# 中级商务英语听说

Practical Business Communication (Teachers' Book) Level 2 (Second Edition)

教师用书)(第二版)

吴立高 翟世骏 主编

商务英语听说系列教材

Listening to Business English

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Listening to Business En

### 中级商务英语听说(教师用书)(第二版)

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# 再版前言

《商务英语听说》这一系列教材自 2008 年正式出版以来,受到了广大读者和师生的欢迎和认可。然而我国对外经贸活动的日益活跃和国际商务交往的更加频繁,对商务英语教材提出了更高的要求。

《中级商务英语听说》及其教师用书的再版,是为了更好地满足外经贸类专业学生和广大英语爱好者的需要,使学习者在提高听说技能的同时也涉猎国际商务知识。再版依然以真实性为原则,很多材料来自国外财经报刊和外企的真实语言交流素材,内容涉及真实的公司业务和人物,及其在工作场景下的真实交流,有较强的实用性和专业性,为学习者在未来工作中在真实的情景中用英语与外国人进行交流做好准备。同时,再版教材在内容上主要进行了几点调整:

- 一是将原教材进行更新,删减或改编了原教材过时或淘汰的内容,同时增加了新的 素材或对原材料进行新的视听活动的设计,以符合新时代的要求。
- 二是部分单元增加了 Stock Phrases 部分,作为单元知识的有力补充,学习者可以从中学会如何恰当地使用商务语言。
- 三是对针对某些领域的专业词汇进行了特定的补充讲解,让学生更好地理解听力内容,做到在实际运用中正确使用专业术语,从而提高学习者理解运用能力,成为具有国际竞争力的复合型商务人才。

四是在书后附录 Glossary (总词汇表),将每单元中 Word Bank 里的新词或词组表达进行了分类汇总。包括 New Words, Phrases and Expressions, Proper Names 三个目录,分别按字母顺序将生词或词组列出,方便学习者系统查阅生词和进行词汇的复习。

再版后本书的内容更加丰富、充实,信息量明显增大,注重提高学生的听说综合能力及语言和知识的应用能力,使教师教学和学生自学都有了更大的发挥空间。

本教材再版工作的编写团队中,吴立高来自北京外国语大学,其他编者均来自北京联合大学。具体分工为:主编吴立高和翟世骏负责全书整体设计规划及质量把关;副主编何芳和吕丹丹负责学生用书及教师用书所有内容的审稿及校对;翟世骏和何芳分别编写 0.5 个单元的学生用书及教师用书,吕丹丹、许丽丽、郁震、何芸、王玮每人分别编写 3 个单元的学生用书及教师用书,孙丰田、马亚星分别制作 8 个单元的

电子课件。

由于编者水平有限,《中级商务英语听说》及其教师用书的再版尚存不尽如人意之处,恳请读者不吝指正。

主编

2014年

了16年度点所说:这一系列教材目 2008 年正式出版以来。受到了广大战者和师性的 效型和认言。然而我因对外经过活动的日益言政和国际很多安住的更加频繁、对商各英语等村通出了三部的建立。

1中型司马宾管师范。及其物师用书的科版、是为了更好地湖尾外绝贸类专业学生和广大英语类可言的言意、世学习富金提高听说技术的同时也没播国际商务知见。将版体祭以夏安里为即愿。很多材料来曾国外财经推到和中企的真实适言交流繁衍。内容涉及其实的之间必多和人物。亚其作工作场对下的真实之流、有较强的实用性和专业性、为实习者在未来工作中任真实的结案中用英语与外属人进行交流做好准备。同时,再版赏材在内容上、要证行工几点误整:

是告诉我才,其行更折。则减速改编了原数村过时或稳饮的内容。同时增加了新的 图料或对原料的进行部的证明。然如何提出。以符合部时代的要求。

二是那个生元转册! Stock Phrases 部分,作为学元知说的有为非充。学习皆可以从中学会如何价之地使用资金证言。

三星可用引来到级机的专业团汇进行了管定的特益讲解,让学想更好地强富所有自 容、微划在实际运用建正确使用专业术器,从面提高擎的着理修运用能力,或为具有同 运动争力的复合型商务人才。

图址 电共正解放 Glossiny Caller 爱),据每中元中 Word Back 里的新词或词组建这类与工作类点总。包括 New Word。Phrases and Expressing。Proper Names 三个目录。分别和工作证明的生物证明则由现现 有限学习看系统查阅生调和记行则汇的接入。

更现至主点的内容更加未薄、充实、信息重要显微大, 注重提供学生的听说结合能 为及语言和知识的原料能力、使教师数学和学生自学都有了更大的发挥空间。

本共同明版工作的第三团队中, 吴立高来自北京外国语大学。其他对者均来追北京联合大学。具体分下四: 主编吴立帝和撰也较负册全书整体设计规划及对负担宪实。 以上编标器中昌用 计负责学生用书及数项用并所有应客的审编及意对: 客世级和何劳分别编章 0.5 个单元的学生用书及数项相并, 四产用、省团额、部麓、研究、王玮每人对编章 3 个单元的学生用书及数项相书, 四产用、当业量等别物作 8 个单元的

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### 前 言

《商务英语听说》共分初、中、高三级,每级一册,每册十六单元。教材选材涉及到商务领域的常见话题,包括商务接待、面试、产品介绍、商务谈判、广告、国际贸易等各个方面,为学习者提供了大量真实、生动的英语素材,使学习者在提高英语听说技能的同时也涉猎国际商务知识。

本套教材的编写以真实性为原则,很多材料来自国外财经报刊和外企的真实语言交流素材,内容涉及到真实的公司业务及人物,工作场景下的真实交流,有较强的实用性和专业性。该教材语言地道,听、说训练交替进行,使得两项互相促进,共同长进。本教材得另一大特点就是语言技能的训练与商务知识有机结合。交际任务以真实的商务交际情景为参照,鼓励学习者在完成交际任务的过程中运用所学语言知识,提高交际能力,熟悉商务知识。而且任务设计尽可能与学习者的经历直接或间接相关,通过商务场景对话、角色扮演等丰富多样的活动让学习者参与其中,增加了学习的意义。

本套教材可作为大学英语专业及英语相关专业的学生学习商务英语的材料,也可作为任何专业对商务英语有兴趣的学生选修课使用教材。初级适合大学一年级学生或有一定基础的学习者使用,中级适合大学二年级或有中等基础的学习者使用,高级可供大学三、四年级或有较高英语水平的学习者使用。建议两到三课时学习一个单元。

这套教材也为社会上广大的商务英语爱好者提供学习材料,对提高学习者的听、说能力将有帮助,对于从事商务工作和即将从事商务工作的人,本教材有助于他们提高英语交际能力,并提供实用性的商务知识。

主编 2009 年

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# Louis Office steps are interchangeable.

# Meetings (1)

Right in everyone is hore, let's begin, I'd like to start by welcoming source

SECURE AND SUPPLEMENT WORKS LIGHT FROM A SUPPLEMENT



#### In this unit we will talk about

- · opening a meeting;
- · structuring a meeting; and
- discussing in the meeting—"interrupting and resuming".

# 1 Starting up

Ole the first, tem in the agencia is an overview of the project plan. Alam, would wibatimo

### 2 Opening a meeting

#### 2.1 Project management group meeting

Bay Project Management Group is holding a meeting between the managers of different departments. Many of them have not met each other before, so the atmosphere is polite but informal.

A Look at the list of the steps (a-g) involved in opening a meeting. If you are attending this meeting, in which order would you expect the steps to take place? Work with your partner and put these steps in order.

#### **Answers**

2

There is no one set order for these things to happen—several of the steps are interchangeable. However, a logical sequence would be: e, g, f, c, d, b, a.

B Now listen to the opening of this meeting. As you listen, identify the actual steps this meeting follows. Note down the order in which they happen.

#### Script

Right, if everyone is here, let's begin. I'd like to start by welcoming you all to this first meeting of the Bay Project Management Group. As you all know, the purpose of this meeting is to discuss the initial feasibility report which was completed last week. At the end of the meeting we should have a clear idea of how to proceed, but I'd like to hear what you all think before we make any decisions.

As you'll see from the agenda, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so I would like to finish by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, would you like to start?

Opening a meeting

#### **Answers**

a. Agreeing on the timing of the meeting	6	- 0 10
b. Allocating or confirming the participants' responsibilities	4	2.1. Project
c. Defining the output or results and published a published at a p	3	Bay Project M
d. Outlining the agenda and applied route done som that event made	5	deparements. 2
e. Welcoming the participants	1	decorbini bud
f. Stating the purpose or objectives of the meeting	2	

dronching this mosting, in which order would you expect the steps to take place? Work



C Listen again and fill in the blanks with the missing information.

#### Script and answers

Right, if everyone is here, let's begin. I'd like to start by welcoming you all to this first meeting of the Bay Project Management Group. As you all know, the purpose of this meeting is to discuss the initial feasibility report which was completed last week. At the end of the meeting we should have a clear idea of how to proceed, but I'd like to hear what you all think before we make any decisions.

As you'll see from the agenda, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so I would like to finish by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, would you like to start? and of course a back up in dase we need one. So may don't are start by a start?

#### 2.2 Formal and informal openings

You are going to hear extracts from the openings of six meetings. As you listen, match each item to one of the types of meeting listed below. The first one has been done for you, although the fair and the country of the grant of the state o

#### Scripts

#### **Extract One**

Welcome to ATM, here in Colorado and to what I am sure will be the beginning of a major new alliance (合作). Today our purpose is to deal with the remaining obstacles to our collaboration, and we've drawn up an agenda consisting of the three outstanding issues...

#### Extract Two

Ok, you know why we're here. The client's presentation is tomorrow and between now and then we've got to come up with some original ideas. Maybe we should do it like this—Why don't I note down your ideas on the flip chart over here? Then afterwards we'll go back eliminating the more unpleasant ideas, and get it down to a short-list of three or four concepts.

#### **Extract Three**

Madam Chairman, ladies and gentlemen. I'd now like to formally open this meeting of Committee for Ethics in Business. I've received apologies for the absence of two directors, Mr. Charles Mutter and Mrs. Kathleen Harrington. As usual, we will start with the minutes of the last meeting and any matters arising, and then move on to a review of the last three months' activities.

#### Extract Four sent of will be and become of work to sold a set of bloods are gridents.

Well, gentlemen, it's a pleasure to be here today and to have this opportunity to meet all of you. I'd like to start by introducing myself and my colleague, Daniel Berman.

#### Extract Five Of End dains of salablatow Loa objects on a discussion and a few yeard is see now word

Ok, as you know, I've called this meeting in order to discuss the results of the recent internal recruitment programme. By the end of the meeting we need to have identified our favored candidate, and of course a back-up in case we need one. So why don't we start by listening to Marion, who met all the candidates. Marion?

#### Extract Six

**Right, let's get down to business.** This month, besides the usual reports, we've got an important additional item on the agenda—a new assessment policy for the department. **I** suggest we take that at the end and try to keep the monthly reports as brief as possible.

#### **Answers**

Types of Meeting	Extract	Extract O
Brainstorming new ideas and the same much	to AFMA, there in Colorado <u>mid. 2 wint</u> t	Helcome t
Deciding on a new recruit	co (fr). Today our purches tisto	new allian
Negotiating a contract of small path to gaine	on, and we've drawn up $a_{\underline{n}} \underbrace{ape}{Aa} \underbrace{co}_{\underline{n}}$	dellos
First contact with a customer	4	1
Regular departmental meeting	6	Extract Ty
Committee meeting Flam wormen at a nodes	wore who we've more. The client Eventual	Olly from It

B Listen again and decide whether each extract comes from a formal (F) or an informal (I) meeting. Make a note of the phrases that help you to decide. Then work in pairs and compare your answers with the partner.

#### **Answers**

	Formal/Informal	Signal sentences	
Extract 1	Formal	Welcome to ATM     Today, our purpose is toand we've drawn up an agenda	
Extract 2	<u>Informal</u>	OK, you know why we're here.      Maybe we should do it like this	
Extract 3	Formal	Madam chairman, ladies and gentleman, I'd now like to formally open      As usual, we will start with and then move on to	
Extract 4	<u>Formal</u>	Well, gentlemen, it's a pleasure to be here     I'd like to start by introducing myself	
Extract 5	<u>Informal</u>	OK, as you know, I've called this meeting     So why don't we start by	
Extract 6	<u>Informal</u>	• Right, let's get down to business • I suggest we take that	

Fred O'Connor is the project manager of Bay Project Management Group. He is now holding the staff meeting. Tim, Clark and Teresa are all members of the project and they are present at the meeting. Listen to the conversation in the meeting. Fill in the blanks with the exact words you hear.

#### Script and answers

Fred O'Connor: (to everyone) Why don't you take a seat and get started. Are we all here?

Tim Clark: I think Bill will be arriving a little late.

Mr. O'Connor: Okay, there are a few items that we need to touch on. If you have any

questions or comments, please ask as we go along. But before we get

started, I'd like to introduce Teresa Cummings to everyone. She'll be

joining our company as a financial consultant.

Teresa: made Hello, or one affect that exceeding ody to share a made , prepared to be minuted

Mr. O'Connor: Teresa, you'll be able to talk with everyone during the coffee break. Right

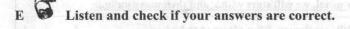
now, I think we should find out how each of your projects is going. Tim, why

don't we start with you.

Tim: Well, we broke ground (动工) on the condominium(大厦) project last week...

D Role-play. Work in pairs. Practice opening two different kinds of meetings, one informal and the other formal. You can use the notes below to help you.

Omitted.



#### Script and answers

- 1) Informal meeting
  - Ok, Why don't we take a seat and get started? I'd like to welcome you all to this meeting. As you know, we're here today to decide on a new appraisal system for the division. I suggest we go around the table first to get some ideas. Then we can discuss them afterwards. And I'd like to finish by 4:00, if that's OK with you. So, Maria, perhaps you'd like to start.
- 2) Formal meeting which the off and the state of the stat
- Well, ladies and gentlemen, I'd like us to have a seat and begin. OK. Let's get down to business. It's a pleasure to welcome all of you here today. The purpose of this meeting is to discuss the possibility of a joint venture between our two companies. As you will see from the agenda that you were sent, there are seven items that we need to discuss briefly. This meeting is due to finish at approximately five o'clock, so I would like to limit each item to thirty minutes. So, the first item on the agenda is background.

### 3 Structuring a meeting

#### 3.1 Setting agenda

A Imagine that you are the chairperson in a meeting. It is the start of the meeting and you are telling your colleagues about the items on the agenda. Work in pairs to find out what phrases you might use. Discuss with your partner and write down as many phrases as possible.

#### Suggested answers

On the agenda today...
Ok, everybody, thanks for coming.
Just a couple things on the agenda,
If we could go through them in order,
Right then, get down to business.

Let's keep this meeting fairly brief, and manufactured to perchange 151, 251 A most high 2 change 1

First of all, in thele-made on garbubbrian to be signed only and shapen thate

Secondly, ill viteral tan elsas eema a yasranoo art quadrilor e to leegacy art mill

And finally, much salup now extraord a near-trait no slicient of Thats are ignuments

Any other business?

B Now you're going to listen to two short dialogues about setting agendas for meetings. Both dialogues are from the start of meetings and feature a chairperson listing the points on the agenda. As you listen, see if you can hear some of the phrases you've discussed and then complete the conversation with the exact words you hear.

#### Script and answers

1) Sarah: Right then, Alex, let's get down to business. On the agenda today for our public relations meeting are the research project, the launch of the website, the timeline for press releases, and the year award. Are you quite happy with those points?

Alex: Yeah, that's fine. If you could go through them in order, that'd be great.

2) Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, <u>really just a couple of things on the agenda</u>. <u>First of all</u>, as you can see, the news on the book re-launch; and <u>secondly</u>, the office move; and <u>finally</u>, we'll have a little bit of time for any other business.

C Work in pairs. Look at the agenda items of the meeting below. Practice setting the agenda by taking the roles of Sarah and Alex.

#### Meeting—Improving staff morale (鼓舞员工士气)

Agenda items:

Introducing an open-plan environment;

Abolishing the company's dress code (着装);

Encouraging staff to operate on first-name terms.

#### Suggested answers

1) Sarah: Right then, Alex, let's get down to business. On the agenda today for our improving staff morale meeting are the proposal of introducing an open-plan environment, then the proposal of abolishing the company's dress code and finally the issue of encouraging staff to operate on first-name terms. Are you quite happy with those points?

Olc, every body, unuffer for contrag-

Alex: Yeah, that's fine. If you could go through them in order, that'd be great.

2) Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, really just a couple of things on the agenda. First of all, as you can see, the proposal of introducing an open-plan environment; and secondly, the proposal of abolishing the company's dress code; and finally, we'll have a little bit of time for the issue of encouraging staff to operate on first-name terms.

#### 3.2 Connecting agenda items and ideas

Fred O'Connor, the project manager of Bay Project Management Group is now holding the staff meeting. Tim and Suzanna, members of the project, are attending the meeting now.

9

A You are going to hear four extracts from this meeting. As you listen, put the agenda items in the right order.

#### Scripts

Personalty. I'd like to hear what Mario has not to say about the condition and

Mr. O'Connor: So, there are four items on the agenda today, and unless you have any

objections, I suggest we take them in order.

Suzanna: Um... If you don't mind, could we take personnel first? You see, I've got to

leave early today and I particularly wanted to be here to discuss the new

promotions.

Mr. O'Connor: OK, Suzanna, I don't think that should be any problem. Any other comments

about the agenda?

Tim: Well, there is one actually. I was wondering if there will be a chance to discuss

end-of-year bonuses...you know, especially after what happened last year.

Mr. O'Connor: Quite. Don't worry, it'll come up under policy review.

Tim: Good, I think it's important, menera and whitest but misgs noted.

Mr. O'Connor: Right, let's get started then. So, let's start with personnel. Suzanna, would you

like to kick off? ...

**Extract Two** 

Mr. O'Connor: Right, I think that covers the promotion issue, unless anybody wants to add

something? Anything else on personnel? No? So, let's move on to the second item which is finance. (aside) Right Suzanna, you get off if you need

to... Christine, have you got your usual monthly report? ...

**Extract Three** 

Mr. O'Connor: So, if that's everything on finance, let's have it there and turn to the review of current policies. As Tim mentioned earlier, there is one issue

which needs urgent attention and that is end-of-year bonuses. Tim, would

you like to start on this one? ...

#### **Extract Four**

Tim: So I'll write up a new policy and circulate it.

Mr. O'Connor: Thank you, Tim. Well, that's taken a bit longer than I expected, so we can

either continue on one or two other policy issues, or carry on with the last item

on the agenda.

Tim: Personally, I'd like to hear what Mario has got to say about the new software.

Mr. O'Connor: Right, so is everybody in favor of moving on to the final item-information

technology?

#### **Answers**

Policy review	3	- emotions
Information technology	bluede santalmids	K. Suzaana, I don't
Finance	2	bout the agenda?
Personnel	liy I rewarded	ell. There is one actua

B Listen again and identify the transitional language used to connect agenda items 1-2, 2-3 and 3-4.

#### **Answers**

- 1-2 Right, I think that covers the promotion issue... So, let's move on to the second item which is finance.
- 2-3 So, if that's everything on finance, let's have it there and turn to the review of current policies.
- 3-4 Right, so is everybody in favor of moving on to the final item—information technology?

C Look at the notes about the meeting below. Work in groups to practice connecting agenda items and ideas by following the above dialogue. You may use the expressions in language focus.