

商务英语听说系列教材

中级商务英语听说



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

(学生用书) (第二版)

吴立高 翟世骏 主编



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商务英语听说系列教材

Listening to Business English

中级商务英语听说

(学生用书)

(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。

再版前言

主编

2014年

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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Unit 1

Meetings (1)

Aims

In this unit we will talk about

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

1 Starting-up

Meetings are central to business communication. As the famous business expression says: *Time is money*. Setting goals and time limits, keeping to the agenda, and knowing how to refocus, are key components of an effective meeting. This may sound simple in your own native language, but it is a little trickier when you or the participants do not speak fluent English.

Work in pairs. Discuss with your partner about key factors of an effective meeting. Use the following table to help you.

Checklist—What makes a good meeting?

Preparation

- ☐ Have the participants been informed of: date, place, time, agenda, objectives, specific preparation, documentation, specific roles?

Purpose

Do the participants

- ☐ have clear objectives?
- ☐ understand the scope/limits of the meeting?

Procedure

- ☐ Has the agenda been agreed on and understood?
- ☐ Are the time limits clear (duration, finish time, date and time of next meeting)?

Roles

- ☐ Are the roles clearly understood?

Communication

- ☐ Do all the participants get a chance to contribute?
- ☐ Is there a clear direction to the meeting?
- ☐ Is there a clear outcome to the meeting?

2 Opening a meeting

Get started.

Let's get started. First of all, I'd like to...

We're here today to discuss...

Review the last meeting.

First, let's go over the report from the last meeting...

Begin the meeting.

Have you all received a copy of today's agenda?

Let's start with...

Discuss items.

How do you feel about...?

In my opinion...

Finish the meeting.

Before we close, let me just summarize the main points...

Is there any other business?

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.

- Agreeing on the timing of the meeting
- Allocating or confirming the participants' responsibilities
- Defining the output or results
- Outlining the agenda
- Welcoming the participants
- Stating the purpose or objectives of the meeting
- Introducing the participants (where necessary)



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.

- Agreeing on the timing of the meeting _____
- Allocating or confirming the participants' responsibilities _____
- Defining the output or results _____
- Outlining the agenda _____ 1
- Welcoming the participants _____
- Stating the purpose or objectives of the meeting _____



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

"Right, if everyone is here, _____. I'd like to _____ to this first meeting of the Bay Project Management Group. As you all know, _____"

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 _____ before we make any decisions.

_____, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so _____ by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, _____?

Language Focus

Starting

Let's get down to business.

Right, let's begin.

Stating purpose/objectives/aims

We're here today to...

The purpose of this meeting is to...

Setting the agenda

As you'll see from the agenda...

Have you all seen a copy of the agenda?

Defining roles

...could you take the minutes?

..., I wondered if you'd like to tell us something about...?

Welcoming

We're very pleased to welcome...

I'd like to start by welcoming...

Process

I suggest we go around the table first.

I'd like to hear what you all think before we make a decision.

Timing

This should take about two hours.

The meeting is due to finish at...

First item

So, the first item on the agenda is...


..., would you like to start?

2.2 Formal and informal openings

In informal meetings, the presenter may begin with expressions like "Ok" or "Right" whereas in formal meetings, "Good morning/afternoon" is often used for greeting and the presenter usually opens the meeting with expressions like "I would like to...", "Welcome to...", "It's a pleasure to...", etc. to start the meeting. Furthermore, in informal meetings, the tone of the presenter can be casual and relaxed.

Word Bank

alliance	<i>n.</i>	the act of uniting	合作, 联合
draw up	<i>v.</i>	to prepare sth., usually sth. official, in writing	起草
agenda	<i>n.</i>	a list of matters to be discussed at a meeting	议程
flip chart	<i>n.</i>	a board standing on legs with large pieces of paper fixed to the top which can be turned over	活动挂图
eliminate	<i>v.</i>	to remove or take away	排除
minutes	<i>n. (plural)</i>	the written record of what is said at a meeting	会议记录
recruit	<i>n. noun [C]</i>	a new member of an organization, especially the army	新人, 新手

A  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.

*Types of Meeting**Extract*

Brainstorming new ideas

Deciding on a new recruit


Negotiating a contract

First contact with a customer

Regular departmental meeting

Committee meeting

1

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 your partner.

	Formal/Informal	Signal sentences
Extract 1	Formal	<ul style="list-style-type: none"> • Welcome to ATM... • Today, our purpose is to... and we've drawn up an agenda.
Extract 2		<ul style="list-style-type: none"> • •

continued

	Formal/Informal	Signal sentences
Extract 3		•
Extract 4		•
Extract 5		•
Extract 6		•



C 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.

Fred O'Connor: (to everyone) _____?


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

Mr. O'Connor: _____. If you have any questions or comments, please ask as we go along. _____ Teresa Cummings to everyone. She'll be joining our company as a financial consultant.

Teresa: Hello.

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, _____.

Tim: Well, we broke ground 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.**

1) Informal meeting

- Start the meeting
- Welcome the participants
- State the objectives: decide on a new appraisal system
- Suggest the procedure: go round table to get ideas, then discuss
- Finish by 4:00p.m.
- Ask someone to begin

2) Formal meeting


- Start the meeting
- Welcome the participants
- State the purpose: to discuss a possible joint venture
- Mention agenda: seven points
- Timing—approximately 30 minutes per item
- Introduce the first item: background

E  **Listen and check if your answers are correct.**


3 Structuring a meeting

How to structure a meeting? An agenda helps. Besides that, we need a key skill of covering matters in the agenda as well. Most meetings have an agenda—a list of matters to be discussed in the meeting. When you decide what to talk about in the meeting, you set the “agenda”. The person in charge of setting the agenda and running the meeting is the “chairperson”. A key skill of covering matters in the agenda is making connections. This sometimes means spelling out the link between one point and the next. It also means deciding on the best order in which to deal with different subjects.

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.

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.


1)

Sarah: Right then, Alex, let's get down to business. _____ 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 _____, that'd be great.

2)

Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, _____
_____, as you can see, the news on the book re-launch; and
_____, the office move; and _____, 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.

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.


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

Policy review _____

Information technology _____

Finance _____


Personnel _____

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

1-2 Right, I think that covers the promotion issue... So, let's move on to the second item which is finance.

2-3 _____

3-4 _____

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.

❖ Meeting—Improving productivity

Agenda items:

- Replacing the production line with work teams (i.e. each person performs more than one task);
- Introducing preferred working hours for production staff;
- Introducing a profit-sharing bonus scheme;
- Introducing an on-site self-service cafeteria for everyone in the company.

Language Focus

Opening an item

Let's start with....

Shall we begin with....

So the first item on the agenda is....

Closing an item

Right, I think that covers the first item.

Shall we leave that item?

Next item

Let's move on to the next item...

The next item on the agenda is...

Referring forward

We'll come to that later.

That point is coming up in a moment.

Keeping to the agenda

Can we just deal with...?

Can we come to that in a moment?...

Moving off the point

This might be a good point to mention...

It's not on the agenda, but...

Referring back

As we said earlier...

Postponing/Moving around

Shall we skip the next item?

I suggest we take that up at another meeting.

3.3 How to take meeting minutes**Word Bank****minutes** *n.* a written account of what transpired at a meeting 备忘录**proceedings** *n.* things that are said or done at a meeting 议程**transcribe** *v.* write out from speech, notes, etc. 抄写**attendee** *n.* 出席者**anonymous** *adj.* having no known name or identity 匿名的**absentee** *n.* 缺席者**Listen to a passage and list six tips on how to take meeting minutes.**

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

4 Interrupting and resuming

In business meetings it is sometimes necessary to interrupt a speaker to ask a question or make a comment—that's to say, to interrupt others and then resume your talk. This is possible