

# 编写说明

新丝路“中文+职业技能”系列教材是把中文作为第二语言，结合专业和职业的专门用途、职业用途的中文教材，不是专业理论教材，不是一般意义的通用综合中文教材。本系列教材定位为职场生存中文教材、立体式技能型语言教材。教材研发的目标是既要满足学习者一般中文环境下的基本交际需求，又要满足学习者职业学习需求和职场工作需求。它和普通的国际中文教材的区别不在语法，而在词汇的专门化程度，在中文的用途、使用场合、应用范围。目前，专门用途、职业用途的中文教材在语言分类和研究成果上几近空白，本系列教材的成功研发开创了中文学习的新视野、新领域、新方向，将“中文+职业技能+X等级证书”真正融合，使学习者在学习中文的同时，也可通过实践掌握职业技能，从而获得X等级证书。

## 适用对象

本系列教材将适用对象定位为双零基础（零语言基础、零技能基础）的来华学习中文和先进技能的长期或者短期进修生，可满足初、中、高各层次专业课程的教学需要。教材亦可供海内外相关的培训课程及“走出去”的中资企业培训本土化员工使用。

## 结构规模

本系列教材采取专项语言技能与职业技能训练相结合的中文教学及教材编写模式。教材选择当前热门的物流管理、汽车服务工程技术、电子商务、机电一体化、计算机网络技术、酒店管理等六个专业，培养各专业急需急用的技术岗位人才。每个专业教材均包括初、中、高级三册。每一册都配有专业视频教学资源，还附有“视频脚本”“参考答案”等配套资源。

## 编写理念

本系列教材将词语进行分类，区分普通词语和专业词语，以通用语料为基础，以概念性、行为性词语为主，不脱离职场情境讨论分级，做到控制词汇量，控制工作场景，控制交流内容与方式，构建语义框架。将语言的分级和专业的分级科学地融合，是实现本系列教材成功编写的关键。

## 教材目标

语言技能目标：

初级阶段，能熟练掌握基础通用词语和职场的常用专业词语，能使用简短句子进行简单



的生活及工作交流。中级阶段，能听懂工作场合简单的交谈与发言，明白大意，把握基本情况，能就工作中重要的话题用简单的话与人沟通。高级阶段，能听懂工作场合一般的交谈与发言，抓住主要内容和关键信息，使用基本交际策略与人交流、开展工作，能初步了解与交际活动相关的文化因素，掌握与交际有关的一般文化背景知识，能排除交际时遇到的文化障碍。交际能力层次的递进实现从初级的常规礼节、基本生活及工作的交流能力，到中级的简单的服务流程信息交流能力，最后达到高级的复杂信息的交流和特情处理的能力。

#### 职业技能目标：

以满足岗位需求为目标，将遴选出的当前热门的专业工作岗位分为初、中、高三级。物流管理专业初、中、高级对应的岗位分别是物流员、物流经理、物流总监；汽车服务工程专业初、中、高级对应的岗位分别是汽车机电维修工、汽车服务顾问、技术总监；电子商务专业初、中、高级对应的岗位分别是电子商务运营助理、电子商务运营员、电子商务客服；机电一体化专业初、中、高级对应的岗位分别是机电操作工、机电调整工、机电维修工；计算机网络技术专业初、中、高级对应的岗位分别是宽带运维工程师、网络运维专员、网络管理员；酒店管理专业初、中、高级对应的岗位分别是前厅基层接待员、前厅主管、前厅经理。每个专业分解出三十个工作场景 / 任务，学习者在学习后能够全面掌握此岗位概况及基本程序，实现语言学习和专业操作的双重目标。

#### 编写原则

1. 语言知识技能与专业知识技能并进，满足当前热门的、急需急用的岗位需求。
2. 渐进分化，综合贯通，拆解难点，分而治之。
3. 语言知识与专业知识科学、高效复现，语言技能与专业技能螺旋式上升，职场情境、语义框架、本体输入方式相互配合。
4. 使用大量的图片和视频，实现专业知识和技能呈现形式可视化。
5. 强化专业岗位实操性技能。本系列教材配有专业技术教学的视频，突出展示专业岗位的实操性技能，语言学习难度与技能掌握难度的不匹配可通过实操性强的视频和实训环节来补充。

#### 特色追求

本系列教材从初级最基础的语音知识学习和岗位认知开始，将“中文 + 职业技能”融入在工作场景对话中，把工作分解成一个个任务，用图片认知的方式解决专业词语的认知



问题，用视频展示的方法解决学习者掌握中文词语与专业技能的不匹配问题，注重技能的实操性，注重“在做中学”。每一单元都设置了“学以致用”板块，目的不仅仅是解决本单元任务的词语认知问题，更是将学习的目标放在“能听”“能用”“能模仿说出”上。我们力争通过大量图片的使用和配套视频的展示，将教材打造成立体式、技能型语言教材，方便学习者能够更好地自主学习。

### 使用建议

1. 本系列教材每个专业分为初、中、高级三册，每册10单元，初级每单元建议8～10课时完成，中级10～12课时完成，高级12～14课时完成。
2. 教材注释和说明着力于简明扼要，注重实操性，注重听说技能培养，对于教材涉及的语法知识，教师可视情况予以细化和补充。
3. “单元实训”板块可以在课文和语言点学完之后作为课堂练习使用，建议2课时完成。教师要带着学习者按照实训步骤一步步完成，实训步骤不要求学习者能够看懂，读懂，重要的是教师要引领操作，实现学习者掌握专业技能的目标。
4. “单元小结”板块是对整个单元关键词语和核心内容的总结，对于这部分内容，教师要进行听说练习，以便更好地帮助学习者了解本单元的核心工作任务。
5. 教师上课时要充分利用教材设计的练习，引导学习者多听多练，听说结合，学做合一。
6. 教师要带着学习者熟练诵读课文，要求学习者把每课的关键词语和句子、课堂用语背诵下来。

### 特别感谢

感谢教育部中外语言交流合作中心将新丝路“中文+职业技能”系列教材列为重点研发项目，为我们教材编写增添了动力和责任感。教材编写委员会负责整套教材的规划、设计与编写协调，并先后召开上百次讨论会，对每册教材的课文编写、体例安排、注释说明、练习设计、图片选择、视频制作等进行全方位的评估、讨论和审定。感谢编写委员会成员和所有编者高度的敬业精神、精益求精的编写态度，以及所投入的热情和精力、付出的心血与智慧。感谢关注本系列教材并贡献宝贵意见的国际中文教育教学界专家和全国各地的同人。

新丝路“中文+职业技能”系列教材编写委员会  
2023年4月



## Compilation Instructions

The New Silk Road “Chinese + Vocational Skills” is a series of Chinese textbooks for specialized and vocational purposes that combine professional and vocational technologies with Chinese as a second language. Instead of being specialized theoretical textbooks, or comprehensive or universal Chinese textbooks in a general sense, this series is intended to be Chinese textbooks for career survival, and three-dimensional skills-based language textbooks. The textbooks are developed with a view to meeting students’ basic communication needs in general Chinese environment, and their professional learning needs and workplace demands as well. They are different from ordinary Chinese textbooks for foreigners in the degree of specialization of vocabulary, in the purpose, usage occasion, and application scope of Chinese (not in grammar). At present, Chinese textbooks for specialized and vocational purposes are virtually non-existent in terms of language classification and research results, so the successful development of this series has opened up new horizons, new fields and new directions for Chinese learning, and virtually integrated “Chinese + Vocational Skills + X-Level Certificates”, which enables students to practically master vocational skills and obtain X-level certificates while learning Chinese.

### Applicable Targets

This series is targeted at long-term or short-term students who come to China to learn Chinese and advanced skills with zero language basis and zero skill basis, which can meet the teaching needs of the elementary, intermediate and advanced specialized courses. This series can also be used for relevant training courses at home and abroad and for Chinese-funded enterprises that “go global” to train local employees.

### Structure and Scale

This series adopts a Chinese teaching and textbook compilation model combining special language skills and vocational skills training. The series includes the textbooks for six popular majors such as logistics management, automotive service engineering technology, e-commerce, mechatronics, computer networking technology, and hotel management to cultivate technical talents in urgent need. The textbooks for each major consist of the textbooks at the elementary, intermediate and advanced levels. Each textbook is equipped with professional video teaching resources, and “video scripts”, “reference answers” and other supporting resources as well.



## Compilation Concept

This series classifies the vocabulary into general vocabulary and specialized vocabulary. Based on the general vocabulary, it focuses on conceptual and behavioral words, not deviating from workplace situations, so as to control the vocabulary, work scenarios and content and means of communication, and build the semantic framework. The scientific integration of language classification and specialty classification is the key to the successful compilation of textbooks.

## Textbook Objectives


### Language Skill Objectives

For students at the elementary level, they are trained to be familiar with basic general vocabulary and common specialized vocabulary in the workplace, and be able to use short sentences for simple communication in life and at work. For those at the intermediate level, they are trained to understand simple conversations and speeches in the workplace, comprehend the main ideas, grasp the basic situations, and communicate with others in simple words on important topics at work. For those at the advanced level, they are trained to be able to understand general conversations and speeches in the workplace, grasp the main content and key information, use basic communication strategies to communicate with others and carry out the work, have a preliminary understanding of cultural factors related to communication activities, master the general communication-related cultural background knowledge, and overcome cultural barriers encountered during communication. The progression in level of communicative competence helps them to leap forward from routine etiquette, basic communication in life and at work at the elementary level, to simple information exchange of service processes at the intermediate level, and finally to complex information exchange and handling of special circumstances at the advanced level.

### Vocational Skill Objectives

To meet job requirements at the elementary, intermediate and advanced levels, the professional positions that are most urgently needed overseas are selected. The positions corresponding to logistics management at the elementary, intermediate and advanced levels are logistics staff, logistics managers and logistics directors; the positions corresponding to automotive service engineering technology at the elementary, intermediate and advanced levels are automotive electromechanical





maintenance staff, automotive service consultants and technical directors; the positions corresponding to e-commerce at the elementary, intermediate and advanced levels are electronic operation assistants, e-commerce operators and e-commerce customer service staff; the positions corresponding to mechatronics at the elementary, intermediate and advanced levels are mechanical and electrical operators, mechanical and electrical adjusters, and mechanical and electrical maintenance staff; the positions corresponding to computer networking technology at the elementary, intermediate and advanced levels are broadband operation and maintenance engineers, network operation and maintenance specialists, and network administrators; the positions corresponding to hotel management at the elementary, intermediate and advanced levels are lobby receptionists, lobby supervisors and lobby managers. Through 30 work scenarios/tasks set for each major, learners can fully grasp the general situations and basic procedures of the position after learning, and achieve the dual goals of language learning and professional operation.

### **Principles of Compilation**

1. Language knowledge skills and professional knowledge skills go hand in hand to meet the demands of current popular and urgently needed job positions;
2. It makes progressive differentiation and comprehensive integration, breaking down, dividing and conquering difficult points;
3. Language knowledge and professional knowledge recur scientifically and efficiently, language skills and professional skills spiral upward, and the situational stage, semantic framework, and ontology input methods cooperate with each other;
4. Professional knowledge and skills are visualized, using a lot of pictures and videos;
5. It strengthens the practical skills in professional positions. This series of textbooks is equipped with videos of professional technical training, highlighting the practical skills for professional positions. It addresses the mismatch between the difficulty of language learning and that of mastering skills by supplementing with practical videos and practical training.

### **Characteristic Pursuit**

Starting from the basic phonetic knowledge learning and job cognition at the elementary level, this series integrates “Chinese + Vocational Skills” into the working scene dialogues,



breaking down the job into various tasks, solving lexical students' problems by means of picture cognition, solving the problem of the mismatch between students' mastery of Chinese vocabulary and professional skills by means of displaying videos, stressing the practicality of skills, and focusing on "learning by doing". Each unit has a "Practicing What You Have Learnt" module, which not only solves the problem of lexical cognition of this unit, but also takes "being able to comprehend", "being able to use" and "being able to imitate" as the learning objectives. We strive to use a large number of pictures and display supporting videos to build the textbooks into three-dimensional skills-based language teaching materials, so that learners can learn more independently.

### **Recommendations for Use**

1. Each major of this series consists of three volumes at the elementary, intermediate, and advanced levels, with 10 units in each volume. For each unit, it is recommended to be completed in 8-10 class hours at the elementary level, 10-12 class hours at the intermediate level, and 12-14 class hours at the advanced level.
2. The notes and explanations in the textbooks focus on conciseness, practicality, and the training of listening and speaking skills. The grammar knowledge in the textbooks can be detailed and supplemented by teachers as the case may be.
3. "Unit Practical Training" module can be used as a classroom exercise after the texts and language points, preferably to be completed in two class hours. Teachers should guide students to complete the training tasks step by step. Students are not required to read and understand the training steps. It is important that teachers guide students to achieve the goal of mastering professional skills.
4. "Unit Summary" module summarizes the keywords and core content of the entire unit. Through listening and speaking exercises, this part can better help learners understand the core tasks of this unit.
5. Teachers should make full use of the exercises designed in the textbooks during class, and guide students to listen more and practice more, combine listening and speaking, and integrate learning with practice.



6. Teachers should guide students to proficiently read the texts aloud, asking them to recite the keywords, sentences and classroom expressions in each unit.

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Compilation Committee of New Silk Road “Chinese + Vocational Skills” Series  
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# 1

## Jīchǎng jiēsòng fúwù 机场接送服务 Airport Shuttle Service

jīchǎng jiējī fúwù liúchéng  
机场接机服务流程  
The process of airport pickup  
service



A table titled '接机记录表' (Airport Shuttle Record Table) with columns for '序号' (Serial Number), '姓名' (Name), '职务' (Position), '单位' (Unit), '航班号' (Flight Number), '到达时间' (Arrival Time), '离开时间' (Departure Time), and '备注' (Remarks). The table is dated '2015年12月21日' (December 21, 2015).

序号	姓名	职务	单位	航班号	到达时间	离开时间	备注
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

quèrèn jiējī xìnxi  
确认接机信息  
Confirming the airport  
pickup information



zhǔnbèi gōngzuò  
准备工作  
Making preparations



sòngwǎng bānchēchù  
送往班车处  
Sending them to the  
shuttle bus



tōngzhī jiǔdiàn  
通知酒店  
Notifying the hotel

## 题解 Introduction

1. 学习内容：机场接送服务流程、规范和服务用语。

**Learning content:** The procedures, regulations, and service expressions for airport shuttle service

2. 知识目标：机场接送服务相关核心词语及表达，掌握汉字的偏旁“口”“口”“女”“亻”“日”，学写本单元相关汉字。

**Knowledge objectives:** To acquire the core words and expressions related to airport shuttle service, understand the radicals “口”, “口”, “女”, “亻”, and “日” of Chinese characters, and learn to write characters in this unit

3. 技能目标：能正确完成机场接送服务。

**Skill objective:** To be able to provide airport shuttle service

## 第一部分 Part 1

## 课文 Texts

## 一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。 **Choose the corresponding pictures for the words.**



A



B



C



D

- ① 接机牌                       
airport pickup sign

- ② 值机柜台                       
check-in counter

- ③ 免税店                       
duty-free store

- ④ 接机登记表                       
airport pickup registration form



2. 观看介绍机场接机服务流程与规范的视频，判断下列接机服务属于哪个接机流程。 **Watch the video introducing the process and specification of airport pickup service, and determine which process the following pickup service belongs to.**



qīngdiǎn bìng yǔ kèrén quèrèn xínglǐ shù, yǐnlǐng  
A. 清点 并与客人确认行李数，引领  
kèrén dào jiējī chē qián  
客人到接机 车 前  
check the number of luggage and confirm it with  
the guests, and lead them to the pickup bus



dǎ diànhuà tōngzhī lǐbīnbù, kèrén yǐjīng zài  
B. 打电话 通知礼宾部，客人已经在  
lù shàng  
路上  
call the concierge department that the guests are on  
the way



zài xìtǒng zhōng dǎyìn jiējī dēngjìbiǎo, jiǎnchá  
C. 在系统 中 打印接机登记表，检查  
lǐbīnbù měi tiān de chēliàng ānpáibiǎo  
礼宾部每天的车辆安排表  
print the airport pickup registration form in the  
system and check the daily vehicle schedule of the  
concierge department

	5座	人 × 4	行李 × 2   3
	8座	人 × 7	行李 × 3   4
	10座	人 × 9	行李 × 4   6

1 目前仅接受单人预订，儿童及婴儿不计入人数  
2 每减少1位乘客，可相应增加1件行李

dǎyìn yǒu kèrén xìngmíng hé hángbān xìnxī de jiējīpái  
D. 打印有客人 姓名 和航班信息的接机牌  
print a pickup sign with guests' names and flight  
information



quèrèn jiējī xīnxi  
① 确认接机信息 \_\_\_\_\_  
confirming the pickup information

jiēdào kèrén hòu  
③ 接到客人后 \_\_\_\_\_  
after picking up the guests

zhǔnbèi gōngzuò  
② 准备工作 \_\_\_\_\_  
making preparations

tōngzhī jiǔdiàn  
④ 通知酒店 \_\_\_\_\_  
notifying the hotel

## 二、课文 kèwén Texts



### A 01-01

jiǔdiàn jīchǎng dàibiǎo: Nín hǎo, Wáng xiānsheng. Wǒ shì Jiǎnpǔzhài Xìngyùn Jiǔdiàn de jīchǎng  
酒店 机场 代表: 您好, 王先生。我是柬埔寨幸运酒店的机场

dàibiǎo Xiǎo Lǐ, wǒ jiāng zài jīchǎng dǐdá dàtīng děnghòu nín bìng wèi nín  
代表 小李, 我将在机场抵达大厅等候您并为您  
ānpái qù jiǔdiàn de qìchē.  
安排去酒店的汽车。

kèrén: Hǎo de, xièxie nǐ. Wǒ zěnmē zhǎo nǐ ne?  
客人: 好的, 谢谢你。我怎么找你呢?

jiǔdiàn jīchǎng dàibiǎo: Wǒ huì zài dǐdá dàtīng jǔzhe wǒmén jiǔdiàn de jiēzhànpái, jiēzhànpái  
酒店 机场 代表: 我会在抵达大厅举着我们酒店的接站牌, 接站牌  
shàng huì yǒu nín de míngzi.  
上会有您的名字。

kèrén: Hǎo de, zhīdào le.  
客人: 好的, 知道了。

jiǔdiàn jīchǎng dàibiǎo: Wǒ zài gēn nín quèrèn yíxià nín de hángbānhào hé dǐdá Jīnbīan Guójì  
酒店 机场 代表: 我再跟您确认一下您的航班号和抵达金边国际  
Jīchǎng de shíjiān. Nín de hángbānhào shì CA4524, dǐdá shíjiān  
机场的时间。您的航班号是CA4524, 抵达时间  
wéi Jiǎnpǔzhài shíjiān míngtiān 15 diǎn 35 fēn, duì ma?  
为柬埔寨时间明天15点35分, 对吗?

kèrén: Shìde, méi cuò.  
客人: 是的, 没错。

jiǔdiàn jīchǎng dàibiǎo: Hǎo de, wǒ míngtiān ànzhào yuēdìng, jǔ jiēzhànpái jiē nín. Zhù nín  
酒店 机场 代表: 好的, 我明天按照约定, 举接站牌接您。祝您  
lǚtú shùnlì, míngtiān jiàn.  
旅途顺利, 明天见。



kèrén: Xièxie, míngtiān jiàn.  
客人：谢谢，明天见。

## 译文 yìwén Text in English

Hotel airport representative: Hello, Mr. Wang. I am Xiao Li, the airport representative of Cambodia Lucky Hotel. I will wait for you at the arrival hall of the airport and arrange a car for you to get to the hotel.

Guest: OK, thank you. How can I find you?

Hotel airport representative: I will be in the arrival hall holding up our hotel pickup sign with your name on it.

Guest: OK, got it.

Hotel airport representative: Let me confirm your flight number and arrival time at Phnom Penh International Airport with you again. Your flight number is CA4524, and the arrival time is 15:35 Cambodia Time tomorrow, right?

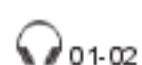
Guest: Yes, that's right.

Hotel airport representative: OK, I will pick you up tomorrow holding a pickup sign as agreed. Have a good trip. See you tomorrow.

Guest: Thanks. See you tomorrow.



## 普通词语 pǔtōng cíyǔ General Vocabulary



01-02

1. 幸运	xìngyùn	adj.	lucky
2. 汽车	qìchē	n.	automobile, car
3. 找	zhǎo	v.	look for, find
4. 会	huì	v.	be likely to, be sure to
5. 举	jǔ	v.	hold up
6. 按照	ànzào	prep.	according to
7. 约定	yuēdìng	v.	agree, appoint
8. 接	jiē	v.	pick up
9. 旅途	lǚtú	n.	journey
10. 顺利	shùnlì	adj.	successful, smooth
11. 明天见	míngtiān jiàn	phr.	see you tomorrow

## 专业词语 | zhuānyè cíyǔ Specialized Vocabulary

01-03

1. 机场代表	jīchǎng dàibiǎo	phr.	airport representative
机场	jīchǎng	n.	airport
代表	dàibiǎo	n./v.	representative; represent
2. 抵达大厅	dǐdá dàtīng	phr.	arrival hall
抵达	dǐdá	v.	arrive
大厅	dàtīng	n.	hall, lobby
3. 接站牌	jiēzhàn pái	n.	pickup sign
4. 航班号	hángbānhào	n.	flight number
5. 金边国际机场	Jīnbīan Guójì Jīchǎng	pn.	Phnom Penh International Airport

## B 01-04

kèrén: Dǎrǎo yíxià, nǐ shì Jiǎnpǔzhài Dàjiǔdiàn de jīchǎng dàibiǎo ma?

客人：打扰一下，你是柬埔寨大酒店的机场代表吗？

jiǔdiàn jīchǎng dàibiǎo: Shìde, nǚshì.

酒店 机场 代表：是的，女士。

kèrén: Wǒ shì láizì Zhōngguó Nánjīng de Wáng Fāng.

客人：我是来自中国南京的王芳。

jiǔdiàn jīchǎng dàibiǎo: Wǒ shì Sū Yáng. Hěn gāoxìng rènshi nín, huānyíng láidào Jiǎnpǔzhài.

酒店 机场 代表：我是苏阳。很高兴认识您，欢迎来到柬埔寨。

kèrén: Xièxie, wǒ yě hěn gāoxìng rènshi nǐ.

客人：谢谢，我也很高兴认识你。

jiǔdiàn jīchǎng dàibiǎo: Wáng nǚshì, zhè shì nín dì-yī cì lái Jiǎnpǔzhài ma?

酒店 机场 代表：王女士，这是您第一次来柬埔寨吗？

kèrén: Shìde, Jiǎnpǔzhài fēngjǐng yōuměi, dào chù dōu shì gǔlǎo de yíjì.

客人：是的，柬埔寨风景优美，到处都是古老的遗迹。

Wǒ hěn qīdài wǒ de Jiǎnpǔzhài zhī lǚ.

我很期待我的柬埔寨之旅。

jiǔdiàn jīchǎng dàibiǎo: Díquè, Wúgē Kū, Jīnbīan Wánggōng, Xīhānǚkè de shātān dōu shì

酒店 机场 代表：的确，吴哥窟、金边王宫、西哈努克的沙滩都是

yóulǎn xiūxián de hǎo qùchù. Xīwàng nín zài Jiǎnpǔzhài de qījiān guò de

yúkuài. Zhè shì nín quánbù de xínglǐ le ma?

愉快。这是您全部的行李了吗？



kèrén: Shìde, jiù zhè yí dà yì xiǎo liǎng gè xínglixiāng.  
客人：是的，就这 一大一小 两个行李箱。

jiǔdiàn jīchǎng dàibiǎo: Jiē nín qù jiǔdiàn de qìchē tíng zài wàimiàn de tíngchēchǎng, qǐng gēn wǒ  
酒店 机场 代表：接您去酒店的汽车停在外面的停车场，请跟我  
zhèbiān zǒu.  
这边 走。

kèrén: Hǎo de, xièxie.  
客人：好的，谢谢。

### 译文 yìwén Text in English

Guest: Excuse me, are you the airport representative of Cambodia Hotel?

Hotel airport representative: Yes, ma'am.

Guest: I'm Wang Fang from Nanjing, China.

Hotel airport representative: I'm Su Yang. Nice to meet you, and welcome to Cambodia.

Guest: Thank you. Nice to meet you, too.

Hotel airport representative: Ms. Wang, is this your first visit to Cambodia?

Guest: Yes. Cambodia is beautiful and has ancient remains everywhere. I am looking forward to my trip in Cambodia.

Hotel airport representative: Yes, Angkor Wat, Royal Palace of Cambodia, and beaches in Sihanoukville are all good places to visit and relax. I hope you enjoy your stay in Cambodia. Is this all your luggage?

Guest: Yes, just a big suitcase and a small one.

Hotel airport representative: The car that takes you to the hotel is parked in the parking lot outside. Please follow me.

Guest: OK, thank you.



### 普通词语 pǔtōng cíyǔ General Vocabulary



01-05

1. 来自	láizì	v.	come from
2. 南京	Nánjīng	pn.	Nanjing
3. 高兴	gāoxìng	adj.	delighted
4. 认识	rènshi	v./n.	know; understanding
5. 第一次	dì-yī cì	phr.	first time
次	cì	m.	time

6.	到处	dàochù	adv.	everywhere
7.	古老	gǔlǎo	adj.	age-old
8.	遗迹	yíjì	n.	(historical) ruins, remains
9.	的确	díquè	adv.	indeed
10.	沙滩	shātān	n.	beach
11.	去处	qùchù	n.	place, spot
12.	期间	qījiān	n.	period, course
13.	全部	quánbù	n.	whole, all
14.	停车场	tíngchēchǎng	n.	parking lot
	停	tíng	v.	stop

## 专业词语 | zhuānyè cíyǔ Specialized Vocabulary

01-06

1.	……之旅	…zhī lǚ	phr.	trip to...
2.	风景	fēngjǐng	n.	landscape
3.	优美	yōuměi	adj.	beautiful
4.	西哈努克	Xīhānǔkè	pn.	Sihanoukville
5.	游览	yóulǎn	v.	go sightseeing, visit

## 三、视听说 shì-tīng-shuō Viewing, Listening and Speaking

1. 观看客人与酒店机场代表的对话视频，根据听到的内容选择填空，并模仿说出机场代表的服务用语。

Watch the video of a conversation between the guest and the hotel airport representative, fill in the blanks based on what you hear, and imitate the service expressions of the airport representative.



kèrén Nǐ hǎo, qǐngwèn nǐ shì Jiǎnpǔzhài Dàjiǔdiàn de ma?  
客人：你好，请问你是柬埔寨大酒店的 ① 吗？

jiǔdiàn jīchǎng dàibiǎo Shìde, wǒ shì Jiǎnpǔzhài Dàjiǔdiàn de Xiǎo Lǐ. Qǐngwèn yǒu shénme néng wèi nín xiàoláo?  
酒店 机场 代表：是的，我是柬埔寨大酒店的小李。请问有什么能为您效劳？



kèrén Wǒ chéngzuò Zhōngguó Dōngfāng Hángkōng wǎnshàng 10 diǎn de hángbān fēi wǎng Shànghǎi,  
客人：我 乘坐 中国 东方 航空 晚上 10 点的航班飞 往 上海，

wǒ yào ② Qǐngwèn Dōngfāng Hángkōng de ③ zài nǎge qūyù?  
我要 ② 。 请问 东方 航空 的 ③ 在哪个区域？

jiǔdiàn jīchǎng dàibiǎo Xiānsheng, Dōngfāng Hángkōng de zhíjī guìtái zài ④ 18, 19 hào. Wǒ dài nín  
酒店 机场 代表：先生，东方 航空 的值机柜台在 ④ 18、19 号。我带您  
guòqu ba.  
过去吧。

kèrén Hǎo de, xièxie.  
客人：好的，谢谢。

kèrén bàn lǐ hǎo xíng lǐ tuō yùn  
(客人办理好行李托运)

jiǔdiàn jīchǎng dàibiǎo Hái yǒu shénme kěyǐ bāng nín ma?  
酒店 机场 代表：还有什么可以帮您吗？

kèrén Wǒ xiǎng qù ⑤ guàng yí guàng.  
客人：我想去 ⑤ 逛一逛。

jiǔdiàn jīchǎng dàibiǎo Nín cóng zhèlǐ wǎng qián zǒu jiù néng kàndào le.  
酒店 机场 代表：您从这里往前走就能看到了。

kèrén Hǎo de.  
客人：好的。

jiǔdiàn jīchǎng dàibiǎo Nà zhù nín yí lù píng'ān. Huānyíng xià cì zài lái Jiǎnpǔzhài.  
酒店 机场 代表：那祝您一路平安。欢迎下次再来柬埔寨。



chūfā dàtīng  
A. 出发大厅  
departure hall

miǎnshuìdiàn  
B. 免税店  
duty-free store

bàn lǐ xíng lǐ tuō yùn  
C. 办理行李托运  
have luggage checked

jīchǎng dàibiǎo  
D. 机场代表  
airport representative

zhíjī guìtái  
E. 值机柜台  
check-in counter

## 2. 说一说 Let's talk

练习说一说酒店机场代表的服务用语。 **Practice saying the service expressions of the hotel airport representative.**

## 四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

观看视频，了解接机登记表和接机牌的制作方法，将下列表格信息填写完整，并根据视频内容制作接机登记表和接机牌。**Watch the video to learn how to make the pickup registration form and pickup sign, fill in the following information in the form completely, and make a pickup registration form and pickup sign based on the content of the video.**



接机登记表 Pickup Registration Form								
序号 No.	姓名 Name	职务 Post	单位 Workplace	接送机情况 Pickup details				备注 Remarks
				航班号 Flight No.	到达时间 Arrival time	离店时间 Check-out time	航班时间 Flight time	
1	①	校长 President	南京工业职业技术大学 Nanjing Vocational University of Industry Technology	CA1830	8月18号 9:45	8月23号 12:00	8月23号 15:00	
2	张宁	处长 Director	②	CA1830	8月18号 9:45	8月23号 12:00	8月23号 15:00	
3	何英	副处长 Vice director	南京工业职业技术大学 Nanjing Vocational University of Industry Technology	③	8月18号 9:45	8月23号 12:00	8月23号 15:00	
4	李霞	职员 Office worker	南京工业职业技术大学 Nanjing Vocational University of Industry Technology	CA1830	④	8月23号 12:00	8月23号 15:00	



(续表)

接机登记表 Pickup Registration Form								
序号 No.	姓名 Name	职务 Post	单位 Workplace	接送机情况 Pickup details				备注 Remarks
				航班号 Flight No.	到达时间 Arrival time	离店时间 Check-out time	航班时间 Flight time	
5	杜慧	老师 Teacher	南京工业职业技术大学 Nanjing Vocational University of Industry Technology	CA1830	8月18号 9:45	5	8月23号 15:00	
6	王雁	老师 Teacher	南京工业职业技术大学 Nanjing Vocational University of Industry Technology	CA1830	8月18号 9:45	8月23号 12:00	6	

Nánjīng Gōngyè Zhíyè Jìshù Dàxué  
A. 南京工业职业技术大学  
Nanjing Vocational University of  
Industry Technology

B. CA1830

Xiè Yǒnghuá  
C. 谢永华

yuè hào  
D. 8月23号 12:00

yuè hào  
E. 8月18号 9:45

yuè hào  
F. 8月23号 15:00

## 五、小知识 xiǎo zhīshi Tips

### Sòngzhàn fúwù de biāozhǔn yǔ chéngxù 送站服务的标准与程序

#### Zài jiǔdiàn ménkǒu gōnghòu 1. 在酒店门口恭候

Zhǔnquè zhǎngwò VIP kèrén hé qítā xū sòngzhàn kèrén de lí diàn shíjiān;  
(1) 准确掌握VIP客人和其他需送站客人的离店时间;

quèrèn suǒ chéng jiāotōng gōngjù de hángbān (chēcì) hé shíjiān;  
(2) 确认所乘交通工具的航班（车次）和时间；

zhǔdòng ānpái hǎo chēliàng, tíqián 10 fēnzhōng zài jiǔdiàn ménkǒu gōnghòu kèrén.  
(3) 主动安排好车辆，提前 10 分钟在酒店门口恭候客人。

## Zài lùtú zhōng 2. 在路途中

Zhǔdòng xúnwèn kèrén de xūqiú;  
(1) 主动询问客人的需求；

péitóng kèrén liáotiānr, huò fàng yīnyuè ràng kèrén xiūxi.  
(2) 陪同客人聊天儿，或放音乐让客人休息。

sòngbié: ànshí jiāng kèrén sòngdào jīchǎng, chēzhàn huò mǎtóu, zhǔdòng rèqíng de  
(3) 送别：按时将客人送到机场、车站或码头，主动热情地

xiàng kèrén dàoobié, bìng zhù kèrén yí-lù-píng'ān, shǐ kèrén yǒu qīnqiègǎn,  
向客人道别，并祝客人一路平安，使客人有亲切感、  
xībiégǎn.  
惜别感。

### Standards and Procedures for Seeing off Guests

#### 1. Waiting at the hotel gate

- (1) Accurately grasp the check-out time of VIP guests and other guests who need to be dropped off;
- (2) Confirm the flight number (train number) and departure time;
- (3) Take the initiative to arrange vehicle, and wait for guests at the hotel gate 10 minutes in advance.

#### 2. On the way

- (1) Take the initiative to seek guests' needs.
- (2) Chat with guests, or play music to let them rest.
- (3) Seeing off: Drive the guests to the airport, station or quay on time, take the initiative to say goodbye to them, and wish them a safe journey to give them a sense of friendliness and a feeling of reluctance to part.





## 第二部分 Part 2

### 汉字 Chinese Characters

#### 一、汉字知识 Hànzì zhīshi Knowledge about Chinese Characters

##### 汉字的偏旁 (1) Radicals of Chinese characters (1)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
口	吗	口 + 马	
	呢	口 + 尼	
	哪	口 + 那	
	吃	口 + 乞	
	啊	口 + 阿	
	叫	口 + 叫	
口	国	口 + 玉	
	图	口 + 冬	
女	妈	女 + 马	
	她	女 + 也	
	姓	女 + 生	
	娜	女 + 那	
亻	你	亻 + 尔	
	他	亻 + 也	
	们	亻 + 门	
	作	亻 + 乍	
	什	亻 + 十	
	做	亻 + 故	
日	时	日 + 寸	
	晚	日 + 免	
	明	日 + 月	
	早	日 + 十	
	星	日 + 生	

## 二、汉字认读与书写 Hànzì rèndú yǔ shūxiě The Recognition and Writing of Chinese Characters

认读下列词语，并试着读写构成词语的汉字。 **Recognize the following words, and try to read and write the Chinese characters forming these words.**

值机柜台      机场代表      中国      明天

值					机					柜					台				
机					场					代					表				
中					国					明					天				

## 第三部分 Part 3

## 日常用语 Daily Expressions

- ① 我还要再确认吗？ Wǒ hái yào zài quèrèn ma? Do I have to make a reconfirmation?
- ② 我要等多久呢？ Wǒ yào děng duōjiǔ ne? How long will I have to wait?
- ③ 有其他的航班吗？ Yǒu qítā de hángbān ma? Do you have any other flights?

## 第四部分 Part 4

## 单元实训 Unit Practical Training

## 模拟机场接机服务 Simulated Airport Pickup Service

## 实训目的 Training purpose

通过本次实训，了解接机服务流程。

Through this practical training, understand the process of airport pickup service.

## 实训组织 Training organization

每组 3 ~ 5 人

3-5 students per group

## 实训内容 Training content

假设你是酒店的机场代表，酒店前台打电话通知你，明天有来自中国江苏南京工业职业技术大学的贵宾一行 10 人抵达金边国际机场，请做好接机服务。

Suppose you are the airport representative of the hotel. The hotel receptionist calls to inform you that a group of 10 VIPs from Nanjing Vocational University of Industry Technology, Jiangsu, China will arrive at Phnom Penh International Airport tomorrow, requiring you to make preparations for the pickup service.



## 实训步骤 Training steps

- ① 教师将实训教室分成若干个虚拟的机场接机处。

The teacher divides the training classroom into several virtual airport pickup points.

- ② 将参加实训的分成若干小组，每组 3 ~ 5 人。

Divide the students into groups of 3-5.

- ③ 带领学员在各个区域以对话的形式模拟接机服务，过程中给予学员适当帮助。

Guide the students to make dialogues and simulate airport pickup service in various areas. Provide them with appropriate assistance during the process.

- ④ 小组成员轮流更换角色，练习并表演对话。

The group members take turns to swap the roles, practicing and acting out the dialogues.

- ⑤ 教师总结评价，实训结束。

The teacher summarizes and evaluates, and the training ends.

## 第五部分 Part 5

## 单元小结 Unit Summary

cíyǔ  
词语  
Vocabulary

## 普通词语 General Vocabulary

1.	幸运	xìngyùn	adj.	lucky
2.	汽车	qìchē	n.	automobile, car
3.	找	zhǎo	v.	look for, find
4.	会	huì	v.	be likely to, be sure to
5.	举	jǔ	v.	hold up
6.	按照	ànzào	prep.	according to
7.	约定	yuēdìng	v.	agree, appoint
8.	接	jiē	v.	pick up
9.	旅途	lǚtú	n.	journey
10.	顺利	shùnlì	adj.	successful, smooth
11.	明天见	míngtiān jiàn	phr.	see you tomorrow
12.	来自	láizì	v.	come from
13.	南京	Nánjīng	pn.	Nanjing
14.	高兴	gāoxìng	adj.	delighted
15.	认识	rènshi	v./n.	know; understanding
16.	第一次	dì-yī cì	phr.	first time
	次	cì	m.	time
17.	到处	dàochù	adv.	everywhere

cíyǔ  
词语  
Vocabulary

18.	古老	gǔlǎo	adj.	age-old
19.	遗迹	yíjì	n.	(historical) ruins, remains
20.	的确	díquè	adv.	indeed
21.	沙滩	shātān	n.	beach
22.	去处	qùchù	n.	place, spot
23.	期间	qījiān	n.	period, course
24.	全部	quánbù	n.	whole, all
25.	停车场	tíngchēchǎng	n.	parking lot
	停	tíng	v.	stop

专业词语 Specialized Vocabulary

1.	机场代表	jīchǎng dàibiǎo	phr.	airport representative
	机场	jīchǎng	n.	airport
	代表	dàibiǎo	n./v.	representative; represent
2.	抵达大厅	dǐdá dàtīng	phr.	arrival hall
	抵达	dǐdá	v.	arrive
	大厅	dàtīng	n.	hall, lobby
3.	接站牌	jiēzhàn pái	n.	pickup sign
4.	航班号	hángbānhào	n.	flight number
5.	金边国际机场	Jīnbīan Guójiè Jīchǎng	pn.	Phnom Penh International Airport
6.	……之旅	...zhī lǚ	phr.	trip to...
7.	风景	fēngjǐng	n.	landscape
8.	优美	yōuměi	adj.	beautiful
9.	西哈努克	Xīhānǚkè	pn.	Sihanoukville
10.	游览	yóulǎn	v.	go sightseeing, visit

jùzi  
句子  
Sentences

1. 希望您在柬埔寨的期间过得愉快。
2. 这是您全部的行李了吗？
3. 接您去酒店的汽车停在外面的停车场，请跟我这边走。
4. 那祝您一路平安。欢迎下次再来柬埔寨。
5. 你需要掌握客人姓名、航班（车次）、到达时间、车辆要求及接待规格等情况，备好接机牌。
6. 接机牌正面刻有饭店的中、英文名，牌子手把的长度在 0.5 米左右。