



面向“十二五”高等教育课程改革项目研究成果

A Listening Course for Business English

商务英语听力教程 (第二册)

主 编 刘亚珍 张 丽



 北京理工大学出版社
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副主编 岳 宏 訾 薇 王盈秋 唐 影

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内 容 简 介

本书以商务类从业人员的商务英语听说技能要求为依据,紧扣商务英语等级考试大纲,组织在一线奋斗多年、熟知商务英语教学规律的教师共同编写完成。

作为实践特色项目化教学的教改教材,《商务英语听力教程》共两册,本书为第二册。本书既可作为高等院校商务英语专业、国际贸易实务专业以及相关专业的教学用书,也可作为其他相关人员参加全国国际商务英语认证考试或国际商务英语认证考试的参考用书。

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前言

《商务英语听力教程》(第二册)为高等院校商务英语专业核心课程教改项目系列规划教材之一,是为高等院校商务英语专业及其相关专业编写的商务方向的英语语言教程,适合商务英语专业、国际贸易专业以及相关专业第二学期或第三学期使用。

本教程以理论与实践相结合的思想为先导,以“项目教学”为切入点,始终立足于实际,凸显教材的实用性与可操作性。旨在通过项目化教学最大限度地激发学生学习专业英语的兴趣,强化其语言沟通能力,最大限度地帮助学生将商务知识、英语语言技能和岗位素质有机地结合起来,通过本课程的学习,让学生在学中做,做中学,考中学,强化其语言技能,使其听得好,说得出,在今后的实际工作中“用得上、用得对、用得专业、用得得体”。

本教程的特点可归纳如下:

(1) 导向性强:本书涵盖了商务英语专业的学生将来在具体工作中所需要的知识,渗透了与之相关的商务专业常识,并按照业务流程安排相关的项目内容。

(2) 项目教学:每个项目以任务驱动,培养学生的自主学习能力和团队合作意识。

(3) 突出实训实践:所有的项目内容都突出实践性,使学生在听中学,学中听,听得准,说得出,说得好,强化学生的语言产出能力。

(4) 可操作性强:参加本书编写的全体人员均为具有多年一线教学经验的商务英语专业英语教师,她们熟悉语言教学的理论和方法,了解学生的实际情况。本教材还提供相关的教学资源,用以辅助教学,教学环境可繁可简,灵活性强。

(5) 符合学生的认知规律:每个项目围绕某一具体的商务活动进行,设置2~4个任务,提供完成该项目或任务所需具备的理论和语言技能,给出完成项目或任务的主要步骤和相关的理论知识。项目设计由易到难,由简到繁,符合学生的认知规律。

本书由刘亚珍和张丽老师主编,同时参加编写工作的还有岳宏和訾薇老师、唐影老师和王盈秋老师。具体编写任务分工为:刘亚珍负责编写项目一、三、六、九、十,王盈秋负责编写项目四,张丽负责编写项目二和项目八,岳宏负责编写项目五,訾薇负责编写项目七,唐影负责汇总全书单词。全书由刘亚珍和张丽统稿。

我们在书中进行了项目教学的新探索,难免有不足之处,敬请广大读者批评指正。

编者

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Module 1 Agenda

项目一 日程安排

Setting agenda for meetings, travels and events is just one of the most important parts of business arrangements. For any business people, timing is a vital commercial skill to master because good timing not only can save your time and money but also help you make a good impression on your customers or business and pave the way for establishing and solidifying the good business relationship for future cooperation. In particular, the future secretary in a business office has to master this skill.



The tasks and objectives to achieve in this module

该项目的任务及目的

After completing this module, the students can learn to

1. Suggest a business arrangement for the conference agenda.
2. Change the conference agenda.
3. Suggest an agenda for traveling.
4. Make a change of the traveling agenda.



The devices or the environment needed

完成该项目所需要的设备及环境

The module can be fulfilled through the use of one of the following devices or operating environments:

- | | | |
|---------------------------|-------------------------------|----------|
| 1) a tape recorder | 2) a VCD | 3) a DVD |
| 4) a digital language lab | 5) the web-based language lab | |



The knowledge to master before completing this module

完成该项目所应该掌握的知识点

Functional sentences for setting agendas:

1. What is the most convenient time for you?
2. We need to draft an agenda for...
3. Let's draw up the agenda for...
4. It's just the matter of the schedule, that is, if it is convenient for you right now...
5. We've arranged our schedule without trouble.
6. Here is a copy of schedule we have worked out for you and your friends. Would you please have a look at it?
7. The meeting is scheduled at 5 o'clock this afternoon in the conference room.



8. If he wants to make some changes, minor alterations can be made then.



The major steps needed to complete the module

完成该项目所需要的主要步骤

1. Listen to the sentences related with the agenda setting and alterations and then write them down.
2. Listen to the dialogues, conversations and passages to get and process the specific information and the gist.
3. Role play a dialogue, making and changing conferences agenda and travel itineraries.



Task 1 Making and changing conference agendas

任务一 会议日程安排与修改



The subject and the objective

该任务的内容和目的

This task is intended to train the students to get familiar with the functional sentences and expressions related with conference agendas. After completing the task, the students are supposed to be able to talk in English with others about the drafting and changing of a conference agenda.



The major steps needed to complete this task

完成此任务所需要的主要步骤

1. Listen to the functional sentences and expressions about the conference agenda and then write them down in the given blanks.
2. Listen to some dialogues about conference agendas to decide whether the given information is in conformity with the listening materials you've just heard.
3. Listen to some related conversations and passages to get and deal with the correct information.



The key knowledge points involved in this task

对此任务所涉及的关键知识点的讲解

I. How to prepare an agenda?

1. Allocate an appropriate quantity of time for that particular meeting.
2. The meeting should adjourn (休会) the moment the meeting objective has been achieved.
3. Finish the meeting if the meeting goals have been reached.
4. If you notice an agenda item (议项) that is simply there to inform one person in the meeting and not the whole group, suggest that it be covered off in an e-mail.
5. Also, if you're planning a meeting, ensure that all the agenda items relate to the meeting's objective. If a suggested agenda item doesn't directly apply to the objective of the meeting or the participants, then recommend that the item be discussed in a different meeting or that an e-mail be sent to the appropriate individuals.

II. The related terms with regard to the conference agenda

- 1) agenda 日程安排
- 2) items 议项
- 3) adjourn 休会
- 4) conference room 会议室
- 5) presenter 发言人



Task 2 Making and changing travel itineraries

任务二 旅行日程安排与修改



The subject and the objective

该任务的内容和目的

This task is intended to train the students to get familiar with the functional sentences and expressions related with travel itineraries. After completing the task, the students are supposed to be able to talk in English with others about the drafting and changing of a travel itinerary.



Major steps needed to complete this task

完成此任务所需要的主要步骤

1. Listen to the travel itinerary and then fill in the chart with the missing information.
2. Listen to some dialogues and conversations about travel itineraries to get and deal with the specific information and the gist.



【项目小结】

This module mainly deals with setting and changing the agenda for the business conference or the traveling itinerary.



【独立实践】

项目描述: Making and changing agendas for meetings and travel itineraries.

任务单

1	Making and changing conference agendas
2	Making and changing travel itineraries

Pre-listening to the words and phrases for reference in the Tasks and Self-Test

- | | | |
|---------------|-----------|--------------------|
| 1) adjourn | vt. & vi. | 休会 |
| 2) advance | n. | 提前 |
| 3) agenda | n. | 议事日程 |
| 4) allotment | n. | 分配 |
| 5) booth | n. | 展位; 货摊, 电话间; 投票站 |
| 6) conference | n. | 会议 |
| 7) distribute | vt. | 分配, 分给 |
| 8) expo | n. | (工业品或技术的) 博览会, 展览会 |
| 9) insight | n. | 洞察力; 深刻的见解; 见识 |
| 10) item | n. | 议项 |



11) itinerary	n.	旅行, 行程, 旅行日程
12) participant	n.	参加者, 参与者
13) passport	n.	护照
14) presentation	n.	报告
15) presenter	n.	节目主持人, 播音员, 发言人
16) quarter	n.	季度
17) regarding	prep.	(表示论及) 关于; 至于; 就……而论
18) schedule	n.	安排; 时间表, 日程安排表
19) seminar	n.	研讨会
20) strategy	n.	战略, 策略
21) workshop	n.	专题讨论会, 讲习班; 专题学术讨论会

Proper nouns and technical terms

1) Australia	澳大利亚
2) Bangkok	曼谷 (泰国首都)
3) Barcelona	巴塞罗那 (西班牙东北部港市)
4) Brussels	布鲁塞尔 (比利时首都)
5) Copenhagen	哥本哈根 (丹麦首都)
6) Fortune Travel Agency	幸福旅行社, 金运旅行社
7) Indonesia	印度尼西亚
8) Jakarta	雅加达
9) Lhasa	拉萨
10) Melbourne	墨尔本 (澳大利亚港市)
11) Portland	波特兰 (美国俄勒冈西北部港市)
12) Stockholm	斯德哥尔摩 (瑞典首都)
13) Sydney	悉尼
14) terminal	机场候车室
15) the Heathrow Airport	希思罗机场
16) the Larvel Hotel	拉夫尔饭店
17) the Sky Palace	天宫饭店
18) Tibet	西藏

Phrases and expressions

1) at X o'clock sharp	X点整
2) Beijing Roast Duck	北京烤鸭
3) bottom line	概要; 账本底线; 最低价格
4) China Mobile	中国移动
5) conference room	会议室
6) draw up	起草, 拟定
7) foreign currency	外汇
8) keynote speech	政党代表大会上关于施政方针的演说; 会上发表的主要讲话



- | | |
|-------------------------------------|-------------|
| 9) Los Angeles | 洛杉矶 (美国城市) |
| 10) managing director | 常务董事 |
| 11) multifunctional conference room | 多功能会议厅 |
| 12) sales figures | 销售数字 |
| 13) Sales Manager | 销售部经理, 业务经理 |
| 14) Sino-American joint venture | 中美合资企业 |
| 15) the board meeting | 董事会 |
| 16) the travelers' check | 旅行支票 |
| 17) to check sth. out | 付账后离开 |
| 18) to phone in | 打电话告知 |



【思考与练习】

Task 1 Making and changing the conference agendas

Exercise 1

Directions: Listen to the following sentences about the conference agenda and then write them down.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Exercise 2

Directions: Listen to the following dialogue about changing a conference agenda and decide whether the given information is in conformity with what you've heard from the listening materials.

1. Mr. Tang and Mr. James are due to meet at three tomorrow afternoon. ()
2. Mr. James cancelled the meeting with Mr. Tang because of duty calls at the headquarters. ()
3. Mr. James will have to take an earlier flight back to London at three tomorrow afternoon. ()
4. Mr. James is staying at Sheraton Hotel, Room 2008. ()
5. Mary will call Mr. James back in about half an hour in reply to his suggestion of changing the meeting time to 8:15 early next morning. ()



Exercise 3

Directions: Listen to a short passage and then fill in the blanks with the missing information.
The passage will be read twice.

Here are some reasons why the meeting agenda is so important.

The agenda

- Communicates important _____ such as:
 - 1) _____ for discussion;
 - 2) _____ or discussion leader for each topic;
 - 3) _____ for each topic.
- Provides an _____ for the meeting (How long to spend on each topic).
- Can be used as a _____ to ensure that all information is covered.
- Let's _____ know what will be discussed if it has been distributed before the meeting. This gives them an opportunity to come to the meeting prepared for the upcoming discussions or decisions.
- Provides a _____ for the meeting (the objective of the meeting must be clearly stated in the agenda).

Exercise 4

Directions: Listen to the following passage and make the best choices.

1. The meeting participants should contact the meeting organizer about an agenda item _____. ()
 - A. no less than 2 days before the meeting
 - B. no more than 2 days before the meeting
 - C. at most 2 days prior to the meeting
 - D. at least 2 days prior to the meeting
2. The agenda requests can be made into a table format with the headings _____. ()
 - A. Agenda Item B. Presenter C. Time D. all the above
3. What can you suggest doing if an inappropriate request is made? ()
 - A. Suggest that person send an e-mail or a memo instead.
 - B. Recommend that this agenda item be discussed in another meeting.
 - C. Asking the participants to accept or decline the invitation.
 - D. A and B.
4. What is the ideal time allotment for an one-hour meeting? ()
 - A. 20 minutes. B. 25 minutes. C. 55 minutes. D. 50 minutes.
5. When you send the agenda to all the meeting participants the day before the meeting with a reminder of the meeting goals, location, time and duration, what questions should you ask the presenters? ()
 - A. Whether they accept or decline the invitation.
 - B. What is their request for the amount of time allotted to them for presentation.
 - C. Whether they are happy with their speaking order and the time allocated to them.
 - D. Whether they can present on a particular topic.



Task 2 Making and changing travel itineraries

Exercise 1

Directions: Listen to the following 10 sentences about the traveling itinerary and then write them down. Each sentence will be read twice.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Exercise 2

Directions: Listen to the dialogues and choose the best choices.

Dialogue 1

1. Why does Tom want to go to Indonesia and Australia next week? ()
 A. Go to visit a friend there. B. Go to an interview there.
 C. Go to collect money there. D. On business.
2. What is the possible relationship between the two speakers? ()
 A. The salesman and the customer. B. The manager and the secretary.
 C. The secretary and the staff. D. The doctor and the nurse.
3. According to Tom, when would he take the flight to Jakarta? ()
 A. On next Monday. B. On next Tuesday.
 C. On next Wednesday. D. On next Thursday.
4. What kind of flight would Tom like to take to Sydney? ()
 A. An early morning flight. B. An early afternoon flight.
 C. A late morning flight. D. An evening flight.
5. Who will make the hotel bookings according to the dialogue you've just heard? ()
 A. The secretary Ms. Lu. B. The manager himself.
 C. The travel agency. D. The customer of the company.

Dialogue 2

1. When is the meeting? ()
 A. Next Monday at 10. B. Tomorrow at 10.
 C. This afternoon. D. This evening.
2. What's the subject of the meeting? ()
 A. The San Francisco accounts. B. Last quarter's sales figures.
 C. This year's budget. D. All the above.



3. What suggestion will Frank make? ()
A. Improving research. B. Improving the bottom line.
C. Sales on the east coast. D. Sales on the west coast.
4. What is Frank going to outline? ()
A. Keen insights. B. New sales strategies.
C. San Francisco partners. D. Traveling plan.
5. Who isn't going to attend? ()
A. Kevin. B. Frank.
C. Alan. D. Mary.

Self Test for Module 1

Section A

Directions: Listen to the sentences about the conference agenda and the traveling itinerary and then write them down.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Section B

Directions: Listen to the dialogues and choose the best choices.

Dialogue 1

1. When will Mr. Johnson go on a business trip according to this dialogue? ()
A. Next week. B. This week. C. Next month. D. This month.
2. What is the check-in time for the Flight CA201 to Hong Kong? ()
A. 7:45. B. 9:30. C. 10:50. D. 3:30.
3. What is the first stop of Mr. Johnson's business trip? ()
A. Brussels. B. London. C. Barcelona. D. Hong Kong.
4. Who will meet Mr. Johnson at the Hong Kong Airport? ()
A. Linda. B. Mr. Tong. C. His wife. D. Mr. Song.
5. When will Mr. Johnson plan to finish the meeting? ()
A. 7:45. B. 9:30. C. 13:30. D. 3:30.
6. Where will Johnson possibly stay in Barcelona? ()
A. The Sky Palace at the airport terminal. B. The Sky Palace in the town center.
C. The Larvel Hotel. D. The Shangri-la Hotel.



7. What is the last stop for Mr. Johnson's business trip? ()
A. Hong Kong. B. Barcelona. C. Brussels. D. London.
8. What is Mr. Johnson's impression on the Larvel Hotel? ()
A. Great. B. Wonderful. C. So-so. D. Rather depressing.
9. Who will meet Mr. Johnson at the Heathrow Airport? ()
A. Linda. B. Larvel. C. His wife. D. His client.
10. How many cities will Mr. Johnson stop in during his business trip? ()
A. 1. B. 2. C. 3. D. 4.

Dialogue 2

1. Where is Robert going on Thursday? ()
A. To a meeting. B. To an Internet Expo.
C. On vacation. D. Go traveling.
2. What will he do after the keynote? ()
A. Meet with Tad Wilson. B. Check out of the booths.
C. Go to a workshop. D. Check in the booths.
3. What's he doing at the conference? ()
A. Making a presentation. B. Holding a workshop.
C. Attending the conference. D. Meeting with Trevor.
4. When is he returning? ()
A. On Monday. B. On Saturday. C. On Tuesday. D. On Friday.
5. What are happening on Monday? ()
A. Tad Wilson's meeting and Robert's workshop.
B. Web Vision's meeting and Robert's workshop.
C. Web Vision's and Robert's workshop.
D. Tad Wilson's workshop and Robert's meeting.

Section C

Role play: Work in a group of three discussing the following situation, with each playing a role to make the meeting agenda.

Situation:

A meeting organizer is planning a three-day workshop at your hotel. You are the meeting service manager of the hotel. You and your assistant help the organizer to arrange all the details about the workshop, including registration, venue, meals, entertainment, and the farewell party.

Module 2 Business Travel

项目二 商务旅行

Business travel is a common conduct in business activities. It is very important to make proper travel arrangements in order that you will have a comfortable and effective trip. As a business person or a traveler, you must know how to make a traveling plan, how to make reservations of flight tickets and how to make inquiries at an airport or a railway station.



The tasks and objectives to achieve in this module

该项目的任务及目的

1. To make a traveling plan.
2. To make reservations of flight tickets and make inquiries at an airport or at a station.



The devices or the environment needed

完成该项目所需要的设备及环境

The module can be fulfilled through the use of one of the following devices or operating environments:

- | | | |
|-----------------------------|---------------------------|----------|
| 1) a tape recorder | 2) a VCD | 3) a DVD |
| 4) a web-based language lab | 5) a digital language lab | |



The knowledge to master before completing this module

完成该项目所应该掌握的知识

I. Words related to taking the flight

- | | | |
|---|----------------------------------|---------------------------------------|
| 1) airliner/passenger aircraft
客机 | 2) airline 航空公司 | 3) flight 航班 |
| 4) air hostess/stewardess
空中小姐; 女乘务员 | 5) steward 男乘务员 | 6) aircraft crew/air crew
机组; 机务人员 |
| 7) pilot 驾驶员; 机长 | 8) baggage clerk/redcap
行李搬运员 | 9) air-sickness bag 呕吐袋 |
| 10) baggage cart 行李车 | 11) baggage insurance
行李保险 | 12) baggage ticket 行李票 |
| 13) carry-on items 随身携带
物品 | 14) children fare 儿童票 | 15) emergency exit 紧急出口 |
| 16) flight schedule 航班时
间表 | 17) gate 登机口 | 18) lounge 候机区 |
| 19) luggage tag 行李签 | 20) boarding pass 登机牌 | 21) oxygen mask 氧气面罩 |