



Unit 6

Special Situation

Service

民航空乘英语

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Look at the picture about the fire extinguisher instructions, and then match the explanation with the steps.



灭火器放置点

灭火器使用方法



非火灾时，禁止动用消防器材
Non fire, forbidden to use fire equipment



1 提起灭火器



2 左右摇晃



3 拔下保险销



4 对准火源根部



5 用力压下手柄

火警 119 (FIRE ALARM 119) 急救 120 (FIRST AID 120)

- 3 a. Put out the safety pin1.
- 2 b. Shake the fire extinguisher2 from side to side.
- 1 c. Pick up the fire extinguisher.
- 4 d. Aim nozzle3 at the basic of fire.
- 5 e. Press the handle.

2

Listen to the announcement when facing an emergency in flight, and then summarize the instructions when facing an emergency.



Ladies and gentlemen,

This is an emergency. This is an emergency. Stay in your seats with your seat belts fastened. Remain calm and follow these instructions. Pull down the oxygen mask. Pull down the oxygen mask. Put it over your nose and mouth immediately and breathe normally.

Remain calm. Stay in your seats and pull a mask towards you. Place the mask over your mouth and nose like this and breathe normally, adjusting the hand to secure it. Do make sure your own mask is fitted properly before helping anyone else.

When facing an emergency, passengers should:

Step 1: *Stay in your seats.*

Step 2: *Remain calm.*

Step 3: *pull down the oxygen mask over your nose and mouth*

Step 4: *breathe normally*

Step 5: *adjust the hand to secure it*

Step 6: *make sure your own mask*

Step 7: *helping anyone else*



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1 Listen to the announcements and fill in the blanks.

Ladies and gentlemen,

Attention, please. We are sorry to inform you that because of the unfavorable weather conditions over the airport, our flight has been cancelled. We will have to stay overnight¹ at the airport. Please take your overnight articles² with you as you leave the airport. Hand baggage may be left on the board, but take valuables³ with you.

Further⁴ information will be given to you in the terminal building⁵. We apologize for the inconvenience caused.

Thank you for your understanding and cooperation.



Ladies and gentlemen,

May I have your attention, please? We are sorry to inform you that we will be returning to Beijing Capital International Airport due to⁶ the thick haze⁷. We expect to land at the airport at 8:40 a.m.

We apologize for any inconvenience. Your understanding is very much appreciated.



Ladies and gentlemen,

Attention please. A fire has broken out in the cabin but we have managed to put it out. Please refrain from smoking and keep calm. Passengers sitting near the fire source are requested to move away immediately. All the other passengers remain in your seats, please.

Thank you.



Ladies and gentlemen,

Attention, please. We have met turbulence. For your safety, please remain seated and keep your seat belt fastened. Please refrain from using the lavatories until the safety belt sign goes off. Cabin service will be suspended during this period. We do apologize for any inconvenience and appreciate your understanding.

Thank you for your cooperation.





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

1. How would you make a cabin announcement when delayed departure happens due to the poor weather?
2. When the aircraft has to return to the airport due to the poor visibility ahead, try to make another announcement according to announcement 2.
3. What will you say when a fire has broken out in the cabin?



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

Vocabulary Band

ditching ['dɪtʃɪŋ]

n.水上迫降

remove [rɪ'mu:v]

vt.移动, 迁移

sharp [ʃɑ:p]

adj.锋利的

object ['ɒbdʒɪkt]

n.物体, 实物

heel [hi:l]

n.后跟, 鞋后跟

attachment [ə'tætʃmənt]

n.扣栓物, 连接物

denture ['dentʃə(r)]

n.假牙, 义齿

Vocabulary Band

necklace ['nekləs]

n.项链

earring ['iəriŋ]

n.耳环，耳饰

necktie ['nektai]

n.领带，领结

cushion ['kʊʃ(ə)n]

n.垫子，起缓解作用之物

inflate [ɪn'fleɪt]

vt.使充气，使膨胀



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

- 1.** Suppose you are the chief purser of the flight, how should you persuade the passengers to be subject to your instructions before an emergency ditching?
- 2.** Why do you think the passengers should remove all the sharp objects before ditching?
- 3.** What are the instructions of preparations for ditching?

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



M: Madam, could you tell me how I inflate my life jacket?

CA: I suppose you didn't notice the life jacket demonstration just now, sir.

M: Sorry, I didn't.

CA: Never mind. You can inflate it by pulling these tabs¹ down or you can blow² into the mouthpiece³. Remember: don't inflate it in the cabin. Do you understand?

M: Oh, I see. Thank you.

CA: You are welcome.



- CA: Excuse me, madam. What would you like to drink? We have coffee, water, orange juice, and Chinese tea.
- M: Nothing right now. Thank you. But could you please give me a medication for airsickness⁴? I'm not feeling well.
- CA: Okay, I'll get something for you right away. Here are some motion sickness medication⁵ and a cup of water. Also, this cool towel might help you feel better.
- M: Thank you very much. You're really helpful.
- CA: My pleasure. You'd better have a rest and sit still for a while. You'll be feeling better soon.
- M: Yes, I think so, too. But could you please get an airsickness bag for me? I'm afraid I might be sick.
- CA: You can find one in the pocket of the seat in front of you.
- M: Oh yes, here it is.
- CA: If you need any more help, please feel free to ask me.
- M: Fine. Thank you again.



- M: Excuse me, I'm really annoyed⁶ at landing at an alternate airport. Why can't we land at Harbin Taiping International Airport? I'll have an important meeting tomorrow and my business partners are meeting me there.
- CA: We are extremely sorry for this unexpectedness⁷. We have just been informed that we can do nothing about it.
- M: Oh, that's too bad! If I can't go there on time, I'll be very regretful.
- CA: I'm sorry for that. Please don't worry. Your partners will be informed of the situation at the airport.
- M: Could you tell me something more about the weather in Harbin?
- CA: Of course. The captain told me that the runway⁸ has been covered with about 3 inches of snow, and it's impossible for the plane to land. So the airport has been closed.

M: When and where will we land?

CA: We'll be landing at Dalian International Airport in about 45 minutes.

M: Then how long will we stay at this airport?

CA: It's hard to say. We'll have to wait until the weather in Harbin has improved. There is a possibility that our plane will have to stay overnight at this airport.

M: Who will arrange our accommodation here?

CA: Don't worry. All passengers will be accommodated by our airline. Please follow our ground staff's instructions when you disembark.

M: OK. Thank you for answering my questions. Hope the weather in Harbin gets better soon.

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

1. If a passenger asks you how to inflate the life jacket or life vest, what should you do?
2. If a passenger has airsickness, what can you do for him?
3. How do you explain to the passengers when the plane has to land at an alternate airport due to the bad weather?



III. Work in pairs. In all emergencies, cabin crew must give clear instructions, calm the passengers and act quickly. Work in pairs and discuss what would you say to the passengers during the emergency situations.

Situation 1: A worried passenger whose wife has just fainted (不省人事的, 昏厥的).

Situation 2: A pregnant woman experiencing contractions (宫缩).

Situation 3: A young boy is running on the aisle.

Situation 4: A loud and noisy group is not taking the emergency instructions seriously.



Expressions about Calming Down the Passengers

* Please keep quiet.	* Don't shout, speak normally.
* Don't worry. You'll be fine.	* Breathe slowly and deeply. That's it.
* Listen, stop.	* Calm down now, please.
* Don't be upset. We'll take care of her.	* Try to relax. I'll stay with you.
* Keep quiet, please. You are disturbing others.	* Listen carefully, please. These instructions are for you.
* Wait until we land.	

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First-Aid Kit

The first-aid kit is used in situations when the injured passengers or crew members need emergency treatment to stop bleeding, bandage a cut and fix a limb. A well-stocked first-aid kit, kept within easy reach, is a necessary in the flight. Having supplies gathered ahead of time will help you handle an emergency at a moment's notice.

The following items are included in the first-aid kit.



Triangular Bandage

The triangular bandage takes up little space in a first-aid kit—the bandage, when wrapped in its package, is only about 3-inch-square. It can be used to sling an arm, wrap around a wrist injury and an injured head.

Safety Pin

Safety pins are used primarily to hold and secure bandages.

PBT Elastic Bandage

Gauze rolls come in various lengths and sizes and can be wrapped around any wounds, and can also be used to hold a gauze pad in place.

Scissors

Scissors are very useful for cutting gauze pads, for cutting adhesive tape, shoelaces, clothing and just about anything you can think of in an emergency—scissors are a must.



Tourniquet

Tourniquets are tight bands used to control bleeding by completely stopping the blood flow to a wound. Tourniquets work only on arm and leg injuries. Tourniquets are usually reserved for the worst bleeding to keep the victim from developing shock.

Alcohol Pad/Film

Alcohol pads, as the disinfectant for INTACT skin or inanimate objects, can be used to clean the area around (not inside) a wound.

Band-Aid

The band-aids are the most common bandages to first-aid kits, used for any small wounds on a flat surface.





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

wound	intact	sling	ahead of
tight	victim	flexible	take up



1. Blood started out of his wound .
2. What a miracle! The infant who was rescued from underneath was intact !
3. The whole of my time is taken up with trifles (琐事).
4. What should you do if you think you have been a victim of fraud (欺诈, 诈骗)?
5. The wound should not be tied too tight to avoid blood circulation (血液循环).
6. If you need an extension (延期), please tell me ahead time.
7. Leather (皮革) and rubber (纤维) are flexible , glass and iron are not.
8. They sling up the boxes from the cellar (地窖).



3 It is very important for cabin attendants to have training about first aid.
Do you know anything else about first aid? Talk with your partner and then write a passage.





Turbulence

If you have been on a plane, the odds¹ are that you've experienced² some turbulence. Turbulence is that bumpy³, choppy⁴ sensation⁵ you feel as the plane hits a rough⁶ air pocket⁷. Turbulence can range from⁸ slight to severer⁹ bouncing¹⁰, pitching¹¹ and rolling¹².

Even mild turbulence can shift¹³ objects in the overhead lockers and send drinks flying off tray tables. Severe turbulence can make walking difficult and send loose¹⁴ items flying about the cabin. You can be assured¹⁵ that the plane is built to withstand¹⁶ these conditions. However, severe turbulence can result in¹⁷ injuries.

Here are some strategies¹⁸ to protect passengers from the effects of turbulence:

- Always wear your seat belt when seated;
- Hold on¹⁹ the seat backs or overhead lockers when walking in the cabin;
- Listen to all safety announcements carefully and follow cabin attendants' instructions;
- Remain calm if turbulence occurs²⁰;
- Be careful when opening the overhead lockers flowing turbulence.





Read the text again and answer the following questions.

1. What is turbulence?

Turbulence is the bumpy and choppy sensation you feel as the plane hits a rough air pocket which can range from slight to severer bouncing, pitching and rolling.

2. What kind of effects can be caused by turbulence?

It can shift objects in the overhead lockers and send drinks flying off tray tables. Severe turbulence can make walking difficult and send loose items flying about the cabin.

3. What can passengers do to protect themselves from turbulence?

Wear the seat belt, hold on the seat backs or overhead lockers when walking, listen to the safety announcements carefully and follow cabin attendants' instructions, remain calm, and be careful when opening the overhead lockers.



Work in pairs. Do you know any other strategies to protect passengers from turbulence except the content mentioned in the text? Talk with your partner and then state your conclusion to the class.



Thank You

