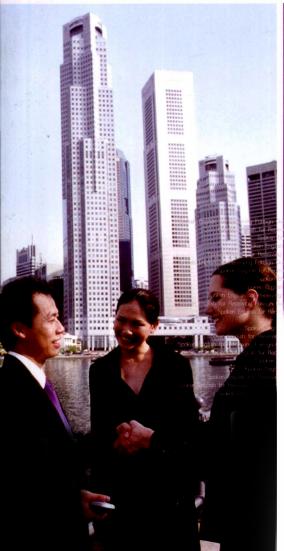
实用商务英语系列

主编 肖文萍



Spoken English for Receiving Foreign Guests

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实用外事接待英语口语

Spoken English for Receiving Foreign Guests

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前 言

《实用外事接待英语口语》是基于一定口语基础的专业英语口语教材,主要针对大专院校中级水平的学生所编写,也可供广大在职的外事工作人员或有些英语基础、有志做涉外工作的自学者使用。

全书分为十六单元,包括企事业单位对外交往中所涉及的各个基本环节,例如接机、人住饭店、宴会、打电话、拜会、技术交流、参观、购物、紧急情况处理、签署协议、送机等,以及在涉外接待中常去游览的北京名胜古迹的介绍,其中包括天坛、故宫、颐和园、十三陵、长城、鸟巢和什刹海等。每课有三段对话,在长度和难度上逐渐加强,形成阶梯;内容也是由浅入深,单词量由小到大。每课后附有注解单词表、与本课有关的阅读材料、有关礼仪常识、注意事项及练习。练习包括关键句型练习、补全对话、情景对话和汉译英练习。课后附着并立及附录。附录四的内容为"学会介绍你的家乡",包括了上海、南京、广东、国家中国等和党政策地的介绍,弥补了课文内容中景点介绍部分仅为北京地区的局限性。通知比较常可能会国各地使用。本书还配有课件,请参见书后赠送课件说明。

本书与其他同类书籍相比有以下四本特点。

- 1. 此书不同于《饭店英语》。《饭店英语》。《饭店英语》 此 并发的内容是饭店如何为客人服务。 而此书"入住饭店"一章讲的是如何帮助客人更好地享受饭店服务。它着眼于接待单位的外事人员。
- 2. 此书不同于各类版本的旅游用书。旅游用书或是用大篇文章介绍,或是一名导游为大团组旅游者做完整的讲述。本书旅游章节的特点是:一名外事工作人员陪同外宾游览,介绍以对话形式出现,培养学生既能听懂别人问题又能准确回答,对外宾的感叹、赞扬学会如何应对,本书更适合厂、矿、公司及各级机关单位的外事接待人员使用。
- 3. 此书不同于专业院校的其他口语教材。那些口语教材涉及内容较广、难度较高,适于学习时间较充裕的语言专业的在校学生。本教材则更适于有一定英语水平,但口语较差又有意在短期内提高实用口语水平的人员。
- 4. 此书不同于现在市面上流行的英语教材。那些教材教学生在国外生活的实用语言和习惯,对于那些有意出国学习和工作的学习者是很有帮助的。而本书的内容旨在教在国内做外事工作时常用的语言和工作技巧,因此它更适合有志在国内涉足外事工作的人学习。

本书内容具体实用、语言精练易掌握,适合非英语专业又有一定英语水平的人使用,进一步提高他们的口语水平和工作技巧。此书也可用做高校英语专业和成人英语培训的中级口语教材。

外事活动的主要内容就是向外国人介绍我们中国的文化、社会变化以及经济的发展外事活动的内容是随着社会的发展而变化的,虽然中国的文化是它的根、是它的魂,但是文化也是动态的。我们在向所招待的客人介绍名胜古迹时就会发现,即便是古迹也随着经济的发展在不断的修复当中。社会变化更是日新月异,二十世纪九十年代流行的一些如"下岗"等一类的词汇已被境外旅游等所代替。经济和科技的发展使得外宾不会再找国际长途电话给家里报平安,而是要问当地电话卡的费用和国际漫游服务费用哪一个费用更合算的问题了。为了让学生们学到更符合现代社会经济和科技发展的外事接待工作的新理念、新方法、新知识和新的语言表达,本教材在这些内容上进行了重大改革:

- 1. 在第一课课文中的第三部分,原本有一段对机场高速路的介绍。介绍的内容是:这条高速路是为了满足进一步改革开放的需要修建的。现改为:为了满足进一步改革开放的需要于1993年修建了这条高速公路,为了迎接2008年奥运会于2006年进行了重修。此外,增加了一段对机场轻轨的介绍。这样就更新了内容,扩充了这方面的词汇和正确的英语表达方式,有助于学生在外事接待工作中灵活运用。
- 2. 在人住饭店一课中的第三部分增加了更具现代气息的使用手机的相关用语和知识,例如发短信息、使用语音信箱、购买当地 SIM 卡,申请全球通服务、谈论各种费用优惠等等。通过学习,学生要能自如地使用正确的英语表达和外宾进行相关题目的沟通。
- 3. 增加了关于参观奥运场馆和什刹海保护区的一个单元。近年来,许多到北京旅游的外宾,在游览了北京五大名胜古迹和旅游景点之后,都会提出看看老北京风貌的要求。什刹海周边的胡同游和四合院参观迎接着来自五湖四海的宾客。本课内容的安排是先参观奥运场馆,然后直接去游胡同、看四合院,充分体现北京是一个集传统文化和现代科技为一体的国际大都市。此外本书还利用游览胡同时所看到的奥运标语、健身器材和英语学习来展示北京人是如何迎接奥运会的。

此次教材的改版主要体现了内容的时代性。这也是这门课程的主要特点和要求。通过对内容的更新,使学生学到更加实用的内容、相关的英文表达方式、与进一步改革开放相适应的外事接待的工作理念以及新时代中国人对外交往的礼仪和风范。这有助于为新时代的外事工作培养出更多工作上手快、能力强、具有时代风貌的外事工作接待人员,从而为国家的经济发展做出贡献。

编著者 2010 年 5 月

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Lesson 1

At the Airport





After finishing this lesson, you should be able to:

- ✓ Understand the important role of meeting foreign guests at the airport;
- √ Have a good command of language expressions in meeting foreign guests at the airport;
- ✓ Say and do the right things at the right time in the right place ;
- ✓ Know how to deal with the different cases in meeting foreign guests at the airport;



Miss Li is a foreign affair officer at the Oriental Group. Today she is assigned to meet Mr. Hubert, the marketing manager of Smart Company in the United States, who comes to China and seeks the sole agent in Asia.

Preparations

In order to do a good job in receiving foreign guests, you should do the following preparations before you go to the airport:

- 1. Go to the website of the airport from which the guest or the guests are leaving fior information of the flight.
- 2. Go to the website of the airport at your end to confirm if the flight will arrive on time just before you set off to the airport.
- 3. Get a car and inform the people involved.
- 4. Be sure to prepare a signboard and put the names of the guests you are going to meet and the name of their company so as to avoid meeting the wrong people having the same names.

Situational Dialogues



Li: You must be Mr. Hubert from the United States?

Hubert: Yes. That's right. I am James Hubert. You are...

Li: My name is Li Ping. I'm from the Oriental Group. Our company has assigned me to be your host here in Beijing.

Hubert: How do you do, Miss Li? I'm really glad to meet you here. And thank you for coming to the airport to meet me.

Li: It's my pleasure to be here to welcome you.



Hubert: Oh, thank you very much! And now where are we heading?

Li: We are going to the City Hotel. Is your luggage all here, Mr. Hubert? The car is just out there in the parking lot.

Hubert: Yes. Let's go.

Part 2. On the Way to the Parking Lot

Li: How was your flight, Mr. Hubert?

Hubert: Fine. I got on the plane at New York and it took me about 12 hours to get here. But it was a smooth flight.

Li: That was really long in the airplane, wasn't it? I hope you'll feel rested after a night of good sleep.

Hubert: Oh, what a nice day!

Li: Yes, it couldn't be nicer. Whenever a lucky man comes, we'll have good weather.

Hubert: Thank you. Now it's about 10 o'clock, right?

Li: Yes, it should be 9 o'clock in the evening in New York, I think. Do you think you need a good sleep to overcome the jet lag?

Hubert: No, no problem for me. I can start to work immediately.

Li: That's fine. Here we are, Mr. Hubert. This is our car.

Hubert: Oh, a Benz! It's a good car. I like it.

Li: Please, Mr. Hubert.

Hubert: Oh, always ladies first.

Part 3. On the Way to the Hotel

Li: Mr. Hubert, I guess you may have difficulties in making out our Chinese names, so I'd like to give you my name card.

Hubert: That's true. Thanks. Here is my card.

Li: Thank you. Is this your first time in China?

Hubert: Yes, but I've heard a lot about it. It is said to be a great and mysterious country with a lot of interesting things and people.

Li: Oh, I'm very glad to hear that. In that case, I'd better take this opportunity of driving through the city to tell you something about Beijing, the capital of China, and later I'll try to find time to tell you more about China. OK?

实用外事接待英语口语

Hubert: OK. Good idea.

Li: Now, let's start from the airport we are leaving. It is called Beijing Capital International Airport which is located northeast of the city. It's about 35 kilometers away from the city center. The highway we are driving on was built in 1993 to meet the needs of further reform and opening-up, and was rebuilt in 2006 for the 2008 Olympic Games.

Hubert: Yes, I've heard that Beijing has changed a lot these years resulting from the policy of reform and opening-up, especially since the successful bid for and holding the 2008 Olympic Games. Is that the airport express train?

Li: Yes. That's right. The construction of the airport express train was a key project for the 2008 Beijing Olympic Games. It was completed in April 2008 and its trial operations began in July of the same year. The rail's highest speed is 110 kilometers per hour, bringing the journey from Dongzhimen to the airport within 20 minutes.

Hubert: What is the total length of this line?

Li: The track runs 28.1 kilometers from Dongzhimen, on the northeast corner of the second ring road which circles the downtown area, to the Beijing Capital International Airport in northeast Beijing.

Hubert: So, now Beijing is a real combination of traditional culture and modern technology.

Li: You are right. Beijing is a very old city as you have read. Its history covers over 3000 years.

Hubert: It seems that you know a lot about the city. And your English is really good.

Li: Thank you for your comment. And I really think it's good for foreigners to know something about the city they are visiting. Here we are at the hotel, Mr. Hubert.

Hubert: Oh. Good. Thank you very much for your explanation. I really enjoyed it.

Another Situation

(Meeting an old friend and his partner from Germany.)

Mr. Schoemann: Hello, Mr. Wang! It's good to see you again. And you, Miss Li.

Mr. Wang: Nice to see you, Mr. Schoemann.

Miss Li: I'm really pleased to see you.

Mr. Schoemann: I'd like you to meet my partner, Mr. Gueter.

Mr. Wang: Welcome to China.

Miss Li : Very pleased to meet you, Mr....

Mr. Gueter: Gueter.

Miss Li: I'm sorry, Mr. Gueter. Sometimes I have difficulty in pronouncing foreign

names.

Mr. Gueter: It doesn't matter. Sometimes I suffer from the same problem, too. It's

quite common.



USA the United States of America 美国的缩写 The Oriental Group 东方集团 airport express train 机场快线

Supplementary Readings



Brief Introduction of Beijing

There has been a settlement on its site for over 3,000 years. In the llth century B. C., it was the capital of the small kingdom of Yan and afterwards it served as capital for the Yuan, Ming and Qing dynasties down to the 20th century. Beijing has retained a lot of the color of old Chinese life. And much of this can be seen amid the new construction of the modern capital. The present city, including the 16,800 square kilometers capital district, has a population of over 13 million. The Second Ring Road, a 23-km expressway, with over a dozen cloverleaf intersections, runs on the former site of the old city wall.

Beijing has many places of historic interest and scenic beauty. The famous places are the Forbidden City, the Temple of Heaven, the Great Wall, the Ming Tombs and the Summer Palace.

Cultural Tips:

When we meet someone for the first time on formal occasions, we should address him or her by the last name or surname with Mr. or Ms. before it. You may call him or her by the first name when he or she says: You may call me Remember, never

◆ 6 实用外事接待英语口语

use "Mr.", "Ms.", "Mrs." or "Miss" with his or her first name. For example, the name of the person you are going to meet is called James Hubert. You can just call him Mr. Hubert, not Mr. James. You can call him James if he asks you to do so.

Usually a lady feels better when being called "Ms." instead of "Mrs." or "Miss" because this is a neutral form of addressing both married and single women. It is the best choice if you do not know the marital status of the woman you are talking with.

And of course you may ask people how they would like to be called and to tell what you would like them to call you. This will make introductions easier and get you a closer relationship with guests.

相关礼仪常识和注意事项

- 1. 衣冠整洁、庄重,举止大方,语言清晰。
- 2. 初次见面握手时,如对方为女士,应看女士是否主动。
- 3. 男士应主动帮客人拉行李。如客人有意拒绝,不要强求。
- 4. 机场嘈杂、拥挤,不是久谈之地,不要向客人提过多的问题。

Words & Expressions:

- 1. James Hubert 詹姆斯·休伯特(人名)
- 2. assign v. 指派;送派
- 3. head v. 朝着某个方向走
- 4. packing lot 停车场
- 5. oriental a. 东方的
- 6. jet lag(time difference) 时差
- 7. mysterious a. 神秘的
- 8. make out 弄清
- 9. heard of 听说
- 10. reform and opening-up 改革开放
- 11. policy n. (尤指政府、政党、公司等)的方针、政策
- 12. read of 读过
- 13. settlement n. 定居的人群
- 14. comment n. 评论

EXERCISES

Complete the following sentences with the verbs as underlined in the given sentences.
Drill 1. You must be Mr. Hubert from the Untied States?
Substitute the underlined parts with the following:
1. You Mr Wang from Oriental Trade Company?
2. She the person we are waiting for.
3. They the students of Beijing Foreign Studies University.
4. We in a wrong place.
Drill 2. Our company has assigned me to be your host here in Beijing.
Substitute the underlined parts with the following:
1. The party him to work in the enemy occupied area.
2. The company them to rescue a wreck.
3. I a person to look into the matter.
4. Our country a fleet to visit these countries.
Drill 3. It took me 12 hours to get here.
Substitute the underlined parts with the following:
1 him 1 hour and a half to get home.
2 us 5 days to complete the work.
3 children 120 minutes to finish the exam.
4 the company 2 years to recover from the loss.
Drill 4. You may have difficulties in making out our Chinese name.
Substitute the under lined parts with the following:
1. You learning English.
2. Children controlling themselves.
3. He managing the company.
4. They dealing with teenagers.
I. Complete the dialogue.
F: Hello, Mr. Hu, I'm very glad to see you again.
C:
F: I'm fine. And thank you very much for meeting me here in the airport.
C:

F: Yes, you're right. Shall we go now?

C:

F: Oh, thank you very much. You just help me with this and I manage the big one. It's very heavy.

C:

F: Oh, Yes. It's raining.

C:

F: Oh, really? It's really very kind of you to say so.

C:

III. Make up a dialogue in pairs for meeting foreign guests at the airport with at least five English sentences for a role.

IV. Translate the following sentences into English.

- 1. 您是美国来的琼斯先生吧? 我是东方贸易公司的刘芳。
- 2. 我想您是否先休息一下,以克服时差带来的不适。
- 3. 您可能不太容易搞清我们中国人的名字。因此我想送您一张我的名片。
- 4. 我想借着我们驱车穿过城市的机会给您介绍一下北京。
- 5. 我听说由于改革开放,北京这几年的变化很大。

Reading for Fun



A Man Went to the Bahamas for Vacation. He didn't really shave on the trip, so he looked kind of suspicious to begin with.

After passing through the metal detector, the guy went up to one of his friends and said "They didn't find anything".

A security guard brought the man into a room for questioning, and later, a full body search.

Lesson 2

At the Hotel





After finishing this lesson, you should be able to:

- ✓ Understand the procedure of helping the foreign guests to check in at the hotel;
- ✓ Have a good command of language expressions in helping the foreign guests to check
 in:
- ✓ Say and do the right things at the right time in the right place;
- ✓ Introduce the services and facilities of the hotel;
- ✓ Solve possible problems in the hotel.

Miss Li and Mr. Hubert have arrived at the hotel from the airport. They are going to check in.

Preparations

In order to do a good job in receiving foreign guests, you should do the following preparations before you take the guest to the hotel:

- 1. Book a room in the hotel.
- 2. Get a clear idea of the overall situation of the hotels in your city.
- 3. Get to know the situation of the hotel you are going to check in, including its star class, services and facilities, lunch and dinner time, etc.
- 4. Have program ready before you get to the hotel, so that you can set the time to meet next time with the guest before you say goodbye to each other.

Situational Dialogues

Part 1. Check-in at Reception

Hubert: Oh, it's a nice hotel.

Li: Yes, it is considered one of the best in Beijing. There are more than fifteen five star hotels like this in Beijing.

Hubert: Is this hotel a joint venture business?

Li: No, it was completely funded by Chinese. Excuse me, Mr. Hubert, I think we have to go through the registration procedure first at the reception desk.

Receptionist: Can I help you, Sir?

Li: Yes, I booked a standard room for Mr. James Hubert under the name Li Ping.

Hubert: Yes, Miss Li reserved a room for me, and I'd like to check in now.

Receptionist: (Checking over on the computer.)

