



和全球做生意 商場&辦公室 必備英語會話

An Efficient Guide to Learning Business English

34 個商務辦公主題 90 段實戰情境會話

350⁺個主題實用例句

逐步強化你的職場英語能力

會議溝通現場

跨部協調、簡報圖表、跨國視訊

議價協商現場

漂亮議價、商談合約、洽談授權

出差商展現場

行程規畫、接待客戶、商展貿易

辦公作業現場

面試求職、進度確認、意見處理



會議英語關鍵話術

開會好用句



會議目標

- The purpose of this meeting is to discuss our expansion strategies.
此會議的目的是要討論我們的拓展策略。
- We're here today to talk about the acquisition deal with Taos Corp.
我們今天在此是要討論陶氏企業的收購案。

表達意見

- I'd like your input on the proposed merger.
我想聽聽你對合併提案的看法。
- I hold the view you must take action on this project.
我認為你必須對此企畫案採取行動。

說明論點

- The point I'm trying to make is that it's always nice to get multiple bids for a project.
我試著要表達的點是案子有多家廠商投標總是好事。
- When I said we must build a long-term goal, I meant we should redefine our core business.
當我說我們必須建立長期目標，我意思是我們應該重新定義我們的核心業務。



插話

- I have a point to add here.
這裡我有一點要說明。
- I don't mean to butt in,
but we need to find out
what went wrong.
我不是故意要插嘴，但我們得找出
哪個環節出錯了。

不贊同

- I have a different opinion on
the Jensen account.
我對於詹森客戶一案有不同的意見。
- I hear what you're saying,
but we need to consider
the possibility of last-minute
changes.
我明白你說的，但我們得考慮最後
一刻變化的可能性。

**總結**

- Let me quickly go over today's main points.
我迅速帶過今天所討論的要點吧。
- If there are no other comments, we'll wrap this meeting up.
如果沒有其他意見，我們就結束這次的會議吧。

Getting the Ball Rolling

啟動會議



PLAY ALL • TRACK 01

天際電腦公司的總經理泰德召集下屬麥可、凱莉及莎莉開會討論供應商的最新舉動。

T = Ted M = Mike K = Kelly S = Sally

T: Is everyone here? OK, let's get started. The purpose of this meeting is to discuss our options concerning the latest move by one of our suppliers, East-Tech. East-Tech has decided to compete directly against us in our own markets, using technology we invented.

大家都到了嗎？好，我們開始吧。此會議的目的是要討論關於供應商之一，東方科技的最新舉動，我們有何選擇。東方科技已決定利用我們所發明的技術，在我們的市場與我們正面交鋒。

M: As senior legal counsel,¹ I hold the view you must take action fast on this.

身為資深法律顧問，我認為你們必須迅速對此採取行動。

K: I agree. As far as I'm concerned, we need to drop² them as our supplier as soon as possible — the sooner the better. We need to let them know we mean business.

我贊成。就我來看，我們得盡快終止其供應商的身分，越快越好。我們得讓他們知道我們是認真的。

S : I don't mean to **butt in**,³ but if we break our contract with East-Tech, couldn't that be viewed as a **breach**⁴ of contract? Mike, I'd like your input on that possibility.

我不是故意要插嘴，但如果我們破壞與東方科技的合約，那不會被視為違約嗎？麥可，我想聽聽你對這個可能性的看法。

M : You're quite right, Sally. If you simply broke the contract, East-Tech would have **grounds**⁵ for legal action. When I said you must act quickly, I meant you should sue for patent **infringement**.⁶

莎莉，你說得對。單單只是毀約的話，東方科技就有理由採取法律行動。當我說你們必須即刻反應，我意思是你們應該以專利侵權的理由來提告。



Vocabulary

1. **counsel** [kaunsəl]

n. 法律顧問、律師

2. **drop** [drɒp] *v.* 停止；放棄

3. **butt in** [bʌt] *v.* 插嘴；插手

4. **breach** [briːtʃ] *n.* 違反

5. **ground** [graʊnd] *n.* 理由

6. **infringement** [ɪn'frɪndʒmənt]

n. 專利侵權

Language Spotlight

mean business 當真的；認真的

非正式用法，形容決心要在某事物上取得結果或成就。

- A series of changes the new government has made show it **means business**.

新政府一連串的變革顯示其認真的態度。

簡報圖表實用英語

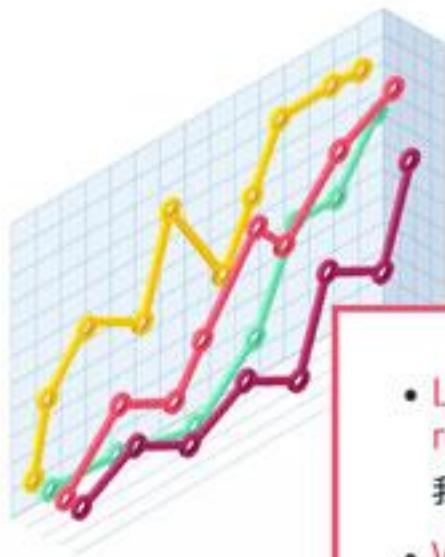
圖表介紹必備句



Pie Chart 圓餅圖

- In this pie chart, we can see our company's market share along with our competitors'.
在這張圓餅圖裡，我們能看到公司的市占率以及競爭者的部分。
- Our current share of the market is 20 percent.
我們目前的市占率是 20%。
- We have only a 10 percent sliver of the pie.
我們只占圓餅圖的 10%。





Line Graph 折線圖

- Let's start by looking at this line graph, which represents our sales figures for the first quarter.
我們從這張折線圖開始看，內容顯示公司第一季的銷售數據。
- We can clearly see that the income from advertising has fallen during the first season.
我們能清楚看到廣告收入在第一季呈現下滑。
- If you look at this line graph, you'll notice that our sales improved during this quarter.
如果你們查看這張折線圖，會發現公司的銷售在本季有所改善。
- Sales continued to rise until hitting a plateau in the last week of the month.
銷售持續攀升直到本月的最後一週趨於穩定。

Bar Chart 長條圖

- This bar chart shows our sales performance in the countries of Europe for this quarter.
這張長條圖顯示本季公司在歐洲各國的銷售表現。
- There has been an increase in all regions, compared to last year.
和去年相比，全區皆有所成長。
- Our sales were sluggish in the Southeast region.
我們在東南區的銷售疲軟。



商討業務外包

外包主題字 & 實用句

**contract out** [kən'trækt] 外包

Instead of expanding our in-house production line, we should **contract out** some of the work.

與其拓展我們的內部產線，我們應該外包一些工作出去。

subcontract (out) [sʌb'kəntrækt] 轉包

We **subcontracted** the assembling to a factory in China.
我們將組裝作業轉包給中國的一間工廠。

contractor [kən'træktə] 承包方

I'll talk with the **contractor** about increasing our order by 500 units.

我會跟承包方洽談，將我們的訂單增加五百件的量。

expertise [ɛk'spə'tɪz] 專長

They have a lot of **expertise** in producing electronics since they work for many industry leaders.

由於他們為許多業界領導者服務，他們相當專精於電子商品的生產。





efficiency [ɪ'fɪʃənsi] 效率

Efficiency was our main concern when we chose to send our manufacturing offshore.

當我們選擇將製造移往海外時，效率是我們的主要考量。

productivity [prə'dʌktɪvəti] 生產率

Outsourcing the production of these components boosted our productivity by 20 percent.

將這些零件的製造外包出去，讓我們的生產率提高了 20%。

cost-effective [kəstə'fektɪv] 具成本效益的

Getting a firm to manage our IT infrastructure would be more cost-effective than doing it in-house.

請一間公司來管理我們的資訊科技設備會比由內部管理更具成本效益。

optimize [əptə'maɪz] 優化

We should optimize our use of resources by outsourcing some of the less essential parts of our business.

我們應該外包部分較不重要的業務以優化我們的資源使用。

lead time [lɪd taɪm] 交期

By partnering with suppliers in Asia, we've been able to significantly reduce our lead time.

透過與亞洲供應商的合作，我們已能大幅縮短交期。

quote [kwot] 報價

I'll get you a quote detailing all of the production fees and labor costs associated with the job.

我會給你和這份作業相關的全數生產費用與人力成本的詳細報價。



Calling for Assistance

討論發包



PLAY ALL • TRACK 11

克莉絲汀致電伊萊莎以尋求外包協助。

K = Kristin E = Eliza

K: Hi, Eliza. This is Kristin speaking from Soniq.

嗨，伊萊莎。我是索尼克公司的克莉絲汀。

E: What can I do for you, Kristin?

克莉絲汀，有何能效勞之處？

全力以赴

源自 go full steam ahead 「全速前進」，以輪船煙氣上騰、高速行駛的意象借指「全力以赴」。

K: Our factory is operating **full steam**, but we can't keep up with orders.

我們的工廠已在全力趕工了，但我們仍無法跟上訂單需求。

E: So you need a contractor. Did you have a **volume¹** and **timeline²** in mind?

所以你們需要外包廠商。你們有想好的數量和時程了嗎？

K: A total of 5,000 **units³** for mid-April.

總共五千件，四月中交貨。