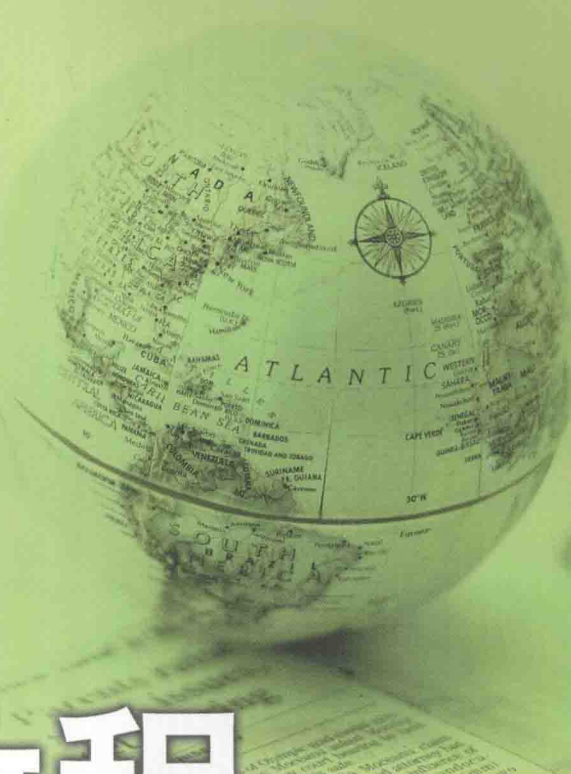


灵通高职高专英语 Lingo College English

2



# 听说教程

Listening & Speaking Course

凤凰出版传媒集团

译林出版社

Lingo Media 国际集团 (加拿大)

*Teacher's Book*

2

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# 前言

《灵通高职高专英语》是由译林出版社与加拿大Lingo Media国际集团合作,严格按照教育部颁布的《高职高专教育英语课程教学基本要求》(以下简称《基本要求》)编写的一套专供全国高职高专院校使用的英语教材。该教材从高职高专教学实际出发,立足于培养学生的英语综合运用能力。本套教材具有以下主要特点:

1. 与加拿大Lingo Media国际集团紧密合作,注重引进、吸收北美应用型学院CBE (Competency Based Education, 以能力为基础的教育)教育理念,将应用能力的培养与必要的语言基础训练有机结合起来,充分体现了“以应用为目的,以必须和够用为度”的原则。全部课文均由加拿大Lingo Media国际集团提供,语言地道,选材新颖生动。

2. 充分考虑和尊重目前高职高专教育体系的实际,针对学生英语基础差距大,英语课时有限的状况,力求简易和实用,在强化语言基础知识的同时,注重语言交际技能的培养;同时为不同基础的学生设置了两个起始点:英语基础较好的学生从第一册开始学习,入学水平较低者从预备级开始学习。学生学完第二册可达《基本要求》规定的B级水平;第三册学完,可达A级水平。

3. 在教材的选择上与时俱进。精心筛选了包括2008年奥运会在内的最具时代性的各类题材内容进入教程,同时也考虑到学生的兴趣所在及接受倾向,让学生在学习语言的同时,随时接受最新的资讯、信息,了解当前世界的热点、焦点话题,融知识性、实用性、趣味性于一体。

4. 针对中国学生普遍善于用英语表达西方而拙于表达中国的现实,本系列教材在确保学生接受原汁原味的西方文化的同时,独辟蹊径,注重用地道的英语表达当代中国现实,以培养学生在国际交往中准确表达自己身边事物的能力。

5. 《听说教程》打破目前英语教材编写中听说与读写主题配套的常规模式,突出功能意念,循序渐进地训练专科层次学生所需的听说技能。全教程以功能、意念、情景和话题为框架,以任务方式为路径(Task-Based Approach),针对学生的薄弱环节和实际需要,听说穿插进行,密切结合,有的放矢地开展交互式教学;有效解决了语言输入和输出的关联问题。

本套教材共分四册:预备级、一、二、三册。每册十个单元。

《听说教程2》每个单元围绕一个主题展开,各个单元划分板块如下:

## (1) Warm-Up Listening

听力热身练习。此项内容紧扣应用能力考试历年来的听力试题,既忠实于原题的构思,又兼顾题材的新颖和学生的实际水平,深入浅出,采用大量源自生活、风趣生动的对话和短句,既让学生熟悉了考试题型,又有效地活跃了课堂气氛,充分调动了学生的积极性。

## (2) Basic Skills

听力基本技能训练。紧密围绕本单元主题,归纳、列举出相应的实用短语和基本句型供学生学习掌握。本部分内容由加拿大方提供,所选语汇、句型均为英美国家当前

普遍流行的表达方式。

### (3) Listening Comprehension

听力训练。此项内容共分三个部分，由会话和短文构成，所有材料均由加拿大方提供，内容充实新颖，语言风趣流畅，所用语汇兼具了实用性和时代性，同时还附有生动插图，以帮助学生加深记忆理解。

### (4) Compound Dictation

听写练习。此项练习内容深入浅出，题材包罗万象，形式以听写句子和短文填空为主，适当插入英美经典歌曲等多元化内容，寓教于乐，充分调动了学生学习语言的兴趣和积极性。

### (5) Follow-Up Speaking

全书的一大亮点。该部分突破了传统听说训练的模式，在一篇篇紧扣主题、短小精悍的会话中，巧妙地融入多种关键句型，并附有大量可灵活应用的常用短语。此外，每段会话后均附有多种可供替换的信息，熔地域性、时代性于一炉，便于学生自行练习。

《灵通高职高专英语·听说教程2》中方主编由拥有丰富英语教学经验的黄硕、韩旭担任，加方主编由Lisa Black担任。

本书遵循全新的编写思路，力求整合丰富资讯信息，在实际编写中难免会有疏漏不当之处，望广大使用者批评指正，我们将不断改进，以期能将高职高专英语教学推至一个新的高度。

# CONTENTS

## Unit One Complaints and Apologies

Warm-Up Listening	2
Basic Skills	3
Listening Comprehension	4
Compound Dictation	8
Follow-Up Speaking	8

## Unit Two Emergencies

Warm-Up Listening	14
Basic Skills	16
Listening Comprehension	17
Compound Dictation	20
Follow-Up Speaking	21

## Unit Three Parties and Banquets

Warm-Up Listening	28
Basic Skills	30
Listening Comprehension	30
Compound Dictation	35
Follow-Up Speaking	36

## Unit Four Arrangements

Warm-Up Listening	42
-------------------	----



Basic Skills	44
Listening Comprehension	44
Compound Dictation	49
Follow-Up Speaking	50

## Unit Five Going to the Cinema

Warm-Up Listening	56
Basic Skills	58
Listening Comprehension	59
Compound Dictation	63
Follow-Up Speaking	64

## Quiz A

69

## Unit Six Going to the Hospital

Warm-Up Listening	74
Basic Skills	75
Listening Comprehension	76
Compound Dictation	81
Follow-Up Speaking	82

## Unit Seven Sightseeing

Warm-Up Listening	88
Basic Skills	90
Listening Comprehension	90
Compound Dictation	95
Follow-Up Speaking	96

## **Unit Eight News**

Warm-Up Listening	102
Basic Skills	104
Listening Comprehension	105
Compound Dictation	110
Follow-Up Speaking	110

## **Unit Nine Interviews**

Warm-Up Listening	118
Basic Skills	120
Listening Comprehension	121
Compound Dictation	126
Follow-Up Speaking	127

## **Unit Ten Introducing a Company**

Warm-Up Listening	134
Basic Skills	136
Listening Comprehension	136
Compound Dictation	142
Follow-Up Speaking	143

## **Quiz B**

149



# *Unit 1*

## **Complaints and Apologies**

**In this unit, you will:**

- Ⓐ Review complaints and apologies.**
- Ⓑ Learn and understand conversations about complaints and apologies.**
- Ⓒ Learn how to express complaints and offer apologies.**

# Unit 1

## WARM-UP LISTENING

### Section A

Directions: You will hear 5 sentences. Listen to each sentence, and then decide what the correct answer should be.

- 1 I've got a bit of a problem here. My watch broke the day after I bought it from you.  
**a. I just don't know what to say.**  
b. You have done what?  
c. Please don't blame yourself.  
d. Don't say that!
- 2 I am sorry for not phoning last night.  
**a. It's all right. Don't worry about it.**  
b. Don't say that!  
c. You should be.  
d. I'm ever so sorry.
- 3 This isn't easy to explain, but I broke your favorite cup.  
a. I'm ever so sorry.  
b. Sorry, I don't know.  
**c. It's not really your fault.**  
d. No, I can do it myself.
- 4 I lied about you to your friends.  
**a. What? How could you do that?**  
b. Oh, forget it.  
c. I can't tell you how sorry I am.  
d. Don't worry about it.
- 5 This bottle of wine tastes funny.  
a. I don't think so.  
b. It doesn't matter.  
c. Another bottle, please.  
**d. I'm so sorry.**

### Section B

Directions: You will hear 5 short dialogues. After each dialogue, you will hear a question. Both the dialogues and the questions will be repeated two times. After listening to the dialogues and the questions, choose the correct answer from the four choices.

- ① W: Oops, this coffee is hot.  
M: I'm sorry, Miss. You will have to wait a few minutes for it to cool down.  
Q: What's the possible relationship between these two speakers?  
a. Teacher and student. **c. Customer and waiter.**  
b. Patient and doctor. d. Husband and wife.
- ② M: How much is it to rent a boat for an hour?  
W: Thirty yuan.  
Q: Where does this conversation most probably take place?  
a. At reception of a hotel. c. At school.  
b. At a post office. **d. In the park.**
- ③ W: I am so angry with him right now.  
M: Well, cool down. I'll go talk to him and see what I can do.  
Q: What's the man doing now?  
a. Talking with a man. **c. Calming the woman down.**  
b. Expressing his anger. d. Drinking ice tea.
- ④ W: I said I wanted a glass of orange juice with that, not a glass of grape juice.  
M: I am sorry, wait a minute and I will correct your order.  
Q: What does the woman want?  
a. Her order. c. A glass of grape juice.  
**b. A glass of orange juice.** d. A glass of beer.
- ⑤ W: I thought your store closed at 10:00 p.m.  
M: Sorry. Our store hours recently changed due to Daylight Saving Time. We now close an hour earlier.  
Q: What time does the store close?  
**a. 9:00 p.m.** c. 10:00 p.m.  
b. 9:30 p.m. d. 10:30 p.m.

## BASIC SKILLS

Read and memorize the following expressions.

Making Apologies	Accepting Apologies
This isn't easy to explain, but ...	That's all right. Don't worry about it.
I've got a confession to make ...	It's not really your fault.
I am sorry to have to tell you that ...	Oh, forget it.
I have got a bit of an apology to make.	Don't blame it on yourself.
I am not quite sure how to put this but I am sorry.	Don't worry about it.
I don't know how to tell you this, but ...	It's okay.

## Complaints and Apologies

Expressing Anger	Expressing Displeasure
What! You haven't, have you? What! How could you? Oh no! Oh dear! You've done what? What have you done? What were you thinking?	How could you? You could have surely ...! Don't say that!
Complaining	Accepting Complaints
I wonder if you could help me ... I am sorry to trouble you, but ... I have a bit of a problem here, you see ...	I am very sorry. I am terribly sorry. I can't tell you how sorry I am. I don't know what to say.

# LISTENING COMPREHENSION

## Section A

### I. Tape Script

MAN: Hello! May I help you?

WOMAN: I was here yesterday and bought this CD from your store. When I got home, I found that it was scratched and wouldn't play.

MAN: I'm sorry to hear that. Is there anything I can do?

WOMAN: Actually, I'd like to get my money back, if possible.

MAN: I'm very sorry, miss, but all sales are final. But I would be happy to exchange your scratched CD for a new one.

WOMAN: Oh, OK. That would be fine, too. Thanks.

MAN: It's my pleasure. One moment, please ... Here you are.

WOMAN: Great! Thanks very much.

MAN: Oh, it's no problem! Please come back and shop with us again soon.

### Notes for Language and Culture

① *exchange sth. for sth.* 意思是“交换，互换”，例如：

• The token can be exchanged for goods in any of our shops. 礼卷可以在我们的任何一家店兑换商品。

② 英美等国家的购物方式大同小异。如果人们对购得的商品不满意，商店一般允许顾客持发票退换。退换期为1周到10天。但是人们购买食品或廉价商品是不允许退换的。

## II. Exercises

Directions: Listen to the conversation. Then mark the answer you think is best. The conversation will be repeated two times.

### Words & Expressions

scratch [skrætʃ] v. 划损, 刮坏

sale [seɪl] n. 销售

final ['faɪnəl] a. 最终的

- ① What are the man and woman talking about?  
 a. Music. c. Money.  
**b. A CD.** d. A DVD.
- ② What's wrong with what the woman bought?  
**a. It's scratched.** c. It's the wrong one.  
 b. It's broken. d. It's used.
- ③ What would the woman like the salesman to do?  
 a. Give her a new one. c. Repair the article she bought.  
**b. Return her money.** d. Apologize.
- ④ Why can't the salesman satisfy the woman's requirement?  
 a. He doesn't have any. **c. The store's rules don't allow it.**  
 b. He doesn't want to. d. The article has already been used.
- ⑤ What does the salesman offer to do for the woman?  
**a. Give her a new one.** c. Repair the article.  
 b. Return her money. d. Apologize.

## Section B

### I. Tape Script

WOMAN: Good evening, sir! How did you enjoy your meal?

MAN: Well, actually, I didn't enjoy it at all. Are you the manager? I'd like to make a complaint.

WOMAN: Yes, I'm the manager. What seems to be the problem, sir?

MAN: Well, I ordered a steak, but the meat was not cooked well. I asked the waiter to take it back to the kitchen, but he refused.

WOMAN: I can see you haven't touched much of your steak at all. I apologize for the poor quality of our service—this won't happen again!

## Complaints and Apologies

MAN: I sure hope so.

WOMAN: Please don't worry about paying for your meal today. And please let me get you a free dessert. We have some excellent apple pie today.

MAN: Well, thank you very much! I hate to complain, but I thought it was necessary.

WOMAN: Of course, sir! I'm glad you did. Just one minute ... I'll go and get you some apple pie.

### Notes for Language and Culture

在西方国家，致歉有时很简单，说声 I'm sorry 就行了。但有时却又很复杂，不仅要认错道歉，还要说明原因，甚至做出保证。致歉语包括以下一些说法：

- 表示遗憾，如 I'm sorry.
- 致歉，如 I apologize.
- 请求原谅，如 Please forgive me 或 Pardon me.

以上致歉语均为直接道歉时说的话。最常用的还是 I'm sorry 一句。只有在人们冒犯他人，情节较重时才说 I apologize、Please forgive me 或 Pardon me。

## II. Exercises

**Directions:** Listen to the conversation. Then decide if the sentences below are true or false. Mark the correct answer with a "✓". The conversation will be repeated two times.

### Words & Expressions

complaint [kəm'pleɪnt] *n.* 投诉，抱怨

apologize [ə'pɒlədʒaɪz] *v.* 道歉

dessert [dɪ'zɜ:t] *n.* 餐后甜点

- |   |             |              |
|---|-------------|--------------|
| ① The man is complimenting the manager.                             | true        | <u>false</u> |
| ② The waiter takes the steak back to the kitchen to cook it longer. | true        | <u>false</u> |
| ③ The man does not need to pay for his meal.                        | <u>true</u> | false        |
| ④ The manager gives the man a piece of apple pie for free.          | <u>true</u> | false        |
| ⑤ The manager is angry with the man.                                | true        | <u>false</u> |



## Section C

### I. Tape Script

A man and his wife came into a restaurant and sat down at a table. The man called the waiter over to the table, and said, "I am sorry to trouble you, but I am too hot. Could you please turn on your air conditioner?" The waiter went away and came back a little later. The man called him over to the table again and said, "I wonder if you could help me again. I am feeling a little cold. Could you please turn your air conditioner off?"

The waiter nodded, and left the room. About five minutes later the man raised his hand and asked again, "I hate to ask you this, but I am hot again. Could you please turn on your air conditioner?" The waiter left the room. A little later, the man and his wife left. One of the customers said to the waiter, "I am so sorry he caused you so much trouble." To which the waiter replied, "Oh, it's no trouble at all! What he didn't know was that we don't have an air conditioner!"

### II. Exercises

**Directions:** Listen to the short passage and answer the following questions. The passage will be repeated two times.

#### Words & Expressions

air conditioner 空调

nod [nɒd] v. 点头

customer ['kʌstəmə] n. 顾客

- ① Why did the man call the waiter over to his table the first time?  
The man wanted the waiter to **turn on** the air conditioner.
- ② Why did the man call the waiter over to his table a second time?  
The man wanted the waiter to **turn off the air conditioner**.
- ③ Why did the man call the waiter over to his table a third time?  
The man wanted the waiter to **turn on the air conditioner again**.
- ④ What happened every time the man called the waiter to his table?  
The waiter **left the room**.
- ⑤ What did the man not know?  
The restaurant **did not have an air conditioner**.

## COMPOUND DICTATION

### Section A

Directions: *Write down the sentences that you hear. The sentences will be repeated three times.*

- ① I'd like to make a complaint about this T-shirt.
- ② This shirt has a stain on the sleeve.
- ③ Could I speak with the manager?
- ④ The only thing I want is to get my money back.
- ⑤ Could I exchange it for a new one?

### Section B

Directions: *Listen to the passage and fill in the blanks with the missing words. The passage will be repeated two times.*

When someone makes a **complaint** to you, either at work or in day-to-day life, how should you respond? Your first feeling may be to **get angry** or at least defend yourself. But in those times, remind yourself of the old Biblical **saying**, "Do to others as you would have them to do you." Think of the times when you needed to make a complaint. You wanted someone who would listen. You wanted **understanding and help**. So, if you want others to be polite, you should be polite. If you want others to be kind, you should be kind and understanding. If you want others to **listen** when you have a problem ... Well, you get the idea.

## FOLLOW-UP SPEAKING

### Section A

#### I. Tape Script

Directions: *Listen to the conversation and repeat it sentence by sentence.*

## Words &amp; Expressions

defect ['di:fekt] *n.* 缺陷button ['bʌtn] *n.* 钮扣stain [stem] *n.* 污点refund ['ri:fʌnd, rɪ'fʌnd] *n./v.* 退款permission [pə'mɪʃn] *n.* 许可

MAN: Good morning, ma'am. How can I help you?

WOMAN: ***I have a problem.*** <sup>(1)</sup> I bought this dress here yesterday, but when I got home, I found that it had several defects.

MAN: Oh, really? What seems to be the problem?

WOMAN: Well, you can see here that two of the buttons are missing, and there's a stain on the sleeve.

MAN: Yes, I understand your problem! Would you like to exchange the dress for a new one?

WOMAN: Well, actually, ***I'd like to get my money back.*** <sup>(2)</sup> I don't think that the quality of this dress is very good.MAN: ***I'll have to ask the manager about that.*** <sup>(3)</sup> Just one moment, please.

WOMAN: Thank you.

## II. Practice

Directions: Act out the conversation by using the following expressions.

① ***I have a problem.***

I'd like to make a complaint.

I have a problem with your product.

I've got something to complain about.

② ***I'd like to get my money back.***

I'd like a refund.

I want my money back.

I'd prefer you refund my money.

③ ***I'll have to ask the manager about that.***

I need permission from the manager.

I need to report to the manager.

Let me ask the manager first.