

《2017年01月01日简易版客舱广播词》宽体机

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内部培训教材禁止外传

寻找旅客广播

女士们、先生们：现在广播找人，___旅客，请您听到广播后，按压呼唤铃与客舱乘务员联系。感谢您的配合！

Ladies and Gentlemen, may I have your attention please. Passenger ___ please contact our flight attendants immediately ~ by pressing the call button. Thank you for your cooperation.

复核旅客人数广播

女士们、先生们：现在我们需要重新清点机上旅客人数，请您先在座位上坐好，并照顾好您身边的小旅客。感谢您的理解与配合。

Ladies and Gentlemen, now we will recount the passengers. Please return to your seats, and take care of the child beside you. Thank you for your cooperation.

防止旅客错乘及安保广播

女士们、先生们：早上/上午/中午/下午/晚上好！欢迎您乘坐厦门航空MF（航班号），由___飞往___（中途经停___），本次航班和___航空代码共享，请您核对登机牌信息。为了确保客舱安全，根据《中华人民共和国治安管理处罚法》及《中华人民共和国民用航空安全保卫条例》的有关规定，损坏机上设施设备、吸烟、使用手机和其他电子设备、抢占座位、行李架、干扰机组正常工作等扰乱客舱秩序的行为将会被处以罚款、治安拘留等处罚，严重者会被追究刑事责任。请您在整个乘机期间遵守安全规定，感谢您的配合。

【武夷山专用：接有关单位通知，武夷山机场范围内禁止拍摄。请您不要在客舱内随意拍摄外部景观，感谢您的配合！】

Ladies and Gentlemen, good morning/afternoon/evening, welcome aboard Xiamen Airlines MF（英文航班号）~（and the code-share flight with ___ Airlines）~ from ___ to ___（via ___）.Please recheck your boarding pass information!

According to the requirement of CAAC, any behaviors that interfere with

flight safety will be punished. For your safety, please comply with the safety regulations during the entire flight. Thank you for your cooperation.

飞行组欢迎词结束后（地面致礼、出口简介及播放《客舱安全简介》视频）

女士们、先生们：早上/上午/中午/下午/晚上好！（全体鞠躬）我是本次航班客舱经理____，白鹭相伴，精彩永随。欢迎您乘坐厦门航空波音 787 梦想客机。

Ladies and Gentlemen, good morning/afternoon/evening, this is the cabin manager speaking. Welcome aboard Xiamen Airlines B787 dream liner.

本架飞机共有 8 个应急出口，分别位于客舱的前部、中部及后部（手势引导），请记住离您最近的出口。There are eight emergency exits, all exits are clearly marked on the front, middle, rear in the cabin（手势引导）. Please take a moment to locate your nearest exit. Thank you!（全体鞠躬离开）

接下来将为您播放《客舱安全简介》视频，这些信息对您的旅途安全十分重要，请您留意观看！

Now we will show you the safety instructions of this aircraft, the information is very important for you, please pay attention to the video presentation.

地面等待广播

女士们、先生们：现在我们的飞机已经准备就绪，由于____（始发地/目的地机场/飞行航路天气---大雾/雷雨/暴雨/暴风雨/台风/大雪/冰雹/流量控制/机械故障/机场繁忙/更换跑道/货物装载/等待机载文件/临时增加餐食）的原因，本次航班暂时没有起飞时间（本次航班预计将在____（____分钟后/具体时间）起飞），请您在座位上休息等候，有进一步消息我们将及时广播告诉您。（等待期间我们将为您提供饮料/____服务），对于航班不能按时起飞，机组全体成员向您表示诚挚的歉意，感谢您的理解与配合。

Ladies and Gentlemen, we regret to announce that due to____【(severe

weather condition of the departure airport/ the destination airport/en route)/ air traffic control/ mechanical failure/ heavy traffic/ the change of runway/ cargo loading/ waiting for the loading documents/ additional meal loading】 at ___ airport; the airplane cannot take off now (the airplane will take off after ___ minutes/ at ___) . We sincerely apologize ~ for the delay. Please remain seated; further information ~ will be given ~ as soon as possible. (We will be serving you ~ beverage and ~ ___ while waiting.) Your understanding and cooperation ~ is much appreciated.

因流量控制航班延误 30 分钟后广播

女士们、先生们：非常抱歉地通知您，经过我们的机组与塔台联系后得知，由于流量控制的原因，本次航班仍将继续等待一段时间，敬请谅解。

(视情播报“流量控制”的含义，并仅限播报一次：我们通常说的流量控制，是指为了确保飞行安全，避免在某段时间内同一空域起飞、降落或所飞经的航路飞机架次过多，而采取的航班放行限制，此时所有的航班均需服从管制部门的安排，等待塔台逐一发布起飞的指令。)等待期间，乘务组将为您提供饮料/___服务，有进一步的消息将及时广播告诉您，感谢您的理解与配合。

Ladies and Gentlemen, as informed by the control tower, we regret to announce that ~ our flight will be delayed due to air traffic control.(To ensure the flight safety, air traffic controller organizes the flow of traffic ~ to prevent collision in the airspace. And every flight must wait for the clearance from the control tower.) Further information ~ will be given as soon as possible. We will be serving you beverage and _____ ~ while waiting. Your understanding and cooperation ~ is much appreciated.

等待后准备起飞广播

女士们、先生们：这里是客舱经理广播，对于本次航班未能按时起飞给您带来的不便，我谨代表机组全体成员再次向您深表歉意，感谢您在等待期间给予我们的理解与配合！我们的飞机已经得到起飞的指令，即将

推出滑行/(正在滑行),由___至___的空中飞行时间约为___小时___分钟。飞机预计将在___(时间)到达___(机场)。为了您的安全,请务必全程保持安全带扣好系紧。移动电话等电子设备的电源仍然处于关闭状态。感谢您的配合!

Ladies and Gentlemen, this is the cabin manager speaking. On behalf of the crew, I sincerely apologize for the delay, and thank you for your understanding and cooperation during waiting. We have got the allowance for takeoff. The airplane is about to taxi/ taxiing, the flight time from ___ to ___ is about ___ hours ___ minutes.

We are expected to land at ___ airport at ___. For your safety, please make sure your seatbelt is securely fastened during the entire flight, and all electronic devices are powered off. Thank you for your cooperation!

地面(滑行)排队等待广播

女士们、先生们:由于___机场繁忙,起降航班较多,我们的飞机正在停机位(滑行道)上排队,等待起飞的指令。等待(滑行)期间请您不要离开座位或使用电子设备,并确认您的安全带已扣好系紧。感谢您的配合!

Ladies and Gentlemen, due to the heavy traffic at ___ airport, now we are waiting in line for takeoff. During this period, please remain seated and make sure your seatbelt is securely fastened, do not use your electronic devices. Thank you for your cooperation!

地面(滑行)排队等待后即将起飞广播

女士们、先生们:我们的飞机已经得到起飞的指令,为了您的安全,请务必全程保持安全带扣好系紧。移动电话等电子设备的电源已处于关闭状态。感谢您的配合!

Ladies and Gentlemen, we have got the allowance for takeoff. For your safety, please make sure your seatbelt is securely fastened, and all electronic devices are powered off. Thank you for your cooperation!

客舱经理广播：起飞前安全带确认广播

女士们、先生们：我们的飞机即将起飞，为了您的安全，请再次确认安全带扣好系紧。谢谢！

Ladies and Gentlemen, we' ll take off, for your safety, please make sure your seatbelt is securely fastened. Thank you!

起飞后“系好安全带”指示灯未熄灭广播

女士们、先生们：由于“系好安全带”指示灯还未熄灭，为了您的安全，请仍保持安全带扣好系紧。（视情广播：洗手间暂停使用，对于您服务上的需求，我们将等“系好安全带”指示灯熄灭后及时受理，感谢您的理解与配合。）

Ladies and Gentlemen, the fasten seatbelt signs are on, for your safety, please make sure your seatbelt is still securely fastened. (Lavatories will be suspended during this period. We will serve you after the "Fasten Seatbelt" signs go off. Thank you for your understanding and cooperation!)

餐饮服务广播（起飞后安全带灯熄灭，饮料车/餐车准备好前）

女士们、先生们：早上/上午/中午/下午/晚上好！我们的飞机已经离开（出发地），预计将在（时间）到达（目的地），稍后我们将为您提供饮料/瓶装矿泉水及__（早点/午餐/晚餐/果品/简餐）服务，（我们将在【时间】为您提供早点/午餐/晚餐），请您协助我们放下小桌板，如果您有需要帮助的事宜，请随时告诉我们，乘务组非常乐意为您服务，谢谢！

Ladies and Gentlemen, good morning/ afternoon/ evening! The airplane is expected to arrive at (目的地) Airport at (时间), we will provide you with beverage/mineral water and breakfast/lunch/supper/fruits/light meal. (We will serve you breakfast/lunch/supper at 【时间】) Please put down your tray table. If there is anything we can do for you, please do not hesitate to contact us. Thank you!

毛毯发放完客舱温度调节广播

旅客朋友们：由于目前机上毛毯已经发完，客舱温度可能暂时无法达到您预期的效果，因此给您带来不适，深表歉意。我们已调节客舱温度。感谢您的理解与配合！

Ladies and Gentlemen, the blankets have been sent out. And we have informed our captain to adjust the cabin temperature. We apologize for any discomfort it may cause. The situation will be improved sooner. Thank you!

颠簸广播

突发性颠簸广播：（乘务组以安全带指示灯接通为提示，及时进行广播）女士们、先生们：飞机正在颠簸，请您立即扣好系紧安全带！洗手间暂停使用。乘务员请回座位，我们将暂缓客舱（餐饮）服务，敬请谅解。

Ladies and Gentlemen, the airplane is encountering air turbulence. Please fasten your seatbelt immediately. Lavatories are closed. Flight attendant should return to the station, we will suspend the cabin (meal) service. Thank you for your understanding and cooperation.

如颠簸持续 20-30 分钟，安全带指示灯仍未熄灭补充广播：

女士们、先生们：飞机仍处于颠簸区域，对于您服务上的需求我们将等“系好安全带”指示灯熄灭后及时受理。（当客舱中“系好安全带”指示灯熄灭后我们将继续为您提供服务。）感谢您的理解与配合！

Ladies and Gentlemen, the airplane is still encountering air turbulence. We will continue to serve you after the Fasten Seatbelt signs go off. Thank you for your understanding and cooperation.

75 分钟（含）以内航线，遇长时间颠簸，预估航程中无法提供餐饮补充广播女士们、先生们：对于飞机长时间颠簸未能及时提供餐饮服务，我们深表歉意。下机前我们将为您提供简餐，感谢您的理解与配合！

Ladies and Gentlemen, we apologize for not being able to offer catering service due to the air turbulence. We will serve you simple meal before you get off. Thank you for your understanding and cooperation.

常旅客服务广播

旅客朋友们：感谢您对天合联盟成员——厦门航空的支持与厚爱，我们热情欢迎您加入厦航白鹭会员俱乐部，以便能有机会长期为您提供温馨周到的服务。航班上您可以快速入会，免费成为厦航白鹭卡会员，享受出行的便捷与优惠。同时，天合联盟成员航空公司的航班积分可以互相累积，使您更快获得多种权益。厦航真诚期盼与您携手飞翔，共同成长。谢谢！

Dear Passenger, thank you for flying with Xiamen Airlines—a member of SkyTeam alliance. We warmly welcome you to join our Egret Club frequent flyer program. As our member, you can accrue and redeem your points to enjoy benefits from taking SkyTeam airlines. We are always doing our best to create a more convenient and favorable journey for you. And we are looking forward to having you flying with us. Thank you!

调暗灯光广播

女士们、先生们：我们将调暗客舱灯光，如果您需要阅读，请打开阅读灯，为了您的安全，请务必(全程)保持安全带扣好系紧。谢谢！

Ladies and Gentlemen, we will dim the cabin light. Please turn on the reading light when needed. For your safety, please make sure to keep your seatbelt fastened (during the entire flight.) Thank you!

发放 C.I.Q 表单广播

女士们、先生们：为了方便您尽快办理入境手续，现在乘务员将发放（入境卡/海关申报单/健康申报表）。我们建议您在飞机抵达前完成表单的填写。(温馨提示您，本次航班号为)，谢谢！

Ladies and Gentlemen, for your convenience, now we will distribute the Entry Declaration Card /Customs Declaration Form /Health Declaration Form. (the flight number is MF) We recommend that you fill out the forms before arriving. Thank you!

生日祝福广播

旅客朋友们：相聚有缘，圆梦蓝天，我们非常高兴地得知，今天是____旅客的生日，在此，我谨代表机组全体成员祝____生日快乐，年年好运，健康幸福！ Dear Passenger, we are pleased to learn that ~ today is passenger____' s birthday. On behalf of the crew, I would like to wish him/her happy birthday ~ and good luck!

预计到达时间广播

【延误 2 小时以上须致歉】(预计着陆前 25 分钟) 特别提示：凡国家间有时差的航班须在“预达时间广播”中增加“日期”的提示内容。女士们、先生们：早上/上午/中午/下午/晚上好！【适用于延误 2 小时以上航班。由客舱经理面向旅客致歉广播，乘务组在致礼站位进行第二次鞠躬致歉。】再次感谢您选乘厦门航空航班。对于我们航班的延误给您带来诸多不便，乘务组全体成员向您表示诚挚的歉意！并衷心感谢（除客舱经理外全体鞠躬）您对我们工作的理解与配合。（乘务组离开站位，做下降准备工作）【通用】现在是北京时间（当地）时间____点____分，我们的航班将在____点____分到达____机场，（飞机将停靠____航站楼/楼/区）。如您有后续转机事宜，下机后请与地面工作人员联系，获取帮助。（仅适用于深圳：到达后请前往 7 号行李转盘提取您的托运行李。）【通用】____地面温度为____摄氏度，____华氏度（由于地面温度较低，下机前请多添加衣物以免着凉。）请您尽快关闭手提电脑等电子设备的电源，并确认移动电话仍处于关闭状态。【仅适用于接到防盗预警信息】（同时请清点好全部随身行李物品，如发现物品遗失，请按压呼唤铃与客舱乘务员联系）洗手间将停止使用。谢谢！（回收毛毯广播仅适用于飞行 2 小时 30 分钟以上国际航班：飞机已经开始下降，乘务员将回收毛毯，因此可能给您带来不便，敬请谅解。如您需要继续使用可以告诉乘务员，下机前请将毛毯放在座位上），感谢您的配合。（视情：飞机即将抵达____，接城市介绍）。

Ladies and Gentlemen, good morning/ afternoon/ evening! 【适用于航延二次航延致礼】：Thank you for choosing Xiamen Airlines. We sincerely

apologize for the delay, and thanks for your understanding and cooperation.) 【通用】(视情播报 It is 时间 on 日期.) The airplane is expected to arrive at ___ Airport (terminal ___) at ___. For transferring matter, please contact our ground staff. (仅适用于深圳机场: please claim your baggage from number 7 carousel.) 【通用】The ground temperature is ___ degrees Centigrade, ___ degrees Fahrenheit. (As it is low temperature outside, please put on more clothes ~ before disembarking.) Please turn off all your electronic devices ~ as soon as possible, and make sure ~ your mobile phones ~ remain powered off. 【仅适用于接到防盗预警信息】(Please check all your belongings. If you find anything lost, please press the call button to contact our flight attendant) Lavatory will be closed. Thank you! (回收毛毯广播仅适用于飞行 2 小时 30 分钟以上国际航班: The airplane is descending, please you 're your blankets ~ ready for the collection by the flight attendants. If you need the blanket, please feel free to tell us, and leave it on your seat ~ before disembark.) Thank you! (We will be landing at ___) 【适用于武夷山:女士们、先生们:接有关单位通知,武夷山机场范围内禁止拍摄。请您下机后不要在机场内随意拍摄,感谢您的配合!】【适用于武夷山:Ladies and Gentlemen, according to the requirement, it is forbidden ~ to take pictures ~ within the scope of Wuyishan airport. Please do not take any picture ~ after you disembark. Thank you for your cooperation】

北京首都—T2; 上海虹桥—T2; 广州新白云—B 楼; 深圳宝安—T3; 重庆江北—T2A; 西安咸阳—T2; 成都双流—T2; 台北桃园—T2 C 区; 新加坡樟宜—T1; 乌鲁木齐—T3; 沈阳桃仙—T3; 杭州萧山—T3; 贵阳龙洞堡—T2; 南京禄口—T2; 天津滨海—T2; 上海浦东—T2; 兰州中川—T2; 雅加达苏加诺—T2; 悉尼—T1; 济南遥墙—T2; 太原武宿—T2; 厦门高崎—T3; 东京成田—T1 北翼 (north wing); 郑州新郑—T2

| ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | ℃ | ℉ | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 | 34 | 2 | 36 | 3 | 37 | 4 | 39 | 5 | 41 | 6 | 43 | 7 | 45 | 8 | 47 | 9 | 48 | 10 | 50 |
| 11 | 52 | 12 | 54 | 13 | 55 | 14 | 57 | 15 | 59 | 16 | 61 | 17 | 63 | 18 | 64 | 19 | 66 | 20 | 68 |
| 21 | 70 | 22 | 72 | 23 | 73 | 24 | 75 | 25 | 77 | 26 | 79 | 27 | 81 | 28 | 82 | 29 | 84 | 30 | 86 |
| 31 | 88 | 32 | 90 | 33 | 91 | 34 | 93 | 35 | 95 | 36 | 97 | 37 | 99 | 38 | 100 | 39 | 102 | 40 | 104 |
| 41 | 106 | 42 | 108 | 43 | 109 | 44 | 111 | 45 | 113 | 46 | 115 | 47 | 117 | 48 | 118 | 49 | 120 | 50 | 122 |
| -1 | 30 | -2 | 28 | -3 | 27 | -4 | 25 | -5 | 23 | -6 | 21 | -7 | 19 | -8 | 18 | -9 | 16 | -10 | 14 |
| -11 | 12 | -12 | 10 | -13 | 9 | -14 | 7 | -15 | 5 | -16 | 3 | -17 | 1 | -18 | 0 | -19 | -2 | -20 | -4 |
| -21 | -6 | -22 | -8 | -23 | -9 | -24 | -11 | -25 | -13 | -26 | -15 | -27 | -17 | -28 | -18 | -29 | -20 | -30 | -22 |
| -31 | -24 | -32 | -26 | -33 | -27 | -34 | -29 | -35 | -31 | -36 | -33 | -37 | -35 | -38 | -36 | -39 | -38 | 0 | 32 |

中文广播时间规范表述

凌晨：0点-5点以前；早上：5点-9点以前；上午：9点-11点以前；中午：11点-1点以前；下午：1点-6点以前；晚上：6点-0点以前。

客舱经理广播：落地前安全带确认广播

女士们、先生们：我们的飞机即将着陆，为了您的安全，请再次确认安全带扣好系紧。谢谢！

Ladies and Gentlemen, we'll be landing for your safety, please make sure your seatbelt is securely fastened. Thank you!

空中盘旋广播

女士们、先生们：接机长通知，由于___（机场空中交通繁忙/航路天气原因/着陆跑道变更），飞机还将继续在空中盘旋等待，有进一步的消息将及时广播告诉您。对于本次航班不能按时抵达目的地给您带来的不便，我们深表歉意，感谢您的理解与配合！

Ladies and Gentlemen, as informed by the captain, we regret to announce that due to___ (heavy air traffic/ bad weather condition en route/the change of runway), we can't arrive at ___ airport on time. We will be circling over airport, further information will be given as soon as possible. We apologize for any inconvenience. Your understanding and cooperation is much appreciated.

延迟着陆广播

女士们、先生们：接机长通知，由于__（天气/空中流量控制）原因，我们无法按时抵达__机场，新的预计着陆时间为__点__分，感谢您的理解与配合！

Ladies and Gentlemen, as informed by the captain, we regret to announce that due to (bad weather condition en route/heavy air traffic), we can' t arrive at ____ airport on time. The expected arrival time will be ____. Your understanding and cooperation ~ is much appreciated.

返航/备降广播

女士们、先生们：接机长通知，由于（降落机场天气/机械故障/有旅客需要紧急医疗救护）原因，我们计划（返航/备降）__机场，预计着陆时间为__点__分，感谢您的理解与配合。

Ladies and Gentlemen, as informed by the captain, we regret to announce that due to (bad weather condition of the landing airport/ mechanical failure/ emergency medical aid), we will return to/ land at ____ airport. The expected arrival time will be ____. Your understanding and cooperation ~ is much appreciated.

滑行制止旅客不安全行为广播

女士们、先生们（客舱中站立的旅客）：飞机还未滑到指定停机位，为了您的安全，请您关闭行李架，立即就座。（稍后我们将通过调亮客舱灯光来提示您飞机已经完全停稳。）感谢您的配合！

Ladies and Gentlemen, (Passenger standing in the cabin), our airplane is still taxiing, for your safety, please (do not open the overhead locker ~ and)take your seat ~ as soon as possible. We will be brightening the cabin light till the airplane comes to a complete stop. Thank you for your cooperation!

等待下机广播

女士们、先生们：1.我们正在等待__（停机位/客梯车/廊桥/摆渡车到位）

/我们还未得到海关/边检/检疫官员允许; 2.由于机场区域限制, 本次航班的下客通道正在被国际/国内航班占用; 目前暂时无法下客, 请您在座位上休息等候, 感谢您的理解与配合!

Ladies and Gentlemen, 1.Now we are waiting for ___ (the parking position /passenger stairs/ boarding bridge /shuttle bus)/we are waiting for the Customs/Immigration/Quarantine clearance; 2.For the terminal building area limitation, we can't use the same aisle ___ with the international/domestic flight passengers, please remain in your seat. Thank you for your cooperation!

旅客下机提示广播

女士们、先生们:(感谢您的耐心等待)请您带好全部手提物品从___(前/中/后)登机门下飞机。(停靠客梯车:飞机停靠客梯车,下机时请留意台阶)谢谢!

Ladies and Gentlemen, (Thank you for your patience) please take all your belongings with you ___ and disembark ___ from the (front/middle/rear) cabin door. (Please mind your step when disembarking.) Thank you!

雨天下机时客梯车防滑广播

女士们、先生们:机舱外正在下雨,请您准备好雨具。为防止滑倒,下机时,请您留意台阶,抓好扶手。谢谢!

Ladies and Gentlemen, it is raining outside. May we remind you watching your step on the passenger stairs when disembarking. Thank you!

寻找失物广播

女士们、先生们:请留意,有位旅客在候机室/安检处/客舱内/洗手间遗失___。如有旅客拾到,请您与客舱乘务员联系,谢谢!

Ladies and Gentlemen, attention please. A passenger has lost ___ at ___ airport lounge/at the security check/in the cabin/in the lavatory. If you find it/them, please contact the flight attendant. Thank you!

公安人员上机协助调查广播

女士们、先生们：我们刚刚接到有关部门的通知，地面公安人员需上机执行公务/调查，为配合他们的工作，请您暂时在座位上休息等候。感谢您的理解与配合。

Ladies and Gentlemen, members of local law enforcement are currently on board, please remain in your seats temporarily. Thank you for your cooperation.

清舱检查广播

女士们、先生们：你们好！由于 1/2，为了安全起见，机长决定进行清舱安全检查，A/B，因此可能给您带来不便，机组全体成员向您表示诚挚的歉意。感谢您的理解与配合。

1. 有位过站旅客没有登机，地面人员多次广播寻找，均未找到；
2. 有位旅客临时提出终止行程；
 - A. 请您确认行李架内及座位下方的个人物品（有托运行李的旅客请出示您的行李票）；
 - B. 请您带好全部手提物品下飞机，到候机楼休息，等候通知再上飞机/进行二次安检再上飞机。

Ladies and Gentlemen, (1/2)

1. There are some transit passengers who did not show up,
 2. There are some passengers who cancelled his/her/their flight, for security reasons, we will check the cabin, (A/B),
 - A. Please identify your hand baggage and show your checked baggage tags.
 - B. Please take all your belongings with you to the waiting lounge, and wait for the re-boarding announcement/go through the safety inspection again. We sincerely apologize for the inconvenience.
- Thank you for your cooperation.

联程航班落地后广播（国内）

旅客朋友们：感谢您乘坐天合联盟成员---厦门航空航班，我们已经抵达___机场，飞机正在滑行，为了您的安全，请您不要在客舱中站立或行走，并确认移动电话等电子设备的电源仍处于关闭状态直至“系好安全带”指示灯熄灭。当您打开行李架时，请注意避免行李滑落。到达___的旅客，下机时请您携带好所有随身行李物品。您的托运行李可凭行李牌前往到达厅行李提取处领取。继续前往___的旅客，我们的飞机将在___机场做短暂停留。

Dear passenger, thank you for flying with Xiamen Airlines—a member of SkyTeam Alliance. We have just landed ~ at ___ airport.

The airplane is still taxiing. For your safety, please remain seated, do not use any electronic devices ~ including mobile phones ~ until the “Fasten Seatbelt” signs go off. Please be careful ~ when you open the overhead locker. Passengers arriving at ___, please take all your belongings ~ when getting off the airplane. Your checked baggage ~ may be claimed ~ at the baggage claim area. Passengers continuing the flight to ___, attention please, we will be stopping at ___ airport for a short time.

1. 旅客下机：

为了防止您的行李被错拿，请您等到达的旅客全部下飞机后再到候机室休息，等候广播通知再上飞机。请不要将您个人物品如书籍、眼镜等放在座椅背后的口袋内，您的大件行李可以放在行李架上，但证件、登机牌、贵重物品请您务必随身携带，下机后请向地面工作人员领取过站登机牌。

Please remain seated ~ till the arriving passengers ~ deplane, then obtain your transit boarding pass ~ from the ground staff, and wait for the re-boarding announcement ~ in the waiting lounge. Please do not put your private articles ~ in the seat pocket; you can put the large baggage ~ in the overhead locker. But please take your boarding pass ~ and valuables with you.

(本架飞机将在___更换机组人员，)感谢您的配合！（接通用）

(We' ll change the crew here.) Thanks for your cooperation. (接通用)

2.旅客不下机：飞机过站期间请您不要下飞机，在原位休息等候。感谢您的配合！（接通用）

Please remain seated ~ during the transit time. Thank you for your cooperation! (接通用)

连云港落地后“中转联程广播”前/时增加广播提醒

女士们、先生们：根据连云港机场特别要求，请您协助我们关闭客舱左/右侧的遮阳板，感谢您的配合！

Ladies and Gentlemen, according to the requirement of Lianyungang airport, Please close the left/right window shade.

Thank you for your cooperation.

过站补充广播

继续前往___的旅客，现在请您带好证件、登机牌及贵重物品到候机楼休息，等候时请不要走远并留意登机广播，并留意登机广播。感谢您的配合！

Passengers continuing the flight to___, please take your boarding pass ~ and valuables with you and wait for the re-boarding announcement ~ in the waiting lounge. Thank you!

飞机加注燃油/除冰/防冰安全提示（旅客在飞机上）

女士们、先生们：飞机正在加注燃油/除冰/防冰，请您不要在客舱内的任何区域吸烟，严禁使用闪光灯，请保持移动电话等电子设备的电源处于关闭状态。稍后，客舱乘务员/地面工作人员将清点人数，请您坐于原位，并照顾好您身边的小旅客，【解开安全带（划线仅适用于加注燃油）】请不要在客舱内走动，洗手间暂停使用。感谢您的配合！

Ladies and Gentlemen, the airplane is(refueling/de-icing/anti-icing). Smoking, the use of flashlight ~ or mobile phones is prohibited. We will recount the passengers, Please remain seated ~ with your seatbelt

unfastened (划线仅适用于加注燃油), and take care of the child besides you. Lavatories will be closed during this period. Thank you for your cooperation!

联程航班落地后广播(国际/地区)

旅客朋友们:感谢您乘坐天合联盟成员---厦门航空航班,我们已经抵达__机场,飞机正在滑行,为了您的安全,请不要在客舱中站立或行走,并确认移动电话等电子设备的电源仍处于关闭状态直至“系好安全带”指示灯熄灭。当您打开行李架时,请注意避免行李滑落。

Dear passenger, thank you for flying with Xiamen Airlines---a member of SkyTeam Alliance. We have just landed at__airport. The airplane is still taxiing. For your safety, please remain seated, and do not use any electronic devices including mobile phones until the "Fasten Seatbelt" signs go off. Please be careful when you open the overhead locker.

【入境航班】

1. 第一个入境口岸:目的地为__的旅客,请您带好证件及登机牌前往国际到达厅办理检疫、边防和海关手续,并领取您的托运行李。

继续前往__的旅客,根据中国入境管理规定,您需要在__机场办理入境手续。请您带好护照、证件、登机牌及全部手提行李物品先下飞机,在地面工作人员的引导下,到入境航班联检厅办理检疫、边防和手提行李海关申报手续。【仅适用于厦门和杭州:并进行二次安全检查。】手续办理后请在联程中转隔离厅休息,等候广播通知再上飞机。【仅适用于福州:根据中国海关规定,进出境旅客携带的行李物品需接受海关检查。请各位旅客在入境时根据自身携带行李情况选择通关通道,自觉排队,有序通关。】(本架飞机将在__更换机组人员,)感谢您对我们工作的支持与配合。(接通用)

2. 第二个入境口岸:【黄色标注仅适用于天津:接天津机场海关通知】由__(境外始发站)上机的旅客,根据中国入境管理规定,您需要在__

机场办理托运行李海关申报手续。请您带好护照、证件及所有手提行李物品先下飞机，在地面工作人员的引导下，前往【T1 航站楼】国际到达厅领取托运行李并办理海关申报手续。从（__国内经停站）上机的旅客，请您前往【T2 航站楼】国内到达厅领取托运行李。（接通用）

【Entry Flight】

1. Passengers arriving at __, please take your certificate and boarding pass with you, then proceed to the International Arrival Hall to go through the Customs、Immigration、Quarantine inspection and claim your checked baggage at the baggage claim area. Passengers continuing to __, attention please!

According to the C.I.Q regulation of the People's Republic of China, you should take your passport, boarding pass and all your belongings with you to get off the airplane firstly. Please follow our ground staff to go through the Customs, Immigration, Quarantine formalities in __ airport,

【仅适用于厦门和杭州：for the safety reinspection,】 then wait for the re-boarding announcement in the transit lounge. 【仅适用于福州：According to the regulation of China Customs, all your belongings shall be subject to Customs inspection. Please queue up and choose the right channel after taking your belongings.】(We'll change the crew here.) Thanks for your support and cooperation. (接通用)

2. 【黄色标注仅适用于天津：As informed by the Tianjin Customs】 Passengers from __ (境外始发站), attention please! According to the C.I.Q regulation of the People's Republic of China, you should take your passport and all your belongings to go through the Customs in __ airport 【Terminal 1】, please follow our ground staff to claim your checked baggage at international baggage claim area. Passengers from __, (国内经停站) you should claim your checked baggage at domestic baggage claim area 【Terminal 2】. (接通用)

【出境航班】

3. 继续前往___(最后一个出境口岸)的旅客,根据中国出境管理规定,您需要在___机场办理出境手续。请您带好护照、证件及所有手提行李物品先下飞机,在地面工作人员引导下,到出境航班联检厅办理手提行李的海关申报以及边防、检疫手续。手续办理后请在联程中转隔离厅休息,等候广播通知再上飞机。目的地为___(国内经停站)的旅客,请您前往国内到达厅领取托运行李。(本架飞机将在___更换机组人员,)感谢您对我们工作的支持与配合。(接通用)

【Exit Flight】

Passengers continuing the flight to___, attention please! According to the C.I.Q regulation of the People's Republic of China, you should take your passport and all your belongings with you to get off the airplane firstly. Please follow our ground staff to go through the Customs、Immigration、Quarantine formalities in___airport, then wait for the re-boarding announcement in the transit lounge. Passengers arriving at___ should claim your checked baggage at domestic baggage claim area.(We'll change the crew here.)Thanks for your support and cooperation. (接通【通用】亲爱的旅客朋友们,厦门航空永远是您诚挚的朋友,我们期盼着与您再次相聚蓝天!

Dear passenger, Xiamen Airlines is always your sincere friend, and we are looking forward to having you flying with us again. Thank you!

入盟对标要求

1. 每 10 分钟巡视客舱,尤其是非供餐时间;
2. 机上广播增加“天合联盟”称谓;
3. 根据旅客信息单识别各个舱位天合联盟超级精英会员;
4. 所有航班提供中、英文广播,6 小时(含)以上提供始发地和目的地语言广播,可通过乘务员或预录盒带/光碟广播;
5. 飞行全程禁烟;

6. 飞行全程保持客舱清洁。

发放天合联盟旅客满意度测评邀请卡广播

女士们、先生们：作为天合联盟成员航空公司，我们力求为您提供最好的旅行体验。现在乘务员将向部分旅客发放天合联盟旅客满意度调查邀请卡。我们诚挚地邀请您访问卡片上提供的网址，与我们分享您的乘机感受。为了感谢您的参与，您将有机会获得两张天合联盟成员航空公司所经营航线的来回程经济舱机票。诚邀您的参与并感谢您的支持！

Ladies and Gentlemen, as a member of SkyTeam Alliance, we will give you the best travel experience. Now you may get a card from our flight attendants. Visit the website on the card and share your story. Here is your chance to win free tickets. We warmly welcome your feedback. Thank you.

配套范读音频请访问
www.airmango.net
内部培训教材禁止外传

厦航代码共享航空公司 IATA 代码对照表

| 航空公司名称 | 代码 | 航空公司名称 | 代码 |
|----------------------------|----|---------------------------------|----|
| 南航 China Southern Airlines | CT | 韩航 Korean Air | KE |
| 东航 China Eastern Airlines | MU | 华信航空 Mandarin Airlines | AE |
| 印度尼西亚鹰航 Garuda Indonesia | GK | 荷兰皇家航空 KLM Royal Dutch Airlines | KL |
| 马来西亚航空 Malaysia Airlines | MH | 菲律宾航空 Philippine Airlines | PR |

部分国际机场中英文名称

| 中文名称 | 英文名称 | 中文名称 | 英文名称 |
|---------------|--|---------------|------------------------------------|
| 新加坡 樟宜国际机场 | Singapore Changi International Airport | 暹粒机场 | Siem Reap Airport |
| 曼谷 素万那普机场 | Bangkok Suvarnabhumi Airport | 吉隆坡 国际机场 | Kuala Lumpur International Airport |
| 大阪 关西国际机场 | Kansai International Airport | 东京 成田机场 | Tokyo Narita International Airport |
| 宿务拉普拉普 国际机场 | Cebu Lapulapu International Airport | 达沃 (纳 卯) 国际机场 | Davao International Airport |
| 阿姆斯特丹 史基浦国际机场 | Amsterdam Airport Schiphol | 悉尼 国际机场 | Sydney International Airport |
| 温哥华 国际机场 | Vancouver International Airport | 墨尔本 国际机场 | Melbourne International Airport |
| 西雅图 国际机场 | Seattle-Tacoma International Airport | 胡志明新 山一国际 机场 | Tan Son Nhat airport |

月份中英对照表

| 一月 | 二月 | 三月 | 四月 | 五月 | 六月 |
|---------|----------|-----------|---------|----------|----------|
| January | February | March | April | May | June |
| 七月 | 八月 | 九月 | 十月 | 十一月 | 十二月 |
| July | August | September | October | November | December |

常用联系电话

| | | | |
|---------------|-----------------------------|------------|--------------------------------|
| 厦航客服电话 | 95557 | 福州乘务调度 | 0591-28013556 |
| 公司投诉 | 0592-5739002 | 福州空派 | 0591-28013500 |
| 旅客服务信息短信查询 | 955571902 | 福州配餐调度 | 0591-28013601 |
| 厦门总机 | 0592-5739115 | 福州行李处 | 0591-28013600 |
| 厦门机签 | 0592-5739381 | 杭州空乘部 | 0571-86668767 |
| 厦门配餐调度处 | 0592-5734100 | 杭州车队 | 0571-86668769 |
| 厦门信息部故障报修 | 0592-5739299 | 杭州机场失物招领 | 0571-86662530 |
| 厦门机场警务室综合业务调度 | 0592-5734306 | 杭州空派 | 0571-86668770 |
| 厦门地面服务保障部保洁队 | 0592-5739382 | 杭州勤务处 | 0571-86668773 |
| 厦门高港站 | 0592-5739185 | 杭州空乘部综合业务 | 0571-86668731 |
| 福州配餐调度处 | 0592-5739218 | 杭州航医室 | 0571-86668764 |
| 厦航行李查询 | 0592-5739190 | 杭州航务调度 | 0571-86668765 0571-86668787 |
| 厦门空港部商务联络处 | 13606056376 0592-5739325 | 泉州空派 | 0595-85661675 |
| 厦门飞行部航务处 | 0592-5976000 | 泉州空派 | 0595-85661676 |
| 厦门航管中心总值 | 0592-5976011 | 北京机场失物招领 | 010-861158 |
| 厦门安检 | 0592-5708204 | 厦门 T3 失物招领 | 0592-5706036 |
| 天津空派值班电话 | 022-24905670 | 厦门 T4 失物招领 | 0592-5706016 |
| 天津机场失物招领 | 022-24906385 | | |

城市时差表

| 城市 | 时差 |
|-------|-----------------------------------|
| 阿姆斯特丹 | 比北京晚 1 小时 (夏令时)、比北京晚 2 小时 (冬令时) |
| 悉尼 | 比北京早 2 小时 (夏令时)、比北京早 3 小时 (冬令时) |
| 墨尔本 | 比北京晚 15 小时 (夏令时)、比北京晚 16 小时 (冬令时) |
| 温哥华 | |
| 西雅图 | 比北京晚 12 小时 (夏令时)、比北京晚 13 小时 (冬令时) |
| 洛杉矶 | |
| 纽约 | |

备注：欧洲夏令时起止时间：3月最后一个周日到10月最后一个周日；
北美夏令时起止时间：3月第二个周日到11月第一个周日。