

初级商务英语（8）PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/151/2021_2022__E5_88_9D_E7_BA_A7_E5_95_86_E5_c85_151541.htm Unit 8 Information handing Checking and confirming 1 . Listening When telephoning, it is very important to get certain facts right, for example, the name, address, and telephone number. Listen to the following telephone call twice. The first time, listen to it from the point of view of the caller and complete his notes below. The second time, listen to it from the point of view of the person who answered and complete his notes. First listening: Caller ' s notes Second listening: Called person ' s notes Listening Task A: Priority Investments. Can I help you? B: Yes, this is George Biederbeke. Could I speak to someone in your corporate finance department? A: Just a moment, I ' ll put you through. C: Daniels speaking. B: My name is George Biederbeke from the Austin Corporation. I ' d like to make an appointment to see your corporate Finance Manager. C: Yes. Could you tell me what exactly you want to talk about? B: Well, we ' re approaching a number of investment companies with a view to placing business with them. C: I ' m sorry, I didn ' t quite catch that. B: I said that we are interested in your investment services. C: I see, and you would like to meet our Corporate Finance Manager? B: That ' s right. C: When would be convenient for you? B: Friday 28 June would suit me-in the afternoon. C: Just a moment, I ' ll check with Mr. Foster-our Corporate Finance Manager. B: I ' m sorry, I didn ' t catch his name. C: Foster. B: Right. C: Just a moment, let me check

...Yes, that 'll be fine, about 2 p.m. Could I have your name again?
B: Biederbeke. C: Could you spell that please? B: B, I, E, D, E, R, B,
E, K, E. C: Right. I 've got that. We 'd like to send you a copy of
our current prospectus. If you give me your address... B: Of course.
It 's the Austin Corporation, 514 Seaview... C: 514 Seanew. B: No,
it 's Sea-view. C: Right, I 've got that. B: 2952 Seattle. C: 2952
Seattle. Right, let me just repeat that. Mr. Biederbeke, Austin
Corporation, 514 Seaview, 2952 Seattle. B: Right. C: And your
telephone number, Mr. Biederbeke? B: It 's (0452) 67791 C: (0452)
67791. Right. We 'll get the prospectus in the post to you today. B:
Good. Let me just confirm the appointment. Friday 28 June at 2 o
' clock. C: Fine, we look forward to seeing you then. B: Goodbye.
C: Goodbye.

2. Presentation In the telephone conversation the
speakers followed a number of steps when handling and exchanging
information, in particular. # clarifying information # asking for
repetition # asking for spelling # showing understanding # correcting
information # confirming information # acknowledging Now look at
the language used to handle information.

2.1 Clarifying information
Could you tell me exactly what...?

2.2 asking for repetition
Could I have your name again, please? Could you repeat that? I 'm sorry, I
didn 't catch that.

2.3 asking for spelling
Could you spell that, please?

2.4 showing understanding
I see. I 've got that. Right.

2.5 correcting information
No, not seanew. Seaviesw. That 'not right, it 's.....

2.6 confirming information
Let me just repeat that,...

2.7 acknowledging
That 's right.

Notes: 1. Saying and repeating
telephone numbers: Look at the number: 081-455 2354. The number

consists of three groups. 0 is pronounced ' oh ' or zero. 455 is verbalized as four double five or four five five. the numbers should be grouped, e.g. 081 pause 455 pause 2354. 2. Spelling names: A useful way to remember the pronunciation of some letters is to group them by vowel sound: 请详见附图 3. Controlled practice A. Complete these dialogues. 1.A: My name ' s Pinkerton. B:

_____? A: Yes, it ' s P, I, N, K, E, R, T, O, N. 2.A:

The address is 24 Tunnyside Lane.

B: _____? A: Yes, of course. 24

Tunnyside Lane. 3. A: My phone number is 0432 5686 B: 0432 5688?

A: _____ 5686. B: _____ 0432 5686. A:

_____.

4. A: I ' d like an appointment with Mr. Dunn. B: _____ you would like to

discuss? A: Yes, I ' d like to talk about extending my credit. 5. A: We would like to visit your factory with a view to buying it. B:

_____.

When would you like to come? 6. A: The figure is 3.56m. B: _____.

And what was the other figure? 7. A: So, an appointment at two would suit you.

_____ again please? B: Yes, certainly. It ' s Macintosh. A:

_____? B: Yes, M, A, C, I, N, T, O, S, H. B.

Listen to the tape. You will hear some telephone numbers. As you

listen, write the number down. After each number, there will be a

pause for you to repeat the number. 1. _____ 2.

_____ 3. _____ 4.

_____ 5. _____ 6.

_____.

C. Listen to the tape. You will hear some

names and then a request to spell them. There is a pause on the tape for you to spell them and then you will hear the correct spelling. The names are: 1. Peterson 2. Hardy 3. Glynis 4. Matthews 5. Rifkind 6. Thatcher 7. Samuel 8. Marjorie Now listen to the tape again. This time, cover up the names above and write them down when you hear them spelt. 1. _____ 2. _____ 3.

_____ 4. _____ 5.

_____ 6. _____ 7.

_____ 8. _____ 课文注释及词汇

讲解 * priority 重点, 优先 eg. priority projects 重点项目 * make an appointment 安排一次约会 eg. I ' d like to make an

appointment to see your Corporate Finance Manager. 我想约见一下你们公司的财务经理。 * approach 靠近, 接洽, 联系 eg.

ABC Co. have been approached by many wholesalers for their new products. 许多批发商就新产品问题与ABC公司接洽。 * with a

view to... 为了....., 目的是..... [注意: to为介词, 后面接名词或动名词] eg. We have lowered the price with a view to getting

more market share. 为了获得更大的市场份额, 我们降低了产品价格。 * place business with... 与.....建立业务关系 * catch 听懂

eg. I don ' t quite catch your meaning. 我不太听懂你的意思。 * be interested in... 对.....感兴趣 eg. We are interested in your

new product range. Please send us a catalogue. 我们对贵方新的产品系列很感兴趣, 请给我们寄一份商品目录。 * convenient 方便的

eg. If it is convenient for you please call me back at 6:00. 如果方便的话, 请在6点钟给我回电话。 * suit 适合 eg. How about

Monday afternoon? It suits me fine. 周一下午怎么样? 我没问题/

对我很合适。 * check 核对 eg. check with sb. About sth. 向某人核实某事 Let me check with my boss about the convenient time. 我来问一下老板什么时候方便。 * p.m. 下午 a.m. 上午 * prospects (公司情况) 简介[一般是印制精美的小册子] * address 地址 注意：英美人写地址时先从小具体的地址写起。在本课中为：2952 Seattle, USA#61474.Anstin Corporation 公司名门牌号路名 邮编 所在城市名 国名 * get...in the post 将.....寄出 eg. We ' ll get the sample in the post tomorrow morning. 明天一早我们就把样品寄出去。 * confirm 确认，肯定 eg. confirm a plane reservation (旅客) 向航空公司确认所订机票不做变动 confirm an appointment 确认约会[通常指约会的时间、地点] * invoice 发票 Unit 8 听力译文：A：普瑞奥瑞提投资公司。能为您做什么样吗？比得别克。能和你们财务部的人通话吗？#61611.B：我是奥斯汀公司的乔治 C：哦。您能不能告诉我具体想谈什么问题？ B：我们正和一些投资公司联系，想与他们建立业务关系。 C：抱歉，我不大明白您的意思。 B：我是说我公司对贵公司的投资服务感兴趣。 C：明白了。您是想见一下我们公司的财务经理？ B：是的。 C：您什么时间比较方便？ B：6月28日，星期五，这比较合适在下午。 C：等一下，我问问福斯特先生，他是我们公司的财务经理。 B：很对不起，我没听清他的名字。 C：福斯特。 B：知道了。 C：请稍候，我查一下.....好，可以，下午两点钟。您能再告诉我一下您的名字吗？ B：比得别克。 C：请拼写一下，好吗？ B：B, I, E, D, E, R, B, E, K, E。 C：好，我记下来了。我们将给您寄一份最新的公司情况简介。如果您能留下地址的话..... B：当然可以。奥斯汀公司，西维尤路514号..... C

: 西尼尤路514号。 B: 不, 是西维尤路。 C: 好, 记下来了。
。 B: 2952 西雅图。 C: 2952 西雅图。我来重复一下, 比得别克先生, 奥斯公司, 西维尤路514号, 2952西雅图。 B: 对的。 C: 您的电话号码是什么, 比得别克先生? B: 是 (0452) 67791。 C: (0452) 67791。好了。我今天就把公司简介给您寄去。 B: 好的, 我再确认一下约会的时间, 6月28日星期五下午两点钟。 C: 好, 恭候您的光临。 B: 再见。 C: 再见。
。 Exercises-A 在询问信息时要根据情况, 采用不同的表达法。请看下面的例子: 你不知道打来电话的人的姓名。(give) Could you give me your name please?#61474. you repeat your company 's name, please? 你想知道对方在什么地方打来的电话。(tell) Can#61611. 罗克: 我是布罗克公司总裁的个人助理乔治 秘书: 噢, 请问具体什么事? 罗克: 我们有兴趣与贵公司建立业务关系。 秘书: 好。您什么时间方便? 罗克: 周二全天或周四上午。 秘书: 我问一下总经理。请稍候.....好的, 周二上午9点钟。可以再问一遍您的名字吗? 罗克 #61611. B: 呃。我是乔治 A: 等一下, 我给您接过去。 C: 我是丹尼尔斯。比得别克。我想约个时间见一下你们公司的财务经理。#61474. 你没听清对方公司的名称。(repeat) Would#61474. you tell me where you 're ringing from, please? 请仿照上例, 运用括号里的词, 有礼貌地询问以下信息。 1. 你不知道对方想与谁通话。(tell) 2. 你想让打电话的人留下号码。(give) 3. 你不知道对方的名字如何拼写。(spell) 4. 你没听清对方的地址。(repeat) 5. 你不知道对方明天什么时间在办公室。(tell) 6. 你拿不准订单上的装运期。(confirm, delivery date) Exercises-B 请将1-7的句子与a-g的句子搭配起来

。 1 . Sorry, could you spell that? 2 . Could I speak to Mrs. Fenton, please? 3 . Could you take a message? 4 . I ' m afraid the line ' s busy at the moment. 5 . I ' m sorry but he ' s away this week. 6 . Could you repeat that? 7 . Good morning. Cathay Pacific Airlines. a. Yes, it ' s 081 561 9192 b. That ' s OK. I ' ll hold. c. The Reservations Department, please. d. Speaking. e. Yes, of course. I ' ll get a pen. f. Yes, it ' s M-E-E-U-W-S. g. I ' ll call back next week then.

Exercises-C 用括号内的词或短语，翻译下列句子。 1 . 我想约见一下你们公司的财务经理。(make an appointment to see...) 2 . 你不能告诉具体想谈什么？(exactly) 3 . 我们正在与一些投资公司接洽，目的是与他们建立业务关系。(approach, with a view to, place business with) 4 . 你什么时间方便？(convenient) 5 . 我没听清他的名字。(catch) 6 . 今天我们就给你把公司简介寄过去。(prospectus, get...in the post)

Translation 布洛克[Brock]公司正与许多金融公司接洽，目的是和他们建立业务关系。罗克先生又拨通了一家公司的电话..... 罗克。我想约见一下贵公司的负责人。#61611.罗克：乔治 秘书：您能拼一下吗？罗克：好。G , E , O , R , G , E , R , O , C , K。秘书：好，我记下来了。我们恭候您光临。

Key to Exercises-A 1. Could you tell me whom you want to speak to, please? 2. Can you give me your telephone number, please? 3. Could you spell your name please? 4. Would you repeat your address, please? 5. Can you tell me when you will be in the office tomorrow, please? 6. Would you confirm the delivery date, please?

Key to Exercises-B 1-f 2-d 3-e 4-b 5-g 6-a 7-c Key to Exercises-C 1. I ' d like to make an appointment to see your Corporate Finance

Manager. 2. Could you tell me what exactly you want to talk about?
3. We are approaching a number of investment companies with a view to placing business with them. 4. When would it be convenient for you? 5. I didn't catch his name. 6. We'll get the prospectus in the post to you today. Key to Translation Brock Company are approaching a number of financial companies with a view to placing business with them. Mr. Rock has dialed another company... Rock : This is George Rock, Personal Assistant to the Managing Director of Brock Co. I'd like to make an appointment to see your head. Secretary : Yes. Could you tell me what exactly you want to talk about? Rock : We're interested in establishing business with you. Secretary : I see. When will be convenient for you? Rock : Tuesday morning or afternoon, or Thursday morning. Secretary : I'll check with the General Manager. Just a moment...Yes. 9 o'clock Tuesday morning. Could I have your name again? Rock : George Rock. Secretary : Could you spell that please? Rock : Ok. G, E, O, R, G, E, R, O, C, K. Secretary : Right. I've got that. We are looking forward to seeing you then. 100Test 下载频道开通, 各类考试题目直接下载。详细请访问 www.100test.com