



## 360度聆听标准美语

本书诚邀资深美籍老师超长录音，包您游学美国，所向披靡，独享异域文化精华。

## 360度打造情景美语

本书根据每单元的不同对话内容，提炼语句，分析语义，纠正语病，包您一学就会，一用就活。

## 360度玩转美语词汇

本书精心浓缩各类美语词汇，包您美语学习步步晋级，炉火纯青，不知不觉成为美语高手。

# How Do Americans Converse Day to Day?



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# Daily Service

## CHAPTER ONE

# 日常服务

招呼接待

回答问题

咨询服务

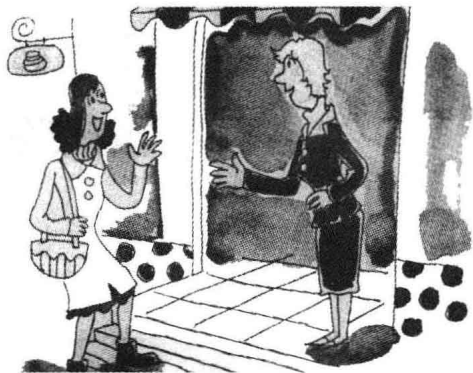
提出建议

表示道歉

# Unit 01

## 招呼 接待 Greeting and Reception

**招**呼接待不管是在日常生活中，还是在工作中都是经常见到的，在金融银行中也是如此，要开门做生意，就离不开与人的交流和寒暄。接待客人时要有礼貌，不能想说什么就说什么，要适可而止，表达完客户想要的信息后，就可以了。



美国人是怎样对话的

### 金融银行情景对话(一)



美国人经常这样招呼接待

Abel: Excuse me.

Receptionist: Can I help you?

Abel: I would like to see Mary in the Loans Department. <sup>①</sup>

Receptionist: Is it Mary our Financial Consultant, sir?

Abel: Exactly.

Receptionist: May I know your name, sir? <sup>②</sup>

Abel: My name is Abel. I am from Dashan Trade Company.

Receptionist: Just a moment, please. <sup>③</sup> I'll see if she is in. <sup>④</sup>

Abel: That's very kind of you.

Receptionist: Her assistant says Mary left the office for some urgent business but will be back in an hour. Would you care to wait? <sup>⑤</sup>

Abel: OK. I'll wait.

Receptionist: Please take a seat. I'll let you know as soon as she comes back. <sup>⑥</sup>

亚伯：打扰一下。

接待员：有什么能帮助你的吗？

亚伯：我想见贷款部的玛丽。

接待员：先生，是我们的财务顾问玛丽吗？

亚伯：正是。

接待员：先生，请问您贵姓？



亚伯:我叫亚伯,大山贸易公司的。

接待员:请稍等,我看看她在不在。

亚伯:太谢谢您了。

接待员:她的助理说玛丽有急事出去了,但是她一小时后回来,您介意等一下吗?

亚伯:好吧,我等等吧!

接待员:那么,请坐下来等候吧,她一回来我就立刻通知您。

美国人最常用哪些句型

## ► 实用情景句型

想说出更漂亮的句子,就从这里寻找!

1

**I would like to see Mary in the Loans Department.**

**我想见贷款部的玛丽。**

department 不仅有“部门”的意思,还可以表示“系;科;部;局”等。

### ※必须掌握的同义例句►

- I'm anxious to meet Mary in the Loans Sector.
  - I should like to see Mary who is in the Loans Department.
- 我想见贷款部的玛丽。

### ※必须掌握的相关词句►

- He can arrange for a bank loan at the loan department.

他可以在银行贷款部筹到一笔银行贷款。

- After two years in accounting, he was transferred to the loan department.

在会计部工作两年后,他被转到贷款部。

- Are you the loans-officer?  
你是贷款部负责人吗?

2

**May I know your name, sir?**

**先生,请问您贵姓?**

### ※必须掌握的同义例句►

- What is your name, sir?
  - Can I have your name, sir?
  - Sir, what's your family name please?
- 先生,请问您贵姓?

### ※必须掌握的相关词句►

- How do you spell your name?  
请问您的名字怎么拼写?
- My name is Robert.  
我叫罗伯特。

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## 3

**Just a moment, please.请稍等。**

moment 瞬间;重要时刻,契机。

**※必须掌握的同义例句▶**

- Just a minute, please.
- Please wait a moment.
- One moment, please.
- Wait for a minute, please.
- A moment, please.  
请稍等。

**※必须掌握的相关词句▶**

- Are you ready to go or just wait for a minute?  
您是现在就走还是稍等片刻?

- Do you mind waiting about 20 minutes or so?  
您能稍等大概 20 分钟左右的时间吗?

- Would you like to come now or later? 你们马上来还是等一会儿再来?
- Wait here, I shall be back in a moment.  
在这儿等一会儿,我马上就回来。

- Can you wait a second, please?  
请你稍等一会儿,可以吗?

## 4

**I'll see if she is in.****我看看她在不在。****※必须掌握的同义例句▶**

- I'll check to see if she's here.
- Let me see whether she is in or not.
- I'll find out for you.  
我看看她在不在。

**※必须掌握的相关词句▶**

- I just wanna run in for a minute and see if she's there, so just stay here.  
我只需要几分钟,去看她在不在。你在这里等我。
- I'll see if he's/she's home.  
我看看他/她在不在家。

- I'll check to see if she is available.  
我去看看她是否有空。

- Do you want to see what he does?  
你要不要看看他在做什么?

**※绝不能犯的超糗错误▶**

I see if she is in.(错误用法)

if 引导的条件状语从句,主句是将来时,从句是一般现在时。

5

# Would you care to wait?

## 您介意等一下吗?

care 在此句做动词用,作名词表示“注意”、“小心”、“关心”等,为不可数名词。

### ※必须掌握的同义例句▶

- Would you mind waiting ?

你介意等一下吗?

### ※必须掌握的相关词句▶

- Could you wait a second?  
你能等一下吗?
- Could you stick around for a minute?  
你能等一下吗?

- Would you mind waiting for a while?  
你稍等一下好吗?
- Could you sit down here or wait, please?  
请您坐着等一下好吗?
- Would you please wait a moment?  
请您稍等一下好吗?

6

# I'll let you know as soon as she comes back.

## 她一回来我就立刻通知您。

as soon as 一……就……。

### ※必须掌握的同义例句▶

- I'll give you the message as soon as she's back.
- I'll tell you when she comes back.
- I immediately call you as soon as she is back.  
她一回来我就立刻通知您。

### ※必须掌握的相关词句▶

- I'll have her call you as soon as she comes back.  
等她一回来,我就请她马上回电。
- Please tell him to call me as soon as he comes back.  
请你转告他,一回来就给我打电话。

- She has gone shopping. She'll be back in an hour.  
她买东西去了。她一小时后就回来。
- He/She won't be back until Monday.  
他/她礼拜一才能回来。
- She returned within an hour.  
她不到一小时就回来了。

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Clerk: How do you do, sir. May I help you?

Mr.Aden: How do you do, I have an appointment with Mr. Zhou, your manager.<sup>①</sup> Would you please tell me where he is?

Clerk: Are you Mr. Aden?

Mr.Aden: Yes, one of your manager's friends from Africa. I want to have a talk with him about the relationship between your bank and our corporation.

Clerk: Sorry, Mr. Zhou is taking part in an emergency meeting now.<sup>②</sup> He left a message for you. You see.

Mr.Aden: Oh, that's a disappointment. What shall I do now?<sup>③</sup>

Clerk: If you don't mind, Mr. Aden, would you please wait a few minutes? The meeting is to be over at 10:30. There's only few minutes left before the end of the meeting.

Mr.Aden: OK. I have to wait a while to see him now.<sup>④</sup>

Clerk: Here, sit down, please. Well, which do you prefer, tea or coffee?<sup>⑤</sup>

Mr.Aden: A cup of tea, thank you.

Clerk: Have a cigarette?

Mr.Aden: No, thanks. I'm a non-smoker. You make me feel at home.<sup>⑥</sup> Thank you very much.

Clerk: That's alright, Mr. Aden. I'm so glad to have seen you. Oh, look, Mr. Zhou is coming in.

职员:您好,先生。我能帮您吗?

亚丁先生:你好。我约了你们的周经理。请告诉我他在哪里好吗?

职员:您是亚丁先生吗?

亚丁先生:是的,我是他的一位来自非洲的朋友。我想就贵行与我公司的关系与他谈一谈。

职员:对不起,周先生正在参加一个紧急会议,但他给您留了个口信在这儿,您看。

亚丁先生:哦,真令人失望。我现在该怎么办?

职员:如果您愿意的话,亚丁先生,就请在这儿等几分钟吧?会议10点

30分结束,没几分钟会议就要结束了。

亚丁先生:好吧。我还是在这儿等着他吧。

职员:请坐。请问您喝什么,茶还是咖啡?

亚丁先生:来一杯茶吧,谢谢。

职员:抽烟吗?

亚丁先生:不,谢谢。我不抽烟。我有宾至如归的感觉。非常感谢你。

职员:没关系,亚丁先生。见到您真高兴。哦,周先生来了。

美国人最常  
用哪些句型

## ▶ 实用情景句型

想说出更漂亮的句子,就从这里寻找!

1

**I have an appointment with Mr. Zhou, your manager.**

**我约了你们的周经理。**

appointment, date 都有“约会”的意思, date 一般指男女之间约会, appointment, 没这个意思。

### ※必须掌握的同义例句▶

- I've got a date with Mr. Zhou, your manager.
  - I meet Mr. Zhou, your manager.
  - I date with Mr. Zhou who is your manager.
- 我约了你们周经理。

### ※必须掌握的相关词句▶

- Sorry, I've already made an app-

ointment with my friend.

抱歉,我已经约了朋友。

- I have an appointment with Mr. Smith's assistant to help him with the audit.

我约了史密斯先生的助手,以帮他核查账务。

- How many people will you be bringing? 你约了多少人来?

2

**Mr. Zhou is taking part in an emergency meeting now. 周先生正在参加一个紧急会议。**

meeting 会议, conference 也有会议的意思。

### ※必须掌握的同义例句▶

- Mr. Zhou is attending a very urgent meeting now.

- Mr. Zhou has an emergency meeting now.

周先生正在参加一个紧急会议。

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※必须掌握的相关词句▶

1)join 指加入某个党派,团体组织等,成为其成员之一,意为:“参军、入团、入党”等。和某人一道做某事,其结构为:join sb. in (doing) sth.,根据上下文,in (doing) sth. 也可以省去。如:

When did your brother join the army?  
你哥哥什么时候参军的?

2)join in 多指参加小规模的活动如“球赛、游戏”等,常用于日常口语。如:  
Come along, and join in the ball game.  
快,来参加球赛。

3)take part in 指参加会议或群众性活动等,着重说明句子主语参加该项活动在活动中发挥作用。如:  
We'll take part in social practice during

the summer vacation. 暑假期间我们将参加社会实践。

4)attend 是正式用语,及物动词,指参加会议,婚礼,葬礼,典礼;去上课,上学,听报告等。句子的主语只是去听,去看,自己不一定起积极作用。如:

• He'll attend an important meeting tomorrow. 他明天要参加一个重要的会议。

※绝不能犯的超模错误▶

Mr. Zhou is taking a part in an emergency meeting now.(错误用法)

take part in 是惯用词组,part 前一般不用冠词,但 part 前有形容词修饰时,要用不定冠词。如:take an active part in 积极参加。

3

What shall I do now?

我现在该怎么办?

shall 一般用于第一人称。

※必须掌握的同义例句▶

- What do I do now?
- What am I supposed to do at present?
- How should I do now?  
我现在该怎么办?

※必须掌握的相关词句▶

- What do we do next?  
我们下一步该怎么办?
- What would you advise me to do?  
你看我怎么办好呢?
- What do you expect me to do then?  
那你要我怎么办?
- What am I going to do with you ?  
你想要我拿你怎么办?

## 4

**I have to wait a while to see him now.**

**我还是在这儿等着他吧。**

have to 不得不。

※必须掌握的相关词组►

- I'll wait to hear from you then.  
我等着你的消息。
- Let's wait outside.  
我们在外面等着吧。
- I shall be waiting for you, so hurry.  
我等着您, 快来吧。
- More than months I have waited for this moment.  
这些日子来我一直在等着这一刻。
- You stay here until I come back.  
你在这待着等我回来。

- I'm waiting here.

在这等着。

wait a bit [口] 等一下, 稍等一等

wait and see 等着瞧吧; 等等看

wait at table 侍候人家吃饭

wait for (up) 等待, 等候

wait out 在外面等着; 等到……末了(结束); 以等待的方式挫败……

wait until [till] 等到

wait up (for) 熬夜等候

wait upon [on] 服侍, 招待; 追随; 拜访; 随着而产生

## 5

**Which do you prefer, tea or coffee?**

**请问您喝什么, 茶还是咖啡?**

or 用在疑问句、否定句中, and 用在肯定句中。

※必须掌握的同义例句►

- What would you like, tea or coffee?
- What do you want to drink, tea or coffee?
- Would you care for a drink, tea or coffee?
- Which is your preference, tea or coffee?

请问你喝什么, 茶还是咖啡?

※必须掌握的相关词组►

prefer+ 名词 / 动名词 / 不定式 / that 从句

- I prefer to spend the weekend at home. 我喜欢在家里度周末。

prefer sb. to do sth.

- Their father prefers them to be home early. 他们的父亲宁愿他们早点回家。

prefer A to B 在本句型中, A 与 B 是平行结构, 可以是名词, 也可以都是动名词。例如:

- I prefer dogs to cats. 在狗与猫之间我更喜欢狗。

prefer+ 不定式 / rather than / 不定式

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## 6

## You make me feel at home.

## 我有宾至如归的感觉。

feel 用作实义动词,表示“感觉”,属感官动词。

## ※必须掌握的同义例句▶

- I feel like home.
- I am always very accommodating there.

我有宾至如归的感觉。

## ※必须掌握的相关词组▶

- I have a hunch that he didn't really want to go. 我有这么一种感觉,他并

不真正想去。

- I have a weird feeling.

我有一种奇怪的感觉。

- I have the feeling.

我有这种感觉。

- I get a feeling that I should have been home yesterday.

我有一种早就该回家的感觉。

美国人最习惯用哪些词语

## ▶ 实用高频词语

活用这些词语,会使你出口成章、游刃有余。

## 与招待有关的词汇

greeting 打招呼

potential 潜在的

hospitality 热情接待

arrange 安排

stranger 陌生人

recept 接待

schedule 进度表

entertainment 娱乐

delay 耽搁

acquaintance

熟人、相识的人

stand in one's way

挡某人的路

## 与银行业务部门有关的词汇

Board of Directors 董事会

Executive Office

经理办公室

General Affairs Dept.

总务部

Co-ordination & Planning

Dept. 综合计划部

International Dept.

国际业务部

President 行长

Personnel Dept. 人事部

Overseas Branches Dept.

海外部

Foreign Exchange Dept.

外汇资金部

Second Credit Dept.

信贷二部

International Clearing

Dept. 国际清算部

Credit Card Dept.

信用卡部

Computer Center 电脑部

Institute of International

Finance 国际金融研究所

First Credit Dept.

信贷一部

Accounting Dept. 财会部

Banking Dept. 营业部

General Auditing Dept.

总稽核室

Training Management

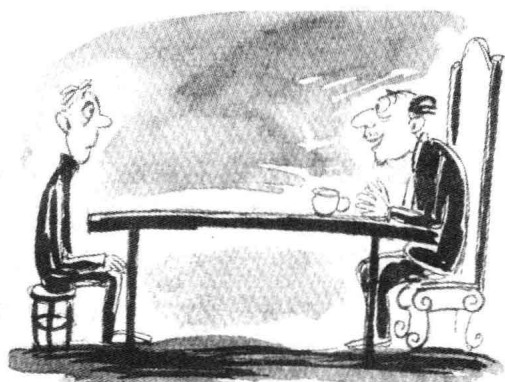
Dept. 教育部



# Unit 02

## 回答 问题 Giving Answers

不论是哪个国家和地区,对待客户都遵循客户至上的原则,有的甚至把客户视为上帝。所以在回答客户问题时,礼貌是首要问题,一定要让客户察觉到你的诚意,这样才有机会进行进一步的沟通,并且在回答问题的时候要面面俱到,让顾客充分了解情况。



美国人是怎样对话的

### 金融银行情景对话(一)

美国人经常这样回答问题



**Customer:** I don't quite understand what this term "deposited at notice" means. Do it mean that I have to give you notice before I can make a withdrawal?

**Bank Clerk:** Yes, Mrs. Lee, it technically means that.<sup>①</sup> All banks may technically require prenotification before they must honour withdrawal requests on savings or other interest bearing accounts.

**Customer:** How much notice must I give?<sup>②</sup>

**Bank Clerk:** Our bank, like many others, may require seven day's notice. But in actual practice we honour your request without requiring notification.

**Customer:** That's amazing.<sup>③</sup> I never knew that before.<sup>④</sup>

**Bank Clerk:** You'll find that all banks are required to have the same rule.

**Customer:** I guess I've never read the fine print on my passbook before. This next item says that there is a service charge for more than two transactions a month.

**Bank Clerk:** Yes, Mrs. Lee. Again, that's technically permitted by the regulations.<sup>⑤</sup> The main reason is to discourage the use of savings accounts for frequent transactions. Current, or checking, accounts

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