think big
teamwork
new imagination
risk inspiring

全国IT职业英语
水平考试（EPTIP）
备考大全

唐城教育 编

brainstorm plan
strategy success
global process
out reward
leadership
efficiency
workflow
organization network social
research analysis green
advertising positive vision
refresh ads
development
goals

全国IT职业英语
水平考试（EPTIP）备考大全

唐城教育　编

内 容 简 介

本书完全依据全国 IT 职业英语水平考试（English Proficiency Test for IT Professionals，EPTIP）的考试题型所编，包括考试的源材料商务英语口语、技术英语对话、技术英语阅读、商务英语写作内容，还包括考试题型分析、备考技巧、真题和模拟考试题。不仅是一套 EPTIP 备考的宝典书，而且也适用于想提高 IT 职业英语水平的 IT 从业人员和商务人士。

本书全面介绍 EPTIP 考试形式、解题技巧、解题思路、多套真题演练，有助于 IT 就业人员或职场中需要用到此证书的读者准确地把握考试方向、有重点地攻破考试难点，顺利通过考试。

本书适合作为所有 IT 专业和相关专业培训教材，也适合本科大学、高职高专、职业软件学院，以及技术水平很高但英语水平不高的 IT 从业者，还适合想全面巩固英语的具有一定英语水平的 IT 人员。

凡所购买电子工业出版社图书有缺损问题，请向购买书店调换。若书店售缺，请与本社发行部联系，联系及邮购电话：(010)88254888。

质量投诉请发邮件至 zlts@phei.com.cn，盗版侵权举报请发邮件至 dbqq@phei.com.cn。

服务热线：(010)88258888。

序

英语是 IT 行业语言，而中国 IT 业与世界是紧密接轨的，从这一层面来看，可以说，IT 从业人员的英语水平制约着我国 IT 行业的国际竞争力。中国 IT 行业巨大的市场、大量优秀的人力资源和地域成本优势在全球 IT 行业中正扮演着越来越重要的角色。IT 行业英语规范的建立，对中国 IT 行业有着至关重要的意义。相应地，相关部门就建立了全国 IT 职业英语水平考试（English Proficiency Test for IT Professionals，EPTIP）教学与认证体系。这一体系是中国 IT 行业急需的行业英语测试认证体系，EPTIP 作为权威机构推出的专业化、本土化、系统化的权威、科学、有效的测试体系，能满足 IT 行业以及个人对于正式语言能力认证的需求。

本书是唐城教育培训中心继《IT 职业英语教程》之后推出的第二本 IT 培训教材。唐城教育培训中心致力于推动中国职业教育发展、学员职业生涯发展、企业经营持续发展的三赢局面。本中心成立于 2005 年，依托北大雄厚的教育和社会资源，以及北京深厚的文化创意产业基础，致力于为我国 IT 产业培养高职业素质、实用技能型人才。

十年磨一剑，今年是唐城教育成立的第十个年头，在这个时候出版我们自编的培训教材，既是献礼，也是十年来我们团队的技术、教学经验扎扎实实的沉淀。

本书完全依据全国 IT 职业英语水平考试（EPTIP）的考试题型所编，包括考试的源材料商务英语口语、技术英语对话、技术英语阅读、商务英语写作内容，还包括考试题型分析、备考技巧、真题和模拟考试题。不仅是 EPTIP 备考的宝典书，而且也适用于想提高 IT 职业英语水平的 IT 从业人员和商务人士。

本书全面介绍 EPTIP 考试形式、解题技巧、解题思路、多套真题演练，有助于 IT 就业人员或职场中需要用到此证书的读者准确地把握考试方向、有重点地攻破考试难点，顺利通过考试。

特别感谢鲍健婷、钟华两位校长对本书编写的大力支持，以及对编排内容的指导，还感谢张珍珍、孔燕、张莹三位老师参与本书的整理与撰写，他们兢兢业业、精益求精，将自己最宝贵的知识积累呈现给读者。
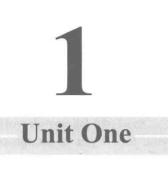
唐城教育

2015-8-10

目录

1 Business Conversation（商务英语对话）

Unit One

1.1　First Day at Work（上班第一天）

1.1.1　Warm-up exercises（热身练习）

Listen to the following conversation. Try your best to understand the lines. If you miss anything, that's OK. The purpose of this passage is to help you get ready for the activity that follows.（下面你将听到一段对话，尽量听懂内容。如果有些地方听不明白，没有关系，这段对话的目的仅仅是让你为接下来的活动做好准备。）

Answer the following questions:

(1) Is Jenny new around here?

(2) Has Mark been here for long?

(3) Is Jenny friendly with Mark?

> **Learn how to…**
> Greet others
> Introduce yourself
> Introduce others
> Ask the speaker for repetition
> Say thanks

1.1.2　Listening & speaking（听和说）

Michael gets up early in the morning and goes straight to General Computers. Listen to the following conversations when Michael starts his first day of work.（Michael 早早地起床，然后直奔通用电脑公司。下面的两段对话发生在 Michael 第一天的工作中。）

Receptionist: Good morning! Welcome to General Computers! What can I do for you?

Michael:	Good morning. My name is Michael Zhang. I am here to report for employment.
Receptionist:	Oh, I see, Mr. Zhang. Please go to the Department of Technical Support at Room A 201. Ms. Wang is waiting for you.
Michael:	Excuse me, would you please repeat the room number?
Receptionist:	A 201, the first room on the second floor. You can take the elevator over there.
Michael:	Good morning. My name is Michael Zhang. How do you do, Ms. Wang? It's nice to meet you.
Lily:	How do you do, Mr. Zhang. Nice to meet you, too! I am in charge of the Department of Technical Support. Welcome aboard!
Michael:	Thank you. I'll do my best.
Lily:	Here is your desk, your computer, and your extension. You can take a look around. If you have any questions, please don't hesitate to ask me.
Michael:	OK. I won't. Thank you very much.

1.1.3 Asking for repetition（请求对方回复）

Speaker 1: The conference is at R&D Plaza, Tsinghua Science Park.

Speaker 2:

Formal	I beg your pardon.	Could you please say the address again?
	Excuse me?	I didn't quite catch where it is.
	Pardon me?	Could you please repeat what you've just said?
Neutral	Pardon?	Can you say that again?
	I am sorry I didn't catch that.	Can you repeat it slowly?
Informal	What did you say?	Where is it again?
	What?	Where did you say it is?

1.1.4 Formal greetings and introductions（正式问候与介绍）

These exercises introduce ways of greeting people you've just met:（下面的练习将介绍如何在初次会面时问候对方：）

1. Good morning. My name is Michael. I'm from General Computers. How do you do? It's nice to meet you.	How do you do? I'm pleased to met you, too. Welcome to IBM. I hope you enjoy your visit.
2. **A:** I don't believe we've met. **B:** No, I don't think we have. **A:** My name is Tony White. How do you do? **B:** How do you do? My name is Chen Yu.	3. **A:** Have we been introduced? **B:** No, I don't think so. **A:** My name is Wang Lin. Nice to meet you. **B:** And I'm Tony White. Nice to meet you, too.

Your turn: Practice the dialogue above with your partner.	Your turn: Introduce yourselves in a less formal way.
4. **A:** Mr. Lee, I'd like you to meet Cathy Zhou. She is our Human Resources Manager. **B:** How do you do, Ms. Zhou? **C:** How do you do, Mr. Lee? **B:** Nice to meet you. **C:** It's nice to meet you, too. **Your turn:** Try to introduce two of your partners to each other.	5. **A:** Well, Chris, I'd like you to meet Mr. Wang. Mr. Wang, this is Chris Black. He's visiting us from the United States. **B:** How do you do, Mr. Black? Welcome to China. **C:** How do you do, Mr. Wang? It's nice to meet you. **Your turn:** Try to introduce two of your partners to each other.

1.1.5 What would they say?（他们会怎么说？）

1. Kate Lee of Creative Software and the Sales Manager of her company, Alice Chen, are visiting a business partner. First she has to make a self-introduction, and then she will introduce the manager to the partner. What would they say in this situation?（假设 Creative Software 公司的 Kate Lee 和公司销售部经理 Alice Chen 一同拜访一个商务伙伴。首先 Kate 需要做自我介绍，然后向商务伙伴介绍销售部经理。在这种场景下 Kate 应该怎么说呢？）

Kate: _____! My name is _____. I am from _____. _____? _____, Mr. Smith.

Mr. Smith: Oh, how do you do, Ms. _____? Nice to meet you, too. Welcome to our company, I have been waiting for you.

Kate: Mr. Smith, _____ Alice Chen. She is _____. Alice, this is _____. He is _____.

Alice: How do you do, Mr. Smith?

Mr. Smith: How do you do, Ms. Chen?

2. Imagine Alex King is visiting IBM for the first time. Compete the following conversation between Alex and receptionist at IBM.（假设这是 Alex King 第一次来到 IBM 公司。完成下面与 IBM 前台接待员之间的对话。）

Receptionist: Good morning! Welcome to IBM! What can I do for you?

Alex: _____! My name is _____. I am the Sales Director of Lenovo Group. I have an appointment with Mr. Anderson.

Receptionist: Oh, yes, Mr. _____. Please go to the Engineers' Section. The entrance is at Room B101 in Tower B. Mr. Anderson has been waiting for you.

Alex: _____, _____ the room number again?

Receptionist: It's B 101, the first ground floor room in the B tower. You can take the corridor at the other end of the hall.

Alex: _____.

Receptionist: You're welcome. I hope you enjoy your visit here.

3. What would you say in the following situations? Please write down the exact words. The first on is done for you as an example.（在下列场景中你该说些什么？请把你要说的话写下来。第一道例题已经替你完成了。）

a) A receptionist asks what you want on your first day at work.

_____

b) The customer service manager, Mrs. Hanson, doesn't know Linda Morris, the new export clerk.

_____

c) Your boss says to you, "This is Eddie Robison. He's visiting us from England."

_____

d) Eddie Robinson says, "I believe you haven't met my colleague Kelly White."

_____

e) You've been introduced to a client, but later in the conversation you can't remember his name.

_____

1.2 Between Colleagues（同事之间）

1.2.1 Warm-up Exercises（热身练习）

Listen to the following conversation. Try your best to understand the lines. If you miss anything, that's OK. The purpose of this passage is to help you get ready for the activity that follows.（下面你将听到一段对话。尽力听懂对话内容。如果有些内容听不明白，没关系，这段对话的目的仅仅是让你为接下来的活动做好准备。）

Learn how to…
Say hello
Offer help
Ask for favors
Respond to others' demands
Respond to others' help

Answer the following questions:

1. Does Mark want Jenny to do him a favor?

2. Can Jenny do it?

1.2.2 Listening & speaking（听和说）

A week has passed. It seems that Michael is getting on quite well with his colleagues. They call each other by their first names! Listen to several other conversations between Michael and his colleagues, and find out the secret to his magic.（一周过去了。Michael 看起来和他的同事们相处

得非常好。他们都互相以名字相称啦！这真是一大成功。听一听 Michael 和他的同事之间关于其他的对话录音，找出他与人相处的诀窍所在。）

Michael: Good morning. How are you today?	**Michael:** Morning, Stephanie. Are you busy right now? I need your help.
Tony: Fine, thanks, Michael. What about you?	**Stephanie:** Not really. What can I do for you?
Michael: I'm fine, too. Hey, you seem to be looking for something. What is it? Is there anything I can do for you?	**Michael:** It's just an English phrase. Where can I find its meaning? I have no idea where to start.
Tony: Well, I'm looking for my Employee Handbook.	**Stephanie:** You can check it in a dictionary.
Michael: Oh, I have a copy at my desk. Feel free to take it if you need it.	**Michael:** Oh, do you have an English-English dictionary? Can I borrow it?
Tony: Great. Thanks, Michael!	**Stephanie:** Of course. Take this. Here you are.
	Michael: Thanks a lot!
	Stephanie: You're welcome.

1.2.3 Answering offers and requests（回应别人的提议和要求）

Speaker 1: May I help you with the workload?

Speaker 2:

Formal

Thank you very much.

That's very kind of you.

Thanks.

That sounds good.

Informal

I really need your kind help.
Thanks for your help.
But I think I can handle it by myself.
But I really don't need it right now.

That's great.
I really need your help.
But I don't think so.
But maybe next time.

Speaker 1: Could you please help me with the presentation?

Speaker 2:

Formal

With pleasure.
It's my pleasure.

I am very sorry,
I'd love to help,

That won't be a problem.

No problem.

Sorry, but I can't.
Informal Oh, I really don't have the time.

What exactly do you need?
What can I do to help?

but I'm afraid I can't.
but I am really busy right now.

Tell me what you need.

1.2.4 Offering and asking for help（提出和要求帮助）

You often have to turn to your colleagues for help. Helping each other is a great way to build friendships. In this activity, students practice several possible ways of offering and asking for help. （向同事寻求帮助是一件再平常不过的事情了，互相帮助是一种建立友谊的方式。在下面的活动中，学员将练习几种不同的提供和寻求帮助的方法。）

1. What can I do to help you with the report?	Oh, could you please help me with the name list? Thank you very much.
2. A: Do you need my help with the problem? B: Oh, yes, I think so. That's great. Thank you. Your turn: Offer to help your partner with his English presentation.	3. A: Is there any chance of my borrowing your bike? B: Well, I think I can manage them. Thank you all the same. Your turn: One of you offers help, while the other turns down the offer politely.
4. A: Do you think you could lend me some of your books? B: Until when? A: Oh, just over the holidays. B: I'm not sure. It really depends on which books you want. Your turn: Follow this pattern and try to borrow some CDs from your partner for 1 month.	5. A: Is there any chance of my borrowing your bike? B: For how long? A: Until the end of the week. B: OK, no problem. Your turn: Suppose you want to borrow the computer from your partner for 1week, and get approved.

1.2.5 What would they say?（他们会怎么说？）

1. Ms. Wang is asking her colleague Amy for a favor, and Amy decides to help Ms. Wang in spite of her own heavy tasks. Complete the following conversation between them. This activity helps students to practice useful expressions learned in this unit. （王女士想请她的同事 Amy 帮一个忙，尽管 Amy 自己的工作任务很重，她还是决定要帮她。完成以下对话，这个活动将帮助学员练习在这个单元中所学到的表达方式。）

Ms. Wang: Good morning, _____! How are you today?

Amy: Good morning. I am fine. _____. And you?

Ms. Wang: I'm fine, too. I need to ask you _____. Can you help me finish this short project report? I am really swamped in writing a cooperation plan right now.

Amy: _____. I never wrote a project report before.

Ms. Wang: _____. You just need to finish the document according to template I give you. It won't take _____.

2. Imagine Amy is writing a project report for Ms. Wang, but she finds a form that she doesn't understand. It's her turn to ask Ms. Wang for help. What would they say? Complete the following conversation between Amy and Ms. Wang. （设想 Amy 正在为王女士撰写一份项目报告，但是 Amy 发现一个表格有疑问。现在她得找王女士帮忙了。他们应该说些什么呢？完成以下对话。）

Amy: Good afternoon, Ms. Wang. _____ right now? I need your help with the project report.

Ms. Wang: Hi, _____. Just tell me what it is.

Amy: It's about this form. What should I fill in it? I have _____ at all.

Ms. Wang: You just fill in the time we spent finishing the whole plan.

Amy: Oh, _____. Do you have a sample of a similar form? Can I _____?

Ms. Wang: Of course. Take this one. _____.

Amy: Oh, _____!

Ms. Wang: _____.

3. What would you say in the following situations? Please write down the exact words. The first one is done for you as an example. （在下列场景中你该说些什么？请把你要说的话写下来。第一道例题已经替你完成了。）

a) A colleague asked you to do a small favor, and you are more than glad to offer help.

It's my pleasure to help you. Just tell me exactly what you need from me.

b) Now the same colleague offered to help you with your heavy workload. You really need that help right now.

_____

c) You friend needs you to help her with her paper. You don't have time.

_____

d) A good friend asks to help you with your bag, but you think you can carry it yourself.

_____

e) A co-worker wants to know exactly what to do to help a customer. You tell her to write an e-mail to the customer.

_____

1.3 Enjoy Your Work（愉快地工作）

1.3.1 Warm-up Exercises（热身练习）

Listen to the following conversation. Try your best to understand the lines. If you miss anything, that's OK. The purpose of this passage is to help you get ready for the activity that follows.（下面你将听到一段对话。尽力听懂对话内容。如果有些内容没听明白，没关系，这段对话的目的仅仅是让你为接下来的活动做好准备。）

> **Learn how to…**
> Talk about hobbies
> Suggest an activity
> Invite others to an activity
> Accept a suggestion
> Decline a suggestion

Answer the following questions:

1. Are they having a party tonight?

2. What kind of movie does the woman want to watch?

1.3.2 Listening & speaking（听和说）

What do you usually do in your spare time? Do you like watching movies? Are you fond of dancing? Or, are you interested in football? Let's join Michael in discussions with his colleagues about entertainment at lunch time.（你业余时间一般做什么？你喜欢看电影吗？你喜欢跳舞吗？或者，你喜欢足球吗？让我们加入到 Michael 和他的同事们的午餐时间的讨论中，谈一谈娱乐和兴趣爱好吧。）

Michael: Good afternoon, Joe. Do you like going to soccer matches?	**Tony:** What shall we do after work?
Joe: Absolutely. I am a super soccer fan. Why do you ask?	**Michael:** Have you ever seen a Beijing Opera?
Michael: That's great. There's a soccer match tonight. I was just wondering if you would like to go with me.	**Michael:** Well, it is quite different from that. Beijing Opera is a unique form of art in Chinese culture.
Joe: Thanks. That would be nice. Can you get two tickets?	**Tony:** I see. It sounds exciting. When will it begin?
Michael: I already got them!	**Michael:** There is a show at 7:00 p.m, at the Central Opera House.
Joe: Great! Let's go after work!	**Tony:** Ah, I am sorry I can't make it then.