

上海吉祥航空股份有限公司

JUNEYAO AIR

客舱部

CABIN DEPARTMENT

机上广播词

INFLIGHT

ANNOUNCEMENTS

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前 言

《客舱广播词手册》是乘务员进行机上广播的基本依据，主要分为正常情况、特殊情况、紧急情况、城市介绍四部分。

《客舱广播词手册》持有人必须保证其为最新版本，并按要求及时更换相应调整内容，保持其与公司要求相统一。离职时需将其交回安全质量和标准管理处。

客舱广播员在执行航班任务时必须携带《客舱广播词手册》，进行优质的客舱广播，为旅客带来舒适、安全的感受，增加公司的社会美誉度。

《客舱广播词手册》由吉祥航空客舱部安全质量和标准管理处负责编写和修订。

上海吉祥航空股份有限公司

二〇一五年六月

广播原则

- 一、 广播要求：必须具有广播员资质的人员实施机上广播
- 二、 同一个航班应由同一人负责实施全程广播
- 三、 广播员应严格按照广播词内容播报，严禁自行删减、篡改广播词
- 四、 广播员在播报时，应手持《客舱广播词手册》，按照广播词内容，语速适中，语气亲切的朗读广播词，不得背诵，以免发生播报错误
- 五、 广播员应按照《广播播报时间与节点标准》（仅限正常情况）播报或播放预录广播
- 六、 广播词播报顺序：中文——英文——目的地国家语言（如有）
- 七、 播报标准：

《广播播报时间与节点标准》

正常情况			
播报内容	必须：√ 视情：○	播放方式	时间节点
迎宾词	√	预录	第一位旅客开始登机至最后一位旅客登机完毕
防错登机	√	人工	旅客登机完毕后广播
禁止使用电子设备	√	预录	舱门关闭滑梯待命后播放
客舱安全设备演示	√	预录	《禁止使用电子设备》广播后
安保广播	√	预录	安全设备演示结束后播放（安全员播放 乘务长协助播放）
欢迎词	√	预录	飞机推出后播放
再次确认安全带	√	人工	飞机滑入跑道前，飞行机组给予“系好 安全带”信号灯两声铃声后
飞行关键阶段广播	○	人工	起飞后未满 20 分钟
短航线广播(70 分钟 以下)	√	人工	起飞后 20 分钟广播
精品航线致礼	○	人工	
起飞后广播(70 分钟 以上)	√	人工	
节日广播词	○	人工	
供餐前广播(70 分钟 以上)	√	人工	供餐前广播
颠簸（轻度、中度）	○	预录/人工	机长给予颠簸信号时/持续颠簸时作间 接性广播
颠簸（重度）	○	人工	
时间播报（120 分钟 以上）	○	人工	服务程序结束后播报（夜航取消播报）
发展常旅客广播	○	预录	3 小时以上航班，服务程序结束后广播 （夜航取消播放）
联名卡广播	○	预录	
意见卡	○	预录	
免税品销售	○	预录	免税品售卖的国际航班，服务程序结束 后播放
入境卡填写	○	预录	服务程序结束后播放
夜航广播	○	预录	服务程序结束后播放
落地前 40 分钟（国 内）	√	人工	预计落地时间前 40 分钟广播
落地前 40 分钟（国 际）	√	人工	预计落地时间前 40 分钟广播

落地前 30 分钟	√	预录	预计落地时间前 30 分钟广播
终点站落地广播(国内)	√	预录	落地后滑行期间广播
终点站落地广播(国际)	√	预录	
中途站落地广播(国内)	√	人工	
国际中转站落地(国内站)	√	人工	
国际中转站落地(国际站)	√	人工	
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国内中转站下机广播	√	人工	舱门开启后播放
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首航落地广播	○	人工	落地后滑行期间广播
专、包机欢迎词	○	人工	飞机推出后
专、包机落地后广播词	○	人工	落地后滑行期间广播
中国传统二十四节气广播	○	人工	餐饮服务过程中广播
城市介绍			
播报内容	必须：√ 视情：○	播放方式	时间节点
上海、南京、三亚、台湾(台北、嘉义、花莲)、韩国(首尔、釜山、江原道、济州岛)、日本(福冈、冲绳、名古屋、札幌、东京、大阪)	√	预录	《落地前 40 分钟》广播后 注：1.上海的城市介绍预录广播共有 4 篇，按季度轮流播放。 一季度：1-3 月播放“SHA01 CH-EN” 二季度：4-6 月播放“SHA02 CH-EN” 三季度：7-9 月播放“SHA03 CH-EN” 四季度：10-12 月播放“SHA04 CH-EN” 2.南京的城市介绍预录广播为“NKG CH-EN”

注：“夜航飞行”是指始发站当地时间 21:00 以后至 08：00 之前起飞的航班

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正常情况广播词

General Announcement

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★ 迎宾词（登机时）

女士们、先生们：

欢迎登机。为了您的舒适和安全，登机后请按照登机牌上的座位号就坐。座位号位于行李架下方一白色亮灯处或行李架边缘一凹槽处。找到座位的旅客请您尽快入座。

请确认您的手提电话已经关闭，在整个航程中都不能使用。请将您的手提行李稳妥地放置行李架内，或是您前座椅的下方。请不要在紧急出口旁、过道上放置行李。为了保持过道畅通，请您侧身摆放行李，以便让身后的旅客通过。如果您有行李无法放置妥当，请与乘务员联系，我们将协助您办理托运手续。谢谢！

Safety Reminder (During Boarding)

Ladies and gentlemen, and all of our frequent fliers:

Welcome aboard. For your safety and comfort. Please put your bags carefully in the overhead lockers or under the seats in front of you. If your hand luggage is too large to be kept in the cabin, please ask our cabin crew for check-in. Once you have done this. Please take your assigned seat. At this time, all mobile phones must be switched off and are not allowed to use at any time on board the aircraft.

We wish you a pleasant journey. Thank you.

★ 防错登机

女士们、先生们：

欢迎您乘坐上海吉祥航空的班机。我们温馨提示您，本架客机是由____飞往____（经停____）的 HO____航班，代码共享____航班，本次航班将停靠____机场____号航站楼。请各位旅客再次确认您的登机牌。谢谢！

Ladies and Gentlemen :

Welcome aboard JuneYao Airlines flight HO ____ (a code share flight ____) from ____ to ____ (Via ____). We will land at____Airport Terminal____. Would you please check your boarding pass again and make sure the flight number matches. Thank you.

★ 禁止使用电子设备(无录像设备时)

女士们、先生们：

现在飞机舱门已经关闭。根据《中国民航法》规定，为了保证飞行通讯和导航系统的正常工作，从现在起，请您不要使用即使带有飞行模式的移动电话、收音机、便携式电视机以及遥控电子设备等直至飞机舱门再次开启。在飞机起飞后，手提电脑、平板电脑、随身听和游戏机可以使用，但必须在飞机下降前关闭。为了客舱环境的清洁、安全、不危害其他旅客的健康，在飞机客舱内严禁抽吸香烟、如烟及同类产品，以确保飞行安全。感谢您的合作！

Electronic Devices Restriction (Without video)

Ladies and gentlemen,

According to the CAAC regulations, smoking is prohibited on board during the entire flight.

Please note certain electronic devices must not be used on board at any time. The usage of electronic devices will interfere our aircraft navigation system. These devices are mobile phones, AM/FM radios, televisions and remote control equipment. Other electronic devices such as portable computers, CD players and game players may be used but not during take off and landing.

Thank you for your cooperation!

★ 客舱安全设备示范(无录像设备时) Safety Demonstration (Without video)

女士们、先生们：

欢迎您乘坐上海吉祥航空公司班机。现在，由客舱乘务员向您介绍（救生衣）、座椅垫，氧气面罩，安全带的使用方法和紧急出口的位置。

Ladies and gentlemen,

We will now demonstrate the use of the (life vests,) /seat cushions, oxygen masks, the seat belts and the locations of the exits.

救生衣在您座椅下方 Your life vest is located under your seat.

使用时取出，经头部穿好 To put the vest on, slip-it over your head.

将带子扣好系紧

Fasten the buckles and pull the straps tightly around your waist.

然后打开充气阀门 Then pull the inflation tab.

但在客舱里请不要充气（重复2遍）

Please do not inflate it while you are in the cabin.

充气不足时，可将救生衣上部的两个人工充气管拉出，用嘴向里吹气

If your vest is not inflated enough, you can also inflate it by blowing into the mouthpiece.)

您的座椅垫可以作为救生漂浮物使用，将坐垫从座椅上用力拉出，正面朝内抱在胸前，将两手穿过后部的带子抓紧椅垫，入水时，将下颚紧贴在坐垫顶部。

Your seat cushion can be used for emergency ditching. Pull the cushion out of the seat. Face the right side and hold the cushion

in front of your chest. Get your hands across the belts on the back side and hold it tightly. Stick your chin tightly to the top of the cushion before ditching.

氧气面罩储藏在您座椅上方

Your oxygen mask is in the compartment over your head.

发生紧急情况时，面罩会自动脱落

It will drop automatically when needed.

氧气面罩脱落后，要用力向下拉面罩

If you see the mask, pull the mask toward-you firmly to start the flow of oxygen.

将面罩罩在口鼻处，带子套在头上，进行正常呼吸

Place the mask over your nose and mouth, slip the elastic band over your head. Within a few seconds, oxygen flow will begin.

带小孩的旅客请先带好自己的，然后再为小孩带好面罩

If you are traveling with children, please put your mask on first, then assist your children.

这是您座椅上的安全带

This is your seatbelt.

使用时，将连接片插入锁扣内，

To fasten your seat belt, insert the link into the main buckle.

根据您的需要，调节安全带的松紧。

To be effective, the seat belt should be fastened tight and low.

解开时，先将锁扣打开，拉出连接片。

To unfasten the seat belt, lift the flap and pull-out the link.

为预防因颠簸造成意外伤害，请您全程系好安全带。

When the aircraft is experiencing turbulence, please fasten your seatbelt tightly.

本架飞机除了正常出口外，在客舱的左右侧还有紧急出口，分别写有紧急出口的明显标志。

There are emergency exits on each side of the aircraft, in addition

to the main entrance doors. All the exits are clearly marked.

客舱通道及出口处都设有紧急照明灯，紧急情况下请按指示路线撤离飞机。

The emergency lights located on the floor will guide you to the exits if an emergency arises.

当发生空中颠簸时，如果您不能及时回到座位，请抓紧行李架边缘的凹槽处，如果您在使用洗手间请抓紧洗手间内的扶手。

Please grasp the overhead assistant bar or the assistant handle in the lavatory, in case you can't back to your seat immediately.

安全说明书在您座椅前面的口袋里，请您在起飞前仔细阅读。

For further information, please refer to the safety instruction leaflet before take-off.

谢谢 Thank you!

★ 欢迎词

女士们、先生们、尊敬的吉祥航空常旅客：

感谢您的耐心等待。现在，飞机马上就要起飞了，乘务员将进行客舱安全检查。请您系好安全带，收起小桌板，调直座椅靠背，并请打开遮阳板。本次航班全程禁止吸烟。请您遵守系好安全带、禁烟信号灯和客舱相关标示牌的指示，不要触动或损坏洗手间内的烟雾探测器，同时请您妥善保管好您的贵重物品。

吉祥航空，如意飞翔。您的每次旅行都承载着我们的祝福，我们珍视您的需求和期待，把每次飞行都当作与您的一次亲切交流，希望给您的旅途带来不一样的心灵体验，让我们在这首美妙的乐曲声中放松心情，感受吉祥。

谢谢！

Welcome (Station of Origin)

Ladies and gentlemen, and all of our frequent fliers,

A very warm welcome from all the crew on the Juneyao Airlines. We kindly remind you that smoking is not allowed on board at any time. Please follow the seat belt sign, no-smoking sign or any other cabin sign instructions. Do not touch or destroy the smoke detectors in the lavatory.

Before we take-off, please fasten your seat belt, stow your tray table, open your window shade and keep your seat-back in the upright position. please take good care of your valuable items.

Juneyao Airlines, where dreams take flight. May our best wishes accompany you on each and every journey. We strive to fulfill your needs and expectations, and each time you fly with us is a treasured opportunity to communicate with you. We hope this trip will be a pleasant, heartfelt experience for you unlike any other. Take a minute to get settled in as you listen to this music. Sit back, relax, and enjoy the flight.

We wish you have a pleasant journey. Thank you!

★ 再次确认安全带

女士们、先生们：

我们的飞机马上就要起飞/着陆了，请再次确认您的安全带已系好。谢谢！

Prior to Take off (Landing)

Ladies and gentlemen,

As we are about to take off/ land, please make sure that your seatbelt is securely fastened. Thank you.

www.airmango.net

★ 飞行关键阶段广播

女士们、先生们：

由于飞机正处于飞行关键阶段，为了安全起见，我们无法应答您的呼唤铃，希望您的谅解。谢谢！

Passenger Calls during Climbing

Ladies and gentlemen,

Our plane is still on climbing, for safety reasons all cabin service has to be suspended. We apologize for the inconvenience caused and thank you for your kind understanding.

★短航线广播 After take-off
(适用于 70 分钟 (含) 以下的航班)

女士们、先生们、尊敬的吉祥航空常旅客：

感谢您选乘吉祥航空如意旅程前往____ (节日广播词/本次航班由于____原因而延误，造成您旅途的不便，我们向您表示诚挚地歉意。同时再次感谢您的谅解与合作)。为了避免锂电池在客舱中发生自燃，请各位旅客在飞行过程中不要使用锂电池移动电源为电子设备充电，并将电源始终关闭。

由于航程时间较短，根据民航局相关规定，出于安全原因的考量，本次航班不提供餐饮服务，希望您谅解。我们的飞机预计将在____到达____，谢谢。

Ladies and gentlemen, and all of our frequent fliers:

Thank you for choosing our flight to____. (Holiday Announcements / We apologize / are sorry for the delay due to ____). In case of the self-ignition of the lithium batteries, please don't use them during the entire flight.

According to the CAAC regulations and for safety reasons, due to the very short duration of this flight, we will not be providing meal and drink service. Your understanding is very much appreciated. Our estimated time of arrival is ____ AM/PM. Thank you.

注：

- 1) 50 分钟 ≤ 实际飞行时间 ≤ 70 分钟：起飞后 20 分钟播《短航线广播》 → 乘务员巡舱（视情） → 落地前 30 分钟播《落地前 30 分钟》广播；
- 2) 实际飞行时间 < 50 分钟：起飞后 20 分钟播《短航线广播》 + 《落地前 30 分钟》广播。

落地前 30 分钟

女士们、先生们、尊敬的吉祥航空常旅客：

我们全体机组人员再次感谢您在这段旅途中给予对我们的支持与配合。衷心希望您度过了一段美好的旅程。

现在飞机已经开始下降，客舱乘务员将进行落地前的安全检查。请您回到自己的座位，系好安全带，收起小桌板，调直座椅靠背，打开遮阳板，回想一下离您最近的出口在哪里。并再次确认您的个人电脑等所有电子设备已关闭。谢谢！

As we have started our approach into the airport. The cabin crew will make a final check of the cabin to ensure that all baggages are stowed securely. Please return to your seat, fasten your seat belt, stow your tray table, open your window shade and put your seat-back in the upright position. Meanwhile, please note where the nearest emergency exit is located. As a safety precaution, it is important that you turn off all the electronic devices. Thank you.

★ 精品航线致礼广播

女士们、先生们、尊敬的吉祥航空常旅客：（早上好/下午好/晚上好）

（本次航班由于_____原因造成的延误，在此我们深表歉意/再次感谢您的谅解与合作）

欢迎您乘坐上海吉祥航空公司 HO_____航班，由_____前往_____。本次航班已被公司指定为精品航线。“吉祥航空 如意到家”是我们的服务宗旨。现在，很荣幸为您介绍本次航班的乘务员。我是本次航班乘务长_____（鞠躬），我将带领乘务员_____（鞠躬）、乘务员_____（鞠躬）、和乘务员_____（鞠躬）竭诚为您提供良好的服务。

Ladies and gentlemen, all of our frequent fliers :

(we apologize again for delay due to the _____, thank you for your understanding and cooperation.)

A warm welcome is extended by the crew members on this Juneyao Airlines flight HO_____ to _____. As a part of our on-going commitment to make your journey more enjoyable, we are very proud to introduce the “Boutique Flight Service” during the flight offering you the various service on board. We have an excellent cabin crew team today. We will provide you with a good service. （鞠躬）

★ 起飞后广播（70 分钟以上）After take-off

女士们、先生们、尊敬的吉祥航空常旅客：

感谢您选乘吉祥航空如意旅程前往_____（节日广播词/本次航班由于_____原因而延误，造成您旅途的不便，我们向您表示诚挚地歉意。同时再次感谢您的谅解与合作）。

现在飞机已经到达巡航高度，您可以使用个人电脑，但必须关闭无线网卡功能。为了预防飞行中突发的颠簸，请您全程系好安全带。由_____到_____的飞行距离是_____公里，预计飞行时间为_____小时_____分钟。我们将飞越_____。

吉祥航空拥有空客 A321 和 A320 型飞机，机队规模已达_____架，平均机龄约为_____年，今天您乘坐的是 A320/321 型飞机，可容纳_____名旅客，机上共有 3/4 个洗手间，分别位于前舱和后舱/前舱、中舱和后舱，前舱洗手间仅供头等舱旅客使用，在洗手间内禁止吸烟。

本架飞机将在_____点_____分到达_____。

同时，为了避免锂电池在客舱中发生自燃，请各位旅客在飞行过程中不要使用锂电池移动电源为电子设备充电，并将电源始终关闭。

现在请您放松心情，与我们一起度过一个美好的如意旅程！谢谢！

★ After take-off

Ladies and gentlemen, and all of our frequent fliers:

Thank you for choosing our flight to _____. (Holiday Announcements / We apologize / are sorry for the delay due to _____).

The “fasten seat belt” sign has (not) been turned off. For your safety, please keep your seatbelt fastened in case of any unexpected turbulence.

We have just left _____ for _____. The air distance is _____ kilometers and the flight time will be _____ hour (s) and _____ minutes. Our estimated time of arrival is _____ AM/PM.

At the same time, in case of the self-ignition of the lithium batteries please don't use them during the entire flight. We wish you an enjoyable flight! Thank you!

★ 节日广播词

1. 元旦 (New Year)

今天是新年的第一天，恭祝各位旅客新年快乐，吉祥如意！

On behalf of Juneyao Airlines, the entire crew here extends our sincere greeting to you. Thank you for your trust and support in the past year. We wish you and your family happy, safe and healthy in the New Year!

2. 元宵节 (Lantern Festival)

今天是农历正月十五，是我国传统的佳节“元宵节”。元宵，代表着团圆、美满；在此，我谨代表机组全体人员祝您身体健康，全家幸福。

Today is January 15th in the Chinese lunar calendar. It is the Chinese traditional Lantern Festival, on behalf of Juneyao Airlines, the entire crew here extends our sincere greeting to you. We wish you had a good holiday!

3. 除夕 (New Year's Eve)

今天是农历大年三十，在这辞旧迎新，合家团圆的传统节日里，我们有缘相逢在一起，我谨代表机组全体成员欢迎您乘坐上海吉祥航空班机并致以新年的问候，恭祝各位在新的一年里事业兴旺，合家欢乐，吉祥如意。

Today is the Chinese Lunar New Year's Eve, the most important traditional festival in China. Families stay together and celebrate for the coming Spring Festival. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. It's our honor to serve you on this special day. We wish you healthy and happy New Year.

4. 春节 (Spring Festival)

今天是中华民族的传统佳节“春节”，在这合家团圆之际，我谨代表上海吉祥航空全体员工恭祝各位新年好！并恭祝您在新的一年里，身体健康，吉祥如意！

Today is January 1st in the Chinese lunar calendar, it is the Chinese traditional Spring Festival and also the day for families' reunion. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. Happy Spring Festival!

5. 五一 (May Day)

今天是“五一国际劳动节”，在此我们向所有的旅客致以节日的问候！

Today is May 1st, the International Labor Day, the holiday for all worker. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. We would like to wish all those who are working in different fields a happy festival!

6. 六一 (Children's Day)

今天是“六一国际儿童节”，愿所有的小朋友节日快乐，（在这个特殊的日子，我们为乘坐本次航班的小旅客准备了礼物）祝小朋友们节日快乐！

Today is June 1st, the International Children's Day. It is a festival for all children. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. We wish all children grow up healthy and are happy everyday! (We have prepared a gift for every child on board). Happy Children's Day!

7. 端午 (Dragon festival)

今天是农历五月初五“端午节”，是中国民间为纪念伟大诗人屈原的传统节日，又名龙舟节。在此，我谨代表机组全

体人员祝大家节日快乐。

In Chinese lunar calendar, today is May 5th. It is the Chinese traditional festival, the Dragon festival. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you.

8. 国庆 (National Day)

今天是十月一日，是中华人民共和国国庆日，在举国同庆我们伟大的中华人民共和国成立__周年之际，让我们共同祝愿祖国更加繁荣昌盛，同时祝各位旅客节日快乐、万事如意！

Today is our National Day. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. We wish you have a happy holiday.

9. 中秋 (Mid-Autumn Day)

今天是我国传统佳节“中秋节”，我谨代表全体机组人员祝各位旅客合家欢乐！

Today is the traditional Chinese Mid-Autumn festival. On behalf of Juneyao Airlines, the entire crew here extends our sincere greetings to you. We wish you happiness and prosperity.

★ 经济舱供餐前广播（70 分钟以上）

女士们、先生们：

稍后，我们将会为您提供_____（早餐/正餐/点心/简餐/汉堡餐/轻点餐）和_____（饮料/矿泉水），为了方便您身后旅客，请您将自己的座椅靠背调节到正常位置。祝您用餐愉快！谢谢！

Ladies and Gentlemen, and all of our frequent fliers

We will be offering_____ (beverages and breakfast / meal / refreshments / snacks) in a few minutes. During the meal service, would you please put down your tray table and make sure your seat-back is upright. Thank you.

★ 颠簸（轻度、中度）

女士们、先生们，尊敬的吉祥航空常旅客：

由于飞机受到外界气流影响而产生颠簸，请您回原位坐好，系好安全带，并请暂时不要使用洗手间。正在使用洗手间的旅客，请抓好洗手间内的辅助手柄。（在飞机颠簸期间，我们将暂停客舱服务。）

谢谢！

Turbulence (Slight & Medium)

Ladies and Gentlemen, and all of our frequent fliers:

The captain has turned on the fasten seat belt sign as we are experiencing turbulence. If you are standing, please return to your seat. Seatbelts must remain tightly fastened and the toilets should not be used until the signs are turned off.

Thank for your cooperation!

★ 颠簸（重度）

（A）严重颠簸时 Strong Turbulence

女士们、先生们：

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

Ladies and Gentlemen,

We have encountered some strong turbulence. Please take your seat and fasten your seat belt. Do not use the lavatories. Cabin service will be suspended during this period. Thank you for your cooperation!

（B）严重颠簸后 After Strong Turbulence

女士们、先生们：

我们的飞机由于_____的原因，刚刚经历了严重颠簸。如果您的身体感到不适，请速与乘务员联系。感谢您的理解与配合！

Ladies and Gentlemen ,

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

Thank you for your understanding and cooperation.

★ 时间播报（120 分钟以上）

女士们，先生们：

我们的飞机预计在____到达____机场，现在是北京时间____。为了保证飞行安全，请再次确认即是带有“飞行模式”功能的手机已经处于关闭状态。本次航班全程禁止吸烟！吉祥航空祝您旅途愉快。谢谢！

Estimated Arrival Information

Ladies and gentlemen,

Our estimated time of arrival is _____ AM/PM. The time now is _____ AM/PM. To ensure the flight safety, please make sure that your mobile phones, including flight mode are powered off. This is a non-smoking flight. Please do not smoke during the entire flight. Thank you.

★ 发展常旅客广播

女士们、先生们：

为了感谢大家对吉祥航空的支持，公司推出了极具特色的常旅客奖励计划。奖励时，一点积分等同于一元人民币的价值，您可以直接用积分来换取免费机票。还可以参与家庭积分项目，将家人的积分合并使用。稍后，客舱乘务员将向您分发会员申请表，您可以直接向乘务员领取，填好后交给乘务员。谢谢！

Frequent Flier Program Service

Ladies and gentlemen:

Thank you for choosing to fly with us. Juneyao Airlines has developed a brand new frequent flier Program to make traveling an even more fabulous travel experience for you. You can now accumulate Points every time you fly with us. One Point award equals One RMB when you redeem free tickets. If you would like to join our Frequent Flier Program, please ask one of our cabin attendants.

Thank you.

★ 联名卡广播

女士们、先生们、尊敬的吉祥航空常旅客：

为助您实现免费飞行的理想，我们为大家准备了吉祥如意卡。这是由吉祥航空与银行联名推出的会员信用卡。它集合信用卡与会员卡的作用于一身。有上海银行、兴业银行、农业银行三家银行供大家选择。它不仅沿袭了吉祥航空独特的 1 点积分等值于 1 元人民币功能，更以其全方位的商旅服务彰显您的尊贵身份。

如果您感兴趣，请即刻联系身边的客舱乘务员，我们将为您现场快速办理，只需填写一张简单的表格，确认完身份信息，您就能成为如意俱乐部的会员。吉祥航空，邀您共度如意旅程。谢谢！

Credit service

Ladies and Gentlemen:

Welcome aboard Juneyao Airlines, Lately, we have issued several new Credit Cards for you , the Cards offer many high rights for you . If you are interested please inform the flight attendant and we are glad to help you to become one of our priority member.

You may talk to one of our crew members if you are interested in applying for our Juneyao membership. You will only need to fill out a simple application form, and it should take no more than one minute.

Thanks for your attention. Thank you

★ 意见卡

女士们、先生们：

感谢您长久以来对上海吉祥航空的支持。您的满意是我们的追求，您的建议是我们的改进方向。在您的座椅背后口袋内，我们为您准备了旅客意见卡，敬请您就本次航班的服务质量做出评价，并欢迎您提出宝贵的意见和建议。请将填写好的意见卡交给客舱乘务员。

感谢您的支持与关心！

The Feedback Card

Ladies and gentlemen:

To further improve of our service, your comments and suggestions are highly appreciated. We'll be offering feedback cards to all of you. Please return the card to us if you finish it.

Thank you for your support and concern.

★ 免税品销售

女士们、先生们：

我们将进行机上免税品销售，有关产品的介绍，请参阅座椅前方口袋里的购物指南书。为了方便您购物，我们接受欧元、美元等主要货币。根据《禁止携带液体类物品乘坐飞机的规定》，转机的旅客在购买液体类物品时，请多加留意。谢谢！

Duty-free Sale

Ladies and gentlemen:

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

Our Duty-free Goods Catalog, with product information, can be found in the seat pocket in front of you. For your convenience, we accept most major currencies such as Euro、U.S Dollar、RMB and so on. Please check with your cabin attendant for the rate of exchange.

For passengers with connecting flights, please note that liquid items purchased onboard are subject to Safety Regulations on Prohibiting Liquid Items onboard. Please feel free to contact any of our flight attendants for detail information. Thank you.

★ 入境卡填写

女士们，先生们：

为了缩短您在____机场的停留时间，现在请各位旅客填写____入境卡和申报单。这些表格请在飞机落地前填好，填写好后请自行保管。落地后交给移民局和海关检查站。如果您需要帮助，请与客舱乘务员联系。谢谢！

Landing Forms

Ladies and gentlemen,

For your convenience, we are now distributing landing forms. Before you go through Customs and immigration, it is necessary for you to fill in the forms required by the Government. In order to speed your passage through customs and immigration, please complete it before we land. If you have any questions about filling in the forms, please ask cabin attendants for help.

We will be very happy to assist you. Thank you.

★ 夜航广播

女士们、先生们：

为了确保您在旅途中得到良好的休息，我们将调暗客舱灯光。为预防飞行中突发的颠簸，请您在休息期间系好安全带。需要阅读的旅客可以打开阅读灯。谢谢！

Night Flights

Ladies and gentlemen,

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

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

★ 落地前 40 分钟（国内）

女士们，先生们：

本次航班将在 40 分钟后到达_____。现在是北京时间点____分。地面温度_____摄氏度。现在，飞机已经开始下降，请您提前整理好随身物品，把您的手提行李稳妥的放置在行李架内，或是您前面座椅的下方。如果您正在使用个人电脑等电子设备，请及时保存资料，并尽快关闭设备。洗手间也将在 10 分钟后关闭。我们将停止所有客舱服务。

同时，我们温馨提示您：请注意温差变化，及时添减衣物。请您将使用过的毛毯交还给客舱乘务员。如果您需要任何协助，我们将非常乐意帮助您！谢谢！

Before Landing 40 mins (Domestic flight)

Ladies and gentlemen,

We do hope you have had a pleasant flight. In a short while, we will be landing at _____ airport. The time now is_____, the ground temperature is_____degrees Celsius or_____degrees Fahrenheit. (Please pay attention to the change of temperature.)

Please arrange all your belongings in advance. The lavatory will be closed in 10 minutes and we will stop serving you. Please return the blankets to our flight attendants.

Thank you.

附 录

温度换算对照表

计算公式： $^{\circ}\text{F} = (^{\circ}\text{C} \times 9/5) + 32$ $^{\circ}\text{C} = (^{\circ}\text{F} - 32) \times 5/9$

$^{\circ}\text{C}$	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10
$^{\circ}\text{F}$	+34	+36	+39	+41	+43	+45	+46	+46	+48	+50

$^{\circ}\text{C}$	+11	+12	+13	+14	+15	+16	+17	+18	+19	+20
$^{\circ}\text{F}$	+52	+54	+55	+57	+59	+61	+63	+64	+66	+68

$^{\circ}\text{C}$	+21	+22	+23	+24	+25	+26	+27	+28	+29	+30
$^{\circ}\text{F}$	+70	+72	+73	+75	+77	+79	+81	+82	+83	+86

$^{\circ}\text{C}$	+31	+32	+33	+34	+35	+36	+37	+38	+39	+40
$^{\circ}\text{F}$	+88	+90	+91	+93	+95	+97	+99	+100	+102	+104

$^{\circ}\text{C}$	0	-1	-2	-3	-4	-5	-6	-7	-8	-9
$^{\circ}\text{F}$	+32	+30	+28	+27	+25	+23	+21	+19	+18	+16

$^{\circ}\text{C}$	-10	-11	-12	-13	-14	-15	-16	-17	-18	-19
$^{\circ}\text{F}$	+14	+12	+10	+9	+7	+5	+3	+1	0	-2

附 录

温度换算对照表

计算公式： $^{\circ}\text{F} = (^{\circ}\text{C} \times 9/5) + 32$ $^{\circ}\text{C} = (^{\circ}\text{F} - 32) \times 5/9$

$^{\circ}\text{C}$	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10
$^{\circ}\text{F}$	+34	+36	+39	+41	+43	+45	+46	+46	+48	+50

$^{\circ}\text{C}$	+11	+12	+13	+14	+15	+16	+17	+18	+19	+20
$^{\circ}\text{F}$	+52	+54	+55	+57	+59	+61	+63	+64	+66	+68

$^{\circ}\text{C}$	+21	+22	+23	+24	+25	+26	+27	+28	+29	+30
$^{\circ}\text{F}$	+70	+72	+73	+75	+77	+79	+81	+82	+83	+86

$^{\circ}\text{C}$	+31	+32	+33	+34	+35	+36	+37	+38	+39	+40
$^{\circ}\text{F}$	+88	+90	+91	+93	+95	+97	+99	+100	+102	+104

$^{\circ}\text{C}$	0	-1	-2	-3	-4	-5	-6	-7	-8	-9
$^{\circ}\text{F}$	+32	+30	+28	+27	+25	+23	+21	+19	+18	+16

$^{\circ}\text{C}$	-10	-11	-12	-13	-14	-15	-16	-17	-18	-19
$^{\circ}\text{F}$	+14	+12	+10	+9	+7	+5	+3	+1	0	-2

★ 落地前 40 分钟（国际）

女士们，先生们：

本次航班将在 40 分钟后到达_____。_____和_____的时差为_____小时，现在当地的时间是（早上/下午/晚上）_____点_____分。地面温度_____摄氏度。现在，飞机已经开始下降，请您提前整理好随身物品，把您的手提行李稳妥的放置在行李架内，或是您前面座椅的下方。如果您正在使用个人电脑等电子设备，请及时保存资料，并尽快关闭设备。洗手间也将在 10 分钟后关闭。我们将停止所有客舱服务。

（国际中转航班）继续前往_____的旅客请注意，飞机到站后，您将在上海办理出入境手续，请您将全部的手提行李带下飞机，接受海关检查。

同时，我们温馨提示您：请注意温差变化，及时添减衣物。请您将使用过的毛毯交还给客舱乘务员。如果您需要任何协助，我们将非常乐意帮助您！谢谢！

★ Before Landing 40 mins(International flight)

Ladies and gentlemen,

We do hope you have had a pleasant flight. In a short while, we will be landing at _____ airport. The time different between _____ and _____ is _____ hour(s), the local time is _____ AM/PM. the ground temperature is _____ degrees Celsius or _____ degrees Fahrenheit. (Please pay attention to the change of temperature.)

(International Transfer Flight) Passengers continuing on to attention please: You will complete the entry formalities after we arrived in Shanghai. Please take all your belongings with you when you disembark and accept the custom inspection.

Please arrange all your belongings in advance. The lavatory will be closed in 10 minutes and we will stop serving you. Please return the blankets to our flight attendants. Thank you.

★ 落地前 30 分钟

女士们、先生们、尊敬的吉祥航空常旅客：

感谢您的一路相伴，现在飞机已经开始下降，短暂的旅程即将结束，客舱乘务员将进行落地前安全检查。请您回到自己的座位，系好安全带，收起小桌板，调直座椅靠背，打开遮阳板，回想一下离您最近的出口在哪里，并再次确认您的个人电脑等所有电子设备已关闭。我们期待与您再次相逢在吉祥如意的航班上，与您一起放飞梦想，感受幸福。

谢谢！

Before Landing 30 mins

Ladies and gentlemen, and all of our frequent fliers,

Thank you for your support and understanding during the entire flight, as we are approaching into the airport. The cabin crew will make a final check of the cabin to ensure that all baggage are stowed securely. Please return to your seat, fasten your seat belt, stow your tray table, open your window shade and put your seat-back in the upright position. Meanwhile, please note where the nearest emergency exit is located. As a safety precaution, it is important that you turn off all the electronic devices.

We look forward to seeing you again on a future Juneyao flight. Let us be witnesses to your success as your dreams take flight.

We wish you have a pleasant journey. Thank you!

★ 终点站落地广播（国内）

女士们、先生们，尊敬的吉祥航空常旅客：

我们的飞机已经着陆了。在飞机还没有停稳前，为了您的安全，请您留在座位上，直到系好安全带的信号灯熄灭为止。为了保证驾驶舱与机场指挥中心进行正常的通讯工作，在飞机舱门开启前，请不要打开手机。下机前，请检查是否已拿好您的证件、手机及其它随身物品。打开行李架时，请小心行李滑落。您托运的行李，请在到达厅行李提取处领取。

如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。谢谢！

★ After Landing (Domestic Route)

Ladies and gentlemen and all of our frequent fliers,

We have just landed. For your own safety, please remain seated with your seat belt fastened until the fasten seat belt sign is turned off. Mobile phones may only be used once the Fasten Seat Belt sign has been turned off. Please check around your seat for any personal belongings you may have brought on board with you and please use caution when opening the overhead bins, as heavy articles may have shifted around during the flight.

Should you have any questions later, our ground staff will be more than happy to assist you.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

★ 终点站落地广播（国际）

女士们，先生们、尊敬的吉祥航空常旅客：

我们的飞机已经着陆了。在飞机还没有停稳前，为了您的安全，请您留在座位上，直到系好安全带的信号灯熄灭为止。为了保证驾驶舱与机场指挥中心进行正常的通讯工作，在飞机舱门开启前，请不要打开手机。下机时，请带好您的护照、证件和全部手提物品到候机楼办理海关、入境手续。打开行李架时，请小心行李滑落。如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。谢谢！

★ After Landing (International Route)

Ladies and gentlemen and all of our frequent fliers,

We have just landed. For your own safety, please remain seated with your seat belt fastened until the fasten seat belt sign is turned off. Mobile phones may only be used once the Fasten Seat Belt sign has been turned off. Please check around your seat for any personal belongings you may have brought on board with you and please use caution when opening the overhead bins, as heavy articles may have shifted around during the flight. Customs and immigration formalities can be completed in the terminal.

Should you have any questions later, our ground staff will be more than happy to assist you.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

★ 中途站落地广播（国内航线）

女士们、先生们、尊敬的吉祥航空常旅客：

我们的飞机已经着陆了。在飞机还没有停稳前，为了您的安全，请您留在座位上，直到系好安全带的信号灯熄灭为止。为了保证驾驶舱与机场指挥中心进行正常的通讯工作，在飞机舱门开启前，请不要打开手机。打开行李架时，请小心行李滑落。

到达_____的旅客，当您下机时，请仔细检查个人物品，以免遗失。您交运的行李，请在到达厅行李提取处领取。需从本站转机的旅客，请到候机楼办理转乘手续。

继续前往_____的旅客，请携带所有手提行李和登机牌下飞机，您前方座椅背后的口袋里请不要留有任何私人物品。下机时请向地面服务员领取过站登机牌，飞机在这里会做短暂停留。请您注意收听登机广播。

如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。谢谢！

★ Transit Stop After Landing (Domestic Route)

Ladies and gentlemen, and all of our frequent fliers:

We have just landed. For your own safety, please remain seated with your seat belt fastened until the fasten seat belt sign is turned off. Mobile phones may only be used once the Fasten Seat Belt sign has been turned off. Please check around your seat for any personal belongings you may have brought on board with you and please use caution when opening the overhead bins, as heavy articles may have shifted around during the flight.

For passengers arriving at _____, please take all your belongings when you disembark. Your checked baggage can be claimed at the arrival hall. If you are connecting on to other flights, please proceed to the terminal building.

For passengers continuing on to _____, may I have your attention please? When you disembark, please remember to take all your personal belongings and make sure don't leave anything in the seat-pocket in front of you. Please take a transit card from our ground staff. We will stay here for a short while. Please notice our broadcast in the terminal building.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

★ 国际中转航班落地广播（国内站—浦东落地）

女士们、先生们、尊敬的吉祥航空常旅客：

我们的飞机已经着陆了。在飞机还没有停稳前，为了您的安全，请您留在座位上，直到系好安全带的信号灯熄灭为止。为了保证驾驶舱与机场指挥中心进行正常的通讯工作，在飞机舱门开启前，请不要打开手机。下机前，请检查是否已拿好您的证件、手机及其它随身物品。打开行李架时，请小心行李滑落。您托运的行李，请在到达厅行李提取处领取。

继续前往_____的旅客请注意，根据中华人民共和国海关规定，请您将全部手提行李带下飞机，接受海关检查，并在地面服务人员手中领取浦东至_____登机牌。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。为确保您行李顺利接受海关检查，请您务必带下全部手提物品。

如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。谢谢！

★ International Transit Stop After Landing

Ladies and gentlemen and all of our frequent fliers,

We have just landed. For your own safety, please remain seated with your seat belt fastened until the fasten seat belt signs are turned off. Mobile phones may only be used once the Fasten Seat Belt sign has been turned off. Please check around your seat for any personal belongings you may have brought on board with you and please use caution when opening the overhead bins, as heavy articles may have shifted around during the flight.

Passengers continuing on to _____, may I have your attention please: According to the regulations of the custom of China, please take all your belongings with you when you disembark and accept the custom inspection. Please also get your connecting flight boarding pass from our ground staff. For those baggages which have been left on the plane and haven't been inspected, we will turn over it to the custom.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

★ 国际中转航班落地广播（国际站—浦东落地）

女士们，先生们、尊敬的吉祥航空常旅客：

我们的飞机已经着陆了。在飞机还没有停稳前，为了您的安全，请您留在座位上，直到系好安全带的信号灯熄灭为止。为了保证驾驶舱与机场指挥中心进行正常的通讯工作，在飞机舱门开启前，请不要打开手机。打开行李架时，请小心行李滑落。

在上海下机的国际旅客，下机时请带好您的护照、证件和全部手提物品到候机楼办理入境手续。继续前往_____的旅客，根据中华人民共和国海关规定，请将您全部手提行李带下飞机，接受海关检查，并在地面服务人员手中领取浦东至登机牌。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。为确保您行李顺利接受海关检查，请您务必带下全部手提物品。

如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。谢谢！

★ International Transit Stop After Landing

Ladies and gentlemen and all of our frequent fliers,

We have just landed. For your own safety, please remain seated with your seat belt fastened until the fasten seat belt signs are turned off. Mobile phones may only be used once the Fasten Seat Belt sign has been turned off. Please check around your seat for any personal belongings you may have brought on board with you and please use caution when opening the overhead bins, as heavy articles may have shifted around during the flight.

For international passengers who will disembark in Shanghai, please take all your belongings to complete the entry formalities at the terminal building. Passengers continuing on to _____, according to the regulations of the custom of China, please take all your belongings with you when you disembark and accept the custom inspection. Please also get your connecting flight boarding pass from our ground staff. For those baggages which have been left on the plane and haven't been inspected, we will turn over it to the custom.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

★ 下机广播

女士们、先生们：

感谢您的耐心等待，现在请带好全部物品从前（后）登机门下飞机。我们温馨提示您：下机过程中，请注意脚下安全，建议您不要看手机、视频，以免摔伤。再次感谢您乘坐上海吉祥航空公司的班机，我们下次旅途再会，谢谢。

Disembark

Ladies and gentlemen:

Thank you for waiting. You may now disembark through the front door .We kindly remind you that when disembarking please mind your steps, stop using mobile phones or watching videos. We hope to see you again soon and thank you for flying with Juneyao Airlines. Have a nice day!

★ 国内中转站旅客下机广播

(一) 女士们、先生们：

继续前往_____（目的地）的旅客请注意，请先在座位上稍候，以方便到达____（经停站）的旅客先下机；在____（经停站）下机的旅客请您带好所有的随身物品从前登机门下机，我们温馨提示您：下机过程中，请注意脚下安全，建议您不要看手机、视频，以免摔伤。您交运的行李，请在到达厅行李提取处认领，我们下次旅途再会！

Ladies and gentlemen:

May I have your attention please? For passengers continuing on to _____, please remain on board until you are informed to disembark. For passengers disembarking in_____, please take all your belongings and your checked baggage can be claimed at the arrival hall. We kindly remind you that when disembarking please mind your steps, stop using mobile phones or watching videos.

Thank you for choosing JuneYao airlines. We are looking forward to seeing you again.

(二) 女士们、先生们：

继续前往 _____（目的地）的旅客请注意，现在请您带好全部手提物品下飞机，不要在飞机上留有任何私人物品，

我们温馨提示您：下机过程中，请注意脚下安全，建议您不要看手机、视频，以免摔伤。下机后请在地面服务人员处领取过站登机牌，然后到候机楼休息等候。飞机在这里作短暂停留，请注意收听登机广播，以免误机。

Ladies and gentlemen:

For passengers continuing on to _____, may I have your attention please? Please take all your belongings when you disembark and get the boarding pass from our ground staff. We kindly remind you that when disembarking please mind your steps, stop using mobile phones or watching videos. Please take a rest in the terminal building and pay attention to our broadcast. Thank you.

★ 国际中转航班旅客下机广播（浦东过站）

（一）继续前往目的地的旅客下机广播：

目的地为上海浦东的旅客请注意：请您先在座位上稍候，以方便继续前往_____（目的地）的旅客先下机；请继续前往_____（目的地）的旅客请您带好全部的随身物品跟随地面工作人员，前往办理海关及出入境手续。我们温馨提示您：下机过程中，请注意脚下安全，建议您不要看手机、视频，以免摔伤。谢谢！

Ladies and gentlemen:

May I have your attention please? For passengers to _____, please remain on board until you are informed to disembark. For passengers continuing on to _____, please take all your belongings and follow our ground staff to complete your customs formalities and transit flight. We kindly remind you that when disembarking please mind your steps, stop using mobile phones or watching videos. Thank you.

（二）目的地为上海浦东的旅客下机广播：

目的地为上海浦东的旅客请注意：现在您可以下机了，请您带好全部手提物品从飞机的前登机门下机。我们温馨提示您：下机过程中，请注意脚下安全，建议您不要看手机、

视频，以免摔伤。您交运的行李，请在到达厅行李提取处领取，我们下次旅途再会！

Ladies and gentlemen:

May I have your attention please? For passengers to Shanghai, you can disembark now, please take all your belongings with you . We kindly remind you that when disembarking please mind your steps, stop using mobile phones or watching videos. Your checked baggage can be claimed at the arrival hall. We hope to see you again soon and thank you flying with Juneyao Airlines.

★ 首航欢迎词

尊敬的各位领导、来宾，女士们、先生们：

早上好（下午好、晚上好）！

欢迎您乘坐上海吉祥航空首航班机飞往_____。今天，能有机会为您服务，我们感到非常高兴。愿我们的服务给您的旅程增添一份温馨和快乐。由____至____的空中飞行距离是公里，预计空中飞行时间____小时____分钟。

现在，飞机马上就要起飞了，乘务员将进行客舱安全检查。请您系好安全带，收起小桌板，调直座椅靠背，并请打开遮阳板。本次航班全程禁止吸烟。请您遵守系好安全带、禁烟信号灯和客舱相关标示牌的指示，不要触动或损坏洗手间内的烟雾探测器，同时请您妥善保管好您的贵重物品。

吉祥航空，如意飞翔。您的每次旅行都承载着我们的祝福，我们珍视您的需求和期待，把每次飞行都当作与您的一次亲切交流，希望给您的旅途带来不一样的心灵体验，让我们在这首美妙的乐曲声中放松心情，感受吉祥。

Maiden Flight (Greeting)

Good morning (afternoon, evening) ladies and gentlemen,

Welcome you aboard the first flight of Juneyao Airlines to _____. We are very glad to serve you today. The flying distance from _____ to _____ is _____kilometers. And it will take hour(s) and _____minutes.

We kindly remind you that smoking is not allowed on board at any time. Please follow the seat belt sign, no-smoking sign or any other cabin sign instructions. Do not touch or destroy the smoke detectors in the lavatory.

Before we take-off, please fasten your seat belt, stow your tray table, open your window shade and keep your seat-back in the upright position. please take good care of your valuable items.

Juneyao Airlines, where dreams take flight. May our best wishes accompany you on each and every journey. We strive to fulfill your needs and expectations, and each time you fly with us is a treasured opportunity to communicate with you. We hope this trip will be a pleasant, heartfelt experience for you unlike any other. Take a minute to get settled in as you listen to this music. Sit back, relax, and enjoy the flight.

We wish you have a pleasant journey. Thank you!

★ 首航落地广播

女士们、先生们，吉祥航空常旅客：

我们的飞机已经降落在_____机场。当地时间_____。机场距离市区_____公里。地面温度摄氏_____度，华氏度。飞机还将滑行一段距离，为了您的安全，请不要起身离开座位，也请不要急于打开行李架以免行李滑落。

为了保证通讯系统的正常工作，在机门开启前，请不要打开手机；下机时请记得携带所有的手提物品。您交运的行李，请在到达厅行李提取处领取。

如果您在下飞机后，有任何问题，请您联系我们的地面工作人员，我们将很高兴为您提供帮助。

对于您在旅途中给予我们的支持和配合，我们再次向您表示衷心的感谢！您的认同与青睐是我们努力的方向，我们愿意用真诚和用心的服务，与您一起共享精彩的旅程。

如需了解吉祥航空更多信息，您可以查阅吉祥航空官方网站或是拨打贵宾热线 95520。

愿您的每次飞行都有吉祥陪伴，每次相逢都充满着乐趣和惊喜，不管您去的城市是陌生还是熟悉，吉祥航空衷心祝愿每位旅客能自信满满地踏上新的旅程，找到自己的梦想，吉祥始终陪伴您精彩的每一天。

在这里，我谨代表上海吉祥航空有限公司及全体机组人员感谢您搭乘本次航班，期待下次旅行再会！谢谢！

Maiden Flight (After landing)

Ladies and gentlemen, All of our frequent passengers,

We have just landed at the ___ airport. The distance to downtown from the airport is ___ kilometers. The local time is ___ AM/PM., and the ground temperature is ___ degrees Celsius or ___ degrees Fahrenheit.

For your safety, please remain seated with your seat belt fastened until the aircraft has come to a complete stop.

Please take all your belongings with you when you disembark. Your checked baggage may be claimed at the arrival hall.

Once again we would like to thank you sincerely for your support and cooperation on this flight! Your satisfaction is what motivates us and we are happy to have served you on this exciting journey we have shared together.

You may also find more information about us on our website or call us at 95520.

We hope that Juneyao will be your airline of choice for your future flights and we look forward to meeting you again on your future adventures. Whether this is the city you call home or you're here for the first time, Juneyao Airlines would like to give each passenger our warmest regard as you embark on this part of the road toward your dreams. Thank you.

On behalf of all of the crew, we'd like to thank you here for flying with us and we sincerely hope that we can meet you next time.

Thank you and Goodbye.

★ 专、包机欢迎词

尊敬的____主席/总理/首相/部长/总统/国王/女王阁下、
大使先生、尊敬的贵宾们、女士们、先生们：

早上好！（下午好、晚上好）

首先我谨代表全体机组人员，热烈欢迎您乘坐上海吉祥航空的专机前往____。（中途降落____）。本次航班预计空中飞行时间为____小时____分钟。能有机会为您服务，我们深感荣幸，并将竭力为您提供优质、周到的服务。

现在，飞机马上就要起飞了，请您系好安全带，收起小桌板，调直座椅靠背，并请打开遮阳板。本次航班全程禁止吸烟。

吉祥航空，如意飞翔。愿我们的服务给您的旅程增添一份温馨，并承载着我们的祝福，我们珍视您的需求和期待，把本次飞行当作与您的一次亲切交流，希望给您的旅途带来不一样的心灵体验，让我们在这首美妙的乐曲声中放松心情，感受吉祥。

Special/Charter Flight (Greeting)

Your Excellency President/Prime Minister/Minister/President/
Premier/King /Queen, Ambassador____, Distinguished Guests,
Ladies and gentlemen, Good morning (afternoon, evening)

We feel greatly honored to have a chance to provide special flight service for you. First of all, please allow me, on behalf of Juneyao Airlines, to extend a warm welcome to our distinguished guests on board. It will take __hour(s) and _____minutes.

We kindly remind you that smoking is not allowed on board at any time. Before we take-off, please fasten your seat belt, stow your tray table, open your window shade and keep your seat-back upright.

Juneyao Airlines, where dreams take flight. May our best wishes accompany you on every journey. We strive to fulfill your needs and expectations, and this time you fly with us is a treasured opportunity to communicate with you. We hope this trip will be a pleasant, heartfelt experience for you unlike any other. Take a minute to get settled in as you listen to this music. Sit back, relax, and enjoy the flight.

We wish you a pleasant journey. Thank you!

★ 专、包机落地广播

尊敬的首相/部长总统/总理/国王/女王阁下、____大使、
尊敬的代表团贵宾们、女士们、先生们：

现在飞机已经降落在____机场，本地时间____。外面的
温度为____摄氏度（____华氏度）。

飞机还将继续滑行，请您等飞机完全停稳后再解开安全
带。

各位贵宾，非常感谢您乘坐上海吉祥航空公司班机。在
离别之际，我谨代表全体机组人员向您致以最诚挚的祝福。
同时期待您再次乘坐我们的航班。祝您在____的访问愉快、
圆满成功。谢谢！

Special/Charter Flight (After Landing)

Your Excellency President/Prime Minister/Minister/President/
Premier/King /Queen, Ambassador ____, Distinguished Guests,
Ladies and gentlemen,

We have just landed at____airport. The local time is____.The
ground temperature outside is____degrees Celsius (or____
degrees Fahrenheit).

Please remain seated until the aircraft has come to a
complete stop.

Ladies and gentlemen, thank you for flying with JuneYao
Airlines. On behalf of all the crew members, send our best wishes
to you, and we are looking forward to serving you again.

Thank you and good-bye.

★ 中国传统二十四节气广播

立春 Spring begins

今天是中国传统二十四节气中的第一个节气,农历()。立春是汉族民间重要的传统节日之一,过了立春,万物复苏生机勃勃,草木开始萌芽,农民开始播种,一年四季从此开始了。古代有这样一个传说:立春快到来的时候,县官会带着本地的知名人士去土地里挖一个坑,然后把羽毛、鸡毛等轻物质放在坑里,等到了某个时辰,坑里的羽毛和鸡毛会从坑里飘上来,这个时刻就是立春时辰,开始放鞭炮庆祝,预祝明年风调雨顺、五谷丰登。

雨水 The rains

今天是中国传统二十四节气中的第二个节气,农历()。此时,气温回升、降水增多,故取名为雨水。雨水节回娘屋是流行于川西一带的另一项风俗。民间到了雨水节,通常出嫁的女儿要回家探望父母,要给母亲送一段红绸和炖一罐肉,感谢父母的养育之恩。

惊蛰 Insects awaken.

今天是中国传统二十四节气中的第三个节气,农历()。惊蛰,古称“启蛰”,俗话说“惊蛰过,百虫苏”惊蛰过后,大地复苏,春雷初响,惊醒了蛰伏中的昆虫。人们会在这天吃驴打滚,寓意着“害虫死,人翻身”。

春分 Vernal equinox

今天是中国传统二十四节气中的第四个节气,农历()。春分是春季九十天的中分点,是各种作物播种的大忙季节,可谓“春‘分’得意,农事繁忙”。春分时节,不少地方有“吃春菜”的习俗,对于春菜,比较常见的说法认为是指野苋菜,也有人认为是泛指这个时候能吃到的各种时令蔬菜。

清明 Clear and bright

今天是中国传统二十四节气中的第五个节气,农历()。清明节是中国民间重要传统节日,清明含有天气明朗、空气清新明洁之意。清明的习俗也是十分丰富有趣的,讲究禁火、扫墓、吃寒食,还有踏青、荡秋千、打马球、插柳等一系列活动。

谷雨 Grain rain

今天是中国传统二十四节气中的第六个节气,农历()。谷雨是春季的最后一个节气,这时田中的秧苗初插、作物新种,正是最需要雨水滋润的时候,所以俗话说“春雨贵如油”就是这个道理。谷雨前后也正是新茶上市的时节,传说谷雨这天的茶喝了会清火、辟邪、明目等。所以谷雨这天不管是什么天气,人们都会去茶山摘一些新茶回来喝。

立夏 Summer begins

今天是中国传统二十四节气中的第七个节气,农历()。立夏是夏天的开始。人们习惯上都把立夏当作是温度明显升高,炎暑将临,雷雨增多,农作物进入旺季生长的一个重要节气。立夏这日中午,大人们煮好囫囵蛋,用冷水浸上数分钟之后再套上早已编织好的丝网袋,挂于孩子颈上。孩子们便三五成群,进行斗蛋游戏,一分高下。

小满 Grain buds

今天是中国传统二十四节气中的第八个节气,农历()。“小满”正当时是农历四月下旬,这时候田里的稻谷和麦子等农作物,渐渐接穗看起来丰实饱满的样子,就等待成熟。庄家人眼见辛勤与努力,即将有了丰收,于是把这个节气形容为小满。

芒种 Grain in ear.

今天是中国传统二十四节气中的第九个节气，农历（ ）。芒种字面的意思是“有芒的麦子快收，有芒的稻子可种”。在芒种前后，梅树刚好结出梅子，梅子太酸不宜直接吃，于是，古人就发明了各种煮梅的方法，芒种当天动手做，既饱口福，又很有风雅的形式感，所以三国时就有了“青梅煮酒”的典故。

夏至 Summer solstice

今天是中国传统二十四节气中的第十个节气，农历（ ）。自古以来，中国民间就有“冬至馄饨夏至面”的说法，江南一带夏至吃面是很多地区的重要习俗，民间有“吃过夏至面，一天短一线”的说法。意用面条之长比喻夏至之长昼。而且夏至时恰巧也是麦子刚刚收割完毕的时节，吃面也有品尝新麦的含义。

小暑 Slight heat

今天是中国传统二十四节气中的第十一个节气，农历（ ）。小暑意指天气开始炎热，但还没到最热的时候。相传“六月六”是龙宫晒龙袍的日子。因为这一天是一年中最气温最高，日照时间最长，阳光最强的日子，所以家家户户多选择这一天“晒伏”，把存放在箱柜里的衣服晾到外面接受阳光的暴晒，以去潮，去湿，防霉防蛀。

大暑 Great heat

今天是中国传统二十四节气中的第十二个节气，农历（ ）。大暑节气正值“三伏”，是我国一年中日照最多、气温最高的时期。广东很多地方在大暑时节有“吃仙草”的习俗，而在台湾也有吃凤梨的习俗，汉族民间百姓认为这个时节的凤梨最好吃。加上凤梨的闽南语发音和“旺来”相同，所以也被用来作为祈求平安吉祥、生意兴隆的象征。

立秋 Autumn begins

今天是中国传统二十四节气中的第十三个节气,农历()。“立秋”就是指暑去凉来,意味着秋天的开始。到了立秋,梧桐树开始落叶,因此有“落叶知秋”的成语。人们通过立秋吃西瓜的“啃秋”,来表达“啃下酷夏,迎接秋爽”的祝愿,民间还有立秋吃瓜可免除冬天和来春腹泻的说法。

处暑 Stopping the heat

今天是中国传统二十四节气中的第十四个节气,农历()。处暑的到来表明炎热的夏天就要终止了,处暑前后民间会有庆赞中元的民俗活动,俗称“七月半”或“中元节”,这天大人小孩都会相约一起放河灯、家家户户都会吃鸭子,因此俗语中也有“处暑送鸭,无病各家”的说法。

白露 White dews

今天是中国传统二十四节气中的第十五个节气,农历()。俗语云:“白露秋分夜,一夜冷一夜”。此时气温开始下降,天气转凉,早晨的草木上也有了露水,故此,民间多在白露时节食用温补之物。旧时江浙地区有白露一到,家家酿酒,用以待客的习俗。

秋分 Autumnal equinox

今天是中国传统二十四节气中的第十六个节气,农历()。秋分曾是传统的“祭月节”,而现在的中秋节就是由传统的“祭月节”而来。据考证,最初“祭月节”是定在“秋分”这一天,不过由于这一天不一定都有圆月。而祭月无月则是大煞风景的。所以,后来就将“祭月节”由“秋分”调至中秋。

寒露 Cold dews

今天是中国传统二十四节气中的第十七个节气，农历（ ）。寒露期间，气温下降快，人们可以明显感觉到季节的变化，寒露以后，天气就真正由凉爽转向寒冷了。众所周知，重阳节登高的习俗由来已久，由于重阳节在寒露节气前后，寒露节气凉爽的气候又十分适合登山，慢慢的重阳节登高的习俗也成了寒露节气的习俗。

霜降 Hoar-frost falls

今天是中国传统二十四节气中的第十八个节气，农历（ ）。霜降是秋天的最后一个节气，在中国的一些地方，霜降时节要吃红柿子，在当地人看来，这样不但可以御寒保暖，同时还能补筋骨，是非常不错的霜降食品。民间也有霜降吃柿子冬天就不容易感冒流鼻涕的说法。

立冬 Winter begins

今天是中国传统二十四节气中的第十九个节气，农历（ ）。立冬节气，有秋收冬藏的含义，我国过去是个农耕社会，劳动了一年的人们，利用立冬这一天要休息一下，顺便犒赏一家人一年来的辛苦。在我国北方，认为立冬是秋冬季节之交，故“交子”之时大家都会吃饺子。

小雪 Light snow

今天是中国传统二十四节气中的第二十个节气，农历（ ）。进入该节气，气温开始下降，逐渐降到零度以下，但大地尚未过于寒冷，虽开始降雪，但雪量不大，故称小雪。民间有：“冬腊风腌，蓄以御冬”的习俗。小雪后，气温急剧下降，天气变得干燥，一些农家开始动手做香肠、腊肉，等到春节时正好享受美食。

大雪 Heavy snow

今天是中国传统二十四节气中的第二十个节气，农历（ ）。大雪节气代表着开始进入最寒冷的严冬。大雪节气一到，家家户户忙着腌制“咸货”，老南京有句俗语，叫做“小雪腌菜，大雪腌肉”，农家人都把腌好的腊肉挂在朝阳的屋檐下晾干，以迎接新年的到来。

冬至 Winter solstice

今天是中国传统二十四节气中的第二十二个节气，农历（ ）。冬至是中国农历中一个重要的节气，也是中华民族的一个传统节日，冬至俗称“冬节”、“长治节”等，在中国北方有冬至吃饺子的风俗，南方则是吃汤圆和赤豆糯米饭，而在山东滕州等地流行冬至当天喝羊肉汤，寓意去除寒冷。各地食俗不同，十分有趣。

小寒 Slight cold

今天是中国传统二十四节气中的第二十三个节气，农历（ ）。小寒与大寒、小暑、大暑一样，都是表示气温冷暖变化的节气。对于中国而言，小寒标志着开始进入一年中最寒冷的日子，小寒时虽然冷但还不算是最冷，所以就称为“小寒”。到了小寒时节，有南京人吃菜饭，广东人吃糯米饭来驱寒的传统习俗。

大寒 Great cold

今天是中国传统二十四节气中的最后一个节气，农历（ ）。此时，时序已到了隆冬，天气变得非常寒冷，是一年中寒冷的时段，所以这个节气成为“大寒”。在这个一年中最寒冷的时期，有吃糯米驱寒的习俗，而且“大寒”这天吃年糕，还有“年年高升”之意，带着吉祥如意、年年平安的好彩头。

★ Twenty-four Solar Terms

Ladies and Gentlemen:

Today is (), which is one of the Twenty-four Solar Terms .In the ancient times ,there was a general name for a group of seasons,known as Twenty-four Solar Terms from the Beginning of Spring to Great Cold.It shows the relationship between universe,season,climate and agriculture,which is unique creation by Chinese ancestors.

www.airmango.net

2017/2018 年二十四节气时刻表

2017. 2. 3/农历正月初七 立春	2018. 2. 4/农历十二月十九 立春
2017. 2. 18/正月廿二 雨水	2018. 2. 19/正月初四 雨水
2017. 3. 5/农历二月初八 惊蛰	2018. 3. 5/农历正月十八 惊蛰
2017. 3. 20/农历二月廿三 春分	2018. 3. 21/农历二月初五 春分
2017. 4. 4/农历三月初八 清明	2018. 4. 5/农历二月二十 清明
2017. 4. 20/农历三月廿四 谷雨	2018. 4. 20/农历三月初五 谷雨
2017. 5. 5/农历四月初十 立夏	2018. 5. 5/农历三月二十 立夏
2017. 5. 21/农历四月廿六 小满	2018. 5. 21/农历四月初七 小满
2017. 6. 5/农历五月十一 芒种	2018. 6. 6/农历四月廿三 芒种
2017. 6. 21/农历五月廿七 夏至	2018. 6. 21/农历五月初八 夏至
2017. 7. 7/农历六月十四 小暑	2018. 7. 7/农历五月廿四 小暑
2017. 7. 22/农历六月廿九 大暑	2018. 7. 23/农历六月十一 大暑
2017. 8. 7/农历闰六月十六 立秋	2018. 8. 7/农历六月廿六 立秋
2017. 8. 23/农历七月初三 处暑	2018. 8. 23/农历七月十三 处暑
2017. 9. 7/农历七月十八 白露	2018. 9. 8/农历七月廿九 白露
2017. 9. 23/农历八月初四 秋分	2018. 9. 23/农历八月十四 秋分
2017. 10. 8/农历九月十九 寒露	2018. 10. 8/农历八月廿九 寒露
2017. 10. 23/农历九月初五 霜降	2018. 10. 23/农历九月十五 霜降
2017. 11. 7/农历九月二十 立冬	2018. 11. 7/农历九月三十 立冬
2017. 11. 22/农历十月初五 小雪	2018. 11. 22/农历十月十五 小雪
2017. 12. 07/农历十月二十 大雪	2018. 12. 7/农历十一月初一 大雪
2017. 12. 22/农历十一月初五 冬至	2018. 12. 22/农历十一月十六 冬至
2017. 1. 5/农历十二月初八 小寒	2018. 1. 5/农历十一月十九 小寒
2017. 1. 20/农历十二月廿三 大寒	2018. 1. 20/农历十二月初四 大寒

★ 空中书吧

女士们、先生们、尊敬的吉祥航空常旅客：

时光与岁月匆匆，生活愈发忙碌，让我们在三万英尺高空，脱离各种嘈杂，静下心来找回最初读书的心境，分享阅读的喜悦。

吉祥航空“空中书吧”提供小说、科普、漫画等各类阅读书籍，供您在飞行途中借阅。现在客舱乘务员将为您发放各类书籍，有需要的旅客可以随时呼叫客舱乘务员。愿每一次飞行，书墨相伴，尽情享受心无旁骛的文字之旅。谢谢！

Ladies and gentlemen, and all of our frequent fliers:

In order to create an atmosphere of rich traveling culture life in the cabin, we have prepared you lots of high-quality books for reading such as novels, popular science, comics and so on. If you would like to read, just contact our cabin attendants. Thank you.

特殊情况广播词

Special Situation Announcement

www.airmango.net

www.airmango.net

★ 对号入座的广播

女士们、先生们，尊敬的吉祥航空常旅客：

为了您的安全，保证飞机的载重平衡，每个旅客的座位都是根据本次航班的载重进行合理分配的，所以请您按照指定座位，对号入座。谢谢！

Take Assigned Seats

Ladies and Gentlemen, all of our frequent fliers:

For keeping the balance of the aircraft, please take your seat according to your seat number. Thank you for your cooperation!

www.airmango.net

★ 清点旅客

女士们、先生们：

我们现在需要重新核对机上旅客人数，请您回原座位坐好，暂时请勿使用洗手间。带小孩的旅客，请您将小孩抱好。谢谢！

Passenger accounting

Ladies and Gentlemen,

We are going to make a final check of the number of passengers on board. Please remain seated and stop using the lavatories for the time being. Hold your children on your laps. Thank you for your cooperation!

★ 寻人广播

女士们、先生们：

请旅客_____女士（先生）听到广播以后，马上与我们的客舱乘务员联系。谢谢！

Looking for the Passenger

Ladies and Gentlemen,

May I have your attention please? We are looking for the passenger named _____. Mr(s)/Miss _____, while you heard this message, please contact our cabin crew. Thank you!

★ 等待旅客

女士们、先生们：

我们正在等待部分转港旅客登机。请您在座位上休息片刻。谢谢！

Waiting for Passengers

Ladies and Gentlemen,

We are waiting for some transfer passengers to join us. Please remain in your seat and wait for a few moments. We expect to depart soon. Thank you for your understanding!

★ 等待随机文件

女士们、先生们：

我们正在等待随机文件，请您在座位上休息片刻。感谢您的理解与配合。

Waiting for Flight Documents

Ladies and Gentlemen,

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

★ 等待餐食

女士们、先生们：

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

Waiting for Catering

Ladies and Gentlemen,

We are waiting for the local catering company with additional in-flight meals. Please be seated and wait for a few moments.

Thank you for your understanding.

★ 等待货物装载

女士们、先生们：

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

感谢您的理解与配合！

Waiting for Cargo Loading

Ladies and Gentlemen,

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

Please remain in your seat. Further information will be provided as soon as possible. Thank you for your understanding and cooperation!

★ 查找未登机旅客行李

女士们、先生们：

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

Baggage Finding out

Ladies and Gentlemen,

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

Thank you for your cooperation!

★ 空调不好

女士们、先生们：

我们正在等待航空管制起飞的命令。由于本架飞机设备条件有限，（在地面等待期间）机上空调可能达不到您理想的温度，但这种情况在飞机起飞后便会得到改善。

对此我们特别向各位旅客表示歉意，谢谢！

Bad Air-condition

Ladies and Gentlemen,

We are now waiting for the departure, as the air conditioning system of this aircraft does not work well on the ground, you may feel a little heat at the moment, and you will feel better after take-off.

Sorry for this inconvenience and thank you for your understanding!

★ 配载平衡

女士们、先生们：

为了飞机起飞时的配载平衡，请您按照登机牌上的座位号对号入座，谢谢！

Imbalance/Seat Adjustment

Ladies and Gentlemen,

For keeping the balance of the aircraft, please take your seat according to your seat number. Thank you for your cooperation!

www.airmango.net

★ 延误广播

接到确切等待时间:

我们刚刚收到机长的通知，由于____原因，我们不能正点起飞。塔台通知我们，飞机预计起飞时间为____点____分。（在等候期间乘务员会为您提供饮料/点心/正餐，请放下小桌板。）由于航班延误，给您的旅途带来不便，我们向您深表歉意。现在请您在座位上耐心等待，请不要吸烟。等候期间请不要触动客舱内带有红色标志的应急装置。如起飞时间有变，我们会马上通知您。如果您有任何问题，请随时呼叫客舱乘务员。谢谢！

Delayed Departure

The time of the delay is confirmed:

Ladies and Gentlemen,

May I have your attention please? Unfortunately, our departure will be delay due to _____. We got informed from ACT that the estimated departure time for flight is _____AM /PM. Please remain seated and refrain from smoking. (In the meantime we will be serving beverages/snack/ a meal.)

Because of the delay, we apologize for any inconvenience caused and thank you for your patience and understanding. In case the flight departure time will be modified, we will let you know as soon as possible. If you have any questions, please contact a member of our cabin crew. Thank you.

未接到确切等待时间: The time of the delay is unconfirmed:

A、（等待时间 0-30 分钟）我们已经做好客舱的一切准备工作，但是我们还需要在原地等待空中交通管制中心给予我们推出起飞的命令，请各位旅客在座位上休息等候，请不要吸烟。谢谢！

(Waiting time around 0-30mins)Ladies and Gentlemen: We are still waiting for the command for the departure from the airport control tower office. Please pay attention to remain seated and refrain from smoking. Thank you.

B、（等待时间 30—60 分钟）我们刚刚收到机长的通知，由于 _____ 原因，我们不能正点起飞。由于航班延误，给各位旅客带来不便，在此我们深表歉意。有进一步的消息，我们会随时通知您。谢谢！

(Waiting time around 30-60mins)Ladies and Gentlemen: The captain has advised that due to _____ , we cannot depart on time. Because of the delay, we are sorry for any inconvenience caused and thank you for your patience and understanding. Once we get the further information, we will let you know. Thank you.

C、（等待时间 60—90 分钟）非常抱歉的通知您，由于到现在为止，我们还没有接到空中交通管制部门的起飞命令，我们在原地等候的同时会及时和空中交通管制部门保持密切联系，一有消息，我们将立刻通知您，争取尽早出发。由于航

班延误，给各位旅客带来不便，我们再次向您表示歉意，并感谢您的谅解！

(Waiting time around 60-90mins)Ladies and Gentlemen: We are sorry to inform you that we haven't received the order to depart from the airport control tower office. We are requested to remain here. We will be keeping in touch with them. Once we get the further information, we will inform you as soon as possible. Thank you for your patience and cooperation.

D、(等待时间 2 小时以上)非常抱歉的通知您，由于_____（流量控制、天气）情况比较严重，我们还需要继续等待。本次航班未能准时起飞，影响了您后续的行程，给您的出行带来了不便，我们再次向您表示歉意。同时，对于您在等候期间对我们工作的理解和支持，向您表示衷心的感谢。我们会竭诚做好客舱的服务，给您提供一个舒适、安全的空中旅行。一有消息，我们将立刻通知您，以便您做好后续的安排。如果您有什么需要，请随时与我们乘务员联系。

(Waiting time more than 2hrs)Ladies and Gentlemen: Because of the delay, we apologize for any inconvenience caused and thank you for your patience and understanding. If you have any questions, please contact our cabin crew. We are glad to help you. Once we get the further information, we will inform you as soon as possible. Thank you for your understanding and cooperation.

延误原因:

1. 航路天气/（前往的机场上空天气）不好的原因：
the bad weather conditions on our scheduled route / (over the ___ airport).
2. 飞机需要除冰/跑道需除冰：
Deicing of the aircraft/the runway.
3. 空中交通管制原因：
the air traffic control clearance.
4. 机场繁忙，部分旅客还未能通过安全检查：
the passengers who are still during their security check for boarding.

★ 机械故障

女士们、先生们：

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

感谢您的耐心等待！

Mechanical Problems

Ladies and Gentlemen,

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

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

Thank you for your understanding and patience!

★ 故障已排除

女士们、先生们：

现在飞机的故障已经排除，可以安全起飞了，请大家回原位坐好。

感谢您在等待期间对我们工作的理解与支持。

Mechanical Problems Rejected

Ladies and Gentlemen,

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

★ 无法排故换乘飞机

女士们、先生们：

非常抱歉地通知您，由于飞机故障一时无法排除。为了飞行安全，我们将安排另一架飞机继续执行航班。请您带好全部手提物品随同地面人员下飞机。由于飞机故障给您带来不便，我们深表歉意，请您给予谅解和协助。谢谢！

Change Aircraft

Ladies and Gentlemen,

We regret to inform you that the mechanical issue of our aircraft has not been resolved. We will be changing the aircraft, please take all your belongings and follow our ground staff ready for boarding again.

We apologize for this inconvenience.

Thank you for your cooperation!

★ 航班取消

女士们、先生们：

我们非常抱歉地通知您，由于_____机场天气恶劣/机械故障一时难以排除，为了您的安全，我们决定取消本次航班，请您带好全部手提物品下飞机。起飞时间和其它有关事宜将由地面工作人员安排和通知。（起飞时间定于明天_____点分。）

对于本次航班的取消给您带来的不便，我们深表歉意。谢谢！

Cancel

Ladies and Gentlemen,

We regret to inform you that this flight has been cancelled due to the unfavorable weather condition over _____ airport / mechanical problems. (The departure time will be _____ am/pm tomorrow).

Please remember to take all your carry-on baggage with you as you leave the plane. We sincerely apologize for this inconvenience. Our ground staff will give you further information about the flight after you disembark.

We really appreciate your kind understanding. Thank you.

★ 飞机加油（旅客在机上等候）

女士们、先生们：

我们的飞机正在加油，为了确保安全，请您在座位上坐好并解开安全带。请不要吸烟，同时也不要使用任何电子设备。

谢谢！

Fuelling (Without Disembarking)

Ladies and Gentlemen,

We will be taking on fuel here. As a safety precaution, please open your seat belt, remain seated and keep all aisles and exits clear. All the electronic devices are not allowed to use and please also refrain from smoking.

Thank you for your cooperation!

★ 清舱广播

(一) 局部清舱广播：

女士们、先生们：

由于有旅客临时终止航程，为了安全起见，乘务员将进行局部清舱，请您配合我们认领自己随身携带的行李物品。谢谢！

Ladies and Gentlemen,

There are few passengers who have decided to cancel their journey after they boarded the plane. According to the safety regulations we have to make a safety check of the cabin. Please cooperate with the cabin crew to claim your luggage.

Thank you for your cooperation!

(二) 全部清舱广播：

女士们、先生们：

由于有旅客临时终止航程，为了安全起见，我们的飞机将重新进行安全检查。所有旅客必须携带全部手提行李下机，包括您的登机牌，贵重物品，旅行证件。请确认您的座位上、椅袋中、头顶上方的行李箱里没有遗留任何个人物品后再下机。由此给您带来的不便，敬请谅解。谢谢！

Ladies and Gentlemen,

There are few passengers who have decided to cancel their

journey after they boarded the plane. According to the safety regulations we have to make a thorough safety check of the cabin. All passengers must disembark with all your hand luggage, including boarding pass, valuables and travel documents. Check that you have nothing left onboard.

Thank you for your cooperation!

www.airmango.net

★ 在跑道上等待起飞

女士们、先生们：

我们非常抱歉的通知您，由于____机场繁忙，我们的飞机正在滑行，排队等待起飞命令，（飞机大约在____分钟后起飞），请您在原位休息等候，并始终保持系好您的安全带。谢谢！

Delay (On Runway)

Ladies and Gentlemen,

We are sorry to inform you that due to the congestion of the runway we will take off in about ____ minutes, as we are awaiting the air traffic control clearance, please remain seated and fasten your seatbelt.

Thank you for your cooperation!

★ 飞机防冰/除冰

女士们、先生们：

飞机正在（防冰/除冰），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。防冰/除冰期间，请您坐于原位，解开安全带，请不要在客舱内走动，洗手间暂停使用，感谢您的配合！

Anti-icing/De-icing

Ladies and Gentlemen,

The airplane is (anti-icing/de-icing). Smoking, the use of flashlight or mobile phones is prohibited. Please remain seated with your seatbelt unfastened. Lavatories will be closed during this period. Thank you for your cooperation!

★ 供水系统故障

女士们、先生们：

很抱歉地通知您，由于机上的供水系统出现故障，我们不能正常向您提供热饮。由此给您带来的不便，我们深表歉意。

谢谢！

No Hot Drinks

Ladies and Gentlemen,

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

Thank you for your understanding!

★ 遗失物品

女士们、先生们：

我们在候机楼/安全检查口/客舱内/(前、中、后舱)洗手间里找到了_____ (物品名称)。如果是您遗失的，请及时与乘务员联系。

谢谢！

Lost Item

Ladies and Gentlemen,

May I have your attention please! If there is a passenger who has lost _____ (at the security inspection counter/ in the terminal/in the cabin/in the lavatory). please contact our cabin crew immediately.

Thank you.

www.airmango.net

★ 寻找医生

女士们、先生们：

现在飞机上有一位患病的旅客，哪位旅客是医生或护士，我们需要您的帮助，请马上与乘务员联系。谢谢！

Medical Assistance

Ladies and Gentlemen,

May I have your attention please? We have a passenger in need of medical attention. If there is a medical physician or nurse on board, would you please contact our cabin crew immediately? Thank you.

www.airmango.net

★ 航路顶风

女士们、先生们：

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

Delayed Due to Strong Head Wind

Ladies and Gentlemen,

Due to the strong head winds, the estimated time of our arrival has been pushed back an additional _____ minutes. The new arrival time is _____. Thank you!

★ 中途站天气不好，直飞

女士们、先生们：

非常抱歉地通知您：由于_____机场天气不好（机场关闭，我们已经决定直飞_____机场。飞机预计到达_____机场的时间是_____点_____分。我们这次临时改变航程，对您的旅途造成的不便，我们深表歉意。如果你有任何问题，请联系我们乘务员。我们将尽一切可能帮助您！谢谢！

Stop-over Cancellation

Ladies and Gentlemen,

Due to unfavorable weather conditions over _____Airport, we are sorry to inform you that (_____ airport has been closed,)we will be flying directly to_____airport. at the estimated time of arrival at _____ airport is _____. We sincerely apologize for the inconvenience in this change and appreciate your understanding. If you have any questions, please contact a member of our cabin crew. We would like to make any possible to help you.

Thank you for your cooperation!

★ 航班返航 / 备降

女士们、先生们：

我们很抱歉的通知您：由于____原因，我们无法按照原定计划前往____。根据塔台和机长的最新安排，我们将会返航/备降在____机场。进一步的消息，落地后我们通知您。

对于本次航班不能正常到达____机场，我代表机组全体成员向您表示歉意。谢谢！

Return/Diversion

Ladies and Gentlemen,

We are sorry to inform you that due to _____, the captain has decided to return to _____ airport / make an additional stop over _____ airport. The further information will be given to you after landing. We sincerely apologize for the inconvenience and appreciate your kind understanding. Thank you for your cooperation!

备降/返航原因

1. 天气原因、大雾、罢工、机场关闭、跑道上障碍物一时无法消除;

the bad weather condition / the heavy fog / the strike / the runway obstruction over ___ airport (___ airport has been closed);

2. 机械故障, 需要维修;

the mechanical trouble

3. 航路有雷雨, 本架飞机将不能正常降落在_____机场;

the heavy storm on route

4. 机上有一位重病旅客/一位即将分娩的孕妇。

a passenger needs an urgent medical assistance. (a lady is going into childbirth)

★ 备降加油

女士们、先生们：

我们非常抱歉的通知您，由于飞机遇到强顶风，油料消耗较大，我们将临时降落在_____机场（备降场），补充燃料。预计到达_____机场的时间为_____。我们这次临时备降，对您的旅途造成的不便，我们深表歉意。 谢谢！

Refueling

Ladies and Gentlemen,

Due to the strong head winds, our aircraft has to make a special landing at _____ airport for refueling. We are sorry for the delay in our flight schedule and the estimated time of arrival will be_____. We sincerely apologize for this inconvenience.

Thank you for your understanding!

★ 飞机空中盘旋

女士们、先生们：

我们非常抱歉的通知您，我们刚刚收到塔台通知，由于（机场天气不好/能见度低/机场空中交通繁忙），本架飞机暂时无法降落。我们将在机场上空盘旋，等待航空管制允许降落的命令。

如有进一步的消息，我们将随时通知您。谢谢！

Circle

Ladies and Gentlemen,

Due to unfavorable weather conditions/air traffic control, we have been ordered by the air traffic control to hold over until we receive clearance to continue.

Further information will be provided as soon as possible.
Thank you for your cooperation!

★ 返航 / 备降后

(A) 到候机厅等待 **Waiting in the Waiting Hall**

女士们、先生们：

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

Ladies and Gentlemen,

Our aircraft has landed at _____ airport. Please take your tickets, boarding pass, valuables (and all your personal belongings) with you when you disembark and wait in the terminal building. Further information will be given you as soon as possible.

Thank you for your understanding and cooperation!

(B) 机上等待 **Waiting Onboard**

女士们、先生们：

本架飞机已经降落在 __ 机场，根据机长的要求，我们将在机上等待。如您需协助，请与我们联系。有进一步的消息，我们会随时通知您。感谢您的理解与配合！

Ladies and Gentlemen,

Our aircraft has landed at _____ airport. The captain has asked us to wait onboard for a few moments. If you need any assistance, please contact any flight attendants. Further information will be given you as soon as possible. Thank you for your understanding and cooperation!

★ 着陆后滑行期间 旅客站立

女士们、先生们：

我们的飞机还没有到达指定的停机位，稍后还将继续滑行。为了您的安全，请您在自己的原位坐好，系好安全带。请您不要站立在客舱中，不要打开头顶上方的行李架，以免行李滑落造成伤害。谢谢！

Passenger Standing Up While Taxiing

Ladies and Gentlemen,

Our aircraft is still taxiing. For your safety, please remain seated with your seat-belt fastened and baggage stowed until the seatbelt sign is switched off. Thank you

★ 等待客梯车 / 廊桥 / 摆渡车

女士们、先生们：

由于机场繁忙，我们的飞机需等待客梯车/廊桥/摆渡车，请您在原位坐好。在等待期间，请不要触动任何带有红色装置的应急设备。谢谢！

No Air-steps/ Transit Bus

Ladies and gentlemen,

We are waiting for the aircraft landing-stairs/air-bridge/transit bus to brought up to the aircraft. Please remain seated until we inform you to disembark. At the same time, please do not touch the emergency equipment with red mark.

Thank you for your cooperation!

★ 下机时下雨 / 雪

女士们、先生们：

外面刚刚下过雨/雪（外面正在下雨，请您准备好雨具），
下机时请小心路滑。谢谢！

Raining when Disembark

Ladies and Gentlemen,

It is slippery outside because of rain/snow. Please watch
your step when you disembark. Thank you!

www.airmango.net

紧急情况广播词

Emergency Situation

www.airmango.net

www.airmango.net

紧急情况

★ 客舱起火

女士们、先生们：

现在客舱前（中、后）部有一处失火，我们正在组织灭火，请大家不要惊慌，听从乘务员的指挥，我们将调整火源附近旅客的座位，其他旅客请不要在客舱内走动，严禁吸烟。

Cabin Fire

Ladies and gentlemen:

A minor fire broke out in the front (center, rear) cabin. We are trying to contain the situation.

We require all passengers to remain seated and keep calm. Affected passengers are requested to change your seats. Smoking is not allowed.

★ 灭火后（继续飞行/备降）

女士们、先生们：

我们已经成功将火扑灭，现在飞机已经处于良好状态，

(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) 但飞机仍需要尽快着陆，以便进一步检查。预计到达备降机场____的时间是____。感谢您给予我们的协助。

Fire Extinguished

Ladies and gentlemen:

The fire in the cabin has been completely extinguished.

(A) We are continuing our journey as scheduled.

(B) However we need to divert to ____ airport for assistance. The estimated landing time is ____ am (pm).

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

★ 客舱释压

女士们、先生们：

现在客舱释压，正在紧急下降，系好安全带，保持镇定。氧气面罩已经脱落，用力拉下面罩，罩在口鼻处进行正常呼吸。严禁吸烟。

Decompression

Ladies and gentlemen:

Attention : Oxygen masks have dropped from the compartment above your head. Fasten your seatbelt, pull a mask sharply toward you. Place the mask over nose and mouth and breathe normally. Smoking is not allowed.

★ 释压后到达安全高度（乘务长广播）

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。

Safety Altitude Announcement

Ladies and gentlemen:

Our aircraft has reached safety altitude, so you can breathe normally. Please put all the 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 special help, please let us know.

常见问题

★ 如果有时间,可以根据以下各类情况的详细说明,进行补充广播:

1. 飞机机械故障, 需要维修

女士们、先生们, 尊敬的吉祥航空常旅客:

欢迎您乘坐上海吉祥航空 HO _____ 航班由 _____ 前往 _____。现在由于飞机的 _____ 突然发生故障, 机长和飞机维修人员正在检查并排除故障, 请各位旅客耐心等待, 有进一步的消息, 我们会随时通知您。由于航班延误, 给各位旅客带来诸多不便, 在此, 我们感谢您的理解与配合。下面向您简单介绍有关机械故障方面的小常识。

首先请您放心的是, 飞机的安全系数在不断提高, 在飞机所有重要特性方面都具有层层检测和多重备份系统。为了保证每架飞机的安全性, 我们制定了详细的定期维护计划。只要发现任何对飞行安全构成威胁的问题, 我们都将在开始飞行之前解决。

飞机一旦在执行航班任务期间出现故障, 机务人员将严格按照维护程序, 根据排故手册进行必要的检查和判断, 对故障现象进行分析, 找到故障源头, 然后再进行相应的排除故障工作、填写相关维修记录等, 另外还要进行一定的测试工作, 以确定是否完全修复好。整个排除故障的过程是需要一定时间的, 即使是一些小故障, 也有严格的一套维修检测程序。所以, 为了确保安全, 彻底排除故障隐患可能需要一段时间的等待, 我们真诚地希望得到您的谅解。

我们吉祥航空目前拥有____架全新的空客飞机，均由法国引进，经过层层检测和质量把关，安全性能得到了充分的保障。众所周知，空客公司最早就致力于制造民用飞机，所以就服务性能而言，空客的飞机更具人性化，不仅座椅间隔更大更宽敞，而且舱内空调和所有电子设备也更加智能化。总之，我们致力于为您提供更加周到的服务，如果您有任何需求，请随时呼叫客舱乘务员，我们很乐意为您提供帮助。

2. 航路天气不好的原因

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO____航班由____前往____。现在由于天气原因，我们的飞机不能准点起飞，请各位旅客在座位上休息等候，请不要吸烟。

飞机在飞行中无时无刻不受气象条件的影响，无论是起飞站或是降落站，当出现影响能见度的天气现象，例如大雪、大雨、大雾、扬沙而低于飞行能见度标准时，飞行员就不能正常起飞和降落，只得暂缓起飞（或返航、备降），等天气转好后方可飞行。

下面向您简单介绍有关____对飞行影响方面的小常识。（请乘务员选择以下 a-h 天气情况进行简单介绍）

a. 能见度

能见度，是反映大气透明度的一个指标，航空界定义为具有正常视力的人在当时的天气条件下，能够看清楚目标轮廓的最大距离。

能见度和当时的天气情况密切相关，当出降雨、雾、霾、

沙尘暴等天气过程时，大气透明度较低，因此能见度较差。

能见度与飞行活动有密切关系，能见度不好是飞行活动中严重的视程障碍，直接给目视飞行造成困难，甚至会危及飞行安全，同时能见度也是决定本机场开放还是关闭的最关键的决定因素。

b. 降水

降水对飞行带来两个方面的影响：

一是对发动机的影响。小降水可以改善发动机的工作，使输出功率略有增加，而大降水对发动机的影响是负面的，它可以使发动机熄火，空中降水往往伴随着结冰，这对发动机的工作更为不利。因此，要尽量避免在大降水区域中飞行。

二是对飞机空气动力特性的影响。降水增加了空气的质量，使空气粘稠度增加，这就增加了飞行的阻力。另外，大的降水形成一股大的下降能量团，“压迫”飞机下沉，直接迫使飞机改变正常飞行轨迹，这种情况在飞机进下降段表现得更为明显。因此，飞机应尽量避免在大的降水中飞行。

c. 雾

雾与飞行的关系十分密切，在很大程度上影响着飞行员的视距。当机场上有雾时，会严重地妨碍飞机的起飞和着陆，如果处理不好，还会危及飞行安全；当航线上有雾时，会影响地标航行；当目标区有雾时，对目视地标飞行，空投、照相、视察等活动有严重的影响。

目视着陆要求飞行员在下降到决断高度的时候能够看见跑道，看不见的话是不允许降落的，只能复飞，然后或者到备降场着陆，或者返航。雾天会影响飞行员的视距，能见度

在一定限度以下，机场将会关闭。

d. 沙尘暴

在气象学上，把强风将地面尘沙吹起，使水平能见度小于 1 公里的现象称为沙尘暴。在风沙中飞行，可使能见度迅速变坏，并伴有大风，所以会严重影响飞行安全。除此之外，沙粒打在飞机表面上，会使飞机表面的光滑度变差，影响飞机的空气动力性能，机体表面与小沙粒互相摩擦而产生的静电效应，还会使无线电通讯受到严重干扰。同时，大量的沙土进入发动机和机体内部，还会造成机件磨损、油路堵塞、导电不良等一系列机械或电器故障

e. 雷暴

雷暴是在空气中有大量水汽，上下温差很大时出现，它首先形成积云，然后在云中的水汽形成雨滴下降，下降的雨和上升的热气流相撞击，产生雷电。当机场上空有雷暴时，强烈的降水、恶劣的能见度、急剧的风向变化和阵风，对飞行活动以及地面设备也都有很大的影响。

在雷暴区既有闪电又有不稳定的大风和暴雨，任何飞机都必须避开雷暴，否则将非常危险，甚至在雷暴附近飞行的飞机都必须注意它的发展趋势。

f. 风切变

风切变是一种大气现象，是风速在水平和垂直方向的突然变化，产生风切变的原因主要有两大类，一类是大气运动本身的变化所造成的；另一类则是地理环境因素所造成的。有时是两者综合而成。风切变对飞行影响最严重的是发生在离地高度 600 米以下的低空风切变，具有时间短、尺

度小、强度大的特点。低空风切变不仅能使飞机航迹偏离，而且可能使飞机失去稳定。如果飞行员判断失误和处置不当，则会产生严重后果。

g. 冰雹

冰雹在夏季或春夏之交最为常见。

飞行中遇冰雹，由于相对速度很大，飞机会被击伤，而使飞机的空气动力性能变坏，失速速度增大，飞机容易失去控制。露天停场的飞机和其他设备，也会因雹击而损伤。

h. 台风

台风经过时常伴随着大风和暴雨或特大暴雨等强对流天气。

台风对民航飞机的起飞降落有较大影响，各种机型对在起飞、降落时所能接受的强风天气都有相应的标准，包括风向、风速等指标，一旦风的强度超过相应的安全标准，飞机就无法起飞降落。

为了所有旅客的安全考虑，请您耐心等待，有进一步的消息，我们会随时通知您。由于航班延误，给各位旅客带来诸多不便，在此，

我们感谢您的理解与配合，如果您有任何需求，请随时呼叫客舱乘务员，我们很乐意为您提供帮助。

3. 货物超重/行李装载原因/装货等待

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO____ 航班由_____前

往_____。

由于货物超重/行李装载还没有完成，我们的飞机还需要等待一些时间才能关闭货舱门推出起飞。为了保证每位旅客的行李都能安置妥当，请各位旅客在座位上耐心等待，请不要吸烟。货物装载完毕后，我们会马上广播通知您。

由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。谢谢！

4. 飞机需要除冰/跑道需要除冰

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO_____航班由_____前往_____。现在由于飞机需要除冰/跑道需要除冰原因，我们的飞机不能准点起飞，请各位旅客在座位上休息等候，请不要吸烟。下面向您简单介绍有关飞机除冰方面的小常识。

当有冰、霜、雪冻结在飞机机体表面和操纵面表面，这种现象叫飞机结冰。

飞机结冰不仅使气动性恶化，阻力增大，升力减小，导致失速，而且使发动机功率下降，因此飞机结冰直接影响到飞行安全。另外，机翼上下表面的冰层会对飞机的空气动力性能、飞机操纵面平衡、横侧和俯仰操作等方面产生一系列不良影响。

飞机除冰是指除去飞机机体表面冰冻层和聚污物，通俗地说就是将冰、雪、半融雪或霜从飞机表面除去的过程。特别是机翼、尾翼，需用来调节飞行姿态，因此必须在起飞前除冰。

为了所有旅客的安全考虑，请您耐心等待，请不要吸烟。有进一步的消息，我们会随时通知您。由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。谢谢！

5. 空中交通管制原因

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO_____航班由_____前往_____。现在由于空中交通管制原因，我们的飞机不能准点起飞，请各位旅客在座位上休息等候，请不要吸烟。下面向您简单介绍有关空中交通管制方面的小常识。

天空虽然浩瀚无垠，但如同车辆在地面行驶必须遵守交通规则，要接受警察和红绿灯的指挥一样，飞机在天空中飞行也要遵守交通规则，也要受到专门机构的指挥与调度，这就是空中交通管制。

空中交通管制是有关部门根据国家颁布的飞行规则，对空中飞行的航空器实施的监督控制和强制性管理的统称，即ATC。

空中交通就如同一条立体的走廊，飞机从起飞到降落，一直处在空中交通管制之下，它利用通信、导航技术和监控手段对飞机飞行活动进行监视和控制，使所有飞机严格按预定时间、航线、高度、速度飞行，防止航空器与航空器相撞，防止航空器在机场机动区与障碍物相撞，保证飞行的有序性和安全性。

为了维持飞行秩序，保证飞行安全，请各位旅客在座

位上休息等候，请不要吸烟。有进一步的消息，我们会随时通知您。由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合，如果您有任何需求，请随时呼叫客舱乘务员，我们很乐意为您提供帮助。

6. 部分旅客未登机

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO____航班由____前往____。

现在由于部分旅客还未登机，我们的飞机还需等待他们的登机。地面工作人员已经在联系旅客及时登机，我们将尽可能减少您的等待时间。

（航班延误在 1 个小时以上）如果您有后续航班，请及时与乘务员联系，我们将尽可能帮助您。

由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。谢谢！

7. 临时增加餐食/等候餐食装载

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO____航班由____前往____。现在由于（增加旅客、航班延误）原因，我们需要临时增加餐食/等候餐食装载，为了确保您在旅途中享用到合适的餐食，配餐人员将尽快完成相关工作，尽可能减少您的等待时间。

请您耐心等待，请不要吸烟。有进一步的消息，我们会

随时通知您。由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。

8. 部分旅客取消行程，地面工作人员查找行李

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO_____ 航班由_____前往_____。

现在由于个别旅客临时取消行程，按照航空安全规定，也为了保证大家的安全，我们决定对客舱进行局部安全检查，我们将对第_____排至第_____排进行旅客随身行李的确认，为了节省大家的时间，请您配合工作人员的指挥，尽快确认您的随身行李。由于清舱工作给您的行程带来诸多不便，在此，我们向您表示歉意，并感谢您的谅解与配合。

由于航班延误，给各位旅客带来诸多不便，在此，我们再次感谢您的理解与配合。谢谢！

9. 航路上有军事禁令

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO_____ 航班由_____前往_____。现在由于航路上有军事禁令的原因，我们的飞机不能准点起飞。军事禁令，是指对军事演习地域内的飞行实施特殊的控制，我们需要等待空中管制部门给予我们放行起飞的命令。现在请各位旅客在座位上休息等候，请不要吸烟。有进一步的消息，我们会随时通知您。由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合，

如果您有任何需求，请随时呼叫客舱乘务员，我们很乐意为您提供帮助。

10. 等待转港旅客

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO___ 航班由_____前往_____。

现在由于部分转港旅客还未登机，我们还需等待他们的登机。地面工作人员已经在联系旅客及时登机，我们将尽可能减少您的等待时间。

（航班延误在 1 个小时以上）如果您有后续航班，请及时与乘务员联系，我们将及时帮您做好信息传递工作，尽可能协助您搭乘后续航班。

由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。谢谢！

11. 部分旅客还未能通过安全检查

女士们、先生们，尊敬的吉祥航空常旅客：

欢迎您乘坐上海吉祥航空 HO___ 航班由_____前往_____。

现在由于机场出发的旅客比较多，我们的飞机还将需等待几位正排队准备做登机前安全检查的旅客。地面工作人员已经联系了地面安全检查部，让我们的旅客能尽快做完登机前的安全检查，及时登机。我们将尽可能减少您的等待时间。

（航班延误在 1 个小时以上）如果您有后续航班，请及

时与乘务员联系，我们将及时帮您做好信息传递工作，尽可能协助您搭乘后续航班。由于航班延误，给各位旅客带来诸多不便，在此，我们感谢您的理解与配合。谢谢！

www.airmango.net

常见延误情形问答

★ 天气篇

问 1：目的地机场所在城市天气状况良好，能见度佳，为什么还是因天气原因延误？

答：目的地机场所在城市天气状况良好不代表该机场适宜飞机降落，覆盖在机场起飞降落航道附近的低云、雷雨区是导致这类型延误的常见因素。

为确保飞行安全，飞机即使处在自动降落状况，在降落前的一定高度（一般为 60 米）飞行员也必须完全能见跑道及地面状况，如果此时无法能见跑道，是不允许降落的。

问 2：目的地机场所在城市天气状况良好，能见度佳，该机场也起降正常，为什么还是因天气原因延误？

答：这种情况往往是因为飞行航路的气象状况不宜飞越，无法通过，比如雷雨区，这种情况飞机往往只能在地面等待一旦在狭窄的航路上出现雷雨区等状况，某些条件下可采取绕过雷雨区的方式通过，但出于飞行安全和国防需要，民航航路是严格受限的，可绕飞、回旋的余地很小，雷雨区较大时，此方法就不可行了。

问 3: 同样是飞往某地的航班, 为什么有些能走, 有些却被告知因天气原因走不了?

答: 出现这种情况的可能性很多, 因为飞机起降的标准与飞机机型有关, 同样的机型在各航空公司定的具体安全标准也可能有差异, 机长对当前气象及趋势作出决策也会有所不同。是否能起飞取决于机长对飞机状态、机场、气象等判断后的决定。民航法规定, “机长发现民用航空器、机场、气象条件等不符合规定, 不能保证飞行安全的, 有权拒绝飞行”, 这一切也都是为了旅客的安全着想。

问 4: 为什么快到目的地机场才告知因天气原因无法降落而备降其他机场或返航, 而有些飞机又能正常落地?

答: 虽然民航气象部门依靠先进的设备会不断发布比较准确气象变化趋势预报, 以利于航班运作和调度, 但天气情况是不断变化的, 也难以很准确地做出判断, 如果是短时间的恶劣天气, 而此时飞机正好赶上恶劣的天气状况而无法降落, 出于安全考虑, 飞机就不得不备降其他机场。当天气处于标准边缘时, 能否降落由机长决定。

★ 航空管制篇

问 1: 飞机上完客，舱门关闭，一切准备就绪，为什么长时间不走，旁边的飞机怎么都走了，就我们走不了啊？

答：这说明碰上了流量控制，此时飞机正在排队等候，等待航管给予起飞指令，而其他飞机能正常离港，可能目的地、方向不一致，所以没有受到本次流量控制的影响。

问 2: 飞机一切准备就绪，滑行一段时间又停下来，走走停停的，为什么长时间不起飞啊？

答：飞机此时正要准备起飞，而机场跑道有限，同时落地和起飞的飞机又较多，所以此时正在按一定的安全间隔依次进入跑道起飞。部分繁忙机场或一般机场的高峰时段，空中交通可能处于超负荷运转，这时飞机离港往往在地面滑行甚至等待较长时间，这也都是为了所有旅客的安全着想。

问 3: 既然有流量控制，为什么不早点登机，而长时间闷在狭小的客舱里等待？

答：如果此时飞往同一方向的航班很多，那么如果本次航班准备就绪，就可以向管制部门及早申请，越早申请，等待时间会越短，这和平时排队买东西是一样的。如果由于各种原因导致长时间等待，这就无法预计时间，但此时也要求飞机按预定先准备好，因为空域随时都有可能开放，所以不能等到管制解除了再登机，到时虽然一切准备就绪，但也可能碰到下一轮的管制。

问 4: 为什么因流量控制长时间等待，到后来又说走不了，要下飞机到候机楼等待，甚至到了跑道上准备起飞又滑回来等待呢？

答：正常流量控制是有预计时间的，机组会根据情况决定旅客登机后等待或在候机楼等待，但是某些时候空中管制是没有预计时间的，随时可能解除管制，空域开放时间可能是短时间的，这就要求飞机先作好准备工作。如果时间等待太长，又没有很明确的消息何时能起飞，考虑到旅客舒适的问题，会出现等待很长时间后又下飞机到候机楼等待的情况，这也是不得已的。有时情况是不断变化的，当空中或目的地机场出现一些意外情况，也可能导致飞机上了跑道临近起飞了又不得不滑回等待。

★ 机械故障篇

问 1: 为什么要准备起飞了或刚起飞不久，才告知飞机出现机械故障，要滑回或返航，怎么检查的啊，是不是准备工作没作好？

答：飞机和其他设备一样，有些故障在例行检查时无法发现。当突然出现故障后，机务人员会根据排故手册进行检修，查找故障源头，然后再进行相应的排除故障工作、填写相关维修记录等，另外还要进行一定的测试工作，以确定是否完全修复好。整个排除故障的过程是需要一定时间的，总之一切以安全为重。

问 2: 为什么飞机故障后要修理多久也不清楚, 时间一推再推的, 没个准?

答: 排除机械故障需要时间, 维修部门有大致的估计, 但在检修中若发现新的故障或维修过程中出现某些意外情况也会导致时间延长。发生故障后, 机务在查找故障原因过程中, 是无法知道到底需要多长时间才能排除故障的, 只有待维修人员查清故障原因后, 才会有一个大概的排除故障的时间, 此时机务就会通知相关部门作好相应准备, 乘务员也会在第一时间通过广播将大致等待时间告知旅客。

问 3: 为什么飞机故障后修好了, 再次起飞后又出现故障再次备降或返航, 这有没有检修好啊, 怎么保障旅客的安全啊?

答: 首先再次碰到的故障并不一定是刚才维修的, 不存在没有检修好就起飞的情况。其次, 修好的部件设备同样可能再次出现故障, 这也是没办法预计的。总之, 一切以安全为重, 当发现故障后, 必须再次备降或返航, 这也是为所有旅客的安全着想。

问 4: 为什么飞机故障后也没看见维修人员在修理啊?

答: 维修人员可能在飞机驾驶舱或电子设备舱进行设备测试、换件等, 所以这时候可能看不见维修人员在修理。

★ 飞机调配篇

问 1: 航班因为种种原因延误了, 航空公司为什么没有备用机来及时疏解?

答: 专门准备备用飞机是不可能的, 这将会大大增加公司运营成本, 就实际情况来说, 航空公司也有这方面的准备, 在作航班计划时都会留有一些余地, 每一天都有些飞机的航班任务不多, 都有一些备勤机组随时待命中, 就是用于临时调配以便应付意外情况的出现, 尽量缩短航班延误的时间。

问 2: 航空公司因为航班出现延误而取消航班、合并航班, 这不是侵犯了旅客权益吗?

答: 其实许多时候取消、合并航班正是为了维护旅客利益。为了解决前一航班延误影响后面航班这个问题, 航空公司会选择取消或合并航班的方案, 使航班运行秩序尽快恢复。

问 3: 为什么时间一推再推, 情况一变再变, 是不是在骗人啊?

答: 不是。每个航空公司都有一个运行控制中心, 全盘掌握和精心调配着所有飞机的运行, 一旦某一环节出问题, 如飞机故障、某机场关闭等等上述造成延误的事件发生后, 都会对整个航班运行造成影响, 运行控制中心会根据情况及时调整, 目的是尽快恢复正常的航班运行, 同时通知后续航班作相应准备, 并会有估算出一个大概延误的时间。但是, 情况是在不断变化的, 不排除在调配过程中又有新的状况如再次遭遇延误导致时间延长发生, 导致一些计划被迫更改, 这也就会出现时间一再变化的情形发生。

★ 乘机常识篇

问 1：飞机颠簸是由哪些因素造成的？

答：乘坐民航客机，一般都十分平稳，旅客安全舒适地渡过空中旅行生活，但有时飞机也会出现颠簸，一般说来主要是受以下几个因素影响：

(1) 受地型的影响。在山区、高原、沙漠地区飞行，地型使空气受到阻力，造成空气垂直运动。

(2) 受季节的影响。由于夏天雷雨较多，秋天的风较大，这两个季节颠簸会多一些。

另外，在万里无云的碧空天气也会有颠簸，这是因为太阳光的照射，是地面的空气受热膨胀上升，冷空气下降补充，形成空气对流而引起颠簸，所以建议全程系好安全带。

问 2：为什么要限制随身携带行李的重量和体积？

答：按照民航局规定，随身行李重量不得超过 5 公斤，每件体积不能超过 $20 \times 40 \times 55$ 厘米，航空公司可为旅客免费托运 20 公斤（头等舱 40 公斤）行李，当超过规定时则需要交托运费了。飞机客舱是为旅客的舒适安全而设计的，客舱行李箱的体积和承受重量能力都有限，以前民航已经多次发生过个别旅客执意将超大超重的行李带进客舱堵塞过道甚至伤人的事故。因此，为了所有旅客的安全，按规定，超重的行李一定要托运分流，一一放进货舱。

问 3：乘坐飞机为什么必须系好安全带？

答：因为飞机一般在飞行过程中，时速都在 500 公里以上，波音飞机时速可达 900 公里，即使在起飞或者着陆时，时速也在 200 多公里，这时要遇紧急情况，就会造成一定的后果。如果旅客系好安全带，与飞机同步运动，可以避免惯性力对旅客的危害。各位旅客，为了确保您的旅客安全，当您坐飞机时，请您不要忘了系好安全带。

问 4：飞机起飞前，为什么会在跑道上等待一会？

答：原因是多方面的。如同飞机有时在降落前会盘旋等待一样，飞机在起飞前等待，可能是空中交通方面的原因，空中交通管制部门让一些降落的飞机先降落，或让起飞的飞机依照顺序先后起飞。或者是气象方面的原因，塔台命令要起飞的飞机在滑行道上待命，可以起飞时再起飞，这时候等待的时候一般不长。

问 5：飞机在起飞和降落时，为什么会耳朵痛？该怎么办？

答：这是由于飞行高度产生变化，外耳与内耳气压会有所不同，从而形成压力差，所以有耳膜压痛的感觉。这时可以捏住鼻子向鼻咽腔鼓气或者嚼口香来减轻压耳，也可以通过吞咽、反复张嘴等来改变气压。

SHA01-上海 01

上海位于我国大陆海岸线中部的长江口，是中国第一大城市，也是中国最大的经济、贸易、金融和信息中心，目前居住人口超过 2300 万。

上海是一座极具现代化而又不失中国传统特色的海派文化都市，不仅拥有深厚近代城市文化底蕴的历史古迹，如外滩、豫园和石库门等，也拥有张扬着国际化大都市广博情怀的城市新地标，如东方明珠电视塔、金茂大厦和上海世博会博物馆等。上海历来有“东方巴黎”、“购物天堂”、“世界美食之都”的美誉，她还是一座极具“情调”的城市，外滩的夜上海，是浪漫；人民广场的夜上海，是亲切；衡山路的夜上海，是神秘；淮海路的夜上海，是高雅；南京路的夜上海，是繁华。新世纪的上海将热情地欢迎世界各国朋友们的到来。

SHA01-Shanghai 01

Located on the estuary of the Yangtze River Delta, Shanghai is one of the most important economic, trading, financial and information centers of China.

Shanghai has developed into an international modern metropolis. Shanghai is a booming melting pot of different cultures, attracting many both domestic and foreign, mainstream and subculture to come from home and abroad. Shanghai offers you a full choice of sightseeing, shopping and entertainment, such as the Oriental Pearl TV Tower, the Bund and the Yu Garden. The most attractive part of Shanghai is that various cultures coexist harmoniously. Shanghai awaits you.

SHA02-上海 02

上海，举世瞩目的经济、贸易、金融和信息中心。地处中国长江三角洲前缘，东濒东海，南临杭州湾，西接江浙两省，北界长江入海口，是中国四个直辖市之一。

吴语是上海文化及气质的载体，也是海派文化的重要根基，和老洋房、弄堂、石库门、旗袍等一样，成为了上海风情的代表性符号。近代的历史为上海遗留下了众多的历史古迹，其中大批名人故居更是隐藏于上海的大街小巷之中，如淮海中路的“宋庆龄故居”、常德路上的“张爱玲故居”，陕西南路的“丰子恺故居”等等，这些上个世纪独特的建筑群勾勒出了一条上海文化名人的追忆风景线。

拥有世界各国的饮食文化和经典时尚的购物激情，老城隍庙、云南路美食街，南京路、淮海路、徐家汇商业圈，无不诠释了上海“美食天堂”、“购物乐园”的美誉，如今的上海已发展成为一个闪耀全球的国际化大都市，更力致力于建设成为国际金融和航运中心。海纳百川、大气谦和的上海热情地欢迎您的到来。

SHA02-Shanghai 02

Shanghai, is a renowned international metropolis drawing more and more attention from all over the world. Situated on the estuary of Yangtze River, it serves as the most influential economic, financial, international trade, and cultural center in East China. Also it is a popular travel destination for visitors to sense the pulsating development of the country.

Shanghai, where the traditional and the modern, the old and the new collide and sparkle, possesses not only a feminine softness but also a masculine verse, which also as the most major base of the Shanghai regional culture. It has rich human landscapes and historical sites. After century's replacement of the dynasties, it has been the witness of the history. "The Luxun's former residence" on the Yinshan Road, "the Soong Ching-ling former residence" on the Middle Huaihai Road, "Eileen Chang former residence" on the Changde Road, "the Feng Zikai former residence" on the South Shaanxi Road, etc. Dozens of residence of celebrities and western-style buildings lining the Huangpu River, have become a unique urban landmark. Shanghai attracts the world's attention.

Known as the 'Oriental Paris', Shanghai is a shopper's paradise. There are various bustling commercial streets and shopping centers waiting for the shopaholic. One of the musts for visitors is the Nanjing Road. Huaihai Road intrigues those with modern and fashionable tastes, while North Sichuan Road meets the demands of ordinary folk. Xujiahui Shopping Center, Yuyuan Shopping City and Jiali Sleepless City are also thriving and popular destinations. Welcome to Shanghai.

SHA03-上海 03

上海，中国最繁华的城市之一，地处太平洋西岸，亚洲大陆东沿，交通便利，腹地广阔，地理位置优越，是一个良好的江海港口。

上海是一座历史文化悠久的城市，至今保留着多处宋、明、清等朝代的古典建筑和富有江南特色的园林和古寺；它也是一座朝气蓬勃的国际大都市，经济高速发展，社会秩序稳定，人民安居乐业，呈现出一片繁华平和的气象。

海派文化的上海，仅仅只是在“吃”上便能体现的淋漓尽致，海纳百川的风格让美食在这里也有了不同的融合，国际饭店西饼屋的蝴蝶酥、凯司令的栗子蛋糕、老大昌的咖喱牛肉饺、吴苑饼家的蟹壳黄等，若是要感受上海“老克勒”们的情怀，红房子西餐厅、德大西菜社，让人仿佛回到了上个世纪的老上海。不论是传统小吃，还是西式糕点，这些老字号的传承，都地地道道的贴上了“海派上海”的标志。欢迎您来到上海。欢迎您来到上海。（沪语）。

SHA03-Shanghai 03

Shanghai is a historical and cultural city, still retains many Jiangnan style temples and gardens which belong to Song, Ming and Qing dynasties. It is also a city with glorious revolutionary tradition, is the birth place of the communist party of China, such as Chairmen Mao and Premier Zhou's old houses and revolution sites.

Shanghai cuisine, is a popular style of Chinese food, takes "color, aroma and taste" as the elements and emphasizes in particular the use of seasonings. The butterfly style crisp of the Park Hotel, the chestnut cake of the Kai SiLing baking store, the curry beef dumplings of the Chang Restaurant and the crab biscuits of the WuYuan baking stores and so on, all these delicious refreshments bring the elder-Shanghainess unforgettable memories. Shanghai dishes usually appear red and shiny because often cooked using a variety of methods. No matter the traditional snacks or the western style refreshments, these time-honored brand always represent the unique "Shanghai-style culture" and makes people feel back to the old days of Shanghai. Welcome to Shanghai.

SHA04-上海 04

上海是中国第一大城市，位于我国东部沿海，北亚热带南缘，气候温和湿润，全年雨量适中，四季分明。

上海拥有丰富的人文资源、迷人的城市风貌、繁华的商业街市和脍炙人口的各帮菜肴，具有“东方巴黎”和“购物天堂”的美誉。上海博物馆、上海科技馆、环球金融中心、迪士尼乐园、上海中心大厦等，展示了上海城市特有的风采；历史悠久的徐家汇天主教堂、风格迥异的多伦路文化名人街、浪漫小资的东平路与桃江路、欣赏外滩夜景全貌的滨江大道，多元化的上海，不仅有繁华时尚的热情，也有小家碧玉的典雅。

上海也是一个美食云集的地方，中国及世界各地几乎所有的佳肴都能在上海觅到踪迹。上海本帮菜，以浓油赤酱、色泽鲜亮、注重原味的特色而著称。生煎包、小笼包及草头圈子等美食都是典型上海菜。其中又以德兴馆、老正兴和上海老饭店所烧制的最名闻遐迩。绝对让您过足嘴瘾。

上海，这座既现代又怀旧的城市，吸引着无数国内外的游客，欢迎来到上海。欢迎您来到上海。（沪语）。

SHA04-Shanghai 04

Shanghai is the most populous city in China also the most populous city proper in the world. It is one of the four direct-controlled municipalities of China. Located in the Yangtze River Delta in East China, Shanghai has become a new emerging tourist city with profound modern urban culture and many historical sites.

Shanghai is also a modern international metropolis; it owns a reputation of “the oriental pearl”. The Shanghai Museum, Shanghai Science and Technology Museum, Shanghai Grand Theatre, The Oriental TV tower, The Disneyland Resort and The World Financial Center tower all of these have demonstrated the different style and characteristic of this city. The historical Xujiahui Catholic Church, different style Toronto road cultural celebrity street, the romantic Dongping Road and Taojiang Road and the beautiful view Binjiang Riverside, all these sights bring a multiple Shanghai. Successfully hosting of the 2010 world expo, nowadays, Shanghai has become a shining global metropolis and devoted to become a global financial centre and a transport hub with the world’s busiest container port.

Shanghai like a magnet has attracted both tourists from home and abroad. Welcome to Shanghai.

NKG-南京

南京，地处中国东部，长江下游地区。拥有着 6000 多年文明史，与北京、西安、洛阳并称为“中国四大古都”，这里是中华文明的重要发祥地，拥有厚重的文化底蕴和丰富的历史遗存，这里有世界文化遗产的明孝陵，以及中山陵，夫子庙等全国 5A 级风景旅游区及多个 4A 级景区。南京也是著名的美食之都，夫子庙地区的茶楼饭店，街边特色小吃满目皆是，如鸭血粉丝汤、牛肉锅贴、盐水鸭、鸭油烧饼、状元豆等，形成独具秦淮传统特色的饮食集中地，是游玩南京不可错过的美食。

古老悠久的文化遗产，现代文明的经济都市，与蔚为壮观的自然景观构成了南京独特的园林城市风貌，使南京成为了一个集山、水、城、文为一体，充满经济活力，富有文化特色，人居环境优美的现代化中心城市。欢迎您来到南京。

Nanjing

Nanjing, lies on the out bank of the Yangtze Rive, is the capital of Jiangsu Province, one of the most delightful destinations in China. Known as the capital city of six or ten dynasties in ancient Chinese history, it has a brilliant cultural heritage.

In addition to historical sites, memorials, museums and cultural sights also attract thousands of visitors. The famous Confucius Temple is not only a memorial place for the Great Sage but has a surrounding area bustling with shops, restaurants and a snack street housed in traditional architectural buildings. The nearby Imperial Examination Museum of China and Former Residence of the Wang and Xie Families have seen their best days in ancient times. In the city center, Nanjing Museum is a must for visitors with a collection of more than 420 thousand pieces. Qinhuai River, in the southwest of the city, extends one hundred kilometers. The river used to be the most flourishing part of the city in the old days. Today, it is a place for people to recall the old splendor of this historical city. Like all sights here, it tells the story of past, present and future of the city.

Like most major cities in the country, the city is developing rapidly. Great changes have taken place in the city. Modern highways and railways connect the city with most major cities throughout the country and it is becoming a sparkling metropolis akin to Shanghai and Beijing with skyscrapers, luxury hotels, fashion shopping malls, supermarkets and highly-developed economic zones throughout the city. The city is also home to several colleges and universities and a large foreign population. The city is become an international metropolis with new faces every day.

Welcome to Nanjing.

三 亚

三亚，位于我国海南岛最南端的热带滨海旅游城市，临近南海，地处热带地区。她是中国东南沿海对外开放黄金海岸线上最南端的对外贸易重要口岸。

三亚享有“东方夏威夷”的美誉，拥有全海南岛最美丽的海滨风光，亚龙湾湛蓝梦幻、大东海平静辽远、三亚湾浪白风轻。阳光下波光粼粼的海平面、郁郁葱葱的椰树、细软沙滩上嬉戏的孩子，旖旎的热带风光让前来的旅客流连忘返。“山，海，河，城”巧妙组合成了三亚独有的环境特色。欢迎您来到三亚。

Sanya

Sanya is the southernmost city of Hainan province. It is a tourist city, regarded as “the oriental Hawaii”.

Sanya is a leading destination for tour, vacation and leisure because of its gorgeous landscape of sunshine, sea and beach, partly and also for its world-class hotels, resort and spa centers, golf course, diving areas, and renowned scenic spots. It is an ideal place for MICE, namely meetings, incentives, conventions and exhibitions.

In addition to the charming natural scenery, its human landscapes are also attractive, such as “the utmost ends of the earth”, “the place where a deer turns its head” and “the south mountain tourism area.”

Sanya will leave you with a romantic and cheerful impression. Welcome to Sanya.

台北

台北市，地处东亚大陆与太平洋之间台湾岛北部，为亚热带季风气候，是台湾政治、经济、文化和商业的传播中心。

从空中鸟瞰台北市，棋盘式的道路、交错耸立的参天高楼、星点状的公园绿带，时尚与怀旧、现代与传统、激情与浪漫融合一体。台北 101 大楼是地标性建筑，西门町流行商圈，士林夜市都是台北的繁华闹市，每当夜幕降临，整个台北市都溢散着热闹的气息。

欢迎您来到台北。

Taipei

Taipei city, situated at the northern tip of Taiwan, a port city on the Pacific Ocean, has a humid subtropical climate.

Shilin Night Market is a good place for sightseeing at night; the newly developed Xinyi District is famous for its entertainment and shopping venues; the Taipei 101 Tower is a landmark in Taiwan.

Welcome to Taipei.

嘉义

嘉义市，位于全省中部要塞，东滨仁义潭，北接朴子溪，地属嘉南平原一部分，土地肥沃，灌溉便利。属亚热带气候，四季如春，景物天成。

嘉义市著名景点颇多，如兰潭泛月、弥陀晓钟，二二八纪念公园等。由于嘉义地区开发甚早，古庙林立，有不少历史古迹，如城隍庙、双忠庙、仁武宫等。嘉义小吃种类繁多，颇具特色的阿里山竹筒饭、香酥松脆的方块酥，都极具民俗情趣，独具一格。欢迎您来到嘉义。

Chiayi

Chiayi, a city located in the plains of southwestern Taiwan, has a humid subtropical climate. Chiayi owns abundant travel resources and historical relics. Local snacks are also very popular among tourists.

Welcome to Chiayi.

花莲

花莲市，地处台东纵谷北端，东临太平洋，位于花莲县中北部沿海，是花莲县的行政、经济、文化中心，也是台湾东部最重要的城市。当地气候常年温和，夏秋两季多台风。

花莲市依山傍海，各种产业资源发达，尤以矿业最为突出，当地的大理石开采量在全省堪称一枝独秀，这些大理石经过多步工艺处理，色泽自然、美观大方，雕刻的工艺品，做工精细，品种繁多，是不可或缺的送礼佳品。到花莲游玩，绝不能错过当地的特色小吃，从客家粿、扁食到闽南名菜，所品尝到的不仅仅是美食，更是一种当地的历史与文化。欢迎您来到花莲。

Hualien

Hualien city is the capital of Hualien County. It is located on the east coast of Taiwan, by the Pacific Ocean. The climate there is warm. Hualien is famous for its marble carving. It will be unforgettable to get one of these unique souvenirs.

Welcome to Hualien.

首尔

首尔，韩国的首都，位于韩国西北部的汉江流域，是韩国最大的城市，也是重要的政治、经济、文化教育中心。首尔属于温带季风气候，全年四季分明，气候温和。

四大故宫和宗庙是首尔历史文化的象征。市中心的南山公园和首尔塔是首尔市内的地标性建筑；东大门市场，明洞等时尚中心则深受年轻购物者的喜爱。首尔是一座现代与古老兼并的城市，在这里能品尝到口味地道的辣白菜、土屋参鸡汤等美味佳肴。欢迎您来到首尔。

Seoul

Seoul is the capital and largest metropolis of South Korea. It is a megacity with a population of more than 10 million. Situated on the Han River, Seoul's history stretches back more than 2,000 years. The Seoul metropolitan area consist four UNESCO World Heritage Sites: Changdeok Palace, Hwaseong Fortress, Jongmyo Shrine and the Royal Tombs. Seoul is considered a leading and rapidly rising global city. Its modern landmarks include the iconic Dongdaemun Design Plaza, Lotte World and many others. Seoul was voted the world's most desired travel destination by Asian travelers.

Welcome to Seoul.

釜山

釜山，韩国第二大城市，气候较为温和，每逢春秋季节，天高气爽，百花盛开。

釜山市内温泉星罗棋布，群山环抱，广安大桥的夜景让釜山成为一个风景秀丽的国际现代化海滨都市。釜山的饮食文化多以海鲜为主，生鱼片、海鲜葱煎饼等都是游客难忘的选择。釜山，将韩国港口的城市魅力发挥的淋漓尽致，为游客留下最难忘的回忆。欢迎您来到釜山。

Busan

Busan is the second largest metropolis of South Korea after Seoul. It is the largest port city in South Korea and the world's fifth busiest seaport by cargo tonnage. The city is located on the southeastern-most tip of the Korean peninsula and is also called "the summer capital of Korea" owing to its friendly climate. Busan has Korea's largest beach and longest river and is home to the world's largest department store, the Shinsegae Centum City. This charming city attracts tourists from all over the world.

Welcome to Pusan.

江 原 道

江原道，位于朝鲜半岛中东部，省会春川，横跨南北朝的分界线。

江原道自古以来就以名山胜水著称，当地立志于发展观光旅游业，是滑雪度假的旅游胜地，其中较为出名的有雪岳山温泉度假胜地、龙平滑雪场、太白山公园，武陵溪也景色秀丽，别有一番风味。欢迎您来到江原道。

Kangwon-do

Kangwon-do is located in the east part of the South Korean peninsula. The province's landscape is dominated by the Taebaek Mountains which almost reach the sea. As a consequence, the coast is steep. In addition to this famous scenic spot, Kangwon-do also boasts lots of beautiful natural scenery. Owing to its special environment, it has become the favorite destination for tourists who enjoy skiing.

Welcome to Kangwon-do.

济州岛

济州岛，韩国第一大岛，位于朝鲜半岛西南海域，有着显著的南国气候特征，是韩国平均气温最高、降水最多的地方。吸引着成千上万的海内外游客前往观光。济州岛中文旅游区，位于岛西南部，与湛蓝的波涛为邻，和白色的沙滩为伴，背傍景色优美的天帝渊瀑布，是一处不可多得的旅游和休养胜地。欢迎您来到济州岛。

Jeju Island

Jeju Island is a special autonomous province of South Korea. It has received UNESCO's only "triple crown" for natural science, and is one of the world's 7 new wonders of nature. Owing to the temperate climate in Jeju, its natural scenery and beaches make it a popular tourist destination for, not only South Koreans, but also visitors from all over the world. The most popular tourist spot on the island are the Cheonjiyeon waterfalls. There are a variety of leisure sports that tourists can take part in, such as golf, horseback riding, hunting, fishing and mountain climbing, to name a few. Depending on the season, Jeju hosts many festivals for tourists including a penguin swimming contest in winter, cherry blossom festival in spring, the midsummer night beach festival in summer, and Jeju horse festival in autumn. Thousands of types of delicious cuisine also attract lots of tourists to come. Welcome to Jeju Island.

福 冈

福岡位于日本列岛西部，是九州岛上最大的县。全年气候温暖宜人，四季舒适。福岡三面临海，交通发达，渔产丰富，捕鱼量在日本全国位居前列。福岡自然环境优美，是享乐旅游、徒步旅行、海洋体育等野外活动的好去处。除了诸多博物馆旅游景点，还有著名的海洋公园、福岡塔、博多运河城等。欢迎您来到福岡。

Fukuoka

Fukuoka is one of the most livable cities in the world, situated on the northern shore of the island of Kyushu in Japan. Fukuoka has a humid subtropical climate with hot humid summers and relatively mild winters. Owing to its favorable weather, Fukuoka is praised for its green spaces and is also the most populous city in Kyushu. Fukuoka has a lot of attractive spots and is the cradle of the traditional Japanese cuisine. The Marine Park is located on a narrow cape on the northern side of the Bay of Hakata.

Welcome to Fukuoka.

冲绳

冲绳位于日本列岛最南端，由诸多岛屿组成，岛上成林的热带树木、延绵的沙滩、蔚蓝的海水和朵朵白云的天空，构成一派多姿多彩的南国风光，使冲绳拥有了“东方夏威夷”的美称。传统文化与现代文明兼收并蓄的冲绳，有着许多独特的旅游资源，有琉球王国宫殿首里城、冲绳海之美水族馆、还有繁华时尚的国际通购物街。独特的历史背景与风土人情，令世界各地的游人们心驰神往。冲绳当地的美食以周边海域丰富的海产品为主，融汇日式料理的精华，是您不得不品尝的美味佳肴。欢迎您来到日本冲绳。

Okinawa

Okinawa, the southernmost prefecture of Japan, is comprised of 60 small islands out of the hundreds of Ryukyu Islands in a chain over 1,000 km long. Okinawa enjoys fame as “the Oriental Hawaii.” Owing to the agreeable subtropical climate, Okinawa is a major producer of sugar cane, pineapple, papaya and other tropical fruit. Its relics with their unique architecture attract travelers from all over the world. Despite widespread destruction during the war, there are many remains of a unique type of castle or fortress, the most significant are now included on the UNESCO World Heritage list.

Welcome to Okinawa.

名古屋

名古屋是日本中部爱知县西部的一座城市，位于东京与京都中间，又被称为中京。名古屋在日本全国人口排名第四，仅次于东京都、横滨以及大阪，是日本中部地方政治、经济和文化枢纽。

名古屋的中心地区是日本规划最好的城区，市内绿荫夹道，鲜花吐芬。名古屋港湾隐蔽，不受风浪影响。市内有许多铁路干线与公路干线交错，旅游业发达。过去的名古屋因古迹而获美誉；现在的名古屋则因其发达的工商业而举世闻名。它不仅是一个综合性的大工业城市，更是日本三大批发商之一。名古屋是一个充满了活力的城市，它有众多的娱乐购物中心、博物馆、会议中心等。名古屋有着其独特的饮食文化，其中以棋子面、天妇罗饭团和味噌乌龙面最为著名。

欢迎您来到名古屋。

Nagoya

Nagoya is the largest city in the Chubu region of Japan. It is the third largest city and the fourth most populous urban area in Japan. Located on the Pacific coast, it is the capital of Aichi Prefecture. It is one of Japan's major ports along with those of Tokyo, Osaka and so on. Nagoya has a humid subtropical climate with hot summers and cool winter. Nagoya's two most famous sightseeing spots are Atsuta Shrine and Nagoya Castle. It is also known for its unique local cuisine; kishimen, red miso dishes and tebasaki are some of its most famous foods that you have to try.

Welcome to Nagoya.

札幌

札幌市地处北海道石狩平原西南部，是日本北海道道央地区的都会城市。冬之冰雪夏之凉，秋之红叶春之绿，四季节气不同，美季的景色也迥然大异。

札幌不仅是日本闻名的国际性大都市，更是蕴含着其独特浓厚的北国风味。作为北海道的政治经济中心，札幌拥有非常完善的交通建设，市内交通便捷，构成其完备的运输网络。每年的札幌雪祭以及札幌丁香祭吸引了无数世界各地的游客特地前来观赏。札幌拉面，札幌啤酒及其著名的白色恋人巧克力，都是不容错过的特色物产。

欢迎您来到札幌。

Sapporo

Sapporo is the largest city on the northern Japanese island of Hokkaido, located in Ishikari Sub prefecture. It is the capital of Hokkaido prefecture and an ordinance designated city of Japan. It has a humid continental climate, with wide ranging temperatures between summer and winter. Sapporo is known outside Japan for having hosted the 1972 Winter Olympics, the first held in Asia, and for the city's annual Yuki Matsuri, internationally referred to as the Sapporo Snow Festival, which draws more than 2 million tourists from all around the world. Sapporo is known as the birthplace of miso ramen which is listed as part of the Hokkaido Heritage. The city is also home to the Sapporo Brewery and the famous white chocolate biscuits called Shiroi Koibito.

Welcome to Sapporo.

东京

日本的首都东京又称东京都，史称江户，位于本州关东平原南端，辖区包含东京都区部、伊豆群岛和小笠原群岛等诸多地区，是日本人口最多的城市之一，人口密度与大阪相持平。

东京是日本全国的政治经济文化中心。全国的行政、立法、司法等国家机关都集中在此。被称为“官厅街”的“霞关”一带聚集着国会议事室、最高裁判所和外务省、通产省、文部省等内阁所属政府机关。位于东京南面的横滨和东面的千叶地区共同构成了闻名世界的京滨叶工业区，主产钢铁、造船、化工、电子和机械等。东京金融业和商业发达，对内外商务活动频繁，素有“东京心脏”之称的银座更是当地最繁华的商业区。设备先进的东京国立博物馆、西洋美术馆和国立图书馆更是吸引了诸多旅客前往感受当地的艺术气氛。东京作为一个国际性大都市，常年会不定期举办各种国际文化交流活动诸如东京音乐节或国际电影节等。便利的交通设施新干线几乎贯穿了整个东京都区及周边地区，铁路、公路、航空和海运将这个城市组成了一个四通八达的交通网，不仅通向全国及世界，更是将各国的旅客带往这座充满魅力的城市。

欢迎您来到东京。

Tokyo

Tokyo metropolis is the capital of Japan, the center of the Greater Tokyo Area and the most populous metropolis in the world. It is also the home of the Japanese Imperial Family. The architecture in Tokyo has largely been shaped by its special history. The urban landscape consists mainly of modern contemporary architecture, and older buildings are scarce. Tokyo features many internationally famous forms of modern architecture including the Tokyo International Forum and Rainbow Bridge among others, Tokyo Tower attracts thousands of tourists from all over the world. You can also enjoy delicious Japanese cuisine in Tokyo.

Welcome to Tokyo.

大阪

大阪市位于日本本州西部，是日本第二大城市。大阪四季分明，为温带海洋性气候，春季温和，随处可以观赏盛放的樱花；秋季清爽，满树的枫叶是一道亮丽的风景线。

大阪不仅重视传统文化，更是努力保持着这座城市原有的珍贵财产，如古迹建筑、下町风味街等，自古以来，绚丽的文乐木偶剧、歌舞伎、狂言、落语等传统文艺活动，更是大阪为之骄傲的文化遗产，为大阪的旅游业增添了一份绚丽的色彩。

心斋桥商业圈，道顿堀美食街都是旅客的必到之处。欢迎您来到大阪！

Osaka

Osaka is the second largest city of Japan. It has been a major port since the beginning of Japan's recorded history. It is famous for its down-to-earth citizens, hearty cuisine and unique presentation of art. Osaka combines historical and cultural attractions with the melding of ancient architecture and all the delights of a Japanese urban phenomenon. Osaka has a large number of wholesalers and retail shops, varying from malls to conventional shopping arcades, build both above and underground. Osaka is known for its food, both in Japan and abroad. Lots of celebrities have suggested that Osaka is the food capital of the world. If you want to catch some cheery blossom action, the best time to visit Osaka is April to May.

Welcome to Osaka.