



书名：民航地面英语口语实务（四色）

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《民航地面服务英语口语实务》是针对高等教育民航服务专业的英语教材。本教材系根据本专业专家、一线共组人员的建议以及本专业学生的特点,结合民航相关的岗位要求编写而成,旨在帮助民航服务专业的学生和从业人员掌握民航英语运用和交际能力。

本教材在编写过程中紧密结合民航服务工作实际,根据民航不同岗位要求,将工作中的常用的专业词汇、短语、句子进行详细总结,并编写成对话及课文,教材内容贴近工作实际;教材采用情景模拟、任务驱动等符合职业教育教学的方法来编写案例,使学生在模拟对话、阅读文章和完成任务的同时掌握了地面航空服务的基础专业知识,同时也使英语的口语运用能力和交际能力得到了较大提高。

本教材分为9个单元。每个单元分为若干任务,每个任务下分为导入、对话、词汇及短语、专业句子、练习和阅读六部分。书后附有词汇表。本教材建议每周4学时,2学期内完成。

本教材出现的航班号、航班时刻、票价、运费等仅供参考,特此说明。

由于编者水平有限,书中存在的纰漏之处,恳请读者批评指正。

编 者

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# Module One Ticket Service

## Task One

### Telephone Inquiry

**Knowledge goal:** acknowledge the basic service procedure of telephone inquiry; master the useful sentences about telephone inquiry.

**Ability goal:** improve the English comprehensive ability of providing telephone inquiry service at booking office.

#### Lead In

#### FLIGHT SCHEDULE

<i>Flight No.</i>	<i>From</i>	<i>To</i>	<i>Dep.</i>	<i>Arr.</i>	<i>Days</i>	<i>Stop</i>	<i>A/C</i>	<i>Fare</i>
CA3428	Shenyang	Guangzhou	755	1000	123-567	-	B747	CNY 2 160
CZ6101	Shenyang	Beijing	800	925	1 234 567	-	A319	CNY 660
CZ681	Shenyang	Seoul	900	1135	1-4-6-	-	A320	CNY 1 210
KE834	Shenyang	Seoul	1630	1920	1 234 567		B737	CNY3 249
TG615	Beijing	Bangkok	1705	2115	1 234 567	-	A330	CNY 2 180
UA889	San Francisco	Beijing	1201	1515 *	1 234 567	-	B747	CNY 6 895
NX1	Beijing	Macao	1610	2000	1 234 567	-	A320	CNY 2 461

1. Do you know the meaning of the following terms?  
flight No.    Dep.    Arr.    days  
stop            A/C    lowest fare
2. What information can you get from the flight schedule?

#### Dialogues

##### Dialogue 1: Enquires about flight schedules

(A: attendant    P: passenger)

A: Hello, this is Air China Booking Office. Can I help you?

P: Yes. I'm going to Guangzhou next month. So I need some information about the flights from Shenyang to Guangzhou.

A: Hold on for a second, please. I'll check it for you...

A: Sorry to have kept you waiting. The Air China flight CA3428 operates



every day except Thursday. It departs from Shenyang at 7:55 a.m. and arrives in Guangzhou at 10:55 p.m. .

P: What's the flying time between Shenyang and Guangzhou?

A: It's about 3 hours.

P: What type of the aircraft do you have?

A: It's Boeing 747.

P: What's the fare for the economy class ticket?

A: It is CNY 2160. And if you reserve a round trip ticket, you'll be able to get a discount. It's CNY 3890 in all. By the way, you should pay CNY 200 for the jet fuel surcharge and airport construction fee at the same time.

P: Well, that sounds OK.

A: Would you like to make a reservation right now?

P: No, thank you. I haven't decided my departure date yet. I'll call you again after my plan is finalized. Thank you for your information.

A: It's my pleasure. You can also get the information you need at our official website. And if you have any other questions, you can contact us again. We'll be happy to serve you.

P: OK. I see. Many thanks. Goodbye.

A: You're welcome. Goodbye.

### New words

enquire	[ɪn'kwaɪə]	v.	询问
schedule	[ˈʃedju:l]	n.	时刻表
operate	[ə'pəreɪt]	v.	运作, 操作, 开动
depart	[dɪ'pɑ:t]	v.	离开, 出发
Boeing	[ˈbəʊɪŋ]	n.	波音客机
discount	[ˈdɪskaʊnt]	n. & v.	打折
fuel	[fjuəl]	n. & v.	燃料, 给……加燃料
surcharge	[ˈsɜ:tʃɑ:dʒ]	n. & v.	附加费, 追加罚款
finalize	[ˈfaɪnəlaɪz]	v.	把……最终定下来
authority	[ə'θɔ:rɪtɪ]	n.	权威
website	[ˈweb,sɑɪt]	n.	网站

### Useful expressions

flight schedules	航班时刻表
ahead of schedule	提前



behind schedule	晚点
Air China	中国航空公司, 简称“国航”
departure time	起飞时间
arrival time	到达时间
flying time	飞行时间
first class	头等舱
business class	公务舱
economy class	经济舱
one-way ticket/single ticket	单程票
round trip tickets	往返票
jet fuel surcharge	机场燃油附加费
airport construction fee	机场建设费
make a reservation	预定
in all	总共

## Dialogue 2: Enquires about connecting flights

(A: attendant P: passenger)

A: Hello. This is the Booking Office of China Southern Airlines. May I help you?

P: Yes, please. I want a flight from Shenyang to Bangkok directly.

A: I'm sorry we don't have any direct flight from Shenyang to Bangkok.

P: Are there any other airlines flying directly?

A: I'm afraid that there aren't any airline offering that service.

P: That's too bad. Then can you arrange a transferring for me?

A: Yes, sure. First you can take CZ 6101 from Shenyang to Beijing, which departs at 8:00a.m. and arrives at 9:25 p.m. and then you can take TG615, leaving Beijing at 5:05 in the afternoon and arriving in Bangkok at 9:15 in the evening. According to the flight schedule, you have enough time to catch the connecting flight.

P: Is it a non-stop flight from Beijing to Bangkok?

A: Yes, you don't need to worry about that. Would you like to book the flights right now?

P: Not now. I haven't made the final decision yet.

A: In which period do you expect to leave? I'd be happy to check the seat availability for you. Since we are in the peak season, if you don't book in advance, you may not be able to get a seat on the flight.



P: Well, let me see. I have to be there around Jan. 10<sup>th</sup>.

A: Please hold the line, I'll check the availability for you...

A: Thank you for waiting. My computer shows there are not many seats left on that flight during that period. You'd better book now, in case seats are fully booked by then.

P: If I book a flight now, can I change my departure date later?

A: Certainly.

P: OK, then make a tentative reservation for me, please.

### New words

Bangkok	[bæŋkɒk]	n.	曼谷
period	[ˈpɪəriəd]	n.	时间, 时期
availability	[əˌveɪləbɪlɪtɪ]	n.	可用性, 有效性
space	[speɪs]	n.	空间, 房间
tentative	[ˈtentətɪv]	adj.	暂时性的, 犹豫的

### Useful expressions

China Southern Airlines 中国南方航空公司, 简称“南航”

direct flights/nonstop flights 直达航班

connecting flights 衔接航班

daily flights 每日一班

scheduled flights/regular flights 定期航班

transit flights 中转航班

charter flights 包机

peak season 旺季

low season 淡季

in case 万一, 假使

in advance 提前

### Conclusion

#### 1. 电话用语

(1) 接电话用语。

• Hello, this is Air China Booking Office. Can I help you?

您好! 这里是国航预定处。请问有什么需要?

• This is the Booking Office of China Southern Airlines. May I help you?

这里是南航预定处。有什么可以帮助您的吗?

(2) 等候用语。





- Hold on, please. / Hold the line, please. Let me check.  
稍等一下，我给您查查。
- Wait a moment, please. I'll check it for you.  
请稍等，我给您查找一下。
- I'd be happy to check the seat availability for you.  
我为您查一下座位情况。
- Sorry to have kept you waiting. / Thank you for waiting. / Sorry for the delay.  
不好意思让您久等了。

### (3) 告别用语。

- You can get the information you need at our official website.  
您可以到我们的官方网站查询您所要的信息。
- If you have other questions, you can contact us again.  
如果您有其他的问题，您可以再次联系我们。
- We will be happy to serve you.  
我们很高兴为您服务。
- Goodbye. Thank you for flying Air China. / Thank you for choosing our flight.  
再见。感谢您乘坐国航的飞机。
- Thank you for choosing China Eastern Airlines.  
感谢您选择东方航空公司。
- When you are ready to book your flight, please remember Spring Airlines.  
当您想要订票的时候，请您想着春秋航空公司。
- Have a nice trip. / Have a nice journey.  
祝您旅途愉快！

### 2. 询问航班时刻表的相关信息

- What's the flight number?  
航班号是多少？
- What's the departure time?  
什么时候起飞？
- What's the arrival time?  
什么时候到达？
- What's the flying time?  
飞行多长时间？
- What's your departure date? / When would you like to leave?



您想哪天走？

- The flight CZ 1947 operates every day except Monday.  
除周一外，南航 CZ1947 每天都有一班。
- There are flights to Shenzhen everyday.  
每天都有去深圳的航班。
- We have 3 flights from Beijing to Tokyo every week, Monday, Tuesday and Friday.  
每周我们有三个航班飞往东京，周一、周二和周五。
- CA1973 departs from Shenyang at 8:45a.m. and arrives in New York at 9:10 p.m. the next day.  
国航 CA1973 早上 8 点 45 从沈阳起飞，第二天晚上 9 点 40 到达纽约。
- We have a nonstop flight CA9346 from Beijing to Frankfurt.  
我们国航 CA9346 从北京直飞法兰克福。
- What type of the aircraft do you have?  
什么机型？
- It is Boeing 747.  
波音 747。

### 3. 询问直达航班和衔接航班

- Are there any direct flights from Shenyang to Bangkok?  
从沈阳到曼谷有直达的航班吗？
- I'm afraid that there aren't any airlines offering that service.  
恐怕所有的航空公司在这条航线上都没有直达的航班。
- We can arrange a connection for you.  
我们可以为您安排衔接航班。
- You can take a connecting flight to Seattle.  
您可以乘坐衔接航班飞往西雅图。
- According to the flight schedule, you have enough time to catch the connecting flight.  
根据航班时刻表，您有充分的时间来赶上那趟衔接航班。
- There isn't any stopover during the trip.  
航班中间没有经停。
- You can fly to Hong Kong and take a connecting flight to Seoul.  
您可以先飞往香港，再转机到首尔。
- It will go via Shanghai.  
本次航班将途经上海。



#### 4. 询问票价及促销

- A one-way business ticket to New York is CNY 13,000.  
一张飞往纽约的单程公务舱机票是人民币 13 000 元。
- The fare depends on the date of your departure.  
票价取决于您离开的日期。
- It's CNY 24,800 in all.  
一共是人民币 248 000 元。
- And if you reserve a round trip ticket, you'll be able to get a discount.  
如果您买往返机票，将会有打折。
- Since we are in the peak season, if you don't book in advance, you may not be able to get seats on the flight. Would you like to make a reservation right now?  
因为现在是旺季，所以如果您不提前预定，就有可能订不上座位。您愿意现在就预定吗？
- Would you make a tentative reservation for me?  
您可以给我做个临时的预定吗？

### Exercises

#### I . Fill in the blanks with words given below. Change the form when necessary.

schedule   operate   depart   website   availability  
finalize   tentative   period   discount   authority

1. I would like to double check my flight \_\_\_\_\_.
2. I think we can draw up a \_\_\_\_\_ plan now.
3. The flight will \_\_\_\_\_ at 6:30 in the morning.
4. These goods will be sold at a \_\_\_\_\_.
5. A simple DOS format program enables Scott and his staff to easily view seat \_\_\_\_\_ before booking.
6. We want to know something about Building and Construction \_\_\_\_\_.
7. The lift doesn't \_\_\_\_\_ properly.
8. This was the most difficult \_\_\_\_\_ of his life.
9. You can visit its \_\_\_\_\_ on the Internet.
10. Let us \_\_\_\_\_ tonight.



## II . Complete the following dialogues.

(A: attendant P: passenger)

1. P: I'd like to know something about flights from Singapore to Barcelona.

A: Wait for \_\_\_\_\_. I' ll check it for you...

We have \_\_\_\_\_ flight from Singapore to Barcelona. It \_\_\_\_\_ every day \_\_\_\_\_ Sunday. The \_\_\_\_\_ time is 8:25a.m. and the \_\_\_\_\_ time is 11:40 p.m. on the same day. Would you like me to book a ticket for you right now?

P: No, not now. I haven't made \_\_\_\_\_ on my trip.

A: I'd be happy to check the seat \_\_\_\_\_ for you. Because we are in peak season, I suggest you book \_\_\_\_\_, in case you can't get \_\_\_\_\_ on the flight.

P: If I book a flight now, can I change my departure \_\_\_\_\_ later?

A: Of course.

P: Well, would you make \_\_\_\_\_ for me?

2. P: Do you have a \_\_\_\_\_ flight from Beijing to Detroit?

A: I'm sorry we don't have \_\_\_\_\_ flights from Beijing to Detroit.

P: Are there any other airlines flying \_\_\_\_\_?

A: I'm afraid no airlines \_\_\_\_\_.

P: How can I get there?

A: Don't worry. I can arrange \_\_\_\_\_ flight for you.

P: Do I have enough time to \_\_\_\_\_ the connecting flight?

A: According to the flight schedule, you have two hours and a half for \_\_\_\_\_ and you are sure to make it.

P: OK. Thank you very much.

## III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. You are going to travel from Shenyang to Seoul. Try to inquire about the flight schedules.

2. You' ll go to London from Guangzhou and stay there for three days. Then you will go to Paris. Try to inquire about the flight schedules.

3. You are leaving for Macao from San Francisco. But you have to take a connecting flight in Beijing. Try to inquire about the flight schedules.



## Further Reading

### History of Air Travel

The history of air travel began with the flight of the Wright brothers on December 17, 1903. Their plane was a powered and controlled aircraft whereas previous attempts to fly used gliders that had control and no power or free flight which had power but no control. By being able to combine both, they set the standard in aviation. This led to the creation of heavier than air powered aircraft which played a major role in the military reconnaissance during World War I. Bombers, skirmishers and scouts were flown during the War with legendary dogfights in the sky leading to the intrigue of air travel.

After the First World War, as airplane designs became more reliable and planes larger in size, people and cargo began to be transported in aircraft. One of the most popular aircraft of the time was the Graf Zeppelin which could fly many more miles than the few hundred miles of most major aircraft of the time. Its demise came on May 6, 1937 when the Hindenburg caught fire and killed 36 people. Attempts have been made to revive this aircraft but exist only in niche markets at this time. The 1920's and 1930's saw great progress in the history of air travel.

The first jet aircraft and the first liquid-fueled rockets were some of the innovations in aviation as a result of the War. After the Second World War, general aviation, particularly in North America, prospered, as pilots numbering in the thousands came out of military service and many types of surplus aircraft from the War became available. The history of air travel grew as light aircraft for the middle class market were developed by such growing manufacturers as Cessna, Piper and Beech craft.

In the history of air travel, civil air jets were developed by the 1950's with the first among them being the Boeing 707 passenger jet. Smaller commuter planes also came on the scene with turbo prop propulsion making travel more viable travel for smaller routes with a wider range of weather conditions.

Developments in aviation since the 1960's have focused not only on aircraft but on instrumentation and control. Airplanes have become more efficient and quieter due to improvements in engines and composite air frames.

In 1978, airline travel was deregulated and airlines were then able to set their own routes and prices. This caused an increase in travel among Americans



from 205 million in 1975 before deregulation to over 638 million by the year 2000. The development of the airplane has been one of the most important innovations of mankind.

### Questions for discussion

1. What was the first plane like?

\_\_\_\_\_

2. What is the standard in aviation?

\_\_\_\_\_

3. When did people and cargo begin to be transported in aircraft?

\_\_\_\_\_

4. According to the passage, what can be considered as the innovations in aviation as a result of the War?

\_\_\_\_\_

5. What caused an increase in travel among Americans?

\_\_\_\_\_

## Task Two

### Telephone Reservation

**Knowledge goal:** acknowledge the basic service procedures of telephone reservation; master the useful sentences about telephone reservation.

**Ability goal:** improve the English comprehensive ability of reserving tickets through telephones at ticket office.

#### Lead In

1. What information do you need while reserving a ticket?
2. What will you do if there is no ticket that the passengers wanted left on the flight?

#### Dialogues

##### Dialogue 1: Space available

(A: attendant P: passenger)

A: Hello. This is Hainan Airlines Booking Office. What can I do for you?

P: I'd like to book one ticket to Tokyo tomorrow afternoon.



A: OK. Wait a moment. Let me check... There are two flights to Tokyo tomorrow afternoon. One leaves at 8:00a.m., the other departs at 2:05 p.m.. Which one do you prefer?

P: I want to take the flight leaving at 2:05p.m..

A: Do you want a first-class, business class or economy class ticket?

P: Business class tickets, please.

A: One-way or return?

P: Return.

A: Well, three return business class tickets from Shenyang to Tokyo are CNY 151, 200 including the jet fuel surcharge and airport construction fee.

P: OK. That would be fine.

A: May I have your name please?

P: Lin Hua.

A: What's your telephone number?

P: 13160827469.

A: And your ID card number?

P: 2101061995012976874.

A: Now I'll repeat your reservation and information. You have reserved one return business class ticket from Shenyang to Tokyo on Sep. 21<sup>st</sup>. The flight number is TG615, which departs at 2:05 p.m. and arrives in Beijing at 4:15p.m.. Your name is Lin Hua, your telephone number is 13160827469 and ID card number is 2101061995012976874. Is that right?

P: Yes, that's correct.

A: Please reconfirm your reservation no later than 72 hours and you should pick up your ticket as early as possible.

P: OK. Thank you for reminding me. By the way, I am a vegetarian.

A: Never mind. I will add this to the tickets information. Is there anything else I can do for you?

P: No, thanks. Thank you for your consideration.

A: Thank you for choosing Air China. I hope the service can give you a nice experience.

P: Goodbye.

### New words

Tokyo      ['təʊkjəʊ]      n.      东京



identity (ID)	[aɪ'dentətɪ]	n.	身份
reconfirm	[,ri:kən'fɜ:m]	v.	重新确认
vegetarian	[,vedʒə'teəriən]	n.	素食者
consideration	[kən,sɪdə'reɪʃn]	n.	关心、考虑

### Useful expressions

1. ID card      身份证
2. no later than      不晚于
3. by the way      顺便说一下
4. add... to      把……加入……

### Dialogue 2: Space full

(A: attendant    P: passenger)

P: Is that China Eastern Airlines?

A: Yes, Sir. May I help you?

P: Yes, please. I'd like to book an economy class seat from Beijing to Atlanta next Tuesday.

A: Wait a moment, please. I will check the computer. Thank you for waiting. There is only one flight a day for Atlanta. And there is not a single seat left on that day.

P: Oh, that's too bad. What shall I do next?

A: Since we are now in tourist season, reservation is usually made at least two weeks before the flight departure date. However there may be a cancellation between now and the 15<sup>th</sup>. I can put you on the waiting list if you want.

P: What are the chances?

A: I can't say for sure at the moment, but we'll see what we can do for you.

P: OK. Please waitlist me on the 15<sup>th</sup>.

A: How do you spell your name?

P: Jean Carver. It's J-E-A-N, and C-A-R-V-E-R.

A: And may we have your telephone number so that we may contact you?

P: It's 18630297164.

A: Thank you. I'd like to confirm your information. I've put your name on the waiting list for MU608 on the 15<sup>th</sup>. Your name is Jean Carver, your telephone number is 18630297164. Is that right?

P: Yes, that's right.





A: We will call you when we can reserve a seat on MU608 on the 15<sup>th</sup>. Is there anything else I can do for you?

P: No, thank you very much.

A: Thank you for choosing China Eastern Airlines. Goodbye.

P: Goodbye.

### New words

Atlanta	[æ'tlæntə]	n.	亚特兰大
tourist	['tuərist]	n.	旅行者
cancellation	[kænsə'leɪʃn]	n.	取消
waitlist	['weɪtlɪst]	v.	把……列入名单
contact	['kɒntækt]	v. & n.	联系

### Useful expressions

China Eastern Airlines      中国东方航空公司

tourist season      旅游旺季

put sb. on the waiting list      把……放入候补名单

### Conclusion

1. 预定机票程序及相关表达法（有座位）

(1) 接电话。（略）

(2) 询问预定信息（时间、地点）。

• When would you like to go there?

您打算什么时候去那？

• Where would you like to go?

您打算去哪？

• What date and what number of the flight do you want to book?

你想订哪一天、哪次航班的机票呢？

• Do you want to take the flight from Nanjing to Shanghai?

您想坐从南京到上海的飞机吗？

(3) 等候并查询。（略）

(4) 告知查询结果并选择合适航班。

• There are 2 flights going to Shanghai that day. One leaves at 8:30 in the morning and the other departs at 16:45 in the afternoon. Which one do you prefer?

那天有两个航班到上海。一个是早上 8 点半起飞，另一个是下午 4 点 45 起飞，你想要哪一个航班？



• Seats are available on CA 1849 on Dec. 20<sup>th</sup>, next Thursday. It departs at 10:30a.m.. Is that OK?

国航 CA1849 12 月 20 日（下周四）有空位子，起飞时间是上午 10 点半。这个航班可以吗？

I can give you a reservation on MU017 according to your need.

根据您的要求，我可以为您预定东航 MU017 航班。

(5) 预定航班（票数、舱位、单程/往返、打折信息）。

• How many tickets do you want?

您想要几张机票？

• We have first class, business class, economy class tickets, which one do you want?

我们有头等舱、公务舱、经济舱的机票，您想要哪一种？

• Do you want a one-way ticket or round trip ticket?

您要单程票还是往返票？

• We don't have any discount available.

我们现在没有折扣。

(6) 询问旅客基本信息（姓名、电话、身份证号）。

• What's your name? Can you spell it?

您叫什么名字？能拼写一下吗？

• What's your telephone number?

您的电话号码是多少？

• What's your ID card number?

您的身份证号码是多少？

(7) 重复航班信息和旅客信息。

• I'll repeat your reservation. You have reserved one economy class seat on Flight CA981 for 6<sup>th</sup>, one way to New York, leaving Beijing at 1:00p.m.. Any problem?

我重复一下您的预定信息：您预定了一张 6 月的从北京到纽约的单程票。航班号是国航 CA981，下午一点从北京出发。有问题吗？

• I'll repeat your personal information. Your name is Anna Smith. Your telephone number is 15942913792. Your ID card number is 210106198412103769. Is that right?

我重复一下您的个人信息。您的名字叫 Anna Smith。您的电话号码是 15942913792。您的身份证号是 210106198412103769。对吗？

(8) 提醒取票并询问旅客是否有其他要求。



• Please confirm your order later, or it would be cancelled within 24 hours before the departure time.

请尽快确认您的订单，否则在起飞前二十四小时之内会被取消。

• And you should pick up your ticket as early as possible.

请您尽快取票。

• Anything else?

还有其他的事情吗?

(9) 告别。(略)

## 2. 预定机票程序及相关表达法 (无座位)

(1) 接电话。(略)

(2) 询问预定信息 (时间、地点)。(略)

(3) 等候并查询。(略)

(4) 告知查询结果。

• Sorry, seats for the 25<sup>th</sup> are fully booked.

不好意思 25 日的票都订出去了。

• The seats have all been occupied. (completely reserved)

所有的机票都已经订出去了。

• I am afraid there is not a single seat left on that flight.

恐怕这个航班一个座位都没有了。

• The ticket you ask for is sold out.

您要的机票已经售完了。

(5) 列入候补名单/选择其他航班。

• May I put you on the waitlist?

我可以把你放入候补名单里吗?

• May I waitlist you on the 20<sup>th</sup>?

我可以把你放入 20 日的候补名单里吗?

• Would you like to change another time?

您愿意换其他航班吗?

(6) 询问旅客基本信息 (姓名、电话、身份证号)。(略)

(7) 重复旅客信息。(略)

(8) 询问旅客是否有其他要求。

• When we can reserve a seat on that flight, we'll call you.

如果我们能订到那个航班，我们会给您打电话的。

(9) 告别。(略)



## Exercises

### I . Fill in the blanks with words given below. Change the form when necessary.

identity    tourist    vegetarian    cancellation  
waitlist    contact    consideration    reconfirm

1. I'll take that into \_\_\_\_\_, captain.
2. The \_\_\_\_\_ trade has become a real industry.
3. Hello. I want to \_\_\_\_\_ our flight to London.
4. I prefer \_\_\_\_\_ food.
5. But the good news is, if a student is on a \_\_\_\_\_ he or she is still in the game.
6. I'll \_\_\_\_\_ you by telephone.
7. The police asked him to show his \_\_\_\_\_ card.
8. Her \_\_\_\_\_ of her trip to Paris upset our plan.

### II . Complete the following dialogues.

(A: attendant    P: passenger)

A: Hello. May I help you?

P: Yes, please. I'd like to book two tickets to Jakarta.

A: When do you want to \_\_\_\_\_?

P: Tomorrow.

A: Wait for a moment. I'll check the computer. Sorry, there are no seats \_\_\_\_\_.

P: How about the day after tomorrow?

A: There is no direct flight to Jakarta. The only flight is SQ 803, which will stop at Singapore. Is that OK?

P: OK. \_\_\_\_\_ me two reservations on that flight, please.

A: Do you want a \_\_\_\_\_ class, \_\_\_\_\_ class or \_\_\_\_\_ class ticket?

P: First class.

A: One-way or \_\_\_\_\_?

P: One-way. What is the \_\_\_\_\_? Do you have any discount?

A: Sorry. We haven't any discount \_\_\_\_\_ right now, as it is \_\_\_\_\_ season. The \_\_\_\_\_ is \$5620. May I have your name and telephone number?

P: Sure, Wangxin, the number is 13497162849.



A: What about the \_\_\_\_\_ number?

P: 21060720000729467X.

A: And may I have the other's information?

...

### III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. You are going to travel from Indonesia to Seoul with your parents on Mar. 10<sup>th</sup>. There are seats available on the flight you want.

2. You'll go to London from New Zealand on Oct. 5<sup>th</sup>. But unfortunately there is not a single seat left on that day. You have to wait if someone will cancel the seat.

3. You are leaving for Cairo from Chicago. But all the seats are fully booked. You try to change another flight.

#### Further Reading

### The Reservations Agent

Most people want to make their flight reservations by telephoning an airline reservations office. A reservations agent is responsible for making or confirming reservations for passengers who telephone the airline. Before going to reservations control to check whether or not there is a space available, the reservations agent will have to determine what time and day are most desirable for the passengers, find out whether passenger is traveling alone or with other people and get the name of the passenger. In addition, he must find out which class of service the passenger desires, that is, first class, business or economy class. If space is not available on the flight that the passenger desires, it is advisable that the agent suggests an alternate flight. Besides reservations, a reservations agent is also supposed to give any other information the passenger may need, such as weather conditions and food service.

The main job of a reservations agent is to make a sale—that is, to confirm space on his own airline that is as close as possible to the passenger's needs and desires. However, the airlines receive a large number of calls that do not result in sales. These calls that end with confirmed reservations. Many passengers consider the voice on the other end of the phone as the voice of the airline itself.

Among the most common calls are the requests for information on such subjects as weather conditions, baggage allowance, check-in time, and arrival time of flights, etc. A reservations agent will have to handle many kinds of situations.



He must really know almost all the procedures and be prepared for any kind of call.

Passengers may call in to confirm their ongoing or return reservations. Most airlines, especially on international routes, require their passengers to confirm their continuing or return reservations. That is, they must call the airline to check the reservation and indicate whether they will use it. This protects the airline against no-shows, and it protects the passenger against the loss of his seat.

In many cases, there is an automatic cancellation if there is no confirmation (or reconfirmation, as it is sometimes called) within 24 hours of flight time. International reconfirmation is 72 hours. In addition to checking the passenger's reservation, the agent should also obtain a telephone contact where the passenger can be reached so that the agent can inform the passenger if there is a change about his flight.

### Questions for discussion

1. What is a reservations agent's principal job?  
\_\_\_\_\_
2. What other information should a reservations agent give the passengers besides reservation?  
\_\_\_\_\_
3. Why does a reservations agent sometimes ask a passenger for his telephone number?  
\_\_\_\_\_
4. Why must a reservations agent know almost all the airline procedures?  
\_\_\_\_\_
5. How soon will the reservation be cancelled if there is no international reconfirmation?  
\_\_\_\_\_

## Task Three

### Purchasing The Ticket

**Knowledge goal:** acknowledge the basic service procedure of purchasing the ticket; master the useful sentences about purchasing the ticket.

**Ability goal:** improve the English comprehensive ability of purchasing tickets at the airport.



## Lead In

**HUO/PENG FEI 29NOV MGA SJO**

**ETOL MOBI**

This document is automatically generated. Please do not respond to this mail.

全球电子机票

DATE: 16 NOVEMBER 09  
BOOKING REF: HUO

SERVICE	FROM	TO	DEPART	ARRIVE
LACSA - LR 717	MANAGUA NI	SAN JOSE CR	1627	1742
SUN 29NOV	AUGUSTO C SANDINO	JUAN SANTAMARIA		
NON STOP				DURATION 1:15
RESERVATION CONFIRMED- L ECONOMY				
ON BOARD: SNACK				
FLIGHT OPERATED BY: SANSA FOR LACSA				
EQUIPMENT: AEROSPATIALE/ALENIA ATR42/72				
LACSA - LR 670	SAN JOSE CR	SAN SALVADOR SV	1725	1835
WED 02DEC	JUAN SANTAMARIA	COMALAPA INTL		
NON STOP				DURATION 1:10
RESERVATION CONFIRMED- L ECONOMY				
ON BOARD: MEAL				
FLIGHT OPERATED BY LACSA				
EQUIPMENT: AIRBUS INDUSTRIE A319				
RESERVATION NUMBER(S): TA/HSE3				
HUO/PENG FEI TICKET: TA/ETKT 202				

1. Do you know the meaning of the following terms?  
duration on board snack equipment
2. What information can you get from the flight schedule?

## Dialogues

### Dialogue 1: Purchasing the ticket

(A: attendant P: passenger)

A: Hello, can I help you?

P: Yes, I have already made the reservation over the telephone the day before yesterday and now I come to pick up my ticket.

A: All right. Could you tell me your name and the flight number?

P: Linda. Flight number is CZ9302 on January 26<sup>th</sup>.

A: Yes, Miss. It's \$ 286. Would you like to pay in cash or with your credit card?

P: With my credit card, please.

A: OK. May I have your passport, please?

P: Sure. Here you are.

A: Please sign your name here. And here's your ticket, passport and credit card. Please check in at the airport no later than 4:25 p.m. that day.

P: OK. Thank you very much.

A: Is there anything else I can do for you?



P: No, thanks.

A: Have a nice trip. Goodbye.

P: Goodbye.

### New words

cash	[kæʃ]	<i>n.</i>	现金
credit	[ˈkredit]	<i>n.</i>	信用
sign	[saɪn]	<i>n. &amp; v.</i>	记号; 签字

### Useful expressions

over the phone 通过电话

pay in cash 现金支付

pay with/by credit card 信用卡支付

pay by traveler's check 用旅行支票支付

### Dialogue 2: E-tickets

(A: attendant P: passenger)

A: Hello, ma'am. Can I help you?

P: yes, please. I made a reservation over the phone call a few days ago. Now I'd like to have my ticket issued.

A: May I have your name and passport number?

P: Helen Mayer. Here is my passport.

A: Well, Ms. Mayer. Please wait a minute. I'll retrieve your reservation record...

Ms. Mayer, I've got your reservation record. You booked an economy class seat on the flight MU 515 from Shanghai to Osaka, leaving at 9:30 a.m. on September 5<sup>th</sup>, Is that correct?

P: Yes, that's right.

A: Is there anything that you want to make a change? Do you want a return ticket?

P: No, thank you.

A: Well, then I'll have your ticket issued right now. Would you like to pay in cash or by credit card?

P: Credit card, please.

A: Ma'am, it's all done. Here's your passport.

P: But I haven't got my ticket yet.

A: Well, as you know, most airlines issue e-tickets. Your electronic ticket





has been stored in our computer, which means you don't have to carry tickets to get on board.

P: But how am I supposed to check-in for my flight?

A: All you need to do is show your passport and our agent will check-in for you.

P: That sounds quite convenient. But I'm taking a business trip and the paper ticket is required from our company.

A: No problem. I'll print out your e-ticket receipt. Here you are. Wish you a pleasant journey.

P: Thank you. Goodbye.

A: Goodbye.

### New words

retrieve	[rɪ'tri:v]	v.	检索; 恢复
issue	['ɪʃu:]	v.	发布; 流出
Osaka	[əu'sɑ:kə]	n.	大阪
electronic	[ɪlek'trɒnɪk]	adj.	电子的
store	[stɔ:]	v.	存储
receipt	[rɪ'si:t]	n.	收据; 发票

### Useful expressions

retrieve one's reservation record      提取订座记录

e-ticket      电子客票

print out      打印出

e-ticket receipt      电子客票行程单

### Conclusion

1. 购买机票程序及常用语句 (略)
2. 问候
  - Hello, can I help you?  
您好, 有什么需要吗?
3. 需要旅客提供相关信息 (姓名、护照、航班号等)
  - May I have your name and passport?  
请您告诉我您的名字并把护照给我。
  - What's your flight number?  
您的航班号是多少?
4. 等候并查询



- Wait a moment, I'll retrieve your reservation record.  
稍等一下，我要提取您的订座记录。
- 5. 告知查询结果并核对信息
- I've got your reservation record.  
我已经找到了您的预定记录。
- You booked an economy class seat on the flight MU 515 from Shanghai to Osaka, leaving at 9:30a.m. on September 5<sup>th</sup>, Is that correct?  
您预定了一张东航 MU515 9月5日的从上海飞往大阪的经济舱的机票，飞机起飞时间是早上9点半。对吗？
- 6. 询问客人支付方式
- How would you like to pay the money?  
您想怎么支付？
- Would you like to pay in cash or with your credit card?  
您是想付现金还是支票？
- Please sign your name, here.  
请在这里签字。
- Here is your change.  
这是找您的零钱。
- 7. 归还证件（机票）
- Here is your passport and here is your ticket.  
这是您的护照和机票。
- 8. 询问是否需要打印客票行程单
- Do you need the e-ticket receipt?  
您需要电子客票行程单吗？
- I'll print out your e-ticket receipt.  
我会打印出您的电子行程单。
- 9. 告别
- Goodbye. Wish you a pleasant journey.  
再见。祝您旅途愉快。

### Exercises

#### I . Fill in the blanks with words given below. Change the form when necessary.

cash retrieve receipt issue  
credit electronic sign store



1. The workers received their wages in \_\_\_\_\_.
2. May I use my \_\_\_\_\_ card?
3. Will you \_\_\_\_\_ the contract now?
4. \_\_\_\_\_ data from the cookie, please.
5. Could you \_\_\_\_\_ a replacement card?
6. You are a big proponent of \_\_\_\_\_ records.
7. Instead \_\_\_\_\_ them in a cool, dry place.
8. I'll write out a \_\_\_\_\_ for you.

## II . Complete the following dialogues.

Sophie Matson; Shanghai-San Francisco; CA981; economy class; one-way ticket; e-ticket

(A: attendant P: passenger)

A: Hello. May I help you?

P: Yes, please. I made a reservation over the phone call a few days ago.  
Now I'd like to have my ticket issued.

A: \_\_\_\_\_?

P: Sophie Matson. Here is my passport.

A: \_\_\_\_\_.

...

A: Ms. Matson, I've got your reservation record. You \_\_\_\_\_ leaving at  
11:55 a. m. on November 24<sup>th</sup>. Is that correct?

P: Yes, that's right.

A: \_\_\_\_\_?

P: Credit card, please.

A: Ma'am, it's all done. Here's your passport.

P: But I haven't got my ticket yet.

A: Well, as you know, \_\_\_\_\_.

P: But how should I check-in for my flight?

A: \_\_\_\_\_.

P: Can you print out my e-ticket receipt?

A: \_\_\_\_\_.



### III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. You want to pick up the ticket for your flight at the airport.
2. You want to pick up your e-ticket at the airport and you need the e-ticket receipt.

#### Further Reading

#### Airline Ticket

An airline ticket is a document, created by an airline or a travel agency, to confirm that an individual has purchased a seat on an airplane flight. This document is then used to obtain a boarding pass at the airport. Then with the boarding pass and the attached ticket, the passenger is allowed to board the aircraft.

It is now common for a traveler to pay a fee, assessed by the airline company, for a paper ticket. In fact, many airlines no longer issue paper tickets. IATA has announced that as of June 1<sup>st</sup>, 2008, airlines will no longer issue any paper tickets.

A ticket is generally only good on the airline for which it was purchased. However, an airline can endorse the ticket, so that it may be accepted by other airlines, sometimes on standby basis or with a confirmed seat.

Usually the ticket is for a specific flight. It is also possible to purchase an “open” ticket, which allows travel on any flight between the destinations listed on the ticket. The cost for doing this is greater than a ticket for a specific flight. Some tickets are refundable. However, the lower cost tickets are usually not refundable and may carry many additional restrictions. A ticket is made up of one or more flight coupons. In the old paper ticket system, these flight coupons were the actual tickets that were used for travel. One flight coupon was used for each leg of the flight.

The carrier is represented by a standardized 2-letter code. For example, Thai Airways is TG and British Airway is BA. The departure and destination cities are represented by International Air Transport Association airport codes. For example, Munich is MUC and Bangkok is BKK. The International Air Transport Association is the standard setting organization.

Only one person can use a ticket. If multiple people are traveling together, the tickets are linked together by the same reservation number, which are as-



signed, if the tickets were purchased at the same time. If not, most airlines can connect the tickets together in their reservation systems. This allows all members in a party to be processed in a group, allowing seat assignments to be together.

**Questions for discussion**

1. What is an airline ticket?

---

2. What does the passenger need to have before boarding?

---

3. When did the airlines no longer issue any paper tickets?

---

4. What is an “open” ticket?

---

5. What is the carrier represented? Can you give an example?

---

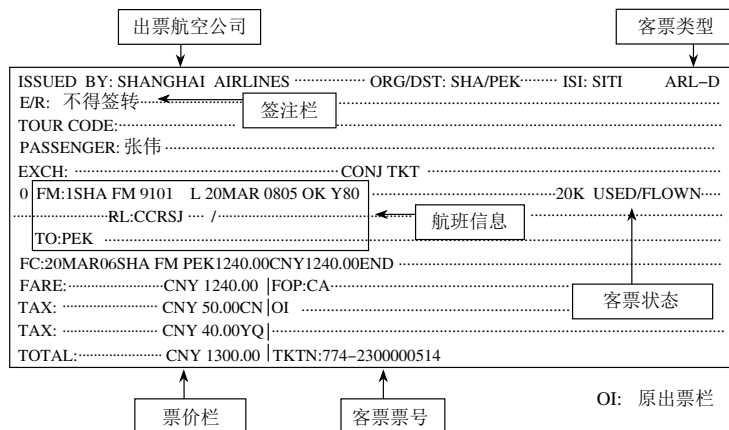
**Task Four**

**Change of Ticket and Endorsement**

**Knowledge goal:** acknowledge the basic service procedure of ticket sales; master the useful sentences about change ticket and endorsement.

**Ability goal:** improve the English comprehensive ability of providing the ticket service at the ticket office.

**Lead In**





1. Do you know the meaning of “USED”?
2. Under what conditions can passengers change their tickets?

### Dialogues

#### Dialogue 1: Reservation change (Voluntary change)

(Mr. Poe has made his reservation from Beijing—San Francisco—New York. Now he wants to make a change. He wants to go to Seattle from San Francisco and then go to Chicago. He makes a phone call to Air China Booking Office for a change.)

(A: attendant P: Poe)

A: Hello, the Air China Booking Office. May I help you?

P: Yes. I've made a reservation on your Flight CA981 to New York, but I want to fly to Chicago by way of Seattle. Can you arrange a new itinerary for me?

A: Yes, sir. Would you please give me your name and the date of your reservation? I'll make the change right now.

P: A-L-V-I-N Alvin. P-O-E Poe. The middle initial is M, by the way.

A: Thank you, sir... Oh, yes. I've got your reservation record: Beijing—San Francisco—New York. First of all I'll cancel the portion of San Francisco to New York and make a new reservation for you. How long will you want to stay in San Francisco?

P: One night in San Francisco and two nights in Seattle.

A: I see. Please hold the line a moment. I'll check the schedule. Well, Mr. Poe, United Airlines has a flight from San Francisco to Seattle leaving at 7:15a.m. That would be Tuesday, February 19<sup>th</sup>. On Thursday there's also a United Airlines flight leaving Seattle for Chicago at 8:30a.m.

P: Are they both nonstop flights?

A: Yes, they are.

P: Can you take care of the reservations for me?

A: Yes, sir. May I ask which class of service you will be traveling?

P: Book me the same class, economy, please.

A: OK. I'll request your reservations immediately... Hello, Mr. Poe, your reservations have been confirmed. Now allow me to repeat the whole reservation for you. Your original reservation from Beijing to San Francisco remains unchanged. I've made a new reservation on a United Air-



lines flight from San Francisco to Seattle on Tuesday at 7:15a.m. On Thursday a United Airlines flight leaves Seattle for Chicago at 8:30a.m. By the way, have you got a ticket, Mr. Poe?

P: Yes, I purchased the ticket in your office.

A: I suggest that you take your ticket and valid travel documents to one of our office. We'll cancel the San Francisco—New York portion of your ticket and reissue it for San Francisco—Seattle—Chicago. There may be an additional charge for this new itinerary.

P: Do you charge me much?

A: I'm afraid we don't have the new fare for you at the moment. Anyway we will recalculate the fare. May I have your telephone number, please?

P: Yes. You can reach me at 45221366, extension 255.

A: Thank you Mr. Poe.

P: Thank you.

## Dialogue 2: Changing the reservation due to overbooking (Involuntary Change)

(A: attendant P: passenger)

A: Good afternoon. May I speak to Miss Benson, please?

P: Yes, speaking.

A: This is the Air China Reservations Section. I'm calling about your reservation on Flight CA957 to Flight at 9:20 tomorrow morning.

P: Yes?

A: I regret to say that the flight has been overbooked. Is it possible for you to change your reservation to Flight CA977? That's the day after tomorrow.

P: I made my reservation three weeks ago and just reconfirmed it this Monday. Why should I change it?

A: Well, due to some clerical errors in our reservations system, we have six more reservations than we can accommodate on Flight CA957. If all the passengers show up at the airport, the flight will be delayed. Of course, we don't want anybody to be inconvenienced. We're now contacting passengers and request them to consider another flight.

P: That won't do. I have to be in Singapore for a business conference on Wednesday. All the hotel reservations and other arrangements have already been made.



A: Oh, I see, Miss Benson. Sorry then.

### New words

itinerary	[aɪ'tɪnərəri]	n.	旅程；路线
initial	[ɪ'nɪʃəl]	n.	首字母
portion	['pɔ:ʃən]	n.	一部分；航段
extension	[ɪk'stɛnʃən]	n.	电话分机
clerical	['klerɪkl]	adj.	书写工作的
error	['erə]	n.	错误
alternate	['ɔ:lternet]	adj.	交替的；另一的
notify	['nəʊtɪfaɪ]	vt.	通知

### Useful expressions

show up	到机场（乘机）
flight diversion	改变航程
no show	误机（没到机场）
refund of the ticket	机票退款
to endorse the ticket	机票签转
due to overbooking	由于超售的缘故
an alternate flight	（改乘）另一航班
to advise sb. of sth.	通知某人某事

### Conclusion

- Due to some clerical errors in our reservations system, we have six more reservations than we have seats on Flight CA957.  
由于我们在订票工作中出了一些差错，CA957 航班多定了六张票。
- We don't want anybody to be inconvenienced.  
我们不想给任何人带来不便。
- That won't do.  
那不行。
- personal check 私人支票
- Can you schedule me for three days each in Bangkok and Djakarta?  
你能为我在曼谷和雅加达各安排三天吗？
- revised fare 航程变更后的票价
- I regret to say that the flight has been overbooked.  
很抱歉，航班已超订了。
- Due to some clerical errors in our reservations system, we have three more





reservations than we have seats on the flight.

因订票工作中的某些差错，该航班我们已多订了三张票。

- The flight on Wednesday to Beijing is fully booked.  
星期三去北京的机票已订满了。
- Is it possible for you to change your reservation?  
您可以改变一下订座吗？
- Can you change your reservation to a later flight?  
您可以改变一下订座，乘坐稍晚的航班吗？
- We are trying to request passengers should consider another flight.  
我们正设法请旅客们考虑其他航班。
- I'd like to change the Beijing—Shanghai reservation and reserve a seat to Guangzhou.  
我想把北京至上海的订座改为去广州。
- I want to have my original reservation changed so that I can go via Bangkok instead of Manila.  
我想改变原订座，这样我可以取道曼谷而不是马尼拉。
- I've cancelled your Beijing—Shanghai reservation and confirmed a reservation on Flight CZ3116 for May 3<sup>rd</sup>.  
我已经取消了北京至上海的订座，并为您订妥了5月3日CZ3116航班的座位。
- I'll confirm your reservations and then calculate your revised fare and reissue your ticket.  
我会订妥您的座位，然后把变动的票价计算出来，重新为您开张票。
- international reservations section      国际订票处
- domestic reservations section      国内订票处
- baggage section      行李处
- due to a clerical error      因工作中的差错
- to show up at the airport      到机场
- to cancel the reservation and confirm a reservation on another flight  
取消原订座，改订另一架航班
- overbook      超订
- oversell      超售
- to make three more reservations than we have seats on a flight      比原航班座位多订了三张票
- to request passengers to consider another flight      请求旅客们考虑另一架



### 航班

- to persuade passengers to consider an alternative 劝说旅客想其他办法
- revised fare 航程变更后的票价
- a revised schedule 修订后的时刻表

## Exercises

### I . Fill in the blanks with words given below. Change the form when necessary.

portion by way of schedule additional nonstop  
accommodate itinerary show up reissue consider

1. I want to fly to Chicago \_\_\_\_\_ Seattle.
2. Can you arrange a new \_\_\_\_\_ for me?
3. I'll cancel the \_\_\_\_\_ of San Francisco to New York and make a new reservation for you.
4. Please hold the line a moment. I'll check the \_\_\_\_\_.
5. Are they both \_\_\_\_\_ flights?
6. We'll cancel the San Francisco—New York portion of your ticket and \_\_\_\_\_ it for San Francisco—Seattle—Chicago.
7. There may be an \_\_\_\_\_ charge for this new itinerary.
8. We have six more reservations than we can \_\_\_\_\_ on Flight CA957.
9. If all the passengers \_\_\_\_\_ at the airport, the flight will be delayed.
10. We're now contacting passengers and request them to \_\_\_\_\_ another flight.

### II . Complete the following dialogues.

(A: attendant P: passenger)

A: Good morning. This is Air China. May I speak to Mr. Andrews, please?

P: Yes. Mr. Andrews speaking.

A: Mr. Andrews, this is International Reservations. I'm calling about your reservation on Flight CA931 to Frankfurt this afternoon. I \_\_\_\_\_ to inform you that the flight has been cancelled due to bad weather conditions.

P: Well, that's awful. Can't you put me on another flight?

A: Yes, we're thinking of an \_\_\_\_\_ flight. I can make a \_\_\_\_\_ for you on Lufthansa Flight LH651, leaving Beijing at 7:30 tomorrow evening.



P: Can you give me on an earlier flight?

A: The Lufthansa flight is the earliest one \_\_\_\_\_, I'm afraid.

P: All right. Please \_\_\_\_\_ me an economy class seat on that flight.

A: I'll do that. Now I've \_\_\_\_\_ one economy class seat on Lufthansa Flight LH651. It leaves at 7:30p.m. tomorrow evening. By the way, may I ask if you've got the ticket, Mr. Andrews?

P: Yes, Air China \_\_\_\_\_ the ticket.

A: Please take your ticket to our office before \_\_\_\_\_. We'll reissue your ticket. Anything else? Anybody to be \_\_\_\_\_ or hotel reservations to be cancelled?

P: I was going to be met at the airport. Could you call Davidson Co. Frankfurt office and advise them of the \_\_\_\_\_ change?

A: Certainly.

### III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. Mrs. White has made her reservation from Beijing to Paris. Now she wants to make a change. She wants to go to Zurich. She makes a phone call to southern Airlines' Booking Office for a change.

2. Due to overbooking, SU527 has three more reservations. Now supervisor Li has to make a telephone call to Mr. Brown who must change the reservation due to this overbooking.

#### Further Reading

### Changes to Passenger Tickets

Normally, once a ticket has been issued no alteration to that ticket may be. However, there may be times when a passenger may request a change of carrier (s), reservations and/or routing after the ticket has been issued but before completion of the journey. we call this a voluntary change. In certain conditions passengers may request the following changes:

1. The change of flight and departure date

A passenger may change his/her original plan and start his/her journey earlier or later. This requires the change of the reservation. The date should be revised and the same class should be confirmed as the original in Passenger Name Record. The fare difference will be collected if a new reservation is confirmed in a



higher class.

2. The change of a carrier

Such changes requested by the passenger require endorsing the flight coupon(s) concerned from one airline to another. The endorsement shall be obtained from an authorized carrier and shall be authenticated by a stamp identifying the carrier and office making the endorsement.

3. The change of class

This can be made, after the purchase of the ticket, with the availability and permitted time. Upgrading requires the passenger requires downgrading the ticket shall first be refunded and then a new ticket needs to be issued.

4. The change of routing

When a ticket is presented for rerouting and the only coupons remaining in the ticket are for domestic transportation, such ticket shall not be rerouted for further international carriage. For totally unused ticket that is presented for rerouting, it must be refunded and then a new ticket will be issued. The fare for the new journey shall be calculated using the fares which apply at the time of commencement of travel under the new ticket.

Whenever a change in the routing, with or without a change in the fare, is required, tickets must be reissued; withdrawn flight coupons must be stamped with “EXCHANGED” across the face.

When the carrier cancels a flight, fails to operate a flight reasonably in accordance with schedule, is unable to provide previously confirmed space and causes a passenger to miss a connecting flight on which he holds a reservation, then involuntary change occurs. In the foregoing circumstances the forwarding carrier shall arrange for involuntary refund; provide onward carriage with the least possible delay or inconvenience to the destination or point of stopover named on the ticket, if necessary at a higher cost and without additional charge to the passenger on the same or another of its own aircraft. Upgrading shall be permitted only when space is not available in the class originally paid for. There won't be any collection for upgrading. Where a passenger is carried in a lower class of service, the airline shall arrange for the difference to be refunded to the passenger. The passenger shall be entitled to the free baggage allowance applicable to the fare originally paid. The forwarding carrier shall make every effort to return checked baggage to the passenger or transfer the checked baggage to the new receiving carrier, as required.



### Questions for discussion

1. What is a voluntary change.

---

2. In certain conditions passengers may request what kinds of changes.

---

3. If involuntary change occurs, what should the carriers do?

---

## Task Five

### Ticket Endorsement

Knowledge goal: acknowledge the basic service of ticket endorsement;  
master the useful sentences about ticket endorsement.  
Ability goal: improve the English comprehensive ability of providing the  
ticket endorsement service at the ticket office.

#### Lead In

国家税务总局监制 PRINTED UNDER THE SUPERVISION OF SAT		航空运输电子客票行程单 (TRIP/FARE/ELECTRONIC OF E-TICKET FOR AIR TRANSPORTATION)				印刷序号: NO 9014284087 4 SERIAL NUMBER					
姓名 NAME	张二	身份证号码 ID NO.	123456789123456789			备注 REMARKS	不得签转				
承运人 CARRIER	CZ	航班号 FLIGHT	3101	日期 DATE	04FEB	时间 TIME	0800	190	10JAN08	10JAN09	20K
自 FROM	广州CAN	至 TO	北京PEK	舱位 CLASS	Y	票种 FARE BASIS	Y90	有效期 VALIDITY	2008-01-10	2009-01-10	20K
备注 REMARKS	VOID	VOID	VOID	VOID	VOID	VOID	VOID	VOID	VOID	VOID	VOID
电子客票号码 E-TICKET NO.	784-2415957116	验证码 CK	4087	航司代码 AIRLINE CODE	9999	票种 FARE BASIS	Y90	票额 FARE	CNY 1360	附加费 EXCESS BAGGAGE	CNY 100
航路单代码 AIRLINE CODE	09673411	航路单 FARE BASIS	Y90	航路单 FARE BASIS	Y90	航路单 FARE BASIS	Y90	航路单 FARE BASIS	CNY 1510	航路单 FARE BASIS	Y90
查询网址 WWW.TRAVELSKY.COM	服务热线: 400-815-8888			服务热线: 400-815-8888				服务热线: 400-815-8888			

1. Do you know the meaning of “endorsement”?
2. Under what conditions is endorsement forbidden?

#### Dialogues

##### Dialogue 1: Ticket endorsement

(Mr. Yang has bought an Air China ticket from Los Angeles to Beijing. He has just received a fax from his brother about an urgent business meeting in Osaka and was asked to fly to Beijing via Osaka. As Air China has no flights from Los Angeles to Osaka he has to go there via Japan Airlines. Therefore he needs



to have his ticket endorsed)

(At the Air China Los Angeles Booking Office)

(A: attendant P: passenger)

A: Hello, sir. What can I do for you?

P: I bought a ticket for Flight CA984 from Los Angeles to Beijing a couple of weeks ago in your office. Yesterday I received a fax from my brother DWin Osaka and was asked to go to Osaka for an urgent business. I want to make a stopover in Osaka before going on to Beijing. I wonder if you can reroute me on your flight.

A: I'm afraid not, because Flight CA984 no longer stops at Osaka, but I'll see what we can do for you... we'll rearrange you on a flight on Japan Airlines or Northwest Airlines, which will go via Osaka.

P: You mean that I have to change to one of these airlines.

A: That's right.

P: Changing airlines may cause a lot of trouble, right?

A: Not really. May I ask what kind of ticket you are holding?

P: Air China economy class. Can I use the ticket for the Japan Airlines flight?

A: Yes. They honor our ticket. However they need an endorsement from our airlines before using the ticket.

P: I don't quite understand.

A: Well, when a passenger requests a change of a carrier an authorized permission should be obtained from issuing or designated carrier. Since your ticket indicates Air China as your designated carrier from Los Angeles to Beijing, no other airlines can become your carrier unless Air China permits.

P: I see. Then can you endorse my ticket to Japan Airlines?

A: No problem. I'll ask my supervisor to do it. Please wait a moment.

A: Here is your ticket. My supervisor has agreed and signed here. "ENDORSED TO JAL" is entered in the "endorsement box" of the ticket. Please take your ticket to the Japan Airlines Office. They will take care of your reservations from Los Angeles to Osaka to Beijing. Of course they exchange your ticket and recalculate the fare. There might be an additional charge.

P: Well, I don't care about the charge as long as I can go. Now I really ap-



preciate your help.

A: Don't mention it. We hope that fly Air China next time.

### New words

likewise	[ˈlaɪkwaɪz]	adv.	同样地；也如此
accordingly	[əˈkɔːdɪŋli]	adv.	相应地
convert	[kənˈvɜːt]	vt.	转换为
honor	[ˈɒnə]	vt.	承诺
endorse	[ɪnˈdɔːs]	vt.	签转
endorsement	[ɪnˈdɔːsmənt]	n.	签转
authorized	[ˈɔːθəraɪzd]	adj.	经授权的，认可的
designated	[ˈdeɪznəɪtɪd]	adj.	指定的
carrier	[ˈkæriə]	n.	承运商；航空公司
supervisor	[ˈsjuːpəvaɪzə]	n.	值班主任

### Useful expressions

1. a round-trip 来回程
2. a traveler's check in dollar 旅行支票以美元兑换
3. Chief Executive Officer (CEO) 行政总裁
4. a medium-size IT business corporation 一家从事信息行业的中型公司 (IT 是 Information Technology 的缩写)
5. Small and Medium Enterprise Ministerial Meeting 中小型企业部长级会议
6. as scheduled 如期
7. we need additional collection from you 我们要向你收取票价差额
8. the banker's selling rate 银行卖出价
9. to pay in cash (by traveller's check) 现金支付 (旅行支票支付)
10. an economy ticket with an open return 一张回程不定期的普通舱票
11. to leave the return open 开回程不定期的票
12. to leave it as one way 开单程票
13. to convert US dollars into RMB at the banker's selling rate 以银行卖出价，把美元兑换成人民币
14. issuing (designated) carrier 出票 (指定) 承运人

### Dialogue 2: Ticket refund

(A: attendant P: passenger)

A: Good afternoon, Miss. What can I do for you?



P: I have bought a ticket on flight CA 1606 leaving for Tokyo tomorrow.  
But there is something I must do temporarily, so I want to refund my ticket.

A: May I change the another flight for you?

P: But I do not know when I can deal with it. I am afraid I have to refund the ticket.

A: OK. Give me your ticket, please.

P: How much do I have to pay for the refund?

A: You have to pay RMB400 yuan for the refund.

P: Why should I pay so much?

A: If you ask for a refund of your ticket within 24 hours but before 2 hours ahead of flight departure, you have to pay 20% of the original fare.

P: I see. Here is the money.

A: This is the refund receipt.

### New words

transfer	[træns'fɜ:]	<i>n.</i>	中转站
refund	['ri:fʌnd]	<i>n.</i>	退款
original	[ə'ri:dʒənəl]	<i>adj.</i>	起初的, 最早的
upgrade	[ʌp'greɪd]	<i>v.</i>	使升级
within	[wɪ'θɪn]	<i>prep.</i>	在(一定时间)以内
unfortunately	[ʌn'fɔ:tʃənətli]	<i>adv.</i>	令人遗憾的
urgent	['ɜ:dʒənt]	<i>adj.</i>	紧急的, 紧迫的
reservation	[rezə'veɪʃən]	<i>n.</i>	预定
passport	[pɑ:spɔ:t]	<i>n.</i>	护照
documents	['dɒkjumənts]	<i>n.</i>	文件

### Useful expressions

1. take the order      点菜
2. set the schedule      安排日程
3. print it out      打印出来
4. You have to pay RMB400 yuan for the refund. 您得支付 400 元人民币的退票费。
5. RMB80 yuan for the service charge      80 元人民币兑服务费
6. US dollars 2000 for the tuition      2000 美元的学费
7. Euro 600 for the commission fee      1600 欧元的佣金
8. Please keep your ticket. 请保管好您的机票。
9. credit card      信用卡





## Conclusion

- Could I change flight and date for you?  
我可以给你更改航班和日期吗?
- Are you going to take the flight to Changsha with Nanjing as the transfer?  
您要签经停南京到长沙的航班吗?
- Please keep your ticket.  
请保管好您的机票。
- You have to pay RMB400 yuan for the refund.  
您得支付 400 元人民币的退票费。
- If you ask for a refund of your ticket within 24 hours but before 2 hours ahead of flight departure, you have to pay 20% of the original fare.  
如果您在航班离站时间 24 小时以内至两小时前退票，您得按原票价的 20% 支付退票费。
- Is it possible for me to upgrade to business class?  
能否帮我升舱至公务舱?  
upgrade 意思为“升级，提升标准”，其反义词为 downgrade。例如：  
It is important to upgrade your anti-virus software in time.  
及时升级你的杀毒软件十分重要。
- No business ticket is left for flight tomorrow.  
明天所有公务舱的机票均已售完。  
leave 意思为“剩余，剩下”。例如：  
Is there any coffee left?  
还有咖啡吗?  
After dinner, only vegetable were left.  
晚饭后，只剩下蔬菜。
- We have to charge you RMB800 yuan for upgrading from economy class to business class.  
从经济舱升到公务舱每人需加收人民币 800 元。  
charge sb. some money for sth. 意思为“因为某项服务收取某人费用”。  
例如：  
You will be charged 15% of your bill for the service in the hotel.  
酒店会收取餐费的 15% 作为服务费。  
They charged me 50 yuan for the dictionary.  
这本字典他们收了我 50 元。



- Unfortunately, I have an urgent business to deal with.

但是我有件紧急的公务要处理。

deal with 意思为“应付，处理”。例如：

How would you deal with the situation?

你会怎样应对这个局面？

I have many problems to deal with at present.

目前我有很多问题要处理。

- If you ask for a refund of your ticket within 24 hours but before 2 hours ahead of flight departure, you have to pay 20% of original fare.

如果您在航班离站时间 24 小时以内至两小时前退票，您得按原价的 20% 支付退票费。

ahead of 意思为“在……之前”。例如：

There was a roadblock straight ahead of us.

在我们的正前方有路障。

### Exercises

#### I . Match the sentences in column A with those in column B.

##### A

1. What flight are you taking and what's your name, sir?
2. How do you want to fly: economy or first class?
3. Wait a moment please. I'll issue your ticket and get your change.
4. What can I do for you?
5. We have only one flight a week to San Francisco and all the seats are fully occupied.
6. Would you prefer to pay in cash or by check?
7. You're got four seats in the non-smoking section. And here are your tickets for the airport bus.
8. Would you like a one-way or round trip?

##### B

- A. ( ) Book me two economy class seats on JL Flight104 to Hong Kong.
- B. ( ) I'd prefer a round-trip ticket, but leave the return open.
- C. ( ) I don't think I can afford it in cash. I'd rather pay by check.
- D. ( ) That's right. Thank you ever so much.



- E. ( ) I've reserved Tuesday's flight to Paris. My name is John Keats.  
 F. ( ) That's perfectly all right.  
 G. ( ) Would you please put me on standby?  
 H. ( ) I'm only interested in economy class which is cheaper than first class.

## II . Complete the following dialogues.

(A: attendant P: passenger)

A: Good morning, sir. Anything I can do for you?

P: Morning, Excuse me. I have bought an economy ticket to Changsha tomorrow. Is it possible for me to \_\_\_\_\_ to business class?

A: Let me see. I am sorry, no business ticket is left on tomorrow's flight. Could I \_\_\_\_\_ flight and date for you?

P: Is there any other flight leaving \_\_\_\_\_ the few days?

A: Yes. Are you going to take the flight to Changsha with Nanjing as the \_\_\_\_\_ the day after tomorrow?

P: That is great.

A: Give me your ticket. We have to \_\_\_\_\_ you RMB800 yuan for \_\_\_\_\_ from economy class to business class.

P: Here you are.

A: Please \_\_\_\_\_ your ticket.

## III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. Mr. Fred has been ticketed on United Airlines from San Francisco to Shanghai. But he was arranged to go via Beijing for a business meeting . As there are no United Airlines flights today he'd like to take Air China flight to go via Beijing. He therefore needs to have his ticket endorsed.

2. Your passenger holds a China Eastern Airlines ticket. He wants to take a Japan Airlines flight from Shanghai to Tokyo as no China Eastern flights available today. Endorse CEA ticket to JAL.

### Further Reading

#### The Ticket Agent

The ticket agent handles all the same kinds of problems as the reservations agent, but with two important differences. First, he meets the public face-to-



face at the airline ticket counter. His contact with the passenger is much more personal than the disembodied voice of the agent on the telephone. Second, the ticket agent is responsible for receiving money and making out tickets.

Air fares have become very complicated in the last few years. It is no longer simply a question of a first class versus an economy-class fare over a certain route. Many airlines, for instance, have high season and low season fares. Fares are higher and service is more frequent during the summer than the winter, the low season when there are fewer tourists. And on some airlines, there are also special fares for families traveling together. There is also a round trip discount, which is designed to attract passengers to buy a round trip ticket.

### Questions for discussion

1. What are the two important differences between the ticket agent and the reservations agent?

---

2. What are the high and low season?

---

3. Why should there be a round trip ticket?

---

## Task Six

### Ticket Refund

**Knowledge goal:** acknowledge the basic service procedure of ticket sales; master the useful sentences about change ticket and endorsement.

**Ability goal:** improve the English comprehensive ability of providing the ticket service at the ticket office.

#### Lead In

1. Do you know how to refund ticket?
2. Do you know the meaning of the table above?



天行健资讯		国内机票退票单		No. 10CAM111A000003	
www.skyecho.com		原舱单号: 10ESL003A000272		订座记录: BXVGB	
【CAN111 can111 811】乘机人姓名		票证来源: CANETS		业务: can613	
航空公司	日期	航班号	舱位	折扣	出发
中国南方航空公司	2010.07.30	CZ3376	E	0.52	广州
类型	客人姓名	票号	结算价	同行价	销售价
免	猫猫	T84-1234567889	-313.20	-324	-324
手续费	机建	燃油	其他	保险	状态
36	-50	-20	0	不需	退票
联系方法					总计: -394
联系人: 猫猫	手机: 13800138000	鼠标放上去, 有文字提示			
电话:	电子邮件:	"提交退票单" 点击			
送票服务		送达时间: 2010.07.28 1800			
出票方式: 邮寄发票	邮寄地址: [ ]	付款方式: 现付			
出票机构: 天行健资讯	配送机构: 天行健资讯	备注: 【退票手续费10%】			
注册为会员					

## Dialogues

### Dialogue 1: Refund for domestic flight

(A: attendant P: passenger)

P: Excuse me, Miss. I want to cancel my flight.

A: For today?

P: Yes. Ten o'clock flight to Beijing. I meant to go there to meet my parents from Seoul. But it happened that they were unable to come because of the illness of my mother. It's really short notice that I have to do that.

A: That's all right. May I have your ticket and identity card, please?

P: Here is my travel document.

A: The ticket is refundable, but you should pay a certain amount of cancellation fee.

P: Do you charge me much?

A: Well, according to the airline rule, the passenger who asks for a refund within 2 hours ahead of flight departure, should pay 20% of the original ticket fare. You see the information is printed on the back cover of your ticket. It's nearly half past eight now and the passengers are going through the check-in procedures. As you made a claim within 2 hours, we have to charge 20% of the cancellation fee from your ticket fare.

P: I see.

A: Wait a moment. I'll calculate the fare and get your money back, But first of all, please fill in this refund form and sign here...

### Dialogue 2: Refund for international flight

(Mr. Wang bought a round trip ticket from Shanghai to Bangkok and back to Shanghai in the Chain Eastern Airlines Booking Office. However, he returned to Guangzhou via Dragonair and came back to Shanghai by other means of trans-



port . As he did not use the return portion of his ticket he wants China Eastern to refund the unused part of his ticket.)

(A: attendant P: passenger)

P: May I have my ticket refunded in your office?

A: What's your ticket may I ask?

P: China Eastern Airlines. I bought it a month ago. It's a return ticket. I only used the first part and left the return portion unused.

A: Did you get it here?

P: Yes. I once asked for the refund from your Bangkok Office but they told me that the ticket could only be refunded in the office where it was issued.

A: Exactly, because of the rule, May I also see your passport? You know, only the passenger whose name is designated in the ticket can obtain a refund.

P: Please wait for a moment and I'll recalculate the fare and see how much the refund is...

Here is your refund 2331 Chinese Yuan.

P: I think it should be more than that. I purchased the ticket for 5661 Chinese Yuan. For half of total amount I paid the refund should be 2830.

A: Well, Mr. Wang, the round trip fare is not twice as much the one-way fare. In order to attract passengers to buy a round trip ticket we sell it discounted which is less than twice the one-way fare. So in this way the fare of the used portion from Shanghai to Bangkok was 3330 which was effective at the time you started the journey. The total fare 5661 minus 3330 leaves 2331 as the remaining value for the unused portion from Bangkok to Shanghai.

P: Oh. I've got it. Thanks a lot.

### New words

replace	[rɪ'pleɪs]	vt.	换取; 补开
replacement	[rɪ'pleɪsmənt]	n.	补开
finding	[faɪndɪŋ]	n.	(复数) 调查或研究的结果
process	['prəʊses]	vt.	处理, 办理
indemnity	[ɪn'demnitɪ]	n.	赔偿; 补偿
reimburse	[ri:ɪm'bɜ:s]	vt.	偿还; 报销
sustain	[sʌs'teɪn]	vt.	蒙受; 遭受
countersign	['kaʊntəsəɪn]	vt.	副签; 确认
fraudulent	['frɔ:dʒələnt]	adj.	欺骗性的; 欺诈的



minus ['maɪnəs] prep. 减

### Useful expressions

the issue of replacement ticket 补开客票  
 to verify some of the findings 确认某些事实  
 to request (ask for) the refund 申请退款  
 to hold the airline harmless 不损害航空公司  
 to guard against fraudulent use and refund 防止冒用冒退  
 to go through the check-in procedures 办理乘机手续  
 the remaining value 余额

### Conclusion

- Process the replacement 办理客票补开
- Fulfill your request 满足你的请求
- Application and Indemnity Agreement For Replacement/Refund of Lost Ticket  
 遗失客票退款/补开申请和赔偿协议
- any loss or damage it may sustain  
 客票遗失可能带来的损失  
 句中的“it”指“客票遗失”。
- ... if the lost ticket was or is refunded or used by...  
 如果遗失客票已经或将被其他人冒用或退了款……  
 条件句中的一般现在时即为一般将来时。
- Lost Ticket Advice 遗失客票通知
- the round trip fare is not twice as much as the one-way fare  
 来回程票价不是单程票价的两倍  
 句中的“twice”作“两倍”解，比较下列短句中有关“倍数”的译法：  
 twice as much as the one-way fare 是单程票价的两倍  
 twice the one-way fare 是单程票价的两倍  
 twice more expensive than the one-way fare 比单程票价贵两倍（是单程票价的3倍）
- as the remaining value for the unused portion from Bangkok to Shanghai  
 为曼谷至上海未使用航段的余额部分



## Exercises

### I. Fill in the blanks with words given below. Change the form when necessary.

cancellation write refund have check  
accord of telephone cash kind

1. Please \_\_\_\_\_ at the airport no later than 4:00p.m.that day.
2. I'm sorry to tell you that we can't any words \_\_\_\_\_ on the ticket.
3. \_\_\_\_\_ CAAC's regulations, when a passenger wants to change his flight, date, route or his name to another's, his ticket will be handled as a re-fund ticket.
4. If he asks for a refund of his ticket within 2 hours before the departure time, he \_\_\_\_\_ pay much more.
5. Would you pay \_\_\_\_\_ or with your credit card?
6. What \_\_\_\_\_ seat do you prefer?
7. He has to pay 20% \_\_\_\_\_ the original fare.
8. If a passenger (except a group passenger) asks for a refund of his ticket 24 hours before the departure time, the \_\_\_\_\_ fee is 10% of the original fare.
9. Here is my ticket and the money for the \_\_\_\_\_.
10. Most people wants to make their flight reservations by \_\_\_\_\_ an air-line resevations office.

### II. Complete the following dialogues.

Setting: One day before Heidi's departure, she changes her plan due to some urgent matters at her school. Now she is at the office desk.

(A: attendant P: passenger)

A: Good morning. Anything I can do for you?

P: Good morning Miss I have bought a ticket on flight CA939, flying to New York at 6:05 p.m. tomorrow. But \_\_\_\_\_, I have something more important to do and I have to stay here for a few more days. Could you please help me change the date for December 25<sup>th</sup> and flight number for CA913?

A: I'm sorry to tell you that we can't \_\_\_\_\_ any words written on the ticket. \_\_\_\_\_ CAAC's regulations, when a passenger wants to change his flight, date, route or his name to another's, his ticket will





be handled as a refund ticket. That is to say, you have to buy \_\_\_\_\_ ticket.

P: Oh, I see. Do I have to pay for the \_\_\_\_\_?

A: Yes, you have to pay RMB580 for the refund.

P: Why should I pay so much? Would you tell me the reason?

A: Yes, Miss. According to CAAC's regulation, if a passenger (except a group passenger) asks for a refund of his ticket 24 hours before the \_\_\_\_\_ time, the cancellation fee is 100% of the original fare.

P: What about \_\_\_\_\_ 24 hours?

A: If the passenger asks for a refund of his ticket within 24 hours and 2 hours \_\_\_\_\_ the departure time, he has to pay 20% of the original fare.

P: If he asks for a refund of his ticket within 2 hours before the departure time, he has to pay much more. Right?

A: Yes, right. The cancellation fee would be 50% of the original fare.

P: Thanks for your \_\_\_\_\_. Here is my ticket and the money for the \_\_\_\_\_.

A: Here is your receipt.

### III . Make up dialogues according to the following situations given. You may refer to the timetable mentioned in the lead-in part.

1. You are going to travel from Shenyang to Shanghai. But you're late.
2. Plane all ready flight, you would change ticket refund.
3. You asks for a refund of his ticket within 2 hours before the departure time, you has to pay much more. The cancellation fee would be 50% of the original fare.

#### Further Reading

### Lost Ticket and Refund Policy

Skytours is acting as issuing agent for airlines. Your transportation contract is direct is direct between you and the airline. All refund procedures and change regulation are set by the airlines according to the tariffs. 99% of the tickets purchased on our online reservation systems are discounted tickets and nearly all discounted tickets have one thing in common:

- (1) Nonrefundable—no money back if not used.



(2) Changeable only against a service fee of \$ 70—100 per ticket plus the fare difference (if any).

(3) Not transferable—only the person whose name is on the ticket with less restrictions and you entitled to a refund please follow those instructions:

To request a refund of an unused paper ticket, you should send the actual ticket and a letter explaining your reason why this ticket should be refunded along with your name and address to the airlines refund department.

### Repayment

Tickets paid for with a credit card will be refunded in the form of a credit back to the credit card used to purchase the ticket. Notification will be sent from the airline to the credit card company within one month of receiving proper documentation (the unused paper ticket along with the customer's name and address). The credit card company is required to post the refund within three business days after receiving notification.

No refunds will be made for 'non refundable' tickets as well as tickets after one year of issuance. In addition any applicable cancellation service charge of USD \$ 50—100 will be assessed to refunds.

### Lost Tickets

Passengers who have lost their ticket or it has been stolen must have their ticket reissued. The airlines can reissue the ticket at departure against a reissuance fee or they can request that a new ticket has to be purchased. In both cases a Lost Ticket Application must be completed. Lost Ticket Applications are subject has not been used. Refunds of lost tickets are subject to a USD \$ 70—100 processing fee depending on the airline. When a lost ticket is found and returned to the airlines passenger refund department within 90 days from the date of the Lost Ticket Application the processing fee generally will be waived. If you do find a lost ticket, please return it to the airline and be sure to indicate that a Lost Ticket Application had been previously filed.

### Overcharges

If you believe you have been erroneously charged an incorrect fare and you have not traveled, please return your ticket to the airline with your explanation. If you have already completed your travel, write a brief description of why you think you are entitled to an adjustment, and send it with a copy of your ticket and flight information to the airlines refund department.



## Notes

1. Changeable only against a service fee of \$ 70—100 per ticket plus the fare difference.

客票更改需支付每张票 70~100 美元的手续费另加票价额费。

2. You feel entitled to a refund.

你觉得你有权利申请退款。

be entitled to 有资格；有权力

3. Any applicable cancellation service charge of USD \$ 50—100 will be assessed to refunds.

应从退款项中收取 50~100 美元的相应退款手续费。

be assessed to (on) 征收（税款）；收取（费用）

4. reissue the ticket at departure against a reissuance fee

出发前，为旅客重新开票，并收取手续费

5. Lost Ticket Applications are subject to a holding period of up to 5~90 days.

旅客应持有《遗失客票申请书》，期限为 55~90 天。

be subject to... 以……为条件

6. processing fee 处理退款的手续费

## Questions for discussion

1. What mind of is “no money back if not used”?

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2. How to Changeable only against a service fee?

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3. If you believe you have been erroneously charged an incorrect fare and you have not traveled, what can you do?

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4. How return it to the airline and be sure to indicate that a Lost Ticket Application had been previously filed.

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5. What is service charge of USD \$ 50—100 will be assessed to refunds?

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