



Unit 5

Special Passengers

Service

民航空乘英语

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**Dialogues
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**Reading
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Writing**

Look at the pictures of special passengers. Try to explain why they are special passengers.



passengers with infants



pregnant passengers

unaccompanied children



disabled passengers who need assistance





elderly



passengers traveling with pets

2



A well-stocked first-aid kit, kept within easy reach, is necessary in the flight. Do you know what's in the first-aid kit? Look at the flowing pictures and try to remember them.

- | | |
|-----------------------------------|----------|
| 1. triangular bandage | 三角绷带 |
| 2. safety pin | 安全别针 |
| 3. PBT elastic bandage | PBT 弹性绷带 |
| 4. scissors | 剪刀 |
| 5. sterile gauze pad | 医用眼垫 |
| 6. tourniquet | 止血带 |
| 7. non-woven medical paper tape | 无纺布医疗纸带 |
| 8. alcohol pad/film | 酒精消毒棉 |
| 9. band-aid | 创可贴 |
| 10. medical absorbent cotton swab | 医用棉签 |
| 11. forcep/tweezer | 镊子 |

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1 Listen to the announcements and fill in the blanks.

Ladies and gentlemen,

Would you give me your attention, please?

There is a lady going to give birth¹. Should there be any medical personnel² on board, please contact any of our cabin attendants.

Hope you can understand. Thank you!

Ladies and gentlemen,

May I have your attention, please? There is a passenger has an appendicitis³. If there is a doctor on board, please make you known to a member of the cabin attendants immediately by pressing your call bell.

Thank you.

Ladies and gentlemen,

Would you please give me your attention?

We are sorry to inform you that we have to land at the nearest airport and ask for medical help because there is a passenger with bone fracture⁴. In order to ensure his safety, we have to do so.

Your cooperation will be much appreciated⁵.



Look at the medical problems and their symptoms. Try to use them to make announcements.

Medical Problems	What is it?	Common Symptoms
appendicitis	one of the most common surgical problems (外科疾病)	right lower abdominal pain (右下腹痛) nausea (恶心) vomiting (呕吐) decreased appetite (食欲下降)
bone fracture	a medical condition in which there is a damage in the continuity of the bone	edema of nearby soft tissues (附近软组织水肿) muscle spasms (肌肉痉挛)



3 Oral practice. How would you make a sick announcement? Which parts do you think are important and indispensable in an announcement? Discuss with a partner and try to make a sick announcement.





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

Vocabulary Band

emergency [ɪ'mɜ:dʒ(ə)nsɪ]

n.紧急情况，突发事件

alternative [ɒ:l'tɜ:nətɪv]

adj.供选择的，备用的

anticipate [æn'tɪsɪpeɪt]

vt.预期，期望

apologize [ə'pɒlədʒaɪz]

vt.道歉，表示歉意

inconvenience [ˌɪnkən'vi:niəns]

n.不便，麻烦

diversion [daɪ'vɜ:ʃ(ə)n]

n.绕行路线

regularly ['regjələli]

adv.定期地，定时地

update [ʌp'deɪt]

vt.更新，变更



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

1. How do you express your apology and appreciation if the flight has to land temporarily?
2. Generally, under what circumstances can the aircraft be forced an emergency landing?
3. What should you inform the passengers before an emergency landing?

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



CA: Hello. What can I do for you?

M: My son doesn't feel well. I think he's got a high temperature. Do you have any paracetamol¹?

CA: Yes, we have. But I'm afraid we can't give it directly. We need a doctor or a nurse to check him.
Was he like this before boarding?

M: No, not at all. He was fine. But he's very hot now and complaining² of a bad headache.

CA: I'll see what I can do. Oh, how old is he?

M: Seven.

CA: I'll ask if there is a doctor or a nurse on board. Please wait a moment.

M: Thank you very much.

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

2

Announcement: Ladies and gentlemen, the captain has switched on the seat belt sign. Please return immediately to your seats and fasten your seat belts. Due to air turbulence, all in-flight service is suspended³ and will be resumed⁴ as soon as possible.

CA1: Li Mei, can you push your trolley⁵ back to the galley⁶ as quickly as you can and get it stowed away securely?

CA2: Yes... but those people in row 18 haven't sat down yet...

CA1: What are they doing still standing around! OK, I'll deal with⁷ that. (pause) Excuse me, can you sit down and fasten your seat belts, please?

M: This man's been hurt. He's bleeding.

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

2

CA1: What happened? (speaks to the injured passenger) Hello... are you all right? Can you hear me now?

M: The overhead locker flew open⁸ with the turbulence and a laptop fell onto⁹ his head. I think he's unconscious¹⁰!

OK. Thank you for letting me know. I'll deal with the situation now. Please take your seat and strap¹¹ in securely. Li Mei, I need some help. Get the first-aid kit immediately.

CA2: Here it is.

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

3

It's 6:00. Flight KN2316 is going to take off. A cabin attendant named Jutta stands at the cabin door to welcome passengers. At this moment, she notices that a blind passenger is entering the cabin along with¹² a guide dog¹³. (J=Jutta)

J: Excuse me, sir. I am Jutta, a cabin attendant o this flight. Please show me your boarding pass so that I can take you to your seat.

M: Thank you. Here you are.

J: It's 6A. Please give me your hand and I'll guide you to your seat.

(After finding the seat)

J: Now you can sit down and have a rest.

M: Thank you, Jutta. But where should I put my baggage ?

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

3

J: I'd like to stow it for you and I'll retrieve¹⁴ it for you before landing. Is that OK?

M: That's very kind of you. Then how about my guide dog? Where should it be accommodated¹⁵?

J: For convenience, you can settle it at your feet.

M: Is it free? Or should I pay extra money?

J: It's free, sir. Your guide dog is permitted to travel in the passengers' cabin at no extra charge.

M: Thank you.

J: You're welcome. If you have any need or requirement, please don't hesitate to call the cabin attendants at any time.

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

1. If there is a child feels sick in flight, what should you say to him or his parents?
2. If there is a bleeding passenger and he is unconscious, what will you do?
3. If there is a blind passenger with a guide dog, what will you do to help him?



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 disabled passenger wants to go to the lavatory, but it is very difficult for him without a wheelchair.

Situation 2: An elderly passenger feels bad and he wants to vomit. So he ask you for some medicine for airsickness.

Situation 3: A child travels alone, so he asks you to help him to put the baggage into the overhead locker.



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The Rules about Pets in Air China

Small animals are defined as domesticated dogs and cats. Animals prone to attack or injure humans like Tibetan Mastiff and Bulldog do not fall into the category of small animals.

Small animals must be accompanied by valid health and vaccination certificates and must be in compliance with the related regulations of the countries of entry, transit and exit in order to be accepted for carriage.



Small animals cannot be taken into the cabin but can be carried as checked baggage in the cargo compartment of the aircraft.

Small animals are classified as special baggage and are subject to special baggage charges.

The total weight of one container for the small animal(s), including the feed and water shall not exceed 32KG. Otherwise, the container shall be carried as cargo.

Up to two containers for small animals are allowed on each flight.

Small animals can only be accepted for carriage on Air China-operated one-way nonstop flights, but not on connecting flights for the time being.

Air China shall not be liable for any delay of the animal because it is refused entry into or transit through any country, state or territory or for any injury, sickness, escape or death of the animal under normal conditions of carriage.

Request for the carriage of small animals shall be made at least 24 hours before flight departure at our designated ticketing offices. Since only some selected aircraft types are fit for the carriage of small animals, your animal can only be accepted for a carriage after we have given our consent and made proper arrangements in that regard.

You must check in your small animal at the airport no later than 120 minutes before flight departure. In that process, you need to provide all the documents required for the carriage of your small animal.





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

- F** 1. Bulldogs can be carried into the aircraft.
- T** 2. The pets which are accepted for carriage should be charged as the special baggage.
- T** 3. Pets can be carried only on the one-way nonstop flights.
- F** 4. Air China should be responsible for the injury and sickness of the pets under normal conditions of carriage.
- T** 5. Passengers traveling with pets should check in the small animals at least two hours before the flight takes off.



3 Read the text carefully and answer the flowing questions.

1. If a passenger has a snake as a pet, can he takes it when taking a plane?

No, he can't. Because snack is an animal prone to attack people so it is not a small animal.

2. Why should passengers request for the carriage of small animals ahead of the departure?

Because only some selected aircraft types are fit for the carriage of small animals, and the animal can only be accepted for a carriage after the airlines have given their consent and made proper arrangements in that regard.

Pregnant Women

Because oxygen and air pressure¹ decrease² in the upper³ atmosphere⁴, transportation of pregnant women has been restricted⁵ to some extent⁶.

Pregnant women whose pregnancy⁷ does not exceed 32 weeks (inclusive⁸) can be transported as regular passengers except when the passenger has been advised by her doctor that she is not fit for air travel.

If you are pregnant for over 32 weeks, you are generally not accepted to board the plane. In the case of special circumstances⁹ when you are pregnant for more than 32 weeks and less than 36 weeks, you have to file¹⁰ applications to the ticket sales department¹¹ directly under CSAir before booking tickets and provide diagnosis proof¹² that contains the items as follows:

- Name and age of passenger;
- Date of pregnancy;
- Flights and dates of travel;
- Whether or not they are fit for air travel;
- Whether or not special onboard care is required, etc.

The aforementioned¹³ medical diagnostic certificate shall be issued within 72 hours prior to the flight departure and shall be sealed¹⁴ by a hospital, not below the national level and signed by the doctor before validation.

Passengers whose pregnancy exceeds 9 months (36 weeks) and the expected delivery date is within 4 weeks or uncertain, or if it is known that there will be multiple births or delivery complications¹⁵, will not be accepted for transportation.





1 Read the text and choose the best answer.

1. Generally, which of the pregnant woman should issue the diagnosis proof? C
- A. The woman whose pregnancy is 27 weeks.
 - B. The woman whose pregnancy is 38 weeks.
 - C. The woman whose pregnancy is 33 weeks.
 - D. The woman whose pregnancy is 36 weeks.





1 Read the text and choose the best answer.

2. What kind items should a medical diagnostic certificate contain? D

A. Name and age of passenger and their date of pregnancy.

B. Flights and dates of travel.

C. Whether or not they are fit for air travel or have any special requirements.

D. All the above.

3. The medical diagnostic certificate should be issued within A hours prior to the departure.

A. 72

B. 24

B. C. 48

D. 36



Read the text again and answer the flowing questions.

1. Why the airlines have restriction to the transportation of pregnant women?

Because oxygen and air pressure decrease in the upper atmosphere and this environment is not very good for pregnant women.

2. What kind of pregnant women will be transported as regular passengers?

Pregnant women whose pregnancy does not exceed 32 weeks (inclusive) can be transported as regular passengers. But if the doctors said they are not fit for air travel, they'd better not travel by plane.

3. What kind of pregnant women will be refused for the transportation?

The passengers who are pregnant for over 32 weeks will be refused for the transportation.

Thank You

