



高职高专工作过程导向系列规划教材·商务英语类

# 实战商务英语口语 1

主编 / 孙 静



冶金工业出版社

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# 实战商务英语口语 1

## ——商务旅行篇

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## 内 容 简 介

本书以自助商务旅游为主线,介绍了境外商旅活动的基本知识和基本的处理方法。全书共分12章,主要内容包括:办理护照和签证、酒店预定、机票预订、在机场、入境手续、入住酒店、电话服务、外汇兑换、问路、商务预约、拜访客户、返程等。

本书以工作过程(项目)为导向,通过感知、体验、实践、参与等方式实现“任务型”教学理念,每单元包括学习目标、导入、对话、注释、实训及常用句型等组成部分。全书中每单元都是一个相对完整的项目,依照企业实际工作的程序呈现教材的内容,使学生通过学习,了解实际工作的情况,掌握从事这些工作所需的相关知识和技能,为学生即将面对的职场生涯打好基础。

本书适用性广,不仅适用于商务英语及相关专业的学生,另外,还适用于使用英语从事涉外商务活动的广大商务工作者。

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# 前 言

以工作过程为导向的《实战商务英语口语》教材是为贯彻落实国家教育部《关于实施国家示范性高等职业院校建设计划，加快高等职业教育改革与发展的意见》（教高〔2006〕14号）和《关于全面提高高等职业教育教学质量的若干意见》（教高〔2006〕16号）文件精神，根据当前高等职业教育教学实际，结合当前社会经济发展趋势对商务英语人才培养提出的更高要求，倡导“学一点，会一点，会一点，用一点”的教学指导思想，在充分研究现有相关教材的基础上，打破传统的教材编写理念，以培养职业能力为核心，以工作实践为主线编写的。本教材以工作过程（项目）为导向，通过感知、体验、实践、参与等方式实现“任务型”教学理念，追求“实用为主，够用为度”的教学目标，努力做到“精讲多练”、“讲为练”、“练为用”，突出学生的主体作用，调动学生的学习兴趣，循序渐进地提高学生的英语交际能力，培养能熟练运用英语从事商务活动的高素质复合型人才。

《实战商务英语口语1》（商务旅行篇）以商务旅行为主线，要求学生通过学习，掌握境外商旅活动的基本知识，学会基本的处理方法，主要内容涉及：办理签证护照、酒店预订、机票预订、在机场、入境、入住酒店、打电话、兑换外汇、问路、商务预约、客户拜访、返程等。本册共12单元，每单元包括学习目标、导入、对话、注释、实训及常用句型等组成部分。

（1）学习目标（Objective）。使教师和学生了解该单元的教学任务，从而更好地完成单元教学目标，达到教学要求。

（2）导入（Introduction）。采用提纲式的方法，简明扼要、一目了然地介绍单元工作环节的主要工作内容，进一步细化这个单元的工作过程，所要做的工作，应掌握的岗位知识和技能。

（3）对话（Dialogue）。提供了丰富的案例，设置仿真工作情境，呈现实际工作环节，展示相关的岗位知识和技能。

（4）注释（Notes）。以讲解对话中的疑难问题为主，对其中出现的重点词汇、句法和专业术语等做出解释，以加强学生的语言应用能力。

（5）实训（Practice）。对话部分的延展和补充，根据工作需要设计相应的工作任务，让学生运用所学知识和技能解决工作问题，以培养学生职业技能为核心，以突出语言服务业务为宗旨，侧重培养学生分析问题和解决实际问题的综合能力。

（6）常用句型（Useful Expressions）是对该单元场景对话中常用句型的总结，让学生掌握所学知识的重点，加强所学知识的实用性。

本套教材将“以工作过程为导向”的编写理念融入全书，突出体现以下特点：

（1）编写理念新。本册书的内容是一个较完整的工作过程，该过程由若干单元构成，每个单元是一个相对完整的项目，每个项目包含若干小的商务任务。教材编写遵循“以工作过程为导向”原则，依照企业实际工作的程序呈现教材的内容，使学生通过学习了解



实际工作的情况，掌握从事这些工作所需的相关知识和技能，为将来的职场生涯打好基础。

(2) 选材真实性强。本教材着眼于企业的实际业务情况，所体现的工作过程翔实、内容新颖、明确、可操作性强，如签证办理、登机手续等环节所需的材料均为真实材料。

(3) 突出实用性。注重对学生口语交际能力的培养，融合商务知识、商务礼仪、流行口语为一体，坚持实用性、典型性和趣味性，让学生接触到生动真实的商务英语口语信息，把商务技巧和功能意念表达融入教材，使之更具有实用性和交际功能。

(4) 以学生为主体。每个单元都为学生精心设计了充分的实训练习，教师不再是课堂的绝对中心，而是作为学生学习的引导者，课堂教学的组织者。本教材力求最大限度地调动学生课堂参与的积极性，以让每个学生得到尽可能充分的训练为目标。“练”是口语教学的关键，是从不会到会的过程，也是“任务型”学习的最基本途径。

(5) 强化表达。“表达”是表现学生英语水平的重要方式，是口语学习的最终目标。通过每单元具体场景的实操表达训练，强化学生的表达意识，增强表达信心，在仿真的语境训练中提高学生的口语表达能力。

(6) 教学模式、手段现代化。充分利用多媒体和网络技术，采用新的教学模式来改进和充实传统的课堂教学模式，设计生动形象的情境，把人和环境紧密结合起来，不断给学生提供实践的机会，从而提高学习效率。

(7) 配套齐全。立体化教材，配有教学课件和教师用书，便于教师备课、授课和学生课外自主学习，大大减少了教师的工作量。

(8) 教材适用性广。在组织编写过程中注重不同学校不同专业的教学要求，充分考虑高职学生的英语基础和程度，语言简洁流畅，通俗易懂，最大限度地使教材与学生的基础相适应，与实际需要相吻合，缩小教材与教学实际的差距。本教材不仅适用于商务英语专业的学生，还适用于旅游英语专业、旅游管理专业、国际贸易专业、报关专业、物流专业等相关专业的学生，另外，还适用于使用英语从事涉外商务活动的广大商务工作者。

本书由孙静任主编，谢玉荣、陈昌丽、苏伟、关红俊任副主编，季正红、王文叶、符白薇、黄子芳、韩莹莹参加编写。

由于编者水平所限，书中如有不足之处敬请使用本书的师生与读者批评指正，以便修订时改进。如读者在使用本书的过程中有其他意见或建议，恳请向编者(bjzhangxf@126.com)踊跃提出宝贵意见。

编者

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# Unit 1

## Applying for Passports and Visas

### Objectives

After you have finished learning this unit, you should be able to know:

1. How to apply for a passport;
2. How to apply for a visa;
3. How to make an interview for a visa.

### Introduction

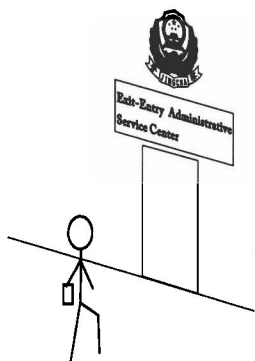
Having a passport is a very important and necessary thing when you are going abroad. There are generally three kinds of passports, Diplomatic Passport, Official/Service Passport and Private/Regular Passport. If you plan to go abroad for travelling or studying or doing business, you must have a private passport. When you decide to apply for a private passport, you need to know the following points:

1. You must go to the Exit-Entry Administrative Service Center of the Public Security Bureau in person.
2. Remember to take your ID Card and Permanent Residence Booklet with you and have them copied beforehand.
3. It is better to have 2 colorful and obverse pictures (48 × 33mm) taken recently without hat/cap.

Generally it takes 15 days to get the passport. In case of special emergency, it takes 5 days. After you get a passport, you can apply for a visa to the destination country. There are generally six kinds of visas, which are L-visa (tourist visa), F-visa (business visa), Z-visa (work visa), X-visa (student visa), C-visa (flight attendant visa) and J-visa (journalist visa). Generally, you need to have an interview with the visa officer. Once you have got the visa to the destination country you can go to the foreign country within the given date.

Let's take a look at the simplified flow chart of applying for a private passport:





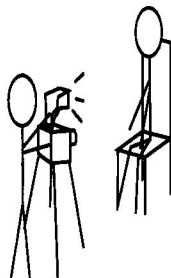
①

Go to the Exit-Entry  
Administrative Service Center



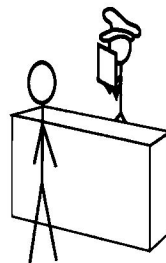
②

Ask for application  
form and fill it



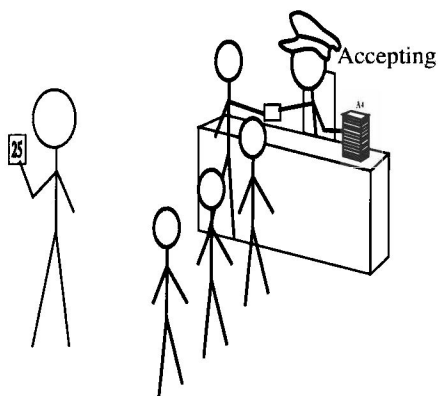
③

Take photo



④

Initial check

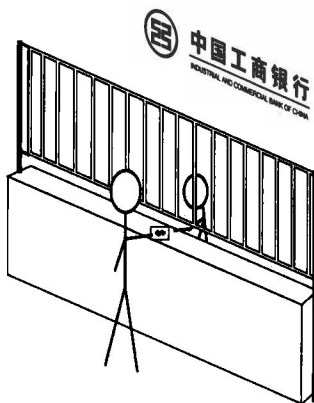


⑤

Take order and wait

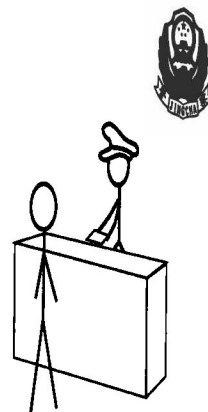
⑥

Accept application



⑦

Pay fees



⑧

Get the passport

### Tips:

When you decide to apply for a private passport, you need to know the following points:

1. You must go to the Exit-Entry Administrative Service Center of the Public Security Bureau in person.
2. Remember to take your ID Card and Permanent Residence Booklet with you and have them copied beforehand.
3. It is better to have two colorful and obverse pictures (48 × 33mm) taken recently without hat/cap with you.
4. Fill in the Application Form for Private Passport honestly and correctly. If you have any questions, please do ask the officer for help to make sure you are doing right.



# Dialogue One

## Procedures of Applying for a Passport

*Mr. Chen is the general manager of Yongxing Foodstuff Company of Hainan Province. He is invited to pay a visit to John & Smith Biscuit Factory of New York, USA. He is now talking with his partner, Ms. Zhang.*

(A: Mr. Chen, general manager

B: Ms. Zhang, Chen's partner)

A: Ms. Zhang, I've just got an Invitation Letter from John & Smith Biscuit Factory of New York, USA, inviting me to visit the factory.

B: That's good news.

A: Yes, but what should I do next?

B: First of all, you must have a passport, then apply for a visa to USA.

A: But how can I get a passport?

B: That's not difficult. I got my passport before I got married.

A: That's wonderful. Please tell me how.

B: You must go to the Exit-Entry Administration Service Center of the Public Security Bureau<sup>1</sup> where your Permanent Residence Booklet<sup>2</sup> is registered.

A: What should I prepare for?

B: Take your ID Card and Permanent Residence Booklet, and you'd better have one copy of each in advance. It is better to take with you 2 colorful photos of 44 × 38mm taken recently without hat/cap. Firstly, you ask for the Application Form for Private Passport<sup>3</sup> of the Chinese, then fill in the form correctly and honestly. Secondly, then you are required to take digital pictures<sup>4</sup> at the photo shop appointed and approved by Exit-Entry Administration Service Center of the Public Security Bureau. Lastly, give the photo bar code and the application form to the police officer, he will accept your application.

A: I see. How long does it take to get a passport?

B: Generally, it takes 15 days.

A: Can I have it faster?

B: Generally not. But in case of special emergency, it takes only 5 days.

A: How much does it cost?

B: It costs 200 yuan.

A: Thank you very much, Ms. Zhang.

B: It's my pleasure.



## Notes

1. Exit-Entry Administration Service Center of the Public Security Bureau      公安局出入境管理处
2. Permanent Residence Booklet      户口簿
3. Regular/Private Passport      (因私) 普通护照
4. digital picture      数码相片

## Dialogue Two

### Procedures of Applying for a Visa

*Mr. Chen has just got his passport and returned to his office. He is excited and eager to get a visa to USA.*

(A: Mr. Chen, general manager      B: Ms. Wang, secretary)

A: Ms. Wang, I've just got my passport this morning.

B: That's great. You now can apply for a visa to USA.

A: Yes, but I have no idea how to apply for a visa.

B: As a matter of fact, have a visa to USA is not an easy job. You must go to the Consulate General of USA, Guangzhou, China, in person for an interview.

A: I can do that, but I don't know English, how can I communicate with the American visa officer?

B: Don't worry about that. There is always a secretary of Chinese acting as the interpreter for the American visa officer and you.

A: Really? I don't need to worry now. What must I prepare for the interview?

B: Firstly, I will download the B1 Application Form for you. You need to fill in the forms correctly and honestly. Secondly, I'll make an appointment for the interview for you. After that, we need to prepare the copies of Letter of Invitation, No Criminal Record Certificate, the Duplicate of Business License<sup>1</sup>, the Employment Certificate<sup>2</sup>, Personal Estate Certificate<sup>3</sup>, your passport, ID Card and Permanent Residence Booklet.

A: How do I get my Personal Estate Certificate?

B: It is not difficult. You can do it in the Notary Office<sup>4</sup> with your Personal Estate Certificates like bankbook, Private Vehicle License, Real Estate Certificate.

A: Then how can I get my No Criminal Record Certificate<sup>5</sup>?

- B: You must go to the local Police Station where your Permanent Residence Booklet is registered to apply for it.
- A: I see. Ms. Wang, you are really very helpful. You always give me a lot of useful information. Thank you very much for the useful information.
- B: You are welcome.

## Notes

1. Duplicate of Business License      营业执照副本
2. Employment Certificate      就业证明
3. Personal Estate Certificate      个人不动产证明
4. Notary Office      公证处
5. No Criminal Record Certificate      无犯罪记录证明

## Dialogue Three

### An Interview for Visa at the Consulate / Embassy

*Ms. Wang has made an appointment for Mr. Chen with the American visa officer. It is at 9:45 on December 14, 2008. Now Mr. Chen is waiting for his turn at the Consulate General of USA.*

(A: Mr. Chen, general manager      B: Tony, visa officer)

A: Good morning, Sir.

B: Good morning. So you are Mr. Chen.

A: Yes, Sir.

B: Could you tell me why you wish to go to America?

A: Because we would like to cooperate with the John & Smith Biscuit Factory of New York, USA.

B: What is your objective<sup>1</sup> of this visit?

A: We intend to import a large amount of products from the John & Smith Biscuit Factory of New York, USA every year if we could reach an agreement. We need to visit the factory before we make the final decision to sign the contract.

B: How long would you like to visit USA?

A: I would like to visit USA for 10 days.

B: Could you show me the Invitation Letter from USA?

A: Yes, here you are.

B: How long have you been working for the Yongxing Foodstuff Company of Hainan Province?

A: I set up<sup>2</sup> the company myself 10 years ago. So I have worked for the company for 10 years.

B: What is your position in the company now?

A: I am the General Manager.

B: Who will take care of<sup>3</sup> the company during your visit to USA?

A: The General Manager Assistant and my wife.

B: Could you show me your company's last 3 years' financial profiles<sup>4</sup>?

A: Sure, here you are.

B: Very good. I would like to give you the visa to USA and it is valid for two weeks. My Secretary will notify you when you can get your visa.

A: Thank you very much. Good-bye, Sir.

B: That's all right. Good-bye, Mr. Chen.

## Notes

1. objective 目标, 目的
2. set up 创办
3. take care of 负责管理
4. financial profile 财务档案

## Practice

### Task 1 Reflection

Sum the knowledge in this Unit and answer the following questions.

1. What should be prepared when you want to apply for a regular passport?
2. Generally, how many kinds of passports are there? What are they?
3. What should we do before we apply for a visa to a foreign country?
4. What should we do before going to have an interview with the visa officer?
5. What should we pay attention to when having an interview with the visa officer?



## Task 2 Language Practice

### I. Put the following sentences into English orally with the given patterns.

1. I got an Invitation Letter from ..., inviting me to ...
  - a. 我今早接到史密斯先生的电话, 让我明早 8 点半到达会议室。
  - b. 我前天收到香港阳光旅行社的传真, 通知我 20 日上午 9 点到加拿大驻北京大使馆办理签证。
  - c. 我昨天收到总经理助理的邮件, 告诉我把合同通过邮件发给他。
2. The international travel agent will make an appointment ...
  - a. 我已经为你安排好和人事部经理李先生的见面了。
  - b. 我正忙于安排总经理和晨辉旅行社总经理明天晚上的见面。
  - c. 你能为我安排和中国青年旅行社的海外部刘经理的见面吗?
3. Who will take care of ...?
  - a. 谁负责美国的业务?
  - b. 去年是谁负责公司的财务?
  - c. 谁愿意负责开发南美洲的市场?

### II. Translate the following sentences into English orally.

1. 你必须亲自去你户口所在地的公安局出入境管理处申请护照办理。
2. 你要向警官索取中国公民因私护照申请表。
3. 你必须如实填写申请表格里的内容。
4. 你最好事先复印所有证件。
5. 你必须另外付 100 元作为加急办理费。
6. 我一点都不知道如何办理去美国的商务签证。
7. 首先, 我们要填写好所有必须填写的申请表。
8. 旅行社会为你安排好和签证官的见面。
9. 我不懂法语, 如何和法国签证官沟通?
10. 你可以到海南省公证处办理个人不动产公证证明。
11. 你要带上公司营业执照副本的复印件。
12. 你这一次旅行的目的是什么?
13. 我们打算每年从美国纽约 Sunny Toys 有限公司进口大量的产品。
14. 目前, 你在公司的职务是什么?
15. 能让我看看你公司三年来的财务记录吗?

### III. Translate the following dialogues into English orally.

对话一:

- A: 警官, 早上好。我想办理因私护照, 能给我申请表吗? •
- B: 可以, 这是你第一次申办护照吗?
- A: 是的。
- B: 请给我看看你的身份证和户口簿。
- A: 好的。
- B: 这是申请表, 你必须认真看, 然后如实填写和签名。



A: 我会的。然后我该做什么?

B: 然后你去那里照数码相片, 拿着相片条码再回来这里, 我会检查你的申请表并受理你的申请。

A: 谢谢。

B: 不用谢。

**对话二:**

A: 你好, 中国国际旅行社, 有什么可以帮你吗?

B: 我想办理去美国的商务签证, 你公司能办理吗?

A: 当然可以。我们公司办理各国各类签证已经有 20 多年的经验了。

B: 太好了。我需要准备什么吗?

A: 你有对方的邀请函和个人护照了吗?

B: 都有了。

A: 你首先到公安局申请一份无犯罪记录证明, 同时准备公司营业执照副本、公司职务证明、个人不动产证明、公司的财务记录、护照、身份证, 带着这些证件的复印件到我们公司来, 我们将告诉你如何填写相关表格。

B: 好的, 那么我下周一到你们公司去行吗?

A: 好的。

B: 谢谢。再见。

A: 不客气, 再见。

### **Task 3 Discuss in Groups**

**Discuss the following questions with your partner and choose the best answers.**

1. How to get a passport?
  - A. You can ask your secretary to help you to apply for it.
  - B. You can apply for it without your Permanent Residence Booklet.
  - C. You must have your ID Card and Permanent Residence Booklet ready before you go to the Public Security Bureau to apply for it.
  - D. You can apply for it in another city.
2. Where to apply for No Criminal Record Certificate?
  - A. In the Police Station.
  - B. In the Notary Office.
  - C. In your company.
  - D. In government office.
3. Why does Mr. Chen go to the USA?
  - A. Because he likes travelling.
  - B. Because his friends invite him to the USA.
  - C. Because his company will move to USA.
  - D. Because he is invited to visit the John & Smith Biscuit Factory of New York, USA.





## Task 4 Do It Yourself

Make dialogues according to the given situations.

1. Mr. Lin has one week holiday and he intends to go to Thailand with his wife. He is making inquiries of procedure to go to Thailand at Hainan Chunguang International Travel Agency.
2. Jin Zhiru is a teacher, majoring in English. She got 105 points in TOEFL. She is accepted by University of Utah to study for a MPA program. The American visa officer is interviewing her.

## Useful Expressions

1. May I have the Application Form for a Regular Passport?
2. Could you show me your ID Card and Permanent Residence Booklet?
3. I'd like to set up business relationship with the Sunny Foodstuff Imp. & Exp. Co., Ltd.
4. You must go to the Consulate General of USA, Guangzhou, China yourself for an interview.
5. What is your position in the company now?
6. I don't know English, how can I communicate with the American visa officer?
7. The secretary has made the appointment for Mr. Chen with the American visa officer.
8. First of all, you must have a passport, then apply for a visa to USA.
9. You must go to the Exit-Entry Administration Service Center of the Public Security Bureau where your Permanent Residence Booklet is registered.
10. Take your ID Card and Permanent Residence Booklet, and you'd better have one copy of each in advance.
11. In case of special emergency, it takes only 5 days.
12. Don't worry about that. There is always a secretary of Chinese acting as the interpreter for the American visa officer and you.
13. I will download the Application Form for you, you need to fill in the forms correctly and honestly.
14. No Criminal Record Certificate
15. Duplicate of Business License
16. Notary Office
17. Ms. Wang has made an appointment for Mr. Chen with the American visa officer.
18. What is your objective of this visit?
19. We need to visit the factory before we make the final decision to sign the contract.
20. Who will take care of the company during your visit to USA?

