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特殊
情况

4.1.2 旅客未登机查找行李

女士们、先生们：

由于有___位旅客办理了登机手续，但没有按时登机。为确保飞行安全，工作人员正在从货舱卸下他们的托运行李。我们会努力在这些工作完成后尽快起飞。

感谢您的理解！

Ladies and Gentlemen:

As we have ___ passenger/s who have checked in but have failed to be onboard. For your safety, we are required to unload their checked baggage. We will be taking off as soon as possible.

Thank you for your understanding!

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4.1.3 餐食未到

女士们、先生们：

由于临时增加餐食，我们还需等待一些时间再起飞。感谢您的理解！

Ladies and Gentlemen:

As more food is to be sent to the aircraft, our departure will be delayed for a few minutes.

Thank you for your understanding!

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4.1.4 机载文件未到

女士们、先生们：

由于本次航班必备的机载文件还没有送到，我们还需要等待一些时间再起飞。感谢您的理解！

Ladies and Gentlemen:

As we are waiting for the Loading Documents, there will be a delay for a few minutes. We will give you a information as soon as possible.

Thank you for your understanding!

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4.1.5 加注燃油/除冰/防冰（旅客在飞机上）

女士们、先生们

飞机正在（加注燃油/除冰/防冰），机组要求您，关闭移动电话等电子设备，解开安全带，不要吸烟。不要在客舱中来回走动，洗手间暂停使用。

感谢您的配合。

Ladies and Gentlemen:

The airplane is (refueling/de-icing/anti-icing). For your safety, smoking is prohibited. Please remain seated, release your seatbelt and ensure your mobile phone is powered off. Lavatories will be closed during this period.

Thank you for your cooperation.

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4.2 关闭舱门后

4.2.1 航空管制

4.2.1.1 没有确切时间

未接到确切时间：等待时间 0-30 分钟

女士们、先生们：

这里是乘务长广播

我们已经做好客舱的一切准备工作，但是我们还需要在原地等待空中交通管制中心给予我们推出起飞的命令，请各位旅客在座位上休息等候。

等待期间，我们将为您播放娱乐节目

谢谢！

Ladies and Gentlemen:

This is purser speaking.

We are still waiting for the departure clearance from the air traffic control. Please remain seated and wait for a moment.

The entertainment system will be available.

Thank you.

未接到确切时间，等待时间 30-60 分钟

女士们、先生们：

这里是乘务长广播

我们刚刚收到机长的通知，由于原因我们不能正点起飞，由于航班延误，给各位旅客带来的不便，在此我们深表歉意，有进一步的消息，我们会随时通知您。

等待期间，我们将为您播放录像节目/提供餐饮服务。

谢谢！

Ladies and Gentlemen:

This is purser speaking.

We have been informed that we cannot departure on time due to. We are sorry for any inconvenience. Further information will be given to you as soon as possible.

We will be serving food and drinks/ during this period. The entertainment system will be available.

Thank you for your patience and understanding.

未接到确切时间；等待时间 60-90 分钟

女士们、先生们：

这里是乘务长广播

非常抱歉的通知您，由于到现在为止，我们还没有接到空中交通管制部门的起飞命令，我们在原地等待的同时会及时和空中交通管制部门保持密切联系，一有消息，我们将立刻通知您，争取尽早出发。由于航班延误，给各位旅客带来不便，我们再次向您表示歉意，并感谢您的谅解！

等待期间，我们将为您播放录像节目/提供餐饮服务。

Ladies and Gentlemen:

This is purser speaking.

We are sorry to inform you that we haven't received the departure clearance from the air traffic control. We will be keeping in touch with them and you will be informed as soon as possible.

We will be serving food and drinks/ during this period the entertainment system will be available.

Thank you for your patience and cooperation.

未接到确切时间：等待时间 2 小时以上

女士们、先生们：

这里是乘务长广播

非常抱歉的通知您，由于（流量控制/天气）情况比较严重，我们还需要继续等待。本次航班未能准时起飞，影响了您后续的行程，给您的出行带来了不便，我们再次向您表示歉意。同时，对于您在等候期间对我们工作的理解和支持，向您表示衷心的感谢，我们会竭诚做好客舱的服务，给您提供一个舒适、安全的空中旅行。一有消息，我们将立刻通知您，以便您做好后续的安排，如果您有什么需要，请随时与我们乘务员联系。

谢谢！

Ladies and Gentlemen:

This is purser speaking.

We will still have to waiting for departure due to the heavy (air traffic control/bad weather condition). We apologize for the inconvenience again. If you have any question, please let us know. We will give you further information as soon as possible.

Thank you for your patience and cooperation.

4.2.1.2 有确切时间

接到确切时间：有时间的

女士们、先生们：

这里是乘务长广播

很抱歉的通知您，由于__（原因），我们的航班将推迟起飞__（小时/分钟）左右。机组正在积极向相关部门沟通起飞时间，航班延误给您的出行带来不便，我们再次向您表示歉意。请各位旅客在座位上休息等候，进一步的消息，我们会及时广播通知您。

等待期间，我们将为您播放录像节目/提供餐饮服务

非常感谢您对我们工作的理解！

Ladies and Gentlemen:

Our departure will be delayed hours (/minutes) due to____. Our captain is actively contacting the air traffic control tower. We apologize for the delay. Please remain seated and we will keep you informed of the situation.

We will be serving food and drinks/ during this period. The entertainment system will be available.

Thank you for your understanding.

接到确切时间：飞机排队，等待起飞

女士们、先生们：

我们正在等待起飞的命令，我们现在排在第__位，请您在座位上休息等候。谢谢！

Ladies and Gentlemen:

We have to wait for departure clearance. There are(aircrafts ahead of us. Please remain seated until further instructed.

Thank you for your understanding.

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4.2.1.3 滑行等待

女士们、先生们：

我们的飞机已经进入滑行道，随时准备起飞，请您在座位上稍加休息，并系好安全带，关闭手机及所有电子设备。

Ladies and Gentlemen:

Our aircraft has been on the runway to take off. Please remain seated and fasten your seat belt. Make sure your mobile phones and other electronic devices are powered off.

Thank you for your cooperation.

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4.2.2 天气原因

4.2.2.1 机上等待

天气尚未好转，机上等待

女士们、先生们：

这里是乘务长广播

接到机长通知，由于__（暴雨/大雪/台风……）天气尚未好转，我们的飞机将会推迟起飞。给您带来不便，我们深表歉意。

请您在座位上休息等候，有进一步的消息，我们会随时广播通知您。

等待期间，我们将为您播放录像节目/提供餐饮服务

感谢您的理解！

Ladies and Gentlemen:

This is the purser speaking.

We have been informed that due to the constant____ (storm / heavy snow / typhoon /), there will be a delay to our flight. We apologize for any inconvenience.

Please remain seated and we will keep you informed as soon as possible.

We will be serving food and drinks/ during this period. The entertainment system will be available.

Thank you for your understanding!

天气刚刚好转，排队等待

女士们、先生们：

这里是乘务长广播

接到机长通知，由于__（暴雨/大雪/台风……）天气刚刚好转，（机场/航路上）滞留了很多飞机，需要排队等待放行，我们的飞机将会推迟起飞。给您带来不便，我们深表歉意。

请您在座位上休息等候，有进一步的消息，我们会随时广播通知您。

感谢您的理解！

Ladies and Gentlemen:

This is the purser speaking.

We have been informed that the __ (storm / snow / typhoon /.....) has just stopped. However, a lot of aircrafts at the airport and along the route are waiting for take-off or landing.

We apologize for the delay. Please remain seated and we will keep you informed as soon as possible.

Thank you for your understanding!

4.2.2.2 候机楼等待

女士们、先生们：

这里是乘务长广播

接到机长通知，由于__（暴雨/大雪/台风……）天气尚未好转，我们将安排您到候机厅休息等候。给您带来的不便，我们深表歉意。

下机时，请带好登机牌及您的全部手提物品。有进一步的消息，地面工作人员将随时广播通知您。

感谢您的理解！

Ladies and Gentlemen:

This is the purser speaking.

We have just been informed as there has been no improvement in the__ (storm / heavy snow / typhoon /.....), you will need to wait in the terminal. We apologize for this inconvenience again.

Please take your boarding pass and all your belongings with you. The ground staff will keep you informed of any information.

Thank you for your understanding!

4.2.3 机械故障

4.2.3.1 等待排除故障

女士们、先生们：

这里是乘务长广播

接到机长通知，由于飞机机械原因，我们将（推迟起飞/等待__分钟再起飞）。给您带来不便，我们深表歉意。

现在机务维修人员正在积极排除故障。如果有进一步的消息，我们会及时通知您。

感谢您的谅解！

Ladies and Gentlemen:

This is the purser speaking.

We have been informed there will be a delay (for __ minutes) due to mechanical trouble. We apologize for any inconvenience.

Our maintenance personnel are troubleshooting the situation and we will keep you informed of any updates.

Thank you for your understanding!

4.2.3.2 故障已经排除

女士们、先生们：

本架飞机经过维修和测试，机械故障已经排除。

感谢您的耐心等待与谅解！

Ladies and Gentlemen:

The mechanical trouble has been resolved. We apologize for the inconvenience.

Thank you for your patience and understanding!

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4.2.3.3 故障无法排除

需更换飞机

女士们、先生们：

这里是乘务长广播

接到机长通知，非常抱歉，由于飞机上的故障暂时无法排除，我们将换成另一架飞机，给您带来的不便，我们深表歉意。现在，请您带好全部手提物品，跟随我们的地面工作人员下飞机。

感谢您的谅解！

Ladies and Gentlemen:

This is the purser speaking.

We regret to inform you that we will change to another aircraft as the mechanical trouble cannot be resolved in a short time.

We apologize for the inconvenience. Now, please disembark with all your belongings and follow the directions of ground staff.

Thank you for your understanding!

需到候机楼等候

女士们、先生们：

这里是乘务长广播

接到机长通知，非常抱歉，由于飞机上的故障暂时无法排除，给您带来的不便，我们深表歉意。现在，请您带好全部手提物品随同地面工作人员下飞机，前往候机楼，等候进一步消息。

感谢您的谅解！

Ladies and Gentlemen:

This is the purser speaking.

We regret to inform you that the mechanical trouble of our aircraft cannot be resolved in a short time.

We apologize for the inconvenience. Please disembark with all your belongings and follow ground staff to wait for further information in the terminal.

Thank you for your understanding!

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4.2.4 飞机滑回停机位

女士们、先生们：

刚刚接到机长通知，由于（飞机出现一点小故障/地面人员需要重新核对旅客人数），现在飞机需要返回停机位。给你带来的不便，我们深表歉意。

如果有进一步的消息，我们会尽快通知您。

感谢您的谅解！

Ladies and Gentlemen:

The Captain has just informed us that the aircraft will be returning to the parking stand (due to a small mechanical trouble / since ground staff need to recheck number of passengers).

We apologize for any inconvenience. We will keep you informed.

Thank you for your understanding!

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4.2.5 等待货物/行李装载

女士们、先生们：

由于本架飞机的_____。

- 货物尚未装完
- 旅客行李尚未装完
- 货物超载
- 地面人员正在抓紧时间卸货

我们还需要等待____分钟后再次起飞，请您稍等片刻。

感谢您的谅解！

Ladies and Gentlemen:

The flight will be departing in about _____ minutes.

We are waiting for the _____

- loading of goods
- loading of baggage
- overloaded cargo to be unloaded
- unloading

Please remain seated.

Thank you for your understanding.

4.2.6 等待除冰/除雪

女士们、先生们：

这里是乘务长广播。

接到机长通知，由于（飞机/跑道）需要（除冰/除雪），为了确保飞行安全，我们会在（除冰/除雪）完毕后起飞，请您稍等片刻。

感谢您的理解！

Ladies and Gentlemen:

This is the purser speaking.

There will be a delay due to the (aircraft / runway) needing to be deiced to ensure flight safety.

Please remain seated and we will be taking off after the completion of the de-icing procedure.

Thank you for your understanding.

4.2.7 航班取消

女士们、先生们：

由于__(原因)，为了您的安全，现决定取消今天的飞行，全体旅客需在本地过夜。请所有旅客带好全部手提物品，并检查您座椅前面的口袋，确认没有遗忘任何个人物品后再下机到候机室休息等候，起飞时间及其它有关事宜将由地面工作人员通知和安排。

由此带来的不便，我们深表歉意。

Ladies and Gentlemen:

We have been informed that this flight has been cancelled due to__. Please take all your belongings with you and disembark. Check the pocket in front of you and confirm there are no personal items left. Please wait in the terminal. Our ground staff will provide you with further information.

We do apologize for the inconvenience and appreciate your understanding.

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4.3 起飞前

4.3.1 对号入座

女士们、先生们：

为了您的安全，保证飞机的载重平衡，每位旅客的座位都是根据本次航班的载重进行合理分配的，所以请您按照指定座位，对号入座。

谢谢！

Ladies and Gentlemen:

For keeping the balance of the aircraft, please take your assigned seats.

Thank you for your cooperation!

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4.3.2 调整座位

女士们、先生们：

为了确保飞行安全，保证起飞时的配载平衡，请坐在____排至____排的旅客，按照地面工作人员的安排在____排（前/后）就坐。

其他旅客请在原座位坐好。

感谢您的合作！

Ladies and Gentlemen:

For keeping the balance of the aircraft, passengers from Row _____ to Row _____, please take a seat (in front of / behind) Row _____ according to the arrangements of ground staff. Other passengers please remain seated.

Thank you for your cooperation!

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4.3.3 空调不好

女士们、先生们：

我们的飞机正在等候起飞，在地面等待期间，由于发动机没有启动，空调（制冷/制热）效果不是特别理想，客舱温度比较（高/低），给您带来不适，我们深表歉意。

飞机起飞后，客舱温度会有所好转。

感谢您的谅解！

Ladies and Gentlemen:

We are waiting for departure, and because the engine has not been started, the air-conditioner (cooling / heating) system may not be effective during this period.

We apologize for this inconvenience, this situation will be improved after taking-off.

Thank you for your understanding.

4.4 飞行中

4.4.1 颠簸

4.4.1.1 爬升阶段颠簸

女士们、先生们：

我们的飞机在上升过程中有些颠簸，请您不要担心。为了安全，请暂时不要离开座位，系好安全带。

谢谢！

Ladies and Gentlemen:

We are climbing now and may encounter some turbulence. For your safety, please remain seated and keep your seat belt securely fastened.

Thank you.

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4.4.1.2 平飞阶段颠簸

4.4.1.2.1 预计发生颠簸

预计轻度颠簸

女士们、先生们：

由于飞机即将遇到不稳定气流，请您回到座位上并系好安全带。请不要在客舱内来回走动，有小孩的旅客请照顾好您的孩子。

我们将暂时停止热饮服务，直到天气好转。

为了您的安全，在颠簸期间，洗手间暂停使用。正在使用洗手间的旅客请抓好扶手。

谢谢！

Ladies and Gentlemen:

There will be an unexpected turbulence, please return to your seats and fasten your seat-belts. Please do not walk around in the cabin and do take care of your children. For your safety, we will be suspending hot drink service and the lavatories should not be used at this time. Please hold the handle firmly for passenger who is in the lavatory.

Thank you.

预计中度以上颠簸

女士们、先生们：

由于飞机即将遇到不稳定气流，请您回到座位上，或就近入座并系好安全带。请不要在客舱内来回走动，有小孩的旅客请照顾好您的孩子。

为了您的安全，在颠簸期间，洗手间暂停使用。正在使用洗手间的旅客请扶好把手。

由于乘务员需要留在座位上，我们即将停止客舱服务直至天气好转。在此期间，我们无法回应您的呼叫，请您谅解。在颠簸平稳后，会立即为您提供服务。

谢谢！

Ladies and Gentlemen:

There will be an unexpected turbulence, please return to your seats and fasten your seat-belts. Please do not walk around in the cabin and do take care of your children.

For your safety, the lavatories should not be used at this time. Please hold the handle firmly for passenger who is in the lavatory. Cabin service will not be supplied until the weather improved.

Thank you.

4.4.1.2.2 突然发生颠簸

女士们、先生们：

由于受气流影响，我们的飞机遇有颠簸，请您立即回到座位上并系好安全带。在此期间，洗手间暂停使用。

谢谢！

Ladies and Gentlemen:

Because of sudden turbulence, please return to your seats and fasten your seat-belt securely. Lavatories should not be used at this time.

Thank you.

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4.4.1.2.3 颠簸严重，取消餐饮服务

女士们、先生们：

由于在整个航程中，遇到了严重的颠簸，为了您和他人的安全，我们无法完成计划中的餐饮服务。对此带来的不便，我们深表歉意，感谢您的理解。

Ladies and Gentlemen:

Because of severe turbulence throughout the whole flight, we are unable to finish the planned meal and drink service for safety reasons. We are very sorry for the inconvenience.

Thank you for your understanding.

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4.4.1.2.4 颠簸后

女士们、先生们：

我们的飞机由于____的原因，刚刚经历了严重颠簸。如果您感到身体有任何不适，请现在与客舱乘务员联系。

谢谢！

Ladies and Gentlemen:

We have just experienced severe turbulence due to ____.

If you feel any discomfort, please contact our flight attendants for assistance.

Thank you.

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4.4.1.3 下降阶段颠簸

女士们、先生们：

我们的飞机在下降过程中穿越气流，因此有些颠簸。请您不用担心，请确认您的安全带已扣好系紧。

谢谢！

Ladies and Gentlemen:

We are descending now and may encounter some turbulence. Please make sure your seat belt is securely fastened.

Thank you.

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4.4.2 娱乐系统故障

女士们、先生们：

由于本次航班的娱乐系统无法正常操作，不便之处，谨此致歉。

Ladies and Gentlemen:

We apologized that the entertainment system will not be available on this flight.

Thank you for your understanding!

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4.4.3 供水系统故障

女士们、先生们：

本架飞机由于供水系统出现故障，无法为您提供热饮，由此给您带来的不便，我们深表歉意。

Ladies and Gentlemen:

Due to the failure in our water supply system, we are unable to offer hot drinks on today's flight. We apologize for this inconvenience.

Thank you for your understanding.

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www.airmango.net
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4.4.4 寻找医生

女士们、先生们：

现在飞机上有一位乘客需要紧急医疗救护。如果您是医务人员并且乐意为我们提供帮助，请您与乘务员联系。

谢谢！

Ladies and Gentlemen:

We have a passenger who requires urgent medical attention. If you are a medical professional, please contact us immediately.

Thank you.

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www.airmango.net
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4.4.5 氧气面罩意外脱落

女士们、先生们：

由于设备故障，导致您座位上方的氧气面罩意外脱落，请您不要担心，并请不要触碰面罩。客舱机组人员将会妥善处理。

感谢您的合作！

Ladies and Gentlemen:

The oxygen masks have dropped down due to a mechanical failure, please do not worry and don't touch the masks. Our attendants will deal with them.

Thank you!

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4.4.6 备降/返航

女士们、先生们：

我们刚刚收到通知，由于__（原因），我们不能继续前往__，
现决定（返航/备降/加降）__机场。预计在__（小时/分钟）后到达。
进一步的消息，我们会随时通知您。

Ladies and Gentlemen:

We have been informed that due to __, we are going to
(return /proceed) to an alternate airport in __. We are expected to
arrive in __ (hours/ minutes). We will keep you informed on the
situation.

Thank you for your understanding.

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4.4.7 直飞

女士们、先生们：

刚接到机长通知，由于__机场（天气不符合飞行标准/关闭），飞机无法降落，机长决定直飞__机场。预计到达时间是__点__分。

原计划在__下机的旅客，给您带来不便，我们深表歉意。飞机落地后，我们会为您联系地面工作人员，安排相关事宜。

感谢您的谅解！

Ladies and Gentlemen:

Our aircraft is unable to land at ___ Airport due to (bad weather condition / the airport has been closed).

The Captain has decided to fly directly to ___ Airport. We will be landing at about___.

After landing, the ground staff will help passengers traveling to ___to make arrangements.

We apologize for the inconvenience. Thank you for your understanding.

4.4.8 空中盘旋

女士们、先生们：

刚刚接机长通知，由于_____

- 机场空中交通繁忙
- 机场罢工
- 航路有雷雨
- 能见度较低

飞机暂时不能降落。我们将在_____机场上空盘旋，等待进一步的消息。给您带来不便，我们深表歉意。

感谢您的理解！

Ladies and Gentlemen:

We have been informed that the aircraft will not be landing on time due to _____

- heavy air traffic
- a strike at _____ airport
- bad weather over the flight route
- poor visibility

We will be circling above _____ Airport and we will keep you informed of any information. We apologize for any inconvenience.

Thank you for your understanding.

4.4.9 延误着陆

女士们、先生们：

我们刚刚收到机长通知，由于__，

- 机场繁忙
- 航路有强顶风
- 空中管制

本次航班将推迟落地时间，预计在__（小时/分钟）后到达。

Ladies and Gentlemen:

Due to __,

- congestion at the airport
- strong head wind
- air traffic control

the aircraft will be landing in about __ minutes.

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4.5 落地后

4.5.1 备降着陆

4.5.1.1 机上等待

女士们、先生们：

我们飞机已经降落在_____机场。请您在机上休息等待。我们的客舱乘务员愿随时为您提供服务。

如果有进一步的消息，我们会及时通知您。

感谢您的理解与合作！

Ladies and Gentlemen:

We have just landed at _____ Airport. The Captain has informed us that we need to stay on board for a while. Please contact our flight attendants if you need any help.

We will provide you with more details as soon as available.

Thank you for your understanding and cooperation.

4.5.1.2 候机楼等待

女士们、先生们：

我们的飞机已经降落在_____机场。现在，请带好您的登机牌及全部手提物品到候机厅休息等候。

我们的地面工作人员会及时告知您进一步的消息。

感谢您的理解与合作！

Ladies and Gentlemen:

We have landed at _____ Airport. Please take your boarding pass and all your belongings to the terminal building.

Our ground staff will keep you informed the further information.

Thank you for your cooperation.

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4.5.2 客梯车/摆渡车/廊桥未到

女士们、先生们：

由于___机场的（摆渡车/客梯车/廊桥）还没有到位，我们暂时还不能下机，请您在座位上休息等候片刻。

感谢您的理解！

Ladies and Gentlemen:

Please remain seated while waiting for the (shuttle bus/passenger stairs / boarding bridge) at ___ Airport.

Thank you for your understanding.

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4.5.3 联检单位未到

女士们、先生们：

由于（移民局/海关）人员还没到达，无法办理本次航班的相关文件交接，我们暂时还不能下机，请您在座位上休息等候片刻。

感谢您的理解！

Ladies and Gentlemen:

Please remain seated while we are waiting for officials from the (Immigration / Customs) to complete documents.

Thank you for your cooperation.

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4.5.4 等待后下机

女士们、先生们：

感谢您的耐心等待！

现在，请您带好全部手提物品，准备下机。请再次留意检查您的座椅周围，以防遗漏行李物品。

谢谢！

Ladies and Gentlemen:

Thank you for your patience.

Please take care to collect all your belongings in preparation for disembarking.

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www.airmango.net
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4.6 其他

4.6.1 清舱

4.6.1.1 无需查找托运行李

女士们、先生们：

（我们的飞机上缺少__名过站旅客，工作人员再三查询，仍没有找到 / __名旅客决定终止航程）。为了飞行安全，根据民航局有关规定，我们现在将对客舱及行李架进行安全检查。

（请您协助乘务员确认您的行李 / 请您带齐全部手提物品，到候机楼休息片刻，等候广播上飞机。）

感谢您的理解与合作！

Ladies and Gentlemen:

___ passenger/s is/are missing and the ground staff have failed to find him/them.

For your safety, we will be checking the cabin and overhead compartment. (Please assist our flight attendants to confirm your luggage./Please take all your luggage and wait in the terminal.)

Thank you for your cooperation.

4.6.1.2 需查找托运行李

女士们、先生们：

我们的飞机上缺少一名过站旅客。为了飞行安全，根据民航局有关规定，我们现在将对客舱和货舱进行清舱。

请您出示托运行李牌，我们的地面工作人员将登记托运行李号码，以便核实货舱内托运行李的数量。

感谢您的理解与合作！

Ladies and Gentlemen:

A transit passenger is missing. For your safety, we are required to clear the cabin and recalculate the cargo.

Please show your baggage tags to the ground staff who will register your number.

Thank you for your cooperation.

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www.aiimango.net
内部培训教材禁止外传

4.6.2 失物认领

女士们、先生们：

哪位旅客在_____

- 机场候机楼
- 安全检查口
- 客舱内
- (前/后) 舱洗手间里

遗失了_____。请及时与客舱乘务员联系。

谢谢！

Ladies and Gentlemen:

May I have your attention, please!

If any passenger has lost something_____

- in the Terminal Building
- at the Security Gate
- In the cabin
- in the (forward / rear) lavatory

Please contact the flight attendant immediately.

Thank you.

4.6.3 寻找失物

女士们、先生们：

有位旅客在_____遗失了_____。哪位旅客捡到，请及时与乘务员联系。我们谨代表失主，向您表示感谢。

Ladies and Gentlemen:

One of passengers lost _____ in _____. The passenger who found it, please contact our flight attendants.

Thank you for your assistance.

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4.6.4 偷盗报案

女士们、先生们：

由于一位乘客提出要求，已向警方报案，请乘客在飞机落地后坐在原位。

谢谢。

Ladies and Gentlemen:

At the request of a passenger, we have contacted the police.

All passengers are required to remain seated after landing.

Thank you for your cooperation.

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4.6.5 救生衣管理

女士们、先生们：

机上救生衣属于机上应急救生设备，仅供紧急情况下使用。在飞机正常运行中，任何随意移动、搬弄甚至带离飞机的行为都将被视为违法行为，请大家遵守并配合客舱的安全工作。

谢谢！

Ladies and Gentlemen:

The life vest on board can only be used in emergency situation. In normal situation, any action of removal or takeaway is forbidden. Your compliance of the rule is appreciated.

Thank you.

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4.6.6 座位超售寻找志愿者

女士们、先生们：

感谢您对山东航空公司的支持与信赖，由于本次航班满员，现有__名旅客迫切需要乘坐本次航班，需要寻求愿意出让本次航班座位的旅客__名。我公司将给您提供同航程免费机票一张或 200 元现金奖励。有此意愿的旅客，请您联系客舱中的乘务员，感谢您的支持与配合。

谢谢！

Ladies and Gentlemen:

Because one passenger urgently need take this flight, your abandonment of your ticket is greatly appreciated. As a reward for your cooperation, we will provide one free ticket on the same flight or 200 RMB. If you have intention, please contact any of our cabin attendants. Thank you for your support and cooperation

Thank you.

4.6.7 劫机

女士们、先生们：

本架飞机遭遇劫持，请大家保持镇静，听从机组人员指挥。

Ladies and Gentlemen:

This aircraft has been hijacked.

Please remain calm and follow the instructions of our flight crew.

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