

Preface

Say It Now — A Complete Handbook of Spoken Business Chinese is a helpful manual of practical Chinese for foreigners living, working and doing business in China. This manual contains above 800 sentences about 72 business scenarios within 10 topics, covering almost all that a non-native speaker needs for communication in work and business activities in China. Chinese learners with some basic Chinese knowledge can also use it as a supplementary material to better improve their spoken Chinese.

The content in this manual is categorized into different situations, under which you can find relevant sentences in their *pinyin*, Chinese and English versions. This layout enables users to precisely locate what they need for work. Besides, users can play the recordings files read in authentic Mandarin to achieve communication purposes whenever necessary or imitate the pronunciations, get command of every sentence, and acquire the standard pronunciation.

The “Word Station” section lists many words/phrases related to the topic, so that users can make full use of the classical sentences in the manual based on their own needs.

The “Do you know” section presents many aspects of China, such as language, culture, life and habits. Meanwhile, users can find much practical information for their work in China.

The “Situational Conversations” section mainly focuses on some common situations in work and provides several conversations for users to have a better understanding and use of the sentences in specific situations.

This manual features four main characteristics: well-selected topics and situations, plentiful refined and practical sentences, abundant background and cultural information, and classical and practical short conversations. It facilitates, to the greatest extent, your work and life in China.

Stop hesitating! Have a try now!

前言

《想说就说——商务汉语口语完全手册》是为外国人在中国生活、工作、从事商务活动而编写的一本实用汉语手册。本书精选了10个主题下72个工作场景、800多个实用典型句子，基本上可以满足外国人在中国工作以及从事商务活动等不同场合的大部分交际需要。同时也可以作为有一定基础的汉语学习者进一步提高汉语口语水平的补充教材。

本手册在编排体例上按照不同的工作场景分类，每个工作场景下的句子按照拼音、中文、英文的顺序排列，便于使用者根据自己在工作中的实际需要及时查找，各取所需。手册同时配有标准的中文原声发音，使用者可以在需要的时候通过播放录音达到自己的交际目的，也可以通过反复收听模仿，学会每一个句子，掌握标准的汉语普通话发音。

“词语加油站”列出了相关主题下的大量扩展词汇，为使用者根据自己的需要、灵活运用手册中提供的经典句子提供了最大限度的可能。

“你知道吗”提供了丰富的关于中国语言、文化、生活、习惯等方面的基本常识。同时，外国人在中国工作中的很多实用信息也可以在手册中查找到。

“场景会话”针对一部分常见场景编写了若干实用的对话，可以为使用者在具体语境中正确理解和使用这些句子提供帮助。

精选的主题和场景、大量精炼实用的语句、丰富的背景信息和文化知识、典型实用的简短会话是本手册的四大特色。一册在手，一定会为您在中国的工作、生活提供最大的方便。

不要犹豫，现在就拿起书来试一试吧！

目录 Contents

Useful Expressions 常用语句

1. Recruitment and Interview 招聘应聘

1. Interview 求职面试 (4)
2. Feedback 求职反馈 (10)
3. Employment Contract 劳动合同 (13)
4. Salary and Perks 薪金福利 (16)
5. Application for Vacation 假期申请 (19)
6. Transfer of Personnel 人事调动 (22)
7. Promotion and Resignation 升职离职 (24)

2. Daily Work 日常办公

1. Relationship among Colleagues
同事关系 (28)
2. Copying and Printing 打印复印 (31)
3. Answering the Phone and Leaving a Message
接电留言 (34)
4. File Processing 文件处理 (38)

5. Sending and Receiving Emails

收发邮件 (41)

6. Express Delivery 信件快递 (44)

7. Equipment Maintenance 设备维修 (48)

3. Client Reception 接待客户

1. Schedule 日程安排 (52)

2. Pick-up and See-off at the Airport

机场接送 (55)

3. Hotel Accommodation 酒店住宿 (58)

4. Inspection/Visiting 参观访问 (61)

5. Business Talk 洽谈业务 (65)

6. Entertaining a Guest 宴请宾客 (69)

7. Gift-giving 礼品赠送 (72)

8. Sightseeing and Travelling 观光旅游 (75)

4. Conference 会议

1. Preparation 会议筹备 (80)
2. Decorating the Conference Hall
会场布置 (83)
3. Duty Division 会务分工 (86)
4. Reception and Guidance 接待引导 (89)
5. Hosting a Meeting 主持会议 (93)
6. Delivering a Speech 发表演讲 (97)
7. Q & A and Discussion 提问讨论 (101)
8. Summary 会议总结 (104)

5. Marketing 营销

1. Market Research 市场调研 (108)
2. Advertising 广告宣传 (111)
3. Sales Promotion 产品促销 (115)
4. After-sales Service 售后服务 (118)

- 5. Sales Performance 销售业绩 (122)
- 6. Trademark Registration 商标注册 (125)
- 7. Technology Transfer 技术转让 (130)
- 8. Sales Agent 销售代理 (133)

6. Business Trip 出差

- 1. Applying for a Business Trip 出差申请 (138)
- 2. Itinerary 行程计划 (140)
- 3. Ticket-booking 票务预订 (143)
- 4. Hotel Reservation 酒店预订 (147)
- 5. Visiting a Client 走访客户 (151)
- 6. Reimbursement 账目报销 (154)
- 7. Summary Report 总结汇报 (157)

7. Negotiation 谈判

1. Preparation 谈判准备 (162)
2. RFQ and Quotation 询价报价 (167)
3. Bargaining 讨价还价 (170)
4. Quality and Quantity 质量数量 (174)
5. Ways of Cooperation 合作方式 (178)
6. Terms of Contract 合同条款 (181)
7. Negotiation of Contract 合同协商 (184)

8. Dispute 纠纷

1. Customer Complaint 客户投诉 (190)
2. Customer Claim 客户索赔 (194)
3. Breach of Contract 合同违约 (198)
4. Liability for Breach of Contract
侵权责任 (203)
5. Application for Arbitration 申请仲裁 (207)
6. Taking Legal Action 提起诉讼 (211)

<http://www.purpleculture.net>

9. Foreign Trade 对外贸易

1. Bidding 招标投标 (218)
2. Order Confirmation 订单确认 (223)
3. Delivery 发货交货 (226)
4. Logistics 物流运输 (230)
5. Credit Financing 信贷融资 (235)
6. Entry Formalities 入境手续 (238)
7. Customs Clearance 报关通关 (241)
8. International Tax 国际税收 (244)
9. Insurance 保险事宜 (248)

10. Etiquette 礼仪

1. Dress Code 着装规范 (252)
2. Meeting and Seeing Off 迎来送往 (255)
3. Table Manners 餐桌礼仪 (259)
4. Giving and Receiving Gifts 礼尚往来 (264)

Situational Conversations 场景会话

Recruitment and Interview 招聘应聘 (270)

Daily Work 日常办公 (280)

Client Reception 接待客户 (286)

Conference 会议 (290)

Marketing 营销 (296)

Business Trip 出差 (300)

Negotiation 谈判 (304)

Dispute 纠纷 (310)

Foreign Trade 对外贸易 (316)

Etiquette 礼仪 (320)

Appendix 附录

CV Template 个人简历模板 (326)


Cover Letter Template 求职信模板 (330)

Invitation Template 邀请函模板 (332)

Useful Expressions

常用语句

Ways to get the audio files of the dialogues in this book:

- Welcome to visit our website at **www.blcup.com** and search this book to download audio files;
- Scan the QR code to get the audio files;
- Scan the sign  to listen to the audios (With MPR talking pen sold separately).



<http://www.purpleculture.net>

Recruitment and Interview

招聘应聘

1. 求职面试
2. 求职反馈
3. 劳动合同
4. 薪金福利
5. 假期申请
6. 人事调动
7. 升职离职





Interview

求职面试

Qiúzhí Miànshì

■ 面试官 (The interviewer) :

Qǐng nǐ xiān zuò gè zìwǒ jièshào ba.

1. 请你先做个自我介绍吧。

Please introduce yourself.

Nǐ duì wǒmen gōngsī liǎojiě duōshao?

2. 你对我们公司了解多少？

How much do you know about our company?

Nǐ wèi shénme xuǎnzé lái wǒmen gōngsī yìngpìn?

3. 你为什么选择来我们公司应聘？

Why did you choose to apply to our company?

Nǐ de héxīn jìngzhēnglì shì shénme?

4. 你的核心竞争力是什么？

What is your core competency?

Néng shuō yíxià nǐ de yōushì hé lièshì ma?

5. 能说一下你的优势和劣势吗？

What are your advantages and disadvantages?

Nǐ yǒu shénme yàng de zhíyè guīhuà?

6. 你有什么样的职业规划？

What is your career plan?

Nǐ duì xīnzī yǒu shénme yāoqiú?

7. 你对薪资有什么要求?

What are your salary expectations?

Qǐng nǐ tántan duì tiàocáo de kànfǎ.

8. 请你谈谈对跳槽的看法。

What is your opinion on job-hopping?

Guānyú nǐ de zhíwèi yǐjí wǒmen gōngsī, nǐ hái yǒu nǎxiē xiǎng liǎojiě de?

9. 关于你的职位以及我们公司，你还有哪些想了解的？

Is there anything else you want to know about the position or our company?

Rúguǒ gōngsī yāoqiú nǐ jīngcháng chūchāi huò chángqī zhù wài, nǐ néng jiēshòu ma?

10. 如果公司要求你经常出差或长期驻外，你能接受吗？

If the position requires frequent business trips or long-term expat life, can you accept it?



■ 面试者 (The candidate) :

Wǒ èr líng yī wǔ nián zài Běijīng Dàxué qǔdé jīngjìxué shuòshì xuéwèi, zhuānyè fāngxiàng shì gōngshāng guǎnlǐ, zài yì jiā dà qǐyè shíxíguo bàn nián.

1. 我2015年在北京大学取得经济学硕士学位，专业方向是工商管理，在一家大企业实习过半年。

I got my master's degree in economics in Peking University in 2015. My major was business administration. I have worked as an intern in a big company for half a year.

Jù wǒ suǒ zhī, guì gōngsī zuìjìn jǐ nián shìchǎng tuòzhǎn hěn kuài.

2. 据我所知，贵公司最近几年市场拓展很快。

As far as I know, your company has shown fast market growth in recent years.

Guì gōngsī zuòwéi shìjiè wǔbǎi qiáng qǐyè zhī yī, wèi yuángōng tígōngle liánghǎo de guójìhuà gōngzuò huánjìng hé fāzhǎn kōngjiān.

3. 贵公司作为世界500强企业之一，为员工提供了良好的国际化工作环境和发展空间。

As a Global Top 500, your company provides the employees with a comfortable and international workplace and good development opportunities.

Shǒuxiān, wǒ duì gōngzuò chōngmǎn rè'ài hé jīqíng; qíci, wǒ yǒu hěn qiáng de xuéxí nénglì, dì-sān, wǒ shànyú sīkǎo hé zǒngjié; dì-sì, wǒ shànyú tuándù hézuò.

4. 首先，我对工作充满热爱和激情；其次，我有很强的学习能力；第三，我善于思考和总结；第四，我善于团队合作。

First, I am deeply in love with and passionate about work; second, I have great learning abilities; third, I am good at thinking and summarizing; fourth, I am a good team member.

Wǒ yǒu hǎiwài gōngzuò de bèijīng, zhè huì gěi wǒ yǐhòu de gōngzuò dàilái hěn dà de bāngzhù, wǒ de lièshì zài yǔyán fāngmiàn, búguò gěi wǒ jǐ gè yuè shíjiān, wǒ xiāngxìn yíding huì yǒu gǎishàn.

5. 我有海外工作的背景，这会给我以后的工作带来很大的帮助，我的劣势在语言方面，不过给我几个月时间，我相信一定会有改善。

I have worked overseas, which will benefit me a lot in my future work. And my weakness lies in my language skills. But after a few months' study, I am sure there will be some improvement.

Wǒ duì wǎngluò tuīguǎng fēicháng gǎn xìngqù, zhège zhíyè duì wǒ lái shuō hěn yǒu tiǎozhǎnxìng, yě shì wǒ xiǎng chángqī cóngshì de shìyè.

6. 我对网络推广非常感兴趣，这个职业对我来说很有挑战性，也是我想长期从事的事业。

I am very interested in online marketing. It is a pretty challenging job which I'd like to choose as a career.

Wǒ rènwéi wǒ néng shèng rèn chǎn pǐn jīng lǐ de gōng zuò.

7. 我认为我能胜任产品经理的工作。

I believe I am qualified to be a product manager.

Wǒ xiǎng qǐng wèn yí xià: Guì gōng sī néng gěi zhí yuán tíngōng péi xùn jī huì ma?

8. 我想请问一下：贵公司能给职员提供培训机会吗？

I want to know if there is any training opportunity for your employees.

Word Station

1. 招聘	zhāopìn	to recruit
2. 应聘	yìngpìn	to apply for a job
3. 简历	jiǎnlì	résumé, CV
4. 求职信	qiúzhíxìn	cover letter
5. 推荐信	tuījiànxin	recommendation letter
6. 实习	shíxí	to do an internship
7. 招聘会	zhāopìn huì	job fair
8. 招聘网站	zhāopìn wǎngzhàn	recruitment website
9. 专业	zhuānyè	major
10. 学历	xuélì	degree

Do you know?

中国人有讲究“谦恭仁厚”的传统，而在竞争激烈的现代职场，求职者除了要表现得谦虚、礼貌以外，也要自信、中肯地表达出自己的优势和特长，这样更能得到用人单位的青睐。

Traditionally, Chinese people are modest and honest. With this fierce competition in modern job market, however, besides being modest and polite, job hunters also need to present their advantages and strong suits both confidently and to the point, which will make them more popular with the employers.