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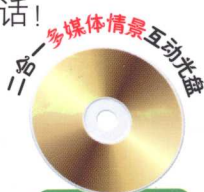
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接待英语 应急一本通

90个实战情景对话+**180**个多变应急情景+**550**个多变
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山东科学技术出版社

光盘+电子书

接待英语 应急一本通

主编 李东升 杨丽萍

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前言

可以很自信地说，这不是一套普通的职场口语书，它的特别之处在哪儿呢？首先得从它清晰、准确的定位说起。“职场应急口语系列”主要为初入职场和即将走入职场的新人打造，通过调研统计，职场白领最常遇到的五种语言交流受阻情况分别为：面试、电话、出国、旅游、接待。而应对面试，有经验者和无经验者有着很大的差别。所以，我们的“职场应急口语系列”主要包括以下六本：《面试英语应急一本通（在职版）》、《面试英语应急一本通（学生版）》、《电话英语应急一本通》、《出国英语应急一本通》、《旅游英语应急一本通》、《接待英语应急一本通》。本系列的主要特色有：

1. 主打职场语言应急五大主题，实实在在切合读者迫切所需；
2. 每本都力争从内容上创新。如：《出国英语应急一本通》重点设置当下非常火热的外派出国和海外求学；
3. 在配套设置上，真正实现一本全通，力求人性化。如：两本《面试英语应急一本通》不仅有面试口语，还包括面试之前的求职信、简历，以及面试之后的感谢信等等。

《接待英语应急一本通》有两条主线，第一条为接待流程主线：主要包括四大部分：接待准备工作、接待实务、接待幕后工作、接待礼仪和技巧。第二条主线为接待类型，即第二部分接待实务，它涵盖了实际接待业务中的各类型的接待话题，如：外事接待、访客接待等。每一小节的内容紧扣接待工作中的实际需要，这对于正式的接待人员，亦或是普通的接待者，都是一本不可或缺的应急手册。另外，本书还包括以下特色栏目：

1. 高频情景对话：精选接待中最常遇到的情景设置主题，环环相扣；
2. 快记一分钟：提炼对话的精华框架，方便读者一分钟快记速学；
3. 情景多变句：给出当前主题下可能遇到的多种应急情况，每种应急情况给出相应的经典应急表达句。活学活用，应有尽有；
4. 应急小贴士：从当前主题对话双方的角度，给出各自最实战、最细节的经验、建议、知识和技巧。给读者最贴心的参考。

我们真切希望此书能够陪伴读者轻松应对各类接待难题。由于编者能力有限，难免有不足之处，敬请批评指正。

编者

2009年4月30日

Preface

如何使用本书

情景图:

与主题切合，图文并茂

高频情景对话:

地道表达、流畅翻译，中
英文左右对照，体验全方位的
实战情景案例

快记一分钟:

精华对话框架提炼，
一分钟全掌握

介绍公司概况 (一)



Adam is asking for further details about the company.

- Exercise 80. 911 is a cluster (cooperation with your company, it will need to know more about your company).
- No problem. It's a special manufacturer and sales company was founded in July 2002. It is the specialized manufacturers and sales company of daily-used chemicals to cleaning solutions. We have the leading products of cleaning.
- What is the manufacturing department located? What is the area of the factory?
- Our manufacturing department is located in Hangzhou Bay, it covers a plant area of 100,000 square meters and its sales headquarters established in the capital city of Zhejiang Province, Hangzhou.
- Can you be more detailed?
- Sure, and I will be glad to help you. Our takestock covers most of China's cities and regions in Europe, Asia and Africa. Our products are highly innovative.
- A: There's very competitive. How many employees are there in your company?
- A: About two thousand.
- A: Oh, it's a middle size company.
- Yes, in the presence of a worldwide sales network, which is capable of providing customers, distributors, exporters, and importers, we are trying to bring you a whole series of daily chemical.

介绍公司概况 (二)



Jack is visiting Wangyong Training school

- A: Welcome Jack! I'm Public Relations Manager. I'm going to give you a brief introduction of our school. Meanwhile, I'll show you around the school.
- B: That will be great! So where did you open this school?
- A: Not very long. It was established in 2007.
- B: Has the teaching school been improved?
- A: Yes, it's located in Chaoyang District of Beijing, which is quite near the BIA's hotel.
- B: Great. What is your main business of your school?
- A: We are a private English training center, and offer English courses.
- B: Oh, I heard that most of the Chinese students are very poor in speaking English. Can't we ever introduce the Chinese students there?
- A: It's true. We need our best to change the situation. But still more of them couldn't get rid of their wrong method of English learning.
- B: What is a play? How many teachers or staff does the school have?
- A: Six teachers, one desk clerk and one accountant.
- B: So, you need more teachers and investment to support your plan.
- A: Yes, of course.
- B: I'm interested in your training school. Pls try my best to help you.
- A: Really? Great! Thanks a lot!

快记一分钟

- A: Welcome ...! ... give brief introduction of ... Meanwhile, I'll show you around ...
B: When did you open ...?
A: It was established in ...
B: Has ... ever been moved?
A: It's located in ...
B: What is your ... business?
A: ... training.
B: I heard ... are poor in ...
A: It's true. We've tried our best to ...
B: So, you need more ... to support ...

高平武志高級技術師事務所

- A. 在途中。我当时正在去北京的路上。今天我要给他带些新鲜水果一起带给他。
- B. 那太好了。到时，我要带些特产回去给你。
- C. 那太好了！你们什么时候创办这所学校？
- A. 时间不长，2002年创办的。
- B. 你们的教学经验都通过过？
- A. 没有。学校就是去北京听课区，然后回来实践。
- B. 真好。你们主要教什么内容？
- A. 英语、日语和韩语。我们和韩国人合作。
- B. 那么，你们学校中韩国学生比例占多少呢？
- A. 没有。我们只是教给他们日语和韩语课程。主要是不能过日语的日语学习阶段。
- B. 那很好。你们在尽了最大努力改变课程状况。但是你们的一半学生还是不喜欢说英语或做英语的学习方法。
- C. 真好呀！你们能有多少数据？
- A. 差不多啊。一个班有四十一个学生。
- B. 那么，你们在改变多少学生不喜欢和不喜欢英语的课程。
- A. 没有。为了。
- B. 你们对日语课程很重视。你们会帮他们。
- A. 真的吗？太好了。谢谢！

二合一多媒体情景互动光盘

一 美籍专家原声朗读MP3录音

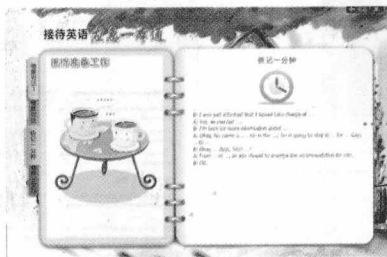
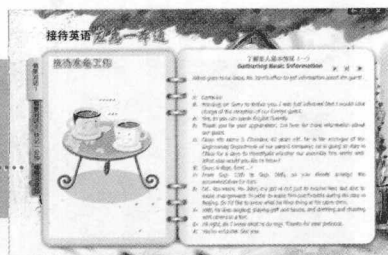
二 多媒体情景互动学习软件



开始接待吧！第一时间

○ 将您带入接待实景，选择您想要进入的主题

实战对话互动学习，中英文随心切换，生动的画面让情景更真实、更立体



一分钟快速记忆对话精华框架，更方便、更快捷

多变应急情景和多变表达句，边看、边听、边学，即时掌握



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reception

接待准备工作 Preparing a Reception



了解客人基本情况（一） Gathering Basic Information



Alfred goes to his boss, Mr. John's office to get information about the guest.

A: Come in!

B: Morning, sir. Sorry to bother you. I was just informed that I would take charge of the reception of our foreign guest.

A: Yes, as you can speak English fluently.

B: Thank you for your appreciation. I'm here for more information about our guest.

A: Okay. His name is Chandler, 42 years old. As the manager of the Engineering Department of our parent company, he is going to stay in China for 6 days to investigate whether our assembly line works well. What else would you like to know?

B: Okay, 6 days, from ...?

A: From Sept.11th to Sept.16th, so you should arrange the accommodation for him.

B: OK. You know, Mr. John, my job is not just to receive him, but also to make arrangements in order to make him comfortable during his stay in Beijing. So I'd like to know what he likes doing in his spare time.

A: Well, he likes angling, playing golf and tennis, and drinking and chatting with others in a bar.

B: All right, sir. I know what to do now. Thanks for your patience.

A: You're welcome. See you.



快记一分钟

B: I was just informed that I would take charge of

A: Yes, as you can

B: I'm here for more information about

A: Okay, his name is As the ...; he is going to stay in ... for ... days ... to

B: Okay, ... days, from ...?

A: From ... to ..., so you should arrange the accommodation for him.

B: OK.



阿尔弗莱德去他上司——约翰先生的办公室获取外宾的信息。

A: 进来。

B: 早上好，非常抱歉打扰您一下。我刚接到通知说我要负责外宾的接待事宜。

A: 对，因为你能讲一口流利的英语。

B: 谢谢您的赏识，我来这儿是想获取更多关于来客的信息。

A: 好的。他叫钱德勒，42岁，是我们总部的技术部经理。他要在中国待六天，他来的目的就是视察我们的生产线，确保一切生产工作的正常进行。你还有其他想要知道的信息吗？

B: 好的，六天，从……？

A: 从9月11号到9月16号，所以，你需要给他预订酒店。

B: 好的。您知道。约翰先生，我的工作不仅仅是接待他，还要给他安排在北京的行程，让他在这期间感到舒服。所以，我想知道他平时喜欢做什么。

A: 哦，他喜欢钓鱼、打高尔夫球、打网球、喜欢在酒吧里和别人喝酒聊天。

B: 好的，先生。现在我知道该怎么做了，感谢您的耐心讲解。

A: 不客气，再见。

了解客人基本情况 (二) Gathering Basic Information



In Alfred's office, Sally is talking to Alfred about the information of the foreign experts.

- A:** Hi, Alfred. I'll be in charge of the reception of our foreign experts. I'm here for more information so that I can finish the reception plan.
- B:** OK. I can give you a brief introduction. This delegation contains three people, two gentlemen and one lady, who are all divisional managers.
- A:** Well, they should be greeted by our divisional managers, right? En ... Mr. Richard and Mrs. Jones should also be there.
- B:** That's necessary. Listen, Sally, their main objective is to evaluate the feasibility of our company's new project.
- A:** And this new project means a lot to our company.
- B:** So we need our senior executives to be there. Furthermore, the standard of reception should be proper.
- A:** Absolutely right. And I need their schedule.
- B:** You have to make the schedule by yourself. But I have a form of their individual information including their names, ages and hobbies, almost everything you need.
- A:** That's perfect. Thanks for your advice. I am going to make the reception plan right away.



快记一分钟

A: I'll be in charge of the reception of I'm here for more information so that I can

B: OK. I can give you a brief introduction. This ... contains ..., and they are

A: Well, they should be greeted by

B: That's necessary. Their main objective is to

A: And this new project means a lot to

B: So, we need ... to be there. And the standard of reception should be



在阿尔弗莱德的办公室，萨莉正在跟他谈论有关外宾的信息。

A: 您好，阿尔弗莱德，我负责外国专家的接待事宜。我来这儿是想知道更多关于他们的信息以便制订接待计划。

B: 好的，我给你简单介绍一下。这是个三人代表团，有两名先生和一名女士，他们都是分区经理。

A: 那么应该安排我们的分区经理去迎接他们，对吗？嗯……理查德先生和琼斯女士也要出席。

B: 这是必然的。听着，萨莉，代表团的主要目的是评估我们公司新项目的可行性。

A: 而且这个新项目对我们公司来说非常重要。

B: 所以所有的高层主管都应出席，另外，接待规格也要合适。

A: 非常对。我还需要专家们的日程表。

B: 你得自己做日程表，不过我这里有一张他们的个人信息表，包括他们的名字、年龄、爱好等，几乎有所有你需要的信息。

A: 这太好了，谢谢您的建议，我现在就去做接待计划。

情景多变句

⑤ Time of Arrival and Departure

抵离时间

Could you please tell me the ETA / ETD of Flight CA 987? (ETA / ETD=estimate time of arrival / departure)

你能告诉我 CA987 航班的预计到达 / 离开时间吗? (ETA / ETD=预计抵达 / 离开时间)

We are really sorry that the flight is delayed due to the weather / mechanical fault.

非常抱歉, 航班因天气 / 机械故障的原因延误了。

Excuse me. Could you tell me what time will Flight CA 645 arrive in Beijing?

打扰一下, 你能告诉我 CA645 航班什么时间到达北京吗?

⑥ Personnel Structure

人员构成

Can you tell me who is in charge of the delegation? I want to give him / her a call in advance.

你能告诉我谁是代表团的负责人吗? 我想提前跟他 / 她联系。

I want to know the number and structure about the members of the delegation.

我想知道代表团的人员数量和人员构成。

He's got some experts of the staff who come from America. They work here as consulars.

他的职员中有一些是来自美国的专家, 他们将做咨询师的工作。

应急小贴士

接待者

接待前需要了解客人的基本情况, 包括:

姓名、性别、职务(称)、联系电话、来访意图、考察线路和乘坐交通工具的情况;

抵离本地时所乘坐飞机(火车、轮船)的班次、时间和地点和离开时间;

在住房、用车、游览和早餐等方面有何特殊要求;

是否有老弱病残等需要特别照顾的游客等;

如果是团队前来还要了解其人员构成。了解了这些便于制定相应的接待计划。

⑤ Eating Habits 饮食习惯

Does he / she prefer spicy food? If so, I suggest we can make a reservation in Chengdu Restaurant.

他 / 她喜欢吃辣吗? 如果喜欢的话, 我建议去成都饭店。

None of them drink alcohol, so I will serve them tea. Which tea should I choose?

他们都不喝酒, 所以我给他们上茶。你认为哪种茶比较好?

They like Chinese / Sichuan / Guangdong Food.

他们喜欢中餐 / 四川菜 / 广东菜。

⑥ Hobbies 兴趣爱好

Does he like playing basketball or football? If he likes basketball, I can give him a CBA ticket.

他喜欢打篮球还是踢足球? 如果他喜欢篮球的话, 我可以给他一张 CBA 的球票。

I hear you like skating very much. Let's go to the field now!

我听说你喜欢滑冰, 咱们现在就去滑冰场吧!

We will have a football game tomorrow. Do you like to join us?

我们明天有个足球赛。你愿意加入我们吗?

应急小贴士

来宾

在出访的过程中, 经常有一些出访者由于不了解对方文化, 而造成诸多不便。比如国内的人在餐桌上经常很“谦逊”, 等着主人让菜、让酒, 而在欧美国家, 客人都很主动, 需要什么就自己开口。不知道这点的人在出国时当然会很被动, 接待方会误以为你不喜欢这里的饭菜, 而且自己也要饿肚子。所以在了解基本信息的时候, 还要了解客人与东道主国家在文化、风俗习惯方面的差异, 入乡随俗。