

原生态外企口语自信表达 365天造就国际商务达人

365天

商务英语
语料库

主编◎浩瀚 金川

审订◎【美】Eve Bower

朗读【美】William Valencia (男)

【美】Dajid Jordan Dibona (男)

【美】Sarah Miller (女)

【美】Camilla Zanzanaini (女)



商务 英语口语大全

超值附赠

700分钟 Mp3
光盘一张



365个商务场景 700多个主题对话
365个商务文化背景知识 2000多个高频商务句型
助您成功应对多话题、深层次的商务交流，随心所欲!

石油工业出版社

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Preface of Series 丛书序

Do you become speechless when you chatting with a foreigner?

Daring not to speak is not an excuse.

Can't understand what the foreigners say. Chinese often can not understand what the foreigners are saying.

Poor vocabulary is not an excuse.

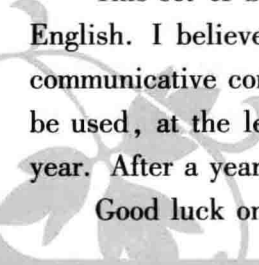
The set of the “365 Days of English” will make you more confident in English. It will also give you the confidence to meet and hang out with foreigners.

Learning English is difficult. Many people can only write and read, but neglect to listen and speak. Many students learn a lot of words and phrases, and also know a lot about grammar, but can not understand and speak English in practice. And their spoken English is not appropriate nor spoken in a standard passion. To learn spoken English well, the most basic thing is to have a good English tutorial. This tutorial must contain three basic elements—covering practical knowledge, teaching the correct way of learning, and shaping the authentic way of thinking in English. In order to create a truly practical oral English encyclopedia, we invited a number of senior experts to participate in writing, editing and revising a set of four books. The books cover every aspect of our daily activities, so you can truly master everyday “live” English.

Each book within the series not only has its special characteristic but is also interrelated. They will help learners systematically and comprehensively master English language speaking skills and strategy. This book set is suitable for Chinese people to learn English.

This set of books provides the foundations needed to achieve proficiency in English. I believe anyone who follows its guidelines will be successful. English communicative competence can not be trained overnight. This series is intended to be used, at the leisure of the learner, at least once daily over the period at one year. After a years time, your English proficiency will go leaps and bounds.

Good luck on your learning endeavor.



想跟老外聊天,看到外国人就“失声”?

不敢开口说——不是借口。

听英语不明白,外国人讲英语“听不懂”?

单词背太少——不是借口。

《365 天英语口语大全》系列丛书让你少了借口,多了信心;

《365 天英语口语大全》系列丛书让你轻松用英语和外国人 hang out.

想要学好英语口语,最基本的就是要有一套好的英语教程。这套教程必须包含 3 个基本要素——涵盖实用的口语知识,教授正确的学习方法,塑造地道的英语思维。为了给广大英语学习者打造一套真正实用的口语大全,我们耗时一年零七个月,诚邀多位中外籍资深英语教学专家参与撰写、编辑、审校等工作最终打造了这套《365 天英语口语大全》丛书。全套 4 册,包括《365 天急用句、短对话口语大全》、《365 天商务英语口语大全》、《365 天日常英语口语大全》、《365 天英语听说互动大全》。几乎囊括了与我们日常生活、工作息息相关的全部话题,让你真正掌握外国人每天都在使用的“活”英语,有效应对不同交际场合的口语交流。

《365 急用句、短对话口语大全》真实再现了大量英语对话场景,同时收录了大量例句,深入分析日常交流时常用、典型的表达方法,帮助读者从根本上掌握口语表达,继而将其灵活运用于日常生活、社会交往和工作等实际场合中。

《365 天商务英语口语大全》堪称目前市场上最完善、最全面的商务英语口语大全,包含 700 多个实用对话表达,300 多个商务文化背景知识,2000 多个高频商务句型,是一本能够任你畅游其中,又不乏乐趣的商务英语口语百科全书。副主编段慕卉承担本书七、八两个章节的编写工作,共撰写八万五千字。

《365 天日常英语口语大全》围绕每天的主题学习 2 个句型,6 个精彩语句,1 个对话,以及 8 个相关词汇。内容涉及日常生活、人际交往、社会服务等方方面面,是深度掌握生活英语的最佳选择。

《365 天英语听说互动大全》解决广大读者“哑巴英语”的难题。一天练听,一天练说,听说互动。每月再安排 1~2 个自我检测,让读者置身于纷杂的大千世界不再会欲听不懂,欲说无语。同时,全书共有 100 多个“听力小技巧”,帮助读者更加快捷地提高听力水平。

本套丛书有以下特色：

1. 美籍与中方老师合作编撰，内容兼顾美式流行用语与中国人学习习惯。不会出现啼笑皆非的“中式英语”教学，也不会有与中国文化脱节的学习内容，是真正适合中国人的英语学习教材。

2. 套书的每个单本既各有特色，又相互关联，符合语言学习规律。有助于学习者系统、全面地学习并掌握英语口语技能。同时，套书使用的单词基本上都是日常生活、商务交往中的常用单词，合理的词汇容量使英语基础薄弱的读者也可以轻松使用这套书。

3. 英语口语的听、说练习，绝对少不了语音的配合。本套丛书随书附赠英语学习光盘（MP3 格式），让你不论坐公车、地铁、逛街散步……都能利用零碎时间有效地学好英语会话。标准的美式发音，让你的口语更加地道！

4. 套书设计独具匠心。每本书以日期为线索，按月份共分为十二部分，每个月所安排的内容，都围绕一到两个特定话题，每天再分述这一话题的不同方面。每个月的开始，先对该月学习的内容作一个简单的介绍，让读者朋友在开始学习的同时做到心中有数；法定节假日（元旦、春节、清明节、五一劳动节、端午节、中秋节、国庆节）则只安排一篇关于这一节日的轻松小短文，让读者朋友养精蓄锐，为下一轮的冲锋休养生息。

不积跬步无以至千里，不积小流无以成江海。英语交际能力的培养不是朝夕可就的。愿这套《365 天英语口语大全》丛书帮助读者朋友利用每天的闲暇时间修炼英语。经过一年的千锤百炼，英语水平实现质的飞跃。

亲爱的读者朋友，请记住：只要功夫深，铁杵磨成针！

Jan. 4th Meet the Guest 迎接客人

听

A: Excuse me, but are you Mr. Wang Eastern Electronic?
B: Yes, I am. And you must be Mr. Zhang.
A: Yes, I am here to meet you today. Welcome to Tianjin.
B: Thanks for meeting me at the airport!
A: My pleasure. I'm delighted to meet you. I've heard so much about you from Mr. Sun.
B: Glad to meet you, too. I have been looking forward to visiting your country. And now I'm here.

1. If you remember, you need to do three or four parts. 如果你记得的话,你需要完成3到4个部分。
2. Listen to the recording, get an idea of the main idea. 听录音,了解文章的大意。
3. Listen, it's a time to go to China, just at the moment, it's very important for the Chinese government.

说

A: Excuse me, but are you Mr. Wang of City Bank?
B: Yes, I am.
A: How do you do? I'm David Wang of the Industrial Corp.
B: How do you do? Glad to meet you.
A: Did you have a good flight?
B: Yes, it was enjoyable, thanks.
A: That's good to hear.

The main purpose of introducing and explaining is to get oneself to the state of the customer. The user should think about the other people and use some suitable communication skills. It is good to talk to the other side of the table. The other side is the main reason. The person who is

A: The more you know about our country, the more you'll like it. I'm sure you'll have a pleasant stay here.
B: I'm interested.
A: Mr. Brown is having meeting now, he'll come to see you later at the hotel. Please give me your luggage check, and I'll get them for you.
B: Thank you, here you are. I'm sure I can count on you for help during my stay here.
A: You are welcome.

读

1. Listen to the recording to get an idea of the main idea. 听录音,了解文章的大意。
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写

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Jan. 5th Let's Go and Claim the Luggage 领新行李

听

A: Pleased if you'll come and meet me at the airport, Mr. Wang.
B: Before me, it's a pleasure to meet friends coming from a far.
A: The pleasure is mine. Now will you show me where the luggage claim area is?
B: It's just over there. How many pieces of luggage do you have?
A: I have three.
B: Let me help you with your luggage.
A: Thank you very much.
B: It's my pleasure to help you.

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最具代表性的标题

每一标题都诠释了本章节的主题,让您更容易掌握全篇内容。

最具有见证性的日历

本书每篇都没有日历,让时间证实你知识的积累,让时间推动你学习英语的步伐。

最清晰的外教诵读

每天听一听,让你告别“哑巴英语”,感受进步的快乐。

最准确的经典句子

每天读一读,让你灵活应用,彻底掌握商务英语句型。

最实用的商务情景会话

每天练一练,让你轻松学习,举一反三,随心所欲表达自我。

最规范的话题写作模板

每天写一写,让你的英文写作水平有较大提高。

目 录

CONTENTS

January



Business Reception 商务招待



- | | | | |
|-----------------------|---|-----------------------|---|
| Jan. 1 st | New Year's Day 元旦 (1) | | 简要介绍 (14) |
| Jan. 4 th | Meet the Guest
迎接客人 (2) | Jan. 17 th | Office Block 办公大楼 (15) |
| Jan. 5 th | Let's Go and Claim the Luggage
帮助拎行李 (3) | Jan. 18 th | Introduce Producing
介绍生产 (16) |
| Jan. 6 th | Talk on the Way
路上寒暄 (4) | Jan. 19 th | Finish Visiting 参观结束 (17) |
| Jan. 7 th | Check-in at the Hotel
宾馆登记住宿 (5) | Jan. 20 th | Flight 航班 (18) |
| Jan. 8 th | Self-introduction 自我介绍 (6) | Jan. 21 st | Check Plane Tickets
查询机票 (19) |
| Jan. 9 th | Introduce Colleagues
介绍同事 (7) | Jan. 22 nd | Book a Plane Ticket
预订机票 (20) |
| Jan. 10 th | Visit a Factory 参观工厂 (8) | Jan. 23 rd | Change Plane Tickets
改换机票 (21) |
| Jan. 11 th | Brief Introduction of the
Company 公司简介 (9) | Jan. 24 th | Board the Plane 登机 (22) |
| Jan. 12 th | Welcome the Visitors
欢迎客人 (10) | Jan. 25 th | Call for a Taxi 订出租车 (23) |
| Jan. 13 th | Assembly Line Workshop
流水线车间 (11) | Jan. 26 th | Say Goodbye 道别 (24) |
| Jan. 14 th | Sample Room 样品室 (12) | Jan. 27 th | Lunch Appointment
中午宴请 (25) |
| Jan. 15 th | Visiting Schedule
参观日程 (13) | Jan. 28 th | Dinner Invitation
约定晚宴 (26) |
| Jan. 16 th | Brief Introduction | Jan. 29 th | Order Wine 选择酒品 (27) |
| | | Jan. 30 th | Thanks for Being Invited
感谢邀请 (28) |
| | | Jan. 31 st | After Dinner 宴后 (29) |

February



Business Conference 商务会议



- | | | | |
|----------------------|--------------------------------------|----------------------|---|
| Feb. 1 st | Send a Memorandum
会前通知 (31) | Feb. 6 th | Stick to the Principle
坚持原则 (36) |
| Feb. 2 nd | Start the Meeting
会议开始 (32) | Feb. 7 th | Propose Suggestions
提出意见 (37) |
| Feb. 3 rd | Time 时间问题 (33) | Feb. 8 th | Adding Items 增加议题 (38) |
| Feb. 4 th | The Right Time 商谈时机 (34) | Feb. 9 th | Different Opinions
各抒己见 (39) |
| Feb. 5 th | Discussion 交谈讨论 (35) | | |

- | | | | |
|-----------------------|--|-----------------------|---|
| Feb. 10 th | Divergences 意见分歧 (40) | | 反馈意见 (46) |
| Feb. 11 th | Discussion on Sales
销售讨论 (41) | Feb. 23 rd | Work Plan 工作计划 (47) |
| Feb. 12 th | Views on Pricing
定价意见 (42) | Feb. 24 th | Item Speech 议题发言 (48) |
| Feb. 14 th | The Spring Festival 春节 (43) | Feb. 25 th | Board Meeting 董事会议 (49) |
| Feb. 20 th | Views on Investment
投资意见 (44) | Feb. 26 th | Arrange and Plan
安排与计划 (50) |
| Feb. 21 st | Development Options
发展方案 (45) | Feb. 27 th | A Brief Summary
简要总结 (51) |
| Feb. 22 nd | Feedback Opinions | Feb. 28 th | Main Point Summarization
总结重点 (52) |

March

Business Negotiation 商务谈判

- | | | | |
|-----------------------|--|-----------------------|--|
| Mar. 1 st | Inquiry About Catalogue
索要目录 (54) | Mar. 18 th | No Discount 无法打折 (71) |
| Mar. 2 nd | Inquiry About Discount
询问折扣 (55) | Mar. 19 th | Concessions 折中让步 (72) |
| Mar. 3 rd | General Inquiries
一般询盘 (56) | Mar. 20 th | Tender Invitation 招标 (73) |
| Mar. 4 th | Specific Inquiries
具体询盘 (57) | Mar. 21 st | Tender participation 投标 (74) |
| Mar. 5 th | Firm Offer 实盘 (58) | Mar. 22 nd | Insurance 投保 (75) |
| Mar. 6 th | Non-firm Offer 虚盘 (59) | Mar. 23 rd | Packing 包装 (76) |
| Mar. 7 th | Quality 商品质量 (60) | Mar. 24 th | Investment Environment
投资环境 (77) |
| Mar. 8 th | No Quotation 无法报盘 (61) | Mar. 25 th | Investment Policy
投资政策 (78) |
| Mar. 9 th | Price 价格 (62) | Mar. 26 th | Form of Venture
合资形式 (79) |
| Mar. 10 th | Payment 付款 (63) | Mar. 27 th | Responsibility of Venture
合资责任 (80) |
| Mar. 11 th | Counter-offer 还盘 (64) | Mar. 28 th | Shipment 装运 (81) |
| Mar. 12 th | Try to Order 试订 (65) | Mar. 29 th | Draw up a Draft of Contract
起草合同 (82) |
| Mar. 13 th | Repeat Order 续订 (66) | Mar. 30 th | Revise a Contract
修改合同 (83) |
| Mar. 14 th | Accept Order 接受订单 (67) | Mar. 31 st | Sign a Contract
签订合同 (84) |
| Mar. 15 th | Confirm Order 确认订购 (68) | | |
| Mar. 16 th | The Number for Order
订货数量 (69) | | |
| Mar. 17 th | Wholesale Prices 批发价 (70) | | |

April

Business Information 商务信息

- | | | | |
|----------------------|---|----------------------|---|
| Apr. 1 st | A Letter in a Formal Situation
正式信函 (86) | Apr. 2 nd | Writing English Business Letters
英文商务信函 (87) |
|----------------------|---|----------------------|---|

- Apr. 3rd What's the Postage on These Letters 信件收费 (88)
- Apr. 4th Talk about What Has Been Mentioned in the Letter
信中事宜 (89)
- Apr. 5th Tomb Sweeping Day
清明节 (90)
- Apr. 8th Please Enclose the Proposal
附寄建议 (91)
- Apr. 9th An Urgent Letter 快件 (92)
- Apr. 10th Prepare a Letter of Reply
回信 (93)
- Apr. 11th Letter for Acknowledging Orders
来信确认 (94)
- Apr. 12th Letter for Unpaid Bills
催款函 (95)
- Apr. 13th The Difference Between a Letter and a Memorandum
信和备忘录的区别 (96)
- Apr. 14th Where is That Memorandum
查找备忘录 (97)
- Apr. 15th Didn't you Get the File
收发文件 (98)
- Apr. 16th Trade and Commerce on the Internet 网上商机 (99)
- Apr. 17th The Unconventional Way of Shopping 网上购物 (100)
- Apr. 18th The Internet 互联网 (101)
- Apr. 19th Set up the New Website
创建网站 (102)
- Apr. 20th The Virtual World
虚拟世界 (103)
- Apr. 21st Information Highways and the Internet 信息高速路 (104)
- Apr. 22nd E-mail Box 电子邮箱 (105)
- Apr. 23rd Send an E-mail
发送邮件 (106)
- Apr. 24th Keep Contact Through E-mail
邮件联系 (107)
- Apr. 25th The Ideal Medium
理想媒体 (108)
- Apr. 26th Security of E-commerce
电子商务安全 (109)
- Apr. 27th Use Teleprinter
使用电传机 (110)
- Apr. 28th The Advantages of Telex
电传优越性 (111)
- Apr. 29th Send the Fax 发传真 (112)
- Apr. 30th Equipment 办公设备 (113)

May

- | Insurance 商务保险 | |
|--|---|
| May 1 st Labor's Day 劳动节 (114) | 投资保险 (123) |
| May 4 th Talk about Insurance
保险洽谈 (115) | May 13 th Insurance Intermediaries
保险中介 (124) |
| May 5 th Insurance Rate 保险费率 (116) | May 14 th Insurance Claim Setting Agent
Entrustment
保险理赔代理委托 (125) |
| May 6 th Insured Amount 保险金额 (117) | May 15 th Arbitration 仲裁 (126) |
| May 7 th Risk of Breakage 破碎险 (118) | May 16 th Commission 佣金 (127) |
| May 8 th Insurance Documents
保险单证 (119) | May 17 th Extraneous Risks 附加险 (128) |
| May 9 th All Risks 一切险 (120) | May 18 th Theft Insurance 偷盗险 (129) |
| May 10 th Insurance Claim
保险索赔 (121) | May 19 th TLO 全损险 (130) |
| May 11 th Marine Cargo Transportation
Insurance 海运货物保险 (122) | May 20 th Particular Average
单独海损 (131) |
| May 12 th Investment Insurance | May 21 st General Average |

	共同海损	(132)
May 22 nd	Failure to Deliver Insurance 交货不到险	(133)
May 23 rd	Complaints 投诉	(134)
May 24 th	Asking about Insurance 询问保险	(135)
May 25 th	Introducing Insurance 介绍保险	(136)
May 26 th	Buying Insurance	

	购买保险	(137)
May 27 th	Seeking Insurance Employment 保险求职	(138)
May 28 th	Reinsurance 再保险	(139)
May 29 th	Insurance Company 保险公司	(140)
May 30 th	The Insurance Problem 保险问题	(141)
May 31 st	Premium 保险费	(142)

June

Marketing Strategies 经营战略

Jun. 1 st	Department Arrangement 部门安排	(144)	Jun. 15 th	Intellectual Property 知识产权	(158)
Jun. 2 nd	Culture of Every Department 各部门文化	(145)	Jun. 16 th	The Dragon Boat Festival 端午节	(159)
Jun. 3 rd	Evaluate E-business 评价网络经营	(146)	Jun. 19 th	Corporate Culture 企业文化	(160)
Jun. 4 th	Acquisition 收购	(147)	Jun. 20 th	Competition 竞争	(161)
Jun. 5 th	Win-Win Strategy 双赢战略	(148)	Jun. 21 st	Partnership 合作关系	(162)
Jun. 6 th	Marketing Strategy 营销策略	(149)	Jun. 22 nd	Product Launch 新产品发布会	(163)
Jun. 7 th	Reorganization 内部重组	(150)	Jun. 23 rd	Press Conference 记者招待会	(164)
Jun. 8 th	New Organization Structure 新的组织机构	(151)	Jun. 24 th	Financial Affairs 公司财务	(165)
Jun. 9 th	Cross-culture Cooperation 跨文化合作	(152)	Jun. 25 th	Company Structure 公司结构	(166)
Jun. 10 th	Management 管理	(153)	Jun. 26 th	Welfare 福利	(167)
Jun. 11 th	Corporate Value 公司价值观	(154)	Jun. 27 th	Foreign Trade Policy 外贸政策	(168)
Jun. 12 th	Behaviors and Responsible 企业行为与责任	(155)	Jun. 28 th	Management Style 管理风格	(169)
Jun. 13 th	Trade Marks 商标	(156)	Jun. 29 th	Production 生产	(170)
Jun. 14 th	Performance Appraisal 业绩评估	(157)	Jun. 30 th	Business Environment 商务环境	(171)

July

E-commerce 电子商务

Jul. 1 st	Shopping Online 网上购物 ...	(173)		网上找客户	(174)
Jul. 2 nd	Looking for Customers Online		Jul. 3 rd	E-marketing 网络营销	(175)

- Jul. 4th E-mail 电子邮件 (176)
- Jul. 5th E-bank 网上银行 (177)
- Jul. 6th Online Auction 网上拍卖 (178)
- Jul. 7th Online Stock 网上炒股 (179)
- Jul. 8th Internet 因特网 (180)
- Jul. 9th Source Transmission
信息传输 (181)
- Jul. 10th Web Site 网站 (182)
- Jul. 11th Domain Name 域名 (183)
- Jul. 12th Web Page 网页 (184)
- Jul. 13th Internet Facilities
网络设备 (185)
- Jul. 14th Network Configuration
网络配置 (186)
- Jul. 15th Internet Protocols
网络协议 (187)
- Jul. 16th Electronic Payment
电子支付 (188)
- Jul. 17th BBS 电子公告版 (189)
- Jul. 18th Online Negotiation
网上洽谈 (190)
- Jul. 19th E-brand 电子品牌 (191)
- Jul. 20th Spreadsheet 电子表格 (192)
- Jul. 21st Network Perception
网络感悟 (193)
- Jul. 22nd Online Business Magazines
网上商业杂志 (194)
- Jul. 23rd Online News 网上新闻 (195)
- Jul. 24th Online Education
网上教育 (196)
- Jul. 25th Find a Job on Line
网上求职 (197)
- Jul. 26th Online Reservation
网上预订 (198)
- Jul. 27th Online Consultation
网上查询 (199)
- Jul. 28th The Future of E-commerce
电子商务的未来 (200)
- Jul. 29th Secure Electronic Transaction
安全电子交易 (201)
- Jul. 30th Digital Certificates
数字证书 (202)
- Jul. 31st Web Advertisement
网络广告 (203)

August

Bank Business 银行业务

- Aug. 1st Opening an Account
开设账户 (205)
- Aug. 2nd Inquiring about Internet Rates
询问利率 (206)
- Aug. 3rd Deposit 存款 (207)
- Aug. 4th Transferring Money 转账 (208)
- Aug. 5th Asking the Balance
询问余额 (209)
- Aug. 6th An Automatic Teller Machine
自动取款机 (210)
- Aug. 7th Cheque 支票 (211)
- Aug. 8th The Rate of Exchange
外汇汇率 (212)
- Aug. 9th Loan 贷款 (213)
- Aug. 10th Credit Card 信用卡 (214)
- Aug. 11th Renting a Safety Deposit Box
租保管箱 (215)
- Aug. 12th Reporting a Lost Passbook
存折挂失 (216)
- Aug. 13th Discounting a Bill of Exchange
贴现票据 (217)
- Aug. 14th Working Capital Loan
流动资金贷款 (218)
- Aug. 15th Fixed Assets Loan
固定资产贷款 (219)
- Aug. 16th Applying for a Mortgage Loan
申请抵押贷款 (220)
- Aug. 17th Application for L/C
信用证的申请 (221)
- Aug. 18th Opening of L/C
开立信用证 (222)
- Aug. 19th The Fundamentals of L/C
信用证基础 (223)
- Aug. 20th Letter of Credit

- | | | | |
|-----------------------|---|-----------------------|---|
| | 信用证..... (224) | Aug. 27 th | Commercial Finance Service
商业理财服务..... (231) |
| Aug. 21 st | Overdrafts 透支..... (225) | Aug. 28 th | Buying Traveller's Cheques
购买旅行支票..... (232) |
| Aug. 22 nd | Trade Service 押汇服务..... (226) | Aug. 29 th | Foreign Exchange Dealing
外汇交易..... (233) |
| Aug. 23 rd | Talking about Banks in China
谈论中国银行..... (227) | Aug. 30 th | Long-Term Loan
长期贷款..... (234) |
| Aug. 24 th | Telegraphic Transfers
电汇..... (228) | Aug. 31 st | Consult at the Bank
银行咨询处..... (235) |
| Aug. 25 th | Mail Transfers 信汇..... (229) | | |
| Aug. 26 th | Receiving Remittance
收到汇款..... (230) | | |

September

Payment 商务支付

- | | | | |
|-----------------------|--|-----------------------|--|
| Sep. 1 st | Ask the Payment
询问支付事宜..... (237) | Sep. 16 th | 资信情况调查..... (251) |
| Sep. 2 nd | Open a Cheque Account
开立支票账户..... (238) | Sep. 17 th | Payment by L/C
信用证付款..... (252) |
| Sep. 3 rd | Withdrawal 取款..... (239) | Sep. 18 th | Urge Opening of L/C
催促开立信用证..... (253) |
| Sep. 4 th | Talk about Payment
谈论付款..... (240) | Sep. 19 th | Check an L/C
核对信用证..... (254) |
| Sep. 5 th | Incoming Remittance
汇入汇款..... (241) | Sep. 20 th | Amend an L/C
修改信用证..... (255) |
| Sep. 6 th | Outgoing Remittance
汇出汇款..... (242) | Sep. 21 st | Payment by D/P
付款交单..... (256) |
| Sep. 7 th | Foreign Currency Exchange
兑换外币..... (243) | Sep. 22 nd | Make a Loan 贷款..... (257) |
| Sep. 8 th | Payment Problem
付款问题..... (244) | Sep. 23 rd | The Mid-Autumn Day
中秋节..... (258) |
| Sep. 9 th | Exchange Rates
汇率..... (245) | Sep. 24 th | Payment by Installments
分期付款..... (259) |
| Sep. 10 th | The Currency for Settlement
结算货币..... (246) | Sep. 25 th | Dishonored Check
支票拒付..... (260) |
| Sep. 11 th | Bill of Exchange 汇票..... (247) | Sep. 26 th | Prevent the Risks Caused by
Delay in Payment
防范拖欠..... (261) |
| Sep. 12 th | The Changing Exchange Rate
汇率波动..... (248) | Sep. 27 th | Defer Payment 延迟付款..... (262) |
| Sep. 13 th | The Risk from the Changing
Exchange Rate
转移汇率风险..... (249) | Sep. 28 th | Request for a Foreign Exchange
Loan
申请外汇贷款..... (263) |
| Sep. 14 th | Enquires about Financial
Standing 财务状况调查..... (250) | Sep. 29 th | Request for a Guaranteed
Loan
申请担保贷款..... (264) |
| Sep. 15 th | Enquires about Credit Standing | | |

October



Business Center of Hotel

酒店商务中心



Oct. 1 st	National Day 国庆节	(265)			客满发号	(276)
Oct. 8 th	Confirming the Reservation 确认预订	(266)	Oct. 19 th	Offering the Bill 提供账单	(277)	
Oct. 9 th	Changing the Reservation 更改预订	(267)	Oct. 20 th	Service Charge 服务费	(278)	
Oct. 10 th	Welcoming the Guest 迎接顾客	(268)	Oct. 21 st	Making Photocopies 复印	(279)	
Oct. 11 th	How to Pay 付款方式	(269)	Oct. 22 nd	Typing 打字	(280)	
Oct. 12 th	Travel Service 旅行服务	(270)	Oct. 23 rd	Arranging the Interpreter 安排翻译	(281)	
Oct. 13 th	Receiving the Complaints 接受投诉	(271)	Oct. 24 th	Faxes 收发传真	(282)	
Oct. 14 th	Payment and Receipt 支付与开票	(272)	Oct. 25 th	Conversation Services 会费服务	(283)	
Oct. 15 th	Introducing the Equipments 设施介绍	(273)	Oct. 26 th	Chinese Food 中餐	(284)	
Oct. 16 th	Special Service 特殊服务 ..	(274)	Oct. 27 th	Western Food 西餐	(285)	
Oct. 17 th	Hotel Safety 酒店安全	(275)	Oct. 28 th	Buffet 自助餐	(286)	
Oct. 18 th	Asking Guest to Take a Number and Wait		Oct. 29 th	Recommending Dishes 推荐菜肴	(287)	
			Oct. 30 th	Lost and Found 失物招领 ..	(288)	
			Oct. 31 st	Phone Transferring 转接电话	(289)	

November



Business Trip

商务旅行



Nov. 1 st	About Passport 关于护照 ..	(291)	Nov. 12 th	By Bus 乘公交车	(302)	
Nov. 2 nd	Applying for a Visa 申请签证	(292)	Nov. 13 th	By Ship 乘船	(303)	
Nov. 3 rd	Consult 咨询	(293)	Nov. 14 th	By Subway 乘地铁	(304)	
Nov. 4 th	Security Check 安全检查 ..	(294)	Nov. 15 th	Taking a Taxi 乘出租车	(305)	
Nov. 5 th	Left Baggage 行李寄存	(295)	Nov. 16 th	Reserving a Room 订房间	(306)	
Nov. 6 th	Check-in 办理登机手续	(296)	Nov. 17 th	Checking In 入住	(307)	
Nov. 7 th	On the Plane 在飞机上	(297)	Nov. 18 th	Lanundry 送洗衣物	(308)	
Nov. 8 th	Returning Home 返程	(298)	Nov. 19 th	Wake-up Call 电话叫醒	(309)	
Nov. 9 th	Passing the Customs 过海关	(299)	Nov. 20 th	Maintenance 维修服务	(310)	
Nov. 10 th	Buying a Train Ticket 买火车票	(300)	Nov. 21 st	Bill Mistake 账单错误	(311)	
Nov. 11 th	Asking the Way 问路	(301)	Nov. 22 nd	Checking Out 结账退房	(312)	
			Nov. 23 rd	Booking a Table 餐厅订位	(313)	
			Nov. 24 th	At the Restaurant 在餐馆 ..	(314)	

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|-----------------------|---------------------------------------|-----------------------|---|
| Nov. 25 th | Buying Souvenirs
买纪念品 (315) | Nov. 28 th | Accidents 意外事件 (318) |
| Nov. 26 th | Sightseeing 参观游览 (316) | Nov. 29 th | Foreign Exchange
兑换货币 (319) |
| Nov. 27 th | Medical Treatment
医疗服务 (317) | Nov. 30 th | The Rest of Business Trip
商务旅行之余 (320) |

December**Human Resources Management 人力资源管理**

- | | | | |
|-----------------------|---|-----------------------|---|
| Dec. 1 st | Job-hunting Information
求职信息 (322) | Dec. 17 th | About the Company
关于公司 (338) |
| Dec. 2 nd | Preparing for an Interview
面试准备 (323) | Dec. 18 th | About Salary 关于薪水 (339) |
| Dec. 3 rd | Grooming 服装仪容 (324) | Dec. 19 th | Reasons for Leaving
辞职原因 (340) |
| Dec. 4 th | Making an Appointment for
Interview 约定面试 (325) | Dec. 20 th | Any Questions 有何问题 ... (341) |
| Dec. 5 th | Opening Remarks 开场白 ... (326) | Dec. 21 st | Ending the Interview
结束面试 (342) |
| Dec. 6 th | Personal Information
个人情况 (327) | Dec. 22 nd | Signing an Agreement
签约 (343) |
| Dec. 7 th | Family Information
家庭情况 (328) | Dec. 23 rd | Be Acquainted with Work
熟悉工作 (344) |
| Dec. 8 th | Education Background
教育背景 (329) | Dec. 24 th | Daily Office Routine
日常办公事务 (345) |
| Dec. 9 th | Reasons for Application
求职原因 (330) | Dec. 25 th | Work Shift 工作换班 (346) |
| Dec. 10 th | Work Experience
工作经验 (331) | Dec. 26 th | Working Overtime
加班加点 (347) |
| Dec. 11 th | Language Proficiency
语言水平 (332) | Dec. 27 th | Asking for Vacation
申请休假 (348) |
| Dec. 12 th | Other Skills 其他技能 (333) | Dec. 28 th | Late for Work 上班迟到 (349) |
| Dec. 13 th | Hobbies 业余爱好 (334) | Dec. 29 th | Working Faults 工作失误 ... (350) |
| Dec. 14 th | Personality and Character
品性 (335) | Dec. 30 th | Working Pressure
工作压力 (351) |
| Dec. 15 th | Ambitions and Aspirations
理想与抱负 (336) | Dec. 31 st | Transferring Department
调换部门 (352) |
| Dec. 16 th | Work Requirement
工作需求 (337) | | |

一月 January

Business Reception



这个月主要为大家介绍一些商务招待的基本知识，如机场接待、参观工厂、为商务伙伴送行等等。在商务事宜方面学好这些知识有助于您与合作伙伴建立良好的合作关系，同时记得熟背一些英语句型，如：If I'm not mistaken, you must be xx from xx company; Allow me to introduce you to my director; Anyhow, it's a long way to china..., 考虑到今天是1月1日元旦，就不给大家安排具体的学习任务了，这三天假期大家只需阅读下面这篇介绍元旦来历的小短文。当然啦，要是你能背下来就更好了，没准出门碰到老外还可以用上这段话呢！

Jan. 1st New Year's Day 元旦

First day of the new year, celebrated with religious, cultural, and social observances around the world.

It is usually marked by rites and ceremonies that symbolize casting off the old year and rejoicing in the new. Most of the world recognizes January 1st as the start of a new year because the Gregorian calendar, from its papal origin in 1582, has become the international reference for treaties, corporate contracts, and other legal documents. Nevertheless, numerous religious and national calendars have been retained. For example, in the Persian calendar (used in Iran and Afghanistan) New Year's Day falls on the spring equinox (March 20th or 21st in the Gregorian calendar).

好了，该说 bye-bye 了。See you 3 days later!

Jan. 4th Meet the Guest 迎接客人

听 A: Excuse me, but are you Mr. Smith from Eastern Electronics?

B: Yes, I am. And you must be Mr. Zhang.

A: Yes, I am here to meet you today. Welcome to TianJin.

B: Thanks for meeting me at the airport!

A: My pleasure. I'm delighted to meet you. I've heard so much about you from Mr. Sun.

B: Glad to meet you, too. I have been looking forward to visiting your country. And now I'm here.

1. If I'm not mistaken, you must be xx from xx Company? 要是我没认错的话,你就是某某公司的某某先生。

2. Sorry to interrupt you, but are you Ms. Nancy from London Trading Company Ltd.? 对不起,打断一下,你是伦敦贸易有限公司的南希女士吗?

3. Anyhow, it's a long way to China, isn't it? 不管怎样,来到中国要经过漫长的旅途,不是吗?

说 A: Excuse me, but are you Mr. Johnson of City Bank?

B: Yes, I am.

A: How do you do? I'm David Wang of Acer Industrial Corp.

B: How do you do? Glad to meet you.

A: Did you have a good flight?

B: Yes, it was enjoyable, thanks.

A: That's good to hear.

A: The more you know about our country, the more you'll like it. I'm sure you'll have a pleasant stay here.

B: I'm expecting.

A: Mr. Brown is having meeting now. He'll come to see you later at the hotel. Please give me your luggage check, and I'll get them for you.

B: Thank you, here you are. I'm sure I can count on you for help during my stay here.

A: You are welcome.

读 4. Allow me to introduce you to my director, Mr. Lincoln. 请允许我介绍您给我的主任,林肯先生。

5. Excuse me, but aren't you Mr. Maguire from United States? 抱歉,您是来自美国的麦奎尔先生吗?

6. Pardon me, are you Mr. Louis from England? 请问你是来自英格兰的路易斯先生吗?

A: 抱歉,请问您花旗银行的约翰逊先生吗?

B: 是的,我是。

A: 你好!我是宏基电脑的王大卫。

B: 你好!很高兴认识你。

A: 飞机旅行还愉快吧?

B: 是呀,非常愉快,谢谢。

A: 听到你这样说真好。

The most important part of socializing and welcoming is to put yourself in the shoes of the visitor. The more you think about the other people and the relationship, the more relaxed you will feel and the more successful your conversation will be. A good conversation is like a ping-pong game. One person hit the ball to the other side of the table. The other player hit the ball back as the conversation continues. On the contrary, the conversation stops. One person says something and the other responds right away.

写

Jan. 5th

Let's Go and Claim the Luggage 帮助拎行李

听

A: It's nice of you to come and meet me at the airport, Mr. Wang.

B: Believe me, it's a pleasure to meet friends coming from a far.

A: The pleasure is mine. Now will you show me where the luggage claim area is?

B: It's just over there. How many pieces of luggage do you have?

1. How do you do, Mr. Smith? Let me help you with your luggage. 你好, 史密斯先生。让我来帮你拿行李。

2. Do you know where the baggage claim area is? 你知道行李认领处在哪里吗?

3. Is this your baggage? 这是您的行李吗?

说

A: How was your flight?

B: Just wonderful! Good food and good service.

A: Let me help you to carry the luggage.

B: Thank you!

A: By the way, how's business these days?

B: Not bad. But sales are down a bit due to the revaluation.

A: Yes, you are right. Do you think it's a general trend or just for a time?

B: Oh, I hope it's not a general trend. I think it's just a slump. Things will improve soon.

A: I hope so.

A: Only one suitcase.

B: Let's go and claim the luggage then.

A: OK.

B: Did you have a good flight?

A: Just wonderful. Good food and good service.

B: Anyway, I think you'd like to freshen up a bit and take a rest to overcome the jet lag.

A: Yes, indeed.

读

4. I carried a piece of baggage. 我拿了一件行李。

5. How many pieces of luggage do you have? 你有几件行李?

6. Let me lead you to the luggage claim area. 让我带您去行李认领处吧!

A: 飞行愉快吗?

B: 很好! 可口的食物, 周到的服务。

A: 让我帮您拎行李吧!

B: 谢谢。

A: 谢谢, 顺便问一下, 近来生意好吗?

B: 还行, 但是由于货币升值销售额有点儿下降。

A: 是的, 您是对的。你认为这是大趋势还是只会持续一段时间。

B: 哦, 我希望不是这样的趋势。我想这只是不景气而已。事情不久就会改观的。

A: 我希望如此。

A qualified business receptionist must assist guests in an efficient, courteous and professional manner that maintains high standard. He should maintain a professional appearance with a positive attitude and be adaptable and flexible in regard to the needs of the guest. He should be outgoing and friendly.

写