

Teamwork

—— 高效团队 ——



商务会议 Meetings

开场白

Welcome, everyone. 欢迎大家到会。

Let's get started. 我们开始吧。

备用句

If you have a mobile phone, could you please turn it off?

请关掉手机可以吗?

Ken can't come to this morning's meeting. He sends his apologies.

肯不能出席今早的会议，他表达了歉意。

介绍议程

On the agenda, you'll see there are three items. 按照议程，你们今天要讨论3件事。

There are four main points to discuss today. 今天要讨论4个问题。

The first point on our agenda today is... 今天议程的第一项是……

The background to the problem is... 问题的背景是……

备用句

We're here today to hear about plans for... 我们今天来讨论有关……的计划。

What we want to do today is to reach a decision. 我们今天要作出一项决定。

提示发言

I'd like to ask Mary to tell us about... 请玛丽给我们讲一讲……

Would you like to introduce...? 你能介绍一下……吗?

I'd like to hear from Ron. 我想听听罗恩的意见。

I believe you were going to cover the second point. 我想你会主持一下第二个议题。

商务英语·口语王

Let's move on to the next point. 现在进入下一个议题。

What's your view? 你看如何?

Does anyone have any questions? 谁有疑问?

Any comments? 有意见吗?

提问

I'd like to ask you a question. 我想问你一个问题。

May I ask you a question? 可以问一个问题吗?

So, what you're saying is... 那么, 你的意思是……

Could you be more specific? 你能说具体点儿吗?

Can you explain that in more detail? 你能解释清楚些吗?

Sorry, I'm not quite clear about what you said. 对不起, 我不太清楚你的意思。

表达观点

In my view... 我认为……

This means... 就是说……

What I mean is... 我的意思是……

So, the main point is... 刚才所说的要点是……

It's obvious that... 很显然……

备用句

It seems to me... 我是这么想的……

Is that clear now? 现在清楚了吗?

插话

Sorry to interrupt, but I think... 抱歉打断一下, 我认为……

Yes, go ahead. 哦, 请讲。

Sorry, please let me finish. 对不起, 请让我把话说完。

暂缓讨论

Can we leave this until another date? 我们另找时间讨论此事好吗?

Er, we can't talk about that now. 我们这会儿不能谈这个。

I think we need more time to consider this. 我想我们需要更多的时间来考虑此事。

体会和结束

Can we have a short break now? 现在我们休息一会儿，好吗?

I think we can close the meeting now. 我想会议可以到此结束了。

备用句

Just to summarize... 总结一下……

We'll meet again next month. 我们下个月再碰面。

情景会话

对话场景：总经理召集并主持部门会议。

句型重点：开场白，介绍议程，组织讨论，解释观点，插话等。

Director: Welcome, everyone. I'm glad you could all make it. The first point on our agenda today is introductions. As you might have noticed, we have some new faces around. Nicola, would you like to introduce the new marketing executives in your team?	主持人说明议程。提示市场部发言
Marketing Manager: Certainly, Stephanie. This is Jane Smith and she is the new marketing executive for the Primary team. And this is Martin Corner. He is the new marketing executive for the secondary team.	第一项议程：市场部介绍新人

Director: Thanks, Nicola. I hope you'll all do your best to make them feel welcome. Now, David, I believe you were going to cover the second point.	主持人总结要领, 提示下一项议程
Campaign Manager: That's right, Stephanie. The next point on our agenda today is the Sales and Marketing Conference in October. It may seem like months away, but trust me, before you know it, it will be here.	第二项议程: 广告部提议讨论一下销售和市场营销会议
Marketing Assistant: Sorry to interrupt, David, but do you have the exact date for the conference?	礼貌地插话
Campaign Manager: Yes, I do. It's scheduled for October 1st-8th.	
Marketing Assistant: Thanks, David.	
Campaign Manager: That's quite all right. What I'd like to do in today's meeting is to brainstorm ideas for our main event. We need to think of a theme, identify a presenter and also decide on some giveaways for the attendees. If you don't have any questions, let's get started.	广告部说明发言主题 进入话题

译文

总经理: 首先, 欢迎大家来参加这次会议。今天会议议程的第一项是介绍新同事。在座的各位或许已经注意到身旁有一些新面孔了。尼古拉, 你可以介绍一下新任的市场专员吗?

市场部主管: 当然可以, 斯蒂芬妮。这位是简·史密斯, 第一小组的新任市场专员。这一位是马丁·康纳, 他是第二小组的新任市场专员。

总经理: 谢谢你, 尼古拉。希望大家尽其所能, 让新同事感到宾至如归。接下来, 大卫, 我想应该是由你来主持第二项议程吧。

广告部主管: 是的, 斯蒂芬妮。今天会议议程的第二项是关于10月份的销售

和市场营销会议。10月份距现在看起来还有几个月之久，但请相信我，在大家不知不觉中，它就会近在眼前。

市场部助理：抱歉，大卫，我要打断一下，你是否知道会议的确切日期？

广告部主管：我知道，会议定于10月1日至8日举行。

市场部助理：谢谢，大卫。

广告部主管：不用谢。在今天的会上，我希望大家能为这次销售和市场营销会议的主要内容集思广益。我们需要想出一个会议主题，确定一名主持人，并且准备一些给参会者的赠品。如果大家没有任何问题的话，我们就开始吧。

Review

情景词汇

agenda 议程

background 背景

conference 会议

comment 意见

identify 确定

introduce 介绍

schedule 计划

summarize 总结

attendee 与会者

break 短暂休息

consider 考虑

cover 归纳

interrupt 打扰

obvious 显然的

specific 具体的

theme 主题

常用搭配

be clear about it 弄明白

but trust me 相信我（插入语）

explain it in more detail 解释清楚些

hear from sb 听某人的意见

make it 做到

primary team 第一组

the first point 第一项

brainstorm ideas 集思广益

exact date 确切日期

go ahead 继续

main point 要点

new face 新面孔

reach a decision 作出决定

turn it off 关（机）

指派工作 Task Assignments



指派工作

I would like you to work on an analysis. 我希望你来完成一项分析报告。

I'd like you to be in charge of this one. 这次的任务我想交给你来负责。

询问任务要求

When do you need it completed by? 您何时需要结果?

Do you have a brief for this analysis? 您对这项分析有指示吗?

说明任务要求

We need it before the next meeting, so how about by next Monday? 下次会议之前就得要。下周一怎么样?

I think this will take precedence over your other projects. 我认为这项任务理应优先于其他项目。

We'd like you to look at ten other websites. 我们希望你能查看一下 10 家其他的网站。

You should also include a summary at the end of the report. 你在报告结尾时要有所总结。

接受任务

Don't worry. I can handle it. 别担心, 我能完成。

备用句

Would you like screen shots? 您想要屏幕截图吗?

Make sure you read through the proposal. 你一定要通读这个计划书。

I will have it done by Monday. 我会在下周一前完成。

情景会话

对话场景：主管以表扬开场激励约翰，然后布置任务。约翰仔细询问任务的各项要求。
句型重点：指派工作，商议时间和工作方式。“优先”的表示法。

Manager: Thanks for sending me the update. I'm really impressed with everything that you have accomplished recently.	主管表扬下属，提高其积极性
John: Thank you.	
Manager: Since you did such a great job on analyzing the results of the marketing survey, I would like you to work on a competitor analysis for our website.	说明任务主题
John: That sounds great. When do you need it completed by?	问时间期限
Manager: We need to send it out to the team before their next meeting, so how about by next Monday?	
John: I've got a lot on my plate at the moment, but if this is urgent, I will prioritize this and have it done by Monday.	表示将优先处理此项工作
Manager: That's great. I think this will take precedence over your other projects.	强调重要性
John: OK. Do you have a brief for this analysis?	询问具体要求
Manager: Yes. We'd like you to look at ten other websites for content, design, target audience, navigation, available subscriptions and subscription prices.	
John: Would you like screen shots?	提交方式

Manager: Yes, that's a good idea. You should also include a summary at the end of the report, recommending areas that you think we should replicate on our new website.

提示其他事项

译文

主管：谢谢你给我送来最新的工作进展报告。对于你近期取得的成绩我感到非常满意。

约翰：谢谢。

主管：既然你对市场调查结果分析得这么好，那我希望你能对我们的网站竞争对手也进行一次分析。

约翰：这个主意不错。那您何时需要分析结果？

主管：在营销团队召开下次会议之前，我们就得把分析结果交给他们。那么日期定在下周一怎么样？

约翰：现在我手头有成堆的工作，但如果这项任务很紧急，我会优先考虑并在下周一前完成。

主管：那就太好了。我认为这项任务理应优先于其他项目。

约翰：好吧。那您对这项分析任务有指示吗？

主管：有。我们希望你针对10家其他的网站，在内容、设计、目标读者、网页导航、订阅渠道及订阅价格方面，进行一次分析。

约翰：那您要屏幕截图吗？

主管：可以，这个主意不错。还有，你在报告结尾时要有所总结，并在我们需要取长补短的地方给予建议。

Review

情景词汇

accomplish 完成

analysis 分析结果，分析报告

brief 任务简介, 指示
navigation 导航
proposal 计划书, 提案
replicate 复制, 照搬
summary 总结

finalized 定稿, 完成
prioritize 优先做
recommend 推荐
subscription 订阅
update 工作进展报告

常用搭配

be impressed with... 对……非常满意
competitor analysis 竞争对手分析
have a lot on my plate 手头有大堆工作
marketing survey 市场调查
screen shot 屏幕截图
target audience 目标读者

be in charge of 负责
discuss it in detail 详细讨论
have it done by... 在……前完成
read through 通读
take precedence over... 优先于……

执行紧急任务 Rush Jobs



说明紧迫性

We've had a last-minute order in today. 今天我们刚刚接到了一份订单。
The deadline was May 15th. 最后期限是5月15号。
We're on a pretty tight schedule. 我们的时间很紧。

询问具体要求

When are they due? 他们什么时候要?
What is the order? 订单内容是什么?
Have they been designed yet? 设计方案已经定下来了吗?

工作安排

We'll all need to drop whatever we're doing to work on this. 我们必须放下手头的工作来完成这项任务。

商务英语·口语王

You may need to put in some extra hours. 你们可能得加班。

Come prepared to discuss it in detail. 准备好参与详细讨论。

备用句

We don't have much lead-time. 我们没有太多的筹备时间。

It will be finalized in a meeting this afternoon. 今天下午开会最后定稿。

We should be able to finish it just on time. 我们应该能够按时完工。

Will we be paid over-time? 有加班费吗?

You can take time off in lieu. 你们可以休假作为补偿。

情景对话



对话场景：主管及其助理向员工布置一项紧急任务，员工询问具体的工作安排，以及加班等事宜。

句型重点：描述任务，说明时间的紧迫性和任务的重要性。加班的表示法。

Manager: Thanks for coming to this meeting. I know it's a bit last minute. Sarah, would you like to explain what we'll be working on for the next few days?	主管首先预热
Assistant Manager: Sure. We've had a last-minute order in today. It's a big order and we don't have much lead-time, so we'll all need to drop whatever we're doing to work on this.	交代任务：既重要又紧急
Manager: Thanks Sarah. Does anyone have any questions?	
Mark: What is the order?	什么任务?
Manager: Wedding invitations for 1,000 people.	
Mark: And when are they due?	何时完成?

Manager: Friday. That gives us two days to complete them.	
Ed: Have they been designed yet?	都设计好了吗?
Manager: No, but the client has agreed to come in after lunch this afternoon to agree on a design.	
Jenny: Will we need to work after hours?	要加班吗?
Manager: More than likely, yes. We'll try to avoid that, but some of the teams may need to put in some extra hours.	委婉地表示要加班
Jenny: Will we be paid over-time?	
Manager: Unfortunately, you will not receive extra pay for extra hours on this project, but keep track of your hours and you can take time off in lieu.	抱歉没有加班费

译文

主管：谢谢大家赶来参加这个会议，我知道现在已经快下班了。莎拉，你能给大家介绍一下我们未来几天的工作任务吗？

主管助理：当然。今天我们刚刚接到一个订单。这是个大订单，但我们没有太多的筹备时间，因此我们必须放下手头的工作来完成这项任务。

主管：谢谢莎拉。大家有什么问题吗？

马克：订单的内容是什么？

主管：1,000份婚礼邀请函。

马克：他们什么时候要？

主管：本周五。因此我们只有2天的时间。

埃德：邀请函已经设计好了吗？

主管：还没有，但客户已经同意今天下午午餐后来公司确定方案。

商务英语·口语王

珍妮：我们需要加班吗？

主管：可能会。我们会尽力避免这种情况，但某些组可能需要额外工作一些时间。

珍妮：那我们会有加班费吗？

主管：很不幸，大家不能从这次任务中得到加班费，但请记住自己的加班小时数，可以依此来换取休假时间。

Review

情景词汇

avoid 避免

due 预期的

lieu 替代

unfortunately 不幸地

drop 放下

invitation 邀请函

likely 可能的

常用搭配

a big order 大订单

a pretty tight schedule 非常紧张的日程

be paid over-time 被付给加班费

in lieu 替代

lead-time 生产时间

receive extra pay 领取加班费

wedding invitation 婚礼邀请函

work on... 做……工作

a last-minute order 紧急订单

agree on a design 就方案达成一致

extra hours 加班时间

keep track of... 记录下……

more than likely 很有可能

take time off 休假

work after hours 加班

安排项目计划 Scheduling a Project

完成期限

The new launch date will be February 25th. 新的发布日期定于 2 月 25 日。
In the contract, it says that all the work has to be done by April 30th. 合同里写的是 4 月 30 日前要完成所有的工作。

项目进程

This work will commence during the beginning of October. 这项工作将在 10 月初开始。
They can complete the production process within one month. 他们可以在一个月内完成生产。
It will now have to be ready by the end of the year. 今年年底前就得做好准备。

项目计划

We're working with ABC company on this project. 我们在这个项目上正与 ABC 公司合作。
We need to recruit fifty experienced workers. 我们需要招聘 50 名经验丰富的工人。

问题和建议

What should we do with the proposed changes? 我们应该怎样处理提交的更改建议?
I recommend keeping those ideas in a log for later. 我提议记录保留这些想法, 以备后需。

备用句

The series should be ready to hit stores by mid-September. 这个系列9月中旬全面上市。

They will finalize the design at the end of June. 他们将在6月底完成该系列的最终设计方案。

We're going to manufacture the parts in Qingdao. 我们将在青岛生产一些部件。

Just keep me updated on this project. 这个项目有什么新进展就通知我。

Barry will help with that to make sure we get it completed in time. 为确保我们能及时完成任务，巴里会提供一些帮助。

情景对话



对话场景：总经理首先说明目标，然后说明各部门的任务。之后大家讨论项目实施计划。

句型重点：说明任务和时间，寻求建议、帮助，提意见。

Director: As you know, we've spent the last week discussing a new launch date for our product. Bob, would you like to tell everyone about the new date?	总经理说明目标
Bob: Certainly. I'm excited to tell you that the new launch date will be February 25th.	产品发布时间
Director: That obviously has implications for each team. Bob, what does that mean for the design team?	部门如何调整工作
Bob: This means that we are not going to be able to make any further changes until after the launch date.	首先，设计组
Ed: So what should we do with the proposed changes?	

Bob: Good question. I recommend keeping those ideas in a log for later.	
Ed: That sounds sensible.	
Director: What does that mean for the content team?	然后，内容组
Bob: Well, all final content will now have to be ready by the end of the year.	任务完成期限
Felix: Will we have any extra resources to help with the final content?	有资源可利用吗？
Bob: Yes, Barry in the US will help with that to make sure we get it completed in time.	
Director: If you have any further questions, feel free to come to my office at any time.	有问题随时问

译文

总经理：正如大家所知，上周我们花了一周的时间来讨论新产品发布日期。鲍勃，你来告诉大家所定的日期好吗？

鲍勃：好的。我很高兴地告诉大家，新产品的发布日期定于2月25日。

总经理：显然，这对每个团队的工作进展都会有影响。鲍勃，对设计部而言，这个日期意味着什么？

鲍勃：这意味着，在产品发布日之前，我们不会再做任何修改。

埃德：那我们应该怎样处理提交的更改意见？

鲍勃：这个问题问得好。我建议把那些想法记录下来，以备后需。

埃德：听起来很明智。

总经理：对于内容部而言，又意味着什么？

鲍勃：嗯，意味着在今年年底前就得筹备好所有的最终内容。

菲利克斯：有没有一些额外资源能帮助我们敲定最终的内容？

鲍勃：有，为确保我们能及时完成任务，在美国的巴里会提供一些帮助。

总经理：如果大家还有什么问题，欢迎随时到我办公室商讨。

Review

情景词汇

commence 开始发生；开始；着手

launch (首次)上市，发行

propose 提议，建议

resource 资源

implication 可能的影响(或作用、结果)

obviously 明显地

recommend 推荐

常用搭配

sensible 明智的；合理的

content team 内容组

extra resources 其他资源

have implications for... 牵涉到……

keep in a log 记录下来

make any further changes 做更多修改

sound sensible 听起来很合理

as you know 如你所知

design team 设计组

final content 最终确定的内容

help with sth. 帮助做(某事)

launch date 发布日期

make sure 确信

改进工作方式 Improving the Way We Work



征求建议

I thought we should probably come up with an invoicing procedure. 我认为或许我们应该提出一项开具发票的程序。

I believe there's a fairly easy way to improve the process. 我相信有比较简单的方法改进流程。

提供建议

I thought it would be a good idea to create a guidelines document. 我认为创建一个准则文件是个不错的主意。

I was thinking we'd put Clare on the case. 我想应该由克莱尔负责此事。

She could start by creating a sample invoice. 她可以先制作一个发票样本。

提出疑问

Have you done an analysis of the costs involved? 你算过需要多少成本吗?

认可建议

This will be quite important, especially as our department will be changing soon. 这将会很重要, 特别是我们部门不久就会有所调整。

It will work, for sure. 肯定会有效果的。

情景对话



对话场景: 总经理向下属征求建议。下属以礼貌的措辞, 丰富的句式提出数条。总经理给下属的意见则带有指令性意味。

句型重点: 提建议, 表示赞同, 补充提议。

Director: Looks like we've gotten through the agenda. Did you have any further points for discussion?	总经理征求下属建议
Manager: Actually, I do. Did you notice the new guidelines on invoicing that came in this morning?	以礼貌委婉的方式提建议
Director: Yes, I looked at it briefly.	
Manager: Well, after I read it I thought we should probably come up with an invoicing procedure for the department.	又一种礼貌委婉的建议方式
Director: That's a great idea.	

Manager: If it's all right with you, I was thinking we'd put Clare on the case.	继续奉行礼貌原则, 进一步建议
Director: That would be a good project for her.	
Manager: I would oversee it, of course. But I thought she could start by creating a sample invoice, taking into account the new guidelines that finance sent over.	提出具体的操作办法
Director: That makes sense.	
Manager: In addition, I thought it would be a good idea to create a guidelines document for our freelancers.	更多建议
Director: Will you also create a document for our department?	总经理的补充意见
Manager: Definitely. This will be quite important, especially as our department will be changing soon.	
Director: Excellent. I'll be looking forward to seeing it.	

译文

总经理: 看起来我们已经讨论完了议程。你还有其他问题需要讨论吗?

部门主管: 其实我还有一些想法。您是否注意到今天上午公布的新发票准则?

总经理: 是的, 我大致看了一下。

部门主管: 那么, 我读完新准则后认为我们也许应该提出一套部门开具发票的程序。

总经理: 这个主意不错。

部门主管: 如果您同意的话, 我想应该由克莱尔负责此事。

总经理: 这对她而言是个不错的项目。

部门主管: 当然, 我会监督工作进展的。但我认为克莱尔可以遵循财务处送达的新发票准则, 先制作一个发票样本。

总经理：这很有道理。

部门主管：此外，我认为给自由职业者创建一个新准则文件，是个不错的主意。

总经理：你也为我们部门创建一个文件吗？

部门主管：当然。这会很重要，特别是我们部门不久就会有所调整。

总经理：太好了。我就等着看这份文件了。

Review

情景词汇

actually 实际上，事实上

definitely 明确地，肯定地

finance 财务；财务部

guideline 准则；指南

probably 很可能地，几乎肯定地

briefly 简略地，大致地

especially 尤其，特别地

freelancer 特约人员；自由职业者

invoice 发票；开发票

常用搭配

be all right with sb. 某人认为合适

create a document for... 为……创建一个文件

invoicing procedure 开发票的程序

look forward to... 期待着……

take into account... 考虑到……

put sb. on the case 让某人做这件事

come up with 想出，提供

get through... 做完……，讨论完……

have further points for 有补充意见

look at it briefly 大致看了看

make sense 合理

the new guidelines on... 关于……的新准则

面对失误 We've Got a Small Problem



指出问题

We've got a small problem. 我们遇到点儿小麻烦。(一种委婉的说法，问题很可能不小)

商务英语·口语王

There's another problem. 还有一个问题。

The title is missing from the spine. 书脊上漏了书名。

提醒对方

I'm very worried about the bugs. 我对那些差错非常担心。

I would like to feel confident about the quality. 我希望我能对质量放心。

表示改正

Now I know what's wrong. 我现在知道错在哪儿了。

I will have all of the problems solved. 我保证解决所有问题。

I will have that changed right now. 我现在就去改过来。

I will do a final proof myself tonight. 今晚我会亲自做最后一次校对。

备用句

I will get that fixed immediately. 我这就将它更正过来。

I don't think you have anything to worry about. 我认为你没有什么好担心的。

I do have some real concerns about the rest of the book. 对于书的其余部分，我确实很担心。

情景对话



对话场景：总经理指出出版人的错误，措辞非常委婉。出版人起初低估了错误的严重性，后来终于醒悟，表示积极补救。

句型重点：指出他人错误，对批评的回应。

Director: We've got a small problem.

有点儿小麻烦

Publisher: What's that?

Director: It's the cover page of the new book. The author's name is spelled wrong.	
Publisher: Oh, no. I'll get that fixed immediately.	失误者的第一反应: 立即改正
Director: There's another problem.	但问题不止一个
Publisher: Oh? What's that?	
Director: The title is missing from the spine.	
Publisher: That's not good. I will have that changed right now. Are there any other problems?	马上就改
Director: Not that I've seen. But I do have some real concerns about the rest of the book.	总经理担心还有其他错误
Publisher: I don't think you have anything to worry about. The cover was done so quickly, I'm not surprised there are a few mistakes on it.	出版人还认为这只是个别问题
Director: That may be true, but I would like to feel confident about the quality of the book.	总经理再次提醒
Publisher: I understand. I will do a final proof myself tonight.	出版人终于醒悟
Director: That's great. I look forward to seeing the final proof.	

译文

总经理: 我们遇到点儿小麻烦。

出版人: 是什么问题?

总经理: 问题出在新书的封面上。作者的名字拼错了。

出版人: 噢, 不会吧。我这就将它更正过来。

商务英语·口语王

总经理：还有一个问题。

出版人：哦？什么问题？

总经理：书脊上漏了书名。

出版人：太糟糕了。我现在就去改过来。还有什么问题吗？

总经理：目前我还未发现其他问题。但是，对于这本书的其余部分，我确实很担心。

出版人：我认为你没有什么可担心的。封面做得太快，所以出现一些错误我并不感到惊讶。

总经理：这或许是真的，但是我希望我能对书的质量放心。

出版人：我明白了。今晚我会亲自做最后一次校对。

总经理：很好，我等着看最后的校样。

Review

情景词汇

bug 差错，漏洞

confident 自信的

fix 改正

miss 丢失

quality 质量

spine 书脊

concern 担心

cover page 封面

immediately 立即地

proof 校样

solve 解决

常用搭配

a small problem 小问题；小麻烦

be spelled wrong 拼写错了

final proof 最后的校样，清样

have some real concerns about...
确实很担心……

be done so quickly 仓促间完成

feel confident about... 对……有信心

get that fixed 改错

have that changed... 改正……

be worried about... 为……担心