

U N I T

1

Visiting an E-shop

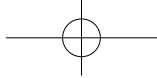
Friends and good manners will carry you where money won't go.

—Margaret Walker

Unit Objectives

- Learn how to greet your customers online
- Learn how to introduce a store
- Learn how to express thanks, apologies and refusals





Lesson 1

Greetings and Introductions

Part I Warming-up

- 1 Circle the phrases that are new to you and look them up in the dictionary. Read them aloud and write the Chinese meaning.

1) be online _____	6) browse around _____
2) get offline _____	7) leave a message _____
3) reply as soon as possible _____	8) manage the e-shop _____
4) get accustomed to _____	9) customer service _____
5) log off the computer _____	10) specific requirements _____

- 2 There are different ways to greet people in different countries. Match the pictures with the captions.



1) French people



2) Japanese



2) Thais



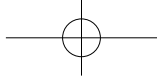
3) Maori

- A. Bow to express respect and gratitude.
B. Put the palms together in front of chests.
C. Kiss one's cheek.
D. Press the noses.

- 3 Do you know other ways to greet people? Please share them with your classmates.

Tips

- gratitude *n.* 感激, 感谢
palm *n.* 手掌
chest *n.* 胸部
cheek *n.* 脸颊



Part II Situational Dialogs

Listening

1 Listen to six short dialogs and fill in the blanks.

Dialog One

Hello, is anyone 1)_____?

Dialog Two

2)_____ to my store. Please tell me what you're interested in?

Dialog Three

Nice to meet you. Where 3)_____

Dialog Four

Sorry, my friend, I wasn't 4)_____ earlier.

Dialog Five

I'm a student 5)_____ after school, so sometimes I may be 6)_____.

Dialog Six

I have to 7)_____ my computer now. My classes start at 9:35. Bye.

Tips

Malaysia *n.* 马来西亚

wonder *v.* 想知道

2 Role-play the dialogs. If you need help, please refer to the Scripts.

Speaking

Buyer: Hello, are you online?

Seller: Yes, I'm here to help. What can I do for you?

Buyer: Do you have this overcoat in size 14?

Seller: One moment, please. Yes, it's in stock. Would you like to place an order now?

Buyer: Great! I'll buy it right away.

Seller: OK. I'll deliver the overcoat as soon as possible. It's stylish and warm. You'll love it.

Buyer: Thank you! By the way, what's the weather like today where you are?

Seller: It's warm here in Guangzhou, but it was a bit cold yesterday. It varies in spring. How's the weather by you?

Buyer: It's not that cold now, though the temperature will dip below zero in a week. I just opened my own e-shop last month because more and more people here are getting accustomed to shopping online. I'm interested in your overcoats. If they sell well, I will order more.

Seller: Thanks. I hope you will keep visiting our shop and browse. We opened the e-shop two years ago when I was a college student. I manage the shop in my spare time, with my classmates, so sometimes I may be offline. Please just contact customer service if you have any questions.

Buyer: No worries. I'll leave a message or an email if you're not available. My son is also at college, working part-time as a waiter in a restaurant, so he's quite busy even on weekends.

Tips

overcoat *n.* 外套

temperature *n.* 气温

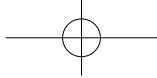
vary *v.* 变化

dip *v.* 下降

sweater *n.* 毛衣

tailor *n.* 裁缝

carpenter *n.* 木工



Seller: So are we. We manage the e-shop and take our required courses as well. I have to log off my computer now, and leave for class. Thanks for your order. Bye.

Buyer: OK. Nice talking with you. Bye.

1 Answer the following questions.

1) What does the buyer want to buy?

2) What's the weather like in Guangzhou?

3) What's the seller going to do?

2 Practice making dialogs according to the given situations, using the information in the following table.

Example:

Seller: Hi. Welcome to my store. Please browse around.

Buyer: Hi, I'd like to buy a bag.

Seller: There are many fashionable bags in my store. I'm a tailor and I make all the bags myself.

Buyer: OK. That's great.

Greeting	Items	Occupation
Welcome to...	bag	tailor
May I help...	shoes	shoemaker
What can I...	chair	carpenter
I'm glad...	sweater	designer

3 Work in pairs to role-play the dialog.

Part III Supplementary Materials

1. Are you there?/Are you online?

你在吗?/你在线吗?

2. Welcome to my shop. May I help you? What are you interested in?

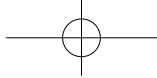
欢迎您来我的店铺。需要我帮忙吗? 您想买什么呢?

3. I was away for lunch just now.

我刚才离开吃午饭去了。

4. It's quite late here, so I have to log off my computer.

这边已经很晚了, 我要下线了。



5. I'm a student managing the e-shop in my spare time.
我是利用课余时间经营网店的学生。
6. I usually spend 4 hours online every day, from Beijing time 16:00 to 20:00, namely, from London winter time 8 to 12 o'clock.
我每天通常在线4个小时，从北京时间16点到20点，也就是英国伦敦冬令时8点到12点。
7. Please leave me a message and I'll reply to you as soon as I'm back.
请留言，我回来后我们会尽快给您回复。
8. I'm getting offline in a moment. Please contact customer service if you have any questions.
我一会儿就下线了。如果有问题，请联系客服。

Part IV More Activities

Role-play

Create a dialog with your partner according to the given situation, using the information in the box as well as the expressions in the previous model dialogs. The first three lines have been done for you.



Situation

Michelle Fang, a new store owner on AliExpress, is talking to her customer, Jack Smith, who is from America. Jack wants to buy a pair of shoes.

Jack

- Say hello to Michelle and ask if she is online.
- Tell Michelle that he wants to buy a pair of shoes.
- Send Michelle the link and ask for free shipping.
- Agree to leave a message.
- Promise to order more next time.
- Say goodbye to Michelle.

Michelle

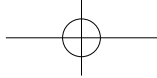
- Give Jack a warm greeting.
- Ask Jack to send her the link of the shoes.
- Ask Jack about the details of the shoes (size, color, material, etc.).
- Agree to provide free shipping and tell Jack to leave a message if she is offline.
- Hope Jack to order other items later on.
- Say goodbye to Jack.

Jack: Hello, are you online?

Michelle: Yes, what can I do for you?

Jack: I want to buy a pair of shoes.

...



Part V Vocabulary and Structure

① Match each word or phrase in the left column with its Chinese meaning in the right.

- 1) log in
- 2) item
- 3) welcome
- 4) receipt
- 5) check
- 6) specific
- 7) online
- 8) leave a message

- A. 特殊的
- B. 在线的
- C. 留言
- D. 回复
- E. 登录
- F. 核查
- G. 欢迎
- H. 产品

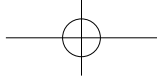
② Fill in the blanks with the words and phrases in Task 1. Change the form if necessary.

- 1) Hello, are you _____? I've been waiting for a long time.
- 2) Hello, I am not in front of the computer right now. Please just _____.
- 3) Let me _____ the stock. I'll be back in a moment.
- 4) Some customers will have _____ requirements when buying goods.
- 5) _____ to my shop. What can I do for you?
- 6) If you have any questions, please send me an email. I will _____ as soon as possible.
- 7) I forgot my password to _____ to my computer.
- 8) I will order more _____ in your shop later.

③ Complete the following dialog with the sentences in the box.

- Buyer: Hi, there.
- Auto reply: 1) _____
- Buyer: Hello, are you there?
- Seller: Yes, I'm back now. Welcome to my shop.
- Buyer: Great. Finally you're back. 2) _____
- Seller: I have been very busy. 3) _____
- What can I do for you?
- Buyer: I want to order three handbags.
- Seller: That's fine, please place the order. I hope you will continue to 4) _____



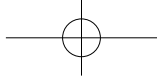


Buyer: It's a deal!

Seller: Thanks. 5) _____

Buyer: The same to you.

- A. I was away for my lunch just now.
- B. Sorry, I'm away for the moment.
- C. How's your day been?
- D. Have a nice day!
- E. order our items later on.



Lesson 2

Introduce Network Store

Part I Warming-up

- ① Circle the phrases that are new to you and look them up in the dictionary. Read them aloud and write the Chinese meaning.

1) check out _____	6) network shop address _____
2) click on the link _____	7) update the items _____
3) email address _____	8) offline store _____
4) long-term cooperation _____	9) upload the pictures _____
5) view the webpage _____	10) courier service _____

- ② Write down the Chinese name of the following websites. What do you know about these websites? Use the model below to make sentences about the websites.

Which one?

Amazon

AliExpress

Taobao

dangdang

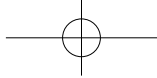
ebay

DHgate

Model

Amazon: Amazon is an American electronic commerce and cloud computing company with the headquarters in Seattle. It is the largest Internet-based retailer in the United States.

1) AliExpress: _____



- 2) dangdang: _____

- 3) Taobao: _____

- 4) DHgate: _____

- 5) ebay: _____

Part II Situational Dialogs

Listening

- ① Listen to five short dialogs and mark the product that is mentioned in each dialog with a tick (✓).

	Dialog One	Dialog Two	Dialog Three	Dialog Four	Dialog Five
Handbag					
Curtain					
Necklace					
Shoe					
Fan					

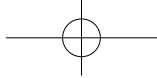
- ② Listen to the dialogs again and match the sentences with the corresponding dialogs.

Tips

receive v. 收到
 necklace n. 项链

Dialog One
 Dialog Two
 Dialog Three
 Dialog Four
 Dialog Five

A. Could you send me the screenshots of the fans?
 B. I want to buy a pair of shoes.
 C. Please send your email to this mailbox next time.
 D. I'm interested in the necklaces.
 E. You can see the newest handbags tonight.



③ Role-play the dialogs. If you need help, please refer to the Scripts.

Speaking

Buyer: Hi, are you there?

Seller: Hi, yes. I'm sorry that I was away. I just got back from the courier office. What can I do for you?

Buyer: Hello, I'm glad you are finally online. I've just sent an Excel spreadsheet to your mailbox. Please reply as soon as possible. Here's my email address, XXX8@yahoo.cn.

Seller: Thanks. I got your spreadsheet.

Buyer: I want to buy this telescope. Here's the link, <http://www.aliexpress.com/XXX.html>.

Seller: OK, that's no problem. Please place your order.

Buyer: OK. Do you have telescopes for children, too?

Seller: Yes, I have another e-shop that sells children's telescopes.

Buyer: Good. Send me the link to your website, please.

Seller: Here it is, <http://www.aliexpress.com/XXX-telescope.html>. Please copy images of the items you're interested in.

Buyer: Too bad! I don't like any of the styles you have now.

Seller: Don't worry. I update my website and upload images of new products every week. You can view them in my shop this Friday.

Buyer: OK. That's great!



① Answer the following questions.

1) Where did the seller go earlier?

2) What does the buyer want to buy?

3) When will the seller upload images of new products?

Tips

courier *n.* 快递公司

spreadsheet *n.* 电子表格

telescope *n.* 望远镜

style *n.* 款式

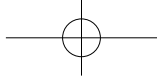
② Practice making dialogs according to the given situations, using the information in the following table.

Example:

Buyer: Hi, are you there?

Seller: Hi, I just got back from the market. What can I do for you?

Buyer: I left you a message. I want to buy this pair of gloves. Can you give me the link to your website?



Places	Activities	Items
the market	left a message	glove
my classroom	sent screenshots	scarf
the dormitory	sent the links	panty
restaurant	sent the webpage	hairpin

3 Work in pairs to role-play the dialog.

Part III Supplementary Materials

1. Can you tell me the website of your network shop?
你能告诉我你网店的地址吗?
2. I sent you an Excel spreadsheet. Please let me know when you check it out.
我给你发了一份电子表格，请查收后告诉我。
3. I can't open the webpage link. Can you send me the screenshots of the items?
我无法访问网页的连接，能否把产品的截图发给我?
4. When you have time, please visit my website, www.xxxxxx.com.
当你有时间时，请访问我的网站：www.xxxxxx.com。
5. Please send me the links to the items you're interested in.
请将你感兴趣的产品链接发给我。
6. I update my website and upload pictures of the new items every week.
我会每周都更新网页，上传新产品的图片。
7. Take your time to browse and copy the images of the items you're interested in, please.
请慢慢浏览，复制你感兴趣的物品图片。
8. I hope we can enjoy a long-term cooperation.
希望我们能建立长期的合作关系。

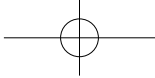
Part IV More Activities

Grammar 一般疑问句和特殊疑问句

1 Rewrite the following statements into yes-no questions.

1) It is a lovely bag.

2) He was a businessman.



3) Mary worked as a secretary in the first year after graduation.

4) He can speak English.

5) There are many kinds of shoes in my store.

6) They were good friends.

7) I update my website every day.

8) We are packing the goods.

9) He goes to the market every Sunday.

10) It is a beautiful city.

2 Complete the following sentences with the given question words (who, where, when) according to the answers.

1) _____ sent that email? → Jim sent that email.

2) _____ are you from? → I'm from Changchun.

3) _____ do you go to the post office? → I go to the post office at 16:00 every day.

4) _____ is from Italy? → John is from Italy.

5) _____ are you going? → We are going to the market.

6) _____ is Jim online? → He is online from 9:00 to 22:00.

3 Ask questions about the underlined parts.

1) I wanted to buy a pair of shoes.

2) The goods were produced in Shanghai.

3) I often buy many gifts during Christmas.

4) My email address is ywccsi@163.com.

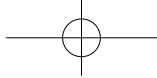
5) This is Jim's network store.

6) It always rains in England.

7) Jennifer wanted to buy a pair of earrings.

8) My full name is Jenny Black.

9) I'm in Moscow.



10) I work from 9:00 to 22:00 every day.

4 Match the questions with the proper answers.

- | | |
|---|--------------------|
| 1) What's the post code, please? | It's Russia. |
| 2) Where is your shipping destination? | Red and yellow. |
| 3) What color do people in your country usually like? | It's 01278 |
| 4) How to spell your name, please? | It is 5 dollars. |
| 5) How much is it? | L-U-C-Y B-R-O-W-N. |

Part V Vocabulary and Structure

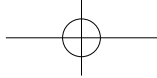
1 Match each word or phrase in the left column with its Chinese meaning in the right.

- 1) browse
2) update
3) screenshot
4) link
5) webpage
6) network store
7) offline
8) address

- A. 链接
B. 地址
C. 网店
D. 浏览
E. 网页
F. 线下的
G. 更新
H. 截图

2 Fill in the blanks with the words and phrases in Task 1. Change the form if necessary.

- 1) I clicked on the _____ but it doesn't show anything.
2) Please show me your _____, I'll search for it in the shop.
3) What do you sell in your _____?
4) I prefer to buy fruits in _____ store.
5) I _____ the items in my shop every day.
6) Can you tell me your email _____? I will send you an email later.
7) There are many new items in my store today. Take your time to _____ around, please.
8) I can't visit the website. Can you send me _____ to the items?



③ Complete the following dialog with the sentences in the box.

Seller: Hi, how's it going?

Buyer: Fine. It's just a bit cold these days.

Seller: Is it snowing today?

Buyer: Yes, it always snows in winter.

Seller: I like snow. By the way, I have some excellent snow boots in my shop.
Would you like to take a look?

Buyer: Yes, 1) _____?

Seller: Sure. The link is: <http://www.aliexpress.com32223176048.html>.

Buyer: Oh, I can't visit the link. 2) _____?

Seller: OK, here are some pictures of the boots, and if you need, 3) _____.

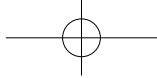
Buyer: That's great. I need to buy a pair of snow boots for my daughter. I'll check my email and
4) _____.

Seller: OK. 5) _____. If you have any questions, please don't hesitate to ask. I hope
we can enjoy a long-term cooperation.

Buyer: OK.



- A. go to search in your shop again
- B. I will send you another email with more pictures
- C. can you tell me your network shop address
- D. Take your time to browse around
- E. Can you give me the screenshots of the items



Lesson 3

Express Thanks, Apologies & Refusals

Part I Warming-up

- ① Circle the phrases that are new to you and look them up in the dictionary. Read them aloud and write the Chinese meaning.

1) be grateful for/that _____	6) account name _____
2) apologize for _____	7) forget the passwords _____
3) express refusals _____	8) internet connection _____
4) appreciate one's help _____	9) a price list _____
5) be helpful to _____	10) network service _____

- ② What are usual ways to express thanks, apologies and refusals?

I will say:

- 1) Thank you.
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____



Part II Situational Dialogs

Listening

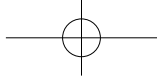
- ① Listen to five short dialogs and answer the questions.

Dialog One

- 1) What has the man sent? _____

Tips

immediately *adv.* 立即
mention *v.* 提到



Dialog Two

2) What is the man looking for online? _____

Dialog Three

3) What products are mentioned in the dialog? _____

Dialog Four

4) What will the man do before he places the order? _____

Dialog Five

5) Where will the woman go? _____

2 Listen to the dialogs again, and match the sentences with the corresponding dialogs.

Dialog One

Dialog Two

Dialog Three

Dialog Four

Dialog Five

A. I'm sad to say that I have to refuse your request.

B. Thank you very much. You are so kind.

C. I'm grateful for your help.

D. Thanks a lot.

E. I apologize for our mistake.

3 Role-play the dialogs. If you need help, please refer to the Scripts.

Speaking 

Buyer: Hi, anyone there?

Seller: Yes, I'm sorry I was not in front of the computer earlier.

Buyer: I've tried visiting your e-shop but failed. There are some problems with your website. I can't open your link. The webpage is blank. Could you check the link?

Seller: Really? Wait a minute please. I'll check it now.

(five minutes later)

Seller: Yes, there's something wrong with our server. Our apologies for that. I'll contact the network service department to have the problem solved as soon as possible. I'll get back to you right away.

Buyer: OK. Thanks a lot. Take your time.

(half an hour later)

Seller: Hello, are you still there? We solved the problem. Please try clicking on the link and you'll be able to view the webpage now. I'm really sorry about the earlier problems.

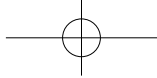
Buyer: That's all right. I can browse the site now. You've been very helpful. Could you do me a favor and send me a price list?

Seller: No problem. Here's the document with the screenshots.

Buyer: I'm sorry, but our internet connection is not that fast. Can you send me an Excel spreadsheet?

Seller: Sorry, I don't have an Excel spreadsheet for the price list.

Buyer: Can't you make one for me now?



Seller: Could I send it tomorrow? I'm really sorry I can't do it now. I have to log off my computer soon.

Buyer: That's all right, tomorrow is OK. I appreciate your help.

1 Answer the following questions.

1) What's wrong with the webpage?

2) What does the buyer want to get later?

3) Why does the buyer refuse the document with the screenshots?

4) Why can't the seller make the spreadsheet right now?

Tips

blank *adj.* 空白的
network service department
网络服务部
server *n.* 服务器
solve *v.* 解决
internet connection 网速
post *v.* 上架

2 Practice making dialogs according to the given situations, using the information in the following table.

Example:

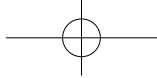
Buyer: Hi, anyone there? Could you post the item again?

Seller: Sure, I'll do it right now.

Buyer: Thanks. It's very kind of you.

Requirements	Positive/ Negative answers	Express thanks/ apologies/refusals
post the items again	Sure, I'll do it right now	It's very kind of you.
send screenshots	Sorry. I'm afraid...	No worries.
send a spreadsheet with pictures	Yes,...	I'm grateful for your help.
send a word document	My apologies...	That's all right.

3 Work in pairs to role-play the dialog.



Part III Supplementary Materials

1. Thank you for coming to my shop.
感谢光临我的店铺。
2. I'm grateful that you placed the order. It's my first order today.
感谢您下单，这是我今天的第一单。
3. I appreciate you sending me the link.
非常感谢您发给我链接。
4. I'd greatly appreciate it if you could give us some advice on the products.
如果你能给我们一些关于产品的建议，我会非常感谢。
5. I'm very sorry that our internet connection is not that fast. Can you send me an Excel document?
对不起，我们的网速有些慢，你能给我发Excel文档吗？
6. Sorry, the webpage is blank. Can you check the link again?
对不起，链接的网页是空白的。你能再核对一下链接的地址吗？
7. I apologize for sending you a wrong email.
非常抱歉我给您发错邮件了。
8. I'm afraid that I have to finish replying to the emails first. I'm really sorry that I have to refuse your request.
恐怕我要先回邮件。很抱歉我不得不拒绝您的要求。

Part IV More Activities

Culture Corner

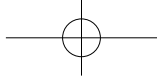
各国的人对朋友的称呼都有所不同，西方国家的人在互相不熟悉的情况下很少直接称呼对方“friend”。如果初次打招呼时就直接称对方“friend”或“dear friend”，对方会有被冒犯的感觉。

英国人喜欢别人直呼其名，如果知道他们姓什么，如White，为表示客气，就可以称呼对方为Mr. White或Mrs. White。一般而言，他们会要求你直呼名字的，尤其是小孩。

在日本，不能随便称呼某人为“先生”，狭义而言，“先生”是指教育者和医生；广义而言，则是对年长者、领导及有特殊技术才能的人的称呼。对于普通的人来说，只要在其姓名后加上职称或“sang”（音）即可，类似于我们通常称呼的“小张”或“老王”。

印度人的姓名是名在前，姓在后，女人结婚后改用丈夫的姓。对于男性，通常只称呼姓而不称呼名；对于女性，通常则只称呼名。

在法国，不强调身份的称呼更容易被法国人接受。而在中国则正相反，称呼时不强调身份可能会被认为是对人的不尊重。



Part V Vocabulary and Structure

- ① Match each word or phrase in the left column with its Chinese meaning in the right.

1) appreciate
2) apologize
3) refuse
4) grateful
5) log onto
6) helpful
7) server

A. 感激、欣赏
B. 服务器
C. 登录
D. 道歉
E. 感激的、感谢的
F. 有帮助的
G. 拒绝

- ② Fill in the blanks with the words and phrases in Task 1. Change the form if necessary.

- I'm afraid I have to _____ your requirement of free shipping.
- I _____ for the mistake I made. I'll send you a new one immediately.
- The webpage is blank because there's something wrong with the _____.
- I'm _____ that you send me the Excel document.
- If this email address is incorrect, please try to _____ again with the account and password you just used to sign up.
- I'd _____ it if you could give me some ideas of the gloves that are popular in your country.
- Thanks for your suggestion on the product design. It's very _____.

- ③ Translate the following sentences into English.

1) 我们公司创建于1999年，坐落于中国的东部城市台州。(be founded)

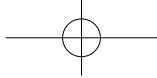
2) 很抱歉，我们店里的这款太阳镜没有库存了。(out of stock)

3) 我们的产品销往世界各地。(sell)

4) 我们非常感谢您所提供的最新产品的信息。(be grateful to sb. for sth.)

5) 我们非常愿意与您建立商务关系。(establish business relations)

6) 我可以向您介绍我的速卖通店铺吗？(introduce)



Lesson 4

Writing Workshop

E-shop Introduction (网店介绍)

网店通常包含企业店铺和个人店铺两大类。企业网店的介绍一般内容较为丰富，而个人网店的介绍通常比较简洁。

介绍企业网店时，要简明扼要地介绍公司基本情况，通常包括以下内容：

1. 公司概况：可以包括公司地址、注册时间、技术力量、规模、员工人数与员工素质等；
2. 公司发展状况：业绩、荣誉称号等；
3. 公司文化：公司的目标、理念、宗旨、使命、愿景、寄语等；
4. 公司主要产品：性能、特色、创新之处；
5. 销售业绩及网络：销售量、销售地点等；
6. 售后服务：主要是公司售后服务的承诺。

介绍个人网店时，通常要包括店铺名称、网址、主营产品、产品特色及愿景等，内容简明扼要。



Part I Understanding English Emails

Read the following samples and translate them into Chinese.

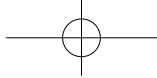
Introduction of a Business E-shop Shaoxing Qingniao Textile Import & Export Co., Ltd

Sample 1

We warmly welcome you to visit our website.

Shaoxing Qingniao Textile Import & Export Co., Ltd., founded in 2009, is located in Keqiao, Zhejiang Province China—a city known as the biggest textile distribution center in Asia. Our company specializes in making first-class men's clothing, including men's shirts, suits, sportswear sets, etc.

Shaoxing Qingniao Textile Import & Export Co., Ltd. is a professional clothing supplier, with the Best Service, Highest Quality, Competitive Pricing, Timely Delivery and Safe Shipping. We are ready to send you the latest products catalog and price list if you are interested in our products.



Please do not hesitate to contact us. We look forward to establishing a direct business relationship with you!

样例一：企业网店介绍：绍兴青鸟纺织品进出口公司

Tips

warmly welcome 热忱欢迎
 be located in 坐落于
 be founded in 创建于
 specialize in 专营
 direct adj. 直接的

Introduction of a Consumer E-shop

Sample 2

We produce top-quality plated jewelry, which is environmental-friendly. The jewelry is made with artificial diamonds, and the colors do not fade.

Our online shop has specialized in the sale of jewelry at <http://www.ebay.XXX> for nearly 10 years. Our products range from necklaces, bracelets to earrings and more.

We have our own designers. The jewelry styles are in line with the latest international trends. It's a pleasure to establish a direct business relationship with you. Please don't hesitate to contact us!

样例二：个人网店介绍

Tips

range from...to... 包括
 be in line with 符合

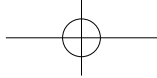
Part II Completing the Email

Work in pairs to complete the introduction of the e-shop below according to the following information.

1. 新禹电子有限公司 (Xinyu Electronic Co., Ltd.)

中文说明

1) 新禹电子有限公司成立于2010年，坐落于中国浙江省永康市，是一家集设计、生产与营销为一体的家用电子秤供应商。



- 2) 我们拥有一支规模超过10人的专业电子秤工程师团队，我们有能力开发和创新许多符合国际趋势的电子秤款式。
- 3) 我们的产品有很高的质量保证和有竞争力的价格。我们随时可以为您提供最新的产品目录和报价单。
- 4) 如果您对我们的产品感兴趣，请不要犹豫与我们联系。我们期待与您建立直接的业务关系！

Xinyu Electronic Co., Ltd. was 1) _____ 2010 and 2) _____ Yongkang, Zhejiang Province. It is a leading 3) _____ which integrates designing, 4) _____ and 5) _____ of the household electronic scales.

With a team of over 10 professionals 6) _____, we have the capacity of 7) _____ in line with international trends.

Our products have 8) _____. We are ready to send you 9) _____ if you are interested in our products.

Please do not hesitate 10) _____. We look forward to establishing a direct business relationship with you!

Tips

integrate v. 使一体化

hesitate v. 犹豫

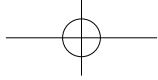
Part III Writing an Email

You are required to write a brief introduction of the company below.

天使宝贝衣柜公司 (Angel Baby Wardrobe)

中文说明:

- 1) 天使宝贝衣柜成立于2013年，是一家专营女童服饰的店铺。产品包括女童连衣裙、半身裙、T恤及打底裤等。
- 2) 我们自己的设计师团队，每个月都会推出新款。我们选材环保，穿着舒适健康。
- 3) 我们的产品销往世界各地，主要是欧洲和北美洲。如果您对我们的产品感兴趣，请联系我们吧！



Words

address /əˈdres/	n.	地址	import /ˈɪmpɔ:t/	n.	进口
apology /əˈpɒlədʒi/	n.	道歉	impression /ɪmˈpreʃən/	n.	印象
appreciate /əˈpri:ʃi,et/	v.	感激, 欣赏	item /ˈaɪtəm/	n.	产品
artificial /,ɑ:təˈfiʃəl/	adj.	人造的	jewelry /ˈdʒuəlri/	n.	珠宝首饰
available /əˈveɪləbl/	adj.	有空的, 可 用的	locate /ˈləʊket/	v.	位于
catalog /ˈkætɪl,ɔg/	n.	目录	offer /ˈɔ:fə/	v.	提供
deal /di:l/	n.	交易, 成交	offline /,ɔfˈlaɪn/	adj.	离线的
distribute /dɪˈstrɪbjut/	v.	分配, 分布	online /ˈɒn,laɪn/	adj.	在线的
establish /ɪˈstæblɪʃ/	v.	建立	refusal /rɪˈfju:z/	n.	拒绝
excellent /ˈeksələnt/	adj.	完美的	request /rɪˈkwest/	n.	要求
export /ˈeksɔ:pɔ:t/	n.	出口	screenshot /ˈskri:nʃət/	n.	截图
express /ɪkˈspres/	v.	表达	search /sɜ:tʃ/	v.	搜索
grateful /ˈɡretfəl/	adj.	感激的	server /ˈsɜ:və/	n.	服务器
gratitude /ˈɡrætə,tud/	n.	感激, 感谢	spreadsheet /ˈspred,ʃi:t/	n.	电子表格
greeting /ˈɡri:tɪŋ/	n.	问候	textile /ˈtekstaɪl/	n.	纺织品
hesitate /ˈhezə,tet/	v.	犹豫	website /ˈweɪbsaɪt/	n.	网站

Expressions

account name	账户名	manage the e-shop	管理网店
be away	离开	order items	订产品
browse around	浏览	out of stock	缺货
check out	检查, 核实	place an order	下订单
check the stock	查看库存	post office	邮局
click on the link	点击链接	spare time	空闲时间
customer service	客户服务	specific requirements	特殊的要求
express company	快递公司	take course	上课
get accustomed to	习惯于	update the items	更新产品
leave a message	留言	upload the picture	上传照片
log in	登录	view the webpage	浏览网页
log off	下线		