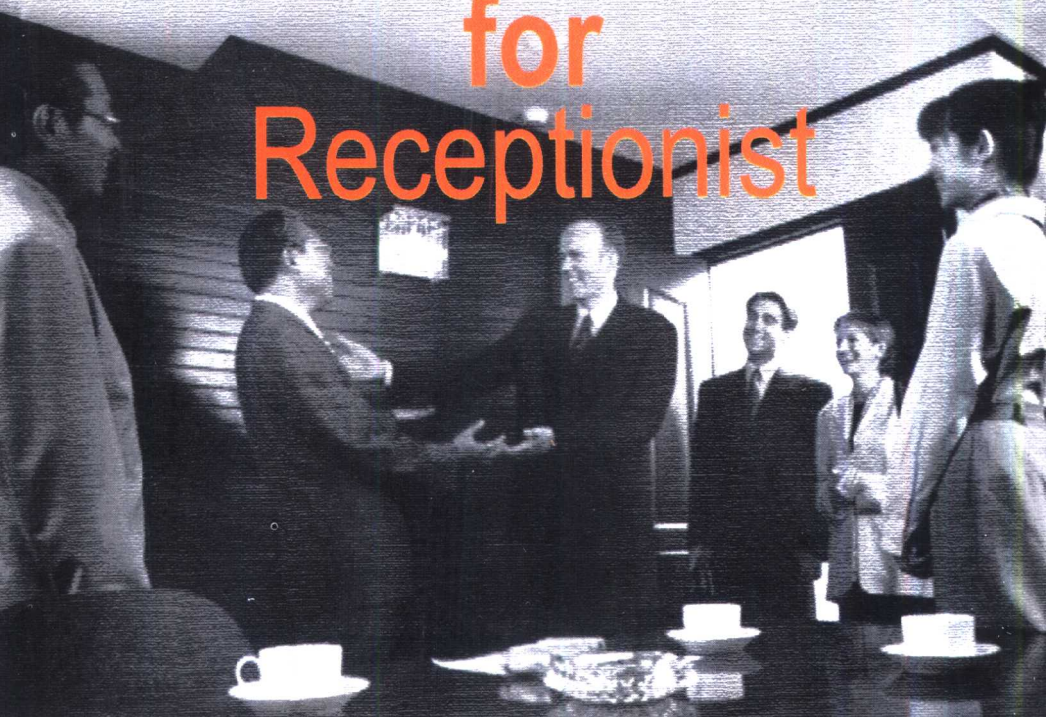


实用客户 接待英语

■ 短时间，高效率的工作手册，是
商务、行销人员的一级好帮手。

Applied English for Receptionist



Language Research Library

实用客户接待英语

Applied English for Receptionist

赵擎天/编著



中国纺织出版社

图书在版编目(CIP)数据

实用客户接待英语/赵擎天编著. —北京:中国纺织出版社, 2003.1

(语研书库)

ISBN 7-5064-2460-6/H·0067

I. 实… II. 赵… III. 商务—英语—口语 IV. H319.9

中国版本图书馆 CIP 数据核字(2002)第 084493 号

责任编辑:王学军 特约编辑:吴 宁 王 颖
责任印制:刘 强

中国纺织出版社出版发行

地址:北京东直门南大街 6 号

<http://www.c-textilep.com>

e-mail:faxing@c-textilep.com

邮政编码:100027 电话:010—64160816

北京宏飞印刷厂印刷 各地新华书店经销

2003 年 1 月第 1 版第 1 次印刷

开本:889×1194 1/32 印张:12.75

字数:270 千字 印数:1—6000 定价:26.00

凡购本书,如有缺页、倒页、脱页,由本社发行部调换

快意阅读 · 即学即用

■考量时代新鲜人的需求，资料针对性强，内容丰富，旁征博引，编排务实并以简短、口语性强的精华语句，循序渐进。

现在，只花最少的时间，你就能说一口时髦流利的英语。



前言

同外国客户谈生意,是一种双向的交流,自然要用流利的英语沟通。试想:一口结结巴巴、支离破碎的英语,不但会增添沟通上的困扰,还会引起误解,从而招致意想不到的严重损失。为此,我们特地编写了这本《实用客户接待英语》,旨在满足广大商务人员的需求,使其提高这方面的英语会话能力,成为驰骋商场的行家里手。

本书由4篇18章构成,内容包括迎接客户、会见客户、介绍推销产品、参观工厂、商谈价格、顺利签约等,把有关的商业知识浓缩成为生动逼真、好学好用的精华短句及情景对话,并提供最实用的商业术语与词汇,使读者能够学以致用,事半功倍。

此外,在每章的开始还介绍一些商贸方面的常识及接待客户的基本礼仪,让读者了解同外国客户做生意时应掌握的基本商务知识及与之打交道应注意的礼节,从而使其成为既有娴熟的英语会话能力又具有丰富的商务知识的专业人才。

编者

2002年10月

目 录

第一篇 初次接触

第 一 章	A Call from a Buyer	
	客户来电	3
第 二 章	Picking up a Buyer	
	接 客 户	29
第 三 章	A New Business Contact	
	会见客户	53

第二篇 商务交涉

第 四 章	Describing Products	
	介绍产品	87
第 五 章	Showroom Guide	
	参观产品陈列室	109

第 六 章	Factory Tour	
	参观工厂·····	127
第 七 章	Price Negotiation	
	商谈价格·····	149

第三篇 订立协议

第 八 章	Packing & Transportation	
	包装与运输·····	175
第 九 章	Delivery & Shipment	
	交货与装运·····	195
第 十 章	Terms of Payment	
	付款条件·····	219
第十一章	Commission & Discount	
	佣金与折扣·····	241
第十二章	Insurance & Inspection	
	保险与商检·····	267
第十三章	Signing a Contract	
	签订合同·····	299
第十四章	Complaint & Claim	
	投诉与索赔·····	317

第四篇 款待客户

第十五章	Meals	
	餐饮.....	337
第十六章	Recreation	
	娱乐.....	367
第十七章	Sightseeing	
	观光.....	381
第十八章	Shopping	
	购物.....	391

第一篇 初次接触

Chapter One

第一章

A Call from a Buyer

客户来电

接电话时,由于无法看到对方的容貌、表情,只能听到对方的声音,因此对声音的敏感度就格外重要。对在外贸等部门工作的职员来说,接听外国客户打来的电话是家常便饭。

有的人一听到话筒传来的“Hello”的声音,常常会变得紧张,其原因一方面是怕听不太懂,另一方面是怕赶不上对方说话的速度,因而造成沟通不畅的情况产生。若想克服这种恐惧感,首先,必须要把“听不懂很丢脸”的念头丢掉才行。

当你赶不上对方说话的速度时,可以婉转地说:

I'm sorry I can't follow you. Would you repeat it?

抱歉,我跟不上你。你愿意再说一遍吗?

I couldn't catch you. Would you speak more slowly?

我跟不上你。你愿意讲慢一点吗?

万一周围环境太吵,以至于无法听清楚对方说话时,如果你说的是:Will you speak more clearly? (你能不能讲清楚点?)也

许自尊心强的外国客户听来,可能会感到不高兴,因为用“clear”这个字,意思是对方讲话不够清楚。此时不妨改用以下说法,较为合适:

Would you speak more loudly, please?

我听不见你说的话。你愿意讲大点声音吗?

当你忙得不可开交,却接到一通冗长的电话时,可以用

Thank you for calling.

谢谢你打来电话。

I wish we could talk longer, but I have kept my visitor waiting.

我希望我们能够谈一会儿,但我已经让来客久等了。

之类的句子,来表示“Good-bye”的意思,使对方了解到谈话应该结束,同时也不会显得没有礼貌。

A Typical Sentences (精华短句)

1. Hello, this is ××× Company. Speaking.

喂(你好),×××公司。请讲。

2. ABC Company. Good morning.

(这里是)ABC公司。早上好。

3. Who is calling, please?

= May I ask your name?

= May I have your name, please?

= Who am I speaking to?

请问你是哪位?

4. May I speak to Mr. Cowley, please?

= I'd like to speak to Mr. Cowley.

= Mr. Cowley, please.

请找考利先生接电话。

5. Would you give me the Overseas Department?

= Overseas Department, please.

= Would you please transfer me to the Overseas Department?

= Could you connect me with the Overseas Department?

请接海外部。

6. Could you speak more slowly(loudly), please?

请说慢(大声)些。

7. Could you say it again, please?

= I beg your pardon?

请再说一遍。

8. One moment, please.

= Just a moment, please.

= Please wait for a moment.

= Please hold the line a moment.

= Please stay on the line.

请稍等。

9. Just a moment, please. I'll call her.

请稍等,我去叫她。

10. Hold on, please, I'll get her for you.

请稍候,我去找她。

11. I see, I will transfer your phone to customer service.

实用客户接待英语

知道了,我替你转接客户服务部。

12. This is Mary Zhang of Customer Service, thank you for your patience.

我是客户部张玛丽,让你久等了。

13. Who do you want to speak to?

= To whom would you like to speak?

请问你找哪位?

14. I'm sorry Mr. Robert is not in the office.

对不起,罗伯特先生不在办公室。

15. I'm sorry, he is not at his desk.

= I'm sorry, he is not here right now.

= I'm awfully sorry, he is not in just now.

抱歉,他现在不在。

16. I'm afraid he's on another line. Would you mind holding?

很抱歉,他正在听别的电话,请问能否稍等一下?

17. What number are you calling?

你打的电话号码是多少?

18. I'm sorry, there's no one by that name here.

= I'm sorry, there isn't anyone named $\times \times \times$ in this office.

抱歉,这里没这个人。

19. I'm afraid you have got the wrong number.

你好像打错号码了。

20. I'm sorry you have the wrong extension. Hold on the line and

I'll transfer you to Mr. Zhao.

很遗憾,你的分机号码没拨对。请稍候,我把电话转给赵先

生。

21. We seem to have a poor connection.

电话信号不太好。

22. I'm sorry it's a bad line. Please hang up and I'll call again.

很遗憾,线路太糟了。请把电话挂了,我再给你打过来。

23. I'm sorry I can't hear you clearly. Can you hang up and call back?

对不起,我听不清。把电话挂了,然后再给我打过来,可以吗?

24. I'm afraid it's a bad connection. Can you call back?

线路太糟了。你给我打过来,好吗?

25. He is busy(tied up) at the moment.

他正忙。

He is in conference.

他在开会。

He is out of the office.

他出去了。

He has just stepped out.

他刚出去。

He is away on business.

他出差了。

26. Can I have your name and number, please?

请问你贵姓? 电话号码是多少?

27. Where can he contact you?

他该怎么与你联系?

实用客户接待英语

28. What number are you calling from, please?
请问你的号码是多少?
29. How do you spell your name?
= Could you spell your name, please?
你的姓名怎么拼写?
30. My telephone number is 3217 - 6879.
我的电话号码是 3217 - 6879。
31. Good. I'll ask her to call you as soon as she's back.
好的,她一回来,我就叫她给你打电话。
32. Right. I'll let him know when he's in.
好的,他回来时,我告诉他。
33. Fine. I'll ask her to phone you as soon as she comes in.
好,她一来,我就叫她给你回电话。
34. Could you tell me when he'll be back?
可以告诉我他什么时候回来吗?
35. Can you give me some idea what time he'll be in?
你知道他何时回来吗?
36. What time do you think he'll be back?
你认为他什么时候会回来?
37. I have something very urgent, please!
我有要紧的事,拜托!
38. I have something very urgent, could you kindly let me know
his mobile phone number?
我有很要紧的事,可不可以告诉我他的手机号码?
39. Is there any message?

= May I take a message for him?

要不要留话?

40. Please take a message for him.

请转告他。

41. Can I leave a message for him?

可以留言吗?

42. Could you let her know I called? This is Luo Gang.

请转告她我给她来过电话。我叫罗刚。

43. No, thank you. It's not urgent. I'll call back later.

不用了,谢谢,没什么急事。我等会儿再打过来。

44. Please ask him to call at 3287-6571.

请他打 3287-6571。

45. Please call back later.

= Please call again later.

请待会儿再打过来。

46. Would you like him to call you?

要不要他给你回电?

47. The line is busy.

= The line is engaged now.

电话正忙。

48. Thank you very much for calling.

感谢你打来电话。

49. Please feel free to call me again.

欢迎您再次致电。