

ENGLISH
900

9000

电话
英语
900句

汪颖 / 编著

中国书籍出版社

Telephone *English* 900

电话

英语
900

句

汪 颖 / 编著

中国书籍出版社

图书在版编目 (CIP) 数据

电话英语 900 句 / 汪颖编著. — 北京: 中国书籍出版社, 2000.1

ISBN 7-5068-0815-3

I. 电… II. 汪… III. 英语 - 口语 - 自学参考资料
IV. H319.9

中国版本图书馆 CIP 数据核字 (1999) 第 72912 号

书 名 / 电话英语 900 句

书 号 / ISBN 7-5068-0815-3/H·58

责任编辑 / 赵海生

责任印制 / 王大军 刘颖丽

封面设计 / 北京夸菲特艺术设计事务所

出版发行 / 中国书籍出版社

地 址 / 北京市丰台区太平桥西里 38 号 (邮编: 100073)

电 话 / (010) 63455164 (总编室) (010) 63454858 (发行部)

经 销 / 全国新华书店

印 刷 / 北京京海印刷厂

开 本 / 850 毫米 × 1168 毫米 1/32 9.625 印张 220 千字

版 次 / 2000 年 1 月第 1 版 2000 年 1 月第 1 次印刷

印 数 / 00001 - 10100 册

定 价 / 16.00 元 (册)

版权所有 翻印必究

丛书编委会

主 编 浩 瀚 琳 娟 葛志宏

编 委 (按姓氏笔画为序)

刁志超	王克强	王振远	刘同冈
汪 颖	李 灏	李长忠	李洪涛
李殿好	张 华	林晓靖	尚 新
赵修臣	顾 颖	徐子昂	葛志宏
鲍小蕾			

目 录

Lesson 1. 打电话 接电话	(1)
Lesson 2. 没找到人	(7)
Lesson 3. 等候与回电	(14)
Lesson 4. 留言	(22)
Lesson 5. 转告消息	(29)
Lesson 6. 长途电话	(36)
Lesson 7. 打错电话	(45)
Lesson 8. 分机、占线	(51)
Lesson 9. 电话故障	(57)
Lesson 10. 结束电话	(64)
Lesson 11. 要出租车	(73)
Lesson 12. 问路	(80)
Lesson 13. 预订旅馆房间	(87)
Lesson 14. 租房	(95)
Lesson 15. 订机票	(102)
Lesson 16. 订位	(109)
Lesson 17. 约诊	(115)
Lesson 18. 生意约见	(120)
Lesson 19. 约会	(127)
Lesson 20. 确认预约	(133)
Lesson 21. 更改	(139)

Lesson 22. 取消	(146)
Lesson 23. 拒绝邀请	(152)
Lesson 24. 询问情况	(158)
Lesson 25. 电话购(换)物	(164)
Lesson 26. 订货事宜	(172)
Lesson 27. 推销	(179)
Lesson 28. 致谢	(186)
Lesson 29. 致歉	(193)
Lesson 30. 关心	(199)
Lesson 31. 祝贺	(206)
Lesson 32. 同情	(212)
Lesson 33. 抱怨	(218)
Lesson 34. 旅馆找人	(225)
Lesson 35. 旅馆调房	(231)
Lesson 36. 询问设施	(236)
Lesson 37. 定餐	(243)
Lesson 38. 报修	(249)
Lesson 39. 旅馆其他服务	(255)
Lesson 40. 告别	(261)
Lesson 41. 求助	(267)
Lesson 42. 报警	(274)
Lesson 43. 谈论婚姻	(280)
Lesson 44. 谈论别人	(289)
Lesson 45. 旅游计划	(296)

Lesson 1 打电话 接电话

Key Sentences (重点句子)

1. Hello, is this 4474716?
喂, 是 4474716 号吗?
2. I'd like to speak to Mr. Wang.
我想和王先生讲话。
3. I'm sorry. Mr. Wang is out right now.
对不起, 王先生现在不在。
4. May I know when he'll be back?
您能告诉我他什么时候回来吗?
5. This is his wife speaking.
我是他的妻子。
6. Can I take a message for him?
要我转告吗?
7. May I have your name, please?
请问您是谁?
8. Is he available?
他能接电话吗?
9. I'll just find out for you.
我给您看看他在不在?
10. Hello, are you still there?
喂, 您没挂断吧?

11. Who is that speaking?

请问您是谁?

12. I'm so sorry that I made such an early phone call.

对不起我这么早打电话。

13. Who do you wish to talk to?

您要找谁呀?

14. Is Sue James in?

休·詹姆斯在吗?

15. Hello! Is Sue there?

喂! 是休吗?

16. Yes, speaking.

是的,我就是。

Dialogue A

A: Hello?

B: Hello. is this 4474716? I'd like to speak to Mr. Wang, please?

A: I'm sorry. Mr. Wang is out right now.

B: May I know when he'll be back?

A: I don't know, but he will certainly be back for lunch. This is his wife speaking. Can I take a message for him?

B: Thank you, Mrs. Wang. Please tell him to be at the airport one hour before tomorrow afternoon.

A: Very good. I'll let him know as soon as he comes back. But, may I have your name, please?

B: This is Lin Ming. Thank you. Bye.

A: Good-bye.

Dialogue B

A: Good morning.

B: Good morning. This is Li Gang here. I'm calling from New York in America.

A: How can I help you?

B: I'm trying to get hold of Mr. Chen. Is he available?

A: I'll just find out for you, sir. . . Hello, are you still there? Unfortunately, Mr. Chen is not available at the moment. Would you like me to put you through to Mr. Li?

B: Yes, please. That's very kind of you.

A: You're welcome.

Dialogue C

(A: Jane B: Mary C: Sue)

A: Hello!

B: Hello! Good morning. Who is that speaking?

A: It's Jane. I'm so sorry that I made such an early phone call.

B: It's nothing. Who do you wish to talk to?

A: Is Sue James in?

B: Sue! Jane wants you on the phone.

A: Hello! Is Sue there?

C: Yes, speaking.

A: Oh, sorry, I'm afraid I won't attend the meeting this morning. Last night I had a sore throat and I started getting hot.

C: Do you have a temperature? Have you taken it?

A: No, haven't yet.

C: Don't worry about the meeting. You'd better go to see a doctor. I wish you will soon be well.

A: Thank you, Sue. Bye.

B: Bye.

Notes 注释

1. I'd like to speak to Mr. Wang, please?

麻烦一下,我想跟王先生讲话。

在打电话找某人或询问某人是否在时还有多种表示方法:如

“Please connect me with...”“Please give me...”是比较普通的说法;

“Could you put me through to...”“May I speak to...”是非常客气的说法;

“I want to...”则带有相当强硬而又紧迫的感觉。

2. I don't know, but he will certainly be back for lunch.

我不知道,但是他肯定会回来吃午饭的。

3. Please tell him to be at the airport one hour before tomorrow afternoon.

请告诉他明天下午提前一小时到机场。

4. May I have your name, please?

请问你叫什么?

在接电话询问对方是哪位时,有多种讲法。如:

Who is speaking?

Who is calling, please?

May I ask who's calling?

Who should I say is calling?

Who is this?

这些句子上扬语气会给人比较良好的印象。但记住千万不要说“Who are you?”

5. Good morning. This is Li Gang here.

早上好。我是李刚。

打电话给对方时,要先报姓名,然后才说明目的,报名字之前先说 Hello, 或 Good morning, 不要说 I am..., 而应该说 This is..., 有时也可用 speaking。

6. I'm calling from New York America.

我从美国纽约打来。

7. I'm trying to get hold of Mr. Chen. Is he available?

我想找陈先生,他能接电话吗?

8. Would you like me to put you through to Mr. Li?

我给你接李先生好吗?

9. You're welcome.

别客气。

10. I'm so sorry that I made such an early phone call.

对不起,我这么早打电话

打电话给对方要注意时间是否适当,晚上很晚打电话到别人家,首先应道歉。可以说:“I'm so sorry to call you this time of the day.”(很抱歉这个时候打电话给你。)若是星期天或休假时,打电话到私人人家,应说:“I'm sorry to call you at your home on your day off.”(很抱歉在你休假时打电话到你家来)。另外,当对方已经睡觉了,被叫起来时,应说:“I'm sorry to have waken you up.”(很抱歉把你吵醒了。)

11. Jane wants you on the phone.

简给你打电话。

12. Last night I had a sore throat and I started getting hot.

我的嗓子从昨天晚上开始不舒服,而且身上发烫。

13. Do you have a temperature? Have you taken it?

你发烧吗? 你量过体温没有。

14. I wish you will soon be well.

我希望你早日康复。

Words and Expressions

available/ə'veiləbl/

a. 可得到的,可达到的

airport/'eəpɔ:t/

n. 机场,航空站

New York/'nju:jɔ:k/

n. 纽约

unfortunately/ʌn'fɔ:tʃənitli/

ad. 不幸地,遗憾地

welcome/'welkəm/

a. 受欢迎的

attend/ə'tend/

vt. 出席,参加

sore/sɔ:/

a. 痛的,疼痛发炎的

throat/θrəut/

n. 咽喉,喉咙

America/ə'merikə/

n. 美国

see a doctor

看医生,就诊

put through

(电话用语)把……接通

Lesson 2 没找到人

Key Sentences (重点句子)

17. Beijing Trading Company. May I help you?
北京贸易公司。请问有何贵干?
18. We have two Zhongs.
我们这里有两位先生姓钟。
19. Is that Bob Zhong, or John Zhong?
你要接 Bob 钟, 还是 John 钟?
20. I'm sorry, he's not in the office now.
很抱歉, 他现在不在办公室。
21. Do you have any idea when he'll be back?
你知道他何时回来吗?
22. I have no idea (when he'll be back.)
我不知道(他何时回来)。
23. Can you ask him to call me when he comes back?
他回来时请告诉他打电话给我好吗?
24. It's urgent.
有急事。
25. I'm sorry but he's in Shanghai on business.
很抱歉, 他出差去上海了。
26. Probably sometime tomorrow.
可能明天(回来)。

27. Is there anyone else who can help me?

有没有其他的人能帮我?

28. OK. I'll just put you through.

好的,我这就给您转接。

29. Just a moment, please. . .

请稍候。

30. You're welcome.

别客气。

31. Is Mary there?

玛丽在吗?

32. Mary is out right now.

玛丽现在不在。

33. Why don't you call back later this afternoon?

您不妨今天下午再打来。

34. When will she be back?

她何时会回来?

35. Will it be too late if I call around 10:00 this evening?

如果我在晚上 10 点左右打来会不会太晚?

Dialogue A

(A: Receiver B: Smith)

A: Good morning. Beijing Trading Company. May I help you?

B: Good morning. This is Mr. Smith of King Electronics Company. I'd like to speak to Mr. Zhong, please.

A: We have two Zhongs here. Is that Bob Zhong, or John Zhong?

B: Bob.

A: Mr. Bob Zhong in the Overseas Sales Division?

B: Right.

A: I'm sorry, he's not in the office now.

B: Do you have any idea when he'll be back?

A: I'm sorry, I have no idea.

B: Can you ask him to call me when he comes back? It's urgent.

A: Yes, I will, Mr. Smith.

B: Thank you.

A: You're welcome.

Dialogue B

(A: Receiver B: George Richter C: White)

A: Hello. ABC Company. May I help you?

B: Hello. This is George Richter. May I speak to Mr. Davis?

A: I'm sorry but he's in Shanghai on business.

B: Do you have any idea when he'll be back?

A: Probably sometime tomorrow.

B: I have a question about the E-4800 computer. Is there anyone else who can help me?

A: Of course. Miss White is the export manager. Would you like to speak to her?

B: Yes, please.

A: OK. I'll just put you through.

B: Hello. This is White speaking. Can I help you?

A: Hello. This is George Richter of Beijing Trading Company. Is it possible to make a change in our order? The order number is

1518.

C: And what kind of change did you want to make, sir?

B: Well, we ordered twenty E-4800s, but we want to change them to P-6800s.

C: Just a moment, please. . . Oh, I'm sorry, but they have already been sent.

Dialogue C

(A: Mary's father B: Jane)

A: Hello.

B: Hi. This is Jane. Is Mary there?

A: I'm sorry. Mary is out right now. She went shopping with her Mom.

B: When will she be back?

A: I'm not sure. Why don't you call back later this afternoon?

B: Will it be too late if I call around 10:00 this evening?

A: That's all right. We don't go to bed early.

B: Thank you. Bye!

A: Good-bye.

Notes 注释

1. Good morning, Beijing Trading Company. May I help you?

早上好, 北京贸易公司。我能为您服务吗?

在公司接电话时, 一般都报公司名称, 然后加 May I help you? 来问对方的目的。

2. Good morning. This is Mr. Smith of King Electronics Company.

早上好。我是 King 电气公司的史密斯。

在拨电话给对方时,要先报姓名然后才说明目的,报姓名之前先说 Hello 或 Good morning

3. We have two Zhongs here.

我们这里有一位先生姓钟。

一个单位或部门很可能有同名同姓的人,所以找人时,最好说出其服务单位名称。此句还可以表示为: There are two people here named Zhong.

4. I'm sorry, he's not in the office now.

很抱歉,他现在不在办公室。

也可以说 I'm sorry, he's out now. 如果还想说清楚一点的话,可以加 He's out doing some errands. (他出去办一点事)。errands 指“无关紧要的差事”等。

5. Do you have any idea when he'll be back?

你知道他何时回来吗?

Do you have any idea... 是征求对方“有没有好办法……”时的一种常用说法。Do you know...? 带有要求对方说出确切回答的口气。在被问到何时回来,而不知道确切时间,对于 Do you have any idea...? 的询问,就用 I'm sorry, I have no idea (when he'll be back.) 来回答。

6. I'm sorry, but he's in Shanghai on business.

很抱歉,他出差去上海了。

不说明出差时间地点而只说 He's out of town on business.

(他出差去了)也可以。“国外出差”时可以用 abroad, 或 out of