



# Contents

|   |       |
|---|-------|
| <b>Chapter One The Telephone Ringing(A)</b> .....             | ( 2 ) |
| (1) May I speak to Mr. Brown, please? .....                   | ( 2 ) |
| (2) Which Martin? .....                                       | ( 6 ) |
| (3) Do you mean to connect Mr. Robert<br>Wagner? .....        | (10)  |
| <b>Chapter Two The Telephone Ringing(B)</b> .....             | (14)  |
| (1) I'm sorry to bother you so late in the<br>evening .....   | (14)  |
| (2) What a pleasant surprise! .....                           | (18)  |
| (3) You are wanted on the phone .....                         | (22)  |
| <b>Chapter Three Holding The Line</b> .....                   | (26)  |
| (1) Could you please hold on a minute? .....                  | (26)  |
| (2) Mr. Baker would like to speak to him<br>right now .....   | (30)  |
| (3) Will he be back right away? .....                         | (34)  |
| <b>Chapter Four Leaving A Message</b> .....                   | (38)  |
| (1) Will you leave a message? .....                           | (38)  |
| (2) I'll take a note of it .....                              | (42)  |
| (3) Please make sure he gets this message .....               | (46)  |
| <b>Chapter Five Machine Answering And<br/>Recording</b> ..... | (50)  |
| (1) Leave your message after the tone .....                   | (50)  |
| (2) Repeat: 993-6828 .....                                    | (54)  |
| (3) I hate talking into machines .....                        | (58)  |
| <b>Chapter Six Problem Telephones</b> .....                   | (62)  |
| (1) Could you speak louder? .....                             | (62)  |

# 目 录

|                    |      |
|--------------------|------|
| 第一章 有人来电(一)        | (3)  |
| (1) 可以请布朗先生听电话吗?   | (3)  |
| (2) 哪位马丁?          | (7)  |
| (3) 您是想找罗伯特·瓦格纳先生? | (11) |
| 第二章 有人来电(二)        | (15) |
| (1) 抱歉,这么晚打扰您      | (15) |
| (2) 真是意想不到的惊喜!     | (19) |
| (3) 有您的电话          | (23) |
| 第三章 请稍候            | (27) |
| (1) 请等一等           | (27) |
| (2) 贝克先生想立即与他通话    | (31) |
| (3) 他就回来吗?         | (35) |
| 第四章 留言             | (39) |
| (1) 要不要留口信?        | (39) |
| (2) 我记一下           | (43) |
| (3) 请一定把口信传给他      | (47) |
| 第五章 答录机的“答”与“录”    | (51) |
| (1) 请在信号声后留言       | (51) |
| (2) 重复一遍:993-6828  | (55) |
| (3) 我讨厌对着答录机讲话     | (59) |
| 第六章 有麻烦的电话         | (63) |
| (1) 请大声些好吗?        | (63) |

|  |              |
|--|--------------|
| (2) I couldn't follow you .....                                  | (66)         |
| (3) We were disconnected .....                                   | (70)         |
| <b>Chapter Seven Calling To A Hotel .....</b>                    | <b>(74)</b>  |
| (1) Will you give me Room 983? .....                             | (74)         |
| (2) I'm calling to inquire a certain guest .....                 | (78)         |
| (3) I don't mind having a single room with<br>king sizebed ..... | (82)         |
| <b>Chapter Eight Making An Appointment .....</b>                 | <b>(86)</b>  |
| (1) If it's possible for you to meet me .....                    | (86)         |
| (2) Shall we say three in the afternoon? .....                   | (90)         |
| (3) We have to change our appointment .....                      | (94)         |
| <b>Chapter Nine Calling To The Airline<br/>Service .....</b>     | <b>(98)</b>  |
| (1) I'm calling to confirm my ticket .....                       | (98)         |
| (2) The flight has been delayed .....                            | (102)        |
| (3) Would you like me to put you on the waiting<br>list? .....   | (106)        |
| <b>Chapter Ten Calling To The Restaurant .....</b>               | <b>(110)</b> |
| (1) I would like to reserve a table for dinner<br>tonight .....  | (110)        |
| (2) What would you like to have for your<br>breakfast? .....     | (116)        |
| (3) I happened to leave my PDA on the table .....                | (120)        |
| <b>Chapter Eleven A Long Distance Call .....</b>                 | <b>(124)</b> |
| (1) I want to make an overseas call .....                        | (124)        |
| (2) Mr. Kane has accepted the charges .....                      | (130)        |
| (3) I suggest you use the IDD .....                              | (134)        |
| <b>Chapter Twelve Complaining By Phone .....</b>                 | <b>(138)</b> |
| (1) When on earth can you deliver it?! .....                     | (138)        |

|                                  |       |
|----------------------------------|-------|
| (2) 我听不懂 ..... (67)              | (67)  |
| (3) 断线了 ..... (71)               | (71)  |
| <b>第七章 打电话去宾馆</b> ..... (75)     | (75)  |
| (1) 请接 983 号房间 ..... (75)        | (75)  |
| (2) 我想打听一位客人 ..... (79)          | (79)  |
| (3) 我不在乎住带特大号床的单人房 ..... (83)    | (83)  |
| <b>第八章 电话约会</b> ..... (87)       | (87)  |
| (1) 您能否同我见个面? ..... (87)         | (87)  |
| (2) 下午 3 点行吗? ..... (91)         | (91)  |
| (3) 我们得改变约会了 ..... (95)          | (95)  |
| <b>第九章 致电航空公司</b> ..... (99)     | (99)  |
| (1) 我想确认机票 ..... (99)            | (99)  |
| (2) 航班误点了 ..... (103)            | (103) |
| (3) 要不要把您列入候补名单? ..... (107)     | (107) |
| <b>第十章 打电话去餐馆</b> ..... (111)    | (111) |
| (1) 我想预订今晚饭席位 ..... (111)        | (111) |
| (2) 您早餐想用些什么? ..... (117)        | (117) |
| (3) 我不慎把电子笔记本遗留在桌子上了 ..... (121) | (121) |
| <b>第十一章 拨打长途电话</b> ..... (125)   | (125) |
| (1) 我要挂国际长途 ..... (125)          | (125) |
| (2) 凯恩先生已接受由他付费 ..... (131)      | (131) |
| (3) 建议您用国际直拨 ..... (135)         | (135) |
| <b>第十二章 打电话抱怨</b> ..... (139)    | (139) |
| (1) 你们到底什么时候送?! ..... (139)      | (139) |

- (2) Oh, boy! That's really upsetting! ..... (142)
- (3) We have no alternative but to cancel  
the contract ..... (148)

**Chapter Thirteen Customary Calls** ..... (154)

- (1) Thank you for all your help ..... (154)
- (2) Congratulate you on your promotion ..... (158)
- (3) Both my wife and I were shocked ..... (162)

**Chapter Fourteen Intercom Between President  
And Secretary** ..... (166)

- (1) I want to arrange an executive meeting  
at once ..... (166)
- (2) Has there been any important message for  
me? ..... (170)

|                               |              |
|-------------------------------|--------------|
| (2) 啊呀,真是,乱了套! .....          | (143)        |
| (3) 我方别无选择,只好撤约 .....         | (149)        |
| <b>第十三章 礼仪电话 .....</b>        | <b>(155)</b> |
| (1) 多谢鼎力相助 .....              | (155)        |
| (2) 祝贺您的升迁 .....              | (159)        |
| (3) 我和我太太都感到震惊 .....          | (163)        |
| <b>第十四章 总经理与秘书间的内部通话.....</b> | <b>(167)</b> |
| (1) 我要马上召开行政会议 .....          | (167)        |
| (2) 有给我的重要留言吗? .....          | (171)        |

· 白领英语小丛书 ·

# 电 话 英 语

陆建民 编著

上海科学技术文献出版社

## 前 言

以中文为母语的人都会有过这样的感觉：听说英语难，而听说英语的电话则更难。原因在于面对面地以口语沟通，除了耳朵听、嘴巴讲之外，还可以借相互的表情和身体语言，来克服一些“口拙”、“耳背”，帮助理解和表达各自的意思。而电话里的交谈，只有靠耳朵和嘴巴以电话线为单一通道一来一往。任何接收或表达上的些微障碍，都易引起“卡壳”，从而影响交流效果，甚至不欢而终。出于这样原因，即使英语口语尚为流畅的人，也会视接听英语电话为畏途。拿起听筒，心率会加快，面色会泛红，使“竞技状态”大受影响。

为攻克上述“关口”，除了大胆，多练以外，有必要提供一些“范本”，供有志于讲好英语电话的人士由此入门，逐步深入。从接电话第一句的应答，直到互道“再见”，熟练掌握各种场合下的基本句型，进而举一反三，对答如流，真正达到沟通思想，传递信息，增进了解，胜任愉快的程度。

本书便以此为出发点，萃集英语口语中涉及电话交谈的大量基本句型，并通过 38 个最常发生的电话应答情景，供学习者阅读和练习。每个情景后配有译注，便于读者加深理解，也可以从基本句型生发开去，就同一意思开拓多种表达方法，提高交谈能力。囿于编者学识，不足之处冀识者不吝指正。

# Chapter One

## The Telephone Ringing (A)

(1) May I speak to Mr. Brown, please?

A: *D. H. T. Consultant Company.* ① Good morning.

B: Good morning. *May I speak to Mr. Brown, please?* ②

A: *Who's calling, please?* ③

B: *This is Edgar Black of Gold Software calling.* ④ *Is Mr. Brown there?* ⑤

A: Yes, *just a moment.* ⑥ *I'll put you through* ⑦ .....  
Go ahead, Mr. Black.

## 第一章 有人来电(一)

### (1) 可以请布朗先生听电话吗?

甲: D. H. T. 咨询公司。早上好。

乙: 早上好。能否请布朗先生听电话?

甲: 请问您哪位?

乙: 我是戈德软件公司的埃德加·布莱克。布朗先生在吗?

甲: 在,请稍候,我给您转过去……布莱克先生,请讲吧。

注释：

① D. H. T. Consultant Company. (这里是)D. H. T. 咨询公司。

此句为电话用语的常用句。当电话铃响,接听人应主动招呼,报出公司名或电话号码,作为应答。

② May I speak to Mr. Brown, please? 能否请布朗先生听电话?

也是打电话的常用语句之一。招呼之后,直接点出要找之人。也可以说:

Can I speak to Mr. ××, please?

I just want to speak to Mr. ××, please.

③ Who's calling, please? 请问您哪位?

相同意思常用的还有:

Who's speaking, please?

May I ask who's calling?

注意:不用 Who are you? 这种既不符合英美习惯,也不礼貌的用语。

④ This is Edgar Black of Gold Software calling. 我是戈德软件公司的埃德加·布莱克。

打电话的人报出自己的姓名和公司名称,是比较正式的用语,也是常用句型之一。可以在对方接听电话后率先报出。电话中报自己的姓名,用不用 Mr. 均可。现在一般习惯,姓与名一起报出,不加 Mr. 。

⑤ Is Mr. Brown there? 布朗先生在吗?

经常使用的,还有:

Is Mr. ×× in?

Is Mr. ×× available in the office? 等。

⑥ just a moment. 请稍候。

也可以说:

Please wait a moment.

One moment, please.

Just a second, please. 等。

⑦ I'll put you through. 我给您接过去。

Put through: 接通电话, 转接

## (2) Which Martin?

A: Good afternoon. A. B. C. Corporation Sales Department.

B: Hello. I would like to talk with Mr. Martin, please.

A: *Which Martin?*<sup>①</sup> There are two Martins in this office. *Could you please tell the first name?*<sup>②</sup>

B: *Mr. Henry Martin, who is responsible for the new product promotion.*<sup>③</sup>

A: Ah! *This is Henry Martin speaking.*<sup>④</sup> Who is calling, please?

B: Hi Henry, this is Jimmy Wang from New Image Company. *Haven't seen you for some time.*<sup>⑤</sup>  
How are you?

A: Fine, Jimmy, thank you. How's your business?

B: Very good. Thank you.

## (2) 哪位马丁?

甲：下午好。A. B. C. 公司销售部。

乙：您好，我想请马丁先生听电话。

甲：哪位马丁？我们办公室里有两位姓马丁的，请告诉我他叫什么名字？

乙：亨利·马丁先生，是负责新产品推介的。

甲：啊，我就是！请问您是哪一位？

乙：嗨，亨利，我是新形象公司的吉米·王。很久未见，你好吗？

甲：我很好，谢谢你，吉米。生意怎么样？

乙：很好，谢谢。

注释:

① Which Martin? 哪位马丁?

这是一个省略句。完整句子应为:

Which Martin do you want to speak to? 在英语口语中,这样的省略句经常运用。用语简洁,重点突出。

② Could you please tell the first name? 能不能告诉我他的名字?

英美人的名,放在姓名全称的前面,故称 first name; 姓则放在姓名的最后,故称 last name, 亦称 family name 或 surname。

③ Mr. Henry Martin, who is responsible for the new product promotion. 亨利·马丁先生,是负责新产品推介的。

这也是句省略句。完整的句子为:

I want to speak to Mr. Henry Martin, who is responsible for the new product promotion.

new product promotion: 新产品推介, 新产品促销

④ This is Henry Martin speaking. 在下正是亨利·马丁。接了电话,如果对方要找的是你自己,你要表达“正是我”,则可以用这一句型。还可以说:

Speaking.

This is he/she speaking.

This he/she.

较随便的,可以说:

It's me.

⑤ Haven't seen you for some time. 很久未见您了。

要表达“久违”的意思,还可以说:

Haven't met you for a long time.

Haven't contacted you for some time.

最随便的,还可以说:

Long time no see.