

高等职业教育铁道交通运营管理专业校企合作系列教材
高等职业教育“十二五”规划教材——轨道交通类

铁路客运英语

Railway Passengers Service English

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前 言

当前，中国国际化水平不断提高，人们的服务意识、服务观念也在发生着变化。铁路作为相应的窗口单位，对铁路职工的客运服务能力提出了更高的要求，能够进行客运服务英语会话已是大势所趋。同时，当前的高等职业教育非常重视学生实际工作能力的培养。在此基础上，我们深入了解铁路企业用人需求以及客运涉外服务工作要求，精心编写了这本教材。

本书以培养学生的客运服务能力为本，打破传统教材编写模式，结合一线工作实际，以客运服务岗位工作项目为基础编写学习内容，进行任务教学。本书包括了车站服务工作、乘车服务工作以及观光旅游服务三个项目。每个项目都包含教学目标、典型对话、有用表达以及有关铁路介绍的课文。这些内容的安排，既突出了实践性，又遵循了学生的认知规律。

融入全新的教育理念和科学的教学方法，本教材在编写时主要突出实用性、系统性以及时代性。一是突出实用性。教材内容贴近实际，以铁路客运服务的实际工作为着眼点，使学生在循序渐进的训练中提升客运服务英语会话能力。二是突出系统性。教材内容根据实际工作流程进行设计和编写，循序渐进，具有系统性。三是突出时代性。教材所选内容紧贴时代发展要求，涵盖了当前铁路迅速发展的诸多方面的新内容，能够使学生在熟悉背景之下进行客运服务英语学习，既符合时代发展要求，又能激发学习热情，提升学习效果。

本书由潘自影担任主编，闫莹娜、陈曦担任副主编，李晓芳为主审。全书由潘自影统稿。在编写过程中，我们得到了天津铁道职业技术学院毕树林主任、沈农华主任、李增和老师、洪立新老师的大力支持，同时还得到了天津站客运车间王辉处长的大力帮助，在此深表感谢。

本书各单元的内容既相对独立又相互关联，适合作为铁道交通运营管理专业、高速铁路乘务专业的专业基础课教材，同时也可作为铁路行业的技能培训资料以及铁路企业管理人员和技术人员的参考用书。

在编写过程中，尽管我们做了很大努力，但由于编者水平有限，书中仍难免有疏漏之处，敬请广大读者不吝赐教。

编 者

2014年5月

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Task 7

Complaints, Thanks, Apologies and Advice

投诉、感谢、道歉及建议

2.7.1 Teaching Objectives 教学目标

1. Ability Objective 能力目标

- (1) Be able to deal with complaints.
能够处理旅客投诉。
- (2) Be able to advise passengers about behavior.
能够对旅客的行为提出建议。
- (3) Be able to make an apology to passenger.
能够对旅客表示道歉。
- (4) Be able to express gratitude to passenger for their praise.
能够对旅客的表扬表示感谢。

2. Knowledge Objective 知识目标

- (1) Master the useful expressions about making an apology.
掌握关于表示道歉的句型。
- (2) Memorize new words and phrases of the short passage.
记忆短文中单词和短语。

3. Quality Objective 素质目标

Passengers come from different places, receive different education, and they have different characteristics. When passengers are not satisfied with the work of clerk, some of them will possibly have conflict with clerk. Facing such problems, clerk could keep a cool head in that situation and should find a solution to every problem.

乘客来自不同的地方，接受的教育不同，有着不同的性格。因此，当他们不满意客运员的

工作时，有些乘客可能会与客运员发生冲突。面对这种情况时，客运员应保持头脑冷静并找出解决问题的方法。

2.7.2 Related Knowledge 相关知识

Part I Dialogues 对话

□

(P—Passenger 旅客 C—Clerk 客运员)

C: What can I do for you, sir?

P: I think the speaker is too loud and I can't turn it down.

C: I'm sorry. I should have it adjusted earlier. Let me turn it down for you. There's a volume control on the wall below the tea table. You can just turn it counterclockwise to turn the volume down. Is that OK, sir?

P: Yes, thank you. By the way, it seems a bit cold at the moment.

C: I'm sorry, sir. I'll have the air-conditioner regulated at once.

P: That will be fine. Thank you.

C: It's my pleasure.

C: 先生，有事吗？

P: 我觉得广播声音太大了，我没办法把它调小。

C: 对不起。我早该把它调好的。我来帮您调小声一点。在茶桌底下的墙上有一个音量开关。只要按逆时针方向旋转就可以把音量调小。可以了吗？

P: 谢谢。不过好像有点冷。

C: 对不起，先生。我马上去把空调调好。

P: 好的。谢谢。

C: 很高兴为您服务。

Ω

(P—Passenger 旅客 C—Clerk 客运员)

P: Excuse me, Miss.

C: Yes? Can I help you?

P: I'm afraid there must be something wrong here. I was very unhappy about it.

C: What is it, madam?

P: My bed sheet is quite dirty. It seems that it has been used.

C: Well. Let me take a look at it. (After a little while) I'm very sorry. It's our fault. The attendant hasn't brought you the new sheet. I'll have this sheet changed immediately.

P: Thank you.

C: Don't mention it. It's just part of my job.

P: 打扰一下，乘务员。

C: 什么事？请问您需要什么帮忙吗？

P: 我觉得有点不对劲。我很不高兴。

C: 女士，请问是怎么回事？

P: 我的床单很脏，好像被用过。

C: 好的，让我看看。(过了一会儿)非常抱歉，这是我们的过错。乘务员忘了给您拿新的床单。我马上换掉。

P: 谢谢。

C: 不客气。这是我分内的事。



(P—Passenger 旅客 C—Clerk 客运员)

P: Excuse me, Miss. My neighbor's baby is always crying. I can't sleep. But this is a sleeping car. What can I do now?

C: Sorry to hear that. But I'm afraid you have to put up with it for a moment before I solve the problem. I'll ask your neighbor to take her baby to the compartment joint and try to get her to sleep.

P: Thank you.

C: Don't mention it.

C: (To another passenger) Excuse me, sir. Can I help you?

P: Yes, the loudspeaker is too noisy. Can you turn it down?

C: No problem. There is a volume control below the table. You can adjust the volume.

P: Aha, I see. Thank you very much.

C: My pleasure.

P: 打扰一下，服务员。我邻铺的小孩总是哭，吵得我无法入睡。这可是卧铺车厢啊。我该怎么办呢？

C: 听到您的经历，我很难过。但在我处理这件事情之前，您得忍受一下。我会让您的邻铺把孩子抱到车厢连接处，尽量哄着孩子入睡。

P: 谢谢。

C: 不用客气。

C: (对另一位乘客) 打扰一下, 先生。您需要帮助吗?
P: 是的。车厢内的广播太吵了。你能把它调小一点吗?
C: 没问题。桌子底下有一个音量开关。你可以调节音量。
P: 啊, 我明白了。非常感谢。
C: 很高兴为您服务。

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(P—Passenger 旅客 C—Clerk 客运员)

P: Hello, Miss. I'll get off the train soon. Thank you for all you've done for me.
C: Please don't mention it. I hope you have had a pleasant journey.
P: Indeed. But I'm afraid I have given you too much trouble.
C: No trouble at all. I hope you can give us some suggestions to improve our service.
P: Excellent, indeed.
C: Thank you very much.

P: 乘务员小姐, 我很快要下车了。非常感谢您为我所做的一切。
C: 不必客气, 我希望您在列车上旅行愉快。
P: 的确, 很愉快, 只是我怕太麻烦您了。
C: 一点也不, 我希望您能给我们提些建议和意见, 以便改进我们的服务工作。
P: 太出色了, 真的。
C: 非常感谢。

5

(P—Passenger 旅客 C—Clerk 客运员)

P: I'm going to leave the train. I had a wonderful time. Thank you for everything you have done for me.
C: Don't mention it. It's nice to have you on our train.
P: Without your timely help, I couldn't have regained my lost handbag. I really don't know how to express my gratitude.
C: I'm very glad I can do something for you. Thank you for coming. See you next time.
P: See you.

P: 我就要下火车了, 一路上我很开心, 谢谢你为我所做的一切。
C: 不用客气。我很高兴一路上有你同行。
P: 要不是你及时的帮助, 我就不会找回丢失的手提包。我真不知如何表达我的感激之情。
C: 能为您做点什么, 我觉得很开心。谢谢您乘坐本次列车。下次见。
P: 再见。

6

(P—Passenger 旅客 C—Clerk 客运员)

P: I'm really sorry, attendant. I'm so careless.

C: What's up, Miss?

P: I've knocked the glass onto the floor. It's broken.

C: Never mind. It doesn't really matter. I'll clean the floor and tidy up your table right away.

P: I'm so stupid to make such a mistake! I must apologize for what I've done. I've given you so much trouble.

C: It's OK. That can happen to anyone.

P: 真的很抱歉，列车员，我真粗心。

C: 出了什么事，女士？

P: 我把玻璃杯打翻在地，杯子碎了。

C: 没关系，真的没关系。我马上过来打扫地板、整理餐桌。

P: 犯了这样的错误，我真笨！我为自己的行为向您道歉。给您添了这么多麻烦。

C: 没关系的，谁都会碰上这种事的。

7

(P—Passenger 旅客 C—Clerk 客运员)

C: (Catching sight of a passenger who is about to throw something out of the window) Excuse me. Please don't throw anything out of the window as it may possibly hit and hurt someone passing by.

P1: Oh, sorry. I was not aware of it.

C: (Having spotted a passenger standing by the door with her hand on the frame) Look out, madam. Please don't grasp the doorframe with your hands. Otherwise, your fingers may get pinched at any time.

P2: Oh, thank you for your reminder.

C: (Two passengers are chatting at the compartment joint) Excuse me, but would you please move away from the compartment joint? It's dangerous to stay here.

P3: Thank you very much. We are leaving now.

C: (看到一个旅客正想往窗外扔东西) 不好意思！请不要往窗外扔东西，不然可能会砸到路过的人。

P1: 哦，对不起。我没想到这一点。

C: (看到站在门旁的乘客将手扶在门框上) 女士，请注意，不要用手抓住门框上。不然，您的手指可能会被挤伤。

P2: 好的，谢谢您的提醒。

C: (两个旅客正在车厢连接处聊天) 对不起，请您离开连接处好吗？待在这里很危险。

P3: 非常感谢, 我们马上就离开。

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(P—Passenger 旅客 C—Clerk 客运员)

C: Excuse me, madam. Is this little boy yours?

P: Yes. What's the matter?

C: Sorry to say that children should not pee in the carriage. You can carry him to the wash-room.

P: I'm very sorry for that. I was careless.

C: It doesn't matter. I'll get the floor cleaned.

P: Thank you. It won't happen next time.

C: (To another passenger) Excuse me, sir. Would you please be quiet while chatting? You might disturb others. Some passengers are sleeping.

P: Oh, I'm sorry. I didn't mean it. I promise you it won't happen again.

C: That's quite all right. Please don't take it to heart.

C: 打扰一下, 女士。请问这个小男孩是您的孩子吗?

P: 是的。出了什么事?

C: 很抱歉, 小孩不得在车厢内小便。您可以把他抱到洗手间去。

P: 真的不好意思, 我大意了。

C: 没关系, 我会把地板打扫干净的。

P: 谢谢。以后不会再发生这样的事了。

C: (对另一位乘客) 打扰一下, 先生。您聊天时能否声音小一点? 您可能会影响到别人。有些乘客正在睡觉。

P: 哦, 很抱歉。我不是故意的。我向你保证: 下不为例。

C: 没关系。别往心里去。

Part II Useful Expressions 有用的表达

(1) I'm afraid there must be something wrong.

我觉得有点不对劲。

(2) I'm very sorry, it's our fault.

非常抱歉, 这是我们的过错。

(3) It's something that is out of our control.

这事我们无法控制。

(4) Passengers are not allowed to take any inflammable or explosive objects.

- 请旅客不要携带易燃易爆物品上车。
- (5) Please keep quiet on the train.
请勿在车厢内大声喧哗。
- (6) Don't hang anything heavy on the hook.
请不要在钩子上悬挂重物。
- (7) We apologize for the delay.
对于列车的延误，我们深表歉意。
- (8) Thank you for your understanding.
感谢您的理解。
- (9) Thanks for everything.
谢谢你为我做的一切。
- (10) Many thanks for your reminder.
多谢你的提醒。
- (11) It's my fault.
这是我的错。
- (12) I didn't mean it.
我不是有意的。
- (13) Sorry for troubling you. / Sorry to have kept you waiting.
很抱歉，麻烦你了。 / 对不起，让您久等了。
- (14) It's very kind of you.
你真好。
- (15) Thank you for the trouble you have taken to get me the ticket.
麻烦你给我买到了车票。
- (16) Sorry, I don't quite understand you.
对不起，我不太明白你的意思。
- (17) Excuse me. I don't catch your meaning.
对不起，我不太明白你的意思。
- (18) Sorry to be in your way.
对不起，挡住你的路了。
- (19) I'm so sorry for what I said.
对我所说的话我表示道歉。
- (20) I'll try to make sure it doesn't happen again.
我努力保证这件事不再发生。
- (21) Please mind your steps.
请注意脚下安全。
- (22) Please take care of your valuables.
请看好你的贵重物品。
- (23) In an emergency, please follow the directions of our crew members.
遇有险情，请大家听从工作人员引导。

Part III Situation Dialogue

情景对话

Suppose you are a passenger. You lost your bag during the journey. The car attendant helped you and found it back to you. Use the useful words and expressions you've learned in this task to write a letter of thanks.

2.7.3 Text

Letter of Complaint

Dear Sir,

I'm writing to let you know the deplorable attitude of one of your staff members. I received my fare bill a month ago and thought there were some problems.

However, when I called your Complaints Department, the female staff who answered my phone was very rude. For one thing she interrupted me continually; for another she even said that it's totally my fault. Needless to say, such a way of dealing with customers is unacceptable.

I believe that the girl in question should be disciplined, and given a retraining for proper way of serving the customers. Moreover, she should make a formal apology to me.

An early response will be appreciated.

Sincerely yours,
Ben

New Words and Expressions

deplorable [di'plɔ:rəbl] *adj.* 糟透的, 可叹的, 可悲的, 应受谴责的, 破旧的

complaint [kəm'pleint] *n.* 抱怨, 控诉, 委屈, 怨言, 痛苦根源

rude [ru:d] *adj.* 粗鲁的, 简陋的, 狂暴的, 近乎下流的

interrupt [intə'rʌpt] *vt. & vi.* 打断(别人的话等), 阻止, 截断

unacceptable [ʌnək'septəbl] *adj.* 不能接受的, 不受欢迎的, 难答应, 不中意的

discipline [di'siplin] *vt.* 训练, 使有纪律, 处罚, 使有条理

retrain [ri:'trein] *vt.* 重新教育, 再教育

appreciate [ə'pri:ʃieit] *vt.* 感激, 欣赏, 领会, 鉴别

fare bill 账单

Complaints Department 投诉部

for one thing...for another... 一方面……另一方面……

needless to say 当然，不用说，不必说

sincerely yours 此致，谨上

Exercises

I. Read the passage and decide if the following sentences are true or false (T or F).

1. I received my fare bill two months ago and thought there were some problems. ()
2. However, when I called your complaints department, the male staff who answered my phone was very rude. ()
3. The female staff who answered the phone said that it was totally my fault. ()
4. I believe that the girl in question should be disciplined. ()
5. The writer asked the girl to make a formal apology to him. ()

II. Choose the best answers.

1. The writer received his fare bill _____ month(s) ago and thought there were some problems.
A. one B. two C. three D. four
2. When I called your complaints department, the female staff who answered my phone was very_____.
A. friendly B. rude C. happy D. sad
3. The female staff who answered the phone _____ me continually.
A. helped B. ridiculed C. interrupted D. abused
4. Such a way of dealing with customers is _____.
A. acceptable B. unacceptable C. understandable D. incomprehensible
5. I believe that the girl in question should be _____.
A. encouraged B. appreciated C. dismissed D. disciplined

III. Translate the following sentences into Chinese.

1. I'm writing to let you know the deplorable attitude of one of your staff members.
2. However, when I called your complaints department, the female staff who answered my phone was very rude.
3. Needless to say, such a way of dealing with customers is unacceptable.
4. I believe that the girl in question should be disciplined, and given a retraining for proper way of serving the customers.
5. An early response will be appreciated.

