

编号：BM-05-10

首都航空
客舱乘务员广播词（第三版）



首都航空
Capital Airlines

批准人：曹振华 受控状态： 修订文件

分发号码： 发布日期：2015.9.18

版 次： 3

制订与换页签注

序号	日期	版次	项目	负责人
1	2015.08.18	第三版	新制定	张洋
2				
3				
4				
5				
6				
7				
8				
9				

概述

1 《乘务员广播词》说明

《乘务员广播词》是首都乘务员实施机上广播服务工作的基本依据和具体规范。

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

2 《乘务员广播词》管理

2.1 《乘务员广播词》的制定、审核和批准

《乘务员广播词》由品牌及服务部总经理授权产品

乘务员广播词

设计单元有关人员编写,《乘务员广播词》经产品设计单元经理审核后报品牌及服务部总经理批准。

2.2 《乘务员广播词》的发放

《乘务员广播词》属于产品设计单元受控文件,由产品设计单元统一编码后发给全体乘务员使用,业务标准管理员负责管理和发放,并监控配发到位情况。产品设计单元业务标准主管保留一份备案。广播词生效日期以产品设计单元邮件通知为准。

2.3 《乘务员广播词》的修订

1)《乘务员广播词》将根据实际生产情况,确有必

乘务员广播词

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产品设计单元经理签署意见后送至品牌及服务部总经理,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。每次修订换页须经品牌及服务部总经理签字批准后才能发放至《乘务员广播词》持有人,《乘务员广播词》持有人将完成换页。

2.4 《乘务员广播词》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

乘务员广播词

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《乘务员广播词》的整洁、完整、无缺损，对《乘务员广播词》的内容予以保密和保护；

3) 《乘务员广播词》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。

2.5 对《乘务员广播词》的监督

产品设计单元业务标准室负责对《乘务员广播词》的使用和保管情况进行监督。

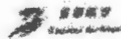
乘务员广播词

2.6 对《乘务员广播词》的解释

产品设计单元业务标准室对进行相关解释。

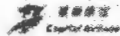
2.7 使用说明

为了给每个航班带来不同的文化感受，贯彻品牌服务部“时尚，灵动，简约，清逸”的服务定位，让每个广播员有更多的发挥空间，使广播更加丰富多彩，产品设计单元提供的广播词为基础版，乘务长（广播员）可根据航班实际情况，做个性化广播。后续产品设计单元将会在运行网发布部分个性化广播，以便大家参考。



乘务员广播词

新版广播词为创意设计,采用小版方纸印刷,下定制名片夹,方便各位乘务员存放航线资料等。广播词后部新增空白页信纸,方便各位填写个性化广播。同时新版广播词采用活页印刷,乘务员可根据航班实际情况调整广播播放顺序,方便使用。



乘务员广播词

目 录

A 常用广播.....	15
引导入座广播.....	15
确认航班信息广播.....	17
关门前特殊情况广播.....	19
无视频行礼致意.....	21
客舱安全广播.....	23
安全演示.....	25
视频播放《安全须知》(含行礼致意).....	32
关门后等待起飞广播.....	35
针对空调制冷效果不佳的安抚广播.....	37
等待后再次安全检查广播.....	39
起飞前再次确认广播.....	41

乘务员广播词

飞机上升阶段安全提示广播	
颠簸广播	
航线及服务介绍广播	
销售广播	
夜航及长航线休息广播	
国内下降前预报信息广播:	
还礼广播	
下降安检	
飞行下降阶段旅客起身或在客舱中走动时提示 播	
落地前再次确认广播	
落地广播	
滑行中旅客起身、开启行李架广播	

乘务员广播词

落地后开启手机电源广播	70
飞机停靠廊桥广播	71
飞机停靠客梯车广播	72
落地后地面保障未到位广播	73
过站旅客不下飞机	75
中转旅客下飞机需带所有行李物品	77
B 国际广播	79
航线及服务介绍	79
（国际）出入境申请表发放提示广播	85
未配发入境卡广播(下降前广播结束后)	86
（国际）免税品销售广播	87
（国际）供二餐前提示广播	88
（国际）喷药广播	89



乘务员广播词

下降前信息通报广播.....	9
下降安检.....	9
落地道别广播（广播时机：飞机落地后）.....	9
国际航班等待下客.....	9
C 航班特殊情况.....	10
1、延误广播.....	10
1.1 首次延误广播：.....	10
1.2 第二次广播：.....	10
2、除冰广播.....	10
3、备降广播.....	10
3.1 备降前广播.....	10
3.2 备降：落地后广播.....	10
4、空中盘旋广播.....	10



乘务员广播词

5、返航广播.....	115
6、航班取消广播.....	117
7、换乘广播.....	119
8、等待旅客（装货、舱单）广播.....	121
D 辅助广播.....	123
1、广播找医生.....	123
2、清点人数广播.....	125
3、对号入座广播.....	126
4、清舱广播.....	127
5、高原飞行提示广播（适用于高高原机场）.....	129
5.1 拉萨机场高原飞行提示广播.....	129
5.2 高原飞行提示广播（落地广播后）.....	131
6、寻物启示广播.....	133

乘务员广播词

7、失物招领广播	13
8、等待摆渡车广播	13
9、寻找 EOD 专业人员广播	13
10、旅客在机内等候飞机加油	13
E 紧急情况	13
1、客舱灭火广播	14
1.1 灭火时广播	14
1.2 灭火后广播	14
2、客舱释压广播	14
2.1 释压时广播	14
2.2 到达高度后的广播	14
3、有充分准备的水上/陆地撤离广播	14
3.1 广播迫降决定（接替机长广播）	14

乘务员广播词

3.2 取下尖锐物品并安全检查	149
3.3 示范救生衣（仅限水上）	150
3.4 介绍应急出口位置，脱出区域划分	151
3.5 示范防冲击安全姿势	153
3.6 补充广播	155
3.7 选择援助者，调整座位	156
3.8 调整客舱灯光广播	157
4、有准备时限的水上/陆地撤离广播	159
4.1 广播迫降决定（接替机长广播）	159
4.2 取下尖锐物品并安全检查	161
4.3 示范救生衣（仅限水上）	163
4.4 介绍应急出口位置，脱出区域划分	164
4.5 示范防冲击安全姿势	165

4.6 补充广播	10
4.7 调整客舱灯光广播	10
F 附录	10
1、温度换算表:	10
2、节假日广播表:	11
3 英语读法规则表:	11
3.1 月份和星期读法表	11
3.2 时间读法规则	11
3.3 举例说明:	11
3.4 特殊情况中英文对照表:	11
4、飞机停靠航站一览表	11
5、国内机场三字代码与市区距离一览表	11

A 常用广播

引导入座广播

(广播时机: 上客通道堵塞时)

女士们, 先生们:

欢迎您搭乘首都航空班机旅行。请您对照登机牌上的号码对号入座, 座位号码位于行李架(边缘/下方), 找到座位后请优先安放您的大件行李, 并尽量将随身物品全部妥善放置于头顶上方行李架内。安放行李同时请您避让通道, 以便后面旅客顺利登机, 感谢您的合作!

Announcement during the boarding process

Ladies and Gentlemen,

Welcome aboard Capital Airlines. Please take your seat according to your seat number. Your seat number is located on the edge of/ below the overhead compartment. Please stow your hand baggages in the overhead compartment or under the seat in front of you and keep the aisle clear for others to go through.

Thank you!

确认航班信息广播

女士们，先生们：

您今天乘坐的是首都航空 JD____航班由____飞往____(经停____)，很高兴与金鹏俱乐部会员再次相逢。本次航班预计飞行时间为____小时____分，我们将抵达____机场____号候机楼。

今天由于(____)原因，造成了本次航班延误，耽误了您的宝贵行程，为此我们深表歉意。

(.....可加入个性化广播 A.....)

请各位旅客再次核对您的机票与登机牌，以免误乘航班。为了确保飞机配载平衡，请您对号入座。谢谢！

①航空交通管制 ②航路军事禁航 ③机场跑道繁忙 ④机械故障 ⑤天气 ⑥装货 ⑦行李装载 ⑧飞机除冰 ⑨跑道除冰 ⑩飞机晚到

乘务员广播词

Re-checking of Boarding Pass

Good (morning / afternoon / evening), ladies and gentlemen:

Welcome aboard CAPITAL AIRLINES flight JD _____, from _____ to _____ (via _____). We would like to express a special welcome to our Fortune Club members.

We apologize for the delay due to (). Please check your ticket and boarding pass again to make sure you're boarding the correct flight. We must keep the balance for the aircraft, Please take your seat according to your seat number. Thank you!

③ air traffic control ② the military ban along the route
③ the busy runway ④ maintenance matter ⑤ weather condition
⑥ loading of cargo ⑦ baggage loading ⑧ deicing of the aircraft
⑨ deicing of the runway ⑩ the late arrival of the aircraft

乘务员广播词

关门特殊广播 (广播时机: 飞机关门特殊情况的等待)

女士们、先生们:

目前我们正在等待____请您在座位上稍加休息,感谢您的配合。

- ① 部分旅客登机
- ② 部分转机旅客登机
- ③ 随机文件
- ④ 行李装载
- ⑤ 加配旅客餐食
- ⑥ 飞机加油
- ⑦ 等待边防放行许可
- ⑧ 等待机场廊桥撤离

乘务员广播词

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
- ④ cargo loading to be completed
- ⑤ the catering team to finish loading meals
- ⑥ fueling to be completed
- ⑦ the customers and immigration clearance
- ⑧ pushing back

Please remain comfortably seated, and we thanks for your understanding!

乘务员广播词

无视频行礼致意 (备注: 正常情况下关门后行礼, 乘务长可根据实际情况调整至平飞后)

女士们, 先生们:

(上午/中午/下午) 好!

欢迎您搭乘首都航空的班机前往_____。在服务工作开始前, 先将各位乘务员介绍给大家, 他们分别是_____, 我是本次航班客舱经理/乘务长_____。

【宽体机】欢迎您搭乘首都航空班机旅行。

(.....可做个性化广播 B.....)

我们全体乘务员将竭诚为您服务, 将您安全送达目的地。



乘务员广播词

Salutatory

Ladies and gentlemen:

Welcome aboard CAPITAL AIRLINES, our cabin crew will spare no effort to provide you with excellent service.

Thank you!

(注：乘务员在名字和 Thank you 处行礼。)



乘务员广播词

客舱安全广播

(带娱乐系统无须此段广播)

女士们、先生们：

现在舱门已经关闭。为提倡文明出行，共建和谐客舱，请您遵守民航法律法规，维护客舱安全秩序，不要擅自触碰和破坏应急设备、应急舱门。请关闭您所携带的电子设备，包括具有飞行模式的手机，以免干扰飞机通讯导航系统，【并停用机上手持Pad，将其放在您前方座椅背后口袋中】。请摘下耳机，系好安全带，收起小桌板，调直椅背，打开遮光板。本次航班全程禁烟。

谢谢！



乘务员广播词

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. For your safety, please take off your earphones, fasten your seat belts, 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!



乘务员广播词

安全演示

[人工安全演示时]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。我们所有机组成员都受过严格专业的训练，紧急情况下应听从机组人员的指挥，应急撤离中禁止携带行李物品。

We will show you the use of (life vest), oxygen mask, seatbelt, and the location of the emergency exits. For your safety, please pay attention to our demonstration. You have to obey the instructions of crew and leave all carry-on baggage on board before evacuation.

乘务员广播词

延伸跨水飞行时广播、演示救生衣

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。非紧急情况下，请勿移动或损坏救生衣。

乘务员广播词

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. Please do not move or damage the life vest in the normal situation.

乘务员广播词

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，请用力向下拉面罩，然后将面罩罩住口鼻，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 and nose, and slip the elastic band over your head, and then breathe normally.

乘务员广播词

每位旅客座椅上都有一条可以对扣起来的安全带，请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。

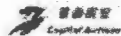
Each chair has a seat belt that must be fastened when you are seated. Please keep your seat belt securely fastened during the whole flight. If needed, you may release the seat belt by pulling the flap forward. You can adjust it as necessary.



乘务员广播词

您今天乘坐的是空中客车,【A319/A320/A321/A330】型飞机,本架飞机客舱内共有 6/8 个紧急出口,分别位于客舱的前部、后部、中部。非紧急情况下请不要触碰紧急出口的操作手柄,以免造成严重后果。客舱通道及出口处都设有紧急照明装置,紧急情况下按指示路线撤离飞机。《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!

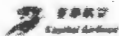


乘务员广播词

【A319/A320/A321/ A330】 There are six /eight 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. For further information, please refer to the safety instruction in the seat pocket in front of you.

Thank you!



乘务员广播词

视频播放《安全须知》（含行礼致意）

女士们，先生们：

（上午/中午/下午）好！

欢迎您搭乘首都航空的班机前往_____。在服务工作开始前，先将各位乘务员介绍给大家，他们分别是_____，我是本次航班客舱经理/乘务长_____。

【宽体机】欢迎您搭乘首都航空班机旅行。

（……可做个性化广播 B……）

我们全体乘务员将竭诚为您服务，将您安全送达目的地。

现在舱门已经关闭。为提倡文明出行，共建和谐客舱，请您遵守民航法律法规，维护客舱安全秩序，不要擅自触碰和破坏应急设备、应急舱门。



乘务员广播词

下面为您介绍紧急出口的位置：

【A320/A321/A330】本架飞机客舱内共有 8 个紧急出口，分别位于客舱的前部、后部、中部。非紧急情况下请不要触碰紧急出口的操作手柄，以免造成严重后果。接下来，我们即将为您播放《安全须知》，敬请留意。

谢谢。

Salutory

Ladies and gentlemen:

Welcome aboard CAPITAL AIRLINES. The cabin door has been closed. We will show you the location of the emergency exits.

【A320 /A321/A330】 There are eight 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!

关门后等待起飞广播

(短暂等待, 预计等待时间不超过 30 分钟)

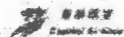
女士们, 先生们:

这里是客舱经理/乘务长广播, 目前我们的飞机已经做好了起飞前的各项准备工作, 但由于____的原因, 我们正在等待起飞, 请您稍加休息, 感谢您的理解。如果有任何需要, 我们很乐意为您提供服务。

(.....可做个性化广播 C.....)

谢谢!

- ①空交通管制 ②航路军事禁航 ③机场跑道繁忙
- ④机械故障⑤天气 ⑥装货 ⑦行李装载
- ⑧飞机除冰 ⑨跑道除冰



乘务员广播词

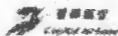
Wait For Order from ATC

Ladies and gentlemen:

This is your purser speaking. Due to____, we are now waiting for departure, please remain seated and wait for a moment. If there is anything we can do for you, please let us know.

Thank you!

- ① air traffic control ②the military ban along the route
 ③the busy runway ④maintenance matter
 ⑤weather condition ⑥loading of cargo
 ⑦baggage loading ⑧deicing of the aircraft
 ⑨deicing of the runway



乘务员广播词

针对空调制冷效果不佳的安抚广播

女士们，先生们：

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将很快缓解。感谢您的理解。

(.....可做个性化广播 D.....)

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 takeoff. We regret for this inconvenience at the moment. And you'll feel better after take-off.

Thank you!

等待后再次安全检查广播

女士们, 先生们:

【机长广播通知旅客可以起飞】感谢您的耐心等待, 如同机长所述, 我们的飞机(已获得塔台给出的起飞许可)很快就可以起飞。

【无机长广播/飞机推出滑行】感谢您的耐心等待, 我们的飞机已经推出很快就要滑行起飞, 预计空中飞行时间_____。

为了您的安全, 乘务员将进行客舱的安全检查工作, 请您给予协助。您随身携带的小件物品可以放在行李架内或前排座椅下方, 请收起小桌板, 调直座椅靠背, 打开遮光板, 并将安全带系在明显位置, 以免我们检查确认时打扰您休息。请您关闭手机以及所有电子设备, 摘下耳机, 充电宝等各类锂电池移动电源全程禁止使用。感谢您的合作!

乘务员广播词

Re-checking of Safety after delay

Ladies and gentlemen:

Thank you for your patience. We will take off shortly. For your safety, please turn off your mobile phones and all the electronic devices, take off your earphones. Carry-on baggages must be stowed in the overhead compartment or under the seat in front of you. Fasten your seat belt, ensure that your tables and seat backs are in an upright position and open the window shades. Power bank and other portable charging devices cannot be used during the whole flight. Thanks for your cooperation.

乘务员广播词

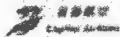
起飞前再次确认广播

女士们，先生们：

飞机即将起飞。请再次确认安全带已扣好，手机以及所有电子设备已关闭。充电宝等各类锂电池移动电源全程禁止使用。

【夜航】客舱灯光将会调暗，如果您需要阅读，可开启阅读灯。

谢谢！



乘务员广播词

Secure Broadcast

Ladies and gentlemen:

We will take off shortly. Please make sure that your seat belts are securely fastened and keep your mobile phones switched off. Power bank and other portable charging devices cannot be used during the whole flight.

【night flight】We will be dimming the cabin lights. Your reading lights are located above your seats.

Thank you!



乘务员广播词

飞机上升阶段安全提示广播

(广播时机: 遇有旅客离开座位或需要服务时广播)

女士们, 先生们:

目前飞机正处于上升阶段, 随时可能遇有颠簸/受气流影响遇有颠簸, 请在客舱中站立/走动/打开行李架的旅客立即关闭行李架并在座位上坐好, 系好安全带。此阶段洗手间停止使用。根据中国民航局安全管理规定, 乘务员在飞机起飞后 20 分钟内不能离开执勤位置。如果您有紧急事宜, 请重复按呼唤铃。

谢谢。

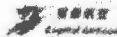


乘务员广播词

Ascending Notice

Ladies and gentlemen:

We are climbing now, please remain seated. According to regulation of CAAC, to be safe, we will provide cabin service after takeoff 20 minutes. We may encounter some turbulence, please fasten your seat belt. If you're in emergency, please press the call button. Thank you for your cooperation.



乘务员广播词

颠簸广播

女士们, 先生们:

请您系好安全带, 由于受航路不稳定气流影响, 飞机遇有(轻度/中度/重度/持续性)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), 洗手间将暂停使用, 正在使用洗手间的旅客注意抓好扶手。

- ① 我们将暂停客舱服务工作
- ② 我们将暂停热饮供应。
- ③ 请带小旅客的家长照顾好您的孩子, 并为其系好安全带, 以免发生意外。

谢谢!



乘务员广播词

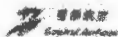
Turbulence

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

- ① We will suspend the cabin service
- ② We will be unable to serve hot drinks at this time.
- ③ Please ensure your children are securely buckled in their seats.

Thank you for your cooperation.



乘务员广播词

航线及服务介绍广播

(起飞后服务介绍广播, 广播时机起飞 20 min 后)
女士们, 先生们:

大家好。我是本次航班的客舱经理/乘务长_____
(中、英文名), 很荣幸与您一同度过_____
小时_____
分钟云端之旅。本次航班预计将在(早/中/晚/
凌晨)_____
(时间)抵达_____。

旅途中可能会遇有颠簸, 为了确保您的安全, 请您全程将安全带扣好, 并系在明显位置, 以免我们检查确认时打扰您的休息。

(节日) 今天是(节日) 我们全体机组成员谨代表首都航空向您致以节日的问候, 恭祝您(节日)快乐。

(餐饮) 客舱乘务员正在进行服务前的各项准备工作, 稍后我们会为您提供(早餐/午餐/晚餐/三明治/汉堡/小吃)和多种饮品, 提前祝您用餐愉快。

乘务员广播词

(金鹏卡) 尊享快乐, 便捷出行, 我们为您准备了《金鹏俱乐部会员申请表》, 您可以申请免费入会, 成为会员后通过累计积分, 享受多种优惠。

(机上 PAD) 我们在您前排座椅背后的口袋中, 准备了手持 Pad。内置精彩影片、优美音乐、趣味游戏等多款娱乐节目。使用完毕请放回原处。

(销售提示) 为了丰富您的旅途时光, 餐饮服务后, 我们诚邀大家参加首都航空独具特色的云端商城活动。这里为您准备了琳琅满目的商品, 欢迎您的咨询与选购。

(.....可做个性化广播 E.....)
大城添翼, 首都航空。祝您旅途愉快!

乘务员广播词

Service flow announcement (Domestic)

ladies and gentlemen:

This is (英文名) speaking, Welcome aboard Capital Airlines.

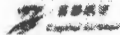
Now we are going to __, the whole flight takes about __hour(s) __Minute. We will be landing at our destination at (time).

Festival: We wish you all a _____.

We will be serving you (beverages /mineral water) and (Breakfast/lunch/dinner/cookies/snacks).

Sales: We will start the cabin sales after the meal-service.

For your convenience of travel, you can get the application forms of Fortune Wings Club and comment card from our cabin crew.



乘务员广播词

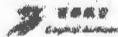
Pad: For your convenience of travel, we have prepared Pad for you. When you finish using it, please put it into the seat pocket in front of you. We wish you a pleasant journey.

We may encounter some turbulence. Please fasten your seat belt when you are seated.

Hope you enjoy your flight.

Thank you!

注:有机上活动或特殊节日广播请根据业务通告执行。



乘务员广播词

销售广播

女士们,先生们:

相聚于情,相识于缘,感谢首都航空让你我云端相知、相逢,将您平安送达是我们的责任,让您开心出行更是我们的心愿,为了满足不同旅客的个性化服务需求,丰富乘机体验,接下来,乘务员将带领大家走进今天的“首航·云端商城”,在“云端商城”我们为您准备有:(列举 3-5 类商品种类),下面我们将几款明星产品简单的向您做以介绍:

……(参照业务通告内容,选择 2-3 样产品介绍,时间控制在 3 分钟)……

首都航空致力于打造中国旅游航空第一品牌,真诚的希望您的每一次出行都有我们的陪伴,期待着与您的下一次云端邂逅。



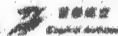
乘务员广播词

Sales

Ladies and gentlemen:

Nice to meet you on the air! We are now flying to _____. To make your trip more enjoyable, we have prepared different kinds of cabin souvenirs. You could buy it now or consult the flight attendant. Wish you a pleasant trip!

Thank you!



乘务员广播词

夜航及长航线休息广播

(长航线销售程序之后, 调暗客舱灯光之前)

女士们, 先生们:

为使您有一个舒适的休息环境, 接下来我们将关闭音乐/娱乐系统, 调暗客舱灯光。休息时请将安全带系在明显位置, 以免我们在安全确认时打扰到您。同时请保持客舱安静, 若需要帮助请按亮呼唤铃, 我们将及时为您提供服务。

谢谢!

Flying at Night

Ladies and gentlemen:

To ensure a good rest for every passenger, we will turn off the audio system and dim the cabin lights. Please fasten your seat belt. In order to avoid disturbing you, please fasten the seat belt outside your blanket if it is used. If there is anything we can do for you, please let us know.

Thank you!

国内下降前预报信息广播:

女士们, 先生们:

飞机将在__分钟后抵达__。现在是北京时间(早上/中午/下午/晚上/凌晨)__点__分。目前__(天气晴朗/有雨/下雪), 地面温度是(零下)___摄氏度。根据民航局客舱安全管理规定, 乘务员将停止服务工作, 只能履行安全职责, 洗手间将在5分钟后停止使用, 请您(注意温差变化)提前整理好随身物品。同时请将不需要的毛毯、杂物递交给乘务员。

(.....可做个性化广播 F.....)

谢谢。

乘务员广播词

Before Descending

Ladies and gentlemen:

We will be landing at Airport in about minutes. Now it is (time). The weather is (clear/rainy/snowy) and the temperature is (minus) degrees centigrade. According to regulation of CAAC, to be safe, We will suspend the cabin service. The lavatory will be closed after five minutes. (Please pay attention to the change of temperature). Please arrange all your belongings in advance, and return your blankets and waste to the flight attendants.

Thank you.

乘务员广播词

还礼广播

女士们, 先生们:

我们即将到达_____。

(.....可做个性化广播 B.....)

a) 感谢您搭乘我们的班机旅行, 真诚的希望首都航空能够成为您出行的首选, 期待与您再次相逢。

b) (延误时间超过一小时) 非常感谢您对航班延误期间对我们工作的理解和支持。祝愿您_____一行顺利、愉快!

Ladies and gentlemen:

We will be landing at ____ Airport.

a) Thank you for flying with us. We hope you had a pleasant journey and look forward to seeing you again.

b) We are very sorry for the delay. Thank you for your understanding. We look forward to seeing you again.

Thank you

(注: 乘务员在 Thank you 处行礼。)

下降安检

女士们, 先生们:

我们的飞机已经开始下降。

现在, 乘务员将进行客舱的安全检查工作, 为了您的安全, 请回到座位上坐好, 并系好安全带、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。并停用机上 Pad、关闭手提电脑及所有电子用品, 请取下耳机放置在您前排座椅背后口袋中或妥善保管。洗手间停止使用。

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!

Ladies and gentlemen:

We are descending now, the lavatory has been closed. To be safe, please return to your seats, fasten your seat belts, take off your earphones, bring your seat backs and tables to the upright position and open the window shades. All electronic devices should be turned off.

During the descend, your ears may feel uncomfortable because of the changing of cabin pressure. And you can overcome it by swallowing.

Thank you!

飞行下降阶段旅客起身或在客舱中走动时提示广播
女士们，先生们：

因飞机下降期间，受气流影响，随时会遇有颠簸。请在客舱中站立（走动/打开行李架）的旅客立即坐好，并系好安全带。感谢您的配合！

谢谢！

Descending Notice

ladies and gentlemen:

For your safety, please sit down and fasten your seat belt. We are descending now and we may encounter some turbulence.

Thank you!

落地前再次确认广播

女士们，先生们：

飞机即将着陆，为了您的安全，请再次确认安全带已经扣好，手机电源处于关闭状态。

谢谢！

Secure broadcast

ladies and gentlemen:

We will be landing shortly. Please make sure that your seat belt is securely fastened and keep your mobile phones power off.

Thank you!

落地广播

女士们，先生们：

欢迎来到___，机场距离市区___公里，我们将抵达___航站楼。机舱外温度为___摄氏度。

现在飞机还在滑行中，为了确保您旅途的安全，请您不要离开座位提拿行李，同时保持手机电源置于关闭状态。当飞机完全停稳，“系好安全带”信号灯熄灭后，再请小心开启行李架并整理好所有随身物品准备下机。（由于机舱外部与客舱内存在温差，温馨提示您及时添加衣服。）您交运的行李请到机场到达厅提取。

（经停航班）继续前往___的旅客朋友们，请您

乘务员广播词

先在座位上休息，我们将尽快广播告诉您后续的具体安排。如有特殊原因需要在____临时中止旅行的旅客，请您下机时与客舱乘务员或地面值机人员联系并办理相关手续。

(机上手持 Pad) 下机前，请将机上手持 Pad 放置在前排座椅背后的口袋中，以方便下一个航段的旅客能够继续使用。机上手持 Pad 加装了无线防盗系统，到达舱门附近会发出警报，请您留意，以免误带。

节日广播：并再次祝您____快乐。

(.....可做个性化广播 G.....)

人与山水相融，心与首航相通。首都航空期待着与您再次相聚，愿您____之行顺利、愉快、一路平安。

谢谢！

乘务员广播词

Landing

Ladies and gentlemen:

Welcome to ____ . The distance between ____ and downtown is ____ kilometers. We will be arriving at Terminal ____ . The outside temperature is (minus) degrees centigrade.

We are taxiing now, for your safety, please remain seated and keep your mobile phones powered off, please do not open the overhead locker until the airplane has come to a complete stop, please open the overhead locker carefully, and then you can get ready for disembarkation. Checked-in baggage may be

乘务员广播词

claimed at the baggage carousel in the arrival hall of the terminal.

【Transit flights】 If you are continuing to ____, please remain seated until we have further information for you.

Pad: You can put the Pad into the seat pocket in front of you when you disembark.

Festival: We wish you all a ____

Thank you for flying with CAPITAL AIRLINES and see you next time!

乘务员广播词

滑行中旅客起身、开启行李架广播

女士们、先生们:

我们的飞机还没有滑到指定的停机位,请在客舱中(站立/走动/开启行李架)的旅客(立即坐下/关闭行李架)。并将安全带扣好!

谢谢。

Ladies and gentlemen:

Our plane is still taxiing now, the passenger who is (standing/walking /opening the overhead locker), please (sit down/ close the overhead locker) at once and fasten your seatbelts.

Thank you!

落地后开启手机电源广播

女士们，先生们：

我们的飞机还在滑行中，为了避免干扰机组与塔台间的无线电通讯，请在客舱中开启手机的旅客将手机电源关闭。

谢谢。

Ladies and gentlemen:

Our plane is still taxiing now, for your safety, please keep your mobile phones powered off.

Thank you!

飞机停靠廊桥广播

女士们，先生们：

我们的飞机停靠在____机场（航站）楼，前中登机门对接客梯廊桥，请您/（到达____的旅客）带好随身物品。从前中登机门下飞机，下次旅行再会！

谢谢！

Disembarking From Air Bridge

Ladies and gentlemen:

Our plane has stopped at the NO.____ Building of airport. Please get your belongings ready and disembark through the front air bridge.

Thank you and good bye!



乘务员广播词

飞机停靠客梯车广播

女士们，先生们：

我们的飞机停靠在____机场（航站）楼，前中登机门对接客梯车，请到达____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。下次旅行再会！

谢谢！

Disembarking From Passenger Ramp

Ladies and gentlemen:

Our plane has stopped at the NO.____Building of airport. Please get your belongings ready and disembark through the front (and rear) passenger ramp. You can take the shuttle bus to the terminal building.

Thank you and good bye!



乘务员广播词

落地后地面保障未到位广播

女士们，先生们

由于：

- ① 我们尚未得到地面工作人员开舱门许可
- ② 正在等待对接廊桥
- ③ 客梯车/摆渡车/地面人员尚未到达。

请您在座位上稍加休息等候，感谢您的理解。
谢谢！



乘务员广播词

Ladies and gentlemen:

Because

- ① We have not yet received the ground staff permission to open the door.
- ② We are waiting for the docking bridge.
- ③ The passenger ramp/shuttle bus/ground staff has not yet arrived.

Please take a rest in your seats, thanks for your cooperation.



乘务员广播词

过站旅客不下飞机

女士们，先生们：

继续前往_____的旅客请注意，请您不要下飞机，在座位上休息等候，我们会尽快安排_____的旅客上飞机。休息期间请不要在客舱任何部位及客梯车、停机坪等区域吸烟。需要帮助时请与我们联系。

(更换乘务组时：很荣幸能伴随各位旅客共度这段美好时光，后续航班将由另一个优秀的乘务组继续为您服务，祝您旅途愉快。)

谢谢！



乘务员广播词

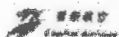
Wait On Board

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. On behalf of my team, I would like to wish you a pleasant journey.)

Thank you!



乘务员广播词

中转旅客下飞机需带所有行李物品

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。请拿好您的登机牌或机票,所有行李物品需随身携带。在候机楼休息期间,请留意再次登机的广播。

(乘务换组时:很荣幸能伴随各位旅客共度这段美好时光,后续航班将由另一个优秀的乘务组继续为您服务,祝您旅途愉快。)

谢谢。

Ladies and gentlemen:

Please take your boarding pass or ticket with you and wait for about ___ minutes in the terminal. You have to take all your belongings with you. Please pay attention to the re-boarding Announcement.

(There will be a change of cabin crew here. On behalf of my team, I would like to wish you a pleasant journey.)

Thank you.

B 国际广播

航线及服务介绍

女士们，先生们：

欢迎您搭乘首都航空的班机飞往___。我是本次航班的客舱经理（乘务长）___，很荣幸与您一同度过___小时___分钟云端之旅。我们的飞机预计在当地时间___月___日（上午/中午/下午/晚上/凌晨）___点___分到达___机场。

旅途中可能会遇有颠簸，为了确保您的安全，请您全程将安全带扣好，并系在明显位置，以免我们检查确认时打扰您的休息。

乘务员广播词

【供餐广播】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）。根据欧盟新规的要求，我们可为您提供机上食品的过敏源信息，如有需要，欢迎与乘务员联系。（欧洲航线适用）

【金鹏卡】尊享快乐，便捷出行，我们为您准备了《金鹏俱乐部会员申请表》，您可以申请免费入会，成为会员后通过累计积分，享受多种优惠。

【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》。

乘务员广播词

（……可做个性化广播 E……）

旅途中如有任何需要服务的地方，我们很乐意为您效劳。衷心祝愿各位有一个轻松愉快的旅程。

谢谢！

Service flow announcement (International)

Ladies and Gentlemen,

Welcome aboard Capital Airlines. 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.

According to regulation of CAAC, electronic devices can be used once we reach our cruising altitude. Please keep your mobile phone switched off and smoking is not permitted during the whole flight.

Please fasten your seat belt when you are seated.

【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). According to the requirements of European Union Labeling Regulation, we can provide you with in-flight catering allergen information. If needed, please contact us.

【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.

Thank you!

(国际) 出入境申请表发放提示广播

女士们, 先生们:

我们即将抵达您的目的地____为了缩短您在机场的入境时间, 接下来我们将提供____入境卡(旅客健康卡、海关申报单)。(加入各国规定)

如果您需要我们的帮助, 请随时和我们联系!

谢谢!

Sending out Forms

Ladies and gentlemen:

May I have your attention please!

For your convenience, we will now provide the necessary Entry Card (Passenger Health Card, Customs Declaration Forms).

If you have any questions, please let us know.

Thank you.

未配发入境卡广播(下降前广播结束后)

女士们, 先生们:

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

谢谢!

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!

(国际) 免税品销售广播

女士们, 先生们:

接下来我们将提供免税品销售服务, 您可以参阅前方座椅口袋内的《购物指南》, 我们收取多种货币和信用卡, 欢迎您选购。

谢谢!

Duty-free sales

Ladies and gentlemen:

We will now offer you duty-free sales. The shopping guide is in the seat pocket in front of you. We accept many kinds of currencies and credit cards.

Thank you!



乘务员广播词

(国际) 供二餐前提示广播

女士们, 先生们:

长途旅行, 大家一路辛苦了。我们将在____小时
分钟后到达____, 现在是当地时间____点____分, 稍
后您将享用到____餐和饮料。祝您用餐愉快。同时,
机上免税品的销售服务将在落地前____小时结束, 请
需要购买商品的旅客抓紧时间。

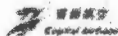
谢谢!

Before Providing the Second Meal

Ladies and gentlemen:

All the way hard for the long journey. We will be
landing at____airport in about____hour(s) and
minutes. Now the local time is____. We will serve you
(lunch/dinner/breakfast.) and drinks soon and duty free
sales will finish ____ hour(s) before landing.

Thank you!



乘务员广播词

(国际) 喷药广播

女士们, 先生们:

根据____检疫部门的要求, 所有国际进港航班
必须进行喷雾消毒。机上使用的消毒剂对人体无害,
请您放心。佩戴隐形眼镜的旅客, 请暂时闭上眼睛。

感谢您的合作!



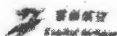
乘务员广播词

Spray broadcast

Ladies and gentlemen:

Due to government quarantine requirements, 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!



乘务员广播词

下降前信息通报广播

女士们, 先生们:

飞机将在__分钟后抵达__机场。

现在当地时间__月__日(早上/中午/下午/晚上/凌晨)__点__分。(起飞城市)与(落地城市)时差为__小时。

目前__(天气晴朗/有雨/下雪),地面温度是(零下)__摄氏度__华氏度。根据民航局客舱安全管理规定,乘务员将停止服务工作,只能履行安全职责,洗手间将在5分钟后停止使用,请您(注意温差变化)提前整理好随身物品。同时请将不需要的毛毯、杂物递交给乘务员。

(.....可做个性化广播 F.....)

谢谢。

乘务员广播词

Before Descending

Ladies and gentlemen:

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

The weather is _____ (clear/ rainy/snowy) and the temperature is (minus) _____ degrees centigrade _____ Fahrenheit. According to regulation of CAAC, to be safe, We will suspend the cabin service. The lavatory will be closed after five minutes. (Please pay attention to the change of temperature). Please arrange all your belongings in advance, and return your blankets and waste to the flight attendants.

Thank you.

乘务员广播词

下降安检

女士们，先生们：

我们的飞机已经开始下降。

现在，乘务员将进行客舱的安全检查工作，为了您的安全，请回到座位上坐好，并系好安全带、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。并停用机上 Pad、关闭手提电脑及所有电子用品，请取下耳机放置在您前排座椅背后口袋中或妥善保管。洗手间停止使用。

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！

乘务员广播词

Ladies and gentlemen:

We are descending now, the lavatory has been closed. To be safe, please return to your seats, fasten your seat belts, take off your earphones, bring your seat backs and tables to the upright position and open the window shades. All electronic devices should be turned off.

During the descend, your ears may feel uncomfortable because of the changing of cabin pressure. And you can overcome it by swallowing.

Thank you!

乘务员广播词

落地道别广播 (广播时机: 飞机落地后)

女士们, 先生们:

欢迎来到___, 机场距离市区___公里, 我们将抵达___号航站楼。

现在飞机还在滑行中, 为了确保您旅途的安全, 请您不要离开座位提拿行李, 同时保持手机电源置于关闭状态。当飞机完全停稳, “系好安全带”信号灯熄灭后, 再请小心开启行李架并整理好所有随身物品准备下机。(由于机舱外部与客舱内存在温差, 温馨提示您及时添加衣服。) 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、护照及其他资料以

乘务员广播词

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志办理换乘手续。

【经停航班】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。

【延误】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。

(.....可做个性化广播 G.....)

人与山水相融，心与首航相通。首都航空期待与您再次相聚。愿您__之行一路平安。

谢谢！

乘务员广播词

Landing (International)

Ladies and Gentlemen,

Welcome to __. The distance to downtown is __ kilometers(miles). 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 completely 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

乘务员广播词

take all of your carry-on items and disembark. The ground staff will provide connecting information for you.

【Transit flights】 If you are continuing to____, please remain seated until we have further information for you.

【delay】 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 Capital Airlines. And we look forward to seeing you again!

Thank you!

乘务员广播词

国际航班等待下客

女士们，先生们：

目前我们正在等待____机场的（海关/检疫/边防）检查，请大家回到座位上稍等片刻，并保持通道通畅，感谢您的理解和配合。



乘务员广播词

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!



乘务员广播词

C 航班特殊情况

1、延误广播

1.1 首次延误广播：（超过起飞时间 10 分钟）

女士们，先生们：

这里是乘务长广播。由于____的原因，我们的飞机暂时不能起飞/正在等待起飞。（我们的飞机预计需要等待__时间）。

机组人员正在积极的与塔台进行联系，争取能够尽快起飞/（机械故障：我们的维修人员正在排除故障。）

（.....可做个性化广播 D.....）

【旅客机上休息】请您在座位上休息等候，我们将提

乘务员广播词

供()服务。如果您有任何需要,我们很乐意效劳。

【信息预报】 _____分钟后我们将再次为您报告进展情况。在此期间如有任何进展,我们都将立即广播告知。

【到候机楼休息】现在,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,但贵重物品请随身携带好。请跟随地面服务人员到候机室休息,等候广播通知再次登机。

本次航班的延误,带来的诸多不便,在此我们向您深表歉意。感谢您的理解和配合!

【①航空交通管制 ②航路军事禁航 ③机场跑道繁忙 ④机械故障⑤天气 ⑥装货 ⑦行李装载 ⑧飞机除冰 ⑨跑道除冰】

乘务员广播词

Delay

Ladies and gentlemen:

This is your purser speaking. Due to ____, we are now waiting for departure clearance. We will take off in about ____ minutes (time).

Our captain is now communicating with the Air Traffic Control tower. /Our maintenance technicians are ensuring that our systems are ready for departure.

【Wait on board】 Please remain seated and wait for a few moments. We will serve you _____.

【information】 We will provide further information in about () minutes.

【Wait in the terminal building】Please take all of your personal belongings with you / Your carry-on luggage can be left on board, however do not leave any valuables on board. Please wait in the terminal building and wait for boarding instructions.

We apologize for the inconvenience. Thank you for your cooperation.

【①air traffic control ②the military ban along the route ③the busy runway ④maintenance matter ⑤weather condition ⑥loading of cargo ⑦baggage loading ⑧deicing of the aircraft ⑨deicing of the runway】

1.2 第二次广播:

女士们, 先生们:

这里是乘务长广播。

【获得具体时间】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】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, 如果有任何需要, 我们很乐意为您效劳。

感谢您的耐心与谅解!

Ladies and gentlemen:

This is purser speaking.

【Take off soon】 Our plane will be taking off at __: Am/pm. (time). We expected to wait for about ___ minutes more (time).

【Still waiting】 We have not received our clearance for departure yet. Our captain is in the process of obtaining approval for departure / Maintenance staff is handling some technical issues. As soon as we receive further information, we will make an announcement.

Thank you for your understanding and cooperation.

2、除冰广播

女士们，先生们：

这里是乘务长广播，刚刚收到机长的通知，由于（机场）天气异常寒冷，导致机身结冰，为确保飞行安全，工作人员正在进行除冰工作。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，有进一步的消息，我们会及时通知您。

（……可做个性化广播 D……）

谢谢！

Deicing

Ladies and gentlemen:

This is your purser speaking. We have just been informed by the captain that our departure will be delayed for ___ minutes, because ice may have formed on the aircraft because of the cold weather. The aircraft is now being de-iced. Please remain in your seat. We will provide you with more details as soon as they become available.

Thank you.

3、备降广播**3.1 备降前广播**

女士们，先生们：

这里是乘务长广播，接机长通知，由于___原因，我们无法降落在___（目的地）机场，现在我飞机正前往___，做短暂停留。大约___后，到达___，乘务员将进行客舱的安全检查，为了您的安全，请系好安全带、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。

（……可做个性化广播 D……）

谢谢！

乘务员广播词

Before unscheduled landing

Ladies and gentlemen:

This is your purser speaking. We just receive the notice from captain that due to___, we can't land at___Airport. We are now flying to____. After___hours/minutes, we will arrive at____. Our flight attendants will check the cabin security. Please fasten your seat belt, ensure that your tables and seat backs are in an upright position and open the window shades.

Thank you!

乘务员广播词

3.2 备降：落地后广播

女士们，先生们：

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，请旅客们在座位上耐心等待，我们将随时为您通报有关情况。

(.....可做个性化广播 D.....)

谢谢！

乘务员广播词

After unscheduled landing

Ladies and gentlemen:

We have just landed at _____ Airport. Please keep your seat belt fastened and remain seated until the plane has come to a complete stop. Please keep your mobile phones power off. We'll have further information for you shortly.

Thank you!

乘务员广播词

4、空中盘旋广播

女士们，先生们：

这里是乘务长广播，非常抱歉地通知大家，刚刚接机长通知，由于_____机场天气不好，能见度很低，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。如有进一步的消息，我们将及时通知您。

(.....可做个性化广播 D.....)

谢谢!

Circling

Ladies and gentlemen:

This is your purser speaking. Due to unfavorable weather conditions at ___ Airport, we have been ordered to circle over ___ until we receive new instructions.

Thank you!

5、返航广播

女士们，先生们：

这里是乘务长广播，我们非常抱歉的通知您，刚刚接机长通知由于___原因，为确保飞行安全，我们决定返回___机场。飞机将于___后到达机场。有进一步的消息我们会及时告知。对于给您造成的不便，我们深表歉意，感谢您的理解。

(.....可做个性化广播 D.....)

谢谢！

- ① 航空交通管制
- ② 航路军事禁航
- ③ 机场跑道繁忙
- ④ 机械故障
- ⑤ 天气

Return (mechanical trouble)

Ladies and gentlemen:

This is your purser speaking. We just receive the notice from captain and sorry to inform you that we will return to ___ Airport due to ___. We expect to land at Airport at(time).

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

【①air traffic control ②the military ban along the route ③the busy runway ④maintenance matter ⑤weather condition】

6、航班取消广播

女士们，先生们：

我们非常抱歉地通知您，由于_____原因，公司决定取消今天的航班，将在_____过夜。请您带好全部行李下飞机。（起飞时间定于明天（时间）/起飞时间另行通知。）

对于给您造成的不便，我们全体机组人员深表歉意，感谢您的理解与配合。

（……可做个性化广播 D……）

谢谢！



乘务员广播词

Cancel And Stay Overnight (Weather condition)

Ladies and gentlemen:

We are very sorry to inform you that the flight has been canceled due to _____. We will have to stay overnight at Airport. Please take all your belongings with you while leaving the plane.

The plane will take off at (time) tomorrow. (We'll have further information for you later.)

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

Thank you!



乘务员广播词

7、换乘广播

女士们，先生们：

这里是乘务长广播，非常抱歉地通知大家，由于机械故障/飞机调配，为了确保大家的旅途安全，现在决定换另一架飞机前往_____。请您带好全部行李物品，随地面工作人员下飞机。对于给您造成的不便，我们深表歉意，感谢您的理解。

(.....可做个性化广播 D.....)

谢谢！



乘务员广播词

Change of aircraft

Ladies and gentlemen:

May I have your attention please! This is your purser speaking.

We regret to inform you that we will have to transfer to another aircraft due to mechanical problem/ aircraft allocation. Please take all your belongings 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!



乘务员广播词

8、等待旅客(装货、舱单)广播

女士们, 先生们:

由于本架飞机还缺少部分旅客尚未登机(还在装载货物/必要文件未到)请在座位上稍加等候, 对于给您造成的不便, 我们深表歉意, 感谢您的理解。

谢谢!



乘务员广播词

Ladies and gentlemen: :

We are now waiting for some passengers to join us (cargo loading/some documents). Please remain seated and wait for a moment. We apologies for any Inconvenience and thank you for your understanding.

Thank you!



乘务员广播词

D 辅助广播

1、广播找医生

女士们，先生们：

现在飞机上有位重病旅客/有位旅客需要使用机上处方药，如果哪位旅客是医生或护理人员，请马上与乘务员联系。对您的帮助我们深表谢意！

谢谢！

Look for doctor

Ladies and gentlemen:

May I have your attention please!

There is a sick passenger on board/There is a passenger who need to use prescription drug. If you are medical personnel, please contact us.

Thank you!

2、清点人数广播

女士们，先生们：

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

谢谢！

Head-checking

Ladies and gentlemen:

We are going to make a check of the number of passengers on board. Please remain in your seat and do not use the lavatory.

Thank you!

乘务员广播词

3、对号入座广播

女士们，先生们：

这里是安全提示广播，每个航班受旅客数量及货物装载的影响，所产生的重心位置各不相同，为了飞机的配载平衡，确保旅途安全，请严格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!

乘务员广播词

4、清舱广播

女士们，先生们：

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。...

a)现在请各位旅客协助工作人员指认客舱中自己的行李；

b)请所有旅客带上您的全部行李下飞机，在廊桥上等候/重新进行安全检查。

对于给您造成的不便，我们深表歉意。

谢谢！

Clear Cabin

Ladies and gentlemen:

May I have your attention please! Because some passengers deplane earlier without notifying us (some passengers require to refund their tickets), the ground staff of the airport will make a safety check of the cabin according to the regulation of CAAC.

a) Please assist the ground staff to identify all your belongings in the cabin.

b) Please carry all your belongings to disembark and wait on the air bridge /go through the security check at the terminal.

We apologize for any inconvenience and we thank you for your cooperation!

5、高原飞行提示广播（适用于高高原机场）**5.1 拉萨机场高原飞行提示广播（机组给出 3000 米信号时）**

女士们，先生们：

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系好，我们特别提醒各位旅客：请不要在客舱内走动。

谢谢！



乘务员广播词

Ladies and gentlemen:

The cabin altitude is 3 thousand meters now. You'll feel a little uncomfortable due to the plateau climate. But don't be nervous. Please remain in your seat and keep your seat belt securely fastened.

Thank you for your cooperation!



乘务员广播词

5.2 高原飞行提示广播（落地广播后）

女士们，先生们：

为了您能及早适应高原缺氧的环境，我们温馨提示：当您下机时，应动作轻缓，避免剧烈运动产生高原反应。祝您____之行顺心如意。

谢谢！



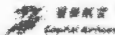
乘务员广播词

Before landing in plateau

Ladies and gentlemen:

We'll be landing at ___ airport. Because of the high altitude in ___, you must take certain precautions to adjust to the altitude slowly in order to avoid altitude sickness. We hope your stay in ___ will be happy!

Thank you!



乘务员广播词

6、寻物启示广播

女士们，先生们！

现在广播寻物启示，如有旅客拾到___（丢失物品的数量、名称及外型样式）请按头顶上方的呼唤铃与客舱乘务员联系，我们谨代表失主向您表示感谢！

谢谢！

乘务员广播词

Ladies and gentlemen:

May I have your attention please! Any passenger who has found____, please contact our flight attendant immediately, or press the call button overhead.

Meanwhile, other passengers who have seen the article please offer us relevant clues.

Thank you!

乘务员广播词

7、失物招领广播

女士们，先生们：

我们现在拾到____，如果是您丢失的，请与乘务员联系。谢谢！

Lost items

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!

8、等待摆渡车广播

女士们，先生们：

本架飞机停靠客梯车，需乘坐机场摆渡车前往候机楼。由于第二辆摆渡车尚未到位，外面正在下雨/雪，天气寒冷，路面湿滑，为了避免造成您的身体不适，请您在座位上稍加休息等候。

谢谢！

Ladies and gentlemen: :

The shuttle bus is fully loaded and it is raining/snowing outside, please wait in the cabin for a few minutes.

Thank you.

9、寻找 EOD 专业人员广播

(广播时机与原则：在机上怀疑有爆炸物时，进行客舱寻找 EOD 专业人员的广播。为避免引起旅客恐慌，不可透露“排爆人员”等类似的敏感词语。)

女士们，先生们：

如果您是 EOD 专家，请马上与我们联系，谢谢！

Ladies and Gentlemen:

If you are EOD personnel, please contact us!

Thanks!

注：EOD (Explosive Ordnance Disposal) 爆炸军械处理；排爆人员。

10、旅客在机内等候飞机加油

女士们，先生们：

飞机即将进行加油，为了确保安全，请您在座位上坐好，解开安全带。同时，请务必不要使用手机及其它电子设备，客舱内外禁止吸烟。

感谢您的合作！

Refueling Spacing

Ladies and Gentlemen:

The aircraft will be refueling shortly. For safety reasons, please remain seated but unfasten your seatbelt. Mobile phones or any other electronic devices are not allowed to be used at all during refueling. Smoking is not permitted.

Thank you for your cooperation!

E 紧急情况

1、客舱灭火广播

1.1 灭火时广播

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 in the Cabin

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.

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）

a) 非常抱歉此次意外给您带来的不安，我们将继续飞行，非常感谢您的合作！

b) 但飞机需要尽快着陆，以便进一步检查。我们预计后到达_____机场。

谢谢。

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. We expect to land at Airport at (time).

We are sorry to have interrupted you and we thank you for your cooperation!

Thank you!

2、客舱释压广播**2.1 释压时广播**

女士们，先生们：

现在客舱发生释压，请您用力拉下氧气面罩，将面罩罩住口鼻，进行正常呼吸。如果您与儿童相邻而坐，戴好自己的氧气面罩后帮助儿童戴上氧气面罩。

飞机正在紧急下降。请不要惊慌，系好安全带，不要走动。

Decompression

Ladies and gentlemen:

Please give me your full attention!

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

When you see the mask drop, reach up and pull the mask towards your face and cover your mouth and nose, slip the elastic band over your head and breathe normally. If you are traveling with a child, please help him or her to put on the oxygen mask.

2.2 到达高度后的广播

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前排座椅背后的口袋里，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。

Ladies and gentlemen:

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

Thank you!

3、有充分准备的水上/陆地撤离广播

3.1 广播迫降决定 (接替机长广播)

女士们, 先生们:

我是本架飞机的乘务长(客舱经理)。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, 迅速脱离飞机, 撤离到安全地带。

Ladies and gentlemen:

This is your purser (cabin manager) speaking. Our situation is as the captain has announced. We will be landing /ditching in ___minutes.

Our crew members are well trained for emergency situation. Please follow their instructions. After landing, please leave the aircraft as soon as possible.

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，脱下高跟鞋和带钉子的鞋(水上：脱掉所有鞋)，把它们放在行李架内。

Ladies and gentlemen:

We will explain the personal preparations for your safety. Please remove necklace, earring, pen, tie, mobile phone, high-heeled shoes (all shoes) and other sharp objects. Please keep them in your baggage or follow the instructions of the flight attendants.

3.3 示范救生衣 (仅限水上)

女士们, 先生们:

请注意!从座椅下取出救生衣,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。

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.

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,尽快转移到其它出口。



乘务员广播词

Ladies and gentlemen: :

Attention please!

There are emergency exits on each side of the aircraft. Please locate your exit by following the cabin attendant's direction. If the exit cannot be used, please quickly move to another one.



乘务员广播词

3.5 示范防冲击安全姿势

女士们，先生们：

请注意！我们将向您演示防冲击姿势。

第一种：两臂伸直交叉，紧抓前面座椅，头俯下，两脚用力蹬地。

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。

Ladies and gentlemen:

Attention please!

We'll show you the brace positions.

First: Stretch both your arms and cross them on the seat back in front of you. Place your feet firmly on the floor.

Second: Bend the upper part of your body forward, put your head on your knees, clasp both legs with your two hands and place your feet firmly on the floor.

3.6 补充广播

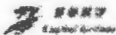
女士们, 先生们:

当机长发出命令时, 请做好防撞击姿势。当飞机未完全停稳时, 必须保持防撞击姿势。当飞机停稳后, 听从乘务员的指挥进行紧急撤离。

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.



乘务员广播词

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，我们需要你的帮助。因撤离时需要，我们将调整一些旅客的座位。

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 to be close to an exit to help evacuate.



乘务员广播词

3.8 调整客舱灯光广播

女士们，先生们：

为了使您在撤离时能尽快适应机外光线，我们将调暗客舱灯光。同时，我们再次提醒您，撤离时禁止携带任何行李。

Ladies and gentlemen: :

We will now dim cabin lights. we remind you again, please leave all carry-on baggage on board before evacuation.

4、有准备时限的水上/陆地撤离广播

4.1 广播迫降决定（接替机长广播）

女士们，先生们：

我是本次航班的乘务长(客舱经理)。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，请听从乘务员的指挥。落地后，迅速脱离飞机，撤离到安全地带。

Ladies and gentlemen:

This is your purser (cabin manager) speaking. Our situation is as the captain has announced. We will be landing/ditching in ___ minutes.

Our crew members are well trained for this kind of situation. So please follow their instructions. After landing,

Please leave the plane as soon as possible.

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，脱下高跟鞋和带钉子的鞋，(水上：脱下所有的鞋)把它们放在行李架内。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。

Ladies and gentlemen: :

Please remove necklaces, earrings, pens, ties, mobile phones, high-heeled shoes (all shoes) and other sharp objects. Please keep them in your baggage or follow the instructions of the flight attendants. After safety demonstration please remove glasses, dentures, 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 ship ,stow all tray tables and (footrests), make sure your seat belt is fastened tight and low, and do not smoke.

4.3 示范救生衣 (仅限水上)

女士们、先生们:

请注意!从座椅下取出救生衣,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。

Ladies and gentlemen:

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.

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(水上: 前、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, 出口指示灯为红色。

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 lean you to those exits, The red light indicates the exits.

4.5 示范防冲击安全姿势

女士们, 先生们:

请注意! 我们将向您演示防冲击姿势。

第一种: 两臂伸直交叉, 紧抓前面座椅, 头俯下, 两脚用力蹬地。

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。

Ladies and gentlemen:

Attention please!

We'll show you the brace positions.

First: Stretch both your arms and cross them on the seat back in front of you. Place your feet firmly on the floor.

Second: Bend the upper part of your body forward, put your head on your knees, clasp both legs with your two hands and place your feet firmly on the floor.

4.6 补充广播

女士们，先生们：

当机长发出命令时，您要作好防撞击姿势。当飞机未完全停稳时，必须保持防撞击姿势。当飞机停稳后，按乘务员的指挥进行紧急撤离。

Ladies and gentlemen:

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

4.7 调整客舱灯光广播

女士们，先生们：

为了使您在撤离时能尽快适应机外光线，我们将调暗客舱灯光。同时，我们再次提醒您，撤离时禁止携带任何行李。

Ladies and gentlemen: :

We will now dim cabin lights. we remind you again, please leave all carry-on baggage on board before evacuation.

F 附录

1、温度换算表：

摄氏 度	华 氏 度	摄氏 度	华 氏 度	摄氏 度	华 氏 度	摄氏 度	华 氏 度
-44	-47.2	-22	-7.6	0	32	22	71.6
-43	-45.4	-21	-5.8	1	33.8	23	73.4
-42	-43.6	-20	-4	2	35.6	24	75.2
-41	-41.8	-19	-2.2	3	37.4	25	77
-40	-40	-18	-0.4	4	39.2	26	78.8
-39	-38.2	-17	1.4	5	41	27	80.6
-38	-36.4	-16	3.2	6	42.8	28	82.4

乘务员广播词

-37	-34.6	-15	5	7	44.6	29	84.2
-36	-32.8	-14	6.8	8	46.4	30	86
-35	-31	-13	8.6	9	48.2	31	87.8
-34	-29.2	-12	10.4	10	50	32	89.6
-33	-27.4	-11	12.2	11	51.8	33	91.4
-32	-25.6	-10	14	12	53.6	34	93.2
-31	-23.8	-9	15.8	13	55.4	35	95
-30	-22	-8	17.6	14	57.2	36	96.8
-29	-20.2	-7	19.4	15	59	37	98.6
-28	-18.4	-6	21.2	16	60.8	38	100.4
-27	-16.6	-5	23	17	62.6	39	102.2
-26	-14.8	-4	24.8	18	64.4	40	104
-25	-13	-3	26.6	19	66.2	41	105.8

乘务员广播词

-24	-11.2	-2	28.4	20	68	42	107.6
-23	-9.4	-1	30.2	21	69.8	43	109.4

$$F=C \times 9/5 + 32; C=5/9(F-32)$$

(F 为华氏温度单位, C 为摄氏温度单位)

2、节假日广播表:

元旦 (1月1日)	New year's day
春节 (农历正月初一)	Spring Festival
元宵节 (农历正月十五)	Lantern Festival
情人节 (2月14日)	Saint Valentine's Day
妇女节 (3月8日)	International Working Women's Day
劳动节 (5月1日)	Labor Day
青年节 (5月4日)	Youth Day
母亲节 (5月的第2个星期日)	Mother's Day

儿童节 (6月1日)	International Children's Day
端午节 (农历五月初五)	Dragon Boat Festival
父亲节 (6月的第3个星期日)	Father's Day
建党日 (7月1日)	The Party's Birthday
七夕情人节 (农历七月初七)	Seventh evening of the seventh lunar month
建军节 (8月1日)	Army Day
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



乘务员广播词

重阳节 (农历九月初九)	Double Ninth Festival
圣诞节 (12月25日)	Christmas



乘务员广播词

3 英语读法规则表:

3.1 月份和星期读法表

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



3.2 时间读法规则

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 或 eight o'clock

中午 12 点 15 分——读: Twelve fifteen AM

下午 3 点 30 分——读: Three thirty PM

凌晨零点——读: Zero o'clock 或者 twelve o'clock midnight

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

3、航班号的读法,按数字次序读出数字。

例如: JD0181——JD zero one eight one

JD0055——JD zero zero five five

JD0666——JD zero six six six

4、机型读法

空客 319——Airbus three nineteen

乘务员广播词

空客 320——Airbus three

空客 330——Airbus three thirty dash two-hundred

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 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

乘务员广播词

3.3 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，到达纽约。温度为10摄氏度，50华氏度。

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

3.4 特殊情况中英文对照表:

航空交通管制	air traffic control
机械故障	mechanical trouble
天气	Weather condition
等待转机旅客	waiting for the transit passengers
等待餐食	waiting for the meal
装货	loading of cargo
行李装载	baggage loading
飞机除冰	deicing of the aircraft
跑道除冰	deicing of the runway

旅客临时取消行程，地面工作人员正在查找他们的行李

Some passengers canceled their plan, our ground staffs are removing their checked baggage

4. 飞机停靠航站一览表

北京(国内)—T1	广州—A
深圳—A	西安—T2
成都—T3	乌鲁木齐—T1
重庆—T2	长沙—T2
厦门—T4	

乘务员广播词

5、国内机场三字代码与市区距离一览表

省份	名称	三字代码	机场名字	距 离 市区
安徽	合肥	HFE	新桥国际机场	32
安徽	黄山	TXN	屯溪机场	5.5
北京	首都	PEK	首都国际机场	25
福建	福州	FOC	长乐国际机场	47
福建	厦门	XMN	高崎国际机场	11
甘肃	敦煌	DNH	敦煌机场	12

乘务员广播词

甘肃	兰州	LHW	中川机场	56
广东	广州	CAN	白云国际机场	28
广东	深圳	SZX	宝安国际机场	32
广西	桂林	KWL	两江国际机场	26
广西	南宁	NNG	吴圩机场	32
贵州	贵阳	KWE	龙洞堡机场	11
贵州	安顺	AVA	黄果树机场	6
海南	海口	HAK	美兰国际机场	25
海南	三亚	SYX	凤凰国际机场	20

乘务员广播词

河北	石家庄	SJW	正定机场	32
河北	唐山	TVS	三女河	20
河南	郑州	CGO	新郑国际机场	26
黑龙江	哈尔滨	HRB	太平国际机场	33
湖北	武汉	WUH	天河国际机场	26
湖北	宜昌	YIH	三峡机场	26
湖南	长沙	CSX	黄花国际机场	24

乘务员广播词

吉林	长春	CGQ	龙嘉国际机场	32
江苏	南京	NKG	禄口国际机场	36
江苏	徐州	XUZ	观音机场	45
江西	南昌	KHN	昌北机场	21
辽宁	大连	DLC	周水子国际机场	10
辽宁	沈阳	SHE	桃仙国际机场	19
内蒙古	包头	BAV	二里半机场	2.5
内蒙	呼和	HET	白塔国际机场	14

乘务员广播词

古	浩特			
内蒙 古	海拉 尔	HLD	东山机场	7
内蒙 古	满洲 里	NZH	西郊机场	9
内蒙 古	通辽	TGO	通辽机场	7
宁夏	银川	INC	河东机场	19
青海	西宁	XNN	曹家堡机场	28
山东	青岛	TAO	流亭国际机场	23

乘务员广播词

山东	济南	TNA	遥墙国际机场	28
山西	太原	TYN	武宿机场	13
陕西	西安	XIY	咸阳国际机场	47
上海	上海 浦东	PVG	浦东国际机场	30
上海	上海 虹桥	SHA	虹桥国际机场	16
四川	成都	CTU	双流国际机场	17
四川	绵阳	MIG	南郊机场	10

乘务员广播词

四川	宜宾	YBP	菜坝机场	7
天津	天津	TSN	滨海国际机场	13
西藏	拉萨	LXA	贡嘎机场	63
新疆	喀什	KHG	喀什机场	10
新疆	乌鲁木齐	URC	地窝堡国际机场	17
云南	西双版纳	JHG	嘎洒机场	
云南	昆明	KMG	长水国际机场	24

乘务员广播词

云南	丽江	LJG	三义国际机场	22
浙江	杭州	HGH	萧山国际机场	27
浙江	宁波	NGB	栎社(II)机场	12
重庆	重庆	CKG	江北国际机场	21
香港	香港	HKG	赤鱓(liè)角国际机场	34
澳门	澳门	MFM	澳门国际机场	14

.....活动空白页.....



乘务员广播词

www.airmango.net