



商务英语

Consolidate Business English at Every Step

步步赢

万用句典赢天下

主编 盛丹丹

审校 [美] Alejandro Taylor

[英] David Joseph

情景应用BEC高频词汇 一网打尽职场经典句型

真实再现谈判桌前锋芒 妙语连珠搞定商务公文

点线面层层递进步步为营



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内 容 简 介

本书分为7章59个单元300多个情景小标题,系统地展示商务接待、市场营销、有关展会、对外贸易、商务谈判、商务会议、人力资源等场合使用的各种语句,方便大家随查随用。本书是此套书的“线”,通过经纬交错的“线”精心编织成“网”,可将商务场景下所有可能会遇到的实战经典句“一网打尽”!

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前言

PREFACE

随着国际间商务交往的愈加频繁,国内掀起了学习商务英语的热潮,而真正实用的商务类图书却很少。应广大读者的要求,我们推出了这套《商务英语步步赢》。本套丛书采用独特的“点、线、面”结合的思维模式,邀请众多外教和商界成功人士并联手明星级 BEC 培训教师齐力打造双语“情景灌输”的学习方法。这套书不仅为正在从事着或即将从事涉外商务活动的人士提供了交流工具,更为 BEC、雅思以及托业考生提供了应试宝典。

《词不离境赢天下》把商务考试和商务谈判中的高频词汇(点)融入到一个实际的情境(面)之中,在一个完整的情景对话中,重点提出这些词汇,进行系统地扩展学习,由此词汇再进行 8 倍、10 倍、20 倍等的拓展速记,并列举大量例句(线),加深记忆。本书还把 BEC 考试和实际商务应用中的高频词汇进行了拓展,真正地实现了触类旁通,事半功倍。全书分为 6 章 20 个单元,包括合作开端、讨论价格、订购货物、运送货物、风险与纷争、合作方式等商务场景。该书简化了一些商务情景下冗长难懂的词汇和句子,例句全部是商务活动中最典型和具有代表性的句子,目的是使读者在学习商务词汇的同时,通过大量实用例句的输入,提高应试语感和商务交际能力。

《万用句典赢天下》特点是“急用”、“全面”,是此套丛书的“线”。全书分为 7 章 59 个单元 300 多个情景小话题,包含商务接待、市场营销、有关展会、对外贸易、商务谈判、商务会议、人力资源等内容。本书对商务场景中可能会遇到的种种句子,进行全面、系统的概括,可以随查随用。虽然是“线”的积累,但是相信这种经纬纵横的交错,可以网罗商务场景下的所有实战经典句!

《实战谈判赢天下》是在套书中“点”、“线”积累的基础上的“面”的飞跃。每个单元开端设计几个温故知新的句子,用于热身和巩固学习。然后是两个难易有梯度的情景实战对话,对话的选择是有针对性的,体现单元主题下不同情况的应对和处理方式。在学习语言的同时,还可以掌握谈判技巧、公关方式和国际礼仪。全书分为 11 章 139 个单元,包含商务交际、价格与付款方式谈判、包装与物流、贸易方式、商务进出口、商务会议、公司运作、市场营销、电子商务、客户关系管理、商务旅行,可谓真正的商务话题大全。

《公文锦囊赢天下》本着“线面”结合,“面面俱到”的原则,精选了上百篇实战英语商业信件,并配以精准的翻译和相关拓展句型。通过学习,可以了解国际商务通信的基本规则,并注意如何避免英语写作中常出现的语法和习惯用语错误。读者可以在目录处精准地获取需要的内容,相关的文章可被读者直接用作套用模板或稍作修改后使用。每个单元后面给出同一场景之下的其他常用句型,方便读者查用和拓展学习。本书的第 3 章介绍了在一般工作中会使用到的主要书信类型,如邀请函、通知、感谢信、任命书等,方便读者在日常工作中学习并使用地道的英语应用文体表达。书后配有资料丰富且最新最全的附录,极具参考价值。

《词不离境赢天下》、《万用句典赢天下》和《实战谈判赢天下》的 MP3 文件由美籍专家 Chris Anderson、Joe Vehling、Shelley Nauss 和 Rachael Lau 朗读,并感谢他们为此套丛书所作的细致的审校和修改。《公文锦囊赢天下》配以书信模板光盘,可以根据需要随时查找复制。

希望这一套凝结众专家心血的《商务英语步步赢》能帮助广大读者真正实现“步步为营”、“步步赢”、“赢天下”。

编者

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Chapter 1

Business Reception 商务接待



Unit 1

Picking Up the Client at the Airport/机场接人

确认身份并说明来意



- If I am not mistaken, you must be Mr. Davidson from Haier?
如果我没认错的话,你就是海尔公司的戴维森先生吧?
- Sorry to interrupt you, but aren't you Mr. Zhang from China?
抱歉,打扰一下,请问您是中国来的张先生吗?
- You must be our long-expected guest, Mr. Johnson from Britain?
您一定是我们盼望已久的客人,从英国来的约翰逊先生吧?
- Excuse me, but would you perhaps be Mr. Copperfield?
对不起,您大概就是科波菲尔先生吧?
- You are Mr. Smith from the CNN Corporation, I presume?
我想您是CNN公司的史密斯先生了?
- Doctor Livingstone, I presume?
我想您就是里维斯通先生了吧?(表示与人第一次见面或与朋友、熟人等长期分别后见面时可用此语打趣。)
- Would you perhaps be Mr. and Mrs. Copperfield?
你们或许是科波菲尔夫妇吧?
- Excuse me, but are you Mr. White from Rome?
对不起,请问您是从罗马来的怀特先生吗?

说明来意



- I am here to meet you today. 我今天到这里来接您。
- We've been anticipating your arrival. 我们一直期待您的到来。



- Here is my calling/name/business card. 这是我的名片。
- I came to take you to your hotel. 我来接您去您的饭店。
- I am here to meet you on behalf of our manager. 我代表经理来接您。
- Mr. Wang asked me to call for you this afternoon.
王先生要我今天下午来接您。
- How do you do? I am Tracy from Aux Company. And I am here to meet you.
您好。我是奥克斯公司的特蕾西,我来这儿接您。
- I am from Beijing Textile Import and Export Corporation. I've come to meet you.
我是北京纺织品进出口公司的。我来这儿接您。

欢迎致词



- Welcome to Beijing. 欢迎来北京。
- You are quite a stranger!
你真是个陌生人! (意为好久不见了! 或你好久没来, 不了解这里的情况了!)
- I am delighted to meet you at last. 很高兴终于见到您了。
- It is a pleasure to meet friends from afar. 有朋自远方来, 不亦乐乎。
- We've been looking forward to your arrival.
我们一直在期待着您的到来。
- I understand this is your first trip to China.
我知道这是您第一次来中国。
- I am sure you will have a pleasant stay here.
在这里您一定会过得很愉快。
- Our manager asked me to say "hello" to you.
我们经理让我代他向您问好。
- I want to extend a cordial welcome to all of you.
我想对大家的到来表示由衷的欢迎。
- I am glad to have the opportunity to meet you here.
很高兴有机会在此与您见面。
- We've been expecting you ever since you faxed us the date of your arrival.
自从您传真告诉我们您的到达日期以来, 我们一直都在盼望着您的到来。



帮客户提行李



- Your luggage is all here? 您的行李都在这儿吗?
- Shall I have a porter help you? 我叫一个搬运工帮您好吗?
- May I help you with one of your bags? 我帮您拿个包好吗?
- Let's go and claim the luggage then. 我们去认行李吧。
- How many pieces of luggage do you have? 您有几件行李?
- Let me carry your suitcase for you. 让我帮您提箱子吧。
- Let me help you with your luggage. 让我帮您拿行李。
- Are you sure you've got everything with you? 你确定行李齐了吗?
- Please give me your luggage check, and I will get them for you.
请把您的行李票给我,我去帮您取来。

询问情况



- How was your flight? 一路顺利吧?
- How have you been? 您一向可好?
- How are things with you? 您近来怎么样?
- Did you have a good journey? 旅途愉快吗?
- Do you feel better now? 您现在感觉好一点儿了吗?
- I will glad you made it okay. 很高兴您能及时抵达。
- We welcome good business. 我们欢迎有价值的业务往来。
- Is it your first time to visit China? 您是第一次来中国吗?
- Did you get any sleep on the plane? 您在飞机上睡觉了吗?
- I have been looking forward to meeting you. 我一直盼望见到您。
- Did you have any trouble clearing customs? 通关时没有什么麻烦吧?
- You must be exhausted after a long journey.
各位远道而来,一定很累了。
- I hope you will also enjoy your stay here.
希望你们在这里也会感到愉快。
- Anyhow, it is a long way to China, isn't it?
不管怎样,来中国的路途遥远,是吧?
- Cold hands, warm heart.
手虽凉,心却很温暖。(表示在和人握手的时候,如果对方的手很冷,



而对方为此有些不好意思的时候,说此语宽慰对方。)

- It will be pretty hard to wrestle all your luggage around.
带着您所有的行李到处跑是会很累的。
- I am afraid you must be very tired after more than ten hours' flight.
想必坐十几个小时的飞机您一定累坏了。
- You'd like to freshen up a bit and take a rest to overcome the jet lag.
您一定需要稍加休息,恢复一下,调整时差。

引导客户



- Ready to roll? 准备走了吗?
- Let me call a taxi. 我去叫计程车。
- Let's drive to the hotel. 咱们现在就开车去宾馆。
- The taxi's waiting outside. 出租车在外面等着呢。
- Here comes the car. Shall we go? 车来了,可以走了吗?
- This way, please. My car is outside. 这边请,我的车在外面。
- Let's go and check into the hotel.
我们走吧,让我带您到饭店登记吧。
- You can wait here and I will get the car.
你可以在这里等,我去开车来。
- I will bring my car here, so please wait a moment.
我把车开过来,请稍等。
- We have a car over there to take you to your hotel.
那儿是我们的车,我送您去宾馆。
- There is a car waiting for you, so please follow me.
外面有车在等您,请随我来。
- I will be your guide during your stay in China.
你们在中国逗留期间,我将一直陪同大家。
- Please wait for me here, I am going to the parking lot to drive my car.
请在这儿等我,我去停车场开车。
- I have a car waiting outside to take you to our company. Right this way, please.
我的车正在外面等着接您到我们公司,请这边走。



告知客户行程安排



- We've arranged our schedule without any doubt.
我们已经很顺利地把活动日程安排好了。
- Here is a copy of itinerary we have worked out for you.
这是我们给您拟定的活动日程安排。
- We have planned many things to help you enjoy your stay.
我们安排了各项活动,让您在这里玩得愉快。
- We will arrange some sightseeing for you, if you wish.
如果您愿意,我们可以为您安排一些观光游览。
- You can rest assured that everything will be ready.
您放心好了,所有的事情都安排好了。
- I have made arrangements to take you to see the city night scene.
我已安排了带您去看城市夜景。
- It is just the matter of the schedule, that is, if it is convenient for you right now.
如果你们感到方便的话,我想现在讨论一下日程安排的问题。
- I've drawn up a time schedule for the next two days. Will you have a look?
我起草了今后两天的日程安排表,请您过目。
- A meeting concerning our business will be held in our company tomorrow. I will meet you at 9 a. m. and drive you there.
明天我们将召开有关我们生意的会议。9点我会开车来接您。
- We shall be delighted to see you in his office this afternoon if this is convenient for you.
如果方便的话,他很愿意今天下午在他的办公室与您见面。
- We've arranged a free afternoon for you, in case you'd like to pay a visit to some old friends or go sightseeing around the town.
我们为您留了一个下午自由支配,您可以会会老朋友或是在城里转转。
- We will call you up at about six for the reception.
我们六点左右来接您参加招待会。



Unit 2

Accommodating the Client/ 安排住所

预订房间



- I'd like a suite. 我想要一个套间。
- Are there any beds vacant? 有空床位吗?
- I am staying during the weekend. 我要在这儿过周末。
- I'd like to confirm a reservation. 我想确定一下预约。
- Have you got any accommodation? 你们有住的地方吗?
- A room with a bath, please. 请给我一间带盥洗室的客房。
- I need a room for the night. 我要一个单间, 只住一个晚上。
- I'd like a room with a nice view. 我想要一间视野好的房间。
- We will need a crib for the baby. 我们想要一张有围栏的童床。
- I'd like a room at the front. 我想要一间在旅馆正面的客房。
- I would like to change my reservation. 我想更改预约。
- We would like the rooms close together. 我们希望房间能挨得近一点。
- I'd like a room with windows facing south. 我要一间窗子朝南的房间。
- I'd better have a moderately priced room. 我想要一间价格适中的房间。
- I'd like a room with a king-sized bed.

我想要一间有一张特大号床的客房。

- Do you have a room available for four nights? 这儿可以订四天的房间吗?
- I'd like a suite with an ocean view, please.

我想要一个可以看到海景的套房。

- Can we get rollaway bed for the two children?
我们能不能要一张供两个孩子睡的滚移式折叠床?
- Can I reserve a single room on the night of next Sunday?
我可以预订一间下周日晚的单人房吗?

- I urgently need a room for tomorrow night, and do you have any vacancies?

我急需一个明晚的房间, 请问你们现在还有空房吗?



- I would like to reserve four double rooms with twin beds for three days.
我想预约四间有两张单人床的双人房间,共三天。
- I would like to have a double room with a bath for two nights if possible.
我想订一个住两晚的双人房间,最好带浴室。

询问房间细节



- Are meals included in it? 包括三餐吗?
- What is the rate, please? 请问房费是多少?
- Do you have a pool? 你们这儿有游泳池吗?
- Do you take credit cards? 以信用卡结账行吗?
- Does that have a shower? 客房里有淋浴间吗?
- How do I get room service? 怎样得到客房送餐服务?
- Does the price include breakfast? 房价是否包括早餐?
- Do you have room service? 你们有送酒菜到房间的服务吗?
- What sort of amusements do you offer? 你们提供哪些服务?
- How much is boarding and lodging a day? 膳宿费一天要多少钱?
- Is there a direct-dial phone in the room? 房间里有直拨电话吗?
- Do you have anything less expensive?
你们还有没有其他便宜一点儿的?
- Is there a special rate for group reservations? 团体订房能不能优惠点?
- Could you provide coffee and a buffet lunch at noon?
你们能提供咖啡和自助午餐吗?
- Do you require a deposit to confirm a reservation?
确定约定的房间要不要付定金?
- Does your hotel have facilities for large numbers of people?
你们旅馆有为大群人服务的设备吗?
- What if I have got something to be sent to the laundry?
如果我有些衣服要送洗衣房,那怎么办?

安排客户入住



- Shall I take you to the hotel now? 我现在带您到旅馆好吗?
- You will be staying at the Shangri-La Hotel.
您将下榻香格里拉饭店。



- I have already made a hotel reservation for you.
我已经为您订了旅馆。
- I have reserved a single room in your name.
我们以您的名义预订了一个单间。
- If all is ready, we'd better start for the hotel.
如果没有其他事,我们就去旅馆吧。
- Your room is on the third floor, facing the garden.
您的房间在三楼,面向花园。
- I've made a reservation at the hotel you used last time.
我已预订了您上次住过的旅馆。
- We choose this hotel for you only because of the traffic problem.
我们替您选这家饭店只是因为交通方便。
- Is there anything you'd like to do before we go to the hotel?
去旅馆前你还有什么事要做吗?
- I have booked a room for you at Wangfujing Grand Hotel. Single, for a week.
我在王府井大饭店为您订了个房间。是单人房,可以住一星期。

询问客户住宿情况



- How do you like this suite? 您觉得这个套间怎么样?
- I guess you've had a good rest. 我想您休息得不错。
- How is the hotel you are staying at now? 您现在住的宾馆怎么样?
- I hope the hotel room we reserved for you is all right.
希望我们为您预订的饭店房间能让您满意。