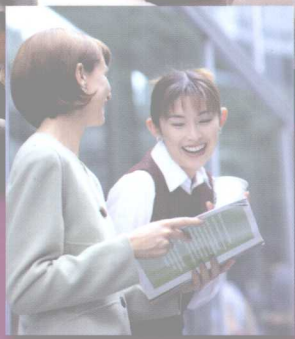


总主编/马玉玲
主 审/王 彤



新编商务英语实训教程

口语

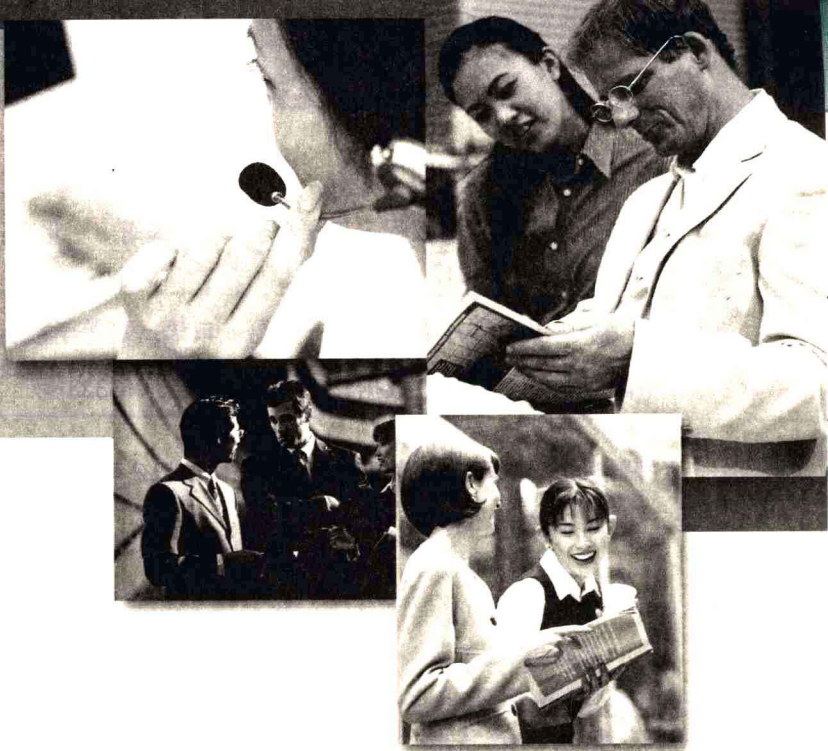
Speaking

主 编/马玉玲



中国经济出版社
CHINA ECONOMIC PUBLISHING HOUSE

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口语

Speaking

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Preface

《新编商务英语实训教程·口语》是根据教育部2007年7月27日实施的《大学英语课程教学要求》的新标准编写而成的,旨在指导学生在各种商务场合进行英语会话实践,从而提高学生的英语表达能力。在编写过程中,我们力求用语生动、准确规范并利于掌握。专业性强、实用实训性强是本系列教材的两大特点。

“说”是语言交流的非常重要的方面。在外语学习过程中,人们常常把“说”放在非常重要的地位,有效的成功的交流是“说”的基本目的。没有良好的“说”,就没有有效的交流。本教材即是基于英语学习过程中,特别是商务英语学习中如何提高“说”的能力来设计安排的。在编写中,我们考察了目前国内各级各类学校使用的主要口语教材,总结各类教材的优缺点,遵循当代先进的教学理念和教学原则,考虑到教材使用对象的实际情况,结合满足21世纪对商务人员应用外语能力的应用型人才培养目标的定位,同时,也加入了我们自己对于商务英语口语教学的理解和理念。

《口语》系列教材的编写突出了以下两个特点:

1. 专业性强。本教材始终围绕商务活动内容,以基础训练为主,加强“说”的场景训练。每单元通过系统的内容安排和训练,力图逐步培养学生商务英语方面的专业能力。

2. 实用性强,实行场景式实训教学。本教材力求材料的真实性、生动性和实用性。通过系列、不同的关于商务活动方面的内容,把知识性、趣味性融为一体,努力为学生呈现真实的语言和文化,使学生在掌握商务英语口语基本表达的同时,还学习掌握了不同的文化,特别是这些不同文化在商务活动中表现,并以此达到实训等目的。

本册分为十六个单元。每个单元分为四个部分,包括:看图回答问题、常用基本短语练习、对话练习、任务练习,并在每课最后加上一个角色扮演等。每个单元都安排有导学、生词和短语等栏目。PPT课件附有答案,便于学生自学。

本教程还在格式体例上做了一些尝试,在每单元设计了补充单词表,并偏重于情景练习,在为学生的学习提供方便的同时又锻炼实际交流能力。

对于使用本教材的英语教师,建议:切勿采用传统的按部就班的以教材为中心的填鸭式教学模式,要与学生互动特别是要多练,充分发挥学生的主观能动性,让学生多说、多想、多做,以全面提高学生的英语实际应用水平。多多补充相关背景知识,让学生在学习知识的同时学习文化,注重培养学生的实际应用及交际能力;灵活地使用本教材,在教学中对本教材的各项内容进行适当的删减或增加。

本册由马玉玲担任主编,刘璐、刘振梅任副主编,主要编写人员还包括丁晓辉、杨丽红、马爱东、何九红和龚世春几位老师。加拿大籍专家李兹特女士和加拿大籍专家罗道仁先生为本书担任英语录音。

在本书编写的过程中,我们得到了中国经济出版社及相关部门人士的大力支持;北京外国语大学陈乃芳教授对本教材的编写始终给予热情的关心和帮助,特推荐北京外国语大学王彤博士担任主审;北京外国语大学、北京吉利大学和北京城市学院等多家单位也从各个方面给予关注和支持,在此我们表示诚挚的谢意!

本教材力求做到基础与专业相结合,知识与技能相结合,本着实用的原则力求完美,着力于为即将从事或正在从事商务行业的人士提供最前沿的信息和最有效的帮助。但是由于时间仓促,水平有限,加之编写人员都是高校教学一线教师,平时都承担着较繁重的教学工作,书中难免会有疏漏和不妥之处,敬请广大读者和同仁批评指正!

编者
2008年6月



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Lead-in

After learning this unit, you will be able to:

1. meet people at the airport formally.
2. talk about a guest's journey.
3. help a guest check in at a hotel.

1.1 At the Airport 在机场的交谈

Warm-up:

Look at the picture and answer the following questions:



1. Where are the two men?
2. Have you ever been here?
3. Why are the people here?

Basic Expressions

1. Excuse me, but are you Mr. Wang from Wuhan, Hubei of China?
不好意思打扰了，您是来自湖北武汉的王先生吗？
2. Welcome to China. 欢迎来到中国。
3. Did you have a good trip? 您旅途怎么样？
4. It is very nice of you to meet me at the airport. 您能到机场接我真是太好了。
5. Glad to meet you. I have heard a lot about you. 很高兴见到您。经常听别人说起您。
6. How long did the flight take? 飞机飞行了多长时间？
7. Thank you for saying so. Let me help you with your baggage.

很高兴您这么说，让我来帮您提行李吧。

8. It must be a very tiring trip. 您一定很累了吧。
9. Thank you. I can manage it. 谢谢，我可以拿动。
10. And please feel free to call me Jack. 请您直接叫我杰克好了。
11. I hope I will be able to show you around. I'm sure you'll be deeply impressed.
我会带您到处转转，您一定会留下深刻印象。
12. Would you like to have a casual dinner with us tonight?
您愿意今晚跟我们一起吃个便饭吗？

After learning the expressions, let's listen to a dialog and practise them.

Dialog 1

After coming through the Customs^①, Mr. Robinson (Frank Robinson) finds Mr. Wang (Wang Liping) waiting for him.

(W: Mr. Wang R: Mr. Robinson)

W: Excuse me, but are you Mr. Frank Robinson from New York, USA?

R: Yes, that's me. My name is Frank Robinson.

W: How do you do, Mr. Robinson? Welcome to China. I'm Wang Liping from Qing Dao Foreign Trade Imports^② and Exports^③ Co., Ltd. I'm here to meet you. I will be your guide during your stay in China.

R: That's great! Thank you very much for coming to meet me at the airport. And many thanks too for your invitation.

W: Well, is this all your baggage^④?

R: Yes, two suitcases and one handbag.

W: Did you have a good trip?

R: It was very good all the way.

W: How long did it take you to fly here from New York?

R: Let me see, about 10 hours.

W: Oh, that's a long flight, isn't it?

R: Not really. In fact, I slept for about 8 hours. I took one sleeping pill and that helped a lot. But the problem I have now is the jet lag^⑤. I hope I will be all right soon.

W: I hope so. Our car is waiting for us just outside down there in the parking lot^⑥. Shall we go to the car and drive to your hotel?

R: Yes, please. By the way^⑦, how long will it take from the airport to my hotel?

W: Well, if there is no traffic jam^⑧, less than half an hour.

R: I see. Thank you very much.

New Words and Expressions

1. (the) customs ['kʌstəmz] n. 海关
2. import ['ɪmpɔ:t] n. 进口
3. export ['eksɔ:t] n. 出口
4. baggage ['bæɡɪdʒ] n. 行李
5. jet lag 时差
6. parking lot 停车场
7. by the way 顺便问一下
8. traffic jam 交通堵塞

我补充的生词

Notes:

1. Trade Imports and Exports Co., Ltd 外贸进出口有限责任公司。
2. Did you have a good trip? 旅途愉快吗?
3. It was very good all the way. 一路上都很顺利。

Task:

I. Fill in the blanks according to the dialog above.

- A: Good morning, Mr. Murphy. _____ (欢迎来到大连) .
- B: _____ (很高兴再次见到你), Ms. Li. Thank you for meeting me here.
- A: My pleasure. _____ (你还好吗)?
- B: Very well, thank you. And you?
- A: _____ (不能再好了) .
- B: I'm glad to hear that.
- A: How was your flight?
- B: Very nice. _____ (中国民航的服务棒极了) .
- A: _____ (谢谢你这样说). Oh, let me help you with your baggage.
- B: Thank you. I can manage all right.
- (In the car)
- B: It's been a long time since last time we met, er... more than two years. _____ (时间飞逝), 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. _____ (相信会给你留下深刻印象).
- B: Thank you. I'm sure I will.

- II. *Make a dialog: Suppose you are the one who has met the guest and ready to go to the hotel on your own car. You tell him to wait here and you'll get the car. (You can use the words or phrases that may be helpful: have a good trip, take the parking lot shuttle, hard to take all the luggage around, be back in 20 minutes, a pretty easy trip, be easier for me to wait here, keep my eyes for you)*
- III. *Practice what you have learned in the dialog in pairs according to the instruction given in Cue Card A & B for Speaker A and B. Take turns asking and answering questions.*

Cue Card A

A: 您好，您是来自美国纽约的弗兰克·罗宾逊先生吗？

A: 您好，罗宾逊先生？欢迎来到中国。我是来自青岛进出口贸易有限责任公司的王立平。我来接您，您在中国的这段时间里我是您的向导。

A: 这是您全部的行李吗？

A: 您旅途怎么样？

A: 您从纽约来这里用了多长时间？

A: 这个旅途好长啊。

A: 我希望如此。我们的车在下面的停车场等我们呢。我们先去停车场然后开车把您送到旅馆。

A: 如果不堵车的话，不到半个小时。

Cue Card B

B: 是的，我是弗兰克·罗宾逊。

B: 太好了。您能来机场接我真是太感谢了。非常感谢您邀请我来中国。

B: 是的，有两个行李箱和一个手提袋。

B: 一路上都很顺利。

B: 让我想想，大约十个小时。

B: 还好，有一点长。事实上我睡了大约八个小时，我吃了一片安眠药，挺有作用。现在我还是有时差反应，我希望能很快适应。

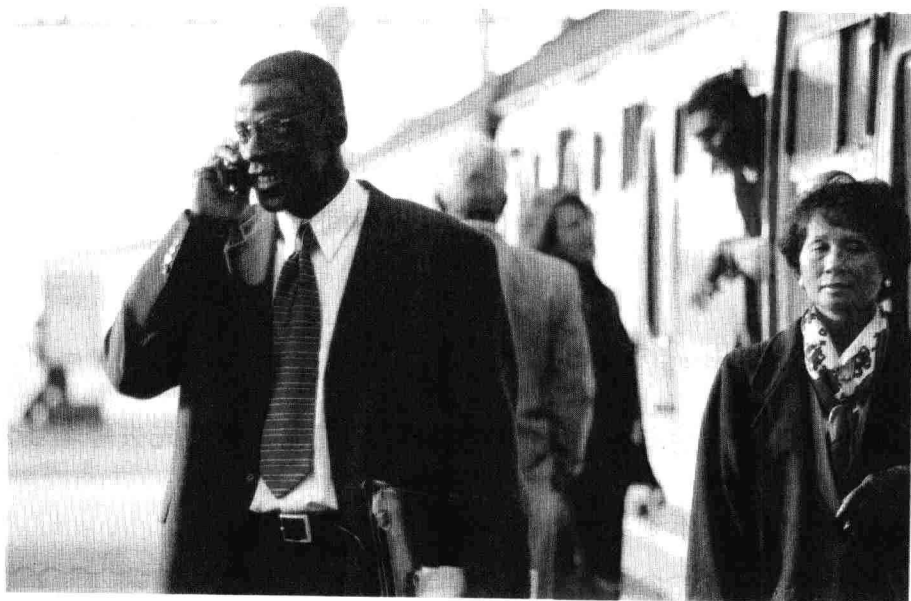
B: 好的。从这去饭店要多久？

B: 我知道了。非常感谢。

1.2 On the Way to the Hotel 往宾馆的路上

Warm-up:

Look at the picture and answer the following questions.



1. What's the man doing?
2. What do you think he is here for?
3. He is on a business trip or just sightseeing?

Basic Expressions

1. Is this the first time you have been in China? 您是第一次来中国吗?
2. How do you like the traffic in China? 您觉得中国的交通怎么样?
3. Where are you going, sir? 您去哪里, 先生?
4. Let's see—the address is 17 Hebei Road. 我看看, 地址是河北路17号。
5. Please drop me off at the Athletic Club. 我要在健身房下车。
6. It's a great pleasure to drive in such a beautiful city.
在这么一个漂亮的城市里开车真是享受啊!

7. After our business talks, we can have time for sight-seeing.
谈完生意之后我们还有时间到处去转转。
8. How was your trip? 你旅途怎么样?
9. Very nice. The weather is fine.
很好, 天气不错。
10. The plane was late. 飞机晚点了。
11. I missed my connection.
我手机没有信号了。

After learning the expressions, let's listen to a dialog and practise them.

Dialog 2

After getting on the car, Mr. Robinson (Frank Robinson) and Mr. Wang (Wang Liping) are chatting^①.

(W: Mr. Wang R: Mr. Robinson)

W: Mr. Frank Robinson...

R: Oh, don't call me that. You know we Americans love to be on the first name terms. So call me Frank.

W: All right. Frank, now we are driving to your hotel, the International Hotel. Well, Frank, is this the first time you have been in China?

R: Yes, the first time. But, you know, I've read many books about China and kept studying what is going on in China today. I have been looking forward to coming to China for a long time. I think China is very great.

W: That's true and you will learn more about China this time.

R: Sure, I think so. I'd like to visit some tourist^② sights. What's your suggestion^③?

W: Well, it depends on what you love: natural beauties^④ or Chinese cultures.

R: If natural beauties?

W: My suggestion is that you go to the Great Wall, the Fragrant Hill^⑤, Beihai Park etc.

R: If Chinese cultures?

W: You can go to the Forbidden City^⑥, the Summer Palace and different kinds of museums.

R: Thank you. I will have a good time here.

W: We have made a full schedule^⑦ for you but you'll have plenty of time to relax and enjoy yourself.

R: Thank you very much.

W: You are welcome. Now here's the hotel.

R: Oh...

New Words and Expressions

1. chat [tʃæt] *n.* 聊天
2. tourist sights 观光点
3. suggestion [sə'dʒestʃən] *n.* 建议
4. natural beauties/Chinese cultures
自然景观/中国文化
5. the Fragrant Hill 香山
6. the Forbidden City, the Summer Palace
故宫, 颐和园
7. schedule ['skedʒjul] *n.* 计划表, 安排表

我补充的生词

Notes:

1. Be on the first name terms. 直呼其名.
2. I have been looking forward to coming to China for a long time.
我一直盼望着能到中国来。
3. We have made a full schedule for you.
我们为您制定了一个充实的旅行计划。

Task:

I. Fill in the blanks according to the dialog above.

- A: I will be in Shanghai for several days on business. _____ (我能订一间十月一号的房间吗)?
- B: Certainly, sir. How many days will you be staying with us?
- A: I am not sure. _____ (但至少四天).
- B: That's no problem. We will make the reservation from October 1st to 4th. _____ (如果您要延长停留时间, 请通知我们).
- A: Do you have a special business rate?
- B: Yes, we do. What company do you represent?
- A: I'm with Qing Dao Export and Import Co., Ltd.
- B: _____ (请告诉我您的名字和电话号码), please?
- A: Of course, Fred Tomson. My phone number is 13976302500.
- B: Will you be _____ (您用信用卡还是现金支付)?

- A: Credit card will be more convenient.
- B: If you give me your card number now, your reservation will be guaranteed. _____
_____ (您要可以吸烟的房间还是无烟的房间)?
- A: Smoking, please. _____ (我是个烟瘾很大的人), you know.
- B: Ok. That's it.
- A: That would be great. Thank you. _____ (您帮了我很大的忙). Then seeing you on Oct 1st.
- B: _____ (别客气). See you then.
- II. *Make a presentation according to the topic of the text. (You can use the words or phrases that may be helpful: the first time to come to Beijing, the tourist sights, the Forbidden City, the Great Wall, your suggestion, traffic jam, the rush hour)*
- III. *Make a role-play. Suppose you picked up a foreign friend at Beijing airport. He came to Beijing on business. On the way to the hotel, you two are having a talk about your friend's schedule in Beijing in the car.*

1.3 At the Hotel 在宾馆 (Checking in)

Warm-up:

Look at the picture and answer the following questions.



1. Where are the two men and what are they possibly doing?
2. Do you know anything about hotel services?

Basic Expressions

1. Can I help you? 我可以为您效劳吗?
2. Do you have a reservation with us, sir? 先生, 请问您在我们这里预定房间了吗?
3. May I know your name and registration number? 请您告诉我你的姓名和预定号码好吗?
4. Your registration is for a single room for 2 nights. Could you please fill out the registration card? 您登记的是一个单间, 住两个晚上。请您填写这张表格。
5. Your room number is 466 and here is the key. 你的房间号码是 466, 给您钥匙。

6. Here is your key card, with all the information of your booking, the hotel services and the hotel rules and regulations on it.
这是您的房卡, 上面有您所有预定信息、酒店服务项目和酒店的规定。
7. Wish you a most pleasant stay in our hotel. 祝您在本酒店住得愉快。
8. I have a reservation for a single/double room. 我预定了一个单人/双人间。
9. I made a reservation a week ago under the name of Feng Xiaoyun.
一个星期前我用冯小云的名字预定了一个房间。
10. Would you please keep the valuables for me? 能帮助我保管一下我的贵重物品吗?
11. Here you are. I think I've filled in everything correctly. 给您, 我已经全部正确的填完了。
12. I'd like to check in, please. 请帮我登记入住。

After learning the expressions, let's listen to a dialog and practise them.

Dialog 3

Mr. Frank Robinson has arrived at the hotel and now he is checking in.

Clerk: Good evening, sir. May I help you?

Robinson: Yes, do you have a vacant room^①?

Clerk: Sure. What kind of room would you like, a single room or a double?

Robinson: A single room, please.

Clerk: All right. Let me have your passport^②, please...Thank you. Would you please fill in this form?

Robinson: Sure.

Clerk: How long are you going to stay?

Robinson: About one week.

Clerk: Could you put that on the form here, please?

Robinson: All right...Here you are.

Clerk: Will you pay by cash or credit card?

Robinson: Credit card. Here it is.

Clerk: OK. Your room is 8234 and here is the key. This bellboy^③ will show you to your room.

Bellboy: Good evening. Nice to be on your service.

Robinson (to the bellboy): Thank you.

Bellboy: My pleasure.

Robinson: Still one more thing. Does the room have a direct-dial phone?

Clerk: Yes. You can call anywhere in the world from your room. The instructions^④ are on the desk by the telephone. For long distance calls, you can charge^⑤ them to your room. All local^⑥ calls are free. I'll keep an open ticket on your credit card and you can settle the account^⑦ when you check out.

Robinson: Thank you very much.

Clerk: You are welcome. Have a pleasant stay in our hotel.

New Words and Expressions

1. vacant ['veikənt] *n.* 空的, 闲置的
2. passport ['pɑ:spɔ:t] *n.* 护照
3. bellboy ['belbɔi] *n.* 服务生
4. instruction [in'strʌkʃən] *n.* 说明 (书)
5. charge [tʃɑ:dʒ] *v.* 收费
6. local ['ləukəl] *a.* 本地的, 当地的
7. account [ə'kaunt] *n.* 账目, 账

我补充的生词

Notes:

1. May I help you? 服务员常用语。
2. a single room or a double 单人间或是双人间
3. Will you pay by cash or credit card? 您是付现金还是用信用卡?
4. Nice to be on your service. 很高兴为您服务。
5. My pleasure. 乐意效劳。
6. a direct-dial phone 直拨电话
7. Have a pleasant stay in our hotel. 祝您在酒店住得愉快。

Task:

I. English Show 脱口秀

Read aloud, learn the expressions by heart and try your best to make more sentences after the examples.

1. Excuse me, but are you Mr. John from Paris, France?
2. I am Zhang Ling from Beijing Foreign Studies University.
3. Thank you very much for helping me with my luggage.
4. How long did it take you to fly here from Paris?
5. I'd like to study some Chinese.
6. It depends on what you choose: the big one or the small one.
7. You'll have a lot of time to have your dinner.
8. Still one more thing. Do you need me to tell you where the bathroom is?