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乘务英语

**深圳航空**  
**Shenzhen Airlines**

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**深圳航空有限责任公司**  
**SHENZHEN AIRLINES CO.,LTD.**

## Passenger reception and seat arrangement

### 迎接乘客和安排座位

1. Good morning, sir/madam, welcome aboard!

先生/女士，早上好。欢迎您登机！

2. I'm xx, the purser of this flight. We're happy to be of service to you.

我是 xx，本次航班的乘务长。很高兴能为您服务。

3. I'm in charge of the cabin. If there is anything I can do for you, don't hesitate to call me, please.

我负责整个客舱。如果您需要我们的帮助，请不要犹豫，随时呼叫我。

4. May I see your boarding pass, please?

可以看看您的登机牌吗？

5. What's your seat number?

您的座位号是多少？

6. Your seat number is 4A. please take this aisle to the fourth row. The number is indicated on the overhead compartment.

您的座位号是 4A，轻吮着这个过道走到第四排，座位号就标在行李架边上。

7. Your seat is in the front/middle/rear of the cabin. The window/aisle middle seat.

你的座位在前/中/后舱。靠窗/靠过道/在中间。

8. That'll be five rows up on the left/right.

往前过五排，左/右边。

9. Your seat is in the eighth row from the last/first.

您的座位在倒数/顺数第八排。

10. I'll show you the seat.

我来为您引位。

11. Come with me, please. / Follow me,

please.

请随我来。

12. May I help you with your bag?

我帮您拿行李好吗？

13. Could you please step aside and allow other passengers to go through?

您能往边上站一点让其他旅客过去吗？

14. I'm afraid you can't sit in the vacant seat before take-off. We must balance the plane when it takes off. After take-off, you can take any seat you like.

起飞前，恐怕您不能坐在这个空座位。起飞时我们必须保持飞机平衡，起飞后那您可以坐您喜欢的位置。

15. Could you please take the seat according to your seat number?

您能对号入座吗？

16. I'm afraid you are in the wrong seat.

恐怕您坐错位了。

17. This one is call button. If you need help, please push it.

这是呼唤铃。如果需要我们帮助，请按一下。

18. You can turn on your overhead light by pushing this button.

这个按钮用来开亮您头顶上的阅读灯。

19. This one is seat recliner button. If you press this button, the back of your chair will recline, then you can relax and comfortable.

这是椅背倾斜钮。如果您按一下，椅背就会倾斜，这样您就会感到轻松而舒适了。

20. Would you please return your seat bank to the upright position? We are taking off soon.

请您调直座椅靠背，飞机很快要起飞了。

21. You can turn the knob here in whichever direction you like, or you can shut it off to the right by turning it tightly.

您可以随意转动这个（空调）把手，或者往右拧紧，把它关掉。

22. I'm sorry, sir. We have double booked. Would you mind taking another seat?

对不起，先生。这个作为我们开了重号，您不介意坐其他座位吧？

23. Would you please sit here for the time being? I'll see if there is a vacant seat.

请暂时坐这个位子，我替您去看看是否有空位。

24. Excuse me, the passenger in 9E would like to sit with his friend next to you. Would you mind changing seats with him?

对不起，坐在 9E 的旅客想和坐在您旁边的他的朋友坐一起。您是否介意和他换座位呢？

## Baggage arrangement

### 行李安排

25. Your bag is too heavy to fit into the overhead compartment. It might fall down in case of turbulence and hurt somebody.

您的行李太重，放在行李架上不合适，万一飞机颠簸掉下来，会砸伤人的。

26. Please don't put your box in the overhead bin. It's too heavy, I'm afraid you'll have to put your bag under the seat in front of you.

请不要把您的箱子放在行李架内，太重了，恐怕您要把行李放在您前面的座椅下面。

27. I'm afraid you can't leave your bags here. You're sitting next to the emergency exit. You can put it in the overhead compartment. Have you read the regulations about the emergency exit seats?

恐怕行李不能放这儿。您的位置位于紧急出口，请将行李放在行李架上，您阅读过有关紧急出口座位的规定吗？

28. Would you mind me putting your bag somewhere else/in the rear cabin?

不介意我把您的包放在其他地方/后舱吧？

29. I'll keep it secure for you.

我会为您小心保存的。

30. I'm afraid you can't put your luggage in the galley. We'll be working there,

- preparing the meal.
- 对不起，您不能把包放在这里，我们将在这儿准备餐食。
31. Shall I hang it in the wardrobe compartment? Is there anything valuable in the pockets? You'd better take your valuables out.
- 要把衣服挂在衣帽间吗？口袋里有贵重物品吗？您最好取出贵重物品。

## Reasons for delay 延误原因

32. The airport of our destination has been closed. The reason is unknown at the moment.
- 目的地机场已关闭，原因目前还不清楚。
33. We can't take off because the airport is closed due to poor visibility.
- 由于能见度低，机场关闭，我们不能起飞了。
34. The flight has been delayed because of bad weather.
- 由于天气恶劣，航班已延误。
35. The flight has been delayed due to some mechanical troubles. The engineers are making a careful examination of the plane.
- 由于机械故障，航班已延误，机械师们正在对飞机进行仔细检查。
36. The flight will be delayed 2 hours due to ground fog.
- 由于地面有雾，本次航班将延误两个小时。
37. We have to wait until the ice on the runway has been cleared.
- 我们须等待跑道上的冰被清除。
38. We are waiting for/ a few passengers to complete boarding formalities. /the aircraft ahead of us to take off. /the aircraft to be loaded.
- 我们正在等待几位旅客办理乘机手续/前面的飞机起飞/飞机装货。
39. We'll be leaving as soon as /boarding is completed, /we receive clearance. /the weather gets better.
- 登机一完成/我们得到放飞许可/天气一有好转，我们将马上离开。

40. If we have any further information, we'll let you know immediately.
- 如果有进一步的消息，我们会立即通知你们。
41. We have just been informed that this flight has been cancelled due to a mechanical problem. We'll have to stay here overnight. Please take your belongings and prepare to disembark.
- 我们已接到通知，由于机械故障本次航班已取消。我们将在这里过夜，请带好随身物品准备下飞机。
42. Your accommodation will be arranged by our company.
- 您的食宿将由我航空公司负责安排。
43. We are taking off soon. I'll offer you drink after take-off. Please wait a bit.
- 飞机很快就要起飞了。起飞后我们将提供饮料。请您稍候。
44. You're not allowed to leave your seat during take-off or landing.
- 起飞或降落期间，不允许离开座位。
45. Would you please return your seat back to the upright position? Just press the button on your armrest.
- 请将座椅靠背调到正常位置好吗？只要按一下您扶手上的按钮。
46. Sorry, sir. The plane is about to take off. You must remain in your seat with your seat belt fastened. You will have to wait until we reach our cruising altitude.
- 对不起，先生。飞机很快要起飞了。您必须回座位上做好并系好安全带，直到飞机达到巡航高度。
47. Let me help you. Please hold your baby outside the seat belt. I will get you a supplementary one for the baby. That will become comfortable for the baby?
- 我来帮助您。请将婴儿放在安全带外，我给您取一条加长备用带。这样婴儿会舒服多了。
48. Excuse me, would you please turn off your mobile phone? You are not allowed to use electrical equipment on board. It might interfere with our navigation system.
- 对不起，请将手提电话关闭好吗？机上

不允许使用电子设备，它将干扰我们的导航系统。

49. Excuse me, sir. Please put out your cigarette immediately. Smoking on flights is forbidden by the airlines. After take-off, we can offer you some chewing gum instead.

对不起，先生。请马上熄灭香烟。航空公司的规定在所有航班上禁烟。起飞后，我们会为您提供口香糖。

50. The distance from Shenzhen to Singapore is 2000 kilometers.

深圳到新加坡的飞行距离为 2000 公里。

51. We'll be flying at an altitude of 10000 meters, and our cruising speed will be 1000 kilometers per hour.

我们的飞行高度为 10000 米，巡航速度每小时 1000 公里。

52. There are ten members in our crew, including five stewardesses and one security guard.

我们的机组有十人组成，包括五名乘务员和一名安全员。

53. The use of lavatory has been suspended during take-off.

在飞机起飞期间，洗手间暂停使用。

54. Please come with me, sir. There is an empty seat in you can have a the smoking section where you can have a smoke after the captain turns off the "No Smoking" sign.

先生，请跟我来。在吸烟区有一空位，当机长解除“禁止吸烟”的信号后，您能在这儿吸烟。

55. There are toilets in the front and rear of the cabin. /The lavatory is located in the rear/front of the cabin.

后舱和前舱都有洗手间。

56. The toilet for first class passengers is located in the front of the cabin and the one for other passengers in the rear.

头等舱旅客的洗手间在客舱前部，其他旅客的在后面。

57. The lavatory is occupied.

洗手间有人在用。

58. The lavatory is vacant.

洗手间没有人。  
59. No smoking is allowed in the lavatory.  
/ smoking is forbidden in the lavatory.

洗手间内禁止任何人吸烟。

60. You are not allowed to use a mobile phone, CD player, FM receiver. It might interfere with our navigation and communication system.

请您不要使用手提电话，CD机和调频收音机。它可能会干扰导航和通讯系统。

61. We can't avoid the thunderstorms. We must return to Shenyang. We regret for this inconvenience.

我们无法避开雷雨，必须返回沈阳。非常抱歉由此给您带来的不便。

## Meal and Drink Service 餐 饮服务

62. We are going to service drinks in a few minutes. Please put down the seat table in front of you.

我们马上要供应饮料了，请您放下小桌板。

63. Madam/Sir, your hot towel, please.

女士/先生，请用热毛巾。

64. Would you like a glass of champagne, sir?

先生，您想要杯香槟吗？

65. Would you like something hot/cold to drink?

您想来点热/冷饮料吗？

66. How do/would you like your tea?  
Weak or strong?

您想要淡茶还是浓茶？

67. How do/would you like your coffee,  
black or white?

您想要黑咖啡还是要牛奶咖啡？

68. We have iced water, fruit juice, coca cola, seven-up and so on. Which would you like?

我们有冰水，果汁，可口可乐，七喜等，您喜欢哪一种？

69. Coffee isn't ready yet. Would you like to have a cup of hot tea instead?

咖啡还没有冲好，喝杯热茶好吗？

70. Would you like to have a coffee refill?

您要不要再添些咖啡？

71. Would you like some ice in your drink?

您想在饮料里放点冰吗？

72. It's hot! Mind your hand.

小心烫手。

73. Would you care for some wine with your meal?

您想来点随餐酒吗？

74. Would you like your whisky straight or on the rocks?

您喜欢直接喝威士忌还是加冰块？

75. Sorry, sir. I'm afraid we don't have that on board. Would you like something else? We have Chinese spirits, whisky and brandy.

对不起，先生。飞机上恐怕没有您所想要的那种酒。想来的别的吗？我们有中国白酒，威士忌和白兰地。

76. Are you ready for your lunch now?

您准备现在用午餐吗？

77. We'll soon be serving dinner. Here is the menu.

我们马上为您提供正餐。这是菜单。

78. May I take your order, sir? / Are you ready to order, sir?

先生，可以点菜了吗？

79. Dinner will be served at about 11:30.

正餐大约在 11:30 供应。

80. What would you like to have? Roasted beef or smoked ham?

您想要吃什么？烤牛肉还是熏火腿？

81. How about chicken?

来点鸡肉好吗？

82. How would you like your salad, with French dressing or Thousand Island dressing?

您的沙拉是需要法汁还是千岛汁？

83. Are you a vegetarian? We can serve

you a vegetarian meal. Would you care for one?

您是位素食者吗？我们可以为您提供素食。先生，您要不要来点？

84. Sir, anything else?

先生，您还需要些什么？

85. How do you like your steak done?  
Rare, medium or well-done?

您的牛排需要几成？嫩点，适中的还是老点的？

86. I'm sorry. There is no more fish left. Can you make a change? We have chicken. Would you like some?

对不起，鱼没有了。您能换道菜吗？我们有鸡肉……您想来点吗？

87. What soup would you like?

您想喝什么汤？

88. Sorry, sir. This is a short flight. We only serve beverages and refreshments.

对不起，先生。这是短途航线，我们只供应饮料和点心。

89. I'm sorry for keeping you waiting so long.

对不起，让您久等了。

90. I'm terribly sorry about that. How careless of me! Wait a minute. Let me bring/fetch a napkin to clean your clothes.

对不起，我多粗心啊！请您稍等，我去拿餐巾给您擦干净衣服。

91. I'm very sorry for the mistake. I'll change it for you at once. Please wait a moment.

真是十分抱歉，我弄错了。我马上给您换一份，请稍后。

92. Sorry, I don't know how that happened. I'll get you one right away.

对不起，我不知道刚才发生了什么事，现在马上给您送一份过来吧。

93. Sorry. You were sleeping while we were serving. I didn't want to disturb you, now which would you like to drink? We have orange juice and mango juice.

对不起，当我服务时您在睡觉，不想打

扰您，那么现在您想喝点什么呢？有橙汁和芒果汁。

94. I'm glad you like them. Would you like to have some more?

您能喜欢，我非常高兴。再来点吗？

95. How do you like the meal?

您对餐饮还满意吗？

96. May I clear your table?

我可以清理小桌板了吗？

97. Would you mind me taking these away?

您介意我把这些东西拿走吗？

98. It's my pleasure to serve you. We don't accept tips.

能为您服务是我的荣幸。我们不收小费。

## Special Service 特殊服务

(duty-free service and entertainment  
免税服务和娱乐服务)

99. Look! Just put the earplugs into your ears, then put the jack into this hole at your armrest. After that press this button to select the channel with the music you want.

瞧。只要把耳塞插入您的耳朵，这个插头插入椅子扶手上的插座孔内。然后按这个按钮选择您喜欢的音乐。

100. There are pop music, classical music, folk songs and light classics, and so forth. Which music do you especially like?

有流行音乐，古典音乐，民歌和轻音乐等等。您最喜欢什么音乐？

101. Can I check them for? ..... Yes, they aren't working. Wait a moment, I'll get you another set. Here you are.

我来检查一下。嗯，是坏了。请稍等。我给您换一副。给您！

102. We are going to collect headsets.

我们要收耳机了。

103. Would you like to buy some duty-free goods?

您买点机上免税商品吗？

104. We regret that we don't accept

personal checks/credit card/Renminbi. You can pay us dollars.

抱歉，我们不接受私人支票/信用卡/人民币。您可以支付美元。

105. I'm sorry. I can't give you any discount. All the items we sell on board are market prices.

对不起，我不能给您任何折扣。机上所有这些销售物品都是明码实价。

106. Our exchange rate today makes then US dollars equal to 10 Euros.

今天的兑换率是 10 美元兑 10 欧元。

107. Here is your change, sir. Thank you very much.

先生，这是找您的零钱，谢谢。

108. We have People's Daily, CAAC in-flight magazines, China Daily and some local newspapers. Which would you like?

我们有《人民日报》《民航杂志》《中国日报》和其他地方报纸供您阅读，您需要哪一种？

## Serving Sick Passengers 为患病旅客服务

109. Did you press the call button, sir?

先生，您按的呼唤铃？

110. I think you are suffering from airsickness. You need some airsick tablets. Please wait a bit... Here's a tablet and a glass of water. If you want to vomit, please use the airsick bag in the seat pocket in front of you.

我想您是晕机了。吃点晕机药吧，请稍等。这是药和一杯水，如果您想呕吐，请使用您前面座椅口袋里的清洁袋。

111. Don't worry. That was because of a change in air pressure. You can relieve your earache by swallowing and by eating sweets. And then you'll feel better when the plane stops climbing.

请不要担心，这是由于大气压力的改变造成的，您可以通过吞咽和吃糖果来缓解耳痛。当飞机停止爬升时，您会感觉好一些的。

112. What's the matter, sir? You don't look very well.

先生，您怎么了？您好像哪里不太舒服？

113. I'm sorry to hear that. I think you'd better take some medicine for colds. I'll get you some at once. And we also have nose-drops. You might try them as well.

听到这些我很难过。我想您最好吃点感冒药，我马上给您拿。另外，我们还有滴鼻液，您用后会好一些的。

114. Calm down. Don't worry. Here's a cup of hot water. You'll be all right in no time... How are you felling now?

平静下来。请不要担心，这是一杯热水。您马上会好的.....现在觉得怎么样？

115. Don't worry. I'll ask for an ambulance when we reach the airport.

别着急，在到达机场时我将为您要辆救护车。

116. From my experience, you may have a serious health problem. I'll go and see if there's a doctor on board.

从我的经验看，您的身体可能有些问题。我去看看机上是否有医生。

117. I'm sorry to tell you there are no doctors on board. We've informed the ground staff and you'll be sent to the hospital as soon as the plane lands.

抱歉的告诉您，机上没有医生。但是我们已经通知地面人员，飞机一着陆，您将会被送往医院。

118. Please don't get excited. Keep your arm up. Let's go to wash the cuts... Please take it easy. The bleeding is controlled. I'll wrap it up with gauze... so now please sit down. Have a rest.

请不要激动。抬高手臂，洗一下伤口.....不要紧张，血已经被止住，我将用纱布把它缠起来.....好了，现在请您坐下，休息一会。

## Lost article 失物

119. I'm sorry to hear that, madam. When and where do you think you lost your handbag? Are you sure you lost it in cabin?

听到这些我很难过，您是何时何地丢失手提包的？您肯定是在客舱里丢失的吗？

120. Don't worry about it. Please give us your name, home address and the description of your handbag. Our

ground staff will contact you as soon as they find it and we will send it over to you on our next flight. (we will get contact with you.)

别着急，请给我留下您的姓名，家庭住址和有关您手提包的详细情况。地面人员会尽力帮您寻找的，如果有消息我们会交给下一个航班捎给您。(我们会马上通知您的。)

121.Ladies and Gentlemen: Your attention, please. One of the passengers found a wallet on board and handed it to us. If there's someone who has lost it, please come to the front galley to claim it.

女士们、先生们：请注意。机上有一名旅客拾到一个钱包并交给了我们，请失主到前舱来认领。

## Solving the language problem 解决语言问题

122.I'm afraid I don't understand English very well. Could you please use simple words and speak more slowly?

对不起，恐怕我的英语不太好，您能否用简单一点的词，说慢一点呢？

123.Your attention please: If there is anyone who knows French/Japanese on this flight, please contact any of our cabin attendants immediately. Thank you!

各位请注意：如果机上有哪位乘客懂法语/日语，请马上和客舱乘务员联系，谢谢！

124.I'm sorry, I couldn't catch what you were saying. May I beg your pardon?

对不起，我没听懂您的话，请再说一遍好吗？

## Pre-arrival 飞机落地前

125.Our plane is ready to land now. For your safety, please stay in your seat and keep your seat belt fastened.

我们的飞机正准备降落，为了您的安全，请坐在座位上，系好安全带。

126.Would you please return your seat bank to the upright position and stow your stray table? We'll be landing soon.

请将座椅靠背调整到正常位置，收起小桌板。我们的飞机很快就将着陆。

127.We'll arrive at Beijing International airport in ten minutes. The local time is 8:10 p.m. You should have enough time to make the connection.

我们十分钟后将抵达北京机场。当地时间是8:10分。你应该有足够的时间转机。

128.You feel pains in your ears because of a change in air pressure. You can relieve the earache by chewing gum.

您感到耳朵痛是由于气压改变的缘故。嚼口香糖就会好些。

129.We are going to fly round a thunderstorm. We expect to arrive at Shenzhen 20 minutes behind schedule.

我们将绕过雷雨区，预计到达深圳晚点20分钟。

130.We have received orders to circle over Shenzhen airport. We estimate that the plane will be landed in about ten minutes.

我们已接到在深圳机场上空盘旋等待降落的命令，预计飞机将在十分钟后着陆。

131.We have to divert to Guangzhou airport due to the heavy rain in the Shenzhen area.

由于深圳地区下大雨，我们不得不改飞广州机场。

132.Due to the heavy rain in Shenzhen area, we regret to inform you that we are going to land at Changsha airport and perhaps have to stay overnight there. After landing, please take your belongings with you when you disembark.

我们抱歉地通知您，由于深圳地区下大雨，我们将备降长沙机场，可能还要在那里过夜，飞机落地后请拿好自己随身物品下飞机。

133.According to quarantine requirements of China, you can't bring in fresh fruit. You have to dispose of them or give them to us before landing.

根据中国检疫的规定，您不能把新鲜水果带入境内。您必须在落地前把它们处理了或交给乘务员。

134.Would you please fill out the forms before we arrive in Shenzhen? You'll need them when you go through immigration, customs and

quarantine.

请您在到达深圳之前填写这些表格。当您在办理移民、海关和检疫等手续时需要它们。

135.All dutiable items must be listed in your declaration form.

所有需纳税的项目都须列在申报单上。

136.I'd suggest you to take the limousine. It's cheaper and fast.

I'd suggest you to take the taxi. It's faster but a little expensive.

I'd suggest you to subway. It's faster and just as convenient.

我建议您搭乘机场大巴，又便宜又快。

我建议您搭乘出租，很快但有些贵。

我建议您搭乘地铁，又快又方便。

## After arrival 飞机落地后

137. Please don't unfasten your seat belt until the plane comes to a complete stop.

飞机未完全停稳前，请不要解开安全带。

138. Don't worry about it. You'll have enough time to collect your belongings. After the plane has come to a complete stop, I'll help you with your bags.

请不要担心。您有足够的时间收拾行李。飞机完全停稳后，我会帮助您。

139. The ramp/air bridge has just been put in its position. Now you can get your belongings and prepare to disembark.

悬梯/廊桥已经放好。现在您可以带好行李下飞机了。

140. Excuse me, sir. Would you please let this lady go first?

对不起，先生。可以让这位女士先走吗？

141. Your checked baggage has to be claimed at the Baggage Claim Area.

您的托运行李须到行李认领处认领。

142. You're requested to complete the entry formalities at the arrival hall.

您须到到达厅办理入关手续。

143. Please get your passport, health certificate and vaccination certificate ready. They'll be inspected.

请将您的护照、健康证书和种痘证书准备好，以备检查。

144. Beijing is one hour behind Tokyo. (Beijing is thirteen hours ahead of New York.)

东京比北京晚一个小时。(北京比纽约早13个小时。)

145. I'm not quite sure. You'd better inquire at the information counter in the arrival lobby. They'll be able to help you.

我不敢肯定，您最好去大厅问询处问一下，他们会帮助您的。

146. Thank you for flying with us. We hope to see you again.

感谢您乘坐我们的班机，希望能有幸再次和您见面。

## Transfer 转机

147. If you are continuing your journey with us, your hand baggage may be left on board, but take valuables with you. The ground attendant will give you a re-boarding ticket as you alight. If you are changing flights at the airport, you have to take all your belongings and check with the transfer counter in the arrival hall. They'll be able to help you.

如果您继续随我们航班飞行，您的手提行李可以放在飞机上，但贵重行李请您随身携带。当您下机时，地面人员会发给您一张新的登机牌。如果您将在这个机场转机，您必须带齐您全部的行李，到到达厅的转机柜台，那里的工作人员会帮助您。

148. If you have a connecting flight, you'll have to go to the domestic terminal after you have declared customs. It's just beside the international terminal.

如果您还有衔接航班，就必须在报关后去国内候机厅等候。国内候机厅就在国际厅旁边。

149. Please hurry up. There're only forty minutes left for your connecting flight.

请抓紧时间，您转乘的班机还有四分钟就要起飞了。

150. You mean you are going to transfer to another flight? Please go to the transit counter on the second floor to go through the connection formalities.

您的意思是要转乘另一航班吗？请到二楼中转柜台办理转机手续。

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