

略颂 编著

背88个短语掌握 电话英语

随身装小教材

商务英语系列

〔给繁忙的商务人士随身携带
背88个高频短语，让电话英语超自信〕



← 随书附送光盘

★ 对于大部分中国人来说，用英文打电话是一项挑战。虽然学习英语多年，但常会出现听不清、说不出、不知如何通过电话与人交流的问题。其实电话英语有许多高频短语，只要背诵这些短语，英语的使用技巧就会增强。

★ 本书设计轻便小巧，便于随身携带，供商务人士忙里偷闲翻阅。内容包括六个部分：基础交流、信息传递、留言、会面安排、投诉与问题解决和电话洽谈。

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前 言

对于大部分中国人来说，用英语打电话是一个挑战。虽然学习英语多年，但常会出现听不清、说不出、不知如何通过电话与人交流的问题。

一位刚被某跨国公司录用的应届毕业生小王曾对我讲述了自己第一天上班接听电话的尴尬经历。办公室电话铃声响起，本想满怀热情地接听电话的她，面对对方的英语发问，脑中顿时一片空白，不知如何作答，最后只能将电话传给临座的同事接听。其实小王的英语基础很好，但是电话英语交流方面的知识却非常欠缺。

或许您也有似曾相识的经历，正苦于寻找一本好书，借以提高自己的英语技能，摆脱目前尴尬的境遇。《背 88 个短语掌握电话英语》恰好是为您量身定做的。本书提炼出基础交流、信息传递、留言、会面安排、投诉与问题解决和电话洽谈中出现频率最高的句子，只要背诵这些短语，就能立竿见影地提高驾驭电话英语的水平。

《背 88 个短语掌握电话英语》是“随身装小教材”系列图书之一。本套图书内容翔实，轻便小巧，便于携带。既可供商务人士、外事工作者、科技人员忙里偷闲翻阅，也可让读者尽情享受随时随地学习英语的乐趣。

编者

2008 年 4 月于北京

使用说明

为了让读者最大限度地节约时间，提高学习效率，我们对本书进行了整体设计。

本书轻便小巧，便于携带，符合现代人快节奏的生活方式，让读者随时随地享受学习英语的乐趣。

全书分六部分，每一部分相互独立。读者不必依次阅读，可以直接跳到最感兴趣的部分阅读。

每个部分的结构如下：



表示“欢迎您”。图标下的内容是读者进入学习的热身练习。



表示“请注意”。图标下的内容是常用语境和重点背诵短句。



表示“一点亮”。图标下的内容是表达某一语境所必备的知识，以及更多的常用短语，供读者举一反三。



· 1 · 2 · 3 · 4 · 5 · 6 · 7 为了提供更多记忆短语的机会，我们在每页下设计了一个小练习。根据科学记忆法中反复加深的原则，我们建议读者在不同时间分别将该练习做 7 次，每次练习后在相应的数字上划勾。

此外，我们在每部分结束之前还配有自测题和答案，供读者检测学习结果。

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W W W dot ABC hyphen XYZ hyphen 123 dot com

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1. 基础交流



put me through / extension / ask / speak / hold on / catch /
calling / speaking / bad line / available / call back

1. Could you _____ to the Sales Department, please?
2. ABC Ltd. Tom Johnson _____.
3. May I just _____ what it's about?
4. Can you _____ a moment, please?
5. I'm _____ about the appointment with Mr. Brown.
6. Could I have _____ 3006?
7. He is not _____ right now.
8. I'd like to _____ to Mr. Brown, please?
9. Sorry, this is a really _____. I didn't _____ the last part.
10. Would you like to _____ later?

请选词填空，完成以上常用电话基础交流的表达句式。



自我介绍（打电话）

This is Mei Du from XXX Ltd.

我是 XXX 有限公司的杜梅。



商务电话的接打方式不同于私人电话，应在接通电话时说出自己的姓名及所属公司、企业或机构的名称。

面对不同的接电话人，自我介绍的方式也略有不同，可参考下表进行自我介绍：

名 称	常用句式
不知道接电话人的姓名	This is Mei Du.
知道接电话人的姓名	It's Mei Du here.

特别需要指出的是，“Here is Mei Du.”是错误的表达方式。



• 1 • 2 • 3 • 4 • 5 • 6 • 7

将下列单词或短语按正确的顺序排列成一个句子。

XXX Ltd. / is / from / this / Mei Du

This