



Unit 4

Entertainment Service

民航空乘英语

Part
1

Warm Up

Part
2

Announcements

Part
3

Dialogues
in Cabin

Part
4

Reading
and
Writing

Part

1

Warm Up

Part

2

Announcements

Part

3

**Dialogues
in Cabin**

Part

4

**Reading
and
Writing**

Label the objects on the meal tray with the foods given.



1. A piece of magazine in which you can know what kind of duty-free¹ items² you can buy in the flight.

2. Control³ is a device that accesses audio, video and games on demand. This control is installed on the armrest.





3

3. Headset is a device that can enable you to enjoy sound effects in the movie/music/TV shows.

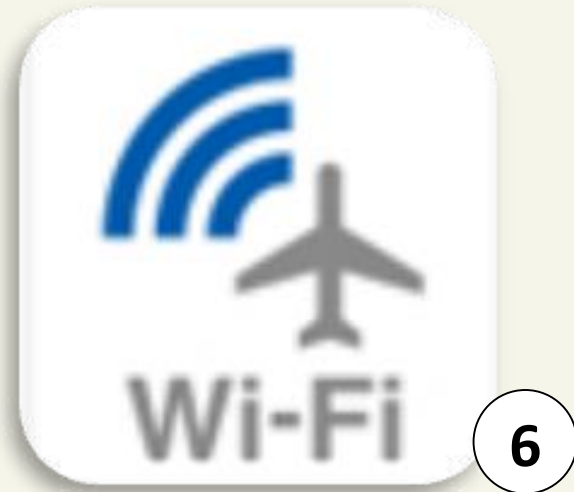
4. The device is the personal screen that brings you the latest entertainment, including movies, TV shows, music and games.



4

5. Laptop computer can ensure you to send and receive e-mails and do some business in flight.

5



6. Wi-Fi is a technology that allows electronic devices to connect to a wireless LAN4 (WLAN) network. It can be used in flight.

2



Look at the diagram5 of the control in flight A330. Try to remember them and then guess what they are by covering up6 the words.



Part

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2

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Part

3

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4

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1 Listen to the announcements and fill in the blanks.

Ladies and gentlemen,

Now we will be showing a film. Today's movie is Song of the Phoenix¹ directed by Wu Tianming.

Please use the headsets in the seat pocket in front of you. Choose channel² 1 or 2 to select the language you require for the movie you are watching. You may ask the flight attendants for assistance. We hope you enjoy your movie.

Thank you.

Ladies and gentlemen,

We are going to show the film Bounty Hunters³ and a choice of classical music, folk music and Beijing opera is also available. Headsets may be acquired from the flight attendants free of charge⁴ on this flight. Please select the channel that corresponds with⁵ the movie you are watching or the music you want to listen to. If you have any questions, please ask the flight attendants.

Thank you.

Ladies and gentlemen,

You will soon be landing at Guangzhou Baiyun International Airport. The in-flight entertainment will be switched off for landing. The cabin attendants will be coming through the cabin to collect the headsets from you. Please have yours ready to give to them.

Thank you.



2 Oral practice. Discuss with your partner about the following questions.



1. How do you usually start an in-flight entertainment announcement?
2. What should the cabin attendants broadcast before landing?



Listen to the entertainment service announcement and learn the following words or phrases.

Vocabulary Band

complimentary copy

赠阅本

feel free to do sth.

尽管做，可以随便（做.....）

meanwhile ['mi:nwaɪl]

adv.同时，其间

brochure ['brəʊʃə(r)]

n.手册，宣传册

unit ['ju:nɪt]

n.装置，单元

rear [rɪə(r)]

adj.后面的，后方的

later on

晚些时候，稍后

dim [dɪm]

vt.使暗淡，使变模糊



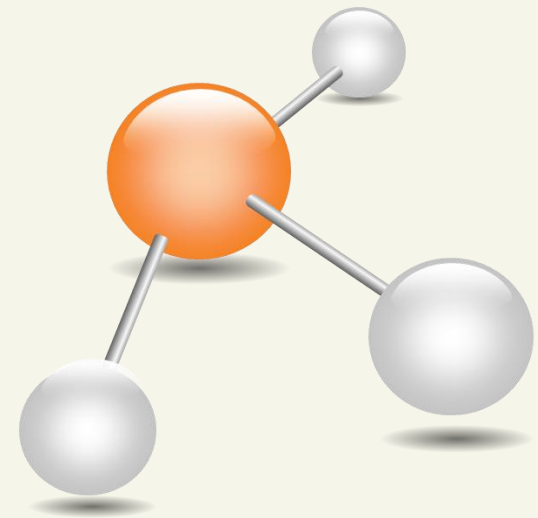
Read the entertainment service announcement and try to fill in the form.

Items	What can you do with the items?
<u>magazines</u> and newspapers	You can read it and take it with you if you like when you leave.
sky-shop brochures	You can read it to see what kind of <u>duty-free goods</u> you can buy.
Items	Where are the items?
<u>control</u>	In the economy cabin, the control is located on the top of your armrest.
headsets	In the economy cabin, they are located in <u>the seat pocket</u> in front of you.
toilets	They are in the front, middle and rear of the <u>economy cabin</u> .



3 Oral practice. Discuss with your partner about the following questions.

1. What kind of entertainment can you offer during the flight?
2. When the cabin lights are dimmed, how should you remind the passengers who want to do some reading?
3. When a passenger wants to sleep, how should you remind him?



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Part

2

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Part

3

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4

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I . Listen to the dialogues and fill in the blanks.



M: Excuse me, madam. I'm wondering how long we shall stay on the plane.

CA: the voyage¹ will last² for two hours.

M: That's too long. I will feel very bored if I have nothing to do.

CA: We have some magazines and newspapers for you to read.

M: Do you have some tourist brochures ? I'm going to have a seven-day holiday in France, and I want to go around and do something interesting.

CA: Sure, we have. An English one or a Chinese one?

M: An English one, please.

CA: OK, I'll be back soon.

I . Listen to the dialogues and fill in the blanks.



M: Madam, can I have another headset?

CA: Of course. But why?

M: The headset I've got just now³ doesn't work. I wish you would give me another one.

CA: No problem. Can I check it for you? ... No, they are not working. Wait a moment. I'll get you another one. ... Here you are, sir. Enjoy your movie.

M: Thank you very much. But I think this movie is not my favorite. Can you help me adjust⁴ it? I want to listen to some music.

CA: Certainly. There are several kinds of music, pop music, classical music and opera. Which would you like to listen to?

M: I prefer⁵ pop music. Which channel is it?

CA: The second one. Have you got it?

M: Yes. It's very nice. Thank you for your help.

CA: It's my pleasure.

I . Listen to the dialogues and fill in the blanks.



M: Excuse me, madam. Can you do me a favor?

CA: Of course. What can I do for you?

M: I want to watch the TV play, but I don't know how to operate the device.

CA: Let me help you. First, press the button on your armrest. Then select the channel corresponding with the TV play. After that, you can enjoy it.

M: Thank you very much. By the way, do you have any recommendation about the TV play today?

CA: What kind of TV play do you like? Drama⁷, thriller⁸, comedy⁹ or action¹⁰?

M: Comedy, please.

CA: OK... Here we have a TV play titled Black Book¹¹. It's very funny. I think you'll like it.

M: Thank you.

CA: You are welcome. I hope you will have a good time on board.

II. Oral practice. Read the dialogues and discuss with your partner about the following questions.

1. What will you do if passengers feel bored?
2. What should you do if a passenger wants to change a headset?
3. How do you recommend the TV shows to passengers?



III. Work in pairs. Choose one of the following situations to make a dialogue with your partner according to the dialogues above.



Situation 1: A passenger doesn't know how to select the movie channel.

Situation 2: A passenger feels bored of the long-distance flight, so you recommend him to read some duty-free brochures.

Situation 3: A passenger wants to have another headset to listen to the music.

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In-flight Entertainment

Nowadays, many flights that are more than four or five hours long feature some forms of in-flight entertainment. In-flight entertainment refers to the system that an airline provides the entertainment to its passengers during a long time.

There are varieties of entertainment in flight.



Moving-map System

A moving-map system is a real-time flight information broadcast through the video screens and personal televisions (PTVs). In addition to displaying a map that illustrates the position and direction of the plane, the system gives the altitude, airspeed, outside air temperature, distance to the destination, distance from the origination point, and local time. The moving-map system information is derived in real-time from the aircraft's flight computer systems.



Video System

Video entertainment is provided via a large video screen at the front of a cabin section, as well as smaller monitors situated every few rows above the aisles. The sound is supplied via the headsets. It covers music, as well as films, news, information, and drama. In addition, there is a channel devoted to the plane's radio communications, allowing passengers to listen to the pilots' in-flight conversations with other planes and ground stations.



Game System

Video games are another emerging facet of in-flight entertainment. Some game systems are networked to allow interactive playing by multiple passengers. Later generations of in-flight entertainment games began to shift focus from pure entertainment to learning. Many more learning applications continue to appear in the in-flight entertainment market.

Just before the aircraft reaches its destination, the cabin attendants should collect the headsets. It is important that each headset should be accounted for. Cabin attendants also write a report as to the operation of the entertainment system, to indicate whether any equipment needs to be repaired.



1 Learn the words in the box and then complete the sentences with them.
Change the form if necessary.

multiple

indicate

emerging

feature

real-time

appear

broadcast

headset

1. If your headset doesn't work well, you can call the cabin attendant for another one.
2. There are multiple movies and TV shows you can choose through the in-flight entertainment system.
3. The in-flight moving map system can illustrate the real-time information of the flight such as the altitude, airspeed, outside air temperature, etc.
4. The Airlines should feature their qualified cabin service.

multiple

indicate

emerging

feature

real-time

appear

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headset

5. Because of passengers' requirements, the various in-flight entertainments appear little by little (逐渐地).

6. The cabin attendants broadcast the safety demonstration through the broadcasting system (广播系统).

7. Compared with the moving-map system, the in-flight game system is an emerging entertainment.

8. If the safety belt light being turned off, it indicates that you can stand up and have a walk.



Read the text again and decide whether the following statements are true (T) or false (F).

- F** 1. Every flight can feature in-flight entertainment.
- T** 2. Moving-map can supply real-time conditions of the flight.
- T** 3. We can enjoy the movies, TV shows, music and radio through the video system.
- F** 4. The game system appeared at the same time with the video system.
- T** 5. Before landing, the cabin attendants should collect all the headsets.



3 Read the text again and answer the flowing questions.

1. What aspects about the flight can be illustrated by the moving-map system?

The moving-map system can illustrate the position and direction of the plane, the system gives the altitude, airspeed, outside air temperature, distance to the destination, distance from the origination point, and local time.

2. Besides the sound of video and radio of the video system, what kind of sound can be heard by the passengers?

We can listen to the pilots' in-flight conversations with other planes and ground stations in another radio communication channel.



3 Read the text again and answer the flowing questions.

3. Except the entertainment mentioned in the text, do you know any other entertainment offered in the flight?

Passengers can also enjoy the magazines, brochures and newspapers for reading.

4. Why should the cabin attendants write a report about the operation of the entertainment system?

They write the report to indicate whether any entertainment equipment needs to be repaired or not.



Wi-Fi

Wi-Fi is the most commonly used local wireless data network standard that allows electronic devices to exchange data. It allows you to connect a Web-enabled device to the Internet wirelessly. Now Wi-Fi can be used on the flight. But if you want to use this service in flight, you should know the following points.

Pre-flight Preparations

Bring Your Devices

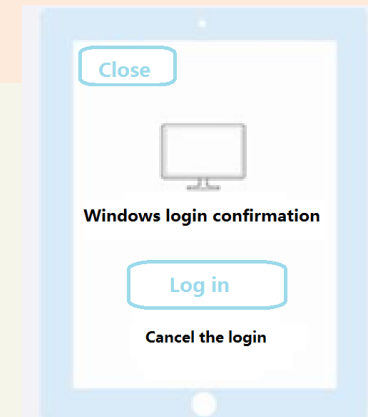
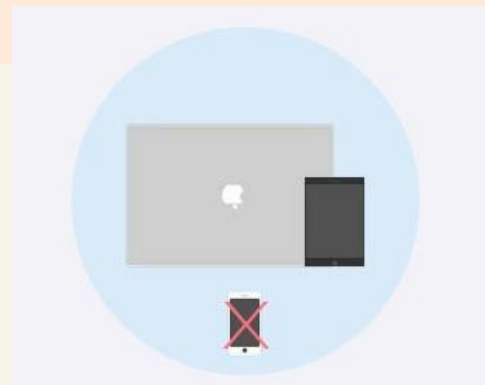
In accordance with² the regulations³ of CAAC⁴, the mobile phones must be turned off throughout the flight. Please bring laptop or tablet PC⁵ with the Wi-Fi function⁶.

Download the Common Use Application

China Southern in-flight Wi-Fi is capable of⁷ web browsing⁸, instant⁹ messaging, e-mail, etc. We currently do not provide audio/video streaming¹⁰ service.

Log into¹¹ Personal Account¹²

Some applications (e.g. WeChat¹³ and QQ) may require QR code¹⁴ verification¹⁵ when you login¹⁶ at different devices. We suggest you complete the verification and login before boarding to ensure the normal use during the flight.



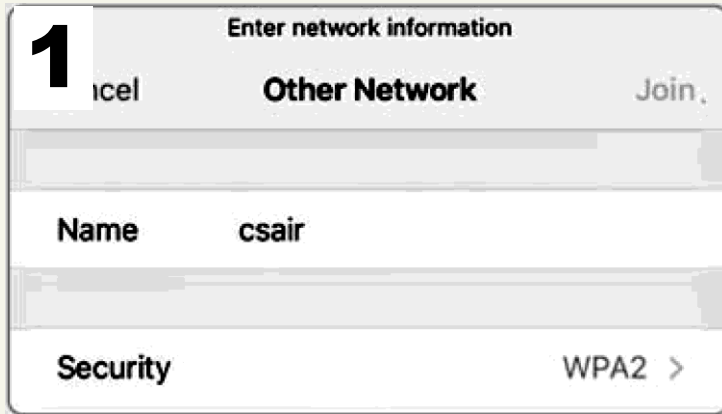
Three Simple Steps to Access In-flight Wi-Fi

On some China Southern flights, you can enjoy in-flight Wi-Fi service by taking three simple steps to complete connection:

1. Turn on your device and make sure the Wi-Fi function is ON.
 2. Connect the Wi-Fi network “CSAIR17” manually¹⁸, and set the security option¹⁹ to “WPA20/WPA2” or “WPA2”.
 3. Run your web browser, enter any URL²¹ or www.flycsair.com and complete the identity verification.
- Then you can experience our in-flight Wi-Fi service.



Read the text and pictures about steps to access in-flight Wi-Fi, then put them in the right order.



2

1

3



Read the text again and choose the best answer.

- A** 1. Which electronic devices can't be used to connect the Wi-Fi in flight?
A. Mobile phones. B. Kindles. C. iPads. D. Computers.
- D** 2. In China Southern flights, passengers can use Wi-Fi to _____.
A. browse the websites which contain violence.
B. browse the websites which contain pornography.
C. browse the websites which contain politically sensitive content.
D. browse the websites to send and receive e-mails.
- D** 3. Electronic devices should be turned off during _____.
A. taxi (滑行) B. take-off C. landing D. all the above

3

Someone think that Wi-Fi can make their flights more interesting, but others think it adds the dangerous of flying. What' s your opinion? Please write a passage to illustrate your ideas.



Thank You

