

BUSINESS ENGLISH

Talking On The Telephone In English

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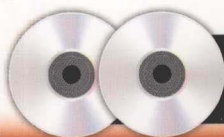
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商务电话 英语听力

入门版



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von Anneli Jefferson (德) 著

听力练习+口语模仿=两全其美
业务介绍+语法讲解+例句扩展=一举三得

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经典句型加巩固练习，

全方位提高电话交流能力

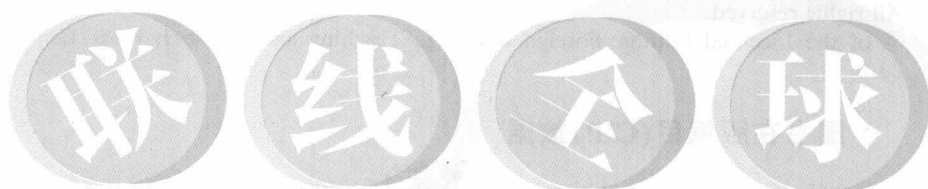


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FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS

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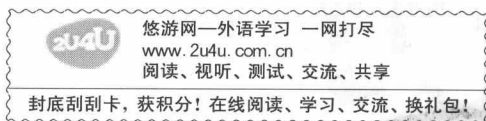
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内容简介

在商务交往中，使用简洁正确的英语进行电话交流是商务人士必备的能力之一。商务电话交流不同于一般的电话聊天，有其独特的措词和礼仪。本书作为商务电话英语听力的入门级手册，涉及了商务交往中的一些常见事务，如留言、预约、订购、投诉等等，帮助读者进行一般的商务电话交流。

本书共有12个单元，分别围绕12个常见的商务电话活动展开。每单元不仅为读者提供地道的商务会话进行听力练习，还随时讲解一些常用的语法知识，并提供大量实用的扩展词汇和常用语句，全方位地帮助读者提高商务电话交流的能力。词汇表还为书中带星号的单词或短语提供释义，为读者扫除生词障碍。

本书配有2张收录全文的CD。朗读者既有发音纯正的外籍专家，也有略带口音的各国人士。丰富的语音材料有利于读者感受最真实的语言环境。前6个单元的录音在第1张CD上，其余的在第2张。每一节录音前面都有编号，读者可以根据这些编号轻松准确地找到相应的录音。这些录音不仅可以用来反复聆听提高听力，也适合跟读模仿练习口语。



**Dear listeners,
大家好,**

We're going to introduce you to the basics of telephoning. You will hear a variety* of dialogues*, people with different accents* coming from different countries talking on the phone to each other. They won't always be easy to understand, but after you've listened to the phone conversations* a few times and have done the exercises*, you will be more confident* next time you pick up* the phone.

So let's begin!

本书将会介绍打电话的基本用语。你将听到各种各样的对话，听到不同国家的人带着不同的口音在电话上交谈。有些对话不容易听懂，但听过几次并进行练习后，下次接电话时你一定会更加自信。

我们开始吧！

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问候, 电话基本用语, 数字与电话号码, 职位描述, be
动词



Getting Connected 接通电话

Introducing yourself, receiving a call, connecting someone, expressions of regret and agreement, present simple, present continuous
介绍自己, 接听电话, 联系某人, 表示遗憾和同意, 一般
现在时, 现在进行时



Leaving a Message 留言

Leaving a message, the telephone alphabet, countries and nationalities, simple future
进行留言, 电话字母表, 国家与国籍, 一般将来时



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时间短语, 销售词汇, 连接词, 介词



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Avoiding and clarifying misunderstandings, signalling understanding, booking accommodation, adjectives and adverbs

避免和澄清误会，加强理解，预订住处，形容词和副词



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结束通话，道谢，现在完成时



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时间（星期/月），进行预约和取消预约，道歉用语，各种会议



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不同付款方式，预订和购物词汇



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投诉, 道歉, 一般过去时



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Unit 1



Introduction

介绍



Vocabulary 词汇



1/2

First we'll start off* with some very basic telephoning vocabulary*. Please repeat* the words and expressions*.

我们首先来学习一些打电话的基本词汇。请跟读这些单词和短语。

phone	电话
receiver*	(电话) 听筒
to dial*	拨 (电话号码)
to ring*	打电话
to answer the phone*	接电话
to take notes*	记笔记
hash key*	井号键
star key*	星号键

Let's practise* some ways to greet* someone on the phone.
Repeat the phrases*.

我们练习一下打电话时的问候语。跟读这些语句。

Good morning!	早上好!
Hello!	喂!
Good afternoon!	下午好!
Good evening!	晚上好!
How are you?	你好吗?



Listening Practice 听力练习



1/3

Now you are going to hear a very short telephone conversation.
Listen carefully.

现在你将听到一段很简短的电话交谈。仔细听。

Sara: Good afternoon, this is Sara East at McCormack Advertising* speaking*. How may I help you?

下午好,我是McCormack广告公司的Sara East。您需要什么服务吗?

Eduardo: Hello, my name is Eduardo Alvarez. I am the technical director* at Edwardson Pharmaceuticals*. Can I speak to Mr Conrad, please?

你好,我叫Eduardo Alvarez,是Edwardson制药厂的技术总监。请让Conrad先生接电话好吗?

Sara: Of course*. Just a minute, please.

当然。请稍等。



Speaking Practice 口语练习



1/4

Now you try it. Listen to Sara pick up the phone. Respond* to her question* and say who you are and that you would like to speak to Mr Conrad. Then listen to how Eduardo





responds.

现在你来试一下。听Sara接通电话，回答她的问题，说出你的名字并告诉她你想和Conrad先生通话。然后听Eduardo如何回答。

Sara: Good afternoon, this is Sara East at McCormack Advertising speaking. How may I help you?

Eduardo: Hello, my name is Eduardo Alvarez. I am the technical director at Edwardson Pharmaceuticals. Can I speak to Mr Conrad, please?

Sara: Of course. Just a minute, please.



1/5

What do you say when you answer the telephone? Generally* it's a good idea to say your company* name, your department* and your personal name. The order* can be changed a bit. Listen and repeat the following sentences*. You can add* your own information.

接电话时你要说什么呢？通常情况下，你最好说出你的公司名称、所在部门名称和你的名字。顺序可以稍有变化。听并重复下面的句子。你可以加入自己的信息。

McCormack Advertising, Customer Service Desk*, Sara East speaking.

我是McCormack广告公司客户服务台的Sara East。

Hi, I am Sara East. I am the customer service representative* at McCormack Advertising.

您好，我叫Sara East，是McCormack广告公司的客户服务代表。

Sara East, McCormack Advertising. How can I help you?

Sara East, McCormack 广告公司. 您需要什么服务吗?

If you want to call* someone it could sound* like this. Listen and repeat these phrases.

如果你想给某人打电话，可以这么说。听并重复这些语句。

Hello, my name is Sara East. I work for McCormack Advertising.

您好，我叫Sara East，是McCormack广告公司的工作人员。

Good morning, this is Sara East, calling on behalf of* McCormack Advertising.

早上好，我是Sara East，代表McCormack广告公司给您打电话。



Grammar 语法



1/6

In these sentences you use* a form* of **to be**:

在下面的句子中，你会用到be动词的（适当）形式。

My name **IS** Sara East.

I **AM** Sara East.

Listen to the sentences and add the correct form of **to be**.

听下面的句子并用be动词的正确形式填空。

- This _____ Miranda Sawyer speaking.

This is Miranda Sawyer speaking.





- How you?
How are you?
- They sitting in the office*.
They are sitting in the office.
- I in a meeting*.
I am in a meeting.



Vocabulary 词汇



1/7

Now we are going to practise the numbers. Listen and repeat.
现在我们来练习一下数字。听并重复。

one	一
two	二
three	三
four	四
five	五
six	六
seven	七
eight	八
nine	九

1/8

Practise the following telephone numbers*. In the USA, the numbers are usually said individually*.

练习下面的电话号码。在美国，人们通常将数字一个个地读出来。

- 672-3345
- 501-6643
- 0049-711-9968145
- 0221-3119875
- 212-548-2983

1/9

Listen and repeat the job descriptions*.

听并重复下面的职位描述。

chief executive officer*/CEO

首席执行官

legal advisor*

法律顾问

sales manager*

销售经理

human resources manager*

人力资源部经理

head of information technology*

信息技术主管

project manager*

项目经理

production manager*

生产经理

personal assistant*

私人助理





1/10

In the following exercise you will hear a job description or a company department at the beginning of each sentence. Please listen to the sentence and then repeat it.

在下面的练习中，你将在每一句的句首听到职位描述或公司部门名称。听并重复这些句子。

- **IT department**—Can I speak to someone from the _____ please?
Can I speak to someone from the IT department* please?
- **sales manager**—Can I speak to the _____ please?
Can I speak to the sales manager please?
- **personal assistant**—Can you please give me the number of Mr Jones' _____?
Can you please give me the number of Mr Jones' personal assistant?
- **CEO**—My name is Tina Johnson. I am the _____ of Barnets Ltd.
My name is Tina Johnson. I am the CEO of Barnets Ltd.
- **human resources department**—Constance Kilroy, JPK Communications _____ speaking. How may I help you?
Constance Kilroy, JPK Communications human resources department speaking. How may I help you?
- **legal advisor**—Hi, this is Jim Sandersen. I am the _____ at JPK Communications.
Hi, this is Jim Sandersen. I am the legal advisor at JPK Communications.

Unit 2



Getting Connected 接通电话