

全国商务文员岗位专业考试教材

BUSINESS CLERK  
ENGLISH

# 商务文员英语

中国国际贸易学会商务专业培训考试办公室 编



中国商务出版社  
CHINA COMMERCE AND TRADE PRESS

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中国国际贸易学会商务专业培训考试办公室 编

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## Part One Listening and Speaking

# Chapter One Reception (接待)

## **Unit 1 Meeting and Introduction** (见面及介绍)

### Section I Functional Sentences

#### ***First Meeting***

1. How do you do?
2. Glad/Pleased/Happy/Nice to meet you.
3. It's a pleasure to meet you.
4. I'm excited to meet you.
5. I'm delighted to meet you.

#### ***Greeting someone you know***

1. How are you?
2. How are you doing?
3. Good to see you again. How's everything?
4. Great to see you again. How's it going?

#### ***Introducing yourself***

1. Hello, my name is Rebecca.
2. Hi, I'm the guide from the Trade Service.
3. I work in Hunan Trade Company.
4. I was assigned to negotiate business with you.
5. Our manger has asked me to come and meet you.



**Introducing someone else**

1. Let me introduce you to our manager, Mr. Smith.
2. I'd like to introduce you to our director, Ms. Hu.
3. I'd like you to meet Mike.
4. Do you know George?
5. Have you met Christina?
6. This is Alice.

**Section II Situational Dialogues****Dialogue 1**

(A: Miss Huang; B: Mr. West; C: Mr. Chen; D: Mr. David)

- A: I don't think we have met each other before, have we?  
B: Oh yes. Aren't you Miss Huang? We met the other night at a dinner.  
A: I'm very glad to see you again. Have you met Mr. Chen, our manager?  
B: No. I haven't had the pleasure.  
A: Let me introduce Mr. Chen to you. This is Mr. Chen, our manager.  
B: How do you do, Mr. Chen? Glad to know you.  
C: How do you do, Mr. West? Glad to know you, too.  
B: I don't think you have met David, a friend of mine. This is David.  
A&C: How do you do, David. Glad to see you.  
D: How do you do. Glad to see you, too.

**Dialogue 2**

(A: Mary; B: Mr. Jones; C: Mr. Brown)

- A: Good morning, Michael. How are you this morning?  
B: I'm very well, thanks, Mary.  
A: Good, good. This is Michael Jones, Mr. Brown.  
B: How do you do, sir?  
C: How do you do?  
A: Mr. Brown is our new Managing Director, Michael.  
C: How long have you been working here, Mr. Jones?  
B: Nearly two years, sir, but not all the time working here. I was in the record department for ten months.  
C: Do you like it here?  
B: Yes, very much.  
C: Good. Well, I'm glad to have met you, Mr. Jones.  
B: Thank you, sir.

**Dialogue 3**

(A: David; B: Carol Jacobs; C: Kathy Chen; D: Ben Guo)

A: Good morning, Carol. It's great to see you again. Did you have a good trip over?

B: Yes, it was a good flight. I was a little tired yesterday, but I'm OK now.

A: Great! If you're ready, I'd like to introduce you to some of our key personnel.

B: Let's go.

A: Carol, this is Kathy Chen, our Financial Officer. Kathy, I'd like you to meet Carol Jacobs.

B: I'm pleased to meet you, Kathy. You're doing a great job. The division's finances are in top shape.

C: Thank you, Ms Jacobs. I'm happy to meet you, too.

A: And this is Ben Guo. He's in charge of Marketing. Ben, let me introduce Carol Jacobs.

D: How do you do, Ms Jacobs?

B: It's a pleasure to meet you, Ben. So you're the one responsible for those outstanding sales figures I've seen.

D: Thank you. I must say I have a great staff.

A: I think you'll find all of our staff is top-notch.

B: I'm already convinced of that, from the reports I've seen. Well, I'd like to see our manufacturing operation now, if I could.

A: Sure thing! Right this way ...

**Section III Mini Dialogues**

(1) A: I don't believe we've met.

B: No, I don't think we have.

A: My name is Chen Sung-lim.

B: How do you do? My name is Fred Smith.

(2) A: Here's my name card.

B: And here's mine.

A: It's nice to finally meet you.

B: And I'm glad to meet you, too.

(3) A: Is that the office manager over there?

B: Yes, it is.

A: I haven't met him yet.

B: I'll introduce him to you .

(4) A: Do you have a calling card ?

B: Yes, right here.

A: Here's one of mine.

B: Thanks.

- (5) A: Will you introduce me to the new purchasing agent?  
 B: Haven't you met yet?  
 A: No, we haven't.  
 B: I'll be glad to do it.
- (6) A: I'll call you next week.  
 B: Do you know my number?  
 A: No, I don't.  
 B: It's right here on my card.
- (7) A: Have we been introduced?  
 B: No, I don't think we have been.  
 A: My name is Wong.  
 B: And I'm Jack Smith.
- (8) A: Is this Mr. Jones?  
 B: Yes, that's right.  
 A: I'm just calling to introduce myself. My name is Tang.  
 B: I'm glad to meet you, Mr. Tang.
- (9) A: I have a letter of introduction here.  
 B: Your name, please?  
 A: It's David Chou.  
 B: Oh, yes, Mr. Chou. We've been looking forward to this.
- (10) A: I'll call you if you give me a name card.  
 B: I'm sorry, but I don't have any with me now.  
 A: Just tell me your number, in that case.  
 B: It's 625-8023.

#### Section IV Words & Expressions

reception [ri'sepʃən] *n.* way somebody or something is received 接见; 招待

introduction [ˌintrə'dʌkʃən] *n.* presentation of somebody to somebody 介绍

introduce [ˌintrə'djuːs] *vt.* present somebody to somebody 介绍

pleasure ['pleɪʒə] *n.* happiness or satisfaction 愉快; 满意; 愉快的事情

delight [di'lait] *vt.* give joy to somebody 使高兴; 使快乐

service ['sɜ:vəs] *n.* work done for somebody else 服务; 工作; 公务; 职务; 事务; 业务; 行政  
 部门 (人员); 服务机构 (人员)

guide [gaɪd] *n.* somebody who shows way 领路人; 向导; 指导者; 指挥者

assign [ə'sain] *vt.* give somebody task or duty 分配; 派给

negotiate [nə'gəʊfi:əit] *vt.* discuss terms of agreement 议定; 商定; 通过谈判使...

department [di'patmənt] *n.* section of organization 部门

- director [di'rektə; dai'rektə] *n.* head of management 董事; 社长; 厂长; (车间) 主任
- flight [flaɪt] *n.* air trip 飞行
- personnel [ˌpɜːsə'nel] *n.* people employed in organization; department of organization dealing with employees 全体人员; 职员; 人事 (部门)
- finance [ˈfaɪ, nəns; fi'næns] *n.* control of money; money required 财政; 金融
- responsible [ri'spɒnsəbl] *adj.* important; reliable 重要的; 可靠的
- outstanding [aʊt'stændɪŋ] *adj.* conspicuously excellent 显著的; 杰出的
- in top shape; in a good state 达到最佳的状态
- marketing [ˈmɑ:kətiŋ] *n.* selling of products or services 商品销售业务
- in charge of: in a position of control or command 负责
- staff [stɑ:f] *n.* workers 员工
- top-notch [ˈtɒp,nɒtʃ] *adj.* excellent 最高的; 第一流的
- convince [kən'vɪns] *vt.* persuade to do something 使确信; 说服; 使承认
- manufacture [ˌmænjə'fæktʃə] *vt.* produce 生产; 制造

## Unit 2 Receiving Guests

### (接待来宾)

#### Section I Functional Sentences

1. Good morning, sir. May I help you?
2. Have you had a previous appointment?
3. Do you have an appointment?
4. May I have your name card?
5. Mr. Ma went out early this morning. Please wait a moment, while I check if he has come back.
6. Please wait a moment, he will be down shortly.
7. We have been expecting you.
8. Let me have your coat.
9. You can leave your overcoat here. It is quite warm inside.
10. Shall I get you a drink or something?
11. The reception is in your honor.
12. Mr. Brown is at the gate with some guests.
13. Mrs. Jones has been busy talking to the other ladies somewhere in the hall.
14. David will be here tonight.

15. Mr. Jukes is on his way here.
16. Excuse me, you must be Mr. Jackson.
17. Excuse me, you are Mrs. Green, aren't you?
18. Excuse me, but aren't you Mrs. Johnson?
19. It will be difficult to locate him right now in such a crowd.
20. Mr. Smith was held up at the last minute, so he asked me to come on his behalf.

## Section II Situational Dialogues

### *Dialogue 1*

(A: Secretary; B: William James)

A: Good morning. Can I help you?

B: Yes, I'd like to see Mr. Liu.

A: Is Mr. Liu expecting you, sir?

B: No, I'm afraid not.

A: Could I have your name, please?

B: James, William James.

A: If you'd like to take a seat, Mr. James, I'll see if Mr. Liu can see you. (to Mr. Liu on his extension) I have a Mr. William James here to see you. Yes ... you can't? All right. (to visitor) I'm afraid Mr. Liu can't see you at the moment. Would you like to see someone else who can deal with the matter?

B: No. I must see Mr. Liu.

A: I'm afraid that's not possible at the moment, sir. Please leave your card and I'll ask Mr. Liu to get in touch with you himself. Perhaps he can arrange an appointment for some future date.

### *Dialogue 2*

(Rose, a receptionist at Modern Office limited, will speak to Mr. Hussein, who has an appointment with the Sales Manager Mr. Shelli at 11: 30.)

(A: Rose; B: Mr. Hussein; C: Maria, the Manager's Secretary)

A: Good morning. Can I help you?

B: Good morning. Is this Modern Office Ltd. ?

A: Yes it is.

B: I have an appointment with the Sales Manager at 11: 30.

A: May I have your name, please?

B: Hussein. Omar Hussein. I'm from the Gulf Trading Company.

A: Let me see ... Ah yes, Mr. Hussein. Please take a seat, Mr. Hussein. I'll tell the Manager's Secretary you are here. (Dials)

C: Mr. Shelli's Office.

A: Hello Maria, this is Reception. Mr. Omar Hussein is here. He has an appointment with

Mr. Shelli at 11. 30.

C: Mr. Omar Hussein?

A: Yes, he's from the Gulf Trading Company.

C: Oh, yes, that's right. I'll come and fetch him now.

A: Thanks. (Replaces Phones) Mr. Shelli's secretary is coming down now.

B: Thank you.

C: Mr. Hussein?

B: Yes, that's right.

C: I'm the Sales Manager's secretary. Please come this way. I'll take you to his office.

### Dialogue 3

(At the Airport. A: Mei Wen; B: Wilson)

A: Excuse me, are you Mr. Willson from the United States of America?

B: Yes I am.

A: I'm Mei Wen, the secretary of China National Textiles Import & Export Corporation.

B: How do you do, Miss Wen.

A: How do you do, Mr. Wilson. Welcome to China.

B: Thank you. It's very kind of you to come to meet me at the airport, Miss Wen.

A: It's my pleasure. I hope you will enjoy your stay here.

B: Thank you. I'm sure I will.

A: Did you have a pleasant flight?

B: Yes, quite a nice flight.

A: I'm glad to hear that. Now shall we go and see about your baggage?

B: Yes. Where is the baggage-claim area?

A: It's down there at Gate No. 5. How many pieces of baggage do you have?

B: Two suitcases.

A: Here we are. Could you point them out?

B: Yes. This blue one, and that black one.

A: Since you have picked up your baggage, and now let's proceed through the customs.

### Section III Mini Dialogues

(1) A: Have you an appointment?

B: Er... No, I haven't. You see, I only arrived in the country this morning.

A: Well, I know he's busy at the moment but I'll ask his secretary when he'll be free. Please sit down.

B: Thank you.

(2) A: Good morning.

B: Good morning. Can I help you?

- A: Er, yes. I have an appointment with Mr. Ballito at a quarter past ten.  
 B: May I have your name please?
- (3) A: Excuse me. Is this Modern Office Ltd. ?  
 B: Yes, that's right. Can I help you?  
 A: Well, I'd like to see the Director about contracts for office furniture. Here's my card.  
 B: Thank you. (Reading Card) Mr. Sing. Have you an appointment, Mr. Sing?
- (4) A: Good afternoon, is this Mr. Smith's office?  
 B: Yes, it is. Are you Mr. Wilson from Pacific International?  
 A: Yes, I am.  
 B: We've been expecting you. I'm Fanny Lee, Mr. Smith's personal secretary.
- (5) A: Excuse me, you must be Mr. Jackson.  
 B: Yes, I am. I'm from England.  
 A: My name is Li Lan. I'm from the East Import & Export Corporation of China.  
 B: How do you do, Miss Li?  
 A: How do you do? Glad to meet you.  
 B: Glad to meet you, too.
- (6) A: Welcome to China, Mr. Johnson.  
 B: Thank you. I have been looking forward to this trip. It was very good of you to invite me.  
 A: Oh, it's a pleasure for us to meet a friend who has done such good work in promoting our mutual trade.  
 B: It's very nice of you to say so, but nothing can really be done without our close cooperation.

#### Section IV Words & Expressions

previous [ˈpri:vi:əs] *adj.* coming before somebody or something 在前; 在先; 在...以前

appointment [əˈpɔɪntmənt] *n.* arrangement to meet somebody 约会

check [tʃek] *vt.* examine something; confirm truth or accuracy of something 检查; 核对

expect [ɪkˈspekt] *vt.* confidently believe something; wait for anticipated thing 期待; 指望

overcoat [ˈəʊvə:kəʊt] *n.* thick outer coat 大衣

honor [ˈɒnə] *n.* personal integrity; reputation 荣誉; 名誉; 体面

guest [gest] *n.* somebody entertained at another's expense 客人

China National Textiles Import & Export Corporation: 中国纺织进出口公司

locate [ˈləʊ,keɪt; ləʊˈkeɪt] *vt.* to put something in a particular place 设置在..., 确定...的位置

hold up: cause delay to somebody or something; rob somebody or something (交通) 堵塞; 抢劫

on one's behalf; as the representative of sb. /sth. 代表某人/某单位

deal with: handle something 处理

get in touch with: get involved with somebody or something 与...联系

- arrange [ə'reɪndʒ] put somebody or something in order 整理; 布置
- secretary ['sekɹətəri] clerical worker; officer of organization 文字秘书; 干事
- the United States 美国
- America [ə'merikə] *n.* N, S, and Central America; United States 美洲; 美国
- baggage ['bæɡɪdʒ] *n.* packed suitcases and bags 行李
- baggage-claim; the area in an airport where arriving passengers collect their luggage 行李认领处
- suitcase ['su:tɪkeɪs] *n.* container for belongings during travel 手提箱
- proceed [prəʊ'si:d; prə'si:d] *vi.* to go on to do something 进行; 开始
- arrive [ə'raɪv] *vi.* get to place; work out solution 到达; 达到 (结果); 得出 (结论)
- contract ['kɒntrækt] *n.* formal agreement 合同
- furniture ['fɜ:nɪʃə] *n.* the movable items in a room, e. g. chairs, desks 家具
- personal secretary 私人秘书
- the East Import & Export Corporation of China 中国东方进出口公司
- look forward to 期待
- promote [prə'məʊt] *vt.* support or encourage something; move somebody to next grade 促进; 提升
- mutual ['mju:tʃuəl] *adj.* done, felt, or expressed by each toward or with regard to the other 相互的
- cooperation [kəʊ,ɒpə'reɪʃən] *n.* working together 合作; 协作; 互助

## Unit 3 Handling Complaints

(处理投诉)

### Section I Functional Sentences

#### Complaining

1. Good morning. Can I talk to the manager?
2. I would like to voice/make/register a complaint.
3. It is more than I can put up with.
4. I'd like to speak to whoever is in charge, please.
5. I'm very upset at the way I have been treated.
6. I paid all that money and the thing doesn't work!
7. I bought this stereo from your shop and it is no longer functioning.
8. There was a problem with your last shipment.
9. The goods we received are not what we ordered.



10. We can't use them.
11. They're not like the samples we got. The quality just isn't good enough.
12. I wish you'd keep to the deadlines we fixed. The parts I ordered for last month still haven't arrived.
13. Will you send a repairman to do it immediately?
14. Something should be done about it.
15. What are you going to do about it?
16. What do you want us to do with the wrong goods?

### ***Handling complaints***

1. I'm (awfully) sorry (to hear that), sir.
2. Yes, I understand.
3. We'll see to it right away.
4. We are very sorry for the inconvenience.
5. I do apologize.
6. Is anything the matter, sir?
7. Perhaps you could tell me what exactly the matter is.
8. What can we do to make it up to you?
9. Please bring it back in and we will give you a refund or replace it.
10. Please bring the warranty card with you and the receipt, if you still have it.
11. Our customers may claim a refund within seven days of the purchase.
12. In that case, we'll have them picked up and replaced.
13. Something has obviously gone wrong.
14. You see, we did all we could to meet your request.
15. We did our best to help you, but I do understand your point of view.
16. Would you be interested in hearing our point of view?
17. Can we come and give you a demonstration?
18. Your complaint is perfectly justified, but may I explain the matter from our point of view?
19. I'm sorry, but we are shorthanded at the moment. We'll have them taken care of as soon as possible.

## **Section II Situational Dialogues**

### ***Dialogue 1***

( A: Customer; B: Sales Manager)

A: I want to see the one responsible for selling typewriters.

B: My name is Wang. I'm the Sales Manager of this company.

A: Well, look here, Mr. Wang. Six new typewriters were delivered to my college yesterday afternoon and only three of them work properly.