

CAMBRIDGE

新编剑桥商务英语词汇

(高级)

主编 鞠鸿伟

哈尔滨工业大学出版社
HARBIN INSTITUTE OF TECHNOLOGY PRESS

新编剑桥商务英语词汇 (高级)

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哈爾濱工業大學出版社

图书在版编目(CIP)数据

新编剑桥商务英语词汇:高级/鞠鸿伟主编. — 哈尔滨:哈尔滨工业大学出版社,2009.10

ISBN 978-7-5603-2864-5

I.新… II.鞠… III.商务-英语-词汇-自学参考资料 IV.H313

中国版本图书馆 CIP 数据核字(2009)第 202495 号

责任编辑 孙 杰
封面设计 张孝东
出版发行 哈尔滨工业大学出版社
社 址 哈尔滨市南岗区复华四道街 10 号 邮编 150006
传 真 0451 - 86414749
网 址 <http://hitpress.hit.edu.cn>
印 刷 黑龙江省教育厅印刷厂
开 本 850mm × 1168mm 1/32
 本册印张 5.75 本册字数 256 千字
版 次 2010 年 1 月第 1 版 2010 年 1 月第 1 次印刷
书 号 ISBN 978 - 7 - 5603 - 2864 - 5
定 价 75.00 元(共三册)

(如因印装质量问题影响阅读,我社负责调换)

出版说明

《新编剑桥商务英语词汇(高级)》是针对剑桥商务英语证书考试的考生和学习《新编剑桥商务英语学生用书(高级)》的学生而编写的词汇手册。

本书也是为了增加学生普通英语词汇和商务英语词汇量,满足学生和教师实际需要而编著的。书中词汇是对学生做了大量的问卷调查后归纳总结的;也是参考相关资料后整理出来的。其中绝大部分词汇是学生在在学习过程中经常遇到的而且难理解的生词,具有较强的针对性和普遍性。

这些词汇基本上是按照它们在教材中出现的先后顺序排列的,同时补充了按字母顺序排列的重复版,便于同学们日常学习和课后快速查询。另外,本书提供了配套主教材的习题答案。

本书由鞠鸿伟主编,负责编写聚焦考试部分和第8单元以及词汇总表、目录、参考书目等;马颖负责编写第1、2单元;王森负责编写第3、4单元;张红佳负责编写第5、6单元;苏丹负责编写第7单元。

希望此书对于学习《新编剑桥商务英语学生用书(高级)》的同学们和准备剑桥商务英语证书考试的考生以及学习商务英语的广大爱好者有所帮助。

由于时间仓促,疏漏之处难免,敬请读者批评指正。

编者

2010年1月

目 录

Unit 1a Work Roles 工作职责	(1)
Unit 1b Company Structure 交流	(12)
Self-study & Exam Practice 自学与应试训练	(22)
Unit 2a Stocks & Shares 股票	(27)
Unit 2b Mergers & Acquisitions 公司并购	(33)
Self-study & Exam Practice 自学与应试训练	(41)
Unit 3a Trade Fairs 商品交易会	(45)
Unit 3b Entering a Market 进入新市场	(50)
Self-study & Exam Practice 自学与应试训练	(57)
Unit 4a The Future of Work 未来的工作方式	(59)
Unit 4b E-business 电子商务	(65)
Self-study & Exam Practice 自学与应试训练	(71)
Exam Focus 考试聚焦	(75)
Unit 5a Staff Motivation 员工积极性	(83)
Unit 5b Recruitment 招聘	(90)
Self-study & Exam Practice 自学与应试训练	(99)
Unit 6a Corporate Culture 公司文化	(104)
Unit 6b Cultural Diversity 文化差异	(113)
Self-study & Exam Practice 自学与应试训练	(118)
Unit 7a Industrial Espionage 行业刺探行为	(124)
Unit 7b Business Ethics 商业道德	(130)
Self-study & Exam Practice 自学与应试训练	(136)
Unit 8a Global Brands 全球化品牌	(139)
Unit 8b Global Sourcing 国际采购	(145)
Self-study & Exam Practice 自学与应试训练	(151)
总词汇表(高级)	(152)
参考文献	(180)

Unit 1a

Work Roles 工作职责

Background Information

A Work Role is defined as the mix of tasks and responsibilities undertaken by individuals or within a team.

reference: <http://www.belbin.info/work-roles-answr.htm>

Work Role includes supervisory level, managerial requirements, and any working relationships.

The statements below describing the various work roles in a company:

Office Staff—Clerical and administrative staff, typists and receptionists.

Marketing Personnel—People who are involved in market research, advertising sales and promotions.

Maintenance Engineers—A skilled worker who is trained in the maintenance of plant equipment and machines.

Managers—Usually professional and qualified staff who manage a division within an organisation.

Technicians—Skilled people in a particular field, for example, someone who is employed in a drawing office or involved in quality control.

Supervisors—Normally experienced staff who direct and oversee a task(s) carried out by others.

Secretaries—A person who handles correspondence, keeps records and carries out general office work.

Researchers—A person who carries out research into new ideas and designs.

Designers—A professional designer produces new ideas that may be manufactured.

reference: <http://www.technologystudent.com/vocat/workrole.htm>

Departments

- sales dept 销售部

- marketing dept 市场营销部
- public relations dept 公共关系部
- accounting dept 财务部
- customer service dept 客服部
- personnel / HR dept 人事部/人力资源部
- R & D dept 研发部
- computers dept 计算机部
- production dept 生产部
- dispatch dept 运输部
- legal dept 法律事务部
- purchasing dept 采购部

Word List

Belbin Associates 贝尔宾协会(英国的一家管理咨询顾问公司)梅雷迪斯·贝尔宾(R. Meredith Belbin)博士凭《团队管理:他们为什么成功或失败》和之后的《工作中的角色》两书而被誉为“团队角色理论之父”,他于剑桥大学获得学位,之后在游历和就职于世界许多国家的过程中显示了其研究、讲演和咨询的卓越的能力。1988年,他创立了贝尔宾协会,致力于组织互联空间,一种以计算机为基础的人力资源管理系统,今天这一系统已被广泛应用。

management consultancy 管理咨询顾问公司

e.g. Belbin Associates is a management consultancy.

workset *n.* highlights discrepancies between how a job is set up and how it is performed in practice it relies on managers using four core colours to set jobs up 在这里相当于 WorkSet System,指使用表现不同工作职责的色牌来布置工作的方法

e.g. Workset is a widely-acknowledged means of setting up jobs.

pie chart a diagram consisting of a circle that is divided into parts to show the size of particular parts in relation to the whole 圆形分析图

e.g. Pie charts are often the simplest way to show statistics.

assign tasks to 分配工作给

e.g. Managers need to assign tasks to their staff.

participate *v.* take part in 参加

e.g. No professionals participated in the contest.

comply *v.* follow, obey 依从; 顺从; 遵从

e.g. We comply with all fire safety rules.

in response to 作为对……的答复/反应

e.g. In response to their hospitality, we wrote a thank-you note.

adopt *v.* to accept 采纳; 吸收

e.g. After much deliberation, the president decided to adopt her suggestion.

allocate *v.* to give sth officially to sb/sth for a particular purpose 拨……(给); 划……(归); 分配……(给)

e.g. A large sum has been allocated for buying new books for the library.

be allocated to 分配……(给)

e.g. More resources are being allocated to the project.

job description 职业描述

e.g. Make sure you have an up-to-date job description.

static *adj.* not moving, changing or developing 静止的; 静态的; 停滞的

e.g. The balance sheet provides a static picture of the financial position at a point in time.

dynamic *adj.* always changing; always adapting to new circumstances and making progress 动态的

e.g. It's difficult to set prices in such a dynamic market.

job brief 工作概要

e.g. I need some more information about a job brief.

interpret *v.* understand and explain 理解; 解释

e.g. We interpreted his silence as a refusal.

framework *n.* the structure of a particular system (体系的)结构; 机制

e.g. We need to establish a legal framework for the protection of the environment.

approach *n.* method, way 方法; 方式; 态度

e.g. I like her approach to the problem.

review process 审查过程

e.g. The review process will last two weeks.

keep abreast of 了解……的最新情况

e.g. How can you stay abreast of all the developments in biotechnology?

jointly *adv.* together 共同地; 联合地; 连带地

e.g. The two boys owned the boat jointly.

assess *v.* to judge sb/sth or form an opinion about sb/sth after looking carefully at all the information 评估

e.g. It is difficult to assess the impact of advertising on sales.

performance *n.* how well or badly you do sth; how well or badly sth works 业绩

e.g. The new management techniques aim to improve performance.

re-align *v.* to change the way a business, an organization, etc. is organized in order to adapt it to a new situation 对……进行调整;使适应新形势

e.g. We believe losses will decrease as we realign our business to the lower demand.

blue work 蓝色工作

e.g. Machining an engineering component to a specification is blue work.

prescribe *v.* to say what should be done or how sth should be done 规定;命令;指示

e.g. The prescribed form must be completed and returned to this office.

approved standard 已批准的标准

e.g. you need to carry out that work in a prescribed way to an approved standard.

machine *v.* to make or shape sth with a machine

e.g. This material can be cut and machined easily.

component *n.* one of several parts of which sth is made 组成部分;成分;部件

e.g. Trust is a vital component in any relationship.

specification *n.* detailed information about how sth is or should be designed or made 规格

e.g. These houses are built to a high specification.

yellow work 黄色工作

e.g. Planning is yellow work.

initiate *v.* to initiate legal action/proceedings against sb 起诉某人

e.g. The government has initiated a programme of economic reform.

initiating procedures 启动程序

e.g. He initiated some procedures to reduce costs by 30%.

green work 绿色工作

e.g. Aiding someone else is green work.

vary *v.* to change or be different according to the situation 使……不同

e.g. Marketing methods vary with market size.

reaction *n.* 反应, 感应

e.g. What was his reaction to the plan?

at times of peak occupancy 在酒店的高峰入住期

e.g. The room prices will be higher at times of peak occupancy.

orange work 橙色工作

e.g. Brainstorming is orange work.

shared responsibility 分担的责任

e.g. We should be clear that achieving an objective is a shared responsibility.

grey work 灰色工作

e.g. Grey work is not core work.

incidental *adj.* happening in connection with sth else, but not as important as it 次要的

e.g. The discovery was incidental to their main research.

situational needs 环境需要

e.g. Sometimes, you need to work in response o situational needs.

white work 白色工作

e.g. Although white work is not my core work, I like this kind of work very much.

undertaking *n.* a task or project, especially one that is important and/or difficult 工作; 任务

e.g. To build a website to handle their worldwide sales was no small undertaking.

revise *v.* to change sth such as a document or an estimate in order to correct or improve it 审查

e.g. We continually revise our procedures.

pink work 粉色工作

e.g. Pink work is what I hate doing.

hierarchy *n.* the different levels at which people or things are organized, depending on how much authority, responsibility or importance they have 等级

e.g. She's quite high up in the management hierarchy.

superior *n.* higher in position, importance or rank 上级

e.g. He had the largest office for practical reasons, not because of his superior status.

turn to 求助于;转向

e.g. We can turn to him for help.

user's manual 用户手册

e.g. It's necessary to make user's manual easy to follow.

work from home 在家工作

e.g. With the development of the internet, more and more people will work from home.

conservative *adj.* lower than what is probably the real amount or number 保守的

e.g. At a conservative estimate, she'll be earning £ 80 000.

clock in and out 记录上下班时间

e.g. We need to clock in and out every day.

nine to five 朝九晚五

e.g. I like the kind of nine to five work.

IT consultant 信息技术顾问

e.g. He works as an IT consultant.

a leisure group 休闲娱乐餐饮集团

e.g. He runs a leisure group.

glamorous 富有魅力的;迷人的

e.g. Linda is not skinny or glamorous and she doesn't know much about fashion.

jet in 乘飞机进入

e.g. I don't have time to travel around the city. I just jet in and out.

work flexible hours 实行弹性工作时间

e.g. Most of us like working flexible hours.

IT professionals 信息技术专业人员

e.g. That net company recruited a lot of IT professionals.

temp *n.* a temporary employee in an office 临时工

e.g. We'll need to get in a temp while Anna's away.

a law firm 律师事务所

e.g. She is working for a law firm.

- medium-sized** *adj.* of average size; between small and large 中型的
e.g. His company is a medium-sized company.
- unreasonable** *adj.* not fair; expecting too much 不合理的;期待过多的
e.g. He claimed his boss was making unreasonable demands.
- have a huge say** 有很大的话语权
e.g. Employees have a huge say in this company.
- initiative** *n.* a new plan for dealing with a particular problem or for achieving a particular purpose 新计划
e.g. In a new initiative, the company is targeting local advertisers.
- standardized** *adj.* 标准化的
e.g. Car components are normally standardized.
- fixed routine** 固定的惯例;固定程序;固定例行程序
- consult** *v.* to ask for good ideas 咨询
e.g. I'll do nothing without consulting you.
- make the smallest alteration** 做最小的变化
e.g. You even can't make the smallest alteration to his decision.
- Team Leadership Workshop** 团队领导层导论
- summarise issues** 概述问题
e.g. Could you summarise the issues?
- arise** *v.* to come up 出现
e.g. Between the copartners serious disagreements arose.
- appropriate** *v.* to keep or save money for a particular purpose 节约
e.g. £ 8 000 has been appropriated for a new training scheme.
- assessment** *n.* an opinion or a judgement about sb/sth made after all the information has been looked at carefully 评估
e.g. We need to make a detailed assessment of all the risks involved.
- perception** *n.* an idea, a belief or an image you have as a result of how you see or understand sth 感知
e.g. This negative publicity will inevitably damage public perception of the company.
- motivate** *v.* to make sb want to do sth, especially to work hard or try hard 激励
e.g. These systems can motivate employees to become more productive.
- disparity** *n.* difference 不同;不等
e.g. Regional disparity exists, such as Harbin and Beijing.

expectation *n.* something that you think will happen 期望

e.g. The reward fell short of our expectations.

explicitly *adv.* precisely 精确地

e.g. You need to explain your plan explicitly.

give instructions 给予指导

e.g. Could you give me some instructions on how to use this machine?

in terms of 在……方面;根据;按照

e.g. The company was able to communicate its expectations in terms of the skills and behaviour needed.

compatible with (about ideas, methods or things) able to exist or be used together without causing problems 与……兼容

e.g. Is your current job compatible with your ambitions?

in-company 在公司内的

e.g. We can develop in-company training for our staff.

behavioural attribute 行为特征

e.g. Man's behavioural attributes are hard to change.

assessment centre 评估中心

e.g. Our company has an assessment centre to screen staff's performance.

screen *v.* to check sth to see if it is safe or suitable to be used, seen, etc. 检测

e.g. We use an antivirus program to screen attachments.

distinguish *v.* to recognize the difference between two things 区分

e.g. He can distinguish a genuine antique from a reproduction.

【Synonyms】

issue, problem, question *n.* 问题

issue *n.* an important topic that people are discussing or arguing about

e.g. a key/sensitive issue

problem *n.* something such as a product, business, or part of a business that is not very successful or causes particular difficulties for its makers or owners

e.g. The UK subsidiary is turning out to be a problem child for its parent company.

question *n.* a sentence, phrase or word that asks for information

e.g. If something doesn't make sense, it's important to ask questions.

job description, job duties, job brief 职务描述

job description a written description of the exact work and responsibilities of a job, its position in the organization, the conditions of employment and the pay
e.g. Make sure you have an up-to-date job description.

job duties tasks that are part of your job

e.g. Your duties will include setting up a new computer system.

job brief the instructions that a person is given explaining what their job is and what their duties are

e.g. We've prepared a job brief for the architect.

job responsibilities, job duties, work roles 职务责任; 职务角色

job responsibilities a duty to help or take care of sb/sth because of your job, position, etc.

e.g. She feels a strong sense of responsibility towards her employees.

job duties tasks that are part of your job

e.g. Your duties will include setting up a new computer system.

work roles this includes supervisory level, managerial requirements, and any working relationships

line manager, superiors *n.* 主管

line manager a person who has a number of employees working under them and who is responsible for giving them work and checking how they develop

e.g. I have regular one-to-one meetings with my line manager.

superiors *n.* higher in position, importance or rank

e.g. He had the largest office for practical reasons, not because of his superior status.

【Key to course book exercises】

Describing work roles

Ex 2: (Suggested answer)

Workset allows companies to clarify work role by classifying different aspects of the job according to colour. Companies can use colour to specify the exact level of responsibility to be given to a number of key tasks. These specifications can be changed as the job changes. Employees can use the same system to give feedback on the job from their point of view, ensuring that job descriptions remain relevant.

Ex 3: (Suggested answer)

According to the manager's brief, about half of the employee's time should be taking personal responsibility for meeting objectives (yellow work). However, the employee feels that this is not the case. Blue work (i. e. work carried out in a prescribed way) is double the amount envisaged in the brief. As can be seen from the grey, white and pink segments, the employee also perceives him/herself to be involved in certain activities outside the job brief. While the small amount of white (creative) work appears to be positive, the pink time serves no useful purpose. Moreover, the incidental grey work which the employee is asked to do in addition to his/her job may be detracting from the core yellow work.

Ex 4: schedule—yellow support—green operate—blue
design—yellow co-operate—orange assist—green
participate—orange comply—blue decide—yellow
follow—blue

one more verb for each core colour:

blue—carry out, execute green—aid, cover
yellow—plan, research orange—take part, brainstorm

Ex 5: 1.H 2.D 3.B 4.E 5.A

Report writing

Ex 1: (Suggested answer)

Barrie Watson used WorkSet to ascertain that Ekstrom team Leaders had different perceptions of the precise level of responsibility to be allocated to each of their key tasks. He then helped the company to use the WorkSet colours to select which level was most appropriate for each task and to communicate its expectations to the Team Leaders.

Ex 2:

1. To explain how they saw their roles.
2. Leader had different perceptions of their roles.
3. To communicate the most appropriate approach to a series of key tasks.
4. Skills can be developed; attributes (i. e. the qualities people are born with) cannot.
5. It can set up assessment centres to screen applicants and team leaders.

Ex 3:

Introduction: The aim of this report is to . . .

Findings: This disparity clearly showed . . .

Conclusions: It is clear that . . .

Recommendations: We strongly recommend that . . .

Ex 4: Sample answer

Introduction

This report sets out to use WorkSet colours to assess the accuracy of my job description as PR Officer and to suggest a number of changes.

Findings

It is clear that there is a difference between the way the company views the job and the reality as I perceive it. Firstly, a number of areas which demand a significant proportion of my time are not mentioned in the official job brief. The segment on the pie chart which provides most cause for concern is the pink sector; This relates to my attendance at a number of meetings to which I can contribute little. Another significant area is the grey segment; this refers to the unscheduled time which I spend sorting out computer problems. I feel that these activities are hampering my core work. As can be seen from the pie charts, the time I spend actively working to meet the goals agreed with my line manager is less than envisaged.

Conclusions

The above discrepancies clearly indicate that my current job brief is inaccurate.

Recommendations

I would recommend that my official job brief should be updated using the WorkSet colours. It would also be valuable to consider the proportion of non-core colours in the pie chart and to investigate whether work in these areas could be carried out by someone else more suited to these tasks.

Unit 1b

Company Structure 交流

Background Information

Company Structure

A Hierarchical organization: also pyramidal structure, with one person or a group of people at the top and an increasing number of people below them at each successive level. There is a clear line or chain of command running down the pyramid. All the people in the organization know what decisions they are able to make, who their superior is, and who their immediate subordinates are.

Advantages: High level of control

Disadvantages: Workers lack the authority and motivation to improve processes. Management's response time is slow. Only suitable business environments.

Entrepreneurial organization: a company is owned by an individual.

Advantages: Totally centralized authority and direct contact between owner and employees ensure responsiveness to external changes.

Disadvantages: Only suitable for small companies.

Information age organization: an organization is divided into several project teams. IT plays a critical role. It co-ordinates complex fast-cycle operating processes and more importantly, gives decision-makers quick access to detailed, real-time information about operations and market performance.

Advantages: Allowed speed of responses within a large complex structure. Retains control but gives quick access to information. Employees can constantly refine their actions and strategies. Organizational control is dynamic.

Disadvantages: Although IT makes all these advantages possible, it cannot motivate people to use the information they have.