

<<银行柜台英语脱口说>>

图书基本信息

书名：<<银行柜台英语脱口说>>

13位ISBN编号：9787504949387

10位ISBN编号：7504949388

出版时间：2010-1

出版时间：中国金融出版社

作者：熊莉萍，杭琛，李家文 编著

页数：199

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

<<银行柜台英语脱口说>>

前言

自2004年中国建设银行、中国银行率先引入外资、实施股份制改造、先后在海内外上市以来，中国的银行业正积极融入到全球银行业服务市场，各项业务得到快速发展。

一方面，经过五年多的业务转型，中资商业银行的服务范围不断拓展，境外机构不断增加，国际化程度年年提升；另一方面，银行柜台的一线人员为外宾提供服务及业务咨询的情况日益普遍，这一切都对每一位商业银行从业人员的英语能力提出了更高的要求。

随着中国银行业经营管理水平、金融创新能力的不断加强，银行服务早已冲破了传统的信贷、存储领域，各种服务产品与工具层出不穷，许多银行的服务干脆直接使用诸如ATM、CAI上,CENTER、CF等英文标识，银行从业人员的英语水平已成为同业间开展竞争、满足客户需求乃至实现银行自身国际化发展目标的重要工具和手段。

中国金融出版社出版的《银行柜台英语脱口说》一书是商业银行提高经营水平不可缺少的重要工具之一，不仅可以帮助读者提高金融英语会话能力，还能学习到较新的金融知识，每篇对话素材严谨、内容新颖、架构生动活泼，因为本书的编撰工作是由国内从事英语教学工作的专家和商业银行长期派驻海外的管理人员共同完成，具有较强的实用性。

本书可供银行的理财师、客户经理、产品经理、大专院校学生和对国际银行服务有所需求的企业和个人使用。

<<银行柜台英语脱口说>>

内容概要

本书的编撰工作是由国内从事英语教学工作的专家和商业银行长期派驻海外的管理人员共同完成，具有较强的实用性。本书可供银行的理财师、客户经理、产品经理、大专院校学生和对国际银行服务有所需求的企业和个人使用。

<<银行柜台英语脱口说>>

作者简介

熊莉萍，对外经济贸易大学英语学院商务英语系教师。
从事金融英语教学十余年，出版了《金融专业英语证书考试学习指导》等各种教材，发表专业论文十余篇，英语语言学研究生毕业，金融学在职硕士,MBA。

<<银行柜台英语脱口说>>

书籍目录

Part I Reception and Information 接待和问询 Dialogue 1 Greetings and Self-introduction 问候与自我介绍 Dialogue 2 Making Inquiries and Answering Questions 咨询与解答问题 Dialogue 3 Giving Suggestions and Making Explanations 建议与解释 Dialogue 4 Expressing Thanks and Making Apologies 致谢与道歉 Dialogue 5 Saying Goodbye 道别 Dialogue 6 Dealing with Complaints 投诉与安抚 Dialogue 7 Potential VIP Customer 挖掘引导优质客户 Dialogue 8 Maintaining the Relationship with VIP Customers 营销维护优质客户 Dialogue 9 Advising Customers 更正指导客户 Dialogue 10 Transfer Service 转账业务

Part II Savings and Loans 储蓄和贷款 Dialogue 1 Opening Accounts and Depositing(I) 开户(一) Dialogue 2 Opening Accounts and Depositing() 开户(二) Dialogue 3 Opening Accounts and Depositing(111) 开户(三) Dialogue 4 Opening Accounts and Depositing() 开户(四) Dialogue 5 Opening Accounts and Depositing(V) 开户(五) Dialogue 6 Withdrawing and Closing Accounts(I) 取款、销户(一) Dialogue 7 Withdrawing and Closing Accounts() 取款、销户(二) Dialogue 8 Withdrawing and Closing Accounts Oil) 取款、销户(三) Dialogue 9 Withdrawing and Closing Accounts() 取款、销户(四) Dialogue 10 Withdrawing and Closing Accounts(V) 取款、销户(五) Dialogue 11 Reporting a Lost Passbook(Certificate)(I) 挂失(一) Dialogue 12 Reporting a Lost Passbook(Certificate)() 挂失(二) Dialogue 13 Inquiry of Account Balance 查询余额 Dialogue 14 Confiscating Counterfeit Notes 没收假币

.....Part III Money Exchange and Foreign Remittances 货币兑换和国外汇款 Part IV Bank Cards , Phone-banking , E-banking and Other Services 参考书目

<<银行柜台英语脱口说>>

章节摘录

Clerk : SWIFT is the abbreviation of “ Society for Worldwide Inter-bank Financial Telecommunication ” : and it is very quick and safe for banks to remit money, make clearing and send messages through SWIFT .
Customer : Thank you for your explanation . Is it OK if I don ' t know the beneficiary's address? Clerk : If the beneficiary's account number is provided . The payment can be credited to the account . When there are mistakes on beneficiary's account number, name and other information , the beneficiary's telephone number and address can be used for inquiry and contact .
Customer : I see . Are there still restrictions on the amount of money remitted abroad from China? Clerk : Yes , there are . but it is becoming less restricted . In one day you can remit 1 0000 dollars or less in cash directly abroad , and if you remit from your account , the amount is not more than 50000 Dollars .
Customer : It sounds great . I heard that in the past time the process was very complicated , and if the remittance is above a certain amount , you had to go to the State Administration of Foreign Exchange for approval . Clerk : You are right . Well , if you want to remit now, please fill in this application form .
Customer : OK . It's done . Here you are . By the way, how much is the commission fee? Clerk : The cable charge is RMB 150 yuan , and the commission fee is from 50 yuan to 260 yuan , calculated by 0 . 1 % of the amount you remit . The commission for this remittance is 50 yuan , and the total is 200 yuan including the cable charge .

<<银行柜台英语脱口说>>

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>