

目 录

Contents

前言

Chapter 1 Client Reception 接待客户

- | | | |
|---------------|------------------------------|------------|
| <i>Unit 1</i> | Greeting a Client | 跟客户打招呼 / 2 |
| <i>Unit 2</i> | Giving Answers to Clients | 为客户解答 / 7 |
| <i>Unit 3</i> | Making Suggestions to Client | 向客户建议 / 13 |

Chapter 2 Ordinary Business 普通业务

- | | | |
|----------------|----------------------------|--------------|
| <i>Unit 1</i> | Opening a Current Account | 开立账户 / 22 |
| <i>Unit 2</i> | Take Deposits and Withdraw | 办理存款、取款 / 30 |
| <i>Unit 3</i> | Safe | 保险箱 / 37 |
| <i>Unit 4</i> | Foreign Currency Exchange | 兑换外币 / 44 |
| <i>Unit 5</i> | Cash the Check | 兑现支票 / 52 |
| <i>Unit 6</i> | Opening a Letter of Credit | 开立信用证 / 58 |
| <i>Unit 7</i> | Loss Register | 挂失 / 64 |
| <i>Unit 8</i> | Stock Broking Business | 股票业务 / 71 |
| <i>Unit 9</i> | Loan for Cars or Houses | 车房贷款 / 79 |
| <i>Unit 10</i> | Credit Investigation | 资信调查 / 89 |
| <i>Unit 11</i> | Interest and Overdraft | 利息与透支 / 97 |
| <i>Unit 12</i> | Transfer Accounts | 转账 / 106 |
| <i>Unit 13</i> | Individual Loans | 个人贷款 / 114 |
| <i>Unit 14</i> | Remittances | 汇款 / 122 |

Chapter 3 Special Business 特殊业务

- | | | |
|---------------|-----------------------------------|---------------|
| <i>Unit 1</i> | Credit Card Services | 信用卡服务 / 132 |
| <i>Unit 2</i> | Charges and Paying Agency Service | 代收和代付费用 / 141 |
| <i>Unit 3</i> | Foreign Exchange | 外汇 / 148 |
| <i>Unit 4</i> | Collection Service | 托收服务 / 159 |

<i>Unit 5</i>	Commission Insurance Business	代理保险业务 / 168
<i>Unit 6</i>	Fund and Bonds	基金与债券 / 175
<i>Unit 7</i>	Futures and Option	期货与期权 / 185

Chapter 4 About the Banking 关于银行

<i>Unit 1</i>	The Banking Industry in China	中国的银行 / 198
<i>Unit 2</i>	Currency and Monetary System	货币和货币制度 / 206
<i>Unit 3</i>	Internet Banking	网上银行 / 214
<i>Unit 4</i>	Self-Service Bank	自助银行 / 223
<i>Unit 5</i>	Mobile Banking and Phone Banking	手机银行和电话银行 / 230

附录

附录 I	金融职员专业术语 / 237
附录 II	金融证券术语 / 250
附录 III	各地银行名称中英文对照 / 255