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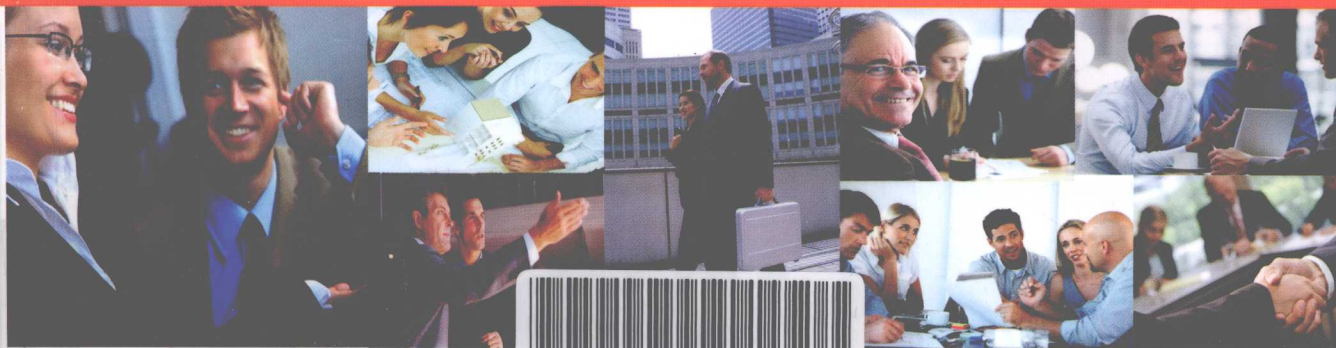
PRACTICAL SPOKEN ENGLISH TALK SHOW

美 语 会 话 脱 口 秀 系 列

全新升级版

# 商务英语 口语大全

李 雪 李铁红 范宏博 主编 [美]Michael Anderson 审订



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《商务英语口语大全》一书，按照商务的相关事宜分为9章，每一章又包括了8节，详细地介绍了商务过程的各个方面，意在把读者带到英语语境中，全新开发大家的语言潜力。

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# 前言

## Preface

随着社会的发展和国际交往的日益频繁,英语已经进入我们生活的各个方面,社会对英语口语水平的要求也越来越高。为了满足社会不同层次、从事不同工作的初级和中级英语学习者对日常英语的不同需要,我们精心编写了“美语会话脱口秀系列”丛书。本丛书包括《外企白领英语口语大全》、《文秘会话英语口语大全》、《社交英语口语大全》、《商务英语口语大全》、《情景英语口语大全》、《酒店职员英语口语大全》、《餐饮业职员英语口语大全》、《金融业职员英语口语大全》、《售货员英语口语大全》、《旅游英语口语大全》、《外贸英语口语大全》、《娱乐休闲英语口语大全》、《财会英语口语大全》、《公务员英语口语大全》和《面试英语口语大全》,共15本。

本丛书几乎涵盖了所有日常生活、工作场景所需要的基本英语用语,可供广大读者和英语爱好者灵活选用。丛书以场景对话为主要内容,使读者在阅读中有身临其境的感觉。丛书内容还包括“关键句型”和“词语加油站”。“关键句型”列举出各场景中出现频率最高的语句,供读者学习、模仿、熟记和运用。“词语加油站”精选出常用的重点词汇,为读者扫除词汇障碍。

《商务英语口语大全》一书,按照商务的相关事宜分为9章,每一章又包括了8节,详细地介绍了商务过程的各个方面,意在把读者带到英语语境中,全新开发大家的语言潜力。我们把这些口语要素积累下来,就成了脱口而出的“鲜活会话”了。本书在编写过程中力求保证英语口语的原汁原味,学习者可以身临其境,融入英语会话的情景当中。通过学习和实践,学习者能更快、更准地把握英语口语的精髓。

事实证明,英语学习最好的方法就是听与说的有机结合,而听、说也要尽可能地与日常生活相结合,从日常对话入手,逐步培养自己的英语交际能力。英语学习者应该积极与他人进行互动交流,逐步培养自己的信心;只要有信心、有决心,从点滴做起,就一定会成为英语高手。

我们相信读者通过学习本丛书,一定能够在短时间内达到脱口而出、流利表达的效果,英语口语一定会有很大的进步。

限于编者水平,书中难免有不足之处,恳请广大读者给予批评指正。

编者

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# Chapter 1

## Office Work 商务办公

# Unit 1 Recruiting 员工招聘

## Key Sentence Patterns 关键句型

- ① Who is going to take over his work after he leaves?  
他走了之后, 谁将接管他的工作?
- ② It's urgent. We have to find another person to replace him as soon as possible. 这是急事。我们得尽快找到另一个人来替代他。
- ③ We will have a group meeting to decide who is going to get this position.  
我们将开一个集体会议来决定谁将得到这个职位。
- ④ We haven't found an eligible candidate.  
我们还没有找到非常合适的候选人。
- ⑤ It seems that Bob is qualified to get this position.  
看上去, 鲍勃很有资格得到这个职位。
- ⑥ What kind of people do you want to employ? 你想雇用什么样的人呢?
- ⑦ We'll require a four-year degree candidate, preferably in marketing. 我们要求本科学历, 最好是营销专业的应聘者。
- ⑧ We'll require two years' working experiences. 我们要求两年的工作经历。
- ⑨ The person needs to be outgoing, good at organizing himself, and able to work independently. 候选者得是外向, 非常有条理, 且能独立工作的人。
- ⑩ Are there any specific qualifications for the first-round interview?  
第一轮面试有什么特别的资格要求吗?
- ⑪ All the candidates should have a bachelor degree. 所有应聘者必须有学士学位。
- ⑫ Specialty in marketing is preferable.  
最好是营销专业的。
- ⑬ A good command of English is of great importance. 良好的英语水平十分重要。

## Pop Conversations 热门话题

### I Ask about Recruitment

#### 询问招聘情况

#### Conversation 01

J1 = Julia = 朱莉亚 J2 = Jesse = 杰西

J1: We need a good replacement. Since Alice left, Bob has been working overtime for a

J1: 我们需要一个很好的接任人选。自从艾丽斯走后, 鲍勃已经加了整整一星期班

whole week. How is our recruitment going?

J2: Here are the resumes and cover letters for you. They were faxed in over the weekend. And these are the responses we received by email from our Internet ads on Saturday.

J1: Internet job ads sure are effective. Any decent candidates?

J2: We have many qualified applicants. That shouldn't be a problem.

J1: Remember, it's a company policy to interview every qualified applicant. Screen these fifty applications and choose 10 candidates for me by the end of the day. We will have the first round interview tomorrow.

J2: OK. I'll reserve the small conference room for tomorrow's interview.

了。招聘进行的怎样?

J2: 这里有一些简历和求职信, 都是周末传真过来的。还有这些是我们周六刊登网上招聘广告所收到的电子邮件。

J1: 网上招聘广告真的很有效。有合适的人选吗?

J2: 合格的人选不少, 应该不成问题。

J1: 要记得, 公司规定要对每个合格的应聘者进行面试。今天下班前帮我从这 50 个求职者中筛选出 10 个。明天我们准备进行第一轮面试。

J2: 没问题。我现在去预订明天面试要用的小会议室。

## Conversation 02

H = Henry = 亨利 S = Sally = 萨利

H: I need a good replacement. I don't want to give Craig more work.

S: Here are more resumes and cover letters for you. They were faxed in over the weekend.

H: Good. And we should get more today.

S: Any decent candidates?

H: Not yet. I want someone experienced in our industry.

S: Remember, it's a company policy to interview every qualified applicant.

H: We only have a few. That shouldn't be a problem.

S: Here are the responses we received via email from our Internet ads on Saturday.

H: There must be thirty!

S: Forty-three, actually.

H: I'd better get on the phone and start setting up interviews.

S: Remember, interview every qualified appli

H: 我需要一个接任人选, 我不想给克勒格增加太多工作。

S: 这里还有一些简历及求职信, 都是周末传真过来的。

H: 很好, 今天应该还会收到更多吧。

S: 有不错的人选吗?

H: 还没有。我想找在这个领域有工作经验的人。

S: 记住, 公司政策规定要对每个合格的应聘者进行面试。

H: 合格的人选有一些, 所以应该不成问题。

S: 这些是我们星期六刊登在网上的招聘广告所收到的应聘邮件。

H: 一定有 30 封了吧!

S: 实际上有 43 封。

H: 我最好赶快开始打电话安排面试。

S: 记住——要对每个合格的应征者进行

cant.

H: Oh, and there are responses from Sunday — another sixty. Internet job ads sure are effective!

S: One hundred resumes? I'll be here all day, and I'll be interviewing for a month.

H: Anything to keep from giving me extra work, right?

S: Wrong! Here. Screen these hundred applications for me by the end of the day!

面试。

H: 哦，这些是星期日所收到的回复——60封。网上招聘广告还真的很有效！

S: 一百份简历？我看我得整天待在这儿，面试一个月了。

H: 这些都是为了让我不要有额外的工作，对吧？

S: 错！把这些拿去，今天下班前帮我筛选一下这 100 份简历！

## II Make a Job Ad 制定招聘广告

### Conversation 03

T = Tony = 托尼 R = Rose = 罗斯

T: Donna gave notice last week. We'll need to fill her position.

R: Oh, no! My workload will double! How much notice did she give?

T: She gave two weeks. That gives us time to hire and train a replacement.

R: More work!

T: No one will get stuck with more work if we quickly find a replacement! Now, help me outline the requirements for a job ad.

R: OK. "Able to skip lunch, work overtime, meet impossible deadlines".

T: No one will respond to that ad. Anyway, we'll require a four-year degree, preferably in marketing...

R: And experience!

T: We'll require two years' experiences. What else would you suggest?

R: The person needs to be outgoing, good at organizing himself, and able to work independently.

T: Right. You don't want to hold his or her hand all the time.

R: Exactly, that just means more work for me!

T: 唐娜上周提出了辞职申请，我们得找人替补他的职位。

R: 糟了！我的工作量会加倍！她给我们多久的缓冲时间？

T: 两周。所以我们还有时间去招聘及训练新人。

R: 工作更多了！

T: 如果我们能尽快找到替补人选，工作量就不会增加！现在帮我想想这个招聘广告里要写哪些工作要求吧？

R: 好吧。“可以不吃午餐，可以加班，可以在规定期限内完成常人所不能及的工作……”

T: 没有人会理这种招聘广告的。总之，我们要求四年制本科毕业，最好是营销专业的……

R: 还要有工作经验！

T: 我们要求具有两年工作经验。你还有什么建议？

R: 这个人必须外向，非常有条理，而且能独立工作。

T: 没错。谁都不想一直手把手地带他（她）工作。

R: 的确。那意味着我的工作量还要增加！

T: It won't be! Now, go and type up a job ad for me.

R: Ah-ha! Extra work already!

T: 不会啦! 现在帮我把招聘广告打出来吧。

R: 啊哈! 眼下就有额外工作了!

### Conversation 04

S = Sophia = 索菲亚 G = George = 乔治

S: Alice gave me her letter of resignation yesterday. It came as a bit of a surprise. We'll need to fill her position.

G: Oh, no. My workload will double! When will she leave our company?

S: She plans to stay until the end of the month to complete her project.

G: So she gave two weeks. That gives us time to hire and train a replacement.

S: No one will get stuck with more work if we quickly find a replacement! Now, help me outline the requirements for a job ad.

G: OK. Anyway we will require a four-year degree, preferably Business Administration with a good command of English.

S: Also with experiences. We'll require three year's experiences working in a foreign trade company. What else would you suggest?

G: I think the person should be flexible, creative, organized and able to work in a team atmosphere.

S: Now we have a list of job requirements and duties... What about the salary range?

G: The salary is fifteen to twenty-five thousand dollars a month, depending on experience.

S: Wow, the salary is very attractive. Now, let's go and type up this job ad.

S: 艾丽斯昨天向我递交了辞职报告。这件事来得有点突然。我们得找人代替她。

G: 糟了, 我的工作量又会增加了。她什么时候离开公司?

S: 她计划待到这个月月底, 完成她的项目再走。

G: 所以她给我们留了两周时间, 我们还有些时间去招聘及训练新人。

S: 如果我们能尽快找到代替人选, 工作量就不会增加。现在帮我想想这个招聘广告里都要写哪些条件吧。

G: 好的。总之我们需要四年制本科学历, 最好是企业管理专业并且英语水平高的人。

S: 还要有工作经验。我们要求在外贸公司有三年工作经验。你还有什么建议?

G: 我认为求职者必须灵活, 有创造力, 有条理性并且能在团队氛围下工作。

S: 我们现在列出了工作所需的条件和职责……工资范围是多少?

G: 根据工作经验不同, 月薪在 15 000 到 25 000 美元不等。

S: 哇, 这个薪水很有吸引力。现在我们去把招聘广告打印出来吧。

### III Have an Interview 进行面试

### Conversation 05

W = Miss Wang = 王小姐 M = Miss Lin = 林小姐

W: Good morning, Miss Lin.

M: Good morning. Please sit down.

W: 早上好, 林小姐。

M: 早上好, 请坐。

# Chapter 1

## Office Work

W: I've received your letter, Miss Lin.

M: Good. What types of work are you looking for?

W: Just the work of a junior clerk or secretary.

M: Why do you want to work in our company?

W: I think this is a good place for me to use what I have learned in university and also practice my English in my work.

M: How long have you been studying English?

W: For ten years.

M: Have you finished college?

W: Yes, I have.

M: Well, would you read aloud this paragraph in this newspaper in English?

W: Yes, Miss Lin.

(Miss Wang reads. )

M: Your pronunciation is very good.

W: Thank you.

M: Can you use a computer?

W: Yes, I often operate a word processor. I'm not too skillful, but I think I can learn it quickly.

M: Will you show me?

W: Yes, Miss Lin.

(Miss Wang works on the computer. )

M: OK. Typing is not too bad. There are not too many mistakes.

W: I'm out of practice, Miss Lin.

M: A little practice will put you in shape.

W: I think so. Do you think you could employ me, Miss Lin?

M: Yes. What salary do you expect per month?

W: As you see fit, Miss Lin.

M: We'll start you off at 1,000 yuan RMB a month, and after three months, we'll give you 1,500 yuan.

W: 我已收到了你的来信, 林小姐。

M: 太好了。你想找一份什么样的工作呢?

W: 我想找一份初级文秘的工作。

M: 你为什么想来我们公司工作呢?

W: 我想这里能够使我充分运用我在大学里学到的东西, 并在工作中练习我的英语。

M: 你学英语多长时间了?

W: 有10年了。

M: 你读完大学了吗?

W: 是的。

M: 好, 你大声读一下这张报纸上用英语写的这一段文字好吗?

W: 是的, 林小姐。

(王小姐读。)

M: 你的发音非常好。

W: 谢谢你。

M: 你会使用电脑吗?

W: 是的, 我经常使用文字处理系统。不是很熟练, 但我可以很快学会的。

M: 可以让我看看吗?

W: 是的, 林小姐。

(王小姐在操作电脑。)

M: 好的, 打字速度不慢, 也没有太多的错误。

W: 我好久没练习了, 林小姐。

M: 练习一下就会很熟练的。

W: 我想是这样的。你认为你们能录取我吗, 林小姐?

M: 是的。你希望每月得到多少工资吗?

W: 你看多少合适呢, 林小姐?

M: 我们开始每月给你1000元人民币, 三个月后, 每月1500元。

### Conversation 06

A: My major and working experience make me qualified for this position. And I don't mind

A: 我的专业和工作经验使我能胜任这个职位。而且我不介意从底层做起。

getting my hands dirty.

B: What has interested you in ABC Company?

A: I want to work for a company in which this education would be asset. And ABC Company's outstanding reputation within the industry attracts many young people like me.

B: What's your long-range goal?

A: I'd like to bring to ABC Company not only my technical skills, ambition, enthusiasm but also my loyalty. A sincere desire to become an administrative assistant is at the heart of my career plans.

## Conversation 07

A: Why did you leave the previous company?

B: I used to work in a trading company as marketing manager, but I prefer to be a small fish in a big pond.

A: A small fish in a big pond?

B: Your operations are global, so I feel I can gain the most from working in this kind of environment.

## Conversation 08

A: What salary are you expecting?

B: In regard to salary, I'll leave it to you to decide after you have seen the kind of work I can do.

A: Hmm. The salary would be ¥4,500 to start, with increases given according to your performance.

B: That sounds good to me.

A: You should be hearing from us within a few days.

B: Thank you.

B: 什么使你对 ABC 公司感兴趣?

A: 我想做一份能发挥专长的工作, 而且 ABC 公司在该行业的显赫名声吸引了许多像我一样的年轻人。

B: 你的长远规划是什么?

A: 我想带给 ABC 公司的不仅是我娴熟的职业技能、进取心和工作热情, 还有我的忠诚。我渴望有朝一日成为一名管理人员。

A: 你为什么辞去上一份工作?

B: 我过去在一家贸易公司任营销部经理, 但我宁愿做大池塘里的小鱼。

A: 大池塘里的小鱼?

B: 贵公司的运作是全球化的, 我觉得在这样一个环境中工作会收获最多。

A: 你希望的薪金是多少?

B: 关于薪水, 请考验我的工作后再作定夺。

A: 嗯。你的起薪将是 4 500 元, 此后会根据你的业绩提升。

B: 听来不错。

A: 我们几天内给你答复。

B: 谢谢。

# Chapter 1

Office Work

## Word Service Station 词语加油站



candidate

候选人, 报考者

decent

正派的, 端庄的

recruitment

补充, 征募新兵

replacement

代替者, 补充兵员

resume

简历, 履历

# Unit 2 Dealing with Emails

## 邮件处理

### Key Sentence Patterns 关键句型

- ① Is it complicated to apply for a free mailbox?  
申请免费邮箱复杂吗?
- ② It's very easy. You just need to fill out an application form on the webpage.  
非常容易,你只需要在网页上填一个申请表。
- ③ Firstly, you need to apply for a mail account. Without it you can neither send nor receive an email.  
首先,你需要申请一个邮箱账户,没有邮箱账户你既不能发邮件也不能收邮件。
- ④ Please remember your ID and password. Next time when you want to enter into your mailbox, you should register with your correct ID and password.  
请记住你的用户名和密码。下次你想进入你的邮箱时,你得用正确的用户名和密码注册登录。
- ⑤ Let me give you a demonstration; try this way...  
让我给你演示一下吧,照这样做……
- ⑥ Why not you send a message to me on the net?  
为什么不在网上给我发信息呢?
- ⑦ I haven't got an email box.  
我还没有电子邮箱。
- ⑧ I don't know how to use email.  
我不知道如何使用电子邮件。
- ⑨ The email I sent this morning was returned as undeliverable.  
今天早上我发的邮件被退回来了,说是发送不出去。
- ⑩ There is no Internet service in my office building.  
我们的办公大楼没有网络服务。
- ⑪ Do you have a computer hooked-up?  
你有能上网的电脑吗?
- ⑫ Sorry, I couldn't hook up my computer on the Internet.  
对不起,我的电脑还没有联网。
- ⑬ No, the technicians are coming to check what's wrong about the network.  
没有,技术人员马上就来检查网络哪儿出问题了。
- ⑭ No, my computer doesn't support wireless network service.  
没有,我的电脑不支持无线网络服务。

# Chapter 1

## Office Work

### Pop Conversations 热门话题

#### I Help to Send Emails

#### 帮忙发送电子邮件

##### Conversation 01

A = Amy = 艾米 J = Jane = 珍妮

A: Excuse me, Jane.

A: 打扰一下, 珍妮。

J: What's the matter?

J: 什么事儿?

A: There's something wrong with my email. It can't be sent out successfully.

A: 我的电子邮件出了问题, 发送不成功。

J: Let me see. Maybe you have input the wrong address.

J: 让我看看。可能你的地址弄错了吧。

A: No. Look, the address is correct.

A: 不会的, 来看看, 这个地址是正确的。

J: Err... look, you have typed a capital letter where you should have typed a small letter.

J: 嗯, 看, 你把应该使用小写字母的地方写成大写了。

A: Oh, I see. If it were not you I couldn't find it till tomorrow. Thank you very much.

A: 哦, 我明白了。如果不是你, 到明天我也发现不了。非常感谢。

#### II Receive and send letters 收发信件

##### Conversation 02

B = Betty = 贝蒂 J = John = 约翰

B: Hello, John. I just got a letter for you from Beijing. Shall I take it to you?

B: 约翰, 你好。我刚刚收到从北京给你发来的一封信, 要我拿来吗?

J: Oh, very good, please. Maybe it is the one I have been waiting for.

J: 哦, 太好了。请拿过来吧, 可能那就是我在等的那封。

B: Here you are.

B: 好的, 给。

J: Thank you. Are there any other things except this one for me today?

J: 谢谢。除了这个, 今天还有我的别的邮件吗?

B: There hasn't been so far.

B: 到目前为止还没有。

J: Would you please help me get these letters posted? This one is important and urgent. Please send it by express. The others are ordinary letters.

J: 你能帮我把这些信发出去吗? 这封是重要的急信, 请用快递寄出, 其他都是些普通信件。

B: OK. Is there any information I should

B: 好的。还需要随信附上资料吗?