

商务师业务外语英语:职场英语集锦 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/244/2021_2022__E5_95_86_E5_8A_A1_E5_B8_88_E4_c29_244299.htm

清晨问候 Greeting A : Hi, Jane. How are you doing this morning? B : Im all right, thanks. Just a little tired. A : Late night? B : Yeah, I got home around two.

清晨问候 A : 嗨，珍妮。你今天早上还好吗？ B : 还好。谢谢。就是有点累。 A : 睡晚了？ B : 是啊，我大约两点才到家。

道歉与解释 Apology Dear Mr. / Ms, We are sorry we cannot send you immediately the catalogue and price list for which you asked in your letter of March 10. Supplies are expected from the printers in two weeks and as soon as we receive them, we will send you a copy. Yours faithfully 道歉 尊敬的先生/小姐，对于三月十日来信所要目录和价格单，很抱歉不能马上寄去。印刷商两周后供货，一旦收到，我们将给您寄去一份。您诚挚的

Explanation Dear Mr. / Ms, I was very concerned when I received your letter of yesterday complaining that the central heating system in your new house had not been completed by the date promised. On referring to our earlier correspondence, I find that I had mistaken the date for completion. The fault is entirely mine and I deeply regret that it occurred. I realize the inconvenience our oversight must be causing you and will do everything possible to avoid any further delay. I have already given instructions for the work to have priority and the engineers working on the job to be placed on overtime.

These arrangements should see the installation completed by next weekend. Yours faithfully 解释 尊敬的先生/小姐，昨天收到你

的来信，抱怨你新家的中央加热系统未按规定时间装好，对此我非常关心。参考较早的通信，我发现我搞错了完成日期。错误完全是我的，对此我非常抱歉。认识到我们的疏忽给你造成的不便，我们将竭尽全力避免再耽搁。我已指示这项工作优先做并让工程人员加班。这样安排会于下周完成安装。

你诚挚的 要求加薪 Youve worked long and hard at your job, and its about time you saw some financial rewards for it. How to ask for a raise: Aside from companies who have policies offering periodic reviews and annual cost of living raises, it is rare for employers to give a pay increase to employees on their own initiative. Some experts feel that moving to another company is the best way to be rewarded for your talents. Others feel winning the lottery is a sure-fire way to increase your income. However, youve invested your time and you really like your job. You just dont like the pay (and that guy who always wears bow-ties) . No matter how much you deserve a raise, asking for one can be very intimidating. Here are some guidelines to help you get what you want. Know that you are valuable to your company. In order to get that raise, it is your job to figure out just how valuable you are. Ask friends and family members what someone working in a similar position to yours would be paid at their companies. Utilize online resources to find out what someone with your experience is making in your regional location. Headhunters and recruiters who specialize in your field could also be helpful in your research. (Calculate the flux of inflation over the past fifty years by first juxtaposing the GNP of Thailand with . . . maybe not.) But having figures to back up your argument can be a

particularly effective tool. Evaluate your job duties. Are your daily responsibilities the same now as when you were hired, or have you taken on a more important role? How have you contributed to the company? Do co-workers awkwardly call you "pal" because they can't place your name? Have specific accomplishments ready and don't be shy about sharing them. Be ready to show how you've increased profits, sales or efficiency. Remind your employer of the difficult projects you managed and their successful outcomes. If you can't think of any, start keeping a weekly log of your accomplishments at work (during your coffee break of course) . This will help show how your position has evolved and how you have benefited the company. Figure out a dollar value for your accomplishments and set a goal for how you would like to be compensated. Be realistic about your target amount. The word "zillion" should probably not be included in your request. You may not always get the bulls eye, so be flexible. Some companies may be willing to give you perks instead of extra pay. Wouldn't it be nice to have an extra week of vacation time? Or how about a 24-hour masseuse? Flexible hours or telecommuting might be nice (its no massage, but whatever) . Such rewards don't cost companies much, but they may be extremely valuable to you. When you've done all your research and you know what you want, set up a meeting with your supervisor. It doesn't have to be a secret why you are meeting with him/her/it (hey, I don't know what your supervisor looks like) . You can say that you'd like to review your job performance or assess your contributions to the company. Some experts suggest a

written agenda is appropriate, so that your boss can be prepared as well. Remember that your needs are irrelevant in this situation it isn't your boss's job to make sure you make your car payments or that Big Rocko doesn't break your legs for betting on the Giants to win the Super Bowl (do a little research next time) . Your boss isn't, and shouldn't be concerned with your personal problems. his/her concern is the company. Have written documentation of your accomplishments and responsibilities, as well as your information about your salary surveys. Express clearly what it is you were hired to do, how much you have improved efficiency, and how your increased responsibility has benefited THE COMPANY. Exact figures or percentages of improvement can be impressive to supervisors it's your job to get them to see the big picture of how much of an asset you are. Let them know what you need to get the job done, and remember to tell them it is negotiable. They like that. As intimidating as it may seem, if you are prepared and your research and documentation show that you deserve a raise, it is likely that you will be compensated in some way. If your figure is flat out rejected, ask what it would take for you to get a raise, and make a date to discuss the topic again. Your last resort, of course, is the (gasp) counter-offer. Another company making you an offer is a surefire way to get your boss's attention and show your worth. This is a tricky plan that can backfire if you aren't really prepared to leave, or if you break up into hysterics when you first mention it. Make sure that you do have another job to go to, and that you are truly willing to go, because they just might say "Good luck. Don't let the door hit you

where the Good Lord split you." On the other side of the coin, if they do offer you a raise, assess whether the money is worth the extra commitment your company will expect in return. You may just want to take the other offer, especially if it means you'll be playing power forward for the Lakers. 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