

· 上 外 — 朗 文 商 务 英 语 会 话 系 列 ·

Business Telephoning 电话英语技巧



Linda Pelham

Ruth Phillips



上海外语教育出版社



上海外语音像出版社



LONGMAN 朗文

上海——商务印书馆出版

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TIPS FOR USERS (致读者)

- 在使用本书时请不要试图去学会每一个单词，而只要去学那些你所需要的词语。一天要学会十个以上的单词或词语是不太可能的。
- 将你希望从每一课学会的单词记在纸上并录在磁带上。
- 记忆词汇的一个好方法是将英语单词遮住，只看旁边的汉语释义，努力回忆英语单词的拼法和发音。
- 将改写成适合你自己情况的语句记在纸上并录在磁带上。
- 你可以在家里或用随身听来听这盘适合你自己情况的录音带。
- 你会发现你能听懂的要比你说的多得多。听的能力总比说的能力强。因此，虽然你可能听懂所有的语句，但是你应该对你想说的语句有所选择，不要过分的要求自己。

打电话时要注意以下几点：

- 话说得尽量简明扼要。
- 在一开始就说明你打电话的原因。
- 说话要尽量有礼貌，要使用正确的语域。

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UNIT 1

Beginning a call

打电话的开场白





VOCABULARY (词汇)



CONTACTING SOMEONE (与某人联系)

- | | | |
|---|----------------------------------|-------------|
| 1 | call (someone) | 打电话 (给某人) |
| | ring (someone) | |
| | phone (someone) | |
| 2 | get hold of (someone) | 找到 (某人) |
| 3 | speak to (someone) | 与 (某人) 通话 |
| 4 | discuss something with (someone) | 与 (某人) 讨论某事 |
| 5 | put someone through to (someone) | 把某人的电话接到... |

NOT AVAILABLE (不能接电话)

- | | | | | | |
|---|---------------------|---------|----|----------------------|-------|
| 1 | busy | 忙 | 6 | in a meeting | 正在开会 |
| 2 | not available | 不能接电话 | 7 | out at lunch | 外出吃午餐 |
| 3 | not here/free | 不在 / 有事 | 8 | on holiday | 休假 |
| 4 | not at his/her desk | 不在办公室 | 9 | on sick leave | 请病假 |
| 5 | on another line | 在接另一个电话 | 10 | has left for the day | 下班了 |

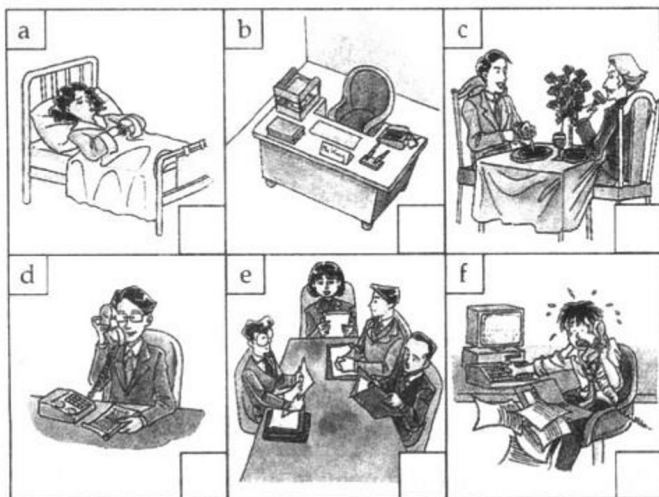
CLARIFICATION (讲清楚)

- | | | |
|---|-----------------------------------|--------|
| 1 | understand | 明白 |
| 2 | repeat | 重复 |
| 3 | catch something (a word, an idea) | 听清楚：明白 |
| 4 | say something again | 再说一次 |



EXERCISE 1

Match the pictures with the sentences you hear on the tape. (将录音中听到的句子与以下图画一一对应。)



EXERCISE 2

(I) There are three expressions meaning 'to contact someone'.
These all use the verb 'get'.

(有三个意为“与某人联系”的词句。它们都用动词“get”。)

Listen to the tape and complete the expressions you hear. (根据所听录音完成听到的词句。)

- Get th _____ to Ms Li.
- Get h _____ o _____ Miss Wang.
- Get in t _____ w _____ Mr Chen.

(II) There are several ways of asking someone to say something again.

(有几种请别人再说一次的方法。)

Listen to the tape and fill in the blanks.

(根据所听录音填空。)

- Can you _____ that _____?
- I'm sorry, I didn't _____ that.
- Pardon? Could you _____ the number?



USEFUL PHRASES (常用词语)

GREETINGS (问候语)

- 1 **Good morning./Hello./Hi there!**
早安。/ 你好。/ 喂。

INTRODUCTIONS (开场白)

- 2 **Hello. This is Mr Wang speaking.**
喂，我是王先生。
This is Mrs Li. I'm calling from Yong An Ltd.
我是李太太。从永安股份有限公司打来的。
Hi. This is Michael.
喂，我是 Michael。

SAYING WHO YOU WANT (说你要谁听电话)

- 3 **Would it be possible for you to put me through to Mr Li?**
请你把我的电话接到李先生那里，行吗？
Could you put me through to Mr Li?
请你把我的电话接到李先生那里。
I wonder if I could speak to Mr Li?/May I speak to Mr Li?
我能与李先生通话吗？

I'd like to speak to John, please.

我想与 John 说话。

John, please.

请叫 John 听电话。

Is John there?

John 在吗？

NOT AVAILABLE (不能接电话)

- 4 **Oh, I see. Thanks anyway.**
噢，我明白。谢谢你。

* The phrases are listed in order of formality, starting with the most formal.
(所有语句都按说话的正式程度排列，以最正式的开始。)

Good morning. Chen and Associates.

早安。这里是 Chen and Associates。

Hello. Chen and Associates.

你好。这里是 Chen and Associates。

Hello, Mr Wang. Who would you like to speak to?

你好，王先生。你找哪一位？

Hello, Mrs Li.

你好，李太太。

Hi, Michael.

喂，Michael。

I'll just find out for you, sir/madam.

我给你看看他在不在。

Certainly. Just putting you through.

好的，现在就给你接。

Of course. Just a minute, please.

好的，请等一会儿。

Hold on a moment, please.

请别挂断。

Okay, just a moment.

好的，稍等。

Sure, hold on.

行，别挂断。

Unfortunately, Mr Wang is in a meeting.

对不起，王先生正在开会。

I can't seem to find him.

我好像找不到他。

You're welcome.

别客气。



EXERCISE 3

Listen and fill in the blanks. (根据所听录音填空。)

A: Good morning. Joyful Corp.

B: Good morning. _____ Mr Li _____.
I'm _____ Hitashi Co in Japan.

A: How can I _____ you?

B: I'm trying to get _____ Mr Wang. Is he
_____?

A: _____ for you, sir. ... Hello, are you
_____ there? _____, Mr Wang
is not available at the _____. Would you like me to
put you _____ Mr Tan?

B: Yes, please. That's very _____ of you.

A: You're welcome.



EXERCISE 4

Match the two halves of these phrases and then put them into the correct order as you hear them. (将以下词语的两部分一一对应，然后根据你在录音中听到的顺序把它们连贯起来。)

Modern Company.

Good morning •

Good •

Would you like me to •

This is Mr Li •

I'm trying to •

Unfortunately, •

I'm calling •

Is he •

You're •

Yes, please. That's •

Hello, are you •

I'll just •

•available?

•Can I help you?

•morning.

•put you through to Mr Tan?

•here.

•find out for you, sir.

•very kind of you.

•welcome.

•from Hitashi in Japan.

•still there?

•he's not available at the
moment.

•get hold of Mr Wang.



CONVERSATIONS (会话)

ASKING FOR SOMEONE (找某人)

Formal (正式)

- 1 **Good morning. This is Mr Wang speaking, from Tai Koo Investment Company. I wonder if I could speak to Miss Lin?**

By all means, sir. I'll just put you through. (Pause)
Hello? Are you still there?

早安，我是 Tai Koo Investment Company 的王先生。
我想找林小姐。

好的，王先生。我马上给你接。（稍后）喂，你没挂断吧？

Yes, I'm still here.

Unfortunately, Miss Lin is not available at the moment.
没有，我听着呢。

很对不起，林小姐现在不能接电话。

Informal (非正式)

- 2 **Hi. Mick here. Is Tom there?**

If you'll just hold on a minute, I'll see if he's here. (Pause)
Hello. Are you still there?

喂，我是 Mike。Tom 在吗？

请等一会儿，我去看看。（稍后）喂，你还听着吗？

Yes.

Tom's just popped out for a minute. Can you call back?

Sure. Bye.

是呀。

Tom 刚出去。你过一会儿再打来吧。

好的，再见。

Standard (标准)

- 3 **Hello. It's Mrs Lin here. I'm calling from Lucky Card Company in Seoul. Could you put me through to Mr Li, please?**

Of course. Just a minute, please. (Pause) I'm afraid Larry's away on business this week. Would you like me to put you through to Mr Wang?

喂，我是林太太，我从汉城的 Lucky Card Company 打电话来。请给我接李先生。

好，请等一会儿。（稍后）这个星期 Larry 出差了。我给你接王先生好吗？

I'm sorry, I didn't quite catch the name.

Mr Wang. He's Larry's assistant.

对不起，我没听清楚你说的名字。

王先生，他是 Larry 的助手。

Oh, yes. That would be very helpful.

啊，好的。

Standard (标准)

- 4 **Hello. I'm trying to get hold of Miss Tan. Is she free?**

I'll just find out for you. May I ask who's calling?

喂，我想找谭小姐，她在吗？

让我去看看。请问你是哪一位？

It's Dorothy Li here.

Just a minute, Miss Li. (Pause) I'm sorry but Miss Tan is on another line at the moment. Shall I put you through to Miss Chen?

我是 Dorothy Li。

请稍等一下，李小姐。（稍后）对不起，谭小姐现在正在听电话。我给你接陈小姐好吗？

No. It's okay. Thanks anyway.

不必了，谢谢。

COMMON ERRORS (常见错误)

1 Afraid

x I afraid he isn't here right now.

√ I'm *afraid* he isn't here right now.

Afraid 不是动词，而是形容词，必须与动词 to be 连用。

2 'Back' and 'in'

x Sorry, she's not back yet.

√ Sorry, she's not *in* yet.

如果所说的人那天到过办公室，后来又出去了，才可以用第一句；如果那人今天还没有到达办公室，只能用第二句。

3 On another line

x He's in another line.

√ He's *on* another line.

Telephone 前用的介词总是 on。例：He's *on* the telephone.

4 Gone to lunch

x I'm sorry, she goes to lunch.

√ I'm sorry, she's *gone* to lunch.

Goes 的时态用错了。一般现在时用于表达日常事务。例：

She goes to lunch at 12:30 every day。

TELEPHONE TIPS (打电话指南)

REGISTER (语域)

(See Glossary p. 109)

打电话时使用的语言有不同的正式程度。一般情况，语句越长越客气或越正式。反过来，越短就越显得随便和非正式。

要求说话正式的程度是由三件事决定的：

1. Who are you in relation to who you are speaking to?
(你与对方是什么关系)
 - subordinate? (下级)
 - boss? (老板)
 - colleague? (同事)
 - adult/child? (成人/小孩)
2. Who are you talking to? (对方是谁)
 - subordinate? (下级)
 - boss? (老板)
 - colleague? (同事)
 - adult/child? (成人/小孩)
3. What are you requesting or talking about?
(你要求什么或谈论什么)
 - a difficult/delicate topic? (一个困难的/微妙的话题)
 - an everyday or common idea? (日常的或常说的话题)
 - a big favour? (帮大忙)

如果我们要提出要求或征得允许，一般很注意所使用的语言的语域。



EXERCISE 5

Classify the phrases you hear into **formal** (1) and **informal** (2). (将听到的词语分为正式[1]和非正式[2]。)

a)

☐

c)

☐

e)

☐

b)

☐

d)

☐

f)

☐

UNIT 2

Waiting and calling back

等候与回电

