



Unit 8

Duty-free Shopping Service

民航空乘英语

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Warm Up

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Dialogues
in Cabin

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Writing

Part

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**Dialogues
in Cabin**

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**Reading
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Writing**

I Duty-free shopping exempts¹ a customer from having to pay customs duties² on various commodities³, typically alcohol, tobacco⁴ and luxury⁵ goods for international travels. Look at the given examples and then add some more in-flight duty-free items. 

tobacco: cigar⁶ cigarette

cosmetic⁷: lipstick⁸ essential oil, eye cream, makeup base

jewelry⁹: necklace earrings, finger ring, watch

accessory¹⁰: bag necktie, cuff link, tie clip

confectionery¹¹: cake candy, chocolate

liquor¹²: wine whisky, beer

toy: airplane model remote control car

2

Look at the exchange rate¹³ table for American dollars and practice the dialogue using the rate.



各种国际通用货币（CURRENCY¹⁴）代号

货币	Currency	代码	1 US dollar
人民币	(Chinese/Renminbi) yuan	CNY (RMB ¥)	6.887
港元	(Hong Kong) dollar	HKD (HK\$)	7.756,3
日元	(Japanese) yen	JPY (¥)	110.66
新加坡元	(Singapore) dollar	SGD (S\$)	1.425,6
欧元	(European) euro	EUR (€)	0.943,4
英国英镑	(British) pound	GBP (£)	0.805,8
俄罗斯卢布	(Russian) ruble	SUR (Rub)	65.172
加拿大元	(Canadian) dollar	CAD (Can\$)	1.353,9
澳大利亚元	(Australian) dollar	AUD (A\$)	1.358

Dialogue:

W: I want to buy this duty-free item. How much is it?

CA: It is 25 US dollars. We also accept Chinese Yuan.

W: What is the exchange rate from US dollars to Chinese Yuan?

CA: One dollar is worth 6.887 Chinese Yuan. If you want to buy this item, I think you should pay 169 Yuan.

W: Here you are,

CA: Thank you. Here is your change.

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1 Listen to the announcements and fill in the blanks.

(1)

Ladies and gentlemen,

Duty-free sales will be available in the cabin now. Product descriptions¹ are available in the Duty-free Shopping Guide, which is in the seat pocket in front of you. Please check with your flight attendant for prices in other currencies. Most major currencies and US dollar, traveler's checks are accepted for your purchases. The major credit cards are also accepted.

Duty-free sales will conclude² half an hour/one hour before landing. Thank you!

Ladies and gentlemen,

Good afternoon! Thanks to our new in-flight duty-free shopping brochures. You can buy all duty-free items from the comfort of your seat. The latest³ edition⁴ of the brochures are packed with new additions from the world's brands. An impressive selection⁵ of fragrances⁶, fashionable⁷ watches, chic⁸ jewelry, cosmetics, gifts awaits⁹ you. Choose from our impressive selections for someone or yourself. You deserve it¹⁰.

All items can be purchased on board at prices of up to 55 percent less than anything you will find in a retail store¹¹.

All prices listed in the catalogue¹² are in US dollars. We accept all major credit cards. However, the maximum¹³ allowed purchase with credit card is 600 US dollars per person. We don't accept debit cards¹⁴.

You can find our catalogue in the seat pocket onboard. The flight attendants will be glad to provide you with more detailed¹⁵ information and assist¹⁶ you with your choice.

Enjoy your shopping and flight.





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

1. What kind of items does an airline offer?
2. Where can the passengers find the copies of the catalogue?
3. What payments can passengers use when buying duty-free items in flight?



1 Listen to the announcement and learn the following words or phrases.

Vocabulary Band

British Airways

英国航空公司

unique [ju:'ni:k]

adj.独特的，独一无二的

discover [dɪ'skʌvə(r)]

vt.发现，发觉

unparalleled [ʌn'pær(ə)leɪd]

adj.空前的，前所未有的

sought-after ['so:t,ɑ:ftə(r)]

adj.受欢迎的，很吃香的

Harry Winston

海瑞·温斯顿（珠宝品牌）

Tiffany

蒂凡尼（珠宝品牌）

Swarovski

施华洛世奇（水晶品牌）

Givenchy

纪梵希（服装品牌）

Prada

普拉达（服装品牌）



Oral practice. Read the announcements we' ve learnt, and then make a duty-free shopping announcement according to the summary form below.

Part	Content
Greetings	Good morning/afternoon. ...
Duty-free Brochures/Magazines	Introduce the brochures/magazines in brief.
Items We Can Buy in the Flight	Tobacco, jewelry, accessories, confectionery, liquor, toy, and other things.
Payments	Cash (US dollar, RMB...), major credit cards and checks.

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



CA: Excuse me, sir. Would you like to buy any duty-free items?

M: Yes, what items do you have?

CA: We have cigarettes, chocolates, cosmetics, electronic goods, perfume¹, skincare² products, jewelry, watches, etc.

M: Do you have Chanel Poudre Universelle Compact³? My wife told me to buy one for her.

CA: Certainly, sir. We have it. That'll be \$44.

M: Do you take Korean Won?

CA: No, I'm sorry, sir. We only accept US dollars, Euros and RMB.

M: Oh, I have some RMB. How much would that be in RMB?

CA: That will be 300 Yuan.

M: Here you are.

CA: Thank you. I hope your wife will like it.

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



CA: Would you like to buy some duty-free goods? We have a wide selection on board today.

M: Yes. I'd like five cartons⁴ of cigarettes.

CA: I'm sorry, sir. As far as I know, visitors to Hong Kong are allowed 400 cigarettes at most.

M: I didn't know about that. All right, two cartons of cigarettes, please. How much are they?

CA: That's 75 US dollars, please.

M: Here is \$80.

CA: Thank you. Here are your change⁵ and your cigarettes. Enjoy your flight.

M: Thank you.

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

3

CA: Good afternoon. What can I do for you?

M: I'd like to buy a present for my friend Jerry. He will get married next month.

CA: It's really a good news. What would you like to buy?

M: I have no idea. Could you give me some suggestions ?

CA: Does he like some alcoholic drinks?

M: Yes, he likes wine very much.

CA: Then you can buy some liquor for him.

M: You're right. What do you recommend?

CA: Bolongbao Wine⁶ is very famous and it tastes very well. You can buy one or two bottles for him.



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

3

M: How much does it cost?

CA: 1 liter US\$ 42.00.

M: Can I have a discount?

CA: Sorry, all the items offered on board are at marked price.

M: Well, I'll take one bottle. Do you take credit cards?

CA: Sure, sir. We accept all the major credit cards.

M: Great, here is my card.

CA: Thank you. It's \$42. Please input your password.

M: OK.

CA: Please sign here ... Thank you. Here is your card and the receipt. And take your wine, please.

M: Thank you very much.

CA: You are welcome. Enjoy your flight.

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

1. How will you begin the duty-free sales?
2. What kind of duty-free items will you recommend if a passenger asks you for advice?
3. When passengers intend to pay for the items, what should you say?



III. Work in pairs. Understand and remember the expressions about asking and making suggestions. And then make a dialogue with your partner by using the expressions.

What do you suggest?
What is your advice?
Can you give me some advice?
What would you suggest?
Do you have any suggestions?



I'd like to suggest that...
It would be better to...
Why don't you...
I advise you...
I think you should...
My advice would be...
What/How about...

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Duty-free Service

The sale of a range of duty-free items on international flights is the responsibility of the cabin attendants. In-flight duty-free goods are often made up of some most famous brands in the world, including cigarettes, confectioneries/chocolates, cosmetics, electronic goods, gifts, perfume, skincare products, jewelry, spirits, watches, etc. Designer label brands can also be found, such as Ralph Lauren, Calvin Klein and Chanel.

The cabin attendants from different airlines may provide duty-free service in almost the same procedures. Usually, the cabin attendants will make the announcement first for duty-free goods. The passengers can read the in-flight duty-free shopping magazines located in the rear pocket in front of them. And then they can choose duty-free items from the magazines by filling in the order forms. The cabin attendants may usually allow the passengers to choose around 30 minutes and go along the aisle to collect the forms. The cabin attendants will make sure that there are a couple of cabin attendants walking up and down the aisle while sorting out the duty-free goods just in case there are any problems. This is quite time-consuming and when they've finished, the cabin attendants will take the goods to the passengers.

Usually, the Cabin attendants will offer the goods with duty-free goods carts and proceed through the cabin aisle stopping at each row of passengers. The goods can be paid by cash, such as the US \$, UK £ and Euros €, or most major credit cards, like Diners Club, Visa, Master Card, American Express and JCB. Usually, the maximum number of orders accepted by credit cards is limited according to the regulations of different companies. Therefore, cabin attendants must check the credit cards thoroughly before accepting them. They also check the expiry date of the card. If the date has expired then the card is classed as invalid.





The cabin attendants are responsible for all transactions undertaken and must keep a record of all items sold. Another thing that the cabin attendants have to watch out for is the passenger who opens his duty-free spirits and cigarettes on board. Cabin attendants have to tell passengers that this is not allowed and if they want a drink then just ask the cabin attendants for one.

1

Look at the pictures below, and choose which kind of payment can passengers use to buy duty-free items in flight.



1



2

1

2



3

4



4



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

- T** 1. The time of choosing duty-free goods usually last half an hour.
- T** 2. When passengers are choosing duty-free goods, there should have two or three cabin attendants walking up and down to answer passengers' questions about goods.
- F** 3. Passengers can pay the goods by cash, credit cards and debit cards.
- F** 4. By using credit cards, passengers can buy as many duty-free items as they wish.
- T** 5. Even if cigarettes can be sold on board, passengers are not allowed to smoke during the flight.



3 Read the text again and answer the following questions.

1. What are the procedures of buying duty-free goods on board?

Cabin attendants make an announcement about duty-free shopping first, and then the passengers can read the shopping magazines to select what they want to buy. Meanwhile, there should be two or three cabin attendants walking around to show passengers the goods and answer their questions. When passengers decide what to buy, they should fill the order form and the cabin attendants will collect the forms together. The last step is to take the goods to passengers and passengers pay for their goods by cash or credit cards.





3 Read the text again and answer the following questions.

2. Why should the cabin attendants check the credit cards when passengers pay the duty-free goods by them?

Because the maximum of orders accepted by credit cards is limited and the credit cards have an expiry date.

3. Can the passengers open the duty-free spirits they've bought on board?

No, they can't. Because it is not allowed on board. If they want to have a drink, they should ask the cabin attendants for one.



Customs Duty Free Allowance

To make duty-free shopping and Customs check go smoothly¹, it is recommended that the passengers be familiar with² the duty-free allowance³ of the country or the city they will enter.

The following are typical⁴ examples of Customs Duty-Free Allowance in the majority⁵ of airports all over the world.



Duty-Free Allowance for the UK from outside Europe

- 200 cigarettes, or 100 cigarillos⁶, or 50 cigars, or 250 grams of tobacco;
- 2 liters⁷ of still table wine⁸;
- 1 liter of spirits or strong liqueurs⁹ over 22% volume¹⁰, or 2 liters of fortified¹¹ wine, sparkling wine¹² or other liqueurs;
- 60cc/ml of perfume;
- 250cc/ml toilet water¹³;
- £ 145 worth of all other goods including gifts and souvenirs¹⁴.

Duty-Free Allowance for China

- 400 cigarettes if staying under 6 months;
- 600 cigarettes if staying over 6 months;
- 2 bottles each not exceeding 0.75 liters for staying less than 6 months;
- 4 bottles each not exceeding 0.75 liters for staying more than 6 months;
- A reasonable quantity of perfume for personal use.

Duty-Free Allowance for the USA

- 200 cigarettes;
- 1 liter of alcoholic beverage.

Duty Free Allowance for Australia

- \$900 worth of goods (\$450 for people under 18) including gifts (given to you or intended for others), souvenirs, cameras, electronic equipment, leather goods, perfume concentrates¹⁵, jewelry, watches and sporting equipment;
- 2.25 liters of alcoholic beverages for each passenger aged 18 years or over;
- 250 cigarettes or 250 grams of cigars or tobacco products for each passenger aged 18 years or over.



1 Read the text again and answer the flowing questions.

1. Why should we be familiar with the duty-free allowance of different countries?

If we are familiar with the duty-free allowance of different countries, duty-free shopping and Customs checking will be taken smoothly.

2. If we stay in China for one year, how many cigarettes can we buy?

We can buy 600 cigarettes.

3. If we travel to UK, what kind of smoking materials can we buy?

We can buy 200 cigarettes, or 100 cigarillos, or 50 cigars, or 250 grams of tobacco.



Please surf the internet to find more information about Duty Free Allowance for China, and then sort out a completed passage.



Thank You

