

商贸英语口语大全

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前摇言

中国改革开放二十年来，对外经济贸易事业取得了惊人的成就。这其中作为国际通用语言的英语功不可没。在新的千年即将到来之际，经贸战线又传佳音：经过长达十三年的艰苦谈判，中国终于有望在不久的将来重返世贸组织这个大家庭。因此，外语这一交际工具无疑将变得更加重要。在教学过程中，我们接触到一些来自进出口公司、金融机构、外企等单位从事外经贸工作的人士。他们普遍反映以往外经贸英语方面的书大多属教科书，练习占的篇幅较长，迫切需要一本内容全面、简明、实用、类似外经贸英语手册的书，而且携带、阅读起来方便。本书正好满足了这一愿望。

本书以对外经贸活动的整个过程为线索，从抵达、打电话、宴请、购物、过海关等简单的日常活动到外经贸活动的具体环节，如：询盘、报盘、还盘、佣金、折扣、订货、装运、付款、合同、代理、索赔等，又衍生到广告、销售以及不同的贸易种类，如补偿贸易、加工与装配贸易。本书包括三十个单元，每单元由对话和精选常用句（中、英文对照）组成，共有近 60 个对话和近 2 000 个常用句。

本书编写取材广泛，我们参考了四十多种中外有关方面的书籍，使其适用于从事或即将从事国际贸易、进出口业务的人士、中高等院校师生及英语自学者。因此，本书定会受到广大英语爱好者及商务人员的喜爱。

本书编写过程中，曾得到许多相关单位和个人的支持和帮助。对外经贸大学的张二虎副教授、高懿副教授等对本书的创意和编写给予了很大帮助，对外经贸大学出版社的韩亮女士为本书的出版倾注了大量心血，在此一并表示感谢。但由于编者水平、经验有限，错误和不足之处在所难免，恳请广大读者批评指正。

2000 年 7 月



再版说明

《商贸英语口语大全》是在原《商贸英语口语一本通》的基础上进行修改、增补完成的。承蒙广大读者的厚爱，该书自2000年出版以来五年间已经销售五万册，足以证明广大读者对该书的欢迎程度。我们也深感欣慰，因为该书的出版实现了我们的初衷，就是为读者提供一本内容全面、简明、实用，而且阅读、携带方便的商贸英语口语书。几年来，特别是“入世”以来，我国的对外经贸事业无论是在数量上、质量上，或渠道上、方式上都今非昔比，英语作为国际交流工具的作用变得更加突出。因此，为了更好地满足广大读者的需要，赋予该书新的生命和活力，我们觉得很有必要对该书进行修订。

对比原版，新版主要有以下变化：

1. 书名改为《商贸英语口语大全》，更好地体现了该书的特点；
2. 整体结构更加分明。新书分成三部分：日常用语，贸易程序，相关话题；
3. 增加了股票、电子商务两章内容（二十八章，二十九章）和三个附录（经贸缩略语，度量衡标准，常用数学符号及一些数学式的读法），更方便了读者；
4. 对原有相关章节进行了组合，如原来的代理和佣金两章合成一章（十九章），销售和广告两章合成一章（二十四章）；
5. 更新原有内容。有的题目没变，但内容变了，如第一章

打电话（原第三章），对话全部更换，句子内容更新，既照顾了事情发生的顺序，又考虑到了情节的一致性，类似变化的还有第二、三、四、十五、十六、十七、十八、二十章；有的是题目和内容都变了，如第十章公司访问（原名参观工厂）、二十三章争端解决（原名仲裁）、三十章经济技术合作（原名商贸关系与技术合作）。

本书前期工作主要由对外经济贸易大学商务英语方向硕士研究生郑春萍、张美玲、张亮负责。后期修订、统稿工作由对外经济贸易大学商务英语系张翠萍副教授完成。本书在修订、编排过程中得到了对外经济贸易大学出版社宋海玲女士的大力支持和帮助，在此深表谢意。

由于编者的时间、能力有限，错误在所难免，还望广大读者不吝赐教。

编 摇 者

2005 年 9 月于惠园

*P*art One

摇

摇

日常用语

Chapter 1

Making a Call

Section I 摇 Dialogue

1. Putting through a Call

Amy Zheng, the PA to the CEO of Genetec International Advertising and Exhibition Company, is calling Mr. Johnson, the advertising manager of ITE Group.

Operator: ITE Group. Good morning.

Amy: Good morning. I want to speak to Mr. Johnson, the manager of your advertising department. Could you put me through, please?

Operator: Well. May I know who is calling?

Amy: Amy Zheng from Genetec, Beijing, China.

Operator: One moment, please, Miss.

...

Operator: Miss Amy Zheng?

Amy: Yes.

Operator: I'm afraid Mr. Johnson is on another line. Would you like to hold on a minute or will you call back?

Amy: I'll call back in half an hour, thanks.

Operator: Very good. Goodbye.

Amy: Goodbye.

2. Checking the Arrangement

Amy is calling Mr. Johnson to check the arrangements for his visit to Beijing.

Operator: Good afternoon, ITE. How can I help you?

Amy: Hello. This is Amy from Beijing. I called just now.
Could you put me through to Mr. Johnson?

Operator: Sure. Just a moment.

Johnson: Johnson speaking. Who's calling, please?

Amy: Hello, Mr. Johnson. This is Amy Zheng from Beijing.

Johnson: Hello! Nice to hear your voice again.

Amy: Me, too. We are making arrangements for your visit and
I'd like to go over a few of the details with you.

Johnson: Good. So things are moving forward.

Amy: Certainly they are. There are two things I'd like to go
over — your arriving date and the hotel you prefer. Is it
convenient for you to talk now?

Johnson: Amy, actually, I've given all the arrangements to my
PA, Miss Ella Timmy. She is looking after things from
this end.

Amy: Great! So shall I phone her and check the arrangements?

Johnson: Well, I will tell her to give you a call.

Amy: Ok, thank you very much.

Johnson: Don't mention it. See you.

Amy: See you.

3. Booking an Air Ticket

Ella, the secretary of Mr. Johnson, is booking air tickets for Mr. Johnson.

Reservations: Flight reservations, can I help you?

Ella: I'd like to book three seats to Beijing on a flight leaving this afternoon, please.

Reservations: I'm afraid all seats have been booked for this afternoon. The next one is this evening leaving at 7:00 p.m.

Ella: All right, in that case, can you reserve three seats on the flight from Heathrow to Beijing this evening?

Reservations: What class?

Ella: Business class.

Reservations: What names, please?

Ella: Mr. Bill Johnson, Mr. Frank Green and Mr. Tom King.

Reservations: Mr. Bill Johnson, Mr. Frank Green and Mr. Tom King. And whom should we send the bill to?

Ella: Bill Johnson, 25 Church Street.

Reservations: Three seats for Mr. Bill Johnson, Mr. Frank Green and Mr. Tom King on Flight BA039 to Beijing, leaving Heathrow at 7:00 this evening.

Ella: Right.

Reservations: Has Mr. Bill Johnson got a number where we can contact him, if necessary?

Ella: Yes. His office number is 432 9988.

Reservations: 432 9988. The tickets should be collected at least one

hour before departure this evening, Madam.

Ella: No problem. Thank you very much.

Reservations: You are welcome.

4. Taking a Message

Ella is calling Amy to inform the arrival time of ITE managers. Amy is not in now. Her secretary Lee is taking a message.

Lee: Good Morning! Genetec.

Ella: Good Morning! May I speak to Amy Zheng?

Lee: I'm sorry. She is not in now.

Ella: Could you help me to find her. I've got something very important.

Lee: Oh, I'm afraid I couldn't. She is on an urgent business trip to Shanghai. May I know who is calling?

Ella: Ella Timmy from ITE Group.

Lee: Oh, I know. Glad to get your call, Ms. Timmy. I am Lee, Amy's secretary. May I take a message?

Ella: Sure. I am phoning to inform the arrival of three ITE managers on November 15th.

Lee: Right. Let me note down. Could you tell me their names and titles, their flight number and arrival time?

Ella: They are Mr. Bill Johnson, advertising manager; Mr. Frank Green, sales manager; and Mr. Tom King, director. They will arrive at Beijing Capital Airport at 9:00 a.m. November 15th, British Airway, Flight BA039.

Lee: Ok, got it. We will meet them at the airport. By the way, do you have any information about the hotel they would like to

stay at?

Ella: Yeah. I have noted the specific requests on the registration form you sent us and will fax it to your company very soon.

Lee: That's fine. I will pass on your message to Amy Zheng when she comes back.

Ella: Thank you very much.

Lee: You are welcome. Bye-bye.

Ella: Bye.

Section II 选 Selected Sentences

Calling the operator

1. Operator, I'd like to make a collect call to 358675.
2. Operator, would you mind trying 115 for me again?
3. Cancel the call, please.
4. Operator, we've been disconnected.
5. Central, we were cut off. Could you reconnect me, please?
6. Hello, can you connect me with New York?
7. Hello, operator? I just got cut off. Could you put the call through again?
8. Operator! Someone else is talking over the wire.
9. Operator, I'd like the number for Directory Assistance for Madison, Wisconsin.
10. Could you tell me the rate for a state-to-state call to Madison?
11. I'd like the number of Peter Steinberg. The address is 1407 Randall.
12. Would you go ahead and place the call for me? The number is 451-4565 and the area code is 608.

13. Hello! May I speak to Mr. Hamilton, please?
14. Good morning! I'd like to speak to your manager, please.
15. I want to make a long distance call.

Making a call

1. This is Wang Yu from China National Chemicals Import & Export Corporation.
2. Could I speak to your manager?
3. I want to speak to Mary Kitty.
4. I'm just calling to tell you we've won the Company of the Year Award!
5. I've got some really important news for her.
6. Hi, Gregg Anderson here. I am phoning to get a confirmation about your arrival date.
7. I'd like to fix a meeting to discuss our project.
8. I won't keep you long, but just go over some details.
9. I wish to know what is going on with our ordered products.
10. I'd like to make an appointment with your manager.
11. Would it be possible for him to call me back tomorrow?
12. Will you be free the day after tomorrow?
13. I suggest we meet on Tuesday evening.
14. Thank you. I'm sorry to have brought you so much trouble.
15. I look forward to seeing you soon.
16. Right. See you then.

Answering a call

1. The Great Wall Hotel. Reception. Can I help you?
2. International Service. Good morning!

3. What number are you calling?
4. Just a second.
5. Just one minute.
6. Please hold on.
7. Hold on. I'll put you through.
8. Sorry, the number is engaged.
9. Sorry, the line is busy. Hang on a minute.
10. Mr. Liu's line is available now. I'll switch you over.
11. You must have dialed the wrong number.
12. May I have your name and telephone number, please?
13. I'm sorry. I didn't catch your name. Would you spell it, please?
14. This is Smith speaking. What can I do for you?
15. Who's calling, please?
16. Who is speaking, please? I don't recognize your voice.
17. Hello, hello! I can't hear a word clearly. Speak louder, please.
18. Mr. Smith is engaged now.
19. The Manager is at a meeting.
20. He's in a conference right now.
21. He is not available now.
22. Would you like to leave a message for Mr. Smith?
23. Can I take a message?
24. I'm sorry. Mr. Smith is speaking on another line. Will you wait?
25. You can call him in the afternoon. He will be here then.
26. I'm afraid he'll be fully engaged then. But how about tomorrow evening? Does that suit you?
27. He's gone for the rest of the day.

28. Well, if you leave your name and number, I'll tell him to call you back when he is free.
29. I'll get in touch with him and call you back later.
30. Can I get back to you in a few minutes?

第一章 拨打电话

I 对话

一、接通电话

艾米·郑是通用国际广告与展览公司总裁的私人助理。她正打电话给ITE 集团广告部经理约翰逊先生。

接线员：ITE 展览集团，早晨好。

艾米： 早晨好。我想和你们广告部经理约翰逊先生通话，帮我接通好吗？

接线员：哦，能知道是哪位打来的吗？

艾米： 是中国通用国际广告与展览公司的艾米·郑。

接线员：请等一下，小姐。

.....

接线员：艾米·郑小姐吗？

艾米： 是的。

接线员：约翰逊先生正在通话中。您想等一会还是回头再打？

艾米： 我半小时后再打，谢谢。

接线员：好的。再见。

艾米： 再见。