

ENGLISH

英语

职业模块 服务类

策划编辑：厉宏婧
责任编辑：肖 翀
责任校对：周晓琬
封面设计：张瑞阳



定价：33.00元

英语

职业模块
服务类

主编 马 兰 师海歌



西南财经大学出版社
Southwestern University of Finance & Economics Press

ENGLISH

英语

主 编 马 兰 师海歌
副主编 叶少敏 程 辉



职业
模块
服务类



西南财经大学出版社
Southwestern University of Finance & Economics Press

中国·成都

ENGLISH

英语

主 编 马 兰 师海歌
副主编 叶少敏 程 辉



职业
模块
服务类



西南财经大学出版社
Southwestern University of Finance & Economics Press

中国·成都

图书在版编目(CIP)数据

英语. 职业模块 服务类/马兰,师海歌主编;叶少敏,程辉副主编. —成都:
西南财经大学出版社, 2023. 4

ISBN 978-7-5504-5717-1

I. ①英… II. ①马… ②师… ③叶… ④程… III. ①英语—中等专业学校—教材 IV. ①G634. 411

中国国家版本馆 CIP 数据核字(2023)第 048887 号

英语(职业模块)服务类

YINGYU(ZHIYE MOKUAD)FUWU LEI

主 编 马 兰 师海歌

副主编 叶少敏 程 辉

策划编辑:厉宏婧

责任编辑:肖 翀

责任校对:周晓琬

封面设计:张瑞阳

责任印制:朱曼丽

出版发行	西南财经大学出版社(四川省成都市光华村街 55 号)
网 址	http://cbs.swufe.edu.cn
电子邮件	bookcj@swufe.edu.cn
邮政编码	610074
电 话	028-87353785
印 刷	三河市龙大印装有限公司
成品尺寸	202mm×278mm
印 张	9.5
字 数	209 千字
版 次	2023 年 4 月第 1 版
印 次	2023 年 4 月第 1 次印刷
书 号	ISBN 978-7-5504-5717-1
定 价	33.00 元

版权所有,翻印必究。

Preface

前言

英语（职业模块）教材依据《中等职业学校英语课程标准（2020年版）》编写。教材的知识点从易到难，由浅入深，贴近学生的学习和生活。教材建设旨在全面落实立德树人的根本任务，突显职业教育的类型特征。

教材特色

1. 坚持立德树人，注重价值引领

教材全面贯彻党和国家教育方针，落实立德树人的根本任务。将社会主义核心价值观与教材内容有机融合，深入挖掘英语教学素材中蕴含的思政元素，弘扬职业精神、工匠精神和劳模精神，注重职业道德和职业素养提升，引导学生树立正确的世界观、人生观和价值观。

2. 以学生为中心，提升核心素养

根据中职生实际情况进行选材。教材语言真实、鲜活；活动设计注重学生参与，有机融入学习策略；练习多样，循序渐进，旨在促进学生英语学科核心素养的提升。

3. 坚持职业教育特色，培育学生的职业素养

教材突出课堂教学内容与未来职业发展的联系，创设真实生动的职业场景，将职业道德和职业精神培养有机融入教材，旨在培育学生的职业素养。

教材结构

Warming-Up（话题导入）

通过图片等方式创设学习情境，激活学生已有的知识储备，激发学

生对本单元主题产生兴趣，为后续学习做好准备。

Listening and Speaking（听说训练）

包括两段听力对话和形式多样的听说活动。力图营造真实、直观的情境，培养学生的职场语言沟通能力。

Reading（阅读）

包括两个阅读语篇，题材和体裁丰富多样。活动设计突出参与性和操作性，旨在发展学生的语言表达能力及思辨能力，提升学生用英语处理实际问题的能力。

Writing（写作）

写作部分安排了多种应用文体的写作讲解与练习，旨在强化和提升学生的应用文写作能力。

Professional Values and Ethics（职业价值观和道德）

选择与单元主题相关的阅读材料，融入职业理想和职业道德教育理念，旨在引导学生深刻理解并自觉实践各行业的职业精神和职业规范，从而增强职业责任感；同时也可培养学生遵纪守法、爱岗敬业、无私奉献、诚实守信、公道办事、开拓创新的职业品格和行为习惯。

Self-Checking（自我评价）

帮助学生自我检测对单元内容的掌握程度，让学生对自己的语言知识、语言技能等进行自主评价。

本教材由北京电子科技职业学院的马兰、师海歌任主编，北京电子科技职业学院的叶少敏、程辉任副主编。具体编写分工为：马兰编写第1、6单元，扶廷文编写第2、5单元，叶少敏编写第3、4单元，师

海歌编写第 5 单元，程辉编写第 7、8 单元。

由于编写人员水平有限，书中难免有疏漏之处，欢迎各位读者批评指正。

编 者

Contents 目录

Unit	Function	Listening and Speaking
1 Taking a High-Speed Train / 1	Talk About High-Speed Railway Service	At the Ticket Office; Looking for a Seat
2 Hotel Service / 19	Talk About How to Receive Guests	At the Front Desk; The Toilet Is Clogged
3 Online Banking / 37	Talk About Banking Business	Opening an Online Banking Account; Mobile Banking
4 Online Sales / 55	Talk About Online Sales	Buying a New Phone Online; You Got Another Package Today
5 Express Delivery / 73	Talk About Express Delivery Service	Could I Have My Delivery Very Soon? Home Delivery
6 Hairdressing and Beauty / 89	Talk About Hairdressing and Beauty Service	Have a Haircut; Have a Facial Massage
7 You Are Hired / 109	Talk About Preparation for an Interview	Get Ready for a Job Interview; Pre-Interview Nerves
8 Targeting a Great Career / 127	Talk About Job Changes	Change a Job; Advice on a Job Promotion



Reading	Writing	Professional Values and Ethics
A Tale of Two Cities—Lola's High-Speed Train Travel in China; China Speed	Train Station Announcement	Smile—It's Great Customer Service
How Can You Become a Qualified Hotel Receptionist? Customs Around the World	Registration Form	Professionalism of Hotel Staff
Go for It, China's Digital Currency; How to Budget and Save Money	Lost and Found Notice	Honesty and Trust
Livestream E-Commerce, the Formula for Successful Sales; Advantages and Disadvantages of Online Shopping	Letter of Complaint	What Is Good Customer Service?
What Does a Courier Do? Driverless Delivery Vehicles on China's Campuses	Letter of Apology	Some Useful Tips for a Courier
The Story of Young Female Hairstylists; What Makes Being a Hairstylist Enjoyable?	Job Advertisement	Practice Makes Perfect
Do Your Research Before an Interview; Have a Career Goal	Application Letter	Tips for Job Interview Etiquette
Knowing Yourself Before Choosing a Career; Career Development Plan	Career Development Plan	Elements of Success in a Professional Career



China has built the world's largest networks of high-speed railways and expressways and made major achievements in building airports, ports, and water conservancy, energy, information, and other infrastructure.

—From *the Report to the 20th National Congress of the Communist Party of China*

Unit 1



Taking a High-Speed Train

After learning this unit, you'll be able to:

- talk about high-speed railway service;
- read articles on China's high-speed rail;
- complete a train station announcement.



★ Warming-Up

I. Choose the word or expression from the box and write it on the space provided below each picture.

carriage

bullet train

passenger

car attendant

ticket office

platform

waiting room

railway station

chief conductor



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____



9. _____

II. Discuss the following questions.

1. Have you ever taken high-speed railways?
2. Which country built the first high-speed railway?
3. Which country has the longest high-speed railway in the world?

★ Listening and Speaking

Dialogue 1 At the Ticket Office



Read the words and expressions. Guess what will happen.



change /tʃeɪndʒ/ *n.* 找给的零钱, 找头

check /tʃek/ *v.* 检查, 核实

one-way ticket 单程票

round-trip ticket 往返票

first-class seat 一等座

second-class seat 二等座

I. Listen to the dialogue and fill in the missing information.

Ticket Seller: Good morning. Can I help you?

Passenger: Good morning. I'd like a 1. _____ from Shenyang North to Beijing Chaoyang Railway Station for tomorrow.

Ticket Seller: When will you leave?

Passenger: It's better after 1:00 pm.

Ticket Seller: There's a train leaving at 1:20 pm. It's the first high-speed train after 1:00 pm.

Passenger: That's OK.

Ticket Seller: One-way ticket or 2. _____ ticket?

Passenger: One-way ticket, please.

Ticket Seller: Which do you prefer, a 3. _____ seat or a 4. _____ seat?

Passenger: A second-class seat. Can I have an aisle seat?

Ticket Seller: Yes. The second-class seat is 339 *yuan*.

Passenger: Here you are.

Ticket Seller: Here is your ticket and the 5. _____. Please check it.

Passenger: Thank you very much.

Ticket Seller: At your service.

II. Listen to the dialogue again and complete the table.

The Passenger's Ticket

Departure station	_____	Type of ticket	_____
Departure time	_____	Type of seat	_____
Destination	_____	Ticket price	_____



III. Listen to the dialogue once more and tick the correct information about the passenger.

- ☐ 1. He wants a high-speed train ticket for today.
- ☐ 2. He would like a ticket for himself.
- ☐ 3. He is going to leave at 11 am.
- ☐ 4. He will leave at Shenyang North at 1:20 pm.
- ☐ 5. He wants a window seat.

IV. Role-play.

Suppose you are a ticket seller at the ticket office and your partner is a passenger who wants to buy a high-speed railway ticket to Zhengzhou next Monday. Make up a dialogue and act it out with your partner.

Useful Expressions

Ticket Seller

Can I help you?
When will you leave?
There is a train leaving at...
It's the first...train after...pm.
One-way ticket or round-trip one?
Which do you prefer, ...or...?
The ticket is...yuan.
Here is your ticket and the change.
Please check it.
At your service.

Passenger

I'd like/want/need...from...to...
for...
Is there any high-speed train to...?
It's better after/before...
One-way ticket, please.
Round-trip ticket, please.
A first-class seat.
A second-class seat.
Can I have an aisle/a window seat?
Here you are.

Dialogue 2 Looking for a Seat

Read the words and expressions. Guess what will happen.



carriage /'kærɪdʒ/ *n.* 火车车厢

luggage /'lʌɡɪdʒ/ *n.* 行李



manage /'mænidʒ/ v. 管理, 处理

aisle seat 靠过道的座位

I. Listen to the dialogue and fill in the missing information.

Car Attendant: Good afternoon, sir. Welcome to Train 1. _____.

Passenger: Good afternoon. Could you tell me which carriage this is?

Car Attendant: This is Carriage 2. _____. Which seat are you looking for? Show me your ticket, please.

Passenger: Sure. Here you are.

Car Attendant: Your seat is No. 06A in Carriage 3. _____. It is an 4. _____ seat. Walk 5. _____ ahead until you come to the far end of this train.

Passenger: Thanks.

Car Attendant: That's OK. Can I help you with your luggage?

Passenger: That's very kind of you, but I think I can manage. Thank you.

Car Attendant: You are welcome. Have a nice trip.

Notes

window seat 靠窗座位

seat ticket 座票

hard seat 硬座

soft seat 软座

berth ticket 卧铺票

luxury soft sleeper 豪华软卧

soft sleeper 软卧

II. Listen to the dialogue again and choose the correct answer.

1. Where does the conversation take place?

A. At the train station.

B. At the bus stop.

C. On the train.

2. What is the passenger looking for?

A. His ticket.

B. His seat.

C. His baggage.

3. Where is the passenger's seat?

A. In Carriage No. 06.

B. In Carriage No. 08.

C. In Carriage No. 09.



III. Listen to the dialogue once more and answer the questions.

1. What is the passenger doing in the dialogue?

_____.

2. Is the passenger's seat near the window?

_____.

IV. Role-play.

Suppose you are a car attendant on a high-speed train and your partner is a passenger. You help the passenger to find his/her seat. Make up a dialogue and act it out with your partner.

Useful Expressions

Car Attendant

Welcome to Train...

This is Carriage...

Which carriage are you looking for?

Show me your ticket, please.

Your carriage/seat is...

It is an aisle seat/a window seat.

Walk straight ahead until you come to...

Can I help you with your luggage?

You are welcome.

Have a nice trip.

Passenger

Could you tell me which carriage this is?

Excuse me, where is my carriage?

Excuse me, how can I get to Carriage No....?

How can I get there?

Here you are.

That's very kind of you, but I think I can manage.

Thank you for your kindness.

★ Reading

Text A

Think and discuss.

1. How was your first travel experience by train?
2. Where did you go and what did you see?





A Tale of Two Cities—Lola's High-Speed Train Travel in China



Have you ever enjoyed a high-speed train experience to witness the rapid development of China?

Lola, a Greek girl, has made a trip to several stunning destinations in China including Hong Kong, Macao, Shanghai and Beijing.

With pre-judged ideas of how comfortable the train journey was going to be in China, Lola took a high-speed train from Shanghai to Beijing within five hours. The fact was “this was a part of the experience” and it turned to be an unexpected happy journey to travel by the modern, comfy and punctual high-speed train.

Lola chose to enjoy several hours' memorable time in the second-class seat carriage on the bullet train and she made an effort to break the ice between her and the neighbouring Chinese passengers. It would be a great idea to play mahjong with Chinese—almost every Chinese knows how to play mahjong—and Lola took out her mahjong set and asked the fellow passengers to play. They spent some merry time playing mahjong not only for killing some time, but also as a meaningful way to communicate with each other. If you want to have deep interaction with Chinese and encounter local life, taking the second-class seat is recommended.

Words and Expressions

witness	<i>/ˈwɪtnəs/</i>	<i>v.</i>	目睹，见证
		<i>n.</i>	可做证据的人（或）物
development	<i>/dɪ'veləpmənt/</i>	<i>n.</i>	发展
stunning	<i>/ˈstʌnɪŋ/</i>	<i>adj.</i>	令人震惊的；极有魅力的
unexpected	<i>/ˌʌnɪk'spektɪd/</i>	<i>adj.</i>	出人意料的
comfy	<i>/ˈkʌmfi/</i>	<i>adj.</i>	舒服的，轻松的



punctual	/ˈpʌŋktʃuəl/	adj.	准时的，守时的
memorable	/ˈmemərəbl/	adj.	难忘的
bullet train			高速列车，动车
mahjong	/mɑːˈdʒɒŋ/	n.	麻将
meaningful	/ˈmiːnɪŋfl/	adj.	有意义的，重要的
connection	/kəˈnekʃn/	n.	连接，接通
encounter	/ɪnˈkaʊntə(r)/	v.	遭遇，偶遇
make an effort			做出努力
break the ice			打破僵局，破冰
kill time			消磨时间

Notes

1. Have you ever enjoyed a high-speed train experience to witness the rapid development of China? 你有没有乘坐过高铁，见证中国的快速发展？

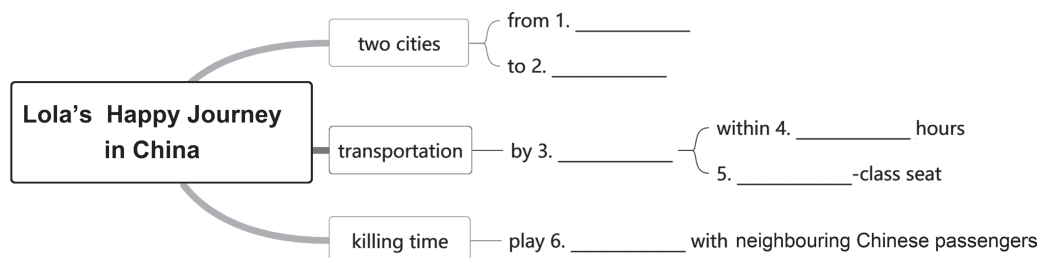
此句为现在完成时的一般疑问句，enjoyed 是动词 enjoy 的过去分词。现在完成时表示过去发生的动作对现在造成的影响或结果，或表示过去的动作或状态持续到现在，它的陈述句是由“主语 + have/has + 动词的过去分词”构成的。

2. They spent some merry time playing mahjong not only for killing some time, but also as a meaningful way to communicate with each other. 他们打麻将度过了一段快乐的时光，不仅是为了消磨时间，也是一种有意义的相互交流的方式。

此句包含两个重要的搭配：spend some time doing sth.（花费时间做某事）和 not only... but also...（不仅……而且……）。

Language in Use

I. Fill in the blanks of the following mind map with the information from the text.





II. Match the words and expressions with their Chinese meanings.

1. development	A. 目睹，见证
2. memorable	B. 遭遇，偶遇
3. comfy	C. 出人意料的
4. punctual	D. 准时的，守时的
5. make an effort	E. 有意义的，重要的
6. encounter	F. 难忘的
7. meaningful	G. 消磨时间
8. unexpected	H. 做出努力
9. kill time	I. 发展
10. witness	J. 舒服的，轻松的

III. Complete the following sentences with the words and expressions from Exercise II. Change the form where necessary.

- I will _____ to arrive on time.
- This piece of equipment is an exciting new _____.
- The news may be _____; nevertheless, it is true.
- It was a(n) _____ experience for him.
- You'll be nice and _____ in this room.
- I often do some reading to _____.
- We do _____ work that contributes to society.
- It was at university that he first _____ him.
- He's always very _____. I'll see if he's here yet.
- The monument stands there in _____ of the event.

IV. Read and judge. Write T (true) or F (false) according to the text.

- ☐ 1. Lola has made a trip in China including Hong Kong, Guangzhou, Shanghai and Beijing.
- ☐ 2. Lola took a high-speed train from Shanghai to Beijing.
- ☐ 3. It was not a happy journey to travel from Shanghai to Beijing by high-speed train.
- ☐ 4. Lola enjoyed the memorable time in the first-class seat carriage on the bullet train.



- ☐ 5. Lola played chess with the fellow passengers to learn the Language Chinese.

V. Read again and answer the following questions.

1. What did Lola do to break the ice between her and the neighbouring Chinese passengers?

2. Can you give foreigners some good advice on how to make friends with Chinese during their travels?

Text B

Think and discuss.

Tick (✓) true statements about China's high-speed railway.

- ☐ China now has the fastest train in the world.
- ☐ China has the largest railway network in the world in 2022.
- ☐ China's high-speed railway network exceeds 40,000 km at the end of 2021.
- ☐ China railway has become a beautiful business card for the Belt and Road.
- ☐ Shanghai Maglev is the fastest train in the world.

China Speed



At the beginning of the 21st century China had no high-speed railways. Slow and often uncomfortable trains plodded across this vast country, with low average speeds making journeys such as Shanghai-Beijing a test of travel endurance. Today it's a completely different picture. The world's most populous nation has the world's largest network of high-speed railways.



The high-speed railway line connecting Beijing and Zhangjiakou, the co-host city of the 2022 Winter Olympics in North China's Hebei Province, went into operation on December 30, 2019. It is the world's first driverless high-speed railway. The railway is 174 kilometers long. There are ten stations along the line. To better serve the Winter Games, smart facilities have been deployed all along the line, such as online food ordering services and face recognition systems to enter the stations. With a maximum speed of 350 kilometers per hour, it only takes 47 minutes to travel between Beijing and Zhangjiakou, but it took three hours before.

The Beijing-Zhangjiakou railway is very important in the development of China's railway system. Zhan Tianyou, the "Father of China Railway", first designed and built the railway in 1909. Construction of the Beijing-Zhangjiakou high-speed railway began in the first half of 2016. From 35 to 350 kilometers per hour, the Beijing-Zhangjiakou railway is the witness to the rapid increase of "China Speed".

Words and Expressions

plod	/plɒd/	<i>v.</i>	缓慢沉重地走
endurance	/ɪn'dʒʊərəns/	<i>n.</i>	忍耐, 忍耐力
populous	/'pɒpjələs/	<i>adj.</i>	人口稠密的, 人口众多的
operation	/ˌɒpə'reɪʃn/	<i>n.</i>	运行, 操作
driverless	/'draɪvələs/	<i>adj.</i>	无人驾驶的
facility	/fə'sɪləti/	<i>n.</i>	设施, 设备
deploy	/dɪ'plɔɪ/	<i>v.</i>	部署, 调度
facial	/'feɪʃl/	<i>adj.</i>	面部的
recognition	/ˌrekəg'nɪʃn/	<i>n.</i>	认出, 识别
maximum	/'mæksɪmə/	<i>adj.</i>	最高的, 最大的
construction	/kən'strʌkʃn/	<i>n.</i>	建造, 建设
co-host city			协办城市



Language in Use

I. Read and choose the correct answer.

- At the beginning of the 21st century China had _____ high-speed railways.
A. two B. five C. no
- The high-speed railway line connecting Beijing and Zhangjiakou came into operation on _____.
A. December 30, 2019
B. October 13, 2020
C. November 30, 2021
- The Beijing-Zhangjiakou railway is the world's fastest driverless high-speed railway with the top speed of up to _____ km/h.
A. 160 B. 250 C. 350
- It only takes _____ to travel between Beijing and Zhangjiakou now.
A. 3 hours B. 20 minutes C. 47 minutes
- _____ is the "Father of China Railway".
A. Lin Zexu
B. Zhan Tianyou
C. Zheng Chenggong

II. Fill in each blank with the proper form of the word given in the box.

force driver endure construct recognize

- The exercise obviously will improve strength and _____.
- The new rules come into _____ from next week.
- Machines still have limitations when it comes to facial _____.
- The high-speed railway is still under _____.
- The world's first 350 km-per-hour _____ bullet train goes into service in China.

III. Try to make as many sentences as possible with the given patterns.

such as...

E.g. Slow and often uncomfortable trains plodded across this vast country, with low average speeds making journeys such as Shanghai-Beijing a test of



travel endurance.

a/the witness to...

E.g. From 35 to 350 kilometers per hour, the Beijing-Zhangjiakou railway is the witness to the rapid increase of “China Speed”.

IV. Think deeply.

1. How has the high-speed rail changed people's lives?

2. Would you rather take a plane or a high-speed train when you travel? Why?

★ Writing

列车广播通知

列车广播通知 (train station announcement) 是指乘客在火车站通常听到的关于火车进站、检票、登车、火车晚点等情况的通知。清晰、准确、及时是列车广播通知用语的基本要求。

Samples

Sample 1: Arrival

Attention, please. Train G316 from Zhengzhou East to Jinan is now arriving at Platform 6.

Attention, please. Train D2058 from Jinan to Shijiazhuang is arriving. It will come to Platform 2. When the train stops, please allow others to leave the train before boarding. Thank you.



Sample 2: Boarding

Train G907 to Changchun will depart at 15:20. The train is now standing at Platform 1. Passengers are requested to check in and board the train. This is the last call for passengers on Train G907. Boarding will end soon.

Dear passengers, attention, please. Train G7012 from Beijing to Wuhan is now ready for boarding. Passengers for Train G7012, please check your tickets at Gate 2 and Gate 3. Go downstairs and board at Platform 4. Please stand back from the platform edge until your train has come to a complete stop!

Sample 3: Delay

May I have your attention, please? We are very sorry to announce that the departure of Train G1378 from Kunming to Guiyang will be delayed due to a tunnel landslide. Please remain in the waiting area and listen for further announcements. We would like to apologize for any inconvenience caused.

Sample 4: Cancellation

Attention, please. We are sorry to announce that Train G87 from Beijing to Zhengzhou has been cancelled due to the heavy snow. Passengers for Zhengzhou and intermediate stations should check timetables or listen for further announcements. We are sorry for any inconvenience this will cause.



Sample 5: Safety

Parents and guardians are reminded that the station can be a dangerous environment. Trains may pass through at high speed and without prior warning, please make sure that your children are supervised at all times when on the station and travelling on the train.

Ladies and gentlemen. For your own safety, please stand back from the platform edge. When boarding and alighting trains, please mind the gap between the train and the platform. Thank you.

Useful Language

- Train...from...to...is now arriving at Platform...
- It will come to Platform...
- Train...to...will depart at...
- Passengers are requested to check in and board the train.
- Boarding will end soon.
- Train...from...to...is now ready for boarding.
- Passengers for..., please check your tickets at Gate...and Gate...
- Train...from...to...will be delayed due to...
- We are sorry to announce that Train...from...to...has been cancelled due to...
- We are sorry for any inconvenience this will cause.
- When the train stops, please allow others to leave the train before boarding.
- Please stand back from the platform edge until your train has come to a complete stop!
- Please make sure that your children are supervised at all times when on the station and travelling on the train.
- When boarding and alighting trains, please mind the gap between the train and the platform.

Tips for Writing a Train Station Announcement

- Focus on the topic and get the audience's attention.
- Use short sentences more often than long ones.
- Include who, what, when, where and why.



Writing Practice

Complete a train broadcasting announcement according to the given information.

Train G517 to Changchun is late. The reason for the delay is the heavy storm.



We are sorry to 1. _____ (通知) that Train G517 to Changchun has been 2. _____ (晚点) due to the 3. _____ (大的暴风雨). Please listen for further announcements. We apologize for the inconvenience this may 4. _____ (引起) you.

★ Professional Values and Ethics

Smile—It's Great Customer Service

A smile alone doesn't guarantee excellent customer service, but excellent customer service almost always starts with a smile.

At the moment we get in trouble, get misunderstood or give thanks, a smile is more helpful than any other expression. It is understood in all languages and cultures. There is no room for misunderstanding a genuine smile, no matter what your age, race, gender, or cultural background. Yet how often is the smile missing from our day-to-day interactions, both business and personal? Much too often.

Customer satisfaction dramatically increases when they receive genuine smiles. Customers often feel valued when they receive a smile. This is the first step in connecting with your customers. The smile means the most to the customer at the beginning of every interaction.





微笑——最好的客户服务

微笑并不能保证高质量的客户服务，但高质量的客户服务几乎总是由微笑开始。

在我们陷入困境、被误解或感谢他人的时候，微笑比任何其他表情都更有用。微笑能被所有的语言和文化所理解。无论有着什么样的年龄、种族、性别或文化背景，你都不会误解一个真诚的微笑。然而，在我们的日常工作和人际交往中，微笑是否时常缺失呢？确实如此。

当客户看到真诚的微笑时，他们的满意度会明显提高。他们此时通常会感觉自己受到了重视。微笑是与客户建立联系的第一步。每次互动开始的时候，微笑对客户来说是最重要的。

★ Self-Checking

In this unit, the words I have learned are:

- | | | | |
|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|
| ☐ change | ☐ check | ☐ carriage | ☐ luggage |
| ☐ manage | ☐ witness | ☐ development | ☐ stunning |
| ☐ unexpected | ☐ comfy | ☐ punctual | ☐ memorable |
| ☐ meaningful | ☐ connection | ☐ encounter | ☐ plod |
| ☐ endurance | ☐ populous | ☐ operation | ☐ driverless |

In this unit, the expressions I have learned are:

- | | | |
|--|--|---|
| ☐ one-way ticket | ☐ round-trip ticket | ☐ first-class seat |
| ☐ second-class seat | ☐ aisle seat | ☐ bullet train |
| ☐ make an effort | ☐ break the ice | ☐ kill time |
| ☐ co-host city | | |

In this unit, the sentence structures I can use are:

- When will you leave?
- There is a train leaving at...
- It's the first...train after...pm.
- Which do you prefer, ...or...?
- Here is your ticket and the change.
- I'd like/want/need...from...to...for...



Is there any high-speed train to...?

It's better after/before...

This is Carriage...

Which carriage are you looking for?

Show me your ticket, please.

Your carriage/seat is...

It is an aisle seat/a window seat.

Walk straight ahead until you come to...

Can I help you with your luggage?

How can I get to Carriage No...?

That's very kind of you, but I think I can manage.

Rate your practical skill progress based on what you've learned.

After learning this unit, I can:

Score	4	3	2	1
use the key words and expressions.				
talk about high-speed railway service.				
understand relevant information and knowledge of China high-speed rails.				
complete a train station announcement.				
Total Score				