# ORAL ENGLISH FOR COMPANIES



# 在公司说英语

唐桂民 吕东绯 编 Charles Smith [美] 审阅

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# 在公司说英语 ORAL ENGLISH FOR COMPANIES

唐桂民 吕东绯 编 Charles Smith [美] 审阅

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投稿热线: (020) 84183942 ershadao@126.com

# 编者的话

"商务精英英语"系列丛书是专为商务人士精心打造的英语学习用书,包括《用英语打电话》、《用英语写商务文书》、《在公司说英语》、《用英语做贸易》和《用英语与客户交谈》等。

本系列丛书摒弃晦涩难懂的理论分析,根据商务人士的实际需要,从大量的商务英语题材中,精选最常用、最实用的场景和案例,进行精辟讲解,使读者以最快速度掌握商务英语。书中还提供了举一反三的实例,使读者在各种情况下都可以轻松驾驭。

本系列丛书由资深英语教育专家编撰,由美国语言学专家 Charles Smith先生审阅,保证书中的英文符合现今英美人士的使用 习惯,是最地道的商务英语。

《在公司说英语》内容分为两大部分,第一部分是"办公室英语",内容包括"接待来访者"、"公司介绍"、"产品介绍"、"在会上"和"公司政策与规章"等。第二部分是"商业英语",内容包括"招呼客人"、"谈论产品规格"、"谈论产品质量"、"投诉与处理投诉"和"售后服务"等。

本书可以帮助商务人士轻松快速地掌握在工作中常用的英语会话,同时建议将本书置于案头,随时查阅,以应对每天都有可能遇到的公司英语会话问题。

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第一部分办公室英语

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#### **Receiving Visitors**

#### 接待来访者

早上好。你有什么事吗?

#### Good morning. What can I do for you?

- © Good morning. What can I do for you?(早上好。你有什么事吗?)
- Could you tell me where the finance department is?(请问财务部怎么走?)
- Can I help you?
- May I help you?
- Is there anything I can do for you?

我找一位姓张的 先生,他是负责 出口部的。 I'm looking for a Mr. Zhang, who is in charge of the Export['eksport] Department[di'partment].

- © I'm looking for a Mr. Zhang, who is in charge of the Export Department.(我找一位姓张的先生,他是负责出口部的。)
- It's a pity he was suddenly called away.(对不起,他临时有事出去了。)

你要不要另定个时间? 你一定是来自加

你一定是来自加拿大的史密斯先生吧?

Would you like to schedule['skedʒul] another appointment[ə'pointment]?

You must be Mr. Smith from Canada ['kænədə]. ∩ must 在此表示"推测"。

② You must be Mr. Smith from Canada. (你

- 一定是来自加拿大的史密斯先生吧?)
- ❸ Sorry, I'm not. (对不起,我不是。)
- ⑤ Sorry, my mistake. (对不起, 我认错人了。)

### 请问你是从法国来的珍妮吗?

Excuse me, but are you Jane from France [fra:ns]?①"请问"不要直译为"please ask", 在英语里, 通常译为"excuse me"。

- ② Excuse me, but are you Jane from France? (请问你是从法国来的珍妮吗?)
- ❷ Yes. You're ... (是的。请问你是·····)

### 请问这是ABC公司吗?

# Excuse me, is this ABC Company ['knmpəni]?

- ☺ Excuse me, is this ABC Company?(请问这 是 ABC 公司吗?)
  - Yes. What can I do for you?(是的。你有什么事吗?)

## 请问到出口部怎么走?

# Could you please tell me how to get to the Export['eksport] Department

[di'pa:tment]?

- Could you please tell me how to get to the export department?(请问到出口部怎么走?)
- ❷ It's on the fifth floor. You can take the lift over there. (出口部在五楼。你可以在那边搭电梯上去。)
- Could you please tell me the way to the finance department?
- Can you direct me to the finance department?

- Could you tell me where the finance department is, please?
- I'm trying to find the finance department.
- I'm looking for the finance department.

我应邀前来面试。

I've come at your invitation[,invi'teifn] for an interview['intəvjuː].

- ◎ Good morning. Can I help you?(早上好。 你有什么事吗?)
- Good morning. I've come at your invitation for an interview. (早上好。我应邀前来面试。)
- ② Would you please go up to Room 4 on the third floor?(请您到三楼的四号房。)

在五楼右边的第一间房。

lt's the first room on the right on the fifth floor. △注意英国英语与美国英语在楼层的不同表达方式:

	一楼	五楼
英国英语	ground floor	fourth floor
美国英语	first floor	fifth floor

- → It's the second room on the left on the eighth floor. (在八楼左边的第二间房。)
- It's at the end of the corridor. (在走廊的尽 头。)

电梯在哪儿?

Where's the lift?△"lift"多用于英式英语, 美式英语一般用 "elevator"。"escalator"是 "自动扶梯"。

●Where's the escalator?(自动扶梯在哪?)

你可以在那边搭

You can take the lift over there.

#### 电梯上去。

- ② You can take the lift over there. (你可以在 那边搭电梯上去。)
- ❸ Thank you. (谢谢。)
- You can take the escalator over there.

#### 这是我的名片。

#### Here's my business card.

- ⊕ Here's my business card.(这是我的名片。)
- ❸ Thank you. (谢谢。)

#### 我想见市场部经 理, 布莱克先生。

I'd like to see Mr. Black, Marketing ['maːkitin] Manager['mænidʒə]. \_ "would like to"比"want"更客气、委婉。

- © Excuse me, I'd like to see Mr. Black, Marketing Manager. (对不起,我想见市场部经 理, 布莱克先生。)
- Have you got an appointment with him?(你 和他预约了吗?)

#### 你和他预约了 吗?

Have you got an appointment[ə'pointment] with him? appointment, engagement, date 都有"约会、约定"的意思,但内涵不同。 appointment指事务性工作的约会,尤指与重 要人物或官方人士进行正式的工作会晤。 engagement 一般没有 appointment 正式, 可用 于"与一般人的约会"。date多指男女、情人 之间的约会。

- ② Have you got an appointment with him?(你 和他预约了吗?)
- No, I haven't, but I have some very important business to talk about. (没有, 但我有一 些很重要的事要谈。)

我今天上午 10:30 与戴维斯先生有 个约会。

请坐。

I have some very important[im'po:tent] business['biznis] to talk about.

I have (got) an appointment[e'pointment]

I have (got) an appointment[əˈpɔintmənt] with Mr. Davies at half past ten this morning.

Please take a seat.

- ② Please take a seat. (请坐。)
- Thank you. (谢谢。)

你稍等, 我先给 他打个电话。 Would you please wait for a moment ['moumont]? I'll phone him.

- ◎ I'd like to see Mr. Baker. (我想见贝克先生。)
- Would you please wait for a moment? I'll phone him. (请稍等,我先给他打个电话。)

你稍等,我看他 是否有空。 请喝杯茶。 Would you please wait for a moment? I'll see if he's free at the moment.

Would you like to have a cup of tea?

△"Would you like to ...?"结构常用于客气邀请某人做某事。再如:

- Would you like to have a cigarette?(请抽烟。)
- ② Would you like to have a cup of tea?(请喝杯茶。)
- ❷ Yes. Thank you. (好的,麻烦你了。)
- Please have a cup of tea.
- > Would you like a cup of tea?
- ➡Would you like a cup of coffee?(请喝咖啡。)

经理正在忙。请

The manager is busy['bizi] at the moment.

6

#### 第一部分 办公室英语

### 在接待室等一会儿,好吗?

# Would you please wait in the reception [ri'sep∫n] room?

- ② I have an appointment with your manager. (我与你们经理有个约会。)
- Sorry, the manager is busy at the moment. Would you like to wait in the reception room? (经理正在忙。你在接待室等一会,好吗?)

#### 请问你贵姓?

# May I have your name, please?△这句话要比"What's your name?"客气。

- ② May I have your name, please?(请问你贵姓?)
- ❸ My name's ... (我叫·····)
- May I know your name, please?
- What's your name, please?

#### 有个姓李的先生 找你。

#### A Mr. Li would like to see you.

- ◎ Mr. Smith, a Mr. Li would like to see you.(史密斯先生,有个姓李的先生找你。)
- Show him in, please. (请带他进来。)

#### 汉斯先生来赴他 11:20 的约会。

# Mr. Hans is here for his 11:20 appointment[ə'pointment].

- ② Mr. Hans is here for his 11:20 appointment. (汉斯先生来赴他 11:20 的约会。)
- Will you ask him to wait for about ten minutes?(请叫他等大约10分钟,好吗?)

#### 经理正在办公室 等你。

## My manager is expecting[ik'spektin] you in his office.

② Are you Mr. Li from China?(你是来自中

国的李先生吗?)

- ❷ Yes. (是的。)
- ② My manager is expecting you in his office. Follow me, please. (经理正在办公室里等你。请随我来。)
- Thank you (谢谢。)

请随我来。 Follow[ˈfɔləu] me, please.

- Come with me, please.
- This way, please.

对不起, 她正在 开会。

Sorry, she's at a meeting['mi:tin].

Sorry, she's with a client. (对不起,她正在会见客户。)

他有客。

He has company[ˈkʌmpəni] at the moment. 介 company 是"来宾"的意思。

He has a visitor at the moment.

他半个小时后可以见你。

He can meet you in half an hour.

He can see you half an hour later.



#### **Company Presentation**

#### 公司介绍

我们公司成立于 1985年。 Our company['kʌmpəni] was founded ['faundid] in 1985. \_\_\_ company, corporation和 firm 都有"公司"之意。company 多用于英式英语,corporation 多用于美式英语,firm

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则是比较口语化。

- ②When was your company founded?( 贵公 司什么时候成立的?)
- Our company was founded in 1985. (我们 公司成立于1985年。)
- Our company was established in 1985.
- Our company was set up in 1985.

#### 公司的创始人是 谁?

#### Who was the founder ['faunda'] of the company?

- ② Who was the founder of the company?(公 司的创始人是谁?)
- ❷ Mr. John Smith. (约翰·史密斯先生。)

#### 你们公司是什么 性质的?

#### What's the nature['neit[a] of your company?

- ② What's the nature of your company?(你们 公司是什么性质的?)
- ❷ Ours is a state-owned enterprise. (我们是 家国有企业。)

#### 我们公司是家中 美合资企业。

#### Ours is a Sino-American ['sainau a'merikan] joint[dzpint] venture['vent[a].

township enterprise	乡镇企业
collective enterprise	集体企业
state-owned enterprise	国有企业
privately-owned enterprise	个体企业
solely foreign owned/funded enterprise	独资企业
foreign capital enterprise	外资企业
Sino-foreign joint venture	中外合资企业

multinational corporation = transnational corporation group corporation

跨国公司

集团公司

这是一家总部设 在纽约的跨国公

This is a multinational corporation [kɔ:pə'rei[n] with its headquarters ['hed,kɔːtəz] in New York.

- This is a multinational corporation with its head office in New York.
- This is a multinational corporation headquarterd in New York.

这是一家老字号 企业, 有100多 年历史。

This is a time-honoured['onad] enterprise ['entəpraiz] with a history of over one hundred years. △ time-honoured 是指"具有 悠久历史的",相当汉语的"老字号的"。 Its headquarters['hed,ko:təz] is in Hong

其总部在香港。

Kong.

- ② Where are its headquarters?(其总部设在
- ② Its headquarters is in Hong Kong. (其总部 设在香港。)
- Its head office is in Hong Kong.

该公司是诵用汽 车公司的子公 司。

It's a subsidiary[səb'sidjəri] of General Motors.

➡ Its parent company is General Motors. (其 母公司是通用汽车公司。)

该公司是从一间 几十个工人的作 坊发展起来的。

The company grew from a workshop of dozens of workers.

II

1998年,公司与一家合资企业合并。

2001年,公司收购了一家私营企业。

公司占地面积为 25000 平方米。

In 1998, it merged[mə:dʒd] with a joint-venture. \_\_merge 是 "合并"的意思, joint-venture 是"合资企业"的意思。

In 2001, it bought out a private['praivit] company.

In 2001, it acquired a private company.

The company covers['knvəz] an area of 25,000 square['skwɛə] meters.

- <sup>◎</sup> What's the area of the company?(公司的面积为多少?)
- It covers an area of 25,000 square metrers.(公司占地面积 25000 平方米。)
- The company has an area of 25,000 square metres.
- The company occupies an area of 25,000 square metres.

我们主要从事电 子产品的生产与 销售。 We are mainly engaged[inˈgeidʒd] in the manufacture[ˌmænjuˈfæktʃə] and sale of electronic products. ① be engaged in sth. 是 "从事某事"之意。

- What's the scope of business of your company? (贵公司的经营范围包括哪些方面?)
- We're mainly engaged in the manufacture and sale of electronic products. (我们主要从事电子产品的生产与销售。)

We're in foreign trade.

☺ What line of business are you in?(你们是搞

我们公司是搞外 贸的。