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https://www.100test.com/kao_ti2020/461/2021_2022__E4_B8_8D_E5_8F_AF_E4_B8_8D_E7_c85_461658.htm 商务交往中很重要的一点就是要注意礼仪得体。礼仪关系到交往的成败。下面简要介绍一下介绍陌生人和接待客户的礼仪。 There are some general rules for introductions: 1. A man is always introduced to a woman. 2. A young person is always introduced to an older person. 3. A less important is always introduced to a more important person. 相互介绍认识有如下基本原则：1. 男士通常会介绍给女士。2. 年轻人介绍给年龄大的人。3. 地位不太高的人介绍给地位高一些的人。 When a client is coming for business purpose, the host should stand up and receive the guest, offer a chair and a cup of coffee, he shouldnt sit down until the guest takes a seat. When the guest rises to leave, the host should go with him as far as the door of the office or the elevator. The executive doesnt rise for his secretary or coworkers in the office. 如果客户是为商务目的而来，主人要起身接待客人，给他找一个座位并且倒上一杯咖啡，在客人落座之前主人不能坐下。当客人起身告辞时，主人需将客人送到门口或者电梯口。而高级经理则不必为秘书或者办公室同事站起来。 A handshake can create a feeling of immediate friendliness or instant irritation between two strangers. The proper handshake is brief, but there should be firmness and warmth in the clasp. It should always be accompanied by a direct look into the eyes of the person your shake your hand with. 握手可以使本来陌生的两个人马上建立起友谊，但也可能会导致敌视。正确的握手

要迅捷，但是在握手的瞬间应有力度并且充满热情。在握手的同时要目光直视对方。 While speaking with a visitor during an appointment, you should bear in mind that listening is as essential as talking. Nothing is more irritating and insulting to a visitor to have an appointment interrupted by continual phone calls. You need instruct your assistant to hold all calls except emergencies until the end of your appointment. If your phone system includes a "message taking" feature, be sure to make use them. If the caller is veering too far away from the subject, you might say: "Since I have another appointment in a few minutes, I'd like to discuss our primary concern." 在与你约见的来访者交谈时，要记住倾听和交谈同样重要。没有比不断被电话打扰更加令来访者恼怒和感到羞辱的事了。你要告诉你的助理帮你接听电话、不要打断你的约会除非有特别紧急的事宜。如果你的电话系统包括"留言"功能，记得使用它。如果来访者离题太远，你可以说：“因为我几分钟后还有一个约会，我们还是讨论我们最初谈论的问题吧。” 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