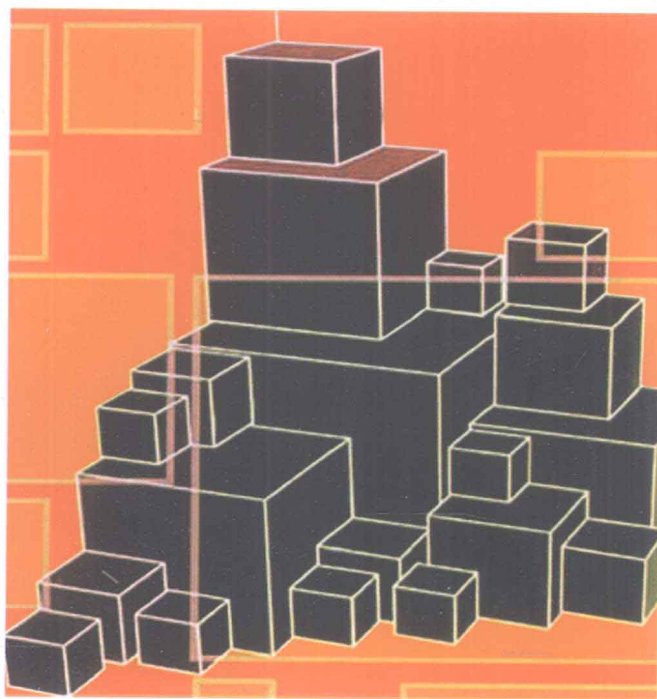




全国高等院校基于工作过程的校企合作系列教材



# Practical English for Reception

## 外事接待实务英语

主 编 蔡龙文 王 华  
企业顾问 胡正东 郑 蓓



对外经济贸易大学出版社  
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## 外事接待实务英语 Practical English for Reception

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# 出版说明

教育部[2006]16号文中提出：“要积极推行与生产劳动和社会实践相结合的学习模式，把工学结合作为高等职业教育人才培养模式改革的重要切入点，带动专业调整与建设，引导课程设置、教学内容和教学方法改革。”与之相对应的课程开发方式和课程内容的改革模式是“与行业企业共同开发紧密结合生产实际的实训教材，并确保优质教材进课堂”。“全国高等院校基于工作过程的校企合作系列教材”正是对外经济贸易大学出版社在高等职业教育课程建设领域的最新研究成果。

本系列教材适用于全国高职高专院校英语专业的商务/应用/外贸/旅游等英语方向以及国际贸易、国际商务或财经类专业的学生；同时适用于全国各高等院校应用型本科英语专业的商务英语方向和国际贸易、国际经济、国际商务及国际工商管理等商科专业的学生。

本系列教材主要呈现以下特点：

## 1. 体现“基于工作过程”

在我国高等职业教育新一轮课程改革中，我们学习、引进并发展了德国职业教育的一种新的课程模式——基于工作过程的课程模式，指“为完成一件工作任务并获得工作成果而进行的一个完整的工作程序”建立起来的课程体系。

## 2. 突出“校企合作”

课程体系的“校企合作”以教师和企业人员参与为主体，是“校企合作，工学结合”的人才培养模式发展的必然产物，旨在提高学生的综合能力，尤其是实践能力和就业能力，实现学校教学与工作实践的零距离。

“全国高等院校基于工作过程的校企合作系列教材”的课程方案与传统的课程方案相比，它打破了高等职业教育学科系统化的课程体系，在分析典型职业活动工作过程的前提下，按照工作过程中的需要来设计课程，以突出工作过程在课程框架中的主线地位，整合优化了理论知识与实践活动。教材编写过程中，教师结合自身的教学实践、调研论证和外贸专家对工作岗位的实际要求来安排课程结构和内容，形成了具有特色的基于工作过程的校企合作系列教材体系。

本套教材包括《外贸函电与单证实训教程》、《商务翻译实务》、《国际市场营销实务》、

《商务英语函电》、《国际贸易实务（英）》、《商务谈判实务（英）》、《酒店实务英语》、《旅游实务英语》、《会展实务英语》、《商务英语口译》、《外事接待实务英语》、《商务礼仪实务英语》、《涉外企业管理实务》、《旅游英语口语》、《进出口报关实务》、《外贸跟单实务》、《国际商务单证实务》、《国际货运代理实务》和《商务英语视听说》等教材。作者都是本专业的“双师型”教师，不仅具有丰富的语言教学经验，而且具备企业第一线的工作经历，主持或参与过多项国家或省市级相关科研项目，这为本套教材的编写质量提供了有力的保证。

值得注意的是，本系列教材不是封闭的，它随着教学模式和课程设置的变化，将不断推出新的教材，丰富整个体系。

同时，本套教材均配有辅导用书和 PPT 课件等立体化教学资源，供教师教学参考（下载网址：<http://www.uibep.com>）。

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# 编写说明

## 一、宗旨与指导思想

《外事接待实务英语》一书旨在培养具有良好的英语听、说、读、写、译的能力，具备丰富的跨文化交际知识，熟练掌握外事接待程序、知识和技能的，从事外事工作第一线需要的应用型专业人才。此书培养的学生所面临的职业岗位群为涉外公司的商务外事接待人员。所以，作为高职高专商务英语专业或应用英语专业的一本教材，它不同于本科生或研究生的教材，本书的定位是商务外事接待教材，侧重点是涉外公司的商务接待。

本书的编写是建立在高职教学改革“项目导向，任务驱动”的教学原则基础之上的。在内容的选取和安排方面，编者遵循高职学生职业能力培养的基本规律，以职业工作过程和具体任务为依据选取和安排教材内容。这种安排也有利于教师在授课过程中运用“以学生为主体，教师为主导”的任务教学法，情境教学法和案例教学法等进行教学。这也是本书与其它教材的不同之处，即：在内容的安排方面，打破了传统的教材内容编排模式，而是把整个职业工作过程分为几个相关的项目，每个项目又分解为几个具体的任务。

## 二、内容与体例

本教材包括《外事接待实务英语》和《外事接待实务英语辅导用书》，共两册。

《外事接待实务英语》根据商务外事接待的职业工作过程，分为接待准备（Preparing for the Reception）、迎接外宾（Receiving Foreign Guests）、交通和日程（Transportation and Schedule）、紧急情况处理（Handling Emergencies）、参观考察（Visiting and Investigating）、谈判签约（Negotiating and Signing a Contract）、文娱活动（Recreational Activities）、观光购物（Sightseeing and Shopping）和道别送别（Bidding Farewell and Seeing Guests off）九个项目。本书适合高职高专商务英语专业和应用英语专业第二学年使用。可开设一个学期，每四个学时完成一个项目。

全书九个项目的编排体例基本一致，每一个项目都以学习目标列表即：项目要完成的任务列表开始。共五个部分，分别是：热身练习、任务一、任务二、任务三和拓展任务。

热身练习包括两个部分，第一个部分是词汇练习，旨在扩充学生与项目相关的词

汇。第二个部分是项目相关问题的讨论，旨在引出本项目下的具体任务，让学生带着目的学习。

为了从听、说、读、写、译五个方面全方位训练学生的商务外事接待能力，本书编者在安排每个任务下的具体实践活动的时候力求做到多样化。任务一和任务二以听说训练为主，包括小组讨论、典型外事场景的听力训练、情景对话模拟、角色扮演和相关商务外事接待技巧的介绍。

任务三包括小组讨论和商务外事接待文章的阅读训练，并配有相关的词汇练习、阅读技能练习和翻译练习，旨在扩充学生商务外事接待知识的同时训练学生的阅读技能和翻译技能。

拓展任务包括两个部分，第一个部分是商务外事接待礼仪介绍。第二个部分是根据项目内容设置的相关商务外事接待应用文写作训练。并提供相应的应用文写作建议或范例。

《外事接待实务英语辅导用书》旨在扩展学生相关的商务外事接待知识和跨文化交际知识，并提供相关的词汇练习、阅读练习和翻译练习。主要是为了巩固学生在每个项目中所学习的知识，加深学生对商务外事接待知识和技能的体验。

《外事接待实务英语辅导用书》每个项目包括五个部分，分别是背景知识、实用表达、补充练习、教材答案和补充练习答案。

背景知识提供与项目相关的知识介绍。实用表达主要总结了完成项目下的具体任务时经常用到的英语表达。补充练习提供相关词汇练习、商务外事接待文章阅读练习和翻译练习。教材答案提供了教材中的听力原文和相关阅读、词汇和翻译的答案，略掉了主观性的讨论和情景表演的答案，也是为了体现此教材的开放性特点，教师在指导学生进行这些实践性活动的时候，学生可以自由发挥。补充练习答案提供了补充练习中词汇练习、阅读练习和翻译练习的答案。

由于编者水平和经验有限，缺点和错误之处在所难免，恳请广大读者批评指正，以期下次改版时进一步完善。

编者

2010年12月

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# Module One

## Preparing for Reception

## 接待准备

### Learning Objectives

**When studying this module, you will learn about:**

- making room reservations for foreign guests
- preparing gifts for foreign guests
- arranging initial meetings
- some reception etiquette

## Warm-up

---

### 1. Vocabulary

Match the following English words with their Chinese equivalents.

- |                       |         |
|-----------------------|---------|
| 1) reception          | A. 礼物   |
| 2) reserve a room     | B. 购物   |
| 3) business card      | C. 观光   |
| 4) make introductions | D. 欢迎晚宴 |
| 5) welcoming dinner   | E. 介绍   |
| 6) sightseeing        | F. 预定房间 |
| 7) shopping           | G. 名片   |
| 8) gift               | H. 接待   |

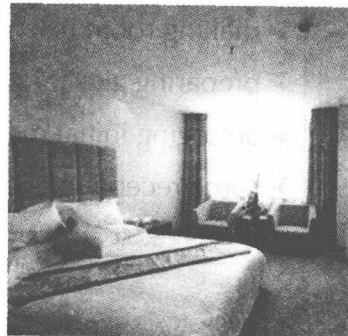
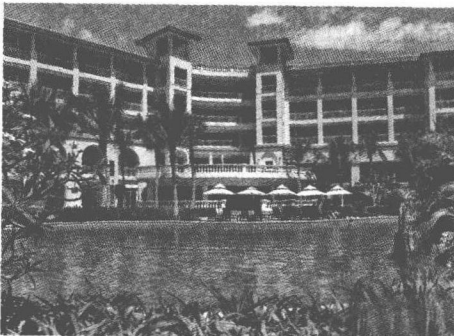
### 2. Pair Work

Discuss with your partner the following questions and then present your viewpoints to the class.

- 1) Have you ever received a foreign guest? Talk about your experience with your partner.
- 2) What should you prepare before you are going to receive a foreign guest?
- 3) What are the typical stages of receiving guests in your viewpoint?

## Task I Making Room Reservations for Foreign Guests

---





## Activity 1 Pair Work

What should you take into consideration when making reservations for foreign guests in a hotel? You can discuss it with your partner from the following aspects.

- 1) number of guests
- 2) name of the guests
- 3) duration of stay
- 4) type and number of rooms
- 5) service and facilities the hotel can offer
- 6) the way to pay

## Activity 2 Listening

Listen to the recording about room reservation and answer the following questions.

- 1) How many rooms does the caller reserve?
  - A. The caller reserves one room.
  - B. The caller reserves two rooms.
  - C. The caller reserves three rooms.
  - D. The caller reserves four rooms.
- 2) What is the name of the hotel?
  - A. The Riverside Hotel
  - B. The White Swan Hotel
  - C. The Garden Hotel
  - D. The Baiyun Hotel
- 3) Which one of the following is not the facility offered by the hotel?
  - A. satellite TV
  - B. coffee and tea making facilities
  - C. separate toilet and shower stall
  - D. safe deposit box
- 4) How long will the guests stay there?
  - A. The guest will stay there for three nights.
  - B. The guest will stay there for four nights.
  - C. The guest will stay there for five nights.
  - D. The guest will stay there for six nights.
- 5) In what way are the rooms confirmed?
  - A. The rooms are confirmed by fax.
  - B. The rooms are confirmed by e-mail.

C. The rooms are confirmed by credit card.

D. The rooms are confirmed on the phone.

### Activity 3 Listening

Listen to the following dialogue and fill in the gaps.

Chen Yang, the sales manager of ABC Company, is calling to book a room for her foreign guest in the White Swan Hotel.

Receptionist: Good afternoon! 1. May I Help you?

Chen Yang: Yes, I'd like to 2, please.

Receptionist: Certainly. When for, madam?

Chen Yang: March the 23rd.

Receptionist: How long will you stay?

Chen Yang: 3.

Receptionist: What kind of room would you like, madam?

Chen Yang: Er... 4 I'd appreciate it if you could give me a room with a view over the Pearl River.

Receptionist: Certainly, madam. I'll just check what we have 5. Yes, we have a room on the 4th floor with a really splendid view.

Chen Yang: Fine, how much is the 6?

Receptionist: Would you like breakfast?

Chen Yang: No, thanks.

Receptionist: It's 500 Yuan per night.

Chen Yang: That's fine.

Receptionist: Who's the booking for, please, madam?

Chen Yang: Mr. and Mrs. Ryefield, that's R-Y-E-F-I-E-L-D.

Receptionist: Okay, let me make sure I got that: Mr. and Mrs. Ryefield. Double with bath for March the 23rd, 24th, and 25th. Is that correct?

Chen Yang: Yes. It is. Thank you.

Receptionist: Let me give you 7. It's 8. I'll repeat that: 7576385. Thank you for choosing the White Swan Hotel and have a nice day. Goodbye.



Chen Yang: Goodbye.

## Activity 4 Role-play

### Mini Task 1

Suppose you work in a textile trading company. Your company will have 6 guests (2 are female and 4 male) coming from the USA for the Canton Fair. They will be arriving in Guangzhou on 13th October, and will be staying for one week. They will have a two-day meeting in a hotel and a city tour on the last day. Please make a preparation list for making reservations for them.

#### Checklist for Making a Reservation

Number of guests	
Name	
Telephone number	
Duration of stay	
Type and number of rooms	
Facilities	
The way to pay	

### Mini Task 2

Suppose you are now calling to book rooms for your guests, make a dialogue and act it out according to the above situation. You may refer to the following words and expressions.

## Words and Expression in Task 1

### Words:

inquire *v.* 询问, 询盘, 询价

double room *n.* 双人房

available *adj.* 可用的, 现成可使用的

put through *v.* 接通

reservation *n.* 预定

facility *n.* 设施, 设备

queen size bed 加大双人床

twin size bed 单人床

half board 半膳

full board 全膳

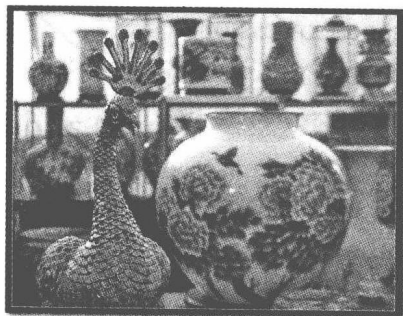
balcony *n.* 阳台  
amenity *n.* 设施

charge *n.* 费用  
confirmation *n.* 确认

### Expressions:

1. I'd like to inquire whether there are two double rooms available from 20th June to 25th June.
2. I'll put you through to the reservation.
3. There is a satellite TV, coffee and tea making facilities, a bathrobe and bath slippers, a separate toilet and shower stall, and 24-hour room service. You can choose between a queen size bed or twin beds.
4. Will you be paying by credit card?
5. We are looking forward to seeing you here.
6. I'd like to book a room.
7. How long will you stay?
8. What kind of room would you like?
9. I'd appreciate it if you could give me a room with a view over the Pearl River.
10. How much is the charge per night?

## Task II Preparing Gifts for Foreign Guests



### Activity 1 Reading

Read the following dialogue and answer the questions below.



Mr. Brown, a foreign client of Lin Feng, invites Lin Feng to have dinner at his house. Lin Feng is talking about what he should bring for Mr. Brown and his wife with his foreign friend Tom.

Lin Feng: Mr. Brown has invited me to a dinner party tonight. I have no idea about what I should bring.

Tom: In fact, it is absolutely unnecessary for you to bring anything.

Lin Feng: But I don't feel good if I go empty-handed.

Tom: If you insist on bringing something, it should be a small, inexpensive item, such as a toy for his son, or some flowers for his wife, etc.

Lin Feng: Since we're going to have a get-together, so I prefer to bring some food.

Tom: I've got an idea.

Lin Feng: What's that?

Tom: Since Mr. Brown likes Chinese food very much, so you can cook a Chinese dish and bring it. Or you can bring something to drink.

Lin Feng: That's a wonderful idea.

Tom: And I was told that Mrs. Brown is especially interested in traditional Chinese arts and crafts, and your wife is good at carving shells, so why not give her some shell carvings?

Lin Feng: A good idea. I'll try that. Thank you very much for your help.

Tom: You're welcome. Have a good time!

Lin Feng: Thanks. Bye.

Tom: Bye.

## Questions

1. Why does Lin Feng want to bring some gifts for Mr. Brown?
2. What does he decide to bring to Mr. and Mrs. Brown and why?

## Activity 2 Imitation

Listen to the following two dialogues and imitate the speakers with your partner, paying attention to the sentences in bold.

### Dialogue One

Mr. Brown who comes from America is a client of Li Yan's company. After finishing the visit to Li Yan's company, he is going to go back to America. Li Yan sends him a gift on behalf of Mr. Zhang—the general manager of Li Yan's company.

B=Mr. Brown

L=Li Yan

L: I hear you'll go back to America.

B: Yes, **thank you for your consideration.**

L: **I'll consider your proposal and contact you soon. This is a gift for you from my general manager Mr. Zhang. Please take it.**

B: Thanks a lot. **May I open it now?**

L: Yes, please.

B: Oh, **what a nice bracelet!**

L: **It's great that you like it.**

B: Then I'll take it. Thanks a lot.

L: **You're welcome.**

### Dialogue Two

Lin Hong sends a gift to her client—Miss White.

W=Miss White

L=Lin Hong

L: **Just a small gift from our company, Miss White, please take it.**

W: You are so polite. May I open it now?

L: Yes, of course. **I hope you like it.**

W: Oh, it is silk. It's very beautiful and I like it so much.

L: Oh, great. You like it. It's our own product. You see, it is produced in the factory that you visited yesterday. **It will be a great honor if it becomes a good memory for you.**

W: **Thank you very much for sending me such a beautiful gift.**

L: **You are welcome.**

### Activity 3 Reading and Understanding

Read the following passage and try to get some cultural knowledge.





## Gift Giving Tips

Just like Chinese, Westerners give gifts on many occasions, such as on birthdays of good friends, at weddings, at Christmas and some other holidays, when someone achieves an honor or gets a promotion, and on a farewell visit to a good friend, etc. Although gifts are always welcome, it is not necessary to exchange gifts all the time. Generally speaking, Westerners exchange gifts only among good friends, therefore, it's inappropriate to give gifts to casual acquaintance. Even if you are good friends, if you give them too many gifts, they will feel uncomfortable too, because they don't know how to reciprocate. Usually when you are invited to dinner, it is absolutely unnecessary to bring a gift except on special occasions, for example when you are going to be an overnight or weekend guest. If you wish to bring something, in most cases, the gifts should always be small, simple and inexpensive. You might bring some sweets or some small toys for the children or a book, some flowers, a bottle of wine etc, for the host or the hostess. If you like, you can wrap the gifts, but wrapping is not always necessary. If you want to make your gifts special, you can bring some typical Chinese goods, such as Chinese tea, Chinese book markers, Chinese paper cuts, Chinese paintings, or other things like that, or even you can cook a Chinese dish and bring it with you. Westerners prefer to open a gift at once and admire it. They would thank you and make some comments about the gift's beauty or practicality, so that you know your gift is highly appreciated. Westerners value homemade things. When they ask you whether the gift is homemade, in fact they are flattering you. They are trying to tell you that you are skillful and talented enough to make it.

### Activity 4 Role-play

Suppose Su Yuan is the sales manager of Homefort Furniture Company and she is responsible for receiving Ms Thomas from E-Vision Furniture Wholesale Company in Britain. Su Yuan knows that Ms Thomas is very interested in Chinese culture and she wants to prepare a gift for Ms Thomas. Now, Michael, a friend of Su Yuan is giving her some suggestions. Make a dialogue with your partner