

spark 星火英语

Spark

英语闯天下 职场

主编 宇文刚

英语口语大全

现代外企职员
人手一册
必备秘籍



求职三人行，从职场菜鸟变为**商务精英**
现在就用**实力**大步跨进**外企的大门**！



吉林出版集团有限责任公司 外语教育出版社
Foreign Language Education Books, Jilin Publishing Group



一本书一个世界

图书在版编目(CIP)数据

职场英语口语大全 / 宇文刚主编. — 长春: 吉林出版集团有限责任公司, 2009. 7

ISBN 978-7-5463-0706-0

I. 职… II. 宇… III. 英语—口语 IV. H319.9

中国版本图书馆 CIP 数据核字 (2009) 第 119243 号

网 址: www.360hours.com

邮 箱: expresskey@yahoo.cn

发行电话: 0431-86012826 (Fax)

0431-86012675/86012812

职场英语口语大全 主 编: 宇文刚

责任编辑: 于 鑫

出 版: 吉林出版集团有限责任公司
(长春市人民大街 4646 号 130021)

发 行: 吉林出版集团外语教育有限公司
(长春市泰来街 1825 号 130011)

印 装: 文登市印刷厂有限公司

版 次: 2009 年 7 月第 1 版
2009 年 7 月第 1 次印刷

封面设计: 益格堂设计工作室

开 本: 787×1092 1/16

印 张: 18

字 数: 540 千字

书 号: ISBN 978-7-5463-0706-0

定 价: 29.80 元

如有印刷、装订质量问题请与印厂调换。

Foreword

前言



这是一个经济全球化的时代,各用人单位要求所招录人才能够做到“零适应期”,这对于深居象牙塔的“职场土豆”而言可算得上是难上加难。与此同时,职场白领们的英语充电指数亦呈上升趋势。为了满足大学生求职的需求,解决职场白领的英语困境,我们特邀深谙当代大学生求职特点和熟悉职场常用英语的高校商学院年轻教师,精心打造了这本《职场英语口语大全》。本书主要分为“练达求职”、“办公白骨精”和“进阶商务英语”三部分,设置多种职场情景,层层递进,切实满足不同水平读者的需求,体验从入行到修炼成“职场达人”可能遇到的各个环节流程,提高职场英语的沟通能力。

本书以三位主人公 Cheney, Ryan 和 Bertha 在职场打拼的故事贯穿始终,让读者能更近距离地进入角色,了解和体验职场中的“那些事儿”,为练就“商务达人”打好语言基础,游刃于职场之中。

为巩固和加深学习,单元后附有“职场词汇”和“职场贴士”环节,提供各类职场有用表达,应对种种实战难题;其目的在于提供一部实战性强、交际性广并紧随时代潮流,学习时尚职场口语的书。

书中所讲的情景故事极其幽默,更贴心设计手绘漫画,让您在快乐中不知不觉提高英语口语。双色印刷,重点突出,学习更有效率,不易产生心理疲劳。

随书赠送朗读光盘,特别邀请外籍资深教师倾情朗诵。更超值赠送《英语闯天下系列》口语跟读软件,听力、口语一网打尽。

囿于编者水平及实际编写时间所限,不足之处难免;恳请学界前辈与读者不吝赐教,特此致谢。

编者





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Unit

1

Focusing on Employment Information

“见证”招聘

毕业在即,Cheney 百无聊赖地待在宿舍里发呆。面对眼前的 departing,心中那个“郁闷”,转念又想到前途未卜的求职路,又摆出一副无奈的表情。可能是对自己即将成为 job hunter (求职者)的现实一下子还缓不过神儿来吧!Cheney 还真难寻思自己是否能像 detective hunter 一样,应对面前的 trouble 呢!正当 Cheney 的思绪还徘徊在 university life 的美好 memory 里的时候,舍友 Ryan breaks into the dorm (破门而入)。



Conversation

1

Ryan: Come on! Man! How are you doing?

Cheney: Thinking and meditating.

Ryan: Stop doing like this. OK? Land on www.yulianjob.com!

Cheney: Why? What's going on? Quit freaking out.

Ryan: E-job hunting is undertaking on that website. Many employment information can be found in it. I believe god always concerns about the man who is always in preparation.

Cheney: Is that true?

Ryan: Stop being a fool, Cheney. Come down and surf the Net, and maybe we can find some useful information we need.

Cheney: Well, just do it.

莱 恩: 快点! 伙计! 干吗呢?

切 尼: 在思考啊!

莱 恩: 别想啦! 快点登陆www.yulianjob.com, 愚联工作网!

切 尼: 为什么呢? 发生什么事情了? 别慌里慌张啊!

莱 恩: 那个网站上正在举行网络招聘呢。可以在那个网站里找到不少招聘信息的。我相信上帝总是垂青有准备的人。

切 尼: 是吗?

莱 恩: 别犯傻了, 切尼。下楼来赶紧上网吧, 我们可能会找到一些有用的信息呢。

切 尼: 好吧! 照你说的做吧!



这两人二话没说,开始登陆愚联的 website。由于二人 pass 了 CET-4 后,就再没有青睐过英语课本,以前很容易 memorize 的单词在脑中也变得无影无踪。平时好学的 Ryan 用“迅雷不及掩耳”的速度从书架最偏僻的角落拿出了一本满是 dust 的 dictionary,这才对这份招聘 information 有了大概的了解。随即 Cheney 打开了另外一个招聘启事。



Conversation

2



- Cheney:** Oh my god! There are so many new words in this piece of employment information. How many words do you know?
- Ryan:** Come on! Stop gazing at each other's eyes in dismay. Let me consult my dictionary.
- Cheney:** You always work as a busy bee. Well, let me check another employment information.
- Ryan:** I find out the first employment wants a helper in dealing with sales and market of goods.
- Cheney:** And what is the requirement?
- Ryan:** The applicants should be good at oral English and have working experience in the field.
- Cheney:** The requirements are too rigor. We have to pass it and look at this one.
- Ryan:** Look here! They want applicants who major in Commercial English. It fits you, you know.

- 切 尼: 天哪! 这则招聘启事中有这么多新词儿。你认识多少?
- 莱 恩: 少来了! 别总是大眼瞪小眼的。我来查一下字典。
- 切 尼: 你总是忙得不亦乐乎。那好,我再看看别的招聘信息吧。
- 莱 恩: 我明白了,这第一则招聘启事需要一名负责产品市场和营销的助理。
- 切 尼: 有什么应聘条件吗?
- 莱 恩: 申请者应该英语口语流利并在该工作领域有工作经验。
- 切 尼: 条件太苛刻了。我们还是别管它了,来看看这条。
- 莱 恩: 你瞧! 这里有一家要商务英语专业的学生。要知道,这份工作对你正合适。

Guess what? 正当 Cheney 手脚慌乱、不知所措之际,他的女友 Bertha 打来了电话。Bertha 为人开朗直爽,对于 Cheney 的 job-hunting,她也没少费心,时常会找各种方式来“刺激”切尼,也就是典型的“望夫成龙”吧! 且看下面这对恋人的电话“聊天记录”。





Conversation 3



(The phone rings. Ryan takes it.)

Ryan: Hi! Whom do you want to talk with?

Bertha: Hi! This is Bertha. I want to talk with Cheney.

Ryan: Hold on!

(Ryan turns to Cheney and makes a face to him. Cheney realizes Ryan's implication and approaches the phone.)

Cheney: How are you doing? Bertha.

Bertha: Just fine! Do you get any information or advertisement for employment?

Cheney: Yep! I got some, in which I am interested. But...

Bertha: But what? What's wrong with you, Cheney? You always act like this when you face difficulties.

Cheney: YOU GET ME! I have no idea about what to do next.

Bertha: Stop chickening out at the last moment, please! All the fears are nothing. Go for it, OK? There is no other choice for you. Be brave. By the way, I also find a company which wants a secretary. It's worth a try.

Cheney: Seemingly there is no turning back. I have to face it somehow.

Bertha: It's all or nothing.

Cheney: All right! All right! I'll take the chance and get ready for my resume.

Bertha: Yes, you can!

(电话铃响了。莱恩接起电话。)

莱 恩：喂！你找哪一位呀？

贝 莎：你好！我是贝莎。让切尼接电话。

莱 恩：稍等片刻。

(莱恩转身向切尼做个鬼脸，切尼会意，于是起身接电话。)

切 尼：还好吗？贝莎。

贝 莎：还好吧。你找到些招聘信息了吗？

切 尼：找了些！有几家我比较感兴趣的，就是……

贝 莎：就什么是啊？到底怎么了，切尼？你每每遇到困难就变得这样。

切 尼：太了解我了！我真是对接下来怎么做感到一头雾水。

贝 莎：别到了最后关头就胆怯啊！没什么可怕的。冲吧！你也别无选择了。勇敢点！对了，顺便跟你说一下，有一家公司招聘文秘一职，我觉得我可以去试试。

切 尼：看来是别无他选了。迟早都要面对的。

贝 莎：豁出去了。

切 尼：好吧！好吧！下一步我还是做一下个人简历吧。

贝 莎：你肯定可以的。





随身贴士 TIPS

The first Employment Information

Wanted

Marketing Assistant

Responsibilities:

- Having duty in the local management of marketing and sales;
- Collecting relative information for the head office.

Requirements:

- College degree or above with fluent English, esp. in speaking and writing.
- Major in marketing, and those who have related experience are preferred;
- Working experience in a trading company is a must;
- Good communication skills and teamwork spirit.

Those who are competent for the job can send CV or resume to our email (chenxing@163.com) or call us at 0351—88888888.

The Personnel Department
Chenxing Trade Company
April 18, 2009

注释:

- marketing Assistant 市场营销助理
- must 必备
- competent 可以胜任的
- fluent 流利的
- teamwork spirit 团队精神

在英文招聘信息中可能看到的缩略词:

- | | |
|-------------------------------------|------------------------------------|
| ad: advertisement 广告 | co: company 公司 |
| corp: corporation [kɔ:pə'reɪʃən] 公司 | div: division [dɪ'vɪʒən] n. 科室, 部门 |
| dept: department 部 | |
| Lv/lvl: level 级别, 层次 | |
| mgr: manager 经理 | dir: director 董事 |
| asst: assistant 助手, 助理 | bkgd: background 背景 |
| exp: experience 经验 | M-F: 从周一到周五 |
| P/T: part-time 兼职 | F/T: full-time 全职 |
| hr: hour 小时 | mo: month 月 |



职场 词汇

- apply for 申请……
- applicant [ˈæplɪkənt] n. 应试人
- application [ˌæplɪ'keɪʃn] n. 申请
- interview [ˈɪntəvjʊ:] vt. 面试
- interviewer [ˈɪntəvjʊ:ə(r)] n. 面试官
- interviewee n. 面试人
- job-hunter [ˌdʒɔb'hʌntə] n. 找工作的人
- job fair 人才市场
- personnel [ˈpɜ:sə'nel] adj. 人事的
- personnel department 人事部
- human resources department 人力资源部 (这就是“传说”中 HR 的来历)
- teamwork spirit 团队精神
- resume [ˈrezjumeɪ] n. 简历 (在求职中的超高频词汇, 关键时刻怎能犯糗? 记你没商量!)

Unit 2

Starting Resume of CV

简历“启动中”

Resume 的启动算是迈进职场生涯的“第一个照面儿”，寒窗苦读十年最终还是走上职场这一条路的。然而万事开头难。Look! 一想到做 resume 的事，一向开朗的 Cheney 又陷入了郁闷之中。



Conversation

1



Bertha: What are you doing here? Look at your knotted forehead.

Cheney: Sweetie, stop kidding me.

Bertha: Well, What's wrong with you? What's behind you?

Cheney: When thinking of the idea of writing my resume, I feel worried to know what to do next.

Bertha: There is no need to do like this. We can surf the Net and find some templates for resumes. That will be done.

Cheney: Sounds good. I will do it in a jiffy(瞬间,一会儿). OK! Let's put our heads together.

贝 莎：你在做什么？看你皱着眉头。

切 尼：甜心，别开我玩笑了。

贝 莎：好吧，那你到底是怎么了？你心里怎么想的？

切 尼：一想到要写简历，我就一筹莫展。

贝 莎：根本没有必要那样，我们可以在网上搜索有关简历的各种模板。一切就可搞定。

切 尼：听起来不错。我马上去做。好的，让我们集思广益。

Bertha 和 Cheney 跑到网吧，正好碰见同样忙着做简历的 Ryan。都说“三个臭皮匠顶一个诸葛亮”，看看三人能想出什么 good idea 吧。





Conversation 2



(Cheney and Bertha encounters Ryan on the way to the Internet Bar.)

Cheney: Hi, Ryan, not imagine meeting you here. How's everything about your resume?

Ryan: Well, I've found some templates for resumes. If we could seek for some useful expressions, that would be perfect.

Bertha: You're really something. And we still can find some helpful suggestions by some experts. Then we can do it well.

Cheney: It's too good to be true.

(切尼和贝莎在去网吧的路上碰到了莱恩。)

切 尼：嗨！莱恩，没想到会在这里碰到你。你的简历弄得如何了？

莱 恩：还好，我找了一些简历的模板。如果我们能找到一些有用的表达方式，那就很完美了。

贝 莎：你的确有一套。我们还可以从一些专家那里得到一些有用的建议。那样我们就可以搞定简历了。

切 尼：太好了。



Resume 可不只套一下 template 这么简单，听听到底还要注意什么。



Conversation 3



(On steps of their teaching building, Cheney, Bertha, and Ryan gather there with a notebook PC discussing how to make a resume.)

Cheney: Guess what? What are the key elements for a resume?

Bertha: Let me think. Name, age, address, e-mail, cell phone number. What else?

Ryan: Objective is also important, for your objective in the resume can tell the viewer to decide whether you are fit for what you are willing to apply for.

Bertha: You bet. Besides, your graduate degree, major, and school should be included in it.

Cheney: Yep! I read an article on the skills of writing resume. It says the marital status and



working experience are also essential to the whole resume.

Ryan: Remember, the whole things should be collected in merely one paper. It's better to put them in one table.

(在教学楼的台阶上,切尼、贝莎还有莱恩三人拿着道旁笔记本电脑在商讨简历的制作技巧。)

切尼: 你说,一份简历都有哪些关键元素呢?

贝莎: 让我想一想。姓名、年龄、地址、电子邮箱、手机号码,还有什么呢?

莱恩: 求职意向也是简历中重要元素,因为求职目标告知简历浏览者你的求职意向是否与他们的空缺职位相符。

贝莎: 你说得很对! 另外学历、专业还有毕业学校都应该包括在内。

切尼: 没错! 我阅读过一篇有关简历写作技巧的文章,里面说到婚姻状况、还有工作经历对于整个简历同样也是至关重要的。

莱恩: 别忘了,简历的所有内容最好都在一张纸上的表格里。



职场贴士 TIPS



下面是切尼参加这次 Job Fair 的 resume

Resume

Name: Cheney

Address: Zhi Fu Street in Tong Xian County of Beijing

Phone No. Home: 010-55558888

Cell Phone No. : 136-XXXX-6699

Email Add: cheney1980@163.com

Objective: Sales Management or Business Development Position

Work Experience:

June, 2008-September, 2008 working as a salesman for Gome Company

June, 2007-September, 2007 working as a salesman for Nokia Company

Education Background:

September, 2005-June, 2009 studying at Beijing XXX College

September, 2002-June, 2005 studying at Tong Xian County High School

Awards:

Third Class Scholarship, XXX University, 2006-2007

Second Class Scholarship, XXX University, 2007-2008

Third Class Scholarship, XXX University, 2008-2009

Certificates:

Certificate for Test for English Majors, Grade 8 (TEM8)





Personal Profile:

A dynamic, diligent, talented man who inspires confidence and respect, grasps bright ideas and concepts in a fast way, is good at dealing with complicated situations, and believes he can learn a lot from working with colleagues with high quality performance that produces satisfying results.

简 历

姓名:切尼

地址:北京市通县致富路

住宅电话:010-55558888

手机号码:136-XXXX-6699

电子邮箱:cheney1980@163.com

求职目标:销售管理或业务拓展代表

工作经历:

2008年6月—2008年9月 国美公司推销员

2007年6月—2007年9月 诺基亚公司推销员

教育背景:

2005年9月—2009年6月 在北京某大学就读

2002年9月—2005年6月 在通县高中就读

奖 励:

获2006—2007年某大学三等奖学金

获2007—2008年某大学二等奖学金

获2008—2009年某大学三等奖学金

证 书:

英语专业八级证书(TEM-8)

个人评价:

本人富有活力、勤奋好学、聪明过人;自信十足、对于新点子和新概念反应速度快,并能够适应对待复杂情形,相信能在和同事的相处中学习很多知识,与此同时,可以做出令您满意的业绩。



Unit 3

Interviewing

面试进行时

Cheney 寄出的 resume 可没有像他所想的那样“石沉大海”，就在他“寐”(汉语读音为“mei”，同“梅”)在宿舍里，胡思乱想的时候，手机铃声开始叫个不停。这个改变他人人生 fate 的电话终于响起了。



Conversation 1



Cheney: So boring. Why does my resume have no answer?

Ryan: Will you get a grip?

Cheney: I can not bear this.

(Just at this moment, Cheney's cell phone, which is put on table, begins to ring. And Cheney jumps out of his bed.)

Ryan: Quit freaking out! OK?

Cheney: Hello, this is Cheney speaking.

Alan: This is the director of Personnel Department of Chenxing Trade Company. This is Alan.

Cheney: Woo! Glad to have your phone.

Alan: OK! Will you come to our company next Monday morning? We will hold an interview for all interviewees. The place of the interview will be shown on our website, so you can check what you need from it. Remember to have a sound preparation for it.

Cheney: Well. Let me repeat what you said. On Monday morning and I can check information on your website.

Alan: Well, what else do you want to know now?

Cheney: And would you tell me the exact time for the interview?

Alan: Sorry, I neglect this. At 8 o'clock.

Cheney: I got it. Thank you for your consideration. I will attend it on time.

Alan: That's good. Hope to meet you at that moment.





切 尼：真烦！怎么我寄出的简历到现在还没信儿？

莱 恩：控制一下你的情绪好吗？

切 尼：但这种情形我无法忍受。

(这时,切尼放在桌子上的手机响了,切尼从床上跳了起来。)

莱 恩：别慌慌张张的！

切 尼：喂！您好。我是切尼。

艾 伦：你好,我是 Chenxing 贸易公司人力资源部经理,我叫艾伦。

切 尼：喔！很高兴接到您的电话。

艾 伦：嗯！你能在下周一上午来我公司一趟吗？我们将对所有应聘者进行一次面试。面试地点会在我们的网站上公布,这样你就可以查询到你所需要的信息。记得要好好为面试做准备。

切 尼：好的。我重复一下您刚才说的。下周一上午进行面试。可以在网站上查询信息。

艾 伦：没错,你还有什么想知道的吗？

切 尼：您能告诉我面试的准确时间吗？

艾 伦：对不起,我落了这一点,上午 8 点。

切 尼：明白了。感谢您的照顾,我会准时到场面试的。

艾 伦：很好！到时候见。



下一步需要做的,就是对面试的各个环节进行周密的 plan,要想做到在 interview 中“不卑不亢”、从容镇定,这一过程是必备的。这一步也是“面经”的重头戏。且看 Cheney 的应聘表现吧！看你能给他打多少 point。



Conversation 2



(After drawing lots, Cheney waits outside of the Meeting Room of Chenxing Company with other interviewees. This time, his turn is coming. He enters the Meeting Room.)

Cheney: How do you do? May I come in?

Interviewer: How do you do? Have a seat please!

Cheney: Thank you!

Interviewer: My name is Alan, the director of the Personnel Department of Chenxing Company.

Cheney: Oh, we talked on the phone, right? Nice to meet you!



Interviewer: Nice to meet you, too! We have received your resume in answer to our ads. I would like to talk with you regarding your qualification for this position, OK? In your college courses, which were you weak in?

Cheney: Well, I was a diligent student when I stayed in my college. My favorite course is Commercial English, so I can make full use of what I have learned in my job. Although I know a little about business letter writing, I strongly believe that I can also learn it well from my experience.

Interviewer: Here I provide you an emergency situation. If our company gives you a task to withdraw money from a bank, you encounter the robbery in the bank. What will you do?

Cheney: Well, thank you for your question, sir. I think I will stoop on the ground.

Interviewer: Why?

Cheney: After stooping on the ground, I will try to find the button to call the police.

Interviewer: Well done! Another question. What kind of the superior will you want to work with in your job?

Cheney: I think the working circumstance will affect my working slightly. No matter what kind of situation it will be, I still want to do my job diligently.

Interviewer: Thank you for your clever answer. OK! That are all the questions I want to ask you. You can go now and we will give you phone call in following days.

Cheney: Thank you for giving me such a chance.

(切尼和其他面试人员抽签之后,就在 Chenxing 公司的会议室外面等候。这时,该轮到 he 上场了。他走进会议室。)

切尼: 您好!我可以进来吗?

面试官: 你好!请坐!

切尼: 谢谢!

面试官: 我的名字是艾伦,Chenxing 公司人力资源部经理。

切尼: 哦!我们在电话上通过话,对吧?很高兴见到您。

面试官: 也很高兴见到你。我们已经收到你根据我们的招聘信息发来的简历。我想就你是否胜任这一工作跟你面谈一下,好吧?在你的大学课程中,哪一门课程你学得不太好呢?

切尼: 噢,我在学校期间,是一名很勤奋的学生。我最喜欢的课程是商务英语,这样我可以在工作实践中充分利用所学知识。尽管我对商贸函电略知一二,但我坚信可以在工作中把这门课程学好。

面试官: 这里假设有一个紧急情况。如果公司给你一个从银行取钱的任务,但你在银行碰到抢劫。你该怎么办?

切尼: 嗯,谢谢您的问题,先生。我想我会蹲在地上。



面试官：为什么？

切尼：当我蹲在地上的时候，我会尽全力寻找报警的按钮。

面试官：不错！另外一个问题！你想和什么样的上级一起共事呢？

切尼：我想工作环境对我的工作只有很小的影响。不论我处于什么样的环境，我仍然会勤奋工作。

面试官：谢谢你机智的回答。好的，这些就是我想问的问题了。你可以离开了，再过几天会跟你联系的。

切尼：谢谢您给我这次机会。



Conversation 3



这次该轮到 Bertha 来应对 interview 的紧张感和恐惧感了。她来应征的 company 是 ACD 公司，主要经营电脑配件和硬件等产品的生产与销售，而她应聘的 position 是秘书一职。



Bertha: How do you do?

Interviewer: How do you do? Have a seat, please. I see in your application that you had the experience of being a secretary in some companies.

Bertha: Yes, I worked as an assistant of the manager of MBC Company during my summer holidays and the internship period this year.

Interviewer: Do you take shorthand and do all the typing?

Bertha: Yes, I typed letters and dealt with documents of the office during my internship.

Interviewer: How is your English ability? Could you handle telephone calls in commercial oral English?

Bertha: I think I can do it. My English scores were the top of my class and I often joined in English corner to practice my oral English. You know, during my college life, I also took part in some oral English contests.

Interviewer: Well, can you operate any office machine?

Bertha: I can operate a fax machine and a photocopier.

Interviewer: Do you have a boyfriend?

Bertha: Well, we knew each other in our college.

