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GAOSU TIELU KEYUN YINGYU KOUYU
高速铁路客运英语口语

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高速铁路客运乘务专业精品教材

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主编 徐赢光

哈尔滨工程大学出版社
Harbin Engineering University Press

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当前,中国铁路已全面进入高铁时代。高速铁路旅客运输份额在国家综合交通运输体系中所占比重不断提高,社会各界和铁路职工对高速铁路的认知度不断提升,特别是每年的小长假和黄金周等旅客密集出行的时段,高铁的作用更加突显。

随着“一带一路”倡议的不断深化,越来越多的外国旅客来到中国,乘坐中国高铁列车旅行。语言不通往往会导致一些不必要的误会和冲突,这对中国铁路客服人员的英语口语提出了更高的要求。

本书旨在提高中国铁路客服人员和即将成为中国铁路客服人员的学生的英语口语能力。学习者只有不断练习口语,付出不懈努力,才能熟练掌握英语口语的方法和技巧,流畅地用英语表达自己的想法,以便更好地服务国际友人,提升中国高铁的形象。

本书推荐学时安排(在实际教学中,教师可根据实际情况进行学时安排)见下表。

项 目	内 容	学 时
Project 1 Station Service	Task 1 Railway Station	2
	Task 2 Ticket Office	4
	Task 3 Waiting Room	4
	Task 4 Ticket Entrance	2
	Task 5 Exit of the Station	2
Project 2 The Work of Train Service	Task 1 Passenger Train Type and Equipment	2
	Task 2 Welcoming Passengers Aboard	4
	Task 3 Service in the Train	2
	Task 4 Pre-arrival Services	2
Project 3 Other Services	Task 1 Special and Emergency Service	4
	Task 2 Everyday Expressions	2
总计		30

本书的编写坚持以实际应用为主,内容编排上包括场景读词、重点句型、场景对话和课文朗读四个部分,从单词的掌握到语句的理解,再到日常对话,最后到长篇文章的朗读和理解,从客运服务的实践出发,以旅客出行的全过程为主线,全面辅导学生练习高铁客运英语口语。

本书由徐赢光任主编,由李玲一、袁笑文任副主编。编者在编写过程中参考了大量文献资料和相关书籍,在此对相关作者表示感谢。

由于编者水平有限,书中的疏漏之处在所难免,敬请读者批评指正。

编 者

Project 1	Station Service	1
Task 1	Railway Station	1
一、	Scene Reading(场景读词)	1
二、	Key Sentences(重点句型)	2
三、	Scene Dialogue(场景对话)	5
四、	Text Reading(课文朗读)	9
Task 2	Ticket Office	11
一、	Scene Reading(场景读词)	11
二、	Key Sentences(重点句型)	12
三、	Scene Dialogue(场景对话)	14
四、	Text Reading(课文朗读)	18
Task 3	Waiting Room	20
一、	Scene Reading(场景读词)	20
二、	Key Sentences(重点句型)	21
三、	Scene Dialogue(场景对话)	24
四、	Text Reading(课文朗读)	26
Task 4	Ticket Entrance	28
一、	Scene Reading(场景读词)	28
二、	Key Sentences(重点句型)	29
三、	Scene Dialogue(场景对话)	31
四、	Text Reading(课文朗读)	34
Task 5	Exit of the Station	36
一、	Scene Reading(场景读词)	36

二、Key Sentences(重点句型)	37
三、Scene Dialogue(场景对话)	38
四、Text Reading(课文朗读)	40

Project 2 The Work of Train Service ————— 43

Task 1 Passenger Train Type and Equipment 43

一、Scene Reading(场景读词)	43
二、Key Sentences(重点句型)	44
三、Scene Dialogue(场景对话)	46
四、Text Reading(课文朗读)	48

Task 2 Welcoming Passengers Aboard 50

一、Scene Reading(场景读词)	50
二、Key Sentences(重点句型)	50
三、Scene Dialogue(场景对话)	52
四、Text Reading(课文朗读)	54

Task 3 Service in the Train 56

一、Scene Reading(场景读词)	56
二、Key Sentences(重点句型)	56
三、Scene Dialogue(场景对话)	59
四、Text Reading(课文朗读)	63

Task 4 Pre-arrival Services 66

一、Scene Reading(场景读词)	66
二、Key Sentences(重点句型)	67
三、Scene Dialogue(场景对话)	68
四、Text Reading(课文朗读)	71

Project 3 Other Services ————— 73

Task 1 Special and Emergency Service 73

一、Scene Reading(场景读词)	73
二、Key Sentences(重点句型)	74
三、Scene Dialogue(场景对话)	76
四、Text Reading(课文朗读)	79

Task 2 Everyday Expressions	80
一、Scene Reading(场景读词)	80
二、Key Sentences(重点句型)	82
三、Scene Dialogue(场景对话)	84
四、Text Reading(课文朗读)	90
Appendix	94
Appendix I 高速铁路客运服务词汇	94
Appendix II 公共标志词汇	126
Appendix III 中国旅游景点	129
References	131

Project 1

Station Service

Task 1 Railway Station

一、Scene Reading(场景读词)

Please divide the students into groups and every group has two students. One of them shows the scene pictures corresponding to the following words to the other, and the other speaks the corresponding English.

(请把学生按照2人一组进行分组,其中一人将下列词汇对应的场景图片展示给另外一人,另外一人说出对应的英文。)

序号	英文	中文
1	boiler room	开水间
2	booking office/ticket office	售票处
3	bookstore	书店
4	business center	商务中心
5	check-in	检票
6	downstairs	楼下
7	entrance	入口
8	exit	出口

续表

序 号	英 文	中 文
9	first aid room	急救室
10	information center	问讯处
11	information service	问讯服务
12	left-luggage office	行李寄存处
13	lost and found	失物招领
14	luggage packet service	行李封包服务
15	maternal and infant lounge	母婴休息室
16	mother-and-child room	母婴候车区
17	police room	警务室
18	post office	邮局
19	restaurant	餐厅
20	service desk	服务台
21	special service	重点旅客服务
22	station lobby/station hall	车站大厅
23	station master	车站站长
24	supermarket	超市
25	ticket machine/ATVM (automatic ticket vending machine)	自动售票机
26	toilet	卫生间
27	train number	车次
28	upstairs	楼上
29	usher	引导员
30	vending machine	自动售货机
31	VIP lounge	贵宾候车区
32	waiting area	候车区
33	Bank of China	中国银行
34	China Construction Bank	中国建设银行
35	Agriculture Bank of China	中国农业银行
36	Industrial and Commercial Bank of China	中国工商银行

二、Key Sentences(重点句型)

Please divide the students into groups and every group has two students. One of them reads the English sentences and the other speaks the corresponding Chinese

translation.

(请把学生按照 2 人一组进行分组,其中一人读出英文语句,另外一人说出对应的中文译文。)

序 号	英文原句及中文翻译
1	Where is the eighth waiting room?
	第八候车室在哪儿?
2	A: Where is the refreshment stall?
	B: It's on the left of the station hall.
	A: 饮食售卖处在哪儿?
	B: 在车站大厅的左边。
3	A: Where is the toilet?
	B: It's at the end of the corridor.
	A: 卫生间在哪儿?
	B: 在走廊尽头。
4	A: I want to have my luggage checked. Is this the left-luggage office?
	B: Yes, it is. Please show me your ticket.
	A: 我要托运行李。这儿是行李托运处吗?
	B: 是的,请把车票给我看看。
5	A: How many pieces of luggage are you going to check?
	B: I have three pieces of luggage to be sent.
	A: 您要托运几件行李?
	B: 我有三件行李要托运。
6	In order to ensure the safety of the station and the train, all personnel entering the station must check before entering the station.
	为确保车站和列车安全,所有进站人员必须先安检后进站。
7	There is a smoking area in the waiting hall.
	候车厅内有吸烟区。
8	Passengers on G18 please check in at Gate 5 and 6.
	乘坐 G18 次列车的旅客请由 5 号、6 号检票口检票上车。
9	Check-in starts 15 minutes before train departure.
	列车开车前 15 分钟开始检票。
10	The correct use of the gate can get on the train quickly.
	正确使用检票闸机可快速上车。
11	Check-in will be stopped 5 minutes before train departure.
	开车前 5 分钟停止检票。

续表

序 号	英文原句及中文翻译
12	Please wait here and listen to the radio.
	请在此等候,注意听广播。
13	Please take your luggage, show me your ticket, and line up for boarding.
	请您带好行李,出示车票,依次排队检票上车。
14	Please fill in this form.
	请填写一下表格。
15	Please put your luggage on the scale.
	请把行李放到秤上。
16	Where is the restaurant (boiler room, supermarket, bookstore, toilet)?
	请问餐厅(开水间、超市、书店、卫生间)在哪里?
17	Please queue up in order.
	请有序排队。
18	Your train has already started. Please go to the ticket office to change it.
	您乘坐的列车已经开车了,请去售票处改签。
19	This train is checking in now. Please be quick.
	本次列车正在检票,请抓紧时间进站。
20	Please listen carefully to the announcement.
	请注意听广播。
21	Train departure information is on the screens over there.
	列车的出发信息显示在那里的显示屏上。
22	Your ticket is for the next train.
	您的车票是下一趟车的。
23	You should enter the railway station with the ticket.
	您必须凭车票进站。
24	We can help you look for your friend through broadcast.
	我们可以帮助您通过广播找人。
25	Your ticket has expired. Please buy one again.
	您的车票已经过期,请重新购票。
26	You can only take this train on this day.
	限乘当日当次车。
27	Here is the passage for the disabled. Please come with me.
	这里是残疾人通道,请跟我来。
28	What else do you want to buy?
	您还想买点别的什么吗?

续表

序 号	英文原句及中文翻译
29	Please pay the charge for your luggage.
	请付行李运费。
30	What's the rate of the charge?
	运费是多少?
31	Is there anything valuable or breakable in your luggage?
	行李里面有贵重物品或者易碎物品吗?
32	Take it easy.
	别担心。
33	Would you please describe his appearance for me, madam?
	女士,请您形容一下他的外貌好吗?
34	We offer Internet service, and now you can get on the Internet.
	我们提供网络服务,您现在可以上网了。
35	You can access our WiFi with your laptop in the waiting hall.
	您可以在候车厅用自己的笔记本连接无线网络。
36	Well, there is a digital camera in it.
	哦,里面有一个数码相机。

三、Scene Dialogue(场景对话)

Please divide the students into groups and every group has two students. On the basis of understanding the following conversation, have an English conversation.

(请把学生按照 2 人一组进行分组,两人在理解下面对话内容的基础上,进行英文对话。)

Dialogue 1

P—Passenger PC—Passenger Clerk

P: Good afternoon, I'd like to go around the city and see a little bit of it. How can I get to the left-luggage office?

下午好! 我想在城里逛一逛。我应该怎么到行李寄存处去呢?

PC: Do you have a valid train ticket?

您有有效的车票吗?

P: Yes, here it is.

有啊,给您。

PC: You need to go through the security check and verify the ticket and ID card at the station entrance. Then enter the waiting hall, go straight ahead until you reach the boarding gate 8A. The left-luggage office is opposite the gate. You can't miss it.

您必须经过安检,核实身份证和车票,然后进入候车大厅。一直走到 8A 检票口。行李寄存处就在 8A 检票口对面。您一定会找到。

P: Thank you.

谢谢。

PC: You are welcome.

不用谢。

(At the left-luggage office)

P: Excuse me, can I leave my two suitcases here?

您好,可以把两个旅行箱存放在这里吗?

PC: Of course, you can. How long would you like to have them deposited here?

当然可以。您想存多久呢?

P: About two days.

大概两天。

PC: Do you have anything valuable in your suitcases?

旅行箱里有贵重的物品吗?

P: No, I don't. How much is it for one day?

没有。每天的寄存费是多少?

PC: It's 20 *yuan* a day.

一天 20 元。

P: So that comes to 40 *yuan* in total. Here you are.

那总共就是 40 元。给您。

PC: We offer round-the-clock luggage storage service. You can claim the luggage anytime.

我们提供 24 小时的行李寄存服务。您可以随时领取行李。

P: That's great! Thank you.

那太好了！谢谢。

PC: Not at all.

不用谢。

Dialogue 2

P—Passenger PC—Passenger Clerk

P: Excuse me, I'm a pregnant woman. It's too noisy here. Is there a quiet place for me to rest?

您好,我是一个孕妇,这里太吵了,请问有没有安静的地方可以让我休息?

PC: You can have a rest in the mother-and-child waiting area.

您可以到母婴候车区休息。

P: Where is the waiting area for mother and baby? Can you take me there?

母婴候车区在哪里? 您可以带我去吗?

PC: No problem. Please follow me. Be careful of the slippery floor.

没问题,请您随我来,小心地滑。

P: OK.

好的。

PC: Madam, this is the waiting area for mother and baby. It's quiet. You can have a rest in it.

女士,这里是母婴候车区,比较安静,您可以到里面休息下。

P: Thank you so much.

太感谢您了。

PC: You are welcome. By the way, please listen to the radio so as not to miss your train.

不用客气。顺便提醒您一下,请您注意听广播,以免错过您的列车。

P: Okay, thank you.

好的,谢谢。

PC: You are welcome.

不客气。

Dialogue 3

P—Passenger PC—Passenger Clerk

P: Excuse me, I can't find my wife and child. Can you make a broadcast for me?

您好,我找不到我的妻子和孩子了,能帮我广播一下吗?

PC: Don't worry. Please tell me the names of your wife and child.

您别着急,请告诉我您妻子和孩子的姓名。

P: My wife is Angela. My child's name is Jack. My name is Buck.

我的妻子叫安吉拉,孩子叫杰克,我叫巴克。

PC: OK, just a moment, please. I'll broadcast the news right now.

好的,请您稍等,我马上就广播。

P: Thank you very much.

非常感谢您。

PC: Please pay attention, Ms. Angela. Your husband, Mr. Buck., is looking for you and your child. After listening to the radio, please take your child to the reception desk to meet your husband, Mr. Buck. Your husband is very worried.

安吉拉女士,请注意,您的丈夫巴克先生正在找您和孩子。听到广播后,请带着您的孩子到服务台与您丈夫巴克相聚,您先生很着急。

P: Thank you again.

再次感谢您。

PC: You're welcome. It's my duty.

不用客气,这是我应该做的。

Dialogue 4

P—Passenger PC—Passenger Clerk

P: Excuse me, may I smoke here?

您好,请问我可以在这里吸烟吗?

PC: Sorry, smoking is not allowed here.

不好意思,这里不允许吸烟。

P: Is there a smoking area in the waiting hall?

候车厅里面有可以吸烟的地方吗?

PC: You can go to the smoking section, where smoking is allowed.

您可以去吸烟处吸烟,那里允许吸烟。

P: Where is the smoking section?

吸烟处在哪里?

PC: You go forward, then turn right, and you will see a sign that says “smoking place”. That’s it.

您往前走,然后右转,您会看到一个写着“吸烟处”的标志牌,那里就是了。

P: OK, thank you.

好的,谢谢您。

PC: You are welcome. For the sake of your and other people’s health, I suggest you try not to smoke. After all, smoking will bring great harm to the body.

不客气。为了您和其他人的健康,建议您尽量不要吸烟,毕竟吸烟会给身体带来很大的伤害。

P: Oh, thank you so much for your reminding. I’ll pay attention.

哦,太感谢您的提醒了,我会注意。

PC: You’re welcome.

不用谢。

四、Text Reading(课文朗读)

Please read the following passage aloud and say the main idea of the passage by yourself.

(请大声朗读下面一篇短文,并自行说出这篇短文所要表达的主旨大意。)

China has built a high-speed passenger rail network and is continuing to expand it rapidly. The trains are similar to French TGV, German ICE or Japanese Shinkansen. Over 37,900 km is already in service as of 2020, making China’s system the world’s largest high-speed network.

These are easily the best way of getting around China where available. The trains are clean, comfortable and modern. Seating is comparable to that in an airplane or even better. Most tickets are for assigned seats; no-seat tickets are sometimes sold in limited numbers but, unlike regular Chinese trains, there is never

a mad crush with more people sitting in the aisles than in seats. Also unlike other trains, no smoking is allowed, not even between carriages. Prices are reasonable by Western standards and, on most routes, departures are frequent.

Although China has a well-developed and advanced airport infrastructure, the country suffers from notorious flight delays whereas the high-speed rail network is very punctual. Although the flight from Beijing to Shanghai (for example) is shorter than the train ride, once you take travel time to and from the airport and the likelihood of long delays into account the rail connection is far more appealing.

The fast trains are called CRH, China Railway High-speed. At some train stations there is a separate CRH ticket office or even vending machines; at others, CRH tickets are sold at separate counters in the main ticket office. In either case, look for the “CRH” sign or logo.

The speeds attained vary considerably from line to line. The technology used also varies. Nearly all the rolling stock is now manufactured in China, but much of the technology has come from abroad. The Canadian company Bombardier, Japanese Kawasaki, German Siemens (manufacturer of the ICE) and French Alstom (manufacturer of the TGV) have been involved. Some new lines have adopted individual interior color schemes and decor to highlight the region they operate in. However, most trains follow a standard palette.

What is the main idea of the above article? Please write down your own understanding.
(上面这篇文章的主旨大意是什么? 请写出你的理解。)

Task 2 Ticket Office

一、Scene Reading(场景读词)

Please divide the students into groups and every group has two students. One of them shows the scene pictures corresponding to the following words to the other, and the other speaks the corresponding English.

(请把学生按照 2 人一组进行分组,其中一人将下列词汇对应的场景图片出示给另外一人,另外一人说出对应的英文。)

序 号	英 文	中 文
1	berth ticket	卧铺票
2	book	预订,登记
3	business class seat	商务座
4	child ticket	儿童票
5	every two days	隔日
6	express	特快
7	fare	票价,费用
8	first class seat	一等座
9	full-price ticket	全价票
10	get a refund for a ticket	退票
11	group ticket	团体票
12	half-price ticket	半价票
13	hard seat	硬座
14	hard sleeper	硬卧
15	insurance	保险
16	local express	普快
17	EMU train	动车组
18	one-way ticket/single-way ticket	单程票
19	platform tickets	站台票
20	record	记录

续表

序 号	英 文	中 文
21	round-trip ticket/return ticket	往返票
22	schedule	时刻表
23	seat ticket	座票
24	second class seat	二等座
25	soft seat	软座
26	soft sleeper	软卧
27	student ticket	学生票
28	timetable	时刻表
29	ticket machine	自动售票机
30	window seat	靠窗座位

二、Key Sentences(重点句型)

Please divide the students into groups and every group has two students. One of them reads the English sentences, and the other speaks the corresponding Chinese translation.

(请把学生按照 2 人一组进行分组,其中一人读出英文语句,另外一人说出对应的中文译文。)

序 号	英文原句及中文翻译
1	If the child is between 1.2 meters and 1.5 meters in height, he can buy a child ticket. 如果儿童身高在 1.2~1.5 米之间,他可以买儿童票。
2	Your child is already over 1.5 meters in height. You should buy an adult ticket for him/her. 您的孩子身高已经超过 1.5 米了,您应给他(她)购买成人票。
3	There are no tickets available for that train. 那趟车没有车票了。
4	The ticket is invalid. 车票无效。
5	You should pay excess fare. 您应该补票。
6	I would like to change this ticket to a cushioned seat ticket. 我想把这张车票换成软座票。

续表

序号	英文原句及中文翻译
7	Where can I change trains?
	我可以在哪里转车?
8	When does the last train leave for Changchun today?
	今天开往长春的最后一趟列车什么时候开?
9	Can you tell me where to have my ticket endorsed?
	请告诉我哪里签票?
10	You have to pay a refund service charge.
	您得付退票服务费。
11	Where are you going, please?
	请问您要去哪里?
12	What date, please?
	请问您的乘车日期?
13	For which day? Which train?
	您选择的是哪一天的哪一趟车?
14	Any train or a specific train?
	哪趟车都行还是指定列车?
15	Do you want to take the local express, express, or MU train?
	您想乘坐普快、特快还是动车组?
16	Do you want a second class seat, a first class seat or a business class seat?
	您要买二等座、一等座还是商务座?
17	How would you like to pay, madam?
	您用什么方式付款,女士?
18	Sorry, the tickets are sold out. Is the next train OK?
	抱歉,票售完了,下一趟可以吗?
19	Next available train is G45.
	下一趟有票的列车是 G45 次。
20	Your train will arrive at Hangzhou Railway Station at 12:00.
	列车将在 12 点到达杭州站。
21	You need a full-price ticket and a half-price ticket.
	您需要买一张全价票和一张半价票。
22	Sorry, cash only.
	对不起,只收现金。
23	How many tickets do you need?
	请问您需要买几张票?

续表

序号	英文原句及中文翻译
24	May I have your passport, please?
	请出示您的护照,好吗?
25	You can buy tickets at the window or on the vending machine.
	您可以在窗口购票,也可以在自动售票机上购票。
26	How much is the second class seat from Shanghai to Hangzhou?
	上海到杭州的二等座车票多少钱?
27	This is your ticket and your change.
	这是您的车票和找您的零钱。
28	I'd like to buy a ticket from Lanzhou to Dunhuang on June 18.
	我要买一张6月18日兰州到敦煌的车票。
29	Are there any tickets to Shanghai on Monday?
	有周一去上海的车票吗?
30	Is there a dining car on this train?
	这列车上有餐车吗?
31	Platform tickets are not available for EMU trains.
	动车组列车不发售站台票。

三、Scene Dialogue(场景对话)

Please divide the students into groups and every group has two students. On the basis of understanding the following conversation, have an English conversation.

(请把学生按照2人一组进行分组,两人在理解下面对话内容的基础上,进行英文对话。)

Dialogue 1

P—Passenger T—Ticket Agent

P: Excuse me, can you tell me if my ticket can be changed?

您好。请问我的车票可以办理改签吗?

T: Let me look at your ticket. Sorry, you cannot refund your ticket after the train leaves, but you can change your ticket within two hours after departure.

让我看看您的车票。对不起,开车后的车票不能办理退票。但是可以办理在开车后2小时内改签。

P: That's great. Can I change to a berth ticket?

太好了。我可以改签卧铺吗?

T: Yes, you can. But you should compensate the price difference.

是的,可以。但是您应该补偿差价。

P: Thank you. I'd like a lower soft sleeper.

谢谢。我想要一张软卧下铺。

T: Please provide your valid ID card.

请提供您的有效身份证件。

P: Here you are.

给您。

T: You have to pay an extra 350 *yuan*.

您需要额外支付 350 元。

P: Here is 400 *yuan*.

给您 400 元。

T: All right. Here is your ID card, your ticket and the change.

好的。给您身份证、车票和零钱。

P: Thank you.

谢谢。

T: It's my pleasure.

不用谢。

Dialogue 2

P—Passenger T—Ticket Agent

P: Hello, I'd like to buy a ticket to Guangzhou around 10 o'clock tomorrow morning.

你好,我想买一张明天上午 10 点左右去广州的票。

T: One moment, please. There is only one G79 to Guangzhou at 10 a. m. tomorrow. There are only first class seats left. Is that OK?

请稍等。明天上午 10 点去广州的车只有一趟 G79,只剩下一等座车票了,可以吗?

P: How much is the ticket?

车票多少钱?

T: 1,380 *yuan*.

1 380 元。

P: It's a little expensive. Are there any other trains with second class seats around this time?

有点贵。这个时间点前后有没有其他的列车有二等座的?

T: Just a moment, please. I'll check. There are second class seats on G65 at 10:30.

Is that OK?

请稍等,我查看下。十点半的 G65 次有二等座,可以吗?

P: It's OK.

可以。

T: How many tickets would you like to buy?

请问您要购买几张车票?

P: Just me.

就我一个人。

T: Well. Please show me your passport.

好的。请出示您的护照。

P: Here you are.

给您。

T: Well. Please pay 862 *yuan* for the ticket.

好的。请支付 862 元车票费。

P: Here is 900 *yuan*.

给您 900 元。

T: Thank you. Here is your passport, ticket and 38 *yuan* change. Please keep it.

谢谢。给您护照、车票和 38 元零钱,请收好。

P: Thank you.

谢谢你。

T: You're welcome.

不用谢。

Dialogue 3

P—Passenger T—Ticket Agent

P: Excuse me. Is this the student ticket window?

您好,请问这里是学生票窗口吗?

T: Yes, it is. What can I do for you?

是的,需要帮忙吗?

P: I want to buy a ticket to Zhengzhou.

我想买一张去郑州的票。

T: Please show me your student ID card.

请出示您的学生证。

P: OK, here you are.

好的,给您。

T: Is there a fixed time and train number? Or any one of them?

有固定时间和车次吗? 还是说随便一趟车都可以?

P: Well, it's about 8 a. m. on the 8th. It's better to be a second class seat on the high-speed railway.

哦,8号上午8点左右的,最好是高铁二等座。

T: Just a moment, please. There are still second class seats on G403. Which seat would you like to take?

请稍等,G403次列车还有二等座,请问您想要哪个座位?

P: I'd like a window seat.

我想要一个靠窗的座位。

T: Well. Please pay 185 *yuan* for seat number F in Car 10.

好的。10车厢F座位号,请支付185元。

P: Here's 200 *yuan*.

给您200元。

T: Here is your ticket, student ID card and 15 *yuan* change. Please keep it.

这是您的车票、学生证和15元零钱,请您收好。

P: Thank you very much.

非常感谢。

T: You're welcome.
不客气。

四、Text Reading(课文朗读)

Please read the following passage aloud and say the main idea of the passage by yourself.

(请大声朗读下面一篇短文,并自行说出这篇短文所要表达的主旨大意。)

In China, the train has been the top choice for more and more passengers traveling from one city to another, benefiting from the dense railway network, high running speed, reasonable ticket price, and modern facilities. For a first-time traveler to China, a train ride should also be on their travel list. But for a beginner, the Chinese train system may not be too friendly. Below are guides for beginners to have a smooth and memorable train trip in China.

What Are China Trains like?

Generally, there are two kinds of trains running in China:

1. High speed trains, also called bullet trains at a highest speed of 350 km/h (217 mph). They are white or grey with bullet locomotives, titled G/D/C. They are mostly running in daytime with business class seats, first class seats and second class seats. A few also run overnight with sleepers. They are the first choice for most travelers.

2. Traditional style trains are numbered as Z/T/K/Y/L or just digits. The fastest Z trains only have a top speed of 160 km/h (99 mph), so they are not as popular as the high speed ones. But those running overnight are popular among budget travelers. Most are equipped with sleepers.

What China Trains Are Available for My Trip?

You can easily check the train schedule by entering the departure city, destination and date even if you are a beginner. The search results are in English; carefully pick one meeting your China train travel demands.

4 Tips on Buying China Train Tickets as a Beginner

1. If you book China train tickets online, you will get an e-ticket and it is unnecessary to collect the paper ticket unless you need reimbursement, because you

can enter the waiting hall directly by swiping your ID card or other certificate after booking tickets.

2. If you purchase at railway stations or ticket outlets on your own, learn some Chinese phrases for train travel. Not all railway staff speak English.
3. Read the ticket information to see if it is what you wanted.
4. To guarantee a smooth trip, you are strongly advised to book the ticket in advance, especially when traveling by China train during holidays.

Preparation Work before Boarding

1. Pack the Luggage.
 - a. Do not forget your passport.
 - b. Take some food and drinks, or buy them onboard at a higher price.
 - c. Take some toilet paper; it's available only on high-speed trains but runs out quickly.
 - d. If you travel with kids, bring their favorite toys.

Travel light and do not take too much luggage. There are restrictions on luggage weight in China. Each adult is allowed to take a maximum of 20 kg (44 pounds) of luggage.

2. Learn the Hotel—Railway Station Transportation.

Include that from your hotel to the departure station and from arrival station to the next hotel. Calculate the time needed on the way, especially that from your hotel to the departure station.

Book China Train Station Transfer Service for an easy trip.

What is the main idea of the above article? Please write down your own understanding.
(上面这篇文章的主旨大意是什么? 请写出你的理解。)

Task 3 Waiting Room

一、Scene Reading(场景读词)

Please divide the students into groups and every group has two students. One of them shows the scene pictures corresponding to the following words to the other, and the other speaks the corresponding English.

(请把学生按照 2 人一组进行分组,其中一人将下列词汇对应的场景图片出示给另外一人,另外一人说出对应的英文。)

序号	英文	中文
1	luggage tag	行李寄存牌
2	computerized luggage locker	计算机化的行李寄存柜
3	round-the-clock service	24 小时服务
4	station announcer	车站播音员
5	depart behind schedule	晚点发车; 误点发车
6	board a train	上车
7	broadcasting studio	广播室
8	ticket check gate	检票口
9	passenger who needs care	重点旅客(老、幼、病、残、孕旅客)
10	Guangzhou Railway Group	广铁集团
11	double-deck coach	双层客车
12	tourist train	旅游列车
13	through passenger train	直通旅客列车
14	express train	特快列车
15	delay	晚点, 延误
16	cancel	停运
17	postpone	推迟
18	announce	通知, 广播
19	typhoon	台风
20	gale	大风

续表

序 号	英 文	中 文
21	heavy precipitation	强降水
22	heavy snow	强降雪
23	thunderstorm	雷暴
24	flood	洪水
25	inform	通知
26	force majeure	不可抗力

二、Key Sentences(重点句型)

Please divide the students into groups and every group has two students. One of them reads the English sentences, and the other speaks the corresponding Chinese translation.

(请把学生按照 2 人一组进行分组,其中一人读出英文语句,另外一人说出对应的中文译文。)

序 号	英文原句及中文翻译
1	How long would you like us to keep it?
	您要存放多长时间?
2	We provide/offer round-the-clock service.
	我们提供 24 小时服务。
3	Here is the tally for your bags. Please present it when you are back to take your bags.
	这是您取包的凭证牌,回来领取时请出示。
4	We've just been informed that the train is out of service.
	我们刚接到通知,列车停运了。
5	We haven't received any notice.
	我们尚未接到任何通知。
6	The train will be delayed for 10 minutes. Please wait here.
	列车晚点 10 分钟,请在此等候。
7	A: I have a few pieces of luggage. May I leave them in the waiting room?
	B: Please take your luggage along with you, or you can put them at the left-luggage office.
	A: 我有几件行李,可以存放在候车室吗?
	B: 请随身携带您的行李或寄存在行李寄存处。

续表

序 号	英文原句及中文翻译
8	The weather condition is uncertain.
	天气状况还不确定。
9	In that case, can you tell me more details about your bag?
	那样的话,请您详细描述一下您的包的细节。
10	A: What place are you looking for?
	B: I'm looking for the luggage storage service.
	A: 您在找什么地方?
	B: 我在找行李寄存处。
11	Sir/Madam, your train appears to be on time.
	先生/女士,您乘坐的列车运行正点。
12	A: I'm sorry. The train G38 has been delayed.
	B: What's the reason for the delay?
	A: The train has been delayed because of heavy snow.
	A: 对不起,G38次列车晚点了。
	B: 列车晚点的原因是什么?
A: 列车因为大雪晚点了。	
13	The cause is unknown until now.
	原因目前还不清楚。
14	The new departure time is scheduled to be 23:30.
	新的开车时间预计是 23:30。
15	We're sorry for the delay.
	对于列车晚点我们非常抱歉。
16	The new departure time is still undetermined.
	列车新的开车时间待定。
17	Please wait in the waiting hall for further information.
	请在候车厅等候后续消息。
18	We are sorry to have kept you waiting for more than two hours.
	我们很抱歉让您等了两个多小时。
19	Floods can have serious consequences, so we have to stop trains.
	洪水能够造成严重后果,所以我们必须停运列车。
20	A: Is this the right waiting room for Train D27?
	B: Exactly.
	A: D27次列车是在这个候车室候车吗?
	B: 是的。

续表

序号	英文原句及中文翻译
21	We are very sorry for the inconvenience.
	给您造成的不便,我们深感抱歉。
22	A: Where do I wait for the train for Lhasa?
	B: In the Number Three waiting room.
	A: 到拉萨的列车在哪里候车?
	B: 在第三候车室。
23	The train G1572 from Zhengzhou East Station will be 15 minutes late.
	由郑州东开过来的 G1572 次列车将晚点 15 分钟。
24	A: What's the actual departure time?
	B: It's hard to say.
	A: 实际出发时间是几点?
	B: 这很难说。
25	If there's any further information, we will inform you as soon as possible.
	如果有进一步的消息,我们会尽快通知您。
26	We will make all necessary arrangements for you.
	我们会为您妥善安排。
27	Sorry, but they are all force majeure events.
	非常抱歉,这些都是不可抗力因素。
28	A: Is there a special waiting room for the passengers with a cushioned berth ticket, please?
	B: Yes, certainly. There is a waiting room available for soft seat passengers.
	A: 请问乘坐软卧的旅客有专门的候车区吗?
	B: 当然,有软席候车室。
29	I do understand how you feel.
	我能理解您的感受。
30	What can we do to improve our service?
	我们还能做些什么来改善我们的服务呢?
31	I hope to have your feedback regarding our service.
	关于我们的服务我希望得到您的一些反馈。
32	You can have a rest in our waiting hall and wait for your train.
	您可以在候车厅里休息,等待列车。
33	A: There is still much time to go before the train leaves. May I have a look at the station?
	B: Certainly, but mind you don't miss the train.
	A: 离开车还有很长时间,我可以在车站看看吗?
	B: 当然可以,不过请注意别错过这趟车。

续表

序号	英文原句及中文翻译
34	Any other questions?
	还有其他问题吗?
35	Anything else?
	还有其他事情吗?

三、Scene Dialogue(场景对话)

Please divide the students into groups and every group has two students. On the basis of understanding the following conversation, have an English conversation.

(请把学生按照 2 人一组进行分组,两人在理解下面对话内容的基础上,进行英文对话。)

Dialogue 1

P—Passenger PC—Passenger Clerk

P: Excuse me. Is this the waiting area for Train G83 for Beijing?

您好。这里是开往北京的 G83 次列车候车区吗?

PC: Yes, it is. Take a seat, please.

是的。请坐。

P: I think I've come a bit early.

看来我来得早了一点。

PC: That's all right. You can take a rest in the waiting hall or look around the station.

不要紧,您可以在候车厅休息或者在车站周围看看。

P: I have a few pieces of luggage. Where can I leave them for a short period of time?

我有几件行李,暂时寄存在哪里?

PC: Please keep them at the left-luggage office.

请存到行李寄存处。

P: Oh, I see. Thank you.

哦,我知道了。谢谢。

PC: You're welcome, But mind you don't miss the train. You must be back in an

hour.

不客气。不过注意不要错过车。您必须在 1 小时之内回来。

Dialogue 2

P—Passenger PC—Passenger Clerk

P: Excuse me, has Train G66 started?

您好,请问 G66 次列车开车了吗?

PC: Train G66 was out of service because of the flood.

G66 次列车因为洪水的原因,停运了。

P: What? What should I do?

什么? 那我该怎么办?

PC: You can change to another train.

您可以改签其他车次。

P: Where can I change my ticket?

改签要去哪里?

PC: You can go to the ticket changing window on the second floor underground to change the ticket.

您可以去地下二层改签窗口进行改签。

P: Well, thank you.

好吧,谢谢你。

PC: I'm very sorry for the inconvenience.

给您造成的不便,我非常抱歉。

P: Nothing. Thank you.

没什么,谢谢你。

Dialogue 3

P—Passenger PC—Passenger Clerk

PC: Dear passengers, due to heavy rain, the G66 train from Guangzhou South to Beijing West is one hour late. Please wait patiently in the waiting room. We will update the train status in time. We apologize for the inconvenience.

尊敬的旅客,由于大雨,由广州南开往北京西的 G66 次列车晚点 1 小时,请您在

候车室耐心等待,我们将会及时更新列车动态。对此给您带来的不便,我们深表歉意。

P: What? One hour late?

什么? 晚点 1 小时?

PC: Yes, we are sorry for the inconvenience. This is force majeure.

是的,给您带来的不便,深表歉意,这属于不可抗力。

P: I have something urgent to rush back to Beijing. Can I change to another train?

我有很着急的事情需要赶回北京,我能换乘其他车次吗?

PC: Yes, you can change to another train.

可以,您可以改签其他列车。

P: Okay, thank you.

好的,谢谢。

PC: You are welcome. Is there anything else I can help you with?

不客气。还有其他可以帮助您的吗?

P: No, thanks.

没有了,谢谢。

四、Text Reading(课文朗读)

Please read the following passage aloud and say the main idea of the passage by yourself.

(请大声朗读下面一篇短文,并自行说出这篇短文所要表达的主旨大意。)

How to Take China Trains

1. Passport and ticket check, and security check at the entrance;
2. Go to the right waiting room and wait for boarding;
3. Boarding check;
4. Follow fellow passengers to your platform;
5. Find your carriage and get on board;
6. Find your seat/sleeper and store your luggage;
7. Enjoy the trip;
8. Upon arrival, follow the signs to the exit.

What if I cannot make the trip after buying the ticket?

You can refund the ticket or change the ticket to another departure day. A service fee may be charged. Usually, the earlier you submit the refund/change, the less you will lose.

Tips on How to Collect a Train Ticket in China

1. If you have booked multi-trip tickets, it's better to collect them all at the first departure station to save time.

2. Opening time of ticket counters at railway stations: Generally, there is one or more ticket counters in railway stations open 24 hours a day and 7 days a week. However, in some stations, all counters are closed at late night if there is no train arriving or departing. For instance, stations specializing in bullet trains usually stop running at late night, such as Beijing South Railway Station, whose ticket counters are open 06:00—23:00. Another kind is the relatively small and remote stations, like Jishou Railway Station close to Phoenix Ancient Town, where ticket collection only opens 08:00—21:00. But there is no need to worry. The closed counter (s) will be opened 1—2 hours ahead of departure even at late night if there is a departure.

3. It's better to print out necessary information in both Chinese and English, which might be used for collection. It will help you a lot if you speak no Chinese.

4. If you have any questions concerning ticket collection at the stations, go to the information desk. Almost all stations have an information desk in conspicuous places to help passengers out.

What is the main idea of the above article? Please write down your own understanding.
(上面这篇文章的主旨大意是什么? 请写出你的理解。)

Task 4 Ticket Entrance

一、Scene Reading(场景读词)

Please divide the students into groups and every group has two students. One of them shows the scene pictures corresponding to the following words to the other, and the other speaks the corresponding English.

(请把学生按照 2 人一组进行分组,其中一人将下列词汇对应的场景图片出示给另外一人,另外一人说出对应的英文。)

序 号	英 文	中 文
1	alarm	警报
2	ammunition	弹药
3	carry-on luggage/hand-on luggage	随身行李
4	check	检查
5	cooperation	合作
6	compressed gas	压缩气体
7	controlled knives	管制刀具
8	dangerous	危险的
9	drug	毒品
10	electronic scale	电子秤
11	explosive materials	爆炸品
12	fireworks	烟花爆竹
13	flammable materials	易燃品
14	frisk	搜身
15	guns	枪支
16	inflammable and explosive goods	易燃易爆物品
17	information and reception desk	服务台
18	lighter	打火机
19	luggage label	行李标签
20	luggage trolley/luggage barrow	行李手推车

续表

序 号	英 文	中 文
21	luggage clerk	行李员
22	metal detector	金属探测器
23	security gate	安检门
24	paint	油漆
25	poisonous materials	刷毒品
26	prohibited articles	违禁品
27	prohibited goods	违禁物品
28	random check	随机检查
29	receipt	收据
30	weighing machine	称重机
31	security check/safety check	安检
32	security checkpoint	安检关卡
33	station staff	车站工作人员
34	station attendant	车站值班员
35	suspicious goods	可疑物品
36	train number display	列车车次显示屏
37	weapons	武器

二、Key Sentences(重点句型)

Please divide the students into two groups. One of them reads the English sentences, and the other speaks the corresponding Chinese translation.

(请把学生分为两组,其中一组读出英文语句,另外一组说出对应的中文译文。)

序 号	英文原句及中文翻译
1	Inflammable and explosive materials, highly toxic materials, harmful liquids, radioactive materials, weapons and simulated weapons are dangerous. It is strictly forbidden to carry them on board or consign them. 易燃易爆品、刷毒品、有害液体、放射性物品、武器及仿真武器是危险的,严禁携带这些物品上车或托运。
2	Security check is for the safety of passengers and trains. 安检是为了旅客和列车的安全。

续表

序 号	英文原句及中文翻译
3	The security check is for your safety. Be cooperative, please.
	安检也是为了您的安全,请您配合。
4	Passengers are required to go through security check.
	旅客必须要通过安全检查。
5	Please take the security passage.
	请走安检通道。
6	Can you please open this? We need a deeper search.
	能打开这个吗? 我们需要进一步检查。
7	Keep your luggage in your sight at all times.
	请看好您的行李。
8	Your ticket and passport, please.
	请出示您的车票和护照。
9	I'm sorry. This ticket has expired.
	对不起,您的车票过期了。
10	I'm sorry. Your documents don't match.
	对不起,您的票、证、人不符。
11	You've been selected for additional screening.
	您要接受额外抽查。
12	Could you please go to my office with me?
	您能跟我来一趟办公室吗?
13	Please open your baggage.
	请打开您的行李。
14	What's in your pocket?
	您的口袋里是什么?
15	You have to hurry up, for the train is leaving in no time.
	您得抓紧时间,因为火车马上就要开了。
16	Which train are you catching?
	您乘坐哪趟车?
17	It is due to arrive in 10 minutes.
	10 分钟后到达。
18	You board the train at Platform No. 1.
	您在 1 号站台上车。
19	It departs from Platform 2.
	从 2 站台开出。

续表

序号	英文原句及中文翻译
20	The train is standing at Platform 5.
	火车停在 5 号站台。
21	Passengers for Beijing please wait here.
	去北京的乘客请在这里候车。
22	Passengers for Train G441, please go to the boarding gate and get ready for boarding.
	乘坐 G441 次列车的旅客, 请到检票口准备上车。
23	I'm sorry sir. I can't let you pass.
	先生, 对不起, 我不能让您过去。
24	Thank you for your cooperation. Have a nice trip.
	感谢您的配合, 祝您旅途愉快。
25	It's time to board the train.
	现在可以上车了。
26	Please take your luggage with you and get ready for boarding.
	请拿好您的行李准备上车。
27	Please go through the safety inspect door/metal detector gate.
	请通过安检门。
28	All bags on conveyor belt, please.
	请把所有的行李都放到传送带上。
29	Animals are forbidden in the train.
	严禁将动物带上车。
30	All the passengers. Form a line, please. Prepare your tickets and ID cards, please.
	各位旅客, 请按秩序排队, 请准备好您的车票和身份证。

三、Scene Dialogue(场景对话)

Please divide the students into groups and every group has two students. On the basis of understanding the following conversation, have an English conversation.

(请把学生按照 2 人一组进行分组, 两人在理解下面对话内容的基础上, 进行英文对话。)

Dialogue 1

P—Passenger PC—Passenger Clerk

PC: Excuse me, please put your luggage on the security belt.

您好,请将您的行李放在安检传送带上。

P: OK.

好的。

PC: Please extend your arms. What's in your pocket?

请展开您的双臂。您口袋里是什么?

P: Oh, it's an art knife.

哦,是一把艺术刀。

PC: I'm sorry, sir. According to the regulations, knives are prohibited. Please give it to me.

对不起,先生,根据规定,小刀属于禁止携带乘车的物品,请您交给我。

P: Well, can I get it back?

哦……我还可以拿回来吗?

PC: When you return, you can go to the goods storage room of the station to get your goods, but you need to make a registration. Or you can check it in, so you don't need to pick it up when you return.

您回程的时候,可以到车站物品保管室取回您的物品,但是您需要做一下登记。或者您可以去办理一下托运,这样您就不需要回程的时候再取了。

P: Oh, OK. This knife was given to me by a very good friend of mine. I cherish it very much. Let me check it in.

哦,好的。这把小刀是我的一个很好的朋友送给我的,我很珍惜。我办理一下托运吧。

PC: Well.

好的。

Dialogue 2

P—Passenger PC—Passenger Clerk

PC: Hello, please show me your ID card and ticket.

您好,请出示您的身份证和车票。

P: Here you are.

给您。

PC: Please take off the mask and face the camera.

请摘下口罩,面对摄像头。

P: OK.

好的。

PC: I'm sorry, sir. The ID card is not yours. You can't get in the station.

对不起,先生,身份证不是您的,您不能进站乘车。

P: What? Oh my God? I took the wrong ID card. What should I do?

什么?天哪!我居然拿错了身份证,我该怎么办?

PC: Please don't worry. If you have enough time, you can pick it up at home or ask your family to send it.

请不要着急。您如果时间充裕,可以回家取或者让家人送来。

P: No, I don't have that much time.

不行啊,没那么多时间了。

PC: Then you can apply for a temporary ID card at the temporary ID card office of the station. You can also take the train.

那您可以到车站临时身份证办理处办理一个临时身份证,也是可以乘车的。

P: Great. Thank you. Where is the temporary ID card office?

太好了,谢谢你。临时身份证办理处在哪里?

PC: Turn left at the ticket office and you'll see it.

您到售票处左转,就能看到了。

P: OK. Thank you so much.

好的,太感谢您了。

PC: You are welcome.

不客气。

Dialogue 3

P—Passenger PC—Passenger Clerk

PC: Good evening, sir. Welcome to Train T109.

晚上好,先生。欢迎乘坐 T109 次列车。

P: Good evening. Can you tell me where the soft berth car is?

晚上好。请问软卧车厢在哪里?

PC: Show me your ticket, please.

请给我看看您的车票。

P: Sure. Here you are.

好的。给您。

PC: Your carriage is No. 8 and it is a lower berth. Walk straight ahead until you come to the far end of this train.

您坐的是 8 号车厢,而且是下铺。请径直往前走,一直走到火车另一端。

P: Thanks.

谢谢。

PC: You are welcome. Have a nice trip.

不用客气。祝您旅途愉快。

P: Thanks again.

再次感谢。

四、Text Reading(课文朗读)

Please read the following passage aloud and say the main idea of the passage by yourself.

(请大声朗读下面一篇短文,并自行说出这篇短文所要表达的主旨大意。)

Why Travel by High Speed Trains?

1. Fast

The present operational speed of China trains high speed type is 250—350 km/h (155—217 mph), greatly shortening the travel time. The duration from Beijing to Shanghai has been shortened from 15 hours to about 4.5 hours.

2. Punctual

Different from flights, they are less influenced by weather or traffic control, hence able to arrive on time.

3. Convenient

HSR trains are scheduled more frequently than normal ones and many of the

high speed railway stations are reachable by subway, making a rail journey much more convenient than before.

4. Reasonably Priced

Although China high speed train tickets generally cost more than a non-bullet train ticket, it is still cheaper than a flight ticket most of the time. From Beijing to Shanghai, a soft sleeper non-bullet rail ticket costs CNY 500.5/521.5, a second class seat China high-speed rail ticket costs CNY 553/558, while the full airfare of an economy class is over CNY 1,000.

5. Comfortable

The carriages are much better equipped than the old-generation carriages and rival the facilities of an airplane. The seats are wider and softer, the windows are bigger and the washrooms are cleaner.

6. Safe

The fast trains are operated by advanced technological communication systems to ensure passengers' safety to the uttermost.

What is the main idea of the above article? Please write down your own understanding.
(上面这篇文章的主旨大意是什么? 请写出你的理解。)

Task 5 Exit of the Station

一、Scene Reading(场景读词)

Please divide the students into groups and every group has two students. One of them shows the scene pictures corresponding to the following words to the other, and the other speaks the corresponding English.

(请把学生按照 2 人一组进行分组,其中一人将下列词汇对应的场景图片出示给另外一人,另外一人说出对应的英文。)

序 号	英 文	中 文
1	basic platform	基本站台
2	belonging	随身物品
3	caution sign	警告标志
4	connect	换乘
5	destination/terminus	终点站
6	don't push when getting off the train	下车时请不要推挤
7	follow the direction signs	按引导标志走
8	gap	缝隙
9	get out/off one by one	依次下车
10	half an hour behind schedule	晚点半小时
11	identity	身份信息
12	mind gap between train and platform	当心站台与列车间的缝隙
13	middle platform	中间站台
14	platform bridge	站台天桥
15	platform tunnel	站台隧道
16	safety exit	安全出口
17	safety mark	安全标志
18	white line	白线

二、Key Sentences(重点句型)

Please divide the students into two groups. One of them reads the English sentences, and the other speaks the corresponding Chinese translation.

(请把学生分为两组,其中一组读出英文语句,另外一组说出对应的中文译文。)

序 号	英文原句及中文翻译
1	Please mind the gap.
	请注意列车与站台间的缝隙。
2	Please take care of your children.
	请照顾好您的孩子。
3	Please show the ticket you used to get here, and your connecting ticket.
	请您出示刚下车的车票和要换乘的车票。
4	The train G27 will stop at this station for 3 minutes. Please get ready to get off in advance. Get off quickly and orderly.
	G27 次列车在本站停车 3 分钟,请您提前做好下车准备,快速有序下车。
5	To prevent identity theft, make sure you keep your ticket.
	为避免个人信息泄漏,建议妥善保存您的车票。
6	Ladies and gentlemen, the station ahead of the train is Tianjin West Station. There are passengers getting off at Tianjin West Station. Please get ready to get off in advance.
	女士们、先生们,列车前方到站是天津西站。有在天津西站下车的旅客,请您提前做好下车准备。
7	We are arriving at the destination in 10 minutes.
	我们将在 10 分钟后到达目的地。
8	Please exit from the front (rear) door in the direction of travel.
	请从列车运行方向的前(后)部车门下车。
9	Excuse me, sir! Please wake up! We are arriving at your destination.
	先生,打扰一下! 请您醒醒,您的目的地就要到了。
10	You will have enough time to collect your luggage.
	您有充足的时间收拾行李。
11	Take care of your belongings.
	请带好您的随身物品。
12	The taxi is on the second floor underground.
	出租车在地下二层。
13	You can take a taxi on the second floor underground or take the subway at the exit.
	您可以到地下二层乘坐出租车,也可以在出站口乘坐地铁。

续表

序 号	英文原句及中文翻译
14	You need to buy your ticket at the ticket window or the ticket vending machine.
	您需要在售票窗口或者自动售票机上购买车票。
15	The exit is ahead. Please follow the guide sign in the passageway to the exit.
	出站口在前方。请您按照通道内的引导标志出站。
16	Please take good care of your luggage in the process of leaving the station, and take good care of your ticket after leaving the station, so as to avoid the leakage of personal information caused by ticket loss.
	在出站的过程中,请保管好您的行李,出站之后请保管好您的车票,以免车票丢失造成个人信息泄露。
17	Please go to a regular hotel and don't trust people who distribute small advertisements.
	请去正规酒店入住,不要相信散发小广告的人。
18	Thank you for traveling by EMU train. See you next time.
	感谢您乘坐动车组列车,下次乘车再见。

三、Scene Dialogue(场景对话)

Please divide the students into groups and every group has two students. On the basis of understanding the following conversation, have an English conversation.

(请把学生按照2人一组进行分组,两人在理解下面对话内容的基础上,进行英文对话。)

Dialogue 1

P—Passenger PC—Passenger Clerk

PC: Ladies and gentlemen, Beijing West Station is coming. Please prepare your luggage in advance and get off from the doors at both ends of the car.

女士们,先生们,北京西站就要到了,请您提前准备好自己的行李,从车厢两端车门处下车。

P: Hello, I want to go to Beijing Zoo after I get off the train. How can I get there?
您好,下车后我想去北京动物园,我该怎么过去?

PC: You can take a taxi or take the subway, both of which are very convenient.

您可以乘坐出租车或者乘坐地铁,这两种方式都很方便。

P: Where can I take a taxi?

出租车去哪里乘坐?

PC: After you get off the train, you can find a place where you can take a taxi according to the guide signs in the station or ask the service staff in the station.
您下车后,可以根据车站内的引导标志,找到可以乘坐出租车的地方,也可以向车站内的服务人员询问。

P: Well. By the way, will the subway be more convenient?

好的。对了,地铁是不是会更方便一些?

PC: In my understanding, yes, the subway is more convenient.

以我的理解,是的,地铁更方便一些。

P: Thank you. I'll take the subway.

谢谢,那我乘坐地铁吧。

PC: You are welcome.

不客气。

Dialogue 2

P—Passenger PC—Passenger Clerk

PC: Hello, please show me your ticket.

您好,请出示您的车票。

P: Oh, my God, where's my ticket? Sorry, I think I lost my ticket.

哦,天哪,我的车票呢?对不起,我想我的车票丢失了。

PC: It's a pity. I'm afraid you need to make up your ticket again.

太遗憾了,恐怕您需要重新补票了。

P: Oh, too bad. OK, where do I need to make up the ticket?

哦……太不幸了。好吧,我需要在哪里补票?

PC: You go to the left, and there is a ticket counter, where you can make up your ticket.

您往左边走,那里有一个补票处,您在那里进行补票。

P: That's OK. Thank you very much!

好的,非常感谢。