

Project 1 Daily Station Service

Project Description

Providing service is the basic work of a station. It involves replying to passengers' enquires patiently, organizing passengers to enter and exit orderly, guiding passengers to buy tickets by themselves and go through AGM rapidly, organizing passengers to get on and off the train safely, and informing passengers of information timely and correctly. After studying this project, students will master the expressions about station service, their oral English communicative skills will be improved, and their initiative to provide service will be cultivated.

Project Objectives

1. Knowledge Objectives

- (1) Master words, phrases and useful sentences related to station service.
- (2) Learn specific terms about station service.

2. Ability Objectives

- (1) Be able to communicate with passengers in English.
- (2) Be able to explain relevant regulations of taking the subway.
- (3) Be able to read and comprehend short passages related to station service work.

Task 1 Service for Entering and Exiting a Station

Part I Class Learning



Dialogues

微信扫一扫
口语有提高

1.1 Asking for directions and information about Chengdu metro

A. Talk about Chengdu metro with station attendant.

P*: Oh, what a beautiful subway station!

* P=passenger, SA=station attendant, AP=adult passenger, C=child, D=driver, TC=ticket conductor.

SA: Yes. This is the Panda Avenue Station of Line No.3. Welcome to Chengdu.

P: It's my great pleasure to take subway today. It's amazing. There are many cute pandas.

SA: Yes. This is a new line, and it was opened recently. Because Chengdu is the Research Base of Giant Panda Breeding, so the Line 3 is themed with pandas (see Fig. 1-1 and Fig. 1-2). There is one train themed with pandas. Maybe you will take it.

P: How many lines are there on the Chengdu Metro now?

SA: Altogether 4 lines at present, but 13 lines will have been opened by the end of 2020.

P: Is it convenient to take the subway in Chengdu?

SA: I think so. There are so many interchange stations. You can choose the shortest route.



Fig.1-1 Pictures of Lovely Pandas in Panda Avenue Station



Fig.1-2 The Train Themed with Pandas

B. How to get somewhere.

P: Excuse me, Miss?

SA: Yes? Is there anything I can do for you?

P: I want to go to Chengdu South Railway Station. Can you tell me how to get there?

SA: Sure. You are at Chengdu North Railway Station. You can take subway line No.1 or bus No. 16 and Both of them are bound there.

P: OK. Thank you very much.
S: You are welcome. Have a nice journey.
P: Thanks, bye.

C. Where to exit? (see Fig. 1-3)

P: Excuse me! Can I take the subway here to the American Consulate?



Fig.1-3 An Attendant is Guiding for Passengers

SA: Sure. You board the train here and get off at the Nijiaqiao Station, then leave from exit B. When you get out of the station, go straight for about 50 meters and turn left, you will see the Consulate in front of you.

P: Got it. Thank you!
SA: You're welcome!

P: Excuse me, which exit should I take to Sichuan Provincial People's Hospital?

SA: Exit A.

P: Then how far do I have to walk from there?

SA: It's very close. You will see the outpatient building after a two-minute walk.

P: Got it. Thank you so much!

SA: You are welcome.

D. Enquiries about service facilities.

P: Excuse me, is there a/an toilet/ATM/grocery store nearby?

SA: Of course, there is. Go straight for around 20 meters and turn left, then you will see a toilet. However, be sure to close the door when using, for anyone can use it despite of the gender and age. / Sorry, there isn't. However, there is one outside near the station. You get out from here and go straight about 50 meters and turn right, and then you will see a 7-Eleven in front of you.

P: Passenger: I see. Thank you!
P: You're welcome.

1.2 Passengers enter the station with prohibited goods

A. Enter the station with pet.

SA: Excuse me, sir. Chengdu Metro has established some rules, one of which says, passengers are not allowed to bring pets such as a dog to enter the station.

P: Oh, sorry. I didn't know. What should I do? I want to go to Jinjiang Hotel.

SA: I would recommend walking there. It's just 1.5 km away from here.

P: I see. Thanks.

SA: You are welcome.

B. Enter the station with folding bicycle.

SA: Excuse me, sir. According to the regulations of Chengdu Metro, you are not allowed to bring a folding bike in.

P: Oh, sorry, I didn't know that. What should I do? Do I have to leave it?

SA: If you don't need to use it when you exit the metro, you may leave it here. We will take care of it, and you can take it back when you return.

P: That's very kind of you. I'm going to leave it here because I don't need it.

SA: OK, please follow me and go through the formalities.

P: All right, thank you!

SA: Not at all.

C. Enter the station with prohibited goods. (see Fig. 1-4)

(The security scan sends out alarm sound when a foreigner passes it with belongings.)



Fig.1-4 A Passenger is Accepting the Security Check-in

SA: Excuse me! Are there any dangerous and prohibited goods in your luggage?

P: Oh, sorry! I am not sure what kind of goods are included. Can you tell me?

SA: Certainly! Dangerous goods refer to inflammable, explosive, poisonous, harmful, corrosive and radioactive items, while prohibited goods include staining, smelly, unpacked and sharp items, guns, ammunition and controlled weapons as well as some other items prohibited by the public security organization.

P: Then what kinds of items are included in controlled weapons?

SA: It includes dagger, three-square knife, spring knife with self-locking device as well as other similar single blade, double edge and three-square pointed knife.

P: Oh, there is one dagger from my friend in my luggage. It's impolite to throw it away. What should I do?

SA: You have two choices. One is taking a taxi, and the other is leaving it here and taking it back when you return.

P: Let me see. I'll choose the second option.

SA: OK, please follow me and handle the formalities.

P: Thank you so much!

SA: You are welcome!

D. Enter the station with oversized and overweight items.

SA: Excuse me, sir! Your suitcase is oversized, so we can't allow you to take it on the subway.

P: Oh, sorry. I don't know that there is a regulation for the size of luggage. Can you explain it to me?

SA: Sure. According to the regulations of Chengdu Metro, the sum of length, width and height should be less than 1.8 m. The length of pole-shaped item should be less than 1.6 meters and the weights of all items should be less than 30 kilograms.

P: Got it. What should I do?

SA: You may take other forms of transportation.

P: OK, I guess I will take a taxi. Could you tell me an easy way to hail an empty taxi? I heard that it's very difficult to get one in Chengdu, especially during rush hours.

SA: Yes, get out from exit A and turn right, then go straight about 20 meters and you will see a big taxi rank.

P: OK, thank you!

SA: You are welcome. It's my pleasure.

Words and Phrases

avenue ['æv(ə)nju:] *n.* 大街；林荫大道

direction [dɪ'rekʃən] *n.* 方向

subway ['sʌbweɪ] *n.* 地铁

board [bɔ:d] *vt.* 上（飞机、火车、船等）

toilet ['tɔɪlət] *n.* 厕所；盥洗室

despite [dɪ'spaɪt] *prep.* 尽管，不管

exit ['egzɪt] *n.* 出口；通道；退场

staff [stɑ:f] *n.* 职员，公司员工

metro ['metrəʊ] *n.* 地铁

establish [ɪ'stæblɪʃ] *vt.* 建立

passenger ['pæsɪndʒə] *n.* 旅客；乘客

regulation [regjʊ'leɪʃ(ə)n] *n.* 条例；规程

follow ['fɒləʊ] *vt.* 跟随；遵循

formality [fɔ'mæləti] *n.* 正式手续

alarm [ə'lɑ:m] *n.* 闹钟；警报

belonging [bɪ'lɒŋɪŋ] *n.* 所有物；行李

prohibit [prə'hɪbɪt] *vt.* 阻止，禁止

include [ɪn'klu:d] *vt.* 包含，包括

inflammable [ɪn'flæməb(ə)l] *adj.* 易燃的

poisonous ['pɔɪzənəs] *adj.* 有毒的

harmful ['hɑ:mfʊl] *adj.* 有害的；能造成损害的

corrosive [kə'rɒsɪv] *adj.* 腐蚀的；侵蚀性的

radioactive [ˌreɪdɪəʊ'æktɪv] *adj.* 放射性的；有辐射的

staining ['steɪnɪŋ] *adj.* 染色的

smelly ['smeli] *adj.* 有臭味的，发臭的

unpacked [ʌn'pækt] *adj.* [包装] 未包装的；拆开的

sharp [ʃɑ:p] *adj.* 锋利的

item ['aɪtəm] *n.* 一件商品（或物品）

ammunition [æmjʊ'nɪʃ(ə)n] *n.* 弹药；军火

dagger ['dægə] *n.* 匕首，短剑

handle ['hændl] *vt.* 办理；处理

oversized [əʊvəsaɪzd] *adj.* 过大的，极大的

overweight [əʊvə'weɪt] *adj.* 超重的；过重的

suitcase ['su:tkeɪs] *n.* 手提箱；衣箱

hail [heɪl] *vt.* 呼喊；大声招呼

go straight 直走

American Consulate 美国领事馆

ATM(Automatic Teller Machine) 自动取款机

grocery store 杂货店

outpatient building 门诊大楼

Got it ! 明白了 ! 知道了 !

go through 办理 (手续)

security scan 安检仪

send out 发出 (信号、光、声音)

controlled weapon 管制器具

public security organization 公安机关

three-square knife 三棱刀

spring knife with self-locking device 带自锁装置的弹簧刀

single blade knife 单刃刀

double edge knife 双刃刀

three-square pointed knife 三棱尖刀

pole-shaped item 杆型物品

form of transportation 交通工具

rush hour 高峰时段

Useful Sentences

(1) Excuse me! Can I take the *subway/bus/taxi* here to *the Consulate/People's Park*?

(2) Go *straight/along the road* for about *50 meters/4 minutes* and turn *left/right*, you will see the Consulate *in front of you/on your left*.

(3) Passengers are not allowed to bring *pets such as a dog/folding bikes* to enter the station.

(4) I want to go to *Jinjiang Hotel/Tianfu Square*.

(5) It's just *1.5km/five-minute walk* away from here.

(6) I'm going to *leave it here because I don't need it/buy two tickets bound for Shengxian Lake Station*.

(7) Please follow me and *go through the formalities/take the subway at Platform 2*.

(8) It's impolite to *throw it away/talk loudly in public areas*.

(9) It's very difficult to *get one in Chengdu/learn English well*.

Learn to Speak

Make dialogues about entering and exiting the station, and then role-play them.