



高|等|专|业|人|才|现|代|教|育|系|列|教|材

实用交际英语

(下册)

刘万翔 闫晓宇◎主编



科学出版社

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内 容 简 介

本书共八个单元,分别围绕求职、公司结构、公司产品、办公室事务、同事交流、上下级关系、接待客户、预订机票以及接机乘机等内容进行专题讨论与交流。本册各单元的选材贴近生活,简单易懂,适宜口语训练,可有效提高学习者的英语交际能力。本书与《实用交际英语》(上册)编写体例基本一致,每个单元涵盖对话复述、句型训练、角色扮演、话题讨论、应用文写作等内容,相应减少了语音功能训练部分,适当增加了常用语法的内容及学习技巧。

本书既可作为高职院校和成人高等教育的教材,亦可供英语口语爱好者和希望提高英语交际能力的学习者参考使用。

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总 序

进入 21 世纪以来,我国大力实施科教兴国战略和人才强国战略,正在向人力资源强国迈进。高等教育的发展必须与建设人力资源强国的历史进程相结合,与现代社会对各类高层次专业人才培养的需要相适应,努力造就具有创新意识和创新实践能力的新型专业人才。基于这一基本认识,我们组织编写“高等专业人

才现代教育系列教材”。

“系列教材”的编写着力体现现代特色。现代社会发展需要什么样的人才,人才培养需要什么样的知识和能力,是必须考虑的首要问题;教育以育人为本,学校以教学为中心,教学以学生为主体,是必须贯彻的教育理念;当代科学技术的飞速发展,现代信息技术和教育技术手段的广泛应用,是必须关注的创新点。

“系列教材”的编写力求体现专业特色。强化专业基础,以专业教育为根本,是我们的立足点;注重专业能力,以能力提升为导向,是我们的着眼点;着力专业创新,以创新精神为指归,是我们的总要求。

“系列教材”的编写贯彻理论联系实际的原则。既注重学科体系的完备,又突出学科知识重点;既吸纳前人的研究成果,又关注当前学术动态;既具有一定的理论深度,又紧密联系社会实践。

“系列教材”的编写倡导精益求精的精神。在内容上,精选素材,既要讲知识,又要讲思想和方法;在语言上,字斟句酌,既要严谨周密,又要简洁明快;在形式上,精心设计,既要美观大方,又要经济实用。

“系列教材”按照课程建设的一体化设计思路进行开发,注重运用现代教育技术手段,每种教材均以文字主教材为基础,配套开发网上文本、IP 课程、多媒体课件、网络课程等优质课程资源,以方便教学和自主化学习使用。

通过精心策划,我们组织了一批专家、教授和教学一线教师参加“系列教材”的编写,力求反映信息化社会发展的新趋势,展示不同学科领域的基础知识及最新研究成果,推出一批既体现现代性又体现专业性,适合高层次专业人才培养需要的优秀教材。

王振龙

2009 年 6 月 18 日

前 言

编写一本适合高职院校学生学习英语的实用教材，并非易事。众所周知，高职院校的培养目标是应用型人才，而非研究型人才，其教学手段必须遵循“实用为主，够用为度”的原则。换句话说，高职院校所使用的教材及一切教学实践活动，必须从学生的实际水平和就业的实际需求出发，方能达到预期的教学效果。基于上述因素，本书在编写过程中紧扣“实用”二字，每个单元以一个现实生活中或学生毕业后工作中可能遇到的问题为主题，力求贴近生活、简单易懂，尽可能避免使用生僻的单词和短语，融知识性、趣味性、易掌握性和实用性为一体，从听、说、读、写、译等方面进行全方位训练。为了使学生对教材中可能遇到的生词和短语一目了然，编者在编排过程中将其加粗并变成斜体，并在教材的附录部分添加了生词表和不规则动词表，方便学生自学。此外，本书设计了大量的师生互动，特别是学生与学生之间互动的对话场景，以期达到使学生在轻松甚至玩乐的氛围中掌握所学知识的教学目的。

参加本书编写的均为陕西工商职业学院多年从事一线教学工作的英语教师。第一、二、三单元由闫晓宇老师编写，第四、五单元由吴珊珊老师编写，第六单元由毛艳飞老师编写，第七单元由李姣老师编写，第八单元由刘万翔老师编写。刘万翔教授负责全书的统稿工作，并对书稿从整体上进行了修订。

由于编者水平所限，错误之处在所难免，敬请广大师生、业界同仁及使用本书的读者批评指正。

编者

2013年11月

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Unit 1

Job-hunting Interview

■ Unit Goals

In this unit, you will learn:

1. How to read alphabet a/e/i/o/u in the open vs. closed stressed syllable
2. How to make a self-introduction
3. How to answer questions about your strengths and weaknesses
4. How to present your competency
5. How to talk about reasons for application
6. How to apply for the job of a front office manager
7. How to use prepositions
8. How to write an e-mail



■ Getting the pronunciation right

In this part, you will learn how to read alphabet a/e/i/o/u in the open vs. closed stressed syllable, check your pronunciation with the audio.

1 The open syllable is the one that ends in a vowel. This syllable, according to the rule, must be read as in the English alphabet.

a [ei]

Example:

cake, wake, take, famous, label, shame, radio, favour, safe, ...

o [ou]

Example:

bone, tone, phone, home, focus, Dover, Rome, rove, abode, ...

e [i:]

Example:

we, compete, delete, ...

i(y) [ai]

Example:

rhyme, miner, quite, psyche, like, desire, admire, pride, ...

u [ju:]

Example:

huge, use, mute, duty, etc.

2 The closed syllable is the one that ends in a consonant. The closed stressed syllables have a special reading.

a [æ]

Example:

fat, cat, lack, barrier, nagging, badminton, lap, ...

o [ɒ]

Example:

hot, pot, lock, rock, rotten, possible, doctor, ...

e [e]

Example:

set, letter, deck, intelligent, egg, sell, petty, ...

i (y) [i]

Example:

fish, quick, tick, sick, rid, bitter, twist, lip, ...

u [ʌ]

Example:

bus, cut, cup, tub, etc.

◎ New words & expressions

- | | | |
|----------------------|--------------|-------|
| 1. syllable | ['siləb(ə)l] | n. 音节 |
| 2. stressed syllable | | 重读音节 |
| 3. open syllable | | 开音节 |
| 4. closed syllable | | 闭音节 |

■ Communicating in English

In this part, you will learn how to make a self-introduction, how to answer questions about your strengths and weaknesses, how to present your competency, how to talk about reasons for application and how to apply for the job of a front office manager.

1 Listen carefully and fill in the blanks.

Situation 1: How to make a self-introduction

A good self-introduction should be

Well-organized

Unique

Impressive

What to say

A self-introduction should contain four groups of information—family background, education, work experience and personality. However, you do not have to focus equally on every aspect. It is wise to highlight your uniqueness accordingly.

Sample



Interviewer: May I help you?

Applicant: Yes, I'm here for an 1 as **requested**.

Interviewer: You are Miss Jessie?

Applicant: That's right.

Interviewer: Please take a seat.

Applicant: Thank you, madam.

Interviewer: Can you please 2 yourself?

Applicant: My name is Jessie. I am from Xi'an, Shaanxi Province. I have been studying at the Shaanxi Business College for two years now, majoring in Hotel Management. I like to keep busy and stay in shape. I live an active lifestyle, always finding the time to get exercise before or after my classes, and enjoy reading to relax in my spare time.

Interviewer: It certainly sounds impressive. Why don't you have your credentials sent to me and I'll show them to the board. We'll probably get back to you in a week.

Applicant: Thanks a lot.

Situation 2: How to answer questions about your strengths and weaknesses

An interview is the short span of time spent with each other, in which a person has to decide whether the employee is perfect for the job or not. To establish this, the interviewer asks several questions.

Some of the questions are quite simple and can be answered immediately, while some are not as simple and require some thought before the answer is given. One good example of this is the question regarding strengths and weaknesses.

Sample

Interviewer: What is your strongest trait(s)?

Applicant: Helpfulness and caring.

Interviewer: How would your friends or *colleagues* 3 you?

Applicant: They say Mr. Chen is an honest, hardworking and responsible man who deeply cares for his family and friends.

Interviewer: What personality *traits* do you 4 ?

Applicant: I admire a person who is honest, flexible and easy-going.

Interviewer: How do you handle your *conflict* with your colleagues in your work?

Applicant: I will try to 5 my ideas in a more clear and civilized manner in order to get my points across.

Interviewer: Thank you for your interest in our company. I'll 6 you very soon.

Applicant: Thank you, I hope to see you again.

Situation 3: How to present your competency

Competency is set of skills and knowledge required to perform a particular job function successfully.

Therefore, the competency-based questions focus on past behaviour and other performance abilities of a potential employee in different job-related situations.

In order to predict an employee's future performance, the questions are divided into 3 categories—leading questions, theoretical questions and behavioural questions.

Employers would like to evaluate 3 types of skills—Content Skills, Functional Skills, and Self-Management Skills;

Content skill is the amount of knowledge (qualifications and experience) the candidate possesses on a certain field;

Functional Skills are people-oriented skills such as communicating, organizing and managing;

Self-Management Skills are your personal characteristics such as helper, self-learner, multi-tasked etc.

Therefore, the employer would have to determine the set of skills required for the said job.

Sample

Interviewer: Good morning. Please have a seat.

Applicant: Good morning. Thank you.

Interviewer: Do you have any work 7?

Applicant: I worked in a Five Star Hotel in Xi'an over the summer in the Housekeeping Department. My 8 included cleaning guestrooms, changing the **linens** and **restocking** the **toiletries** and minibars.

Interviewer: What make you think you would be a success in this job?

Applicant: My school training **combined** with my 9 should **qualify** me for this **particular** job. I am sure I will be successful.

Interviewer: Thank you for 10. I'll get in touch with results in two weeks' time.

Applicant: Thank you. Goodbye.

◎ New words & expressions

1. interview [ˈintəvju:] *n. vt.* 面试
2. interviewer [ˈintəvju:ə] *n.* 面试官
3. applicant [æplik(ə)nt] *n.* 申请人
4. request [rɪkwest] *vt.* 要求
5. trait [treit; tret] *n.* 特点; 品质
6. colleague [ˈkɒli:g] *n.* 同事
7. conflict [ˈkɒnflikt] *n.* 争执
8. linen [ˈlinin] *n.* 亚麻制品
9. restock [rɪ'stɒk] *vt.* 补足
10. toiletry [ˈtɒlɪtri] *n.* 化妆品
11. combine [kəm'baɪn] *vt.* 使结合
12. qualify [ˈkwɒlifai] *vt.* 使有资格
13. internship [ˈɪntərnʃɪp] *n.* 实习生; 实习生活
14. particular [pə'tɪkjələ] *adj.* 特别的

◎ Notes

- | | |
|-------------------------------------|--------------|
| 1. the board | 董事会 |
| 2. What is your strongest trait(s)? | 你的最大特点是什么? |
| 3. get my points across | 了解我的观点 |
| 4. Housekeeping Department | 客房部 |
| 5. get in touch with ... | 与……联系; 和……接触 |

◎ Practice

A. Act the above conversations out in small groups.

B. Write at least six sentences describing a particular job and say why you like to apply for it.



2 Conversation

Situation 4: How to talk about reasons for application

(I= Interviewer 面试官, A= Applicant 申请人)

I: What's your **career** objective?

A: I want to apply my knowledge and experience to a large firm.

I: What would you like to be doing five years from now?

A: I hope I could be a leader of an **energetic** and **productive** sales team.

I: What do you consider important when looking for a job?

A: I think the most important thing is the nature of the job. One should never do anything one is not interested in. To me, pleasant working conditions with **co-operative** staff are also important.

I: Why are you interested in working in this company?

A: My past experience is closely related to this job. I am confident of doing the job well. **Therefore** I am desirous to get this position.

I: What do you think you would bring to the job?

A: My business experience in China, mainly. I know a lot about how the Chinese market works and how business is done there.

I: Have you applied to any other companies?

A: Yes, I've also applied to Global Huada Company Ltd., in case I may not be accepted here.

I: What was the result of it?

A: I haven't heard the result yet.

I: If you are engaged by both companies, whose offer will you accept?

A: Of course, I'll accept your offer. I want to work for you.

Situation 5: How to apply for the job of a front office manager

(I= Interviewer 面试官, A= Applicant 申请人)

A: Excuse me. May I see Mr. John Watt, the Manager?

I: It's me. What can I do for you?

A: I have come at your invitation for an interview. Nice to meet you, Mr. Watt.

I: Nice to meet you, too. Please sit down.

A: Thank you, Sir.

I: I've invited several candidates to come today. You are the first one to have arrived. I hope that the early bird will catch the worm.

A: I hope so.

I: May I have your name?

A: I am Beijiang Zhang.

I: How do you spell your surname?

A: Zhang—Z. H. A. N. G.

I: Now tell me what university you graduated from.

A: I graduated from Nanjing University.

I: What was your major in the university?

A: My major is English.

I: No wonder you speak English so fluently.

A: Thank you for your compliment, Sir.

I: Where are you working now?

A: I'm working at Baodao Hotel.

I: I would like you to tell me some of what you have been doing recently.

A: OK. Every day I go to work on time to **guarantee** the proper operation of **the front desk**. We accept booking, tell about **room rates**, find out how the bill will be paid and help the guests to **check in** and **check out**. When some guests want to have **cancellations**, change rooms or extend a **reservation**, we should always offer our help **with courtesy**.

I: In what way do most **clients** check out?

A: Most clients check out by **credit card**, **traveller's cheques** or **Master Card**. Our hotel doesn't accept **personal cheques**.

I: How do you deal with a reservation mix-up?

A: If we are fully booked, I would first of all apologize to the clients for this mistake. Then I'll ask them to rest on the chairs while I contact another

hotel for them.

I: What would you do if the guest's total bill **exceeds** the credit limit?

A: I would ask if the guest is willing to pay the difference by cash. If not, I'll try to get permission from the office which set the limit to extend credit over that amount.

I: You seem to have done a good job. Why would you come here to apply for the job?

A: Ours is a small hotel. There are not many foreign guests every year. As an English major, I'd like to take a more challenging job. That's the reason why I want to come and work in your hotel.

I: How long have you been working there?

A: I've been working there since 1996.

I: Could you tell me your expectation in salary?

A: The average salary for department managers is OK.

I: Have you got any other extra requirements?

A: No.

I: We'll grant you a **commencing salary** of 3,500 yuan a month. Is that acceptable to you?

A: I think so.

I: How can we contact you about our final decision?

A: You can call me at this number (029-87654321) during the work hours.

I: We'll get in touch with you by next Monday. Thank you for your interest in our hotel.

A: Thank you, Mr. Watt. I hope to see you again.

I: I hope so.

◎ New words & expressions

1. career [kə'riə] *n.* 职业; 事业
2. energetic [enədʒetik] *adj.* 精力充沛的; 精神饱满的
3. productive [prədʌktiv] *adj.* 生产力高的; 有生产力的
4. co-operative [kəʊpə'reitiv] *adj.* 合作的
5. therefore ['ðeəfɔ:(r)] *adv.* 因此; 所以
6. recently ['ri:sntli] *adv.* 最近; 近来
7. guarantee [gærən'ti:] *vt.* 保证
8. the front desk (宾馆的)前台(工作)
9. Front Office Manager 前台经理

10. room rates 房间价格
11. check in 登记入住
12. check out 结账
13. cancellation [ˌkænsəˈleɪʃn] *n.* 取消预订
14. reservation [ˌrezəˈveɪʃn] *n.* 预留; 预订
15. with courtesy 礼貌地; 客气地
16. client [ˈklaɪənt] *n.* 顾客; 委托人
17. credit card 信用卡
18. traveller's cheque 旅行支票
19. Master Card 万事达卡
20. personal cheque 个人支票
- 注意: cheque 在英语中也可拼写为 check.
21. book solid 客满
22. exceed [ɪkˈsi:d] *v.* 超过
23. compliment [ˈkɒmplɪmənt] *n.* 赞扬; 称赞的话
24. commencing salary 起薪

◎ Notes

1. What's your career objective? 你的事业目标是什么?
2. I hope I could be a leader of an energetic and productive sales team.
我希望成为一支有活力及高效率的销售队伍的主管。
3. Yes, I've also applied to Global Huada Company Ltd., in case I may not be accepted here.
是的, 我还申请了环球华大有限公司, 以防我在这里不能录用。
4. If you are engaged by both companies, whose offer will you accept?
如果两家公司都录用你, 你接受哪一家公司的邀请?
5. It's me. 我就是。
6. You are the first one to have arrived. I hope that the early bird will catch the worm. 你是第一个来到的, 我希望捷足者会达到目的。
7. The early bird will catch the worm.
是一句谚语, 译为: 早起的鸟儿有虫吃。
8. No wonder you speak English so fluently. 难怪你的英语如此流利。
9. No wonder(that) ... 难怪……; ……不足为奇, 如: He had made a thorough investigation. No wonder he knew so much about it. 他进行了彻底的调查, 难怪他对此事了解很多。
10. Thank you for your compliment, Sir. 谢谢你的夸奖, 先生。