

# 商务交际英语 听说教程

周保国 主编

*English for Business Communication  
A Listening and Speaking Course Book*

**Book Two**



下册

《商务交际英语听说教程》分为上、下两册，每册各15个单元。上册第一部分为“商务活动”，第二部分为“各类商务”。下册第一部分为“商务交易”，第二部分为“各类商务”。

每单元包括“听与写”、“听力理解”和“读与说”三部分。每单元后附有“听说小技巧”。本书具有语言规范、重点突出、内容新颖、涉及面广、交际性强、富有时代精神等特点，极具实用价值。

本书适用于高等院校商学院的学生、外资企业工作的员工、身处国际商务环境的从业人员、企业的领导者和决策者、对商务英语学习有要求的本科生、研究生、将来希望从事商务工作的商业专科的学生和教授商务英语课程的教师，也可作为《剑桥商务英语证书》（BEC1和BEC2）听力和口语考试备考之用。



WUHAN UNIVERSITY PRESS  
武汉大学出版社

H319.9/631D

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2007

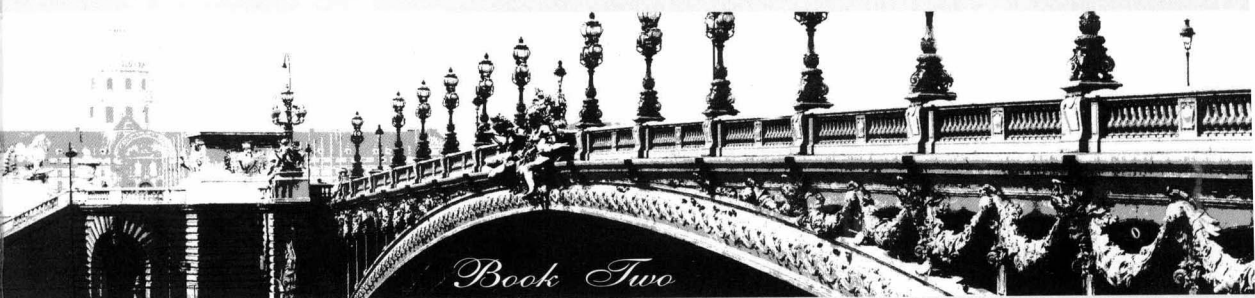
# 商务交际英语

## 听说教程

*English for Business Communication*

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武汉大学出版社

## 图书在版编目(CIP)数据

商务交际英语听说教程. 下册/周保国主编. —武汉: 武汉大学出版社, 2007. 12

ISBN 978-7-307-05975-7

I. 商… II. 周… III. 商务—英语—听说教学—教材 IV. H319.9

中国版本图书馆 CIP 数据核字(2007)第 164612 号

责任编辑:王春阁 叶玲利 责任校对:程小宜 版式设计:支 笛

---

出版发行: 武汉大学出版社 (430072 武昌 珞珈山)

(电子邮件: wdp4@whu.edu.cn 网址: www.wdp.com.cn)

印刷:湖北省通山县九宫印务有限公司

开本: 720×1000 1/16 印张: 23.125 字数: 342 千字 插页: 1

版次: 2007 年 12 月第 1 版 2007 年 12 月第 1 次印刷

ISBN 978-7-307-05975-7/H·537 定价: 29.00 元(本书含配套光盘)

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## 前 言

商务英语是现代商务活动中重要的交流工具。商务英语交际能力已成为各类外资企业选拔和招募新员工的重要标准,掌握商务英语则是高校毕业生能顺利进入国际化企业的主要条件之一。国际化企业的文化和理念千差万别,尽管工作性质、工作场地不同,但语言差异无疑是人们所遇到的最大障碍。除了我们熟知的生活英语、学术英语之外,商务英语不仅是我国目前从事或即将从事涉外商务人员英语实际应用能力不可多得的辅助工具,更是商务工作人员在这个国际化的高科技时代商务竞争能力、外贸业务素质和英语水平的重要体现。在此,我们根据商务英语的主要特点——教学的专业化、口语化和较强的针对性和实用性——编写了这套《商务交际英语听说教程》,旨在帮助读者快速提高英语听说能力,能够在从事涉外经济贸易活动中掌握和运用好商务英语。

《商务交际英语听说教程》分为上、下册,每册各 15 个单元。上册的第一部分为“商务活动”(Business Activities),包括建立商务关系、出席商务会议、商务管理、办公室工作、电话交谈、求职面试、商业广告、商务公关、文娱活动、祝贺与安慰;第二部分为“各类商务”(Various Businesses),包括旅游业、饭店业、购物业、银行业和保险业。下册的第一部分为“商务交易”(Business Transactions),包括参观与旅行、商品交易会、商务谈判、产品描述、操作与过程、市场营销、交货及售后服务、进出口贸易、海关、国际贸易付款;第二部分为“各类商务”(Various Businesses),包括金融业、证券业、投资业、房地产业和期货业。

《商务交际英语听说教程》每单元包括三部分:1. 听与写(Listen and Write);2. 听力理解(Listen and Comprehend);3. 读与说(Read and Speak)。“听与写”部分强调交际功能的重要性,提高读者在真实场景中





的交际能力,熟悉商务交际话题。“听力理解”部分培养读者的听力理解能力,帮助读者建立正确理解和使用商务交际英语所必须具备的相应文化认知系统。“读与说”部分提供内容得体、语言规范、短小精悍的商务实用文章,供读者朗读背诵,拓宽视野,激发开怀畅谈的欲望。三部分既自成一体,又相得益彰,最后达到以听带说、以读带说、听说读写能力全面提高的目的。每单元附有“听说小技巧(Listening and Speaking Tips)”,以帮助读者丰富语言学习能力和提高学习兴趣。

国家教育部考试中心与英国剑桥大学地方考试委员会合作,已经在我国成功地举办了《剑桥商务英语证书》多个级别的考试,以利于用人单位,特别是外资企业选拔录用人才。本书可用做商务英语培训课程的教材或辅助教材,也可作为《剑桥商务英语证书》(BEC1 和 BEC2)备考之用。商务英语的学习者范围非常广泛,其中包括在外资企业工作的员工、身处国际商务环境的从业人员、企业的领导者和决策者、对商务英语学习有要求的本科生、研究生,将来希望从事商务工作的商业专科的学生。本书也可供教授商务英语的教师在工作和学习中参考使用。

本书配有 MP3CD 一张,由美籍教师 Jesse Ciccotti 和 Pam Van Tol 朗读,其音质清晰,语音、语调纯正,语速适中,是广大商务英语学习者训练听说、提高听说能力的好帮手。

本书在编写过程中参考了国内外近年来出版的有关书籍和资料,特此向这些作者致以衷心的感谢。由于编者知识面及水平有限,疏漏之处在所难免,恳请各位专家、同行和广大读者不吝赐教。

作者

2007.7





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## Section I

### ***Listening Exercises***





# Part I Business Transactions

## Unit 1

## Visits and Travel



### Part One Listen and Write

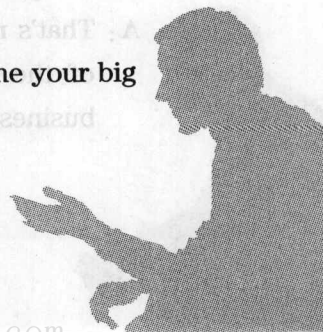
#### Exercise I

**Directions:** In this part, you are going to listen to a conversation, and then fill in the blanks with the information you hear.

#### Let's Pack

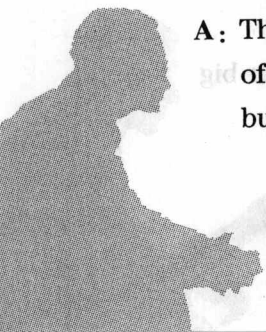
**A:** That was a great dinner, Jane.

**B:** Thanks. Well, now that we're ready for the coffee, tell me your big news.





- A: How would you like to take a month's trip to Europe and the Far East?
- B: What? Are you joking?
- A: No, first of all, let me explain that it's a business trip.
- B: A business trip?
- A: Yes, the company wants me to visit some of our operations and have some meetings about this new computer I'm \_\_\_\_\_ (1). They feel if we combine expertise, we'll advance more quickly on the idea.
- B: Oh, that's terrific, Dick. Where would we be going?
- A: We'd go to about eight countries. We have eight development laboratories. We're very much of a global company.
- B: But it's basically an American company, isn't it? I mean, the company started here. It is \_\_\_\_\_ (2) here, isn't it?
- A: True. In that sense, we're American. Every company has to be incorporated somewhere. It would be here, but it could just as well be in Japan or Canada or Liberia. Legally, it's subject to regulation of the country in which it is incorporated; only getting certain rights wherever it expands. But we are a true multinational corporation.
- B: What do you mean?
- A: Well, aside from our whole American operation, we're in 126 countries where we have 125,000 employees. We do business in 30 languages and eight development labs. ...
- B: I'm \_\_\_\_\_ (3)! You're multinational. But you know a lot of industries—shipbuilding, aircraft, automobiles, in addition to computers—can't survive without selling abroad.
- A: That's right. And for the last seven or eight years, more than half of the corporation's \_\_\_\_\_ (4) has come from overseas business. So we are really a part of the world community.







B: I think it's very exciting.

A: It will be very exciting to see what's happening in these different development labs around the world.

B: Internationalism is \_\_\_\_\_ (5).

A: Yes, I really feel that nations are \_\_\_\_\_ (6) each other through business operations. This internationalism may be our hope for a better world. We have to work together.

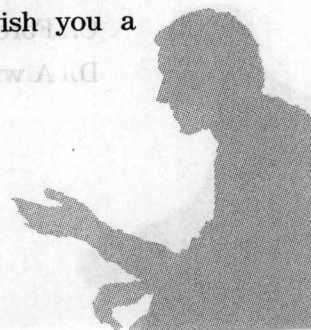
B: Let's pack.

## Exercise II

**Directions:** *In this part, you are going to listen to a passage, and then complete the following by filling in the blanks.*

### We Wish You a Pleasant Flight

Good evening, ladies and gentlemen. May I \_\_\_\_\_ (1) to the "Safety in Flight" leaflet which you will find in the pocket at the back of the seat in front of you and we do ask that you read it. You'll also find a *Flightpath* magazine which you may \_\_\_\_\_ (2). For those of you not familiar with this type of aircraft, smoking is \_\_\_\_\_ (3) on the right hand side of the passenger cabin once the signs at the front of the cabin have been turned off, and at no time in the toilet which is \_\_\_\_\_ (4) at the rear of the aircraft. We have a duty-free bar on board and cigarettes, spirits, beer and mineral water will be on sale during the flight. If you have any questions during the flight please \_\_\_\_\_ (5) to ask your two hostesses. Would you now please ensure that your seat belts are securely \_\_\_\_\_ (6) in preparation for take-off? May we wish you a pleasant flight! Thank you.





## Part Two Listen and Comprehend

### Exercise I

**Directions:** *In this part, you are going to listen to a passage, and then choose the best answer to each of the following questions.*

1. A. For commercial organizations and individuals to look for new businesses.  
B. To increase the number of commercial organizations and individuals.  
C. For people who provide new markets and business opportunities.  
D. To offer a tourist map for people who visit the city.
2. A. Foreign direct investment.  
B. Domestic investment.  
C. Foreign businesses.  
D. Co-op businesses.
3. A. Because of a seamless connection between company and consumer.  
B. Because of easy communication and convenient air travel.  
C. Because these people can work at home.  
D. Because business facilities exist anywhere in the world.
4. A. The public and private sector agencies.  
B. Local business costs.  
C. Foreign invested businesses.  
D. A wide range of locations.



5. A. Relevant local agencies.
- B. Local government officials.
- C. Incoming businesses.
- D. A wide selection of local companies.

## Exercise II

**Directions:** *In this part, you are going to listen to a conversation, and then choose the best answer to each of the following questions.*

1. A. The flight leaving London airport at 16:15 on the 21st of July.  
B. The flight leaving London airport at 18:45 on the 21st of July.  
C. The flight leaving London airport at 21:15 on the 21st of July.  
D. The flight leaving London airport at 17:30 on the 21st of July.
2. A. The most suitable time is to depart London at 16:15 and arrive at New York at 18:50 local time.  
B. The most suitable time is to depart at 18:45 and arrive at 21:15 local time.  
C. The most suitable time is to wait till the next day.  
D. The most suitable time is to take the morning flight.
3. A. He hasn't booked any seat since there are no available ones at all.  
B. He has booked a seat with return fare on Pan American Airways, flight 763.  
C. He has booked a seat at smoking area on Pan American Airways, flight 763.  
D. He has booked a seat of economy class with single fare on Pan American Airways, flight 763.





4. A. It is 30 kilos per traveler, excluding hand luggage.  
B. It is 30 kilos per traveler, including hand luggage.  
C. It is 20 kilos per traveler, excluding hand luggage.  
D. It is 20 kilos per traveler, including hand luggage.
5. A. He can get the ticket right now.  
B. He can pick up the ticket at the nearest British Airways or Pan American office.  
C. The ticket can be delivered to him immediately.  
D. He can pick up the ticket at the airport at check-in time.



### Part Three Read and Speak

#### Exercise I

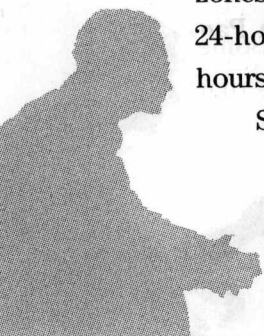
**Directions:** Read the following passage as fluently as possible, and then talk about the following questions:

1. What kinds of symptoms appear when people suffer from jet lag?
2. Why do people suffer most when flying from west to east?
3. What kind of tips can you offer to people who suffer from jet lag?

#### Tips to Help You Avoid Jet Lag

Sooner or later, almost everyone who travels by air—from occasional passengers to professional pilots—is affected by jet lag. One research study reported that as many as 94 percent of all long-distance fliers experience some form of jet lag. Crossing multiple time zones tends to disrupt your circadian rhythms, confusing your natural 24-hour “body clock,” which regulates your waking and sleeping hours and keeps you aligned with your environment.

Symptoms of jet lag may include fatigue, insomnia,







disorientation, swollen hands and feet, headaches, digestive problems, lightheadedness and more. The condition seems especially acute if you fly from west to east, because it is more difficult for your body to adjust to “losing time” when you journey east than to “gaining time” when you fly from east to west. And the more time zones you cross during your flight, the more jet lag you’re likely to experience.

Here are a few tips to help you avoid jet lag, and prevent it from ruining the first few days of your next vacation or business trip.

A few days before your trip, start changing your sleep patterns to match the schedule you will need to keep at your destination. Adjusting your bedtime by an hour a day will help you avoid jet lag during your trip. Resetting your watch at the beginning of your flight may help you adjust more quickly to the time zone you’ll be visiting. Drink plenty of water—before, during and after your flight. The air on planes is extremely dry, and some experts believe that dehydration is a leading cause of jet lag. Virtually everyone agrees that dehydration can make jet lag worse. Avoid drinking alcohol or anything with caffeine during your flight. (That includes many soft drinks as well as coffee or tea.) Both alcohol and caffeine increase dehydration. Sleep on the plane if it is nighttime at your destination. Use earplugs, headphones, eye masks or other sleep aids to help block out noise and light, and a travel pillow to make yourself more comfortable so you can sleep. Stay awake during your flight if it is daytime at your destination. Read, talk with other passengers, watch the movie, or walk the aisles to avoid sleeping at the wrong time. Exercise as much as you can on the flight while you’re awake. Stretch your back, arms and leg muscles, walk up and down the aisles when the seat belt sign is turned off, and squeeze a rubber ball or a pair of socks to stimulate good circulation and prevent jet lag. Eat lightly but strategically. Some people adhere to various “jet lag diets,” but I’ve never found one that was worth the trouble it took to follow it. Still, it makes sense to eat

