



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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Part I

Leading-in Questions

Part II

Drills & Expressions

Part III

Typical Dialogues

Part IV

Roles Simulation

Q1

What is physical delivery of goods?

Physical delivery of goods means that the seller delivers the contracted goods at the agreed time, place and in the agreed manners to the buyer. Physical delivery of goods is applied in sales under E terms and D terms.



Q2

What is symbolic delivery of goods?

Symbolic delivery of goods means that the seller fulfills his obligation of delivery by transferring the necessary documents representing the title to the goods to the buyer at the stipulated time. Symbolic delivery of goods is applied in the sales under F terms and D terms.



Q3

What should be made clear when the seller and the buyer talk about shipment during business negotiation?

When talking about shipment of the goods, the seller and the buyer should make clear the time of delivery, the port of shipment, the port of destination, method of delivery, partial shipment and transshipment, and finally the shipping documents.



Q4

What is the main purpose of the buyer's communicating with the seller about shipment during the course of contract fulfillment?

The main purpose is to ensure the timely and safe arrival of the goods at the place of destination.



Q5

What issues concerning shipment are usually to be communicated during the course of contract fulfillment?

Usually the following issues concerning shipment and insurance are to be communicated about during the fulfillment of the contract: 1. The preparation of the goods by the seller; 2. The Shipping instructions from the buyer to the seller; 3. The shipping arrangement made between the seller or the buyer and the shipping company; 4. The buyer's urging the seller to rush shipment; 5. The shipping advice from the seller to the buyer; 7. The seller's or the buyer's claims against the shipping company.





A: Mr. Parker, this is Miss Li from Guangdong Light Industrial Products Import & Export Corporation. You will be very happy to hear that your order for leather shoes is ready for shipment now.

B: That's good news, Miss Li.

A: Please tell me when and how you would like the goods delivered.

B: We need the shipment in a hurry. Please send it the fastest possible way. How fast do you think we could have this order?

A: In five working days, if we ship by air.

B: Maybe we had better do that. We really need these shoes. So could you send it by air please?

A: Of course we can. But according to the contract, you pay the extra freight and insurance if you want the goods to be sent by air. That might cost quite a bit more I am afraid.

B: That's OK. How much more? We would like to receive the shipment by May 1st. Is that possible?

A: No problem! As to the freight, I'll check the rates and call you back.

Drill 1

翻 译



Notes:

“be ready for shipment”为“准备好发货”之意，也可表述为“be ready for dispatch”或“be ready for delivery”；“how you would like the goods delivered”意思是“希望该货怎么发”，其中的“delivered”，也可以表述为“shipped”，都作“运送、发送”解；“need sth. in a hurry”意为“急需……”；“have this order”指收到这批货；“rate”是“价格；费率”之意。

Drill 1



A: 帕克先生，我是广东轻工产品进出口公司的李小姐。你们订的皮鞋已经备妥待运了。听到这消息您一定很高兴的。

B: 那真是个好消息，李小姐。

A: 请问你们希望这批货什么时候以什么方式发运呢？

B: 我们急需该批货物，请用最快的方式。你们认为这批货多快可以交给我们呢？

A: 如果空运的话，五个工作日内可以到。

B: 看来我们得这么办了。我们真的急需这些鞋子。你们安排空运好吗？

A: 当然可以。不过根据合约，如果你们希望以航空方式运送，额外的运费和保险费必须由你方承担。那样恐怕要多花好些钱。

B: 没关系，多多少少？我们希望在5月1日前收到货，可以吗？

A: 没问题！至于运费，我要先查一下价目表然后再给您回电吧。





A: Is it possible to effect shipment during September?

B: I don't think we can.

A: Then when is the earliest we can expect shipment?

B: By the middle of October I think. That's the best we can do.

A: Can you find some way to get round your producers for an early delivery?

B: We'll do our best to advance the shipment to September. The chances are that some of the other orders may be canceled.

A: All right, I'll take you at your word.

B: But of course you cannot count on that.

A: May I suggest that we put down in the contract "shipment on October 15 or earlier?"

B: Good. Let's call it a deal.

Drill 2

翻 译



Notes:

“effect shipment”指履行装运的义务。在这里“effect”作“实现，履行”解，只是翻译的时候常把这两个字眼省略，直接译为“装运”。同样地，effect payment 可以译为“支付”，effect a delivery 可以译为“交货”。值得注意的是这里的“effect”还可以用“make”来代替；“get round”指“说服”；“advance the shipment”为“提前发货”之意；“The chances are (that)…”指“可能……”；“I’ll take you at your word”意为“那就以你的话为准了”，或者可以译为“那就承您贵言了”；“you cannot count on that”意为“那是靠不住的；那是没把握的事情”，可译为“你可不要指望那个”；“Let’s call it a deal.”意为“这笔交易就这么拍板了”，也可译为“就这么定了！”

Drill 2



A: 你方是否能够在九月份交货呢?

B: 我看不行。

A: 那么最早什么时候可以呢?

B: 恐怕要在十月中旬。这是我们能够答应的最早日期。

A: 您能不能想办法让工厂早点交货呢?

B: 我们会尽量争取把交货期提前到9月。有些订单有可能会取消。

A: 好。我可就以你的话为准了。

B: 当然你可不能指望那个，那可是没把握的事情。

A: 我建议咱们在合同里写上“十月十五日或以前交货”行吗?

B: 好! 就这么定了!





A: As there is no shipping space on direct steamers to your port, prompt delivery is out of the question now. But there is another possibility to ensure an earlier delivery of the goods.

B: What's that? Will you please find some other way out?

A: How about making Hong Kong the port of shipment instead of Huangpu?

B: I'm afraid we can't agree to this. Even if transshipment space to America from Honk Kong is available, it will also add considerably to the expenses and risks.

A: To you, time is crucial. I think it is worth trying if transshipment via Hong Kong will help you catch the season demand.

B: I fully agree with you.

Notes:

“shipping space”指“舱位”；“direct steamer”指“直达班轮”，也可以表述为“direct sailing”；“out of the question”意为“不可能”；“add considerably to the expenses and risks”意为“增加了大量的费用和 risk”；“catch the season demand”意

Drill 3

翻 译



A: 由于到你方港口的直达班轮已经没有舱位，所以要马上交货是不可能的了。不过，确保早日交货还有另外一种可能性。

B: 怎么样？您能找到什么解决办法吗？

A: 把交货港从黄埔改为香港如何？

B: 恐怕我们不能同意。即使有从香港到美国的转船舱位，这也会增加了大量的费用和 risk。

A: 对您而言，时间是最关键的。我觉得如果从香港转船可以让您赶上销售旺季，那还是很值得的。

B: 完全同意您的意见。



- A: Since the order is placed on the F.O.B price basis, the shipment should be arranged by the buyer. And the freight will be for the buyer's account.
- B: That's right.
- A: And you should, in advance, inform us of the Shipping Instruction.
- B: Of course. And you, as the seller, should give us the Shipping Advice as soon as shipment is effected.
- A: That's no problem.
- B: Can you do something to advance your time of shipment?
- A: Sorry. We have done more business this year than any of the previous years. I'm afraid we cannot meet your requirement.
- B: That's too bad. But I do hope you will give our request your special consideration. Make a special effort, please.
- A: All right. We'll get in touch with our producers and see what they have to say.

Notes:

“for sb.'s account”指“算在某人的账上，由某人承担费用”。所以“for the buyer's account”指“由买方负担”；“Shipping Instruction”指“装船指示、装船须知”；“Shipping Advice”指“装船通知”；“make a special effort”可译为“加把劲儿”。

Drill 4

翻 译



A: 既然订单是按 F.O.B 条件下的, 那么运输必须由买方负责安排, 运费也须由买方负担。

B: 没错。

A: 这样你们就得提前把“装船指示”通知我方。

B: 当然。但你们作为卖方, 也必须在装船完毕之后马上给我们发出“装船通知”。

A: 没问题。

B: 对了, 您能不能想办法提前一些时候发货呢?

A: 很抱歉。我们今年做的贸易比以往任何一年都要大, 恐怕我们不能满足您的要求了。

B: 那太糟糕了。我真的希望您能对我们的要求给予特别的考虑。请您特别加把劲儿吧, 好吗?

A: 好吧。我们厂家联系一下, 听听他们的意见。





A: I'm calling to see what happened to our last order.

B: Everything goes well.

A: When do you think you could make a delivery?

B: That is scheduled for shipment the day after tomorrow. Is this a rush order?

A: Kind of. You know, we need it.

B: It will be there. We'll get it right out.

A: By the way, I'd like to remind you that we need our order number on the outside of each box. It makes it easier for us when we get the order on the dock.

B: That will be no problem. I'll take care of it for you.

A: Furthermore, please make sure you mark the shipment for careful handling.

B: Yes, we'll do that for you.

A: Warn the trucking company to take it easy.

B: I certainly will.

Drill 5

翻 译



Notes:

“rush”在这里作“紧急的；急迫的”解，如“A rush order must be filled at once.”（紧急订单必须马上处理）；“kind of”是“有一点；有几分”的意思，多用于口语中，作副词，例如“He looks kind of pale after his illness”（他病后面色有点苍白）；“get it right out”的“get...out”作“发送……，把……送出去”解。还可以表达为“have... out”或“send... out”。“right”则是用来强调“get it out”，“马上”的意思；“It makes it easier for us when we get the order on the dock.”一句中的第二个“it”，指的是“when we get the order on the dock”；“trucking company”指“卡车运输业者（公司）”。

Drill 5



A: 我打电话来是想了解一下上次订的货怎么样了。

B: 一切顺利。

A: 您觉得你们什么时候可以交货啊？

B: 预定后天就可以装船了。这批货急吗？

A: 有一点吧。您知道，我们等着要这批货。

B: 没问题，会送到的。我们马上就出货。

A: 顺便提醒你们一下：我们需要每只箱子的外面都印上订单号，这样我们在码头提货时比较方便。

B: 没问题。这事儿我会注意的。

A: 对了，还请确保在货物上标明“小心搬运”。

B: 好的，我们会的。

A: 吩咐卡车运输公司要小心啊。

B: 一定的。



A: What seems to be the delay in shipping?

B: Partly owing to the delay in opening L/C and partly because we're having trouble arranging for a carrier.

A: We really need that material, you know.

B: Yes. We have had it out just as soon as we could.

A: We've been waiting a long time. We'll have to cancel that order if we don't get it soon.

B: As a matter of fact, we have shipped your consignment of material. It's already in transit.

A: Good. When will the consignment arrive?

B: The arrival is scheduled for the seventh of December. You'll have it the day after tomorrow at the latest.

A: That's fine. Thank you.

Drill 6

翻 译



Notes:

“carrier”是泛指铁路、卡车、航空、船等的“运输公司”，也称“承运商”，不过一般多指空运公司；“We’ve been waiting a long time.”的“a long time”乃是“for a long time”的省略说法。会话中，在表示连续性动作的动词（如“wait”）之后，多将表示期间长短的副词片语的第一个字“for”省略掉，例如

“We stayed in that country two months.”（我们在那个国家停留了两个月的时间）。但如果这个片语是放在句首，“for”字就不能省略，例如“For two months we stayed in that country.”；“your consignment of...”中的介词“of”后可接各种货物名称，如“your consignment of

Drill 6

toys/suitcases/umbrellas/gloves”等，翻



A: 你们出货延迟了, 是什么原因呢?

B: 一方面是由于开证的延误, 另一方面是因为货运公司的安排有问题。

A: 你知道, 我们急需那批材料。

B: 是的, 我们已经尽最快速度了。

A: 我们已经等好久了。如果不能很快拿到货, 我们只有取消订单啦。

B: 事实上贵公司的那批材料已经发出去了, 货物正在运输途中。

A: 很好。货大概什么时候到呢?

B: 预定到达日期是 12 月 7 日。最晚明天就能拿到了。

A: 很好, 谢谢!





A: Your order is ready for shipment. Could we send the goods out to you right now?

B: We're having trouble meeting your shipping schedule. Can you change the shipping date on our order?

B: Do you want to make it earlier or later?

A: Later. Later by about a month. We don't need it until next month. It would be easier for us if you would ship next month.

A: But, that would be our peak season. I'm not sure that we can guarantee the delivery then.

B: Will it cause a delay?

A: Hard to say. The goods are all ready to go. We could effect delivery better if you would take it now.

B: But we don't have space in the warehouse for it. I'll tell the superintendent about it for you.

Notes:

“warehouse”是“仓库，商品保管所”的意思，也可以叫“storehouse”；
“superintendent”指“(工作的)指挥者；监管者；管理者”。

Drill 7

翻 译



A: 你们订的货已经备妥待运了, 现在就出货可以吗?

B: 要如期出货我们有困难, 能不能改一下我们的出货日期?

A: 要提早还是延迟呢?

B: 延迟。大概一个月。我们要到下个月才用得着。如果能到下个月才出货的话我们会轻松一些。

A: 但下个月是我们的旺季哦, 我不知道届时我们是否能够保证交货。

B: 会耽搁出货吗?

A: 难说。货已经准备好等着发了, 如果现在提货我们就能保证较好地履行交货。

B: 但是我们仓库没有空位了。我会向主管反映一下这个情况。





English for Chinese Typical Business Expressions

1. 咱们谈谈交货问题，好不好？ / 这批货的运费由我们付吗？ / 请告诉我们空运费率和时刻表。 / 运费包括在价格里。

- ◆ Let's have a word about delivery, OK?
- ◆ Do we pay the shipping charges for this order?
- ◆ Please tell us the rates and time schedule for air flight delivery.
- ◆ The shipping charges are included in the price.





English for Chinese Typical Business Expressions

2. 这批货您急着要吗？ / 这批货急吗？ / 请告知货物应于何时及何种方式运送。 / 这批货你们打算怎么运？您要海运还是空运？

- ◆ Are you in a hurry for the goods?
- ◆ Is this a rush order?
- ◆ Please tell me when and how you would like the consignment delivered.
- ◆ How are you going to handle the shipping on this? Do you want the cargo to go by sea or air?





English for Chinese Typical Business Expressions

3. 三周之内我们就需要这批货，请安排空运。 / 我们急需这批货。 / 交货时间对我们来说很重要。
/ 及时地交货对我们来说作用可大了。 / 两周内拿不到那些材料我们就麻烦了。 / 在我方市场上
十一月份是这种商品的上市季节。 / 十月份之前货必须装上船，否则我们就赶不上销售季节了。

- ◆ We need it in the next three weeks so please send it by air.
- ◆ We need it in a hurry.
- ◆ The time of delivery is a matter of great importance to us.
- ◆ A timely delivery means a lot to us.
- ◆ We're in a bind here without that material in two weeks.
- ◆ November is the season for this commodity in our market.
- ◆ The goods must be shipped before October; otherwise we won't be in time for the selling season.





English for Chinese Typical Business Expressions

4. 你们有可能在3月底以前交货吗？ / 我们的货送出工厂了吗？ / 是什么耽搁了交货呢？

- ◆ Will it be possible for you to ship the goods by the end of March?
- ◆ Has our order gone out of the factory yet?
- ◆ What is causing the delay of the delivery there?





English for Chinese Typical Business Expressions

5. 到现在为止，一切都在按部就班地进行。我们可以在 11 月交货（在两个月内交货 / 马上交货。） / 我们将尽一切所能把货物准时发到。 / 我们保证您在 5 月 11 日以前可以收到货。 / 货随时可以发，只是卡车尚未到。 / 由于你方开证的延误，不能按合同规定装运。装运将推迟到下月底。 / 我们正在检查货柜损坏的原因。运送日期将延后。 / 要赶上这次的船期有些困难。这个我们向装运部门了解之后再回复贵公司。

- ◆ Up to now, everything is going according to schedule. We can deliver them in
- ◆ November (in two months/ from stock).
- ◆ We will do our best to see that both the shipment and delivery are on time.
- ◆ We can guarantee that you'll receive the goods by May eleventh.
- ◆ It's all ready to go any time, but the truck hasn't been in yet.
- ◆ Owing to the delay in opening L/C, shipment cannot be made as contracted and should be postponed to the end of next month.
- ◆ We are checking on the reasons for the damaged containers. The delivery scheduled will be delayed.
- ◆ It will be a little hard for us to make this shipping date. We'll let you know after we talk about it with our shipping department.





English for Chinese Typical Business Expressions

6. 货物将由最早可供班次的轮船装运。/ 据我所知，直达你方港口航线上的舱位已经租到十一月了。/ 最早的班轮是“东方”号轮，9月21日从上海开出。/ 很高兴通知你方，我们已为你方第123号定单的货物在“东风”号货轮上订好了舱位，该轮的预计到达时间是8月15日前后。/ 货物由ABC航空公司运送，将于22日下午6时30分抵达香港。/ 很高兴通知你方，由“东风”号轮装运的货物已发出。希望该货能完好无损地到达目的地。

- ◆ The goods will be shipped on board the first available steamer.
- ◆ As far as I know, shipping space for the direct line to your port has been fully booked up to November.
- ◆ The first shipping opportunity would be the steamship ORIENT MARINER, leaving Shanghai on the twenty-first of September.
- ◆ We are pleased to inform you that we have booked shipping space for your order
- ◆ No. 123 on s/s Dong Feng, the estimated time of arrival of which is on or about August 15.
- ◆ The consignments will be sent to you by ABC Airlines and will arrive in Hong Kong at 18:30 on the twenty-second.
- ◆ We have pleasure to inform you that the shipment per s/s Dong Feng has gone forward and hope that it will arrive at the destination in perfect condition.





English for Chinese Typical Business Expressions

7. 我刚想起来，如果我们可以安排在香港转船，事情会好办很多。 / 香港转船期间，货物有被偷窃和损坏的风险。 / 请在运输条款下注明“货物将由十月份第一艘班轮装运，允许在香港转船”。

- ◆ It has just occurred to me that if we could arrange for transshipment at Hong Kong, things will become much better.
- ◆ There are risks of pilferage or damage to the goods during transshipment at Hong Kong.
- ◆ Please note under the shipment clause “shipment is to be made by the first available vessel in October, with transshipment via Hong Kong allowed”.





English for Chinese Typical Business Expressions

8. 我方不得不强调，装船必须在规定的期限内进行，因为我们不会考虑再给予任何展期。/ 请你方尽最大努力加快装运。我们希望到你方收到信用证时，货物已备妥待运。/ 我们相信你们会做好一切必要的安排确保及时交货。因为任何延误将给我方带来极大的不便。/ 如果延误装运，你们将承担一切后果。

- ◆ It has to be stressed that shipment must be made within the prescribed time limit, as a further extension will not be considered.
- ◆ Please try your best to hasten shipment. We hope that by the time you receive the L/C, the goods are ready for shipment.
- ◆ We trust you will make all necessary arrangements to deliver the goods in time, as any delay would cause us no little inconvenience.
- ◆ If you delay shipment, you will have to pay the consequences.





1. (Mr. Lewis and Mr. Xiong are negotiating on shipment. Mr. Lewis will make a request for an early delivery.)

X: Now you see, this transaction is concluded on F.O.B terms. As the buyer, you are to charter a ship or book the shipping space.

L: That's understood.

X: Then you should send us a Shipping Instruction so that we can make necessary arrangements for shipment beforehand.

L: That's also understood. Will you make clear to me your responsibility?

X: We'll see that the goods pass over the ship's rail and bear all the charges up to the time the goods are on the hooks. Our responsibility ends there.

L: As I understand it, you are also to give us a Shipping Advice to inform us of all the detailed information related to the shipment of the goods. Is that so?

X: Yes. We'll fax you to this effect immediately after the shipment.

L: Excellent. So far we have a mutual understanding on everything concerning our respective responsibilities.

翻译





1. (Mr. Lewis and Mr. Xiong are negotiating on shipment. Mr. Lewis will make a request for an early delivery.)

X: I hope we'll both discharge them as well.

L: Now let's discuss the time of delivery. When is the earliest you can effect shipment?

X: According to the manufacturer's schedule, the earliest possible date of shipment would be the beginning of May.

L: That will be too late. You know, this is our seasonal product. Can you do something to advance the shipment to March?

X: The problem is that our factories have a lot of orders on hand. I'm afraid it's difficult to improve on the time.

L: But March delivery means a lot to us. If the goods cannot be shipped in March, we shall be compelled to cancel this order.

X: How is this then? We'll negotiate with our manufacturers again and request them to advance shipment, if not to March, at least to the beginning of April. This is the best we can do at present, I'm afraid.

L: OK. Let it be the beginning of April at the latest. But you must make sure of it.

翻译



Notes

1. charter a ship or book the shipping space 租船订舱
2. That's understood. 习语，可译为“那是不用说的”。
3. We'll see that...“see”在这里作“注意、负责，务必，保证”解。例如：See that the door is fastened before you go to bed. (就寝前要注意把门闩好)。
4. ship's rail 船舷
5. hook 吊钩
6. to this effect 原意是“带有那个意思，大意如此，表示类似的意思”，这里可以理解为“按要求”。



X: 您知道，这笔买卖是按装运港码头交货条件成交的，作为买方，你们应该租船或者订舱。

L: 那是不用说的。

X: 然后你们还要给我们寄一份装船指令以便我们可以提前做好装船准备。

L: 那当然也不用说了。请您也清楚地向我们谈谈贵方的责任好吗？

X: 我们将负责将货物送过船舷，并承担货物上钩之前的一切费用。我方责任到此为止。

L: 据我所了解，你们还应该寄给我们一份装船通知以通知我方关于装运的详细情况。是吧？

X: 是的。我们将在装船后立即按要求用传真将这些情况通知你方。

L: 好极了。至今我们双方对于彼此责任的理解都是一致的。

X: 希望我们也能照此执行。

L: 现在我们来谈谈交货时间吧。你们最早能在什么时候装船?

X: 根据工厂计划, 最早可能装船的日期为 5 月初。

L: 那太晚了。您知道, 这是我们的季节性产品。你们能否将船期提前到三月份呢?

X: 问题是我们工厂手头订单很多, 恐怕时间提前很困难。

L: 但是, 三月份交货对我们很重要。如果三月份不能装运, 我们只有被迫撤销这笔订单了。

X: 您看这样行不行? 我们再和工厂协商要求他们提前交货, 即使不能提前到三月份, 至少提到 4 月初。目前恐怕我们最多也只能如此了。

L: 行。最晚就定在 4 月初。但是你一定要落实下来。



2. (Mr. White and Ms. Long are negotiating on shipment. They are talking about transshipment and direct shipment.)

W: Talking about Contract No. 1234, have you got the goods ready for shipment?

L: Yes. All your order goods are ready.

W: Great! Can the goods be shipped in October?

L: I'm afraid not. All the shipping space up till the end of October has been booked up.

W: That's too bad. The goods are specially ordered for Christmas sales. Can't you find some other way to get the goods shipped immediately?

L: We are going to charter a liner sailing to New York via Hong Kong. Goods will be shipped at the end of this month.

W: Transshipment? But will you contact the shipping company and use a direct steamer instead?

L: We have done so already. We know perfectly well the importance of timely delivery. The moment the L/C arrived here, we got in touch with the shipping company, but facing the present shipping position, we really couldn't do anything.

W: Do you mean to say that transshipment is the only possible choice?

L: I'm afraid so.

W: But, will this add to the risk of pilferage and damage to the goods?

L: Don't worry about it. We shall keep an eye to this matter.

W: All right. Please arrange for the goods to be transshipped at Hong Kong. But are you sure that the goods will arrive earlier?

L: No problem. And please see that the L/C is amended to allow transshipment at Hong Kong, the sooner the better.

W: I'll do it immediately.

翻译



Notes

1. liner 班轮
2. via prep. 经由
3. Do you mean to say (that)... 口语常用句型，意思是“你的意思是说……”。
4. keep an eye to sth. 是一句习语，意思是“留意，注意……”。
5. L/C is amended to... 信用证被修改为……



W: 说起第 1234 号合同, 货物你们是否已经备妥待运了?

L: 是的。你们所有的货都已经备妥了。

W: 太好了! 这些货 10 月份可以装运吗?

L: 恐怕不行。从现在到 10 月底的全部舱位都已经订满了。

W: 那太糟糕了。这些货是专门供应圣诞节销售的。你们能不能想想其他办法呢?

L: 我们打算预定通过香港转运到纽约的船只。本月底可以装运。

W: 转船? 但是你们能否与船公司联系一下, 争取用直达船装运呢?

L: 我们已经试过了。我们深知及时交货的重要性, 所以一接到信用证我们就立即与船公司联系订舱。可是面对目前的运输情况, 我们实在是无能为力。

W: 那么您的意思是只能转船了?

L: 恐怕是这样的。

W: 可是, 这会不会增加货物被盗或损坏的风险呢?

L: 请放心, 我们会注意这个问题的。

W: 好吧。那么就请安排货物在香港转船。您肯定这样货物就能提早到达目的地吗?

L: 没问题。不过请您将信用证修改为“允许在香港转船”。越快越好。

W: 我马上办理。

Situational Information:

Having settled a number of questions regarding the sales of sports shoes, Mr. Chen, the sales manager of Guangdong Light Industrial Products Import & Export Corporation, and Miss Li, his assistant, brought up the subject of shipment with Mr. Smith, an old customer from Overseas Trading Corp., America. Two months after the signing of the contract, Mr. Smith phones the corporation to consult about the shipment of their order. Miss Li answers the phone and deals with the case. Upon the dispatch of the goods, Miss Li phones Mr. Smith and informs him of the delivery.



Role 1. Mr. Smith, Mr. Chen and Miss Li are negotiating about the issues of shipment. Mr. Smith wishes to have his goods shipped at an early date. Suppose you are an interpreter and try to interpret for them.

C: 很高兴我们已经解决了品质、数量、包装以及价格方面的问题。今天，我们来谈谈装运事项吧。

L: 是啊。我们先把装运时间确定下来怎么样？

S: Good. When could you make a delivery?

L: 你们这批货要得很急吗？

S: Kind of. It would be easier for us if you would ship earlier.

C: 我们可以在两个月后交货，也就是 11 月份。

S: That's too late. You know, November and December are our peak season.

L: 那恰好是我们的货物抵达你方市场的时候。

S: Oh, you don't know it. Our Customs formalities are rather complicated. Besides, the flow through the marketing channels involved takes at least a couple of weeks.

翻译



Role 1. Mr. Smith, Mr. Chen and Miss Li are negotiating about the issues of shipment. Mr. Smith wishes to have his goods shipped at an early date. Suppose you are an interpreter and try to interpret for them.

L: 那您的意思是?

S: So. The goods must be shipped before October; otherwise we won't be in time for the selling season.

C: 但是我们工厂第三季度的任务已经排满了。

S: Mr. Chen and Miss Li, you certainly realize that the time of delivery is a matter of great importance to us. Can you find some way to get round your producers for an early delivery?

C: 恐怕很难把装运期提前很多了。

S: Then when is the earliest we can expect shipment?

C: 十月中旬吧, 我想。那是我们能够答应的最早的时间了。

S: Good. Let's call it a deal.

翻译



C: I'm glad we have settled the questions of quality, quantity, packing and price. Today, let's talk about the shipment and insurance.

L: Yes. How about defining the time of shipment first?

S: 好啊。你们什么时候可以交货呢？

L: Is this a rush order?

S: 有一点吧。如果能够早点出货的话我们会轻松一些。

C: We can deliver the goods in two months. That is in November.

S: 那太晚了。你知道，11、12月是我们的旺季。

L: That's exactly the time our goods reach your market.

S: 噢，你不知道。我们的海关手续相当复杂。另外，相关营销渠道的流通，起码也要花上两个星期。

L: So?

S: 我的意思是十月份之前货必须装上船，否则我们就赶不上销售季节了。

C: But our factories are fully committed for the third quarter.

S: 陈先生，李小姐，你们一定可以意识到交货时间对我们来说真的是一件很重要的事情。你们能不能想办法让工厂早点交货呢？

C: Of course I see your point. But...

C: I'm afraid it's very difficult to improve much further on shipment.

S: 那么最早什么时候可以呢？

C: By the middle of October I think. That's the best we can promise.

S: 好！就这么定了！



Role 2. Suppose you are Mr. Smith. You are going to phone Guangdong Light Industrial Products Import & Export Corporation consulting about the shipment of your order. Miss Li answers your 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 morning. Guangdong Light Industrial Products Import & Export Corporation.

S: Hello, Miss Li. This is Smith from America.

L: Hi, Mr. Smith. It's so nice to hear you. Anything I can do for you?

S: Yes. (我打电话来是想了解一下上次订的货怎么样了?)

L: I'm sorry, Mr. Smith. I'm afraid the shipment cannot be made as contracted and the delivery scheduled will be delayed.

S: (是什么原因耽搁了出货呢?)

L: Partly owing to the delay in opening L/C, and partly because we're having trouble arranging for a carrier.

S: (你知道, 我们急需那批材料。如果延误装运, 你们将承担一切后果。)

L: We greatly regret the delay. But you should know the delay has been due to circumstance beyond our control.

翻译



Role 2. Suppose you are Mr. Smith. You are going to phone Guangdong Light Industrial Products Import & Export Corporation consulting about the shipment of your order. Miss Li answers your 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.

S: (你们预计延期多久 ?)

L: About two weeks, postponed to the end of this month.

S: (我不知道我们是否能够等那么久。您能不能想办法提前一些时候发货呢 ?)

L: All right. We'll get in touch with our producers and see what they have to say.

S: (我们相信你们会做好一切必要的安排确保及时交货。因为任何延误将给我方带来极大的不便。)

L: Yes. We'll have it out just as soon as we can.

S: (货物发出后请通知我方。)

L: I will.

S: (感谢您迅速的处理。)

翻译



L: Good morning. Guangdong Light Industrial Products Import & Export Corporation.

S: Hello, Miss Li. This is Smith from America.

L: Hi, Mr. Smith. It's so nice to hear you. Anything I can do for you?

S: Yes. (I'm calling to see what happened to our last order.)

L: I'm sorry, Mr. Smith. I'm afraid the shipment cannot be made as contracted and the delivery scheduled will be delayed.

S: (What seems to be the delay in shipping?)

L: Partly owing to the delay in opening L/C, and partly because we're having trouble arranging for a carrier.

S: (We really need that material, you know. If you delay shipment, you will have to pay the consequences.)

L: We greatly regret the delay. But you should know the delay has been due to circumstance beyond our control.



S: (How late do you plan to be?)

L: About two weeks, postponed to the end of this month.

S: (I'm not sure that we can wait that long. Can you do something to advance your time of shipment?)

L: All right. We'll get in touch with our producers and see what they have to say.

S: (We trust you will make all necessary arrangements to deliver the goods in time, as any delay would cause us no little inconvenience.)

L: Yes. We'll have it out just as soon as we can.

S: (Please inform us after the goods have been dispatched.)

L: I will.

S: (Thank you for your prompt arrangements.)

Role 3. Suppose you are Miss Li. You are going to phone Mr. Smith and inform him of the delivery. Try to complete the following dialogue according to the contexts.

(Telephone Talking)

L: Hello? (Mr. Smith)?

S: Yes.

L: Good morning, Mr. Smith. This is Miss Li from Guangdong Light Industrial Products Import & Export Corporation. You will be happy to hear that (the goods you ordered are ready for shipment).

S: That's good news, Miss Li. Has our order gone out of the factory yet?

L: (It's all ready to go any time, but the truck hasn't been in yet).

S: Good. We would like to receive the shipment by November 1st. Is that possible?

L: I'm not sure. (We have booked shipping space on s/s Dongfeng), leaving Guangzhou on the tenth of October.

S: Have you booked shipping space on s/s Dongfeng?

L: Yes. (we talk about it with our shipping department). That is scheduled for shipment the day after tomorrow.

S: When will the consignment arrive?

L: We'll let you know after (we talk about it with our shipping department).

S: All right. Thank you.



Role 3. Suppose you are Miss Li. You are going to phone Mr. Smith and inform him of the delivery. Try to complete the following dialogue according to the contexts.

(Two days later)

L: Hello, Mr. Smith. We have pleasure to inform you that (the shipment per s/s Dongfeng has gone forward) and the goods are now in transit.

S: Good. We've been waiting a long time.

L: The estimated time of arrival is scheduled (on or about November 1 and we hope that the shipment will arrive at the destination in perfect condition).

S: That's fine. Thank you very much.

L: It's our pleasure. Would you please inform us after (the goods arrive)?

S: No problem! We'll tell you as soon as the goods reach us.



Role 4. Form a group of 2 to 4, try to work out a dialogue related to the theme of this unit and then perform it in class.

