



高职高专**商务英语**专业教材

Business
English Listening

商务英语听力

刘玉玲 房玉靖 主 编
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内 容 简 介

《商务英语听力》听力素材以商务材料为主,逐步过渡到以话题为中心,在听懂语言材料的基础上进行适量讨论和评述。注重巩固基本听力微技能的训练,如数字、日期、方位、语境英语语言的内涵意义等。着重加强这些基本技能在商务环境——礼仪与业务(内容涉及电话礼仪、接待礼仪、介绍和自我介绍、指示方位、接待、询价报价、谈判、付款方式、包装、保险、运输、交货事宜、索赔等涉外业务活动各个方面)中的具体应用,提高学生的商务礼仪语言运用功能;掌握市场运作、营销、谈判的基本英语语言功能。进一步培养学生灵活运用听力策略如预测、利用前后文或环境线索理解、适应不同口音的能力,同时教授相关商务英语语言点及背景知识。

本书适用于高职高专商务英语、经贸、市场营销等专业学生学习。

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前 言

随着经济全球化进程的日益推进及我国改革开放的纵深延续，外经贸高职院校学生以其出色的实践能力愈来愈受到跨国公司、合资企业及涉外企事业单位的青睐和重视。因此，大力提高学生商务英语听说能力，满足工作岗位需要，已成为培养涉外商务技能型人才的一项重要任务。本教材是一本实用性强并极具有时代特色的商务英语听力教材，能满足高职院校国际经济、贸易、商务英语等相关专业的学生，从事国际贸易和涉外商务的工作人员，以及英语爱好者的需要。

《商务英语听力》课程是根据高职高专商务及经贸英语专业学生专业能力培养开设的一门职业基础课程，同时也是一门语言及专业技能训练课。2000年教育部颁布了《高职高专教育英语课程教学基本要求》，强调打好语言基础，语言基本训练和培养语言应用能力并重。根据此要求，本教材的编写具有如下特点：1)强调综合知识与实践结合的原则；2)突出学生商务英语听说应用能力训练，使其具有较强的进行国际贸易、商务谈判和企业管理的综合能力，适应现代各类涉外经贸活动的需要。

本书的听力素材以商务材料为主，内容上涵盖商务人士涉及的商务场景和环境背景，以个人历程和功能用途划分章节，并以实际语料决定训练方式。全书共设有16个单元，每四个单元设置一个综合训练，练习所学章节的功能内容。注重巩固基本听力微技能的训练，如数字、日期、方位、语境、英语语言的内涵意义等；着重加强基本技能在商务环境的应用。基础训练包括：迎来送往、接待安排、会议、公司、产品和市场等日常商务交际场景。专业训练包括：询价报价、谈判、付款方式、包装、保险、运输、交货事宜、索赔等涉外业务活动中的具体应用，提高学生的商务语言运用能力；掌握市场运作、营销、谈判的基本英语语言功能。在学习中，进一步培养学生灵活运用听力策略(如预测、利用前前后文或环境线索理解、适应不同口音的能力)，同时教授相关商务英语语言点及背景知识。所选素材紧贴时代发展，充分体现语言学习与与时俱进，同时培养学生对商务大环境的敏感度和实践意识。

通过系统的商务英语听力训练以及其他同步及后续课程的语言技能和商贸知识的训练，达到以下教学目标。

1. 能基本听懂英语国家人士的一般交谈和简短讲话，辨别讲话人的态度和语气。
2. 能就所听材料的要点用英语做简要笔记。
3. 能灵活应用所掌握的经贸知识和贸易术语。



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4. 促进学生听力发展，培养听力习惯，帮助学生充分掌握听力技巧，为培养学生商务环境中全面的英语交际能力和提高英语语感奠定良好的听力基础。

本教材由刘玉玲、房玉靖担任主编，赵卉卉、梁晶和吴娜担任副主编，本教材的编写从内容到形式都有很多创新之处，如有不妥、未及和错误之处，诚请指正。

编者



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Part I

Unit 1

Business Travel

In this unit you will learn:

At the Airport

Booking a Flight Ticket



Understanding Airport Announcement



Going through Customs



Customs Declaration



Claiming Baggage



Meeting at the Airport

At the Hotel

Making a Reservation



Checking-in



Checking-out



Hotel Service



Warm-up

Airport Announcements

Listen to some airport announcements and complete the following chart with the information you hear.

	Airlines	Flight Number	Destination	Gate Number	Delay Y/N	Reasons for Delay	Delay Time
1	Cathy Pacific Airway			11	N/A	N/A	N/A
2	N/A				N/A	N/A	N/A
3	Austrian Airlines		Vienna	N/A	Y	N/A	
4	Air China	CA173	Sydney	N/A	Y	_____ of incoming flight	
5	Canada Airlines		Ottawa		N	N/A	N/A

N/A – not available



Workshop

Traveling by Air

A. Ticket Booking

1. Answer the following questions according to the conversation you hear.

1. What does Anne Jackson want to do?
2. When did she plan to fly?



3. Can she take Flight 802 on Monday? Why or why not?







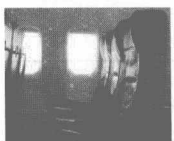
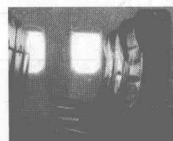

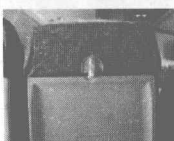

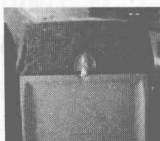
4. How much is the fare?

II. Decide whether the following statements are True (T) or False (F) according to the conversation you have just heard and correct the false ones.

- () 1. Anne Jackson will take the 9:30 a.m. flight on Monday.
- () 2. The woman requires to put her on the waiting list for the 12th.
- () 3. She prefers economy class.
- () 4. Her telephone number is 52638012.

B. On-board Announcement

Choose the right pictures that best describe the on-board announcement you have just heard.

	A	B	C
() 1. when taking off			
() 2. when landing			
			
			

C. Going through the Customs

Fill in the table according to the conversation you have just heard.

Purpose of the trip	Length of stay	Amount of money carried	Place to stay

D. Customs Declaration

I. Circle all the gifts the traveler has taken along.

gloves hat handbag clothing perfume

II. Decide whether the following statements are True (T) or False (F) according to the conversation you have just heard.

- () 1. The traveler doesn't have to declare the perfume as it is for personal use.
- () 2. The traveler will have to pay a tax of 25 pounds for the perfume.
- () 3. The perfume is duty-free both from Britain and the country the traveler is arriving in.

E. Claiming Baggage

Listen to the conversation and fill out the form.

Baggage Enquiry

Personal Details

Surname _____ Mr./Ms.

First name _____

Address in the UK _____

Telephone number _____

Flight Details

Flight number _____

Arriving from _____



Description of Baggage

Give a full description of each bag (color, size, material)

F. Meeting at the Airport

I. Listen to the conversation and match the following information by putting a proper letter in the parentheses accordingly.

- | | |
|----------------------|--------------|
| () 1. PR manager | a. Lily Wang |
| () 2. Sales manager | b. Robinson |
| () 3. Traveler | c. Alex Li |

II. Choose the best answer to each of the questions you will hear.

1. a. It was very comfortable.
b. The service was very good.
c. It was delayed.
2. a. Because of the heavy fog.
b. Because of the heavy rain.
c. Because of the heavy snow.
3. a. Six hours non-stop.
b. Sixteen hours, transferred in London.
c. Sixteen hours non-stop.

At the Hotel

A. Making Reservation

Listen to the following conversation and fill in the form with the information you hear.

HOTEL RESERVATION	
Name	_____
Type of Room	_____
Duration of Stay	_____



Arriving Time	_____
Rate	_____
Special Request	_____

B. Checking in & Checking out

I. Listen to the first part of the conversation. Fill out the form for check-in.

NAME (FIRST AND LAST): MARY SMITH	
ADDRESS:	
TELEPHONE NUMBER:	
THE GUESTS ARE REQUIRED TO FILL IN THE FOLLOWING PART AT CHECK-IN TIME.	
DATE: SEPT. 18, 2009	CHECK-IN TIME:
NO. OF GUESTS	
NO. OF ROOMS	
ROOM NUMBER	
ROOM RATE	\$
NO. OF NIGHTS	
REQUEST OF GUEST	
THE GUESTS ARE REQUIRED TO FILL IN THE FOLLOWING PART AT CHECK-OUT TIME.	
SUBTOTAL	\$
SALES TAX 7%	\$
TOTAL CHARGE	\$
METHOD OF PAYMENT	<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD
CREDIT CARD NUMBER	951088550000998
EXPIRATION DATE	OCT. 10, 2010
CARDHOLDER'S SIGNATURE	
DATE PAID	
WE RESERVE THE RIGHT TO LIMIT THE NUMBER OF HOTEL GUESTS PER ROOM	
WELCOME	
WE HOPE YOU HAVE A VERY COMFORTABLE AND PLEASANT STAY. WE THANK YOU FOR YOUR BUSINESS. IT IS ALWAYS MUCH APPRECIATED.	

GUEST SIGNATURE	



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to send someone to meet them at the airport. On the way to the hotel, topics _____ 5 _____ their flights, trips, as well as schedules are good _____ 6 _____.

Before meeting a foreign guest, _____ 7 _____ and to understand the visitor's objectives and his desired itinerary. When receiving a foreign guest, it is polite for you to open the door and _____ 8 _____. Please use a little strength but not too tightly when shaking hands with the visitor. It is not appropriate to _____ 9 _____. On formal occasions, _____ 10 _____.



Unit 2

Entertainment

In this unit you will learn:

Shopping



Dining out



Holidays



Sightseeing



Warm-up

Food around the world

You are going to hear the description of some typical food in five different countries. Please match the following information.

Food	Description	Country
baguette	vinegared rice, fish, various meats, vegetables	Mexico
Kim chi	pesto, tomato sauce, fresh vegetables or seafood	Korea
sushi	melted cheese, a long, thin loaf of crusty bread	Japan
pasta	folded tortilla, filling, sauce and vegetables	Italy
taco	vegetables with varied seasonings, spicy	France



Workshop

Shopping

A. Shopping at a shoe store

Choose the best answer to each of the following questions.

- What size of shoes does the man wear?
 - Size 6.
 - Size 7.
 - Size 8.
- Which brand of shoes does the woman buy?
 - Silver Jimms.
 - Cool Walkers.
 - Boots.
- What is the feature of Cool Walker?
 - Fashionable.
 - Comfortable.
 - Good quality.
- How much do the shoes come in total?
 - \$125.00.
 - \$112.15.
 - \$112.50.
- Which one best describes how the couple feels about the shoes?
 - The shoes are expensive but have good quality.
 - The price of the shoes is acceptable.
 - The shoes are out of fashion.

B. Returning Purchase

Decide whether the following statements are True (T) or False (F) according to the conversation you have just heard.

1. The customer returns the sneakers because they don't fit him.
2. The shop is out of size 7 for the style the man wants.
3. The customer has to pay \$7 more for the balance of the two pairs of sneakers.

Eating at Restaurant

A. Reserving a Table

Complete the table based on the conversation you hear.

Time	Name	Number of Diners	Table No.	Special Requirement

**B. Ordering**

I. Listen to the first part of the conversation and circle the items ordered for Appetizer on the menu.

II. Listen to the second part of the conversation and circle the items ordered for Main Courses, Drinks and Dessert on the menu.

MAYFLOWER RESTAURANT	
MENU	
Appetizers	
Battered Onion Rings	\$3.49
Side Salad	\$1.99
5 Jumbo Shrimp	\$4.99
French Onion Soup (cup/bowl)	\$1.99/\$2.45
Main Courses	
Creamed Lobster	\$25.95
Seafood Delight	\$18.79
Sirloin Steak	\$18.79
Beef Delight	\$15.79
Fried Chicken	\$12.50
Drinks	
Mineral Water	\$1.50
Fruit Juice	\$2.95
(Orange, Apple, Grapefruit, Pineapple)	
Coffee of the Day	\$2.95
Dessert	
Ice cream	\$3.95
(Vanilla, Chocolate, Strawberry)	
Cheese Cake	\$2.85
Chocolate Peanut Butter Pie	\$2.65
California Carrot Cake	\$2.65

