巍巍交大 百年书香 www.jiaodapress.com.cn bookinfo@sjtu.edu.cn



策划编辑 侯 琳 责任编辑 胡思佳

航

英

职业院校航空服务类专业人才培养特色教材

# 民航专业英语

鲍素娟 李 欢 黄蓉蓉 主编



# 民航专业英语







扫描二维码 关注上海交通大学出版社



服务热线: 400-615-1233 www.huatengzy.com

# 民航专业英语

主 编 鲍素娟 李 欢 黄蓉蓉 参 编 唐 玥 刘 俊 苗 萌 韩 雨 李佩纹



#### 内容提要

本书以民航从业人员中的特定岗位"空中乘务"的英语应用为编写内容,把客舱服务分为三个阶段:起飞前、起飞后和降落,基本涵盖了空中服务岗位的各个领域和服务内容。每一个单元或者单元中的话题都包含说、听、读三大板块。本书旨在使学生在贴近实际工作的情境中,了解和掌握工作的流程和要点,通过大量的语言实践,达到在客舱准确,熟练地用英文为乘客提供服务的目的。

本书可作为高职高专空乘专业学生的教材,也可作为广大从业人员和空乘企业培训的教学用书。

#### 图书在版编目(CIP)数据

民航专业英语/鲍素娟,李欢,黄蓉蓉主编.—上海:上海交通大学出版社,2018(2025 重印) ISBN 978-7-313-18824-3

I.①民··· Ⅱ.①鲍··· ②李··· ③黄··· Ⅲ.①民用航空—英语—职业院校—教材 Ⅳ.①F56

中国版本图书馆 CIP 数据核字(2018)第 011993 号

#### 民航专业英语

MINHANG ZHUANYE YINGYU

主 编: 鲍素娟 李 欢 黄蓉蓉

出版发行:上海交通大学出版社 地 址:上海市番禺路 951 号

印制:大厂回族自治县聚鑫印刷有限责任公司 经 销:全国新华书店

开 本:787 mm×1 092 mm 1/16 印 张:14.75

字 数:467 千字

邮政编码:200030

版 次:2018年1月第1版 印 次:2025年8月第6次印刷

电 话:021-64071208

书 号: ISBN 978-7-313-18824-3

定 价:45.00元

版权所有 侵权必究

告读者:如您发现本书有印装质量问题请与印刷厂质量科联系

联系电话:0316-8836866

## Introduction

自从加入 WTO 之后, 我国的航空业, 无论是飞机架次还是机场建设, 无论是机构重组还是海外合作, 都有了不同程度的发展。

而随着我国经济和航空业的迅猛发展,航空业对于各类专业人才的需求也呈日渐上升的趋势。高等学校教育为了适应这一形势发展的需要,通过改革,不断调整教育方向。航空服务类专业作为高等教育的新兴专业,虽起步较晚,但发展迅猛,已为我国的航空服务业提供了丰富的人才资源。可是,随着消费者需求的不断提升,如今社会对航空服务人员的专业素质提出了更高的要求,原来以市场招聘和短期培训为主的教育形式已不能满足高速发展的航空业的要求,如何更好地培养高素质的航空服务类人才已成为航空服务教育的重中之重。

在高等院校积极响应党的深化教育教学改革要求的新背景下,高职教育率先迈出了改革步伐,率先实施了人才培养计划,全面贯彻了基于校企合作、工学结合的职教改革思想,取得了诸多新成果,并形成了更加先进的教育思想,极大地推动了高等教育的发展。

高职教育的目标是"以服务为宗旨,以就业为导向"。改革的主导思想是以岗位工作的各项要素为基础,以典型工作任务为整合能力目标和知识点选择依据组织教学内容,注重对学生知识运用和解决问题、自我发展能力的培养;以任务驱动、项目导向的教学方式替代原有的以课堂知识讲授引领的教学形式,强调学生对职业岗位的胜任度。

全面航空服务类专业教学改革规划教材以此为背景应运而生。其紧紧围绕高等职业教育培养目标,遵循教育教学规律,选题以满足行业发展对航空服务专业高素质技能型人才的需求为出发点,对接航空企业实际工作任务中的知识、能力和素质要求,涵盖了民用航空服务业主要工作岗位的



人才培养需求;课程内容与行业从业标准相对接,在结构、内容及方法 等方面进行了改革和创新。

本系列教材以真实岗位工作任务为基础设计教学单元,每个单元中 均设计了综合性的实训任务,以知识、能力和素质目标为主,配合知识 要点、实训任务,穿插知识拓展、课堂练习,并对重点部分做了可供教 师拓展发挥的教学提示;各章后对已学内容进行小结,以利于教师教学 或学生参考。

同时,教材体现了工作过程导向的特征,适应了高技能、应用型人才培养目标和相关专业领域职业岗位的任职要求,内容设置科学实用,突出了针对性、适用性和创新性,可为学生的持续学习奠定良好的基础。 需要强调的是,教材把培养学生的职业能力和素质放在重要位置来考虑,充分满足了职业性、实践性和开放性的教学要求。

编审委员会

## **Preface**

面对高铁以及低成本航空的影响,国内主要民用航空运输企业都纷纷 聚焦国际化战略,把国际化作为一项战略任务来抓。国际化战略对民航从 业人员的英语水平提出了更高要求,因为英语是国际航空运输业的通用语 言。本书以民航从业人员中的特定岗位"空中乘务"的英语应用为编写内 容,基本涵盖了空中服务岗位的各个领域。本书可作为高职高专空乘专业 学生的教材,也可作为广大从业人员和空乘企业培训的教学用书。

#### 1. 编写理念

本书旨在使学生在贴近实际工作的情境中,了解和掌握工作的流程和 要点,通过大量的语言实践,达到在客舱准确、熟练地用英文为乘客提供 服务的目的。

#### 2. 编写框架

本书把客舱服务分为三个阶段:起飞前(Part One Before Taking off)、起飞后(Part Two After Taking off)和降落(Part Three Landing),基本涵盖了客舱的服务内容,包括起飞前的迎客(Boarding and Greeting)、座位安排(Seat Arrangement)、行李安排(Baggage Arrangement)、安全检查(Safety Check)、安全演示(Safety Demonstration);起飞后的餐食服务(Drink and Meal Service)、娱乐服务(Entertainment Service)、免税品销售服务(Duty-free Shopping Service)、特殊旅客服务(Special Passengers Service)、特殊情况服务(Special Situations Service);降落时的转机服务(Transfer Service)、人境卡填写(Entry Forms Filling)、落地前检查(Prelanding Check)和落地后服务(After Landing)。

每一个单元或者单元中的话题都包含说、听、读三大板块。下面以第一单元为例,具体内容安排如下:



板块	具体内容	说明	
	话题讨论 Group Discussions	2个热身话题	
	相关广播词	2 个相关广播词	
	Relevant Announcements		
说(其种)	情景对话 Situational Dialogues	2~3 个情景对话	
(基础)	生词与词组 Words and Phrases	广播词和对话中的生词和词组	
	常用语句 Useful Expressions	广播词和对话中的常用语句	
	角色扮演 Role Plays	2个情景模拟	
听	广播词 Announcements	4个广播词听力填空	
(巩固)	对话 Dialogues	1 个对话填空	
读	精读 Intensive Reading	1 篇难度不高的短文,配有生词与练习	
(扩展)	泛读 Extensive Reading	1 篇介绍某航空公司相关服务的文章	

本书由成都航空职业技术学院鲍素娟、李欢和黄蓉蓉担任主编, 共同负责整体的结构设计、统稿和定稿工作; 唐玥、刘俊、苗萌、韩雨、李佩纹参与了编写。具体编写分工如下: 黄蓉蓉编写第 1~4 单元; 唐玥编写第 5 单元; 刘俊编写第 6 单元的话题 1、2; 苗萌编写第 6 单元的话题 3; 韩雨编写第 7 单元; 鲍素娟编写第 8 单元和第 10~12 单元; 李欢编写第 9 单元; 李佩纹编写第 13、14 单元。

由于编者水平有限,加之编写时间仓促,书中存在的不当之处,敬请广大读者批评指正。

编者

## **Contents**

<b>7</b> 2	Part One Before Taking off	1	
Unit 1	Boarding and Greeting	2	
Unit 2	Seat Arrangement		
Unit 3	Baggage Arrangement	22	
Unit 4	Safety Check	33	
Unit 5	Safety Demonstration	42	
<b>7</b> /2	Part Two After Taking off	53	
Unit 6	Drink and Meal Service	54	
	Topic 1 Drink Service	54	
	Topic 2 Meal Service	64	
	Topic 3 Special Meal Service	74	
Unit 7	7 Entertainment Service		
Unit 8	B Duty-free Shopping Service		
Unit 9	Special Passengers Service		
	Topic 1 Sick Passengers Service	107	
	Topic 2 Disabled Passengers Service	118	
Unit 10	) Special Situations Service	130	
	Topic 1 Delay	130	
	Topic 2 Turbulence	140	
	Topic 3 Emergencies	151	
<b>%</b>	Part Three Landing	163	
Unit 11	Transfer Service	164	



Unit 12	Entry Forms Filling	176	
Unit 13	Pre-landing Check	191	
Unit 14	After Landing	201	
<b>%</b>	Key	212	
72	Reference	228	

I



Unit 1 Boarding and Greeting

man manamanan (mini

Unit 2 Seat Arrangement

Unit 3 Baggage Arrangement

Unit 4 Safety Check

Unit 5 Safety Demonstration

## Unit 1

## **Boarding and Greeting**



## Section A

## Speaking

## (A) Group Discussion

- 1. When flight attendants greet the passengers, what would they say?
- 2. Which passengers may need special help during boarding?



### Delevant Announcements

#### **Announcement One**

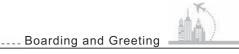
Ladies and gentlemen,

Welcome aboard China Southern Airlines.

I am Li Ping, the purser for this flight. During the flight, all of my colleagues will be happy to serve you. Thank you!

We will take off in a few minutes, please sit down and fasten your seat belt. Please return your seat back and table to the upright position. All flights are non-smoking according to the government regulations. Please refrain from smoking during the flight.

Thank you for your cooperation, and we wish you a pleasant journey!



#### **Announcement Two**

Ladies and gentlemen,

Welcome aboard Air China. As you enter the cabin, please take your seat as soon as possible. Your seat number is indicated on the edge of the overhead compartment.

Please put your carry-on baggage in the overhead compartment or under the seat in front of you. If you need any assistance, we are glad to help you. We wish you a pleasant journey. Thank you!

## (2) Situational Dialogues

#### **Dialogue One**

Situation: A passenger is going to board the plane.

(P=Passenger, F=Flight Attendant)

- F: Good afternoon, Sir. May I see your boarding pass, please?
- P: Here you are.
- F: Excuse me, Sir. This is your passport.
- P: Oh, really? Is there any difference?
- F: Yes. As a matter of fact, you can't board the plane if you don't have the boarding pass.
- P: Oh, my god. I must left it in the waiting lounge.
- F: I'm sorry, Sir. I can't let you pass.
- P: But when does the plane leave?
- F: In about thirty minutes, Sir.
- P: Gee. What should I do now?
- F: Calm down, Sir. It's not very late if you return to find it, Sir.
- P: Oh, thank you. I'll be right back.



#### **Dialogue Two**

Situation: A passenger asks cabin attendant about his seat.

(P=Passenger, F=Flight Attendant)

F: Good morning, Miss. Welcome aboard!

P: Good morning. Where can I find my seat?

F: Could you show me your boarding pass, Miss?

P: OK. Here you are.

F: It's 16A. That will be a window seat. This way, please.

P: Thank you.

#### **Dialogue Three**

Situation: A passenger asks the flight attendant about his boarding time.

(P=Passenger, F=Flight Attendant)

P: Is this the flight from Shanghai to Singapore?

F: No, this is the flight from Shanghai to Japan. Please take a look at your flight number.

P: OK, it's CA860 to Japan, departing at 20.

F: Yes, that's right.

P: Can I board now?

F: Sorry, Sir. Now is the boarding time for the senior and children.

P: So how long shall I wait?

F: We can see this queue here and you can board after them.

P: OK, I see.

#### **Words and Phrases**

seat back 座椅靠背

upright position 垂直的位置

refrain from 制止,控制,忍住



#### Unit 1 .... Boarding and Greeting

cooperation	n.	合作
aboard	adv.	上船(或飞机、车)
boarding pass/card		登机牌,登记卡
airlines	n.	航空公司
boarding time		登机时间
window seat		靠窗座位
passport	n.	护照
waiting lounge		候机厅
flight number		航班号
queue	n.	长队,行列
senior	adj.	年长的
purser	n.	乘务长

#### **Useful Expressions**

- 1. Good morning/afternoon/evening, Sir/Ma' am. 早上 / 下午 / 晚上好,先生 / 女士。
- 2. Welcome aboard! 欢迎登机!
- 3. It's nice to have you on board. 欢迎您搭乘我们的航班。
- 4. May I see your boarding pass, please? 请您出示登机牌。
- 5. Would you mind showing me your boarding pass? 您可以出示一下登机牌吗?
- 6. It's 16A. That will be a window seat. This way, please. 您的座位在 16A,靠窗座位,请往这边走。
- 7. Please take a look at your flight number. 请您看一下航班号。
- 8. Now is the boarding time for the senior and children. 现在是老人和儿童的登机时间。

## Dole Play

Work with your partner to make a dialogue according to the following situations.

1. When you are greeting passengers, a passenger says "this is my first flight, I am very nervous now; I don't know what to do exactly".



#### 民航专业英语

- 2. When boarding, a passenger doesn't hold his boarding pass.
- 3. You see an old lady with a cane boarding the plane.

## Section B Listening

## (A) Announcements

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

#### **Announcement I**

•	Ladies and gentlemen,
•	This is Air China flight CA1415 Beijing. Would you please check your
•	once again and make sure of your?

#### **Announcement II**

•	Ladies and gentlemen,
•	Shanghai Airlines, we would like to welcome the basketball
•	team The air distance from Shanghai to Beijing is kilometers
•	and it will take one hour and

#### **Announcement III**

•	Ladies and gentlemen,	
•	We will be	in a few minutes, please sit down and fasten
•	your Your	and table should be returned to the



#### Unit 1 ---- Boarding and Greeting

#### **Announcement IV**

Ladies and gentlemen,  Thank you for taking Sichuan Airlines and  Our plane will soon. Please  including Thank you.	
© Dialogue	
Listen to the dialogue carefully and try to fill in the blan	ks.
(A passenger standing in the aisle when the flight attend	ant asks him to take his seat.)
(P=Passenger, F=Flight Attendant)	
F: Could you please and allow the other passe	engers to?
P1: Oh. But that is sitting in my seat.	
F: Excuse me, may I see your? I'm afraid yo	ou are in the Yours i
that one, two rows ahead.	
P2: Oh, I am so sorry.	

## Section G Reading

## (2) Intensive Reading

#### **Online Check-in**

Do you still check in at the airport check-in counter? Do you know others have already enjoyed the convenience of online check-in?

Online check-in is the process in which passengers confirm their presences on a flight



through the Internet and print their own boarding pass. Depending on the carrier and the specific flight, passengers may also enter details such as meal options and baggage quantities and select their preferred seating.

This service reduces the time which a passenger would normally spend at an airport check-in counter. If a passenger needs to continue the check-in process at the airport after finishing an online check-in, a special lane is typically offered to them to reduce the waiting time. Airlines may use the system because self-service is frequently more efficient.

#### Words:

check-in counter		办理登机手续柜台	
confirm	v.	确认;证实	
print	v.	打印	
carrier	n.	运营人; 航空公司	
specific	adj.	具体的	
option	n.	选择	
lane	n.	通道	
reduce	v.	减少	
efficient	adj.	有效率的	

#### **Translation**

- 1. Translate the following sentences into Chinese.
- 1) Online check-in is the process in which passengers confirm their presences on a flight through the Internet and print their own boarding pass.
- 2) Have you ever tried online check-in?
- 3) Passengers may also enter details such as meal options and baggage quantities and select their preferred seating.



#### Unit 1 ---- Boarding and Greeting

4) This service reduces the time which a passenger would normally spend at an airp check-in counter.	ort
5) Self-service brings more efficiency to passengers.	
<ul><li>2. Translate the following sentences into English.</li><li>1) 在线办理登机手续给乘客带来了很多的便利。</li></ul>	
2) 越来越多的航空公司引进了自助登机系统。	
3) 乘客可以通过互联网确认乘机,并打印登机牌。	
4) 乘客可以在网上选座位。	
5) 你试过在线办理登机手续吗?	

## Extensive Reading

#### Up Above the World So High, Wi-Fi

China Eastern Airlines charts a new course.

As the first Chinese carrier to offer in-flight Internet access, China Eastern Airlines Corp Ltd is poised to commercialize the service in its wide-bodied aircraft next year once they get the nod from aviation authorities, a senior manager from the Shanghai-based carrier said.

"Since launching the commercial test on in-flight Wi-Fi last November, China Eastern Airlines has brought Wi-Fi connectivity to 43 aircrafts, and the figure is expected to reach 54 by the year's end, which will exceed the total number of all Wi-Fi installed planes in the Chinese mainland, Hong Kong, Macao and Taiwan currently," said Zhang Chi, deputy



director of China Eastern Airlines' transformation office.

According to Zhang, more than 4,000 passengers per day with China Eastern used the free Wi-Fi service as of September, and by November, the carrier had expanded its onboard Wi-Fi service from 2,500 to 3,000 flights per month.

China Eastern has been taking the lead in in-flight Wi-Fi development in recent years, and the company got approval from the Ministry of Industry and Information Technology to use AsiaSat-6 satellite for Wi-Fi services on 21 airplanes from May, 2015.

Since November 2015, China Eastern has launched a trial run of the service, which allows passengers to apply to use the service either through reservations on its application and official website ahead of, or after boarding.

"First class, business class, golden and platinum card holders, as well as the younger generation are the core customers using the in-flight Wi-Fi service," Zhang said.

After nearly one year of testing, the in-flight Wi-Fi service is ready for operation as problems that arose have lowered from 2 to 3 percent to 0.1 percent, Zhang said.

He is optimistic that the Wi-Fi service will become commercialized next year as all its wide-bodied aircrafts will be available for in-flight Wi-Fi in mid-2017. China Eastern is projected to expand its wide-body fleet to more than 110 by 2020.

A detailed plan for onboard Wi-Fi costs is still under discussion, but Zhang revealed that China Eastern may raise special rates compared to international counterparts.

"As a value-added service, in-flight Wi-Fi is designed to retain high-end business passengers who believe Internet connections are necessary," said Li Lei, an industrial analyst from Minzu Securities Co Ltd.

A growing number of major international airlines have added such services in their long haul international flights, to meet rising demand for Internet connectivity especially for business travelers.

"The in-flight Wi-Fi service will offer an edge for the carrier in competing with its rivals in domestic routes, being attractive to its high-end passengers as well as young travelers," said Zhang.



#### Unit 1 ---- Boarding and Greeting

"The Wi-Fi using habits monitored by us through the trial period will help decide the rates. For example, text messages on social media such as WeChat will be free of charge, but passengers have to pay if they want to send pictures or video calls; meanwhile, browsing financial news will be free, but transaction fees may be collected by the carrier if stock deals are done," said Zhang.

According to Zhang, research reveals that both Chinese and foreign passengers use social media apps the most, but financial information is the second most important need for the Chinese.

China Eastern is a pioneer in in-flight Wi-Fi service in Chinese aviation market. In July 2014, the carrier had its first aircraft equipped with onboard Wi-Fi services after \$200,000 to \$300,000 on prefabrication was spent on aircraft to serve flights between Beijing and Shanghai.

The in-flight Wi-Fi also provides direct ground support to the cabin crew in emergency such as first aid and special conditions, and allows for video conferences, diagnosis, and information on various transportation options, according to Zhang.

Compared to their global counterparts, Chinese airlines are latecomers in offering inflight Wi-Fi services. But Zhang is extremely optimistic.

"We will catch up soon, just like what China is doing in Internet and mobile Internet areas."

#### **Questions for Discussion:**

- 1. What are the findings through the trial period of in-flight Wi-Fi?
- 2. How does China Eastern take the lead in in-flight Wi-Fi development?

## Unit 2

## **Seat Arrangement**



## **Section A**

## Speaking

## (A) Group Discussion

- 1. Where can passengers know the seat numbers?
- 2. Can passengers change seats freely in the cabin?



### (d) Relevant Announcements

#### **Announcement One**

Ladies and gentlemen,

Welcome aboard Air China. Please ask the cabin attendants if you cannot find your seat.

The seat numbers are shown on the overhead lockers.

Please take your assigned seats as quickly as possible and keep the aisle clear for others to

be seated.

Thank you for your cooperation.



#### **Announcement Two**

Ladies and gentlemen,

Please be seated to the assigned seat in order to ensure proper weight and balance for the aircraft when it takes off. Thank you for your cooperation.

## (2) Situational Dialogues

#### **Dialogue One**

Situation: A passenger is asking the flight attendant where his seat is.

(P=Passenger, F=Flight Attendant)

- P: Excuse me, where can I find my seat?
- F: May I see your boarding pass?
- P: Here you are.
- F: Your seat number is 4A. Please take this aisle to the fourth row. The number is indicated on the overhead compartment.
- P: Thank you very much.
- F: You are welcome, Sir.

#### **Dialogue Two**

Situation: A passenger wants to seat with his friend.

(P=Passenger, F=Flight Attendant)

- F: Excuse me, Sir, did you call?
- P1: Yes.
- F: What can I do for you?
- P1: Well, I want to sit together with my friend in 5B to have a chat because we have just watched the European Football Championship, the match was really breathtaking and we are so excited. Can you help me change seats with the lady in the aisle seat?
- F: Please wait a moment. I'll ask her if she would mind changing.



(To the lady by the aisle)

- F: Excuse me, Miss. The man in 3A would like to sit together with his friend next to you. Would you mind changing seats with him?
- P2: OK, no problem.
- F: Thank you, Miss.

(To P1)

- F: Sir, you can sit with your friend now.
- P1: Thanks a lot.
- F: You are welcome.

#### **Dialogue Three**

Situation: A passenger is standing in the aisle because his seat is taken by another passenger.

(P=Passenger, F=Flight Attendant)

- F: Could you please step aside and allow the other passengers to go through?
- P1: But that passenger is sitting in my seat.

(*To the sitting passenger*)

- F: Excuse me, may I see your boarding pass?
- P2: OK, here you are.
- F: I'm afraid you are in the wrong seat. Yours is that one, two rows ahead. The numbers are shown along the edge of the overhead compartment.
- P2: Oh, sorry. I thought it was mine. I'll move, then.
- F: That's all right. May I help you with your bags?
- P2: No, thanks, I can do it myself.
- F: (To P1) Sorry to keep you waiting, Sir. That's alright now. Here's your seat.
- P1: What a relief! Thank you very much.
- F: You are welcome.





#### **Words and Phrases**

boarding pass 登机牌 表明, 标示 indicate v. edge n. 边缘 座椅靠背 seat back 扶手 armrest n. 坐垫 cushion n. 座椅口袋 seat pocket 靠边站,让开 step aside 靠过道座位 aisle seat window seat 靠窗座位 中间的座位 middle seat 锦标赛 championship n. 非常激动人心的 breathtaking adj.

#### **Useful Expressions**

- 1. May I see your boarding pass? 我可以看一下您的登机牌吗?
- 2. Your seat number is 15A. Please take this aisle to the fourth row. 您的座位在 15A。 请朝这边走到第四排。
- 3. The number is indicated on the overhead compartment. 座位号在行李架上有标注。
- 4. Could you please step aside and allow the other passengers to go through? 您能往边上站一点,让其他乘客过去吗?
- 5. I'm afraid you are in the wrong seat. 恐怕您坐错位置了。
- 6. May I help you with your bags? 我帮您拿行李好吗?
- 7. The two passengers would like to sit together. Would you mind changing seats with him? 这两位乘客想坐在一起,不知您是否愿意和他换一下座位?



#### 民航专业英语

## Pole Play

Work with your partner to make a dialogue according to the following situations.

- 1. A passenger finds her seat occupied by another passenger.
- 2. A passenger doesn't want his assigned seat and he wants a window one.
- 3. A passenger asks to change the seat because he wants to sit next to his friend.

## Section B Listening

## (d) Announcements

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

#### **Announcement I**

•	Ladies and gentlemen,	
•	Welcome aboard Air China. Please take your seat as quickly as	
	possible and keep the clear for others to be seated. Thank you for	
•	your	

#### **Announcement II**

•	Ladies and gentlemen,			
	Welcome on board Fl	light CA366 to Par	is. Today our _	will be eleven
	hours and twenty minutes.	We'll be	at an	of 10,000 meters.



#### **Announcement III**

Ladies and gentle		
Laures and genne	emen,	
In order to e	ensure the normal operation of aircre	aft and
please do not use	eduring the flight, including	and AM/FM radio
Announcement	t IV	
Ladies and gentlen	men,	
This is your	peaking. We are currently pe	rforming a holding pattern a
the airp	port is currently experiencing	We regret to announce the
your arrival time v	will be to 3 pm. Thank you for	your understanding.
) Dialogue		
Listen to the dialo	ogue carefully and try to fill in the blan	ks.
	logue carefully and try to fill in the blan nts to change another seat before take-o	
(A passenger wan	logue carefully and try to fill in the blan nts to change another seat before take-o =Flight Attendant)	
(A passenger war (P=Passenger, F=	nts to change another seat before take-o	
(A passenger war (P=Passenger, F= P: Excuse me, ma	nts to change another seat before take-ore =Flight Attendant)	off.)
(A passenger war (P=Passenger, F= P: Excuse me, ma F: Would you plea	nts to change another seat before take-of- =Flight Attendant) ay I take?	off.)  If there is a seat.



## **Section C**

## Reading



#### **Aircraft Seat Layout**

An airline's profit depends upon each of its aircraft carrying as many passengers as possible. The designers of aircraft are therefore required to accommodate the largest number of seats, which retaining reasonable comfort.

Aircraft cabins are frequently classified as narrow-body ones if there is a single aisle with seats on either side, or wide-body ones if there are two aisles with a block of seats between them in addition to the seats on the side.

Many airlines provide maps of their seating configuration on the various aircrafts they fly. Some websites also show seat maps for a wide range of airlines and aircrafts, along with descriptions of the best and the worst seats.

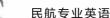
#### Words:

layout	n.	布局;设计
profit	n.	利益
accommodate	v.	容纳
reasonable	adj.	适当的, 合理的
classify	v.	分类, 归类
configuration	n.	结构,布局
aircraft	n.	飞机



Translation		
1. Translate the following sentences into Chinese.		
1) An airline's profit depends upon each of its aircraft carrying as many passengers as		
possible.		
2) The designers of aircraft are therefore required to accommodate the largest number of		
seats, which retaining reasonable comfort.		
3) Aircraft cabins are frequently classified as narrow-body ones or wide-body ones.		
4) There is a single aisle with seats on either side in narrow body ones.		
5) There are two aisles with a block of seats between them in addition to the seats on the		
side.		
2. Translate the following sentences into English.		
1) 许多航空公司提供它们运营的各种机型的座位配置图。		
2) 你喜欢飞机上的哪个座位?		
3) 如果一组座位中有三个或以上座椅,就会有中间座位,通常不受欢迎。		
4) 坐在中间的乘客被夹在其他两个乘客中间,既没有靠窗座位的优势,也没有靠		
通道座位的优势。		

5) 并列座位的数量受飞机宽度的影响。





#### **Extensive Reading**

#### Seats on Planes with a Price

China's top airlines are reporting a surge in interest among passengers wanting to pay extra to reserve preferred seats on both domestic and international flights.

Hainan Airlines Co Ltd became the first major Chinese carrier to charge extra for seat selection on long-haul flights in May 2013, and the option has now become so popular with passengers, the country's other top airlines have followed the suit.

Mao Yi, head of public relations at Shanghai-based low-budget carrier Spring Airlines Co, said: "It may be a new phenomenon for Chinese commercial airlines to charge extra for a particular seat—but it is common industry practice globally, especially on budget airlines."

Spring Airlines started offering paid seats as far back as 2005, and over the years Mao said its most loyal customers have become used to paying extra for a more spacious or better-positioned seat.

Wang Zhenghua, Spring Airlines' founder and chairman, said: "It is only a matter of time before add-on products such as the seat selection services will account for a significant part of airline revenue."

Yu Nan, an industrial analyst from Haitong Securities Co, said: "The seats on the first row of the economy cabin, for instance, and those located near the emergency exit, are a lot more spacious than others.

"To charge more money to get one of the roomier seats is good business, and certainly helps bring in more revenue. I expect the service to become normal and more generally accepted."

Officials at Hainan Airlines, which also offers the booking option on its domestic services, said travelers can pay for preferred seats by phone 48 hours before departure, and also some seats are available to reserve at counters, China National Radio reported.

At China Southern Airlines Co, meanwhile, a spokesman said: "We launched a paid-seat product on our official website in April this year. It is now available on 12 long-haul



flights from Guangzhou to Australia, Europe and America."

China Southern's costs are between 300 *yuan* (\$46) and 600 *yuan* for a prime seat on the first row or near an emergency exit, for instance.

"It is likely we will expand the seat selection service to more routes in the future, but there are still no plans for our domestic flights."

Shanghai-based China Eastern Airlines Corp Ltd started charging an average 500 yuan in January to choose seats on 12 of its international flights departing from Shanghai Pudong International Airport, but it has no plans to offer the service domestically, too.

Beijing-based Air China Ltd also offers seat-booking services on some of its flights.

http://www.chinadaily.com.cn/cndy/2015-09/17/content 21899596.htm

#### **Questions for Discussion:**

- 1. As is stated in this article, what is the prospect of seat selection services?
- 2. How do the customers book preferred seats provided by Hainan Airlines?

## Unit 3

## **Baggage Arrangement**



## **Section A**

## Speaking

## (A) Group Discussion

- 1. Where should the passengers put their baggage in the cabin?
- 2. Can passengers put their baggage in the aisle or near the exit?



### ( Relevant Announcements

#### **Announcement One**

Ladies and gentlemen,

Welcome aboard Air China. Please take your seat according to your seat number. Your seat number is on the edge of the rack. Please make sure your hand baggage is stored in the overhead locker. Any small articles can be put under the seat in front of you. Please take your assigned seat as quickly as possible and leave the aisle clear for others to be seated. Thank you for your cooperation.



#### **Announcement Two**

Ladies and gentlemen,

Two passengers have completed boarding procedures, but they haven't boarded this aircraft yet. For your safety, we must offload their checked baggage. Please be seated and wait for a moment. Thank you for your cooperation.

## (2) Situational Dialogues

#### **Dialogue One**

Situation: A passenger trys to put his bag into the overhead compartment.

(P=Passenger, F=Flight Attendant)

- F: Can I help you?
- P: Yes. I can't get my bag into the overhead compartment.
- F: Don't worry. If you'd like to take your seat, I'll do it for you.
- P: It's very kind of you. Thanks a lot.

#### **Dialogue Two**

Situation: A passenger wants to put her bag in the galley.

(P=Passenger, F=Flight Attendant)

- P: Excuse me, Miss. May I put it in the galley?
- F: Sorry, Sir. Waste bags will be put here after dinner. Would you mind putting it somewhere else?
- P: But my bag is too big to go into the compartment or under the seat.
- F: Well, if you'd like to let me take it, I'll look it after for you.
- P: Well...er..., but there are some fragile items in it.
- P: I see. I'll keep it for you with care.



#### **Dialogue Three**

Situation: A passenger has put his bag in the aisle.

(P=Passenger, F=Flight Attendant)

F: Whose bag is it?

P1: It's mine.

F: You know, nobody is allowed to leave baggage here as the aisle mustn't be blocked.

P1: I always put it in my sight, or else I don't feel very well.

F: I understand. But it will cause trouble when someone goes across the aisle because it takes up too much room.

P1: But the overhead compartment is full and I've tried to put it under my seat, but it doesn't fit.

F: Don't worry, Sir. Please carry the bag and follow me. Maybe there will be some room in the front of cabin.

(They come to the front cabin. The flight attendant opens one of the overhead compartments and she finds a handcart in it.)

F: Whose handcart is this, please?

P2: Why? It's mine.

F: Please don't put your handcart in the overhead compartment. In case of turbulence, it might fall down and hurt somebody. Could you place it under your seat?

P2: Sure.

F: Thank you very much. (To P1) Now your problem has been solved.

#### **Words and Phrases**

baggage/luggage n. 行李

overhead locker/compartment 头顶上方行李架

aisle n. 过道

exit n. 出口



#### Unit 3 ---- Baggage Arrangement

galley	n.	(船或飞机上的)厨房
fragile	adj.	易碎的
handcart	n.	手推车
block	v.	阻塞
sight	n.	看见,视野
fit	v.	适合
turbulence	n.	颠簸; 气流, 湍流
article	n.	物品
rack	n.	支架, 行李架

#### **Useful Expressions**

- 1. Can I put your luggage into the baggage compartment overhead? 我可以将您的行李 放到头顶的行李架上吗?
- 2. Baggage is not allowed to be put in the aisle. 过道不允许放置任何行李。
- 3. Here are some fragile items in it. 这里面装有易碎物品。
- 4. My bag is too big to go to the compartment or under the seat. 我的包太大了,头顶行李架和座椅下面都放不下。
- 5. May I put it in the galley? 我可以将行李放在厨房吗?
- 6. Is there anything valuable in the pockets? 口袋里有贵重物品吗?
- 7. I'll keep it for you with care. 我会为您小心保管的。
- 8. Please don't put your handcart in the overhead compartment. In case of turbulence, it might fall down and hurt somebody. 请不要将您的推车放到头顶行李架上。如果遇到颠簸,有可能会跌落下来砸到其他乘客。

## Role Play

Work with your partner to make a dialogue according to the following situations.

A passenger doesn't want to put his bag in the overhead compartment, because he
wants to keep it in his sight.



#### 民航专业英语

- 2. The overhead compartment is full and the passenger has tried to put his bag under the seat, but it doesn't fit.
- 3. A passenger who is sitting next to the emergency exit has put his bag near the exit.

## Section B Listening

## (A) Announcements

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

#### **Announcement I**

•	Ladies and gentlemen,		
•	Welcome aboard Air (	China. Please put your baggage in the	compartment
•	or under the seat	you. Do not put your bags in the	or near
•	the		

#### **Announcement II**

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

#### **Announcement III**

·	Ladies and gentlemen,
•	Please do not your baggage here. The aisle should not be
ŀ	Thank you for your cooperation.



#### Unit 3 ---- Baggage Arrangement

#### **Announcement IV**

0	Ladies and gentlemen,	
•	Nobody is to leave baggage in the Thank you	for your
•	cooperation.	

## **Dialogue**

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 \_\_\_\_\_ your coat by yourself?

P: But where could I put it?

F: If you leave it with me, I will \_\_\_\_\_ it in the \_\_\_\_\_ compartment.

P: OK, thank you very much.

## Section G Reading

## (2) Intensive Reading

#### **Unchecked Baggage**

Unchecked baggage is put into the overhead compartment or under the seat according to the interior arrangement of the aircraft cabin. It includes the following two types:

- 1. Free carry-on items: Items carried free of charge in the passenger cabin require the passenger's own supervision and responsibility. These articles are not labeled.
  - 2. Cabin baggage: Any unchecked items in addition to the free carry-on items are



considered as cabin baggage. Over-sized items or those in the excess of about 6kg must usually be put in the hold.

Cabin baggage is subject to the passenger's own supervision and responsibility. These articles are labeled. Cabin baggage may only include those articles which are suitable to be carried in the passenger cabin, such as portfolios, laptop computers.

#### Words:

unchecked baggage		非托运行李
carry-on items		随身携带的物品
free of charge		免费
oversized	adj.	过大的
be subject to		受支配
supervision	n.	监督;管理
article	n.	物品
portfolio	n.	公文包
laptop computer		手提电脑

#### **Translation**

- 1. Translate the following sentences into Chinese.
- 1)Unchecked baggage is put into the overhead compartment or under the seat.
- 2) You can take some carry-on baggage into the cabin.
- 3) Oversized baggage and heavy items must be put in the hold.
- 4) Cabin baggage is subject to the passenger's own supervision and responsibility.
- 5) There are certain restrictions on baggage carriage in the plane.



#### 2. Translate the following sentences into English.

- 1) 乘客可以将行李放到头顶行李架内或前方座椅的下方。
- 2) 过道不允许放置任何行李。
- 3) 袋里有贵重物品吗?
- 4) 您的行李太重了, 放在行李架上不合适。
- 5) 我会为您小心保管。



#### Flying to Paris with a Cup of Jasmine Tea

As the first European carrier serving China, Air France-KLM vows to continue its customized service in the market.

Air France-KLM says its passengers will be impressed by the many new Chinese cultural features it's now offering on flights between China and Europe—including Chinese interpreters and a lavish Chinese menu.

The changes have been customized for the Chinese market by the aviation group, which boasts a long relationship with the Chinese market. Air France launched its Paris—Shanghai route way back in 1966 with its Boeing 707 "Chateau de Cheverny". It was the first European airline to fly to China, and the first international flight from China to the West.

In September, less than two months after taking over as chairman and CEO of the Air France-KLM Group, Jean-Marc Janaillac made Shanghai his first overseas destination, as part of the 50th anniversary of the landmark link between China and Europe.

Janaillac recently talked with *China Daily* about the airline's strategy.



Following are edited excerpts from the interview.

#### What is the impact of slower global growth on your business?

Plane travel is directly linked to economic growth. Right now, not only routes between China and Europe but also other international routes are seeing less demand. All the airlines are affected.

We have a very good revenue management system, which enables us to do better than our competitors in terms of reduced revenues.

Although the economy and global situation are not as strong as before, I think the market is going to see healthy growth of Chinese tourists to Europe.

And our partnership with China Eastern and China Southern allows us to have direct connections to many Chinese cities.

#### What's Air France-KLM's biggest achievement in China?

Air France and KLM were the first European airlines to fly to Beijing, Shanghai, Guangzhou, Hangzhou, Chengdu, Wuhan and Xiamen. We have been investing continuously to strengthen our network connecting Europe to China. Today, Air France-KLM is the leading European carrier in terms of capacity from Europe to China, and we will maintain our focus to further enhance our products, services and destination possibilities in China.

#### How has your online ticket sales on Alibaba's e-commerce platform performed?

It's worked. Since February our online sales has grown significantly, by between 10 and 15 percent, while our traditional business is a bit down.

We expect to greatly enhance our online sales revenues for Air France-KLM in China, and to promote the group's recognition among Alibaba's huge consumer database.

#### What can an aviation group do to tap into China's rapid e-commerce growth?

We have online sites to sell our tickets, and today nearly one-third of our worldwide tickets are sold online. Our overall goal is to sell 50 percent of tickets online worldwide within a couple of years.

In China we are looking into the development of AliTrip, and we are trying to develop similar partnerships in other parts of the world, in case it is relevant.



#### Unit 3 ---- Baggage Arrangement

In China you have a lot of group travel to international destinations and these groups cannot yet be sold online.

#### To what extent has the recent political upheaval in Europe affected your business?

Of course, terrorist attacks in Europe impacted the number of passengers who chose our airlines this year, especially from China.

We have seen quite an important decrease from group travelers and the Schengen visa process is also having a negative impact on the number of Chinese tourists going to Europe.

But we are quite confident that we are going to see a rebound in 2017, since the situation has stabilized now.

We have made a series of efforts to convince Chinese travelers that it is interesting and safe to go to Europe. Group trips from China to Europe are down 40 percent from the beginning of this year.

# What is Air France-KLM's current presence and market share in China? How important is China to your global growth strategy?

Normally we do not share our market share figures for competitive reasons, because we are a listed company.

This summer, Air France-KLM is offering a total of 90 weekly flights to nine destinations in China from its two hubs at Paris-Charles de Gaulle and Amsterdam-Schiphol airports.

#### How have you modified your products to appeal to Chinese customers?

Since 1966, Air France has implemented tailor-made services for all customers traveling to and from China, before, during and after their trip.

We offer the most innovative products on our Chinese routes: new travel cabins, personalized services, and products developed exclusively for Chinese customers.

At Paris-Charles de Gaulle airport, we have a special team of staff speaking Mandarin and Cantonese who are available to assist customers with arrivals, check-ins and connecting flights.

#### What's the secret of your success?

I don't have a secret. Just a commitment to the company I have worked with. I am very



proud to have this position, but I'm also quite aware of the challenges we face.

I was a board member of Air France between 1989 and 1993. This is a job you must do with efficiency and passion.

#### How do you define effective leadership in a multinational company?

The first is to give a vision, a strategy in order for people to work out what and why they are doing what they are doing, and see the direction the company is heading.

The second is to decide, to make the decisions.

The third is to employ people, to engage and to motivate them, to give people a desire to follow and reach their goals.

In order to do that, you have to provide an example of management with respect and integrity.

#### What are your hobbies?

I like reading, visiting interesting modern architecture, running, playing tennis and swimming in my spare time. I used to be a very good windsurfer and I used to ride horses.

http://africa.chinadaily.com.cn/weekly/2016-10/28/content\_27200693.htm

#### **Questions for Discussion:**

- 1. What kind of customized services are offered to appeal to Chinese customers?
- 2. What is the significance of Boeing 707 "Chateau de Cheverny"?

# Unit 4

# **Safety Check**



## Section A

# Speaking

### (A) Group Discussion

- 1. What are safety checks before take-off?
- 2. Can passengers use cell phones during the flight?



### (1) Delevant Announcements

#### **Announcement One**

Ladies and gentlemen,

Would you please put your seat backs to the upright position, fasten your seat belts and lock your tables in place? We will be taking off in a few minutes. You are reminded that smoking and telephone-operation are not permitted at any time during flight. Please use your call button if you require assistance, our crew will attend to your needs. Thank you!



#### **Announcement Two**

Ladies and gentlemen,

We are sorry to keep you waiting. Now the cabin crew will make pre-flight safety check. Please fasten your seat belt, open the sunshade, and make sure all electronic devices have been switched off. Thank you.

### (2) Situational Dialogues

#### **Dialogue One**

Situation: A passenger is trying fastening the seat belt for her baby.

(P=Passenger, F=Flight Attendant)

- F: Excuse me, Madam. Please fasten your seat belt!
- P: Oh, but I don't know how to do it. The seat belt is too short for both my baby and me.
- F: Never mind. Let me help you. Please hold your baby outside the seat belt. I will get you a supplementary one for the baby. Is that comfortable for the baby?
- P: Yes. Thank you for helping me.

#### **Dialogue Two**

Situation: A passenger is using his cell phone before take-off.

(P=Passenger, F=Flight Attendant)

- F: Excuse me, Sir. I am sorry. Please turn off your cell phone.
- P: I want to check an e-mail. It is of importance. Just a minute, all right?
- F: Sorry, Sir. In order to ensure the normal operations of the airplane navigation and communication system, cell phones are strictly prohibited on the plane.
- P: Please, Miss, it is very important.
- F: Sorry, Sir. You have to wait until we come to a complete stop.
- P: Oh, how annoying! What is the time now? When are we to arrive?
- F: It is 10:30am. About 50 minutes later, we will come to a stop.



P: OK. In that case, I have to wait.

F: Thank you for your cooperation, Sir!

#### **Dialogue Three**

Situation: A passenger doesn't return his seat back to the upright position.

(P=Passenger, F=Flight Attendant)

F: Excuse me, Sir. Would you please return your seat back to the upright position?

P: Oh, I'm sorry. I am a little nervous because this is my first flight. Can you show me how to return it back?

F: Oh, I understand. Don't worry, everything will be OK. Just press the button on your armrest, then, look, your seat is back to the upright position.

P: Oh, let me try it again. Is that right?

F: Yes, correct! And please also check that your seat belt is fastened.

P: Sorry, Miss. Can you tell me how to fasten the seat belt?

F: All right. Just slip the belt into the buckle and pull tight. Look! Just like this. That's all.

P: Oh, I see. Thank you for answering my questions.

F: No problem. If you have any other problems, please press the call button, it's there.

P: You are so kind.

F: You are welcome.

#### **Words and Phrases**

sunshade n. 遮光板

turn off 关闭

electronic device 电子设备

supplementary adj. 增补的,追加的

cell phone 手机

operation n. 操作



#### 民航专业英语

navigation n. 航行

prohibit v. 禁止,阻止

annoying adj. 烦人的

call button 呼叫按钮

upright position 垂直位置

buckle n. 搭扣,扣环

assistance n. 帮助,援助

#### **Useful Expressions**

1. Please fasten your seat belt! 请您系好安全带。

- 2. I will get you a supplementary seat belt for the baby. Is that comfortable for the baby? 我给您的孩子系辅助座椅安全带吧。现在好些了吗?
- 3. Please turn off your cell phone. 请关闭您的手机。
- 4. In order to ensure the normal operations of the airplane navigation and communication system, cell phones are strictly prohibited on the plane. 为了保障飞机导航和通信系统的正常工作,在飞行过程中请不要使用手机。
- 5. You have to wait until we come to a complete stop. 请您等到飞机完全停止后(再做这件事)。
- 6. Would you please return your seat back to the upright position? 能请您将座椅靠背调直吗?
- 7. Just press the button on your armrest, then, look, your seat is back to the upright position. 您只需要按下扶手上的按钮,您看,座椅靠背就调直了。

# Pole Play

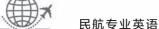
Work with your partner to make a dialogue according to the following situations.

- 1. As a flight attendant, you are doing safety check in the cabin before take-off.
- 2. One passenger asks you to help him to return his seat to the upright position.
- 3. The plane is going to take off, but a passenger wants to go to the lavatory.

# Section B Listening

Announcements
Listen to the following

Ladies and gentlemen, please note certain	must not be used on board
at any time. These devices include, AM/FM	radios, televisions and remote
control including toys.	
Announcement II	
Ladies and gentlemen, we will be taking off short	tly. Please be, fasten
your seat belt and make sure that your is c	closed, and your seat back is in
position.	
Announcement III  Ladies and gentlemen if you are sitting in a	nlease heln us hv
Ladies and gentlemen, if you are sitting in a	
Ladies and gentlemen, if you are sitting in a opening the We will be dimming the	
Ladies and gentlemen, if you are sitting in a opening the We will be dimming the please turn on your Thank you.	lights. If you wish to read,
Ladies and gentlemen, if you are sitting in a opening the We will be dimming the please turn on your Thank you.  Announcement IV	lights. If you wish to read,  every on this flight,



### (2) Dialogue

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 my
seat back?
F: OK. This one is your seat button. If you push it, the seat of your chair
slides out and the back reclines, so you can and be comfortable. But you
should keep it in when we take off, and meet Now
you can try it.
P: Thank you very much.

# Section C

# Reading

### (2) Intensive Reading

#### **Turbulence**

Turbulence may make people feel uncomfortable, but it is normal. People often misunderstand turbulence. When encountering turbulence, nervous passengers feel the plane is falling out of the sky. It is natural for them to only feel the "down" bumps. But for every "down" there is an "up" bump. The "downs" are just more easily noticed. Next time you are driving on a bumpy road, imagine you are a passenger on a plane and how you would consider it to be "bad" turbulence. Now take a look at the road. How big are the bumps on the roadway to create the rough ride? The air is usually very smooth, but sometimes some



small ripples can make it feel like "bad" turbulence.

#### Words:

turbulence n. 颠簸;气流,湍流

bump n. 碰撞,撞击

notice v. 注意, 留意

roadway n. 道路

rough adj. 不光滑的,高低不平的

ripple n. 波纹,涟漪

#### **Translation**

- 1. Translate the following sentences into Chinese.
- 1) Turbulence is a natural phenomenon that no plane can avoid.
- 2) Passengers are afraid of all kinds of turbulence, because they think that all the bumpy feelings are horrible.
- 3) There are many sources of information about turbulence available to pilots.
- 4) Please keep your seat belt fastened when you are in your seat in case of sudden turbulence.
- 5) When encountering turbulence, nervous passengers feel the plane is "falling" out of the sky.
- 2. Translate the following sentences into English.
- 1) 请检查您的安全带是否系好了。



- 2)的确,都说乘飞机旅行比较危险,但是近几年在中国发生的飞行事故确实很少。
- 3) 气流也可能是由风向变化引起的。
- 4) 我们已经进入了湍流区域,飞机将会颠簸不平。
- 5) 请您系好安全带,不要在机舱内走动。

# **Extensive Reading**

#### **Crash Sparks Call for Safety Check of Plane**

Aviation experts said the Chinese Modern Ark 60 aircraft should undergo safety checks, following an accident during a landing on Sunday in Fuzhou, Fujian province.

An inbound passenger plane veered off the runway at Fuzhou Changle International Airport on Sunday at noon, injuring seven people.

The plane, operated by the Chinese domestic carrier Joy Air, had 45 passengers and seven cabin crew aboard when the accident happened.

An initial investigation by the East China Regional Administration of the Civil Aviation Administration of China said on Monday that human error may have been to blame in the accident.

Although the investigation did not point to a flaw in the airplane's design, Zhou Jisheng, a civil aviation researcher, urged the manufacturer to conduct an immediate check.

The Fuzhou incident involved a broken undercarriage, or landing gear, the latest in a series of MA-60 incidents related to the gear. That raises a question about the safety of the airplane and whether it has a design flaw, Zhou said.

There have been 17 MA-60 accidents in the past six years, seven of them related to the landing gear.



Introduced in 2000, the MA-60 is China's only homegrown passenger aircraft in service. By the end of last year, there had been more than 270 orders for the aircraft at home and abroad. In China, Joy Air and Okay Airways are its two major customers.

In February 2014, a Joy Air MA-60 crashed during landing at Zhengzhou airport, in Central China's Henan province, when the front landing gear suddenly retracted. There were no casualties.

In the same month, an Okay Airways MA-60 circled for about an hour and a half as the crew tried to work out problems in its landing signal system. The aircraft eventually landed safely in Shenyang, Liaoning province.

Wu Peixin, an aviation expert in Beijing, said the Fuzhou incident would be a wake-up call for the plane's manufacturer, and he urged the maker to explain the incident to the public as soon as possible.

"People may take the airplane in the future, and they need to know the investigation result as it concerns their safety. The manufacturer should not keep them in the dark," Wu said.

The MA-60 was developed and built by State-run Xi'an Aircraft Industry Group. No comment has been made by the company as of Monday.

The CAAC's East China Regional Administration said further investigation of the incident is underway.

#### **Questions for Discussion:**

- 1. What is the cause of accident, a human error or a design flaw? And why?
- 2. What do you know about the MA-60 in this article?

# Unit 5

# **Safety Demonstration**



### **Section A**

# Speaking

### (A) Croup Discussion

- 1. What are the safety demonstration items in the cabin?
- 2. Do you know how to explain the uses of safety demonstration items to passengers?



### (1) Delevant Announcements

#### **Announcement One**

Ladies and gentlemen, this is your safety belt on your seat. To fasten your seat belt, insert the link into the main buckle. To be effective, the seat belt should be fastened tight and low. When you wish to unfasten the seat belt, lift the flap and pull out the link.

#### **Announcement Two**

Ladies and gentlemen, your life vest is located under your seat. To put the vest on, slip it over your head. Secure the straps around your waist and tie them securely. To inflate the life jacket, pull the tab. Do not inflate it while you are in the cabin. If your life vest is not inflated



#### Unit 5 .... Safety Demonstration

enough, you can also inflate it manually by blowing into the tube on either side.

To inflate the life jacket, pull the tab. Do not inflate it while you are in the cabin. If your life vest is not inflated enough, you can also inflate it manually by blowing into the tube on either side.



#### Situational Dialogues

#### **Dialogue One**

Situation: A passenger is asking flight attendant the use of oxygen mask.

(P=Passenger, F=Flight Attendant)

- P: I'm sorry, Miss, but can you show me again, please? I'm not quite clear.
- F: Okay. Look, all you do is to pull the emergency oxygen mask towards you, hold it securely over your nose and mouth and breathe normally. Now, are you clear?
- P: I think so. Thank you.

#### **Dialogue Two**

Situation: A passenger is asking how to inflate the lift jacket?

(P=Passenger, F=Flight Attendant)

- F: Ladies and gentlemen, in order to ensure your safety, please fasten your seat belts. When the aircraft stops, not before, unfasten your seat belts. Your life jacket is located under your seat in a pouch. To release the life jacket, pull the handle forward. Is that clear?
- P: Excuse me, Miss. Could you tell me how I inflate my life jacket?
- F: I suppose you didn't notice the life jacket demonstration just now, Sir.
- P: Sorry, I didn't.
- F: Never mind. You can inflate it by pulling these tabs down or you can blow into the mouthpieces. Remember don't inflate it in the cabin. Do you understand?
- P: I think so. Thanks, but there is one problem. Could you tell me the reason why we are



not suggested to inflate the life vest in the cabin? I think it may be too late to inflate it outside the cabin.

- F: Let me explain to you, Sir. If all passengers inflate their life vests, there will be no room inside the cabin. Also, some broken metal from the aircraft may damage the life vest on the way out.
- P: Oh, I see. Thank you very much.
- F: You are welcome.

#### **Dialogue Three**

Situation: Flight attendant is asking a man to sit next to an emergency exit.

(P=Passenger, F=Flight Attendant)

F: Ladies and gentlemen, our plane has eight emergency exits. Please note your nearest exit.

(The flight attendant turns to a passenger sitting next to an over-wing exit.)

- F: Excuse me, Madam. You are sitting next to an emergency exit.
- P: Oh, yes, so I am.
- F: In the event of an emergency, do you think you can open the exit, Madam?
- P1: Hmm. I'm not sure. Is the door very heavy?
- F: Not very heavy. If you would like to sit somewhere else, I'm sure I can arrange this for you.
- P1: Oh, thanks. That's very nice of you.

(The flight attendant turns to another passenger.)

- F: Excuse me, Sir. Would you mind changing your seat for one next to the emergency exit?
- P2: Not at all. I have sat there many times.
- F: Thank you, Sir.





#### **Words and Phrases**

oxygen mask		氧气面罩
seat belt		安全带
life vest/jacket		救生衣
breathe	v.	呼吸
pouch	n.	小袋
handle	n.	手柄
tab	n.	拉环
inflate	v.	使充气
mouthpiece	n.	吹气口
emergency exit		紧急出口
strap	n.	皮带, 带子
elastic band		橡皮圈,橡皮筋
flap	n.	锁扣; 副翼; 拍打

#### **Useful Expressions**

- 1. All you do is to pull the emergency oxygen mask towards you, hold it securely over your nose and mouth and breathe normally. 您只需要用力把氧气罩往您的方向拉下来,罩在口鼻处,正常呼吸即可。
- 2. I suppose you didn't notice the life jacket demonstration just now, Sir. 先生, 我想您没有注意到刚才的救生衣演示。
- 3. You can inflate it by pulling these tabs down or you can blow into the mouthpieces. 您可以拉下拉环使救生衣充气膨胀,或者通过吹气口吹气。
- 4. If all passengers inflate their life vests, there will be no room inside the cabin. Also, some broken metal from the aircraft may damage the life vest on the way out. 如果所有乘客在机舱内就对救生衣充气,那么机舱内会非常拥挤。再者,在出舱门的过程中,飞机的破碎的金属物品可能会损坏救生衣。



#### 民航专业英语

- 4. In the event of an emergency, do you think you can open the exit, Madam? 女士,在紧急情况下,您能打开安全出口的舱门吗?
- 5. Would you mind changing your seat for one next to the emergency exit? 您是否介意 把座位换到紧急出口旁边?

### Role Play

Work with your partner to make a dialogue according to the following situations.

- 1. A woman with a baby wants to know how to get a life vest for her baby. Explain to her where to get the life vest, and demonstrate how to put it on.
- 2. A little boy doesn't like wearing seat belt and he doesn't know how to fasten and unfasten the seat belt. How to solve this problem?

# Section B Listening

### (1) Announcements

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

#### Announcement I

•	Ladies and gen	tlemen, may we please	have yourfor the
•	safety? If yo	u have any questions after	the safety video, please contact
•	the		



### Unit 5 ---- Safety Demonstration

### **Announcement II**

•	Ladies and gentlemen, we will be presenting the "In-flight".				
•	Please the earphones into the control box located in your and				
•	adjust the as you wish.				
	Announcement III				
•	Ladies and gentlemen, there are six exits on each side of the aircraft.				
•	They are located in the front, the middle and the of the cabin.				
	Announcement IV				
•	Ladies and gentlemen, in accordance with government health, all				
•	flights in China are The "No Smoking" sign will remain on				
•	throughout the flight.				
<b>®</b>	Dialogue				
	Listen to the dialogue carefully and try to fill in the blanks.				
	(A passenger is smoking in the cabin)  (P=Passenger, F=Flight Attendant)				
	F: Excuse me, Sir. Please put out your immediately.				
	P: OK. By the way, is there smoking on board?				
	F: No, there isn't because the airline's forbid smoking on all flights. After				
	take-off, we can offer you some				
	P: Thank you.				



### Section C

## Reading



#### **Emergency Landing**

An emergency landing is a prioritized landing made by an aircraft in response to an emergency which contains an imminent or on-going threat to the safety and operation of the aircraft or involves a sudden need for a passenger or crew on board to be on land such as a medical emergency.

Forced landing—the aircraft is forced to make a landing due to technical problems. Landing as soon as possible is a priority, no matter where, since a major system failure has occurred or is imminent. It is caused by the failure of or damage to vital systems such as engines, hydraulics, or landing gear, and so a landing must be attempted where a runway is needed but none is available. The pilot is essentially trying to get the aircraft on the ground in a way which minimizes the possibility of injury or death to the people aboard. This means that the forced landing may even occur when the aircraft is still flyable, in order to prevent a crash or ditching situation.

Ditching is the same as a forced landing, only on water. After the disabled aircraft makes contact with the surface of the water, the aircraft will most likely sink if it is not designed to float, although it may float for hours, depending on damage.

#### Words:

prioritize v. 把······区分优先顺序

imminent adj. 逼近的,即将发生的

priority n. 优先, 优先权



#### Unit 5 ---- Safety Demonstration

vital adj. 至关重要的,生死攸关的 hydraulics n. 水力学

landing gear 飞机起落架

ditching n. 水上迫降

sink v. 下沉, 沉没

1) Bend your head between your knees.

#### **Translation**

1.	Translate	the	following	sentences	into	Chinese.
----	-----------	-----	-----------	-----------	------	----------

- 2) The most important role of any crew member is to ensure the safety of the passengers at all time.
- 3) Everyone kneels down on the floor and follow the emergency floor lighting.
- 4) Remove your glasses and shoes, Madam.
- 5) Please pull the tabs down as soon as you are out of the cabin.

#### 2. Translate the following sentences into English.

- 1) 请注意,我们将播放一则客舱安全演示的广播词。
- 2) 戴上氧气面罩, 我将为您示范如何使用它。
- 3) 本架飞机有八个安全门, 请找到离您最近的那个。





- 4)解开安全带,别拿行李,朝这边走!
- 5) 从座椅下拿出救生衣,穿上它。

### **Extensive Reading**

#### Fire Guts Emirates Jet after Hard Landing

DUBAI—An Emirates jetliner arriving from India caught fire after slumping onto the runway in Dubai on Wednesday, killing one firefighter in an intense blaze and bringing the world's busiest international airport to a halt for several hours.

All 300 passengers and crew were safely evacuated from the gutted Boeing 777-300 after a crash that one survivor described as terrifying. Fourteen people were admitted to hospital.

The Dubai carrier's first significant accident happened after the crew apparently attempted to abort the landing for a second attempt amid unconfirmed witness reports of landing gear problems.

Video showed a tower of flame bursting from the front of the plane, and then a thick black plume of smoke rising into the sky. Reuters was unable to verify the footage independently.

Photographs on social media showed a plane lying crumpled on the tarmac with black smoke pouring from its upper section, and later images showed a gap along the length of the charred fuselage where its roof had been.

"It was actually really terrifying. As we were landing there was smoke coming out in the cabin," said passenger Sharon Maryam Sharji. "People were screaming and we had a very hard landing. We left by going down the emergency slides and as we were leaving on the runway we could see the whole plane catch fire. It was horrifying."

Another passenger leaving the airport with his family said there had been a problem with the landing gear.

A spokesman for operator Dubai Airports said everyone aboard flight EK521 coming

#### Unit 5 .... Safety Demonstration



from Thiruvananthapuram in southern India had been evacuated.

Flights at Dubai International resumed at 6:30 pm (1430 GMT) after all arrivals and departures were suspended for over five hours, authorities said.

According to air traffic control recordings cited by Aviation Herald, a respected independent website monitoring air accidents, controllers at Dubai reminded the crew of the Boeing 777 to lower the landing gear as it came into approach.

Shortly afterwards, the crew announced they were aborting the landing to "go around", a routine procedure for which pilots are well trained. But the aircraft came to rest near the end of the runway instead, Aviation Herald reported.

It was not immediately clear whether the landing gear was extended by the time the aircraft touched the ground at around 0845 GMT, though a family of passengers who declined to be named said the wheels did not deploy and the jet landed on its belly.

Unverified amateur video posted on Twitter appeared to show the plane sliding on its belly moments after landing, with its right engine torn away from its usual position under the wing.

Emirates initially said there were 275 passengers and crew aboard the plane, in service with the airline since 2003, but later updated that number to 282 passengers and 18 crew.

Both the airline and aircraft have a solid safety record. It is the first time an aircraft operated by Emirates has been damaged beyond repair since the carrier was founded in the 1980s.

The crash is nonetheless a blow to the Dubai carrier weeks after it was voted the world's top airline by Skytrax at the Farnborough Airshow, taking the crown from rival Qatar Airways.

Emirates carried 51.3 million passengers in 2015 and are the world's fourth largest carrier in terms of passenger traffic. It has over 250 aircraft, including the world's largest fleet of Airbus A380 and Boeing 777 jets.

Airline chairman Sheikh Ahmed bin Saeed al-Maktoum said a Dubai firefighter died while trying to put out the flames.

He said the plane had undergone maintenance in 2015 and that the United Arab Emirates



pilot had over 7,000 hours of flying experience.

Safety experts said it was too early to pinpoint a cause for the crash, but Sheikh Ahmec ruled out any security breach.

Boeing said it would work with Emirates to gather more information.

Investigators will scour the wreckage and interview pilots, controllers and witnesses for clues to any technical malfunctions, human error or weather-related problems.

Judging by footage of the aircraft's intact tail section, where the "black box" flight recorders are located, vital voice and data recordings should be retrievable.

According to specialist aviation weather reports, at the time of the accident temperatures at Dubai International airport were up to 49 degrees Celsius (120 degrees Fahrenheit) and wind shear—a potentially hazardous condition involving sudden and unpredictable changes in wind direction or speed—was indicated on the airport's runways.

http://europe.chinadaily.com.cn/world/2016-08/04/content 26343684.htm

#### **Questions for Discussion:**

- 1. What are the reputations enjoyed by Emirates?
- 2. What is the most possible cause of this accident?