

Item One Boarding and Landing

Unit One Boarding and Greeting

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

This is Air China flight CA1415 from Beijing. Would you please check your Boarding pass once again and make sure of your seat number?

2. Ladies and gentlemen,

This is Shanghai Airlines, we would like to welcome the basketball team aboard. The air distance from Shanghai to Beijing is 1160 kilometers and it will take one hour and 25 minutes.

3. Ladies and gentlemen,

We will be taking off in a few minutes. Please sit down and fasten your seat belt. Your seat back and table should be returned to the upright position.

4. Ladies and gentlemen,

Thank you for taking Sichuan Airlines and choosing the elegant carrier. Our plane will take off soon. Please turn off your electric devices including laptops and cell phones. Thank you.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger standing in the aisle when the flight attendant asks him to take his seat.)

(P=Passenger, F=Flight Attendant)

F: Could you please step aside and allow the other passengers to go through?

P1: Oh, but that passenger is sitting in my seat.

F: Excuse me, may I see your boarding pass? I'm afraid you are in the wrong seat. Yours is that one, two rows ahead.

P2: Oh, I am so sorry.

Section Five Exercises

1. Translate the following terms into English.

靠窗的座位 window seat 吸烟区 smoking section 行李限重 weight limit 登机牌 boarding pass

秤 scale 手提行李 hand-luggage 登机柜台 check in counter 国航航班 Air China flight

2. Translate the following terms into Chinese.

aisle 过道 boarding time 登机时间

overweight baggage 超重行李 check-in counter 登机柜台

non-smoking section 非吸烟区 seat number 座位号

excess 超重 pleasant 愉快的

3. Fill in the blanks in the following dialogue.

Passenger: Is this the right counter to check in for my flight?

Clerk: Yes, sir. May I see your (1) ticket and passport (机票和护照), please?

Passenger: Sure! (2) Here you are (给您).

Clerk: Have you got much luggage to check?

Passenger: Yes, (3) I have a handbag. (我有一个手提包).
Clerk: OK, would you please (4) put your baggage on the scale (把您的行李放到秤上)?
Passenger: Sure.
Clerk: Your hand-luggage is not overweight.
Clerk: (5) Do you have any seat preferences? (您有任何座位上的喜好吗)?
Passenger: Yes, could you put me in the non-smoking section?
Clerk: OK. Here you are, your ticket, passport and boarding pass. Sir, you have been checked in. Your seat number is 16B by the aisle. Boarding time is 10: 00 and the flight leaves at 10: 30. (6) Please board at Gate 15. (请在 15 号门处登机).
Passenger: Thank you very much.
Clerk: (7) You're welcome. (不客气). Have a nice flight!

Section Six Reading

Translation

1. Translate the following sentences into Chinese.

- 1) 网上值机是指乘客通过互联网确认乘机, 并打印自己的登机牌的过程。
- 2) 你试过在线办理登机手续吗?
- 3) 乘客还可以输入餐食选择和行李数量等详细信息, 并选择自己喜欢的座位。
- 4) 这项服务缩短了乘客通常在机场柜台办理登机手续的时间。
- 5) 自助服务为乘客带来更高的效率。

2. Translate the following sentences into English.

- 1) Online check-in brings a lot of convenience to passengers.
- 2) More and more have introduced self-check-in systems.
- 3) Passenger can confirm their presences on a flight through Internet and print their own boarding pass.
- 4) passengers can select their seats online.
- 5) Have you ever tried online check-in?

Unit Two Seats Arrangement

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

Welcome aboard Air China. Please take your assigned seat as quickly as possible and keep the aisle clear for others to be seated. Thank you for your cooperation.

2. Ladies and gentlemen,

Welcome on board Flight CA366 to Paris. Today our flight will be eleven hours and twenty minutes. We'll be flying at an altitude of 10,000 meters.

3. Ladies and gentlemen,

In order to ensure the normal operation of aircraft navigation and communication systems, please do not use electronic devices during the flight, including mobile phone and AM/FM radio.

4. Ladies and gentlemen,

This is your captain speaking. We are currently performing a holding pattern as the destination airport is currently experiencing heavy rain. We regret to announce that your arrival time will be postponed to 3 pm. Thank you for your understanding.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger wants to change another seat before take-off.)

(P=Passenger, F=Flight Attendant)

P: Excuse me, may I take a seat?

F: Would you please sit here for the time being? I'll see if there is a vacant seat.

(A few minutes later)

F: Sir, there is an empty seat in the 3rd row. You can take that seat after take-off.

P: Thank you.

Section Five Exercises

1. Translate the following terms into English.

吸烟室 smoking room 商用喷气飞机 commercial jet 耳麦插头 headset plug 无线通信 radio communication

安全带指示灯 seat belt sign 中间座位 middle seat 呼叫按钮 call button 紧急出口旁的座位 emergency exit seat

伸腿的空间 legroom 头顶上方的行李架 overhead compartment 客舱设备 aircraft furnishing 通信系统 communications system

2. Translate the following terms into Chinese.

aircraft navigation system 飞机导航系统 bulkhead row seat 隔板前面的座位

window shade 遮光板 seat configuration 座椅配置

cruising altitude 巡航高度 rearward-facing seat 后向座椅

vacant seat 空位 narrow-body aircraft 窄体飞机

wide-body aircraft 宽体飞机 seat-recliner button 座椅复位键

reading light 阅读灯 pre-flight safety check 航前安全检查

chief purser 乘务长 electronic devices 电子设备

3. Fill in the blanks in the following dialogue.

Clerk: (1) Welcome aboard. (欢迎登机。)

Passenger: (2) Excuse me, Miss. Can you show me my seat? (打扰一下，女士。能告诉我我的座位在哪里吗?)

Clerk: (3) Let me see your boarding pass. At seat number E6, the aisle seat in the sixth row of the aircraft. (我看一下您的登机牌。是E6号座位，靠过道的第六个位置。)

Passenger: Thanks a lot.

Section Six Reading

Translation

1. Translate the following sentences into Chinese.

1) 航空公司的利润取决于每架飞机运载尽可能多的乘客。

2) 因此，要求飞机设计师要容纳尽可能多的座位，同时保持合理的舒适度。

3) 飞机客舱通常分为窄体客舱和宽体客舱。

4) 窄体飞机两侧各有一条通道。

5) 除了靠边的座位外，还有两条通道，通道之间有一排座位。

2. Translate the following sentences into English.

1) Many airlines provide seat configuration diagrams for the various aircraft types they operate.

2) Which seat on the plane do you prefer?

3) If there are three or more seats in a group, there will be a middle seat, which is usually undesirable.

4) The passenger sitting in the middle is sandwiched between two other passengers and does not have the advantage of either a window seat or an aisle seat.

5) The number of side-by-side seats is affected by the width of the aircraft.

Unit Three Baggage Arrangement

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

Welcome aboard Air China. Please put your baggage in the overhead compartment or under the seat in front of you. Do not put your bags in the aisle or near the exit.

2. Ladies and gentlemen,

A passenger decided to abort the trip after he boarded the plane. According to the regulations, we must make a thorough safety check of the cabin. Please carry all your personal baggage with you to the ground. Our ground staff will identify your baggage. We are sorry for the inconvenience. Thank you for your cooperation.

3. Ladies and gentlemen,

Please do not leave your baggage here. The aisle should not be blocked.

Thank you for your cooperation.

4. Ladies and gentlemen,

Nobody is allowed to leave baggage in the aisle. Thank you for your cooperation.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger standing in the aisle when the flight attendant asks him to take his seat.)
(P=Passenger, F=Flight Attendant)

F: Excuse me, Sir. Could you put away your coat by yourself?

P: But where could I put it?

F: If you leave it with me, I will put it in the overhead compartment.

P: OK. Thank you very much.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) depart go away; leave
- (2) fragile easily broken or damaged or destroyed
- (3) valuable worth a lot of money
- (4) remove to move or shift to another place or position
- (5) access a way of entering or reaching a place
- (6) lounge a small public room for rest
- (7) turbulence instability in the atmosphere
- (8) block to make difficult to pass by placing obstacles in the way
- (9) storage to put in a place as for storage or reserve
- (10) belonging something that is owned by someone

2. Translate the following phrases into English.

- (1) 乐器 musical instruments
- (2) 紧急出口座位 emergency exit seat
- (3) 取消行程 cancel the trip
- (4) 挡……的路 get in the way
- (5) 托运行李 checked baggage
- (6) 认领行李 baggage claim
- (7) 易碎物品 fragile items
- (8) 衣帽间 closet
- (9) 身份证 Identification Card
- (10) 小件物品 small articles

3. Translate the following sentences into English.

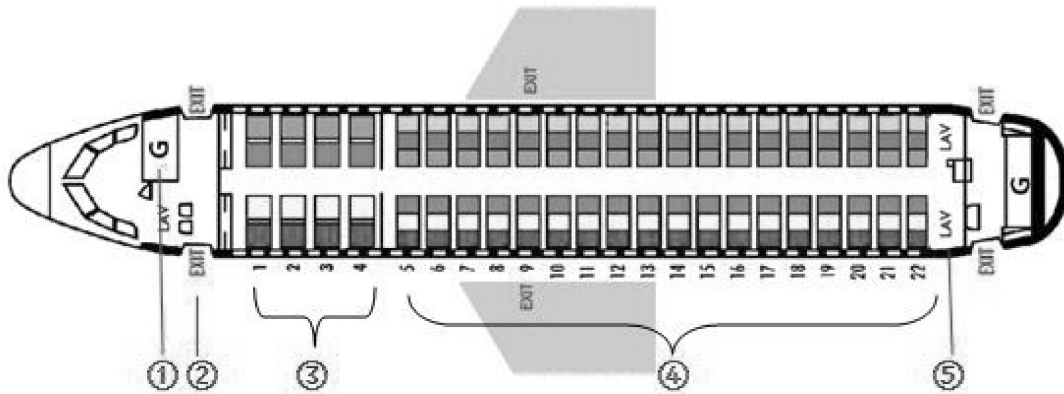
- (1)任何人都不能把行李放在过道，因为过道不允许被堵塞。
Please do not leave your baggage here. The aisle shouldn't be blocked as a safety requirement.
- (2)它太大了，放不进头顶上方的行李箱，也放不到座位下面。
It's too big to fit in the overhead compartment or under the seat.
- (3)口袋里有贵重物品吗？
Is there any valuable in the pockets?
- (4)根据紧急出口座位的规定，紧急出口任何时候都要保持畅通。
According to the regulations of the emergency exit seat, the emergency exit must be kept clear at all times.
- (5)在颠簸时，它有可能掉下来并砸伤人。
In case of turbulence, it might fall down and hurt someone.

4. Translate the following sentences into Chinese.

- (1)Any small articles can be put under the seat in front of you.
小件物品可以放在您前面的座位下面。
- (2)For the convenience of other passengers, please keep the aisle clear.
为了方便其他乘客，请保持过道畅通。
- (3)There is a passenger who has decided to cancel his trip after boarding this aircraft.
有一位乘客在登机后决定取消行程。
- (4)Please take all your belongings, disembark and follow our ground staff to the lounge.
请带好您的随身物品，下飞机，跟随地勤人员前往休息室。
- (5)Some baggage has been checked into cargo for passengers that have not boarded.
一些行李已托运到未登机旅客的物品中。

5. Label the areas on the aircraft in the picture with the following words.

first class economy class emergency exit
galley lavatory



- ① galley ② emergency exit ③ first class ④ economy class ⑤ lavatory

Section Six Reading

1.C 2.D 3.C 4.A 5.B

Unit Four Landing and Farewell

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

May I have your **attention** please? Flight CA1656 from Shanghai to Tianjin is now **taxiing**. The **local** time is 2 p.m. The **temperature** outside is 20 degrees Celsius, 68 degrees Fahrenheit.

Thank you.

2. Ladies and gentlemen,

Welcome to Chongqing. Thank you for **selecting** ××× airline for your travel today and we look **forward** to serving you again. **Wish** you a pleasant day.

3. Ladies and gentlemen,

The **plane** has **stopped** completely. Please **disembark** from the front **entry** door.

Thank you.

4. Ladies and gentlemen,

Our **plane** has landed at Chongqing Jiangbei International Airport. The plane is taxiing. For your **safety**, please **stay** in your seat for the time being. When the aircraft stops completely and the Fasten Seat Belt sign is turned off, please detach the seat belt and take all your carry-on items and passport to complete the entry formalities in the terminal. Please use caution when retrieving items from the overhead compartment. Your checked **baggage** may be claimed in the baggage claim area. The transit passengers please go to the connection flight counter in the waiting hall to complete the procedures.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(The plane has landed and a passenger wants to ask some information of the hotel he has reserved.)

(P=Passenger, F=Flight Attendant)

P: Excuse me, Miss. Could you **spare** me some time?

F: Yes, Sir. What can I do for you?

P: I had made a **reservation** at Jinjiang Hotel in the city center. Do you know where the hotel is?

F: Yes. The hotel is right in the downtown and if you take the airport **bus**, you can go there directly.

P: Really, the limousine can take me directly to this hotel?

F: There is a **limousine** stop near Jinjiang Hotel and the limousine will stop there.

P: That's wonderful. Thank you.

F: My pleasure. Now the **ramp** has just been put in its position. You can get your **belongings** ready for disembarkation. Are you sure nothing is **left** behind?

P: I have everything with me and thanks for **reminding**.

F: You are welcome. We look **forward** to serving you again.

P: *It certainly will. Goodbye.*

F: *Goodbye.*

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.
 - (1) visibility the distance one can see as determined by light and weather conditions
 - (2) senior of or for older or more experienced people
 - (3) dapt to adjust oneself to different conditions, environment, etc.
 - (4) disabled (of a person) having a physical or mental condition that limits their movements, senses, or activities
 - (5) return get something back
 - (6) organize take responsibility for providing or arranging
 - (7) detach to unfasten and separate
 - (8) wheelchair a chair fitted with wheels for use as a means of transport by a person who is unable to walk as a result of illness, injury, or disability
 - (9) forgive say or feel that one is no longer angry about
 - (10) domestic of or relating to one's own or a particular country
2. Translate the following phrases into English.
 - (1)廊桥 air bridge (2)转机柜台 transfer counter
 - (3)行李提取 baggage claim (4)失去时间感 lose sense of time
 - (5)客舱服务 cabin service (6)到达大厅 arrival hall
 - (7)电子设备 electronic device (8)天气预报 weather forecast
 - (9)随身携带的物品 carry-on items (10)联运行李 interline baggage
3. Translate the following sentences into English.
 - (1)您有没有预订下飞机用的轮椅?
Have you reserved a wheelchair for getting off the plane?
 - (2)您确定没有东西落下吗?
Are you sure nothing is left behind?
 - (3)您试着嚼口香糖或者吞咽, 可以感觉好一些。
You may feel better by swallowing or chewing a gum.
 - (4)能见度不差。
Visibility is not poor.
 - (5)我们期待未来再次为您服务。
We look forward to serving you again.

4. Translate the following sentences into Chinese.

(1) Use caution when opening the overhead locker.

当您打开行李架时，请务必留心。

(2) Your checked baggage may be claimed at the baggage claim area at the arrival terminal.

您的托运行李可以在到达航站楼的行李提取区领取。

(3) If you have an international connecting flight, please proceed to the international transit counter for further information or transit services.

如果您需要乘坐国际转机航班，请前往国际中转柜台了解更多信息或中转服务。

(4) Please take your passport and all your belongings when disembarking and complete the entry and quarantine formalities at the terminal.

下机时请携带护照及所有随身物品，到航站楼办理入境检疫手续。

(5) Please disembark from the front entry door and go over the air bridge.

请从前门下飞机，并通过廊桥。

5. Fill in the following form based on the information provided below.

Rachel Greene, female, born on February 11th, 1969, is an American actress taking flight CA988 to China to visit her aunt in Beijing. Her passport (No. G75653689) and visa (No. 99719892) were issued by local authorities in Los Angeles. During her stay, she will live in No. 40, West Haidian Road, Beijing.

外国人入境卡		ARRIVAL CARD		请交边防检查官员查验 For Immigration clearance	
Family name _____	Given names _____				
Nationality _____	Passport No. _____				
Intended Address in China _____	Year _____	Month _____	Day _____	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Date of birth _____	Visa No. _____	Conference/Business <input type="checkbox"/>	Visit <input type="checkbox"/>	Purpose of visit (one only)	
Place of Visa Issuance _____	Visiting friends or relatives <input type="checkbox"/>	Employment <input type="checkbox"/>	Study <input type="checkbox"/>	Sightseeing/ in leisure <input type="checkbox"/>	
Flight No./Ship's name/Train No. _____	Return home <input type="checkbox"/>	Settle down <input type="checkbox"/>	others <input type="checkbox"/>		
以上申明真实准确。 I hereby declare that the statement given above is true and accurate.					
Signature _____					

Greene; Rachel; America; No. G75653689; No. 40; West Haidian Road, Beijing; 1969,2,11; No. 99719892; visit; local authorities in Los Angeles; visiting friends or relatives; CA988; return home; Rachel Greene

Section Six Reading

1.F 2.T 3.F 4.T 5.F

Item Two Normal Service

Unit Five Drink Service

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

Beverage time! My **colleagues** are going to offer you different types of **drink**, such as apple **juice**, Coca Cola, **coffee**, **mineral** water and so on. Please stay in seat and clean up your table for our service.

2. Ladies and gentlemen,

Attention, please! Due to the **turbulence**, our drink time will be **delayed**. I am **sorry** for the **inconveniences** caused. Please be seated and **fasten** your belt.

3. Ladies and gentlemen,

For those who want to drink **coffee**, I am sorry to announce that it is out of **service** now. There are other **alternatives** for you to choose.

4. Ladies and gentlemen,

As it is a **short** haul flight, we are only going to serve you some **soft** drink and mineral water. Sorry for those who are in **want** of alcoholic drinks.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(The cabin attendant carelessly spills some drink on the passenger.)

(P=Passenger, F=Flight Attendant)

F: Excuse me, Madam, would you **like** a drink?

P: Yes, please. I'd like to have **coke**, please.

F: Certainly, Madam, your coke with ice, please.

*(The CA accidentally **spills** the drink on the passenger's clothes.)*

P: *Oh, my God!*

F: *I'm terribly sorry, Madam. I'm too **careless**. I do apologize for this. Here are some **napkins** for you. I will go to get some more for you.*

P: *That's OK. Thank you.*

F: *Madam, the seat seems a little bit wet; may I offer you some **towels** to cover the seat or another empty seat for you?*

P: *I want to change the seat.*

F: *All right. I will **check** where the seat available is in the cabin, and then I will tell you.*

P: *All right.*

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

(1) **instead** in place of

(2) **straight** directly; beverages with no ice

(3) **interrupt** interfere in someone else's activity

(4) **ruin** destroy or spoil (completely)

(5) **complimentary** given free as a gift or courtesy

(6) **taste** the act of trying food or drink

- (7) **continuous** without any stops
 (8) **ascend** climb; go, come, or move from a lower to a higher level
 (9) **restless** without rest; without restful sleep
 (10) **beverage** any liquid suitable for drinking

2. Translate the following phrases into English.

- (1) 软饮料 **soft drink** (2) 清咖啡 **black coffee**
 (3) 胃不舒服 **stomach upset** (4) 茉莉花茶 **jasmine tea**
 (5) (饮料或酒)加冰 **on the rocks** (6) 供水系统 **water system**
 (7) 红茶 **black tea** (8) 乘务员座椅 **attendant seat**
 (9) 矿泉水 **mineral water** (10) 姜汁汽水 **ginger ale**

3. Translate the following sentences into English.

- (1) 您想喝点儿什么?
What would you like to drink?
 (2) 您想喝清咖啡还是加奶咖啡?
Would you like your coffee black or white?
 (3) 您想直接喝还是加冰块?
Would you like your drink straight or on the rocks?
 (4) 咖啡还没有好, 您想喝点儿茶吗?
Coffee is not ready yet. Would you like some tea instead?
 (5) 您想喝点儿热的还是冷的呢?
Would you like something hot or cold to drink?

4. Translate the following sentences into Chinese.

(1) For the convenience of the passenger behind you, please return your seat back to the upright position during the meal service.

为了方便其他旅客, 在供餐期间, 请您讲座椅靠背调整到正常位置。

(2) We have a selection of complimentary hot and cold beverages.

我们为您准备了各种免费的热饮和冷饮。

(3) We regret to inform you that due to problems with the water supply system onboard, we are unable to serve hot drinks at this time.

我们很遗憾地通知您, 由于船上供水系统出现问题, 我们目前无法提供热饮。

(4) As we are ascending, flight attendant are not allowed to leave their jump seats.

当我们上升时, 空乘人员不允许离开他们的折叠座椅。

(5) If you observe anything about flight safety, please press the call button continuously.

如果您发现任何有关飞行安全的情况, 请连续按呼叫按钮。

5. Put the following drinks in the correct category on the drinks menu.

Earl Grey tea whisky Martini brandy Coca Cola
 Snow beer white coffee apple juice lemonade cappuccino
 Johnny Walker hot chocolate jasmine tea Chinese spirits Bordeaux
 mineral water champagne vodka rum ginger ale

Drinks Menu	
Soft Drinks	Wines and beers
<u>Coca Cola</u>	<u>Martini</u>
<u>apple juice</u>	<u>Snow beer</u>
<u>lemonade</u>	<u>Johnny Walker</u>
<u>mineral water</u>	<u>Bordeaux</u>
<u>ginger ale</u>	<u>champagne</u>
Spirits	Hot drinks
<u>whisky</u>	<u>Earl Grey tea</u>
<u>brandy</u>	<u>white coffee</u>
<u>Chinese spirits</u>	<u>cappuccino</u>
<u>vodka</u>	<u>hot chocolate</u>
<u>rum</u>	<u>jasmine tea</u>

Can you add more?

Section Six Reading

1.D 2.A 3.D 4.B 5.D

Unit Six Meal Service

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

We will soon be serving breakfast (lunch/dinner). We are offering you a choice of milk and coffee. We have also prepared a Muslim and a vegetarian meal. If you have special diet requirements, please tell the flight attendants.

Thank you!

2. Ladies and gentlemen,

Meal will be serving soon. We have a selection of chicken rice and beef noodles today. Welcome to make your choice. Please put down the table in front of you while we are serving you the meal. For the convenience of the passenger behind you, please return your seat back to the upright position during the meal service.

Thank you!

3. Ladies and gentlemen,

It is time for supper. Our crew will be serving you in a minute. Please close your digital devices and clean up your table. We will serve you in row. Please wait in your seat quietly. Thank you for your cooperation.

4. Ladies and gentlemen,

Many different types of meals are served according to the nights. On national flights lasting up to 2 hours there are simple desserts as sandwiches, biscuits and nuts. On flights lasting more than 2 hours, more delicious meals such as beef, chicken, pork and vegetarian meals are served. On international or long-haul flights, passengers can enjoy a vast range of meals. For example, breakfast, lunch, dinner and snacks in between meals.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger wants to have some fish for lunch, but there is no fish on board.)

(P=Passenger, F=Flight Attendant)

P: Excuse me, Miss, I want to have some fish for lunch.

F: I'm sorry, Sir. I'm afraid we don't have it on board today. We've prepared the beef with rice and chicken with noodles. Would you like to try the beef with rice instead? It's very delicious.

P: All right, I'll try that.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.
 - (1) snack a small portion of food or drink or a light meal, especially one eaten between regular meals
 - (2) allergy sensitive to a specific factor; caused by allergy
 - (3) comment give an opinion
 - (4) vegetarian someone who eats no meat or fish or any animal products
 - (5) requirement thing ordered or demanded
 - (6) favourite preferred to all others of the same kind
 - (7) cuisine the practice or manner of preparing food or the food so prepared

- (8) spicy flavored with or fragrant with spice
(9) diabetes suffering from diabetes; need control blood sugar
(10) starve suffer or die from hunger
2. Translate the following phrases into English.
(1) 短航线 short-haul flight (2) 餐食服务 meal service
(3) 特殊餐食 special meal (4) 清真餐 Muslim meal
(5) 欧洲大陆式早餐 continental breakfast (6) 牛排 steak
(7) 点餐 ordering the meal (8) 餐盘 dinner plate
(9) 满杯 full cup (10) 西餐 western food
3. Translate the following sentences into English.
(1) 您想吃点儿什么?
What would you like to eat?
(2) 请放下您面前的小桌板。
Please put down your tray table.
(3) 先生，我能为您点餐吗?
May I take your order, sir?
(4) 您想要几分熟的牛排？三分？五分？还是全熟？
Do you prefer your steak rare, medium or well done?
(5) 您想喝点儿红酒搭配您的牛排吗？
Would you like to have some wine with your steak?

4.Translate the following sentences into Chinese.

(1)We also carry tins of vegetarian food in case that you forgot to remind us of your special diet when booking the flight.

我们还提供罐装素食食品，以防您在预订航班时忘记提醒我们您的特殊饮食。

(2)I can get a bun for you now, but there is no butter to go with the bread.

我现在可以给您提供小圆面包，但是没有黄油可以搭配面包。

(3)If you've pre-ordered a special meal, those will be served first.

如果您预订了特殊餐食，这些餐食将首先提供。

(4)As the trolleys pass through the cabin, please keep the aisles clear.

手推车经过客舱时，请保持通道畅通。

(5)We are offering you a choice of continental breakfast and Chinese breakfast.

我们为您提供欧陆式早餐和中式早餐选择。

5.Label the objects on the meal tray.

drink roll first course main course
dessert napkin fruit bowl fork and spoon



- ① drink ② fruit bowl
③ roll ④ dessert
⑤ napkin ⑥ fork and spoon
⑦ main course ⑧ first course

Section Six Reading

1.T 2.T 3.F 4.F 5.T

Unit Seven In-flight Entertainment Service

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

Welcome on board. To make your flight more enjoyable, this aircraft is equipped with **Wi-Fi** service and **mobile phone** service. We will let you know when you can connect during the flight. Live TV sport plus news from CCTV, BBC and more are also **available** on our entertainment system. Thank you. **Switch on** your Wi-Fi and connect to the network. You can use your **laptop** once the seat belt signs are off. Thank you.

2. Ladies and gentlemen,

We are going to **show** the film "Gone with Wind" and a **choice** of classical music, folk songs, folk music and Beijing opera.

Headsets may be acquired from the flight attendants **free** charging on this flight. Please **select** the channel that corresponds with the movie you are watching or the music you want to **listen to**. If you have any questions, please ask the cabin attendants. Thank you.

3. Ladies and gentlemen,

For your **enjoyment** during our flight today, we have put a complimentary copy of our in-flight **magazine**, FASHION, in the **seat pocket** in front of you. If you wish, please **feel free** to take this with you when you leave.

We hope you **enjoy** your flight.

4. Ladies and gentlemen,

In order to enrich and color your life **in-flight**, we will be **presenting** you a movie titled Mr. Bean, which is a **film** making viewers laugh. Please use your headsets for the **sound** and select the **channel** that corresponds with the movies you are watching.

*If you have any **requirements**, please ask your cabin attendants for assistance. Thank you.*

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger is having a problem about the use of entertainment headset.)

(P=Passenger, F=Flight Attendant)

F: Good afternoon, Sir. Can I help you?

P: Afternoon. Em... Can I have **a pair of headset**?

F: Here you are, Sir.

P: Miss, one of the headsets doesn't work. Please **change** it for me.

F: Yes, of course. Here you are.

P: Can you help me adjust it? I want to listen to **music**.

F: Certainly, there are several kinds of music, pop music, classical music and opera. Which would you like?

P: I **prefer** classical music. Which **channel** is it?

F: The second one. Have you got it?

P: Yes. It's very nice. Thank you for your help.

F: You're welcome.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) **free** of or about money
- (2) **channel** a television station and all the programmes that it broadcasts
- (3) **suppose** to think that something is probably true, based on what you know
- (4) **considerate** thoughtful of the wishes, needs, or feelings of others
- (5) **entertainment** things such as films, television, performances etc. that are intended to amuse or interest people
- (6) **acquire** get something by buying or being given
- (7) **select** to choose something or someone by thinking carefully about which is the best, most suitable, etc.
- (8) **charge** to ask someone for a particular amount of money for something you are selling
- (9) **assist** help or support
- (10) **amuse** to make time pass in an enjoyable way for someone, so that they do not get bored

2. Translate the following phrases into English.

- (1) 当地报纸 local newspaper
- (2) 古典音乐 classical music
- (3) 机上杂志 in-flight magazine
- (4) 流行音乐 pop music
- (5) 京剧 Beijing Opera
- (6) 娱乐节目 entertainment program
- (7) 免费 free of charge
- (8) 漫画书 comic book
- (9) 阅读灯 reading light
- (10) 单机游戏 Console game

3. Translate the following sentences into English.

- (1) 您想看报纸还是杂志?
Would you rather read a newspaper or a magazine?
- (2) 您想读点儿别的吗?
Would you prefer something else to read?
- (3) 我们现在没有儿童杂志。故事书可以吗?
We don't have children's magazines now. Is a storybook okay?
- (4) 请按这个按钮，并选择4频道。
Please press this button and select channel 4.
- (5) 将耳机插头插入您座椅扶手上的插孔。
Insert the headphone plug into the jack on the armrest of your seat.

4. Translate the following sentences into Chinese.

- (1) On the back of the seat in front of you, you will find a screen.
在您前面的座位后面，您会发现一个屏幕。
- (2) Headsets may be acquired from our cabin attendant without any charge on this flight.
在本航班上，可向我们的客舱乘务员免费索取耳机。
- (3) Those who don't want to watch the film do not need to worry about the noise of the movie, because we will provide each of you with a pair of earphones, which is free of charge.
不想看电影的人不用担心电影的噪音，因为我们会为每人提供一副耳机，这是免费的。
- (4) Would you prefer something else to read?
您还想读点别的东西吗?
- (5) Please refrain from smoking during the whole flight.
整个飞行过程中请勿吸烟。

5. Use the following words to label the Passenger Control Unit.

Menu Button	Channel Display	Overhead Light Button
Call Button	Language Select Button	Screen Navigation Arrows
Start Button	Operation Buttons	Volume Control
Channel Control		



- | | |
|---------------------------------|-----------------------------------|
| ① <u>Language Select Button</u> | ② <u>Channel Display</u> |
| ③ <u>Menu Button</u> | ④ <u>Channel Display</u> |
| ⑤ <u>Call Button</u> | ⑥ <u>Screen Navigation Arrows</u> |
| ⑦ <u>Operation Buttons</u> | ⑧ <u>Start Button</u> |
| ⑨ <u>Volume Control</u> | ⑩ <u>Overhead Light Button</u> |

Section Six Reading

1.B 2.A 3.D 4.A 5.C

Unit Eight Filling out Forms

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

May I remind you that all customs, immigration and quarantine forms must be completed before we land at Chengdu Shuangliu International Airport? If you require a new form or help with filling out the forms, please ask our flight attendants.

2. Ladies and gentlemen,

In order to shorten the time needed for customs, immigration and health formalities on the ground, you are advised to fill out the forms we will give you.

Thank you.

3. Ladies and gentlemen,

We're soon landing at Chengdu Shuangliu International Airport. Since Chengdu is an entry port of China, all the passengers on board, including kids, should fill in an arrival card and a customs declaration form. And you should complete the forms before landing. The forms will be soon distributed. We'll help you if you have any difficulty.

Thank you.

4. Ladies and gentlemen,

We will be landing at our destination. Before you go through Customs and Immigration, it is

necessary for you to fill in the Arrival/Departure Record Form and Customs Declaration Form required by the US Government. In order to **speed** your passage through Customs and Immigration, we will be giving out the forms for you to complete before we land. If you have any question about completing the forms, please do not hesitate to ask our **flight attendant**. They will be very happy to help you.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger fails to notice the forms distributed.)

(P=Passenger, F=Flight Attendant)

P: Miss, could you tell me when we will be landing at Beijing International Airport?

F: The **arrival time** is 11:30. So that means we will land 20 minutes later.

P: Thanks. I see.

F: You are welcome. Have you **completed the forms** we handed out ten minutes ago?

P: I haven't seen any one of the forms yet.

F: The forms were **distributed** 15 minutes ago. Please check around you.

P: Oh, they're under my PC. I didn't notice them.

F: It doesn't matter. Please **take your time** and complete the forms carefully.

P: OK. Do I have to give them back to you after I've completed them?

F: No, Madam. You'll need it when you **go through** Immigration and Customs after **landing**.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

(1) **declared** to make due statement of goods for duty

(2) **dispose** to put in a particular or suitable place

(3) **liquor** a distilled or spirituous beverage, as brandy or whiskey

(4) **sensitive** affected greatly or easily by something

(5) **distribute** to pass out or deliver (forms, mail, newspapers, etc.) to passenger

(6) **duty** a specific tax imposed by law on the import or export of goods

(7) **cosmetic** a powder, lotion, lipstick, rouge, or other preparation for beautifying the face, skin, hair, nails, etc.

(8) **formality** compliance with formal rules

(9) **affair** a thing

(10) **official** person who holds a public office

2. Translate the following phrases into English.

(1) 个人物品 **personal belongings** (2) 入境旅客 **arriving passenger**

(3) 入境卡 **arrival card** (4) 新鲜水果 **fresh fruit**

(5) 海关官员 **customs officer** (6) 应纳税商品 **dutiable goods**

(7) 海关申报单 **customs declaration** (8) 虫害 **insect pest**

(9) 重罚 **severe punishment** (10) 垃圾桶 **waste bin**

3. Translate the following sentences into English.

(1) 您可以在我们到达北京之前填写这些表格吗?

Would you fill out these forms before we arrive in Beijing?

(2)请按要求在降落前填写海关、入境和检疫表格。

Please fill in the forms for the Customs, Immigration and Quarantine before landing as required.

(3)应纳税的商品如果没有列在申报单上，会被处以很重的罚金。

All dutiable items which are not found on the declaration form may subject the owner to heavy fines.

(4)每位乘客允许免税携带 200 支香烟，或 50 支雪茄，或 250 克烟丝。

200 cigarettes or 50 cigars, or 250 grams of tobacco free of duty for each passenger.

(5)根据美国检疫要求，入境旅客不允许携带新鲜水果。

According to the quarantine regulations of United States, the arriving passengers are not allowed to carry fresh fruits.

4.Translate the following sentences into Chinese.

(1)Passengers who are in possession of such items are kindly requested to dispose of them or present them to your flight attendants prior to landing.

持有此类物品的乘客请在降落前将其丢弃或交给空乘人员。

(2)In order to speed up the arrival formalities in the airport, you're requested to fill in the forms for customs, immigration and quarantine before landing.

为了尽快办好到达目的地机场的手续,需要您在落地之前填好有关海关、移民、检疫的表格。

(3)Since Beijing is an entry port of China, all the passengers on board, including kids, should fill in an arrival card and a Customs Declaration form.

由于北京是中国的入境口岸,所有机上乘客,包括儿童,都应填写入境卡和海关申报单。

(4)If you are unsure about anything else, please read carefully the list of articles that need to be declared on the back of the form.

如果您还有其他不清楚的地方,请仔细阅读表格背面需要申报的物品清单。

(5)All my family members are on board. Can we fill in one customs declaration form?

我所有的家人都在飞机上。我们可以填写一份申报单吗?

5. Fill in the customs declaration form based on the following information.

Suppose you are travelling to the United States with your family (father, mother, little brother). You are taking flight LX52 to Boston. It has a transit in Zurich (in Switzerland). You bought \$200 chocolates in Zurich airport. You are going to stay in Boston Harborside Inn for 3 days. It's on 185 State Street, Boston, Massachusetts.

CUSTOMS DECLARATION	
Each arriving traveler of responsible family member must provide the following information (only ONE written declaration per family is required)	
1.Family Name _____	First (Given)Name _____
2.Birth Date _____	____(Date) ____ (Month)____(Year)
3.Number of family members traveling with you	<u>3</u>
4.(a) U.S. Street Address (hotel name/ destination)	
<u>Boston Harborside Inn 185 State Street</u>	
b.City <u>Boston</u>	c.State <u>Massachusetts</u>
5.Passport issued by (country)	_____
6.Passport Number	(不填)
7.Country of Residence	_____
8.Countries visited on this trip prior to U.S. arrival	_____
9. Airline/ Flight No. or Vessel Name	_____
10.The purpose of my (our) trip is or was	Business_____ Personal_____
11.I am (We are) bringing fruits,plants,meats,food,soil,birds,snails,other live animals, farm products;or,have been on a farm or ranch outside the U.S.	

_____ (YES/NO)	
12.I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or the foreign equivalent. _____ (YES/NO)	
13.I have (We have) commercial merchandise, U.S. or foreign. _____ (YES/NO)	
14.The total value of all goods I/we purchased or acquired abroad and am/are bringing to the U.S. is: \$ <u>200</u> (U.S. Dollars)	
Read the instructions on the back of this form. Space is provided to list all the items you must declare.	
I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FROM AND HAVE MADE A TRUTHFUL DECLARATION.	
× _____	
(Signature)	Date (day/month/year)

Section Six Reading

1.A 2.B 3.C 4.D 5.D

Unit Nine Duty Free Shopping

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

- Ladies and gentlemen,
Our **duty-free shopping** will be open soon.We accept **cash** and major **credit cards**.For further information, please refer to the **magazine** in your **seat pocket**.
- Ladies and gentlemen,
Duty-free sales will be available in the **cabin** now.Product descriptions are available in the Duty-Free Guide , which is in the seat pocket **in front of** you.Please check with your flight attendant for **prices** in other currencies.
Duty-free sales will conclude **half an hour** before landing.
Thank you.
- Ladies and gentlemen,
In an effort to **further** meet your traveling needs , we are pleased to offer you a wide selection of duty-free items.A brochure featuring these **items** is located in your seat pocket.All items are **priced** in U.S.dollars.Please check with your cabin attendant for prices in other currencies.Most major currencies and U.S.dollars , traveler's checks , are accepted for your purchase.The major credit cards are also **accepted**.
Thank you.
- Ladies and gentlemen,
Good morning ! Thanks to our new in-flight duty-free shopping program, you can buy all your duty-free items from the comfort of your **own seat**.All items can be purchased on board at prices of up to **50 percent** less than anything you will find in a retail store.We accept all major credit cards.However, the maximum allowable purchase with credit card is **500 U.S. dollars** per person.
You will find the catalog in the seat pocket on board.The flight attendant will be glad to **provide** you with more detailed goods description and assist you with your choice.
Enjoy your shopping and flight.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger wants to buy something for herself in duty-free shopping.)

(P=Passenger, F=Flight Attendant)

P: Excuse me, Miss?

F: Yes? What can I do for you?

P: Do you have any duty-free items on board?

F: We have a wide selection of duty-free goods, such as perfumes, fashion accessories, spirits, cosmetics and so on, all at duty-free prices. Here is the catalog.

P: I just want to buy something for myself. The necklace looks good. What brand is it?

F: It's Swarovski, the world's largest crystal pendants manufacturer. It's very popular with ladies.

P: Let me try it on. Oh, I like it very much. How much is it?

F: It's \$120.

P: OK. I'll take it. May I pay by credit card?

F: Yes. Thank you.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) bargain something you buy cheaply or for less than its usual price
- (2) guarantee to promise to do something or to promise that something will happen
- (3) brand a type of product made by a particular company, that has a particular name or design
- (4) discount give less than the stated price for a bill of exchange
- (5) expire can no longer be legally used
- (6) purchase buy; acquire by means of a financial transaction
- (7) stock a supply of a particular type of thing that a shop has available to sell
- (8) option a choice you can make in a particular situation
- (9) recommend to say that something or someone is good, or suggest them for a particular purpose or job
- (10) exclusive so expensive that not many people can afford to use or buy them

2. Translate the following phrases into English.

- (1) 汇率 exchange rate (2) 免税品 duty-free goods
- (3) 售完 sell out (4) 常旅客 frequent flyer
- (5) 明码标价 prices clearly marked (6) 糖果产品 confectionery
- (7) 信用卡 credit card (8) 面膜 facial mask
- (9) 限量版 limited edition (10) 名牌 famous brand

3. Translate the following sentences into English.

- (1) 您想买点儿免税品吗?
Do you want to buy any duty-free goods?
- (2) 飞机上出售的所有商品都免税。
All the items sold on board are duty-free.
- (3) 飞机上出售的所有商品都是明码标价的。
All the items are sold on board at marked prices.
- (4) 您可以参考您前面座椅口袋里的免税品杂志。
You can refer to the duty-free magazine in the seat pocket in front of you.
- (5) 我们每种商品的库存量有限。
We have limited stock of each item.

4. Translate the following sentences into Chinese.

- (1) We constantly renew our selection with the latest duty-free goods on the market.
我们不断更新市场上最新的免税商品的选择。
- (2) We also carry several travel exclusives not available on the high street.
我们还提供一些大街上没有的旅行独家商品。

- (3) All prices are in euro and for your convenience we accept all major currencies.
所有价格均以欧元为单位，为了您的方便，我们接受所有主要货币。
- (4) All the items are sold at marked prices so we can't offer you any discount.
所有商品均按明码价出售，因此我们不能为您提供任何折扣。
- (5) There are some excellent bargains and there are several items specially designed for our airline.
有一些非常优惠的商品，并且有一些专为我们航空公司设计的商品。

5. Put the items for sale into the correct category.

face cream	a soft toy	wine	bracelet	J'adore
aftershave	whisky	eau de toilette	cigars	pendant
perfume spray	earring	mascara	a scarf	Marlboro
champagne	a model aircraft	cigarettes		

Perfumes	Cosmetics	Jewelry	Alcohol	Tobacco	Gifts
1. <u>J'adore</u>					
2. <u>eau de toilette</u>	4. <u>face cream</u>	7. <u>bracelet</u>	10. <u>wine</u>	13. <u>cigars</u>	16. <u>a soft toy</u>
3. <u>perfume spray</u>	5. <u>aftershave</u>	8. <u>pendant</u>	11. <u>whisky</u>	14. <u>Marlboro</u>	17. <u>a scarf</u>
	6. <u>mascara</u>	9. <u>earring</u>	12. <u>champagne</u>	15. <u>cigarettes</u>	18. <u>a model aircraft</u>

Can you add more?

Section Six Reading

1.F 2.T 3.F 4.T 5.T

Item Three Special Service

Unit Ten Flight Delay

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

We haven't been informed about our time of departure yet. Please wait for a moment until we have further information for you. We will be servicing you food and drinks while we are waiting for departure.

2. Ladies and gentlemen,

We are sorry to inform you that because of the unfavorable weather over Chengdu Shuangliu International Airport, our flight has been cancelled. We will have to stay overnight at Chengdu Shuangliu International Airport. Please take your overnight articles with you as you leave the aircraft. Hand baggage may be left on the board, but take valuables with you.

Further information will be given to you in the terminal building. We apologize for the inconvenience caused. Thank you.

3. Ladies and gentlemen,

We have just been informed by the captain that our departure will be delayed for 30 minutes, as ice may have formed on the aircraft because of the cold weather. The aircraft is now being de-iced. Please remain in your seats. We will update you with more information as soon as they become available.

Thank you!

4. Ladies and gentlemen,

Attention please. **This is** the **weather** report, the weather condition has **improved**. We expect to **departure** soon. Please remain seated and wait for a moment. If there is any further information, we will let you know.

Thank you!

Part B Listen to the dialogue carefully and try to fill in the blanks.

(It's been 15 minutes past the scheduled departure time. The passenger is asking about the situation.)

(P=Passenger, F=Flight Attendant)

P: Hi, Miss! It's been **30** minutes past the **scheduled** departure time. What is wrong with the plane? Should not it take off already?

CC: I'm sorry, Sir. I haven't any idea now. I'll try to get **some information** about it. (A few minutes later) *I'm sorry to tell you that the flight has been **delayed** due to some **mechanical troubles**. The engineers are making a careful **examination** of the plane.*

P: *In that case, how long do you think we will be delayed? When do you think we'll be able to take off?*

CC: *It's **hard** to say, Sir. But don't worry about it! Usually it won't take long.*

P: *Is that so? I do hope everything will be OK, because I have to arrive **on time**.*

Section Five Exercises

- Spell the words with the help of their definitions and first letters.
 - departure** leaving a place, e.g. a plane leaves the airport
 - delay** act later than planned, scheduled, or required
 - available** suitable or ready for use; of use or service; at hand
 - destination** a place to which somebody/something is going or being sent
 - thunderstorm** a storm resulting from strong rising air currents
 - terminal** a station at an airport, where passengers embark or disembark and where freight is received or discharged
 - accommodation** somewhere to live or stay, often also providing food or other services
 - runway** a place where airplanes take off and land
 - machinery** operated by a machine
 - headwind** wind blowing opposite to the path of an aircraft
- Translate the following phrases into English.
 - 空中交通管制 **air-traffic control**
 - 规定起飞时间 **scheduled departure time**
 - 最终决定 **terminal decision**
 - 航站楼 **terminal building**
 - 能见度低 **low visibility**
 - 维修人员 **maintenance staff**
 - 恶劣天气 **bad weather**
 - 机械故障 **mechanical trouble**
 - 装运行李 **Loading luggage**
 - 预计起飞时间 **estimated time of departure**
- Translate the following sentences into English.
 - 很抱歉地通知您，由于转机旅客迟到，我们的航班延误了。
We are sorry to inform you that our flight was delayed due to a late connecting passenger.
 - 要延误多久？
How long the flight will the delay be?
 - 我们要比预计的时间晚半小时到达。
We arrived half an hour later than expected.
 - 请告诉我为什么去往新加坡的 CA969 航班延误了。
Please tell me why flight CA969 to Singapore was delayed.
 - 我们会全权负责您的食宿。
We will be fully responsible for your food and accommodation.
- Translate the following sentences into Chinese.
 - Please do not touch the emergency exit doors with red signs on them or cabin door

handles.

请不要触摸带有红色标志的紧急出口门或客舱门把手。

(2)Our maintenance staff is working diligently to solve this issue.

我们的维护人员正在努力解决这个问题。

(3)Your hand baggage may be left onboard, but please take the valuables with you.

您的手提行李可以留在飞机上，但贵重物品请随身携带。

(4)Due to strong headwinds we will be stopping to refuel in Bangkok.

由于逆风强劲，我们将在曼谷停下来加油。

(5)Can we remind you that electronic devices may not be used whilst refueling, so please ensure they are switched off.

提醒您，加油时不得使用电子设备，请确保其处于关闭状态。

5.List the factors that may cause the delay of the flights.

(1)Bad weather condition

A. snowstorm

B. thunderstorm

C. sandstorm

D. ice rain

E. heavy rain

(2)Special passengers

A. pregnant women

B. disabled passenger

C. unaccompanied children

(3)Problems with the aircraft

A. engine trouble

B. landing gear failure

C. electrical breakdown

(4)Problems with the airport

A. airport congestion

B. runway obstruction

C. poor visibility

Section Six Reading

1.D 2.B 3.D 4.C 5.A

Unit Eleven Transfer Service

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

We will be landing at Chengdu Shuangliu International Airport in about 20 minutes. Please be seated and fasten your seat belt. Seat backs and tables should be returned to the upright position. If you have a connecting flight, you'll have to go to the domestic terminal after you have declared Customs. It's just beside the international terminal.

Thank you.

2. Ladies and gentlemen,

We have landed at Chengdu Shuangliu International Airport. The local time is 15: 00. The ground temperature is 25 degrees Centigrade. Please be seated in your seat until the "fasten seat belt" sign is turned off. Use caution when opening the overhead lockers. If you have a connecting flight, you should go to the transit desk at the airport. Thank you.

3. Ladies and gentlemen,

We will land at Hong Kong International Airport. If you continue the flight with us, please

obtain your **boarding card** from the ground staff and wait for departure in the **boarding gate**. You may leave your baggage on the plane but take **all valuables** and important things with you. The plane will stop here for **thirty minutes**.

Thank you for your cooperation.

4. Ladies and gentlemen,

Due to **unfavorable** weather conditions, we are **unable** to arrive at Beijing International Airport as **scheduled**. We are awfully sorry for this **delay**. If you have any connecting flights to other cities, please contact our flight attendants. We will try to **assist** you with the **transfer** after landing. Please have your ticket ready.

Thank you!

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger is worried about his connecting flight because of late departure.)

(A=Passenger, F=Flight Attendant)

P: Excuse me, why haven't our plane taken off yet? It is already 30 minutes past the **scheduled departure time**. Anything wrong with the plane?

F: Well, there is nothing wrong with the plane. You see, we are waiting for the aircraft ahead of us to **take off**.

P: So how long will we still have to wait? I have a **connecting flight** in Chongqing. The departure **delay** will affect my next flight.

F: I am sorry for the delay. We are not sure about the extent of delay since we have to wait for the **clearance** from the air traffic control tower. But we will try our best to make your connecting formalities **smooth** and **timely**.

P: OK. I hope I can have enough time for **transition**.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) **deliver** bring and hand over goods to the proper recipient or address
- (2) **formality** the rigid observance of rules of convention or etiquette
- (3) **smooth** having an even and regular surface or consistency
- (4) **limosine** a large sedan or small bus, especially one for transporting passengers to and from an airport
- (5) **shift** to move from one place, position, direction, etc. to another
- (6) **affect** to act on; produce an effect or change in
- (7) **deplane** to disembark from an airplane
- (8) **travel** to go from one place to another, as of persons or goods
- (9) **journey** a traveling from one place to another, usually taking a rather long time; trip
- (10) **connection** the meeting of planes for transfer of passengers

2. Translate the following phrases into English.

- (1) 中转柜台 **transfer counter** (2) 售票柜台 **ticketing counter**
- (3) 直飞航班 **direct flight** (4) 直航航班 **nonstop flight**
- (5) 经停 **stopover** (6) 固定航线 **constant navigation course**
- (7) 中转航班 **connecting flight** (8) 国际航站楼 **international terminal**
- (9) 过站登机牌 **station-crossing boarding pass** (10) 当地时间 **local time**

3. Translate the following sentences into English.

- (1) 恐怕您已错过您的中转航班。
I'm afraid you have missed your connecting flight.
- (2) 纽约比北京早 12 小时，但是晚一天。
New York is 12 hours earlier than Beijing, but one day later.
- (3) 地面工作人员会给您一张过站登机牌用于您登机。
The ground staff will provide you with a station-crossing boarding pass for boarding.
- (4) 直飞航班即航班没有任何经停。

Direct flights refer to flights without any stops.

(5) 中转将花至少一个小时。

The transfer will take at least one hour.

4. Translate the following sentences into Chinese.

(1) Passengers continuing to other cities with HNA should wear the name tag of transferring passenger.

搭乘 HNA 继续前往其他城市的旅客，应佩戴中转旅客名牌。

(2) Please be careful when opening the overhead bins as baggage may have shifted during the flight.

打开头顶行李箱时请小心，因为行李可能在飞行过程中发生移位。

(3) We regret to announce that a failure of engine has made it necessary for us to transfer to another aircraft.

我们很遗憾地宣布，发动机出现故障，我们需要转移到另一架飞机。

(4) If you have an onward flight, you should go to the transit desk in the airport.

如果您有续程航班，请前往机场中转柜台办理。

(5) Due to bad weather conditions on our scheduled route, we are unable to arrive at the Shanghai Pudong Airport as scheduled.

由于原定航线上天气原因，我们无法如期抵达上海浦东机场。

5. Use the World Time Zone map to work out the time difference.

(1) When it is 3 o'clock in the afternoon in Beijing, what time is it in London?

当北京是下午 3 点时，伦敦是几点？

(2) When it is 8: 05 in the morning in London, what time is it in New York?

当伦敦是早上 8: 05 时，纽约是几点？

(3) When it is 11: 30 in the evening in New York, what time is it in Moscow?

当纽约是晚上 11: 30 时，莫斯科现在几点？

Section Six Reading

1.C 2.B 3.D 4.B 5.A

Item Four Safety and Emergency

Unit Twelve Safety Check Before Take-off and Landing

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

Please note certain **electronic devices** must not be used on board at any time. These devices include **cellular phones**, AM/FM radios, televisions and remote control **equipment** including toys.

2. Ladies and gentlemen,

We will be taking off shortly. Please be **seated**, fasten your seat belt and make sure that your **tray table** is closed, and your seat back is in **upright** position.

3. Ladies and gentlemen,

If you are sitting in a **window seat**, please help us by opening the **shading plate**. We will be dimming the **cabin** lights. If you wish to read, please turn on your **reading light**. Thank you.

4. Ladies and gentlemen,

To ensure a good rest for every **passenger** on this flight, we will be **dimming** the cabin lights. If you would like to read, you may turn on the reading light switch at the side of your **armrest**.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger is trying to adjust his seat back, but he doesn't know how to do it.)

(P=Passenger, F=Flight Attendant)

P: Excuse me, this is my first time to take a flight. Could you tell me how to adjust my seat back?

F: OK. This one is your seat seat-recliner button. If you push it, the seat of your chair slides out and the back reclines, so you can relax and be comfortable. But you should keep it in upright position when we take off, descend and meet turbulence. Now you can try it.

P: Thank you very much.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) demonstration a show or display; the act of presenting something to sight or view
- (2) buckle a metal fastener used for joining the two ends of belt or strap
- (3) armchair the two pieces on either side of a chair that support for the forearm
- (4) forbid to command (a person) not to do something; make a rule or law against
- (5) navigation the act of piloting an aircraft
- (6) communication a connection allowing access between persons or places
- (7) entire whole; total; with all parts
- (8) adjust make right or suitable
- (9) gather to pick up piece by piece
- (10) halt to stop; cease moving, operating, etc.

2. Translate the following phrases into English.

- (1) 巡航高度 cruise altitude (2) 安全装置 safety device
- (3) 竖直状态 upright position (4) 遮光板 shading plate
- (5) 小桌板 tray table (6) 座椅靠背 seat back
- (7) 飞行模式 flight mode (8) 晒伤 sunburned
- (9) 导航系统 navigation system (10) (手机) 关机 power off

3. Translate the following sentences into English.

- (1) 请将安全带插入皮带扣。
Please insert the seat belt into the buckle.
- (2) 按座椅扶手上的按钮。
Press the button on the armrest of the seat.
- (3) 根据航空公司的规定，所有航班上都禁止吸烟。
According to airline regulations, smoking is prohibited on all flights.
- (4) 这是紧急出口，因此地上不能放包，因为我们要一直保持过道畅通。
This is an emergency exit, so bags cannot be placed on the ground because we need to keep the aisle clear at all times.
- (5) 您必须系好安全带，直到飞机完全停稳。
You must fasten your seat belt until the plane comes to a complete stop.

4. Translate the following sentences into Chinese.

- (1) Now the cabin crew will make a pre-flight safety check.
现在机组人员将进行飞行前的安全检查。
- (2) Now, we are beginning our final descent and flight attendants will perform a safety check.
现在，我们开始最后一次下降，乘务员将进行安全检查。
- (3) Please make sure that all your portable electronic devices, including those with the flight mode, are now powered off.
请确保您的所有便携式电子设备，包括具有飞行模式的设备，现在都已关闭电源。
- (4) Our aircraft is about to be pulled out for taxiing.
我们的飞机即将进行起飞滑行。
- (5) Would you mind turning off your mobile phone, please?

请把手机关掉好吗?

5. List out the Do's and Don'ts (rules) that the passengers should follow when the plane is taking off.

Do's	Don'ts
Turn off mobile phones	Walk in the cabin
1. be seated	4. use electronic devices
2. fasten the seat belt	5. smoke
3. open the window shade	5. block the aisle and exits

Section Six Reading

1.T 2.F 3.F 4.T 5.T

Unit Thirteen Emergency Procedures

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

A **minor fire** has occurred in the **front of the cabin**. The cabin attendants are **extinguishing** it. Don't **worry**. Passengers **sitting near** the fire please follow the cabin attendants' **directions** and move to a safe section of the **cabin**. Other passengers please do not leave your **seats**.

Thank you for your **cooperation**.

2. Ladies and gentlemen,

The fire has been completely **put out**. The plane is cruising as **scheduled** and the estimated **arrival time** will not be **delayed**. We will arrive at Shenzhen airport at eleven a.m. We are sorry to have **disturbed** you and thank you for your **cooperation**.

Thank you.

3. Ladies and gentlemen,

May I have your attention, please?

There is a **sick passenger** on board, and the captain has decided to make an **emergency landing** at Wuhan airport. We **expect** to arrive there in about **20** minutes.

Thank you.

4. Ladies and gentlemen,

In a few minutes, we are going to make a ditching. Now, please remove all sharp objects, such as **shoes** with high heels or metal attachments, dentures, pins, stickpins, **wrist watches** and earrings. Hand them to the **cabin attendants**. **Put on** your life vests but do not inflate it until you are **leaving** the aircraft. **Return** seats and tables to upright position; **fasten** your seat belt as tightly as possible. Remain quiet in your seat and wait for further instructions from the crew.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A cabin attendant is instructing passengers before the emergency landing.)

(P=Passenger, F=Flight Attendant)

F: Attention, please. Fasten your **seat belts** immediately. The plane will make an **emergency landing** because of a sudden breakdown of an engine.

P: Oh, dear! That's terrible.

F: Don't panic! Our captain has full competence to land safely. All the crew members of this flight are well trained for this kind of situation. So please obey instructions from us.

P: What should we do then?

F: Just fasten your seat belt and stay in your seats. Do not walk about in the cabin otherwise you should be hurt.

P: Oh, I see.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) encounter meet or have to deal with
- (2) damage physical harm that is done to something or to a part of someone's body, so that it is broken or injured
- (3) inflate to fill something with air or gas so it becomes larger, or to become filled
- (4) reduce to make something smaller or less in size, amount, or price
- (5) commence to begin or to start something
- (6) evacuation leaving a place in an orderly way; especially for protection
- (7) possession if something is in your possession, you own it, or you have obtained it from somewhere
- (8) suspend to officially stop something from continuing, especially for a short time
- (9) impact the effect or influence that an event, situation, etc. has on someone or something
- (10) ditch water landing

2. Translate the following phrases into English.

- (1) 防冲撞姿势 brace position
- (2) 安全须知卡 safety instruction card
- (3) 紧急撤离 emergency evacuation
- (4) 紧急疏散软滑梯 emergency escape slide
- (5) 尖锐物品 sharp object
- (6) 救生衣 life vest
- (7) 紧急设备 emergency equipment
- (8) 通道指示灯 channel indicator light
- (9) 出口指示灯 exit lighting
- (10) 紧急降落 emergency landing

3. Translate the following sentences into English.

- (1) 请你回到座位上。
Please return to your seat.
- (2) 您可以通过拉下这些拉环或用嘴对充气口充气。
You can inflate the inflation port by pulling down these tabs or using your mouth.
- (3) 请将氧气面罩拉至您的口鼻处戴好。
Please pull the oxygen mask up to your mouth and nose and wear it properly.
- (4) 抓住前面座椅靠背，并将您的头放在双臂之间。
Grasp the backrest of the front seat and place your head between your arms.
- (5) 现在所有人俯身蹲下，并遵循应急路径照明系统撤离。
Now everyone should squat down and follow the emergency path lighting system to evacuate.

4. Translate the following sentences into Chinese.

- (1) Your life vest is located under your seat. It can only be used in case of a water landing.
救生衣位于您的座位下方。仅供水上降落时使用。
- (2) For water landings at night, a sea-light on the vest will be illuminated automatically.
夜间迫降时,救生衣上的指示灯遇水自动发亮。
- (3) There are 6 emergency exits on this aircraft. They are located in the front, the middle and the rear of the cabin, respectively.
本机共有 6 个紧急出口。它们分别位于机舱的前部、中部和后部。
- (4) Our aircraft is now experiencing strong turbulence, and it will last for some time. Please be seated and fasten your seat belt.
我们的飞机现在正在经历强烈的颠簸，并且这种颠簸将会持续一段时间。请坐好并系好安全带。
- (5) On the command of "brace for impact", cross your hands and place them behind your head, then bend over, keep your head down, and stay down.

按照“抱紧防撞”的命令，双手交叉放在脑后，然后弯腰，低头，保持蹲姿。

5. Complete the table with the location of the equipment.

Equipment	in	on	under/ below	above/ over
a.life jacket			seat	
b.oxygen mask				head
c.safety card	seat pocket			
d.seat belt			arm	
e.first aid kit	cabin			
f.fire extinguisher	cabin			
g.emergency lighting				exits & stairways
h.no smoking sign		seat		

Section Six Reading

1.T 2.F 3.T 4.F 5.F

Unit Fourteen First Aid

Section One Listening

Part A Listen to the following announcements carefully and try to fill in the blanks.

1. Ladies and gentlemen,

In case of your earache caused by the loss of cabin pressure during flight, we offer free chewing gum. Anyone who would like it, please contact us by pressing the call button.

Thank you for your attention.

2. Ladies and gentlemen,

May I have your attention, please? There is a sick passenger on board. If there is a doctor or a nurse among you, please contact us by pressing the call button immediately.

Thank you.

3. Ladies and gentlemen,

May I have your attention, please? There is a sick passenger on board, and the captain has decided to make an emergency landing at an alternate airport. We expect to arrive there in 2 hours and 20 minutes.

Thank you for your understanding and cooperation!

4. Ladies and gentlemen.

Would you please give me your attention?

There is a lady going to give birth. Should there be any medical personnel on board? Please contact any of our flight attendants by pressing the call button immediately. Your cooperation will be much appreciated.

Part B Listen to the dialogue carefully and try to fill in the blanks.

(A passenger is suffering from sore throat and aching muscle.)

(P=Passenger, F=Flight Attendant)

F: Oh, Miss, you look kind of fatigue. What's the matter?

P: I have a sore throat and aching muscle.

F: Do you? Would you mind taking temperature?

P: Of course, no.

F: Well, your temperature is normal. Do you have any other symptoms, like pain in chest or

feeling of chill?

P: No. I caught a cold a few days ago. It may get worse.

F: Don't worry. You may feel better by taking some hot water, tablets, and also rest. Here is a cup of warm water. Take one white pill and two yellow ones please.

P: Oh, thanks a million.

F: It's my pleasure. You can lay back your seat back. That would be more comfortable, but you should adjust it to an upright position when the aircraft is landing.

Section Five Exercises

1. Spell the words with the help of their definitions and first letters.

- (1) medicine substance, especially one taken through the mouth, used in curing disease
- (2) airsickness motion sickness experienced while traveling by air
- (3) fever an abnormally high body temperature
- (4) relieve provide physical relief, as from pain
- (5) reliever to ease or alleviate (pain, distress, anxiety, need, etc.)
- (6) swallow move (food or drink) down the throat from the mouth
- (7) agitated troubled emotionally and usually deeply
- (8) treatment deal with illness by medical means
- (9) crunch to crush or grind with the teeth
- (10) breathe to take air, oxygen, etc., into the lungs and expel it; inhale and exhale

2. Translate the following phrases into English.

- (1) 座椅口袋 seat pocket (2) 医疗治疗 medical treatment
- (3) 医务人员 medical personnel (4) 呕吐 throw up
- (5) 奶粉 milk powder (6) 吃药 take medicine
- (7) 乱跑 run around (8) 塞住 block up
- (9) 小睡, 打盹 take a nap (10) 擤鼻子 blow one's nose

3. Translate the following sentences into English.

- (1) 我想您可能是晕机了。我去给您拿点儿药。

I think you may be airsick. I'll get you some medicine.

(2)您可以通过吞咽或者嚼口香糖来缓解它。

You can relieve it by swallowing or chewing gum.

(3)请勿抬头，否则鼻血会进入您的喉咙。

Do not look up, or the nose will bleed into your throat.

(4)请用热水服用一粒黄药丸和一粒白药丸。

Please take one yellow pill and one white pill with hot water.

(5)我需要给您拿点儿药吗？

Shall I get you some medicine?

4.Translate the following sentences into Chinese.

(1)We have a very sick passenger in need of urgent medical treatment.

有一位旅客突发疾病，需要紧急救治。

(2)The captain has decided to land immediately.

机长决定立即备降。

(3)If there is a doctor or a nurse on this flight, please contact any of our cabin attendants immediately.

如果航班上有医生或护士，请立即联系我们的空乘人员。

(4)The captain has informed the ground staff and you'll be sent to hospital once our plane arrives at the airport.

机长已经通知了地勤人员，我们的飞机一到机场您就会被送去医院。

(5)There are some vacant seats in the front cabin. Let me help you lie down.

前舱有一些空座。让我帮您躺下。

5.Match the words or expressions in Column A with proper definitions in Column B.

A	B
① first aid kit	a.It stops bleeding and protects small wound.
② airsickness bag	b.To bring food or drink up from your stomach out through your mouth, because you are ill.
③ nose drop	c.A medical condition in which you have a very high temperature.
④ bandage	d.A special liquid which you put into your nose to relieve stuffiness.
⑤ dizzy	e.Feeling unable to stand steadily.
⑥ fever	f.An area of skin that is bruised because you have hit it on something.
⑦ bump	g.A special box contains medicines and items to treat people who are injured.
⑧ vomit	h.A plastic waste bag for vomiting.

① g

② h

③ d

④ a

⑤ e

⑥ c

⑦ f

⑧ b

Section Six Reading

1.C 2.A 3.D 4.B 5.C