>vt.</i>	赞助
combination [kəm'bɪn'eɪʃn]	<i>n.</i>	组合; 联合体
epidemic [epɪ'demɪk]	<i>n.</i>	流行病
government-bailouts ['gʌvənmənt'beɪlaʊts]	<i>n.</i>	政府救助
bankruptcy ['bæŋkrʌptsi]	<i>n.</i>	破产
mergers ['mɜ:dʒz]	<i>n.</i>	(两个公司) 合并
flourish ['flɜ:ɹɪʃ]	<i>vi.</i>	繁荣; 茂盛
private ['praɪvət]	<i>adj.</i>	私人的; 个人的
commercial [kə'mɜ:ɹfəl]	<i>adj.</i>	广告的, 商业的
air charter [er 'tʃɑ:rtə(r)]	<i>n.</i>	包机
parachute ['pærəʃu:t]	<i>n.&v.</i>	降落伞; 跳伞
glide [glɑ:d]	<i>n.&v.</i>	滑翔
crop dusting [krɔ:p 'dʌstɪŋ]	<i>v.</i>	农作物喷粉
regulate ['regjuleɪt]	<i>vt.</i>	调节, 调整; 控制, 管理
advanced avionics [əd'vænstevɪ'a:nɪks]	<i>n.</i>	先进航空电子设备
composite [kəm'pɑ:zət]	<i>n.</i>	复合材料; 混合物

Notes

1. Ilyushin: 伊留申航空联合体股份公司。其前身是 1933 年成立的伊留申实验设计局, 是俄罗斯飞机制造设计局, 由第一任总设计师谢尔盖·弗拉基米洛维奇·伊留申创办。

2. Tupolev: 图波列夫是航空科学技术联合体, 总部设在莫斯科。

3. Embraer: 是一家巴西航空航天集团, 生产商业、军事、行政和农业飞机并提供航空服务, 总部设在圣保罗州。

4. Sukhoi: 是俄罗斯主要的飞机制造商, 总部设在莫斯科, 主要进行民用和军用飞机设计。

5. SARS: abbr. Severe Acute Respiratory Syndrome 严重急性呼吸道综合征, 俗称传染性非典型肺炎。

6. Ryanair: 爱尔兰低票价航空公司

*Exercises***I. Based on the above passage, answer the following questions.**

1. What's the first thing a passenger will do if he is willing to travel by air?

2. What kind of travelling documents will a passenger need if he is just travelling within the domestic?

3. What kind of travelling documents will a passenger need if he is willing to go abroad?

4. What does a passenger usually do when he goes to the check-in counter?

5. What place must a passenger go through before he goes to the departure lounge?

II. Questions for discussion.

1. What does civil aviation include?

2. Why is civil aviation called the international business?

3. How many major manufacturers of civil transport aircraft? What are they?

4. What does general aviation include?

5. What are the most important developments for small aircraft recently? Why?

Part Two**Sentence Drills**

In this part you will practice the following sentences again and again until you master them.

1. How can I get to the Terminal 3?

2. How many flights are there from London today?

3. How long has the Flight AC 873 been delayed?

4. How should I know whether my baggage is within the limitation?



5. Excuse me, how can I go to Chongqing City Management College?
6. What time is the earliest flight from Tokyo due in?
7. Do you know what time Flight AY 662 from Finland is due in?
8. What's the arrival time of Flight UA 786 from New York?
9. I want to know when the Flight CZ 785 from Nanjing is coming in.
10. May I trouble you for a minute?
11. Is there any bookstore?
12. Is there any duty-free shop?
13. Is there any limousine service available at the airport?
14. I am wondering if there is a restaurant offering meal.
15. I'd like to know if there's a Tom Smith on your flight from San Francisco today.
16. Excuse me, where is the check-in counter for the flight to Beijing?
17. Where should I meet my friend when he arrives?
18. Could you tell me where to meet the 3 o'clock p.m. Flight CA 786 from Frankfurt?
19. Do you have any further information about the delayed Flight LH 993?
20. I'm wondering how I can get some information on baggage allowance.

Word Tips

词项	词性	词义
San Francisco[sɑ:n fræn'siskou]	<i>n.</i>	旧金山(美国城市名)
passenger list ['pæsɪndʒə(r) list]	<i>n.</i>	乘客名单
Tokyo ['tokjo]	<i>n.</i>	东京(日本首都)
due in [du: m]	<i>prep.</i>	待; 预定, 预计; 由于
delay [dr'leɪ]	<i>n.&v.</i>	耽误, 延误
limitation [ˌlɪmɪ'teɪʃn]	<i>n.</i>	限制, 限度, 限额
limousine [ˈlɪməːziːn]	<i>n.</i>	大型豪华轿车; 接送旅客的交通车
available [ə'veɪləbl]	<i>adj.</i>	可获得的; 有空的
Frankfurt ['fræŋk.fɜ:t]	<i>n.</i>	法兰克福(德国城市名)
further ['fɜ:rdə(r)]	<i>adj.&adv.&v.</i>	更远的; 更进一步地; 促进
allowance [ə'laʊəns]	<i>n.&v.</i>	限额, 定量

Notes

1. AC: Air Canada 加拿大航空公司
2. AY: Finnair OY 芬兰航空公司
3. CZ: China Southern Airlines 中国南方航空集团公司
4. UA: United Airlines 美国联合航空公司
5. KE: Korean Air 大韩航空公司
6. LH: Lufthansa German Airlines 德国汉莎航空公司
7. MF: Xiamen Airlines CO LT 厦门航空公司

Exercises

Please read the sentences again and again and be familiar with them, then do the spot check with your partner.

Part Three

Situational Dialogues

Dialogue A

No Sign for Check-in

A—airport staff; **P**—passenger

A: May I help you?

P: Yes. I'd like to know where I should wait for check-in?

A: Okay, where will you go?

P: I will go to Shanghai and transfer to Siem Reap.

A: Could you show me your flight information?

P: Here you are, Flight CA897, leaving at 2:00 p.m. today.

A: I see. I suggest you come to Counter 12 half an hour later because it is too early and there is no sign here.

P: What do you mean there is no sign here?

A: Sorry, sir. Because the airport is not big enough, we don't have enough counters. So there is no sign for the flight check-in till one and half an hour before check-in time.

P: I see. Thank you.

Dialogue B

When Is It Coming in?

A—airport staff; P—passenger

A: Can I help you, Ms.?

P: Yes. When is Flight UA322 from New York coming in?

A: I'll check it for you, just a moment.

P: 12:00 p.m.

A: Flight UA 322 from New York will arrive here within 25 minutes.

P: Okay. It looks like it has been delayed for a while.

A: Yes. It could be. Sorry to have this inconvenience for you.

P: It's OK. It happens. Anyway it is not worse. Thanks a lot.

A: You're welcome. Thanks for your understanding. Have a good day.

Dialogue C

Where to Meet the Flight?

A—airport staff; P—passenger

A: Good afternoon. May I help you?

P: Yeah, I'd like to know where to meet the flight?

A: Well, this is Departures. You should go downstairs to the Arrivals first.

P: Oh, I see. And then what should I do?

A: When you go downstairs you will see the arrival gate which is in the middle of the concourse and the passengers will come through the arrival gate. You won't miss them.

P: Okay. Thanks very much.

A: Just a minute. Would you mind telling me the flight number and arrival time? I will check for you.

P: Sure. That will be fine. I've got the message on my phone. I'll show you the information.

A: Flight MF711 from Xiamen will arrive at 3:15 p.m. Now it's a bit early for meeting the flight. You can go to the lounge to have a rest or go shopping around while waiting for the flight.

P: You're so nice. Thank you very much.

A: It's my pleasure. Enjoy your stay here.

Dialogue D

No Information about the Delay of the Flight

A—airport staff; P—passenger

A: Good morning, sir. What can I do for you?

P: Yes. I'm here to ask how long Flight FM718 will be delayed?

A: One moment. I'll check it for you.

P: OK, thanks.

A: (on computer)... Sorry, sir. We have not been informed how long the delay will last on

that flight.

P: Why should it be like that?

A: Because of the bad weather in London, it's hard to say...

P: All right. Thanks anyway. What I can do is to wait.

A: We're very sorry about the delay and regret any inconvenience it may have caused.

Thanks for your understanding.

Dialogue E

Meal Service Is Offered

A—airport staff; P—passenger

A: Good afternoon, ma'am. What can I do for you?

P: Do you have any further information about the delayed Flight MU 377?

A: Give me one minute, please. I'll check it for you.

P: Okay. Take your time.

A: Ma'am, sorry. It's further delayed for two more hours. The expected departure time will be 2:25 p.m.

P: It's really terrible.

A: We are very sorry for the inconvenience of flight delay. Meal and beverage service will be served within half an hour.

P: Well, that's fine. I suppose there is no other choice.

A: Thanks for your understanding.

Dialogue F

1. Listen to the dialogue and decide whether the following statements are true or false.

Peter, the passenger is inquiring about the flight information of the airport staff.

- (1) _____ Peter wanted to fly to Britain.
- (2) _____ Peter would like to choose Bangladesh Airlines.
- (3) _____ The booking office is on the right side.
- (4) _____ The arrival time of Singapore plane is 7 p.m.
- (5) _____ Peter should go to Counter 21E to Check-in.

2. Listen to the dialogue again, fill in the blanks with what you have heard.

A—airport staff; P—passenger (Peter)

P: Excuse me. Could you tell me which airlines fly to 1 _____, please?

A: Sure, quite a number in fact, Bangladesh Airlines, Singapore Airlines, Thai Airways, British Airways, etc. Which one would you like?

P: Excuse me, I want to go by 2 _____. Where is the ticket booking office?

A: Sure. Go straight to the right. Then there is Singapore Airlines booking office.

P: Could you tell me the 3 _____ and arrival time of Singapore plane?

A: Yes. It will come at 7 a.m. and leave at 10 p.m.

P: Okay, I should hurry. And which one is Singapore 4 _____? Where is it?

A: Check-in counter 21F, just turn left and go straight along the lounge about 5 _____. It will be on your right. You won't miss it.

P: Thanks a lot.

A: You're welcome. Bon voyage.

Exercises

I. Listen to the passage and fill in the blanks with what you have heard.

Information Desk

You can check flight times and details by inquiring of the airport staff working here. You can also inquire about facilities, 1 _____, and baggage and so on.

The airport information desk is in the international arrivals area. It opens 2 _____ hours a day and provides passengers with general airport enquiries, flight information and 3 _____ calls.

The information desk offers additional 4 _____ including:

➤ 5 _____;

➤ Printing 6 _____ boarding documents (£5.00 each).

The information desk also acts as a 7 _____ information centre offering information on 8 _____, onward transport connections and 9 _____ in the vicinity.

After 10 _____, there is an airline information desk in the departures lounge.

II. Retell the passage in your own words.

Word Tips

词项	词性	词义
sign [saɪn]	n.	指示牌; 符号
Siem Reap	n.	暹粒 (柬埔寨地名)
convenience [kən'vi:niəns]	n.	方便, 便利
concourse ['kɔ:ŋkɔ:rs]	n.	宽敞的大厅, 广场
inform [ɪn'fɔ:rm]	v.	通知, 告示
beverage ['bevərɪdʒ]	n.	饮料
suppose [sə'pəʊz]	v.	猜测, 猜想, 推测

Notes

1. CA: Air China 中国航空集团公司
2. FM: Shanghai Airlines 上海航空公司
3. MU: China Eastern Airline 中国东方航空集团公司
4. Bangladesh [ˌbæŋɡləˈdeɪʃ]: 孟加拉国
5. Bon voyage: (法) 再见, 一路顺风 (平安)

Part Four

Announcement

Read the following announcements, do more practice and try to read smoothly.

1. Passenger ____ to ____, please board at Gate ____.
2. Ladies and gentlemen, may I have your attention please? We regret to announce that the boarding gate for flight ____ has been changed to gate number _____. Thank you.
3. Ladies and gentlemen, may I have your attention please? We regret to announce that the boarding time is changed due to the late arrival. Please wait in the hall.
4. Passengers for flight ____ to ____ attention please: Please go to the boarding gate to get (a meal box / accommodation card) and show your boarding pass for identification, thank you.
5. Passengers for flight ____ to ____ attention please: We are going to take a bus to the hotel. Please meet at the Domestic Departure Gate ____ and show your free accommodation coupon, thank you.

Word Tips

词项	词性	词义
attention [əˈtenʃən]	<i>n. & int.</i>	注意; (口令) 立正
regret [rɪˈɡret]	<i>v. & n.</i>	抱歉; 遗憾
accommodation [əˌkɑːməˈdeɪʃn]	<i>n.</i>	住宿
coupon [ˈkuːpɑːn]	<i>n.</i>	优惠券; 通票
domestic [dəˈmestɪk]	<i>adj. & n.</i>	国内的; 家庭的; 国货; 佣人

Exercises

Practice the announcements with your partner, and then read the sentences



loudly and clearly in class. Pay attention to the pronunciation, tune and tone. Master the meaning of the announcements.

Part Five

Simulation Training

Suppose you are a passenger service agent at the information desk, please offer help to the following passengers.

Situation 1: A passenger is going to Canada on Flight CA 785 at 4:25p.m. But the announcement says the flight has been delayed. He wants to know the reason and the length of the delay. You tell him Flight CA 785 has been delayed for bad weather and it is hard to say how long it will be delayed. Passengers are offered a meal service and accommodation as well.

Situation 2: A passenger wants to know the check-in counter and time for Flight MF 639 to Xiamen. You tell him MF 639 leaves at 6:00 p.m. The checking counter is on No. 2 island, and check-in for domestic flight begins two hours before departure time.

Situation 3: A passenger has missed his Flight MU 339 leaving for Shanghai at 11:35a.m. He ask you if he can be put on another flight which leaves as early as possible. You tell him there is no seat available on next flight. The only way is to put him on standby on Flight 356 which leaves at 5:15 p.m. But there is still no guarantee.

Situation 4: A passenger has just missed the Flight TE 223 leaving for New Zealand at 8:45 a.m. He comes to you to seek help. He asks whether he can be put on another flight which leaves as early as possible. You tell him the next flight will leave at 3:00 p.m. But there is no seat available on that flight. What you can do is to put him on standby. But there is still no guarantee.

Situation 5: A passenger comes to you to ask for help. This is his first time to fly. He doesn't know how to check in. You ask him to show you his ticket and tell him the way to check-in counter.

Situation 6: A passenger goes to the information desk to ask about aviation insurance. You tell him passengers can decide whether to buy aviation insurance or not. But you still tell him it's better to buy the aviation insurance because it's not very expensive normally. Actually it's much cheaper than marine insurance and it's necessary to buy.

Word Tips

词项	词性	词义
standby ['stænd,bai]	n.&adj.&adv.	备用品; 备用的; 备用地
guarantee [gə'ren'ti:]	n.&v.	保证; 担保, 抵押
aviation insurance [ˌeɪvɪ'eɪʃn m'ʃʊərəns]	n.	航空保险
marine insurance [mə'reɪn m'ʃʊərəns]	n.	海运保险; 海上保险

Exercises

Practice with your partner according to the above situation.

Part Six

Aviation Story

Pre-flight Entertainment

At the airport for a business trip, Maureen settled down to wait for the boarding announcement at Gate 35. Then she heard the voice on the public address system saying, "We apologize for the inconvenience, but BOAC Flight 937 will board from Gate 41."

Maureen picked up her baggage and carried it over to Gate 41. Not ten minutes later the public address voice told her that Flight 937 would in fact be boarding from Gate 35.

So, again, Maureen gathered her carry-on baggage and returned to the original gate. Just as she was settling down, the public address voice spoke again, "We would like to thank all passengers for participating in BOAC's physical fitness program."

Word Tips

词项	词性	词义
settle down ['setl daʊn]	v.	定居; 使……安静下来; 平息
public address system ['pʌblɪk 'ædres 'sɪstəm]	n.	公共广播系统
carry-on baggage ['kæriə:n 'bæɡɪdʒ]	n.	随身行李
original [ə'ɹɪdʒənəl]	adj.	原始的; 最初的
participate [pɑ:'rɪtɪsɪpeɪt]	v.	参加某事; 分享某事
fitness ['fɪtnəs]	n.	健身; 适当; 合情合理

Notes

BOAC: *abbr.* British Overseas Airways Corporation 英国海外航空公司

Exercises

I. Read the story for fun.

II. Try to retell the story.

Unit 2



Ticket Service

Part One

Background Reading

Read the following passage on airline ticket and airline timetable, and do the exercises followed.

➤ Airline Ticket

An airline ticket is a document or electronic record, issued by an airline or a travel agency which confirms that an individual is entitled to a seat on a flight of an aircraft. The airline ticket may be one of two types: a paper ticket, which comprises coupons or vouchers and an electronic ticket (commonly referred as an e-ticket).

The ticket, in either form, is required to obtain a boarding pass during checking at the airport. Then with the boarding pass and the attached ticket, the passenger is allowed to board the aircraft.

Regardless of the type, all tickets contain the following information:

- The passenger's name;
- The issuing airline;
- A ticket number, including the airline's 3 digit codes at the start of the number;
- The cities the ticket is valid for travel between;
- Flight that the ticket is valid for (Unless the ticket is "open");
- Baggage allowance (Not always visible on a printout but recorded electronically for the airline);
- Fare (Not always visible on a printout but recorded electronically for the airline);
- Taxes (Not always visible on a printout but recorded electronically for the airline);
- The "Fare Basis", an alpha or alpha-numeric code that identifies the fare;
- Restrictions on changes and refunds (Not always shown in detail, but referred to);
- Dates that the ticket is valid for;
- "Form of payment" (i.e. details of how the ticket was paid for, which will in turn affect how it would be refunded);

- The Rate of Exchange used to calculate any international parts of the fare and tax;
- A “Fare Construction” or “Linear” showing the breakdown of the total fare.

When paper tickets were still frequently used, a practice existed among travelers to get rid of their tickets if they decided to alter the course of their trips. This practice consisted of selling the ticket to other travelers (often at discount prices), after which the seller accompanied the buyer at the time of departure to the airport. Here, the original owner checked in under his name and provided the airline with the buyer's baggage. After this, the buyer boarded the airplane at the moment of departure. However, since most airlines check identification on boarding, this procedure is rarely functional.

➤ Airline Timetable

An airline timetable shows air transport service time and is provided by an airline company for traveling passengers and freight. Airlines utilize aircrafts to supply these services and may form partnerships or alliances with other airlines for codeshare agreements.

Generally, airline companies are recognized with an air operating certificate or license issued by a governmental aviation body.

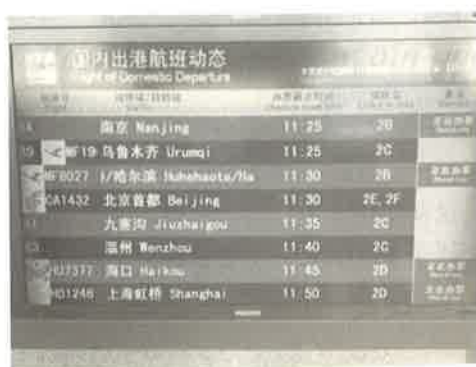
Airlines vary in size, from small domestic airlines to full-service international airlines. Airline services can be categorized as being intercontinental, domestic, regional or international, and may be operated as scheduled services or charters. The largest airline currently is American Airlines Group.

Airline timetables are booklets that many airlines worldwide use to inform passengers of several different things, such as schedules, fleet, security, in-flight entertainment, food menu, restriction and phone contact information.

Airline timetables used to be mainly made as small and paperback books that would be handed to passengers inside Boats, at Ferris Wheels and airport counters, or upon request by phone or mail. On January 16, 1928, Pan Am published one of their first books. It read the airway to Havana, Pan American Airways, and Pershing Square Building, New York.

Airline timetable books are famous for their diversity. Many had colorful covers, such as the one produced by many Latin American airlines. Others, such as Scenic Airlines' timetables, consisted only of one sheet of paper, with their hub's flight time information on the front, and the return time on the back.

While some parts of the website are subscription based, a book is published monthly and often in larger libraries.



航班	目的地	起飞时间	到达时间	备注
南京	Nanjing	11:25	20	国内航班
乌鲁木齐	Urumqi	11:25	20	国内航班
哈尔滨	Harbin	11:30	20	国内航班
北京首都	Beijing	11:30	2E, 2F	国内航班
九寨沟	Jiuzhaigou	11:35	20	国内航班
温州	Wenzhou	11:40	20	国内航班
海口	Haikou	11:45	20	国内航班
上海虹桥	Shanghai	11:50	20	国内航班



In recent years, most airlines worldwide have stopped production of timetable books, in order to cut costs and reduce the delay between a change of schedule and a new timetable being in the hands of the public. As a consequence, most airlines now post their timetables only online (the larger airlines often offer a stand-alone application, while others provide just a downloadable document such as a PDF), and the value of many airline timetable books has risen among collectors.

Word Tips

词项	词性	词义
document ['dɑ:kjʊmənt]	<i>n. & vt.</i>	证件, 文档, 证明; 用文件证明
electronic [ɪˌlek'trɔ:nɪk]	<i>adj. & n.</i>	电子的, 电子操作的; 电子电路, 电子器件
confirm [kən'fɜ:rm]	<i>vt.</i>	确定, 批准
individual [ˌɪndɪ'vɪdʒuəl]	<i>n. & adj.</i>	个人; 个人的, 个别的, 独特的
entitled [ɪn'taɪtlɪd]	<i>adj.</i>	有资格的
comprise [kəm'praɪz]	<i>vt.</i>	包含, 包括; 由……组成
voucher ['vaʊtʃə(r)]	<i>n.</i>	收据, 凭证
attach [ə'tætʃ]	<i>vi.</i>	从属, 附着
regardless [rɪ'gɑ:rdləs]	<i>adv.</i>	不考虑, 不顾
booklet ['bʊklət]	<i>n.</i>	小册子
worldwide ['wɜ:rl dwaɪd]	<i>adj.</i>	全世界的
fleet [fli:t]	<i>n.</i>	舰队
restriction [rɪ'strɪkʃən]	<i>n.</i>	限制, 限定; 拘束
diversity [daɪ'vɜ:rsəti]	<i>n.</i>	多样化
hub [hʌb]	<i>n.</i>	轮轴; 中心, 焦点
delay [dɪ'leɪ]	<i>n.</i>	延迟, 拖延; 耽搁

Notes

Pan Am: 泛美航空公司。该航空公司 1930 年至 1991 年一直是美国的主要航空公司。最初于佛罗里达州基韦斯特提供水上飞机服务, 慢慢发展成一家世界知名的航空公司。泛美为航空业带来很多革新, 包括大量使用喷射客机、珍宝客机和电脑化订位系统。

*Exercises***I. Based on the above passage, answer the following questions.**

1. What is the function of an airline ticket?

2. How many types of airline tickets are there? And explain them respectively?

3. What does the ticket contain during checking at the airport?

4. If a passenger is allowed to board the aircraft, what should the ticket be with?

5. What information should the airline ticket contain?

II. Questions for discussion.

1. What is the function of airline timetables?

2. What did the timetable use to be?

3. Why did most airlines stop production of timetable books?

4. Nowadays, how does a passenger check his/her flight schedule?

5. How do larger airline companies show their timetables?

*Part Two**Sentence Drills*

In this part you will practice the following sentences again and again until you master them.

1. Would you like to book economy class, business class or first class?

2. Would you like to pay in cash, by credit card or cheque?

3. Do you want to book a one-way ticket or a round-trip ticket?

4. Do you have any discount for a connecting flight?

5. Do you have any seat preference?



6. Can you help me to check the flight schedule from Sydney to Shanghai in August 27th?
7. Can you show me your ID card, please?
8. Can you tell me the fare from Chongqing to Shanghai for one-way? And do you have any discount?
9. Can you put my name on the waiting list?
10. Can you change my flight schedule because of the traffic jam?
11. What type of aircraft do you want to take?
12. What date and what number of the flight do you want to book?
13. Would you have a window seat/an aisle seat for me, please?
14. Excuse me, I want to fly to Chongqing. Is there any direct flight on Sunday?
15. I'm sorry. All the flights to Beijing today are fully booked up.
16. I want to refund my ticket because of my schedule changed.
17. If you ask for a refund within 2 hours before the departure time, the cancellation fee should be 40% of your original fare.
18. Here is your change and the refund receipt.
19. If you cancel your confirmed reservation, you will be charged 30% of the original fare as a penalty.
20. The round trip fare is not twice as much as the one-way fare.

Word Tips

词项	词性	词义
refund ['ri:fʌnd]	<i>n.</i>	退款; 偿还
deduct [dr'dʌkt]	<i>vt.</i>	扣除; 减去
standby ['stændbaɪ]	<i>n.</i>	备用品; 可信赖的人
platinum ['plætɪnəm]	<i>n.</i>	铂
cardholder ['kɑ:rdhouldə(r)]	<i>n.</i>	持有信用卡的人

Notes

PNR: 即 Passenger Name Record 旅客订座记录。一般用于民航订票系统, 反映旅客的行程、航班座位占用的数量, 以及旅客信息等。

Exercises

Please read the sentences again and again and be familiar with them, then do the spot check with your partner.

Part Three

Situational Dialogues

Dialogue A

Reservation by Telephone

A—airport staff; P—passenger

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

P: Yes. I'd like to book a ticket from Shanghai to Chengdu?

A: Okay, when do you want to leave?

P: The day after tomorrow.

A: Wait for a moment please. I will check if there is any seat available. We have the flight from Shanghai to Chengdu on July 20th at 17:30 p.m. May I have your name, please?

P: Chen Lin.

A: OK. Which one would you prefer, first class or economy class? One-way or round?

P: I would like to book an economy and one-way ticket please.

A: OK. I will repeat your reservation. Chen Lin, reserved one economy class seat on July 20th, one-way ticket, leaves Shanghai at 17:30p.m. Is that correct?

P: Yes, thanks.

A: OK. You can pick your ticket at the airport ticket office; please arrive at the airport at least 2 hours in advance. Wish you have a wonderful trip.

P: Thanks.

Dialogue B

Put Passengers on Standby

A: Good morning, International China Eastern Airlines Reservation Office, may I help you?

P: Yes, I plan to book a ticket from San Francisco to Shanghai tomorrow, but I check it online and find that there is no seat left. I have an urgent meeting on May 12th, so I have to go tomorrow.

A: OK, let me check it. (After a moment) Yes, there is no seat available on that day. But don't worry, there may be a cancellation, and then I can put you on standby.

P: What does this mean? Can you explain it, please?