

英语口语系列丛书

郝庆华 主编

# 公关英语会话



Public Relations English  
Conversation

南开大学出版社

Public Relations English Conversation

# 公 关 英 语 会 话

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# 前 言

本书是专为从事涉外商务性办公室工作的工作人员编写的，具有很强的实用性。

作为一名文秘或公关人员，其主要工作范围和职责是辅佐上级，并使上级的业务顺利进行。具体工作包括：管理上级的办公室，安排上级的活动表，接待客户，进行业务洽谈，电话联络，会议安排及主持礼仪活动，安排出差及食宿等各种事务，管理文件资料，起草函件，收发信件，以及从事与银行、邮局等单位的业务往来。

本书将帮助读者在短期内把握公关交际英语的要诀，用地道和得体的英语在以上各项业务中一展才能，稳操胜券。

为了使读者学着轻松，用着方便，生词和难点解释都直接附于每一对话后面，译文则统一置于附录中，另外书后还附有面试回答，及有关英语业务书信，礼仪函电。

本书既可以用于课堂教学，也适用于自学，还具有工具书的价值，更是广大文秘、公关人员的好助手。

为使读者便于学习，提高听力，本书附有录音磁带（英语部分）。

在此书的编写过程中，南开大学的郝庆华教授给予了大力的支持和帮助，郝庆华教授对该书提出了许多宝贵意见，并进行了审阅和修改，在此谨对郝庆华教授表示衷心的感谢。

同时也对刘跃进、贾庆为本书的翻译所做的工作以及关心本书的各位朋友所给予的大力支持和帮助，一并致以诚挚的谢意。

由于时间仓促,书中难免有错误或不当之处,恳请广大读者批评指正。

编 者

1998 年 10 月 于天津

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# CONVERSATIONAL ENGLISH FOR PUBLIC RELATIONS

## Unit 1 Reception

### Part 1 At the Reception

*(In this part, you'll see how the receptionist receives visitors with appointments and announces their visit.)*

#### **Mr. White will see you now**

Rec: Good morning, sir.

F: Good morning, I have an appointment to see Mr. White.

Rec: Yes, what is your name, please?

F: My name is Fischer, George Fischer.

Rec: Just one moment, please.

W: Hello.

Rec: Mr. Fischer is here to see you, sir.

W: Send him up, Jean.

Rec: Yes, sir. *(to Fischer)*

Mr. White will see you now, sir.

F: Could you tell me where his office is?

Rec: Yes. Room 202.

F: Thank you.

Rec: You're welcome.

appointment 预约

date (男女之间)约会

### He's expecting me

Rec: Good morning. Can I help you?

J: Good morning. I'm Jimmy Brown. I've come to see Mr. White.

Rec: Have you got an appointment?

J: Not for any particular time, but he's expecting me this morning.

Rec: Just a moment, please. (*dialling to Mr. White's office*)  
Mr. White, Mr. Brown is here to see you.

W: Yes, Well. I'll see Mr. Brown now. Will you show him in, please?

Rec: Yes, Mr. White.

(*to Mr. Brown*) Mr. Brown, Mr. White will see you now. I'll show you to his office.

J: Thank you very much.

Rec: You're welcome.

particular 特定的, 专门的

expecting 期待, 等待

### Could you wait a few minutes?

Rec: Good morning sir.

J: Good morning. I have an appointment with Mr. Brown.  
My name is John Smith.

Rec: Ah, yes, your appointment is at 9:30. Could you wait a few minutes please, Mr. Smith?

J: Certainly.

### **I see you have an appointment**

Rec: Hello. May I help you?

S: Good morning. Yes. My name is Susan Steward. And I'm here to see Mr. Mark.

Rec: I see you have an eleven-thirty appointment.

S: I'm a little early.

Rec: Please have a seat. I'll call him. He may be able to see you now. (*She speaks into the phone.*) Susan Steward is here to see you... Fine. I'll send her in. (*She hangs up the phone.*) He'll see you now. His office is the first floor on the left.

S: Thank you. (*at the door of Mr. Mark's office*) Hello, It's me.

M: Come in. Come in, Susan. It's good to see you again. Please sit down.

S: I'm glad you have time to see me.

M: For you, I always have time. What can I do for you?

S: Well, I have a marvellous idea. I want you to hear it.

hang up the phone 挂电话

marvellous 极好的

### **But are you Mr. Carter?**

Sec: Good morning, sir. May I help you?

C: Good morning, I have an appointment with Mr. George at 10:00.

Sec: Excuse me, sir. But are you Mr. Carter of International

Trading Company?

C: Yes. That's right.

Sec: I'm sorry, Mr. Carter. Mr. George is on his way to the office. He just called and asked you to wait a minute.

C: Well, I'll wait.

Sec: Would you like something to drink, Mr. Carter? Coffee or tea?

C: Thank you. Coffee, please.

Sec: Here you are, Mr. Carter. This is the cream and this is the sugar. If there's anything else you'd like, please don't hesitate to tell me.

C: Thank you very much.

International Trading Company 国际贸易公司

on one's way 在...路上 prefer 更喜欢 cream 奶油  
sugar 糖 hesitate 犹豫

### He'll be with you shortly

R: Good morning. My name's Richard Steward. I'm here to see Mr. Carlson.

Sec: Please sit down, Mr. Steward. Mr. Carlson will be with you shortly.

R: Thank you.

Sec: (*answers the phone*) Yes, Mr. Carlson. (*to R*) He is ready for you, Mr. Steward.

R: Thank you. In there?

Sec: Yes. In there. Good luck.

## Key Sentences

1. Can I help you? 您有何贵干?(我能为您效劳吗?)
2. I've come to see Mr. White. 我来见怀特先生。  
May I see Mr. White? 我可以见怀特先生吗?
3. Have you got an appointment?  
Have you an appointment? 您有预约吗?
4. I've got an appointment with Mr. White.  
I have an appointment with Mr. White.  
我和怀特先生有预约。
5. He's expecting me. 他在等我。
6. Mr. Fischer is here to see you, sir.  
费歇尔先生在这要求见您。
7. Mr. Carlson will be with you shortly.  
凯尔森先生一会儿就见您。
8. He is ready for you, Mr. Steward.  
他可以见您了,斯图先生。
9. Not for any particular time, but he's expecting me this morning. 没有特定时间,不过他今天上午在等我。
10. I see you have an eleven-thirty appointment.  
我知道您预订 11:30 和他见面。
11. I'm sorry, Mr. Carter. Mr. George is on his way to the office. He just called and asked you to wait a minute.  
对不起,卡特先生。乔治先生正在来办公室的路上,他刚才还打来电话让您稍等片刻。

### Cultural Note:

给人对咖啡时应根据对方的口味。所以要问上一句:“How would you like your coffee made?”或“Black or regular?”(black

指不加糖和奶,regular 则加糖和奶)。

## Part 2 At the Reception

*(In this part, you'll see how the receptionist receives visitors without appointments.)*

### That's rather difficult

Rec: Good morning. Can I help you?

X: Good morning. May I see Mr. Evens, please?

Rec: I'm very sorry, but he's in the middle of a conference.

X: Oh, I see. Could I possibly see him later then?

Rec: That's rather difficult, I'm afraid. He usually goes to lunch quite early. How about Monday morning? Would that be convenient?

X: No, I'm afraid not! Can't I see him sooner? It's very urgent.

Rec: I'll check. Please take a seat.

X: Do you mind if I smoke?

Rec: Please do. There's an ash-tray (over there). How about Friday at nine-thirty?

X: That's no good. Would it be possible for me to leave a message?

Rec: Certainly.

conference 会议

convenient 方便

check 检查

take a seat 请坐

ash-tray 烟缸

urgent 紧急的

leave a message 留言

### See if he could meet you right now

Sec: Good morning, sir. May I help you?

D: Hello. Can I see Mr. Richard now?

Sec: Have you already made an appointment, sir?

D: No. I'm afraid not. But I have got something urgent to discuss with him.

Sec: May I ask your name, please, sir?

D: David Johnson of World Trading Company.

Sec: Can I ask what you wish to see him about, Mr. Johnson?

D: Well, I've found a problem in the contract he asked me to examine the day before yesterday.

Sec: I see. Would you please have a seat and wait for a moment, Mr. Johnson? Mr. Richard is occupied at the moment. But I'll tell him you are here and see if he can meet you right now.

D: Thank you.

Sec: (*returns*) Mr. Johnson, please go right in. Mr. Richard is in his office now.

D: Thank you.

World Trading Company	世界贸易公司
contract	合同
examine	检查
right now	目前, 现在
occupied	正忙着

### I've just come here on business

B: Good afternoon. I'd like to see your manager, Mr. Addition, please.



Sec: Good afternoon. Have you got an appointment?  
B: No. I'm afraid not. I've just come here on business.  
Sec: Sorry, Mr. Addition is very busy. I'm afraid he won't be able to meet you today.  
B: What time do you think I could see him?  
Sec: Let me see. He's free between 8:30 and 9:00 tomorrow morning. Would that be convenient?  
B: Yes, I can make it at 8:30. Thanks a lot.  
Sec: Your name, please?  
B: Bob Smith.

on business    出差                      convenient    方便的
--

### **I'll just take a few minutes of his time**

Sec: Good morning, sir. Can I help you?  
W: Yes, I'd like to see Mr. Richard, please.  
Sec: Do you have an appointment, sir?  
W: No, I don't. But I'll take just a few minutes of his time.  
Sec: Can I have your name, please?  
W: My name is William Wang. And here is my card.  
Sec: I'm sorry, Mr. Wang, Mr. Richard is busy at the moment. Can I ask what you wish to see him about?  
W: I'd prefer to explain the matter to him myself.  
Sec: I'm sorry, Mr. Wang. I'm told to get that information from every visitor.  
W: All right. I'd like to see Mr. Richard about a new product our company has developed.  
Sec: What kind of product, Mr. Wang?