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BUSINESS ENGLISH

商务英语会话

总主编 / 高 翔 主编 / 杨军红 姜 楠 陈拥宪



东华大学出版社

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The Way to Business Spoken English

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前 言

近年来,我国对外开放的力度日益扩大,商务活动更加频繁,商务英语进入了一个全新发展的阶段。商务英语不仅是我国目前从事或即将从事涉外商务人员的有效工具,而且也是他们在这个经济全球化时代中竞争能力和业务素质的重要体现。尤其在中国加入 WTO 之后,竞争围绕着经济、金融和贸易激烈地展开,而这些领域里的商务活动大多是以英语作为交际语言来进行的。因此,我国对既懂国际经贸知识,又熟练掌握商务英语的人才需求越来越大,培养和造就一大批这类人才已成为当务之急。

正是在这种形势下,我们编写了《商务英语会话》一书,希望能够帮助那些有志在商务方面大显身手的读者在短时间内迅速有效地提高商务英语水平。本书共分 4 个部分:“商务生活”、“商务交流”、“商务实务”和“其他商务环节”;每个部分由 16 至 19 个单元组成;每个单元包括“常用句型”、“情景对话”和“重要词语”三部分内容。全书通过 70 个经典会话场景反映出各种商务活动中语境真实、对话生动、语言地道的特点。本书收集的常用句型和重要词语都与所列举的各种商务场景有关,实用、地道、出现率高,便于读者熟悉掌握,有利于读者在提高英语水平的同时,丰富自己的商务知识。

本书体现了如下特点:情景真实、对话生动,用法地道、语言规范,琅琅上口、实用性强,涵盖面广、重复率高,举一反三、一语多说,通俗易懂、知识性强。我们真诚希望此书能成为读者在商务领域成才的好帮手。

编 者

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I Business Life

商务生活

Unit 1

On a Business Trip (出差)...

I Useful Sentence Patterns (常用句型)

1. I am taking part in an industrial exhibition to be held in New York.
我要去参加一个在纽约举行的工业展览会。
2. My company will cover all my expenses for the trip.
我公司会支付我旅途中的一切费用。
3. But I don't know what I should buy as gifts for them.
但我不知道该为他们买些什么做礼物。
4. How can I go empty-handed to visit my friends?
我怎么能空着手去拜访我的朋友呢?
5. I want to check two pieces of luggage.
我想托运两件行李。
6. How can I fasten the seat belt?
请问安全带怎么系?
7. Have you filled out your customs declaration forms yet?
您填过报关单了吗?
8. It is a non-stop flight.
它是直达班机。

9. The fare of a one-way ticket is 1,000 RMB yuan.
单程机票是1 000 元人民币。
10. I'd like to go through Beijing to Shanghai.
我要经北京到上海。
11. Would you like to show me your passport?
能给我看看您的护照吗?
12. May I have your flight number?
您乘哪一个班机?
13. Could I book an economy class ticket to Beijing?
我能订一张去北京的经济舱机票吗?
14. I'm supposed to check in at six.
我应在6点办理登机手续。
15. Would you please make me the necessary arrangements for the trip?
请你给我做一个行程安排好吗?
16. I'll contact the airline and railway passenger representatives at once.
我马上就与机场和火车站的接待员联系。
17. Would you like to fly first class as usual?
您还是订头等舱的票吗?
18. Please book an open return flight from New York.
请帮我预订一张离开纽约的无限日期的回程机票。
19. It will be the first time I have made a trip abroad.
这是我第一次出国旅行。
20. I have never been anywhere exotic to vacation.
我从未去过任何有异国情调的地方度假。
21. I'll still have enough time to make it into the office by 9.
我仍有足够时间在9点前赶到办公室。

II Situational Dialogues (情景对话)

Dialogue 1

A: Miss Susan, I'm planning a trip to Los Angeles, Chicago and New York,

with New York as my final destination. Would you please make me the necessary arrangements for the trip?

B: Sure, sir. How would you like to go?

A: I want to fly to Los Angeles for a stay of two nights. Then I'll go by plane to Chicago and spend two days there. I'd like to go on to New York by train for an indefinite stay of two or three days.

B: OK, I'll contact the airline and railway passenger representatives at once. Would you like to fly first class as usual, sir?

A: Yes, first class.

B: Do you still want a berth while taking a train?

A: Yes. And please make sure the train has a club car.

B: What's your schedule for the trip?

A: I plan to fly to Los Angeles on Monday, July 16, any time after 12:00 noon. I'll spend the evening of the 16th and all day of the 17th there. I'll leave on the 18th, on either a late afternoon or an early evening flight for Chicago. I'd like to stay in Chicago all day July 19. I want to leave for New York on an early morning train on the 20th. Please book an open return flight from New York.

B: Where shall I make hotel reservations for you?

A: I've been quite satisfied with the hotels I've used as lodging before in these cities. Please make reservations for me at those places. Get all the information about the trip fully prepared, and please report back to me as soon as possible.

B: Yes, sir.



A: 苏珊小姐,我要到洛杉矶、芝加哥和纽约出差,纽约是我最后一站。请你给我做一个行程安排好吗?

B: 好的,先生。您打算怎么走?

A: 我想先乘飞机到洛杉矶,在那儿待两个晚上。然后,我再乘飞机去芝加哥,在那儿待两天。最后坐火车到纽约,在那儿待两、三天。

B: 好的,我马上就与机场和火车站的接待员联系。您还是订头等舱的票吗?

A: 是的,头等舱。

B: 乘火车时您仍然坐卧铺吗?

A: 是的,请确保火车上有餐车。

B: 您这次出差的日程安排如何?

A: 我7月16日星期一飞往洛杉矶,中午12:00以后的任何时间都行。我在那儿要待16日一个晚上和17日全天,18日乘下午或晚上的班机去芝加哥。7月19日一天我在芝加哥。我计划20日早上乘火车去纽约。请帮我预订一张离开纽约的不限日期的回程机票。

B: 我给您订哪家酒店?

A: 我对以前到这些城市时所住过的酒店都很满意。还是订那几家酒店吧。请你把所有关于这次出差的资料都准备好,然后尽快向我汇报。

B: 好的,先生。

Dialogue 2

A: I am told you'll be sent to New York for the annual conference. Is that so?

B: Yes. It will be the first time I have made a trip abroad. In fact, I've never left the country before.

A: Are you serious? You haven't been anywhere overseas even while going on vacation, have you?

B: No, I have never been anywhere exotic to vacation. But even if I get no chance to travel in my personal time, my company will sooner or later give me the chance to travel.

A: I think so. It seems that being able to attend the conference is really one of the great chances your company gives you. Have you applied at the embassy for a visa for the United States?

B: Yes. I don't think it was too hard to get. What I had to do was to fill out the application forms and pay the application fee.

A: You plan to leave next Wednesday, don't you? What time does your flight depart?

B: It departs at 7 a.m.. I've got everything ready except for my luggage.

A: Since your flight is leaving so early, I might as well drive you to the airport and see you off. After that, I'll still have enough time to make it into the office by 9 o'clock.

B: That would be great. Thank you very much!

A: 我听说你将要被派去纽约参加年会。是吗?

B: 是的。这是我第一次出国旅行。实际上,我以前从未出过国。

A: 你没开玩笑吧?你休假时国外的任何地方都没去过吗?

B: 我是认真的。我从未去过任何有异国情调的地方度假。但即使在私人时间内我没机会去旅行,公司迟早会给我提供这样机会的。

A: 是这样的。看来能去参加这次会的确是你们公司为你提供的大好机会。你在大使馆申请了去美国的签证了吗?

B: 申请了。我觉得签证办起来并不难。我所做的只是填写申请表格并缴纳申请费。

A: 你下周三动身,对吧?你的航班几点起飞?

B: 早晨7点的飞机。除了行李外,我一切都准备好了。

A: 既然你的航班起飞这么早,我不妨用车送你到机场,并为你送行。送走你后,我仍有足够时间在9点前赶到办公室。

B: 那太好了。多谢!

III Key Words and Expressions (重要词语)

berth [bɜ:θ] *n.* 座位;卧铺

indefinite [ɪn'defɪnɪt] *a.* 不明确的

depart [dɪ'pɑ:t] *v.* 离开;启程;出发

lodge [lɒdʒ] *v.* 暂住;寄住

lobby ['lɒbi] *n.* 大厅;通道

post [pəʊst] *v.* 贴出

consul ['kɒnsəl] *n.* 领事

abroad [ə'brɔ:d] *ad.* 出国

visa ['vɪzə] *n. & v.* 签证

exotic [eg'zɒtɪk] *a.* 异国的;奇异的

embassy ['embəsi] *n.* 大使馆

registration [ˌredʒɪs'treɪʃən] *n.* 登记;
注册

souvenir [ˌsu:və'nɪə] *n.* 纪念物;纪
念品

suitcase ['sjutkeɪs] *n.* 手提箱;皮箱

odds and ends 零碎东西

room service 客房服务

a club car 餐车

pick-up service 接人服务
open return flight 不限期的回程票
as usual 像往常一样;照例
letter of guarantee 保证书

industrial exhibition 工业展览会
the annual conference 年会
sooner or later 迟早
make it 做到;赶到

Unit 2

Reserving a Room (预订房间)

I Useful Sentence Patterns (常用句型)

1. Good evening! Can I have a single room for tonight, please?
晚上好! 请问,我能在哪儿订一间今晚的单人房间吗?
2. I'd like a single room with a bath for two nights if possible.
如果可能我想订一间住两晚带浴室的单人房。
3. Would it be possible to change that room to one with a double bed?
能不能把那间房换成有双人床的房间?
4. I would like to make a reservation for a conference room from 12th to 14th October.
我想订一个会议室,从10月12日到14日的。
5. I'll be paying with a company check.
我将用公司支票结账。
6. Could you provide coffee and buffet lunch at noon?
你们能提供咖啡和自助午餐吗?
7. The rate is \$ 35 each night plus tax and service charge.
这种房间每晚35美元,外加税和服务费。
8. I will need your signature if you don't mind.
如果您不介意的话,请签上您的名字。
9. The daily rate for this room is \$ 60.

这种房间每天 60 美元。

10. You will find all the information about the hotel on the information card in your room.

您可以在房间的住房须知上查到所有有关宾馆服务的内容。

11. Have you got any vacancies?

你们有空房吗?

12. Please fill out this card.

请填写这张卡。

13. I'd like a suite with an ocean view, please.

我想要一间可以看到海景的套房。

14. I hear that your hotel is offering discount now.

我听说你们酒店正在打折。

15. Could you point me in the right direction?

您能告诉我往哪里走吗?

II

Situational Dialogues (情景对话)

Dialogue 1

A: Good evening! Hilton Hotel. Can I help you?

B: Good evening! Have you got any vacancies? I'd like to have a double room with a bath if possible.

A: We have several rooms available. What price would you like to pay per night, sir?

B: I think I'd prefer to have a moderately priced room.

A: How about \$ 60 per night with a bath and television?

B: Does that include meals?

A: Yes.

B: That sounds fine.

A: OK. What's your name, please?

B: John Smith.

A: Could you spell that, please?



B: J-o-h-n-s-m-i-t-h.

A: Mr. Smith, how long do you intend to stay?

B: I'll stay here for 3 nights, starting on July 8th.

A: Got it.

B: Thank you very much. Good-bye.

A: 晚上好! 希尔顿酒店,有什么可以为您效劳吗?

B: 晚上好! 你们有空房吗? 我想订一间双人房,最好带浴室。

A: 我们有几种规格的房间,先生您需要每晚多少价钱的呢?

B: 我想要一间价格适中的。

A: 每晚 60 美元的怎么样,带浴室和电视?

B: 包括三餐吗?

A: 是的。

B: 听起来还不错。

A: 好的,请问您叫什么名字。

B: 约翰·史密斯。

A: 您可以拼写一下吗?

B: J-o-h-n-s-m-i-t-h.

A: 史密斯先生,您打算住多久?

B: 我将住 3 个晚上,从 7 月 8 日开始。

A: 明白了。

B: 谢谢,再见。

Dialogue 2

A: China Grand Hotel. Can I help you?

B: I am told that this is one of the best hotels around.

A: I think so, sir.

B: I'm new in this city and I will be staying for a couple of days. But I would like to go sight-seeing and enjoy doing as many things as possible during my stay here.

A: No problem. May I ask, sir, have you checked in yet?

B: No, not yet.

A: Please fill out this card. This is where you put your name and home address.

Please write your passport number here.

B: In this box?

A: Right. Please sign your name at the bottom.

B: Is it OK?

A: OK, sir. What kind of room would you like?

B: I'd like a suite with an ocean view, please.

A: I see.

B: What is the price of the suite?

A: It is \$ 200 per night.

B: It is a little too expensive. I hear that your hotel is offering discount now.

A: Yes, but the offer ended last week. I'm sorry.

B: Oh, I see. I'll take it.

A: By the way, how many days will you be staying here?

B: Maybe three days, but put me down for two, anyway.

A: Would you like to pay in cash or charge it?

B: In cash.

A: Very well, sir. Here is your room card to Room 1016.

B: Thanks. Could you point me in the right direction?

A: Sure, sir. The elevators are right across the lobby. Floors Two to Eighteen are the elevators to the right.

A: 中国贵宾楼。我能为您服务吗?

B: 我听说这是附近最好的宾馆之一。

A: 是的,先生。

B: 我刚到这座城市,而且将会在这儿待几天。但是我想在我停留期间能观光一下这座城市并尽可能过得愉快。

A: 没问题。先生,请问您登记了吗?

B: 还没有。

A: 请填写这张卡,请在这里写上您的姓名和家庭住址,这里填写您的护照号码。

B: 写在这个方框里吗?

A: 是的,请在最底下签上您的名字。

B: 这样行吗?

A: 行,先生。您需要什么样的房间?

B: 我想要一间可以看到海景的套房。

A: 明白。

B: 房价如何?

A: 每晚 200 美元。

B: 价格有点贵。我听说你们酒店正在打折。

A: 是的,但是打折上个星期就结束了。对不起。

B: 哦,明白了。那我就预订这间吧。

A: 顺便问一下,您将在这儿住几天?

B: 也许是三天,但是不管怎样,先写两天吧。

A: 您是付现金还是记账?

B: 付现金。

A: 好的,先生。这是您的房间卡,房间号是 1016。

B: 谢谢,您能告诉我往哪里走吗?

A: 当然可以,先生。电梯就在大厅的正对面,2 到 18 楼上下使用的电梯在右边。

III Key Words and Expressions (重要词语)

reserve [rɪ'zɜ:v] *v.* 保留;预订

cash [kæʃ] *n.* 现金

check [tʃek] *n.* 支票

charge [tʃɑ:dʒ] *v.* 记账

plus [plʌs] *prep* 加

rate [reɪt] *n.* 价格

tax [tæks] *n.* 税

signature ['sɪɡnɪtʃə] *n.* 签名

available [ə'veɪləbl] *a.* 可得到的;现有的

include [ɪn'klud] *v.* 包括

a single room 单人间

a double room 双人间

a single bed 单人床

a double bed 双人床

a conference room 会议室

make a reservation for... 预订……

buffet lunch 自助午餐

moderately priced 价格适中的

check in 登记

check out 退房