

Unit 1

At the Airport



Learning Objectives

- ◆ Introduce yourself to a new customer.
- ◆ Etiquette of exchanging business cards.
- ◆ Talk about the flight/trip.
- ◆ Say airport farewell and wishes to the customer.
- ◆ Master expressions of welcoming guests.





Warm-up Activities

Task 1

◆ Brainstorming:

Look at the following pictures and express them in English.



Task 2

◆ Discussion:

If you are at the airport to meet foreign guests, how do you check the flight information of your guests?

Task 3

◆ Presentation:

Choose one topic from below and present it to the class.

- (1) What should be prepared in advance to welcome guests at the airport?
- (2) What etiquette should we bear in mind to welcome guests at the airport?



Vocabulary

import ['ɪmpɔ:t]	<i>n.</i> 进口
export ['eksɔ:t]	<i>n.</i> 出口
pleasure ['pleʒə(r)]	<i>n.</i> 愉快, 满足
airline ['eəlaɪn]	<i>n.</i> 航空公司
straight [streɪt]	<i>adv.</i> 笔直地, 直接
crew [kru:]	<i>n.</i> 全体乘务人员
customs ['kʌstəmz]	<i>n.</i> 海关
emergent [i'mɜ:dʒənt]	<i>adj.</i> 紧急的
fruitful ['fru:tfl]	<i>adj.</i> 富有成效的
expansion [ɪk'spænjən]	<i>n.</i> 扩张, 扩展
frequently ['fri:kwəntli]	<i>adv.</i> 频繁地, 经常地
business card ['bɪznəs kɑ:d]	名片
sales manager ['seɪlz 'mænɪdʒə(r)]	销售经理
information desk [ˌɪnfə'meɪʃn desk]	问询处



Model Dialogues

→ Dialogue 1 ←

(Lu Fei, a sales manager of Guangzhou Foreign Trade Import & Export Company, is welcoming his new customer John Smith from America.)

Lu: Excuse me, are you Mr. Smith from America?

John: Yes, I am.

Lu: It's a great pleasure to meet you^[1], Mr. Smith. I'm Lu Fei, a sales manager of Guangzhou Foreign Trade Import & Export Company. This is my business card.

John: This is mine. How do you do, Mr. Lu? (Shaking hands)

Lu: How do you do, Mr. Smith? (Shaking hands)

John: It's very kind of you to come and meet me at the airport.

Lu: My pleasure. How was your flight?^[2]

John: Oh, it was long but quite comfortable. The airline I was flying provided excellent services.

Lu: Did you have any trouble clearing customs?

John: No, it was quick and efficient. The staff of China are nice.

Lu: Welcome to Guangzhou, Mr. Smith.

John: Thank you. I have heard a lot about Guangzhou before.^[3] It's modern and beautiful.

Lu: I hope you can enjoy your stay here. You must be tired after the long flight. Can I take you straight to the hotel and take some rest?

John: Sure. I feel a bit tired. I think it's the jet lag^[4].

Lu: Let me help you with your luggage, Mr. Smith.

John: Thank you. I can manage it.^[5]



Notes:

[1] It's a great pleasure to meet you. 很高兴能见到你。

本句还可以表达为 Nice to meet you. /Glad to meet you. /It's good to meet you. 在日常接待中，常常会用到单词 pleasure, 要注意不同短语的区别。如：

—Thanks for your help. (感谢你的帮助。)

—My pleasure. (不客气。)

此外，面对别人致谢时，还可以用 With pleasure. /Don't mention it. /You are welcome. /Not at all. /Any time. 如：

—Could you pass me the salt, please? (请把盐递给我，好吗？)

—With pleasure. (很乐意。)

[2] How was your flight? (你的飞行旅途如何？) 询问客人旅途情况时可以使用。

[3] I have heard a lot about Guangzhou before. 我久闻广州这座城市的大名了。

[4] jet lag 时差反应

[5] I can manage it. 我能搞定。



More to Learn for Dialogue 1

1. Asking about the trip

- (1) How was the trip/flight/journey?
- (2) Did you have a pleasant journey?
- (3) Did everything go all right during the trip?

2. Talking about the trip

- (1) I was held up for a few hours at Shanghai Hongqiao International Airport because of a small accident.
- (2) It was very comfortable, except for a little bit of turbulence.
- (3) It was great. The airline I was flying provided excellent services.
- (4) Long, but quite comfortable. ABC Airline treats its passengers well.

→ Dialogue 2 ←

(David, a sales assistant of Xinhua Foreign Trade Import & Export Company, is seeing off a client named Johnson on behalf of his superior, Mr. Gao.)

David: Mr. Johnson, we are so sorry that we haven't done too much to show you around these days. I'm here to see you off on behalf of my manager^[1], Mr. Gao. He was eager to come but was tied up by^[2] some emergent issues this morning.

Johnson: Thank you so much, David. It's very kind of you to see me off. (Shaking hands) Please say thanks for me to Mr. Gao, too.

David: I will. I hope you can stay longer next time to visit some tourist attractions in Guangzhou, such as Canton Tower and Baiyun Mountain.

Johnson: Sure. I've had a wonderful time here. I'm glad to return to Mexico with good memories and fruitful business outcomes.

David: I feel the same way. By the way, your visit helps to promote the friendship and understanding between us.

Johnson: I'm glad you think so. I believe, with the expansion of business, we'll contact more frequently in the future. I hope you'll visit us someday in Mexico.

David: That would be wonderful. Thank you!

Johnson: I guess it's time for me to say goodbye.

David: Have a safe journey back.^[3] Goodbye.

Johnson: Thanks!



Notes:

- [1] on behalf of sb 代表某人
- [2] be tied up by sth 受到……的阻碍
- [3] Have a safe journey back. 一路平安!



More to Learn for Dialogue 2

1. Seeing Off Customers

- (1) Time flies!
- (2) How I wish you could stay here a little bit longer!
- (3) It's a pity that you have to leave so soon.
- (4) It's been a great pleasure to have you with us.
- (5) I guess it's time for us to say goodbye.
- (6) Please remember me to your CEO.
- (7) We hope you'll visit us again.

2. Wishes to Customers

- (1) Have a good trip!
- (2) Goodbye, take care!
- (3) Wish you a safe landing!
- (4) Have a safe flight!



Practice

Practice One: Matching

Match the sentences in the left column with the correct responses in the right column. Each sentence has only one response.

A. I had a long flight but I'm doing well. It is very kind of you to meet me at the airport, Mr. Wilson.

B. May I help you with your luggage?

C. You must be tired after such a long flight. Can I take you straight to your hotel?

D. How long did the flight take?

E. Is this your first trip to Guangzhou?

F. Are there any sights you'd like to see while you are in Beijing?

G. How about having an informal dinner with us tonight?

H. Did you have any trouble clearing customs?

1. That would be best. I really need to take some rest.

2. Yes. I'd like to see some historic spots such as the Summer Palace and the Temple of Heaven.

3. I appreciate that, but I'd rather spend a quiet evening in the hotel getting ready for tomorrow's meeting.

4. No. It was fast and efficient.

5. It's my pleasure. Let's get you to your hotel so you can get some rest.

6. More than twelve hours, including the transfer time.

7. Yes. I've visited China several times, but it's my first visit to Guangzhou.

8. No, thanks. I can manage it.

A. _____

B. _____

C. _____

D. _____

E. _____

F. _____

G. _____

H. _____

Practice Two: Blank Filling

Fill in each blank in English based on the Chinese meaning.

(1) David: Did you have a good trip?

Johnson: Yes, _____.

(除了有点颠簸, 飞行还是挺舒服的。)

(2) Let me _____.

(让我来帮您拿行李吧。)

(3) He is _____ and sends _____.

(他非常想见您, 让我先代他向您问好。)

(4) Have you been _____?

(有没有人把您介绍给我们的新总裁?)

(5) We're sorry that _____.

(很抱歉, 您在中国时我们对您帮助很不够。)

(6) I must _____.

(我必须向您和在场的诸位告别了。)

Situational Practice: Creative Tasks

(1) You are Hu Jie, a sales manager of Zhejiang ABC Import & Export Corporation. You are welcoming Susan White from Mexico at the airport. It is the first time for you to meet each other. Make a dialogue and you should:

- hold a pick-up sign and exchange business cards,
- ask about the trip,
- assist with the luggage.

(2) You are Chen Fang, the general manager of BNT Trading Company. You are seeing off Sally Jones, the general manager of a New York company. During Sally's visit in China, you took her to some famous tourist attractions in Guangzhou. Make a dialogue and you should:

- give a positive comment on Sally's visit,
- express the desire to cooperate further,
- say wishes to Sally's trip/flight.

(3) Suppose you are at the airport to welcome an important client. Ask about the client's opinion and confirm details of his schedule. Remember to include meeting arrangements, tourist attractions, food preference and other possible arrangements.



Knowledge Zone

I. Top Nine Tips on Business Card Etiquette

Here are nine basic rules to follow for the exchange of business cards.

- (1) Take plenty of cards with you. There is nothing more unprofessional than a business person to say “Oh, I’m sorry. I just gave out my last card.” or “I’m sorry. I didn’t bring any with me.”
- (2) Keep your cards in a business card case or in something that protects them from wear and tear. A crumpled business card makes a poor first impression.
- (3) Know where your business cards are at all times. The person who has to go through every jacket and pants pocket or every nook and cranny of a briefcase to find his business cards loses credibility immediately.
- (4) Hand them out with discretion.
- (5) Give and receive cards with your right hand — the hand of discretion. This can make a big difference when doing business internationally.
- (6) Give the card with the client’s familiar language side up so the person who is receiving it can read it without having to turn it around.
- (7) Always make a comment about a card when you receive it. Note the logo, the business name or some other pieces of information.
- (8) Keep your business cards up to date. When any of your contact information changes, run, don’t walk, to your nearest printer for new cards.
- (9) Don’t write notes to yourself on someone else’s business card during the exchange unless they appear relevant.

II. How to Pick Someone Up from the Airport?

- To avoid a long wait, plan to arrive at the airport about 30 minutes after someone’s flight is scheduled to land.
- Wait until your party is outside to meet them at the curb (most airports prohibit parking more than 5~10 minutes at the curb outside of terminals).
- Schedule a taxi or rideshare car to pick up your party if you can’t make it. If they’re over 25 years old, consider booking them a rental car.

Method 1 Finding out Flight Details and Timing Your Arrival

1. Know which airline your party will arrive on.

Most airports have multiple terminals, with different airlines flying out of each. If you know which airline your traveler is flying with, then you know the general area of the airport that you need to be in to meet them.

- Look for the signs for their airline. For example, if your traveler is flying with Delta Airlines, look for the Delta Airline signs at the terminal.
- Check the airport's website to find what terminal the airline your traveler is flying with uses.

2. Check the status of their flight before you leave for the airport.

Make sure you have your traveler's flight number so you can check the status of their flight before you actually head out. If their flight is delayed, canceled, or redirected, it will affect when you need to leave.

- Go to the airline's website or the airport's website to check the status of the flight. Look for the airline and flight number.
- Call the airport to ask for the flight status.

3. Find out if they have any checked bags.

It can take a fair amount of time for checked bags to make their way from the airplane to the baggage carousel. Parking your vehicle at the curb outside of the terminal is prohibited, so make sure your traveler has picked up their bags and is ready for you to pick them up before you pull up to the curb.

- If your party is coming back from an international trip, they will likely have a checked bag. They may also have brought things back with them that require them to go through customs, which can take longer for them to make their way through the airport.

4. Arrive 30 minutes after their flight is scheduled to land.

If you try to time your arrival for when your traveler's plane lands then you could be waiting a long time before they actually make it out of the terminal. It takes a while to get off the plane, pick up any baggage they may have, and make their way through the airport. Time your arrival to be about half an hour after they're set to land so you don't have to wait around for them.

Tip: International flights may require your party to go through customs and can take longer for them to get their luggage. Plan on arriving 45 minutes to an hour after their flight is scheduled to land.