

ENGLISH 口语**突破**书系

A HANDBOOK OF ENGLISH E
CONVERSATION FOR THE COMMERC




辞典版

商务英语会话手册

台湾雄峰出版社授权大陆独家出版

- ◆ 商务英语会话
- ◆ 餐饮服务业英语会话
- ◆ 女性上班族英语会话



 世界图书出版公司

英语口语突破书系·辞典版

商务英语会话手册

A Handbook of English
Conversation for the Commerce

胡润生 编译

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出版者的话

千年之交,人类已经迈入了完全有别于工业时代的信息时代。假如说世界是个大舞台,那么这个舞台将会以全球主义为背景,知识和信息走向它的中央,扮演了主角。语言作为知识和信息的载体将成为最为重要的道具,而英语作为“全球普通话”无疑是其中最为流行的一种。英语以经济与技术开路,成为绝对强势语言,它呼啸而至,不管你是否愿意,都要对你进行无情的“格式化”,否则你将会被排斥在世界之外。中国加入 WTO 已成定局,将进一步融入经济全球化的浪潮中,英语在交流中的作用将日益明显,英语的学习普及已成为目前各阶层人士的迫切需要。

是的,许多人都学过英语,还有更多的人正在学英语,然而只有极低比例的人在用英语,这说明在英语教学与英语应用之间还存在着距离。基本的英语知识是重要的,但它只有转化成具体的语言,才会起到交流的作用,达到交流的目的,否则就是“死”英语。我们迫切需要的,便是能将这种“死”英语转化为“活”英语的“软件”。我们要献给广大读者的“英语口语突破书系”便是完成这种转化的最好的“软件”之一。

“英语口语突破书系”是地道的规范的实用的

美式英语,共分为“辞典版”与“音带版”两个系列。“辞典版”共8种9册,“音带版”共35种,二者皆以具体的适用环境为分类原则,涵盖了英语交流的各个方面,如商务、餐饮、旅游、求诊等等。“辞典版”便于读者查阅,“音带版”便于读者学习。“英语口语突破书系”的特点有三:其一是完全自助式口语,可自我提高,无师自通;其二是完全功能型口语,可营造逼真的语言环境,注重实际效果;其三是完全效率型口语,书中语句皆具有一定的典型性,容易举一反三,触类旁通。相信这套书可为你扫清英语交流中的一切障碍。

“英语口语突破书系”(“辞典版”与“音带版”)出版在即,我们以迫切的心情等待着读者对它的评价。

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2000年8月

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商业英语会话

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一、电话英语会话

1. Answering Phone Calls

回电话

◆ Getting Phone Calls

接电话

A: Hello. This is ABC Inc. B: Yes, I'd like to speak to
May I help you? 喂, 这 your sales manager,
是 ABC 公司, 我能为你效 please. 是的, 我想请贵公
劳吗? 司的业务经理讲话。

A: May I have your name, B: Yes. My name is Jerome
please? 请问你尊姓大 Dudlley 是的, 耶鲁美·杜
名? 特利。

(1) I can't hear you very well. Please speak a little louder.
我听不清楚你讲话, 请大声一点。

(2) Please speak a little more slowly. 请再说慢一点。

3

◆ When the Person Cannot Answer the Phone

无法接听电话

A: I'm sorry, he's on another line at the moment. B: Well, then I'll call again
对不起, 他正在接听别的电 in a little while. 好的,
话。 那么我稍后再打来。

(1) I'm afraid he's in a meeting now. 我恐怕他现在正在开会。

(2) She has someone with her right now. 她现在正有客人。

- (3) I'm sorry. He's not at his desk. 对不起,他不在座位上。
 (4) I'm sorry, but he's out of the office now. 对不起,但他现在不在办公室。
 (5) She's not here now, but she should be back by 3:00. 她现在不在这,但她会在3点钟回来。
 (6) I'm sorry, but he's gone home for the day. 对不起,他已回家了。
 (7) She's out of town on a business trip. She will be back next Monday. 她因公出城旅行,她会在下星期一回来。

◆Connecting Phone Calls

转接电话

- B: Could you give me the international division? 请给我接国际组好吗?
 A: Hold on a minute, please. 请你稍等。

- (1) I'll connect you. 我就替你转。
 (2) I'll put you through to Mr. Chen. 我就替你接到陈先生。
 (3) I'll get him for you. 我就为你转接。

◆When You Are Speaking

当你说话时

- (1) This is Mr. Chen. 我是陈先生。
 (2) Speaking. 请说。
 (3) This is he. 就是他。

◆Asking the Caller to Call Again

要求对方再打来

- (1) Could you call back in 30 minutes? 请你在30分钟后再打来好吗?

(2) Would you call again tomorrow morning? 请你明天上午再打来好吗?

(3) Would you mind calling back in the afternoon? 下午再打来你介意吗?

◆ Notifying the Caller of a Wrong Number

告知对方打错号码

(1) I'm afraid you have the wrong number. 我恐怕你打错号码了。

(2) You must have dialed the wrong number. 你一定打错号码了。

2. Taking a Message

留口信

◆ Taking a Message

留口信

A: I'm afraid she's tied up at the moment. Shall I take a message? 我恐怕她现在无法分身, 你可以留口信吗?
B: No, thank you. I'll call again. 不, 谢谢你, 我会再打来。

(1) He's in a meeting right now. Is there any message? 他现在正在开会, 有话要留吗?

(2) Would you like to leave a message? 请你留个口信好吗?

(3) Would you like me to tell her anything? 你要我转告她一些事吗?

(4) I'll tell him that you called. 我会告诉他你曾来电话。

◆ Asking for Spelling of the Person's Name

要求拼名字

A: Could you spell your name, please? 请把你名字拼音一下好吗?
B: It's J-E-R-O-M-E D-U-D-L-E-Y. 是 J-E-R-O-M-E, D-U-D-L-E-Y。

- (1) How do you spell your name, please? 请问你的名字怎样拼音呢?
- (2) Could you please tell me how your name is spelled? 请你告诉我你的名字怎样拼好吗?

◆ Asking for Phone and Fax Numbers

要求给电话和传真号码

- (1) I'll have her call you. May I have your phone number? 我会要她打电话给你, 请问你的电话号码?
- (2) I'll try to contact him. Does he know your number? 我会设法联络他, 他知道你的号码吗?
- (3) I'll have him fax you. What's your fax number? 我会叫他传真给你, 你的传真号码是几号?

◆ Having a Person Return Communication

要人回复电话

- (1) I'll have him call you when he's available. 他在的时候我就叫他打电话给你。
- (2) Shall I have her call you as soon as she's back? 她一回来我就叫她打电话给你好吗?
- (3) I'll tell him to fax you as soon as possible. 我尽快要他传真给你。
- (4) If it's urgent, you can call his cellular phone. 如果有急事, 你可以打他的移动电话。

- (5) He carries a pager, so I can have him call you back. 他带有呼叫机,所以我可以叫他回电话。
- (6) I'll have Mr. Chen e-mail you the information. 我将这资料让你用电子邮件传送给陈先生。

3. Making Phone Calls 打电话

◆ Asking for the Person

找人听电话

A: May I speak to Mr. Green? 请格林先生讲话好吗?
B: I'm sorry, he's in a meeting at the moment. 对不起,他目前正在开会。

A: All right. I'll call back in an hour or so. 好的,我一个小时后再打。
B: He never seems to be in the office. How do I get in touch with him? 他好像不在办公室,我怎样和他联络呢?

B: Let me give you the number of his cellular phone. 让我把他的移动电话号码给你。

- (1) May I have extension 123, please? 请接 123 号分机好吗?
- (2) Would you please connect me with the Sales Department? 请你替我接业务部好吗?

◆ Asking to Be Called Back

要求回电话

A: Would you ask him to call
B: Yes. Let me confirm your

me back? 请你告诉他
回我电话好吗?

name and phone number.
是的,让我确认一下你的名
字和电话号码。

A: I'll be going out, but he
can get me through my
cellular phone. 我就要
出去,但他可以通过行动电
话找到我。

B: All right, then, would
you give me the number?
好的,那么,请你给我号码
好吗?

- (1) Please tell her to call me at work. 请你告诉她打电话去
我工作的地方。
- (2) I'll be in my office if he'd like to get hold of me. 如果
他想跟我联络,我会在办公室的。
- (3) Please have him fax me when he gets in. 他进来时,请
他传真给我。

◆ Asking How to Contact a Person

询问联络方法

- (1) Does Mr. Smith carry a pager? 史密斯先生带有传呼机
吗?
- (2) Does Miss Jones have a cellular phone? 琼斯小姐有移
动电话吗?
- (3) What is the number of his cellular phone? 他的移动电
话号码是多少呢?
- (4) Is there a phone in his car? 他车上有电话吗?
- (5) Would you let me know his Internet address? 请你把
他的互联网的网址告诉我好吗?

◆ Leaving a Message

留口信

A: May I talk to Mr. Chen? B: I'm sorry, he is not in the

我想请陈先生讲话好吗?

office right now. 对不起,他现在不在办公室内。

A: Please tell him to schedule the meeting for next Thursday at 4:00 p.m.
请告诉他安排下星期四下午4点的会议。

- (1) Would you mind taking a message for me? 你介意为我留个口信吗?
- (2) Could you take a message? 请你留口信好吗?
- (3) Please tell him I called. 请告诉他我来过电话。
- (4) I'd like to leave a message. 我想留个口信。
- (5) Tell him the meeting tomorrow has been canceled. 告诉他明天会议已取消了。
- (6) Did Miss Jones receive my fax? 琼斯小姐接到了我的传真吗?
- (7) I will leave a message on her voice mail, then. 那么我就把留言放在她的语音网络吧。

◆ Making an appointment

预约

A: I'd like an appointment very soon. How about Thursday tomorrow?
我希望很快预约,明天星期四怎样?

B: I'm afraid I have another appointment at that time. How about Friday afternoon instead? 我恐怕那时我另有预约,星期五下午怎样呢?

- (1) I'd like to have an appointment with Mr. Brown to discuss our overseas sales promotions. 我想跟布朗先生预约讨论一下我们海外促销业务。

◆Apologizing for Misdialing

为拨错号抱歉

A: May I speak to Mr. Ruth Smith? 我想请鲁瑟·史密斯先生讲话好吗?
B: There's no one here by that name. 这里没有人叫那个名字。

A: I'm sorry, I must have dialed the wrong number. 对不起,我一定拨错号码了。

(1) I'm sorry to have troubled you. I've got the wrong number. 对不起打扰你了,我打错号码了。

(2) Sorry, I've dialed the wrong number. 抱歉,我拨错号码了。

4. Conducting Business

商务处理

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◆Answering an Inquiry

答复询问

B: Do you have any FED-H5 copiers in stock? 你们还有 FED...H5 型复印机吗?
A: Yes, we do. How many of them would you like? 是的,我们有,你们要多少呢?

B: Can you deliver two HL-120 color printers? 你交送两台 HL-120 彩色印刷机好吗?
A: I'm afraid they are out of stock at the moment. 我恐怕目前无存货。

- (1) We expect the product to come in next week. 我们希望产品下周运到。
- (2) We have at least 100 in the warehouse. 我们库房尚有至少 100 台。
- (3) I'm afraid we no longer manufacture that model. 我恐怕这种型号我们不再制造了。
- (4) The model you are inquiring about will be on sale starting next week. 你询问的型号大概下周开始销售。

◆ Receiving Orders

接受订购

- B: I'd like to order the HD99 color monitor. 我要订购 HD99 型彩色监听器。
- A: I'll call the warehouse to see if there are any in stock. 我就打电话到仓库看是否还有库存。

- (1) May I take your order? 我可以接受你的订购吗?
- (2) Please tell me the item number if you know it. 如果你知道请告诉我型号。
- (3) How many of the items do you want to order? 你想要订购多少货品呢?
- (4) Please give me your name, address and telephone number. 请把你的姓名、地址和电话号码告诉我。
- (5) Shall I send it to you by overnight delivery service? 要我第二天就发货给你们吗?
- (6) Let me repeat your order for confirmation. 让我重复确认你的订单。

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◆ Responding to the Delay of Shipment

答复迟运货品的原因

- B: The merchandise we ordered two weeks ago has
- A: I'm sorry. I'll check it out immediately. 对不