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铁路客运英语

TIELU KEYUN YINGYU

职业教育铁道运输系列创新教材

铁路客运英语

主编 ● 张力鑫

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内容提要

本书是针对铁路客运服务人员的通用英语教材，旨在提高铁路客运服务人员的英语综合能力，培养符合高速铁路服务水平的客运从业人员。本书是在学习者掌握一定的英语知识的基础上，以铁路客运行业为依托，培养其日常生活和职业场景中的英语应用能力。本书分为车站服务、列车服务和其他服务三个项目，车站服务包括客运站、售票处、进站口、候车区、检票乘车、出站口服务，列车服务包括旅客列车及其设备、迎客、车厢服务、餐车服务、列车广播、下车服务，其他服务包括重点旅客、投诉处理、应急处理、日常用语等。

本书适合作为铁道交通运营管理和高速铁路客运乘务等专业的教材，也可供广大相关从业人员参考使用。

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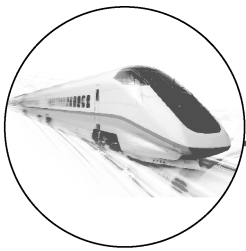
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前言

伴随着“一带一路”倡议的实施,以高铁为代表的中国铁路正在走出国门。蒙内铁路通车,印尼雅万高铁落地,马新高铁协议签订等标志着铁路企业开展国际化经营时机已经启动。《中长期铁路网规划(2016—2025)》指出,到2025年,铁路网规模达到17.5万千米左右,其中高速铁路3.8万千米左右。到2030年,我国铁路将基本实现“内外互联互通、区际多路畅通、省会高铁连通、地市快速通达、县域基本覆盖”。

国际交流合作的深化,国家铁路网的不断完善,必将吸引国外旅客行走在各省、市、地区之间,而对外旅客服务也已不再只是一个窗口、一个服务台的工作,更加应该落实到旅客服务的方方面面。因此,提高铁路客运服务人员,尤其是高铁客运服务人员的英语口语能力,具有很大的现实意义。

本书以铁路客运岗位工作为主线,以能力为本位,以岗位技能为目标;按照铁路客运岗位作业标准,引出岗位模拟情境;采用互动教学、任务教学、角色扮演等,实现练中学、练中教,教学练合一,从而达到在“做中学”,实现运用单元所学知识,通过协作、交流与合作参与学习活动、完成学习任务。本书分为车站服务、列车服务和其他服务三个项目,车站服务包括客运站、售票处、进站口、候车区、检票乘车、出站口服务,列车服务包括旅客列车及其设备、迎客、车厢服务、餐车服务、列车广播、下车服务,其他服务包括重点旅客、投诉处理、应急处理、日常用语等。

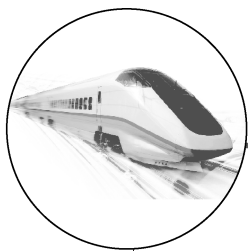
本书是针对铁路客运服务人员的通用英语教材,旨在提高铁路客运服务人员的英语综合能力,培养符合高速铁路服务水平的客运从业人员。本书是在学习者掌握一定的英语知识的基础上,以铁路客运行业为依托,培养其日常生活和职业场景中的英语应用能力;培养其文化意识,为其从事铁路客运一线服务工作提供支撑。

本书由吉林铁道职业技术学院张力鑫任主编,吉林铁道职业技术学院

魏鸿儒任副主编。本书在编写过程中得到了许多老师的大力支持,同时参考了大量的文献资料,在此向所有提供帮助的教师、文献资料的作者表示由衷感谢。

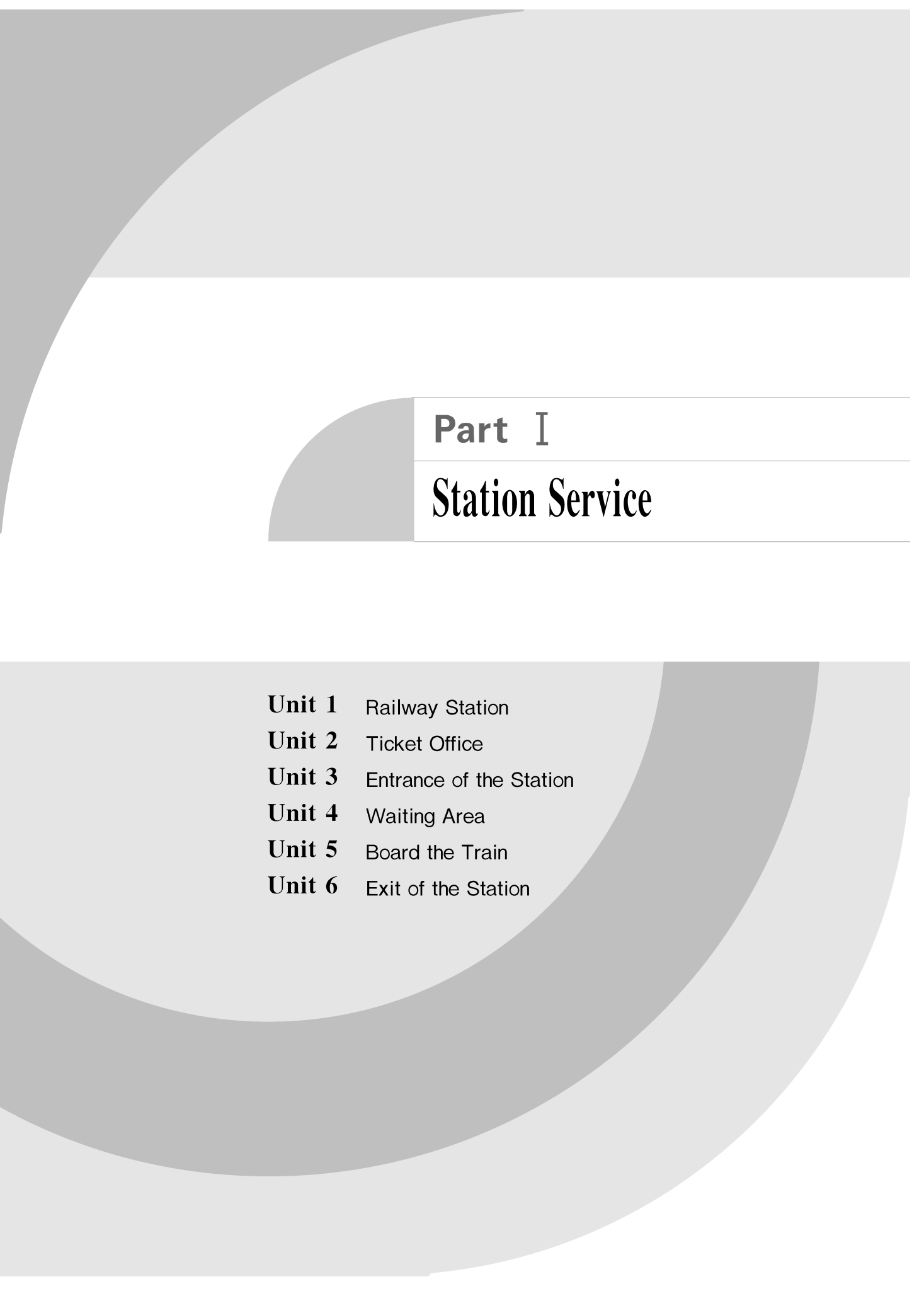
由于编者水平有限,对于书中的疏漏和不足之处,敬请大家批评指正。

编 者



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Part I

Station Service

- Unit 1** Railway Station
- Unit 2** Ticket Office
- Unit 3** Entrance of the Station
- Unit 4** Waiting Area
- Unit 5** Board the Train
- Unit 6** Exit of the Station



Unit

1

Railway Station

Conversations

Dialogue 1

A: Excuse me, can you tell me the way to the railway station?

打扰一下, 请问去火车站怎么走?

B: Just go straight along this street, turn left at the first crossing and walk straight ahead about 100 meters. You can't miss it.

沿着这条街一直往前走, 到第一个十字路口左拐, 然后再往前走 100 米, 您一定能找到火车站。

A: About how long will it take me to get there?

去那儿大约要多少时间?

B: It's about 10 minutes' walk, I think.

步行大约要 10 分钟。

A: I see. Is there a bus or subway I can take?

我明白了, 可以乘公共汽车或地铁去吗?

B: Yes, you can take the bus No. 3 over there. Get off at the next stop.

是的, 您可以在那边乘 3 路公交车, 在下一站下车。

A: Thank you so much for your help.

非常感谢您的帮助。

B: It's my pleasure.

不用客气。

Dialogue 2

P—Passenger PC—Passenger Clerk

P: Excuse me. Could you tell me where to purchase High Speed Rail tickets?

您好。请问能告诉我在哪里可以买到高铁车票吗?

PC: Sure. You could purchase HSR tickets at the booking office. The booking office sells tickets 28 days in advance.

当然。您可以到车站的售票厅买票。售票厅可以提前 28 天预订车票。

P: I wonder how to buy HSR tickets for foreign passengers.

我不知道外国旅客怎么买高铁车票。

PC: Since China implemented the real-name policy for train tickets, passengers buying a ticket need to bring valid ID, and passport works best.

由于中国火车票实行实名制政策,旅客买票需要提供有效身份证件,最好是护照。

P: I see, what else?

知道了,还有吗?

PC: You have to tell ticket seller your date of travel, the time of your departure, then she will help you to choose the right ticket. Of course, you can select the seats, if you provide train number, class, carriage and seat number.

您需要告诉售票员您的旅行日期、离开时间、到发站的名称,她会帮助您选择合适的车票。当然您也可以根据车次、座位等级、车厢和座位号购买指定的车票。

P: Is that all?

就这些吗?

PC: That's it. And you could go into the station and take train by ticket and ID.

是的。然后您可以凭车票和身份证件进站搭乘火车。

P: Thanks a lot.

谢谢。

PC: That's all right.

不用谢。

Dialogue 3

P—Passenger PC—Passenger Clerk LC—Luggage Clerk

P: Excuse me, will you please tell me how to check my luggage?

您好,请告诉我怎么办理行李托运。

PC: Yes. Show me your ticket, please.

请把车票给我看一下。

P: Here it is.

给您。

PC: Oh, it's a high-speed train ticket. Sorry to say there's no such service available for CRH. But you can get your luggage sent at the luggage office for ordinary trains.

哦,这是一张高铁车票。抱歉,高铁现在还没有开办这项服务。但是您可以到普通列车的行李托运处去办理。

P: Thank you. How can I get there?
谢谢。请问怎么走?

PC: It's not very far. This way, please. Go straight to the end of this road. It's 5 minutes' walk.

不远。请往这边走,一直走到路的尽头,5分钟就到。

(At the Luggage Office)

P: Good morning, I want to check my luggage to Shanghai.
早上好!我想把行李托运到上海。

LC: May I have your ticket, please?
能把您的车票给我看看吗?

P: Sure. Here you are.
好的。给您。

LC: Thanks. I'm afraid, you have to fill in the luggage consignment note and labels to begin with. Here you are. Don't forget to sign your name at the bottom.
谢谢。您先要填写行李托运单和货签。给您表格。记得在表格下签上姓名。

P: Thank you for your advice.
谢谢提醒。

LC: How many bags do you have?
您有几件行李?

P: I have three pieces of luggage, one suitcase and two travelling bags.
有三件行李,一个衣箱,两个旅行包。

LC: Are there any flammable or explosive materials in your luggage? They are prohibited on the train.
行李内有没有易燃易爆物品?禁止携带易燃易爆物品上车。

P: No, there aren't any.
没有。

LC: Then any valuables in the luggage?
还有什么贵重物品吗?

P: Uh-oh. I forgot my camera in it.
哦,我忘了行李里有照相机。

LC: Please take it out.
请把它取出来。

P: All right. And how much is it?

好的。托运费是多少?

LC: 45 *yuan* altogether.

总共 45 元。

P: Thank you. Here you are.

谢谢。给您钱。

LC: You are welcome.

不用谢。

Dialogue 4

P—Passenger PC—Passenger Clerk

P: Good afternoon, I'd like to go around the city and see a little bit of it. How can I get to the left-luggage office?

下午好! 我想在城里逛一逛。我应该怎么到行李寄存处去呢?

PC: Do you have a valid train ticket?

您有有效的车票吗?

P: Yes, here it is.

有啊, 给您。

PC: You need to go through the security check and verify the ticket and ID at the station entrance. Then enter the waiting hall, go straight ahead until you reach the boarding gate 8A. The left-luggage office is opposite the gate. You can't miss it.

您必须经过安检, 核实身份和车票, 然后进入候车大厅。一直走到 8A 检票口。行李寄存处就在 8A 检票口对面。您一定会找到。

P: Thank you.

谢谢。

PC: You are welcome.

不用谢。

(At the Left-luggage Office)

P: Excuse me, can I leave my two suitcases here?

您好, 可以把两个旅行箱存放在这里吗?

PC: Of course, you can. How long would you like to have them deposited here?

当然可以。您想存多久呢?

P: About two days.

大概两天。

PC: Do you have anything valuable in your suitcases?

旅行箱里有贵重的物品吗?

P: No, I don't. How much is it for one day?

没有。每天的寄存费是多少?

PC: It's 20 *yuan* a day.

一天 20 元。

P: So that comes to 40 *yuan* in total. Here you are.

那总共就是 40 元。给您。

PC: We offer 24 hours luggage storage service. You can claim the luggage anytime.

我们提供 24 小时的行李寄存服务。您可以随时领取行李。

P: That's great! Thank you.

那太好了! 谢谢。

PC: Not at all.

不用谢。

Dialogue 5

P—Passenger S—Salesperson

S: Is there anything I can do for you?

您想买点什么吗?

P: I'd like to buy a few local products for my parents. Can you give me some advice?

我想为父母买点土特产。您能帮我推荐一下吗?

S: Yes, of course. What kind of products do you want to buy, traditional handicrafts or food or local brand-name products?

当然可以。请问您想买哪种土特产, 传统手工艺品、食品还是地方名牌产品?

P: Local brand-name products.

地方名牌产品。

S: I see. How about Changbai Mountain Wild Ginseng?

明白。长白山野山参怎么样?

P: Great! How much is it?

太好了。什么价?

S: It depends on different growing years. The ginseng varies in price from several hundred to thousands *yuan* a *jin*. What would you like?

这要看生长的年限。人参在价格上相差很大, 有几百元一斤, 也有上千元一斤的。您想买哪个价位的?

P: 500 *yuan* a *jin*.

500 元一斤的。

S: Here is the bill. Anything else?

好的。给您账单。还想要点别的吗?

P: No, thanks.

没有了,谢谢。



Words & Phrases

booking office/ticket office	售票处
ticket machine/ATVM (automatic ticket vending machine)	自动售票机
change trains	换车
Guangzhou South Railway Station	广州南站
drinking fountain	饮水机
train schedule	列车时刻表
station square	站前广场
electric information board	电子信息公告牌
station police room	车站警务室
train station police	车站民警
station master	车站站长
arrival and departure timetable	到站离站时刻表
VIP lounge	贵宾候车区
mother-and-child room	母婴候车区
station lobby/station hall	车站大厅
left-luggage office	行李寄存处
waiting area	候车区
pay lounge	收费候车区
station yard	站场
lost articles	旅客遗失物品



Sentences and Talks

1. There is a drinking machine in the waiting room. There you can get free water.
候车室里有饮水机。您可以免费饮用。
2. The toilet is in that direction on the second floor.
洗手间在二楼的那个方向。
3. Where is the ticket office?
售票处在哪里?
4. Is this the luggage office?
这是行李托运处吗?
5. Will you please tell me how to check my luggage for Beijing?
请告诉我怎样把我的行李托运到北京去好吗?
6. Please present the ticket when you check your luggage.

托运行李时请出示车票。

7. I'd like to reserve a seat ticket to Shanghai.

我想预订一张去上海的座位票。

8. No explosives, inflammables, spontaneous combustion articles, corrosives, poisons, radioactive materials are permitted to be checked in luggage.

爆炸品、易燃品、自燃品、腐蚀性物品、有毒物品和放射性物质不许放在行李内托运。

9. It is forbidden to smuggle into checked luggage such as currency, stock, precious historic relics, gold, silver, pearls and jewels, wrist watches, cameras and other valuables.

在托运行李中不得夹带货币、证券、珍贵文物、金银珠宝、手表、照相机等贵重物品。

10. A: Where can I get a train schedule?

我可以在什么地方买到列车时刻表?

B: You can get one at the entrance to the waiting room.

在候车室的入口处可以买到。

11. A: Where is the waiting hall Number Two?

第二候车室在哪儿?

B: The waiting hall Number Two is on the west side of the second floor.

第二候车室在二楼的西侧。

12. A: Where is the refreshment room?

小卖部在哪里?

B: It's on the left of the station hall.

在车站大厅的左边。

13. A: Where is the toilet?

卫生间在哪里?

B: It's at the end of the corridor.

在走廊尽头。

14. A: I want to have my luggage checked. Is this the luggage office?

我要托运行李。这儿是行李托运处吗?

B: Yes, it is. Please show me your ticket.

是的,请把车票给我看看。

15. A: How many pieces of luggage are you going to check?

您要托运几件行李?

B: I have three pieces of luggage to be sent.

我有三件行李要托运。

16. A: Please fill in this form.

请填写一下表格。

B: OK.

好的。

17. A: Please put your luggage on the scale.

请把行李放到称上。

B: Fine.

好的。

18. A: Please pay the charge for your luggage.

请付行李运费。

B: What's the rate of the charge?

运费怎么算?

19. A: Is there anything valuable or breakable in your luggage?

行李里面有贵重物品或者易碎物品吗?

B: Well, there is a digital Canon camera in it.

喔, 里面有一个佳能数码相机。

20. A: What else do you want to buy?

您还想买点别的什么吗?

B: I want to buy an umbrella.

我还想买一把雨伞。

Knowledge Extension

China Train Stations

At the end of 2016, China has over 5,500 railway stations for passengers' use along its 77,000 miles (124,000 kilometers) long rail lines.

A train station, railway station, railroad station, or depot is a railway facility where trains regularly stop to load or unload passengers or freight. Railway passenger station is a place where different kinds of passenger service can be handled.

The early-built railway passenger stations are usually located in the center of the city or town, operating non-bullet trains and some also operating a few bullet ones. The newly-built passenger stations are generally located far from the city center and specialized in high-speed trains, such as Beijing South, Shanghai Hongqiao, and Xi'an North, but they mostly can be reached by metro and other public transport.

A train station in China usually consists of one or two squares and a terminal building, inside which ticket offices, luggage office, waiting rooms, boarding gates, platforms and some affiliated facilities like toilets, left-luggage, lost-and-found, hot drinking water, fast-food restaurants, and bilingual direction boards are provided.

Facilities

Square

A square often lies in front or at the rear part of a station, where bus stops, taxi stands, and subway and coach are distributed in and around it. Parking lots can be found on and under ground. What's more, there are shops, restaurants, vendors, hotels and public toilets. A square also serves as an outdoor waiting room, as it is always filled with travelers before being admitted into the building.

Station Building

Outside

Information Board: A huge LED screen usually hangs outside, showing the timetable and status of trains. You will find the departure time and when and whether or not you can enter the building.

Entrance & Exit: The entrance is usually central to the building. There will be conductors checking the tickets. A moving conveyor belt and a metal detection door are installed at the entrance for security check. The exit usually leads to the city's public transportation. Self-service check-in machines are installed at entrance and exit for ticket checking.

Ticket Office: The ticket offices or booking halls can be found near the entrance. There are boards showing ticket information. Conductors sit inside windows to sell tickets. Many have self-service ticket machines, but after the real-name ticket policy has been applied, travelers can only book tickets on the machine with their second generation Chinese ID cards. E-ticket Pickup Machine is also available, which enables passengers to collect their tickets that were booked online. There are also separate ticket windows for platform tickets, and these ticket windows are usually close to the entrance or exit.

Left Luggage: The left luggage center or luggage storage hall is also near the entrance. Some provide 24-hour service. The charge is CNY 5~20 per day for luggage of different weights or sizes. Take Xi'an as an example, it charges CNY 5 per day for a bag not exceeding 10 kg and CNY 10 per day for a bag over 10 kg.

Baggage check-in counters: The counters are near the entrance. If your luggage exceeds the weight or size limits, you can have your luggage consigned at the counters.

Others: Police office, passenger service center, restaurants, and shops can also be found outside the building.

Inside

LED Screens: Once inside the building you will see LED screens showing timetable and the designated waiting rooms. Look at these screens carefully to find your waiting room.

Waiting Room: Large stations have more than one waiting room and some also have special soft sleeper, CRH waiting rooms, and mother-and-child rooms. LED boards hanging in each waiting room tell the status of a train: waiting, check-in or delay, and

also the platform from which to board. A waiting room usually has several ticket wickets, where a conductor checks and punches your ticket. If there are self-service check-in machines, passengers holding blue tickets only need to insert the tickets into the machine and collect them after passing the gate. The pink ticket cannot be read by the machine. The self-service check-in machines in Beijing South, Shanghai Hongqiao and Tianjin South can also read ticket information through second generation Chinese ID card. Travelers sweep their ID cards over the machine—no paper tickets are required.

Luggage Lockers: Timed luggage lockers can be found inside the building. There are usually charged by hours and the sizes of luggage. In Beijing West, the charge for a normal-sized locker is CNY 10 for 7 hours, CNY 15 for 12 hours, CNY 25 for 24 hours, and additional CNY 10 every 12 hours after the first 24 hours; the charge for a large-sized locker is CNY 15 for 7 hours, CNY 25 for 12 hours, CNY 40 for 24 hours, and additional CNY 15 for every 12 hours after the first 24 hours.

Others: There are also convenient facilities such as toilets, boiled drinking water, escalators to the upper floors, inquiry counter, ATMs, lost and found center, public phones, and red cap luggage porters. Restaurants, café, shops, and book stores are also available.

Platform

Passages and stairs connect the waiting rooms with platforms. Some have escalators but not all do. Platforms are numbered, so it is easy for you to find the right one. On platforms, there are stalls selling all kinds of snacks, beverages, magazines and newspapers. Clear signs are available showing the way out upon arrival, although most are in Chinese.

Learning Tasks

1. Have a review of what is passenger station of High-speed Railway.
2. Discuss and understand the “Conversations”.
3. Try to make up a dialogue by using the expression you’ve learn in this lesson, then practice it with your partner.
4. Read and comprehend short passages related to *China Train Stations*.
5. Translate the following ticket into English.



6. Write a dialogue according to the situation given: You are a passenger clerk at the station lobby. A passenger wants to find a place in the station.