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Teach You to Speak

English

For receiving guests

赖世雄 著

教 你 说

接待外宾英语



模拟真实接待情景，包含接待各个层面外宾需要用的实用句型和对话范例，助您在接待外宾时如鱼得水、万无一失！



外文出版社

FOREIGN LANGUAGES PRESS
全国百佳出版社



扫码听音频

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序

在全球化与日俱增的时代，国际贸易日益普及，公司企业常需要接待来自国外的生意伙伴，此时具备英语知识的员工往往能获得上司的青睐，接下这项任务。从机场接机到安排住宿，接送宾客到参与宴会、会议等，过程中都需要运用到生活及商业兼具的英语知识。习惯填鸭式教育的学子们进入社会后反而最欠缺这类的用语，因此本着服务广大读者的心态，以最严谨的态度编写此书，设计 13 类主要情境、38 篇高频对话、240 个常用例句，目的就是要使读者能轻松掌握接待外宾的用语，在接待过程中除了让宾主尽欢之外，还为公司带来更大的商机。

● 本书特色

本书依据中国人在职场上的需求，针对常见接待外宾的情境进行编写。全书共 13 章 38 个单元。每章都是接待外宾必备主题：“安排旅游计划”“在机场迎接宾客”“外出玩乐的夜晚”“谈论新业务”“举行正式商务会议”“带宾客进行参观”“讨论合约”“陪同宾客进行城市之旅”“娱乐活动”“为宾客翻译”“饮食”“处理突发状况”“总结旅程”。

● 本书结构

1. 实用例句：整理该主题情境高频例句，让读者轻松掌握正确说法。
2. 情境对话：依主要情境发展范例对话，让你轻松打开话匣子，彼此有聊不完的话题。
3. 实用单词短语：将对话中所有单词短语一一列举用法，让你不再一知半解。
4. 你也可以这么说：网罗学校没教的地道英语口语，让你说英语说得跟老外一样。
5. 实用句替换练习：句型替换，让你的遣辞用字更加多元活泼。
6. 文化补给站：剖析中西方商业人士文化差异之处，有助于读者熟悉不同文化，以避免不必要的尴尬。
7. 小试身手：课后练习题根据主题而设计，让你在交际中对此主题不再感到陌生。
8. 实用小补帖：精美照片图解补充常见词汇，让你轻松学习无负担。

Preface

Having a foreign guest visit can be at the same time both exciting and frightening. It may be exciting because you have the chance to meet someone new and share your culture, but it can be frightening because you might not be sure if your English is good enough. Don't worry; you've chosen a book that will help you before and during your guest's visit.

Design of the Book

This publication features a total of 13 chapters based on activities common to receiving foreign guests. The book begins with planning the trip with the client and ends with leaving him or her at the airport at the end of the trip. It also covers everything that usually happens while the guest is here, even emergencies and problems translating.

Units begin with a short paragraph that introduces the topic and other key points. Then, there's a list of 10 useful expressions, some to help you know what to say as the host and others to prepare you for what your guest might say. Most units have a series of three dialogues that walk you through the entire event. For example, Chapter 7 is about contracts. In the first dialogue, the speakers discuss the terms of the contract. In the second dialogue, they discuss changes to be made to the contract, and in the third dialogue, they sign the contract. Each dialogue is followed by a list of key vocabulary and phrases used by the speaker. Besides this, there are variation drills and substitution drills after each dialogue. The variation drills provide different expressions that mean the same thing, while the substitution drills offer useful sentence patterns to help you communicate important ideas effectively. There are numerous helpful sample sentences and language notes to assist in comprehension. Finally, units end with a paragraph about Western culture.

In addition to being a handy guide, this book is also a great TOEIC® test preparation resource. The TOEIC® test often contains conversations and short talks about travel, business, and small talk. We've made sure to cover these topics in the book. If you are studying for the test, you'll benefit from this book's mini practice tests, one in each unit.

Contents

Chapter 1 Making Travel Plans 安排旅游计划

- ① Flight and Hotel Information 航班及饭店信息..... 2
- ② Negotiating Travel Plans 协商旅游计划 6
- ③ Confirming the Schedule 确认日程表..... 10

Chapter 2 Meeting Guests at the Airport 在机场迎接宾客

- ① Making Introductions 介绍彼此认识 22
- ② Leaving the Airport 离开机场 26
- ③ Getting Settled at the Hotel 在饭店安顿下来..... 30

Chapter 3 A Night Out 外出玩乐的夜晚

- ① Reuniting 再次重逢 42
- ② Reception 欢迎会 46
- ③ Calling It a Night 结束这一晚..... 50

Chapter 4 Talking New Business 谈论新业务

- ① Opening a Meeting 开始会议 62
- ② Keeping a Meeting Going 保持会议顺利进行..... 66
- ③ Closing a Meeting 结束会议..... 70

Chapter 5 Having a Formal Business Meeting 举行正式商务会议

- ① Talking about the Purpose of a Meeting 谈论会议目的..... 80
- ② Asking for / Accepting / Rejecting an Opinion
询问 / 接受 / 拒绝接受他人的看法..... 84
- ③ Ending a Meeting on an Upbeat Note 以积极语调结束会议 88

Chapter 6 Giving the Guest a Tour 带宾客进行参观

- ① Touring the Factory 参观工厂 100
- ② Touring the Office 参观办公室 104
- ③ Touring the Trade Show 参观商展 108

Chapter 7 Discussing the Contract 讨论合约

- ① Confirming Prices and Dates 确定价格和日期 118
- ② Discussing the Contract 讨论合约..... 122
- ③ A Future Plan for Cooperation 未来合作的计划 126

Chapter 8 Escorting Guests Around Town 陪同宾客进行城市之旅

- ① The Palace Museum 故宫博物院..... 136
- ② Temples 寺庙 140
- ③ Electronics Mall 电子商城 144

Chapter 9 Recreational Activities 娱乐活动

- ① Massage Services 按摩服务 156
- ② Hot Springs 温泉 160

Chapter 10 Translating for Guests 为宾客翻译

- ① A Sure Translation 肯定的翻译 170
- ② Unsure Translations 不确定的翻译 174
- ③ Lost in Translation 迷失在翻译中 178

Chapter 11 Eating and Drinking 饮食

- ① Night Market Food Suggestions 推荐夜市小吃 190
- ② Formal Meal at a Banquet 宴会上的正餐 194
- ③ Drinking 喝酒 198

Chapter 12 Dealing with Special Situations 处理突发状况

- ① Hospitals and Illnesses 医院及疾病 212
- ② Having a Bad Day 糟糕的一天 216
- ③ Lost or Stolen Items 遗失或失窃的物品 220

Chapter 13 Concluding the Trip 总结旅程

- ① Checking Out of the Hotel 办理饭店退房 230
- ② Reviewing the Trip 回顾旅程 234
- ③ Final Farewells 最终道别 238

Chapter 1~13 录音稿、解答、翻译

- Chapter 1** Making Travel Plans 248
- Chapter 2** Meeting Guests at the Airport 250
- Chapter 3** A Night Out 252
- Chapter 4** Talking New Business 254
- Chapter 5** Having a Formal Business Meeting 256

Chapter 6	Giving the Guest a Tour.....	258
Chapter 7	Discussing the Contract.....	260
Chapter 8	Escorting Guests Around Town	262
Chapter 9	Recreational Activities	264
Chapter 10	Translating for Guests.....	266
Chapter 11	Eating and Drinking.....	268
Chapter 12	Dealing with Special Situations.....	270
Chapter 13	Concluding the Trip.....	272

Chapter 1

Making Travel Plans

安排旅游计划



Unit 1 Flight and Hotel Information 航班及饭店信息

Unit 2 Negotiating Travel Plans 协商旅游计划

Unit 3 Confirming the Schedule 确认时程表



“ International business means handling overseas clients. From the moment plans begin, you will need to communicate with your guests on their travel arrangements, possibly even helping them make reservations or book tickets for travel or events. The image you project over the phone and through e-mail serves as a preliminary first impression. You want to make your guests feel they are in good hands before they even make the trip. The language in this unit will prepare you to do just that.

国际贸易意味着要应对来自海外的客户。从计划开始的那一刻起，你将需要与来宾就旅行安排事宜进行沟通，甚至有可能要帮他们预订房间，或是为旅行或活动的目的而订票。你通过电话及电子邮件所建立的形象会被宾客当成对你的第一印象。甚至在来宾踏上旅程之前，你就想让他们感觉受到妥善照顾。本单元的语言学习将能让你学到这些东西。

”

Unit 1

单元目标

1. 确认接机事宜
2. 谈论饭店住宿事宜
3. 感谢对方提供协助

Flight and Hotel Information

航班及饭店信息

Useful Expressions 实用例句 ▶ 01-01

Said by the Host (主人会说的话)

有关航班信息或抵达时间相关用语:

- ☺ When is your flight? / Which airline are you flying on? / What is your flight number?
你的航班是在什么时候? / 你要乘坐哪家航空公司? / 你乘坐的航班是几号?
- ☺ What is your arrival time? / What is your departure time? / When are you expected to arrive?
你几点抵达? / 你的飞机几点起飞? / 你预计何时抵达?
- ☺ Is your flight a direct flight or do you have to transfer somewhere?
你的航班是直飞还是你得到其他地方转机?

有关饭店信息的相关用语:

- ☺ Have you booked a hotel room yet? / Have you made a reservation for a room yet?
你预订饭店房间了吗?
- ☺ Do you have any personal preference as to which hotel you would like to stay at?
有关想住哪家饭店,你有什么个人偏好吗?
- ☺ The hotel is overbooked. You might need to consider another one.
那家饭店被订满了。你可能需要考虑另一家。

Said by the Guest (客人会说的话)

有关航班信息的相关用语:

- ☺ I'm flying in on Tuesday. 我会在星期二搭乘航班抵达。
- ☺ My expected arrival time is 6:30 tomorrow morning.
我预计抵达时间是明早 6 点半。
- ☺ I'm scheduled to arrive in Taipei at five thirty, May 2.
我预计在 5 月 2 日 5 点半抵达台北。

有关饭店信息的相关用语:

- ☺ Can you give me some advice on which hotel I should stay at?
有关我应该住哪家饭店,你可以给我一些建议吗?
- ☺ Does the hotel room have access to the Internet?
那家饭店房间能上网吗?
- ☺ How much does the hotel charge for a single room per night?
那家饭店单人间每晚要价多少?

Dialogue 情境对话

01-02

Rich: Hi, Sara. I'm just calling to let you know my flight information. Someone will be there to **pick me up**¹, won't they?

瑞奇: 莎拉, 你好。我来电只是要告诉你我的航班信息。有人会来接机, 对不对?

Sara: They sure will, Rich. Once you give me the details, I'll call the taxi service and **schedule**² a pick-up. Someone will be waiting for you at **the baggage claim**³ with a sign with your name on it.

莎拉: 肯定会有, 瑞奇。一旦您把详细信息告诉我, 我就会致电出租车服务, 并安排接机。有人会在行李领取处等您, 他手上会拿着写有您名字牌子。

Rich: Oh, fantastic. Thanks so much!

瑞奇: 哦, 太棒了。非常感谢!

Sara: Don't mention it. So, when is your flight?

莎拉: 不客气。那么, 您的航班是什么时候?

Rich: I'm flying in on Tuesday, September 5 on Delta Flight 681, which arrives at 1:47 p.m. Aso, I still haven't booked a hotel room yet, so I was hoping you could suggest one. Something in the mid-**price range**⁴ would be fine.

瑞奇: 我会在9月5日星期二飞抵, 我搭乘达美航空681次航班, 抵达时间为下午1点47分。另外, 我还没订饭店, 所以我希望你能建议一家饭店。中等价位的饭店就可以了。

Sara: You could try the Sultan Hotel. It's quite comfortable and pretty **affordable**⁵.

莎拉: 您可以试试苏丹饭店。那儿很舒适且价格实惠。

Rich: Do you know if it's close to the convention center?

瑞奇: 你知道那家饭店离会议中心近不近?

Sara: I'm not quite sure. I'll have to **get back to**⁶ you about that. If it isn't, then I'll try to find a better place. Is there anything else?

莎拉: 我不太确定。这件事我得再回复您。如果那家饭店离会议中心不近的话, 我会设法找一家更合适的。还有其他事吗?

Rich: Yes, one more thing: Do you think I'll **have trouble**⁷ getting through customs with my samples?

瑞奇: 对了, 还有一件事: 你认为我带这些样品过海关会遇上麻烦吗?

Sara: I can't imagine that you'd have any problems. We travel all the time and I can't recall having any problems with customs.

莎拉: 我想不出来您会遇到什么问题。我们一天到晚在旅行, 我不记得在海关遇到过什么问题。

Rich: OK. Great. I really appreciate it.

瑞奇: 好的。太棒了。我很感激。

1. **pick sb up** 开车接某人

例: I'll pick you up at five.
(我5点钟来接你。)

2. **schedule** ['skɛdʒul] *vt.* 安排; 排定

be scheduled to V 预定要……

= be expected to V

be scheduled for + 时间

预定在某时间

例: The meeting is scheduled for Friday morning.

(那场会议定于星期五上午举行。)

My flight is scheduled to arrive in Los Angeles on November 2.

(我的航班定于11月2日抵达洛杉矶。)

3. **the baggage claim** 行李领取处

a baggage claim tag 行李标签

* baggage ['bæɡɪdʒ] *n.* 行李

(= luggage ['lʌɡɪdʒ], 集合名词, 不可数)

a piece of baggage / luggage

一件行李

some baggage / luggage

一些行李

4. **a price range** 价格范围

5. **affordable** [ə'fɔrdəbl] *a.* 可负担得起的

afford [ə'fɔrd] *vt.* 负担得起

can / cannot afford to V 可以/无法负担得起……

例: I cannot afford to buy a new car at the moment.

(我此刻买不起新车。)

6. **get back to sb** 回复某人

例: I'll get back to you as soon as possible.

(我会尽快回复你。)

7. **have trouble V-ing**

做……有困难

= have difficulty V-ing

= have a hard time V-ing

例: John has trouble concentrating on his studies.

(约翰很难专心学习。)



Variations 你也可以这么说 01-03

要感谢他人，可以说：

- ☺ I really appreciate your help.
(我真感谢你的帮助。)
- ☺ I'm grateful / thankful to you for your timely help.
(我感谢你及时的帮助。)
- ☺ Thanks so much.
(非常感谢。)

要回应他人感谢，可以说：

- ☺ You're welcome. (别客气。)
- ☺ No problem. (区区小事，不足挂齿。)
- ☺ Don't mention it. (别客气。)

Substitutions 实用句替换练习 01-04

关于要住哪家饭店，可以用以下句子建议外宾：

- ☺ **You could** try the Sultan Hotel.
(你可以试试苏丹饭店。)
- ☺ **Why don't you** try the Sultan Hotel?
(你何不试试苏丹饭店呢?)
- ☺ **I suggest you** try the Sultan Hotel.
(我建议你试试苏丹饭店。)
- ☺ **How about** trying the Sultan Hotel?
(试试苏丹饭店如何?)
- ☺ **Have you thought about** trying the Sultan Hotel?
(你想过试试苏丹饭店吗?)
- ☺ **Shouldn't you** try the Sultan Hotel?
(你何不试试苏丹饭店?)
- ☺ **You ought to** try the Sultan Hotel.
(你应该试试苏丹饭店。)
- ☺ **Your best bet is to** try the Sultan Hotel.
(你最好的办法就是试试苏丹饭店。)

惯用语补充

the / sb's best bet 最好的办法

例: If you want to get around the city fast, the subway is your best bet.
(如果你想快点儿逛逛那座城市，坐地铁是最好的办法。)

Unit 2

Negotiating Travel Plans

协商旅游计划

单元目标

1. 安排商务旅行行程
2. 学习针对某行程进行改期的说法

Useful Expressions 实用例句



01-05

Said by the Host (主人会说的话)

告知既定行程:

- ☺ We have the convention to attend from Wednesday to Saturday.
我们从星期三到星期六都有会议要参加。
- ☺ The business show will last for a week. 商展将持续一星期。

询问意见:

- ☺ What do you have in mind? 你心里有什么想法?
- ☺ What's your say on this? 对这件事你的看法是什么?
- ☺ What else do you want to request? 你还有其他请求吗?

将行程纳入行程表中:

- ☺ I'll set that up for you. 我会替你安排那件事。
- ☺ I'll put that on the schedule. 我会把那件事安排到行程表上。
- ☺ Let's schedule that in for, say, Wednesday the 13th.
我们把那件事安排在, 比如说, 13 号星期三吧。

Said by the Guest (客人会说的话)

询问行程:

- ☺ I wanted to ask you about the schedule.
我想向你询问关于行程表的事。
- ☺ What does the schedule look like?
行程表的规划大概如何?

提议行程:

- ☺ Would it be possible to have a tour of the factory facilities?
是否可以参观工厂设施?
- ☺ Perhaps we could take a look at the factory. 也许我们可以看一下厂房。
- ☺ I'd like to find some time to see the factory. 我想找些时间去看看那家工厂。

赞同某人意见:

- ☺ That works for me. 那对我来说行得通。
- ☺ That's a good idea. 那是个不错的主意。
- ☺ That sounds great. 那听起来不赖。

Dialogue 情境对话 01-06

Rich: Hello, it's me again. I wanted to ask you about the schedule. The **itinerary**¹ you sent earlier was a little **vague**².

瑞奇：你好，又是我啦。我想向你询问关于行程表的事。你早些时候寄给我的旅行行程不太明确。

Sara: Oh, right. We have the convention to attend from Wednesday to Saturday. After that, we have time to do other things. What do you **have in mind**³?

莎拉：哦，对啊。我们从星期三到星期六都有会议要参加。之后，我们会有闲暇时间做其他事。您心里有什么想法？

Rich: Would it be possible to have a tour of the factory **facilities**⁴? I'd like to find some time to see the factory and get a **comprehensive**⁵ tour of **the production line**⁶. I'm thinking maybe we should do that on the following Monday.

瑞奇：是否可以参观工厂设施？我想找时间去看看工厂，并全面参观生产线。我在想也许我们该把这件事排在接下来的周一进行。

Sara: Definitely. I'll **set that up**⁷ for you. It might also be a good idea, too, to have a meeting with the department **heads**⁸ **sometime**⁹ after that.

莎拉：当然。我会为您安排此事。之后，找个时间和各部门主管开个会也许是个不错的想法。

Rich: That works for me. Let's schedule that in for, say, Wednesday the 13th.

瑞奇：那对我来说行得通。就把那件事安排在，比如说，13号星期三吧。

Sara: Can we do that on Tuesday the 12th? A few of our executives are flying out on Wednesday for a conference in Germany, so I **doubt**¹⁰ they'll be coming to work that day.

莎拉：我们可以排在12号星期二吗？我们一些主管星期三要飞往德国参加会议，所以我不敢肯定他们那天是否会来上班。

Rich: Umm, sure. Actually, that works better for me since I'll have more time to do some **sightseeing**¹¹.

瑞奇：嗯，当然好啊。事实上，那对我来说也比较合适，因为我将有更多时间去观光。

Sara: Wonderful. I'll send you an **updated**¹² itinerary with all the **details**¹³.

莎拉：太棒了。我会寄给您最新的旅行行程，内附所有细节。

1. **itinerary** [aɪˈtɪnəri] *n.* 旅游行程
a detailed itinerary 详细的旅行行程表
2. **vague** [veɪ] *a.* 不具体的; 不详细的
be vague about sth 对某事不具体
例: You're a little vague about your plans for next year.
(你对你明年的计划不怎么明确。)
3. **have...in mind** 对……心中自有打算 (如适当的人选或想做的事等)
例: Do you have any ideal candidate in mind for this job?
(你有没有想到什么理想人选可以做这项工作?)
Doing chores all day wasn't exactly what I had in mind!
(我才不愿整天都在做家务呢!)
4. **facility** [fəˈsɪləti] *n.* 设备; 设施 (常用复数)
sports / leisure facilities
体育/休闲设施
5. **comprehensive** [ˌkæmprɪˈhensɪv] *a.* 无所不包的; 详尽的
a comprehensive report / study / survey 全面的报道/研究/调查
6. **the production line** 生产线
7. **set sth up** 安排某事

例: I've set up a meeting for Friday.
(我已安排好下星期五开会。)

8. **head** [hed] *n.* 负责人; 领导人
the head of the department 该部门主管
9. **sometime** [ˈsʌm,taim] *adv.* (过去或未来) 某个时候
例: We must get together sometime next week to catch up on things.
(我们下星期一定要找个时间聚一下以了解彼此最新近况。)
* catch up on sth 了解已发生的事情)
10. **doubt** [daʊt] *vt.* 怀疑 (之后可接 that 从句或 whether / if 引导的从句)
例: I doubt if the idea will work.
(我不敢肯定这个主意是否可行。)
11. **sightseeing** [ˈsaɪt,sɪŋ] *n.* 观光
do the / some sightseeing 去观光
= go sightseeing
12. **update** [ˌʌpˈdeɪt] *vt.* 更新
13. **detail** [ˈdeɪl] *n.* 细节
例: The project was planned down to the last detail.
(这个项目计划详尽。)

