

PRACTICAL ENGLISH FOR TELECOMMUNICATION SERVICE

潘煜 马明昱 徐亮 编著



电 信 服 务 实用英语



深圳报业集团出版社
SHENZHEN PRESS GROUP PUBLISHING HOUSE

编 审：刘 明
责任编辑：朱世龙
封面设计：苏 超

图书在版编目 (CIP) 数据

电信服务实用英语/潘煜, 马明罡, 徐亮编著. —深圳:
深圳报业集团出版社, 2006. 5

ISBN 7-80709-063-4

I. 电… II. ①潘…②马…③徐… III. 电信—商业
服务—英语 IV. H31

中国版本图书馆CIP数据核字 (2005) 第158265号

电信服务实用英语

潘煜 马明罡 徐亮 编著

深圳报业集团出版社出版发行

(518009 深圳市深南大道 6008 号)

深圳德信美印刷有限公司印制 新华书店经销

2006 年 5 月第 1 版 2006 年 5 月第 1 次印刷

开本: 787mm × 1092mm 1/36 印张: 7

字数: 190 千字 印数: 1-3000 册

ISBN 7-80709-063-4/H · 2 定价: 25.00 元

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前 言

随着经济的全球一体化，中外的交流越来越频繁，市场的竞争也日益加剧，要在市场的大潮中立于不败之地，企业就必须不断创新，全方位地提高自身的核心竞争力。在服务领域，能够提供多语种的服务，无疑能扩大企业客户的受众面，提升服务能力。本书以中国电信的业务为蓝本，推出一本客户服务领域的英文培训教材和服务手册，希望以此能进一步推进多语种客户服务领域的发展。读者可以根据本书的应答句式推广至其他用法，对于外籍客户来说，本书可以作为他们了解电信企业服务的重要参考手册。

参与本书策划的有深圳电信的邓小锋、李原、尚育农、麦沛根、曾庆怀、徐亮、廖黛丽和苏淮等同志。在本书编写过程中，潘煜、马明罡、徐亮在整体构思、组织编写和修改定稿工作中花费了大量的时间和心血。

由于中国电信业务发展迅速，新产品推出较频繁，本书不作为业务规范，仅作为学习参考之用。由于编者水平有限，时间仓促，疏漏之处在所难免，望同行专家和广大读者指正。

编 者

2006年4月

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Chapter 1

Enquiry and Application

第一章 咨询受理



1.1 Application for Fixed Line Telephone ——申请固定电话

Background Information

随着中国电信呼叫中心的快速发展和客户服务的逐步健全，客户足不出户，只需拨打热线电话就可以办理申请固定电话等电信业务，大大提高了效率，更方便了顾客。在这个对话中，一位顾客拨通了热线申请一部固定电话，他首先询问了申请固定电话的相关费用，接着按照客户代表的提示提供了所需相关资料。在这个对话中，读者需注意电话费用的表达，以及受理过程中索要资料的表达。

1.1.1 Vocabulary 词汇

fixed line telephone	固定电话
CSR	Customer Service Representative
	客户代表
customer	顾客
would like to	愿意
apply	申请
registration fee	开户费
basic rental	基本租金
rate	费率
district	区域
bank account number	银行账号
Bank of China	中国银行

ID number	身份证号码
contact number	联系电话
installation	安装
accept	接受, 受理
charge	收费
install	安装
hesitate	犹豫
hotline	热线
thereafter	其后, 之后

1.1.2 Basic Sentences 基本句型

- ☆ I would like to apply to connect my telephone.
我想申请安装一部电话。
- ☆ The registration fee is 100 yuan, and the basic rental is 20 yuan per month.
开户费 100 元, 基本月租 20 元。
- ☆ 0.22 yuan for the first 3 minuts, 0.11 yuan per minute thereafter.
前 3 分钟共 0.22 元, 之后每分钟 0.11 元。
- ☆ Do you want to apply now?
您想现在申请吗?
- ☆ I can register you now.
我可以帮您开户。
- ☆ Your address, please?
请问, 您的地址呢?
- ☆ Your application is accepted.
您的申请已经受理。
- ☆ We'll charge 100 yuan from your bank account.
我们将从您的账户中扣除 100 元。

☆ After that, your telephone will be installed in a week.

之后，您的电话会在一周内安装。

☆ If you have any more questions, please don't hesitate to call our service hotline, 10000.

如果您还有什么疑问，请随时拨打我们的服务热线 10000 号。

☆ Thanks for calling.

谢谢来电。

1.1.3 Dialogue 对话

CSR: Hello! Can I help you?

Customer: Yes. I would like to connect my telephone. Would you please tell me how much it will cost?

CSR: Ok. The registration fee is 100 yuan, and the basic rental is 20 yuan per month.

Customer: What's the rate for telephone calls?

CSR: 0.22 yuan for the first 3 minuts, thereafter, 0.11 yuan per minute.
Do you want to apply now?

Customer: Yes.

CSR: I can register you now.

Customer: Ok.

CSR: What's your name?

Customer: Joan.

CSR: Your address, please?

Customer: Rm. 999, No. 48 Yitian Road, Futian District

CSR: Your bank account number?

Customer: Bank of China, 9999999999999999.

CSR: Is it 9999999999999999, Bank of China?

Customer: Right.

CSR: Your ID number, please?

Customer: 12345678910.

CSR: Your contact number, please? We'll call you when we are ready to begin the installation.

Customer: 12345678.

CSR: Ok. Your application has been accepted.
Thank you.

Customer: Thank you.

CSR: We'll charge 100 yuan from your bank account. And after that, your telephone will be installed in a week.

Customer: Ok, thanks a lot.

CSR: Any more questions?

Customer: No. Thank you.

CSR: If you have any more questions, please don't hesitate to call our service hotline, 10000. Thanks for calling. Bye.

1.2 Application for APS

——申请 APS 电话

Background Information

APS 电话是为广大个人用户推出的预付费电话，电信运营商的业务名为“随我行”，它可以有效地控制客户的电话费用支出。在电信电话上（IC 卡电话、200 电话）拨打 96338，然后输入“随我行”电话号码和业务密码，就可以使用这部电话。它的申请方法类似前文中固定电话的方法，此对话学习的重点是通过与客户的交流，了解客户的消费习惯，从而推荐与其合适的产品。

1.2.1 Vocabulary 词汇

live with	和某人住在一起
share	分摊，共享
APS	Advanced Prepay Service 预付费电话（随我行）
so that	以至于
suit	适合
prepay	预付
call out	打出电话
China Telecom Shop	中国电信营业厅
agent	代理商
seem	像是，似乎
installation	安装

1.2.2 Basic Sentences 基本句型

- ☆ I live with two other people.
我和另外两个人住在一起。
- ☆ How can we share the cost?
我们怎样分摊费用呢?
- ☆ And every roommate can use prepaid card to call out.
每一个室友都可以使用预付卡打电话。
- ☆ You can buy 200 card either in China Telecom Shops or from agents.
您可以在电信营业厅或者代理商那里购买 200 电话卡。
- ☆ That seems to be what I need.
看起来,这正是我所需要的。
- ☆ I think APS suits you very well.
我认为 APS 电话非常适用您。
- ☆ We'll call you before the installation.
安装前,我会打电话给您。

1.2.3 Dialogue 对话

- CSR: Hello! Can I help you?
- Customer: Yes. I would like to apply for a telephone.
Would you please tell me how much it will cost?
- CSR: Ok. The registration fee is 100 yuan, and the basic rental is 20 yuan per month.
- Customer: What's the rate for calling?
- CSR: 0.22 yuan for the first 3 minutes, and 0.11

yuan per minute thereafter.

Do you want to apply now?

Customer: I live with two other people. How can we share the cost?

CSR: Don't worry. You can apply for APS service. Each roommate can use prepaid card to make calls.

Customer: Do I need to pay the registration fee?

CSR: Yes, you need to.

Customer: Where can I get the prepaid card?

CSR: You can buy the 200 card either in China Telecom Shops or from agents.

Customer: Fine. That seems to be what I need.

CSR: Yes, I think APS suits you very well. Do you want to apply now?

Customer: Yes.

CSR: I can register you now.

Customer: Ok.

CSR: What's your name?

Customer: Mary Wood.

CSR: Your address, please?

Customer: 9-20D Beauty Garden.

CSR: Your bank account number?

Customer: Bank of China, 9999999999999999.

CSR: Is it 9999999999999999, Bank of China?

Customer: Right.

CSR: Your ID number, please?

Customer: 12345678910.

CSR: Your contact number, please? We'll call you when we are ready to begin the

installation.

Customer: 12345678.

CSR: Ok. Your application is accepted. Thank you.

Customer: Thank you.

CSR: We'll charge 100 yuan from your bank account. And after that, your telephone will be installed in a week.

Customer: Ok, thanks a lot.

CSR: Any more questions?

Customer: No. Thank you.

CSR: If you have any more questions, please don't hesitate to call our service hotline, 10000. Thanks for calling. Bye.

1.3 Enquiry for ADSL

——咨询 ADSL

Background Information

ADSL (Asymmetrical Digital Subscriber Line, 非对称数字用户环路) 是一种能够通过普通电话线提供宽带数据业务的技术。提供此技术服务的电信运营商称之为“网络快车”。一位客户正咨询并申请 ADSL, 我们看看他们是怎么交流的。

1.3.1 Vocabulary 词汇

ADSL	网络快车
apartment	公寓住宅
package	套餐
annual package	全年套餐
pay-as-you-go	自由行
at the same time	同时
discuss	讨论
husband	丈夫
whenever	随时

1.3.2 Basic Sentences 基本句型

- ☆ You must install a telephone first, and then you can apply for ADSL.
你必须先安装电话, 然后才能申请 ADSL。
- ☆ We have several packages.
我们有几个套餐。

- ☆ You can choose either the annual package or the pay-as-you-go package.
您可以申请全年套餐或者随我行套餐。
- ☆ Sounds great.
听起来不错。
- ☆ Can I apply for a telephone and ADSL at the same time?
我能同时申请电话和 ADSL 吗?
- ☆ Do you want to apply a telephone for your apartment now?
您要现在给您的公寓申请电话吗?
- ☆ I need to discuss with my husband first.
我需要先和丈夫商量一下。
- ☆ You can call us whenever you are ready.
您什么时候准备好了, 随时就给我们来电话吧。

1.3.3 Dialogue 对话

- CSR:** Hello! Can I help you?
- Customer:** I've just moved to a new apartment. And I want to install ADSL.
- CSR:** Ok. What's your telephone number?
- Customer:** I don't have a telephone yet.
- CSR:** I'm sorry. You must install a telephone first, and then you can apply for ADSL.
- Customer:** Ok, I see. But if I have a telephone, how do I apply for ADSL?
- CSR:** We have several packages. You can choose either the annual package or the pay-as-you-go package.