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Unit One

Preparations for Departure 准备离境

◎ Chapter 1	Flight Reservation	预订机票
◎ Chapter 2	Check-in at the Airport	机场办理登机手续
◎ Chapter 3	Airport Security	机场安检
◎ Chapter 4	Ready for Boarding	准备登机

Chapter 1 Flight Reservation 预订机票



Major Topics: Group Tickets 团体票

Discount for Group Tickets 团体票折扣

Frequent Flyer Program 飞行常客计划

How to Find Cheap Airfare? 如何找到廉价的机票?

Who Was That Guy I Had to Share the Room with?

与我同房间的那家伙是谁?

Useful Words and Expressions

book:	(预订) to give or receive an order for, e.g. seats at a theater, tickets for a journey
frequent:	(惯常的) often happening
extension:	(分机) an additional telephone that operates on the principal line
departure:	(出发) an act of leaving
first class:	(头等舱) the most expensive and luxurious class of accommodation on train, ship, airline, etc.
business class:	(商务舱) a class of accommodations on an airline, usu. just below first class
economy class:	(经济舱) a low priced type of accommodation for travel, esp. on an airline
discount:	(折扣) amount of money that may be taken from the full price



Part One Speak and Learn 说与学

◆ Dialogue 1 Group Tickets 团体票

I . Listen to the dialogue, and match the information in column A with that in column B (There are three extra items in column B).

Column A	Column B
() 1. name of the agent	A. Singapore Airline
() 2. preferred airline	B. Judy
() 3. total number of travelers	C. 21
() 4. departure day	D. the agent is on the other line
() 5. reason for the agent to ask phone number	E. Lisa
	F. 12
	G. American Airline
	H. 2

II . Listen to the dialogue again; learn by heart the italicized phrases or sentence patterns and make new sentences with them or do substitution.

Agent: Naples Travel. *Judy's speaking*. Can I help you?

Lisa: This is Lisa Parker. I'd like to *book a ticket to Las Vegas*.

Agent: Can you spell your last name, please?

Lisa: My last name is Parker, P-A-R-K-E-R, and my first name is Lisa.

Agent: Thank you. *Which airline do you prefer?*

Lisa: Please check American Airline. I'm its frequent flyer. By the end of this trip, I can earn an international ticket.

Agent: Wonderful! How many tickets do you need?

Lisa: 12 tickets with the same schedule.

Agent: What is your departure day?

Lisa: We plan to leave before 8:30 a.m. on July 21st.
Two of us will use free tickets from American
Airline.

Agent: OK. Excuse me, Miss Parker. Since I'm *on the
other line*, can I have your phone number, and
call you right back?

Lisa: Sure, I'm at 653-9546, extension 475. Talk to you later.



◆ Dialogue 2 Discount for Group Tickets 团体票折扣

Dialogue 2 is the integrated part of Dialogue 1. Listen to the dialogue and fill in the blanks with the information you've heard. Role-play the two dialogues to finish a complete situational setting.

Agent: Hello, Lisa, this is Judy. Sorry to keep you waiting.

Lisa: No problem.

Agent: (1) _____?

Lisa: Return tickets, and the returning date is on July 30th.

Agent: (2) _____?

Lisa: No, no, not a chance, economy class, the cheapest.

Agent: Lisa, I'm sorry to say (3) _____
except the one at 10:30 p.m.

Lisa: It's too late. (4) _____ on July
31?

Agent: Yes, we do have 7:00 a.m. flight available. The fare is \$136.

Lisa: (5) _____?

Agent: Yes, I'll offer you 8% discount.

Lisa: OK. I'll book this one. I'll fax you the customer's names, free ticket
coupon and credit card information shortly.





Part Two Listen and Learn 听与学

◆ Compound Dictation

Listen to the passage twice and fill in the blanks with the information you've heard (one word for one blank).

Frequent Flyer Program

飞行常客计划

Frequent flyer programs allow you to earn certain travel (1) _____ based on the number of miles (or occasionally the number of trips) you fly on a particular airline. Typical (2) _____ include a free ticket or a free (3) _____ from coach to first class.

Some airlines also offer elite programs which provide check-in and boarding (4) _____, and affinity credit cards which earn (5) _____ credits when you use them for purchases.

In order to (6) _____ these benefits you must become a member of that airline's program. There is no (7) _____ to the number of programs you may join. Before deciding which programs to join, (8) _____ them carefully. You don't want to get hooked on one program by (9) _____ a high mileage balance, only to learn that another program offers (10) _____ benefits for your particular situation.



Part Three Play and Learn 玩与学

How to Find Cheap Airfare?

如何找到廉价的机票?

Watch the short video twice, and decide whether the following statements are true (T) or false (F) according to the video you have watched.

- _____ 1. Airfares are usually lowest if you book at least 3 weeks in advance.
- _____ 2. The best fares are often available on Tuesdays between midnight and 1:00 a.m.
- _____ 3. Tourists may get the cheap airfare if they consider the alternate airports.
- _____ 4. Discount carriers like Southwest or JetBlue always show up on the travel sites.
- _____ 5. Calling airline's 800 number can guarantee the lowest fare without getting specific travel date.
- _____ 6. Representatives of the carriers often tell you about lower fares that are just a day or two before or after your target date.



Part Four Consolidation 巩固练习

◆ I . Story-retelling

Step 1: Close your book, listen to the funny story and try to get its main idea.
Step 2: Listen to the funny story again and retell the story using your own words.

Who Was That Guy I Had to Share the Room with?

与我同房间的那家伙是谁？

A travel agent looked up from his desk to see an old lady and an old gentleman peering in the shop window at the posters showing the glamorous destinations around the world. The agent had had a good week and the gloomy couple looking in the window gave him a rare feeling of generosity.

He called them into his shop and said, "I know that on your pension you could never hope to have a holiday, so I am sending you off to a fabulous resort at my expense, and I won't take no for an answer."

He took them inside and asked his secretary to write two flight tickets and book a room in a five-star hotel. They, as can be expected, gladly accepted, and were on their way.

About a month later the lady came into his shop. "And how did you like your






holiday?" he asked eagerly.

"The flight was exciting and the room was lovely," she answered. "I've come to thank you. But, one thing puzzled me. Who was that old guy I had to share the room with?"

◆ II . Dialogue-making

Learn by heart the following situational expressions and make a dialogue about flight reservation.

 Tasks	 Travel Agent Jack	 Customer Tina
1. Opening	How may I help you? What can I do for you?	I'd like to book a single / return ticket. I saw your brochure and would like to join one of your tours.
2. Departure and arrival	What day do you plan to travel/ return? What day do you expect to leave/ come?	I'd like to depart on the 2nd of Feb. and return on the 12th of that month. I'm not sure about the return date.
3. Direct transfer stop-over	It's direct flight. /This is not a direct flight. You don't need to transfer / transit on this flight. You'll have to change to another plane at Narita Airport. You need to stop over in SFO, California.	Is that a direct flight to Athens? Is the Athens flight non-stop? Do I need to transfer? Do I have to transit/stop over anywhere? I need a direct flight to Orlando.
4. Seat availability	There are still some seats available. Would you like to book one now? Which do you prefer, first class, business or economy? There are no open seats at the moment.	OK, please. I'm afraid, not now. Economy will be OK. Too bad, thank you, though.
5. Closing	Your ticket has been booked.	Thanks a lot. Have a great day!

Chapter 2 Check-in at the Airport 机场办理登机手续



Major Topics: Confirmation of Airline Seats 确认机位

Baggage Check-in 行李托运

ABC About Baggage Check-in 行李托运须知

How to Fly Stand-by? 如何改签航班?

Waiting at the Airport 机场等候

Useful Words and Expressions

- aisle:** (通道) a walkway between or along sections of seats in a theater, classroom, or the like
- vegetarian:** (素食者) person who, for humane or religious reasons or for his or her health's sake, eats no meat
- delay:** (延迟) to put off to a later time; defer; postpone
- announcement:** (通告) a short message or commercial, esp. a commercial spoken on radio or television
- boarding pass:** (登机牌) a pass that authorizes a passenger to board an aircraft and is issued after one's ticket has been purchased or collected
- allowance:** (所允许给予的量) sum of money, amount of sth. allowed to sb.
- label:** (贴标签于) put a label (piece of paper, cloth, metal, wood or other material used for describing what sth. is, where it is to go, etc.) or labels on
- ribbon:** (丝质或其他质料的狭长带子) (piece or length of) silk or other material woven in a long, narrow strip or band, used for ornamenting, for tying things, etc.



Part One Speak and Learn 说与学

◆ Dialogue 1 Confirmation of Airline Seats 确认机位

I . Listen to the dialogue, and match the information in column A with that in column B (There are three extra items in column B).

Column A	Column B
() 1. destination	A. a window seat
() 2. flight number	B. AA804
() 3. preference to seat	C. Paris
() 4. reason for her preferred seat	D. not feel very well
() 5. preference to meal	E. UA 804
	F. an aisle seat
	G. vegetarian
	H. San Francisco

II . Listen to the dialogue again; learn by heart the italicized phrases or sentence patterns and make new sentences with them or do substitution.

Staff: Good afternoon. May I help you?

Rose: Yes. *Is this the check-in counter for UA804 to San Francisco?*

Staff: You are right. *May I see your passport and ticket, please?*

Rose: Here you are.

Staff: Do you have any special requirement?

Rose: Yes, I do not feel very well today and an aisle seat is not good for me in this case. *Could you please reserve one*



window seat for me?

Staff: OK. I've got one for you.

Rose: Thank you. If it is not too late, *I'd like to order vegetarian meals* during the flight.

Staff: That's no problem at all, one moment please.

Rose: Thank you so much.

◆ Dialogue 2 Baggage Check-in 行李托运

Dialogue 2 is the integrated part of Dialogue 1. Listen to the dialogue and fill in the blanks with the information you've heard. Role-play the two dialogues to finish a complete situational setting.

Staff: OK, (1) _____ ?

Rose: Yes, I have one.

Staff: Put it on the scale, please.

Rose: All right. (2) _____ ?

Staff: (3) _____.

Rose: Why?

Staff: Some mechanical problem, but nothing serious. The engineers are making a careful examination of the plane.

Rose: (4) _____ ?

Staff: I'm not sure. Please listen to the announcement. Here're your (5) _____, (6) _____. Have a nice trip!





Part Two Listen and Learn 听与学

◆ Compound Dictation

Listen to the passage twice and fill in the blanks with the information you've heard (one word for one blank).

ABC About Baggage Check-in

行李托运须知

It is strongly advised that after you have booked and purchased your travel tickets try to find out the number of (1) _____ baggage you can take with you and the allowable weight. You can usually find this on the (2) _____ that you will receive or on your airline ticket. Besides, your travel agent or the airline can provide the necessary information you require.

It is best that you stay within the (3) _____ for baggage. The worst case would be the airline denying acceptance of your excess baggage, but in most cases you will just be made to pay a fee for the excess baggage.

Your baggage should be properly (4) _____ for easy identification. Baggage tags are appropriate but these can sometimes be accidentally removed especially if not securely fastened. In this manner (5) _____ information should also be placed inside the baggage which will come in handy if the baggage tags somehow get lost. Putting identifying (6) _____ on your baggage like colored ribbons makes it effortless for you to (7) _____ your baggage as well as prevent other people from picking it up in case your baggage is identical or (8) _____ in design with theirs.

Always keep the claim stubs of your checked-in baggage. These are very important in claiming it when your baggage gets accidentally lost. If you don't find your baggage, (9) _____ the matter immediately. Chances are your baggage may either have been sent on the (10) _____ plane or may have been left but you will definitely and eventually get them.



Part Three Play and Learn 玩与学

How to Fly Stand-by?

如何改签航班?

Watch the short video twice, and decide whether the following statements are true (T) or false (F) according to the video.

- _____ 1. Most airlines allow standby travel even if the flyer doesn't have a ticket.
- _____ 2. You can fly standby only for flights to the same destination.
- _____ 3. You needn't pay a fee for flying standby.
- _____ 4. For those who ask to fly standby, seats are awarded on a first-come, first-served basis.
- _____ 5. After asking to be put on a list for standby flights at the check-in counter, you needn't double-check with the gate attendant whether you are on the list or not.
- _____ 6. If a seat becomes available, it will go to you whether you are at the gate or not.



Part Four Consolidation 巩固练习

◆ I . Story-retelling

Step 1: Close your book, listen to the funny story and try to get its main idea.
Step 2: Listen to the funny story again and retell the story using your own words.

Waiting at the Airport

机场等候

An Irish and an American were sitting in the bar at Shannon Airport.

"I've come to meet my brother," said the Irishman. "He's due to fly in from

America in an hour's time. It's his first trip home in forty years."

"Will you be able to recognize him?" asked the American.

"I'm sure I won't," said the Irishman, "after all, he's been away for a long time".






"I wonder if he'll recognize you?" said the American.




"Of course he will," said the Irishman. "Sure. I haven't been away at all."

◆ II . Dialogue-making

Learn by heart the following situational expressions and make a dialogue about airport check-in.

 Tasks	 Ground Staff John	 Passenger Jill
1. Opening	How may I help you? What can I do for you?	Is this where I can check in for ... I'd like to check in for UA806 to San Francisco. May I check in for UA806 to ...?
2. Asking for passport and ticket	May I have/see your passport and ticket, please? Will you give me your passport and ticket, please?	Here you are.
3. Baggage check-in	How many pieces of baggage do you have/ want to check?	I've got three pieces. All of these are for check-in. I want to check these two pieces and I'll carry this by myself / keep this as my hand baggage.
4. Inquiring about the free allowance	30 kilos for business class and 20 kilos for economy. The free allowance for baggage is 20 kilos. You are allowed 20 kilos.	What is the free allowance? What is the weight limit? Can you tell me how many kilos of free baggage each passenger is allowed?

(to be continued)

 Tasks	 Ground Staff John	 Passenger Jill
<p>5. Overweight or below the limit</p>	<p>It's just below the limit. /It's two kilos over. You've got two kilos excess baggage. Sorry, sir, you're two kilos overweight. I'm afraid there'll be an excess baggage charge, sir. I'll have to charge you for overweight.</p>	<p>Is it overweight? Is my baggage in excess of the free allowance? Is it inside the free allowance? I hope my baggage isn't overweight.</p>
<p>6. Delay or on schedule</p>	<p>I'm afraid the flight has been delayed due to the bad weather. The flight has been put off about thirty minutes owing to...</p>	<p>Is the flight on schedule? Will the flight depart on time?</p>
<p>7. Closing</p>	<p>Here you go, sir. This is your boarding pass. /Have a good flight!</p>	<p>Thank you. Have a nice day!</p>

Chapter 3 Airport Security 机场安检



Major Topics: Contraband 违禁品

Medicines in Carry-on Luggage 随身携带的药品

Do I Have to Declare Gifts? 礼物需要报关吗?

How to Get Through Airport Security Quickly?

如何快捷通过机场安检?

Miracle 奇迹

Useful Words and Expressions

inspection: (检查) a careful and critical examination

toiletry: (洗漱用品) any article or preparation used in cleaning or grooming oneself, as soap or deodorant

contraband: (违禁品) anything prohibited by law from being imported or exported

receipt: (收据) a written acknowledgment of having received a specified amount of money, goods, etc.

eligible: (合格的) meeting the stipulated requirements, as to participate, compete, or work; qualified

intend: (打算) to have in mind as something to be done or brought about; plan

imperative: (必须服从的) absolutely necessary or required; unavoidable

exemption: (免税) the circumstances of a taxpayer, as age or number of dependents, that allow him or her to make certain deductions from taxable income

exceed: (超过) to go beyond in quantity, degree, rate, etc.

broker: (经纪人) an agent who buys or sells for a principal on a commission basis without having title to the property



Part One Speak and Learn 说与学

◆ Dialogue 1 Contraband 违禁品

I . Listen to the dialogue, and match the information in column A with that in column B (There are three extra items in column B).

Column A	Column B
() 1. reason for taking off the glasses	A. two years ago
() 2. reason for opening the suitcase	B. for recognition
() 3. way to deal with apples	C. to throw into the trash can
() 4. time when the photo was taken	D. to give to friends
() 5. items in the suitcase	E. for inspection
	F. clothes and toiletries
	G. toiletries
	H. clothes

II . Listen to the dialogue again; learn by heart the italicized phrases or sentence patterns and make new sentences with them or do substitution.

Officer: Good morning, *passport, please.*

Lisa: Here you are.

Officer: Is this you? Would you take off your glasses?

Lisa: Sure. I was not wearing glasses when the photo was taken 2 years ago.

Officer: I see. Please move along.

Officer: Could you open your suitcase *for inspection?*

Lisa: Just a moment. It's just some clothes and toiletries. *I don't have any contraband in*



my baggage.

Officer: *Any fresh food or live plants?*

Lisa: No, none of that. Oh, sorry, I still have two apples.

Officer: Sorry, Madam, *fruit can't be brought aboard.*

Lisa: Yes, officer. I forgot to take them out this morning. I'll *throw them into* the trash can.

Officer: More things you forgot?

Lisa: Absolutely no. Sorry about that.

◆ Dialogue 2 Medicines in Carry-on Luggage 随身携带的药品

Dialogue 2 is the integrated part of Dialogue 1. Listen to the dialogue and fill in the blanks with the information you've heard. Role-play the two dialogues to finish a complete situational setting.

Officer: OK. We also need to check your handbag.

(1) _____?

Lisa: Of course not, (2) _____?

Officer: What is the white powder in this small bottle?

Lisa: (3) _____.

Officer: Open it. (4) _____.

Lisa: No problem, officer. I bought it this morning. Here is the receipt.

Officer: All right. (5) _____, Madam. Please move along.

Lisa: Thank you, officer.





Part Two Listen and Learn 听与学

◆ Compound Dictation

Listen to the passage twice and fill in the blanks with the information you've heard (one word for one blank).

Do I Have to Declare Gifts?

礼物需要报关吗？

Whether or not you are (1) _____ for an exemption and what it will be depends on your status, the country you are coming from, how long you were there, what you (2) _____ or received, the country the goods were made in, and the price paid for the goods. When entering the U.S. or returning to the U.S. from a foreign country with your personal belongings and goods you purchased or received, you must (3) _____ them on a Customs declaration CBP 6059B. This includes gifts received or purchased for someone else, personal purchases, goods you (4) _____ to sell and purchases made in duty-free shops. Therefore, it is imperative that you have (5) _____ of purchase (i.e. invoice, receipt or bill of sale, etc.) . This will make declaring your goods easier and give the CBP officer an idea of how much was paid for the goods and whether they are eligible for an (6) _____ or reduced duty rate.

If you are a nonresident visiting the U.S. with gifts, personal belongings or goods for resale, there is a (7) _____ you will not have to pay duty. For instance, if you are visiting the U.S. for 72 hours or more you are allowed to bring up to \$100 worth of goods duty-free. If the value of the gift (8) _____ \$100, you will be required to pay duty. If you have goods you intend to sell in the U.S., they will most likely be subject to duty, unless they are eligible for duty-free treatment under an international trade (9) _____. The process for bringing goods for resale to the United States can be very involved, so you should make arrangements with a customs (10) _____ in advance to have your goods cleared through Customs and Border Protection.



Part Three Play and Learn 玩与学

How to Get Through Airport Security Quickly?

如何快捷通过机场安检?

Watch the short video twice, and decide whether the following statements are true (T) or false (F) according to the video.

- _____ 1. There is a great possibility that checked luggage will get lost.
- _____ 2. Try not to check luggage if you want to save time.
- _____ 3. Take out anything in your pocket. If you don't do this ahead of time, you'll create a very long queue of angry travelers.
- _____ 4. Wrapped gifts will not be unwrapped by security.
- _____ 5. Following this advice, you will not only save time for yourself, but also for your fellow passengers.



Part Four Consolidation 巩固练习

◆ I . Story-retelling

Step 1: Close your book, listen to the funny story and try to get its main idea.

Step 2: Listen to the funny story again and retell the story using your own words.

Miracle

奇 迹

A woman was returning to England from Lourdes, France. At customs, the officer asked her to open her luggage. There he found a bottle filled with a colorless liquid.

“What's in this bottle, ma'am?”

“It's holy water from Lourdes for my auntie,” replied the woman.

But the custom officer was suspicious. “Sorry, but I’ll have to open it and check the content.”

“That will upset my auntie to no end. She wants the water just as it came out of the holy spring,” said the woman.






But the officer would not relent. He opened the bottle, poured a bit in a glass and tasted it. “It’s rum, ma’am,” he exclaimed.

“Rum?” shouted the woman. “Lord be praised, a miracle.”

◆ II . Dialogue-making

Learn by heart the following situational expressions and make a dialogue about airport security.

 Tasks	 Officer David	 Passenger Susan
1. Opening	Next.	Morning, sir.
2. Immigration and customs check	Would you please show me your passport and papers? The picture doesn’t look like you.	Of course. Here it is. The picture was taken 2 years ago. I had long hair at that time. I was wearing glasses then.
3. Security check	What’s in the bag? Would you mind opening your bag? Would you show me what’s in that suitcase? Could you please put that suitcase for X-ray? Do you have any carry-on items? Please put your carry-on luggage on the X-ray machine. Would you please open this big suitcase? Any fresh food, live plants, or animals? Please walk though the metal detector.	It is all for my personal use. Of course not. No problem. Just a moment. It’s just some clothes and toiletries. These are all for personal use. I don’t have any contraband in my baggage. I have my mobile phone with me. It must be caused by my mobile phone. I am sorry. I still have some coins on me/ in my pocket.
4. Closing	That’s all, thank you for your cooperation.	Thanks a lot. Have a great day!

Chapter 4 Ready for Boarding 准备登机



Major Topics: Waiting for Boarding in the Airport 机场候机

Boarding Pass, Please 请出示登机牌

ABC About Boarding Pass 登机牌简介

How to Get Money Back Due to Flight Cancellation?

航班取消时如何得到退款?

Boarding Gate 登机门

Useful Words and Expressions

vacant: (空的) having no occupant; unoccupied

vacation: (度假) a period of suspension of work, study, or other activity, usually used for rest, recreation, or travel; recess or holiday

available: (可用的) suitable or ready for use; of use or service; at hand

chat: (聊天) to converse in an easy, familiar manner; talk lightly and casually

buddy: (老兄, 老弟) comrade or chum (often used as a term of address)

through: (完成) having completed an action, process, etc.; finished

row: [(一排)座位] a line of adjacent seats facing the same way

group: (群; 组; 类) a number of persons or things ranged or considered together as being related in some way



Part One Speak and Learn 说与学

◆ Dialogue 1 Waiting for Boarding in the Airport 机场候机

I . Listen to the dialogue, and match the information in column A with that in column B (There are three extra items in column B).

Column A	Column B
() 1. James' destination	A. passport
() 2. James's purpose to go	B. boarding pass
() 3. whereabouts of James' wife	C. UA 7803
() 4. Dave's flight number	D. Philadelphia
() 5. document to be ready	E. UA 8703
	F. on vacation
	G. on business trip
	H. in the bathroom

II . Listen to the dialogue again; learn by heart the italicized phrases or sentence patterns and make new sentences with them or do substitution.

Dave: Hello, sir, *is this seat vacant?*

James: I am afraid not. My wife sat here. She is in the bathroom right now.

Dave: I see. *What about that seat?*

James: That is available.

Dave: Well, I will take that one. Thanks. By the way, *are you waiting for flight UA 8703?*

James: No, *I'm waiting for flight UA 7803 to Philadelphia.*

Dave: On business trip?



- James:** No, we are on vacation. It is a nice place.
- Dave:** *I have been there several times.* I enjoy staying there. It is beautiful.
- Staff:** Good afternoon, everyone. *Flight UA 8703 is now boarding.* Please have your boarding pass ready.
- Dave:** Excuse me. I have to go, nice to chat with you.
- James:** OK, buddy. Have a nice trip.

◆ Dialogue 2 Boarding Pass, Please 请出示登机牌

Dialogue 2 is the integrated part of Dialogue 1. Listen to the dialogue and fill in the blanks with the information you've heard. Role-play the two dialogues to finish a complete situational setting.

- Dave:** Good afternoon! (1) _____ ?
- Staff:** May I see your boarding pass?
- Dave:** Sure, here it is.
- Staff:** Thank you. (...) Excuse me, sir, (2) _____. We are now boarding passengers in rows 36 through 45. (3) _____. Could you please wait a minute?
- Dave:** Sure, I will wait in that line.
- Staff:** (...) Hello, sir. You can board now.
(...) (4) _____.
- Dave:** (5) _____ ?
- Staff:** Yes, thank you and have a nice day.



Part Two Listen and Learn 听与学

◆ Compound Dictation

Listen to the passage twice and fill in the blanks with the information you've

heard (one word for one blank).

ABC About Boarding Pass

登机牌简介

A boarding pass is a (1) _____ provided by an airline during check-in, giving a passenger the authority to (2) _____ an aircraft. As a minimum, it identifies the passenger, the flight number, and the date and scheduled time for (3) _____. In some cases, flyers can check in “on-line” and print the boarding passes themselves.

Generally a passenger with an electronic ticket will only need a boarding pass. If a passenger has a paper airline ticket, that ticket (or flight coupon) may be required to be (4) _____ to the boarding pass for him or her to board the aircraft. The paper boarding pass (and ticket, if any) , or portions, are sometimes collected and counted for cross-check of passenger counts by gate agents, but more frequently are scanned (via barcode or magnetic stripe) . For “ (5) _____ flights” there will be a boarding pass needed for each (6) _____ flight (distinguished by a different flight number) regardless of whether a different aircraft is boarded.

Most airports and airlines have automatic (7) _____ that will verify the (8) _____ of the boarding pass at the boarding gate. This also automatically updates the airline’s database that shows the passenger has boarded and the seat is used, and that the checked baggage for that passenger may stay aboard. This (9) _____ up the paperwork process at the gate, but requires passengers with paper tickets to check in, surrender the ticket and receive the digitized boarding pass.

Many airlines have moved to issuing (10) _____ boarding passes, whereby the passenger checks in either online or on a mobile device, and the boarding pass is then sent to the mobile device as an SMS or e-mail.



Part Three Play and Learn 玩与学

How to Get Money Back Due to Flight Cancellation?

航班取消时如何获得退款?

Watch the short video twice, and decide whether the following statements are true (T) or false (F) according to the video.

- _____ 1. People are pretty much at the mercy of the airline when their flight is cancelled due to the weather condition.
- _____ 2. You can not get your money back if you buy the nonrefundable tickets.
- _____ 3. If the flight is cancelled, the airline will refund you quickly.
- _____ 4. The airline will entitle you to file for service that has been charged when the flight is cancelled.
- _____ 5. You can still get your money back if the airline is unfortunately out of business.
- _____ 6. Since your ticket is worthless, you can get nothing from it including your traveling insurance cost.



Part Four Consolidation 巩固练习

◆ I . Story-retelling

Step 1: Close your book, listen to the funny story and try to get its main idea.
Step 2: Listen to the funny story again and retell the story using your own words.

Boarding Gate

登机门

At Houston's Hobby Airport, Tom was waiting at Gate 9 for boarding. Then came the announcement: "Your attention, please. All passengers boarding Flight

CO 345 from Gate 9 please move to Gate 69. We apologize for the inconvenience. Thank you.”




As told, Tom picked up his entire carry-on luggage and hurried toward Gate 69. Finally Tom found an available seat and wanted to sit down for a break. Just at that time another announcement was made: “Again, your attention, please. All passengers boarding Flight CO 345 from Gate 69 please move back to Gate 9...Thank you.” Tom was irritated but had to gather his luggage and return to the original gate.






Just as he was settling down there, the third announcement came: “Thank you all the passengers of Flight 345 for participating in Continental’s physical fitness program. Now we will start boarding and have a pleasant journey!”

◆ II . Dialogue-making

Learn by heart the following situational expressions and make a dialogue about waiting for boarding.

 Tasks	 Ground Staff Julia	 Customer Tom
1. Opening	Yes, what can I do for you? Sure.	Excuse me, miss. Hello, could you please tell us ...?
2. Finding the boarding gate	Gate 15, over there. Go straight along here and Gate 15 will be on your right. Gate B09. It is on the second floor.	Which boarding gate should I go to? Where can we board the plane? Could you tell me where the way to Gate B09 is?
3. Flight delay	I’m sorry, the flight has been delayed due to the heavy rain. And we will inform you of the new departure time as soon as possible	Can we board the plane for flight UA 804 now? Will the plane be on time? At what time do we start boarding?

(to be continued)

 Tasks	 Ground Staff Julia	 Customer Tom
4. Changing gate or flight	<p>The new boarding gate is Gate A35.</p> <p>Sorry, the boarding gate has been changed to Gate A35.</p> <p>Yes, could you show me your boarding pass?</p> <p>Yes, but you have to check in again.</p>	<p>When can we board the plane?</p> <p>Will we be able to make our boarding here?</p> <p>Hello, is this the line for the change of Flight 804?</p> <p>Could we change to another flight?</p>
5. Start boarding	<p>Could you show me your boarding pass?</p> <p>Can I have your boarding pass?</p>	<p>Sure. Here you are!</p> <p>Here it is!</p>
6. Closing	<p>Have a nice trip!</p> <p>Have a smooth flight!</p>	<p>Thank you so much.</p> <p>Thanks.</p>
7. Airport announcement	<p>Start boarding:</p> <p>Attentions, please! Passengers to San Francisco on United Airline flight UA 804, please board through Gate A35.</p> <p>May I have your attention, please? United Airline flight UA 804 to San Francisco is now boarding. Passengers in the first class, please proceed to the boarding gate now.</p> <p>Your attention, please. United Airline flight UA 804 to San Francisco is now boarding. Passengers with small children, handicapped passengers, and senior citizens, please proceed to the boarding gate now.</p> <p>Attentions, please! We are now boarding passengers in rows 36 through 45.</p> <p>Your attention, please! We are now boarding all rows on Flight UA 804 to San Francisco.</p>	