



教你说 接待外宾英语

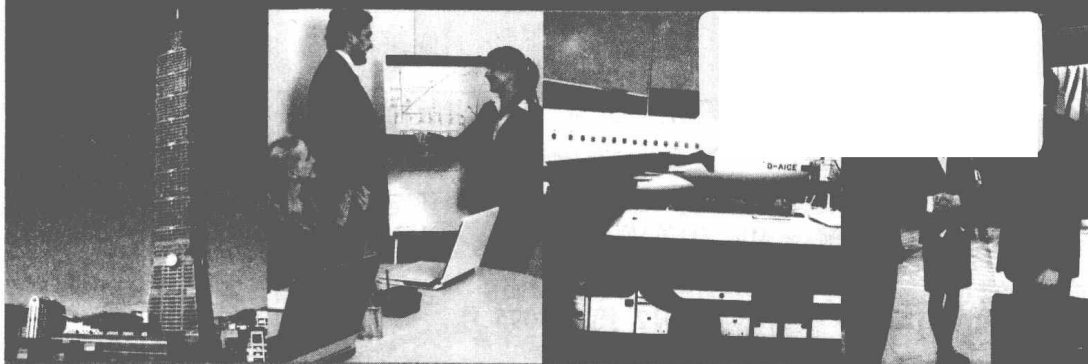
Everything You Need to Know about Receiving Guests

赖世雄 著

本书广含接待各层面外宾所需的实用句型及对话范例。

无论是国际商务专员还是导游，只要一书在手，绝对让你万无一失，使命必达！

- 13类 常见接待情境
- 38篇 拟真范例对话
- 220句 句型替换练习
- 300句 地道英语换句话讲
- 640句 接待外宾英语实用例句



接待外宾英语

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教你说 接待外宾英语 书序

在全球化与日俱增的时代，国际贸易日益普及，公司企业常需要接待来自国外的生意伙伴，此时具备英语知识的员工往往就能获得上司的青睐，接下这份任务。从机场接机到安排住宿，从接送宾客到参与宴会、会议等，过程中都需要运用到生活及商业兼备的英语知识。习惯填鸭式教育的中国学生进入社会后反而最欠缺这类用语，因此本着服务广大读者的心态，以最严谨的态度编写此书，设计 13 类主要情境、38 篇高频对话、220 个常用例句，目的就是要使读者能轻松掌握接待外宾的用语，在接待过程中除让宾主尽欢之外还为公司带来更大的商机。

本书特色

本书依据国人在职场上的需求，针对常见情境进行编撰。全书共 13 章 38 个单元。每章节都是接待外宾必备主题：“安排旅游计划”、“在机场迎接宾客”、“外出玩乐的夜晚”、“谈论新业务”、“举行正式商务会议”、“带宾客进行参观”、“讨论合约”、“陪同宾客进行城市之旅”、“娱乐活动”、“为宾客翻译”、“饮食”、“处理突发状况”、“总结旅程”。

本书八大结构



“实用例句”：

整理该主题情境高频例句，让读者轻松掌握正确说法。



“情境对话”：

依主要情境发展范例对话，让你轻松打开话匣子，彼此有聊不完的话题。



“实用单词短语”：

将对话中所有单词短语一一列举用法，让你不再一知半解。



“你也可以这么说”：

网罗学校没教的地道英文口语，让你说英语说得跟老外一样棒。



“实用句替换练习”：

句型替换，让你的用字遣辞更加多元活泼。



“文化补给站”：

剖析中西方商业人士文化相异处，有助于读者熟悉不同文化，以避免彼此不必要的尴尬。



“小试身手”：

根据该主题设计托业练习题，让你在考场上对此主题不再感到陌生。



“实用小补帖”：

精美照片图解补充常见词汇，让你轻松学习无负担。

杨志华

Preface

Having a foreign guest visit can be at the same time both exciting and frightening. It may be exciting because you have the chance to meet someone new and share your culture, but it can be frightening because you might not be sure if your English is good enough. Don't worry; you've chosen a book that will help you before and during your guest's visit.

Design of the Book

This publication features a total of 13 units based on activities common to receiving foreign guests. The book begins with planning the trip with the client and ends with leaving him or her at the airport at the end of the trip. It also covers everything that usually happens while the guest is here, even emergencies and problems translating.

Units begin with a short paragraph that introduces the topic and other key points. Then, there's a list of useful expressions, some to help you know what to say as the host and others to prepare you for what your guest might say. Most units have a series of three dialogues that walk you through the entire event. For example, Chapter 7 is about contracts. In the first dialogue, the speakers discuss the terms of the contract. In the second dialogue, they discuss changes to be made to the contract, and in the third dialogue, they sign the contract. Each dialogue is followed by a list of key vocabulary and phrases used by the speaker. Besides this, there are variation drills and substitution drills after each dialogue. The variation drills provide different expressions that mean the same thing, while the substitution drills offer useful sentence patterns to help you communicate important ideas effectively. There are numerous helpful sample sentences and language notes to assist in comprehension. Finally, units end with a paragraph about Western culture.

In addition to being a handy guide, this book is also a great TOEIC® test preparation resource. The TOEIC® test often contains conversations and short talks about travel, business, and small talk. We've made sure to cover these topics in the book. If you are studying for the test, you'll benefit from this book's mini practice tests, one in each unit.

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Chapter 1

Making Travel Plans 安排旅游计划



Unit 1 ④ Flight and Hotel Information 班机及饭店资讯

Unit 2 ④ Negotiating Travel Plans 协商旅游计划

Unit 3 ④ Confirming the Schedule 确认日程表

“ International business means handling overseas clients. From the moment plans begin, you will need to communicate with your guests on their travel arrangements, possibly even helping them make reservations or book tickets for travel or events. The image you project over the phone and through e-mail serves as a preliminary first impression. You want to make your guests feel they are in good hands before they even make the trip. The language in this unit will prepare you to do just that.

国际贸易意味着要接待来自海外的客户。从计划开始的那一刻起，你将需要与来宾针对旅行安排事宜进行沟通，甚至有可能要帮他们订位，或是为旅行或活动的目的而订票。你通过电话及电子邮件所建立的形象会被顾客当成对你的初步第一印象，甚至在他们踏上旅程之前，你就会想让来宾感觉受到妥善照顾。本单元的语言学习将能让你学到这些东西。

1. 确认接机事宜
2. 谈论饭店住宿事宜
3. 感谢对方提供协助



Useful Expressions 实用例句

01-01

Said by the Host (主人会说的话)

有关班机资讯或抵达时间相关用语:

- ▶ When is your flight? / Which airline are you flying on? / What is your flight number? 你的班机是在什么时候? / 你要搭乘哪家航空? / 你搭乘的航班号是什么?
- ▶ What is your arrival time? / What is your departure time? / When are you expected to arrive? 你几点抵达? / 你的飞机几点起飞? / 你预计何时抵达?
- ▶ Is your flight a direct flight or do you have to transfer somewhere? 你的班机是直飞的还是你得转机到其他地方?

有关饭店资讯的相关用语:

- ▶ Have you booked a hotel room yet? / Have you made a reservation for a room yet? 你订饭店房间了吗?
- ▶ Do you have any personal preference as to which hotel you would like to stay at? 有关想住哪间饭店, 你有什么个人偏好吗?
- ▶ The hotel is overbooked. You might need to consider another one. 那家饭店被订满了。你可能需要考虑另一家。



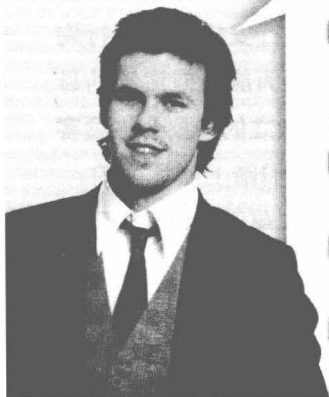
Said by the Guest (客人会说的话)

有关班机资讯的相关用语:

- ▶ I'm flying in on Tuesday. 我会在星期二搭乘班机抵达。
- ▶ My expected arrival time is 6:30 tomorrow morning. 我预计抵达时间是明早六点半。
- ▶ I'm scheduled to arrive in Taipei at five thirty, May 2. 我预计在 5 月 2 日五点半抵达台北。

有关饭店资讯的相关用语:

- ▶ Can you give me some advice on which hotel I should stay at? 有关我应该住哪家饭店, 你可以给我一些建议吗?
- ▶ Does the hotel room have access to the Internet? 那家饭店房间能上网吗?
- ▶ How much does the hotel charge for a single room per night? 那家饭店每晚单人房要价多少?





Dialogue 情境对话

01-02

Rich = R, Sara = S



R: Hi, Sara. I'm just calling to let you know my flight information. Someone will be there to **pick me up**¹, won't they?

瑞奇: 莎拉, 你好。我来电只是要告诉你我的航班资讯。有人会来机场接我, 对不对?



S: They sure will, Rich. Once you give me the details, I'll call the taxi service and **schedule**² a pick-up. Someone will be waiting for you at the **baggage claim**³ with a sign with your name on it.

莎拉: 肯定会有, 瑞奇。一旦您将细节资讯告诉我, 我就会致电计程车服务, 并安排接机。有人会在行李领取处等您, 他手上会拿着标示您名字的告示牌。



R: Oh, fantastic. Thanks so much!

瑞奇: 喔, 太棒了。真感谢你!



S: Don't mention it. So, when is your flight?

莎拉: 不客气。那么, 您的班机是什么时候?



R: I'm flying in on Tuesday, September 5 on Delta Flight 681, which arrives at 1:47 p.m. Also, I still haven't booked a hotel room yet, so I was hoping you could suggest one. Something in the **mid-price range**⁴ would be fine.

瑞奇: 我会在 9 月 5 日星期二的时候飞抵, 我搭乘达美航空 681 班次, 抵达时间为下午 1 点 47 分。另外, 我还没订饭店, 所以我希望你能建议一间饭店。在中等价位的饭店就可以了。



S: You could try the Sultan Hotel. It's quite comfortable and pretty **affordable**⁵.

莎拉: 您可以试试苏丹饭店。那儿很舒适且价格实惠。



R: Do you know if it's close to the convention center?

瑞奇: 你知道那间饭店离会议中心近不近?



S: I'm not quite sure. I'll have to **get back to**⁶ you about that. If it isn't, then I'll try to find a better place. Is there anything else?

莎拉: 我不太确定。这件事我得再回复您。如果那间饭店离会议中心不近的话, 我会设法找一间更合适的。还有其他事吗?



R: Yes, one more thing: Do you think I'll **have trouble**⁷ getting through customs with my samples?

瑞奇: 对了, 还有一件事: 你认为我带这些样品过海关会遇上麻烦吗?



S: I can't imagine that you'd have any problems. We travel all the time and I can't recall having any problems with customs.

莎拉: 我想不出来您会遇到什么问题。我们一天到晚在旅行, 我不记得在海关遇到过什么问题。



R: OK. Great. I really appreciate it.

瑞奇: 好的。太棒了。我很感激。



1. **pick sb up** 开车接某人

例: I'll pick you up at five.
(我 5 点钟来接你。)

2. **schedule** [ˈskɛdʒul] vt. 预定

be scheduled to V 预定要从事……

= be expected to V

be scheduled for + 时间

预定在某时间

例: The meeting is scheduled for Friday morning.

(那场会议预定在星期五早上举行。)

My flight is scheduled to arrive in Los Angeles on November 2.

(我的班机预定在 11 月 2 日抵达洛杉矶。)

3. **the baggage claim** 行李领取处

a baggage claim tag 行李标签

* baggage [ˈbæɡɪdʒ] n. 行李

(= luggage [ˈlʌɡɪdʒ], 集合名词, 不可数)

a piece of baggage / luggage

一件行李

some baggage / luggage

一些行李

4. **a price range** 价格范围

5. **affordable** [əˈfɔːdəbl̩] a. 可负担得起的

afford [əˈfɔːd] vt. 负担得起

can / cannot afford to V

可以 / 无法负担得起……

例: I cannot afford to buy a new car at the moment.

(我此刻买不起新车。)

6. **get back to sb** 回复某人

例: I'll get back to you as soon as possible.

(我会尽快回复你。)

7. **have trouble V-ing**

从事……有困难

= have difficulty V-ing

= have a hard time V-ing

例: John has trouble concentrating on his studies.

(约翰很难专心学业。)



**Variations** 你也可以这么说

01-03

④ 要感谢他人，你可以说：

I really appreciate your help. (我真感谢你的帮助。)

I'm grateful / thankful to you for your timely help. (我感谢你及时的帮助。)

Thanks so much. (非常感谢你。)

④ 要回应他人感谢，你可以说：

You're welcome. (别客气。)

No problem. (区区小事，不足挂齿。)

Don't mention it. (别客气。)

**Substitutions** 实用句替换练习

01-04

④ 针对要住哪间饭店可以用以下句子建议外国宾客：

You could try the Sultan Hotel. (你可以试试苏丹饭店看看。)

Why don't you try the Sultan Hotel? (你何不试试苏丹饭店呢？)

I suggest you try the Sultan Hotel. (我建议你试试苏丹饭店。)

How about trying the Sultan Hotel? (试试苏丹饭店，如何？)

Have you thought about trying the Sultan Hotel? (你想到过试试苏丹饭店吗？)

Shouldn't you try the Sultan Hotel? (你何不试试苏丹饭店看看？)

You ought to try the Sultan Hotel. (你应试试苏丹饭店。)

Your best bet is to try the Sultan Hotel. (你最好的办法就是试试苏丹饭店看看。)

④ 惯用语补充：

the / sb's best bet 最好的办法

例：If you want to get around the city fast, the subway is your best bet.

(如果你想快点逛逛那座城市，乘地铁是你最好的办法。)

1. 安排商务旅行行程
2. 学习针对某行程进行改期的说法

Unit 2



Negotiating Travel Plans 协商旅游计划



Useful Expressions 实用例句

01-05

Said by the Host (主人会说的话)

告知既定行程:

- ▶ We have the convention to attend from Wednesday to Saturday.
我们从星期三到星期六都有会议要参加。
- ▶ The business show will last for a week. 商展将持续一星期。

询问意见:

- ▶ What do you have in mind?
你心里有什么想法?
- ▶ What's your say on this?
对这件事你的看法是什么?
- ▶ What else do you want to request?
你还想请求什么其他的事?

将行程纳入行程表中:

- ▶ I'll set that up for you.
我会替你安排那件事。
- ▶ I'll put that on the schedule.
我会把那件事安排到行程表上。
- ▶ Let's schedule that in for, say, Wednesday the 13th.
咱们把那件事安排在, 比如说, 13 号星期三吧。



Said by the Guest (客人会说的话)

询问行程:

- ▶ I wanted to ask you about the schedule. 我想向你询问关于行程表的事。
- ▶ What does the schedule look like? 行程表的规划大概如何?

提议行程:

- ▶ Would it be possible to have a tour of the factory facilities?
是否可以参观工厂设施?
- ▶ Perhaps we could take a look at the factory.
也许我们可以看一下厂房。
- ▶ I'd like to find some time to see the factory.
我想找些时间去看看那家工厂。

赞同某人意见:

- ▶ That works for me.
那对我来说行得通。
- ▶ That's a good idea.
那是个不错的主意。
- ▶ That sounds great. 那听起来不赖。





Dialogue 情境对话

01-06

Rich = R, Sara = S



R: Hello, it's me again. I wanted to ask you about the schedule. The **itinerary**¹ you sent earlier was a little **vague**².

瑞奇: 你好, 又是我啦。我想向你询问关于行程表的事。你稍早寄给我的旅游行程不太明确。



S: Oh, right. We have the convention to attend from Wednesday to Saturday. After that, we have time to do other things. What do you **have in mind**³?

莎拉: 喔, 对啊。我们从星期三到星期六都有会议要参加。之后, 我们会有空档做其他事。您心里有什么想法?



R: Would it be possible to have a tour of the factory **facilities**⁴? I'd like to find some time to see the factory and get a **comprehensive**⁵ tour of the **production line**⁶. I'm thinking maybe we should do that on the following Monday.

瑞奇: 是否可以参观工厂设施? 我想找时间去看看工厂, 并彻底参观生产线。我在想也许我们该把这件事排在接下来的周一进行。



S: Definitely. I'll **set that up**⁷ for you. It might also be a good idea, too, to have a meeting with the department **heads**⁸ **sometime**⁹ after that.

莎拉: 当然。我会为您安排此事。在那之后, 找个时间和各部门主管开个会也许是个不错的想法。



R: That works for me. Let's schedule that in for, say, Wednesday the 13th.

瑞奇: 那对我来说行得通。咱们就把那件事安排在, 比如说, 13号星期三吧。



S: Can we do that on Tuesday the 12th? A few of our executives are flying out on Wednesday for a conference in Germany, so I **doubt**¹⁰ they'll be coming to work that day.

莎拉: 我们可以排在 12 号星期二吗? 我们一些主管星期三要飞往德国参加会议, 所以我不敢肯定他们那天是否会来上班。



R: Umm, sure. Actually, that works better for me since I'll have more time to do **some sightseeing**¹¹.

瑞奇: 嗯, 当然好啊。事实上, 那对我来说也比较恰当, 因为我将有更多时间去观光。



S: Wonderful. I'll send you an **updated**¹² itinerary with all the **details**¹³.

莎拉: 太棒了。我会寄给您更新的旅游行程, 内附所有细节。