

教育部"十一·五"规划建设研究教材 高等院校实用英语专业系列教程

Meet in London

高等院校实用英语专业综合教程

A Practical English Course for College English Majors

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学生用书 STUDENT'S BOOK

学林出版社

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第三册

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前言

现代高职高专英语类专业旨在培养合格的中高级涉外管理人员及高级涉外技术服务人员。其培养模式的特点决定了在实际教育中,不仅要听说领先,而且要加大口译的教学比重,注重各类应用文英语写作能力的培养。《高等院校实用英语专业综合教程——Meet in London》正是本着此培养目标,以提高学生基础阶段英语听、说、读、写、译等全面技能为宗旨,以先进的教学理念为指向,在充分尊重语言习得规律的基础上,结合现代高职高专英语专业学生的学习需求精心挑选课文内容,切实为教师和学生提供课内外英语学习服务。

《高等院校实用英语专业综合教程——Meet in London》避免了传统教材体例单一乏味,过分偏重经典阅读、主题面窄等缺陷,横向拓展主题覆盖面,增加信息含量,训练学生实际使用语言交流和处理涉外业务的能力。本套教程共五册,本册共8个单元,围绕着8个大主题展开,且每个大主题包含两个小主题。各语言项目短小精炼。听力材料生词不超过5个(第一册以高中习得词汇为起点,二册、三册分别以一册、二册习得词汇为起点),第一册5个来回,第二册7个来回,第三册9个来回。短文或应用文体材料长度:第一册300—400个词,第二册400—500个词,第三、四、五册分别为500—600个词。

本教程各主题内容生动,练习形式活泼多样。口语有看图片、广告或图表问问题、角色扮演对话和根据情景、图片、广告或图表发表演讲等形式;听力训练灵活、课堂操作容易,实际效果突出。每册口译为一个汉译英对话;笔译为:一册4—5个句子,二册6个句子左右的句群,三、四、五册8—10句子的段落;应用文写作从基本商务信函开始,各册相应完成所分配的各类函件和应用文体的套写;语音注重朗读和句子语调的深度训练。

作为一套注重语境功能的综合型情景教程,经过编者和编辑人员的精心设计与打造,本书教 学内容和形式自成体系,富有特色。集中体现在以下几个方面:

- 一、**坚持实用方向不动摇**。根据学生已有的学习经验,选材时注重语境和学习的趣味性,以 生活和工作中的语言题材为主,语言素材实用真实。
- 二、注重语言共核夯实基础。本书选用日常生活和工作中常用的语言素材,做到不使用冷僻 词句,使整个教学主要围绕高频词展开,以此培养学生最基本的语言技能。
- 三、**渗透商务背景扩展知识**。本书遵循任务型原则,以语义场为红线,突出语境功能。结合 高职高专培养商务型和服务型人才的特点,增加商务工作场景为语境,以期扩展知识 面,提高学生学习英语的兴趣和动力。
- 四、拓展系统训练增长技能。语言训练项目和手段的系统性是本书的又一特点。本书包含全面而平衡的英语技能要求,既"听说领先",又强调学与思相结合、学与练环环相扣,循序渐进。
- 五、突出趣味易用以求效度。本书内容幽默,哲理与情趣相融;编排形散神不散,体例结构 轻松明快,训练形式多样,生动有趣。同时,教材配备详尽的教师用书、课文录音以及 多媒体课件、练习册等相关材料。

课时安排:建议本套教程分三至五个学期学完。每个单元6—8课时。由于时间仓促,本教程尚存诸多不足,希望各位专家老师不吝赐教。

编者

内容介绍

《高等院校实用英语专业综合教程——Meet in London》教材共5册,本册共8个单元,每个单元由Getting Started, Listening, Reading, Speaking, Writing, Interpretation, Translation, Functional Expressions等组成。

本套教程主要包括入学伊始、购物、娱乐、交通、理财、预约、求职、广告、会议与展览、风俗、美容美发、销售等主题。具体设置上内容精悍、练习精当,实用与趣味并重;语言生动,兼顾故事性与情景性;此外,还凸现言语型、文化渗透型等特色,时代感强。

本套教材的使用对象包括:全日制高职高专英语专业学生、本科英语专业学生。

Unit	Topic	Page	Foc	us
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Business	Etiquette		L: Etiquette makes a great dif-	ders
Etiquette and	工作礼仪		ference to business	S: Are you rude at work?
Courtesy			L: An interview on professional	Interpretation & translation
商务礼仪			appearance in American busi-	W: Customer incentive program
			ness	announcements
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	Etiquette		L: Interview on telephone eti-	S: Giving more tactful responses
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			L: Talking about proper tele-	
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营销	营销策略		L: Doing market research	Interpretation & translation
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			R: Disappearing with a	
		Ĭ	customer's money	
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	网络营销		keting	Interpretation & translation
			L: Web Marketing Today	
			R: Internet marketing	
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走向都市	城市是什么?		puts pressure on cities	or home city
				Interpretation & translation
			Shanghai	W: An order letter
			R: What is a city	
	Rise and Fall		S: Talking about pictures	R: Six steps to safer city streets
	of Cities	- 1	L: Pompeii	S: How to solve the housing
	城市的盛衰		L: Learn the most direct route	problem in big cities
			to every single road	Interpretation & translation
			R: The Lost City of Nan Madol	

Unit	Торіс	Page	Foc	us
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善由心生			R: Charity, if you please	
3 5 g	Charity Orga-	98	S: A patient's wish	R: Mother Teresa's great speech
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产品故事			product	
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Workplace Etiquette 工作礼仪

GETTING STARTED

Focus

- S: Business etiquette
- L: Etiquette makes a great difference to business
- L: An interview on professional appearance in American business
- R: Cross-cultural business blunders
- S: Are you rude at work?

Interpretation & translation

W: Customer incentive program announcements

Business Etiquette Quiz. This quiz on social and business etiquette is to test your responses to the following business situations.

- 1. Your boss, Ms. Rosary, enters the room when you're meeting with an important client, Mr. Raphael. You rise and say "Ms. Rosary, I'd like you to meet Mr. Raphael, our client from Chicago." Is this introduction correct?
- 2. At a social function, you meet the CEO of an important corporation. After a brief chat, you give him your business card. Is this correct?
- 3. You're entering a cab with an important client. You position yourself so the client is seated curbside. Is this correct?
- 4. A toast has been proposed in your honor. You say "thank you" and take a sip of your drink. Is this correct?
- 5. You're in a restaurant and thin soup is served in a cup with no handles. To have it you should:
 - A. pick it up and drink it.
 - B. use the spoon provided.
 - C. have half of it with a spoon and drink the remainder.
- 6. You're invited to a reception and the invitation states "7:00 to 9:00 p.m." It would be OK to arrive:
 - A. at 7:00 p.m.
 - B. anytime between 7:00 p.m. and 9:00 p.m.
 - C. between 7:00 p.m. and 7:30 p.m.
 - D. go early and leave early.
- 7. You're talking with four people. You should make eye contact with:
 - A. just the person to whom you're speaking at the moment.
 - B. each of the four, moving your line of vision from one to another.
 - C. no particular person (not looking directly into anyone's eyes).
- 8. The waiter is coming towards you to serve wine. You don't want any. You turn your glass upside down. Is this correct?
- 9. You're scheduled to meet a business associate for a working lunch and you arrive a few minutes early to find a suitable table. 30 minutes later your associ-

Unit 1

ate still hasn't arrived. You should:

- A. order your lunch and eat.
- B. continue waiting and be angry that your associate isn't there.
- C. tell the head waiter you're leaving and give him your card with instructions to present it to your associate to prove you have been there.
- D. call your associate after 15 minutes.
- 10. You've forgotten a lunch with a business associate. You feel terrible and know he's furious. You should:

A. write a letter of apology.

B. send flowers.

C. keep quiet and hope he forgets about it.

D. call and set up another appointment.

New Words

function / fʌnkʃn/ n. (C, U) a large party or an official event 重大聚会;功能;函数

vi. to work in a correct or intended way 运行,起作用

cab /kæb/ n. (C) a taxi 出租汽车

curbside /ˈkɜːbsaɪd/ n. (U) (BrE: kerbside) the side of the street or path near the kerb 人行道靠近路

缘的部分,路边

sip /sɪp/ n. (C) a very small amount of a drink 啜饮,抿

vi./vt. to drink something slowly; to take very small mouthfuls 啜饮,啜,抿

remainder /rr'meɪndə(r)/ n. (C, U) the part of something that is left after everything else has gone or been

dealt with 剩余物; 其他的人; 残余

contact /kontækt/ n. (U, C) communication with a person, organization, country, etc. 接触; 联

系 (人)

vt. to write to or telephone someone 联系,联络,接触

instruction /ɪnˈstrʌkʃn/ n. (C) [常 pl.] a statement telling someone what they must do 指令;说明,

须知, 教学

furious /ˈfjuərɪəs/ a. very angry 狂怒的; 猛烈的

Proper Noun

CEO (公司)首席行政长官,总裁 (chief executive officer)

Phrases

in one's honor 向 ·····表示敬意,为纪念·····,为庆祝·····

thin soup 稀汤,淡汤 eye contact 目光接触

LISTENING



Listen to a conversation between two students. Complete the note-taking.

Situation: After his graduation from university, Wang Ming found a job in an American corporation located in Beijing. He received a letter from the corporation telling him to take part in a training program.

And yet there is a word in the letter he doesn't know, so he goes to Susan, an America-born Chinese.

Note-taking

1. Definition	30	
Etiquette is		•
2. Specific M	leaning of Etiquette	
Etiquette	means	
3. Examples	of Etiquette	•
(1)		
(2)		
New Word	ıs	
socialize	/ˈsəʊʃəlaɪz/ vi.	to spend time with other people in a friendly way 交际
courteous	/ˈkɜːtɪəs/ a.	polite and showing respect for other people 有礼貌的
specifically	/spə ['] sıfıklı/ ad.	in a detailed or exact way; relating to or intended for one particular type of person or thing only 具体地,明确地,特定地
civilized	/ˈsɪvəlaɪzd/ a.	marked by refinement in taste and manners文明的,有礼貌的
courtesy	/ˈkɜːtəsɪ/ n.	(U, C) polite behavior, or a polite action 礼貌;好意,恩惠
	a.	provided free to a customer by a company 免费的
offensive	/ə¹fensɪv/ a.	very rude or insulting and likely to upset people 令人不快的,冒犯的,攻击性的
Phrases		
make a diffe	rence (to)	有影响;起(重要)作用
later on	N. 2	后来(过些时候)
VALUE OF THE PARTY		ew on professional appearance in American business. mary of the answers to these questions.
-	-£41	s attire become less rigid in recent years?
2. What is th	e appropriate business	attire for women?
Summary	of the answer:	
3. When sho	uld men wear ties?	
Summary	of the answer:	



Business Etiquette and Courtesy 商务礼仪

New Words

attire

/əˈtaɪə(r)/ n.

(U) clothes, esp. of a particular type 服装, 盛装

cafeteria

/ˌkæfəˈtɪərɪə/ n.

(C) [BrE: canteen] a restaurant, often in a factory, college etc., where you

choose from foods that have already been cooked and carry your own food

to a table 自助餐厅

elaborate

/ı'læbərət/ a.

having a lot of small parts or details put together in a complicated way 精细

的,详尽的,精心的

/ı'læbəreit/ vi./vt.

to give more details or new information about something 详细地说明,精

心制作,推敲

intense /m'tens/ a.

(of physical and emotional feelings) extreme, very serious, using a lot of

effort, and often involving doing a great deal in a very short time 非常的,

强烈的,紧张的,热情的

mainstream /'meɪnstri:m/ a.

(of beliefs or behavior) common and shared by most people, or represent-

ing such beliefs or behavior 主流的

n. (U, C) 主流社会

perk

/ps:k/ n.

(C) [常pl.] something that you get legally from your work in addition to

your wages, such as goods, meals, or a car (工资以外的)额外收入,

津贴

blouse

/blauz/ n.

(C) a shirt for women 女衬衫

conservative /kən's3:vətɪv/ a.

tending to emphasize the importance of preserving traditional culture and

religious values, and to oppose change, esp. sudden change 保守的

n. (C) 保守的人

strapless

/'stræpləs/ a.

无带的, 无背带的, 无吊带的

hose

/həuz/ n.

(C) 长筒袜

hoseless

/həuzlis/ a.

不穿长筒袜的

pantyhose

/'pæntihəuz/ n.

(C) 袜裤

pant-suit

/'pæntsu:t/ n.

(C) 长裤与衣相配成套的便服

knit

/nɪt/ vt.

to make clothing out of wool, using two knitting needles 编织,密接,结

合

Phrases

business casual

商务便装

neck tie

领带

READING



Read the passage on cross-cultural business blunders. Complete these sentences in your own words.

- 1. When managers at one American company realized "cooking oil" means Jackass Oil in Spanish, they...
- 2. American Motors failed to market its new car the Matador in Puerto Rico because...
- 3. Employees working with a sales manager in Hong Kong used to ...

- 4. The offer of a cup of coffee from a Saudi businessman is regarded as
- 5. FEDEX finally shut down over 100 European operations after \$1.2 billion in losses for two apparent reasons: first, ...; second, ...



Cross-cultural Business Blunders

I often get many emails from readers saying how much they enjoy the articles on cross-cultural blunders. I am constantly asked for more. Bowing to pressure I have therefore compiled some more examples of how cultural ignorance can and does lead to negative consequences.

The following cultural business blunders are therefore presented and I would again like to stress that such examples of "culture gone wrong" are presented in order to illustrate to people how crucial cultural awareness is in international business today.

Managers at one American company were startled when they discovered that the brand name of the cooking oil they were marketing in a Latin American country translated into Spanish as "Jackass Oil".

American Motors tried to market its new car, the Matador, based on the image of courage and strength. However, in Puerto Rico the name means "killer" and was not popular on the hazardous roads in the country.

A sales manager in Hong Kong tried to control employees' promptness at work. He insisted they come to work on time instead of 15 minutes late. They complied, but then left exactly on time instead of working into the evening as they previously had done. Much work was left unfinished until the manager relented and they returned to their usual time schedule.

A US telephone company tried to market its products and services to Latinos by showing a commercial in which a Latino wife tells her husband to call a friend, telling her they would be late for dinner. The commercial bombed since Latino women do not order their husbands around and their use of time would not require a call about lateness.

A cologne for men pictured a pastoral scene with a man and his dog. It failed in Islamic countries where dogs are considered unclean.

Proctor & Gamble used a television commercial in Japan that was popular in Europe. The ad showed a woman bathing, her husband entering the bathroom and touching her. The Japanese considered this ad an invasion of privacy, inappropriate behavior, and in very poor taste.

An American business person refused an offer of a cup of coffee from a Saudi businessman. Such a rejection is considered very rude and the business negotiations became stalled.

A Japanese manager in an American company was told to give critical feedback to a subordinate during a performance evaluation. Japanese use high context language and are uncomfortable giving direct feedback. It took the manager five tries before he could be direct enough to discuss the poor performance so that the American apprehended.

One company printed the "OK" finger sign on each page of its catalogue. In many parts of Latin America that is considered an obscene gesture. Six months of work were lost because they had to reprint all the catalogues.

Leona Helmsley should have done her homework before she approved a promotion that claimed her Helmsley Palace Hotel in New York was comparable to the Taj Mahal — a mausoleum in India.

A golf ball manufacturing company packaged golf balls in packs of four for convenient purchase in



Japan. Unfortunately, pronunciation of the word "four" in Japanese sounds like the word "death" and items packaged in fours are unpopular.

In 1985 Bechtel pulled out of a joint venture in New Guinea. It seemed flawed from the start. Bechtel had 33 months to build a new plant, organize services, and meet a production deadline or face financial penalties. They planned to place a mine at the top of a mountain in an isolated rain forest, creating a town of 2,500, camps for 400, a power plant, air strip, roads, hospitals, and support services (for natives who had never seen a Westerner). The natives who were recruited to work (while receiving 400 inches of rain during the rainy season) had no concept of private property, modern money, central government, or work regulations. The multicultural workforce of 5,000 was composed of mixed indigenous people and imported technicians from the United States, Canada, New Zealand, Korea, and Philippines. The road builders did not believe in working around the clock, so the contractor finally went bankrupt. Natives also did not like the work schedule so they went with bows and arrows to shut down telephone lines, roads and to frighten personnel. There was an 85% turnover in the native workforce.

FEDEX (Federal Express) wisely chose to expand overseas when it discovered the domestic market was saturated. However, the centralized or "hub and spoke" delivery system that was so successful domestically was inappropriate for overseas distribution. In addition, they failed to consider cultural differences: In Spain the workers preferred very late office hours, and in Russia the workers took truck cleaning soap home due to consumer shortages. FEDEX finally shut down over 100 European operations after \$1.2 billion in losses.

Mountain Bell Company tried to promote its telephone and services to Saudi's. Its ad portrayed an executive talking on the phone with his feet propped up on the desk, showing the soles of his shoes something an Arab would never do!



After reading the passage, choose an item to replace the underlined part for each of the following statements excerpted from the text.

1. A sales manager in Hon	g Kong tried to control emp	loyees' <u>promptness</u> at work.
A. hurriedness	B. punctuality	C. promotion
2. They complied, but then	n left exactly on time instead	d of working into the evening as they previously had
done.		
A. edited	B. agreed	C. obeyed
3. The commercial bombe	d since Latino women do n	ot order their husbands around and their use of time
would not require a call	about lateness.	
A. failed	B. succeeded	C. exploded
4. Such a rejection is consi	dered very rude and the bus	iness negotiations became stalled.

- B. came good A. came to an end C. came to small shops 5. Japanese use <u>high context</u> language and are uncomfortable giving direct feedback.
- A. highly context independent B. implicit C. direct 6. The promotion claimed her Helmsley Palace Hotel in New York was comparable to the Taj Mahal — a
- mausoleum in India. A. stone grave B. people believing in Muslim C. magnificent royal palace
- 7. In 1985 Bechtel <u>pulled out</u> of a joint venture in New Guinea.

A. drove onto a road	B. left a station	C. backed out
8. The multicultural workforce o	f 5,000 was composed of mixe	d indigenous people and imported technicians.
A. native	B. foreign	C. exported
9. There was an 85% turnover is	n the native workforce.	
A. the amount of business	B. upsetting something	C. employee exchange
10. In Russia the workers took t	ruck cleaning soap home due	to consumer shortages.
A. want for consumers	B. want for consumer prod	ucts C. short consumers
Fill in the blanks	to paraphrase the so	entences from the text.
1. Bowing to pressure I have the	refore compiled (Para. 1)	
I finally and have	a list of	
2and I would like to stress th	at such examples of 'culture g	gone wrong' are presented(Para. 2)
I would like to lay	on the fact that I show these ex	xamples of cultural communication
in business		
3. Much work was left unfinished	d until the manager relented.	(Para. 5)
Much work was left unfinished	d until the manager	and became less
4. The Japanese considered this	ad an invasion of privacy,	(Para. 8)
The Japanese thought the ad f	or soap showed details about	people's in a way that is upsetting
and often		
		e approved a promotion (Para. 12)
Before approving a promotio instead of a		for granted that the Taj Mahal in India was a
6. It seemed flawed from the sta	art. (Para. 14)	
The plan for in New	w Guinea was from	the start.
7 when it discovered the dor	nestic market was saturated.	(Para. 15)
when it discovered the	of products provided in d	omestic market was close to or at its
Rewrite the sent	ences using the phra	ses provided.
1. Your visit was a sign of your	affection to me.	
translate into:		
2. Myers finally gave in to public	c demand and withdrew from	the campaign.
bow to:		
3. I found this obscene and have	sent the website an email lett	ing them know my disappointment.
in poor taste:		
4. No computer has a speed as g	good as that of hers.	

5. This brings us to the realization that in times of food shortage the farmers maximized food production.

comparable to:

due to:





Fill in the blanks with proper forms of the words.

Verb	Noun	Adjective	Verb	Noun	Adjective
saturate			apprehend		
	compilation		compare		
flaw					short
promote		*	distribute		
		bankrupt		invasion	
ignore			comply		

New Words

ignorance /'Ignərəns/ n. (U) lack of knowledge or information about something 无知 to give special importance or emphasis to (something) 强调,着重 awareness /ə'weənəs/ n. (U) knowledge or understanding of a particular subject or situation 认识,意识,了解 to make someone suddenly surprised or slightly shocked 使(某人)吃惊;吓(某人)一跳 jackass /'dʒækæs/ n. (C) 公驴;愚蠢的人,傻瓜 dangerous, especially to people's health or safety 有害的,危险的 promptness /'promptnis/ n. (U) act of arriving at an arranged time 淮时,敏捷,迅速 to obey an order, rule, or request 顺从,答应 to change your attitude and become less strict or cruel towards someone 变宽厚,变温和,动怜悯之心 cologne /kə'ləun/ n. (U) 科隆香水 typical of the simple peaceful life in the country 牧人的,田园生活的,牧师的 Islamic /iz'læmik/ a. 伊斯兰教的
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invasion /m'ver3n/n. (U, C) a situation in which someone tries to find out details about
another person's private affairs in a way that is upsetting and often
illegal 侵犯;侵入,侵略
stall /stɔ:l/ vt. to delay or put off an action, esp. by trickery 停顿, 延期
feedback /'fi:dbæk/ n. (U) reaction to a process or an activity, or the information obtained
from such a reaction 反馈
subordinate /sə¹bɔ:dɪnət/ n. (C) someone who has a lower position and less authority than some-
one else in an organization 属下,附属物
a. 下级的,次要的,附属的
/səˈbɔ:dmeɪt/ vt. 使·······居下位,使······服从