

Lesson 1
Greeting and Reception
招呼与接待

Key sentences (重点句子)

1. Good morning, sir.
早上好,先生。
2. Good afternoon.
下午好。
3. How nice to see you again! How are you?
再次见到您真高兴。您好吗?
4. Can I help you?
我能为您做些什么?
5. May I help you?
我能为您效劳吗?
6. How is everything?
怎么样?
7. How have you been lately?
您最近如何?
8. How are you doing?
您在忙什么?
9. I'm fine, thank you. And you?
我很好,谢谢。您怎么样?
10. Please follow me.

请跟我来。

11. This way, please.

这边请。

12. Please come this way.

请这边走。

13. Have you got used to the life here?

您习惯这里的生活吗？

14. Just here, I'll attend to it for you.

就在这儿，我来帮您办理吧。

15. That's handled over there.

在那边办理。

Dialogue A

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

A: Good morning, sir.

B: Good morning.

A: Can I help you?

B: Yes, I want to send some money to Australia.

A: That's handled over there. Please following me.

B: Thank you.

A: My pleasure.

Dialogue B

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

A: How nice to see you again, Miss Jane! How are you?

B: Very well, thank you. And you?

A: Fine too, thanks. Have you got used to the life here?

B: Yes, Beijing is really a great place.

A: When will you take part in the contest?

B: The preliminary contest is on Wednesday. If I do not lose, I'll take part in the final contest on Thursday afternoon.

A: Wish you good luck.

B: Thank you very much.

A: What can I do for you today, Miss Jane?

B: I'd like to withdraw some money from my account.

A: Well, please fill out this slip.

Dialogue C

A: Good afternoon, Mr Smith.

B: Good afternoon, Miss Zhang.

A: Is there anything I can do for you today?

B: Where is the Deposit Section, please?

A: This way, please.

B: Thank you.

A: Not at all, sir.

Notes 注释

1. Good morning.

早上好。这是从凌晨到中午 12 点之间见面打招呼用语。后面可加上 sir 来称呼不知姓名的男性顾客。用 madam 来称呼不知姓名的女性,用 miss 称呼年轻女子。如果知道对方姓名,男性姓名前要加 Mr,女性姓名前加 Mrs(已婚者)或 Miss(未婚者)或 Ms(不知婚否)。

Good afternoon.

下午好。

Good evening.

晚上好。

Good night.

晚安。

2. Can I help you?

我可以为您效劳吗？这是接待顾客的常用语，类似的还有：

May I help you?

我能为您效劳吗？

Is there anything I can do for you?

我能为您做点什么吗？

What can I do for you?

我能为您做点什么？

3. I want to send some money to Australia.

我想往澳大利亚汇点钱。

4. The preliminary contest is on Wednesday. If I do not lose, I'll take part in the final contest on Thursday afternoon.

预赛在星期三举行。如果不失利，我将参加星期四下午的决赛。

5. I'd like to withdraw some money from my account.

我想从我的账户中取些钱。

6. Well, please fill out this slip.

好的，请填一下这张单子。

Words and Expressions

send /send/

v. 寄,送,汇款

Australia /əs'treiljə/

n. 澳洲,澳大利亚

handle /'hændl/

v. 对待,处理

pleasure /'pleʒə/

n. 愉快,高兴

contest /'kɒntest/

n. 竞赛,比赛

preliminary /pri'liminəri/

adj. 预备的,预赛的

final /'faɪnl/

adj. 最后的,最终的

withdraw /wið'drɔ:/

v. 收回,取款

account /ə'kaunt/

n. 账户

slip /slɪp/

deposit /dɪˈpɒzɪt/

section /ˈsekʃən/

n. 条子, 单子

v. 存款

n. 分支, 分部

Lesson 2

Making Suggestions to a Customer

向客户提建议

Key sentences(重点句子)

16. It's my pleasure, but I think it would be better for you to tell me what you want to do.

很高兴为您效劳，但我想您最好告诉我您要干什么？

17. Would you care to give me your passport and write your name on the paper?

您愿意把您的护照给我并把您的姓名写在这张纸上吗？

18. Good. I'll fill out the exchange memo for you now. Why don't you take a seat over there for a moment?

好，我现在就为您填写兑换水单。您请在那儿坐一会儿，行吗？

19. I was wondering if you'd ever thought of conversing the unused Renminbi back into Japanese yen later?

不知您是否考虑过以后要把没有用完的人民币兑换回日元呢？

20. So, if I may make a suggestion, please keep your exchange memo safe.

那么，如果我可以提一个建议的话，请您保管好这张兑换水单。

21. Not at all.

不用谢。

22. Would you please repeat what you said?

您能再说一遍吗？

23. Please go to the Foreign Remittance Section, sir.

请到国外汇款处，先生。

24. It's position number five. You can't miss it, sir.

在 5 号窗口，您不可能会错过，先生。

Dialogue A

(A = A Bank Clerk 银行职员 B = A Customer 顾客)

B: Good morning, sir. I'm from Japan. My English is not good.
Can you help me?

A: It's my pleasure, but I think it would be better for you to tell me what you want to do.

B: Oh, I want to change some money, but I don't know how to fill out the exchange memo. I can't read English.

A: Would you care to give me your passport and write your name on the paper?

B: Here you are. My name is Tanaka.

A: Good. I'll fill out the exchange memo for you now. Why don't you take a seat over there for a moment?

B: I'd like to. Thanks.

A: Hello, Mr. Tanaka. I was wondering if you'd ever thought of conversing the unused Reminbi back into Japanese yen later?

B: Yes, if I'll have Renminbi left.

A: So, if I may make a suggestion, please keep your exchange memo safe.

B: Thank you indeed. I'll do that.

A: Not at all.

Dialogue B

B: Where can I send money to America?

A: Would you please repeat what you said?

B: I want to send some money to America. What should I do?

A: Please go to the Foreign Remittance Section, sir. It's position number five. You can't miss it, sir.

B: Thank you.

A: Not at all, sir.

Notes 注释

1. I think it would be better for you to...?

我想您最好还是……。

2. Oh, I want to change some money, but I don't know how to fill out the exchange memo. I can't read English.

啊，我想兑换些钱，但不知道怎样填写兑换水单，我不会看英文。

3. Here you are. My name is Tanaka.

给您。我叫田中。

4. Thank you indeed.

非常感谢。

Words and Expressions

Japan /dʒə'pæn/

exchange /ɪks'tʃeɪndʒ/

memo /'meməu/

n. 日本

v., n. 交换, 兑换, 汇兑

n. memorandum 的略写 /

ˌmemə'reɪndəm/ 记录, 水单, 备忘录

fill /fɪl/

passport /'pɑːspɔːt/

moment /'məʊmənt/

wonder /'wʌndə/

converse /kən'veɜːs/

unused /'ʌn'juːzɪd/

yen /jen/

repeat /ri'piːt/

foreign /'fɔːrɪn/

remittance /ri'mɪtəns/

position /pə'zɪʃən/

miss /mɪs/

v. 填,填写

n. 护照

n. 时刻,一会儿

v. 想知道

v. 兑换,变换

adj. 不用的,未用过的

n. 日元 (日本货币单位, 单复数同形)

v. n. 重复,复述

adj. 外国的,国外的

n. 汇款

n. 位置

v. 错过

Lesson 3

Making Inquiries of a Customer

询问客户问题

Key sentences(重点句子)

25. Good morning, sir. You want to change money, don't you?
您好,先生,您要兑换钱,是吗?
26. What kind of currency do you want to change?
您要换哪种货币?
27. Would you mind if I asked your nationality?
请问您的国籍是哪里?
28. What's your passport number?
您的护照号码是多少?
29. How do you want your money?
这笔钱您要多少面值的现金?
30. By the way, do you have a telephone number?
顺便问问,您的电话号码是多少?
31. Mr. Lin of the Foreign Department, sir?
是国外部的林先生吗,先生?
32. May I ask your name, sir?
可以请问先生尊姓大名吗?
33. Do you have an appointment, sir?
您事先约好了吗?
34. May I take a message?

我能替您传话吗？

Dialogue A

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

A: Good morning, sir. You want to change money, don't you?

B: Yes, I do.

A: What kind of currency do you want to change?

B: Dutch guilders, please.

A: Would you mind if I asked your nationality?

B: Turkey. I'm from Turkey.

A: What's your passport number?

B: It's P356470.

A: How do you want your money?

B: Five tens, please.

A: OK. By the way, do you have a telephone number? Our office is to move someday this month. I can call you to tell you our new location.

B: It's 3352496.

A: Here is your money.

B: Thank you.

Dialogue B

B: I want to see Mr. Lin.

A: Mr. Lin of the Foreign Department, sir?

B: Yes, please.

A: May I ask your name, sir?

B: My name is Jones. I am from ABC Co.

A: Just a moment, please. I'll see if Mr. Lin's in. I am sorry sir, but Mr. Lin isn't in just now. Do you have an appointment,

sir?

B: No, I don't. Do you know when he's coming back?

A: His secretary says he won't be back until three in the afternoon, sir. May I take a message?

B: Well, just tell him I came to see him and I will give him a ring tomorrow.

A: Certainly, sir.

Notes 注释

1. Yes, I do.

是的,我要兑换钱。 I do. 中的 do 为代动词,代替前文所说的动作 want to change money.

2. Dutch guilders, please

请给我荷兰盾。

3. I'm from Turkey.

我是土耳其人。

be from 表示“哪里人,来自哪里”。

4. Five tens, please.

5张10盾的钞票吧。

5. I can call you and tell you our new location.

我可以打电话告诉您我们新的办公地址。

6. I am from ABC Co.

我是从ABC公司来的。Co.是Company(公司)的缩写。

7. Just a moment, please. I'll see if Mr. Lin's in.

请稍等。我看看林先生在不在。

8. Well, just tell him I came to see him and I will give him a ring tomorrow.

嗯,告诉他我来看他。我明天会给他打个电话。

Words and Expressions

currency /'kʌrənsi/

Dutch /dʌtʃ/

guilder /'gildə/

nationality /ˌnæʃə'næliti/

Turkey /'tʊ:ki/

passport /'pɑ:spɔ:t/

location /ləu'keɪʃən/

appointment /ə'pɔɪntmənt/

secretary /'sekritri/

message /'mesɪdʒ/

ring /rɪŋ/

n. 货币, 通货

adj. 荷兰的, 荷兰人的, 荷兰语的

n. 荷兰语

n. 盾(荷兰货币单位)

n. 国籍, 民族

n. 土耳其

n. 护照

n. 地点, 位置

n. 约会, 约定, 任命

n. 秘书

n. 信息, 消息, 口信

v. n. 电话, 打电话

Lesson 4
Giving Answers to a Customer
回答客户问题

Key sentences(重点句子)

35. Certainly, sir. How much do you draw?
当然可以,先生。您要取多少钱?
36. Yes, sir. Your balance is RMB ¥3,400.
好的,先生,您账上的余额为人民币 3400元。
37. Of course, please do. What's it?
当然可以,请问吧,什么问题?
38. What's the interest rate for the savings account?
储蓄存款的利率是多少?
39. The detailed information is on the board. Please go and see there.
详细情况在那块利率牌上。请去那儿看吧。
40. Do you charge for cheques?
请问,兑换支票你们收手续费吗?
41. Yes, we do. Each cheque you write will cost RMB ¥2.
是的,我们收手续费。您每开一张支票要花人民币 2元。
42. Do I have to deposit a large sum of money if I want to open a checking-savings account?
如果我要开一个支票储蓄账户,我必须存一大笔钱吗?
43. Not necessarily, sir.

不一定,先生。

44. Your hotel address, please.

请填您的饭店地址。

45. Where am I supposed to sign my name?

我应该把名字签在哪里呢?

46. Here, on this dotted line, sir.

这里,这虚线上面,先生。

47. Let me see. . . Oh, would you mind telling me your passport number, sir?

让我看一下……嗯,您是否介意告诉我您的护照号码?

Dialogue A

(A = A Bank Clerk 银行职员; B = A Customer 顾客)

B: Excuse me, but can I draw on my account for payment of things I buy in China?

A: Certainly, sir. How much do you draw?

B: RMB ¥ 800, please. Would you please tell me my balance?

A: Yes, sir. Your balance is RMB ¥ 3,400.

B: I'm sorry, but may I ask one more question?

A: Of course, please do. What's it?

B: What's the interest rate for the savings account?

A: The detailed information is on the board. Please go and see there.

B: Do you charge for cheques?

A: Yes, we do. Each cheque you write will cost RMB ¥ 2.

B: Do I have to deposit a large sum of money if I want to open a checking-savings account?

A: Not necessarily, sir.

Dialogue B

A: Please fill in this application form and sign your name, sir.

B: All right. Which address shall I give you, my home address or hotel address here?

A: Your hotel address, please.

B: Right, where am I supposed to sign my name?

A: Here, on this dotted line, sir.

B: Here you are, is that all right?

A: Let me see. . . Oh, would you mind telling me your passport number, sir?

B: Of course not. Let's see. . . It's E. 55555.

A: Thank you, sir.

Notes 注释

1. Excuse me, but can I draw on my account for payment of things I buy in China?

劳驾，请问我能不能提取存款偿付我在中国买东西的费用？

2. Would you please tell me my balance?

请把我账上的结余金额告诉我，好吗？

3. What's the interest rate for the savings account?

储蓄存款的利率是多少？

4. Please fill in this application form and sign your name, sir.

请填这张申请表，然后签名，先生。

5. It's E. 55555.

护照号码是 E. 55555。

Words and Expressions

draw/drɔ:/	<i>v.</i> 取款,撤回
payment/'peimənt/	<i>n.</i> 支付,付款
balance/'bæləns/	<i>n.</i> 平衡,收支余额
interest/'intrɪst/	<i>n.</i> 利息
rate/reɪt/	<i>n.</i> 率,比率
detail/'di:teɪl/	<i>n.</i> 细节
information/ɪnfə'meɪʃən/	<i>n.</i> 信息,消息
board/bɔ:d/	<i>n.</i> 木板,布告牌
charge/tʃɑ:dʒ/	<i>v.</i> 要价,收费
sum/sʌm/	<i>n.</i> 数量,金额
necessarily/'nesɪsəri:li/	<i>adv.</i> 必定,当然
application/əpli'keɪʃən/	<i>n.</i> 申请
form/fɔ:m/	<i>n.</i> 表格
sign/saɪn/	<i>v.</i> 签名,签字
address/ə'dres/	<i>n.</i> 地址,住址
dot/dɒt/	<i>n.</i> 圆点,点
line/laɪn/	<i>n.</i> 线,行