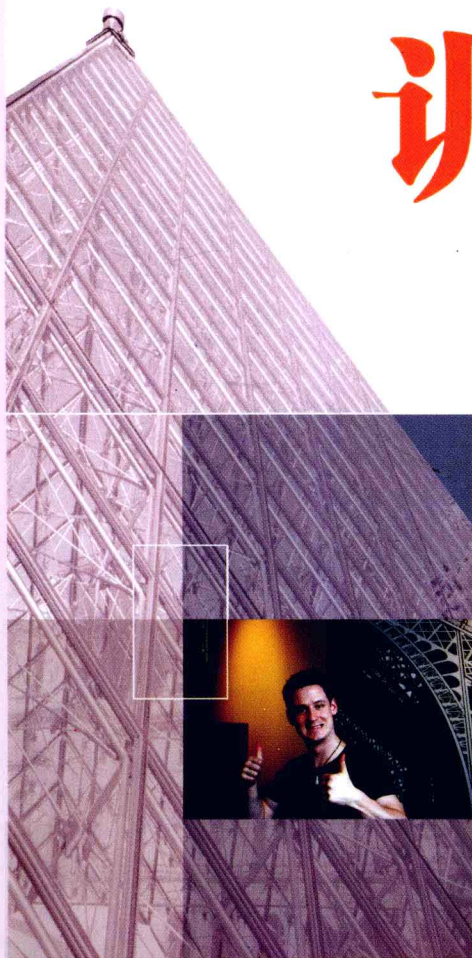


交际型 A Workbook for Preparing
Yourself at English Workplaces

职场英语口语 训练教程



主编◎杨元 吴璟

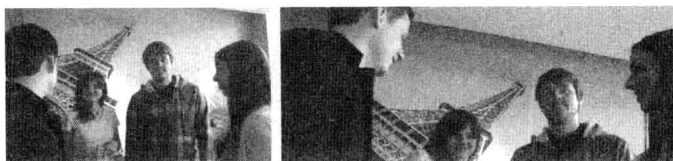


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前言

PREFACE



《交际型职场英语口语训练教程》是面向高校毕业生求职、职场和外事接待英语的应用能力培养而开发出的一套口语训练教程。本书编委首先把该书定位为训练教程，而不是普通的口语教材，目的是为了突出该教程在学生英语口语交际能力培养中的过程控制，以学生为中心的教学理念，以及课堂口语训练，并兼顾口语考试的可操作性。本训练教程涉及的话题单元结合求职、工作场所和外事接待的实际英语口语需求，具有很强的应用性。此外，编委会在本书的编写规划上立足于如下几点：

● 教师口语课堂活动有效组织、引导及可操作性强。根据编委会教师实际经验，当前很多口语教材以单元话题相关的视听教学开始，随后是以开放式提问、讨论为主要的口语课堂活动形式。往往教师的介入性、可控性差，课堂活动松散，容易冷场，学习效果也不易检查。本训练教程体现以学生为中心，教师是指导者、参与者、帮助者的设计理念，通过一系列的以学生为中心的任务设计，着力解决当前口语教学中存在的上述问题。

● 鉴于中国学生在口语表达时的中文思维参与的实际情况，本教程的一个特色是以中文对话（辅以关键的英文表述、结构和词汇提示）引导学生英文表达。同时要求老师在课堂口语训练的反馈中指出中英思维、表达和文化差异，避免中式英语的产生。

● 本书口语以实用、常用为主，不追求俚语、花哨和跟潮流的表达方式。做到学生的口语表述简单、达意、准确，老外能听懂。教师参考用书和教程配套光盘中提供的参考英文对话尽量接近中文的思维方式（但不是中式英语），反馈给学生后，让学生易记，掌握后能熟练运用。

本教程包含职场涉外交往最常见的11个情形和场景，有模拟求职和面试的场景；工作中讨论解决问题；公司 Coffee Break 聊天；讨论工作日程安排；机场接机和接待外国客人；出差订机票和房间以及会议安排等；帮助外国朋友解决生活困难——如维

修，换外币，办理签证，手机上号等；介绍中国和本地的文化，推荐餐馆，在餐馆用餐等；陪同老外旅游，介绍风景名胜和文化；企业如银行、电信、科技公司的客服，技术咨询；公司介绍和产品推介。所设计的对话和任务中学生需掌握的表达内容都具有很强的代表性。学生在掌握基本的表述结构和词汇后，应能举一反三，灵活在类似场景中使用。本教程还包括和学生专业相关的专业技术领域的演讲（presentation）——机械，电子电气，土木，生化，外贸，商务谈判，艺术，外语教学共 8 个单元，由老师根据学生专业选取相应的单元进行训练。

本教程以 2 个学时为 1 单元，单元内容安排在课堂 90 分钟内完成，本书已给出每个任务完成时间的建议。另外，希望老师能在课前布置和口语训练活动相关的背景阅读材料的预习，课中检查和开展口语训练活动。教师参考用书将以 PPT 的形式提供给教师；教师也可将教师参考用书相关内容在课前或课后放到网上供学生参考、复习。本课程考试也可以笔试和口试相结合的形式，促进学生对基本表达的掌握。

本教程编委由湖北工业大学工程技术学院多名具有海外留学经历、外事接待经历、外企工作经历且具有丰富教学经验的老师组成，对职场英语口语交流内容的重点，中西思维、文化差异引起的口语表述难点都能准确把握。本教程编写得到了湖北工业大学工程技术学院的大力支持，相关部门为本教程提出了大量的宝贵建议和指导；英籍专家 Jackie Schofield 和 Grant 为本书做了审订，在此，编者一并对他们表示衷心的感谢。

由于时间仓促，水平有限，疏漏和不当之处在所难免，敬请各位同仁及广大读者不吝赐教，以便我们进一步修订和完善。

编 者

2010 年 6 月 5 日



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Unit 1

Job Interview

Part I Pre-class Work

Read the article and finish the pre-task work before class.

Li Chang, is a senior student at Hubei University of Technology. Being the monitor of his class, he works very hard. During his junior year, he received the department scholarship and was elected as a “Three Goods” student. He also passed CET-6 in the second year. In order to broaden his horizons and enrich his life, he is keen on all kinds of association activities. He is a member of guitar club and has participated in the college basketball team. He worked part-time at KFC. In addition, in the last year of his college life, he has successfully got a part-time job in a large department store. His specialized field is international trade, and these years he has been pursuing a chance to develop his abilities. It happens that he has a good friend working in a foreign company. She told him the export department is to recruit an assistant. Now, Li Chang is there for the interview.

● **Before the interview.** Winning a good job is a matter of good planning and advance preparations. You have to focus on self-statement and advance research.

● **On the interview day.** On the interview day, you have to do some necessary preparations. Be on time, be properly dressed, be polite and positive, be aware of your body language, and be confident and enthusiastic.

● **Interview questions.** Most interviewers will ask similar questions to gain knowledge about a candidate's abilities, qualifications and compatibility with the job and the company. Here are some questions frequently asked:

Tell me about yourself.

Why did you leave your last job?

Why do you want to work here?

Why should we employ you rather than one of the other candidates?



What is your most notable accomplishment?

What are your future plans?

What has been the most difficult situation you have had to face and how did you tackle it?

Have you ever had a conflict with a boss or professor? How was it resolved?

What is your ideal work environment?

Do you prefer to work with others or on your own?

What salary are you expecting?

Do you have any question you would like to ask?

What are your strengths?

What is your greatest weakness?

What do you think is the area for improvement?

Other interview questions include strengths, weaknesses, education, job performance, personal traits and characteristics, interpersonal skills, communication skills, etc.

● **Closing interview** A crucial part of any interview is how you end it. Pay attention to the following things:

Express your interest.

Emphasize that your skills fit for the job.

Don't forget to ask for business card.

● **Follow-up after the interview** Remember that your work is not done although you have finished the interview. Here are some rules and strategies for following-up your job interview:

Write thank-you letters.

Sit back and go over the interview in your mind.

Don't stop job hunting.

Call the interviewer.

(476words)

Write down any 5 key words which are either unfamiliar or important from the above article. For each word, write its proper English definition and a corresponding example to illustrate its correct usage in the below form.

1. Word:

Meaning:



Example:	
2. Word:	Meaning:
Example:	
3. Word:	Meaning:
Example:	
4. Word:	Meaning:
Example:	
5. Word:	Meaning:
Example:	

Part II In-class Work

1) Pair Game – guess the word

Student A picks a word from the passage and gives Student B clues as to what it is. Student B tries to guess the word and scores one point when he/she does so. After 5 minutes they swap roles. The student with the highest score wins. (10 mins)

Your score: []

Your partner's score: []

2) Pair Activity – question and answer

Student A asks Student B five questions about the article. For each correct answer Student B gives, he/she will win a point. You are required to take down your questions and answers.



The maximum score is 5/5. (10 mins)

Student A's	Student B's
Q1:	Answer:
Q2:	Answer:
Q3:	Answer:
Q4:	Answer:
Q5:	Answer:

Your score: []

Your partner's score: []

3) Pair Activity – true or false

Student B makes five statements relating to the information provided in the article. Student A must then decide whether each statement is True by ticking the "T" box or False by ticking the "F" box. Student A will score one point for each judgment correctly made. The maximum score is 5/5. (10 mins)

Student B's Statement	Student A's Judgment
1:	T <input type="checkbox"/> F <input type="checkbox"/>
2:	T <input type="checkbox"/> F <input type="checkbox"/>
3:	T <input type="checkbox"/> F <input type="checkbox"/>



4:	T <input type="checkbox"/> F <input type="checkbox"/>
5:	T <input type="checkbox"/> F <input type="checkbox"/>

Your score: []

Your partner's score: []

The student who scored the most marks out of five during the previous two activities is declared the winner.

Part III Interactive Interpretation

After Li Chang e-mails his resume as well as cover letter, he received an interview announcement from the company where his friend is working. He is now in the office of the company and preparing for the interview. He is trying to remember the titles of each interviewer. The interviewers are Mr. Tang, director of Human Resources and his assistant, Mr. Liu. They are looking through his resume and cover letter. Interpret the given information in the space provided. Work with a partner.

A—Mr. Tang

B—Li Chang

A: 早上好，李先生。

B: 早上好，唐先生。

A: 你来自山东。什么地方呢？(which part...)

B: 威海，它是一个海滨城市，很像旧金山，有美丽的景色，很宁静。(seaside city, scenery)

A: 噢，我希望有机会去那里。你在武汉待了四年了？

B: 是的，我上大学才来的。我很喜欢这个城市，这个城市很美。比如说东湖，我特别喜欢那里。(attend college, crazy about)

A: 是的，我也有同感。你现在还是个学生，那么大学期间，你认为自己已经接受了良好的综合训练么？(receive training, in general)

B: 我认为自己已经接受了良好的综合训练。我即将获得国际贸易的学士学位。我在大学期间，担任学习委员，还参加了各种社团活动。通过各项活动，我提高了沟通和协作能力，分析和组织能力。此外，我的英语通过了六级。我认为自己具备了这项工作所要求的技能。(obtain Bachelor Degree of International Business, serve as a commissary in charge of studies, communication skills, pass CET-6, the required skills)

A: 你在大学中遇到过困难么？(encounter)

B: 很多次吧，但每次我都从中受益。比如说学习高等数学时，由于刚进大学，我没有完全适应大学的学习环境，考试成绩不理想。后来我端正了学习态度，进行了反思和总结，复习知识，后来这门课我学得很好。(benefit from, adapt to, review the knowledge, academic results)

A: 大学期间，你做过哪些工作？

B: 为了开阔视野，积累社会经验，我在肯德基做过兼职，特别值得一提的是，通过我的努力，我这个学期在一家大型百货公司实习并做兼职，学习进出口业务。

(broaden horizon, final year, import and export business)

A: 你最突出的优点是什么？ (greatest strength)

B: 我认为我最大的优点是能够尽力把事情办好。当做完一件工作而成果符合我的预想时，我会有一种真正的成就感。我给自己定了高目标。比如说，我要成为出色的毕业生。尽管在大学一年级时我起步慢了些，但最终我以优等论文完成了学业。

(strongest asset, stick to, a sense of accomplishment, a slow start, my freshman year, honor's thesis)



A: 你觉得自己主要的缺点是什么?(weakness)

B: 我的缺点是有时候过于直率, 会得罪同学。我正努力改正这一缺点。
(straightforward, overcome)

A: 在一个小组中工作你有什么感想?

B: 团队合作精神很重要。小组形式工作有很多优势, 小组成员各有所长, 可以从不同的角度给工作带来新思路, 还可以学习与人沟通。(team-spirit, introduce new ideas)

A: 大学期间有没有后悔有些事没有做过或想做得与以往不同?

B: 在四年中, 我在社团活动中花费了太多的时间。尽管我没有丢下任何课程。但回头想想, 我认为如果我能投入更多的时间和精力到学习上, 我的成绩可能会更好。
(look back on)

A: 你在大学中最有成就的是什么事情?(notable accomplishment)

