

**Part One Business
 Contacts**

第一 部分 业务联系

Unit One Telephone Calls

第一单元 电话联系

Dialogue 1 A Call about After-Sales Service

Mr Carlson, Sales Manager of Windco AB, a foreign company in China manufacturing aerogenerators, is talking on the international telephone with Mr Galileo, President of Electriko, an Italian company. Miss Wang is Carlson's secretary.

- Wang Good morning. Mr Carlson's office.
- Galileo Good morning. This is Galileo from Electriko Company of Italy. I would like to speak to Mr Carlson.
- Wang Yes, just a moment, please. I'll hand you over.
- Carlson Hello, Carlson speaking.
- Galileo Hello, Mr Carlson, this is Galileo of Electriko speaking.
- Carlson Oh, Mr Galileo, how are you?
- Galileo Not too bad, thank you. How are you?
- Carlson Fine, thanks. What can I do for you?
- Galileo It's like this. I've just got an urgent message. Two of our clients have got technical problems. Burnt-out generator coils. And the aerogenerators are still under warranty.
- Carlson More burnt-out generator coils? Is the same coil failure as last time?

Galileo I suppose so, but I'm not sure.
Carlson Can you fix them by yourselves?
Galileo I'm afraid not. You know, it's a specialist job.
Carlson I see. I'll send someone over and try to solve the problem once for all. I'll consider it and get back to you later.
Galileo Good. I'll be expecting your call.

An hour later, Mr Carlson rings Mr Galileo.

Operator Hello, Electriko. What can I do for you?
Carlson Hello, could I speak to Mr Galileo, please?
Operator Who's calling, please?
Carlson Carlson of Windco (China) AB.
Operator Yes, hold the line, please... You're through.
Galileo Galileo speaking.
Carlson Mr Galileo, Carlson here. We've decided to dispatch over Mr Malm, our chief engineer, to attend to your generator coil problems. We think the best way for him is to fly out tomorrow morning and conduct repairs on the spot.
Galileo Fine. D'you know how soon that'll be?
Carlson Yes, there's a flight from Beijing at 8.15 a.m. tomorrow and it'll be in Rome at 10.30 local time.
Galileo Right, Mr Carlson. I'll be at the airport tomorrow to meet him.
Carlson Thanks very much. By the way, since it's Friday tomorrow, Mr Malm'd like to make a long weekend of it. Would you please help make some arrangements for him?
Galileo OK, Mr Carlson, you can count on me. I assure you Mr

Malm'll have a pleasant long weekend here. Bye.

Carlson Thanks, Mr Galileo. Bye.

Notes

1 Windco AB — 丰盛公司

AB here is a Swedish short way for company, just as the word Co. for company in English. Similarly, AG is a German short way for Company..

2 areogenerator *n* wind driven generator 风力发电机

3 Mr Carlson's office — 这里是卡尔松先生的办公室 This is the way of answering a phone call in English. In answering a telephone in English, people usually first announce the name of the person or that of the working unit that answers the telephone.

4 This is Galileo of Elektriko speaking — 我是电力公司的加利莱奥。In the telephone conversation in English, people, when introducing themselves, usually say "This is so-and-so speaking", "This is so-and-so". "so-and-so speaking" or "so-and-so here". instead of saying "I'm so-and-so".

5 I'll hand you over — (on the telephone) I'll let you speak to Mr Carlson 请您和卡尔松先生通话 Hand sb over (to sb) in telephone conversation means to let sb listen or speak to another person.

6 under warranty (or guarantee) — within the period of time in which the seller of an article promises to repair or replace it if necessary 在保修期内

7 once for all — 一劳永逸地 ; 一次了结地 彻底地

8 Who's calling? — 您是哪一位? In telephone conversational English, people don't say "Who are you?" but say "Who is that

speaking?”, “Who’s that calling?” or “Who’s calling?”

9 hold the line — keep a telephone connection open 别挂断电话

10 you’re through — You can begin to speak 电话给您接通了 您可以通话了

11 on the spot — at the place where an event happened (esp. when one is needed) 在现场 到现场

12 local time — the time measured in a particular part of the world 当地时间

13 make a long weekend of it — to cause the trip to become a long weekend 把它当成一个长周末 E.g.

This isn’t very important — I don’t want to make an issue of it. 这不太重要, 我不想把它当成一回事。

14 you can count on me — you can rely on me with confidence 你放心, 由我来办好了

Dialogue 2 Arranging an Interview

Mr David Drake, Managing Director of BSK Co. Ltd, a British wholly-owned company in China, is getting in touch with Mr Charles Douglas, President of the HSBC, Tianjin Office, by telephone to talk about a loan. Miss Li is the secretary of the Managing Director’s office.

Buzz

Miss Li Yes, Mr Drake.

Drake Miss Li, get me the HSBC on the phone, will you, please.
I want to speak to Mr Charles Douglas.

Miss Li Yes, Mr Drake.

Operator 1 Switchboard.

Miss Li Switchboard, could you get me the HSBC on the phone, please? The number is 23456789.

Operator 1 OK. 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9.

Operator 2 Good morning, 23456789.

Miss Li Is that Hong Kong Shanghai Bank Corporation, Tianjin Branch?

Operator 2 Yes.

Miss Li Mr David Drake of BSK Co. Ltd would like to speak to Mr Charles Douglas, please.

Operator 2 I'm sorry the line is busy at the moment. Will you wait?

Miss Li Oh, hang on. (To Mr Drake) I'm afraid Mr Douglas's line is engaged at the moment, Mr Drake. Shall I hold on?

Drake No, don't hold on. Ask the Bank to ring back when Mr Douglas is free.

Miss Li Yes, Mr Drake. (On the phone) Hello, HSBC? Will you please call back when Mr Douglas is free? This is BSK Co. Ltd, 23987654. Managing Director's office.

Operator 2 Right.

Miss Li Thank you.

Ten minutes later.

Buzz

Drake Yes?

Miss Li The HSBC is on the line, Mr Drake. Mr Douglas is free now. Can you take the call?

Downs Yes, thank you. Put me through, please. Hello. Good

morning, Mr Douglas.

Douglas Hello, good morning, Mr Drake. I'm glad to hear from you. Have you come up with any definite proposals for the Bank to consider?

Drake Yes, Mr Douglas. That's why I'm calling. I was hoping for an exchange of views, so I'd like to talk with you personally. Could you make a time for me to pay a visit to you?

Douglas That's good.

Notes

- 1 a British wholly-owned company — a company which is totally invested by British investors 英国独资公司
- 2 HSBC — short for a British bank Hong Kong Shanghai Bank Corporation 汇丰银行
- 3 buzz — a continuous sound like the one that a buzzer makes (蜂鸣器发出的)蜂鸣声
- 4 switchboard — (staff controlling a) central panel with a set of switches for making telephone connections or operating electrical circuits 电话交换台,总机(工作人员)
- 5 To get sb on the phone — want to talk with sb on the phone 接通某人的电话
- 6 Is that Shanghai Hong Kong Bank, Tianjin Branch? — 你是汇丰银行天津分行吗?

In the telephone conversation, you don't say "Are you so-and-so?" if you ask for the name of the person or unit. Instead, you say "Is that you, Mr so-and-so?" or "Is that Mr so-and-so speaking?" or simply "That you?"

- 6 the line is busy — the telephone line is being used (and so not available) (电话)占线
- 7 hang on — (on the telephone) not replace the receiver (打电话时)不要挂断电话
- 8 I'm afraid Mr John's line engaged at the moment. — 对不起,约翰先生的电话占线。
I'm afraid (that...) — (usu without *that*, used to express politely a piece of information that may be unwelcome) I'm sorry to say 我很抱歉地说 对不起
- 9 Shall I hold on? — Shall I wait for a short time? 我等一会儿吗?
- 10 Yes? — used for asking sb what they want 有事吗? 什么事?
- 11 to be on the line — to be on the telephone; to be using the telephone (某人)来电话
- 13 Can you take the call? — Can you answer this telephone call 您接这个电话吗?
- 14 I'm glad to hear from you — I'm glad to receive your telephone call 接到你的电话,我很高兴
- 15 come up with — find or produce (a proposal, an answer, a solution) 发现,提出,想出(建议、答案、办法等)
- 16 I was hoping for an exchange of views — 我希望交换一下意见
The past continuous tense "was hoping" used is to show the politeness in the fear that he might be refused to have the chance.

Dialogue 3 Enquiring about an Order placed

Mr Haji, Purchase Manager of Electro Co. Ltd, a leading importer

in Egypt , rings ABC Co. Ltd , enquiring about an order they placed two months ago .

Operator ABC Co. Ltd, Good morning. Can I help you?

Haji Good morning. It's Muhammad Haji here of Electro Co. Ltd, an importer in Egypt. I'd like to speak to someone who is in charge of your Sales Department. We placed an order with you for computers eight weeks ago, but we have so far heard nothing about it from you.

Operator Oh, dear! It sounds that the delivery is held up somewhere on the line. Look, Mr Haji, I'll put you through.

Haji OK.

Operator I'm sorry there's no one here in the Sales Department at the moment, but I'll pass on the message and ask them to get straight back to you. I'll just make a note. Could you give me a name, please?

Haji That's right. Haji of Electro Co. Ltd. H-A-J-I. It's about an order for 10 computers.

Operator Which model, sir?

Haji Model W04 - 50. Would you ask them to ring me on 01 - 345856?

Operator OK. That's 01 — 345856.

Haji That's it.

Operator You made the order two months ago?

Haji Yes, I did.

Operator Right, sir.

The following day .

Haji Hullo.

Operator Hullo. ABC Co. Ltd.

Haji Hullo, yes. Muhammad Haji of Electro Co. Ltd here. I rang yesterday about a two-month old order. I was hoping someone would ring me back. I was waiting the whole day yesterday, but there's been still no news from you.

Operator Oh, I'm awfully sorry, Mr Haji. Didn't Mr Matthew ring back to you? He's the Manager of the Sales Department. I passed on the message to him as soon as he came back yesterday.

Haji No, he didn't. Can I speak to him now?

Operator Well, hang on for a moment, sir. Oh, I'm afraid he is out at the moment. Maybe he's making an investigation.

Haji In that case, just tell him unless we have the computers by the end of this month we'll withdraw the order. This may not be a large order, but I was hoping to do more business with you in the future. We've a wide connection with the chain stores here in Cairo and other cities throughout Egypt.

Operator I'll tell him to call you back immediately.

Notes

- 1 purchase manager — manager who is charge of purchasing 采购经理 购买经理
- 2 enquire (*also* inquire) about — ask for information 打听 查问 查询
- 3 place an order with sb — to send sb a request to make or supply goods 向某人订购

- 4 Oh, dear! — here used in expression of surprise, impatience, dismay, etc 天哪! 糟糕! 哎呀! (Similarly, *Dear me!*)
- 5 to be held up — (the progress of sth) to be obstructed or delayed 被耽搁 被阻碍 被延误
- 6 somewhere on the line — at some point during an activity or a process 在某一环节上 在某一时刻
- 7 the Sales Department — department for sales 销售部
- 8 pass on (the message) — hand or give (the message) to sb else, esp after receiving or using it oneself 将(信息)传达, 交给
- 9 make a note — make a short written record (of facts, etc.) to aid the memory 摘要记录
- 10 would you ask them to ring me on (phone number) — (“on” here used when giving a telephone number 此处 on 是用于告知的电话号码前) 请你告诉他们给我打电话 (用这个电话号码)
- 11 a two-month old order — an order placed two months before 两个月前订购的货物 两个月前寄送的订单

Supplementary Dialogues

1 Answering Machine

Alice Hello, I'd like to speak to Diana.

Diana (The answering machine's voice) Hello, this is Diana speaking. I'm sorry I'm not home at the moment. Please leave a message after the beep. I'll get back to you as soon as possi-

ble.

Alice Diana, I'm calling from Beijing. Please ring me back on
0086 - 10 - 65787878.

Two hours later.

Diana Hello, is that Alice?

Alice Speaking.

Diana Hi, it's Diana here. I got your message and I'm returning
your call, Alice.

Alice Hi, Diana, How are you?

Diana Fine, thank you. What are you in Beijing for?

Alice I'm here on business. My company's dispatched me here to
attend a trade exhibition.

Notes

- 1 answering machine — 答录机
- 2 I'm not home at the moment — I'm not at home at the moment 我
 会儿不在家 In American colloquial English, the preposition "at"
 here before "home" is often omitted.
- 3 beep *n* short high-pitched sound, as made by electronic equipment
 or by a car horn (电子设备或汽车喇叭发出的)嘟嘟声
- 4 get back to sb — speak or write to sb again later, esp in order to
 give a reply 以后再回电话(或口头答复,或回信答复)
- 5 return one's call — reply to one's telephone 给某人回电话
- 6 on business — for the purpose of doing business 因公
- 7 trade exhibition (also trade fair or trade show) — an event at which

many different companies show and sell their products 商品展览会；
商品展销会

2 Asking for Information

Betty Taylor rings Mary Chen, asking for the information about Helen Martin, who is their mutual friend.

Betty Betty speaking.
Mary Is that you, Betty? It's Mary here.
Betty Oh, hi, Mary. How can I help?
Mary Can you give me some information about Helen?
Betty Sure. What do you want to know?
Mary What is her telephone number?
Betty Just a minute. 852 4466 1818.
Mary I'm sorry. Can you repeat that?
Betty Sure. It's 852 4466 1818. Anything else?
Mary Yes. Could I check her E-mail address?
Betty Of course. I'll just find it ... here it is—helenmartin@cp.com.hk.
Mary helenmartin@cp.com.hk. Great. Well, that's everything.
 Thank you for your help.
Betty You're welcome. Bye for now.
Mary Bye.

Notes

1 mutual friend — here means a friend of both of Betty and Mary 共

同的朋友

- 2 Is that you, Betty? — 是你吗, 贝蒂? In telephone conversation, we don't say, "Are you Betty?"
- 3 sure *adv* certainly. of course, yes 当然, 的确, 可以 (Similarly, we can also use *surely*.)
- 4 e-mail address (= electronic mail address) — address for sending text, diagrams etc. by means of computers linked to a telecommunication network 电子邮件地址
- 5 great *adj* (informal) very remarkable; splendid 绝妙的, 了不起的

3 Taking a message

Receptionist Hello, International Sales.

Mary Hello, could I have a word with Mr Zhuge, please? It's Mary from the ICI. speaking.

Receptionist I'm afraid he's busy at the moment. He's in a meeting with a foreign client. Could I ask him to ring you back?

Mary Well, perhaps you could just give him a message. Could you tell him that because of a rail strike I'm sending a car to Heathrow Airport to pick him up next Tuesday. The man will be wearing an ICI uniform, and will wait for Mr Zhuge just the other side of customs. OK?

Receptionist Thank you very much, Ms Mary. I'll tell Mr Zhuge about it when his meeting's over.

Mary Thank you so much. Goodbye.

Receptionist Thank you for calling. Goodbye.

Notes

- 1 take a message (or could you leave a message) 一能给您传个话吗(或能留个口信吗)?
- 2 have a word with sb — to speak to sb 和某人讲话
- 3 ICI — short for Imperial Chemical Industries Limited, a very large British chemical company 卜内门化学工业公司
- 4 give a message — to pass on a message to sb 传递信息 给……捎个话
- 5 Heathrow Airport — an international airport near London 希思罗机场
- 6 pick sb up — to go somewhere in your car and collect sb who is waiting for you (开车)接人
- 7 rail strike — a period of time when an organized group of railway workers stopping working because of a disagreement over pay or conditions 铁路工人罢工

4 Forwarding a Phone Call

Edmond is ringing up his business friend Goodman's office, but to his surprise he finds his friend answers his call far away in Germany.

Edmond Hello, is that Goodman?

Goodman Yes, speaking. Who's that?

Edmond Edmond here.

Goodman Edmond, glad to hear your voice. How are you?

Edmond I'm fine. But...but is anything up in your office, Good-

man? What a noisy there?

Goodman I'm not in my office. Actually, I'm now in Germany, attending the Leipzig Trading Fair.

Edmond What? In Germany? Tell me another! How comes? It is your office telephone number that I've dialed.

Goodman You can say that again. As I'm always away from my office and afraid of missing important incoming telephone calls, I've made an arrangement with the telecommunication company. . . Excuse me, Edmond, hold on for a moment. I just want to say a word with an important customer of ours here. . . Hello, Edmond, I'm sorry, where were we?

Edmond Just now you said you've made an arrangement with the telecommunication company. . .

Goodman Right. If a call's in and rings six times without being answered, that is to say I happen to be out, then it'll be automatically forwarded into my mobile phone. My mobile is global, so I'm now able to answer your phone call in Germany.

Edmond No wonder your secretary told me you were not available several times when I dialed her telephone.

Goodman Well, old chap, what can I do for you?

Edmond I've got an urgent matter to talk to you.

Goodman You see, I'm flying back home late this afternoon. What do you say if we meet tomorrow morning in my office?

Edmond It suits me fine. See you tomorrow.

Goodman Kind of you to ring. See you then.

Notes

- 1 is anything up in your office — up here used to say that is happening, especially sth unusual or unpleasant 你的办公室里出了什么事吗
- 2 Leipzig Trade Fair — a famous trade fair that takes place every year in Leipzig, a German city 莱比锡交易会
- 3 tell me another — used to tell sb that you do not believe what they have said 别瞎扯 我不相信
- 4 how comes? — used to ask the reason for sth 怎么会呢?
- 5 you can say that again — I agree with you completely 一点没错 正是这样 让你说对了
- 6 where were we — what were we talking just now 我们说到哪里了
- 7 that is to say — in other words 也就是说 换句话说
- 8 mobile phone — a telephone that does not have wires and works by radio, that you can carry with you and use anywhere 移动电话 手机
- 9 my mobile phone is global — I can make or receive phone calls with my mobile phone anywhere around the world 我的手机是全球漫游的
- 10 old chap — used to talk about a man in a friendly way 老伙计 老兄 老家伙