



中等职业教育国家规划教材  
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# 商务英语听说

(第三版)

陈祥国 袁秋红 主编



对外经济贸易大学出版社

University of International Business and Economics Press

中等职业教育国家规划教材

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对外经济贸易大学出版社  
中国·北京

## 图书在版编目 ( CIP ) 数据

商务英语听说 / 陈祥国, 袁秋红主编. —3 版. —  
北京: 对外经济贸易大学出版社, 2013  
中等职业教育国家规划教材  
ISBN 978-7-5663-0705-7

I. ①商… II. ①陈… ②袁… III. ①商务-英语-  
听说教学-中等专业学校-教材 IV. ①H319.9

中国版本图书馆 CIP 数据核字 (2013) 第 121248 号

© 2013 年 对外经济贸易大学出版社出版发行

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对外经济贸易大学出版社  
北京市朝阳区惠新东街 10 号 邮政编码: 100029  
邮购电话: 010-64492338 发行部电话: 010-64492342  
网址: <http://www.uibep.com> E-mail: uibep@126.com

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山东省沂南县汇丰印刷有限公司印装 新华书店北京发行所发行  
成品尺寸: 185mm × 260mm 16 印张 400 千字  
2013 年 7 月北京第 3 版 2013 年 7 月第 1 次印刷

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ISBN 978-7-5663-0705-7  
印数: 0 001 - 3 000 册 定价: 31.00 元 (含光盘)

## 中等职业教育国家规划教材出版说明

为了贯彻《中共中央、国务院关于深化教育改革全面推进素质教育的决定》精神，落实《面向21世纪教育振兴行动计划》中提出的职业教育课程改革和教材建设规划，根据教育部关于《中等职业教育国家规划教材申报、立项及管理意见》（教职成〔2001〕1号）的精神，我们组织力量对实现中等职业教育培养目标和保证基本教学规格起保障作用的德育课程、文化基础课程、专业技术基础课程和80个重点建设专业主干课程的教材进行了规划和编写，国家规划教材将陆续提供给各类中等职业学校选用。

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希望各地、各部门积极推广和选用国家规划教材，并在使用过程中，注意总结经验，及时提出修改意见和建议，使之不断完善和提高。

教育部职业教育与成人教育司

2013年5月

## 再版说明

《商务英语听说》是面向中等职业学校学生编写的一本教材。该教材从外贸业务岗位（群）对商务英语口语沟通能力的要求出发，选取商务接待和商务谈判各环节为主要内容，并按照外贸业务流程来进行编排。同时为拓展学生知识面，提高学生综合素养，还编排了六课新闻英语。练习的形式灵活多样，听与说结合，同步训练。

该教材自2002年出版以来，受到了广大读者的欢迎。2008年对其进行修订。此次，应出版社邀请，再次进行修订。为使该教材更适合中等职业学校学生使用，并进一步加强商务环境下的英语听说能力的培养，同时对原有过时的内容进行更新，在此次修订时，除保留原有特色外，主要做了如下改进：

1. 每一课都设置了 Aims 部分，明确每一课的能力目标，即通过这一课的学习要学会处理什么问题，提高哪一方面的能力，这样更有利于学生自学。

2. 每一课的 Part C Speaking 部分中增加了会话英汉互译或会话补充练习，旨在加强培养学生的英语口语交际能力和英汉互译能力。对原有句型练习进行了适当的调整增补。News Report 中增加了 Part C Speaking 话题讨论练习，要求根据 Part B Listening 中听到的内容所涉及的话题进行讨论，以此锻炼学生的自我表达和沟通的能力。

3. 更新了所有的新闻部分。并针对目前商务活动和国际贸易形势的变化，对各章节中已经过时陈旧的内容进行了更新。

4. 对较长的对话内容进行了适当的删减。

5. 对语言进行了修改，使之更规范、更准确。

本次再版由陈祥国、袁秋红担任主编，宦宁、姚元担任副主编。参加编写的人员和负责的章节如下：

袁秋红第1、25课；宦宁第2、22课；封海燕第3、5课；姚元第4、6课；柳燕第7课；杜颖新第8、15课；李月美第9、12课；蒋甜甜第10、11课；焦

婷第 13、14、17 课；郭纪玲第 16、19 课；刘玉芳第 18、23 课；孟雅楠 20 课；秦君第 21、24 课；陈春萌、丁峰第 26 课；李钰第 27、29 课；范文艳、丁峰第 28 课。

由于编者水平有限，尽管是再次修订，也难免出现谬误疏漏。敬请广大读者批评指正。

编者  
2013 年 3 月

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# Lesson 1

## Traveling by Air

### Aims:

1. Make flight reservations
2. Check in at the airport



### Part A Model Conversations

#### Conversation One

- A: Good morning, the United Airlines. What can I do for you?
- B: I'd like to make a reservation to Boston next week.
- A: When do you want to fly?
- B: Monday, Sep. 12th.
- A: We have Flight 802 on Monday. Just a moment, please. Let me check whether there're seats available. I'm sorry we're all booked up for Flight 802 on that day.
- B: Then, any alternatives?
- A: The next available flight leaves at 9:30 Tuesday morning, Sep. 13th. Shall I book you a seat?
- B: Er... It is a direct flight, isn't it?
- A: Yes, it is. Would you like to go first class or economy class?
- B: I prefer first class. What's the fare, please?
- A: It's \$176 one way.
- B: OK. I'll take the 9:30 flight on Tuesday.
- A: So, a seat on Flight 807 to Boston 9:30 Tuesday morning. Is it all right, sir?
- B: Right. Can you also put me on the waiting list for 12th?
- A: Certainly. May I have your name and telephone number, please?
- B: My name is Lorus Anderson. You can reach me at 52836012.





A: I'll notify you if there's a cancellation.

B: Thank you very much.

A: You're welcome.

## Conversation Two

*(At the airport check-in counter)*

A: Good afternoon. May I have your passport, please?

B: Here you are.

A: Do you have any luggage to check in?

B: Yes, I have 2 pieces.

A: Please put your luggage on the conveyor belt one by one.

B: Could I take this briefcase as my hand luggage?

A: That's all right. What kind of seat do you prefer?

B: Please give me a first row, aisle seat.

A: I'm sorry. No more aisle seats are available. Will the window seat be all right?

B: That's OK.

A: Here is your passport, and here are your boarding pass and luggage tags. Your seat is 1A in first-class compartment. You're going to board the plane through Gate 6.

B: Thank you.

*(At the Customs Inspection Hall)*

Customs Official: Have you filled out the Luggage Declaration Form?

B: Yes. I only have some personal effects in my carry-on suitcase. And here I also have my Health Declaration Form.

C: Fine. Have a nice trip.

*(At the security check)*

Security Officer: Please go through the metal-detecting gate. All right. Cleared. Please collect your belongings and your flight is boarding at Gate 6.

B: Thank you.



### Words and Expressions

be booked up 已预订完

belongings *n.* 个人物品

board *v.* 登机

boarding card 登机牌

Boston 波士顿

briefcase *n.* 公文包

cancellation *n.* 取消

carry-on suitcase 随身手提箱

check-in 登机手续

compartment *n.* 机舱, 车厢

counter *n.* 柜台

Customs Inspection Hall 海关检验大厅



## Words and Expressions

direct flight 直达航班

economy class/coach 二等舱, 经济舱

fare *n.* 机票, 车票

fasten *v.* 系, 拴

first class 一等舱

hand luggage 手提行李

Health Declaration Form 健康申报表

luggage *n.* 行李

Luggage Declaration Form 行李申报表

luggage tag *n.* 行李标签, 行李牌

metal-detecting gate 金属探测门

notify *v.* 通知

one way 单程

passport 护照

personal effects 私人财物

reservation *n.* 预订

the Customs 海关

the United Airlines 美国联合航空公司

waiting list 等候名单



## Notes

### 1. make a reservation 预订

reserve *vt.* 预订, 相当于 book

It is necessary to **make a reservation** in advance at hotel in traveling season.

旅游季节提前在宾馆预订房间是十分必要的。

You may **reserve/ book** flight tickets at the air agency.

你可以在航空售票处预订机票。

I'd like to **book** three first class **tickets to** Beijing **for** June 4.

我想订六月四日去北京的三张头等舱机票。

### 2. fly *v.* 飞行

What airline are you **flying**?

您坐哪家航空公司的飞机?

I'd like to **fly to** California.

我想飞往加州。

### 3. flight *n.* 飞行; 航班; 班机

direct flight/ non-stop flight 直达航班

regular flight 定期班机

domestic flight 国内航班

international flight 国际航班

charter flight 包机

red eye flight 红眼航班 (夜航)

connecting flight 联运班机



flight number 班次

flight schedule 航空时刻表

Our manager will **take** the afternoon **flight**.

我们经理将乘坐下午的班机。

Are the **flights to** Chicago non-stop?

飞往芝加哥的航班是直达的吗?

4. It's \$176 one way.

单程 176 美元。

one-way ticket 单程票

round-trip/ return ticket 双程票, 来回票

open return 不定期回程票

5. put me on the waiting list 把我列在候补名单上

还可说 put me on stand-by

6. check in

检票, 办理乘车、乘船、登机手续; 办理行李托运; 在旅馆办理登记入住手续

You must **check in** at the airport an hour before your plane leaves.

在飞机起飞前一小时你必须办理登机手续。

Do you have any luggage to **check in**?

你有行李要托运吗?

check-in n. 检票; 检票处; 签到

check-in counter (机场内) 办理登机手续的柜台

7. SC1159

航班号一般由两部分组成: SC 是航空公司的代号, 1159 是该航班的号码。

8. board n. v. 上 (船, 火车, 飞机)

Customs officials **boarded** the ship in the harbor.

海关官员在港口上了船。

on board 在船 (车, 飞机) 上

10. the Customs 海关

Customs clearance 清关, 结关



## Useful Sentences

1. What's the price for the flight to Chicago?

到芝加哥的机票多少钱?

2. How much is the fare?

票价是多少?

3. What's the fare to...?

票价是多少?



4. How long does the flight take? Will it arrive on schedule?  
要飞行多久？能准时到达吗？
5. Would the stopover at Tokyo be long enough for us to do some shopping?  
飞机中途在东京停留时，我们有足够的时间买点东西吗？
6. I'd like to make sure my plane reservation is in order.  
我想确认一下我预订的机票是否已办妥。
7. Please cancel my reservation on Flight 147 to New Delhi.  
请取消我预订的 147 次航班飞往新德里的机票。
8. Can I break my journey at Hawaii?  
我可以在夏威夷中途停留吗？
9. I think I'll fly economy on the 4:20 pm flight.  
我要下午 4 点 20 分班机的经济舱机票。
10. I can't go by the morning flight.  
我不能坐上午的班机走。
11. Please bring your baggage here for inspection. The Customs Official will examine your suitcase.  
请将您的行李拿到这里检查。海关官员要检查您的手提箱。
12. You're through with the Customs formalities.  
您已办完海关手续。
13. Have you attached/fixed the tags on the baggage?  
您在行李上系上标签了吗？
14. How much should I pay for the overweight?  
超重的行李我要付多少钱？
15. You've got four seats in the non-smoking section.  
你们在无烟区有四个座位。
16. Each passenger is allowed 25 kilos free of charge.  
每个旅客可免费携带 25 公斤行李。
17. We should charge you for the extra weight.  
对超重的部分我们要向您收费。
18. Hand-carried luggage is not weighed.  
手提行李不用过磅。



## Part B Listening

### I. Listen and complete each of the following sentences.

1. Hello, \_\_\_\_\_. What can I do for you?
2. I'll take the \_\_\_\_\_ flight on \_\_\_\_\_.
3. It's \_\_\_\_\_ for \_\_\_\_\_ to Karachi.



4. I have a briefcase and a \_\_\_\_\_ with me.
5. May I see your \_\_\_\_\_ please?

## II. Repeat the sentences you hear.

conveyer belt 传送带    m etal detector 金属探测器

## III. Write down the sentences you hear in full. Each will be read three times.

Boeing 747    波音 747 飞机

- 1.
- 2.
- 3.
- 4.
- 5.

## IV. Listen to the short conversations and choose the best answer to each of the following questions.

1. What's the charge for excess luggage per kilogram?  
a. \$4.                      b. \$5.                      c. \$14.                      d. \$15.
2. How would the passenger like to fly?  
a. One way economy.                      b. One way first class.  
c. Return economy.                      d. Return first class.
3. How long does the flight take?  
a. Two hours.                      b. Two hours and a half.  
c. Three hours.                      d. Three hours and a half.
4. Which one of the following statements is true?  
a. The passenger took arms (武器) in his bags.  
b. One should pay duties for arms and living plants.  
c. Arms, living plants and animals are not allowed.  
d. The official found arms in the bags.
5. What has happened?  
a. The flight is cancelled.  
b. The flight is put off a quarter for the rain.  
c. The flight is put off a quarter for the thick ground fog.  
d. The flight is put off an hour for the snow.



## V. Listen to the dialogue and answer the questions you hear orally.



## Part C Speaking

### I. Make sentences with the following sentence patterns.

1. *Here is...* (给你……)
2. *I prefer...*
3. *May I have...*
  - a. 我可以看一下你的护照吗?
  - b. 我可以看一下你的身份证吗?
  - c. 可以看一下你的机票吗?
  - d. 可以看一下你的签证 (visa) 吗?
4. *I'd like to...*
  - a. 我想订一张 5 月 3 日飞北京的经济舱机票。
  - b. 我想订两张星期五去巴黎的头等舱机票。
  - c. 我想订三张下周六去洛杉矶的头等舱机票。
  - d. 我想订两张 9 月 10 日去莫斯科的经济舱机票。

### II. Translate the following dialogue orally.

A: 您好, 去纽约的 CA941 在哪里办理乘机手续?

B: You can go over there for self check-in.

A: 是我自助办理吗?

B: Yes. You input your information first, and then you can select a seat and print your boarding pass all by yourself.

A: 那么我的行李怎么办?

B: After that, you can go to that counter to have your luggage dropped off.

A: 好的, 谢谢。

B: Have a nice trip.

### III. Compose a dialogue for the following situation. Then practice it with your partner.

You're booking a flight ticket for your manager to Beijing for his business trip. You call the air agency to make a reservation. Make clear the time to fly, class of ticket, return or not, the fare, etc.

### IV. Role play.

A is an English businessperson who is now on a business trip. B is an airport clerk at the check-in counter. C is the Customs official. D is the security officer. A checks in at the airport, goes through the Customs and security check.



# Lesson 2

## Meeting Foreign Guests at the Airport

### Aims:

1. Greet foreign guests at the airport
2. Introduce yourself and others
3. Ask about the flight
4. Offer to help with luggage
5. Keep a conversation going



### Part A Model Conversations

#### Conversation One

A: Good morning, Mr. Murphy. Welcome back to Dalian. (*Handshake*)

B: How nice to see you again, Ms. Li. Thank you for meeting me here.

A: My pleasure. How are you doing?

B: Very well, thank you. And you?

A: Can't be better.

B: I'm glad to hear that.

A: How was your flight?

B: Very nice. The service of CAAC is superb.

A: Thank you for saying so. Oh, let me help you with your baggage.

B: Thank you. I can manage it all right. (*They are heading for the parking lot.*)

A: Watch out. (*On the car*)

B: It's been a long time since we last met, er... more than two years. Time flies, you know!

A: Yes, and Dalian has changed a lot ever since. In fact, Dalian is changing every day. I hope we'll be able to show you around. I'm sure you'll be impressed.



B: Thank you. I'm sure I will.

## Conversation Two

*Mr. Sun Kai and Miss Li Lan are waiting at the "International Arrival" area, with a sign that reads "Welcome Mr. Robinson".*

A: Excuse me. Are you Mr. Robinson from London? I am the PR manager of Tianshan Trading Company. My name is Sun Kai.

B: How do you do, Mr. Sun? It's nice to meet you.

A: How do you do? Welcome to Dalian.

B: Thank you. It's very nice of you to meet me at the airport.

A: You're welcome. May I introduce my colleague Miss Li Lan? Miss Li is our sales manager.

B: Glad to meet you, Miss Li.

C: Glad to meet you too. I've heard a lot about you.

B: You are so kind.

*(They walk toward the car in the parking lot.)*

C: Did you have a good flight?

B: Not really, I got airsick.

C: I'm sorry to hear that. Do you feel better now?

B: Yes, I get better now.

A: How long did the flight take?

B: 16 hours non-stop.

A: 16 hours! It must be a very tiring trip. Can I take you straight to your hotel?

B: Yes, that would be the best.

*(At the hotel)*

A: So you need a good rest after such a long flight. We won't stand in your way.

B: Thank you very much.



### Words and Expressions

airsick *adj.* 晕机的

baggage/luggage *n.* 行李

CAAC (General Administration of Civil Aviation of China) 中国民航

International Arrival 国际抵港或国际抵达

non-stop *adj. adv.* 不停的(地)

parking lot 停车场

PR (Public Relations) manager 公关部经理

sales manager 销售部经理

stand in sb.'s way 妨碍某人

superb *adj.* 棒的

watch out *v.* 小心





## Notes

1. How are you doing?

你好吗?

回答时要根据实际情况, 如:

No t bad. 还不错。

Just fine. 很好。

I'm just great. 好极了。

Pretty fair, thanks. 还不错, 谢谢。

Same as ever. 老样子。

So-so, thanks. 马马虎虎, 谢谢。

Surviving, thanks. 凑合着, 谢谢。

Too bad. I'm having a bad cough. 糟透了, 咳嗽得很厉害。

2. I can manage (it) all right.

我自己行。

3. read (布告、牌子、黑板、文章等) 写着……, 读作……

The sign **reads** "Keep off the grass".

牌子上写着“勿踏草坪”。

Please amend your shipment clause to **read** "partial shipment allowed".

请将你装运条款改为“允许分批”。

4. It's very nice of you to meet me at the airport.

谢谢你到机场来接我。

It's very nice/kind of you 用来表示谢意。

5. You're welcome.

不客气。

当别人道谢时, 常用的回答有:

Don't mention it.

You're welcome.

Not at all.

My pleasure.

No problem.



## Useful Sentences

1. I hope you've had an enjoyable trip.

希望你度过了一个愉快的旅途。

2. Is this your first trip to China?