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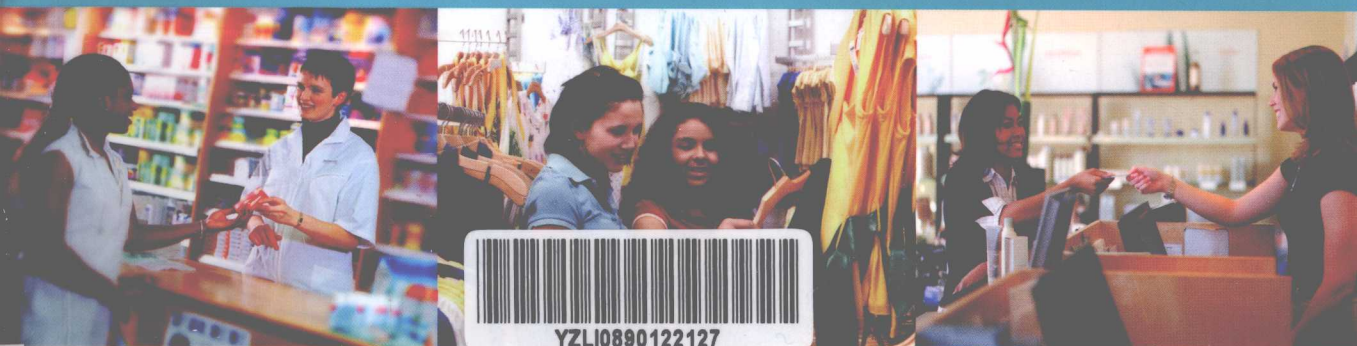
PRACTICAL SPOKEN ENGLISH TALK SHOW

美 语 会 话 脱 口 秀 系 列

全新升级版

售货员英语 口语大全

李 雪 李铁红 范宏博 主编 [美]Michael Anderson 审订



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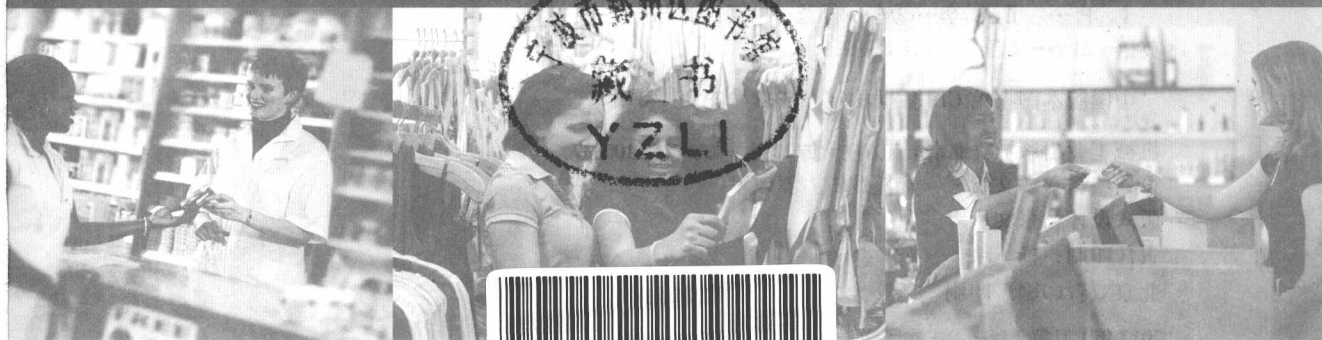


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本书以“源自生活”为基本原则来选取素材,分为接待顾客、销售实战和附录三个部分,几乎涵盖了售货员工作中的各个方面,旨在把读者带到英语语境中,全新开发大家的语言潜力。我们把这些口语要素积累下来,就成了脱口而出的“鲜活会话”了。本书在编写过程中,力求保证英语口语的原汁原味,学者可以身临其境,融入英语会话的情景当中,通过学习和实践,更快、更准地把握英语口语的精髓。

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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。本书内容还包括“关键句型”、“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。

《售货员英语口语大全》一书以“源自生活”为基本原则来选取素材。本书分为接待顾客、销售实战和附录三个部分,几乎涵盖了售货员工作中的各个方面,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。通过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,能够在短时间内达到脱口而出、流利表达的效果,英语口语一定会有一个很大的进步。

限于编者水平,书中难免有不足之处,恳请广大读者及广大英语爱好者批评指正。

编者

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Chapter 1

Customer Reception 接待顾客



Unit 1 Greeting Customers

与顾客打招呼

Key Sentence Patterns 关键句型

- ① May I help you? 您想买些什么?
- ② Can I help you find something?
您在找什么, 我能帮忙吗?
- ③ Can I help you with something?
您想买些什么?
- ④ Can I show you something?
您想看什么?
- ⑤ Is there anything I can help you with?
您有什么需要我帮忙的吗?
- ⑥ I'm just browsing.
我只是随便看看。
- ⑦ Thank you. I am just looking.
谢谢, 我只是看看而已。
- ⑧ I'll look around some more.
我还想到别处看看。
- ⑨ I'll try some other place. Thank you very much. 我要再到别处看看, 谢谢你。
- ⑩ Can I be of any assistance to you?
您想买什么东西吗?
- ⑪ Are you being served? 有人接待您了吗?
- ⑫ Is anybody looking after you?
有人招呼您了吗?
- ⑬ Feel free to ask any questions, please.
有什么事请随时问我。
- ⑭ Are you finding everything alright?
您找到您想要的商品了吗?
- ⑮ Tell me if you need any help.
如果需要帮助请告诉我。
- ⑯ I'm sorry. I didn't understand you.
抱歉, 我不明白您的意思。
- ⑰ Would you please speak more slowly?
可否请您讲慢一点儿?
- ⑱ Would you like to have a look?
您想看看吗?

Pop Conversations 热门话题

..... I Buy Some Clothes 买些衣服

Conversation 01

A: Good afternoon, sir. May I help you?

B: Good afternoon. Do you have any ready-made clothes that will fit me?

A: Yes. Would you please have a look at these, sir?

A: 下午好, 先生。您买东西吗?

B: 下午好。有适合我穿的现成的衣服吗?

A: 有的。先生, 请看看这些好吗?

B: They're nice, but I don't like the color.

A: How about this one? It's the latest fashion, very popular.

B: Let me have a look. It's of good quality. I'll take it.

Conversation 02

A: Welcome here. May I help you?

B: Yes. I'm looking for a tie. May I see these?

A: Yes, certainly. Here's a nice-looking one.

B: Yes, it is beautiful. But I think it's a little too loud. Let me see that black one.

A: This one?

B: Yes, that's the one. It's very nice. I'll take it.

A: Fine. Will there be anything else?

B: Yes. Where are the gloves?

A: They are over there. Follow me.

Conversation 03

A: Good morning. May I help you?

B: Yes, please. I'd like to get a suit made for him. What've you got in the way of materials?

A: You are lucky. We have some new spring fabrics that have just come out.

B: Show me, please.

A: Here you are.

B: Oh, it has pleasant feel to the hand.

A: Of course. This is an exceptionally good quality cloth, very soft.

B: How do you like it, Lin Hao?

C: It's nice. I like it. What is it made of?

A: It's made of wool. We have quite a few different colors. Which color do you prefer?

C: How about this one? Silver grey.

A: If you are going to wear on a formal

B: 这些衣服不错, 但我不喜欢这种颜色。

A: 这件怎么样? 这是最新款式, 非常流行。

B: 让我看一下。质量很好。我买下了。

A: 欢迎光临。有什么需要帮忙的吗?

B: 是的。我想买条领带。能不能看一下这些?

A: 当然可以。这条就很好看。

B: 是的, 它很漂亮。不过我觉得它的颜色有点儿太鲜艳了。让我看看那条黑色的。

A: 这条吗?

B: 要, 就是这条。好极了, 我买了。

A: 好的。还要其他什么东西吗?

B: 要。手套在什么地方?

A: 在那边。请跟我来。

A: 早上好。我能为您效劳吗?

B: 是的, 我要给他做一套西服。你有什么样的布料?

A: 您真幸运。我们有一些春季新布料刚到货。

B: 我看看。

A: 在这儿。

B: 哦, 这种面料手感不错。

A: 当然啦。这种料子质地非常好, 非常柔软。

B: 你觉得怎么样, 林浩?

C: 不错, 我喜欢。这是什么面料?

A: 纯羊毛。我们有很多不同的颜色。你喜欢哪种?

C: 这个怎么样? 银灰色。

A: 如果是在正式场合穿的西服, 我推荐深灰

Chapter 1

Customer Reception

occasion, I recommend the dark color. A serious suit is dark in color.

- B: I agree. The dark color is more formal and will not go out of fashion.
C: OK.

色。庄重的西服，颜色都很深。

- B: 我想也是。深颜色更正式。而且不会被淘汰。
C: 好的。

II Buy a Computer 买电脑

Conversation Q4

- A: Good morning, Miss. Can you help me?
B: Sure.
A: I want to buy a computer. Can you tell me where I can get it?
B: We don't sell computers. You can go to the computer mall. It's on Beijing Street. You can go along Nanjing Street for a few minutes and then take the next left turning. The computer mall is straight ahead, right in front of you.
A: Thank you very much.
B: Don't mention it.

- A: 上午好，小姐。能帮我一下吗？
B: 当然可以。
A: 我想买台电脑。您能告诉我哪儿能买到吗？
B: 我们不卖电脑。您可以去电脑购物中心买。电脑购物中心在北京街。您沿着南京街走几分钟，然后再左转，电脑购物中心就在前面，您的正前方。

- A: 非常感谢。
B: 别客气。

III Buy Coffee Boilers 买咖啡壶

Conversation Q5

- A: Have you been taken care of?
B: No. Do you sell coffee boilers here?
A: Yes. How's this one?
B: Not bad. Show me some others, please.
A: They're all here. Which one do you like best?
B: Please give me the one on the right.
A: Here you are. It's an imported product. It is 36 yuan.
B: Here's the money. Thank you.
A: You're welcome. Please come again.

- A: 有人招呼您了吗？
B: 没有。你们这里有咖啡壶卖吗？
A: 有的。这个怎么样？
B: 不错。请给我看看别的。
A: 咖啡壶全都在这儿。您最喜欢哪一个？
B: 请给我右边的那个。
A: 给您。这是进口产品，36元一个。
B: 给你钱。谢谢。
A: 不客气。请再次光临。

IV Walk around 随便逛逛

Conversation 06

- A: What do you want to buy, sir?
 B: Nothing special.
 A: Please feel free to walk around. Take your time.
 B: Thank you. I'm browsing.
 A: All the things here are on display.
 B: Do you offer discount?
 A: Yes, sir. The promotion will last for five days.
 B: How much discount do you offer?
 A: It varies from goods to goods. The best discount is 50%.
 B: I see.
 A: If you need any help, please call me.
 B: OK. Thanks.

- A: 先生, 您想买点儿什么?
 B: 我随便看看。
 A: 请随便走走, 慢慢挑选。
 B: 谢谢。我正在看。
 A: 所有的商品都在这儿了。
 B: 你们打折吗?
 A: 打折, 先生。促销活动将持续 5 天。
 B: 打几折呢?
 A: 各种商品都不一样, 最多打 5 折。
 B: 知道了。
 A: 如果有什么需要帮忙的, 请叫我。
 B: 好的, 谢谢。

V Buy Some Fruits 买些水果

Conversation 07

- A: Good morning, madam. Can I help you?
 B: Good morning. I'm just having a look.
 A: Please go right ahead. We have some nice pineapples just in from Hainan. I'm sure you'll be interested in them.
 B: How much, please?
 A: It sells for 4 yuan per kilogram.
 B: That's too dear. I can get it at a lower price at a vegetable market. Thank you for telling me so much.
 A: My pleasure.

- A: 您好, 女士。想买点什么吗?
 B: 你好。我只是看看。
 A: 请到前面看看。我们有些很好的菠萝, 刚从海南运来的。我确信你会对它们感兴趣的。
 B: 请问怎么卖?
 A: 卖 4 元钱一公斤。
 B: 太贵了。我可以在菜市场以更低的价格买到。谢谢您的热情介绍。
 A: 不客气。

Conversation 08

- A: May I help you, sir?
 B: Yes, please. I'd like to have some bananas.

- A: 先生, 您想买什么吗?
 B: 是的。我想买些香蕉。

Chapter 1

Customer Reception

- A: These bananas are fresh. We had them in only this morning.
- B: How about these oranges? Are they sweet?
- A: Yes, very sweet.
- B: Please give me two kilograms of bananas and five kilograms of oranges. How much do they come to?
- A: Bananas sell for three yuan per kilogram, and oranges sell for four yuan per kilogram. They come to 26 yuan, sir.
- B: Here's 30 yuan. Keep the change, please.
- A: Thank you all the same, but we don't accept tips.
- A: 这些香蕉很新鲜。我们今天早上刚进的货。
- B: 这些橙子新鲜吗? 甜不甜?
- A: 新鲜, 非常甜的。
- B: 请给我 2 公斤香蕉, 5 公斤橙子。一共多少钱?
- A: 香蕉卖 3 元一公斤, 橙子卖 4 元一公斤, 先生, 一共是 26 元。
- B: 给你 30 元。零头别找了。
- A: 谢谢您。我们不收小费。

Word Service Station 词语加油站

ready-made
boiler

现成的, 做好的
锅炉, 水壶

Unit 2

Recommending Commodities to Customers

向顾客推荐商品

Key Sentence Patterns 关键句型

- ① Is there anything else I may show you?
您还有什么要买的吗?
- ② What do you think of this one?
您看这个怎么样?
- ③ What kind of vases did you have in your mind? 您想要哪种花瓶?
- ④ How do you like this pattern?
您觉得这个款式怎么样?
- ⑤ This type of goods has a great sale.
这类货很畅销。
- ⑥ What would you recommend?
你有什么可推荐的吗?
- ⑦ What would you do if you were me?
如果你是我, 你会怎么办?
- ⑧ That suits me all right.
那个很适合我。
- ⑨ That's just my cup of tea. 这正合我胃口。
- ⑩ All right, I'll have it. 行, 我就要这个。
- ⑪ It's very durable. 这个很耐用。
- ⑫ It's the latest fashion, very popular.
这是最新款式, 非常流行。
- ⑬ Have a look at this one. 看看这件。
- ⑭ It's a bit too loud (showy).
这个颜色有点儿太艳(显眼)。
- ⑮ Don't you think it's a bit too dark?
你不认为这太暗了一点儿吗?
- ⑯ Have you got this in green?
你们有绿色的吗?
- ⑰ It is the darkest we have in stock.
这是我们现有的最深的颜色了。
- ⑱ I think you might want to go with something a little lighter.
我觉得您也许要搭配颜色浅一点儿的。
- ⑲ You look pretty in blue.
您穿蓝色的很好看。
- ⑳ What color do you like best?
您最喜欢什么颜色?

Pop Conversations 热门话题

I Recommending Some Clothes 推荐衣服

Conversation 01

A: Can I help you, madam?

A: 我能为您效劳吗, 女士?

Chapter 1

Customer Reception

B: Yes. I'd like to buy a dress. Which style is the latest?

A: These are all the latest fashion. How do you like this blue one?

B: I like this style, but do you have any other colors? I feel this color doesn't suit the color of my blouse.

A: We also have it in black.

B: Great! I'll take it. And could you suggest a pair of trousers to match the blouse?

A: Of course. I think this pair of white trousers will suit the blouse well.

B: Let me see. Yeah, they are perfectly matched. I have them both.

A: All right.

B: 是的。我想买一条裙子。哪种款式是最新的?

A: 这些都是最新款的。您觉得这条蓝色的怎么样?

B: 我喜欢这个款式,但是有其他颜色的吗?我觉得这个颜色和我衬衫的颜色不配。

A: 还有黑色的。

B: 太好了!我要黑色的。你能再给我推荐一条配这件衬衫的裤子吗?

A: 当然可以了。我觉得这条白色的裤子很配您的衬衫。

B: 让我看看。没错,真的很配。两件我都要了。

A: 好的。

Conversation 02

A: Is there anything I can do for you?

B: Yes. I want to buy a jacket.

A: No problem, sir. This way, please.

B: I don't know which one to choose. Could you recommend me some?

A: Sure. These all just came in last week. Look, how about this black one? It's one of the hottest items for this season.

B: Um, it's nice, but what kind of trousers can go with it?

A: For example, you can pair it with jeans; it'll look very handsome.

B: Quite right. Thank you. I'll take it.

A: OK. Let me wrap it up for you.

A: 有什么能帮忙的吗?

B: 是的。我想买件夹克。

A: 没问题,先生。这边请。

B: 我不知道选哪件。你可以推荐一下吗?

A: 当然。这些都是上星期才到的货。看,这件黑色的怎么样?它可是这季热卖的商品之一。

B: 嗯,是挺好的,不过要怎么配裤子呢?

A: 比如说,您可以搭配一条牛仔裤,这样看起来会很帅气。

B: 你说得很对,谢谢,我买了。

A: 好的。我帮您包起来。

Conversation 03

A: Can I help you, madam?

B: I'd like a coat.

A: What style would you prefer?

B: I like one like that.

A: How do you like this one?

A: 您要买什么吗,女士?

B: 我想买件外套。

A: 您喜欢什么样的款式?

B: 我想要一件那样的。

A: 您认为这件怎么样?

B: It looks nice. How much is it?

A: 740 yuan.

B: Is there any one cheaper?

A: This one is cheaper, but I don't know whether you like the style or not.

B: Yes. How much do you ask for it?

A: 430 yuan.

B: OK. I'll take it. Here is the money.

A: Thank you. Anything else?

B: No, thanks.

B: 看起来很好。多少钱?

A: 740 元。

B: 有没有便宜些的?

A: 这一件便宜些, 但我不知道您是否喜欢这个款式。

B: 喜欢。这件多少钱?

A: 430 元。

B: 好的, 我买了。给你钱。

A: 谢谢, 还需要别的吗?

B: 不需要了, 谢谢。

Conversation Q4

A: What can I do for you, madam?

B: I want a dress of fine workmanship and suitable for formal meetings. Can you recommend some?

A: How about these famous brands?

B: I'm afraid that's a bit beyond my means.

A: Then you can try some local products. They're also of good quality.

B: Do their materials stand washing?

A: Sure. The materials are not only washable but also unshrinkable, sun-resistant, crease-resistant, resilient.

B: Is it drip-dry?

A: Yes. And how about this one? It's the most stylish up to now.

B: I prefer the one on the left.

A: The dress matches your shoes perfectly. You really have a good taste in selecting clothes.

B: I'm flattered.

A: 有什么能帮忙的, 女士?

B: 我想要一条做工好、适合参加正式会议的裙子。你能给我推荐一下吗?

A: 这些名牌怎么样?

B: 恐怕价格我有点儿承受不了。

A: 那么可以试试本地的产品, 质量也不错。

B: 布料耐洗吗?

A: 当然。不仅耐洗, 而且不缩水、不怕晒、不起皱、有弹性。

B: 干得快吗?

A: 是的。您喜欢这一条吗? 这可是现在最流行的。

B: 我更喜欢左边的那一条。

A: 这条裙子配您的鞋子完美极了! 您挑选衣服真有品位。

B: 过奖了。

II Recommending Some Jeweleries

推荐珠宝首饰

Conversation Q5

A: I hope you can help me. I'm looking for a

A: 希望你能帮我。我想买一只翡翠手镯, 但

Chapter 1

Customer Reception

jade bangle, but the colour I want is very specific.

B: Of course. We specialise in jade and jade products. Tell me a little more about the colour you require?

A: It needs to be a solid colour, preferably a deep but bright green. I've seen many jade bangles which have a mixture of colours and that's really not what I'm looking for.

B: In that case, I'd like to introduce you to our Yunnan jade collection. Many of these bangles have an almost solid colour. It's pretty impossible to find one that is totally all one colour, though.

A: I know I said I wanted green, but this light purple one is lovely. May I see it?

B: Of course. This is what we call lavender jade, because of the light purple colour. It's a good choice, with very good quality.

是我对颜色是有要求的。

B: 当然可以。我们专营翡翠和翡翠产品。您能告诉我您要哪种颜色吗?

A: 我要纯色的,最好是深绿色,但是要很亮。我看到过很多翡翠镯子都是多种颜色混在一起。那真的不是我想要的。

B: 这样的话,我就给您介绍一些我们的云南翡翠。这些镯子几乎是纯色的。但是要找到一只完完全全是一种颜色的也是不可能的。

A: 我知道我刚才说要绿色,但是这款淡紫色的很可爱。能拿给我看看吗?

B: 当然可以。我们叫这款“薰衣草色翡翠”,因为它是淡紫色的。选这款没错的,质量特别好。

Conversation 06

A: Would you please recommend a diamond for me?

B: OK. How about this diamond necklace?

A: I prefer a diamond mounted in a ring.

B: Then. I'm sure you will like this one.

A: Do you guarantee its quality?

B: Sure. This is the warranty. The cut, color, clarity, weight and the manufacturer of the diamond are all indicated on this document.

A: 请推荐一颗钻石给我,好吗?

B: 好的。您觉得这条钻石项链怎么样?

A: 我比较喜欢镶在戒指上的那种。

B: 好。我敢说您一定会喜欢这一种。

A: 你保证品质吗?

B: 当然。这是保证书。切割、色泽、清亮度、重量和制造商全都记载在这张文件上。

III Recommending Some Home Appliances 推荐家电

Conversation 07

A: We stock quite a range of washing machines. What type do you prefer?

A: 我们有各种各样的洗衣机。你喜欢什么型号的?

B: I want it with the largest capacity.

A: I could recommend something for you.
This one is made in Guangdong. It's Media. That one is made in Qingdao. It's Haier. They're all of good quality and use less power.

B: Thank you. I'd like to buy this Meijia.
How much, please?

A: 2,250 yuan for a fully automatic one.

B: Thank you. I'll have it.

B: 我想买一种容量最大的。

A: 我可以向您推荐一些产品。这是广东产的美的牌。这是青岛产的海尔牌。它们都是优质产品比较省电。

B: 谢谢。我想买这台美佳牌。请问多少钱?

A: 这种全自动洗衣机卖 2 250 元一台。

B: 谢谢, 我买下了。

• • • • • IV Recommending Some Dinner Sets • • • • •

推荐餐具

Conversation 08

A: Excuse me, can you recommend some dinner sets to me?

B: I'll be glad to, sir. What kind of dinner set do you like?

A: I'd like a set for four people.

B: How about this set?

A: I don't like the colour. I like light blue.
Give me that set, please.

B: Here you are.

A: Very nice. I'll have two sets. How much?

B: 265 yuan a set. You have to pay 530 yuan.

A: Here's the money. Thank you.

B: Here's the receipt. I'll get the deliveryman to take them to your home.

A: You're very thoughtful.

A: 请问, 能不能给我推荐些餐具?

B: 先生, 我非常乐意为您效劳。您想买什么样的餐具?

A: 我想买套 4 人餐具。

B: 这套怎么样?

A: 我不喜欢这种颜色。我喜欢淡蓝色。请拿那套吧。

B: 给您吧。

A: 不错。我买 2 套。多少钱?

B: 265 元一套。您得付 530 元。

A: 给你钱。谢谢。

B: 给您收据。我会让人把餐具送到您家。

A: 你考虑得真周到。

Word Service Station 词语加油站

workmanship

技艺, 工艺

resilient

有弹性的, 有弹力的

flatter

恭维, 奉承

local products

土产

stylish

有格调的, 有气派的

unshrinkable

不收缩的, 不缩水的