

跟老外学英语系列 Learn / English / Follow Me

跟老外学

商务英语

Business English Follow Me



主编：盛丹丹
Rachel Gosling(美)
Eileen Shepard(美)
审订：Patrick Wilson(美)
Rebecca Parr(英)
录音：Micheal Hill(美)
Amy Stone(美)

外教亲自讲授
超实用的点拨TIPS

最地道的表达
最纯正的发音

5 随书附赠
小时音频

中国出版集团
世界图书出版公司

跟老外学英语系列 Learn / English / Follow Me

跟老外学

商务英语

Business English Follow Me



主编：盛丹丹
Rachel Gosling(美)
Eileen Shepard(美)
审订：Patrick Wilson(美)
Rebecca Parr(英)
录音：Micheal Hill(美)
Amy Stone(美)

外教亲自讲授
超实用的点拨TIPS

最地道的表达
最纯正的发音

5 随书附赠
小时音频

中国出版集团
世界图书出版公司

图书在版编目 (CIP) 数据

跟老外学商务英语/盛丹丹主编. —西安: 世界图书出版西安有限公司, 2011. 10
ISBN 978 - 7 - 5100 - 3916 - 4

I. ①跟… II. ①盛… III. ①英语—口语
IV. ①H319.9

中国版本图书馆 CIP 数据核字 (2011) 第 203337 号

跟老外学商务英语

主 编 盛丹丹 Rachel Gosling(美) Eileen Shepard(美)
责任编辑 陈宇彤 王会荣
视觉设计 楼宇传媒

出版发行 世界图书出版西安有限公司
地 址 西安市北大街 85 号
邮 编 710003
电 话 029 - 87233647(市场营销部)
029 - 87234767(总编室)
传 真 029 - 87279675
经 销 全国各地新华书店
印 刷 西安东江印务有限公司
开 本 787 × 1092 1/16
印 张 14.75
字 数 400 千字

版 次 2012 年 1 月第 1 版 2012 年 1 月第 1 次印刷
I S B N 978 - 7 - 5100 - 3916 - 4
定 价 34.00 元(含 MP3 光盘 1 张)

☆如有印装错误,请寄回本公司更换☆

前 言

还在为你的哑巴英语“半遮面”吗？

还觉得你必须越洋到彼岸去“身临其境”吗？

还觉得英语口语“深不可测”吗？

还糊涂于老外那些“不在我课本里”的时髦俚语吗？

现在——铛铛铛——

来自美国和英国的超级专家团队来中国出书了！史上最多母语专家的团队；史上最具有丰富阅历的团队（他们在各自国家的职业有律师、有自由撰稿人、有主持人、有人力资源主管、有教师、有经理人，还有导游等诸多职业）；史上最活力四射的年轻团队（让 80 后的深度感染你，让 90 后的朝气氤氲你）！

我们是一套最简单的口语书，不说那些繁琐的语法，不用那些华美的长句子，我们只教给你能和老外交流、可以开口就来的好用句子！

我们是一套最实用的口语书，不说那些用不到的废话，不设置那些不用开口的场景，我们只能做到让你有的说、听得懂、用得上！

我们是一套最街边的口语书，时髦、靓丽、年轻的外籍老师把那些最好玩最 IN 最潮最酷的俚语告诉你！

我们是一套最贴心的口语书，中英文对照排版，方便阅读的同时，更可以对照着自测翻译水平，要每天做到进步一点点！单元的内容按照难易梯度安排，这样会让你更有成就感！

我们是一套最神秘的口语书，史无前例地安排了美国美女作家 Rachel 对每本书的每个单元讲解了她的一点儿心得。书中没有用文字展示她的教诲，你要认真去听 MP3，看她眼中的美国和中国哟！

我们是一套最全面的口语书，全套书共分为六册，《跟老外学社交英语》、《跟老外学职场英语》、《跟老外学商务英语》、《跟老外学生活英语》、《跟老外学旅游英语》、

《跟老外学面试英语》。每一册由 Eileen 老师根据应用频率选择了 100 多个主题。现在,还有你找不到的应急用语吗?

最后,感谢我们这个团队成员们一年多来为盛老师的辛苦笔耕,感谢出版人 Patrick Wilson(美)和 Rebecca Parr(英)在稿件将要付梓之际对书稿的细致审订,感谢为这套书辛苦耕耘的编辑们!希望我们的付出能为迫切需要学习英语的你点亮明灯。

希望这是你最后一本口语书,最成功的一次选择!

芝麻门外语编辑部

2011 年中秋

于北京

目 录

Chapter 1 Business Communication 商务交际

- Unit 1 Making an Appointment by Telephone 电话约见 / 002
- Unit 2 Arranging an Appointment 安排会面 / 004
- Unit 3 Changing an Appointment 变更约定 / 006
- Unit 4 Canceling an Appointment 取消约会 / 008
- Unit 5 Visiting Clients 拜访客户 / 010
- Unit 6 Explaining the Purpose 说明来意 / 012
- Unit 7 Receiving the Clients 接待客户 / 014
- Unit 8 Introducing the Company 介绍公司 / 016
- Unit 9 Visiting the Factory 参观工厂 / 018
- Unit 10 Business Dinner 商务晚宴 / 020
- Unit 11 Arranging Activities 安排活动 / 022
- Unit 12 Presenting Gifts 礼尚往来 / 024
- Unit 13 Saying Goodbye 起身告辞 / 026

Chapter 2 Marketing Management 市场营销

- Unit 1 Market Research 市场调查 / 030
- Unit 2 Channels of Distribution 销售渠道 / 032
- Unit 3 Promotion by Salesperson 登门推销 / 034
- Unit 4 In Season and Off Season 旺季淡季 / 036
- Unit 5 Advertisement Strategy 广告策略 / 038
- Unit 6 Promotion Strategy 促销手段 / 040
- Unit 7 After-sales Services 售后服务 / 042

Chapter 3 Practical Operation 商业实务

- Unit 1 Establishing Trade Relations 建立贸易关系 / 046
- Unit 2 Inquiry 询盘 / 048
- Unit 3 Counter-offer 还盘 / 050
- Unit 4 Accepting the Offer 接受报价 / 052
- Unit 5 Ordering Goods 订货 / 054
- Unit 6 Quantity of the Order 订货数量 / 056
- Unit 7 Lack of Goods 缺货 / 058
- Unit 8 Quality of Goods 货物质量 / 060
- Unit 9 Mode of Packing 包装方式 / 062

- Unit 10 Ways of Shipment 装运方式 / 064
- Unit 11 Date of Shipment 装运期限 / 066
- Unit 12 Loading Port 装货港 / 068
- Unit 13 Remittance 汇付 / 070
- Unit 14 Collection 托收 / 072
- Unit 15 Letter of Credit 信用证 / 074
- Unit 16 Installment 分期付款 / 076
- Unit 17 Insurance Coverage 保险险别 / 078
- Unit 18 Insurance Rate 保险费率 / 080
- Unit 19 Commodity Inspection 商品检验 / 082
- Unit 20 Customs Clearance 通关协议 / 084
- Unit 21 Signing a Contract 签订合同 / 086
- Unit 22 Revision of a Contract 修改合同 / 088

Chapter 4 Forms of Trade 贸易方式

- Unit 1 Trademark Registration 商标注册 / 092
- Unit 2 Trademark Transfer 商标转让 / 094
- Unit 3 Technology Transfer 技术转让 / 096
- Unit 4 Bidding 招标 / 098
- Unit 5 Tender 投标 / 100
- Unit 6 Joint Venture 合资企业 / 102
- Unit 7 Compensation Trade 补偿贸易 / 104
- Unit 8 Consignment Trade 寄售贸易 / 106
- Unit 9 Processing Business 加工业务 / 108
- Unit 10 Assembling Business 装配业务 / 110
- Unit 11 Financing 融资 / 112
- Unit 12 Agent 商务代理 / 114
- Unit 13 Commission 代理佣金 / 116

Chapter 5 Business Conferences 商务会议

- Unit 1 Preparing for a Meeting 会议筹备 / 120
- Unit 2 Meeting Notice 会议通知 / 122
- Unit 3 Beginning the Meeting 会议开始 / 124
- Unit 4 Agenda 会议议程 / 126
- Unit 5 Offering Opinions 发表意见 / 128
- Unit 6 Discussing Fervently 积极讨论 / 130
- Unit 7 Reaching a Consensus 达成共识 / 132
- Unit 8 Summarization and Adjournment 总结闭会 / 134

Chapter 6 Business Exhibition 商务会展

- Unit 1 Preparing for a Trade Show 准备展会 / 138
- Unit 2 Displaying the Samples 展示样品 / 140
- Unit 3 Single Page Introduction 单页介绍 / 142
- Unit 4 Product Introduction 产品介绍 / 144

- Unit 5 Treating Frequent Customers 接待老客户 / 146
- Unit 6 Business Negotiation on the Spot 现场业务洽谈 / 148
- Unit 7 Logging out for the Exhibition 撤展 / 150
- Unit 8 Pushing Through the Business 业务跟进 / 152

Chapter 7 Customer Relationship Management 客户关系管理

- Unit 1 Complaints about Quality 质量投诉 / 156
- Unit 2 Complaints about Short Quantity 短重投诉 / 158
- Unit 3 Delivering Untimely 供货不及时 / 160
- Unit 4 Wrong Shipment 错发货物 / 162
- Unit 5 Returning the Goods 退货 / 164
- Unit 6 Accepting a Claim 接受索赔 / 166
- Unit 7 Rejecting a Claim 拒绝索赔 / 168
- Unit 8 Arbitration 诉诸仲裁 / 170

Chapter 8 Company Operation 公司运作

- Unit 1 Competition 竞争 / 174
- Unit 2 Partnership 合作关系 / 176
- Unit 3 Product Launch 新产品发布会 / 178
- Unit 4 Press Conference 记者招待会 / 180
- Unit 5 Financial Affairs 公司财务 / 182
- Unit 6 Mergers 合并 / 184

Chapter 9 Business Trip 商务旅行

- Unit 1 Daily Schedule 日程安排 / 188
- Unit 2 Booking a Plane Ticket 订飞机票 / 190
- Unit 3 Reserving a Room 预订房间 / 192
- Unit 4 At the Airport 在机场 / 194
- Unit 5 On the Plane 在飞机上 / 196
- Unit 6 Passing the Customs 过海关 / 198
- Unit 7 By Ship 乘船 / 200
- Unit 8 By Train 乘火车 / 202
- Unit 9 Arriving at the Airport 到达机场 / 204
- Unit 10 Greeting the Clients 与客户寒暄 / 206
- Unit 11 On the Way to the Hotel 前往宾馆 / 208
- Unit 12 Check In 入住登记 / 210
- Unit 13 Room Service 宾馆服务 / 212
- Unit 14 Check Out 结账退房 / 214
- Unit 15 Booking a Table 餐厅订位 / 216
- Unit 16 Dining in the Restaurant 餐馆用餐 / 218
- Unit 17 Taking a Taxi 乘出租车 / 220
- Unit 18 Going Shopping 当地购物 / 222
- Unit 19 Going Sightseeing 旅游观光 / 224
- Unit 20 Farewell and Returning 告别返程 / 226



**Chapter
1**

商务交际
Business Communication

Unit 1 Making an Appointment by Telephone



- Honesty is the best policy.
- Four eyes see more than two.

Step Up to the Plate

1. I want to have a talk with you about the cooperation. What time would be convenient for you?
2. I wonder if I could make an appointment with you at 3:00 tomorrow afternoon.
3. There is something I'd like to talk over with you. I wonder if you're free this afternoon.
4. I can come any day except Monday.
5. Would you please give me the exact time?

Give It a Whirl Could you let me have about half an hour after three in the afternoon?

- A: Hello, this is Qin Qiang.
- B: Good morning, Mr. Qin, this is John Karl from DK Corporation.
- A: Good morning. What can I do for you?
- B: As you may know, we are introducing a new range of high performance typewriter. I wonder if you would be interested in them.
- A: Yes, we would be rather interested in typewriters.
- B: Good, can I make an appointment with you in your good time this Tuesday?
- A: Ah, Tuesday is a bit difficult; I'm very busy all day. How about Wednesday?
- B: Wednesday would be fine. Could you let me have about half an hour after three in the afternoon?
- A: Yes, I think that is possible. Will four o'clock be OK?
- B: Great, I'll look forward to seeing you on Wednesday afternoon. Goodbye.

Show One's Capabilities I can handle that for you.

- A: Future Company. May I help you?
- B: I'd like to speak to Mr. Fu.
- A: May I ask who is calling?
- B: This is James White. I'm the sales manager of Century Company.
- A: I'm sorry, but Mr. Fu is out of the office now.
- B: What a shame!
- A: Is there anything I can do for you?
- B: I want to make an appointment with Mr. Fu.
- A: I can handle that for you. When would you like to come?
- B: Any time this week would be suitable for me.
- A: Will 9:00 tomorrow morning be OK?
- B: Yes, I'll be free then.
- A: Good, he will be in the office waiting for you then.
- B: Thank you. Goodbye.



Eileen 老师说

in one's good time 在
某人方便之时

该习语的意思是“在某人准备好的时候”。例如: I'll speak to him about it on my own good time. 我会在方便的时候告诉他这件事的。注意它与其他短语的区别: in good time 表示“及时,及早”; in one's own time 表示“在空闲时间”; in one's time 表示“在某人年轻时,在某人一生中的某个时期”。

第 1 单元

电话约见



- 做人诚信为本。
- 集思广益。

摩拳擦掌

1. 我想找你谈一谈有关合作的事。你什么时间方便?
2. 我想知道明天下午 3 点能见一下您吗?
3. 有件事我得找你谈一谈,我想知道你今天下午有空吗?
4. 除了星期一任何时间我都可以来。
5. 你能给我确切的时间吗?

小试牛刀 下午三点以后您能为我腾出半个小时吗?

- A: 您好,我是秦强。
- B: 早上好,秦先生,我是约翰·卡尔,来自 DK 公司。
- A: 早上好,我能为您做些什么?
- B: 您也许知道,我们正推广一批新的高性能打印机。不知道您是否有兴趣?
- A: 嗯,是的,我们的确对打印机很感兴趣。
- B: 好,这周二我能在您方便的时候和您见个面吗?
- A: 啊,周二有点困难,我一整天都很忙,周三如何?
- B: 周三可以。下午三点以后您能为我腾出半个小时吗?
- A: 好吧,我想可以。下午四点怎样?
- B: 太好了。我希望周三下午见到您。再见。

大展身手 这件事我可以和你定一下。

- A: 未来公司,我能帮您什么忙吗?
- B: 我想和付先生通话。
- A: 请问您是哪一位?
- B: 我是詹姆斯·怀特,世纪公司的销售经理。
- A: 对不起,付先生现在不在办公室。
- B: 太糟糕了!
- A: 有什么我能帮忙的吗?
- B: 我想和付先生预约一下见个面。
- A: 这件事我可以和你定一下。您想什么时候来?
- B: 这星期的任何时候我都可以。
- A: 明天早上 9:00 可以吗?
- B: 好的,我明天上午有空。
- A: 那太好了,他明天早上会在办公室等您。
- B: 谢谢,再见。

Shirley老师说

其他关于“方便的时候”的表达还有:

at one's convenience 在某人方便的时候

Please come at your convenience. 请在您方便的时候前来。

be convenient to somebody 对某人来说方便的

You can come whenever it's convenient to you. 您可以在任何方便的时候来。

Unit 2 Arranging an Appointment



- First think and then speak.
- It is no use crying over spilt milk.

Step Up to the Plate

1. Our manager would like to set up an appointment with you.
2. May I schedule an appointment?
3. We would like to meet you on May 17th.
4. He'll be expecting you.

Give It a Whirl Could you arrange it?

- A: We've got something urgent to discuss with your general manager. Could you arrange it?
- B: Would tomorrow suit you? He'll be in his office the whole day tomorrow, so you can come any time.
- A: Sorry, but I won't have any opening tomorrow. Can we make it some other time?
- B: When will it be convenient for you?
- A: Could I possibly make it in the afternoon? Say, four o'clock?
- B: Let me check his calendar. Oh, yes. He'll be expecting you then at four this afternoon in his office.
- A: Thank you very much.
- B: You are welcome. See you then.

Show One's Capabilities Perhaps we could arrange a meeting for tomorrow sometime.

- A: I'm calling to see if we can arrange a meeting. There is something on my plate I'd like to discuss with you.
- B: When shall we get together?
- A: Well, I was hoping that perhaps we could arrange a meeting for tomorrow sometime.
- B: I'm usually busy in the morning. So you might come over tomorrow afternoon.
- A: When is convenient for you?
- B: Between four and five if that suits you.
- A: Fine, I'm looking forward to seeing you.
- B: Me too.



Eileen 老师说

on one's plate 不可耽误

on one's plate 的字面意思是在某人的盘子里, 然而它实际上的意思与盘子没有关系! 而是把要做的事或要完成的任务比喻为盘子里的饭菜, 太多了怎么也吃不完, 但这些工作还一定要做, 不可耽误。例如: I can't help you at the moment. I've far too much on my plate already. 我现在无法帮助你, 我自己的事已经太多了。

第 2 单元

安排会面



- 先想后说。
- 覆水难收。

摩拳擦掌

1. 我们经理想和你约时间面谈。
2. 我可以安排一个约会吗?
3. 我们希望安排在 5 月 17 日。
4. 他会等您的。

小试牛刀 你能安排一下吗?

- A: 我们有急事要找你们的总经理商量, 你能安排一下吗?
- B: 明天可以吗? 明天一天他都在办公室, 您什么时候来都可以。
- A: 抱歉, 我明天没空。我们能改到别的时间吗?
- B: 您什么时候有空?
- A: 那我可不可以在下午见他, 比方说 4 点钟?
- B: 让我查一下他的日程表。啊, 可以。今天下午 4 点他会在办公室等您。
- A: 非常感谢。
- B: 不客气。到时候见。

大展身手 我们或许能安排在明天什么时候见面。

- A: 我打电话是想看看我们能否安排一次会面。我有些急事想跟你谈。
- B: 我们什么时候碰面呢?
- A: 哦, 我在想我们或许能安排在明天什么时候见面。
- B: 上午我通常很忙。你可以明天下午过来。
- A: 什么时间方便?
- B: 要是方便的话, 你可以在 4 点到 5 点之间来。
- A: 好啊。我盼望着见到你。
- B: 我也一样。

Shirley老师说

“紧急的, 迫切的”的表达方式有:

emergent 出现的, 紧急的

Be quick, it's very emergent. 快点儿, 这事很紧急。

pressing 紧迫的, 紧急的

They felt a pressing need to food.
他们感到迫切需要食物。

Unit 3 Changing an Appointment



- Great wits have short memories.
- Heaven never helps the man who will not act.

Step Up to the Plate

1. I'm sorry our appointment would have to be changed.
2. We'll have to make it some other time. Is that all right?
3. I'm afraid we'll have to make our appointment a little bit later.
4. Could we meet tomorrow instead of Friday?

Give It a Whirl I won't be able to make it tomorrow afternoon.

A: Hello, Miss Green. It's Chen Liang.

B: Hello, Mr. Chen.

A: I'm calling about tomorrow's appointment.

B: What's the matter?

A: Something urgent has happened and I have to go to Tokyo tonight. So I won't be able to make it tomorrow afternoon.

B: That's all right. Would you like to decide on another time?

A: Yes, I'll be back this Sunday. How about next Monday at the same time?

B: When in double, do nothing. Let reschedule the time when you come back.

A: That's OK. I will ring you when I am back.

Show One's Capabilities I've got a very tight schedule on Thursday.

A: Mr. Du, Mr. Karl phoned, while you were out, about your meeting with him on Thursday.

B: Well, what's the matter?

A: It isn't at 10:00 a.m. anymore. He wants to change the time. He said he was extremely sorry but something urgent came up.

B: I've got a very tight schedule on Thursday. It will be very difficult to rearrange things. What time did he suggest?

A: 2:00 p.m.

B: I'll just be free at two.

A: I told him that. I said you would be free at that time, and you'd be able to meet him.

B: OK. No problem.



Eileen 老师说

When in double, do nothing.
不做没把握的事。

When in double, do nothing 是指不做没把握的事。该用法原本的版本是 when in doubt, abstain. 但是 abstain 使用在会话中显得有点过重, 所以后来就基本上都改用 do nothing 代替了。

另外 When in double, do nothing 还有其他几种版本, 如: When in doubt, leave it out. 当有任何疑问时, 排除它。When in doubt, duck. 不确定, 避开危险。

第 3 单元

变更约定



- 贵人多忘事。
- 自己不动,叫天何用。

摩拳擦掌

1. 非常抱歉,我们的约会得改个时间。
2. 我们得另约时间,你看行吗?
3. 恐怕我们的会见时间得推迟一会儿。
4. 我们能否明天见面而不是星期五?

小试牛刀 我明天不能赴约了。

- A: 您好,格林小姐,我是陈亮。
B: 您好,陈先生。
A: 我打电话来是为了明天约会的事。
B: 出什么事了?
A: 出了点急事,我今晚得去东京,明天不能赴约了。
B: 没关系,要不要另约一个时间?
A: 好的,我星期天回来,您看下周一同一时间如何?
B: 我们别做没把握的事,还是等你回来再重新定时间吧。
A: 好的,我回来之后给您打电话。

大展身手 周四我的日程安排得很紧。

- A: 杜先生,您不在时卡尔先生打来电话,是有关你们周四会面的事。
B: 怎么了,有什么问题吗?
A: 会面不能在 10 点了,他想改个时间。他说非常抱歉,因为发生了其他急事。
B: 周四我的日程安排得很紧,很难再重新安排。他建议在什么时间见面?
A: 下午 2 点钟。
B: 2 点我正好有时间。
A: 我告诉他了。我说您那时有空,可以赴约。
B: 好的,没问题。

Shirley老师说

“没把握”的其他表达方式还有:

not so sure 没把握

I'm not so sure whether I will win or not. 能不能赢我也没把握。

in doubt 不能肯定,没把握

When you are in doubt about something, ask other one's opinion. 没把握的时候听听别人的意见。



Unit 4

Canceling an Appointment



- He who makes no mistakes makes nothing.
- Hope for the best, but prepare for the worst.

Step Up to the Plate

1. Unfortunately, I'm going to have to cancel my appointment.
2. I'm not going to be able to make it.
3. I hate to do this, but I have to break our date.
4. I have something urgent tomorrow, so the appointment will have to be canceled.
5. I'm sorry, but something has come up.

Give It a Whirl

Let's just cancel the appointment for tomorrow.

A: Hello, may I speak to Mr. Fu, please?

B: This is Fu Qiang speaking.

A: Hello, Mr. Fu, this is Mike Miller. I'm sorry I can't see you tomorrow afternoon. Unforeseen circumstances compel me to leave for Denmark tomorrow morning, and I'll be gone for a few days.

B: Do you want to postpone the meeting to sometime later?

A: It's hard to tell. I'm not quite sure when I'll be back. That's where the shoe pinches.

B: Then, let's just cancel the appointment for tomorrow.

A: OK, I'm sorry to bring you any trouble.

B: It doesn't matter.

A: I'll call you as soon as I'm back from Denmark.

B: All right. And I wish you a pleasant flight.

A: Thank you. Goodbye.

Show One's Capabilities

Would you mind canceling it now?

A: Hello, this is Century Company.

B: Hello, may I speak to Miss Liu, please?

A: This is she, speaking.

B: Excuse me for calling at such an hour, but I wonder if tomorrow's appointment with your general manager could be put off.

A: That's too bad. Our general manager's schedule has always been very tight and we have arranged everything. Don't you think it is too late to change now?

B: I am terribly sorry for it, but I do have something top urgent to handle first.

A: Well, can you change it to any definite time now?

B: I'm afraid not.

A: Would you mind canceling it now?

B: OK, and my apologies for all the inconvenience.

A: That's all right.



Eileen 老师说

where the shoe pinches
症结所在, 痛苦所在

英国作品中最早用习语 where the shoe pinches 来描写一个男子的婚后生活并不愉快, 他却假装高兴, 就像鞋子紧得脚疼, 却装作若无其事的样子。例如: I don't know where the shoe pinches. 我不知道问题的症结何在。

第4单元

取消约会



- 想不犯错误,就一事无成。
- 抱最好的愿望,做最坏的打算。

摩拳擦掌

1. 真不巧,我必须取消约会。
2. 我没办法赴约。
3. 我实在很不愿意这么做,可是我真的无法和你见面。
4. 明天我有件急事,因此约会只能取消了。
5. 很抱歉,我临时有事急事要办。

小试牛刀 我们就把明天的约会取消吧。

- A:您好,我想找付先生。
B:我就是付强。
A:付先生,您好,我是迈克·米勒,我很抱歉明天下午我无法同您会谈了。有件意外的事情使我不得不在明天一早就去丹麦,恐怕要去几天。
B:您准备把会谈推迟到以后什么时间?
A:不好说。我不能肯定什么时候回来,这才是症结所在。
B:那么,我们就把明天的约会取消吧。
A:好的,给您添麻烦了,真对不起。
B:没关系。
A:我一从丹麦回来就给您去电话。
B:好。祝您旅途愉快!
A:谢谢您!再见。

大展身手 您介意先取消约会吗?

- A:你好,这里是世纪公司。
B:你好,请找刘小姐接电话。
A:我就是,请讲。
B:请原谅我这时候打电话,但是我想问明天与你们总经理的约会能否推迟?
A:真糟糕!我们总经理的工作日程安排得很紧,而且我们已经安排好了一切,你不认为现在改变有点晚吗?
B:我感到十分抱歉,但明天我真的有十万火急的事情要处理。
A:那么,你现在能改个确定的时间吗?
B:恐怕不行。
A:您介意先取消约会吗?
B:好吧,我对由此带来的不便表示歉意。
A:没关系。

Shirley老师说

“症结,关键点”的其他表达方式还有:

sticking point 关键,症结

Now we come to the sticking point of the problem. 现在我们来谈问题的症结所在。

key point 要点,关键点

This is a key point that is often overlooked. 这是常被忽略的要点。