

第一章

在機場時——辦理登機與出境手續

一、工作程序（Working Procedures）

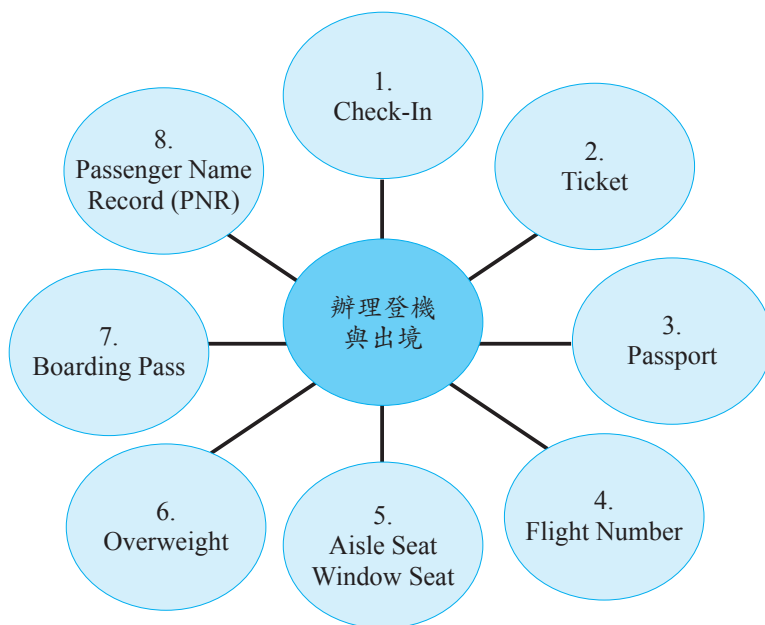
領隊交班工作完成後，確認護照由送機人員攜帶至機場或親自攜帶。於出發當天應至少比團體集合時間早半小時以上，至機場辦理登機手續，遇到特殊狀況，例如：農曆過年、美國線加強安檢等因素時，應至少比團體集合時間早1小時以上。

辦理登機手續過程時，如有特殊狀況，例如：夫妻度蜜月、父母親帶小孩、親屬帶祖父母或年紀稍長者。由於團體機位是隨英文姓氏A至Z的順序排序，所以有時一家人並未能坐在一起，上述情形應委婉協調航空公司地勤人員，給予座位上的彈性調整。

關於行李部分，應提醒團員個人貴重東西要隨身攜帶，但管制物品一定要放大行李箱，且務必請團員親自看著託運行李經X光機掃描檢查通過後，再行離開前往出境關口。

二、關鍵字彙

身為領隊應熟悉專有字彙，掌握「關鍵字彙」，於溝通時自然能順暢無虞。因此，此階段共分為下列八大類：



1.Check-In 辦理登機手續			
• Passport	護照	• Status	訂位狀態
• Ticket	機票	• Ticket Counter	辦理出境手續櫃檯
• Departure Lobby	出境休息室	• Group Visa	團體簽證
• Arrival Lobby	到達休息室	• Visa Free	免簽證
• Time Zone	時區	• Visa On Arrival	落地簽證
• Flying Time	飛行時間	• Visa Fees	簽證費
• Smoking Seat	吸菸座位	• Non-Smoking Seat	非吸菸座位
• Transit Without Visa (TWOV)		過境免簽證	
• Greenwich Mean Time (GMT)		格林威治標準時間	
• Daylight Saving Time (DST)		日光節約能源時間	
• Minimum Connecting Time		最少轉機時間	
• Travel Information Manual (TIM)		旅行資料手冊	
• Charter Inclusive Tour (CIT)		包機全備式行程	
• General sales Agent (GSA)		總代理	
• Flight Information Board		航班資訊顯示板	
2.Ticket 機票			
• Manual Ticket	手寫機票	• Audit Coupon	審計聯

• Electronic Ticket	電子機票	• Agent Coupon	開票單位存根聯
• One Way (OW)	單程票	• Flight Coupon	搭乘聯
• Round Trip (RT)	來回票	• Passenger Coupon	乘客存根聯
• GIT Fare (GV)	團體票	• Economy Class	經濟艙
• Excursion Fare	旅遊票	• Business Class	商務艙
• Full Fare	全票（12歲以上）	• First Class	頭等艙
• Half Fare	半票（2-12歲）	• Endorsable Ticket	可轉讓機票
• Infant Fare	嬰兒票（2歲以下）	• Not Valid Before	此效期之前為無效票
• AD Fare	旅行社折扣票	• Not Valid After	此效期之後為無效票
• Quarter Fare	四分之一票價	• Void	作廢
• Free of Charge (FOC)	免費	• Ticket Center	票務中心
• Currency Code	幣制代號	• Sticker	改票貼紙
• Automated Ticket and Boarding Pass		自動化機票含登機證	
• PTA-Prepaid Ticket Advice		預付票款通知，以便取得機票	
• Neutral Unit of Construction (NUC)		機票計價單位	
3.Passport 護照			
• Name	姓名	• Date of Birth	出生日期
• Surname	姓	• Date of Issue	發照日期
• Given Name	名	• Date of Expiry	效期截止日期
• Nationality	國籍	• Place of Birth	出生地
• Personal I.D. No.	身分證統一編號	• Republic of China	中華民國
• Sex	性別	• Signature of Bearer	持照人簽名
• Authority	授權機關	• Visa Type	簽證種類
4.Flight Number 航班號碼			
• Flight Number	航班號碼	• Online	航班有服務點
• City Codes	城市代號	• Offline	必須轉接航班服務
• Aircraft Codes	機型代號	• Tax-Free Shop	免稅店
• Airport Codes	機場代號	• Stewardess	空中小姐
• Code Sharing	共用班號	• Pilot	飛機駕駛員
• Extra Fly	加班機	• International Date Line	國際換日線

• Charter	包機	• Incentive Traffic Right	航權
• International Air Transport Association (IATA)	國際航空運輸協會		
5.Aisle Seat / Window Seat 選位——走道座位 / 靠窗座位			
• Aisle Seat	走道座位	• A Seat Close to the Front	前面座位
• Window Seat	靠窗座位	• A Seat over the Wing	靠機翼座位
• Middle Seat	中間座位	• A Seat by the Emergency Exit	靠緊急出口座位
• A Seat away from the Lavatory		遠離洗手間座位	
6.Overweight 行李超重			
• Luggage=Baggage	行李	• Suitcase	行李箱
• Checked Luggage	託運行李	• Baggage Tag	行李牌
• Carry-On Luggage	手提行李	• Fragile	易碎品
• Free Luggage Allowance	免費託運行李重量	• Overnight Bag	過夜簡易小包
• Baggage Claim Tag	託運行李收據	• Compensation	賠償
• Porter	行李員	• Excess Baggage	超重行李
• Charge for Overweight Luggage		行李超重費	
7.Boarding Pass 登機證			
• Boarding Gate	登機門	• Boarding Time	登機時間
• Briefing Before Departure	行前說明會	• Seat Number	座位號碼
8.Passenger Name Record (PNR) 訂位紀錄			
• Computer Reservation System (CRS)		電腦訂位系統	
• Billing and Settlement Plan (BSP)		銀行清帳計畫	
• Official Airlines Guide (OAG)		航空公司資料查詢簿	
• World Airways Guide (ABC)		航空公司資料查詢簿	
• High Season	旺季	• OK-Space Confirmed	確認機位
• Shoulder Season	次旺季、平季	• RQ-On Request	候補機位
• Over Booking	超賣	• SA-Subject to Load	空位搭乘
• Elapsed Journey Time	實際飛行時間	• NS-Infant Not Occupying a Seat	嬰兒不占位

• Meal Coupon	餐券	• Open	回程未預訂
9.Others 其他			
• Affinity Tour	同性質團體	• Badge	胸章
• Local Contact	當地聯絡人	• Travel Mart	旅遊交易會
• Sender-Off	送客者	• Travel Fair	旅展
• Limousine Article	接送旅客車	• Booth	攤位
10.飛行器			
• Single Engine Airplane	單引擎飛機		
• First Class Section	頭等艙區		
• Adjustable Air Outlet	空氣調節器		
• Overhead Reading Light	正上方閱讀燈		
• Attendant Call Button	呼喚鈕		
• Claim Tag	行李寄存提單		
• Helicopter	直升機	• Cockpit	駕駛艙
• Flight Deck	駕駛室	• Radar Cone	雷達罩
• In-Flight Meal	機內食物	• Galley Modules	空中廚房
• Channel Selector	調頻開關	• Volume Control	音量調整器
• Earphone Jack	耳機插座	• Foldaway Table	折疊桌
• Cabin Lavatory	機艙化妝室	• Oxygen Mask	氧氣罩
• airsickness Bag	污物處理袋	• Space Shuttle	太空梭
• Launch Pad	發射台	• Lunar Lander	登月小艇
11.船			
• Passenger Boat	客輪	• Fishing Boat	漁船
• Freighter	貨輪	• Pleasure Boat	遊艇
• Ferry Boat	渡船	• Motor Boat	快艇
• Waterline	吃水線	• Row Boat	划艇
• Inflatable	充氣式橡皮艇	• Sail Boat	帆船
• Compass	羅盤	• Outboard Engine	船外引擎
• Power Boat	機動船	• Tanker	油輪
• Life Boat	救生艇	• Fire Boat	消防艇
• Hover Craft	氣墊船	• Hydrofoil	水翼船

三、關鍵會話

(一)航空團體櫃檯辦理登機手續

【Scene : Check in counter】

Airline employee: Good morning, ma'am! May I have your passports and tickets of your group, please?

Tour Leader : Yes, here you are. There are 30 people in my party. Can I have an aisle seat? I don't want to disturb other passengers if I need to leave my seat. Besides, I need to take care of my group all the way.

Airline employee: Let me check.... Ok, no problem. How many pieces of luggage in your group need to check in?

Tour Leader : Yes. We have 25 pieces of baggage.

Airline employee: Would you tell your clients check in their baggage by themselves?

Tour Leader : Of course. They are not overweight, are they?

Airline employee: Alright. You are all set. Here are your 30 boarding passes and your tickets with your 25 baggage claim tags. Your seat is 36C and your boarding time is 8:45 p.m. at Gate 20.

Tour Leader : Thank you.

Airline employee: Have a nice flight.



圖1-1 航空辦理團體Check-In 櫃檯

(二)詢問航空公司櫃檯

【Scene：Check in counter】

Airline employee: Good morning, sir. What can I do for you?

Tour Leader：Is this the counter for BR087 to Paris?

Airline employee: Yes, sir. Are you the tour leader of Leo Tour?

Tour Leader：Yes, I am.

Airline employee: Please go to the next counter for group check-in.



圖1-2 機場航空公司櫃檯

Tour Leader : Hello, we are a group of 30 people going to Paris by BR087.

Airline employee: May I have your tickets and passports, please?

Tour Leader : Sure, here you are.

Airline employee: How many pieces of luggage would you like to check in?

Tour Leader : 25 pieces altogether.

Airline employee: Here are your tickets, passports and boarding passes.

Tour Leader : Thank you.

Airline employee: You're welcome.



圖 1-3 領隊於團體櫃檯辦理登機手續

(三)團體行李超重

【Scene : Check in counter】

Airline employee: Excuse me, Sir. Do you have any pieces of luggage to check in?

Tour Leader : Yes. We have 25 suitcases.

Airline employee: Would you please put them on the scale?

Tour Leader : Of course. They are not overweight, are they?

Airline employee: I am sorry. They are 6 kilograms over.

Tour Leader : That's too bad. Could you explain the free baggage allowance to me?

Airline employee: Of course. The flight to Paris, your free baggage allowance is not more than 20 kilograms each.

Tour Leader : Oh, ok.

Airline employee: Probable you could pick something out of your luggage and take them with you.

Tour Leader : Good idea.

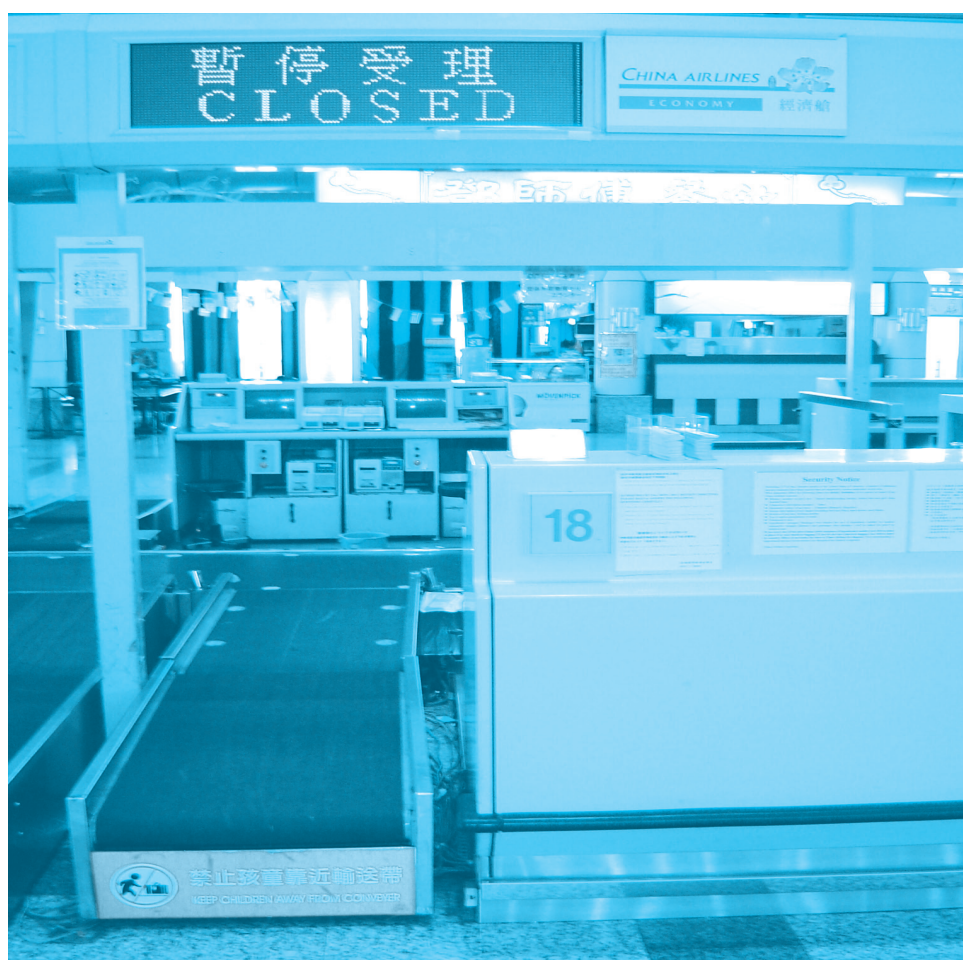


圖1-4 航空公司行李輸送帶與重量過磅