



海南航空
Hainan Airlines

股份乘务员 广播词

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第一节：常用广播词

1.1 引导入座广播【部分机型预录】

(广播时机：上客通道堵塞时，广播时长 30")

各位女士、各位先生：

欢迎您搭乘海航的班机，当您进入客舱后，请留意行李架边缘处（下方）的座位号并对号入座，【美国航线：请您不要自行调换座位】，您的手提物品可以放在行李架内或前排座椅下方，请不要在紧急出口处防止任何您的行李物品，请您侧身安放行李以确保过道通常。感谢您的合作。

Announcement during the boarding process

Ladies and Gentlemen,

Welcome aboard Hainan Airlines. Please take your seat according to your seat number. Your seat number is on the edge of/ below the overhead locker. 【USA: please don't change seat by yourself】 The baggage and articles can be put in the overhead locker or under the seat in front of you. When you arrange the baggage, please keep the aisle clear for others to go through.

Thanks you!

1.2 欢迎词广播

(广播时机：旅客即将登机完毕，广播时长 40-60")

各位女士、各位先生：

欢迎您搭乘海航的班机（海航 787 梦想客机），同时感谢金鹏会员的再次光临。

本次航班是由_____飞往_____中途降落_____的 HU_____和（_____航空代码共享航班号），飞行时间为_____。请您仔细核对登机牌，以免误乘航班。

- 1、飞机抵达_____后，将停靠在_____机场_____号航站楼。
- 2、【节日】今天是_____节，我们全体机组成员仅代表海南航空向各位旅客致以节日的问候，恭祝您及您的家人_____快乐！
- 3、【宽体机】机上娱乐系统在安全示范介绍后为您开启，祝您旅途愉快，谢谢！

注：1、国内国际代码共享航班号信息参阅附录章节。

2、节日请参考附录《节日一览表》和《世界各国国庆日和独立日》进行广播。

Boarding welcome announcement

Ladies and Gentlemen,

Welcome aboard Hainan Airlines and _____(code share) flight HU_____ and (_____) from _____ to _____ (via _____), we would also like to express a special welcome to our Fortune Wings Club members. The Captain has advised that the flight time is about _____ hour(s) and _____ minutes.

1\ We will be arriving at Terminal _____ at _____ Airport.

2\ Today is _____, we wish you a pleasant journey!

3\ After safety demonstration is our in-flight entertainment. For further information, please refer to the In-flight Entertainment Guide.

Thank you!

1.4 出口介绍广播【视频飞机广播/部分机型预录】

(广播时机：飞机关门后，播放视频《安全须知》前广播)

各位女士、各位先生“

早上/中午/下午/晚上好：

欢迎您乘坐海航的航班旅行(宽体机/窄体机 60 分钟以内航班或特殊情况乘务员此处行礼致意)。

现在飞机舱门已经关闭，我们为您介绍紧急出口的位置：

客舱内共有 6/8/10 个紧急出口，分别位于客舱的前部、后部和中部。

接下来，我们将为您播放安全须知，敬请关注。

Location of emergency exits

Good morning/afternoon/evening ladies and gentlemen,

To be safe, we will show you the location of the emergency exits.

There are six/eight/ten emergency exits located at the forward, rear and middle of the cabin.

We will show you safety demonstration video and appreciate your attention.

Thank you!

1.5 限制使用电子装置广播【部分机型预录】

(广播时机：飞机关门后、人工安全演示前)

各位女士、各位先生：

现在舱门已经关闭，为了避免干扰飞机通讯导航系统，根据中国民航法规定，请您将手机包括具有飞行模式的手机及电子用品全部关闭。同时，请您全程不要使用或开启充电宝等各类锂电池移动电源。请系好安全带，收起小桌板，调制椅背，打开遮光板(787 飞机：乘务员将统一调亮客舱舷窗，请保持飞机舷窗在明亮状态)。为了客舱环境的清洁和安全，在客舱及洗手间内禁止吸烟及使用如烟等同类产品。

谢谢！

Restriction of electronic devices

Ladies and Gentlemen,

The cabin door has been closed. To be safe, please turn off your mobile phones and all electronic devices. Power bank and other portable charging devices can not be used during the whole flight. Please fasten your seatbelt, ensure that your tables and seat backs are in an upright position and open the window shades. Smoking is not permitted during the whole flight.

Thank you!

1.6 安全示范广播 Safety Demonstration【部分机型预录】

(广播时机：人工广播安全示范)

各位女士，各位先生：

早上/中午/下午/晚上好：

现在，乘务员将为您介绍(救生衣)氧气面罩、安全带的使用方法和紧急出口的位置，请注意我们的示范和说明。

Good morning/afternoon/evening ladies and gentlemen.

We will show you the use of (life vest), oxygen mask, seatbelt, and the location of the emergency exits.

【延伸跨水飞行时广播】

救生衣在您座椅下面的口袋里。使用时取出，经头部穿好。将带子扣好系紧。在出口处时，您可以拉动重启阀门将救生衣充气，但在客舱内请不要充气。充气不足时，请将救生衣上部的两个人工充气管拉出，用嘴向里充气。

Your life vest is located under your seat. To put the vest on, slip it over your head. Then fasten the buckles and the straps tightly around your waist. Please don't inflate while in the cabin. You can pull the tabs down firmly to inflate before evacuation. If your vest needs further inflation, blow into the tubes on either side of your vest.

氧气面罩储存在您头顶上方的壁板里，当发生紧急情况时，面罩会自动脱出，请您用力向下拉面罩，然后将面罩罩在口鼻处，把带子套在头上就可以正常呼吸。

Your oxygen mask is stored in the compartment above your head, and it will drop automatically in the case of emergency. When the mask drops, pull it towards you to cover your mouth and nose, and slip the elastic band over your head, and then breathe normally.

每位旅客座椅上都有一条可以对扣起来的安全带，请您将安全带扣好并确认。如需解开，只需将金属扣向外打开即可。您可以根据需要自行调节长度。

Each chair has a seatbelt that must be fastened when you are seated. Please keep your seatbelt securely fastened during the whole flight. If needed, you may release the seatbelt by pulling the flap forward. You can adjust it as necessary.

客舱内共有 6/8/10 个紧急出口，分别位于客舱的前部、后部和中部。

请不要随意拉动紧急出口的手柄。客舱通道及出口处都设有紧急照明装置，紧急情况下请按照指示路线撤离飞机，撤离时禁止携带任何行李。《安全须知》在您前排座椅背后的口袋里，请您在起飞前仔细阅读。

谢谢！

There are six/eight/ten emergency exits located at the forward, rear and middle of the cabin.

Please don't pull the handle of emergency exits at will.

The light located on the floor will guide you to the exits if an emergency arises. And do not carry your hand luggage with you. For further information, please refer to the safety instruction in the seat pocket in front of you.

Thank you!

1.7 关门后/后延误广播

(广播时机：关舱门前/后等待时广播、等候时间在 10 分钟内)

各位女士、各位先生：

这里是客舱经理（乘务长）广播。根据机长通知/如同机长所述，我们已经做好了起飞前的一切准备工作。

但由于_____原因，我们正在等候起飞，【预计等待_____分钟左右】，请您在座位上稍加等候，机上娱乐系统已经开启，欢迎您收看录像节目，如果有任何需要，请与客舱乘务员联系，感谢您的理解。

原因：

- 1、航路流量控制/航路交通管制
- 2、XX 机场跑到繁忙（我们的飞机现在排在第 X 位）

- 3、机场上空雷雨覆盖
- 4、航路天气原因
- 5、由于XX地区大面积降雪/冻雨/能见度低/冰雹等原因
- 6、飞机的货物还未装载完毕
- 7、飞机除冰
- 8、机场跑道除冰
- 9、机械故障
- 10、旅客临时取消行程，地勤人员正在查找他们的行李
- 11、飞机加油
- 12、还有部分旅客未登机
- 13、等待转机旅客
- 14、飞机配载舱单还未到
- 15、查找旅客行李（行李装载）
- 16、等待边防放行许可
- 17、等待餐食
- 18、等待机场廊桥撤离

(以上原因供参考，实际操作中广播员可根据实际情况添加延误具体原因)

Short time delay

Ladies and Gentlemen,

This is your cabin manager/purser speaking. Our departure will be slightly delayed due to _____. We will keep you informed of our progress. The flight Entertainment System will now be turned on for your enjoyment. During this time, please remain seated and let us know if you need anything further.

1. Air traffic control
2. Heavy runway traffic at the airport; we are currently No. _____ in line
3. Worsening weather conditions in the airport
4. Worsening weather conditions in route
5. Worsening snowstorm/icy rain/visibility/hail in _____ (city)
6. Cargo loading to be completed
7. Aircraft de-icing
8. Runway de-icing
9. Technical problem
10. A passenger changed his or her travel plan which require us to be re-prepare official paperwork
11. Completion of refueling
12. Some passengers to join us
13. Some connecting passengers to join us
14. The flight's required official paperwork
15. Cargo loading to be completed
16. The costumes and immigration clearance
17. The catering team to finish loading meals
18. Pushing back

【天气原因补充解释，可选择性广播以下英文部分：】This is for the safety of all on board. Our Captain in now in touch with our grand personnel for updates on the weather

conditions. Following an improvement in the weather, we expect to depart at the earliest possible opportunity.

Thank you for your understanding and cooperation.

1.8 延误等待后再次安全检查广播【部分机型预录】

(广播时机：飞机推出后广播)

【机长广播通知旅客可以起飞】各位女士、各位先生：感谢您的耐心等待，如同机长所诉，我们的飞机很快就可以起飞了(我们的飞机已被允许起飞)，

【无机长广播】各位女士、各位先生：感谢您的耐心等待，

我们的飞机已经推出滑行很快就可以起飞了，计划空中飞行时间_____。

为了您的安全，请配合乘务员进行起飞前的客舱安全检查工作，请您坐好，系好安全带，收起小桌板(和脚踏板)，调直椅背，靠窗的旅客请您协助将遮光板打开(787飞机：乘务员将统一调亮客舱舷窗，靠窗的旅客请保持飞机舷窗在明亮状态)。请关闭所有电子设备，手机电源包括具有飞行模式的手机请全程关闭，请您将随身携带的小包放在前排座椅下方的行李架内，感谢您的合作！

Re-checking of safety after delay

【after captain's take off announcement】 ladies and gentlemen, thank you for your patience. Per our captain's notification earlier, our aircraft will take off shortly.

【no captain's announcement】 ladies and gentlemen, thank you for your patience.

We will be taking off shortly. The flight time to _____ is about _____.NET hour(s) and _____ minutes.

In preparation for takeoff, would you kindly return to your seat and fasten your seatbelt. Ensure that your seatbacks are in an upright position, footrests and tables stowed and window shades are up. Please make sure that mobile phones and all electronic devices are turned off. Carry-on baggage must be stowed under the seat in front of you or in the overhead compartment.

Thank you!