



- 最重要的词汇
- 最经典的句型
- 最时尚的对话
- 最丰富的知识点

商务英语口语

想说就会说

BUSINESS ENGLISH

主编◎李生禄 浩瀚



北京航空航天大学出版社



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光盘一张



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前言

随着 2008 北京奥运会的举办和 2010 上海世博会的到来,掌握并灵活运用英语,将成为您通行四方的有力武器。

语言需要在实践中锻炼学习。《商务英语口语·想说就会说》一书由出版过多部英语畅销书的权威专家经过长期的教学研究倾情编写而成,作者在本书中为您打造出题材多样、内容全面、句型时尚、质量精准、高效实用的语言场景。

本书分为商务实务、商务衍生、商务往来、商务服务四部分。每部分又按照不同场景细分单元,每单元包括以下内容:

- ✱ **经典句型:** 提供该场景中可能用到的多种表达的经典句型,灵活生动,举一反三。
- ✱ **时尚会话:** 提供真实的场景会话,让读者有身临其境的感觉。
- ✱ **重点突破:** 将重点词语的音标、词性、常用语义一网打尽,方便读者自学。
- ✱ **知识拓展:** 提供实用的英美文化知识,帮助读者更好地了解场景,拓宽视野,学会如何灵活运用语言。

真诚希望《商务英语口语·想说就会说》成为您的良师益友。帮您真正实现“想说就会说”!



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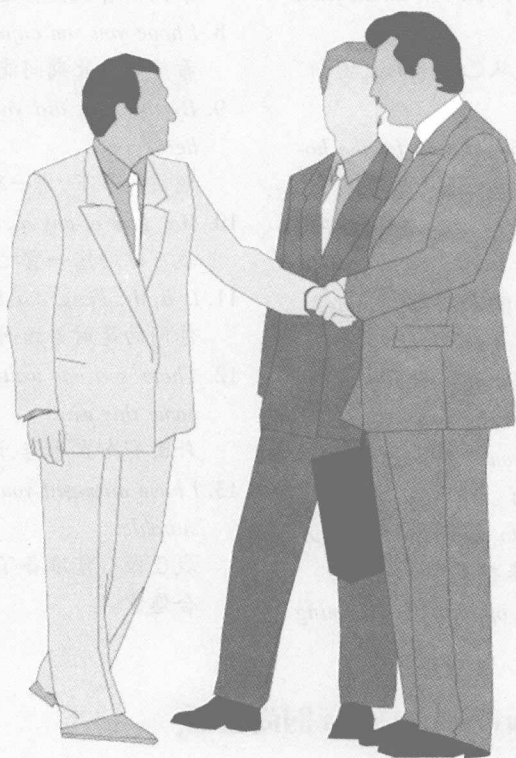
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P

art One

Practical Operations

商务实务





Unit 1 Business Reception

商务接待



Useful Sentences 经典句型

Words of Business Reception 商务接待用语

1. *Excuse me, but aren't you Mr. Smith from Paris?*

打扰一下,请问您是从巴黎来的史密斯先生吗?

2. *If all is ready, we'd better start for the hotel.*

如果一切都准备好了,我们现在最好动身去宾馆。

3. *How was your flight? Was it comfortable?*

您坐的班机怎么样?还舒服吗?

4. *Please send your family my best regards.*

请代我向您的家人问好。

5. *I've been expecting you.*

我已经恭候您多时了。

6. *It's very nice of you to come and meet me.*

我真是太感谢您能来接我了。

7. *I am glad to have the opportunity of seeing you here.*

很高兴有机会在这儿见到您。

8. *I hope you can enjoy your stay here.*

希望您在此期间能过得愉快。

9. *By the way, did you have a pleasant trip here?*

顺便问一下,您一路上还好吗?

10. *May I be of any assistance?*

我可以助您一臂之力吗?

11. *Is it Mr. Feng, our Financial Consultant?*

您问的是财务顾问冯先生吗?

12. *There's a car waiting for you, so please come this way.*

外面有车在等您,请走这边。

13. *I have arranged your schedule. I hope it's suitable.*

我已经给您准备了一份日程表,希望能合您意。



Fashion Conversations 时尚会话

Conversation 1

A: Good morning. Can I help you?

A: 早上好。我能为您做些什么?

- B: Good morning. Is this Modern Electronics Co., Ltd.? I have an appointment with the Sales Manager at 9:00 a.m..
- A: May I have your name, please?
- B: Thomas Wilson. I am from the Merrill Trading Company.
- A: Let me see... Ah, yes, Mr. Wilson. Please take a seat. I will tell the manager's secretary that you are here. (Dial the phone.)
- A: Hello, Marry, this is Reception. Mr. Wilson from the Merrill Trading Company is here. He has an appointment with Mr. John at 9:00 a.m..
- C: Mr. Wilson? Right, I'll come down now and take him to Mr. John's office.
- C: Mr. Wilson?
- B: Yes, that is right.
- C: I am the Sales Manager's secretary. Please come this way. I'll take you to his office.
- B: Many thanks.
- B: 早上好。是现代办公用品有限公司吗？我在 9:00 与销售经理有预约。
- A: 请把您的名字告诉我好吗？
- B: 托马斯·威尔逊。我从美林贸易公司来。
- A: 让我查一查。啊，威尔逊先生。请坐。我现在就通知董事长的秘书您到了。（打电话）
- A: 您好，玛丽，这是接待处。美林贸易公司的威尔逊先生已经到了。他与约翰先生约了 9:00 见面。
- C: 威尔逊先生？好的，我现在就下去带他去约翰先生的办公室。
- C: 威尔逊先生？
- B: 是的，我就是。
- C: 我是销售经理的秘书。这边请。我带您去经理办公室。
- B: 非常感谢。

Notes 重点突破

1. electronic [ˌɪlekˈtrɒnɪk] a. 电子的 2. appointment [əˈpɔɪntmənt] n. 约会

Conversation 2

- A: You must be tired after such a long flight.
- B: Yes, I'm feeling a little jet lag.
- A: I'm pleased to meet you, Mr. Liang.
- B: The pleasure is mine.
- A: Is this your first trip to China?
- A: 坐飞机坐了那么长时间，您一定累了吧。
- B: 是呀，我觉得时差让我有些不适应。
- A: 很高兴见到您，梁先生。
- B: 这是我的荣幸。
- A: 这是您第一次到中国来吗？

B: Yes, it is.

A: I've booked a room for you at the Jun Yue Hotel. Single, for a week.

B: Oh, good. Thanks.

B: 是的。

A: 我已经在君悦饭店给您订了一周的单间。

B: 喔, 很好。谢谢!

Notes 重点突破

1. jet lag (飞机乘客的)飞行时差反应

Conversation 3

A: How was your journey?

B: Thank you. It was quite pleasant.

A: Have you gone through all the procedures here?

B: Yes, we have.

A: Is this your luggage? Let me take it for you.

B: It's so heavy, let me take it myself.

A: Please don't be so polite.

A: 一路上怎么样?

B: 很愉快, 谢谢。

A: 手续都办完了吗?

B: 对, 都办妥了。

A: 这是你的行李吗? 我来帮你拿吧。

B: 挺重的, 我自己拿吧。

A: 别客气。

Notes 重点突破

1. procedure[prə'si:dʒə] n. 手续

2. luggage['lʌgɪdʒ] n. 行李

Conversation 4

A: Excuse me, are you Pamela?

B: Yes, I am from North America.

A: May I introduce myself first? I am from China National Import and Export Corporation. My name is Song Bo.

B: How do you do? Thank you for picking us up.

A: It's my pleasure.

B: Mr. Song, this is Tom and this is Bill. They are from the branch de-

A: 打扰一下, 您是帕梅拉女士吧?

B: 是的, 我来自北美。

A: 请允许我自我介绍一下。我是中国进出口公司的, 我叫宋波。

B: 您好。谢谢您专程来接我们。

A: 别客气。

B: 宋先生, 这两位是公司分部的汤姆和比尔。

partment of our company.

A: How do you do? There is a car in the exit. Let's go in this way.

A: 欢迎, 欢迎。我们在出口处安排了车, 请这边走。

Notes 重点突破

1. introduce[,intrə'dju:s] *vt.* 介绍

Conversation 5

A: Now, it's 10: 30. We arrive just on time.

B: OK. I think I have to buy the departure tax.

A: Let me do it for you.

B: Thank you very much. Mr. Wen, I have to say good-bye now. But before that, I'd like to say it has been a very pleasant and productive trip for me. Your company has left me a very good impression, and I am deeply moved by your hospitality. I think our cooperation will be a very successful one.

C: Thank you very much, Mr. Washington. You are playing a very important part in the cooperation. We hope we can hear from you soon.

A: Here is the receipt of the airport fee.

B: Miss Xin, my dear friend. Thank you very much for all your help. You are really very helpful and thoughtful. I believe Mr. Wen is very lucky to have your assistance.

A: Thank you. It's very kind of you to say so. I'm really happy for having worked with you for a few days.

A: 现在是 10 点半, 我们正好准时到了。

B: 噢, 我想我得去付机场建设费。

A: 我去吧。

B: 非常感谢。文先生, 我得跟你说再见了。在此之前我想说: 这次旅行非常愉快, 并富有成效; 你们公司给我留下了很好的印象, 我深深地被你们的热情所感动, 我想我们的合作将会很成功。

C: 非常感谢, 华盛顿先生。您在这次合作中起着非常重要的作用。我们期待着早日听到你们的回音。

A: 这是机场建设费的收据。

B: 辛小姐, 我亲爱的朋友。对于你所给予的帮助我深表感谢。你对我的帮助非常大, 非常周到。我想文先生有你做助手非常幸运。

A: 谢谢。您这么说真是太好了。我很高兴能与您一起工作。

B: Thank you again. Bye-bye.

B: 再次感谢。再见。

C: We wish you a safe and pleasant journey home.

C: 祝您一路顺利,旅途愉快。

A: Have a nice journey.

A: 一路平安。

B: Thank you. Bye-bye.

B: 谢谢。再见。

Notes 重点突破

- | | | | |
|--------------------------------------|--------|-------------------------------------|----|
| 1. departure [di'pɑ:tʃə] <i>n.</i> | 启程. 出发 | 3. impression [im'preʃən] <i>n.</i> | 印象 |
| 2. productive [prə'dʌktɪv] <i>a.</i> | 富有成效的 | 4. assistance [ə'sistəns] <i>n.</i> | 援助 |

More Knowledge 知识拓展

在接待来访时,接待者应该注意以下问题:

1. 做好询问工作,了解来访者的意图,以便做好周密的安排。
2. 尊重来访者的习惯,生活上要照顾得细致入微,但忌奢侈浪费。
3. 尽量把来访者的行程安排得科学、紧凑。
4. 接待者要尽量配合来访者,通过你的接待,将公司的科学管理、良好信誉展示给对方。
5. 接待者应客气友好,恭敬有礼,考虑周全,积极配合。
6. 接待者应言而有信。答应的事,就要尽力办到。如果实在办不到,也要及时告诉对方。
7. 热情待客。待客要热情,要用自己做客时希望得到的招待方式来款待客人。这样你才能设身处地地为对方着想。





Unit 2 Inquiry

询盘



Useful Sentences 经典句型

Words of Buyers 买方用语

1. *Our buyers asked for your price list or catalogue.*
我们的买主想索取你方的价格单或目录。
2. *We would appreciate you sending us the latest samples with their best prices.*
若能把贵公司的最新样品及最优惠价格寄给我们,将不胜感激。
3. *Prices quoted should include insurance and freight to Jakarta.*
所报价格应该包含到雅加达的保险和运费。
4. *Will you please inform us of the prices at which you can supply?*
请告知我们贵方能供货的价格,好吗?
5. *If your quality is good and the price is suitable for our market, we would consider signing a long-term contract with you.*
如果你方产品质量高且价格合理,我们愿考虑与你方签署一份长期合同。
6. *Now that we have already made an inquiry on your articles, will you please make an offer before the end of this month?*
既然我们已经对你们的产品进行了询价,你方能否在月底前报价呢?
7. *Would you please quote me your prices for the goods?*
能给我们提供你们产品的价格吗?
8. *If your prices are favourable and if I can get the commission I want, I can place the order right away.*
若你方的价格优惠,且接受我方提出的佣金,我方可以马上订货。
9. *We have got stacks of orders waiting to be filled.*
我们有大量的订单等待发货。
10. *Would you please quote me your lowest prices for the goods?*
你能给我这些商品的最低报价吗?
11. *Your quotation is too high to accept.*
你方要价太高我方无法接受。

Words of Sellers 卖方用语

1. *We regret that the goods you inquire about are not available.*
很遗憾,你们所询的货物现无存货。
2. *Heavy enquiries witness the quality of our products.*
大量询盘证明我们的产品质量过硬。
3. *As soon as the price picks up, enquiries will revive.*
一旦价格回升,询盘将重新活跃起来。
4. *Enquiries are so large that we can only allow you 100 cases.*
询盘太多了,我们只能给你们提供 100 箱货。
5. *Could you give me some idea about your prices?*
请你们给个估价好吗?
6. *The goods you are enquiring for are out of stock.*
你询问的商品目前无存货。
7. *The price we offer compare favourably with quotations you can get else where.*
我方的报价比别处的报价便宜。
8. *It is always our practice to supply high quality goods at reasonable price.*
提供质量优良、价格合理的商品是我们的一贯做法。



Fashion Conversations 时尚会话

Conversation 1

- | | |
|--|-------------------------------------|
| A: Which items are you interested in? | A: 您对哪种产品感兴趣? |
| B: We are interested in item No. 6. It's attractive and eye-pleasing. How about the supply position? | B: 我们对 6 号产品有兴趣。它十分美观,很吸引人。供应的情况如何? |
| A: Generally speaking, we can supply from stock. | A: 一般来说,我们能提供现货。 |
| B: Here's our inquiry list. Please quote us your lowest price, CIF New York. | B: 这是我们的询价单。请给我们报到纽约的最低到岸价。 |
| A: I'll look into your requirements first and let you know our firm offers tomorrow. | A: 我先看看询价单,明天报实盘给您。 |
| B: By the way, can you give me the time of delivery? | B: 顺便问一下,能告诉我发货时间吗? |
| A: Yes. Do you have specific requirements for the delivery time? | A: 可以。您对发货时间有具体要求吗? |
| B: I need a shipment in May. I hope you can send the goods on time. | B: 我需要 5 月交货。希望你们能按期交货。 |
| A: We can ensure that. | A: 我们可以做到。 |

Notes 重点突破

1. attractive [ə'træktɪv] a. 有吸引力的
3. quote [kwəʊt] vt. 报……的价

2. eye-pleasing 赏心悦目

Conversation 2

A: I'm interested in a couple of items in your new catalog, and I would like to know the prices.

B: Great. We're offering a special promotional price on a few of the items. Which items did you have in mind?

A: We're particularly interested in your new RM-five sound card shown on page 23 of your catalog. I would also like more details about the model RM-seven card on page 44.

B: OK. The price on the RM-five is \$45 for quantities up to five hundred units. Then we offer quantity discounts for larger orders.

A: And the price on the RM-seven?

B: The RM-seven is one of our promotional items this month. For orders received by the end of the month, the price is \$50 each. That price is good on any size order.

A: That price sounds good. Could you send me some more details about the RM-seven, including the specifications?

B: Certainly. I can fax or E-mail that information to you this afternoon.

A: Terrific! I'll get back to you after I've reviewed the details. Thank you. Good-bye.

A: 我对你们新目录里的几项产品感兴趣,想知道它们的价格。

B: 好的。我们现在有几项产品有促销。您对哪些产品感兴趣?

A: 我们特别喜欢你们目录里第 23 页的新型 RM-5 型声卡。我还想知道更多关于第 44 页里 RM-7 型卡的细节。

B: 好的。如果购买数量达到五百片,每片 RM-5 型号的 45 美元。如果你们要大量定购我们还会有折扣。

A: 那 RM-7 的价格呢?

B: RM-7 是我们本月的促销产品之一,本月底前接到的订单单价都是 50 美元。不管订的数量多少都是这个价格。

A: 这个价格听起来不错。您可以寄给我一些更详细的 RM-7 型的资料和说明书吗?

B: 当然。我可以今天下午把资料传真或寄电子邮件给您。

A: 太好了!我看完详细资料后再给您电话。谢谢您,再见。