



商务英语 · 完全自助手册

Business

BUSINESS ENGLISH

商务英语 会话用语 CONVERSATION

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前 言

随着世界经济一体化的发展,特别是我国加入世界贸易组织后,熟练地掌握英语这一国际贸易活动中最通用的语言就显得尤为重要。

本书从商务活动的实际出发,涵盖了办公室会话、商务出差、促销以及外贸实务的各个环节,并对外贸的基本术语通过“提示”进行了解释说明,使初学者能顺利地理解、运用。为了实际应用的需要,每一单元的后面都补充了“常用表达法”,让读者能充分利用常规句型,举一反三。

本书对话精炼,指导性强,适合于涉外企业职员或者有志从事外贸业务的青年、大中专学生以及有一定英语基础的自学者。

作者编写中参考、借鉴了国内外一些同类读物,在博采众长基础上,按照完全自助手册的思路,进行了精心设计,力求本书更新颖更实用。

编 者

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Chapter I

Conversation in the Office

办公室会话

▼

到公司上班面临的第一关是如何有效地使用电话进行沟通，本章从打电话和进行预约入手，模拟了对方不在、打错电话、打叫人电话、对方付费电话、出现同姓，以及与对方预约见面时间和地点或者取消、推迟预约等场景，让你能迅速进入状态，轻松面对每一天。

Unit 1 Telephone Calls 打电话

Part I

A: Hello.

喂。

B: Hello. May I speak to Mr. Smith?

喂，我可以和史密斯先生说话吗？

A: He's not in. Would you please leave a message?

他不在。你要留话给他吗？

B: No, thank you. I'll call back later.

不, 谢谢你。我以后再打。

Part II

A: Hello. I've a person-to-person call from Paris for Mr. Zhang.

喂。我有一个巴黎打给张先生的叫人电话。

B: I'm sorry, he's at the meeting.

对不起, 他在开会。

A: Oh, is that right? When will he be free?

噢, 真的吗? 他什么时候会在呢?

B: Well, he'll be free in one or two hours.

嗯, 他大概一两个小时以后会在。

A: I see.

我知道了。

Part III

A: Good afternoon. May I speak to Mr. Baker?

下午好。我可以和贝克先生说话吗?

B: Just hold the line, please.

请稍等一会儿。

C: Hello. This is Baker here. Who's calling, please?

喂。我是贝克。请问你是谁?

A: Hi, Baker. This is Jim.

喂，贝克。我是吉姆。

Part IV

A: Hello. Please put me through to Extension 135.

喂。请给我接 135 分机。

B: Sorry, the line is busy.

对不起，占线。

(You're through now. Please go ahead.)

(电话通了，请说吧。)

Part V

A: Good morning. This is AB Company.

早上好。这里是 AB 公司。

B: Mr. Wu, in the Export Department, please.

请找出口部吴先生听电话。

A: I beg your pardon.

请再说一遍。

B: I want to speak to Mr. Wu of the Export Department.

我要跟出口部吴先生讲话。

A: I'm sorry, but we have two Mr. Wu here.

对不起，我们这儿有两位吴先生。

What is his first name?

他叫什么名字？

B: John Wu.

吴约翰。

A: He's on another line at the moment.

他正在打另一个电话。

Is it urgent?

请问事情紧急吗?

B: Yes. Please ask him to call me back later.

是的。请他过会儿给我来个电话。

A: Can I have your name and phone number?

可否请你留下姓名及电话号码?

B: My name is George Lin and my number is 32157021.

我叫林乔治, 号码是 32157021。

A: Mr. George Lin at 32157021. Thank you for calling. I'll give Mr. Wu your message as soon as possible.

32157021 林乔治。谢谢你的电话。我会尽快把你的话告诉他。

Part VI

A: Hello. I'd like to speak to Miss Sally Fang.

喂。我想同方莎莉通话。

B: Who do you want to talk to?

你要找谁听电话?

A: Miss Sally Fang.

方莎莉小姐。

B: I'm sorry, but you have the wrong number. We don't have anyone by that name here.
对不起, 你打错号码了。我们这里没有这个人。

A: Isn't this 4307261?
这不是 4307261 吗?

B: No, it's 4307251.
不是, 是 4307251。

A: Oh, I'm terribly sorry.
哦, 非常抱歉。

B: Oh, that's all right.
哦, 没关系。

Part VI

A: Operator! Operator!
接线员! 接线员!

B: Can I help you?
我能帮忙吗?

A: Yes. I was talking to a party. We were disconnected.
是的。我正在和对方讲话。我们的线被切断了。

B: I'm sorry, sir. Just hold the line, please...
Now the line is connected. Go ahead, please.
对不起, 先生。请等一下……现在线接通了,

请讲话。

A: Thank you. Oh, Peter. This is David again.
We were disconnected. I didn't hang up on you.
谢谢你。哦，彼得，我是大卫，我们的线被切断了。我没有把你挂断。

C: I know you didn't, David.
我知道你没有，大卫。

A: I guess something's wrong with the switchboard on the phone lines here. The connection often goes dead these days.
我想是电话总机或是电话线有问题。这些天线路常断掉。

C: You'd better tell the chief of the Telephone Section.
你最好告诉电话部的主管。

A: I sure will. By the way, what were we talking about?
我一定会的。对了，我们刚才说到哪里？

Part VIII

A: I like to make a collect call to Beijing.
我想打个对方付费电话到北京。

B: Yes, sir. What is the number?
是，先生。对方号码是多少？

A: The country code is 86, area code is 10, and the

number is 49038712.

国别码是 86, 区域号码是 10, 电话号码是 49038712。

B: May I have your name and telephone number?

请问尊姓大名和电话号码?

A: This is Tony Xu 421 - 5468.

我是 421 - 5468 徐托尼。

B: Mr. Xu, who would you like to?

徐先生, 你想找谁通电话?

A: I'd like to talk to Mr. or Mrs. Chen.

陈先生或陈太太。

B: All right. We'll call you back.

好的。我们会打给你。

A: Thank you.

谢谢你。

◆ Notes 提示:

1. *International Subscriber Dialing* 国际直拨电话:
不通过国际电话局的接线生, 直接拨通对方国家的国际电话。
拨号顺序: 国际冠码 (INT'L PREFIX) + 国码 (COUNTRY CODE) + 区域号码 (AREA CODE) + 用户电话号码 (CALLED LOCAL NO.)
2. *Station Call* 叫号电话: *Station-to-Station Call*

指定对方电话号码的国际电话，对方接听后开始计费。

3. *Personal Call* 叫人电话: *Person-to-Person Call*
指定对方姓名的国际电话，要加算报名费用，但是如果指名的人不在时，则不计费。
4. *Collect Call* 对方付费电话
由对方付电话费的电话，由接线生帮忙问对方是否愿意付费，费用和指名电话的费用相同。
5. *Credit Card Call* 信用卡电话
先向电信局申请信用卡，再带此卡出国，打国际电话时使用，电话费由信用卡契约中指定的公司或个人支付。

Useful Expressions 常用表达法:

1. *There's no one by that name here.*
这里没这个人。
2. *Whom do you want to speak to?*
你找哪位?
3. *You can reach him at this number.*
你可打这个号码找他。
4. *She is out of the office.*
她出去了。
5. *Would you like him to call you?*
要不要他回电?
6. *How can I help you?*

有事吗？

7. *We'll pay for the call.*

我们会付费的。

8. *Mr. Brown is on the line.*

布朗先生已接通了。

9. *Will you give me Extension 212?*

你能帮我转到 212 分机吗？

10. *The number doesn't answer.*

电话没有人接。

11. *Who are you calling, please?*

请问你找谁？

12. *It's so nice to hear your voice.*

真高兴听到你的声音。

13. *It's for you.*

是你的电话。

14. *I'd like to speak with you later, if you don't mind.*

如果你不介意的话，我想过一会儿再打电话给你。

15. *I'm awfully sorry to call you so late, but I have to report this to you.*

非常抱歉，这么晚还打电话给你。但是这件事我必须向你汇报。

16. *This is a dial direct phone.*

这是一部直拨电话。

-
17. *Please speak a little louder. It's very noisy here.*
请大声点儿，这儿很吵。
18. *Did anybody call me while I was out?*
我出去后有人给我来过电话吗？
19. *Operator, we've been cut off.*
接线员，我们断线了。
20. *Don't hang up, please.*
请不要挂断。
21. *Where're you calling from?*
你从哪儿打来？
22. *Someone wants you on the phone.*
有人来电话找你。
23. *This is a long-distance call from Canada.*
这是加拿大打来的一个长途电话。
24. *I'll do my best to make contact with him.*
我会尽力同他联系的。
25. *Would you mind having him call me back sometime tomorrow?*
请你叫他明天什么时候给我回个电话好吗？
26. *When can I reach him?*
我什么时候可以打电话找到他？
27. *Does he have your number?*
他有你的电话号码吗？
28. *The number has been changed to 7620811.*

电话号码已经改为 7620811。

29. *I'm afraid he cannot be reached by telephone.*

用电话恐怕无法联络到他。

30. *I'm very sorry to have bothered you. I've made a mistake.*

抱歉打扰你，我打错电话了。

31. *Thank you for your time.*

谢谢，让你花费宝贵的时间。

32. *Please say hello to everyone for me.*

请代我问候大家。

33. *Well, I'll be talking to you again.*

嗯，我会再和你联络。

34. *Well, then, I'll call you again.*

好吧！我会再打给你的。

Unit 2 Making an Appointment 预约

Part I

- A: *I'd like to fix an appointment with Mr. Yang.*

Would 9:30 tomorrow be all right?

我想和杨先生约个会面时间。明天九点半行吗？

- B: *I'm afraid not. He's got a rather full day*

tomorrow.

恐怕不行。他明天已安排满了。

A: Could I possibly make it Thursday then, still at 9:30?

我可以约在星期四，还是九点半行吗？

B: No. That's not good either. But give me your number and I'll call you if somebody cancels.

不，也不行。不过请你把电话号码给我，如果有人取消约会，我就打电话通知你。

Part II

A: I'm afraid I won't be able to keep my appointment with you next Wednesday, after all. You see, I've got to go to London on urgent business. I'm very sorry about it.

恐怕下星期三的约会我实现不了啦。你看，有件急事我得去伦敦出差。非常抱歉。

B: Well, I understand, but how long will you be gone?

我能理解，不过你出差得多长时间？

A: Only a week or so. I'll be back before the weekend after next. So I'm calling to see if we could change the time for our meeting to Friday after next.

只要一个星期左右。下个周末前我会赶回来