



中等职业教育国家规划教材  
全国中等职业教育教材审定委员会审定

# 商务英语 听说 (第二版)

陈祥国 袁秋红 主编



对外经济贸易大学出版社

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# 商务英语听说

(第二版)

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教育部职业教育与成人教育司

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应出版社的邀请，这次《商务英语听说》进行再版。再版时主要有以下方面有所变动：

1. 修改了所有过时的、有错误的或不恰当的内容。
2. Words and Expressions 不再分成单词和短语两部分，而是将它们融合，并按字母顺序排序，以便查阅。
3. 取消了原版中每课 Part D Note-taking and Interpretation 部分，原因是这部分超出了中等职业学校学生的英语水平和培养目标。
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再版由陈祥国、袁秋红担任主编，国晓立、宦宁担任副主编。参加编写的同志及负责的章节如下：

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编者  
2008年6月

# 目 录

<b>Lesson 1</b>	<b>Traveling by Air</b>	(1)
<b>Lesson 2</b>	<b>Meeting Foreign Guests at the Airport</b>	(8)
<b>Lesson 3</b>	<b>Hotel Check-in</b>	(15)
<b>Lesson 4</b>	<b>Welcome Party</b>	(21)
<b>Lesson 5</b>	<b>Drawing up the Agenda</b>	(27)
<b>Lesson 6</b>	<b>Company and Product Introductions</b>	(33)
<b>Lesson 7</b>	<b>Inquiries and Offers</b>	(41)
<b>Lesson 8</b>	<b>Price</b>	(49)
<b>Lesson 9</b>	<b>City Tour</b>	(57)
<b>Lesson 10</b>	<b>Shipment</b>	(64)
<b>Lesson 11</b>	<b>Payment</b>	(71)
<b>Lesson 12</b>	<b>Making Phone Calls</b>	(78)
<b>Lesson 13</b>	<b>Packing</b>	(84)
<b>Lesson 14</b>	<b>Insurance</b>	(90)
<b>Lesson 15</b>	<b>At the Restaurant</b>	(96)
<b>Lesson 16</b>	<b>News Report 1</b>	(103)
<b>Lesson 17</b>	<b>Complaints and Settlement</b>	(106)
<b>Lesson 18</b>	<b>Shopping</b>	(113)
<b>Lesson 19</b>	<b>News Report 2</b>	(119)
<b>Lesson 20</b>	<b>Conclusion of Business</b>	(122)
<b>Lesson 21</b>	<b>News Report 3</b>	(128)
<b>Lesson 22</b>	<b>The Farewell</b>	(132)
<b>Lesson 23</b>	<b>Agency</b>	(139)
<b>Lesson 24</b>	<b>News Report 4</b>	(146)
<b>Lesson 25</b>	<b>Investment</b>	(149)
<b>Lesson 26</b>	<b>News Report 5</b>	(156)
<b>Lesson 27</b>	<b>Processing Trade</b>	(159)
<b>Lesson 28</b>	<b>News Report 6</b>	(165)
<b>Lesson 29</b>	<b>Compensation Trade</b>	(168)
<b>Appendix</b>	<b>Tapescript and Key</b>	(173)

# Lesson 1

## Traveling by Air



### Part A Model Conversations

#### Conversation One

A: Good morning, the United Airlines. What can I do for you?

B: I'd like to make a reservation to Boston next week.

A: When do you want to fly?

B: Monday, Sep. 12th.

A: We have Flight 802 on Monday. Just a moment, please. Let me check whether there're seats available. I'm sorry we're all booked up for Flight 802 on that day.

B: Then, any alternatives?

A: The next available flight leaves at 9:30 Tuesday morning, Sep. 13th. Shall I book you a seat?

B: Er... It is a direct flight, isn't it?

A: Yes, it is. Would you like to go first class or economy class?

B: I prefer first class. What's the fare, please?

A: It's \$176 one way.

B: OK. I'll take the 9:30 flight on Tuesday.

A: So, a seat on Flight 807 to Boston 9:30 Tuesday morning. Is it all right, sir?

B: Right. Can you also put me on the waiting list for 12th?

A: Certainly. May I have your name and telephone number, please?

B: My name is Lorus Anderson. You can reach me at 52836012.

A: I'll notify you if there's a cancellation.

B: Thank you very much.



A: You're welcome.

## Conversation Two

(At the airport check-in counter)

A: Good afternoon. May I have your ticket and passport, please?

B: Here you are.

A: You are going to Beijing on SC1159, right? Would you please put your check-in luggage on the scale? I'm sorry, sir. It's five kilos overweight.

B: Then I will carry this handbag myself.

A: Sure. Now it's just below the limit. Please write down your name on these luggage tags and fasten them on your luggage. Here are your ticket and the boarding card. Your seat is 3A in first-class compartment. You're going to board the plane through Gate 6.

B: Thank you.

(At the Customs Inspection Hall)

Customs Official: Have you filled out the Luggage Declaration Form?

B: Yes. I only have some personal effects in my carry-on suitcase. And here I also have my Health Declaration Form.

C: Fine. Have a nice trip.

(At the security check)

Security Officer: Please go through the metal-detecting gate. All right. Cleared. Please collect your belongings and your flight is boarding at Gate 6.

B: Thank you.

### Words and Expressions

be booked up 已预定完

belongings *n.* 个人物品

board *v.* 登机

boarding card 登机牌

Boston 波士顿

cancellation *n.* 取消

carry-on suitcase 随身手提箱

check-in luggage 托运行李

check-in 登机手续

compartment *n.* 机舱, 车厢

counter *n.* 柜台

Customs Inspection Hall 海关检验大厅

direct flight 直达航班

economy class/coach 二等舱, 经济舱

fare *n.* 机票, 车票

fasten *v.* 系, 拴

first class 一等舱

Health Declaration Form 健康申报表

Luggage Declaration Form 行李申报表

luggage *n.* 行李

luggage tag *n.* 行李标签

metal-detecting gate 金属探测门

notify *v.* 通知

one way 单程

## Words and Expressions

overweight *adj. n.* 超重

passport 护照

personal effects 私人财物

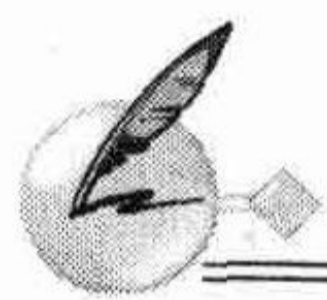
reservation *n.* 预定

scale *n.* 秤

the Customs 海关

the United Airlines 美国联合航空公司

waiting list 等候名单



## Notes

### 1. make a reservation 预定

reserve *vt.* 预定, 相当于 book

It is necessary to **make a reservation** in advance at hotel in traveling season.

旅游季节提前在宾馆预定房间是十分必要的。

You may **reserve/ book** flight tickets in the air agency.

你可以在航空售票处预定机票。

I'd like to **book** three first class **tickets to** Beijing **for** June 4.

我想订六月四日去北京的三张头等舱机票。

### 2. fly *v.* 飞行

What **airline** are you **flying**?

您坐哪家航空公司的飞机?

I'd like to **fly to** California.

我想飞往加州。

### 3. flight 飞行; 航班; 班机

direct flight/ non-stop flight 直达航班

regular flight 定期班机

domestic flight 国内航班

international flight 国际航班

charter flight 包机

red eye flight 红眼航班(夜航)

connecting flight 联运班机

flight number 班次

flight schedule 航空时刻表

Our manager will **take** the afternoon **flight**.

我们经理将乘坐下午的班机。

Are the **flights to** Chicago non-stop?

飞往芝加哥的航班是直达的吗?

### 4. It's \$176 one way.



单程 176 美元。

one-way ticket 单程票

round-trip/ return ticket 双程票, 来回票

open return 不定期回程票

5. put me on the waiting list 把我列在候补名单上

还可说 put me on stand-by

6. check v.

1) 托运

We **checked** two trunks to Chicago.

我把两个大衣箱托运到了芝加哥。

2) check in 检票, 办理乘车、乘船、登机手续; 在旅馆办理登记入住手续

You must **check in** at the airport an hour before your plane leaves.

在飞机起飞前一小时你必须办理登机手续。

check-in n. 检票; 检票处; 签到

check-in counter(机场内) 办理登机手续的柜台

7. SC1159

航班号一般由两部分组成: SC 是航空公司的代号, 1159 是该航班的号码。

8. It's 5 kilos overweight.

行李超重 5 公斤。

It's just below the limit.

恰好低于重量限制。

We should charge you for the extra weight.

对超重的部分我们要向您收费。

The weight of my bags is within the free allowance.

我的包的重量在免费的范围之内。

Hand-carried luggage is not weighted.

手提行李不用过磅。

9. board n. v. 上(船, 火车, 飞机)

Customs officials boarded the ship in the harbor.

海关官员在港口上了船。

on board 在船(车, 飞机)上

10. the Customs 海关

Customs clearance 清关, 结关



1. What's the price for the flight to Chicago?

到芝加哥的机票多少钱?

2. How much is the fare?  
票价是多少?
3. What's the fare to... ?  
票价是多少?
4. How long does the flight take? Will it arrive on schedule?  
要飞行多久? 能准时到达吗?
5. Would the stopover at Tokyo be long enough for us to do some shopping?  
飞机中途在东京停留时,我们有足够的时间买点东西吗?
6. I'd like to make sure my plane reservation is in order.  
我想确认一下我预定的机票是否已办妥。
7. Please cancel my reservation on Flight 147 to New Delhi.  
请取消我预订的 147 次航班飞往新德里的机票。
8. Can I break my journey at Hawaii?  
我可以在夏威夷中途停留吗?
9. I think I'll fly economy on the 4:20 pm flight.  
我要下午 4 点 20 分班机的经济舱机票。
10. I can't go by the morning flight.  
我不能坐上午的班机走。
11. Please bring your baggage here for inspection. The Customs Official will examine your suitcase.  
请将您的行李拿到这里检查。海关官员要检查您的手提箱。
12. You're through with the Customs formalities.  
您已办完海关手续。
13. Have you attached/fixed the tags on the baggage?  
您在行李上系上标签了吗?
14. How much should I pay for the overweight?  
超重的行李我要付多少钱?
15. You've got four seats in the non-smoking section.  
你们在无烟区有四个座位。
16. Each passenger is allowed 25 kilos free of charge.  
每个旅客可免费携带 25 公斤。



## Part B Listening

### I. Listen and complete each of the following sentences.

1. Hello, \_\_\_\_\_. What can I do for you?
2. I'll take the \_\_\_\_\_ flight on \_\_\_\_\_.

3. It's \_\_\_\_\_ for \_\_\_\_\_ to Karachi.
4. I have a briefcase and a \_\_\_\_\_ with me.
5. May I see your \_\_\_\_\_ please?

**II. Repeat the sentences you hear on the tape.**

conveyer belt 传送带 metal detector 金属探测器

**III. Write down the sentences you hear on the tape in full. Each will be read three times.**

Boeing 747 波音 747 飞机

- 1.
- 2.
- 3.
- 4.
- 5.

**IV. Listen to the short conversations and choose the best answer to each of the following questions.**

1. What's the charge for excess luggage per kilogram?  
a. \$ 4.                      b. \$ 5.                      c. \$ 14.                      d. \$ 15.
2. How would the passenger like to fly?  
a. One way economy.  
b. One way first class.  
c. Return economy.  
d. Return first class.
3. How long does the flight take?  
a. Two hours.                      b. Two hours and a half.  
c. Three hours.                      d. Three hours and a half.
4. Which one of the following statements is true?  
a. The passenger took arms(武器) in his bags.  
b. One should pay duties for arms and living plants.  
c. Arms, living plants and animals are not allowed.  
d. The official found arms in the bags.
5. What has happened?  
a. The flight is cancelled.

- b. The flight is put off a quarter for the rain.
- c. The flight is put off a quarter for the thick ground fog.
- d. The flight is put off an hour for the snow.

**V. Listen to the dialogue and answer the questions you hear on the tape orally.**



## **Part C Speaking**

### **I. Make sentences with the following expressions.**

- 1. Here is... (给你……)
- 2. I prefer...
- 3. May I have...
  - a. 我可以看一下你的护照吗?
  - b. 我可以看一下你的身份证吗?
  - c. 可以看一下你的机票吗?
  - d. 可以看一下你的签证(visa)吗?
- 4. I'd like to...
  - a. 我想订一张5月3日飞北京的经济舱机票。
  - b. 我想订两张星期五去巴黎的头等舱机票。
  - c. 我想订三张下周六去洛杉矶的头等舱机票。
  - d. 我想订两张9月10日去莫斯科的经济舱机票。

### **II. Compose a conversation for the following situation. Then practice it with your partners.**

You're booking a flight ticket for your manager to Beijing for your business trip. You call the air agency to make a reservation. Make clear the time to fly, class of ticket, return or not, the fare, etc.

### **III. Role play.**

A is an English businessperson who is now on a business trip. B is an airport clerk at the check-in counter. C is the Customs official. D is the security officer. A checks in at the airport, goes through the Customs and security check.

# Lesson 2

## Meeting Foreign Guests at the Airport



### Part A Model Conversations

#### Conversation One

A: Good morning, Mr. Murphy. Welcome back to Dalian. (Handshake)

B: How nice to see you again, Ms. Li. Thank you for meeting me here.

A: My pleasure. How are you doing?

B: Very well, thank you. And you?

A: Can't be better.

B: I'm glad to hear that.

A: How was your flight?

B: Very nice. The service of CAAC is superb.

A: Thank you for saying so. Oh, let me help you with your baggage.

B: Thank you. I can manage it all right. (*They are heading for the parking lot.*)

A: Watch out. (*On the car*)

B: It's been a long time since we met last time, er... more than two years. Time flies, you know!

A: Yes, and Dalian has changed a lot ever since. In fact, Dalian is changing every day. I hope we'll be able to show you around. I'm sure you'll be impressed.

B: Thank you. I'm sure I will.



## Conversation Two

*Mr. Sun Kai and Miss Li Lan are waiting at the "International Arrival" area, with a sign that reads "Welcome Mr. Robinson".*

A: Excuse me. Are you Mr. Robinson from London? I am the PR manager of Tianshan Trading Company. My name is Sun Kai.

B: How do you do, Mr. Sun? It's nice to meet you.

A: How do you do? Welcome to Dalian.

B: Thank you. It's very nice of you to meet me at the airport.

A: You're welcome. May I introduce my colleague Miss Li Lan? Miss Li is our sales manager.

B: Glad to meet you, Miss Li.

C: Glad to meet you too. I've heard a lot about you.

B: You are so kind.

*( They walk toward the car in the parking lot. )*

A: Did you have a good flight?

B: Not bad. There was a dense fog in London so the flight was delayed several hours.

A: I'm sorry to hear that.

C: How long did the flight take?

B: 16 hours non-stop.

C: It must be a very tiring trip.

B: Yes, it is.

*( At the hotel )*

A: So you need a good rest after such a long flight. We won't stand in your way.

B: Thank you very much.

### Words and Expressions

baggage/luggage *n.* 行李

CAAC ( General Administration of Civil Aviation of China ) 中国民航

delay *n. v.* 延迟, 耽搁, 推迟

dense *adj.* 浓厚的

International Arrival 国际抵港或国际抵达  
国际口岸

non-stop *adj. adv.* 不停的(地)

parking lot *n.* 停车场

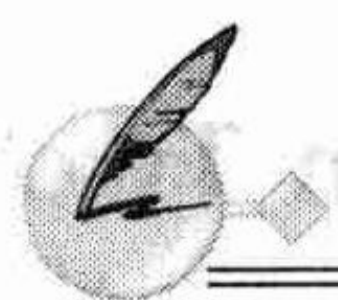
PR ( Public Relations ) manager 公关部经理

sales manager 销售部经理

stand in sb's way *v.* 妨碍某人

superb *adj.* 棒的

watch out *v.* 小心



## Notes

### 1. How are you doing?

你好吗?

回答时要根据实际情况,如:

Can't complain. (No complaints.) 还过得去。

Not bad. 还不错。

Just fine. 很好。

I'm just great. 好极了。

Pretty fair, thanks. 还不错,谢谢。

Same as ever. 老样子。

So-so, thanks. 马马虎虎,谢谢。

Surviving, thanks. 凑合着,谢谢。

Too bad. I'm having a bad cough. 糟透了,咳嗽得很厉害。

### 2. I can manage all right.

我自己行。

### 3. read(布告、牌子、黑板、文章等)写着……,读做……

The sign **reads** "Keep off the grass".

牌子上写着“勿踏草坪”。

Please amend your shipment clause to **read** "partial shipment allowed".

请将你装运条款改为“允许分批”。

### 4. It's very nice of you to meet me at the airport.

谢谢你到机场来接我。

It's very nice/kind of you 用来表示谢意。

### 5. You're welcome.

不客气。

当别人道谢时,常用的回答有:

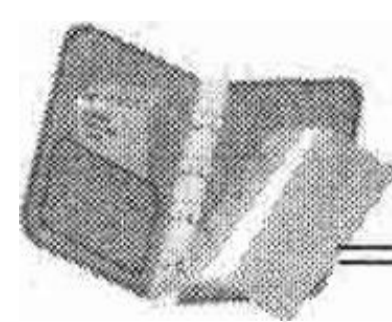
Don't mention it.

You're welcome.

Not at all.

My pleasure.

No problem.



## Useful Sentences

### 1. I hope you've had an enjoyable trip.

希望你度过了一个愉快的旅途。