

# Project 1 Station Service

## 项目一 车站服务

### Project Description 项目描述

This project introduces the topic on station service work. A train station is a railway public place where trains regularly stop to load or unload passengers. Railway station mainly include: ticket offices, inquiry office, luggage office, waiting rooms, station square, station security office and so on. A railway station provides a series of service , such as selling tickets, waiting for the trains, inquiring, checking luggage, checking tickets, broadcasting and so on. Based on the operating process of station service, we arrange eight tasks in this project, each task includes dialogues, useful words and expressions, an interesting short passage and exercises. Through the training, we can develop students' service skill and improve their sense of service.

本项目介绍的内容是车站服务工作。火车站是乘客上下火车的公共场所，火车站主要包括：售票处、问讯处、行李处、候车室、车站广场、车站安全室等。提供诸如售票、候车、问询、行李托运、检票和广播等一系列服务。基于车站服务的工作过程，我们在这个项目安排了八个任务，每个任务包括对话、有用的表达、短文和练习。通过训练，培养学生的服务技能和服务意识。

### Project Objectives 拟实现的教学目标

#### 1. Ability Objective 能力目标

- (1) Be able to answer and explain relevant railway regulations to passengers in English.
  - (2) Be able to communicate with passengers in English.
  - (3) Be able to read and comprehend some short English passages about station service work.
- (1) 能够用英语向旅客回答和解释相关铁路法规。
  - (2) 能够用英语与旅客交流。
  - (3) 能够阅读并理解与车站服务工作相关的一些英语短文。

#### 2. Knowledge Objective 知识目标

- (1) Master typical sentences about station service work.
- (2) Make up dialogues about station service work.
- (3) Memorize new words and phrases in the text.

- (1) 掌握与车站服务工作相关的典型句型。
- (2) 练习与车站服务工作相关的对话。
- (3) 记忆课文中的生词和短语。

### 3. Quality Objective 素质目标

Develop communication skills with passengers and consciousness of serving passengers, learn to use polite words and provide professional service for passengers, cultivate good psychological quality and ability to overcome difficulties.

培养与旅客沟通的技能和为旅客服务的意识，学会使用礼貌用语，并为旅客提供专业的服务，培养良好的心理素质和克服困难的能力。

## Task 1 At Inquiry Office

### 典型工作任务一 在问讯处

#### Teaching Objectives 教学目标

#### 1. Ability Objective 能力目标

- (1) Be able to help passengers buy train tickets or platform tickets.
  - (2) Be able to help passengers buy one's train ticket after normal time.
  - (3) Be able to tell passengers how to book train tickets in advance.
  - (4) Be able to read and comprehend short English passage about buying train ticket.
- (1) 能够帮助旅客买火车票和站台票。
  - (2) 能够帮助旅客补票。
  - (3) 能够告诉旅客怎样预定火车票。
  - (4) 能够阅读并理解关于购买火车票的英文短文。

#### 2. Knowledge Objective 知识目标

- (1) Master the useful expressions about changing trains.
  - (2) Memorize new words and phrases in the short passage.
  - (3) Know the means of buying train tickets.
- (1) 掌握关于换乘车次的常用表达。
  - (2) 记忆短文中的单词和短语。
  - (3) 熟悉购买火车票的方法。

#### 3. Quality Objective 素质目标

The clerk should answer and explain passengers' questions politely, and should keep patient.



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口语有提高

The clerk should be familiar with railway rules and regulations and should make efforts to study them.

客运员应礼貌和耐心地回答和解释旅客的问题。客运员要熟悉并努力学习铁路规章制度。

## Part Dialogues 对话

### Dialogue One

P: Excuse me, is this the Inquiry Office?

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

P: My mother takes heavy luggage. I want to give her a hand and help her arrange the luggage. What should I do?

C: You can buy a platform ticket and see her off by yourself or you can ask someone for help.

P: Who can help me?

C: Staff members for passenger service. He or she will help your mother to get on the train.

P: Thank you for your advice. I decide to buy a platform ticket. How much shall I pay for the platform ticket?

C: One yuan.

P: Thank you very much.

C: It's my pleasure.

P: 打扰了，这是问讯处吗？

C: 是的。有什么我可以为您效劳吗？

P: 我母亲带的行李很重，我想帮她把行李安置好。我该怎么做呢？

C: 您可以购买一张站台票亲自送她或者您也可以让别人帮忙。

P: 谁能帮我呢？

C: 客服人员。他或她会帮您母亲上车。

P: 谢谢您的建议。我决定购买站台票，站台票多少钱？

C: 1元。

P: 非常感谢。

C: 不用客气。

### Dialogue Two

C: Good afternoon, what can I do for you?

P: Could you please tell me which train is bound for Shanghai?

C: You can take Train D321.

P: What time does the train leave?

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\* P = passenger 旅客, C = clerk 客运员, TS = ticket seller 售票员, S = student 学生, SA = station attendant 车站服务员, B = baggageman 行李员, A = attendant 服务员, D = doctor 医生, Pm = policeman 警察

C: It departs at 9:23 p.m.  
P: From which platform does the train D321 depart?  
C: It departs from Platform 2.  
P: By the way, when does it arrive in Shanghai, please?  
C: At 9:04 tomorrow morning.  
P: Thank you very much.  
C: My pleasure.

C: 下午好，有什么需要帮忙的吗？  
P: 请您告诉我哪趟车是开往上海的？  
C: 您可以乘坐 D321 次列车。  
P: 这列火车几点发车？  
C: 晚上 9:23 分开车。  
P: D321 次列车从几号站台发车？  
C: 从 2 号站台发车。  
P: 顺便问一下，这列火车几点到上海呢？  
C: 第二天上午 9:04。  
P: 非常感谢。  
C: 不客气。

### Dialogue Three

P: Excuse me, is this the Information Office?  
C: Yes, it is. What can I do for you?  
P: I want to go to Nanjing. Which train shall I take?  
C: You can take the express train T65. And hard ticket fare is only 148.5 yuan.  
P: Is there any high-speed train to Nanjing?  
C: Yes, it is faster than express train.  
P: Could you give me a brief introduction to the next high-speed train that I can take?  
C: G115, it leaves here at 9:16 a.m. and arrives in Nanjing at 1:32 p.m.  
P: I see. Thank you.

P: 打扰了，这是问讯处吗？  
C: 是的。有什么为您服务吗？  
P: 我要去南京，可以坐哪趟列车呢？  
C: 您可以乘坐 T65 次列车。硬座票只需要 148.5 元。  
P: 到南京有高铁吗？  
C: 有，高铁比特快的速度快。  
P: 您可以给我简单介绍一下下一趟可乘坐的高铁吗？  
C: G115，上午 9:16 发车，下午 1:32 到南京。

P: 知道了，谢谢。

#### Dialogue Four

P: Excuse me. could you tell me where to take my luggage?

C: You have to go to the luggage office.

P: But where is it?

C: Go to the station hall. It's at the end of the corridor, on your right.

P: Thank you very much.

C: Not at all.

P: 打扰了，您能告诉我到哪里取行李吗？

C: 您得去行李房。

P: 但是行李房在哪里呢？

C: 在车站大厅。行李房就在走廊尽头的右手边。

P: 非常感谢。

C: 别客气。

#### Dialogue Five

P: Excuse me. I'd like to know something about ticket booking.

C: What can I help you?

P: How many days ahead of travel time can I book a train ticket during the Spring Festival?

C: 60 days, including the day of your departure.

P: Do I have to book a train ticket at the station?

C: Oh, you don't. Actually, you can book a ticket in many ways. You can book a ticket by telephone or online. You can even do that at a hotel or a travel agency if they provide this kind of service.

P: I see. Thanks a lot.

C: Don't mention it.

P: 打扰了，我想要了解关于订票的事情。

C: 我怎么帮您呢？

P: 春节期间我可以提前几天订票？

C: 60天，包括出发那天。

P: 我必须要在车站订票吗？

C: 噢，您不必。实际上，您可以通过许多途径订票。您可以通过电话或者网络订票。您甚至也可以在提供该服务的宾馆或者旅行社订票。

P: 我知道了。非常感谢。

C: 别客气。

## Dialogue Six

- P: Excuse me. I'd like to buy a high-speed train ticket. Where is the ticket machine?
- C: Go straight in this direction. Turn right when you come to the station hall. It's next to the elevator. You can't miss it.
- P: Thank you very much. By the way, should I take my ID card?
- C: Yes, second-generation ID card.
- P: Ok, thanks. There is one more thing, I want to take a high-speed train from Shanghai to Bengbu. Which train shall I take?
- C: G7292.
- P: When does the train leave?
- C: It leaves at 11:45 a.m. There are 20 minutes left. If you want to take this train, you should hurry up.
- P: Thank you very much.
- C: You are welcome.

- P: 打扰了，我想买一张高铁票。自动售票机在哪儿呢？
- C: 沿着这个方向一直走。走到车站大厅时向右转。它就在电梯旁边。你不会错过的。
- P: 非常感谢。顺便问一下，我需要带身份证吗？
- C: 是的，二代身份证。
- P: 好的，谢谢。还有一件事，我想乘坐高铁从上海到蚌埠。我应该坐哪趟车？
- C: G7292。
- P: 列车几点发车？
- C: 上午 11:45 发车。就剩 20 分钟了。如果您想要乘坐这趟火车，您就要抓紧时间了。
- P: 非常感谢您。
- C: 不客气。

## Dialogue Seven

- P: Excuse me. Is this the Information Office?
- C: Yes. Can I help you?
- P: Could you tell me where to purchase HSR tickets?
- C: Sure. HSR tickets can be purchased at any ticket window at railway station in China. International travelers, just like you, can book HSR tickets by telephone and internet booking systems, but generally, the language of these systems is in Chinese only. Recently, Beijing Railway Station established 12 ticket machines. Passengers who purchase tickets online can use their ID cards to easily pick up their tickets through these machines.
- P: Great! I like booking online, because I can easily know whether tickets are available for a certain train.
- C: Exactly. Moreover, some Chinese HSR lines have adopted digital ticketing, but only

- people in possession of second-generation P. R. C. ID cards can purchase digital tickets. That means only mainland citizens can buy digital tickets. Everyone else needs to stick with paper tickets. They can also use them on ticket vending machines, internet and phone ticketing, and authorized train ticket agents.
- P: So convenient! By the way, is passport required to buy HSR train ticket?
- C: Of course. Besides passport, some other documents can also be used here.
- P: What are they?
- C: Such as driver's license, residence permit and seaman's book. Residents in Hong Kong, Macao and Taiwan must provide the same documents that they used to enter mainland China when purchasing HSR tickets.
- P: I really learned a lot.
- C: Please take identity document and your ticket in waiting halls and on trains. The same documents are also needed for ticket changes or refunds.
- P: Thank you so much.
- C: That's OK.
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- P: 打扰了，这是问讯处吗？
- C: 是的，需要帮忙吗？
- P: 您能告诉我在哪里可以买到高铁车票吗？
- C: 当然。您可以在中国火车站的任何售票口买到车票。对于像您这样的外国旅客，可以通过电话或者网络系统预定车票，但通常这些系统只显示汉语。最近北京火车站设立了 12 台自动售票机。通过网络订票的乘客可以很容易地使用他们的身份证在这些售票机上取票。
- P: 好极了！我喜欢网上订票，因为我可以很容易地知道某一趟列车是否有票。
- C: 的确如此。此外，一些中国高铁线路采用数字订票，但是只有持有中华人民共和国二代居民身份证的乘客才能购买数字车票。这就意味着只有中国内地公民才能买数字车票，其他旅客只能购买纸质车票。二代居民身份证还可用在自动售票机上、网络和电话订票以及指定代售点。
- P: 太方便了！顺便问一下，购买高铁车票需要护照吗？
- C: 当然需要。除了护照，还可以用其他证件。
- P: 都有哪些呢？
- C: 比如驾驶证、居留证和海员证。港澳台居民在购买高铁车票时需要出示与进入内地同样的证件。
- P: 我真是学到很多啊。
- C: 在候车室和车上时，请随身带上身份证件和车票。另外换票或退票时也需要这些证件。
- P: 非常感谢。
- C: 别客气。

## Dialogue Eight

P: Excuse me. Can you help me?

C: Of course.

P: My HSR ticket is lost, what should I do?

C: Don't worry. Losing train ticket no longer means losing the seat since May 10<sup>th</sup>, 2012. A passenger who lost his / her real-name ticket can go to the ticket office at the railway station to buy a replacement ticket and have the booked seat reclaimed.

P: Reclaimed?

C: Yeah. You should handle the replacement procedure at least 20 minutes before the close of the ticket barrier for the train. The following material and information are needed—ID card, the date of the ticket, and the name of the ticket office. The service fee is 2 yuan.

P: Then what should I do?

C: You can hold the replacement ticket to board the train and declare to the conductor.

P: Really? That is the advantage of Real Name Policy.

C: Exactly. Please mind that the procedure only can be handled once.

P: I see. Much appreciated.

C: Not at all.

P: 打扰一下。可以帮我个忙吗？

C: 当然可以。

P: 我的高铁车票丢了，我该怎么办呢？

C: 别着急。2012年5月10日后，丢失了车票不再意味着丢失了座位。丢失实名票的乘客可以到车站售票处购买替代票，替代票的座号仍是原车票的座号。

P: 仍是原车票的座号？

C: 是的。您应该在停止检票前至少20分钟办理补票手续。以下的材料和信息是必备的：身份证、车票日期和售票处名称。服务票是2元。

P: 然后我该怎么办呢？

C: 您持替代票上车并向列车员声明。

P: 真的吗？那就是实名制的好处。

C: 完全正确。请注意这种手续只办一次。

P: 我明白了。太感谢了。

C: 不用谢。

### Part Useful Expressions 有用的表达

- (1) Excuse me. Can you tell me where the self-service ticket facilities are?  
劳驾，您能告诉我自助售票设施在哪里吗？



- (2) Where is the Booking Office? / Where is the Ticket Office?  
售票处在哪里？
- (3) Could you tell me where to have my ticket endorsed?  
能告诉我在哪里签票吗？
- (4) Please go to window No. 2 for transfer formalities.  
请到 2 号窗口办理中转手续。
- (5) What time / when do we get to Shanghai?  
我们几点到上海？
- (6) When does the train leave / depart?  
列车几点开车？
- (7) Excuse me. May I get off the train halfway?  
我可以中途下车吗？
- (8) What's the next train for Nanjing, please?  
请问下一趟开往南京的是哪次列车？
- (9) The train for Hangzhou runs every two hours.  
到杭州的火车每两小时一趟。
- (10) You have to change Train T74 at Zhenjiang Railway Station.  
您需要在镇江火车站换乘 T74 次列车。
- (11) Train K518 is 45 minutes behind schedule.  
K518 次列车晚点 45 分钟。
- (12) How long will the train be delayed?  
火车会延迟多长时间？
- (13) The express train doesn't stop at your destination station.  
这趟特快列车不在您的目的站停靠。
- (14) In which waiting room shall I wait?  
我应该在第几候车室候车？
- (15) Your ticket is for the next train, please wait in the waiting room.  
您的车票是下一趟列车的，请在候车室等候。
- (16) Since your ticket is lost, you have to buy another one.  
因为您的车票丢失了，所以您必须再买一张票。
- (17) Excuse me. Where is mother-and-child waiting room?  
打扰了，哪里是母婴候车室？
- (18) There is a drinking machine in the waiting room. There you can get water for free.  
候车室里有饮水机，您可以免费取水。
- (19) Where is the washroom, please?  
请问洗手间在哪里？
- (20) The washroom is in that direction on the second floor.  
洗手间在二楼的那个方向。

## Part Dialogue Situation 情景对话

Suppose you are a clerk at the Inquiry Office. A passenger wants to get some information from you. Try to make up a dialogue by using the expressions you've learned in this task and then practice it with your partner.

## Part Text 课文

### Where to buy a train ticket?

#### Railway Station

At ticket windows of railway station, passengers could purchase train tickets on the spot or a few days in advance. In these popular cities, such as Beijing, Shanghai and Xi'an, the ticket windows at railway stations provide round-the-clock service.

#### Designated Ticket Office

Generally, passengers could purchase train tickets 60 days ahead of travel time at these ticket offices distributed throughout a city. An additional service charge of CNY5 per ticket should be paid.

#### Telephone Booking

Telephone booking is available in several cities but only for local citizens (95105105 for Beijing, Guangzhou, Shanghai, Wuhan, Nanchang, etc.).

#### Online Booking with China Railway Customer Service Center

Passengers can book train tickets online with China Railway Customer Service Center(www.12306.cn). From the beginning of 2012, tickets of all trains are available online. While booking, it is valid to present one's passport, mainland travel permit for Macau / Hong Kong / Taiwan residents or Chinese citizen ID card ; However , the website only has Chinese version and only offers online reservation service to its registered users. Payment online are applicable for bank card of the Bank of China, China Merchants Bank, Agricultural Bank of China, Industrial and Commercial Bank of China and bank cards stipulated by China Union Pay. The users should open up the e-currency payment service.

#### Travel Agency & Hotel

It is often more convenient to obtain your ticket through a reliable travel agency or at the reception desk of your hotel. While this is both convenient and can save time, relevant service charge is required, maybe more if the tickets are delivered to you.

## New Words and Expressions 生词和短语

purchase [ˈpɜːtʃəs] *vt.* 购买 ; 采购

designate [ˈdeɪzɪneɪt] *vt.* 指派 ; 委任 ; 标明 ; 指明

distribute [dɪˈstrɪbjʊːt] *vt.* 分配 ; 分给 ; 散发 ; 散播 ; 分布

available [ə'veɪləbl̩] *adj.* 可获得的；有空  
 valid [vælɪd] *adj.* 有效的；有法律效力的；正当的  
 present [preznt] *adj.* 现在的；目前的；出席的 *n.* 现在，目前；礼品 *v.* 提供，递交

mainland [meɪnlænd] *n.* 大陆；本土  
 permit [pə'mɪt] *vt.* 许可，准许  
 resident [rezɪdənt] *n.* 居民；(旅馆的)住宿者  
 version [vɜ:vʃ(ə)n] *n.* 版本；译文，译本；说法  
 applicable [æplɪkəbl̩] *adj.* 适当的；可应用的  
 merchant [mɜ:tʃənt] *n.* 商人；批发商；零售商 *adj.* 商人的，商业的 *v.* 经商，买卖  
 stipulate [stɪpjʊleɪt] *vt.* 规定；约定；讲明  
 reliable [rɪ'laɪəbl̩] *adj.* 可靠的，可信赖的  
 relevant [reləvənt] *adj.* 有关的，切题的  
 deliver [dɪ'lɪvə(r)] *vt.* 递送；交付；传送

on the spot 立即；当场  
 in advance 预先；事先  
 round the clock 整天整夜；夜以继日  
 service charge 服务费  
 local citizen 本地居民  
 valid ID card 有效身份证件  
 registered user 注册用户  
 Spring Festival Rush 春运高峰  
 payment online 在线支付；网上支付；网上付款  
 bank card 银行卡  
 open up 开通  
 e-currency payment service 网银支付服务  
 travel agency 旅行社  
 reception desk 接待处  
 service charge 服务费

### Exercises 练习

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

- (1) In all cities of China, the ticket windows at railway stations provide round-the-clock service. ( )
- (2) An additional service charge of CNY5 per ticket should be paid after purchasing a ticket at designated ticket office. ( )
- (3) It is free for you to obtain tickets through a reliable travel agency or at the reception desk

of your hotel. ( )

(4) Passengers can only buy tickets from railway station. ( )

(5) Passengers could buy tickets from any hotel. ( )

. Choose the best answers.

(1) How many days ahead of travel time can passengers purchase train tickets now?

A. 10                      B. 20                      C. 30                      D. 60

(2) There are \_\_\_\_\_ ways to purchase train tickets.

A. three                      B. four                      C. six                      D. five

(3) The website of China Railway Customer Service Center only has \_\_\_\_\_ version.

A. Chinese                      B. Spanish                      C. English                      D. Japanese

(4) \_\_\_\_\_ is available in several cities but only for local citizens.

A. Telephone booking  
B. Online Booking with China Railway Customer Service Center  
C. Railway Station  
D. Travel Agency

(5) The service charge of \_\_\_\_\_ is the cheapest.

A. railway station                      B. travel agency  
C. hotel                      D. designated ticket office

. Translate the following sentences into Chinese.

(1) At ticket windows of railway station, passengers could purchase train tickets on the spot or a few days in advance.

(2) Generally, passengers could purchase train tickets 60 days ahead of travel time at these ticket offices distributed throughout a city.

(3) While booking, it is valid to present one's passport, mainland travel permit for Macau / Hong Kong / Taiwan residents or Chinese citizen ID card, however the website only has Chinese version and only offers online reservation service to its registered users.

(4) The users should open up the e-currency payment service.

(5) It is often more convenient to obtain your ticket through a reliable travel agency or at the reception desk of your hotel.