
 中国南方航空 CHINA SOUTHERN	 Cabin Announcement	Rev.12
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## 前 言

《客舱广播词》是乘务员进行机上广播的基本依据，共分为常规广播词、CIQ、特殊情况广播词、专包机广播词和紧急情况广播词五部分。

《客舱广播词》页面右上方为广播词版本及内容编号，持有人需保证其为最新版本，并按要求及时更换相应编号内容，保持其与公司要求相统一。离职时需将其交回。

客舱乘务员和兼职安全员在执行航班任务时应携带《客舱广播词》，进行优质的客舱广播，为旅客带来安全、舒适的乘机感受，增加公司的社会美誉度。

《客舱广播词》由股份公司客舱部质量管理处负责编写和修订。

中国南方航空股份有限公司

二〇一三年五月

## 广播原则

### 1、广播执行者:

首选: 乘务长根据人员信息, 指定具有广播员资格的乘务员进行广播;

备选: 机上预录广播。

### 2、广播语言顺序:

中文——英文——目的地国家语言

### 3、广播内容:

《客舱广播词》中括号内的内容为可选项, 广播员可根据航班实际情况决定播读与否; 《客舱广播词》中标有 A、B、C 等序号的内容为根据不同机型、不同航线、不同舱位制定的同一广播项的不同选项, 广播员可自行选择进行播读。

### 4、广播要求:



基本要求: 语速适中、咬字清晰。

服务类广播词: 语气亲切、自然。

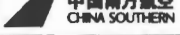

紧急情况广播词: 语气坚定、沉稳。

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**1. 常规广播词**  
**General Announcement**



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## 1.1 起飞前

### 1.1.1 登机广播

尊敬的女士们、先生们:

中国南方航空欢迎您乘坐本次航班!

请您根据行李架边缘的号码对号入座。客舱行李架内以及座椅下方均可安放手提行李。放行李时,请您保持过道通畅,以方便其他旅客通行。

谢谢您的配合!

## 1.1 Prior to Take-off

### 1.1.1 Boarding



Ladies and Gentlemen,

Welcome aboard China Southern Airlines!

Please take your seat. Your seat number is indicated on the edge of the overhead bin.

Please place your carry-on luggage in the overhead bin or under the seat in front of you. For the convenience of others, please keep the aisle clear.

Thank you for your cooperation!

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### 1.1.2 驾驶舱欢迎词

尊敬的女士们、先生们:

(早上/下午/晚上)好,(新年/春节/圣诞快乐),这是机长/驾驶舱广播。我代表机组全体人员欢迎您乘坐天合联盟成员——中国南方航空公司 CZ\_\_\_\_(航班号)由\_\_\_\_经\_\_\_\_(中途站)前往\_\_\_\_(目的地)。本次航班预计飞行时间\_\_\_\_(时间)。航路天气\_\_\_\_,目的地天气温度\_\_\_\_。祝您旅途愉快!谢谢。

### 1.1.2 Welcome from the Cockpit



Ladies and Gentlemen,

(Good morning/afternoon/evening).

This is your captain speaking (/from the flight deck). (Happy New Year!/Happy Spring Festival!/Merry Christmas!)

On behalf of our entire crew, welcome aboard China Southern Airlines, a SkyTeam member flight. Thank you for flying with us. We are dedicated to making your flight safe and comfortable. Today's flight on China Southern CZ\_\_\_\_ is from \_\_\_\_ via \_\_\_\_ to \_\_\_\_ . Our estimated flight time will be \_\_\_\_ . The weather condition on route will be \_\_\_\_ , and it is \_\_\_\_ degrees Celsius or \_\_\_\_ degrees Fahrenheit. Please sit back and enjoy your flight.

Thank you!



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### 1.1.3 地面工作人员离机 (宽体机关门前)

飞机即将关闭舱门, 请地面工作人员离机。

### 1.1.3 Ground Staff Departing the Aircraft (Only for Wide-body Aircraft)

The cabin door is about to be closed for departure. Ground staff, please depart the aircraft.

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### 1.1.4 敬礼欢迎及安全檢查

尊敬的女士们、先生们:

欢迎和感谢您乘坐天合联盟成员中国南方航空 CZ \_\_\_\_\_ 航班前往 \_\_\_\_\_ (中途降落 \_\_\_\_\_)。 预计飞行时间为 \_\_\_\_\_ 小时 \_\_\_\_\_ 分钟。我们十分高兴与南航明珠会员再次见面。

(本航班是与 \_\_\_\_\_ 公司代码共享。/本航班是代码共享航班。)

本次航班的机长 \_\_\_\_\_、主任/乘务长 \_\_\_\_\_ 及 (包括日/韩/法/澳/荷兰籍乘务员在内的) 全体机组成员, 向您致以最诚挚的问候。

[动作: 乘务员鞠躬]

延误: A、今天由于 \_\_\_\_\_ (飞机晚到/旅客行李未装完/载货等待/临时加餐/等待随机文件) 的原因, 造成延误, 耽误了您的宝贵时间, 对此我们深表歉意。



B、今天由于 \_\_\_\_\_ (机场天气不符合飞行标准/航路交通管制/机场跑道繁忙/等待旅客登机) 的原因, 造成延误, 耽误了您的宝贵时间, 对此我们深表歉意。

现在, 客舱乘务员进行起飞前的安全确认。

[动作: 乘务员开始安全检查]



(非 787 机型) 请您将安全带系好, 调直座椅靠背、收起小桌板 (和脚踏板), 将遮光板保持在打开状态。

(787 机型) 请将安全带系好, 座椅靠背、小桌板和座椅脚踏板收起, 为了飞行安全, 我们将统一调整舷窗的亮度。

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为了保证飞行安全，请确认一下您的手机及具有“飞行模式”功能的其他电子设备已经处于关闭状态。本次航班全程禁烟，敬请有吸烟习惯的旅客谅解！

祝您旅途愉快！谢谢！

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#### 1.1.4 Greetings & Safety Check for Take-off

Ladies and Gentlemen,

Welcome aboard China Southern Airlines, a member of SkyTeam. Our flight CZ\_\_\_ is from \_\_\_ to \_\_\_ (via \_\_\_). It will take \_\_\_ hours and \_\_\_ minutes.



It is our great pleasure to greet our Sky Pearl Club frequent fliers again.

( Our flight is a code-share flight with \_\_\_ Airlines./Our flight is a code-share flight. )

Captain \_\_\_\_, (Chief) Purser \_\_\_ and the entire cabin crew (including \_\_\_ Japanese/Korean/French/Australian/ Dutch flight attendants) are pleased to have you onboard with us.

A. We apologize for the delay due to the \_\_\_ (aircraft's late arrival/waiting for cargo or passengers' baggage to be loaded/catering service/waiting for the flight documents), and we thank you for your understanding and cooperation.

B. We are sorry for the delay caused by the \_\_\_ (unfavorable weather conditions / air traffic control / airport runway congestion/ passengers' late arrival), and we thank you for

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your understanding and cooperation.

**[not 787]**Please fasten your seat belts, stow your tray table, (return your footrest to its initial position) and adjust your seat back to the upright position. Please help us by opening the sunshades.



**[787]**Please fasten your seat belts, stow your tray table, return your footrest to its initial position and adjust your seat back to the upright position. For the flight safety we will adjust the dimmable window.

To ensure the flight safety, please make sure that your mobile phones, including those with flight mode, are powered off.

This is a non-smoking flight. Please do not smoke onboard.

We hope you will enjoy your flight.

Thank you!

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### 1.1.5 安全演示

#### A. 安全演示录像

女士们、先生们：

我们将为您播放安全演示录像，请您留意观看。如有疑问，请联系客舱乘务员。（在此期间我们将调暗客舱灯光。）谢谢！



### 1.1.5 Safety Demonstration

#### A. Safety Demonstration Video

Ladies and Gentlemen,

Now we'll be showing a brief safety demonstration video. This information can help you if there is an emergency, so it is important to pay close attention. If you have any questions, please feel free to contact any flight attendant. ( During the video show, we will dim the cabin lights. )

Thank you!

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## B. 乘务员安全演示

女士们、先生们：

现在客舱乘务员为您介绍机上应急设备的使用方法  
及紧急出口的位置。

## B. Safety Demonstration by the Flight Attendant

Ladies and Gentlemen,

We will now explain how to use the emergency equipment  
and where the emergency exits are located.



救生衣在您座椅下方的口袋里（座椅上方），仅供  
水上迫降时使用，在正常情况下请不要取出。

Your life vest is located in the pocket under your seat (above  
your seat). It may only be used in case of ditching. Please do  
not remove it unless instructed by your flight attendant.

需要时取出，经头部穿好；将带子由后向前扣好，  
系紧。

To put your vest on, simply slip it over your head, then fasten  
the buckles and pull the straps tightly around your waist.

离开飞机时，请拉动救生衣下部的红色充气手柄，

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但在客舱内不要充气。充气不足时，将救生衣上部的两个  
充气管拉出，用嘴向里充气。

Upon exiting the aircraft, pull the tabs down firmly to inflate  
your vest. Please do not inflate your vest while inside the  
cabin. For further inflation, simply blow into the mouth  
pieces on either side of your vest.

夜间迫降时，救生衣上的指示灯遇水会自动发光。

In case of ditching at night, a sea-light on the vest will be  
illuminated automatically.

氧气面罩储藏在您座椅上方。发生紧急情况时，面  
罩会自动脱落。

Your oxygen mask is stored above your seat. It will drop  
down automatically in case of emergency.

氧气面罩脱落后，请用力向下拉面罩；将面罩罩在  
口鼻处，把带子套在头上进行正常呼吸；在帮助别人之  
前，请自己先戴好。

When it does so, pull the mask firmly towards you to start the  
flow of oxygen. Place the mask over your nose and mouth  
and slip the elastic band over your head. Please put your

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own mask on before helping others.

在您座椅上有两条可以对扣的安全带。当“系好安全带”灯亮时，请系好安全带；解开时，将锁扣打开，拉出连接片。

When the “Fasten Seat Belt” sign is illuminated, please fasten your seat belts. Simply place the metal tip into the buckle and tighten the strap. To release, just lift up the top of the buckle.


A、本架飞机共有\_\_\_\_个紧急出口，分别位于客舱的前部、中部和后部。请您辨识离您最近的出口。

There are\_\_\_\_ emergency exits on this aircraft. They are located in the front, the middle and the rear of the cabin, respectively. Please note your nearest exit.

B、(A380)本架飞机共有16个紧急出口，主层客舱10个，上层客舱6个，分别位于客舱的前部、中部和后部。请您辨识离您最近的出口。

#### B、(A380)

There are 16 emergency exits on this aircraft, 10 in the main deck and 6 in the upper deck. They are located in the front, the middle and the rear of the cabin, respectively. Please take note of your nearest exit.

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在紧急情况下，客舱内所有的出口指示灯和通道指示灯会自动亮起，指引您从最近的出口撤离。

In case of emergency, exit indications and track lighting will be illuminated to lead you to the nearest exit.

在您座椅前方或侧面的口袋里备有《安全须知》，请您尽早阅读。

For additional information, please review the Safety Instruction Card in the seat pocket in front of you (or beside you).

Thank you!



女士们、先生们：

飞机即将推出，（再次为航班延误向您致歉，感谢您的耐心和谅解），乘务员将再次进行安全确认。

（非787机型）请您将安全带系好，调直座椅靠背、收起小桌板（和脚踏板），将遮光板保持在打开状态。

（787机型）请将安全带系好，座椅靠背、小桌板和座椅脚踏板收起，为了飞行安全，我们将统一调整舷窗的亮度。

感谢您的配合！

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Ladies and Gentlemen,

Our aircraft is about to be pulled out for taxiing. (We apologize again for the delay, and thank you for your understanding and patience.) Flight attendants will be walking through the cabin to make one final safety check.

[NOT 787] Please fasten your seat belts, stow your tray table, (return your footrest to its initial position) and adjust your seat back to the upright position. Please help us by opening the sunshades.

[787] Please fasten your seat belts, stow your tray table, return your footrest to its initial position and adjust your seat back to the upright position. For the flight safety we will adjust the dimmable window.

Your cooperation will be appreciated.

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### 1.1.6 起飞前安全提醒

女士们、先生们:

(感谢您的耐心等待,) 我们的飞机很快就要起飞了, 请您再次确认安全带已经系好, 包括具有飞行模式功能的手机已经处于关闭状态。谢谢!

客舱乘务员, 各就各位!



### 1.1.6 Reminder for Take-off

Ladies and Gentlemen,

(Thank you for your patience.) As we are about to depart, please make sure that your seat belts are securely fastened and your mobile phones including those with flight modes are powered off.

Thank you!

Cabin crew, please prepare for departure.

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## 1.2 飞行中

### 1.2.1 起飞后（关键阶段）呼唤铃响安全带灯未灭

女士们，先生们：



我们的飞机刚刚起飞，正处于爬升过程中，为了您的安全，乘务员将暂缓客舱服务，待“系好安全带灯”熄灭后，我们将立即为您提供服务。谢谢！

## 1.2 In-flight

### 1.2.1 Passenger Calls during Ascending

Ladies and Gentlemen,

Our aircraft has just taken off. As we are ascending, for your safety, all cabin service will be suspended. After the "Fasten Seat Belt" sign is turned off, flight attendants will be available to help you. We apologize for any inconvenience and thank you for your kind understanding.

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## 1.2.2 飞行中飞行计划广播

### A. 两舱飞行计划广播

各位贵宾：

您今天乘坐的是中国南方航空公司\_\_\_\_型飞机，载客量为\_\_\_\_人。我们预计在北京时间\_\_\_\_（当地时间\_\_\_\_）抵达\_\_\_\_\_。

现在，您可以将座椅调节至较舒适的状态。

（787 机型）本架飞机的舷窗为电子调节窗，坐在窗边的贵宾您可使用舷窗下方的按钮实现明暗度的调节。

在这段航程中我们为您准备了（正餐/宵夜/点心餐/早餐），（餐后我们将提供免税品服务，欢迎选购。）

为了安全起见，我们建议您全程系好安全带。

祝您旅途愉快！谢谢！



## 1.2.2 Flight Plan Announcement

### A. Flight Plan Announcement for First/Business Class

Ladies and Gentlemen,

You are flying on China Southern Airlines' \_\_\_\_\_ aircraft with a seating capacity of \_\_\_\_\_ passengers.



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We expect to arrive at \_\_\_\_ airport at \_\_\_\_ (Beijing time).  
(The local time in \_\_\_\_ will be \_\_\_\_.)

Feel free to adjust your seat back to a more comfortable position.

[787]If you are seating by the window you can change the view by adjusting the button below the window.



During this flight, we will serve you with (dinner/night snack/ refreshments/ breakfast/lunch).

Duty-free goods will be available for sale after the meal service. Welcome to buy our duty-free goods.

For your safety, we kindly recommend you to keep your seat belts fastened throughout the flight.

Thank you for flying with China Southern Airlines!

Thank you!

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**B. 经济舱/全舱 (无分舱广播功能的机型则向全舱广播)**

尊敬的女士们、先生们:

您今天乘坐的是中国南方航空公司 \_\_\_\_ 飞机, 载客量为 \_\_\_\_ 人。我们预计在北京时间 \_\_\_\_ (当地时间 \_\_\_\_ ) 抵达 \_\_\_\_。

在飞行中, 由于气流变化可能发生突然的颠簸, 为了您的安全, 我们建议您全程系好安全带。

**A.1/ A.2/ A.3 (机上娱乐节目)**

**A.1 (已播放耳机的航班):** 机上娱乐节目已为您准备好, 耳机在您座椅前方的口袋里, (录像频道为 \_\_\_\_ 频道)。

**A.2 (需发放耳机的航班):** 稍后, 将为您播放机上娱乐节目, (录像频道为 \_\_\_\_ 频道)。

**A.3 (没有耳机的航班):** 稍后, 将为您播放机上娱乐节目, 希望您能喜欢。


**B.1/ B.2 (餐饮服务)**

**B.1 (中短程)** 随后我们将为您提供饮料及 (早餐/午餐/晚餐/点心/正餐/夜宵) 服务。

**B.2 (国际远程)** 随后我们将为您提供饮料及 (早餐/午餐/晚餐/点心/正餐/夜宵) 服务。第二餐将在航班落地前 \_\_\_\_ 小时 ( \_\_\_\_ 点钟) 为您提供)。

在供餐期间, 为了方便您后排的旅客, 请调直座椅靠背, 感谢您的配合!

(餐后我们将提供免税品服务, 欢迎选购)

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祝您旅途愉快!

## B. Economy Class/All Class

Ladies and Gentlemen,

You are flying on China Southern Airlines' \_\_\_\_\_ aircraft with a seating capacity of \_\_\_\_\_ passengers.

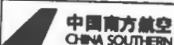
We expect to arrive at \_\_\_\_\_ airport at \_\_\_\_\_ (Beijing time).  
(The local time in \_\_\_\_\_ will be \_\_\_\_\_.)

For your safety, we kindly recommend you to keep your seat belts fastened throughout the flight in case we experience unexpected rough air.

### A1/A2/A3 (In-flight Entertainment Programs)

**A1 (Headsets in the seat pocket):** The in-flight entertainment programs are available now. (Your headsets are in the seat pocket in front of you.)

**A2 (For flights with headsets):** The in-flight entertainment programs are available now at Channel \_\_\_\_\_.

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**A3 (For flights without headsets):** The in-flight entertainment programs are available now. We hope you will enjoy them.

### B1/B2 (Meal and Beverage Service)

**B1: (Medium & Short-haul Flights)** We will be pleased to offer you a selection of beverages and (breakfast/lunch/dinner/refreshments/meal/night snack).

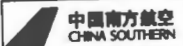

**B2: (Long-haul International Flights)** We will be pleased to offer you a selection of beverages and (breakfast/lunch/dinner/refreshments/meal/night snack).

The second meal will be served \_\_\_\_\_ hours before landing.  
(The second meal will be served at \_\_\_\_\_).

During the meal service, please adjust your seat back to its upright and locked position for the convenience of the passenger sitting behind you.

Duty-free goods will be available for sale after the meal service.

Thank you!

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### C. A380 飞行计划广播 (括号内为国内航班使用)

尊敬的女士们, 先生们:

今天您乘坐的是空中客车 A380 超大型宽体飞机。共有 506 个座位, 包括 8 个头等舱包厢 (明珠头等舱), 70 个全平躺的公务舱 (头等舱) 座位和 428 个经济舱座位。

我们预计在北京时间 \_\_\_\_ (当地时间 \_\_\_\_ ) 抵达 \_\_\_\_。

在飞行中, 由于气流变化可能发生突然的颠簸, 为了安全起见, 我们建议您全程系好安全带。

机上娱乐节目已为您准备好, (耳机在您座椅前方的口袋里。)

#### B.1/ B.2 (餐饮服务)



**B.1** (中短程) 随后我们将为您提供饮料及 (早餐/午餐/晚餐/点心/正餐/夜宵) 服务。

**B.2** (国际远程) 随后我们将为您提供饮料及 (早餐/午餐/晚餐/点心/正餐/夜宵) 的服务。第二餐将在航班落地前 \_\_\_\_ 小时 ( \_\_\_\_ 点钟) 为您提供)。

在经济舱供餐期间, 为了方便您后排的旅客, 请调直座椅靠背, 非常感谢!

(机上免税店设在主舱四号门区, 将在第一餐后开始/第二餐后(美国航线回程)销售, 并在下降前关闭, 详细信息请参阅购物指南或咨询客舱乘务员。)

祝您旅途愉快!

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### C. Flight Plan Announcement for the A380

Ladies and Gentlemen,

You are flying on the Airbus A380 superjumbo with 506 seats, including 8 Platinum Private Suites, 70 flat-bed Business Class and 428 Economy Class seats.

We expect to arrive at \_\_\_\_ airport at \_\_\_\_ (Beijing time). (The local time in \_\_\_\_ will be \_\_\_\_.)



For your safety, we kindly recommend you to keep your seat belts fastened throughout the flight in case we experience any unexpected rough air.

The in-flight entertainment programs are now available. (Your headsets are in the seat pocket in front of you.)

#### B1/B2 (Meal Service)

**B1:** (Medium and Short-haul Flights) We will be pleased to offer you a selection of beverages and (breakfast/lunch/dinner/refreshments/meal/night snack).

**B2:** (Long-haul International Flights) We will be pleased to offer you a selection of beverages and (breakfast/lunch/dinner/refreshments/meal/night snack).



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The second meal will be served \_\_\_\_\_ hours prior to landing.  
(The second meal will be served at \_\_\_\_\_).

During our meal service, for passengers in the Economy Class, please adjust your seat back to the upright and locked position for the convenience of the passenger sitting behind you.

Thank you!

(The Duty-free Shop is located at the Door 4 area of the main deck. It will open after the first meal service/the second meal service (for return flights on the US routes) and close before descending. For further information, please refer to the onboard Shopping Guide or speak with any flight attendant).

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### 1.2.3 机上升舱

女士们、先生们：



本次航班可为您办理“机上升舱”服务。（目前我们只接受有银联标志的信用卡。/我们接受国际信用卡。）如果您需要办理升舱，请向客舱乘务员咨询。谢谢！

### 1.2.3 In-flight upgrading

Ladies and Gentlemen:

The in-flight upgrade service is available. (We accept major credit cards of union pay. We accept international major credit cards). If you want to upgrade, please contact us.

Thank you!

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#### 1.2.4 餐前广播

女士们、先生们:

我们将为您提供餐食(点心餐)及各种饮料,希望您能喜欢。在用餐期间,请您调直座椅靠背,以方便后排的旅客。如需要帮助,我们很乐意随时为您服务。谢谢!

#### 1.2.4 Announcement before the Meal Service



Ladies and Gentlemen,

We are pleased to begin our meal service. Flight attendants will be moving through the cabin serving meals (snacks) and beverages soon.

For the convenience of the passenger sitting behind you, please adjust your seat back to its upright and locked position during the meal service.

If you need any assistance, please contact any flight attendant.

Thank you!

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#### 1.2.5 国际远程第二餐广播

女士们、先生们:

我们预计将在\_\_\_\_\_抵达目的地,随后我们将为您提供(正餐/早餐/点心餐)及各种饮料,希望您能喜欢。在用餐期间,请您调直座椅靠背,以方便后排的旅客。谢谢!



#### 1.2.5 Announcement before the Second Meal Service on Long-haul International Flights

Ladies and Gentlemen,

Good morning/afternoon. We will be arriving at our final destination at \_\_\_\_\_.

We are pleased to serve you a meal/breakfast refreshments and beverages. During the meal service, please adjust your seat back to its upright and locked position for the convenience of the passenger sitting behind you.

Thank you!

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### 1.2.6 颠簸

#### A. 颠簸

女士们、先生们：

我们的飞机受气流影响有些颠簸，请您回原位坐好，系好安全带。（正在用餐的旅客，请您多加留意。）洗手间暂停使用。谢谢！



### 1.2.6 Turbulence

#### A. Turbulence

Ladies and Gentlemen,

Our aircraft is experiencing some turbulence. Please return to your seat and fasten your seat belts. (Please watch out if you are having meals). Lavatories may not be used at this time.

Thank you!

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### B. 中度颠簸

女士们、先生们：

我们的飞机正经历较强烈的颠簸（接机长通知，大约在\_\_分钟后，我们的飞机将经过一段气流不稳定区，会有持续的较强烈颠簸）。请您坐好，系好安全带，洗手间暂停使用。正在用餐的旅客，请您多加留意。同时，我们将暂停客舱服务，请您谅解。谢谢！



#### B. Moderate Turbulence

Ladies and Gentlemen,

Our aircraft is experiencing some moderate rough air and it is expected to last for some time. (The captain has informed us that we will pass through an area of rough air in \_\_ minutes, and the moderate turbulence will last for \_\_ minutes.)

Please be seated and fasten your seat belts. Do not use the lavatories. Please watch out if you are having meals. For the time being, cabin service will be suspended.

Thank you!

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### 1.2.7 A 明珠俱乐部会员招募广播词(发放明珠卡的航班)

尊敬的女士们、先生们:

我们诚意邀请您加入南航的常旅客奖励计划——南航明珠俱乐部。

在天合联盟全球航线网络内旅行时,明珠会员将可获得丰厚的里程奖励,实现您与家人自由飞行的梦想。南航明珠金卡会员更可进入天合联盟全球 400 多间贵宾休息室候机休息,以及享受行李优先、登机优先等众多尊贵的精英级会员服务。

您所乘坐的本次航班将可按规定获得相应比例的里程累积。欢迎您向乘务人员索取《入会申请表》。



### 1.2.7 A Sky Pearl Club Member Recruitment (For Flights with Distribution of Sky Pearl Club Cards)

Ladies and Gentlemen,

You are warmly welcome to join China Southern Airlines Sky Pearl Club---our award-winning Frequent Flyer Program.

Flying within SkyTeam's global network, Sky Pearl Club members can easily earn and redeem mileage for free air travel with your family. Sky Pearl Gold Card members have access to more than 400 SkyTeam lounges worldwide and enjoy select elite benefits, including Priority Boarding and Priority Baggage Handling.



According to the membership terms, the flight you are taking today may be credited. Please feel free to ask for a Sky Pearl

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Club Membership Application Form from any flight attendant.

Thank you!

配套音频请访问  
[www.airmango.net](http://www.airmango.net)  
 培训资料禁止外传

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### 1.2.7 B 明珠俱乐部会员招募广播词(不发放明珠卡的航班)

尊敬的女士们、先生们:

我们诚意邀请您加入南航的常旅客奖励计划——南航明珠俱乐部。

在天合联盟全球航线网络内旅行时,明珠会员将可获得丰厚的里程奖励,实现您与家人自由飞行的梦想。南航明珠金卡会员更可进入天合联盟全球 400 多间贵宾休息室候机休息,以及享受行李优先、登机优先等众多尊贵的精英级会员服务。



您所乘坐的本次航班将可按规定获得相应比例的里程累积。您可通过登录南航官网 [www.csair.com](http://www.csair.com) 或拨打南航服务热线 95539 亦或莅临南航柜台提出入会申请。谢谢!

### 1.2.7 B Sky Pearl Club Member Recruitment (For Flights with No Distribution of Sky Pearl Club Cards)

Ladies and Gentlemen.

You are warmly welcome to join China Southern Airlines' Sky Pearl Club - our award-winning Frequent Flyer Program. Flying within SkyTeam's global network, Sky Pearl Club members can easily earn and redeem mileage for free air travel with your family.

Sky Pearl Gold Card members have access to more than 400



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SkyTeam lounges worldwide and enjoy select elite benefits, including Priority Boarding and Priority Baggage Handling.

According our membership rules, the flight you are taking today may be credited. Please submit your Sky Pearl Club membership application by logging onto China Southern's official website: [www.csair.com](http://www.csair.com), or dialing our Customer Service Center Hotline at 95539 or visiting any of our conveniently located airport service counters.

Thank you!



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### 1.2.8 机上免税品销售

尊敬的女士们、先生们:

我们将进行机上免税品销售,有关产品的介绍,请参阅座椅前方口袋里的购物指南书。为了方便您购物,我们接受现金和国际信用卡。根据《禁止携带液体类物品乘坐飞机的规定》,转机的旅客在购买液体类物品时,请特别留意或咨询乘务员。谢谢!

### 1.2.8 In-flight Duty-free Goods Sales Service

Ladies and Gentlemen,



For passengers who are interested in purchasing duty-free items, we will begin our in-flight sales service very soon.

Our Duty-free Goods Catalog, with product information, can be found in the seat pocket in front of you. For your convenience, we accept both cash and major international credit cards.

For passengers with connecting flights, please note that liquid items purchased onboard are subject to Safety Regulations on Prohibiting Liquid Items onboard.

Please feel free to contact any of our flight attendants for detailed information.

Thank you!

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### 1.2.9 夜间飞行

尊敬的女士们、先生们:

为了使您在长途旅行中得到良好的休息,我们将调暗客舱灯光。需要阅读的旅客请打开阅读灯。

我们再次提醒您,在飞行全程中请系好安全带。如您需要帮助,我们很乐意随时为您服务。谢谢!



### 1.2.9 Night Flights

Ladies and Gentlemen,

To ensure a good rest for you during the long journey, we will be dimming the cabin lights. For passengers who wish to read, please turn on the reading lights located above you.

Because your safety is our primary concern, we strongly recommend you to keep your seat belts fastened throughout the flight. If you need any assistance, we are ready to help you at any time.

Thank you!

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### 1.2.10 播放空中养生八段锦广播部分

非 AVOD 机型:

尊敬的女士们、先生们:

为了缓解您的旅途疲劳,中国南方航空公司为您精心编制了“空中养生八段锦”。

(777 机型:“八段锦”的播放频道为\_\_\_\_ 频道,与综合节目一起循环播放。)

为了您的安全,我们提醒您,在做操期间,别忘了系好安全带。

希望这段“空中养生八段锦”能使您的旅途更加舒适,更加健康!谢谢!

### 1.2.10 In-flight Baduanjin (not AVOD)



Ladies and Gentlemen,

In order to relieve your fatigue during the journey, we have prepared the in-flight exercises called “BA DUAN JIN”.

(777 Aircraft: It will be broadcast at Channel \_\_\_\_ in loop with the entertainment program.)



For your safety, please keep your seat belts fastened when doing the exercises.

We hope that our in-flight exercises will make your journey more comfortable!

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Thank you!

配套音频请访问  
www.airmango.net  
培训资料禁止外传

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### AVOD 机型:

亲爱的旅客朋友们:

我们将要抵达本次航班的目的地。为了缓解您的旅途疲劳,中国南方航空公司为您精心编制了“空中养生八段锦”。

**两舱:** 请您选择屏幕左上角的视频广播节目进行观看。

**经济舱:** 八段锦将在您的头顶电视界面播放,请您使用耳机并选择音频第\_\_\_\_频道。

为了您的安全,我们提醒您,在做操期间,别忘了系好安全带。

让我们跟随舒缓、优美的音乐,来做这段养生操吧!谢谢!


### ( AVOD )

Dear passengers,

We will be arriving at our destination soon. In order to relieve your fatigue during the journey, we have prepared the in-flight exercises called “BA DUAN JIN”.

**First/Business Class:** Please select the video broadcast at the upper left corner of the screen to enter the video broadcast interface to watch the “Ba Duan Jin” program.

**Economy class:** The “Ba Duan Jin” program will be played in your overhead TV interface. Please use the headsets and



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select Audio Channel \_\_\_\_.

Now, with the pleasant and relaxing music, let's do these exercises together!

For your safety, please keep your seat belts fastened.

Thank you!

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### 1.2.11 驾驶舱预计到达信息广播

尊敬的女士们、先生们:

这是机长/驾驶舱广播。据最新收到的天气报告，  
 \_\_\_\_\_ (目的地) 机场现在是 \_\_\_\_\_ (晴天、阴天、多云等)，地面温度是 \_\_\_\_\_ 摄氏度， \_\_\_\_\_ 华氏度，飞机预计在 \_\_\_\_\_ (时间) 降落。谢谢!

### 1.2.11 Front -deck Estimated Arrival Information



Ladies and Gentlemen,

This is your captain speaking. We will start our final descent at \_\_\_\_\_ (time).

According to the latest weather report, it is (sunny, overcast, cloudy) at the \_\_\_\_\_ (destination) airport, and the ground temperature is \_\_\_\_\_ degrees Celsius or \_\_\_\_\_ degrees Fahrenheit.

The arrival time will be \_\_\_\_\_ (time).

Thank you!

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### 1.2.12 预计到达信息广播(如驾驶舱未提供预计时间的广播)

尊敬的女士们、先生们:

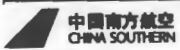

我们的飞机预计在 \_\_\_\_\_ (时间) 抵达 \_\_\_\_\_ (机场名)，(当地时间 \_\_\_\_\_)，根据现在收到的天气预报，\_\_\_\_\_ (地名) 的地面温度为 \_\_\_\_\_ 摄氏度， \_\_\_\_\_ 华氏度，洗手间将在 \_\_\_\_\_ 分钟后停止使用，稍后乘务员将前来收取耳机。(仅在经济舱广播:机上毛毯属非赠送物品，请勿带下飞机。) 谢谢!

### 1.2.12 Estimated Arrival Information

Ladies and Gentlemen,

We will start our final descent in \_\_\_\_\_ (time). According to the latest weather report, \_\_\_\_\_ (destination) airport is \_\_\_\_\_ (sunny, overcast, cloudy), the ground temperature is \_\_\_\_\_ degrees Celsius or \_\_\_\_\_ degrees Fahrenheit. Lavatories will be suspended in \_\_\_\_\_ minutes and the flight attendant will collect the headset. (Only in Economy: Please leave the in-flight blanket onboard.)

Thank you!

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### 1.2.13 下降前安全检查

女士们、先生们：

我们的飞机已经开始下降。

(非 787 机型) 请您将安全带系好, 调直座椅靠背, 收起小桌板 (和脚踏板), 将遮光板保持在打开状态。

(787 机型) 请将安全带系好, 座椅靠背、小桌板和座椅脚踏板收起, 为了飞行安全, 我们将统一调整舷窗的亮度。

洗手间已经停止使用, 请关闭手提电脑及其它电子设备。(稍后, 我们将调暗客舱灯光。) 谢谢!



### 1.2.13 Safety Check before Landing

Ladies and Gentlemen,

We are beginning our final descent.

[not 787] Please fasten your seat belts, stow your tray table, (return your footrest to its initial position) and adjust your seat back to the upright position. Please help us by opening the sunshades.

[787] Please fasten your seat belts, stow your tray table, return your footrest to its initial position, and adjust your seat back

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to the upright position. For the flight safety we will adjust the dimmable window.

Please do not use the lavatory and turn off your laptop computers and other electronic devices. (We will be dimming the cabin lights for landing.)

Thank you!

配套音频请访问  
[www.airmango.net](http://www.airmango.net)  
 培训资料禁止外传

### 1.2.14 中转信息播报

A: (ACARS 报文有显示中转信息)

尊敬的女士们、先生们:

现在向您播报中转信息, 敬请留意: 本次航班抵港后, 乘坐 CZ (航班号) 航班, 继续前往 (目的地) 的旅客, 您的下一个登机口是: \_\_\_\_\_; 乘坐 CZ (航班号) 航班, 继续前往 (目的地) 的旅客, 您的下一个登机口是: \_\_\_\_\_; .....

如您的转机时间在 2 小时以上, 请您前往南航中转柜台咨询或办理下一个航班的手续。

B: (ACARS 报文显示中转信息为“NIL”或上传信息不成功)

尊敬的女士们、先生们: (中转广播词)

需从 \_\_\_\_\_ (地名) 转机的旅客, 请您前往南航中转柜台咨询或办理下一个航班的手续。谢谢!

### 1.2.14 Transit Information

Ladies and Gentlemen,

A: (We have Gate Information)

May I have your attention, please! We are pleased to

announce transit information for passengers who have connecting flights. Upon arrival of this flight, passengers for China Southern Airlines Flight CZ\_\_\_\_\_ to \_\_\_\_\_, please proceed to Boarding Gate number \_\_\_\_\_.



Passengers for China Southern Airlines Flight CZ\_\_\_\_\_ to \_\_\_\_\_, please go to Boarding Gate number \_\_\_\_\_.

If your transit time is more than two hours, please go to China Southern Airlines' transit counter for further information or check in for your next flight.

B: (We don't have Gate Information)

If you have a connecting flight at \_\_\_\_\_ airport, please go to China Southern Airlines' transit counter for further information or check in for your next flight.

Thank you!

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### 1.2.15 着陆前安全确认

女士们、先生们：

我们的飞机很快就要着陆，请您再次确认安全带已经系好。谢谢！

客舱乘务员各就各位！



### 1.2.15 Safety Check before Landing

Ladies and Gentlemen:

Our aircraft will be landing shortly. Please make sure your seat belts are securely fastened.

Thank you!

Cabin crew, please prepare for landing!

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### 1.3 落地后

#### 1.3.1 终点站落地

尊敬的女士们、先生们：

我们已经抵达\_\_\_\_\_。（国际航班落地：当地时间是\_\_\_\_月\_\_\_\_日\_\_\_\_点\_\_\_\_分，）

现在机舱外面的温度为\_\_\_\_摄氏度，\_\_\_\_华氏度。



我们将停靠\_\_\_\_区到达厅/航站楼，使用\_\_\_\_行李转盘。/您的交运行李请前往到达厅领取。

飞机还在滑行中，在“系好安全带”指示灯关闭前，请您保持安全带扣好，手提电话处于关闭状态。飞机停稳后当您打开行李架时，请特别留心，以免物品滑落。

（A1 国际转国内旅客须知）：需从本站入境并转乘国内航班的旅客：根据中华人民共和国海关规定，您的所有手提行李和托运行李都需要接受海关检查，请您提取托运行李办理海关手续，然后前往国内中转柜台办理行李转运；如您有需要办理海关申报的物品，请前往海关申报柜台办理手续。

（A2 国际转国际旅客须知）：需从本站转乘南航国际航班的旅客：请前往入境大厅左侧的国际中转柜台咨询或办理过境手续；在本站入境转乘国内航班的旅客：根据中华人民共和国海关规定，您的所有手提行李和托运行李都需要接受海关检查，请您提取托运行李办理海关手续，然后前往国内中转柜台办理行李转运；如您有需要办理海关申报的物品，请前往海关申报柜台办理手续。

（对于本次航班的延误，我们再次深表歉意）感谢您再次选乘天合联盟成员——中国南方航空公司航班，期待下次旅途与您再会！谢谢！

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### 1.3 After Landing

#### 1.3.1 Landing at the Final Destination

Ladies and Gentlemen,

Welcome to \_\_\_\_\_. The outside temperature is \_\_\_\_\_ degrees Celsius, or \_\_\_\_\_ degrees Fahrenheit.

(Upon landing of international flights: The local time is \_\_\_\_\_ (time) on \_\_\_\_\_ (date).



(We will park at Concourse No.\_\_\_\_/Area\_\_\_\_. Your checked baggage may be claimed at the baggage claim area number\_\_\_\_ at the arrival hall/terminal. )

Our aircraft is still taxiing. Please keep your seat belts fastened and make sure your mobile phone is off until the "Fasten Seat Belt" sign has been turned off.

When the aircraft is securely parked, please be careful when opening the overhead bins as luggage may have shifted during the flight.

#### Upon landing of international flights:

A1 ( For passengers from an international flight to a domestic flight ) : If you have a domestic connecting flight, according to the Regulations of the Customs of the People's Republic of

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China, you need to claim your checked baggage and proceed through the Customs for the clearance of both your carry-on baggage and checked baggage. If you have any item to be declared, please proceed to the Declaration Counter of the Customs.

A2 ( For passengers from an international flight to another international flight ) :

If you have an international connecting flight, please proceed to the international transit counter on the left side of the immigration hall.

If you have a domestic connecting flight, according to the Regulations of the Customs of the People's Republic of China, you need to claim your checked baggage and proceed through the Customs for the clearance of both your carry-on baggage and checked baggage.



If you have any item to be declared, please proceed to the Declaration Counter of the Customs.

Other flights:Your checked baggage may be claimed at the arrival baggage claiming area.

(We sincerely apologize again for the delay of this flight. )



Thank you again for flying with China Southern Airlines, a SkyTeam member's flight.



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See you next time and have a nice day!

Thank you!

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### 1.3.2 国际航班中途经停国内段广播

尊敬的女士们、先生们：

欢迎您抵达本次航班的中途站\_\_机场，当地时间是\_\_月\_\_日\_\_点\_\_分。外面的温度为\_\_摄氏度，\_\_华氏度。飞机还需要滑行一段时间，在“系好安全带”指示灯关闭前，请保持安全带扣好，不要打开手提电话。

A1：(出境)到达\_\_的旅客，请带好您的全部手提物品下飞机。您的交运行李请在到达厅领取。



继续前往\_\_的旅客请注意：当您下机时，请向地面工作人员领取过站登机牌，并跟随地面工作人员在本站办理出境及检疫手续。根据\_\_海关规定，请将您的全部手提物品带下飞机，接受海关检查。对遗留在飞机上的、未经海关检查的行李物品，将由海关人员处理。(交运行李的海关手续将在\_\_办理)

A2：(入境)到达\_\_的旅客，请您带好护照及全部手提物品到候机厅办理出入境手续。您的交运行李请在到达厅领取。

继续前往\_\_的旅客请注意：当您下机时，请向地面工作人员领取过站登机牌，并跟随地面工作人员在本站办理入境及检疫手续。根据\_\_海关规定，请将您的全部手提物品带下飞机，接受海关检查。对遗留在飞机上的、未经海关检查的行李物品，将由海关人员处理。(您托运行李的提取及相关入境手续的办理将在\_\_完成。)

(我们将在此更换机组。)

(我们再次为航班延误向您道歉。)感谢您选乘天合联盟成员——中国南方航空公司航班。下次旅途再会!

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### 1.3.2 Domestic Stopover of an International Flight

Ladies and Gentlemen,

We have just landed at \_\_\_ airport, a stopover of this flight. (The local time is now \_\_\_ on \_\_\_.) The outside temperature is \_\_\_ degrees Celsius, or \_\_\_ degrees Fahrenheit.



Our aircraft is still taxiing. Please keep your seat belts fastened until the "Fasten Seat Belt" sign has been turned off and make sure that your mobile phone is off.

A1 (Outbound) :

For passengers arriving at \_\_\_\_, please take all your belongings when you disembark. Your checked baggage may be claimed at the baggage claim area.

For passengers continuing onward to \_\_\_\_, may I have your attention, please! When you disembark, please take a transit card from our ground handling staff, and they will help you go through the exit and quarantine formalities here.

According to the Regulations of the Customs of People's Republic of China, please take all of your carry-on items with you when you go through the Customs. Any baggage left onboard will be handled by the Customs. (Customs formalities

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for checked baggage will be completed at \_\_\_\_.)

A2 (Inbound) :

For passengers arriving at \_\_\_\_, please take your passport and all your belongings when you disembark and complete the entry and quarantine formalities here. Your checked baggage may be claimed at the baggage claim area.

For passengers continuing onward to \_\_\_\_, may I have your attention, please! When you disembark, please take a transit card from our ground handling staff, and they will guide you to go through the entry and quarantine formalities here.



According to the Regulations of the Customs of People's Republic of China, please take all your carry-on items with you when you go through the Customs. Any baggage left onboard will be handled by the Customs. (Customs formalities for checked baggage will be completed at \_\_\_\_.)

(Your crew will be changed here.)

(We sincerely apologize again for the delay of this flight.)

Thank you again for flying with China Southern Airlines, a SkyTeam member's flight.

See you next time and have a nice day!

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### 1.3.3 国内航班经停国内站广播

尊敬的女士们、先生们：

欢迎您抵达本次航班的中途站\_\_机场，外面的温度为\_\_摄氏度，\_\_华氏度。

飞机还需要滑行一段时间，在“系好安全带”指示灯关闭前，请保持安全带扣好，不要打开手提电话。

到达\_\_的旅客，请带好您的全部手提物品先下飞机，下机时请准备好您的登机牌，以便地面服务人员核查目的地。您的交运行李请在到达厅领取。

(旅客下机)：继续前往\_\_的旅客，稍后我们将广播通知您下飞机。下机时请带好您的登机牌，地面工作人员将带您到候机厅休息等候。飞机在这里停留大约\_\_分钟左右。(您的手提物品可以放在飞机上，但贵重物品请您随身携带。)离开座位时，请将您座椅前方口袋内的所需物品取出。



(旅客不下机)：继续前往\_\_的旅客，请您在飞机上休息等候。我们的飞机在这里大约停留\_\_分钟。为了您的安全，请不要在机上任何区域吸烟。

(我们再次为航班延误向您道歉。)感谢您选乘天合联盟成员——中国南方航空公司航班。

下次旅途再会！

### 1.3.3 Domestic Stopover of a Domestic Flight Ladies and Gentlemen,

We have just landed at\_\_airport, a stopover of this flight. The outside temperature is\_\_degrees Celsius. or\_\_degrees

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Fahrenheit.

Our aircraft is still taxiing. Please keep your seat belts fastened and make sure your mobile phone is off until the “Fasten Seat Belt” sign has been turned off.



For passengers arriving at this airport, please get your boarding pass ready for checking by our ground staff. When you disembark, please take all your belongings. Your checked baggage may be claimed at the baggage claim area.

(For passengers who will disembark) : For passengers continuing onward to\_\_, we will inform you to disembark later. When you disembark, please take your boarding pass and follow our ground staff to the waiting hall. We will stay here for about minutes. The ground staff will clean up our cabin during this period, so please take all your belongings from the seat pocket in front of you before you disembark. (Your carry-on baggage may be left onboard but please take your valuables with you.)

(For passengers who will not disembark) For passengers continuing onward to\_\_, please wait onboard. We will be taking off in about\_\_minutes. For your safety, please do not smoke onboard.



Thank you for flying with China Southern Airlines (Thank you again for your understanding and patience during the delay.)

Thank you again for flying with China Southern Airlines. a

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SkyTeam member's flight.

See you next time and have a nice day!

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#### 1.3.4 通程联运航班终点站落地

尊敬的女士们、先生们：

欢迎抵达\_\_\_\_\_。（我们将停靠\_\_区到达厅/\_\_航站楼，使用\_\_行李转盘。）

（当地时间是\_\_月\_\_日\_\_点\_\_分。）

现在机舱外面的温度为\_\_摄氏度，\_\_华氏度。

飞机还在滑行中，在“系好安全带”指示灯关闭前，请您保持安全带扣好，手提电话处于关闭状态。飞机停稳后您打开行李架时，请特别留心，以免物品滑落。

需要在本站入境转乘国内航班的旅客，根据中华人民共和国海关规定，您的所有手提行李和托运行李都需要接受海关检查。南航将为您提供免费的托运行李通程联运服务，请您下机后与地面工作人员联系。如果您有需要办理海关申报的物品，请前往海关申报柜台办理有关手续。



（我们再次为航班延误向您道歉。）感谢您选乘天合联盟成员——中国南方航空公司航班。

下次旅途再见！

#### 1.3.4 Baggage Through Check-in Flight

Ladies and Gentlemen,

Welcome to \_\_\_\_\_. (We will park at Concourse No. /Area \_\_\_\_\_. (Your checked luggage may be claimed at the Baggage Claim area ( Number \_\_\_\_\_) at the arrival

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hall/terminal.

(The local time is \_\_\_ <time> on \_\_\_ <date>).

The outside temperature is \_\_\_ degrees Celsius, or \_\_\_ degrees Fahrenheit.

Our aircraft is still taxiing. Please keep your seat belts fastened and make sure your mobile phone is off until the "Fasten Seat Belt" sign has been turned off. When the aircraft is securely parked, please be careful when opening the overhead luggage bin.

According to the Regulations of the Customs of People's Republic of China, you need to proceed through the Customs for the clearance of both your carry-on and checked luggage.

China Southern staff will be available to help you check through your baggage free of charge and help you with the Customs inspection procedures. After you disembark, please contact any of our ground handling staff.

If you have any items to declare, please proceed to the Customs Counter.



Thank you for your cooperation

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(We sincerely apologize again for the delay of this flight.)

Thank you again for flying with China Southern Airlines, a SkyTeam member's flight.

See you next time and have a nice day!

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### 1.3.5 首尔落地

尊敬的女士们、先生们：

我们的飞机已经降落在首尔仁川国际机场，当地时间是\_\_\_\_点\_\_\_\_分，外面的温度\_\_\_\_摄氏度，\_\_\_\_华氏度。

飞机还需要滑行一段时间，在“系好安全带”指示灯关闭前，请保持安全带扣好，不要打开手提电话。

如有旅客携带种子、秧苗、鲜水果和蔬菜、鲜花及球茎等植物，下机后请向国际植物检疫部申报。所有旅客不得携带韩国政府规定的违禁药品及肉类食品入境。如携带一万美元或以上货币，须向海关申报。

下飞机时请带好您的全部手提物品。交运行李请在到达厅领取。

(需从本站转乘飞机去其它地方的旅客，请到候机厅中转柜台办理。)



(我们再次为航班延误向您道歉。)感谢您搭乘天合联盟成员——中国南方航空公司航班。

下次旅途再见!

### 1.3.5 Landing at Seoul Incheon International Airport

Ladies and Gentlemen,

Welcome to Incheon International Airport. The local time is \_\_\_\_\_. The outside temperature is \_\_\_\_\_ degrees Celsius, or \_\_\_\_\_ degrees Fahrenheit.

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Our aircraft is still taxiing. Please keep your seat belts fastened until the "Fasten Seat Belt" sign has been turned off. Please do not turn on your mobile phones.

Passengers carrying any plants including seeds, seedlings, fresh fruits, vegetables, flowers and bulbs are required to declare them with the Airport Quarantine Office. Passengers are not allowed to bring any drugs or meat products that are prohibited by the South Korean government. Those passengers who carry more than ten thousand U.S. dollars or equivalent amount of foreign currencies are required to declare it with local Customs agents.

When you disembark, please take all your belongings. Your checked baggage may be claimed at the baggage claim area. (Passengers with connecting flights, please go to the transit counter at the terminal.)

(We sincerely apologize again for the delay of this flight.) Thank you again for flying with China Southern Airlines. a SkyTeam member's flight.

See you next time and have a nice day!

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### 1.3.6 落地滑行时 (如需要)

尊敬的女士们、先生们:

我们的飞机还没有到达停机位, 将继续滑行一段时间, 为了您的安全, 在“系好安全带”指示灯关闭之前, 请保持安全带系好, 不要站起来。谢谢!



### 1.3.6 Taxiing after Landing (If need)

Ladies and Gentlemen,



Our aircraft is still taxiing and we have not reached our parking area. For your safety, please remain seated with your seat belts securely fastened until the “Fasten Seat Belt” sign has been turned off.

Please do not open the overhead luggage bins.

Thank you!

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		Chapter 2

## 2. CIQ 广播词 CIQ Announcement

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### 2.1 A 填写入境卡

尊敬的女士们、先生们：



现在我们为您发放申报单和入境卡，有需要协助的旅客，请咨询客舱乘务员。待您办理入境手续时请将填好的表格交给海关和移民局工作人员。谢谢！

### 2.1 A Distributing Entry Forms

Ladies and Gentlemen,

We are pleased to provide you with entry forms for local Customs Immigration and Quarantine. If you need any assistance, please feel free to contact any of our flight attendants. When you go through the entry formalities, please submit the completed entry forms to officials from the Customs Immigration and Quarantine.

Thank you!

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### 2.1 B 美国入境卡填写（发放时）

尊敬的女士们、先生们：

根据美国海关、移民局规定，所有抵达旅客必须正确填写（入境卡和）海关申报单，在您填写时请注意以下内容：所有表格必须用英文大写字母顶格填写；在美国的地址必须完整和详尽；签名须由本人完成。同行的家庭可以只填写一张海关申报单，如您需协助请与乘务员联系。

感谢您的配合！

### 2.1 B Completing Entry Forms for Arrival in the US (Upon Distribution)

Ladies and Gentlemen,

According to US Customs and Immigration, all arriving passengers must complete (Entry and) Customs Declaration Forms.


When filling out these forms, please note that all forms must be filled out in English capital letters. You must also provide your detailed address in America and sign the forms in person.

One family member can complete one Customs Declaration Form for the whole family.

If you need any assistance, please feel free to contact one of our flight attendants.

Thank you for your cooperation!



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## 2.1 C 美国入境卡填写 (下降前确认)

尊敬的女士们、先生们:

我们的飞机很快就要抵达目的地, 为了使您能够快速通关, 请您确认已经正确填写所有入境表格, 如您有任何疑问, 客舱乘务员也将协助您再次确认。在您下机前请准备好这些表格及护照或其他旅行证件, 以便地面官员查验。谢谢!

### 2.1 C Completing Entry Forms for Arrival in the US (Before Descending)

Ladies and Gentlemen,

We will soon arrive at our destination. To ensure a quick pass-through at Immigration, Customs and Quarantine, please make sure that you have completed all the entry forms properly. If you have any questions, any of our flight attendants would be pleased to help you.

Please complete these forms and have your passport or other travel documents ready for inspection by local officials when you disembark the aircraft.

Thank you!

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## 2.2 各国检疫规定

尊敬的女士们、先生们:



根据\_\_ (国) 检疫规定, 在\_\_入境的旅客不能随身携带新鲜水果, 肉类, 植物及鲜花等。如果您已带上飞机, 请您予以妥善处理, 不要带下飞机。谢谢!

### 2.2 Quarantine regulations

Ladies and Gentlemen,

According to the quarantine regulations of \_\_ government, passengers may not bring fresh fruits, cut flowers, plants or meat products. Passengers who are in possession of such items are kindly requested to dispose of them properly and do not bring them off the aircraft.

Thank you!

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### 2.3 喷洒药物

尊敬的女士们、先生们:

根据\_\_政府的检疫规定,所有来自国外的飞机在抵达之前,必须在客舱内喷洒无毒防虫剂。如果您对喷洒药物有过敏反应,请您在喷药时用手绢捂住口鼻。



感谢您的合作!

### 2.3 Spraying against Insect Infestation



Ladies and Gentlemen,

According to the quarantine regulations of the government, we will be spraying the cabin against insect infestation prior to arrival. If you are sensitive to this non-toxic spray, we recommend that you place a handkerchief or napkin over your nose and mouth.

Thank you for your cooperation!

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		Chapter 3

### 3.特殊情况广播词 Special Situation

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### 3.1 起飞前

#### 3.1.1 等待旅客登机

##### A 等待旅客

女士们、先生们：

我们正在等待部分旅客登机。请您在座位上休息片刻。  
谢谢！

### 3.1 Before Takeoff

#### 3.1.1 Waiting for Passengers Boarding

##### A. Waiting for Passengers

Ladies and Gentlemen,

We are waiting for \_\_\_ passengers to join us. Please remain in your seat. We expect to depart soon.

Thank you!

##### B. 等待中转旅客

女士们、先生们：



我们正在等待 \_\_\_ 名中转旅客，请您在座位上休息片刻。谢谢！

##### B. Waiting for Transit Passengers

Ladies and Gentlemen,

We are currently waiting for several transfer passengers to join us. During this short delay, please remain in your seat.

Thank you!

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### 3.1.2 查找行李

女士们、先生们：



由于有 \_\_\_ 位旅客办理了登机手续，但未按时登机。为了确保安全，他（们）托运的行李必须从货舱卸下，我们将在这些工作完成后，尽快起飞，（有交运行李的旅客，请您随同地面工作人员下机确认您的托运行李）感谢您的配合！

#### 3.1.2 Baggage Finding out

Ladies and Gentlemen,

Several passengers have completed the boarding procedures and haven't boarded this aircraft. At this time we must offload their checked baggage. Please be seated and wait for a few moments. (We kindly ask you to disembark and identify your checked baggage.)

Thank you for your cooperation!

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### 3.1.3 核查机票、护照

女士们、先生们：

现在地面工作人员（联检官员）需要重新核对机上旅客的机票（和护照），请您按登机牌上的座位就坐。

感谢您的理解与配合。



### 3.1.3 Ticket and Passport Check

Ladies and Gentlemen,

May I have your attention, please?

The ground staff (immigration and customs officers) need to re-check each passenger's identification. Please return to your assigned seat and show the officers your (passport and) tickets.

Thank you for your cooperation.

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### 3.1.4 清舱

女士们、先生们：

由于\_\_名旅客登机后又决定退票(机上缺少\_\_名旅客，地面人员再三查询仍未找到)。现在，我们将对客舱进行全面的清理和检查。请您带齐全部手提物品到候机室休息等候。对于由此给您带来的不便我们深表歉意。


感谢您的理解与配合。

### 3.1.4 Cabin Clearance

Ladies and Gentlemen,

There is/are \_\_\_ passengers who have decided to cancel their trip after he/she/they boarded the plane (leave us without approval, the ground staff cannot find him/her/them). According to the safety regulations, we must make a thorough safety check of the cabin.

Please take all of your belongings and disembark, and follow the instructions from our ground staff. We are very sorry for this inconvenience and thank you for your cooperation.

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### 3.1.5 清点旅客

女士们、先生们：

现在我们需要重新清点机上旅客人数，请您回原位坐好。感谢您的理解与配合。

### 3.1.5 Passenger Count

Ladies and Gentlemen,

Now we need to make a recount of all passengers.

Please return to your assigned seats.

Thank you for your cooperation.

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### 3.1.6 等待随机文件

女士们、先生们：

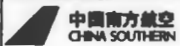

我们正在等待随机文件，请您在座位上休息片刻。感谢您的理解与配合。

### 3.1.6 Waiting for Flight Documents

Ladies and Gentlemen,

We are waiting for official flight documents, please remain in your seat and wait for a few moments.

Thank you for your understanding!

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### 3.1.7 等待餐食

女士们、先生们：

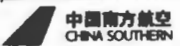

我们正在等待临时增加的部分旅客餐食，请您在座位上休息片刻。感谢您的理解与配合。

### 3.1.7 Waiting for Catering

Ladies and Gentlemen,

We are waiting for the local catering company with additional in-flight meals. Please be seated and wait for a few moments. (We should be on our way very soon.)

Thank you for your understanding.

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### 3.1.8 等待起飞

#### A. 等待起飞

女士们、先生们：

现在是（主任）乘务长广播，刚刚接机长通知：由于航路交通管制（机场跑道繁忙/机场天气不符合飞行标准/机械故障），飞机暂时无法起飞。（目前，滑行道上还有\_\_架飞机排在我们前面，）我们预计在\_\_分钟后起飞。请大家在座位上休息等候，如有进一步的消息，我们会尽快通知您。（在此期间，我们将为您播放录像节目并提供餐饮服务。）

非常感谢您的耐心等待！



### 3.1.8 Waiting for Take off

#### A. Waiting for Takeoff

Ladies and Gentlemen,

This is your chief / purser speaking. The Captain has informed us that due to air traffic control (airport runway congestion / unfavorable weather conditions / mechanical problems). ( There are still \_\_ aircraft currently waiting ahead of us. ) The departure time will be in approximately \_\_ minutes. Further information will be given as soon as possible. (We will be serving meals and beverages during this period.)

Thank you for your patience!

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## B. 航班长时间延误

女士们、先生们：

现在是（主任）乘务长广播。今天我们的航班由于（天气不符合飞行标准/航空管制/机械故障/等待旅客）原因造成了延误，在此我们深表歉意并感谢您的理解与配合。如有进一步的消息，我们将广播通知您。您急切的心情我们非常理解，但是，当安全和正点不能兼顾时，我们的首要责任是确保旅客安全。您的耐心等待和积极配合是对我们工作的巨大支持。谢谢！

## B. Long Delay



Ladies and Gentlemen,

This is your (chief) purser speaking. We are very sorry for the delay due to \_\_\_\_ (bad weather conditions/air traffic control/mechanical trouble/passenger late arrival).

We thank you for your understanding, patience and cooperation.

Further information will be given as soon as possible.

Thank you!

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## 3.1.9 机械故障

### A 机械故障

女士们、先生们：

现在是（主任）乘务长广播，接到机长通知，本架飞机由于机械故障原因将推迟起飞，对此我们深表歉意！机务人员正在对飞机进行检查维修。请您在座位上休息等候，进一步的消息我们将随时广播通知您。

感谢您的耐心等待。

## 3.1.9 Mechanical Problems



### A. Mechanical Problems

Ladies and Gentlemen,

This is your (chief) purser speaking. The Captain has informed us that our departure will be delayed due to a minor mechanical problem with this aircraft. Our maintenance staff is working diligently to solve this issue.

As your safety is our primary concern, please remain in your seat. Further information will be given as soon as possible.

Thank you for your understanding and patience!

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## B. 故障已排除

女士们、先生们:

现在飞机的故障已经排除, 可以安全起飞了, 请大家回原位坐好。


感谢您在等待期间对我们工作的理解与支持。

## B. Mechanical Problems Rejected

Ladies and Gentlemen,

With the excellent work of our crew and maintenance staff, the mechanical problem has been solved. We thank you for your understanding and cooperation. Now please be seated and get ready for takeoff.

Thank you!

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## C. 无法排除

女士们、先生们:

非常抱歉地通知您, 由于飞机的故障暂时无法排除, (我们将换乘另一架飞机, 现在请您带好全部手提物品随同地面工作人员下飞机, 前往第\_\_号登机口再次登机, /现在请您带好全部手提物品随同地面工作人员下飞机, 前往候机楼等候进一步消息。)由此给您带来的不便我们深表歉意。

感谢您的理解与配合。

## C. Mechanical Problems Cannot be Removed

Ladies and Gentlemen,

We are very sorry to inform you that the mechanical issue of our aircraft has not been resolved (we will be changing the aircraft, please take all your belongings and follow the ground staff to gate number \_\_, and ready for boarding again. / Please depart the aircraft, follow the instructions of our ground staff and wait for the latest information in the terminal building).

Thank you for your understanding and cooperation!



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### 3.1.10 天气原因推迟起飞

#### A 机上等待

女士们、先生们:

现在是在(主任)乘务长广播,刚刚接到机长通知,由于地点(台风/大雪/暴雨)天气尚未好转,飞机将会推迟起飞,对此我们深表歉意。请您在座位上休息等候,进一步的消息我们将随时广播通知您。

感谢您的理解与配合。



### 3.1.10 Delayed by Weather Condition

#### A. Waiting Onboard

Ladies and Gentlemen,

We are very sorry to inform you, as \_\_\_\_\_(place) is experiencing (typhoon / heavy snow / rainstorm), and the weather is getting worse, the departure time will be delayed. Please remain in your seat. We apologize for inconveniences this has caused. We will give you additional information as soon as it is available.

Thank you for your understanding!

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#### B. 需要到候机厅等待

女士们、先生们:

接到机长的通知,由于地点(台风/大雪/暴雨)天气尚未好转,我们将安排您到候机厅休息等候。下机时请带好机票、登机牌,(及您的全部手提物品/您的手提物品可以放在飞机上,但贵重物品请您随身携带。)进一步的消息地面工作人员将随时广播通知您。由此给您带来的不便,我们深表歉意。



感谢您的理解与配合!

#### B. Waiting in the Waiting Hall

Ladies and Gentlemen,

The Captain has informed us that as \_\_\_\_\_(place) is experiencing (typhoon / heavy snow / rainstorm), and the local weather is getting worse. We ask that you wait in the terminal at this time. Please take your ticket, boarding pass, (and all your carry-on items with you when you disembark). Our ground staff will keep you informed of the latest information.

Thank you for your understanding and cooperation.

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### 3.1.11 装货等待

女士们、先生们:

由于本架飞机的(货物尚未装完/旅客行李尚未装完/货物超载,地面人员正在抓紧时间卸货),飞机暂时不能起飞,请您稍等片刻。

感谢您的理解与配合!



### 3.1.11 Waiting for Cargo Loading

Ladies and Gentlemen,

We will have a short delay here as (we are waiting for some cargo to be loaded / we are waiting for some passengers' baggage to be loaded / the cargo is overloaded), our ground staff is working diligently to resolve it.

Please remain in your seat. Further information will be provided as soon as possible.

Thank you for your understanding and cooperation!

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### 3.1.12 配平不好/调整座位

女士们、先生们:

为了飞机起飞时的配戴平衡,请您按照登机牌上的座位号就座(请您在地面工作人员的安排下在\_\_排前/后就坐)。



感谢您的理解与配合!

### 3.1.12 Imbalance/Seat Adjustment

Ladies and Gentlemen,

For the balance of the aircraft, please take your assigned seat (follow the instructions of our ground staff, sit after / before row \_\_).

Thank you for your cooperation!

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### 3.1.13 除冰

女士们、先生们:

这是(主任)乘务长广播, 刚刚接到机长通知: 由于地面工作人员需要对飞机外表进行除冰, 以确保飞机安全起飞。请您稍等片刻!

感谢您的耐心等待。

### 3.1.13 Deicing

Ladies and Gentlemen,



This is your (chief) purser speaking.

The Captain has informed us that this aircraft will need deicing prior to departure.

Our ground staff is diligently working on this.

Please remain in your seat.

Thank you for your understanding.

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		3.1.14

### 3.1.14 飞机滑回停机位

女士们、先生们:

我们刚刚接到机长的通知, 由于飞机出现一点小故障/由于地面人员需要重新核对旅客人数, 飞机现在需要返回停机位。进一步的消息, 我们将随时通知您。由此给您带来的不便, 我们深表歉意。

感谢您的理解与配合!



### 3.1.14 Taxiling Back to the Apron

Ladies and Gentlemen,

The Captain has informed us that \_\_\_\_ (there is a minor mechanical problem with the aircraft / we need to recheck the passenger manifest). We are returning to the parking area.

Further information will be given as soon as possible.

Thank you for your cooperation.

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		3.1.15

### 3.1.15 空调系统在地面制冷不佳

女士们、先生们：

由于本架飞机的空调系统在地面停留期间制冷效果不佳，造成目前客舱温度较高，这种情况在飞机起飞后会很快缓解。对于由此给您带来的不适，我们深表歉意。

感谢您的理解与配合！

### 3.1.15 Breakdown of Air-conditioning



Ladies and Gentlemen,

As the air conditioning system of this aircraft does not work well on the ground, you may feel a little heat at the moment. We are sorry for this inconvenience.

After departure, cabin temperature will be adjusted.

Your understanding will be appreciated.

Thank you!

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### 3.2 飞行中

#### 3.2.1 录像系统故障

女士们、先生们：

由于本架飞机录像系统出现故障，不能为您播放录像节目。但我们有音乐节目可供您欣赏（请您使用耳机，选择您所喜爱的节目。如果您需要帮助，我们将随时为您服务）。谢谢！

### 3.2 In-flight

#### 3.2.1 Video System Breakdown



Ladies and Gentlemen,

We regret to inform you that the video entertainment system is not available on this flight.

Only audio programs are available.

(Headsets may be obtained from your flight attendants. If you need any assistance, please do not hesitate to contact us!)

Thank you!

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		3.2.2

### 3.2.2 供水系统故障

女士们、先生们:

非常抱歉地通知您, 由于机上供水系统出现故障, (由于天气寒冷, 导致供水系统结冰), 我们无法向您提供热饮, 我们为您准备了各种果汁、汽水和瓶装水供您选择, 对此我们深表歉意, 希望您给予谅解。谢谢!

### 3.2.2 Drain System Breakdown



Ladies and Gentlemen,

We regret to inform you that because of a problem with our on-board water system, we are unable to serve you hot drinks at this time.

Cold beverages including soft drinks and bottled water are available.

If you have any questions, please do not hesitate to contact us!

Thank you for your understanding.

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		3.2.3

### 3.2.3 找医生

女士们、先生们:

请注意! 现在飞机上有一位生病的旅客需要帮助, 如果您是医生或护士, 并且能够提供帮助, 请立即与乘务员联系。我们将不胜感激。

### 3.2.3 Call for Doctor


Ladies and Gentlemen,

May I have your attention, please?

We have a passenger in need of medical attention.

If there is a medical physician or nurse onboard, would you please contact any of our flight attendants?

Thank you!

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### 3.2.4 机上有病人备降

女士们、先生们:

请注意! 现在飞机上有一位重病旅客需要尽快抢救, 为了保证病人的生命安全, 机长决定临时降落在最近的\_\_\_机场, 飞机将在\_\_\_分钟后到达。非常感谢您的理解与支持!

#### 3.2.4 Diversion for Patient

Ladies and Gentlemen,


May I have your attention ,please?

We have a passenger in need of urgent medical treatment.

As such, the captain has decided to land at \_\_\_ airport.

We expect to arrive there in about \_\_\_ minutes.

Thank you for your understanding!

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		3.2.5

### 3.2.5 氧气面罩意外脱落

女士们、先生们:



氧气面罩由于机械故障意外脱落, 请您不要触摸面罩。机组人员将会妥善处理。对于给您带来的不便, 我们深表歉意。

#### 3.2.5 Oxygen Mask Drop Down

Ladies and Gentlemen,

The oxygen masks dropped unexpectedly because of a mechanical problem, please do not touch them as your flight attendants will take responsibility to manage them. We are sorry for this inconvenience.

Thank you for your cooperation!

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		3.2.6

### 3.2.6 严重颠簸

#### A. 严重颠簸

女士们、先生们:

我们的飞机正经历强烈的颠簸!请您尽快就座,系好安全带,洗手间停止使用。在此期间,我们将暂停客舱服务。

### 3.2.6 Severe Turbulence



#### A. Severe Turbulence

Ladies and Gentlemen,

We have encountered some strong turbulence.

Please take your seat and fasten your seat belt. Do not use the lavatories.

Cabin service will be suspended during this period.

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		3.2.6

### B. 严重颠簸后

女士们、先生们:

我们的飞机由于\_\_\_\_的原因,刚刚经历了严重颠簸。如果您的身体感到不适,请速与乘务员联系。



感谢您的理解与配合!

#### B. After Severe Turbulence

Ladies and Gentlemen,

As \_\_\_\_\_, our aircraft has experienced some severe turbulence. We apologize for the inconvenience caused. If you have any concerns, please contact our flight attendants.

Thank you for your understanding and cooperation.

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		3.2.7

### 3.2.7 由于强逆风飞机推迟落地时间

女士们、先生们：

由于受航路上的强逆风影响，飞机落地时间比原计划推迟\_\_分钟，我们将于\_\_点\_\_分到达\_\_。谢谢！



### 3.2.7 Delayed Due to Strong Head Wind

Ladies and Gentlemen,

Due to the strong head winds, the estimated time of our arrival has been pushed back an additional \_\_\_\_\_ minutes.

The new arrival time is \_\_\_\_\_.

Thank you!

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		3.2.8

### 3.2.8 空中盘旋

女士们、先生们：

现在是（主任）乘务长广播，我们刚刚接到机长的通知：由于\_\_机场（天气不好/能见度较低/空中交通繁忙），我们将在空中盘旋等待。进一步的消息，我们将随时通知您。

感谢您的理解与配合！

### 3.2.8 Holding

Ladies and Gentlemen,

Due to \_\_\_\_\_ (unfavorable weather conditions / low visibility / heavy traffic) at \_\_\_\_\_ airport, we have been ordered by Air Traffic Control to hold over at \_\_\_\_\_ (city) until we receive clearance to continue.

Further information will be provided as soon as possible.

Thank you for your understanding and cooperation!



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### 3.2.9 备降 (降落站天气不好)

女士们、先生们:

非常抱歉地通知您, 由于降落站\_\_机场天气不符合飞行标准, 目前飞机无法降落, 机长决定降落在\_\_机场。备降后的有关事宜, 我们会随时通知您, 飞机预计在\_\_点\_\_分到达\_\_机场。

感谢您的理解与配合!

### 3.2.9 Diversion(bad weather at destination)

Ladies and Gentlemen,

Due to unfavorable weather conditions over at \_\_\_\_\_ airport, the Captain has decided to land at \_\_\_\_\_ airport. We sincerely regret any inconvenience for this change.

We expect to arrive there at \_\_\_\_\_.

Further information will be provided as soon as possible.

We appreciate your patience and understanding.

Thank you!

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		3.2.10

### 3.2.10 中途站天气不好直飞

女士们、先生们:

非常抱歉地通知您, 由于本次航班的中途站\_\_机场因\_\_(天气不符合飞行标准/特殊原因)已经关闭, 飞机无法降落, 机长决定直接飞往\_\_(终点站)。预计到达机场的时间是\_\_。

原计划在\_\_下机的旅客, 飞机落地后地面工作人员将为您联系安排相关事宜。由此给您带来的诸多不便, 我们深表歉意, 请您给予谅解。

感谢您的理解与配合!

### 3.2.10 Flying Directly Due to Bad Weather

Ladies and Gentlemen,



Due to unfavorable weather conditions (some reason) over \_\_\_\_\_ airport, the Captain has informed us that we will be flying directly to \_\_\_\_\_ airport.

The estimated time of arrival at \_\_\_\_\_ airport is \_\_\_\_\_. We sincerely regret any inconvenience in this change.

For those passengers planning to disembark at \_\_\_\_\_ airport, our ground staff will take care of your problem upon arrival.

We are sorry for this inconvenience, and appreciate your understanding.

Thank you!

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		3.2.11

### 3.2.11 返航

女士们、先生们:

我们刚刚接到机长的通知, 由于\_\_\_ (飞机出现了一些机械故障/航路天气不符合飞行标准/降落站机场关闭), 我们现在必须返回\_\_\_机场, 飞机预计将在\_\_\_点\_\_\_分到达。返航后的有关事宜, 我们会随时通知您。由此给您带来的不便, 我们深表歉意, 请您予以谅解。谢谢!



#### 3.2.11 Return to the Original Airport

Ladies and Gentlemen,

Due to \_\_\_\_\_ (mechanical problems / bad weather on the route / the destination airport being closed), the Captain has decided to return to \_\_\_\_\_ airport. We expect to land there at \_\_\_\_\_.

Further information will be given you as soon as possible.

We sincerely regret any inconvenience and appreciate your understanding.

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### 3.2.12 加降加油

女士们、先生们:

我们刚刚接到机长的通知, 由于航路有强逆风, 飞机燃料消耗较大, 机长决定在\_\_\_机场降落加油, 到达\_\_\_ (终点站) 的时间将会受到影响。飞机将在\_\_\_分钟后抵达\_\_\_ (加降) 机场, 由此给您带来的不便, 我们深表歉意, 请您予以谅解。谢谢!



#### 3.2.12 Additional Landing for Refueling

Ladies and Gentlemen,

The Captain has informed us that because of very strong head winds, our aircraft must make a special landing at \_\_\_\_\_ airport for refueling.

We are sorry for this delay in our flight schedule and we will arrive at \_\_\_\_\_ (airport) in \_\_\_\_\_ minutes.

Thank you for your understanding and cooperation!

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### 3.3 落地后

#### 3.3.1 旅客下机广播

女士们、先生们：

我们的飞机在前（中、后）登机门对接廊桥/客梯车，请带好您的全部手提物品由前（中、后）登机门下飞机。谢谢！



### 3.3 After Landing

#### 3.3.1 Disembark

Ladies and Gentlemen,

Our aircraft will be parked with the boarding bridge/boarding stairs at the front / middle / rear cabin door, please disembark from the front (middle / rear) entry door.

Thank you!

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### 3.3.2 等待下机

女士们、先生们：

我们正在等待客梯车（旅客摆渡车，联检单位），请您稍等片刻。谢谢！



#### 3.3.2 Waiting for Disembark

Ladies and Gentlemen,

We are waiting for the stairs (passenger bus / customs officers, immigration officers, and quarantine officers) to be brought up to the aircraft.

Please remain in your seat.

Thank you!

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### 3.3.3 无停机位，旅客需要在机上等待

女士们、先生们：

由于现在停机坪拥挤，暂无停机位，地面工作人员正在积极安排，请您在座位上稍等片刻。

感谢您的理解与配合！

### 3.3.3 Waiting onboard for Apron



Ladies and Gentlemen,

The parking area has not been cleared for our aircraft arrival and we have been requested by local Air Traffic Control to temporarily hold here.

We will be at our parking gate in a few moments.

Please remain in your seat.

Thank you for your cooperation!

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### 3.3.4 候机楼拥挤

女士们、先生们：

由于候机楼内乘客拥挤，请您暂时留在飞机上，  
(您将于\_\_分钟后下机。)



感谢您的理解与配合！

### 3.3.4 Crowded in Waiting Hall

Ladies and gentlemen,

Because of the congestion in the terminal building, please remain in the cabin for a few moment, (you will be getting off in \_\_ minutes.)

Thank you for your cooperation!

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### 3.3.5 经停航班提醒

尊敬的女士们、先生们：

到达\_\_的旅客请注意：为了保障本次航班的安全与便捷，下机时请准备好您的登机牌，地面工作人员将在登机口核实您的目的地。

谢谢您的合作！



### 3.3.5 Reminder for Transit Flight

Ladies and Gentlemen,

For passengers leaving the aircraft at \_\_\_\_\_ airport, may we please have your attention!

For the convenience and safety of our flight, please have your boarding pass ready for checking by our ground staff.

Thank you for your cooperation.

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### 3.3.6 下机时下雨/雪

女士们、先生们：

外面刚刚下过雨/雪（外面正在下雨，请您准备好雨具），请小心路滑。谢谢！

### 3.3.6 Raining when Disembark

Ladies and Gentlemen,

It is slippery outside because of rain.

Please watch your step as you disembark.

Thank you!

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### 3.3.7 临时着陆

#### A. 到候机厅等待

女士们、先生们：

我们的飞机已经降落在\_\_机场，现在请带好您的机票、登机牌及贵重物品（全部手提物品）到候机厅休息等候。进一步的消息地面工作人员会随时通知您。

感谢您的理解与配合！

### 3.3.7 Landing Temporarily

#### A. Waiting in the Waiting Hall



Ladies and Gentlemen,

Our aircraft has landed at \_\_\_\_ airport.

Please take your tickets, boarding pass, valuables (and all your personal belongings) with you when you disembark and wait in the terminal building.

Further information will be provided as soon as possible.

Thank you for your understanding and cooperation!

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### B. 机上等待

女士们、先生们：

本架飞机已经降落在\_\_机场，根据机长的要求，我们将在机上等待。如您需协助，请与我们联系。有进一步的消息，我们会随时通知您。

感谢您的理解与配合！



#### B. Waiting Onboard

Ladies and Gentlemen,

Our aircraft has landed at \_\_\_\_ airport. The captain has asked us to wait onboard for a few moments.

If you need any assistance, please contact any flight attendants. Further information will be provided as soon as possible.

Thank you for your understanding and cooperation!

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### 3.3.8 航班取消

女士们、先生们:

刚刚接到机长通知, 由于\_\_\_(天气尚未好转/机械故障尚未排除), 我们将取消今天的航班。请您带好全部手提物品准备下飞机。地面工作人员将帮助您安排下机后的有关事宜。由此给您带来的不便, 我们深表歉意, 请您予以谅解。

感谢您的理解与配合!

### 3.3.8 Flight Canceled

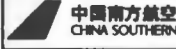

Ladies and Gentlemen,

We regret to inform you that due to the unfavorable weather conditions (mechanical problems) over \_\_\_\_\_ airport, the Captain has decided to cancel this flight.

We sincerely apologize for this inconvenience and ask that you take all your carry-on baggage with you as you leave the plane.

Our ground staff will give you further information.

Thank you for your understanding and cooperation!

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### 3.3.9 延误后对转机旅客的广播

女士们、先生们:

本次航班由于\_\_\_原因造成延误, 耽误了您的宝贵时间, 给您的出行造成了诸多不便, 我们对此深表歉意。

需要在此转机的旅客, 请您告知客舱乘务员, 我们将尽快为您联系地面工作人员。飞机落地后, 将由他们协助您办理转机事宜。如有其他需要, 我们将尽力为您服务。

感谢您的理解与配合!

### 3.3.9 Address to the Transit PAX after Delay



Ladies and Gentlemen,

We are sorry for the delay of our flight due to \_\_\_\_\_.

Those who planned to transfer at this airport, please contact any flight attendant. We will contact our ground staff.

After landing, they will help you with your connecting flight. If you require any further assistance, we are glad to help you.

Thank you for your understanding and cooperation!

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### 3.3.10 禁烟告示

女士们、先生们:

根据中国民用航空法规: 为了确保飞行安全, 在客舱及洗手间内严禁吸烟。请遵照执行。


感谢您的合作!

### 3.3.10 Non-smoking Notice

Ladies and Gentlemen,

This is a non-smoking flight. Smoking onboard is strictly forbidden.

Thank you for your cooperation!

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### 3.3.11 机组休息区

女士们、先生们:

在本次航班中, 客舱\_\_排至\_\_排为机组休息区域。仅供机组人员休息时使用。

感谢您的合作!



### 3.3.11 Crew Rest Area

Ladies and Gentlemen,

Please be noticed that row \_\_\_\_\_ to row \_\_\_\_\_ is a rest area for our crew members only.

Thank you for your cooperation.



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### 3.3.12 停止销售免税品

女士们、先生们:

根据\_\_海关规定,我们将暂停机上免税品的销售。  
感谢您的理解与配合!

### 3.3.12 Duty-free Items Sales Halted

Ladies and Gentlemen,

According to\_\_customs regulations,in-flight duty-free sales service are now suspended .

Thank you for your understanding and cooperation!

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		3.3.13

### 3.3.13 广播找人

女士们、先生们:

现在广播找人,\_\_旅客,当您听到广播后,请与客舱乘务员联系。谢谢!



### 3.3.13 Looking for Passengers

Ladies and Gentlemen,

May I have your attention, please?

Would Mr. (Mrs., Miss) \_\_\_\_\_ please contact our flight attendants?

Thank you!

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		3.3.14

### 3.3.14 失物招领

女士们、先生们：



有哪位旅客在\_\_\_\_\_遗失了物品，请尽快与乘务员联系。谢谢！

### 3.3.14 Lost and Found

Ladies and Gentlemen,

If there is a passenger who has lost \_\_\_\_\_ in \_\_\_\_\_, please notify a flight attendant by pressing the call button.

Thank you!

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		3.3.15

### 3.3.15 公安人员上机执行公务

女士们、先生们：

我们刚刚接到有关部门的通知，地面公安人员需要上机执行公务，为配合他们的工作，请您在座位上稍等片刻。

谢谢您的合作！

### 3.3.15 Police onboard

Ladies and Gentlemen,

Members of local law enforcement are currently on board our aircraft and we ask that all passengers remain in your seats.

Thank you for your cooperation!

配套音频请访问  
[www.airmango.net](http://www.airmango.net)  
 培训资料禁止外传

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		3.3.16

### 3.3.16 拖车将飞机拖至停机位（引擎熄火后）

女士们、先生们：

请注意！我们的飞机将被拖至停机位，为了您的安全，请您回原位坐好，系好安全带。

感谢您的合作！

### 3.3.16 Plane Towed to the Apron ( Engine Shut Down )

Ladies and Gentlemen,

Our aircraft will be towed to the parking area.


For your safety, please return to your seat and fasten your seat belt.

Thank you for your cooperation!

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		Chapter 4

### 4. 专包机及节日广播词

### Charter Flight and Festivals

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		4.1

#### 4.1 专机起飞广播

尊敬的\_\_国王(太皇/王子)\_\_及王后(王太后/公主)  
\_\_陛下(殿下)\_\_ / \_\_主席(总统、总理、阁下):  
/尊敬的代表团贵宾们:  
/尊敬的首长:

中国南方航空热烈欢迎您乘坐专机前往\_\_, 我们非常荣幸为您提供专机服务保障。

(由\_\_到\_\_的飞行距离是\_\_公里, 预计空中飞行时间是\_\_小时\_\_分钟。)本次专机由中国南方航空股份有限公司副总经理 XXX 先生(总飞行师 XXX 先生、资深机长 XXX 先生)亲自担任机长, 我们精选选派机组和乘务组为您提供服务, 希望您享受这段空中之旅! 谢谢!


#### 4.1 Take off

Your Majesties the King (the King father) \_\_ and the Queen (the Queen mother) \_\_ of \_\_ / Your Excellency President (Prime Minister/ Premier) \_\_ of \_\_, and all other members of the delegation,

Captain \_\_ and your crew are pleased to welcome you aboard China Southern Airlines to \_\_, and we are honored to be at your service. The entire in-flight crew is here for your safety and comfort.

(The distance between \_\_ and \_\_ are \_\_ kilometers, and the estimated flying time is about \_\_ hours and \_\_ minutes.) If there is anything we can do to make your flight more enjoyable, please call on us at anytime!

We wish you a pleasant journey!

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		4.2

#### 4.2 专机落地广播

尊敬的\_\_国王(太皇/王子)\_\_及王后(王太后/公主)  
\_\_陛下(殿下)\_\_ / \_\_主席(总统/总理、阁下):  
/尊敬的代表团贵宾们:  
/尊敬的首长:

我们的飞机已经抵达\_\_机场, 北京时间\_\_、当地时间是\_\_, 地面温度为\_\_摄氏度, \_\_华氏度。我们全体机组成员感谢您的支持与鼓励, 希望我们的服务使您满意!

感谢您乘坐天合联盟成员中国南方航空公司专机! 衷心祝愿您此次行程一切顺利(访问成功! 心情愉快)! 我们期待下次为您提供更舒适贴心的服务, 谢谢!



#### 4.2 Landing

Your majesties the King (the King father) \_\_ and the Queen (the Queen mother) \_\_ of \_\_ / Your Excellency President (Prime Minister/ Premier) \_\_ of \_\_, and all other members of the delegation,

Our plane has just landed at \_\_ airport. The Beijing time is \_\_, local time is now \_\_ (am/pm). The outside temperature is \_\_ degrees Celsius, \_\_ degrees Fahrenheit.

Thank you for flying with China Southern Airlines, a SkyTeam member (and we wish you a successful visit!).

Have a pleasant day!

 中国南方航空 CHINA SOUTHERN	 Cabin Announcement	Rev.12
		4.3

### 4.3 各国使节

尊敬的各国使节:

欢迎您乘坐中国南方航空专机前往\_\_\_\_、\_\_\_\_等地  
观光、游览! 本次航班的机长\_\_\_\_及机组全体成员非常荣  
幸为您服务!

由\_\_\_\_至\_\_\_\_的飞行距离是\_\_\_\_公里, 预计空中  
飞行时间\_\_\_\_小时\_\_\_\_分钟。飞机很快就要起飞了,  
请系好安全带, 本次航班全程禁烟, 请您不要吸烟。

祝各位贵宾旅途愉快! 谢谢!

### 4.3 Diplomatic Envoy



Good Morning (afternoon/ evening), Ladies and Gentlemen,  
The captain \_\_\_\_ and your crew welcome you aboard China  
Southern Airlines, flight to \_\_\_\_ and we are honored to be at  
your service.

The distance between \_\_\_\_ and \_\_\_\_ is \_\_\_\_ kilometers,  
and the flying time will be about \_\_\_\_.

We will be departing shortly. Please be sure that your seat belt  
is fastened and your tray table is in the locked position. This  
flight is a non-smoking flight. Please do not smoke onboard.

The entire cabin crew is here for your safety and comfort. If  
there is anything we can do to make your journey more  
enjoyable, please don't hesitate to call on us at anytime.

Thank you.

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		4.4

### 4.4 劳务专家

女士们、先生们:

早上(下午/晚上)好! 欢迎您乘坐中国南方航空飞  
机前往\_\_\_\_。你们远离祖国亲人, 在援外期间辛苦了! 我  
代表\_\_\_\_机组向你们表示亲切的问候。

由\_\_\_\_到\_\_\_\_的飞行距离为\_\_\_\_公里, 预计空中  
飞行时间\_\_\_\_小时\_\_\_\_分钟。我们非常荣幸为您服务,  
愿您享受这段愉快的空中之旅!

飞机很快就要起飞了, 请您坐好, 系好安全带, 本  
次航班全程禁烟, 请有吸烟习惯的旅客谅解。

祝您旅途愉快! 谢谢!

### 4.4 Labor Expert


Good Morning (afternoon/ evening), Ladies and Gentlemen,  
The captain and your crew sincerely welcome you aboard  
China Southern Airlines to \_\_\_\_\_. We would like to extend  
our warmest greetings to all the experts on board our aircraft  
today and we are honored to be at your service.

The distance between \_\_\_\_ and \_\_\_\_ is \_\_\_\_ kilometers,  
and the flying time will be about \_\_\_\_.

We will be taking off shortly. Please make sure that your seat  
belt is fastened and your tray table is in the locked position.  
This is a non-smoking flight. Please do not smoke onboard.

The entire cabin crew is here for your safety and comfort. If  
there is anything we can do to make your journey more  
enjoyable, please don't hesitate to call on us at anytime.

Thank you.

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		4.5.1

#### 4.5 两会代表欢迎词

##### 4.5.1 去程

尊敬的各位领导，尊敬的两会代表，女士们、先生们：

中国南方航空热烈欢迎您乘坐南航专机航班前往北京参加两会，我们全体机组人员非常荣幸为您提供专机服务保障。

本次专机由中国南方航空股份有限公司副总经理XXX先生（总飞行师XXX先生、XXX分公司副总经理XXX先生）亲自担任机长，我们精选选派了机组和乘务组为您提供服务，希望各位北京之行愉快并预祝两会圆满成功！（下接《起飞后广播》：现在为您播报飞行计划：由\_\_\_\_飞往北京的距离是……）

#### 4.5 Representatives of the NPC and NPPCC


##### 4.5.1 Onward

Ladies and gentlemen,

Good morning (afternoon/evening)!

China Southern Airlines, specially arranges this flight to Beijing for you honorable guests, the entire crew is honored to be at your service. We would like to extend our very best wishes to you.

We wish you a pleasant stay in Beijing and wish your Conference a great success!

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#### 4.5.2 回程

尊敬的各位领导，尊敬的两会代表：

女士们、先生们：



南方航空热烈欢迎各位代表乘坐南航专机航班返回\_\_\_\_，各位代表在京期间参政议政，心系国计民生，辛苦了。我们全体机组人员非常荣幸为您提供专机服务，希望您旅途愉快！（下接《起飞后广播》：现在为您播报飞行计划：由北京飞往\_\_\_\_的距离是……）

##### 4.5.2 Return

Ladies and gentlemen,

Good morning (afternoon/evening)!

Welcome you honorable guests aboard China Southern Airlines' special flight to \_\_\_\_\_. The whole crew feels honored to be at your service. We would like to extend our warmest congratulations to the successful close of your Conference and wish you a pleasant journey!

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		4.6.1

## 4.6 运兵

### 4.6.1 欢迎词

敬爱的官兵们：你们好！



首先，我代表机组全体人员诚挚地欢迎你们乘坐中国南方航空公司的班机。你们即将远离父母、远离家乡、奔赴\_\_\_\_（南疆）、驻守祖国的\_\_\_\_（边陲）。今天能承担这一光荣任务与你们同行，我们感到非常的荣幸。我们以热情而周到的服务来表达对你们的钦佩之情，并伴您度过这段难忘的旅程。

本次航班由\_\_\_\_直飞\_\_\_\_，飞行距离\_\_\_\_公里，预计空中飞行时间\_\_\_\_小时\_\_\_\_分钟。本次航班全程禁烟，请您谅解。

飞机很快就要起飞了，请您系好安全带，收好小桌板，调直座椅靠背。飞机上请不要吸烟。

祝您旅途愉快！

## 4.6 Conveying Soldiers

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		4.6.2

### 4.6.2 落地词

敬爱的官兵们：

经过\_\_\_\_小时\_\_\_\_分钟的飞行，我们已经到达\_\_\_\_国际机场。在飞机没有完全停稳之前，请您不要解开安全带，开启行李架。

感谢你们在\_\_\_\_（南疆）、祖国的\_\_\_\_（边陲）为祖国驻守边疆，为人民保卫家园在离别之际，让我们道一声“珍重”，愿我们的服务能给您留下美好的回忆。

敬爱的官兵朋友们，祝你们平安、快乐！再见！

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#### 4.7 元旦

亲爱的旅客朋友们：

新年好！

我是本次航班的（主任）乘务长，请允许我代表天合联盟成员中国南方航空公司及机组全体人员向您致以新年的问候。感谢您在过去的一年中对南航的信赖和支持！衷心祝福您及家人在新的一年里阖家幸福，出入平安，身体健康！谢谢！



#### 4.7 New Year

Good Morning (afternoon/ evening), Ladies and Gentlemen,

This is your (chief) purser speaking. On behalf of China Southern Airlines, a SkyTeam member, the entire crew here extends sincere greetings to you. Thank you for your trust and support in the past year.

We wish you and your family happy, safe and healthy in the New Year! We are looking forward to meeting you here again.

Thank you!

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#### 4.8 春节期间

亲爱的旅客朋友们：

新年好！

我是本次航班的乘务长。今天是大年\_\_\_，是中华民族传统的新春佳节。在这个喜庆祥和、合家团圆的节日里，请允许我代表天合联盟成员中国南方航空公司及机组全体人员向您致以最真诚的问候！祝您\_\_\_年吉祥，万事如意，身体健康！愿我们的祝福在新的一年里能给您带来好运！

#### 4.8 Spring Festival



Good Morning (afternoon/ evening), Ladies and Gentlemen,

This is your (chief) purser speaking. It is the Spring Festival, Chinese Lunar New Year.

On behalf of China Southern Airlines, a proud member of SkyTeam, the entire crew here extends its sincere greetings to you, we wish you healthy and happy New Year.

Thank you!



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#### 4.9 “三·八”妇女节

尊敬的各位旅客，美丽的女士们：

你们好！

今天是“三·八”国际劳动妇女节，是属于我们女性的节日。在这里，我们乘务组全体成员特别向今天航班中的女性朋友们致以衷心的问候！祝您健康、美丽、快乐！



#### 4.9 Women's Day

Good Morning (afternoon/ evening), Ladies and Gentlemen.

Today is International Women's Day. The entire crew here extends sincere greetings to all the ladies on our flight!

We wish you a day filled with health and joy!

Thank you!

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		4.10

#### 4.10 “五·一”劳动节

亲爱的旅客朋友们：

今天是“五·一”国际劳动节，是所有劳动者的节日，我们全体机组人员在这里向大家致以崇高的敬意和节日的问候！我们祝您和家人度过一个轻松愉快的假期！



#### 4.10 Labor Day

Good Morning (afternoon/ evening), Ladies and Gentlemen,

Today is the International Labor Day, the holiday for all workers. The entire crew here extends highest respect and holiday greetings to you.

We wish you and your family a happy holiday!

Thank you!

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		4.11

#### 4.11 “六一”儿童节

亲爱的旅客朋友们:

今天是“六一”国际儿童节,是所有小朋友的节日。在这里,我们向今天航班上的各位小朋友致以节日的问候,希望你们健康成长,快乐地度过每一天!



#### 4.11 Children's Day

Good Morning (afternoon/ evening), Ladies and Gentlemen,

Today is the International Children's Day, the festival for all children. The entire crew here extends greetings to the children.

We hope all children grow up healthy and are happy every day!

Thank you!

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#### 4.12 “八一”建军节

亲爱的旅客朋友们:



今天是“八一”建军节,我们全体机组人员向今天航班上所有的军人致以崇高的敬意和节日的问候!

#### 4.12 Army Day

Good Morning (afternoon/ evening), Ladies and Gentlemen,

Today is Army Day, the festival for all the Military. The entire crew extends the highest respect and greetings to our respected military personnel!

Thank you!

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#### 4.13 教师节 (9月10日)

亲爱的旅客朋友们:

今天是教师节。“尊师重教”历来是我们中华民族的传统美德,在这里,我们机组全体人员向今天航班上所有的教育工作者致以深深的敬意和节日的问候!祝老师们工作顺利,身体健康!



#### 4.13 Teacher's Day

Good Morning (afternoon/ evening), Ladies and Gentlemen.

Today is Teacher's Day.

Respecting teachers is a Chinese traditional virtue. Here the whole crew extends the highest respect and holiday greetings to all teachers and we wish you great happiness and health!

Thank you!

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#### 4.14 中秋节

亲爱的旅客朋友们:

今天是中华民族的传统佳节---中秋节,是阖家团圆的日子。我们全体机组人员向您致以节日的问候!祝您平安快乐,阖家幸福!

#### 4.14 Mid-Autumn Day

Good Morning (afternoon/ evening), Ladies and Gentlemen,

Today is the traditional Chinese Mid-Autumn Festival, which is a family reunion day. The entire crew here extend our greetings to you and wish your family happiness and prosperity!

Thank you!

#### 4.15 国庆节

亲爱的旅客朋友们:

今天是我们伟大祖国建国\_\_\_\_周年的纪念日,在这举国欢庆的日子里,让我们一起衷心祝愿祖国国泰民安,繁荣富强!祝您和家人度过一个轻松愉快的假期!

#### 4.15 National Day

Good Morning (afternoon/ evening), Ladies and Gentlemen,



Today is the \_\_\_\_\_ anniversary of the founding of our great Motherland. The entire nation is celebrating the festival.

Let us wish our Motherland strength, peace and prosperity!

We wish you and your family a happy holiday!

Thank you!

#### 5. 紧急情况广播词 Emergency Situation

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### 5.1 客舱起火

女士们、先生们：

现在客舱前（中、后）部失火，我们正在组织灭火，请大家不要惊慌，听从乘务员指挥，我们将调整火源附近旅客的座位，其他旅客请不要在客舱内走动。严禁吸烟。

感谢您的协助与配合！



#### 5.1 Cabin Fire

Ladies and Gentlemen,

We have a minor fire in the front (center, rear) cabin and we are managing it. Please remain calm and follow the directions from your flight attendants.

We will relocate all passengers near the fire. All other passengers please remain seated with your seat belts fastened.

Thank you for your cooperation and assistance.

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		5.2

### 5.2 灭火后

女士们、先生们：

我们已经结束了灭火工作，现在飞机处于良好状态，请大家不要惊慌。我们需要就近机场着陆以便对飞机进一步检查。预计到达备降机场\_\_\_\_的时间是\_\_\_\_。感谢您给予我们的协助。

#### 5.2 Fire Put off


Ladies and Gentlemen,

The fire in the cabin has been completely put out.

Now we need to divert to \_\_\_\_\_ airport for further in-flight checks.

The estimated arrival time is \_\_\_\_ am (pm).

We sincerely apologize for this inconvenience.

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		5.3

### 5.3 客舱释压

女士们、先生们：

现在客舱发生释压，请立即系好安全带。用力拉下氧气面罩，罩在口鼻处，正常呼吸。帮助别人之前，自己先戴好。飞机将紧急下降，大家不要惊慌，听从乘务员指挥。


### 5.3 Cabin Depressurization

Ladies and Gentlemen,

Attention please! Our aircraft has now being depressurized. Fasten your seat belt, and pull down the oxygen mask! Place it over your nose and mouth and breathe normally.

Put on your own mask before helping others. Our aircraft will now make an emergency descent.

Please follow the instructions of the cabin crew.

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### 5.4 释压后

女士们、先生们：



我们的飞机已经到达安全高度，您可以取下氧气面罩。如果您感到身体不适，请告知乘务员。感谢您的配合。

### 5.4 After Cabin Depressurization

Ladies and Gentlemen,

Our aircraft has reached our safety altitude.

You can now remove your oxygen mask. If you have any problems, please contact any flight attendant.

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		5.5

## 5.5 有准备的陆地迫降

### 5.5.1 主任乘务长(乘务长)向旅客广播迫降决定:

女士们、先生们:

我是本次航班的(主任)乘务长。如机长所述,我们决定采取陆地紧急迫降。(本架飞机由于\_\_原因,机长决定于\_\_分钟后在\_\_进行陆地紧急迫降。)我们全体机组人员都受过良好的训练,有信心、有能力保证你们的安全。大家不要惊慌,听从乘务员指挥。



### 5.5 Landing with Preparations

Ladies and Gentlemen,

It is necessary to make an emergency landing. (due to \_\_\_\_\_ our captain has decided to make an emergency landing at \_\_\_\_\_ in \_\_\_\_\_ minutes.)

The crew is well trained to handle this situation. We will do everything necessary to ensure your safety.

Please remain calm, pay close attention to instructions from our flight attendants and follow their directions.

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### 5.5.2 安全检查(依据实际情况作以下广播)

为了撤离的安全,将您的餐盘准备好,以便乘务员收取。

Please pass your food tray and all other service items for collection.

将高跟鞋、假牙、胸章、领带、项链、圆珠笔(钢笔)及小件物品放在行李箱内或交给乘务员。

Please put any high-heeled shoes, dentures, necklaces, ties, pens, watches and jewelry in the overhead bin or hand them to the flight attendants.

系好安全带,调直座椅靠背,收起小桌板(脚踏板)及个人电视。

Please fasten your seat belt, bring seat backs to the upright position and stow all tray tables. Stow footrests and in-seat video units. Please put all of your baggage under the seat in front of you or in the overhead bin.

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### 5.5.3 介绍应急出口位置，脱出区域划分：

我们将向您介绍最近出口的位置，请确认至少两个以上的出口。撤离时，前往最近的出口，不要携带任何物品。

Now the flight attendants are pointing to the exits nearest to you. Please identify at least two exits.

When evacuating the aircraft, leave everything on board!

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### 5.5.4 示范防冲击安全姿势：

现在我们向您介绍防冲击的姿势。

Now we will explain the bracing for impact position.

根据实际情况选择一种：

- 双脚分开用力蹬地，手臂交叉抓住前方椅背，收紧下颚，头放在两臂之间。

When instructed to brace for impact, put your legs apart, and place your feet flat on the floor. Look now at the flight attendants and cross your arms as shown. Lean forward as far as possible and hold the seat back in front of you, and rest your face on your arms.



- 收紧下颚，双手虎口交叉置于脑后，低下头，俯下身。

When instructed to brace for impact, cross your hands above your head, then bend over, keep your head down.

请大家保持这种姿势，以便乘务员检查。

Now please keep this position, so that the flight attendants can assist you.



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### 5.5.5 选择援助者:

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,请与乘务员联系。我们需要您的帮助。

Ladies and gentlemen,

If there is any airline employee, law enforcement, fire rescue or military personnel on board, please identify yourself to a flight attendant. We need your assistance. We will also be asking some of you to change seats to better help those needing assistance or to be closer to an exit to help evacuate.

Please remain seated unless you are asked to move.

### 5.5.6 准备撤离时携带的物品

#### 5.5.6 Ditching with Preparation

### 5.5.7 再次进行安全确认

“乘务员再次进行安全确认。”

[夜间] 调暗客舱灯光。

### 5.5.8 自身确认, 报告乘务长



### 5.5.9 报告机长“客舱准备完毕”

### 5.5.10 发出指令:

“乘务员各就各位”。

“All attendants prepare yourselves.”

## 5.10 Explosive Objects Threat--Passengers Evacuated

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## 5.6 有准备的水上迫降

### 5.6.1 主任乘务长(乘务长)向旅客广播迫降决定:

女士们、先生们:

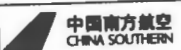

我是本次航班的(主任)乘务长。如机长所述,我们决定采取水上紧急迫降。(本架飞机由于\_\_原因,机长决定于\_\_分钟后在\_\_进行水上紧急迫降。)我们全体机组人员都受过良好的训练,有信心、有能力保证你们的安全。大家不要惊慌,听从乘务员指挥。

### 5.6 Water Landing with Preparation

Ladies and Gentlemen,

It is necessary to make an emergency ditching (due to \_\_\_\_, our captain has decided to make an emergency ditching at \_\_\_\_ in \_\_\_\_ minutes.

The crew have been well trained to handle this situation. We will do everything necessary to ensure your safety. Please keep calm, pay close attention to the flight attendants and follow their directions.

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### 5.6.2 安全检查 (根据实际情况作以下广播)

为了撤离的安全, 将您的餐盘准备好, 以便乘务员收取。

Please pass your food tray and all other service items for collection.



将高跟鞋、假牙、胸章、领带、项链、圆珠笔(钢笔)及小件物品放在行李架内或交给乘务员。

Please put all high-heeled shoes, dentures, necklaces, ties, pens, watches and jewelry in the overhead bin or hand them to the flight attendants.

系好安全带, 调直座椅靠背, 收起小桌板、脚踏板)及个人电视。

Please fasten your seat belt, bring seat backs to the upright position and stow all tray tables. Stow footrests and in-seat video units.

Please put all of your baggage under the seat in front of you or in the overhead bin.

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### 5.6.3 示范救生衣的使用方法

现在客舱乘务员将向您演示救生衣的使用方法, 请将救生衣穿上, 并跟从乘务员的指示。

Now the flight attendants will explain the use of life vests. Please put your life vest on and follow the instruction of your flight attendants.

救生衣在您座位底下/上方,

Your life vest is located under your seat.

取出, 打开包装, 经头部穿好。

Pull the tab to open the pouch and remove the life vest. To put the vest on, slip it over your head.

把带子扣好, 系紧。



Now fasten the buckles and pull the straps tightly around your waist.

当您离开飞机时, 拉动救生衣两侧红色充气手柄, 打开充气阀门, 充气不足时, 将救生衣上部夹层中的两个充气管拉出, 向内吹气。

Upon leaving the aircraft, inflate your life vest by pulling down on the two red tabs. But do not inflate it while you are in the cabin. If your life vest needs further inflation, you can pull the mouthpieces from the upper part of the vest and blow into them.

任何需要帮助的旅客请联系乘务员。



Your flight attendants will help any passenger who needs assistance.

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#### 5.6.4 介绍应急出口位置，脱出区域划分

现在介绍紧急出口位置，请确认两个以上最近的出口。撤离时，前往最近的出口，不要携带任何物品。

Now the flight attendants are pointing to the exits nearest to you. Please identify at least two exits. When evacuating, leave everything on board!

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#### 5.6.5 示范防冲击安全姿势

现在我们将向您介绍防冲击的姿势。

Now we will explain the bracing for impact position.

根据实际情况选择一种：

- 两脚分开用力蹬地，手臂交叉抓住前方椅背，收紧下颌，头放在两臂之间。

When instructed to brace for impact, put your legs apart, place your feet flat on the floor. Cross your arms like this. Lean forward as far as possible, and hold the seat back in front of you, rest your face on your arms.

- 收紧下颌，双手虎口交叉置于脑后，低下头，俯下身。

When instructed to brace for impact, cross your hands above your head, then bend over, and keep your head down, stay down.

当你听到“抱紧，防撞！”时，采取这种姿势，直到您听见“解开安全带”为止。

When you hear “Brace for impact!” take this position, and keep this position until you hear “Open your seat belt!”

请大家保持这种姿势，以便乘务员检查。

Now please take this position, so that the flight attendants can assist you.

### 5.6.6 选择援助者

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,请与乘务员联系。我们需要您的帮助。

Ladies and gentlemen,

If there are any airline employees, law enforcement, fire rescue or military personnel on board, please identify yourself to a flight attendant. We need your assistance. We will also be asking some of you to change seats to better help those needing assistance or to be closer to an exit to help evacuate.

Please remain seated unless you are asked to move.

### 5.6.7 准备撤离时携带的物品

### 5.6.8 再次进行安全确认

“请乘务员再次进行安全确认。”

[夜间] 调暗客舱灯光。

### 5.6.9 发出指令

“乘务员各就各位。”

“All flight attendants prepare yourselves.”

### 5.7 劫机得到控制

女士们、先生们:

本机刚才受到歹徒劫持,现在情况已完全得到控制。我们的机长决定

A.继续飞往(城市)机场。

B.返回(城市)机场,做必要的处理。

C.改变航线飞往(城市),做必要的处理。

相关后续事项确定之后,将第一时间通知各位。

谢谢您的合作与谅解。

### 5.7 Hijacking Controlled

Ladies and Gentlemen,



The hijacking situation is now fully under control.

A. Our captain has decided to continue our flight to \_\_\_\_\_(City).

B. However, our captain has decided to return to \_\_\_\_\_(City) for a thorough check.

C. However, our captain has decided to divert to \_\_\_\_\_(City) for a thorough check.

Further arrangements will be made after landing and we will keep you informed. Thank you for your understanding and cooperation.

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### 5.8 爆炸物威胁

女士们，先生们：

我们接获通知，本机客舱内可能被安置了爆炸物，因此机长指示我们必须检查所有旅客的手提行李。对此造成的不便我们深感抱歉，也谢谢您的合作。



### 5.8 Explosive Objects Threat

Ladies and Gentlemen:

We have just been informed that an explosive item might have been placed on board.

Our captain has instructed us to examine all the baggage on board.

We are extremely sorry for the inconvenience and thank you for your cooperation.

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### 5.9 爆炸物威胁解除

女士们，先生们：

我们已检查过所有的（物品/手提行李），在客舱内并没有发现任何爆炸物品，因此机长决定（继续飞往/返回/改降）（城市）国际/国内机场。

### 5.9 Explosive Objects Threat be Removed

Ladies and Gentlemen:

We have completed our baggage check, and no explosives could have been found on board.

Therefore, the captain has decided to (continue our flight / return to / divert to) (City) International / Domestic Airport.

Thank you for your cooperation.

### 5.10 爆炸物威胁—旅客撤离飞机

女士们，先生们：

我们刚接到通知，客舱内可能被安置了爆炸物品，因此所有的旅客必须立刻离开机舱。请留在座位上直到飞机完全停妥，并听从乘务员的指示。

A. 携带您所有的物品，由前方或后方机门离开。

B. 保持冷静，脱掉您的鞋子，除去您身上的尖锐物品放在座位前的椅袋中，并将所有物品留在客舱内，立刻由紧急出口逃生。

### 5.10 Explosive Objects Threat-Passengers Disembark

Ladies and Gentlemen:

We have just been informed that there may be an explosive item on board. Therefore, all guests would be requested to leave the aircraft as soon as we land.

Please follow the cabin crew's instructions and remain seated till the aircraft has a complete stop at the gate

A. Take all your personal belongings with you and proceed to the rear or the front entry doors.

B. Stay calm. Remove your shoes, remove all sharp objects and put them into the seat pocket in front of you. Leave all your personal belongings on board, and evacuate the aircraft through the assigned emergency exits.

### 6.附表 Attached list

### 6.1 广州进港航班停机位与到达区域对照表

#### Inbound Flight Apron and Arrival Area Comparison Chart

进港航班停机位	到达旅客	到达口	对应出口区域
101-112 301-308 AF1-8	国际到达旅客	A5-16/A1-4/ 临时停机位	A区
101至112 301至308	国内到达旅客	A2	A区
201至213 401至408	国内到达旅客 (到达厅6号门)	B1	B区
214至227 236至240	国内到达旅客 (到达厅10号门)	B2	B区
501至515 (货站) B1至B5 (机库)	国内到达旅客		B区
	国际到达旅客		A区

### 6.2 摄氏与华氏温度对照表

#### Celsius and Fahrenheit Comparison Chart

摄氏	华氏	摄氏	华氏
0	32	20(-20)	68(-4)
1(-1)	33(30)	21(-21)	70(-6)
2(-2)	35(28)	22(-22)	72(-8)
3(-3)	37(26)	23(-23)	73(-10)
4(-4)	39(25)	24(-24)	75(-12)
5(-5)	41(23)	25(-25)	77(-13)
6(-6)	43(21)	26(-26)	79(-15)
7(-7)	45(19)	27(-27)	81(-17)
8(-8)	46(17)	28(-28)	82(-19)
9(-9)	48(15)	29(-29)	84(-21)
10(-10)	50(14)	30(-30)	86(-22)
11(-11)	52(12)	31(-31)	88(-24)
12(-12)	53(10)	32(-32)	90(-26)
13(-13)	55(8)	33(-33)	92(-28)
14(-14)	57(6)	34(-34)	94(-30)
15(-15)	59(5)	35(-35)	95(-31)
16(-16)	61(2)	36(-36)	97(-33)
17(-17)	62(1)	37(-37)	99(-35)
18(-18)	64(-1)	38(-38)	100(-37)
19(-19)	66(-3)	39(-39)	102(-39)

计算公式:  $F = 9/5C + 32$   $C = 5/9(F - 32)$


### 6.3 各机场三字代码

#### Airport Code


CITY	CITY_NAME	KND	CS	CHN_CTRY
AKU	阿克苏	0	苏	中国
AAT	阿勒泰	0	勒	中国
AKA	安康	0	康	中国
AQG	安庆	0	安	中国
AVA	安顺	0	顺	中国
AYG	安阳	0	阳	中国
AOG	鞍山	0	鞍	中国
BGB	蚌埠	0	蚌	中国
BAV	包头	0	包	中国
BSD	保山	0	保	中国
BHY	北海	0	北	中国
PEK	北京	0	京	中国
BPL	博乐	1		中国
NBS	长白山	0	白	中国
CGQ	长春	0	春	中国
CNI	长海	0	no	中国
HHA	长沙	0	湘	中国
CIH	长治	0	治	中国
CGD	常德	0	德	中国
CZX	常州	0	常	中国
CHG	朝阳	0	朝	中国
CTU	成都	0	蓉	中国

CITY	CITY_NAME	KND	CS	CHN_CTRY
CIF	赤峰	0	赤	中国
DAX	达县	0	达	中国
DLU	大理	0	理	中国
DLC	大连	0	连	中国
DQA	大庆	0	大	中国
DAT	大同	0	大	中国
DZU	大足	0	足	中国
DDG	丹东	0	丹	中国
ZZZ	鼎新	0		中国
DSN	东胜	0	胜	中国
DNH	敦煌	0	敦	中国
ENH	恩施	0	恩	中国
AAE	佛山	0	佛	中国
FOC	福州	0	福	中国
FUG	阜阳	0	阜	中国
FYN	富蕴	0	no	中国
KOW	赣州	0	赣	中国
GOQ	格尔木	0	格	中国
LHK	光化	0	化	中国
GHN	广汉	0	no	中国
GYS	广元	0	元	中国
CAN	广州	0	广	中国
KWE	贵阳	0	筑	中国



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CITY	CITY_NAME	KND	CS	CHN_CTRY
KWL	桂林	0	桂	中国
HRB	哈尔滨	0	哈	中国
HMI	哈密	0	no	中国
HAK	海口	0	琼	中国
HLD	海拉尔	0	海	中国
HDG	邯郸	0	邯	中国
HZG	汉中	0	no	中国
HGH	杭州	0	杭	中国
HFE	合肥	0	皖	中国
HTN	和田	0	和	中国
HEK	黑河	0	no	中国
HNY	衡阳	0	衡	中国
HET	呼和浩特	0	呼	中国
HJJ	怀化芷江	0	芷	中国
TXN	黄山	0	屯	中国
HYN	黄岩	0	岩	中国
JXA	鸡西	0	鸡	中国
KNC	吉安	0	no	中国
JIL	吉林	0	林	中国
TNA	济南	0	济	中国
JNG	济宁	0	任	中国
JMU	佳木斯	0	佳	中国
CHW	嘉峪关	0	嘉	中国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
SWA	揭阳	0	揭	中国
JNZ	锦州	0	锦	中国
JJN	晋江	0	泉	中国
JGS	井冈山	0	井	中国
JDZ	景德镇	0	景	中国
JIU	九江	0	九	中国
JZH	九寨沟	0	寨	中国
KHG	喀什	0	喀	中国
KJI	卡纳斯	0	卡	中国
KRY	克拉玛依	0	克	中国
KCA	库车	0	库	中国
KRL	库尔勒	0	勒	中国
KMG	昆明	0	昆	中国
LXA	拉萨	0	贡	中国
ZGC	兰州	0	兰	中国
HZH	黎平	0	黎	中国
LJG	丽江	0	丽	中国
LLB	荔波	0	波	中国
LYG	连云港	0	云	中国
LIA	梁平	0	梁	中国
LXI	林西	0	no	中国
LYI	临沂	0	临	中国
LZH	柳州	0	柳	中国
LZO	泸州	0	泸	中国
LYA	洛阳	0	洛	中国
NZH	满洲里	0	满	中国

CITY	CITY_NAME	KND	CS	CHN_CTRY
LUM	芒市	0	芒	中国
MXZ	梅县	0	梅	中国
MIG	绵阳	0	绵	中国
OHE	漠河	0	漠	中国
MDG	牡丹江	0	牡	中国
NLT	那拉提	0	那	中国
KHN	南昌	0	昌	中国
NAO	南充	0	充	中国
NKG	南京	0	宁	中国
NNG	南宁	0	邕	中国
NTG	南通	0	通	中国
NNY	南阳	0	宛	中国
NGB	宁波	0	甬	中国
PZI	攀枝花	0	攀	中国
PVG	浦东	0	浦	中国
NDG	齐齐哈尔	0	齐	中国
IQM	且末	0	且	中国
SHP	秦皇岛	0	秦	中国
TAO	青岛	0	青	中国
IQN	庆阳	0	庆	中国
JUZ	衢州	0	衢	中国
SYX	三亚	0	崖	中国
SHS	沙市	0	沙	中国



CITY	CITY_NAME	KND	CS	CHN_CTRY
SHA	上海	0	沪	中国
SZX	深圳	0	圳	中国
SHE	沈阳	0	沈	中国
SJW	石家庄	0	石	中国
TCG	塔城	0	塔	中国
TYN	太原	0	并	中国
HNL	檀香山	1	檀	美国
TCZ	腾冲	0	腾	中国
TSN	天津	0	津	中国
TGO	通辽	0	辽	中国
TEN	铜仁	0	铜	中国
TLQ	吐鲁番	0	吐	中国
WXN	万县	0	万	中国
WEH	威海	0	威	中国
FOE	潍坊	0	潍	中国
WEF	潍坊	0		中国
WNZ	温州	0	温	中国
WNH	文山	0	中	中国
HLH	乌兰浩特	0	浩	中国
URC	乌鲁木齐	0	乌	中国
WUX	无锡	0	锡	中国
WUZ	梧州	0	梧	中国
WUH	武汉	0	汉	中国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
WUS	武夷山	0	夷	中国
XIY	西安	0	陕	中国
XIC	西昌	0	昌	中国
XNN	西宁	0	西	中国
JHG	西双版纳	0	纳	中国
XIL	锡林浩特	0	锡	中国
XMN	厦门	0	厦	中国
XFN	襄樊	0	樊	中国
ACX	兴义	0	兴	中国
XUZ	徐州	0	徐	中国
YNT	烟台	0	烟	中国
ENY	延安	0	安	中国
YNJ	延吉	0	延	中国
YNZ	盐城	0	盐	中国
LDS	伊春	0	伊	中国
YIN	伊宁	0	伊	中国
YLN	依兰	0	依	中国
YBP	宜宾	0	宾	中国
YIH	宜昌	0	宜	中国
YIW	义乌	0	义	中国
INC	银川	0	银	中国
LLF	永州	0	永	中国
UYN	榆林	0	榆	中国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
YUA	元谋	0	谋	中国
YCU	运城	0	运	中国
ZHA	湛江	0	湛	中国
DYG	张家界	0	庸	中国
ZAT	昭通	0	昭	中国
CGG	郑州	0	郑	中国
CKG	重庆	0	渝	中国
DJG	中甸	0	甸	中国
DOY	东营	0		中国
HSN	舟山	0	舟	中国
ZUH	珠海	0	灶	中国
ADD	亚的斯亚贝巴	1	亚	埃塞俄比亚
ADL	阿德莱德	1	阿	澳大利亚
AMM	安曼	1		安曼
AUH	阿布扎比	1	扎	阿联酋
BAK	巴库	1		阿塞拜疆
BNE	布里斯班	1	布	澳大利亚
CAI	开罗	1	开	埃及
DRW	达尔文	1	达	澳大利亚
DXB	迪拜	1	迪	阿联酋
GYD	巴库	1	巴	阿塞拜疆
KBL	卡布尔	1	卡	阿富汗
LXR	卢克索	1	卢	埃及

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CITY	CITY_NAME	KND	CS	CHN_CTRY
OOL	黄金海岸	1	黄	澳大利亚
SHJ	莎迦	1	迦	阿联酋
VIE	维也纳	1	维	奥地利
CNS	凯恩斯	1	凯	澳大利亚
CBR	堪培拉	1	堪	澳大利亚
MEL	墨尔本	1	墨	澳大利亚
PER	珀斯	1	珀	澳大利亚
SYD	悉尼	1	悉	澳大利亚
MFM	澳门	1	澳	澳门
KHI	卡拉奇	1	卡	巴基斯坦
LHE	拉和尔	1	拉	巴基斯坦
ISB	伊斯兰堡	1	堡	巴基斯坦
BAH	巴林	1	巴	巴林
REC	累西腓	1	累	巴西
RIO	里约热内卢	1	热	巴西
GIG	里约热内卢	1		巴西
NAT	纳塔尔	1	纳	巴西
SAO	圣保罗	1	圣	巴西
CGH	圣保罗	1		巴西
SJK	圣若泽	1	圣	巴西
MSQ	明斯克	1	明	白俄罗斯
BRU	布鲁塞尔	1	塞	比利时
LGG	列日	1	列	比利时

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CITY	CITY_NAME	KND	CS	CHN_CTRY
WAW	华沙	1	华	波兰
BJM	布琼布拉	1	布	布隆迪
FNJ	平壤	1	平	朝鲜
BLL	比隆	1	比	丹麦
SXF	柏林	1	柏	德国
FRA	法兰克福	1	法	德国
HAM	汉堡	1	汉	德国
SZW	帕希姆	1	帕	德国
JKA	阿布耶克	1	德	德黑兰
DIL	帝立	1	东	东帝汶
OVB	新西伯利亚	1	西	俄国
OSS	奥什	1	什	俄罗斯
KHV	伯力	1	伯	俄罗斯
VVO	海参崴	1	参	俄罗斯
MOW	莫斯科	1	莫	俄罗斯
SVO	莫斯科	1		俄罗斯
LED	圣彼得堡	1	彼	俄罗斯
SVX	叶卡捷林堡	1	伊	俄罗斯
IKT	伊尔库茨克	1	茨	俄罗斯
PAR	巴黎	1	黎	法国
ORY	巴黎	1	巴	法国
CDG	巴黎	1	巴	法国
TLS	图卢兹	1	图	法国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
KLO	长滩	1	长	菲律宾
DVO	达沃	1	菲	菲律宾
CRK	克拉克	1		菲律宾
LAO	拉瓦格	1	拉	菲律宾
MNL	马尼拉	1	马	菲律宾
SFS	苏比克	1	no	菲律宾
CEB	宿务	1	宿	菲律宾
NAN	斐济	1	斐	斐济
KND	金杜	1	金	刚果金
KHH	高雄	1	高	高雄
TBS	第比利斯	1	第	格鲁吉亚
AKX	阿克纠宾斯克	1	克	哈萨克斯坦
ALA	阿拉木图	1	阿	哈萨克斯坦
FRU	伏龙芝	1	伏	哈萨克斯坦
PAP	太子港	1	大	海地
TAE	大丘	1	丘	韩国
PUS	釜山	1	釜	韩国
KWJ	光州	1	光	韩国
MWX	光州	1	州	韩国
CJU	济洲	1	济	韩国
GMP	金浦	1	金	韩国
CJJ	清州	1	清	韩国
XXX	咸兴	1	咸	韩国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
YNY	襄阳	1	阳	韩国
AMS	阿姆斯特丹	1	荷	荷兰
JIB	吉布提	1	提	吉布提
YYZ	多伦多	1	多	加拿大
YVR	温哥华	1	温	加拿大
PNH	金边	1	金	柬埔寨
REP	暹粒	1	暹	柬埔寨
DOH	多哈	1	no	卡塔尔
KWI	科威特	1	科	科威特
MBA	蒙巴萨	1	蒙	肯尼亚
NBO	内罗毕	1	内	肯尼亚
VTE	万象	1	no	老挝
BEY	贝鲁特	1		黎巴嫩
ROB	蒙罗维亚	1	利	利比里亚
TIP	的黎波里	1	的	利比亚
LUX	卢森堡	1	卢	卢森堡
KGL	基加利	1	基	卢旺达
BUH	布加勒斯特	1	no	罗马尼亚
MLE	马累	1	马	马尔代夫
PEN	檳城	1	檳	马来西亚
BKI	哥打基纳巴卢	1	哥	马来西亚
KCH	古晋	1	古	马来西亚
KUL	吉隆坡	1	吉	马来西亚

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CITY	CITY_NAME	KND	CS	CHN_CTRY
SZB	吉隆坡	1	吉	马来西亚
LGK	兰卡威	1	兰	马来西亚
RBA	拉巴特	1	特	马里
MAJ	马朱罗	1	绍	马绍尔群岛
VCV	爱德森	1	德	美国
ANC	安克雷奇	1	安	美国
DFW	达拉斯	1	达	美国
DOF	大分	1	分	美国
GUM	关岛	1	关	美国
SFO	旧金山	1	旧	美国
LAS	拉斯维加斯	1	拉	美国
LAX	洛杉矶	1	杉	美国
MIA	迈阿密	1	迈	美国
NYC	纽约	1	纽	美国
JFK	纽约	1	纽	美国
LGA	纽约拉瓜迪亚	1		美国
SPN	塞班	1	塞	美国
TUS	图森	1	图	美国
SEA	西雅图	1	no	美国
PAE	西雅图波音机场	1	雅	美国
HWA	夏威夷	1	夏	美国
LRF	小石头城	1		美国
IAH	休斯顿	1	休	美国

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CITY	CITY_NAME	KND	CS	CHN_CTRY
ATL	亚特兰大	1	亚	美国
ORD	芝加哥	1	芝	美国
ULN	乌兰巴托	1	no	蒙古
CGP	吉大港	1	吉	孟加拉
DAC	达卡	1	no	孟加拉国
NMT	内比都	1	内	缅甸
RGN	仰光	1	仰	缅甸
TU	蒂华那	1	蒂	墨西哥
MEX	墨西哥城	1	墨	墨西哥
PPT	塔希提	1	no	南非
JNB	约翰内斯堡	1	约	南非
SEL	首尔	1	韩	南韓
ICN	首尔	1	韩	南韓
KTM	加德满都	1	加	尼泊尔
LOS	拉格斯	1	拉	尼日利亚
KKJ	北九州	1	九	日本
NGS	长崎	1	崎	日本
OKA	冲绳	1	冲	日本
KIX	大阪	1	阪	日本
OSA	大阪	1	阪	日本
ITM	大阪	1		日本
OIT	大分	1	分	日本

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CITY	CITY_NAME	KND	CS	CHN_CTRY
OBO	代广	1	代	日本
TKS	德岛	1	德	日本
TYO	东京	1	东	日本
NRT	东京	1	东	日本
HND	东京	1		日本
FKS	福岛	1	岛	日本
FUK	福岡	1	岡	日本
TOY	富山	1	富	日本
OKJ	岡山	1	岡	日本
TAK	高松	1	no	日本
KCZ	高知	1	高	日本
KMI	宫崎	1	宫	日本
HIJ	广岛	1	岛	日本
HKD	函馆	1	函	日本
FSZ	静岡	1	静	日本
SYO	酒田	1	田	日本
KOJ	鹿儿岛	1	鹿	日本
YGJ	米子	1	米	日本
NGO	名古屋	1	名	日本
NMK	名古屋	1	名	日本
NKM	名古屋	1		日本
TTJ	鸟取	1	鸟	日本
MMB	女满别	1	女	日本

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CITY	CITY_NAME	KND	CS	CHN_CTRY
AOJ	青森	1	no	日本
GAJ	山行	1	no	日本
HNA	盛冈	1	盛	日本
MYJ	松山	1	松	日本
SDJ	仙台	1	仙	日本
KIJ	新潟	1	泻	日本
KMJ	熊本	1	熊	日本
AKJ	旭川	1	旭	日本
UBJ	宇部	1	宇	日本
SPK	札幌	1	札	日本
CTS	札幌	1		日本
HSG	佐贺	1	佐	日本
SPO	斯德哥尔摩	1	斯	瑞典
ARN	斯德哥尔摩	1		瑞典
BEG	贝尔格莱德	1	贝	塞尔维亚
DHA	达兰	1	no	沙特
JED	吉达	1	达	沙特
MED	麦地那	1	麦	沙特
RUH	利雅得	1	利	沙特阿拉伯
CMB	科伦坡	1	坡	斯里兰卡
TSA	松山	1	松	松山
UYL	尼亚拉	1	丹	苏丹
POM	莫尔基比港	1	莫	所罗门



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CITY	CITY_NAME	KND	CS	CHN_CTRY
DYU	杜尚别	I	杜	塔吉克斯坦
LBD	胡占德	I	胡	塔吉克斯坦
HUN	花蓮	I	蓮	台北
TPE	台北	I	台	台北
RMQ	台中	I	台	台北
TNN	台南	I	南	台南
BKK	曼谷	I	曼	泰国
DMK	曼谷2	I	曼	泰国
HKT	普吉	I	布	泰国
CEI	清莱	I	莱	泰国
CNX	清迈	I	迈	泰国
URT	苏拉塔尼	I	塔	泰国
USM	苏梅岛	I	素	泰国
UTP	乌塔堡	I	乌	泰国
DJE	杰尔巴	I	突	突尼斯
MIR	摩拿斯第尔	I	摩	突尼斯
TUN	突尼斯	I	突	突尼斯
ESB	安卡拉	I	安	土耳其
IST	伊斯坦布尔	I	坦	土耳其
SAW	伊斯坦布尔	I	伊	土耳其
ASB	阿什哈巴德	I	什	土库曼斯坦
BWN	文莱	I	莱	文莱
TAS	塔什干	I	塔	乌兹别克



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CITY	CITY_NAME	KND	CS	CHN_CTRY
BCN	巴塞罗那	I	巴	西班牙
LPA	大加那利	I	大	西班牙
MAD	马德里	I	马	西班牙
TFS	南特内里费	I	南	西班牙
HKG	香港	I	港	香港
BBU	布达佩斯	I	布	匈牙利
SIN	新加坡	I	新	新加坡
AKL	奥克兰	I	奥	新西兰
KIN	金斯頓	I	金	牙买加
BGW	巴格达	I	no	伊拉克
SDA	巴格达	I		伊拉克
THR	德黑兰	I		伊朗
TLV	特拉维夫	I	夫	以色列
ROM	罗马	I	罗	意大利
MIL	米兰	I	米	意大利
CCU	加尔格达	I	no	印度
CUU	加尔各答	I	加	印度
BOM	孟买	I	孟	印度
DEL	新德里	I	里	印度
DPS	巴厘岛	I	巴	印尼
TNB	济宁	I	no	印尼
MES	绵兰	I	绵	印尼
SUB	泗水	I	泗	印尼




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CITY	CITY_NAME	KND	CS	CHN_CTRY
SOC	梭罗	1	梭	印尼
CGK	雅加达	1	雅	印尼
LON	伦敦	1	伦	英国
LHR	伦敦	1		英国
HPH	海防	1	防	越南
HAN	河内	1	河	越南
SGN	胡志明	1	胡	越南
DAD	岘港	1	岘	越南
NDJ	恩贾梅纳	1	乍	乍得

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#### 6.4 代码共享航空公司 Code-shared Airlines

序号	航空公司	英文备注	代码
1	大韩航空	Korean Air	KE
2	韩亚航空	Asiana Airlines	OZ
3	越南航空	Vietnam Airlines	VN
4	厦门航空	Xiamen Airlines	MF
5	印尼鹰航	Garuda Indonesia	GA
6	马来西亚航空	Malaysia Airlines	MH
7	肯尼亚航空	Kenya Airways	KQ
8	美国达美航空	Delta	DL
9	法国航空	Air France	AF
10	荷兰航空	KLM Royal Dutch Airlines	KL
11	俄罗斯航空	Aeroflot Russian Airlines	SU
12	捷克航空	Czech Airlines	OK
13	东方航空	China Eastern Airlines	MU
14	华航/华信	China Airlines	CI

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### 6.5 机上预录广播编码

#### Pre-recorded Announcement code



	中文	英文	日语
登机广播 (含脚踏板)	1	19	37
登机广播 (不含脚踏板)	2	20	38
致礼欢迎 (含脚踏板)	3	21	39
致礼欢迎 (不含脚踏板)	4	22	40
亚运版致礼 (含脚踏板)	5	23	41
亚运版致礼 (不含脚踏板)	6	24	42
安全演示 (救生衣座椅上方)	7	25	43
安全演示 (救生衣座椅下)	8	26	44
落地前安检 (含脚踏板)	9	27	45
落地前安检 (不含脚踏板)	10	28	46
亚运版终点站落地	11	29	47
落地后	12	30	48
明珠俱乐部	13	31	49
免税品销售	14	32	50
入境卡	15	33	51
夜间飞行	16	34	52
各国检疫规定	17	35	53
喷洒药物	18	36	

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	韩语	马来语	越南语
登机广播 (含脚踏板)	54	72	90
登机广播 (不含脚踏板)	55	73	91
致礼欢迎 (含脚踏板)	56	74	92
致礼欢迎 (不含脚踏板)	57	75	93
亚运版致礼 (含脚踏板)	58	76	94
亚运版致礼 (不含脚踏板)	59	77	95
安全演示 (救生衣座椅上方)	60	78	96
安全演示 (救生衣座椅下)	61	79	97
落地前安检 (含脚踏板)	62	80	98
落地前安检 (不含脚踏板)	63	81	99
亚运版终点站落地	64	82	100
落地后	65	83	101
明珠俱乐部	66	84	102
免税品销售	67	85	103
入境卡	68	86	104
夜间飞行	69	87	105
各国检疫规定	70	88	106
喷洒药物	71	89	107

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	泰语	闽南语	法语
登机广播 (含脚踏板)	108	126	155
登机广播 (不含脚踏板)	109	127	156
致礼欢迎 (含脚踏板)	110	128	157
致礼欢迎 (不含脚踏板)	111	129	158
亚运版致礼 (含脚踏板)	112	130	159
亚运版致礼 (不含脚踏板)	113	131	160
安全演示 (救生衣座椅上方)	114	132	161
安全演示 (救生衣座椅下)	115	133	162
落地前安检 (含脚踏板)	116	134	163
落地前安检 (不含脚踏板)	117	135	164
亚运版终点站落地	118	136	165
落地后	119	137	166
明珠俱乐部	120	138	167
免税品销售	121	139	168
入境卡	122	140	169
夜间飞行	123	141	170
各国检疫规定	124	142	171
喷洒药物	125	143	172

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	荷兰语	维语
登机广播 (含脚踏板)	173	144
登机广播 (不含脚踏板)	174	
致礼欢迎 (含脚踏板)	175	145
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