



BBC WORLD SERVICE LEARNING ENGLISH

Heathrow Terminal 5 希思罗机场五号航站楼

Heathrow Terminal 5 希思罗机场五号航站楼

Chaos as New Terminal Opens 新航站楼的混乱

Read the text below and do the activity that follows.

阅读下面的短文，然后完成练习：

London Heathrow is the biggest airport in the UK, and it also handles more international passenger traffic than any other airport in the world. For this reason, expansion was planned and on 27th March a fifth terminal opened to help to cope with the many passengers that pass through the airport.

The new terminal has taken a long time to plan and build. The idea was first proposed back in the 1980s.

The opening of it has been talked about widely in the media in the UK and expectations were high for the £4.3 billion (60.2 billion RMB) project.

However, in spite of long preparations at Terminal 5 ahead of the grand opening, things soon descended into chaos.

There were problems from the outset as staff had difficulties finding car parking spaces and getting through security to get into the building. This consequently caused a delay when passengers started to arrive and adequate numbers of staff were not in place.

Long passenger queues formed and the slow start meant that everyone had to play catch-up from the beginning.

Staff were having problems using the new systems and a baggage handler told the BBC, it was all "a shambles the moment the doors opened".

The terminal has been designed to handle 12,000 bags an hour but due to a reported "lack of training and essential support that was promised", a backlog of luggage soon materialised.

By lunchtime on that first day, 20 flights had been cancelled to try and alleviate the problems. Flights continued to be cancelled in the days following the opening and up to 28,000 bags have now had to be placed in temporary storage.

BA, the only airline operating at Terminal 5 says it is working to clear the backlog, but the negative publicity caused by this fiasco has not helped the airport or the airline's reputation at all.

Glossary 词汇表

handles – 处理	international passenger traffic – 国际航空客运量
expansion – 扩建/扩展	to cope – 应对
proposed – 拟议/建议的	expectations – 期待
billion – (数)十亿	grand opening – 隆重的揭幕仪式
from the outset – 伊始	adequate – 足够的
queues formed – 出现长队	to play catch-up – 紧紧追赶
a baggage handler – 行李管理员	a shambles – 大混乱
lack of – 缺少	a backlog – 积压(行李)
materialised – 形成	alleviate – 减轻/减缓
temporary storage - 临时行李储存处	fiasco – 大失败/乱七八糟

1. Reading Quiz 阅读测验

Are these sentences true or false? Circle the correct answer.

以下句子哪句是真?哪句是假?请圈出正确答案。

1. Heathrow airport deals with more passengers than any other airport in the world. True / False
2. No one expected very much from the new terminal. True / False
3. There were more than enough staff to deal with passengers when they started to arrive. True / False
4. The backlog of luggage was cleared immediately. True / False
5. There is only one airline operating out of Terminal 5. True / False

2. Verbs 动词

Match the verbs up with their correct definitions.

请把下列动词与正确定义进行搭配:

- | | |
|------------------------|---|
| 1. to handle
happen | a. to stop, to decide something organised won't |
| 2. to delay | b. to appear, to happen |
| 3. to cancel | c. to deal with, to take responsibility for |
| 4. to propose | d. to happen at a later time than expected |
| 5. to materialise | e. to suggest |
| 6. to alleviate | f. to relieve, to make easier |

Now complete the following sentence using one of the verbs from above.

请用上述动词完成下列句子填空:

1. There are so many problems at the airport, they will have to _____ some flights.
2. More flights were cancelled to _____ the problems.
3. I'd like to _____ we start the meeting at 9 a.m.
4. There's not enough staff to _____ all the bags that are coming through the airport.
5. There are a few technical problems that are going to _____ things.
6. I was hoping the opportunity to travel would _____ in my new job, but unfortunately it didn't.

3. Verb Tenses 动词时态

Choose the correct verb tense from the options below each sentence.

请从下列三个选择中挑出正确的动词时态进行填空练习：

1. Twenty flights _____ on the first day of Terminal 5 opening.
a. had been cancelled b. were cancelled c. were cancelling
2. How many more flights _____ in the future?
a. will delay b. were delayed c. will be delayed
3. Airport officials _____ to send the backlog of baggage to another country to clear it quicker.
a. have proposed b. have been proposed c. had been proposed
4. Heathrow airport _____ more passengers and baggage than any other airport.
a. was handled b. will be handling c. handles
5. I really wanted to visit the UK but the chance never _____.
a. materialised b. materializing c. materialise
6. The problems _____ after the cancellation of several flights.
a. are going to alleviate b. will be alleviating c. were alleviated

4. Wordsearch 单词搜索

Try to find the words associated with the opening of Heathrow Terminal 5 in the puzzle below.

There are ten words to find. Words can be written horizontally (g), vertically (i) or diagonally (m).

请在下面的字谜游戏中，找出与希思罗机场五号航站楼有关的英语单词来。

共有10个单词，其组成方式可能以水平的 (g) 垂直的 (i) 或对角的 (m) 形式出现。

a	t	e	r	s	o	h	a	m	b	l	b
o	p	e	n	h	a	p	p	a	s	s	a
q	a	i	r	a	p	o	e	r	t	g	c
e	s	h	a	m	a	r	d	n	i	n	k
b	a	g	s	b	i	j	s	e	i	h	l
h	e	d	e	l	r	n	t	e	l	n	o
a	i	r	p	e	p	a	a	s	s	a	g
c	h	a	o	s	o	a	f	l	e	s	y
k	i	l	t	e	r	m	f	c	h	a	o
b	a	g	g	a	t	e	r	m	i	n	e
h	a	m	b	a	g	g	a	g	e	d	e
p	a	s	s	e	n	g	e	r	a	b	c

terminal	airport	shambles	passenger	chaos
opening	baggage	backlog	staff	delays

Answers 答案

1. Reading Quiz 阅读测验

Are these sentences true or false? Circle the correct answer.

以下句子哪句是真?哪句是假?请圈出正确答案。

1. Heathrow airport deals with more passengers than any other airport in the world. **True**
2. No one expected very much from the new terminal. **False**
3. There were more than enough staff to deal with passengers when they started to arrive. **False**
4. The backlog of luggage was cleared immediately. **False**
5. There is only one airline operating out of Terminal 5. **True**

3. Verb Tenses 动词时态

Choose the correct verb tense from the options below each sentence.

请从下列三个选择中挑出正确的动词时态进行填空练习:

1. Twenty flights **were cancelled** on the first day of Terminal 5 opening.
2. How many more flights **will be delayed** in the future?
3. Airport officials **have proposed** to send the backlog of baggage to another country to clear it quicker.
4. Heathrow airport **handles** more passengers and baggage than any other airport.
5. I really wanted to visit the UK but the chance never **materialised**.
6. The problems were **alleviated** after the cancellation of several flights.

2. Verbs 动词

Match the verbs up with their correct definitions.

请把下列动词与正确定义进行搭配:

1. c 2. d 3. a 4. e 5. b 6. f

Now complete the following sentence using one of the verbs from above.

请用上述动词完成下列句子填空:

1. There are so many problems at the airport, they will have to cancel some flights.
2. More flights were cancelled to **alleviate** the problems.
3. I'd like to **propose** we start the meeting at 9 a.m.
4. There's not enough staff to **handle** all the bags that are coming through the airport.
5. There are a few technical problems that are going to **delay** things.
6. I was hoping the opportunity to travel would **materialise** in my new job, but unfortunately it didn't.

4. Wordsearch 单词搜索

	t			s	o							b
		e		h		p						a
			r	a			e					c
				m	a		d	n				k
				b	i		s	e	i			l
				l	r	n	t		l	n	o	
				e	p		a			a	g	
c	h	a	o	s	o		f	l				y
					r		f					
					t							
				b	a	g	g	a	g	e		
p	a	s	s	e	n	g	e	r				