

Career English for Rail Transit  
轨道交通职业英语

# Unit 6 Passenger Service



# Unit Objectives

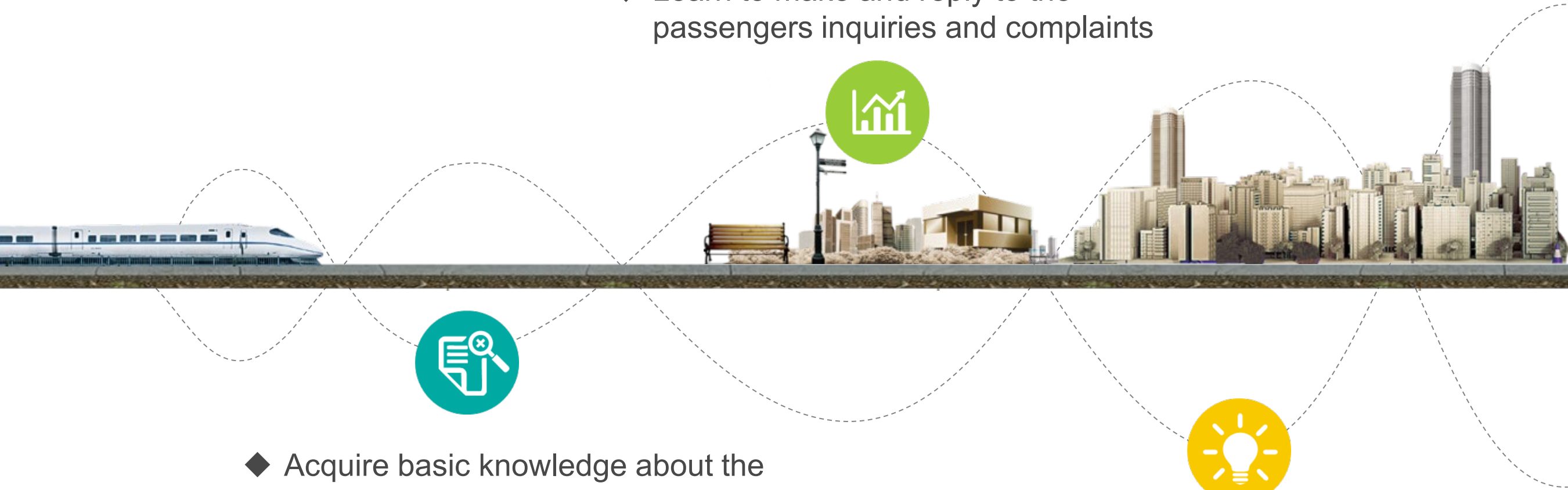
- ◆ Learn to make and reply to the passengers inquiries and complaints



- ◆ Acquire basic knowledge about the passenger service in urban rail transit



- ◆ Cultivate the feeling of cordial passenger service





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# Section 1 Warming-up

## *Task 1 A questionnaire about customer's feedback.*

### About the Product

How frequently do you purchase products?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Never
Range of Total's products	<input type="checkbox"/> Excellent <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Disappointing
Quality of Total Products	<input type="checkbox"/> Excellent <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Disappointing
Pricing of Total's products	<input type="checkbox"/> very Expensive <input type="checkbox"/> Fair <input type="checkbox"/> Inexpensive
Purchase products again	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe

### About the Service

The service of answering the phone	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Disappointing
The accuracy and honesty of the information provided	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Disappointing
Helpfulness of our service staff	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Disappointing
Our ability to meet your orders/requirements	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Disappointing
Punctuality of our deliveries	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Disappointing



# Section 1 Warming-up

## *Task 2 Discussion*

- 1 Did you get any bad shopping experiences on the train, and how did you solve it?
- 2 How will you do if your oral complaint is neglected?



## Section 2 Listening & Speaking

**Task 1** Tina is at the high-speed railway station. Listen to the conversation and answer the questions.

1 Where is the passenger going to?

He is going to Changsha

2 Is the passenger satisfied with Tina's service?

Yes, he is.

**Task 2** Listen to the conversation again and choose the correct answer.

1 A. Gate 8, Platform 5

B. Gate 9, Platform 4.

C. Gate 8, Platform 4.

D. Gate 9, Platform 5.

2 A. on the electronic screen

B. on the train broadcast

C. through train broadcast

D. both A and B

3 A. near the platform

B. on the 3rd floor

### Script

Tina: Good morning, what can I do for you?

Passenger: Good morning. I am going to travel to Changsha.

Where can I get on the train?

Tina: Can I have your ticket?

Passenger: Yes, here you are.

Tina: Your boarding gate is No.8. The train departs from Platform 4.

Here is a big electronic screen on the entrance. It is showing train numbers, boarding gates and platforms. You can find your boarding information here. Except for this, you will hear the pre-departure announcement through the train broadcast.

Passenger: I see. Thank you. Where is the boarding gate?

Tina: The boarding gate is on the second floor.

Passenger: OK. I see. Thank you for your service.

Tina: You are welcome. Enjoy your trip.

# Section 2    Listening & Speaking

**Task 3** *Tina is dealing with a passenger. Decide whether the following statements are true or false.*

- 1    The passenger is complaining about the ticket clerk.  
          True      False
- 2    The passenger bought a student ticket.  
          True      False
- 3    Tina suggests that the passenger should buy a common ticket.  
          True      False

**Task 4** *Listen to the conversation and match the speaker with the correct statement.*

- passenger
- Tina
- ticket clerk

**Script**

**Passenger:** Excuse me! I am here to complain that the clerk at the boarding gate is not very responsible.

**Tina:** Oh, I am sorry for that. Can you describe the experience in detail?

**Passenger:** I have lost my student ID card, so I showed a school certificate and my photo, it was still very easy for the clerk to recognize my identification. However, the clerk didn't allow me to buy a student ticket.

**Tina:** Oh, can I have your school certificate?

**Passenger:** Yes. Here you are. The student ID card is missing, but the school certificate and my ID card can prove my identity.

**Tina:** Then, did the clerk tell you in what condition she would allow you to buy a student ticket?

**Passenger:** No. After checking my school certificate, she just said, "you can't buy a student ticket, and you have to buy a common ticket."

**Tina:** I am sorry, you really don't enjoy the discount on student tickets this time. Under the regulations of ticket purchasing, you are allowed to buy a student ticket as long as you have your student ID card reissued. We will improve the quality of our passengers' service. We apologize for any inconvenience this might cause.

**Passenger:** OK, I see. Thank you.

## Section 2 Listening & Speaking

**Task 5** *Listen to the following speech twice and fill in the blanks with what you hear.*



You can find many guide 1 signs in and around the Shanghai subway stations. The signs in white show the 2 way to enter a station and buy tickets and take a train, while the signs in yellow show the way to 3 exit a station. If you plan to make a 4 transfer at a station, please do not exit the turnstile after you 5 get off the first train. You can pass through a special passage leading to the 6 platform for trains on the next line you plan to take. The whole trip should be finished within 7 three hours due to the validity period of the ticket. You can ask the staff for help when you have 8 inquiries or problems.

**Note:**

turnstile 旋转门



## Section 2 Listening & Speaking

**Task 6** *Speak and complete. Choose the best answer to complete the following conversation.*

**Passenger:** Excuse me; I am an overseas student of Hunan University, so I am 1\_\_\_\_\_ **D**\_\_\_\_\_.

**Tina:** Well, let me think.... We are now in Hunan University station. 2\_\_\_\_\_ **B**\_\_\_\_\_.

**Passenger:** Okay. 3\_\_\_\_\_ **A**\_\_\_\_\_?

**Tina:** 4\_\_\_\_\_ **E**\_\_\_\_\_?

**Passenger:** Why? What's the difference?

**Tina:** If you have it, 5\_\_\_\_\_ **C**\_\_\_\_\_; otherwise the charge is 2 yuan.

**Passenger:** Oh. I got it. I can get a discount with it.

**Tina:** That's right. So you'd better have one. Plus, you can also use it to take bus. It's useful.

**Passenger:** Thanks for your time!

**Tina:** Wish you have fun.

A. How much is the fare?

B. You can take this metro to Yingwan zhen Station.

C. the fare will be 1.8 yuan for using metro card

D. wondering if this metro to shopping center

E. Do you have a metro card?

## Section 2 Listening & Speaking

**Task 7 Speak and complete. Michael is making a serious complaint about poor service in subway station to Tina. Fill in the blanks according to the clues (提示) given in brackets. Then act it out with your partner.**

**Michael:** Hello, this is Michael, I'm afraid I have to 1 make a serious complaint (郑重提出投诉).

**Tina:** Would you please 2 give me the details (详细跟我说说), Mr. Michael?

**Michael:** Yes. I bought one student card and 3 added 200 yuan into my card (在我的卡里充值200元) at the ticket office yesterday. But when I 4 enter the entrance (进站) and swipe the card, it doesn't work. The machine showed that there wasn't enough money in the card. So I went to the 5 ticket office (售票处) and ask what happened. But the ticket counter 6 didn't give me any explains (没有给我任何解释) or help. And I was late for class yesterday.

**Tina:** 7 I'm very sorry (非常抱歉) to hear that, Mr. Michael. I can assure you that such things won't happen again.

## Section 2 Listening & Speaking

**Michael:** I hope not. 8 What do you intend to do (你打算如何处理) about this?

**Tina:** I'll look into the matter and you could be satisfied.

**Michael:** All right.

**Tina:** Thanks for calling, Mr. Smith. If you have any further questions, please tell us at once.

**Michael:** Thank you. Good-bye.

### Note:

look into the matter 调查此事

# Section 2    Listening & Speaking

**Task 8    Work in pairs. Make up a conversation according to the following instructions.**

Role A: You are passenger, a newcomer to Changsha Orange Isle.

Role B: You are Tina, the internship of the metro station master on-duty.

**REFERENCES**

Role A	Role B
<ul style="list-style-type: none"><li>● ask about how get to Orange Isle by subway</li><li>● ask about the ticket fare</li></ul>	<ul style="list-style-type: none"><li>● transfer to subway Line 2</li><li>● single Trip Ticket is 3 yuan, metro card is 2.7 yuan</li></ul>

**USE LANGUAGE SUCH AS**

- wondering if this metro to Orange Isle    想知道这是否是去橘子洲头的地铁
- How much is the fare?    票价多少
- transfer to subway Line 2 at Wuyi Square Station to Orange Isle Station    在五一广场站换乘地铁2号线至橘子洲头站

## Section 3 Reading Comprehension

### Text A Green Trains

As people today care more about efficiency and stability, high-speed railway is the first choice in the land transportation system. With an average speed of 350km per hour, a train ticket price is hundreds of yuan or even more for the whole journey. However, there are some traditional and usually green trains in some rural areas. A trip may take nearly 10 hours and the cheapest fare only costs several yuan.

Although it is a slow train, it is crucial for residents along the line to shake off poverty. It's so convenient for most of them to take the slow train to other places. Some villagers carry poultry and other agricultural products on the train. Some of them do shopping for daily necessities from the nearby county. Students take the slow train to school and go back home safely. Even attending the National College Entrance Exam the students also take the train. It's a train carrying them to school and also supporting their dreams.

Twenty-four-year-old Liu Zehui has been working on board the slow train for two years. She didn't expect to work on such a slow and old-fashioned train soon after graduating from college. She thought she would work on a high-speed train. But she was later assigned to work there and



## Section 3 Reading Comprehension

felt so upset at first. Her colleagues kept comforting and encouraging her. The villagers are very honest and kind. They often talk to her like she is a family member. And the smiles of the passengers when they arrive home touch her and make her feel proud of her job.

This train has run for decades in northern China's Shanxi Province. And it still needs to use coal-burning furnaces to keep warm in winter. So she has to stoke the furnace every hour. She knew nothing about this in the beginning. She once poured cold water on hot coal ashes. It was all suddenly blown into the air and all over her face and body. The most difficult part is she has to know when and how much coal you add to the furnace to ensure a stable temperature. But now she's an expert at the job. Outside the train, temperatures drop to around minus 15 °C in winter. The toilets often freeze. She has to pour hot water to melt the frozen flush from time to time. And the smell is anything but pleasant. She couldn't stand the smell at first. It took her several months to get used to it.

This is one of few slow trains still in operation in China, going through many remote and impoverished mountainous areas. For many villagers, the slow trains are still a fast friend that paves a path to opportunities in the outside world.

# Text A New Words & Phrases

**crucial** adj. 关键的; 至关重要的; 关键性的

**shake off** 摆脱

**poultry** n. 家禽

**stoke** v. 给...添加(燃料)

**furnace** n. 熔炉

**ash** n. 灰; 灰烬

**minus** prep. 零下

**flush** v. 冲(抽水马桶); (用水)冲洗净, 冲洗  
n. 脸红, 皮肤发红

**impoverish** v. 使贫穷; 使贫瘠

**pave** v. 铺路; (用砖石)铺(地)

### Para. 2

**shake off** 摆脱

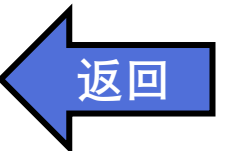
#### *Example*

I was unable to shake off my self-pity

我无法摆脱自怜自哀的情绪。

My cold's better, but I can't seem to shake off this cough.

我感冒好些了，但这咳嗽好像老也不好。



### Para. 4

## stoke

v. to add fuel to a fire, etc. 给...添加(燃料)

**stoke sth (up) (with sth)**

### *Example*

He stoked up the fire in the hearth.

他给壁炉里的火添了点柴。

She was stoking the stove with sticks of maple.

她正在往炉子里添枫树枝。

### Para. 4

## minus

prep. used to express temperature below zero degrees 零下

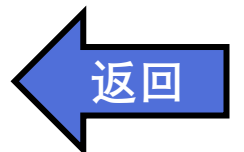
### *Example*

It was minus ten.

气温为零下十度。

The temperature varies from 30 degrees to minus 20.

温度在30度至零下20度之间变化。





### Para. 5

## impoverish

v. to make sb poor; to make sth worse in quality 使贫穷;使贫瘠

**poverty** n. 贫穷;贫困;贫乏;短缺

### *Example*

These changes are likely to impoverish single-parent families even further.

这些变革很可能使单亲家庭更加贫困。

Slowly the wasters and despoilers are impoverishing our land.

浪费者和掠夺者们在慢慢地糟蹋着我们的土地。

### Para. 5

## pave

v. to cover a surface with flat stones or bricks 铺路; (用砖石)铺(地)

**pave the way (for sb/sth)** (为...) 铺平道路, 创造条件

### *Example*

Such opinions pave the way for social change.

这种主张为社会变革铺路。

The road was paved with smooth stone slabs.

道路用平整的石板铺成。

返回

### Para. 2

Although it is a slow train, it is crucial for residents along the line to shake off poverty.

### *Analysis*

句中 **crucial for** 表示...至关重要，除此以外还可以用 **crucial to sth.**，或者 **crucial that...** 后面接从句。

### *Translation*

尽管是慢车，但对沿线当地人脱贫至关重要。

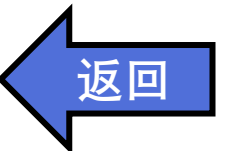
### *Example*

Certainly, the early years are crucial to a child's development.

毫无疑问，幼年对儿童的成长至关重要。

It is crucial that we get this right.

我们把这个问题弄明白是极其重要的。



### Para. 2

It's so convenient for most of them to take the slow train to other places.

### Analysis

句中 **it is adj. for sb. to do** 表示对于某人来说做某事是怎样，注意和 **it is ...of sb. to do** 用法的区别：如果所接的形容词表示行为者的性格、品质等特点用 **it is adj. of sb. to do**，如 nice, kind, clever, foolish, smart；如果是普通的形容词，如 hard, impossible, important, 用 **it is adj. for sb. to do**。

### Translation

对于他们来说，大多数人乘坐慢车去其他地方真的是太方便了。

### Example

It is hard for him to study two languages. 对他来说学习两门外语很难。

It is very kind of you to help me. 你能帮助我真是太好了。

### Para. 2

Even attending the National College Entrance Exam the students also takes the train.

### *Analysis*

句中 **attending the National College Entrance Exam** 现在分词短语作定语，修饰 the students。

### *Translation*

甚至参加高考的学生也坐这趟火车。

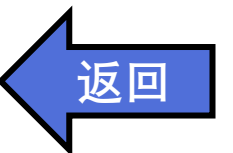
### *Example*

Who is the boy speaking to your sister?

和你姐姐讲话的那个男孩是谁？

A man living in the village rarely sees subways.

住在村子里的人很少看到地铁。





### Para. 3

Her colleagues kept comforting and encouraging her.

### *Analysis*

句中 **keep doing sth.** 是指主语一直不间断做某事，注意区别 **keep on doing sth.** 是指反复做同一个动作。

### *Translation*

她的同事一直安慰和鼓励她。

### *Example*

Keep going like that — you're doing fine.

就这样做下去——你做得蛮不错嘛。

To know it's no use, but keep on doing it--there can be no greater folly than this.

知其不可而为之，愚不可及也。

### Para. 4

The most difficult part is she has to know when and how much coal you add to the furnace to ensure a stable temperature.

### *Analysis*

句中is 后面省略了that接表语从句， **when and how much**是宾语从句， 做know的宾语。

### *Translation*

最困难的是必须知道往炉子里何时添多少煤， 以确保稳定的温度。

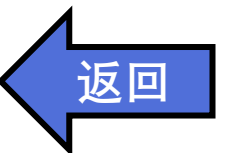
### *Example*

I don't know when he comes back.

我不知道他什么时候回来。

You don't know how much it costs

你不知道这花了多少钱。



### 绿皮火车

如今，人们更多关注高效和稳定性的出行方式，高铁已然成为人们首选的陆上交通工具。高铁的平均时速为每小时350公里，全程票价数百元甚至更高。然而，在一些偏远的农村地区，常见老旧的绿皮火车。一趟可能需要将近10个小时，最便宜的票价才5元。

尽管是慢车，但对沿线当地人脱贫至关重要。对于他们来说，大多数人乘坐慢车去其他地方真的是太方便了。一些村民带着家禽和其他农产品上火车。他们中的一些人从附近的县城购买日用品。学生乘坐慢车安全的上学放学。甚至参加高考的学生也坐这趟火车。这是一列载着他们上学，并承载他们梦想的火车。

二十四岁的刘泽惠在这趟慢车上工作了两年。她没想到大学毕业后会在这又慢又老式的火车上工作。她原以为会在高铁上工作。后来她被派到那里工作时，起初她感到很沮丧。但她的同事一直安慰和鼓励她。村民们也很诚实和善良。他们经常跟她聊天，好像她是自己家人一样。乘客们回家时的笑容感动了她，让她为自己工作感到骄傲。

## Text A Passage Translation

这样慢车在北方山西省已经运行了几十年。在冬天它仍然需要烧煤炉来保暖。因此她必须每小时往炉子里加一次煤。刚开始她对此一无所知。她曾经在热煤灰上泼过冷水，所有的煤灰一下被吹到空中，她脸上和身体到处都是煤灰。最困难的是必须知道往炉子里何时添多少煤，以确保稳定的温度。但现在她已经是这方面的专家了。冬天火车外，气温降到零下15摄氏度左右。厕所经常结冰，她不得不时刻倒热水融化冰冻的冲洗厕所。这气味真难闻，一开始她忍受不了，花了几个月慢慢才适应了。

这是中国为数不多的仍在运行的慢车之一，穿过许多偏远贫困的山区。而对许多村民来说，慢速列车仍然是通往外面世界亲密的朋友。

## Text A Exercise

**Task 1 Fill in the blanks according to the passage.**


The slow trains are 1 crucial for residents along the line to 2 shake off poverty. It's so 3 convenient for most of them to take the slow train to other places. Some villagers carry poultrys and other agricultural products 4 on-board train. Some of them do shopping for 5 daily necessities from the nearby county. Students take the slow train to 6 school and go back home safely. Even attending the National College Entrance 7 Exam the students also take the train. It's a train carrying them to school and also 8 supporting their dreams.




## Text A Exercise

**Task 2** Choose the best answer to each of the following statements or questions according to the text.

1 As people today care more about efficiency and stability, \_\_\_\_\_ is the first choice in the land transportation system.

- A.  high-speed railway
- B. slow train
- C. green train
- D. maglev train

2 How much is the cheapest fare only \_\_\_\_\_?

- A. more than 10 yuan
- B.  only costs 5 yuan
- C. at least 10 yuan
- D. as low as 550 yuan

## Text A Exercise

3 The slow trains are crucial for residents \_\_\_\_\_.

- A. developed region
- B. improving the environmental condition
- ☒ C. along the line to shake off poverty
- D. in eastern developed areas

4 Which statement is NOT TRUE according to the passage?

- A. The most difficult task for Liu Zehui is to know when and how much coal she adds to the furnace to ensure a stable temperature.
- B. Liu Zehui has to stoke the furnace every hour.
- C. Outside the train, temperatures drop to around minus 15 °C in winter.
- ☒ D. The toilets often freeze. She has to pour cool water to melt the frozen flush from time to time.

## Text A Exercise

5 This train has run for \_\_\_\_\_ Shanxi Province.

- A ✓ decades in northern China's
- B. ten years in northern China's
- C. decades in southern China's
- D. decades in eastern China's

## Text A Exercise

**Task 3** Fill in the blanks with the proper words given below, changing the form if necessary.

crucial	flush	pave	stoke
poultry	agricultural	minus	shake off

- 1 Parents play a crucial role in preparing their child for school.
- 2 Meat from these birds is also referred to as poultry.
- 3 To develop its economy and shake off poverty and backwardness, China must open to the outside world.
- 4 It was the caretaker's job to stoke the furnace.
- 5 Flush the eye with clean cold water for at least 15 minutes.
- 6 Vegetable industry is the dominative agricultural industry in Guangzhou City.
- 7 The temperature that morning was minus fifteen degrees.
- 8 A long history of success may pave the way for further development.

## Text A Exercise

### **Task 4 Translate the following sentences into Chinese.**

1 Although it is a slow train, it is crucial for residents along the line to shake off poverty.

It's so convenient for most of them to take the slow train to other places.

尽管是慢车，但对沿线居民脱贫至关重要。对于他们中的大多数人乘坐慢车去其他地方真的是太方便了。

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2 Students take the slow train to school and go back home safely. Even attending the National College Entrance Exam the students also takes the train. It's a train carrying them to school and also supporting their dreams.

学生乘坐慢车安全的上学放学。甚至参加高考的学生也坐这趟火车。这是一列载着他们上学并承载他们梦想的火车。

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3 But she was later assigned to work there and felt so upset at first. Her colleagues kept comforting and encouraging her. The villagers are very honest and kind.

但后来她被派到那里工作，起初她感到很沮丧。但她的同事一直安慰和鼓励她。村民们很诚实和善良。

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## Text A Exercise

- 4 The most difficult part is she has to know when and how much coal you add to the furnace to ensure a stable temperature. But now she's an expert at the job.

最困难的是必须知道往炉子里何时添多少煤，以确保一个稳定的温度。但现在她已经是这方面的专家了。

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- 5 This is one of few slow trains still in operation in China, going through many remote and impoverished mountainous areas. For many villagers, the slow trains are still a fast friend that paves a path to opportunities in the outside world.

这是中国为数不多的仍在运行的慢车之一，穿过许多偏远贫困的山区。而对许多村民来说，慢速列车仍然是通往外面世界的亲密的朋友。

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## Section 3 Reading Comprehension

### Text B Not Just Say "Bon Voyage"

Just order on your mobile phone, and a deliveryman will rush to the restaurant, pick up your favorite food and deliver it right to your seat on the fast-speed bullet trains.

With China's train booking app 12306, passengers can now order take-out food from local restaurants at least an hour before the train arrives in the city. All food prices are the same as for eat-in food, with an extra charge of eight yuan for delivery.

For delivery firms, it's literally a race against the world's fastest trains, which now move at a speed of 350 km/h.

Train passengers in China have long complained about the expensive and often not so tasty meals on the trains. It has allowed them to have greater options during their journey.

Here is a diary written by a foreign passenger, describing the experience of food delivery on the bullet train.

On a Friday afternoon we set off for Shanghai from Beijing.

The route was pretty busy-perhaps the busiest in China and since it was the Spring Festival, one of China's peak travel seasons.

## Section 3 Reading Comprehension

The train was very [sophisticated](#)-cool seats, lots of leg room, Wi-Fi, and now you can also order food along the way through a new service. The service by China Railway Corporation was launched several months ago—and it's quickly [catching on](#). The service offers a variety of options including fast food.

That day, I ordered from the Nanjing station. Because I'm a foreigner, I chose one of the most popular dishes-Nanjing Duck. This was about an hour before we arrived at Nanjing. Before we arrived, I enjoyed the scenery and conversations with my fellow passengers. [My colleague Han was on the other side, following through with my order and also getting a glimpse of what it means to operate the delivery service.](#)

[“The moment Jane made the order, the clock began ticking at this restaurant near the Nanjing railway station,”](#) Han said. “They are literally racing against the world's fastest train.”

According to Han, the service is all about efficiency and mouth-watering meals, [at least I thought it was, going by the taste of the Nanjing Duck which Han delivered to my seat.](#)



## Section 3 Reading Comprehension

Next time, don't just say “Bon voyage”, but “Bon appetite” as well when your pals are traveling by China's high-speed rail. With fast speed bullet train, plus the powerful delivery service, You can literally take a bite out of the entire China within just hours. And your journey home becomes a bit more tasty than it used to be.

## Text B New Words & Phrases

**bon voyage** 一路平安; 旅途愉快 (来自法语)

**deliveryman** 送货员

**take-out** 外带的; 外卖的

**eat-in** 堂食的

**literally** adv. 确实地; 简直

**option** n. 选项; 选择

**peak travel season** 旅游旺季

**sophisticated** adj. 复杂的

**China Railway Corporation** 中国铁路总公司

**launch** v. 发起; 发动

**catch on** 流行; 时兴

**glimpse** n. 短暂的感受 (或体验、领会)

**take a bite** 吃一口

**out of** 超出.....之外

**tasty** adj. 美味的; 可口的; 好吃的

**bon voyage** 一路平安；旅途愉快（来自法语）

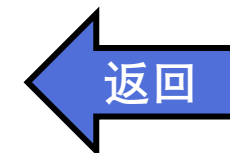
### *Example*

Goodbye! Bon voyage!

再见！一路顺风！

Have a good trip!; Bon voyage!

一路平安！



### Para. 3

## literally

adv. used to emphasize the truth of sth that may seem surprising 确实地；简直

### *Example*

I literally jumped out of my skin.

我简直给吓了一跳。

Until next payday, I was literally without any money.

到下个发薪日前，我真的没有一点儿钱了。

### Para. 4

## option

n. something that you can choose to have or do; the freedom to choose what you do  
选项；选择

**optional** adj. 任选的，可选择的

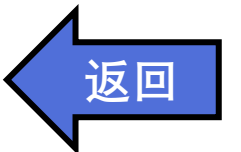
### *Example*

To exit this option, press return.

要退出这个选项，就按返回键。

Going to college was not an option for me.

上大学不是我可以选择的道路。



### Para. 8

## sophisticated

adj. clever and complicated in the way that it works or is presented 复杂的

### *Example*

Medical techniques are becoming more sophisticated all the time.

医疗技术日益复杂精妙。

It's too difficult for him to operate this new sophisticated machine.

对他来说，操作这台复杂的机器太难了。

### Para. 8

**catch on** 流行；时兴

#### *Example*

The idea has been around for ages without catching on.

这个观点已经提出来有年头了，可是一直没被广泛接受。

It is a nice song I think it will catch on quickly.

这是一首很好的歌，我想它很快就会流行起来。

#### Para. 3

For delivery firms, it's literally a race against the world's fastest trains, which now move at a speed of 350 km/h.

#### **Analysis**

**it** 指上文提到的快递公司的快递服务。

#### **Translation**

对于快递公司来说，这简直是在与目前时速350公里的世界最快的火车竞争。

#### **Example**

When the factory closes, it will mean 500 people losing their jobs.

工厂如果关闭，就意味着500人要失业。

He told me that he had won \$1 million. And it seems to be true.

他告诉我他赢了100万美元。这似乎是真的。



#### Para. 9

My colleague Han was on the other side, following through with my order and also getting a glimpse of what it means to operate the delivery service.

#### **Analysis**

短语 **a glimpse into\of sth.** 表示短暂的感受（或体验、领会）。

#### **Translation**

我的同事韩就在另一边，完成了我的订单，也体会到了运营快递服务的意义。

#### **Example**

a fascinating glimpse into life in the ocean

对海洋生物的一次短暂而动人心魄的感受。

I came up on deck to get my first glimpse of the island.

我登上甲板第一次看这岛。

#### Para. 10

The moment Jane made the order, the clock began ticking at this restaurant near the Nanjing railway station.

#### *Analysis*

这里 **the moment** 引导时间状语从句，“一...就....”，强调动作同时发生。

#### *Translation*

简点菜的那一刻，南京火车站附近这家餐馆的钟开始滴答作响。

#### *Example*

I gave the book to him the moment I saw him.

我一见到他就把书给他了。

I want to see him the moment he arrives.

希望他一到我就见到他。

#### Para. 11

at least I thought it was, going by the taste of the Nanjing Duck which Han delivered to my seat.

#### **Analysis**

**going by...**分词做状语，表示伴随thought的动作；go在此处表示“享用”。

#### **Translation**

至少我一边尝着韩送到我座位上的南京鸭的味道，一边认为是这样。

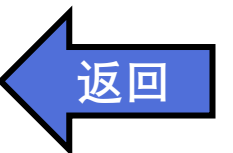
#### **Example**

Following the guide, they started to climb.

跟着向导，他们开始爬升。

“Can't you read?” she said angrily pointing to the notice.

你们不会读吗？她生气地指着通知说。



### 不只是“一路顺风”

只需在你的手机上点餐，快递员就会冲到餐厅，拿起你最喜欢的食物，然后直接送到你的快速高铁列车座位上。

现在，乘客使用中国的火车订票应用程序12306，可以在火车到达城市前至少一个小时从当地餐馆点外卖食品。所有食品的价格都和在店内吃的一样，额外收取8元的送货费。对于快递公司来说，这简直是在与目前时速350公里的世界最快的火车竞争。

长期以来，中国的火车乘客一直抱怨火车上的饭菜昂贵，而且往往不太好吃。这让他们在旅途中有了更多的选择。

一位外国乘客就体验了一把中国高铁上点外卖的经历。

一个星期五下午，我们从北京出发去上海。

你可以想象，这条线路非常繁忙——也许是中国最繁忙的线路，而且因为春节是中国旅游旺季之一。

## Text B Passage Translation

这趟火车非常复杂——酷酷的座位、宽敞的腿部空间、无线网络，现在你还可以通过一项新的服务点餐。中国铁路总公司几个月前推出了这项服务，而且很快就流行起来了。这项服务提供多种选择，包括快餐。

那一天，我从南京站订的。因为我是外国人，所以我选了一道最受欢迎的菜——南京烤鸭。在我们到达南京之前大约一个小时。在我们到达之前，我欣赏了风景，并与我的乘客朋友们交谈。我的同事韩就在另一边，完成了我的订单，也体会到了运营快递服务的意义。

“简点菜的那一刻，南京火车站附近这家餐馆的钟开始滴答作响，”韩说，“他们简直是在和世界上最快的火车赛跑。”

据韩说，这项服务是关于效率和令人垂涎三尺的饭菜。至少我一边尝着韩送到我座位上的南京鸭的味道，一边认为是这样。

下次，不要只说“一路顺风”，当你的朋友乘坐中国高铁旅行时，也要说“祝你一路顺风”。有了高铁，再加上这么强大的物流系统，你真的几小时可以吃遍大江南北了。回家的旅途，变得比以前更有味道了。

## Text B Exercise

**Task 1** *Read the text and decide whether the following statements are true (T) or false (F).*

- 1 Passengers can now order take-out food from local restaurants on the fast-speed bullet trains. **T**
- 2 Passengers dial the number 12306 to order take-out food. **F**
- 3 A deliveryman delivers the food to your seat for free. **F**
- 4 Meals on the trains are often complained that they are not tasty. **T**
- 5 Passengers can now eat all over the country by train within a few hours. **T**

## Text B Exercise

### ***Task 2 Complete the description of ordering meals experience on the bullet train.***

The train was very sophisticated – cool seats, lots of leg room, 1 Wi-Fi, and now you can also order food along the way through a new service. The service offers 2 a variety of options including fast food. That day, I 3 ordered from the Nanjing station. Because I'm a foreigner, I chose one of the most popular dishes-Nanjing duck. This was about an hour before we arrived at Nanjing. Before we arrived, I enjoyed the 4 scenery and conversations with my fellow passengers. The moment I made the order, the clock began ticking at this restaurant near the Nanjing railway station. They are literally 5 racing against the world's fastest train.

The service is all about efficiency and mouth-watering meals, at least I thought it was, going by the taste of the Nanjing Duck which Han 6 delivered to my seat.

## Text B Exercise

**Task 3** Complete the sentences with the words in the box.

take-out	tasty	literally	get a glimpse of
catch on	take a bite	sophisticated	out of

- 1 No one thought the idea would catch on.
- 2 Salt shouldn't be used if you want to make tasty cakes.
- 3 Two out of three people think the President should resign.
- 4 Honeybees use one of the most sophisticated communication systems of any insect.
- 5 She wants to send out for Chinese take-out food.
- 6 I can't wait to take a bite of the plum cake.
- 7 It would help you successfully communicate with the Chinese to get a glimpse of the culture and habits in their contacts.
- 8 There are literally hundreds of prizes to win.



## Text B Exercise

### **Task 4 Translate the following sentences into English.**

- 1 今年的结果几乎和去年的一样。（the same as）

*This year's results are virtually the same as last year's.*

---

- 2 从现在开始要跟时间赛跑。（a race against）

*It's now become a race against the clock.*

---

- 3 水星围绕太阳运动的速度大约是每秒钟50公里。（at a speed of）

*Mercury travels around the sun at a speed of about fifty kilometers a second.*

---

- 4 我们抱怨房间不好，经理却不理睬。（complain about）

*We complained about our rooms but got no joy from the manager.*

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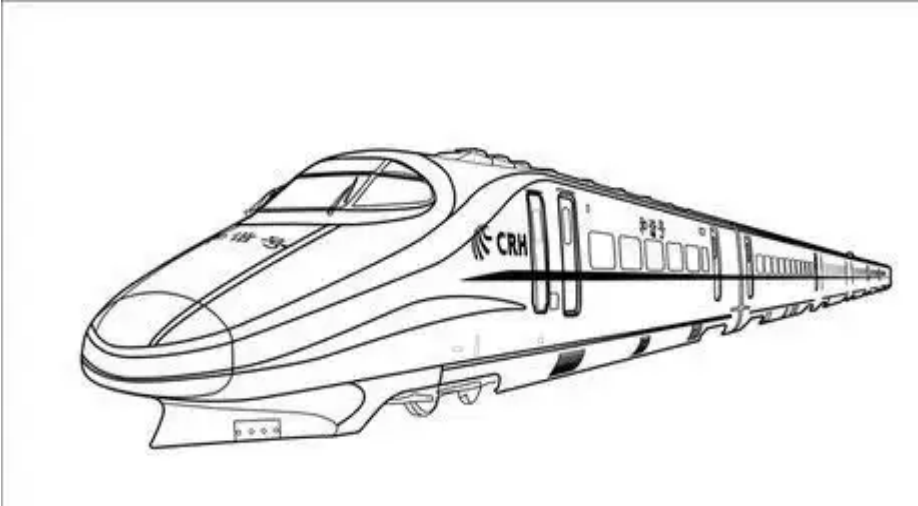
- 5 为了一睹英雄的风采，人群喊叫着，推搡着。（get a glimpse of）

*Crowds shouted and pushed to get a glimpse of their hero.*

---

## Section 4 Thinking Point

- 1 What qualities should railway passenger service staff have?
- 2 What would you like to solve the problem when facing the complaints from the customers?



## Section 5 Practical Writing

Sample

### Complaint Letter & Letter of Adjustment

#### A Complaint Letter

Dear Sir/Madam,

I am writing to make a complaint about the bad service on Train D20 from Huaxi to Changlin. Yesterday I took the train, while my thermos cup didn't fill with boiled water. I found the green light of the electric water-heater on the train showed working status. After waiting for an hour, I found the water in the electric water-heater was still cold. The clerk had no solution to the problem. I got a little carsickness. It was hard for me to take the train.

Without boiled water, the trip for those hours was too inconvenient. I would like to draw the attention of relevant managers, who could fix such a convenience facility as soon as possible.

Yours faithfully,

Lin Dong

## Section 5 Practical Writing

Sample

### A Letter of Adjustment

Dear Mr. Ling Dong,

I am the train conductor of Train D20. I am very sorry for my delay reply about the complaint of bad service on the train.

We extend our apologies for the inconvenience this matter has caused you. We found that the problem was caused by our negligence. The passenger clerk on duty did not check the facilities before the shift. We had the electric water-heater repaired, and asked the electric engineer to check all the service facilities on the train. We can sure you that such things will never take place again.

Finally, we are sorry again and hope your continuing support on our work. We are looking forward to your next ride.

Sincerely,  
Wu Gang

# Section 5 Practical Writing

***Task 1 Circle the related information you find in the complaint letter and its letter of adjustment.***

1 the purpose of writing the complaint letter

*He is writing to make a complaint about the bad service.*

2 the content of complaining

*(Para.2 in the complaint letter)*

3 the expectation for solving the complaint

*(Para.3 in the complaint letter)*

4 the solution in the reply

*(Para.2 in the letter of adjustment)*

5 the apology and expectation in the reply

*(Para.3 in the letter of adjustment)*

# Section 5 Practical Writing

*Task 2 Read the letters again and fill the following form.*

Para.	A Complaint Letter	A Letter of Adjustment
I	to show the purpose	1 <u>to say sorry</u>
II	2 <u>to describe the experience</u>	3 <u>to give the solution</u>
III	4 <u>to give the expectation</u>	5 <u>to express apology again and give wishes</u>

## Section 5 Practical Writing

**Task 3** *Translate the following sentences into English.*

1 我要投诉你们的售票服务。（I'd like to complain about...）

**I'd like to complain about your ticket service.**

---

2 候车大厅的指示标志有问题。（There is something wrong with...）

**There is something wrong with the signs in the waiting hall.**

---

3 我希望你们能对这次负面体验道歉。（...apologize for...）

**I hope you should apologize for this negative experience.**

---

4 我希望获得补偿和全额退款。（I am willing to get...）

**I am willing to get a compensation and a full refund.**

---

5 请接受我们对这个错误的诚挚歉意。（...accept sincere apologies...）

**Please accept our sincere apologies for this mistake.**

---

## Section 5 Practical Writing

*(For reference)*

### Letter of Adjustment

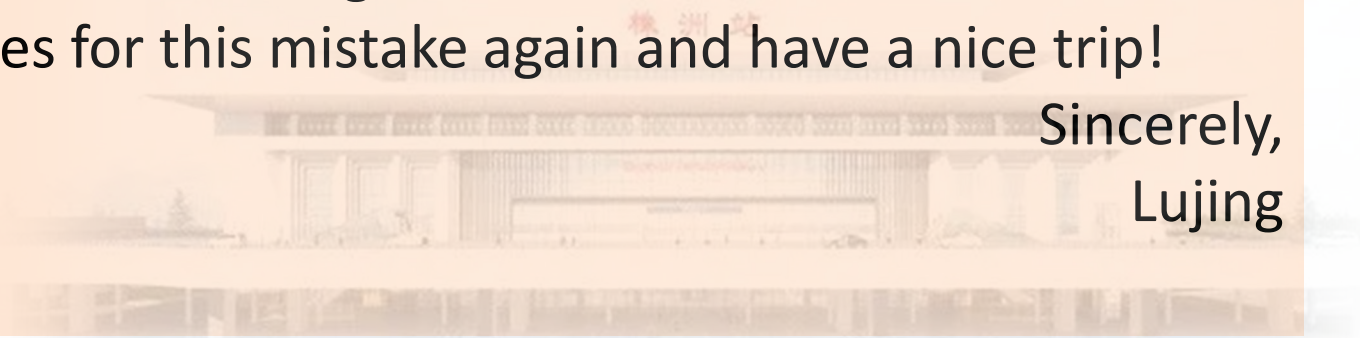
Dear Ms. Smith,

I am the master of Zhuzhou Train Station. I am sorry to hear that you didn't catch the train on time because of incorrect signs in the waiting hall.

We thank you for bringing this matter to our attention. We found the problem was caused by construction workers. The major renovation of Zhuzhou Train Station plan has been executed. The construction workers moved the signs during the construction, which mixed your understanding. We reset clearer signs in the waiting hall. In order to ensure the safety and timely travel of passengers, we add 24-hour consulting services.

Finally, please accept our sincere apologies for this mistake again and have a nice trip!

Sincerely,  
Lujing





# Section 6 Grammar Focus

## Subjunctive Mood

### 1 if 引导的非真实条件句

If it had not rained so hard yesterday, we could have played tennis. (与过去事实相反的假设)

If I were in your position, I would marry her. (与现在事实相反的假设)

If it should be fine tomorrow, I would go with you. (与将来事实相反的假设)

### 2 wish后接宾语从句

I wish they were not so late. (与现在和将来事实相反的愿望)

I wished he hadn't done that. (与过去事实相反的愿望)

3 表示“要求、建议、命令” (advise, direct, agree, ask, demand, decide, desire, insist, order, prefer, propose, request, suggest等) 宾语从句中使用(should) do形式。

I insisted that he (should) go with us.

I suggested that you (should) not take the task without his permission.

## Section 6 Grammar Focus

4 表示“要求、建议、命令” (suggestion, proposal, order, plan, idea, advice, decision等需要具体内容解释的名词) 表语从句、同位语从句中使用(should) do形式。

My suggestion is that we (should) go there at once.

It's their decision that the sales manager (should) fly to Beijing right now.

5 It is time (about time / high time) that从句中使用一般过去时。

It is high time I went home now. = It is high time I should go home.

It is about time you were in bed.

6 **It be + 形容词** (necessary, good, important, right, wrong, better, natural, proper, funny, strange, surprising等) 主语从句中使用(should) do形式。

It's natural that he (should) feel hurt.

It's important that you (should) be there before the master arrives.

## Section 6 Grammar Focus

**Task 1** Choose the best answer to complete each of the following sentences.


- 1 \_\_\_\_\_, John would not have failed.  
A. If he has listened to me      ☒ B. Had he listened to me  
C. If he listened to me      D. As he listened to me
- 2 Had Alice been more hardworking, she \_\_\_\_\_.  
A. had not failed      ☒ B. would not have failed  
C. would not fail      D. could not be failed
- 3 Were it not for the snow weather, we \_\_\_\_\_ there by now.  
☒ A. would have got      B. would get      C. have got      D. may get
- 4 I wished it \_\_\_\_\_ but it did.  
A. occurred not      B. did not occur  
☒ C. had not occurred      D. would not occur

## Section 6 Grammar Focus

5 I \_\_\_\_\_ Professor Jones had taught me this equation.

- A. believe    B. deeply think     C. wish    D. suppose

6 She looks as if she \_\_\_\_\_.

- A. will cry    B. is crying    C. cried     D. would cry

7 The computer “teacher” was talking with his students as though it \_\_\_\_\_ a human teacher.


- A. was     B. were    C. had been    D. be

8 It is necessary that car \_\_\_\_\_ thoroughly.

- A. washes     B. be washed    C. washed    D. wash

## Section 6 Grammar Focus

9 If only you \_\_\_\_\_ to my birthday party.

A. will come   B. came   C. have come    D. had come

10 —I think that the Smiths were embarrassed by Jane's generosity.

—She insisted \_\_\_\_\_ it as a gift.

A. no them to accept                      B. their accepting  
 C. that they accept                      D. that they accepted

## Section 6 Grammar Focus

**Task 2** *Fill in each blank with the proper form of the words given in brackets.*

- 1 If people drove (drive) more slowly, there wouldn't be so many accidents.
- 2 The boat wouldn't have drifted away, if we had tied (tie) it up.
- 3 If he should be/were/ were to be (be) here this afternoon I would go with him.
- 4 But for your help, we wouldn't have been (not be) able to finish the work in time.
- 5 I wish I had studied (study) hard while I was young.
- 6 My request is that we (should) hold (hold) another session to discuss the problem.
- 7 The baby smiled as if he had understood (understand) what his mother said (say).
- 8 If only we had (have) a phone! I'm tired of queuing outside the public phone box.
- 9 He looks as if he had been (be) ill for a long time.
- 10 If a metal is heated (heat), it will expand.

## Section 7 Do You Know

### An Architect of Food on the Train

People today demand more from their diets than before, and more is required from chefs these days. Aboard the T109 train from Beijing to Shanghai is a chef who creates beautiful vegetable carvings to enhance passengers' dining experience. His hands can turn a radish into a rose, carrots into crane birds. Watermelon is also one of his carving material. For a moment, you'd think you are at a five-star restaurant. For more than 40 years, he went through eras of using coals, gas and the electromagnetic cooker, and grew from a cook to head chef, and then the manager of the dining car on the train. Now, he's an administrative leader of the train. But, He still has a passion of creating dishes that visually whet travelers' appetites then satisfy them with taste and color.



*The everyday train meals are still my main job and the responsibilities of all chefs on the train. The carving is more like the icing on the cake.*

— — Wang Jinliang



# Section 8 Learn by Heart

- 1 Smile is the Golden Bridge of communication.  
微笑是沟通心灵的金桥。
- 2 True material, customers will come.  
真材实料，顾客必到。
- 3 Service pays attention to details, and details determine quality.  
服务注重细节，细节决定质量。
- 4 Service is people-oriented and honesty is the most attractive.  
服务以人为本，诚信充满魅力。
- 5 Customer satisfaction is the driving force of our business.  
客人的满意是我们事业的动力。
- 6 Details come from attitudes. Details reflect quality.  
细节源于态度，细节体现素质。

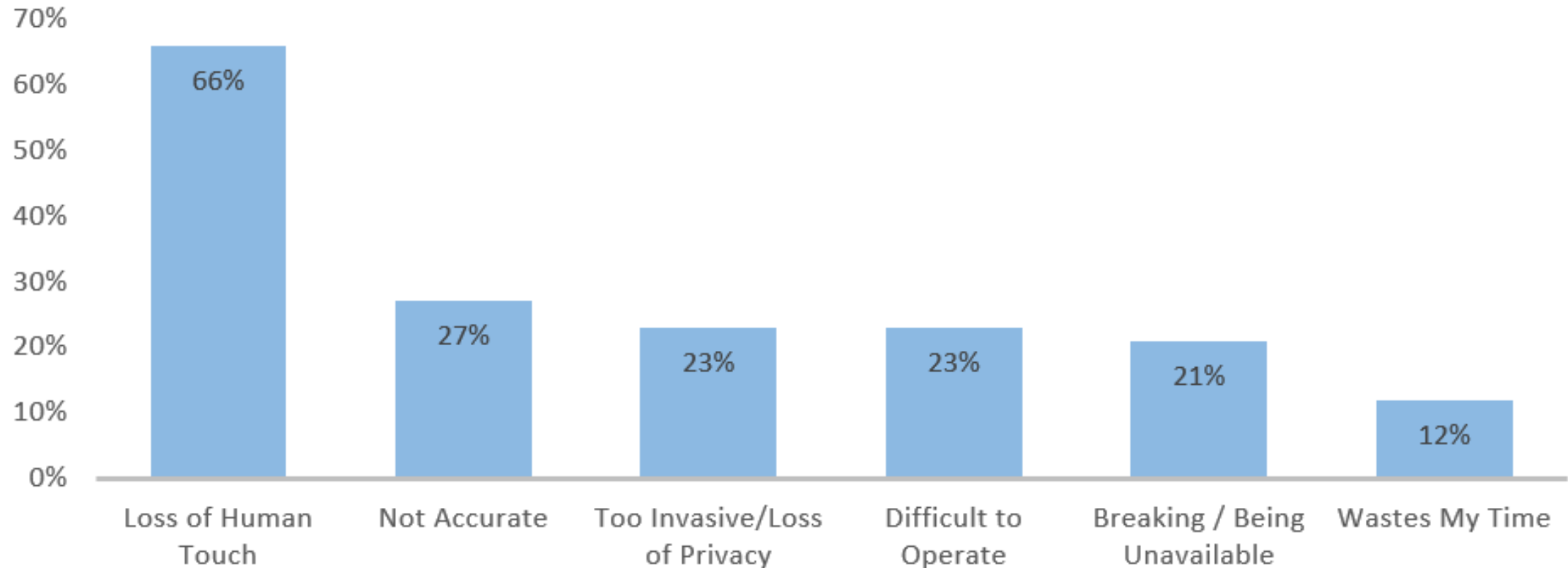




## Section 9 Extend Your Skill

*You are required to talk about the main concerns in India over AI-run customer service. You can also add your own comments.*

The Main Concerns in India over AI-run Customer Service  
Key Concerns Associated with AI-based Customer Service in India (2018)



## Section 10 Assessment

**Task 1** *In pairs, rank your performance level in the following areas from 1 to 5. Write down your own assessment in the column "Me" and ask your partner to write down his/her assessment of your performance in the column "Partner".*

5 = Excellent    4 = Good    3 = Satisfactory    2 = Fair    1 = Improvement required

How well can you	Me	Partner
Gain basic knowledge about the passenger service in in urban rail transit		
Grasp the usage of vocabulary and sentences related to the passengers' inquiries and complaints		
Briefly make and reply to the passengers' inquiries and complaints		
Cultivate the feeling of cordial passenger service		
Write the complaint letter and the letter of adjustment		
Classify the usage of subjunctive mood		

**Task 2** *If improvement is required for some of the areas above, make an action plan.*



# Thank You !

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