



实用英语会话丛书之三

邮局职员 英语会话

崔刚 主编

北京理工大学出版社

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《实用英语会话丛书》

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前 言

随着我国对外开放的不断扩大,各行各业都急需英语人才,特别是对具有较强英语口语能力的人才更是普遍要求。为了适应这种需求,我们参阅了近年来国内外出版的英语口语专著,编写了这套《实用英语会话丛书》。

该《丛书》共分六册,分别是:《宾馆、餐饮业英语会话》、《医护人员英语会话》、《邮局职员英语会话》、《银行职员英语会话》、《售货员英语会话》、《运动员英语会话》。

《丛书》的每一册都包括三部分内容:(一)对话。采用英汉对照的方式,以便于读者理解和掌握。(二)注释。对生词、短语和习惯表达方式进行解释,帮助读者克服困难,扩大知识。(三)常用表达方法汇集。将每个单元的常用表达方法归纳汇集,以便于读者记忆和查阅。

在本《丛书》的编写过程中,我们力求所编内容具有实用性、科学性和全面性,坚持选用各个行业最常用的英语会话,由浅入深,循序渐进,使读者通过学习该《丛书》真正有所收获,而且在实际工作中能得以运用。

由于编写时间仓促,作者水平有限,经验不足,难免有错误与疏漏之处,希望广大读者及专家不吝赐教。

编 者

1993年10月

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1. Greetings(打招呼)

Dialogue One (对话 1)

A: Good morning^①, sir^②. What can I do for you^③?

早上好,先生。我能为您做点什么吗?

B: Yes, I want to send this packet to Switzerland.

好的。我想把这个包裹寄到瑞士。

A: Well, is it air mail or ordinary mail?

好的。是航空邮票还是普通邮寄?

B: Air mail, please.

请用航空邮寄。

A: That's 2 yuan.

邮费 2 元。

B: Can I pay for it in FEC^④?

我用外汇券支付行吗?

A: Yes, you can.

行。

B: OK. Here you are^⑤. Thank you for your help^⑥.

好的。给你钱。谢谢你帮我的忙。

A: You're welcome^⑦. Good-bye^⑧, sir.

不客气。再见，先生。

B: Good-bye.

再见。

Notes(注释)

- ① Good morning. 早上好。一天当中打招呼可这样划分：
从早晨起床到中午这段时间见面打招呼说 Good morning；中午 12 点以后到晚饭前见面打招呼用 Good afternoon；晚饭后到睡觉前用 Good evening(晚上好)；但晚上分手时要用 Good night(晚安)。需要注意的是：上述规定是指一般情况下人们这样表达，遇到特殊情况，如举行晚宴，到晚上 10 点甚至 11 点才吃晚饭，此时，“中午 12 点以后到晚饭前见面打招呼用 Good afternoon”的规定就不完全合适了，要视情况具体运用。
- ② sir 先生。见到陌生的顾客，营业员在打招呼时要礼貌地加上“先生”“太太(Madam)”“小姐(miss)”；见到熟悉的顾客，在男士姓名前加上 Mr；在已婚的女士姓名前加 Mrs；在未婚的女士姓名前加 Miss，但如果不知道这位女士的婚否情况，可在其姓名前加 Ms。
- ③ What can I do for you? 我能为您做点什么吗？营业员见到顾客，要主动地问顾客有什么需要帮忙的，这样显得服务周到热情。常见的这种表达方法还有：
- Can I help you?
我能为您效劳吗？
May I help you?
我能为您效劳吗？
Is there anything I can do for you?

我能为您做点什么吗？

- ④ FEC(Foreign Exchange Certificate)外汇券

- ⑤ Here are you. 给你。

营业员在递给顾客东西(如零钱、商品等)时,经常说:

Here are you. /Here they are. /Here it is.

给你。

- ⑥ Thank you for your help. 谢谢你帮我的忙。

表达致谢时,还经常说:

It's very kind of you to help me.

非常感谢你帮我的忙。

It's very kind of you to say so..

你那么说我太感谢了。

Thank you very much.

非常感谢。

Thank you.

谢谢你。

Many thanks.

多谢。

Thanks a lot.

非常感谢。

- ⑦ You're welcome. 不客气。

听到别人说“谢谢”时,常用的答语还有:

Not at all.

不客气。

Don't mention it.

不客气。

My pleasure.

我很荣幸。

⑧ Good-bye. 再见。

表示“再见”的表达方式还有：

See you. /See you later. /Bye-bye. /So long.

Dialogue Two (对话 2)

A: Hello, welcome to our post office. May I help you?

您好,欢迎来我们邮局。我能为您效劳吗?

B: I'd like to send this letter registered.

我想发封挂号信。

A: OK. Just a minute, I'll weigh it. That's forty cents.

好的,稍等一下,我把它称一称。四角钱。

B: Here you are. Thank you.

给你钱,谢谢你。

A: My pleasure.

不客气。

Dialogue Three (对话 3)

A: Good afternoon. Would you like to post a letter?

下午好,你想要发信吗?

B: No, I want to send a telegram to New York.

不,我想往纽约发电报。

A: I'm sorry, sir. But this window is specialized for letters.

对不起,先生。本窗口只提供寄信服务。

B: Where can I send a telegram?

那我该到哪儿去发电报呢?

A: Please go to No. 3 Window.

请到第三窗口。

B: Thank you.

谢谢。

A: Not at all.

不客气。

Dialogue Four (对话 4)

A: Good morning. Can I help you?

早上好,我能为您服务吗?

B: I want to post this parcel to the United States. Is there any cheap rate for printed matter?

我想把这件包裹寄到美国去。有没有印刷品的便宜邮费?

A: Of course there is. Do you want to register this parcel?

当然有了。您想寄挂号吗?

B: Yes, please.

是的。

A: Just a moment, please. I'll weigh it for you. That's 6 yuan.

请稍等。我给您称一下。收您六元钱。

B: OK. Here you are.

好的,给你钱。

A: Thank you, ma'am. Good-bye.

谢谢你,夫人。再见。

B: Good-bye.

再见。

Useful Expressions (常用表达方法)

Good morning.

早上好。

Good afternoon.

下午好。

Welcome to our post office.

欢迎光临我们邮局。

May I help you?

能为您效劳吗?

Can I help you?

能帮您什么忙吗?

Would you like any help?

您想要什么帮助吗?

What can I do for you?

我能为您做些什么?

Need some help, sir?

您需要什么帮助吗, 先生?

Not at all.

不客气。

That's all right.

很好。

It's a pleasure.

这是我的荣幸。

My pleasure.

我的荣幸。

You are welcome.

欢迎你。

Good-bye.

再见。

2. Information Desk (问询台)

Dialogue One (对话 1)

A: I would like to mail this letter, but I am afraid it may get lost.

我想寄这封信,但又怕丢了。

B: The post office doesn't lose mail very often, Miss. However, if the content is very important, I suggest you send it by registered mail.

小姐,邮局很少丢失信件。不过,如果信中的东西非常重要,我建议您寄挂号信。

A: How will I know that they have received my letter?

那我怎么才能知道他们收到了没有?

B: You could mail the letter by registered mail with a return receipt.

您可以寄双挂号。

A: How does that work?

那是怎么回事?

B: You fill out this form. When we deliver the letter, the addressee signs for a receipt and we mail that form to you.

您把这张表填好。这封信送交时,该地址的人签收,然后我们再把这张表寄给您。

A: All right then. I want to mail this as a registered letter with return receipt.

那好吧。那我就寄双挂号吗。

Dialogue Two (对话 2)

A: Excuse me^①, could you tell me^② where the nearest bank is?

劳驾,您能告诉我附近的银行在哪儿吗?

B: Yes, but if you want to deposit some money, I suggest you open a postal savings account instead of a bank savings account.

好的,可如果您想存钱的话,我建议您去邮局开户而别去银行开户。

A: Really? I didn't know you could do that. That kind of service doesn't exist in our country.

真的吗?我不知道你们的邮局可以开户。在我们国家可没这种业务。

B: The advantage of a postal savings account is that the post office is open longer than the banks. You leave your office at five. At that time the banks are already closed, but the post office is still open.

邮局帐户有个好处,就是邮局的营业时间比银行要长。您五点下班,银行已经关门,但邮局仍在营业。

A: Okay, then I'll open an account at a post office. Can you

go with me?

好吧,那我就去邮局开户。您能跟我一起去吗?

B: Sure, no trouble at all. Follow me, please.

当然,没问题。请跟我来。

Notes (注释)

①excuse me 劳驾;对不起。表示询问、走开、插话等情况下的客套话,并非真正做了对不起对方的事。

②Could you tell me... 您能否告诉我…。这句话其意思与 Can you tell me... 相同,只是前者更委婉。一般说来,情态动词 can, may, will 的过去时 Could, Might, Would 作问句的开头词时,语气比其原形情态动词委婉。

Dialogue Three (对话 3)

A: Good morning, can I help you?

早上好,能帮您吗?

B: Yes, I expect to be out of Beijing next week. Can you hold my mail for me here? I could come by to pick it up when I get back.

我下周想要离开北京。您们这儿能保存我的邮件吗?我回来后就取。

A: Yes. We do that. You'd have to fill out one of these forms. You might also consider asking a neighbour to pick up your mail for you. It would be easier for you and for the letter carrier who sorts all the mail on your route.

可以,我们为顾客保存邮件。您得填一张这种表格。您也可以考虑请您的邻居为您取邮件,这对您本人和邮递员都更方便些。

B: Thanks. I'll think it over and let you know.

谢谢。我考虑一下然后告诉你。

Dialogue Four (对话 4)

A: I want to send some money to my sister in New York.

Can I just put it in a letter?

我想给我在美国的姐姐寄些钱。我可以夹在信中寄吗?

B: You can, but it is not a very good idea. It could get lost or stolen.

可以,但这不是个好办法。那样可能会丢失或被偷。

A: What is the best way to send some money then?

那么怎样寄钱最好呢?

B: I suggest you buy a money order. It's safer and that way only she can cash it.

我建议您买张汇票。那样比较安全而且只有她可以兑现。

A: Good. I want to buy a \$ 500 money order.

好的,我买张 500 美元的汇票。

Useful Expressions (常用表达方法)

I suggest you send it by registered mail.

我建议你发挂号信。

You could mail it by registered mail with a return receipt.

您可以发双挂号。

The advantage of a postal savings account is that...

邮局存款户头的好处是……

I suggest you buy a money order.

我建议您买张汇票。

It is a good idea.

好主意。

But I'm afraid it's not a good idea.

恐怕这不是个好主意。

Please write your telegram in block letters.

请用印刷体书写电报。

The first delivery is at 8 a. m. .

首次递送是上午 8 : 00。

The first mail goes out at 7 : 50 in the morning.

头班邮件早上 7 : 50 发出。

The post will be dispatched at 6 : 30 in the evening.

这批邮件在晚上 6 : 30 发出。

The postman collects the mail 4 times daily.

邮递员每天收取信件四次。

There are four deliveries every day.

每天有四次递送。