



## Unit 1

# Receiving Foreign Guests

### Section 1 Objectives

After learning this unit, you should be able to:

- (1) Get acquainted with manners as well as key points of meeting foreign guests.
- (2) Grasp the strategies of getting along well with other people and being warm-hearted and considerate to make your clients or business partners comfortable.

### Section 2 Project Introduction

**Situation:** 大连长江服装有限公司是一家以生产出口高档女装为主的中外合资服装企业。成立于 1990 年,公司年产服装百万件(套),年营业额达到四亿元人民币。公司产品 80% 进行出口,年创汇三千余万美元。公司连续六年被质量技术监督局评为“大连免检名牌”;在过去的二十多年里,公司曾被中国外商投资企业协会授予“优秀外商投资企业”的称号被国家质量技术监督局授予“维护消费者权益先进企业”称号等。公司主要生产女式时装及珠片时装,如连衣裙、上衣、T 恤、短裙、夹克、风衣等,兼营华美花边及服装配套衣饰。面料以丝、涤等薄料为主,具有成千上万种款式,风格各异,融入当前欧美流行元素,彰显个性时尚,符合众多消费群体的审美要求,吸引了来自世界各地的客人。目前,我厂已有来自欧洲地区和美国、韩国、日本等国家的不同客户群体。“创新求变,追求个性”一直是从来是产品的设计理念。“重质量,重货期,守信用”是我们的服务宗旨。公司拥有传统技术和先进技术相结合的针织设备,经验丰富的专业人才和严格的质量管理制度,从而确保产品质量和生产效率的不断提高,因此也为公司赢得了良好的信誉和客户的信赖。目前公司业务范围仍在不断扩大中,刚刚与美国一家上市服饰公司建立了业务联系。近期因业务需要,美方公司的业务经理来到中国大连,与长江服装有限公司进行业务洽谈。

**Task:** 请以长江服装公司销售经理身份到机场接待美国客人。

### Section 3 Background Information

#### 1. The art of hosting clients

Good Communication and consideration with clients is not an altruistic pursuit. It is a

critical issue facing all business today. Companies who fail to recognize the fact and respond accordingly will be put at risk not only about their reputation and bottom line but also about their very survival. Strong companies make etiquette and ethics—good management and conscience in business—a core value and a strategic imperative. They emphasize on demonstrating good manners and making your clients feel pampered.

## 2. Information about meeting guests

When meeting foreign businesspeople at the airport, you'd better take the following factors into consideration.

### Business Attire

It is usually advisable to wear a business suit because clothing can often tell more about a person or situation than does direct verbal communication. It can also help you present yourself in the most favorable aspect.

### Greetings

Greeting is accompanied by an introduction and a warm handshake. In business circles, a business card is generally expected but not always a necessity. Academic and professional titles are sometimes used in business circles, and you should be careful to note it whenever is the case.

### Conversation

You may lead the topics to talk among the foreign businesspeople. Inquiring about the journey, weather and rest will be safe topics, but you should avoid initiating some personal conversations.

### Useful Sentences

(1) Excuse me, (but) aren't you... (from)?

If I'm not mistaken, you must be... (from)?

You must be...

You are..., aren't you?

(2) Introduction

Self introduction:

I'm... from...

May I take the liberty to introduce myself to you? I am...

(Please) Allow me to introduce myself. I am Huang Mei, the secretary of Dalian Changjiang Clothing Company.

Let me introduce myself...

Introduce another person:

Mr. Wang, may I introduce you/let me introduce you/allow me to introduce you to Mrs. Wu, the assistant manager of our company.

Mr. Wang, I'd like you to meet Mrs. Wu, a good friend of mine.

I don't think you two have met before.

Introduce a group:

Please allow me to introduce (present) my colleagues. This is... , this is... , the last but not the least, this is...

Now, I'd like to introduce my people to you.

(3) Thank you for taking all the trouble of coming to Shanghai to meet me at the airport.

It is very/extremely kind/nice of you to come and meet me at the airport.

Thank you for meeting me at the airport.

(4) You must be very tired after your long flight.

You must feel fatigued after a long journey.

You must be too tired after such a long trip (flight).

#### Other useful sentences

Did you have a good trip?

Did you have a pleasant trip?

Did you have a good (nice) journey?

How was your flight?

Did you have a (smooth, nice, comfortable) flight?

Did everything go all right?

Is this all your luggage? Let me help you with it.

Let me carry the luggage for you.

## Section 4 Model Conversations

### Conversation 1 At the airport

#### Useful Expressions

(1) partner n. 伙伴; 同伙; 同伴; 配偶

e. g. Spain has been one of Cuba's major trading partners.

(2) baggage n. 行李; 辎重; 精神包袱

e. g. The passengers went through immigration control and collected their baggage.

luggage n. (Br)〈英〉行李; 〈美〉皮箱

(3) expect v. 期望; 预料; 要求; 认为(某事)会发生

e. g. I do expect to have some time to myself in the evenings.

(4) parking lot 停车场

(5) considerate adj. 体贴的, 体谅的; 深思熟虑; 考虑周到的

consideration n. 考虑, 考察; 照顾, 关心; 报酬; 尊敬

e. g. She is always polite and considerate towards her employees.

The old man treats people with kindness and consideration.

(6) jet lag 飞行时差反应, 时差感

e. g. Owing to jet lag, I left so tired.

But I rarely have a huge problem with jet lag.

(7) start for 动身去;动身前往;出发,启程;开始动身

e. g. It looks like rain, let's start for home.

(8) accommodate v. 向……提供住处;容纳;使适应;帮忙;调解,调停

e. g. The hotel can accommodate up to 500 guests.

### Useful Sentences

(1) please allow me to introduce myself.

(2) We have been expecting you to arrive.

(3) We have been looking forward to your arrival.

(4) How was your journey/flight/trip?

(5) I hope you've had a pleasant journey.

(6) It is very considerate of you.

(7) Thanks for meeting me at the airport.

(8) I can manage it all right.

(9) You must be very tired; Did you feel jet lag?

(10) I need to have a rest to overcome jet lag.

(11) We accommodate the same hotel you lived before.

### Conversations

(1)

A: the host B: the guest

(At Dalian International airport, A is meeting a business partner, Mr. B from America)

A: Excuse me, sir, but are you Mr. Blake from New York, America?

B: Yes, I am.

A: Welcome to Dalian. Allow me to introduce myself please. I am Zhang Qiang from Dalian Changjiang Clothing Company, and very glad to meet you.

B: Thank you, Mr. Zhang, glad to meet you, too.

A: Let me take you to your hotel to have a rest. Is this all your baggage?

B: Yes, it is all here.

A: May I help you with your baggage?

B: Thank you very much

A: We have been expecting you to arrive, how was the journey?

B: It was good.

A: I wish you enjoy your stay here in Dalian, and if you need any help, please let me know.

B: Thank you very much.

A: Our car is waiting outside in the parking lot. Let us start for the hotel.

B: OK, it is very considerate of you.

(2)

A: the host B: the guest

A: Good morning, Mr. Blake. It is so nice to meet you again. We haven't seen each other since the last meeting for several months. How was your flight? Did everything go all right?



B: Good morning, Mr. Zhang. It was very good, it was comfortable.

A: How long did it take?

B: More than 12 hours.

A: It is a long way to China, isn't it? You must be very tired; did you feel jet lag?

B: I don't think it affects me too much, and I can deal with it.

A: Then you'd better start for the hotel, and this time we accommodate the same hotel you lived before Shangri-La Hotel.

B: Oh, that's great; the hotel is nice, thanks for your consideration.

A: You are welcome, it is my pleasure. Let's go.

## Conversation 2 On the way to the hotel

### Useful Expressions

(1) trunk n. 汽车车尾的行李箱; 树干; 象鼻; 躯干

e. g. The trunk of a car is a covered space at the back or front in which you put luggage or other things

The tree trunk was hollow inside.

(2) impress v. 印; 给……以深刻印象; 使铭记

e. g. I'm very impressed with the new airport.

(3) attach importance to 重视; 十分重视; 认为重要

e. g. The old man didn't seem to attach any importance to the question

(4) negotiation n. 协商, 谈判; 转让; 通过

e. g. We consummated an agreement after a year of negotiation.

They tried to gain time by spinning out the negotiation.

(5) project n. 项目, 工程; 计划, 规划; (学生的) 课题; 方案; 投资项目

v. 放映; 计划; 发射; 展现, 使突出

e. g. We began work on the project in May.

The project is still in the early stages.

He just hasn't been able to project himself as the strong leader. (他根本没能表现出一个强有力的领导者的样子。)

(6) go sight seeing 去观光

(7) kilometer n. [美] 千米, 公里

e. g. One li is equal to half a kilometer

(8) traffic jam n. 塞车, 交通拥塞

e. g. We were stuck in a traffic jam.

(9) smoothly adv. 平滑地; 流畅地; 平稳地; 顺利地

e. g. The workmen are very cooperative, so the work goes on smoothly

(10) reserve n. 保存, 储备, 储存; [商] 准备金, 公积金; 预备品; 储藏量

vt. 储备; 保留; 预约

vi. 预订

e. g. I'd like to reserve a table for three for eight o'clock.

We'll reserve the ticket for you till tomorrow noon.

We should seek common ground and reserve differences on this issue.

(11)suite n. 套房;套间

e. g. He invited me to his suite. The luxury takes your breath away.

### Useful Sentences

(1)It has been settled.

(2)After you.

(3)We attach great importance to city planning and landscape engineering.

(4)After our business talk and negotiation, we may go sightseeing around the city.

(5)If there is no traffic jam, it goes smoothly.

(6)We've reserved a suite for you.

(7)We hope you will enjoy your stay here.

### Conversations

A: the host      B: the guest

A: I'll put your baggage into the trunk. (After arranging the baggage) OK, it has been settled, please get into the car, after you.

(on the way to the hotel)

B: The climate in Dalian is always so pleasant, and the environment here is nice, when I was here last time, the beauty and tide of the city impressed me a lot.

A: Yes. We attach great importance to city planning and landscape engineering. Trees, grass and flowers are planted everywhere possibly.

B: It is enjoyable to drive in the beautiful city. If only I could live here for some time. Last time when I came here, it was a too short time for me to visit anywhere.

A: After our business talk and negotiation, we may go sightseeing around the city.

B: Good. How far is it to the hotel?

A: It is about 47 kilometers.

B: Not so far, half an hour's drive or so, isn't it?

A: If there is no traffic jam, it goes smoothly.

B: Is the hotel downtown?

A: Yes, we've reserved a suite for you at Shangri-la Hotel. It's one of the best in Dalian. We hope you will enjoy your stay here.

## Section 5 Conversation Practice

### 1. Stimulate a conversation with your partner based on the following situation

You wait at the airport on behalf of your company—Veeko company—and welcome an American businessman who comes to China to visit your company. You will greet the guest and introduce yourself. You also arrange for the transportation and take the guest to the hotel.

## 2. Pair work

You are the sales manager of Dayi Beverages Corporation, and you are now at Dalian airport to meet Mr. Tylor, a businessman from the United States coming to attend the Chinese Commodities Fair. This is his first visit to the Fair. You have never met each other before. You greet each other and then take him to the hotel by car. You talk about his journey and have some other talks on the way to the hotel.

## Section 6 Exercise

### 1. Translate the following English into Chinese orally.

- (1) I hope you will have a pleasant stay here.
- (2) We've been looking forward to your arrival.
- (3) Thank you very much for coming to the airport to pick me up.
- (4) You've had a long day. / You've had a long flight.
- (5) On the whole we had a smooth flight.
- (6) You must feel jet-lag. Would you like to have a rest?
- (7) Let me extend our warm welcome to you.
- (8) If you need any help, don't hesitate to ask me.
- (9) Would you like me to take the luggage for you?
- (10) Now shall we go and collect your baggage?

### 2. Making up dialogues according to the following materials.

#### Dialogue 1

A: Excuse me, but are you \_\_\_\_\_ (世华贸易公司的 Jon 先生吗?)

B: Yes, I am Jon.

A: Nice to meet you. Did you have a nice flight?

B: Yes, \_\_\_\_\_ (旅途很愉快).

A: Good. Our manager, Mr. Zhang, asked me to pick you up, \_\_\_\_\_ (由于他公务缠身)。

\_\_\_\_\_ (让我帮你提行李箱吧)。

B: Thanks, it is very kind of you.

A: \_\_\_\_\_ (我们的车就在外面停车场等候)。

B: OK. Thanks for pick me up here.

#### Dialogue 2

A: Nice to meet you!

B: \_\_\_\_\_ (很高兴见到你)!

A: \_\_\_\_\_ (我是公司的人事部经理), and my name is

Zhang Ming.

B: I'm Jenny Brown of O. P. T Corporation. \_\_\_\_\_ (这是我的名片)

A: Thanks. \_\_\_\_\_ (旅途怎么样)?

B: I had a pleasant flight, except for a little jet lag.

A: \_\_\_\_\_ (这是你第一次来到中国吗)?

B: No, I attend the International Exhibition Fair in Beijing last year.

A: \_\_\_\_\_ (那你肯定游览过了北京的风名胜了)?

B: Yes, I visited some famous places such as the Great Wall and the Forbidden City. They are marvelous. I think there are many places worth visiting, if only I had more time.

A: Yes, it is an amazing city which you should take a long time to explore and travel.

### 3. Orally translation.

(1) 劳驾, 请问您是来自美国的 Mike 先生吗? 我是大连佳宝机械进出口公司的业务员, 我公司李总经理派我来机场接您。

(2) 总的来说, 旅途非常顺利。

(3) 这是我第一次来到大连。非常感谢您来接我。

(4) 这位我们公司的李总经理, 他专程前来迎接你。

(5) 旅途还愉快吗? 让我来替您拿行李吧。

(6) 机场距离市内约 50 公里, 如果不遇到交通堵塞, 半小时就能到市区了。

(7) 希望你在此过得愉快。

(8) 我们的车在外面等待, 我们一起动身去酒店吧。

(9) 让我把您介绍给张先生。

(10) 感谢你如此细心。

### 4. Situation.

Mr. Jones is on a visit to your company and you have just picked him up at the airport. On the way to the hotel, you are having a free chat with him. Saying something personal about yourself and him, tell him something about what you see on the way, the change that have taken place to your city or your company, ect.

## Section 7 Supplementary Reading

### Conversation 1 meeting a guest at the airport

A: Excuse me, are you Sam Bradley?

B: Yes, I am.

A: I'm Liu Haiyang, the assistant general manager. On behalf of the general manager, I am glad to welcome you. How are you?

B: Fine, thanks for meeting me here.

- A: My pleasure. Did you have a good trip?  
 B: My flight was cancelled at first because of the heavy snow. Thank goodness, finally we had a fine day, and I'm here now.  
 A: That's not too bad. Well, what do you think of the weather here?  
 B: It's much warmer and I feel comfortable now.  
 A: I'm glad you like it here. Mr. Bradley, what do you do in your company?  
 B: I'm on the market research department.  
 A: Oh, so you are going to do some market research here, right?  
 B: Yes, we intend to set up an office here.  
 A: I pleased to hear that. Now let us head for the hotel.  
 B: OK.  
 A: This way, please.  
 B: Thank you.  
 A: You are welcome.

### Conversation 2 meeting a guest at the airport

- A: Excuse me, sir, but are you Mr. White from Britain by Flight 313?  
 B: Yes, I am.  
 A: Please allow me to introduce myself first. I'm Liu Hua from Dalian Import and Export Corporation, and I am here to meet you.  
 B: How do you do, Mr. Liu? I am glad to meet you.  
 A: How do you do, Mr. White? We've been expecting you for quite some time. Now you've come, let me extend our warm welcome to you.  
 B: Thank you. It's a pleasure to have an opportunity to come here.  
 A: The pleasure is all ours. We hope your visit will reinforce our business relations. Is this all your luggage?  
 B: Yes, it is all here.  
 A: May I help you with it?  
 B: Oh, thank you. That's very kind of you.  
 A: How was the journey?  
 B: It was not bad.  
 A: Anyhow, it's a long way to China, isn't it?  
 B: Yes, it is. But I'll be right by tomorrow and ready for business.  
 A: I wish you a pleasant stay here. If you need any help, please don't hesitate to let me know.  
 B: Thank you.  
 A: Now, Mr. White, if all is ready, we'd better start for the hotel.  
 B: I'd like to. Let's go.  
 A: This way, please. Our car is waiting outside.

### Conversation 3 introducing the guest to boss

A: Let me introduce our office director Mr. Wang to you.

B: How do you do, Mr. Wang?

A: How do you do, Mr. White, welcome to Dalian.

B: Thank you. I have been looking forward to the trip. It is very kind of you to pick me up here.

C(Mr. Wang): It's pleasure to meet you and I really appreciate what you have done for promoting out mutual trade.

B: It's nice of you to say so.

C(Mr. Wang): I believe we'll do better in this part in the future. Did you have a good trip?

B: Yes, very pleasant flight.

C(Mr. Wang): Very good, let's start for the hotel for you to have rest.

### Related information

Inappropriate topics when meeting a foreign guest and chatting with him/her:

age

address

marital status

income

property

religion

experience

political views

prices of personal belongings



## Unit 2

# Making Phone Calls

### Section 1 Objectives

After learning this unit, you should be able to:

(1) Learn the routine formulas which are used for making business calls and how to make social phone calls including making appointments, leaving and taking a message, putting someone through and so on.

(2) Grasp some useful expressions as well as telephone manners and etiquette.

### Section 2 Project Introduction

**Situation:** 大连长江服装有限公司与国外众多知名企业、厂家建立了业务关系,因业务往来,与美方企业的电话沟通频繁。

**Task:** 请以长江服装有限公司业务人员的身份与外商通过电话进行业务相关事宜的沟通。

### Section 3 Background Information

#### Golden Rules

Plan your calls by making notes beforehand.

Talk slowly and clearly.

Listen carefully to what the other person says.

Note down important details (numbers, spellings, dates and times, etc.).

Check back that you have understood important details correctly.

Follow up the Phone call with a fax, e-mail or letter, and confirming the details.

#### Before Making A Phone Call

Before making an outgoing phone call, make sure you always have:

Specific reasons or objectives for the call.

The correct documents in hand.

A message pad and pen/pencil near the telephone.

The phone number/extension.

The name of the person you are calling/a second contact, i. e. Secretary Name.

A note of the points you wish to raise

### **Ways of Answering Telephone in the Company**

- Good morning/afternoon! Golden Star International (=company name).
- Hello, Sales Department (= name of department).
- Peter Johnson (=name of manager in own office).

### **Ways of Finishing Telephone Conversations**

Bye.

Goodbye.

OK, bye.

I'll get back to you later on.

See you on Thursday, then. . .

OK, thank you for calling. I'll make sure you get a new price list immediately. Bye.

### **Making Business Phone Calls(Making Business Calls)**

#### **Do's**

- Make clear who you are and the name of the company. Create a welcoming atmosphere at the very start.
- Know your office departments and the people in it. Have a list in your hand including departments, names, extension numbers and specific job titles.
- Always CONFIRM that you have (or have not) understood each point that is raised.
- Make sure you sound POLITE and AGREEABLE.
- Make sure your expressions are BRIEF.
- Make sure you sound EFFICIENT—your company's image may be at stake, even if you're just taking a message.
- Smile while you're talking. Your listener can 'hear' your smile.
- Send a follow-up e-mail, fax or letter to confirm any important details (especially prices and numbers), so that you both have a written record.

#### **Don't**

- Don't leave a phone ringing for more than four rings
- Don't try to be funny—you may be misunderstood.
- Don't interrupt other people, let them finish what they want to say.
- Don't talk too fast.
- Don't do other tasks at the same time when you are on calls. Concentrate on the calls!
- If the call was transferred, don't pass a client from one person to another.
- Don't leave a caller on hold for a long time. If you are going to take time to help a caller as for their telephone number and call them back when you are able to help.
- Don't pretend you have understood if you haven't.
- Don't rely on your memory, make notes during a call and rewrite these notes immediately for the records.



## Section 4 Model Conversations

## Conversation 1 Calling to make an appointment

## Useful Expressions

- (1) disturb vt. 打扰,妨碍;使骚动;使不安,使烦恼;  
e. g. I'm sorry to disturb you, but can I talk to you for a moment?
- (2) refreshed adj. 恢复精神的;动词 refresh 的过去式和过去分词形式.  
refresh v. 使恢复,使振作;使焕然一新,翻新;给(电池)充电  
e. g. I think I'll just refresh myself with a cup of tea before I go to meet the children.  
John felt refreshed after a quick plunge in the lake
- (3) attendant n. 服务人员,侍者;随从,随员;伴随物  
e. g. The girl attendant has set about cleaning the room.  
She was interrupted by the entrance of an attendant.
- (4) obliging adj. 乐于助人的;有礼貌的  
oblige v. 强制,强迫;使负债务;使感激;施惠于  
e. g. He is very obliging. He's sure to help if you ask him.  
We'd be happy to oblige.
- (5) reception n. 接待;欢迎;招待会;接待处  
e. g. We arranged to meet in reception at 6:30.
- (6) banquet n. 宴会,盛宴;筵席;宴请,款待  
e. g. The banquet is being held in an atmosphere of friendship and cordiality.
- (7) hospitality n. 殷勤好客;招待,款待;(气候,环境等的)宜人,适宜  
e. g. The natives are noted for their hospitality.

## Useful Sentences

- (1) May I speak to Mr. Blake, please?
- (2) This is Johnson speaking. Who is that calling?
- (3) Our managing director will host a reception banquet in your honor tonight.
- (4) Thank you for your hospitality.
- (5) This is Zhang Hong speaking from LD Company.
- (6) And I will phone you also.
- (7) Would you mind if I put off our appointment to next week?
- (8) Would it be OK for you to meet me at the railway station this afternoon?
- (9) That's great! See you then.
- (10) When and where shall I go?

## Conversations

A: Hello, may I speak to Mr. Blake, please?

B: Hello, this is Johnson speaking. Who is that calling?

A: This is Zhang Qiang. I hope I don't disturb you. Did you have a good rest last night?

B: Yes, thank you. I had a very good sleep and I am now feeling refreshed.

A: How do you like your room in the hotel?

B: It is comfortable and the attendants are quite obliging.

A: I'm glad to hear that. I'd like to make an appointment with you, if I could. Mr. Blake.

B: Sure.

A: Our managing director will host a reception banquet in your honor tonight. Would that be convenient?

B: Yes, thank you for your hospitality. I am looking forward to meeting your General Manager.

A: Let's make it seven o'clock then, and I'll pick you up at 6:40. Is that okay?

B: Yes, of course. Thank you for calling, see you this evening, good-bye.

A: Good-bye.

## Conversation 2 Asking to speak to someone

### Useful Expressions

(1) hold the line 不挂断电话; 坚定不移

e. g. Hold the line. I'll see if he is in.

(2) mark n. 斑点; 记号; 成绩; 标准

vt. 做记号; 表示; 给……打分; 在……留下痕迹

e. g. Don't turn back the corners of the pages to mark your place.

The spilt coffee has left a mark on the table cloth.

(3) unit price 单位价格, 单价

e. g. We can negotiate the unit price for large orders.

(4) copy n. 复制品; 一份; (报刊等的) 稿件; 准备排印的书面材料

v. 复制; 抄写; 容许复制的

e. g. I will send you a copy of the report.

Please copy down all the words on the blackboard.

(5) take over 带; 接管; 帮……学习; 在……上花费

e. g. Have a rest. I'll take over.

Wang was sent to the hospital, You had to take over his work.

### Useful Sentences

(1) Who's that calling please?

(2) Please just hold the line for a few seconds.

(3) I am calling to ask about...

(4) Mr. Jim, Wang Ming is on the line and he wants to speak to you.

(5) Can you put me through to Extension 114?

(6) I appreciate your call.

(7) The line is open/through.

(8) You are wanted on the phone.

(9) Don't hang up.

(10) A long distance call for you, Mr. Blake.

### Conversations

A: Chang Jiang Clothing Company. Good morning, can I help you?

B: I'd like to speak to Mr. Zhang Qiang.

A: Who is that calling please?

B: Jon Blake of International Trading Company.

A: Please just hold the line for a few seconds. (speaking to Zhang Qiang) Mr. Zhang, Mr. Blake is on the line.

B: Thank you. (taking over the phone) Hello, Mr. Blake, this is Zhang Qiang.

A: Good morning Mr. Zhang, I am calling to ask about the contract that I faxed to you yesterday morning. Did you see the mistake that I marked?

B: Oh, yes, Mr. Blake, I saw the mistake about the price, it should be \$ 450 for unit price, not \$ 470, and I have made a copy for you with the correct **number** on it.

A: Yes, that's the right number. Thank you, Mr. Zhang.

B: You are welcome.

### Conversation 3 Asking for putting through

#### Useful Expressions

(1) extension n. 伸展, 扩大; 延长, 延期; [医] 牵引; 电话分机

e. g. The pupils disliked the extension of the term.

She can get me on extension 308.

(2) advance v. (使) 前进; 将……提前; 预付; 提出

e. g. Can you advance me two dollars on my salary?

I signed to him to keep away, but he continued to advance.

(3) dispatch v. 派遣, 调度; (迅速地) 发出、处理、了结;

n. (使者等的) 派遣; 急件; 迅速办理, 快速处理;

e. g. I'll advise you of the dispatch of the goods.

We have to ask you to dispatch the consignment immediately

(4) delivery n. 传送, 投递; [法] (正式) 交付; 分娩; 讲演

e. g. The strike caused a great delay in the delivery of the mail.

#### Useful Sentences

(1) The line is engaged.

(2) Shall I take a message or will you call again later?

(3) I will check with the dispatch department and see what they can do.

(4) Who's calling please?

(5) Hang on a moment.

### Conversations

A: Mr. Lee    B: Mr. Davis    C: operator

A: Can you put me through to Mr. Davis of the Sales Department, please? The extension

is 112.

C: Hold the line please. . . I'm sorry, the line is engaged. Shall I take a message or will you call again later?

A: I'll call again.

(a few minutes later)

A: I would like to speak to Mr. Davis, and I just called, is the line open now?

C: Just a second, I will put you through.

A: May I speak to Mr. Davis?

B: Speaking please. Who is calling please?

A: This is Lee from Chang Jiang Company.

B: Oh, hello, Mr. Lee. What can I do for you?

A: I'm calling to inquire about products we ordered from you. When can we expect delivery?

B: I would say August at the earliest.

A: Can you try to advance it to July?

B: OK, I will check with the dispatch department and see what they can do.

A: When can I hear from you?

B: I'll call you back tomorrow morning, will that be ok?

A: Fine. Thank you very much, good-bye.

B: Good-bye.

#### Conversation 4 Leaving and taking a message

##### Useful Expressions

(1) available adj. 可用的; 有空的; 可会见的; (戏票、车票等)有效的

e. g. We are doing our best with the limited resources available.

Mr. Leach is on holiday and was not available for comment.

(2) urgent adj. 急迫的; 催促的; 强求的; 极力主张的

e. g. The earthquake victims are in urgent need of medical supplies.

There is an urgent need for food and water.

(3) in person 亲自, 亲身

e. g. You can vote either in person or by proxy.

(4) reach v. (通常指通过电话)联系, 联络

e. g. Has the doctor told you how to reach him or her in emergencies?

(5) call . . . back 回电话

e. g. I'll call you back after dinner.

(6) a training course 培训课程; 培训班

e. g. A good training course will pre-empt many problems.

##### Useful Sentences

(1) Do you know when she'll be available?

(2) You may try her mobile phone.

- (3) I made a note of that and I'll make sure she gets the message as soon as I can reach her.  
 (4) In case he comes back, would you please tell him to call me back as soon as possible?  
 (5) He is not available right now, may I take a message?

### Conversation

A: Good morning, this is Gavin speaking.

B: Good morning, this is Clement Oscar from GuanKee Marketing department. May I speak to Ms. Carol, please?

A: I am afraid Ms. Carol is on a training course.

B: Do you know when she'll be available?

A: I am afraid she won't be back until tomorrow, but if it's urgent, I can take a message to her this afternoon.

B: I'd rather talk to her in person. It's something rather urgent.

A: Oh, then you may try her mobile phone.

B: I tried, but the mobile phone is off all the time.

A: Then what can I do for you?

B: In case he comes back, would you please tell him to call me back as soon as possible?

A: OK. What is your number?

B: It's 87667451.

A: OK, and how to spell your name, sir?

B: It's Clement Oscar, C, L, E, M, E, N, T—Clement, and O, S, C, A, R—Oscar.

A: OK, thank you, Mr. Oscar, I made a note of that and I'll make sure she gets the message as soon as I can reach her.

B: Thank you very much.

A: You are welcome. Good-bye.

B: Good-bye.

### Conversation 5 Closing a call

#### Useful Expressions

(1) Human Resource 人事部; 人力资源

e. g. Please submit your resume to our Human Resource Manager.

(2) annual adj. 每年的; 一年的

e. g. The annual rainfall in this area was less than 50 mm last year.

(3) conference n. 会议; 讨论

e. g. The conference was attended by delegates from 56 countries.

(4) checklist n. 清单; 检查表; 备忘录; 目录册

e. g. The following is a checklist which help you determine when it's time to move on.

(5) venue n. 会场

e. g. The Grand Hotel, venue of this week's talks, is packed out.

(6) confirm v. [法] 确认, 批准; 证实; 使有效; 使巩固

e. g. Please confirm your acceptance of this offer in writing.

(7) reservation n. 保留; 预订, 预约; 保留地, 专用地

e. g. I'll call the restaurant and make a reservation.

(8) go over v. 重温; 翻; 转为; 留下印象; 搁置起来

e. g. Let's go over the draft once again.

(9) run through 匆匆查阅贯穿; 跑着穿过……; (使)在……流过;

e. g. Please run through these names again from the top of the list.

### Useful Sentences

(1) Shall I just run through my checklist?

(2) It's going to be a busy couple of days.

(3) Do you want me to just go over the arrangements for the reception?

### Conversations

A: Anna speaking.

B: Hi, Anna, it is Jon from Human Resource department.

A: Hello, Jon.

B: How are you?

A: Fine. A bit busy though.

B: Oh, I am calling to check if everything's all set for the annual conference next week.

A: I got your fax this morning and everything is fine. We'll be seeing you on Sunday evening.

B: Oh, well, great. Shall I just run through my checklist? Venue confirmed hotel reservations...

A: Umm... Do you want me to go over the arrangements for the reception?

B: Yes, it's going to be a busy couple of days.

A: Certainly it is. I am sorry, Jon, but I must go now. Someone's just come in for a meeting. Thank you for phoning. I'll see you on Sunday.

B: Oh, all right. Goodbye.

A: Bye.

## Section 5 Conversation Practice

### 1. Stimulate a conversation with your partner based on the following situation

Mr. Harry Sampson, an Australian businessman arrived in Dalian yesterday. He phones his friend Mr. Zhang Qiang, the vice president of Changjiang Clothing Company, to make an appointment with him sometime this week. They are going to talk about customers' comments on Changjiang clothing.

### 2. Pair work

Student A: Your secretary has made an appointment for you to see John Miller, a management consultant of H&M. But now you have no time to see him/her, phone his/her office

and cancel the appointment yourself.

Students B: You work for H&M, a company of management consultants. One of your colleagues, John Miller, is out of the office at the moment. Take a message for him.

## Section 6 Exercise

### 1. Translate the following English into Chinese orally.

- (1) Just hold the line a second.
- (2) I'm calling to see if you have any time to meet with me to discuss your sales plan next year.
- (3) I have something very important to go over with Mr Wang. It's urgent. I have to reach him before 2 o'clock.
- (4) Using the telephone for company business has many advantages over writing letters.
- (5) A long distance call for you, Mr. Baker.
- (6) I am calling about the contract my secretary delivered to your office yesterday morning.
- (7) What if I call him now and tell him that we want to cancel the order?
- (8) Business calls are regarded as the most important link with customers.
- (9) In a business call you don't need to spend time talking around the subject. Just get to the point as you would in a business letter.
- (10) Since every day quite a few people transact business over the telephone, establishing a positive telephone image is obviously important to the success of the company.
- (11) A lot of our business work, such as taking orders, checking progress, contacting suppliers, requesting and giving advice, and hearing complaints, are done all over the telephone.
- (12) Our manager is tied up at the moment. If you want to leave your name and phone number, I'll have him call you back as soon as he's available.

### 2. Making up dialogues according to the following materials.

- A: 喂, 你是哪位?
- B: 我是 Mike。你是 Frank 吗?
- A: 是的, 你最近怎么样 Mike? 很久没见到你了, 你这段时间在忙什么呢?
- B: 我最近挺好的, 谢谢你 Frank。我给你打了几次电话可是都没打通, 一给你打电话就听到持续的嗡嗡声(frequent buzzing), 而且没人接听。
- A: 哦, 我想起来了, 我们的电话坏了好几天。
- B: 我还以为你们的号码换了, 为此我还查了电话号码本(telephone directory)。
- A: 没有, 我们的号码没有换。
- B: 哦。Frank, 工作进行得怎么样? 还那么忙吗?
- A: 工作倒不算太忙, 不过我现在的业余学习却使我很忙碌。
- B: 真的吗? 你学什么?
- A: 我在成人教育学院(an adult college)学计算机, 一周上三个晚上的课。

B: 你学得怎么样?

A: 学得还不错。我们都学到了不少的东西。大家很喜欢这门课,那里的那些老师们确实讲得很好。

B: 这听起来挺有意思的。哦,我得挂电话了,我们经理刚刚走进办公室。我回头再给你打电话,代我问候 Susan, 再见!

A: 谢谢你打电话来。再见!

### 3. Orally translation.

- (1) 女士(先生),请帮我接乔登先生。
- (2) 我可以用你的手机发个短信吗?
- (3) 请稍等(请别挂断),我查一下约会的确切时间。
- (4) 对不起,占线。您是不挂电话等一会还是过会再打过来?
- (5) 明天恐怕不行,因为我已另有约会。
- (6) 我们定在下周一好吗?
- (7) 恐怕经理明天下午才有时间。
- (8) 威尔逊先生,接到您的电话真叫人惊喜。
- (9) 我们留话让他给我回电话。我的电话号码是 57667351 转 208。
- (10) 很抱歉,您一定是拨错号码了。
- (11) 你可以用能上网的手机收发电子邮件。
- (12) 我们许多商务工作,如接订单、检查进展情况、与供货商联系、征求和提出建议、处理投诉,都是通过电话进行。

### 4. Situation.

You ring up Mr. Blake and invite him to attend a cocktail party in honor of your newly appointed CEO next Friday, 6:30 p. m. at Crystal Hotel. As Mr. Blare is in a meeting, you leave a message to his secretary and ask Mr. Blare to call back to confirm with you.

## Section 7 Supplementary Reading

### Conversation 1 Making or handling arrangements/appointments

A: Hello, this is Anna speaking.

B: Hello, this is Robert Bush from BGC Trading.

A: Hi, Robert, nice to hear from you. How's everything?

B: Great. You know, I am planning to come to New York the next week.

A: Really?

B: Yes, I'll have a meeting with a client in Boston on Tuesday the next week. I was hoping we could arrange to meet up either before or after.

A: So you have to be in Boston on Tuesday? That's the 7th.

B: That's right. Now I could stop over in New York on the way in—about would be



Monday. Would that be possible?

A: I am afraid I won't be in the office on Monday.

B: Well, the other possibility would be to arrange it after Boston on my way home.

A: When do you plan to leave Boston?

B: Could be either Tuesday or Wednesday morning, but I would like to catch a flight back to London on Wednesday evening.

A: OK. Well, it could be best for us if you could fly in on Wednesday morning. I'll be able to pick you up at the airport, and then we could show you the new trade center.

B: That sounds good. But do you think you could fax me an itinerary for the day, that's Wednesday the 8th?

A: No problem.

B: Thank you. Then I'll see you next Wednesday. Goodbye.

A: Bye-bye.

### Conversation 2 Changing an appointment

A: Good morning, Mr. Smith's office. Can I help you?

B: Good morning. This is Justin Wong from Cozy Step Company. I have an appointment with Mr. Smith at 2 o'clock, tomorrow afternoon, but I am sorry I can't keep our appointment because I'll be sent to attend an urgent meeting at the head quarter.

A: Would you like to cancel it?

B: No, I wonder if it's convenient to put it off to Thursday afternoon, the same time.

A: Let me check the diary. Sorry, but Mr. Smith won't be free until 3 o'clock on Thursday afternoon. Would 3:15 be all right?

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

A: You are welcome. Goodbye.

### Conversation 3 Calling to invite someone to a birthday party

A: This is Peter Smith. May I speak to Mei?

B: This is Mei.

A: Hi, Mei. We are going to celebrate Jacky's birthday tomorrow evening. Would you like to come?

B: I'd love to. But who is this Jacky?

A: He is one of my friends. He is kind and warm-hearted. You will like him.

B: OK, where and when shall I go?

A: The Bluepoint Inn at 6:30 p. m. Don't worry. I will go to pick you up.

B: That's great! You are so nice. And one more thing, what shall I bring to him?

A: Don't worry about the gift. It is just a get-together.

B: OK.

A: I will go to pick you up at 6:10. Is that OK with you?

B: That's fine. See you then.

A: See you.

## **Related information**

### **The art of making phone calls**

#### **Voice and attitude**

People at the other side of the line may not see your face, but they could sense your attitude because your tone of voice will influence your way of expressions. To make your voice sound more pleasant, try the following ways:

- (1) Speak with a rising inflection.
- (2) Talk directly into the mouthpiece and speak with clarity.
- (3) Slow down if you are used to speaking rapidly.
- (4) Cough or sneeze far away from the phone.
- (5) Try to speak politely.

#### **Tips of Making Calls**

Call people at the best time. Normally, we don't make phone calls after 10 p. m. or before 8:00 a. m., unless we have emergencies, or we know that our call is expected. In the daytime, you might want to choose the best time for your calls, too. Try to figure out when the people you want to call will be available

#### **Leaving a message**

If you leave the message on the answering machine, be sure to state your name and number slowly and clearly at the start of the message. In giving a number to someone who is answering your phone, the number should be spoken in groups of two, three or four digits at a time, with a slight pause between.

#### **Wrong Number**

Ask politely, "Is this Mr. Chen speaking?" or "Is this 89456723?" "It's impolite to ask", "Who is this?" or "What number is this, anyway?", then apologize sincerely, Don't end the conversation without saying anything, or keep asking the other side of the line, "How could it be? I'm sure I dialed right. . ."

#### **Answering Calls**

Promptness in answering greeting warmly. The greeting is "Good Morning" until 12 a. m.; "Good afternoon" until 6 p. m.; "Good Evening," after that, in businesses that remains open later. Simply "Hello" as an answer generally makes the caller wonder.

Be attentive while answering the phone

#### **Taking messages**

Remember to put down the message on a piece of paper. Don't rely on your short-term memory. Messages should be written briefly, and they should be explicit. Both the caller's name and phone number are indispensable to the message which were written down.

Don't forget to return the calls promptly when you get the messages.

Don't leave the messages on the desk for days and forget all about it. Twenty-four hours is as long as a call can go unreturned without violating good manners.

### Screening Calls

Busy executives often ask their administrative assistants or others to make screen calls. When you make screen calls, you must exercise great tact to hide the fact that you're doing that, otherwise the caller will feel unloved.

Appropriate: Mr. Smith isn't able to take calls at the moment. May I ask who's calling?

Inappropriate: May I ask who's calling? (This may make the caller feel shunned.)

### Being Interrupted on the Phone

If you are disconnected when other people interrupt your call. "Will you excuse me for a minute? There's someone on the door." and continue the call with "Sorry to keep you waiting."

If the phone interrupts your talk, don't pick up the phone while you're still having the original conversation. He would get the feeling that you're very busy and that his call won't get your full attention.

If you're in someone's private office and your conversation is interrupted by the phone call he receives, should you remain or leave? Most office phone systems have voice mail, which automatically records a message from a second caller if you are on the phone. A second call is coming. Your responsibility is to the first caller, who should never be left on hold for more than thirty seconds. If the incoming call is extremely urgent or from overseas, explain to your first caller why you must hang up and set the time you'll call back.

### Closing a Call

If you want to end a call, don't feel uneasy about it. Leaving matters hanging will only waste your time. You could naturally close your call with a conclusive statement: "OK, I think we all agree this work could be completed ahead of schedule. Shall we talk again, maybe tomorrow?" or "I've had a clue of this project. I'll call you back when I need the details." After that, you could end the conversation with "It's really nice talking to you. Good-by" or "Have a nice day."

### Who Hangs up First?

It is considered courteous to let the person who is called hang up first or a lady hang up first when she has been talking with a gentleman. If the talk is between you and a customer, let the customer hang up first. But this courtesy is not imposed. If the two people have finished talking and have said good-bye, they are not usually sticklers about this fine point. What is more important is to put the phone down gently. It's discourteous to slam a receiver and deafen the other.

### Handling Complaints

Listen patiently and don't interrupt.

Be sympathetic.

### Finding Suitable Places for Phones

In the street, it is wise to get away from that settings to avoid yelling at the phone. If you have to make the phone calls in the street, try to stay away from the cars and the rushing pedestrians.

In other public places: At business and social meals alike, making or receiving a phone call at the table is both inconsiderate and intrusive. Please switch the phone to a silent or a vibrate mode. If you have to take the call, excuse yourself from the table and take it in the restroom, the lobby, or step outside.

In the car: please pull over to the side of the road. The use of a portable speakerphone, a build-in phone or a wireless headset with Bluetooth technology will lessen the risk. But don't take chances. Your phone conversation in the car endangers not only your life, but also the other innocent people's lives.

### **Using a speakerphone**

A cardinal rule: immediately tell the person on the other end of the line that you are using one. If he or she expresses any hesitation, explain why you feel it necessary to be on speaker. If others are present, identify them at the very start of the conversation

The participants should then introduce themselves so that the person on the other end can begin to link voices to names.

Close your office door before making any call using a speakerphone.

### **If you share an extension**

When answering a phone share by others, state the department name before giving your own.

If the call is for someone else, say "just a moment please" before handing over the receiver.

If the person isn't in, tell the caller when he's expected back, if you know, and offer to take a message.

If the person is in a meeting or on vacation, say so. Otherwise, don't feel you have to explain his whereabouts.

### **Transferring calls**

First give the caller the correct extension in case she is disconnected.

Then tell the person to whom the call's being transferred who is on the line and why she is phoning, this spares callers from having to repeat themselves.

### **The cell phone**

Don't let your phone ring if the ringing will disturb others around you. Meetings, presentations, plays, and movies—these are all times when turning the cell phone off ( or at least setting it to vibrate) is mandatory.

Don't take your phone out and start using it if there is any possibility the people around you will be bothered by your use of it. Also, don't assume they won't listen to your conversation.

Absolutely never say anything confidential, personal, or private if others can overhear you. Instead, stop the conversation by telling the other person you'll call back when you can talk privately.

Speak quietly. Most people's phone voices are consistently louder than their regular voices. When speaking on a cell phone, you need to be especially careful not to shout—other-

wise you'll end up sharing your conversation with everyone in the waiting room.

Don't overdo it. One brief conversation isn't likely to disturb anyone, but an hour and a half of continuous use may drive those around you crazy.

**Answering machines and voice mail**

Straightforward; Short and sweet is the goal—your full name, your company name, and a request that the caller leave a message “This is Miguel Hernandez at Johnson-Cowles. Please leave your name number and I'll call you back.”

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## Unit 3

# Traveling on Business

### Section 1 Objectives

After learning this unit, you should be able to:

- (1) Make a traveling agenda.
- (2) Get acquainted with the process of making flight reservation, checking at the airport, going through immigration and customs, claiming baggage and checking in and out at a hotel.

### Section 2 Project Introduction

**Situation:** 因业务往来的需要,长江服饰的业务人员要出差前往贸易伙伴所在的其他国家或城市进行业务的沟与洽谈。

**Task:** 请以业务人员身份安排出差相关事宜。

### Section 3 Background Information

#### 1. Terms related to business travel

##### Reservation 预定

- international flight 国际航班
- domestic flight 国内航班
- flight number 航班号
- round-trip ticket 往返机票
- one-way ticket 单程机票
- first class 头等舱
- business class 商务舱
- economy class 经济舱

**At the Airport 在机场**

- passport 护照
- visa 签证
- embarkation card 入境记录卡
- disembarkation card 出境记录卡
- arrival lobby 入境大厅
- departure lobby 出境大厅
- gate number 登机门号码
- boarding card 登机证
- business visa 商务签证
- airport tax 机场税
- check-in counter 登机柜台

**Clearance 在通关时**

- customs service area 海关申报处
- currency declaration 货币申报
- duty-free goods 免税商品
- dutiable goods 应缴税商品

**Baggage Claim 行李认领**

- baggage/luggage 行李
- checked baggage 托运的行李
- luggage locker 行李寄存箱
- carry-on baggage 手提行李
- luggage tag 行李牌
- luggage cart 行李车

**At the Hotel 在旅店**

- check-in 登记入住
- check-out time 退房时间
- room service 客房服务
- front desk 前台
- wake-up call 电话叫醒服务

**2. Information about business travel**

Business travel abroad can cultivate new customers and promote relationships and communications with current foreign representatives and associates. In modern international business, developing the career ladder often brings with it an obligation to travel more frequently. It usually includes issues which are dealing with flights, hotels, and car rentals. Frequent business travel—by whatever mode of transport—can be extremely stressful, and may take its toll both mentally and physically. A well-planned itinerary enables a traveler to make the best use of time abroad.

## Section 4 Model conversations

### Conversation 1 Booking a ticket

#### Useful Expressions

- (1)prefer v. 更喜欢;提升,提拔;给予(债权人)优先权  
e. g. The majority of people interviewed prefer TV to radio.
- (2)economy ticket 经济票  
economy class(客机之)经济舱位,二等舱位  
e. g. How much does it cost for economy class?
- (3)departure n. 离开,离去;起程  
e. g. His sudden departure threw the office into chaos.
- (4)an open return 回程不定期的双程票  
e. g. I'll need an economy ticket with an open return.
- (5)check in 签到;报到;办理登记手续  
e. g. Do you know your check-in time? (你知道办理登机手续的时间吗?)

#### Useful Sentences

- (1)I'd like to check in, please.
- (2)Do you have a seating preference?
- (3)I'd like to have a seat by the window, and in the front, please.
- (4)Would you prefer the smoking or non-smoking section?
- (5)We book early to assure ourselves of seats.
- (6)Do I have to confirm my plane reservation?
- (7)It is just the matter of the schedule, that is, if it is convenient for you right now?
- (8)How many ports do we need to call at on our passage to Dalian?

#### Conversations

A: the clerk      B: the traveler

A: Hello, this is the United Airlines.

B: Hello, I'd like to book a ticket to Los Angeles for next Monday.

A: Which flight would you like to book? When are you planning to leave?

B: I prefer a morning flight.

A: OK, just a second and I'll check the schedule. We've got UA002 for Los Angeles leaving at 9:30. Is that all right?

B: Yes, that's perfect. I'd like an economy ticket with an open return.

A: May I have your name please?

B: Michael Woods.

A: So, one economy class seat with an open return to Los Angeles for next Monday, January 06, 2014. Is that right?

B: That's right.



A: Now you have been booked.

B: Thanks a lot. What time do you start to check in?

A: Two hours before departure time. And you need to check in at least one hour before.

B: Thank you.

## Conversation 2 At the airport

### Useful Expressions

(1) a seating preference 座位的偏好

e. g. Ground Hostess asks: Do you have a seating preference?

(2) smoking section 吸烟区

non-smoking section 非吸烟座; 禁烟区

e. g. Do you prefer the smoking section or the non-smoking section?

(3) carry-on luggage 随身携带行李; 手提行李;

e. g. How many kilograms of luggage can I carry with me?

(4) boarding card 乘车证, 乘客证

e. g. May I see your passport and boarding card, please?

(5) prior to 在前, 居先, 比……在先

e. g. The duty to protect my sister is prior to all others.

### Useful Sentences

(1) I'd like to check in, please.

(2) Do you have any luggage to check in at this time?

(3) What's the boarding gate for this flight?

(4) How much do I pay for the excess weight?

(5) You don't have to pay duty on personal belongs.

(6) Do I have to confirm my plane reservation?

(7) I'd like to reconfirm my flight.

(8) I'd like to fly economy/first/business class to ...

(9) Would you like any luggage to check in at this time?

(10) Where am I supposed to pay the excess train fare?

### Conversations

A: the clerk      B: the traveler

A: Good morning Madam.

B: Good morning. I'd like to check in, please.

A: May I see your ticket and passport?

B: Here you are.

A: Thank you. Do you have a seating preference?

B: I'd like to have a seat by the window, and in the front, please.

A: No problem. Would you prefer the smoking section or non-smoking section?

B: Non-smoking section, please.

A: Do you have any luggage to check in at this time?

B: Just these two, please, right here.

A: Any carry-on luggage?

B: Yes, this bag.

A: All right. Here is your boarding card. The flight will begin boarding around 8:45, at Gate 12. And the gate will be closed 20 minutes prior to departure time. Have a pleasant flight.

B: Thanks a lot.

### Conversation 3 Going through immigration

#### Useful Expressions

(1) purpose n. 意志; 目的; 作用

e. g. Our campaign's main purpose is to raise money.

(2) pleasure n. (尤指工作、职责之外的) 娱乐, 消遣

e. g. He mixed business and pleasure in a perfect and dynamic way.

(3) declare v. 宣布; 声明; 声称; 申报

e. g. Your income must be declared on this form

(4) liquor n. 酒, 烈性酒; 含酒精饮料

e. g. She drinks wine and beer but no liquor

#### Useful Sentences

(1) Do you have anything to declare?

(2) Is it for personal use or is it a gift?

(3) How many pieces of baggage are missing?

(4) You will have to declare on this item and pay import duties.

(5) I was told that we'll have to state the purpose of going a certain country, is that true?

(6) What are the differences between the green channel and the red channel?

(7) May I see your passport/customs declaration card, please?

(8) What's the purpose of your visit?

(9) How long will you be staying?

(10) Do you have anything to declare?

(11) Is it for personal use or is it a gift?

#### Conversations

A: the officer      B: the traveler

A: May I see your passport, please?

B: Here you are.

A: What's the purpose of your visit, business or pleasure?

B: Business. I am attending a trade fair in New York.

A: How long will you be staying in the United States?

B: About 10 days.

A: Where will you be staying?

- B: I'll be staying at Hilton Hotel.  
 A: Can I see your return ticket, please?  
 B: Yes, here it is.  
 A: Do you have anything to declare?  
 B: No, I don't think so.  
 A: Well, are you carrying any food with you?  
 B: No.  
 A: Do you have any cigarettes or liquor?  
 B: No.  
 A: All right. Then you go through the Green Channel. And enjoy your visit to the United States.  
 B: Thank you.

#### Conversation 4 Customs clearance

##### Useful Expressions

(1) Customs Declaration Card 海关申报卡 (外宾入境必须填写申报的, 填写所带行李物品)

e. g. But why must we fill out the Customs Declaration Card now?

(2) routine n. 程序; 例行公事; 日常工作; 固定节目

adj. 例行的; 常规的; 日常的; 普通的

e. g. It's just a routine medical examination, nothing to get worried about.

(3) personal belongings 个人物品; 私人物品

e. g. After his death, his sister sorted through his personal belongings.

(4) display n. 展览, 陈列; 陈列品

v. . 显示; 陈列

e. g. The exhibition gives local artists an opportunity to display their work.

The crowd enjoyed a diving display before the swimming races.

(5) fair n. 集市, 商品交易会, 展览会

e. g. It was displayed at the Fall Fair in Guangzhou.

(6) perfume n. 香水; 香料; 香味

e. g. Mother puts perfume on her handkerchief to make it smell pleasant.

(7) dutiable adj. 应缴税的

e. g. But I don't know which things are dutiable.

##### Useful Sentences

- (1) You are through.  
 (2) Well, that's more than we can allow you free.  
 (3) This TV set is not duty-free.  
 (4) Here's your receipt. You are through with the Customs formalities.  
 (5) Do you have anything particular to declare? I have a small bottle of perfume.  
 (6) Would you like to tell me something about clearing customs?

(7) Does it include tax and service charge?

(8) I am just passing through.

### Conversations

A: the officer      B: the traveler

A: May I see your Customs Declaration Card, please?

B: Here you are. I've already filled it out.

A: OK, sir. This is just a routine check. Would you mind opening the bag for me?

B: All right. These are all just my personal belongings.

A: Hmm. You have five watches here. What are they for?

B: Well, my company makes watches. They are for our display at the fair.

A: And what is this?

B: Oh, that's some perfume I bought at London Heathrow. Is it dutiable?

A: Is it for personal use or is it a gift?

B: It is for me.

A: Now, everything is OK. You are through. Here is your passport. Have a nice stay.

B: Thank you.

### Conversation 5 Claiming baggage

#### Useful Expressions

(1) carton n. 硬纸盒; 塑料盒; 纸板盒

e. g. We packed the books in a large carton.

(2) leather n. 皮, 皮革; 皮革制品

e. g. The leather is supple and sturdy enough to last for years.

(3) tag v. 加标签于; 附加; 起诉; 紧跟

n. 标签; 附属物; 口头禅; 称呼

e. g. The clerk attached a price tag to each article.

(4) stop over 中途下车暂留; 偶然过访

e. g. Truck convoys often stop over for lunch here.

#### Useful Sentences

(1) Excuse me, where is the baggage claim area?

(2) How will I know where to find my luggage?

(3) I think I must have left it by your air-line counter at the airport.

(4) May I have my baggage tags?

(5) Where am I supposed to pay the excess train fare?

(6) How much is the excess baggage charge?

(7) Can I bring this on the plane?

(8) Please send the baggage to my hotel as soon as you've located it.

(9) How many pieces of baggage are missing?

(10) Will I always need a baggage claim ticket to take my luggage out of the airport?

**Conversations**

A: the baggage claim officer      B: the traveler

A: Can I help you, sir?

B: Yes, I can't find my baggage.

A: Which flight were you on?

B: Er, CA 1705, from Melbourne.

A: Right. Er, how many pieces of baggage are missing?

B: Two.

A: Are they both suitcases?

B: No, one big suitcase, one small carton.

A: Can you describe them?

B: Well, the big suitcase is dark brown and it's made of leather.

A: How big is it?

B: About a meter long by about 7 centimeters. It got two handles; one of them is at the side.

A: What about the carton?

B: The carton isn't big, about 50 by 50 by 30.

A: Anything looks special?

B: No, I don't think so. But they both have my name tags. Oh, yes, there's really something.

A: What is it?

B: It's a small national flag of China on the carton.

A: OK. Don't worry, sir. I am sure we'll find them. Now can I take your name and address?

B: My name is Zhangwei. And I will be staying at Sheraton Hotel.

A: OK. Can you give me a telephone number that I can contact you?

B: Yes. The hotel number is 77518775.

A: All right. That's everything.

B: How soon will I find them back?

A: Sorry, but I can't tell. First I will contact Melbourne airport and then Incheon Airport where the flight stopped over to check whether your baggage were mistakenly unloaded. If not, we have to wait until the next flight from Melbourne arrives. Anyway, I'll call you later today and let you know what's happening. When we find your baggage, we'll send them to you immediately.

B: Thank you very much.

## Section 5 Conversation Practice

### 1. Stimulate a conversation with your partner based on the following situation

You are Mr. Zhang, who cannot speak English, arrive at Hong Kong Airport, but find your luggage lost, you will have to tell everything including the detail of your luggage to the

officer of Lost Luggage with the help of a translator.

## 2. Pair work

You'd like to go to Washington for 4 days for business, and you make a reservation for your trip. One is Mr. Lee, the other is the officer of the airport reservation.

## Section 6 Exercise

### 1. Translate the following English into Chinese orally.

- (1) I'd like to make a reservation for two nights for a single room with bath.
- (2) When is the check out time?
- (3) Must one have a credit card to make a room reservation?
- (4) By the way, I'd like a quiet room away from the street if it is possible.
- (5) If I take a shuttle bus, should I tip?
- (6) My flight number is 232 leaving JFK Airport at 10:00 in the morning on July 10.
- (7) What should I do if my luggage was lost?
- (8) Hello, I am wondering if you have any single rooms available.
- (9) Customs officers boarded the ship in the harbor for inspection.
- (10) We are going to fly to Tokyo via Shanghai.
- (11) Is there a reduction/discount for company bookings?
- (12) How long will you expect to stay?

### 2. Translate the following conversations.

(1)

早上好! 我能帮你做些什么?

早上好, 我跟销售经理林华约好在 10:00 见面。

您贵姓?

布朗, 大卫·布朗。

稍等, 我看看, 有了, 布朗先生, 请坐, 我去告诉林小姐你来了。

谢谢。

你好, 林小姐, 布朗先生来赴 10:00 的预约了。好的。布朗先生, 林小姐马上就来见您。

是布朗先生吗?

是的。

我是林华。

你好, 希望不会太麻烦你。

不会的。

(2)

下午好, 我能为您效劳吗?

是的。我在这里预定了一个房间。我叫苏小如, 苏是我的姓。

您的姓怎么拼写?

S-U。

哦,是中国上海来的苏女士。这儿有您订的单人房,住三个晚上。

对。

请在登记表上签字。

好的。

您的房间是 628 号,这是钥匙。

顺便问一下,同房间里有电视吗?

有。

酒店里有咖啡厅吗?

有,就在您身后。

酒店里有健身房吗?

没有,不过有游泳池。

### 3. Situation.

Sally booked two tickets for Mr. Collins and Mr. Grant respectively for the same flight. Due to an urgent case, Mr. Collins has to put off his flight early next week. Mr. Grant will need an upgrade seat from economy class to business class, as he is going to travel with one of his clients who travel business class.

## Section 7 Supplementary Reading

### Conversation 1 At the customs

A: customs officer B: Mr. Brown

A: May I see your passport, your customs and health declaration forms, please.

B: Yes, here you are.

A: Thanks. What's your occupation?

B: I'm director of Jiaming International Trade Co. Ltd.

A: You are here on business, I suppose?

B: Yes, I've been invited to attend the Fair here.

A: How long do you expect to be staying in this country?

B: Two weeks.

A: How many pieces of baggage do you have?

B: Only these three.

A: Have you got anything to declare?

B: No. I've only got some clothes and things like that.

A: OK. Here's your passport and your customs declaration. I'll keep your health declaration.

B: Is that all for customs formalities?

A: Yes, you may leave now. Have a pleasant stay.

## Conversation 2 Changing reservation

A: the clerk      B: the traveler

A: United Airlines. May I help you?

B: Hello, I've got bought the ticket form Hong Kong to Los Angeles on 23<sup>rd</sup> July. Can I change it to 25<sup>th</sup> July?

A: What's your name and flight number?

B: My name is Kevin Kidd, and the flight number is UA003 for Los Angeles.

A: Let me check. There is one available in the morning, taking off at 10:15. Would that be all right?

B: Yes, that's perfect. I'll take it. Now can I collect my new ticket?

A: You just show your old ticket at the check-in counter.

B: Do I have to confirm my seat?

A: Yes, you'd better confirm it 72 hours prior to the departure time.

B: Thank you very much. Bye.

## Conversation 3 Advising arrival in advances

Mr. Jiang He, general manager of Dalian Southwell Group Co. Ltd., is calling his business partner, Mr. Allan Wilson in Melbourne.

A: Jiang He    B: Mr. Wilson

A: May I speak to Mr. Wilson?

B: Speaking. Who's calling please?

A: This is Jiang He from Dalian Southwell Group Co. Ltd.

B: Oh, hello Jiang, nice to hear your voice again. I am looking forward to more dealing with you. you know your last shipments were so well received here.

A: Thank you, Allan. As a matter of fact, we are planning to expand our business in the international market. That's why I am going to attend Melbourne Gift Fair next week.

B: Good news for me. So we may meet and discuss business face to face during your stay here.

A: That's exactly what I have in mind.

B: When are you arriving?

A: The air China flight I am taking is due in Melbourne at 11:15 a. m. on Jan 20<sup>th</sup> That is the day before the fair.

B: Shall I pick you up at the airport or book a room for you?

A: No, thank you. Our Expo. Co. Ltd. has had everything well arranged and we'll be taken to Duxton Hotel directly after arrival. Thank you all the same. Err, the fair lasts till the 24<sup>th</sup>, so what about meeting on the 25<sup>th</sup>?

B: Let me check my diary. Oh, I won't be free until 3:00 p. m. . Is that too late for you?

A: Not at all. Let's make it 3:00 p. m. on the 25<sup>th</sup> then.



B: And why don't you have an excursion if time permits? I'd like to be your guide as you did when I was in China.

A: Great! I have been dreaming of seeing kangaroos in the wild for long time.

B: Then we can go to Grampian National Park. I am sure you'll enjoy a day of nature and wildness there.

A: Terrific! Hope I won't spend the night sleeplessly. Thanks for your kind thoughtfulness.

B: You are welcome. Do call me after your arrival. See you!

A: See you.

### Related information

The more organization and preparation for a business travel, the better you will be able to cope with its rigors and the more effective and productive you will be. It also means you have less to catch up on when you return to the office.

Thorough planning is essential. If traveling to an unfamiliar destination, make sure you know precisely where you are going and how you are going to get there, including a means of transportation at each interconnecting stage of the trip.

If you are a frequent traveler, keep a permanent list of things to take and do that can be reused. Be sure to have all the relevant information and your itinerary easily in hand, and most importantly, allow plenty of time for delays. The more changes you make, the more changeover time is necessary.

If you only do five things, they will be:

- (1) Arrange your trip properly
- (2) Plan your final day at work well
- (3) Set priorities for tasks before setting off
- (4) Take good care of yourself
- (5) Keep your trip as stress-free relaxing as possible