



21 世纪高职高专规划教材

商务英语口语



隋晓冰 主编



 机械工业出版社
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《商务英语口语》一书是针对当前高职高专广大学生的实际水平编写的。它以中国刚刚进入 WTO、对外商务活动如火如荼为经济背景,同时把中国作为商务活动的主战场。示范对话从机场迎接外宾开始,经过日常接待和各环节的业务谈判,到机场送行为止,对用英语进行商务活动中的基础知识、习惯用法、常用句型等进行了通俗易懂的阐述。本书共 17 单元、40 余小节,包括示范对话、生词表、对话注释、课后练习等。全书题材新颖,内容充实,练习不拘一格,有较强的实践性和应用性。

本书可作为 2 年制和 3 年制高职高专院校的外贸、金融、经济管理、电子商务等专业外语课程的教材,也可以供有关专业及外贸商务人员参考。

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前 言

为适应 21 世纪中国经济环境突飞猛进的发展和变化,特别是中国进入 WTO 后对外商务活动的新形势,根据教育部高 [2002] 2 号文件精神,高职高专以培养高等技术应用性专门人才为根本任务,为培养新的环境下新的复合型人才,我们编写了这本商务英语口语教材。它以中国商务英语专科学生的实际情况为落脚点,侧重于商务英语口语的基础知识,以大量的简单、新颖、实用的对话模式作为学生练习的对象,同时编写了大量的练习,题材新颖,内容不拘一格。本书囊括了商务英语对话中常见、常用的大量实例,内容通俗易懂,让学生们在动中学、在练中记、在反复中把口语的短期记忆转化为永久性记忆,使学生们真正走上工作岗位后,能在对外商务活动中得心应手地运用学过的知识。

本教材由隋晓冰(佳木斯大学外国语学院)担任主编,由马玉玲(北京吉利大学)、齐智英(河南工业职业技术学院)、王俐俐(辽宁机电职业技术学院)担任副主编。廉俊颖、金虹霞、武佳文、谢建国、Peter Edward Smith 担任编者。各单元撰稿人分别为:1、2、3 单元由隋晓冰编写;4、5、6 单元由齐智英编写;7、8 单元由谢建国编写;9、10、11 单元由王俐俐编写;12、13 单元由廉俊颖编写;14 单元由武佳文编写;15 单元由马玉玲编写;16、17 单元由金虹霞编写。另外,英国外籍教师 Peter Edward Smith 对本书的语言、语法做了校对工作。

由于编者水平有限,且编写时间仓促,书中难免有不当之处。恳请同行专家和广大读者提出宝贵意见,以便今后进一步修订、完善。

全书配有磁带,以便加强学生听力练习和实际教学。

编 者

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Unit 1

Making New Contact

初次接触

在本单元您将学会

进入海关的注意事项：要注意海关的货物申报以及旅客进入海关的手续办理，无论是货物还是旅客，要经由海关查验并填写“旅客行李申报单或其它申报单”。

1.1 At Customs (在海关)(A)

示范表达

Mr. Smith has just arrived at Beijing International Airport. He has retrieved his luggage from the carousel and is now proceeding to the customs desk.

(A: Customs Official B: Mr. Smith)

A: Good morning, sir. Please may I have your passport and immigration card?

B: Of course, here you are.

A: What is the purpose of your visit to China—business or pleasure?

B: I'm here on business. I'm a project manager for an international engineering company.

A: I see you have a category Z visa. May I kindly remind you that you must register with your local Public Security Bureau within 30 days of arrival?

B: Really? Why do I need to do that?

A: Foreigners on long-term visas need to obtain a residence permit. It's quite a simple procedure, but perhaps the best way is to ask one of your Chinese colleagues to help you.

B: OK. I'll do it as soon as possible. I'm going to visit various cities during my stay. Do I need to register at each one?

A: No, that's not necessary. Well, your documents are all in order. I wish you a pleasant and successful stay in China.

B: Thank you very much. Goodbye.

A: Goodbye.

生词表

1. retrieve [ri'tri:v] vt. 取回, 收回
2. carousel [kæə'sel] n. (机场的) 行李传送带 (旋转木马)
3. proceed [prə'si:d] vi. 着手做, 继续 (下去) (后常跟 to)
4. immigration [imi'greiʃən] n. 移民
5. category ['kætigəri] n. 类别, 类型
6. visa ['vi:zə] n. (护照的) 签证, 入境许可证
7. register ['redʒistə] n. 登记, 注册, 记录簿
8. obtain [əb'tein] vt. 获得, 得到
9. residence ['rezidəns] n. 居住, 住所, 住宅
10. procedure [prə'si:dʒə] n. 程序, 过程
11. various ['vɛəriəs] adj. 各种各样的, 不同的
12. document ['dɒkjumənt] n. 公文, 文件, 档案

对话注释

1. He has retrieved his luggage from the carousel and is now proceeding to the customs desk. 他从行李带上取回行李正要去海关服务台。按照正常程序, 出入境是必须去海关服务台接受工作人员的检查, 其中检查分为护照检查和物品检查。

2. Please may I have your passport and immigration card? 请让我检查一下您的护照和移民证。这是海关在查询过境人员时提出的程序性要求, 其中护照和移民证是必不可少的。还可以用如下的表达方法: Please could you show me your passport and immigration card?

3. What's the purpose of your visit to China? 您来中国的目的是什么? 这是海关工作人员对入境者的正常询问。

4. I'm here on business. 我是因公出差。business 作为“使命”、“事务”讲, 可以有如下搭配: a public business 公事, a private business 私事。

5. Foreigners on long-term visas need to obtain a residence permit. 有长期签证的外国人需要获得一张居住许可证。入境人员如果有长期居住的打算, 应配合中国的公安局进行登记并获得一张居住许可证, 以便其对外来人员的管理和保护。

6. Your documents are in order. 您的证件已经齐全了。这是工作人员检查完证件并确知其有效后所说的话。“in order”意为状况良好, 亦可说 in good (bad) order。

课后练习

I. Fill in the blanks with the appropriate words and expressions.

document residence category colleagues

retrieve proceed register procedure

1. The group of angry people were _____ to the police.
2. Can I _____ my own things?
3. You should take up your _____ in a new house.
4. The relationship between my _____ and I is good.
5. Party committee meetings can be divided into two _____ which stand committee meetings and plenary meetings.
6. Where did you put the _____?
7. Please come here and _____ with us.
8. Show me the _____ of the products, OK?

II. Reply to the following questions orally.

1. Good morning, can I retrieve my luggage now?
(当然可以。请出示您的护照和移民证。)
2. What's the purpose of your visit to England?
(我是一家贸易公司的工程部经理, 来这儿公干。)
3. What should I do next?
(您需要在到达后半个月里尽快到当地公安局办理登记手续。)
4. Is it a complex procedure?
(不, 程序很简单。但您最好让您的本地同事帮助您。)
5. Is everything OK?
(是的, 您的证件都很齐全。祝您旅途愉快。)

示范对话练习

At Customs (在海关) (B)

Mr. Smith has just gone through the passport control area. Before he can leave customs he needs to choose between two options: "Goods to declare" or "Nothing to declare".

(A: Mr. Smith B: Security Guard C: Customs Official)

A: Excuse me. I'm not sure which channel to choose.

B: Well, if you are importing goods into the country that you should pay tax on, you must go through the red channel: "Goods to declare". Of course, if you don't have anything, then you can go through the green channel: "Nothing to declare".

A: I don't think I have anything to declare, but I'm not familiar with the restrictions here. I'd better go through the red channel in order to avoid any problems.

B: It's up to you, sir.

Mr. Smith proceeds to the "Goods to declare" channel.

C: Good morning, sir. Which items would you like to declare?

A: I'm not really sure. Can you tell me what I am allowed to import into China?

C: First, it depends on how long you are staying.

A: About four months.

C: I see. Well, you can import up to 400 cigarettes and two bottles of alcoholic beverages for personal use. Do you have more than this?

A: I don't smoke, so I don't have any cigarettes, but I did buy a bottle of scotch whisky on the plane.

C: That's no problem then. Next, do you have more than \$5000 in foreign currency?

A: No, I only have about \$450. I prefer to use my credit card for large purchases.

C: When you exchange your dollars for Chinese currency, please keep the receipt. You will need it when you leave China. Finally, do you have any dangerous or prohibited items?

A: Certainly not!

C: Good, you may now proceed to the arrivals area. Have a nice day, sir.

A: Thank you. Goodbye.

1.2 Meeting Foreign Guests at the Airport (在机场迎接客人)(A)

示范表达

Mr. Smith has now entered the arrivals hall, where his Chinese colleague, Mr. Liu, is waiting for him.

(A: Mr. Liu B: Mr. Smith)

A: Excuse me! Are you Mr. Smith?

B: Yes, I am.

A: Good morning, Mr. Smith. I'm Mr. Liu from Capital Engineering.

B: Nice to meet you.

A: Nice to meet you, too. Did you have a pleasant flight?

B: Yes, I did. No problems at all.

A: Good. Let me take your luggage for you. It looks heavy.

B: That's all right. I can manage.

A: OK, if you are sure. Come this way, please.

B: So, where are we going now?

A: A company car is waiting for us outside. It will take us to the hotel.

B: Great.

生词表

1. colleague ['kɒli:g] n. 同事, 同僚
2. capital ['kæpitl] n. 首都
3. flight [flait] n. 飞行, 班机
4. luggage ['lʌɡɪdʒ] n. 行李, 皮箱
5. manage ['mænidʒ] vt. 处理, 操纵

colleague 同事.
university.

manager

对话注释

1. Excuse me. 劳驾, 对不起, 请问。用于插话, 提问等。
2. I'm Mr. Liu from Capital Engineering. 我是首都工程公司的刘先生。
3. Nice to meet you. 很高兴见到你。这是初次见面的寒暄用语, 也可说 Nice meeting you.
4. That's all right. 谢谢。也可说 Thank you! 或 Thanks!
5. Come this way. 来这边/这边走。也可以省略动词直接说: This way, please.
6. A company car is waiting for us outside. 公司的车在外面等我们。

课后练习

I. Fill in the blanks with the appropriate words.

flight capital manage sure luggage take

1. My mother was ill, so I had to _____ her to the hospital.
2. I can _____ it myself.
3. Are you _____ ?
4. Your _____ seems very heavy. Let me carry it for you.
5. His brother works in the _____ city.
6. How about your _____ ? Is it pleasant?

II. Reply to the following questions orally.

1. I'm Li Ming. Are you Mr. Green?
(是的, 我是英国公司的格林。)
2. How about your flight?
(旅行很棒。)
3. Let me help you.
(不用了, 我的行李不重, 我自己能拿动。)
4. Where will we go next?
(外面有公司的车在等我们。)

示范对话练习

Meeting Foreign Guests at the Airport (在机场迎接客人) (B)

Another Chinese businessman, Mr. Zhang, is waiting for a long-term foreign business partner at the airport.

(A: Mr. Zhang B: Paul Sanderson)

A: Hello Paul! It's great to see you again.

B: Good to see you, too. How are things?

A: Not too bad at all, thanks. What about you?

B: Fine, fine.

A: How was your flight?

B: It was rather bumpy—there was a lot of turbulence.

A: I'm sorry to hear that. You must be tired. Here, let me take your things for you.

B: That's very kind of you.

A: So, are you hungry?

B: I'm starving! I've missed Chinese food since I was last here.

A: How about some noodles from my favorite restaurant downtown?

B: That's a good idea. Let's go.

A: OK.

1.3 On the Way to the Hotel (在去宾馆的路上) (A)

示范表达

Mr. Smith and Mr. Liu are in the car travelling to the hotel.

(A: Mr. Liu B: Mr. Smith)

A: So, Mr. Smith, is this your first visit to China?

B: Yes, it is.

A: I hope you'll enjoy your stay here.

B: Thank you, I'm sure I will. I really enjoy visiting other countries.

A: Well, I think you will like Beijing. There is so much to see and do here. If you have some free time, I'd be glad to show you around.

B: That's very kind of you. Perhaps you could give me your phone number?

A: Of course, here is my business card. Call me any time you like.

B: Thanks. So, can you tell me about the schedule for today?

A: After we arrive at the hotel, you will have the day to rest. In the evening, the dep-

artment leader would like to invite you to dinner.

B: That sounds nice. What time will that be?

A: About 5:30. You can meet us in the lobby of your hotel.

B: Fine.

A: Do you have any other questions?

B: Ah, yes. What's the dress code for the dinner?

A: Formal. You should wear a jacket and tie.

B: OK, no problem.

生词表

1. hotel [həu'tel] n. 旅馆
2. travel ['trævl] vi. 旅行
3. visit ['vɪzɪt] vt. 访问
4. schedule ['fedʒu:l] n. 时间表, 计划表
5. department [di'pɑ:tmənt] n. 部门
6. lobby ['lɒbi] n. 门厅
7. invite [in'vaɪt] vt. 邀请
8. code [kəud] n. 规定

对话注释

1. If you have free time.... 如果你有空余时间……。也可以说: If you are free....
2. Perhaps you could give me your phone number? 可以给我你的电话号码吗?
3. Of course. = Certainly. 当然, 是一种口语化的表达法。
4. Here is my business card. 这是我的名片。一般名片上会印有本人所在的公司(单位)、职务、电话号码等信息。
5. What's the dress code for dinner? 晚餐服饰有什么要求? 在外国, 人们把晚餐看作正餐, 故而对服饰要求也有所不同。一般家庭亲朋聚会的正餐对服饰没太多的要求, 而商务性的会餐则要求着正式服装, 除非对方提出可以着便装。
6. No problem. 没问题。

课后练习

I. Fill in the blanks with the appropriate words.

schedule	visit	invite	dinner
code	arrive	travel	rest

1. When will you _____ us?
2. Can you come to have _____ with us?

3. Take these pills three times a day and have a good _____.
4. What's the dress _____ for the dinner?
5. This is your work _____. You can come to work tomorrow.
6. I will go to his party if he _____ me.
7. He _____ in Shanghai tomorrow and surprised his friends.
8. Do you like your _____?

II . Reply to the following questions .

1. Have you ever been to China?
(不, 这是我在中国的首次访问。)
2. What are you interested in?
(我喜欢去世界各名胜处旅行。)
3. I want to call you tomorrow. Can you give me your phone number?
(可以, 这是我的名片。)
4. Shall I go to work right now?
(今天你可以好好休息一下。)
5. What's the schedule this evening?
(老板会邀请你去晚餐。)

示范对话练习

On the Way to the Hotel (在去宾馆的路上) (B)

Paul Sanderson and Mr. Zhang have had lunch and are now travelling to the hotel.

(A: Paul Sanderson B: Mr. Zhang)

A: The weather's really hot today, isn't it?

B: It sure is. We are in the middle of a heat wave. What's the weather like in Washington at the moment?

A: It's fine. Not too hot, not too cold.

B: So, how's business been recently?

A: Great! We've had a lot of orders for our new product. I've been rushed off my feet for weeks. What about you?

B: Not too busy. But it's always like that at this time of year.

A: Well, it's nice to have some time to relax a little.

B: I agree, but my boss has been ill so I have been doing two people's work!

A: Really? That's too bad. I hope it's nothing serious.

B: No, he's just got the flu. He'll be fine in a few days.

A: Good. So how long until we reach the hotel?

B: Normally the journey takes about 30 minutes, but with this traffic who knows?

A: Yeah, it's really bad today. Do you know why?

B: There are some diversions today for some road works. I think it's probably because of that.

A: Oh, I see. We often have that problem in my country, too.

Unit 2

At the Hotel

在 旅 馆

在本单元您将学会

如何预订房间；怎样使用房间的一些设施；怎样了解旅馆的服务项目；以及如果对宾馆的服务不满意时，如何提出意见；等等。

2.1 Checking in (办理手续)(A)

示范表达

(A: Hotel Clerk B: Mrs. Perez)

A: Good morning, madam. How may I help you?

B: Good morning! Do you have any rooms available at the moment?

A: Yes, we do. What kind of room would you like?

B: I'd like a suite for three nights.

A: Please wait a moment while I check availability. Ah, I'm sorry, madam. We only have twin room available at this time.

B: That's all right. How much do they cost?

A: Each night costs 630 RMB, but for a three-night stay, we can offer a discount of 20%.

B: How much in total?

A: 1,518 RMB.

B: Is breakfast included in the price?

A: Yes, it is. You also have free use of the leisure facilities here.

B: That's fine. I'll take it.

A: OK. Please fill out this form with your details.

B: I would like to pay by cash. Do I need to pay a deposit?

A: Yes, you do. There is 500 RMB deposit, which we will refund when you check out. So, in total, you need to pay 2,018 RMB.