

城市轨道交通客运英语

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PREFACE

前 言

随着我国城市轨道交通建设进入快速发展时期，对相关工作人员的需求越来越大。全国职业院校肩负着培养大量城市轨道交通专业人员的重要使命。同时，人才培养的要求也越来越高，其中英语应用能力是很重要的一方面，结合当前高等职业教育的发展现状和城市轨道交通行业发展的实际情况，编者编写了本教材。

本书以培养学生的客运服务能力为本，打破传统教材的编写模式，结合一线工作实践，以服务岗位工作项目为基础编写学习内容，进行任务教学。本书包括六个项目：项目一地铁指南，项目二客运服务，项目三引导服务，项目四票务服务，项目五特殊应急服务，项目六旅游服务。每个项目都包含与实际岗位联系的任务，每个任务都包含课前导入、重点对话、重点句型、学习任务和城市轨道交通的相关知识拓展。本书内容突出实践性，遵循学生对知识点循序渐进的认知特点。

本教材融入全新的教育理念和科学的教学方法，教材内容贴近实际，以城市轨道交通客运服务为点，使学生在岗位任务学习中提升英语会话能力，激发学生学习兴趣，提升学习效果。书末附有城市轨道交通专业常用术语，便于学生参考。

本书适宜作为城市轨道交通运营管理专业教材，同时也适宜作为相关单位培训用书。

本书由包头铁道职业技术学院郭瑾担任主编，包头铁道职业技术学院常璐、王雅静担任副主编。呼和浩特市地铁运营有限公司邬桐担任主审。全书由郭瑾统稿。本书分工如下：常璐编写项目一、项目二；王雅静编写项目三、项目四；郭瑾编写项目五、项目六及附录一、附录二；李雪峰参编附录三。

在编写过程中，尽管我们做了很大的努力，但由于水平有限，难免存在诸多不当和疏漏之处，敬请广大读者批评改正。

编 者

2020年11月

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PROJECT ONE

Metro Introduction

Task 1 Understanding the Metro



Teaching Objectives 教学目标

1. Ability Objective 能力目标

- (1) Be able to introduce the English expressions about subway equipment.
- (2) Be able to know the metro types all over the world.
- (3) Be able to introduce some kinds of the metro station.

2. Knowledge Objective 知识目标

- (1) Master the useful expressions about the metro.
- (2) Memorize the new words and phrases in the short dialogue.
- (3) Know the metro culture all over the world.

Part I Warm Up

Try to discuss:

1. Do you know anything about the metro?
2. Have you ever taken the subway?

Part II Dialogue

A: What a beautiful subway station!

B: Yes. This is Beitucheng Station on Line 10. Welcome to Beijing.

A: It's my great pleasure to take the subway today. It's amazing.

B: This is the new line that is built for the Olympic Games.

- A: How many lines are there in Beijing Metro now?
 B: Altogether 14 lines. And 5 lines are newly opened last year.
 A: Is it convenient to take the subway in Beijing?
 B: I think so. There are so many interchange stations. You can just choose the shortest route.
 A: Is the fare distance-based?
 B: No, the total fare is 2 Yuan except for the Airport Express.
 A: So it is very important to see the guide sign when I take the subway.
 B: Right. You can also ask the staff on the platform. They will help you.
 A: Okay. Thank you very much. Bye.



New Words and Expressions

amazing	[ə'meɪzɪŋ]	adj. 令人惊异的
line	[laɪn]	n. 线; 线路
convenient	[kən'vi:njənt]	adj. 便利的; 方便的
interchange station	['ɪntətʃeɪndʒ] ['steɪʃn]	n. 换乘站
choose	[tʃu:z]	v. 选择; 决定
fare	[fer]	n. 车费; 路费
guide sign	[ɡaɪd] [saɪn]	n. 标识牌
staff	[stæf]	n. 员工; 全体人员
platform	['plætfɔ:rm]	n. 站台



Key Sentences

- Welcome to Beijing.
欢迎来北京。
- What a beautiful subway station!
非常漂亮的地铁站。
- This is Beitucheng Station on Line 10.
这是 10 号线的北土城站。
- It's my great pleasure to take the subway today.
今天我很高兴乘坐地铁。
- There are so many interchange stations.
有很多换乘站。
- You can ask the staff on the platform.
你可以询问站台工作人员。



Mini Talks

1. A: Welcome to Beijing.
B: Thank you. It's great to be here.
2. A: Have you ever been to Beijing before?
B: It's my first time visiting Beijing.
3. A: Is it convenient to travel in Beijing?
B: I think so. You can get anywhere by metro or by bus.
4. A: What a beautiful subway station!
B: Yes. This is Beitucheng Station on Line 10. Welcome to Beijing.
5. A: How many lines are there in Beijing Metro now?
B: Altogether 14 lines. And 5 lines are newly opened at the end of last year.
6. A: Is it convenient to take the subway in Beijing?
B: Sure. There are so many interchange stations.
7. A: How much is the subway fare?
B: The total fare is 2 Yuan except for the Airport Express.
8. A: Hope you enjoy your stay in Beijing!
B: Thank you!
9. A: Excuse me, I am sorry to bug you.
B: That's OK. What's up?
10. A: That's very kind of you. Thanks a lot.
B: You're welcome.



Supplementary Reading Materials

London Underground

The London Underground (also known simply as the Underground or by its nickname the Tube) is a public rapid transit system serving Greater London and some adjacent parts of the counties of Buckinghamshire, Essex and Herefordshire in the United Kingdom.

The world's first underground railway, the Metropolitan Railway, which opened in 1863, is now part of the Circle, Hammersmith City and Metropolitan lines; the first line to operate underground electric traction trains, the City and South London Railway in 1890, is now part of the Northern line. The network has expanded to 11 lines, and in 2015—2016

carried 1.34 billion passengers, making it the world's 11th busiest metro system.

The system's first tunnels were built just below the surface, using the cut-and-cover method; later, smaller, roughly circular tunnels—which gave rise to its nickname, the Tube—were dug through at a deeper level. The system has 270 stations and 250 miles (400 km) of track. Despite its name, only 45% of the system is actually underground in tunnels, with much of the network in the outer environs of London being on the surface. In addition, the Underground does not cover most southern parts of Greater London, with less than 10% of the stations located south of the River Thames.

Part IV Work-task

Translation

1. 我很高兴乘坐地铁。
2. 在北京乘坐地铁很方便。
3. 在北京有很多地铁换乘站。
4. 地铁票价多少钱?
5. 北京地铁有多少条线路?

Situation Dialogue

David is from America. You are supposed to introduce the metro in your own city. You can introduce from different aspects, including lines, stations, interchange stations, equipment, trains, staff members, and service.

PROJECT TWO

Metro Passenger Service

Task 1 Asking the Way and Giving Directions



Teaching Objectives 教学目标

1. Ability Objective 能力目标

- (1) Be able to know the expressions about the direction signs.
- (2) Be able to know the metro route.
- (3) Be able to give directions for passenger.

2. Knowledge Objective 知识目标

- (1) Master the useful expressions about transferring.
- (2) Memorize the new words and phrases in the short dialogue.
- (3) Know the expressions about giving directions.

Part I Warm Up

Try to discuss:

1. Have you ever lost your way?
2. What would you do if you were lost?

Part II Dialogue

A: Excuse me. Is there a washroom in the subway station? How can I get there?

B: Yes. Take the elevator to the second floor and turn right. Then you can see the toilet on your right.

A: To the second floor and turn right?

B: Right. You shouldn't have any trouble finding it.

A: But where is the elevator?

B: Go straight in this direction. It's at the end of the corridor, on your right.

A: Thank you very much.

B: Not at all.



New Words and Expressions

washroom	['wɑ:ʃru:m]	n. 洗手间
toilet	['tɔɪlət]	n. 卫生间
elevator	['elɪveɪtər]	n. 电梯
direction	[dɪ'rekʃn]	n. 方向; 指导
corridor	['kɔ:riðɔ:r]	n. 走廊; 通道
go straight	[streɪt]	v. 直行
turn right	[tɜ:rn] [raɪt]	v. 向右转



Key Sentences

1. Excuse me. Is there a washroom in the subway station?
打扰一下，请问地铁站有洗手间吗？
2. Excuse me, could you tell me the way to the subway station?
打扰一下，可以告诉我怎样去地铁站吗？
3. Hello, how can I get to the Platform 3?
你好，怎样去3站台？
4. Excuse me, where is the elevator?
打扰了，电梯在哪里？
5. Go straight in this direction.
沿着这个方向直走。
6. It's at the end of the corridor, on your right.
在走廊尽头的右手边。
7. Go straight ahead.
一直走。
8. Turn left/right.

左/右转。



Mini Talks

1. A: Excuse me, where is the toilet?
B: Turn left.
2. A: Where is the elevator?
B: Go straight in this direction.
3. A: Where is the washroom, please?
B: The washroom is in that direction on the second floor.
4. A: Can you show me the way to the station?
B: I'm walking that way. Let me lead you the way.
5. A: Would you please show me the way to the supermarket?
B: Cross the street and go ahead.
6. A: Excuse me, how can I get to the ticket office?
B: It's over there.
7. A: Where is the toilet?
B: It's just around the corner.
8. A: Excuse me, is this the right way to the subway station?
B: You're going in the opposite direction.
9. A: Excuse me. Is there a washroom in the subway station? How can I get there?
B: Yes. Take the elevator to the second floor and turn right. Then you can see the toilet on your right.
10. A: Excuse me, how can I get to the Platform 3.
B: Go straight in this direction.



Supplementary Reading Materials

Asking the Way and Giving Directions

Asking the way and giving directions are very important during our daily life. If you are a new comer, you may get lost, so you need to ask the way from police or local people. There are many ways to ask, like "Excuse me, could you tell me the way to...?" "Hello, how can I get to..." or "Excuse me, is there a...near here?" You can answer like this, "Go straight ahead till you see a traffic light. Then turn left. It is on the right side of the road.

It's opposite to a big shopping mall. You can't miss it.”

Meanwhile when we ask the way or give directions, we should be polite to others. Most of the time we use “Excuse me”, “Please...” or “Could you...” You should remember that!

Part IV Work-task

Translation

1. 你好，请问洗手间怎么走？
2. 乘坐电梯上2楼右拐。
3. 你很容易就能找到它。
4. 沿着这个方向一直走。
5. 你走错方向了。

Situation Dialogue

Suppose you are a volunteer at the subway station. A passenger is asking you how to get to the ticket machine. Try to make up a dialogue by using the expressions you've learned in this task and then practice it with your partner.