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https://www.100test.com/kao_ti2020/548/2021_2022__E5_A4_96_E9_94_80_E5_91_98_E5_c28_548864.htm (一) A: Stone Corp. Hi, Mary speaking. 隐四通公司, 您好, 我是Mary。 B: Hello, I ' d like to speak to Mr. Hunter, please. 你好, 我想找Hunter先生。 A: May I ask who is calling, please? 请问您是哪位? B: My name is Herbert Wood of IBM Computer Company. 我是IBM电脑公司的Herbert Wood. A: Thank you, Mr. Wood. One moment, please ... (into PBX) Mr. Hunter, Mr. Wood of IBM Computer Company is on the line. 谢谢, Wood先生, 请稍等。(打内线电话)Hunter先生, IBM电脑公司的Wood先生找您。 C: Can you find out what he wants? 你可以问他有什么事吗? A: Yes, Mr. Hunter. (to caller) I ' m sorry to have kept you waiting, Mr. Wood. Mr. Hunter is rather busy right now and would like to know what you wish to speak to him about. 好的, Hunter先生。(对来电者说)对不起Wood先生, 让您久等了。 Hunter先生现在非常忙, 他想知道你有什么事对他说。 B: Yes, I want to buy some computer software and talk about developing some other software. I don ' t know whether he is interested in that or not? 是的, 我想买一些计算机软件, 另外再谈一谈开发一些其它的软件。我不知道他是否有兴趣。 A: I see. Thank you very much, Mr. Wood. Would you wait a moment, please? (to PBX) Mr Hunter, Mr. Wood wants to buy some computer software. 我明白了, 非常感谢, Wood先生。请你等一下好吗?(打内线电话)Hunter先生, Wood先生想买一些计算机软件。 C: I see. Put him on line two. 好的, 请转

到2号线。 A: Yes, Mr. Hunter. (To caller) Mr. Wood, I ' m very sorry to have kept you waiting. I ' ll put you through to Mr. Hunter. 好的 , Hunter先生。(对来电者)Wood先生 , 不好意思让你久等了 , 我把你的电话接给Hunter先生。 A: Good afternoon, Sales Department. May I help you? 下午好 , 销售部 , 我能帮你什么忙吗? B: Could I speak to Mr. Bush, please? 可以和Bush先生说话吗? A: I ' ll see if he is available. Who shall I say is calling, please? 我要看一看他是否在。请问我得告诉他谁打来的? B: John Smith. A: Hold the line, please. Mr. Bush is in a meeting with the Managing Director at the moment, I ' m afraid. Can I help you? 请别挂机 , Bush先生正在和总经理开会 , 我可以帮你忙吗? B: Well, I want to discuss with him the new contract we signed last week. 好的 , 我想跟他讨论一下我们上星期签订的合同。 A: I don ' t think the meeting will go on much longer. Shall I ask him to call you when he is free? 我想会议不会开得太久 , 我让他有空给你打电话 , 好吗? B: Yes, that would be easiest. 是的 , 那样最好了。 A: Could I have your name again, please? 请再一次告诉我你的姓名 , 好吗? B: Yes. It ' s John Smith.好的 , 我叫John Smith。(二) A: And the number? 电话号码呢? B: 021-64358796 A: OK. You ' ll be hearing from Mr. Bush later in the morning then, Mr. Smith. 好的 , Smith先生 , 早上早些时候 , 你会收到Bush先生的电话。 B: Thank you for your help. Good-bye. 谢谢你的帮助 , 再见。 A: You are welcome. Good-bye. 别客气 , 再见。 A: Madison Industries. This is Cathy Winer speaking. Can I help you? Madison工业 , 我是Cathy Winer, 我能帮您吗? B: Good afternoon. Could you connect this call with Mr. Black, please? 下午

好，麻烦你接到Black先生，好吗？ A: May I know who ' s calling? 请问您是哪位？ B: This is Mary Fox of A.B.C. Computer Co...I ' m calling on behalf of Mr. Tom Backer, the general manager of our company. 这里是A.B.C电脑公司的Mary Fox. 我是替我们公司总经理Tom Backer先生打电话。 A: I am sorry, Ms. Fox. Mr. Black is now in a meeting. May I have your number and ask him to call back later? 对不起，Fox小姐。Black先生正在开会，请告诉我你的电话号码，我会让他给你打电话的，好吗？ B: I ' m afraid Mr. Baker would like to speak to Mr. Black right now. He has got an urgent matter to discuss with Mr. Black without delay. 我想Baker先生想现在和Black先生说话，他有紧急事情与Black先生商量，不能拖延。 A: OK. Then, would you please hold the line? (one minute later) 好的，请你别挂机。(一分钟后) Ms. Fox, the line is through. Mr. Black is ready to answer the call. Go ahead. Fox小姐，电话接通了，Black先生可以和你通话了，请吧。 B: Thank you for your kind assistance, Ms. Winer 非常感谢你的善意帮助，Winer小姐。 A: You are welcome. 别客气。 A: Good morning. NTT Co... 早上好，NTT公司。 B: Hello. May I speak to Mr. Ira Black, head of the Export Section, please? 你好，可以和出口部负责人Ira Black先生通话吗？ A: I ' m sorry. Mr. Black has just gone out. May I ask who ' s calling? 对不起，Black先生刚出去。可以问一下您是哪位吗？ B: This is John Carter from Ace Consultant. Would you please tell me when I could get a hold of him? 我是Ace咨询公司的John Carter. 请你告诉我什么时候能找到他。 A: I really have no idea when Mr. Black could be available in the office. Could you call back later or would you mind leaving a

message? 我真的一点都不知道Black先生什么时候会在办公室。您可以过一会儿再打来或者给他留言吗? B: I think it ' s better for me to leave a message. But it ' s important and urgent. Please make sure he gets this message. 我觉得还是留下一个口信比较好。不过这件事很要紧，请一定将留言传达给他。 A: I see. I ' m sure to pass your messages to Mr. Black. 明白了，我一定把您的留言传达给Black先生。 B: Good. Would you mind telling him that due to some sudden changes, do not fill out any orders for NNC Corporation until further notice? It ' s very important. I ' ll explain later. 那就好，你可以告诉他，由于意外变化，在进一步通知之前，请勿给NNC公司发货。事关重大，稍后我会做出解释。 A: Okay, let me repeat your message to see if I ' ve got it all. 行。我重复一遍留言，看看是否记全了。作为职场中的一员，我们免不了要外出办公。为了使自己的工作更有效率，我们就需要提前和对方确定好相关事宜，这时，电话就发挥了相当重要的作用。通过电话还可以用它来解决当面不好说的许多问题呢!本期，我们就来学习一下如何用电话预约和解决问题。

(三) OFFICE ASSISTANT: Good morning. Odyssey Promotions. How may I help you? 办公室文员: 早上好。这里是奥德赛企划公司。我能为您提供什么帮助吗? NICK: Hello, this is Nick Delwin from Communicon. Could I speak to Helen Turner, please? 尼克: 你好，我是国际通讯公司的尼克戴尔文。可以帮我转接海伦特纳吗? OFFICE ASSISTANT: Just a moment, please. 办公室文员: 请稍等。 OFFICE ASSISTANT: I have Nick Delwin on the line for you. 办公室文员: 有个叫尼克戴尔文的人打来电话要找你。 HELEN: Thank you... Hi, Nick. Nice to hear from

you. How ' s the English weather? 海伦: 谢谢.....你好, 尼克。
很高兴接到你的电话。英国那边的天气怎么样? NICK: It ' s
pretty good for the time of year. What ' s it like in New York? 尼克:
就今年这个时候来讲, 还是相当不错的。纽约那边的天气呢?
HELEN: Not good, I ' m afraid. 海伦: 恐怕不怎么样。 NICK:
That ' s a pity because I ' m planning to come across next week. 尼
克: 那真糟糕, 因为我正打算下礼拜过去一趟。 HELEN:
Really? Well, you ' ll come by to see us while you ' re here, I
hope? 海伦: 真的吗? 嗯, 我希望你来的时候能顺便过来看看我
们, 可以吗? NICK: That ' s what I ' m phoning about. I ' ve got a
meeting with a customer in Boston on Tuesday of next week. I was
hoping we could arrange to meet up either before or after. 尼克:
这正是我打电话想要告诉你的事情。下礼拜二, 我要在波士
顿会见一个客户。我希望, 在那之前或之后我们能找个时间
见一下。 HELEN: Great. That would give us a chance to show you
the convention centre, and we could also drop in at Caesar ' s
Restaurant where Gregg has arranged your reception. 海伦: 太好了
。那样我们就有机会带领你参观一下会议中心了, 而且我们
还可以顺便去凯萨饭店, 葛雷格已经在那里为你安排好了接
待活动。 NICK: That ' s what I was thinking. 尼克: 我也是这么
想的。 HELEN: So you said you have to be in Boston on Tuesday?
That ' s the 8th? 海伦: 嗯, 你说你要在礼拜二的时候到波士顿?
那是8号吧? NICK: That ' s right. Now, I could stop over in New
York either on the way in - that would be the Monday...Would that
be possible? 尼克: 没错。那样的话, 我也可以在去之前先去纽
约一趟可能是礼拜一的时候那没问题吧? HELEN: Ah, I ' m

afraid I won ' t be in the office on Monday, and I think Gregg has meetings all day. 海伦: 啊 , 恐怕礼拜一的时候我不在办公室 , 而且我想葛雷格全天都在开会。 NICK: Uh-huh, well, the other possibility would be to arrange it after Boston on my way home. 尼克: 嗯嗯 , 好吧 , 那另一个可能就是在我从波士顿回来的时候再安排见一下了。 HELEN: When do you plan on leaving Boston? 海伦: 你打算什么时候离开波士顿? NICK: Could be either Tuesday afternoon or Wednesday morning, but I would like to catch a flight back to London on Wednesday evening. 可能是礼拜二下午 , 也可能是礼拜三上午 , 但我想赶在礼拜三晚上搭乘航班返回伦敦。 HELEN: OK. Well, it would be best for us if you could fly in on the Wednesday morning. Either Gregg or I will pick you up at the airport, and then we could show you the convention centre and also Caesar ' s. If there ' s time, you could come back to the office and we ' ll run through any of the details that still haven ' t been finalized. 好。 嗯 , 如果你能在礼拜三上午飞过来的话 , 那对我们来说最好不过了。 葛雷格或者我可以去机场接你 , 之后 , 我们可以带你去参观会议中心和凯萨饭店。 如果有时间的话 , 你可以再去一下我们的办公室 , 我们可以迅速处理一些还没有解决的细节问题。 NICK: That sounds good. Just as long as I can get back to the airport for my evening flight. 尼克: 听起来不错。 只要我能赶回机场搭上我的夜班飞机就行。 HELEN: No problem. Look, why don ' t you fax me your information once you ' ve confirmed your flight times? Then we ' ll get back to you with an itinerary for the day - that ' s Wednesday the 9th, right? 海伦: 没问题。 嗯 , 一旦你确定了你的航班日期 , 发个传真告诉我具

体情况如何?那样我们就可以给你回复当天的日程安排那天是9号礼拜三，对吧? NICK: That ' s right. Good, well, I ' ll do that and I look forward to seeing you next week. 尼克: 没错。好，嗯，我会的，我期待着下礼拜和你们见面。 HELEN: Same here. See you next week. 海伦: 我也是。下礼拜见。 欢迎进入：
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外销员在线考试中心 更多信息请访问：百考试题外销员、百
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