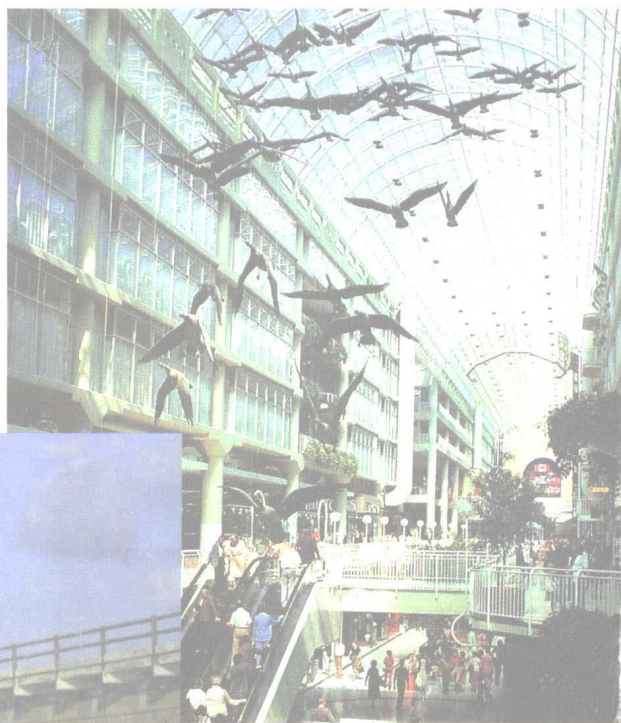


A NEW ORAL ENGLISH COURSE FOR BUSINESS

新编经贸英语口语教程

周杏英 罗爱琼 编著



中国社会科学出版社



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总 序

国际国内经济贸易发展的新形势要求我们对国际经济贸易的理论与实践、对世界经济贸易的规律性、对我国坚持实行和进一步扩大对外开放的伟大事业有更深刻的认识与了解。鉴于国际国内经济发展的大趋势,依据高等学校外语专业教育指导委员会就关于外语专业本科教育改革提出的若干意见的要求,考虑到外经贸、商务英语专业的特点及社会对既懂外语又懂经贸、商务专业的复合人才的迫切需求,为满足广大中高级英语水平读者对适合于他们水平的经贸英语教材的强烈愿望,也考虑到目前我国经贸英语教材的现状及未来的发展,我们有责任和义务编写出一批内容新颖、信息可靠、语言规范、具有权威性的经贸英语教材及教学参考书。这套新编经贸英语系列教材就是我们基于上述种种考虑,通过认真研究、反复论证、深入调查、充分准备,编写出的一套吸取其他同类教材优点,又独具特色的最新经贸英语系列教材。希望通过这套系列教材,对我国外语专业及经贸专业院校尽快地、高效地培养更多更优秀的复合型外语人才做出一些贡献。

经贸英语系列教材的编写充分体现了时代特色,强调理论和实践的有机结合。针对英语专业、外贸英语、商务英语专业中高年级学生,国际贸易、国际金融、经济学、工商管理等其他经贸类专业的高年级学生和具有较高英语水平从事经贸商务工作的在职人员虽然过了专业英语八级或大学英语六级但在专业英语学习方面仍有困难的现状,编写出的一套衔接基础英语和专业英语的难度适中的经贸英语系列教材。该系列教材共有十一册。它们分别是《新编经贸英语阅读教程》、《新编经贸英语写作教程》、《新编经贸英语翻译教程》、《新编经贸英语报刊选读教程》、《新编经贸英语口译教程》、《新编经贸英语听力教程》、《新编经贸英语口语教程》、《新编英语国家文化基础教程》、《新编语言学基础教程》、《新编英美文学欣赏教程》、《新编中国文化基础教程》。

由周富强、王长江编著的《新编经贸英语阅读教程》是一本内容涉及国际贸易、国际经济、工商管理、国际金融、市场营销、财务会计、国际投资、国际服务、国际经济合作、知识经济等各个领域取材宽泛、材料翔实的经贸英语阅读教材。全书分十四个单元。每个单元包括A、B两篇课文、阅读材料、疑难词汇与词组、供思考讨论的问题及注释。课文对国际经济贸易各科理论、实践及其历史沿革和目前发展趋势作出系统的概述;阅读材料展示经贸理论热点;词汇与词组部分就超出大纲的生词及词组和专业术语作出了详细的解释以帮助读者快速理解课文内容;课后讨论问题从不同角度就课文相关内容提出问题以引导读者对所读理论知识作系统深入的思考并运用所学理论分析实际问题;注释就课文相关的理论知识给以较全面的展现,以加深读者对所学知识的理解,进而扩大读者的知识面。

由梁润森等编著的具有较强操作性和模仿性及实践性的《新编经贸英语写作教程》由十二课组成。第一课介绍商业书信的标准格式。第二课介绍通过哪些途径来发展新客户,开拓新市场。第三课介绍如何讯盘某一商品。第四课介绍实盘和虚盘的界定。第五课介绍常见的讨价还价的事实依据。第六课介绍签约和履行合同条款。第七课介绍各种普遍适用的付款方式。第八课介绍包装,租船定舱和集装箱运输。第九课介绍如何审查信用证和要求修改信用证。第十课介绍索赔和解决索赔争端。第十一课介绍电传传真通讯。第十二课介

绍制单收汇。书中的范文体现了在我国对外贸易灵活政策下的国际进出口业务的许多新做法和灵活做法。编者期望读者能从该教程中学会拟写符合规范的外经贸业务英文函电和电传传真,从而提高解决实际业务问题的能力。

由褚东伟等编著的《新编经贸英语翻译教程》是一本经贸翻译实践指导书,分英译汉篇、汉译英篇、翻译的商业化运作篇(翻译过程概说、自由职业、翻译公司和翻译现代化)。其中英译汉篇和汉译英篇为本书的主要部分,每篇分为信函、合同、商业文件和技术资料四个部分,每部分提供了大量的曾经被客户接受的翻译实例并对这些实例进行技术点评和规律总结。读者在学习翻译技巧的同时自然地熟悉各类文体,对英语写作也有一定的提高。翻译的商业化运作篇帮助读者走出篇章,讲述走向市场以翻译为职业、以翻译为事业的技巧。

由李贻定编著的《新编经贸英语报刊选读教程》收入了世界著名英文报刊的最新文章。考虑到世纪之末的世界网络经济发展的突飞猛进,电子商务的欣欣向荣,而在中国的金融部门及制造业等领域的现代化方面却出现了“瓶颈”现象,本书的编选突出了网络经济、电子商务、金融和制造业方面的文章。影响世界经济贸易发展潮流方面的有关市场营销、高科技等方面的文章也有不同程度的选入。鉴于新闻体裁文章的时效性,本教程的选材侧重预测未来的文章,这样就大大延长了本教程的时效性。为了增加该教程的灵活性及个性比,本书介绍了一些新闻体裁的阅读技巧,以供读者分析根据自己兴趣所选的文章。本教程还设计了一些使读者通过浏览找出文章观点的问题及概括文意的技巧,并介绍了在飞速发展的信息社会中阅读报刊杂志的一些新方法。

由赵军峰等编著的《新编经贸英语口语教程》分理论篇和实践篇。本书以理论篇为教学先导,针对口译的性质特征,从理论的角度向读者作一高屋建瓴的概述,使读者对口译的性质、特点、标准、过程、类型乃至译员的素质有一概括性的认识。本书实践篇结合经贸活动诸层面中出现的具体语境,如迎来送往、广告宣传、参观访问、商务谈判、礼仪祝词、人物专访等等,将口译训练融化在12个单元之中。该书各个单元训练所需的有声和文字材料均具有针对性、真实性和时效性,大部分取自全真的口译现场录音。该书取材覆盖面广,各单元兼顾英汉、汉英双向训练,有译前准备、口译笔记、语体模式识别与转换、信息的概括与增删以及按命题意义重组句型等编辑技巧训练。该书充分体现了口译理论与实践相结合、针对性与通用性相结合的特点。

由何勇斌等编著的《新编经贸英语听力教程》以培养读者英语笔记能力为重点。选用的材料包括经贸报告、经贸会谈等方面。该教程共分为18个单元。每单元可供4课时使用。每单元包括听前训练(课前背景材料阅读、词汇训练、难句预读),实听练习(笔记、听力理解监测题),听后练习(口头讨论或写作)三大部分。该教程配有《教师手册》,包括录音的书面材料、练习及答案两个部分。

由周杏英、罗爱琼编著的《新编经贸英语口语教程》分上下篇。上篇包括两大部分。第一部介绍迎接与送别外商的全过程(接待、交通安排、食宿及参观等活动)。第二部分是关于商务洽谈的全过程(询价、订货、运输、付款及索赔等)。下篇为阅读材料篇。主要是关于国内外著名城市、景点、著名宾馆、风俗人情、著名公司及著名产品介绍。上下篇紧密结合,全方位地为读者提供了内容新颖、紧扣时代脉搏的理想的经贸口语学习蓝本。

由周富强、霍海洪编著的《新编英语国家文化基础教程》共分为十四章。第一章概括介绍文化的特征、范畴、文化研究的历史及全球文化的发展。第二章概述主要英语国家简况。第三章介绍主要英语国家国土及其自然资源。第四章介绍英语国家的人民及社会状况。第五章论述英语及其变体的特征;着重比较对比英国英语和美国英语的异同。第六章简述英语国家的历史发展及其沿革规律。第七章比较对比英语国家的政治制度的异同。第八章着

重论述英语国家经济模式及商贸实践。第九章介绍宗教及其在英语国家文化中的地位。第十章使学习者对英语国家的教育体制及其发展状况有一全面的把握。第十一、十二章分别介绍了英语国家的文学和艺术的发展、演变及其特征。第十三章注重英语国家的媒体介绍。第十四章则综述了英语国家的国际关系。通过本教程,编者力图全面地介绍英语国家的民族风格、历史、语言特色、政治制度、经贸、文学、宗教、教育、新闻媒体、家庭生活、社会问题等有关文化背景的方方面面,为经贸英语学习者成功地参与国际商务活动,更有效地进行国际全面合作打下坚实的文化基础。

由戴桂玉等编者的《新编英美文学欣赏教程》具有把文学基本理论与文学名作欣赏融为一体来进行教学的特点,本书共分十六个单元。内容涵盖小说、诗歌和戏剧的基本要素、文学批评的基本原理以及主要的文学流派和写作技巧。本教程精选了一些有代表性和各具特色的作家的作品或选读来加深读者对文学本质、文学流派和文学风格的认识和理解。每篇作品或选读后面都有注释和本单元的文学要点讲解,以及作者的写作技巧、风格和主体的介绍;还有供读者理解的阅读思考题或课堂分析讨论题。本教程旨在让读者既能获得理论上的指导,又能得到文本分析的实践,以便有效地提高读者的文学欣赏水平和英文写作能力。

由魏辉良、谢元花编著的《新编语言学基础教程》是一本依照最新高等学校英语专业英语教学大纲(1999)、立意新颖、材料详实、讲解透彻、可读性强的英语语言学教程。其目的在于使学生了解人类语言研究的最新成果,提高他们对语言的社会、人文、经济、科技以及个人修养等方面重要性的认识,培养语言意识,发展理性思维,以帮助拓宽学生的思路和视野,全面提高学生的语言素质。本书共分为十六章,其内容涉及语言的起源、结构、变迁、口语与书面语等普通语言学范畴及语言与思维、语言与大脑、语言与文化、语言习得、语言教学等应用语言学范畴。本书不仅适用于英语专业高年级本科生,也可作为非英语专业的本科生学习语言学基础知识的参考书。

由王长江、刘国华等编者的《新编中国文化基础教程》是一本内容涉及中国历史、宗教、哲学、文学、艺术、政治经济制度、法律、教育、风俗习惯以及中西文化交流等有关中国文化诸层面的基础教程。本书以英语写就,将使读者在学习英语的同时,加深对中国文化底蕴的了解,增强用英语表述中国文化内容的能力。为了帮助读者深刻理解课文内容,对中国文化的诸方面做深入的分析和思考,每章节后都附有词汇表以及思考题。本书除适用于学习英语的中国学生之外,对我国外事工作者、外经贸工作者和对中国文化感兴趣的外籍人员亦有裨益。

广东外语外贸大学
国际经贸学院
新编经贸英语系列教材编委会
2000年10月

前 言

随着全球经济一体化的深入发展,中国与世界各国经济交往日益增多,我国需要大批既懂外语,又掌握经贸、金融业务知识,既懂政策、法规,又熟悉各国商业文化背景的复合型人才。《新编经贸英语口语教程》正是为适应日新月异的经济形势发展的需要而编写的。

现有的经贸英语口语教材内容主要集中在进出口业务谈判上。而《新编经贸英语口语教程》除进出口业务谈判的内容外,还增添了(1)有关当前的经济形势、政策和法规;(2)谈判技巧以及各国不同的文化背景和不同的谈判特点;(3)银行业务等方面的内容。本书既有对话,又有大量的阅读参考材料,以扩大学生的知识面,提高综合能力,适应形势发展的需求。

本书跳出以句型操练为主的传统框架,按以学生为中心的教学模式编写。每个单元均有情景对话和多种形式的练习,使学生进行充分的模拟练习。本书适合高等院校经济类涉外专业或英语专业高年级学生使用,同时也可供商贸工作者和英语爱好者参考使用。

在编写过程中,我们得到了广东外语外贸大学李贻定教授、邵学言教授、赵军峰先生、外籍专家格林先生、麦肯基夫妇、本校高年级学生以及海尔集团科技中心李端阳先生等的帮助和支持;经贸英语系列教材总主编周富强先生参与了本书的策划并审阅了全部书稿,在此表示衷心的感谢。

本书由周杏英、罗爱琼合作编写,其中第一至第五章,第十一至第十五章由罗爱琼编写,第六至第十章,第十六至第二十章由周杏英编写。由于编者的水平和工作经历有限,错缪之处在所难免,敬请广大读者批评指正。

编者
2000年9月

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Unit One International Travels

Dialogue 1: Making Flight Reservations

Han Fang goes to a travel agency to make a reservation for a flight to Beijing. The assistant is able to get her on the flight she wants and accepts payment by check.

(At Ticketing Office)

Clerk: Good morning, madam. Can I help you?

Han Fang: Yes, please. I'd like to fly to Beijing on the 19th.

Clerk: Any preference about the airline?

Han Fang: Air China, if possible.

Clerk: If you'll just take a seat for a moment, madam, I'll check the reservations.

Han Fang: O.K. Thank you.

Clerk: (Presses the keyboard of the computer.) Yes. There are seats available on Flight CA 938 departing Heathrow at 19:30 on the 19th.

Han Fang: Is it a non-stop flight?

Clerk: Yes.

Han Fang: What time does it arrive in Beijing?

Clerk: It arrives at the Capital Airport at 13:25 Beijing time.

Han Fang: What exactly is the air fare for economy class?

Clerk: One way or return?

Han Fang: One way.

Clerk: Let me see. A one way economy ticket to Beijing is £682.

Han Fang: O.K. Book me on that flight, please. (Writes out a check) Here you are.

Clerk: Thank you, madam. How do you spell your name?

Han Fang: Han Fang. H-a-n F-a-n-g.

Clerk: May I see your passport, please?

Han Fang: Sure. Here you are. (Hands her the passport.)

Clerk: Thank you. (Hands back the passport.) Here's your ticket. Please check in at the airport no later than 6:00 p.m.

Han Fang: Thank you. I will.

Dialogue 2: The Flight is Fully booked

The phone rings. It's Mr. Hansen of LBC Company. He calls to make bookings for 2 of his colleagues. Unfortunately the flight he wants is fully booked. The assistant suggests an alternative flight, which he readily accepts.

Clerk: International Travel Agency. Can I help you?

Hansen: Hello, Miss Kay. This is George Hansen. Two of our senior executives would like to fly to Beijing. Could you please book them two seats on the BA flight 026 leaving London on the 23rd?

Clerk: First class or business class?

Hansen: Business class, please.

Clerk: Please hold on. I'll just check the reservations. (A moment later) I'm sorry, Mr. Hansen, the flight you requested is fully booked, and there are at present no cancellations. May I suggest an alternative?

Hansen: Yes, please do.

Clerk: Flight LH 721 has seats available on the same day. It leaves at 10 a.m., however there's a stopover of an hour in Frankfurt. How does that sound to you?

Hansen: That sounds good. Could you book me two seats on that flight, please?

Clerk: May I have the travelers' names, please?

Hansen: Yes, Mr. Kent and Mr. Router. I'll send someone to pick up the tickets on Friday.

Clerk: That'll be fine. Thank you, Mr. Hansen.

Hansen: Thank you, good-bye.

Clerk: Bye.

Dialogue 3: Asking the way

Hansen: Can you tell me where the Hong Kong Airlines is, please?

Official: Yes, certainly, sir. Go through those doors and turn right. You'll see a row of check-in counters on the far side of the hall, past the Thomas Cook office. HKA is the fourth one along, next to Singapore Airlines.

Hansen: Thank you very much.

HKA: Good morning. Ticket please. May I see your passport, sir? ...Thank you, Mr. Hansen, here you are. Your flight will be called in about twenty minutes.

Hansen: Thank you. I say, could you possibly tell me how much alcohol I can take into Hong Kong, please?

HKA: One litre of spirits, or two litres of wine.

Hansen: And can I buy duty-free spirits on board the plane?

HKA: Yes, certainly, but there's much better selection in the duty-free shop here. That's on the first floor near here restaurant.

Hansen: Yes, I think I'll go up there. Oh, and by the way, do you know of a good Chinese phrase book?

HKA: Please take a copy of this leaflet of ours. It has some useful phrases.

Hansen: Thank you.

(In the duty-free shop)

Hansen: I'll take these, please.

Loudspeaker: Attention please. Hong Kong Airlines announce the departure...

Shop Assistant: Thank you, sir. That's £ 8.65. Will passengers...

Hansen: Yes, thanks. Can I pay by credit card?

Loudspeaker: ...please proceed to Gate *** for boarding.

Hansen: What was that? What did she say? Gate what?

Shop Assistant: Sorry, sir, I wasn't listening.

Hansen: Excuse me, what gate number is it for the flight to Hong Kong, please?

HKA: Gate 21, sir.

Hansen: Thank you very much.

Dialogue 4: On the Plane

Hansen: Is this Row C, please? Good Heavens, Ingrid, it's you!

Ingrid: Hello, Hansen. I thought I saw you earlier, while I was changing some money, but then you disappeared. What happened?

Hansen: Well, I didn't come through with the rest. As a matter of fact I was just buying some

whisky when they called the flight, and I nearly missed the plane. Now tell me, how is it that you're going to Hong Kong, if you don't mind me asking?

Ingrid: I'm going to see my relations.

Hansen: In Hong Kong? But you're English, surely?

Ingrid: Well, I'm half English. My mother was Chinese. Oh, she died when I was little, but I still go to see the family, when I can.

(The plane takes off)

Ingrid: The last time I went was in December two years ago, and it was very hot. All the time I was there. I've never been so hot in my life. But why are you going to, here, may I ask?

Hansen: Oh, I'm going to see the purchasing people in their health service. I say, if by any chance you're free one evening perhaps. We could...

Dialogue 5: Checking in at an International Airport

They arrive at Hong Kong Airport.

Immigration Officer: Passport, please. Thank you. How long will you be in Hong Kong, Mr. Hansen?

Hansen: For three nights.

Immigration Officer: And what is the purpose of your visit?

Hansen: I'm on business.

Immigration Officer: I see. Will you go on to Customs, please? Along this corridor through the door at the end...

At the check-in desk

A man has a bit of a problem because he has got a return ticket and forgot to have his ticket reconfirmed. While he is waiting to see if there are any free seats on the flight, another passenger checks in with some luggage.

Clerk: I'm sorry, sir, but this ticket has not been reconfirmed.

Man: Oh, dear! But I have a reservation, haven't I?

Clerk: Yes, you have. But you ought to have reconfirmed if at least three days before departure.

Man: Oh, no. What am I going to do? I really must get back to Beijing.

Clerk: If you will just wait a few minutes, I will see if there is any vacancy on this flight.
(While the clerk is consulting his computer, another passenger arrives.)

Hansen: Good morning.

Clerk: Good morning, sir.

Hansen: I'm going to Beijing.

Clerk: May I have your ticket and passport, please?

Hansen: Yes, certainly. Here is my ticket.

Clerk: Yes.

Hansen: And here is my passport.

Clerk: Thank you. Have you any luggage?

Hansen: Yes, I have this suitcase and this small traveling bag.

Clerk: Would you put them on the scales, please?

Hansen: Certainly.

Clerk: Let's see now. You have a free luggage allowance of 20 kilos. (Looking at the scales) but unfortunately here it says 24. I'm afraid you'll have to pay a little extra for excess luggage.

Hansen: Oh, dear! How much will that be?

Clerk: £42.

Hansen: Right. Here we go.

Clerk: Thank you. Have you any hand luggage?

Hansen: Yes, I have this suitcase.

Clerk: OK. Would you put this tag on it, please?

Hansen: Thank you very much.

Clerk: Here is your ticket, passport, and your luggage check-in receipt and your boarding pass.
Boarding is at Gate 9.

Hansen: Excellent. Thank you very much. Good-bye!

Clerk: Have a pleasant flight, sir.

Hansen: Thank you.

Man: Any luck?

Clerk: (After consulting the computer) Yes, sir. You are really lucky today. There is a seat available on this flight. It's a window seat in a non-smoking area.

Man: Superb. I couldn't ask for more.

Clerk: Here is your boarding pass.

Man: Thank you very much.

Clerk: My pleasure, sir.

Dialogue 6: A Short-term Visitor with Nothing to Declare

Mr. James is invited by a Chinese corporation to come to China for business talks. He intends to stay here for a fortnight and do some sightseeing as well. After claiming his luggage, he comes to the Customs post. As he has nothing but personal effects, he decides to go through the green channel.

James: Excuse me, officer. This is my first visit to China. I'm not very familiar with Chinese customs formalities.

Customs officer: They are quite simple. May I see your passport, please ?

James: Certainly. Here it is. (Hands it over.)

Customs officer: You are here on business, I presume?

James: That's right. A Chinese corporation has invited me for business talks.

Customs officer: How long will you be staying?

James: Just two weeks.

Customs officer: How many pieces of luggage have you got?

James: This case and also this case. And in this case, I have a word processor in here and also this camera. They are both for my own use.

Customs officer: Do you intend to make them out on your departure?

James: Yes, I do.

Customs officer: According to the regulations, the portable word processor and the camera that you have brought along for personal use on this trip can be passed for the time being duty free, but you will have to take them out with you when you leave the country.

James: I will.
Customs officer: Well. Have a pleasant stay in China.
James: Thank you very much.
Customs officer: Bye-bye.
James: Bye-bye.

Dialogue 7: A Visitor with Something to Declare

Mr. Anderson is a buyer of Chinese products. Having done some lucrative business with CNIEC at Guangzhou Trade Fair, he is pleased to have this opportunity to visit its head office in Beijing. He has brought with him some samples of the kind of leather craft he wishes to buy. He chooses to go through the red channel.

Anderson: Good morning.
Customs officer: Good morning, sir. Welcome to China. Have you anything to declare?
Anderson: Yes. Here's my passport and my declaration form.
Customs officer: O.K. I understand, apart from personal effects, you have got one briefcase and one suitcase. Are they samples?
Anderson: Yes, they are. They are samples of the kind of leather craft I wish to buy from China.
Customs officer: Do you intend to take them with you when you leave the country?
Anderson: No. I'll probably leave them with the CNIEC.
Customs officer: Okay. Would you please take them to the counter over there.
Customs officer (2): Will you please open your suitcase?
Anderson: Of course.
Customs officer (2): O.K. Is there anyone here in the corporation to help you with the entry formalities?
Anderson: No. I don't think so.
Customs officer (2): Then you can leave them with the Customs. We will give you a detention ticket. You can give the ticket to the CNIEC and ask them to complete the formalities for the release of these samples for you.
Anderson: All right, officer.

Customs officer (2): Thank you.
Customs officer (2): Have a pleasant stay in China!
Anderson: Thank you very much.
Customs officer (2): Bye-bye.
Anderson: Good-bye.

Dialogue 8: Talking to an Old Friend

Christ, a new employee of a company happens to meet Mr. Anderson, his friend, at the Capital Airport in China. Then they go to a bar and talk about Christ's new job.

Friend: Well, what'll you have?
Employee: Gin and tonic, please. You're better off than I am!
Friend: You must be joking! What're you on now?
Employee: Well, I can tell you. I'm on £ 7,000 a year.
Friend: Christ, is that all? I'm 2 years younger than you and I'm on £ 9,500. In your shoes, I'd put in for a rise.
Employee: Well, it's difficult. The problem is, the company has been very good to me. They gave me removal expenses and helped us find accommodation. But you see, with inflation, I'm worse off now than I was 18 months ago when I came. And besides, I know the job better now. I think I've got a good case, but the problem is all the long-serving employees whose loyalty they have to recognize by paying them more than me!
Friend: All right. But you're an up-and-coming executive! They ought to encourage middle-management to make progress; people like you want to get on!
Employee: Yeah, but, you see. I'm only here on attachment from the parent company. That weakens my bargaining position.
Friend: Does it? I'd say it strengthens your "Bargaining position"! You've brought a new outlook to the firm. Tell me, do you get a company car?
Employee: No.
Friend: Accommodation?
Employee: No.

Friend: No benefits in kind at all?

Employee: Well, no.

Friend: So you get £ 7,000 gross, which must be about £ 4,800 net, after tax and deductions for National Insurance and pension scheme, I suppose?

Employee: About that.

Friend: Look, all the unions in the country representing the shop-floor workers will put in for about 30% this year. They'll probably get about 15%. So they'll keep up with inflation. But what about you? You've by yourself, so you're not keeping up, in fact you're worse off in real terms than you were before. I think you should put your case to your boss in the strongest possible terms.

Employee: Yeah, well perhaps I'll have a word with him.

Friend: No perhaps about it! I can't help thinking you're being taken advantage of!

Employee: Well, I can't say that to him!

Friend: Of course not. Put it tactfully. You don't want to be rude. By the way, you said you were looking around—have you seen anything at all?

Employee: Well, there is another job I've seen. But it'd mean moving again, you see. For all you say, I feel that in all this pay-business I'm on a sticky wicket.

Words and Expressions:

a non-stop flight	直飞
air fare	飞机票费
economy class	经济舱
business class	公务舱
check in at the airport	到机场验票, 领取登机牌
fully booked	全部预订出去
an alternative flight	另一个可供选择的航班
cancellation	取消预订
stopover	中途停留
pick up the ticket	取票
free luggage allowance	免费行李限额
excess luggage	超重行李