

浩瀚英语2008年度倾情奉献



使用频率最高的 商务英语 场景会话

The Most Popular
Situational Conversations
of **Business English**

商务口语无所不包
时尚对话一网打尽
专业品质三大保证

浩 瀚 主编
[美] George Smith 审订



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Preface

前言

商务活动渗透在社会生活的方方面面,是人们赖以生存的一种生活方式。一提到商务,人们往往还会联想到社交和礼仪,似乎一切与时尚有关的事物,都与商务有着千丝万缕的联系,商务因此而成为一种讲究格调与礼仪的象征。

目前,英语作为世界上第一大流行语言,越来越显现出它的必要性和重要性,这一点尤其体现在商务活动中。然而,商务英语所要求的听说能力及其所特有的专业性又使之更为规范化,成为很多商贸人员不断学习和掌握的重要工具。为了适应当前社会对这种工具的需要,也为了培养出更多优秀的商务人才,我们着手编写了这本《使用频率最高的商务英语场景会话》。

本书素材以“取自现实,用于现实”为基本原则,着重强调商务英语听力和口语的练习。全书包含了四大章 37 个话题,力求涵盖生活中最为常见的商务场景。在内容的编排上包含以下三个部分:

① 先听为主:在口语训练中,听是说的基础,说是听的目的,听力训练使读者在开口说之前,对对话中的关键字词及基本句型有了先入为主的感觉。

② 情景会话:围绕话题提供不同的商务场景会话,让读者领略不同语境中的各种表达方式,并能够在现实中灵活运用。

③ 熟背生巧:只有通过反复操练,并亲身实践,才能熟练灵活地运用。为此提供的时尚短篇,可以使读者在检测自己的口语熟练程度的同时,巩固提高自己开口说英语的能力。

相信本书能够成为众多商贸人员练习商务英语口语和听力的好帮手,为您的事业添砖加瓦。



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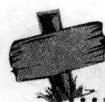
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Chapter

1

Daily Office Work

日常事务篇

Unit 1

Office Procedure 办公程序



• 先听为主 •



A: We haven't met each other for some time. How's the company? How are you and the others getting on?

B: The company is going well. Everyone is as fine as before except Susan. What about you?

A: I'm very well. What's wrong with Susan?

B: She has taken off for one month.

A: I'm sorry for hearing of this. Is she better now?

B: I was told she's much better. Maybe she will come to work next week.

A: That's really good. I'm glad to hear of it.



A: Miss Smith, I have dictated some letters on the Dictaphone. Would you please transcribe them? Also, I have some material here that I'd like Xeroxed. Ten copies each, please, and have them collated. In addition, here is a list of figures that needs calculating for the budget. The adding machine is broken, so I suggest you use the desk calculator.

B: The Xerox machine is being serviced. I'd like to take this material to the Reproduction Department. A clerk can do the job either on the duplicator or the Photostat machine.

A: Certainly. On your way, would you deliver these papers as marked? Some are for



keypunch and some for tabulating.

B: Yes, sir.

A: If you need me, I'll be in the data-processing area. I have some punch cards for input on the computer. I also have to check on a print-out that's just been completed. Oh, I almost forgot. Would you drop off this material for the offset print?

B: Of course, sir.

A: Excellent. As soon as you get back, would you please type up that dictation? It's important correspondence. It's going to be a busy day for both of us.



情景会话



见新老板

Meeting a New Boss

A: Good morning, Mr. Smith. I've been sent over from the Personnel Department to fill in for Mary.

B: Oh, really? Nice to meet you. I thought they were going to leave me here on my own! How long have you been with the company?

A: Oh, about 5 years. Time goes so fast, you know.

B: Does it ever! Well, let's get started. Please type this report now and then give it to me.

A: All right. Anything else?

B: I'll see what else needs to be done.

A: 早上好, 史密斯先生。我是从人事部调来接替玛丽的。

B: 噢, 是吗? 幸会。我以为他们准备把我一个人扔在这里了。你来公司几年了?

A: 噢, 有5年了。时间过得真快啊。

B: 永远如此。好啦, 咱们开始吧, 请你先去打印这份报告, 然后再把它拿来给我。

A: 好的。还有什么事吗?

B: 我来看看还有什么需要做的事。



2 →

送资料

Sending Materials

- A: Hello, Mr. White. Are you free now?
 B: What's the matter?
 A: When would you like me to send those materials over to your company?
 B: It would be good if you could get them to me by Friday morning, Miss Li.
 A: No problem. What is the exact address of your company again please?
 B: Garden Hotel, Room 808.
 A: Thank you. See you later.
 B: See you later.

- A: 您好, 怀特先生。您现在有空吗?
 B: 什么事?
 A: 您想要我什么时候把那些资料送到您公司?
 B: 你最好能在周五上午以前把它们交给我, 李小姐。
 A: 没问题。请再说一遍您公司的具体地址好吗?
 B: 花园酒店 808 房。
 A: 谢谢, 再见。
 B: 再见。

3 →

问候生意伙伴

Greeting Business Partner

- A: Hello, Mr. Henry. How are you?
 B: Very well, thanks. And you?
 A: Fine. How are things recently?
 B: Quite busy nowadays. In fact, we're going to expand our business. How about you?
 A: Not bad.

- A: 嗨, 亨利先生, 你好吗?
 B: 很好, 谢谢。你呢?
 A: 很好。最近生意怎么样?
 B: 目前很忙。事实上, 我们正准备扩大业务。你们呢?
 A: 还可以。



4 →

文秘职责
Secretarial Duties

A: You have just talked about the personal qualities in a secretary. But what are her responsibilities?

B: As a secretary, receiving guests and dealing with phone calls are the basic duties.

A: And then?

B: Read, sort and organize the incoming mails.

A: Does she need do some paper work?

B: Yes, compose letters, write notes and assist in preparing reports, memos, etc.

A: A secretary should have the ability in using modern office warefares. Am I right?

B: You are quite right. If she couldn't use them, how can she type the letters, send the e-mails and duplicate materials?

A: Oh, I see. What's the next?

B: Arrange travels and errands. Owing to the need of business, the manager needs to run errands sometimes, so the secretary should arrange everything for him in advance.

A: Any more?

B: Harmonize the relationship between

A: 您刚刚谈到了秘书应具备的个人素质,但她的职责是什么呢?

B: 作为一个秘书,接待客人、处理电话事务是最基本的职责。

A: 然后呢?

B: 阅读、分类并编列所有收到的信件。

A: 她需要做一些文书工作吗?

B: 是的,要拟写信件、通知,并协助准备各种报告、记录等等。

A: 秘书应该会用现代办公软件,我说得对吗?

B: 对极了! 如果她不会用办公软件,那她怎么打印信件,发电子邮件,复印材料呢?

A: 噢,我明白了,其次呢?

B: 作差旅安排。由于商务需要,经理有时要出差,因此,秘书应提前为他安排好一切。

A: 还有吗?

B: 协调公司员工及各部门之间的关系。



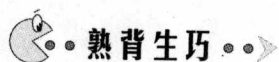
the members or departments in the company.

A: It sounds so difficult.

B: Not easy. Only those who can deal with these quite well are good secretaries.

A: 听起来太难了。

B: 不容易, 只有那些能够妥善处理这些事务的人才能成为好秘书。



●● 熟背生巧 ●●

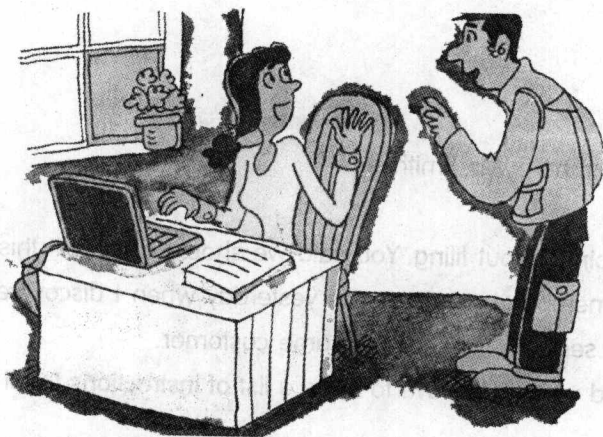
The Oldest Profession

There was a doctor, a civil engineer, and a computer scientist sitting around late one evening, and they got to discuss which was the oldest profession.

The doctor pointed out that according to Biblical tradition, God created Eve from Adam's rib. This obviously required surgery, so that was the oldest profession in the world.

The engineer countered with an earlier passage in the Bible that stated that God created order from chaos, and that was most certainly the biggest and best civil engineering example ever, and also proved that his profession was the oldest profession.

The computer scientist leaned back in his chair, and with a sly smile responded, "yes, but who do you think created the chaos?"





Unit 2

File Keeping 文件归档



•• 先听为主 ••>



A: Miss Wang, did you look up those files I requested?

B: I'm sorry, Mr. Steven. I couldn't find any information on that company, even though I checked all the cross-references. I don't think it's there.

A: I'm almost sure that information was filed.

B: Would you like me to check again under a different heading?

A: Yes, in fact I believe I asked you to put it in Mr. Brown's file.

B: Maybe that's why I couldn't find it. All the information on the Brown correspondence is filed under "B".

A: Do you still remember how our filing system works?

B: Yes, I do. All files are arranged alphabetically.

A: That's right.

B: I find them in report and business documents.

A: Great.



A: I've got the list here, Mr. Smith.

B: What list?

A: The list of points about filing. You said we should discuss it this morning.

B: Oh, yes. I remember. I was so cross yesterday when I discovered that Mary was keeping two separate files for the same customer.

A: Yes, you said we would have to issue a list of instructions to all the staff on filing routine.

B: Right! Well, what have you written down?



A: I thought we might head the page "notice" and then center the title "filing instructions".

B: Yes, that's all right, and then it can be dated at the end and signed by the managing director.

A: Yes.



情景会话



归档报告

Filing the Reports

A: Please file all these reports for me.

B: Would you like me to file them according to dates?

A: No, please file them in alphabetical order.

B: I'll copy them and file them both ways.

A: Great idea! You are an excellent secretary.

B: Of course I am, sir.

A: 请替我把这些报告归档。

B: 您要我依日期顺序归档吗?

A: 不, 请依照字母顺序。

B: 我会复印一份, 然后用两种方式各归档一份。

A: 好主意! 你真是个好秘书。

B: 当然了, 先生。



搜寻文件

Searching a Document

A: Mary, I can't find the document I was working on yesterday. Do you have any suggestion about what to do?

B: Are you positive that you saved it?

A: I'm sure I did. I worked on it all afternoon and then I saved it. I just had a

A: 玛丽, 我找不到昨天做的那个文件了。你有什么办法吗?

B: 你确信你存盘了吗?

A: 我肯定存盘了。我做了整整一下午, 然后存了盘。今天早上我就是作了



few changes to make this morning and now I can't find it.

B: I'm not sure what to tell you, Jane. Have you done a directory search?

A: Oh, no. Perhaps I should try.

几处修改,可我现在找不到它了。

B: 我也不能肯定是什么问题,简。你搜索过各个目录了吗?

A: 噢,没有。也许我应该试一下。

3

归档及整理文件

Filing and Organizing the Documents

A: Mr. Wang, should I file all these letters and reports now?

B: Yes, please file them according to their dates and company names.

A: OK, sir.

B: Mary, would you like to organize all the documents in this old file?

A: Of course, sir.

A: 王先生,我现在把这些信件及报告归档吗?

B: 是的。请把它们分别依日期及公司名称归档。

A: 好的,先生。

B: 玛丽,你能替我将这个旧文档整理好吗?

A: 当然可以,先生。

4

“归档须知”中的四点要求

Four Points in Filing Instructions

A: Do you know how to file things according to the “Filing Instructions”, Miss Chen?

B: Sorry, I don't know. Could you tell me about it?

A: Certainly. There are four points you should keep in mind when you file documents, information and other things.

B: What are the four points?

A: 陈小姐,你知道如何按照“归档须知”进行归档吗?

B: 抱歉,我不太清楚,你能告诉我吗?

A: 当然可以。在将文件、资料或其他东西归档时,要记住4点。

B: 哪4点呢?



A: Well, the four points are: keep the documents in each file in chronological order; remove all the chips and pins; punch the documents evenly and place them squarely in the folder.

B: And what is the last point?

A: The last point is the most important. You should always remember that "One customer—one file" is the principle.

归档要求

Requirements for Filing

A: Miss Chen, do you know the filing system in our company?

B: Yes, I attended a training class last week before I started work in this office.

A: What is the essence of filing, do you know?

B: The essence of filing I remember is to bring together in a single folder or file all papers relating to a particular subject.

A: That means "One customer—one file".

B: And each file should be named clearly, either in block capitals or in jet-black typed capitals.

A: That's right. And how should the filing

A: 嗯,这4点是:按年月顺序将文件排列归档;去掉所有的回形针和大头针;将文件对齐打孔并平整地放入文件夹。

B: 那么最后一点是什么呢?

A: 最后一点最重要,你应该始终记住“一户一卷”是立案的原则。

A: 陈小姐,你了解本公司的归档系统吗?

B: 是的。我在来这个办公室工作的一个星期参加了一个培训班。

A: 你知道归档工作的要点吗?

B: 我记得归档工作的要点是把所有关于一个特定主题的档案存入一个档案夹或卷宗内。

A: 那就是说“一户一档”。

B: 而且每个档案名称都要清晰,要么用印刷体大写字母,要么用黑体字大写字母。

A: 对了。要入档的材料应该怎样按顺



materials be sorted into order?

B: There are five basic methods of classifying materials for filing: alphabetical, numerical, alpha-numerical, geographical, and by the subject.

A: You have a good memory, Miss Chen.

B: One thing I think is also very important.

A: What's that?

B: If individual papers must be removed from the files, markers should be used for all absent files so that one can know where the papers are.

A: Yes, that's really very important.

B: A card index is very useful in the filing system. It is a most valuable friend to a secretary, so it must be kept handy and up to date.

A: That's true. And don't forget that prompt and careful filing contributes greatly to the efficiency of our office.

B: Thank you for your help in reviewing the lessons I learned in the training class. I'll do my best with the filing work in our office.

序依次分类呢?

B: 归档材料分类有五种基本方法:按字母、按数字、按字母与数字、按地理区域和按专题。

A: 陈小姐,你的记性真好。

B: 我认为还有一件事很重要。

A: 什么呀?

B: 如果在档案中要抽出个别的文件,要在抽出的地方做个标志,这样就能知道那些文件的去向。

A: 是呀! 这一点真的是非常重要。

B: 索引卡片对归档是非常有用的。它是秘书的良友,要随时放在手边并及时更新。

A: 没错,同时别忘了及时细心的归档对办公室的效率起着很大的作用。

B: 谢谢您帮我复习我在训练班里学到的课程。我会尽力把办公室的档案工作做好。



●● 熟背生巧 ●●

Extra Copies

The CEO was scheduled to speak at an important convention, so he asked one of his



employees, John, to write him a punchy, 20-minute speech. When the CEO returned from the big event, he was furious. "Who told you to write a one-hour-long speech?" he shouted. "Half of the audience walked out before I finished."

John was baffled. "I wrote a 20-minute speech," he replied, "and I gave you the two extra copies you asked for."

