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https://www.100test.com/kao_ti2020/220/2021_2022__E8_B4_AD_E7_89_A9_E4_B8_8E_E9_c96_220756.htm Approaching the

Customer必备表达 Key Expressions Good morning,sir.Can I help you? 早上好，先生。要买东西吗？ Good

afternoon,ma'am.May I help you? 下午好，夫人。能为您效劳吗？ Good evening,miss.Do you want to buy something here? 晚上好，小姐。要买东西吗？ 英语中对人的称呼主要有以下几种：

Mrs.太太 Miss小姐 Ms.女士 ma'am夫人 lady女士 Mr.先生 sir 先生 gentleman先生 Ladies and gentlemen. 女士们，先生们。 Mr.和Mrs.一般后面接姓氏。 sir,gentleman和lady则应单独使用。

Miss,ma'am既可以单独使用，也可以与姓氏一起使用。 Ms.用来称呼不易分清结婚与否的女士。 Hello.Mrs.Jones.I see you're doing your shopping very early today. 您好， 琼斯太太。您今天大清早就来买东西了。 Welcome to our shop. 欢迎您来我们店。

Welcome,sir.Step right in. 欢迎您，先生。请进。 I'm pleased to have you here. 很高兴您能来我们这儿。 Glad to see you. 很高兴见到您。

用英语招呼顾客一般分两步：首先是问早上（下午、晚上）好，再是主动提出愿意为对方服务。如： Good

morning,sir.Can I help you? 早上好，先生。要买东西吗？ 当顾客不准备买东西，营业员应该礼貌地说上一句： Please go right

ahead.您请便。 Are you being served? 有人在招呼您了吗？ Is there anything you're interested in here? 有什么您感兴趣的吗？

Please go right ahead. 您请便。 We'll be waiting for you. 我们恭候您。 If you've decided on something,please let me know. 如果您决

定买什么，请告诉我一声。 If you will permit me, I would be happy to show you around and explain some of the items. 如果您愿意的话，我乐意带您周围看看，介绍介绍。 Please take your time and let me know if you need any help. 请慢慢看。需要帮忙的话，请告诉一声。对话 1 Dialogue 1A: Welcome to our counter, madam. Anything I can do for you? 夫人，欢迎光临我们柜台。能为您效劳吗？ B: That's OK. I'm just looking around. 没关系，我只是随便看看。 A: Please take your time. If you've decided on something, please let me know. 请慢慢看。如果说您决定买什么，请告诉我一声。 B: Ok. I will. Thank you. 好的，我会的，谢谢。对话 2 dialogue 2A: Good morning, sir. Can I help you? 早上好，先生。要买东西吗？ B: Yes. I'm thinking of buying a toy for my son. 是的，我在考虑给我儿子买个玩具。 A: May I know how old he is? 您能告诉我他几岁吗？ B: He'll be six next Sunday. The toy is for his birthday. 下星期天他就满六岁了，这玩具是送给他的生日礼物。 A: I see. How about this one? 知道了，您觉得这个怎么样？对话 3 dialogue 3A: Good afternoon, sir. I'm pleased to have you here. 下午好，先生。很高兴您能来我们这儿。 B: Good afternoon. 下午好。 A: Are you looking for some particular type of decoration material? 您是在找装潢材料吗？ B: Well, it's hard to say. I've got a new flat and I want to decorate it. 嗯，很难说。我刚分到一套新房子，我想装饰一下。 A: I see. If you will permit me, I would be happy to show you around and explain any products to you. 嗯，我明白了。如果您愿意的话，我乐意带您周围看看，为您介绍一些产品。 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