



The Cabin service

Nina hsu

登機致意(greeting passenger)

- 歡迎登機。
- Welcome aboard.
- 我可以看一下您的登機證嗎?
- May I see your boarding pass?

• 請走左(右)邊走道

Please take the left(right) hand side aisle




seating in the emergency exit row

- Excuse me, You are seated in the Emergency exit row. Would you be willing to assist during an emergency?
- 對不起，您的座位在緊急逃生出口旁。請問您是否願意在緊急情況下提供協助？
- You will have to help us open the exit in case during an evacuation.
- 如果發生撤離，您必須幫助我們打開逃生出口。
- Please carefully read the safety instruction card in front of you.
- 請仔細閱讀您前方的安全說明卡。
- (If you have any questions, or are unable or unwilling to assist during an emergency then I will have to relocate you to another seat.)





手提行李與外套(Hand baggage and coat)

- 需要幫您處理手提行李箱嗎？
May I help you with Your carry-on(luggage)?
 - 需要幫您放置行李箱嗎？裡面有什麼易碎品嗎？
May I stow this suitcase for you ? Is there any fragile object inside?
 - 需要幫您掛外套嗎？
May I hang up your coat?
 - 您的外套裡有貴重物品嗎？
Do you have any valuables in your coat?
- 



報紙與雜誌(Newspapers and magazines)

- 請問您要看報紙嗎？
- Would you like to read a newspaper ?

- 對不起，有其他乘客證在閱讀那本雜誌。
- 您不介意我待會兒拿過來？
- I am sorry, but another passenger is reading it now.
- Would you mind if I brought it to you later.

- 對不起，機上沒有那本雜誌。您想要看另一本嗎？
- I am sorry, we don't have this on board.
- Would you care for another one instead.



毛巾、毛毯、枕頭/拖鞋/ 耳機/過夜包

(Towel/Blanket/Pillow/Slippers
/Headset/Amenity Kit)

- 這是您的熱毛巾，小心燙。
- Here is your hot towel, please be careful.

- 請問您需要毛毯和枕頭嗎?
- Would you care for the blanket and pillow?

- 請問您需要拖鞋和過夜包嗎?
- Would you care for a slippers and amenity kit ?

- 這是機上娛樂服務專用的耳機。
- Here is the headset for the in-flight entertainment.





迎賓飲料與入境表格 (Welcome drink & entry form)

- 請問您需要喝點迎賓飲料嗎?
- 我們有香檳、柳橙和水，請問您要那一種?
- Would you care for welcome drink?
- We have champagne, orange juice and water. Which one would you like?
- 請問您需要入境表格嗎?
- Would you care for an entry form?





登機完畢

準備起飛囉~



提供甜點服務



- 請問需要用甜點嗎~
- would you like to choose something from the dessert cart ?
- 今天我們有草莓、水果、抹茶和巧克力蛋糕，請問要選那種口味呢？
- Today we have strawberry, fruit, matcha and chocolate cake.
- Which one would you like for dessert?

提供水果與冰淇淋服務

- 請問需要來一份水果盤嗎？
- 水果盤裡面都是當季水果

- would you care for one fruit bowl ?
- Each fruit bowl is full of seasonal fruits.

- 請問需要用冰淇淋嗎~
- 今天我們有香草和藍莓口味，請問要選那一種呢？
- would you like to have ice cream ?
- Today we have vanilla and blueberry flavors.
- Which one do you want to try?





提供熱咖啡與紅茶 服務



- 請問需要(熱)咖啡嗎~
- 請問咖啡需要加奶精或糖嗎~
- Would you like some coffee ?
- would you like some /cream/sugar for coffee ?
- 請問需要紅茶嗎~
- 請問茶需要加牛奶或檸檬嗎~
- 請問茶需要糖嗎~
- Would you like some black tea ?
- would you like some milk/lemon for tea ?
- would you like some sugar for tea ?



提供酒精與軟性飲料服務



- 請問需要喝點紅白酒還是香檳呢？
- Would you like red, wine white wine or sparkling wine ?

- 請問需要喝點果汁還是其他飲料呢？
- Would you like some soft drink for drink ?

CA2
桌面整理(clean up the table)



- 我可以幫您整理桌面嗎？(用餐結束前)
- May I help you clean up the table ?
- 這是您的熱毛巾
- Here is your hot towel

用餐完畢

希望您對我們的服務滿意



<https://www.youtube.com/watch?v=hi4UP9VhPX8&t=12s>