

全国高职高专国际贸易、商务英语规划系列教材

国际商务英语听力



丁小丽 姜燕晓 主 编
王 萍 吴珊珊 副主编



电子工业出版社

PUBLISHING HOUSE OF ELECTRONICS INDUSTRY

<http://www.phei.com.cn>



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A00410559

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内 容 简 介

本教材选材主要涉及到商务领域的办公室常规工作、商务活动和国际贸易流程等 3 大技能模块,包括接打电话、收发传真、安排会晤与会议、文件的收发与传递、下定单、接待国外客户、企业参观、市场调查、广告宣传、产品描述、产品推销、参加展会、商务出行、贸易谈判、签订贸易合同等工作情景。该教材为学习者提供了大量真实、生动的英语素材,涵盖了若干商务领域的典型工作场景,让学习者在练习和提高商务英语听力的同时又学习和掌握了国际商务专业的基础知识和技能。

本书可以作为高职高专国际贸易、商务英语专业及相关专业的教材,也可以作为从事商务贸易人员练习听力的参考书。

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图书在版编目(CIP)数据

国际商务英语听力/丁小丽,姜燕晓主编. —北京:电子工业出版社,2011.1

全国高职高专国际贸易、商务英语规划系列教材

ISBN 978-7-121-12772-4

I. ①国… II. ①丁…②姜… III. ①国际贸易—英语—听说教学—高等学校:技术学校—教材 IV. ①H319.9

中国版本图书馆 CIP 数据核字(2011)第 006560 号

255825

策划编辑:刘文杰

责任编辑:蔡葵 特约编辑:刘皎

印刷:北京市天竺颖华印刷厂

装订:三河市鑫金马印装有限公司

出版发行:电子工业出版社

北京市海淀区万寿路 173 信箱 邮编 100036

开本:787×980 1/16 印张:12.25 字数:376 千字(彩插:3)

印次:2011 年 1 月第 1 次印刷

印数:4 000 册 定价:28.00 元(含光盘 1 张)

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前言

听力是英语教学中的基本技能之一，也是中国学生学习英语的一个难点。而作为专门用途英语（ESP），国际商务英语听力更是侧重培养学生在各种商务环境下熟练运用英语知识与技能的能力。目前的英语听力教材数量众多，但专为高职高专学生量身打造的商务英语听力教材为数并不多。为丰富高职高专商务英语听力教材市场，满足广大高职高专院校不同的需求，本书根据英语语言本身的特性，在编写过程中突出情景教学，加大实训环节，旨在让学生在商务环境中学习英语，通过英语获取商务知识，提高技能。

本教材共分3个模块，每个模块又分为4个或5个单元，每个单元都分两个听力实训课。

每一课的内容包含：

I Culture Background 简要介绍与主题相关的商务知识，以助于学生了解、熟悉背景知识及语言交际。

II Pre-listening work 该部分列出本课内容中将要出现的新的单词、术语、短语及常用表达用法供学生预习、记忆。一方面可以扩充学生的商务英语词汇量，另一方面帮助学生“热身”，减少听力过程中因为新词而出现的“卡壳”现象。

III Listening Practice 该部分主要提供与主题相关的若干对话（short dialogues, long conversations）、独白和短篇听力材料（passages）等，训练和提高学生在商务工作环境下的英语语言信息的接收、分析和理解的综合能力，以期达到商务知识与语言运用技能的同步发展。

IV Language focus 该部分主要总结出本课内容中的主要句型、常用表达用法，有助于学生对本课实训内容的回顾、加深记忆；并额外补充相关的短语、用法、句型等，达到举一反三的后续效果。

V Notes 主要对听力材料中出现专业术语或固有名称进行简要的注解。

与其他同类教材相比，本书具有以下特点：

1. 内容精简，适用性强。目前，我国高等职业教育的人才培养目标是以就业为导向，以能力为本位，培养直接从事生产、建设、管理、服务第一线的高级技术应用型专门人才。本教材基于对商务领域的调查和分析，经过精心取舍后作出编排，所选内容精简；同时又能提供给高职高专学生以后从事商务领域工作所必备的专业知识和职业技能，符合目前我国高等职业教育以“实用为主，够用为度”的教育理念。

2. 采用“技能模块+典型工作情景”的模式, 凸显实训、实践特点。全书采用模块化设计, 以工作场景为单位, 主要涉及到商务领域的办公室常规工作、商务活动和国际贸易流程等 3 个技能模块、20 多个典型工作情景。这种面向工作过程的设计, 可以让学生置身于真实或高仿真的商务工作场景中进行听力技能实训, 从而增强实践能力, 增强职业素养, 获得职业技能。

3. 一本多用, “双证书特色”明显。目前高职教育提倡学生获得“双证书”——学历证书+职业技能证书。传统的商务英语听力教材大多不能提供给学生有关商务英语职业技能证书的内容和培训, 因此很多学生为了考取职业技能证书要另外买教材, 花费额外的时间和精力, 却往往事倍功半。而该教材很好地解决了这一问题, 实现了与商务英语职业能力证书考试的对接。本书每一单元都有两课, Lesson 1 和 Lesson 2。Lesson 1 注重商务知识和语言能力的训练, 题型灵活多变, 而又以英语四、六级题型为主; Lesson 2 则特意参照了剑桥商务英语证书(BEC)考试和其他商务英语考试题型内容和题型, 便于学生熟悉商务英语题型, 提高做题的准确性。

4. 教材形式新颖、活泼、生动, 听力内容形式多变, 并配有大量的插图、图表等, 增强趣味性, 能够有效调动学生的兴趣和积极性。

本教材的参考学时数为 72 学时, 建议安排在第三学期或第四学期进行。

本教材由丁小丽、姜燕晓担任主编, 王萍、吴珊珊担任副主编, 党瑞红、方宁、曲元芬、于丽燕等同志参与编写。具体编写章节分配如下, 姜燕晓: Chapter I——Unit Three, Chapter III——Unit Four; 王萍: Chapter II——Unit Three, Chapter II——Unit Four; 吴珊珊: Chapter II——Unit One, Chapter II——Unit Two; 于丽燕: Chapter III——Unit Two, Chapter III——Unit Three; 党瑞红: Chapter I——Unit Four, Chapter II——Unit Five; 曲元芬: Chapter I——Unit One, Chapter I——Unit Two; 方宁: Chapter III——Unit One, Chapter III——Unit Five。

编者意在奉献给读者一本实用并具有特色的教材, 但由于编者水平有限, 教材中一定存在不少欠缺之处, 敬请广大读者批评指正。

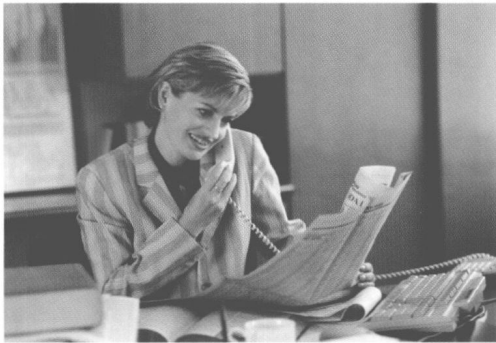
编写组
2010 年 8 月

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Chapter I Office Routine

Unit One	Telephone Calls and Faxes
Unit Two	Arranging Meetings and Appointments
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Unit One

Telephone Calls and Faxes

接打电话与收发传真

Culture Background



文化背景

1. Office Etiquette

Office etiquette is formal rules of behavior that make professional encounters pleasant and productive. While certain procedures may seem awkward or wasteful to you as you begin working in a new situation, and you may resist the urge to make immediate changes. Discover how things are done and why. Observe how others answer the telephone, dress, decorate desks or office space, snack on the and circulate memos, etc. Establish in your mind how other people's priorities before asserting your own. Any changes you initiate will have more validity after you have familiarized yourself with the customary procedures.

2. Business telephone calls may include

- (1) Calling for someone
- (2) Leaving a message
- (3) Asking for calling back
- (4) Invitation
- (5) Making an appointment
- (6) Booking plane tickets and so on



Lesson 1

I Pre-Listening Work

The following words and phrases are to present in this lesson. Please write down the equivalent Chinese meaning and try to remember by heart.

package
available
accounting
check
legally
acceptable
temporarily
original
forged
signature
contract
fax
catalogue
redecorate
furniture
equipment
cancel
guarantee
replacement
reservation

terminal
lobby
popularity
separate
remote
code
postpone
hang on
the marketing department
put through
the export department
window seat
aisle seat
one-way ticket
round-trip ticket
first class
business class
economy class
put off

II Listening Practice

PART ONE

Listen to the following dialogues and choose the best answer for each question you hear.

Dialogue 1

Where does the conversation most properly take place?

- A. In the office
- B. At home



C. On the telephone

Dialogue 2

What is the telephone number of the man?

- A. 78926987
- B. 78299687
- C. 78929678

Dialogue 3

Who does the man want to speak to?

- A. Richard Davies
- B. the marketing department
- C. Rosalind Wilson

Dialogue 4

Where does the man telephone to?

- A. the Mail Room
- B. the Export Department
- C. the Bank

Dialogue 5

1. Why Jane can not answer the phone?

- A. She is out right now.
- B. She is in a meeting.
- C. She is receiving a telephone.

2. What does David do?

- A. He is accountant.
- B. He is a secretary.
- C. He is a manager.

Dialogue 6

What's the reason a faxed contract may not be legally accepted?

- A. Because faxed copy can have forged signatures.
- B. Because you can use it temporarily.
- C. Because you need to get the originals as soon as possible.

Dialogue 7

What time is the man's flight?

- A. 12:00
- B. 2:00
- C. 4:15



Dialogue 8

1. Why didn't Jessica send the fax to Mr. Jones?
 - A. Because fax machines are so popular nowadays.
 - B. Because the fax line has been engaged for a long time.
 - C. Because the fax machine breaks down.
2. What does Jessica want to do later?
 - A. To send the fax again in five minutes.
 - B. To repair the fax machine.
 - C. Not mentioned.

Dialogue 9

- Where does the woman telephone to?
- A. to the office.
 - B. to the office supply company.
 - C. to the supermarket.

Dialogue 10

Which machine has been talked about?

- A. A printer
- B. A photocopier
- C. A fax machine

PART TWO

In this part you will hear four dialogues.

Listen to the following dialogues and answer the questions. (pause)

Dialogue 1

Listen to dialogue 1 and answer the following three questions.

1. Who is calling Mr. Smith?

2. Why does she want to put off the appointment?

3. When do they decide to have a meet?

**Dialogue 2**

Listen to dialogue 2 and answer the following questions.

1. Who is calling Mr. Bush? Where does he work?

2. Why does he want to discuss the matter with Mr. Bush himself?

3. What is the problem?

4. What are the two methods mentioned to settle the problem?

5. What is the man's number?

Dialogue 3

Look at the form below. Some information is missing. You will hear a woman booking plane tickets on the phone. For each question, fill in the missing information in the numbered space using a word, numbers or letters.

Plane Tickets Booking

- | | |
|--------------------------------|-----------|
| The destination of the flight: | 1. _____ |
| The date of the flight: | 2. _____ |
| The time of the flight leave: | 3. _____ |
| The flight number: | 4. _____ |
| The name: | 5. _____ |
| The class: | 6. _____ |
| Single or return fare: | 7. _____ |
| The check-in time: | 8. _____ |
| The check-in place: | 9. _____ |
| The telephone number: | 10. _____ |



Dialogue 4

Listen to the conversation and decide the following statements true or false. Write a T in front of a statement if it is true according to the recording and write an F if it is false.

1. () Mr. Brown wants to invite Mr. Green to dinner tomorrow evening.
2. () Mr. Brown will be free from five to nine tomorrow evening.
3. () Mr. Brown checks whether he has made some other appointment for tomorrow evening.
4. () Mr. Green will be waiting for Mr. Brown at 6:45 in the lobby of the Beijing hotel.

PART THREE

Compound Dictation .

1. In this part, you will hear 2 passages. Fill the blanks 1-8 with the exact words you hear from the tape.

Passage 1. Voice mail is starting to replace answering machines. The (1) _____ of voice mail has come about because of its many (2) _____. The main advantages are:

- a. Voice mail records messages when you are out of the office.
- b. You can make (3) _____ messages for separate callers.
- c. You can check your voice mail from (4) _____ locations.

Passage 2. Calling cards are cards with numbers on them. The number codes are read by the phone when the (5) _____ card is put in or "swiped." Once a month, the calling card company will send you a (6) _____.

Calling cards can be used on a friend's home phone or any (7) _____ as well as any public phone. If there is no card slot, you will just have to type in the code yourself. Calling cards are cheaper than putting change into a public phone. They are a lot cheaper than calling collect. A phone card is different, as it is only a one-use card. You must also pay in (8) _____ to use a phone card.

2. In this part, you will hear a dialogue. Fill the blanks 9-18 with the exact words you hear from the tape.

M: Hello, Tom Green speaking. What can I do for you?

W: Hello, Mr. Green, this is Jenny Jenkins of Ford Company (9) _____ your call. I'm sorry you (10) _____ me when you called my office this morning. My secretary said you called (11) _____ our meeting next Tuesday?

M: Yes Ms Jenkins, thank you for returning my call. I'm glad to get hold of you. I want to let you know I will not be able to make our meeting next Tuesday. I would be out of town that day. Is there any (12) _____ we can move the meeting to Monday?



W: I am sorry. I'm afraid I am (13) _____ booked on Monday. Would it be possible to (14) _____ until you return?

M: Oh, dear. I was counting on taking care of our meeting before I leave. But I suppose I can (15) _____ a few things. Yes, we can (16) _____ something. I will be back Thursday morning. What about Thursday afternoon?

W: That should be fine. Shall we say about two o'clock?

M: Perfect! I (17) _____ seeing you at two o'clock next Thursday afternoon. If you need to (18) _____ the time, please call me on my cell phone.

W: Thanks, I'll see you on Thursday.

III Language Focus

Useful Expressions

1. 电话找人/电话留言/请求回电常用句型

- Good morning, *Beijing Trading Company*. May I help you? / Who would you like to speak to?
- Can I speak to..., please? /
- I'm sorry, he's not in the office now. / Sorry, his line is busy. / She has a visitor at the moment. / He is in a meeting now. / I'm sorry but he's in Shanghai on business.
- Can you hold on, please? / Hang on a moment.
- Do you have any idea when he'll be back? / Could you ask him to call me back? / Could you tell her to call...as soon as possible? / Please have her return my call. / Let me call back later again. Thank you.
- Just a moment, please.../ OK. I'll just put you through.
- Is...there? / *Mary* is out right now.
- I'm sorry to call you so early.
- This is an emergency. I need to get in contact with him right now.
- Can I leave a message?

2. 电话邀请/预约会晤常用句型

- I'd like to make an appointment to see *Mr. Smith* next week while I'm in Beijing.
- I'll check *Mr. Smith's* schedule and see if I can arrange an appointment for you.
- Would that be convenient for you?
- I'll confirm your appointment as soon as possible.
- I wonder if he could see me early tomorrow morning.
- Sorry, but he has a full book schedule tomorrow morning.



- Could I possibly make it in the afternoon?
- 3. 预约机票/预订房间
- I'd like to make a reservation for a flight from...to...Nov.28th.
- Can I select my seat? 我可以指定座位吗?
- I'd like a window seat.
- I'd like in the non-smoking section.
- I prefer to sit by the window.
- Do you have a seat on the flight after that?
- What's the departure time?
- What time is the flight scheduled to leave today?
- What's the check-in time?
- How long does the flight take?

Lesson 2

I Pre-Listening Work

The following words and phrases are to present in this lesson. Please write down the equivalent Chinese meaning and try to remember by heart.

order	individual
production	register
production engineer	membership
incorporated	corporate
discount	reduction
consignment	reasonable
opening ceremony	enquire
managing director	

II Listening Practice

PART ONE

Questions 1 to 8

- For questions 1 to 8 you will hear eight short telephone messages or conversations.
- For each question, mark one letter (A, B or C) for the correct answer.
- After you have listened once, replay each recording.



1. When will Mr. Jones receive the new fax machine?

today

A

tomorrow

B

next month

C

2. Who does the man need to speak to?

A. Oliver Brown

B. Brian Jones

C. Albert Green

3. How much will John Smith's hotel bill be?

£ 120.90

A

£ 100.90

B

£ 100.00

C

4. How are the operating instructions sent to the customer?

A. By the E-mail and the fax.

B. By the fax and the mail.

C. By the mail and the fax.

5. Where is the man telephoning from?

A. his office

B. his home

C. his hotel

6. When will Michelle pick Mr. Green up?

A. 2:00

B. 2:30

C. 3:00

7. Which flight will the man take ?

A. 10:30

B. 21:30

C. 13:45

8. Who is asked to call back?

A. Katherine Hawkins

B. Emily Borrow

C. Peterson

PART TWO Questions 9 to 15

- Look at the message below.
- Some information is missing.
- You will hear a man telephoning a Sales Department.