

## 商务英语常用口语句型(2) PDF转换可能丢失图片或格式，建议阅读原文

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- 1.Suggesting times and dates  
How about/What about the following week ? Shall we say 14 February ?
- 2.Asking for suggesting  
When would suit you ? Did you have a time/place in mind ?
- 3.Saying we are unavailable  
Im afraid Im busy then. Im sorry but I cant make it then.
- 4.Complaining about poor performance  
Im calling/phoning/writing to complain about...  
Theres some sort of delay/hold-up/problem. There seems to be a problem with...  
Things are in a mess. Something has gone wrong somewhere. There seems to be a problem in the system. Id like to make a formal complaint. Whats going on ? Can you tell me whats happening ? Whos in charge of this ? Could you look into this ?
- 5.Responding to complaints  
Ill look into this and get back to you. My colleague Mr./Ms X deals with this. Ill get him/her to call you back. Im afraid theres been a problem with... Im sorry about this. Weve changed our procedures so it wont happen again. We apologise for the mistake. It wont happen again. Our apologies for the mix-up. Weve sorted things out now. Weve looked into your complaint and it seems to be justified. Can we offer you some sort of compensation ?
- 6.Here are some ways of talking about where something is :  
Is the golf course far from Khania ? Is the Athena Hotel a long way from the golf course ? Where exactly is the hotel Located/situated ? Where is the hotel in relation to the golf course ? Which is the most convenient hotel for the course ? The khania

Palace Hotel is in Ayios Marina , not far from the center of the town. The Athena is in the middle of Khandia , right on the port. The Apollo is in a place called Kolimval , about 25 km west of the golf course. The Helena is ( right ) opposite the entrance to the golf course. This hotel is very convenient for the course. In fact , its right next door.

7. Prepare the listener for the message This is Frank Larsen from Scandinavian Conferences. Its 9.30 on Wednesday morning. Im ringing about the sales report.

8. Make requests simple and polite Could you send me the report , please ? Could you please call me back ?

9. Give clear contact information Im in Helsinki until Friday. My telephone number is 346 766.

10. Talking messages The following phrases are useful for taking messages.

11. Offering help Im afraid shes not here today. Can I help you ? Im afraid hes visiting a client. Can I take a message ?

12. Asking for information Could I ask whos calling , please ? Could you give me your fax number , please ?

13. Checking information Could you spell that , please ? So , thats 27 November.

14. Promising action Ill give her the message as soon as shes back. Ill ask her to call you as soon as possible

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