

国航空中勤务英语培训资料

(内部使用)

- 1 . handle /'hendl/ v. 处理
- 2 . item /'aitəm/ n.项目，条款，术语
- 3 .origin /'oridʒin/ n.起源，由来
- 4 .desination /desti'neiʃən/ n. 目的地
- 5 .departure /di'pa:tʃə/ n. 离开
- 6 .economy class 经济舱
- 7 .business class 公务舱
- 8 .first class 头等舱
- 9 .essential /i'senʃəl/ a. 基本的
- 10.offer /'ɒfə/ v. 提供

11.route /ru:t/ n. 路线

12.reasonable /'ri:znəbl/ a. 合理的

13.direct flight 衔接航班

14.according to 根据

15.purpose /'pəpəs/ n. 目的

16.available /ə'veiləbl/ a.可利用的

17.high season 旺季

18.in that case 那样的话

19.recommend /,rekə'mend/ v. 推荐

20.standby /'standbai/ v.候补

**In the reservation office,the agents whose job is to handle
telephone reservations for passengers should know some**

important items.

呼叫中心负责处理电话预定的工作人员应该掌握一些重要的术语。

First,passenger's name;

首先，顾客的姓名；

Second,the number of Identification Card;

其次，顾客的身份证；

Third,origin and destination;

第三，出发地和目的地；

Fourth,departure time and arrival time;

第四，离港和到达时间；

Fifth,cabin classes(Which class the passenger want,economy class,business class or first class).

最后，舱位(经济舱，商务舱或头等舱)。

Usally,these five items are essential.The agents need to offer the best routesand the reasonable price,for sometimes there are several routes to choose and the passengers may choose

direct flights or connecting flights according to their different purposes.

这五项通常来说是必不可少的。代理人需提供最佳的线路以及合理的价格。乘客可能选择直达航班或者因目的地不同选择联程航班。

Of course,sometimes there are no seats available during high seasons. In that case ,the agent may recommend the passenger to standby,or change to other flights.

当然了，旺季的时候经常客满。代理人应该建议乘客等待退票或者选择其他航班。

1.agent /'eigənt/ n. 代理商，代理人

2.internet /'intənɪt/ n. 互联网

3.passenger /'pasɪndʒə/ n. 旅客，乘客

4.airport /'eəpɔ:t/ n. 机场

5.check in 办理登记手续

1.book /bʊk/ v.预定

2.ticket /'tikit/ n. 票

3.airline /'eəlain/ n. 航空公司

4.reservation /,rezə'veiʃən/ n. 预定

5.e-ticket 电子客票

6.issue /'isju:/ v.发行

1.ID Identification Card 身份证

2.passport /'pa:spo:t/ n.护照

3.convenient /cən'vi:niənt/ a.方便

Passengers and People Working on and with Planes 乘客
与飞机工作人员

international passenger 国际旅客

domestic passenger 国内旅客

connecting passenger 转机旅客

transit passenger 过境旅客

stand-by 候补旅客

no-show 误机者

unaccompanied passenger 无人陪伴儿童

handicapped passenge 残疾旅客

departing passenger 出港旅客

arriving passenger 进港旅客

flight crew 机组人

captain 机长

pilot 飞行员

copilot 副驾驶员

flight engineer 飞行机械师

stewardess/cabin attendant/air hostess 女乘务员/空中小姐

steward 男乘务员

purser/chief attendant 乘务长

chief purser 主任乘务长

air crew 空勤人员

ground crew 地勤人员

ground service staff 地面服务人员

navigator 领航员

麻烦请给我你的护照。 **May I see your passport, please?**

这是我的护照。 **Here is my passport / Here it is.**

旅行的目的为何? **Whats the purpose of your visit? (移民)(观光)(公务)。 (Immigrant)(Sightseeing)(Business).**

随身携带多少现金? **How much money do you have with you?**

大约 10,000 元。 **I have 10,000 dollars.**

祝你玩得愉快。 **Good. Have a nice day.**

谢谢。 **Thank you.**

联合航空，您好。 **Hello. This is United Airlines.**

请说您的大名与班机号码? **Whats your name and flight number?**

行程是那一天?6 月 10 日。 **When is it? June 10th.**

我找不到您的大名。真的? **I cant find your name. Really?**

我仍然无法在订位名单中找到您的名字。 **I still cant find your name on the reservation list.**

一个经济舱座位，对吗? **One economy class seat, is that right?**

谢谢。你们何时开始办理登机? **Thanks a lot. What time do you start check-in?**

你必须在至少 1 小时前办理登机。 **You must check-in at least one hour before.**

抱歉，这班飞机已客满。 **Sorry, this flight is full.**

下一班飞往多伦多的班机何时起飞？ **When will the next flight to Toronto leave?**

太好了。

请告诉我班机号码与起飞时间？ **That will be fine.**

Whats the flight number and departure time?

我想要再确认班机。 **Id like to reconfirm my flight.**

我的名字是杰瑞烦 “03 班机。 **My name is Wesley Cheng, and the flight number is UA 003 for Toronto.**

我想要确认班机时间没有改变。 **Id like to make sure of the time it leaves.**

请再告诉我一次您的大名？ **May I have your name again?**

别担心，这班班机仍有空位提供新的订位者。 **Anyway, we have seats for new bookings on this flight. No problem.**

没问题，您已完成订位。 **Now you have been booked.**

起飞前 2 小时。 **Two hours before departure time.**

(飞机客满时) 那么，请帮我重新订位。 **Then, please give me a new reservation.**

若是我在此等候，有机位的机率有多大？ **What is the**

possibility of my getting a seat if I wait?

后天，星期五。 The day after tomorrow, Friday.

费用多少? What is the fare?

1. civil aviation 民用航空

2. plane, aircraft, airplane 飞机

3. airliner 班机

4. airline 航空公司

5. jet, supersonic plane 喷气机

6. airliner, passenger aircraft 客机

7. long-range aircraft, long-haul aircraft 远程飞机

8. medium-haul aircraft 中程飞机

14. by air, by plane 乘飞机

15. passenger cabin 客舱

16. tourist class 普通舱，经济舱

- 17. first class 一等舱
- 18. waiting list 登机票名单
- 19. boarding check 登机牌
- 20. airport 航空港
- 23. air hostess, stewardess 空中小姐, 女乘务员
- 24. steward 乘务员
- 25. aircraft crew, air crew 机组, 机务人员
- 26. pilot 驾驶员, 机长
- 27. takeoff 起飞
- 28. landing 着陆
- 29. to board a plane, get into a plane 上飞机
- 30. non-stop flight to 飞往, 直飞
- 31. to get off a plane, alight from a plane 下飞机
- 32. in transit 运送中的
- 33. off-peak season 淡季

34. flight schedule 航班时间表

35. safety inspection 安全检查

36. departure time 起飞时间

37. arrival time 到达时间

38. seat belt 安全带

39. air-sickness bag 晕机袋

40. earplug 耳塞

41. eye-mask 眼罩

43. armrest 扶手

44. life vest 救生衣

47. emergency exit 紧急出口

49. forced landing 迫降

55. baggage insurance 行李保险

56. baggage claim area 行李认领处

57. baggage cart 行李车

59. airport bus 机场巴士

66. passport 护照

67. visa 签证

68. health certificate 健康证明

69

70. channel 通道

航空服务英语 航空服务英语飞机票（指限定条件）

endorsement/restrictions 旅客姓名

name of passenger 起点城市

from 起飞日期 date 起飞时间 time 订座情况 status

机票确认 ticket confirm 登机口

gate 前往城市 to 承运人(公司) carrier 航班号 flight no.

座舱等级 class(fare basis)机号

plane No.机座号 seat No.吸烟座位 moking seat 非吸烟

席 non-smoking seat 机场费

airport fee 国际机场 international airport 国内机

场 domestic airport 机场候机楼

airport terminal 国际候机楼 international

terminal 国际航班出港

入口 **in** 出口 **exit ; out; way out** 进站（进港。到达）

arrivals 不需报关 **nothing to declare**

海关 **customs** 登机口 **gate; departure**

gate 候机室 **departure lounge**

航班号 **FLT No(flight number)** 来自。。。 **arriving**

from 前往... **departure to**

scheduled time 实际时间 **actual time** 已降

落 **landed** 起飞时间 **departure time**

延误 **delayed** 登机 **boarding** 由此乘电梯前往登机

stairs and lifts to departures 迎宾处

greeting arriving 由此上楼 **up; upstairs** 由此下楼 **down;**

downstairs 银行 **bank** 货币兑换处 **money exchange;**

currency exchange 订旅馆 **hotel reservation** 行李暂存箱

luggage locker 出站（出港。离开） **departures** 登

机手续办理 **check-in** 登机牌 **boarding pass(card)** 护照检查

处 **passport control immigration** 行李领取处 **luggage**

claim ;baggage claim 国际航班旅客 **international**

passengers 中转 **transfers** 中转旅客 **transfer**

passengers 中转处 **transfer correspondence** 过境 **transit** 报

关物品 goods to declare 贵宾室 V.I.P room 购票处 ticket office 付款处 cash 出租车乘车点 Taxi pick-up point 大轿车乘车点 coach pick-u point 航空公司
汽车服务处 airline coach service 租车处（旅客自己驾车）car hire 公共汽车 bus; coach service 公用电话 public phone; telephone 厕所 toilet; W.C; lavatories; rest room 男厕 men's; gent's; gentlemen's 女厕 women's; lady's 餐厅 restaurant 酒吧 bar 咖啡馆 coffee shop; café 免税店 duty-free shop 邮局 post office 出售火车票 rail ticket 旅行安排 tour arrangement 行李牌 luggage tag 国际航班 International Flight 班机号码 Flight Number 来回机票 Round-Trip Ticket 商务客舱 Business Class 国内班机 Domestic Flight 单程机票 One-way Ticket 头等舱 First Class 经济舱 Economy Class 使用中 Occupied 盥洗室 lavatory 无人 vacant 女空服员 Stewardess 男空服员 steward 海关申报处 customs service area 货币申报 currency declaration 观光 sight-seeing 托运的行李 checked baggage 行李领取处 baggage claim area 随身行李 carry-on baggage 行李推车 luggage cart 外币兑换店 currency exchange shop 汇率 exchange rate 旅行支票 traveler's check

Dialogue:1.请求对方再说一次 Could u please repeat that?2.我要订 9 月 15 号

到纽约的班机。I'd like to make a reservation for a flight to New York on September 15th.3.408 次班机何时抵达？
What time does Flight 408 arrive?4.机票多少钱？How much is airfare?5.我想要确认我预订的机位。I'd like to reconfirm my plane reservation please.6 盥 guan 洗室在哪里？Where is the lavatory?7.你有中文报纸吗？Do you have Chinese Newspaper?8.我会冷，请给我一条毯子好吗？I feel cool, may I have a blanket?9.可不可以给我一副扑克牌？May I have a deck of playing cards?10.请出示您的护照。May I see your passport, please?11.您要在美国待多久？How long are you going to stay in America?12.您此行的目的为何 What is the purpose of your visit?13.您有任何东西要申报吗？Do you have anything to declare?14.对不起，哪里是行李提领区？Excuse me, where is the baggage claim area?15.行李遗失申报处在哪里？Where is the lost luggage office?16.（出示登机证予服务人员）我的座位在哪里？Where is my seat?17.我能将手提行李放在这儿吗？Can I put my baggage here?18.我是否可将座位向后倾倒？（向后坐的乘客说）May I recline my seat?19.是否可替我更换座位？Could you change my seat, please?20.我是否可以抽烟？May I smoke?21.需要什么饮料？What kind of drinks do you have?22.机上提供那些饮料？What kind of

drinks do you have?23.咖啡，茶，果汁，可乐，啤酒和调酒。
We have coffee, tea, juice, coke, beer and cocktails.24. 晚餐
想吃牛肉，鸡肉还是鱼？ **Which would you like for dinner,**
beef, chicken or fish?25.我觉得不舒服，是否可以给我一些
药？ **I feel a little sick, can I have some medicine?**26.还要多
久到达檀香山？ **How much longer does it take to get to**
Honolulu ?27.这次班机会准时到达吗？ **Will this flight get**
there on time?28.我担心能否赶上转机班机。 **I'm anxious**
about my connecting flight.29.请告诉我如何填写这张表
格？ **Could you tell me how to fill in this form?**30.到达了！
Reached

卫星楼 **satellite**

入口 **in**

出口 **exit ; out; way out**

进站（进港。到达） **arrivals**

不需报关 **noting to declare**

海关 **customs**

登机口 **gate; departure gate**

候机室 **departure lounge**

航班号 **FLT No(flight number)**

来自。。。 **arriving from**

前往... **departure to**

预计时间 **scheduled time**

实际时间 **actual time**

已降落 **landed**

起飞时间 **departure time**

延误 **delayed**

登机 **boarding**

由此乘电梯前往登机 **stairs and lifts to departures**

迎宾处 **greeting arriving**

由此上楼 **up; upstairs**

由此下楼 **down; downstairs**

银行 **bank**

货币兑换处 **money exchange; currency exchange**

订旅馆 **hotel reservation**

行李暂存箱 **luggage locker**

出站（出港。离开） **departures**

登机手续办理 **check-in**

登机牌 **boarding pass(card)**

护照检查处 **passport control immigration**

行李领取处 **luggage claim ;baggage claim**

国际航班旅客 **international passengers**

中转 **transfers**

中转旅客 **transfer passengers**

中转处 **transfer correspondence**

过境 **transit**

报关物品 **goods to declare**

贵宾室 **V.I.P room**

购票处 **ticket office**

付款处 **cash**

出租车乘车点 **Taxi pick-up point**

大轿车乘车点 **coach pick-u point**

航空公司汽车服务处 **airline coach service**

租车处（旅客自己驾车） **car hire**

公共汽车 **bus; coach service**

公用电话 **public phone; telephone**

厕所 **toilet; W.C; lavatories; rest room**

男厕 **men's; gent's; gentlemen's**

女厕 **women's; lady's**

餐厅 **restaurant**

酒吧 **bar**

咖啡馆 **coffee shop; café**

免税店 **duty-free shop**

邮局 **post office**

出售火车票 **rail ticket**

旅行安排 **tour arrangement**

行李牌 **luggage tag**

国际航班 **International Flight**

班机号码 **Flight Number**

来回机票 **Round-Trip Ticket**

商务客舱 **Business Class**

国内班机 **Domestic Flight**

单程机票 **One-way Ticket**

头等舱 **First Class**

经济舱 **Economy Class**

使用中 **Occupied**

盥洗室 **lavatory**

无人 **vacant**

女空服员 **Stewardess**

男空服员 **steward**

海关申报处 **customs service area**

货币申报 **currency declaration**

观光 **sight-seeing**

托运的行李 **checked baggage**

行李领取处 **baggage claim area**

随身行李 **carry-on baggage**

行李推车 **luggage cart**

外币兑换店 **currency exchange shop**

汇率 **exchange rate**

旅行支票 **traveler's check Dialogue**

飞机票（指限定条件） **endorsement/restrictions**

旅客姓名 **name of passenger**

起点城市 **from**

起飞日期 **date**

起飞时间 **time**

订座情况 **status**

机票确认 **ticket confirm**

登机口 **gate**

前往城市 **to**

承运人（公司） **carrier**

航班号 **flight no.**

座舱等级 **class(fare basis)**

机号 **plane No.** 机座号 **seat No.**

吸烟坐位 **smoking seat**

非吸烟席 **non-smoking seat**

机场费 **airport fee**

国际机场 **international airport**

国内机场 **domestic airport**

机场候机楼 **airport terminal**

国际候机楼 **international terminal**

国际航班出港 **international departure**

国内航班出站 **domestic departure**

1.请求对方再说一次 **Could u please repeat that?**

2.我要订 9 月 15 号到纽约的班机。 **I'd like to make a reservation for a flight to New York on September 15th.**

3.408 次班机何时抵达？ **What time does Flight 408 arrive?**

4.机票多少钱？ **How much is airfare?**

5.我想要确认我预订的机位。 **I'd like to reconfirm my plane reservation please.**

6 盥 **guan** 洗室在哪里？ **Where is the lavatory?**

7.你有中文报纸吗？ **Do you have Chinese Newspaper?**

8.我会冷，请给我一条毯子好吗？ **I feel cool, may I have a blanket?**

9.可不可以给我一副扑克牌？ May I have a deck of playing cars?

10.请出示您的护照。 May I see your passport, please?

11.您要在美国待多久？ How long are you going to stay in America?

12.您此行的目的为何 What is the purpose of your visit?

13.您有任何东西要申报吗？ Do you have anything to declare?

14.对不起，哪里是行李提领区？ Excuse me, where is the baggage claim area?

15.行李遗失申报处在哪里？ Where is the lost luggage office?

16.(出示登机证予服务人员)我的座位在哪里？ Where is my seat?

17.我能将手提行李放在这儿吗？ Can I put my baggage here?

18.我是否可将座位向后倾倒？（向后坐的乘客说） May I recline my seat?

19.是否可替我更换座位？ Could you change my seat, please?

20.我是否可以抽烟？ May I smoke?

21.需要什么饮料？ What kind of drinks do you have?

22.机上提供那些饮料？ What kind of drinks do you have?

23.咖啡，茶，果汁，可乐，啤酒和调酒。 We have coffee, tea, juice, coke, beer and cocktails.

24. 晚餐想吃牛肉，鸡肉还是鱼？ Which would you like for dinner, beef, chicken or fish? 25.我觉得不舒服，是否可以给我一些药？ I feel a little sick, can I have some medicine?

26.还要多久到达檀香山？ How much longer does it take to get to Honolulu ?

27.这次班机会准时到达吗？ Will this flight get there on time?

28.我担心能否赶上转机班机。 I'm anxious about my connecting flight.

29.请告诉我如何填写这张表格？ Could you tell me how to fill in this form?

Carry-on Baggage

A: Mr. Smith, I'm afraid that you can't take that bag as hand baggage.

P: Why not?

A: It seems too big and may be too heavy as well. Let me explain it to you. The size and weight of hand baggage are limited by our regulations. The maximum is 20 centimeters by 40 centimeters by 55 centimeters in volume and 5 kilos in weight.

P: I've traveled a lot, but my hand baggage has never been weighed before.

A: Here the rules are strictly followed.

P: Well, I may as well take it as checked baggage.

A: Good. But I still think that you carry too much hand baggage with you.

P: I can manage myself.

A: We have a limit of hand baggage for each passenger. This is to ensure maximum safety and comfort for all of our passengers.

P: I see.

A: So I still suggest you reduce the number of your items of hand baggage and take the rest as checked baggage.

P: That's OK.

译文:

手提行李

服务台: 史密斯先生, 恐怕您不能将那个袋子作为手提行李。

乘客: 为什么不行?

服务台: 它看起来太大了, 可能也太重了。请听我解释。

手提行李的体积和重量我们是有规定限制的。最大体积不超过 20 公分×40 公分×55 公分, 最大重量不超过 5 千克。

乘客: 我经常旅行, 但从来没有人要求称我的手提行李。

服务台: 在这里, 我们严格遵守这项规定。

乘客: 好吧, 那我就把它当作托运行李。

服务台: 好的。但是我觉得您的手提行李还是太多了。

乘客: 我自己能处理。

服务台: 我们对每位乘客的手提行李都有限制。这样做是为了最大可能地确保所有乘客的安全和舒适。

乘客: 我知道了。

服务台： 因此我仍建议您减少手提行李的数量，同时将剩余的部分办理托运手续。

乘客： 好的。

②S-sales, P-passenger)

S: Good afternoon, sir. May I help you?

销售：下午好，先生。请问能帮您什么？

P: Hello, I' d like some information about your service to Hongkong: schedules, fares, and so on.

顾客：您好，我想要咨询一下到香港航班的时刻和价格信息。

S: Yes, sir. We have flights form Beijing to Hongkong everyday. Flight CX817 leaves at 9:30a.m. and arrives at 12:30a.m. the same day While Flight CA588 leaves at 3:05p.m. and arrives at 6:00p.m.

销售：好的，先生。北京到香港的航班有 CX817 每天早上九点半起飞，当天中午十二点半到达；还有 CA588 每天下午三点五分出发，六点到达。

P: How long does the flight take?

顾客：那要飞多长时间？

S: The flying time is about 3 hours.

销售：飞行时间大约是三小时。

P: What' the business class fare?

顾客：公务舱的票价是多少？

S: The Beijing-Hongkong one-way fare is CNY5890. Would you like to buy a ticket now?

销售：北京到香港的单程票价是 5890 元。请问您现在就想订票吗？

P: Oh, no. I have not decided my schedule yet. I will buy a ticket later. Anyhow, thanks a lot.

顾客：不。我还没确定行程。之后再买票。谢谢您。

S: My pleasure.

销售：不客气。

③(S-sales, P-passenger)

(Routing: Chengdu - Beijing--Pairs)

(A passenger want to fly from Beijing to Pairs)

P: Could you tell me about the flights to Pairs, please?

顾客：请问能咨询一下去巴黎的航班信息吗？

S: We have a scheduled flight that departs for Pairs everyday except Sunday.

销售：除了周日以外，我们每天都有航班去巴黎。

P: Is it a non-stop flight?

顾客：是直达的吗？

S: No. It will go via Beijing. The whole trip will last about eleven hours.

销售：不是，会在北京经停。整个行程大约要 11 小时。

P: What type of aircraft do you use?

乘客：是什么型号的飞机？

S: We have a world-class Boeing 747 running on this route. First class, business class and economy class offer excellent services to passengers. You may choose from the the finest meals and choice of wines, listen to the music and watch the newest movies or simply

recline your luxurious seat and relax.

销售：我们使用世界级的波音 747 执飞该航线。头等舱、公务舱和经济舱均向乘客提供优秀服务。乘客可选择喜欢的餐食和酒类，听音乐和观看最新的影片，或者仅仅是享受舒适的座位。

P: That' s great!

顾客：不错。

④(S-sales, P-passenger)

(Routing: Shanghai—Los Angeles—Seattle)

(A passenger want to fly from Shanghai to Seattle)

P: Hello, Miss. I want to fly from Shanghai to Seattle.

Is there any direct flight that leaves on Sunday?

乘客：小姐，您好。我想从上海到西雅图，请问星期天有直飞的航班吗？

S: I' m sorry, sir. We haven' t any direct flights to Seattle from here, but we can arrange a connection. You can fly to Los Angeles and take a connecting flight to Seattle.

销售：很抱歉，先生。没有上海直飞西雅图的航班，但是有

联程航班。您可以飞到洛杉矶之后乘坐联程航班到西雅图。

P: You mean I will have to change at Los Angeles?

乘客：也就是说我需要在洛杉矶转机？

S: That' s right. We have a flight MU583 from Shanghai to Los Angeles every Sunday. It leaves at 13:05p.m. and arrives at 11:35a.m. the same day because of the time difference. Then we arrange a American Airline Flight 788 for you. It leaves Log Angeles at 5:10p.m. and arrives in Seattle at 8:20p.m. You have enough time to connect from an international flight to a domestic flight.

销售：是的。每周日 MU583 从上海飞至洛杉矶。航班下午 13:05 出发，因为时差关系，将于同一天中午 11:35 抵达。然后我们为您安排了美国航空公司的 AA788 航班，下午 5:10 从洛杉矶出发，晚上 8:20 抵达西雅图。您有足够的转机时间。

P: Is it a non-stop flight from Los Angeles to Seattle?

乘客：从洛杉矶到西雅图是不经停的吧？

S: Yes. The world class Boeing aircraft will take you to your destination fresh and relaxed.

销售：是的，执飞该航线的是世界级的波音飞机，将载您舒适的抵达目的地。

P: Fine. I want take this flight.

乘客：挺好，我要坐这一班。

⑤(S-sales, P-passenger)

(Routing: Shanghai—Los Angeles—Seattle)

(A passenger want to fly from Shanghai to Seattle)

P: Hello, Miss. I want to fly from Shanghai to Seattle.

Is there any direct flight that leaves on Sunday?

乘客：小姐，您好。我想从上海到西雅图，请问星期天有直飞的航班吗？

S: I' m sorry, sir. We haven' t any direct flights to Seattle from here, but we can arrange a connection. You can fly to Los Angeles and take a connecting flight to Seattle.

销售：很抱歉，先生。没有上海直飞西雅图的航班，但是有联程航班。您可以飞到洛杉矶之后乘坐联程航班到西雅图。

P: You mean I will have to change at Los Angeles?

乘客：也就是说我需要在洛杉矶转机？

S: That' s right. We have a flight MU583 from Shanghai to Los Angeles every Sunday. It leaves at 13:05p.m. and arrives at 11:35a.m. the same day because of the time difference. Then we arrange a American Airline Flight 788 for you. It leaves Log Angeles at 5:10p.m. and arrives in Seattle at 8:20p.m. You have enough time to connect from an international flight to a domestic flight.

销售：是的。每周日 MU583 从上海飞至洛杉矶。航班下午 13:05 出发，因为时差关系，将于同一天中午 11:35 抵达。然后我们为您安排了美国航空公司的 AA788 航班，下午 5:10 从洛杉矶出发，晚上 8:20 抵达西雅图。您有足够的转机时间。

P: Is it a non-stop flight from Los Angeles to Seattle?

乘客：从洛杉矶到西雅图是不经停的吧？

S: Yes. The world class Boeing aircraft will take you

to your destination fresh and relaxed.

销售：是的，执飞该航线的是世界级的波音飞机，将载您舒适的抵达目的地。

P: Fine. I want take this flight.

乘客：挺好，我要坐这一班。

⑥(S-sales, P-passenger)

(Hilton 先生和太太打算从北京飞往纽约。但是北京到纽约间没有直达航班，需要在洛杉矶转机。)

S: This is China Airlines Booking Office. What can I do for you?

销售：这是国航预订中心，请问能帮您什么？

P: We want to fly to New York City. Do you have a direct flight from Beijing to the city?

顾客：我们想去纽约，请问有北京出发的直达航班吗？

S: I' m afraid not. But we can arrange a good connecting flight for you. You may fly to Los Angeles and then take a connecting flight to New York.

销售：对不起没有直达航班。但我们可以为您安排联程航班，

您可以从洛杉矶乘坐中转联程航班到纽约。

P: I see.

顾客：这样啊。

S: When do you want to leave?

销售：那您想什么时候出发？

P: We intend to leave next Monday, January the 21st.

顾客：我们计划下周一，也就是一月二十一日离开。

S: Let me check...We have Flight CA589 leaving Beijing at 11:05 a.m. and arriving in Los Angeles at 7:00a.m. the same day. That where China Airlines terminates. In Los Angeles you need to take a connecting flight to New York. We will arrange you to take United Airlines Flight 6701 that leaves Los Angeles at 10:30 a.m. and arrives in New York at 1:24 p.m. You have enough time for connection.

销售：稍等我查一下……我们有 CA589 航班早上 11:05 离开北京，同一天早上 7 点到达洛杉矶。那是国航的航站楼。在洛杉矶您需要转乘中转联程航班到纽约。我们会安排早上

10:30 的美国联合航空公司的 6701 航班载您去纽约, 达到时间是下午 1:24。您有足够的转机时间。

P: Is it nonstop flight from Beijing to Los Angeles?

顾客: 那么北京到洛杉矶是直达航班吗?

S: Yes, it' s a direct flight. By the way, would you like to travel first class or economy class?

销售: 是的, 是直达。对了, 您想预订头等舱还是经济舱?

P: Book me two economy class seats, please.

顾客: 订两张经济舱的票吧。

S: Would you please spell your full name and the person traveling with you?

销售: 能否拼一下您和您同伴的全名?

P: My name is Jack Hilton. My wife' s name is Sandy Hilton.

顾客: 我的名字是 Jack Hilton, 我妻子是 Sandy Hilton.

S: Thank you, Mr. Hilton. May I also have your phone

number? We may contact you in case there is any change.

销售：谢谢您，Hilton 先生。能否留下您的联系电话？如有变化我们好与您联系。

P: You can call me at 13970970678.

顾客：我电话是 13970970678。

S: Thank you. Now let me repeat your reservations. I' ve confirmed two economy class seats on CA589 next Monday, January the 21st. It leaves Beijing at 11:05 a.m. and arriving in Los Angeles at 7:00a.m. in the morning the same day because of the time difference. From Los Angeles to New York, I have confirmed two economy class seats on the connection flight, United Airlines Flight 6701 that leaves Los Angeles at 10:30 a.m. and arrives in New York at 13:24 a.m. Is there anything else, Mr. Hilton?

销售：谢谢您。现在我重复一下您的预订。我为您订了两张下周一，也就是一月二十一日从北京到洛杉矶的 CA589 的经济舱客票。航班于早上 11:05 离开北京，因时差关系将于同一天的早上 7 点到达洛杉矶。从洛杉矶到纽约，我为您订了两张美联航 6701 次航班，是中转航班机票，将于上午 10:30

离开洛杉矶，下午 1:24 到达纽约。有问题吗？

P: That' s right, thank you.

顾客：没错，谢谢你。

⑦(顾客已经预定了从北京经东京和纽约到洛杉矶的航班)

S: You' ll make one stopover during your trip to Los Angeles, sir.

销售：先生，您想订一张去洛杉矶的联程航班对吗？

P: That' s right. I' ll spend a week in Tokyo, attending a business conference, and then fly to New York where I intend to meet my colleague. We will be flying to Los Angeles On May 15th .

顾客：没错，我会在东京参加一个会议，大约停留一周时间，然后到纽约和同事会面。五月十五日，我们一起去洛杉矶。

S: I suppose you know about the rules of reconfirmation, but I' d still like to remind you.

销售：我想您知道再确认的规则，但是我还是想提醒您一下。

P: Yes?

顾客：哦？

S: Please be sure to reconfirm your continuing reservation with our Tokyo office no later than 72 hours before your continuing flight. Otherwise your reservation will automatically be cancelled.

销售：请务必于航班起飞前 72 小时内，与我们往东京办事处取得联系，对已订的续程座位进行再确认。

P: Thank you for reminding me.

顾客：谢谢您提醒。

⑧S: The China Southern Airlines GuangZhou office, Can I help you?

销售：这里是中国南方航空公司广州办事处，请问能帮您什么？

P: Hello, I' m calling to reconfirm my space.

顾客：您好，我想确认一下我的航班。

S: May I have your flight number, please?

销售：能提供您的航班号吗？

P: Yes, it' s Flight CZ315 leaving GuangZhou at 11:00 a.m. this Sunday.

顾客：这个周日上午 11 点从广州出发的 CZ315 航班。

S: Oh, yes. That' s our flight to KunMing. You name, please?

销售：嗯，是去昆明的航班。能再提供下您的姓名？

P: Mary Smith.

顾客：Mary Smith。

S: Please wait a moment...Yes, I have pulled out your reservation record in my computer. It shows that you are confirmed on CZ315 for this Sunday. Now I' ve reconfirmed your reservation. Flight CZ315 leaves GuangZhou at 11:00a.m. and arrives in KunMing at 12:45a.m. May I have your phone number in case I need to call you?

销售：请稍等……好的，我已经提出您的订座记录了。这里显示您预订的周日 CZ315 航班的座位已经确认。现在我再跟您确认下，您预订的 CZ315 航班是早上 11 点离开广州，12:45 到昆明。能否提供您的电话号码，以便我们与您联系。

P: Of course, my phone number is 13758968379.

顾客：好的，我的电话是 13758968379。

S: Thank you, Ms. Smith. Thanks for calling to reconfirm your reservation.

销售：Smith 女生，非常感谢您来电。

⑨S: International Reservations. May I help you?

销售：这里是国际预订部，请问能帮您什么？

P: Well, I have this reservation on your flight 656 to Tokyo tomorrow morning. I' d like to know if it' s OK.

顾客：我预订了明天下午的 656 次航班到东京，想确认一下座位。

S: May I have your name, please?

销售：请提供下您的姓名。

P: My name is Mary Smith,

顾客：我叫 Mary Smith。

S: Have you reconfirmed your reservation, Ms. Smith?

销售: Smith 女士, 请问您确认过预订吗?

P: No, Is it necessary? I made my return reservation in Tokyo one week ago.

顾客: 没有, 必须确认吗? 这是我一周前在东京预订的回程。

S: International travelers are required to reconfirm their reservations at least 72 hours prior to departure if they stay lasts more than 3 days.

销售: 国际旅行者需要提前 72 小时确认航班预订, 如果停留时间大于三天。

P: What do you mean by that?

顾客: 那是什么意思呢?

S: I' m sorry, Ms. Mary. The flight 656 on tomorrow is completely reserved. Your reservation was cancelled because you failed to reconfirm it.

销售: 对不起, Mary 女士。你预订的明天的航班已经满了。您的预订被删除因为没有得到确认。

P: My god!

顾客：天啊！

S: The information is written in your ticket and in our brochures, Ms. It' s an International Air Transport Association regulation. Every passenger must comply with it. Would you like to take the flight for the day after tomorrow?

销售：有关确认的规定在您的客票和我们的销售册子里面都有，这是国际航空运输协会的规定，每个乘客都必须遵循。那么您是否愿意乘坐后天的航班？

P: If that' s the only way you can do, I might as well take it.

顾客：如果只能这样，那就坐后天吧。

S: That' s fine. Please wait a minute, Ms. Smith. I' ll change your reservation...

销售：好的，请稍等，Smith 女士，我帮您修改预订……

⑩非自愿变更订座

（超售情况下的订座变更）

S: Good Morning. May I speak to Mr. Smith, please?

销售：早上好，请问我能跟 Smith 先生说话吗？

P: Yes, speaking.

顾客：我是，请讲。

S: This is the Air France Reservation Section. I' m calling about your reservation on Flight AF899 to Paris at 23:00 tomorrow.

销售：这里是法航预订部。是关于您预订的明天晚上 11 点 AF899 航班的事情。

P: Yes?

顾客：嗯？

S: I regret to say that the flight has been overbooked. Is it possible for you to change your reservation to AF869? That' s the day after tomorrow.

销售：我很抱歉的通知您，该航班超售了。您是否能换到明天的 AF869 航班。

P: But I have reconfirmed my reservation yesterday. Why should I change it?

顾客：但我昨天已经确认过订座了。为什么要改？

S: I' m sorry. Due to some clerical errors in our reservations system, we have six more reservations than we can accommodate on Flight AF899. If all the passengers show up at the airport, the flight will be delayed. Of course, we don' t want anybody to be inconvenienced. Now, we are contacting passengers and request them to consider another flight.

销售：十分抱歉，由于订座系统中出现了一些数据差错，我们在 AF899 航班上的订座比可提供的座位多了六个。如果所有的旅客都到机场的话，就没法按时起飞了。当然我们不希望给任何乘客带来不便。所以现在 we 尝试与大家联系，希望有人能选择其他航班。

P: That' s won' t do. I have to be Paris for a important business conference on Wednesday. My schedule can' t be changed.

顾客：不行，我必须周三在巴黎参加一个很重要的商务会议，行程不能更改的。

S: Oh, I see, Mr. Smith. Sorry then.

销售：我了解，Smith 先生，抱歉打扰您。

(1) (Smith 先生预订了从北京—巴黎—伦敦的航班，现在他想变更行程为：北京—巴黎—柏林—伦敦，于是致电航空公司)

S: Hello, This is the Air China booking Office, May I help you?

销售：您好！这里是中国航空公司预订部，请问能帮你什么？

P: Yes. I' ve made a reservation on your Fight CA297 to Pairs, but I want to fly to London by way of Berlin. Can you arrange a new itinerary for me?

顾客：嗯，我订了 CA297 去巴黎的航班，但是现在要改从柏林去伦敦，您能否帮我订个新的行程？

S: Yes, sir. Would you please give me your name and the data of your reservation? I' ll make the change right now.

销售：可以，先生。您能告诉我您的姓名和行程日期吗？我马上帮您改。

P: It' s for Monday, January 22nd, My name is Mark Smith.

顾客：我叫 Mark Smith，订的是一月二十日，星期一的航班。

S: How do you spell your full name, Mr. Smith?

销售：Smith 先生，能拼下您的全名吗？

P: M-A-R-K Mark. S-M-I-T-H Smith.

顾客：M-A-R-K Mark. S-M-I-T-H Smith。

S: Thank you, Mr. Smith. Oh, yes. I' ve got your record: Beijing-Pairs-London. Now I' ll cancel the portion of Pairs to London and then make a new reservation for you. How long do you want to stay in Pairs?

销售：谢谢您。我已经调出您的订座记录：北京—巴黎—伦敦。现在我删掉巴黎到伦敦的航段，然后帮您订个新的。您打算在巴黎停留几天？

P: three days in Pairs and two days in Berlin.

顾客：巴黎三天，柏林两天，

S: Ok. Please hold a moment. I' ll check the schedule. Well, sir, British Airways has a flight from Pairs to Berlin at 8:40a.m. That would be Thursday, January 25th.

On Sunday there' s also a British Airways flight
leaving for London at 9:20a.m.

销售：好的，请稍等。我查查航班表。英国航空公司有一月二十五日，星期四早上 8 点 40 从巴黎到柏林的航班，周日早上 9 点 20 也是英航有从柏林到伦敦的航班。

P: Are they both nonstop flights?

顾客：是直达航班吗？

S: Yes, they are.

销售：没错。

P: Can you take care of the reservation for me?

顾客：您能帮我订票吗？

S: Yes, sir. May I ask which class you want to take?

销售：好的，先生。请问您要订哪个舱位？

P: Book me the same class, economy class, please.

顾客：都订经济舱吧，谢谢。

S: Ok. I' ll request your reservation

immediately...Hello, sir, your reservations have been confirmed. Now allow me to repeat the whole reservation for you: your original reservation from Beijing to Pairs remains unchanged. I' ve made a new reservation on a British Airways flight from Pairs to Berlin on Thursday at 8:40a.m. On Sunday a British Airways flight leaves Berlin to London at 9:20a.m. By the way, have you got a ticket, Mr. Smith?

销售：我这就给您订……先生，您好，已经订好了。现在我重复一下订座信息：你最初预订的航段北京到巴黎没有变更，之后我帮您订了周四早上 8 点 40 分从巴黎到柏林的英国航空公司的航班，周日早上 9 点 20 分从柏林到伦敦的航班。Smith 先生，您原来的机票已经取了吗？

P: Yes, I purchased the ticket in your office.

顾客：是的，我在你们售票处买的。

S: I suggest you take your ticket and valid travel documents to one of our offices. We' ll cancel the Paris-London portion and reissue it for Paris-Berlin-London. There may be an addition charge for this new itinerary.

销售：建议您带机票来我们的售票处，由我们为您取消巴黎—伦敦段，重新出巴黎—柏林—伦敦的机票。更改会有一些额外的收费。

P: Do you charge me much?

顾客：会收很多？

S: Sorry, we don' t have the new fare for you at this moment. Anyway we will recalculate the fare. May I have your telephone number, please?

销售：不好意思，我们现在不能告诉您新行程的价格，需要重新计算。请问您的联系方式方式？

P: Yes, you can reach me at 85038999, extension 666.

顾客：您打 85038999 转分机 666，可以找到我。

...

S: Good morning. This is Air China. May I speak to Mr. Wang, please?

销售：早上好。这里是中国国际航空公司。请帮我找一下王先生。

P: Yes. Mr. Wang speaking.

顾客：我是，请讲。

S: Mr. Wang, This is Air China International Reservations. I' m calling about your reservation on Flight CA793 to HongKong this afternoon. I regret to inform you that the flight has been cancelled due to the bad weather condition.

销售：王先生，您好。这里是国航国际预订中心。我抱歉的通知您，您乘坐的下午到香港的 CA793 航班因为天气原因被取消了。

P: Oh, that' s awful. Can' t you put me on another flight?

顾客：噢，真糟糕。您能为我改其他航班吗？

S: Yes. We are thinking of an alternate flight. I can make a reservation for you on Cathy Pacific Airways Flight CX951, leaving Shanghai at 11:40 tomorrow morning.

销售：可以，我们正在这样做。为您预订明天早上 11:40 起飞的国泰航空公司 CX951 航班行吗？

P: Can you get me on a earlier flight?

顾客：有更早的吗？

S: This flight is the earliest one available, I' m afraid.

销售：抱歉，这是最早可预订到的航班。

P: I see. Please book me a first class seat on the flight.

顾客：明白，请帮我订一个头等舱吧。

S: I' ll do that. Now I' ve confirmed one first class seat on CX951. It leaves Shanghai at 11:40a.m. tomorrow morning. By the way, May I ask you if you have got the ticket. Mr. Wang?

销售：好的。现在我为您预订明天上午 11:40 起飞的 CX951 航班头等舱座位一个。顺便问一下，王先生，票在您手上吗？

P: Yes, Air China issued the ticket.

顾客：是的。

S: Please take you ticket to our office before check-in. We' ll reissue your ticket. Anything else? Anybody to

be notified or hotel reservations to be cancelled?

销售：那请您在办理值机之前到我们的柜台，我们会为您重新开具客票。需要我们帮您通知什么人？或者取消酒店预订？

P: No, thanks, I will deal with it.

顾客：不，谢谢，我自己会处理。

S: Good afternoon. May I help you?

销售：下午好，请问能帮您什么？

P: I have a China Eastern Airlines ticket and I want to reserve Flight MU877 to Los Angeles on Sunday.

顾客：我有东航的机票，想预订星期天 MU877 到洛杉矶的航班。

S: I am sorry, but the flight is completely reserved.

销售：不好意思，但这班航班已经订满了。

P: But I have a first class ticket!

顾客：但我拿的是头等舱机票啊。

S: First class as well as economy class is fully booked.

销售：头等舱和经济舱一样订满了。

P: Well, I could change my plans and leave on Friday.

What time is your Los Angeles flight on Friday?

顾客：那我改到星期五走，你们周五的航班是什么时间的？

S: We don' t have a Friday flight to Los Angeles. Would you like me to put your name on the waiting list if you insist on going?

销售：周五没有去洛杉矶的航班。如果您坚持要走，是否可以接受候补？

P: Actually, I don' t like this way.

顾客：其实我不喜欢候补。

S: Then what about taking one of our flights to New York and getting a connecting flight to Los Angeles?

销售：那么您愿意乘我们的航班到纽约之后转机去洛杉矶吗？

P: No, thank you. Changing airlines may cause big trouble.

顾客：不了，谢谢您，转机太麻烦。

S: Other airlines may have flights to Los Angeles on Friday or Sunday. Let me check and see if I could make a reservation for you. Do you prefer Friday to Sunday?

销售：也许其他航空公司周五或者周日有去洛杉矶的航班，让我帮您查查，看是否能为您预订一个座位。您倾向周五走还是周日？

P: I' d rather leave on Sunday.

顾客：周日吧。

S: Well, sir. Please give me your name and phone number so that I can call you back in about half an hour.

销售：好吧，先生，请告诉我您的姓名和电话号码，我大约半小时后给您回电话。

P: Ok, my name is Well Smith. You can call me at 89443455.

顾客：好的，我叫 Well Smith，电话是 89443455。

S: Thank you, Mr. Smith. I' m sorry you can not fly China Eastern this time. I hope we can have the opportunity

to serve you in the near future.

销售：谢谢您，Smith 先生。非常抱歉这次您不能乘坐东航的航班。希望不久之后我们能有机会为您提供服务。

P: Thanks, I' ll waiting for your call.

顾客：谢谢，我等你电话。

P: Hello, The Thai Airways booking office?

顾客：您好，是泰航预定中心吗？

S: Yes, May I help you?

销售：是的，我能帮您什么？

P: I' ve got a Thai Airways economy ticket. But I haven' t reserved a seat yet. May I have a seat on your flight TG898 to Bangkok this Friday?

顾客：我有泰航的经济舱机票，但是还没有订位。能否订一个这周五 TG898 航班去曼谷的座位。

S: Please wait a moment, let me check...I am sorry, sir. But the flight is completely booked. We don' t ever have seats on Friday. May I book you a Saturday' s flight? There are still a few seats available on that flight.

销售：请稍等……抱歉先生，这个航班已经订满了。给您订周六的航班如何？周五的还有座。

P: But I have made a schedule, I can' t change it!

顾客：我没法改日程。

S: Don' t worry, sir. There may be a cancellation. I can put you on the waiting list. May I have you name, please?

销售：别着急先生，也许会有取消的座位。我帮您做候补吧，能告诉我您的名字？

P: My name is Paul Smith.

顾客：我叫 Paul Smith。

S: And your phone number?

销售：您的联系电话？

P: You can call me at 89443455.

顾客：您可以打 89443455 找到我。

S: OK. I will call you back if there is a cancellation.

销售：好的。如果航班有取消的座位我会电话通知您。

P: But what if I don' t hear from you? Does it mean that there' s no chance of getting on that flight?

顾客：但是如果我没有接到您电话，是否意味着我不能坐这个航班了？

S: There may be a last minute cancellation. You may go to the airport about one hour and a half early and speak to counter agent. He may be able to help you. There' s no guarantee, of course. Well, would you like to change your preference to first class if a seat becomes available?

销售：也许最后一分钟才会有取消的订座。你可以提前一个半小时到机场，我们的柜台服务人员会帮您。不保证一定有座位。如果有头等舱你愿意改过去吗？

P: No. I prefer economy class.

顾客：不，我要经济舱。

S: I see.

销售：明白。

P: I' d like to buy a ticket to Berlin for February 7th.
Do you have a nonstop flight?

顾客：我想买二月七号去柏林的机票，直达航班有吗？

S: Yes, we do. That' s flight LH834. It leaves Beijing
at 6:00p.m. and arrives in Berlin at 7:00a.m. next day.
Do you want a round ticket or one-way ticket?

销售：LH834 是直达航班，下午 6 点离开北京第二天早上 7
点到。您想买来回程还是单程客票？

P: One-way please, and I want to go economy class..
顾客：经济舱单程，谢谢。

S: OK. May I have your name, please?
销售：好的，请告诉我您的名字。

P: Ben Smith.
顾客：Ben Smith.

S: Well, Mr. Smith, the one-way economy class fare from
Beijing to Berlin comes to CNY4580. Do you want to pay
in cash or by credit card?

销售：好的，Smith 先生。北京到柏林的经济舱单程价格是 4580 人民币。您想付现金还是信用卡支付？

P: Cash, please. Here' s CNY4600.

顾客：现金，给您 4600。

S: May I see your passport, sir?

销售：能看看您的护照吗？

P: Here you are.

顾客：给你。

S: That' s fine. You travel documents are in order. Wait a moment, please. I' ll confirm your reservation.

销售：好的。请稍等片刻。我为您确认订座。

P: OK.

顾客：好的。

S: Here' s your passport and your ticket—Fight834, Beijing to Berlin February 7th. Here' s your change. Your flight leaves at 6:00p.m. Please be at the airport

to check in two hours before departure time.

销售：这是您的护照和客票。您购买的是二月七日的 LH834 航班，从北京到柏林。这是找您的钱。您的航班将于下午 6 点起飞，请提前两小时到机场换登记牌。

P: Thank you.

顾客：谢谢。

S: May I help you?

销售：需要帮助吗？

P: Yes. Nice to meet you, Ms. I' m from a IT corporation of America. My boss has just finished meeting in Shanghai. He can' t return to New York as scheduled because of an urgent business in Berlin.

顾客：小姐，您好。我是美国一家 IT 公司的员工，我们老板刚刚在上海开完会，因为柏林有急事需要过去，他不能如期回纽约了。

S: May I ask if you already have you ticket for return?

销售：回程的票已经出了吗？

P: Yes, we bought first class round trip tickets in your

New York office.

顾客：是的，我们在贵公司纽约办事处买的来回程机票。

S: May I see your tickets, please?

销售：能看下您的机票吗？

P: Sure. Here you are.

顾客：给您。

S: I see. So your original destination is now changed to Berlin? In this case the fare structure has also changed accordingly, for your new routing covers more air distance. Therefore we need an additional collection from you.

销售：嗯，你现在要把目的地改成柏林对吧？根据新行程，票价就要变了。

P: Do we need to buy a new one?

顾客：要买新机票吗？

S: Not necessary, but your tickets must be reissued due to the changing of your routing. We'll issue the new

tickets in exchange for the old ones. However, your ticket fares must be recalculated.

销售：不用，但是要重新出票。我们出一张新的机票，换您以前的票。票价要重算。

P: how much?

顾客：多少钱？

S: We' ll figure it out. It takes a while...Altogether it' s CNY***. So the additional cost is CNY***. We first calculate the additional amount in US dollars and then convert it into RMB at the banker' s selling rate for today in Shanghai.

销售：稍等……票价总共是×××，所以需要再支付人民币×××。我们先用美元计算运价，然后按照上海今天的汇率折换成人民币。

P: Do you accept traveler' s checks?

顾客：你们这里接受旅行支票吗？

S: Certainly, sir...

销售：可以……

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

销售：早上好，先生。需要帮忙吗？

P: I bought a ticket for Flight MU812 from Los Angeles to Shanghai a couple of weeks ago in your office. But I have go to Washington for an urgent business. So I want to make a stopover in Washington before going on to Shanghai. I wonder if you can reroute me on your flight?

顾客：两周前我在你们的办事处我买了东航 812 航班从洛杉矶到上海的机票。但我现在有急事需要去趟华盛顿。我想先去华盛顿再去上海，能改一下行程吗？

S: I' m afraid not, because the fight no longer stops at Washington, but I' ll see what we can do for you... We' ll rearrange you on a flight on Japan Airlines or American Airlines, which will go via Washington.

销售：恐怕不能，这班航班不在华盛顿中转，我看看有没有别的办法……我们可以帮您转到日航或者美国航空公司的班机上，他们的航班在华盛顿停留。

P: You mean that I have to change to one of these

airlines?

顾客：你是说我必须要转到别的航班？

S: That' s right.

销售：是的。

P: Changing airlines may cause a lot of trouble, right?

顾客：转航班挺麻烦的，不是吗？

S: Not really. May I ask what kind of ticket you are holding?

销售：还行，我能看看您现在的机票吗？

P: Economy class. Can I use the ticket for the Japan Airlines fight?

顾客：经济舱的，用这个机票可以坐日航飞机？

S: Yes. They honor our tickets. However they need an endorsement from our airlines before using the ticket.

销售：是的，但是使用以前需要签转。

P: Sorry, I don' t quite understand.

顾客：不好意思，我不太明白。

S: Well, when a passenger requests a change of a carrier an authorized permission should be obtained issuing or designated carrier. Since your ticket indicates China Eastern Airlines as your designated carrier from Los Angeles to Shanghai, no other airlines can become your carrier unless China Eastern Airlines permits

销售：是这样，如果乘客要改变承运航班，需要得到出票或是指定承运航班的允许。现在您的指定承运航班是中国东方航空公司，只有得到东航许可之后，其他航空公司才能成为您的承运航空公司。

P: I see. Can you endorse my ticket to Japan Airlines?

顾客：明白了。你能帮我签转到日航吗？

S: Of course. I' ll ask my supervisor to do it. Please wait a moment...Sir, here is your ticket. My supervisor has agreed and signed here. "ENDORSED TO JAL" is entered in the "endorsement box" of the ticket. Please take your ticket to the Japan Airlines Office. They will take care of your reservations from Los

Angeles to Washington to Shanghai. And they will exchange your ticket and recalculate the fare. There might be an additional charge.

销售: 可以的。我请我们的值班经理来帮您签转, 请稍等……
先生, 这是您的机票。我们的值班经理已经签字了。机票的签转栏写着“签转到日航”。请带着机票去日航办事处, 他们会帮您订妥洛杉矶到华盛顿再到上海的航班。同时他们还将换开您的客票, 并重新计算票价, 可能会有额外的收费。

P: I really appreciate your help.

顾客: 谢谢您的帮助。

S: Don' t mention it. We hope that you' ll fly China Eastern Airlines next time.

销售: 不客气, 希望您下次能乘坐东航航班。

一、订座时:

make a reservation to...for tomorrow	订一
张明天去××的票	

reserve a seat on flight*** to	在去××
的××航班订个座	

to book sb. (a seat) on flight***	为某人
在××航班上订个座	

departure/arrive/take-off time	出发/
到达/起飞时间	
the route is pretty well booked	这条
航线很热卖	
the flight is fully booked	该航班
已订满	
check the baggage through	直达
托运行李	
二、 变更时:	
flight diversion	航程
改变	
no show	误机
cancellation	取消
overbooking	超售
upgrading	升舱
refund of ticket	机票退
款	
endorse the ticket	机票改
签	
to put sb. on standby	把某
人名字例入候补	
to go on standby	候补

to ask for a standby 申请候
补

to change one' s preference to first class 改乘
头等舱