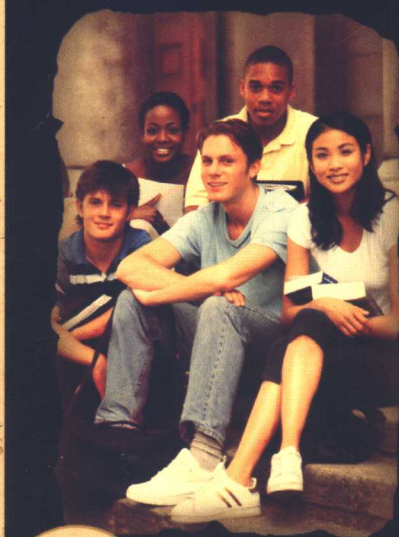


如何与老外有效交流

美国日常礼仪



George Y. Tang 著

Americans' Courtesies



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前言

如果不是嫌太长,这本书的全名应该是普通美国人日常生活中的习惯、礼貌、礼仪和礼节。本书的目的是帮助刚到美国的,或者是准备到美国来的中国人了解美国人日常生活中的礼节,以便有得体的行为,免除不必要的误解。

它的内容大致分为三个部分。第一部分是初到美国。从美国人的微笑谈起,讲到怎样与人见面、怎样表示感谢和道歉、怎样称呼美国人、怎样聊天等。第二部分是开始在美国生活以后会碰到的事情,比如访友、送礼和受礼、进餐馆、上餐桌、赴宴会的礼节等。第三部分是一些深层次的问题,比如男女之间的礼节、打电话和开车的礼节、怎样表达情绪,以及有关外观仪容、清洁卫生、咳嗽打喷嚏、探望病人时要注意的问题。最后还谈到如何防止和处理性骚扰。本书内容可以说是包罗万象。但是,由于美国是一个大国,各地区差别很大,而且美国的年轻人和老一代在观念和做法上相去甚远,加上笔者的所见所闻非常有限,书中内容实难做到面面俱到。本书的落脚点是美国 50 岁上下的中产阶级。这些人大多受过良好的教育,行事为人仍然有规有矩。他们目前是美国社会的主流和中坚。他们的行为正在让一代失落的年轻人反省。

为了方便读者阅读和使用,本书采用教材的形式编排。全书共分 20 课。每一课的课文后面有中文翻译和注释、生词和词组解释。有一些讨论题供同学们在课堂上用英语讨论。每一课还有练习题。书末还有各课生词和词组的总汇以及练习题的答案。全书内容可以在 40 个学时内完成。

本书适合有中级英语程度的读者使用。可以用作高等院校的英语选修课教材,也可以用来美国前补习英语的教材或参考书,还可以用作了解美国人生活习惯和礼节的参考书。

George Y. Tang

2005 年于美国加州 San Jose

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Lesson 1 Smile

To most Chinese arriving the USA, the first impression is the smile. Most Americans smile easily at people when we meet. People use smiles to make others feel welcome. We smile to **include** new people in a group. We smile to show we are pleased.

A smile is a reward. Teachers put little “smiling face” stickers on young students’ good papers. People put smiling faces in their letters to show friendly feelings. smiling face posters are popular. If you own a store, or if you want to sell things to Americans, learn to smile easily. It’s good for business.

In general, healthy children smile very easily. Adults smile less. Women smile more than men. Americans in some areas of the country (outside of big cities) smile at **total strangers** as they pass on the street. In big cities, Americans smile at the people we see often. We smile at neighbors and people who work in the banks, post offices, or the stores where we shop. It’s not always safe to smile at strangers. You don’t know who they are and whether they are dangerous. Women may feel safe to smile at other women and children. They’ll be more careful not to smile at strange men.

Does everyone smile “in the same language”? Most Americans think so. Americans feel that we can **communicate** with smiles. We feel that a smile can cross any **language barrier**. If someone

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doesn't smile back, Americans wonder: Is the person angry? Is he too busy? Do people from this person's culture hate Americans? Is this person dangerous?

But, what a surprise! Smiles are not the same in every culture. A smile can cause **misunderstandings**. People from some areas in China smile only at people they know. People from that area may think that a smiling person wants to become friends. They are confused when an American smiles but does not become friendlier.

Japanese people smile for the same reasons as Americans do. But they also smile when they are **embarrassed**. They may smile when they are in pain. Americans may not understand this at all.

Americans generally look sad when we feel sad. But people in some other cultures hide their sad feelings. They smile, instead. They don't want to make others feel bad. Americans may not understand this either. We may think that a smiling person is glad when a sad thing has happened.

Americans spend a lot of money for dentists to straighten their children's teeth. One reason is so we will have "good smiles." In some other cultures, people cover their teeth when they smile.

There is a song that has been around for a long time:

When you're smiling,

When you're smiling,

The whole world smiles with you.

Smiling is also good for your health! You don't have to wait until you are happy to smile. Smile and you'll soon be happy. The muscles that make you smile also control **glands** in your cheeks. These glands produce a natural chemical that makes you feel good.

Enjoy smiling. Enjoy other people's smiles. But remember that an American smile may not mean the same thing it means in your culture.

参考译文和注释



对于大多数刚到美国的中国人来说,最深刻的第一印象大概就是微笑。大多数美国人见到人的时候都会笑一笑。美国人用微笑来表示欢迎,用微笑来表示接纳,也用微笑来表示愉悦。

微笑是一种奖赏。老师会在小学生做得好的作业上贴一个“笑脸”表示鼓励。人们在信上画一个“笑脸”表示友好。我们常常可以看到带“笑脸”的招贴画。如果你开一家商店,或者想把东西卖给美国人,那就要学会常常微笑。这对你做生意有好处。

总的说来,健康的孩子很容易笑,成年人就笑得少一点。而女人比男人笑得多。在美国一些远离大城市的乡村地区,人们会对路上碰到的陌生人微笑。而在大城市里,人们只对经常见到的人微笑。他们对邻居微笑,对在银行、邮局和经常买东西的商店里工作的人微笑。对陌生人微笑并不安全。你不知道他们是谁。不知道他们是不是很危险。女人觉得对女人和孩子微笑比较安全。她们比较小心不要轻易对陌生男人微笑。

是不是每个人的微笑都表达同样的意思呢?大多数美国人是这样认为的。美国人认为可以用微笑来沟通,微笑可以穿越任何语言障碍。如果美国人对一个人微笑,而他却不笑,美国人就会想:这个人是不是生气了?他是不是太忙?从这个文化背景来的人是不是仇恨美国人?这个人是不是很危险?

然而,使美国人出乎意料的是,微笑在不同的文化中竟然表达不同的意思。微笑会引起误会!从中国一些地区来的人只对他们认识的人微笑。从这些地区来的人认为对他们笑的人是想和他们交朋友。当他们看到美国人对他们微笑却并没有变得更友好一点,他们被搞糊涂了。

日本人的微笑除了有和美国人一样的意思以外,他们在尴尬的时候也会微笑。他们在痛的时候也会微笑。对此美国人完全不能理解。

通常美国人感到悲伤的时候看起来也悲伤。但是,在其他文化中的人会用微笑来掩盖他们的悲伤。他们不希望别人为他们悲伤。对此美国人也不能理解,会觉得这个人碰到悲伤的事情却很高兴。

美国人花费很多钱请牙医矫正孩子们的牙齿。原因之一是为了有漂亮的微笑。在有些文化中,人们笑的时候把牙齿遮起来。

有一首古老的歌曲唱道:“当你微笑的时候,整个世界都和你一起微笑。”微笑对身体也有好处。你不必等到高兴的时候才微笑,你可以用微笑使自己很快高兴起来。因为微笑时用到的脸部肌肉同时也控制脸颊部的腺体。当你微笑的时候,这些腺体产生一种自然的化学物质,使你感到高兴。

享受自己的微笑,也享受别人的微笑。但是要记住:美国人的微笑可能和你的微笑意思不一样。



New Words and Phrases ■ ■

include — *verb*

to make someone a part of a group

total stranger — *noun phrase*

a person you have never met and never seen before; a complete stranger

communicate — *verb*

to speak or write one's ideas so another person can understand what you mean

language barrier — *noun phrase*

The wall between people who speak different languages. It stops them from communicating well.

misunderstanding — *noun*

a mistaken idea that a person gets because he or she did not understand what another person said or meant

embarrassed — *adjective*

ashamed or feeling foolish because of doing or saying something wrong

gland — *noun*

a very small body part that has the job of producing hormones, endorphins, digestive juices, etc.



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Discussion

1. Does a smile mean the same thing in every culture? Explain.
2. What are some reasons that Americans smile? Do you smile for these reasons?
3. Why do Americans want their children to have straight teeth?
4. What are some ways people can misunderstand a smile?
5. Why is it not always safe to smile at strangers?

Exercises Part I

Find a word or phrase which matches the meaning.

☐ communicate

☐ barrier

☐ total strangers

☐ include

☐ misunderstanding

☐ embarrassed

1. people who have never met
2. feeling ashamed because of a mistake
3. to make a person feel part of a group
4. When people cannot understand each other because they speak different languages, they have a language _____.
5. to speak to, and listen to another person
6. When a person gets the wrong idea about what another person said, it's a _____.

Exercises Part II

Fill in each blank with one word from this list.

teeth

communicate

welcome

language

7. Americans feel we can _____ with smiles.
8. However, smiles are not the same in every _____.
9. Americans smile to make other people feel _____ to a group.
10. In some cultures, people cover their _____ when they smile.



Lesson 2 Appreciation or Apology

People believe that the most commonly used single English sentence for Americans' daily life is "thank you." We say "thank you" in several different sizes. The size of the "thank you" depends on the size of the gift or favor.

"Thanks." (Someone **lent** you a pencil or held a door for you.)

"Thank you." (Someone paid you a **compliment**, or offered you a seat on a bus.)

"Thanks a lot." (Someone gave you a pencil, or held a very heavy door for you.)

"Thank you so much." (Someone did a favor that made your life easier.)

"Thank you very, very much." (Someone did you a favor that was very helpful. Someone found your keys and returned them.)

"I really appreciate this so much. Thanks a million." (Someone has stopped on the road and repaired your **flat tire**.)

"This is so wonderful. I couldn't have done this without you. Thank you so much. I'll never forget it."

Don't **overdo** it. For a small favor, one "thank you" is enough.

When someone says "thank you", the normal **response** is "You are welcome." You can also say:

"It was [or is] my **pleasure**."

"Think nothing of it." or

"No problem."

If we were very happy to do a favor for someone, we might say:

"You're perfectly welcome."

"You're more than welcome." or

"There's no need to thank me; the pleasure was mine."

If you want to ask for help, please use the word "please." The word "please" can go at the beginning of a sentence or at the end of a sentence. "Please pass me the salt." or "Pass the salt, please."

To be more **polite**, "may I" or "could you" are often used: "Could you pass the salt, please?"

"Give me a pencil, please" sounds too direct, like a **command**. "May I please have a pencil?" seems softer, and less direct.

"Could you please close the window?" sounds more polite than "Close the window, please." The words alone do not make the sentence polite. A lot of feeling of politeness is in your **tone of voice** when you ask for something.

Americans say "excuse me" or "pardon me" in many **situations**:

- To apologize for **disturbing** someone.
- To ask a person to repeat something we didn't understand.
- To apologize for bumping into a person accidentally.
- To apologize for walking between two people who are speaking.
- To **interrupt** a conversation.
- To get someone's attention so we can ask a question.
- To correct ourselves when we said something that was a

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mistake.

- To **apologize** for making an unpleasant noise, burp, **belch**, hiccup, cough, or passing gas (flatulence).
- To leave a conversation and go to do something else.

A person might say "Excuse ME!" **sarcastically** when another person says something that the first person doesn't like.

"I'm sorry" is used when you feel bad that another person was hurt in some way. You apologize for accidents that you caused, or accidental rudeness.

"I'm sorry." (You ate the last cookie, and your friend wanted one.)

"I'm sorry. I was wrong." (You want to make up after a disagreement you had with your neighbor.)

"I'm terribly sorry. Are you OK?" (You ran over someone's foot with your shopping cart at the supermarket.)

"I'm truly sorry. I didn't want to hurt you." (You are breaking up with your girlfriend, and she feels terrible about it.)

"I'm **dreadfully** sorry." (You have spilled ink on someone's jacket.)

Sometimes "I'm sorry" is not enough. Offer to fix the problem you caused. "Please let me pay for your cleaning bill."

Respond to the person who says "I'm sorry":

"That's OK. No harm done."

"That did hurt. But don't worry about it. I'll be OK in a minute."

"Thanks for offering to pay the bill. I'll let you know how much it is."

参考译文和注释

人们认为美国人日常生活中最常用的句子是 thank you。我们讲 thank you 的时候有许多不同的分量,这取决于我们所受礼物或帮助的大小。

Thanks. (某人借给你笔,或为你开门。)

Thank you. (某人奉承你,或在公共汽车上给你让座。)

Thanks a lot. (某人送给你笔,或为你开很重的门。)

Thank you so much. (某人帮你解决了困难。)

Thank you very, very much. (某人帮了你大忙,或把捡到的钥匙还给你。)

I really appreciate this so much. Thanks a million. (某人在路上停下车来帮你换轮胎。)

This is so wonderful. I couldn't have done this without you. Thank you so much. I'll never forget it.

但是不要谢过头。如果只是帮了一个小忙,说一声 thank you 就够了。如果有人谢你,一般的回答是 You are welcome. 你也可以说:

It was [or is] my pleasure.

Think nothing of it. 或

No problem.

如果我们非常愿意帮助某个人,我们可以说:

You're perfectly welcome.

You're more than welcome. 或

There's no need to thank me; the pleasure was mine.