

P.R. Reception
快餐英语丛书

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情景会话

公关英语

世图音像电子出版社
世界图书出版公司

19.9
83



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。

目 录

Receiving a Call (接电话)

Situational Dialogues (情景对话) 1

Collection of Expressions (表达荟萃) 17

Meeting a Guest at the Airport

(机场接人)

Situational Dialogues (情景对话) 21

Collection of Expressions (表达荟萃) 31

Making an Introduction (作介绍)

Situational Dialogues (情景对话) 33

Collection of Expressions (表达荟萃) 45

Making an Arrangement (日程安排)

Situational Dialogues (情景对话) 47

Collection of Expressions (表达荟萃) 57

Entertaining a Guest (招待客人)

Situational Dialogues (情景对话) 59

Collection of Expressions (表达荟萃) 71

Seeing off a Guest (送别客人)

Situational Dialogues (情景对话) 73

Collection of Expressions (表达荟萃) 81

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 afraid you've dialed the wrong number.



Dialogue 1

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

- Hello, Asian Pacific Insurance. Can I help you?
- Yes. May I speak to Mr Kang, president of your corporation?
- 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.



请稍候,我这就
给您转接过去。

- 您好。这里是亚洲太平洋保险公司。我能为您效劳吗？
—是的。我可以跟贵公司的康总裁通话吗？
—您是为公务给他打电话吗？
—是的。我们昨天预约过。
—可以告诉我您的姓名吗？
—我是乔尼·安德逊。
—请问您的电话从哪里打来？
—从英国。
—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。
—谢谢。

Notes 注释

1. president /'prezɪdənt/ *n.* (国家) 总统; (大学) 校长, 院长; (协会、商会) 会长, 社长; (公司) 总裁, 董事长, 总经理
2. corporation /ˌkɒrpə'reɪʃən/ *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'pɔɪntmənt/ *n.* 约会; 预约
5. Britain /'brɪtən/ *n.* 英国 (其全称是 The United Kingdom of the Great Britain and Northern Ireland)
6. hold on 坚持; 继续 (这里是电话用语, 意思是“别挂断”)
7. switch /'swɪtʃ/ *v.* 接通 (电流、电话); 转换, 改变 (思路、话题等)



Dialogue 2

**Sorry, she is on
another line now.**

- Shanghai Sunny Corporation. May I help you?
- 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.
- Thanks.



抱歉,她正在跟
别人通话。

- 这里是上海三尼公司。我可以为您效劳吗?
—是的。我可以跟你们的总经理王女士通话吗?
—请问您是谁?
—我是哈尼·芭芭拉,电话从德国打来。
—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。
—好吧,我的电话号码是 0049-651-3567984。
—谢谢,芭芭拉小姐。我现在就去转告她,您来过电话。
—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 |
| 语中用 Who's calling? 或 | 5. message/'mesɪdʒ/ n. 消 |
| May I know who's call- | 息;口信 |
| ing? 但不用 Who are | 6. right now 立刻;马上 |
| you?) | (也可以用 right away 或 |
| 3. She's on another line | at once) |
| now. 她正在跟别人通 | |



Dialogue 3

Would you like to leave a message?

- Sunshine Country Club. What can I do for you?
- 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.



您想留个口信吗？

- 这里是阳光乡村俱乐部。我能为您做什么？
—我能跟董海初先生通话吗？
—抱歉。董先生出差去了。您想留个口信吗？
—好的。请转告他，给我回个电话。
—请告诉我您的姓名和电话号码好吗？
—哦，对了。我叫彼得·巴顿。我的电话号码是 4653213。
—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 就给你打电话。）
于公务
2. leave a message 留口信
3. as soon as —……就 (I'll call you up as soon as I get there. 我一到那里，
4. pass /pɑ:s/ v. 传递；移交 (Would you please pass me the newspaper? 请把报纸递给我好吗?)



Dialogue 4

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

- Moonshine Publisher's. Anything I can do for you?
- We'd like to subscribe some newly published children series.
- 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.



请告诉我您的传真号
和电子邮件地址。

—这里是月光出版社。我能为您做些什么？

—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。

—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. 丛书
这里是月光出版社。(pub-lisher's 是 publisher's house 的简略形式。)
2. subscribe /səb'skraɪb/ v. 订购; 订阅
3. newly /'nju:li/ adj. 最新的; 最近的 (也可以用 latest /'leɪtɪst/)
4. publish /'pʌblɪʃ/ v. 出版 (publisher /'pʌblɪʃə/ n. 出版商)
5. children's series 儿童系列
6. e-mail address 电子邮件地址
7. subscription /səbs'krɪpʃən/ n. 征订; 订阅 (subscription sheet 征订单)
8. check /tʃek/ 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)



Dialogue 5

Can I take a message for him?

- Hello, Oriental Computer Group. What can I do for you?
- 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.



我能为他捎个口信吗？

—这里是东方电脑集团。我能为您做什么？

—我能跟杨总裁通话吗？

—抱歉。他现在没空。他在参加一个会议。我能为他接个口信吗？

—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。

—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？

—谢谢。我乘坐的是日本航空公司的 146 航班，上午九点半抵达。

—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 /'ɔ:ri'entəl/ <i>adj.</i>
东方的 | <i>n.</i> 条件 |
| 2. available /ə'veɪləbl/ <i>a.</i>
有空闲的 | 7. contract /'kɒntrækt/ <i>n.</i>
合同 |
| 3. Canada /'kænədə/ <i>n.</i>
(北美洲国家)加拿大 | 8. joint venture 合资企业 |
| 4. objection /əb'dʒekʃən/
<i>n.</i> 反对; 异议 | 9. sign /saɪn/ <i>v.</i> 签订; 签署 |
| 5. terms /tɜ:mz/ <i>n.</i> 款项 | 10. flight number 航班号 |
| 6. conditions /kən'dɪʃənz/
<i>n.</i> 条件 | 11. arrival time (飞机) 抵达时间 |
| | 12. JAL (Japan Airlines)
日本航空公司 |



Dialogue 6

**May I know how many
you intend to order?**

- Hello, Asian Electronics Corporation. What can I do for you?
- 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.



请问您打算订多少货？

- 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?
—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。
—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 /ɪlek'trɒnɪks/ <i>n.</i> 电子学;电子产品 | 传真 |
| 2. order /'ɔ:də/ <i>v.</i> 订货;
点菜 | 11. expect /ɪks'pekt/ <i>v.</i> 期待;希望 |
| 3. walkman /'wɔ:kməŋ/ <i>n.</i> 随身听录放机 | 12. prompt /prɒmpt/ <i>adj.</i> 即时的;迅速的 |
| 4. delivery /dɪ'lɪvəri/ <i>n.</i> 交货;邮递 | 13. call off 取消 |
| 5. depend on 依靠;取决于 | 14. overdue /'əʊvədju:/ <i>adj.</i> 过期的;超过时限的 |
| 6. intend /ɪn'tend/ <i>v.</i> 打算;有意图 | 15. count on 依赖;信赖 |
| 7. in all 总共(也可以用 in total) | 16. credit /'kredit/ <i>n.</i> 信誉 |
| 8. price sheet 价目单 | 17. assure /ə'ʃʊə/ <i>v.</i> 保证;担保 |
| 9. preference /'prefərəns/ <i>n.</i> 喜爱;偏爱 | 18. sincerity /sɪn'serɪti/ <i>n.</i> 真诚;诚意 |
| 10. telex /'telɪks/ <i>n.</i> 电传; | 19. cooperation /,kəʊpə'reɪʃən/ <i>n.</i> 合作 |