

# Business communication

## 单词

词汇	发音	词性	翻译
connection	[us]kə'nekʃn [uk]kə'nekʃn	noun	连接点, 接点
mute	[us]mju:t [uk]mju:t	verb	使声音(尤指乐器声)减弱, 柔和
echo	[us]'ekəʊ [uk]'ekəʊ	noun	呼应
type	[us]taɪp [uk]taɪp	verb	打字
headset	[us]'hedset [uk]'hedset	noun	耳机
attachment	[us]ə'tætʃmənt [uk]ə'tætʃmənt	noun	爱慕
comfortable	[us]'kʌmfətəbl [uk]'kʌmfətəbl	adj.	自在的, 无忧无虑的
silence	[us]'saɪləns [uk]'saɪləns	noun	寂静
indirect	[us]ˌɪndə'rekt [uk]ˌɪndə'rekt	adj.	间接的
communication	[us]kə,mju:ni'keɪʃn [uk]kə,mju:ni'keɪʃn	noun	交流, 交际
forward	[us]'fɔ:rwəd [uk]'fɔ:wəd	verb	运送
hesitate	[us]'hezɪteɪt [uk]'hezɪteɪt	verb	踌躇
concern	[us]kən'sɜ:rn [uk]kən'sɜ:n	noun	关注的事
subject	[us]'sʌbdʒɪkt [uk]'sʌbdʒɪkt	noun	主题
cc	[us],si: 'si: [uk],si: 'si:	abbr.	副本
reply	[us]rɪ'plaɪ [uk]rɪ'plaɪ	verb	回复
emoticon	[us]ɪ'moʊtɪkɑ:n [uk]ɪ'məʊtɪkən	noun	表情
model	[us]'mɑ:dl [uk]'mɒdl	noun	型号, 样式
retail	[us]'ri:teɪl [uk]'ri:teɪl	verb	零售; 零卖
bulk	[us]bʌlk [uk]bʌlk	noun	大块, 主体
discount	[us]'dɪskaʊnt [uk]'dɪskaʊnt	noun	折扣
unit	[us]ju:nɪt [uk]ju:nɪt	noun	单位

vendor	[us]'vendər [uk]'vendə(r)	noun	小贩; 推销员
margin	[us]'mɑːrdʒən [uk]'mɑːdʒɪn	noun	页边空白处
gesture	[us]'dʒestʃər [uk]'dʒestʃə(r)	verb	手势
cultural	[us]'kʌltʃərəl [uk]'kʌltʃərəl	adj.	文化的
sensitivity	[us],sensə'tɪvəti [uk],sensə'tɪvəti	noun	(话题等)棘手、敏感、容易引起纷争
point	[us]pɔɪnt [uk]pɔɪnt	verb	指向, 指

## Facilitating an online meeting

Let's learn some language for facilitating an online meeting.

在线会议	
这是一些在一个在线会议上你可能听见的单词和短语。注意 <b>mike</b> 是 <b>microphone</b> 的缩写形式。你也可能看见这个缩写形式 <b>mic</b> ，它的发音和 <b>mike</b> 一样。	
There's a 15-hour time difference between Los Angeles and Shanghai.	洛杉矶和上海之间有15个小时的时差。
We had some problems with the connection in the meeting.	我们在会议的线路连接上有些问题。
Sorry, but I'm hearing an echo.	对不起，但是我听到有一个回声。
Could you please mute your mike when you're not speaking?	请你不说话的时候把麦克静音好吗？
Excuse me, but I can hear someone typing.	对不起，但是我听见有人在打字。
Give me a minute while I adjust my headset.	请给我一分钟调整我的耳机。

Select the correct words.

It's difficult to schedule a meeting because of the ( time difference / echo / headset ) .

I'm sorry, but I'm having trouble with my ( headset / echo / online ) .

Excuse me, but I can hear someone ( typing / echo / connection ) .

It sounds like we have a pretty good ( connection / time difference / mike ) .

Can anyone else hear ( an echo / a connection / a headset ) ?

Could everyone please mute your ( mike / time difference / connection ) when you're not talking?

**Truth:** time; difference; headset; typing; connection; an; echo; mike

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/19/25/63/v/192563/MOB\\_12.4.1.3.1\\_V2.mp4](https://cns2.ef-cdn.com/Juno/19/25/63/v/192563/MOB_12.4.1.3.1_V2.mp4)

[JANET] OK, good morning, everyone. Can everyone hear me?

[TOM] Yes.

[ED] Yes.

[TOM] Tom here.

[ED] This is Ed.

[JANET] Hi, Tom. Hi, Ed. Thank you for getting on the call today.

[JANET] OK, we only have a few minutes, so let's get started.

[JANET] We have a short agenda today – just an update on the software project and a brief announcement.

Can everyone hear me? 大家都能听到我说话吗?

Who's on your end? 谁在你们那边?

Let's get started. 让我们开始吧。

We have a short agenda today. 今天我们的议事日程很短。

打开一个在线会议	
在你开始一个在线会议时，你可能需要弄清楚谁在参加。	
Good afternoon. Who's on your end?	下午好。你那边都有谁？
Good morning, Karen. Who's in the room with you?	早上好，卡伦。谁和你在房间里？
你也可能要确认每个人都没有技术问题。	
Can everyone hear all right?	每个人都能听见吗？
Can everyone see all right?	每个人都能看见吗？
然后你可以开始。	
OK, so let's get started.	好吧，让我们开始吧。
We have three items on the agenda today.	今天我们的议程上有三个事情。
Does anyone have anything they'd like to add to the agenda?	有谁有事要加到议程上吗？

Read the text of the online meeting.

Move the text to the correct gaps.

JAKE: Good morning over there. Who's on your (end) ?

TERRY: Terry here, Jake. Good evening to you. Helen's in the (room) with me as well.

HELEN: Yeah, good evening.

JAKE: Great. Can you two (hear) me all right?

HELEN: Yeah, pretty good connection. A little bit of an echo, but not too bad.

JAKE: OK, so let's get started. We only have two items on the (agenda) , but I wanted to make sure I spoke to you in person on the second point. And if you could do me a favor, please mute your mike when you're not speaking. I can hear someone typing.

TERRY: Sorry about that.

JAKE: No problem. My headset is really sensitive. Anyway, the two items I'd like to discuss with you today are the software project and also some news regarding our CFO. Did either of you have anything you'd like to (add) to the agenda?

HELEN: Not me.

TERRY: Me neither.

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/19/25/63/v/192563/MOB\\_12.4.1.3.1\\_V2.mp4](https://cns2.ef-cdn.com/Juno/19/25/63/v/192563/MOB_12.4.1.3.1_V2.mp4)

[JANET] OK, good morning, everyone. Can everyone hear me?

[TOM] Yes.

[ED] Yes.

[TOM] Tom here.

[ED] This is Ed.

[JANET] Hi, Tom. Hi, Ed. Thank you for getting on the call today.  
[JANET] OK, we only have a few minutes, so let's get started.  
[JANET] We have a short agenda today – just an update on the software project and a brief announcement.  
[JANET] So I'll just jump into it.  
[JANET] On the software project, we were behind schedule, but hiring two new developers, so we're now okay.  
[JANET] Any questions?  
[TOM] This is Tom. Just wondering – are these temporary hires?  
[JANET] Uh, no, Tom. Based on team needs, these are going to be permanent hires.  
[JANET] OK? Can we move on to the second point?  
[TOM] Sure.  
[JANET] All right. Uh, I'm sad to say that our CFO, Brent, is leaving.  
[JANET] I wanted you to hear it from me. If you know anybody good in finance, tell HR.  
[ED] Wow. Brent is leaving? That's kind of a shock.  
[ED] Do you know what he's going to be doing?  
[JANET] No, I haven't spoken with Brent personally.  
[JANET] Um, but I understand he wants to pursue other options at this time. Anything else?  
[ED] No, I'm fine.  
[TOM] I'm good.  
[JANET] The only next step for you two is to help the new developers feel comfortable.  
[ED] Yeah, that shouldn't be a problem.  
[TOM] I'll do everything I can.  
[JANET] OK. Great! Thank you, Ed, thank you, Tom, for your time today, and I'll speak with you both soon.

Any questions? 有问题吗?

Can we move on to the second point? 我们可以谈第二项吗?

I wanted you to hear it from me. 我希望你们从我这里听到这个消息。

Anything else? 还有别的事吗?

The only next step for you two is ... 你们两个唯一要做的下一步是...

Thank you, Tom, for your time today. 汤姆, 谢谢你今天抽时间来。

主持在线会议	
一旦会议开始进行，你可以使用像这样的表达方式使会议继续：	
OK. So, point number one – the software project.	好吧。那么，第一点—软件项目。
Any other questions?	有别的问题吗？
Let's move on to the second point on the agenda.	让我们继续看议程上的第二点。
结束一个在线会议	
用这样的表达方式来结束会议：	
Did anyone have anything else?	有人还有别的事要说吗？
So, just to recap, we're looking for a new HR director.	那么，总结一下，我们要一招个新的人事主管。
I always enjoy speaking with you.	我总是喜欢和你说话。
I'll be talking with you soon.	我会很快与你再聊。

## Writing an effective email

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Let's learn some language for writing an effective email.

Swipe left or right.



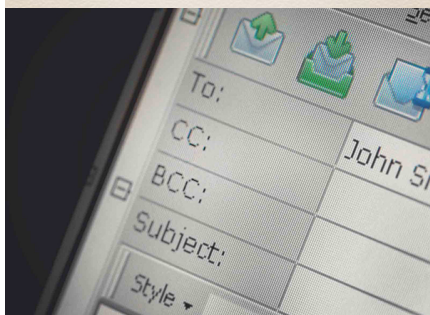
subject line:主题行



Reply:回复



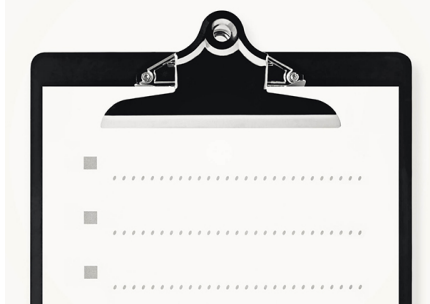
Reply All:全部回复



Cc and Bcc :抄送和暗送



attachment:附件



bullet points:要点



emoticon:表情符号

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/19/25/66/v/192566/MOB\\_12.4.2.1.2.mp4](https://cns2.ef-cdn.com/Juno/19/25/66/v/192566/MOB_12.4.2.1.2.mp4)

[JANET] All right. Thank you for coming.

[JANET] Uh, I know ... I know we're all busy today.

[JANET] Uh, but Ben has asked me to give you guys a brief, uh, presentation on some dos and don'ts for email etiquette.

[JANET] Um, we've had some incidents recently, uh, that has prompted us to sit down and write a list of six, uh, tips for you guy today.

[JANET] We'll just start with it now.

[JANET] Uh, the first one, guys, yesterday I got an email where the subject line was,

[JANET] 'New procedures and processes for marketing team approvals needed please respond back Wednesday.'

[JANET] Um ... that is not a good subject line, obviously.

[JANET] Keep your subjects line, lines short and concise,

[JANET] and if the topic of a thread changes, you be the person to, to go ahead and change the subject line so everybody stays up to date on the topic.

[JANET] Uh, the second one – and this is email etiquette 101 –

[JANET] be very, very, very careful whether or not you've chosen 'Reply' or 'Reply All.'

[JANET] I don't think I have to say anything more on that.

[JANET] Um, but just be aware that when you hit 'Reply All,' everyone will see what you write.

[JANET] And please don't hit 'Reply All' to say things like 'Thank you.'

[JANET] Um, finally, the same can be said for copying people on emails with a Cc and Bcc.

[JANET] Only copy the people that absolutely need to see it.

[JANET] If you're not sure if I need to read this email,

[JANET] or my boss needs to read this email, or your colleague needs to read this email,

[JANET] just go stop by their desk and ask them if they're involved.

[JANET] Um, and if not, uh, please only put the necessary people.

[JANET] Uh, email etiquette 101 again:

[JANET] If you mention an attachment, attach the document, and make sure it's the right document.

[JANET] I think we all enjoyed seeing Todd's Superman cartoon instead of the MPS report this week, but ...

[JANET] All joking aside, make sure that you double-check what document you send.



[JANET] Finally, if you're covering a number of points, please use bullet points and make it as short and concise as possible.

[JANET] Also, put your number one request at the top of the email.

[JANET] And my very final, final point is, at all times with professional emails, maintain a polite tone.

[JANET] I know we use humor and sarcasm when we speak to each other, and that's wonderful.

[JANET] But in an email, it's difficult to understand somebody's true meaning.

[JANET] Um, in informal emails, we can use emoticons to show our meaning,

[JANET] but on professional emails we just want to keep it, uh, polite in tone.

[JANET] OK. That's all I have from my end. Do any of you have any questions?

[TODD] Yes, I have a question.

subject line      标题栏  
Reply      回复  
Reply All      全部回复  
Cc      抄送  
Bcc      密件抄送  
attachment      附件  
bullet points      要点  
emoticons      表情符号

Select the correct words.

I always look at the ( subject line / bullet point / emoticon ) so I know what the email's about.

Don't ( 'Reply All' / 'subject line' / 'bullet point' ) if you don't want everyone to see your email.

Cc and Bcc are ways to ( copy / reply / attach ) people on emails.

Your email didn't include the ( attachment / emoticon / bullet point ) , so I couldn't read the report.

( Bullet points / Reply All / Subject lines ) make it much easier to read a list of items.

( Emoticons / Bullet points / Subject lines ) are a fun way to show how you're feeling.

**Truth:** subject; line; 'Reply; All'; copy; attachment; Bullet; points; Emoticons

写有效的邮件	
这里有一些在正式的或与工作相关的电子邮件中可以使用的标准表达式:	
I am writing with regard to ...	我写信是关于...
I'm Cc-ing Tom on this, as he will be in the meeting.	我抄送汤姆, 因为他也要参加会议。
Please find attached this month's report.	请查收附件中这个月的报告。
I'm forwarding the email I received from the client.	我转发我从客户那里收到的邮件。
Please don't hesitate to contact me if you have any questions or concerns.	如果你有任何问题或者担心请尽管来联系我。
Best regards,	此致,

Select the correct words.

Please ( find / look / take ) attached the document we discussed.

I'm ( Cc-ing / attaching / forwarding ) my manager on this email.

Can you please ( forward / attach / contact ) me the email you received?

Please don't hesitate to ( contact / attach / forward ) me.

I am writing with ( regard / attach / contact ) to the new project plan.

Please find ( attached / Cc-ed / contacted ) the plans for the project.

**Truth:** find; Cc-ing; forward; contact; regard; attached

Read the text, and answer the questions.

my final report on Fountain From: [bob.barnes@bigcompany.com](mailto:bob.barnes@bigcompany.com) To: [charles.adams@bigcompany.com](mailto:charles.adams@bigcompany.com) Cc: [sheila.reynolds@bigcompany.com](mailto:sheila.reynolds@bigcompany.com) Hi, Chuck. I am writing with regard to the proposed deal with Fountain. Please find attached my final report. I've also attached a separate document with a more detailed financial analysis. Plus, I've already forwarded you the latest proposal from Fountain. I think that's all you need for now. I'm Cc-ing Sheila, as she will need to see any comments you have. Please don't hesitate to contact me if you have any questions or concerns. Best regards, Bob

Read the email again.

Move the text to the correct gaps.

Subject: my final report on Fountain

To: [charles.adams@bigcompany.com](mailto:charles.adams@bigcompany.com)

Cc: [sheila.reynolds@bigcompany.com](mailto:sheila.reynolds@bigcompany.com)

From: [bob.barnes@bigcompany.com](mailto:bob.barnes@bigcompany.com)

Hi, Chuck.

I am writing with (regard to) the proposed deal with Fountain. Please (find) attached my final report. I've also attached a separate document with a more detailed financial analysis. Plus, I've already (forwarded) you the latest proposal from Fountain. I think that's all you need for now.

I'm (Cc-ing) Sheila, as she will need to see any comments you have.  
Please don't (hesitate) to contact me if you have any questions or concerns.  
(Best) regards,  
Bob

Read the text, and answer the questions.

writing effective emails

From: [kelly.bright@technoright.com](mailto:kelly.bright@technoright.com) To: [chris.bosno@technoright.com](mailto:chris.bosno@technoright.com) Hey, Chris. We just had a great training session at work on writing effective emails, and I thought I'd share some of it with you. You're always saying you need help. First, make a list using bullet points, like this: \* Subject lines should be clear and concise. \* Be very careful choosing 'Reply' or 'Reply All.' \* Understand the difference between Cc and Bcc, and maybe mention in the email, 'I'm Cc-ing ...' \* Check any attachments before you hit 'Send,' and a good expression to use is 'Please find attached ...' \* Some other great expressions are 'I'm forwarding ...' and 'Please don't hesitate to contact me.' \* Be polite. Avoid too much humor or sarcasm. This can easily be misunderstood. \* And remember, emoticons are only appropriate for informal emails. You love to use them, maybe too much!;-) Hope this helps! Kelly

Read the email again.

Move the text to the correct gaps.

Hey, Chris.  
We just had a great training session at work on writing effective emails, and I thought I'd share some of it with you. You're always saying you need help.

First, make a list using (bullet points) , like this:

- Subject lines should be clear and concise.
- Be very careful choosing 'Reply' or 'Reply All.'
- Understand the difference between Cc and Bcc, and maybe mention in the email, 'I'm (Cc-ing) ...'
- Check any attachments before you hit 'Send,' and a good expression to use is 'Please (find) attached ...'
- Some other great expressions are 'I'm forwarding ...' and 'Please don't hesitate to (contact) me.'
- Use bullet points. They make lists easier to read.
- Be polite. Avoid too much humor or sarcasm. This can easily be (misunderstood) .
- And remember, (emoticons) are only appropriate for informal emails. You love to use them, maybe too much!

Hope this helps!

Kelly

Your friend Kim needs help with emails. Read the beginning of the email. Then, make a list of tips for writing effective emails.

We take your privacy seriously. Please don't share any personal information (race, religion, health status, etc.) about yourself.

Type in the input box. Write 70-90 words.

### Example:

Dear Kim:

Here are some tips for writing effective emails:

- Use bullet points.
- Make subject lines clear and concise.
- Check any attachments before you hit 'Send.' A good expression to use is 'Please find attached ...'
- Use the expressions 'I'm forwarding ...' and 'Please don't hesitate to contact me.'
- Be polite. Avoid too much humor or sarcasm. This can easily be misunderstood.
- Be very careful with emoticons. They aren't appropriate for formal emails.

I hope that this helps!

EF Student

## Communicating across cultures

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Let's learn some language for cross-cultural communication.

跨文化交流	
理解跨文化交流对于任何一个在多元化的群体或在不同的文化背景下工作的人来说是非常重要的。	
Cultural sensitivity is important any time you're operating in a different culture.	任何时候当你在一个不同的文化中运营时文化敏感度是很重要的。
In some cultures, it's considered rude to maintain eye contact.	在一些文化中，保持眼神交流被认为是粗鲁的。
People from that culture tend to gesture a lot with their hands.	那个文化中的人们往往用很多手势。
My host told me that pointing with my finger was rather impolite.	招待我的主人告诉我用我的手指指点点是相当不礼貌的。
She was completely comfortable with the silence, but I wasn't.	她对沉默完全没有问题，但是我不行。
Indirect communication can be difficult to understand.	间接沟通可能很难理解。

解释文化倾向	
当谈论一个民族或者文化时，你可以使用像这样的短语使你说出的话不太直接。	
We tend to avoid conflict in my culture.	在我的文化中我们往往避免冲突。
We have a tendency to think first and talk later.	我们有先想后说的倾向。
People here have a way of speaking with their hands.	这里的人们有一种用手说话的方式。
Some people are apt to be offended by that.	那容易冒犯一些人。

Select the correct words.

We have a ( tendency / trend / tend ) to avoid conflict.

He is ( apt / tend / way ) to get upset if people are too critical.

She has a ( way / apt / tend ) of speaking with her hands.

He ( tends / conflicts / thinks ) to be quite direct.

**Truth:** tendency; apt; way; tends Read Alice's blog post, and answer the questions.

Alice's Blog I work for a global company. I've been lucky enough to travel around the world and do business with many different people in many different countries. What I've learned is that understanding cross-cultural differences is critical for successful communication. For example, people from my culture are apt to maintain eye contact in a conversation. In some countries I've visited, however, maintaining eye contact can be considered rather rude or even aggressive. I also have a way of gesturing a lot – you know, like moving my hands and pointing. In one country, I learned that pointing with a finger is somewhat impolite. Oh, yeah – and I have a tendency to talk a lot and be quite direct. I also tend to be a little uncomfortable with silence. There are a lot of countries where just the opposite is true. I guess my point is that it's important to be sensitive to the culture you're working in. You don't have to be perfect, but a little understanding goes a long way! Read Alice's blog post again.

Move the text to the correct gaps.

Alice's Blog

Traveling around the world, I've learned that understanding (cross-cultural) differences is critical for successful communication.

For example, people from my culture are (apt) to maintain eye contact in a conversation. In some countries I've visited, however, maintaining eye contact can be considered rather rude or even aggressive. I also have a (way) of gesturing a lot – you know, like moving my hands and pointing. In one country, I learned that pointing with a finger is somewhat impolite. Oh, yeah – and I have a (tendency) to talk a lot and be quite direct. I also (tend to) be a little uncomfortable with silence. There are a lot of countries where just the opposite is true.

I guess my point is that it's important to (be sensitive) to the culture you're working in. You don't have to be perfect, but a little understanding goes a long way!

You're going to reply to Alice's blog post about cross-cultural communication. Give advice about your own culture.

We take your privacy seriously. Please don't share any personal information (race, religion, health status, etc.) about yourself.

Type in the input box. Write 50-75 words.

**Example:**

There are some similarities between the cultures you mentioned and mine. In my country, it is impolite to stare at someone, so you have to be careful with eye contact. We use few gestures. We don't ever point. You really have to be careful! People in my country are very comfortable with silence, especially when we're eating. It is considered very rude to talk a lot during meals.

# Negotiating a purchase

You're going to practice negotiating a purchase.

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/19/25/65/v/192565/MOB\\_12.4.4.1.1.mp4](https://cns2.ef-cdn.com/Juno/19/25/65/v/192565/MOB_12.4.4.1.1.mp4)

[HARRY] Hi, Margret.

[MARGRET] Hey, Harry. How are you?

[HARRY] Great. Thanks for waiting

[MARGRET] Not a problem.

[HARRY] Have you made a decision?

[MARGRET] Yeah. You know, I really like your ergonomic chairs, especially the Super Comfort X9 model.

[MARGRET] It's really nice.

[HARRY] That's a great choice, top-of-the-line unit.

[HARRY] It normally retails for 599 each.

[MARGRET] Yeah, you know, I noticed that, and I need a hundred and fifty of them,

[MARGRET] so I was hoping you could help me with a bulk discount here.

[HARRY] Normally ... I'm sorry, but we only give a bulk discount for 200 units or more.

[MARGRET] You know, I, I understand what you're saying there, and we've done a lot of business together.

[MARGRET] You know, we've been doing business for years, so I was hoping you could help me out here.

[HARRY] We do value your business. The best I could do is \$50 off each chair.

[MARGRET] I see. How much do you usually offer for 200 units?

[HARRY] We would normally give a hundred off, but we're already at a razor-thin margin.

[MARGRET] OK. Perhaps you'd consider 80?

[HARRY] Uhhh, what would you say to 70?

[MARGRET] I'm sorry, but that's still a little bit outside my budget.

[HARRY] The best I can do is 75 off each chair, today.

[MARGRET] Is that your final offer?

[HARRY] I'm afraid it is. I just can't go any lower.

[MARGRET] OK. You've got yourself a deal.

[HARRY] Thank you, Margret. I'll go get things ready.

ergonomic chairs      符合人体工程学的椅子  
 model      型号  
 top-of-the-line unit      顶级产品  
 It normally retails for ...      它通常零售价为...  
 bulk discount      批量折扣  
 200 units or more      200件以及更多  
 a razor-thin margin      微薄的利润  
 outside my budget      我的预算之外

谈判词汇	
这是一些当你谈判产品价格时使用的单词和短语。	
This ergonomic desk is top of the line.	这个符合人体工学原理的桌子是同类产品中的极品。
This model normally retails for \$799.	这一款通常零售价为799美元。
A bulk discount applies to orders of 100 units or more.	100台或以上的订单享受批发价。
Just so you know, we are talking with other vendors.	只想让你知道，我们在和其他厂商谈。
That price would leave me with a razor-thin margin.	这个价格会让我们的利润微薄。

Read the advertisement.

Move the text to the correct gaps.

Are you tired of that uncomfortable office chair you sit in all day? Well, we have the answer: the BodyLove chair. Our ergonomic chair is top (of the line) . This model will beat any other chair on the market. Check with other (vendors) ! We want you to compare. The BodyLove chair (normally retails) for \$399. But for a limited time, if you buy three or more (units) , we can offer you a (bulk discount) of 20 percent. That's only \$319 per chair! We are selling this fantastic chair at a (razor-thin) margin because we want our chair to love your body!

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/19/25/65/v/192565/MOB\\_12.4.4.1.1.mp4](https://cns2.ef-cdn.com/Juno/19/25/65/v/192565/MOB_12.4.4.1.1.mp4)

[HARRY] Hi, Margret.  
 [MARGRET] Hey, Harry. How are you?  
 [HARRY] Great. Thanks for waiting  
 [MARGRET] Not a problem.  
 [HARRY] Have you made a decision?



[MARGRET] Yeah. You know, I really like your ergonomic chairs, especially the Super Comfort X9 model.

[MARGRET] It's really nice.

[HARRY] That's a great choice, top-of-the-line unit.

[HARRY] It normally retails for 599 each.

[MARGRET] Yeah, you know, I noticed that, and I need a hundred and fifty of them,

[MARGRET] so I was hoping you could help me with a bulk discount here.

[HARRY] Normally ... I'm sorry, but we only give a bulk discount for 200 units or more.

[MARGRET] You know, I, I understand what you're saying there, and we've done a lot of business together.

[MARGRET] You know, we've been doing business for years, so I was hoping you could help me out here.

[HARRY] We do value your business. The best I could do is \$50 off each chair.

[MARGRET] I see. How much do you usually offer for 200 units?

[HARRY] We would normally give a hundred off, but we're already at a razor-thin margin.

[MARGRET] OK. Perhaps you'd consider 80?

[HARRY] Uhhh, what would you say to 70?

[MARGRET] I'm sorry, but that's still a little bit outside my budget.

[HARRY] The best I can do is 75 off each chair, today.

[MARGRET] Is that your final offer?

[HARRY] I'm afraid it is. I just can't go any lower.

[MARGRET] OK. You've got yourself a deal.

[HARRY] Thank you, Margret. I'll go get things ready.

I understand what you're saying. 我明白你说的。

Perhaps you'd consider ...? 或许你可以考虑...?

What would you say to ...? 你觉得...怎么样?

I'm sorry, but ... 对不起, 但是...

The best I can do is ... 我能做的最多是...

Is that your final offer? 那是你最后的报价吗?

I'm afraid it is. I just can't ... 恐怕是。我真是不能...

OK. You've got yourself a deal. 好的。你为自己获得了一笔交易。

用作谈判的表达方式	
谈判的一个重要部分是能够礼貌地拒绝一个出价，然后给出一个合理的还价。	
So, you're saying \$285 per unit?	那么，你是说一件285美元吗？
I'm sorry, but that's just too high.	对不起，但是那太高了。
Perhaps you'd consider another model.	你也许可以考虑另外一款。
Thanks, but I think we'll talk with other vendors.	谢谢，但是我想我们会和其他厂商谈谈。
What would you say to 200 per unit?	每件200你觉得怎么样？
You've got to help me out here.	你一定要帮我哦。
The best I can do is \$225.	最多225美元。
Is that your final offer?	那是你的最后出价吗？
I'm afraid it is. I just can't go any lower.	恐怕是的。我们不能再低了。
In that case, I think we have a deal.	那样的话，我想我们成交了。