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Lesson 1
Greeting and Reception
招呼与接待

Key sentences(重点句子)

1. Good morning, sir.
早上好, 先生。
2. Good afternoon.
下午好。
3. How nice to see you again! How are you?
再次见到您真高兴。您好吗?
4. Can I help you?
我能为您做点什么?
5. May I help you?
我能为您效劳吗?
6. How is everything?
怎么样?
7. How have you been lately?
您最近如何?
8. How are you doing?
您在忙什么?
9. I'm fine, thank you. And you?
我很好, 谢谢。您怎么样?
10. Please follow me.

请跟我来。

11. This way, please.

这边请。

12. Please come this way.

请这边走。

13. Have you got used to the life here?

您习惯这里的生活吗?

14. Just here, I'll attend to it for you.

就在这儿,我来帮您办理吧。

15. That's handled over there.

在那边办理。

Dialogue A

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

A: Good morning, sir.

B: Good morning.

A: Can I help you?

B: Yes, I want to send some money to Australia.

A: That's handled over there. Please following me.

B: Thank you.

A: My pleasure.

Dialogue B

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

A: How nice to see you again, Miss Jane! How are you?

B: Very well, thank you. And you?

A: Fine too, thanks. Have you got used to the life here?

B: Yes, Beijing is really a great place.

A: When will you take part in the contest?

B: The preliminary contest is on Wednesday. If I do not lose, I'll take part in the final contest on Thursday afternoon.

A: Wish you good luck.

B: Thank you very much.

A: What can I do for you today, Miss Jane?

B: I'd like to withdraw some money from my account.

A: Well, please fill out this slip.

Dialogue C

A: Good afternoon, Mr Smith.

B: Good afternoon, Miss Zhang.

A: Is there anything I can do for you today?

B: Where is the Deposit Section, please?

A: This way, please.

B: Thank you.

A: Not at all, sir.

Notes 注释

1. Good morning.

早上好。 这是从凌晨到中午 12 点之间见面打招呼用语。后面可加上 sir 来称呼不知姓名的男性顾客。用 madam 来称呼不知姓名的女性, 用 miss 称呼年轻女子。如果知道对方姓名, 男性姓名前要加 Mr, 女性姓名前加 Mrs(已婚者)或 Miss(未婚者)或 Ms(不知婚否)。

Good afternoon. 下午好。

Good evening. 晚上好。

Good night. 晚安。

2. Can I help you?

我可以为您效劳吗？ 这是接待顾客的常用语，类似的还有：

May I help you?

我能为您效劳吗？

Is there anything I can do for you?

我能为您做点什么吗？

What can I do for you?

我能为您做点什么？

3. I want to send some money to Australia.

我想往澳大利亚汇点钱。

4. The preliminary contest is on Wednesday. If I do not lose, I'll take part in the final contest on Thursday afternoon.

预赛在星期三举行。如果不失利，我将参加星期四下午的决赛。

5. I'd like to withdraw some money from my account.

我想从我的账户中取些钱。

6. Well, please fill out this slip.

好的，请填写一下这张单子。

Words and Expressions

send /send/

v. 寄, 送, 汇款

Australia /ɒs'treɪljə/

n. 澳洲, 澳大利亚

handle /'hændl/

v. 对待, 处理

pleasure /'pleʒə/

n. 愉快, 高兴

contest /'kɒntest/

n. 竞赛, 比赛

preliminary /pri'liminəri/

adj. 预备的, 预赛的

final /'faɪnl/

adj. 最后的, 最终的

withdraw /wið'drɔ:/

v. 收回, 取款

account /ə'kaunt/

n. 账户

slip /slɪp/

n. 条子, 单子

deposit /dɪ'pɒzɪt/

v. 存款

section /'sekʃən/

n. 分支, 分部

Lesson 2

Making Suggestions to a Customer

向客户提建议

Key sentences(重点句子)

16. It's my pleasure, but I think it would be better for you to tell me what you want to do.

很高兴为您效劳,但我想您最好告诉我您要干什么?

17. Would you care to give me your passport and write your name on the paper?

您愿意把您的护照给我并把您的姓名写在这张纸上吗?

18. Good. I'll fill out the exchange memo for you now. Why don't you take a seat over there for a moment?

好,我现在就为您填写兑换水单。您请在那儿坐一会儿,行吗?

19. I was wondering if you'd ever thought of conversing the unused Renminbi back into Japanese yen later?

不知您是否考虑过以后要把没有用完的人民币兑换回日元呢?

20. So, if I may make a suggestion, please keep your exchange memo safe.

那么,如果我可以提一个建议的话,请您保管好这张兑换水单。

21. Not at all.

不用谢。

22. Would you please repeat what you said?

您能再说一遍吗?

23. Please go to the Foreign Remittance Section, sir.

请到国外汇款处,先生。

24. It's position number five. You can't miss it, sir.

在5号窗口,您不可能会错过,先生。

Dialogue A

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

B: Good morning, sir. I'm from Japan. My English is not good.

Can you help me?

A: It's my pleasure, but I think it would be better for you to tell me what you want to do.

B: Oh, I want to change some money, but I don't know how to fill out the exchange memo. I can't read English.

A: Would you care to give me your passport and write your name on the paper?

B: Here you are. My name is Tanaka.

A: Good. I'll fill out the exchange memo for you now. Why don't you take a seat over there for a moment?

B: I'd like to. Thanks.

A: Hello, Mr. Tanaka. I was wondering if you'd ever thought of converting the unused Reminbi back into Japanese yen later?

B: Yes, if I'll have Renminbi left.

A: So, if I may make a suggestion, please keep your exchange memo safe.

B: Thank you indeed. I'll do that.

A: Not at all.

Dialogue B

B: Where can I send money to America?

A: Would you please repeat what you said?

B: I want to send some money to America. What should I do?

A: Please go to the Foreign Remittance Section, sir. It's position number five. You can't miss it, sir.

B: Thank you.

A: Not at all, sir.

Notes 注释

1. I think it would be better for you to...?

我想您最好还是……。

2. Oh, I want to change some money, but I don't know how to fill out the exchange memo. I can't read English.

啊,我想兑换些钱,但不知道怎样填写兑换水单,我不会看英文。

3. Here you are. My name is Tanaka.

给您。我叫田中。

4. Thank you indeed.

非常感谢。

Words and Expressions

Japan /dʒə'pæn/

n. 日本

exchange /ɪks'tʃeɪndʒ/

v. n. 交换, 兑换, 汇兑

memo /'meməu/

n. memorandum 的略写 /

'memə'rændəm/记录, 水单,

备忘录