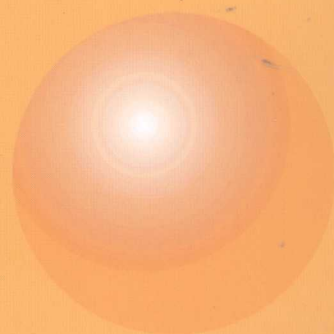




中等职业教育国家规划教材  
全国中等职业教育教材审定委员会审定

# 商务英语 听说

SHANGWU YINGYU  
TINGSHUO  
第2版



主编 车丽娟



中国财政经济出版社

中等职业教育国家规划教材

全国中等职业教育教材审定委员会审定

# 商务英语听说

图书在版编目 (CIP) 数据

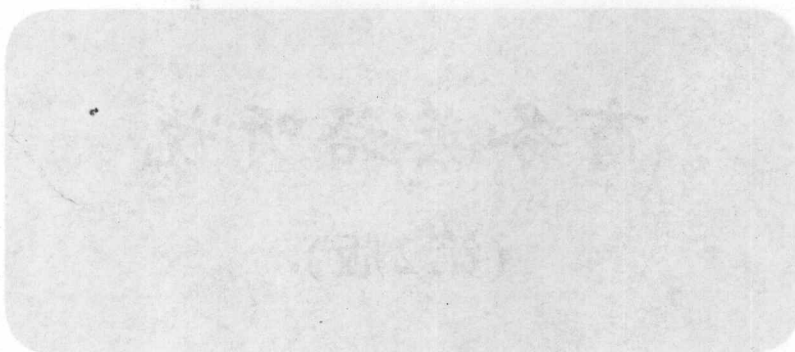
商务英语听说 / 车丽娟主编. —2 版. —北京: 中国财政经济出版社, 2007.12

中等职业教育国家规划教材

ISBN 978-7-5005-5604-6

I. 商… II. 车… III. 商务-英语-听说教学-专业学校-教材 IV. H319.9

中国版本图书馆 CIP 数据核字 (2007) 第 111930 号



车丽娟 主 编

张海燕 审 主 书 责

田正常 审 主 书 责

中国财政经济出版社出版

URL: <http://www.cfeph.cn>

E-mail: [jiaoyu@cfeph.cn](mailto:jiaoyu@cfeph.cn)

(版权所有 翻印必究)

社址: 北京市海淀区阜成路甲 28 号 邮政编码: 100036

发行电话: 88190616/54 传真: 88190655

北京财经印刷厂印刷 各地新华书店经销

787×1092 毫米 16 开 13 印张 315 000 字

2007 年 12 月第 2 版 2007 年 12 月北京第 1 次印刷

定价: 16.00 元

ISBN 978-7-5005-5604-6/H·0091

(图书出现印装问题, 本社负责调换)

# 中等职业教育国家规划教材

## 出版说明

为了贯彻《中共中央国务院关于深化教育改革全面推进素质教育的决定》精神，落实《面向 21 世纪教育振兴行动计划》中提出的职业教育课程改革和教材建设规划，根据《中等职业教育国家规划教材申报、立项及管理意见》（教职成〔2001〕1 号）的精神，教育部组织力量对实现中等职业教育培养目标和保证基本教学规格起保障作用的德育课程、文化基础课程、专业技术基础课程和 80 个重点建设专业主干课程的教材进行了规划和编写，从 2001 年秋季开学起，国家规划教材将陆续提供各类中等职业学校选用。

国家规划教材是根据教育部最新颁布的德育课程、文化基础课程、专业技术基础课程和 80 个重点建设专业主干课程的教学大纲编写而成的，并经全国中等职业教育教材审定委员会审定通过。新教材全面贯彻素质教育思想，从社会发展对高素质劳动者和中初级专门人才需要的实际出发，注重对学生的创新精神和实践能力的培养。新教材在理论体系、组织结构和阐述方法等方面均作了一些新的尝试。新教材实行一纲多本，努力为教材选用提供比较和选择，满足不同学制、不同专业和不同办学条件的教学需要。

希望各地、各部门积极推广和选用国家规划教材，并在使用过程中，注意总结经验，及时提出修改意见和建议，使之不断完善和提高。

教育部职业教育与成人教育司

2002 年 3 月

# CONTENTS

Unit 1: Introductions (介绍)	( 1 )
Unit 2: News (时事新闻)	( 7 )
Unit 3: At the Airport (在机场)	( 13 )
Unit 4: At the Hotel (在旅馆)	( 20 )
Unit 5: At a Party (在酒宴上)	( 26 )
Unit 6: At the Restaurant (饭店就餐)	( 34 )
Unit 7: Telephone (打电话)	( 42 )
Unit 8: Transportation (交通)	( 50 )
Unit 9: Sight-seeing (游览)	( 58 )
Unit 10: Shopping (购物)	( 68 )
Unit 11: Meeting and Agenda (会议及日程安排)	( 76 )
Unit 12: Company and Product Information (公司产品介绍)	( 86 )
Unit 13: Enquiry and Offer (询价与报价)	( 96 )
Unit 14: Ordering (订货)	( 105 )
Unit 15: Terms of Payment (支付条款)	( 114 )
Unit 16: Bargaining (价格磋商)	( 124 )
Unit 17: Shipment (装运)	( 132 )
Unit 18: Insurance (保险)	( 140 )
Unit 19: Packing (包装)	( 148 )
Unit 20: Claim and Settlement (索赔与处理)	( 156 )
Unit 21: Agency (代理)	( 166 )
Unit 22: Investment (投资)	( 176 )
Unit 23: Processing Trade (加工贸易)	( 186 )
Unit 24: Compensation Trade (补偿贸易)	( 192 )
后记	( 201 )

# Unit 1 Introductions (介绍)



## ② Lead in

### Etiquette in Daily Life

The most important part of etiquette involving an introduction is remembering to make the introduction. If someone you know joins your conversational group, introduce that person to the group.

Proper etiquette decrees that you first introduce a younger person to an older person, and a nonofficial person to an official person. For example, "Mr. Jones, may I present my daughter Barbara Smith. Barbara, this is my boss, Mr. Anthony Jones." Or, "Congresswoman Warren, I would like to introduce Steven Strong, who works with me at the Acme Company. Steven, this is Congresswoman Jean Warren, who

etiquette [ˈetiket] n. 礼节

involve [inˈvɒlv]

vt. 和……有关

decree [diˈkriː]

v. 要求

congresswoman

[ˈkɒŋɡreswʊmən]

n. 国会女议员

represent [ˌriːˈpriːzent]

represents this district in Washington." When introducing someone, give as much information about that person as possible.

Always shake hands when you are introduced to someone and use a firm grip. If you are seated when a newcomer enters the room, stand up to be greeted or introduced.

vt. 代表

grip [grip]

n. 紧握

greet [gri:t]

vt. 问候, 向……致意

## Speaking Activities

### Dialogue A

A: Mr. Smith, have you met Miss Wang before?

B: I don't think so.

A: Well, let me introduce you to her. Miss Wang, I'd like you to meet Mr. Smith.

B: How do you do, Miss Wang?

C: How do you do?

A: Miss Wang is a secretary at the P&G Company and Mr. Smith is a school teacher.

C: Glad to meet you.

B: Glad to meet you, too.

### Dialogue B

Mr. Chen: Good afternoon. Welcome to our company.

Smith: Good afternoon. Mr. Chen. This is Mr. Johnson, our sales manager.

Mr. Chen: We have met before. How are you, Mr. Johnson?

Johnson: Fine, what about you?

Mr. Chen: Pretty good. Nice to see you again. Would you please allow me to introduce my manager, Mr. Wang?

Smith: Nice to meet you, Mr. Wang.

Johnson: Glad to meet you, Mr. Wang.

Mr. Wang: I'm very happy to see you all. Welcome to our company.

### Words & Expressions

1. introduce [intrə'dju:s] v. 介绍

2. introduction [intrə'dʌkʃən] n. 介绍

3. secretary ['sekɹətri] n. 秘书; 书记

4. company ['kʌmpəni] n. 公司

**Notes:**

1. I don't think so. 恐怕没见过。
2. I'd like = I would like 我愿意; 我想
3. How do you do? 你好! (很正式的招呼用语, 一般用于初次见面, 双方都说这句话)
4. Glad to meet you. 见到你我很高兴。(初次认识一个人, 常用这句客套话)
5. Long time no see. 好久不见。

**Exercises****I. Make up short conversations in pairs according to the situations given.**

**Situation A:** You are flying from Beijing to Guangzhou and are sitting next to a foreigner. You introduce each other.

**Situation B:** You are late for school. Please try to explain "why" and say sorry to your teacher. At last, the teacher is happy with your explanation.

**Suggested Words & Expressions**

May I introduce _____?	I'm sorry I'm late.
Allow me to introduce _____.	Sorry to be late.
Let me introduce _____.	Sorry for being late.

**II. Complete the conversation by interpreting from Chinese into English.**

A: Good morning, Tom.

B: \_\_\_\_\_ (早上好, 玛丽, 好久不见, 你好吗?)

A: Fine, thank you. By the way, have you got a job?

B: \_\_\_\_\_ (找到了。谢谢。)

A: How do you like your new job?

B: \_\_\_\_\_ (我非常喜欢。)

A: Congratulations! I wish you success!

B: \_\_\_\_\_ (非常谢谢你。)

**III. Tell the picture with the help of the hints given.**

Venue: \_\_\_\_\_ at the school gate

Time: \_\_\_\_\_ in the morning

Characters: \_\_\_\_\_ the headmaster, Xiao Lin and Mr. Brown

Scenario: \_\_\_\_\_ Xiao Lin is introducing Mr. Brown to the headmaster

Reference Words: a new teacher; England; the headmaster; welcome



## Listening Activities

### I. Listen to the short dialog and complete the following blanks with what you've heard on the tape. Then practise it with your partner.

- A: Good afternoon, Mr. Smith .  
 B: Good \_\_\_\_\_ 1 \_\_\_\_\_, Xiao Liu. \_\_\_\_\_ 2 \_\_\_\_\_ are you ?  
 A: Fine, \_\_\_\_\_ 3 \_\_\_\_\_. And you ?  
 B: \_\_\_\_\_ 4 \_\_\_\_\_ fine, thank you .  
 A: How are \_\_\_\_\_ 5 \_\_\_\_\_ going ?  
 B: Oh, \_\_\_\_\_ 6 \_\_\_\_\_ good .  
 A: \_\_\_\_\_ 7 \_\_\_\_\_ are you going now?  
 B: I'm going to a \_\_\_\_\_ 8 \_\_\_\_\_ .  
 A: Goodbye. See you \_\_\_\_\_ 9 \_\_\_\_\_ week.  
 B: See you \_\_\_\_\_ 10 \_\_\_\_\_ .

### II. Listen and choose the best answer to each of the following statements.

- My name is Mary. I'm a \_\_\_\_\_.  
 A. student                      B. worker                      C. teacher
- \_\_\_\_\_ to meet you, Mr. Smith.  
 A. I'm pleased                      B. Very pleased                      C. It's a pleasure
- Hello, John. \_\_\_\_\_?  
 A. How do you do                      B. How are you                      C. How do you feel today

4. Helen, \_\_\_\_\_ Mr. Johnson?

- A. may I introduce      B. is that      C. would you like to meet

5. Congratulations on your \_\_\_\_\_.

- A. marriage      B. marry      C. success

6. Please don't forget to give my \_\_\_\_\_ to your parents.

- A. regard      B. regards      C. regarding

7. Take care and have a \_\_\_\_\_.

- A. good trip      B. good time      C. good play

8. My family and I will be \_\_\_\_\_ seeing you again.

- A. hoping to      B. look forward to      C. looking forward to

### III. Tell whether the following statements are true or false according to what you've heard on the tape.

- ( ) 1. Hello, Bob. How do you do ?
- ( ) 2. Mike would not like to go to the birthday party on Friday.
- ( ) 3. My sister will be introduced to you when she arrives .
- ( ) 4. Bill doesn't mind waiting for a long time.
- ( ) 5. Peter likes to help the others.
- ( ) 6. Tom has met Mrs. Judy before.
- ( ) 7. There are four people in the family excluding the youngest sister.
- ( ) 8. Mr. Chen is at work.
- ( ) 9. Mary will not go to see the film this evening.
- ( ) 10. Our visit to the Great Wall will be next week.

### IV. Spot Dictation

Spot dictation is a type of dictation in which you have to listen and complete the blanks in a passage. Here, only one word is missing in each blank. You will hear the passage twice. Repeat the passage after you've completed all the blanks.

#### Tom

Tom was \_\_\_\_\_ 1 \_\_\_\_\_ years old and he was a very naughty (顽皮的) boy. One day, after he came from \_\_\_\_\_ 2 \_\_\_\_\_, Tom's teacher \_\_\_\_\_ 3 \_\_\_\_\_ his mother on the phone, saying, "Did you know, Mrs. Smith, that Tom saved \_\_\_\_\_ 4 \_\_\_\_\_ boy when he fell into the \_\_\_\_\_ 5 \_\_\_\_\_?"

Mrs. Smith was very \_\_\_\_\_ 6 \_\_\_\_\_ when she heard this. She thought to \_\_\_\_\_ 7 \_\_\_\_\_ "Tom will certainly be a good boy." She turned to Tom and asked, "\_\_\_\_\_ 8 \_\_\_\_\_ didn't you tell me that?"

Tom didn't \_\_\_\_\_ 9 \_\_\_\_\_ happy. His face got very red, and he said, "Well, I had to pull him \_\_\_\_\_ 10 \_\_\_\_\_ of the water. It was I who pushed him into the river."

## V. Useful Expressions

Write down the sentences you hear on the tape in full, and translate them into Chinese. Each will be read twice.

1. \_\_\_\_\_  
A. marriage B. marry C. success
2. \_\_\_\_\_  
A. regard B. regards C. regarding
3. \_\_\_\_\_  
A. good trip B. good time C. good play
4. \_\_\_\_\_  
A. My family and I will be \_\_\_\_\_  
B. looking forward to \_\_\_\_\_  
C. looking forward to \_\_\_\_\_
5. \_\_\_\_\_

### III. Tell whether the following statements are true or false according to what you've

6. \_\_\_\_\_ heard on the tape.
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

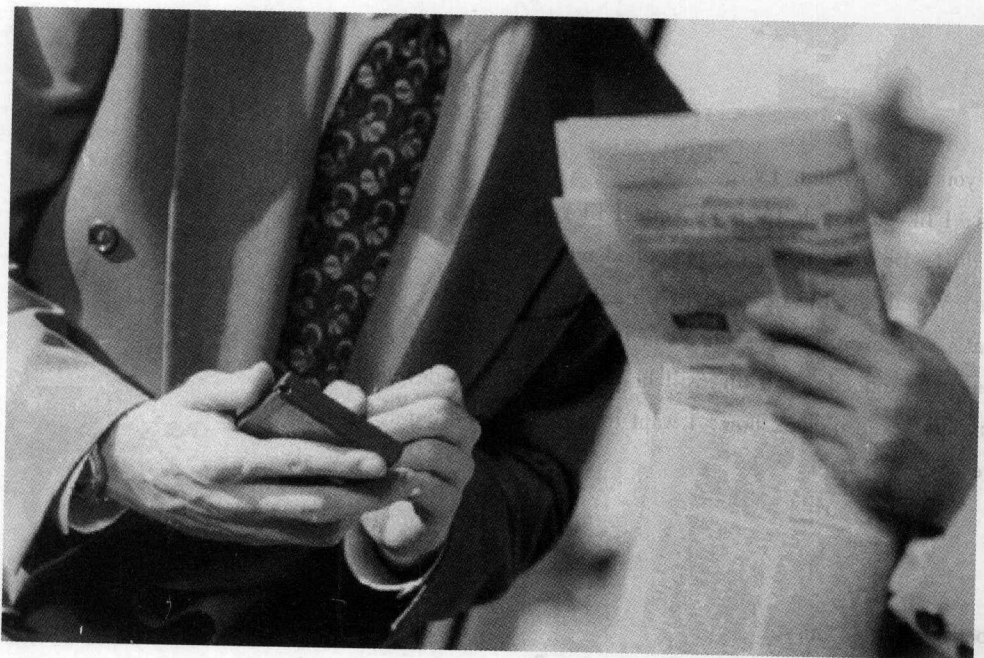
### IV. Spot Dictation

Spot dictation is a type of dictation in which you have to listen and complete the blanks in a passage. Here, only one word is missing in each blank. You will hear the passage twice. Repeat the passage after you've completed all the blanks.

Tom

Tom was \_\_\_\_\_ 1 \_\_\_\_\_ years old and he was a very naughty (淘皮的) boy. One day, after he came from \_\_\_\_\_ 2 \_\_\_\_\_, Tom's teacher \_\_\_\_\_ 3 \_\_\_\_\_ his mother on the phone, saying, "Did you know, Mrs. Smith, that Tom saved \_\_\_\_\_ 4 \_\_\_\_\_ boy when he fell into the \_\_\_\_\_ 5 \_\_\_\_\_?" Mrs. Smith was very \_\_\_\_\_ 6 \_\_\_\_\_ when she heard this. She thought to \_\_\_\_\_ 7 \_\_\_\_\_ "Tom will certainly be a good boy." She turned to Tom and asked, "\_\_\_\_\_ 8 \_\_\_\_\_ didn't you tell me that?" Tom didn't \_\_\_\_\_ 9 \_\_\_\_\_ happy. His face got very red, and he said, "Well, I had to pull him \_\_\_\_\_ 10 \_\_\_\_\_ of the water. It was I who pushed him into the river."

# Unit 2 News (时事新闻)



## Lead in

### Commercial Television

All commercial stations broadcast brief summaries of local, national, and international news every day. Also, stations often interrupt their regular program schedules to present extended coverage of special events, such as political conventions and presidential activities.

Advertising makes up an important part of commercial television. Television commercials appear between and during most programs. The vast majority of the commercials urge viewers to buy some kind of product—from dog food and hair spray, to

commercial [kə'mə:ʃəl]

adj. 商业的

interrupt [ˌɪntə'rʌpt] vt. 打断

coverage ['kʌvərɪdʒ] n. 报道

convention [kən'venʃən]

n. 大会

advertising ['ædvətaɪzɪŋ] n. 广告

urge [ɜ:ɹdʒ] vt. 催促, 力劝

candidate ['kændɪdət]

cars and insurance policies. At election time, many political candidates buy advertising time on television to ask people to vote for them. A small percentage of TV advertising provides a public service. Public service ads include messages that tell people to drive carefully and follow other safety rules. They also include announcements about local community activities.

n. 候选人

Public service ads 公益广告

community [kə'mju:nəti]

n. 社区

## Speaking Activities

### Dialogue A

A: Do you like to watch TV ?

B: Yes, I like to watch TV news, and I like to listen to the radio, too.

A: So do I. Do you know what happened recently?

B: Yes. We all got the news about China's entry into the WTO.

A: That's very exciting news for all of us.

B: Yes, it is indeed. And this will help our country to develop faster.

A: Oh, it's seven o'clock now. I want to watch today's news. Bye.

B: Bye. See you later.

### Dialogue B

A: Good morning, miss.

B: Good morning. What can I do for you, sir?

A: What's the exchange rate for US dollars today?

B: Wait a moment, please. I'll check it for you.

A: Thank you.

B: Here are the exchange rates.

A: Let me see. It's RMB 770 yuan for \$100.

B: That means one US dollar is equal to RMB 7.70 yuan.

A: OK, I see. Thank you very much.

### Words & Expressions

1. WTO (World Trade Organization) 世界贸易组织

2. exciting [ik'saitɪŋ] a. 令人兴奋的

3. develop	[di'veləp]	v. 发展
4. exchange	[iks'tʃeɪndʒ]	n. 兑换
5. rate	[reit]	n. 比率
6. equal	['i:kwəl]	a. 相等的
7. exchange rate		汇率
8. be equal to		等于

**Notes:**

1. We all got the news about China's entry into the WTO.

我们大家都知道，中国加入了世界贸易组织。

2. That's very exciting news for all of us.

对于我们大家来说这是个令人振奋的消息。

3. This will help our country to develop faster.

这将会使我们国家发展得更快。

4. What's the exchange rate for US dollars today?

今天的美元汇率是多少？

5. I'll check it for you. 我帮你查一查。

6. It's RMB 770 yuan for \$100. 100 美元可兑换 770 元人民币。

7. That means one US dollar is equal to RMB 7.70 yuan.

那就是 1 美元等于 7.70 元人民币。

**Exercises****I. Make up short conversations in pairs according to the situations given.**

**Situation A:** You are a traveler from the US. You will have to change your money into RMB. You need to sell US \$500. And you want some 100-yuan and 50-yuan notes, and some change, too.

**Situation B:** Discuss with your partner a piece of the latest news which you are interested in.

**Suggested Words & Expressions**

<p>I want to change my money into RMB.</p> <p>What's today's exchange rate?</p> <p>What currency do you have?</p> <p>What banknotes would you like?</p>	<p>What is the most interesting news?</p> <p>I like the sports news best.</p> <p>I am interested in news.</p> <p>I prefer to read the newspaper.</p>
---	--

**II. Complete the conversation by interpreting from Chinese into English.**

A: Have you read today's newspaper?

B: \_\_\_\_\_ (还没有看，有什么重要的新闻吗?)

A: Yes, China has been awarded the 2008 Olympics.

- B: \_\_\_\_\_ (真的吗? 那太好了。)
- A: It will be good for the development of our country. Do you agree with me?
- B: \_\_\_\_\_ (是的。因此, 我们一定要努力学习, 保持健康的身体。)

### III. Tell the picture with the help of the hints given.

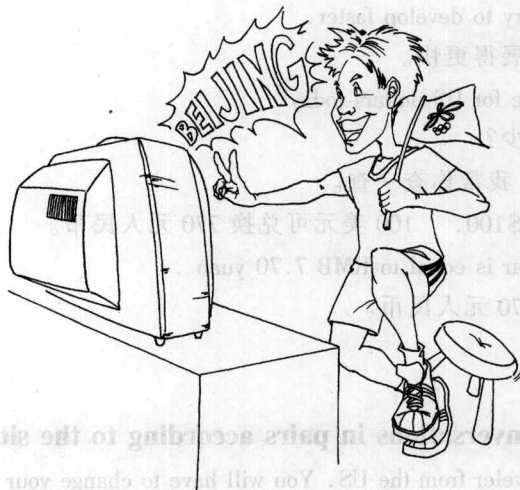
Place: \_\_\_\_\_ in Beijing

Time: \_\_\_\_\_ on July 13

Character: \_\_\_\_\_ a university student

Scenario: \_\_\_\_\_ Beijing wins the bid for hosting 2008 Olympic Games.

Reference Words: watch the news; very excited; shout; be awarded; the 2008 Olympics; help China grow fast



## Listening Activities

### I. Listen to the short dialog and complete the following blanks with what you've heard on the tape. Then practise it with your partner.

A: Richard, it's nice and \_\_\_\_\_ 1 \_\_\_\_\_ this morning, isn't it?

B: Yes, Betty. Much \_\_\_\_\_ 2 \_\_\_\_\_ than yesterday.

A: What do you think of a \_\_\_\_\_ 3 \_\_\_\_\_ to the suburbs?

B: That's a good \_\_\_\_\_ 4 \_\_\_\_\_. But what's the weather going to be \_\_\_\_\_ 5 \_\_\_\_\_ tomorrow?

A: I listened to the radio. The \_\_\_\_\_ 6 \_\_\_\_\_ forecast says it is going to be \_\_\_\_\_ 7 \_\_\_\_\_ tomorrow morning.

In the afternoon, it is going to be \_\_\_\_\_ 8 \_\_\_\_\_.

B: That's \_\_\_\_\_ 9 \_\_\_\_\_. I'll talk it \_\_\_\_\_ 10 \_\_\_\_\_ with my friend, Jim.

A: OK. See you tomorrow.

## II. Listen and choose the best answer to each of the following statements.

1. This is London. \_\_\_\_\_ hours Greenwich Mean Time, BBC World Service.  
A. 23                                      B. 22                                      C. 24
2. Good evening. I'm Larry James, bringing you \_\_\_\_\_ from the Voice of America in Washington.  
A. greetings                              B. greeting                              C. great
3. Next is a \_\_\_\_\_ from CCTV.  
A. program                              B. progress                              C. project
4. The doctors have successfully placed a mechanical heart in the body of a \_\_\_\_\_ man.  
A. 61-years-old                              B. 61 year old                              C. 61-year-old
5. Police say two gunmen have stolen about \$ \_\_\_\_\_ from the bank.  
A. 6,000,000                              B. 60,000                              C. 600,000
6. The Labor Department reports that wholesale prices increased by only \_\_\_\_\_ in April.  
A. 0.8%                                      B. 1.8%                                      C. 0.08%
7. China says its economy \_\_\_\_\_ than expected because of the government's new economic program.  
A. are growing faster                              B. is growing faster                              C. is growing fast
8. At least thirty persons have been killed and \_\_\_\_\_ 100 others injured in a strong earthquake in eastern China.  
A. less than                                      B. much than                                      C. more than

## III. Tell whether the following statements are true or false according to what you've heard on the tape.

- ( ) 1. Beijing won the bid for hosting the 2008 Olympic Games.
- ( ) 2. The newspaper says APEC meetings will take place in mid November.
- ( ) 3. The conversation is about the selling rate between Canadian dollars and US dollars.
- ( ) 4. The weather report says it's going to rain this evening.
- ( ) 5. The Afghan people will not suffer from the US air raids.
- ( ) 6. There were 50 persons who were killed in a bus accident in France.
- ( ) 7. There was a piece of news about APEC.
- ( ) 8. The man watched Channel Two CCTV last night.
- ( ) 9. The second speaker likes to listen to the radio programs.
- ( ) 10. A girl in China won the gold medal in the 3,000-metre race.

## IV. Spot Dictation

Spot dictation is a type of dictation in which you have to listen and complete the blanks in a passage. Here, only one word is missing in each blank. You will hear the passage twice. Repeat the passage after you've completed all the blanks.

## China Wins WTO Entry

China, the world's 1 populous nation, joined the World Trade Organization (WTO) on December 11, ending 15 2 of negotiations. The step offers China a new 3 at the table of nations and gives new 4 to centuries of dreams.

China's entry 5 the WTO, announced at the organization's 6 in Qatar, entitles it to the full trading rights of member 7 and regions, of which there are currently 142.

WTO membership will open 8 markets for China's rapidly expanding economy. In turn, China must make sweeping changes in nearly 9 sector of its economy, which is both the largest and the 10 growing in the developing world.

### V. Useful Expressions

Write down the sentences you hear on the tape in full, and translate them into Chinese. Each will be read twice.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

### IV. Spot Dictation

Spot dictation is a type of dictation in which you have to listen and complete the blanks in a passage. Here, only one word is missing in each blank. You will hear the passage twice. Repeat the passage after you've completed all the blanks.