APEC CHINA 2026

APEC SHENZHEN

公共服务行业人员实用英语手册

Practical English Handbook for Public Service Personnel

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Part 1 APEC背景知识

Part 1 About APEC

APEC基础认知篇 APEC Fundamentals

1. APEC的全称是什么?

1. What is the full name of APEC?

全称Asia-Pacific Economic Cooperation，中文译“亚太经合组织”，是亚太层级最高、领域最广、最具影响力的经济合作机制。



The full name is Asia-Pacific Economic Cooperation. It is the premier economic cooperation mechanism in the Asia-Pacific region, recognized for its highest-level dialogue, broadest scope, and most significant influence.

2. APEC是哪一年成立的?

2. In which year was APEC established?

1989年11月5日至7日，澳大利亚、美国、日本、韩国、新西兰、加拿大及当时的东盟六国在澳大利亚首都堪培拉举行APEC首届部长级会议，标志APEC正式成立。

From November 5 to 7, 1989, Australia, the United States, Japan, the Republic of Korea, New Zealand, Canada, and the then six ASEAN countries held the first APEC Ministerial Meeting in Canberra, the capital of Australia, marking the official establishment of APEC.

3. APEC的主要宗旨是什么?

3. What is the primary goal of APEC?

支持亚太区域经济可持续增长和繁荣,建设活力和谐的亚太大家庭,捍卫自由开放的贸易和投资,加速区域经济一体化进程,鼓励经济技术合作,保障人民安全,促进建设良好和可持续的商业环境。



Asia-Pacific Economic Cooperation

The primary goal of APEC is to support sustainable economic growth and prosperity in the Asia-Pacific region. APEC is united in a drive to build a dynamic and harmonious Asia-Pacific community by championing free and open trade and investment, promoting and accelerating regional economic integration, encouraging economic and technical cooperation, enhancing human security, and facilitating a favorable and sustainable business environment.

4. APEC为什么重要?

4. Why is APEC important?

APEC成员投资总额约占全球70%

APEC member economies account for approximately 70% of global investment

经济总量约占全球60%

60% of global GDP

贸易总量占全球50%

50% of global trade

人口总量约占全球40%

40% of the world's population



5. APEC现有成员和观察员分别有哪些？

5. Who are the current member economies and observers of APEC?

APEC现有21个成员，分别是澳大利亚、文莱、加拿大、智利、中国、中国香港、印度尼西亚、日本、韩国、墨西哥、马来西亚、新西兰、巴布亚新几内亚、秘鲁、菲律宾、俄罗斯、新加坡、中国台北、泰国、美国和越南。此外，APEC还有3个观察员，分别是东盟秘书处、太平洋经济合作理事会、太平洋岛国论坛秘书处。

APEC currently has 21 member economies: Australia; Brunei Darussalam; Canada; Chile; the People's Republic of China; Hong Kong, China; Indonesia; Japan; the Republic of Korea; Mexico; Malaysia; New Zealand; Papua New Guinea; Peru; the Philippines; Russia; Singapore; Chinese Taipei; Thailand; the United States; and Viet Nam. It also has three official observers: the ASEAN Secretariat, the Pacific Economic Cooperation Council, and the Pacific Islands Forum Secretariat.



6. APEC秘书处是如何设立的?

6. How was the APEC Secretariat established?

APEC秘书处于1993年1月在新加坡设立，为APEC各层次的活动提供支持与服务。秘书处负责人为执行主任，2010年起设固定任期，任期三年。现任执行主任为爱德华多·佩德罗萨（Eduardo Pedrosa，菲律宾籍），于2025年1月就任，任期至2027年12月31日。



The APEC Secretariat was established in Singapore in January 1993 to provide support and services for APEC activities at all levels. The head of the Secretariat is the Executive Director, and since 2010, the position has had a fixed term of three years. The current Executive Director is Eduardo Pedrosa (Philippine nationality), who took office in January 2025 for a term ending on December 31, 2027.

7. APEC会议为什么是“非正式”的?

7. Why are APEC meetings described as "informal"?

会议采取自主自愿和协商一致的合作方式。所作决定须经各成员一致同意。会议成果文件不具法律约束力，但各成员在政治上和道义上有责任尽力予以实施。



The meetings operate on the basis of voluntary participation and consensus-building. Decisions must be made with the agreement of all members. The resulting documents are not legally binding, but members have a political and moral responsibility to implement them to the best of their ability.

8. APEC会议的倡议成果都有哪些类型？

8. What types of outcomes or initiatives result from APEC meetings?

包括“经济体领导人宣言”“部长级会议联合声明”等，以及具体倡议、行动计划和工作组报告。



These include the “Economic Leaders’ Declaration,” “Joint Ministerial Statements,” as well as specific initiatives, action plans, and working group reports.

中国与APEC篇 China and APEC

1. 中国是哪一年加入APEC的?

1. In which year did China join APEC?

1991年11月，中国以主权国家身份，中国台北和香港（1997年7月1日起改为“中国香港”）以地区经济体名义，正式加入亚太经合组织。

China joined APEC in November 1991, along with Hong Kong and Chinese Taipei. China joined as a sovereign state, while Hong Kong (renamed "Hong Kong, China" since July 1, 1997) and Chinese Taipei joined as regional economies.



2. 中国加入APEC以来，担任过几次东道主？

2. Since joining APEC, how many times has China served as the host?

2026年是第三次，前两次为2001年上海、2014年北京。

2026 marks the third time. After Shanghai in 2001 and Beijing in 2014 .



APEC深圳篇 APEC Shenzhen

1. 2026年APEC领导人非正式会议将在哪个城市举行?

1. Where will the 2026 APEC Economic Leaders' Meeting be held?



2. 2026年APEC领导人非正式会议将在什么时候举行?

2. When will the 2026 APEC Economic Leaders' Meeting be held?

2026年11月18-19日,会议将同步举办多项配套活动。

It will be held on November 18-19, 2026, and the conference will concurrently host multiple supporting events.

3. 2026 APEC“中国年”会标有什么含义?

3. What is the meaning of the APEC China 2026 logo?

会标主体由21根交织的羽翼共同构成展翅高飞的大鹏的形态，寓意着乘大势、共翱翔。会标生动阐释了APEC的精神，21个成员各具特色，但又相互依存、相互合作，也象征着亚太经济体携手构建亚太共同体的深远意义。



The logo features 21 interwoven feathers that take the form of a great roc spreading its wings and soaring into the sky, symbolizing the idea of seizing the momentum and flying together. The logo vividly captures the spirit of APEC — the 21 members, each unique in their own way, are mutually dependent and cooperative. It also signifies the profound meaning of Asia-Pacific economies working hand in hand to build an Asia-Pacific community.

4. 2026年APEC会议的主题是什么？

4. What is the theme of APEC 2026?

会议主题为“构建亚太共同体、促进共同繁荣”，聚焦“开放、创新、合作”三大优先领域。

Themed “Building an Asia-Pacific Community to Prosper Together,” APEC 2026 will focus on three priorities: openness, innovation, and cooperation.



APEC经贸篇 APEC Economy and Trade

1. APEC商务旅行卡是什么?

1. What is the APEC Business Travel Card?

APEC商务旅行卡(以下简称"旅行卡")是亚太经合组织为促进亚太地区贸易投资便利化所作的一项多边签证便利政策。申请人一次申办,五年有效,可多次入境,每次入境至少可停留60天。各经济体普遍为持卡人提供出入境通关便利。



The APEC Business Travel Card is a multilateral visa facilitation policy launched by APEC to boost trade and investment facilitation in the Asia-Pacific region. Applicants only need to submit one application for a five-year valid card that allows multiple entries, with a minimum stay of 60 days for each entry. All member economies generally provide entry and exit customs clearance conveniences for cardholders.

2. 使用APEC商务旅行卡可用于哪些活动?

2. What activities can the APEC Business Travel Card be used for?

原则上只适用于以商务活动为目的的国际旅行，不能用于旅游、探亲、访友、看病等非商务目的的活动。



In principle, the card is intended for international business travel only and not for non-business purposes such as tourism, visiting family or friends, or medical purposes.

Part 2 深圳城市简介

Part 2 Introduction to Shenzhen

深圳，总面积1997.47平方公里，常住人口1798.95万人，平均年龄32.5岁。

Shenzhen covers a total area of 1,997.47 square kilometers and has a permanent population of 17.9895 million, with an average age of 32.5 years.

深圳2025年经济总量达38731.8亿元，位居全国第三，2025年进出口总额达4.55万亿元人民币，居中国内地城市首位。

In 2025, Shenzhen's total economic output reached 3.87318 trillion yuan, ranking third in the country. In 2025, the city's total import and export volume reached 4.55 trillion yuan, the highest among all cities on the Chinese mainland.

深圳拥有国家高新技术企业2.5万家，国家级专精特新“小巨人”企业1333家，数量居全国城市首位。

Shenzhen is home to 25,000 national high-tech enterprises and 1,333 national-level specialized and sophisticated "little giant" enterprises — the highest number among Chinese cities.



深圳的PCT国际专利申请量连续22年居中国城市首位。

The city has topped all Chinese cities in PCT international patent applications for 22 consecutive years.

深圳拥有全球第四大集装箱港、亚洲最大综合性口岸、中国第三大航空港（按货邮吞吐量），与全球100多个国家和地区的300多个港口有贸易往来。

Shenzhen boasts the world's fourth-largest container port, Asia's largest comprehensive land port, and China's third-largest aviation hub (by cargo and mail throughput) . It maintains trade links with over 300 ports from more than 100 countries and regions worldwide.



深圳机场国际及地区客货运航线达104条，国际及地区旅客量全年突破630万人次。

Shenzhen Airport operates 104 international and regional passenger and cargo routes, with annual passenger throughput exceeding 6.3 million.

深圳港集装箱吞吐量历史性突破3500万标箱，外贸集装箱吞吐量居大湾区港口首位。

The container throughput of Shenzhen Port has reached a historic high of over 35 million TEUs, ranking first among ports in the Greater Bay Area.



深圳森林覆盖率约40%，拥有1300多座公园，200公里沿着山脊线的鲲鹏径、260.5公里海岸线，拥有全球首个红树林保护跨国合作平台——国际红树林中心。

With an approximately 40% forest coverage rate, the city features more than 1,300 parks, a 200-kilometer Kunpeng Trail along mountain ridgelines, and a 260.5-kilometer coastline. It also hosts the world's first international cooperation platform for mangrove conservation — the International Mangrove Center.

深圳实现公交车、出租车100%纯电动化，万元GDP能耗、水耗、碳排放强度达到国际先进水平。

The city has achieved 100% electrification of its public buses and taxis. Its energy consumption, water consumption, and carbon emission intensity per 10,000 yuan of GDP have reached internationally advanced levels.

Part 3 公共服务行业人员常用英文表达

Part 3 Common English Expressions for Public Service Personnel

交通出行篇 Transportation

1.机场 Airport



(1) 值机指引 Check-In

需要我帮您办理值机吗？请出示一下您的护照。
Would you like me to check you in? May I see your passport, please?

您的航班在前面国际航班柜台办理值机。您也可以使用自助值机设备，会更快。
You can check in for your flight at the international counter just ahead. You can also use the self-service check-in for a quicker process.

请扫描您的护照，先核对下您的信息和航班，再选座，然后打印登机牌。
Please scan your passport. First, check your details and flight information, then select your seat and print your boarding pass.

(2) 行李托运 Luggage Drop-off

您有行李需要托运吗?您可以在值机柜台办理托运,也可以使用自助行李托运机。

Do you have any luggage to check in? You can check them in at the counter, or use the self-service luggage machine.

请把行李箱放在传送带上,切记贵重物品、充电宝、锂电池务必随身携带,不能托运。

Please put your luggage on the conveyor belt. Just a reminder: keep your valuables, power banks, and lithium batteries with you at all times. They cannot be checked in.

请勿放置超过100毫升的液体、尖锐物品或易燃易爆品。

Please do not pack liquids over 100 milliliters, sharp objects, or flammable and explosive items.

国际航班免费托运行李额通常是23公斤。

The free checked luggage allowance for international flights is usually 23 kilograms.



(3) 安检指引 Security Check

请从包里拿出笔记本电脑、平板、充电宝和所有液体物品。

Please take out your laptop, tablet, power bank, and all liquids from your bag.

每个液体容器都必须小于100毫升。

Each container of liquid must be less than 100 milliliters.



请把所有随身物品、手机、钥匙和金属饰品放进塑料托盘里。
Please put all your personal belongings, phone, keys, and metal items in the plastic tray.

通过安检门，检查结束后取回物品，您就可以前往登机口了。
Please walk through the security gate. Once the check is finished, collect your belongings, and you can head to the boarding gate.

(4) 登机指引 Boarding

请出示您的登机牌和护照，我帮您核对。

Please show your boarding pass and passport, and I'll check them for you.

这是您的登机口，现在已经开始检票登机了。

Your boarding gate is right here. Boarding has already started.



请提前准备好护照和登机牌，感谢配合。
Please have your passport and boarding pass ready. Thank you for your cooperation.

您的随身行李符合规格，可以携带。
Your carry-on luggage is within the size limit, so you can take it with you.

(5) 延误通知 Delay Notification

很抱歉通知您，您的航班延误了，新的预计起飞时间需要等机场通知。

I' m sorry to inform you that your flight has been delayed. We are waiting for the airport to announce the new departure time.

请您出示登机牌和护照，我为您查询航班状态，并及时向您更新相关信息。

Could I see your boarding pass and passport? I'll check the flight status for you and keep you updated.

延误期间，我们在登机口附近的服务台准备了免费茶点。
During the delay, we've prepared complimentary snacks and drinks at the service desk near the boarding gate.

如果延误时间未超过8小时，机场不提供酒店住宿服务，但会提供免费餐食。
If the delay is less than 8 hours, the airport does not provide hotel accommodation, but free meals will be offered.

(6) 改签指引 Rebooking

您的航班延误时间较长，可以办理改签。

Your flight has been delayed for quite a while, and you can change to another flight.

请按照现场指引牌前往改签柜台办理。

Please follow the signs to the rebooking counter to get it processed.

目前柜台办理可能较为拥挤，您也可以选择通过自助设备办理改签。

The counter might be a bit crowded right now. You can also use the self-service kiosk to change your flight.

我带您到最近的自助服务机，请按照屏幕提示操作。

Let me take you to the nearest kiosk. Just follow the instructions on the screen.

行李将由系统自动转运至改签后的航班，您无需额外操作。

Your luggage will be automatically transferred to the new flight, so you don't need to do anything else.

2.高铁站 High-Speed Railway Station

(1)行李协助 Luggage Assistance

请把所有行李放在安检传送带上。

Please put all your luggage on the security conveyor belt.

请通过安检门，由工作人员进行安检。

Please walk through the security gate for a check by our staff.

安检结束后，请取回所有物品，前往检票区域候车。

After the check, please collect all your belongings and head to the waiting area to wait for your train.

(2)检票指引 Ticket Check

请问您要检票乘车吗?请出示您的护照和电子客票/购票信息。
Do you need to have your ticket checked to board the train? Please show me your passport and e-ticket or booking information.

有自助闸机检票和人工检票口。您可以直接走人工通道，更方便。
There are self-service gates for ticket checking and manned ticket checking counters. You can go through the staffed channel directly for more convenience.

您也可以用自助闸机检票。请将护照放在扫描区感应，等待闸机开启后快速通过。
You can use the self-service gates for ticket checking. Please place your passport in the scanning area and wait for the gate to open. And then please quickly pass through.

检票完成后，请前往对应站台的候车区等候。
After ticket checking, please proceed to the waiting area on the corresponding platform.

您可以查看大屏幕提示或车票信息，上面会明确标注站台号。
You can check the large information screens or your ticket. The platform number is clearly marked.

登车前请核对车厢号和座位号，避免上错车厢。
Before boarding, please double-check the carriage number and seat number to avoid getting on the wrong carriage.



3.地铁 Metro

(1) 安检指引 Security Check

请问需要我协助您吗?我陪您办理相关手续。我们先前往安检通道。

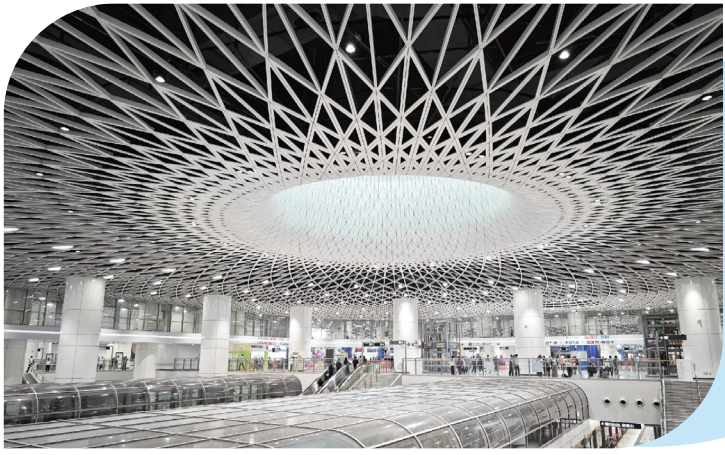
Do you need any assistance? I will walk you through the check-in process. Let's head to the security checkpoint first.

请把您所有的行李放到传送带上进行安检。

Please place all your luggage on the conveyor belt for security screening.

请通过安检门，安检结束后取回行李，我带您去买票。

Please go through the security gate. After you claim your luggage from security, I'll take you to buy tickets.



(2) 购票指引 Ticket Purchase

自助售票机有英文界面，操作很简单。

The self-service ticket machines are user-friendly and offer an English interface.

请点击屏幕的“English”-选择路线-选择目的地-确认票价-完成支付。

Please click “English” on the screen, then select your route, choose your destination, confirm the fare, and complete the payment.

我们支持支付宝、微信支付、现金还有境外信用卡，您可以插卡支付。

We support Alipay, WeChat Pay, cash, and overseas credit cards. You can insert your card to pay.

支付完成后，机器会出具单程票，请保管好。

After payment, the terminal will issue a one-way ticket. Please keep it safe.

(3) 路线方向指引 Route & Direction

前往机场请乘坐11号线，我带您过闸机口。

To get to the airport, take Line 11. I'll guide you through the ticket gate.

这里就是11号线的站台，请看电子屏，上面显示列车的到站时间。

Here we are at the platform for Line 11. Look at the electronic screen; it shows the arrival time of the train.

不需要换乘，直达机场站，全程大约40分钟。

There's no need to transfer. It's a direct ride to the airport station, and the whole journey takes about 40 minutes.

如果您不清楚乘车路线，可以问询工作人员，或者留意墙上的地铁路线图。

If you're unsure about the route, please ask the staff for help or check the subway route map on the wall.

(4) 运营提示 Service Information

本站开往机场的末班车是23:30，请留意广播和车站提示牌。
The last train to the airport leaves this station at 11:30 PM. Please pay attention to the announcements and station signs.

请站在黄线外等候，先下后上，有序上车。
Please wait behind the yellow line. Let passengers off first before boarding, and please board in order.

请勿倚靠车门，注意列车与站台之间的空隙。
Please do not lean against the train doors and be mindful of the gap between the train and the platform.

4.公交 Bus

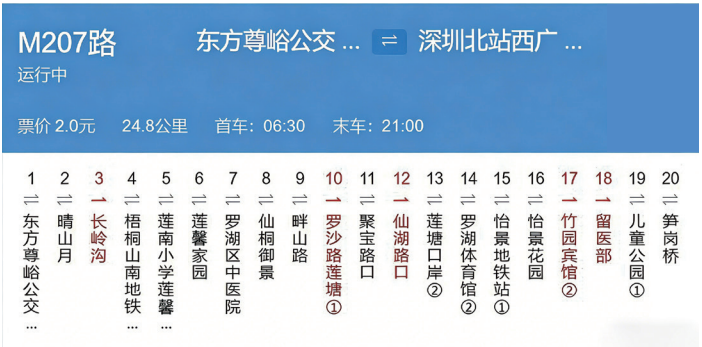
(1) 上车指引 Boarding

您可以乘坐M207路公交车，下一班1分钟就到，在这个站台排队候车。

You can take bus M207. The next is just one minute away. Please queue up here at the stop.

直达深圳北站，全程约15分钟。请排队上车，注意脚下安全。

It goes directly to Shenzhen North Station, and the whole journey takes about 15 minutes. Please queue up to board the bus and watch your step for safety.



欢迎乘坐深圳公交M207路！上车请扶好扶手，注意安全。
Welcome aboard Shenzhen Bus M207! Please hold onto the handrails when getting on.

请往车厢中部走，坐稳扶好，不要倚靠车门。
Please move towards the middle of the bus, hold on and stay seated, and don't lean against the doors.

(2) 购票指引 Ticket Purchase

深圳公交支持微信/支付宝“深圳通”小程序刷码乘车。

On Shenzhen buses, you can pay by scanning the “Shenzhen Tong” QR code in WeChat or Alipay.

请打开微信或支付宝，搜索“深圳通”小程序，完成人脸识别注册。

Just open WeChat or Alipay, search for the “Shenzhen Tong” mini-program, and finish the facial recognition registration.



随后将二维码对准摄像头，听到提示音后即可完成支付。

Then, just hold the QR code up to the camera. Once you hear the beep, the payment is done.

(3) 报站指引 Stop Announcement

下一站马上就到了，还有2分钟，我会提醒您。

The next stop is coming right up, just two minutes away. I'll remind you.

深圳公交全程双语报站，您也可以听广播提醒。

Shenzhen buses provide bilingual station announcements throughout the journey, so you can also listen to the broadcast for reminders.

深圳北站到了，请小心下车，注意站台与车厢的缝隙。

Here we are at Shenzhen North Station. Please watch your step when getting off, and mind the gap between the bus and the platform.

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(4) 智能公交指引 Smart Bus Service



欢迎体验深圳智能公交，需要我为您介绍一下吗？
Welcome to experience Shenzhen's smart bus. Would you like an introduction?

这是深圳公交全线普及的纯电动新能源巴士，也是无人驾驶公交。
These are all-electric, new-energy buses that are now standard across all Shenzhen bus routes, and they're also driverless.

智能公交的特点是零尾气排放、超低噪音，环保又舒适。并且充电一次可以行驶一整天。
The smart bus features zero emissions and ultra-low noise, making it both eco-friendly and comfortable. Plus, one charge lasts for the whole day.



我们配备专业随车安全员，全程监控智能系统，可随时接管紧急情况。
We have trained safety attendants on board to monitor the system the whole time, ready to take over in case of any emergency.

5.出租车/网约车 Taxi / Ride-hailing

(1) 上车提醒 Pick-up

欢迎来到深圳！我帮您把行李放后备箱。
Welcome to Shenzhen! Let me help you put your luggage in the trunk.

坐好后请系好安全带，安全第一。
Please fasten your seatbelt once you're settled. Safety always comes first.

(2) 确认目的地 Destination Confirmation

请稍等，我导航一下目的地。
Just a moment, I'll set the navigation to our destination.

请坐稳，大概20分钟。
Please sit back and relax. It's about a 20-minute ride.

(3) 付费指引 Payment

我们全程打表计费，没有额外费用。
We use the taximeter to calculate the fare for the entire journey with no extra charges.

我们支持现金、微信、支付宝和境外信用卡支付。
Cash, WeChat Pay, Alipay, and overseas credit cards are all accepted.

计价器会显示费用，扫这个二维码就能支付。
The fare is shown on the meter. You can just scan this QR code to pay.

(4) 下车提醒 Drop-off

您的目的地已到达。请稍等，我帮您拿行李。
We have arrived at your destination. Just a moment, let me help you with your luggage.

请核对您的行李，带好随身物品。
Please check your luggage and make sure you have all your belongings with you.

6.轮渡/游船 Ferry / Sightseeing Boat

(1)购票指引 Ticket Purchase

打扰一下，请问您需要购票乘船吗？

Excuse me, would you like to buy tickets for the ferry ride?

您可以在人工售票窗口购票，也可以用手机扫二维码，在招商蛇口/航运小程序线上购票，更快捷。

You can purchase tickets at the manned ticket counter, or for a quicker option, scan the QR code with your phone to buy tickets online through the China Merchants Shekou/Shipping mini-program on WeChat.



下一班船15分钟后出发，全程约60分钟，沿途可以看到深圳湾大桥、蛇口港等地标。

The next ferry will depart in 15 minutes. The journey takes about 60 minutes, and you can see landmarks such as the Shenzhen Bay Bridge and Shekou Port along the way.

请您出示证件，线上支付或现金均可，请保管好船票/电子票，登船需要核验。

Please show me your passport. You can pay either online or with cash. Make sure to keep your ferry ticket/e-ticket safe, as it'll be checked when boarding.

(2) 验票/登船指引 Ticket Check / Boarding

请随我到3号登船口等候，开船前5分钟开始检票，请提前准备好船票和证件。

Please follow me to Gate 3 for boarding. Tickets will be checked 5 minutes before departure. Please have your ticket and passport ready in advance.

登船前需要简单安检，请您配合完成。感谢您的理解。

A simple security check is required before boarding.
Your cooperation is appreciated. Thank you for your understanding.

您可以在甲板上拍照，但请排队有序登船，注意脚下台阶，船体湿滑请小心行走。

You can take photos on the deck, but please line up and board in an orderly manner. Watch your step as you board. The deck might be slippery, so please walk carefully.

(3) 游船提示 Boat Tour Reminders

欢迎乘坐深圳观光游船！为了保障您的安全，请注意以下安全提示。

Welcome aboard the Shenzhen sightseeing boat! For your safety, please pay attention to the following safety reminders.

全程禁止吸烟，船舱内、甲板上均为无烟区域。

Smoking is prohibited throughout the journey. Both the cabin and the deck are smoke-free zones.

航行途中请勿倚靠、翻越船舷栏杆。
Please do not lean on or climb over the railings along the ship's side during the voyage.

船只转弯、颠簸时，请抓好扶手，避免摔倒。
When the ship turns or rocks, please hold on to the handrails to avoid falling.



(4) 下船指引 Disembarkation

游船即将抵达码头，请带好随身物品。
The sightseeing boat is about to arrive at the dock. Please take all your belongings with you.

请等船身停稳、跳板固定后再起身离船，注意脚下安全，依次下船。
Please wait until the ship has come to a complete stop and the gangplank is secured. Please watch your step and leave the boat in an orderly manner.

酒店住宿篇 Hotel Accommodation

1.入住登记 Check-In

(1) 确认预定 Reservation Confirmation



欢迎光临！请问需要办理入住吗？
Welcome! Would you like to check in?

我查一下您的预定：您预定了一间大床房，入住3晚，对吗？
Let me check your reservation. You've booked a king-size bed room for three nights, is that correct?

(2) 证件与登记 Passport & Registration

根据酒店规定，入住需要登记有效身份证件，请您出示一下护照。
According to hotel regulations, valid identification is required for check-in. Please show me your passport.

谢谢您的配合。我马上帮您完成登记。
Thank you for your cooperation. I'll complete check-in for you right away.

您的护照已登记完成，请收好您的证件。请您核对下入住信息：姓名、房型和入住时长。
Your passport has been registered. Please keep your passport safe. Please confirm your check-in information: name, room type, and length of stay.

(3) 押金与支付 Deposit & Payment

接下来我为您办理房卡和押金手续。
Next, I'll handle the procedures for your room key and deposit.

押金为500元人民币，用于抵扣房费以外的费用。
The deposit is 500 RMB, reserved to cover any charges other than the room rate.

我们支持多种支付方式：信用卡预授权、微信/支付宝支付，以及境外银行卡。
We accept multiple payment methods: credit card pre-authorization, WeChat or Alipay, and international bank cards.

预授权最便捷，退房时无额外消费会自动退回。
Pre-authorization is the most convenient option. It will be automatically released when you check out if there are no extra charges.

请您刷卡/插卡，输入密码，在此签名。
Please swipe/insert your card, enter your PIN, and sign here.

预授权已办理成功，这是您的银行卡和收据，请收好。
Your pre-authorization has been processed. Here are your bank card and receipt, please keep them safe.

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(4) 房卡与入住须知 Room Key & Guest Information



如无额外消费，押金会在退房后3-5个工作日退回您的银行卡。
If there are no additional charges, the deposit will be refunded to your bank card within 3-5 business days after check-out.

这是您的房卡，请收好。
Here's your room key. Please keep it safe.

(5) 用餐指引 Dining

早餐可以在一楼西餐厅享用，午餐在二楼中餐厅，提供粤菜及深圳本地特色小吃。
Breakfast is served in the Western restaurant on the first floor. For lunch, the Chinese restaurant on the second floor serves Cantonese cuisine and local Shenzhen specialties.

酒店还有24小时送餐服务，拨打内线可以点餐，直接送至房间。
We have 24-hour room service available. Just dial the internal line to order, and it will be delivered straight to your room.

请问还有其他可以帮您的吗?入住期间有任何需求，欢迎随时联系我们。
Is there anything else I can help you with? If you need anything during your stay, please feel free to contact us at any time.

2.客房服务 Room Services

(1)打扫服务 Room Cleaning Service

客房服务，请问可以进来打扫房间吗？

Housekeeping. May I come in to clean the room?

我会尽快打扫，不会耽误您太久。

I'll clean it up as quickly as possible and won't take up too much of your time.

我来为您打扫房间，请问现在方便吗？

I'm here to clean your room. Is now a convenient time?

等您方便时，请呼叫客房服务，我再来为您打扫房间。

Please call housekeeping when it's convenient for you, and I'll come back to clean the room.



(2) 物品配送与报修
Item Delivery & Maintenance Request

我马上把一双拖鞋和两瓶矿泉水给您送到房间。
I'll bring a pair of slippers and two bottles of mineral water to your room right away.

非常抱歉给您带来不便！我马上上报工程部，维修人员10分钟内就会过来检修。
I'm so sorry for the inconvenience! I'll report to the engineering department immediately, and a maintenance worker will come to check it within 10 minutes.

空调已经修好了，您试试看，如果还有其他问题，请随时联系我们。
The air conditioner is fixed now. Would you like to give it a try? If there are any other issues, please feel free to contact us.

我马上帮您重新设置一下网络。Wi-Fi 已经恢复正常了，您可以试试。
I'll help you reset the internet right away. The Wi-Fi is back to normal now, you can give it a try.

我马上过去为您处理，给您换一盏新的床头灯。
I'll head over right away to handle it and replace the bedside lamp for you.

(3) 叫醒服务 Wake-up Call Service

请问您需要几点的叫醒服务？

May I know what time you'd like the wake-up call service?

已帮您记录，我们会准时致电房间。如果需要我们会隔5分钟为您二次叫醒。

We've noted it down and will call your room on time. If needed, we can also provide a second wake-up call five minutes later.



(4) 送洗服务 Laundry Service

我们会按时收取您的衣服。
We'll collect your clothes as scheduled.

我们提供干洗和水洗服务。上午10点前收取，当晚9点前送回。
We offer dry cleaning and laundry services. Items collected before 10 AM will be returned by 9 PM the same day.

您可以根据房间送洗服务说明操作。
You can follow the laundry service instructions in your room.

3.礼宾服务 Concierge Services

(1) 行李协助 Luggage Assistance

欢迎入住酒店，我来帮您拿行李。
Welcome to the hotel. Let me help you with your luggage.

这边请，我带您到前台办理入住手续。
This way, please. I'll take you to the front desk for check-in.

您在这里办理入住即可，我帮您看好行李。
You can proceed with the check-in here, and I'll keep an eye on your luggage for you.

完成入住后，行李会送到您的房间。
After you've completed the check-in, your luggage will be delivered to your room.

(2) 交通指引 Transportation Guidance

深圳的交通非常方便。您可以优先选择地铁，换乘便捷、不用出站，而且酒店附近就有地铁站。
The transportation in Shenzhen is super convenient. Subway could be your first choice. It's easy to transfer between lines without needing to exit the station, and there's a subway station right near our hotel.

酒店大堂门口也有出租车，打表计费，没有额外费用。
There are also taxis waiting right outside the hotel lobby. They charge by the meter with no extra fees.

您也可以用手机预约网约车，大多是新能源电动车，安静又环保。
You can also use your phone to book a ride-hailing car. Most of them are electric vehicles, so they're quiet and eco-friendly.

(3) 周边咨询回复 Local Information & Inquiries

酒店周边本地美食和商场特别多，我给您简单介绍一下。

There are plenty of local restaurants and shopping malls around the hotel. Let me give you a quick introduction.

本地美食有粤菜馆、海鲜店和深圳特色小吃，特别推荐粤式点心、烧鹅和海鲜粥，都是这边的招牌。

For local food, we have Cantonese restaurants, seafood places, and local Shenzhen specialties. I highly recommend the Cantonese dim sum, roasted goose, and seafood congee. They are all signature dishes here.



购物可以去深圳湾万象城，是大型高端商场，国际品牌和本土店铺都很齐全。

For shopping, you can go to MixC Shenzhen Bay, which is a large and upscale shopping mall with a great selection of international brands and local stores.

酒店旁边就是深圳湾公园，散步、看海、远眺香港都特别舒服。

Right next to the hotel is Shenzhen Bay Park. It's super relaxing for a stroll, enjoying the sea view, or catching a glimpse of Hong Kong in the distance.

4.退房结账 Check-out & Billing

请出示您的房卡，并告知房号。

Your room key and room number, please.

我先回收房卡，同时通知客房部快速查房，大约3分钟。

I'll take back your room key first and notify the Housekeeping Department to check the room quickly. It'll take about 3 minutes.

查房已完成，这是您的账单明细，请您核对。

The room check is complete. Here is your bill breakdown. Please have a look.

请问您选择哪种支付方式？

How would you like to pay?

请您刷卡/插卡，输入密码或在此签名。支付成功，这是您的支付小票。
Please swipe or insert your card, then enter your PIN or sign here. Payment successful. Here is your receipt.

您的押金在3-5个工作日内自动原路退回您的信用卡。
Your deposit will be automatically refunded to your credit card within 3-5 business days.

您的退房手续已办理完毕。
Your check-out is all set.

5.应急处理 Emergency Response

(1) 物品遗失 Lost Item

我马上帮您在大堂、前台和电梯区域查找。

I'll help you check around the lobby, front desk, and elevator areas right away.

酒店有免费备用充电器（苹果/安卓），我先给您拿一个应急使用。

The hotel has free backup chargers (for both Apple and Android devices). Let me get you one for emergency use.



(2) 医疗救助 Medical Assistance

您先在原地慢慢坐下休息，我马上联系现场具备基础医疗知识的工作人员过来查看。

Please take a seat and rest right here. I'll contact a staff member with first aid training to come and check on you immediately.

如果需要，我们也可以协助您前往附近的医院。

If necessary, we can also assist you in getting to a nearby hospital.

我马上联系工作人员，他们会在5分钟内到达。

I'll contact staff right away. They will be here within 5 minutes.

商业零售篇 Retail & Commercial Services

1.导购服务 Shopping Assistance

(1) 基础导购 Basic Shopping Guidance

欢迎光临！请问有什么可以帮您吗？
Welcome! How can I help you today?

我们是综合零售店，商品品类很齐全。日用品在进门左侧的货架上，洗护用品和旅行用品都在这。
There is a wide variety of goods in our retail store. Daily necessities are on the shelves to the left of the entrance, including toiletries and travel essentials.



数码配件区在右侧柜台展示区，充电器、充电宝、数据线和耳机都有。
Digital accessories are on the right-hand display counter. There are chargers, power banks, data cables, and earphones.

所有商品都有中英双语标价。我们支持多种支付方式。请放心购买。
All items have prices listed in both Chinese and English. Multiple payment methods are supported. Please feel free to take a look around.

我们店里现在正在做专场促销，需要我为您介绍一下吗？

We have a special promotion here. Would you like more information?

我给您介绍一下：全场服饰都可以享受8折优惠。

Sure, here it is: all clothing is 20% off.

而且本周是购物节，境外游客还能再享 9 折，优惠只限于本周，非常划算。

Plus, this is our shopping festival week, and overseas tourists can enjoy an additional 10% off! This offer is only valid this week. It's a great deal.

单笔消费满 500 元减 50 元，而且可以和折扣叠加使用。

You get 50 yuan off for every 500 yuan spent in a single transaction, and this can be combined with other discounts.



2.无人零售 Unmanned Retail

深圳有很多无人零售商店，非常方便。

There are many unmanned retail stores in Shenzhen, which are very convenient.

您可以扫码进门-自选商品-扫码付款-直接离开。

You can scan the code to enter, pick out what you want, scan the code to pay, and walk out.



店内也有自助收银台，自行扫商品，微信/支付宝/境外信用卡都可以支付，不用排队。

We also have self-checkout counters inside the store. You can scan the items yourself and pay with WeChat /Alipay/credit cards. No need to queue.

需要的话，我可以协助您操作。

I can help you if needed.

3.退税指引 Tax Refund Guidance

(1) 退税流程 Tax Refund Procedure

深圳有支持“即买即退”的商店，可以现场退税。

There are stores in Shenzhen that support “Refund-Upon-Purchase” service, where you can get your tax refund on the spot.

凭借发票、退税申请单，填写同意书后出示护照和信用卡（预授权担保）即可。

Present your invoice, tax refund application form, and a completed agreement form, along with your passport and credit card (pre-authorization guarantee).

商店有“Tax Free”或退税标识的店铺，都可以办理退税。

Stores displaying “Tax Free” or a tax refund sign offer tax refund services.



离境时仍需到海关验核（17天内离境，商品未拆封），向海关出示退税物品、退税申请单、发票、护照。海关核对无误后会在申请单上盖章。
Upon departure, you still need to go to customs for verification (departure within 17 days, goods unopened and unused). Present the tax-refundable items, tax refund application form, invoice, and passport to customs. After verification, customs will stamp the application form.

需托运的商品，请先由海关验核，再办理托运。
For goods that need to be checked in, please have them cleared by customs first.

如未按时离境或未验核，退税金额将从信用卡中扣回。
If you do not depart on time or fail to verify, the refund amount will be deducted from your credit card.



(2) 退税口岸 Tax Refund Ports

深圳有6个口岸可办离境退税，深圳湾口岸、福田口岸、罗湖口岸、文锦渡口岸、蛇口邮轮母港和深圳宝安国际机场。
营业时间为：9点至21点。

There are six ports in Shenzhen that offer tax refunds for departing tourists: Shenzhen Bay Port, Futian Port, Luohu Port, Wenjindu Port, Shekou Cruise Homeport, and Shenzhen Bao'an International Airport. The service hours are from 9:00 AM to 9:00 PM.



(3) 退税提示 Tax Refund Tips

免税商品、已开封/已使用商品、禁止/限制出境物品不能退税。
Duty-free, unpacked/used goods, and prohibited/restricted items are ineligible for tax refunds.

现金退税当场可办结；信用卡退税大约3-15个工作日。
Cash refunds can be processed on the spot; refunds to your credit card take about 3-15 business days.

部分退税机构支持支付宝/微信退税，具体详情请咨询现场柜台。
Some tax refund agencies support Alipay and WeChat Pay refunds. Please check with the on-site counter for details.

退税商店地图



离境口岸



退税政策



(4) 退税查询 Tax Refund Inquiry

微信搜“i口岸”-离境退税-跳转“兴税通”，可预约、查商店、查口岸、看进度。

Search for “i Port” on WeChat - Departure Tax Refund – you’ll be directed to “GHBank Tax Refund Assistant” (a tax service platform). You can make an appointment, check participating stores, ports of departure, and refund status.

4.包装/配送服务 Packaging & Delivery Service

(1)包装服务 Packaging

您的商品已经准备好了，需要帮您包装吗？
Your goods are ready. Would you like us to pack them for you?

我们有专门的礼品包装，易碎品也会做好防护。
We offer special gift wrapping, and fragile items will be well protected.

礼品包装和基础防震包装都是免费的，只有超大件需要木箱打包时才会收少量费用。
Gift-wrapping and basic shockproof packaging are free. A small fee is only charged for oversized items which require a wooden crate.

让您久等了，您的商品已经包装好了，请拿好。
Sorry to keep you waiting. It is packed. Here you are.





(2)配送服务 Delivery

如果您不方便带着，我们能寄到您住的酒店。
If it's inconvenient for you to carry them, we can send them to your hotel.

我们提供同城配送、国内邮寄，也可以办理国际快递。
We offer same-city delivery, domestic delivery, and international express.

5.售后退换/维修服务
After-sales Return, Exchange & Repair Service

服饰凭原始购物小票，未使用、无损坏、吊牌完整可以7天无理由退换。
We offer a 7-day hassle-free returns policy. Just bring the original receipt and make sure the clothing is unused, undamaged, and has tags attached.

数码产品15天内出现非人为质量故障，支持免费更换或维修。
For digital products, if there's a non-human-caused quality defect within 15 days, we offer a free replacement or repair.



关于充电器质量问题，我们有两种方案：当场换新或维修服务。
If there's a quality issue with the charger, you can either get a new one on the spot or have it repaired.

非常抱歉给您带来不便！我马上为您更换全新的充电器。
We're very sorry for the inconvenience! I'll replace your charger with a brand new one right away.

文旅服务篇 Culture & Tourism Services

1.入园核验 Entry Verification

(1) 购票与预约 Ticket Purchase & Reservation

请问您需要购票或入园指引吗?
Hi there! Do you need help with tickets or getting into the park?

深圳所有景区都需要实名制预约,也支持凭护照现场购票,操作很便捷。
All scenic spots in Shenzhen require real-name reservations, and they also support on-site ticket purchase with a passport — it's quick and easy.

您先扫这个二维码进入官方小程序,选择今天的入园时段。
Please scan this QR code to open the official mini-program and select your entry time slot for today.

然后填写护照号码,选择成人票,用微信、支付宝或信用卡完成支付,就会生成电子票二维码。
Then fill in your passport number, select an adult ticket, and pay with WeChat, Alipay, or credit card. You'll get an e-ticket QR code right away.

我带您到前面的闸机口验票安检,请这边走。
I'll take you to the gate ahead for ticket verification and security check. This way, please.

(2)验票与入园须知
Ticket Check & Entry Information



请您打开电子票的二维码，同时出示护照，谢谢您的配合。
Please show your e-ticket QR code and your passport. Thank you for your cooperation.

请将二维码对准扫码器，闸机会自动开启。
Please scan the QR code and the gate will open.

您已验票通过。入园前，我为您介绍相关游览须知，方便您安全、顺利游览。
You're all set! Before you go in, let me give you a quick rundown to help you enjoy your visit.

请您先浏览入园须知，留意闭园时间，园内提供免费讲解服务，有任何需求可随时询问工作人员。
Please review the park admission information and note the closing time. Free guided tour services are available within the park. Feel free to ask the staff for any assistance.

2.景区导览/秩序维护 Tour Guiding & Crowd Management

(1)路线指引 Route Guidance



欢迎来到海上世界文化艺术中心，请问有什么需要我帮忙的？
Welcome to the Sea World Culture and Arts Center!
How can I help you?

请沿这条走廊直行，您会看到“主展厅 / Main Exhibition Hall”的中英文指示牌，按标识左转，再直行约2分钟即可到达。
Walk straight along this corridor and you will see the sign for “Main Exhibition Hall” in both Chinese and English. Follow it and turn left. Walk straight for about 2 minutes.

沿途均有中英文标识，请放心前往。
There are signs in both Chinese and English along the way, so please feel free to go.

(2) 拍照规范 Photography Rules

您可以在此拍照，请遵守景区相关规定。
Feel free to take photos here, but please follow the photography rules in the park.

室内展厅禁止使用闪光灯，以保护文物安全。
Flash photography is not allowed inside the exhibition hall for the protection of cultural relics.

请勿攀爬雕塑、建筑或景观拍照，以免发生危险。
Please do not climb on sculptures, buildings, or landscapes for photos. Danger may occur.

拍照时请勿堵塞通道，以免影响其他游客通行。
Please do not block walkways while taking photos so as to avoid affecting other visitors.



(3) 限流与等候提醒
Crowd Control & Waiting Reminders

为保障大家的安全和游览体验，避免场地过于拥挤，目前景区实施客流限制措施。

To ensure everyone's safety and an enjoyable visit, and to avoid overcrowding, the site is currently operating under crowd control measures.

大约需要排队等候15-20 分钟，我们会实时用中英双语广播播报等候时间，您可以留意一下。

The wait time is about 15-20 minutes. We will announce real-time updates in both Chinese and English. Please pay attention.

因为排队人数较多，请您在指定区域等候，和其他游客保持安全距离。

Please wait in the designated area and keep a safe distance from others.

如果只是短暂离开，可以跟我们工作人员说一声，但请务必按时回来，超时可能需要重新排队，请您理解。
If you need to step away briefly, please notify our staff. Please be sure to return on time. If you are late, you may have to requeue. Thank you for your understanding.

请您耐心等待，附近设有休息座椅和饮水区，可供使用。
Thank you for your patience. There are benches and water stations nearby for your use.

3.应急处理 Emergency Response

(1) 迷路/走失 Lost Person Assistance

您是不是迷路了？需要帮忙吗？
Excuse me, are you lost? Do you need help?

您还记得旅行团名称、导游名字或者集合地点吗？
Do you remember your tour group name, your tour guide's name, or the meeting point?

我知道了，喷泉离这里不远。我陪您过去，也可以帮您联系导游。
Got it. The fountain isn't far. I'll go with you there and help you contact your guide.

(2) 医疗 Medical Assistance

您还好吗？先在这边休息一下，喝杯温水。请问您哪里不舒服？
Are you okay? Please rest here for a while and have some warm water. Are you feeling unwell?

您先坐着休息，我马上拿医药箱过来，给您用清凉油缓解一下。
Please sit down and rest. I'll get the first-aid kit right away and bring you some medicated oil to ease your discomfort.



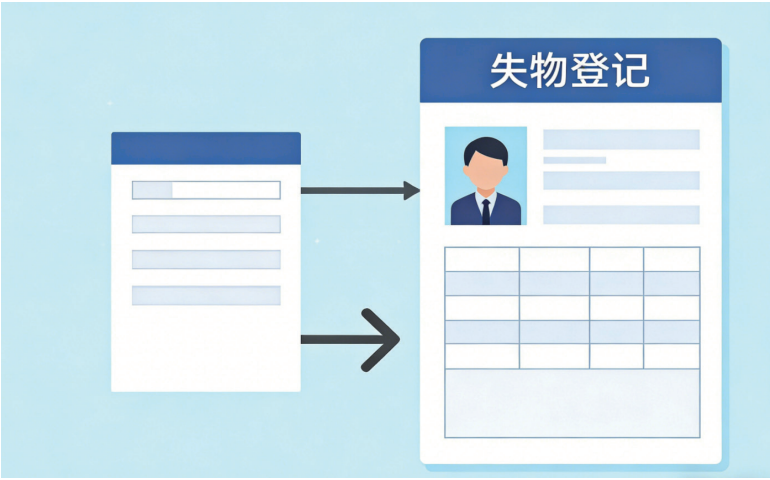
我们景区有24小时急救站，有专业医护人员。如果您还是不舒服，我可以马上叫医生过来检查，也可以陪您去附近医院。

We have a 24-hour emergency station in the scenic area with professional medical staff. If you still feel unwell, I can call a doctor to check on you immediately, or I can accompany you to a nearby hospital.

我就在旁边陪着您，有任何情况随时跟我说。
I'll stay here with you. Please let me know if you need anything.

保障每位游客的安全和健康是我们应该做的。
Your safety and health are our top priority.

(3) 失物 Lost & Found



请问您是在找东西吗?您别着急,我帮您一起找。
Are you looking for something? Don't worry, I'll help you.

请您说一下太阳镜的颜色、款式,大概是在哪里弄丢的?
Could you please tell me the color and style of your sunglasses, and where you lost them?

我马上为您登记失物信息,安排工作人员现场查找,同时用中英双语广播帮您发布失物招领。
I'll register your lost item right away, arrange for staff to search for it in the surroundings, and make a lost and found announcement in both Chinese and English.

请您留下联系方式,找到后我们将第一时间通知您。
Please leave your contact information, and we'll call you as soon as we find it.

(4) 天气提醒 Weather Alert

我市刚发布了天气应急预警，根据气象预报，深圳很快会有短时大风和降雨，为了您的安全，需要做好应急避险。
A weather emergency alert has been issued. There will soon be strong winds and rain in Shenzhen. For your safety, please take precautions.

我们已经设置了安全避险区域，室内展馆和游客服务中心都可以避雨避风，请您前往最近的室内场所。
We have shelters set up for your safety. The indoor exhibition hall and visitor center are both open. Please go to the nearest one.

请注意脚下，地面湿滑，小心摔倒，也请保管好随身物品。
Please watch your step. The ground is slippery, so be careful not to fall. Please keep your belongings safe.



我市刚发布了天气应急预警，风雨期间，不要在大树、高楼、广告牌附近或露天广场停留。

Our city has issued a weather emergency alert. Please stay safe during the storm and avoid lingering near trees, tall buildings, billboards, or in open squares.

我们会及时通过中英双语广播更新天气情况，第一时间通知大家恢复游览。
We will update the weather information regularly in both Chinese and English and notify everyone as soon as the tour resumes.

餐饮服务篇 Dining Services

1.迎宾 Greeting & Seating

(1) 引导等位 Waiting Queue Guidance

欢迎光临!请问您是几个人就餐?
Welcome! How many in your party?

非常抱歉,现在正是用餐高峰,餐厅已经满座,需要稍作等位。
I'm so sorry, it's peak dining hours right now, and the restaurant is full. You'll need to wait a bit.

大概需要等候 20 分钟。请拿好这张等位号,有空位时我们会现场叫号。
It will take about 20 minutes. Here's your number. We will call you when a table's ready.

等位区有免费的饮用水、小零食和充电插座,您可以在那边休息等候。
We have free water, snacks, and charging stations in the waiting area. You can relax and wait there.

再等5分钟就有空位了,我们非常抱歉给您带来不便,为了表达歉意,您就餐时我们会给您赠送一份甜品。
A table should be free in about 5 minutes. Sorry to keep you waiting. As an apology, we'd like to offer you a free dessert with your meal.

感谢您的理解!我会尽快为您安排座位。
Thank you for your understanding! We'll get you seated as soon as we can.

(2) 引导入座 Seating Guidance

您好，欢迎光临！请问您几位用餐？
Hello, welcome! How many in your party?

刚好有个靠窗的位置，请这边坐。
There's a window seat available. Please sit there.

我马上为您拿菜单和茶水，请稍等。
I'll get you the menu and tea right away. Please wait a moment.



(3) 递菜单 Menu Presentation

这是我们的中英文双语菜单，配有菜品图片。
This is our bilingual menu in Chinese and English, with pictures of the dishes.

我们店主营深圳本地菜和粤式特色菜。
Our restaurant specializes in local Shenzhen dishes and Cantonese specialties.

您慢慢看。需要点餐时，请随时叫我。
Please take your time checking the menu. Let me know when you're ready to order.

(4) 倒茶 Serving Tea



打扰一下，给您倒杯茶。
Excuse me, here's a cup of tea for you.

这是我们本地的中式茶水，口感清香解腻。
This is our local Chinese tea; it's refreshing and helps cut the grease.

请小心，茶水很烫。
Please be careful. The tea is very hot.

2.点餐服务 Order Taking Services

点餐前我先跟您确认一下饮食偏好可以吗？
May I confirm your dietary preferences before ordering?

请问您有食物过敏吗？比如海鲜、花生或者鸡蛋等。
Do you have any food allergies? For example, seafood, peanuts, or eggs?

请问您是素食者吗？还有其他饮食禁忌吗？
Are you vegetarian? Any other dietary restrictions?

我们这边的菜品都不辣，很适合您。
Our dishes are all non-spicy, so you'll be fine.

我特别推荐本店的招牌菜：清蒸鲈鱼和海鲜粥。
Here are our highly recommended dishes: steamed sea bass and seafood congee.

跟您确认一下：您点的是清蒸鲈鱼和海鲜粥，对吗？我马上为您下单。
Just to confirm: you ordered steamed sea bass and seafood congee, right? I'll place your order now.

3.席间服务 During-meal Services

(1) 上菜 Serving Dishes

清蒸鲈鱼和海鲜粥，都是我们的特色菜。
Steamed sea bass and seafood congee are both our specialties.

菜品很烫，请小心用餐。
It's very hot. Please take care.

您的菜品上齐了，请您慢用。
Your dishes are all served. Enjoy your meal!





(2) 席间提示 Table Service Reminders

打扰一下，请问您用得惯筷子和勺子吗?如果不习惯的话，我可以为您更换刀叉。
Excuse me, are you comfortable using chopsticks and spoons? If not, we have knives and forks available.

请问您需要添加茶水和纸巾吗?
Would you like more tea and napkins?

我马上为您续茶。
I'll refill your tea right away.

(3) 追加菜品 Additional Order



请问您用餐还满意吗?
Hello! How's everything so far?

如果您需要加菜可以随时叫我。
Please feel free to call me if you'd like to order more.

我推荐马蹄糕,是粤式点心,清甜不腻。跟您确认一下:加一份马蹄糕,对吗?
I recommend water chestnut cake. It's a Cantonese dim sum, sweet but not greasy. I just want to confirm: would you like to order one portion of water chestnut cake?

这道点心大约10分钟就好,请您稍等。
This dim sum will be ready in about 10 minutes. Please wait a moment.

4.结账支付 Bill Settlement & Payment

请稍等，我马上为您核对账单。
Please wait a moment. I'll check your bill right away.

这是您的账单明细，请您核对一下金额。
Here is your bill. Please check the amount.

我们支持现金、银行卡、支付宝和微信支付，都很方便。您扫这个二维码付款就可以了。
We accept cash, bank card, Alipay, and WeChat Pay, all very convenient. You can pay by scanning this QR code.

请您稍等，我这边确认一下。已收到您的付款，这是您的小票。
Just a moment, please. Let me confirm. Your payment has been received. Here is your receipt.



5.打包/外卖服务 Takeout & Delivery Service

(1)打包 Food Packaging

我马上给您拿打包盒，请稍等。
I'll get you some to-go boxes right away. Please wait a moment.

所有菜品都打包好了。
All packed up.

(2)外卖服务 Delivery Service

我们支持美团、淘宝闪购两大外卖平台点餐，您手机上就可以点餐。
We accept orders from both Meituan and Taobao Instant Commerce delivery platforms. You can order directly from your phone.

您也可以直接在餐厅柜台点外卖，打包好就能带走。
You can also order delivery directly at the counter. It will be packed and ready to take away.

柜台打包免费，平台外卖会有少量配送费，手机点餐时会有费用明细。
Packing at the counter is free. However, there is a small delivery fee for platform orders. You'll see the details clearly when you order via your phone.

志愿服务篇 Volunteer Services

1.志愿者U站服务 Volunteer U-Station Services

(1) 便民服务 Convenience Services

欢迎来到深圳，我是U站的志愿者，请问需要帮忙吗？
Welcome to Shenzhen. I'm a volunteer from the U Station. Do you need any help?

这里离酒店不远。您可以到附近地铁站坐4号线，换乘1号线，在香蜜湖站下车就到了。也可以直接在这里打车过去。
It's not far from here. You can take Line 4 from the nearby subway station, transfer to Line 1, and get off at Xiangmihu Station. You can also take a taxi from here.



U站还提供免费饮用水、手机充电器、深圳中英文地图，还有简易急救用品。
The U Station also provides free water, phone chargers, Shenzhen maps in both Chinese and English, and basic first-aid supplies.

这份地图标注了深圳所有知名景点和地铁线路。
This map shows all the famous attractions and subway lines in Shenzhen.

(2) 城市文明引导 Public Etiquette Promotion

我是城市文明宣导志愿者，请问有什么可以帮您？
I'm a volunteer promoting public etiquette here. Can I help you?

草坪为城市公共绿地，请勿踩踏，您可在旁侧步道拍照。感谢您的理解与配合。
The lawn is a public green space. Please don't step on it. You're welcome to take photos from the path nearby. Thank you for your understanding and cooperation.

请自觉进行垃圾分类，保持环境整洁。公共场合请轻声交谈、有序排队，不随地吐痰。
Please sort your trash and keep the environment clean. In public places, please speak softly, queue in an orderly manner, and avoid spitting.



这是一份中英双语文明出游指引，里面有深圳景区、地铁、餐厅的文明提示。
This is a bilingual guide for responsible travel in Shenzhen.
It includes etiquette tips for scenic spots, subways, and restaurants.

2.交通场站指引 Transportation Hub Guidance

(1) 购票指引 Ticket Purchase



我是机场/高铁站/地铁志愿者，请问需要帮忙吗？
I'm a volunteer here. Do you need any help?

我来教您操作，非常简单便捷。
Let me show you how it works. It's very easy.

您先在这台自助售票机上买票，点击屏幕选择英文模式，目的地选广州，再选合适的发车时间。
First, please buy your ticket at this self-service ticket machine. Click on the screen to select English, choose Guangzhou as your destination, and then select a suitable departure time.

您可以用支付宝、微信或者银行卡支付，在这里扫码或插卡就行。
You can use Alipay, WeChat Pay, or your bank card. Just scan the code or insert your card here.

(2) 安检指引 Security Check

我带您去安检，请这边走。
I'll take you to the security check. Please, this way.

这里是安检入口，请有序排队。
This is the security checkpoint. Please queue in an orderly manner.

安检前请把包里的充电器、笔记本电脑和液体物品取出来。
Please take out your charger, laptop, and liquids from your bag before going through security.



把行李放在传送带上，再过安检门就可以了。
Place your luggage on the conveyor belt and then go through the security gate.

过安检后，按照指示牌前往登机口/检票口就行。
After security check, you can follow the signs to your boarding gate/ticket gate.

(3)行李协助 Luggage Assistance



欢迎来到深圳宝安国际机场/深圳北高铁站！您的行李比较多，需要我帮您拿吗？
Welcome to Shenzhen Bao'an International Airport/ Shenzhen North Railway Station! You have a lot of luggage. Would you like me to help you?

您接下来要去哪里？我来帮您搬这个大行李箱。
I'll help you with this large suitcase. Where are you going next?

行李车就在那边角落，我带您去取。
The luggage cart is over there in the corner. I'll take you to get it.

行李已经帮您放好了，现在带您去机场大巴乘车点。
Your luggage has been taken care of. Now I'll take you to the airport bus stop.

请您保管好行李和随身物品，以免丢失。
Please keep your luggage and belongings safe.

3.口岸通关指引 Border Clearance Guidance

我是口岸的志愿者，请问您带好有效护照或香港入境签注了吗？
I'm a volunteer here at the port. Do you have your valid passport or Hong Kong entry permit with you?

我陪您完成整个流程，非常便捷。
I'll guide you through the whole process; it's very convenient.

您用手机扫这个二维码，选择英文模式，简单填写信息就可以。
Scan this QR code with your phone, select English, and fill in the required information.

现在我们选择通关通道，外国游客可以走那边的人工查验通道。
Now we'll choose customs clearance channel. Foreign tourists can use the manual inspection channel over there.

轮到您时，请向工作人员出示护照，听从指引操作即可。边检验证后，需要过安检。
When it's your turn, please show your passport to the staff and follow their instructions. After border inspection, you'll need to go through security.

4.景区指引 Scenic Spot Guidance

请问需要购票或入园指引吗？
Do you need any help with buying tickets or entering the park?

深圳所有景区都需要实名制预约，也可以凭护照现场预约购票，操作很方便。
All scenic spots in Shenzhen require real-name reservations. You can also book on-site with your passport — it's quick and easy.

先扫这个二维码，打开官方小程序，选择今天的入园时段。
Please scan this QR code to open the official mini-program and select your entry time slot for today.

填写您的护照号码，选择成人票，用微信、支付宝或信用卡付款，就能生成电子票二维码。
Then fill in your passport number, select an adult ticket, and pay with WeChat, Alipay, or credit card. You'll get an e-ticket QR code right away.

我带您到前面的闸机口验票安检，请这边走。
I'll take you to the gate ahead for ticket verification and security check. This way, please.

5.客流疏导 Crowd Management

我是现场志愿者。当前客流较大，我引导您前往安全分流通道。
I'm a volunteer here. There are a lot of people now. Let me guide you through the diversion route.

请跟我来，靠右侧通行。这边是分流通道，人流较少。
Please follow me and keep to the right. This is the diversion route, so it's less crowded.

请慢行，不要在通道中间停留、聚集，避免挡住其他游客通行。
Please walk slowly. Do not stop or gather in the middle of the passageway, so as not to block other visitors.

我们志愿者全程在岗，如遇人流拥挤，可随时向我们求助。
We volunteers are always here. In case of crowding, please feel free to ask us for help.



6.无障碍服务 Accessibility Services



我是现场志愿者，请问需要无障碍通道指引吗？
I'm a volunteer here. Are you looking for the accessible route?

无障碍通道在前方。如需协助推行轮椅，请随时告知。
The accessible route is straight ahead. Would you like me to help push your wheelchair? It's safer with assistance.

我会平稳推行，请您注意扶稳坐好。
I will push the wheelchair smoothly. Please hold onto the handrail.

这是专用无障碍通道，坡度平缓，无台阶，便于轮椅通行。
This is an accessible route. It has a gentle slope and no steps, very safe for wheelchair users.

深圳公共场所均配备无障碍设施，方便有需要的人士使用。
All public areas in Shenzhen are equipped with accessible facilities for those in need.

7.医疗服务 Medical Services

您还好吗?留意到您不太舒服,我是这里的志愿者,我来帮您。
Are you alright? I noticed you weren't feeling well. I'm a volunteer here. Let me help you.

我先扶您到旁边的长椅上休息一下。请慢慢坐,深呼吸。
Let me help you to the bench over there to rest. Please sit down slowly and take deep breaths.



我给您倒杯水,缓解一下。那您就在这安心休息,不用急着起身。
I'll get you some water to help you feel better. Please rest here and take your time.

我这里还有清凉油,也能帮您缓解头晕。您现在感觉怎么样?好一点了吗?
I also have some cooling balm here. It can help relieve your dizziness. How are you feeling now? Are you feeling better?

现场志愿者全程在岗,如遇突发情况或身体不适,请及时联系工作人员。
If you feel unwell or need assistance, please contact us immediately.

支付指引篇 Payment Guidance

1.信用卡 Credit Card

在深圳使用信用卡非常方便，酒店、餐厅和商场等场所均支持Visa、Mastercard、银联等信用卡支付。
It is very convenient to use credit cards in Shenzhen. Most hotels, restaurants, and malls take Visa, Mastercard, UnionPay, and other credit cards.

收银台或POS机上印有对应Logo，即可使用信用卡。
If you see the logo at the cashier or on the POS terminal, you can use your card there.



请您在POS机上刷卡/插卡并输入密码.
Please swipe or insert your card into the POS terminal and enter your PIN.

已扣款成功，请在单据上签名。
Payment completed. Please sign the receipt.

2.支付宝/微信 Alipay & WeChat

您也可以选择支付宝/微信支付，更加便捷。
You can also choose Alipay/WeChat, which is more convenient.

请先下载支付宝/微信APP，使用境外手机号注册国际版。
Please download the Alipay/WeChat app first and register for the international version with your overseas phone number.

请上传护照并完成人脸核验。进入“我的”-“银行卡”，添加银行卡并完成银行验证。
Please upload your passport and complete facial verification. Go to “Me” – “Bank Cards,” link your bank card, and complete verification.

绑定完成后，点击“付钱”向商家出示付款二维码，就可以支付了。
After linking your account, click “Pay” and show your payment code to the merchant.

也可以点击“扫一扫”，扫描商家二维码付款。
You can also click “Scan” to scan the merchant’s QR code to pay.

境外手机号注册的微信、支付宝，目前主要用于消费支付，不支持转账和发红包功能。
WeChat and Alipay accounts registered with overseas phone numbers are currently mainly for consumer payments. Transfers and red packets are not supported.

3.兑换现金 Currency Exchange

您可以在有银联、Visa、Mastercard等标识的ATM机上提取人民币。我带您到最近的ATM机办理。
You can get RMB from any ATM with UnionPay, Mastercard, and Visa logos. I'll walk you to the nearest one.

ATM机取现手续费及限额以您的发卡行规定为准。
The withdrawal fee and limit depend on the policy of your card issuer.



请出示您的护照，告知工作人员兑换金额。
Please show your passport and tell the staff how much you would like to exchange.

这是您的人民币和兑换凭证，请收好。
Here is your RMB and exchange voucher. Please keep them.

根据当天的汇率来兑换结算。请问您确认兑换吗？
The exchange will be settled at today's rate. Would you like to confirm the exchange?

Part 4 APEC重要词汇的缩写及中英文对照

Part 4 Key APEC Terms – Abbreviations and Bilingual Glossary

亚太经合组织

APEC Asia-Pacific Economic Cooperation

APEC领导人非正式会议

AELM APEC Economic Leaders' Meeting

APEC部长级会议

AMM APEC Ministerial Meeting

高官会

SOM Senior Officials' Meeting

非正式高官会

ISOM Informal Senior Officials' Meeting

第一次高官会

SOM 1 1st Senior Officials' Meeting

第二次高官会

SOM 2 2nd Senior Officials' Meeting

第三次高官会

SOM 3 3rd Senior Officials' Meeting

最后一次高官会

CSOM Concluding Senior Officials' Meeting

贸易部长会议
MRT Ministers Responsible for Trade Meeting

贸易和投资委员会
CTI Committee on Trade and Investment

经济技术合作高官指导委员会
SCE SOM Steering Committee on Economic and Technical Cooperation

经济委员会
EC Economic Committee

APEC 预算和管理委员会
BMC Budget and Management Committee

秘书处执行主任
ED APEC Secretariat Executive Director

政策支持小组
PSU Policy Support Unit

代表团联络员
DLO Delegation Liaison Officer

APEC 工商咨询理事会
ABAC APEC Business Advisory Council

标准与合格评定分委会
SCSC Sub-Committee on Standards and Conformance

海关手续分委会
SCCP Sub-Committee on Customs Procedures

市场准入工作组
MAG Market Access Group

服务工作组
GOS Group on Services

投资专家组
IEG Investment Experts' Group

知识产权专家组
IPEG Intellectual Property Rights Experts Group

商务人员流动专家组
BMG Business Mobility Group

数字经济指导组
DESG Digital Economy Steering Group

汽车对话会议
AD Automotive Dialogue

农业技术合作工作组
ATCWG Agricultural Technical Cooperation Working Group

反腐败与透明度工作组
ACTWG Anti-Corruption and Transparency Working Group

应急准备工作组
EPWG Emergency Preparedness Working Group

能源工作组
EWG Energy Working Group

卫生工作组
HWG Health Working Group

人力资源开发工作组
HRDWG Human Resources Development Working Group

海洋与渔业工作组
OFWG Ocean and Fisheries Working Group

中小企业工作组
SMEWG Small and Medium Enterprises Working Group

电信工作组
TEL Telecommunications and Information Working Group

旅游工作组
TWG Tourism Working Group

运输工作组
TPTWG Transportation Working Group

妇女与经济政策伙伴关系机制
PPWE Policy Partnership on Women and the Economy

科技创新政策伙伴关系机制
PPSTI Policy Partnership on Science, Technology and Innovation

粮食安全政策伙伴关系机制
PPFS Policy Partnership on Food Security

反恐行动计划
CTAPs Counter Terrorism Action Plans

非法采伐及相关贸易专家组
EGILAT Experts Group on Illegal Logging and Associated Trade

竞争政策与法律工作组
CPLG Competition Policy and Law Group

Part 5 APEC多种语言常用表达

Part 5 Multilingual Common Expressions for APEC

中文：你好！

拼音	粤语	英语
Nǐ hǎo!	你好！(nei5 hou2)	Hello!

韩语	西班牙语	俄语
안녕하세요?	¡Hola!	Здравствуйте!

法语	日语	越南语
Bonjour.	こんにちは。	Xin chào.

马来语	泰语	印尼语
Apa khabar!	สวัสดีครับ/ค่ะ	Halo！

中文：欢迎来到深圳！

拼音
Huānyíng láidào Shēnzhèn!

粤语
欢迎嚟到深圳！(fun1 jing4 lei4 dou3 sam1 zan3)

英语
Welcome to Shenzhen!

韩语
심천에 오신 것을 환영합니다!

西班牙语
Bienvenido a Shenzhen. (受话者为男士)
Bienvenida a Shenzhen. (受话者为女士)
Bienvenidos a Shenzhen. (受话者中有男有女)

俄语
Добро пожаловать в Шэньчжэнь.

法语
Bienvenue à Shenzhen.

日语
深圳へようこそいらっしゃいました。

越南语
Chào mừng bạn đến với thành phố Thâm Quyến.

马来语
Selamat datang ke Shenzhen.

泰语
ยินดีต้อนรับเข้าสู่เซินเจิ้นครับ/ค่ะ

印尼语
Selamat datang ke Shenzhen.

中文：见到你很高兴！

拼音
Jiàndào nǐ hěn gāoxìng!

粤语
见到你好开心！(gin3 dou2 nei5 hou2 hoi1 sam1)

英语
Nice to meet you.

韩语
만나서 반갑습니다!/ 만나서 반가워요!

西班牙语
Encantado. (说话者为男士)
Encantada. (说话者为女士)

俄语
Очень рад вас видеть. (说话者为男士)
Очень рада вас видеть. (说话者为女士)

法语
Enchanté de vous rencontrer. (说话者为男士)
Enchantée de vous rencontrer. (说话者为女士)

日语
お会いできて嬉しいです。

越南语
Tôi rất vui được gặp bạn.

马来语
Saya berasa gembira bertemu dengan encik/cik/puan. (Mr./Ms./Mrs.)

泰语
ยินดีที่ได้พบกันครับ/ค่ะ

印尼语
Saya senang sekali bertemu dengan Anda.

中文：你怎么称呼？

拼音
Nǐ zěnme chēnghu?

粤语
请问点称呼？(cing2 man6 dim2 cing1 fu1)

英语
What's your name please? / May I have your name, please?

韩语
성함이 어떻게 되세요?

西班牙语
¿Cómo se llama?

俄语
Как вас зовут?

法语
Comment vous vous appelez ?

日语
お名前を伺ってもよろしいでしょうか。

越南语
Bạn tên là gì?

马来语
Siapa nama encik/cik/puan?

泰语
คุณชื่ออะไรครับ/คะ

印尼语
Siapa nama Anda?

中文：谢谢！

拼音	粤语	英语	韩语
Xièxie!	多谢！(do1 ze6)	Thank you!	감사합니다.

西班牙语	俄语	法语
Gracias.	Спасибо.	Merci.

日语	越南语
どうもありがとうございます。	Cảm ơn.

马来语	泰语	印尼语
Terima kasih!	ขอบคุณครับ/ค่ะ	Terima kasih!

中文：不客气！

拼音	粤语
Bù kè qi!	唔使客气！(m4 sai2 haak3 hei3)

英语
You are welcome. / My pleasure.

韩语	西班牙语
별말씀을요./천만에요/아니에요./괜찮습니다.	De nada.

俄语	法语	日语	越南语
Не за что.	Je vous en prie.	どういたしまして。	Không có gì.

马来语	泰语	印尼语
Sama-sama.	ไม่เป็นไรครับ/ค่ะ	Sama-sama.

中文：对不起！

拼音	粤语	英语
Duì bu qǐ.	对唔住（deoi3 m4 zyu6）	I am sorry.

韩语	西班牙语	俄语
죄송합니다.	Perdón.	Извините.

法语	日语	越南语
Pardon.	申し訳ございません。	Xin lỗi.

马来语	泰语	印尼语
Mohon maaf.	ขอโทษครับ/ค่ะ	Mohon maaf.

中文：没关系！

拼音	粤语	英语
Méi guān xi.	唔紧要（m4 gan2 jiu3）	No problem. / Never mind.

韩语	西班牙语	俄语
괜찮습니다.	No importa.	Ничего.

法语	日语	越南语
Ce n'est pas grave.	いいえ、大丈夫です。	Không sao.

马来语	泰语	印尼语
Tidak apa-apa.	ไม่เป็นไรครับ/ค่ะ	Tidak apa-apa.

中文：再见。

拼音	粤语	英语	韩语
Zài jiàn.	再见 (zoi3 gin3)	See you.	안녕히 가세요.

西班牙语	俄语	法语
Adiós.	До свидания.	Au revoir.

日语	越南语
失礼いたします。さようなら。	Xin tạm biệt.

马来语	泰语	印尼语
Jumpa lagi.	สวัสดีครับ/ค่ะ	Sampai jumpa.

中文：祝你旅途愉快！

拼音	粤语
Zhù nǐ lǚ tú yú kuài!	祝你旅途愉快！(zuk1 nei5 leoi5 tou4 jyu4 faai3)

英语	韩语
Have a pleasant trip.	즐거운 여정이 되시기를 바랍니다.

西班牙语	俄语
Feliz viaje.	Желаю вам приятного путешествия.

法语	日语
Bon voyage.	よいお旅を。

越南语	马来语
Chúc bạn đi chơi vui vẻ.	Selamat jalan!

泰语	印尼语
ขอให้มีความสุขระหว่างการเดินทาง ครับ/ค่ะ	Selamat jalan!

附录 APEC 现有经济体的中英文对照

APPENDIX English–Chinese Glossary of APEC Economies

1. Australia 澳大利亚
2. Brunei Darussalam 文莱
3. Canada 加拿大
4. Chile 智利
5. People's Republic of China 中国
6. Hong Kong, China 中国香港
7. Indonesia 印度尼西亚
8. Japan 日本
9. Republic of Korea 韩国
10. Malaysia 马来西亚
11. Mexico 墨西哥
12. New Zealand 新西兰
13. Papua New Guinea 巴布亚新几内亚
14. Peru 秘鲁
15. The Philippines 菲律宾
16. Russia 俄罗斯
17. Singapore 新加坡
18. Chinese Taipei 中国台北
19. Thailand 泰国
20. The United States 美国
21. Viet Nam 越南



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