



书名：空乘英语（四色）

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“十二五”期间,随着我国航空事业的迅猛发展以及民航总局对外国航空公司开辟中国航线的政策逐步放宽,许多国外航空公司加设了中国航线,中国空乘服务人员与国外航空公司的交流也显著增加。国外航空公司开始大量招收中国空乘服务人员以求达到客源国和本国之间语言服务的高水准交流。因此,航空业对具备优异英语口语能力的空乘服务人员的需求与日俱增。

中国国内航空公司 2014 年公开向全国招募外语类空乘。通过面试者优先进入国际航线参与系列培训,优先执飞国际航班,并纳入公司国际人才储备库,公司从中择优选派人员赴国外航企交流。为了能够进入这些待遇优厚的岗位,高职院校空乘专业学生迫切需要迅速提高英语口语水平。然而一些空乘服务专业的毕业生,甚至英语专业的毕业生却未能自如地执行国际航班服务。原因之一是空乘英语口语水平有限,形成了供需错位的局面(造成这种现状的原因是空乘英语课程内容的针对性不强等)。因此本教材从快速、便捷的角度着手,针对空乘工作场景,自创了“点、线、面”教学法,即语言点—语言线—语言情境面的教学方法。该教学法将培养以工作任务为靶向的英语口语作为前提,致力于速成空乘服务专业学生的流利英语口语。同时,这也是一本帮助社会中怀抱空乘理想的普通人群圆梦的学习材料。教材中详细讲授了空乘服务经典速成对话,不仅能帮助学生快速掌握空乘服务英语口语,还能迅速提高英语口语的沟通技巧。除此之外,它是一本有助于国际乘客查询和了解乘机服务的旅行手册。

一、“点、线、面”法介绍

“点、线、面”快速英语口语教学法是在具备基础英语能力的情况下,在短时间内完成从哑巴英语到流利口语的蜕变。经多年的教学实践证明,这一教学法具有一定的实效性和应用价值,能够形成实现教、学、做一体化,在“做中学,学中做”,注重培养读者涉外英语口语交际能力,是典型的将教学过程和岗位过程有机相结合的学习版本。本书通过选取典型工作情景教学内容,挑选精选经典句式,并搭配针对这些内容的强化训练,使学习者具备空乘未来工作岗位实际需求的英语职业素质和能力。

对于任何一个国家而言,空乘服务都是面向国际的窗口,是与国际交流的必要途径之一。

英语是国际交流第一语言,因此空乘英语速成法必定有一定的社会应用价值。熟练驾驭英语对于国际乘客和国际空乘服务人员来讲都十分重要。

二、本教材研究特点

1. 主要研究内容

(1)思考、定位、总结常用空乘专业服务词汇(研究“点”中英文对照)。

(2)将课文中的经典句式和段落进行总结(研究“线”中英文对照)。

(3)通过各种方式强化训练包括模拟工作场景即兴对话,设置特殊工作场景创新对话等(研究“面”中英文对照)。

(4)应用口语(点线面结合后强化训练,创新场景处理)。

2. 基本观点

本教材将空乘口语训练及速成作为主要研究观点。

3. 研究思路

将空乘英语口语的内容定位于“以工作任务为靶向”,帮助学生运用流畅、专业、完美的语言来解决空乘服务的各种问题,从而充分体现现代职业教育中“以服务为宗旨,以就业为导向”的理念。

4. 研究方法

(1)调研法。调查研究国内外各大航空公司英语用人要求,深入探索当今先进的英语教学法,做到知己知彼;并总结出一套切实可行的英语教学法,达到培养出一批符合用人单位需求的合格空乘专业学生的目的。将空乘英语课做“精”做“细”,提供给使用者一条捷径。

(2)文献法。通过查阅大量相关空乘英语教学改革资料,总结有价值的经验,摸索出一套适合空乘学生和广大社会读者的学习方法。

(3)对比法。对比国内外空乘英语工作所要求达到的目标、涵盖的工作内容、要完成的工作任务,将空乘工作岗位上运用的英语语言清晰、完整地呈现给使用者。

(4)分析讨论法。通过分析高职院校空乘专业及英语专业的读者的英语水平和广大社会读者的学习特点、学习习惯、学习兴趣,总结出一条现实可行的“空乘英语速成法”。

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Chapter I Pre-flight Service

1. 1

Guests Boarding (1)

1.1.1 Language points

Good morning. 早上好。	Good afternoon. 下午好。	Good evening. 晚上好。
Good day. 你好。	Welcome. 欢迎。	Mr. (后面需要跟姓氏)
Mrs. 夫人 (只用于已婚妇女)	Ms 女士 (不清楚是否已婚时)	Miss 小姐 (年轻未婚女士)
Sir 先生 (后不能跟姓氏)	Madam 女士 (后不能跟姓氏)	Goodbye. 再见。
thank you. 谢谢你。	You are welcome. 不客气。	boarding card 登机牌
window seat 靠窗位	aisle seat 靠走道位	middle seat 中间位

1.1.2 Language lines

Good morning, Madam. Welcome aboard. 女士, 早上好。欢迎登机。

Welcome to the flight, Madam. 女士, 欢迎搭乘我们的航班。

May I help you, Sir? 先生, 需要帮忙吗?

May I see your boarding card, please? 可以出示一下你的登机牌吗?

May I show you to your seat? This way, please. 需要我带您到您的座位上吗? 这边请。

Your seat is 20A. It's a window seat on the right. 您的座位是 20A。右边靠窗位。



1.1.3 Language scenes

1.1.3.1 Dialogue One

(C: Checker P: Passenger)

C: Good morning, Sir.

先生，早上好。

P: Good morning.

早上好。

C: May I see your boarding card, please?

请出示一下您的登机牌好吗？

P: Yes, sure.

当然可以。

C: Thank you. Your seat is 16D. It's an aisle seat on the left. This way, please.

谢谢。您的座位是 16D。左边靠走道位，这边请。

P: Thank you.

谢谢！

C: You're welcome.

不客气。

1.1.3.2 Dialogue Two

(C: Checker P: Passenger)

C: Good afternoon, Sir. May I help you?

先生，下午好。需要帮忙吗？

P: Oh, yes, please. I'm not sure where my seat is.



哦，是的。我想知道我的座位在哪里。

C: No problem. May I see your boarding card, please?

好的，我可以看看您的登机牌吗？

P: Sure, here it is.

好的，给你。

C: Thank you. It's 42J. Please go down this aisle. Your seat is on the right.

谢谢，您的座位是 42J。请从这边过道走，您的座位在右边。

P: Oh, thanks for your help.

谢谢你的帮助。

C: My pleasure. Please enjoy your flight.

很乐意帮助您，祝您旅途愉快。

1.1.3.3 Dialogue Three

(1) Our flying time should be approximately 2 hours. So we should be arriving at Beijing Capital International Airport at about 11:30am.

我们的飞行时间大约两小时，到达北京首都国际机场大约上午 11:30。

语境：当乘客问及空中飞行时间及预计到达时间时。

(2) The distance from Shanghai to Hong Kong is 1490 kilometers.

上海到香港的飞行距离为 1490 公里。

语境：当乘客问及飞行距离时。

(3) We'll be flying at an attitude of 10000 meters, and our cruising speed will be 1000 kilometers per hour.

我们的飞行高度为 10000 米，巡航速度每小时 1000 千米。

语境：当乘客问及飞行高度及速度时。

(4) There are eight members in our crew, including five stewardesses and one security guard.



我们的机组由 8 人组成，包括 5 名乘务员和 1 名安全员。

语境：当乘客问及机组成员情况时。

(5) Would you please return to your seat? The plane is taking off soon.

请您回到座位上好吗？飞机马上就要起飞了。

语境：当飞机即将起飞时，有乘客还在过道上走动。

(6) Please check to see if your seat belt is fastened.

请检查一下您的安全带是否系好。

语境：起飞前提醒乘客系好安全带。

(7) The use of lavatory has been suspended during take-off.

在飞机起飞期间，洗手间暂停使用。

语境：有乘客在飞机即将起飞前要上洗手间时。

(8) The plane is about to take off. Please don't walk about in the cabin.

飞机马上就要起飞了，请不要在客舱中走动。

语境：飞机起飞前有乘客在客舱中走动时。

1. 2

Guest Boarding (2)

1.2.1 Language points

重要词汇

position 位置	operation 操作	permitted 允许
call button 呼叫按钮	require 要求	assistance 援助；帮助
taking off 起飞	attend 参加	pleasant 愉快的

1.2.2 Language lines

(1) I wish you have a pleasant journey.



希望有一个愉快的旅程。

(2) The use of any electronic equipment is not permitted during the flight.

在飞行过程中不允许使用任何电子设备。

(3) Please press the call button to contact us.

请摁呼叫按钮与我们取得联系。

(4) Please fasten your seat belt.

请系好您的安全带。

1.2.3 Language Scenes

Good morning (Afternoon, Evening) Ladies and gentlemen:

The crew member of ×× Airlines has the pleasure of welcoming you abroad. Would you please put your seat in the upright position, fasten your seat belts and lock your table in place.

We will be taking off in a few minutes. You are reminded that smoking and telephone—are not permitted at any time during flight.

Please use your “call button” if you require assistance—our crew will attend to your needs.

We hope you enjoy a pleasant flight and thank you for choosing ×× Airlines.

早上好（下午，晚上）女士们，先生们：

××航空公司的乘务员都高兴地欢迎你出国。请把您的座位直立，系好您的安全带和收起小桌板。

我们将在几分钟后起飞。在任何飞行时间里不允许抽烟和打电话。

如果你需要帮助，请用你的“呼叫”按钮，我们机组人员会满足您的需求。

我们希望你享受一个愉快的飞行，感谢您选择××航空公司。



1.3

Showing the Seats

1.3.1 Language points

aisle 过道	far aisle/the other aisle/ next aisle 另一侧的过道	Go straight on. 往前走。
Turn left. 往左转。	Turn right. 往右转。	this cabin 这个舱位
the other cabin 另一个舱位	follow 跟随	on the right/left 在右/左边
in the middle 在中间	bulkhead seat 第一排的 旅客	emergency exit 应急出口
toilet/washroom/bathroom 洗手间	galley 厨房	at the back/front of the cabin 在客舱的后/前部

1.3.2 Language lines

(1) Your seat is across from this aisle. Would you please go that way.

您的座位在另一条走道，请走那边。

(2) Your seat is in the next cabin. Please go straight on and turn right.

您的座位在西一个舱位，请往前走，然后右转。

(3) Your seat is by the emergency exit. Please follow me and I'll show you to your seat.

您的座位在应急出口处，请跟我来，我带您去。

(4) It's straight ahead and on your right/left.

请往前走，您的座位就在右/左面。

(5) Your seat is at the back/front.



您的座位在后/前面。

(6) Your seat is in the middle.

您的座位在中间。

(7) Excuse me, could you allow other passengers to go through?

对不起，请您让其他旅客过一下可以吗？

(8) I will stow your baby carriage in our closet, and return it to you after landing at your destination.

我会把您的婴儿车放在衣帽间里，到达后再还给您。

(9) It's full today and this baby cart is too big to be left in the cabin, so we have to take it as a checked baggage. Later after landing you can claim it at the baggage claim area.

今天是满客，您的这部婴儿车太大了，客舱里放不下，只能帮您托运。到站后，请您到行李提取处领取。

(10) Excuse me, could you show me your boarding pass please? I'm afraid you are in the wrong seat. Yours is that one, by the windows.

对不起，能请您出示一下您的登机牌吗？恐怕您坐错了座位，那个靠窗的座位是您的。

(11) I understand your problem and I'll see if there is any empty seat. Would you please sit here for the time being?

我理解您。请您暂时坐在这里，我替您去看看是否有空座位？

(12) I'm afraid we can't manage the upgrade procedures on the flight.

对不起，机上不办理升舱手续。



1.3.3 Language scenes

1.3.3.1 Dialogue One

(C: Checker P: Passenger)

C: Good afternoon, Sir. May I help you?

先生，下午好。需要帮忙吗？

P: Oh, yes, please. I'm not sure where my seat is.

哦，是的。我想知道我的座位在哪里。

C: No problem. May I see your boarding card, please?

好的，我可以看看您的登机牌吗？

P: Sure, here it is.

好的，给你。

C: Thank you. It's 42J. Please go down this aisle. Your seat is on the right.

谢谢，您的座位是 42J。请从这边过道走，您的座位在右边。

P: Oh, thanks for your help.

谢谢你的帮助。

C: My pleasure. Please enjoy your flight.

很乐意帮助您，祝您旅途愉快。

1.3.3.2 Dialogue Two

(C: Checker P: Passenger)

P: Excuse me, can I leave this set of china cups in your custody?

对不起，请问能否替我保管这套瓷器？

C: Sorry, I'm afraid we cannot keep fragile items for you, if you insist, we can still stow it for you, but we won't be responsible for any possible damage.



对不起，我们不能为您保管易碎物品。如果您坚持的话，我们即使为您保管，也将不会为任何意外损坏负责。

1.3.3.3 Dialogue Three

(C: Checker P: Passenger)

P: Miss, the pitch here is too narrow, can I change a seat?

小姐，这个座位间距太窄了，我可以换个座位吗？

C: Sorry, sir, all the legroom on this aircraft is the same (except those emergency seats).

对不起，先生，飞机上的座位间距都是一样的（除非是紧急出口）。

1.3.3.4 Dialogue Four

(C: Checker P: Passenger)

C: It's this way. Please follow me, Sir.

这边请，请跟我来。

C: Here is your seat, Sir. Would you like me to hang up your jacket for you?

先生，这是您的座位。需要我帮您把夹克挂起来吗？

P: Yes, please.

是的，谢谢。

C: Certainly. Could you please check if you have any valuables or documents you'd like to keep with you?

好的，请您检查一下外套中是否有贵重物品或重要证件好吗？

P: Yes, no problem.

好的，没问题。

C: Thank you, Sir. We'll bring your jacket to you just before landing.



谢谢，先生。我们会在落地前把夹克还给您。



1.4

Arranging Luggages

1.4.1 Language points

文中单词		
overhead bin 行李架	aisle 过道	block 堵塞
补充单词		
lean 倾斜	handcart 手推车	in case of 以防万一
turbulence 颠簸	fall down 掉落	cooperation 合作

1.4.2 Language lines

(1) Whose bag is it?

请问这是谁的包？

(2) May I help you with your bag?

我帮您拿包好吗？



(3) Please put your box in the overhead bin.

请把您的箱子放在行李架内。

(4) You may not leave the baggage here. The aisle shouldn't be blocked.

您不能把行李放在这儿，过道不能堵塞。

(5) Could you mind putting your luggage in the back cabin?

您介意把行李放在后舱吗？

(6) Your bag is so big that the overhead compartment couldn't be closed.

您的箱子太大了，行李架都关不上了。

(7) The overhead compartment is full. I am afraid you have to put your luggage under your seat.

行李架已经满了。恐怕您只能把行李放在座位下了。

1.4.3 Language scenes

1.4.3.1 Dialogue One

(C: Checker P: Passenger)

C: Excuse me. Whose bag is it?

不好意思，请问这是谁的包？

P: It's mine. What's wrong?

是我的。怎么啦？

C: This man couldn't put his luggage into the compartment. Can you please lean your bag a little bit so that I can put his bag in?

这位先生的行李没办法放入行李架内。您能否把您的包稍微倾斜一点，这样我就可以把他的行李放进来了。

P: Yes, sure.

当然可以。



C: Thank you.

谢谢。

P: You're welcome.

不客气。



1.4.3.2 Dialogue Two

(C: Checker P: Passenger)

C: Excuse me, madam, is it your handcart?

您好，女士，请问这是您的手推车吗？

P: Oh, yes. What's the matter?

哦，是的。怎么啦？

C: Please don't put your handcart in the overhead compartment. In case of turbulence, it might fall down and hurt somebody.

请不要将您的手推车放在行李架上。万一遇到颠簸可能会掉下来砸伤人的。

P: Sure.

好的。

C: Thank you for your cooperation.

谢谢您的合作。



1.4.3.3 Dialogue Three

Flight attendant broadcasting practise

Ladies and Gentlemen:

We have left _____ for _____. Along this route, we will be flying over the provinces of _____, passing the cities of _____, and crossing over the _____ (breakfast, lunch, supper) has been prepared for you. We will inform you before we serve it.

Now we are going to introduce you the use of the cabin installations.

This is a ×× aircraft.

The back of your seat can be adjusted to pressing the button on the arm of your chair. In your seat pocket in front with a clean bag, for you to throw sundy when using.

The call button and reading light are above your head. Press the call button to summon a flight attendant.

The ventilator is also above your head. By adjusting the airflow knob, fresh air will flow in or be cut off.

Lavatories are located in the front of the cabin and in the rear. Please do not smoke in the lavatories.

女士们，先生们：

我们的飞机已经离开_____前往_____，沿这条航线，我们飞经的省份有_____，经过的主要城市有_____，我们还将飞越_____。在这段旅途中，我们为你准备了_____餐。供餐时我们将广播通知您。

下面将向你介绍客舱设备的使用方法：

今天您乘坐的是××型飞机。



您的座椅靠背可以调节，调节时请按座椅扶手上的按钮。在您前方座椅靠背的口袋里有清洁袋，供您扔置杂物时使用。

在您座椅的上方备有阅读灯开关和呼叫按钮。如果你有需要乘务员的帮助，请按呼唤铃。

在您座位上方还有空气调节设备，你如果需要新鲜空气，请转动通风口。

洗手间在飞机的前部和后部，在洗手间内请不要吸烟。

1.5

Welcoming Announcements

1.5.1 Language points

重点单词		
aboard 登机	distance 距离	altitude 海拔
average 平均	ensure 确保	operation 操作
fasten 扣上	communication 通讯	laptop 手提电脑
tray table 小桌板	crew 空乘人员	overhead bin 行李架
purser 乘务长	carry-on items 手提行李	
认知单词		
navigation 导航	stow 放置	straight up 直立

1.5.2 Language lines

(1) Welcome aboard Air China Airlines flight CA1315.

欢迎您乘坐中国国际航空公司 CA1315 次航班。

(2) The distance between Beijing and Guangzhou is 2,000 km.

由北京至广州的飞行距离 2 000 km。

(3) Our flight will take 3 hours.



空中飞行时间 3 小时。

(4) We will be flying at an altitude of 10, 000 meters and the average speed is 670 km/h.

飞行高度 10 000 m，飞行速度平均每小时 670 km。

(5) In order to ensure the normal operation of aircraft navigation and communication systems. Toys and other electronic devices and the laptop computers are not allowed to be used during take-off and landing.

为了保障飞机导航及通讯信息系统的正常工作。在飞机起飞和下降过程中，请不要使用手提电脑。

(6) Please be seated, fasten your seat belt, make sure your seat back is straight up, your tray table is closed, and your carry-on items are securely stowed in the overhead bin or under the seat in front of you.

请您在座位上坐好，记好安全带，收起座椅靠背和小桌板，请您确认您的手提物品是否妥善安放在头顶上方的行李架内或座椅下方。

(7) We hope you enjoy the flight.

祝您旅途愉快。

1.5.3 Language scenes

1.5.3.1 Ceremony broadcast

Good morning, ladies and gentlemen!

Welcome aboard Air China Airlines flight CA1315, Beijing to Guangzhou. the distance between Beijing and Guangzhou is 2 000 km, our flight will take 3 hours and minutes. We will be flying at an altitude of 10 000 meters and the average speed is 670 km/h, In order to ensure the normal operation of aircraft navigation and communication systems. Toys and other electronic devices and the



laptop computers are not allowed to be used during take-off and landing. We will take off immediately. Please be seated, fasten your seat belt, make sure your seat back is straight up, your tray table is closed, and your carry-on items are securely stowed in the overhead bin or under the seat in front of you. This is a non-smoking flight, please do not smoke on board. The (chief) purser with all your crew members will sincerely at your service. We hope you enjoy the flight. Thank you.



早上好，女士们先生们！

欢迎您乘坐中国国际航空公司 CA1315 次航班，由北京前往广州。由北京至广州的飞行距离 2 000 km，以及空中飞行时间 3 h，飞行高度 10 000 m。飞行速度平均每小时 670 km，为了保障飞机导航及通讯信息系统的正常工作，在飞机起飞和下降过程中，请不要使用手提电脑，在整个航空过程中请不要使用手提电话、遥控玩具、电子游戏机、激光唱机和电音频手机等电子设备。飞机很快就要起飞了，现在客舱乘务员进行安全检查，请您在座位上坐好，系好安全带，收起座椅靠背和小桌板，请您确认您的手提物品是否妥善安放在头顶上方的行李架内或座椅下方，本次航班全程禁烟，在飞行途中请不要吸烟，本次



航班的乘务长将偕同机上全体乘务员竭诚为您提供周到的服务，谢谢！

1.5.3.2 Flight cancellation and delay

A flight delay is a when an airline flight takes off and/or lands later than its scheduled time. The Federal Aviation Administration (FAA) considers a flight to be delayed when it is 15 minutes later than its scheduled time. A cancellation occurs when the airline does not operate the flight at all for a certain reason. When flights are canceled or delayed, passengers may be entitled to compensation due to rules obeyed by every flight company. This rule usually specifies that passengers may be entitled to certain reimbursements, including a free room if the next flight is the day after the canceled one, a choice of reimbursement, rerouting, phone calls, and refreshments.

Causes

Since 2003, the United States Bureau of Transportation Statistics has been keeping track of the causes of flight delays.

Some of the causes of flight delays are as follows:

Maintenance problems with the aircraft

Fueling

Extreme weather, such as tornado, hurricane, or blizzard Airline glitches.

The top cause of flight delays, according to a USA TODAY analysis.

Congestion in air traffic

Late arrival of the aircraft to be used for the flight from a previous flight

Security issues

航班取消和延误

航班延误是指飞机起飞或降落晚于预定时间。美国联邦航空管理局



(FAA) 将晚于预定时间 15 分钟的飞行界定为飞行延迟。航空公司因某种原因不经营航班就会发生航班取消。当航班取消或者延误时, 旅客有权依照规则要求各飞行公司赔偿。规则通常规定乘客可享有一定的补贴, 如果航班推迟到第二天, 就会提供免费的房间, 也可以选择补偿、线路变更、话费补贴和点心。

原因

自 2003 以来, 美国交通运输统计局一直在追踪航班延误的原因。一些航班延误的原因如下: 维修问题、加油、极端天气: 如龙卷风, 飓风, 或暴雪; 航空故障。据今日美国分析这是航班延误的主要原因; 拥挤的空中交通; 上一班航班晚点导致下一班航班没有航空器; 安全问题。

1.5.3.3 Dialogue

(1) The flight has been delayed due to some mechanical troubles. The engineers are making a careful examination of the plane.

由于机械故障, 航班已延误, 机械师们正在对飞机进行仔细检查。

(2) Owing to the air traffic control, we'll wait until a take-off clearance is given.

由于空中航路拥挤, 我们要等待通行许可 (才能起飞)。

(3) Due to the loading of cargo/luggage, we will wait 15 minutes to take off.

由于飞机/货物还未装载完毕, 我们还需等待 15 分钟由本站起飞。

(4) We are waiting for 3 passengers to aboard. Please remain seated and we will keep you informed.

由于有三位旅客已经办理完登机手续, 但仍未登机。请您在座位上稍等片刻。

(5) Because we are adding meals for some additional passengers, we have



to wait a few minutes to take off.

由于临时增加餐食品，我们需要等待一段时间。

(6) We have to wait until the ice on the run way has been cleared.

我们需等待跑道上的冰被破除。

(7) The flight will be delayed because of a heavy rain in our destination.

由于目的地机场正下着倾盆大雨，我们的航班将延误。

(8) The flight has been delayed because of bad weather.

由于天气恶劣，航班已延误。

(9) The plane will take off as soon as the weather gets better.

一旦天气好转，飞机马上起飞。

(10) We can't take off because the airport is closed due to poor visibility.

由于低能见度，机场关闭，我们不能起飞了。

(11) We have just been informed that this flight has been cancelled due to a mechanical problem. We'll have to stay here overnight. Please take your belongings and prepare to disembark.

我们已接到通知，由于机械故障本次航班已取消，我们将在这里过夜，请拿好随身物品准备下飞机。

(12) We'll provide free accommodation for every passenger.

我们将为每位旅客提供免费食宿。

1.6

Cabin Safety Inspection

(1) We are preparing the cabin for taking off.

我们在做起飞前安全检查。

(2) Do you mind stowing your bag in the overhead locker above your seat?



您可以把您的包放在行李架上吗？

(3) May I also ask you to switch off your mobile phone in preparation for take off?

我们就要起飞了，也请您关闭您的手机可以吗？

(4) Madam, would you like me to hang up your jacket for you?

女士，需要我帮您把外套挂起来吗？

(5) Would you please check if you have any valuables or documents in your jacket?

请您检查一下外套中是否有贵重物品或重要证件好吗？

(6) Sir/Madam, for your safety, I have to ask you to return to your seat.

先生/女士，为了您的安全，请您回到自己的座位上去。

(7) Excuse me, Madam. Would you please fasten your seatbelt?

对不起，女士。请您系好安全带可以吗？

1.7

How to Beat Jetleg

Jet lag refers to disturbed sleep patterns, weakness and disorientation caused by travelling. It happens when your normal body clock is disrupted by travelling through several time zones.

Jet lag is worse when you move from west to east because the body finds it harder to adapt to a shorter day than a longer one.

GP Dr Dawn Harper explains: "Our body clock is primed to respond to a regular rhythm of daylight and darkness. It is thrown out of sync when it experiences daylight at what it considers the wrong time, and it can take several days



to readjust.”

Travellers who take medication according to a strict timetable (such as insulin or oral contraceptives) should seek medical advice from a health professional before their journey.

Before you travel

Top up your sleep

Make sure you're fully rested before you travel. If you're flying overnight and you can get a bit of sleep on the flight, it will help you to stay up until night time once you arrive at your destination.

Change your sleep routine

A few days before you travel, start getting up and going to bed earlier (if you're travelling east) or later (if you're travelling west). During the flight, try to eat and sleep according to your destination's local time.

Have a stopover on the way

Including a stopover in your flight will make it easier to adjust to the time change, and you'll be less tired when you arrive. Take advantage of any short airport transits to have a refreshing shower or swim in the terminal, if possible.

During your journey

Keep hydrated

Dehydration can intensify the effects of jet lag, especially after sitting in a dry aeroplane cabin for many hours. Avoid alcoholic and caffeine drinks (such as coffee, tea and cola), which can disturb sleep.

Preparing for sleep

During your flight, try to create the right conditions when preparing for



sleep. Eyeshades and earplugs may help you sleep. Regular exercise during the day may also help you sleep, but avoid strenuous exercise immediately before bedtime.

Use remedies with caution

Many airline staff take melatonin, a hormone formed by the body at night or in darkness, to try to fight jet lag. Sleeping medication is not recommended as it doesn't help your body to adjust naturally to a new sleeping pattern.

At your destination

Anchor sleep

Try to get as much sleep in every 24 hours as you normally would. A minimum block of four hours' sleep during the local night-known as "anchor sleep"-is thought to be necessary to help you adapt to a new time zone. If possible, make up the total sleep time by taking naps during the day.

Natural light

The cycle of light and dark is one of the most important factors in setting the body's internal clock. Exposure to daylight at the destination will usually help you adapt to the new time zone faster.

Short trips

For stays of less than three or four days, it may be better for the traveller to remain on "home time" (that is, timing activities such as sleeping and eating to occur at the times they would have occurred at home) to minimize disruption to the normal sleep-wake cycle although this is not always practical.

如何倒时差

时差是指因为旅行造成的混乱的睡眠，虚弱和方向迷失。通常因为你穿越几个时区打乱了你正常的生物钟而造成。



当你从西向东旅行时，时差更严重，因为相对于较长的白天，较短的白天让你的身体更难适应。

GP 的道恩解释说：“我们的生物钟准备好应对白天和黑夜有规律的节奏。在它认为是错误的时间经历白天的时候，就会产生错乱，它可能需要几天调整。”

那些严格按照时间表服用药物（如胰岛素或口服避孕药）的乘客应该在他们的旅程开始之前，向专业的医生咨询。

旅途开始之前

充分睡眠

确保旅行之前的充分休息。如果你在夜间飞行，你可以在飞机上睡觉，一旦你到达你的目的地。它会帮助你在入夜前保持醒着的状态。

改变你的睡眠习惯

你开始旅行前几天，尝试着早睡早起（如果你向东航行）或晚睡晚起（如果你向西航行）。在飞行过程中，尽量按目的地的当地时间来吃和睡。

在路上停留

在您的航班中途停留会使身体更容易适应时间的变化，当你到达的时候，你就不累了。利用任何短期的机场过境，如果可能的话，在机场清爽沐浴或在航空站的游泳池游泳。

旅途中

保持饮水

脱水会加剧时差的影响，特别是坐在干燥的飞机舱许多小时后。避免酒精和含咖啡因的饮料（如咖啡、茶和可乐），这些都会扰乱睡眠。

准备睡觉

在飞行过程中，尽量创造合适的条件来睡觉。眼罩和耳塞可以帮助你的睡眠。白天有规律的锻炼，也可以帮助你的睡眠，但避免剧烈运动后立即睡觉。

谨慎使用药物



许多航空公司的员工服用褪黑素，一种我们的身体在夜晚或黑暗中形成的激素，来对抗时差。安眠药是不建议使用的，它不会帮助你的身体自然适应新的睡眠模式。

到达目的地之后

达芬奇睡眠法

尽量多的睡眠在每 24 个小时，你通常所做的那样。一块最小的四个小时的睡眠时间在当地被称为“锚睡眠”，被认为是必要的帮助你适应新的时区。如果可能的话，占总睡眠时间通过白天睡午觉。

自然光

光明和黑暗的周期是确定人体内部的生物钟的最重要因素之一。到达目的地如果是白天，通常会帮助你适应新的时区。

短途旅行

对于小于三天或四天的停留，旅行者最好是停留在“家庭时间”（即将平时的活动，如睡眠和饮食的时间设定在家里发生的时间）以减少干扰到正常的睡眠周期，虽然这并不总是可行的。



**1. 8****Qualifications of Flight Attendants****Flight Attendant Descriptions**

A flight attendant earned a median annual salary of \$ 35, 930 in 2008, according to the U. S. Bureau of Labor Statistics (BLS). The flight attendant is responsible for ensuring the safety and comfort of airline passengers before, during and after airplane flights. To work as a flight attendant, an individual must be Federal Aviation Administration (FAA) certified and have customer service experience. Employers also prefer an applicant with a college degree and flight attendant training.

**Communication Tasks**

A flight attendant is responsible for greeting passengers and showing them to their seats. Also, he answers any questions passengers have about the flight schedule, travel routes and arrival times. Before takeoff, he must explain and



demonstrate how to use emergency and safety procedures, such as wearing life jackets or oxygen masks.

In addition, an attendant announces plane procedures, departures, delays and descent preparations. Another part of the job description is reassuring passengers that everything will be fine during stressful situations.

Helping Duties

Besides communicating with passengers, a flight attendant has to assist passengers. For example, she places their property, like luggage, in the overhead storage compartments. Or, she is responsible for assisting the elderly, disabled or young passengers.

During emergencies, a flight attendant needs to direct and help passengers leave the plane. If a passenger has a medical emergency, a flight attendant is responsible for providing first aid.

Administrative Tasks

Besides flight duties, a flight attendant is responsible for paperwork. For instance, he must prepare reports, which include information about completed flights.

An attendant must attend meetings too. The meetings, called preflight briefings, are conducted by the captain. The flight attendant receives information about the weather, routes and numbers of passengers.

A flight attendant needs to check all emergency equipment, like fire extinguishers, to ensure they are in proper working order. Moreover, she must check that supplies, such as blankets, food and beverages, are stocked.



Food Service Duties

Food service is also a part of the job description. An attendant is expected to heat and serve prepared foods, according to BLS. Also, he has to sell alcoholic beverages.

Hours

Typically, a flight attendant must work 12 hours a day but be available to work approximately 14 hours. An attendant receives 9 hours to rest following each shift. Thus, a monthly schedule consists of over 65 hours of flying time and 50 hours doing administrative work.

空中乘务岗位描述

根据美国劳动局数据显示：空中乘务员的年薪属于中等，2008 年平均水平 \$ 35 930。空中乘务员负责在飞机起飞前、飞行途中、飞机降落后保证乘客的安全与舒适。想要成为一名空中乘务员，首先要获得美国航天局的认证，而且有客户服务的经验。如果应聘者有大学学历，又受过专门的乘务员训练，就更受航空公司的欢迎了。

交流职能

空中乘务员负责向乘客问好，将乘客引领到座位上。另外，他还要回答乘客的任何问题，关于航班时刻、飞行线路和抵达时间。在起飞前，他还要解释演示如何使用急救设施，如何安全脱险，比如如何使用救生衣或者氧气罩。

另外，空中乘务员还要宣布飞机的登机、离港、延误以及准备工作。他们工作的另一部分是在紧张的情况下安慰乘客，告诉他们一切都会好起来。

服务职能

除了需要和乘客交流之外，空中乘务员还必须对乘客予以协助。比如，帮



他们把诸如行李之类的物品放置在头顶的行李舱里。或者，她还要负责帮助老、弱、病、残的乘客。

在紧急状态下，空中乘务员需要为乘客指明逃离方向，帮助乘客离开飞机。如果乘客发生突发性疾病，乘务员还需要对其施行提供急救。

管理职能

除了飞行任务之外，乘务员还有一些案头工作要做。比如，他要写上次飞行的总结报告。

乘务员还必须要参加会议。这个会议也叫做：航前准备会，由机长召开。在航前准备会上，乘务员会收到有关当天的天气、飞行线路，以及乘客数目等信息。

乘务员还要检查所有的急救设施，比如灭火器，来保证他们运行良好。另外，她还要确保一些物质比如毯子、食物和饮料的储备。

供餐职能

供餐职能也是乘务员的一部分职能。乘务员要加热，供给食物。他也出售酒精类饮料。

工作时间

一般说来，一个空中乘务员要一天工作 12 小时，但是愿意一天工作 14 小时。每倒一次班可以休息 9 个小时。因此，一个月的工作时间可以长达 65 小时的飞行时间和 50 小时的行政工作时间。



1.9

Pre-flight Preparation

1.9.1 Language scenes

1.9.1.1 Seize the opportunity

How to Prevent airsickness on Long Flights

The motion of an airplane can cause nausea, vomiting, sweating and dizziness in people who are particularly sensitive to movement. Motion sickness occurs due to a conflict between what you see and what the balance system in your inner ear senses. Because air travel involves both horizontal and vertical movement, your brain receives conflicting messages, which can result in motion sickness symptoms. While airplane sickness can't be cured, there are several methods available to prevent and treat the problem.



Step 1

Select a seat over the wing to minimize the amount of movement you will feel when the plane is in the air. The symptoms of motion sickness are more likely to occur in the areas of the plane in which you feel the most movement.

Step 2

Ask what size plane will be used for a flight before you make your selection. If you are a passenger in a small plane, movement and turbulence will be much more noticeable. Larger planes are equipped with stabilizers that help reduce excess motion that can cause airplane sickness.

Step 3

Eat a small meal before you board the plane. Heavy foods may make you feel worse, should motion sickness occur. If the airline is serving meals, choose light foods that aren't greasy or spicy.

Step 4

Pack crackers and ginger ale in your carry-on luggage. If you do start feeling sick, these items can help settle your stomach. Ginger candy or gum can also be effective in reducing air sickness.

Step 5

Choose a window seat. Looking at the horizon may help reduce queasiness and dizziness. If part of your flight takes place in the evening, try to time naps during the night when you won't be able to look out the window.



Step 6

Turn on the air vent above your seat and keep it on during the trip. Symptoms can worsen when you feel overheated.

Step 7

Take over-the-counter motion sickness medication before boarding the airplane. Prescription scopolamine patches can be helpful in controlling symptoms during long flights. Patches are placed over the ear and provide relief from symptoms for up to 72 hours.

Step 8

Drink water and juice to stay hydrated during the flight. Humidity in aircraft is usually less than 20 percent, according to the Aerospace Medical Association. In addition to drinking water and juice, avoid drinking caffeinated beverages, as consuming these beverages may cause more rapid loss of fluids from the body.

Step 9

Keep your head against the headrest while you fly if you are prone to motion sickness. Head movement can worsen symptoms.

Things You' ll Need

- Crackers
- Ginger ale
- Ginger candy or gum
- Motion sickness medication



- Scopolamine patch

如何防止长途飞行中晕机

飞机的运动可引起对运动特别敏感的人恶心、呕吐、出汗和头晕。运动病的发生是由于一个你看到的和你内耳的平衡系统的感觉之间的冲突。因为空中旅行包括水平和垂直运动，你的大脑接收到的相互矛盾的信息，从而导致晕车症状。晕机虽然不能被治愈，有几种方法可预防和治疗这个问题。

步骤 1

选择一个在机翼座，会减少飞机飞行过程中你感觉到的运动。晕车的症状在飞机上动感最强的地方会更明显。

步骤 2

作出选择前问一下航班使用哪种飞行器。如果你乘坐小飞机，运动和湍流会更加明显。更大的飞机都配备了稳定剂，有助于减少多余的动作，减少晕机。

步骤 3

在你登机前吃点东西。如果感到晕机，吃太多可能会让你感觉更糟。如果航空公司提供食物，选择清淡的食物，不要油腻或辛辣的。

步骤 4

在随身携带行李里放包饼干和姜汁汽水。如果你开始感觉不舒服的，这些食品可以帮助你的胃平复下来。姜糖果或口香糖也可以有效减少空调病。

步骤 5

选择一个靠窗的座位，看着地平线可能有助于减少恶心和头晕。如果你的飞行发生在晚上，尝试在晚上的时候你不能看窗外的时候小睡。

步骤 6

打开座位上方的通风口并保持它在旅途中一直开启。当你感觉过热时晕机症状会加重。

步骤 7

登机前服用非处方晕车药。处方东莨菪碱贴片可以在长途飞行中控制症状，



这是有帮助的。东莨菪碱贴片补丁是放在耳朵可以长达 72 小时缓解晕机的症状。

步骤 8

喝水和果汁，以保持飞行中肌肤的水分。根据航天医学协会，飞机的湿度通常是小于百分之 20。除了饮用水和果汁，避免饮用含咖啡因的饮料，因为这些饮料的消费可能会导致体液流失较快速。

步骤 9

飞行途中将你的头靠在枕头上，如果你容易晕车。头部的运动会使症状恶化。

你需要的东西

- 饼干
- 姜汁汽水
- 姜糖果或口香糖
- 晕车药
- 东莨菪碱贴片

1.9.1.2 Dialogue

(1) Have you ever suffered from airsickness before? You're probably air-sick.

您曾晕过飞机吗？您可能是晕机。

(2) If you feel sick, please use the airsickness bag. It's just located in the seat pocket in front of you.

如果您感到恶心，请使用清洁袋。它就放在您前面座位的椅袋里。

(3) Did you call, sir? What can I do for you?

先生，您按的呼唤铃？要我为你做些什么吗？

(4) I'm sorry to hear that. Just a moment, I'll go to the front and get



some medicine for you.

真不幸，请您稍等，我到前舱去给您取点药来。

(5) Take one white pill and two yellow ones.

吃一片白的，两片黄的（药）。

(6) Please read the instruction first to see whether it's suitable for you or not.

请您看看这种药的说明书是否合适。

(7) I'll give you a medicine for airsickness. You'll feel much better after you take it.

我帮您拿一片晕机药，吃下药后您就会舒服多了。

(8) We have some empty seats in the in the front/back of the cabin. I can take out the armrests and let you lie down.

我们在前/后舱有空座位，我可以放下扶手让您躺下。

(9) Don't worry. I'll page for a doctor and ask for an ambulance when we reach the airport.

别着急，我将广播为您找大夫并在您到达机场时要辆救护车。

(10) I'm sorry to tell you there's no doctor on board. But we've got in touch with the ground staff at destination airport. And they'll take you to the hospital as soon as we get to the airport.

对不起，飞机上没有大夫。但我们已与目的地机场地面人员取得联系，我们一到机场就会把您送往医院。