



新基点 (New Benchmark) 全国高职高专院校商务英语系列规划教

NEW BENCHMARK

商务英语听说

辅导用书 第一册

Business English
Listening and Speaking
Reference Book

李玉萍 主编



对外经济贸易大学出版社
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出版说明

“新基点 (New Benchmark) 全国高职高专院校商务英语系列规划教材”是对外经济贸易大学出版社联合全国重点职业学院的骨干教师推出的一套全新的商务英语系列教材。本套教材适用于全国高职高专院校英语专业商务/应用/外贸英语方向以及财经类专业的学生。

目前高职教育提出了“工学结合,项目为中心,案例驱动教学,边讲边练”为核心理念。本套教材就是贯彻这个理念,着眼于提高学生实际操作能力和就业能力的目的,采取了模块化、多案例、互动式、重实训的编写方式,让学生在理论够用的基础上,在实训环节上有所突破。

根据国家教育指导思想,目前我国高职高专教育的培养目标是以能力培养和技术应用为本位,其基础理论教学以应用为目的、够用为尺度、就业为导向;教材强调应用性和适用性,符合高职高专教育的特点,既能满足学科教育又能满足职业资格教育的“双证书”(毕业证和技术等级证)教学的需要。本套教材编写始终贯彻商务英语教学的基本思路:将英语听说读写译技能与商务知识有机融合,使学生在提高英语语言技能的同时了解有关商务知识,造就学生“两条腿走路”的本领,培养以商务知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材包括《商务英语综合教程》(1-4册)、《商务英语听说》(1-2册)、《商务英语口语》(1-2册)、《国际商务报刊选读》、《商务英语写作》、《商务英语翻译》、《国际商务函电》、《国际商务谈判》、《国际商务制单》、《商务礼仪》、《英语应用文》、《跨文化交际》、《英美概况》、《旅游英语》、《酒店英语》、《物流英语》、《财经英语》等。本套教材不是封闭的,而是随着教学模式、课程设置的课时变化,不断推出新的教材。

本套教材的作者不仅具有丰富的商务英语教学经验,而且具有本专业中级以上职称、企业第一线工作经历,主持或参与过多项应用技术研究,这是本套教材编写质量的重要保证。

此外,本套教材配有教师用书或课件等立体化教学资源,供教师教学参考(见书末赠送课件说明)。

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项目一

迎接外商

参考译文

过程目标

1. 学会如何辨识并问候业务伙伴;
2. 了解在机场和海关办理手续的过程;
3. 练习听记具体信息;
4. 练习与初次见面的业务伙伴交谈。

终极目标

能用得体的语言和礼节接待初次见面的外商。

简要介绍

在商界,业务伙伴经常互相拜访、举行会谈。当你的业务伙伴来自海外时,出于礼貌,你应该去机场迎接,着装应正式,尤其是初次见面的时候。在本单元,来自美国的戴维·罗杰斯先生和夫人前来与基地在北京的北海外贸公司举行会谈。该公司的口译李娜小姐和办公室主任何欣在机场迎接罗杰斯夫妇。他们以前互不相识,李娜和何欣手拿写有“欢迎来自美国的戴维·罗杰斯先生和夫人”的小牌子站在国际航班出口处。

商务会话原文和译文

Project 1 At the Airport

L — Li Na H — He Xin M — Mr. Rodgers

(Two Americans are coming up to Li Na and He Xin.)

L: Excuse me, are you Mr. and Mrs. David Rodgers from America?

M: Yes, we are.

L: Glad to meet you. I'm Li Na, the interpreter of the Beihai Foreign Trade Company.

M: Nice to meet you, Miss Li.

L: May I introduce you our office director Ms. He Xin, who is here to meet you, too.

- M: Glad to meet you, Ms. He. Thank you for taking all the trouble of coming to meet us at the airport.
- H: Our pleasure. Welcome to Beijing.
- M: Thank you. I have been looking forward to this trip. It was very kind of you to invite us. I believe we'll co-operate well.
- H: It's very nice of you to say so. I'm sure we'll promote our mutual trade in the near future. How's your trip?
- M: Not bad. Good service, good food. We had a very pleasant flight.
- H: I'm glad to hear that. The waiting room is over there. Let's take a short rest and then go through the formalities.

子项目 1 在机场

(两个美国人向李娜和何欣走来)

李: 请问,你们是来自美国的戴维·罗杰斯先生和夫人吗?

罗: 是的,我们就是。

李: 很高兴认识您。我是李娜,北海外贸公司的翻译。

罗: 很高兴认识你,李小姐。

李: 我可以把你介绍给我们的办公室主任何欣女士吗? 她也是来接您的。

罗: 很高兴认识你,何女士。谢谢你来机场接我们。

何: 别客气。欢迎来北京。

罗: 谢谢。我一直期待这次旅程。谢谢你们邀请我们,我相信我们会合作愉快。

何: 很高兴你这么说。我相信在不久的将来我们双方的贸易会得到促进的。旅途怎么样?

罗: 不错。服务好,食物好,我们度过了一次很愉快的旅行。

何: 很高兴听到这话。休息室在那边,我们略做休息,然后再办手续。

Project 2 At the Customs

(In the company of Li Na and He Xin, Mr. and Mrs. David Rodgers are going through customs. They meet the customs officer at the customs service desk)

C — the customs officer

C: Good Morning, sir and madam. Welcome to Beijing. May I see your passport, visa, customs and health declaration forms?

M: Yes. Here you are.

C: Thank you. Would you mind telling me what your occupations are, Mr. and Mrs. David Rodgers?

M: I'm the managing director of the ABC International Investment Corporation, and my wife is a housewife. She accompanies me here for a trip.

C: You're here on business, aren't you?

- M: Yes. I've been invited to talk on a business contract with the Beihai Foreign Trade Company.
- C: How long are you going to stay in this country?
- M: Three weeks. After the business talk, my wife and I would like to travel in Beijing.
- C: How many pieces of baggage do you have?
- M: Only these four.
- C: Have you got anything to declare?
- M: No. I've only got some personal belongings.
- C: You don't have to pay duty on personal belongings. May I see your handbag and your wife's purse? I have to check what there are inside.
- M: Yes. Here you are.
- C: I'm afraid you have to pay a sum of duty on these valuables. The rest can be duty-free.
- M: How much should I pay for them?
- C: Let me see . . . eighty dollars. Here is your duty memo. (*Writing and giving the memo to Mr. Rodgers.*) Take it and go to that counter to pay.
(*After a while, Mr. Rodgers comes back to the customs officer with a receipt in hand*)
- M: Here is the receipt, sir.
- C: Thanks. Your baggage has been passed by the customs. I'll keep your health declaration and return other certificates to you. Please keep them with you.
- M: Is that all for customs formalities?
- C: Yes, you may leave now. Hope you enjoy your stay in Beijing.
- M: Thank you. I will.
- H: Let's go to hotel. The car is waiting outside.
- M: All right. Let's go.

子项目 2 在海关

(在李娜和何欣的陪同下,罗杰斯夫妇在办理出关手续。他们在海关服务台见到了海关官员)

海: 女士、先生,早上好! 欢迎来北京。我可以看一下你们的护照、签证、报关单和健康申报表吗?

罗: 可以,给你。

海: 谢谢。罗杰斯先生和夫人,不介意告诉我你们的职业吧?

罗: 我是 ABC 国际投资公司的总经理,我妻子是家庭妇女,她陪我来旅行。

海: 您是来做生意的,是吗?

罗: 是的。我受邀来与北海外贸公司就一笔业务合同进行会谈。

海: 您打算住多久?

罗: 三周。商务会谈后,我和我妻子想在北京旅行。

海: 您有多少件行李?

罗：就这四件。

海：您有什么要申报的吗？

罗：没有。我只有一些私人用品。

海：您不必为私人用品付税。我可以看看您和您妻子的包吗？我必须检查一下。

罗：可以，给你。

海：恐怕您得为这些贵重物品付一笔税了。其余的可以免税。

罗：我要付多少钱？

海：让我想想……80 元。这是您的税单（填写税单并交给罗杰斯先生）。拿着它到那边柜台交钱。

（过了一会，罗杰斯先生手持收据回来。）

罗：这是收据，先生。

海：谢谢。您的包已经通过检验了。您的健康申报表我要留下。其他的证件还给您。请妥善保管。

罗：就这么多手续吗？

海：是的，您可以走了。希望您在北京过的愉快。

罗：谢谢，我会的。

何：我们去宾馆吧。车在外面等着。

罗：好的，我们走吧。

Project 3 At the Hotel

(Now they are at the Mingzhu Grand Hotel. Mr. and Mrs. David Rodgers are checking in.)

R — Receptionist

R: Good morning, sir and madam. Can I help you?

L: Good morning. I've reserved a suite the other day for our foreign guests, Mr. and Mrs. David Rodgers. I remember it is the room 309.

R: Just the moment, please. Mr. and Mrs. David Rodgers..., oh yes, from America. Welcome to our hotel, Mr. and Mrs. David Rodgers. Would you mind showing me your passports and filling in the registration form?

M: Certainly. (After filling in the form) Here you are.

R: Thank you, sir. Let me check all the details: room 309, three weeks, from Oct. 6 to Oct. 26. By the way, do you need the morning call service?

M: Yes. Please give me a wake-up call at 6:30 every morning.

R: OK, sir. A wake-up call at 6:30 a. m. Now, here are your passports and this is your room key card. The room attendant will lead you to your room, and the bellboy will bring up your baggage. Hope you enjoy your stay in our hotel.

M: Thank you very much.

R: My pleasure. Bye-bye.

M: Bye. (*Turning to L and H*) Thank you for your thoughtful arrangement.

H: Don't mention it. You are our distinguished guests. Let us see you to your room.

(*They are at the room 309.*)

M: What a nice room. It faces to the south, bright, spacious and well-equipped. Thank you. You are so considerate.

H: We are glad you like it. Mr. and Mrs. Rodgers, after such a long journey, you must be very tired. Take a good rest, and we'll meet you tomorrow morning, at 9 o'clock. Does that suit you?

M: Yes, sounds nice. See you tomorrow then.

H & L: See you.

子项目3 在宾馆

(现在他们在明珠宾馆。罗杰斯先生和夫人正在办理入住手续。)

接: 女士、先生,早上好! 有什么需要帮助的吗?

李: 早上好。前几天,我为我们的外宾,罗杰斯先生和夫人预定了一个套间,我记得是309房间。

接: 请稍等。罗杰斯先生和夫人……哦,对。从美国来的。欢迎入住我们宾馆。您不介意我看一下你们的护照吧? 另外,请填一下登记表。

罗: 当然不(填好登记表)。给你。

接: 谢谢您,先生。让我核实一下:309 房间,三周,从十月六号到二十六号。顺便问一下,你需要叫早服务吗?

罗: 需要。请每天早上六点半叫醒我。

接: 好的,先生。早上六点半叫醒电话。这是您的护照和房卡。房间服务员会带您去房间。门童会把行李拿上去。希望您在我们宾馆住得愉快。

罗: 谢谢。

接: 别客气,再见。

罗: 再见。(转向李娜和何欣)谢谢你们周到的安排。

何: 不用客气。您是我们的贵宾嘛,我们送您去房间。

(他们在309 房间)

罗: 多好的房间啊。朝南,明亮又宽敞,设备很齐全。谢谢你,你们真周到。

何: 很高兴你喜欢。罗杰斯先生和夫人,经过这么长的旅行你们一定很累了,好好休息,我们明天早上九点再会。这个时间,您合适吗?

罗: 好的,听起来不错。那么,明天见。

李和何: 再见。

实用句子

在机场

1. 请问你是来自加州的约翰逊先生吗?
2. 我是来自青林公司的李华。
3. 很高兴认识你。
4. 这是王先生,我们的销售经理。他专门来接你。
5. 旅途愉快吗?
6. 旅途怎么样?
7. 旅途很愉快。飞机上服务好,尤其是食物好吃。
8. 经过这么长的旅途你一定很累了。
9. 很高兴有机会来这里。
10. 我们希望您的来访能促进我们相互理解,加深我们的友谊。

在海关

1. 你有什么特别的要申报吗?
2. 请让我看一下箱子里有什么。
3. 有什么违禁的吗?
4. 哪些物品是要付税的?
5. 你不必为个人物品付税。
6. 我们必须对这些贵重物收税。
7. 你被允许带两百元钱的免税商品。
8. 这些香烟和香水不是免税的。
9. 这是你的收据。请办理海关手续。
10. 清关了,请往前走。

在宾馆

1. 我们已经为唐先生预定了一个带有洗浴的单间。
2. 几天前我们通过旅行社做了预定。
3. 我打电话是想给来自美国克林顿先生预定一个安静的有私人浴室的双人间。从九月十号到十五号。
4. 对不起,所有的单间都住满了。现在还有一个套间。
5. 你想让我为你联系其他地方吗?
6. 你要在这里住多久?
7. 请填写宾馆登记表。
8. 你的房间每天 680 元,包括服务费。
9. 有哪些服务?
10. 条件和价格是一样的。

参考答案**Task 1 Listen to the conversation three times and fill in the blanks.**

1. Excuse me
2. the interpreter
3. introduce you
4. for taking all the trouble
5. Our pleasure
6. looking forward to
7. invite us
8. co-operate well.
9. promote our mutual trade
10. your trip
11. Good service
12. pleasant flight
13. hear that
14. go through the formalities.

Task 2 Listen to the conversation three times and fill in the blanks.

1. passport
2. customs
3. your occupations
4. managing director
5. for a trip
6. on business
7. business contract
8. business talk
9. pieces of baggage
10. declare
11. personal belongings
12. pay duty
13. valuables
14. duty memo
15. the receipt
16. health declaration
17. other certificates
18. enjoy your stay

Task 3 Listen to the conversation again and decide whether the statements are true or false.

1. F
2. T
3. F
4. F
5. F
6. T
7. F
8. F

Task 4 Listen to the conversation three times and fill in the blanks.

1. the other day
2. the room 309
3. showing me
4. filling in
5. all the details
6. Oct. 6 to Oct. 26
7. the morning call service
8. at 6:30
9. key card
10. bring up your baggage
11. enjoy your stay
12. thoughtful arrangement.
13. distinguished
14. spacious and well-equipped
15. long journey
16. suit you

Task 5 Listen to the conversation again and answer the following questions.

1. They live in the Mingzhu Grand Hotel.
2. Li Na has done it. It is a suite.
3. The receptionist asks them to show her their passports and fill in the registration form.
4. And then she checks all the details.
5. He asks to be waked up at 6:30 a. m. every morning.
6. No, he doesn't. The bell boy takes them up.
7. Yes, they are. Mr. Rodgers thinks the room is bright, spacious and well-equipped.
8. No, they don't. They leave very soon.

Practical Training

1. Work in pairs. Complete the following short conversations orally with the expressions you have learnt in business conversations and useful sentences.

- 1) Mr. Carlson from Paris;
I'm Jerry Carlson;
Miss Huang;
International Tourism Bureau;
coming to meet me;
your trip;
a pleasant flight
- 2) Nice to meet you again;
Ms. He, our marketing manager;
Glad to meet you;
to China;
- 3) passport;
Here you are;
Japanese;
occupation;
attend a meeting;
declare;
personal belongings;
enjoy your stay;
- 4) Can I help you;
have a single room with a bath;
available;
to pay per night;
are you going to stay;
for three nights;
Does that suit you;

2. Work in pairs. Interpret the following sentences when your partner speaks it out respectively.

- 1) We've been looking forward to meeting you.
- 2) It's so kind of you to come to meet us.
- 3) You must be Mr. Brown from the Procter and Gamble.
- 4) You have to go through the customs formalities.
- 5) I don't know what's dutiable.
- 6) Please fill out this Customs Baggage Declaration Form.

- 7) Good evening! Have you made a reservation?
- 8) I'd like a single room with a bath for two nights.
- 9) I would like to make a reservation for a conference room from 12th to 18th August.
- 10) I hope you'll enjoy your stay with us.

3. Role play

Omitted.

项目二

招待外商

参考译文

过程目标

1. 学习如何邀请来访外国客户；
2. 了解在用餐过程中的礼仪；
3. 学习安排具有当地特色的活动招待客人；
4. 练习听记具体信息。

终极目标

能用合适的方式以及得体的语言与礼仪招待外国客户。

简要介绍

招待外国客户在与外商建立业务联系以及维持这种联系中起着重要作用。招待客户的方法有很多种，比如，请客户吃饭就是最常见的招待方式。你也可邀请客户去打高尔夫。另外城市观光，观看体育比赛，观看演出，特别是对于女客户来说，陪同购物，都是招待客户方式的首选。在选择招待方式时，既要考虑客户的兴趣爱好又要考虑客户的年龄、所受的教育和文化背景。在招待外国客户的过程中，建议不要谈论政治、宗教以及与个人隐私有关的话题。本单元将向您展示北海外贸公司是如何招待外商罗杰斯先生的。

商务会话原文和译文

Project 1 Extending an invitation

L — Li Na M — Mr. Rodgers

(Mr. Rodgers is in his room when Li Na calls.)

R: Hello, this is David Rodgers.

L: Hello, Mr. Rogers. This is Li Na.

R: Good afternoon, Miss Li.

- L: Good afternoon, Mr. Rodgers. I am calling to see if you are doing anything tonight.
- R: Oh, no, nothing special. Why?
- L: Well, Mr. Yang, our general manager, wants to know whether you would like to have a dinner with him at a Chinese restaurant.
- R: It's so kind of him. I am delighted to. I love Chinese food very much.
- L: Really?
- R: Yeah, I think chopstick is an incredible invention. Before I saw the Chinese use it, I could not imagine how Chinese could eat with these two sticks. But I am not good at using it.
- L: It does not matter. I will help you. We Chinese are not used to using knives and forks, either.
- R: By the way, how do you eat Chinese food? Is there any special etiquette we should pay attention to when eating Chinese food? For example, how do you start?
- L: Remember one sentence "When in Rome, do as the Romans do." When we start, the host will take the chopsticks first, then the others.
- R: What about drinks?
- L: The host will usually take the wine first and all the people will stand up, then the host will have a toast, then they will say "cheers" all together. The host usually bottoms up and the guests will follow. But if you can't drink, you can sip a little.
- R: That's really interesting. I am looking forward to the dinner tonight.
- L: I will pick you up at the hotel at 5:30 this afternoon, and then we will go to the restaurant together, is that all right?
- R: That's ok. Thank you very much. Bye-bye.
- L: See you then.

子项目 1 提出邀请

(罗杰斯先生正在自己的房间,这时李娜打电话过来。)

罗:您好,我是大卫罗杰斯。

李:您好,罗杰斯先生。我是李娜。

罗:下午好,李小姐。

李:下午好,罗杰斯先生。我打电话来想问一下您今天晚上有什么事情吗?

罗:噢,没有,没什么特别的事。您有什么事?

李:是这样的,我们的总经理杨先生想知道您是否愿意今晚与他在一家中餐馆共进晚餐。

罗:他真是太好了。我愿意去。我很喜欢中国食物。

李:真的啊?

罗:是的。我觉得筷子真是一项了不起的发明。在我看到中国人使用它之前,我无法想象中国人是如何使用两个棍子吃东西的。不过我不太会使用筷子。