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5W 接触老外说英语

商务口语在线

Business Communication

编著◎张 萍



大连理工大学出版社

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A Series of English Dialogues with Foreigners

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前言

随着中国成功地加入 WTO,英语也正在成为人们生活、工作、交流、发展、竞争不可缺少的工具。如何尽快地掌握各种英语口语技能;如何与“老外”进行口语交流;如何同“老外”接触时如鱼得水,成为了我们学习英语口语的目标。

本书是《5W 接触“老外”说英语》丛书中的《商务口语在线》,内容包括管理篇、公关篇、推销篇、货币篇、代理篇、保险索赔篇、同事篇、外企打工篇,共 8 章。本书为读者选取了与商务有关的各方面材料,设计了具体的会话场景、人物,使读者具有身临其境的感觉,如同“老外”就在您身边。为了让读者更好地理解对话,学习掌握更多的词语及句型,作者为读者提供了详尽的词语解释及经典句型。重点突出了五个“W”功能,即 Who, When, Where, What, Why,帮助您解决商务口语交流中遇到的各种问题。

本书适合想与外国朋友交往的各类人士,无论您是上班族、学生,还是教师,此书对您提高跨文化交往的质量都会有所帮助。

本书在编写过程中得到了美籍英语语言学专家 **陈建** 的悉心指导并审阅,在此我们表示最衷心的感谢。由于时间仓促和水平有限,书中一定会有错误或不尽如人意的地方,敬请读者批评指正。

编 者

2002.12

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Chapter 1

城市基层党建

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城市基层党建

人力资源管理

会话背景

Conversational Background

Who : Henry, Mr. Wang

人物: 亨利, 王先生

Where: Manager's office

地点: 经理办公室

When: Office hours

时间: 上班时间

What: Do things with directions

话题: 按规章办事

会话实录

Situational Dialogue

(亨利: 人力资源部经理, 亨利先生同属下王先生的谈话)

Henry: Mr. Wang, Jack came to talk to me, and I understand you have an attitude problem, and that you do things without following directions.

亨利: 王先生, 杰克来同我谈心, 我看是你的工作态度问题, 你没按规章办事。

Wang: Oh, look, I really want to do a good job because I really enjoy my work here, but my supervisor, Jack——what a pain! He bosses me around all the time. He is always doing things his own way, and never asks for my opinion. I say he is the one with the attitude problem.

王: 噢, 你看, 我确实想把工作做好, 因为我确实喜欢我的工作, 但是我的头儿, 杰克, 真是的! 老是把指挥得团团转, 他总是自行其是, 从不征求我的意见, 我说他的态度才有问题呢。

Henry: Then let's talk about the problem of following directions, OK?

亨利: 那么我们来谈谈按规章办事好吗?

Wang: Yes.

王: 好吧, 请说吧。

Henry: Okay, now I see where the attitude problem comes from. Sometimes, employees may not know the inner workings of a company, so you should do things according to his

亨利: 那好, 我们分析一下态度问题的来源。有时雇员可能不知道公司的整体目标, 所以你应当根据他的指示做事。杰克是你们的负责人, 不管你怎么感觉

directions. Jack is your supervisor, and, regardless of how you feel about it, our company should have a can-do attitude.

Wang: Yes.

Henry: Now, you should think about the philosophy of this company. You need to follow it, if you agree with it. Do you understand?

Wang: Uh-hah.

Henry: If you don't comply with requests one more time, we may have to relieve you of your duties here, but we don't want to do that. Now you can go back to work. I don't want to see you here again for this kind of matter.

的。我们的公司应该有一个向上的态度。

王: 是的。

亨利: 现在你应该想想公司的宗旨。如果你同意这个宗旨你就要遵守这个宗旨, 你明白吗?

王: 嗯。

亨利: 如果你再有一次不遵守宗旨, 我们可让你走人了, 但我们不想这样做。你可以回去干活了。我不希望因为这种事在这里再见到你。



Why

疑难词语

Confusion and Problems

☞ attitude	态度
☞ direction	规定
☞ do things his own way	自行其是
☞ opinion	观点, 意见
☞ obligation	责任, 义务
☞ supervisor	负责人, 监督者
☞ a can-do attitude	向上的态度
☞ philosophy	哲学, 宗旨
☞ agree with	同意
☞ this kind of matter	这类事儿



Key

经典句型

Key Sentence Patterns

1. to follow/ignore instructions

Everyone must follow instructions.

每个人都必须按规定办事。

2. to boss sb. around

He bossed me around all the time.

他把我支使得团团转。

3. have an obligation to do sth.

有责任做某事

4. to comply with sth.

We should comply with reasonable requests.

我们应当遵守合理的要求。

5. regardless of how you feel about it

Our company should have a can-do attitude,
regardless of how you feel about it.

不管你对此是怎样感觉的,我们公司都应当
有个向上的态度。

明确责任

会话背景

Conversational Background

Who: Manager, Mr. Li

人物: 经理, 李先生

Where: Manager's office

地点: 经理办公室

When: Wednesday morning

时间: 星期三上午

What: Assignment

话题: 布置工作

会话实录

Situational Dialogue

Manager: Let me just define your responsibilities here.

经理: 让我把你的职责明确一下。

Li: Okay.

李: 好的。

Manager: You're required to be here at 8:00 every morning.

经理: 你必须每天早上 8 点钟到这里。

Li: 8:00 in the morning?

李: 早 8 点?

Manager: Yes, that's right. You'll be the first one here.

经理: 是的, 没错。你要第一个到。

Li: No problem.

李: 没问题。

Manager: ...so you're responsible for unlocking and setting up the office...

经理: 你负责开门锁并整理办公室……

Li: Yes, but keys?

李: 好的, 不过钥匙?

Manager: You'll have your own keys.

经理: 你自己带着钥匙。

Li: Yes.

李: 行。

Manager: You'll have to turn off the answering

经理: 你要把录音电话关了。

- machine...
- Li: OK, I will.
- Manager: ...and start answering the phones as soon as you get in, and organize all messages, OK?
- Li: Yes, I can handle that.
- Manager: Okay...and our appointments, they are also your responsibility.
- Li: Everyone's appointments?
- Manager: Yes. And we'll let you know when we're returning to the office if we're going to be out all morning.
- Li: Right.
- Manager: You need to be here during lunch hour.
- Li: Me? What should I do at that time?
- Manager: Well...you can step out and get yourself something, and if you need to take the lunch hour off, just let us know in advance, and we'll cover that for you.
- Li: Okay.
- Manager: Remember. Be good-looking when we get here. Have a smile on your face we'll be very happy.
- Li: Yes, I will.
- Manager: OK, see you tomorrow morning. Bye!
- Li: Bye!
- 李: 好的,我录音电话。
- 经理:一进屋就把电话接通,把留言条整理好,明白吗?
- 李: 明白,这我能处理。
- 经理:好的,以及我们的预约。这也是你的活儿。
- 李: 每个人的预约?
- 经理:是的。如果我们整个上午都出去的话,我们会告诉你我们什么时候回办公室。
- 李: 好的。
- 经理:午餐时你要在这里。
- 李: 我?吃饭时我在这儿干什么?
- 经理:噢,你可以到外边弄点儿吃的,如果午餐不在这儿吃,只要事先告诉我们一声就行了,餐费我们出。
- 李: 好的。
- 经理:要记住,我们来时,你要面带微笑,我们会很高兴的。
- 李: 知道了,我会的。
- 经理:好吧,明天早晨见。再见!
- 李: 再见!



Why

疑难词语 Confusion and Problems

⇒ responsibility	救援	职责
⇒ unlock	增援	开门锁
⇒ set up	增援	整理
⇒ own	救援	自己的
⇒ turn off	增援	关闭
⇒ answering machine		录音电话
⇒ start answering phones		开通电话
⇒ message	救援	留言
⇒ be out		不在,出去
⇒ in advance		提前
⇒ step out	增援	出去



Key

经典句型

Key Sentence Patterns

1. go over one's responsibilities
Let me go over your responsibilities here. 我把你的职责明确一下。
2. be responsible for
You're responsible for checking packages. 你负责检查包装。
3. as soon as
Please write to me as soon as you get there. 你一到那里,请写信给我。
4. cover sth. for sb
We'll cover the cost for you. 你的花费我们出。

孕藻则泽燥灶灶藻造 栽则葬蚤灶蚤蚤灶蚤早 阴员职工培训



会话背景

Conversational Background

Who: Zhao, Director of Training Department,	人物: 赵, 培训主任,
Jack, Trainer, employee	杰克, 培训师, 雇员
Where: Office	地点: 办公室
When: Friday, Monday	时间: 周五, 周一
What: Personnel Training	话题: 职工培训



会话实录

Situational Dialogue

Zhao: Jack, we have some new employees here.	赵: 杰克先生, 我们又聘了新的雇员, 在工作之前他们必须培训一下。
They must first be trained.	
Jack: Yes.	杰克: 是的。
Zhao: Please take some time to draft a training program.	赵: 请抽时间起草一份培训计划。

- Jack: OK.
- Zhao: Maybe you could divide them into groups according to their job descriptions.
- Jack: Right. They'll be trained separately on the sales program, the service program and working procedure demonstration.
- Zhao: Yes. That's it. Make a schedule, please.
- Jack: I got it.
- 杰克: 好的。**
- 赵: 可以这样, 根据专门业务要求把他们分成几个组, 怎么样?**
- 杰克: 是这样。他们应当分开培训。销售为一组, 服务为一组, 操作程序演示为一组。**
- 赵: 就这样, 搞份日程安排。**
- 杰克: 我知道了。**
- 培训师: 你早晨来到这时, 把机器预热 3~5 分钟, 因为机器热了才能运作。**
- Trainer: When you get here in the morning, let the machine warm up for 3 to 5 minutes, because it needs to be hot to work well.
- Employee: I got it.
- Trainer: When you operate the machine, please wear the gloves provided. That way you avoid any injury to your fingers.
- Employee: Oh, that makes sense.
- Trainer: When you remove the wrapped packs from the machine, use these tongs because they are too hot.
- Employee: Okay, I will do that.
- Trainer: When you use the restroom, notify the supervisor. That way someone can take your place and you won't hold the line up.
- Employee: Yes, I understand.
- Trainer: Be careful of the hot liquid used in production. Remember to wear your protective gloves.
- Employee: I will do that.
- Trainer: Now, don't forget! There are harmful vapors present. Make sure to wear a respirator in the area at all times.
- Employee: Don't worry! I'll keep it in my mind.
- Trainer: Watch out for! Objects may falling from above. Always wear your helmet!
- Employee: I understand.
- 雇员: 知道了。**
- 培训师: 开动机器时, 要戴上发给的手套, 以保护手的安全, 不伤手指。**
- 雇员: 噢, 这不错。**
- 培训师: 从机器上搬包装箱时, 用这些钳子, 因为太热。**
- 雇员: 行, 用钳子。**
- 培训师: 上厕所时, 要告诉头儿一声, 以便别人替你, 不能让生产线的活儿堆起来。**
- 雇员: 明白了。**
- 培训师: 小心! 生产中用热水, 记住戴上安全手套。**
- 雇员: 戴手套。**
- 培训师: 不要忘了, 有毒蒸汽, 在这地方干活一定要戴着口罩。**
- 雇员: 别担心, 我会记住的。**
- 培训师: 当心! 上面有东西落下来, 所以要经常戴头盔。**
- 雇员: 知道了。**



Why

疑难词语

Confusion and Problems

↳ train	增援	训练
↳ draft	增援	起草(文稿, 方案)
↳ divide into		分成
↳ professional duty		业务职责
↳ separately	葬送	分开地
↳ procedure	救援	细节
↳ demonstration	救援	演示
↳ warm up	增援	预热
↳ respirator	救援	口罩
↳ object	救援	物件
↳ wear	增援	戴
↳ helmet	救援	头盔
↳ to make sense		明确



Key

经典句型

Key Sentence Patterns

1. to take time to do sth.
We'll take time to review our lessons. 我们将抽出时间复习功课。
2. to warm up for
Let the machine warm up for 3 to 5 minutes. 让机器预热 3~5 分钟。
3. to remove sth. from
Please remove the wrapped parts from the machine. 请将包着的部件从机器上拆下来。
4. to take one's place
Jack will take your place when you leave. 你走后由杰克替你。
5. to make sure to do
Make sure to wear a respirator when you are working. 工作时一定要戴口罩。

冲突处理

会话背景

Conversational Background

Who : Jane, a worker; Manager

人物: 珍, 女工; 经理

Where: Manager's office

地点: 经理办公室

When: Work hours

时间: 上班时间

What: Contradiction between workers

话题: 工人之间矛盾

会话实录

Situational Dialogue

Jane: I could just kill Alice. I just can't stand it any more.

珍: 我要收拾艾丽斯, 我真有些受不了了。

Manager: Have a seat. Could you please tell me what's happening between you and Alice. Perhaps I can give you some suggestions. I'll make some notes.

经理: 请坐, 请告诉我你和艾丽斯之间发生了什么事情, 也许我能给你些建议, 我作一下记录, 请说吧。

Jane: Well. I'm new here. I've only been on the job for two weeks, and she is so hard on me. She wants me to be perfect!

珍: 你看, 我是刚来的, 只工作了两周, 可她对我却非常严厉, 她要求我尽善尽美。

Manager: Oh, what makes you think that?

经理: 噢, 你是怎么想的?

Jane: She's always criticizing me! For example, yesterday, I was working very hard, but she complained that I was slow, just like a pig. She insulted me!

珍: 她经常批评我! 比如昨天吧, 我工作非常努力, 但她却抱怨我干得慢, 像头猪, 她侮辱了我。

Manager: So you feel it's impossible to please her?

经理: 所以你认为你不可能谅解她?

Jane: Yeah, that's exactly how I feel. Her behavior is discriminatory.

珍: 是的, 我确实是这样感觉的, 这种行为是歧视。

Manager: Is there anything else you would like to tell me?

经理: 还有什么要同我讲的吗?

Jane: She is not a patient supervisor. She is pushing me to be perfect after two weeks,

珍: 她这人没耐性, 就两周, 她就要求我干活完美无缺, 这是不公平的。