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别担心! 跟着本书的情境安排，

一天就能学好电话英语!



Thomas R. Pellegrine 著

吕碧华 译



科学出版社

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前言

从电话英语出发，畅快漫游国际！

● ● ● 让英语带您通往全世界 ● ● ●

商场局势诡谲多变，如何在瞬息万变的环境中，找到立足点，谈成好生意，会说流利的英语，熟悉电话应对、通话时间的掌握，都是成功的关键。尤其在正式场合中，与多国人士通电话，如何用字遣词，畅快表达，更显重要。本书让您能用地道的英语行话洽谈，首次应对便让对方留下专业印象，并为自己及所属公司谋取更多利益，顺利达成商谈任务。

资深作家托马斯先生，总结在美国多年的商场实战经验，写出《电话英语一日通》这本内容很详实的著作，让所有内行人看门道，提升英语电话应对能力；初级者，能在作者循循善诱及精心设计的内容中，快速理解对话的模式，并用最精准、熟悉的态度应答，不论是在日常的通话场合，还是转接企业高级主管的电话，您都能借着托马斯的引导，轻松开启电话商谈的成功之门。

书中内容深入浅出，每一页、每一句都是专业人士的经验结晶，在每个单元的开始处，都有中文及英文的“背景介绍”，完全以临场实务为原则。更搭配精质CD，收录“背景介绍”与“实况会话”，让您临场会话一气呵成；“背景介绍”则如同听故事一般，搭配着宜人的轻音乐，轻松学习，快速进阶。

本书学习重点

一、Background Information 背景介绍：融会作者十年商场经



验，为读者做详尽的国际电话大剖析！

二、**Dialog 范例对话**：为了方便读者全面吸收，本书特别将主要单词用粗斜体标出，方便您记忆。同样地，为了体贴生活分秒必争的读者们，对话部分也附上一针见血的中文译解，让您快速熟悉对话用语、常见问答。

三、**Tips 重要提示**：电话情境大解析。根据对话使用时机与实际临场状况，提供最原汁原味的英语说明，为读者补充应对常识，也是最具效率的重点提示！

四、**Vocabulary 重要词汇**：上百个最符合电话情境的单词，是您拨打国际电话时不可或缺的关键词汇，除了补充单词，也搭配几个常用短语，电话英语大补贴绝对不能错过！

有别于市面上的一般英语书籍，本书在词汇、对话及贴切中译之外，更加上作者谈实际经验的“背景介绍”及拆招解招的“重要提示”。读者只要融会贯通，即能悠游于国际电话应对，从容谈出新商机，探访新世界！

英语的表达方式丰富且多元，而这正是这种语言有趣的地方。凭借本书，相信您增加的不只是实用的字汇，更可以流畅谈话，轻松融入英语世界的交际圈。

电话转接、正式谈话、询问、查号、饭店应对等等，《电话英语一日通》让您放眼国际，掌握全球趋势，轻松驾御商旅英语。

编者 谨识

目录

前言 从电话英语出发, 畅快漫游国际! ...

- CHAPTER
1 Emergency Assistance
紧急救援..... 1
- CHAPTER
2 Answering the Phone
接听电话..... 21
- CHAPTER
3 Answering Your Hotel Room Phone
旅馆电话应对..... 37
- CHAPTER
4 Telephone Assistance: The Phone Book
电话好帮手——电话簿..... 51
- CHAPTER
5 Operator Assistance
总机..... 69
- CHAPTER
6 Directory Assistance
查号台..... 83
- CHAPTER
7 Understanding Long Distance
Telephone Rates and Service
长途电话费率与服务..... 99

CHAPTER 8	Choosing Your Local Service or a LDSP 选择本地或长途电信公司.....	115
--------------	---	-----

CHAPTER 9	Long Distance Phone Cards 长途电话卡.....	129
--------------	---	-----

CHAPTER 10	Calling a Switchboard 电话转接.....	141
---------------	------------------------------------	-----

CHAPTER 11	Introducing Yourself 自我介绍.....	155
---------------	-----------------------------------	-----

CHAPTER 12	Calling Your Party's Direct Line 直拨电话.....	169
---------------	---	-----

CHAPTER 13	Leaving a Message 留言事宜.....	191
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Chapter 1

Emergency Assistance 紧急救援





 Disk 1-2

Background Information

背景介绍

The American TV show, *Emergency 911*, is popular everywhere in the world I've been to. *I have as yet to see its match.* It's a national program in the U.S. and available from every phone company I know of with very few **variations**. It's manned twenty-four hours a day, seven days a week. Special effort is made to make sure it never goes down. Each system is **dedicated** to a specific area. Large cities have their own system and **rural** areas have a single office handling sufficient districts to make it more cost effective.

2 美国电视剧《急救 911》在我去过的世界各地都很出名，我尚未见到能与其匹敌者。911 救援线是美国全国性的系统，就我所知，几乎所有电讯公司都有这项功能。这个系统一年365天，全年无休，并有特殊保养，让它绝不可能出问题，每个地区都有专属的系统。大城市拥有其自己的系统，而乡下郊区为节约成本，只有一个办事处负责管理邻近数区。

More often than not, the term cost effective means that the little guy gets the short end of the stick. Not in this case. Emergency Assistance is a direct link to the three most important services the government provides, the police and fire department

and **ambulance** services. These vitally important life saving services are available to almost every resident of the U.S. The only exceptions being those living in extremely **remote** areas too far off the beaten path to be reached by telephone lines or radio.

说起成本问题, 通常是小角色分得比较少。但在这里就不是了。紧急援助直接连结到政府提供的三个最重要的服务: 警察局、消防局以及救护车服务。这些极其重要的救援服务, 几乎每个美国居民都能取得。惟一的例外是那些住在极度偏远地区的人, 因为太偏远而无法通过电话或无线电联系到。

Towns and villages too small to have a hospital or fire service of their own have services provided by their county government. Those without twenty-four hour police service or with no police force at all are usually serviced by their state police force. That means their small size gives them far better service than they could **otherwise** afford.

太小的城镇或村庄, 没有自己的医院或消防服务, 可享受由县市政府提供的服务。那些没有 24 小时警察服务或根本没有警力的地区, 通常由州警察局提供勤务。从而, 他们以狭小的规模, 获得了力不能及的更好服务。

All government agencies, privately owned businesses, and



ordinary citizens do everything in their power to help in a 911 emergency. Most public telephones are modified to take 911 calls without the need to deposit coins, and *cell phone companies* will handle the calls at no charge to the caller, just to encourage passerby's to report any and all emergency situations.

所有的政府机构、民营企业以及一般市民，都尽全力协助 911 紧急事件。大部分的公共电话不需投币就可以直接拨打 911，电讯公司也不会收取拨打 911 求救电话的费用，这些都是为了鼓励路人，看到紧急事件发生时能勇于报案。

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4 In urban areas, when you dial 911, you're quickly connected to a **switchboard** that asks one question only. "Which service please?" Then they route your call to that service. The dialing and routing takes about five to ten seconds in all, and the line to the police, fire or **ambulance dispatch** office starts to ring. At this point there could be a delay if that office is very busy, but that's rare. It seldom takes longer than ten or fifteen seconds to reach the operator/dispatcher.

在都市地区，当你接通 911 时，总机只会问你：“请问需要哪一种服务？”然后直接把你的电话转接到相关服务单位。拨号和转接约 5 ~ 10 秒，就可连到警察局、消防局或是救护车派遣中心的电话。若相关部门非常忙碌，可能会有些耽搁，但这种情况很少见。通常要接通总机或调度员，时间不会超过 10 ~ 15 秒。

When you get through, speak as slowly and clearly as possible. Tell the dispatcher the type of emergency and its **location** to the best of your ability. The dispatcher may ask for your name, but answering that question is voluntary. If you'd rather not give it, simply say that, and the dispatcher won't press any further. The important thing is that the necessary service gets to the people in need. The dispatchers are trained to assure that happens.

接通电话时, 尽量缓慢且清楚地说明情况, 尽力告诉调度员紧急情况类型及地点。调度员可能会询问你的姓名, 但你有说或不说的自由。若你不想说, 直接跟他表明, 调度员也不会再追问。重要的是, 救援必须及时到达需要的人身旁, 这也是调度员的中心任务。

Dialing 911 in small towns and **rural** areas that get few 911 calls may put you directly in touch with the dispatcher for all three services, or the phone companies' operator who will put all else aside to handle a 911 call as priority. **Except** for that, everything else is the same. Large **urban** areas with significant foreign populations may try to employ multi-lingual operators/dispatchers. Cities like San Francisco, with large Chinese populations, many of whom who don't speak English, try to have Chinese speakers available, but don't count on it.



在乡下或不常接到急救电话的小城镇拨打 911, 你可能会直接被转接给急救服务总单位(警局、消防局、救护车)的调度员, 或是由电信总机优先处理, 其他的情况都跟上述相同。外国人口众多的大城市, 可能会尽量雇用熟悉多国语言的总机或调度员。像旧金山这个很多华人居住的城市, 因为很多华人不懂英语, 因此会试图设立中文语音系统, 但别抱太大期望。

Dialog 1



Disk 1-3

Stan Tang is visiting California and using a rental car to get **around** in. On the way back to his Los Angeles hotel, he's involved in a minor traffic accident about five blocks from where he's staying. He **pulls over** to the side of the road with the other **motorist**. When he's sure no one has been hurt, he offers to call the police from a nearby neighborhood grocery store. The dialog includes Stan talking to the other driver as well as his phone conversation with 911.

谭史丹正在加州参观, 并开着租来的车四处探访。在他回洛杉矶旅馆的途中, 他发生了一场小车祸, 发生地点在离他住的地方约五个街区远。他与另一位汽车驾驶将车停到路旁。当他确定没有人受伤后, 他从附近的一家杂货店打电话到警察局。对话不但涵盖了史丹与另一位驾驶的对话, 而且包含了他与 911 的电话对谈。

Stan Are you alright, Miss?
小姐，你还好吗？

Driver Yes, I'm fine. More embarrassed than hurt. Are you okay?
我还好，没什么大碍，不过我觉得很丢脸。你还好吗？

Stan I am fine, thank you.
我还好，谢谢。

But the rental company says that the police should be called for any accident, no matter how small. Do you have a cell phone?
但是租车公司说一有意外就得报警，即使是小车祸也要。你有手机吗？

Driver I'm sorry I don't, but I'm sure there's a phone in the store. I can call from there.
抱歉，我没有。但是我确定那家店里一定有，我可以去那里借电话。

Stan That's okay. You look a little **shaken**. I'll make the call.
没关系。你看起来有点受了惊吓。我去打电话。

Why don't you just sit here and take it easy?
你先坐在这里，放轻松一下。

Operator 911. How may I direct your call?

911，请问您要转接到哪里？



Stan Police please.
请接到警察局。

Operator One moment please.
请稍等。

The phone rings continuously for about ten seconds when the police dispatcher answers.

电话持续响了约10秒后，警局专员接起。

Officer “Los Angeles Police Department.”
“洛杉矶警察局。”

Stan Hello. I'd like to report a traffic **accident**.
你好，我想报告一起车祸。

Officer Is anyone injured? Do you need an **ambulance**?
有任何人受伤吗？需要救护车吗？

Stan No, everyone is fine. It was a minor thing, but we need an officer.
不用，大家都没事，事情并不严重，但是我们需要一位警官。

Officer Where was the accident, and are you still at that **location**?
意外在哪儿发生，你还在那个地点吗？

Stan The accident happened at the corner of Belmont and Howell Street.

意外发生在贝尔蒙街与贺威尔街的转角。

And yes, we are both still here at the grocery store waiting.

还有，我们双方都还在这里的杂货店等待。

Officer

May I have your name please?

可以告诉我你的名字吗？

Stan

It's Stan Tang.

谭史丹。

Officer

Alright Mr. Tang, stay with your vehicle and an officer will be there within fifteen minutes.

好的，谭先生。人、车请都先留在现场，警官在 15 分钟内就会到达。

Stan

Could you get someone here sooner? I'm already late for an appointment.

可以快一点到吗？我有个约会已经迟到了。

Officer

We'll get an officer there as soon as we can. It will probably be a lot sooner than fifteen minutes.

我们会尽速派一位警官到那儿去。应该不用 15 分钟。

Thank you for your patience.

谢谢你的耐心等待。



Dialog 2

 Disk 1-3

Stan is walking in a park with some friends when they find an **unconscious** man laying on the ground. There's no one else around and no emergency phone, so Stan uses his cell phone. Betty is Stan's walking **companion**. In this scenario, Stan is using a cell phone so the operator doesn't know where the caller is. That's why she has to ask.

史丹正与一些朋友在公园里散步，他们发现一位不省人事的男人躺在地上。那里没有其他人在附近，而且没有紧急用电话。于是，史丹用手机求援。贝蒂是史丹散步的同伴。在这个场景里，因为史丹使用手机，所以总机无法辨识出区域码，因此她将对此提出询问。

10

Stan

It's good to get out of the office and take a nice walk after lunch.

午餐后能离开办公室，并好好散个步真好。

Betty

I agree. Sometimes the office can just get so small that I need to take a walk or I'm afraid I'll start screaming. 我同意。有时候我觉得办公室真的很闷，不出来走走的话，我就会发疯大叫了。

Wait! Look! What's that up ahead?

等等！你看！前面那个是什么？