

Practical English for International Executives



# 实战商务英语听说

## ENGLISH ON BUSINESS

[英] G. 李 T. 绍耐 编著



兴界图书出版公司

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[英] G. 李    T. 绍耐    编著  
      陈庆柏    陈 琨    译注

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Gerald Lees & Tony Thorne

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## 译注者的几点简要说明

经过两个多月的紧张工作，由我和陈琨译注的《实战商务英语听说》终于完成，与大家见面。为了使读者更好地使用这本书，我们特作以下几点说明：

### 1. 有关本书的内容

本书共有 10 个单元。收入的内容包括一般外贸公司管理人员应该能对付的各种情况，如：到国外出差（包括到达后通过海关、问路、要出租车等），与国外客户联系，主持销售会议，订合同需要知道的一些必要知识，如国际贸易价格的全部术语，公司金融问题（如：付款方式等），生产会议，谈公司发展计划和发生的变化，公司经理如何应付业余时间中的各种社交活动（包括接受或拒绝邀请、在餐桌上如何订饭、应该说些什么、怎样付帐……），与客户保持联系，和如何解决公司面临的问题（产品问题、付款问题以及股市的上扬与下跌等）

### 2. 有关本书的特点

本书有以下几个明显特点：

其一，便于自学。全书内容都是贯穿在各个单元的若干练习之中。练习是多种多样的，有的是填空（包括语法点），有的让你听有关录音后口头回答，有的让你根据列出两栏的若干句子或段落，将两边内容相似的部分进行配对，有的则将一些短语表达方法列出，让你用它们来谈有关列出的情景……为便于你的检查，每个单元都有总复习和附有各个练习的答案，即使没有老师，也能对你所做练习的成绩作出自评。

其二，对国际贸易的一些深奥知识有深入浅出的解释。在学习英语国际贸易法时，“国际贸易术语解释通则”〔International Rules for the Interpretation of Terms (Incoterms)〕这一部分是很难懂的。但在本书中，作者用了很浅显易懂的语言，非常简洁地将许多常用术语作了解释。此外还对“技术转让”等新名词作了同样易懂的解释。

其三，有英式英语和美式英语的比较。如在社交活动中回答别人感谢时，英国人说“Don't mention it!（不用客气!）”或是“not at all!（别谢!）”而美国人用“You're welcome!（不必感谢!）”说“给我打电话”时，英国人用“Ring me!”而美国人用“Call me!”这是举的一般社交活动中英式英语和美式英语的区别。在其他方面如：当作者谈公司财务时，作者介绍了英语对“应付帐款”“应收帐款”的不同表达方法，前者用 creditor 和 debtor，后者则用 accounts payable 和 accounts receivable。这样的例子很多。为便于查找，作者在书的最后部分对英式英语和美式英语的区别作了一个总结。（详见第 10 单元后的总结）

其四，将提高英语技能与国际贸易知识有机地融为一体。我们国家在英语学习

方面的一个最大的缺点就是专业知识传授与英语学习两者相分离。这就是教改中大家常常提到的“两张皮分家现象”。这本英语书虽然是国际贸易英语中的初级部分，但它自始至终贯穿了对从事外贸工作的管理人员应该了解的一些基本外贸知识的介绍。如：怎样与国外客户联系？如何订立国际贸易合同？国际贸易中通常使用的付款方式有哪些？在使用这些付款方式（现金订货，记帐，汇票和信用证）时应注意哪些问题？如何主持董事会会议？等等；读者在学完此书后，不仅能在听、说、写、读、译五能方面有提高，同时也学习了一些国际贸易和外贸企业管理的基本知识，从而收到“一举两得”的功效。

### 3. 有关适用对象

从上述所谈内容与特点看，我们认为这本书特别适合下列两类人：

- 1) 原本在大学没有学过国际贸易，现在正在外贸公司工作或准备到外贸公司工作的同志。
- 2) 英语基础较弱的各外贸公司的现职管理人员。尤其是那些非英语专业毕业的外贸公司的管理人员。

# CONTENTS

	<b>Page</b>
<b>Introduction</b>	4
<b>Unit 1</b> Arrivals	7
<b>Unit 2</b> Making contact	22
<b>Unit 3</b> The sales meeting	38
<b>Unit 4</b> Terms and contracts	64
<b>Unit 5</b> Finance	77
<b>Unit 6</b> The production meeting	94
<b>Unit 7</b> Talking about companies	114
<b>Unit 8</b> After hours	141
<b>Unit 9</b> Keeping in touch	157
<b>Unit 10</b> Sorting out problems	171
<b>Summary of structures</b>	187
<b>Datafiles</b> Numbers; British and American English; Graphs	190
<b>Index</b>	192

# Introduction

How can I use this language pack?

**You can use it in three ways:**

- 1 To prepare for a certain situation: for example, making a presentation in English. In this case, use the **Index** on page 192 to find the pages about presentations. Exercises and Datafiles will help you prepare your presentation.
- 2 For reference: for example, a language point such as the passive form.  
In this case, use the **Index** to find the pages where the passive form is explained and practised.  
Language structures also appear in the **Summary of structures** on pages 187 to 189. Numbers, graphs and American terms also have special reference sections, see pages 190 and 191.
- 3 As a business language course.  
By working through the exercises and Datafiles in Units 1 to 10, you will:
  - cover a wide range of business situations;
  - meet and revise all the language points in the pack.

What is in a Unit?

**Exercises** Some exercises deal with language points (such as the passive form), and others give you practice in a situation (such as making a presentation). In all the exercises, you must **use** your English.

**Datafiles** Datafiles are for you to read and understand. They are about business situations, and are useful for reference. Datafiles are accompanied by exercises on the same situation.

**Progress check** This is a short test at the end of each unit.

**Answers** Here you will find answers for all the exercises in the unit, and for the Progress check.

**Try it yourself** This is an invitation to practise your English **without** the book. Cassette 2, side 2 has been prepared specially for this (see **What is 'Try it yourself'?**).



What are the exercises like?

Each one has a number and title

Sometimes a language point is introduced, in a **language input** box.

**Exercise 5** The social programme (US: program)

**Language input** When we talk about arrangements we have made for the near future we use the present continuous tense.  
**Example** I am going to the opera tomorrow night.

  Ronald Barret is talking about the social programme arranged for him and his colleagues during his visit to Federal Consolidated in New York. Underline the verbs in the present continuous.

'Well, on Monday night we're all having dinner together at the Stork Club to sort of get to know each other; the next evening we're

Then you are told how to do the exercise. Sometimes you are asked to write words or numbers in your book. At other times, you must practise by saying the words or numbers aloud.

How do I use the cassettes with the book?

Some exercises in the book have a cassette symbol. This means that a part of that exercise is on the cassette. These exercises also have an empty cassette box. In this box you should write the number shown on the counter of your tape recorder when this exercise begins (for example, 098). This will help you find the exercise easily next time. (At the very start of your cassette, put the counter to 000.)



Using the cassette:

- 1 Read the exercise instructions in your book.
- 2 Start the cassette. Each exercise begins with the unit and exercise numbers.
- 3 If you have to speak with the cassette, you will hear a short signal telling you when to do so.

**Practice with numbers** At the end of the recorded material for each unit, there is a short exercise which appears on the cassette only. These exercises will help you practise using numbers in the context of each unit. Instructions and answers are given on the tape.

May I stop the cassette?

Of course! It is sometimes useful to stop the cassette and listen again to a section which you find difficult. Listen to the words before and after the difficult part and try to imagine its possible meanings for yourself.

If you are still in difficulty with a section on the cassette, look at the **Tapescript** which follows the exercise in the book. This shows you everything which is on the cassette for that exercise – but try



not to look at it unless it is absolutely necessary! For some exercises, you may need to practise a few times. It is not possible to do every exercise correctly the first time, so do not worry if it seems difficult at first. Continue practising until you can do the exercise without stopping your machine.

What is 'Try it yourself'?

**Try it yourself** is the chance to practise your English without the book, using cassette 2, side 2. You can do this at home, in the car or during a journey by air or rail.

Cassette 2, side 2 is in ten sections. The first section contains situations and language points from Unit 1 of the book, and so on for Units 2 to 10. The ten sections together take you on a journey: you travel, telephone and meet people, have business discussions and social conversations, and keep in contact with them after your return home.

There are no instructions for **Try it yourself** in the book. Instead, a voice on the cassette gives you the situation and tells you what you must do, and when to speak. This time, there is no tapescript to help you, but you can of course stop your machine and keep practising, until you can do a section without stopping.

Cassette 2, side 2, may be used one section at a time, after doing the corresponding unit in the books; or, some or all of the sections can be used together, for revision.

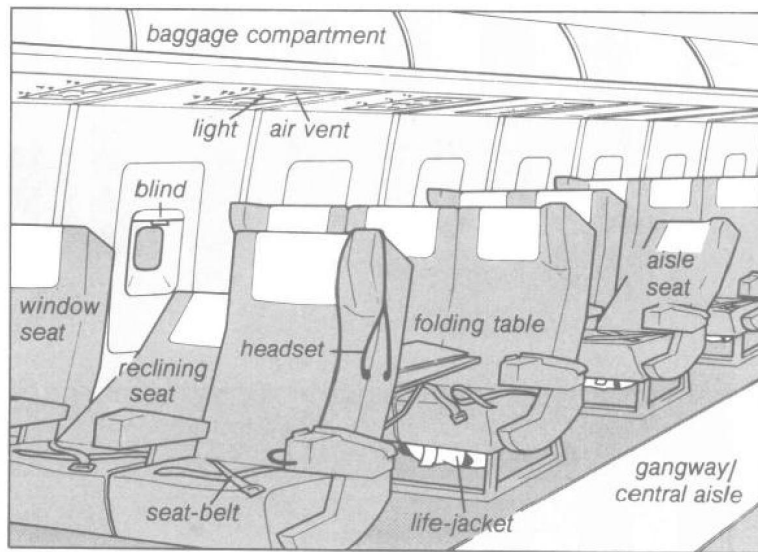
# UNIT 1 ARRIVALS



## AGENDA

	<b>Situations</b>	<b>Action</b>
<b>On the plane</b>	Asking for things Making conversation	Exercise 1 Exercises 2, 3 and 4
<b>At the airport</b>	Going through the airport Customs Changing your reservation Asking the way Following directions Taxis Trains and buses	Exercise 5 Datafile: Customs  Exercise 6 Exercise 7 Exercise 8 Exercise 9 Exercise 10
<b>At the hotel</b>	Checking in Your room  Problems Phoning home	Exercise 11 Datafile: Hotels Exercise 12 Exercise 13 Exercises 14 and 15
<b>Progress check</b> <b>Answers</b> <b>Try it yourself</b>		

## On the plane



### Exercise 1 Asking for things

**Language input** If you want something or want to stop someone, say: **Excuse me, ...** To ask for something, say: **May I ... ?** (very polite) / **Could I ... ?** (polite)  
**Example** Excuse me, may I smoke now?  
 Excuse me, could I have a newspaper, please?

How would you ask for these things?



#### Other things you might want:

an in-flight magazine  
 a tissue  
 another blanket  
 a headset  
 a sleeping pill

#### Or might want to do:

borrow a pen  
 change seats  
 visit the flight deck  
 watch a film  
 buy some duty-free perfume

**Exercise 2** Making conversation

Complete the following dialogue using the expressions below.

Do you speak English?

Where are you from?

Ah-ha! Is this business or pleasure?

And how long are you going for?

Is this your first visit to New York?

What do you do? I mean, who do you work for?

Ah-ha! You know, your English is really very good.

No, I mean it. You know, after a few days, when you ...

**Expressions** (not in order):

Yes, it is.

or

No, it isn't. I know New York a little.

I'm from Nigeria/France/etc.

or

I'm Nigerian/French/etc.

For a few days/a week or so/a couple of months.

A little.

It's kind of you to say so.

I work for ...

or

I have my own firm.

It's a business trip.

or

I'm on business.

**Exercise 3** Were you right?

Check your answers to Exercise 2 by listening to the dialogue on your cassette.

**Exercise 4** Now you do it!

On the cassette you will hear the other passenger speaking to you, and you must answer her questions. Practise until you can do this without looking at the dialogue above and without stopping your machine.

# At the airport

## Exercise 5 Going through the airport

Use these pages to check you know all the terms you may need for your flight. First, study the pictures and the notes below them. Then read the Language input and complete the sentences which follow.

DEPARTURES					
TIME	TO	FLIGHT	GATE	REMARKS	BOARDING
16:20	BROKEI	81 426	C45	DEPARTED	
17:40	KUALA LUMPUR	MH 672	C33		
16:35	PEWANG	MH 812	C41	DEPARTED	
16:12	JAKARTA	SR 188	B23	DEPARTED	
17:00	BANGKOK	SG 02	B25	CONFIRMED	
17:45	KUALA LUMPUR	SG 110	B27	CONFIRMED	
18:30	KUALA LUMPUR	MH 084	C43		
20:45	KUALA LUMPUR	MH 084	C33		
20:20	BELGRADE	JU 901	B27		

departure board  
international/domestic flights  
cancelled: the flight will not take place  
delayed: late



go through departures  
go to passport control



go to the departure lounge  
buy presents from the duty-free shop—  
wines, perfume, cigarettes, spirits



go to the check-in desk  
check in your baggage  
pay an excess baggage charge  
smoking or non-smoking?

go to the boarding gate  
show your boarding pass

**Language input** If you have no choice, you can say: I have to ... or I must ...  
Example I have to go to the check-in desk.  
I have to go through Customs.  
Passengers have to go to passport control.



fasten/unfasten your seat-belt  
take off/landing  
the plane takes off  
the plane lands on time  
the flight is 30 minutes late



transfer passengers (changing flights)  
go to the transfer/transit lounge  
go to passport control/immigration



go to the baggage reclaim  
go to carousel 3  
your luggage is on the conveyor belt  
the suitcase is broken



go through Customs  
goods to declare  
nothing to declare



time difference  
Singapore is eleven hours behind New York  
London is five hours ahead of New York  
put your watch back/forward

Use **have to** and some of the terms on pages 10 and 11 to complete the following sentences. Example **To know whether your flight is delayed, you have to look at the departure board.**

- a) At check-in, you \_\_\_\_\_.
- b) At departures, you \_\_\_\_\_.
- c) At the boarding gate, you \_\_\_\_\_.
- d) When they leave the plane, transfer passengers \_\_\_\_\_.
- e) If you wish to declare goods, you \_\_\_\_\_.
- f) To collect their baggage, passengers \_\_\_\_\_.
- g) If there is a time difference, you \_\_\_\_\_ back or forward.

## Datafile: Customs

At Customs, you have to pass through

### Goods to Declare



Have you got more than the allowance?

What excess items do you have?

You have to pay duty on the excess.

You have to have a Customs declaration for these commercial samples.

### or Nothing to Declare

Would you open this case, please?

I'm afraid you're over the allowance.

You say you bought it at home; may I see the invoice?

How long are you staying in this country?

Are you here on business or for pleasure?



## Exercise 6 Changing your reservation

**Language input** To say what you want begin: **I'd like . . .**

Example **I'd like an earlier flight.**

**I'd like to change my reservation.**

When changing your reservation, you may want **an earlier flight/a later flight/to change class** (first, business, economy). You may have **an open return** (valid for 12 months) and want to make a **firm booking** (US: reservation).

Example Your return ticket is for 1400 on 10 August. You want to leave earlier on the same day. What would you say? **I'd like to change my reservation. I'd like an earlier flight, please.**

Now you try:

- a) Your return ticket is an open one (valid for a year). You want to make a firm booking for 10 August. What would you say?
- 
- b) Your reservation is for 1400 on 3 September. You would like to stay in New York for an extra day.
- 
- c) Your reservation is tourist class. You would like to reserve business class for the return journey.
- 
- d) Your return flight is for 1300 on 10 April. You would like to return in the evening, on 9 April.
- 

- e) Your reservation:  
(Y = economy class  
B = business class)

FROM	TO	AIRLINE	FLIGHT	CLASS	DATE	TIME
LONDON	HR	BA	309	Y	07 AUG	10 15
NYC	KENNEDY	BA	520	Y	12 AUG	12 00
LONDON	HR					

What you want:

FROM	TO	AIRLINE	FLIGHT	CLASS	DATE	TIME
LONDON	HR	BA	309	Y	07 AUG	10 15
NYC	KENNEDY	BA	519	B	13 AUG	09 00
LONDON						

Can you change the reservation?

---

**Note** If the flight you want is **fully booked** (no free seats), you can ask to be **on stand-by** (on the waiting list). If you are lucky, there will be **cancellations** (passengers who do not fly, so a seat becomes available for you).



**Exercise 7** Asking the way

**Language input** To ask the way, you say: **Could you tell me where . . . ?**  
**Example** **Could you tell me where the cafeteria is, please?**  
**Could you tell me where the telephones are, please?**

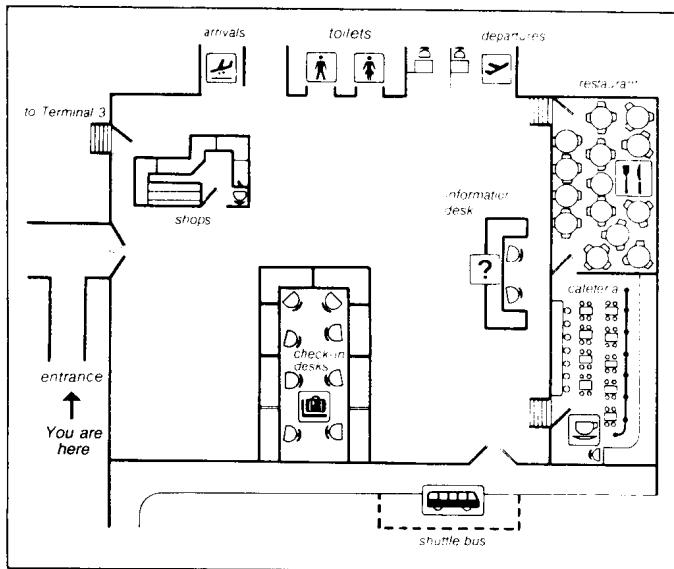
How would you ask the way to the following?

 toilets	 information desk	 car hire office	 departures
 restaurant	 post office	 helicopter shuttle	 left luggage office
 taxi	 bank	 telephone	 bus terminal

**Exercise 8** Following directions



Below is the plan of an airport terminal. Starting at the entrance, follow the directions on your cassette and then write the places where you go in the spaces beside the plan.



- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_
- e) \_\_\_\_\_

