


第2版

Good Job! 职场英语

Michelle Witte / 著
谢雅婷 / 译

提升职场英语，看这本就够了！

7大类65个典型职场情境，
助您用最短的时间提升自己的职场竞争力。

 华东理工大学出版社
EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS

附赠 MP3 光盘

第2版

Good! 职场 Job! 英语

Michelle Witte / 著
谢雅婷 / 译

提升职场英语，看这本就够了！

附赠MP3光盘



华东理工大学出版社
EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS

· 上海 ·

图书在版编目(CIP)数据

Good Job! 职场英语(全彩图本+附赠 MP3 光盘)/(美)威特(Witte, M.)编著. —2 版. —上海:华东理工大学出版社, 2013. 1
ISBN 978-7-5628-3422-9

I. ①G... II. ①威... III. ①英语-自学参考资料
IV. ①H31

中国版本图书馆 CIP 数据核字(2012)第 303108 号

本书由(台湾)寂天文化事业股份有限公司通过语言工场出版有限公司授权华东理工大学出版社在中国大陆地区以简体字出版发行。

著作权合同登记号:“图字:09-2010-194号”

Good Job! 职场英语(全彩图本+附赠 MP3 光盘)(第 2 版)

作 者/Michelle Witte

译 者/谢雅婷

策划编辑/王耀峰(samwyf@sohu.com)

责任编辑/曹胜男

责任校对/张 波

封面设计/裘幼华

出版发行/华东理工大学出版社有限公司

地 址:上海市梅陇路 130 号, 200237

电 话:(021)64250306(营销部)

(021)64252001(编辑部)

传 真:(021)64252707

网 址:press.ecust.edu.cn

印 刷/常熟华顺印刷有限公司

开 本/787mm×1092mm 1/16

印 张/21.5

字 数/598 千字

版 次/2011 年 1 月第 1 版

2013 年 1 月第 2 版

印 次/2013 年 1 月第 1 次

书 号/ISBN 978-7-5628-3422-9

定 价/65.00 元(附赠 MP3 光盘)

联系我们:电子邮箱 press@ecust.edu.cn

官方微博 e.weibo.com/ecustpress

Chapter 1 Learning About Your Job 认识工作

- Unit 1 Arriving at a new job 新人报到__006
Unit 2 Welcoming and introducing the newcomer 欢迎与介绍新人__010
Unit 3 Meeting your new boss or supervisor 会见老板/上司__016
Unit 4 Learning about your office 认识办公室环境__020
Unit 5 Learning about locations near your office 认识公司周围环境__024
Unit 6 Learning about your company's organization 认识公司架构__028
Unit 7 Asking/answering questions about your duties at work 职责询问与说明__034

Chapter 2 Communication in the Office 公司内部联络

- Unit 8 Greetings and small talk in the office 办公室内的基本问候语__040
Unit 9 Telephone etiquette 电话礼仪__044
Unit 10 Taking messages 记录留言__048
Unit 11 Taking a day off 请假__052
Unit 12 Explaining reasons for being late 说明迟到原因__056
Unit 13 Email correspondence within the company 公司内部的电子邮件__060
Unit 14 Setting up a meeting 会议准备事项__066
Unit 15 Applying for stationery 申请文具__070
Unit 16 Making requests related to your work and asking for permission
提出公务申请并请求批准__074

Chapter 3 Using Office Appliances 硬件设备的使用

- Unit 17 Using a fax machine 传真机的使用__080
Unit 18 Using a copy machine 复印机的使用__084
Unit 19 Basic computer functions 电脑的基本功能__088
Unit 20 FTP and networks inside the company 内部网络与资源共享__092
Unit 21 Using the Internet 互联网的使用__096
Unit 22 Using instant messengers for correspondence 通信软件的使用__100
Unit 23 Using a printer 打印机的使用__104
Unit 24 Using email 电子邮件的使用__108
Unit 25 Viruses and troubleshooting 电脑中毒与问题处理__112

Chapter 4 Discussions, Meetings, and Proposals 工作事务

- Unit 26 Making proposals in a meeting 在会议中提出意见__118
Unit 27 Running a meeting 主持会议__122
Unit 28 Discussing marketing strategy 讨论营销策略__128
Unit 29 Proposing a new project 提出新的项目__134
Unit 30 Presenting a new product 介绍新产品__138
Unit 31 Discussing solutions to a problem 讨论问题的解决方案__142
Unit 32 Discussing a mistake 讨论工作过失__146
Unit 33 Accepting criticism and taking responsibility 接受批评与承担责任__150
Unit 34 Distribution of work and responsibilities 责任归属与工作分配__154
Unit 35 Feeling overworked and making complaints 工作过量与抱怨__158
Unit 36 Working overtime 加班__162

Contents

Chapter 5 Outside Correspondence and Contact 对外的联络

- Unit 37 Contacting by email 电子邮件的往来 168
Unit 38 Contacting by fax 传真的往来 174
Unit 39 Making appointments with customers on the phone 打电话与客户预约会面 178
Unit 40 A lunch meeting with customers 与客户的餐会 182
Unit 41 Introducing and promoting your product 介绍与推荐公司产品 186
Unit 42 Describing and comparing products 说明与比较产品 190
Unit 43 Negotiating the price with customers 与客户议价 194
Unit 44 Making purchases and comparing prices 采购产品与比价 198
Unit 45 Accepting orders and shipping orders 接单与送货 202
Unit 46 Making a deal with a customer 与客户达成协议 206
Unit 47 Discussing contract terms 讨论合约条款 210
Unit 48 Signing an official contract 签署正式合约 214
Unit 49 Dealing with complaints from customers 处理客户投诉 218

Chapter 6 Personnel Matters 人事相关问题

- Unit 50 Interviewing a job applicant 面试应聘者 224
Unit 51 Explaining the benefits of the company 说明公司福利 228
Unit 52 Negotiating the salary 交涉薪资 232
Unit 53 Hiring a new employee 聘用员工 236
Unit 54 Tax issues 税务事宜 240
Unit 55 Insurance issues 保险事宜 244
Unit 56 A promotion 升迁 248
Unit 57 A change in personnel 人事变动 252
Unit 58 Resignation 辞职 256

Chapter 7 Socializing and Travel 社交与旅游

- Unit 59 A lunch gathering between colleagues 同事间的聚餐 262
Unit 60 Year-end bonuses 年终奖金 266
Unit 61 Staff outings 员工旅游 270
Unit 62 Arranging a business trip 安排出差 274
Unit 63 Booking a hotel room 订房 278
Unit 64 Confirming flights and booking air tickets 确认航班与订机票 282
Unit 65 Renting a car or taking public transportation 租车或搭乘公共交通工具 286

ANSWER KEY & SCRIPTS → 291

TRANSLATION → 315

第2版


Good! 职场英语

Michelle Witte / 著
谢雅婷 / 译

提升职场英语，看这本就够了！

附赠MP3光盘



 华东理工大学出版社
EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS

· 上海 ·

Chapter 1 Learning About Your Job 认识工作

- Unit 1 Arriving at a new job 新人报到__006
- Unit 2 Welcoming and introducing the newcomer 欢迎与介绍新人__010
- Unit 3 Meeting your new boss or supervisor 会见老板/上司__016
- Unit 4 Learning about your office 认识办公室环境__020
- Unit 5 Learning about locations near your office 认识公司周围环境__024
- Unit 6 Learning about your company's organization 认识公司架构__028
- Unit 7 Asking/answering questions about your duties at work 职责询问与说明__034

Chapter 2 Communication in the Office 公司内部联络

- Unit 8 Greetings and small talk in the office 办公室内的基本问候语__040
- Unit 9 Telephone etiquette 电话礼仪__044
- Unit 10 Taking messages 记录留言__048
- Unit 11 Taking a day off 请假__052
- Unit 12 Explaining reasons for being late 说明迟到原因__056
- Unit 13 Email correspondence within the company 公司内部的电子邮件__060
- Unit 14 Setting up a meeting 会议准备事项__066
- Unit 15 Applying for stationery 申请文具__070
- Unit 16 Making requests related to your work and asking for permission 提出公务申请并请求批准__074

Chapter 3 Using Office Appliances 硬件设备的使用

- Unit 17 Using a fax machine 传真机的使用__080
- Unit 18 Using a copy machine 复印机的使用__084
- Unit 19 Basic computer functions 电脑的基本功能__088
- Unit 20 FTP and networks inside the company 内部网络与资源共享__092
- Unit 21 Using the Internet 互联网的使用__096
- Unit 22 Using instant messengers for correspondence 通信软件的使用__100
- Unit 23 Using a printer 打印机的使用__104
- Unit 24 Using email 电子邮件的使用__108
- Unit 25 Viruses and troubleshooting 电脑中毒与问题处理__112

Chapter 4 Discussions, Meetings, and Proposals 工作事务

- Unit 26 Making proposals in a meeting 在会议中提出意见__118
- Unit 27 Running a meeting 主持会议__122
- Unit 28 Discussing marketing strategy 讨论营销策略__128
- Unit 29 Proposing a new project 提出新的项目__134
- Unit 30 Presenting a new product 介绍新产品__138
- Unit 31 Discussing solutions to a problem 讨论问题的解决方案__142
- Unit 32 Discussing a mistake 讨论工作过失__146
- Unit 33 Accepting criticism and taking responsibility 接受批评与承担责任__150
- Unit 34 Distribution of work and responsibilities 责任归属与工作分配__154
- Unit 35 Feeling overworked and making complaints 工作过量与抱怨__158
- Unit 36 Working overtime 加班__162

Contents

Chapter 5 Outside Correspondence and Contact 对外的联络

- Unit 37 Contacting by email 电子邮件的往来 **168**
- Unit 38 Contacting by fax 传真的往来 **174**
- Unit 39 Making appointments with customers on the phone 打电话与客户预约会面 **178**
- Unit 40 A lunch meeting with customers 与客户的餐会 **182**
- Unit 41 Introducing and promoting your product 介绍与推荐公司产品 **186**
- Unit 42 Describing and comparing products 说明与比较产品 **190**
- Unit 43 Negotiating the price with customers 与客户议价 **194**
- Unit 44 Making purchases and comparing prices 采购产品与比价 **198**
- Unit 45 Accepting orders and shipping orders 接单与送货 **202**
- Unit 46 Making a deal with a customer 与客户达成协议 **206**
- Unit 47 Discussing contract terms 讨论合约条款 **210**
- Unit 48 Signing an official contract 签署正式合约 **214**
- Unit 49 Dealing with complaints from customers 处理客户投诉 **218**

Chapter 6 Personnel Matters 人事相关问题

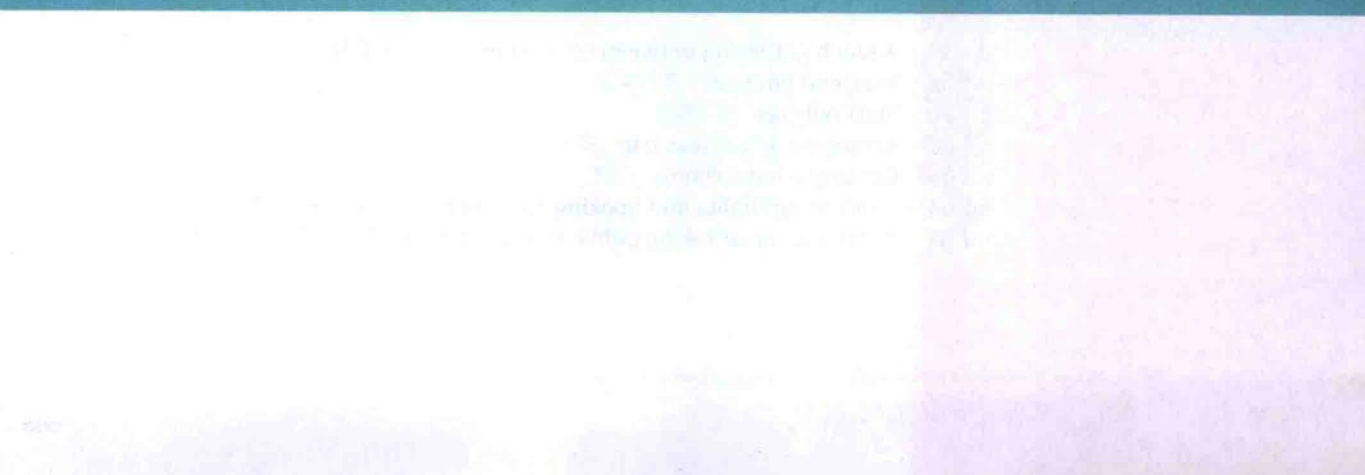
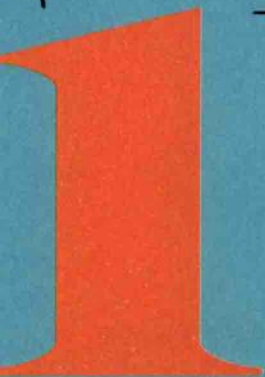
- Unit 50 Interviewing a job applicant 面试应聘者 **224**
- Unit 51 Explaining the benefits of the company 说明公司福利 **228**
- Unit 52 Negotiating the salary 交涉薪资 **232**
- Unit 53 Hiring a new employee 聘用员工 **236**
- Unit 54 Tax issues 税务事宜 **240**
- Unit 55 Insurance issues 保险事宜 **244**
- Unit 56 A promotion 升迁 **248**
- Unit 57 A change in personnel 人事变动 **252**
- Unit 58 Resignation 辞职 **256**

Chapter 7 Socializing and Travel 社交与旅游

- Unit 59 A lunch gathering between colleagues 同事间的聚餐 **262**
- Unit 60 Year-end bonuses 年终奖金 **266**
- Unit 61 Staff outings 员工旅游 **270**
- Unit 62 Arranging a business trip 安排出差 **274**
- Unit 63 Booking a hotel room 订房 **278**
- Unit 64 Confirming flights and booking air tickets 确认航班与订机票 **282**
- Unit 65 Renting a car or taking public transportation 租车或搭乘公共交通工具 **286**

ANSWER KEY & SCRIPTS → **291**

TRANSLATION → **315**



Learning About Your **Job**

认识工作

Arriving at a new job

Key terms

get in

to arrive 到达

commute

a regular journey to and from your place of work 上下班

on board

as part of the team or organization 加入

nerve-wracking

to make someone feel nervous or anxious 令人不安的

small talk

light, informal conversation on non-controversial topics (People make small talk in order to be polite in social situations) 闲聊

hit the ground running

to start a new endeavor at full speed, without wasting time 立即展开行动

brief

to give essential information to someone 简短说明



Katharine arrives at her new office and introduces herself to her colleagues.

Receptionist: Hi there, may I help you?

Katharine: Yes, hi. I'm Katharine Brown, the new research assistant. I was told to ask for Jacob Smith when I **got in**.

Receptionist: Ah, of course. I'm Barbara. It's nice to meet you. Jacob's not available just yet, but he asked me to hand you over to Ann while you wait for him. She's in the conference room around the corner.

Katharine: OK, thank you.

She walks to the conference room.

Katharine: Hi, I'm Katharine. Are you Ann?

Ann: Yes, nice to meet you.

Katharine: Pleasure to meet you.

Ann: Did you have any trouble getting here?

Katharine: Oh, no; actually, it's a very easy **commute**.



Sample Sentences

2

A.

Introducing yourself

1. James Brady, nice to meet you.
2. I'm Sara Cooper. It's a pleasure to meet you.
3. I'm your newest analyst, Brian Sandhurst.
4. My name's Leslie Cooper; I believe I'm supposed to be meeting with Aaron Cantor to get started.

B.

Making small talk

5. Welcome to the office! We're glad to have you **on board**.
6. Don't worry, the first day is always a little **nerve-racking**.
7. The weather looked beautiful on my way in. Is it still nice out?
8. Is this your first time in our office?

3

C.

Talking about yourself

9. I'm from Seoul originally, but I've been living in the USA for the last four years.
10. I just graduated from business school and I'm really excited to be able to put my skills to work.
11. I've been working in sales for a number of years.

D.

Introducing someone to his or her work

12. We're hoping you can **hit the ground running**, as we've got a lot to do here.
13. Your supervisor will **brief** you on our current status.
14. For now, we would like you to focus on learning our customer service policies.

Ways to Commute



Review Questions

A Listening questions: Listen to the conversations and answer the questions below.

4

- The man comes to the office for _____.
 A an interview B a meeting C a work day
- The woman he speaks to is probably _____.
 A the Vice President B the receptionist C the accountant

5

- The man and woman are _____.
 A discussing politics B asking questions C making small talk

6

- Gerald Butler will receive _____.
 A a project booklet B an update on the current project C a conference
- Gerald Butler will probably _____.
 A start doing real work next week
 B start briefing Jane as soon as possible
 C start doing work as soon as possible

B

Usage questions: Read the questions and choose the best answer.

1. "Gloria, this is my colleague Aaron."
"Hi Aaron. It's a pleasure to meet you."
" _____ "

A My name is Gloria. B Pleased to meet you, too. C When did you get it?
2. " _____ "

"Hi Louis. You know, you look very familiar. Did you by any chance work at ARC Industries?"

A Gina, this is Louis. He'll be working with us on the Adams project.
 B Hello, my name is Gina.
 C Please take a seat and Gina will be right with you.
3. "Karen, Denise, I'd like to introduce our new receptionist, Amanda."
Karen: "Hi Amanda! Welcome to the office."
Denise: "Yes, welcome. Please let us know if we can help you settle in."
" _____ "

A Hello! B I'll be happy to show you around. C It's lovely to meet you both.
4. "Hi Debra. I'm Allen, I'll be working on the database with you."
" _____ "

"Yes, I just started yesterday."
"Well, let me help you get started!"

A Nice to meet you Allen. Are you new around here?
 B Hi Debra. I'll show you the database.
 C Hello, Allen. How are you settling in?
5. "Hello there. I'm Marie, from headquarters. I was sent to help you out on the testing project. I just _____ yesterday."
 A come B introduce C got in
6. "Excuse me. Hi, I'm Tom. Rick suggested I poke my head in to _____ myself to you. I'm the new design assistant."
 A introduce B say C name



Katharine is being introduced to her coworkers by her supervisor, Jacob Smith, on her first day of work.

- Jacob: You might have met Barbara Polley on your way in. She's our receptionist and she'll tell you who's in, who's out, where to find us . . . she pretty much **runs the place**.
- Barbara: Hi, Katharine.
- Katharine: Nice to meet you, Barbara.
- Jacob: And this is Jason Smollet, another research assistant here. You'll probably end up working together a lot of the time. He's a good person to go to with questions or problems, before you ask someone else.
- Jason: Welcome to ABC Tech, Katharine.
- Katharine: Thank you, it's a pleasure to meet you. Maybe I can set up a time to **pick your brains**?
- Jason: Any time. I know it can be confusing around here at first!
- Jacob: And that's Samantha Barnet, our Human Resources Manager, just walking in. She'll probably be coming around to help you set up your paperwork, right Samantha?





Samantha walks over.

Samantha: Good morning, everybody.
Welcome, Katharine. Yes, I'll come by later today to make sure we've **dotted the i's and crossed the t's**.

Jacob: Thanks, folks. Now, Katharine, let's go to your **cubicle**.

Katharine: OK—nice to have met all of you!

Jacob: And here is where you'll be working. Barbara will come to show you how to **set up** the telephones and **give** you the **rundown on** the computer, passwords, and anything else you need to know to get going. I think I'll call her now so you can get started. Is that alright? Do you have any questions?

Katharine: No, not **at the moment**, thanks. I'm happy to get started.



Key terms

to run the place

to be in charge or handle day to day activities to ensure things run smoothly. Someone who runs the place is usually in a position of authority; however, secretaries and receptionists can be said to run things as they make and know schedules and are usually relied upon to handle or fix office machinery, etc 经营公司

to pick someone's brains

to ask questions and get information from someone 向……请教

to "dot the i's and cross the t's"

to put precise finishing touches on something; to fill in all the particulars 仔细检查

cubicle

a small compartment within an office that is a workspace for one person 隔间

set up

to configure or organize something so it can function 设定

to give someone the rundown on (something)

to give someone a summary or point by point explanation of a particular topic 概述

at the moment

right now 目前

a wealth of information

a great source of information on a topic 通晓

getting one's feet wet

just beginning a new job, task, project, etc. The phrase alludes to wading into water: the first thing to get wet is your feet 初尝某事

to get up to speed

slang, to show someone what he or she needs to know in order to begin work. In a sense, to catch up to the knowledge the rest of the team already has 进入状态; 了解最新情况

