

# 世贸英语 听说教程

A LISTENING & SPEAKING  
COURSE  
FOR **WTO** ENGLISH

倪进 杨敏

编著

Thomas Mckinley

Ellen Zaadnoordijk

审读



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346

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# 前 言

2001年11月11日,是我们值得欢庆、值得永远纪念的日子。因为在这一天里,我国终于加入了WTO,成为这一大家族中的一员。15年的艰辛谈判,漫长的翘首等待,如今梦想成为现实,怎不值得欢庆,怎不令人感慨万千!

WTO是英文“World Trade Organization”(世界贸易组织)的缩写,WTO是处理国与国之间贸易规则的惟一全球性国际组织。

可以确信,入世对我国政治、经济及企业运行将产生一系列重大影响。入世后,我国将更大程度、更宽领域地对外开放市场。

由此,各领域工作人员的知识结构须更新调整,熟练掌握WTO通用语言——英语,应是基本要求。提高英语听说能力,特别是有关世贸英语的听说能力尤为必要和迫切!本书正是应这一形势要求而编写的。

本书的编写融入了当代语言研究的最新成果,表现出不同于传统听说教材的编写体系:

- 语言学习应先听后说,听为语言的输入,说为听的直接输出与反馈。本书将听力部分的全真语言材料作为口语表达的基础,提取其精华,进行强化训练。
- 语言学习与运用不单纯以学习单词为基础,更多的情况下是以语言块一词串及语言预制型为基本单位。本书的口语训练正是这一语言学最新研究成果的体现和实践。

作者相信这样编写将十分有利于提高本书使用者世贸英语口语表达的准确性与流利程度。

本书内容基本反应了一个贸易国工作人员从事当代贸易所能遇到的各个方面,富有浓厚的时代气息。本书每个Unit均围绕一个或若干个主题展开,内容涉及与这一主题相关的场景、情景、功能和意念,以及在交际时可能涉及到的有关背景知识和相关词汇。每个Unit由听(Listening Comprehension Section)和说(Speaking Training Section)两部分组成,每部分又包含若干个小章节。

本书的读者对象主要为从事世贸工作及相关领域的工作人员、大专院校的商贸专业学生、以及有兴趣提高世贸英语听说能力的读者。

作者完稿时正值秋冬冬至,窗外落叶纷纷,白云淡淡,心情很是舒畅,希望奉献给读者的是本开卷有益的好书。但限于作者本身学养,献给各位读者的,只能援用李清照的词来表达我的诚意:“随意杯盘虽草草,酒美、梅酸,恰称人怀抱。”

倪 进

2001年初冬于东南大学兰园

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# Unit 1 WTO Negotiation

## 世贸谈判



### I . Listening Comprehension Section

#### PART ONE (Questions 1-12)

- You'll hear three telephone conversations.
- Write one or two words or a number in the numbered spaces on the form below.

##### Conversation One (Questions 1-4)

- Look at the form below.
- You will hear a man calling his company from New York.

#### TELEPHONE MESSAGE

From: Hughes  
At a (1) \_\_\_\_\_ meeting in New York  
To: Mr. Wollaston  
Date: November (2) \_\_\_\_\_, at (3) \_\_\_\_\_ time  
Subject: Getting approval for an (4) \_\_\_\_\_ in import

##### Conversation Two (Questions 5-8)

- Look at the form below.
- You will hear a man calling New World Trade Company.

#### ENQUIRY

Date: November 2nd  
From: (5) Lee \_\_\_\_\_ Ltd.  
Re: Inquiry about order sent to us on (6) \_\_\_\_\_ (3 weeks ago) for 3 computers and a (7) \_\_\_\_\_.  
Order No. (8) \_\_\_\_\_.  
Said that letter was received from us but equipment had not yet been received.  
Checked and found equipment dispatched yesterday.

Conversation Three (Questions 9-12)

- Look at the form below.
- You will hear a man telephoning a computer company for some information.

Name of the Company:	Computerworld
Article:	Computer IX102
Price:	(9) \$ _____.
Warranty:	12-month warranty
Service:	(10) _____ on-site maintenance
Money-back Guarantee:	No.
Delivery:	48-hour (11) _____ delivery
Training:	2-day training at (12) _____.

PART TWO (Questions 13-22)

Section One (Questions 13-17)

- You will hear five short pieces.
- For each piece, decide who the speaker is.
- Write one letter (A-H) next to the number of the piece.

13.....  
14.....  
15.....  
16.....  
17.....

A secretary  
B student  
C salesman  
D maintenance engineer  
E manufacturer  
F security guard  
G customer  
H accountant

Section Two (Questions 18-22)

- You'll hear another five short pieces.
- For each piece, choose from the list in the box what feeling the speaker is expressing.
- Write one letter (A-H) next to the number of the piece.

18.....  
19.....  
20.....  
21.....  
22.....

A caution  
B worry  
C pride  
D sarcasm  
E disappointment  
F pity  
G surprise  
H satisfaction

### PART THREE (Questions 23-30)

- You'll hear a negotiation between a salesman and a potential customer. The salesman is trying to sell a number of fax machines to a certain business while someone in the business is trying to negotiate the best price and terms.
- Choose the correct phrase to complete each sentence 23-30.
- Mark one letter A, B or C for the phrase you choose.

23. The customer wants to buy some fax machines for use

- A only in the company's headquarters.
- B only in the company's branch offices.
- C in the company's headquarters as well as branch offices.

24. He wants to buy

- A 4 fax machines.
- B 14 fax machines.
- C 40 fax machines.

25. At first he wants a discount of

- A 12 per cent.
- B 15 per cent.
- C 20 percent.

26. In order to be able to give the customer 15 per cent discount, the salesman says he must see

- A his company manager.
- B his supervisor.
- C his chief accountant.

27. There may even be a further discount if the entire bill is paid in

- A ten days.
- B one month.
- C six months.

28. The salesman is prepared to extend the warranty period by

- A six months.
- B one year.
- C eighteen months.

29. The fax machine company will promise to carry out repairs free of charge after one year if

- A the machines are insured with them.
- B the customer loses business because of faulty machines.
- C the customer buys his machines from them.

30. Once he receives a definite order with a deposit, the salesman says that he can deliver the machines in

- A less than a week.

B eight days.

C ten days.



### Part One

1. negotiation    2. 26    3. lunch    4. increase    5. Hyson    6. October 10  
7. printer    8. 003618    9. 1250    10. free    11. home    12. Computerworld

### Part Two

13. C    14. B    15. H    16. F    17. D    18. E    19. C    20. H    21. D  
22. B

### Part Three

23. C    24. C    25. C    26. B    27. A    28. A    29. A    30. B

## Tapescript

### PART ONE (Questions 1-12)

- You'll hear three telephone conversations.
- Write one or two words or a number in the numbered spaces on the form below.

#### Conversation One (Questions 1-4)

- Look at the form below.
- You will hear a man calling his company from New York.

M: Hello, Francis. This is Hughes calling from New York.

F: Hi, Hughes. Any good news from the negotiation? You sound excited.

M: That's true. I'd like to speak with Mr. Wollaston to discuss the quantity of our import. You see, we have gained such favorable terms on the contract that I can't help increasing our import. I need Mr. Wollaston's approval to sign the contract.

F: But Mr. Wollaston is out for lunch, and he's not likely to return in an hour. I'm afraid you'll have to wait till 1:30.

M: That's too bad. I can't wait! We are having a 15-minute coffee break now. The signing ceremony<sup>(1)</sup> will begin right after the break. What can I do? Perhaps I'll have to go ahead.

F: Yes, it seems you'll have to. By the way, when will you come back?

M: The day after tomorrow. It'll be November 28. See you then.

Conversation Two (Questions 5-8)

- Look at the form below.
- You will hear a man calling New World Trade Company.

F: Good morning. New World Trading Company. How can I help you?

M: This is Lee Hyson Limited.

F: How do you spell your company name, sir?

M: L-E-E H-Y-S-O-N. I want to inquire about an order which we made. This was three weeks ago, and we haven't received anything at all yet.

F: I'm sorry, sir. When did you send in your order?

M: October 10th. And it's now November 2nd.

F: What was the order for?

M: Three computers and a printer.

F: Didn't you receive any acknowledgment<sup>[2]</sup> from us?

M: Yes, we got a letter but the computers and printer haven't arrived.

F: Could you please give me your order number? That's the number in the top right-hand corner of our letter.

M: It's 003618.

F: 003618. Yes, I've got it on the screen now. The equipment was dispatched yesterday and should be with you later today or tomorrow.

Conversation Three (Questions 9-12)

- Look at the form below.
- You will hear a man telephoning a computer company for some information.

F: Computerworld. Good morning. What can I do for you?

M: Good morning. Could you give me some information about the computer IX102?

F: Certainly. What exactly do you want to know?

M: Well, how much does it cost?

F: 1250 dollars. But this weekend we're having our biggest sale. We're selling stock<sup>[3]</sup> from the widest range of computers at the lowest prices. Why not come and see the largest selection of computers?

M: Ah, that sounds great. Thanks for your information. And what sort of warranty<sup>[4]</sup> do you offer on that? Is it a one-year warranty?

F: Yes, it is. 12 months from the date of purchase.

M: How about your service?

F: We offer free-on-site maintenance<sup>[5]</sup> and two days free training at our company.

M: Do you offer money-back guarantee?

F: I'm sorry we don't.

M: What about your delivery?

F: We have the computers in stock<sup>[6]</sup> so we offer 48-hour home delivery<sup>[7]</sup>.

M: Oh, that's fine. Thank you for your help. Goodbye.

F: Bye.

## PART TWO (Questions 13-22)

### Section One (Questions 13-17)

- You will hear five short pieces.
- For each piece, decide who the speaker is.
- Write one letter (A-H) next to the number of the piece.

#### Speaker 1, Question 13

Just a moment while I make a note of your order. I'm very pleased that you think the computer I've been demonstrating will meet your needs, and I confirm that I'm happy to offer you 15% discount. I'm sure you'll be very happy with the computer.

#### Speaker 2, Question 14

I worked as a secretary in a lawyer's office as a summer job primarily to earn some money to see me through<sup>[8]</sup> college, but I also gained some useful work experience into the bargain. While I was there I did secretarial work and also took a turn on the reception desk<sup>[9]</sup>, and it was very enjoyable meeting people in this way to vary the routines<sup>[10]</sup>.

#### Speaker 3, Question 15

It's essential to keep accurate records of all our income and of everything we spend. Some shops seem to be very successful if you look at the number of customers in them, but you obtain a true picture<sup>[11]</sup> only if you find out how much profit or loss they are making each month.

#### Speaker 4, Question 16

We've got several video cameras in our store, but we really need more. That's why it's so important for me to walk around the store, observing everyone and everything. Often the most innocent-looking people are the ones who take things—they put something into a bag while the assistant isn't looking.

#### Speaker 5, Question 17

Making sure that everything is all right is a very responsible job. A power failure<sup>[12]</sup> or something breaking down can cause a lot of panic. Imagine being stuck in the dark in a crowded lift or a fire breaking out in the store as a result of an electrical fault. My job is to check continuously that every-



thing is working properly.

## Section Two (Questions 18-22)

- You'll hear another five short pieces.
- For each piece, choose from the list in the box what feeling the speaker is expressing.
- Write one letter (A-H) next to the number of the piece.

### Speaker 1, Question 18

What a pity! We almost won that contract. If only they'd known more about our company. I feel absolutely sure we could have done the job far better than any of our competitors. It's a great shame, isn't it?

### Speaker 2, Question 19

No one could want a better company to work for. It is the leading manufacturer of jeans in the world. The jeans we produce are of far better quality than any others produced anywhere else. And all the staff, from the managing director downwards<sup>[13]</sup>, are experts at their jobs.

### Speaker 3, Question 20

I certainly have no intention of complaining and asking for better working conditions. The office where I work is very comfortable indeed, and the people there are very kind and considerate. I haven't a bad word to say for the company and I hope I stay here for the rest of my working life.

### Speaker 4, Question 21

Lee and Wang are fine accountants, aren't they? They've made a mistake in the invoice which they've sent us for their services. 150 plus 80 are 230—not 300. And they're so generous! They even charged me for postage—that is, for sending their invoice to me!

### Speaker 5, Question 22

I'm sure our latest product will develop a fault<sup>[14]</sup>. I can't put my finger on it, but there's something basically wrong with the design. It concerns me that there is a slight crack<sup>[15]</sup> in one part of it. I know that the previous model had a similar crack and worked well, but it still makes me uneasy.

## PART THREE (Questions 23-30)

- You'll hear a negotiation between a salesman and a potential customer. The salesman is trying to sell a number of fax machines to a certain business while someone in the business is trying to negotiate the best price and terms.
- Choose the correct phrase to complete each sentence 23-30.
- Mark one letter A, B or C for the phrase you choose.

- M: Thank you very much for the demonstration of the new fax machine which you're marketing. I can tell you now that we're very interested in purchasing a quantity for our branch offices<sup>[16]</sup> as well as for our headquarters<sup>[17]</sup>. This will involve about 40 machines in all—provided that<sup>[18]</sup> we can reach a suitable agreement with you.
- F: I'm very happy to hear that. I'm sure you'll find the machines very reliable indeed.
- M: Can you give me again the minimum price<sup>[19]</sup> per machine—bearing in mind that we're talking about as many as 40 machines?
- F: Well, our normal wholesale price<sup>[20]</sup> including delivery works out at RMB 9 000 per machine<sup>[21]</sup>. But we can let you have a 12 per cent discount for any order of over 20 machines.
- M: I'm surprised that you're not prepared to give us a higher discount.
- F: Oh, dear, I'm afraid that isn't going to be possible. 12 percent is as far as we could go. I'd be in trouble with my company manager if I agreed to such a large discount. 12 percent is our usual discount on bulk orders<sup>[22]</sup>. I'll tell you what I'll do. I'll see my supervisor and try my best to get a further 3 per cent for you. That'll give you a total of 15 per cent discount.
- M: Is there any further discount for early settlement<sup>[23]</sup>?
- F: Oh, dear. Our chief accountant<sup>[24]</sup> won't be very happy. But we can sometimes make a reduction of 2 per cent if the bill is settled in full<sup>[25]</sup> within ten days.
- M: At the other extreme, would a 6-month credit period be acceptable to you?
- F: I'm afraid not. If we do give you a 15 per cent discount, it'll use up almost all of our profit, and we'll require payment within one month. I just can't do anything about extending<sup>[26]</sup> that—it's simply not going to be possible for us.
- M: I understand, but what about warranty? What's the period of warranty on these machines?
- F: It's 6 months, but I can make an exception in your case<sup>[27]</sup> and give you a one-year warranty period.
- M: So that's free repairs if any machines develop a fault within a one-year period. But what happens if any of the machines break down after a year?
- F: Well, we have a special maintenance scheme<sup>[28]</sup>: it's RMB 2 000 or so for a year's cover<sup>[29]</sup>. And we guarantee to carry out any repairs on site<sup>[30]</sup> within 24 hours—provided that the machines are used in offices within the city. If you phone us before ten o'clock in the morning, we usually come out to your office or factory the same day. Outside the city it will obviously take longer. Occasionally, we may even ask you to send the faulty machine to our nearest factory.
- M: I understand. Now what about delivery time?
- F: Usually two weeks from receipt of your order—three weeks at the most.
- M: Can you deliver within one week? It's all very urgent in our particular case<sup>[31]</sup>. We run the risk of losing business until we have the machines.
- F: Well, if you decide now and let me have a firm order with a 10 per cent deposit, I think we can promise to get the machines to you by one week tomorrow<sup>[32]</sup>—that'll be eight days. We'll give your order top priority<sup>[33]</sup>—and you can have 17 per cent discount provided we re-