

实用商务英语口语

张美玲 主 编



兵器工业出版社

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内容简介

商务英语口语是英语口语与商业实务相结合的产物,是商务英语最具有实践性的一个特点,它使学习者具有熟练的商务英语口语运用能力,增加了其进入国际化企业工作的机会。本书主要包括四个部分: Chapter 1 Business Communication 商务交流; Chapter 2 Daily Business 日常商务; Chapter 3 Foreign Trade Practices 商贸实务; Chapter 4 Relevant Business 相关业务。

本书适合应用型本科院校的公共选修课程或者同等程度的英语学习者,也适合不同年龄层次的社会人士自学及培训机构使用。

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前言

在全球经济一体化的今天,世界各国之间的交流日益密切,越来越多的发达国家与中国建立了贸易关系,大量的中国企业也开始走进国际市场开展竞争。无论是本国企业还是涌入中国的跨国公司都急需一大批既懂商务知识又会英语技能的商务英语专业人才。作为国际交流的第一语言,英语的重要性不言而喻,而商务英语口语是英语口语与商业实务相结合的产物,是商务英语最具有实践性的一个特点,它使学习者具有熟练的商务英语口语运用能力,增加了其进入国际化企业工作的机会。

然而,在现实生活中,商务英语练习起来又有一定难度,需要练习者具备一定的商务知识基础。商务英语词汇与日常英语词汇也有所不同,一些日常词汇在商务环境中具有特定的意思,比如“order”一词的常用意思是“命令”,而在商务英语中,它则表示“订购”的意思,类似的例子举不胜举。很多人在与外商的沟通与交流中,会因为词汇的误用而影响沟通的效果与效率。本书主要针对商务英语入门者编写,用简单的语言提供了大量丰富的会话材料和词汇积累。

本书共涉及四大商务模块:商务交流,日常商务,商贸实务和相关业务。每个模块又按主题分为六个单元,每单元包含六篇情景会话,全书共 24 个单元,144 篇情景会话,内容真实生动,选材丰富多样,涵盖了商务活动的各个方面。每篇情景会话都包含英语原文和中文译文,后面附有词汇积累和口语小句子帮助读者扩大词汇量,掌握常用句型,在每个单元的最后还附有与本单元主题相关的典型例句和词汇若干,学有余力的读者可以适当掌握。

本书由北京工商大学嘉华学院的张美玲担任主编,由益阳职业技术学院的贺毅夫、郭丹、宋科和贵州省物资学校的杨琴担任副主编。其中,张美玲编写了本书的 Chapter 1,贺毅夫编写了 Chapter 2,郭丹和宋科编写了 Chapter 3,杨琴编写了 Chapter 4,由张美玲编写本书的大纲并进行统稿。

语言的学习贵在坚持和点滴积累,商务英语也不例外,衷心祝愿广大读者通过本书的学习,提高自己的商务英语口语能力,实现流畅交流的目标。

由于时间紧迫,编写仓促,书中难免有错漏之处,敬请各位专家、读者批评指正。

编者

2016年4月

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Chapter 1 Business Communication

商务交流

Unit 1 Telephone Calls

电话联系

Conversation 1

A: Fengyi Textile Company, Su Li speaking.

B: Hi, Miss Su. It's me, Anita from ABC Company.

A: Oh, hi, Anita, it's nice to hear from you.

B: Our sales manager Mr. Jonson has received an invitation to Beijing from you, can I have more information?

A: Yes, we have invited managers from several companies in the United States. It's kind of business travel.

B: Oh, so you will book the ticket?

A: That's for sure. The ticket is in May 10th next week, and we will receive him in the airport.

B: What about the hotel?

A: We are responsible for that too. He will live in Hilton Hotel.

B: How long is the trip?

A: About five days.

B: OK, I will arrange his schedule here. Thank you.

A: 丰亿纺织品公司，我是苏礼。

B: 你好，苏小姐，我是 ABC 公司的安妮塔。

A: 你好，安妮塔，很高兴接到你的电话。

B: 我们公司杰森经理接到贵公司去北京的邀约，我可以了解一下具体信息吗？

A: 是的，我们邀请了美国好几个公司的经理。这是一次商务旅行。

B: 所以你们负责订票？

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- A: 当然，票是下周 5 月 10 号的，我们会去机场接机。
- B: 那宾馆呢？
- A: 我们也负责住宿，他会住在希尔顿酒店。
- B: 这个旅行为期多久呢？
- A: 大概五天。
- B: 好的，我会安排好他在这边的行程，谢谢你。

词汇积累 (Word bank)

sales manager 销售经理
business travel 商务旅行

invitation 邀请
book 预订

口语小句 (Useful sentences)

1. It's nice to hear from you. 很高兴接到你电话。
2. It's kind of business travel. 这是一次商务旅行。
3. So you will book the ticket? 所以你们负责订票？
4. We will receive him in the airport. 我们会去机场接机。

Conversation 2

- A: Good afternoon, ABC Company.
- B: I would like to speak to Mr. Jonson.
- A: I am sorry, sir. He has gone to China. Would you like to leave a message?
- B: Yes. Can you tell him Bob White called?
- A: And your company name, please.
- B: MT Textile Company.
- A: Is there a telephone number where you can be reached?
- B: He can reach me by mobile phone and he has my number.
- A: Thank you, sir. I'll tell him you called.
- B: Thank you.
- A: ABC 公司，下午好。
- B: 我找杰森先生。
- A: 对不起，先生。他去中国了。您要留言吗？
- B: 是的，请告诉他鲍勃怀特打过电话。

- A: 请问您的公司。
 B: MT 纺织公司。
 A: 您有联系电话吗?
 B: 他可以直接打我手机, 他有我的手机号码。
 A: 谢谢。我会告诉他您打过电话。
 B: 谢谢。

词汇积累 (Word bank)

Textile 纺织品

mobile phone 手机

Reach (常指通过电话) 联系上(某人)

口语小句 (Useful sentences)

1. I would like to speak to Mr. Jonson. 我找 Jonson 先生。
2. Would you like to leave a message? 您要留言吗?
3. Is there a telephone number where you can be reached? 您有联系电话吗?

Conversation 3

- A: This is Robert Jonson from ABC Company. Can I speak to your Director?
 B: Mr. Liu is not in right now. May I take a message?
 A: Yes. Could you ask him to call me at the Hilton Hotel, Room No. 631?
 B: Certainly, Mr. Smith. Hilton Hotel, Room 631?
 A: That's right. Thank you.

- A: 你好, 我是 ABC 公司的 Robert Jonson。请你们负责人听电话。
 B: 刘先生现在不在, 您要不要留言?
 A: 好, 请转告他打电话到希尔顿酒店 631 房间来找我, 好吗?
 B: 没问题, 史密斯先生。希尔顿 631 房间, 对吗?
 A: 没错, 谢谢您。

词汇积累 (Word bank)

speak to 和(某人)讲话

director 负责人

message 信息

实用商务英语口语

口语小句 (Useful sentences)

1. Can I speak to your Director? 请你们负责人听电话。
2. Mr. Liu is not in right now. 刘先生现在不在。
3. May I take a message? 您要不要留言?

Conversation 4

A: ABC Company, Anita Lee speaking.

B: Hello, this is Bob Liu from Shanghai.

A: Oh, hi, Mr. Liu, it's nice to hear from you. May I help you?

B: Yes, could I talk with your manager Mr. Smith?

A: Sure, sir. Wait a minute, I will put you through.

B: Thank you.

C: Hello, Bob.

B: Hello, Mr. Smith. There will be a trade fair in Shanghai next week. Are you interested?

C: What is the trade fair about?

B: Oh, it's about clothes and cloth.

C: We are looking for new cloth, you know. It's just in time.

B: So, you will come, do you?

C: Sure. I will ask my secretary to book the ticket for me.

B: Ok, we can offer you ticket for the trade fair.

C: That's good. Thank you.

A: ABC 公司, 我是安妮塔。

B: 你好, 我是上海的鲍勃。

A: 你好, 刘先生。非常高兴接到你的电话, 我能为您效劳吗?

B: 我可以和你们史密斯经理通话吗?

A: 当然可以, 先生, 请稍等, 我给您接过去。

B: 谢谢。

C: 你好, 鲍勃。

B: 你好, 史密斯先生。下周上海有一个展览会, 您有兴趣吗?

C: 展销会是关于什么的?

B: 哦, 是关于衣服和布料的。

C: 你知道我们一直在寻找新布料, 这个展销会来得正是时候。

B: 所以, 您会来, 是吗?

C: 当然, 我会让我秘书给我订票。

B: 好的, 我们可以为您提供展销会的门票。

C: 那太好了, 谢谢你。

词汇积累 (Word bank)

put through 接通电话

cloth 布料

trade fair 贸易展销会

in time 及时

口语小句 (Useful sentences)

1. I will put you through. 我给您接过去。

2. There will be a trade fair in Shanghai next week. 下周上海有一个展览会。

3. It's just in time. 来得正是时候。

Conversation 5

A: Hello, finance department, can I help you?

B: Hello, David Smith, please.

A: I'm sorry, but you've got the wrong number. He is transferred to sales department. I'll try and put you through. His direct number is 69594848.

B: Did I not dial that?

A: No, you rang 69595848.

B: Oh, sorry to have troubled you.

A: No problem. Hang on a moment and I'll put you through to David's extension.

B: Thanks.

A: 你好, 财务处, 我能为您效劳吗?

B: 请找一下大卫·史密斯。

A: 抱歉, 您打错号码了, 他调到销售部去了。我给您接过去, 他的直拨号码是 69594848。

B: 难道我打的不是这个号吗?

A: 不是, 您打的是 69595848。

B: 哦, 抱歉, 给您添麻烦了。

A: 没事, 稍等一下, 我给您接到大卫的分机。

B: 谢谢。

实用商务英语口语

词汇积累 (Word bank)

finance department 财务处
dial 拨号

transfer 调职
extension 分机

口语小句 (Useful sentences)

1. You've got the wrong number. 您打错号码了。
2. He is transferred to sales department. 他调到销售部去了。
3. I'll put you through to David's extension. 我给您接到大卫的分机。

Conversation 6

A: Hello, technology department, may I help you?

B: Hello, this is Lining. I need to speak with Allen.

A: Hold on, please. I will put you through.

B: Ok, thank you.

B: Hello, Allen. I have something urgent to tell you.

C: Hi, Lining. What's wrong?

B: One of the robots you installed for us last week didn't work. The engine is broken.

C: Bad news, we can fix it for you.

B: When would you come?

C: As soon as possible, and I would take two engineers with me. Maybe tomorrow.

B: That's good. See you then, I will receive you in the airport.

C: It's nice of you. Thank you.

A: 你好，技术部，请问我能为您做什么？

B: 你好，我是李宁。我想找艾伦。

A: 请稍等，我给您接过去。

B: 好的，谢谢。

B: 你好，艾伦，我有件紧急的事情告诉你。

C: 你好，李宁，发生什么事了？

B: 你们上周给我们安装的机器人有一个发动机坏了。

C: 真是个坏消息，我们可以维修。

B: 你什么时候能过来呢？

C: 尽快。我明天会带两个工程师跟我一块过去。

B: 好的, 明天见, 我去机场接你。

C: 你太好了, 谢谢。

词汇积累 (Word bank)

technology department 技术部

robot 机器人

install 安装

engine 发动机

fix 修理

口语小句 (Useful sentences)

1. I need to speak with Allen. 我想找艾伦。

2. Hold on, please. 请稍等。

3. I have something urgent to tell you. 我有件紧急的事情告诉你。

4. We can fix it for you. 我们可以维修。

典型例句 (Typical Sentences)

1. You must have the wrong number. 你一定打错了。

2. Sorry about that. 对不起, 不好意思。

3. I must have dialed the wrong number. 我一定是打错电话了。

4. I'm sorry, you've got the wrong number. 你打错了。

5. Sorry to have troubled you. 给您带来不便, 请谅解。

6. How can I help? 能为您效劳吗?

7. Can I speak to ..., please? 请找……接电话。

8. Who's calling, please? 是哪一位?

9. Please hold on. 请别挂上。

10. I'll just put you through. 我将帮你接入。

11. Who shall I say is calling? 是哪一位? 是谁打来的?

12. Just a second. 稍等一会儿。

13. I'll see if he's in. 我看看他在不在。

14. Hang on a moment. 请稍等。

15. I'm afraid he's in a meeting. 对不起, 他正在开会。

16. Can I help? 要我帮忙吗?

17. Can you call back later? 您能过一会再打过来吗?

18. Can I take a message? 要留个口信吗?

19. Could you tell him that? 你能转告他吗?

实用商务英语口语

20. Can I take your number, please? 能留下您的号码吗?

21. OK, I'll make sure he gets the message. 我一定会转告他的。

要找的人不在的理由

1. He is not in right now. 他现在不在。

2. No one answers in Mr. Scott's office. 史考特先生的办公室没人接电话。

3. He's here but he's not at his desk right now. 他有来上班, 不过现在不在座位上。

4. He hasn't come to the office yet. 他还没到办公室。

5. I'm sorry, but he is out right now. 很抱歉, 他刚才外出了。

休假中

1. He is off today. 他今天休假。

2. He's on vacation this week. 他本周休假。

3. He is on vacation until next Wednesday. 他休假到下周三。

回家了

1. He has gone for the day. 他已经回去了。

2. He's already left for home today. 他已经离开回家了。

3. He has gone home. 他回家了。

生病请假

1. He's absent because he is sick today. 他今天生病所以没来。

2. He's on sick leave today. 他今天请病假。

3. She's on maternity leave now. 她在休产假。

出差

1. He's in New York on business. 他在纽约出差。

2. He left for New York on business until July 22nd.

他到纽约出差, 要到7月22日才能回来。

3. He is on a business trip. 他正在出差。

我将转达你的留言

I'll give her your message as soon as possible. 我将尽快地转达你的留言给她。

要找的人已调职

1. I'm sorry. Mr. Scott was transferred to our branch office.

对不起, 史考特先生已经转调到分公司。

2. Mr. Smith took over his job. I'll connect you. One moment, please.

史密斯先生接替了他的工作。稍待一会儿, 我帮你转接。

要找的人已离职

1. He left this company last week. 他上个月离开这家公司了。
2. He is no longer at this company. 他已经不在本公司工作了。

请他回电给我

1. Would you please ask him to call me today? 能不能请他今天回电话给我?
2. Could you tell him to call me as soon as possible? 能不能请他尽快回电话给我?
3. Could you just tell him David called? 能不能告诉他大卫来过电话?
4. Could you ask him to call me back? 能不能请他回电?
5. Please tell him to call Carol at 2233—4455. 请他拨打 2233—4455 给卡洛回电话。

请问他何时回来

1. When will he be back? 他何时回来?
2. When do you expect him back? 你觉得他何时会回来?
3. Is he coming back soon? 他会马上回来吗?
4. Do you know what time she will be back? 你知道她几点回来?

我会再来电

1. I'll try again later. 我会过一会儿再打来。
 2. I'll call again in one hour later. 我一个小时后再打来。
 3. I'll call back later. 我稍后再打过来。
 4. Please tell him I called and I'll call him again tomorrow.
- 请告诉他我来过电话, 并且我明天会再打给他。

要如何联络他

1. How can I get in touch with him? 我怎样才能和他联系?
2. Could you tell me where I can reach him? 可以告诉我怎样才能找到他吗?
3. What's the easiest way to contact him? 什么方法可以最快找到他?
4. Could I call his mobile phone? 我可以打他的手机吗?

接受别人的礼物或招待后, 打电话道谢

1. Thank you for the present. It's just what I wanted. 谢谢你的礼物, 这正是我想要的。
2. Thank you so much for the homemade cake. 非常谢谢你做的蛋糕。
3. I don't know how to thank you for such a beautiful flower.
真不知道要如何谢谢你, 这么漂亮的花。
4. I received your gift. Thank you for the lovely bracelet.
我收到你的礼物了。谢谢你可爱的手镯。

实用商务英语口语

不客气的说法

1. You're welcome. 别客气。
2. Not at all. 这没什么。
3. It's my pleasure. 这是我的荣幸。
4. Don't mention it. 别放在心上。
5. That's all right. 这没什么。
6. No trouble at all. 一点也不麻烦。
7. I'm glad you enjoyed it. 真高兴你觉得满意。

听不清楚

1. Sorry, I didn't catch you. 对不起，我没听懂你说的话。
2. Sorry, I didn't understand. 抱歉，我听不懂。
3. Sorry, I didn't get what you said. 对不起，我没听懂你说的话。
4. I can't hear you very well. 我听不太清楚。
5. I can barely hear you. 我几乎听不到你说的。
6. I'm having trouble hearing you. 我听不清楚。
7. We have a bad connection. 通话效果不太好。
8. I can't catch what you are saying. 我听不太清楚你说的话。

发生上面的情况，你可以请对方再重复一遍

1. Pardon? 请再说一遍好吗？
2. Excuse me? 请再说一遍？

(上列两句都是对不起之意，但用在会话上，如果后面没有接说明，并且语尾上扬，就是要对方再说一次。听到这句话时就要知道对方要自己再说一遍。)

3. I beg your pardon? 能请你再说一遍吗？
(此句有请求对方原谅及再说一次的意思)
4. Could you repeat that, please? 能请你再说一遍吗？
5. Would you say that again? 你能再说一遍吗？

请对方说慢点的说法

1. Would you speak more slowly? 你能再说慢一点吗？
2. Could you speak up a little? 你能再大声一点吗？
3. Would you speak more clearly? 你能再说清楚一点吗？
4. Would you explain more for me? 可以为我解释一遍吗？
5. Please speak a little louder. 请讲大声一点。
6. Would you slow down, please? 请说慢一点好吗？

Unit 2 Meeting Guests at the Airport

机场迎接

Conversation 1

A: Hi, you must be Mary?

B: Yes. It's a pleasure to meet you. How was your flight?

A: Everything was fine and the plane arrived on time.

B: Shall we go? I've got a car waiting outside to take us to your hotel.

A: That'd be great. Thanks for taking the time to meet me here.

B: No worries. Our company wants to make sure you have a pleasant trip.

A: I really appreciate it.

B: Everything has been organized for you. The accommodation, the transport and all the other little things you may need.

A: Does the conference begin tomorrow?

B: Yes, there is a welcoming dinner tomorrow night.

A: That's great. It gives me some time to rest and see some of this city.

B: It's already been arranged. I will take you on a city tour after meeting.

A: 嗨，你一定是玛丽吧？

B: 是的，很高兴遇见你，旅程如何？

A: 一路上都很顺利，飞机也是准点到达。

B: 我们可以走了吗？外面已经有辆车等着接我们回宾馆了。

A: 太好了。谢谢你抽出时间来这里接我。

B: 别客气，我们公司希望确保您旅途愉快！

A: 我真的很感激。

B: 一切都已经为您准备好了，包括住宿、交通工具和您可能需要的其他物件。

A: 会议明天开始吗？

B: 是的，明晚将有一个接风宴。

A: 真棒！那我就有时间休息一下并且参观一下这座城市。

B: 这也已经安排好了，开完会后我会带您游览。