The COLLECTION of ORAL ENGLISH RATTLING OFF

商务英语口语倒背如流

张艳秋 浩 瀚 主编

- ▶ 闪亮词语
 - ▶七彩精句
 - ▶ 鲜活会话
 - ▶ 倒背如流











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本书集中展现了商务英语口语中一些巧妙达意的地道用法,以 Words and Phrases(闪亮词语)、Useful Sentences(七彩精句)、Fashion Conversations(鲜活会话)和 Rattling Off(倒背如流)穿插各个单元,展现商务交际、商务活动、商务谈判、商务会议、商务技巧及其他相关知识,商务场景面面俱到,便于读者查询及学习。

本书内容精炼、可读性强,适用于涉外企业职员和有志于从事外贸业务的青年、大中专学生及有一定英语基础的自学者。

我们相信,在本书的陪伴下,您一定会成为一名商务英语口语高手!

图书在版编目(CIP)数据

商务英语口语倒背如流/张艳秋,浩瀚主编. 一北京: 机械工业出版社,2009.5

ISBN 978 -7 -111 -26960 -1

I. 商... II. ①张... ②浩... III. 商务—英语—口语 IV. H319.9

中国版本图书馆 CIP 数据核字(2009)第 065796 号

机械工业出版社(北京市百万庄大街 22 号 邮政编码 100037)

策划编辑:唐绮峰 责任编辑:罗秀珍

北京振兴源印务有限公司印刷

2009 年 9 月第 1 版·第 1 次印刷

169mm×239mm・20.50 印张・439 千字

0001---6000 册

标准书号:ISBN 978-7-111-26960-1

ISBN 978-7-89451-149-2(光盘)

定价:39.80元 (含1CD)

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购书热线电话:(010)88379639 88379641 88379643

编辑热线电话:(010)88379354

封面无防伪标均为盗版

PREFACE 1

在如今的商务场合中,以英语作为沟通的媒介非常普遍,而且许多 企业在引进人才的时候,考核的重要标准之一就是应聘者英语口语的流 利程度。英语能力已经成为体现高级人才国际化的重要标志。

《商务英语口语倒背如流》就是这样一部实用的英语书籍,它集中体现了商务英语口语中一些巧妙达意的地道用法。本书内容涉及商务交际、商务活动、商务谈判、商务会议、商务技巧及其他相关知识,商务场景面面俱到,便于读者查询及学习。

在编排和使用中,本书突出以下特点:

Words and Phrases (闪亮问语):本部分精选了与主题相关的常见词汇,从最基础的环节为读者提供学习素材。

Useful Sentences (七彩精句):本部分收集了一些精典句型和常见表达,使读者得以学习和掌握商务英语中的精髓,从而能够轻松表达自己的观点。

Fashion Conversations (鲜活会话):本部分通过情景会话为读者营造真实的商务语言环境,不仅有利于提高英语交际能力,而且还能让你在不知不觉中掌握一些对外贸易术语。

Rattling Off (倒背如流):本部分为读者精心安排了商务背景知识,便于读者理解和记忆相关贸易话题。

本书内容精炼、可读性强,对于涉外企业职员和有志于从事外贸业务的青年、大中专学生及有一定英语基础的自学者不失为一本难得的好书。我们相信,在本书的陪伴下,您将会成为一名商务英语口语高手!



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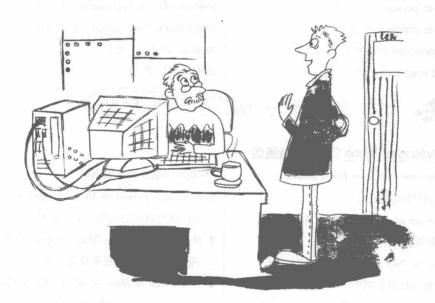
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Business Communications

CHAPTER



商务交际





打电话



Telephone Calls





public telephone 公用电话 pay phone 付费电话 on the phone 在打电话 local call 市内电话 long distance call 长途电话 overseas call 国际电话 person-to-person 叫人电话 station-to-station 叫号电话 bad connection 线路不佳 crossed lines 电话干扰

area code 区域号码 telephone book 电话簿 telephone message 电话信息 urgent['əɪdzənt] 紧急的 extension[iks'tenfən] 分机 signal['signl] 信号 telefacsimile['telfæk'siməlix] 电话传真 switchboard['sweit[iboxd] 电话总机 receiver[ri'sizvə] 听筒 dial['daiəl] 拨号







Making a Phone Call 开始通话

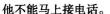
- 1. Connect me with Rose Hotel, please. 请给我接玫瑰旅馆。
- 2. Please put my call through to Washington. 请接华盛顿。
- 3. Hello, is Peter in? 喂,请问彼得在吗?
- 4. Hello, get me Mr. Brown on the phone, please. 喂,我想请布朗先生听电话。
- 5. Could I speak to Tom, please?

Receiving a Phone Call 接电话

- 1. I'll put you through. 我给您接通电话。
- 2. The line is busy. 电话占线。
- 3. This is he/she speaking. 我就是。
- 4. Who's calling, please? 您是哪位?

我可以请汤姆接电话吗?

- 6. Hello, may I speak to Mr. Smith, please? 喂,我可以和史密斯先生说话吗?
- 7. Hello, Peter speaking. I'd like to speak to Betty. 喂,我是彼得,我想和贝蒂说话。
- 8. Hello, this is Mary speaking. May I have a word with Helen? 喂,我是玛丽。我可以和 海伦说几句话吗?
- 5. I'll just find out if he's in. 我去看看他在不在。
- 6. He is tied up right now. 他现在没空。
- 7. He is not available right now.



- 8. He is on another line right now. 他正在打电话。
- 9. Don't hang up, please. 请不要挂断。

Telephone Messages 转留信息

- 1. Could I take a message for you? 我给你捎个口信好吗?
- 2. Do you have any message that I can pass to him? 你有什么口信让我传给他吗?
- 3. May I take a message? 留个口信好吗?
- 4. I'll see that she gets the message.

- 10. I'm afraid you've dialed the wrong number. 恐怕你打错了。
- 11. The line is bad/busy. 电话占线/正忙。
- 12. I couldn't get through. 我无法接通。

我会转告她的。

- 5. I'll tell her that you will phone later. 我会告诉她你会再打电话来。
- 6. I'll tell her that you called. 我会告诉她你来过电话。



Conversation 1

- A: Hello, this is John from the trade company speaking.
- B: This is the Bank of Germany.
- A: Could you get me through to your CEO Mr. Wang?
- B: I am sorry. He is out unexpectedly.
- A: Well, when he comes back, could you tell him to call me back?
- B: The trade company? I got it.
- A: Thanks a lot.

- A: 喂,我是贸易公司的约翰。
- B: 这里是德意志银行。
- A: 我能与总裁王先生通话吗?
- B: 真对不起。王先生不巧外出了。
- A: 那你能转告他,要他回来给我打个电话吗?
- B: 贸易公司是吧? 我明白了。
- A: 谢谢。

- A: Hello, this is the accounting department.
- B: Can I talk to Mr. Hou?
- A: Hou Ming? Sorry, he is in the general department. I'm afraid you called the wrong number.
- B: I can't get through to the general depart-

- A: 喂,这里是会计部。
- B: 我能与侯先生通话吗?
- A: 是要找侯明吗? 很抱歉他是总务部的。恐 粕你打错号码了。
- B: 总务部的电话不通。我有急事要马上和他









ment. Can you do me a favor? I have something urgent to talk to him about.

- A: Well, hold the line please and I will ask him to come here.
- B: That's great! Thank you.
- A: Don't mention it. Hold the line please.

商谈,你能帮帮我吗?

- A: 好的,别挂电话,我把他叫过来吧。
- B: 那太好了! 谢谢。
- A: 不客气。请别挂电话。

Conversation 3

- A: This is Bill speaking, Is Peter in?
- B: Hold the line please. I'll call him now.
- C: Sorry to keep you waiting, this is Peter speaking.
- A: How are the sales for computers?
- C: They are satisfied with the specification and quantity, but for the unit price of it, we need to discuss this with Mr. Clark.
- A: When do you think you can settle it?
- C: Tomorrow afternoon, I'm going over to his office to have a talk about it, but I'll try my best to settle it.

- A: 我是比尔。彼得在吗?
- B: 我马上就去叫。请别挂电话。
- C: 让您久等了,我是彼得。
- A: 电脑的事儿进行得顺利吗?
- C: 规格数量都已经得到对方的认可了,但是单价必须再和克拉克先生商量一下。
- A: 什么时候能够做好呢?
- C: 明天下午,我去他办公室商量此事,但是我 会尽力办妥这件事的。

- A: Good morning. This is ABC Company.
- B: Mr. Li, in the Export Department, please.
- A: I beg your pardon.
- B: I want to speak to Mr. Li of the Export Department.
- A: I'm sorry, but we have two Mr. Li here. What is his first name?
- B: Li Tong.
- A: He's on another line at the moment. Is it urgent?
- B: Yes. Please ask him to call me back later.
- A: Can I have your name and phone number?

- A: 早上好。这里是 ABC 公司。
- B: 请找出口部李先生听电话。
- A: 请再说一遍。
- B: 我要跟出口部李先生讲话。
- A: 对不起,我们这儿有两位李先生。他叫什么 名字?
- B: 李通。
- A: 他正在打另一个电话。请问事情紧急吗?
- B: 是的。请他过会儿给我回个电话。
- A: 可否请你留下姓名及电话号码?



- B: My name is John Hamilton and my number is 82157021.
- A: Mr. Hamilton at 82157021. Thank you for calling. I'll give him your message as soon as possible.
- B: 我叫约翰·汉密尔顿,号码是 82157021。
- A: 82157021 汉密尔顿先生。谢谢你的来电。 我会尽快把你的话告诉他。

Conversation 5

- A: Good morning.
- B: Good morning. This is Alex here, I'm calling from Los Angeles.
- A: How can I help you?
- B: May I talk with Mr. Watt? Is he available now?
- A: Unfortunately, Mr. Watt is not available at the moment. Would you like me to put you through to his Assistant Manager, Ms. Brown?
 - B: Yes, please. You are very helpful.
- A: My pleasure.

- A: 早上好。
- B: 早上好。我是亚力克斯,我正从洛杉矶打这个电话。
- A: 我能帮您什么忙吗?
- B: 我能否与瓦特先生通话? 他现在有空吗?
- A: 很不巧, 瓦特先生现在正忙着。您要我帮您接通他的副经理布朗女士吗?
- B: 好的,谢谢。你帮了我一个忙。
- A: 乐意效劳。

- A: Hello, this is Public Relations Department.

 Manday Simpson speaking.
- B: Hello, I'd like to speak to Ms. Cathy Wills.
- A: Who is this?
- B: Brooke Watt, a friend of Cathy's.
- A: I'm sorry, Ms. Wills is not in the office right now. Would you like to leave a message?
- B: Please tell Ms. Wills that I called and that she can call me back at 3 p. m. today.
- A: OK. Does she have your number?
- B: Yes. Please make sure that she gets the message.
- A: Of course. Good-bye.

- A: 你好,这里是公关部。我是曼迪·辛普森。
- B: 你好,我找凯茜·威尔斯女士。
- A: 请问您是哪位?
- B: 布鲁克·瓦特, 我是凯茜的朋友。
- A: 很抱歉,威尔斯女士现在不在办公室。您想 留下口信吗?
- B: 请告知威尔斯女士我打了电话过来,她可以 今天下午3点给我回电。
- A: 好的。她知道您的号码吗?
- B: 是的。请一定给她转告口信。
- A: 当然。再见。



Conversation 7

- A: Hello, this is Ellen.
- B: Hi, I am looking for Albert Kerk.
- A: I'm sorry, there is no Albert Kerk at this office.
- B: Isn't this Mr. Kerk's number?
- A: There must be some mistakes.
- B: Is this 87654320?
- A: No, this is 87654220.
- B: I'm sorry. I dialed the wrong number! Sorry for disturbing you.
- A: It doesn't matter.
- B: Thanks. Bye.

- A: 您好,我是埃伦。
- B: 您好,我找艾尔伯特·柯克。
- A: 很抱歉,办公室没有叫艾尔伯特·柯克的。
- B: 这不是柯克先生的电话号码吗?
- A: 肯定是弄错了。
- B: 这里的号码是 87654320 吗?
- A: 不,是87654220。
- B: 对不起。我拨错号码了! 很抱歉打扰您了。
- A: 没关系。
- B: 谢谢。再见。

- A: Hello. This is David Browning. May I speak to Mr. Liu, please?
- B: Just a moment, please.
- A: Thank you.
- C: Hello, Liu speaking.
- A: Hello, this is David Browning.
- C: How are you, Mr. Browning?
- A: Fine, thank you. I hope you are well.
- C: I'm fine.
- A: The reason I called is to make an appointment with you. I have some business which may interest you.
- C: I see. Well, I'll be in my office all day today.
- A: Good. Can I call on you at about 4 o'clock?
- C: Certainly. I look forward to seeing you.

- A: 喂。我是大卫·布朗宁。请找刘先生听电话好吗?
- B: 请稍候。
- A: 谢谢。
- C: 您好,我是刘。
- A: 嗨,我是大卫·布朗宁。
- C: 您好吗, 布朗宁先生?
- A: 我很好,谢谢。我希望您也很好。
- C: 我很好。
- A: 我打电话来是想跟您约个时间见面。我有 些生意您可能会感兴趣。
- C: 知道了。嗯,我今天整天都会待在办公室。
- A: 太好了。四点拜访您方便吗?
- C: 没问题。我期待和您见面。





倒背如流



Business Telephone Manners

- 1. Business telephone manners differ from home telephone manners in several ways. When answering a business call, an assistant or secretary gives his or her employer's name: "Miss Green's officel Kate Green's office). May I help you?" If people answer their phones directly, they usually identify themselves: "Hello, this is Kate Green, "or simply, "Kate Green."
- 2. The caller identifies himself or herself in this case, as with a personal or social call: "Hello, This is Tom Price. Is Miss Green in?"or "Hello, Miss Green. This is Tom Price. I'm with the Brownstone Company."
- 3. Although it is not courteous to tire up a telephone line for long at home, it is particularly to be avoided in the office. Long personal conversations are not only out of place, but also wasteful of the time that belongs to the company, not to the employee.

商务电话礼仪

- 1. 商务电话礼仪在几个方面与家庭电话礼仪有所不同。在接商务电话时,助手或秘书报的 是雇主的名字:"格林小姐的办公室(或凯特・格林的办公室)。我可以帮你做什么吗?"如果是 亲自接电话,通常要报自己的名字:"你好,我是凯特·格林,"或者简单地,"凯特·格林"。
- 2. 对于私人或社交电话,在这种情况下打电话来的人会报出自己的名字:"你好。我是汤 姆·普莱斯。格林小姐在吗?"或"你好,格林小姐,我是汤姆·普莱斯。我是布朗斯顿公司的。"
- 3. 虽然在家里占用电话线过久也不礼貌,但在办公室里尤其应当避免如此。过长的私人谈 话不仅地点不当,也浪费时间,而这些时间是属于公司的,不属于雇员。





Appointments



Words and Phrases 以票词语



appointment[əˈpɔitmənt] 约会 put off 推迟 inconvenience[,inkən viɪnjəns] 不方便,麻烦, 不便之处

note[nout] 便条 diarv['daiəri] 记事本 look forward to 期待着 memo[memou] 备忘录 office hours 办公时间

postpone[poust poun] 推迟,延期 rearrange [rizə reindz] 重新安排 timetable['taimiteibl] 时刻表,时间表 to one's convenience 为了某人的方便 unexpected[,Aniks pektid] 无法预料的,非期 待的 situation[sitju'eifən]情况 effective[i'fektiv] 有效的







Making an Appointment

- 1. Will Mr. Carl be able to see me next Sunday? 卡尔先生下周日能见我吗?
- 2. I wonder if it would be convenient for Mr. Li to meet us tomorrow.

不知李先牛明天是否方便见我们。

- 3. I wonder if it would be convenient to meet you at 9:00 tomorrow morning. 不知明早九点钟见您是否方便。
- 4. I'd like to drop by this afternoon to talk over my plan. 我想今天下午找您谈谈我的计划。
- 5. May I have an appointment with you? 我能和您约个时间见面吗?

- 6. I wonder if the manager could spare me ten minutes. 不知经理能否给我十分钟时间。
- 7. I don't know when would be most covenient for vou. 我不知道什么时候对你最合适。
- 8. Any time tomorrow could suit me. 明天任何时候都可以。
- 9. Could you let me have an hour or so in the morning? 上午安排一个小时左右可以吗?
- 10. I'm looking forward to seeing you tomorrow. 盼望明天见到你。

◆ Changing or Cancelling an Appointment 改变或取消约会

- 1. I'm pretty booked up these days. 我这几天都排满了。
- 2. That's all right, we can make it some other time. 没关系,我们可以另约时间。

- 3. I'm afraid we'll have to change our appointment. 恐怕我们得改变约会的时间。
- 4. I wonder if you could change the time. 不知你能否改一下时间。
- 5. I have something urgent tomorrow, so the ap-

pointment will have to be cancelled. 我明天有急事,约会只能取消了。

6. I'm fully occupied tomorrow. I'm afraid I can't manage it.

明天我已安排满了。恐怕不能再安排了。







Conversation 1

- A: Could you arrange a meeting with your | A: 能安排和你的老板见个面吗? boss?
- B: Of course, I've arranged for your luncheon meeting with my boss.
- A: Fine.
- B: And here's your schedule for tomorrow.
- A: Thank you.
- B: You're welcome. You'll be spending most of it touring a factory. And you'll be having dinner with my manager in the evening.

- B: 当然可以。我已经安排了您和老板午餐会 谈。
- A: 很好。
- B: 还有,这是您明天的行程表。
- A: 谢谢。
- B: 不客气。明天大部分时间您将参观工厂。 然后和我们经理共进晚餐。

- A: Xing Hua Corporation, good morning. What can I do for you?
- B: Good morning. Could you put me through to John?
- A: Hold on a moment, please.
- B: Thank you!
- C: Hello, John speaking.
- B: Hello, I am Jane from Sunshine Corporation. Could I meet you sometime this week to talk about stocking the gym things for 2008 Beiiing Olympiad?
- C: Oh, I see. I really appreciate that you're inter-

- A: 早上好, 这里是兴华公司。我能帮你什么 吗?
- B: 早上好。能帮我接一下约翰吗?,
- A: 请别挂线。
- B: 谢谢!
- C: 你好,我是约翰。
- B: 你好,我是来自阳光公司的珍妮。这个星期 某个时候我能见见你并谈一下关于 2008 年 北京奥运会采购体育用品的事情吗?
- C: 哦,我明白了。非常感谢你对我们的产品感





ested in our products. But I'm pretty booked up these days.

- B: Could you let me have an hour or so?
- C: Is next Monday OK?
- B: Sure. What's the accurate time?
- C: 9: 00 next Monday.
- B: I really appreciate your answer. See you next Monday.
- C: See you.

兴趣。但是我这几天的时间都已经排满了。

- B: 你能给我安排大约一个小时的时间吗?
- C: 下个星期一怎么样?
- B: 当然可以。具体是什么时间呢?
- C: 下个星期一早上九点。
- B: 非常感激您的答复。下个星期一见。
- C: 再见。

Conversation 3

- A: How do you do? I am from China Textile Import and Export Company. I am John.
- B: How do you do? Paul once told me about you.
- A: Our company is considering establishing a branch department in America.
- B: Well, Paul once mentioned it before.
- A: I want to discuss with you about the branch department. If possible, can you tell me the time available to you?
- B: How about next Tuesday? I am quite busy this week.
- A: Well, I'll come to you next Tuesday.

- A: 您好,我是中国纺织品进出口公司的。我是 约翰。
- B: 您好。保罗先生跟我说起过您。
- A: 我们公司决定要在美国设立分部。
- B: 嗯,我听保罗先生说过。
- A: 关于分部的事我想和您好好谈谈,不知您何 时方便?
- B: 下个星期二怎么样? 这周我很忙。
- A: 好的,下星期二我再来拜访。

- A: Excuse me, I'd like to make an appointment with Mr. White. Can you fit me in on his schedule?
- B: Let me see. Oh, the whole morning is booked up, but he is free this afternoon. Is that all right with you?
- A: Well, I'll have an appointment at that time.

 Maybe another time would be better.

- A: 打扰一下,我想和怀特先生订个约会。他的 日程还能给我安排吗?
- B: 让我看一下。整个上午都安排满了,但他下午有时间。对您合适吗?
- A: 嗯,那个时间我有约会。也许另约个时间更 好些。

- B: How about 9 on Tuesday morning?
- A: I'm sorry, I won't be free until 12 on Tuesday.

 Can I see him at three in the afternoon that day?
- B: Let me see. . . No problem. 3 p. m. Tuesday then.
- B: 星期二上午9点怎么样?
- A: 对不起,我星期二12点之前没空。可以订在那天下午的3点吗?
- B: 我来看一下……没问题, 那就星期二下午3 点吧。

Conversation 5

- A: Mr. Ma, there're several points about our draft contract that I'd like to discuss with you as soon as possible. Will you be available this afternoon?
- B: Let me check with my memo... I'm sorry, today's all filled up. What about tomorrow morning?
- A: That'll be fine, but I have another appointment at 11:00.
- B: Well, then, suppose we meet at 8:00 tomorrow in your office?
- A: Okay. I'll be expecting you at the office first thing tomorrow. See you!

- A: 马先生,关于我们的合同草稿,有几个问题 我想尽快与你商谈。今天下午有空吗?
- B: 让我看看记事本……对不起,今天已排满。 明天上午怎么样?
- A: 明天上午也行,不过11点我还有一个约会。
- B: 那么,我们明天上午8点在你办公室见面怎么样?
- A: 行。明天一早我在办公室恭候你。再见!

- A: Mr. Brown, I hope I'm not disturbing you.
- B: No, not at all.
- A: I must make apologies. I'm afraid I have to cancel our appointment. My flight to Europe has been rescheduled. I had not been informed of the arrangement by the airline until a few minutes ago.
- B: Oh, that's all right. It's understandable.
- A: I suggest that you talk the matter over with my colleague Miss. Li, if you like.
- B: Sure. That would be most helpful as the mat-

- A: 布朗先生,希望没有打搅您。
- B: 没有. 没关系。
- A: 我很抱歉。恐怕我不得不取消我们的约会。 我订的飞往欧洲的航班调整了。航空公司 几分钟前才通知我。
- B: 哦,没关系。可以理解。
- A: 如果您愿意,我建议您和我的同事李小姐 谈。
- B: 可以。这很好,因为这事很紧迫。



