

WHITE-COLLAR CRAZY
SPEAKING ENGLISH

英语会话

白领英语

江涛 汪劲松 主编

吴颖 副主编

疯狂口语

行话胜经



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随着时代的发展，我国的综合国力正在蒸蒸日上。尤其是在加入 WTO 以后，经济贸易即将与世界全面接轨，中外交流合作将不断扩大，熟练掌握并练达地应用英语已经成为职场白领必备的基本技能。显然，在这个进程中，中国的外语教学工作并没有及时地适应这个需求。大多数大学毕业生，他们可以熟记几千词汇，可以津津乐道于语法知识，可以通过四六级考试，可是他们却无法与外国人进行正常的语言沟通，更谈不上什么洽谈业务和商业谈判了。如何在最短的时间内突破英语口语瓶颈，摆脱英语会话能力不足的困境，是当前白领亟待解决的问题。

- ☞ 怎样在面试中用语言赢得主管的赏识？
- ☞ 怎样用流利的英语和老板谈论你的工资？
- ☞ 怎样说服外国客户下订单，以及价格和合同谈判？
- ☞ 怎样面对外国客户去完成来客接待、订房间、会议、接机等任务？
- ☞ 怎样向上司汇报工作……

编者在外企谋事多年，积累了丰富的工作和人际交往经验，现将平时工作中所需使用的英语会话汇编成册，用最实用的方法告诉读者最专业的白领职场英语用法。本书充分地意识到英语知识和职业内容结合的重要性，将用以下 5 大法宝带您摆脱英语口语的禁锢，找回自信！

1. 精选内容，直击职场商务英语的 7 大主题、47 个话

Qian Yan

前言

题，让您深入了解各种不同表达方法；

2. 鲜活的“**案例**”，白领职场场景面面俱到，满足商务人士在各种商业场合下的英语口头交流需要；

3. 丰富的“**！背景知识**”和“**大嘴博士**”，详尽介绍商业惯例和相关事宜，为您进一步充电；

4. “**D语小贴士**”，全面系统地帮您扫除词汇障碍；“商贸术语”，让您了解到 C&F, W/O 等词在英语商务函件中常出现的缩写形式；

5. “ **SENTENCE REVIEW**”，帮助您温故而知新，加深对最常用语句的掌握。

值得强调的是，本书为了使您能掌握绝对地道的美语发音，我们诚聘北京语言文化大学的美籍教授 Evan、Anna 为本书灌制录音磁带 3 盘。

此外，孟飞、周云、杜秀玲、万飞、张磊、郑璐、朱丽云、赵银花、郑华等也做了大量的工作，在此一并感谢。

最后，我们希望这套《白领英语疯狂口语》丛书能为您的职场生涯助一臂之力！

早日征服英语口语！

编者

2004 年 12 月

Mu Lu

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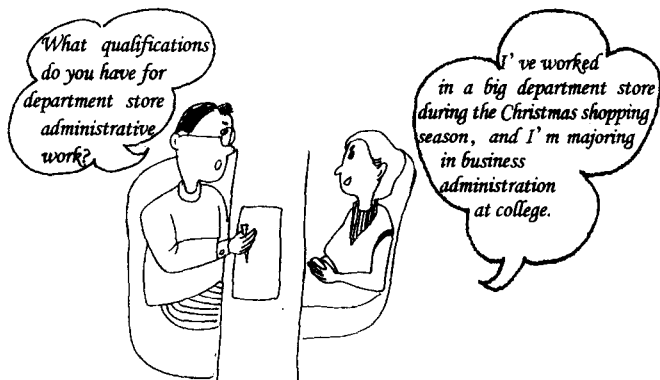
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Subject One

个人档案

Personal Files

QQ1 面试 Interview



Case I 面试案例之经典篇

Manager (M): Take a seat, please, Ms. Du Ping. We have received your letter and resume in answer to our ad in the paper. What qualifications do you have for department store administrative

work?

Du Ping (D): I've worked in a big department store during the Christmas shopping season, and I'm majoring in business administration at college.

M: Do you know anything about secretarial work?

D: Well, I have a degree in literature and took a course to become a secretary. If that's any qualification, I wouldn't mind working as a secretary.

M: We like our people to be interested in their job as well as acquainted with it. But before we employ him or her, we'd like to investigate the person's character quite thoroughly. Secretarial work seems to be the only thing available for you at present.

D: I was a secretary at NEC for two years before I gave up my job in the company due to one thing or another.

M: How soon would you be able to start work? You're expected to fill in the application form right away. You'll start at two hundred dollars a week and report here at nine-thirty. Now Miss Chen will take care of you. I hope you'll enjoy working with us.

Manager (M): 请坐，杜平。你应聘我们报上广告的来函及简历已收到了。对于百货公司的管理工作你有什么资历吗？

Du Ping (D): 在圣诞节购物季节中我曾一家大的百货公司工作过，而且在大学里我读的就是商务管理。

M: 你了解秘书工作吗？

D: 嗯，我有文科学位，学过秘书学。如果那也算资历的话，我不在

乎去做秘书工作。

M: 我们要求从业人员对他们的工作既要熟悉,又要有兴趣。在录用之前,我们对他们的性格要作全面的了解。目前对你合适的就是秘书工作了。

D: 我曾作为秘书在 NEC 公司工作过两年,后来由于这样那样的原因离开了该公司。

M: 最快你能从什么时候开始工作? 请你马上填一下表格。你每周的报酬是 200 美元,每天早上 9 点 30 分上班,陈小姐会关照你的。祝你在这里工作愉快。

Case II

Manager (M): Good morning. What can I do for you?

Zhang Hong (Z): Are you the manager, sir? It's in regard to the Want Ad in this morning's paper. I've come to apply as an assistant sales manager.

M: I see. Won't you sit down and tell me your name, please?

Z: Zhang Hong, I'm badly in need of employment. Is it possible to get the post of sales manager you advertised in this morning's paper?

M: Have you worked anywhere before? You look a little young for the position. What experience have you had?

Z: I'm now specializing in economics in university, and I thought I might get a job that would tie in with my studies.

M: We're considering the appointment of a new manager. You think a sales manager's job appeals to you, but you wouldn't plan to stay here permanently.

Subject One

个人简历

Personal Files

疯狂日语听力教程

Z: I worked in a department store in Florida last Christmas vacation. I think my training and experience should give me a chance. I hope to work here until the first of September.

M: I'm afraid that wouldn't qualify you. I'm looking for an older man, who can be quite fit for the job, familiar with sales methods, capable of handling personnel and would work with us for a long time.

Z: Good day, and thank you anyhow, sir.

口语小贴士

interview 面试

assistance 助手

vocational 职业的

permanently 长期地

qualify 使有资格

salesman 推销员

Want Ad 报上征雇栏

put me in with a chance

给我一个机会

Manager (M): 早上好, 有事吗?

Zhang Hong (Z): 您是经理吗, 先生? 我是来应聘今天早晨的报纸广告上登的你们需要的助理销售经理的。

M: 明白了。你请坐, 请问姓名?

Z: 张红。我很想就业。有没有可能担任你们今天报上广告的那个销售经理?

M: 你以前在什么地方工作过吗? 对这个职务你显得年轻了点。

Z: 我正在大学经济系就读, 我想我可以找一个与我的专业相关的假期工作。

Z: 我们正在考虑任命一个新的经理。你认为一个销售经理的工作对你很有吸引力, 但你又不打算长干。

Subject One

个人档案

Personal Files

Z: 去年圣诞节我在佛罗里达的一家百货公司工作过。我认为我的训练和经验赋予我一个机遇，我打算在这儿一直工作到9月1日。

M: 恐怕对你不合适。我正在找的是一个年纪稍大的人，他要十分适合这工作，熟悉销售方法，善于处理人际关系，也愿意长期在这里工作。

Z: 幸会，多谢了，先生。

Case III

Mr. Davis: What kind of a job are you interested in?

Miss Wang: I want a job in which I can use English. I would also like to have some responsibility in my work.

D: I can appreciate that. I would expect my secretary to be able to work independently and take over some of my ordinary responsibilities such as answering routine correspondence, taking phone calls for me, and sometimes assisting me with personal business affairs.

W: Yes, I see. In my previous job, I did typing and filing every day.

D: Have you had any experience as a guide?

W: Well, not exactly. But I have shown some of my foreign friends around Beijing.

D: Once in a while we have visitors from abroad and I would like to be able to ask my secretary to take them shopping and sightseeing.

W: I think I would like that.

D: I see. We work a five-day week and there is rarely any overtime. The salary would be \$1600 to start and a raise

Subject One

个人档案
Personal Files

would be given according to your ability.

Well, how do you feel about the job, Miss Wang?

W: I think it sounds like what I am looking for.

D: Thank you. You should be hearing from us within a few days.

W: Thank you, Mr. Davis.

Mr. Davis: 你对哪种工作感兴趣?

Miss Wang: 我想要一个能使用英文的工作, 也希望我的工作负有一些责任。

D: 我欣赏这个想法。我希望我的秘书能够独立工作, 并接办我一些平常的事务, 例如回日常书信、替我接电话、有时帮我处理私人业务等。

W: 是的, 我知道。我以前做的工作是每天打字、存档。

D: 你有任何当导游的经验吗?

W: 嗯, 不算真的有, 但是我曾经带一些外国朋友浏览过北京。

D: 偶尔我们会有从国外来的客人, 我希望能让我的秘书带他们去逛街和观光。

W: 我想我会喜欢做那些事情。

D: 我明白了。我们每周工作五天, 很少加班, 起薪 1600 美元, 会根据你的能力来加薪。

好, 王小姐, 你觉得这个工作怎样?

W: 我想这似乎正是我要找的工作。

D: 谢谢, 几天之内你就会收到我们的消息。

W: 谢谢, 戴维斯先生。

Case IV

Manager: Please make yourself at home, smoke if you like.

Mr. Yang: Thank you.

M: To start with, may I ask you why you are interested in working at our company?

Y: First, you have an impressive growth record, ever since Mr. Peter Mitchell founded the company 35 years ago. Second, marketing is obviously very important for you and I will have a great deal to learn from and contribute to your company.

M: Very well. You are now with Da Xin Company, what is your chief responsibility there?

Y: I am in charge of organizing trade conferences for distributors held in different parts of the nation almost every month.

M: You may ask questions about us, if you have any.

Y: Sure, what would my job entail?

M: You would report to me with regard to all marketing activities for a new line of our products we will be launching here in the fall. During the initial period, it will involve a lot of work and you may be called in on weekends too. What salary would you expect to get?

Y: Well, I would expect the standard rate of pay at your company for a person with my experience and educational background. Incidentally, I made one million not including a bonus last year.

M: OK, you will be hearing from us within ten days.

Y: Thank you.

Manager: 请不要客气, 想抽烟的话就抽。

Mr. Yang: 谢谢。

M: 首先请问你为什么有兴趣到我们公司工作?

Y: 第一, 从彼得·密歇尔先生 35 年前创立这家公司后, 你们就有很好的成长业绩; 第二, 市场销售对你们公司显然非常重要, 我将会从中学到很多东西, 并对你们的公司有所贡献。

M: 很好, 你现在在大新公司, 在那里主要负责什么?

Y: 我负责给经销商安排贸易会议, 这种会议在全国不同的地区举办, 几乎每个月都有。

M: 你如果对我们有任何问题可以问。

Y: 好, 我需要做什么工作?

M: 你要向我报告关于秋季将在此推出我们系列新产品的一切销售活动。在开始的时候会有很多工作, 你也可能在周末被叫来, 你希望待遇多少?

Y: 嗯, 我希望是你们公司对一个具有我这种经验和教育背景的人所付的标准薪资。附带一提的是, 我去年获得一百万, 不包括红利。

M: 好, 你会在十天之内接到我们的消息。

Y: 谢谢。

Case V

Wang Lin (W): Good morning Manager. Can I speak to you for a minute? I was wondering if you've any vacancies for a temporary job.