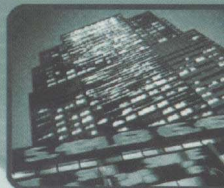


高等职业教育物业管理专业系列教材



# 物业管理实用英语

WUYE GUANLI  
SHIYONG YINGYU

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庆大学出版社

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## ● 内容简介 ●

本书是高等职业教育物业管理专业系列教材之一。全书共 10 个单元,以"任务型语言教学"为编写思路,每个单元都围绕完成一个任务进行。每个单元首先提出任务,并提供相应的语言材料,让学生学习相关材料,然后实现交际任务,最后巩固提高。该书的选材和任务设计体现了物业管理专业日常英语交际的实用性、基础性和可操作性,以"可用"和"够用"为准,体现了现代语言特征。同时,本书既注重语言微技能的训练,又注重综合交际能力的培养。

本书难度适中,注重实用,既可作为高等职业教育物业管理专业的教材使用,也可作为物业管理培训以及物业管理从业人员的自学用书。

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宁波高等专科学校  
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成都市房产管理局物业管理处



# 序

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中国内地的物业管理从 20 世纪 80 年代初起步,经过 20 多年的磨砺,今天已经发展成为一个拥有 2 万多家企业,230 多万从业人员,在大、中城市占 GDP 总值 2% 左右的一个生气勃勃的朝阳行业。可以毫不夸张地说,今天生活在大、中城市的人们,已经离不开物业管理了。随着社会经济的发展和人们生活水平的不断提高,物业管理服务还将进一步深入到全国中、小城镇的居民小区中,获得更大的发展空间。

行业的发展引发对物业管理专门人才的强烈需求。以培养人才为己任的高等院校,尤其是高等职业院校,用极大的热情关注着物业管理这一新兴行业的发展,纷纷开设物业管理专业。20 世纪 90 年代中期,广州、深圳、重庆等地建立了物业管理专门学院,争先为物业管理行业培养和输送各类应用型人才,在一定程度上缓解了物业管理专业人才匮乏的矛盾。许多教育工作者、理论工作者和实务工作者,在百忙之中编写出版了物业管理专业高等和中等教育的多种教材和专著,一定程度上满足了物业管理专业教育的急需。

由于物业管理专业在我国尚处于起步发展阶段,对物业管理的经验总结和理论研究虽有一定进展,但尚未形成完善的物业管理学科体系。各类物业管理专业基础课、专业课的教学大纲正在制定,物业管理的相关政策法规陆续出台。在新的形势下,编写出版一套《高等职业教育物业管理专业系列教材》,以适应物业管理专业教育迅速发展和不断提高的需要,是十分必要和紧迫的。重庆大学出版社在广泛深入调研的基础上,邀请国内物业管理界和 20 多所高等院校的专家、学者和部分知名物业管理企业“双师型”职业经理组成编委会,由上海房地产科学研究院

副院长王青兰博士任主任,重庆经济技术开发区物业发展有限公司副总经理、重庆融侨锦江物业管理有限公司总经理、各高校教授、专家任副主任和编委。经反复研究,决定在 2004 年秋季陆续推出一套理论够用、突出应用、定位准确、体例新颖、可操作性强的《高等职业教育物业管理专业系列教材》。

本套系列教材的框架体系,教材与教材之间的相关性、独立性及衔接性,每本教材的编写大纲,知识点的提出,实例和案例的选择,思考题和习题设置,均由任课教师和物业管理界的专家、实务工作者共同研究确定,并由企业界专家负责审稿。旨在使学生通过本套教材的学习,既掌握物业管理专业的基础理论和专业知识,又熟悉物业管理企业各主要工作部门实际操作的标准程序与技能,真正成为应用型、技能型的专业人才。

来自教育界、理论界、实务界的编委、主编、参编、主审,按照教育部《关于以就业为导向深化高等职业教育改革的若干意见》提出的“高等职业教育应以服务为宗旨,以就业为导向,走产学研结合的发展道路”的精神,结合自己熟悉的领域,优势互补,大胆尝试,严把教材质量关。期盼这一良好的开端,能使本套教材充分凸现理论紧密结合实际的特色,成为培养应用型、技能型专业人才的好教材。

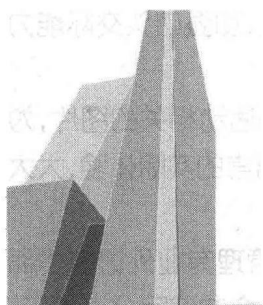
本套系列教材可以供高等职业教育应用型本科和专科学生使用,还可以作为物业管理从业人员的日常工作参考用书。

物业管理专业的高等职业教育方兴未艾,高职教育紧密结合社会发展和行业发展需求,不断地向行业输送符合专业需求的应用型、技能型人才任重道远。我们有理由相信,在高校与物业管理界紧密合作和共同努力之下,物业管理学科建设定将取得丰硕成果和明显进步,使我们的高等教育更好地为行业培育出一大批应用型、技能型专业人才,为行业的发展不断提供优质的人才资源。

让我们一路同行,共创物业管理的美好明天!

编委会

2004 年 8 月



# 前 言

《物业管理实用英语》是为高等职业教育物业管理专业学生编写的专业基础英语教材,也可供物业管理从业人员自学和培训使用。

本教材为培养物业管理专业学生英语交际能力而编写,力求具有针对性强和实用性两大特色。根据当前物业管理行业实际需求情况,从物业管理专业的要求和教材使用对象基本情况出发,培养既懂物业管理又有一定英语交际能力的物业管理专业人才;激发和培养学生学习英语的兴趣,使学生树立自信心,养成良好的学习习惯,形成有效的学习策略,发展自主学习的能力和合作精神;使学生掌握一定的物业管理英语基础知识和听、说、读、写技能,培养他们的基本日常英语交际能力,为以后进入物业管理行业打下一定的英语交际功底。

全书共分 10 个单元,每单元供 4 学时使用,共 40 学时。考虑到本教材是为高等职业教育物业管理专业学生而编写的英语教材,学生英语底子薄,起点低,因此教材的起点难度与学生实际相符合,并有一定的跨度和伸缩性,难度上循序渐进。全书配有光盘,书后附有总词汇表和练习参考答案,供学生学习和教师备课使用。

本教材突出“听”和“说”的训练,以实现交际为目的,注重基础知识和基本技能的掌握和综合素质的提高;强调语言能力,情感态度,学习策略,跨文化交际意识,物业管理业务的语言训练。主要特点体现在以下几个方面:

教材以“任务型语言教学”为编写思路,每一个单元都围绕完成一个任务进行,首先提出任务(tasks),然后结合任务提供实现任务所需要的语言材料,帮助学生掌握这些材料,然后将材料用于实际交际活动中,实现交际任务,最后巩固提高。

语言材料体现物业管理专业日常英语交际的实用性,基础性和可操作性,以



“可用”和“够用”为准,体现现代语言特点,力求语言地道,符合英语表达的习惯,内容既紧密联系学生的实际情况又展现中西方国家不同的文化背景。

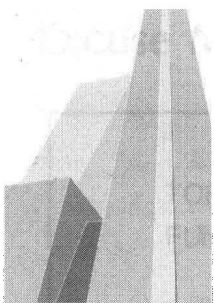
充分考虑高等职业教育学生学习英语学为所用的特点,本教材不涉及专门的语法问题,主要通过日常对话和短文阅读,重点突出交际要求,加强口头交际能力的培养。

版式新颖,图文并茂。教材中含有大量与教学话题、任务活动相关的图片,为语言学习创设了形象的训练情景,加强了学生对学习和使用语言的实际体验,大大提高了学生的学习兴趣 and 积极性。

《物业管理实用英语》是我们为适应高等职业教育物业管理专业外语教学而进行的一次尝试。本书由张泽健担任主编,谭少青担任主审,全书编写分工如下:唐君国编写第一、二单元;曾琦编写三、四单元;周利君编写五、六单元;邓春梅编写七、八单元;吴凡编写九、十单元。教材的编写得到了许多领导、同事和朋友的热情关心、指导和帮助,在此我们表示真诚的谢意。同时,教材的编写也一定会存在不当和疏漏之处,敬请广大师生在使用这本教材的过程中批评指正,以便再版时修订。

编 者

2005 年 2 月



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## Excuse Me, Sir. I'm Looking for Building 28.

### What Shall We Learn?

**TOPIC:** Asking for and Giving Directions

**FUNCTIONS:**

Making polite requests

Giving directions

Talking about distances

**SKILLS:**

**Listening:** conversations about finding different places in a residential estate

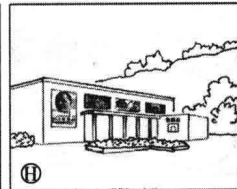
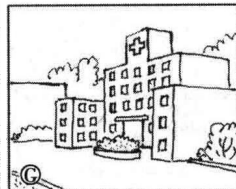
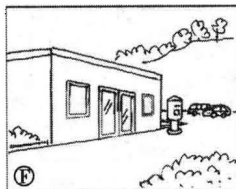
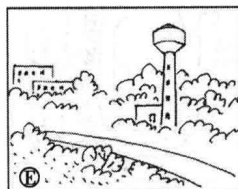
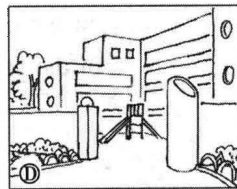
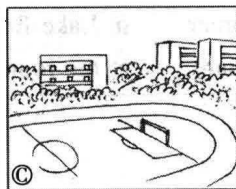
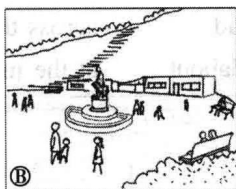
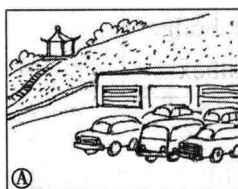
**Speaking:** dialogues asking for and giving directions

**Reading:** applying for a parking permit

**Writing:** letters of giving directions

### Task 1

*The following are pictures and words of buildings and facilities that are likely to be found in a well-equipped residential estate. Match the pictures with the places. Which places are not included in the pictures?*



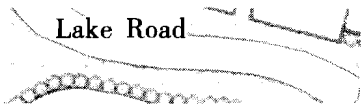
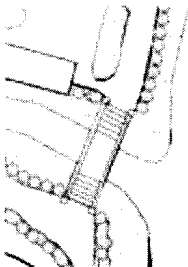
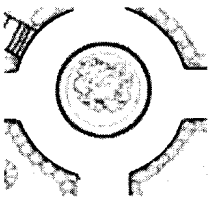
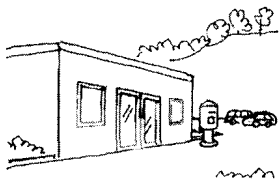
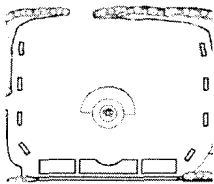
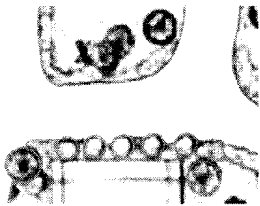
e. g. Picture A—car park

water tower	square	gas company	shop	restaurant
public garden	post office	hospital	cinema	library
school	kindergarten	car park	sports center	bank

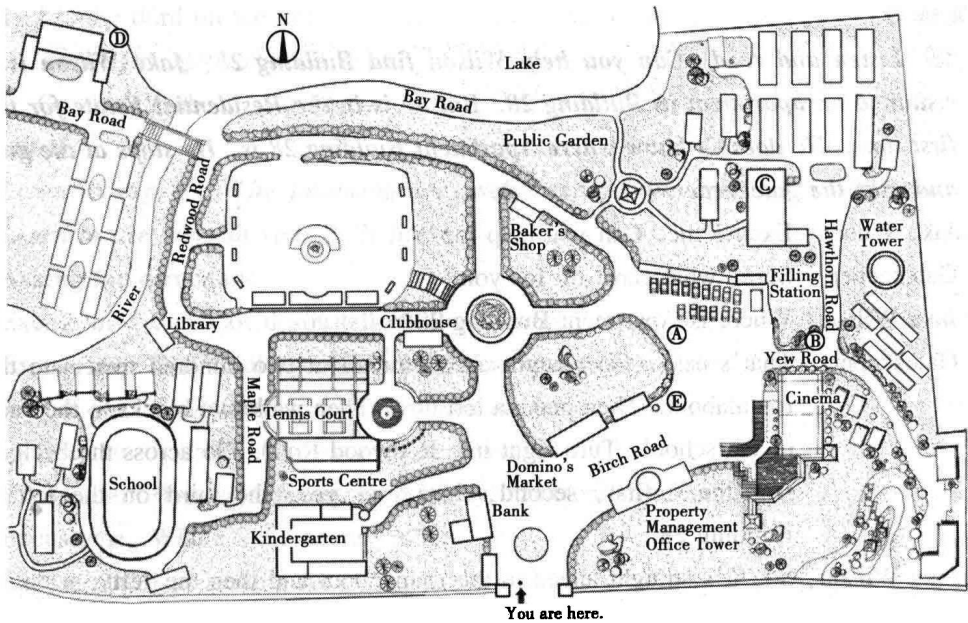
## Listening

### Task 2

Before you listen , look at the following pictures showing different road features and pick from the word box an appropriate expression to match the right picture. Write the phrases down on the space below.




on the corner	in Lake Road	across the bridge
in the square	at the roundabout	at the mailbox

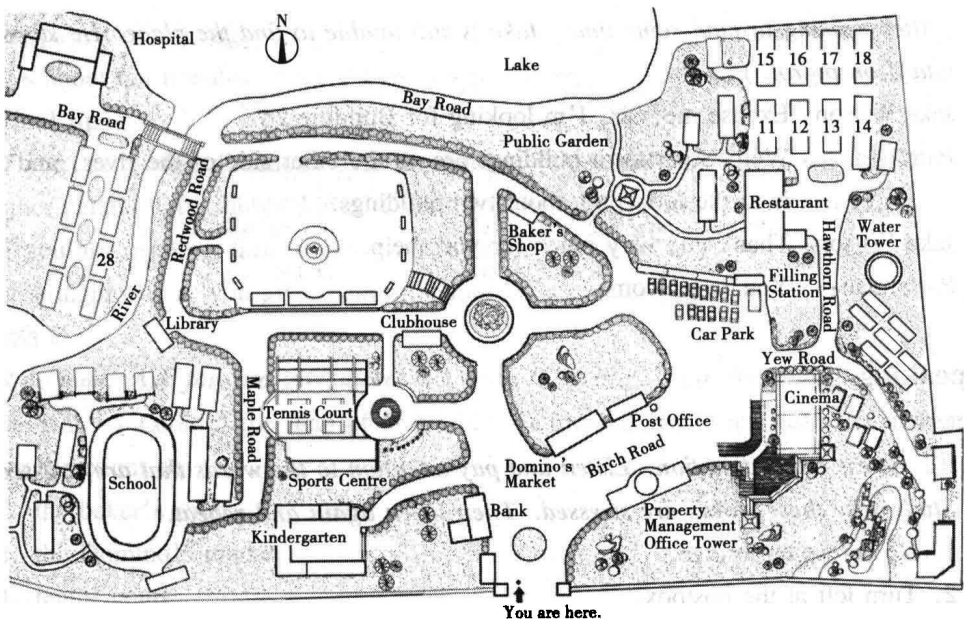


Evergreen Residential Estate

**Task 3**


 Now listen and list the five places which the new clients ask about. Then match the places with the letters on the map above.

e. g. car park—A



Evergreen Residential Estate

## Task 4

 **Listen and read.** *Can you help Wilson find Building 28? Jake Wilson is a visitor to an apartment in Building 28. But he is in the Residential Estate for the first time. He doesn't know where Apartment Building 28 is.<sup>1</sup> He stops at the gate and asks the gatekeeper.*

Jake Wilson: Excuse me. Can you help me?

Gatekeeper: Sure, what can I do for you?

Jake Wilson: Where is Apartment Building 28?

Gatekeeper: That's easy. Go straight ahead for about two hundred meters to the roundabout. Then make a left turn. Then walk two blocks to the back of the school. Turn right into Redwood Road. Go across the bridge. And the... first, second, third, ... yes, the third on the left is Building 28.

Jake Wilson: So, it's straight ahead to the roundabout and then the left?

Gatekeeper: Yes.

Jake Wilson: I see. Is it far?

Gatekeeper: It's not very far. About ten minutes' walk, I think.

Jake Wilson: Okay. Thank you.

Gatekeeper: Not at all. Goodbye!

Jake Wilson: Goodbye!

*(After walking around some time, Jake is still unable to find the place. He stops a guard on patrol. )*

Jake Wilson: Excuse me, sir. I'm looking for Building 28.


Patrolman: Well. Apartment buildings are on the other side of the river, and 28 is to the left, past about two buildings.

Jake Wilson: Thank you very much for your help.

Patrolman: You're welcome.

## Speaking

## Task 5

 **Stress and intonation.** *Listen and pay attention to the words that are stressed. Study why these words are stressed. Then listen again and repeat.*

1. Go across the bridge.
2. Turn left at the postbox.
3. There's the cinema on the corner.



4. It's the third on the left.
5. Turn right into Redwood Road.
6. Go straight ahead at the crossroads.

**Task 6**

**Learn to express.** *The following are useful expressions and tips on directions.*

**Learn to use them in your daily life.**

**Asking for directions:**

Excuse me. Can/Could you tell me the way to...?

Excuse me. Can/Could you tell me how I can get to...?

Excuse me. Can/Could you tell me how to get to...?

Excuse me. Is there a car park/... near here?

Excuse me. How do I get to the property management office/...?

Excuse me. Where's the nearest toilet/...?

Excuse me. I'm looking for...?

**Giving directions:**

Go straight ahead for about two hundred meters.

Take the second turning on the right.

Turn left at the crossroads.

Make a right turn at the end of the road.

On your left you'll see...

Go past two buildings /...

It's about ten minutes' walk / two minutes' drive.

**Final tips:**

If you are giving directions over the phone, remember to speak slowly to let the other person write things down. Check that the other person has understood.

If you are speaking face-to-face with someone, use your hands to show left, right, or straight on, as you give them directions.

**Task 7**

**Role play.** *Ask for and give directions from the point ↑ on the map.*

Student A: Look at the map of Evergreen Residential Estate and ask your partner for directions to:

1. the baker's shop
2. the Domino's market
3. tennis court

Then give your partner directions to the places he/she asks about.

Student B: Look at the map above and give your partner directions to the places he/she asks about. Then ask your partner for directions to:

1. the Property Management Office
2. the hospital
3. the school

### Task 8

*Work in pairs using the map of Evergreen Residential Estate. Go through the following situations, taking it in turns to ask for and give directions.*

1. You have just arrived to visit your aunt who is in hospital. You are standing outside the Residential Estate. Ask the guard at the entrance how to get to the hospital.
2. You are walking along Lake Road, passing by the Public Garden. You want to draw some money from the bank. A gardener is working in the garden. Ask him where the bank is.
3. You are standing outside the school. You are supposed to be meeting some friends at the coffee bar in the restaurant, but you don't know where it is. Stop someone and ask the way.
4. You are in the office of Real Estate Agency, which is in the Office Tower. You want to rent an apartment. The agent recommends one in Building 15. You want to have a look at the apartment, but you don't know where the building is. Ask the agent how to find Building 15.

## Reading

### Applying for a Parking Permit

#### Task 9

*Before you read, look at the title and talk with your partner about the questions below.*

1. Can people park freely in a residential estate? Are there any parking regulations?
2. What do you know about parking regulations in a residential estate?

#### Task 10

*Now read the first part of the conversation and choose the right answer.*

- W — Parking warden  
D — Diane Greenbaum

( In the car park )

D: Excuse me.

W: Yes? What can I do for you?

D: I'm a resident here. I've just moved in. I was wondering whether I am allowed to park my car here or not?<sup>2</sup>

W: Yes, I think it's possible for the houseowners but not for visitors.

D: Do I need a parking permit?

W: Yeah, I believe you do.<sup>3</sup>

D: Where do I get that from?

W: I think you can get a parking sticker from the administration office.

D: Where's that?

W: It's in the building called Block G.<sup>4</sup> Right next to Block E.

D: Block G?

W: Yeah.

D: Oh, right. And what will happen to you if you don't buy a sticker? Do they clamp your wheels or give you a fine?

W: No, I think they tow your car away.

D: Oh, really?

W: Yeah. And then they fine you as well because you have to pay to get the car back.

D: I'd better get the sticker then.

W: Yeah.

D: Where exactly is the administration office again? I'm new in this residential estate and I'm still trying to find my way around.

W: Right. You go along Fragrance Road, past the tennis courts on your left and the swimming pool on your right and the administration office is opposite the car park on the left. You can't miss it.

D: So it's up Fragrance Road, past the swimming pool, opposite the car park. Right, I'll go straight over there. Bye and thanks for your help.

1. What are the parking regulations in the residential estate?

A. visitor parking allowed

B. resident parking allowed

C. staff parking only allowed

D. any one parking allowed

2. The administration office is in \_\_\_\_\_.

A. Block B

B. Block D