

Unit 01

Making Reservations and Checking In 訂位與登機

Warm-up

下列是對地勤人員工作的描述，選出符合該工作的場所的照片。

1. _____ Answer passengers' questions about their flights.
2. _____ Help passengers relax in a special room before their flights.
3. _____ Give passengers their boarding passes and check their luggage.

a check-in counter



b information counter



c VIP lounge



Vocabulary

選出符合下列詞彙的描述。

- | | | |
|------------------------------------------------------|---|----------------|
| 1. a bag for carrying clothes or other items in | • | • a. reserve |
| 2. able to be bought; easily acquired | • | • b. suitcase |
| 3. to get on an airplane | • | • c. board |
| 4. the space between two rows of seats; a passageway | • | • d. available |
| 5. to buy in advance; to book | • | • e. aisle |

Warm-up Listening

聆聽句子並選出合適的回答。

- | | |
|-------------------------------------------|-------------------------------|
| 1. _____ a I'm Steve Simmons. | b Yes, that's my name. |
| 2. _____ a May I see your ticket, please? | b Did you have a good flight? |
| 3. _____ a This is a bag. | b No, I don't. |

Track
- 01 -



Conversation I

Track
- 02 -

Making Reservations for Customers

- Customer** Hello, ¹I'd like to reserve a one-way ticket on the next flight to Hong Kong.
- Reservation Sales Agent** There is a flight leaving at 1:20 this afternoon. ²May I have your name, please?
- Customer** My name is Eric Stephens. That's S-T-E-P-H-E-N-S.
- Reservation Sales Agent** Thank you, Mr. Stephens. We have seats available in economy class and business class. Which do you prefer?
- Customer** Economy class, please. I'd like an aisle seat.
- Reservation Sales Agent** OK. One moment, please . . . Your ticket will cost \$320. ³How would you like to pay for that?
- Customer** I'd like to pay by credit card. Here it is.
- Reservation Sales Agent** Thank you.



Key Expressions

1 I'd like to reserve a one-way ticket on the next flight to Hong Kong.

我想要預定一張下一班去香港的單程票。

當作「預訂」的動詞 **reserve**，也可以用具相同含意的動詞 **book** 取代。**one-way ticket** 是單程機票，**round-trip ticket** 是來回機票。**ticket** 後接 **on the next flight**，是補充說明機票是「下一班飛機」的。

I'd like to reserve a one-way ticket to Seoul. 我想要預定一張去首爾的單程票。

I'd like to book a round-trip ticket to Tokyo. 我想要預定一張去東京的來回票。

I'd like to fly directly to San Francisco. 我想要直飛去舊金山。

2 May I have your name, please? 請問您貴姓大名？

May I have . . . , please? 是非常客氣地「請乘客提供某項物品或某項訊息」時，所使用的句型。助動詞 **may** 也可以用 **can** 或 **could** 代替。

May I have your passport, please? 請給我您的護照。

Can/Could I have your boarding pass, please? 請給我您的登機證。

May I have a contact number, please? 請給我您的聯絡電話。

3 How would you like to pay for that? 請問您想要怎麼付款？

可以在介系詞 **for** 之後，加上要付費的該物件或該事項的名詞。

How would you like to pay for the ticket? 請問您想要怎麼付機票？

How would you like to pay for your drink? 請問您想要怎麼付飲料？

How would you like to pay for the airport tax? 請問您想要怎麼付機場稅？

Useful Phrases

I'd like to pay
我想要以……付款

- I'd like to pay by credit card. 我想用信用卡付。
- I'd like to pay with mileage. 我想用里程數付。
- I'd like to pay in/with cash. 我想用現金付。
- I'd like to pay by check. 我想用支票付。

Basic Drills

A 選出符合下列句子的回答。

- | | | |
|--------------------------------------------------------------------------------------|---|---------------------------------------------|
| 1. May I have your name, please? | • | • a. Economy class, please. |
| 2. We have seats available in economy class and business class. Which do you prefer? | • | • b. I'd like to pay by credit card. |
| 3. How would you like to pay for that? | • | • c. My name is Eric Stephens. |

B 將下列的單字重新排列成完整的句子。

1. a one-way ticket / I'd like to / to Hong Kong / reserve / on the next flight
-

2. your name / have / I / may / please
-

3. like / would / for that / how / you / to pay
-

Buildup Activities

聆聽對話並填空，之後再做下方的選擇題。

Track
- 04 -

- | | |
|-------------------------|---------------------------------------------------------------------------------------------------------------|
| Customer | Hello, I'd like to reserve a (a)_____ on the next flight to Osaka. |
| Reservation Sales Agent | There is a (b)_____ leaving at 11:00 this morning. May I have your name, please? |
| Customer | My name is Mary Anderson. That's A-N-D-E-R-S-O-N. |
| Reservation Sales Agent | Thank you, Ms. Anderson. We have seats available in (c)_____ class and business class. Which do you (d)_____? |
| Customer | Business class, please. I'd like a (e)_____ seat. |
| Reservation Sales Agent | OK. One moment, please . . . Your ticket will cost \$550. How would you like to (f)_____ for that? |
| Customer | I'll use cash. Here you are. |
| Reservation Sales Agent | Thank you very much. |

1. Where does the customer want to sit?

- | | |
|----------------------------|-----------------------------|
| a In economy class. | b In business class. |
| c In first class. | d In an aisle seat. |

2. How will the customer pay for her ticket?

- | | |
|---------------------|--------------------------|
| a With cash. | b By credit card. |
| c By check. | d With mileage. |





Conversation II

Track
- 05 -

Checking In Customers for a Flight

- Passenger Service Agent** Hello, sir. Where are you flying today?
- Passenger** Good evening. ¹I'm on the 8:55 flight to Tokyo.
- Passenger Service Agent** May I see your ticket and passport, please?
- Passenger** Yes, here you are.
- Passenger Service Agent** ²Do you have any bags to check in?
- Passenger** Yes, I have two suitcases.
- Passenger Service Agent** One moment, please . . . Thank you for waiting, sir. You're checked in for Flight 47 with nonstop service to Tokyo. Here is your boarding pass. You're in seat 50A. Please go to Gate 19. ³Your flight will begin boarding around 8:30.
- Passenger** Thank you for your assistance. Have a wonderful day.



Key Expressions

Track
- 06 -

1 I'm on the 8:55 flight to Tokyo. 我要搭 8 點 55 分的飛機去東京。

on 是表搭乘何種交通工具所使用的介系詞。名詞 **flight** (搭飛機旅行) 可以和 **cruise** (漫遊、巡航)、**honeymoon** (蜜月旅行) 等字搭配使用。這裡的介系詞 **to**，表「前往」的意思，可以在 **to** 之後，接場所或目的地名。

My flight number is BA 99 to Toronto. 我的航班號碼是去多倫多的 BA 99。

I'd like to change to a morning flight. 我想要換到早上的航班。

There is no seat available on that flight; would you like me to put you on the waiting list?
這一班已經沒有位子了，請問您想要排候補嗎？

2 Do you have any bags to check in? 請問您有行李需要託運嗎？

隨身攜帶的行李，即可帶上飛機的行李，叫做 **carry-on** 或 **carry-on bag**。

How many pieces of luggage would you like to check in? 請問您有多少件行李需要託運？

Please put your luggage on the scale. 請將您的行李放到秤上。

The baggage allowance is 30 kilograms for business class, and 20 kilograms for economy class.
商務艙的行李限重 30 公斤，經濟艙則是 20 公斤。

3 Your flight will begin boarding around 8:30. 您的航班將會在八點半左右開始登機。

介系詞 **around** 表「約在……時候」，換成 **at** 的話，表「在……時間點」。也可以換成表「再經過……時間後」的介系詞 **in**。

Your flight will begin boarding at 8:30. 您的航班將會在八點半開始登機。

Your flight will begin boarding in 45 minutes. 您的航班將會在 45 分鐘內開始登機。

Your flight is now boarding. Please board through Gate 22. 您的航班開始登機，請前往 22 登機門。

Useful Phrases

Here you are.
這給你。

= Here you go.
= Here it is.
= Here they are.

One moment, please.
請稍等。

= In a minute, please.
= Just a second, please.
= Hold on, please.

Basic Drills

A 選出符合下列句子的回答。

- | | | |
|------------------------------------------------|---|---------------------------------------|
| 1. Do you have any bags to check in? | • | • a. Yes, here you are. |
| 2. Where are you flying today? | • | • b. I'm on the 8:55 flight to Tokyo. |
| 3. May I see your ticket and passport, please? | • | • c. Yes, I have two suitcases. |

B 將下列的單字重新排列成完整的句子。

1. to / Tokyo / on / I'm / the 8:55 flight

.....

2. you / do / any bags / to check in / have

.....

3. boarding / will / around 8:30 / your flight / begin

.....

Buildup Activities

聆聽對話並填空，之後再做下方的選擇題。

Track
- 07 -

Passenger Service Agent	Hello, ma'am. Where are you going today?
Passenger	Good afternoon. I'm on the 2:15 flight to Taipei.
Passenger Service Agent	May I see your ticket and (a) _____, please?
Passenger	Yes, you may. Here they are.
Passenger Service Agent	Do you have any (b) _____ to check in?
Passenger	Yes, I have one bag.
Passenger Service Agent	Wait just one minute, please . . . Thank you for (c) _____, ma'am. You're checked in for Flight 87 with (d) _____ service to Taipei. Here is your boarding pass. You're in (e) _____ 35D. Please go to Gate 20. Your flight will begin boarding around 1:45.
Passenger	Thank you for your (f) _____. Have a great day.

1. What does the agent ask for?

- a The passenger's carry-on bag.
- b The passenger's ticket and passport.
- c The passenger's boarding pass and passport.
- d The passenger's money.

2. When will the flight begin boarding?

- a 1:25.
- b 1:30.
- c 1:35.
- d 1:45.



Job Simulation I

A 挑選一個符合情境圖的句子，以完成對話。

How would you like to pay?

It's Jason Peterson.

I'd like an aisle seat in economy class.

1 What is your name?



.....
.....

2



I'll use my credit card.

3 Which do you prefer, economy class or business class?



.....
.....

B 利用提示的三種狀況，將各狀況——套入，做對話練習。

Situation	(a)	(b)	(c)
1	Jakarta	3:55 PM	economy plus
2	New York City	8:40 in the morning	business class
3	London	10:20 at night	first class

Customer Hello, I'd like to reserve a one-way ticket on the next flight to (a)_____.

Reservation Sales Agent There is a flight leaving at (b)_____. May I have your name, please?

Customer My name is Eric Stephens. That's S-T-E-P-H-E-N-S.

Reservation Sales Agent Thank you, Mr. Stephens. We have seats available in economy class and (c)_____. Which do you prefer?

Customer Economy class, please. I'd like an aisle seat.

關鍵字彙



passport
護照



visa
簽證



flight ticket
機票



credit card
信用卡



cash
現金



Job Simulation II

A 挑選一個符合情境圖的句子，以完成對話。

I appreciate your help.

Where are you flying today?

No, I only have the carry-on bag.

1



I'm going to Beijing at 2:00.

2 Do you have any bags to check in?



3 Here is your boarding pass. You're in seat 11D.



B 利用提示的三種狀況，將各狀況一一套入，做對話練習。

Situation	(a)	(b)
1	three suitcases	sitting in seat 37D
2	two pieces of luggage	in seat 52A, a window seat
3	one suitcase and a golf club bag	by the aisle in seat 29C

Reservation Sales Agent Do you have any bags to check in?
Customer Yes, I have (a)_____
Reservation Sales Agent One moment, please . . . Thank you for waiting, sir. You're checked in for Flight 47 with nonstop service to Tokyo. Here is your boarding pass. You're (b)_____. Please go to Gate 19. Your flight will begin boarding at 8:30.

關鍵字彙



suitcase
行李箱



backpack
後背包



shoulder bag
側背包



travel bag
旅行袋



handbag
手提包



fanny pack
腰包



Types of Airline Employees

Pilots and flight attendants are the ¹most **visible** employees at any airline. But airlines also have many other types of workers. Reservation sales agents assist customers by making reservations for them. Passenger service agents work at an airline's check-in counter. They ²help passengers check in for their flights and give them their boarding passes.

Most airlines have VIP lounges, so airline agents work in them. They look after passengers who are waiting for their flights. Airline agents work at **boarding gates** as well. They check passengers' tickets, passports, and boarding passes before they board their flights. **Cargo** handlers **load** and **unload** luggage, packages, and freight from airplanes. **Mechanics** make sure airplanes are in perfect working condition before flying to their next destinations.



Words & Phrases

visible able to be seen **boarding gate** the area where passengers get on a plane
cargo bags, boxes, and other items carried on planes **load** to put something in or on a place
unload to remove something from in or on a place **mechanic** a person who repairs machines

Basic Grammar

1. **most** + 形容詞 (副詞) 最……的 (最……地)

most 和 **comfortable**、**beautiful** 等二個音節以上的形容詞搭配使用，以形成形容詞的最高級，表示「最……的」；**most** 和 **recently**、**easily** 這樣的副詞搭配使用，以形成副詞最高級，表示「最……地」。

「**most** + 名詞」時，**most** 被當作形容詞來用，表「大部分的」。

- the **most** comfortable sea 最舒服的椅子
- The school has been built **most** recently. 這所學校是最近不久建的。

2. **help** + 受詞 + 受詞補語

可以用 **help** 來表示「幫助……去」的意思。這時受詞補語的位置，可以放 **to** 不定詞，也可以放原型動詞。

- Ms. Kim helps passengers check in for their flights. 金小姐協助旅客辦理登機。
- Can you help me to move these boxes? 可以請你幫我搬這些箱子嗎？

現在 **check-in** 不用排隊了！

最近許多乘客開始使用網路來預辦登機了，方法非常簡單。首先，到航空公司的網站，加入會員，然後輸入要搭乘的班機和護照資料，這樣就完成了！這時直接將電子機票列印出來帶到機場。沒有托運的行李的話手續會更簡便。拿著印出來的電子機票和護照，直接到櫃台，很快就能拿到登機證去登機了！