



新世纪高职高专

商务英语专业系列规划教材

# 世纪商务英语

谈判口语

第三版

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大连理工大学出版社有限公司  
DALIAN UNIVERSITY OF TECHNOLOGY PRESS CO.,LTD

Part I

*Leading-in Questions*

Part II

*Drills & Expressions*

Part III

*Typical Dialogues*

Part IV

*Roles Simulation*

Q1

What issues should be involved in arranging appointments?

Arranging appointments usually involves making, confirming, delaying, changing or even canceling an appointment by writing or telephone. In this book, of course, what we are going to discuss is how to arrange appointments orally, i.e. mainly by phone.



Q2

Can you name some of the telephone etiquette?

- (4) Speak clearly and distinctly, always speak slowly and quietly. Use your words naturally.
- (1) Answer calls promptly, by the second or third ring.
- (2) Greet the caller and identify yourself and your company/department/unit. Ask "How may I help you?"
- (6) Thank the caller for calling. "Who's calling, please?"
- (3) Assume your "telephone" voice, control your volume and speed, smile as you pick up the phone. — The other person can't see you, so their impression of you depends on the way you sound. That's why you should always put a smile in your telephone voice and project a tone that is enthusiastic, natural, attentive and respectful.





A: I have just got a fax from my head office about the agency agreement. I would like to talk with you about that. Would it be possible for us to meet sometime tomorrow morning?

B: I'm afraid I won't be available tomorrow morning. How about 2 o'clock tomorrow afternoon?

A: Well, let me see... Oh yes, I think I can manage to. Can I visit your office then?

B: Yes, please come by. I'll be expecting you then at 2:00 tomorrow afternoon in my office.

A: All right. See you then. Good-bye.

Notes:

“head office”指“总部”；“agency agreement”意为“代理协议”；“available”意思很多，一般指“可得到的，可获得的”，这里表示“可接见的，可取得联系的，有时间的”；“How about”与“What about”同义，在口语中经常用来引出某个建议，可以翻译为“……怎么样？”或“……如何？”等；“manage to”指“设法成功做成某事”，这里可以理解为“我可以安排好”；“come by”一般指“从旁边走过，（走）过来”，美语里有“来访，路过”的意思，这里可以直译为“过来吧”。

Drill 1

翻 译



A: 我刚刚收到一份总公司有关代理协议的传真, 想约您谈谈。明天上午我们见一次面好吗?

B: 恐怕明天上午我没空。明天下午 2 点怎么样?

A: 哦, 我查一下我的时间安排……啊, 行, 我想我可以安排得过来。那届时我去您办公室, 可以吗?

B: 行, 你过来吧。明天下午两点我在办公室等你。

A: 好, 明天见。





A: I'm calling to see if you could arrange for me a meeting with your delegation leaders. You see, it's our sincere desire to establish business relations with these corporations.

B: Certainly. I think it's also their hope to start business with you.

A: That sounds encouraging. When do you think you could arrange the meeting?

B: Don't worry. I shall certainly do it to your satisfaction.

A: I appreciate it.

B: I'll first let them know of your intention. And then I'll make arrangements for you to get together with each of them separately.

A: That would be terrific.

Drill 2

翻 译



Notes:

“ I’m calling to do sth.” 和 “ I’m calling about sth.” 这两个句型往往用来引出打电话的目的，是常用的电话用语，在美国人的日常生活中使用频率非常高。 “ I’m calling about...” 这一句的意思是 “我打电话是为了讲……事”， “ about” 之后可以接名词或相当于名词的短语与句子，如 “ I’m calling about our appointment for this Friday.” 。 “ I’m calling to...” 意思相同，只不过句中的 “ to” 之后要接动词原形，如 “ I’m calling to discuss our next order.” “; delegation” 指 “代表团” ； “ start business” 可以理解为 “开展业务往来” ； “ to your satisfaction” 意思是 “使你们满意” 。

Drill 2





A: 我打电话来是想看看您能否安排我和你们代表团的领导们见个面。您知道，我们是真诚地希望和这些公司建立贸易关系。

B: 当然可以。我想他们也一定希望和你们开展业务往来的。

A: 这听起来真让人感到鼓舞。您什么时候能安排呢？

B: 别担心。我肯定会安排得让你们满意的。

A: 非常感激。

B: 我会先把您的意图告诉他们，然后我会安排您和他们分别会晤。

A: 那太好了！





A: There is an important thing. I would like to make an appointment with Mr. Brown. Could you arrange it for me?

B: When do you want to meet with him?

A: When will be convenient for him? Is tomorrow morning OK?

B: He is usually busy in the morning. So you'd better come over in the afternoon.

A: Then, what about this afternoon?

B: Let me check his schedule. Good, he will be free this afternoon. Let's make it 3 o'clock. OK?

A: It sounds great. Thank you very much.

Notes:

“meet with”在美国英语里指“和……会晤，与……会合”，是一个比“meet”更为正式的表达；“make it”指“约定”，在这里是“定（时间）”即“fix the time”的意思，如“Shall we make it (at) eight?”（我们约在8点好吗？）。所以“made it with sb.”

Drill 3

翻 译



A: 有件很重要的事情, 我想和布朗先生见个面, 您能帮我们安排一下吗?

B: 您想什么时候见他呢?

A: 那他何时方便呢? 明天上午可以吗?

B: 上午他通常很忙, 您最好下午来。

A: 那么, 就今天下午怎么样?

B: 让我查一下他的时间表。好, 他今天下午有空。那我们就定在下午 3 点  
吧, 好吗?

A: 很好。非常感谢。





A: Hello, good afternoon. May I speak to Mr. Ross, please?

B: This is Ross speaking.

A: Good afternoon, Mr. Ross. This is Yang Wei from China. We have just arrived at the Manhattan Hotel.

B: Oh, good afternoon, Mr. Yang. How are you? And how was your journey?

A: Well, I'm fine. Can't complain. I'm calling to confirm our appointment with you. Your secretary, Miss Chen, made it with me the day after tomorrow.

B: Fine. Is it at 10:00 Friday morning at my office?

A: That's right.

B: No problem. I will be expecting you then.

A: So see you then, Mr. Ross.

Drill 4

翻 译



Notes:

在电话英语中，如果接电话的人正好是对方要找的人，那么往往会用“sb. speaking”这样的表达，相当于中文意思的“我（就）是某某人”；“This is...”这里可以翻译为“我是……”。电话英语中一般不用“I am ...”而是用“This is ...”的句式来表达“我是……”。同样地，可用“Is that...?”或者“Who is that?”等来表示“你是……吗？”或者“你是谁”等意思；“Can't complain”是个省略了主语的句子，原意是“我们没有什么抱怨的了”。这里作为对对方“how was your journey?”的答复，可以译为“旅途还不错”。

Drill 4



A: 喂，下午好！请找一下罗斯先生。

B: 我就是。

A: 您好！罗斯先生。我是从中国来的杨威。我们刚刚到达曼哈顿酒店。

B: 哦，您好吗，杨先生？路上怎么样？

A: 哦，我很好。旅途很不错。我打电话是想和您确认一下我们的约见。您的秘书陈小姐把时间定在后天。

B: 好的。是周五上午 10 点在我的办公室吧？

A: 是的，没错。

B: 没问题。我会等你们的。

A: 那我们到时候见了，罗斯先生。





A: Hello! Good morning. GM's Office of Textile Import & Export Company. Anything I can do for you?

B: Well, this is Smith from the US-China Trade National Council Delegation. I'm calling about the appointment with Mr. Song. You know, Mr. Song and I are going to have a talk this afternoon. Now I must tell him I won't be able to come over for the meeting with him. I'm so sorry for it.

A: What's the matter? Nothing wrong, I hope.

B: You see, something unexpected has come up. I'm afraid the appointment will have to be rescheduled. I'm very sorry about the change.

A: That's all right. Maybe we can make another arrangement.

B: Thank you very much. You're very kind to say so. I'm planning to postpone my talk with him till Thursday. I wonder if it will be convenient for him.

A: Hold on, please. I'll have to check his schedule.

B: All right. Thank you.

A: Yes, no problem. He'll be free then. Thursday would be OK with him.

Drill 5

翻 译



Notes:

“GM”指“General Manager”；“US-China Trade National Council Delegation”可译为“美中贸易全国理事会代表团”；“come over”原意是“(从远处)来到”，这里可以译为“来访”、“过来”；“come up”在这里的意思是“发生，出现”；“rescheduled”指“重新安排……日程”；“postpone...till”意为“将……延期或推迟至”。

Drill 5





A: 喂，早上好！这里是纺织品进出口公司的总经理办公室。有什么事吗？

B: 我是美中贸易全国理事会代表团的史密斯。我打电话来是关于和宋先生会面的事。您知道，我和宋先生今天下午有个会谈。可是我不能来赴约了，请告诉他。我很抱歉。

A: 怎么了？没出什么事吧。

B: 是这样的。有点小意外。会面恐怕得改期了，很抱歉。

A: 那没什么。也许我们可以再安排另一个时间。

B: 非常感谢。您能这样说真是太好了。我打算把与宋先生的会谈推迟到星期四，不知他方不方便？

A: 请稍等。我来查看一下他的日程安排。

B: 好的。谢谢！

A: 可以的，没问题。那天他有空，星期四可以。





A: Mr. Peter, I hope I'm not disturbing you.

B: No, not at all.

A: I'm terribly sorry to inform you that I have to cancel our appointment because I have something urgent to cope with.

B: Well, that happens! That's all right. But, can we make it another time because the matter is very important?

A: You know, I have to fly to Shanghai to deal with something unexpected at once. I suggest that you talk the matter over with my colleague Miss Zhang, if you like. Do you think this arrangement would suit you?

B: Well, that would be most helpful.

A: OK. It's a date. Sorry again for the inconvenience caused by us.

Drill 6

翻 译



Notes:

“cope with”意思是“处理，应付”，用法和意思都与“deal with”很接近；“that happens!”是一句俗语，经常用来感叹一些生活中发生的不测，所以经常被翻译为“天有不测风云”，“人生不如意时有八九”，“这是常有的事”等等；“talk over”是短语，意为“商议”，“好好讨论”；“suit”意为“适合，满足”；“It’s a date.”是一句惯用语，用来表达双方就某事达成一致意见的意思，经常被翻译为“一言为定”，“那就这么定了”，“咱们说定了”等等。

Drill 6



A: 彼得先生，希望没有打扰您。

B: 没有。不打扰。

A: 十分抱歉，我想通知您，因为我临时有紧急公务，不得不取消我们的约会。

B: 好的。这是常有的事，我能理解。不过，因为这件事情很重要，我们换个其他时间行吗？

A: 您要知道，有一些意外的事情需要我马上飞到上海去处理。所以，如果您愿意，我建议您和我的同事张女士谈谈。您觉得这个安排对您合适吗？

B: 唔，那就最好了。

A: 那行，咱们说定了。对此造成的不便再次深表歉意。





## English for Chinese Typical Business Expressions

1. 我给您打电话是想约个时间和您见见面。 / 我打电话是想看看我们能否安排一次会面。 / 我想明天早上见见您。 / 我们什么时候可以见面谈一谈？ / 我想约您见个面，可能的话最好在本周，不知您意下如何？

I'm calling to set up a meeting with you.

I'm calling to see if we can arrange a meeting.

I'd like to meet you tomorrow morning.

When can we meet to talk?

I would like to make an appointment with you, possibly, this week. How does that sound?





## English for Chinese Typical Business Expressions

2. 哪一天对您最合适呢？ / 您看什么时候最好呢？ / 什么时候对您最方便呢？ / 明天上午 10 点如何？ / 我们定在星期四下午，三点钟，怎么样？ / 星期四，19 号行吗？

What date would be most suitable for you?

When would be a good time for you?

What is the most convenient time for you?

How about tomorrow at 10 o'clock in the morning?

Let's make it Thursday afternoon, say, 3 o'clock ?

Shall we say Thursday, the 19th?





## English for Chinese Typical Business Expressions

3. 我认为我们碰头的时间地点很合适。 / 3 点到 5 点之间的任何时候（都可以）。 / 那天我整个上午都有空。 / 星期四对我更方便些。

I believe that the time and place we get together will be convenient.

Any time between three and five.

I'll be free all morning, then.

Thursday would suit me better.





## English for Chinese Typical Business Expressions

4. 我来看看我的日程。我今天实在太忙了。 / 我的日程很紧。这一周已经排满了。 / 很抱歉，我星期三上午没空。我有别的事情要处理。

Let me check my calendar/schedule. I'm really too busy today.

My schedule is tight. This week is booked up.

I'm sorry I won't be available Wednesday morning. I have something else to do.







## English for Chinese Typical Business Expressions

5. 您能替我安排个约会吗？ / 您放心好了，一切都会安排好的。 / 我来安排时间和地点。

Could you arrange an appointment for me?  
You can rest assured that everything will be ready.  
I'll arrange the time and place.

6. 如果您方便的话，他很愿意今天下午在您办公室与您见面。

He shall be delighted to see you in your office this afternoon if this is convenient for you.





## English for Chinese Typical Business Expressions

7. 我打电话只是想和您确认一下明天上午 9 点半的会面。

I just call to confirm our appointment at 9:30 a.m. tomorrow.

8. 今天下午的约会我恐怕是不能去了。 / 恐怕我得取消约会了。

I'm afraid I can't keep my appointment with you this afternoon.  
I'm afraid I'll have to cancel the appointment.





## English for Chinese Typical Business Expressions

9. 如把约会推迟到周五您是否方便？ / 不知能否将下周二 8 点的会面改为 9 点？ / 我们的约会改在明天，可以吗？

Would it be convenient for you if we postpone the appointment to Friday?  
I wonder whether we could reschedule the Tuesday appointment from 8 to 9?  
Could we change our appointment to tomorrow?

10. 但愿我没有过多地打乱您的安排。 / 我希望没有使您太头疼。

Hopefully I haven't messed up your arrangements too much.  
I hope I'm not upsetting you too much.





**1. (Mark is calling to see if Ms. Li could arrange an appointment for him with Mr.Chen, the GM of a trading company.)**

L: Good morning! This is the GM's Office of The ABC Trading Company. Can I help you?

M: Good morning! May I speak to Mr. Chen, please?

L: I'm sorry, but Mr. Chen is out of the office now. This is the secretary of Mr. Chen speaking. Who's calling please?

M: Mark. This is Mark Stone from America. Hope I'm not disturbing you.

L: Not at all, Mr. Stone. But Mr. Chen is not in this morning. May I take a message?

M: I'd like to make some trading arrangements with your company. So I am wondering if I could come and meet with your boss at 9:30 a.m. tomorrow. Could you arrange it?

L: I'm afraid I can't. He has an appointment at 9:30 tomorrow.

M: Then, how about 2:00 p.m. tomorrow?

L: Sorry he has to attend a meeting tomorrow afternoon. He has a very tight schedule tomorrow.

M: What time would be convenient for him then?

L: Let me check his schedule first.

M: OK. Thank you.

L: What about the day after tomorrow? He will be free that day.

M: Let me see. Hum, that will be Tuesday. How about 10: 00 a. m.?

L: Fine. Let's make it 10: 00 a. m. on Tuesday.

M: Thank you very much.

L: You are welcome. Thanks for calling.

翻译



## Notes

1. “is out” 这里意为 “出去了，不在（家）”。相反，“is in” 就是 “在（家）”。
2. “take a message” 在电话用语中是指记录并替别人传递信息。如果是留信息请别人传递，则要用 “leave a message” 来表达。



L: 早上好！这里是 ABC 贸易公司总经理办公室．愿为您服务。

M: 早上好！能帮我找一下陈先生吗？

L: 对不起，陈先生现在不在办公室。我是他的秘书，请问您是谁？

M: 马克。我是美国来的马克·史顿。希望没打搅您。

L: 没事，不打扰，史顿先生。不过，陈先生今天上午都不在。您有什么要转达的吗？

M: 我想与你们公司一起就一些贸易上的事情作一些安排。所以我想知道是否能在明天上午 9 点半左右跟您老板见个面。您能安排一下吗？

L: 恐怕不行。明天 9 点半他已经有约。

M: 那么明天下午 2 点如何？

L: 抱歉他明天下午要开一个会。他明天的时间安排得很紧。

M: 那他什么时候方便呢？

L: 让我先查一下他的日程表。

M: 好的，谢谢！

L: 后天怎么样？后天他有空。

M: 我想想。呃，后天那就是星期二。上午 10 点，好吗？

L: 好，那咱们就定在星期二上午 10 点吧。

M: 非常感谢！

L: 不客气。感谢您的来电。





**2. (Mr. Yang is calling to confirm the appointment with Mr. Rose. But he was informed that the appointment has to be canceled and then they try to reschedule the date. )**

R: Hello. This is Winsome Industries.

Y: Hello. I'd like to speak to Mr. Rose.

R: This is Rose speaking. Who's calling please?

Y: Hello, Mr. Rose. This is Yang from Guangdong AAA Corporation, China.

R: Oh , it's you. Good afternoon, Mr. Yang. How are you?

Y: I'm quite all right. Thank you. And you?

R: Not bad. I was ready to call you just now.

Y: Really? I am just calling to confirm our appointment tomorrow. Is everything OK?

R: That's why I want to call you.

Y: So?

翻译





**2. (Mr. Yang is calling to confirm the appointment with Mr. Rose. But he was informed that the appointment has to be canceled and then they try to reschedule the date. )**

R: I must make apologies. I'm afraid I have to cancel our appointment.

Y: Anything wrong ?

R: My flight to Europe has been rescheduled. I have to get off early morning tomorrow. I had not been informed of the arrangement by the airline until a few minutes ago.

Y: Can we make it another time?

R: Unfortunately, I've planned to be away on business this week.

Y: How about next week?

R: Uh...How about my getting in touch with you as soon as I get back?

Y: Fine, I'm looking forward to that.

R: I'm terribly sorry.

Y: Oh, that's all right. That happens! It's understandable.

翻译





## Notes

1. “I’m quite all right.” 这里意为“我很好”，是对问候语 “How are you?” 的常见回答之一。
2. “Not bad.” 是对问候语 “How are you?” 的另一种回答，意思是情况一般，经常被翻译为“还行”，“不太糟”，“还不赖”，“过得去”等等。
3. 整句意思是：“我刚准备给您打电话。”
4. “So?” 口语中用得很多，常用升调，用以鼓励对方继续往下说。可译为“哦？”，“然后？”等等。
5. “get off” 这里意为“出发，离开”。
6. “been informed of” 源自 “inform sb. of sth. (通知某人某事)”。
7. “be away on business” 指“在外出差”。
8. “get in touch with sb.” 可译为“与某人联系”。
9. “I’m terribly sorry.” 是表达歉意时常用的句式，语气比 “I’m sorry” 强。



R: 喂, 这是威森实业公司。

Y: 喂, 我想找一下罗斯先生。

R: 我就是。您是哪位?

Y: 您好, 罗斯先生。我是中国广东 AAA 公司的杨。

R: 啊, 是您啊! 下午好, 杨先生。您好吗?

Y: 我很好, 谢谢。您怎么样?

R: 还行。我刚准备给您打电话。

Y: 是吗? 我打电话来只是想确认一下我们明天的会面。一切都好吧?

R: 这正是我准备给您打电话的原因。

Y: 哦?



R: 我很抱歉，恐怕我不得不取消我们的约会了。

Y: 怎么了？

R: 我定的飞往欧洲的航班调整了，明天一早就得出发。航空公司几分钟前才通知我。

Y: 其他时间行吗？

R: 很抱歉这周我已经安排出差。

Y: 那下周怎么样？

R: 唔……我一回来就跟您联系怎么样？

Y: 好吧，那我可等着了啊。

R: 真是非常抱歉。

Y: 哦，没关系。这是常有的事。可以理解。



### Situational Information:

We learned from last unit that Mr. Parker is planning a negotiation with Guangzhou Foreign Trade Development Company (GFTD) about an import contract of man's shirts. Before negotiating, he would like to make an appointment with Mr. Pan, the manager of the Export Department of GFTD.

翻译



在上一单元我们知道，帕克先生正在筹划着一次与中国对外贸易发展公司就进口男士衬衣合同的磋商。在正式磋商前，他还要先与该公司的出口部经理潘先生预约好正式会面的时间和地点。



Role 1. Suppose you are Mr. Parker. You are going to make a phone call to ask for an appointment with Mr. Pan. Miss Lin, the secretary of Mr. Pan answered the phone. Try to complete the following dialogue with some of the drills and expressions in part II and III. The Chinese in the brackets are for your reference only.

L: Good afternoon. Guangzhou Foreign Trade Development Company. May I help you?

P: Good afternoon. ( 请给我找一下潘先生，可以吗？ )

L: Hold on please. (After a while) I'm sorry. I'm afraid Mr. Pan is out now.

P: ( 那您能转达一下吗？ / 您能给他留个信吗？ )

L: Yes, of course. Who's calling please?

P: I'm David Parker from AAA Light Industry products Import and Export Corporation in America. ( 我打电话是想看看能否安排一次与潘先生的会面，谈谈我们的生意。 )

L: I can handle that for you. When would you like to come?

P: ( 可能的话在 6 月底见面，不知您觉得怎么样？ )

L: Let me check his Calendar. Unfortunately, he has plans to travel around that time. How about the first week of July?

P: In that case. ( 我们希望安排在 7 月 4 日。这样可以吗？ )

L: July 4th is fine with us. Will you come alone? Do you need accommodations of any kind?

P: I will be accompanied( 伴随有 ) by one of my colleagues. ( 您能帮我们预定两间 7 月 3 日及 4 日的单人房吗？ )

L: No problem.

P: ( 太谢谢您了 ), Miss?

L: I am Lin. Mr. Pan's secretary. It's my great pleasure to help you.

P: Thank you, Miss Lin. ( 我们期待着与你们见面。 )

翻译



- L: Good afternoon. Guangzhou Foreign Trade Development Company. May I help you?
- P: Good afternoon. (May I talk to Mr. Pan?)
- L: Hold on please. (After a while) I'm sorry. I'm afraid Mr. Pan is out now.
- P: (Oh, would you please take a message?)
- L: Yes, of course. Who's calling please?
- P: I'm David Parker from AAA Light Industry products Import and Export Corporation in America. (I'm calling to see if we can arrange a meeting with Mr. Pan to discuss our business matters.)
- L: I can handle that for you. When would you like to come?
- P: (Possibly the latter part of June. What do you think about it?)
- L: Let me Check his Calendar. Unfortunately, he has plans to travel around that time. How about the first week of July?
- P: In that case. (We would like to meet with him on July 4th. Is that all right?)
- L: July 4th is fine with us. Will you come alone? Do you need accommodations of any kind?
- P: I will be accompanied by one of my colleagues. (Could you kindly book two single rooms for us for the night of July 3rd and 4th?)
- L: No problem.
- P: (Thanks a lot), Miss?
- L: I am Lin. Mr. Pan's secretary. It's my great pleasure to help you.
- P: Thank you, Miss Lin. (We would be looking forward to meeting you.)



Role 2. Suppose you are Mr. Pan. Before the meeting with Mr. Parker, something unexpected happened, so that you cannot keep the appointment. Now you are going to call to change the appointment with Mr. Parker. Try to complete the following dialogue according to the contexts.

P: Hello, Parker speaking. Who is calling?

P: Good morning, Mr. Parker. This is Pan I'm sorry I can't keep the appointment with you on July 4th.

P: What happened?

p: Something unexpected comes up. I have to leave for London tomorrow and I'll be gone for a few days.

P: When will you be back to China?

p: It's hard to tell. I'm not quite sure when I'll be back.

P: Do you mean to cancel the appointment?

p: No. I just want to postpone the meeting to sometime later.

P: What time do you suggest?

p: Would that be convenient for you if I reschedule it to July 10th?

P: I don't know. I need to check my schedule first. I'll call you later to confirm the reschedule.

p: Hopefully I haven't messed up your arrangements too much.

P: It's OK. That happens!





Role 3. Forming a group of 2 or 3, suppose you are Mr. Parker, Mr. Pan and their colleagues. Try to work out a dialogue related to the theme of this unit and then perform it in class.

