

商務英語會話手冊

A BUSINESSMAN'S HANDBOOK OF ENGLISH

客戶接待・商談及國外
出差基本英語會話專集
・英文部份附有錄音帶

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編輯大意

1. 本書主要內容共區分為五篇，第一篇為接機篇，第二篇為商務洽談篇，第三篇為電話、接待及索賠處理篇，第四篇為接待客戶篇，第五篇為國外出差篇，每篇內容豐富實用，極具參考價值。
2. 本書各篇內容係以對話方式編譯，對於從事英文商務者，非常實用，參照各篇內容隨時可翻閱參考應用。
3. 本書英文部份備有錄音帶，供讀者作聽力和發音練習，以提高學習興趣和效果。

編著者

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目 錄

一、接機篇	1
1. 從機場到旅館	1
2. 從旅館到公司	12
二、商談篇	28
1. 常用洽談語句	28
2. 推銷產品	34
3. 折扣、付款條件及交貨	40
4. 契約	45
三、電話、接待及索賠處理篇	53
1. 接電話	53
2. 接待客戶	64
3. 接洽及索賠處理	69
四、接待篇	74
1. 做觀光及購物輔導	74
2. 用餐	78
五、國外出差篇	87
1. 機場及旅館	87
2. 訪問公司	96
六、一般商業用字彙	101

一、接 待 篇

1. 從機場到旅館

確認初次見面之對象：

A: Excuse me. Are you Mr. and Mrs. Watson of Top Management Incorporated?

對不起，您們是TOP管理公司的Watson 伉儷嗎？

B: Yes, we are.

是的，我們是。

A: Excuse me, but would you perhaps be Mr. and Mrs. Watson?

對不起，您們是Watson 伉儷嗎？

B: No, we're not.

不，我們不是。

A: Oh, I'm sorry.

哦，對不起。

Excuse me, I'm looking for Mr. and Mrs. Watson.

對不起，我找Watson 伉儷嗎？

Pardon me, but are you Mr. and Mrs. Watson?

對不起，您們是Watson 伉儷嗎？

自我介紹：

I'm David Chen of the SBC Corporation.

我是SBC公司的陳大衛。

I'm David Chen, the sales manager of the SBC Corporation.

我是陳大衛，SBC公司的銷售經理。

Welcome to Taiwan, Mr. Watson. I'm David Chen from the SBC Corporation.

Watson 先生歡迎到台灣來，我是SBC公司的陳大衛。

向初次見面的人問候：

A: How do you do, Mr. Peters?

Peters 先生，幸會。

B: How do you do?

幸會。

A: I'm glad to meet you.

很高興認識你。

B: Thank you. I'm glad to meet you too.

謝謝，我也很高興認識你。

A: I'm pleased to meet you, Mr. Peters.

Peters 先生，很榮幸認識你。

B: The pleasure is mine.

是我很榮幸。

A: It's certainly a pleasure to meet you.

真的很榮幸認識你。

B: The pleasure's mine.

是我很榮幸。

I'm delighted to meet you, Mr. Peters. I've heard so much about you from Mr. Jeffries.

Peters 先生，很高興認識你，Jeffries 先生多次提及你。

向長輩問候：

A: It's a great honor to meet you.

認識您是我莫大的榮幸。

B: The honor is all mine. (or: It's me who is honored to meet you.)

是我很榮幸（或認識您應該是我的榮幸）。

透過別人介紹而自我介紹：

How do you do? I'm Peter Wang of the Taipei Electric Company.
Mr. Walker suggested I get in touch with you.

幸會，我是台北電子公司的王彼得，Walker 先生介紹我和您連繫。

向已認識的人打招呼：

A: Hello, Mr. Novak. It's nice to see you again.

哈囉，Novak 先生，很高興再見到你。

B: Hello, Mr. Kato. Same here?

哈囉，Kato 先生，我也一樣。

A: It's a pleasure to see you again.

真高興再見到你。

B: Thank you. How have you been?

謝謝。近況如何？

A: We've been quite busy, thanks.

很忙，謝謝。

A: Good morning, Mr. Worthington. How are you?

早安 Worthington 先生，你好嗎？

B: Fine, thanks. How are you?

很好，謝謝，你好嗎？

A: Fine, thank you.

很好謝謝。

問候旅途情形：

A: How was your flight?

飛行旅途如何？

B: Not bad, but I'm a little tired.

不錯，但我有點累。

A: How was your flight? Did everything go all right?

飛行旅途如何？一切順心嗎？

B: Yes, I enjoyed it thoroughly.

是的，非常痛快。

A: Did you have a good flight?

飛行旅途愉快？

B: Yes, it was very pleasant.

是的，非常愉快。

A: Did you have a safe trip?

旅途安全嗎？

B: It was very comfortable, but there was a little bit of turbulence.

非常舒適，但有點亂流。

詢問可否送某人到旅館：

A: Mr. Watson, shall I take you to the hotel now?

Watson 先生，我現在可以送你到旅館嗎？

B: Yes, please. (or: Yes, that would be great.)

是的，請（或：是的，太好了。）

A: You must be tired after such a long flight. Shall I take you straight to your hotel?

這麼長途的飛行後你一定累了，我可以直接送你到旅館嗎？

B: Yes, I think that would be best.

是的，我想那最好不過了。

詢問是否已預約旅館：

A: Did you make reservations for a hotel tonight?

你預訂今晚的旅館了嗎？

B: Yes, I'm booked at the Grand Hotel.

是的，我訂了圓山大飯店了。

A: Forgive me for not asking before, but have you made hotel reservations?

原諒我沒事先問你，你訂旅館了嗎？

B: No, the trip was so sudden.

沒有，這是臨時決定的旅行。

詢問想投宿何種旅館：

A: Would you prefer a Western-style hotel or a Chinese style inn?

你喜歡西式或中式旅館。

B: I'd like to try a Chinese inn.

我想試試中式旅館。

A: Shall I get a room for you at the Grand Hotel, where you stayed the last time you were here?

我可以訂上次你住過的圓山大飯店嗎？

B: Yes, that will be fine.

是的，那太好了。

想幫人提行李：

A: Let me carry your bags for you.

我幫你提行李。

B: Yes, thank you.

是的，謝謝。

A: Here, let me help you carry your bags.

我幫你提包包。

B: Oh, that's all right, I can manage.

哦！不必了，我自己來。

A: Yes, but I've got two hands free.

是的，但我兩隻手空著。

A: Here, let me take your bags for you.

我幫你提包包。

B: Please don't bother. I'm sure I can manage.

請別麻煩，我確信能自己來。

A: Well, at least let me take one of them.

至少讓我拿其中的一個吧！

想請服務生幫忙某人：

Shall I have a porter help you?

要我叫服務生幫你嗎？

Let's have a porter take care of your luggage.

我們叫服務生幫你提行李。

帶路至停車處：

I have a car waiting outside to take you to your hotel. Right this way, please.

我有車停在外面可送你到旅館，請這邊走。

There's a car waiting for you, so please come this way.

有車等你，請這邊走。

There's a car waiting for you, so please follow me.

有車等你，請跟我來。

We have a car waiting just outside the door over here.

我們有車就在這門外等候。

因取車請稍候時：

I'll bring my car here, so please wait a moment.

我把車開來請稍候。

I'll have the car brought here, so please wait a moment.

我將車開來，請稍待。

叫計程車時：

Let me call a taxi.

我叫部計程車。

Let me get a taxi.

我叫部計程車。

坐車時：

Please get in the back.

請坐後面。

Let me put your bags in the trunk.

讓我將你的包包放入行李箱。

詢問是否初次來台灣：

A: Is this your first visit to Taiwan?

這是你第一次來台灣嗎？

B: Yes, it is.

是的。

A: Well, we've planned many things to help you enjoy your stay.

我們準備了許多能讓你滿意的活動。

B: Thank you. That's very kind of you.

謝謝，你們真是太好了。

在車內邀請共進晚餐：

A: After we get to the hotel, would you like to have dinner with me?

我們到旅館後，可否和我共進晚餐？

B: Fine, but before that, I'd like to take a shower and rest just a bit.

好的，但用餐前我想先洗個澡並休息一下。

A: After you've had a chance to relax briefly at the hotel shall we have dinner together?

你到旅館休息一下後，我們可以一齊用晚餐嗎？

B: All right. By what time should I be ready?

好的，什麼時候我該準備好？

對方所說的話聽不清楚時：

I beg your pardon?

請再說一遍？

Please speak a little more slowly.

請說慢一點。

A little more slowly, please.

請再慢一點。

Please speak a little louder.

請說大聲一點。

What did you say?

你說什麼？

Sorry. I couldn't get what you said.

對不起，我聽不清楚你說什麼。

對方所說之內容不甚了解時：

I'm sorry, but I don't understand.

抱歉，我不瞭解。

What do you mean by PPB?

你所稱 *PPB* 是什麼意思？

Well, I'm not certain I understand your question. Would you mind re-phrasing it?

我的確不瞭解你的問題，你介意改述嗎？

英語不行而想以英語說話時：

Mr. Watson, I'm a beginner of English, so please speak slowly when you talk to me.

Watson 先生，我初學英文，當你跟我說話時請講慢一點。

I seldom have a chance to speak with non-Chinese, so speaking English is very difficult for me.

我很少有機會和非中國人講話，所以說英語對我來講相當困難。

到達旅館時：

B: How much longer will it take to get to the hotel?

還要多久才能到旅館？

A: Just another 15 minutes or so. — Oh, here we are. This is the hotel where you're going to stay tonight.

大約在十五分鐘左右，——哦！到了，這是今晚你要住的旅館。

遞給行程表：

Here's a schedule we've prepared.

這是我們準備好的行程表。

I have arranged your schedule. I hope it's suitable.

我已安排好你的行程表，我希望是合適的。

This is the schedule for Mrs. Watson. Mr. Lin from our department will take care of you.

這是Watson太太的行程表，我們部門的林先生會照顧你的。

想要跟對方商討行程表時：

Let's go over tomorrow's schedule.

我們看一下明天的行程表。

Shall we discuss the schedule in the lobby.

我們可以在大廳討論一下行程表嗎？

Do you mind if we talk about your schedule from tomorrow?

你介意我們討論從明天起的行程嗎？

告訴某人明天來接他之時間：

Tomorrow I'd like to pick you up here at the hotel, at 9:00a.m. Would that be all right?

我想明晨9點來旅館接你，可以嗎？

We'll pick you up at 7:00, so just wait in the lobby.

我們7點來接你，請在大廳等候。

詢問明天幾點可來旅館相見：

What time shall we come for you tomorrow?

我們明天幾點來見你？

What time shall we come and get you?

我們幾點來接你？

在旅館分手時：

Good night. See you tomorrow.

晚安，明天見。

Good night. Have a nice time.

晚安，祝你愉快。

2. 從旅館到公司

請對方至旅館大廳：

Good morning, Mr. Babcock. I'm in the lobby.

早安，Babcock 先生，我在旅館大廳。

早上之問候：

A: Good morning, Mr. Jones. Did you sleep well last night?

早安，Jones 先生，昨晚睡的好嗎？

B: I slept like a log. And you?

我睡的像一塊木頭，你呢？

A: Just fine.

很好。

關於天氣之寒暄：

Nice day, isn't it?

好天氣，不是嗎？

Hot today, isn't it?

熱天氣，不是嗎？

Cold, isn't it?

冷，不是嗎？

Bad weather, isn't it?

壞天氣，不是嗎？

Muggy, isn't it?

悶熱，不是嗎？

關於某日行程之說明：

I think we should discuss today's schedule before we leave.

我想在我們出發前應先討論今天的行程表。

Now I'd like to escort you to our company.

現在我陪你到我們公司。

We'll be leaving here by car at 9:00 and should reach the Hsinchu plant by 10:30. We're scheduled to be back here in Taipei by 5:00 this evening.

我們九點坐車出發，十點半到新竹工廠，預計今天下午五點回到台北。

We'll drive to my company's factory, which is about 45 minutes from here.

我們開車到我公司的工廠，離這裏大約四十五分鐘車程。

When we arrive at the factory, I will give you a tour of the facilities and introduce you to some of our key people. After that we can start our discussions.

到達工廠後，參觀工廠設備並介紹一些重要幹部和您認識，然後開始討論。

到達工廠時：

A: Here we are.

我們到了。

B: Oh, that was fairly quick.

哦！真快。

These are the facilities at the Hsinchu plant. The white building over there is the dormitory.

這些是新竹廠的設備，那邊的白色建築物是宿舍。

想要帶人參觀工廠時：

B: This is an impressive plant.

這是座給人深刻印象的工廠。

A: Let me show you around.

我帶你看看。

B: Oh, thank you. I'd like to see it.

哦！謝謝，我想看看。

A: Let me show you around the factory.

我帶你參觀一下工廠。

B: That's a good suggestion.

這是好建議。

Let me show you our plant.

我帶你參觀我們工廠。

Let me give you a tour of the plant.

我帶你參觀工廠。

Let me take you around the factory.

我帶你參觀工廠。

We'd like to give you a complete picture of our operation.

我們想讓你對我們的作業有個完整的印象。

介紹公司職員：

Ms. Brewster, this is Mr. Hsu, our president.

Brewster小姐，這是董事長徐先生。

Mr. Smith, this is Mr. Wang, manager of the personnel affairs section here in Hsinchu.

Smith先生，這是新竹廠人事主任王先生。

I'd like to introduce Mr. Chen, our sales manager.

我來介紹銷售業務理陳先生。

Let me introduce you to the man in charge of this project.

我來介紹這計劃負責人。

Professor Kent, I'd like you to meet my colleague, Peter Huang.