

高等学校商务英语系列教材

实用外贸英语会话

主编 吴 超 赵 红

主审 余富斌



电子工业出版社

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北京 · BEIJING

内 容 简 介

作为《高等学校商务英语系列教材》之一,本书分为两大部分,第1部分主要介绍外事接待,涵盖机场接人、日程安排、宴会活动等;第2部分主要介绍对外经济贸易中的主要业务环节,包括询盘、报盘与还盘,价格与折扣,付款方式与信用证等。书中的每一段对话都配备了注释,使学生在亲身体验真实外贸环境的同时,还能掌握大量常用的外贸术语。而且,针对每个单元的内容,书中还列举了许多与本单元内容相关的扩展词汇和业务常识,大大丰富了学生的外贸知识。此外,本书编者还精心设计了大量的练习,包括书面和口头练习,既适合课堂教学,又可以帮助学生巩固所学知识,具有较高的实用价值。

本书以实用为目的,适合高等学校商务英语专业及经贸专业的学生使用,尤其适合高职高专院校商务英语及相关专业的学生使用,还可作为社会其他人员的自学用书。

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前 言

《高等学校商务英语系列教材》是在经济日益全球化、商务活动日益频繁以及商务英语的重要性日益突出的形势下编写而成的。

本系列教材注重难度的适中性 and 内容的务实性。教材体例严格，课堂素材丰富，课外练习多样，课时分配合理。本系列教材所选材料全面、新颖，把科学性、实用性及趣味性结合起来，省去了教师多方查找资料、忙于做备课笔记的负担，有利于教师集中精力搞好课堂教学。本系列教材大多采用全新的商务活动案例，为学生提供一个模拟仿真的商务环境，使学生的学习环境与今后的实际工作紧密结合，使之毕业后能直接上岗。

本系列教材共6册：《实用进出口单证》、《实用进出口英语函电》、《实用求职英语》、《实用英语翻译》、《实用商务英语阅读》和《实用外贸英语会话》。

《实用进出口单证》包括各种进出口单证的制作方法 with 技巧的讲解，同时每种单证均给出 2~5 个实训。

《实用进出口英语函电》将国际贸易活动中进出口双方当事人往来的多封英文信函按实际操作程序归类，并详细讲解各环节信函的内容要求和语言特征。

《实用求职英语》手把手地教给学生如何制作英文简历和求职信，并帮助学生掌握一定的英文面试技巧。

《实用英语翻译》包括笔译和口译两部分，既有简明的翻译技巧指南，又有多种形式的口译和笔译的训练内容。

《实用商务英语阅读》包括国际贸易和国际金融等与国际商务活动有关的阅读材料，使学生在 learning 基本商务知识的同时，熟悉并掌握常用的有关经济与商务的英语词汇。

《实用外贸英语会话》包括国际贸易活动中，进出口业务人员在迎来送往、专业谈判、商务礼仪等方面的对话实例及相关讲解，并辅 with 配套的巩固性练习。

本系列教材得到了江西师范大学、南昌航空工业学院、江西外语外贸学院、江西旅游商贸学院、江西航天科技学院等单位的大力支持，在此谨致谢忱。由于编写时间紧迫，加之编者水平有限，错误和疏漏在所难免，恳请专家和广大读者不吝赐教。

编者的话

自从加入世贸组织以来，中国与世界各国的商务活动日益频繁，外贸英语人才也越来越紧俏。为了适应这一新形势，全国多家高等院校相继开设了外贸英语和商务英语专业。为了弥补以往教材的不足，并使学生较快地适应实际工作中的语言交流以及一般性的谈判要求，我们参照以往优秀的外贸、商务、涉外等方面的英语教材，集众家之长，编写了这本《实用外贸英语会话》。

该书分为两大部分，10个单元。第1部分包括4个单元，主要介绍外事接待，涵盖机场接人、日程安排、宴会活动、参观活动、购物导购等；第2部分主要介绍对外经济贸易中的主要业务环节，包括询盘、报盘与还盘，价格与折扣，合同与订单，付款方式与信用证，包装与装运，保险与索赔等。书中的每一段对话，编者都对其中较难的词、短语和句子配备了注释，使学生在亲身体验真实外贸环境的同时，还能掌握大量常用的外贸术语。而且，针对每个单元的内容，书中还列举了许多与本单元内容相关的扩展词汇和业务常识，大大丰富了学生的外贸知识。此外，本书编者还精心设计了大量的练习，包括书面和口头练习，既适合课堂教学，又可以帮助学生巩固所学知识，具有较高的实用价值。

本书以实用为目的，重点培养学生外贸英语的综合表达能力，适合高等学校商务英语专业及经贸专业的学生使用，尤其适合高职高专院校商务英语及相关专业的学生使用，还可作为社会其他人员的自学用书。

本书第1至第5单元由赵红编写，第6至第10单元由吴超编写。此外，在编写过程中，还得到了毛忠英老师的支持和帮助，在此一并致谢。

编者

2005年元月

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Chapter 1

Business Reception and Arrangements



I Making Air Reservations

Learning Objectives:

1. To enquire about airlines and flights
2. To book air tickets
3. To reconfirm the reservation
4. To cancel and change air tickets

Dialogue One

- A: Good morning. Booking office of China International Airlines. Can I help you?
- B: Could you please tell me whether there are any direct flights from New York to Suzhou?
- A: No, sir! You need to transfer onto a connecting flight from Shanghai to Suzhou.
- B: Can you tell me how many flights there are from New York to Shanghai, a day?
- A: There are two. One in the morning and the other in the evening.
- B: What types of plane fly that route?
- A: They are all Boeing planes.
- B: Thank you very much for your information.

Notes to the dialogue

1. booking office 售票处
2. airline 航空公司
3. transfer 转乘
e.g. transfer to another bus 转乘另一辆公共汽车
4. flight 班机
e.g. Flight Number CA933 to Paris 去巴黎的 CA933 班机

Dialogue Two

- A: Morning. Booking Office of China Southern Airlines. Can I help you?
- B: Yes. I'd like to book an open return ticket to Shanghai for this Sunday on Flight 689.
- A: Just a minute, please. I'll check the computer. (After a while) I'm sorry, we're all booked up for this flight.
- B: How about Flight 889, leaving next Monday, October 2?
- A: Let me see if there are seats available. Yes, sir. There are still some seats available. How do you want to fly, economy or first class?
- B: I'd prefer economy. By the way, I'm going to stop over in Paris.

A: No problem. May I have your name, please?

B: My name is Mary Black.

A: Ms. Black, the ticket has been booked for you and we'll have the ticket sent to you this afternoon. Please check that the details are correct when you pick it up and remember to check in 2 hours before departure.

Notes to the dialogue

1. book up 预订 (车、船、飞机票, 旅社房间等)
2. check in (旅馆、飞机等) 登记; 报到
e.g. Passengers must check in at the airport an hour before the plane leaves.
旅客们必须在飞机起飞前一小时到机场办理登机手续。
3. departure 启程, 出发, 离开

Dialogue Three

A: Is this China Airlines? This is the Chinese Embassy.

B: Hello, what can I do for you?

A: I would like to make reservations for five people to fly from Shanghai to New York, return on May 2. Do you have any flights available?

B: Yes, we do. Would you prefer a morning or an evening flight?

A: Morning, please.

B: There are two flights in the morning, one at 8 am and the other at 10 am. Which do you prefer?

A: Oh! The 10 am one will be fine.

B: I can book them for you now. Would you like a window seat or an aisle seat?

A: There are two couples, so I'd better have two window seats and three aisle seats.

B: What class would you like to travel in?

A: I would like to book two tickets in first class, two tickets in business class and one ticket in economy.

B: How would you like to pay for that?

A: I can pay by credit card or cheque, which do you prefer?

B: Either is fine. Please bring the names of the five passengers when you come to pick up the tickets, so we can issue them in their names.

A: I'll come and pick them up at about 2:30 this afternoon.

B: The return tickets have been booked for you and you can pick them anytime from now on.

Notes to the dialogue

1. reservation (旅馆房间等) 预订, 预约
2. detail 细节, 详情

3. window seat 靠窗的座位
4. aisle seat 靠近过道的座位
5. business class 公务舱
6. economy class 经济舱
7. credit card 信用卡, 签账卡
8. return ticket 往返票, 双程票 (<美> round-trip ticket)

Dialogue Four

- A: Good afternoon. China Eastern Airlines. May I help you?
B: Hello, Miss. I'd like to reconfirm my reservation.
A: What flight are you taking and what's your name, please?
B: I'm taking Flight 3323, and my name's Wang Hong.
A: Mr. Wang, just hang on. I'll check. (*After a while*) Mr. Wang, you're booked on Flight 3323, leaving at 3:30 pm tomorrow.
B: Thank you.

Notes to the dialogue

1. China Eastern Airlines 中国东方航空公司
2. reconfirm 再证实, 再确认, 再订妥
e.g. reconfirm the reservations 再次确认预约
3. hang on <电话用语> 别挂断
e.g. Hang on a minute; I'm just coming. 请别挂断电话, 我马上就来。

Dialogue Five

- A: China Airlines. Good morning. Is there anything I can do for you?
B: Good morning. I wonder if I could cancel my October 5 flight and leave the date open.
A: What's the reason?
B: I haven't finished my business in China.
A: I think we could help you. Would you tell me your name and flight number, please?
B: My name is David Cooper, and the flight number is China Airlines Flight 232 from Shanghai to New York.
A: What's your ticket category?
B: Economy.
A: What's the fare basis?

B: Standard rate.

A: I've got it. David Cooper, Flight 232. Could you think of the date when you are leaving Shanghai?

B: I'm not certain yet. Could I leave it open?

A: Yes, of course. Yours is a three-month term ticket. You can choose any date up to a week before it expires.

B: Thank you. By the way, is there any penalty for the change?

A: Yes. You'll have to pay \$40 for the change.

Notes to the dialogue

1. cancel 取消
2. penalty 处罚, 罚款
3. expire 终止, 截止
e.g. My season ticket will expire this week. 我的季票到这周为止。
e.g. Our trade agreement with Holand will expire at the end of this year.
 我国同荷兰的贸易协定今年年底期满。
4. What's your ticket category? 你的机票属于哪一类别?
5. What's the fare basis? 机票价格属于哪一类?
6. Is there any penalty for the change? 改换机票要收费吗?

※ Extended vocabulary

- | | |
|-------------------------|-------|
| 1. one-way ticket | 单程票 |
| 2. round-way ticket | 往返票 |
| 3. open ticket | 不定期机票 |
| 4. economy ticket | 经济舱机票 |
| 5. first class ticket | 头等舱机票 |
| 6. business ticket | 商务舱机票 |
| 7. domestic flight | 国内航班 |
| 8. international flight | 国际航班 |
| 9. fare | 票价 |
| 10. confirm | 确认 |
| 11. reconfirm | 再确认 |
| 12. check up | 核对 |
| 13. direct flight | 直达航班 |
| 14. regular flight | 定期航班 |
| 15. flight schedule | 航班时刻表 |
| 16. jet lag | 时差反应 |
| 17. refund a ticket | 退票 |

18. pick up a ticket/ collect a ticket

取票

19. baggage claim area

行李领取处

※ Useful expressions and patterns

Making enquires

1. I have an enquiry about the flights to Chicago on Monday?
2. How many flights are there from Guangzhou to Tokyo a week?
3. Have you got any morning flight on Sunday?
4. Is there a night flight on Saturday?
5. Is there a non-stop/ direct flight to Glasgow on Monday?
6. How long will the flight take?
7. How much is a return ticket?
8. What's the fare of a one-way ticket to Bangkok?
9. When does the first flight depart?
10. Is there any discount for a night flight?
11. What special terms are there for groups?
12. What time am I supposed to check in?
13. Do you have a flight to New York departing at about 10 am Next Monday?
14. Can I have a second-class one-way ticket to Chicago, please?
15. Is it possible to break my journey in Rome?
16. I'd like to stop over in Copenhagen. Is that all right?

Making airline reservations

1. I'd like to book an economy class ticket on China Airlines Flight 808 to Paris.
2. Can I reserve a first class open return ticket to New York for December 12, please?
3. Where are you flying from and what's your destination, Miss?
4. I wonder if I could book a flight to Macao for February 12.
5. I'd like to fly economy/ first class to Dalian October 12.
6. I'd like a first class ticket to Chicago for January 12.
7. Just a minute, please. I'll see if there are seats available.
8. I'm sorry we're all booked up for the morning flight.
9. What flight are you taking and what's your name, please?

Canceling and changing tickets

1. Excuse me. May I cancel my July 12 flight from Amsterdam to Macao?
2. What's your ticket category?
3. What's your fare basis?
4. I wonder if I could cancel my reservation with China Airlines to San Francisco on December 12?
5. I'm awfully sorry to tell you my visa application was refused by the US Embassy yesterday.
6. We can give you this refund, but we'll have to deduct 0.5% of the total rate of your ticket as

a kind of penalty.

7. I'd like to change my reservation.
8. Then, please give me a new reservation.

Confirming reservations

1. I'd like to reconfirm my flight.
2. I'd like to reconfirm my flight from London to Tokyo.
3. My reservation number is 2991.
4. I'd like to make sure of the time it leaves.
5. You've booked on Flight 223, leaving at 4:30 tomorrow morning.

※ Names of some airlines in the world

- | | |
|-------------------------------------------------------------|------------|
| 1. General Administration of Civil Aviation of China (CAAC) | 中国民航总局 |
| 2. China International Airlines | 中国国际航空公司 |
| 3. China Southern Airlines | 中国南方航空公司 |
| 4. China Eastern Airlines | 中国东方航空公司 |
| 5. Cathay Pacific Airlines | 国泰航空公司 |
| 6. Japan Airlines | 日本航空公司 |
| 7. All Nippon Airways | 全日空航空公司 |
| 8. Pan American World Airways | 泛美航空公司 |
| 9. British Airways | 英国航空公司 |
| 10. Singapore Airlines | 新加坡航空公司 |
| 11. Middle East Airlines | 中东航空公司 |
| 12. United Airlines | 联合航空公司 |
| 13. American Airlines | 美国航空公司 |
| 14. Trans World Airlines | 环球航空公司 |
| 15. SWISSAIR | 瑞士航空公司 |
| 16. Italian International Airlines | 意大利国际航空公司 |
| 17. Australian National Airways | 澳大利亚国家航空公司 |
| 18. Lufthansa | 德国汉莎航空公司 |



Exercises

1 Complete the following dialogues by translating the Chinese into English

- 1) A: 我想预订一张下星期一去纽约的机票。
 B: Just a minute, I'll check the schedule.
 A: 最好是早上的航班。
 B: The only flight available is Eastern Airlines Flight 234, which leaves at 10 am.

- 2) A: 经济舱的票价是多少?
 B: It's \$595 one way.
 A: 是直达航班吗?
 B: Yes, it's a non-stop.
 A: 什么时候到纽约?
 B: It arrives at 7:30 pm.
- 3) A: 我想预订星期天去北京的机票。
 B: Just a minute. I'll check the schedule.
 A: 每星期从纽约到北京有哪些航班?
 B: There's a daily flight, Monday through Thursday.
- 4) A: 我想预订星期二去斯德哥尔摩的机票。
 B: Sorry. It's completely booked.
- 5) A: 经济舱的票价是多少?
 B: It's \$595 one way. That's a great rate.
 A: 我想坐头等舱。

2 Match the Chinese in the left column with their English equivalents in the right column

- | | |
|------------|--------------------|
| 1) 票价 | a. SWISSAIR |
| 2) 直达班机 | b. fare |
| 3) 靠过道的座位 | c. penalty |
| 4) 时差反应 | d. jet lag |
| 5) 再确认 | e. check up |
| 6) 种类 | f. open ticket |
| 7) 瑞士航空公司 | g. direct flight |
| 8) 罚款 | h. business ticket |
| 9) 转乘 | i. reservation |
| 10) 商务舱机票 | j. category |
| 11) 不定期机票 | k. reconfirm |
| 12) 核对 | l. transfer |
| 13) 预订, 预约 | m. aisle seat |

II Meeting a Foreign Visitor at the Airport

Learning Objectives:

1. To prepare for reception
2. To introduce yourself and other people
3. To greet someone
4. To make an offer of help