

外销员外贸外语辅导：TelephoneCalls打电话外销员考试 PDF
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https://www.100test.com/kao_ti2020/645/2021_2022__E5_A4_96_E9_94_80_E5_91_98_E5_c28_645196.htm Brief Introduction 电话
问询是贸易中一种很常见的方式。对于生产或交易中遇到的
各种问题，如果能通过电话方式解决，那便是最快捷、最有
效率的。 Basic Expressions 1. This is Dajiang Food Store. How may
I help you? 这里是大江食品店。请问我怎样能帮到你呢？ 2.
Could you put me through to the toy department? 请帮我接玩具部
好吗？ 3. I ' d like to order 3 cases of beer. 我打算订购三箱啤酒
。 4. My name is Tony Smith, Shanghai Hotel Room 2107. My
phone number is 6567- 8900. 我叫托尼史密斯，住上海宾馆2107
房间，我的电话号码是 6567-8900。 5. Please make a remittance
of 1,500 Yuan for the books you ' ve ordered. The postage is
included. 您订的书请汇款一千五百元过来，邮资包括在内。
6. Hold on a moment please. 请稍等。 7. I ' ll see if she is in. 我去
看看她有没有在。 8. I am afraid she is out at the moment. 对不起
，她这会出去了。 9. I ' ll be pleased to if I can. 如果能的话，我
很高兴。 10. Extension 121, please. Sorry, the line is busy. 请接121
号分机。对不起，线路忙。 11. Could I speak to Mr. Johnson,
please? Sorry, there is no one by the name of Johnson here. 我可以
和约翰逊先生通话吗？对不起，这里没人叫约翰逊。
12. Could you hold on a minute? I ' ll get him for you. Certainly.
Thanks. 稍等，我帮你去叫他。行，谢谢。 13. Mr. Smith is tied
up at the moment. OK. I ' ll call again later. 史密斯先生现在脱不
开身。好的，我回头再打电话过来。 14. I am sorry I wasn ' t in

when you called. That ' s all right. 很抱歉你来电话时我不在。 没关系。 15.Operator, we were cut off. Could you reconnect me, please? Just a moment, please. 接线员 , 电话断了。 可以替我重新接通吗 ? 请稍等片刻。 16.Do you follow me? Yes, please go on. 听懂我的话了吗 ? 听懂了 , 请接着谈。 17.Have you got it? Sorry. Do you mind repeating? 明白了吗 ? 对不起 , 你介意再说一遍吗 ?

Conversations Dialogue 1 (O=operator) O: International Trading Co. . Good morning. L: Good morning. May I speak to Mr. Smith, please? O: May I ask who ' s calling, please? L: This is Miss Li from the United Textiles. O: Just a minute, Miss Li. (Switches lines) Mr.Smith, Miss Li from United Textiles wants to speak to you. S: Put her through, please. Hello, Mr. Smith speaking. L: Good morning, Mr. Smith. I ' m calling about the draft agreement you sent me.....

-- 这是国际贸易公司。 早上好。 -- 早上好。 我想和史密斯先生通话 , 可以吗 ? -- 请问您是哪位 ? -- 我是联合纺织品公司的李小姐。 -- 请稍候 , 李小姐。 (转线路) 史密斯先生 , 联合纺织品公司的李小姐想和你通电话。 -- 请把电话接过来。 你好 , 我是史密斯先生。 -- 早上好 , 史密斯先生。 我打电话是为了你寄给我的那份 协议草案.....

Dialogue 2 A: Marketing Manager ' s Office. Can I help you? B: Mr. Smith, please. A: Sorry, he is out. B: What time do you expect him back then? A: Sorry, I am not sure. Can I take a message? B: No, thanks. I will call back later. A: That ' s fine. Please call again later. B: OK. Thank you. Goodbye. -- 这是营销经理办公室。 请问 有什么事吗 ? -- 请史密斯先生接电话。 -- 对不起 , 他出去了。 -- 那你估计他什么时候回来 ? -- 对不起 , 我不清楚。 你要留 个口信吗 ? -- 不用

了，谢谢，我待会再打过来。 -- 那好。请过会儿再打来吧。
-- 好的。谢谢你。再见。 Dialogue 3 A: United Development Corp. May I help you? B: I ' d like to speak to Mr. Smith, please. A: Who shall I say is calling, please? B: This is Miss Zhang from ABC Corp. A: I ' m sorry, Miss Zhang, but Mr. Smith is not in at the moment. B: When will he come in, do you know? A: I suppose he won ' t be in until 11:00. B: May I leave a message? A: Certainly. B: Please ask him to give me a call as soon as he returns. He has my number. A: Very well, Miss Zhang, I ' ll do that. B: Thank you. Goodbye. -- 联合开发公司。您有什么事吗？ -- 我想和史密斯先生通电话。 -- 可以告诉我您是哪位吗？ -- 我是ABC公司的张小姐。 -- 对不起，张小姐，史密斯先生现在不在。 -- 他什么时候来，你知道吗？ -- 我估计他要到十一点才会来。 -- 我可以留个口信吗？ -- 当然可以。 -- 他一回来就请他给我回个电话。他有我的电话号码。 -- 好的，张小姐。我会的。 -- 谢谢。再见。 Dialogue 4 A: Is Mr. Zhang there, please? B: Sorry. I can ' t hear you. Would you please speak a little louder? A: I said, is Mr. Zhang there? B: Mr. Smith, the line is bad. Don ' t hang up, please. I ' ll have the call transferred to another line. -- 请问张先生在吗？ -- 对不起。我听不清楚。请说大声一点好吗？ -- 我是问，张先生在吗？ -- 史密斯先生，电话线路不清楚。请别挂，我把电话转到另一条线路上去。 Dialogue 5 A: (on the phone) Hello? Smith here. B: Oh, Mr. Smith, my name is Melva Miller. You don ' t know me, but I ' m a friend of Mike Black. A: Oh, yes? B: When I told Mike I was coming to live here he gave me your name, and suggested that I give you a ring. I was wondering if

you could give me some advice. A: I ' ll be pleased to if I can. What can I do for you? B: Well, I ' m looking for a place to live. Mike thought that as you ' re an estate agent you might know of something suitable. A: Yes, I think I can help you. Why don ' t you come round and see me? Do you know where my office is? B: Yes. I ' ve got the address. A: Good. Where are you now? B: I ' m at the post office. A: Oh, well, that ' s just a few minutes walk from my office. Come round and see me now. B: Thank you very much, Mr. Smith. A: Not at all. -- 您好，我是史密斯。 -- 哦，史密斯先生，我是梅尔薇米勒。您不认识我，但我是迈克 布莱克的一个朋友。 -- 哦，是吗？ -- 当我告诉迈克我要来这里时，他给我您的名字，他还建议我给您打个电话。我想知道您能否给我一些建议。 -- 如果可以的话，我很乐意。我能为您做点什么？ -- 哦，我在找一个住的地方。迈克想您是一位房地产商，可能知道一些合适的信息。 -- 是的，我想我能帮你。你为什么不过来找我呢？您知道我的办公室在哪里吗？ -- 是的，我有地址。 -- 太好了，你现在在哪里？ -- 我在邮局。 -- 哦，那里离我这里走路才几分钟。现在过来找我吧。 -- 非常谢谢你，史密斯先生。 -- 不客气。 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