



新基点(New Benchmark)全国高职高专院校商务英语系列规划教材

NEW BENCHMARK

外经贸实用英语口语 (第二版)

Practical Spoken English For International Business 2nd Edition

陈祥国 姚元 主编



对外经济贸易大学出版社
University of International Business and Economics Press



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(第二版)

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出版说明

“新基点 (New Benchmark) 全国高职高专院校商务英语系列规划教材”是对外经济贸易大学出版社联合全国重点职业学院的骨干教师推出的一套全新的商务英语系列教材。本套教材适用于全国高职高专院校英语专业商务/应用/外贸英语方向以及财经类专业的学生。

目前高职教育提出了“工学结合,项目为中心,案例驱动教学,边讲边练”为核心的理念。本套教材就是贯彻这个理念,着眼于提高学生实际操作能力和就业能力的目的,采取了模块化、多案例、互动式、重实训的编写方式,让学生在理论够用的基础上,在实训环节上有所突破。

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。

本套教材包括《商务英语综合教程》(1-4册)、《商务英语听说》(1-2册)、《商务英语口语》(1-2册)、《国际商务报刊选读》、《商务英语写作》、《外经贸实用英语口语(第二版)》、《商务英语翻译》、《国际商务函电》、《国际商务谈判》、《国际商务制单》、《商务礼仪》、《英语应用文》、《跨文化交际》、《英美概况》、《旅游英语》、《酒店英语》、《物流英语》、《财经英语》等。本套教材不是封闭的,而是随着教学模式、课程设置和课时的变化,不断推出新的教材。

本套教材的作者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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2008年5月

再版前言

这次再版的目的是根据国际贸易形势的变化，对第一版中过时陈旧的内容进行更新，另外使教材的内容更符合实际，使练习更具有互动性。与第一版本相比，再版的主要改进之处有：

1. 更新：第一版本内一些时效性较强的内容被删掉，取而代之的是更具普遍性的内容。

2. 更实用：删掉了第一版本的第六课 Talking about Weather，增加了 Complaints and Claims 一课；每一课的练习中都增加了外贸专有名词的练习，例如各类商品品牌、港口名称、知名公司名称、人名等，扩大学生的知识面。

3. 更好用：对每课的 New Words and Expressions 和 Related Expressions 列表，重新按照字母顺序排列，使学生查找更加便利。

4. 更规范：对语言进行了修改，使其更准确、更规范。

5. 更具系统性：调整了部分注解的顺序，使其更合理，更具系统性。

6. 更具互动性：对每课练习的最后一题（“角色扮演”）都精心设计了信息卡，使不同角色的信息卡出现在不同页码上，增强了练习的模拟性和互动性。

本次再版由陈祥国、姚元担任主编，袁秋红、陈素萍、孟雅楠、宦宁、孙瑶担任副主编。参加编写的人员和负责的课文有：

陈祥国：第一课；秦君：第二课；宦宁：第三课；孟雅楠：第四课、第九课、第十三课；孙瑶：第五课、第二十课；焦婷：第六课；柳燕：第七课；李月美：第八课；刘玉芳：第十课；丁峰：第十一课；杜颖新：第十二课；姚元：第十四课、第十六课；封海燕：第十五课；陈素萍：第十七课、第十九课；袁秋红：第十八课。

尽管是再版，错误和疏漏之处仍在所难免，诚请广大读者批评指正。

编者

二〇〇九年七月

赠送课件说明

充实教学内容、丰富教学资源、改进教学方法是高校教师提高教学质量的基本思路,也是我们编写教材的宗旨。为方便教师教学,我们配套制作了本教材的教学课件,免费提供给使用本教材的教师。为保证教师获得课件,请授课教师填写如下开课情况证明并邮寄(或传真)至下列地址,我们将在48小时内寄出课件,或向教师提供用户名和密码,在本社网站上下载课件。

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(院/系办公室公章)

200 年 月 日

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Lesson 1

Meeting Foreign Guests at the Airport

Conversation A

- A: Excuse me. Are you Mr. Wilson from the United States?
- B: Yes, I am.
- A: Welcome to China. I am Wang Lan, the secretary of Qingdao Textiles Import & Export Corporation.
- B: How do you do, Miss Wang? (*Handshake*)
- A: How do you do, Mr. Wilson.
- B: I had a long flight but I'm doing well. It is very kind of you to come and meet me at the airport, Miss Wang.
- A: It's my pleasure. Let me take you to your hotel so you can get some rest.
- B: Yes, thank you.
- A: Is this your first trip to China, Mr. Wilson?
- B: Yes, the very first.
- A: I hope you will enjoy your stay here in Qingdao.
- B: Thanks. I'm sure I will.
- A: Our car is waiting over there in the parking lot. Let's drive to the hotel. May I help you with your luggage?
- B: No, thanks. I can manage it all right.

Conversation B

- A: Good morning, Mr. Jones. It's really nice to meet you again.
- B: Good morning, Mr. Lin. Same here.
- A: How was your flight? Did everything go all right?
- B: It was very comfortable, except for a little bit of turbulence.
- A: How long did the flight take?
- B: About 12 hours.
- A: 12 hours! You must be tired after such a long flight. Can I take you straight to your hotel?

B: Yes, that would be the best.

A: How is Mr. Jeffrey?

B: He is fine, thanks. And he sends his regards. How is business?

A: We've been quite busy, thanks.

Conversation C

A: If I'm not mistaken, you must be Mr. Peter Johnson from Spain.

B: Yes, I am, but...

A: I'm Li Mei from Pacific Import & Export Company. How do you do?

B: How do you do? Thank you so much for meeting me here.

A: My pleasure. I am the Export Manager of our company. May I introduce Mr. Zhou to you? Mr Zhou is our chief designer.

B: How do you do, Mr. Zhou?

C: How do you do, Mr. Johnson? I've heard so much about you.

B: Thank you. Please call me Peter.

C: And I'm Zhou Jian. We've been expecting you ever since you faxed us the date of your arrival.

B: Thank you, Zhou Jian.

A: Have you had a pleasant journey?

B: Yes, well, it was uneventful. I guess that's the best thing you can say about a flight, isn't it?

A: Yes, of course.

B: We hear a lot about China in Spain. Now I'm seeing it with my own eyes.

A: Yes, this is a good chance to know more about China. I hope you'll enjoy your stay here.

B: Thank you. I'm sure I'll have a wonderful time here.

New Words and Expressions

- | | |
|-------------------------------------|-------------------------------------|
| 1. airport <i>n.</i> 机场 | 10. introduce <i>v.</i> 介绍 |
| 2. arrival <i>n.</i> 到达 | 11. long expected <i>adj.</i> 盼望已久的 |
| 3. chief designer <i>n.</i> 首席设计师 | 12. luggage <i>n.</i> 行李 |
| 4. comfortable <i>adj.</i> 舒适的 | 13. manage <i>v.</i> 做得了, 应付得来 |
| 5. corporation <i>n.</i> 公司 | 14. parking lot 停车场 |
| 6. enjoyable <i>adj.</i> 令人愉快的; 有趣的 | 15. regards <i>n.</i> 问候 |
| 7. fax <i>n. v.</i> 传真 | 16. export manager 出口经理 |
| 8. flight <i>n.</i> 飞行; 航班 | 17. secretary <i>n.</i> 秘书 |
| 9. import and export 进出口 | 18. textiles <i>n.</i> 纺织品 |

19. turbulence *n.* 气流;湍流

20. uneventful *adj.* 平安无事的

Notes

1. Excuse me.

这是口语中最常用的客套语之一,在很多场合下都可以使用。可根据不同情形翻译为:“对不起”、“请问”、“劳驾”等。后常跟 *but* 以引出问题,如:

Excuse me, but are you Mr. and Mrs. Jones?

请问,你们是琼斯夫妇吧!

2. How do you do?

您好!

这是口语中较正式的问候用语,用于初次见面并介绍相识的场合。

回答时虽也说:How do you do? 但句子重音有别于问候者:问候者的主重音放在 *how* 上,最后的 *do* 为降调,被问候者用的句子重音则落在最后的 *do* 上。

3. Handshake

握手是初次见面时一个很重要的礼节。一般在刚见面时和分手之前握手。男士之间握手要有力,与女士握手时要轻一些。

4. It's my pleasure.

My pleasure.

It's a pleasure.

Pleasure.

不客气,不用谢。(用于回答他人的致谢语),如:

A: Thank you for your help.

多谢你的帮助。

B: My pleasure!

不客气。

注意:My pleasure 不要和 With pleasure 混淆。

With pleasure 用于答应对方的请求:很愿意。

A: Could you pass me the salt, please?

请您把盐瓶子递过来好吗?

B: With pleasure!

当然可以。

回答别人的致谢时还可用:

Don't mention it.

You're welcome.

Not at all.

Any time. 等

5. The very first.

的确是第一次。

very *adv./adj.* 真正地/的;适合地/的

You're the very man I want to see.

你正是我想要见的那位男士。

6. I can manage it all right.

我能应付得来。

manage 是“应付得来,控制得了,成功做……”的意思。

I can't manage all this work on my own.

我自己一人可应付不了这么多工作。

I only just managed to finish on time.

我刚刚能准时完成。

7. Same here.

表示与刚说话的人有同感,意为:我也是。也可说:Me, too. 如:

A: This job really bores me!

这事真烦人!

B: Same here!

这事也如此!

8. How was your flight?

旅途怎样?

用于问候对方旅途情况。类似情况下还可以说:

I hope you've had a pleasant flight/trip/journey.

旅途愉快吧!

How about the flight/trip/journey?

旅途如何?

9. It was very comfortable, except for a little bit of turbulence.

除了有点气流颠簸,飞行还是挺舒服的。

except for 除了,只是

There is nothing to indicate the building's past, except for the fireplace.

除了壁炉之外,没有东西能说明这座大楼过去的样子。

Except for her lack of experience she would be the ideal person for the job.

她倒是这份工作的理想人选,只是有点缺乏经验。

10. straight *adv.* 径直地,直接地

He went straight to England without stopping in France.

他直接前往英国,没在法国停留。

11. introduce *v.* 介绍

I'd like to introduce my colleague, Mark Simpson.

我想介绍一下我的同事马克·辛普森。

Have you been introduced to our new managing director?

您有没有被介绍给我们的新总裁?

12. expect 期待,期望

We're expecting your reply.

我们期盼您的答复。

I expect your opinion of it quite soon.

希望你对这件事早点发表意见。

Exercises

1. To many Chinese students, foreign names don't make as much sense as Chinese names. Learn the following names and try to get familiar with them:

1) Well-known names:

Michael Jordan

Tiger Woods

Warren Buffett

Tom Hanks

Nicole Kidman

Michael Jackson

George W. Bush

Nicolas Cage

2) Difficult names:

Louis Armstrong

Geoffrey Chaucer

William Shakespeare

Ludwig van Beethoven

Julius Caesar

Winston Churchill

Franklin Delano Roosevelt

Franz Peter Schubert

2. Pattern drills. Make sentences with the following *italicized* expressions:1) *Excuse me. Are you Mr. Peter Wilson from the United States?*

Now you try:

A. 请问,您是英国来的 Steven Hendry 先生吗?

B. 请问,您是法国来的 Pierre 先生吗?

C. 请问,您是意大利来的 Alexandra 小姐吗?

D. 请问,您是韩国来的 Park 先生吗?

2) *I am Wang Lan, the secretary of Qingdao Textiles Import & Export Corporation.*

Now you try:

A. 我是张山,兰州食品公司的采购部经理。

B. 我是 Ted Miller, Safe Software Inc. 的董事长。

C. 我是 Ian Schroeder, Volkswagen 公司的生产部经理。

D. 我是 Peter Williams, Exxon 公司的售后服务(After sales)部经理。

3) *It is very kind of you to come and meet me at the airport, Miss Wang.*

Now you try:

A. 非常感谢你替我拿行李。

B. 非常感谢你提醒我时间。

C. 非常感谢你帮我叫了一辆出租车。

D. 非常感谢你把我送到医院来。

4) *May I introduce Mr. Zhou to you? Mr. Zhou is our sales manager.*

Now you try:

A. 我可以向您介绍 Robert Kukoc 先生吗? Kukoc 先生是 Fiat 公司的财务部经理。

B. 让我向您介绍 Lilian Wang 小姐,她是 Shell 公司的研发部(R & D)经理。

C. 请允许我介绍 Barbara Bryant 先生,她是 Philip Morris 公司的人事部经理。

D. 请让我介绍 Roger O'Neal 先生,他是 Tina.com 的首席执行官(CEO)。

3. Put the following sentences into English orally:

- 1) 威尔逊先生,您好!我叫林华,是 Arm-Strong 机械进出口公司的业务员。我公司李经理派我来机场接您。
- 2) 希望您在此过得愉快。
- 3) 我们的经理李先生前来迎接您。我来向您介绍一下。
- 4) 这是我第一次来中国。谢谢您来机场接我。
- 5) 你办完所有的机场手续了吗?
- 6) 旅途愉快吗?长途飞行一定很累。我现在带您到旅馆好吗?
- 7) 我们的车正在门外等候。我替您拿行李吧!
- 8) 哦,没关系。我能提得动。
- 9) 我每到一个新地方总是感到很激动。
- 10) 我们都有飞行时差反应(jet lag),所以对新时间还没有适应过来。
- 11) 有什么事需要我帮忙吗?
- 12) 久闻大名。今日相见荣幸之至。
- 13) 让我把您介绍给张先生。

4. Role play the following dialogue orally:

A: 威尔逊先生,咱们又见面了,我很高兴。

B: 到这里来真是令人愉快。

A: 我想你还没见过姚先生。我上次去纽约时,他没和我一块去。姚先生是我公司进出口部的外销员。

C: 非常高兴与您见面。

B: 我也很荣幸。这个地方真漂亮。我上次来北京时,这座楼还没盖好。

A: 是啊,这是座繁荣的城市。为举办奥运会,北京作了充分的准备,发生了天翻地覆的变化。

B: 我们签下合同后,我要好好看看北京城。

A: 好呀,我会为您做好安排的。

C: 威尔逊先生,不知道你晚上有没有安排?

B: 没有安排。

C: 我们设宴为您洗尘怎么样?

B: 你们太客气了。我很愿意去。

A: 那好,我们现在送你去饭店。你稍作休息。七点钟来接你行吗?

B: 好吧!七点钟我在大厅等你们。

5. Situational conversation. Compose a conversation with your partner based on the following situation:

You are a sales manager of Wuhan Dayu Beverages Corporation. You are now at the Guangzhou Baiyun Airport to meet Mr. Tyler, a businessman from the United States coming to attend the Chinese Export Commodities Fair. This is his first visit to the Fair. You have never met each other before. You exchange greetings and take him to the car. Then talk about his journey and have some small talks on the way to the hotel.

6. Role play. Students work in groups of three, each playing a part — A, B or C — based on the information on the Information Card:

Student A: please see your Information Card on Page 180

Student B: please see your Information Card on Page 187

Student C: please see your Information Card on Page 195

..

Related Expressions

- | | |
|--|-----------------------------------|
| 1. ahead of schedule 提前 | 19. host/receive sb. 接待某人 |
| 2. airline 航空公司 | 20. incoming passenger 入境旅客(入港旅客) |
| 3. quarantine station 卫生检疫站 | 21. information/inquiry desk 问讯处 |
| 4. behind schedule 晚点 | 22. luggage check/bill 行李票 |
| 5. cabin/compartment 机舱 | 23. luggage tag 行李签 |
| 6. checked luggage 托运行李 | 24. luggage/baggage claim 行李提取处 |
| 7. customs declaration form 海关申报单 | 25. on schedule 准点 |
| 8. customs formalities 海关手续 | 26. outgoing passenger 出境旅客(出港旅客) |
| 9. economy class cabin/compartment 经济舱 | 27. passport 护照 |
| 10. entertain 招待 | 28. personal belongings 个人物品 |
| 11. entry 入境 | 29. personal effects 个人物品 |
| 12. first class cabin/compartment 头等舱 | 30. red channel 红色通道 |
| 13. flight 航班 | 31. resident permit 居留许可证 |
| 14. green channel 绿色通道 | 32. route 航线 |
| 15. hand luggage/carry on luggage 手提行李 | 33. taxi stand/rank 出租车候租处 |
| 16. health certificate 健康证书 | 34. terminal building 机场大楼 |
| 17. HIV test 艾滋病检测 | 35. visa 签证 |
| 18. HIV 艾滋病毒 | 36. waiting hall 候机大厅 |

Lesson 2

At the Hotel

Conversation A

- A: Do you still play golf very often, Mr. Kidman?
- B: Not quite. I'm too busy these days. But I do play a lot of tennis. I go and play tennis with my wife almost every weekend.
- A: It's good to keep fit. What about you, Miss Monroe?
- C: I like swimming and jogging. I go jogging everyday before breakfast.
- B: Qingdao is really a beautiful city from what I can see. The blue sky, the clear sea and the greenery are fairly charming.
- C: Yes, they are really nice.
- A: Thank you. In Chinese, "Qingdao" means "Green Island". There is actually an ongoing "Greenery Project" to make the city greener. More flowering trees and shrubs are being planted to make it more like a garden city. You know, a slogan of 2008 Olympics is Green Olympics.
- B: Wow, that's amazing. The city must have developed very quickly in recent years.
- A: You must know Qingdao very well, Mr. Kidman. To welcome the 2008 Olympic Sailing Games, the government has fostered construction in many aspects. It has really taken on a new look.
- C: What about the climate here?
- A: It is essentially maritime monsoon climate. The four seasons are distinct. The air is humid and the temperature is pleasant, except that there are big winds and fogs some times.
- C: I expect it will be agreeable in the following days. Where shall we be staying?
- A: You'll be staying at the Shangri La Hotel.
- C: Good. I like the Shangri La Hotel.
- A: We've reserved two single rooms overlooking the sea. The hotel has 24-hour room service. You'll find a nice restaurant, a bar, a business center and laundry services there. It even has a complete convention service if you need to organize conferences there.
- B: Sounds great. But is it conveniently located?

- A: Absolutely! It is located downtown. We'll get there soon. It's only about 10 minutes away. Oh, here we are. It's a very nice hotel, and I'm sure you'll have a pleasant time here.
- C: Thank you, Mr. Li. With your help, I believe we'll enjoy our visit in Qingdao.

Conversation B

- A: Look, what a different city from five years ago when I was first here!
- B: Yes, you're right. Every province is speeding up their economic construction, and we don't want to lag behind. Five years is a long time, and anything can happen. Everybody says that Nanning looks like a brand-new city today. There are modern hotels, office buildings and residential areas just like any other big city in China.
- A: Yes, the change is really amazing. If I were not told, I'd think that I was in Guangzhou or somewhere else.
- B: Thank you for saying so, but I think there's still a lot we need to do to catch up. The Guangxi Zhuang Autonomous Region was declared open by the State Council in 1991. Since then, we have opened a number of cities along the coast, rivers and boundaries. We have built finance and trade zones, export processing zones and bonded areas where foreign businessmen enjoy such preferential policies as tax reduction and exemption. In 2000, the central government began to carry out the strategy of Development of the West Regions. Since then, Guangxi has developed by leaps and bounds.
- A: This is a good chance for foreign investors. I hope I'll have time to go and see these cities myself.
- B: I can surely arrange that.
- A: Are there any good places to see in Nanning?
- B: There is not a lot to see in Nanning, but it's an interesting place to walk around. Oh, Nanning is an important transit point for travelers moving on to Vietnam. You can get a Vietnamese visa here.
- A: Sounds interesting.
- B: Do you like to buy some souvenirs of local features, Mr. Wilson?
- A: Yes, I'd love to.
- B: Then we can take you to go shopping before you leave. Besides the modern department stores, chain stores and shopping malls, Nanning has many night markets and bazaars with inexpensive gifts of local color. And since this is a subtropical city, you will also have chances to taste many kinds of fruits here, such as mango, litchi and longan.
- A: I look forward to it. By the way, what about my five-day program?
- B: Oh, I guess you've received it, but let's confirm it now: on the first day, there will be a visit to the factory and a welcome dinner. We'll arrange business talks on the second

day. Then we'll go sightseeing in the following two days. And on the last night there'll be a farewell party. What do you think about it, Mr. Wilson?

A: It's perfect. So what about tomorrow's arrangement, Miss Wang?

B: Ah, yes. I'll pick you up at the hotel at 9:00 am. Our General Manager will be meeting you at our company at 9:30 and show you around our factories. There'll also be a news conference which we'd like you to attend in the afternoon, if that's all right.

A: Yes, that's fine.

B: Here we are. Shall we go to the reception desk and check in, Mr. Wilson?

A: Sure. That's very kind of you, Miss Wang. Thank you for everything.

Conversation C

Receptionist: Good morning. Have you made reservations?

A: Yes. I believe China Telecoms has reserved two single rooms for us. The name is Roy Kidman.

B: And I'm Cathy Monroe. We're from Canada.

R: One moment, please. Let me check. . . . Yes, that's right. Two single rooms with private bathrooms for a week. Now would you please fill out these registration forms?

A & B: Sure.

R: Thank you. Miss Monroe, your room is 1, 110, and Mr. Kidman, yours is 1, 112. Here are your key cards.

A: Thank you. By the way, how much is the room?

R: Sixty US dollars each night, including tax and service charges.

A: Good.

R: Your rooms are on the 11th floor. The porter will take you there.

Porter: May I help you with your luggage?

A & B: Yes, thank you.

(*They take the elevator up to the 11th floor.*)

P: This is your room, Ma'am. And this is yours, Sir.

A: Thank you very much. Here you are.

P: That's very kind of you, but in China we don't accept tips.

A: Really? That's amazing!

B: By the way, where can we have meals?

P: The restaurant is on the second floor. Breakfast is free. And you can charge lunch and supper to your account.

B: Thank you.

P: Enjoy your stay here. Good-bye.