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# 城市轨道交通 客运服务英语

CHENGSHI GUIDAO JIAOTONG KEYUN FUWU YINGYU

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职业教育城市轨道交通系列创新教材

城市轨道交通  
客运服务英语

主编 祁姝一



上海交通大学出版社

X-A

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主编 祁姝一

副主编 杨 静



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## 内容提要

本书精选与城市轨道交通建设和服务结合紧密的文章,同时单独设置一个板块用于平时的工作对话,与实际工作场景相结合。全书共分 12 个项目,内容包括打招呼和介绍、问路和指路、基础地铁设施命名、票务服务和自动检票、站台服务、广播、安检、紧急情况和急救、人流处理、投诉处理、丢失处理、恶劣天气中工作。

本书可作为职业院校城市轨道交通及相关专业的教材,也可供相关人员参考。

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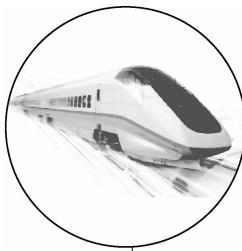
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# 前 言



随着城市轨道交通行业井喷式的发展,相关工作人员的需求也越来越大。城市轨道交通行业是一个服务行业,需要客运服务人员充分掌握各种服务技能,而随着中国在国际上的地位越来越重要,越来越多的外国友人来到中国旅行、就业、居住,使得城市轨道交通客运服务人员掌握必要的英语技能,尤其是针对相关服务岗位技能的英语,成为必须。为了配合当今我国职业院校对城市轨道交通客运服务人员英语技能的培养,我们特别编写了此书。

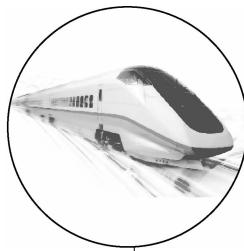
本书共由 12 个项目组成,每个项目讲授城市轨道交通客运服务某个领域的重要部分。各项目都配有相关的阅读材料和相应的注解、注释以及丰富的课后练习,并加入了许多新的轨道交通技术文献资料。各部分的内容相对独立,又互相连贯,构成了一个完整的内容知识体系,使学生在较短的时间内就可以掌握城市轨道交通客运服务领域的专业知识和术语,从而培养和提高其阅读国外相关专业技术领域资料、文献的能力。本书内容丰富,注释详细,并且每个项目都配有相关科技的英语知识的系统讲解,较适合城市轨道交通及相关专业学生学习,也可作为一本专业知识的实用手册和自学资料。

本书由天津现代职业技术学院祁姝一任主编,由辽宁理工职业学院杨静任副主编。

最后,对多年以来一直对这本书提供支持的各位老师们和朋友们表示感谢!由于编者水平有限,本书中的不足之处,敬请广大读者批评指正。

编 者





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# Project **1** — Greeting and Introducing



## Project Objectives

- To understand the basic concepts of metro service;
- To realize the importance of metro transportation;
- To know the development of metro traffic;
- To master the sentence patterns related to metro service;
- To know the culture of world-class metro transportation.

## Section | Practice and Learn

 **Mini Talks**

*In the following, there are 5 mini talks. Please practice the 5 mini talks with your partner and try to remember the patterns of the dialogues.*

### 1. Meeting for the First Time

A: Good afternoon, Mr. Lee! I'm Liu Jun from Beijing Construction Company. I'm the manager in charge of the project. Nice to meet you!

B: Hi, good afternoon, Mr. Liu! Nice to meet you! I have heard that your project is fantastic! When will the project be finished?

A: It will be finished in the middle of June.

B: Cheers!

### 2. Talking About a Metro Project

A: Good morning, Mr. Black! How's everything going?

B: Good morning, Mr. White! I'm fine, thanks!

A: How about the project you told me last time? Is it going well?

B: Yeah, actually, it's going very smoothly. We'll build a metro line in the southern part of Hefei City.

A: That's great! Congratulations on your great job!

### 3. Asking About Directions

A: Hi, Sir! Could you tell me from which gate I could enter the metro station and reach educational district in this city?

B: Go along this lobby, please. Turn right at the next corner, and you will see the Entrance B. You can arrive at the Educational District station by metro there.

A: Thank you very much!

### 4. Asking About Tickets

A: Hello, what can I do for you?

B: Good morning, Madam. Could I know when the last train is leaving for Shanghai

today?

A: It leaves at 5 p. m. tonight. And you can book a ticket now.

B: Thank you very much! Then could I have two tickets for the train leaving at 5 p. m.?

A: Sure.

B: Thanks very much!

### 5. Inquire on Time

A: Excuse me, Madam. Could you tell me what time it is now?

B: Well, it's half past nine. If you want to take the next train, you should hurry up.

A: Thanks very much!

B: You are welcome.



### Words and Expressions

**construction** 建设

**charge** 负责,承担……责任

**project** 项目;工程

**metro** 地铁

**actually** 实际上;事实上

**direction** 方向

**entrance** 入口

**educational district** 教育园区



### Exercises

Make mini talks according to the following requirements, and then act out the mini talks that you have made, using the patterns of the above talks.

1. To introduce something when meeting for the first time;
2. To ask about time;
3. To talk about directions;
4. To inquire how to buy a ticket;
5. To make a mini dialogue using the word “metro”.



### Dialogue

In this part, there is a dialogue. Read the dialogue and then finish the exercises with your partner.

A: Nice to meet you, Mr. Lee! I'm Alan Smith, supervisor of this metro project.

B: Nice to meet you, Mr. Smith! The office has told me that you are coming to supervise the project. Welcome!

A: Frankly speaking, I have viewed the most part of this project. I have to say that you have done a great job! The project you have finished is fantastic!

B: Thanks! There is an old Chinese saying, “Success comes from the persevering efforts.” We just tried our best.

A: And you are very efficient. The project is built so fast that I even can't believe it.

B: Chinese are hard-working. We are proud of this.

A: Yes. I agree with you. When we do something, we do our best.

B: Yeah. That's the belief of our engineers.

A: Well, all in all, thank you very much for your great work and efforts. Hope to cooperate with you next time!

B: Me, too. Then see you next time, Mr. Smith!

A: Thanks! See you!



### Exercises

*Answer the following questions according to the dialogue and try to make dialogues with your partner.*

1. What is this project about in the above dialogue?
2. Has the project been finished already?
3. What does Mr. Smith think about the project?
4. Is Mr. Lee a good engineer? Why?
5. What good characters does Mr. Lee have?

### Section II Listening Comprehension



### Mini Sentences

*Listen to the 10 sentences and try to translate the sentences into Chinese.*

1. This station is Shuanglin Station. Please get off the train on right side.
2. To Summer Palace Station, please take Bus No. 5.
3. Hefei is a city with a history of 2,200 years and modern transportation.
4. The transportation in the city of Hefei includes cars, buses, trains, metros and airplanes.
5. Metro services are very important to a city.
6. Metros are also an important part to a city's transportation.
7. Many interesting places in Hefei are very ancient with a long history.
8. The speed of metros is a signal of technological modernization.
9. There are many kinds of traffic carriers in the present transportation.
10. You can enter the metro station from Gate 8.

**Listen and Match**

Match the English sentences in the following box with their Chinese meaning.

	The luggage you can take in a train is limited.
	You can book a ticket by telephone.
	To Dongzhimen Station, please go to Entrance 6.
	When the light is green, you can pass the road.
	If you have any question, please ask the assistant in the station.
	Trains and metros may go across the bridges.
	You can see many good views from the window of the train.
	The speed of a train means that we are in the modern world.
	Advanced technology makes people's lives more convenient.
	Don't take any drink when you are going to take a metro.

**Mini Practice**

Listen to 10 short sentences and answer the following questions.

1. Who is in charge of the project?
2. What must be done before you take on a metro?

3. By what means can you book a ticket?
4. Who is not satisfied with the crowd?
5. What is the bad behavior the two people are talking about?
6. What are the polite words used to apologize?
7. Which number should you call when there is an emergency?
8. Can you eat food in a metro?
9. Why can you eat food in a train?
10. What would the boy like to become when he grows up?



### Listen and Complete

*Listen to the passage and then fill in the blanks according to what you have heard.*

Nowadays, many people would like to take \_\_\_\_\_ to their workplaces instead of a bus, for metros are more \_\_\_\_\_ than buses. The name “metro” is always referred to the train run \_\_\_\_\_. However, there are many \_\_\_\_\_ about the word “metro”, and the original meaning of this word means “a \_\_\_\_\_ that passes underneath an \_\_\_\_\_ such as a road, usually a tunnel”. The second meaning of this word means “an underground \_\_\_\_\_ transit rail system used in \_\_\_\_\_ parts of the world”. Of course, as the rapid \_\_\_\_\_ of modern people’s \_\_\_\_\_, “metro”, this word is always called as a train’s name.



### Listen and Answer

*Listen to the passage again and then answer the following questions according to what you have heard.*

1. Why would many people like to take a metro to their workplaces instead of a bus?
2. What is the main meaning of the word “metro” in this passage?
3. How many meanings does the word “metro” may have?
4. Is metro an underground rail system?
5. How about the people’s modern lives according to the passage?

## Section III Read and Learn

*In this section, there is a passage. Read the passage and then finish the exercises.*

### Metro China International Exhibition



Figure 1.1 Metro China International Exhibition(1)

METRO CHINA 2015 is planned to be held at China International Exhibition Center, Beijing, from the 17th to 20th of November 2015, covering a floor space of 22,000 square meters. It was hosted by Urban Rail Transit Committee of China Communications and Transportation Association (CCTA) and organized by China Academy of Railway Sciences, China Railway and China World Trade Center Co., Ltd.

First staged in 2005, the biennial METRO CHINA has grown to be China's most professional, influential and largest international exhibition for the urban rail transit industry. The show has served as an ideal platform for the exhibitors from around the world to best display their state-of-the-art technology and equipment, improve their corporate image, understand the needs of China's urban rail transit development, seek business partners, tap market potential and conduct exchanges and cooperation in the world's most populous nation with the fastest-growing economy.

**Market potential:** By the end of 2013, eighteen cities on the mainland of China, including Beijing, Shanghai, Tianjin, Chongqing, Guangzhou, Shenzhen, Wuhan, Nanjing, Shenyang, Changchun, Dalian, Chengdu, Xi'an, Suzhou, Hangzhou, Harbin and Zhengzhou had put into service 76 urban rail lines (both metro and light rail), totaling 2,331 km in length, and 1,518 stations. It was planned that the 28-approved

cities would spend RMB 1,200 billion *yuan* in completing 87 lines of 2,500 km by 2015. Eventually, by now 44 cities have finished metro or urban rails, increasing the country's total mileage to 7,545.5 km.



Figure 1.2 A Metro Tunnel

### **Authoritative Organizers**

Hosted by the authoritative institution in the urban rail transit industry—CCTA

Jointly organized by two industry leaders—CWTC and CARS

Co-organized by 30-plus companies engaged in planning, construction, management and operation of metro projects.

### **Influential Brands**

China's most professional trade show for the urban rail transit industry, with the biggest exhibition space and the largest numbers of both exhibitors and visitors.

Where the exhibitors meet the most professional visitors who are senior government officials, decision makers, experts, scholars and technical staff.

### **Multiple Events**

Multi-subject conferences and seminars are held concurrently

Outdoor display of vehicles

### **Organizers**

China Academy of Railways Sciences (<http://www.rails.com.cn>)

China World Trade Center Co. , Ltd. (<http://www.cwtc.com>)

Approved by

Ministry of Commerce, P. R. China

**Host**

China Communications and Transportation Association (CCTA), Urban Rail Transit Committee

**Organizers**

China World Trade Center Co. , Ltd.

China Academy of Railway Sciences, China Railway

Beijing Infrastructure Investment Co. , Ltd.

Beijing Metro Operation Co. , Ltd.

Beijing MTR Construction Administration Corporation

**Co-organizers**

Shanghai Shentong Metro Co. , Ltd.

Tianjin Metro Co. , Ltd.

Tianjin Binhai Mass Transit Development Co. , Ltd.

Chongqing Rail Transit Co. , Ltd.

Guangzhou Metro Corporation

Guangdong Guangfo Rail Transit Co. , Ltd.

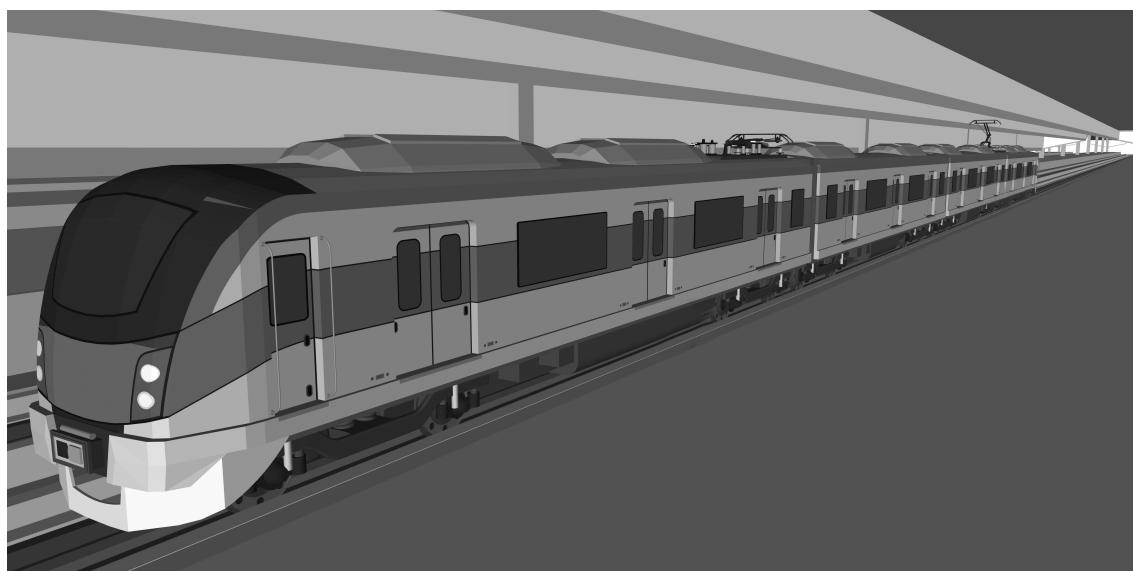


Figure 1.3 Metro China International Exhibition(2)

Shenzhen Metro Co. , Ltd.  
Shenzhen Metro Line 3 Investment Co. , Ltd.  
Nanjing Metro Co. , Ltd.  
Changchun Rail Transit Co. , Ltd.  
Dalian Modern Rail Transit Co. , Ltd.  
Wuhan Metro Group Co. , Ltd.  
Shenyang Metro Co. , Ltd.  
Chengdu Metro Co. , Ltd.  
Hangzhou Metro Group Co. , Ltd.  
Xi'an Metro Co. , Ltd.  
Harbin Metro Group Co. , Ltd.  
Suzhou Rail Transit Co. , Ltd.  
Qingdao Metro Co. , Ltd.  
Foshan Metro Co. , Ltd.  
Shijiazhuang Rail Transit Project Construction Office  
Wuxi Metro Development Co. , Ltd.  
Zhengzhou Metro Development Co. , Ltd.  
Nanchang Metro Development Co. , Ltd.  
Nanning Rail Transit Co. , Ltd.  
Kunming Rail Transit Co. , Ltd.  
Guiyang Urban Rail Transit Co. , Ltd.  
Hefei Construction Investment and Holding Co. , Ltd.  
Fuzhou Metro Co. , Ltd.  
Changsha Rail Transit Group Co. , Ltd.

**Exhibition Profile:**

- China's localization of urban rail equipment
- China's operation and management of urban rail transit
- Domestic and overseas up-to-date technology and equipment
- Urban rail vehicles
- Urban rail signaling
- Comprehensive monitoring
- Power supply and distribution
- Electromechanical systems

- Safety supporting
- Informationization
- Maintenance and detecting
- AFC(automatic frequency control)
- Survey and design
- Engineering and construction
- Engineering consultancy and supervision
- Earthquake resistance and disaster prevention



## Words and Expressions

<b>exhibition</b>	[eksɪ'bɪʃn]	<i>n.</i>	展览;展览会
<b>association</b>	[əsəʊʃn̩]	<i>n.</i>	协会;联合
<b>China Communications and Transportation Association(CCTA)</b> 中国交通运输协会			
<b>China Academy of Railway Sciences</b> 中国铁道科学研究院			
<b>professional</b>	[prə'feʃənl]	<i>adj.</i>	专业的;职业的
<b>influential</b>	[ɪnflu'ēnl̩]	<i>adj.</i>	有影响的;有权势的
<b>transit</b>	[trænzɪt̩]	<i>n.</i>	通过;运送
<b>display</b>	[dɪ'spleɪ]	<i>n.</i>	陈列品,展览品 <i>v.</i> 展示,陈列
<b>corporate</b>	[kɔ:pərət̩]	<i>adj.</i>	法人的;社团的;公司的
<b>potential</b>	[pə'tenʃl̩]	<i>n.</i>	潜力;潜在性
<b>conduct</b>	[kən'dʌkt̩]	<i>v.</i>	处理;进行;引导
<b>mainland</b>	[meɪnlænd̩]	<i>n.</i>	大陆
<b>approve</b>	[ə'pru:v̩]	<i>v.</i>	赞成,同意;批准
<b>authoritative</b>	[ə'tɔ:rɪtətɪv̩]	<i>adj.</i>	权威性的
<b>organize</b>	[ɔ:gənaɪz̩]	<i>v.</i>	组织;安排
<b>urban</b>	[ɜ:bən̩]	<i>adj.</i>	城市的
<b>multiple</b>	[mʌltipl̩]	<i>adj.</i>	多个的,许多的
<b>domestic</b>	[də'mestɪk̩]	<i>adj.</i>	家庭的,家的;国内的

### Notes of the Passage

1. METRO CHINA 2015 is planned to be held at China International Exhibition Center, Beijing, from the 17th to 20th of November 2015, covering a floor space of 22,000 square meters.

这句话中“is planned”是被动语态，“to be held”构成不定式结构的被动语态，其中“to”是这个不定式结构的不定式符号。例如：

- (1) Xiao Wang is elected to be the manager.
- (2) Xiao Wang wants to be the manager.
- (3) Xiao Wang wants to be elected as the manager.

这三个句子虽然乍一看好像相似，但是它们的句式结构和意思却不相同。这三句话的意思如下：

- (1) 小王被选为经理。(is 的被动语态)
- (2) 小王想当经理。(want to do sth. 句型)
- (3) 小王想被选为经理。(want to do sth. 句型的被动语态)

这句话中的“covering a floor space of 22,000 square meters”是 cover 的现在分词结构作状语，对全句起到修饰和补充说明的作用。例如：

The man was walking ahead, leading us to the deep of the mountain.

Mr. Lee is talking to us, pointing his finger to the window.

Linda is singing, recalling the good old days.

2. It was hosted by Urban Rail Transit Committee of China Communications and Transportation Association (CCTA) and organized by China Academy of Railway Sciences, MOR and China World Trade Center Co., Ltd.

这句话中“It was hosted by”是过去时的被动语态的形式，其中“host”是“主办”的意思。

同中文一样，在英文中，一个英语单词往往有多种含义。host 这个词也有多种意思，例如：

I would like to propose a vote of thanks to our host. 这句话中的 host 是名词，表示“主办者，主人”的意思。这句话可译为：我提议对我们的主人表示感谢。

host 这个词也常常表示“男主人”的意思，与之相对，女主人常常用 hostess 表示。

在英文中，公司的名字往往较长，所以对于具有较长名称的公司，可以用其名字的缩写来表示这家公司，如本句话中的 Urban Rail Transit Committee of China Communications and Transportation Association，可以缩写为 CCTA，译为：中国交通运输协会城市轨道交通委员会。

3. Market potential: By the end of 2013, eighteen cities on the mainland of China, including Beijing, Shanghai, Tianjin, Chongqing, Guangzhou, Shenzhen, Wuhan, Nanjing, Shenyang, Changchun, Dalian, Chengdu, Xi'an, Suzhou, Hangzhou, Harbin and Zhengzhou had put into service 76 urban rail lines (both metro and light rail),

totaling 2,331 km in length, and 1,518 stations.

英文中的冒号,往往表示解释说明,例如:She went to the deep of the mountain: a place nobody knew. 她去了大山深处:一个不为人知的地方。

中文中的地名,常常用汉语拼音翻译为英文,例如:Beijing 北京, Shanghai 上海, Tianjin 天津, Chongqing 重庆, Guangzhou 广州等。类似地,中国人名一般也采用汉语拼音的方式进行翻译,如 Xiao Ming 小明, Lu Xun 鲁迅, Li Lei 李磊等。但是中国的一些名人和一些地名,尤其是一些古人有特殊的翻译方式,如:孔子 Confucius, 孟子 Mencius, 清华大学 Tsinghua University 等。

4. Eventually, by now 44 cities have finished metro or urban rails, increasing the country's total mileage to 7,545.5 km.

这句话的时态是现在完成时,其中“by”是完成时的符号。在英文中完成时态有两个词做标志:by 和 since。例如:The road will be finished by the end of next year. 又如:I have been working as a teacher since 2012.

### 5. Authoritative Organizers

Hosted by the authoritative institution in the urban rail transit industry—CCTA

Jointly organized by two industry leaders—CWTC and CARS

Co-organized by 30-plus companies engaged in planning, construction, management and operation of metro projects.

这句话中的“Authoritative Organizers”是“权威组织者”的意思。其中“Authoritative”是“权威的;有权力的”意思。

#### **Exercise I Read the passage and then answer the following questions.**

1. Which city was the METRO CHINA 2015 International Exhibition held in?
2. Who hosted the METRO CHINA 2015 International Exhibition?
3. What was the METRO CHINA 2015 International Exhibition for?
4. What is the market potential of this exhibition?
5. What content did this exhibition include?
6. Do you think this exhibition is important? Why?

#### **Exercise II Fill out the blanks according to the passage.**

METRO CHINA 2015 is planned to be \_\_\_\_\_ at China International Exhibition Center, Beijing, from the 17th to 20th of November 2015, covering a floor \_\_\_\_\_ of 22,000 square meters. It was hosted by \_\_\_\_\_ Rail Transit Committee of China Communications and Transportation Association (CCTA) and

\_\_\_\_\_ by China Academy of Railway Sciences, MOR and China World Trade Center Co., Ltd.

First \_\_\_\_\_ in 2005, the biennial METRO CHINA has grown to be China's most professional, influential and \_\_\_\_\_ international exhibition for the urban rail transit industry. The show has served as an ideal \_\_\_\_\_ for the exhibitors from around the world to best display their state-of-the-art \_\_\_\_\_ and equipment, improve their corporate image, understand the needs of China's urban rail transit development, \_\_\_\_\_ business partners, tap market potential and conduct exchanges and \_\_\_\_\_ in the world's most populous nation with the fastest-growing economy.

**Exercise Ⅲ Choose the best words to complete the following sentences.**

junction, locate, terminal, tunnel,  
structure, construction, harbour, connect

1. The \_\_\_\_\_ of this building is very complicated.
2. The Town Hall is \_\_\_\_\_ in the east of this city.
3. You can change Line 1 from Line 2 in the western \_\_\_\_\_ called Dongzhimen Station.
4. The \_\_\_\_\_ underground is so huge that it can contain four cars running to the same direction at the same time.
5. Tianjin \_\_\_\_\_ is the 6th largest harbour in the world.
6. The road \_\_\_\_\_ the two towns was built by the Henan Construction Company.
7. A \_\_\_\_\_ of a bus line is always the last stop of a bus.
8. The \_\_\_\_\_ of a city is a great job, and always needs decades of years.

**Section Ⅳ Features of Scientific Article**

**科技英语文章的特点**

科技文章的特点是结构严谨、句式周密、逻辑性强、概念准确、行文简练、重点突出，主要以传达信息为主。

## 一、使用被动语句

It has two terminals across which electricity must pass, and *it is designed to drop the voltage of the current* as it flows from one terminal to the other.

由于电流必须通过它的两端,它被设计用于降低电流通过时的电压。

句子中的斜体部分即为被动语态。

## 二、使用定语从句

A resistor is a component of a circuit *that resists the flow of electrical current*.

电阻器是电路中的一个元件,它可以阻止电流的流动。

句子中的斜体部分为 *that* 引导的定语从句,修饰 resistor,并表明 resistor 的特性。

## 三、使用长句

为了将一个科学术语或者一个科学概念说清楚,科技文献中往往采用长句,这充分体现了科技文章的特点。

Capacitors are one of a large number of electronic devices widely used in the circuits for coupling, bypass, filtering, tuning circuits, energy conversion, control and so on.

电容器是电子设备中大量使用的电子元件之一,广泛应用于电路中的耦合、旁路、滤波、调谐回路、能量转换、控制等方面。