

全国高职高专商务应用规划教材

陈 莉 主编

陈 睿 李艳乐
李桂红 王 丹 副主编

商务英语会话 及口译



清华大学出版社



陈 莉 主编

陈 睿 李艳乐
李桂红 王 丹 副主编

商务英语会话 及口译

清华大学出版社
北 京

内 容 简 介

本书贴近日常涉外商务活动中实际的英语需求,以实践为主,注重实用性并且针对性较强。涵盖了商务接待、商务礼仪、会展展销、业务洽谈、合作谈判等诸多方面的内容,并概要性地介绍了口译的性质、特点、标准、过程、类型、难点以及译员应具备的基本素质。在编排上以实际商务案例为背景,以工作过程为导向,以商务往来和商务谈判为内容,兼顾商务理论知识和口译技巧。本教材共分12个项目,包括“迎来送往、入住酒店、晚宴聚会接待、开幕祝词、购物、参观风景名胜、参观公司或工厂、会展产品展销介绍、产品价格洽谈、商议付款方式、销售会议”等11个具体项目以及一个综合训练。其中每个项目均以理论做支撑,围绕公司的实际商务活动展开,各个部分相辅相成,互相关联,是一本融合了商务英语会话和口译实践为一体的实用商务英语教程。

本书既是一部面向高职高专英语专业学生和教师的会话及口译的教科书,又是一部适用于涉外工作人员以及广大英语爱好者实用的参考书。

本书封面贴有清华大学出版社防伪标签,无标签者不得销售。

版权所有,侵权必究。侵权举报电话:010-62782989 13701121933

图书在版编目(CIP)数据

商务英语会话及口译 / 陈莉主编. —北京:清华大学出版社, 2015

全国高职高专商务应用规划教材

ISBN 978-7-302-38715-2

I. ①商… II. ①陈… III. ①商务—英语—口语—高等职业教育—教材②商务—英语—口语—高等职业教育—教材 IV. ①H31

中国版本图书馆 CIP 数据核字(2014)第 284029 号

责任编辑:田 梅

封面设计:傅瑞学

责任校对:李 梅

责任印制:沈 露

出版发行:清华大学出版社

网 址: <http://www.tup.com.cn>, <http://www.wqbook.com>

地 址:北京清华大学学研大厦 A 座 邮 编:100084

社总机:010-62770175 邮 购:010-62786544

投稿与读者服务:010-62776969, c-service@tup.tsinghua.edu.cn

质 量 反 馈:010-62772015, zhiliang@tup.tsinghua.edu.cn

课 件 下 载: <http://www.tup.com.cn>, 010-62795764

印 装 者:北京鑫海金澳胶印有限公司

经 销:全国新华书店

开 本:185mm×260mm 印 张:8.5 字 数:192千字

版 次:2015年1月第1版 印 次:2015年1月第1次印刷

印 数:1~2000

定 价:22.00元

产品编号:061540-01

随着中国经济发展的不断深入以及经济水平的不断提高,我国在国际事务中发挥的作用越来越大,跨文化的政治、经济及各类活动也越来越多,各行业对精通英语的人才的需求依旧旺盛,尤其是对复合型商务英语人才的需求越来越大。

《商务英语会话及口译》是根据日常商务英语口译工作的实际需求,以任务为引领,以项目为导向,体现英语口语会话和口译能力培养所编写的,适合高职高专学生学习的一本教材。口译是一项实践性很强的语言交际活动,需要译员在英语的听、说、读、写等方面具有较为扎实的基础,尤其是具有较好的口语表达能力和耳听会意的能力。因此,本书在听、说、译等基本语言方面进行强化训练,夯实基础,以提高高职院校英语专业学生的商务口译的实践能力,从而能独立从事生活翻译、陪同翻译、涉外导游翻译、外贸业务洽谈翻译等工作。同时也可作为国际贸易等涉外经贸类专业学生的参考教材。

本书是硅湖职业技术学院与校企合作单位共同开发编写,课文内容丰富,围绕外贸公司员工的生活和商务活动展开,涉及接待宴请、经贸交流等各类常见的商务活动和场合。努力将语言技能的训练与商务英语知识的介绍融为一体,以外贸公司员工实际遇到的会话及口译情况进行选材,所用的技能与所选的话题相互照应。考虑到英语教学过程要遵循由浅入深、循序渐进的原则,并结合高职高专学生的实际情况,本书除了教学目标针对性较强、教材内容形式多样、文章贴近生活、案例难度适中,还根据口译的职业训练要求增加了相关的背景知识及口译技能知识。目的在于扩大学生的知识面,帮助学生顺利地进入英语会话及口译的学习过程,以便更好地提高听、说、译的技能,帮助学生获得理想的学习效果。

全书共分为 11 个具体项目和 1 个综合训练项目,每个项目包含 7 个模块:项目描述、典型对话(Sample Dialogue)、词汇拓展(Vocabulary Development)、常用句型(Sample Sentences)、口译实践(Field interpreting practice)、文化沙龙(Culture Salon)以及补充资源(Additional Resources)。其中词汇拓展和常用句型里出现的词汇和句型有的在课文中出现过,有的则是文中未出现但经常使用的。其目的是帮助学生积累词汇,启发学生在一定的语言背景下学会口译技巧,使学生能够由易到难,由浅入深,由分散到系统地进行训练并熟练运用。

本书由硅湖职业技术学院大力支持,由陈莉主编,陈睿、李艳乐、李桂红、王丹任副主编,马跃、回超、严礼山、孙涛、庄玮玮、张莹、于珊珊参编,冯勇、屈赛英、晏书红、魏开伟、周珊、周薛等老师给予了很多帮助。在编写过程中力求完善,尽量做到实用,但由于编者的水平所限,书中难免会有纰漏,望使用者和专家提出宝贵意见。

编者

2014 年 11 月

目录

项目 1 迎来送往	1
Item one Reception	1
项目 2 入住酒店	8
Item two In the Hotel	8
项目 3 晚宴聚会接待	16
Item three Dinner Party	16
项目 4 开幕祝词	25
Item four Opening Speech	25
项目 5 购物	33
Item five Shopping	33
项目 6 参观风景名胜	42
Item six Visit a Scenic Spot	42
项目 7 参观公司或工厂	54
Item seven Visit a Company or a Factory	54
项目 8 会展产品展销介绍	62
Item eight Introduction to Products in the Exhibition	62
项目 9 产品价格洽谈	71
Item nine Price Negotiation	71
项目 10 商议付款方式	80
Item ten Payments	80
项目 11 销售会议	91
Item eleven Sales Meeting	91
项目 12 综合训练	102
Item twelve Combined Training	102
参考译文	109
参考文献	130

项目 1

Item one

Reception

迎来送往

项目描述

迎来送往是架设友谊桥梁的第一步,先到机场迎接,再送往酒店下榻,其间主动介绍本公司的情况,以及在考察期间的日程安排和相关活动等。接待外宾要精通英汉双语作介绍的方法。口译时要注意正式与非正式场合的交际语体。



Sample Dialogue

Miss Xiao Yan, an interpreter from Li Cheng Technology Company, and Mr. Ma Te, General Manager of the company, are at the airport to meet Mr. John Smith and Ms. Lora Brown from MG Company, America.

I: Excuse me, you must be Mr. Smith from MG Company, America, aren't you?

A: Yes. I am John Smith from MG Company, America.

I: How do you do, Mr. Smith? I'm Xiao Yan, an interpreter from Li Cheng Technology Company.

A: Nice to meet you. This is my assistant, Lora Brown.

I: Nice to meet you, Ms. Brown.

B: Pleased to see you. Just call me Lora, please.

I: OK, Lora. Mr. Smith, may I introduce you to our General Manager, Mr. Ma? He has come to meet you.

A: Oh, sure, of course.

I: (To Mr. Ma) 马总,这是美国 MG 公司来的史密斯先生。这位是史密斯先生的助手,劳拉小姐。

(To Mr. Smith) This is Mr. Ma, General Manager of Li Cheng Technology Company.

Z: 欢迎到昆山来。(Mr. Ma shakes hands with Mr. Smith and Ms. Lora Brown.)

I: Welcome to Kunshan!

A: Nice to meet you. Thank you for coming to meet us in person.

I: 很高兴见到您。谢谢您专程来接我们。

Z: 这是应该的,你们能来是我们的荣幸。我想向你们介绍一下另外几位来接你们的同事。

I: It's my pleasure. We're honored to have you here. I'd like to introduce some of my colleagues to you. They've also come to meet you.

A: It would be a great pleasure to make their acquaintance.

I: 很高兴能认识他们。

At the VIP room.

Z: (向史密斯先生介绍)这是我的同事小王。你们把行李牌和护照交给他,他去办理通关手续,领取行李。咱们在这里先坐一下。

I: This is Mr. Wang, my colleague. Please give your luggage tags and passports to him. He will help you to go through the Customs claim tickets and claim your luggage. We can take a seat here and have a rest.

A: OK, thank you, Mr. Wang. You are so kind. Lora knows what our luggages look like she can go with you.

I: 好的,谢谢你,小王。你真是太好了。劳拉认识我们的行李,她跟你一起去吧。

B: Sure. Of course.

I: 没问题,我当然认识。

Mr. Wang and Ms. Brown go to the cofé.

Z: 史密斯先生,您喝点什么? 茶还是咖啡?

I: Mr. Smith, what would you like to drink? Tea or coffee?

A: Tea, please.

I: 茶,谢谢。

A: Actually I heard a lot about Kunshan from my friends, and I really want to come to visit it.

I: 事实上,我以前常听朋友谈到昆山,我真的很想来这儿看看。

Z: 稍后我们一定带您到处逛逛。手续都办好了,行李也取了。咱们去宾馆吧?

I: We will show you around later. Well, all the formalities have been finished. Your luggage has been claimed. Shall we head to the hotel?

A: OK, let's go.

I: 好,咱们走吧。

Z: 请这边走。

I: This way, please.



Vocabulary Development

international flight 国际航班

domestic flight 国内航班

international airport 国际机场

domestic airport 国内机场

boarding pass (card) 登机牌

airport terminal 机场候机楼

passport control immigration

护照检查处

luggage/baggage claim 行李领取处

goods to declare 报关物品

gate; departure gate 登机口

shuttle bus 机场内来往班车

Taxi pick-up point 出租车乘车点

arriving from 来自

departure to 前往

delayed 延误

bumpy 颠簸的

thoughtful arrangement 周到的安排

hospitality 热情好客

red-carpet treatment 隆重接待

treat like a king 国王似的待遇

VIP treatment 特殊对待

souvenir 纪念品

accommodations 食宿

to claim luggage 提取行李

to proceed through the customs

进行海关检查

itinerary 日程、活动安排

schedule 日程

go between 介于之间

head back 返程

right this way 这边走

all the way 一路上

to adjust to the time difference

适应时差

to recover from jet lag 倒时差

to hold a banquet in honor of

为……设宴洗尘

a welcoming address 欢迎词

to come all the way to 不远万里来到

to pay tribute to 赞美

to look back 回顾过去

to look ahead 展望未来

After you! 您先请!

Take care 您慢走

farewell speech 告别词



Sample Sentences

Introducing People

1. I would like to introduce you to..., the CEO of...

我想将你介绍给×××, ×××的首席执行官。

2. It's my honor/ pleasure to introduce... 我很荣幸介绍×××。

3. I have the honor to introduce... 我很荣幸地介绍×××。

4. I'm pleased to present... from... 我很高兴向你介绍来自×××的×××。

5. If you have a minute, I'd like to introduce you to a good friend of mine.

如果你有时间,我想将你介绍给我的一个好朋友。

6. ..., have you met...? ×××, 你之前见过×××吗?

7. ..., do you know...? ×××, 你来同×××认识一下好吗?

Welcoming People

1. Welcome to...欢迎……
2. Did you have a nice trip?
旅途愉快吗?
3. You must be tired.
您一定累坏了。
4. Here, let me help you with your bag.
我来帮你拿包吧。
5. Thank you so much for coming all the way to meet me.
谢谢您专程来接我。
6. I hope you will enjoy your stay here.
我希望你能在这里过得愉快。
7. Wish you all the best in your tour/ visit.
祝您旅途愉快。
8. You must be our long-expected guest.
您一定是我们期盼已久的客人。
9. I have long been looking forward to meet you! 久仰大名!

Bidding Farewell

1. I'd like to take this opportunity to thank ...for the warm hospitality and thoughtful arrangements.
我想借此机会感谢……的热情好客和周到安排。
2. I would like to express my heartfelt thanks to you.
我想表达我衷心的感谢。
3. I am looking forward to visiting your country in the near future.
我期待着不久来访问贵国。
4. I'm glad you have enjoyed...我很高兴你喜欢……
5. I wish you a pleasant journey.
祝你旅途愉快。
6. Have a nice trip!
旅途愉快!
7. This is a token of our appreciation!
小小意思,不成敬意!

**Field interpreting practice**

Direction: Suppose you are the interpreter, try to complete the following dialogues.

Dialogue 1

Translate the following dialogue into Chinese.

Liu Tao (A) meet Mr. Jackson (B) at the railway station.

A: Excuse me, are you Mr. Jackson?

B: Yes, I am.

A: Nice to meet you, Mr. Jackson. My name is Liu Tao. I am the sales manager of Transtar Technology Co., Ltd.. I came here to meet you.

B: Glad to meet you, too. It's very kind of you to meet me at the railway station.

A: Welcome to Kunshan. Is this your first time to here?

B: Yes, although my office is in Shanghai, but it's my first visit to Kunshan. I think it's a great honor to be invited to your beautiful city.

A: It's also our honor to have you here, too. Let me help you with your luggage.

B: No, thank you. I can manage it myself.

A: I hope you will have a pleasant stay here.

B: I'm sure I will.

Dialogue 2

Translate the following dialogue into English.

A: 请问,您是来自美国的杰克逊先生吗?

B: 是的。

A: 很高兴见到您。我是张明。我们刘涛经理本来打算亲自来接您的,但他有一些其他事情要处理,所以让我替他来接您。车就在门外等您。请这边走。

B: 好的。

A: 让我把您的行李放进行李箱吧,请上车。

B: 谢谢!

A: 一路上飞行还顺利吗?

B: 嗯,总体来说还好,但现在我有点累了。

A: 我们将在 40 分钟内到达希尔顿酒店。到了酒店后,您可以休息一下。

B: 谢谢。我上次来昆山时住过那里。房间很舒适,而且服务也很好。

A: 如果方便的话,刘涛经理想邀请您参加今晚的宴会。

B: 谢谢,我会去的。晚宴将在哪里举行? 什么时间?

A: 7 点钟在酒店的维多利亚大厅。此外,我们随后几天也为您安排了一些观光活动。

B: 哦,那很好啊。谢谢您的安排。

Dialogue 3

Translate the Chinese into English.

Mr. Ma(M) is seeing Mr. Smith(S) off at the airport.

S: It's very kind of you to come all the way to see me off, Mr. Ma.

M: 不用谢,很遗憾您这么快就要走了。

S: I am sorry to leave you too.

M: 你办了登机手续了吗?

S: Not yet.

M: 我们现在去办理海关手续吧。请这边走,我送你一样东西作纪念。

S: Thank you. I'll open it. Oh! It's a Chinese painting. It's really marvelous. The flowers are so nice.

M: 很高兴你喜欢它,我希望它让你想起我们的友谊。

S: I don't know how to thank you for your kindness. I'm so glad to have it to remember my time here.

M: 很高兴你喜欢这张画。我们非常感谢你为我们所做的一切,但愿能以某种方式回报你。

S: Don't mention it.

M: 听! 广播里正在通知你所乘坐的航班要起飞了。

S: Right. I have to go now.

M: 中国有句古语,“送君千里,终有一别”。祝你旅途愉快。

S: Hope to see you again.

M: 再见,别忘了保持联系。



Culture Salon

How to Receive a Foreign Guest?

Before the foreign guest arrives, you should reserve a room at a hotel for them. Usually the hotel must be comfortable, air-conditioned and the most important is that each room must be equipped with a private bathroom, because western guests usually insist on having a shower every day. When the foreign guest arrives, you can either meet him at the airport or at the train station in person or send a representative to meet him. Never let him go to your company by himself. Upon the arrival, foreigners usually like to go to their hotel rooms right away, so you should send your guest to their hotel room immediately. On the way to the hotel, you can have some casual and friendly talks with him, but you should never try to get down to business right away. At the hotel, help him to go through formalities and tell him about the next day's program.

Usually you should let the guest walk on the right. It is polite for you to open the door for him and let them go through the door first. It is offending to call a young lady “madam”, and you should not ask her about her age, salary, and some other private matters. You can't smoke unless you are permitted. Make sure that you're clean and tidy. Don't be humble or pushy, but show respect for him and his customs. You must be punctual and keep your promise. When shaking hands, you can use a little strength, but not too tightly. You should always use “please”, “thanks” in your talks. Get ready to help your guest whenever he has troubles.



Additional Resources

商务礼仪

商务礼仪,通常是指礼仪在商务行业之内的具体运用,主要泛指商务人员在自己的工

作岗位上所应当严格遵守的行为规范。

商务礼仪有三个作用：第一，提高商务人员的个人素质；第二，有助于建立良好的人际关系沟通关系；第三，维护个人、企业和国家形象。简而言之就是提升素质，塑造形象。

在涉外商务活动中，特别要注重个人的仪表。

男士在正式场合服饰的选择上要注意：第一，个人全身服装的颜色最好不超过三种；第二，要穿黑皮鞋，而且不可以搭配白色袜子；第三，着西装系扣时，领带夹应在衬衫的第二和第三粒纽扣之间，敞着穿西装时，领带夹应在衬衫的第三和第四粒纽扣之间；第四，要留合适的发型，不宜留长发，一般而言，不宜留胡须。

对于女性而言，要求选择适合自身气质、脸型、年龄等特点的化妆品和方法，着装得体。特别要注意：第一，化妆的浓、淡要视时间、场合而定，禁忌妆容过于夸张；第二，不要在公共场所及男士面前化妆，注意不要借用他人的化妆品；第三，着装要自然、得体，切记不要打扮太过新潮或性感，同时发型要与之搭配，不能发如乱草、披头散发，职业装是较好的选择，如遇晚宴活动，可以穿合适的晚礼服；第四，佩戴的首饰数量上不宜过多，体积上也不要过大，牢记首饰只是点缀，气质和谈吐才是展现个人魅力的法宝；第五，如果着职业装，应搭配鞋跟不超过五厘米的皮鞋，同时可搭配浅色或深色长袜，忌短袜，穿着凉鞋款式的高跟鞋时则不要穿袜子。

进入室内场所后通常应脱下手套和帽子，脱掉大衣、外套、风衣等。室内通常不戴墨镜或其他有色眼镜，特殊情况下必须戴有色眼镜时应主动说明并表示歉意，而且握手交谈时应该摘下墨镜。西方妇女的纱手套、纱面罩、披肩、短外套等作为服装的一部分是可以室内穿戴的。

在握手的时候要注意：第一，先打招呼，然后握手。如果是初次见面，一般在介绍自己时主动伸手，如“I'm Green, nice meet you.”同时握手。第二，在一般情况下，握手时间不宜过长，不可太用力。若关系很熟的话，握手时间可以稍微长一些。有时年轻者对年长者、身份低者对身份高者可以稍欠身，用双手握住对方的手，表示敬重。第三，男士与女士握手，轻轻握一下女士的手指部分即可。第四，涉外礼仪中握手时伸手的顺序也有些讲究：主人、年长者、身份高者和妇女先伸手。第五，多人握手时不要交叉，等别人握手完毕后再伸手，握手前脱帽并摘下手套，握手时双目注视对方，面带微笑。

商务礼仪的 3A 原则

这一原则由美国学者布吉尼教授提出。3A 原则实际上是强调在商务交往中处理人际关系需要注意的最重要的问题。包括以下几点。第一，接受对方(accept)。强调人的重要性，要注意人际关系的处理，不然就会影响商务交往的效果。一般而言，不是原则性问题，要尽量接受对方。第二，重视对方(appreciate)。重视对方的技巧：一是在人际交往中要善于使用尊称，称行政职务，技术职称；二是记住对方，比如接过名片要看，记不住时，千万不可张冠李戴。第三，赞美对方(admire)。赞美对方也有技巧：一是实事求是，不能太夸张；二是适应对方，夸奖对方。

项目 2

Item two

In the Hotel

入住酒店

项目描述

商务旅行入住酒店在所难免,提前预订饭店,能给旅行带来方便。预订饭店的方式多种多样。电话、上网、信函、传真都是可以的。在确定了要入住的饭店后,可以拨打酒店服务电话,告诉他们你的要求以及入住和停留的时间,入住的人数,房间的类型,申请住房人的姓名和到达饭店的大概时间,并问清房费。该项目的学习目标是学会预定和确认住宿酒店的会话和口译,并能做简单的酒店住宿预定和确认。



Sample Dialogue

A Face-to-face Reservation

At the hotel, a receptionist (R) receives her foreign client (C) and his interpreter (I).

R: 有什么能为你服务,先生?

I: Can I help you, sir?

C: I'd like to book a single room with shower for Mr. George Smith. He plans to arrive on the 10th of this month.

I: 我想为乔治·史密斯先生订一间带沐浴房的单人间。他会在这个月的 10 号过来。

R: 他想预留多久?

I: How long will he be staying?

C: I don't know, but it could be anything from five to seven days.

I: 我不太清楚,但是我想他至少要住 5~7 天。

R: 我们只能确定 10~15 号的一间单人房。恐怕我们不能保证 15 号以后的房间。在旺季时我们的客房入住率通常都很高。

I: Then we can only confirm a room from the 10th to the 15th. I'm afraid we won't be able to guarantee him a room after the 15th. We usually have high occupancies in the

peak seasons.

C: What if there isn't any room then?

I: 那如果没有其他的房间怎么办?

R: 先生不要担心。我们会尽量给他留房,实在不行的话我们也会为他找一间附近酒店的房间。

I: Don't worry, sir. We can either put him on a waiting list or find him a room in a nearby hotel.

C: Fine. How much do you charge for a single room?

I: 好的,房间的费用是多少呢?

R: 280 元一晚。他的付款方式是?

I: For one night, the room rate would be 280 Yuan. How will he be paying, sir?

C: His company will cover all the expenses. We'll send you a cheque right away.

I: 他的公司将替他承担所有的费用。我们将与你办好手续。

R: Thank you, sir.

I: 谢谢,先生。

C: One more thing, do you have a conference room?

I: 还有一件事,你们有会议室吗?

R: 我们有可以容纳 400 人的会议大厅,还有 8 间可容纳 20 人的会议室。

I: We have a conference hall that seats four hundred. We also have eight meeting rooms which seats twenty persons each.

C: So you must have a business center.

I: 所以,你们一定有商务中心。

R: 是的,先生。商务中心提供 24 小时服务。我们可以提供秘书和翻译服务,我们也有传真和无线网络。

I: Yes, sir. The business center offers twenty-four hours service. We can provide secretarial and translation services and we have fax and WiFi, too.

C: Thank you. If we need, I'll contact you later. Goodbye.

I: 谢谢。假如有需要,我会和你联系的。再见。

R: Goodbye, sir.

I: 再见,先生。



Vocabulary Development

room rate 房价

standard rate 标准价

special rate 优惠价

Double room 双人间

Single room 单人间

Twin room 标准间

Executive room 商务房

Deluxe suite 豪华套房

Presidential suite 总统套房

fully booked 客满

types of rooms 房间种类

Do Not Disturb Sign /DND sign

请勿打扰牌

Please Make Up sign /PMU sign

请收拾房间牌

advance deposit 定金

deposit 定金

reservation 订房间

initial 首字母(姓氏的)

registration 登记

cancellation 取消预定

lobby 大厅

transfer 调换

balcony 阳台

valuables 贵重品

luggage/baggage 行李

checked in luggage 托运行李

baggage elevator 行李电梯

star-grade hotel 星级酒店

40 percent discount/off 打六折

to pay by cash/credit

用现金/信用卡支付

key card 房门卡

hotel registration form 入住登记表

to check in/ out 入住、退房

go through the registration procedure

办理入住手续

make under...(a name)

以×××(名字)登记

continental breakfast

包括面包与热饮料的早餐

breakfast served 供应早餐

laundry items 洗衣项目

express service 快递服务



Sample Sentences

1. I'd like to check in, please. My name is Tom Smith. I have a reservation. My confirmation number is 123.
我想入住,我叫汤姆史密斯,我有预定,确认号是123。
2. I don't have the reservation. Is there any vacant room?
我没有预定,这里有空房间吗?
3. What name was the reservation made under?
以谁的名义预定的?
4. How much do you charge for a night? /What is the rate, please?
请问房费多少钱?
5. Does this charge include breakfast?
早餐包括在内吗?
6. What services come with that?
这个价格包括哪些服务项目呢?
7. What time is the check-out time?
什么时候退房?
8. I'd like to book a double room for Tuesday next week.
下周二,我想订一间双人房间。
9. I'd like to book a single room with bath from the afternoon of October 4 to the morning of October 10.
我想订一个带洗澡间的单人房间,10月4日下午到10月10日上午。

10. I'd like a quiet room away from the street if it is possible.
如有可能我想要一个不临街的安静房间。
11. That sounds not bad at all. I'll take it.
听起来还不错。这个房间我要了。
12. Let me help you with your luggage.
让我来帮您拿行李吧。
13. Would you like to leave your luggage here?
您要寄存行李吗?
14. Which kind of room would you prefer?
请问您喜欢哪一种房间?
15. Please show me your passport, and fill in these forms.
请出示一下您的护照,并将这些单子填写一下。
16. Please show me your room card and your receipt.
请出示您的房卡和预付金单。
17. We have a single available for those dates.
在那个时间段我们还有一些单人间可以接受预订。
18. My secretary called and booked the room a couple weeks ago.
一两周之前我的秘书打过电话并订了房间。
19. If at all possible, I'd like a room that doesn't overlook the street.
如果可能,我想要一个不临街的房间。
20. There's a continental breakfast buffet from 6 a. m. to 9 a. m., it's in the lobby.
早晨 6 点到 9 点在大厅有自助早餐,有面包和热饮料。
21. Will it be convenient for you if I come to do the room in an hour?
一个小时后我过来整理房间,您看方便吗?
22. We provide excellent room service/Our hotel provides very good room service.
我们提供优质的客房送餐服务。
23. If you want to have your meals in the room, just dial Room Service.
如果您想在房间里用餐,您可以打电话给客房送餐服务部。
24. This is your door knob menu.
这是您的挂门餐牌。
25. May I do your room now? / Shall I make up your room now?
我现在可以给您收拾房间吗?



Field Interpreting Practice

Direction: Suppose you are the interpreter, try to complete the following dialogues.

Dialogue 1

Making up the Room.

A: Housekeeping. May I come in?

B: Come in, please.

A: I'm sorry to interrupt you, sir. May I clean your room now?

B: Well, I'm going to have my lunch right now. But before you start, would you do me a favor?

A: Yes, what can I do for you?

B: I'd like you to get a new electric kettle for me, please. This one doesn't work.

A: I'll do it right away, sir. I'll leave it for you if you don't want to wait.

B: That's fine. Thanks for your help.

A: You are welcome.

Dialogue 2

A: 谁呀?

B: 女士, 客房送餐服务。我把您点的晚餐送来了。

A: 谢谢。请稍等, 我在卫生间。

(开门)

A: 放在桌子旁边就行。咦, 怎么没有我点的橙汁, 你是不是忘了?

B: 没有忘, 女士。我担心不小心把它弄洒了, 所以就先放在走廊里的推车里。

A: 你真细心。我喜欢吃饭时喝果汁。

B: 女士, 您想让我帮您开瓶子吗?

A: 不用了, 谢谢。可以给我留一个开瓶器么? 我自己来。

B: 当然。请慢用!

A: 谢谢!

Dialogue 3

Reserving a room by phone.

Tom(T) is reserving a room by telephone. Here is the conversation between he and the Front Desk(F).

F: 希尔顿酒店, 我能为您服务吗?

T: Yes. I urgently need a room for tomorrow night, and do you have any vacancies?

F: 还有空房。您需要什么样的房间?

T: I'd like a suite with a garden view, please.

F: 没问题, 先生。

T: What is the price of the suite?

F: 每晚 280 美元。

T: It is a little expensive. I'm told that your hotel is offering discount now.

F: 是的, 但打折期昨天就结束了。很抱歉。

T: Oh, I see. Then do you have anything less expensive?

F: 没有了, 先生。到目前为止, 这是能为明晚提供的最便宜的套房。

T: OK, I will take it. By the way, does the price include breakfast?