

脱口说英语

畅销口语王牌书

商务口语大全

SPOKEN

第2版

ENGLISH

主审◎北京外国语大学 江 涛

主编◎浩 瀚

审订◎【美】Eve Bower

SPOKEN ENGLISH



附赠
超值

9 小时
MP3



光盘一张

已连续30个月位居
全国畅销书排行榜



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前言 Preface

首先,非常感谢广大读者对《脱口说英语》系列图书的厚爱和关注,自从《脱口说英语》系列图书面世以来,受到广大读者的追捧,也先后接到众多读者的来信来电。自出版以来已有近两年时间,为了让读者看到更新的内容,读到更纯正的美国口语,我们将《脱口说英语——商务口语大全》一书改版。本次再版删改了很多过时内容,听取了一些读者意见,加入一些时尚对话,并将“身临其境”版块更新为“身在美国”,生动讲解美国俚语、成语。我们相信,新版《脱口说英语——商务口语大全》一定会对您的英语学习有更大的帮助。

商务口语,看这本就够了:本书包括五个章节,每章有几个到十几个单元不等,内容从商业实务、商业往来、到商业生活、友好交往……精彩绝伦,丰富有趣。几乎涵盖了与我们商务活动息息相关的全部内容,意在把读者带到英语语境中,全新开发大家的语言潜力。

商务英语,这样学就对了:将美国人最常用的与主题相关的词汇与句型分别总结到“闪亮词语”和“七彩精句”部分,由词汇到句型,再由句型到对话,是我们学习英语的最有效方式。“鲜活会话”中列举相应的情景对话,即学即用,让你在看到老美时出口成章,不再无话可说!“身在美国”部分生动讲解最地道的美国俚语、成语,并配以鲜活的应用对话,使读者如亲临美国街头,体验真正的美语,这样才能在将来的商务活动中脱口而出。

有了坚持不懈的努力,有了我们全新的英语口语训练理念——《脱口说英语——商务口语大全》,谁说学英语“谈何容易”?谁还对英语“谈虎色变”?





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Chapter 1 | Business Life

商务生活

Unit 1 面试

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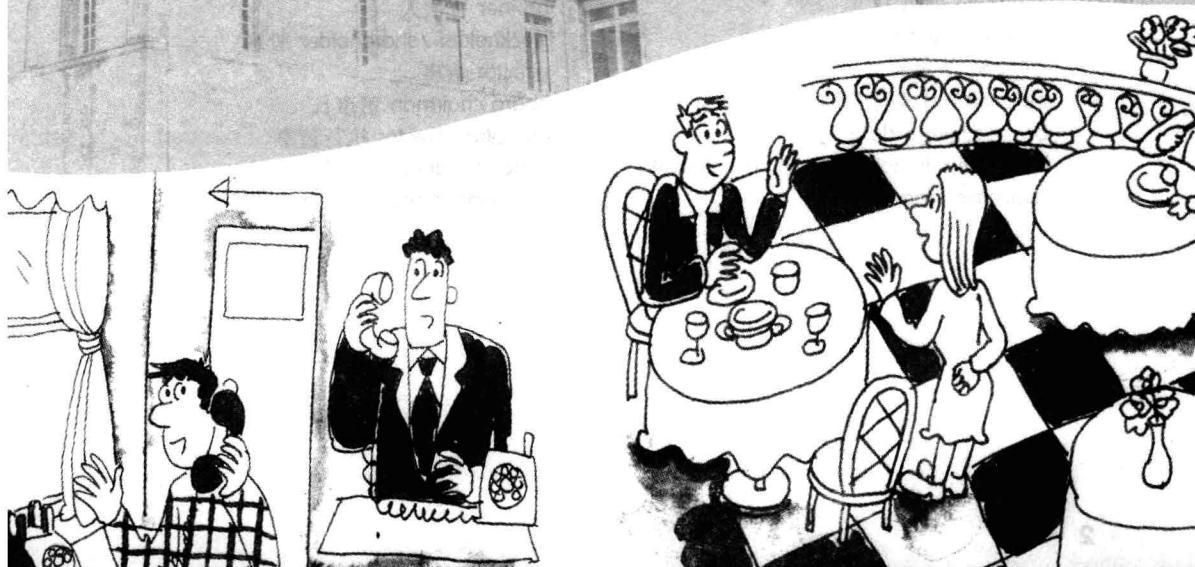
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Unit

1

面试

A Job Interview



点滴积累 闪亮词语

job-hunting 找工作

interview 面试

salary 薪水

welfare 福利

major 专业

resume 简历

train 培训

promotion 升职

intern 实习生

experienced 富有经验的

boss 老板

manager 经理

employment 雇用

employer 雇主

employee 雇员

profession 职业

maturity 成熟

potential 潜力

qualification 资格

certificate 证书

part-time 兼职的

full-time 全职的

hard work 辛勤工作

be qualified to do 胜任做……

have difficulty doing sth. 做……有困难

application form 申请表

short of hands 缺人手

shift 轮班

opportunity 就业机会

Personnel Management Department 人事部

Sales Department 业务部

Import Department 进口部

Export Department 出口部

Financial Department 财务部

Purchasing Department 采购部

Research & Development Department 研发部

Accounting Department 会计部

Production Department 生产部

Design Department 设计部

chain store 连锁商店

branch office 分公司

overseas branch office 海外分公司

sister company 子公司

joint venture 合资

chairman 总裁

partner 合伙人

stockholder / shareholder 股东

director 董事

board chairman 董事长

executive director 执行董事

general manager 总经理

vice general manager 副总经理



连点成线 七彩金句 Useful Sentences



Words for employers 雇主用语

1. Do you know how to fill out the application forms? 您知道如何填写申请表吗?
2. Take all your certificates and other relevant documents with you when you are asked for an interview. 当您被邀请面试时,您应该带上所有的证书和其他相关的文件。
3. The Human Resources manager interviews each job applicant in person and picks out his prospective employees according to their education, experience and potential. 人力资源部经理会亲自面试每个求职申请者,根据申请者所受教育的程度、经验和潜力来挑选未来的雇员。
4. If the employer believes that you have the qualifications for the job, you will get it. 如果雇主认为您具备这项工作所需的资格,您就会得到这个工作。
5. Now we are short handed, so I hope you can start working as soon as possible. 现在我们缺人手,所以我希望您能尽快开始工作。
6. We are committed to provide good service and we expect hard work and loyalty from our staff. 我们致力于提供良好的服务,并且我们期望我们的员工能够忠诚和勤劳。
7. Maybe the job is not good fit for you. 也许这份工作不适合您。
8. What is the reason that you quit your last job? 上一个工作您为什么辞职?
9. If you are interested in a job related to finance, you should find a professional and consult him or her. 如果您对金融方面的工作感兴趣的话,应该找个专业人士咨询一下。



Words for employees 雇员用语

1. Miss Zhang works as a part-time editor in a publishing house. 张女士在一家出版社当兼职编辑。
2. I am a green hand. 我是个新手。
3. I will try my best to fulfill my responsibilities. 我会尽力履行我的职责。
4. I saw a job advertisement outside the restaurant, so I came in to inquire if it is still available. 我在
- 餐馆外面看见了招工广告,所以进来看看我是否可以获得这个工作。
5. I am experienced in doing this kind of job. 做这种工作我很有经验。
6. Is there any opportunity for promotion within one or two years? 一两年内会有升职的机会吗?
7. How about the benefits? 福利待遇怎么样?

由线到面 鲜活会话 Fashion Conversation

Conversation 1

A: May I come in?

B: Yes, please.

A: How are you doing, sir? My name is Wu Dan. I've come to your company for an interview as requested.

B: Fine, thank you for coming. Please take a seat. I am Hans Blake, the general manager.

A: Nice to meet you, Mr. Blake.

B: Nice to meet you, too.

A: 我可以进来吗?

B: 请进。

A: 您好,先生,我叫吴丹,我是应邀来贵公司面试的。

B: 好的,谢谢您过来。请坐,我叫汉斯·布莱克,是公司总经理。

A: 非常高兴见到您,布莱克先生。

B: 我也很高兴见到您。



Conversation 2

A: Excuse me. May I see Mrs. White?

B: Yes, I am. What can I do for you?

A: Nice to meet you, Mrs. White. I'm coming here for an interview by appointment.

B: Oh, I see, are you Mr. Li?

A: Yes, I am.

B: Nice to meet you. On my right, this is my colleague, Annie, and my left, Monica. Please sit down.

A: 打扰一下,我可以见见怀特女士吗?

B: 好的,我就是,有什么能帮助您的吗?

A: 很高兴见到您,怀特女士。我是应约来面试的。

B: 哦,我知道了,您是李先生吧?

A: 是的,我是。

B: 我也很高兴见到您。我的右边是我的同事,安妮,我的左边是莫尼卡。请坐吧。

Conversation 3

A: Good morning, sir.

B: Good morning.

A: Are you here for the position advertised in yesterday's newspaper?

B: Yes, I am. Could you tell me a bit about it?

A: What kind of information would you like?

B: Well, first of all, I would like to know if it is still available.

A: Sure. That position is still open.

B: Wonderful. How do I apply for it?

A: Before the interview, we usually ask each applicant to get the following things ready. Specifically, we will need your resume, an official health report, two photographs and three letters of recommendation.

B: Is that all?

A: No. Please fill this application form out and return it to us with the necessary documents by Friday. We'll contact you for an interview two days ahead of time.

B: Thanks for your help. Good bye.

A: 早上好,先生。

B: 早上好。

A: 您是为昨天报纸上的那则招聘广告而来的吧?

B: 正是。您能告诉我一些有关的情况吗?

A: 您需要哪方面的信息呢?

B: 嗯,首先,我想知道那个职位还缺人吗?

A: 对,职位还空缺。

B: 太好了。我怎样应聘呢?

A: 面试前,我们通常要求每一个求职者准备好以下材料。具体地说,我们需要您的简历、医院的体检报告、两张照片以及三封推荐信。

B: 就这些吗?

A: 不。请填写好这张申请表,并连同所需材料于星期五前交来。我们会提前两天通知您来面试。

B: 感谢您的帮助。再见。

Conversation 4

A: Crest Trade House. Can I help you?

B: Please get me through to Personnel

A: 这里是克莱斯特贸易所。愿为您服务。

B: 请您给我接通人事部。



Department.

C: Personnel Department, Mr. Zhang speaking. What can I do for you?

B: I'm asking about your advertisement for a cashier in today's newspaper. Is it still vacant?

C: Oh, I see. May I have your name, please?

B: This is Zhao Zhiwei speaking.

C: Would you like to come here for an interview? I'll make an appointment for an interview for you.

B: I certainly would.

C: Can you come tomorrow morning?

B: That'll be fine.

C: We'll look forward to seeing you then.

B: See you then.

C: 这里是人事部,我是张先生,您有什么事?

B: 我想询问你们在今天的报纸上招聘出纳员的广告。这个空缺还有吗?

C: 噢,我明白了,请问您叫什么名字?

B: 我是赵志伟。

C: 您愿意来面谈吗?我想为您约定一个面试的时间。

B: 当然愿意。

C: 明天上午您能来吗?

B: 好。

C: 我们期望见到您。

B: 再见。

Conversation 5

A: How are you, Mr. Wilson? I am Tina.

B: Glad to meet you, Mrs. Tina.

A: Please have a seat. I know our employment officer has already given you the information about your employee contract, but I'd like to go over the main details again before signing. First, you'll be getting a monthly salary, with one month paid vacation after one year of service.

B: That's what I understand.

A: You'll be covered by our medical plan while on duty. Since you'll be middle-management, you're expected to be available up to 1.5 hours past normal working hours. Any approved time over that will be paid at time and a half, which you can take as salary or time off.

B: Exactly my understanding.

A: A reasonable number of sick days will be covered by the company. Any extended illness will be covered by insurance. Have you read the other terms

A: 您好,维尔逊先生。我叫蒂娜。

B: 很高兴认识您,蒂娜女士。

A: 请坐。我知道我们的人事部经理已经告诉了您关于劳动合同的内容,但是我想在我们签约之前还是就主要内容再谈一下。首先,您是月薪制,在工作一年之后,您有一个月的带薪假期。

B: 对,这些我知道。

A: 上班后您将享受我们提供的医疗保险。既然您是中层,您的工作时间要比正常时间长 1.5 个小时/天。超过 1.5 个小时的必要加班会付给您 1.5 倍的工资,可以以薪水形式,也可以以假期形式兑现。

B: 正和我了解的一样。

A: 合理的病假时间公司照常支付工资。超出一定范围的疾病将由保险公司负责支付。合同的其他条款您读了吗?



of the contract?

B: Yes, I have.

A: Do you have any other questions?

B: Just one. I noticed an item about flexible time. Is that a possibility for me?

A: Yes, it is, but you'll have to discuss the details with your manager.

B: That's acceptable.

A: Good. Now, if you'll just sign here, you can start work in 3 days.

B: 读了。

A: 有什么其他问题吗?

B: 只有一个问题。我注意到了弹性工作时间的规定, 对我也适用吗?

A: 当然适用。但具体问题您必须和您的经理来谈。

B: 这可以接受。

A: 好。在这里签上字, 您就可以在 3 日内上班了。

Conversation 6

A: To start with, may I know why you are interested in working for our company?

B: First, as far as I know, your company has had an impressive growth record. Second, I want to get into the E-business.

A: I see. Now you are with IBM Company. What is your chief responsibility there?

B: I'm in charge of marketing activities in Asia, for example, organizing trade conferences and arranging exhibitions.

A: Well, what salary would you expect?

B: I understand this position has a starting salary of 6,000 yuan per month.

A: That's right, and the company offers generous fringe benefits.

B: Can you tell me about the company's benefits?

A: Yes, of course, semi-annual bonuses, three weeks paid vacation a year, insurance and training.

B: These are quite satisfactory. May I ask how much the bonuses are?

A: It depends. This year the company offers bonuses equivalent to 3 months' salary. Of course, the amount is flexible.

A: 首先, 请问你为什么有兴趣来我公司工作?

B: 第一, 据我所知贵公司的发展令人刮目相看; 第二, 是因为我想搞电子商务。

A: 是这样啊。目前你在 IBM 公司主要负责什么?

B: 我负责亚洲的经销事务, 比如组织贸易洽谈会和安排展览。

A: 你期望拿多少薪水?

B: 我知道本职位的工资起薪是每月 6000 元。

A: 是的, 公司还提供丰厚的福利待遇。

B: 能谈谈公司的福利待遇吗?

A: 当然可以, 半年一次的奖金, 一年有 3 周带薪假期、保险, 还有培训。

B: 这些很令人满意, 能问一下奖金有多少吗?

A: 看实际情况而定。今年公司给的奖金相当于 3 个月的工资。当然奖金多少是灵活的。



Conversation 7

A: Did you work in a similar position before?

B: Yes. I have been with ABC Insurance Company for four years, and before that, I worked with the Pacific surveyor company as claim officer.

A: Could you tell me the usual procedures to handle such a case?

B: Yes, on the shipper's side, when the cargos arrives, all relevant documents will be forwarded to the consignee. Among other things, this party has to check carefully the content of the packing list and weight list. When cargos are found to be damaged or short landed, this party has to call for a joint survey by representatives of the shipping company and the insurance agent. Based on the survey report, they will lodge a claim for compensation.

A: If you act as our representative what would you do to safeguard our interest?

B: I think, first of all, I would ask the consignee to produce survey report on loading, if they can't produce that I would suggest them to refer the case to their shipper. Meanwhile, bad weather could be a good excuse to refuse the responsibility.

A: Are you able to operate the telex?

B: Yes, I used to dispatch telex to shippers and the consignee to inform them of changes of our schedule and other information.

A: Now can you tell me if you have a good command of both written and spoken English?

B: When I was at college, I passed Band Six of College English Test. All the foreign business men I've dealt with say my English is quite good.

A: If you are selected for this position, you

A: 你以前做过同样的工作吗?

B: 我在 ABC 保险公司干了 4 年, 此前在太平洋验货公司做负责索赔的工作。

A: 你能告诉我处理这类案件的一般程序吗?

B: 好的, 在发货人方面, 当货物到达时, 所有的文件必须送交给买货人。其中, 当事人必须仔细查阅装箱单及重量单之内容, 一旦发现货物损坏或缺少, 当事人必须召集船务公司及保险公司双方之代表共同查验, 根据查验报告, 即可提出赔偿要求。

A: 假设你身为我方代表, 你将怎样做以维护我方利益?

B: 我想, 首先会要求取货人出示装运时的查验报告, 假如他们不能出示, 我建议他们去与寄货人交涉。此外, 不良气候也是可以推卸责任的最好理由。

A: 你能操作电传机吗?

B: 是的, 我经常向寄货人和取货人发出电传, 通知他们装船日期的更改及其他消息。

A: 请告诉我你的英语口语和书面语是否都很好?

B: 我上大学时就通过了大学英语六级考试, 所有和我打过交道的外商都说我英语很好。

A: 假如你被录取, 你必须准备经常出国。



must prepare to travel overseas frequently.

B: No problem, I love it. Thank you for granting me the interview.

旅行。

B: 没问题, 我喜欢出差旅行。感谢您给我这次面试机会。

Conversation 8

A: Excuse me. May I see the manger of your store?

B: I am the manger. Can I help you?

A: Oh, great. I saw a job ad outside your store. I am interested in the job advertised. I am coming to see if there is any opportunity available for me.

B: All right. Take a seat, please. Would you like to be a shop assistant or a cashier?

A: I can do the work of a shop assistant and I worked part time in a small department store during my summer vacation last year.

B: So now do you want a full-time job or a part-time job?

A: At present, both are OK for me. What do you need most, then?

B: Now we really need some part-time workers. You see, our full-time staff knocks off at 5 p.m., but now we hope to extend the hours to 8 p.m.. We need some part-time shop assistants to work 3 hours a day from 5 p.m. to 8 p.m.. But I am not sure if you are qualified for the job. Since most of our customers are foreigners, competence of good communication in English is necessary here.

A: I think I can. I have been learning English for almost 5 years and especially I am fluent at speaking English. Also, I have made some foreigners friends during the experience of learning English.

B: That is fine. I think you have the qualifications needed for the job, so I will let

A: 打扰一下, 能见一下你们商店的经理吗?

B: 我就是经理。有什么事吗?

A: 哦, 太棒了。我在你们商店外看见了一个招聘广告。我对广告上的工作很感兴趣。我来看看有没有机会做这份工作。

B: 好的。请坐吧。你是想做店员还是出纳员?

A: 我能做店员, 并且我去年暑假的时候曾经在一家小百货商店做过兼职店员。

B: 那么现在你是想全职还是兼职?

A: 目前对我来说都可以。那么你们最需要哪种?

B: 现在我们很需要兼职店员。要知道我们全职员工在下午 5 点下班, 但是我们希望能把营业时间延长到晚上 8 点。所以我们需要一些兼职店员, 每天从下午 5 点到 8 点工作三个小时。但是我不确信你是否能胜任这个工作。因为我们的顾客大多是外国人, 在这儿需要能够用英语交流。

A: 我想我能胜任。我学英语有 5 年了, 尤其是口语很流利。而且在学英语的过程中交了一些外国朋友。

B: 很好。我想你具备了这份工作所应有的素质, 所以你被录用了。工作时间

you have the job. Does the work schedule suit you?

A: It quite suits me. I am free in the evening these days, I will have no difficulty starting at 5:00 pm.

B: Good. There is only one thing to be settled. Ten RMB an hour is the maximum we can pay you. Is the rate of pay acceptable to you?

A: It seems reasonable. By the way, I can get my earnings raised with a excellent performance, can't I?

B: Sure. You will get more if you can invite more customers with your good service.

A: I see. I will try my best to do the job well.

B: That is good of you to say so. When can you start working?

A: How about next Monday?

B: OK. Let's make it next Monday. In the end, you need to fill out the application form.

A: Thank you for your kindness, ma'am. See you next Monday.

你觉得合适吗?

A: 对我来说很合适。最近一段时间我晚上没事, 下午5点工作没有任何困难。

B: 太好了。只有一件事还未谈了。我们能够支付给你的薪水是每小时最多10元, 你能接受吗?

A: 还算合理。顺便问一下, 如果工作出色的话我的收入会增加吗?

B: 当然了。如果你的服务良好, 介绍更多的客人来我们店里, 你的收入也会更多。

A: 我明白了。我会努力把把工作做好的。

B: 听你这么说不太好了。你什么时候可以开始工作?

A: 下周一怎么样?

B: 好的。那我们就定在下周一吧。最后, 你需要填一下申请表。

A: 多谢您的友好接待, 太太。下周一见。

Conversation 9

A: What type of people do you work with most effectively?

B: I tend to work well with people who are confident and straightforward. It's more difficult for me to be around timid people, because I move quickly and I am decisive.

A: What things impress you in your colleagues?

B: I admire and work best with people who are of good character and have integrity. I also think confidence and enthusiasm is positive in any business environment.

A: What are some of the things your

A: 你觉得你跟哪一类型的人一起工作能使工作最有成效?

B: 我倾向于和有自信并且性格直率的人一起工作, 与懦弱的人一起相处则较难, 因为我工作节奏快且处事果断。

A: 同事给你印象最深的是什么?

B: 我敬佩性格好而且正直的人, 并能与他们合作得很好。我认为, 自信和热情在任何工作环境里都起积极的作用。

A: 你的上司所做的事情有哪些是你不