

中央电视台教育节目用书

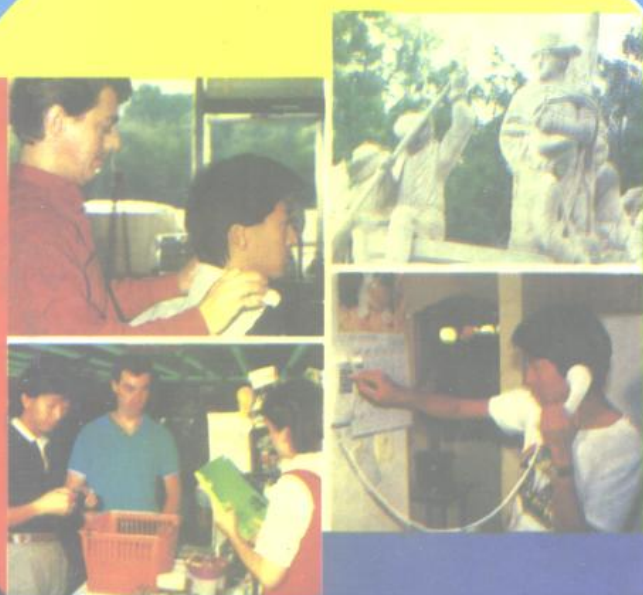
夏祖燧 吴景棠 改编

FIRST STEP ABROAD

贝立兹

# 生活美语会话

(下)



外语教学与研究出版社

元亨利贞国际实业股份有限公司

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# 贝立兹生活美语会话

## First Step Abroad

下册



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(京)新登字 155 号

京权图字: 01 - 1995 - 718

图书在版编目(CIP)数据

贝立兹生活美语会话/夏祖燧、吴景棠改编. -  
北京:外语教学与研究出版社, 1995. 10  
ISBN 7-5600-1029-6

I. 贝… II. ①夏… ②吴… III. 英语-口  
语-教材 IV. H319.9

中国版本图书馆 CIP 数据核字(95)第 15457  
号

Original material: C. ITOH & CO., LTD  
and THE BERLITZ SCHOOLS OF LAN-  
GUAGES (JAPAN) INC.

This edition: FORWARD INTERNATIONAL  
BUSINESS CORP. and FOREIGN LAN-  
GUAGE TEACHING AND RESEARCH  
PRESS

First edition 1995

本节目由元亨利贞国际实业股份有限公  
司提供 本版由元亨利贞国际实业股份  
有限公司、外语教学与研究出版社合作出  
版 1995 年第一版

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## 贝立兹生活美语会话 FIRST STEP ABROAD

改编: 夏祖燧 吴景棠



外语教学与研究出版社出版发行

(北京西三环北路 19 号)

清华大学印刷厂印刷

新华书店总店北京发行所经销

开本 787×1092 1/16 40 印张

1995 年 10 月第 1 版 1995 年 10 月第 1 次印刷

印数: 1—50 000 套

ISBN 7 - 5600 - 1029 - 6/G·451





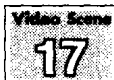
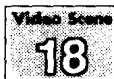


全套(二册)定价: 39.80 元

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## DIALOGUE 16 – Returning a Purchase

*(Hiro is at a department store.)*

Hiro: I'd like to return this.

Clerk: How long ago did you purchase it?

Hiro: I bought it last Monday. What is your return policy?

Clerk: We accept merchandise for exchange or credit within seven days of purchase with the receipt.

Hiro: I don't want to exchange it. Can't I get a refund?

Clerk: We don't offer cash refunds.

Hiro: What should I do?

Clerk: Do you see another one you like?

Hiro: There isn't anything else I want.

Clerk: In that case, we can give you a credit slip.

## 对话 16——退还购买的物品

(浩在一家百货店里。)

浩： 我想退还这个。

店员： 你是多久以前买的？

浩： 我是(上)星期一买的。你们对退货是怎么规定的？

店员： 在购买后 7 天之内，商品凭收据可以<sup>only</sup>~~退换~~或退相当于货款的代价券。

浩： 我不想退换，能退钱吗？

店员： 我们不退钱。

浩： 那我该怎么办？

店员： 你是不是看到有别的你中意的？

浩： 这里没有别的我想要的东西。

店员： 那样的话，我们可以给你一张代价券。

## 词语注解

1. return [rɪ'tɜ:n] *v., n.* 回来; 回复; 归还; 退回。

He didn't return home until very late. 他直到很晚才回家。

The books must be returned to the library this week. 这些书本周内必须还给图书馆。

I waved to him, but he didn't return my wave. 我向他招手, 但他没有回应。

I didn't get the address right, and the letter was returned. 我地址没有写对, 信被退回了。

There was no return address on the envelope. 信封上没有回信地址。

2. purchase ['pɜ:tʃəs] *v., n.* 购买; 采购。

He purchased the house for only \$150 000. 他买那所房子只花了十五万元。

She made a lot of purchases when she was in Paris last. 她上次到巴黎时买了不少东西。

3. department store [dɪ'pɑ:tmənt 'stɔ:tə] *n.* 百货商场。

4. How long ago...? 多久以前……?

an hour ago 一小时以前。

three years ago 三年以前。

long, long ago 很久以前。

not long ago 不久以前。

5. buy, bought, bought [baɪ, bɒt, bɒt] *v.* 购买; 买。

Where did you buy that beautiful dress? 你在哪儿买的这么漂亮的衣服?

6. last [last] *adj.* 最后一个; 上一个。

I'm afraid the last bus has gone. 我怕末班公共汽车已经开走了。

He was the last one to leave. 他最后一个走的。

注意: last Monday, last April 不一定只是“上周一”或“去年四月”。last 指离现在最近的上一个。故如果未出这一周或这一年, 应当是指“本周一”, “今年四月”等。

7. exchange [ɪks'tʃeɪndʒ] *v., n.* 交换; 互换; 交流。

When we meet someone we know, we exchange greetings. 我们遇见认识的人时, 互致问候。

There is lot of cultural exchange going on between the two countries. 两国间进行着大量的文化交流。

8. credit slip: 代价券(商店不退现金时, 用以抵付货款, 下次购物时可代价使用)。

9. receipt [rɪ'si:t] *n.* 收据; 收条。

The slip of paper from the cash register is your receipt. 收款机里出来的那纸条就

是你的收据。

10. refund ['ri:fʌnd] *n.* 退款。

11. offer ['ɒfə] *v., n.* 提出;提供;出价;报盘。

They offered us hot coffee. 他们以热咖啡款待我们。

The man refused our offer of help. 那人拒绝了我们提出的帮助。

12. case [keɪs] *n.* 事;例;案件;病人;病例。

This is an interesting case. 这是饶有兴趣的一例。

In that case, I'll have to give you a fine. 那样的话,我得处你罚金。

in case... 倘若;倘使。

In case of fire, please use the emergency exit. 如遇火警,请使用紧急出口。

In case you want to report a robbery, call 911 and ask for the police. 如果你要报告抢劫案,打电话 911,找警察。

13. slip [slɪp] *n., v.* 狭长的木片;纸条;滑跌。

When you want to deposit some money, fill out a deposit slip. 欲存款时,先填写存款单。

He slipped on the ice and broke his leg. 他在冰上滑了一交,摔折了腿骨。



## Key Sentences

1. I'd like to return this.  
I'd like to exchange this.
2. What is your return policy?  
What is your refund policy?
3. Can't I get a refund?  
Can't I get a credit slip?
4. I don't like the color. I'd like to exchange this for a brown one.  
The size doesn't fit me. I'd like to exchange this for a larger size.
5. This thing doesn't work well. Can I exchange it?  
This thing doesn't work at all. Can I get a refund on it?
6. How long is the watch guaranteed?  
Does the warranty cover change of parts?

## Action Questions

*Answer the following questions :*

1. Is Hiro at a department store or a restaurant?
2. Why is he there?
3. How long ago did he buy the item?
4. Does Hiro want a refund or a credit slip?
5. What does Hiro get?

## Related Vocabulary and Phrases

- |   |                      |
|---|----------------------|
| 1. Where is the <u>customer service</u> department? | 顾客服务中心在哪里?           |
| <u>accounting</u>                                   | 会计部在哪里?              |
| <u>menswear</u>                                     | 男装部在哪里?              |
| <u>ladies</u>                                       | 女装部在哪里?              |
| <u>juniors</u>                                      | 少年服装部在哪里?            |
| <u>cosmetics</u>                                    | 化妆品部在哪里?             |
| <u>men's toiletries</u>                             | 男士美容用品部在哪里?          |
| <u>sportswear</u>                                   | 运动服装部在哪里?            |
| <u>stationery</u>                                   | 文具部在哪里?              |
| <u>housewares</u>                                   | 家庭用品部在哪里?            |
| <u>luggage</u>                                      | 箱包部在哪里?              |
| <u>lingerie</u>                                     | 内衣部在哪里?              |
| <u>shoe</u>   | 鞋部在哪里?               |
| <u>bedding</u>                                      | 床上用品部在哪里?            |
| <u>home furnishings</u>                             | 家具用品部在哪里?            |
| 2. Is there a salesperson who can help me?          | (我想买东西,)有没有店员可以帮我一下? |
| 3. This item is <u>damaged</u> .                    | 这东西已经损坏了。            |
| <u>stained</u>                                      | 这东西已经弄脏了。            |
| <u>torn</u>   | 这东西已经撕破了。            |
| <u>broken</u>                                       | 这东西已经破了。             |
| 4. I don't like this <u>color</u> .                 | 我不喜欢这种颜色。            |
| <u>style</u>  | 我不喜欢这款式。             |
| <u>cut</u>  | 我不喜欢这剪裁。             |
| <u>material</u>                                     | 我不喜欢这料子。             |
| 5. This doesn't fit properly.                       | 这件不十分合身。             |
| 6. This was a gift.                                 | 这是人家送的。              |

7. I already have this model.

这种款式我已经有了。

8. Do you have proof of purchase?

你有没有收据?

## 注释

1. accounting [ə'kaʊntɪŋ] *n.* 会计;财务;记帐。

2. menswear ['menz,wɛr] *n.* 男子服装。

3. lady ['ledɪ] *n.* 女士;妇女。

4. junior ['dʒʊnjə] *n.* 年少的人;未成年人。

Though he is big and tall, (yet) he is still a junior. 他虽然个子高大,却还未成年。

junior high school 初级中学。

junior college (二年制)专科学校。

5. cosmetics [kɒz'metiks] *n.* 化妆品(常用复数)。

Both face creams and lipsticks are cosmetics. 面霜和唇膏都是化妆品。

6. toiletry ['tɔɪlɪtri] *n.* 化妆品。

7. sportswear ['sports,wɛr] *n.* 运动服装。

8. stationery ['steɪʃənəri] *n.* 文具;信纸。

We're running out of stationery and envelopes. 我们的信纸和信封快用完了。

9. housewares ['haʊs,wɛrz] *n.* 家庭用品(常用复数)(指厨房用具,玻璃器皿等)。

10. luggage ['lʌɡɪdʒ] *n.* 行李;箱包。

11. lingerie ['læŋʒəri] *n.* 女用内衣,睡衣等。

12. shoe [ʃu] *n.* 鞋。

I'll get a new pair of jogging shoes. 我要去买一双新的运动鞋。

13. bedding ['bedɪŋ] *n.* 被褥;寝具;床上用品。

14. furnishings ['fɜːnɪʃɪŋz] *n.* 家具;室内陈设用品(常用复数)。

men's furnishings 男用装饰品。

15. salesperson ['selz,pɜːsn] *n.* 售货员;店员(不分男女)。

Salesmen and salesladies are called salespersons. 男女售货员统称售货员。

16. damage ['dæmɪdʒ] *v., n.* 损害;毁损。

The car is badly damaged. 这汽车严重损坏了。

The insurance company will pay the damages. 保险公司将付赔偿。

17. stain [steɪn] *n., v.* 污点;弄脏。

White clothes stain easily. 白衣容易污染。

This spot remover will remove most stains. 这种去污剂能清除大多数的污渍。

18. tear, tore, torn [ter, tor, torn] *v.* 撕;扯;扯破。

He tore his trousers on a nail. 他被钉子挂破了裤子。

19. break, broke, broken ['brek, brok, brokən] *v.* 打破;弄碎;搞坏。

He never broke any traffic rules. 他从未违犯交通规则。

The vase dropped on the floor and broke to pieces. 花瓶掉在地板上,摔成碎片。

20. style [stail] *n.* 风格;款式。

French movies are quite different in style from American ones. 法国电影的风格同美国电影很不一样。

The furniture in the room is in the colonial style. 室内的家具是北美殖民时期的式样。

21. cut [kʌt] *n., v.* 剪裁。

I like the cut of the trench coat. 我喜欢这军式雨衣的剪裁。

The jacket was cut in an old style. 上衣是按老式样剪裁的。

22. properly ['prɒpəli] *adv.* 正当地;适当地。

The buttons haven't been sewn on properly. 钮扣没有钉好。

This letter hasn't been properly addressed. 这封信地址没有写对。

23. gift [gift] *n.* 礼物;赠品。

This was a gift from the airline. 这是航空公司送的礼品。

24. model ['mɒdl] *n.* 模型;模特;模范;模式。

This is the latest model of the Ford car. 这是福特汽车的最新款式。

His son likes to make model airplanes. 他的儿子喜欢做飞机模型。

the latest Paris models 最新巴黎款式

25. proof [pruf] *n.* 证明文件;证据。

The fingerprints were proof that he was guilty. 指纹是他有罪的证据。

## Role Play

1. Hiro: May I return this?  
Clerk: Do you have a receipt?
2. Hiro: May I exchange this?  
Clerk: Do you have proof of purchase?
3. Hiro: Can you tell me where the menswear department is?  
Clerk: It's on the third floor.
4. Hiro: I'd like to buy a gift for a young lady. Is there a salesperson who can help me?  
Clerk: Yes, just tell the saleslady over there what you want.
5. Hiro: There is something wrong with this radio I bought here.  
Clerk: Do you wish to exchange it or get a cash refund?
6. Hiro: Can I exchange this shirt I bought here? It's the wrong size.  
Clerk: Sorry, but it is already stained.
7. Hiro: I must go back to the department store and exchange this.  
Friend: What is the matter with it?
8. Hiro: I want to go the radio store and have this refunded.  
Friend: Why, what's wrong with it?

## 表 演

1. 浩： 我可以退还这个吗？  
职员： 你有收据吗？
2. 浩： 我可以换这个吗？  
职员： 你有收据吗？
3. 浩： 能告诉我男装部在什么地方吗？  
职员： 在三层。
4. 浩： 我想为一位年轻女士买一件礼物, 有没有售货员能帮助我？  
职员： 有, 只要告诉那边的女售货员你要买什么就行了。
5. 浩： 我在这里买的收音机出了点毛病。  
职员： 你想换还是想现金退款？
6. 浩： 我能换在这里买的衬衫吗？号码错了。  
职员： 对不起, 但衬衫已被弄脏了。
7. 浩： 我必须回百货商店换这个。  
朋友： 它出了什么问题？
8. 浩： 我想去收音机商店退款？  
朋友： 怎么了, 它出了什么毛病？

## Exercises

### 1. Choose the correct answer:

- 1) Where do you go if you want to buy a dress for your teenage daughter?  
A. the lingerie department                      C. the juniors department  
B. the cosmetics department                      D. the bedding department
- 2) Where can you buy a shaving set?  
A. the men's toiletries department      C. the cosmetics department  
B. the housewares department              D. the menswear department
- 3) Which department can you buy a sofa in?  
A. the housewares department      C. the home furnishings department  
B. the luggage department              D. the customer service department
- 4) Where can you complain about your charge account?  
A. the menswear department      C. the bedding department  
B. the stationery department              D. the accounting department
- 5) Where do you look for jogging shoes?  
A. the housewares department      C. the luggage department  
B. the menswear department              D. the sportswear department

### 2. Tell whether the following statements are true or false:

- 1) A department store usually sells most kinds of things a customer may need.  
True \_\_\_\_\_ False \_\_\_\_\_
- 2) The goods are shown in many different departments.  
True \_\_\_\_\_ False \_\_\_\_\_
- 3) The salespeople in department stores are often very rude.  
True \_\_\_\_\_ False \_\_\_\_\_
- 4) You can bargain with the salespersons and get a lower price.  
True \_\_\_\_\_ False \_\_\_\_\_
- 5) You don't have to pay tax on any of your purchases in a department store in the U.S.  
True \_\_\_\_\_ False \_\_\_\_\_
- 6) The department stores are ready accept returned purchases as a



rule.

True \_\_\_\_\_

False \_\_\_\_\_

7) The stores would rather make cash refunds than an exchange.

True \_\_\_\_\_

False \_\_\_\_\_

8) When you ask for an exchange, you must show proof of purchase.

True \_\_\_\_\_

False \_\_\_\_\_

9) Many department stores prefer to give a credit slip to the customer instead of giving a cash refund.

True \_\_\_\_\_

False \_\_\_\_\_

10) For better service, you should give the salesperson a good tip.

True \_\_\_\_\_

False \_\_\_\_\_

**3. Fill in the blanks with the right words or phrases from the list below :**

push, salespersons, merchandise, lines, convenient,  
show, small, customers, express, department store

- 1) A \_\_\_\_\_ usually sells a greater variety of goods than a supermarket.
- 2) However, the \_\_\_\_\_ in a supermarket is often less expensive than that in a department store.
- 3) In a supermarket, the \_\_\_\_\_ serve themselves. They take what they need from the shelves and put them in a little cart.
- 4) Then they \_\_\_\_\_ the carts to the check-out point and wait in line.
- 5) During rush hours the \_\_\_\_\_ may be very long, and the wait may become boring.
- 6) There are \_\_\_\_\_ lines, where customers with a few items of purchase may get through quickly.
- 7) In a department store, the customers are served by \_\_\_\_\_.
- 8) They \_\_\_\_\_ the merchandise to the customers, answer their questions, and help them in many ways.
- 9) Department stores and supermarkets are all big and very \_\_\_\_\_.
- 10) But the most convenient of them all are the \_\_\_\_\_ grocery stores and drug stores in every neighborhood.

**4. Ask questions about the following statements as shown in**