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Lesson 1

电话交谈

Talking on the Phone



Dialogue 1: Phone to someone

A: Good afternoon, Great Wall Printing Supply.

B: This is William Wang from Blue Sky Printing. I'd like to speak to Mr. Black, please.

B: Is that Canny Black or Tom Black?

B: I'm not sure. I want to talk to someone about the maintenance of proofer.

A: Then you need to speak to Tom Black. He's with After Sales Department. I'll put you through.

B: Thank you.

C: Hello, Tom Black.

B: Hello, Mr. Black. This is William Wang from Blue Sky Printing. We bought 2 proofers from you two weeks ago. But one of them doesn't seem to work properly, and we also have some questions on maintenance. So I'm calling to see whether it's possible for you to send someone to help?

C: All right. Would tomorrow suit you?

B: That'll be great. I'm in the office all the morning.



C: So I'll send over an engineer around 10:00 in the morning.

B: Thank you very much, Mr. Black.



对话1: 打电话

A: 下午好, 这里是长城印刷器材公司。

B: 我是蓝天印刷公司的王威。我想找布莱克先生。

B: 您找的是佳力·布莱克还是汤姆·布莱克?

B: 我不知道。我想找一下分管维修打样机的人。

A: 那您要找的是汤姆·布莱克。他在售后服务部。我给您接过去。

B: 谢谢你。

C: 你好, 我是汤姆·布莱克。

B: 你好, 布莱克先生。我是蓝天印刷公司的王威。两个星期前我们从您那里买了2台打样机。但其中一台似乎工作不正常, 而且我们在维护方面也有一些问题, 所以我打电话来, 看看您是不是能派人来帮一下?

C: 好的。明天行吗?

B: 那太好了。我整个上午都在办公室。

C: 我明天上午10:00左右派个工程师去。

B: 非常感谢你, 布莱克先生。



Dialogue 2: Express willingness to meet

A: Hello, may I speak to Williams, Please?

B: Yes, it's Williams speaking.

A: Hi, It's Cathy, you called me this morning, right?

B: Yes, there is a matter of great importance about a printing order of a booklet to be made. Only a direct meeting can solve it. I would like



to make an appointment with you. How about this Thursday?

A: Let me check my calendar. Unfortunately, I've planned to attend a trade fair this Thursday, so how about this Friday?

B: I think I can fit it in. But I want to take Mr. Black look at your pre-press department. I am afraid this will give you trouble.

A: OK, that's all right, you are welcome to visit.

B: OK, this is the good beginning of our future cooperation. Thanks for your attention.



对话2: 表达见面的愿望

A: 你好, 我找威廉斯。

B: 我就是威廉斯。

A: 你好, 我是凯茜, 今早你打电话给我, 是吧?

B: 是的。有一个很重要的事, 是关于一份要印刷的小册子的订单。我们最好能见面谈谈此事, 所以我想本周四与您见面。怎么样?

A: 我查看一下日历。真不凑巧, 我周四要参加一个交易会。这周五怎么样?

B: 可以。但我想带布莱克先生参观一下你们的印前车间, 这恐怕会给您带来麻烦。

A: 好的, 这没有什么, 欢迎你来参观。

B: 这是我们未来合作的好开端。感谢您的关照。



Dialogue 3: Making arrangements

A: Hello, Tom Steve speaking.

B: Hello, this is Robert Bush from ABC publishing press.

A: Hi Robert, nice to hear from you. How's everything?

B: Great. You know, I'm planning to come to Beijing next week.



A: Really!

B: Yes. I'll have a meeting with a client in Shanghai on Tuesday next week. I was hoping we could arrange to meet up either before or after.

A: When do you plan to leave Shanghai?

B: It could be either Tuesday or Wednesday morning, but I would like to catch a flight back to Hong Kong on Wednesday evening.

A: OK. Well, it would be best for us if you could fly in on Wednesday morning. I'll be able to pick you up at the airport, and then we could show you the New International Exhibition Center.

B: That sounds good. But do you think you could fax me an itinerary?

A: No problem.

B: Thank you. Then I'll see you next Wednesday. Goodbye.

A: Bye-bye.



对话3: 做安排

A: 你好, 我是汤姆·史蒂夫。

B: 你好, 我是ABC出版社的罗伯特·布什。

A: 你好罗伯特, 很高兴听到你的声音。怎么样?

B: 不错。我打算下周来北京。

A: 真的!

B: 是的。我下周周二会与客户在上海见面。我希望我们能够在这前后安排见下面。

A: 你打算什么时候离开上海?

B: 可能是周二也可能是周三上午, 但我想赶在星期三晚上搭乘航班回香港。

A: 好的。那么, 如果你能在周三上午飞来对我们来说是最好的。我能在机场接你, 然后我们可以带你去新国际展