



海航股份乘务员广播词

乘务员广播词

Flight Attendant Announcement Book



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广播要求:

整个客舱广播应构成一个有机整体, 广播员根据服务类和安全类广播内容, 把握不同的广播要求创造客舱的广播氛围。

对于安全类广播, 广播员在广播时应尝试控制语气, 音量应控制在中度范围内, 让旅客能够重视我们的安全信息广播, 声调应体现出乘务员沉着冷静的专业素养, 控制好严肃度, 避免给予旅客过于严肃和紧张的感觉。

客舱经理(乘务长)广播与广播员的广播风格应保持一致, 并掌控整个航班的广播风格及基调。

服务类广播:

服务类广播	
“温缓灵悦”, 即语调温柔亲切, 赋予感染力、语速柔缓, 无紧张感、形式灵活, 体现个性化、声音悦耳, 音量适中。	
风格和基调	<ul style="list-style-type: none">● 亲切: 广播温和亲切, 语调抑扬顿挫, 声音赋予感染力。● 自然: 语言表达亲切自然, 语义通顺, 无诵读痕迹, 体现个性化。

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一般安全类广播:

安全类广播

清晰流畅，语速、语调、音量适中，体现专业化。力求以“专业、标准”的风格为基调，彰显我司“安全高于一切”的广播理念。

风格和基调

- **专业：**广播清晰流畅，语速、语调、音量适中，严肃、沉稳、坚定、有力，体现紧迫感，以达到客舱安全监管的有效性。
- **标准：**语气严肃、沉稳，无紧张感，体现职业化。

不安全行为提示广播：乘务员对旅客的不安全行为进行广播提示时，除了遵循一般安全类广播（如出口介绍广播、安全示范广播等）严肃、沉稳、体现职业化的风格外，还需坚定、有力，以达到客舱安全监管的有效性。

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PA guidelines

The announcer should follow the PA guidelines, control the tone, guiding passengers to pay attention to our safety requirements and keep a kind of professional calmed manner to avoid that passengers feel over nervous.

Cabin manager/ purser should monitor that all of announcements in one flight should be kept consistent and suitable.

Service announcement: in gracious and human care tone based on the mindset of premium service.

Safety announcement: in professional and standard tone announcement based on the mindset that safety takes priority over other things.

When PAs is made to stop pax's unsafe behavior in serious, steady and professional tone, they also needs to be sounded firm, strong, urgent, reflecting the effective safety supervision of cabin.



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0 概述

0.1 手册说明

《乘务员广播词》手册是海航乘务员实施机上广播服务工作的基本依据和具体规范。

广播词由客舱经理（乘务长）在机上广播，特殊情况也可安排广播词 A 档或当日航班广播词最高档别的乘务员担任广播员。其中《航线及服务介绍广播》、《行礼广播》、《落地广播》必须由客舱经理（乘务长）进行广播。

在执行航班任务时，乘务员必须携带本手册，在航班运行中必须使用本手册的有关章节对旅客进行正常和特殊情况的广播。

SUMMARY

Introduction

Cabin attendant Announcement Book is specially made out as the criterion for cabin attendant to make announcement on board.

Cabin manager/ purser should take responsibility to make in-flight announcements. If there's special circumstance, cabin manager/ purser can arrange the attendants with level A of announcement exam to do this. Announcement of "Service flow" and "Landing" must be made by cabin manager/ purser.



0.2 手册管理

0.2.1 手册的制定、审核和批准

《乘务员广播词》由客舱服务部总经理授权乘务标准与训练中心经理组织乘务标准与训练中心有关人员编写，手册经乘务标准与训练中心经理审核后报客舱服务部总经理批准。

Management of the Book

Compiling, Examining And Approval of the book is authorized by General Manager of Inflight Service Department, Cabin attendant Announcement Book is written and compiled by related personnel (appointed by manager) of Cabin Attendant Standard and Training Center. The book shall be confirmed by the manager of Cabin Attendant Standard and Training Center and finally approved by General Manager of Inflight Service Dept.

Cabin attendant Announcement Book needs to be approved by Manager of Inflight Service Department after it has been examined and verified.



0.2.2 手册的发放

本手册属于乘务标准与训练中心受控文件，由乘务标准与训练中心标准与产品推广室统一编码后发给全体乘务员使用，由空中服务业务员负责管理和发放，标准与产品推广室保留一份备案。

Distribution of the Book

Cabin attendant Announcement Book belongs to controlled document of Cabin Attendant Standard and Training Center. The book will be distributed to each cabin attendant after a certain document code has been given by Standard and Business Office. A person will be appointed to be responsible for the management and distribution of the book. One copy needs to be reserved for reference.



0.2.3 手册的修订

1) 《乘务员广播词》将根据实际生产情况, 确有必要修订时进行修订, 更改一律采用活页更换的形式。

2) 修订的提出、批准和实施对《乘务员广播词》的内容提出修订应由乘务标准与训练中心经理签署意见后送至客舱服务部总经理, 总经理组织相关人员对所有收集的修订信息进行全面评估后, 编辑更改换页资料。每次修订换页须经客舱服务部总经理签字批准后才能发放至手册持有人, 手册持有人将完成换页。

Modification to the book

1) Cabin attendant Announcement Book can be revised according to practical operation on board. The book is a loose-leaf notebook, designed to make further modifications.

2) Proposal, approval and implementation of modification any modification shall be agreed by manager of Cabin Attendant Standard and Training Center and then shall be submitted to General Manager of Inflight Service Department. The General Manager organizes the related personnel to evaluate the revised content. The content can be changed after it is approved. Then the revised content will be printed and sent to the book holders to replace the cancelled pages.



0.2.4 手册持有人的责任

1) 负责接收《乘务员广播词》及对其修订换页, 插入有效版修订页, 取出作废的页次, 并在《修订记录》中签字;

2) 保持手册的整洁、完整、无缺损, 并对手册的内容予以保密和保护;

3) 本手册版权归本公司所有, 任何部门和个人未经本公司领导同意, 不得向公司以外任何单位和个人提供。

Responsibility of announcement book holders

1) Be responsible for acceptance of Cabin attendant Announcement Book and change revised book pages. Take out the cancelled pages and insert the revised pages.

2) No deliberate damage to the book. Keep completion of the book and change broken pages in time. Keep the content of the book confidential.

3) The copy right reserved to Hainan Airlines. Anyone should not provide to others without the approval of company leaders.



0.2.5 对手册的监督

乘务标准与训练中心标准与产品推广室负责对于《乘务员广播词》的使用和保管情况进行监督。

Supervision of the book

Cabin Attendant Standard and Training Center reserves the right to supervise the use and protection of the Cabin attendant Announcement Book.

0.2.6 对手册的解释

乘务标准与训练中心标准与产品推广室对手册进行解释。

Explanation of the Book

Cabin Attendant Standard and Training Center reserves the right to explain Cabin attendant Announcement Book.



0.3 修订记录

Revision record

修订次数 Revise number	修订日期 Revise date	插页日期 Record date	插页人 Record by

修订日期:

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页码 7





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第一节：常用广播词

1.1 引导入座广播【部分机型预录】

(广播时机：上客通道堵塞时，广播时长 30")

各位女士、各位先生：

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

Announcement during the boarding process

Ladies and Gentlemen,

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

Thank you!



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1.2 欢迎词广播

(广播时机: 旅客即将登机完毕, 广播时长 40-60")

各位女士、各位先生:

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

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

① 飞机抵达_____后, 将停靠在_____机场_____号航站楼。

② 【节日】今天是_____节, 我们全体机组成员谨代表海南航空向各位旅客致以节日的问候, 恭祝您及您的家人_____快乐!

③ 【宽体机】机上娱乐系统在安全示范介绍后为您开启, 祝您旅途愉快。谢谢!

注: ①国内国际代码共享航班号信息参阅附录章节。

②节日请参考附录《节日一览表》和《世界各国国庆日和独立日》进行广播。

Boarding welcome announcement

Ladies and Gentlemen,

Welcome aboard Hainan Airlines and _____ (code share) flight HU (_____) and _____ (_____) from _____ to _____

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(via _____), We would also like to express a special welcome to our Fortune Wings Club members. The Captain has advised that the flight time is about _____hour(s) and _____minutes.

① We will be arriving at Terminal _____at Airport.

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

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

Thank you!



海航股份乘务员广播词

航站楼停靠信息一览表

国内	北京首都国际机场 国内 T1/国际 T2	上海虹桥国际机场 T2	上海浦东国际机场 T2
	广州白云机场 A 区	深圳宝安国际机场 T3	乌鲁木齐地窝铺国际 机场 国内 T2/国际 T2
	西安咸阳国际机场 T2	武汉天河机场 T2	重庆江北国际机场 T2
	长沙黄花机场 T2	成都双流国际机场 T2	杭州萧山国际机场 T3
	银川河东机场 2 号	佳木斯东郊机场 1 号	榆林西沙机场 2 号
	武汉天河机场 T2	贵阳龙洞堡机场 T2	沈阳桃仙机场 T3
国际	台北桃园机场 2 号	圣彼得堡 普尔科夫 (Pulkovo) 国际机场 2 号	苏黎世国际机场 T2
	阿布扎比国际机场 (Abu Dhabi International Airport) 1 号	多伦多皮尔逊国际机场 (Toronto Pearson International Airport) T3	新加坡樟宜国际机场 (Changi International Airport) T2
	悉尼国际机场 (Sydney International Airport) T1	迪拜国际机场 (Dubai International Airport) T1	芝加哥奥黑尔国际机 场 (Chicago O'Hare International Airport) T5

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1.3 关门前特殊情况广播

(广播时机: 飞机关门前特殊情况的等待)

各位女士、各位先生:

目前我们正在等待:

- ① 部分旅客登机
- ② 部分转机旅客登机
- ③ 飞机配平舱单(旅客名单)
- ④ 旅客托运行李装载
- ⑤ 加配旅客餐食
- ⑥ 飞机加油
- ⑦ 查找旅客行李(行李装载)
- ⑧ 等待边防放行许可
- ⑨ 等待机场廊桥撤离

请您在座位上稍事休息, 感谢您的理解。

For special situation before close door

Ladies and Gentlemen,

We are waiting for:

- ① some passengers to join us
- ② some connecting passengers to join us
- ③ the flight's required official paperwork



海航股份乘务员广播词

- ④ cargo loading to be completed
- ⑤ the catering team to finish loading meals
- ⑥ fueling to be completed
- ⑦ the ground staff to finish loading baggages
- ⑧ the customes and immigration clearance
- ⑨ pushing back

Please remain comfortably seated, and we thank you for your understanding.



1.4 出口介绍广播【视频飞机广播 / 部分机型预录】

(广播时机: 飞机关门后、播放视频《安全须知》前广播)

各位女生, 各位先生:

早上/中午/下午/晚上好:

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

现在飞机舱门已经关闭, 我们为您介绍紧急出口的位置:

客舱内共有 6/8/10 个紧急出口, 分别位于客舱的前部、后部和中部。

接下来, 我们将为您播放安全须知, 敬请关注。

Location of emergency exits

Good morning/ afternoon/ evening ladies and gentlemen,
To be safe, we will show you the location of the emergency exits.

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

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

Thank you!



海航股份乘务员广播词

(备注: 飞行时间不足60分钟(含)或晚于22:00起飞的窄体机航班以及宽体机航班在此进行行礼致意)

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1.5 限制使用电子装置广播【部分机型预录】

(广播时机: 飞机关门后、人工安全演示前)

各位女士、各位先生:

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

谢谢!

Restriction of electronic devices

Ladies and Gentlemen,

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

Thank you!



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

(广播时机: 人工广播安全示范)

各位女士, 各位先生:

早上/中午/下午/晚上好:

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

Good morning/ afternoon/ evening ladies and gentlemen,

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

【延伸跨水飞行时广播】

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

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

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

Your oxygen mask is stored in the compartment above your head, and it will drop automatically in case of emergency. When the mask drops, pull it towards you to cover your mouth

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and nose, and slip the elastic band over your head, and then breathe normally.

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

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

客舱内共有 6/8/10 个紧急出口，分别位于客舱的前部、后部和中部。

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

谢谢！

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

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

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

Thank you!



海航股份乘务员广播词

1.7 关门前/后延误广播

(广播时机: 关舱门前/后等待时广播, 等候时间在 10 分钟内)

各位女士、各位先生:

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

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

原因:

- ① 航路流量控制/航路交通管制
- ② XX 机场跑道繁忙(我们的飞机现在排在第 X 位)
- ③ 机场上空雷雨覆盖
- ④ 航路天气原因
- ⑤ 由于 XX 地区大面积降雪/冻雨/能见度低/冰雹等

原因

- ⑥ 飞机的货物还未装载完毕
- ⑦ 飞机除冰
- ⑧ 机场跑道除冰
- ⑨ 机械故障
- ⑩ 旅客临时取消行程, 地勤人员正在查找他们的行李

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- ⑪ 飞机加油
- ⑫ 还有部分旅客尚未登机
- ⑬ 等待转机旅客
- ⑭ 飞机配载舱单还未到
- ⑮ 查找旅客行李（行李装载）
- ⑯ 等待边防放行许可
- ⑰ 等待餐食
- ⑱ 等待机场廊桥撤离

（以上原因供参考，实际操作中广播员可根据实际情况添加延误具体原因）

short time delay

Ladies and Gentlemen,

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

- ① air traffic control
- ② heavy runway traffic at the airport; we are currently NO. ___ in line
- ③ worsening weather conditions in the airport
- ④ worsening weather conditions en route

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- ⑤ worsening snowstorm/icy rain/visibility/hail in (city)
- ⑥ cargo loading to be completed
- ⑦ aircraft de-icing
- ⑧ runway de-icing
- ⑨ technical problem
- ⑩ A passenger changed his or her travel plan which require us to re-prepare official paperwork
- ⑪ Completion of refueling
- ⑫ Some passengers to join us
- ⑬ some connecting passengers to join us
- ⑭ the flight's required official paperwork
- ⑮ cargo loading to be completed
- ⑯ the customs and immigration clearance
- ⑰ the catering team to finish loading meals
- ⑱ pushing back

【天气原因补充解释，可选择性广播以下英文部分：】 This

is for the safety of all on board. Our Captain is now in touch with our ground personnel for updates on the weather conditions. Following an improvement in the weather, we expect to depart at the earliest possible opportunity.

Thank you for your understanding and cooperation.



海航股份乘务员广播词

1.8 延误等待后再次安全检查广播【部分机型预录】

(广播时机: 飞机推出后广播)

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

【无机长广播】各位女士、各位先生: 感谢您的耐心等待,

我们的飞机已经推出滑行很快就可以起飞了, 计划空中飞行时间_____。

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

Re-checking of safety after delay

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

【no captain's announcement】 ladies and gentlemen,

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thank you for your patience.

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

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

Thank you!



海航股份乘务员广播词

1.9 起飞前再次确认广播

(广播时机: 客舱准备完毕后广播, 夜间飞行, 需广播“关灯前提示”后再调节灯光)

飞机即将起飞, 乘务员请就坐! Crew be seated.

各位女士、各位先生:

请再次确认安全带扣好, 手机包括具有飞行模式的手机已关机。(在飞机起飞阶段请不要使用海航定制的Mini-Pad, 请将它放回至座椅背后的口袋中)。同时, 请您全程不要使用或开启充电宝等各类锂电池移动电源。

【夜航关灯前】客舱灯光将调暗, 如果您需要阅读, 建议您打开阅读灯。

Safety broadcast

Ladies and Gentlemen,

We will Take off shortly.

Please make sure that your seatbelt are securely fastened and keep your mobile phones switched off. Power bank and other portable charging devices can not be used during the whole flight.

【night flight】We will be dimming the cabin lights.If you would like to read, please switch on your reading lights.

Thank you!



1.10 针对空调制冷效果不佳的安抚广播

(广播时机: 地面客舱温度较高时广播)

各位女士、各位先生:

由于本架飞机在地面停留期间空调制冷效果不太理想,造成目前客舱温度较高,对于给您带来的不适,我们深表歉意,这种情况在飞机起飞后会很快缓解。

谢谢!

Air condition problem

Ladies and Gentlemen,

We are now waiting for departure, you may feel a little bit hot now because the air conditioning system doesn't work well before take off. We regret for this inconvenience at the moment. And you'll feel better after take off.

Thank you!



海航股份乘务员广播词

1.11 **飞行上升阶段提示广播** (适用于旅客不安全行为提示广播)

(广播时机: 遇有旅客离开座位或需要服务时广播)

各位旅客:

现在是安全广播,飞机正在上升高度,为了您的安全,请客舱中**站立/走动/打开行李架**的旅客,**立即回到座位上坐好/立即就近坐好(关闭行李架)**并系好安全带,如果您需要帮助,请保留头顶上方的呼唤铃在明亮状态,待飞机平飞后我们将立即为您提供服务。

Ascending announcement

Ladies and Gentlemen,

As we are still climbing, please remain seated. Once we reach our cruising altitude, we will start our in-flight service.

Thank you for your cooperation.



海航股份乘务员广播词

1.12 颠簸广播

(广播时机: 飞行过程中遇到颠簸广播)

1.12.1 旅客不安全行为提示

各位旅客:

受气流影响, 飞机正在颠簸, 为了您的安全, 请客舱中站立/走动/打开行李架/排队上洗手间的旅客, 立即回到座位上坐好/立即就近坐好并系好安全带。

Security Caution

Ladies and Gentlemen,

The captain has requested all passengers to return to their seats and fasten their seatbelts.

Thank you for your cooperation.

1.12.2 颠簸

注: 飞机遇到颠簸时, 如机组先行做了颠簸广播, 乘务组无需重复广播。

各位旅客:

请您系好安全带, 由于受航路不稳定气流影响, 我们的飞机正在颠簸, 请客舱中站立/走动/打开行李架/排队使用洗手间的旅客, 立即回到座位上坐好(立即就近坐好),

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洗手间将暂停使用。

【持续颠簸】我们的飞机正在穿越气流，将伴有持续性颠簸。

① 颠簸期间，洗手间将暂停使用，正在使用洗手间的旅客注意抓好扶手

② 同时，我们将暂停客舱服务工作/热饮供应，敬请谅解

③ 请抱孩子的旅客看护好您的孩子

④ 请使用电子用品的旅客注意防止餐饮泼洒

谢谢！

Turbulence

Ladies and Gentlemen,

We are passing through an area of turbulence, please return to your seat and fasten your seatbelts. Please also avoid using the lavatory at this time.

【For continued turbulence:】 Now we are encountering continued turbulence.

① If you are using the lavatory, please hold on to the handrail tightly.

② We will suspend the cabin service / are unable to serve hot drinks at this time.

③ Please ensure your children are securely buckled in

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their seats.

④ Use extra caution with liquids when using an electronic device.

Thank you for your cooperation.

1.13 **飞行下降阶段提示广播** (适用于旅客不安全行为提示广播)

(广播时机: 飞机下降阶段如有旅客离开座位时广播)

各位旅客:

现在是安全广播, 飞机正在下降高度, 为了您的安全, 请客舱中站立/走动的旅客立即回到座位上坐好并系好安全带。

Descending PA

Ladies and Gentlemen,

We will be landing shortly. For your safety, we ask that you return to your seat and fasten your seatbelt.

Thank you for your cooperation.



1.14 滑行提示广播

1.14.1 滑行提示广播(适用于旅客不安全行为提示广播)

(广播时机: 飞行滑行阶段如有旅客不安全行为时广播)

各位旅客:

我们的飞行正在滑行,为了您和他人的安全,请客舱中站立/走动/打开行李架/使用手机的旅客,

- 立即回到座位上坐好
- 尽快就坐
- 关闭行李架
- 立即将手机电源关闭

当飞机完全停稳后,我们将调亮客舱灯光以作提示,感谢您的配合。

Taxiing

Ladies and Gentlemen,

The airplane is taxiing now, for your safety, please

- return to your seat and fasten your seatbelt
- take a nearest seat and fasten your seatbelt
- close the overhead locker
- keep your mobile phones switched off

Thank you for your cooperation.



海航股份乘务员广播词

1.14.2 **滑行提示广播** (适用于信息通报)

(**广播时机**: 飞行滑行阶段出现等候、低速等情况时广播)

各位女士, 各位先生:

这里是客舱经理(乘务长)广播, 由于(原因), 我们的飞机需要滑行一段时间/等待一段时间。请系好安全带, 在座位上稍加等候。

当飞机完全停稳后, 我们将调亮客舱灯光提示您, 感谢您的耐心等待。

原因: ①等待塔台指令

②跑道繁忙

③等待停机位

④避让其它飞机

⑤跑道除冰

⑥等待地面引导

注: 以上广播内容可以根据实际情况, 重复说明。

Taxiing/waiting for taxiing

Ladies and Gentlemen,

This is your cabin manager (purser) speaking. Due to _____, we are now taxiing at low speed/ taxiing/ waiting for taxiing. Please remain seated and fasten your seatbelt until we have reached the arrival gate, and the captain has switched off the Fasten Seatbelt sign.

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Thank you for your cooperation.

① the instruction from the control tower

② runway congestion

③ waiting for parking area

④ avoiding other aircraft

⑤ deicing of the runway

⑥ waiting for ground guidance



海航股份乘务员广播词

1.15 过站广播

(广播时机: 本站旅客下机完毕后广播)

1.15.1 旅客不下飞机

各位女士、各位先生:

继续前往_____的旅客请注意,请您不要下飞机,在座位上休息一下,我们会尽快安排_____的旅客上飞机,休息期间请您不要吸烟,需要帮助时请与我们联系。

谢谢!

Wait on board

Ladies and Gentlemen,

Passengers continuing to _____ are requested to stay on board. We will take off shortly. Please don't leave the cabin and smoking is not permitted. If there is anything we can do for you, please let us know.

【 There will be a change of cabin crew here. I would like to wish you a pleasant journey. 】

Thank you!



1.15.2 旅客下飞机

继续前往___的旅客请注意:

接下来我们将安排大家在___机场休息等候大约___分钟的时间,请拿好登机牌或机票,您的贵重物品和小件物品请随身携带,大件物品可以放在行李架上。在候机楼休息期间,请留意再次登机的广播。

谢谢!

Waiting in the terminal

Ladies and Gentlemen,

Please take your boarding pass or ticket with you and wait for about _____ minutes in the terminal. Carry-on items may be left on board, but we suggest you take all valuables and important documents with you. Please pay attention to the re-boarding broadcast.

【There will be a change of cabin crew here. I would like to wish you a pleasant journey.】

Thank you!



海航股份乘务员广播词

1.16 等待机场摆渡车/客梯车/廊桥

(广播时机: 飞机到达远机位但摆渡车没有到位时广播)

各位旅客,

由于_____机场繁忙的原因, 机场摆渡车/客梯车/廊桥还未到达, 请您在座位上稍事休息, 待车辆/廊桥到达后我们将立即安排您下机。

不便之处, 敬请谅解。

Waiting for airport shuttle bus

Ladies and Gentlemen,

We are still waiting for the shuttle bus/passenger ramp/air ladder/air bridge to arrive at our aircraft. Please remain seated, and we will inform you to disembark as soon as the shuttle bus/passenger ramp/air ladder/air bridge arrives.

Thank you for your understanding.

(此处留白 2 页)









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第二节：国内航线广播词

2.1 起飞后安全提示广播

(广播时机：起飞后5分钟)

各位女士、各位先生：

这里是客舱安全广播。

现在是飞机起飞爬升的关键阶段，为了您的安全，请全程系好安全带，暂时不要离开您的座位。您的电子设备在安全带信号灯熄灭后可以使用，手机电源、电脑无线上网功能及蓝牙设备请您全程确保在关闭状态。

我们将在飞机完全平稳飞行之后，为您及时提供服务。

期间如您需要帮助，请保留头顶上方的呼唤铃在明亮状态。

谢谢！

Safety announcement (Domestic)

(5 minutes after take-off)

Ladies and Gentlemen,

We are climbing now, for your safety, please keep your seatbelt fastened while seated. Electronic devices can be used



海航股份乘务员广播词

once we reach our cruising altitude. Please keep your mobile phone, PC with wireless internet access, and blue-tooth devices switched off during the whole flight. Cabin service will be started when we reach the cruising altitude.

If you need any assistance during this period, please keep your call button switched on.

Thank you



海航股份乘务员广播词

2.2 航线及服务介绍广播

(广播时机：飞机到达平飞阶段，安全带信号灯熄灭后)
亲爱的旅客朋友们：

我是本次航班的客舱经理（乘务长）____，代表机长及全体组员欢迎各位搭乘海航的班机，我们的飞机预计在（上午/中午/下午/晚上/凌晨）__点__分，到达__机场。

【**供餐广播，只发放饮料不读**】稍后我们将为您送上精美的（早餐/午餐/晚餐/夜宵/便餐/快餐/点心）和各式饮品。

【**配备 PAD 的航班广播**】为了丰富您的旅途生活，海南航空在国内率先全舱配发 mini-Pad，内置电影、音乐、游戏、书籍等多种娱乐节目，mini-pad 放置于您的座椅口袋中，使用完毕后，请您放回原处。

【**机上销售广播**】餐饮服务后，我们将为您提供机上商品销售服务，多款国际商品供您选择，敬请参阅《购物指南》。

海南航空诚挚邀请您加入金鹏俱乐部常旅客奖励计划，您可通过累计积分，享受购票、入住海航酒店等多种优惠。具体信息可向乘务员咨询。

旅途中如有任何需要，请随时与我们联系。

我将带领我的团队成员一如既往的为您呈现海航的优质服务。祝您旅途愉快。



海航股份乘务员广播词

Service flow announcement (Domestic)

(after Fasten seatbelt sign off)

Ladies and Gentlemen,

Welcome aboard Hainan Airlines non-smoking flight from ___ to ___. This is ___ speaking and I am your cabin manager (purser) today. We are pleased to have you on board with us. We are expected to arrive at _____ airport at local time _____ am/pm.

【Only for meal service】 We will be serving you beverages and (breakfast / lunch / dinner/ Late Night Supper/ light meal/ refreshment/ snacks) soon.

【Mini-Pad】 For your convenience of travel, we have prepared Mini-Pad for you. When you finish using it, please put it into the seat pocket in front of you. We wish you a pleasant journey.

【In-flight sales】 We will start the in-flight sales service after meal-service. For further information, please refer to the AirShop Shopping Guide.

If you are not yet a member of our Fortune Wings club, application forms are available from the cabin crew.

If there is anything we can do for you, please let us know.
Enjoy your flight.

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海航股份乘务员广播词

2.3 行礼广播

(广播时机: 737 等单通道窄体机型, 飞行时间 60 分钟以上航班, 飞机平飞后开始服务工作前)

亲爱的旅客朋友们:

大家好!

欢迎您选乘海航的航班旅行。您的每次乘机, 都是对海航的支持。“不期而遇, 相伴相惜”, 我们珍惜每一次与您相逢的缘分。

【航班正常】希望今天的旅程能给您留下美好的回忆。

【非公司原因延误超过 1 小时】感谢您在航班延误期间给予的理解和配合, 祝您 (达到城市) 一行顺利愉快。

Salutatory

Ladies and gentlemen:

Welcome aboard Hainan Airlines. We cherish the moment with you on this journey.

【Normal flight】We hope our service can bring you an unforgettable memory!

【Delayed flight】We apologize for the delay. We hope the following journey will be smooth and enjoyable!

Thank you!(此处乘务员统一向旅客行礼)

(备注: 飞行时间不足 60 分钟(含)或晚于 22:00 起飞的窄体机航班以及宽体机的行礼程序不变, 仍在地面安全出口介绍前行礼)

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海航股份乘务员广播词

2.4 下降前客舱准备广播

(广播时机: 落地前 30 分钟)

各位女士、各位先生:

我们的飞机将在 30 分钟后到达_____机场。

【如机长没有播报, 乘务组广播此内容】目前_____(天气晴朗/有雨/下雪), 地面温度是(零下)_____摄氏度。

请您及时整理随身物品(由于两地温差较大, 建议您增减衣物)。

安全带信号灯已经/即将亮起, 洗手间和娱乐系统大约在 5 分钟后关闭, 请将您不需要使用的毛毯和耳机交还给客舱乘务员。

飞机即将开始下降高度, 根据中国民航法规的要求, 我们将停止一切客舱服务工作, 稍后乘务员将进行客舱安全检查, 为了您的安全, 请您系好安全带、收起小桌板(脚踏板)、调直座椅靠背, 打开遮光板(787 飞机: 乘务员将统一调亮客舱舷窗, 请保持飞机舷窗在明亮状态)。请关闭所有电子设备, 下降及着陆期间请您将随身携带的小包放在前排座椅下方或行李架内。

【配备 IPAD】在此期间, 海航定制的 Mini-Pad 也将停止使用, 请将它放回至座椅背后的口袋中。

同时我们还要提醒您, 在飞机完全停稳之前, 请不要起身或开启行李架提拿行李物品。

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下降期间，客舱压力会发生变化，如果您感觉耳痛，可以通过吞咽动作来缓解。

谢谢！

30 minutes before landing (Domestic)

Ladies and Gentlemen,

We will be landing at _____ Airport in about 30 minutes.

【If no PA is made by cockpit, cabin attendant should make PA as follows】 It is sunny/overcast/cloudy/snowing in (name of destination) , the temperature is (minus) _____ degrees centigrade and _____ degrees Fahrenheit. (Because of the extreme weather difference, may we suggest you dress accordingly) -

The captain has switched/ will switch on the Fasten Seatbelt sign (soon). Would you kindly return to your seats, stow your belongings in the overhead compartments or under the seats in front of you, place your seatbacks upright, secure your tables (and footrests) and check that your seatbelts are securely fastened. All electronic devices must be switched off at this time. The lavatories and entertainment system will be closed in 5 minutes, the cabin crew will be coming around to collect your blankets and headsets, and we would appreciate if

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you would have them ready.

Thank you!

温度换算表

℃	F	℃	F	℃	F	℃	F	℃	F
40	104	24	75	8	46	-8	18	-24	-11
39	102	23	73	7	45	-9	16	-25	-13
38	100	22	72	6	43	-10	14	-26	-15
37	99	21	70	5	41	-11	12	-27	-17
36	97	20	68	4	39	-12	10	-28	-18
35	95	19	66	3	37	-13	9	-29	-20
34	93	18	64	2	36	-14	7	-30	-22
33	91	17	63	1	34	-15	5	-31	-24
32	90	16	61	0	32	-16	3	-32	-26
31	88	15	59	-1	30	-17	1	-33	-27
30	86	14	57	-2	28	-18	0	-34	-29
29	84	13	55	-3	27	-19	-2	-35	-31
28	82	12	54	-4	25	-20	-4	-36	-33
27	81	11	52	-5	23	-21	-6	-37	-35
26	79	10	50	-6	21	-22	-8	-38	-36
25	77	9	48	-7	19	-23	-9	-39	-38

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海航股份乘务员广播词

2.5 落地前再次确认广播

(广播时机: 客舱乘务员下降准备工作完成后)

飞机即将着陆, 乘务员请就坐! Crew be seated.

各位女士、各位先生:

为了您的安全, 请再次确认安全带已经扣好, 在飞机完全停稳前, 请不要打开手机电源。

谢谢!

Safety broadcast

Ladies and Gentlemen,

We will be landing shortly. Please make sure that your seatbelts are securely fastened and keep your mobile phones switched off.

Thank you!



海航股份乘务员广播词

2.6 下降旅客不安全行为提示广播

(广播时机: 遇有旅客离开座位时广播)

各位女士、各位先生:

请注意, 飞机正在下降, 请客舱中站立/走动/打开行李架的旅客, 立即回到座位上坐好/立即就近坐好/关闭行李架并系好安全带。

Descending notice

Ladies and Gentlemen,

We will be landing shortly. For your safety, we ask that you return to your seat and fasten your seatbelt.

Thank you for your cooperation.



海航股份乘务员广播词

2.7 落地道别广播

(广播时机：飞机落地后)

各位女士、各位先生：

欢迎来到 城市名。我们的飞机停靠在 机场
号航站楼。

飞机还需要滑行一段时间，请您不要站立，并保持手机电源关闭。等飞机完全停稳后，我们将调亮全部客舱灯光，届时请您整理好全部行李物品下机，开启行李架时请小心。您交运的行李请到机场到达厅提取。

需要转乘航班前往其它城市的旅客，下机后请根据地面工作人员的指引或中转标识办理换乘手续。

【北京落地播报，广播时间：05:00-22:00】我们的飞机停靠在首都国际机场一号航站楼，继续搭乘海南航空国际、国内航班；大新华航空航班的旅客，请根据地勤人员的中转指引，办理换乘手续。海南航空在 T1 航站楼二楼出发厅，为您准备了高端舒适的中转休息室，免费提供中转候机服务。如有疑问，我们的地勤人员很乐意为您提供帮助。

【经停航班不下飞机】继续前往 (城市) 的旅客，请您在座位上休息，先不要下飞机，我们将尽快广播告诉您后续的具体安排。

作为本次航班的客舱经理（乘务长），代表全体机组成员，感谢您对海航一直以来的支持。

【公司原因延误时间超过一小时】由于航班延误给您

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海航股份乘务员广播词

带来的不便，在此向您深表歉意，感谢您对我们工作的理解和配合。

【配备 MINI-PAD 航班】Mini-Pad 属于机上设备，加装防丢失报警功能，请您在下机前将 Mini-Pad 放置在您前排座椅背后的口袋中，以便下一航段的旅客能够继续使用。

不期而遇，相伴相惜，海南航空期待与您再次同行。

谢谢！

注：国内机场名称及航站楼信息请参见附录章节。

Landing (Domestic)

Ladies and Gentlemen,

Welcome to (city). (We will be arriving at Terminal
at _____ Airport.)

Please remain seated and keep your mobile phones switched off. Please do not open the overhead locker until the aircraft has come to a complete stop. Checked-in baggage may be claimed at the baggage carousel in the arrival hall of the terminal.

If you are making a connection, please take all of your carry-on items and disembark. The ground staff will provide connecting information for you.

【PAD】And please put the Mini-Pad into the seat pocket in front of you and get ready for disembarkation.

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海航股份乘务员广播词

【PEK, announcing time: 05:00-22:00】 We will be arriving at Terminal 1 at Beijing Capital International Airport. For those passengers who are continuing to other cities on Hainan Airlines international and domestic flights, or passengers of Grand China Air, Please contact our ground staff. We are pleased to welcome you to our comfortable premium transfer lounge in Departure Hall of Terminal 1 for free. Our staff there are available to offer you best service.

【Transit flights without disembarkation】 If you are continuing to_____,please remain seated until we have further information for you.

【if delay time more than one hour】 we apologize for the inconvenience caused by delay. Thank you for your understanding and cooperation.

All that remains for me to say at this time is thank you for choosing to fly with Hainan Airlines. And we look forward to seeing you again!

Thank you!



第三节：国际航线广播词

3.1 起飞后安全提示广播

(广播时机：起飞后5分钟)

各位女士、各位先生：

这里是客舱安全广播。

现在是飞机起飞爬升的关键阶段，为了您的安全，请全程系好安全带，暂时不要离开您的座位。您的电子设备在安全带信号灯熄灭后可以使用，手机电源、电脑无线上网功能及蓝牙设备请您全程确保在关闭状态。

我们将在飞机完全平稳飞行之后，为您及时提供服务。期间如您需要帮助，请保留头顶上方的呼唤铃在明亮状态。

谢谢！

Safety announcement (Domestic)(5 minutes after take-off)

Ladies and Gentlemen,

We are climbing now, for your safety, please keep your seatbelt fastened while seated. Electronic devices can be used once we reach our cruising altitude. Please keep your mobile phone, PC with wireless internet access, and blue-tooth devices switched off during the whole flight. Cabin service will be started when we reach the cruising altitude.

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If you need any assistance during this period, please keep your call button switched on.

Thank you

3.2 航线及服务介绍广播

(广播时机: 飞机到达平飞阶段, 安全带信号灯熄灭后)
亲爱的旅客朋友们:

我是本次航班的客舱经理(乘务长)____, 代表机长及全体组员欢迎您搭乘【国际精品航线(延误不改); 全球 Skytrax 五星航空公司】海南航空的班机, 我们的飞机预计在(上午/中午/下午/晚上/凌晨)____点____分, 到达____机场。

【**送餐广播, 只发放饮料不改**】本次航程中, 我们为您准备了精美的(早餐/午餐/晚餐/夜宵/便餐/快餐/点心)和各式饮品, 在抵达目的地之前我们还将送上(早餐/落地佳肴)。

为了丰富您的旅途生活, 您可以通过调节控制手柄(或触摸屏幕)选择收看娱乐节目。

【**配备 PAD 的航班广播**】为了丰富您的旅途生活, 海南航空在国内率先全舱配发 mini-Pad, 内置电影、音乐、游戏、书籍等多种娱乐节目, mini-pad 放置于您的座椅口袋中,

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海航股份乘务员广播词

使用完毕后，请您放回原处。

【免税品销售广播】免税品销售服务将在餐饮结束后开始，多款特色商品供您选购，让您尽享空中购物乐趣，敬请参阅《购物指南》。

海南航空诚挚邀请您加入金鹏俱乐部常旅客奖励计划，您可通过累计积分，享受购票、入住海航酒店等多种优惠。具体信息可向乘务员咨询。

旅途中如有任何需要，请随时与我们联系。

我将带领我的团队成员一如既往的为您呈现海航的优质服务。祝您旅途愉快。

(国际精品航线包括：北京=西雅图、北京=布鲁塞尔、北京=多伦多、北京=柏林、北京=芝加哥，后续如有新增国际精品航线将按最新标准执行)。

Service flow announcement (International) (after Fasten seatbelt sign off)

A 版（适用于非美洲航线）：

Ladies and Gentlemen,

Welcome aboard (world Skytrax 5-Star Airline) -
Hainan Airlines non-smoking flight, from ___ to ___. This is
___ speaking and I am your cabin manager (purser) today. We
are pleased to have you on board with us. We are expected to

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海航股份乘务员广播词

arrive at _____ airport at local time _____ am/pm.

【Only for meal service】 We will be serving you beverages and (breakfast / lunch / dinner/ late Night Supper/ light meal/ refreshment/ snacks) soon. Before arrival we will also serve you (Breakfast/Pre-arrival meal).

【Mini-Pad】 For your convenience of travel, we have prepared Mini-Pad for you. When you finish using it, please put it into the seat pocket in front of you. We wish you a pleasant journey.

【Duty free sales】 Duty free sales will be offered after the meal service.

If you are not yet a member of our Fortune Wings Club, application forms are available from the cabin crew.

If there is anything we can do for you, please let us know. Enjoy your flight.

B 版(适用于美洲航线)

Ladies and Gentlemen,

Welcome aboard (world Skytrax 5-Star Airline) - Hainan Airlines non-smoking flight from _____ to _____. We are pleased to have you on board with us. My name is _____, and I am your cabin manager (purser) today.

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海航股份乘务员广播词

【Only for meal service】 We will be serving you beverages and (breakfast / lunch / dinner/ late Night Supper/ light meal/ refreshment/ snacks) shortly. We will also serve you (breakfast/pre-arrival) meal before arrival. If you are not yet a member of our Fortune Wings Club, application forms are available from the cabin crew.

【Mini-Pad】 For your convenience of travel, we have prepared Mini-Pad for you. When you finish using it, please put it into the seat pocket in front of you. We wish you a pleasant journey.

【Duty free sales】 We will start the duty free sales service after the meal-service.

It is a CAAC requirement that mobile phones must remain switched off throughout the flight.

Please let us know should you need anything to make your flight more enjoyable. We expect to arrive at _____ at _____ am/pm local time. Until then, please sit back, relax and enjoy your flight.



3.3 入境卡发放

3.3.1 发放入境卡前广播

(广播时机: 发放 CIQ 表格前广播)

各位女士, 各位先生:

现在我们为您发放_____ (目的地国家) 入境卡和海关申报单。(除当地公民外, 所有旅客都要填写入境卡)。为了缩短您在_____ 机场的停留时间, 请您在飞机着陆前填好, 落地后交予移民局和海关工作人员。(同时为了帮助您顺利入境, 现在我们将播放《入境指南》录像节目, 请留意收看)。如需要帮助, 请与乘务员联系。

谢谢!

Before providing entry card

Ladies and Gentlemen:

In order to speed up your arrival formalities at _____ Airport, all passengers, including minors, are advised to complete entry forms before landing. If you have any questions, please contact our flight attendants.

Thank you!



海航股份乘务员广播词

3.3.2 未配发入境卡广播

(广播时机: 下降前客舱准备广播后)

各位女士, 各位先生:

由于机上没有配备(目的地国家)入境表格, 请在到达后于机场入境大厅索取填写。不便之处敬请谅解。

ENTRY CARDS NOT AVAILABLE

Ladies and Gentlemen,

We have a limited stock of landing forms onboard. The forms, however, are available in the immigration hall at the airport.

Thank you.

3.3.3 美国航线: 配发《海关申报单》前广播

(广播时机: 发放 CIQ 表格前广播)

各位女士, 各位先生:

为了缩短您在(目的地机场)的入境时间, 接下来我们将向您提供美国海关申报单, 根据美国政府规定, 所有入境的旅客, 都必须使用英文填写《海关申报单》。

旅客禁止携带一切肉类、水果、蔬菜、植物。盗版书籍、电脑程序及音像制品不得进入美国。同时为了帮助您



海航股份乘务员广播词

顺利入境，现在我们将播放《入境指南》录像节目，请留意收看。

如果您需要帮助，请随时和我们联系！谢谢！

American route: provide Customs Declaration Forms

Ladies and Gentlemen:

May I have your attention please!

US Customs & Border Protection mandates that every passenger must complete a custom declaration form before landing. Our Cabin Crew will now provide the forms. Any kind of meat products, fruits, vegetable, plants, pirate books, computer program and video and audio products are not allowed to be brought into the country. We are glad to dispose of these items for you. For your convenience, we will play a video presenting in details on how to complete the forms.

Thank you!



海航股份乘务员广播词

3.3.4 美国航线：美国入境提示广播

(广播时机：落地前40分钟广播)

各位女士，各位先生：

我们即将到达（城市），根据美国入境相关规定，所有旅客禁止携带一切肉类、水果、蔬菜、植物。盗版书籍、电脑程序及音像制品不得进入美国。如您已带上飞机，请交给乘务员处理。现在我们将播放《入境指南》录像节目，请留意收看。

【未配发海关申报单】根据美国政府规定，所有入境的旅客，都必须填写《海关申报单》。为确保顺利入境，请您下机后在机场填写，《海关申报单》要连同护照一起办理入境手续，如有问题可咨询机场工作人员。

如果您需要我们的帮助，请随时和我们联系！
谢谢！

American route: not provide Customs Declaration Forms

US Customs & Border Protection mandates that every passenger into the United States completes a custom declaration form. Imported fruit, vegetables, meat, plants and animals. All passengers must complete the Customs Form after landing. For your convenience we will play a video presenting in details on how to fill in the forms.

Thank you!



海航股份乘务员广播词

3.4 洲际航线一餐后广播

3.4.1 吧台广播

(广播时机: 一餐结束后, 要求分舱广播)

各位女士、各位先生:

为了给您提供舒适的休息环境, 我们将调暗客舱灯光, 在(前/中/后)舱增设自助吧台服务, 多种饮料及茶点供您选择, 如果您需要阅读, 可开启座椅处的阅读灯。

谢谢!

Mini-bar service

Ladies and Gentlemen,

For a better rest, we will dim the cabin lights now. During this time we provide bar service to you all, including many kinds of soft drink, hot tea, snack and biscuits. If there is anything we can do for you, please let us know. please turn on your reading light if necessary.

Thank you!



3.4.2 经济舱简餐广播

(广播时机: 提供简餐前广播)

各位女士、各位先生:

我们的航程已经过半,下面乘务员将为您提供三明治、咖啡、茶水、矿泉水,整个服务时间约为10分钟,如果打扰到您的休息,我们向您表示歉意。

谢谢!

Light meal (depend on passenger rest situation)

Ladies and Gentlemen,

In a few minutes we will begin our snack service for you. Sandwiches, coffee, tea and mineral water will be available.

Thank you!

注: 客舱经理(乘务长)根据旅客休息情况灵活决定是否进行广播



海航股份乘务员广播词

3.4.3 供二餐前提示广播

(广播时机: 二餐前 10 分钟广播)

各位女士、各位先生:

我们将在___小时___分钟后到达___, 现在是当地时间(凌晨/上午/下午/晚间)___点___分, 稍后您将享用到精美(早餐/午餐/晚餐/夜宵/便餐/快餐/点心)和各式饮料, 供餐时请协助调直椅背。同时, 机上免税品销售服务将在1小时后结束, 如您需要购买商品, 请尽快与乘务员联系。

谢谢!

Before providing the second meal

Ladies and Gentlemen,

We will be landing at___Airport in about___hour(s) and___minutes. Now the local time is ___am/pm. We will serve you (breakfast / lunch / dinner/ late Night Supper/ light meal/ refreshment/ snacks) and beverages soon. please adjust your seatback to the upright position during meal service. Duty free sales will be stopped in one hour before landing.

Thank you!



海航股份乘务员广播词

3.5 下降前客舱准备广播

(广播时机: 落地前 30 分钟)

各位女士、各位先生:

(如同机长所述), 我们的飞机将在 30 分钟后到达机场。

起飞城市 与 落地城市 时差为 小时, 现在是当地时间 (凌晨/上午/下午/晚上)

【如机组没有播报, 乘务组广播此内容】目前 城市 天气 (晴朗/有雨/下雪), 地面温度是 (零下) 摄氏度 华氏度。请您根据温差的变化及时整理随身物品, (由于两地温差较大, 建议您增减衣物)

安全带信号灯已经/即将亮起, 洗手间和娱乐系统大约在 5 分钟后关闭, 请您协助将 (不用的毛毯和) 耳机交还给客舱乘务员。

飞机即将开始下降高度, 根据中国民航法规的要求, 我们将停止一切客舱服务工作, 稍后乘务员将进行客舱安全检查, 请您系好安全带、收起小桌板 (脚踏板)、调直座椅靠背, 打开遮光板 (787 飞机: 乘务员将统一调亮客舱舷窗, 请保持飞机舷窗在明亮状态)。请关闭所有电子设备, 下降及着陆期间请您将随身携带的小包放在前排座椅下方或行李架内。

【美国航线】 请不要在膝盖上或空座位上放置任何物品,

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海航股份乘务员广播词

请将毛毯或衣服等物品进行整理后放入行李架内。

【配备 IPAD】在此期间，海航定制的 Mini-Pad 也将停止使用，请将它放回至座椅背后的口袋中。

同时我们还要提醒您，在飞机完全停稳之前，请不要起身或开启行李架提拿行李物品。

下降期间，客舱压力会发生变化，如果您感觉耳痛，可以通过吞咽动作来缓解。

谢谢！

30 minutes before landing (International)

Ladies and Gentlemen,

We will be landing at _____ Airport in about 30 minutes. The time difference between (name of departure city) and (name of destination city) is _____ hours and the local time is _____ am/ pm.

【If no PA is made by cockpit, cabin attendant should make PA as follows】 It is sunny/overcast/cloudy/snowing in (name of destination), and the temperature is (minus) _____ degrees centigrade / _____ degrees Fahrenheit. **【Because of the extreme weather difference in origin and destination, may we suggest you dress accordingly】**.

The captain has switched/ will switch on the Fasten Seatbelt sign (soon). Would you kindly return to your seats,

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stow all of your belongings to the overhead compartments or under the seats in front of you, place your seatbacks upright, secure your tables and footrests and check that your seatbelts are securely fastened. All electronic devices must be switched off at this time . The lavatories and entertainment system will be closed in 5 minutes. We hope you have enjoyed our entertainment on this flight; the cabin crew will be coming around to collect your blankets and headsets, and we would appreciate if you would have them ready for collection.

【USA】 Please put blankets and clothing in order, and do not put anything on your lap or the empty seats.

Thank you!



温度换算表

℃	℉	℃	℉	℃	℉	℃	℉	℃	℉
40	104	24	75	8	46	-8	18	-24	-11
39	102	23	73	7	45	-9	16	-25	-13
38	100	22	72	6	43	-10	14	-26	-15
37	99	21	70	5	41	-11	12	-27	-17
36	97	20	68	4	39	-12	10	-28	-18
35	95	19	66	3	37	-13	9	-29	-20
34	93	18	64	2	36	-14	7	-30	-22
33	91	17	63	1	34	-15	5	-31	-24
32	90	16	61	0	32	-16	3	-32	-26
31	88	15	59	-1	30	-17	1	-33	-27
30	86	14	57	-2	28	-18	0	-34	-29
29	84	13	55	-3	27	-19	-2	-35	-31
28	82	12	54	-4	25	-20	-4	-36	-33
27	81	11	52	-5	23	-21	-6	-37	-35
26	79	10	50	-6	21	-22	-8	-38	-36
25	77	9	48	-7	19	-23	-9	-39	-38



3.6 各国入关要求广播

3.6.1 各国入境规定

(广播时机: 落地前 40 分钟或播放海关检疫入境介绍前)

各位女士, 各位先生:

根据 (国家) 检疫规定, 在 (国家) 入境的旅客不能随身携带新鲜水果, 肉类, 植物及鲜花等, 违规者将会被处以罚款。如果您已带上飞机, 请您在着陆前处理完, 或交给乘务员处理。

接下来, 我们将播放 (国家) 海关检疫入境程序介绍, 敬请留意收看。

谢谢!

Customs regulations

Ladies and Gentlemen:

According to the (name of country) quarantine regulations, passengers may not bring fresh fruits, cut flowers, plants or meat products into the country. Passengers who are in possession of such items are kindly requested to dispose of them or hand them over to our cabin crew before landing.

Thank you!



3.6.2 喷药广播

(广播时机: 各国入境规定广播后, 下降 30 分钟广播前)

各位女士、各位先生:

根据(国家) 检疫部门的要求, 所有国际进港航班必须进行喷雾消毒。我们所使用的消毒剂是对人体无害的, 请您放心。如您对喷雾敏感可遮盖口鼻, 佩戴隐形眼镜的旅客, 请暂时闭上眼睛。

感谢您的合作!

(注: 目前要求国际进港航班必须喷药消毒有中国 China、澳大利亚 Australia、印度 India 等国家)。

Spray broadcast

Ladies and gentlemen,

Due to government quarantine requirements of (name of country), all international incoming flights must be sprayed for insects. We will be briefly spraying the cabin at this time. If you are sensitive to sprays, we suggest that you place your handkerchief over your nose and mouth while we pass by. If you wear contact lenses, you may close your eyes during this process.

Thank you!



3.7 落地前再次确认广播

(广播时机：乘务员安检完毕后)

飞机即将着陆，乘务员请就坐！Crew be seated.

各位女士、各位先生：

为了您的安全，请再次确认安全带已经扣好，在飞机完全停稳前，请不要打开手机电源。

谢谢！

Safety broadcast

Ladies and Gentlemen,

We will be landing shortly. Please make sure that your seatbelts are securely fastened and keep your mobile phones switched off.

Thank you!



3.8 下降旅客不安全行为提示广播

(广播时机：遇有旅客离开座位时广播)

各位女士、各位先生：

请注意，飞机正在下降，请客舱中**站立/走动/打开行李架**的旅客，**立即回到座位上坐好/立即就近坐好/关闭行李架**并系好安全带。

Descending notice

Ladies and Gentlemen,

We will be landing shortly. For your safety, we ask that you return to your seat and fasten your seatbelt.

Thank you for your cooperation.



3.9 落地道别广播

(广播时机：飞机落地后)

各位女士、各位先生：

欢迎来到 城市，机场名 机场距市区 公里
(英里)。现在是当地时间 。我们的飞机停靠在
机场 号航站楼。

飞机还需要滑行一段时间，请您不要站立，并保持手机电源关闭。等飞机完全停稳后，我们将调亮全部客舱灯光，届时请您整理好全部行李物品下机，开启行李架时请小心。您交运的行李请到机场到达厅提取。

当您下机时请准备好 入境卡、护照以便入境检查。

需要转乘航班前往其它城市的旅客，下机后请根据机场工作人员的指引或中转标识办理换乘手续。

【北京落地播报，广播时间：05:00-21:30】继续乘坐海南航空、大新华航空国内航班，中转时间在 3 小时以内的旅客，可在 T2 航站楼一楼中转厅办理转机手续。同时，海南航空在 T1 航站楼二楼出发厅，为中转旅客准备了高端舒适的中转休息室，免费提供中转候机服务。如有疑问，我们的地勤人员很乐意为您提供帮助。

【美国落地】我们提醒您，根据美国入境的相关规定，所有在美国转机的旅客要将托运行李全部提取后，办理换乘手续，请将您购买的液态物品提前放置在托运行李中。



海航股份乘务员广播词

【布鲁塞尔落地】中国驻比利时大使馆提醒您：在比利时旅行期间，请保管好个人财物，少带现金，护照请单独贴身保管并准备好复印件。在公共场所时请小心，如布鲁塞尔机场、布鲁塞尔 MIDI（南站）火车站、中央火车站、安特卫普火车站，宾馆、餐厅、地铁和旅游景点，防止盗骗抢案发生。祝您在比利时旅行平安、顺利！

【经停航班不下飞机（部分航线参照附录部分广播内容）】继续前往___的旅客，请您在座位上休息，先不要下飞机，我们将尽快广播告诉您后续的具体安排。

【配备 MINI-PAD 航班】Mini-Pad 属于机上设备，已加装防丢失报警功能，请您在下机前将 Mini-Pad 放置在您前排座椅背后的口袋，以方便下一航段的旅客能够继续使用。

作为本次航班的客舱经理（乘务长），代表全体机组成员，再次感谢您选乘海航班机。

【公司原因延误时间超过一小时】由于航班延误给您带来的不便，在此向您深表歉意，感谢您对我们工作的理解和支持。

不期而遇，相伴相惜，海南航空期待与您再次同行。
谢谢！

塔科马国际机场距市区 19 英里。

②机场名称及距离参见附录章节说明。

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海航股份乘务员广播词

③部分国际中转航线广播词参见附录章节选读。

Landing (International)

A 版(适用于非美洲航线)

Ladies and Gentlemen,

Welcome to (city). The distance to downtown is _____ kilometers (_____ miles). Now the local time is _____ am/pm. We will be arriving at Terminal _____ at _____ International Airport.

Please remain seated and keep your mobile phones switched off. Please do not open the overhead locker until the aircraft has come to a complete stop. Please take care when opening the overhead compartment. Checked-in baggage may be claimed at the baggage carousel in the arrival hall of the terminal. Please get your entry card and passport ready before disembarkation.

If you are making a connection, please take all of your carry-on items and disembark. The ground staff will provide connecting information for you.

【 PEK , announcing time: 05:00-21:30 】 For those passengers who are continuing to other cities on Hainan

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海航股份乘务员广播词

Airlines or Grand China Air domestic flights, and whose transfer time is within 3 hours, the transfer procedure can be done in the transfer hall on the first floor of Terminal 2. We are pleased to welcome you to our comfortable premium transfer lounge in Departure Hall of Terminal 1 for free. Our staffs there are available to offer you best service.

【Transit flights without disembarkation】 If you are continuing to____, please remain seated until we have further information for you.

【if flights delayed for more than one hour】we apologize for the inconvenience because of the delay. Thank you for your understanding and cooperation.

All that remains for me to say at this time is thank you for choosing to fly with Hainan Airlines. And we look forward to seeing you again!

Thank you!

B 版（适用于美洲航线）

Ladies and Gentlemen,

Welcome to (city) where the local time is _____ am/pm.
The distance to downtown is _____kilometers/____miles. We
will be arriving at Terminal____ at _____International Airport.

修订日期：
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海航股份乘务员广播词

For your safety, please remain seated with your seatbelt fastened, keep your mobile phone switched off and baggage stowed until the aircraft has come to a complete stop, and the captain has turned off the fasten seatbelt sign. Please use care when opening the overhead compartment.

Checked-in baggage may be claimed in the baggage carousel in the arrival hall inside the terminal. If you are making a connection, please take all of your carry-on items and disembark. Our ground staff will provide connecting information upon arrival. Please get your entry card and passport ready.

【PEK, announcing time: 05:00-21:30】 For those passengers who are continuing to other cities on Hainan Airlines or Grand China Air domestic flights, and whose transfer time is within 3 hours, the transfer procedure can be done in the transfer hall on the first floor of Terminal 2. We are pleased to welcome you to our comfortable premium transfer lounge in Departure Hall of Terminal 1 for free. Our staffs there are available to offer you best service.

【USA】 According to the Customs regulations of the United States, all transit passengers must claim their checked-in baggage and go through US Customs before re-checking them



海航股份乘务员广播词

onto connecting flights. Please note that any duty-free liquid articles purchased either in the airport or on board must be packed in your checked luggage. The use of mobile phones and cameras is not allowed in the Federal Inspection Area.

【Transit flights without disembarkation】 If you are continuing to____, please remain on board until we have further information for you.

【if flights delayed for more than one hour】 We sincerely apologize for the inconvenience that may have caused you due to this delay. We appreciate your patience and understanding.

It has been our great pleasure having you on board today, and we look forward to seeing you again soon. Thank you for choosing to fly with Hainan Airlines! Enjoy your stay in _____, or wherever your final destination may be. Have a good morning/afternoon/evening.

Thank you!



3.10 移民局检查证件广播

(广播时机: 舱门开启后, 当地移民局需要在舱门处对旅客进行证件检查)

各位旅客:

根据当地移民局的要求, 移民局官员将在下机时对每名旅客的证件逐一检查, 请各位旅客提前做好您的护照, 在下机时手持护照做好临检准备, 感谢您的配合!

Passport check from Immigration

Ladies and Gentlemen:

May I have your attention please. According to the requirements of the local immigration office, immigration officers will be checking your travel documents and passports before deplaning. Please have them ready for inspection.

Thank you for your cooperation!



海航股份乘务员广播词

3.11 国际航班等待下客广播

(广播时机: 开舱门后不能马上下客时广播)

各位女士、各位先生:

目前我们正在等待____机场的(海关/检疫/边防)检查, 请大家回到座位稍等片刻, 并确保通道畅通, 感谢您的理解和配合!

Waiting broadcast (International)

Ladies and Gentlemen,

According to the requirements of the local Customs, Immigration and Quarantine offices, officers will be checking the aircraft before deplaning. Please remain seated for the inspection.

Thank you!



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第四节：特殊情况广播词

4.1 长时间延误广播

4.1.1 首次延误广播

(广播时机：关舱门后长时间等候、超过起飞时间10分钟、无法获知起飞时间)

各位女士、各位先生：

这里是客舱经理（乘务长）广播。根据机长通知，由于___的原因，我们的飞机暂时不能起飞。（机长正在积极的与塔台进行联系，争取能够尽快起飞）。

- 预计需要等待（时间）
- 目前我们的飞机排在第 X 位
- 目前塔台没有告知我们起飞时间（目前无法确定

起飞时间）

- 我们的维修人员正在排除故障

【旅客机上休息】请您在座位上休息等候，（在此期间我们将为您提供___服务）机上娱乐系统已经开启，欢迎您收看录像节目。期间您有任何需要，请联系客舱乘务员。如有进一步的消息我们随时会广播通知。

【到候机楼休息】由于等候时间较长，请您带好全部手提物品准备下飞机/您的手提物品可以放在飞机上，但贵



海航股份乘务员广播词

重物品请您随身携带好，到候机室休息。请您保管好始发站的登机牌和地面人员所发的过站登机牌，以便于您再次乘机或办理相关的客票业务。在候机楼休息期间，请留意再次登机的广播。地勤人员会随时向您通报最新情况，并随时为您服务。如果您有转机计划，请在再次登机前与地面人员联系。

原因：①空中航路流量控制/空中航路交通管制

②XX 机场跑道繁忙

③天气未达到飞行标准/机场上空雷雨覆盖/航路天气

原因/由于 XX 地区大面积（降雪/冻雨/能见度低/冰雹）等原因

④飞机的货物还未装载完毕

⑤飞机除冰/跑道除冰

⑥机械故障

⑦等待转机旅客

⑧临时加餐

⑨飞机晚到

⑩旅客临时取消行程，地勤人员正在查找他们的行李

(1)军事禁航。

(以上原因供参考，实际操作中广播员可根据实际情况添加延误具体原因)

Extended delay

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海航股份乘务员广播词

Ladies and Gentlemen,

This is your cabin manager/ purser speaking. According to our captain's information, we are waiting (Reason) . Our captain will keep in contact with the air traffic control tower and try to get clearance as soon as possible.

- (It takes about _____ minutes (time) to departure).
- Currently we are NO. ___ in line.
- Now the take off time can not be expected.
- Our maintenance engineers are completing some required tasks.

[Waiting onboard] please remain comfortably seated. (During this time, we will be providing _____ service) Our entertainment system has been switched on. We will update you further on the delay as we receive more information.

[Waiting in terminal] We regret to announce that the delay will last for an extended period of time. For your comfort, we would like to request that all passengers take all of your belongings and disembark and proceed to the terminal. Please keep your boarding pass and transit boarding pass well for reboarding or other relevant ticket handling. Please pay close attention to the re-boarding announcement. Passengers with connecting flights, please contact our ground staff before

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re-boarding the aircraft.

We apologize for the inconvenience caused and thank you for your understanding and cooperation.

Reasons:

1. Due to air traffic control
2. Due to the busy runway. (and we are NO.X in line)
3. For weather conditions in the airport to improve.
4. For cargo loading to be completed.
5. For the aircraft / runway de-icing
6. For maintenance to resolve some technical issues.
7. For a number of transit passengers to join us.
8. For the catering to finish loading meals.
9. For late aircraft arrival
10. For those passengers who have decided not to travel with us today to disembark.
11. For the military ban (curfew) to be lifted.



海航股份乘务员广播词

4.1.2 延误期间信息通报广播

(广播时机: 长时间延误每 20 分钟广播一次、等候期间获知起飞时间)

各位女士、各位先生:
这里是客舱经理(乘务长)广播。

【获得具体时间马上广播】通过我们机组人员的积极联络/维修人员的检测,飞机预计在(时间)可以获准起飞。

【仍无具体时间, 20 分钟进行一次广播】目前我们暂时还没有得到具体的起飞时间。我们的机组人员正在积极的与塔台进行联系,争取能够尽快起飞/我们的机务人员正在排除故障。

我们会及时向您通报最新的进展信息,如果您有任何需要,请联系客舱乘务员。感谢您的耐心等待与谅解!

announcement for flight delay info

Ladies and Gentlemen,

this is cabin manager (purser) speaking.

【with exact time】Our plane will be taking off at (time). am/pm. We are expected to wait for about _____ minutes.

【without exact time, every 30 minutes】Now the take-off time can not be expected). Our captain will keep in contact with the air traffic control tower and try to get

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海航股份乘务员广播词

clearance as soon as possible/ Maintenance staff is handling some technical issues.

We will keep you updated with any information as we receive it. Thank you for your understanding and cooperation.

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4.2 除冰广播

各位女士、各位先生：

刚刚收到机长的通知，由于（城市）天气异常寒冷，导致机身结冰，为确保飞行安全，我们正在进行除冰工作，除冰期间客舱中可能会出现轻微异味和烟雾，这是正常现象请您不必担心。同时我们的航班将推迟____分钟起飞，请各位旅客在座位上休息等候，有进一步消息，我们会及时通知您。

谢谢！

Deicing

Ladies and Gentlemen,

We have just been informed by the captain that our departure will be delayed for ___minutes, because ice may have formed on the aircraft due to the cold weather. The aircraft is now being deiced. There may be slight smell and smoke in the cabin. It will be fine very soon, please don't worry and remain in your seats. We will keep you updated with any information as we receive it.

Thank you!



4.3 备降广播

4.3.1 备降前广播

各位女士、各位先生：

由于(原因)，我们无法降落在目的地机场____，现在我们正飞往____，做短暂停留。大约____后，我们将到达____，乘务员将进行客舱的安全检查，为了您的安全，请您系好安全带、收起小桌板、调直座椅靠背，坐在靠窗的旅客麻烦您将遮光板打开。(787飞机：乘务员将统一调亮客舱舷窗，请保持飞机舷窗在明亮状态)。

谢谢！

原因：

- ①机场关闭
- ②机场跑道结冰
- ③(城市)沙尘暴覆盖
- ④降落地天气不好，能见度低

Before unscheduled landing

Ladies and Gentlemen,

Due to __, we can't land at __ Airport. We are now flying to _____. After hours/minutes, we will arrive at(city). Our flight attendants will check the cabin safety. Please fasten your seatbelt, ensure that your tables and seat backs are in an upright position and open the window shades.

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页码 90



Thank you!

① airport closed

② icing on the runway

③ the sandstorm

④ the unfavorable weather conditions, poor visibility

4.3.2 备降落地后广播

各位女士、各位先生：

本架飞机已经降落在_____机场。现在飞机还在滑行中，请您不要离开座位提拿行李，同时请您不要打开手机电源，以免干扰到机组与地面的通信联络。

在进一步消息传来之前，请您在座位上耐心等待，我们将随时为您通报有关情况。

谢谢！

After unscheduled Landing

Ladies and Gentlemen,

We have just landed at (city) Airport. Please remain seated and fasten your seatbelt until we have reached the arrival gate, and the captain has switched off the Fasten seatbelt sign. We will keep you updated with any information as we receive it.

Thank you!



4.3.3 备降后旅客不下飞机

(广播时机: 等候时间较短, 安排旅客在机上休息)

各位女士、各位先生:

根据机长通知,

① ___天气很快能够转好

②我们的飞机加油后就能起飞(加油期间要广播飞机加油提示)

③飞机故障很快能够排除

由于等候时间不长, 请您在座位上休息等候, 等候期间请您不要吸烟, 如您有任何需要, 请联系客舱乘务员。

谢谢!

Wait on board after alternate landing

Ladies and Gentlemen,

According to our captain's information,

①the weather in ___ will be fine very soon

②our plane will take off soon once we finish refueling ,(PA for refueling is also required)

③our engineer will fix the mechanical problem very soon,

Please remain comfortably seated. Smoking is not permitted. If there is anything we can do for you, please let us know.

Thank you!



4.3.4 备降后旅客下飞机

(广播时机: 等候时间较长, 安排旅客到候机厅休息)

各位女士, 各位先生:

接下来我们将安排大家在__机场休息等候, 请您带好全部手提物品准备下飞机。请您保管好始发站的登机牌和地面人员所发的过站登机牌, 以便于您再次乘机或办理相关的客票业务。在候机楼休息期间, 请留意再次登机的广播。

Waiting in the terminal after alternate landing

Ladies and Gentlemen,

[Waiting in terminal]. We regret to announce that the delay will last for an extended period of time. For your comfort, we would like to request that all passengers take all of your belongings and disembark and proceed to the terminal. Please keep your boarding pass and transit boarding pass well and pay close attention to the re-boarding announcement.

Thank you!



4.4 空中盘旋(复飞)广播

(广播时机: 特殊情况推迟降落)

各位女士、各位先生:

刚刚收到机长通知, 由于_____机场(繁忙/天气恶劣/能见度很低/风力过大), 飞机暂时无法降落, 为了安全, 我们正在机场上空盘旋等待天气好转/我们将推迟__分钟着陆, (如有进一步的消息, 我们将随时通知您), 请您在座位上坐好并系好安全带。

谢谢!

Circling

Ladies and Gentlemen,

We have just been informed by the captain that due to (congested air traffic/unfavorable weather conditions/poor visibility/ strong winds)at_____Airport, we have been requested to circle over_(city)_until we receive new instructions to descend into _____ airport./ We expect to land at_____Airport at_____ (time). We apologize for the inconvenience.

Thank you!



4.5 返航广播

各位女士、各位先生：

我们非常抱歉的通知您，由于(原因)，为确保飞行安全，我们决定返回_____机场。飞机将于_____分钟后到达_____机场。有进一步的消息我们会及时通知您。对于给您造成的不便，我们深表歉意，希望能得到您的谅解。

谢谢！

原因：

- ① 机械故障
- ② 机场跑道结冰
- ③ (城市)上空沙尘暴覆盖
- ④ (城市)机场关闭
- ⑤ 降落地天气恶劣/能见度低
- ⑥ 需要紧急医疗援助

Return

Ladies and Gentlemen,

We are sorry to inform you that we will return to Airport due to _____. We are expected to land at Airport at _____ (time). We will keep you updated with any information as we receive it. We apologize for any inconvenience. Your understanding will be very much appreciated.

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海航股份乘务员广播词

Thank you!

①maintenance matter

②icing on the runway

③the sandstorm

④airport closed

⑤the unfavorable weather conditions/ poor visibility

⑥Medical Reason



4.6 航班取消广播

(广播时机: 特殊原因航班取消)

各位女士、各位先生:

我们非常抱歉地通知您, 由于(原因), 我们决定取消今天的飞行, 将在___过夜。请您带好全部行李下飞机。请您保管好(始发站)的登机牌和地面人员所发的过站登机牌, 以便于您再次乘机或办理相关的客票业务。

起飞时间另行通知/起飞时间定于明天(时间)。

对于给您带来的不便, 我们全体机组人员向您表示歉意并希望能得到您的谅解。

谢谢!

原因: ①机械故障

②天气不好

③飞机调配

④机场关闭

Cancel and stay overnight

Ladies and Gentlemen,

We are very sorry to inform you that the flight has been cancelled due to ____. We will have to stay overnight at _____. Please take all your carry-on items with you when you disembark. Please keep your boarding pass and transit



海航股份乘务员广播词

boarding pass well for reboarding or other relevant ticket handling

We will keep you updated with any taking-off information as we receive it.

The plane will Take off at _____ (time) tomorrow.

We apologize for any inconvenience. Your patience and understanding will be very much appreciated.

Thank you!

- ① maintenance matter
- ② the unfavorable weather conditions
- ③ aircraft allocation
- ④ airport closed



4.7 换乘飞机广播

各位女士、各位先生：

非常抱歉地通知大家，由于（原因），为了确保大家的旅途安全，现在决定换乘另一架飞机。请您带好全部手提物品，随同地面工作人员下飞机。对于给您带来的不便，我们深表歉意，感谢您的理解和配合。

谢谢！

原因：①机械故障、②飞机调配】

Change of aircraft

Ladies and Gentlemen,

We are sorry to inform you that we will have to transfer to another aircraft due to _____. Please take all your carry-on items when you disembark and follow our ground staff to the new aircraft.

We apologize for any inconvenience. Your understanding and cooperation will be very much appreciated.

Thank you!

【①maintenance matter ②aircraft allocation】



4.8 广播找医生

各位女士、各位先生：

现在飞机上有位旅客需要使用机上处方药/有位旅客身体不适，如果哪位旅客是医生或护理人员，请马上与乘务员联系。

谢谢！

Look for doctor

Ladies and Gentlemen,

May I have your attention please!

There is a passenger who needs to use prescription drug/There is a passenger feeling uncomfortable. If you are medical personnel, please contact us.

Thank you!



4.9 广播找人

各位女士，各位先生：

现在广播找人，(旅客姓名)旅客，当您听到广播后请与客舱乘务员联系。

谢谢！

PAGING FOR PASSENGERS

Ladies and Gentlemen,

May I have your attention please.

We are currently paging passenger Mr./Mrs./Ms. <name of passenger>.

If you are on board the aircraft, would please press your attendant call button and identify yourself to one of our Cabin Crew.

Thank you!



4.10 清点人数广播

各位女士、各位先生：

现在我们需要重新核对机上旅客人数，请您在座位上坐好，不要在客舱内来回走动，请暂时不要使用洗手间，感谢您的配合。

Check passenger number

Ladies and Gentlemen,

We are going to do a head count. Please remain seated and do not use the lavatory for the moment.

Thank you for your cooperation!

4.11 对号入座广播

各位女士、各位先生：

为了飞机的配载平衡，确保您的安全，请您按照手中登机牌的号码对号入座。

谢谢！

Taking assigned seats

Ladies and Gentlemen,

We must keep the balance for the aircraft. Please take your seat according to your seat number.

Thank you!



4.12 **清舱广播**

各位女士、各位先生：

由于本架飞机有旅客临时退票/临时终止旅行，为了确保飞行安全，机场工作人员将对飞机进行安全清舱工作，请您给予协助。

- 现在请各位旅客协助工作人员指认客舱中自己的行李；
- 请所有旅客带上您的全部手提行李下飞机，在候机楼等候/重新进行安全检查。

对于给您带来的不便，我们深表歉意。

感谢您的配合！

Clear cabin

Ladies and Gentlemen,

Because some passengers decide not to travel with us today, the ground staff of the airport will make a safety check of the cabin according to the regulation of CAAC.

- Please assist the cabin crew to identify all of your carry-on items in the cabin.
- Please take all of your carry-on items to disembark and wait in the terminal. /go through the safety check at the terminal.

We apologize for any inconvenience and thank you for your cooperation.



海航股份乘务员广播词

4.13 寻物启示广播

各位女士、各位先生：

现在广播寻物，如有旅客拾到_____（丢失物品
的数量、名称及外型样式）请与乘务员联系，我们谨代表
失主向您表示感谢！

Look for the lost items

Ladies and Gentlemen,

May I have your attention please!

Any passenger who has found_____, please contact our
flight attendant immediately. Meanwhile, other passengers
who have seen the article please offer us relevant clues.

Thank you!

4.14 失物招领广播

各位女士、各位先生：

我们现在拾到____，如果是您遗失的，请与乘务员联
系。

谢谢！

Lost and found

Ladies and Gentlemen,

May I have your attention please!

We just found a _____. The passenger who has lost it,
please contact our flight attendant.

Thank you!

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4.15 **飞机加油**

各位女士，各位先生，

我们的飞机正在加油，为了您的安全，请您不要吸烟，也不要使用手机等电子通讯设备，同时解开安全带，感谢您的配合。

Aircraft refueling

Ladies and Gentlemen,

The aircraft is now being refueled. Please remain seated and do not fasten your seatbelt. Mobile phones and other electronic communication devices should not be used at this time. Please also be reminded that smoking is prohibited onboard the aircraft at anytime. Thank you for your co-operation.



海航股份乘务员广播词

4.16 飞机改变姿态后安抚广播

(广播时机: 飞机发生突发性强烈颠簸、突发性陡降、突发性拉杆复飞等情况后)

各位女士、各位先生:

由于受航路气象条件影响, 飞机姿态发生了改变, 经过机组努力, 现在飞机已恢复正常飞行, 请您不必担心, 并请您系好安全带。如果您或您周围的旅客需要帮助, 请您与客舱乘务员联系, 我们将及时为您提供帮助, 谢谢!

Reassurance announcement

Ladies and Gentlemen,

As you may have noticed, due to the inclement weather conditions en route, the aircraft has been experiencing a choppy ride. However, our crew is making every effort to get to a smoother altitude. We ask that you check to ensure your seatbelts are securely fastened and to relax. If you or people around you need any further help, please press the call button; we will approach to your seat as soon as possible.

Thank you!



4.17 **飞机地面等待期间旅客取消行程的广播**

各位女士，各位先生，

这里是客舱经理（乘务长）广播，由于__原因，目前塔台还没有告知起飞时间，我们还将继续在机上等待。如您决定取消行程，请与客舱乘务员联系，稍后将由地面人员协助您下机并办理相关手续。

谢谢！

原因：①航路流量控制

②（城市）上空恶劣天气

③（城市）沙尘暴覆盖

④军事禁航

Passenger terminate flight trip during the waiting time on ground

Ladies and gentlemen,

This is your cabin manger/ purser speaking. We have not received the exact take off time due to _____, and we will keep waiting onboard. If you wish to deplane, please contact us. Our ground staff will be assisting you to disembark as soon as possible. Thank you!

① the air traffic control

②the unfavorable weather conditions

③the sandstorm

④the military ban (curfew) along the route



4.18 极地飞行特殊情况广播

(广播时机: 极地飞行发生备降时广播)

4.18.1 极地飞行备降广播

各位女士、各位先生:

我是本次航班的客舱经理, 由于____原因, 机长决定备降____机场, 预计到达时间是____, 地面温度____摄氏度, ____华氏度。由于备降机场处于极地寒冷地带, 请您准备好保暖外衣、围巾和帽子等所有的保暖用品, 我司的救援计划已经开始启动, 我们将在备降后 12 至 48 小时内全部撤离备降机场, 请听从乘务员的安排。

谢谢!

Unscheduled landing in polar region

Ladies and Gentlemen,

This is your cabin manager speaking. Due to____, our captain has decided to land at ____airport at____. The temperature is __Degrees Centigrade, ____Fahrenheit.

Please get your overcoat, scarf and cap ready to keep warm . Further information will be provided at anytime. Please follow the cabin attendant's directions.

Thank you.



4.18.2 备降后不下飞机时广播

各位女士、各位先生：

我们的飞机已经降落在__ __机场，外面的温度是摄氏__度__华氏度，天气十分寒冷。根据机长通知，所有旅客停留在飞机上休息等候，由于备降机场处于极地寒冷地带，请拉下所有遮光板，请穿戴好所有的保暖外衣、围巾和帽子等物品，为了您的安全，不要到飞机门口处，不要吸烟，如有进一步的消息我们将及时广播通知您。

谢谢！

Stay onboard after landing

Ladies and Gentlemen,

We have landed at__ __airport . The temperature is__Degrees Centigrade or__Fahrenheit. Please remain seated and close the window shades, wear your overcoat, scarf, cap and gloves. Stay away from the door area and Don't smoke. Further information will be provided at any time. we will keep you updated with any information as we receive it.

Thank you.



4.18.3 备降后旅客需离开飞机时广播

各位女士、各位先生：

非常抱歉的通知您，机长已经决定取消今天的飞行，请您整理好全部手提物品准备下飞机，由于我们现在处于极寒冷地带，请穿戴好所有的保暖衣物、围巾、帽子等保暖物品，请带上您的手套，将毛毯和枕头带下飞机用做保暖用品，为了避免眼睛受到强烈的反射光刺伤，有墨镜的旅客，可以戴好，其他旅客可戴好眼罩并留一些缝隙，做好自我防护，请听从我们的指挥。

谢谢各位的合作！

Disembark after landing

Ladies and Gentlemen,

We have been informed that this flight has been cancelled due. Now we are in the polar region. Please wear your overcoat, scarf and cap and gloves. You can take blankets and pillows out of the plane to keep warm. In order to prevent your eyes from hurting by snow, please wear your sunglasses if you have or eye-shade when you get off the plane. We would request that you take all your carry-on items with you and disembark. we will keep you updated with any information as we receive it.

Thank You!



海航股份乘务员广播词

4.19 停止餐食供应(机上餐食不符合公司配餐标准)

各位女士、各位先生：

由于刚刚发现本次航班机上餐食不符合我司配餐标准（机上厨房系统出现故障），我们将停止餐食供应，由此给您带来的不便，深表歉意。地面工作人员将为您提供相应的补偿和服务。如您需要其他帮助，请与乘务员联系。感谢您的理解与配合。

Suspending meal service (The food quality is below the company's catering standard)

Ladies and gentlemen,

We're very sorry to inform you that the inflight meal service will not be available on this flight, because we have just found out that the food quality is below the company's catering standard (because of inflight galley system failure). The ground staff will give you the relevant compensation when you disembark and we would like to apologize for the inconvenience caused. Please contact our cabin crew if you need any assistance.

Thank you for your understanding and cooperation.



海航股份乘务员广播词

4.20 **整个航程天气恶劣，无法完成餐饮服务**

各位女士，各位先生：

由于在整个航程中，遇到了严重的颠簸，为了您和他人的安全，我们无法完成计划中的餐饮服务。对此带来的不便，我们深表歉意，感谢您的理解。

Unable to finish the planned meal service

Ladies and gentlemen,

Because of severe turbulence throughout the whole flight, we are unable to finish the planned meal and drink service for safety reasons. We are very sorry for the inconvenience caused.

Thanks for your understanding.



4.21 娱乐系统故障

4.21.1 娱乐系统重启

(广播时机: 机上娱乐系统故障需要重启前广播)

各位女士, 各位先生:

由于机上的娱乐系统出现故障, 我们需要关闭并重新启动所有系统, 重启大约需要__分钟左右, 请您稍加等候。对此给您带来的不便, 我们深表歉意。感谢您的谅解和配合。

AVOD SYSTEM RE-BOOT

Ladies and Gentlemen,

We are having some problems with our in-flight entertainment system. We will have to reset the system now and hope it will work again soon. We apologize for the inconvenience.



4.21.2 娱乐系统重启后

(广播时机: 娱乐系统故障重启后可以正常使用)

各位女士, 各位先生:

娱乐系统出现的故障经过重启已经恢复正常, 您可以继续欣赏各类节目, 感谢您的配合。

After AVOD system has rebooted

Ladies and Gentlemen,

The problems with our in-flight entertainment system has been rectified. We hope you enjoy the entertainment. Thank You for your waiting.



4.21.3 娱乐系统故障无法使用

(广播时机: 娱乐系统故障重启后仍旧无法使用)

各位女士, 各位先生:

非常抱歉的通知您, 由于机上娱乐系统出现故障, 导致系统无法正常使用(经过重启仍旧无法正常工作), 对此我们深表歉意, 不便之处, 敬请谅解。

Complete failure of entertainment system

Ladies and Gentlemen,

We apologize that the in-flight entertainment system will not be available on this flight due to system malfunction. We are very sorry for the inconvenience.



修订日期:

BM-29-10

修订次数:

页码 116



第五节：紧急情况广播词

5.1 客舱灭火广播

5.1.1 灭火时广播【部分机型预录】

女士们、先生们：

现在客舱内出现火情，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。

Fire

Ladies and Gentlemen,

A fire has broken out in the cabin. We are managing to put it out. Please remain seated and keep calm. Passengers sitting near the fire source are requested to change your seats.



5.1.2 灭火后广播

女士们、先生们：

我们的灭火工作已经结束。（飞机处于良好状态。）

非常抱歉此次意外给您带来的不安，我们将继续飞行/飞机仍需要尽快着陆，以便进一步检查。我们预计后到达_____机场。非常感谢您的合作！

Fire extinguished

Ladies and Gentlemen,

The fire has now been completely extinguished. The plane is cruising as scheduled and there will be no change in arrival time. / The plane will be landing as soon as possible for further inspection, and we are expected to land at Airport at (time).

We are sorry to interrupt you and thank you for your cooperation!



5.2 客舱释压广播

5.2.1 释压时广播【部分机型预录】

女士们、先生们：

现在客舱发生释压，请您用力拉下氧气面罩，将面罩罩在口鼻处，进行正常呼吸。如果您与儿童相邻而坐，请帮儿童戴上氧气面罩。飞机正在紧急下降。请不要惊慌，系好安全带。请不要走动。

Decompression

Ladies and Gentlemen,
Attention please!

The aircraft is now descending due to decompression.
Please fasten your seatbelt and stay calm.

When you see the oxygen mask drop, reach up and pull the mask towards your face to cover your mouth and nose, slip the elastic band over your head and breathe normally. Please help the child next to you with covering the oxygen mask.



5.2.2 到达安全高度后的广播

女士们、先生们：

我们的飞机已经到达安全高度，请将用过的氧气面罩放在您前排座椅背后的口袋里。请您仍在原座位坐好，系好安全带。乘务员将进行客舱检查，需要帮助的旅客，请与乘务员联系。

谢谢！

After reaching safe altitude

Ladies and Gentlemen,

Our aircraft has now reached the safe altitude, you may now breathe normally. Please put all used oxygen masks into the seat pocket in front of you. Please remain seated and keep your seatbelt fastened. We are going to check the cabin in a while. If you need any help, please let us know.

Thank you!



海航股份乘务员广播词

5.3 有充分准备的水上/陆地撤离广播 (时间≥10分钟)

5.3.1 广播迫降决定 (接替机长广播)

女士们、先生们:

我是本架飞机的客舱经理(乘务长)。如同机长所述,飞机将在__分钟后,进行水上/陆地迫降。

我们全体乘务员都受过良好的专业训练,有信心、有能力保证全体旅客的安全,请您听从乘务员的指挥。落地后,请迅速脱离飞机,撤离到安全地带。

Emergency landing (preparation time ≥ 10 minutes)

Ladies and Gentlemen,

This is your cabin manager (purser) speaking. As the captain has announced, we will be (ditching)/ landing in minutes.

Our crew members have been well trained for this kind of situation. So please follow their instructions. After landing, please leave the aircraft as soon as possible.



5.3.2 取下尖锐物品并安全检查

女士们、先生们：

为了您的安全，请取下您随身的尖锐物品。如：项链、耳环、钢笔、圆珠笔、手机等，摘下领带，脱下【水上：鞋子/陆地：高跟鞋和带钉子的鞋】，把它们放在您的行李包内或听从乘务员的指挥。

Remove sharp objects

Ladies and Gentlemen:

Please remove necklace, earring, pen, tie, mobile phone, (shoes) high-heeled shoes and other sharp objects. Please keep them in your baggage and follow the instructions of the flight attendants. After safety demo please remove glasses, denture, hearing-aid, and put them in your sock or pocket.

Please put all your baggage in the overhead locker. Bring your seatback to the upright position, open the window shades, stow tray table and footrest, make sure your seatbelt is fastened, and do not smoke.



5.3.3 示范救生衣 (仅限水上)

女士们、先生们:

请注意!请听从乘务员的指挥取出救生衣,经头部穿好。将带子扣好、系紧。在离开飞机时打开充气阀门,但在客舱内不要充气。

Safety demonstration (applicable to ditching only)

Ladies and Gentlemen:

Attention please!

Please follow the instructions of the flight attendants. Take out your life vest and slip it over your head, then fasten the buckles and pull the strap tight around your waist. While leaving the aircraft, please inflate your life vest by pulling the inflation tabs with a bit of force. Do not inflate in the cabin.



5.3.4 介绍应急出口位置，脱出区域划分

女士们、先生们：

请注意！现在由客舱乘务员向您介绍紧急撤离路线。在飞机的左、右侧都设有紧急出口，请按乘务员所指的方向撤离。在指定的门不能脱出时，请尽快转移到其它出口。

Introduction to emergency exits

Ladies and Gentlemen:

Attention please!

There are emergency exits on each side of the aircraft. Please locate your exit by following the flight attendant's direction. If the exit doesn't work, please quickly move to another one.



5.3.5 示范防冲击安全姿势

女士们、先生们：

请扶直椅背，系紧安全带。我们将向您演示安全姿势。

第一种：两臂伸直交叉，紧抓前面座椅，头俯下，两脚用力蹬地。

如果您无法抓住前面座椅靠背或前面没有座椅靠背，请采取第二种：身体前倾，头贴在双膝上，双手紧抱双腿，两脚平放，用力蹬地。

Introduction to brace position

Ladies and Gentlemen,

Please bring your seat to full upright position and fasten the seatbelt tightly. We'll show you the brace positions.

First position: Stretch both your arms and cross them on the seatback in front of you. Step on the floor with your feet firmly. If you can't hold the seatback, or there is no seatback in front of you, please use the **Second position:** fasten your seatbelt. Bend the upper part of your body forward, put your head on your knees, clasp both legs with your two hands and step on the floor with your feet firmly.



5.3.6 补充广播

女士们、先生们：

当机长发出命令时，您要提前做好防撞击姿势。当飞机未完全停稳时，请您仍保持防撞击姿势。当飞机停稳后，请按乘务员的指挥进行紧急撤离。

Additional announcement

Ladies and Gentlemen,
Attention please!

You must brace for impact when the captain orders. Please remain in brace position until the aircraft comes to a complete stop, and then proceed to the emergency exits as directed by the flight attendants.



海航股份乘务员广播词

5.3.7 选择援助者，调整座位

女士们、先生们：

如果你是航空公司雇员，执法人员、消防员或军人的话，请与乘务员联系，我们需要你的协助。因撤离时需要，我们将调整一些旅客的座位。

Look for assistant, change seat

Ladies and Gentlemen:

If there is any airline employee, law enforcement, fire rescue or military personnel onboard, please identify yourself to flight attendant.

We need your help .We will also be asking some of you to change seat to better help those needing assistance or get close to an exit to help evacuation.

5.3.8 调整客舱灯光广播

女士们、先生们：

为了您的安全，撤离时请不要携带任何行李物品；同时，为了使您在撤离时能适应机外光线，我们将调暗客舱灯光。

Cabin light

Ladies and Gentlemen,

For your safety, don't take your luggage when you evacuate. Now we will dim the cabin light.

修订日期：

BM-29-10

修订次数：

页码 127



海航股份乘务员广播词

5.4 有准备时限的水上/陆地撤离广播(< 10 分钟)

5.4.1 广播迫降决定 (接替机长广播)

女士们、先生们:

我是本架飞机的客舱经理 (乘务长)。如同机长所述, 飞机将在 _____ 分钟后, 进行水上/陆地迫降。

我们全体乘务员都受过良好的专业训练, 有信心、有能力保证全体旅客的安全, 请您听从乘务员的指挥。落地后, 请迅速脱离飞机, 撤离到安全地带。

Emergency landing (preparation time < 10 minutes)

Cabin manager/purser announcement

Ladies and Gentlemen,

This is your cabin manager (purser) speaking. As the captain has announced, we will be (ditching) landing in minutes.

Our crew members have been well trained for this kind of situation. So please follow their instructions. After landing, please leave the aircraft as soon as possible.



5.4.2 取下尖锐物品并安全检查

女士们、先生们：

为了撤离时安全，请取下您随身的尖锐物品。如：项链、耳环、钢笔、圆珠笔、手机等，摘下领带，脱下【水上：鞋子/陆地：高跟鞋和带钉子的鞋】，把它们放在您的行李包内。假牙、眼镜、助听器请在安全演示结束后摘下，并放在袜套或外衣口袋中。

请大家将所有行李放在行李架内，调直座椅靠背，打开遮光板，收起小桌板及（脚蹬），系紧安全带，不要吸烟。

Remove sharp objects

Ladies and Gentlemen:

Please remove necklace, earring, pen, tie, mobile phone, (shoes) high-heeled shoes and other sharp objects. Please keep them in your baggage and follow the instructions of the flight attendants. After safety demo please remove glasses, denture, hearing-aid, and put them in your sock or pocket.

Please put all your baggage in the overhead locker. Bring your seatback to the upright position, open the window shades, stow tray table and footrest, make sure your seatbelt is fastened, and do not smoke.



5.4.3 示范救生衣 (仅限水上)

女士们、先生们:

请注意!请听从乘务员的指挥取出救生衣,经头部穿好。将带子扣好、系紧。在离开飞机时打开充气阀门,但在客舱内不要充气。

Safety demonstration (applicable to ditching only)

Ladies and Gentlemen:

Attention please!

Please follow the instructions of the flight attendants. Take out your life vest and slip it over your head, then fasten the buckles and pull the strap tight around your waist. While leaving the aircraft, please inflate your life vest by pulling the inflation tabs with a bit of force. Do not inflate in the cabin.



5.4.4 介绍应急出口位置，脱出区域划分

女士们、先生们：

请注意！本架飞机的前、中、后部都设有紧急出口，并标有紧急出口的明显标记，这个出口可能就在你周围，请确认至少两个以上的出口。安装在地板上的应急灯光将引导您到出口处，红色为出口指示灯。

Introduce of emergency exits

Ladies and Gentlemen:

Attention please! Emergency exits are located in the front, middle and rear of the cabin, and all the exits are clearly marked. The lights on the floor will lead you to those exits. The red lights indicate the exits.



5.4.5 示范防冲击安全姿势

女士们、先生们：

请扶直椅背，系紧安全带。我们将向您演示安全姿势。

第一种：两臂伸直交叉，紧抓前面座椅，头俯下，两脚用力蹬地。

如果您无法抓住前面座椅靠背或前面没有座椅靠背，请采取第二种：身体前倾，头贴在双膝上，双手紧抱双腿，两脚平放，用力蹬地。

Introduce of brace positions

Ladies and Gentlemen,

Please bring your seat to full upright position and fasten the seatbelt tightly. We'll show you the brace positions.

First position: Stretch both your arms and cross them on the seatback in front of you. Step on the floor with your feet firmly. If you can't hold the seatback, or there is no seatback in front of you, please use the **Second position:** fasten your seatbelt. Bend the upper part of your body forward, put your head on your knees, clasp both legs with your two hands and step on the floor with your feet firmly.



5.4.6 补充广播

女士们、先生们：

当机长发出命令时，您要提前做好防撞击姿势。当飞机未完全停稳时，请您仍保持防撞击姿势。当飞机停稳后，请按乘务员的指挥进行紧急撤离。

Additional announcement

Ladies and Gentlemen,

Attention please!

You must brace for impact when the captain orders. Please remain in brace position until the aircraft comes to a complete stop, and then proceed to the emergency exits as directed by the flight attendants.

5.4.7 调整客舱灯光广播

女士们、先生们：

为了您的安全，撤离时请不要携带任何行李物品；同时，为了使您在撤离时能适应机外光线，我们将调暗客舱灯光。

Cabin light

Ladies and Gentlemen,

For your safety, don't take your luggage when you evacuate. Now we will dim the cabin light





第六节：附录

一、月份和星期英语读法表

月份				星期	
一月	January	七月	July	周一	Monday
二月	February	八月	August	周二	Tuesday
三月	March	九月	September	周三	Wednesday
四月	April	十月	October	周四	Thursday
五月	May	十一月	November	周五	Friday
六月	June	十二月	December	周六	Saturday
				周日	Sunday

二、时间英语读法规则

1、时间广播采用 12 小时制，在具体时间后加上 AM(上午)和 PM(下午)，其中 AM 与 PM 需读出。

上午 8 点整——读：eight AM

中午 12 点整——读：twelve PM 或 at noon

中午 12 点 15 分——读：twelve fifteen PM

下午 3 点 30 分——读：three thirty PM

凌晨零点——读：twelve AM 或 at midnight

凌晨 12 点 30 分——读：twelve thirty AM



2、年、月、日、星期的广播。

2007 年——in two thousand and seven

5 月——in May

星期六——on Saturday

每月 1 日、2 日、3 日分别读为 first、Second、third

4—20 日、24-30 日按照单词读法

21 日、22 日、23 日分别读为 twenty first、twenty second、
twenty third

31 日读为 thirty first

航班号的读法，按数字次序读出数字。

例如：HU7181——HU seven one eight one

HU7055——HU seven zero five five

HU7666——HU seven six six six

4、机型读法

波音 737-800——Boeing seven three seven eight
hundred

空客 330——Airbus three thirty

5、温度读法，按照数字单词读法。

25 摄氏度——twenty five degrees centigrade

零下 5 摄氏度——five degrees centigrade below zero 或



海航股份乘务员广播词

minus five degrees centigrade

77 华氏度——seventy seven degrees Fahrenheit

零下 21 华氏度——twenty one degrees Fahrenheit below zero 或 minus twenty one degrees Fahrenheit

6、举例说明：

例：我们预计在当地时间八月八日、星期一、上午 9 点 30 分，到达布鲁塞尔。温度为 10 摄氏度，50 华氏度。

We are expected to arrive at Brussels at local time nine thirty AM, on Monday, August the eighth, and the temperature is ten degrees centigrade, or fifty degrees Fahrenheit.



海航股份乘务员广播词

三、代码共享航班信息

**注：因共享信息会随市场改变，请按照最新业务标准
执行**

合作公司	主航段	缔约双方境内 航段	运营方航班号	共享方航班号	班期
俄罗斯国家航空公司 Russia's national airline	北京=圣彼得堡		HU7965/6	FV4965/6	2
布鲁塞尔航空公司 Brussels Airlines	北京=布鲁塞尔		HU491/2	SN4116/5	4
柏林航空公司 Berlin Airlines	北京-柏林		HU489	AB5811	3
	柏林-北京		HU490	AB5810	3
美国航空公司 American Airlines	北京=西雅图		HU495	AA *7219	1
			HU496	AA *7220	1
台湾长荣航空		CAN=TPE	HU7981/HU7982	BR2721/BR2722	357
台湾立荣航空 EVA Air		CAN=DLC	HU7945/HU7946	B7-7051/B7-7052	6
		XIY=TPE	HU7979/HU7980	B7-7057/B7-7058	25

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海航股份乘务员广播词

四、国内部分机场名称汇总

(注：以下信息如有改变，请按照最新业务标准执行)

国内航线机场名称			
城市名称	机场中文名称	机场英文名称	距市区距离
阿克苏/AKESU	温宿机场	WENSU	10
阿勒泰/ALETAI	阿勒泰机场	ALETAI	10
安康/ANKANG	安康机场	ANKANG	9
安庆/ANQING	安庆机场	ANQING	10
百色/BAISE	田阳机场	TIANYANG	38
蚌埠/BENGBU	蚌埠机场	BENGBU	23
包头/BAOTOU	包头机场	BAOTOU	23
北京/BEIJING	首都国际机场	CAPITAL INTERNATIONAL	25.3
长春/CHANGCHUN	龙嘉机场	LONGJIA INTERNATIONAL	28
长沙/CHANGSHA	黄花机场	HUANGHUA INTERNATIONAL	31.3
长治/CHANGZHI	王村机场	WANGCUN	7.5
常德/CHANGDE	桃花源机场	TAOHUAYUAN	12.2
常州/CHANGZHOU	奔牛机场	BENNIU	18
朝阳/CHAOYANG	朝阳机场	CHAOYANG	5
成都/CHENGDU	双流国际机场	SHUANGLIU INTERNATIONAL	18
城固/CHENGGU	城固机场	CHENGGU	18
赤峰/CHIFENG	玉龙机场	YULONG	15
大理/DALI	荒草坝机场	HUANGCAOBA	12
大连/DALIAN	周水子国际机场	ZHOUSHUIZI INTERNATIONAL	12
大同/DATONG	堡师机场	BEIJI ZAO	15.2
东营/DONGYING	东营机场	DONGYING	25
敦煌/DUNHUANG	敦煌机场	DUNHUANG	13.4
福州/FUZHOU	长乐机场	CHANGLE INTERNATIONAL	55
阜阳/FUYANG	阜阳机场	FUYANG	9
赣州/GANZHOU	赣黄金机场	XINHUANGJIN	20
格尔木/GE'ERMU	格尔木机场	GE'ERMU	12
广元/GUANGYUAN	盘龙机场	PANLONG	14
广州/GUANGZHOU	白云国际机场	BAIYUN INTERNATIONAL	28

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海航股份乘务员广播词

贵阳/GUYANG	龙洞堡机场	LONGDONGBAO INTERNATIONAL	11
桂林/GUILIN	两江机场	LIANGJIANG INTERNATIONAL	28
哈尔滨/HAERBIN	太平国际机场	TAIPING INTERNATIONAL	33
海口/HAIKOU	美兰机场	MEILAN INTERNATIONAL	25
杭州/HANGZHOU	萧山国际机场	XIAOSHAN INTERNATIONAL	33
合肥/HEFEI	新桥国际机场	XINQIAO	32
和田/HOTAN	和田机场	HOTAN INTERNATIONAL	12
黑河/HEIHE	黑河机场	HEIHE	15
呼和浩特/HOHHOT	白塔机场	BAITA INTERNATIONAL	14
黄山/HUANGSHAN	屯溪机场	TUNXI	5
济南/JINAN	遥墙机场	YAOQIANG INTERNATIONAL	28.5
佳木斯/JIAMUSI	佳木斯机场	JIAMUSI INTERNATIONAL	10
嘉峪关/JIAYUGUAN	嘉峪关机场	JIAYUGUAN	9
锦州/JINZHOU	锦州机场	JINZHOU	7
井冈山/JINGGANGSHAN	井冈山机场	JINGGANGSHAN	65
景德镇/JINGDEZHEN	罗家机场	LUOJIA	7
九寨/JUZHAI	黄龙机场	HUANGLONG	88
喀什/KASHI	喀什机场	KASHI INTERNATIONAL	10
库车/KUCHE	库车机场	KUCHE INTERNATIONAL	2
库尔勒/KUERLE	库尔勒机场	KUERLE	17
昆明/KUNMING	巫家坝国际机场	WUJIABA INTERNATIONAL	6
拉萨/LHASA	贡嘎机场	GONGGAR INTERNATIONAL	92
丽江/LIJIANG	三义机场	SANYI	28
连云港/LIANYUNGANG	白塔埠机场	BAITABU	25
临沂/LINYI	沭埠岭机场	MUBULING	6
柳州/LIUZHOU	白莲机场	BAILIAN	12
泸州/LUZHOU	蓝田机场	LANTIAN	5
洛阳/LUOYANG	洛阳机场	LUOYANG	10
满洲里/MANZHOULI	西郊机场	XIJIAO	7
绵阳/MIANYANG	南郊机场	NANJIANG	10
牡丹江/MUDANJIANG	梅溪机场	HAILANG INTERNATIONAL	7
南昌/NANCHANG	昌北机场	CHANGBEI INTERNATIONAL	36
南京/NANJING	禄口机场	LUKOU INTERNATIONAL	
南宁/NANNING	吴圩机场	WUXU INTERNATIONAL	31
宁波/NINGBO	栎社机场	LISHE INTERNATIONAL	12

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海航股份乘务员广播词

且末QIEMO	且末机场	QIEMO	1.2
秦皇岛	山海关机场	SHANHAIGUAN	13
青岛QINGDAO	流亭机场	LIUTING INTERNATIONAL	25
庆阳QINGYANG	西峰机场	XIFENG	8
衢州QUZHOU	衢州机场	QUZHOU	3
泉州QUANZHOU	晋江机场	JINJIANG	12
三亚SANYA	凤凰机场	PHOENIX INTERNATIONAL	14
汕头SHANTOU	外砂机场	WAISHA	13
上海SHANGHAI	虹桥机场	HONGQIAO INTERNATIONAL	13
上海SHANGHAI	浦东国际机场	PUDONG INTERNATIONAL	45
深圳SHENZHEN	宝安国际机场	BAOAN INTERNATIONAL	32
沈阳SHENYANG	桃仙国际机场	TAOXIAN INTERNATIONAL	18.5
石家庄SHIJIAZHUANG	正定机场	ZHENGDING INTERNATIONAL	32
塔城TACHENG	塔城机场	TACHENG	28.5
通辽TONGLIAO	通辽机场	TONGLIAO	10
铜仁TONGREN	大兴机场	DAXING	21
万州WANZHOU	万县机场	WANXIAN	15
威海WEIHAI	大水泊机场	DASHUPO INTERNATIONAL	30
潍坊WEIFANG	潍坊机场	WEIFANG	7
温州WENZHOUI	龙湾国际机场	LONGWAN INTERNATIONAL	24
乌海WUHAII	乌海机场	WUHAII	15
乌兰浩特WULANHAOTE	依勒力特机场	YILELITE	17
乌鲁木齐WULUMQI	地窝堡国际机场	DIWOPU INTERNATIONAL	16
梧州WUZHOU	长洲机场	CHANGZHOU	12
武汉WUHAN	天河机场	TIANHE	30
西安XIAN	咸阳国际机场	XIANYANG INTERNATIONAL	50
西昌XICHANG	青山机场	QINGSHAN INTERNATIONAL	13.5
西宁XINING	曹家堡机场	CAOJIABAO	30
西双版纳XISHUANGBANNA	嘎洒机场	GASA INTERNATIONAL	4
锡林浩特XILINHAOTE	锡林浩特机场	XILINHAOTE	15
厦门XIAMEN	高崎机场	GAOQI INTERNATIONAL	10
襄樊XIANGFAN	刘集机场	LIJII	18
徐州XUZHOUI	观音机场	GUANYIN	45
烟台YANTAI	莱山机场	LAISHAN INTERNATIONAL	15
延安YANAN	延安机场	YANAN	7

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盐城/YANCHENG	南洋机场	NANYANG INTERNATIONAL	8.3
伊宁/YINING	伊宁机场	YINING	5
宜昌/YIYANG	三峡机场	SANXIA	26
义乌/YIWU	义乌机场	YIWU	10
银川/YINCHUAN	河东机场	HEDONG INTERNATIONAL	20
榆林/YULIN	榆阳机场	YUYANG	15.5
运城/YUNCHENG	张孝机场	ZHANGXIAO	11.5
湛江/ZHANJIANG	湛江机场	ZHANJIANG	4
张家界/ZHANGJIAJIE	荷花机场	HEHUA	8
重庆/CHONGQING	江北国际机场	JIANGBEI INTERNATIONAL	21
舟山/ZHOUSHAN	普陀山机场	PUTUOSHAN	2.5
珠海/ZHUHAI	三灶机场	SANZAO	35

五、国外部分机场名称汇总

(注：以下信息如有改变，请按照最新业务标准执行)

国际航线机场名称			
城市名称	机场中文名称	机场英文名称	距市区 KM
伊尔库茨克 Irkutsk [i'ku:tsk]	伊尔库茨克国际机场	Irkutsk International Airport	8
阿拉木图 Almaty [a:lao'ti:]	阿拉木图国际机场	Almaty International Airport	16
赤塔 Chita [tʃi'ta:]	赤塔国际机场	Chita International Airport	15
普吉 Phuket ['pu:'ket]	普吉国际机场	Phuket['pu:'ket]International Airport	30
马尔代夫 Maldives ['mo:ldeivz]	马累国际机场	Male [meɪl] International Airport	2
台北 TAIPEI	台北桃园国际机场	Taoyuan International Airport	40
冲绳 Okinawa ['ok'na:we:]	冲绳那霸国际机场	Naha ['na:ha:] International Airport	5
布鲁塞尔/Brussels ['brʌsəlz]	布鲁塞尔国际机场	Brussels International Airport	12
柏林/Berlin [be:'lin]	柏林泰格尔国际机场	Tegel ['teɡəl] International Airport	8
西雅图/Seattle [si'ætl]	西雅图塔科马国际机场	Seattle Tacoma [tə'kəʊmə] International Airport	30KM/19英里 (MAYL)

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芝加哥 Chicago [f'i'kɑ:gəʊ -'kɑ:-]	芝加哥奥黑尔国际机场	Chicago O'Hare[oo] [her]International Airport	2700/17英里 (MIL)
迪拜/Dubai [du'bai]	迪拜国际机场	Dubai International Airport	4
喀土穆 Khartoum [kɑ:'tu:m]	喀土穆国际机场	Khartoum International Airport	4
罗安达/Luanda [lu'ændə]	罗安达国际机场	Luanda International Airport	4.5
阿布扎比 Abu [a:bu] Dhabi [da: bi]	阿布扎比国际机场	Abu Dhabi International Airport	35
多伦多 Toronto [tə'tɒntəʊ]	多伦多皮尔逊国际机场	Toronto Pearson ['pi:sn] International Airport	27
苏黎世 Zurich ['zʊərɪtʃ]	苏黎世国际机场	Zurich International Airport	12
悉尼 Sydney ['sɪdni]	悉尼国际机场	Sydney International Airport	8
开罗 Cairo ['kɑɪrəʊ]	开罗国际机场	Cairo International Airport	15
芝加哥 Chicago [f'i'kɑ:gəʊ]	芝加哥奥黑尔国际机场	O'Hare [əʊ'h*ə] International Airport	27
火奴鲁鲁 Honolulu [,hɒnə'lu:lʊ:]	火奴鲁鲁国际机场	Honolulu International Airport	
神户/ Kobe ['kəʊbi]	神户国际机场	Kobe International Airport	
札幌 Sapporo ['sə:pəʊrəʊ]	札幌新千岁国际机场	Chitose ['tʃi,təse-i] International Airport	
香港/ Hong Kong [,hɒŋ'kɒŋ]	香港国际机场	Hong Kong International Airport	
澳门/ Macao [mə'kəʊ]	澳门国际机场	Macao International Airport	
吉隆坡/Kuala Lumpur [,kwɑ:lə'lʌmpʊs]	吉隆坡国际机场	Kuala Lumpur International Airport	

部分非英语机场名称人致读音			
城市名称	机场中文名称	机场英文名称	距市区距离
莫斯科/Moscow ['mɒskəʊ]	莫斯科谢列梅捷沃国际机 场	Sheremetievo [ʃeremɛtʲevə] International Airport	28
圣彼得堡 /Saint [sɛnt] Petersburg ['pi:tɜ:bɜ:g]	圣彼得堡普尔科夫国际机 场	Pulkovo [pʊlkəvə] International Airport	15
克拉斯诺亚尔斯克 Krasnoyarsk [,kræsnə'jɑ:rsk]	叶梅利奇诺沃国际机场	Yemelyanovo [jɛmɛl'i'jɑ:nəvə] International Airport	27
新西伯利亚 Novosibirsk [,nɒvəsɪ'bi:sk]	托尔马切沃国际机场	Tolmachevo [tɒmɑ:'tʃevə] International Airport	17
曼谷/Bangkok [bæŋ'kɒk]	曼谷素万那普国际机场	Suvarnabhumi [su'wɑn-mə'pʊm] International Airport	30
伊斯坦布尔 Istanbul	伊斯坦布尔阿塔图尔克国际	Istanbul Ataturk International	24

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[, istən' bu:]	机场	Airport	
釜山/Busan [bu: san]	金海国际机场	Ginhee [dʒi:he:] International Airport	25
首尔/Seoul [se-ul]	首尔仁川国际机场	Incheon [in'ʃən] International Airport	52
济州 Cheju ['dʒe' dʒe]	济州国际机场	Cheju International Airport	13
大阪/Osaka [ou' sa:ka]	大阪关西国际机场	Kansai[kensai] International Airport	38
羽内/hanoi [hə' noi]	内拜国际机场	Noi [noi] Bai [bai] International Airport	35
新加坡/Singapore [, siŋgə' pə:]	樟宜国际机场	Changi[trændʒi] International Airport	17
加尔各答/Calcutta [kæl' kʌ]	加尔各答国际机场/内塔吉·苏巴斯·钱德拉·鲍斯国际机场	Netaji[neta:dʒi] Subhash [subhə:ʃ] Chandra [tʃʌndrə:] Bose[bo:] International Airport	17
马尼拉/ Manila [mə' nilə]	尼诺阿基诺国际机场	Ninoy [ni:noi] Aquino [Akinəu] International Airport	
基辅/Kyiv ['ki:jeɪ]	鲍里斯波尔国际机场	Boryspil ['bɔ:risbil] International Airport	

备注：以上内容参照运行网机场三四字代码部分

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海航股份乘务员广播词

六、节日一览表

(注:广播员对应当日的节日进行广播,根据节日的种类选择恰当的语言表达祝福)

广播节日一览表	
元旦(1月1日)	New year's day
春节(农历正月初一)	Spring Festival(CHINESE NEW YEAR)
元宵节(农历正月十五)	Lantern Festival
国际妇女节(3月8日)	International Women's Day
国际劳动节(5月1日)	International Labor Day
母亲节(5月的第2个星期日)	Mother's Day
国际儿童节(6月1日)	Children's Day
端午节(农历五月初五)(建议删除)	Dragon Boat Festival
父亲节(6月的第3个星期日)	Father's Day
中国人民解放军建军节(8月1日)	Army Day
中国教师节(9月10日)	Teacher's Day
中秋节(农历八月十五)	Mid-Autumn Festival
国庆节(10月1日)	National Day
重阳节(农历九月初九)	Double Ninth Festival
圣诞节(12月25日)	Christmas Day
新年除夕(12月31日)	NEW YEAR'S EVE(a bank holiday in many countries)

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七、客舱设备中英文参考

客舱	Cabin	厨房	Galley
座椅靠背	Seat back	食品箱	Container
座椅扶手	Armrest	抽屉	Drawer
座椅背后口袋	Seat pocket	厨房电源	Galley power
小餐桌	Seat table	照明	Area light
烟灰缸	Ash tray	烧水杯	Hot cup
衣帽间	Closet	冷风机	Air chiller
呼叫按钮	Call button	保温箱	Warming cabinet
阅读灯	Reading light	保温壶	Hot jug
座椅	Seat	煮水器	Water boiler
行李架	Overhead compartment	废物箱	Waste bin
座椅套	Dress cover	洗手池	Wash basin
安全带	Seat belt	烤炉	Oven
音量调节	Volume control	升降梯	Lift cart
频道调节	Channel control	烤炉定时器	Time selector
旅客娱乐系统	Passenger entertainment	水关闭阀	Water shut off value
服务系统	and service system		
录像系统	Video equipment	工作灯	Work light
电影屏幕	Screen	厨房照明	Counter light
投影无图像	NO display on screen	卫生间	Lavatory
遥控器连接线	Cable for PCU	抽水马桶	Flushing toilet
耳机插孔	Headset plug	冲水钮	Toilet flush
耳机没有声音	NO audio	烟雾探测器	Smoke detector
电视盖板	Video cover	化妆品抽屉	Amenities drawer
登机音乐	Boarding music	紧急设备	Emergency equipment
遥控器	PCU	氧气瓶	Oxygen bottle
储藏箱	Stowage	手电	Flash light
客舱温度	Cabin temperature	救生衣	Life vest
婴儿摇篮	Baby bassinet	灭火器	Extinguisher
折叠车	Folding trolley	机门分离器	Slide
		滑梯包	Slide package

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八、辅助广播词

(一) 大连/西安-北京-西雅图航线广播词

1、大连/西安--北京出境提示广播词

(飞机在北京首都国际机场落地,“落地广播”结束后增加以下广播)

各位女士、各位先生:

继续乘坐海航航班前往西雅图的国际旅客请注意!(可重复一遍)现在,请您携带好全部手提行李下飞机,地面工作人员将引导您前往 T2 航站楼提拿托运行李并办理出境手续,接受海关检查。

到达北京的旅客请注意!(可重复一遍)请您暂时不要下飞机,在座位上稍加休息,待前往西雅图的旅客下机后我们将立即安排您乘坐机场摆渡车前往 T1 航站楼。

感谢您的合作!

Ladies and Gentlemen,
Attention please!

Passengers continuing to Seattle with this flight, please take all of your carry-on items and disembark. Our ground staff will guide you to the Terminal 2 for getting your checked-luggage and accepting customs checking there.

If your destination is Beijing, please remain seated until other passengers have disembarked. We will take you to terminal 1 by shuttle bus.

Thank you for your cooperation!



海航股份乘务员广播词

2、西雅图--北京入境提示广播词

(飞机在北京首都国际机场落地,“落地广播”结束后增加以下广播)

各位女士、各位先生:

继续乘坐海航航班前往(大连/西安)旅客请注意!(可重复一遍)现在,请您携带好全部手提行李下飞机,地面工作人员将引导您一同出关办理出关手续,接受海关检查后前往 T1 航站楼候机,您的托运行李将在大连/西安提取。

其他旅客请暂时不要下飞机(可重复一遍),在座位上稍加休息,待前往(大连/西安)的旅客下机后我们将立即安排您下机。

谢谢您的合作!

Ladies and Gentlemen,
Attention, please!

Passengers continuing to (Dalian/ Xi' An) with this flight, please take all of your carry-on items and disembark. Our ground staff will guide you to accept customs and take your connecting flight in Terminal 1. Your checked-luggage may be claimed in (Dalian Zhoushuizi / Xi' An xianyang) Airport.

Other passengers please remain seated until passengers who are going to (Dalian/ Xi' An) have disembarked.

Thank you for your cooperation.

3、北京--大连/西安落地广播

修订日期:

BM-29-10

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页码 148



海航股份乘务员广播词

(1) 大连(西安)落地后安排国际旅客先下飞机广播
(飞机在机场落地,“落地广播”结束后增加以下广播)

各位女士、各位先生:

我们的飞机已经抵达(大连周水子国际机场/西安咸阳国际机场),鉴于机场海关的入关要求,下面我们将安排从西雅图登机的国际航班旅客先下飞机,从北京登机的旅客,请您在座位上稍事休息,稍后我们将安排您下机。

感谢您的配合!

Priority to disembark

Ladies and gentlemen:

We have arrived at (Dalian Zhoushuizi / Xi'An xianyang) Airport. According to the regulations of China Custom, we will let the international passengers from Seattle disembark firstly. The domestic passengers please remain seated until we have further information for you.

Thank you for your cooperation.



海航股份乘务员广播词

(二) 大连-合肥-新加坡航线广播词

1、大连落地后安排国际旅客先下飞机广播

(广播时机:飞机在大连周水子机场落地,“落地道别广播”结束后增加以下广播)

各位女士、各位先生:

我们的飞机已经抵达大连周水子国际机场,鉴于机场海关的入关要求,下面我们将安排从新加坡登机的国际旅客先下飞机,从合肥登机的旅客,请您在座位上稍事休息,稍后我们将安排您下机。

谢谢!

Priority to disembark

Ladies and gentlemen,

We have arrived at _____ Airport. According to the regulations of China Custom, we will let the international passengers from Singapore disembark firstly. The domestic passengers please remain seated until we have further information for you.

Thank you!

2、合肥出入境提示广播

各位女士、各位先生:

修订日期:

BM-29-10

修订次数:

页码 150



海航股份乘务员广播词

继续前往新加坡（大连）的国际旅客请注意！（可酌情重复一遍）请您在本站办理出（入）境边防及检疫手续。根据中华人民共和国海关规定，请将您的全部手提行李带下飞机，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，将由地面服务人员交海关处理。托运的行李物品将在新加坡（大连）提取。

感谢您的合作！

Departure and entry of Hefei

Ladies and Gentlemen:

Attention, please!

Passengers continuing to Singapore (Dalian) with this flight, please take all your carry-on items and accept the customs checking in Hefei Airport. According to the regulations of China Customs, all items left in the cabin will be confiscated. Your checked-luggage maybe claimed in the terminal building in Singapore (Dalian).

Thank you for your corporation!



(三) 海口=南宁=曼谷航线广播词

1、南宁出境广播

各位女士、各位先生：

请注意！

继续前往曼谷的国际旅客，请您在本站办理出境边防及检疫手续。根据中华人民共和国海关规定，请将您的全部手提行李带下飞机，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，将由地面服务人员交海关处理。交运的行李物品手续将在曼谷机场办理。

感谢您的合作！

Departure of Nanning

Ladies and Gentlemen:

Attention, please!

Passengers continuing to Bangkok with this flight, please take all your carry-on items to accept the customs checking in Nanning Airport. According to the regulations of China Customs, all items left in the cabin will be confiscated. Your checked-luggage maybe claimed in the terminal building in Bangkok.

Thank you for your corporation!



2、南宁入境广播

女士们、先生们：

请注意！

继续前往海口的国际旅客，请您在本站办理入境边防及检疫手续。根据中国海关规定，请将您的全部手提行李带下飞机，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，将由地面服务人员交海关处理。

感谢您的合作！

Entry of Nanning

Ladies and Gentlemen:

Attention, please!

Passengers continuing to Haikou with this flight, please take all your carry-on items to accept the customs checking in Nanning Airport. According to the regulations of China Customs, all items left in the cabin will be confiscated.

Thank you for your corporation!



海航股份乘务员广播词

(四) 飞机落地后安排国际旅客先下飞机广播

(广播时机: 飞机在海口美兰机场落地, “落地广播”结束后增加以下广播)

女士们、先生们:

我们的飞机已经抵达海口美兰国际机场, 鉴于机场海关的人关要求, 下面我们将安排从曼谷登机的国际旅客先下飞机, 从南宁登机的旅客, 请您在座位上稍事休息, 稍后我们将安排您下机。

谢谢!

Priority to disembark

Ladies and gentlemen,

We have arrived at Haikou Meilan International Airport. According to the regulations of China Custom, we will let the international passengers from Bangkok disembark firstly. The other domestic passengers please remain seated until we have further information for you.

Thank you!



(五) 高原机场飞行提示广播【部分机型预录】

1、高原机场飞行下降广播（机组给出 3000 米信号时）

各位女士、各位先生：

现在飞机座舱高度已经达到 3000 米，受高原气候影响，有些旅客可能会感到轻微的不适，请您不要紧张，在座位上坐好并确认安全带是否扣好，我们特别提示各位旅客，请不要在客舱内走动。

谢谢！

High plateau flight (altitude of 3000 meters)

Ladies and gentlemen,

The cabin altitude is three thousand meters now. You may feel a little uncomfortable due to the plateau climate. But don't be nervous. Please remain seated and keep your seatbelt securely fastened.

Thank you for your cooperation.

注：高高原机场有拉萨、林芝、日喀则、康定、九寨、昌都、阿里、迪庆、玉树、格尔木。



海航股份乘务员广播词

2、高原机场飞行落地后广播

各位女士、各位先生：

为了使您能及早适应高原缺氧的气候，当您下机时，请您动作轻缓，避免出现高原反应，预祝您____之行顺心如意。

谢谢！

After landing in plateau

Ladies and gentlemen,

In order to avoid high altitude anoxia, please move slowly when you disembark. We wish you a pleasant journey.

Thank you!

注：①国内一般高原机场有昆明、攀枝花、西昌、腾冲、昭通、文山、丽江、临沧、大理、宝山、张掖、西宁、武威、兰州、嘉峪关、固原。

②国际一般高原机场有亚美尼亚-久姆里、也门-萨纳、巴基斯坦-奎达、土耳其-卡尔斯、土耳其-埃尔祖鲁姆。



(六) 太原-海口-新加坡的中转广播

1、海口过站广播词

各位女士、各位先生：

继续前往（新加坡/太原）的旅客，根据中国海关的规定，请携带您的全部手提行李下机，在本站办理（出/入）境手续，对遗留在飞机上未经海关检查的行李物品，将交由海关处理，托运的行李物品将在（新加坡/太原）提取。

到达海口的旅客请您在座位上稍加休息，先不要下飞机，待到达（新加坡/太原）的旅客下机后，我们立即安排您下机。

【回程广播】：需要在海口办理落地签证的旅客，请您在下机后向地面工作人员咨询相关事宜。

感谢您的合作！

Ladies and Gentlemen:

Attention, please!

Passengers continuing to () with this flight, please take all of your carry-on luggage to accept the customs checking in Haikou Airport. According to the regulations of China Customs, luggage left in the cabin will be confiscated. Your checked-luggage may be claimed in () International Airport.

If your destination is Haikou or if you are continuing to other cities, please remain seated until other passengers have disembarked.(Repeat)

【return trip announcement】If passenger needs to have



landing visa in Haikou, please ask our ground staff for the details after disembarkation.

Thank you for your cooperation!

2、太原落地增加广播词

【太原落地】

各位女士、各位先生：

鉴于机场海关的入关要求，下面我们将安排从新加坡登机的国际旅客先下飞机，从海口登机的旅客，请在座位上等候，稍后我们将安排您下机。

Ladies and Gentlemen:

Passengers from Singapore please disembark and claim your check-in luggage in international terminal with the instruction of ground staff. Passengers from Haikou please remain seated until other passengers have disembarked and then claim your check-in luggage in domestic arrival hall.



海航股份乘务员广播词

〔七〕宽体机对接廊桥广播

（广播时机：飞机对接廊桥后广播）

各位女士、各位先生：

我们的飞机已对接好廊桥，请您（到达___的旅客）带好随身物品从前（中）登机门下飞机。

【国际落地】需要转机的旅客朋友们，我们温馨提示您，根据中国民航总局的规定，托运行李内不能有打火机、锂电池等物品，请您再次确认后办理托运手续。

下次旅行再会！

谢谢！

Disembarking from Air Bridge

Ladies and Gentlemen:

Please ensure you have all of your belongings before leaving and disembark the aircraft through the front (and middle) air bridge.

【International】According to the regulations of CAAC, If you are making a connection, please make sure again that there are no lighters and lithium batteries in your luggage before checking in.

Thank you!



海航股份乘务员广播词

(八) 宽体机对接客梯车广播

(广播时机: 飞机对接客梯车后广播)

各位女士、各位先生:

我们的飞机停靠客梯车, 请您(到达 的旅客)带好随身物品从前(中、后)登机门下飞机, 乘坐机场摆渡车到达候机楼。

【国际落地】需要转机的旅客朋友们, 我们温馨提示您, 根据中国民航总局的规定, 托运行李内不能有打火机、锂电池等物品, 请您再次确认后办理托运手续。

● 现在外面正在下雨, 请您提前做好准备好雨具, 因地面较滑, 请您小心下机。

● 由于机舱外气温较低, 请您尽量添加衣物防寒保暖。

下次旅行再会!

谢谢!

Disembarking from passenger ramp

Ladies and Gentlemen:

Please ensure you have all of your belongings before leaving and disembark the aircraft through the front (and middle, rear) cabin door. Buses have been arranged to transport you to the terminal building.

【International】 According to the regulations of CAAC, if

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海航股份乘务员广播词

you are connecting, please make sure again that there are no lighters and lithium batteries in your luggage before checking in.

- It's very slippery outside because of the rain. Please mind your step as you disembark.

- As the air temperature outside is very low, we suggest that you put on a jacket prior to disembarking.

Thank you.

