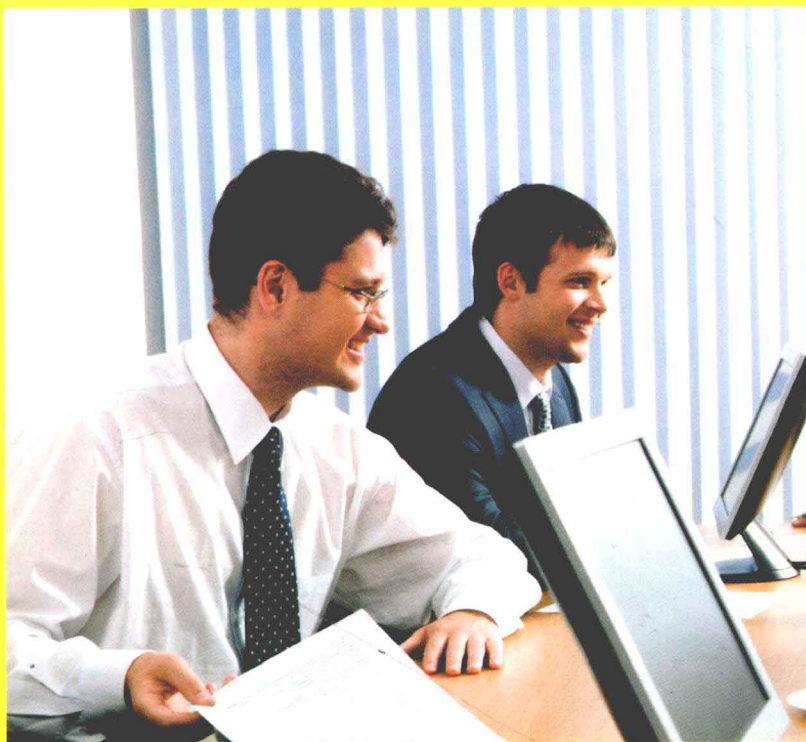


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(英) David Kerridge 编

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Skills for Business English Student Book 1

David Kerridge

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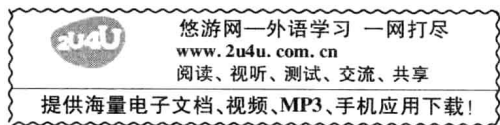
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出版说明

剑桥商务英语证书 (Business English Certificate) 考试, 简称 BEC 考试, 是一项国际热门的商务英语资格考试, 从听、说、读、写四个方面考查考生在真实工作环境中的英语交流能力, 于 1993 年由原国家教委考试中心 (今教育部考试中心) 引进中国。由于其权威性和规范性, BEC 考试受到全世界众多高等院校和两千多家企业的广泛认可, 被作为入学考试或衡量员工及应聘人员英语水平的可靠标准; 在中国备受各涉外经济部门以及在华投资的跨国公司的青睐。

英国剑桥大学考试委员会负责命题、阅卷和颁发证书; 成绩证书终生有效。中国教育部考试中心负责报名、印制试卷和组织考试。

BEC 考试共分三个级别: 标准级 / 初级 (BEC Preliminary, 缩略为 BEC P), 中高级 / 中级 (BEC Vantage, 缩略为 BEC V) 和高级 (BEC Higher, 缩略为 BEC H)。为了满足读者自学和教师教学的个性化需求, 我们推出了“新编剑桥商务英语考试教程”系列。该系列包括 BEC 考试三个级别的学生用书 (共 3 册, 均含配套 MP3) 以及教师用书合辑 (1 册), 旨在为 BEC 考生或希望提高自己商务英语水平的读者提供全面、实用、科学和有效的学习指导。本书是标准级的学生用书。


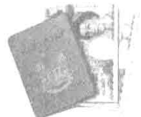




本书旨在帮助考生顺利通过 BEC 标准级考试, 取得理想的分数。为此目的, 编者充分考虑到了针对性、实战性。全书分 12 个单元, 以当代典型的商务活动为素材, 围绕听、说、读、写四项技能的培养, 囊括迎战 BEC 标准级考试所必备的商务知识、商务术语和商务沟通技巧, 循序渐进地提高考生的实战能力和综合商务英语知识水平。为了帮助考生更加直观地了解 BEC 标准级考试, 进行有效的自测, 全书最后特别另附了一套完整的 BEC 标准级模拟题, 题型和难易度与真题吻合, 供考生实战演练之用。

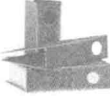





附: BEC 标准级考试的形式与时间如下:

BEC 标准级考试形式与时间		
阅读	7 部分 / 45 题	共 90 分钟
写作	2 部分	
听力	4 部分 / 30 题	约 40 分钟 (包含将答案誊写到答题卡上的时间)
口语	3 部分	12 分钟 (两名考生: 两名考官*)

* 一般情况下是两名考生对两名考官, 偶尔会出现三名考生对两名考官的情况。

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First contacts 初次接触

Making business contacts

Arranging a meeting

Greetings and introductions

Talking about jobs

BEFORE YOU START

1 In the column on the left (1–5) are examples of the main skills in this unit. Match them with the expressions in the column on the right (A–E). The first has been done as an example.

- | | | |
|---------------------------|---|----------------------------------|
| 1 Arranging a meeting | → | A I'd like you to meet Carla. |
| 2 Introducing yourself | | B We manufacture boats. |
| 3 Introducing colleagues | | C May I suggest Friday at 9 am? |
| 4 Offering | | D Good afternoon, my name's Jim. |
| 5 Talking about companies | | E Would you like a drink? |

2 The following words may be new. Check that you understand them.

- lawyer** 律师
fibreglass resins 玻璃纤维树脂
hull 船体, 船身
deck 甲板

A Reading and writing

In this unit (as well as in Units 5 and 9) we will look at two companies.



A Venezuelan company. It is located in Caracas and employs 230 people. It manufactures fibreglass resins used to make the hulls and decks of sailing boats.
 Managing Director — Manuel Ortega
 Production Manager — Juanita Castro
 Export Manager — Carla Naranjo
 Receptionist — Marisol Fuentes
 Assistant — Hugo Mendez



An American company which makes boats. It is based in Miami and has 250 employees.
 Chief Executive Officer — Jim Prior
 Purchasing Manager — Michelle Henderson
 Finance Manager — Jack Ramsey

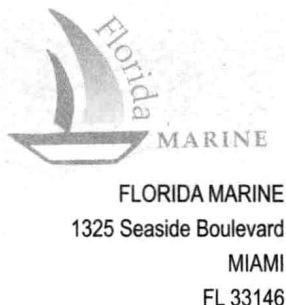
1 Look at the information about Polycaracas. Complete the following sentences. The first has been done as an example.

- Manuel Ortega is the Managing Director.
He is the head of the company.
- _____ works in the Production Department.
- _____ is responsible for foreign sales, and reports directly to the Managing Director.
- Hugo Mendez is the _____ and doesn't travel much.
- _____ 's main responsibilities are welcoming visitors and answering telephone calls.

2 Now read this letter that Manuel Ortega has just received from Jim Prior.

April 5

Mr M Ortega
 Managing Director
 POLYCARACAS
 Edif EASO
 Avda Libertadores
 Caracas 1010
 Venezuela



Dear Mr Ortega,

As you will see from the enclosed brochure, Florida Marine is a leading US manufacturer of sailing boats with a share of nearly 20% of the US market.

We are particularly interested in establishing ourselves in the South American market and hope to open a production site in Venezuela next year. Therefore we are actively searching for local suppliers of fibreglass resins for hull and deck manufacture.

Our Purchasing Manager, Michelle Henderson, and I will be coming to Venezuela during the first week of June and would very much like to meet with you. May we suggest the morning of Tuesday June 5 or the afternoon of Thursday June 7?

I look forward to hearing from you.

Very sincerely yours,

Jim Prior
 Chief Executive Officer

3 Now choose the correct words to complete these sentences.

- 1 Florida Marine manufactures _____.
 a) motor boats b) sails c) sailing boats
- 2 It has a share of _____ of the US market.
 a) more than half b) less than a fifth c) over a quarter
- 3 Florida Marine wants to _____ Venezuela.
 a) build a factory in b) export to c) import from
- 4 Jim Prior will be accompanied by _____.
 a) a team b) a colleague c) his boss
- 5 A possible time for the meeting is _____.
 a) 10 am on June 5 b) 11 am on June 7
 c) 2 pm on June 5

- 4 Manuel Ortega checked in his diary and then wrote notes for a reply. Although he reads and speaks English well, he sometimes makes mistakes when writing. So he asked Marisol Fuentes to correct the notes before the letter was typed.

Find the errors and underline them. Then write the letter that Manuel Ortega sent to Jim Prior.

*I am thanking you for your letter on April 5.
 We are very interested by your plans to open a production site here. We will have pleasure to meet you in Venezuela in June.
 I would like suggesting Tuesday June 5 at 10 am. Please to confirm this.
 I look forward seeing you on June 5.*



1 When Jim Prior and Michelle Henderson arrived at the offices of Polycaracas, they were greeted by Marisol Fuentes. Choose the correct phrases to answer the questions below.

1 What should Jim Prior say to Marisol Fuentes?


- a) Hello. I want to see Manuel Ortega.
- b) Good morning. Is Mr Ortega in his office?
- c) Good morning. We have an appointment with Mr Ortega.

2 How should Marisol Fuentes reply?

- a) Good morning, Mr Prior. I'll give him a ring.
- b) Hello, Mr Prior. I'll tell him you're here.
- c) Good morning, Jim. I'll tell him you've got here.

3 Marisol Fuentes asks Jim Prior to fill in a visitors' form. What should she say?

- a) Would you fill in this form, please? b) Fill in this form.
- c) Just fill in this form, would you?

2  A few minutes later Manuel Ortega arrived. Listen to the conversation and then choose the correct answers.

1 The visitors were late because _____.

- a) they stopped for breakfast b) it was a long way to Polycaracas
- c) of a previous meeting

2 Manuel Ortega _____.


- a) invites them to lunch at twelve b) has a lunch appointment
- c) is late for an appointment

3 Manuel Ortega offers coffee and _____.

- a) both visitors accept b) Michelle Henderson wants mineral water
- c) Jim Prior accepts

3 Listen to the recording again and fill in the missing words.

- 1 Ortega: Mr Prior? _____ you do.
- 2 Prior: _____ meet you, Mr Ortega.
- 3 Prior: _____ me _____ our Purchasing Manager,
Michelle Henderson.
- 4 Ortega: I'm _____ you, Ms Henderson.
- 5 Ortega: Well, _____ you _____ a coffee before we start?

4  Manuel Ortega described the activities of Polycaracas to his visitors. Then Jim Prior talked about Florida Marine. Listen to their conversation, and then mark these statements T (for True) or F (for False). Correct the sentences you think are false.

- 1 Sailing is popular in Miami. T F
- 2 Manuel Ortega goes sailing regularly. T F
- 3 The sailing boat market is growing rapidly in the US. T F
- 4 The market is expanding in South America. T F
- 5 Polycaracas has never supplied a US company before. T F

5 Now answer the following questions.

- 1 How many boats did Florida Marine make last year?
- 2 What does Manuel Ortega say about his daughter?
- 3 Why is Florida Marine interested in Venezuela?
- 4 What does Manuel Ortega say about resins?

6 The missing expressions below all concern companies, products and markets. Listen to the recording again and fill in the words.

- 1 Prior: Well, as you know, we _____ sailing boats.
- 2 Prior: _____ nearly four hundred last year.
- 3 Henderson: Well, as Jim ... Mr Prior ... said, our _____
_____ sailing boats.
- 4 Henderson: But the problem is, there's not much room for
_____ in the States.
- 5 Ortega: Well, South America's certainly an _____
_____.
- 6 Ortega: We've been _____ resins here since 1985.
- 7 Prior: Have you _____ other US companies,
Mr Ortega?

Manuel Ortega was interested in doing business with Florida Marine, so he invited his visitors to join him and his friend, Pablo Torres, for lunch.



1 Match the sentences on the left with the appropriate responses on the right. The first has been done as an example.

- | | | |
|--------------------------------------|-------|-------------------------|
| 1 How do you do. | _____ | A Hi. |
| 2 I'd like you to meet Jack Parsons. | _____ | B Fine. And yourself? |
| 3 Jim, have you met Gina? | _____ | C How do you do. |
| 4 Hello. | _____ | D Pleased to meet you. |
| 5 How are you? | _____ | E No, I haven't. Hello. |

2 Give possible responses to the following phrases.

- 1 How's life?
- 2 Helga, this is Kay.
- 3 Keeping well?
- 4 You're Eva Palowska, aren't you?
- 5 May I introduce you to Mr Kawama?
- 6 Hello. Didn't we meet last year?

3 When talking about people's jobs, the following verbs are very useful:

involve report to run take part in consist of

Complete the sentences below using the correct form of the verbs in the box.

- 1 I _____ the Accounts Department.
- 2 My job _____ a lot of travel.
- 3 She _____ the Head of Personnel.
- 4 Her job _____ market research.
- 5 He _____ international meetings.

4 Role play 1 is for three students. Role plays 2 and 3 are both for two students.

Jim Prior, Michelle Henderson and Manuel Ortega were joined by Pablo Torres for lunch.

Read and prepare your part, then talk to your partner(s). Speaker A looks at this page. Speaker B turns to page 76. Speaker C turns to page 80.

SPEAKER A**Role play 1**

You are Manuel Ortega.

- Introduce Michelle Henderson (Speaker C) to Pablo Torres (Speaker B).
- Say what her job is and why she has come to Venezuela.

Useful expressions:

I'd like you to meet ...

She's the ...

She's come to Venezuela to ...

Her company wants to ...

Role play 2

You are Pablo Torres.

- Ask Jim Prior (Speaker B) about Florida Marine.

Useful questions:

Where is Florida Marine based?

What do you produce?

What is your market share in the States?

Why are you interested in Venezuela?

Role play 3

You are Jim Prior.

- Ask Pablo Torres (Speaker B) about where he lives, his job and what he likes doing.

Useful questions:

Do you live in Caracas?

What do you do?

Do you travel much?

Do you like travelling?



Travel language

Making reservations

Organising trips

Making enquiries

UNIT 2

Travelling for business

差旅

BEFORE YOU START

1 Complete the following enquiries.

- | | |
|---------------------------------|--------------------------------|
| 1 I'd like to make a booking | A to an afternoon flight? |
| 2 Could I change my reservation | B a seat in Business Class. |
| 3 The meeting's postponed, | C I'll be late for my meeting. |
| 4 Can you tell me | D to Calcutta, please. |
| 5 If the flight's delayed, | E so can I fly on the 9th |
| 6 I want to reserve | instead of the 5th? |
| | F if there's free champagne? |

2 The following words in this unit may be new. Check that you understand them.

motorway 高速公路

timetable (公共汽车、火车、飞机等的) 运行时间表, 时刻表

take-off time (飞机的) 起飞时间

A

Reading and writing

In this unit (as well as in Units 6 and 10) we will follow the story of the Asian Investment Bank, which is based in Paris, France.

Two of the people who work in the Project Finance Department of the Asian Investment Bank are Martin Reynolds (the Manager), who is English, and his French colleague Sylvie Lavigne (a financial expert).

We will also meet two representatives of the Vietnamese government: Dang Binh Luan (a financial expert) and Le Van Nam (a technical expert).

1 Here is part of a letter from Dang Binh Luan to Martin Reynolds. Read the letter, then answer the questions on page 11.

It is the intention of the Vietnam government to modernise intercity communications, and one of our first priorities is to develop a road transport system that will contribute to Vietnam's economic efficiency. At present, road communications between Hanoi (the capital) and Ha Long (one of the provincial capitals) are inadequate. Often there are traffic delays, which is not good for business or communication.

Therefore, the government plans to build a motorway between these two towns. The project will cost in the region of \$100 million. Although 25% of this sum will come from local sources, we are exploring the possibilities of outside investment for the rest, and hope that the Asian Investment Bank will be interested in collaborating on the project.

My colleague Mr Le Van Nam and I will be in Paris on 15-19 June, and would like to

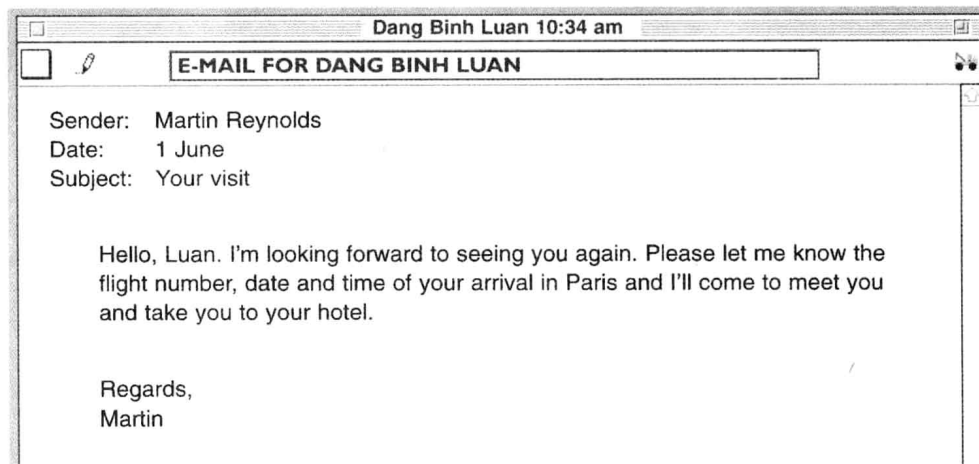


Mark these statements T (for True) or F (for False). Correct the sentences you think are false.

- 1 The Vietnamese government wants to modernise its road transport. T F
- 2 Road transport is efficient between Hanoi and Ha Long. T F
- 3 Ha Long may lose business in the future if communications are not improved. T F
- 4 The Vietnamese government wants a loan of \$100 million from foreign sources. T F
- 5 Eighty per cent of the sum will come from the Asian Investment Bank. T F
- 6 Two Vietnamese will visit France to discuss the project. T F

2 Martin Reynolds wrote a formal reply to the letter, saying that his bank was interested in the project and had arranged meetings on 15 and 16 June.

In fact, Martin Reynolds knows Dang Binh Luan. They met at a World Bank conference the previous year. Two weeks before the meeting, he sent the following e-mail to Dang Binh Luan.



Dang Binh Luan replied by fax. He:

- thanked Martin Reynolds for his offer
- gave his flight details (AF 171 on 14 June; arrival 13:30 at Paris Charles de Gaulle Airport)
- gave his hotel details (Hotel de la Tour, Paris)
- confirmed his appointment at the Asian Investment Bank (15 June at 9:00)

Now write Dang Binh Luan's fax from the notes above. Begin like this:


FAX

FROM: Dang Binh Luan, Ministry of Development, Hanoi, Vietnam
 TO: Mr Martin Reynolds, Project Finance Department,
 Asian Investment Bank, Paris
 DATE: 2 June
 RE: My visit to Paris

Dear Martin,

B Listening



1  On 14 June, Martin Reynolds was waiting at Paris Charles de Gaulle Airport when he heard a loudspeaker message. Listen to the message, then choose the correct answers.


- 1 Flight AF 171 will arrive in Paris _____.
a) early b) late c) on time
- 2 It will arrive _____.
a) in the afternoon of 14 June b) the next day c) on 16 June
- 3 Bad weather _____.
a) stopped the flight in Hanoi b) delayed the flight
c) delayed all flights in Europe

2 Flight AF 171 landed at 15:30. The Vietnamese visitors waited for their luggage, then went through customs and passport control and finally met Martin Reynolds in the arrivals lounge.

Here is part of their conversation. Complete it using the words in the box.

do how see pleased this

- 1 Reynolds: Luan! Good to _____ you again.
- 2 Dang: Hello, Martin. How are you?
- 3 Reynolds: Fine, thanks. _____ was your flight?
- 4 Dang: Long and boring, but we're here now. _____ is my colleague, Mr Le Van Nam.
- 5 Le: How do you _____.
- 6 Reynolds: _____ to meet you. Mr Le. Right, let's go to my car. It's not far.

3  Martin Reynolds drove his visitors to their hotel, then returned to his office. Listen to the conversation between Dang Binh Luan and the receptionist at the hotel. Then choose the correct answers.

- 1 Who booked the rooms?
 - a) Dang Binh Luan
 - b) Martin Reynolds
 - c) the Vietnamese embassy in Paris
- 2 Which type of accommodation was reserved?
 - a) two single rooms with bathrooms
 - b) a double room with a bathroom
 - c) two single rooms with a shower
- 3 Payment will be made _____.
 - a) immediately
 - b) by credit card
 - c) by cheque
- 4 Breakfast is served _____.
 - a) all day
 - b) after 7 am in the morning
 - c) between 6 and 11 am
- 5 For dinner _____.
 - a) the restaurant closes at 10 pm
 - b) it's not possible to eat in the hotel
 - c) the restaurant opens after 10 pm
- 6 The room numbers are _____.
 - a) 340 and 360
 - b) 314 and 360
 - c) 314 and 316

4 Now listen again and complete the receptionist's questions.

- 1 Can _____, sir?
- 2 May _____, please?
- 3 And _____ pay, sir?
- 4 Will _____ breakfast?
- 5 May _____ luggage?



Hour	Destination	Vol	Satellite	Observation
Schedule	Destination	Flight	Satellite	Remarks
16:00	TEL-AVIV	AF 130.6	●●	
16:30	NICE	AF 405.7	●●	EMBARQUEMENT BOARDING
16:30	TOKYO	AF 274.5	●●	EMBARQUEMENT BOARDING
16:30	MILAN	AF 654.6	●●	
16:35	ZURICH	AF 684.4	●●	
17:00	GENEVE	AF 794.4	●●	
17:00	AMSTERDM	AF 666.7	●●	
17:15	SADPAULO	AF 914.4	●●	
17:40	COLOGNE	AF 8055.5	●●	
18:00	LONDON	SF 214.5	●●	
18:00	FRANCERT	AF 852.6	●●	
18:00	LONDON	H BE 744.6	●●	
18:15	LONDON	G BE 014.6	●●	
18:15	TURIN			

- 1** Pair work. Below are the answers to five travel enquiries. Discuss with your partner and write down the corresponding questions. Several questions are possible. The first word is given to help you.
- Where _____? Departure gate 19, madam.
 - What _____? The check-in time's 15:40.
 - Why _____? Because of bad weather, sir.
 - Can _____? I'm afraid not. It's a no-smoking flight.
 - When _____? The arrival time in London is 18:30.

- 2** Pair work. Speaker A looks at this page. Speaker B turns to page 76.

Speaker A

Listen to Speaker B and note down the information.

- Arrival time: _____
- Flight number: _____
- Cost of ticket: _____
- Flight delay: _____
- Check-in time: _____

Now change roles. Dictate the following sentences to your partner.

- The flight will take off at 14:30.
- A return ticket costs 475 euros.
- The 18:15 flight from Boston is late.
- The flight number is SW 8174.
- You must be at the airport by 5:30.