

新世界
NEW WORLD



全国高职高专院校规划教材·商务英语专业

A Speaking Course in Business English 商务英语口语

王乃彦 主编



对外经济贸易大学出版社

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商务英语口语

A Speaking Course in Business English

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出版说明

“新世界商务英语系列教材”是对外经济贸易大学出版社联合对外经济贸易大学、东北财经大学、上海财经大学、上海对外贸易学院、天津对外经济贸易职业学院、山东外贸职业学院、安徽国际商务职业学院、安徽商贸职业技术学院、大连职业技术学院和广东科学技术职业学院等院校推出的一套面向不同层次的、涵盖不同模块的商务英语系列立体化教材。本套教材面向三个层次：研究生、本科和高职高专。

研究生和本科层次的商务英语教材适用于全国各高等院校英语专业的商务英语方向或国际贸易、国际经济、国际工商管理等商科专业的学生。

高职高专层次的商务英语教材适用于全国高职高专院校英语专业的商务/应用/外贸英语方向以及国际贸易或财经类专业的学生。

根据国家教育指导思想，目前我国高职高专教育的培养目标是以能力培养和技术应用为本位，其基础理论教学以应用为目的、够用为尺度、就业为导向；教材强调应用性和适用性，符合高职高专教育的特点，既能满足学科教育又能满足职业资格教育的“双证书”（毕业证和技术等级证）教学的需要。本套教材编写始终贯彻商务英语教学的基本思路：将英语听说读写译技能与商务知识有机融合，使学生在提高英语语言技能的同时了解有关商务知识，造就学生“两条腿走路”的本领，培养以商务知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材——“新世界全国高职高专院校规划教材·商务英语专业”——包括《商务英语综合教程（上册）》、《商务英语综合教程（下册）》、《商务英语阅读（上册）》、《商务英语阅读（下册）》、《商务英语听说》、《商务英语口语》、《商务英语写作》、《商务英语翻译》、《外贸英语函电》、《商务谈判》、《国际商务制单》共11册教材。作者主要来自天津对外经济贸易职业学院、山东外贸职业学院、安徽国际商务职业学院、安徽商贸职业技术学院、大连职业技术学院和广东科学技术职业学院等。他们都是本专业的“双师型”名师，不仅具有丰富的商务英语教学经验，而且具有本专业中级以上职称、企业第一线工作经历、主持或参与过多项应用技术研究，这是本套教材编写质量的重要保证。

此外，本套教材配有教师用书或课件等立体化教学资源，供教师教学参考（见书末赠送课件说明）。

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再版前言

随着经济活动日益全球化，我国同世界各国的商务活动日趋频繁，并在经济贸易领域逐渐与国际接轨。为了适应这一新的形势，培养既具有一定的国际贸易知识，又具有相当英语水平的应用型人才，从而满足新形势下外经贸领域对人才的需求，我们将原《外贸英语口语》做了适当的调整和修改，更名为《商务英语口语》，作为“新世界全国高职高专院校规划教材·商务英语专业”之一进行再版。

本教材适应外经贸高职高专院校专业英语口语教学要求，以技能训练为主，突出实际实用性，通过课文的多种情景素材，介绍了外事接待和商务谈判活动中常用的对话和表达语句。

全书内容涉及商务接待、日常活动及交易磋商各环节，如客户接待、询盘、报盘、支付、合同、保险、索赔及其他贸易方式。每个单元课文部分由对话、词汇、常用句型组成。练习部分有英汉互译练习、情景对话和开放式讨论等。

本教材由王乃彦任主编，钟晓菁、李富森任副主编，刘玉玲、房玉靖参加了编写。

本书承蒙澳大利亚悉尼大学奥兰治学院 Tony McKenzie 教授审阅并提出宝贵意见，在此深表谢意。

本教材的编写得到了对外经济贸易大学出版社的指导，胡小平老师给予了大力支持，在此表示感谢。

编者

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Unit 1

Traveling on Business

1. Making a Flight Reservation

Agent: May I help you, sir?

Wilson: Yes. I'd like to book a seat from Manchester to Beijing.

A: Sorry, I'm afraid there is not any direct flight. You'll have to change in London.

W: That's all right.

A: When are you flying?

W: Next Tuesday.

A: There's a flight leaving Manchester for London next Tuesday at 10:30 a. m. and the earliest connecting flight is at 12:45 p. m.

W: Will I have enough time in London to transfer flights?

A: Don't worry, sir. There will be plenty of time left. You will be landing in London at 11:45 a. m.

W: Fine.

A: May I have your name, please?

W: Mark Wilson, M-A-R-K, W-I-L-S-O-N.

A: Do you want to fly first or economy class?

W: Economy, please.

A: One way or a round trip?

W: A round trip. How much is the air fare?

A: The air fare for a round trip is 730 pounds.

W: OK. Here you are.

A: Thanks. Here is your ticket. I've booked you on British Airways Flight 1391 leaving Manchester Airport for London Heathrow Airport and Flight 39 from London to Beijing. You will arrive in Beijing at 5:30 a. m. local time next Wednesday.

W: Thank you.

2. At the Check-in Counter

Clerk: Good morning! Can I help you, sir?

Wilson: Yes, I'm going to be traveling to China by BA Flight 1391.

C: Can I have a look at your passport and ticket?

W: Sure, here you are.

C: Thanks, sir. Um... about the seat?

W: Er, a window seat, please.

C: OK, your seat is 10A, by the window.

W: Thank you.

C: How many pieces of baggage do you want to check in, sir?

W: I would like to check these three pieces and I'll take this traveling bag on board.

C: Would you please put all your baggage on the scale?

W: Sure. How about this traveling bag?

C: It doesn't need to be weighed, sir. ... I'm sorry, sir, your baggage is 10 kilos overweight. I'm afraid there'll be an excess baggage charge, sir.

W: That's OK. Well, how much will it be?

C: The excess charge for 10 kilos is 20 pounds, sir.

W: OK. Here you are.

C: Thank you, sir. And here is your boarding pass. Your claim check is stapled in the back of your ticket jacket. Your baggage will be transferred directly to Beijing Airport. Boarding is at Gate 34 at 9:50 and your flight leaves at 10:30.

W: Thank you very much.

3. At the Customs

Mr. Wilson is going through the Customs.

Customs Officer: Please bring your luggage here for inspection. Will you show me your declaration form, please?

Mr. Wilson: Here you are, officer.

CO: Are these all your luggage here?

W: Yes, a briefcase, a traveling bag and a suitcase.

CO: Your briefcase is exempted from examination. Will you open this suitcase please?

W: Certainly.

CO: Have you anything to declare?

W: No. I have only personal stuff.

- CO: Have you got any spirits or tobacco?
- W: Yes, I've got some cigarettes and two bottles of whisky.
- CO: How many packets of cigarettes?
- W: Eight packets.
- CO: That's not in excess of the duty-free allowance. Well, I see you have two cameras and eight electronic calculators.
- W: Yes, one camera for personal use and the other is intended to be a gift. The electronic calculators are samples for the corporation.
- CO: Each passenger is allowed one camera duty-free. You'll have to pay duty for the other one. As for the samples they are duty free. I'll release them now, but you'll have to submit a written statement on your exit by the corporation receiving the samples.
- W: Well, where shall I pay the duty for the camera?
- CO: Please wait a moment, I'll make out the duty memo... There you are. Take this and pay the man over there.
- W: (Returning) I've paid the duty. Here is the receipt.
- CO: Thank you. (Marking the suitcase to indicate it has been cleared by the customs). That's all. I hope you'll enjoy your stay in China, sir.
- W: Thank you, officer.

4. On the Plane

Flight attendant: Good afternoon, sir.

W: Good afternoon!

A: What is your seat number?

W: It's 34A.

A: That will be three rows up on the right. It's the window seat.

(Ready to take off)

A: Excuse me, sir. Is this your bag?

W: Oh, yes.

A: Well, when the plane takes off, it might fall down and hurt somebody. Could you place it under your seat?

W: Sure.

(After taking off)

A: Excuse me, sir. What would you like to drink, tea or coffee?

W: Tea, please. Thank you.

(Mr. Wilson talks with John who is sitting next to him.)

W: Hi, I'm Mark.

J: Hi, I'm John. Nice to meet you.

W: Nice to meet you, too. Are you a student?

J: Yes, I'm going to Beijing University to study Chinese. It's my first time to go abroad, so I feel very excited. Do you often travel by air?

W: Yes, I go on business by air all the year round.

J: Could you tell me what all these buttons and plugs in the arm rest are?

W: Well, this one is the seat-recliner button. If you push the button, the seat of your chair slides out and the back reclines so you can relax and be comfortable. But for take-off and landing, the seat must be in an upright position.

J: What about these little plugs?

W: The one on the end is the headset plug. If you want to listen to music or watch a movie you can put on the plastic headset, then turn this dial and you'll get different kinds of music. One button is for the movie.

J: It's really nice. Thank you very much. I'll try.



Words and Expressions

passport 护照

scale 磅秤

staple (用订书钉)钉住

land 着陆

flight attendant 空中乘务员

make a flight reservation 预订航班

book a seat 订座位

direct flight 直飞

round trip 往返旅程

economy class 经济舱

first class 头等舱

flight number 航班号

confirm a flight 确认航班

check-in counter 托运行李处

claim check 取行李的单据

ticket jacket 机票折

traveling bag 旅行袋

excess baggage charge 行李超重费

customs 海关

declare 申报(上税)

customs officer 海关工作人员

disembarkation card 入境登记卡

customs form 海关登记表

take off 起飞

window seat 靠窗座位

boarding pass 登机牌

boarding gate 登机门

What about...? 如何,怎么样?

arm rest 扶手

seat recliner button 座位倾斜键

headset plug 耳机塞

dial (收音机的)刻度盘

Useful Sentences

1. Would it be possible to get on a flight to Beijing on the 3rd?
2. Is there room on a flight to Beijing on the 2nd?
3. Please make a reservation — economy class — for me on Flight BA039.
4. Are there any planes to Liverpool next Monday?
5. Is it possible to stop over at London?
6. It's a non-stop flight, isn't it?
7. Could you tell me the departure time?
8. What time should I check in?
9. When can I board the plane?
10. When does the plane take off?
11. You will have to be at the airport by 8:25 at the latest.
12. How much free baggage can I take with me?
13. How much should I pay for the luggage?
14. The free luggage allowance per passenger is 20 kilos.
15. Will the plane arrive on schedule?
16. Flight CA16 from Hong Kong is overdue owing to the bad weather.
17. Flight BA039 on Tuesday is cancelled.
18. I think I'll go by the morning flight.
19. I'd like to confirm my plane reservation, please.
20. I'd like a first class, four-day return.
21. Could you put this tag on your hand luggage, please?
22. How many pieces of baggage do you want to check in, sir?
23. I'm afraid you'll have to pay a little extra for excess baggage.
24. You can carry your hand baggage on board without charge.
25. Do you have anything particular to declare?
26. Have you filled out the customs forms?
27. You have to go through the customs formalities.

Exercises

I. Translate the following orally.

A. From Chinese into English:

1. 请给我订一张去法国的中国民航 602 次班机的头等舱机票。
2. 我想确认一下我们预订的英航 032 次班机的机票。

3. 我打算中途在旧金山下飞机。
4. 我的全部行李都要过磅吗?
5. 很抱歉,602 次班机的座位全部订满了。
6. 让我查看一下那家航班是否还有空位。
7. 我在机场的什么地方能取回我的行李?
8. 这架班机明早 9 点从北京机场起飞,中午 12 点左右到达海南美兰机场。

B. From English into Chinese:

1. What is the cheapest one-way air fare to Newcastle?
2. How long in advance of the flight must I pay to confirm the booking?
3. I'll put my two dictionaries in my handbag and then it won't be overweight.
4. Is this the right counter to check in for Flight CA 988?
5. What is the actual flying time from London to Beijing?
6. We must keep our safety belts buckled during taking off.
7. We are going to stop over at London for an hour.
8. We are supposed to be there at 8:00.
9. My seat is in the middle of the cabin on the left.
10. Book me two economy class seats to London for Sunday morning, please.

II. Compose dialogues with the situations given below.

Situation 1

Student A — passenger Student B — airport clerk

A will go on a business trip by air. He is checking in his baggage now at the counter. He has one luggage trunk and one suitcase. B is checking them.

1. A's baggage is just right.
2. A's luggage trunk is 3 kilos overweight, but he doesn't want to pay for it.
3. A has only one luggage trunk and it is overweight, so he has to pay for it.

Situation 2

You want to travel abroad by air for your Spring Festival holiday, so you call a travel agency to make a booking. You want to make a reservation to Singapore next Monday. Ask the fare of the economy class and time of arrival in Singapore and whether the flight is non-stop or not.

Situation 3

On the plane, you are airsick on your first flight. The flight attendant helps you and gives some advice.

III. Topics for Group Discussion.

1. Do you like traveling by air? Why?
2. If you are going to travel to London by air, what are the formalities you have got to go through at the airport?

Unit 2

Receiving Foreign Guests

1. Meeting a Foreign Guest

Mr. Zhang: Excuse me. Are you Mr. Johnson from Britain?

Mr. Johnson: Yes, I am.

Z: My name is Zhang. I'm from China Chemical Imp. & Exp. Corporation.

J: How are you, Mr. Zhang? I'm very pleased to meet you.

Z: Welcome to Beijing.

J: Well, I'm sorry I'm so late. You see, there was a certain delay in Manchester and we were late for 30 minutes. I hope you haven't been waiting long.

Z: How was your flight?

J: Great service and nice food! Where are we heading now?

Z: Oh, good. I think it is best for us to go to your hotel to check in first. If you don't mind, we'd like to accommodate you at the Holiday Inn. This way, please.

J: Terrific.

Z: Can I take one of your bags?

J: Oh, thanks, here you are.

(On the way)

Z: You'll be here for three days, right?

J: That's right. I'll attend the Trade Fair tomorrow and then I'll go to Guangzhou.

Z: Is there any place you'd like to visit in particular? I would arrange it for you.

J: Well, the schedule is a bit tight but I'd like to make a field tour to a car manufacturing factory, if possible.

Z: OK. I'll have it set up for you and let you know this evening.

- J: That will be wonderful. Thank you.
Z: My pleasure.
(At the hotel)
Z: This is your room. How do you find it?
J: Oh, what a nice room! Thank you for everything you've done for me.
Z: It's a pleasure to be of help. If you have any inconvenience, don't hesitate to let me know and I'll be glad to help you out. And I hope you will enjoy your stay in Beijing.
J: I'm sure I will. By the way, can I get a city map in the hotel?
Z: Yes, you can get one at the service counter downstairs.
J: I see.
Z: Mr. Johnson, if there's nothing else, I think I will be leaving now.
J: I think that's all. You've thought of everything.
Z: Good-bye, then. Have a good rest. I'll be seeing you tomorrow morning.
J: Right. See you tomorrow. I'll be ready for business.

2. At the Airport

Meeting Michael Anderson at Beijing International Airport.

- Zhou: Excuse me, but are you Mr. Anderson from London?
Anderson: Yes, I'm Michael Anderson.
Z: Welcome to China, Mr. Anderson. I'm Zhou from the Machinery Corporation.
A: How do you do, Mr. Zhou? Glad to meet you.
Z: How do you do? I'm here to welcome you. I suppose this is your first visit to our country.
A: Yes, it is. It's very nice of you to come out here to meet me.
Z: It's my pleasure. Did you have a pleasant journey?
A: Yes, it was a very smooth flight and I enjoyed the trip very much.
Z: I'm glad to hear that.
A: I have heard plenty about China in London and I am very glad to be here now.
Z: Do you wish to go into town by taxi or by limousine? The bus leaves every fifteen minutes from the airport to the CAAC Building in the city centre.
A: I don't mind taking the airway bus, it will be fine.
(Loudspeaker: Attention please. The CAAC bus will leave in ten minutes from Gate No.6)
Z: That's our bus. Mr. Anderson, let me help you with your luggage.
A: It's Ok. I can manage.
Z: This way, please.

- A: There are so many planes on the apron.
- Z: Yes, we have a wide range of connections with the air services of the world. They include: Japan Air Lines (JAL), British Airways (BA), Royal Dutch Airlines (KLM), Lufthansa German Airlines (LH), Pakistan International Airlines (PK), Swiss Transport (SR) and Pan American World Airways (Pan Am).
- A: I see. Which bus shall we get on?
- Z: The one with the CAAC emblems on it. Let's go.



Words and Expressions

suitcase 手提箱	CAAC 中国民航
commercial 商业的	or so 大约,左右
industrial 工业的	on business 因公,出差
smooth 平稳的	personal stuff (or belongings) 个人用品
cooperate 合作	parking lot 停车场
municipality 自治市(镇), 自治区	by the way 顺便问一句
inconvenient 不方便的	Tianjin Garments Import & Export Corporation 天津服装进出口公司
emblem 徽章	
apron 停机坪	

Useful Sentences

1. If I'm not mistaken, you must be Miss ... from America.
2. I'm sorry. I've got the wrong person.
3. May I introduce myself? My name is... I'm from Tianjin Garments Import & Export Corporation.
4. Please allow me to introduce myself. I'm from China Council for the Promotion of International Trade. My name is...
5. I wish you a very pleasant stay in China.
6. May I introduce you to my friend, Mr. Zhang?
7. Glad to meet you. / Nice to see you. / Pleased to meet you. / Delighted to see you again.
8. Pleased to make your acquaintance.
9. We have been looking forward to seeing you.