

铁路客运英语

(第3版)

Railway Passengers Service English

(3rd Edition)

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第3版前言

当前,随着中国国际化水平的不断提高,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。在此背景下,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,校企合作,精心编写了这本服务职业教育的新形态教材。

本书以培养学生的客运服务能力为本,以“项目导向、任务驱动、教学做一体化”教学模式的教学改革为方向,打破传统教材编写模式,结合一线工作实践,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。全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、典型单词和词组、典型对话、有用的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。

本书的编写融入全新的教育理念和科学的教学方法,主要突出以下几点: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后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。

本书有配套的电子课件、音频、练习题等资源，是资源丰富的“互联网+”智慧教材，教师和学生通过信息化教学手段，将纸质教材与课程资源有机结合，可最大限度地满足教学需要，提高教学和学习质量，促进教学改革。

本书各任务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技术人员和技术人员的参考用书。

本书由贾向权、潘自影担任主编，文佳、董桂玲、周庆东担任副主编。全书由贾向权组织编写、审核、润色。潘自影负责项目一的任务 1、2、3、4 和项目二的任务 1、2、3、4 的编写工作；文佳负责项目一的任务 5、6、7 的编写工作；董桂玲负责项目二的任务 5、6、7 的编写工作；周庆东负责项目三的编写工作。在编写过程中，天津铁道职业技术学院的刘世强老师参与编写并给予大力支持，特此感谢。

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

2020 年 10 月

第 2 版前言

本书是高等职业教育轨道交通类“十三五”规划教材。

随着铁路的蓬勃发展和中国国际化水平的提高，铁路工作人员尤其是客运人员掌握铁路客运英语变得尤为重要。

本书基于新时期铁路客运工作发展的需要，按照铁路旅客购票乘车的流程，结合实际，力求通俗易懂，又有理论深度。

本次修订，增加了关于高铁乘车的对话及文章，使教材内容更加符合当前铁路的发展状况；更新了 8 篇课文，新的内容主要是关于铁路相关规定、铁路改革、铁路发展、铁路旅客乘车等方面，使大家从不同的角度对铁路有更全面的了解；删除了一些不合时宜的内容，使教材更加严谨、实用。

本书由潘自影担任主编，陈曦、闫莹娜、李晓芳任副主编。在一稿中，潘自影负责项目一的任务 4、6，项目二的任务 3、4、6 和项目三的任务 1 的编写工作；陈曦负责项目一的任务 5、7、8，项目二的任务 5、7 和项目三的任务 2 的编写工作；闫莹娜负责项目一的任务 1、2、3，项目二的任务 1、2 和项目三的任务 3 的编写工作；李晓芳负责每个项目的项目描述、项目目标部分和每个任务的教学目标的编写工作。在一版的基础上，我们进行了修订工作。此次修订，潘自影、陈曦负责内容推敲、资料收集、资料审核、修订讨论、执笔；闫莹娜负责修订后的审阅工作并提出了宝贵意见。

在编写过程中，我们得到了天津铁道职业技术学院铁道运输系毕树林主任、洪立新主任、李增和老师的大力支持，同时还得到了天津站客运车间王辉处长的鼎力相助，对此深表感谢。

在编写过程中，尽管我们作了很大努力，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

2016年5月

第 1 版前言

当前,随着中国国际化水平的不断提高,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就提出了更高的要求,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。在此背景下,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,结合一线工作实践,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、有用的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三个方面: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诸多方面的新内容,能够使学生在熟悉背景之后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。

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编 者

2015 年 5 月

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PROJECT 1 项目一

Station Service 车站服务



Project Description 项目描述

The main content of this project is station service. If passengers take trains, they may inquire train information, buy tickets, check baggage, wait for the train, check tickets, get into the station and so on. For passengers' convenience the station should provide services about information, tickets, waiting for the train, luggage checking, luggage storage, ticket checking, organization into the station and broadcast, etc. Based on the work process of station service, the project consists of seven tasks, each of which includes words and phrases, dialogues, useful expressions, texts and exercises. Through learning, students can develop their station service skills and develop good professional quality.

本项目的的主要内容是车站服务工作。旅客乘车，会询问乘车信息、买票、托运行李、候车、检票、进站乘车等。为了便于旅客乘车，车站要提供诸如问询、售票、候车、行李托运、行李寄存、检票、组织进站和广播等一系列服务。基于车站服务工作过程，这个项目由七个任务构成，每个任务包括单词和词组、对话、有用的表达、短文和练习。通过学习，可以培养学生的车站服务技能和良好的职业素养。



Project Objectives 项目目标

1. Ability Objective 能力目标

- (1) Be able to provide passengers with station service at the station.
- (2) Be able to answer passengers' questions of taking trains.
- (3) Be able to comprehend and master the texts.

- (1) 能够向旅客提供车站乘车服务。
- (2) 能够回答旅客乘车问题。
- (3) 能够理解并掌握短文。

2. Knowledge Objective 知识目标

- (1) Master useful expressions related to station service.
 - (2) Master useful expressions about answering passengers' questions of taking train.
 - (3) Master the texts and memorize new words and phrases in them.
- (1) 掌握与车站服务相关的有用表达。
 - (2) 掌握回答旅客乘车问题的有用表达。
 - (3) 掌握课文并记忆文中的生词和短语。

3. Quality Objective 素质目标

When taking train, passengers may encounter various problems at the station. Clerks should be patient to answer questions, communicate with passengers politely and provide professional services. Cultivate the consciousness and professional quality of serving passengers wholeheartedly.

旅客乘车，在车站可能会遇到各种问题。客运员应耐心解答旅客问题，礼貌与旅客沟通，为旅客提供专业的服务。培养全心全意为旅客服务的意识和职业修养。

Task 1 典型工作任务一

At Inquiry Office 在问讯处

Teaching Objectives 教学目标

1. Ability Objective 能力目标

- (1) Be able to answer passengers' questions of train information.
 - (2) Be able to help passengers to solve travel-related problems.
 - (3) Be able to read and comprehend the text about *High-Speed Train in China*.
- (1) 能够回答旅客车次信息问题。
 - (2) 能够帮助旅客解决旅行相关问题。
 - (3) 能够阅读并理解课文《中国的高速铁路》。

2. Knowledge Objective 知识目标

- (1) Master the useful expressions about train information.
 - (2) Master the useful expressions about helping passengers to solve travel problems.
 - (3) Comprehend the text and memorize the words and phrases in it.
- (1) 掌握关于车次信息的有用表达。
 - (2) 掌握帮助旅客解决旅行问题的有用表达。
 - (3) 理解课文并记忆文中的单词和词组。

3. Quality Objective 素质目标

Passengers may encounter various problems when taking trains. The clerk should be able to answer passengers' questions patiently and help them solve their problems according to relevant regulations. Through study, cultivate students' consciousness and quality of serving passengers wholeheartedly.

旅客乘车可能会遇到各种问题。客运员应能根据相关规定，耐心回答旅客问题，帮旅客解决困难。通过学习，培养学生全心全意为旅客服务的意识和素质。

Part Warming up



Try to think

1. Where should you go for help if you have any problems about taking train at railway station?
2. Do you know what information you can get from the Inquiry Office?



Try to discuss

1. Have you ever asked for information at the Inquiry Office? Can you share this with your classmates?
2. Do you know how to introduce the process of taking train at railway station?

Part Ability Cultivating



Words and Phrases

1. Inquiry Office/Information Office 问讯处
2. train timetable/train schedule 列车时刻表
3. dangerous goods 危险品
4. inflammable goods 易燃物品
5. explosive goods 易爆物品
6. toxic goods 有毒物品
7. belongings 携带品
8. prohibited goods 违禁物品
9. convenience store 便利店
10. official website 官方网站
11. ticket vendor/ticket vending machine/automatic ticket vending machine (ATVM) 自动售票机
12. electronic display screen 电子显示屏
13. up train/down train 上行列车/下行列车
14. fast train 快车
15. express train 特快列车

16. direct train/through train 直达车
 17. direct express train 直达特快
 18. extra passenger train/additional passenger train 临时旅客列车
 19. EMU (Electric Multiple Units) train/bullet train 动车组列车
 20. high-speed train 高速列车



Dialogues

Dialogue One

P = Passenger C = Clerk

- P: Excuse me. Is this the inquiry office?
 C: Yes. Can I help you?
 P: Which train is bound for Beijing?
 C: The train D18 is bound for Beijing.
 P: How many trains are there to Beijing every day?
 C: There are two trains to Beijing every day. One is the express train, the other is the high-speed train.
 P: When does the next train to Beijing depart?
 C: 7:07 p.m.
 P: Thank you.

- P: 打扰了。这是问询处吗？
 C: 是的。需要帮忙吗？
 P: 哪趟车是开往北京的？
 C: D18 次列车是开往北京的。
 P: 每天有几趟车开往北京？
 C: 每天有两趟车开往北京，一趟是快速列车，另一趟是高铁。
 P: 开往北京的下一趟列车什么时候开？
 C: 晚上 7 点 7 分。
 P: 谢谢。

Dialogue Two

P = Passenger C = Clerk

- P: Excuse me. I want to ask something about the high-speed train.
 C: OK. Go ahead, please!
 P: I want to go to Shanghai. Which train is faster, please?
 C: You can take express train or high-speed train from Tianjin to Shanghai.



P: Does the high-speed train stop in Beijing?
C: Some trains stop there.
P: How often does the high-speed train go to Beijing?
C: Every 15 minutes.
P: How long does it take?
C: About 35 minutes.
P: Thank you.
C: You're welcome.

P: 打扰了。我想问一下高铁的情况。
C: 好的。您问吧！
P: 我想到上海去，请问乘坐什么列车快一些？
C: 您可以乘坐天津到上海的快速列车和高铁。
P: 高铁在北京停吗？
C: 有些车在那儿停。
P: 去北京的高铁隔多长时间开一趟？
C: 每隔 15 分钟开一趟。
P: 旅途需要多长时间？
C: 大约 35 分钟。
P: 谢谢。
C: 不客气。

Dialogue Three

P = Passenger C = Clerk

C: Good morning ! Can I help you?
P: Where is the ticket office, please?
C: It's on the east of the waiting room, just over there.
P: Generally, how many days in advance can I book train tickets?
C: 30 days. Including the day of departure.
P: Do I have to come to railway station to buy a ticket?
C: No. You can buy tickets through the internet 12306 or book tickets by phone.
P: OK. Thanks.

C: 早上好。需要帮忙吗？
P: 请问售票处在哪里？
C: 在候车室的东边，就在那边。
P: 一般情况下，可以提前多少天预订火车票？

C: 30 天。包括出发当天。

P: 我必须要到火车站来买票吗？

C: 不是的。您可以在 12306 的网上购票，也可以电话订票。

P: 好的，谢谢。

Dialogue Four

P = Passenger C = Clerk

P: Hello! Where is the toilet?

C: The toilet is on the first floor in that direction.

P: Where can I charge my mobile phone?

C: There are special places to charge mobile phones at railway station. There is a charging pile to provide free charging service for passengers in each waiting room.

P: Excellent! Is there any souvenir shop nearby? I want to buy some snacks and special local products.

C: There is a convenience store at the exit to the station. Or you can go to the station square. There are many souvenir shops there.

P: Thank you.

P: 您好！请问洗手间在哪里？

C: 洗手间在那个方向的一楼。

P: 哪里可以给手机充电呢？

C: 火车站有专门给手机充电的地方。每个候车室都有一个充电桩，免费为乘客提供充电服务。

P: 太棒了！附近有纪念品商店吗？我想买点小吃和特产。

C: 在车站出口处有便利店。或者您也可以到车站广场，那儿有很多纪念品店。

P: 谢谢。

Dialogue Five

P = Passenger C = Clerk

P: Hello! Could you show me how to use the ticket vending machine?

C: Sure. First, click the words “buy tickets” on the screen; Second, you are required to put your ID card in the reading area for personal identification; Third, input the place of departure and destination; Fourth, choose the date of taking train; Fifth, choose the train that you want to take and click it.

P: How convenient!

C: Sixth, if there is no mistake, then click “Next”; Seventh, click “Confirm and Pay” after making sure the ticket you bought is correct; Eighth, choose the payment mode that you want to use; Ninth, pay for the ticket and it’s done.

P: Thanks a lot!

C: You’re welcome.

P: 您好！能教教我怎么使用自动售票机吗？

C: 当然可以。第一，点击屏幕上的“购票”；第二，把身份证放在识读区进行身份验证；第三，输入出发地和目的地；第四，选择乘坐火车的日期；第五，找到您要乘坐的火车，然后点击。

P: 真方便呀！

C: 第六，确认无误之后，就点“下一步”；第七，确认自己买的票无误之后，点击“确认并支付”；第八，选择您要使用的支付方式；第九，支付，然后就完成了。

P: 太谢谢啦！

C: 不客气。

Dialogue Six

P = Passenger C = Clerk

P: Hello! I hear that we can order takeaway on high-speed train now, right?

C: Yes.

P: Could you show me how to order on high-speed train?

C: Of course. First, open the Railway 12306 APP and click “Specialty or Catering”. Then, choose the date and train number, click “Inquire”. You can choose the type of goods. Finally, choose your favorite merchant, choose your favorite food or goods, click “Submit Order”, input the carriage number and seat number, click “Settle Account”.

P: How convenient! Excellent!

C: So you can eat your favorite food on high-speed train.

P: 您好，听说现在高铁上可以点外卖了，是吗？

C: 是的。

P: 您能教教我怎么在高铁上点餐吗？

C: 当然可以。首先，打开铁路 12306 APP，点击“特产或餐饮”。然后，选择乘车日期和车次，点击“查询”，可以选择食物的种类。最后，选择自己喜欢的商家，选择自己喜欢的食物或商品，点击“提交订单”，输入车厢号和席位号，点击“结算”。

P: 太方便了。棒！

C: 这样在高铁上您就可以吃到自己喜欢的食物了。



Useful Expressions

- (1) When does the first train to Tianjin leave?
最早去天津的列车什么时候开？
- (2) What time/When does the train C2016 depart/leave?
C2016 次列车什么时间发车？
- (3) From which platform does the train depart?
这趟车从哪个站台发车？
- (4) Which train should I take to Tianjin?
去天津要坐哪趟车？
- (5) Is there any high-speed train to Beijing?
去北京有高铁吗？
- (6) Train G108 stays at this station for 5 minutes.
G108 次列车在本站停车 5 分钟。
- (7) Train K35 is 12 minutes behind schedule.
K35 次列车晚点 12 分钟。
- (8) The high-speed train to Beijing runs every 15 minutes.
去北京的高铁每 15 分钟一趟。
- (9) The fast train doesn't stop at your destination station.
这趟快车不停靠您要下车的车站。
- (10) How many days in advance can I buy a ticket?
我可以提前几天买票？
- (11) Can I buy a platform ticket?
我可以买一张站台票吗？
- (12) I will see my friend off.
我要送我的朋友。
- (13) I'd like to pick up some friends.
我想要接几位朋友。
- (14) May I get off the train halfway?
我可以中途下车吗？
- (15) Your ticket is for the next intercity high-speed train. Please return to the waiting room and wait there.
您的车票是下一趟城际高铁的，请回候车室在那儿等候。
- (16) Mind that you don't miss the train.
注意别误了火车。
- (17) There is a drinking machine in the waiting room. You can get water for free.
候车室里有饮水机，您可以免费取水。

(18) I'm sorry you're late. The train that you want to take has just left.

对不起您来晚了。您要乘坐的列车刚刚离开。

(19) I miss the last train. Can I change my ticket?

我没赶上上一趟列车，我可以改签车票吗？

(20) In which waiting room shall I wait?

我应该在第几候车室候车？



Dialogue Situation

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 Reading Comprehension

High-Speed Train in China

High-speed rail in China refers to passenger train service with an average speed of 200 km/h or higher. High-speed trains, which are also called bullet, fast, or CRH trains, are identified as G, D and C trains.

Currently, there are about 2,300 pairs of high-speed trains running daily along the high-speed rail with a length of over 22,000 km, covering almost every large city and most tourism destinations. Their top speed is 300 km/h, which is planned to increase to 350 km/h in the near future.

Painted in white or grey with a "bullet" locomotive, the high-speed trains can be easily recognized. The first long distance high-speed line opened in China on December 25, 2012. It took 7 hours and 59 minutes to cover 2,298 kilometers from Beijing to Guangzhou, cutting the journey time by 14 hours. And on January 5, 2017, the longest high-speed train from Beijing to Kunming came into use. It takes only 12 hours and 53 minutes to cover the 2,760 kilometers of 6 provinces.

High-speed train makes train travel easier. "There are trains every several minutes. Buying a ticket, getting through the ticket entrance to take your seat, will take just 30 minutes." said a message on the government's website. There may be more high-speed trains running over 300 kilometers an hour between major cities. The travel time will decrease to 4 to 8 hours on each route.

China Railway High-speed runs different CRH electric multiple units. CRH trains provide fast and convenient travel between cities. Some trains have sightseeing areas. Passengers can take their seats at the front or back of the train and watch the driver swing into action as he conquers 300 km/h and beyond.



New Words and Expressions

bullet ['bʊlɪt] *n.* 子弹 *vi.* 射出；迅速行进

identify [aɪ'dentɪfaɪ] *vt.* 确定；鉴定；识别，辨认出 *vi.* 确定；认同；一致

currently ['kʌrəntli] *adv.* 当前；一般地

decrease [dɪ'kriːs] *v. n.* 减少，减小，降低

route [ruːt] *n.* 路线，航线；道路，公路

sightseeing ['saɪtsiːɪŋ] *n.* 观光；游览 *adj.* 观光的；游览的

swing [swɪŋ] *v.* 摇摆；悬挂 *n.* 摇摆；明显改变；秋千

conquer ['kɒŋkə(r)] *vt.* 战胜，征服；攻克，攻取 *vi.* 胜利；得胜

top speed 最高速度

come into use 开始使用

get through 通过；到达；做完

electric multiple units 动车组

swing into action 积极行动起来



Exercises

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

1. High-speed rail in China refers to passenger train service with an average speed of 250 km/h or higher. ()
2. Currently, there are about 2,300 pairs of high-speed trains running daily, covering almost every large city and most tourism destinations. ()
3. The first long distance high-speed line came into use in China on December 25, 2012. ()
4. There may be less high-speed trains running over 300 kilometers an hour between major cities. ()
5. Most of the high-speed trains have sightseeing areas. ()

. Choose the best answers.

1. High-speed trains, which are also called bullet, fast, or CRH trains, are identified as, () trains.

- A. T B. G C. D D. C

2. The top speed of high-speed train is about 300 km/h, which is planned to increase to () in the near future.

- A. 250 km/h B. 350 km/h C. 300 km/h D. 200 km/h

3. The high-speed trains are painted in () with a “bullet” locomotive, can be easily recognized.

- A. white B. red C. grey D. black

4. It took 7 hours and 59 minutes to cover the 2,298 kilometers from (), cutting the journey time by 14 hours.

- A. Tianjin to Beijing B. Beijing to Shanghai
C. Beijing to Guangzhou D. Shanghai to Dalian

5. The longest high-speed train from Beijing to Kunming came into use on ().

- A. August 8, 2008 B. December 12, 2000
C. December 25, 2012 D. January 5, 2017

. Translate the following sentences into Chinese.

1. It takes only 12 hours and 53 minutes to cover 2,760 kilometers of 6 provinces.

2. “There are trains every several minutes. Buying a ticket, getting through the ticket entrance to take your seat, will take just 30 minutes.” said a message on the government’s website.

3. There may be more high-speed trains running over 300 kilometers an hour between major cities. The travel time will decrease to 4 to 8 hours on each route.

4. China Railway High-speed runs different CRH electric multiple units. CRH trains provide fast and convenient travel between cities.

5. Passengers can take their seats at the front or back of the train and watch the driver swing into action as he conquers 300 km/h and beyond.