

新世界  
NEW WORLD



全国高职高专院校规划教材·商务英语专业

A Listening and Speaking Course  
in Business English  
Reference Book

# 商务英语听说 辅导用书

房玉靖 主编



对外经济贸易大学出版社

University of International Business and Economics Press

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江苏工业学院图书馆  
藏书章

对外经济贸易大学出版社

## 图书在版编目 (CIP) 数据

商务英语听说辅导用书 / 房玉靖主编. —北京: 对外经济贸易大学出版社, 2007

新世界全国高职高专院校规划教材. 商务英语专业

ISBN 978-7-81078-987-5

I. 商… II. 房… III. 商务-英语-听说教学-高等学校: 技术学校-教学参考资料 IV. H319.9

中国版本图书馆 CIP 数据核字 (2007) 第 161055 号

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## 商务英语听说辅导用书

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责任编辑: 戴 菲

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对外经济贸易大学出版社

北京市朝阳区惠新东街 10 号 邮政编码: 100029

邮购电话: 010-64492338 发行部电话: 010-64492342

网址: <http://www.uibep.com> E-mail: [uibep@126.com](mailto:uibep@126.com)

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唐山市润丰印务有限公司印装 新华书店北京发行所发行

成品尺寸: 185mm × 260mm 9 印张 207 千字

2007 年 11 月北京第 1 版 2007 年 11 月第 1 次印刷

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ISBN 978-7-81078-987-5

印数: 0 001 - 5 000 册 定价: 15.00 元

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# 出版说明

“新世界商务英语系列教材”是对外经济贸易大学出版社联合对外经济贸易大学、东北财经大学、上海财经大学、上海对外贸易学院、天津对外经济贸易职业学院、山东外贸职业学院、安徽国际商务职业学院、安徽商贸职业技术学院、大连职业技术学院和广东科学技术职业学院等院校推出的一套面向不同层次的、涵盖不同模块的商务英语系列立体化教材。本套教材面向三个层次：研究生、本科和高职高专。

研究生和本科层次的商务英语教材适用于全国各高等院校英语专业的商务英语方向或国际贸易、国际经济、国际工商管理等商科专业的学生。

高职高专层次的商务英语教材适用于全国高职高专院校英语专业的商务/应用/外贸英语方向以及国际贸易或财经类专业的学生。

根据国家教育指导思想，目前我国高职高专教育的培养目标是以能力培养和技术应用为本位，其基础理论教学以应用为目的、够用为尺度、就业为导向；教材强调应用性和适用性，符合高职高专教育的特点，既能满足学科教育又能满足职业资格教育的“双证书”（毕业证和技术等级证）教学的需要。本套教材编写始终贯彻商务英语教学的基本思路：将英语听说读写译技能与商务知识有机融合，使学生在提高英语语言技能的同时了解有关商务知识，造就学生“两条腿走路”的本领，培养以商务知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材——“新世界全国高职高专院校规划教材·商务英语专业”——包括《商务英语综合教程（上册）》、《商务英语综合教程（下册）》、《商务英语阅读（上册）》、《商务英语阅读（下册）》、《商务英语听说》、《商务英语口语》、《商务英语写作》、《商务英语翻译》、《外贸英语函电》、《商务谈判》、《国际商务制单》共11册教材。作者主要来自天津对外经济贸易职业学院、山东外贸职业学院、安徽国际商务职业学院、安徽商贸职业技术学院、大连职业技术学院和广东科学技术职业学院等。他们都是本专业的“双师型”名师，不仅具有丰富的商务英语教学经验，而且具有本专业中级以上职称、企业第一线工作经历，主持或参与过多项应用技术研究，这是本套教材编写质量的重要保证。

对外经济贸易大学出版社

2007年6月

# 前 言

随着经济活动日趋全球化,中国与世界不同经济、政治、文化背景国家的交往空前广泛,商务英语人才在国际交往和交流中的作用日趋重要。随着我国对外开放不断地向更深、更广的领域拓展,对商务英语人才的素质提出了更高的要求,对商务英语的专业教学提出了更严峻的挑战。我们迫切需要培养一大批既通晓商务知识、熟悉国际商务环境、善于跨文化交际,又掌握商务英语听、说、读、写能力的高素质人才。《商务英语听说》旨在为全国的外经贸行业发展培养出更多合格的商务英语人才,以满足不断扩大的市场需求。

本教材分为16个单元及期中、期末两套自测题,内容涉及日常商务活动的各个方面及交易磋商的各环节,每个单元分为四部分:

1. 精听部分:重在训练学生对语音语调、容易混淆的音素、数字、地点、电话号码、日期等进行辨析;

2. 泛听部分:重在训练学生听力理解,使学生听懂大意,并根据内容做出选择和判断;

3. 口语部分:主要训练学生口头表达能力,包括复述短文、角色扮演、情景对话、就不同话题进行讨论等。

4. 背景知识:包括与本单元内容相关的背景知识介绍和常用表达方式,便于学生更好地理解听力内容和更好地练习口语表达。

本教材注重把语言技能的训练与专业知识有机结合起来。有些练习属于开放式的,要求学生理论联系实际,认真独立地思考问题、深入探究问题、最终解决问题。在这一过程中学生的表达能力同时得以锻炼。

此外,此教材的编写强调互动式、自主性的学习,提倡营造活跃的课堂气氛,使学生轻松学习而又有所收获。

由于此套教材为商务英语专业教材,内容涉及国际商务、经济等领域,建议在学生学习了国际贸易等相关专业课程的基础上使用,开设课时及个别对话或段落的听音次数可根据学生的实际情况灵活掌握。

本书由房玉靖主编,姜丽任副主编;梁晶、陈丽萍、马素珍参加了编写。本书的编写得到了对外经济贸易大学出版社的大力支持和帮助,胡小平老师在整个编写过程中一直予以关心和指导,在此表示感谢。

编者

2007年6月

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# Unit 1

## Welcome and Farewell

### Part A Intensive Listening

#### Phonetics

1. **Directions**: You'll hear one word read from each group. Repeat for the first time you hear. Then listen again and tick them out. (✓)

- |                    |                |               |                |
|--------------------|----------------|---------------|----------------|
| (1) a. <u>beat</u> | b. bit         | c. bet        | d. bat         |
| (2) a. keys        | b. <u>kiss</u> | c. kits       | d. kids        |
| (3) a. <u>file</u> | b. fail        | c. fell       | d. fill        |
| (4) a. pill        | b. pal         | c. poll       | d. <u>pale</u> |
| (5) a. feat        | b. feet        | c. <u>fit</u> | d. feed        |

2. **Directions**: You'll hear eight sentences. Repeat for the first time you hear. Pay attention to the stresses and tones. Then listen again and write them down. Check your answers when you listen for the third time.

- (1) Flight AF 463 to Paris is now boarding at Gate 7.
- (2) This is the final call for Flight AZ 963 to Rome.
- (3) I'd like to make a reservation for a flight to Boston on Nov. 28th.
- (4) Do you have a single room available tomorrow night?
- (5) I'm looking forward to our future cooperation.
- (6) I'll need an economy ticket with an open return.
- (7) I'd like to have my laundry by 9 o'clock tomorrow morning.
- (8) Thank you for all your help during our stay here in China.

### Part B Extensive Listening

#### Dialogues

- Directions**: You'll hear 5 short dialogues in this section. At the end of each dialogue, one



question will be asked. Each dialogue and question will be spoken only once. Mark the best answer for each question.

1. W: Do you have anything particular to declare?

M: No, I don't think so. I haven't got anything dutiable with me.

Q: Where does the conversation most probably take place?

A. At the police station.

B. At the customs.

C. On the plane.

D. At the ticket office.

2. W: Your flight will be departing from Gate 18. Boarding time is 8:45 and your flight leaves at 9:15. Have a nice journey!

M: Thank you very much!

Q: What time does the man's flight depart?

A. 18:00.

B. 9:15.

C. 8:45.

D. 8:15.

3. M: Will you attend the Fair in Tianjin in two days?

W: No, I'm leaving Tianjin for Shanghai tomorrow morning for a 3-day meeting, and will visit Guangzhou afterwards.

Q: Where is the man going tomorrow?

A. Tianjin.

B. The Fair.

C. Shanghai.

D. Guangzhou.

4. W: Room Reservation. Good afternoon.

M: I'd like to book a double room for Tuesday next week.

Q: What is the probable relationship between the two speakers?

A. Shop assistant and customer.

B. Receptionist and visitor.

C. Manager and secretary.

D. Hotel staff and guest.

5. M: Did you enjoy your flight?

W: Not really. I was a little airsick when the plane experienced a few bumps.

Q: How does the woman like her flight?

A. She had a very nice trip.

B. She didn't enjoy the flight due to airsick.

C. She didn't enjoy the flight because she couldn't breathe fresh air.

D. She enjoyed the flight in spite of the bumps.

## Conversation 1

### Meeting a Foreign Businessman at the Airport

Words and Expressions	
accommodate v. 提供住宿 (be) stuck v. 被阻住	along the way 沿途 Sheraton Hotel 希尔顿饭店

**Useful Sentences**

1. Where are we heading now?
2. That's very considerate of you.
3. I'd like to introduce you to. . .
4. Please allow me to introduce. . .
5. May I introduce myself? My name is. . .
6. I'd like you to meet. . .
7. This is my good friend.
8. I don't know if we have met before. My name is. . .

**Directions:** Listen to the conversation and complete the following exercises.

Mr. Wang: Excuse me, sir, but are you Mr. Stone from New York?

Mr. Stone: Yes, I am Michael Stone, the sales manager of ABC Import & Export Company, Ltd.

Mr. Wang: I am Wang Qiang from Eastern Electronics Company. I've come to meet you, Mr. Stone.

Mr. Stone: How are you, Mr. Wang? Thank you for coming to the airport to meet me.

Mr. Wang: It's my pleasure. How many people are there in your party?

Mr. Stone: Only two. This is Miss White, my assistant.

Mr. Wang: Nice to meet you, Miss White.

Miss White: Nice to meet you too, Mr. Wang.

Mr. Stone: I'm sorry to have kept you waiting for long, but the flight was delayed 30 minutes. If it weren't for the heavy fog, we would have been here by 2:00 pm.

Mr. Wang: Never mind. I was stuck in traffic, too.

Mr. Stone: Where are we heading now?

Mr. Wang: I guess you must be very tired after the long trip, so it is best if we go back to your hotel to first check in. If you don't mind, we'd like to accommodate you at Sheraton Hotel.

Mr. Stone: Terrific! That's very considerate of you.  
(on the way)

Mr. Stone: How far is it to the hotel?

Mr. Wang: About forty five minutes. Is this your first time in Tianjin, Mr. Stone?

Mr. Stone: Yes. We've never been here before.

Mr. Wang: So you might as well have a look at the city along the way. And we'll show you around the city after our business.

Mr. Stone: That would be great! Thank you very much.

## Section A

Choose the best answer to each of the following questions.

- Where does Mr. Stone come from?  
A. Great Britain. B. the U. S.  
C. Australia. D. Canada.
- When did Mr. Stone and Miss White arrive at the airport?  
A. 1:00. B. 1:30.  
C. 2:30. D. 2:00.
- What is the purpose of Mr. Stone's visit to Tianjin?  
A. For sightseeing. B. For business.  
C. Meeting old friends. D. Staying at Sheraton Hotel.
- What line of business is Mr. Wang's company in?  
A. Chemicals. B. Textiles.  
C. Tourism. D. Electronics.
- What caused the delay of the flight?  
A. Bad weather. B. Busy traffic.  
C. Accident. D. Mechanical failure.

## Section B

Listen to the conversation again and provide the information about Mr. Stone.

Full Name	Michael Stone
Position	Sales Manager
Company	ABC Import & Export Company Ltd.
Destination	Tianjin
Accommodation	Sheraton Hotel

## Conversation 2

## Bon Voyage

Words and Expressions	
<p>preside v. 主持</p> <p>enthusiasm n. 狂热;热情</p> <p>dispute n. 争论;辩论</p> <p>prosper v. 繁荣</p>	<p>pave the way for 为……铺好道路</p> <p>in the long run 长远来看</p> <p>Bon Voyage 一路平安;旅途愉快</p>

**Useful Sentences**

1. Let's drop this topic.
2. You are to blame for it.
3. Have a safe journey.
4. Enjoy your flight.
5. We are sorry that you have got to go so soon.
6. It's very considerate of you to make all the arrangements for me.
7. I hope we can see each other sometime.
8. I'm glad to have known you.

**Directions:** Listen to the conversation and complete the following exercises.

Wang: It's a shame that you can't stay in Beijing for a few more days, Mr. Knox!

Knox: Yes, I'd like to, very much indeed. But I have to rush home and preside over the committee meeting. Anyhow, I really enjoyed every minute of my stay here. Your warm reception, as well as your working enthusiasm have left me a deep and vivid impression and helped make my trip a productive one.

Wang: It's very kind of you to say so. Through fruitful negotiation we finally have all the disputes solved and the contract signed. I'm sure our initial transaction will pave the way for further cooperation between our two companies. We've been brought closer to each other by this transaction. It's essential for us, or for a country, to strengthen economic contact with the outside world, isn't it?

Knox: I quite agree with you. In the long run, it makes sense for a nation to specialize in certain activities, producing the goods in which it has the most advantages and exchanging them for those in which it does not have the advantages.

Wang: You seem to be an economist, Mr. Knox!

Knox: You are to blame for it, Wang. If you hadn't started this talk about a country's... Well, let's drop this topic. Economist or not, I hope business between us will prosper. Then we'll have more opportunities to meet each other. To tell you the truth, I find it very hard to say goodbye. I shall be missing you, Wang.

Wang: Me, too. I shall be looking forward to your visit again.

Knox: Next time I come, I shall see more of the city. And I've got to try Beijing Roast Duck again, very impressive. But listen, are they announcing my flight? I'm afraid I have to board the plane now.

Wang: Bon Voyage, Mr. Knox.

Knox: Good-bye. Let's keep in contact.

Wang: Good-bye and take care.

*Section A*

Choose the best answer to each of the following questions.

1. Where does the conversation most probably happen?  
A. At Wang's office. B. At the airport.  
C. At Mr. Knox's room. D. In a car.
2. Which one of the following is unimpressive to Mr. Knox?  
A. His flight. B. Beijing Roast Duck.  
C. Wang's warm reception. D. Wang's working enthusiasm.
3. Mr. Knox jokes that Wang is to blame for \_\_\_\_\_.  
A. further cooperation between the two companies  
B. products with advantages  
C. products without advantages  
D. Mr. Knox's professional comments on economy
4. What's the probable reason of Mr. Knox's leaving Beijing?  
A. He did not enjoy his visit to Wang.  
B. He did not like the city of Beijing.  
C. He finished his visit and had to go back to hold a meeting  
D. He missed his home.
5. What's Mr. Knox going to do at the end of the conversation?  
A. To get onto the plane. B. To go to the airport.  
C. To contact Wang. D. To announce a flight.

*Section B*

Listen to the conversation again and decide whether the following statements are true or false. Write "T" for true and "F" for false in the brackets.

- (F) 1. Mr. Knox is going to visit Beijing for a few days.  
(F) 2. They had a lot of disputes and therefore failed to sign the contract.  
(T) 3. Mr. Knox's visit to Beijing was productive.  
(T) 4. According to Mr. Knox, a nation should not produce the goods in which it does not have the advantages.  
(T) 5. This is Mr. Knox and Wang's first cooperation in business.

**Part C Oral Practice**

1. Role-play conversation 1 with the words and useful sentences given in the text.
2. Work with your partner to make dialogues with the situations given below.

Task 1: You are Assistant Manager of Good Luck Software Corp. Ltd. You are asked to go to the airport to meet an important client of your company, Mr. Peter Jackson

from the Silicon Valley, California, the United States. You have never met Mr. Jackson before, and now you are at the airport waiting for him with a signboard. When you meet each other, you introduce yourself, greet him and start an informal talk about his flight. Then you offer to take him to the hotel. On the way, you give a brief introduction to the city you are in.

Task 2: Introduce yourself to a new colleague, Mary Wong, who is joining your company as the advertising manager. Then have a small talk with each other.

Task 3: You come to the hotel to say goodbye to your client from London, who is flying back home the next morning.

### 3. Discuss the following topics.

- (1) Please list some safe and unsafe topics for conversation for people from different cultures meeting for the first time.
- (2) What should be included in a welcome/farewell speech?
- (3) When receiving visitors from other countries, what factors should be taken into consideration?

## Part D Related Information

### 1. Background Notes

#### Addressing

Both English and Chinese people have two kinds of personal names — a surname and given name (s). But the order of these names and their use in the two languages are somewhat different. In Chinese the surname comes first and is followed by the given name (s), but in English this order is reversed. So first of all, Chinese people need to be perfectly clear which name is the surname in English and which is (are) the given name (s).

It should be pointed out that in neutral situations and relationships, westerners themselves vary in their preference for being called by their surname or by given name. British people tend to be more conservative than Americans in this respect, and also the older people than the younger. So it is often safer to use the surname unless the westerner asks to be called by his given name or unless he has only given his given name.

In a formal introduction, titles are often used before a person's surname, for example, Dr., Mrs., Miss, Ms., and Mr.

#### Greetings

In western countries, when two people are introduced (or introduce themselves) in a social or business situation, they usually shake hands. It is unusual for close friends or relatives to shake hands when meeting each other, though.

#### Making introductions

When introducing people, a man, the younger person, the person of a lower rank or an

arriving guest should be introduced first, to a woman, the older person, the person of a higher rank, or an old friend.

## 2. Useful Expressions

- (1) I don't think we've met each other before. My name is. . .
- (2) First, let me introduce myself. I am. . .
- (3) May I have the pleasure of introducing. . . to you?
- (4) Please allow me to introduce. . . to you.
- (5) . . . , I'm sure you'd like to meet. . .
- (6) It's with pleasure that I introduce. . . to all of you.
- (7) It's a great pleasure to have you here with us.
- (8) Thank you very much for coming all the way to visit our company.
- (9) On behalf of our delegation, I'd like to thank you for all that you have done for us.
- (10) Take care of yourself and don't forget to keep in touch.
- (11) I hope I can receive you in my country some day.
- (12) I really appreciate your spending so much time showing me the sights.
- (13) I do hope you'll visit me someday soon so that I may return your kindness and warm hospitality.
- (14) I'd really like to show you a bit of my country.
- (15) Please say hello to. . . for me when you see him/her.

# Unit 2

## Companies and Occupations

### Part A Intensive Listening

#### Phonetics

1. **Directions:** You'll hear one word read from each group. Repeat for the first time you hear. Then listen again and tick them out. (✓)

- |                    |               |               |               |
|--------------------|---------------|---------------|---------------|
| (1) a. beg         | b. <u>bag</u> | c. big        | d. bug        |
| (2) a. <u>went</u> | b. want       | c. won't      | d. wit        |
| (3) a. meet        | b. meat       | c. mat        | d. <u>met</u> |
| (4) a. and         | b. add        | c. <u>end</u> | d. ad         |
| (5) a. <u>flag</u> | b. fled       | c. flea       | d. fleet      |

2. **Directions:** You'll hear eight sentences. Repeat for the first time you hear. Pay attention to the stresses and tones. Then listen again and write them down. Check your answers when you listen for the third time.

- (1) Our market share in China has increased by 6% , accounting for 15% .
- (2) How many sections come under the Production Department?
- (3) We have 70, 330 employees world-wide and sales of \$ 19, 806 million.
- (4) The world-wide company has operations in more than 100 countries.
- (5) Secretaries who receive visitors are called receptionists.
- (6) Business hours usually start at 9 a. m. and finish at 5 p. m. , Monday to Friday.
- (7) Most of our work consists of looking after the taxation and financial affairs.
- (8) In the United States alone we have a turnover of over \$ 1 billion annually.



## Part B Extensive Listening

### Dialogues

**Directions:** You'll hear 5 short dialogues in this section. At the end of each dialogue, one question will be asked. Each dialogue and question will be spoken only once. Mark the best answer for each question.

1. W: I'd appreciate your professional opinion. Do you think that I should sue the company?  
M: Not really. I think that we can settle this out of court.  
Q: What is the probable relationship between the speakers?  
A. Client and lawyer. B. Manager and secretary.  
C. Director and client. D. Salesperson and customer.
2. W: May I have a look around your company?  
M: Sure. I'll show you. This way, please. The canteen is on the ground floor, the Personnel Department and the Sales Department are on the second floor. And you'll find our biggest department on the third floor, which is the Production Department.  
Q: On which floor is the Sales Department?  
A. The Ground. B. The First. C. The Second. D. The Third.
3. M: I've got a job offer in P&G Chemicals. Do you think I should take it?  
W: Well, I'm not quite familiar with it. You'd better do some research on the Internet.  
Q: What does the woman think of P&G Chemicals?  
A. She thinks it is a reliable company.  
B. She thinks it is a well-known company.  
C. She thinks it is not a good company to join.  
D. She doesn't know much about the company.
4. M: Should I come for an interview?  
W: I'll let you know in two weeks when I hear from the Personnel Department.  
Q: When should the man come for an interview?  
A. Anytime later.  
B. Two weeks ago.  
C. He doesn't need to come for any interview.  
D. To be advised by the Personnel Department in two weeks.
5. M: Good morning. I'm John Green from General Sales Company. I have an appointment with Mr. Smith of the Purchasing Department at ten.  
W: Good morning. Mr. Smith's office is on the third floor. You can take the lift around