

PART I

Selling Ticket 售票作业



Vocabulary 图解词汇



Vocabulary 音频

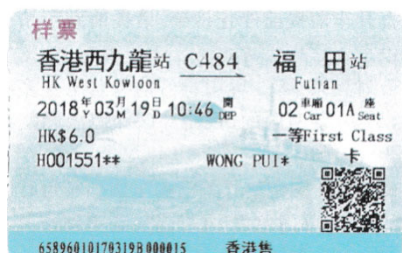


请在黄线外排队等候

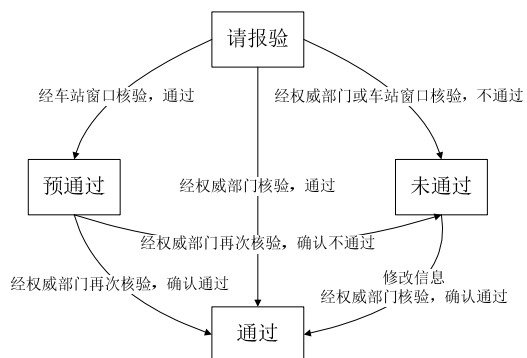
tickets 售票处



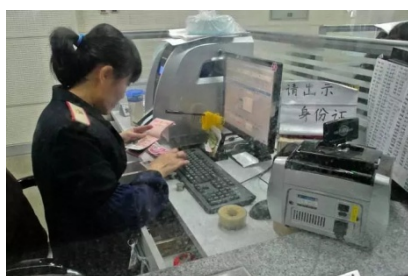
automatic ticketing 自动售票机



HSR ticket 高铁票



e-ticketing ID verification 网络购票身份核验



booking-office clerk 车站售票员



refunds & rebooking 退票、改签

Task 1

Ticket Sales 售票作业

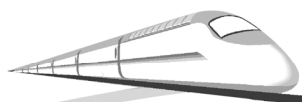


Words and Phrases 词汇短语



Words and Phrases 音频

1. ticket counters 人工售票
2. bank cards 银行卡
3. PEOPLE'S REPUBLIC OF CHINA FOREIGN PERMANENT RESIDENT
ID CARD 中华人民共和国外国人永久居留身份证
4. ticket sales counters 售票窗口
5. student ticket 学生票
6. child ticket 儿童票
7. group ticket 团体票
8. discount ticket 折扣票
9. first class seat 一等座
10. second class seat 二等座
11. half-price ticket 半价票
12. train G eighty-three G83 次
13. railway ExpressPay/CrossCity card services 中铁银通卡/同城卡业务
14. the valid time (period) of a ticket 车票有效期
15. e-ticketing ID verification 网络购票身份核验



Service Expressions 服务用语



Service Expressions 音频

1. Counters 1-6 are regular ticket sales counters.
1 ~ 6 号窗口为售票窗口。
2. To buy ExpressPay or CrossCity cards, please proceed to ticket counter 31.
购买中铁银通卡、同城卡的旅客，请您到 31 号窗口办理。
3. What day, please?
请问您的乘车日期是？
4. For which day? Which train?
您选择的是哪一天的哪一趟车？
Any train or a specific train?
是哪趟车都行还是指定列车？
5. Sorry, the tickets are sold out. Is the next train OK?
抱歉，票售完了，下一趟可以吗？
6. Next available train is the D2745.
下一趟有票的列车是 D2745 次列车。
7. Your train arrives at Dunhuang Railway Station at 12:00.
列车将在 12:00 到达敦煌站。
8. How many tickets do you need?
请问您需要买几张票？
9. You can get a ticket at both windows and ticket machines.
您可以在窗口购票，也可以在自动售票机上购票。
10. To avoid ticket office crowds on your date of departure, please pick up your ticket as soon as possible.
为防止旅客集中取票造成拥挤而影响您的行程，请及早取票。
11. Don't miss your train, and please pick up tickets early.

为避免误车，请您及早取票。

12. Ticketing for that date has not started yet. We can only sell tickets as far as 1 June.

现在还买不到那一天的车票。我们这里预售期最远的是 6 月 1 日的车票。

13. Soft Seat/Luxury Sleeper is not available on this train.

这趟车没有软座/高级软卧。

14. Please double-check your name, nationality, ID number, and mobile phone number.

请确认您的姓名、国籍、证件号、手机号码。

15. I'm sorry, only Business Class tickets are available. These cost × yuan extra.

抱歉，这趟列车只有商务座了，需要多支付 × 元。

16. The last train for today to Shanghai Hongqiao is Train G9. It will leave at 19: 05. Tickets are still available.

今天去上海虹桥的最晚一趟车是 G9 次列车，这趟列车 19: 05 开车，现在还有票。

17. Please key in your PIN and sign on the receipt.

请输入密码并在订购单上签字。

18. This counter will soon be closed. Please use counters 11, 12 and 13 instead.

这个窗口即将停止办理业务，请旅客们分散到 11、12、13 窗口。

19. Please present your ID and show your personal data page.

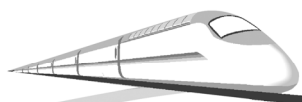
请您出示您的证件原件，并翻到个人信息页面。

20. Just to confirm: are you the bearer of this ID yourself?

核对一下，您是持证人本人吧？

21. The proof of identity must include your name, sex, date of birth, nationality and the ID document number.

证明内容必须包括您的姓名、性别、出生年月、国籍、有效身份证件



号码。

22. Please double-check all information. Notify me if there are any problems.

请核对信息，如有问题请立即提出。

23. This ID document can only be used today. Please keep it in a safe place.

当前证明只能今天使用，请您自行保管好。

24. Thank you for your cooperation and for being an honest passenger.

感谢您的配合，感谢您诚实守信乘车。

25. Ladies and gentlemen: Ticketing may be temporarily interrupted due to staff changing shifts. Please wait. We will serve you as soon as possible.

各位旅客：现在是售票处交接班时间，请您稍候片刻，我们将尽快为您服务。

26. There are no ticket counters at this station. Please use machines or ask station staff for help.

本站无人工售票窗口，请旅客们到自动售票机购票，如需帮助请联系车站工作人员。

27. Your ID number will be stored in the QR code.

您的身份证号码将存储在二维码里。

28. Each adult can bring along one child with height less than 1.2 m for free.

Half price for more than one child or with height from 1.2 m to 1.5 m.

Children with height more than 1.5 m have to buy full-price tickets.

每个成人可免费带一名身高不足 1.2 米的儿童。携带一名以上儿童或身高在 1.2 米至 1.5 米间的儿童需购买半票。身高超过 1.5 米的儿童需购买全票。



Conversation 情景对话

Dialogue 1 购票方式介绍

Conductor: Good morning, sir. May I help you?



Dialogue 音频

售票员：早上好。请问您需要什么帮助？

Passenger: Good morning. I want to know how to buy train tickets.

旅客：早上好。我想知道怎样买火车票。

Conductor: You could purchase train tickets at the ticket windows of the railway station or designated railway ticket agents. You could also choose to book a ticket by telephone or online. You should provide your own valid ID certificates.

售票员：您可以直接在火车站或火车票代售点购票，也可以选择电话或网上订票。您需要出示有效身份证件。

Passenger: How can I book the earliest ticket?

旅客：怎么最快订购最早的车票呢？

Conductor: You can order train ticket by going to 12306.cn, the official railways-ticketing website, or by using the official China Railways 12306 smart-phone app, or the rail ticketing phone-booking hotline.

售票员：您可以通过铁路 12306.cn 网站、铁路 12306 智能手机应用程序(客户端)，以及电话购票系统订购车票。

Passenger: What kind of document do I need to buy a ticket?

旅客：购票需要哪些证件呢？

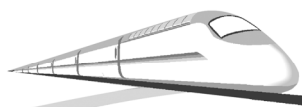
Conductor: Mainland Travel Permit for Hong Kong and Macao Residents, Mainland Travel Permit for Taiwan Residents, Residence Permit for Foreigners, Exit-Entry Permit for Foreigners, Consulate Certificate, Diplomat Certificate, Seafarer Certificate, Passport, etc.

售票员：港澳居民来往内地通行证、台湾居民来往大陆通行证、外国人居留证、外国人出入境证、领事馆证、外交官证、海员证、护照等。

Passenger: Yes, thanks. Here's my passport. I'd like to buy a high-speed railway ticket to Beijing for tomorrow.

旅客：好的，谢谢。这是我的护照。我想买明天去北京的车票。

Conductor: Please tell me your time of departure and class.



售票员：请说一下您离开的时间和座别。

Passenger: I'd like to buy a first class ticket, window seat, at 11:08.

旅客：我想买 11:08 靠窗的一等座票。

Conductor: 353.5 yuan for first class.

售票员：一等座票 353.5 元。

Passenger: All right. Here you are.

旅客：好的。给你钱。



Dialogue 音频

Dialogue 2 购买二等座

Conductor: Where are you going, please?

售票员：请问您要去哪里？

Passenger: I'd like to buy a ticket from Lanzhou to Dunhuang on June 18.

旅客：我要买一张 6 月 18 日兰州到敦煌的车票。

Conductor: Do you want a second class seat or a first class seat?

售票员：您要买二等座票还是一等座票？

Passenger: A second class seat.

旅客：一张二等座票。

Conductor: May I have your passport please?

售票员：请您出示护照。

Passenger: Here you are. How much is the second class seat from Lanzhou to Dunhuang?

旅客：给你。兰州到敦煌的二等座票多少钱？

Conductor: 327 yuan for second class. Do you need to buy accident insurance?

售票员：二等座票 327.00 元。请问您买保险吗？

Passenger: Here is 400 yuan. How much is the insurance?

旅客：给你 400.00 元。保险费多少钱？

Conductor: The insurance is 3 yuan. Here is your ticket and the change. Please check it.

售票员：保险费 3.00 元。给您车票和零钱，请核对一下。

Passenger: Thank you.

旅客：谢谢。

Conductor: You are welcome.

售票员：不用谢。

Dialogue 3 购买儿童票



Dialogue 音频

Conductor: Good afternoon. Where to, madam?

售票员：下午好。女士，请问您去哪儿？

Passenger: I want to buy high-speed train tickets for me and my children from Beijing to Guangzhou tomorrow afternoon. Second class .

旅客：我想为我和孩子买明天下午出发的北京到广州的高铁票，二等座。

Conductor: Two children? How tall are they ?

售票员：两个孩子吗？他们有多高？

Passenger: One is less than 3.5 feet, the other is 4.5 feet tall.

旅客：一个不到 3.5 英尺（约 1.07 米），另一个 4.5 英尺（约 1.37 米）高。

Conductor: Children who stand between 3.9 feet (1.2 m) and 4.9 feet (1.5 m) tall need to buy children's tickets, under 3.9 feet (1.2 m) ride for free. You have to buy a full-price ticket and a half-price ticket.

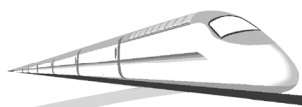
售票员：身高在 3.9 英尺（1.2 米）~ 4.9 英尺（1.5 米）的儿童需要购买儿童票，身高低于 3.9 英尺的儿童免费。您需要买一张全价票和一张半价票。

Passenger: How much do I have to pay in all ?

旅客：我一共应该付多少钱？

Conductor: Beijing West Railway Station to Guangzhou South Railway Station is 1,293 yuan.

售票员：北京西站至广州南站共 1 293.00 元。



Passenger: Here you are. Money and cards together .

旅客：钱和证件一起给你。

Conductor: OK, here are your tickets, ID cards and the change. Please check them.

售票员：好的，请收好您的车票、证件和找零，请您核对一下。

Dialogue 4 电话订票



Dialogue 音频

Conductor: Hello, this is 12345678 speaking. What can I do for you?

售票员：您好，这里是 12345678 订票，我能为您做什么？

Passenger: I'd like to book a HSR ticket from Chongqing to Chengdu, this afternoon.

旅客：我想订一张重庆到成都的高铁票，今天下午的。

Conductor: G2888 leaves at 13: 58. Is that OK?

售票员：G2888 次列车 13:58 发车，可以吗。

Passenger: OK. Second class, please.

旅客：可以。二等座，谢谢。

Conductor: Sorry, the tickets for the second class seat are all sold out. How about the first class?

售票员：抱歉，二等座的票已经卖完了，一等座如何？

Passenger: How much is the first class?

旅客：一等座票多少钱？

Conductor: It is 233.5 yuan.

售票员：233.5 元。

Passenger: All right, then the first class it is. Can I have a window seat ?

旅客：好的，那就一等座吧。能给我一个靠窗户的座位吗？

Conductor: No problem. Could you tell me your passport number and your

phone number in China?

售票员：没问题。可以告诉我您的护照号码和您在中国的电话号码吗？

Passenger: Sure. Z546×××08, and my phone number is 1512×××××88.

旅客：当然，Z546×××08，电话号码是1512×××××88。

Conductor: Sir, soon later you will get a message about your basic ticket information from 12306. Please check in before the train leaves .

售票员：先生，稍后将有一条来自12306有关您票务信息的短信，请在火车开行前检票。



Dialogue 音频

Dialogue 5 支付宝付款

Conductor: Good afternoon. What can I do for you?

售票员：下午好，有什么可以帮助您的？

Passenger: Afternoon. I booked a ticket by telephone. I want to pick up the ticket now.

旅客：下午好，我通过电话订了一张车票，我现在想取一下票。

Conductor: Please show me your valid ID certificate and order number.

售票员：请出示您的有效身份证件和订单号码。

Passenger: Here is my passport. The order number is 123467810.

旅客：给您护照，订单号码是123467810。

Conductor: OK. Just to confirm: One ticket for the G1 on 21 September, 2019 from Beijing South to Shanghai Hongqiao, Business class. That will be 1,748 yuan.

售票员：好的，核对一下。2019年9月21日，G1次，北京南到上海虹桥，商务座，一张票，共1748.00元。

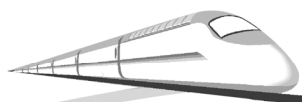
Conductor: How would you like to pay, madam?

售票员：您用什么方式付款，女士？

Passenger: May I pay in AliPay?

旅客：可以用支付宝付款吗？

Conductor: Yes. In AliPay, scan the QR code. After payment is successful,



please turn your phone around so I can see the confirmation screen.

售票员：可以。在支付宝中扫描二维码。支付成功后请把手机转过来，让我看一下确认提示。

Passenger: Really? That's great.

旅客：真的吗？太好了。

Conductor: Here is your ticket and the voucher. Please check them.

售票员：给您车票和支付凭证。请核对一下。

Passenger: Thank you.

旅客：谢谢。

Conductor: It's my pleasure.

售票员：不用谢。

Dialogue 6 网上购票身份核验



Dialogue 音频

Conductor: May I help you, sir?

售票员：有什么可以帮助您的？

Passenger: I want to know how to buy tickets online?

旅客：我想知道怎么在网上购票？

Conductor: Please ensure you are using an official site or smart-phone app. The official railway e-ticketing web site is 12306.cn.

售票员：请确保您使用官方的网站或智能手机程序。12306.cn 是唯一订票官方网站。

Passenger: Can you help me?

旅客：可以帮助我吗？

Conductor: Yes. I will help you complete ID verification.

售票员：是的。我现在帮助您完成身份核验。

Passenger: Thank you.

旅客：谢谢。

Conductor: Your nationality, please?

售票员：您的国籍是？

Passenger: CAN.

旅客：加拿大。

Conductor: Your ID was verified successfully. You may purchase tickets online.

售票员：身份核验办理好了，您可以正常购票了。

Passenger: May pre-checked users purchase tickets online?

旅客：“预通过”旅客可以网购车票吗？

Conductor: Both pre-checked users and officially verified users may purchase tickets online.

售票员：“预通过”和“已通过”旅客都一样，都可以正常网购车票。

Passenger: I know.

旅客：我明白了。

Conductor: Pre-checked users and officially verified users may not be removed from a contact list for the first 180 days.

售票员：常用联系人中“预通过”和“已通过”的联系人在180天内是不能删除的。

Passenger: Thank you.

旅客：谢谢。

Conductor: You are welcome.

售票员：不用客气。

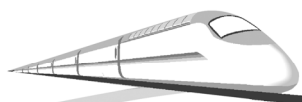
Dialogue 7 自动售票机取互联网订票

Conductor: May I help you, sir?

售票员：有什么可以帮助您的？



Dialogue 音频



Passenger: Excuse me. I have reserved a ticket online, and now I'd like to get the ticket on the self-service ticket machine.

旅客：您好，我在互联网上订的票，想在自动售票机上取一下车票。

Conductor: Sorry, you cannot pick your ticket up with your passport on this machine.

售票员：对不起，您不能使用您的护照在售票机上取票。

Passenger: How to get the ticket?

旅客：那怎么取票呢？

Conductor: Ticket machines at the stations only recognize PEOPLE'S REPUBLIC OF CHINA FOREIGN PERMANENT RESIDENT ID CARD for foreign passengers. You have to pick up the ticket at Window No. 6.

售票员：自动售票机只为持中华人民共和国外国人永久居留身份证的外国乘客办理取票。您需要到售票处的6号窗口取票。

Passenger: I know.

旅客：我明白了。

Dialogue 8 购买电子客票



Dialogue 音频

Passenger: Excuse me. How to buy e-tickets?

旅客：打扰一下。如何购买电子客票呢？

Conductor: E-tickets can be purchased through station windows, outlets, self-service ticket machines and the Internet.

售票员：可以通过车站窗口、代售点、自助售票机、互联网购买电子客票。

Passenger: How does the e-ticket differ from the ordinary ticket?

旅客：电子客票相比普通车票变化在哪里呢？

Conductor: After purchasing the e-ticket, the railway will no longer issue paper ticket, and passengers should enter the station directly with the ticket purchase certificate.

售票员：购买电子客票后，铁路不再出具纸质车票，旅客应直接凭购票证

件进站乘车。

Passenger: How to know the ticket information?

旅客：如何掌握购票信息呢？

Conductor: Passengers can print or download ticket information forms through the website, or print the ticket information sheet at the designated window of the station.

售票员：旅客可通过网站自行打印或下载购票信息单，也可到车站指定窗口打印购票信息单。

Passenger: How do I receive information such as train changes?

旅客：我怎么接收列车运行变更等信息呢？

Conductor: Please provide the mobile phone number of the purchaser or passenger when purchasing the ticket.

售票员：购票时请提供购票人或乘车人的手机号码。

Passenger: I know.

旅客：我明白了。