



普通高等教育“十一五”国家级规划教材

商务英语立体化系列教材

**Business English Series**

总主编 陈准民 陈建平

# Business English Listening & Speaking 1

(Second Edition)

## 商务英语听说(上)

第二版

主编 唐桂民 郭桂杭



高等教育出版社  
HIGHER EDUCATION PRESS



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编者 唐桂民 杨 丽 青 松

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## 出版说明

改革开放30多年来,中国政治、经济、文化、社会等方面都发生了翻天覆地的变化。尤其是2001年中国加入WTO(世界贸易组织)之后,作为一个经济大国,中国在经济全球化的进程中正发挥着越来越重要的作用。“中国离不开世界,世界离不开中国”已成为广泛共识。北京奥运会和上海世博会这两件国际大事成为时代背景下的两个亮点,也是中国在国际上扮演的角色的最好注解。中国社会、经济的飞速发展,对外语教学发展提出了更高的时代要求。

与这种时代背景相契合,商务英语教材的编写和出版也随着时代的变化而发展。2000年前后,中国国际贸易学会国际商务英语研究会和高等教育出版社合作,联合对外经济贸易大学、广东外语外贸大学等高校,启动了“普通高等教育‘十五’国家级规划教材”——“商务英语系列教材”的编写工作。2002年至2006年间,陆续出版了《商务英语听说》(上、下)、《商务英语阅读》、《商务英语写作》、《商务英语翻译》(英译汉)、《商务英语口译》等商务英语技能类教材和《工商导论》、《国际经济导论》、《国际贸易实务》、《金融英语阅读》等商务英语专业类教材。该系列教材自出版以来在全国高等院校广泛使用,并且得到普遍认可。

自2007年开始,高等教育出版社组织专家、作者对该系列教材进行修订,并根据教学需求增补了部分教材,并成功申报了“普通高等教育‘十一五’国家级规划教材”——“商务英语立体化系列教材”。新的系列教材旨在为商务英语专业、英语专业商务方向以及商科相关专业英语课程提供更为完整的、成体系的教学资源。总主编陈准民教授对教材的修订和编写提出了“特、新、精、自、立”的五字要求,即具有中国特色、内容更新、成为精品、拥有自主知识产权和立体化的特点。总主编陈建平教授积极提倡“大商务”的概念,认为商务英语教学应该立足英语,走向国际,培养综合素质高、应用能力强、善于商务交际的人才,并提出应该建立比较系统的课程体系,以适应中国经济发展的需要。此外,应该设定能力培养框架,该框架应具有复合知识结构和技能特征,可以采取模块式结构。

根据本系列教材编委会讨论的结果,并结合院校的使用反馈,该系列的选题范围有所扩展,教材体系结构有所调整。主要包括三个模块——商务英语综合课、听说/视听说课、阅读课教材以引进改编的《体验商务英语》系列为主;商务英语技能类教材以原有教材的修订版为主,增加了《大学商务英语口语》、《商务英语翻译》(汉译英)等;商务英语专业类教材以原有教材的修订版为主,增加了《国际商务谈判》、《国际市场营销》等。

21世纪是数字技术和网络技术广泛应用的时代,数字化学习、网络化学习已经成为一种趋势。为了满足相关需求,为师生提供快捷方便的服务,“商务英语立体化系列教材”将力求突出立体化的特色。高等教育出版社将针对该系列教材在教学网站(中国外语网www.cflo.edu.com.cn)上提供与教材/课程相关的网页,方便读者查询教材/课程的介绍和相关教学资源。部分教材还将提供配套电子/数字教学资源,如录音、录像、电子教案、多媒体学习课件、网络课程等。

中国已经成为世界贸易大国,在世界经济体排名中名列前茅,经济和贸易的发展对我国的商务英语教学提出了更高的要求。培养高层次人才已经不仅是适应国际经济和规则的需要,更是我国积极参与国际竞争,走向世界的需要。希望这套教材能够为国际商务人才培养起到积极作用。

欢迎广大教师和学生提出宝贵的意见和建议,以便使这套教材能够更好地满足教学需求。

高等教育出版社  
2010年10月

# 前言

随着我国对外开放力度的不断加大,特别是在商贸活动日益全球化以及中国加入WTO这一国际性商贸组织的大背景下,英语学习已从单纯的语言交流走向多元化,对既熟悉国际商务又熟练掌握英语的高级复合型人才的需求也越来越大。因此,熟练掌握商务英语,并且在商务活动中灵活地运用商务英语是新经济时代的商务人员必须具备的专业技能之一。在商务英语教学中注重培养的听、说、读、写、译5项基本技能中,听说是最基本的技能。随着企业和个人面对面地与外商进行商务交际活动的机会增多,对商务英语听说能力的培养已显得日趋重要,因此,这一领域很值得我们去认真研究和探讨,也正是基于此需求,我们编写了《商务英语听说(第二版)》。

《商务英语听说(第二版)》是为培养高等院校的英语+专业(如商务管理、国际贸易、国际经济法、国际金融等)以及专业+英语等复合型涉外人才而专门开设的复合型课程,旨在培养学生在各种商务环境下熟练运用英语知识与技能的能力。

本教程以高等院校英语专业新教学大纲所规定的复合型涉外人才的培养为依据,以简洁易懂的语言生动、系统地介绍了涉外商务活动中常用的英语对话和技巧。本着“在商务环境中学习语言,通过语言提高商务知识与技能”的宗旨,我们在教程中为学生提供了各种商务英语听说情景,让学生有充分的机会将商务知识与技能以及语言知识与技巧融会贯通,为将来更好地从事跨文化商务交际奠定良好的基础。

本教程注重实用性和可操作性,特别是英语听说技能在各种商务活动中的实际运用。其特点主要包括:

1. 实用性强:本教程每个单元的选题都紧扣当今商务活动的某一个方面,每个部分的各项练习都围绕学生在该领域的交际实践中将要面对并应该有所了解和掌握的问题的顺序展开;每一个选题都基于一个模拟的商务交际活动情景,使得学生在掌握语言技能的同时,能够在模拟商务场景中操练商务交际技能,并了解相关的商务知识。
2. 可操作性强:每个单元从既关键又容易理解的语言知识和技巧切入主题,从不同的角度使学生得以举一反三地学习英语听说技能,同时了解商务知识,提高商务业务能力。
3. 练习内容丰富:本课程涉及商务交际活动的各个环节,包括语言、文化、经济和商务等方面的知识。
4. 针对性强:本课程由具有多年商务英语教学经验的教师参与编写,教程中的商务内容和语言方面的注释和练习都是针对中国商务英语学习者及商务活动的特点而设计的。
5. 教材内容和练习注重深入浅出,按照学生学习语言和商务知识及技能的不同阶段循序渐进。

本教程分为上、下两册,上、下册各12个单元,上册内容着重于公司企业的日常商务活动,下册内容着重于具体的经贸知识。每个单元包括6个部分:(1)学习目标(Learning

Objectives），这一部分使学生和教师对本单元应当掌握的重点做到心中有数。（2）预备练习（Lead-in），这一部分的目的是检测学生掌握每一个单元内容的程度，有助于教师在讲授本单元前摸清学生了解相关知识的情况；同时，该部分有一个词汇表（Vocabulary），汇总本单元的生词和重点词组，便于学生的学习。（3）听说练习1（Listening & Speaking 1），这一部分包含听力练习、示范对话、口语练习。听力练习（Listening）旨在让学生泛听本单元所学的主要内容和语言要点：一是检测他们的听力水平，二是让他们对即将学的知识有一个感性认识；示范对话（Sample Dialogues）把本单元的语言结构、功能和商务知识贯穿于具体的对话中，让学生了解这些语言结构和功能的用法，同时也供学生模仿练习；口语练习（Speaking）罗列了本单元的重点句型和表达法，配以多种口语练习，让学生通过形式多样的练习迅速地了解 and 掌握语言要点。（4）听说练习2（Listening & Speaking 2），这部分练习分为听力和口语两部分，其中口语部分包括以对话的形式口头翻译句子和角色扮演，目的是让学生把所学的语言结构和功能融会贯通于听说练习中，从而达到巩固和应用的目的。（5）补充阅读（Supplementary Reading），这部分旨在给学生提供与本单元主题相关的阅读内容，扩大学生在这方面的知识面。（6）补充词汇（Supplementary Vocabulary），这部分可让学生掌握更多的与本单元主题相关的术语和短语，从而提高他们的会话能力。每个单元这样编排，把认知、练习、掌握、巩固、应用几个环节有机地结合起来，使学生的水平得以快速有效地提高。每个单元练习内容较为丰富，在使用过程中，教师可根据学生的具体情况和水平，对一些单元的部分内容和练习有所取舍。

本教程由唐桂民和郭桂杭主编，并负责全书的策划及审订工作。周杏英、刘平、杨丽和青松参与了编写，其中唐桂民负责上册第1、2、3、和11单元；杨丽负责上册第5、6、7、8和9单元；青松负责上册第4、10和12单元；周杏英负责下册第1、2、3和4单元；刘平负责下册第5、6、7和8单元；郭桂杭负责下册第9、10、11和12单元。

本教程在编写过程中，美籍教师Kent Foster提出了宝贵的修改意见。

本教程配有外籍专家录音的光盘。录音文本及练习答案均放在了外语网（[www.cflo.com.cn](http://www.cflo.com.cn) / [www.cflo.edu.cn](http://www.cflo.edu.cn)）上的“学生下载”栏目里。

该教程可作为商务英语专业、英语专业低年级学生和非英语专业学生的听说教材，也适合于广大英语爱好者和商务人员。

在编写过程中，编者参考了国内外出版的一些教材，获益良多，编者在此谨对所参考的教材、专著的版权所有表示衷心的感谢。

由于时间仓促，编者水平有限，书中缺点错漏之处在所难免，希望专家及使用者批评指正。

编者

2010年1月

广东外语外贸大学



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# Job Interview

## Learning Objectives

- To talk about personal details
- To talk about educational background
- To talk about work experience
- To talk about qualifications and special skills
- To ask about remuneration and fringe benefits

## Part I

### Lead-in

- 1 Discuss in pairs or small groups what kind of company you would like to work in and state your reasons.
- 2 Try to list the advantages and disadvantages of different kinds of companies in the chart below. Then compare them with your partner's.

State-owned Enterprises		Joint-venture Enterprises		Privately-owned Enterprises	
Advantages	Disadvantages	Advantages	Disadvantages	Advantages	Disadvantages

- 3** When hunting for a job, what factors do you consider important? Complete the chart below in order of importance, and compare them with your partner's, then discuss in pairs or groups, trying to state your reasons.

Factor	Order of Importance
Working environment	
Salary & fringe benefits	
Opportunity of working abroad	
Job security	
Opportunities of promotion	
Nature of company	
Labor intensity	
Work in line with your major	
...	

- 4** Do you think it's a good idea for young people to hop from job to job? Why?
- 5** Do you know what a résumé or CV is? Have you ever written a résumé? What information do you think a résumé should contain?
- 6** During an interview, what do you think you should do to make a good impression on the interviewer(s)? Before you discuss with your partner(s), please write the main points in the box below.

## 7 Vocabulary

accommodation [ə,kəmə'deɪʃən] *n.* 膳宿

adaptable [ə'dæptəbl] *adj.* 应变能力强的

applicant ['æplɪkənt] *n.* 申请人, 求职者

Bachelor ['bætʃələ] *n.* 学士, 学士学位

Bachelor of Arts (BA) 文学学士学位

Bachelor of Science (BS) 理科学士学位

bonus ['bəʊnəs] *n.* 奖金, 红利

candidate ['kændɪdɪt] *n.* 候选人, 求职者

career [kə'riə] *n.* 事业

certificate [sə'tɪfɪkɪt] *n.* 证书

character ['kærɪktə] *n.* 性格, 特点

civil servant 公务员

classified section 分类广告

College English Test Band 4 / 6 大学英语

四级/六级考试

competent ['kɒmpɪtənt] *adj.* 有能力的

contact lenses 隐形眼镜

contract ['kɒntrækt] *n.* 合同

contribution [,kɒntri'bju:ʃən] *n.* 贡献

CV = curriculum vitae [kə'rikjuləm'vaɪti:]

(BrE) 简历, 履历

degree [di'ɡri:] *n.* 学位

department [di'pɑ:tmənt] *n.* 系

diploma [di'pləʊmə] *n.* 文凭

Doctor ['dɒktə] (PhD) *n.* 博士

eat out of the same big pot 吃大锅饭

educational background 教育背景, 学历

eligible ['elɪdʒəbl] *adj.* 符合条件的, 有资格的

expire [ɪk'spaɪə] *vi.* 到期

faculty ['fækəlti] *n.* 学院, 系

fringe benefits 福利

gender ['dʒendə] *n.* 性别

graduate ['ɡrædʒueɪt] *vi.* 毕业

['ɡrædʒuət] *n.* 毕业生

graduating student 应届毕业生

harmonious [hɑ:'məʊnjəs] *adj.* 和睦的

health condition 健康状况

health insurance 健康保险

height [haɪt] *n.* 身高

hobby ['hɒbi] *n.* 爱好

inspector [ɪn'spektə] *n.* 检查员

insurance [ɪn'ʃʊərəns] *n.* 保险

interview ['ɪntəvju:] *n.* & *vt.* 面试

interviewee [,ɪntəvju:'i:] *n.* 受面试者

interviewer ['ɪntəvju:ə] *n.* 面试者

job advertisement 招聘广告

major ['meɪdʒə] *n.* & *v.i.* 专业; 主修; 专攻

major in 专攻

management ['mænɪdʒmənt] *n.* 经营, 管理

management mechanism 管理机制

marital status 婚姻状况

Master of Arts (MA) 文学硕士学位

Master of Science (MS) 理科硕士学位

minor ['maɪnə] *n.* & *vi.* 辅修, 选修

minor in 辅修, 选修

nationality [,næʃə'næləti] *n.* 国籍, 民族

near-sighted ['niə'saɪtɪd] *adj.* 近视的

outgoing ['aʊtɡəʊɪŋ] *adj.* 外向的

pay rise (BrE) / pay raise (AmE) 提薪

payroll ['peɪrəʊl] *n.* 工资名册

performance [pə'fɔ:məns] *n.* 工作表现, 业绩

personal data / information 个人情况

personality [,pɜ:sə'næləti] *n.* 个性

place of birth 出生地

position [pə'zɪʃən] *n.* 职位

probation [prə'beɪʃən] *n.* = trial period 试用期

proficiency [prə'fɪʃənsi] *n.* 熟练的能力, 精通

proficiency test 水平测试

promote [prə'məʊt] *vt.* 提升, 提拔

promote sb. by favoritism 任人唯亲

promote sb. based on merit 任人唯贤

promotion [prə'məʊʃən] *n.* 升职

put ... on the permanent payroll 转为正式工

QC (quality control) inspector 质检员

qualification [,kwɒlɪfɪ'keɪʃən] *n.* 资历

recruit [rɪ'kru:t] *v.t.* 招聘, 雇用

reference ['referəns] *n.* 证明人

remuneration [rɪ,mju:nə'reɪʃən] *n.* 报酬, 待遇

reserved [rɪ'zə:vɪd] *adj.* 内向, 沉默寡言的

responsibility [rɪ,sponsɪ'bɪləti] *n.* 责任, 职责

résumé ['rezju:meɪ] *n.* (*curriculum vitae* or CV) 简历, 履历

sex ['seks] *n.* 性别

single ['sɪŋɡl] *adj.* 未婚的, 单身的

sociable ['səʊʃəbl] *adj.* 好交际的; 社交的

special abilities / skills 专长

speciality [,speʃɪ'ælɪti] *n.* 专业

specialize ['speʃəlaɪz] *vi.* 专攻

specialize in 专攻

TEM 4 / 8 (Test for English Majors Grade 4 / 8)

英语专业四级 / 八级考试

transportation [,fræns'pɔ:'teɪʃən] *n.* 交通, 运输

trial period 试用期

unemployment ['ʌnɪm'plɔɪmənt] *n.* 失业

unemployment insurance 失业保险

weight [weɪt] *n.* 重量, 体重

wind up 结束

work experience 工作经验

year-end bonus 年终奖

## Part II

# Listening & Speaking 1



## I Listening

1 Listen to the first part of a job interview and complete the chart below.

Name	
Age	
Place of birth	
Marital status	
Present address	
Nationality	
Health	
Personality	
Hobbies	
Family	

**2** Listen to the second part and complete the chart below.

School Attended	Duration of Schooling	Major	Minor	Average Score	Degree or Diploma Obtained
1.					
2.					

**3** Listen to the third part and complete the chart below.

Work Unit	Length of Service	Position	Responsibilities	Reasons for Quitting

**4** Listen to the fourth part and complete the chart below.

Reasons for joining the company	1. 2.
Qualifications & Special Skills	1. 2. 3.
Starting Salary Expected	
Working Days & Hours	
Fringe Benefits	
Trial Period	
Contact Phone Number	
E-mail Address	



## II Sample Dialogues

### Dialogue 1

(A = the receptionist, B = job candidate)

**A:** Good morning, sir. Can I help you?

B: Hi, good morning. I've come at your invitation for an interview.

A: The interview takes place in Meeting Room No. 2. I think the Personnel Manager is expecting you.

B: Could you please tell me where the office of Personnel Department is?

A: It's on the fifth floor. Take the lift over there, and it's the second door on your left opposite the Marketing Department when you get out of the lift.

B: I see. Thank you.

A: You're welcome.

## Dialogue 2

*(The interviewee knocks at the door. A = interviewer; B = interviewee)*

A: Come on in, please.

B: Thank you.

A: Take a seat, please.

B: Thanks.

A: I'm John Koshak, Personnel Manager of the company.

B: How do you do, Mr. Koshak?

A: Now let's get down to the interview. First of all, may I have your name, please?

B: My name is Tang Lili. Tang is my family name, Lili my given name.

A: What's your present address?

B: I live at 250 Dongfang Road, Shanghai.

A: Are you a resident of Shanghai?

B: No, I'm not. I'm from Tianjin.

A: May I ask you some personal questions?

B: Sure.

A: When and where were you born?

B: I was born in Hangzhou in 1975 and was brought up in Tianjin.

A: Are you single or married?

B: I'm single. Just like many young people, I'm not in a hurry to get married. I think it's more important to develop my career first.

A: I appreciate your attitude. Can you say something about your family?

B: Yes. I have a happy and harmonious family. There are four people in my family: my father, my mother, my younger brother and myself. My parents are in their fifties. They are both civil servants. My younger brother is at college.

A: What kind of hobbies do you have?

- B: I'm fond of reading, sports, and traveling.  
A: What's your favorite book?  
B: *Harry Porter* (哈里·波特)  
A: What kind of personality do you think you have?  
B: I think I am quite outgoing, sociable, adaptable and hard-working.  
A: How about your health?  
B: My health is good except that I'm a little near-sighted.  
A: Why don't you wear glasses?  
B: Actually, I wear contact lenses.  
A: What's the strength of the lenses?  
B: 250.

## Dialogue 3

- A: Miss Tang, you've given me some personal information. I'd also like to know something about your educational background.  
B: OK. Let me start with my middle school education. From 1988 to 1994, I studied at Tianjin No. 5 Middle School. When I finished middle school, I went to college.  
A: What university did you attend?  
B: Nanjing University.  
A: When did you graduate from that university?  
B: I graduated in 1998.  
A: What faculty did you study in?  
B: Faculty of Business and Management.  
A: What was your major?  
B: I majored in International Business.  
A: Did you get a BA degree?  
B: Yes, I did.  
A: Did you take any English courses during your study at Nanjing University?  
B: Well, English was my minor. Actually, we were required to pass the TEM 4 and TEM 8 tests. I passed those two tests with honors.  
A: What do you mean by the TEM 4 and TEM 8 tests?  
B: Those are national English proficiency tests designed for English majors.  
A: Great. Miss Tang, what did you do after you graduated from the university?  
B: I joined an import and export corporation, a state-owned enterprise. I worked in the Export Department.

A: How long did you work there?

B: Two years.

A: May I ask why you left that company?

B: Well, there were two reasons. First, I didn't like the management mechanism there. It seemed that everyone ate out of the same big pot. Second, I didn't see any prospects of promotion. People weren't promoted according to their ability and contribution, but based on their relationships with the superiors, that is, Guanxi.

A: What's your present job?

B: I'm now working in a Hong Kong funded company, Guangfa Trading Company. Though I have a decent salary, I don't like my work so much, for the simple reason that the work is very easy, not challenging and creative at all. So I decided to change my job.

A: Why did you choose our company?

B: Two weeks ago, I read your advertisement in *China Daily*. I know yours is a famous multi-national corporation. I'm sure I would be able to better develop my abilities if I had a chance to work for your company.

A: Do you think your present employer will let you leave your present job?

B: I don't think that's a problem. My labor contract expires next month.

#### Dialogue 4

A: By the way, do you have any special skills or other qualifications?

B: I am quite proficient in English and can speak fluent Mandarin, Cantonese, and a little French.

A: Can you use a computer?

B: Yes, I'm quite familiar with such software as Windows Vista, Microsoft Word, Excel, and Powerpoint.

A: When do you think you can be available for this job?

B: I think I can start in a month.

A: What starting salary would you expect?

B: I would expect the appropriate rate of pay for a person with my experience and educational background.

A: Is there anything else you would like to ask me before we wind up our interview?

B: I'd like to know something about the working hours and fringe benefits, if you don't mind.

A: We work a five-day week with occasional overtime. We'll offer a starting salary of RMB ¥ 4,000 a month and you would be eligible for a pay rise after your six-month probation. As for the fringe benefits, you'll enjoy unemployment insurance and health insurance,

as well as a ten-day paid vacation a year. In addition, you'll receive a year-end bonus, which is based on your work performance and contributions to the company. Any more questions?

B: No. I think that's all I want to know.

A: All right. How can we get in touch with you when we've made our decision?

B: You can contact me by phone. My telephone number is in my résumé. Thank you for giving me this opportunity. I look forward to hearing from you soon. Good-bye.

A: Good luck to you. Bye.



## Speaking

### 1 Talking about personal details

#### Starting the interview

① I've come at your invitation for an interview. (我应邀前来面试的。)

② A: May I ask you some personal questions?

B: Sure.

③ Shall we get down to the interview?

④ A: Will you show me your résumé, please?

B: Here you are.

#### About name

① A: May I have your name, please? / What's your name?

B: My name is ...

② A: What's your surname? / What's your last name?

B: My surname / last name is ...

③ A: What's your full name?

B: My full name is ...

④ A: Have you got an English name?

B: Yes, my English name is ...

⑤ Do you have any alias / another name?

#### About age

① A: How old are you? / What's your age?

B: I'm in my early thirties. (我三十出头。)

② A: When were you born?

B: I was born in 1978.