

Section

8

接打电话

Answering the Phone

Useful Words

第1步 熟悉词汇

- | | |
|--|--|
| 1 cellphone ['selfəʊn] 手机 | 2 booth [bu:ð, bu:θ] 公用电话亭 |
| 3 dial ['daɪəl] 拨号 | 4 switchboard ['swɪtʃbɔ:d] 电话总机 |
| 5 message ['mesɪdʒ] 信息 | 6 receiver [rɪ'si:və(r)] 听筒 |
| 7 extension [ɪk'stenʃn] 电话分机 | 8 ringing ['rɪŋɪŋ] 铃声 |
| 9 operator ['ɒpəreɪtə(r)] 话务员 | 10 cordless ['kɔ:dləs] 无线的 |
| 11 mobile ['məʊbaɪl] 移动电话 | 12 signal ['sɪgnəl] 信号 |
| 13 recharge [,rɪ:tʃɑ:dʒ] 充值 | 14 roam [rəʊm] 漫游 |
| 15 polyphonic [ˌpɒli'fɒnɪk] 语音的 | 16 crossed [krɒst] 串线的 |

Useful Sentences

第2步 牢记句型

现学现用万能句

- ☺ May I ask who's calling? 请问你是哪位?
- ☺ May I speak to/with ...? 我能和……说话吗?
- ☺ I'd like to speak to ... Is he available? 我想找……, 他在吗?
- ☺ I'll put ... on the phone. 我叫……来接电话。
- ☺ He's on another line. Could you hold on please?
他正在通话中, 你稍等一会儿好吗?
- ☺ Thank you for calling ... My name is... How can I help you?
欢迎致电……我是……我能帮你什么吗?
- ☺ Could you possibly have ... return my call, please?
您能叫……给我回个电话吗?

Chapter 1 日常交际生活

1 May I ask who's calling? 请问你是哪位?

- May I ask who this is? 请问你是谁?
 - This is John speaking. 我是约翰。
-

2 May I speak with Daniel? 我能和丹尼尔说话吗?

- I'd like to speak to Daniel. Is he available? 我想找丹尼尔, 他在吗?

✧ available [ə'veeɪləbl] *adj.* (指人) 可会见的

3 I'll put her on the phone. 我叫她来接电话。

✧ put sb. on the phone 叫某人接电话

4 He's on another line. Could you hold on please?

他正在通话中, 你稍等一会儿好吗?

- Would you like to hold on? 你等会儿行吗?
- Would you like to stay on the line? 你等会儿好吗?

✧ hold on 等一会儿

5 I'm sorry for calling you this late. 真对不起, 这么晚了还给您打电话。

- I'm sorry for calling you at this moment. 真对不起, 这时候给您打电话。
-

6 He's been expecting your call. 他一直在等你的电话。

- You're wanted on the phone. 有电话找你。
-

7 May I take a message? 要我捎个口信吗?

- I'll call back later. 我过会儿再打吧。
 - Could you possibly have him return my call, please?
您能叫他给我回个电话吗?
-

8 What're you doing? The line's always busy.

你在干什么呀? 电话总是占线。

- The lines must be crossed. 肯定是串线了。
-

9 Sorry, you've dialed the wrong number. 对不起, 你拨错号码了。

- Do you mind if I use your phone? 我能借用一下您的电话吗?

10 I'd better get off the phone. 我得挂电话了。

- She hung up before I finished. 我还没说完呢，她就把电话挂了。

✧ get off the phone 挂电话

hang up 挂断电话



Useful Conversations

第 3 步 模仿对话



1. 致电牙科诊所 A Call to the Dental Clinic

Claire: Good afternoon. Thank you for calling Evergreen Dental Clinic.
My name is Claire. How can I help you?

Justin: Yes, I need to make an appointment for Thursday.

Claire: Certainly. Which dentist do you usually see?

Justin: What? I can't hear you.

Claire: Which dentist would you like to make an appointment with?

Justin: I'm going to hang up and call right back.

Claire: OK.

克莱尔：下午好。欢迎致电常绿树牙科诊所。我是克莱尔。我能帮你什么吗？

贾斯丁：是的。我需要预约周四的号。

克莱尔：当然可以。你通常看哪位牙科医生？

贾斯丁：什么？我听不清楚你说话。

克莱尔：你想预约哪位牙科医生？

贾斯丁：我还是先把电话挂了，马上给你打过来吧。

克莱尔：好的。

✧ make an appointment 预约，约会

✧ dentist ['dentist] *n.* 牙科医生



2. 信号不好 A Bad Connection

Daniel: Hello, this is Daniel speaking. May I know who's that speaking?

Betty: It's Betty. May I speak to Mark?

Daniel: Would you speak up a little? I can barely hear you.

Betty: Sorry, there's a bad connection. It's Betty here. I'd like to speak to Mark.

Daniel: Hi Betty, let me transfer your call...Sorry, he's on another line. Could you hold on please?

Betty: Sure, thanks.

Daniel: You're welcome.

(One minute later...)

Betty: Hello, are you still there?

Daniel: Yes.

Betty: I have to go off now. Could you possibly have him return my call, please?

Daniel: Sure. May I have your number please?

Betty: He has my number but I'll give it to you just in case. It's 3325740.

Daniel: OK. I'll have Mark get back to you as soon as possible.

Betty: Thank you.

Daniel: My pleasure. Goodbye.

丹尼尔: 您好, 我是丹尼尔。请问您是哪位?

贝蒂: 我是贝蒂。我能找马克说话吗?

丹尼尔: 您能说大声一点儿吗? 我几乎听不到您说话。

贝蒂: 对不起, 我这儿信号不好。我是贝蒂, 我想找马克说话。

丹尼尔: 嗨, 贝蒂, 我给你转一下电话……不好意思, 他正在通话中, 您稍等一会儿好吗?

贝蒂: 好的, 谢谢。

丹尼尔：不客气。

(一分钟后……)

贝蒂：喂，您还在吗？

丹尼尔：在。

贝蒂：我得挂电话了，您能叫他给我回个电话吗？

丹尼尔：好的，您的号码是多少？

贝蒂：他有我的号码，但以防万一我还是给您吧，号码是 3325740。

丹尼尔：好的。我会让马克尽快给您回电话。

贝蒂：谢谢你。

丹尼尔：不客气，再见。

◇ speak up 大声讲

barely ['beəli] *adv.* 几乎不

◇ connection [kə'nekʃn] *n.* 连接

transfer [træns'fɜ:(r)] *v.* 转接



Useful Paragraph

第 4 步 诵读短篇

It was the best of times, it was the worst of times; it was the age of wisdom, it was the age of foolishness; it was the epoch of belief, it was the epoch of incredulity; it was the season of light, it was the season of darkness; it was the spring of hope, it was the winter of despair; we had everything before us, we had nothing before us; we were all going direct to Heaven, we were all going direct the other way.

这是一个最好的时代，也是一个最坏的时代；这是明智的年代，也是愚昧的年代；这是信任的纪元，也是怀疑的纪元；这是光明的季节，也是黑暗的季节；这是希望的春日，也是失望的冬日；我们面前应有尽有，我们面前一无所有；我们都将直上天堂，我们都将直下地狱。

◇ foolishness ['fu:liʃnəs] *n.* 愚蠢

epoch ['i:pək] *n.* 时期，时代

◇ incredulity [ˌɪnkɹə'dju:ləti] *n.* 不轻信

despair [dɪ'speə(r)] *n.* 绝望

Cultural Background

第5步 了解文化

接打电话的礼仪很重要。尤其是接电话常常要遵循以下原则：

1. “铃声不过三”原则，也就是在电话铃声响起三声内要立即接电话，如因客观原因，如电话机不在身边，或一时走不开，不能及时接听，就应该在拿起话筒后先向对方表示自己的歉意并做出适当的解释。如在家里接听电话，尽管没有必要像在单位里那样及时，但尽快去接听是对对方的尊重，也是一个人的基本礼貌。

2. 规范的问候语，在工作场合，接听电话时，首先应问候，然后自报家门。对外接待应报出单位名称，若接内线电话应报出部门名称。

3. 要找的人不在或不能接听电话时的处理，这里，特别要注意的是，在询问对方姓名前，先告知他要找的人不在。

4. 学会记录并引用对方的名字，在办公室工作的人员，应该有意地训练自己的听辨能力。假如对方是老顾客，经常打电话来，一开口就能听出他或她的声音。

5. 接到错误的电话也应该礼貌应对，保持良好的接听态度。

6. 应在对方挂电话后再挂电话，当对方向你说“再见”时，别忘了你也应该说“再见”，并等对方挂了以后再挂电话，最好不要一听到对方说“再见”就马上挂电话，尤其不能在对方一讲完话，还没来得及说“再见”就把电话挂了。注意挂电话时应小心轻放，别让对方听到很响的搁机声。