



安徽省高等学校“十二五”省级规划教材

(第2册)

# 商务英语听说

Business English: Listening and Speaking

主 编 李玉萍 刘知国

副主编 王珊珊 孙金琳 孙 慧

中国科学技术大学出版社



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## 内 容 简 介

本套教材以中、美两家公司之间的商务活动流程为线索,选取典型的国际商务工作场景,以“行动导向、项目引领、任务驱动、案例教学”的现代职教理念为依据进行结构设计,有机结合语言学习过程中的训练、认知、巩固和运用环节,以达到帮助学生训练商务交际必要的职业能力的目的。本书为第2册,涉及商务活动的中后期内容,包括投诉与索赔,解决争端,代理与合资,参加展会,招标投标,旅游观光,告别送行和关系维护8个主题。

本套教材可作为职业院校涉外专业学生的商务英语听说和口语教材,同时也可作为各类培训资料,还可作为广大英语爱好者和涉外商务人员的参考资料。

本套教材配有含背景介绍、听力原文、练习答案的电子版辅导资料,PPT课件以及听力音频光盘等数字化资源,便于教师制作适用的教学课件、慕课或微课,开展翻转课堂教学。

### 图书在版编目(CIP)数据

商务英语听说.第2册/李玉萍,刘知国主编.—合肥:中国科学技术大学出版社,2015.8  
安徽省高等学校“十二五”省级规划教材  
ISBN 978-7-312-03733-7

I. 商… II. ①李… ②刘… III. 商务—英语—听说教学—高等职业教育—教材  
IV. H319.9

中国版本图书馆CIP数据核字(2015)第139558号

出版 中国科学技术大学出版社  
安徽省合肥市金寨路96号,230026  
<http://press.ustc.edu.cn>  
印刷 合肥市宏基印刷有限公司  
发行 中国科学技术大学出版社  
经销 全国新华书店  
开本 787 mm×1092 mm 1/16  
印张 10.75  
字数 254千  
版次 2015年8月第1版  
印次 2015年8月第1次印刷  
定价 30.00元(含配套光盘)

# Preface

## 前 言

随着全球经济的高度融合与中国经济的稳定快速增长,中国已成为世界经济的核心之一。由于英语是国际商务活动的主要工作语言,商务英语听说技能成为中国国际商务从业人员必备的职业能力。在这种形势下,“商务英语听说”课程的教学改革日益受到重视,作为教学内容的载体和体现教学改革成果的教材编写成为人们关注的中心。

商务英语听说是商务英语学习中最基本、最实用的能力,而根据商务工作实际任务编写的教材能够提高学生的学习兴趣,优化教学效果。本套教材是在对市场充分调研的基础上,由商务英语一线教师针对教学过程中发现的问题以及企业对英语听说能力的要求,并结合我国职业院校学生的英语水平以及学习商务英语听说的目标要求而编写的。本套教材以中、美两家公司之间的商务活动流程为线索,选取了典型的国际商务工作场景,以帮助学生达到训练商务实务中必要的职业能力的目的。

本套教材以“行动导向、项目引领、任务驱动、案例教学”的现代职业教育理念为依据进行框架结构设计,共包含 16 个单元的内容。本套教材根据学生在校学习的时间和课时数,按知识难度、实际商务流程分为两册出版,每册 8 个单元,每个单元围绕一个与国际商务紧密相关的话题,对学生进行听说训练。每册 8 个单元的设计,容量适中,能够保证学生在一学期的时间内完成一册内容的充分学习。每个单元包括教学目标、头脑风暴、情景会话、商务短文、实用句子、实践训练、案例分析 7 个模块,在各模块中以若干任务的形式插入各种练习,以达到培养学生商务英语听说和商务知识应用能力的目的。每个单元的 7 个模块都按顺序编排,把训练、认知、巩固、运用几个环节有机地结合了起来,使学生的知识学习和职业能力培养得以快速有效地提高。各模块主要内容如下:

1. 教学目标(Objectives)模块分为过程目标和终极目标两部分,让学生明确在单元学习中应了解和掌握的知识内容和应达到的语言技能;

2. 头脑风暴(Brainstorming)模块设置若干与单元话题相关的问题,应用所给的“词汇语料库”和已有的知识和认识,引导学生进行开放式讨论,提高学生学习单元内容的兴趣和热情;

3. 情景会话(Situational Conversations)模块包括 4 段未完成的商务情景会话,要求学生在听的过程中填空,使会话完整,同时通过回答问题、判断正误、多项选择、记笔记等各种形式的任务训练学生的听说能力,帮助学生巩固、深化对学习内容的理解;

4. 商务短文(Passage)模块包括 1 篇未完成的与单元话题有关的短文,要求学生根据所听的内容填空,使短文完整,并以书面或口头汇报的形式简要陈述短文的内容,训练学生听力理解和归纳总结的能力;

5. 实用句子(Useful Sentences)模块罗列了单元商务话题各个商务情景下常用的句子和表达,形成一个“句子语料库”,便于学生复习和应用;

6. 实践训练(Practical Training)模块通过编写对话、口译句子和角色扮演等形式,进一步帮助学生巩固语言和商务知识,强化表达技能,培养团队合作能力;

7. 商务案例(Business Cases)模块包括2个与单元话题相关的商务案例,学生就问题对案例进行阅读分析,并进行书面或口头汇报,训练学生发现问题和解决问题的能力。

为适应教育信息化潮流,本套教材配有包含简要的背景介绍、听力原文、听力音频、练习答案的电子版辅导资料,电子课件以及光盘等立体化电子辅助材料,便于教师制作适用的教学课件、慕课或微课,开展翻转课堂教学。

本套教材由李玉萍老师策划并统稿。第1册由李玉萍和王永美主编,戴歆、王良存和何凤霞任副主编,李金霞、葛丹丹和袁颢老师参编,以上8位老师分别编写了第1册中的一个单元;第2册由李玉萍和刘知国主编,王珊珊、孙金琳和孙慧任副主编,刘莉雯、邓楠和何燕老师参编,以上8位老师分别编写了第2册中的一个单元。

本套教材可作为职业院校涉外专业(包括商务英语、商务管理、国际贸易、国际经济、国际商务等)学生的商务英语听说教材,同时也可供广大英语爱好者和涉外商务工作人员选用。

在编写本套教材的过程中,编者参考了国内外出版的一些教材和专著,浏览了相关网站,获益良多,在此一并表示衷心的感谢。由于编者水平有限,书中难免存在不足之处,恳请相关专家及使用者批评指正。

编者

2015年4月

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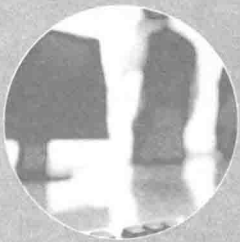
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## Unit 1



## Unit 2

















## Unit 3



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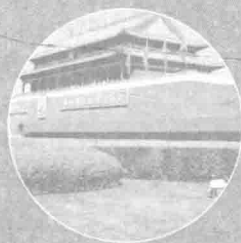


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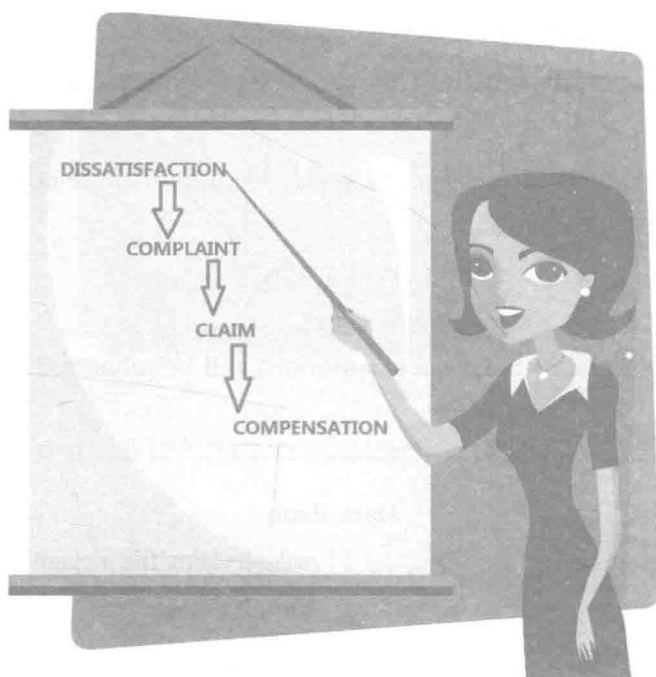


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# Unit 1 Complaints and Claims



## Objectives

### Process Objectives

After learning this unit, the students are supposed to be able to:

- learn how to make complaints and claims properly;
- know the documents needed while lodging claims;
- practice listening for specific information;
- practice communicating with business partners on complaints and claims.

### Final Objectives

After learning this unit, the students are supposed to be able to:

- deal with the problem pertaining to complaints and claims in an appropriate way.

## Brainstorming

Divide the students into several groups and ask them to discuss the following questions with the help of the useful expressions below in the data bank.

1. What should you do if you find the goods you imported are not in conformity with the clauses in the contract?
2. Which party may you make a claim against?
3. What reasons may you file a claim for?
4. When filing a claim, what documentations will be submitted?

Data Bank	
make a complaint on	make a claim/file a claim/lodge a claim
the seller/exporter	freight forwarders
airline/inland trucking company	rail company
shipper	insurance company
inferior quality	quality discrepancy
poor packing	damage
shortage	delayed shipment
loss of goods	wrong delivery
original certificate of insurance	copy of clean bill of lading
original commercial invoice	inland rail waybill/trucker's waybill
local carrier's delivery receipt	copy of carrier's inspection report

## Situational Conversations



## Conversation 1 Making a Complaint on Wrong Delivery

 **Task 1 Listen to the conversation and fill in the blanks.**

R—Mr. Rodgers      H—Ms. He (Ms. He)

(Mr. Rodgers discusses an error in his order with Ms. He.)

R: I have something very unpleasant to talk over with you, Ms. He.

H: What's that, Mr. Rodgers?

R: Do you remember that we ordered 200 of your LED42538E television sets?

H: Of course. We shipped them (1) \_\_\_\_\_. Haven't they arrived?

R: That's the problem. They've arrived, but they're the wrong model.

H: I'm sorry to hear that. I'll look into it and try to (2) \_\_\_\_\_ for you as quickly as possible. Could you tell me your order number?

R: No. 369.

H: OK. Would you mind waiting for a few minutes while I check it out with our (3) \_\_\_\_\_?

R: Not at all. (4) \_\_\_\_\_ to get this straightened out.

(Several minutes later)

H: Well, I've discovered the **source** of the error. It seems that your customer account

number was (5) \_\_\_\_\_ entered into our computer at the **warehouse**. This (6) \_\_\_\_\_ the wrong shipment. We apologize for this mistake and **inconvenience** caused to you.

R: That's an (7) \_\_\_\_\_, but **regrettable** mistake. But when do you think we can get the right goods?

H: We will contact our own suppliers and (8) \_\_\_\_\_ the right goods by express train. It usually takes one or two days for the goods to reach us. As soon as we receive them, we'll **air-freight** the correct television sets immediately. You can receive them within a week. And since (9) \_\_\_\_\_, we'll pay the **freight charges**.

R: That's good of you. My home office will be glad to hear it.

H: I'm very pleased we were able to **get to the bottom of** this so quickly. Just return the wrong television sets by **sea-freight**, and our company will (10) \_\_\_\_\_ too.

R: Thank you so much.

H: That's all right. We hope to provide you with good service for many years to come.



## Task 2 Listen to the conversation again and decide whether the statements are true or false.

- ( ) 1. The buyer should be responsible for the wrong delivery.
- ( ) 2. The buyer will receive the right goods after a week.
- ( ) 3. The buyer is required to sell the wrong goods in their market.
- ( ) 4. Ms. He's company will pay the freight charges for the replacements.
- ( ) 5. The replacements will be sent to the seller by air.



## Words and Phrases

- |                    |                   |                  |
|--------------------|-------------------|------------------|
| 1. source          | /sɔ:rs/           | n. 根源;原因         |
| 2. warehouse       | /'weəhaus/        | n. 仓库            |
| 3. inconvenience   | /,ɪnkən'vi:niəns/ | n. 不便            |
| 4. regrettable     | /rɪ'gretəbl/      | adj. 令人遗憾地;令人惋惜的 |
| 5. air-freight     | /eə(r)'freɪt/     | n./v. 空运         |
| 6. freight charges |                   | 运费               |
| 7. sea-freight     | /si:'freɪt/       | n./v. 海运         |



## Notes

1. to get this straightened out  
to straighten sth. out; to deal with a confused situation by organizing things that



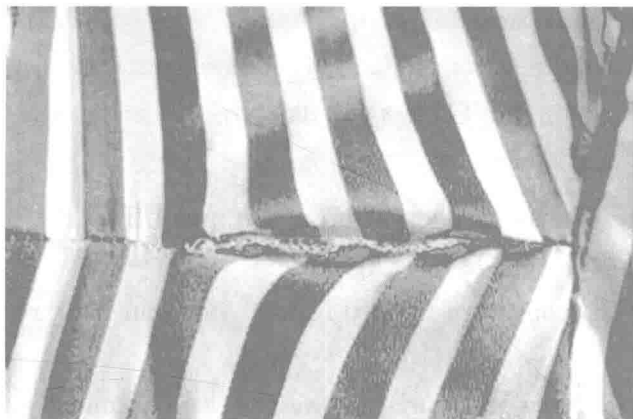
cause problem 清理;整理

E. g. I need time to straighten out my finances. 我需要时间清理一下我的财务。

2. get to the bottom of 找到起因

E. g. They are trying to get to the bottom of this accident. 他们正试图找出此次事故的起因。

## Conversation 2 Lodging a Claim on Inferior Quality



**Task 3 Listen to the conversation and choose the best answer to each of the following questions.**

- Why is Mr. Rodgers not satisfied with the goods? ( )
  - Because the packing of the goods is poor.
  - Because some of the goods have quality problem.
  - Because the goods are not delivered in time.
  - Because there is a shortage of the goods.
- How much does Mr. Rodgers ask for the compensation? ( )
  - \$ 4,000.
  - \$ 30,000.
  - \$ 10,000.
  - \$ 15,000.
- What will Mr. Rodgers do if the same problem occurs again? ( )
  - He will ask for more compensation.
  - He will return the goods to Ms. He.
  - He will terminate the contract.
  - He will refuse to pay.

4. Who will pay the inspection fee? ( )
- A. Mr. Rodgers' company.  
 B. Ms. He's company.  
 C. Mr. Rodgers' clients.  
 D. The certified inspection organization.
5. Which of the following descriptions of the goods is NOT true when they were received by Mr. Rodgers' company? ( )
- A. They were seriously damaged.  
 B. They were well packed.  
 C. 30 of them did not work.  
 D. A minor part of the TV sets was defective.

 **Task 4 Listen to the conversation again and fill in the blanks.**

R—Mr. Rodgers     H—He Xin (Ms. He)

H: Mr. Rodgers. The goods were shipped in July. But your bank refused to pay. May I know why?

R: I can explain. After your goods arrived, we had them examined and found that nearly 15% of them (1) \_\_\_\_\_ the contracted standard.

H: I'm sorry, but what (2) \_\_\_\_\_ by saying "not up to the contracted standard"?

R: 30 of the TV sets could not work. The **percentage of defects** in the **consignment** you delivered to us was (3) \_\_\_\_\_.

H: How can that be? That seems hard to believe. I am sorry for it. Please be assured that if it's our fault we'll certainly **entertain** your claim. Was the package broken when you received the consignment?

R: I don't think so. They were all well packed when they arrived.

H: Would you mind (4) \_\_\_\_\_ to us so that we can find out what the problem is?

R: How long would it be before we can get the **replacements**?

H: About two weeks.

R: That's too long. You know, our clients are (5) \_\_\_\_\_ this consignment. If we can not supply the goods in time, we will have to **compensate** them for the loss. You should **make amends for** the losses by replacing all of the defective products. And you should compensate us for the losses it has caused. We claim a compensation of \$10,000.

H: Mr. Rodgers, it's (6) \_\_\_\_\_ whose fault it is at present. In order to make you supply the goods to your clients as soon as possible, we agree to send you the replacements before you return us the 30 TV sets, but I'm afraid a compensation of



\$ 10,000 is too much for us.

R: We have had the defective products examined by a **licensed** inspection organization and found a minor part of the TV sets is faulty. It's fortunate that we found the problem before (7) \_\_\_\_\_. Otherwise this will (8) \_\_\_\_\_ in the market place and it's very **embarrassing** for us.

H: Mr. Rodgers, we are very sorry. I understand your concern and recognize that it's (9) \_\_\_\_\_. We agree to replace the **defective** products as soon as possible and we regret for the loss you have suffered and agree to pay you \$ 4,000.

R: In view of our friendly business relationship, we agree to your proposal. But you are supposed to pay the **inspection fee**.

H: No problem. Please return the goods which you think are defective at our expense.

R: OK. We will (10) \_\_\_\_\_ but to **terminate** the contract and find a new supplier if this happens again.

H: I assure you that it won't happen again.

### Words and Phrases

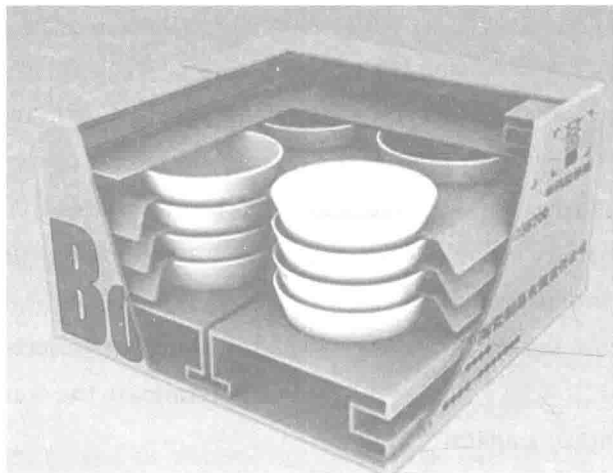
1. percentage	/pə'sentɪdʒ/	n. 百分比
2. defect	/di:'fekt/	n. 缺陷;毛病
3. consignment	/kən'saɪnmənt/	n. 装运的货物
4. entertain	/,entər'teɪn/	v. 受理
5. replacement	/rɪ'pleɪsmənt/	n. 替代品;替换物
6. compensate	/'kɑ:mpensət/	v. 补偿;赔偿
7. licensed	/'laɪsnt/	adj. 得到许可的,有执照的
8. embarrassing	/'ɪm'bærəsɪŋ/	adj. 令人尴尬的
9. defective	/'dɪ'fektɪv/	adj. 有缺陷的
10. inspection fee	/'ɪn'spekʃən fi:/	n. 检验费
11. terminate	/'tɜ:mɪneɪt/	v. 终止

### Notes

make amends (to sb.) for sth. /doing sth. (因某事向某人)赔偿;补偿;赔不是;将功补过

E. g. He made amends to me for his rudeness. 他因为对我无礼而向我赔不是。

## Conversation 3 Refusing a Claim on Poor Packing



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

1. Why does Mr. Rodgers make a complaint?
2. Who does Mr. Rodgers think should be responsible for the damage of the goods?
3. According to Ms. He, who should be responsible for the damage of the goods?
4. When were the goods received by the buyer?
5. How were the goods packed?

 **Task 6** Listen to the conversation again and fill in the blanks.

R—Mr. Rodgers      H—Ms. He (Ms. He)

R: Ms. He. I came here today to make a complaint on the damaged goods.

H: I'm sorry to hear that, Mr. Rodgers. But could you please be (1) \_\_\_\_\_?

R: The goods under our order No. 7369 arrived yesterday. To our great surprise, five TV sets were found damaged when they (2) \_\_\_\_\_ to us. We regret that the damages mainly resulted from poor packing.

H: Poor packing? But we have exported such kind of goods for many years and we have been always (3) \_\_\_\_\_. Up to now, no other customers have complained about our packing. The damages could have happened (4) \_\_\_\_\_ **transit** or **unloading** due to **rough** handling.

R: The result of our investigation showed that the damage was caused (5) \_\_\_\_\_, but it is because of **inferior** packing which made the package open (6) \_\_\_\_\_. We have to lodge a claim with you and ask for a compensation to cover