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商务英语 听说(二)

Business *START-UP* 2

[美] 马克·埃伯特森 著
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商务英语听说改编组 编译

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1 Introductions

1.1

Talking about your job

GRAMMAR
.....
VOCABULARY

Present simple: positive and negative

Responsibilities

1 a Talk about jobs.

What's your job title in English?

Is your job common or very specialised?

Do you know anyone with a very unusual job?



b ▶▶ 1 Ivan Magnusson, a trainer, is talking at the start of a training course. Listen and complete the information.

- 1 Length of course: days
- 2 Course name: International
- 3 Ivan's job: consultant

2 a ▶▶ 2 Listen to Ella Grady, one of the people on the course, talking about her job. Fill in the gaps in the Organisation Chart.

Organisation Chart



Sue Arpel
managing director

Responsibilities:

- 7 departments
- 145 people



David Kemp
customer service manager

Responsibilities:

- customer service department
- 3 regional customer service managers



Ella Grady
¹ *customer service manager*

Responsibilities:

- ² assistants
- ³ countries

b Which other person from the chart is on the training course?

c Fill in the gaps in these sentences from 2a.

of after to with for

- 1 I look *after* customer service for Europe.
- 2 I report the customer service manager.
- 3 He's in charge the department.
- 4 We're responsible customers in Europe.
- 5 I deal problems most of the time.

d ▶▶ 2 Listen again and check your answers.

e Vocabulary practice ...> Page 95, Exercise 1.

f Work with a partner. Imagine you are one of the people on the chart. Describe your responsibilities. Use the language from 2c.

g ▶▶ 3 PRONUNCIATION Listen and repeat. How do these words change in sentences?

- 1 of I'm in charge of the department.
- 2 for I'm responsible for customers.
- 3 to I report to the department manager.

Present simple: **be**

I'm an export manager.
He's in charge.
We're responsible for ten countries.
I'm not in charge.
She isn't on the course. (or She's not)
They aren't all here. (or They're not)

...> Grammar reference 3.1.1

h Fill in the gaps with these forms of the verb *be*.

are is I'm he's isn't we're they're
aren't isn't

- 1 My name's Ella Grady. I'm in customer service. It a very big department – only six people.
- 2 I'm not in charge of the department. David Kemp the manager. my boss.
- 3 I work with five colleagues. in the European section of the department.
- 4 Alicia, Todd, Mike, Eric and Hans all in my team. my assistants.
- 5 Sue Arpel on the course. There any directors on the course.

3 a ▶▶ 4 Listen to Ivan Magnusson telling the group about his 'secret job'. Then complete the sentences.

- 1 Ivan works for
- 2 He writes reports about
- 3 The company doesn't pay him, but
- 4 Ivan is the right person for the job because

b Underline the correct verb forms in these sentences that Ivan and David say.

- 1 I work/works for a hotel company.
- 2 We check/checks customer service.
- 3 I write/writes a report.
- 4 It don't/doesn't take long.
- 5 I don't/doesn't pay.
- 6 They travel/travels a lot.
- 7 I don't/doesn't like the paperwork.

c ▶▶ 4 Listen again and check your answers.

Present simple

I **work** in this office. He **works** with me.
He **doesn't work** here. We **don't work** together.

The verb *have* is irregular:

I **have** an assistant.
She **has** a new job.
I **don't have** an assistant.
She **doesn't have** a new job.

...> Grammar reference 3.1.2

d Grammar practice ...> Page 95, Exercise 2.

4 Communication practice 1. Student A ...> Page 78. Student B ...> Page 88.

5 Talk to a partner about your job (or a job you would like to do). Talk about your responsibilities and give examples of things you do at work.

USEFUL LANGUAGE

I'm the international sales manager.
I'm responsible for exports.
I report to the managing director.
She's my boss.
I manage a team of ten engineers.
The factory manager deals with production problems.
I'm in charge of this project.
I'm in after-sales service. I look after customers.

- 1 a Look at the title of the web page. What is the page about?
- b Read about the IAAPA trade fair and answer the questions in the FAQs (Frequently Asked Questions) window.

FAQs

- 1 What do the letters IAAPA stand for?
- 2 Where is the fair?
- 3 When does the show start?
- 4 How many companies are at the fair?
- 5 Is the fair open to the public?
- 6 Are there rollercoasters at the show?
- 7 Does the fair have an outdoor area?

Present simple: questions

be

Is the trade fair in Montreal?

Where **are** your offices?

Other verbs

When **does** the fair start?**Do** they make computers?

...> Grammar reference 3.1.1 and 3.1.2

c Grammar practice ...> Page 95, Exercise 3.

d  5 Listen and repeat the questions in the grammar box.

e Work with a partner. Take it in turns to ask and answer questions.

A Where do you work?

B I work in Berlin.

What / do? Where / work? What company / work for? What / your company do?



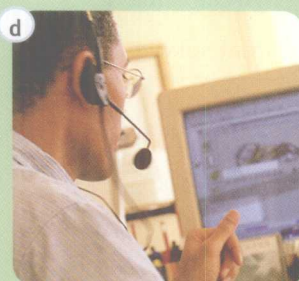
- 2 a One of the companies at the IAAPA is Vekoma. Read the text below, then answer questions 1–3.

For a lot of firms, global business is a rollercoaster. But for Vekoma, rollercoasters are a global business. The Dutch company is one of the world's top rollercoaster builders. It exports to customers worldwide.

- 1 What does the first sentence of the text mean?
- 2 What does Vekoma make?
- 3 Is it an international company?

Vekoma provides a full service

- ☒ 1 Engineers design the rollercoaster to meet the customer's needs.
- ☐ 2 The factories produce the parts. Vekoma manufactures parts at two plants, in the Netherlands and the Czech Republic.
- ☐ 3 The company delivers the parts to the customer's site.
- ☐ 4 Vekoma's engineers and technicians install the rollercoaster.
- ☐ 5 Vekoma offers after-sales service. It advises customers about maintenance and safety and supplies spare parts.



b Read about the service that Vekoma offers. Match the photos to the sentences from the text.

c Match the definitions 1–7 to the verbs a–g.

- | | |
|-------------------------|---------------|
| 1 offer goods/services | a design |
| 2 sell abroad | b supply |
| 3 create/draw | c deliver |
| 4 make | d manufacture |
| 5 help/give information | e install |
| 6 build/put in | f export |
| 7 transport/send | g advise |

d Vocabulary practice → Page 95, Exercise 4.

b ▶▶ 6 Listen again. What does the salesman say about:

- 1 customers around the world?
- 2 installation and after-sales service in Germany?

4

Communication practice 2. Student A → Page 78. Student B → Page 89.

5

Ask a partner about the products and services of a company he/she knows well.

USEFUL LANGUAGE

We design, manufacture, deliver and install the products.

Do you supply parts?

We advise customers about maintenance.

Where do you export your products?

We have customers in 30 countries.

3 **a** ▶▶ 6 A salesman from a company called Fun Farm is talking to a potential customer at a trade fair. Listen and answer the questions.

- 1 What does Fun Farm manufacture?
- 2 What's the woman's job?
- 3 Where does Fun Farm make its products?

- 1 a** Work with a partner. Talk about eating out.
What's your favourite restaurant? Why do you like it?
- b** Look at the top of the menu. Talk about the restaurant.
Do you think it's an expensive restaurant? Why/Why not?
What sort of customers do you think go to this restaurant?

Simply Delicious

Choosing your meal is as easy as ... 123

1 **Starters** Start simply with one of our light and tasty starters ...

2 **Main courses** Meat or fish + 2 side dishes. You choose. 3 choices, 300 combinations ...

3 **Desserts** Summer is here with our cool desserts ...

Simple dishes ✓

Good food ✓

Great value ✓

Great service ✓

- c** Look at the extracts from the menu on the right. Match the dishes (a-h) to the parts of a meal (1-5).

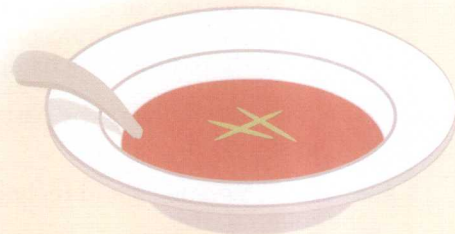
- 1 starters: c
- 2 meat for the main course: _____
- 3 fish for the main course: _____
- 4 side dishes: _____
- 5 desserts: _____

- d** Vocabulary practice → Page 95, Exercise 5.

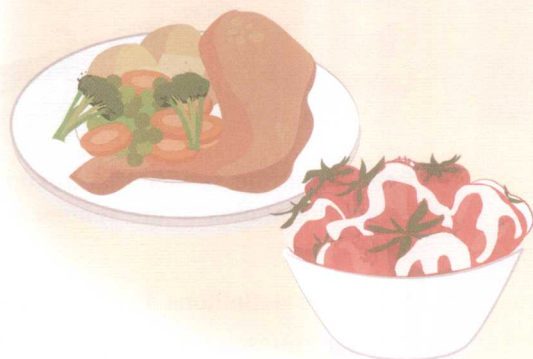
- e** PRONUNCIATION Where's the stress? Fill in the chart.

broccoli carrot chicken dessert haddock potato
salad salmon vegetable strawberry tomato

Oo	oO	Ooo	oOo
		broccoli	



- a apple pie with fresh cream or ice cream
- b roast chicken, beef or lamb, grilled steak
- c tomato soup
- d fried haddock or cod, grilled salmon



- f** ▶▶ 7 Check your answers.
Listen and repeat.

- g** Work with a partner. Take it in turns to point at a picture of food and ask what it is.

- A What's this? / What are these?
B It's/They're ...

- h** Talk to your partner about what you would like for lunch. Choose a starter, main course and dessert from the menu.

For the starter, I'd like ...

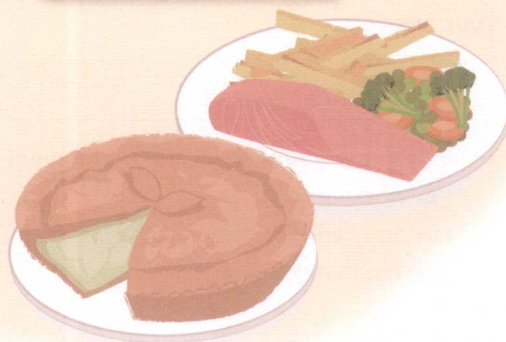


e fruit salad

f chips, mashed potato, rice, mixed vegetables, leeks in cheese sauce

g mixed salad

h strawberries and cream



b Fill in the gaps in the extracts from the conversation.

anyone else anything else fine thanks a table
no thanks the bill the same a starter

- 1 **Waiter** Everything OK?
- David** Yes, fine thanks. Excellent.
- Waiter** Can I get you to drink? Or to eat?
- David** Nothing for me. I'm fine, thanks. Ivan?
- Ivan** I'm full, thank you.
- 2 **David** I think it's time to get back, actually.
Could we have, please?
- 3 **Ivan** Hello. We have a reservation. The name's Magnusson. for three.
- 4 **David** Just a coffee for me, please. Would like coffee?
- 5 **Ella** To start, the tomato soup, please.
- David** Yes, for me, please.
The tomato soup.
- 6 **Ivan** I don't want, just a main course. Can I have steak, chips and peas, please?

c ▶▶▶ 8 Listen again and check your answers.

d Vocabulary practice → Page 96, Exercise 6.

Communication practice 3 → Page 78. Work with a partner.

USEFUL LANGUAGE

I have a reservation. A table for three.
For the starter / main course could I have ..., please?
The same for me, please.
Would you like a dessert?
Would you like anything else?
I'm fine thanks.
Could I have the bill, please?

2 a ▶▶▶ 8 Ivan Magnusson and some people on his course are having lunch at Simply Delicious. Listen to four conversations and match them to a-d. Write 1-4 in the boxes.

- a ☐ Arriving at the restaurant
- b ☐ Ordering the first two courses
- c ☐ Ordering the last course
- d ☐ Asking to pay for the meal



2 Teamwork

2.1

Discussing work in progress

GRAMMAR
.....
VOCABULARY

Present continuous

Projects

1

Read the comments. Which do you agree and disagree with? Say why.

- 1 'It's important to plan work in detail.'
- 2 'You can't manage a project without a schedule.'
- 3 'To be realistic, add 30% to the budget of most projects.'
- 4 'Progress reports don't help much. They're always out of date.'



2

a **9** John Perry, a British architect, is working on a project abroad. Vanessa Wood, from *European Life* magazine, is interviewing him by phone. Listen and answer the questions.

- 1 Which country is John working in?
In
- 2 What's the project?
A
- 3 What's the budget for the project?
€
- 4 How much of the work is John paying for?
..... %.
- 5 How long is the schedule?
..... months.

b Make sentences from the conversation. Use the present continuous.

- 1 where / work ?
Where are you working?
- 2 I / stay / in one of the rooms .
.....
- 3 you / not / pay .
.....
- 4 this project / cost / a fortune !
.....
- 5 I / manage / the project .
.....
- 6 At the moment, we / work / on the bathrooms .
.....

c Look at the transcript on page 115 and check your answers.

Present continuous

Where **are you** working at the moment?
I'm **working** in Italy.
Is Kathy **working** with you?
She **isn't working** on this project.
or
She's **not working** on this project.

...> Grammar reference 3.2

d Grammar practice ...> Page 96, Exercise 1.

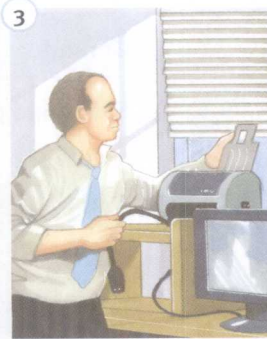
e **10** PRONUNCIATION Listen and repeat. How does the pronunciation of **are** change when we say it in sentences?

- 1 Where are you working?
- 2 Are you managing the project?
- 3 What are they doing?

f Work with a partner. Use these verbs to describe what the people at the top of page 13 are doing.

build design paint decorate install

- 1 They're decorating a room.



- 3** a Look at the schedule for work on the hotel. When does each part of the project start and finish?
- b It's May 1st. John is writing to his partners to give an update on the project. Fill in the gaps in the emails.

on budget
on schedule
behind schedule
under budget
ahead of schedule
over budget

- c **Underline phrases in the emails that mean:**
- 1 we're having problems
 - 2 finish (the work)
 - 3 we're behind schedule

- d **Vocabulary practice ...**
Page 96, Exercise 2.

- 4** **Communication practice 4.**
Student A ...> Page 78.
Student B ...> Page 89.

- 5** **Talk to a partner about a project or job you're working on at the moment. How's it going?**

Schedule	March	April	May	June – open 15th
Building work				
Decorating				
Website				
Brochure				



Richard and Kathy,

Exactly six weeks to go before we open! Here's a short progress report.

As you know, the building work is now complete – so that's 1 on schedule. However, we're having trouble with the interior designer and the decorating is starting late – 7th May. That means we're a week 2 I still think we can complete the work before 15th June though.

How are things with you?

John



Hi John,

Thanks for the update. Good news here – the website is now ready two weeks 3 People can now book rooms online.

We're running late with the brochure though. And the paper that we want is quite expensive – which means we're a little 4 However, because of the lower cost of the website (it was £1,200 5) the whole project is still 6

Speak soon,

Richard

USEFUL LANGUAGE

We can complete the job on schedule and on budget.

We're ahead of schedule and under budget.

We're having trouble/problems with one of the installations.

We're behind schedule. We're running two weeks late.

Costs are higher than planned. We're \$25,000 over budget.

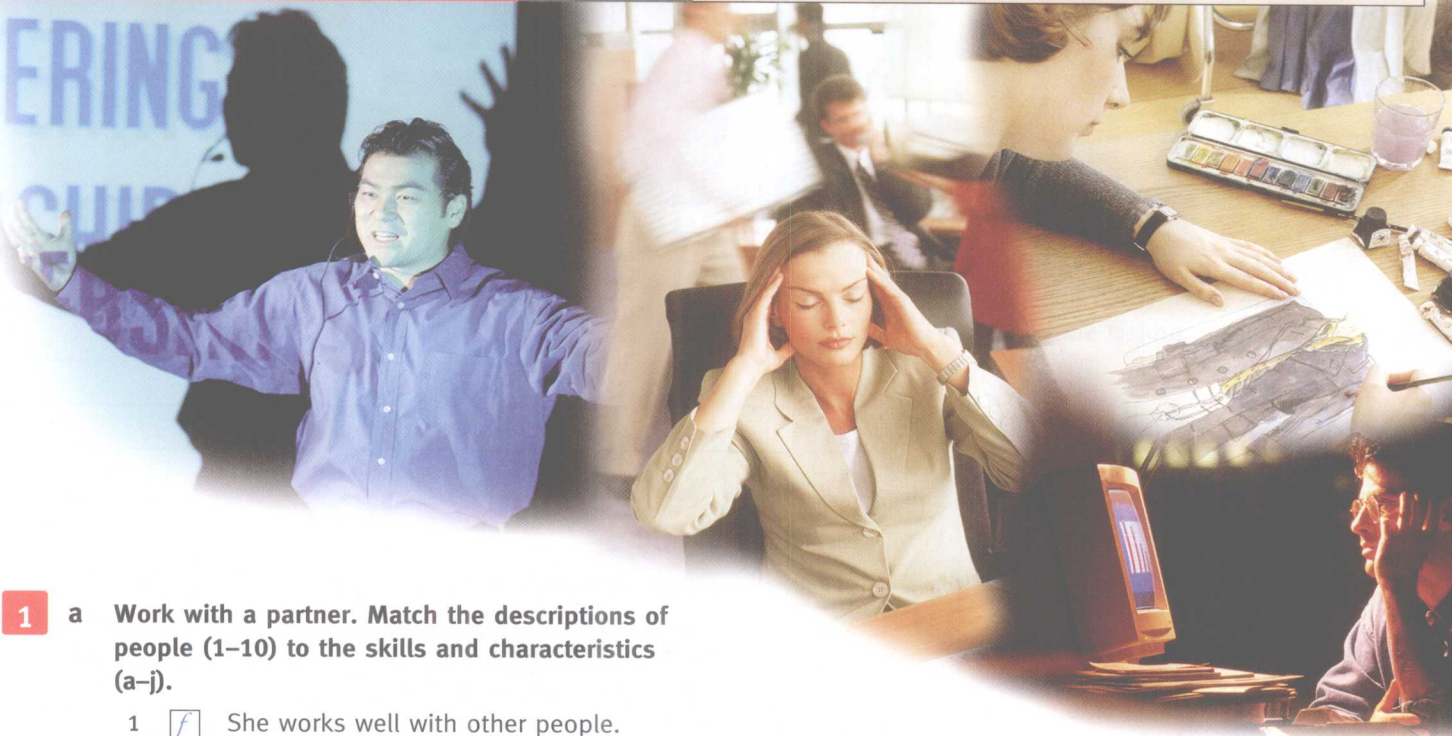
2.2

Discussing strengths and weaknesses

GRAMMAR
.....
VOCABULARY

Gerund

Skills and personal characteristics



- 1 a** Work with a partner. Match the descriptions of people (1–10) to the skills and characteristics (a–j).

- 1 ☒ She works well with other people.
- 2 ☐ He certainly knows the business, after 30 years.
- 3 ☐ She always does a lot of work.
- 4 ☐ He has some really good ideas.
- 5 ☐ Things are changing fast, but she's coping well.
- 6 ☐ She's an excellent manager.
- 7 ☐ He always completes work on time.
- 8 ☐ He's very good at making presentations.
- 9 ☐ There's a lot of stress, but she can deal with it.
- 10 ☐ He's good at looking at problems in detail.

- a creative
b hard-working
c experienced
d a strong leader
e reliable
f a good team player
g adaptable
h can cope with pressure
i a confident communicator
j analytical

- b** PAF, an advertising agency, is looking for young employees for its creative department. Work with a partner. Which skills and characteristics from a–j do you think the people need?

They need to be ...



- c** **11** Judith Lehman, the managing director of PAF, and Rowan Evans, the human resources manager, are talking about the type of people they're looking for. Listen and make notes.

The new people need to be:

creative,

.....
.....
.....

d Look at the transcript for 1c on page 115 and check your answers.

e **12 PRONUNCIATION** Listen and repeat.
Underline the stress in these words.

- 1 reliable
- 2 confident
- 3 experienced
- 4 analytical
- 5 adaptable
- 6 creative

f **Vocabulary practice** ...> Page 96, Exercise 3.

2 a **13 PAF** also needs to find a new creative department manager. Judith Lehman and Rowan Evans are talking about Marco Stone, a possible candidate. Listen and answer the questions.

- 1 Where does Marco work?
- 2 What are his main strengths?
- 3 What's the problem with making him the manager?
- 4 Do you think Judith and Rowan agree about Marco?

b Fill in the gaps in these sentences from the conversation.

make making manage managing
sell selling work working

- 1 We want someone to manage the department.
- 2 We need a manager to the new strategy work.
- 3 But Marco the department manager's also a risk.
- 4 OK, he enjoys for the company ...
- 5 ... but that doesn't mean he's good at a team.
- 6 The manager has to the new strategy to the team.
- 7 We know Marco's a good salesman. He likes ideas.
- 8 They work *with* him at the moment. What happens if they have to for him?

c **13** Listen again and check your answers.

Gerund

He's **good at** solving problems.

I'm **not very good at** making presentations.

They **like/enjoy** working here.
(gerund after verbs of like/dislike)

Managing a big department isn't easy.

...> Grammar reference 1

d **Grammar practice** ...> Page 96, Exercise 4.

e **What skills and characteristics do people need for these jobs? Give your opinion.**

They need to be / be good at
They need to like/enjoy

- engineers • salespeople
- fashion designers • politicians
- chief executives

3 **Communication practice 5** ...> Page 79. Work with a partner.

4 Talk about the skills and characteristics you need in your job or a job you would like to have.

USEFUL LANGUAGE

He's very experienced – 12 years in marketing.

Everyone likes working with him. He's a good team player.

We need a strong leader to manage the team.

He often works until late. He's very hard-working.

She isn't normally late. She's usually very reliable.

To make good presentations you need to be a confident communicator.

We're looking for creative people for the design department.

He's not good at solving problems because he isn't very analytical.