

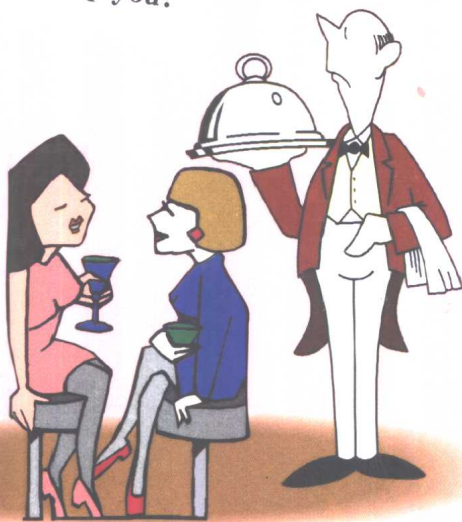
轻轻松松学英语

服务员英语

EASY TALK

陈惠 主编

Can I help you?



西南交通大学出版社

台湾汉湘文化事业股份有限公司

服务员英语

EASY TALK

陈惠主编

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前 言

本书专门为各行各业的从业人员而设计。服务业的服务人员从来都是站在接触客户的第一线,是否能跟客户沟通是决定服务质量的关键,尤其在这个天涯若比邻的时代,各国的往来日益频繁,大家都会用国际语言——英文,来互相沟通。

对服务业的工作者而言,若不能善于用英文为外国客户服务,将会损及公司的形象及业务,这对从业者而言是十分不利的。本书灵活运用许多种句型、答问技巧,目的是为了各行各业的服务员能迅速地吸收、学习,以便达到用英语为顾客服务的最高目的。

无论是以本书自学,或是全公司集体采用本书为教材,都将非常切合实际,它将为诸位带来成功和幸运!

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unit 1

At the Airport

机 场

(1) Booking a Flight

订 机 票

1. Good morning. Can I help you?
早安,我能帮您吗?
2. What date and what number of the flight do you want to book?
您想订哪一天,哪次航班的机票?
3. Please wait a moment. I'll check.
请稍等,我查一查。
4. There is a flight from here to Hongkong every two hours.
从这儿到香港的航班每隔两小时一趟。
5. Flight number 414 will depart in the morning.
414 航班上午起飞。
6. The air fare is five hundred dollars, please.

票价为 500 元。

7. Your passport, please.

请您出示护照。

8. First class or economic class?

请问是要头等舱还是经济舱？

9. A window seat or an aisle seat?

座位要靠近窗户的还是靠近走道的？

10. Here is your ticket.

这是您的机票。

11. Please remember to confirm your flight.

请记得确认您的航班。

12. I'm sorry, but everything is taken.

对不起，已经没票了。

13. I do wish I could help, but this is a busy season, you know.

我的确希望能帮忙，但您知道，这个季节很繁忙。

14. I can give you a reservation on Flight number 017.

我可以为您预订 017 航班的机票。

15. Do remember to bring your passport with you.

切记带上您的护照。

16. Do you want a one-way ticket or round trip tickets?

您是要单程票还是来回票?

● Column 说明 ~~~~~

旅行或出差最为便捷、舒适的交通方式是乘坐飞机。要乘坐飞机一般需要提前订购机票。订机票时，一定要问清楚订票人所订航班的时间、班次、目的地，另外，还要问订票人是订单程票还是来回票；是订经济舱，还是头等舱；是订直达航班，还是订中途作短暂停留的航班。如有必要，可向订票人介绍有关航班的情况。

● Dialogue 对话 ~~~~~

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

早安，我能为您做点什么吗？

B: Yes. I'd like to book a ticket to Hongkong, please.

是的，我想订一张去香港的机票。

A: Yes. When?

好的，什么时候？

B: The earliest one for the day after tomorrow.

要后天最早的那一班。

A: O. K. That is Flight 414. 600 dollars, please.

好的,那是 414 航班。600 元。

B: Here you are.

给您。

A: Thank you. Here is your ticket and I hope you have a good journey.

谢谢。这是您的机票,祝您一路顺风。

● Word Bank 词库

flight	航班
air fare	票价
first class	头等舱
economic class	经济舱
window seat	靠窗座位
aisle seat	靠走道的座位
ticket office	售票处
one-way ticket	单程票
a round trip ticket	来回票

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open return

不定期回程票

adult fare

成人票

child fare

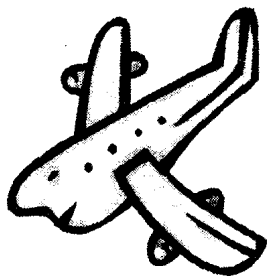
儿童票

non-stop flight

直达航班

extra flight

加班机



(2) Confirming a Flight

再确认航班

1. May I know your flight number, please?
请问您的航班号码是多少?
2. What is your name, please?
请问您的姓名?
3. How do you spell it?
是怎么拼的?
4. You are flying economic class, is that correct?
您是坐经济舱,对不对?
5. We do have some space left in our first-class section. I can change your ticket if you like.
我们头等舱还有空位。如果您想坐头等舱,我可以给您换票。
6. O. K. Your ticket is in order now.

好的,您的票现在完全办妥了。

7. Thank you for calling to reconfirm.

谢谢您打电话再次确定您的机位。

8. Flight number 556 will be delayed. The delay is due to mechanical difficulties.

556 航班延迟了,延迟原因是机械问题。

9. There is a flight leaving for Philadelphia in two hours, but it's full. I could put you on standby if you wish.

有一架班机两小时内去费城,可是已经满座,我可以把您列为候补,如果您愿意的话。

10. I'll check to see if there's any space left.

我查查看还有没有空位。

11. No delays. It will go as planned.

不会延迟,飞机将会按原计划起飞。

● Column 说明 ~~~~~

乘客在预订票之后,临近出发之前常常为了保险起见,再次打电话或亲自去机场证实一下航班,以免有误。机场职员应该先询问乘客所乘坐的航班班次、时间

及乘客的姓名,然后认真核对,看有没有订票上的错误,再告之乘客航班是否准时起飞等乘客关心的情况。

● Dialogue 对话 ~~~~~

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

早安,我能为您做些什么吗?

B: Yes. I'd like to confirm my flight.

是的,我想证实一下我的航班。

A: Your flight number, date of departure, please?

请问您的机号和日期?

B: Flight 280, January 15th, to Hongkong.

280次航班,1月15日去香港。

A: Name please?

请问您的名字?

B: Wang Dong. My flight is still on schedule. No delays or something?

王东。我的飞行将按计划进行,没有延迟或别的什么事吗?

A: No. It will go as planned.

没有,飞机将会按原计划起飞。

B: Thanks a lot. Bye.

多谢,再见。

● **Word Bank** 词库 ~~~~~

confirm	确定、证实
.to confirm a flight	再证实航班
to postpone	延期
delay	延迟
on schedule	按计划
cancel	取消
spell	拼写
section	区
in order	办妥
mechanical	机件的
standby	候补
space	空位

(3) Checking in 办理登机手续

1. Your ticket and passport, please.
看看您的机票和护照。
2. Can you show me your ticket and passport?
您能出示您的机票和护照吗?
3. How many pieces of luggage do you want to check in?
您有几件行李要登记?
4. Do you have any carry-on luggage?
您有没有随身行李?
5. Any hand luggage?
有手提行李吗?
6. Please put the suitcases on the scales.
请把手提箱放在秤上。

7. Do you want smoking or non-smoking?

您要吸烟舱还是禁烟舱的位子?

8. Here are your luggage checks and boarding passes. Your flight will depart from gate 2.

这是您的行李票和登机证,您的航班将从第 2 号门出发。

9. Please put your personal belongings here. You should also take out your keys and knives before you go through the metal detector.

请把您的私人物品放在这儿,在您走过金属探测器之前,您得拿出您的钥匙和小刀。

10. Do you have metal somewhere with you?

您身上带了什么金属物品吗?

11. You'll have to hurry, your flight is leaving in just 30 minutes.

您得赶快,您的航班 30 分钟之后就要起飞了。

12. Your seat is 28a, boarding time is twenty minutes before departure and you will board at gate 18. Have a nice flight.

您的座位是 28a,登机时间是在起飞前 20 分钟,在

18 号站登机。祝您旅途愉快!

13. Please empty your pockets of all metal things and put them in this basket.

请将您口袋中所有的金属物品取出来,放在这个篮子里。

14. It's time for boarding.

现在是登机的时间了。

15. There is an over-weight. The excess weight is 8 kg.

行李超重了,超重 8 公斤。

● Column 说明 ~~~~~

为了给乘客一个愉快、安全的飞行,办理登机手续时既要亲切又要严格。首先必须检查乘客的机票和出国人员的护照,然后替乘客办理行李托运手续,之后是对乘客的随身物品的检查。检查时应向乘客说明哪些物品是禁止携带的,哪些物品是可以出境,但受规定限量的限制。最后应告之乘客登机门及起飞时间。

● Dialogue 对话 ~~~~~

A: I'd like to check in for the flight to San Francisco.

我想办理去旧金山航班的登机手续。

B: Fine. Would you please show me your ticket and passport?

好的,请出示您的机票和护照好吗?

A: Yes, here you are.

好的,给您。

B: Please put your luggage on the scales.

请把您的行李放在磅秤上。

A: O. K.

好的。

B: Now, please fill out the luggage tags and tie each to a suitcase.

请填写好行李标签并把它们分别系在箱子上。

● Word Bank 词库 ~~~~~

over-weight

超重

duty

关税

boarding-card

登机卡

excess luggage

超重行李

luggage allowance

行李规定重量

registered luggage	托运的行李
luggage insurance	行李保险
portorage	行李搬运费
airport fee	机场税
boarding time	登机时间
moving belt	传送带
arrivals and departures	飞机时刻表
flight information board	航班信息牌



(4) On the Plane

在飞机上

1. What is your seat number, sir?

先生,您的座位号是多少?

2. May I help you with your bag?

要我帮您拿旅行袋吗?

3. Attention please. Our plane will be taking off soon.

请注意,飞机很快就要起飞了,请系好安全带。

4. There is a button under the right arm rest. If you push it, the seat will slide out and the back reclines so you can relax and get some rest.

右边扶手下有个按钮,按下它,座位会滑下,后背便往后斜靠,您就能舒展并得到休息了。

5. You can unfasten your seat belt now.

现在您可以松掉安全带了。

6. You look rather weak. Do you feel well?

您看起来很虚弱,您不舒服吗?

7. If you are airsick, please have some airsick pills.

如果您晕机,请服些晕机药。

8. Have a good rest and you'll feel better.

休息一会儿,您就会好些的。

9. There are airsick bags in the pocket right in front of you.

清洁袋就在您前面的座位袋子里。

10. Here is your water. Now you can take the pills.

这是给您的水,现在您可以吃药了。

11. How are you feeling now?

现在您感觉怎么样?

12. What do you want to drink, coffee or orange juice?

您要喝点什么? 咖啡还是桔子汁?

13. We are going to serve lunch about half an hour after we take off.

起飞后大约半小时我们将供应午餐。

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14. Not at all. It's my duty.

别客气,这是我的职责。

15. We have had a very pleasant journey together.
Thank you very much.

我们共同经历了一次令人愉快的旅行,非常感谢。

16. May we remind you not to smoke until the no
smoking sign has been switched off.

我们提醒大家,在“请勿吸烟”信号灯熄灭之前不要吸烟。

● Column 说明 ~~~~~

乘飞机旅行是一件既愉快又紧张的事情。空中小姐的优质服务可以减少乘客的紧张情绪,增添空中飞行的快乐。空中小姐应该主动热情地为乘客引座,提供饮料、药品、食品、书籍等。另外还可安排电影、电视或者音乐等娱乐活动。

● Dialogue 对话 ~~~~~

A: Airhostess, I have a bit of sickness. Could you give me some airsick pills?

小姐,我有点晕机,能给我一点晕机药吗?

B: Yes, of course. Here you are. But if you can't make it, your airsick bag is in the pocket in front of you.

当然可以。给您。如果您实在忍不住了,清洁袋就在您前面的座位袋里。

A: Is there any water?

有水吗?

B: Yes. Here's the water for you. Now you can take the pills.

有的。给您水,现在您可以服药了。

A: Thank you very much.

非常感谢。

B: Not at all. It's my duty.

别客气,这是我的职责。

● Word Bank 词库

plug	塞子
jack	塞孔
call button	服务铃
emergency exit	太平门