



高职高专“十一五”规划教材

物业管理实用英语

◎ 史晔华 主编



化学工业出版社

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随着中国经济的快速发展,物业管理专业由刚刚兴起而逐渐走向正规化、系统化、规范化,涉外物业的发展尤为突出。英语已成为物业管理工作中必不可少的语言工具。《物业管理实用英语》一书就是在这样的背景下编写的。本书有三大特点:一是与专业紧密结合,无论课文还是习题,都围绕物业管理,都和专业密切相关;二是以岗位为中心的编写思路,提供了由浅入深的语言情景,便于读者按各自岗位找到相应的内容,有效地阅读和撰写学习者的学习材料;三是突出语言的交际性,以实践交际为目的,强化口语、阅读和写作能力的综合训练,生动易懂。

《物业管理实用英语》一书共10个单元,每个单元都与专业紧密结合,包括课文和对话,课后配有相关的习题。对话涉及人力资源管理、客服、工程维修、财务、租赁、安全、保洁绿化、行政、会所服务九大岗位英语用语。

本书难度适中,主要为高职院校物业管理专业和房地产专业学生提供可以借鉴和参考的有关物业管理的英语交际术语以及物业管理英语应用文的写作范式,同时也为在岗和转岗人员充实知识、提高物业管理能力起到辅助作用。

本书由史晔华主编,周哲、万建辉参编第二章、第三章。在编写过程中,北京康景物业服务有限公司和北京恒诚基(北京)物业管理有限公司为本书提供了极有价值的资料,在此表示衷心的感谢。

书中或有疏漏和不当之处,恳请读者批评指正。

史晔华 主编
I. 物... II. 史... III. 物业管理-英语-高等学校-教材
IV. H31

中国图书馆分类号: CIP 数据 5008 第 078084 号

责任编辑: 史晔华

责任编辑: 史晔华

责任编辑: 史晔华

出版发行: 化学工业出版社 (北京市东城区黄线大街13号 邮政编码 100011)

印 刷: 化学工业出版社印刷厂

184mm×260mm 1/16 印张 1.76 字数 1.3千字 2008年8月北京第1版第1次印刷

邮 政 电 话: 010-64215282 (传 真: 010-64215283) 电子邮箱: 010-64215283



化学工业出版社

地址: 北京市东城区黄线大街13号 邮编: 100011

北京

定价: 12.00元

定价: 12.00元

本书的特点是：与专业紧密结合，循序渐进、由易而难，包括课文和对话，课后配有相关的习题。对话涉及人力资源管理、客服、工程维修、财务、租赁、安全、保洁绿化、行政、会所服务十大岗位英语用语。以岗位为中心编写，提供了比较真实的语言情景，便于读者按各自岗位找到相应内容；突出语言的交际性，以实现交际为目的，弱化语法，强化口语、阅读和写作能力的综合训练，生动易懂。

本书既可作为高职院校物业管理、房地产专业学生教材使用，也可作为物业管理企业的员工培训以及物业管理从业人员自学用书。

图书在版编目 (CIP)数据

物业管理实用英语/史晔华主编. —北京：化学工业出版社，2008.6
高职高专“十一五”规划教材
ISBN 978-7-122-03047-4

I. 物… II. 史… III. 物业管理-英语-高等学校：技术学院-教材 IV. H31

中国版本图书馆 CIP 数据核字 (2008) 第 078094 号

责任编辑：李彦玲 于 卉

装帧设计：史利平

责任校对：宋 玮

出版发行：化学工业出版社（北京市东城区青年湖南街 13 号 邮政编码 100011）

印 装：化学工业出版社印刷厂

787mm×1092mm 1/16 印张 7 1/4 字数 113 千字 2008 年 8 月北京第 1 版第 1 次印刷

购书咨询：010-64518888（传真：010-64519686） 售后服务：010-64518899

网 址：<http://www.cip.com.cn>

凡购买本书，如有缺损质量问题，本社销售中心负责调换。

定 价：15.00 元

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前 言

随着中国经济的快速发展,物业管理专业由刚刚兴起而逐渐转向正规化、系统化的发展,涉外物业的发展尤为突出。英语已成为物业管理工作中必不可少的语言工具。《物业管理实用英语》一书就是在此背景下编写而成的。本书有三大特点:一是与专业紧密结合,无论课文还是习题,循序渐进、由易而难,都和专业密切相关;二是以岗位为中心的编写思路,提供了比较真实的语言情景,便于读者按各自岗位找到相应的内容,有效地调动和激发学习者的学习积极性;三是突出语言的交际性,以实现交际为目的,强化口语、阅读和写作能力的综合训练,生动易懂。

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Unit 4 Engineering Department

Task 1 Building Test

Task 2 Decoration Affair

Task 3 Repairs

Task 4 Writing: Bulletin Board

编 者

2008 年 6 月

Unit 5 Finance Department

Task 1 What does Property Management Fee include

Task 2 How to Charge

Task 3 Rent Collection

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To the Student

After China's entry into WTO, more and more foreigners come to China. They purchase or rent houses here. Foreign estate trade expands rapidly. But they have some language problems of living here. Thus a good command of estate and property management English becomes more essential, especially to an outstanding property management company.

If you plan to work at a PM company which serves for foreign residents after your graduation, your spoken English must be good and professional. Up to now, You already know quite a lot about what the rules of English grammar are, and how to form sentences in English. So the focus of each unit in this book is not grammar. Instead, each unit focused on conversational tasks or functions about property affairs such as introducing to the property management company, giving directions, dealing with complaints, and so on.

In order to develop conversational listening and speaking skills, you need practice in these skills, and this is what PM professional English aims to give you.

As you practice with your partner in a classroom situation, don't keep your eyes "glued to the book". Instead, use the "read and look up" technique: Look at your line before you speak. Then immediately look at your partner, make eye contact. Remember, communication is more than just words: People "say" a lot with their faces, their bodies, and their tone of voice.

The speaking and listening practice you get in this book will give you a firm basis for using English in work situations. May you success!

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Unit 1 Interview

What shall we learn?

Functions: ◇ *Introducing Yourself*

◇ *Talking about Property Management*

◇ *How to Write a Application Letter*

Task 1 Interview

(Lily, a undergraduate student, is applying for the assistant. Karen is the manager of HR. Now Karen is interviewing Lily in her office.)

Karen: Please take a seat. Could you introduce you to us first?

Lily: Ok. My name is Lily. Property Management is my maior, and I will be graduating from ** university in July this year.

Karen: Well, I think you probably have a fair idea about property management.

Lily: Yes. In Property Management, "property" means "land and buildings". You know, shopping centers, hotels, flats, and so on are all properties. They all require efficient management. In simple terms, that is property management. The primary function of property management is to preserve or increase the value of an investment property. With property management, the owners will make the best use of the property. In other words, to keep the property in normal use and make the environment better for the people living or working in, property management company must be set up to provide many kinds of services to the owners or tenants

directly or indirectly.

Karen: So do you know how many sorts of services provided by property management company?

Lily: It may be classified into following four categories: general services, such as charge collection, maintenance and repairs, security, cleaning; particular services and special services.

Karen: Good. What do you know about our company?

Lily: As far as I know, ** is a professional medium size property management company. I really think that working in such a company is both challenging and rewarding.

Karen: You seem to have prepared well before you came here. Do you think that you are qualified for the post?

Lily: Of course. A successful assistant will use strong interpersonal communication skills as he has to interact with a wide range of people. I am quite confident with my ability in this respect because I was once the chairman of the student' union for two years. I also had a graduation practice in a PM company for three months. And I got the specialized certificate last year.

Karen: Thank you, Lily, and you'll be hearing from us in the next few days.

Lily: Thank you, and I certainly hope the answer will be favorable.

Task 2 The Introduction to the Company

Imagine your employer let you introduce your company to the owners and tenants, what would you say? You can learn a lot from this passage below.

Best regards,

Wang Lin

The Introduction to the Company

Good morning, ladies and gentlemen. First of all, let me introduce our property company. Our company's name is Qiushi Property Co. Ltd., specializing in

the housing estate management. Generally speaking we are responsible for the environmental sanitation, cultivating the green areas, maintenance and security. Meanwhile, we offer some unusual services for the residents and now I am handing you some pamphlets for reference. (Hand the pamphlets one by one). The service of a good property company is just like the air. That means, you can not feel us but we do exist and offer services around you. When we are absent, you will find out how important we are. But that's just a joke, of course, we will not leave you.

In our company, we hire more than 150 professional employees working for you. In this professional line, most of us hold specialized certificates. So if you face some water or electronics problems or parking problems, you could call for help, and we will be there in time.

In 2003, we have passed ISO 9001 international management identifying system, which helps our company to be more professional, so we are the leading company in the line now. I believe if you live here, you will certainly enjoy the good services offered by us.

Task 3 Writing: Application Letter

Read the letter of application and write your letter.

A Job Application

英文求职信

April 13, 2007

Room 212 Building 5

** University

Beijing, China 100101

Dear Sirs,

My name is Wanglin. I am a final student. Your advertisement for a Property Management Assistant interested me because the position that you described sounds exactly like the kind of job I am seeking.

According to the advertisement, your position requires top university, Bachelor or above in Management or equivalent field and proficient in Computer skills. I feel that I am competent to meet the requirements. I will be graduating from ** School of ** University this year with a bachelor's degree. My studies have included courses in **, **, and **.

During my education, I have grasped the principals of my major and skills of practice. Not only have I passed CET-6, but more important I can communicate with others freely in English. My ability to write and read English is not in question.

I would appreciate your time in reviewing my enclosed resume and if there is any additional information you require, please contact me. I hope you will give me opportunity to talk with you in person, I am available for an interview at your convenience.

Best regards,

Wang Lin

Tel: +8610-6564 ****

New Words

- interview ['intəvju:] *n.* 面谈, 面试
- undergraduate [ˌʌndə'grædʒuɪt] *n.* 大学生
- graduate ['grædʒueɪt] *vi.* 毕业
- assistant [ə'sɪstənt] *n.* 助手, 助理
- major ['meɪdʒə] *n.* (大学中的) 主修科目
- property ['prɒpəti] *n.* 财产, 所有权
- management ['mænɪdʒmənt] *n.* 经营, 管理
- primary ['praɪməri] *adj.* 主要的
- preserve ['priːzəv] *vt.* 保持
- value ['vælju:] *n.* 价值
- investment [ɪn'vestmənt] *n.* 投资
- efficient [ɪ'fɪʃənt] *adj.* 有效率的
- owner ['əʊnə] *n.* 所有者, 业主
- post [pəʊst] *n.* 职位
- interpersonal [ɪntə'pɜːsənəl] *adj.* 人与人之间的, 人际
- charge [tʃɑːdʒ] *v.* 收费
- maintenance ['meɪntɪnəns] *n.* 维修, 养护
- repair [rɪ'peə] *n.* 修理, 修补
- security [sɪ'kjʊərɪti] *n.* 安全
- cleaning ['kliːnɪŋ] *n.* 清洁, 扫除
- certificate [sə'tɪfɪkət] *n.* 证书, 证明书
- estate [i'steɪt] *n.* 不动产
- sanitation [səni'teɪʃən] *n.* 卫生, 卫生设施
- cultivate ['kʌltɪveɪt] *vt.* 耕作, 培养
- resident ['rezɪdənt] *n.* 居民
- pamphlet ['pæmfli:t] *n.* 小册子
- hire ['haɪə] *vt.* 雇用

professional [prə'feʃənəl] *adj.* 专业的

employee [ˌemplɔɪ] *n.* 职工, 雇员

electronic [ɪlek'trɒnik] *adj.* 电子的

parking ['pɑ:kɪŋ] *n.* 停车

identify [aɪ'dentɪfaɪ] *vt.* 识别, 鉴别

application [æpli'keɪʃən] *n.* 申请, 申请表

position [pə'zɪʃən] *n.* 位置, 职位

advertisement [əd'vertɪsmənt] *n.* 广告

proficient [prə'fɪʃənt] *adj.* 精通的

enclosed [ɪn'kləʊzd] *adj.* 附上的

resume [re'zju:meɪ] *n.* 履历, 简历

developer [dɪ'veləpə] *n.* 开发商

development [dɪ'veləpmənt] *n.* 新开发区; (房地产)开发

complex ['kɒmpleks] *n.* (类型相似的)建筑群

downtown ['dauntaun] *adj.* 市区的

suburban [sə'bʊrən] *adj.* 郊区的

occupy ['ɒkjupaɪ] *vt.* 占用, 占据

Phrases and Expressions

apply for 请求, 申请

make the best use of 好好地利用

general services 一般服务

particular service 特殊服务

special service 专项服务

be qualified for 胜任的

interact with 与……交流

Graduation Practice 毕业实习

be responsible for 对……负责

in question	怀疑的
in the...line	在……行业
business park	商业园区

Notes

1. property 是指财产，包括动产 (personal property) 和不动产 (real property)。在本书中，property management 这个词语中 property 是指 real property or real estate，即不动产，房地产。

2. high-rise complexes 高层建筑群，complex 是指功能类型相似的建筑群。如：sports complex 综合体育场，industrial complex 工业建筑群。

3. low-rise 低层的，楼层少的，相对应的词是 high-rise，高层的。

4. Co.Ltd (Limited Company) 有限责任公司，股份有限公司，用于公司名称之后，如：Pearce Co.Ltd, 皮尔斯有限责任公司。

Exercises

Practice 1 Translation

1. 房地产公司 _____
2. 物业管理 _____
3. 保值 _____
4. 增值 _____
5. 北京经济技术开发区 _____
6. 求职信 _____

Practice 2 Ask your partner about PM and PM company. Use the sentence below: could you tell me something about……? Then reverse roles.

1. Your conversation maybe include the questions below:
2. What does the “property” mean?

3. What's the function of Property Management?

4. How many sorts of services provided by the company?

5. Do I need to get the specialized certificate if I want to work in this line?

Practice 3 Answer these interview questions.

1. What do you think are the basic qualities that a property manager should have?

- Hints:
- intelligence
 - education
 - diligence
 - information
 - management
 - cooperation
 - confidence
 - planning
 - enthusiasm
 - achieving results

2. There are many other companies. Why do you want to work for us?

- Hints:
- interest in the job
 - reputation of your company
 - a higher salary
 - good working condition
 - relevance to the major
 - promotion

3. What are your own strengths?

- Hints:
- well-educated
 - reliable
 - sociable
 - confident
 - vigorous
 - dynamic
 - initiative
 - Korea language

4. Do you have any weaknesses?

- Hints:
- lack of confidence
 - misplacing trust in others
 - not so smart
 - a bit of perfectionist
 - soft hearted
 - workaholic

5. What's your professional experience?

Practice 4 Extra Reading

What is Property?

First of all, you have to know what property is. In simple terms, property is what one owns. Your watch is your property. Your cash and your savings in the

banks are your property. They are known as personal property.

Property can mean something else. Suppose a real estate developer pays the local government a large sum of money and is allowed to use 100 acres of land. The company builds several dozens of residential houses, hotels, shopping centers, office buildings, sports and recreation facilities. In addition, it sets up a bank, a school and other public services. Undoubtedly, the above mentioned are all property. As a matter of fact, this is what the word property means in Property Management: land and buildings. People often call it real property or real estate.

Question: divide the following into real estate and personal estate.

Land	apartment	watch	building	jewelry
hotel	savings	garden	stock	furniture

Real estate _____

Personal estate _____

Classification of Real Property

For the purposes of studying specialized property management, real estate can be divided into four major classifications: residential, commercial, industrial and special-purpose property. Each type of property requires a different combination of knowledge and skills. The following is an overview of each type of property.

Residential	single private residential buildings, housing estates
Commercial	shopping arcades, banks, office buildings
Industrial	factory buildings, warehouses
Special-Purpose	government offices, hospitals, recreation & sports facilities

Residential Property

Residential real estate, including privately owned residences as well as government and institutional housing, satisfies the basic shelter needs of our popula-

tion. It is the largest source of demand for the services of professional property managers.

Commercial Property

Commercial real estate includes various types of income-producing properties, such as office buildings, shopping centers, stores, gas stations and parking lots. A commercial property is generally considered to be a “public accommodation”—a private entity that provides goods, services, facilities or accommodations to the public. Thus, even though commercial premises are privately owned, the public has certain rights to use them.

There are two principal categories of commercial estate: office property and retail property.

Office property. Like multifamily residence, office property can be low-rise office, garden developments, high-rise complexes or office parks (sometimes called business parks). Whether an office property is situated in a downtown commercial district or in a suburban development, its success is determined by its location relative to the prospective work force, transportation facilities and other business services.

Retail property. The second major category of commercial real estate, includes freestanding buildings, traditional shopping centers designated by size (strip centers, neighborhood centers, community centers, regional shopping centers and super-regional mall) and specialized centers, such as off-price, factory outlet and specialty centers.

Industrial Property

The industrial process converts raw materials into finished products. It comprises all activities involved in the production, storage and distribution of goods. Industrial property includes all land and facilities used for heavy and light manufacturing, for storage and for the distribution of goods.

Special-purpose Property

Hotels, motels, clubs, resorts, theaters, schools, colleges, government institutions and places of worship are considered special-purpose property.