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内容简介

"快餐英语"丛书是为满足国内有关行业从业人员在涉外接待服务中英语口语交际的需要而编写的,现推出《饭店英语情景会话》、《公关英语情景会话》和《旅游英语情景会话》三本。本套丛书的编写立足于大众化英语口语的学习内容,在编排方式上按照情景对话、难点注释、对话译文、表达荟萃的顺序编排,突出了实用性和基础性,并力求体现易学、易懂、易用的特点。

《公关英语情景会话》由接电话(Receiving a Call)、机场接人(Meeting a Guest at the Airport)、作介绍(Making an Introduction)、作日程安排(Making an Arrangement)、招待客人(Entertaining a Guest)、送别客人(Seeing off a Guest)六部分组成,基本涵盖了公关涉外接待中的常见情景和常用表达,可以满足具有初中毕业以上水平的相关从业人员在涉外公关接待中的基础表达需要。

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Receiving a Call (接电话)

Situational Dialogues(情景对话)

- Dialogue 1 Hold on, please, I'll switch you over.
- Dialogue 2 Sorry, she is on another line now.
- Dialogue 3 Would you like to leave a message?
- Dialogue 4 May I have your fax number and e-mail address?
- Dialogue 5 Can I take a message for him?
- Dialogue 6 May I know how many you intend to order?
- Dialogue 7 I'm a fraid you've dialed the wrong number.



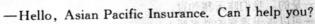
Hold on , please . I'll switch vou over.

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医公图序:业金:国验。国



- -Yes. May I speak to Mr Kang, president of your corporation? 東 古世紀以上 朝中世紀 南省
- -Are you calling him on business?
- -Yes. We had an appointment yesterday.
- -May I know your name?
- -Jony Anderson.
- -Where are you calling, please?
- -From Britain.
- -Hold on, please. I'll switch you over. Hello, president Kang, Mr Jony Anderson from Britain wants to speak to you.... you're through now, Mr Anderson. Please go ahead. Thanks, but as will be to be a common of the second

2. contention dampereday 6, hold on \$15, 2 % (3) g

3c on business # 7 # 7 ; B T. switch | swift vs. # 38

(音麗音, 概则) - continuent s continuent

(建筑、总量): 连封、资金



请稍候, 我这就

- 一您好。这里是亚洲太平洋保险公司。我能为您效劳吗?
- 一是的。我可以跟贵公司的康总裁通话吗?
- 一您是为公务给他打电话吗?
- 一是的。我们昨天预约过。
- 一可以告诉我您的姓名吗?
- 一我是乔尼·安德逊。
- 一请问您的电话从哪里打来?
- 一从英国。
- 一请稍候,我这就给您转接过去。您好,康总裁,英国的乔 尼·安德逊先生要跟您通话。……您的电话接通了,安 德逊先生。请讲吧。
- 一谢谢。

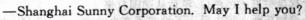
----- Notes 注释-

- 1. president / prezident/ n. 5. Britain / britan/ n. 英国 (国家)总统;(大学)校 www(其全称是 The United 事长,总经理
- 2. corporation / kxxpə'reɪʃən/ 6. hold on 坚持;继续(这里 n. 公司;企业;有限公司 (简称 corp.)
- 3. on business 为了公务;出 于公务
- 4. appointment /ə'pəɪntmənt/ (思路、话题等) n. 约会:预约

- 长,院长;(协会、商会)会 Kingdom of the Great 长,社长;(公司)总裁,董 Britain and Northern Ireland)
 - 是电话用语, 意思是"别 挂断")
 - 7. switch /'swits/ v. 接通 (电流、电话);转换,改变



Sorry, she is on another line now.



- —Yes. May I talk to Ms Wang, your general manager, please?
- -Who's calling, please?
- -Honey Babara speaking from Germany.
- —Hold the line, please. I'll see if she's in her office.... Sorry, she is on another line now. Could you leave with me your phone number? I'll tell her to call back.
- -Ok. My number is 0049-651-3567984.
- Thank you, Ms Babara. I'll tell her right now that you called.

is a won toght, a sta odw if it if Yem

She won another line was once.

ALMON L 在显为人。

-Thanks.



抱歉,她正在跟

- 一这里是上海三尼公司。我可以为您效劳吗?
- 一是的。我可以跟你们的总经理王女士通话吗?
- 一请问您是谁?
- 我是哈尼・芭芭拉,电话从德国打来。
- 一请别挂断。我去看一下她在不在办公室。……抱歉,她 正在跟别人通话。请留下您的号码好吗? 我会转告她 给您回电话。
- 一好吧,我的电话号码是0049-651-3567984。
- 一谢谢, 芭芭拉小姐。我现在就去转告她, 您来过电话。
- 一谢谢。

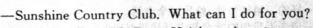
-- Notes 注释-

- 1. general manager 总经理 话。(也可以说 She's on
- 2. Who's calling, please? the phone now.) 请问您是谁?(在电话用 4. call back 回电话 May I know who's call- 息;口信 you?)
- 3. She's on another line now. 她正在跟别人通

- 语中用 Who's calling? 或 5. message/mesid3/n, 消
- ing? 但不用 Who are 6. right now 立刻; 马上 (也可以用 right away 或 at once)



Would you like to leave a message?



- -Could I talk to Mr Dong Haichu, please?
- -Sorry. Mr Dong is away on business. Would you like to leave a message?
- -Yes. Please tell him to call back.
- -May I know your name and number, please?
- -Oh, yes. I'm Peter Barton. My phone number is 4653213.
- Thank you, Mr Barton. I'll pass him the message as soon as he comes back.
- Thanks. The state of the good as go not the







- 一这里是阳光乡村俱乐部。我能为您做什么?
- 一我能跟董海初先生通话吗?
- 一抱歉。董先生出差去了。您想留个口信吗?
- 一好的。请转告他,给我回个电话。
- 一请告诉我您的姓名和电话号码好吗?
- 一哦,对了。我叫彼得·巴顿。我的电话号码是 4653213。
- 一谢谢,巴顿先生。他一回来,我就转告您留的口信。
- --谢谢。

- Notes 注释

- 1. on business 为了公务;出 于公务
- 2. leave a message 留口信
- call you up as soon as I get there. 我一到那里,

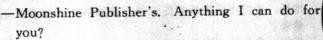
就给你打电话。)

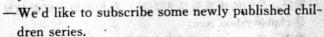
4. pass /pa:s/ v. 传递;移 交 (Would you please 3. assoon as - ······就 (I'll pass me the newspaper? 请把报纸递给我好吗?)



May I have your fax number and e-mail address?

经的证据和第二人工工程的证据





- —You have found the right publisher's. May I have your fax number and e-mail address? And I will send you our latest subscription sheet by both fax and e-mail.
- -That's fine. Our fax number is 8576347 and our e-mail address is chph@yahoo.com.
- —Thanks. Please check for the fax and the e-mail in 10 minutes and give us a feedback as soon as possible.

東京、東京(京音)を出って、東島)をAbdom Galdon は 長ま Schezon a grands 55 cm - Gilder, Fride khiq)

describe as cossible

Andrew Standard Branch Standard Standar



请告诉我您的传真写 和电子邮件地址。

- 一这里是月光出版社。我能为您做点什么?
- -我们想订一些最新出版的儿童系列丛书。
- 您算找对出版社了。请告诉我您的传真号和电子邮件 地址。我把我们最新的征订单用传真和电子邮件发送 给您。
- 一很好。我们的传真号是 8576347,我们的电子邮件地址 是 chph@yahoo. com。
- -谢谢。请在10分钟后查收传真和电子邮件,并尽快给我 们回复。

- Notes 注释-

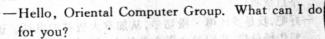
- 1. Moonshine Publisher's. 这里是月光出版社。 6. e-mail address 电子邮件 (pub-lisher's 是 publisher's 地址 house 的简略形式。)
- 2. subscribe /səb'skraib/ n. 征订;订阅 (subscripv. 订购:订阅
- 3. newly / r.ju:li/ adj. 最新 的;最近的(也可以用 latest /'leitist/)
- 4. publish /'pʌblɪʃ/ v. 出版 (publisher /'pablisə/ n. 出版商)
- 5. children's series 儿童系列

丛书

- 7. subscription / səbs krıpʃən/ tion sheet 征订单)
- 8. check /tfek/ v. 检查 (check for 查收)
- 9. feedback /'fi;dbæk/ n. (电脑用语)反馈;回复
- 10. as soon as possible 尽快 (as early as possible 尽早)



Can I take a message for him?



- -Could I speak to president Yang, please?
- —Sorry. He is not available now. He is in a conference. Could I take a message for him?
- Well, this is Roseline Thatcher calling from Canada. Please tell president Yang we have no objection to the terms and conditions of the contract for our joint venture. I'm coming to Beijing to sign the contract this Monday.
- —Yes, Ms Thatcher. I 'm coming to the airport to meet you then. Could you tell me your flight number and the arrival time?
- —Thanks. I'm arriving at 9: 30 in the morning on JAL Flight 146.
- -Okay. 9:30 in the morning, JAL Flight 146. I'll see you at the airport on Monday.

S. rerne (anaz. n. # S. 12 IAL (Japan Ardines)

6. conditions / or diseas/ H + 84 ...





- 一这里是东方电脑集团。我能为您做什么?
- 一我能跟杨总裁通话吗?
- 一抱歉。他现在没空。他在参加一个会议。我能为他接 个口信吗?
- 一好吧,我是罗丝琳·撒切尔,从加拿大拨打的电话。请 转告杨总裁,我们对合资企业的合同条款没有异议,本 周星期一我将到北京来签订合同。
- 一好的,撒切尔女士。届时我会到机场去接您。请您告诉 我您乘坐的航班号和飞机抵达时间好吗?
- 一谢谢。我乘坐的是日本航空公司的 146 航班,上午九点 半抵达。
- 一好的。日航146 航班,上午九点半抵达。星期一机场见。

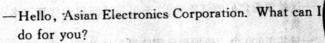
- Notes 注释-

- 1. oriental /pri'entəl/ adj. 东方的
- 2. available /ə'veiləbl/ a. 有空闲的
- 3. Canada /ˈkænədə/ n. 9. sign/saɪn/v. 签订;签署
- 4. objection /əb'dʒekʃən/ n. 反对;异议
- 5. terms /ta:mz/ n. 款项
- 6. conditions /kən'dıʃənz/

- n. 条件
- 7. contract /'kontrækt/ n. 合同
 - 8. joint venture 合资企业
- (北美洲国家)加拿大 10. flight number 航班号
 - 11. arrival time (飞机)抵达 时间
 - 12. JAL (Japan Airlines) 日本航空公司



May I know how many j you intend to order?



—We'd like to order some latest walkmans from you. And I wish to know how long does it take you for the delivery?

—It depends on the size of your order, sir. May I know how many you intend to order?

-1,000 in all. Would you please send us your latest price sheets?

-Thank you for your preference to our products, sir. May I know your telex number, please?

—Yes, it's 31258736. And we expect a prompt delivery. We'll have to call off our order if your delivery is overdue.

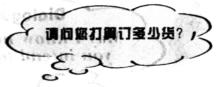
-You can count on the credit of our group, sir. I can assure you our sincerity for the cooperation.

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9 周期 - 利,强烈 拉





- 一您好,这里是亚洲电子公司。我能为您做什么?
- -我们想从贵公司订购一批最新的随身听录放机。我想 知道贵公司交货需要多久?
- 一这就要看您们的订货量了,先生。请问你们打算订多少 货?
- —总共1000个。请把贵公司的最新价目表寄来好吗?
- -感谢您对我们公司产品的青睐,先生。请问你们的传真 号是多少?
- —31258736。我们希望贵公司及时交货。如果交货超过 时限,我们将不得不取消订货。
- 一您可以完全信赖我们公司的信誉,先生。我可以向您保 证我们公司的合作诚意。

- Notes 注释-

- 1. electronics / ilek'troniks/ 传真 n. 电子学;电子产品 11. expect /iks pekt/ v. 期
- 2. order / o.də/ v. 订货; 特;希望 点菜
- 3. walkman / wo:kmən/ n. 即时的;迅速的 随身听录放机
- 4. delivery /dɪ'lɪvərɪ/ n. 交 货;邮递
- 5. depend on 依靠:取决于
- 6. intend /in'tend/ v. 打 算:有意图
- 7. in all 总共 (也可以用 in total)
- 8. price sheet 价目单
- 9. preference /'prefərəns/ n. 喜爱;偏爱
- 10. telex / teliks/ n. 申传:

- 12. prompt / prompt/ adj.
- 13. call off 取消
 - 14. overdue / ˈəʊvədjuː/ adj. 过期的;超过时限的
 - 15. count on 依赖:信赖
 - 16. credit /'kredit/ n. 信誉
 - 17. assure /əˈʃʊə/ v. 保证; 担保
 - 18. sincerity /sin'seriti/ n. 真诚;诚意
 - 19. cooperation / kəuppə rei-∫ən/n. 合作