

浩瀚英语2008年度倾情奉献



使用频率最高的 商务英语问答

The Most Popular
Situational Questions
and Possible Answers
of **Business English**

浩 瀚 主 编

[美] George Smith 审订

商务口语无所不包
时尚对话一网打尽
专业品质两大保证



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PREFACE

前

言

商务英语重在问答,在问答中融入商务场景和掌握商贸知识是我们这本《使用频率最高的商务英语问答》的最大特点。

本书选材丰富多样,内容从总体上分为三大部分,即日常商务、建立商务联系和商务旅行,共 24 个单元。全书涵盖了商务办公活动的方方面面,可谓实用性和知识性并重;为不同层次、不同职务的商业人士提供了广阔的学习空间。

在实际编排上,本书突出如下特点:

Questions and Possible Answers (巧问巧答):本部分提供与本单元主题相关联的基本问答,并可用作简单的口语练习测验:当读者看到或听到问句时,便可作出相应的回答,而答句同时又可以提供相关参考。

Conversation Tools (会话工具):本部分介绍一些与主题相关的会话习惯和常用表达,为用英文交流与会话打下基础。读者可以将其作为单句练习,不断熟悉英文的会话模式。

Sample Conversations (会话模板):在具体场景中体会商务交际用语,让读者领略不同语境中的各种表达方式,并在现实生活中能够灵活运用。

Lively Words (鲜活词语):本部分精选出与单元内容相关

的常用词汇,既为读者在学习本书的过程中扫除了单词的障碍,同时也拓展了词汇量,让读者在学习商务英语的同时一举多得。

Interesting Reading(趣味阅读):在这部分提供的时尚短篇小幽默,可以使读者在检测自己口语熟练程度的同时,巩固并提高自己开口说英语的能力。

全书采用英汉对照的方式,适合广大商贸英语爱好者阅读。

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Section

1

Daily Business

日常商务

Unit 1

Daily Reception 日常接待

Questions and Possible Answers

巧问巧答

- | | |
|---|---|
| <p>① Good morning, sir. Can I help you? I have an appointment with your manager for 9:00.</p> | <p>早上好,先生。我能为您效劳吗? 我和你们经理约好九点见面。</p> |
| <p>② Sorry, Mr. Smith is having a meeting. Well, I'll wait.</p> | <p>对不起,史密斯先生正在开会。 那好,我等吧。</p> |
| <p>③ Would you please wait for a moment? All right.</p> | <p>请您稍等一会儿好吗? 好吧。</p> |
| <p>④ Would you like something to drink? Tea or coffee? Tea, please.</p> | <p>您要喝点什么吗? 茶还是咖啡? 请给我茶。</p> |
| <p>⑤ Good morning, sir. Can I help you? Yes, I'd like to see the manager. Here's my card.</p> | <p>早上好,先生,需要什么帮助吗? 是的,我想见一见经理,这是我的名片。</p> |
| <p>⑥ Do you have an appointment?</p> | <p>请问您预约了吗?</p> |

No, I'm afraid I don't. Is it possible for him to see me now?

不,没有。他现在能见我吗?

⑦ Do you want to make another appointment?

您想另外预约吗?

Yes, I suppose that's the best thing I can do now. I'll be here on Thursday morning, 10 o'clock. Is that all right?

好的,我想这是目前最好的办法了。周四上午10点钟我再来这儿,好吗?

⑧ Excuse me. Is this Modern Office Ltd?

打扰了,请问这是现代办公用品公司吗?

Yes, that's right. Can I help you?

是的。我可以为您效劳吗?

⑨ My name's John Brown. I've got an appointment with Mr. Smith, the Production Manager.

我叫约翰·布朗。我和生产经理史密斯先生有个预约。

Right. I'll just let him know you're here.

好的。我马上转告他您在这里。

⑩ Is that Mr. Smith? Mr. Liu is here... He's expecting you in the workshop. I'll walk you there.

是史密斯先生吗?刘先生正在车间等您,我带您去那里。

Thank you.

谢谢。

⑪ I'm the sales manager's secretary. Please come this way. I'll take you to his office.

我是销售经理的秘书。请这边走,我带您去他的办公室。

Thank you.

谢谢。

⑫ Do you have an appointment?

您提前预约了吗?

Er... No, I haven't. You see, I only arrived back in the country this morning.

嗯,没有。你看,我今天早上刚刚回国。

- ⑬ Mr. Smith will be free about half past twelve. Can you wait?

Oh, that's fine. I'll wait.

史密斯先生大约在 12:30 有空, 您能等他吗?

好的, 我等他。

- ⑭ Here you are, Mr. Li. This is the cream and this is the sugar. If there's anything else you'd like, please don't hesitate to tell me.

Thank you so much.

给您, 李先生。这是奶油和糖。如果您还需要什么, 请别客气。

非常感谢!

Conversation Tools

会话工具

☞ Receiving Guests Who Had an Appointment 接待预约客人

Mr. Brown will come down to see you in a minute. 布朗先生马上就下来见您。

Would you please go up to his office? 请您去他的办公室好吗?

Mr. Smith is expecting you. 史密斯先生正在等您。

Please follow me, and I will take you to his office. 请跟我来。我带您去他的办公室。

Please let me take you to the manager's office. 请让我带您去经理的办公室。

I'll tell Mr. Chen that you're here. 我会转告陈先生您来了。

I'll tell the manager's secretary you are here. 我这就通知经理的秘书, 说您已经来了。

I'll come and fetch him now. 我现在就去接他。

Oh, good morning, Mr. Li. How are you? 哦, 是李先生, 早上好! 您好吗?

☞ Receiving Guests without Appointment 接待无预约的客人

I have to refer to my appointment book. 我必须先查查我的记录簿。

I have to ask my boss. 我必须问问上司。

Let me see if he is available. 我看看他是否方便。

My boss wants to know if your business is urgent. 我的上司想知道您的事是否紧急。

Would you please have a seat and wait for a moment? 请您坐下等一会儿好吗?

I am sorry. He is in conference now. 很抱歉,他正在开会。

I'm sorry. She is occupied at the moment. 很抱歉,她现在很忙。

I am sorry to have kept you waiting. 抱歉让您久等了。

Can I ask what you wish to see him about? 请问您有什么事要见他?

I'm told to get that information from every caller. 我奉命询问每位访客的来意。

Refusing the Guests 拒绝访客

Would you please leave your business card? 请您留下名片好吗?

I'm sorry, but my boss is not available now. 很抱歉,我的上司现在很忙。

I don't think my boss can allow you much time. 我想我的上司可能没空儿见您。

I will be happy to pass along your message to my boss. 我很乐意代您转达留言给我的上司。

Could you make an appointment on some other day? 您预约另一天好吗?

Perhaps he can arrange an appointment for some future date. 或许他能在将来某个时间安排同您见面。

I'll make a note of that and ask Mr. Jackson to confirm the time. 我会把它记下来,并且请杰克逊先生确定时间。

Sample Conversations

会话模板

A: Good morning, sir. Can I help you?

B: Yes, I would like to see your manager about a new product our company has developed in a short time.

A: Have you made any prior appointment?

B: No, I haven't.

A: I'm sorry, our manager has a full schedule this morning. Could you

write a note to him on the matter you wish to see him about or make an appointment?

B: Well, that's right. I'd better make an appointment. How about this afternoon?

A: OK, if he has time, I'll call you.

B: Thank you. This is my name card.

A: 早上好, 先生。您有什么事吗?

B: 是的, 我想和你们经理谈谈我们公司最近开发的一种新产品。

A: 您事先有过预约吗?

B: 没有。

A: 很抱歉, 我们经理今天上午的时间都安排满了。您能不能把您要谈的事写给他, 或者约一下?

B: 噢, 没错。我想最好约一下, 今天下午怎么样?

A: 好的, 如果他有时间, 我会通知您。

B: 谢谢您。这是我的名片。

A: Good morning, sir. Can I help you?

B: My name is John Smith. I'm with Computer Company. I would like to see Mr. Zhang.

A: Do you have an appointment?

B: I'm afraid not.

A: Let me check whether he is free or not. I'm sorry. Mr. Zhang has a full schedule today.

B: When is it convenient for him to see me?

A: I think you'd better leave your card here, and I will contact you later. Is that OK?

B: That's OK. Goodbye.

A: Goodbye.

A:早上好,先生。我能为您做什么?

B:我是计算机公司的约翰·史密斯。我想见张先生。

A:您预约了吗?

B:恐怕没有。

A:我现在帮您查看一下他是否有空。很抱歉,张先生今天没空儿。

B:他什么时候有空和我见面呢?

A:我想您最好留下您的名片,迟些时候我再和您联系。这样可以吗?

B:可以。再见。

A:再见。

Lively Words

service['sə:vɪs] 服务

this way 请走这边

direction[dɪ'rekʃən] 指点,指引

occupied['ɒkjupaɪd] 忙的

appointment[ə'pɔɪntmənt] 约定,预约

inform[ɪn'fɔ:m] 转告,报告,通知

engaged[ɪn'geɪdʒd] 忙的

鲜活词语

schedule['ʃedju:l] 时间表

personal['pɜ:sənəl] 个人的,私人的

reception room 接待室

meet somebody 接某人

get the chance 有机会

office hours 办公时间

make a note 记录下来

Interesting Reading

趣味阅读

Very Pleased to Meet You

During World War II, a lot of young women in Britain were in army. Joan Phillips was one of them. She worked in a big camp, and of course met a lot of men, officers and soldiers.

One evening she met Captain Humphreys at a dance. He said to her, "I'm going abroad tomorrow, but I'd be very happy if we could write to each other." Joan agreed, and they wrote for several months. Then his letters stopped,

but she received one from another officer, telling her that he had been wounded and was in a certain army hospital in England.

Joan went there and said to the matron, "I've come to visit Captain Humphreys."

"Only relatives are allowed to visit patients here," the matron said.

"Oh, that's all right," answered Joan. "I'm his sister."

"I'm very pleased to meet you," the matron said, "I'm his mother."

很高兴见到你

第二次世界大战期间,英国的许多年轻妇女都参军了。琼·菲利普就是其中之一。她在一个大军营里工作,当然会遇到许多男人、军官和士兵。

一天晚上,她在舞会上遇见了汉弗莱斯上尉。上尉对她说:"明天我就要出国了,如果我们能互相通信的话,我将非常高兴。"琼答应了,而且他们写了几个月的信。后来他的信没有了,而她收到另一个军官写来的信,信上说汉弗莱斯上尉受伤了,现在住在英国的一家军队医院里。

琼赶到那儿,对护士长说:"我来探望汉弗莱斯上尉。"

"这儿只许家属探病,"护士长说。

"哦,对了,"琼答道,"我是他的妹妹。"

"很高兴见到你,"护士长说,"我是他妈妈。"

Unit 2

Business Calls 商务电话

Questions and Possible Answers

巧问巧答

- | | |
|---|-----------------------------|
| ① Can I speak to the manager? May I ask who's calling, please? | 请问经理在吗? 请问您是哪一位? |
| ② I'd like to speak to Ms. Mary. This is Tom. One moment, please. | 我想和玛丽女士讲话,我是汤姆。 请稍等。 |
| ③ I'm calling about tomorrow's meeting. Meeting? | 我给您打电话是有关明天开会的事。 开会? |
| ④ I'm returning your call. Please call me ten minutes later. | 我给您回电话。 10 分钟后给我回电话吧。 |
| ⑤ Could I speak to Mr. Wang? I'll transfer your call. | 请让王先生接电话好吗? 我把电话给您接过去。 |
| ⑥ Sorry, she is on another phone. All right. I'll try again later. | 对不起,她正在打电话。 好的。那我过一会儿再打。 |
| ⑦ May I speak to Jane? I'm sorry, she's tied up at the moment. | 请问简在吗? 对不起,她现在脱不开身。 |
| ⑧ Is Mr. Smith there, please? I'm sorry, Mr. Smith is out. | 请问史密斯先生在吗? 对不起,史密斯先生出去了。 |

- | | |
|---|--|
| 9 Hello. I'd like to talk to Mrs. Green. Yes, speaking. | 您好,我找格林夫人。 我就是。 |
| 10 Hello. Would you ask Mrs. White to step to the phone? She's just coming into the room. | 喂,请怀特夫人来接电话好吗? 她刚好进来。 |
| 11 Hello. Could you ask Ms. Li to step to the phone? Hang on, please. | 您好。请李小姐接电话好吗? 请稍等。 |
| 12 May I speak to the Sales Manager? Just a minute please. I'll see if he is in his office. | 我可以和销售部经理通话吗? 请稍等。我看看他是否在办公室。 |
| 13 Carter Company. May I help you? Yes. Could you connect me with the reservation office? | 卡特公司。我能为您效劳吗? 请转接预订部。 |
| 14 Hello! May I speak to Mr. Smith, please? Hold on a minute. I'll see if he's in... I'm sorry, but he's out right now. | 您好! 我想找史密斯先生接电话。 请等一会儿,我看看他是否在……, 对不起,他现在不在。 |
| 15 Hi, Mr. William, how are you? Very well, thank you. Mr. Jackson, I am returning to England this afternoon and I am calling on behalf of the whole group to thank you for all your help and for all the time that you've spent on our account during our visit here. | 嗨,威廉先生,你好吗? 非常好,谢谢您,杰克逊先生。今天下午我要回英格兰,现在我代表我们全组成员给您打电话,感谢您对我们的帮助,在这儿参观期间,占用了您许多时间。 |

- ①6 May I talk with Mr. Watt? Is he available now?

Unfortunately, Mr. Watt is not available at the moment. Would you like me to put you through to his Assistant Manager, Ms. Brown?

我能否与瓦特先生通话,他现在有空吗?

很不巧,瓦特先生现在正忙着。您要我帮您接通他的副经理布朗女士吗?

- ①7 Hold the line, please... Mr. Smith is in a meeting at the moment. Can I help you?

I want to discuss with him the new contract we signed last week.

请别挂机……史密斯先生正在开会,我可以帮你忙吗?

我想跟他讨论一下我们上星期签订的新合同。

- ①8 May I take a message?

No, thanks. I'll call back later.

您要留个口信吗?

不用了,谢谢。我一会儿再打过来。

- ①9 Would you tell Mary that Michael called?

No problem. I'll give her the message.

请告诉玛丽,迈克尔打过电话了。

没问题。我会告诉她。

- ②0 I wonder if you could give Mr. Brown a message for me.

Sure. Just a minute, please. I'll get a pen.

您能不能替我给布朗先生带个口信?

当然可以。请稍等,我去拿支笔。

- ②1 Mr. White is out now. Shall I take a message?

No. I need to talk to him personally. Can you ask him to call me when he comes back?

怀特先生现在不在。要留言吗?

不用了。我想亲自和他说。他回来时能让他给我打电话吗?

- ②2 Will you call back later or should I leave word for him to call you?

Leave word for him, please.

是您回头打电话来,还是我留个口信请他打电话给您?

请给他留个口信吧。