



商务英语口语实战丛书

# 国际商务英语口语

## 初级

Spoken English for International Business

◎ 主 编 廖国强 张礼贵 左 义  
◎ 副主编 范 敏 龚蕴华 廖 旭



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· 北京 ·

## 内 容 简 介

本书共9个单元，主要内容包括商务接待、商务参观及产品介绍、远程商务接洽、商务约会、商务活动安排、商务咨询及说明、商务旅游、建立商务关系、涉外工作申请等涉外商务活动。

本书适用于高等院校商务英语及相关专业的学生，同时也适用于国际商务活动的从业者和爱好者。

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加入世界贸易组织,标志着我国对外开放新的全方位的推进。在经济全球化的新形势下,中国与世界各国的商务交流与合作也会更加频繁。作为一门通用的国际性语言,英语在国际商务交流中起着极其重要的作用。从事涉外商务工作的人员需要掌握好英语,特别是英语口语,才能更好地开展商务活动。

《国际商务英语口语》正是基于这样的背景而为从事对外经贸工作和其他涉外工作的人员及相关学习者编写的商务英语口语读本,既可以作为高等院校商务英语及相关专业学生的口语教材,又可以作为一种工具书,供相关的学习者参考模仿之用。

《国际商务英语口语》共3册,分为初级、中级和高级,主要内容涵盖了对外商务往来中最为常见的经典对话场景,基本上由易到难渐进地涉及了涉外贸易中所有主要的商务活动。

《国际商务英语口语》在选材上覆盖面广,代表性和针对性强,并且兼具实用性和生动性。在实用性方面,书中所选取的材料均为商务活动中最常见的场景,具有很强的实践性和可操作性,能够有效地帮助学习者进行针对性极强的训练并学以致用,符合应用型人才培养的要求。在生动性方面,书中所选取的材料具有较强的趣味性,易学易懂,能够充分地调动起不同层次学习者的学习兴趣。

《国际商务英语口语》在体系的编排上科学合理。

每单元的开始部分均提供了与本单元话题相关的文化背景，以帮助学习者对此话题有一个更加准确的把握。每单元的主体是日常商务对话的经典范例及常用词汇、句型，学习者可以此为模板学习并熟练掌握其中的一些对话技巧。每单元还就对话中出现的语言难点及重要的国际商务知识给出了详尽的注释，以帮助学习者更深入地理解本单元的主题。每单元的课后练习也紧紧围绕本单元的话题展开，主要有“根据中文提示补全对话”和“根据提供的对话背景模仿特定人物进行情景对话”两大类实操性训练。

为了让学习者能够在涉外商务活动中有效地进行交流，每单元后还附有本单元对话的译文，以供学习者参阅。为了让学习者能够更好地掌握相关话题的对话技巧，每单元最后均提供了与之相关的扩展阅读材料，并留有让学习者参与讨论的问题。为了让学习者能够对照本书的教学材料进行模仿训练，所有的对话均配有地道的 MP3 录音，学习者可通过手机扫描本书扉页上的二维码下载使用。

本书为《国际商务英语口语》的初级本，共 9 个单元，主要内容涵盖商务接待、商务参观及产品介绍、远程商务接洽、商务约会、商务活动安排、商务咨询及说明、商务旅游、建立商务关系、涉外工作申请等涉外商务活动。

本书在编写过程中参考了大量的文献资料，在此向这些文献资料的作者表示衷心的感谢。编者也殷切地希望本书能够对相关读者的商务英语学习有所帮助。然而，鉴于编者水平有限，书中难免有错漏之处，恳请广大读者批评指正。

编者

2018 年 12 月

# 目 录

# CONTENTS

<b>Unit 1</b>	Business Reception 商务接待 .....	1
<b>Unit 2</b>	Business Visit and Products Introduction 商务参观及产品介绍 .....	15
<b>Unit 3</b>	Distant Business Communication 远程商务接洽 .....	25
<b>Unit 4</b>	Business Appointment 商务约会 .....	37
<b>Unit 5</b>	Business Agenda 商务活动安排 .....	49
<b>Unit 6</b>	Business Inquiry and Explanation 商务咨询及说明 .....	63
<b>Unit 7</b>	Business Travelling 商务旅游 .....	77
<b>Unit 8</b>	Building up Business Relations 建立商务关系 .....	95
<b>Unit 9</b>	Application for Foreign Jobs 涉外工作申请 .....	115
<b>References</b>	参考文献 .....	132

Unit

# 1

**Business Reception**

**商务接待**



### Warming-up

A receptionist is the first person that hotel guests see or talk to when they arrive or ring to make a booking. A hotel receptionist therefore has an important job of making people feel welcome, being efficient and dealing professionally with enquiries. In this job, the tasks are likely to include welcoming guests as they arrive, allocating them a room and handing out keys to guests or porters, taking and passing on messages. He will probably also have to put together the guest's bill, take payment and help guests with any special requests. A receptionist sometimes orders taxis for guests and books excursions on request, such as theatre or sightseeing trips.

A receptionist needs to be welcoming, friendly and helpful, efficient and professional, well-organized and able to handle several tasks at once.

The work of a receptionist is interesting and varied. The work is also important because the receptionist is the first person visitors see when they come to a firm. So the receptionist gives them the first impression of the firm.

## Dialogues



### Dialogue 1

### Receiving Guests at the Airport

*The Fortune Hotel airport representative (AR) receives a guest (G) at the airport.*

**G:** Excuse me, are you the Fortune Hotel airport representative?

**AR:** Yes, Mr. ...?

**G:** I'm Robert Hilton from America.

**AR:** My name is Su Hui. I'm here to meet you. Welcome to Shanghai!

**G:** Glad to meet you.

**AR:** The pleasure is mine. Is this your first visit to China, Mr. Hilton?

**G:** Yes. It's my first visit. I'm looking forward to seeing your beautiful country.

**AR:** I hope you will have a pleasant stay here.

**G:** Thank you. I'm sure I will.

**AR:** Is this all your baggage?

**G:** Yes, it's all here.

**AR:** We have a car over there to take you to our hotel.

**G:** That's fine.

**AR:** Let me help you with that suitcase. Shall we go?

**G:** Yes, thank you for all your trouble.

**AR:** No trouble at all. This way, please.



## Dialogue 2

### Receiving Guests at the Reception Desk of the Company

*Rose (R) is the receptionist of Modern Office Ltd. Mr. Li (L) hasn't an appointment, but he'd like to see Mr. Shelli. Maria (M) is Mr. Shelli's secretary.*

**L:** Good morning.

**R:** Good morning. Oh, Mr. Li. How are you?

**L:** I'm fine, thanks, and you?

**R:** Oh, busy as usual. Do you want to see Mr. Shelli?

**L:** Yes, please.

**R:** Do you have an appointment?

**L:** Er... No, I haven't. You see, I only arrived in the country this morning.

**R:** Well, I know he's busy at the moment, but I'll ask his secretary when he'll be free. Please sit down.

**L:** Thank you.

*(Dials)*

**M:** Mr. Shelli's office.

**R:** Oh, hello, Maria. It's the reception. I have Mr. Li here. He hasn't an appointment, but he'd like to see Mr. Shelli. When will he be free?

**M:** Let me see... Well, hmmm, he'll be free about 12:30. Can Mr. Li wait for a while?

**R:** *(To Mr. Li)* Mr. Shelli will be free about half past twelve. Can you wait for a while?

**L:** What's the time now?

**R:** It's nearly 12:00.

**L:** Oh, that's fine. I'll wait.

**R:** *(To Maria)* Maria, Mr. Li will wait.



**M:** Right. I'll fetch him when Mr. Shelli's free.

**R:** Thanks. (*Replaces the phone*) (*To Mr. Li*) She'll come and fetch you later.

**L:** Thank you.

**Dialogue 3****Receiving Guests at the Hotel**

*The receptionist (R) of the hotel welcomes the guest (G).*

**R:** Good afternoon, sir. Welcome to our hotel. May I help you?

**G:** Yes. I booked a room one week ago.

**R:** May I have your name please, sir?

**G:** John Smith.

**R:** Just a moment, sir. Yes, we do have a reservation for you, Mr. Smith. A city view single room with bath. You've paid 2,000 yuan as a deposit. Is that correct?

**G:** That's it.

**R:** Would you please fill in this registration card, sir?

**G:** Sure. Here you are. I think I've filled in everything correctly.

**R:** Let me see... name, address, nationality, forwarding address, passport number, signature and date of departure. Oh, here, sir. You forget to fill in the date of departure. May I fill it in for you? You are leaving on...

**G:** October 24.

**R:** May I see your passport, please? Thank you, sir. Now everything is in order. And here is your key, Mr. Smith. Your room number is 1107. It's on the 11th floor and your room rate is RMB 500 per night. Here is your key card with all the information on your booking, the hotel services and the hotel rules and regulations on it. Please make sure that you have it with you all the time. You need to show it when you sign for your meals and drinks in the restaurants and the bars.

**G:** Yes, I'll keep it with care. Thank you.

**R:** I hope you enjoy your stay with us.

**Dialogue 4****Receiving Guests at the Fair**

*Mr. Brown (B) and Ms. Anderson (A) are talking at the Fair.*

- B:** Good afternoon. I am Robert Brown, the Import Manager of Atlantic Industries Ltd., Sidney, Australia. This is my card.
- A:** Good afternoon, Mr. Brown. I am Meese Anderson, manager of the sales department.
- B:** Nice to see you, Ms. Anderson.
- A:** Nice to see you too, Mr. Brown. Won't you sit down?
- B:** Thank you.
- A:** What would you like, tea or coffee?
- B:** I'd prefer coffee if you don't mind.
- A:** Is it your first trip to the Fair, Mr. Brown?
- B:** No, it's the fourth time.
- A:** Good. Is there anything you find changed about the Fair?
- B:** Yes, a great deal. The business scope has been broadened, and there are more visitors than ever before.
- A:** Really, Mr. Brown? Did you find anything interesting?
- B:** Oh, yes. Quite a bit. But we are especially interested in your products.
- A:** We are glad to hear that. What items are you particularly interested in?
- B:** Women's dresses. They are fashionable and suit Australian women well, too. If they are of high quality and the prices are reasonable, we'll purchase large quantities of them. Will you please quote us a price?
- A:** All right.

## Words and Expressions

baggage *n.* 行李

suitcase *n.* 手提箱, 衣箱

appointment *n.* 约定, 约会

free *a.* 有空的

fetch *v.* 接来, 取来

book *v.* 预订

reservation *n.* 预订

deposit *n.* 储蓄, 保证金, 订金

registration *n.* 登记

forwarding address 转投地址, 转寄地址

sign *v.* 签单

business scope 经营范围

quote *v.* 开(价)



## Notes

1. 许多规模较大的公司都会有一个接待员，我们通常称作前台（receptionist）。可不要小瞧这个职位，前台的工作也是复杂多样的。而且有个好的前台对公司来说非常重要，因为前台是访客在公司接触到的第一个人，前台可能会影响客人对公司的第一印象。
2. 英美人是尊重别人的个人隐私（privacy）的。他们一般不打听对方的私事，包括婚姻及家庭情况（问候家人例外），更忌讳问别人的年龄和收入。特别是对女性，更不能无缘无故地随意问及年龄。在接待英美客人时，要特别注意不同的文化风俗习惯。

### 3. I hope you will have a pleasant stay here.

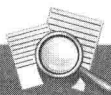
希望您在我们这里过得愉快。（客人入住宾馆前）

I hope you are enjoying your stay with us.

希望您在我们宾馆过得愉快。（客人在宾馆逗留期间）

I hope you have enjoyed your stay with us.

希望您在我们宾馆过得愉快。（客人离开宾馆时）



## Useful Sentences

1. I'd like to book a double room for Tuesday next week.  
下周二我想订一个双人房间。
2. What's the price difference?  
两种房间的价格有什么不同？
3. A double room with a front view is 140 dollars per night, and one with a rear view is 115 dollars per night.  
一间双人房朝阳面的每晚 140 美元，背阴面的每晚 115 美元。
4. I think I'll take the one with a front view then.  
我想我还是要阳面的吧。
5. How long will you be staying?  
您打算住多久？
6. We'll be leaving Sunday morning.  
我们将在星期天上午离开。
7. And we look forward to seeing you next Tuesday.

我们盼望下周二见到您。

8. I'd like to book a single room with bath from the afternoon of October 4 to the morning of October 10.  
我想订一个带浴室的单人房间，10月4日下午到10月10日上午用。
9. We do have a single room available for those dates.  
我们确实有一个单间，在这段时间可以用。
10. What is the rate, please?  
请问房费多少？
11. The current rate is \$50 per night.  
现行房费是50美元一天。
12. What services come with that?  
这个价格包括哪些服务项目呢？
13. That sounds not bad at all. I'll take it.  
听起来还不错。这个房间我要了。
14. By the way, I'd like a quiet room away from the street if it is possible.  
顺便说一下，如有可能我想要一个不临街的安静房间。
15. Welcome to our hotel.  
欢迎光临。
16. So you have got altogether four pieces of baggage?  
您一共带了4件行李，是不是？
17. Let me have a check again.  
让我再看一下。
18. The Reception Desk is straight ahead.  
接待处就在前面。
19. After you, please.  
您先请。
20. Excuse me, where can I buy some cigarettes?  
劳驾，我到哪儿可以买到香烟？
21. There is a shop on the ground floor.  
一楼有个商店。
22. It sells both Chinese and foreign cigarettes.  
在那儿可以买到中国香烟和外国香烟。
23. Can I also get some souvenirs there?  
也可以买到纪念品吗？
24. There is a counter selling all kinds of souvenirs.



有个柜台出售各种各样的纪念品。

25. Excuse me, where is the restaurant?

劳驾，请问餐厅在哪儿？

26. We have a Chinese restaurant and a western-style restaurant. Which one do you prefer?

我们有中餐厅和西餐厅，您愿意去哪个？

27. I'd like to try some Chinese food today.

今天我想尝尝中国菜。

28. Good. Could you please fill in this booking form? We need your full address and a deposit of 20 percent. You can pay by cash or credit card or cheque.

好的。请您填一下这张预订单，好吗？请填写您的详细地址并交付 20% 的订金。您可以用现金、信用卡或是支票支付。

29. I've come to make sure that your stay in Beijing is a pleasant one.

我特地为你们安排以确保你们在北京的逗留愉快。

30. You're going out of your way for us, I believe.

我相信这是对我们的特殊照顾了。

31. It's just the matter of the schedule, that is, if it is convenient for you right now.

如果你们觉得方便的话，我想现在讨论一下日程安排的问题。

32. I think we can draw up a tentative plan now.

我认为现在可以先草拟一套临时方案。

33. If he wants to make any changes, minor alternations can be made then.

如果他有什么意见的话，我们还可以对计划稍加修改。

34. Is there any way of ensuring we'll have enough time for our talks?

如何保证我们能有充足的时间来谈判呢？

35. So our evenings will be quite full then?

那么我们在晚上也安排满了活动吗？

36. We'll leave some evenings free, that is, if it is all right with you.

如果你们愿意的话，我们想留几个晚上供你们自由支配。

37. We'd have to compare notes on what we've discussed during the day.

我们需要研究讨论一下白天谈判的情况。

38. That'll put us both in the picture.

这样双方都能了解全面的情况。


39. Then we'd have some ideas of what you'll be needing.

那么我们就心中有点儿数，知道你们需要什么了。

40. I can't say for certain off-hand.

我还不能马上说定。

41. Better have something we can get our hands on rather than just spend all our time talking.  
有些实际材料拿到手总比坐着闲聊强。
42. It'll be easier for us to get down to facts then.  
这样就容易进行实质性的谈判了。
43. But wouldn't you like to spend an extra day or two here?  
但是，你们不愿意在这儿多待一两天吗？
44. I'm afraid that won't be possible, much as we'd like to.  
尽管我们很想这样做，但恐怕不行了。
45. We've got to report back to the head office.  
我们还要回去向总部汇报情况呢。
46. Thank you for your cooperation.  
感谢你们的合作。
47. We've arranged our schedule without any trouble.  
我们已经很顺利地把活动日程安排好了。
48. Here is a copy of itinerary we have worked out for you and your friends. Would you please have a look at it?  
这是我们为您和您的朋友拟定的活动日程安排。请过目一下，好吗？
49. If you have any questions on the details, feel free to ask.  
如果对某些细节有意见的话，请提出来。
50. I can see you have put a lot of time into it.  
我相信你在制定这个计划上一定花了不少精力吧。
51. We really wish you'll have a pleasant stay here.  
我们真诚地希望你们在这里过得愉快。



## Exercises

### I Complete the following dialogues.

1. A: Good to see you too, Tom. How was your flight?

B: \_\_\_\_\_  
\_\_\_\_\_!

(很好。在机场没有延误，这一路也很舒适。我还在飞机上睡了一会儿呢!)

2. A: Good. Do you have any jet lag?



B: \_\_\_\_\_

(现在不会了。我在韩国、日本的时候，就渐渐适应时差了，所以应该没有时差问题。)

## II Situational practice.

**The situation:** You, the representative of your company, are expected to welcome David Brown, who comes from America, at the airport, and then accompany him from the airport to the hotel. After that, you accompany him to your company where you will introduce him to your general manager, Li Wei.

**The task:** Design possible dialogues according to the situation mentioned above.

### 对话汉译

#### 对话 1 机场接待

福庆酒店的机场代表 (AR) 在机场迎接客人 (G)。

G: 请问，您是福庆酒店的机场代表吗？

AR: 是的，您是……

G: 我是来自美国的罗伯特·希尔顿。

AR: 我叫苏辉，专程来这儿接您的。欢迎您到上海来。

G: 很高兴见到您。

AR: 很高兴见到您。希尔顿先生，这是您第一次来中国吗？

G: 是的，第一次。我一直想亲眼看看这个美丽的国家。

AR: 希望您在这儿过得愉快。

G: 谢谢，我想会的。

AR: 这是您所有的行李吗？

G: 是的，都在这儿。

AR: 我们的车在那儿，用来接您到酒店的。

G: 好的。

AR: 我帮您提箱子。可以走了吗？

G: 好的，谢谢，辛苦您了。

**AR:** 没什么。这边请。

## 对话 2 公司前台接待

罗斯 (R) 是现代办公公司的前台。李先生 (L) 没有预约但想拜访谢力先生。玛利亚 (M) 是谢力先生的秘书。

- L:** 早上好!
- R:** 早上好! 李先生, 近来可好?
- L:** 很好, 谢谢。您呢?
- R:** 还是忙呗。您想见谢礼力先生吗?
- L:** 是的, 请转告。
- R:** 您预约了吗?
- L:** 没有。您知道我今天早上刚到这个国家。
- R:** 我知道他现在很忙。不过, 我先问一下他秘书, 看他是否有空。您请坐。
- L:** 谢谢!  
(拨号)
- M:** 您好, 这是谢力先生办公室。
- R:** 玛利亚, 我是前台。我们这儿有一位李先生想见谢力先生, 但没有预约, 不知谢力先生何时有空?
- M:** 我查一下, 哦, 谢力先生十二点半有空。李先生能等一会儿吗?
- R:** (对李先生说) 谢力先生十二点半有空, 您能等一会儿吗?
- L:** 现在什么时间?
- R:** 快到十二点了。
- L:** 那好, 我就等会儿。
- R:** (对玛利亚说) 玛利亚, 李先生说可以等。
- M:** 好的, 谢力先生忙完了我就来接他。
- R:** 谢谢。(挂上电话) (对李先生说) 玛利亚等会儿来接您。
- L:** 谢谢!

## 对话 3 酒店接待

酒店前台 (R) 欢迎客人 (G)。

**R:** 先生, 下午好! 欢迎您入住我们的酒店。请问我能为您做什么?