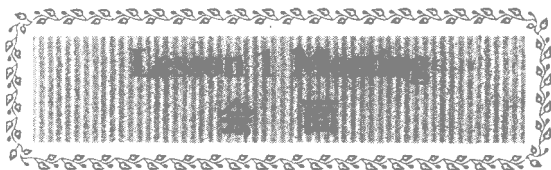




**Part I**  
**Public Relations Etiquette**

**第一部分**  
**公共礼仪**





### Key sentences (重点句子)

1. Good morning, Mr. . . .  
..... 先生 您好。
2. Good afternoon, Miss . . .  
..... 小姐 你好。
3. How are you today?  
你今天好吗 ?
4. Just fine, thanks. How are you?  
很好 ,谢谢。你呢 ?
5. How do you do?  
你好 !
6. Hello! What's news with you?  
嗨 ! 有什么新鲜事吗 ?
7. How are you getting along?  
你近来怎么样 ?
8. What have you been up to these days?  
你最近在做什么 ?
9. Nice to have met you.  
很高兴见到你。
10. Welcome you and your family to my house.

欢迎你和你们全家到我家里来做客。

11. It's been a long time, hasn't it?

好久不见了 不是吗？

12. How've you been doing?

你好吗？

13. How's business?

生意如何？

14. It's good to see you again.

真高兴再见到你。

15. It's good to see you again, too.

我也很高兴再见到你。

16. It's nice to see you again.

再见到你真好。

17. You look great.

你看起来气色很好。

18. Couldn't be better.

不能再好了(棒极了。)

19. Things could be a lot better.

应该可以更好。

20. How about things at your end?

你那边的情况如何？

21. Things are really moving.

忙得很。

22. Everybody's fine.

大家都很好。

23. Same as usual.

老样子。

24. They're really something.

他们麻烦得很！

25. Long time no see.

好久不见了。

### Dialogue A

(A: Mary; B: Jones)

A: Hi! Haven't we met before?

B: No, I don't think so. I'm the new owner. I'm Daniel Jones. How are you doing this morning?

A: Pretty good, thanks. I'm Mary King. How nice to have you as my new neighbor! Where did you live before you moved here?

B: In Harrisburg, Pennsylvania where it's called Mid-Atlantic area.

A: Pennsylvania is a nice place. I used to live there. Why did you make the movement?

B: I got business transfer. My boss had me open a local store here in San Francisco. And California is a nice and sunny state, which has nice beaches.

A: You happen to get this house which is close to the beach.

B: Besides, this house is located in a good transportation, and good things going on for my kids.

A: You think of everything. Well, I have to go. I live over there. I welcome you and your family to my house. Please call me before you go. Catch you later.

B: Bye! Have a nice day!

### Dialogue B

(Zhu meets White on the street.)

(A: Zhu; B: White)

A: Good morning, Mr. White.

B: Good morning, Mr. Zhu.

A: Hi, how are you?

B: Just fine, thank you. How are you?

A: I'm very fine, thanks. Where are you going?

B: I'm going shopping. And you?

A: I'm going home. Oh, you must come over and see us when you're free. I'd like you to meet my son.

B: That's very nice of you. I'd be delighted to come.

A: Good. Nice to have met you, Mr. White. Good-bye.

B: Good-bye.

### Dialogue C

(A: Daniel; B: Sir; C: Robert)

A: Hello! I'm a new student here. My name is Daniel Baker, sir.

B: Welcome to our school. You are gonna live in the room over there. I'll direct you.

A: I appreciate your offer very much. (knocks on the door)

Hello! Anybody there?

C: I'm here. (opens the door) You must be my new roommate. My first name is Robert, just call me Bob.

A: Please to meet you. I'm Daniel Baker, but I go by my nickname, Dan.

C: Well, welcome you! Come in and make yourself at home.

A: Is this our room, Bob?

C: Sure is.

A: It's kind of small and old, isn't it?

C: Better get used to it. Get unpacked. Put everything where is supposed to be.

A: Is this a co-school?

C: Sure. We have girls, too. And the reason why I go to this school is

that I can see some pretty girls. And I like the way they dress.

A: I can't imagine how I can go through dull and long school years without girls by my side.

B: Tomorrow I'll find you a hot date, playboy.

## Dialogue D

(A: Bill; B: Mr. Emerson)

A: Hi, aren't you Mr. Emerson? It's so nice to see you here again in Shanghai!

B: Ah, Bill, how could it be? It seems ages since we last met. How are you doing?

A: Quite well, thank you. And what are you doing these days?

B: I came to Shanghai last Wednesday and I shall be staying here for some time to sign some business contracts. Oh, I'm sorry I have a meeting to attend now. I think we shall meet later. I locate in Room 417 in Ying He Hotel.

A: Ok, see you then.

B: See you.

## Notes 注 释

1. Good morning/afternoon/evening, ladies and gentlemen. 通常用在正式会议和演讲时的开场白。

Good morning 也可用于不熟悉的人早上见面问候时使用。

2. 不管是傍晚或夜晚打招呼，都可用“Good evening”，“Good night”虽然也是“晚安”的意思，但是适用在道别的时候，请注意两者的区别。

3. 回答时，要和对方所表现的互相配合。比如，人家说“Hello”，你就不能用“Good morning”来回答。

4. I'm Daniel Jones, but I go by my nickname, Dan.

我叫丹尼·琼斯。不过我用教名的略称：丹。

5. Put everything where is supposed to be.

把这些东西放在该放的地方。

supposed 有“想象上的”之意 在这里可理解为“该放的地方”。

6. Is this a co-school?

这是一所男女同校的学校吗？

## Words and Expressions

beach /bi:tʃ/

*n.* 海滩

gonna

(俚语 = going to)

nickname /'nikneim/

*n.* 教名的略称

suppose /sə'pəuz/

*vt.* 想象 假定 假设

unpack /'ʌn'pæk/

*vt.* 放下 (行李等)

transfer /træns'fə:/

*vt.* 调动

transportation /'træns'pɔ:'teɪʃən/

*n.* 运输



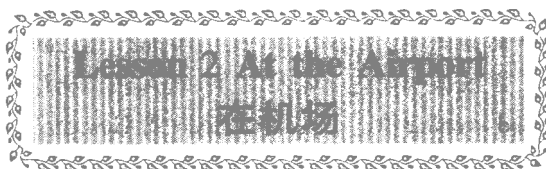
## 会见礼仪(一)

在讲英语的国家里，见面多以“Hi! Hello!”或“How are you!”等寒暄语开始。但根据一天内不同的时间，还可用 Good morning, Good afternoon 或 Good evening 等。因为 Hi, Hello 或 How are you 只是打招呼、寒暄用语，所以人们通常用“Fine, thank you.”或“I’m doing fine.”等回答。至于是否如实回答，则取决于两个人之间的关系，以及问话的人是否真的关心对方。

除了以上的用语外，以谈论天气为打招呼的一种方式也很常见。

一般来说，打招呼用语或告别用语常常不能从字面上理解。若逐字逐句地翻译，很多用语都会变得毫无意义。还有，在讲英语的国家中，寒暄语在使用的同时常伴随手势语。

另外，在交谈时如果对方为异性，通常是女子先开口。这样，如果她愿意交谈，她就可以采取主动。当然，随着社会的发展变化，这种习惯正逐渐消失。



### Key sentences (重点句子)

26. Excuse me, but are you Mr. Black from the International Textile Trading Corporation?  
请问, 您是国际纺织品贸易公司的布莱克先生吗?
27. Allow me to introduce myself.  
请允许我自我介绍一下。
28. I'm here to meet you.  
我是来这儿接您的。
29. I have the feeling that we have known each other for a long time.  
我觉得好像我们已经认识很久了。
30. We have talked to each other for several times over telephone.  
我们在电话里已经交谈过好多次了。
31. Did you have a nice flight?  
旅途愉快吗?
32. Yes, the flight was smooth.  
是的 旅途很愉快。
33. Do you have all your luggage here?  
你的行李都在这儿吗?
34. We have a car over there to take you to your hotel.  
我们的车停在那边送你们去宾馆。

35. Let me help you with that suitcase.  
让我来帮您提那只箱子。
36. No trouble at all.  
一点也不费事。
37. How nice to see you again.  
很高兴再次见到你。
38. How have you been?  
你一向可好？
39. How are things with you?  
你近来怎么样？
40. Our general manager Mr. Wang asked me to say "hello" to you.  
我们的总经理王先生让我转达他对您的问候。
41. He meant to come here to meet you in person.  
他本来打算亲自来这儿接您。
42. But some other business held him back, so he asked me to come in his place.  
他因公务缠身 才由我替代。
43. That's exactly the same.  
都一样。
44. I don't think you know Mr. Parker, my associate.  
我想您还不认识我的助手，帕克先生。
45. Is this your first visit to China?  
这是您第一次来中国吧？
46. I've been looking forward to visiting your beautiful country.  
我一直期待着访问你们美丽的国家。
47. I hope you'll have a pleasant stay here.  
希望您在这儿能过得愉快。
48. You must be tired after your long flight.  
经过长途飞行 您一定很累了。

49. Our car is out in the parking lot.

我们的车就在外边停车场。

### Dialogue A

(A: Sun Fang, a secretary of the Wuxi Textile Corporation;

B: Mr. Black, a manager of a foreign company)

A: Excuse me, but are you Mr. Black from the International Textile Trading Corp.?

B: Yes, I'm John Black.

A: Allow me to introduce myself. My name is Sun Fang. I'm from the Wuxi Textile Corporation. I'm here to meet you.

B: Glad to meet you. I have the feeling that we have known each other for a long time.

A: Of course. We have talked to each other for so many times over telephone. Did you have a nice flight, Mr. Black?

B: Yes, the flight was smooth. The service was good, too.

A: I'm glad to hear that! Do you have all your luggage here?

B: Yes, it's all here.

A: We have a car over there to take you to your hotel.

B: That's fine.

A: Let me help you with the suitcase.

B: Thanks a lot.

A: Shall we go, then?

B: Yes, thank you for all your trouble.

A: No trouble at all. Come this way, please.

### Dialogue B

(A: Mr. Li; B: a ticket seller of airport)

A: Good morning.

B: Good morning. May I help you?

A: I'd like to fly to Chicago, America on April 27th. Is there a non-stop flight available, please?

B: No, sir. You'll have to fly to San Francisco first and then to Chicago.

A: All right. One seat to San Francisco on the 27th of April, and the other from San Francisco to Chicago will be reserved for you. How do you spell your name, sir?

A: Li, L - I, Hua, H - U - A.

B: And your address, please?

A: 84 Chang'an Street East. By the way, what's the departure time?

B: 8:05 a.m.. But passengers are required to reach the airport an hour in advance.

A: O.K. Thank you very much.

B: You're welcome.

## Dialogue C

(A: Mr. Ma; B: Mr. Wilson; C: Mr. Parker, the associate of Mr. Wilson)

A: How are you, Mr. Wilson? How nice to see you again. How have you been?

B: Fine, and you?

A: Just fine, thanks. Our company has assigned me to be your host here.

B: Thank you, Mr. Ma.

A: How was your flight?

B: Fine, it is really a long distance from London to Beijing. Oh, Mr. Ma. I don't think you know Mr. Parker, my associate.

A: How do you do, Mr. Parker? My name is Ma Lin.

C: How do you do, Mr. Ma?

A: Nice to meet you, Mr. Parker. Is this your first visit to China?

C: Yes, it's my very first. I've been looking forward to visiting your beautiful country.

A: I hope you'll have a pleasant stay here.

C: Thank you. I'm sure I will.

A: Well, you must be tired after your long flight. Our car is out in the parking lot.

B: Fine.

A: Let's go, please.

## Notes 注 释

1. Glad to meet you.

见到你真高兴。

How nice to see you again.

又见到你真是太好了。

此类打招呼的客套用语方式很多。

① How do you do?

How do you do?

② It's my pleasure to see you again.

It must be nearly 4 years since we met last time.

③ Pleased to make your acquaintance.

Nice to meet you.

2. say "Hello/Hi" to somebody 向某人问好

3. mean to do something 本来打算干某事

4. in person 亲自

5. I hope you'll have a pleasant stay here.

希望您在这儿能过得愉快。

类似的说法还有：

I hope you'll have a wonderful time here.

I hope you'll enjoy your stay here.

6. to book: 订(票、座位或房间等)

7. May I help you?

你要什么? / 我能帮忙吗? / 你有什么事吗? (服务员接待顾客或询问某人是否需要帮忙的常用语。may 可由 can 代替)

8. non-stop flight available: 直达的 [ 中途不停的 ] 航班 (available 意为“有效的、通用的”)

9. San Francisco: 旧金山 [ 三藩市 ] (美国港口)

10. (the) one... the other... : 一个是... (另) 一个是...

to reserve 预定, 预约

## Words and Expressions

associate /ə'səʊʃieɪt/

n. 副手 同事

luggage /'lʌɡɪdʒ/

n. 行李

parking lot

n. (露天) 停车场

smooth /smu:ð/

adj. 顺利的

stay /steɪ/

n. 逗留

suitcase /'sju:tkes/

n. 手提箱

the Textile Corporation

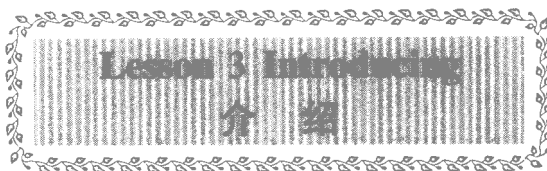
纺织品公司



## 会见礼仪(二)

一般说来，第一次见面的人，或一段时间未见面的人都会握手问候，而不必考虑他们的工作级别或性别。经别人介绍时，无论哪一方都可先伸出手。握手应该放松而有力（切勿软绵绵地），要直视对方眼睛，微笑着向对方问候或回答对方的问候，不要紧抓对方的手不放或握住他（她）的胳膊。如果与你见面的人并不与你握手，不要勉强。如果你伸出手，对方没有反应，那么就放下你的手，说声“Hello”即可。会见时有关礼仪和注意事项：

1. 衣冠整洁、庄重 举止大方 语言清晰。
2. 初次见面握手时，如有女士时，应看女士是否主动。
3. 男士应主动帮客人拿行李，如客人有意拒绝，不要强求。
4. 机场嘈杂、拥挤，不是久谈之地，不要向客人提过多的问题。



### Key sentences (重点句子)

50. It was really good to meet you.  
能认识你真好。
51. It was nice to have met you too.  
彼此彼此 我也很高兴认识你。
52. Mr. . . . I'd like you to meet Miss . . .  
.....先生 这位是.....小姐。
53. Mr. Chen is the friend I told you about.  
陈先生就是我曾跟你提过的那位朋友。
54. I think we've met somewhere.  
我相信我们以前见过面。
55. Don't I know you from somewhere?  
我是不是在哪里见过你？
56. I'm not sure you got my name. Jimmy Lin.  
我不确定你是否记得我的名字，我是林吉米。
57. Oh, I remember now. Frank Kurdyla.  
哦 我现在记起来了。你是法兰克·克迪拉。
58. We met at your company reception.  
我们曾在贵公司的酒会上碰过面。
59. Pleased to meet you. I'm Lee-ming Tang.