

免费提供
精品教学资料包
服务热线: 400-615-1233
www.huatengzy.com

GAOSU TIELU KEYUN FUWU YINGYU
高速铁路客运服务英语

选题策划: 刘建
责任编辑: 苏莉
封面设计: 刘文东



定价: 32.00元

高速铁路客运乘务专业精品教材

高速铁路客运服务英语

主编 袁笑文 李玲一

哈尔滨工程大学出版社
Harbin Engineering University Press

X-A

高速铁路客运乘务专业精品教材

高速铁路 客运服务英语

主编 袁笑文 李玲一

哈尔滨工程大学出版社
Harbin Engineering University Press

高速铁路客运乘务专业精品教材



高速铁路 客运服务英语

主编 袁笑文 李玲一



哈尔滨工程大学出版社
Harbin Engineering University Press

内 容 简 介

本书作为一本针对高铁服务人员的英语教材,旨在提高高铁服务人员的英语交流水平和培养符合高铁时代要求的高素质从业人员。高铁服务人员通过本书的学习,能够熟悉列车服务的英文表达,掌握英文沟通的技巧和方法。

本书共包括五个单元,分别介绍了票务、车站服务、乘车服务、突发情况的应急处理及旅游服务等内容。每个单元包括重点词语及表达、语句理解、场景对话及读和学四部分。

本书可作为高速铁路客运类相关专业学生的教学用书,也可作为高速铁路相关从业人员的自学参考书。

图书在版编目(CIP)数据

高速铁路客运服务英语/袁笑文,李玲一主编. —
哈尔滨:哈尔滨工程大学出版社,2021.12(2024.7重印)
ISBN 978-7-5661-1411-2

I. ①高… II. ①袁… ②李… III. ①高速铁路—铁路运输—客运服务—英语 IV. ①U293.3

中国版本图书馆 CIP 数据核字(2021)第 246749 号

高速铁路客运服务英语
GAOSU TIELU KEYUN FUWU YINGYU

选题策划 刘 建
责任编辑 苏 莉
封面设计 刘文东

出版发行 哈尔滨工程大学出版社
社 址 哈尔滨市南岗区南通大街 145 号
邮政编码 150001
发行电话 0451-82519328
传 真 0451-82519699
经 销 新华书店
印 刷 三河市龙大印装有限公司
开 本 787 mm×1 092 mm 1/16
印 张 10.5
字 数 282 千字
版 次 2021 年 12 月第 1 版
印 次 2024 年 7 月第 3 次印刷
定 价 32.00 元

<http://www.hrbeupress.com>
E-mail:heupress@hrbeu.edu.cn

服务电话:400-615-1233

近年来,随着我国经济的快速发展和基础设施建设的逐步加速,铁路,尤其是高速铁路的建设越来越受到国家的重视。高速铁路的发展也成为我国展示国际形象和国家实力的一个重要方面。伴随着我国改革开放的不断深化以及“一带一路”倡议的积极推进,我国的高速铁路事业迎来了发展的高峰期,高速铁路发展的同时也促进了各国之间的紧密联系及互利合作。党的二十大报告指出:加快构建新发展格局,着力推动高质量发展。搭乘复兴号,以风为速,以轨为尺,丈量大国前行的步伐。新时代十年,我国高铁年均投产 3500 公里,西部地区铁路里程突破 6 万公里,中欧班列开行数量不断迈上新台阶,铁路发展取得历史性成就。

随着我国在国际上的地位越来越重要,越来越多的国际友人进入中国,开始融入中国。虽然外籍旅客大部分具有一定的中文基础,但是高铁乘务人员掌握必备的高铁英语交际用语,就可以更好地促进双方的沟通,从而为中国树立更好的国际形象。

高速铁路客运服务英语作为高铁乘务专业开设的一门基础课程,在整个课程体系中起着十分重要的作用,对于培养具有一定英语技能的高铁客运服务人才具有举足轻重的作用。

本书推荐学时安排见下表。

单元序号	单元内容	学 时
1	The Ticket Service of High-Speed Railway	6
2	The Station Service of High-Speed Railway	8
3	On-train Service of High-Speed Railway	8
4	Emergency Treatment of High-Speed Railway	6
5	Tourism Service	6
总计		34

本书由袁笑文、李玲一任主编,王宁参与了编写。

本书在编写过程中参考了大量的文献和相关资料,未在书中一一注明,在此对相关作者表示感谢。

由于编者水平有限,书中难免存在疏漏和不足之处,敬请广大读者批评指正。

编 者

CONTENTS

目录

Unit 1 The Ticket Service of High-Speed Railway 1

Part 1 Ticket Office 1

- I. Key Words & Expressions (重点词语及表达) 1
- II. Sentences Comprehension (语句理解) 2
- III. Scene Conversation (场景对话) 5
- IV. Reading and Learning (读和学) 8

Part 2 Ticket Entrance 13

- I. Key Words & Expressions (重点词语及表达) 13
- II. Sentences Comprehension (语句理解) 14
- III. Scene Conversation (场景对话) 15
- IV. Reading and Learning (读和学) 18

Unit 2 The Station Service of High-Speed Railway 23

Part 1 Railway Station 23

- I. Key Words & Expressions (重点词语及表达) 23
- II. Sentences Comprehension (语句理解) 24
- III. Scene Conversation (场景对话) 25
- IV. Reading and Learning (读和学) 29

Part 2 Inquiry Office 31

- I. Key Words & Expressions (重点词语及表达) 31
- II. Sentences Comprehension (语句理解) 31
- III. Scene Conversation (场景对话) 33
- IV. Reading and Learning (读和学) 34

Part 3 Waiting Room 37

- I. Key Words & Expressions (重点词语及表达) 37

II. Sentences Comprehension (语句理解)	37
III. Scene Conversation (场景对话)	39
IV. Reading and Learning (读和学)	41
Part 4 Exit of the Station	43
I. Key Words & Expressions (重点词语及表达)	43
II. Sentences Comprehension (语句理解)	44
III. Scene Conversation (场景对话)	46
IV. Reading and Learning (读和学)	48

Unit 3 On-Train Service of High-Speed Railway 57

Part 1 Welcoming Passengers Aboard	57
I. Key Words & Expressions (重点词语及表达)	57
II. Sentences Comprehension (语句理解)	58
III. Scene Conversation (场景对话)	59
IV. Reading and Learning (读和学)	61
Part 2 Service in the Car	64
I. Key Words & Expressions (重点词语及表达)	64
II. Sentences Comprehension (语句理解)	64
III. Scene Conversation (场景对话)	66
IV. Reading and Learning (读和学)	68
Task 3 The Dining Car Service	73
I. Key Words & Expressions (重点词语及表达)	73
II. Sentences Comprehension (语句理解)	74
III. Scene Conversation (场景对话)	75
IV. Reading and Learning (读和学)	78
Part 4 Pre-arrival Service	82
I. Key Words & Expressions (重点词语及表达)	82
II. Sentences Comprehension (语句理解)	82
III. Scene Conversation (场景对话)	83
IV. Reading and Learning (读和学)	85

Unit 4 Emergency Treatment of High-Speed Railway 91

Part 1 Special and Emergency Service	91
I. Key Words & Expressions (重点词语及表达)	91
II. Sentences Comprehension (语句理解)	92

III. Scene Conversation (场景对话)	94
IV. Reading and Learning (读和学)	96
Part 2 Handling Passengers' Complaints	98
I. Key Words & Expressions (重点词语及表达)	98
II. Sentences Comprehension (语句理解)	99
III. Scene Conversation (场景对话)	100
IV. Reading and Learning (读和学)	102
Unit 5 Tourism Service	105
Part 1 Customs and Culture	105
I. Key Words & Expressions (重点词语及表达)	105
II. Sentences Comprehension (语句理解)	106
III. Scene Conversation (场景对话)	106
IV. Reading and Learning (读和学)	109
Part 2 Historical Sites	110
I. Key Words & Expressions (重点词语及表达)	110
II. Sentences Comprehension (语句理解)	111
III. Scene Conversation (场景对话)	111
IV. Reading and Learning (读和学)	114
Appendix	117
Appendix I Expand Reading	117
Appendix II Railway Passenger Service Vocabulary	127
Appendix III Vocabulary of Public Signs	155
Appendix IV Tourist Attractions in China	158
References	160

Unit 1

The Ticket Service of High-Speed Railway

Ability Objectives (能力目标)

- (1) Be able to help passengers buy train tickets or platform tickets.
(能够帮助旅客买火车票和站台票。)
- (2) Be able to help passengers buy one's train ticket after normal time.
(能够帮助旅客补票。)
- (3) Be able to tell passengers how to book train tickets in advance.
(能够告诉旅客怎样预订火车票。)
- (4) Be able to read and comprehend short English passages about buying train tickets.
(能够阅读并理解关于购买火车票的英文短文。)

Part 1 Ticket Office

I . Key Words & Expressions (重点词语及表达)

be able to	能够
platform ticket	站台票
book	预订
seat ticket	坐票
one way ticket	单程票

second-class seat	二等座
MU train	动车
first-class seat	一等座
business class seat	商务座
receipt	收据; 发票
in case of	如果; 一旦
fare	费用; 票价
valid ID certificate	有效身份证件
passport	护照
high-speed trains	高速列车
luxury soft sleeper	豪华软卧
aisle	过道, 通道
spacious	宽敞的, 广阔的
earphone jack	耳机插孔
volume adjustment button	音量调节按钮
locate on	位于
comparison	比较, 对照
aircraft	飞机
automatic door	自动门
environment	环境
the majority of	大多数
blanket	毯子
waist pillow	靠枕, 腰枕
luggage rack	行李架
special waiting area	特殊候车区, 特别等候区
the VIP entrance	VIP 通道
for instance	例如

II. Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.
(阅读下面的句子并将其翻译成中文。)

1. I'd like to buy a seat ticket for Shanghai.

中文: _____

2. One way ticket or round trip one?

中文: _____



3. I'd like to reserve a second class seat on the 12:00 train to Changchun.
中文: _____
4. Are there any tickets for Shenyang?
中文: _____
5. Can I book a seat for Beijing?
中文: _____
6. Do you want to take the local express, express, or MU train?
中文: _____
7. Do you want a second-class seat, a first-class seat or a business class seat?
中文: _____
8. How would you like to pay, Madam?
中文: _____
9. Sorry, the tickets are sold out. Is the next train OK?
中文: _____
10. Next available train is the D2745.
中文: _____
11. This is your change and the refund receipt.
中文: _____
12. Please keep your receipt in case of need.
中文: _____
13. Tickets can be refunded before train departure.
中文: _____
14. You have to pay 50 *yuan* for the refund.
中文: _____
15. You have to pay a refund service charge which is 5% of the ticket fare.
中文: _____
16. Here is your refund.
中文: _____
17. You can change the ticket once.
中文: _____
18. When does the last train leave for Changchun today?
中文: _____
19. Can you tell me where to have my ticket endorsed?
中文: _____

20. You have to pay a refund service charge.
中文: _____
21. Can I get a seat ticket for today's Train G118 to Beijing?
中文: _____
22. Sorry, today's tickets are all booked up.
中文: _____
23. Where can I have my ticket endorsed?
中文: _____
24. Please go to Window No. 5, where the tickets are endorsed.
中文: _____
25. I want to extend my journey to Ningbo.
中文: _____
26. Show me your passport, please.
中文: _____
27. Can you tell me how many kinds of train tickets there are in China?
中文: _____
28. Train tickets in China are divided into three kinds: passenger tickets, extra tickets and sleeping berth tickets.
中文: _____
29. How much is the fare?
中文: _____
30. A first class single ticket costs 100 *yuan*.
中文: _____
31. Sorry, I have missed the train.
中文: _____
32. In that case, you may ask to take the next train, but your berth ticket will be invalid.
中文: _____
33. Can I get a refund of my ticket?
中文: _____
34. Sure, but you will have to pay the refund service charge that is 20% of the ticket fare.
中文: _____
35. Which seats do you prefer, cushioned seats, ordinary seats, cushioned berths, or ordinary berths?
中文: _____

36. Two lower berths in a cushioned sleeper, please.

中文: _____

37. I'd like to get a soft berth ticket for Beijing.

中文: _____

38. Yes, show me your passport, please.

中文: _____

39. Is my berth ticket still valid for the next train?

中文: _____

40. No, the berth ticket is only valid for the date and for the train number shown on the ticket.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

P—Passenger(乘客) T—Ticket Agent(售票员)

T: Good afternoon! What can I do for you?

(售票员: 下午好, 有什么可以帮助您的?)

P: Afternoon! My friend booked a ticket for me by telephone. I want to pick up the ticket now.

(乘客: 下午好, 我的朋友通过电话给我订的车票, 我想取一下。)

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

(售票员: 好的, 请出示您的有效身份证件和订单号码。)

P: Here is my passport. The pickup number is 4547842010.

(乘客: 给您护照, 订单号码是 4547842010。)

T: Please wait a minute. Do you book a second-class seat of train D118 to Harbin at 11:18 on July 14th and a first-class seat of train G1202 from Harbin to Shanghai Hongqiao at 08:20 on July 17th?

(售票员: 请稍等。您订的是 7 月 14 日 11:18 到哈尔滨的 D118 次的二等座和 7 月 17 日 08:20 哈尔滨到上海虹桥的 G1202 次一等座吗?)

P: Yes.

(乘客: 对。)

T: It comes to 1,679 yuan. That includes the service fee, 5 yuan.

(售票员: 一共 1 679 元钱, 包括 5 元的取票手续费。)

P: May I pay US dollar for it?

(乘客: 可以用美元支付吗?)

T: Sorry, we only accept RMB in cash, but the UnionPay card is acceptable here.

(售票员: 对不起, 现金支付只能使用人民币, 但是您可以使用银联卡。)

P: Really? That's great. Here you are.

(乘客: 真的吗? 太好了。给您银联卡。)

T: Here is your credit card, your ticket and the voucher. Please check it.

(售票员: 给您银行卡、车票和支付凭证。请核对一下。)

P: Thank you.

(乘客: 谢谢。)

T: It's my pleasure.

(售票员: 不用谢。)

Dialogue 2

P—Passenger(乘客) T—Ticket Agent(售票员) PC—Passenger Clerk(客运服务员)

P: Excuse me. I have reserved a seat online. Now I'd like to get a ticket on the self-service ticket machines.

(乘客: 您好, 我在网上订了一张票, 想在自动售票机上取一下车票。)

PC: Sorry. Ticket machines at the stations only recognize Chinese second-generation ID card and cannot print online bookings for foreign passengers. You have to pick up the ticket at Window No. 3 in the booking office.

(客运服务员: 对不起, 自动售票机只能使用中国第二代居民身份证取票, 不能打印外国乘客的网上订票, 您需要到售票处 3 号窗口取票。)

P: Thank you.

(乘客: 谢谢。)

PC: You are welcome.

(客运服务员: 不用谢。)

(at the ticket counter)(在售票柜台)

T: May I help you, sir?

(售票员: 先生, 有什么可以帮助您的?)

P: Yes. I'd like to change the electronic ticket into the paper ticket.

(乘客: 我想把电子车票换成纸质车票。)

T: Please show me your valid ID certificate.

(售票员: 请出示您的有效身份证件。)

P: Here is my passport.

(乘客: 给您护照。)

T: OK. And you still need to give me your order number, please.

(售票员: 好的。还需要出示订单号码。)

P: Here you are. The number is on the paper.

(乘客: 给您。订单号在纸上。)

T: You booked a cushioned seat ticket of train Z158 on March 9. Here is your passport and ticket.

(售票员: 您订的是 3 月 9 日的 Z158 次软座。给您护照和车票。)

P: Thank you.

(乘客: 谢谢。)

T: My pleasure.

(售票员: 不用谢。)

Dialogue 3

P— Passenger(乘客) T— Ticket Agent(售票员)

P: Excuse me, can you tell me if my ticket can be changed?

(乘客: 您好, 请问我的车票可以办理改签吗?)

T: Let me look at your ticket. Sorry, you cannot refund your ticket after the train leaves, but you can change your ticket within two hours after departure.

(售票员: 让我看看您的车票。对不起, 开车后的车票不能办理退票。但是可以办理在开车后 2 小时内改签。)

P: That's great. Can I change to a berth ticket?

(乘客: 太好了。我可以改签卧铺票吗?)

T: Yes, you can. But you should compensate the price difference.

(售票员: 是的, 可以。但是您应该补偿差价。)

P: Thank you. I'd like a lower cushioned berth ticket.

(乘客: 谢谢。我想要一张软卧下铺票。)

T: Please provide your valid ID certificate.

(售票员: 请提供您的有效身份证件。)

P: Here you are.

(乘客: 给您。)

T: You have to pay an extra 350 yuan.

(售票员: 您需要额外支付 350 元。)

P: Here is 400 *yuan*.

(乘客: 给您 400 元。)

T: All right. Here is your passport, your ticket and the change.

(售票员: 好的。给您护照、车票和零钱。)

P: Thank you.

(乘客: 谢谢。)

T: It's my pleasure.

(售票员: 不用谢。)

IV. Reading and Learning (读和学)

Text A Ticket Types on High-Speed Trains

In China, high-speed trains are divided into three types, namely type C, type D and type G. The tickets of these three types of trains can be divided into six types, namely second-class seat, first-class seat, business seat, VIP seat, soft sleeper and luxury soft sleeper.

Relatively speaking, second-class and first-class seats are the most popular seat types for passengers. The price of business seat is very expensive, but it will be more comfortable than first-class and second-class seats. It is similar to the business class on the plane. VIP seats are not very common. Soft sleeper and luxury soft sleeper are usually only provided on high-speed railway trains running at night. They are the best choice for night travel.

First-Class Seat

In the first-class carriage of the high-speed train, there are two chairs in each aisle, one less than the second-class carriage. Therefore, the first-class compartment is more spacious than the second-class compartment, with wider seats, 19 inches (about 47 cm), and a greater distance between the two rows, about 16—20 inches (about 40—50 cm). The seat and seat back can also be rotated and adjusted according to the needs of passengers. In addition, the back of the first-class seat is equipped with a foldable pedal and a small pillow. For some bigger passengers, it is recommended to take first-class seats.

There is a small foldable table on the armrest of each seat. In addition, there are earphone jack and volume adjustment button on the side of the armrest. The first-class seat also has a socket for charging mobile devices such as mobile phones. Of course, the ticket price of first-class seat is higher than that of second-class seat.

The numbers of each row of seats in the first-class compartment are A, C, D

and F respectively, where A and F are near the window, C and D are near the aisle (see Figure 1-1).



Figure 1-1 First-class seat

Second-Class Seat

There are five seats in each row of the second-class carriage, two on one side of the aisle and three on the other side. The space in the second-class compartment is like the economy class on an aircraft. The width of the seat is about 17 inches (about 42 cm), and the leg space between the two rows is 16 inches (about 40 cm). On high-speed trains, the fare for second-class seats is the lowest of all seat types.

The second-class seat can be rotated 180 degrees so that all passengers can face the direction of the train. The seat can be adjusted back and forth so that passengers can ride in the most comfortable way. The armrest between the two seats can be folded, and there is a small foldable table on the seat back. A socket for charging mobile devices is provided at the bottom of each row of seats.

The seat numbers of second-class seats are A, B, C, D and F respectively. Among them, A, B and C are located on one side of three seats, seat A is near the window and seat C is near the aisle; D and F are located on one side of two seats. Seat D is near the aisle and seat F is near the window (see Figure 1-2).



Figure 1-2 Second-class seat

The comparison between first-class seat and second-class seat is shown in Table 1-1.

Table 1-1 China High-speed Train First-Class Seat VS. Second-Class Seat

First-Class Seat	Second-Class Seat
There are four seats in each row. The seats are larger and more comfortable. It is recommended for big passengers.	There are five seats in each row, similar to economy class on an aircraft.
Footrest available.	No footrest.
Foldable table inside the armrest.	Foldable table attached to the seatback in front.
20%—40% more expensive than second-class seats.	Cheapest among all classes on a high-speed train.

Business-Class Seat

Business-class seats are available on some high-speed trains in China. The carriages are usually located in the fore or back part of the train and separated from other carriages by automatic doors to provide a quiet environment. There are two or three seats in a row with the arrangement of 2+1 AC-F, 2+0 AC or 1+1 AF. Seats A and F are located by the window. A ticket for business-class is typically double the price of a seat in first class and three times the price for a second class ticket. The business-class seats are particularly ideal for business people and high-end users with sufficient travel budgets.

What Does the Business-Class Seat Look Like?

Business-class seats are sofa-like leather armchairs, independent from each other. They can be adjusted from sitting angle to flat angle, with a total length of 180—190 cm, allowing the majority of the passengers to lie down and have a good rest. The interval between two rows is 200 cm, so there is no worry of interrupting the passengers of the other rows when lying down. The headrest is the same width of the armchair and can be used as a pillow when the passenger is lying flat. Blankets and waist pillows are also provided and passengers can ask the attendant for them. All seats are also rotatable so passengers can choose which direction to sit towards. (see Figure 1-3)

On the armrest, passengers can find a tray table, a multimedia entertainment pad and a power port. There is also a reading lamp on one side of the chair with a dimming system. Passengers can press the buzzer to call the attendant when they need help.



Figure 1-3 Business-class seat

The luggage racks are on both sides of the carriage above the chairs. The floor is covered by carpet and the light in the carriages is warm. Restrooms for business-class passengers only are outside the carriages and have both hot and cold water.

Special Facilities and Services for Business-Class Seat Passengers

Special Waiting Area at Railway Stations

At some big railway stations, business-class seat passengers may have a special waiting area, which is relatively quiet. Free Wi-Fi, free beverages, free snacks, newspapers and magazines are offered in the area.

Priority of Earlier Boarding

A business-class ticket also entitles passengers to earlier boarding and at some departure stations, there may be railway staff guiding them through the VIP entrance.

Free Porter Service

Porter service can be found at some big stations and business-class seat passengers may enjoy this service for free at some stations.

Free Travel Bag

For some long-distance trips, passengers will be provided with a pair of disposable cotton slippers, a travel package with earplugs, earphones, blindfold, wet wipes, shoe covers and a bag of snacks.

Free Beverages

On some trains, free beverages may also be provided. Passengers can choose the beverages they want and free refills are available.

Free Meals

If the trip covers meal time, a free meal may be provided for business-class seat passengers.

VIP Seat

VIP carriages are set on a few high-speed trains. These are very comfortable

with enough space and good facilities. There are three chairs in a row, two on one side and one on the other side of the aisle. The seats, generally like those in the first class carriage, can turn 360 degrees and the backrest can be adjusted. There are reading lamps, and radio and video facilities.

Text B Things You Need to Know about Tickets

Opening Time of Ticket Counters in Railway Stations

Generally, there is one or more ticket counters in railway stations which are open 24 hours a day and 7 days a week for passengers' convenience. However, in some stations, all ticket counters are closed at late night time if there is no train arriving or departing. For instance, stations specializing in bullet trains, which usually stop running at late night, such as Beijing South Railway Station, whose ticket counters are open from 06:00 to 23:00. Another example is the relatively small and remote stations, like Jishou Railway Station (close to Phoenix Ancient Town), ticket collection only open from 08:00 to 21:00. But there is no need to worry. The closed counter(s) will be opened 1—2 hours ahead of departure even at late night if there is a train departing.

Tips Before Booking a China Train Ticket

1. Make sure you input exactly the same name and passport number in the booking form. If one letter is different from what is on your passport, you cannot collect your paper ticket and you will not be able to aboard the train.
2. If you choose to collect the ticket by yourself, you need carry your passport and the e-ticket number to collect the paper ticket (like a boarding card in airport) in the train station ticket collection window or any train ticket office in China before you can board the train.
3. Train tickets can be issued(confirmed) within 15—30 days before the departure date, so you can make a booking earlier to guarantee the ticket availability.
4. Make sure you reach the train station at least one hour before the departure time, because the train ticket is not refundable nor changeable if you miss your train (after the departure time).

How to Identify the Authenticity of a Ticket?

1. Watermark: The watermark must be printed clearly.
2. Feel: An authentic one feels smooth. Some fake ones may feel rough, and their printing may rub off or not be printed neatly.
3. Flexibility: Roll the ticket up and twist it. An authentic one will resume its

original shape.

4. Comparison: Compare the ticket with an authentic one you already have.
5. Code: Every ticket has a set of codes at the top left. You could find a corresponding set of codes at the bottom left.
6. Anti-fake Code: On the lower right, there is an anti-fake two-dimensional code which records the train number and passenger's information.

Exercise: Read the passages and answer the following questions.

- (1) How many kinds of high-speed rail tickets are there in China?
- (2) How to arrange the first-class seats of China's high-speed railway?
- (3) How to number the second-class seats of China's high-speed railway?
- (4) Who are the business-class seats recommended to?
- (5) What is the opening time of ticket counters in railway stations?
- (6) What do you need to know before booking a Chinese train ticket?
- (7) How to identify the authenticity of a ticket?

Part 2 Ticket Entrance

I . Key Words & Expressions (重点词语及表达)

get on board	乘车
departure	离开, 启程, 开车
inform	通知
wait a moment	稍等片刻
such as	诸如, 例如
automatic check-in machine	自动检票机
according to	根据, 依照
voucher	凭证
ticket counter	售票处
self-service ticket machine	自助售票机
no longer	不再, 从不
reimbursement	报销
precaution	注意事项
National Day	国庆节
Chinese New Year	农历新年, 春节

summer vacation	暑假
pick up the ticket	取票
information desk	问讯处, 咨询台
departure station	始发站
arrival station	终点站
the Chinese currency	人民币

II. Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.

(阅读下面的句子并将其翻译成中文。)

1. Show me your ticket, please!

中文: _____

2. Thank you, welcome aboard.

中文: _____

3. How long can I get on board before train departure, please?

中文: _____

4. You may get on board 30 minutes before the train leaves.

中文: _____

5. We are very sorry that we do not know the reason for delay, and we will inform you if there is any news.

中文: _____

6. Please get your tickets ready.

中文: _____

7. Passengers for Train T23, please go to the boarding gate and get ready for boarding.

中文: _____

8. Staff will inform you when ticket checking begins.

中文: _____

9. Ticket checking starts 30 minutes before the train leaves. Wait a moment, please.

中文: _____

10. Your ticket was valid for yesterday's train. It's no longer valid.

中文: _____

11. You have to pass security control.

中文: _____

12. At the entrance of the Waiting Hall Building, you can see X-ray machines.

中文: _____

13. All the luggage has to be passed through to be examined for the dangerous items, such as the toxic, flammable and explosive goods.

中文: _____

14. Animals are forbidden in the train.

中文: _____

15. Once you put your luggage on the conveyor belt, please go to the other side and fetch them quickly in case that your luggage is taken either by mistake or on purpose.

中文: _____

16. Please put your carry-on luggage on the X-ray machine.

中文: _____

17. All the passengers, form a line, please. Prepare your tickets and ID cards, please.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Excuse me. Can I check my ticket and ID card using automatic check-in machine?
(您好。我能使用自动验票机查验车票和身份证件吗?)

PC: Sorry. Passengers can check in by themselves only by inserting their train ticket along with their second-generation ID card. But you can pass through manual check-in passages.

(对不起,旅客自助验票进站只能用二代身份证和车票。但您可以通过人工检查通道。)

P: Thank you.

(谢谢。)

(At the manual check-in gate)

PC: Please show me your ticket and ID card.

(请出示您的车票和身份证件。)

P: Here you are.

(给您。)

PC: The two names are different.

(这两个名字不一致。)

P: Let me see. Oh, sorry. I take a wrong ticket.

(我看看,哦,对不起,我拿错车票了。)

PC: Here is your ticket and passport. Please keep well.

(给您车票和护照。请收好。)

P: Thanks a lot.

(谢谢。)

PC: My pleasure.

(不用谢。)

Dialogue 2

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Excuse me. I'm afraid I lost my ticket. What should I do now?

(您好。恐怕我的车票丢了。现在该怎么办?)

PC: Don't worry. According to the latest regulation, a passenger who lost his/her real-name ticket can go to the ticket office at the railway station to buy a replacement ticket and have the booked seat reclaimed.

(请不用担心。根据最新规定,旅客购买实名制车票后如丢失车票,可去车站售票处购买替代票,替代票的座号仍是原车票的座号。)

P: How much is the fare?

(费用是多少?)

PC: You can buy a new ticket for the same price as the original one. But you should handle the replacement procedure before the close of the ticket selling for the train. You need to provide the valid ID certificate used in buying the original ticket, the date of the ticket, and the name of the ticket office issuing the original ticket.

(您需要花费和原票相同的票价购买一张新车票。但是您可在该趟列车停止售票前到车站售票窗口办理挂失补办手续。您必须提供购票时所使用的有效身份证件原件、原车票乘车日期和购票地名称。)

P: Anything else?

(还有其他吗?)

PC: Then you can board the train and explain the situation to the attendant. The conductor will provide a voucher, if he/she confirms the original ticket cannot be used. You should hold the voucher together with new ticket and the ID certificate to get a refund for the replacement ticket within 24 hours after

arriving at the destination. The original full ticket price will be returned, and the service fee is 2 *yuan*.

(然后您持新车票乘车,应向列车员说明情况。列车长确认该席位未被使用,将开具客运记录交旅客作为到站退票的凭证。旅客到站后 24 小时内,凭客运记录、新车票和身份证办理退票,将按原价退票,手续费 2 元。)

P: Thank you.

(谢谢。)

PC: You are welcome.

(不用谢。)

Dialogue 3

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

PC: Show me your ticket, please.

(请出示您的车票。)

P: Here you are. Could you tell me how to find the right waiting room?

(给您。您能告诉我候车室在哪里吗?)

PC: Here is your ticket. There are seven waiting rooms with the No. 1 to No. 4 on the first floor and the No. 5 to No. 7 on the second floor. All passengers are required to wait for the trains in these seven waiting rooms. A big electric screen displays the train number, departure time and the waiting room number and can help you to find the right waiting room.

(给您车票。有 7 个候车室,1~4 号候车室在一楼,5~7 号候车室在二楼。所有的旅客都要在这 7 个候车室里候车。大屏幕会显示车次、发车时间和候车室号码,以帮您找到正确的候车室。)

P: But my ticket is the cushioned berth ticket. Where is the waiting room?

(但我的票是软卧票,应在哪里候车?)

PC: The No. 1 and No. 2 waiting rooms are specially prepared for passengers with cushioned berth tickets. The waiting room for your train will be in there.

(持软卧票的旅客应在 1、2 号候车室里候车。您所乘坐的那趟车应该在那里候车。)

P: Thank you.

(谢谢。)

PC: Not at all.

(不用客气。)

IV. Reading and Learning (读和学)

Text A How to Collect a Train Ticket

After booking with online agencies, foreign travelers can only pick up their train tickets at the ticket counters of railway stations(see Figure 1-4). A valid ID certificate like the passport used for booking is required for the collection.



Figure 1-4 Ticket counters

Self-service ticket machines at the stations only recognize Chinese ID cards and cannot print online bookings for foreign passengers, so do at ticket outlets outside the station(see Figure 1-5).

To save time, you are recommended to use the ticket delivery service if the booking agency offers it.



Figure 1-5 Ticket machine

Listed below are some tips for picking up tickets at railway stations:

Required documents for collection: the original document used for booking and the ticket pickup number. When picking up tickets for others, you need to have their original documents and pickup number too.

There may be long queues at ticket counters, especially during Chinese public

holidays like National Day holiday (October 1—7), Chinese New Year (January to early March), and summer vacation (end of June to early September). To ensure a smooth trip, you are suggested to pick up ticket the day before your departure if time permits. If you have to collect it on the day of departure before boarding, you'd better get to the station as early as possible (at least 2—3 hours prior to scheduled departure time).

If you decide to pick up the ticket before boarding, make sure you go to the right station. Many cities have more than one railway station. So read the confirmation letter sent by your booking agency carefully. Actually, it is advised to print out the confirmation letter in advance, as well as the address of the station and its transportation information in both Chinese and English, in case you need to ask for help from the locals.

Usually, tickets can be collected from any regular ticket counters in train stations (excluding ticket change, refund, and transfer counters). Some stations have special counters for tickets collection, in Chinese characters “取票窗口” or “取票专口”, which save you much time. For example, in Xi'an Railway Station, Counters 25 and 26 in the east ticket hall and Counter 9 in the west ticket hall are especially for ticket collection.

Some stations also have English counters, which save trouble for foreign passengers. In Beijing West Railway Station, it is Counter 16 at the east ticket hall of the north square.

If you have booked multi-trip tickets, it's better to collect them all at the first departure station to save time. When collecting tickets of trains departing from other cities, a service fee of 5 *yuan* per ticket is charged by the station. This is not included in the booking agency's service charge and should be paid in cash on spot. For example, if you have booked three tickets of Beijing West—Xi'an, Xi'an—Shanghai, and Shanghai—Guilin, you can pick up them all in any of the railway stations in Beijing and the service fee levied by the station will be 10 *yuan* (for Xi'an—Shanghai and Shanghai—Guilin which are not originating from Beijing).

Many stations have installed self-service ticket machine. However, foreign/Hong Kong/Macao/Taiwan passengers should not queue there, as they can only recognize Chinese ID card issued by the public security bureau of the PRC.

If you have any questions concerning ticket collection in the train stations, go to the information desk. Almost all stations have an information desk in conspicuous places to help passengers out.

Text B How to Read China Train Tickets

There are two kinds of train tickets in China: red paper and blue magnetic (see Figure 1-6). Although different in color, they have not much difference in how they show

information. Let's read a China train ticket from top to bottom and left to right.



Figure 1-6 Two kinds of train tickets

1. Ticket Number

This is in red and located on the top left corner, consisting of both letters and digits. Each ticket has its own number and it seldom duplicates others.

2. Boarding Gate

This is shown on the top right corner. Boarding gates in some of the earlier-built stations like Xi'an Railway Station are not numbered. Hence this information is not shown, like the below red one.

3. Departure and Arrival Stations

These are the largest characters on the whole ticket, with the departure station on the left and the arrival station on the right. The English letters below them are their Chinese pronunciations in *pinyin*.

In China, a railway station is usually named after the city, such as “西安 (Xi'an)站 (Railway Station)”. When the city has more than one station, any station built later is named as “city name+location of the station in that city”, like “北京 (Beijing)南 (South)站 (Railway Station)”. The locations used in station names are usually “东 (east)” “西 (west)” “南 (south)” and “北 (north)”, while a few are local well-known places like Shanghai Hongqiao.

4. Train Number

This is placed between the departure station and the arrival station, and made up of several digits or an English letter prefix, which refers to different train types.

5. Departure Date and Time

These are located in the fourth row on the left, in the order of year/month/date/hour/minute. Usually, passengers are allowed to enter the railway terminal at most 2 hours before departure; the boarding gates are opened and closed 30 minutes and 5 minutes before departure respectively.

6. Carriage Number and Seat/Berth Number

These are to the right of the departure date and time, with the carriage number first. China railway carriages are numbered with digits, while a few have a prefix “加(addition)”, meaning the carriage is added due to an excess of passengers. This usually happens during peak travel seasons like Spring Festival travel rush.

Inside normal trains, seats are numbered with digits while in high-speed ones, seats are numbered with digits plus an English letter.

Berths inside the carriages are identified by “digits + location”, like No. 04 upper berth. Usually, there are “上铺(upper berth)” “中铺(middle berth)”, and “下铺(lower berth)” inside sleeper carriages.

7. Class

Below is the carriage and seat/berth numbers. Table 1-2 lists the Chinese and English versions of various seats.

Table 1-2 The Chinese and English Versions of Various Seats

Chinese Version	English Version	Chinese Version	English Version
特等座	VIP Class Seat	高级软卧	Deluxe Soft Sleeper
商务座	Business-Class Seat	软卧	Soft Sleeper
一等座	First-Class Seat	硬卧	Hard Sleeper
二等座	Second-Class Seat	硬座	Hard Seat
软座	Soft Seat	无座	Standing (no berth or seat)

8. Price

This is on the left side of the fifth row, in units of the Chinese currency. Below it, the Chinese sentence says: Permission only for the specific train of the printed date and time.

9. Passenger's Certificate Number and Name

These are in the seventh row with the passenger's real certificate number on the left and his name behind it.

10. Advertisement

In the lower left, there are two Chinese sentences in a dotted line box, advertising the passenger ticket booking (*www.12306.cn*) and freight transport service (*www.95306.cn*) of the China Railway Corporation.

11. Printing City

This is in the last row in Chinese characters, telling in which city the ticket was printed. To its left is a code made up of digits and English letters. It is used to verify the authenticity of the ticket, as does the two-dimensional code in the right bottom corner.

Exercise: Read the passages and answer the following questions.

- (1) Where can passengers collect their tickets?
- (2) What do you need to know before booking a Chinese train ticket?
- (3) How many kinds of train tickets are there in China?
- (4) How to identify the authenticity of a ticket?

Unit 2

The Station Service of High-Speed Railway

Ability Objectives (能力目标)

- (1) Be able to answer and explain relevant railway regulations to passengers in English.
(能够用英语向旅客回答和解释相关铁路法规。)
- (2) Be able to communicate with passengers in English.
(能够用英语与旅客交流。)
- (3) Be able to read and comprehend some short English passages about station service work.
(能够阅读并理解与车站服务工作相关的一些英语短文。)

Part 1 Railway Station

I . Key Words & Expressions (重点词语及表达)

train schedule	列车时刻表
waiting hall	候车大厅
CRH	高铁
luggage consignment note	行李托运单
suitcase	手提箱
flammable	易燃的

explosive
security check
COVID-19
more than
correspond
announcement
bilingual
dining car
crowd

易爆的
安全检查
新型冠状病毒肺炎(新冠肺炎)
比……更,超过,不只是
相一致
公告
双语的
餐车
人群

II. Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.

(阅读下面的句子并将其翻译成中文。)

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

中文: _____

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

中文: _____

2. A: Where is the No. 2 Waiting Hall?

中文: _____

B: It is on the west side of the second floor.

中文: _____

3. A: Where is the refreshment stall?

中文: _____

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

中文: _____

4. A: Where is the toilet?

中文: _____

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

中文: _____

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

中文: _____

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

中文: _____

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

中文: _____



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

中文: _____

7. A: Please fill in this form.

中文: _____

B: OK.

中文: _____

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

中文: _____

B: Fine.

中文: _____

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

中文: _____

B: What's the rate of the charge?

中文: _____

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

中文: _____

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

中文: _____

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

中文: _____

B: I want to buy an umbrella.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

P—Passenger(乘客) PC—Passenger Clerk(客运服务员) LC—Luggage Clerk(行李员)

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。记得在表格底部签上姓名。)

P: Thank you for your advice.

(谢谢提醒。)

LC: How many pieces of luggage 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,一个衣箱和两个旅行包。)

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?

(那有贵重物品吗?)

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: That's 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 2

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

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, 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, 在站口核实车票和身份, 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* per day.

(一天 20 元。)

P: That's great! Thank you.

(那太好了! 谢谢。)

PC: Not at all.

(不用谢。)

Dialogue 3

S—Salesperson(售货员) P—Passenger(乘客)

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 specialties 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 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 thousand *yuan* per kg. 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 1 千克,也有上千元 1 千克的。您想买哪个价位的?)

P: 500 *yuan* per kg.

(500 元 1 千克的。)

S: OK. 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。)

IV. Reading and Learning (读和学)

Text A China Train Stations

Since China is a country with a vast territory, there are 5,576 railway stations in China covering about 135,360 kilometers, among which 1,994 stations are for passengers. In China, almost every city has a train station. For big cities, such as Beijing, Shanghai, Guangzhou, Zhengzhou and Wuhan, there are more than one station.

A railway station is composed of the ticket office, waiting hall, the platform, etc.

Ticket Office

Almost all the ticket offices in the railway stations are open 24 hours. In China, the pre-sale period of the train tickets in railway stations is 28 days (online is 15—30 days). There are ticket windows for foreign passengers in train stations in big cities. If not, ask for help from the working staff who is dressed in a uniform.

Waiting Hall

At the entrance of the waiting hall, passengers are required to show their train tickets and ID or passports to the working staff. There are usually more than one waiting room in the hall. For each train, there is a corresponding waiting room. Waiting rooms are usually equipped with toilets, drinking water dispensers, Lost and Found, the inquiry counter, the food store, etc. Figure 2-1 shows the waiting hall of Beijing Railway Station.



Figure 2-1 The waiting hall of Beijing Railway Station

Platform

The platform is connected with the waiting room. For each train, there is a corresponding platform. The number of the platform is shown on the LED bulletin

at the entrance of the platform. The platform of Beijing Railway Station is shown in Figure 2-2.



Figure 2-2 The platform of Beijing Railway Station

Text B China Train Travel Tips

Usually, the announcement of the railway station is broadcast in Chinese, but in some cities, such as Beijing, Shanghai and Xi'an, the railway station will also broadcast in English. But every railway station has bilingual signs in Chinese and English, which will be very helpful to foreign passengers.

The arrival time of the train is only enough for passengers to get on and off. Therefore, if you don't arrive at the station during the journey, you must not get off, otherwise the train may leave before you get on the train again.

Most night trains are equipped with dining cars in which passengers can eat. In addition, there are often stewards on the train who provide cart sales services for food, drinks and other snacks. They often go back and forth to each carriage.

Need to face the crowd and some inconveniences.

Valuables need to be carried with you. Pay attention to your luggage during travel.

Never give personal information to strangers.

Never accept food or drinks given by a stranger.

Exercise: Read the passages and answer the following questions.

- (1) What are the components of a railway station in China?
- (2) What parts are usually equipped in the waiting room?
- (3) Where is the platform number displayed?

Part 2 Inquiry Office

I . Key Words & Expressions (重点词语及表达)

drinking machine	饮水机
spontaneous combustion articles	自燃物品
corrosives	腐蚀剂
radioactive materials	放射性物质
smuggle	走私
precious historic relics	珍贵文物
queue up	排队
overdue	逾期的,过期的
subway	地铁
HSR ticket	高铁车票
the real-name policy	实名制政策
half price ticket	半价票
kill time	消磨时间
foldable portable stroller	可折叠便携式婴儿车
diaper	尿布
pregnant women	孕妇
fetus	胎,胎儿
abortion	流产,夭折
discomfort	不适,不舒服
take care of	照顾
terminal	终端,末端

II . Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.

(阅读下面的句子并将其翻译成中文。)

1. There is a drinking machine in the waiting room. There you can get free water.

中文: _____

2. The toilet is in that direction on the second floor.

中文: _____

3. Where is the ticket office?
中文: _____
4. Is this the luggage office?
中文: _____
5. Will you please tell me how to check my luggage for Beijing?
中文: _____
6. Please present the ticket when you check your luggage.
中文: _____
7. I'd like to reserve a seat ticket to Shanghai.
中文: _____
8. No explosives, inflammables, spontaneous combustion articles, corrosives, poisons, radioactive materials are permitted to be checked in luggage.
中文: _____
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.
中文: _____
10. A: Where can I get a train schedule?
中文: _____
B: You can get one at the entrance to the waiting room.
中文: _____
11. Please queue up in order.
中文: _____
12. Next person, please.
中文: _____
13. Please use auto gates correctly to board faster. Let gate staff check pink tickets.
中文: _____
14. You missed your train. Please change your ticket at the ticket office.
中文: _____
15. Your ticket has been already overdue. Please buy another one.
中文: _____
16. You can only take this train on this day.
中文: _____
17. Check-in will be stopped 5 minutes before train departure.
中文: _____

18. We can help you look for your friend through broadcast.

中文: _____

19. Take it easy.

中文: _____

20. Would you please describe his appearance for me, Madam?

中文: _____

21. Mr. Karl from Germany, your friend is waiting for you at the information desk.

中文: _____

22. We offer Internet service, and now you can connect to the Internet.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

A: Excuse me, but 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: That's all right.

(不用客气。)

Dialogue 2

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Excuse me. Could you tell me where to purchase high-speed railway (HSR) tickets?

(您好。请问能告诉我在哪里可以买到高铁车票?)

PC: Sure. You could purchase HSR tickets at the booking office. The booking office sells tickets 15 days in advance.

(当然。您可以到车站的售票厅买票。售票厅可以提前 15 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 implements the real-name policy for train tickets, passengers need to bring valid ID certificates to buy the ticket, and the 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。还有其他要求吗?)

PC: You have to tell the ticket seller your date of travel, the time of your departure, the names of your departure and arrival stations, and she will help you 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 can go into the station and take the train by ticket and ID certificate.

(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。)

IV. Reading and Learning (读和学)

Text A Train Travel in China with Kids

We do not recommend that you take your children (especially babies) to travel by non high-speed train. If you have to take your children by train, taking a short time high-speed train is a relatively good choice. Here are some suggestions for traveling by train with children or babies:

1. Buy children's tickets. In China, children between 1.2 meters (about 3.9 feet) and 1.5 meters (about 4.9 feet) tall can enjoy half price tickets (except

sleeper cars), which is about 75% of adult tickets. Note that sleeper on high-speed train does not have children's ticket discount.

Children under 1.2 meters (about 3.9 feet) can take the train for free, but they cannot occupy their own seats or berths. If they want to occupy a seat or berth alone, they need to buy a children's ticket. Every child must be accompanied by an adult, and the adult must buy adult tickets.

2. Wait in the mother and baby waiting room. Most large railway stations have mother and baby waiting rooms where you can feed babies and change diapers. The waiting room for mother and baby is not crowded and quiet. You can get a more comfortable environment inside. In addition, passengers in the mother and baby waiting room are allowed to get on the bus in advance to avoid crowded passenger flow. In some railway stations, children are also provided with some simple entertainment facilities to kill time.

Some railway stations may not have mother and baby waiting rooms, but there are paid waiting rooms where passengers can get on the train in advance. Generally, the charging standard of these paid waiting rooms is 10 *yuan*.

3. Carry a foldable portable stroller with you. Only foldable portable strollers are allowed on the train. Passengers can put them under the seats or sleeper of ordinary trains, or on the luggage rack between the carriages of high-speed trains.

4. Prepare snacks and toys for children. Children may feel bored when traveling by car. Taking some small toys or their favorite snacks and drinks can kill the boring time. Snacks and drinks are also sold on the train, but the price is relatively high. It is recommended that you put snacks and small toys where you can reach them at any time.

5. There are diaper changing facilities on high-speed trains. Some first-class carriages of high-speed trains are equipped with diaper changing facilities for passengers with babies. However, we recommend that you change the baby's diaper before getting on the train.

6. Don't let the children run about in the carriage. Running around on a high-speed train is easy to fall, especially children who have just learned to walk. Moreover, the aisle of the train carriage is narrow, so it is easy to cause damage.

7. Never leave your kid or baby alone at the seat or berth. If you have to walk away for a while, ask the railway staff to take care of them for you.

Text B Train Travel during Pregnancy

Although most large railway stations have set up some special facilities for

pregnant women, such as maternity waiting room, it is not safe and convenient for pregnant women to travel by train due to their inconvenient movement. Before traveling, it is recommended to consult a doctor to confirm whether it is appropriate to take the train. If you can take the train, take the high-speed train as much as possible in order to shorten the travel time. In addition, the following tips are also important for pregnant women to take the train:

1. If you are in the first three months of pregnancy, you are not recommended to take the train, because the fetus is unstable at this time, which is easy to cause abortion. It is not recommended that you take the train near the due date, or when it is difficult for you to get on and off. If you feel any discomfort during the ride, please ask the railway staff for help immediately.

2. Avoid traveling alone during pregnancy. You should have a travel companion to take care of you and carry the luggage for you. Do not try to carry heavy luggage. You can carry a suitcase with wheels or ask help from the luggage carriers.

3. Bring suitable food on your own. Food onboard is limited and may not agree with your taste and meet your requirements for nutrition.

4. Do not go around when the train is moving. If you want to stretch your arms and legs, do it when the train halts. If you want to use the toilet or fetch hot drinking water, ask your travel companion to help you.

Other Tips for Traveling in China by Rail with Kids or during Pregnancy

1. Avoid the peak travel season, such as the Chinese Lunar New Year and National Day holidays (from October 1 to October 7 every year), because there are a lot of passengers during this period, which is very crowded.

2. High-speed trains are recommended because they have a good environment and advanced facilities, which can greatly shorten the journey time.

3. If you are going to take a non-bullet rail, buy a lower berth sleeper.

4. Arrive at the station early enough to get on board without rushing. You can ask the railway staff or volunteers to help you with boarding.

5. If you want to get off on the way, please take your luggage in advance and get ready to get off, because the stop time at the halfway station is very short. If you get off at the terminal, you can get off after other passengers to avoid accidents caused by congestion. In addition, you can ask railway staff or volunteers to help you get out of the station.

6. Dress properly and take an overcoat in case the air-conditioner is too cold.

Also, if you are going to feed the baby, take an overcoat or blanket to protect your privacy.

Exercise: Read the passage and answer the following questions.

- (1) What do you need to pay attention to when taking a train with kids?
- (2) What do you need to pay attention to when traveling by train during pregnancy?

Part 3 Waiting Room

I . Key Words & Expressions (重点词语及表达)

deposit	寄存
round-the-clock service	全天候服务
charge	费用
inconvenience	不便
VIP lounge	贵宾休息室
Lost and Found Office	失物招领处
line up	排队
personal stuff	个人物品, 私人物品
Arabic number	阿拉伯数字
daytime	白天
punctual	准时的, 正点的
overnight	夜间

II . Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.

(阅读下面的句子并将其翻译成中文。)

1. I want to deposit/check my luggage here.

中文: _____

2. How long would you like us to keep it?

中文: _____

3. We provide/offer round-the-clock service.

中文: _____

4. Here is the tally for your bags. Please present them when you are back to take your bags.
中文: _____
5. In that case, can you tell me more details about your bag?
中文: _____
6. A: Where do I wait for the train for Lhasa?
中文: _____
B: In the No. 3 waiting room.
中文: _____
7. A: Is this the right waiting room for Train D27?
中文: _____
B: Exactly.
中文: _____
8. A: I have a few pieces of luggage. May I leave them in the waiting room?
中文: _____
B: Please take your luggage along with you, or you can put them at the Left-luggage Office.
中文: _____
9. A: Is there a special waiting room for the passengers with a cushioned berth ticket, please?
中文: _____
B: Yes, certainly. There is a waiting room available for soft seat passengers.
中文: _____
10. A: There is still much time to go before the train leaves. May I have a look at the station?
中文: _____
B: Certainly, but don't miss the train.
中文: _____
11. A: What places are you looking for?
中文: _____
B: I'm looking for the luggage storage service.
中文: _____
12. A: May I leave my suitcase here?
中文: _____
B: Certainly.
中文: _____

13. A: What is the charge?

中文: _____

B: Fifteen *yuan*.

中文: _____

14. The train is about twenty minutes late. Don't go far. We'll let you know the ticket checking time over the broadcast.

中文: _____

15. Train T16 is delayed. We're very sorry for the inconvenience it brings you.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Excuse me, is this the waiting area for train G240?

(打扰一下,这是 G240 次列车的候车区吗?)

PC: Yes, it is. Show me your ticket, please.

(是的。请出示一下您的车票。)

P: Sure. Here you are.

(好的。给您。)

PC: Well, your train starts at 10:32 from Platform 8. There are 50 minutes left.

Take a seat and wait for the announcement of your boarding time. By the way, Since you have bought business-class seat ticket, you can have a rest in the VIP lounge for free.

(您乘坐的火车在 10:32 由 8 站台开出。现在还有 50 分钟。找个座位坐下,等候广播通知您上车的时间。顺便说一下,因为您买了商务票,可以在 VIP 候车室里免费休息。)

P: Thank you for reminding me of that.

(谢谢提醒。)

PC: My pleasure.

(不用谢。)

Dialogue 2

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

PC: Good morning, sir. Can I help you?

(先生,早上好。有什么事吗?)

P: Yes, I've lost my bag in the waiting hall.

(是的。我在候车室丢了一个包。)

PC: Sorry to hear that. What does it look like?

(听到这个消息真让人遗憾。您的包是什么样的?)

P: It's a black backpack.

(一个黑色的双肩包。)

PC: And what's it made of?

(是什么材质的?)

P: It's made of leather.

(是皮革的。)

PC: And where did you see it last?

(在哪儿发现丢了?)

P: I had it while I was shopping at the store but I found it missing when I go back to the waiting hall.

(我在小商店买东西时它还在。可我回到候车室就没有了。)

PC: All right. I'll contact the Lost and Found Office in the station. If there is any information, I'll contact you as soon as possible.

(好的。我去和车站的失物招领处联系,一有消息马上通知您。)

Dialogue 3

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Good afternoon, can I leave my luggage here?

(下午好! 我可以把行李存放在这里吗?)

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 four hours.

(4 小时。)

PC: OK. That's 30 *yuan* altogether.

(好的。总共 30 元。)

P: Thank you.

(谢谢。)

PC: You are welcome.

(不用谢。)

(After a few hours)

PC: Excuse me. Can I help you?

(您好。有什么需要帮助的吗?)

P: I want to have my luggage back.

(我想取回行李。)

PC: May I have your luggage check?

(请出示您的行李寄存牌。)

P: I am so sorry that my check is missing.

(对不起, 我的寄存牌不见了。)

PC: Don't worry. You might leave it somewhere else.

(不用着急。或许您放在别的地方了。)

P: I remember I have put it here in this pocket, but I still can't find it. I'm really at a loss.

(我记得把它放在这个口袋里的, 可是我找不到。我真的没办法。)

PC: Do you remember your tag number?

(您还记得行李寄存牌的号码吗?)

P: Sorry. I don't have the slightest idea.

(抱歉, 一点儿也不记得。)

PC: Can you possibly describe your luggage to me, please?

(那您能否给我描述一下您的行李呢?)

P: OK.

(没问题。)

...

PC: Thanks. Let me check for you. Is this your luggage?

(谢谢。我给您查查看。这是您的行李吗?)

P: That's it.

(正是。)

PC: May I have your ID card?

(请出示您的身份证。)

P: Sure. Here you are. It's very kind of you to help me.

(好的。这是我的身份证。真是太感谢了。)

PC: Not at all.

(不用客气。)

IV. Reading and Learning (读和学)

Text A The Waiting Hall

When you get to your train station, the first thing you are requested to do is to line up to have your personal stuff go through the X-ray machine just like at an

airport and carry them on to the other side. Animals, knives, flammable, toxic and explosive goods are forbidden on the train.

Now you come to the waiting hall. It is, what the word says, a large hall for waiting. Once you are inside it, it is very important to find your waiting room (waiting lounge). In your front above your head, you see a huge electronic train schedule board providing timely information on the trains in and out. Though all the city names are all in Chinese, you still can find your waiting room and the platform from which your train leaves by recognizing your train number and Arabic number (platform number) on the right of that train number.

In the waiting lounge, chairs are in long rows, and then there is one row for every train. Your waiting room is usually packed with passengers and you have to line up for the ticket checking and follow the throng on to the platform. About 30 minutes before the train starts, the announcements of check-in will be broadcast. The staff on duty will guide passengers to check in and go to the platform.

Most waiting halls are teamed with shops. If you need anything for your travel, you can easily find it here—soda, beers, biscuits, cakes, fruits, toilet paper, matches, soaps, phone cards for your mobile, bags, etc. However, most of the food you can also find on the train and the price is not much different. Some stations have a Left-luggage Office, and you may leave your luggage there for some 5 to 10 *yuan* varying with the deposit time. Prices are low in small stations and higher in large cities.

If you have a soft sleeper ticket, there may be a soft seat waiting hall for you, with comfortable chairs and fewer people. Some stations also have special waiting halls, equipped with TV and free tea. You can use these for a small fee like 10 *yuan*.

As shown in Figure 2-3 is the waiting hall of a high-speed railway station.



Figure 2-3 The waiting hall of a high-speed railway station

Text B Which Train to Take Between Beijing and Shanghai

How far is it from Beijing to Shanghai? The road distance is 1,213 km while the railway measures 1,318 km. You can travel between the two cities by the daytime G trains or the overnight sleeper.

If you would like to travel in daytime to enjoy the great view on the way, we recommend the G type Beijing—Shanghai high-speed trains, as they are fast and comfortable. What's more, the Beijing South Railway Station and Shanghai Hongqiao Railway Station are well equipped like airports, and it is easy for you to find out the right boarding gate and platform. The seats and facilities in the carriages are clean and modern. Last but not least, the trains are punctual.

If you want to save the time in daytime, travel overnight. The four-bunk soft sleeper cabin is clean, comfortable and private. After a good sleep, you can reach your destination. The hard sleeper bunks are also comfortable and they are good choices if you travel on a budget.

Just remember that the daytime Beijing—Shanghai bullet trains run between Beijing South Railway Station and Shanghai Hongqiao Railway Station. The overnight D ones travel between Beijing South Railway Station and Shanghai Railway Station. T109/T110 and 1461/1462 run between Beijing Railway Station and Shanghai Railway Station.

Exercise: Read the passage and answer the following questions.

- (1) What is the waiting hall for?
- (2) How far is it from Beijing to Shanghai?
- (3) If you need to stay overnight from Beijing to Shanghai, which train do you need to take?

Part 4 Exit of the Station

I . Key Words & Expressions (重点词语及表达)

look after

照顾, 照看

mind the gap

小心缝隙

claim

声明, 认领

parcel

包裹

due to	由于,因为
indemnity	赔偿,保障
replacement ticket	补票
as a rule	通常,一般来说
Tian'anmen Square	天安门广场
Capital International Airport	首都国际机场
be prepared for	为……所准备
symmetrically	对称地
escalator	动扶梯
lift	电梯;直梯
upon	一到;在到达时
Chinese resident ID card	中国居民身份证
functional area	功能区
supermarket	超级市场,超市
sulphuric acid	硫酸
hydrochloric acid	盐酸
mercury	水银,汞

II . Sentences Comprehension (语句理解)

Read the following sentences and translate them into Chinese.

(阅读下面的句子并将其翻译成中文。)

1. For your safety, please stay behind the white line.
中文: _____
2. Please mind the gap.
中文: _____
3. Please take care of your children.
中文: _____
4. Please look after your children, and mind the gap between the train and the platform.
中文: _____
5. Please show the ticket you used to get here, and your connecting ticket.
中文: _____
6. The train D2703 will stop at this station for 5 minutes.
中文: _____



7. Please board quickly.
中文: _____
8. To prevent identity theft, make sure you keep your ticket.
中文: _____
9. Is this the right platform for the train to Beijing West (Beijing West Railway Station)?
中文: _____
10. Which platform should I use to take the Train D2701?
中文: _____
11. One taxi stand is in the northeast corner of the square in front of the station with more taxis, and the other with fewer taxis to the northwest of the square, which is across the street and can be reached through the overpass.
中文: _____
12. I want to take Bus No. 130. Which exit shall I go?
中文: _____
13. I want to buy a return ticket. Where is the ticket office?
中文: _____
14. Will you please wait a few minutes at the exit of the station?
中文: _____
15. Please line up and wait for ticket check before going out.
中文: _____
16. A: Will you please see whether my luggage has arrived?
中文: _____
B: Your luggage will arrive in a few minutes.
中文: _____
17. A: May I claim my luggage?
中文: _____
B: Show me your luggage ticket, please.
中文: _____
18. A: I want to take my checked parcels.
中文: _____
B: Sorry, your parcels haven't arrived yet. Please leave your name and address here. When your parcels arrive, we'll let you know.
中文: _____
19. A: May I take it away now?
中文: _____

B: Please show me your identification and sign your name, then you may take your luggage away.

中文: _____

20. A: There is something wrong with my luggage. It has been damaged.

中文: _____

B: The damage of your luggage is due to the natural calamity. The railway is not responsible for the indemnity of the loss.

中文: _____

III. Scene Conversation (场景对话)

Dialogue 1

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

PC: Good morning, sir, may I have your ticket, please?

(早上好,先生,请出示您的车票。)

P: Sure. Here you are.

(好的。给您。)

PC: Thank you.

(谢谢。)

P: Can you tell me where I can take a taxi?

(您知道哪里可以打到计程车吗?)

PC: Yes, there are two taxi stands here. One is on the 2nd floor outside the station and the other is underground next to the subway station.

(有两个停车场,一个在车站外面二楼,另一个在地下,旁边是地铁站。)

P: Subway? How can I get there?

(地铁,怎么才能到那?)

PC: When you go out of the station, turn left and keep walking about 5 minutes until you come to a metro entrance.

(出车站后往左拐,然后一直走,大约5分钟后就会看到地铁口。)

P: Thank you very much.

(非常感谢。)

PC: You are welcome.

(不用客气。)

Dialogue 2

P—Passenger(乘客) PC—Passenger Clerk(客运服务员)

P: Good afternoon, your ticket, please.

(下午好,请出示车票。)

PC: Sure. Here you are.

(好的。给您。)

P: Thanks. Next, please.

(谢谢。下一位。)

PC: Show me your ticket, please.

(请出示您的车票。)

P: I'm afraid I have lost my ticket. Can I buy one again?

(恐怕我的票弄丢了。我现在可以再买一张吗?)

PC: Yes, you can buy a replacement ticket at the ticket counter.

(是的。您可以在售票窗口买一张挂失补车票。)

P: By the way, how much do they charge for the ticket?

(顺便问一下,怎样收费?)

PC: In that case, you just have to pay the service fee for the ticket.

(补票的话,您只需要支付手续费。)

P: Thank you.

(谢谢。)

PC: You are welcome.

(不用客气。)

Dialogue 3

P—Passenger(乘客) PC—Passenger Clerk(客运乘务员)

LC—Luggage Clerk(行李员)

PC: Show me your ticket, please.

(请出示车票。)

P: Here it is.

(给您。)

PC: Thank you.

(谢谢。)

P: Could you tell me where to take my luggage?

(请问在什么地方取行李?)

PC: Yes, you have to go to the luggage office.

(您得到行李房去办理。)

P: But where's it?

(行李房在哪里?)

PC: Go to the station hall. It's at the end of the corridor, on your right.

(在车站大厅里右边走廊的尽头。)

P: Thank you very much.

(多谢。)

PC: Not at all.

(不用谢。)

(At the Luggage Office)

P: Good afternoon, I want to reclaim my luggage.

(下午好! 我想提取我托运来的行李。)

LC: May I have your luggage check?

(请出示您的行李提取单。)

P: Sure. Here it is.

(好的。给您。)

LC: Thank you. Let me check. Sorry, your luggage has not arrived yet.

(谢谢。让我查看一下。抱歉,您的行李还没有到。)

P: When can I get it?

(什么时候能提取呢?)

LC: Don't worry. As a rule, your luggage goes along with your train. So it will come in soon. Maybe it takes a few more minutes for the porters to carry them here. Take a seat and wait for a while.

(别着急。一般来说,行李是与旅客同车抵达的。不过搬运工人需要一点时间把行李运过来,所以很快就到。请坐下来稍等。)

P: Thanks.

(谢谢。)

IV. Reading and Learning (读和学)

Text A Beijing South Railway Station

Beijing South Railway Station (see Figure 2-4) is about 7 km from Tian'anmen Square, 9 km from Beijing Railway Station and 35 km from Capital International

Airport. Beijing South Railway Station covers a total area of about 49.92 square meters, equivalent to 70 football fields.



Figure 2-4 Beijing South Railway Station

Beijing—Dalian Train

Usually, there are 8 pairs of trains running daily between Beijing and Dalian. Among them, 5 pairs are high-speed trains which take about 5 to 6.5 hours for a total length of 542 to 594 miles. The rest 3 pairs of normal trains take much longer time, around 11 to 15 hours.

Except the rail service, there are also flights available between. The flight takes only around 1.5 hours. But the ticket price is usually higher than rail service. However, during the off-season, there may be good discount offered. Travelers can compare both schedule and price for a final arrangement.

Beijing—Harbin High-speed Train

The Beijing-Harbin high-speed train can finish the 1,241 km distance in about 6.5—8.5 hours. At present, there are 6 pairs of bullet trains per day running between the two cities, passing through major cities including Qinhuangdao, Jinzhou, Shenyang, Tieling and Changchun.

Beijing—Hangzhou High-speed Train

A total of 17 pairs of trains are running between Beijing and Hangzhou. 14 pairs of them are high-speed trains with duration of 5—7 hours; the other 3 pairs are normal types with journey time of 14—21.5 hours.

Altogether 14 pairs of them run between the two cities. But please note that those numbered as G165/G166, G41/G42, G43/G44, G35/G36, G37/G34, G20 and G39/G40 use Beijing South Railway Station as the starting station and Hangzhou East Railway Station as the final station, while others numbered as G19, G57/G58, G55/G56, G33/G38, G163/G164, G167/G168, G59/G60 and G45/G46

run from/to Nanchang West, Fuzhou, Ningbo, Jiangshan, Cangnan, and Wenzhou South to/from Beijing South Railway Station, and Hangzhou is just one of the intermediate stations stopping for 3—14 minutes. Thus, passengers should give an ear to the broadcasting notice and be prepared for getting on/off beforehand.

Only three pairs of them are operated currently. They are all running overnight, so please prepare enough food and water as they are expensive onboard. The most important thing is to buy a soft sleeper or hard sleeper because hard seat carriages may be crowded, especially during holidays, and hard seats are not comfortable.

Beijing—Shanghai High-speed Train

Beijing—Shanghai High-speed Railway, Jinghu High-speed Railway for short, finishes the 1,318 km distance between the two cities in 5 hours.

Currently, there are two kinds of high-speed trains, also called bullet trains running between Beijing and Shanghai, namely G trains running in daytime at a highest speed of 300 km/h, and D trains running overnight at a highest speed of 250 km/h, linking Tianjin, Shanghai, Hebei, Shandong, Anhui and Jiangsu. As shown in Table 2-1 is schedule to major destinations.

Table 2-1 Schedule to Major Destinations

To	No.	Duration	Ticket Price (CNY)	
			First-Class Seat	Second-Class Seat
Tianjin	C2201, C2003, C2005... 87 departures from 06:14 to 23:05	35m—50m	96/65.5	58.5/54.5
Shanghai Hongqiao	G101, G5, G11, G105... 35 departures from 06:44 to 19:00	4h49m—6h04m	933	553
Harbin West	G381, G393 at 07:53 and 15:05	7h06m—7h15m	834	541.5
Hangzhou East	G57, G55, G165, G19... 14 departures from 07:20 to 16:47	5h02m—6h35m	1,048.5/907	626/538.5
Nanjing South	G101, G5, G105... 50 departures from 06:44 to 20:00	3h40m—4h54m	748.5	443.5
Qingdao	G175, G177, G179, G181... 13 departures from 06:21 to 17:25	4h35m—5h00m	474	314
Fuzhou	G55, G355, G27, G323... 7 departures from 08:10 to 12:30	7h48m—10h49m	1,210.5/1,207.5	765/719

Station Plan of Beijing South Railway Station

The station mainly consists of terminal buildings, South Square and North Square. The terminal building is inspired by the Hall of Prayer for Good Harvests in the Temple of Heaven and appears to be elliptical, a harmonious combination of tradition and modernity. There are altogether 5 floors inside, 2 above ground and 3 underground:

2F: waiting hall, ticket offices

1F: platforms, rail tracks

—1F: transfer hall, ticket offices, express channel to platforms

—2F: platform of subway line 4

—3F: platform of subway line 14

Ticket Check and Boarding

There are 23 ticket check points on the second floor, which are symmetrically located on east and west sides and numbered as 1A, 1B, 2A, 2B... Passengers can have their tickets checked at either side. Please note that the check points are usually opened 30 minutes and closed 5 minutes before departure. Passengers take escalators, lifts, or stairs down to platforms.

The east checking points are equipped with escalators and elevators while the west ones are equipped with escalators and stairs. The old, weak, sick, disabled and pregnant passengers and those with large suitcases or bags are advised to use the elevators on the east.

Generally speaking, the larger numbered carriages of high-speed trains to Shanghai are closer to east checking points while the larger numbered carriages of intercity high-speed trains to Tianjin are closer to west check points. Passengers can also read the LED screen at each check point for more up-to-date information.

Passengers holding blue tickets should have them checked by the automatic check barriers, while those holding pink ones should have them checked by the staff manually at the check tunnels.

On the platform, there may be two trains. Check the LED screens to confirm which one is yours. After this, find the right carriage and get on board. Mind the gap between the carriage and the platform when boarding. Then put your carry-on luggage on the luggage rack over seats, or in the cabinets at two sides of the carriage, or behind the last row of the carriage, sit down, adjust the seat back and enjoy your rail ride.

How to Exit and Leave Beijing South Railway Station?

Upon arrival, all passengers will be led to the -1F transfer hall for exiting. At

each exit, there is an LED screen showing the most up-to-date arrival time and stopping platform. This is a great help for those who pick up arrival passengers. After getting through the exit, follow bilingual direction signs to find buses, subway, capital airport shuttle bus, and taxis to leave the station.

Figure 2-5 shows the layout of Beijing South Railway Station on—1F.

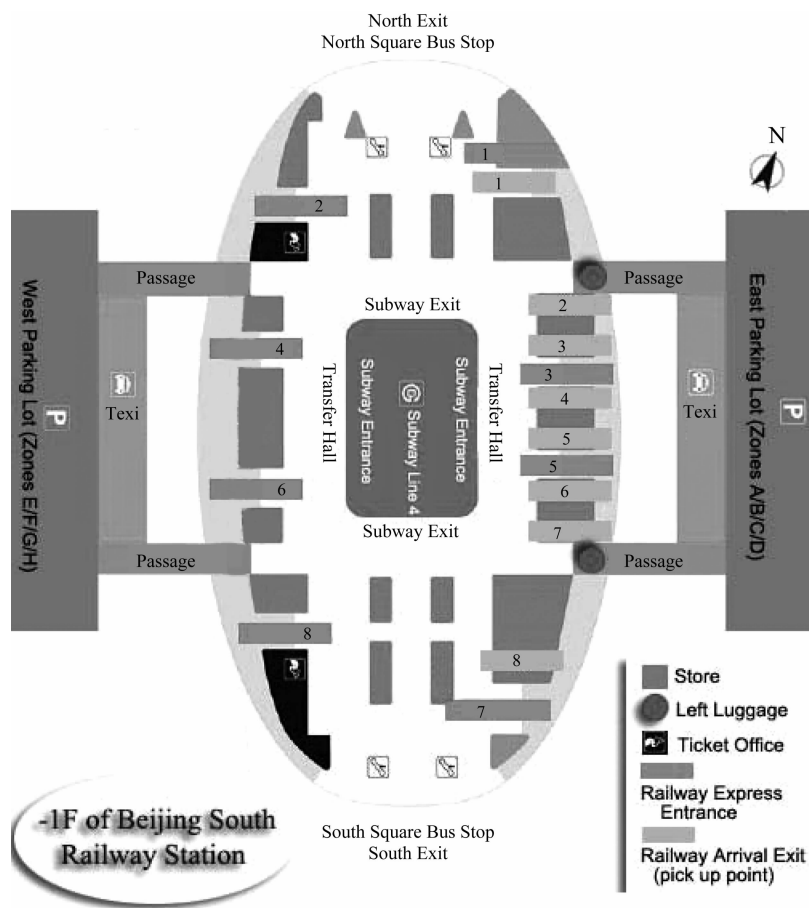


Figure 2-5 —1F of Beijing South Railway Station

Facilities and Services of the Station

Ticket Offices:

There are ticket offices on the first and second floors of the railway station. There are four in the four corners of the second floor and two in the northwest and southwest of the first floor. The online ticket collection windows are Window No. 19 of Ticket Hall No. 2, Window No. 39 of Ticket Hall No. 3, Window No. 45 and Window No. 49 of Ticket Hall No. 4. In fact, in most cases, passengers can pick up their tickets from any self-service ticket machine.

Ticket Change:

Windows 8 and 9 of Ticket Office No. 1, Window 22 of Ticket Office No. 2, Window 36, 40 and 41 of Ticket Office No. 3, Window 50 and 51 of Ticket Office 4, Window 60 of Ticket Office No. 5 and No. 67 of Ticket Office No. 6.

Ticket Refund:

Window 29, 30 and 31 in Ticket Office No. 3

Ticket Lost:

Window 40 in Ticket Hall No. 3 and Window 51 in Ticket Hall No. 4.

UnionPay Windows:

Windows No. 8 and No. 9 in Ticket Hall No. 1, Window 22 in Ticket Hall No. 2, Window 36 and 41 in Ticket Hall No. 3, and Window 50 in Ticket Hall No. 4.

Ticket Office No. 5 in the northwest of the first floor is mainly responsible for automatic ticket sales and collection, which is not applicable to foreign passengers without Chinese resident ID card. It is recommended that foreign passengers pick up or buy tickets at Ticket Office No. 6 in the southwest of the same floor or Ticket Office No. 4 on the second floor.

Left-Luggage Office:

The baggage storage area is located on both sides of the security check on the north side of the second floor, as well as the northeast and southeast of the first floor. The operation time of baggage check-in is from 06:00 to 23:00. There are two kinds of large and medium-sized cabinets. Large cabinets are enough to hold an ordinary suitcase and several handbags, while medium-sized cabinets can only hold handbags. The baggage check-in service fee is shown in Table 2-2.

Table 2-2 The Luggage Storage Service Fee (CNY)

Cabinets	0—7 hours	7—12 hours	12—24 hours	Over 24 hours
Medium-sized	10	15	25	25 plus 10 per extra 12 hours
Large-sized	15	25	40	40 plus 15 per extra 12 hours

LED Screens:

There are many large LED displays on the second floor, which show the train number, departure time, ticket check-in gate and boarding platform. The arrival time, platform and exit are displayed on the ground floor.

Information Desk:

There are four information desks in the station, which are located at the east entrance, west entrance, Gate 5 and Gate 17 on the second floor. Although the

information desk has different names, they all provide similar services, such as searching the real-time schedule, pointing out different functional areas of the station, helping the elderly, weak, sick, disabled or pregnant women get on or out of the station, broadcasting, etc. in addition, they also provide services such as maps, wheel chairs, medicine boxes, etc.

Washrooms:

They are spread on east and west two sides of the waiting hall on 2F and around the transfer hall.

Hot Drinking Water:

They are set up nearby the washrooms on 2F. The water is boiled and be careful when fetching it.

Cell Phone Charging Station:

There are 8 self-service mobile phone chargers on both sides of the East and West entrances on the second floor.

Business Class Waiting Areas:

They are located in the northwest and southwest of 2F, next to No. 3 and No. 4 ticket offices. Only business class passengers to Shanghai are allowed to wait inside.

China Railway Express:

It is located on the northwest of the second floor. Passengers can check their luggage to Shanghai, Nanjing, Jinan, Qingdao and other places, and transfer their luggage to the destination railway station on the second or third day.

In addition, there are supermarkets, coffee shops, restaurants, book stores, and newsstands in the waiting hall and transfer hall.

Text B Luggage Space on China Trains

Normally, in a hard seat car, the luggage racks are located on both sides of the car, and they can hold 28-inch suitcases.

On the high-speed train, there is a baggage storage place between the two carriages; Behind the last row of seats in each car, there is also a place to store large luggage.

In sleeper carriages, the luggage racks are either above the aisles or above the doors inside the compartment. There is also luggage space under the lower berth or table.

High-speed Trains (C, D & G Types)

1. In the seat carriage (first-class seat, second-class seat, VIP seat and

business seat), there are luggage racks above the seats. The luggage rack is about 40—50 cm (15.7—19.6 inches) wide and 50—60 cm (19.6—23.6 inches) high. The maximum luggage size it can store is 28 inches.

Passengers carrying large bags or suitcases with a size of more than 28 inches can put their bags at the junction of the two carriages or at the back of the last row. If you sit in the first row, you can also store large luggage in front of your seat.

Tips:

1. please take your valuables with you and keep your luggage, especially when getting on and off the bus.

2. In the soft sleeper coaches, there is no luggage rack or closet. Passengers can only place their carry-ons under the table or under the lower berths. The lower berth is about 25 cm (9.8 inches) high above the floor and the table is about 70 cm (27.6 inches) high.

3. In the luxury soft sleeper compartment, passengers can put their luggage under the lower berth. The lower berth is about 25 cm (9.8 inches) high. It can also be placed under the table, which is 70 cm (27.6 inches) high from the floor of the car. There is a closet opposite the bed for hanging coats and storing small bags.

4. In the newly adopted bullet sleeper trains, the luggage space is set under the lower berth, which can hold six 17-inch suitcases or two 25-inch suitcases at the same time. There is also a table beside each berth to put small bags.

Normal Trains (Z, T, K, Y, S, L, and Numbered-only Types)

1. In the hard sleeper car, the luggage rack is located above the aisle and is about 53 cm (20.9 inches) wide. Passengers can also put their luggage under the table or under the lower berth. Some hard sleeper cars have closets, but their space is much smaller than the luggage rack.

2. In the soft sleeper compartment, the luggage rack is located above the sleeper compartment, about 50 cm (19.9 inches) wide and 40 cm (15.7 inches) high. Passengers can also put their luggage under the table or under the lower berth.

3. In hard seat carriages: Luggage racks are over the seats at both sides of the carriage. The rack is 55 cm (22 inches) wide and a large 28-inch suitcase can be placed on it. What's more, the 70 cm (27.6 inches) high table and 30 cm (11.8 inches) high seat provide room for baggage.

4. In soft seat carriages: The rack is also over the seats on two sides of the carriage and there is no room for extremely large items, either. Passengers should consign the large ones in advance.

Things that Cannot be Brought onto China Trains

1. Living animals, including all kinds of pets and fowls, excluding guide dogs.
2. Bicycles, including foldable bicycles.
3. Items that do not smell well: durian, stinky *tofu*...
4. Toxics: pesticide, rat poison, infectious pathogen...
5. Corrosives: sulphuric acid, hydrochloric acid, mercury...
6. Sharp and dangerous objects: knives including kitchen knives, table knives and fruit knives; scissors; dagger; axes; hammers...
7. Explosives and combustibles: fireworks, firecrackers, medical and industrial alcohol as well as drinking alcohol in loose packing, decoration paint, gasoline, kerosene, diesel oil, banana oil...
8. Weaponry and police arms: guns, including toy guns giving off “bullets”, tear gas guns, fire fighting guns, nail guns, bullets, gunpowder, bombs, grenades, signal flare, defibrillator, police batons, bows, and arrows...
9. Magnetic material that may influence the running signal.
10. Radioactive materials: uranium, plutonium...

Exercise: Read the passages and answer the following questions.

- (1) Please introduce Beijing South Railway Station.
- (2) How to leave Beijing South Railway Station?
- (3) In China, what cannot be brought on the train?