

超實用！職場英語聽說讀寫實戰教學

【數位學習版】

內附 CD-ROM 具備重功能：


1. 電腦互動光碟

2. 課文朗讀 MP3

上班族不能不會的

# E-mail 電話英語

E-mail and Telephone Tips for Daily Life and Work

不囉唆，上班族英語 學用得到的就好   
發 e-mail、打電話最實用，靠英語拼加薪

So easy

**4步驟  
學到好**

**Step1** 單字片語

**Step2** 重要句型

**Step3** E-mail 範例

**Step4** 電話英語範例

全國上班族最常用到英語的4大情境 從情境中學，最容易懂

**人際關係** · **商務往來** · **貿易活動** · **售後處理**

· 需要用英語時你還在躲嗎？

本書幫你掌握英語優勢，用英語完成工作不用再求人。

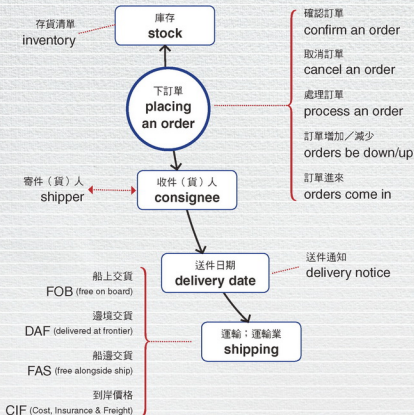
· 課程內容最豐富，「單字、片語、句型、會話」4合一，一次學全。

· 面對客戶、國際業務，英語好才會被重用，  
你需要立刻加強英語能力。

**LiveABC**

英語數位學習第一品牌

## I. 下訂單一定要會的單字片語



## II. 下訂單一定要會的句型

### 句型1 說明商品型號、規格

**I'd like to place an order for + sth (型號、規格等)**

- 例 I'd like to place an order for a number of your V-5A speakers.  
我想要訂購一些你們 V-5A 型的喇叭。

### 句型2 說明首次訂購數量

**We'd like to start with + sth (數量)**

- 例 We'd like to start with an initial order of a thousand units.  
首筆訂單我們想訂購一千組。

### 句型3 詢問價格

**Would it be possible for you to lower the price if we ordered + sth (數量)?**

- 例 Would it be possible for you to lower the price if we ordered a thousand speakers?  
如果我們訂一千個喇叭，你們有沒有可能把價格降低一點？

### 句型4 送件日期

**When is the earliest we can expect to receive + sth (訂單)?**

- 例 When is the earliest we can expect to receive this order?  
我們最快何時可拿到這批貨呢？

### Ⅲ. 如何用 e-mail 下訂單

Date: July, 28, 2011

To: Adam Horowitz

From: MichaelDiamond@apcs.com

Subject: Ordering Grrr-eat Unbreakable Chew Toys

Dear Mr. Horowitz,

Following our phone conversation yesterday, I would like to place an order for your Grrr-eat Unbreakable Chew Toys. I understand that the price for this product is \$5.00 per unit.

However, since I intend to start with an order of 1000 units, would it be possible to lower the price? Please also let me know when would be the earliest I could expect to receive the products.

Thank you for attention.

Regards,

Michael Diamond

Ace Pet Care Supplies

提出商品規格、需求

說明訂購數量

詢問價格

送件日期

Grammar Tips

I will be out of the office on holiday / on a business trip / for personal reasons from November 7 to November soon as I from November 7 to November soon as I

中文翻譯

二〇一一年七月二十八日  
亞當·荷洛維茲  
MichaelDiamond@apcs.com  
訂購超棒堅不可摧咀嚼玩具

親愛的荷洛維茲先生：

繼續我們昨天在電話裡談論的話題，我想要訂購你們的超棒堅不可摧咀嚼玩具。我了解這商品每組價格為五塊美金。但是，因為我首批想要訂購一千組，有可能降低價格嗎？請讓我知道最早什麼後可以收到商品。

多謝關照。

謹上  
邁可·戴蒙  
首席寵物護理用品

如果你的業務聯絡窗口將私人聯絡電話留給你，並且告訴你可以在任何時候打電話給他／她談論公事，這就表示即使他／她現在正在度假或是有其他私人行程，你都可以跟他／她聯絡。

如果你沒有這個人的私人聯絡方式，那麼你最好閱讀他／她離開辦公室後留下的電子郵件訊息，按照裡面的指示來處理業務。

下面為離開辦公室後留下的電子郵件訊息範例：

I will be out of the office on holiday / on a business trip / for personal reasons from November 7 to November 14. I will review your message as soon as I get back on November 15. If you need assistance, please contact Joan Harbinger at [e-mail address] or call her at [phone number]. Thank you for your understanding.

## IV. 如何用 E-mail 回覆信

Date: May 29, 2011  
To: Michael Diamond  
From: AdamHorowitz@petplus.com  
Subject: Re: Ordering Grrr-eat Unbreakable Chew Toys

Dear Mr. Diamond,

Thank you for expressing your interest in Pet Plus's products. We would be happy to offer you a 10% discount off the listed price for an order of 1000 units of our Grrr-eat Unbreakable<sup>1</sup>

Chew Toys. Unfortunately, this item is currently out of stock.

We should, however, have it back in stock within three weeks. Our estimated shipping time is 2-4 weeks.

If you would like to pre-order this product, please do not hesitate to contact me and I would be happy to assist you. My telephone number is: 123-445-5678

Regards,

Adam Horowitz

Pet Plus

## 上班族加油站

打九折的英文

<input checked="" type="checkbox"/>	不是 90% discount
<input type="checkbox"/>	而是 10% discount

表示折扣掉百分之十的價錢。  
你也可以說成 10% off。

你也可以多學  
一些好用句  
囉！

Try it!

## 換你試試看!

1. 我想要訂購你們十六盎司的木柄鐵鎚。

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2. 我們首批想要訂購一百件。

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3. 如果我們訂購一百五十件的話，你可以降低價格嗎？

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4. 大概什麼時候會收到這批貨？

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### Vocabulary & Phrases

1. kid [kɪd] *n.* 小孩
2. grown-up [ˈɡrɒn ʌp] *n.* 成年人
3. grown-up [ˈɡrɒn ʌp] *n.* 成年人

### 中文翻譯

二〇一一年七月二十八日

亞當·荷洛維茲

MichaelDiamond@apcs.com

回覆：訂購超棒堅不可摧咀嚼玩具

親愛的戴蒙先生：

感謝您對寵愛寵物的產品表示興趣。關於一千件超棒堅不可摧咀嚼玩具的訂購，我們很樂意提供您標價再九折的優惠。不幸的是，這件商品目前缺貨中。我們將會在三個星期內補貨。我們預估的運送時間是二至四個星期。

如果您想要預訂此商品，請不要遲疑馬上與我連繫，我將很樂意為您服務。我的電話是 123-445-5678。

亞當·荷洛維茲

寵愛寵物

謹上

## V. 電話下訂單一定要會這樣說

MP3 TRACK 000

### 商品規格、需求

**A** Which model did you want to order?

你們要訂哪一型？

**B** I'd like to place an order for your V-5A speakers, please.

我想要訂購你們的 V-5A 型喇叭。

### 訂購數量

**A** How many pieces are you looking at?

你們打算訂多少件？

**B** We'd like to start with / We were thinking about an initial order of a thousand units.

首筆訂單我們想訂購一千組。

上班族  
小叮嚀

英文單位的說法除了 pieces/pcs、unit 之外還包括：  
bottle (瓶)、case (箱；盒)、drum (桶)、lot (批) 等。

### 詢問庫存

**A** That's quite a few.

那數目還不少。

**B** Do you have that amount available for immediate shipment?

你們有足夠的庫存可以馬上出貨嗎？



## VI. 如何用電話下訂單

DIY 居家維修店買方代表諾拉致電給客戶克萊夫，準備下訂單。



LISTENING 請聽 MP3 TRACK 000



SPEAKING 請跟著 MP3 唸唸看



提出商品  
規格、需求

Nora: Clive? I'm glad I managed to catch you at your desk.

Clive: Hello, Nora. I was just going to call you about our new line of LED light bulbs.

Nora: Believe it or not, that's exactly why I'm calling. I'd like to place an order for those bulbs.

Clive: Great to hear it. What quantity are we looking at here?

說明  
訂購數量

Nora: We'd like to start with an order of a thousand cases. If they sell well, we'll increase this number down the line.

Clive: Understood. And we may be able to swing a discount for you if that happens.

詢問價格

Nora: When do you think we can receive this order?

Clive: I can get these out the door to you today, so within a week.

Nora: Perfect. We've got high hopes for these LED lights of yours, Clive.

Clive: hey won't let you down, Nora.



克萊夫嗎？真高興我總算找到你了。

嗨，諾拉。我才正要打電話跟你說我們新的 LED 燈泡系列。

不蓋你，這正是我打電話來的原因。我想訂購那些燈泡。

很高興聽你這麼說。我們這裡討論的訂購量是多少呢？

首筆訂單我們想訂購一千盒。如果銷路不錯，未來我們會增加數量。

了解。如果訂單增加的話，未來我們有可能幫你爭取到折扣。

我們最快何時可拿到這批貨呢？

我今天可將貨送出去，所以是一個星期以內。

太棒了。我們對你們公司的 LED 燈泡寄予厚望囉，克萊夫。

商品保證你滿意，諾拉。

## Try it! 換你試試看!

**WRITING** 請依提示寫出完整句子 ☐

**LISTENING** 請聽 MP3 TRACK 000 ☐

**SPEAKING** 請跟著 MP3 唸唸看 ☐

1. **A** Which model did you want to order?

**B** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
( A-51 office chairs )

2. **A** How many pieces are you looking at?

**B** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(place an order / 30 office chairs)

3. **A** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(discount / fifty units)

**B** Unfortunately, our discounted prices start at a minimum order of 100 units.

4. **A** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(tell / earliest / delivery date)

**B** We'll be able to deliver it in two weeks.