

销售员英语

EASY TALK

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· 成 都 ·

前 言

随着我国对外开放的进一步扩大,来国内旅游、经商的外国友人日益增多,一般商业服务的人员接待国外顾客的机会也大大增加。如何使他们在较短的时间内掌握最基本的服务英语会话,是本书的主要目的。

当然,本书或其他此类书,都不可能囊括商业服务人员在接待国外顾客时语言交际的全部情况,也不可能把你想说的话都罗列出来。尽管如此,我们仍希望通过本书的使用,使你达到掌握最基本的英语交际能力的最高境界。

本书共分三个部分,第一部分为销售员在迎送、接待国外顾客时最常用的90个英语句型,以及顾客询问营业员最常用的60个英语句型。第二部分为实际的商业服务交际会话。第三部分为附录,包括商品英语词汇以及商业服务交流过程中可能用到的一些英语词汇和知识。广大的商业服务人员如能在学习本书的过程中

激发出学习英语的兴趣和欲望,从而更深入地掌握英语这个交际工具,定会为我国带来良好的国际声誉和影响。作为编者,我们将不胜荣幸。

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unit 1

Basic Sentence

基本句型

(1) Welcoming a Customer

招呼顾客用语

1. Welcome to China.
欢迎来到中国。
2. We welcome you to China.
欢迎您来到中国。
3. Thank you for coming.
感谢您的光临。
4. We welcome you to all sightseeing and shopping.
欢迎观光和购物。
5. Can I help you?
我能为您服务(帮您忙)吗?
6. Can I be your assistant?
我可以帮您的忙吗?
7. May I help you, madam(sir)?

女士(先生),我能帮您吗?

8. What can I do for you, madam(sir)?

女士(先生),我能帮您做些什么呢?

9. Good morning (afternoon, evening), sir (madam). Anything I can do for you?

早安(午安、晚安),先生(女士)。我能为您服务吗?

(2) Receiving a Customer

接待顾客用语

1. Have you been taken care of?
有人接待您吗？
2. What would you like?
您想要些什么呢？
3. What would you like to see?
您想看些什么？
4. What do you want to buy?
您想买什么？
5. Can I show you anything?
有什么可以拿给您看的吗？
6. Would you like to choose something now?
您想挑选点什么吗？
7. We have a very wide selection of commodities.

我们有各式各样的商品供您挑选。

8. A little more slowly, please.

请讲慢一点。

9. Sorry, I couldn't get what you said.

对不起,我没听懂您的话。

10. I beg your pardon.

请再说一遍。

11. Please speak a little louder.

请讲大声一点。

12. What did you say?

您刚才说什么?

13. Over at this counter, please.

请到这个柜台来。

14. Let me help you.

让我帮帮您吧!

15. I recommend you to buy this one.

我推荐(建议)您买这一种。

16. All right. I'll bring them all over.

好的,我就拿来。

17. Please wait for just a few minutes.

请稍等一下。

18. Sorry to keep you waiting.

很抱歉让您等候。

19. Is this all right ?

满意吗？

20. What else can I do for you ?

我还能为您做些什么？

21. Will there be anything else ?

还需要些什么别的吗？

22. Would you like anything else ?

您需要别的东西吗？

23. These are very nice.

这些很好。

24. They're quite nice.

它们挺好的。

25. What do you think of this ?

您认为这种可以吗？

26. What kind would you like ?

您喜欢什么样式的？

27. Do you like this one ?

您喜欢这种吗？

28. Perhaps you'd like this.

或许您会喜欢这一种。

29. Which set do you prefer?

您喜欢哪一套？

30. This is the best among them all.

这一件(套)是最好的。

31. Which brand do you want?

您需要什么牌子的？

32. It's a famous brand.

这是名牌。

33. Do you have any particular brand in mind?

您心目中想要什么牌子的？

34. I'm sorry, but not in that particular brand.

抱歉,没有那种牌子的。

35. Which type do you prefer?

您喜欢哪一种类型？

36. I would suggest that you try both styles and see which one fits you better.

我建议您两种样式都试一下,看看哪种比较合适。

37. This is our best quality.
这种是我们这里质地最好的了。
38. These are the latest style in shoes.
这些是最新款式的鞋子。
39. This is very fine material.
这种质地很好。
40. It's of good quality and very durable.
它质量好又耐穿。
41. Are these all right? They wear well and don't cost much.
这种好吗?很实用,价钱也不贵。
42. The price is very reasonable.
价格非常公道。
43. It would only cost you 150 yuan.
它只要 150 元。
44. It's made in China.
这是中国生产的。
45. This is selling very well in China.
这样东西在中国很畅销。
46. If something is faulty, you can exchange it.