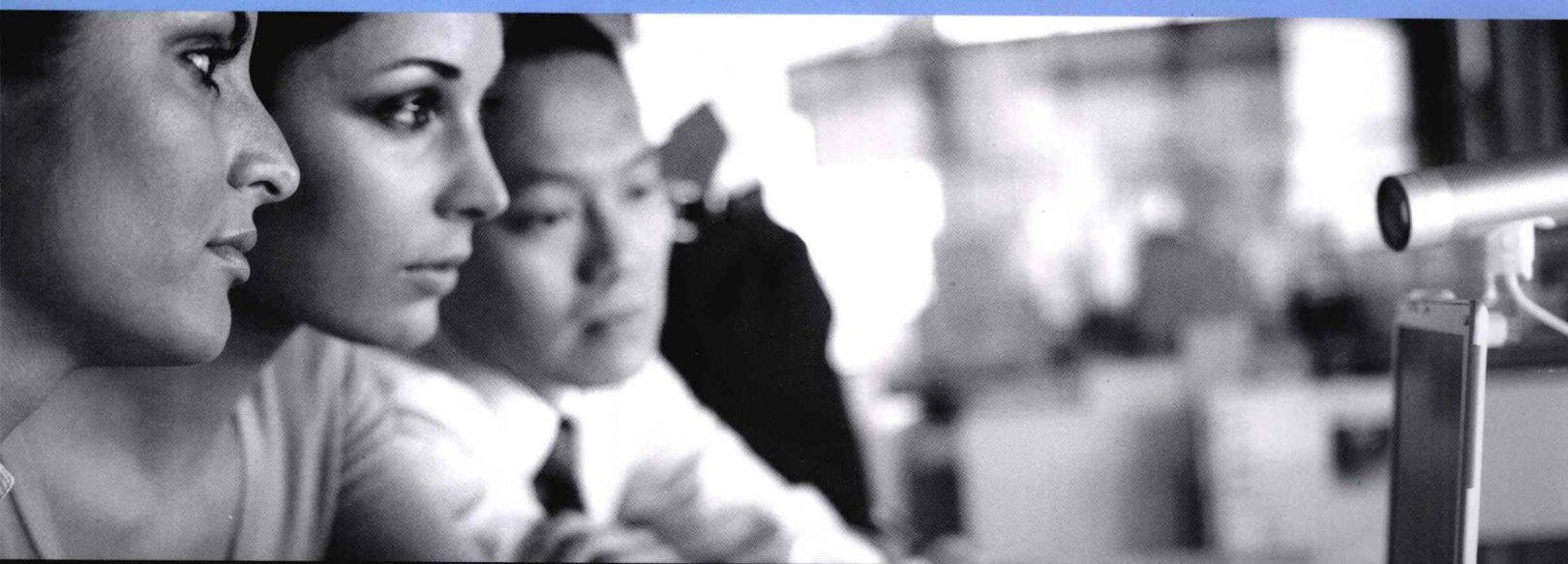


英国剑桥大学考试委员会推荐

# 新编剑桥商务英语 (初级)

## 练习册 (第三版)



SUCCESS **BEC**  
WITH  
WORKBOOK **PRELIMINARY**

HELEN STEPHENSON

附答案



经济科学出版社  
Economic Science Press



Summertown  
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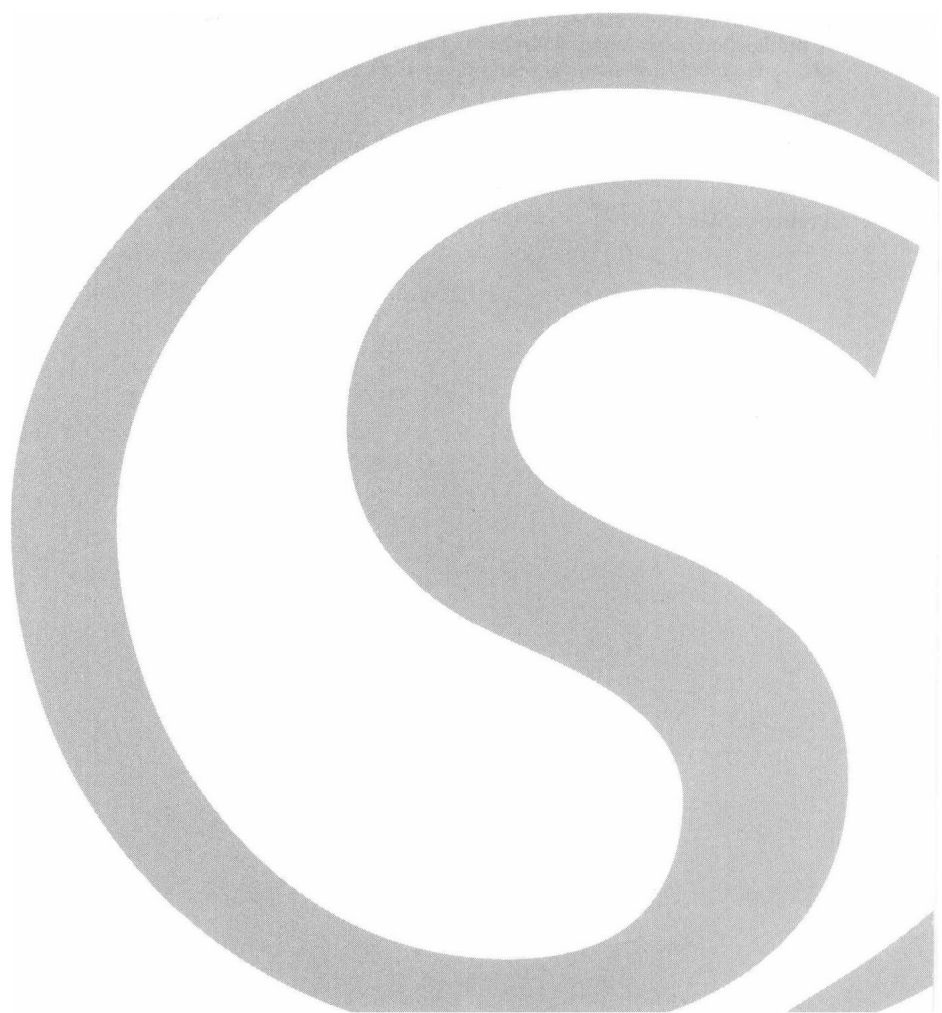


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HELEN STEPHENSON



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## 1.1

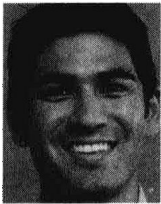
## World of work


Read about three people's jobs (A–C) on a careers advice website and choose the correct job titles from the box.

customer services manager  
human resources officer lawyer  
marketing executive office manager  
production manager public relations officer  
retail manager tourism officer travel agent

## Careers Advice

On this site you can find out what *real* people say about their jobs and what they *really* do day-to-day.

A  I love this job. I work long days, including Saturdays, and sometimes Sunday mornings too, but I enjoy it. I'm responsible for the success of the shop – meeting our sales targets, basically – but I always try to exceed our targets and I organise special promotions. We often get a bonus from head office. On a typical day, I get here early in the morning and I check the deliveries. I'm very strict about quality control. I help the staff organise the displays and then I open the shop. I manage a staff of ten. I organise their shifts and process their salaries. My assistant manager supervises their day-to-day work. For me, the only difficult aspect of this job is the accounts – I'm terrible at maths.

B  I work a typical working week, Monday to Friday, which is great. I never come to work on a Saturday or Sunday. I'm responsible for managing all the administration in our office. I'm usually at my computer most of the day. I check and process the office accounts and I supervise the security and administrative staff. There's a lot of paperwork: I deal with all the payments related to the staff and the office. In this job, you need to pay attention to detail and I enjoy that aspect. The staff here sometimes think that I'm very strict – about personal phone calls and so on – but it's my job to reduce our office costs. I don't like wasting the company's money.

C  In my job, I usually work every day of the week, including holidays. I sometimes get a day off in the middle of the week. I don't mind because I get long holidays in the winter. My job is quite interesting because of all the people I meet. I talk to people of different nationalities every day, especially in the summer holiday season. I answer people's queries and give information about the area. Another part of my job that I enjoy is setting up exhibitions to promote the area. I sometimes lead tours to local attractions – that can be great fun. To the visitor, we represent this town and perhaps this country – that's why I like to do my job well.

### 2 Match each person to a text, A, B or C. Which person:

- 0 is responsible for meeting sales targets? A
- 1 doesn't work at weekends? \_\_\_\_\_
- 2 meets people from many countries? \_\_\_\_\_
- 3 deals with different enquiries? \_\_\_\_\_
- 4 uses a computer a lot? \_\_\_\_\_
- 5 often starts work early? \_\_\_\_\_

#### Text B

- 6 c \_\_\_\_\_ accounts
- 7 p \_\_\_\_\_ accounts
- 8 s \_\_\_\_\_ staff
- 9 d \_\_\_\_\_ w \_\_\_\_\_ payments
- 10 r \_\_\_\_\_ office costs

#### Text C

- 11 a \_\_\_\_\_ queries
- 12 g \_\_\_\_\_ information
- 13 s \_\_\_\_\_ u \_\_\_\_\_ exhibitions
- 14 l \_\_\_\_\_ tours
- 15 r \_\_\_\_\_ the town / country

### 3 Underline the verbs for job functions in each text. Write them below in the infinitive form.

#### Text A

- 0 organise special promotions
- 1 c \_\_\_\_\_ deliveries
- 2 h \_\_\_\_\_ staff
- 3 m \_\_\_\_\_ staff
- 4 p \_\_\_\_\_ salaries
- 5 s \_\_\_\_\_ day-to-day work

The present simple

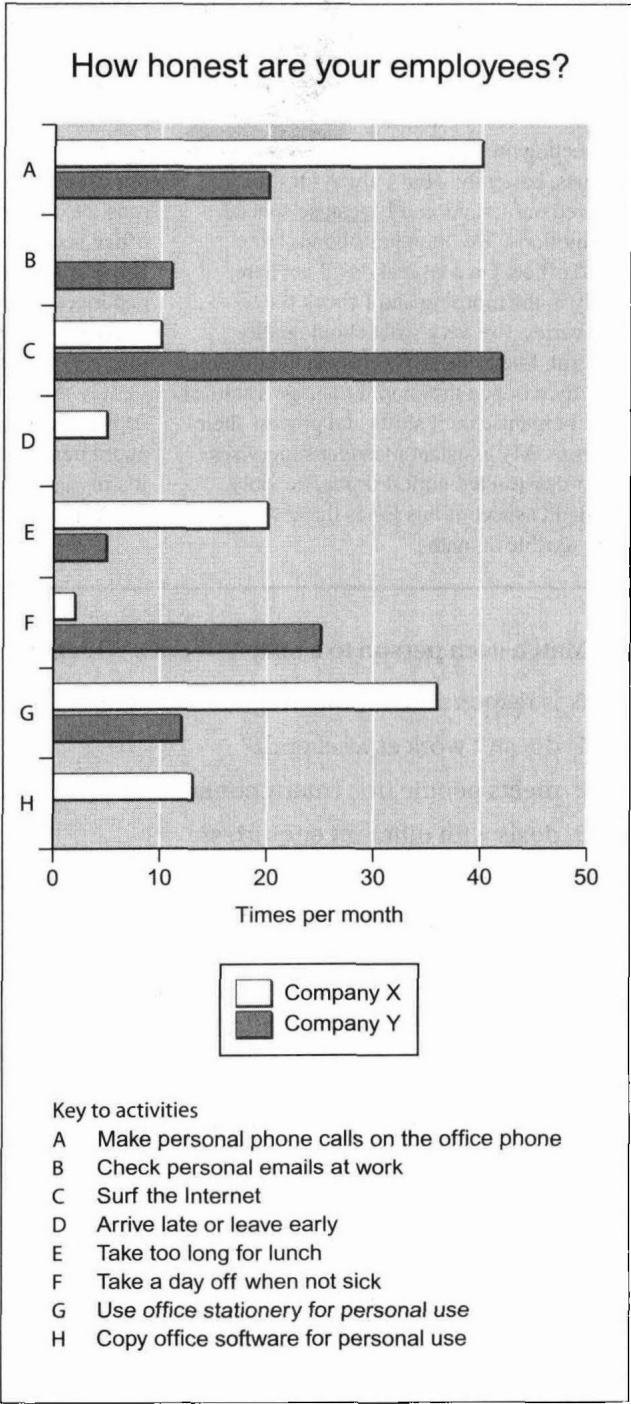
4 Complete the text with the present simple form of the verbs in brackets.

I (0) work (work) in the head office of a foreign currency exchange agency. The company (1) \_\_\_\_\_ (have) offices all over the world, in airports and in city centres. My job (2) \_\_\_\_\_ (be) a bit boring at times, especially the routine tasks. On the other hand, it's a responsible position - we all (3) \_\_\_\_\_ (deal with) large sums of money every day. A lot of our work (4) \_\_\_\_\_ (be) automatic: a machine (5) \_\_\_\_\_ (count) the money, for example. I prefer that, because I (6) \_\_\_\_\_ (not like) to make mistakes. We (7) \_\_\_\_\_ (not often have) problems with false money: I think everybody (8) \_\_\_\_\_ (know) that our machines (9) \_\_\_\_\_ (be) very sophisticated. However, people occasionally (10) \_\_\_\_\_ (try) to use false credit cards to buy foreign currency.

Adverbs and expressions of frequency

- 5 Rewrite each sentence with the time expressions in the correct positions.
- 0 Do you drive to work? *usually*  
Do you *usually* drive to work?
  - 1 He doesn't work late. *usually*  
\_\_\_\_\_
  - 2 I work at weekends. *never*  
\_\_\_\_\_
  - 3 He visits clients. *twice a month*  
\_\_\_\_\_
  - 4 I am at my desk by 8am. *normally*  
\_\_\_\_\_
  - 5 Do they give press conferences? *every week*  
\_\_\_\_\_
  - 6 She isn't behind schedule. *often*  
\_\_\_\_\_
  - 7 We finish work early. *often / on Fridays*  
\_\_\_\_\_
  - 8 Our department organises training sessions. *sometimes / at weekends*  
\_\_\_\_\_
  - 9 He is late for work. *occasionally / on Mondays*  
\_\_\_\_\_

- 6 Look at the chart, which shows the results of a survey into employee honesty, and complete the sentences.
- 1 In Company X, employees never \_\_\_\_\_.
  - 2 In Company \_\_\_\_\_, staff sometimes make personal phone calls at work.
  - 3 In Company Y, staff rarely \_\_\_\_\_.
  - 4 In Company \_\_\_\_\_, employees rarely arrive late or leave early.
  - 5 In Company \_\_\_\_\_, staff often surf the Internet.
- 7 Now write three sentences about each company for activities F-H.



## 1.2

## Personal and professional details

## Pronunciation

- 1 Write the remaining letters of the alphabet in the correct column, according to their sounds. Check your answers to exercise 1 in the answer key before you do exercise 2.

<i>day</i>	<i>see</i>	<i>pen</i>	<i>eye</i>	<i>go</i>	<i>you</i>	<i>car</i>
A	B	F	I	O	Q	R
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

- 2 Now practise saying the alphabet. Read each column in exercise 1 vertically.
- 3 Verbs ending in -s are pronounced in one of three ways:

/z/ as in <i>goes</i>	/s/ as in <i>works</i>	/iz/ as in <i>finishes</i>
-----------------------	------------------------	----------------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Write the following verbs in the correct columns above.

tries	organises	gets	checks
helps	opens	manages	processes
enjoys	visits	gives	arranges

## At the annual meeting

- 4 Put the words in the correct order to make greetings.

1 again nice hi see Anya to you

\_\_\_\_\_

2 I'm hello Ross McGovern

\_\_\_\_\_

3 me you excuse are Bart Roland ?

\_\_\_\_\_

4 you how hello Ms Wiseman are ?

\_\_\_\_\_

5 Delemus me name is your excuse ?

\_\_\_\_\_

6 good my name's Maya Lund morning

\_\_\_\_\_

- 5 Match the greetings 1-6 in exercise 4 with the responses A-F below.

- ☐ A Yes, I am.
- ☐ B I'm fine, thanks.
- ☐ C Hi, pleased to meet you, Ross. I'm Brian.
- ☐ D How do you do?
- ☐ E No, I'm afraid it isn't.
- ☐ F It's nice to see you, too.



Personal and professional profiles

6 Write questions for these answers using the prompts in the box.

What / do? Who / work for?  
How often / show your collection?  
~~What time / start work?~~ Where / from?  
Do / like your job? Who / buy / your designs?  
Where / be / your studio? Be / ambitious?  
Why / be / in Paris?

- 0 What time do you start work?  
I start work at 8am.
- 1 \_\_\_\_\_  
I'm a fashion designer.
- 2 \_\_\_\_\_  
I work for YSL.
- 3 \_\_\_\_\_  
Yes, I love my job.
- 4 \_\_\_\_\_  
My studio is in the centre of Paris.
- 5 \_\_\_\_\_  
Because it's the fashion centre of the world.
- 6 \_\_\_\_\_  
I show my collection twice a year, in spring and in autumn.
- 7 \_\_\_\_\_  
Yes, I'm very ambitious. I want to have my own fashion label.
- 8 \_\_\_\_\_  
I'm from Birmingham, in England.
- 9 \_\_\_\_\_  
Lots of celebrities and film stars buy my clothes.

7 Use the information in exercise 6 to write a profile of the fashion designer, Raffi. Change the pronouns and verb forms, as appropriate.

Raffi is from Birmingham, in England. He ...

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Exam writing skills: proof reading

8 Read the text and find six errors in spelling, punctuation and grammar.

Our global **PLA** community

**PLA** Inc.

my profile \_\_\_\_\_

**Katherine Pereira**  
K\_perreira@pla.com

*This page has received 374 visits*  
[Click here to update profile](#)

*Hi everyone,*

*I'm Katherine, but my friend's call me Kate. My name is english, but I'm from Lisbon. I'm lawyer and I work in the head ofice of the Legal Department at PLA. I specialise in insurance contracts. In my spare time, I like marathon runing and fotography. You can see my pictures if you click here. I hope you like them!*

9 Read the profile you wrote in exercise 7 and check your spelling, punctuation and grammar.

## 1.3

## Reading Test: Part One

In Part One of the Reading Test there are five short texts. Each text is followed by one multiple choice question. For each question, make sure you can say why the two incorrect options are wrong.

**1 Which option is correct, A, B or C?**

1

**PEEJAY ELECTRICS**

Deliveries accepted Mondays and Thursdays ONLY.

- A The shop accepts deliveries in the mornings only.
- B The shop takes deliveries twice a week.
- C The shop delivers goods two days a week.

**2 Say why the other two options are incorrect.**

**3 Repeat exercises 1 and 2 for texts 2–4 below.**

2

**Be Positive! Training Conference**

Please sign in at reception, collect your welcome pack and have your photo taken for your conference ID badge.

Conference participants should

- A present identity documents at reception.
- B check out when they leave.
- C go to reception when they arrive.

3

Computer back-up and system maintenance  
every Friday 16.30–17.30.

The IT department does routine work

- A on Friday afternoons.
- B on Friday mornings.
- C at half past six on a Friday.

4

**Spar Minimarket**

We are closed for holidays from 2/2 until 12/2 inclusive.

The shop

- A is open in February.
- B is closed on the first of February.
- C is open at the end of February.

## 2.1

## Work in progress

## The present continuous

- 1 Read the extract from a company newsletter and complete the text with the present continuous form of the verbs in brackets.

## New IT systems for all staff

*Major improvements in IT are coming to all offices*

IT gives us essential tools to do our jobs, and the IT Improvement Project (0) *is delivering* (deliver) those tools. The aim of the project is to increase efficiency in all aspects of our business through better in-company IT systems. The project's first big success is the new email application: after a very successful trial at head office, we (1) \_\_\_\_\_ (extend) our in-house email system across the whole company. The project manager, Fraser King, says, 'We (2) \_\_\_\_\_ (look) at things that really make a difference and we (3) \_\_\_\_\_ (improve) them. My team (4) \_\_\_\_\_ (hold) meetings in all the divisions, and they (5) \_\_\_\_\_ (use) face-to-face interviews and online surveys to collect information from users. Our key question is "What (6) \_\_\_\_\_ (not / work) well for you and why not?"' Fraser is in the middle of a four-week fact-finding trip – he (7) \_\_\_\_\_ (visit) Sydney, Bangkok and Seattle this month, where he (8) \_\_\_\_\_ (coordinate) the project with local managers. 'I (9) \_\_\_\_\_ (give) lots of presentations about the project – I want everyone to understand what we (10) \_\_\_\_\_ (do). So far the response is very positive and people are enthusiastic. Everyone's looking forward to using better, more efficient IT tools.'

- 2 Look at Fraser King's schedule for his visit to Sydney. Write a sentence for each activity using the verbs in the box.

discuss interview give visit  
have leave meet

- 0 On Day 1, he's having a breakfast meeting with the IT manager, Australia.

## Day 1 (Thurs 10th)

am breakfast meeting – IT manager, Australia  
department heads – meetings until lunchtime  
pm presentation of project to local staff

## Day 2 (Fri 11th)

am with IT manager – tour of Sydney offices and  
factories  
interviews with local staff  
pm with IT manager – project schedules

## Day 3 (Sat 12th)

Free

## Day 4 (Sun 13th)

Night flight to Bangkok

- 3 Match sentences 1–6 with responses A–F. Then say whether each exchange refers to (1) an action that is happening now, (2) a temporary activity or (3) a fixed arrangement in the future.

- |                                                    |                                                         |   |
|----------------------------------------------------|---------------------------------------------------------|---|
| 1 What are you working on at the moment?           | A He's having lunch, I think.                           |   |
| 2 Where's Sam?                                     | B Really? Where?                                        |   |
| 3 We're using the small meeting room this week.    | C No, sorry. I'm leaving for Brussels at two o'clock.   |   |
| 4 Why is the printer making that noise?            | D The new Christmas promotion.                          | 2 |
| 5 Can we talk about the IT project this afternoon? | E I don't know. Perhaps there's some paper stuck in it. |   |
| 6 We're opening four new shops next month.         | F I know, they're painting the main room.               |   |



Temporary jobs

4 Read the lists of job responsibilities for a project manager and a team leader. Complete the lists using the verbs in the box.

complete employ give hire  
hold meet set supervise

Project manager

- 0 employ project staff
- 1 \_\_\_\_\_ targets for each phase of the project
- 2 \_\_\_\_\_ meetings with management
- 3 \_\_\_\_\_ project on schedule

Team leader

- 4 \_\_\_\_\_ the work of the team
- 5 \_\_\_\_\_ weekly updates to project manager
- 6 \_\_\_\_\_ deadlines agreed with project manager
- 7 \_\_\_\_\_ temporary staff if necessary

5 Read the email about a summer job in an investment bank and decide whether sentences 1-5 are 'Right' or 'Wrong'. If there is not enough information to answer 'Right' or 'Wrong', choose 'Doesn't say'.

- 1 Camille has a temporary job at Merrill Lynch.  
A Right    B Wrong    C Doesn't say
- 2 Camille is working in the front office for the summer.  
A Right    B Wrong    C Doesn't say
- 3 Fatima is applying for a permanent job at the bank.  
A Right    B Wrong    C Doesn't say
- 4 Mulligan only employs university graduates.  
A Right    B Wrong    C Doesn't say
- 5 Camille is going back to university after the summer.  
A Right    B Wrong    C Doesn't say

6 Look at the underlined words in the text and find synonyms for these words.

- 1 choice \_\_\_\_\_
- 2 customers \_\_\_\_\_
- 3 excellent \_\_\_\_\_
- 4 share dealers \_\_\_\_\_
- 5 temporary \_\_\_\_\_
- 6 university course \_\_\_\_\_



Hi Fatima,

How's it going? Are you enjoying the summer? How's your summer job at Merrill Lynch going? I'm having a great time here at Mulligan! The people are really friendly and I'm learning so much. I'm getting lots of experience – it's quite different to everything we're doing at university, isn't it? I'm working in 'Operations', where they deal with all the transactions between the bank's clients and the traders. Next week I'm spending three days with the traders in the front office – that should be exciting! Which department are you working in at Merrill Lynch? Are they paying you lots of money? Are you thinking about applying for a permanent job there next year? Here at Mulligan they have a training scheme for university graduates – it sounds like a really good option. They give you a short-term contract, for six months, while they're training you, and the money is great. You can try out different jobs and find out what you like and what you are good at. Anyway, that's all for next year – first, I have to finish my degree!

By the way, any news from Harry? I think he's still trekking in Nepal, but I don't think he's getting my emails. And Lucinda says she hates her sailing trip and she can't wait to come home!

Anyway, let me know how you're getting on. Look forward to hearing from you soon.

Love,

Camille

## 2.2

## Making arrangements

## Arranging a meeting

- 1** Match Roger's responses (A-E) to the gaps (1-5) to complete the conversation.

**Fraser** Hello, Roger. It's Fraser. Can we meet this morning to discuss the project schedule?

**Roger (1)** \_\_\_\_\_

**Fraser** OK, how about this afternoon?

**Roger (2)** \_\_\_\_\_

**Fraser** Well, I'm meeting the managing director at half past four, so before then.

**Roger (3)** \_\_\_\_\_

**Fraser** That doesn't give us much time.

**Roger (4)** \_\_\_\_\_

**Fraser** Yes, that's fine.

**Roger (5)** \_\_\_\_\_

**Fraser** Great. Thanks, Roger.

- A How does half past three sound?  
 B OK. See you then.  
 C What about three o'clock, in that case?  
 D Yes, that sounds fine. What time are you free?  
 E Hi, Fraser. Sorry, I can't. I'm busy all morning.

## Pronunciation

- 2** Say these times and dates aloud and decide which parts are stressed. Then complete the rules below by choosing the correct option in bold.

09.15    12.30    2.20    6.19  
 1990    1314    2015    1680

- 1 The numbers 20, 30, 40, 50, 60, 70, 80 and 90 are stressed on the **first/second** syllable.  
 2 The numbers 13, 14, 15, 16, 17, 18 and 19 are stressed on the **first/second** syllable.

- 3** Practise saying the numbers 20 to 90 and 13 to 19 aloud.

- 4** Write out these times and dates in words and mark the stresses. Practise saying each one aloud.

15.30    fifteen thirty

13.40    \_\_\_\_\_

19.20    \_\_\_\_\_

18.50    \_\_\_\_\_

20.15    \_\_\_\_\_

Feb 17th    February the seventeenth

Dec 19th    \_\_\_\_\_

Oct 15th    \_\_\_\_\_

Nov 30th    \_\_\_\_\_

Aug 20th    \_\_\_\_\_

Prepositions of time: *at, in, on*

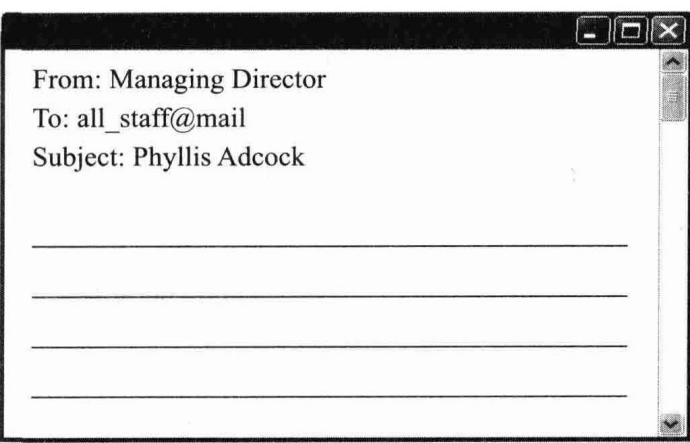
- 5** Complete the sentences by choosing the correct prepositions.

- 1 Our employees get a bonus *at / in* Christmas.  
 2 The seminar is *on / in* Tuesday.  
 3 We're moving offices *on / in* June.  
 4 They're launching the new model *in / on* 2009.  
 5 He's making a press announcement *on / at* six o'clock.  
 6 They're opening the shop *at / in* weekends now.  
 7 I switch off my mobile phone *on / in* the evening.  
 8 We hold a progress meeting *at / on* the last day of the month.  
 9 She works from home *at / on* Mondays and Tuesdays.  
 10 Our sales usually drop *on / in* the winter.

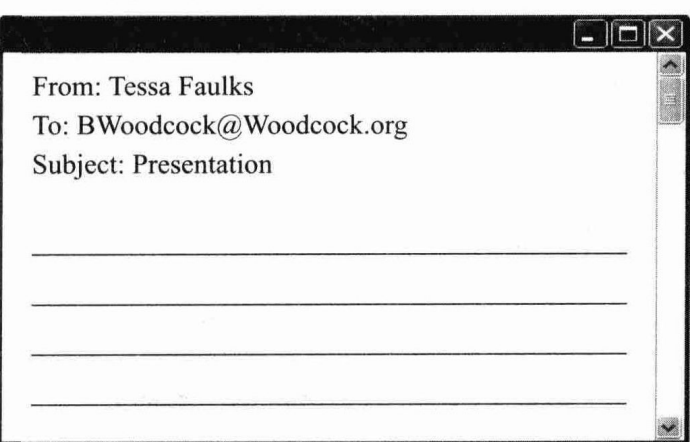
Invitations

6 Read the headers of two emails, an invitation (A) and a reply (B). Then read the lines from the two emails and decide which email they belong to. Put the lines in the correct order and copy out each email under the correct header.

Email A: an invitation



Email B: a reply



- ☐ As you may know, Phyllis Adcock is leaving the company at the end of the week.
- ☐ Many thanks for the invitation to your presentation on Tuesday 12th.
- ☐ I invite you all to join Phyllis, myself and the rest of the management team
- ☐ I'm afraid I'm visiting our Italian subsidiary next week and
- ☐ on Friday lunchtime, for an informal leaving party.
- ☐ so I won't be able to attend.
- ☐ Drinks and snacks will be served in the board room from 1pm.
- ☐ Please be prompt.
- ☐ Good luck with the presentation!

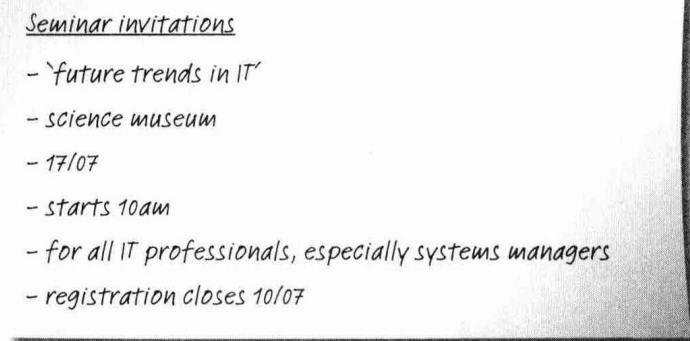
7 Read Email A and underline the information about *what*, *what time / when* and *where*. What other important information is given?

8 Write B Woodcock's original invitation to Tessa Faulks. Use Email A as a guide. Make sure you include information about *what*, *when* and *where*.

9 Write a note to Phyllis Adcock. Explain that you can't attend her leaving party, give a reason and apologise. Wish her luck in her future career. Use Email B as a guide.

Exam writing skills: following task instructions

10 Read the notes about a seminar, then read the invitation. Find and correct three mistakes in the invitation.





## 2.3

## Writing Test

The Writing Test comes immediately after the Reading Test. You have 1 hour and 30 minutes to do the Reading and Writing Tests.

The Writing Test has two parts:

In Part One, you have to write a piece of internal communication, ie to someone in the company. You have to write 30–40 words.

In Part Two, you have to write a piece of business correspondence, ie to someone outside the company. You have to write 60–80 words.

**1** Read the information about the Writing Test. Write Part One or Part Two next to the texts below.

**A** \_\_\_\_\_

Hi Fiona,

The IT manager is coming this afternoon, around 3pm, but I'm leaving early to catch the flight to London. Can you meet him on my behalf? All the notes for the meeting are on my desk.

Thanks a lot,

Charlie

**B** \_\_\_\_\_

Dear Bill,

This is to confirm the points we agreed on at our meeting yesterday, 13 March.

As the main contractor, you are responsible for hiring all the construction workers and for supervising the day-to-day progress of the project. The additional cost of employing extra workers, if necessary, comes from your budget. Phase 1 is currently running two weeks behind schedule; you will give daily updates to me, the project manager, for the rest of phase 1.

Regards,

Gavin Lowe

**2** Which exam questions 1–3 matches text A?

**1**

- You are unable to go to a meeting because you have to fly to London.
- Write a **note** to your colleague:
  - asking him / her to represent you at the meeting
  - explaining when and where the meeting is
  - telling him / her to call you if you need any more information.

**2**

- You are arranging a meeting between the IT manager and your department.
- Write a **memo** to your staff:
  - explaining the reason for the meeting
  - giving the time and date of the meeting
  - asking everybody to attend punctually.

**3**

- You are unable to meet a scheduled visitor because you have to fly to London.
- Write a **note** to your colleague:
  - saying who is coming to the office
  - explaining why you can't meet him / her
  - asking your colleague to have the meeting with the visitor, using the information on your desk.

**3** Write the texts to answer exam questions 1 and 2.

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