

Cabin Service Practical English



Unit 1
Pre-flight Briefing
(航前准备会)

Cabin Service Practical English





After learning this unit, you will be able to:

- **master more expressions about preflight briefing**
- **take part in the preflight briefing and complete your tasks**

Proper terms



- **preflight briefing** ['bri:fiŋ] 航前准备会
- **purser** ['pɜ:sə(r)] 乘务长
- **pilot** ['paɪlət] 飞行员
- **captain** ['kæptən] 机长
- **aircraft** ['eəkrɑ:ft] type 机型
- **Boeing 777** ['bəʊiŋ] 波音777
- **Airbus 340** 空客A340
- **flight route** [ru:t] 飞行线路
- **arrival time** 抵达时间
- **departure** [di'pɑ:tfə(r)] **time** 出发时间, 离港时间
- **estimated** ['estɪmetɪd] **flight time** 预计飞行时间

Proper terms



- **passenger information** [ˌɪnfəˈmeɪʃn] 乘客信息
- **first class** 头等舱
- **business class** 商务舱
- **economy** [ɪˈkɒnəmi] **class** 经济舱
- **special** [ˈspeʃl] **passenger** 特殊乘客
- **vegetarian** [ˌvedʒəˈteəriən] 素食者
- **cabin service** [ˈsɜːvɪs] 客舱服务
- **announcement** [əˈnaʊnsmənt] 广播词
- **procedure** [prəˈsiːdʒə(r)] 程序, 步骤
- **initial** [ɪˈniʃl] **flight** 首航

Proper terms



- 航前准备会
- 乘客信息
- 头等舱
- 商务舱
- 经济舱
- 特殊乘客
- 素食者
- 客舱服务
- 广播词
- 程序, 步骤
- 首航
- 乘务长
- 飞行员
- 机长
- 机型
- 波音777
- 空客A340
- 飞行线路
- 抵达时间
- 出发时间, 离港时间
- 预计飞行时间

Discussion



Who takes part in the preflight briefing?

Cabin crew: purser, flight attendants



Video: Preflight briefing



What do they discuss in the preflight briefing?

- Flight number
- Flight route
- Flight time
- Aircraft type
- Passenger information



Airlines



中国国际航空公司 Air China (CA)

中国东方航空公司 China Eastern Airlines (MU)

中国南方航空公司 China Southern Airlines (CZ)

Dialogue 1



Ladies and gentlemen, **may I have your attention**, please? **Shall we begin** our preflight briefing

Yes, we are ready.

Before our briefing, **I'd like to introduce** our new member, Miss Huang to you.



Greetings



>>> How do you do? My name is ...

>>> How do you do?

>>> Nice to meet you.

>>> Nice to meet you.

>>> Glad to meet you.

>>> Glad to meet you.

>>> Pleased to know you.

>>> Me too.



Introduce the new member

Dialogue 2



>>> **Let's begin** our briefing. **I'm the purser** of today's flight.

>>> **The aircraft type** is Boeing 777 **from** Hangzhou **to** Hong kong and **the estimated flight time** is 2 **hours** and 10 **minutes**.

>>> Well, the **distance between** Hangzhou **and** Hong kong is 1000 **kilometers**.

>>> Excuse me, purser?
How about the distance from Hangzhou to Hong kong?

>>> Thank you.



What's the **aircraft type**?

What's the **flight route**?

What's the **estimated flight time**?

What's the **distance** between Hangzhou and Hong Kong?

Dialogue 3



- Ladies and gentlemen, let's look at today's flight route.
We **are bound for Sydney** and the flight time is 2 hours and
- 20 minutes.
- The departure time is 11:30 and the arrival time is 13:50.
- Purser, how about **the operating altitude**?
- It's 10 kilometers.

Dialogue 3



- Excuse me, how about the cabin service today?
- Cabin service in today's flight is **drinks service** with lunch **service**.
- Thank you, I know.

Dialogue 3



- Ladies and gentlemen, let's look at today's flight route. We **are bound for Sydney** and the flight time is 2 hours and 20 minutes
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- Cabin service in today's flight is **drinks service** with **lunch service**.
- Thank you, I know.

Dialogue 3



- Excuse me, how about the **cabin service** today?
- Cabin service in today's flight is **drinks service** with **lunch service**.
- Thank you, I know.

Dialogue 4



- **Hello, everyone. Nice to see you again.**
- **Nice to see you, too.**
- **Now, let's begin our briefing. Today, we **head for** Macao **from** Beijing on CA 300. Shirley, can you tell me the **weather condition** in Macao today?**
- **Well, it will **clear up** in Macao today. The temperature **rises to 25°C** and **drops to 12°C with breeze.****
- **Thank you.**

Dialogue 4



- The temperature **rises to 25°C** and **drops to 12°C with breeze.**

°C: degrees centigrade



- **Now let's discuss the passenger information on board.**
Cathy, can you tell me how many passengers are checked in first and economy class?
- **We have 8 passengers checked in first class and 84 in economy class.**

Dialogue 5



- **How about the special passengers, Shirley?**
- **One VIP on 4A in first class and two **vegetarians** in economy class.**
- **Good job. Next, let's **run through** the check procedures.**
(从头至尾过一遍检查步骤)
- **OK.**

Dialogue 6



- Purser: I'll **assign** [ə'saɪn] **the task** 安排任务 by **seniority** [ˌsiːni'ɒrəti] 资历 and **qualifications** [kwɒlɪfɪ'keɪʃnz] 资格, 条件 for the coming flight.

I'll **take** business class with Fu;

Shirley will **be responsible** [rɪ'spɒnsəbl] 负责 **for** the first 4 rows,

Exit 1 ['eksɪt], Charley for the **middle** 3 rows, Exit 2 and Vicky for the last 5 rows, Exit 3.

- CAs: OK.



Good morning/ afternoon/ evening, ladies and gentlemen,

This is your **flight stewardess** [ˌstjuːəˈdes] 空姐 Li Fei. **On behalf of** Air China Airlines, I'd like to **welcome** you **aboard** our Boeing 777 Flight CA116 from Rizhao to Beijing.

Our **captain** today is Sun Lei, and the **cabin crew in charge** is Liu Hui. The **flight time** is **2 hours and 20 minutes**.

Thank you for **choosing** Air China Airlines and we wish you a **pleasant** flight.



Work in a group and complete the tasks according to the situation

You are having a preflight briefing.

- **The purser introduce the new member.**
- **You talk about the flight information.**
- **The purser assigns the task.**