

# 商务英语 英语口语 教程

齐伟钧 主编



上海外语教育出版社

# 商务英语口语教程

BUSINESS ENGLISH CONVERSATION

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## 前 言

随着改革开放的进一步深化与发展,中国与世界各国之间在经贸、文化、教育等领域内的交流与合作日益频繁。英语作为一门通用国际语言,在互相交往过程中,特别是在商务活动中,起着极其重要的作用。《商务英语口语教程》(Business English Conversations)是一套为从事外贸、外经或其他涉外行业的人员以及有关专业的学生而编写的商务英语口语教材。本书既可以作为商务英语专业或其他涉外专业初、中级班学员的英语口语教材,也可以作为英语口语强化班的辅导教材,同时还可供初具英语口语基础的成年人自学,以进一步提高使用英语口语进行商务活动与交流的水平。

基于成年人的生理特点,再加上缺乏理想的语言环境和练习机会等不利因素,我国成年人在学习外语口语时,难免感到困难重重,学习效果不明显。因此,本教程在编写时遵循“适时、实用”的原则,既考虑到当代社会发展对语言教学的要求,又针对我国成年人学习英语口语的特点,选编的教学内容紧密联系现代社会和经济的发展,如在课文、说明和注释等项目中增加文化习俗和国际贸易的内容;注释、句型与练习等围绕着课文展开,以帮助学员巩固并且提高已学到的语言知识和交际功能。

本教程在教学内容的编排上由浅入深,循序渐进,有如下特点:

(1) 每单元的课文分不同层次,通过上下文和相应的功能或情景罗列日常交际使用的基本句型。

(2) 突出句型,注重实践。每单元都另外列出适用于该功能或情景的常用句型。

(3) 注释详尽。除解释语意外,还涉及语体、习惯用法等,同时还补充大量例句和相应的对话,以供进一步口语练习。

(4) 每单元围绕着课文和句型展开练习,练习形式和内容融传统教学法和交际功能法之长处,方法多样且系统性强,如采用多项选择题的练习形式,但在选择内容上,则要求学员掌握恰当运用英语口语基本句型的能力。在练习项目的编排顺序上,从被动练习(如:多项选择题,填充题等)逐步过渡到主动练习(如:汉译英,提示会话等),并且安排与该单元功能或情景相应的听力练习,进一步增加学习和操练的内容。本教程中的翻译练习拟以口译为主。

学习外语无捷径可走,培养外语口语能力更是如此。只有通过大量语言材料的输入和强化培训,才有可能获得外语交际能力的提高。本教程编排了包括背诵和口译在内的多种形式的练习,旨在为学员提供更多的语言材料和练习机会。

(5) 每单元后附有增补对话或文章,以帮助学员巩固并且扩展学习成果。

本教程共分 15 个教学单元。每单元的授课时间为三至六课时,按每周 3 课时或 6 课时计算,大约需要一学期或两学期的时间学完。口语强化班或自学者可酌情缩短或延长学习期限。

本教程配有课文以及听力练习的录音磁带。

本教程在编写过程中,得到了上海外国语大学陈汉生副教授的热情帮助,在此表示真诚的感谢。

编写商务英语口语教材,在国内尚处于探讨阶段。本书编写时间仓促,疏漏之处在所难免,敬请读者指正。

齐伟钧

1997 年 12 月于

上海外国语大学

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## Unit 1

# First Day in the Office (第一天上班)

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[说明]第一天去新单位上班,除了注重仪表,履行报到手续等,在语言交流方面的要求可能是

(1) 确认一下所到之处是否是自己的新单位,可以这样问:

Excuse me, is this the... Company?

(2) 到了单位可以这样跟新同事打招呼: Good morning, I'm... / Good afternoon, I'm...

(3) 寻求帮助,可以说: Mr. /Miss..., I wonder if... / Could you (possibly)... /Thank you

### Texts (课文)

(I)

**Miss Lin:** Good morning.

**Mr. Brown:** Good morning.

**Miss Lin:** Are you Mr. Brown, the office manager?

**Mr. Brown:** Yes, I am.

**Miss Lin:** I'm the new typist.

**Mr. Brown:** Oh, yes. What's your name?

**Miss Lin:** My name is Lin Fang.

**Mr. Brown:** I'm glad to meet you. <sup>1</sup> We have a lot of work to do.

That's your desk over there.

**Miss Lin:** Thank you, Mr. Brown.

**Mr. Brown:** And that's your typewriter.

**Miss Lin:** It looks fine.<sup>2</sup>

**Mr. Brown:** And please call me Peter.

**Miss Lin:** Thank you, Peter.

(II)

**Lin:** Is the accounting office on this floor?

**Clerk:** No. It's on the eighteenth floor, the floor above. Our firm has two floors in this building.

**Lin:** It sure is a large firm!

**Clerk:** Yes, it is.

**Lin:** Where's the sales office?

**Clerk:** It's on this floor. It's down the hall.

**Lin:** Whose office is that?

**Clerk:** That's Mr. Carter's office.

**Lin:** Who's he?

**Clerk:** He's our boss, the General Manager.

(III)

**Alice:** Excuse me, is this the B & W Company?<sup>3</sup>

**Mark:** Yes, it is.

**Alice:** Good, then I'm in the right place. I'm looking for Mr. Brown.

**Mark:** You're early. The office doesn't open till 9 o'clock.<sup>4</sup> It's only ten to nine.

**Alice:** I'm reporting for work today, and I guess that I was a



little anxious to get here.

**Mark:** Are you an accountant?

**Alice:** Yes, I am.

**Mark:** Oh, then you will be my replacement.<sup>5</sup> My name's Mark Smith.

**Alice:** My name's Alice Lee.

**Mark:** Mr. Brown will be glad to see you. We have a lot of work to do.

**Alice:** I hope it is not too difficult. I'm a little nervous this morning.

**Mark:** Don't worry. You'll be familiar with it all in a couple of weeks.<sup>6</sup>

## Patterns (句型)

(1) Are you Mr. Li, the sales manager?

(2) Are you the accountant?

(3) Is the Top Company on this floor?

(4) Is this the B & W Company?

(5) Where is the manager's office?

(6) Whose office is that?

(7) I'm reporting for work today, and I guess I was a little anxious to get here.

(8) I hope it is not too difficult. I'm a little nervous this morning.

(9) The manager will be glad to see you. We have a lot of work to do.

- (10) Don't worry. You'll be familiar with it all in a couple of weeks.
- (11) I was told that I could find Mr. Smith, the Personnel Manager here.
- (12) I wonder if you could help me with those figures?
- (13) When will you be available to begin your new job?
- (14) Mrs. Carter is the sales manager . She's a senior executive.
- (15) This is the sales representatives' office. Ours is on the third floor.
- (16) You have to do this job step-by-step.
- (17) You shouldn't make any personal phone calls during office hours.

## Notes to the Texts (课文注释)

1. I'm glad to meet you.

很高兴与你见面。

初次与人相见时, 为了表示礼貌, 常常可以说 I'm glad/delighted/happy/pleased to meet you.

e. g. (1) A: Hello, I'm David Smith. (你好。我是大卫·史密斯。)

B: Oh, hello. I'm Li Hua. I'm pleased to see you.  
(哦, 你好。我是李华。很高兴见到你。)

(2) A: Mrs. Smith, this is Peter Brown. (史密斯先生, 这是彼得·布朗。)

B: I'm delighted to meet you, Mr. Brown. (很高兴见到你, 布朗先生。)

2. It looks fine. 看上去不错。

连系动词 look 后跟形容词,此处表示“看上去怎么样”。

e. g. (1) It looks interesting. (那看上去挺有趣的。)

(2) You look beautiful today. (你今天真漂亮。)

(3) This color looks good. (这颜色看上去不错。)

(4) You look tired. (你看上去有点疲倦。)

(5) He looks unhappy. (他似乎不高兴。)

3. Excuse me, is this the B & W Company?

请问,这是 B & W 公司吗?

当我们要麻烦别人的时候,先说 Excuse me,以表示礼貌。

e. g. (1) Excuse me, is this the manager's office? (请问,这是经理办公室吗?)

(2) Excuse me, where is the post office? (请问,邮局在哪儿?)

(3) Excuse me, can I use your phone? (对不起,我能用一下你的电话吗?)

4. The office doesn't open till 9 o'clock.

公司要到 9 点才上班。

not... until/till 表示“直到……才……”的意思。

e. g. (1) We won't leave until we have finished the work. (直到做完工作我们才会离开。)

(2) He didn't come until 11 o'clock. (11 点他才来。)

5. Oh, then you'll be my replacement.

喔,那你是来接替我的。

my replacement (here: someone to take over my position)

e. g. Can you get a replacement while you are away? (在你离开的时候你能找到替代你的人吗?)

6. Don't worry. You'll be familiar with it all in a couple of

weeks.

不用担心,过几个星期你就会熟悉这一切的。

be familiar with (here: get to know something well)

e. g. He is familiar with English. (他熟悉英语。)

a couple of (here: a few, several)

e. g. He will be away for a couple of days. (他将离开几天。)

c. f. I saw a couple of men in the doorway. (我见到门口有两个男人。)

## Exercises (练习)

I. 朗读或背诵课文I和II, 并进行对话练习。

II. 听写或翻译本单元句型。

III. 参考本单元语境选择最适当的提问或应答:

1. A: Are you Miss Li, the office manager?

B: \_\_\_\_\_

(a) No, I'm not. What are you doing here?

(b) No, I'm not. Who is he?

(c) Yes, I'm. What can I do for you?

(d) Yes, I'm. What do you want?

2. A: My name is Anna Wang.

B: \_\_\_\_\_

(a) How are you?

(b) Thank you.

(c) I'm pleased to see you.

(d) I like your name.

3. A: Excuse me, \_\_\_\_\_?

**B:** Yes, it is.

- (a) where is the accounting office
- (b) are you the general manager
- (c) do you know where the accounting office is
- (d) is this the accounting office

4. **A:** I hope it is not too difficult. \_\_\_\_\_.

**B:** Don't worry. You'll be familiar with it all in a couple of weeks.

- (a) I'm happy this morning
- (b) I'm pleased to see you
- (c) I feel sick this morning
- (d) I'm a little nervous this morning

IV. 用所给单词或词组改写下列句子中的划线部分:

1. I'm glad to see you. (pleased)
2. The office doesn't open till 9 o'clock. (open at nine)
3. Then you will be my replacement. (replace me)
4. Mr. Brown will be glad to see you. (happy)
5. You'll be familiar with it all in a couple of weeks. (get to know)

V. 根据内容完成下列对话:

1. **A:** Excuse me, is this the Import & Export Company?

**B:** \_\_\_\_\_.

**A:** Good, then I'm in the right place. I'm looking for Mr. Smith.

**B:** You're early. The office \_\_\_\_\_. It's only a quarter to nine.

**A:** I'm reporting for work today, and I \_\_\_\_\_.

2. **A:** Good morning, sir. Is this the accounting office?

**B:** No. It's \_\_\_\_\_, the floor above. Our firm has two floors in this building.

**A:** It sure is \_\_\_\_\_.

**B:** Yes, it is.

**A:** \_\_\_\_\_ the sales office?

**B:** It's on this floor. It's down the hall.

**A:** \_\_\_\_\_ is that?

**B:** That's Mr. Carter's office.

**A:** \_\_\_\_\_?

**B:** He's the general manager.

VI. 将下列对话中的汉语译成英语:

**A:** Good morning.

**B:** 早上好。

**A:** Are you Mr. Brown, the office manager?

**B:** 是的,我是。

**A:** I'm the new typist.

**B:** 噢,你贵姓?

**A:** My name is Anna Wang.

**B:** 很高兴认识你,我们有许多事要做,你的桌子在那儿。

**A:** Thank you, Mr. Brown.

**B:** 这台打字机是你的。

**A:** It looks fine.

**B:** 叫我彼得好了。

**B:** Thank you, Peter.

VII. 汉译英:

1. **A:** 请问,这里是 B & W 公司吗?

**B:** 是的。

**A:** 我找对地方了,我想见布朗先生。

**B:** 你来早了,公司要到9点才上班,现在才8:45。

**A:** 我今天是来报到上班的,我想我是太急了点。

**B:** 你是会计吗?

**A:** 是的。

2. **A:** 这里是财务室吗?

**B:** 不是,在楼上,第18层,我们公司有两层楼面。

**A:** 公司规模真大啊。

**B:** 是的。

**A:** 销售部在哪儿?

**B:** 就在这层楼,在大厅尽头。

**A:** 那是谁的办公室?

**B:** 是卡特先生的。

#### VIII. 会话练习

**Student A:** *You're a new secretary in a large computer company and it is your first day in the office. Ask your colleague or the manager to help you with your work.*

*You may use the following expressions:*

*I wonder if you could help me. / Could you possibly... / I'm sorry to interrupt, but... / Thank you very much for your help.*

**Student B:** *You are the manager. You are showing a new secretary around and helping him/her familiarize the routine work.*

*You may use the following expressions:*

*Let me show you. / This is ... / Don't worry. / It's fairly simple. / What you need to do is... / I'm sure you'll do it well. / You'll be familiar*

with it very soon.

Ⅷ. 听力练习 (根据所听内容选择正确答案):

### Pre-listening Vocabulary

laboratory (abbr. lab.) 实验室    panel 面板  
cassette 盒式磁带                      control panel 控制面板  
cassette recorder 卡式录音机      application 申请, 申请表  
operate 操作

1. What is the woman?
  - (a) A recording artist.
  - (b) A French teacher.
  - (c) A student.
  - (d) An engineer.
2. Where did the woman learn the information?
  - (a) From a friend.
  - (b) At the high school.
  - (c) From the student newspaper.
  - (d) At an employment office.
3. What is the man doing in the conversation?
  - (a) He's explaining the language laboratory.
  - (b) He wants to know where the tapes are.
  - (c) He's showing her a new tape recorder.
  - (d) He's recording her voice on a tape.
4. What does the man say about the language lab?
  - (a) It needs to have more French lesson tapes.
  - (b) It needs to have its controls repaired.
  - (c) It is different from all the other laboratory.
  - (d) It can be operated rather easily.



5. What will the woman do right now?
- (a) Change her class schedule.
  - (b) Fill out a job application.
  - (c) Organize tapes on the shelves.
  - (d) Work on the French lessons.

### Additional Dialogue (增补对话)

**Li:** How do you like your new job?

**Wan:** It's interesting, but I'm still pretty confused.

**Li:** What do they do in the accounting office?

**Wan:** Oh, a lot of different things. They keep records of all the company's transactions.

**Li:** That does sound very interesting.

**Wan:** The computer does most of the work, but we have to give it the necessary information.

**Li:** What about the payroll?

**Wan:** The computer takes care of the payroll, too.

**Li:** But what about the people? What do they do in the accounting office?

**Wan:** Well, some of them handle the accounts receivable and the accounts payable.

**Li:** Do they handle the budget, too?

**Wan:** Yes, some of the accounts keep a running audit of the budget.

I. Answer Questions:

1. What does Wan think of his new job?