

Making Airline Reservations 预订机票 • 开启快乐旅程

出国旅行，机票必不可少。当您确定好去国外旅行的时间和目的地，接下来的一步就是买票了，请记住提前预订。那么，如何用英语成功订票呢？预订机票时又会遇到哪些常见的表达呢？

1. 情景会话 • 实景再现



001.mp3

亨利决定六月中旬去纽约旅行，现在他来到一家旅行社，准备在这儿预订机票。

Agent: Good morning, sir. May I help you?

Henry: Yes. I would like to book two airline tickets from Beijing to New York.

Agent: When do you plan to leave, sir?

Henry: I think...on... June 15th, if possible. Are there any seats available?

Agent: Let me check. Yes, Air China has a flight at 13:00 on that day.

Henry: What is the flight number, please?

Agent: It's CA981. Your name, please?

Henry: Henry Huang. And I need two economy tickets, one for me and the other for my wife, Anna Huang. Thank you.

Agent: OK.

Henry: How much does it cost?

Agent: A one-way economy ticket from Beijing to New York is ¥5,910. Would you



like to pay by cash or use your credit card?

Henry: Credit card. Here you are.

Agent: Mr. Huang, your tickets are booked now. Hope you have a nice trip.

旅行代办员: 先生早上好! 有什么可以帮您的吗?

亨利: 您好, 我想预订两张北京飞往纽约的机票。

旅行代办员: 您打算什么时候离京呢?

亨利: 嗯……6月15号吧, 如果可以的话。现在有票吗?

旅行代办员: 我帮您查一下。中国国航那天下午1:00有飞往纽约的航班。

亨利: 航班号是什么?

旅行代办员: CA981。请问您的姓名是?

亨利: 黄亨利。我订两张经济舱的票, 一张我的, 一张我太太的, 她叫黄安娜。谢谢。

旅行代办员: 好的。

亨利: 多少钱?

旅行代办员: 北京飞纽约经济舱的单程票价是5910元, 您是现金付款还是刷卡?

亨利: 刷卡吧, 卡给你。

旅行代办员: 黄先生, 您的机票已预订成功, 祝您旅途愉快!

2. 百变句型 Q&A·即查即用



Q May I help you? 有什么可以帮您的吗?

【What can I do for you? (我有什么能帮您的吗?)】

A Yes, please. I want to make an airline reservation from Beijing to New York.

是的, 谢谢。我想订一张北京飞往纽约的机票。

Q One-way ticket or round-trip ticket? 单程还是往返?

A One-way ticket, please. 请给我一张单程票。

【Round-trip ticket, please. (请给我往返票。)]

Q When do you plan to leave? 您打算什么时候出发?

A On June 30th. 我打算6月30号出发。

【Next Sunday. (下周日。)]

Q How much should I pay? 我需要付多少钱?

【What's the fare? (票价是多少?)】

A 5,000 yuan for a one-way ticket. 单程票是5 000元一张。

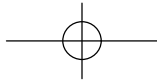
【9,000 yuan for a round-way ticket. (往返票是9 000元。)]

Q By cash or by credit card, which way do you prefer? 您是现金还是刷卡?

A Cash, please. 我付现金。

【Credit card, please. (我刷卡。)]

2



Q Do you want first-class or coach? 您要头等舱还是经济舱?

A I prefer first class. 我更喜欢头等舱。

Q Are there any seats available on July 1st? 还有 7 月 1 号的机票吗?

A Yes, there are plenty of them. 有，还有很多。

【Sorry, we are sold out. But we have some on July 2nd. (对不起, 没有了, 但我们有 7 月 2 号的。)]

3. 必背单句·触手可及



002.mp3

1. I would like to book an airline ticket from Beijing to New York.

我想订一张北京飞往纽约的机票。

2. I would like to leave next Sunday. 我想下周日出发。

3. I need an economy ticket. 我想要一张经济舱的票。

4. I prefer a first-class flight. 我更希望是一等舱。

5. How much does it cost? 这张票多少钱?

6. I want a single ticket. 我要单程票。

7. I would like to book a round-trip ticket. 我想订往返票。

8. I will pay by credit card. Here you are. 我刷信用卡, 给您。

9. I will pay by cash. 我付现金。

10. Are there any seats available on June 30th? 还有 6 月 30 号的票吗?



003.mp3

1. What's your name? 请问您的姓名是?

2. On which day do you plan to leave? 您打算哪天出发?

3. Please wait a moment./Just a second. Let me check it for you.

请稍候, 我来帮您查一下。

4. There is a flight at 19:00 next Sunday to New York.

下周日晚上 7:00 有一趟飞往纽约的航班。

5. Do you want a single-trip ticket or a round-trip one?

您是要单程票还是往返票?

6. Do you want to pay by cash or credit card? 您是付现金还是刷卡?

7. You want to fly first class or coach? 您想坐头等舱还是经济舱?

8. A first-class single ticket from Shanghai to New York costs 8,000 yuan.

一张上海飞纽约的头等舱单程票是 8 000 元。

9. Do you have any questions? 您还有什么问题吗?

10. Have a nice trip! 祝您旅途愉快!





4. 重点词汇·轻松掌握



1. reservation 预订	6. first class ticket 头等舱机票
2. flight 航班	7. economy ticket 经济舱机票
3. single-trip 单程	8. business class ticket 商务舱机票
4. round-trip 往返	9. flight number 航班号
5. fare 票价	10. credit card 信用卡



1.2 Confirming the Flight 确认航班·细节仍需谨慎

为确保您的旅行顺利进行，您在预订好机票后通常还需要于临行前几日再次确认航班以保证机位无误，这一点相当重要。下面，就让我们一起来学习确认航班时需要用到的常见说法！

4

1. 100 情景会话·实景再现



004.mp3

亨利一周后就要出发去纽约了，他想确认一下之前预订的机票。

Operator: Hello, Air China, what can I do for you?

Henry: Hello, I would like to confirm my reservation.

Operator: May I have your name, please?

Henry: Henry Huang.

Operator: Just a second and I will check it for you, Mr. Huang.

Henry: OK, thank you.

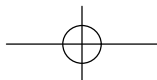
Operator: What is your flight number, Mr. Huang?

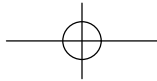
Henry: It's Number 981 for New York at 13:00 on June 15th. And I booked an economy ticket.

Operator: Mr. Huang, I've confirmed your flight.

Henry: And I would also like to confirm my wife's flight. Her name is Anna Huang and we will be on the same flight.

Operator: OK. One second, please. The tickets of both Mr. and Mrs. Huang are confirmed now. Please be at the airport at least one hour before departure.





Henry: Thank you very much.

话务员：您好，这里是中国国际航空公司。很高兴为您服务。

亨利：您好，我想确认一下我的航班。

话务员：好的，请问您的姓名？

亨利：我叫黄亨利。

话务员：黄先生请您稍等，我来为您查一下。

亨利：好的，谢谢。

话务员：黄先生，请问您的航班号是多少？

亨利：是 981 次航班，6 月 15 号下午 1:00 飞往纽约的。我订的是经济舱的票。

话务员：黄先生，您的机票已经确认好了。

亨利：我还想确认一下我太太的机票，她叫黄安娜，也是这次航班。

话务员：好的，请稍等。黄先生，您和太太的机票都已确认无误，请您务必在起飞前一小时到达机场。

亨利：好的，非常感谢。

2. 百变句型 Q&A· 即查即用



Q Which flight did you book? 请问您预订了哪个航班？

A CA981. CA981 次。

Q What is your flight number? 请问您的航班号是多少？

【Would you please tell me the flight number? (您可以告诉我航班号吗?)】

A It's 981. 是 981 次航班。

Q What is the date of departure? 请问起飞日期是哪天？

【On which day will the plane take off? (飞机几号起飞?)】

A It's June 30th. 是 6 月 30 日。

Q When is the plane taking off? 飞机何时起飞？

A This flight will leave at 15:00 tomorrow. 这次航班是明天下午 3:00 起飞的。

Q How many people are there in your party? 你们有多少人一起？

A Three. My wife, my son and I. 一共三个。我妻子、儿子还有我。

Q Two economy tickets, right? 两张经济舱的票，对吗？

A Yes. 是的，没错。

Q I booked a business class ticket, is it right? 我订了张商务舱的票，对吗？

A Yes, sir. 是的，先生。



Q Could you please change my flight date? 您可以帮我改一下航班日期吗?

【I'd like to change my flight date. Can you help me? (我想改一下航班日期, 你能帮我吗?)】

A Yes, when do you want to leave? 可以, 您想哪天出发呢?

3. 必背单句·触手可及



005.mp3



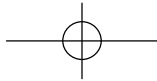
1. May I confirm my ticket? 我可以确认一下我的机票吗?
2. I would like to confirm my reservation. 我想确认一下我的航班。
3. My flight number is CA981 with Air China.
我预订的是中国国航的 981 次航班。
4. I booked an economy ticket. 我预订的是一张经济舱的票。
5. My flight will leave at 17:30 tomorrow. 我的航班明天下午 5:30 起飞。
6. I want to confirm the flight of my wife. 我想确认一下我太太的机票。
7. We booked three tickets. 我们订了三张票。
8. What time does the check-in start? 什么时候开始办理登机手续?
9. I'd like to make sure of the time it leaves. 我想确认一下航班何时起飞。
10. My flight is on June 30th. 我订的航班是 6 月 30 号的。

6

006.mp3



1. May I have your name, please? 请问您的姓名是?
2. When will your flight leave? 您的航班何时起飞?
3. What's your flight number? 您的航班号是多少?
4. Did you book a ticket for New York, sir?
先生, 您预订的是去往纽约的机票吗?
5. Is your ticket an economy one? 您的机票是经济舱的吗?
6. How many people are there together in your party?
与您同行的有多少人?
7. You must check-in at least one hour before departure.
您必须至少提前一小时办理登机手续。
8. Please be at the airport an hour before the plane leaves.
请您在飞机起飞前一小时到达机场。
9. Now your reservation is confirmed. 您的机位已确认完毕。
10. I'm sorry, but I can't find your information on the reservation list. I think you need to rebook the ticket. 很抱歉, 我在预订单上找不到您的信息, 我想您可能需要重新预订机票。



4. 重点词汇·轻松掌握



1. confirm 确认	7. flight number 航班号
2. check-in 办理登机手续	8. date of departure 出发日期
3. departure 离开时间；起飞时间	9. Air China 中国国际航空公司
4. check 查询	10. reservation list 预订单
5. rebook 重新订票	11. take off 起飞
6. flight date 航班日期	



1.3

Canceling the Reservation 取消航班·突发状况处理

现如今生活节奏加快，各种事务缠身，订好机票却不能成行也是常有的，这时候不要忘记取消之前预订的航班。若是飞机起飞却未能赶上航班，也要记得去退票。那么，取消航班时如何与工作人员交流呢？为此要学会哪些说法呢？

1. 100 情景会话·实景再现



007.mp3

亨利原本预订了这周的机票，却因工作繁多不能成行。他来到旅行社取消航班。

Agent: What can I do for you?

Henry: I booked two tickets for New York last week here. But now I would like to cancel the reservation.

Agent: Why? Does our service have any problem?

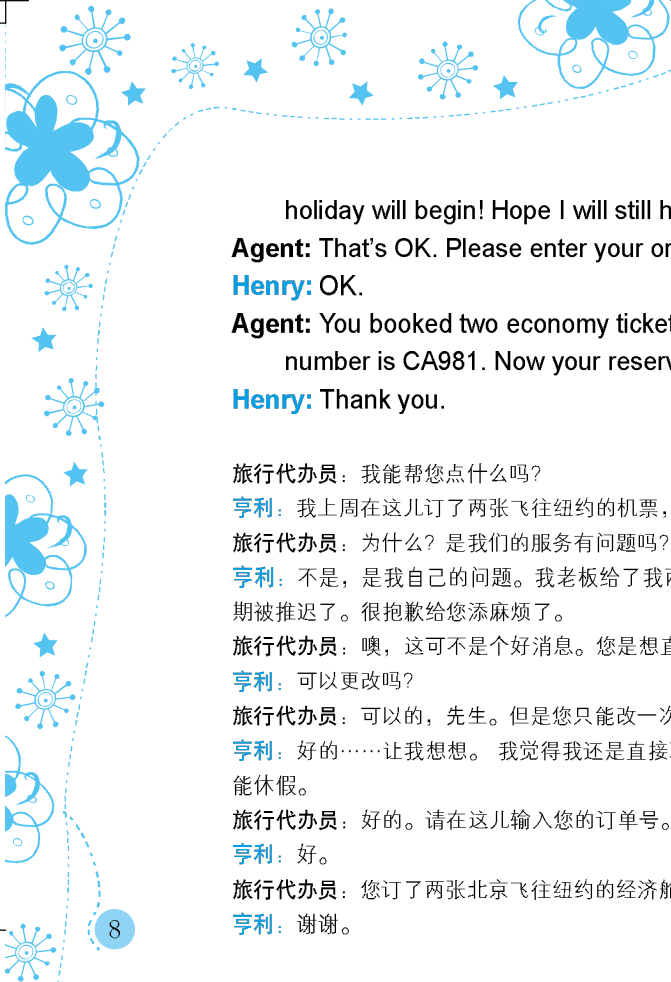
Henry: No. It's my own fault. My boss promised me a two-week holiday. But we have additional orders this month, so my holiday is delayed. I'm sorry to trouble you.

Agent: Oh, that's not good news. Would you like to cancel the reservation or change your date of flight?

Henry: May I change the date?

Agent: Yes, sir. But you have only one chance to do so.

Henry: OK...Let me see. I think I should just cancel it. I don't know when my



holiday will begin! Hope I will still have one.

Agent: That's OK. Please enter your order number here, sir.

Henry: OK.

Agent: You booked two economy tickets from Beijing to New York and your flight number is CA981. Now your reservation is canceled.

Henry: Thank you.

旅行代办员：我能帮您点什么吗？

亨利：我上周在这儿订了两张飞往纽约的机票，我想取消预订。

旅行代办员：为什么？是我们的服务有问题吗？

亨利：不是，是我自己的问题。我老板给了我两周的假期，但这个月我们多了几个订单，所以假期被推迟了。很抱歉给您添麻烦了。

旅行代办员：噢，这不是个好消息。您是想直接取消航班呢，还是更改航班日期？

亨利：可以更改吗？

旅行代办员：可以的，先生。但是您只能改一次。

亨利：好的……让我想想。我觉得我还是直接取消吧。我不知道什么时候才能有假期，希望我还能休假。

旅行代办员：好的。请在这儿输入您的订单号。

亨利：好。

旅行代办员：您订了两张北京飞往纽约的经济舱机票，航班号 CA981。我已帮您取消。

亨利：谢谢。

8

2. 百变句型 Q&A·即查即用



Q May I help you, sir? 先生，我能帮您什么吗？

A I want to cancel my reservation. 我想取消之前预订的机票。

Q Could you please tell me the reason? 您能告诉我原因吗？

A One of my relatives is sick and I must take care of him.

我有个亲戚病了，我要照顾他。

Q Would you like to cancel the reservation or change your date of flight?

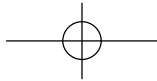
您是想直接取消航班呢，还是更改航班日期？

A I'd like to cancel it. 我想取消。

【I'd like to change the date of flight to July. (我想改到七月份。)】

Q Did you book an economy ticket? 您订的是经济舱的票吗？

A Yes. 是的。



Q Are you sure that you want this ticket to be canceled?

您确定要取消这张票吗？

A Yes, please. 是的，请帮我取消。

Q If I didn't catch up the flight, how can I refund my ticket after the plane takes off?

如果我没赶上航班，飞机起飞后如何退票呢？

A Please go to the Ticket Refund Office and consult the staff there.

请去退票窗口询问那儿的工作人员。

Q Do I need to pay for the refund? 退票需要付费吗？

A Yes, madam. 是的，女士。

Q How much do I need to pay? 我需要付多少？

A 2% of your ticket price. 票价的 2%。

3. 必背单句·触手可及



008.mp3

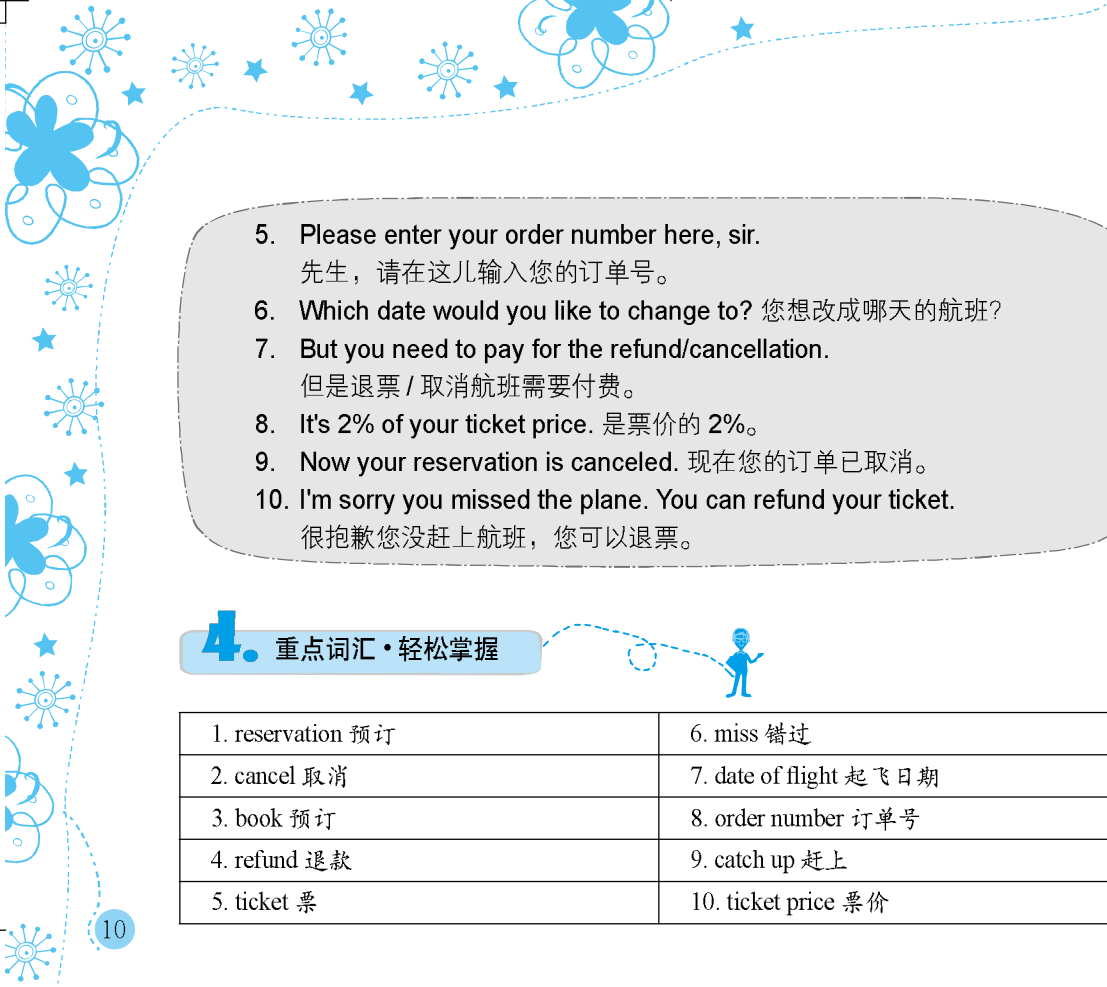


1. I booked two tickets for New York last week here.
我上周在这儿订了两张飞往纽约的机票。
2. Now I would like to cancel the reservation. 现在我想取消预订。
3. I'm sorry to trouble you. 很抱歉给您添麻烦了。
4. I can't manage to catch up the plane. 我没法赶上这次航班。
5. I have work to do. 我有工作要做。
6. My child is in hospital. 我孩子生病住院了。
7. I will book another ticket when my work is finished.
事情做完了我会再订一张的。
8. I need to refund my ticket. 我想退票。
9. How much do I need to pay for the refund? 我需要付多少手续费？
10. I didn't catch up the plane. 我没能赶上飞机。

009.mp3



1. Would you like to cancel the reservation or change your date of flight? 您是想直接取消航班呢，还是更改航班日期？
2. You have only one chance to change the date of flight.
您只有一次更改航班日期的机会。
3. Are you sure you need to cancel your reservation?
您确定要取消预订吗？
4. Could you please tell me the reason? 您能告诉我原因吗？



5. Please enter your order number here, sir.
先生，请在这儿输入您的订单号。
6. Which date would you like to change to? 您想改成哪天的航班?
7. But you need to pay for the refund/cancellation.
但是退票 / 取消航班需要付费。
8. It's 2% of your ticket price. 是票价的 2%。
9. Now your reservation is canceled. 现在您的订单已取消。
10. I'm sorry you missed the plane. You can refund your ticket.
很抱歉您没赶上航班，您可以退票。

4. 重点词汇 · 轻松掌握



1. reservation 预订	6. miss 错过
2. cancel 取消	7. date of flight 起飞日期
3. book 预订	8. order number 订单号
4. refund 退款	9. catch up 赶上
5. ticket 票	10. ticket price 票价

10



1.4 Flight Delays 航班延误 · 小插曲莫心忧

乘坐飞机出行难免会遇上航班延误的情况，这时候可不能心急坏了兴致。耐心地等待飞机起飞吧，等待期间您可以向机场工作人员询问航班的最新情况，到时候您要记得下面的表达哦。

1. 100 情景会话 · 实景再现



010.mp3

亨利终于到了首都机场，可不成想，他的航班因故延误了。

Henry: Excuse me, but I would like to know what made my flight delayed.

Airport staff: Which flight, sir?

Henry: CA981.

Airport staff: Let me check it for you, sir.