



第3章 客舱情景



章前导读

本章为基于乘务员职业素养的客舱情景对话。将乘务员工作中的能力定位为核心词，从职业忠诚、团队合作、安全指导、服务意识、应急意识、交际沟通、劝说技巧、医疗急救、旅游引导、出入境常识等维度出发，明确乘务员在客舱服务中的价值引领，提升乘务员客舱服务的语言技巧和沟通技能，着力于交际能力、应变能力和解决问题的能力等实际工作中的岗位需求。同时，融入客舱文化常识和跨文化交际意识，兼顾语言的人文性和工具性，塑造具有职业认同感、岗位能力明确、外语表达能力突出的国际化民航高素质人才。

本章旨在提高学生对职业素养的认同。同时在职业精神和相关职业能力的指导下，有目的地完成客舱对话，拓展服务意识，掌握客舱文化，提升跨文化交际能力和沟通技巧。学生可以以客舱情景对话为依托，从知识、技能、情感三个方面提升自己的专业英语能力。

思政园地

青年学生应当努力掌握科学文化知识和专业技能，努力提高人文素养，以真才实学服务人民，以创新创造贡献国家。客舱情景对话的学习要求学生掌握客舱工作语境情景下客舱服务和客舱安全的规范表达内容和有效应答技巧，提升主动服务意识、谨记客舱安全要领。同时教师还应引导学生关注语言背后的文化背景，通过拓展理解，提升跨文化沟通技巧，增强文化自信，以培养学生对民航职业的认同感和人类命运共同体的关注。

第一节 职业忠诚

职业忠诚 (professional loyalty) 体现了乘务员对客舱工作的职业认知和职业操守。当代民航精神提出, 所有民航从业人员应该具备: 忠诚担当的政治品格, 严谨科学的专业精神, 团结协作的工作作风, 敬业奉献的职业操守。乘务员首先要热爱这份职业, 爱岗敬业, 忠于职守, 并将个人理想融于报效民航和中华民族伟大复兴的事业中。下面以有准备的陆地迫降和撤离为例。

Dialogue 1 Planned Emergency Landing and Evacuation (有准备的陆地紧急迫降和撤离)

(CA=Cabin Attendant, PAX=Passenger)

Purser's Announcement:

Ladies and gentlemen,

Due to mechanical difficulties, our left engine has stopped working. Our captain has decided to make an emergency landing. Please remain calm since all the crew members are well-trained to handle this situation. And our captain has full competence to land safely. We will do everything necessary to ensure your safety. Please follow our directions.

乘务长广播:

女士们、先生们:

由于本架飞机出现机械故障, 左侧引擎失灵。机长决定进行陆地紧急迫降。请保持镇定, 我们全体机组人员都受过良好的训练, 我们的机长完全有能力将飞机安全着陆。我们有信心、有能力保证你们的安全。请听从我们的指令。

(A cabin attendant is walking along the aisle to make cabin checks. 一位乘务员在过道里做客舱检查。)

CA: Excuse me, sir. Please pass your food tray and all other service items for collection.

乘务员: 不好意思, 先生。请把盘子递给我, 并把所有东西收好。

PAX: OK. I'm so nervous. Could you give me some details about the mechanical difficulties? Is it serious?

乘客: 好的, 我很紧张。您能就这个机械故障告诉我一些细节吗? 严重吗?

CA: Don't worry, sir. We will ensure the safety of the passengers. Now please fasten your seatbelt, bring your seatback to the upright position and stow all tray tables. Please stow footrest



and in-seat video units. Put all your baggage in the overhead compartment or under the seat in front of you.

乘务员：别担心，先生。我们会确保大家的安全。现在请系好安全带，将座椅靠背调直并且收起小桌板。请收起脚踏板和屏幕。将行李全部放到行李架上或者前方座椅下面。

CA: (to another passenger) Madam, please remove your earrings and high heeled shoes, for the sharp objects would hurt you during emergency landing.

乘务员：（对另一位旅客说）女士，请取下您的耳环、脱下高跟鞋，因为这些尖锐物品在紧急着陆时会伤到您。

Madam : OK, thanks for reminding me. I hope we can land safely.

女士：好的，谢谢提醒。希望我们能平安着陆。

CA: We will. Trust us.

乘务员：我们会的，请相信我们。

Purser's Announcement:

Ladies and gentlemen,

Now we will explain the brace positions against impact. Please follow the instructions and practice.

When you hear "Heads down, brace!", put your legs apart, place your feet flat on the floor, tighten the chin, bend forward, lean your head against the seatback in front of you and hold your head with your hands.

If there is no seatback in front of you or the space is far apart, bend forward and hold your legs with your hands.

While landing, there may be more than one impact, so keep your brace position until the aircraft comes to a complete stop. Now let's practice.

乘务长广播：

女士们，先生们：

现在乘务员将向您介绍两种防冲击的姿势，请跟随乘务员练习。

当您听到“低下头，全身紧迫用力！”的指令时，两腿分开用力蹬地，收紧下颚，身体前倾，将头抵在前方座椅靠背上，双手抱住头部。

如果前面没有或抵不到座椅靠背，弯下腰，将双手抱住两腿。

在飞机着陆时，可能会有多次撞击，保持防冲击姿势直到飞机完全停稳。现在，我们开始练习。

PAX: Excuse me, Miss. I didn't hear clearly what the announcement said. I'm in a bulkhead seat, so there is no seatback in front of me. What position should I take?

乘客: 您好, 小姐。我没听清广播里说的。我是隔板座位, 所以我前面没有座椅靠背。我该做怎样的动作?

CA: Don't worry. I'll show you. Please bend forward and hold your legs like this.

乘务员: 别担心。我为您演示, 您像这样弯腰, 双手抱住两腿。

PAX: Oh, I see. Like this?

乘客: 哦, 明白了。是这样吗?

CA: Perfect!

乘务员: 非常好!

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Purser's Announcement:

Ladies and gentlemen,

Please contact our flight attendant if you are an employee of airlines, law enforcement personnel, firefighter or military service personnel. We appreciate your assistance. Please cooperate as we relocate passengers according to the instructions from captain.

乘务长广播:

女士们、先生们:

请注意, 如果您是航空公司的雇员、执法人员、消防人员或军人的话, 请与乘务员联系, 我们需要您的协助。同时, 根据机长的要求, 我们将调整一些人的座位。

(Then two passengers came to the front cabin and found the purser. 随后两名乘客来到前舱, 找到了乘务长。)

PAX 1: Excuse me, purser. My name is Sophia. I worked as a cabin attendant in Singapore Airlines before. I'm ready to help when in need.

乘客 1: 乘务长, 您好。我叫索菲亚, 曾经做过新加坡航空公司的乘务员。需要时我随时准备好帮忙。

PAX 2: Purser, I'm a professional firefighter. You can call me Hans. What can I do for you?

乘客 2: 乘务长, 我是一名职业消防员, 我叫 Hans。我能帮你们做些什么吗?

Purser: Sophia, Hans, thanks so much for your participation. We will be asking you to change seats to better help those needing assistance or to be closer to an exit to help evacuate.

乘务长: 索菲亚、汉斯, 非常感谢你们的参与。我们将会要求你们更换座位以便更好地协助那些需要帮助的旅客, 或在紧急出口协助旅客撤离。

PAX 1 and PAX 2: No problem. We'll be waiting for your instructions.

乘客 1 和乘客 2 : 没问题。我们等待您的指令。

Purser: Thanks again. I'll rearrange your seats soon and notify you some points for attention.

乘务长: 再次感谢。我稍后马上调整你们的座位并告知你们一些注意事项。

(*The cabin crew arranged the work of helpers, secured all the cabin facilities. All cabin crew should have completed preparations and taken the seats after hearing the command from the cockpit crew "Be ready for landing, be ready for landing."* 乘务员给援助者安排好分工, 固定好所有客舱设备。当听到飞行机组发出“完成准备、完成准备”指令时, 全体乘务员完成准备并入座。)

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Captain: Brace! Brace!

机长: 防冲击! 防冲击!

CA : Heads down! Brace! (keep issuing the command)

乘务员: 低下头! 全身紧迫用力! (反复叫喊)

(*When the plane comes to a complete stop.* 当飞机停稳后。)

Captain: Crew at your station! Crew at your station!

机长: 机组各就各位, 机组各就各位!

(*The cabin attendants release the seatbelts.* 乘务员解开安全带。)

CA: Keep calm! Follow instructions! (keep issuing the command)

乘务员: 镇静! 听指挥! (反复叫喊)

Captain: Evacuate! Evacuate!

机长: 撤离! 撤离!

(*The cabin attendants assess conditions and pull the inflation handle to activate the exit.* 乘务员评估出口外环境, 拉充气把手、打开出口。)

CA : Release your seat belt! No baggage! No high-heeled shoes! Come this way! Jump! Slide!

乘务员: 解开安全带! 不要带行李! 脱掉高跟鞋! 到这边来! 跳! 滑!

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PAX 1: Help... help me, please. I cannot release my seatbelt.

乘客 1 : 帮……帮我。我解不开安全带了。

CA: Lift up the top of the buckle, and pull out the metal link. Sir, hurry up.

乘务员：向上抬起锁扣的最上面，然后拉出金属连接片。先生，快点儿。

PAX 1: Oh, thank goodness. It works now.

乘客 1：哦，谢天谢地，终于打开了。

CA: (*To some passengers trying to get their baggage*) Leave your bag behind, now.

Evacuate! Evacuate!

乘务员：（对一些想要拿行李的旅客说）现在不要拿行李。撤离！撤离！

PAX 2: (*coughing*) I can't breathe... help me... the smoke!

乘客 2：（咳嗽）我没法呼吸了……帮帮我……烟雾！

CA: Cover your nose and mouth. Keep low and follow the emergency track lights on the floor to the exit.

乘务员：捂住口鼻。低下身子，顺着地板上的应急路线灯到达出口。

PAX 2: Oh, I can't see anything.

乘客 2：啊，我什么也看不见。

CA: Hold onto the person in front of you, and follow him to the exit. OK... Jump! Jump!

乘客：抓着您前方的人，跟着他向出口走。好的……准备跳！跳！

PAX 2: Oh, no, I feel frightened.

乘客 2：哦，不，我害怕。

CA: Don't be scared. Follow my instructions. Keep your arms straight ahead, jump and slide!

乘务员：别怕。听我的指令。双臂向前伸直，先跳，然后滑下去！

(*Finally the crew succeeded in evacuating all passengers in time.* 最后机组成功地及时撤离了所有乘客。)

第二节 团队合作

团队合作（team work）是客舱乘务工作的有效保证。从驾驶舱机组人员到客舱人员，从客舱经理到乘务长，再到乘务员，每一项任务的实施都离不开个体的支撑。然后，个体又必须借助团队的力量保证任务高效、有序地开展。作为一名准乘务员，平时应该多参加一些集体或团队活动，增强集体意识，发扬奉献精神。下面以航前准备会和机组协调会为例。

Dialogue 2-A Pre-flight Briefing (航前准备会)

(CP=Chief Purser, CA=Cabin Attendant)



CP: Good morning, everyone. I'm the chief purser in charge of this flight, Margaret. I'm very glad to fly with you from Shanghai to Vancouver.

主任乘务长：大家早上好，我是本次航班的主任乘务长，玛格丽特。很高兴和大家一起执飞上海到温哥华的航班。

CA: Good morning!

乘务员：上午好！

CP: Now let's get to know each other. Please raise your hand and introduce yourself when I call you by your name.

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Then let's check our personal grooming and sync watches. Please make sure you've taken your valid license and health certificate with you.

主任乘务长：接下来我们相互认识一下。当我点到你名字时请举手并介绍自己。

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下面我们来检查个人的仪容仪表并对一下时间，请确保自己带好了有效证件和健康证明。

CP: Well, let's go through some flight information. Our flight is AC 26 from Shanghai to Vancouver. Captain William is in command and the first officer is Richard. And we have a security guard whose name is Leo. Our aircraft type is Boeing 787-9. Now I'd like to arrange duty assignment and make clear responsibilities of every station, OK?

主任乘务长：好的，下面我们就航班信息进行介绍。我们今天的执飞的航班是 AC26，上海飞往温哥华。机长是威廉，副飞是理查德，安全员是里欧。我们的机型是波音 787-9。接下来我将对大家进行号位分工并明确相关职责，好吗？

All: Yes, all right.

全体成员：好的。

CP: Tina, you work as CS2 in business class. Jane, CS11 for you. Elizabeth, you are SS7 in premier economy class. And SS9 is Linda. SS8 is Alice. SS10 is Ivy, SS3 is Mary and Lily is SS5. Are there any questions about your working positions?

主任乘务长：蒂娜担任公务舱 2 号位，简在 11 号位。伊丽莎白担任 7 号位，在超级经济舱。琳达在经济舱 9 号位，8 号位是爱丽丝，艾薇担任 10 号位，玛丽在 3 号位，莉莉在 5 号位。对于号位分工大家有什么问题吗？

CA: No, that's OK.

乘务员：没问题。

CP: Now let's clarify the duties. Tina is responsible for R1 as well as the inspection and retraction of drinks, in-flight supplies in the C2 galley, and also takes charge of the cabin service and safety management in the R-aisle of the business class. Jane, you are responsible for L1 and the C1 galley as well as the L-aisle of business class. Elizabeth is in charge of R2, C2 galley and the R-aisle of the front of economy class. Linda is responsible for L2, the L-aisle of the front of economy class, the receiving, counting and handing over of hygiene supplies as well as entertainment portable equipment. Alice, you are responsible for R3, the R-aisle of the economy class and the inventory, sales and handover of the duty-free goods. Ivy is responsible for L3 and the L-aisle of the economy class. Mary, takes charge of L4, the galley in economy class and the rear of the economy class. Lily, is in charge of R4, the galley in economy class and R-aisle of the economy class. Have you got your duties clear?

主任乘务长：现在我们来明确下职责要求。蒂娜负责 R1 门和 C2 厨房饮料和机上供应品的检查、回收，同时也负责公务舱右通道的客舱服务和安全管理。简负责 L1 门、C1 厨房以及公务舱的左侧通道。伊丽莎白负责 R2 门、C2 厨房和经济舱前舱右边通道。琳达负责 L2 门，经济舱前舱的左边通道，卫生用品及娱乐便携设备的接收、清点和转交。爱丽丝负责 R3 门，经济舱右边通道和免税品的清点、销售和转交。艾薇负责 L3 门和经济舱的左通道。玛丽负责 L4、经济舱厨房以及经济舱的后部。莉莉负责 R4 门，经济舱厨房和右通道。大家都明白自己的职责了吗？

CA: Yes, we have.

乘务员：是的，明白了。

CP: Lily, a WCHR passenger will be sitting in the R-aisle side in the rear of the cabin. So please take good care of him. Do remember to introduce him the facilities on board around him, and remind him to disembark until the ground staff come to pick him up.

主任乘务长：莉莉，本次航班有一位轮椅旅客，他会坐在右通道那一侧，请照顾好他，一定要记得给他介绍周围的设施设备，并且提醒他落地后不要急着下机，等候地面工作人员来接他。

Lily: OK, I got it.

Lily: 好的，明白了。

CP: Now we'll check if you've been familiar with the flight routes information. What is the scheduled time of departure and arrival, Alice ?

主任乘务长：现在我们就航线信息进行提问，看看大家是否已经熟知。爱丽丝，我们的计划起飞和到达时间是什么时候？

Alice: The scheduled time of departure is 9:55 a.m. Beijing time and the arrival time is 6:40 a.m. local time in Vancouver. The time difference is 16 hours.

Alice: 计划起飞时间是北京时间上午 9:55, 到达时间是温哥华当地时间早上 6:40。两地时差是 16 小时。

CP: Good! Lily, what is the passenger number for today's flight?

主任乘务长: 很好! 莉莉, 今天的航班人数是多少?

Lily: We have 15 in business class, 30 in premier economy class and 128 in economy class.

Lily: 我们有 15 名公务舱旅客, 30 名超级经济舱旅客和 128 名经济舱旅客。

CP: Yes! Cabin safety is the most important issue for the flight. Please check the emergency equipment in your area after boarding. Linda, how many First Aid Kits are there on this plane?

主任乘务长: 没错。客舱安全是航班最重要的方面。登机后请检查自己所负责区域的应急设备。琳达, 本架飞机上有多少个急救箱?

Linda: There are four. They are located at the door of L1, L4, R4 and in the aft galley area.

Linda: 共有 4 个, 分别在 L1、L4、R4 和后舱厨房区域。

CP: Great! Now Ivy, could you please tell us how to use the Halon Extinguisher?

主任乘务长: 非常棒! 艾薇, 请说明一下海伦灭火器的方法, 好吗?

Ivy: Hold the handle with the right hand, roll and pull out the safety pins with the left hand. Hold the bottle vertically 2 to 3 meters from fire source, aim at the bottom, press the trigger, and move to fight fire.

Ivy: 右手握住手柄, 左手转动并拔出安全销。垂直握住瓶体, 距离火源 2 至 3 米, 对准火源底部, 按下触发器, 移动灭火。

CP: Right, thank you, Ivy. Now let's have a review of the evacuation procedures. Tina, could you talk about your responsibilities in land evacuation?

主任乘务长: 是的, 谢谢艾薇。现在让我回顾一下应急撤离程序。蒂娜, 你能说说在陆地撤离时你的职责是什么吗?

Tina: OK, I'm CS2 for today's flight. I'm responsible for the front galley and stand in Row 11 of R-aisle for safety demo. I'm in charge of the clearance and security check from Row 11 to Row 20 of R-aisle. And I'm responsible for R1 door and evacuate from R1. The emergency item I should carry is flashlight.

Tina: 好的, 我是今天航班的 CS2 号位。我负责前厨房的工作, 站在右通道的第 11 排进行客舱安全演示。我负责右通道第 11 至 20 排的清舱和安全检查, 负责右一门, 并且从右一门撤离。陆地撤离时, 我要携带的应急设备是手电筒。

CP: Thank you, and do hope that everyone will cooperate with each other as a team. Let's have a pleasant journey.

主任乘务长：谢谢，希望大家能够团队协作。旅途愉快！

Dialogue 2-B Crew Coordination meeting (机组协同会)

Purser: Good morning, Captain! I'm the purser of today's flight. My name is Margaret. I'm very glad to fly with you today.



乘务长：机长您好，我是今天跟您一起执行航班的乘务长。我叫玛格丽特，很高兴今天和您一起执飞。

Captain: Good morning! Our flight number is AC 26 from Shanghai to Vancouver. My name is Michael.

机长：早上好！今天我们的航班号是 AC 26，上海到温哥华，我叫迈克尔。

Purser: How do we communicate with you and enter the cockpit under normal situation, Captain?

乘务长：机长，正常情况下我们与驾驶舱联络的方式是什么？我们如何进入驾驶舱？

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Captain: Use the cabin interphone under normal situation. And you can enter the cockpit by pressing the pound sign and knocking the door three times under normal situation.

机长：正常情况下直接使用内话联络，进入驾驶舱按“#”键并敲三下门。

Purser: How do we contact each other under emergency ?

乘务长：机长，请问紧急情况下如何联络？

Captain: Use emergency call button for emergency or hijacking. The emergency code is "Captain, your cappuccino is ready." in case of hijacking. Please follow abnormal procedure in the manual in emergency.

机长：遇到紧急情况或劫机，使用紧急呼叫按钮。万一遇到劫机，暗语是“机长，您的卡布奇诺咖啡准备好了”，紧急情况下执行手册里的非正常程序。

Purser: How is the weather on route today, Captain?

乘务长：机长，请问今天航路天气如何？

Captain: Due to strong winds and storms over the Pacific Ocean, we may encounter some turbulence during the flight.

机长：由于太平洋上有强烈风暴，预计我们途中可能会遇到气流颠簸。

Purser: What is the signal for turbulence, Captain?

乘务长：机长，颠簸的信号是什么？

Captain: "Fasten Seat Belt" sign on and one time ringing for slight turbulence, and you must pay attention. Two times for moderate turbulence and the cabin service should be suspended.