

高等学校商务英语系列教材

翟象俊 主审

**Business English Listening and Speaking**

*Teacher's Book*

# 商务英语 听说教程 教师参考书

第2册

■ 总主编 杨翠萍  
■ 主 编 宋 梅  
■ 副主编 刘鸣放  
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·北京·

## 内 容 简 介

《高等学校商务英语系列教材》是一套针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。《商务英语听说教程》是该系列教材之一，本书是《商务英语听说教程教师参考书》第2册，内容包括第2册各单元听力部分的文字材料和练习答案，并对个别难点提供了注释。

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# 前 言

《商务英语听说教程》是针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。本教程突破了传统的教材模式，综合考虑了高校经贸英语专业学生的特点，力求把经贸知识的传授和英语听说技能的培养结合起来。本教程以循序渐进的方式，通过内容丰富、专业面广、程度适宜、饶有趣味的商务材料，促使学生积极参与有关商务实践的听说活动，在提高其口语表达能力的同时，了解商务活动的各环节，拓宽视野，获取新知识。

本教程以全国英语教学指导委员会制定的《专业英语基础阶段教学大纲》为基准，扩大输入量，进一步巩固、深化语言基础，提高语言运用能力。本教程从学生的实际水平出发，从语言的基本单位（如音标、单词、句型等）入手，对学生的语音、语调等进行逐项训练，并且商务材料的比例在4册书中逐渐增加。本教程的练习方式为先输入后输出，听说交叉，在选材及练习设计上始终遵循“学用结合，重在运用”的原则。本教程体现了以下几个特点。

1. 丰富性。本教程为学生提供了许多商务方面的听说材料，内容涵盖经贸、金融、企业管理、商业文化、信息技术、旅游等各个领域，而且相当一部分材料具有强烈的时代气息。

2. 多样性。本教程精心设计了形式各异的练习。听力练习有选择、判断、归纳大意、填写表格等形式。口语练习围绕对话主题或交际功能设计，主要有双人对话、角色表演、小组讨论、辩论、大组汇报、调查问卷等形式。

3. 真实性。本教程充分利用了因特网的丰富资源，其中相当部分的数据、图表等内容均来自一些企业和公司的交际活动，场景真实，语言生动、规范，趣味性强，从而可以使学生真切地掌握相应的英语及商务实践的技能。

4. 实践性。本教程特别突出对学生口头交际能力的培养，为学生提供了诸多在现实生活中灵活运用英语语言的场景。口语练习主要讨论一些与日常生活和商务活动密切相关的话题，并且提供了大量的相关词汇、短语及句型，以鼓励学生结合自己的经历、感受大胆开口，踊跃参与。

《商务英语听说教程》共4册，分两个学年使用，每册配有相应的教师参考书和录音磁带。本书为《商务英语听说教程教师参考书》第2册，共15个单元，每单元由5个部分组成。

**Part II** Micro-listening 此部分旨在帮助学生复习、巩固基本语法结构，主要包括疑问、倒装、强调、比较、虚拟等。

**Part III** Directed Conversations 此部分主要围绕英语中常用的功能意念表达进行对话训练，内含形式各异的听力与口语练习。

1. 听力练习：检查学生对所听材料的理解。

2. 短语和句型总结：要求学生总结、归纳听力材料中出现的常用的相关功能

意念表达方式, 并进行口语操练。

3. 口语操练: 在顺利完成以上练习的基础上, 启发学生开口。练习形式包括看图说话、自编对话、表演和小组讨论等。

**Part IV** Listening and Speaking 此部分着重语篇方面的听说训练, 以培养学生的综合能力, 练习主要有以下三项。

1. 热身练习: 围绕文章内容或学生感兴趣的问题向学生提问, 鼓励学生大胆表述, 以便顺利导入后续的听说练习。
2. 听力练习: 培养学生对通篇材料的理解和摄取具体信息的能力。
3. 口语练习: 主要围绕两篇短文内容设计, 附加相关主题的讨论, 以激发学生的想像力, 培养学生的综合概括及表述能力。练习形式为复述、对子练习、小组讨论或大组汇报等。

**Part V** Entertaining Listening 为了增加本教程的趣味性, 提高学生的学习兴趣, 此部分为学生提供了通俗易懂的英文歌曲或诗歌, 使学生在欣赏的同时, 适当做些填词练习。

**Part VI** Exercises After Class 此部分内容为本教程的主要特色之一, 旨在进一步巩固课堂所学内容, 为学生提供更多的听、说训练, 使学生课内、课外学习相结合, 听说训练不间断。

本书提供了以上 5 个部分听力的全部文字资料和练习答案, 并对个别难点提供了注释。

本教程的编写是以每周 4 学时为基础的, 编者建议每周完成一个单元, 教师也可根据实际情况灵活使用本教程。

在国内外语界享有盛名的复旦大学翟象俊教授担任本教程的主审。从体系的形成到具体的编写, 翟象俊教授都给予了我们极大的指导, 并提出了许多宝贵的意见和建议。在此我们对 他以及所有关心和支持本教程编写和出版的人员表示衷心的感谢。

虽然本教程是在全体参编教师多年的教学实践与研究基础上产生的, 但仍可能存在一些不妥之处, 欢迎各位专家、同仁及使用本教程的广大师生批评指正。

编 者  
于华东师范大学  
2004 年 1 月

\* Part I 是为检查课后听说练习所设计, 其答案已在 Part VI 给出。

## Contents

Unit 1	Have We Ever Met Somewhere? .....	(1)
Unit 2	Thank You for Your Kind Entertainment .....	(20)
Unit 3	I'd Like to Meet... ..	(37)
Unit 4	Who's That Guy? .....	(53)
Unit 5	It's Tipping It Down Out There on My Business Day .....	(68)
Unit 6	It's the Quickest Way... ..	(85)
Unit 7	I Like Traveling for Pleasure .....	(100)
Unit 8	We Are a Trading Nation .....	(117)
Unit 9	When in Rome, Do as the Romans Do .....	(134)
Unit 10	What Are the Languages Commonly Spoken In Business? .....	(148)
Unit 11	I'd Say We Complement Each Other ...	(166)
Unit 12	Hey, What's Your Job? .....	(181)
Unit 13	A More Comfortable and Productive Office .....	(196)
Unit 14	How to Shine at a Job Interview .....	(213)
Unit 15	I Sell Cosmetics to Women .....	(231)

# Unit 1

## Have We Ever Met Somewhere?

### Part II

### Micro-listening

#### Calculation (1)

**2.1 Listen to the following statements and questions carefully. Work out each problem and choose the correct answer from the four choices marked a, b, c and d.**

1. S: Jennifer took her car to the garage to be repaired. The mechanic fixed the brakes for \$75.79 and repaired two tires at \$8.00 each.

Q: How much was Jennifer's repair bill?

- a. \$111.79.      b. \$83.79.      c. \$91.79.      d. \$235.79.

2. S: The Hoover Dam in the United States is 726 feet high. The Nurek Dam in Russia is 1,017 feet high.

Q: If the Hoover Dam were twice as high as it is, how much higher would it be than the Nurek Dam?

- a. 1,743 feet.      b. 291 feet.      c. 435 feet.      d. 1,452 feet.

3. S: The store had a sale on some videotapes. Ms. Smith bought two at \$19.99 each. At the cashier's counter, she paid the bill with a 100-dollar note.

Q: How much change did she get?

- a. \$60.02.      b. \$39.98.      c. None.      d. \$100.

4. S: Since it was Valentine's Day, David's elder sister got a dozen long-stemmed roses. David was shocked to learn they cost \$60.

Q: How much did you figure each rose cost?

- a. \$5.00.      b. \$6.00.      c. \$12.00.      d. \$4.00.

5. S: Mr. Newman averaged 55 miles an hour when he drove to Springfield. He drove 165 miles before noon and another 225 miles in the afternoon.

Q: How far did he drive?

- a. 220 miles.      b. 280 miles.      c. 445 miles.      d. 390 miles.

6. S: The restaurant offers a 50¢ discount if a bill is more than \$5. Mr. Palmer bought a take-out order of 3 cheese burgers at \$1.95 each.

Q: How much did he pay?

- a. \$5.50.      b. \$5.85.      c. \$5.35.      d. \$4.50.



7. S: It costs 29 ¢ to mail a letter and 19 ¢ to mail a postal card. Jesse just used 86 ¢ worth of stamps for her mail.
- Q: How many letters and postal cards did she mail?
- a. 2 letters and 2 postal cards.                      b. 3 letters and no postal cards.  
c. 1 letter and 3 postal cards.                      d. No letters but 4 postal cards.
8. S: The Rangers said their goal was to win  $\frac{3}{4}$  of their games this year. After playing 16 games, the Rangers have won 11.
- Q: So far, are they meeting the fraction of their goal?
- a. Not yet.                      b. Certainly.                      c. Not sure.                      d. Maybe.
9. S: Mr. Williams measured the board to be sure that they were all alike. He made each one as long as three 12-inch rulers. He also used 4 old table legs for his new table and 5 nails in each leg.
- Q: How long is each board and how many nails are used to fasten all of the legs?
- a. 36 inches or 1 yard and 20 nails.                      b. 12 inches and 60 nails.  
c. 24 inches and 48 nails.                      d. 48 inches and 15 nails.
10. S: Mrs. Edwards wanted to make party decorations. She purchased one piece of pink ribbon  $1\frac{1}{2}$  yards long and one piece of blue ribbon  $1\frac{1}{3}$  yards long.
- Q: How much longer is the pink ribbon than the blue ribbon?
- a.  $\frac{1}{3}$  of a yard.                      b.  $\frac{1}{6}$  of a yard.                      c.  $\frac{1}{2}$  of a yard.                      d.  $\frac{3}{4}$  of a yard.

### Cultural Notes

1. the Hoover Dam(胡佛大坝) — the highest concrete arch dam in the US, built on the Colorado River at the Arizona-Nevada border. It impounds Lake Mead. The dam, completed in 1936, is used for flood and silt control, electric power, irrigation and domestic and industrial water supplies. It is 726 ft (221 m) high and 1,244 ft (379 m) long (along the crest). It has a power capacity of 1.345 megawatts and a volume of 4.4 million cu yd (3.36 million cu m).
2. the Nurek Dam(纽列克大坝) — the highest existing concrete dam in the world, built in 1980, located on the Vakhsh River in Tadzhikistan, a country in central Asia. It is near the border with Afghanistan. This dam is 984 ft (300 m) tall. It was the high priority of the former Soviet Union since the early 1960s, when the construction of several dams on the lower Vakhsh River began.
3. Valentine's Day(情人节, 又名: 瓦伦丁节) — February 14 is Valentine's Day. Although it is celebrated as lovers' holiday today, with the giving of candy, flowers, or other gifts between couples in love, it originated in 5<sup>th</sup> Century Rome as a tribute to St. Valentine, a Catholic bishop.





## 2.2 Listen to the statements and questions, then try to do the following exercises.

a) Tell whether the statements you hear are true or false. Write T for true and F for false in each blank.

1. A dozen and a half eggs are 18 eggs. T
2. The product of 8 and 7 is 56. F
3. A dollar is the same as two quarters, three dimes, three nickels and five pennies. T
4. 15 tens plus 3 ones is the same as 153. T
5. A week from November 16 is November 23. T

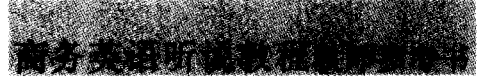
b) Use the information below to answer the questions you hear. Write your answer in each blank. You can have a minute to glance over the information.

<u>Dog</u>	<u>Height</u>	<u>Weight</u>
Beagle	13"	23 lb
Collie	22"	50 lb
Irish Setter	27"	60 lb
German Shepherd	24"	70 lb
Saint Bernard	30"	165 lb
Basset Hound	12"	38 lb
Cocker Spaniel	15"	27 lb
French Poodle	10"	7 lb

6. How many French Poodles would it take to equal the weight of one German Shepherd? 10 poodles
7. How much more does a Saint Bernard weigh than a Cocker Spaniel? 138 lb
8. What is the difference in their heights between an Irish Setter and a Beagle? 14 inches
9. What is the combined weight of a Collie, a Basset Hound, and a Saint Bernard? 253 lb
10. If five Basset Hound stood on a scale together, how much would they weigh in all? 190 lb

## Part III Directed Conversations

### 3.1 Listen to the following conversations and figure out the topic for each conversation. Draw a line to match each topic with the relative conversation you hear.



### **Conversation 1**

M: Hello, are you from Shanghai?

W: Yes. How do you know that?

M: I think I met you at last Guangzhou Trade Fair. I'm David Su from CMEC. May I have your name, please?

W: I'm Susan Chen. I'm from the East Computer Company.

M: It's my pleasure meeting you, Susan.

W: It's good meeting you, too. David.

### **Conversation 2**

W: You speak very good English, sir. Where are you from?

M: I'm from Italy.

W: So, you are a native of Italy, aren't you?

M: Exactly. But as I grew up in England, I speak English most of the time.

W: Do you sometimes speak Italian?

M: Of course. I prefer speaking Italian with my family at home.

### **Conversation 3**

W: Is this your first time in Beijing, sir?

M: Yes. I'm here on a business trip. By the way, what are the best places to visit here, please?

W: I would recommend that you see the Great Wall. It's worth seeing.

M: I heard about it before I came.

W: Really? So you won't miss seeing it.

M: Of course not.

### **Conversation 4**

W: It's a long and boring journey, isn't it?

M: Not for me. I always travel by plane.

W: Really? What's your job?

M: I'm a salesman.

W: It's not an easy job. You'll have to travel a lot to find more customers.

M: That's for sure. But I enjoy doing it.

### **Conversation 5**

M: Lovely weather, isn't it?



W: Yes, it is. Are you on business?

M: No, I'm on a vacation to see the famous Oriental Pearl TV Tower.

W: I'm going there for a tour, too. Is it the first time for you?

M: Yes. Why don't we go together and keep each other company?

W: I couldn't agree more.

### Conversation 6

W: Do you often attend such international trade fairs?

M: Of course, I do. It's a good chance to meet people and talk business.

W: What line are you in?

M: I'm a jeweler.

W: Are you? What a coincidence! I'm running a jeweler's myself. Here is my business card. Maybe we can cooperate.

M: Possibly. Let's keep in touch.

### Cultural Notes

1. CMEC(中国机械设备进出口公司) — China Machinery and Equipment Import/Export Corporation
2. the Oriental Pearl TV Tower(东方明珠电视塔) — Anyone arriving in Shanghai at night from the airport for the first time is immediately taken with the Oriental Pearl TV Tower as it monopolizes an already amazing emerging skyline. It soars over the Huangpu river from the Pudong area and one might imagine it as an incredible space ship landing. Dramatic lighting effects highlight this unusual structure. Situated within the Pudong Park in Lujiazui, Pudong New Area, Oriental Pearl TV Tower is 468 meters high. Like the Statue of Liberty in New York, Sydney Opera House and Eiffel Tower in Paris, Oriental Pearl TV Tower is Shanghai's symbolic architecture. Along with Nanpu Bridge and Yangpu Bridge, it forms a picture of two dragons playing with a pearl. In 1995 it began broadcasting nine television channels and 10 FM radio channels.

### Conversations

Conversation 1

Conversation 2

Conversation 3

Conversation 4

Conversation 5

Conversation 6

### Topics

A talk at a trade fair

Occupation

Going for a tour together

The best places to visit

Language used in talk

Recognizing an acquaintance



**3.2 Listen to the following conversations and complete the sentences with the information you hear.**

**Conversation 1**

M: Excuse me, have we ever met somewhere? You look familiar.

W: Really?

M: Oh, yes. Now I remember. You are Ms. Sandy Smith of Royal Tools Inc. in Los Angeles, is it right?

W: That's right. But how do you know that? Er ... you must be Mr. ...

M: Mr. Wang from CMC Beijing. We met each other at the Guangzhou Trade Fair last year.

W: Fancy meeting you, Mr. Wang. Long time no see. How's your business?

M: It's fine.

**Conversation 2**

M: You're new here, aren't you?

W: Yes, I am. My name is Linda Harrison.

M: It's a beautiful name. I'm Maine Albert. It's nice meeting you.

W: Nice meeting you, too.

M: Which department do you work in?

W: Personnel Department.

**Conversation 3**

W: Your accent sounds like a southerner's.

M: You've got it. I'm from Shanghai.

W: What a coincidence! We are from the same place. Where do you live in Shanghai?

M: In Changning District.

**Conversation 4**

W: I bet you are from America. Whereabouts are you from?

M: That's right. I'm from Chicago. What about you? Where are you from?

W: I'm Chinese.

M: Chinese? But your English is excellent. Where did you learn English?

W: In China.

M: Fancy that! Your country must have a very good record of English language education.



**Conversation 5**

W: The line is long.

M: It sure is.

W: And it's really bad that they don't have enough cash registers opened.

M: Yes, they should open more right now.

W: You said it. But it looks everyone is patiently waiting in line.

M: So, hold your horses. It'll be our turn very soon.

- 3.3 Listen to the following conversations carefully and then answer the questions you hear after each conversation.**

**Conversation 1**

M: Aren't you Christina?

W: Yes. I am. You are er...

M: Fancy meeting you here, Christina. Don't you remember me? I'm John. We haven't seen each other since you moved to a new firm.

W: You bet. We've lost contact for about ten years.

M: Here is my new name card. Give me a call if you need help.

W: Sure. Let's keep in touch.

Question 1. What's John's feeling when he recognized Christina?

Answer 1. He was surprised at it.

Question 2. When did Christina move to a new company?

Answer 2. About ten years ago.

**Conversation 2**

M: You aren't Japanese, are you?

W: No. I am not.

M: How long have you been in Japan?

W: About six months.

M: Are you used to the food here?

W: Well, to be honest with you, Japanese food is quite different from Chinese food.

M: That's for sure. I bet you are from west part of China.

W: You said it. Sichuan food is quite hot. But the food here tastes mild. And also, people here often eat raw food.

M: I couldn't agree more. Anyway, you'll eventually get used to it.

W: I think so.



Question 1. Has the Chinese woman got used to the food in Japan? Why or why not?

Answer 1. No, she hasn't. Because she's just been there for about six months.

Question 2. Which province does the Chinese woman probably come from?

Answer 2. Sichuan Province.

### Conversation 3

M: Excuse me, Madam. May I have your time?

W: 10:45.

M: Thanks. How nice your watch is! It looks new.

W: Yes, I've just got it for a few days. But I'm so disappointed with the salesman who sold it to me.

M: How come?

W: He promised that it is waterproof. But, it isn't.

M: If I were in your shoes, I'd ask for a refund.

W: You are probably right. I'll ask for my money back.

M: That's more like it.

Question 1. Why is the woman dissatisfied with her new watch?

Answer 1. Because it isn't a waterproof one.

Question 2. What's the man's suggestion to the woman?

Answer 2. Asking for a refund.

### Conversation 4

M: It seems that our plane is late in taking off.

W: Too bad. Do you know how long we are going to wait?

M: Who knows. I guess it all depends on the weather.

W: I hope it will be clear soon.

M: Me, too. But never mind. Delays happen all the time under such bad weather conditions.

W: You said it. Just like traffic jams happening all the time during rush hours.

Question 1. Why does the flight seem to be late in taking off?

Answer 1. Because of bad weather.

Question 2. Is the man clear about the time for the plane to take off?

Answer 2. No. He isn't.

### Conversation 5

M: Good heavens! Stock prices are falling again. I thought they might rise today.

W: I thought so, too.



M: Then, how do you think they will go in the future?

W: Well, it's quite normal for stocks to rise and fall. And in this bull market, you should be cautiously optimistic.

M: Then do you think stocks will open higher tomorrow?

W: Positively.

Question 1. What did the people in the dialogue expect of the stock prices that day?

Answer 1. They thought the stock prices might rise.

Question 2. What's the possible trend of the stock prices for a short period of time, rise or fall?

Answer 2. The stock prices will rise in a bull market at the moment.

## Part IV

## Listening and Speaking

### Passage One

4.2 Listen to the passage and decide whether the following statements are true or false. Write T for true and F for false in the brackets.

In the west, when two people first meet and are getting acquainted with each other, it is common to talk about one's work, aspects of one's social identity, including education, employment experience, technical and general knowledge, personal interests, family, routine activities, likes and dislikes, and leisure time activities.

When two people become somewhat familiar with each other, it is common to talk about age, marital or parental status, health problems, career aspirations, political, philosophical or religious ideas, and critical evaluations of mutual acquaintances.

When two people know each other quite well, it is common to talk about political, philosophical or religious beliefs, salary and one's financial state, the state of one's marital or romantic relationships, critical evaluation of each other's life, behavior and thinking.

Personal topics should not be discussed too early in a relationship. In the west, it is acceptable to ask how old small children are, but it is not normal to ask how old adults are.

Other topics such as the cost of purchases, the cost of one's possessions, or a person's ability to drink alcohol are not discussed soon after meeting for the first time.

1. (F) When two people get to know each other very well, they can talk anything as



they like.

2. (F) You should ask a customer his ability to drink alcohol when you invite him to a dinner.
3. (F) Never touch topics like marital status, age, salary, political and religious beliefs.
4. (T) You'd better not show interest in how much a person's new dress costs.
5. (T) Personal topics can be touched when two familiar people meet each other.

**4.3** Listen to the passage again and tick each topic for the proper situation in the following table. One has already been done for you as an example.

Topics	First Meet	Somewhat Familiar	Know well
Work	✓		
Social Identity	✓		
Marital Status		✓	✓
Education	✓		
Career Aspirations		✓	
Critical Evaluation			✓
Personal Interests	✓		
Political Beliefs			✓
Likes and Dislikes	✓		
Religious Ideas		✓	
Financial State			✓
Health Problem		✓	
Age		✓	
Salary			✓
Technical Knowledge	✓		

### Passage Two

**4.6** Listen to the passage and choose the best answer to complete each of the following statements.

There are several principles to keep in mind when starting conversations. Let's come to some of them.

The first is giving compliments. Giving a compliment is one way to start a conversation. People like to receive compliments, even if they pretend to reject them. By complimenting you are praising and drawing attention to some positive aspects of the person or of his or her personality, such as "How did you ever think of that great decision made by the boss?"





Another type of compliment is to ask a question or ask for advice. This makes the other person feel as if you respect his or her knowledge or opinion. Examples of question or advice compliments are: "What good products have you seen that you'd recommend?", "Can you tell me how to let the customers accept the price?"

Then is self-disclosure. Self-disclosing is often a good way to get someone involved in a conversation. Self-disclosure is telling someone about yourself. It includes indicating your fears, when you say "I'd like to do that, but I'm afraid I don't know how." It also includes explaining your present circumstances, when you say "I'm new here and I've never gone through registration before." These are excellent ways to encourage the other person to express knowledge. People like to aid and assist others. Self-disclosure may open doors to new acquaintances.

Besides, don't ignore social graces. Using normal social graces may encourage communication. For instance, offer to assist someone. Examples include: "Are you lost? Can I help you?", "Your hands are loaded; let me open the door.", "I'm going to the coffee machine; do you want me to bring you some?"

Last but not least concerns workable openers. If you are at a total loss, fall back on some overused, but very workable openers: "How do you like the weather?", "Do you enjoy this trade fair?", "Have you worked here long?"

Getting the other person talking opens the conversation and is a good device for keeping it going. Asking about the other person's background, likes and dislikes, hobbies, interests, line of work, choice of books, movies, or plays all help to form the basis for communication.

One of the most important principles in getting a conversation going and keeping it going is to be a good listener. Listening is a part of the two-way process of effective communication. Many statements are made and questions asked that would allow for additional questions and answers. Unfortunately, many shy people are so afraid of communicating that once they start they just pretend their ears are closed and feel that in order to be successful they have to keep talking. Listen, talk, ask questions, respond, request more information — these are the basics for conversations. Good communication is a blend of good speaking and good listening.

1. People like to receive compliments because \_\_\_\_\_.
  - a. they don't pretend to reject the compliments
  - b. they are praised and the positive aspects of their personality is paid attention to by others
  - c. they like the feeling of being respected for their knowledge or opinion
  - d. both b and c
2. Self-disclosure concerns all the following points EXCEPT \_\_\_\_\_.
  - a. talking to yourself