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生活与商务英语 365

Student's Book 2

学生用书



2

人民邮电出版社
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Bob Dignen Steve Flinders Simon Sweeney

for work and life
新剑桥**English**

生活与商务英语 **365**

2

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新剑桥生活与商务英语 365(2) 学生用书

◆ 作者 (英) 鲍勃·迪格南 史蒂夫·弗林德斯 西蒙·斯威尼

策 划 刘 力 陆 瑜

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内 容 提 要

《新剑桥生活与商务英语 365》系列分 3 个级别，主要针对在职人员，是一套将工作和生活融为一体，时尚而系统的新锐商务英语教材。英文原版 2005 年获英国文化协会 ELT 图书创新奖。如果你在工作中要用英语进行交流，并常常需要商务外出或会见宾客，那么这套书正适合于你。它是一套在商务、生活与休闲中寻求平衡，在语法、词汇、发音、专业沟通技巧之间寻求平衡，在听、说、读、写实践技能之间寻求平衡的书。书中的每一单元都会为你提供在生活与商务活动中最直接和最鲜活的英语知识。

学生用书 2 共由 30 个小单元和 2 个复习单元组成。按照表达与练习语言技能与交际技巧的需要，将 30 个小单元划分为 3 种类型，每 3 个单元组成一个小循环：紫色单元主要包含听力、语法与发音；蓝色单元包含阅读、工作中的词汇、交流技巧；绿色单元包含旅游和社会生活中的短语、听力、休闲生活中的词汇。每一单元都附有口语表达练习，每一单元后面还附有一张活页练习题。学生用书主要是用于课堂教学，与本书配套使用的还有用于课堂活动的听力磁带与 CD。

学生用书 2 的读者主要是学习过本套丛书 1 级别之后的读者，或者拥有中级英语水平的读者。本书会全方位增进学习者理解、运用商务英语的信心和能力。无论是词汇还是语法，听力还是阅读，在本书中都将更有深度和更具挑战性。此外，本书还为读者介绍了许多沟通技巧，包括如何参与复杂的讨论等。

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To the student

Who is *English365* for?

Welcome to *English365* Book 2. You may already know *English365* from Book 1, but if not, this brief introduction explains some key features of the series. *English365* is for people who need English for their jobs and for their free time. If you use English at work and also when you travel and meet people, *English365* is for you. The book is for and about real working people and every unit gives you English which you can use straightaway at work or in your free time.

What is *English365*?

There are two main parts to this course:

The **Student's Book**, which you are reading now. There are also classroom cassettes or audio CDs for the listening exercises in this book. As well as the core material in each unit, there is support material to help your learning in the Grammar reference section.

The **Personal Study Book with Audio CD** is to help you remember the English which you learn in the classroom. It provides important support, consolidation and extra practice material to help your learning. The more you work outside the classroom, the better your English.

- The **Personal Study Book** has important information about the language, and exercises for you to practise.
- The **Audio CD** gives you extra listening practice. You can also practise the pronunciation exercises and social English dialogues from the **Student's Book** on your own.

What's in the **Student's Book**?

With the **Student's Book**, you can work on:

- the **grammar** which you need to make English work for you
- the **vocabulary** you need for your job and for your free time
- the **phrases** you need for your free time – getting directions, welcoming visitors, etc.
- the **phrases** you need for your work – telephoning, emailing, etc.
- **pronunciation** rules to help you speak better and understand better too.

There are 30 units in the book (plus two revision units, one after Unit 15 and one after Unit 30), and there are three types of unit:

Type 1 units (Units 1, 4, 7, etc. – the **purple** units)

Type 2 units (Units 2, 5, 8, etc. – the **blue** units)

Type 3 units (Units 3, 6, 9, etc. – the **green** units)

In **type 1** units you work mainly on:

- Listening
- Grammar
- Pronunciation.

In **type 2** units, you work mainly on:

- Reading
- Vocabulary for work
- Communication skills for work – for telephoning, writing emails, presenting information and taking part in meetings.

In **type 3** units, you work mainly on:

- Phrases for travel and socialising
- Listening
- Vocabulary for your free time.

You practise **speaking** in every unit!

At the back of the book, there are also:

- File cards for pairwork exercises (page 104)
- Grammar notes (page 112)
- The tapescripts for the classroom cassettes/audio CDs (page 120)
- Answers to all the exercises (page 136).

English365 Book 2

English365 Book 2 is for learners who have already completed Book 1 or who are at lower-intermediate to intermediate level. Book 2 consolidates what you already know and takes you forward.

In Book 2 the listening and reading tasks are more challenging and they will help you to develop a better all-round level of confidence and competence in understanding English, as well as, of course, speaking the language.

Book 2 also introduces a wider range of communication skills, including presenting information and taking part in meetings and simple discussions. Another difference between Book 1 and Book 2 is that a larger number of new words are introduced in each unit.

We hope you enjoy learning with *English365* Book 2. Good luck with your English.

Bob Dignan Stan Flinders
Sue Sweeney

On the agenda

Speaking

Working life

Grammar

Present simple and present continuous

Pronunciation

Strong and weak stress



Meet Iyad Takrouri. He's from Jordan and works for Syngenta, a Swiss company which makes crop protection products for farmers across the world.

1

Working internationally

Warm up

Would you like to work in another country?
What would you enjoy about working abroad?
What would you find difficult?

Listen to this

From Jordan to Switzerland

1 Listen to Iyad talking about working in Switzerland. Are these sentences true or false? ▶▶1.1

- 1 He works in Geneva as a technical manager. T ☐ F ☐
- 2 Business is increasing a lot at the moment. T ☐ F ☐
- 3 He has responsibility for the Middle East and North Africa regions. T ☐ F ☐
- 4 He finds Swiss German difficult to understand. T ☐ F ☐
- 5 His team is not very international. T ☐ F ☐

2 Listen again and answer these questions. ▶▶1.1

- 1 What is Iyad's main responsibility?
- 2 Why are big European farming organisations moving into Egypt and Morocco?
- 3 How often does Iyad visit the countries for which he is responsible?
- 4 What does Iyad like most about Switzerland?
- 5 Why does Iyad prefer to speak English at work?

What do you think? How international are you? Would you like a job with a lot of travel? Would you like to work in an international team? Why? Why not?

Check your grammar

Present simple and present continuous

Look at the examples (a–f) of the present simple and present continuous.

- a I *work* in Zurich for Syngenta as a technical manager.
- b Business *is* really *increasing* a lot.
- c I *visit* all the countries once a year for business meetings.
- d *Do you enjoy* living in Switzerland?
- e Everybody *speaks* English.
- f He's *staying* in your hotel.

Match these two descriptions with each of the sentences (a–f).

- 1 Temporary actions and situations which are happening now, for example, current trends and short-term events in progress.
- 2 Actions and situations which are not temporary, for example, general and personal facts, regular events, likes and dislikes.

Which description (1 or 2) describes the present simple tense and which one describes the present continuous?

Note We do not normally use continuous tenses with 'state' verbs, for example: believe, know, think, understand, feel, smell, taste, look, want, like, love, hate, need, prefer.

Grammar reference pages 112–113 ▶▶

Do it yourself

1 Correct the mistakes in these sentences.

- 1 He work in Madrid.
- 2 Where do you coming from originally? Are you German?
- 3 Sales increase a lot at the moment in China.
- 4 I'm usually going to work by car.
- 5 This meal is delicious. The meat is tasting really good.

2 Choose the correct question from the two options (present simple or present continuous) for each answer.

- 1 Q: What do you do? / What are you doing?
A: I'm a consultant.
- 2 Q: What do you do? / What are you doing?
A: I'm helping with a project in China at the moment.
- 3 Q: Do you specialise in project work? / Are you specialising in project work?
A: No, I don't. I work in a lot of different areas.
- 4 Q: How often do you come to Zurich? / How often are you coming to Zurich?
A: This is my first time!
- 5 Q: Where do you stay? / Where are you staying?
A: I'm in a hotel near the railway station.
- 6 Q: Does your business expand at the moment? / Is your business expanding at the moment?
A: Absolutely. The market is fantastic right now.

Work with a partner and practise asking and answering the questions.



I'm in a hotel near the railway station.

3 Two former colleagues meet at an airport. Complete their conversation using the words in brackets.



- A: Hi, Marina. Surprise, surprise.
B: Karl! Good to see you. What (1) (you / do) here?
A: I'm on my way to Nairobi for a business meeting.
B: Really? (2) (I / go) to Paris to meet my brother for the weekend.
A: Oh, (3) (he / work) in Paris?
B: No. He works in Budapest. Paris is just an easy place for us to meet.
A: OK. (4) (How often / you / see) him?
B: (5) (We / try / meet) twice a year in Paris.
A: Sounds good.
B: It is. (6) (You / know) Paris?
A: Not very well. (7) (I / not / go) there very much. Anyway, how's work?
B: Good. (8) (I / work) on a new product at the moment. And you?
A: Well, (9) (things / not / go / well) , you know, because it's a very difficult market situation. Oh, I think (10) (your plane / board)
B: You're right. I've got to go. Bye.
A: Bye. Have a good trip! Really good to see you again.

Listen and check your answers. ►►1.2

Strong and weak stress

1 Listen to these short dialogues. The stressed words are underlined. ▶▶1.3

A: Where do you work?

B: I work in Geneva. And you?

A: What do you do?

B: I'm a journalist.

A: Where are you staying?

B: In the Hilton. Where are you staying?

Listen again. Why do the speakers stress the underlined words? Why does the speaker stress 'you' in two of the questions? ▶▶1.3

When speaking, we place strong stress on syllables or words which carry the main meaning or focus. Other words have weak stress. In present simple and present continuous questions, the auxiliary verbs and pronouns normally have weak stress. However, in short questions and reply questions we change the stress, e.g. 'And you?'

Work with a partner and practise asking and answering the questions.

2 Underline the words which have the main stress in the following short dialogues.

A: How often do you travel on business?

B: About once a month. And you?

A: Are you busy?

B: Yes, I'm working on a big project in China.

A: Do you know Madrid?

B: No, I don't. Do you?

A: What are you working on at the moment?

B: A report – the deadline is next week.

A: Did you have a good weekend?

B: Great, thanks. How was yours?

Listen and check your answers. ▶▶1.4

Work with a partner and practise asking and answering the questions.

It's time to talk

Dynamic communication

1 In Do it yourself exercise 3, Marina and Karl created a dynamic conversation using two simple techniques:

- asking a lot of questions
- using short phrases like 'OK' to show interest when listening.

Read the dialogue again and find different questions and short phrases you can use to build a dynamic conversation.

2 You meet a former colleague (your partner) in an airport departure lounge. Start and maintain a short conversation by asking questions about the following. Make notes about yourself below, and prepare questions to ask your partner before you start talking. Try to make your conversation dynamic.

My profile

Job responsibilities

Current projects

Current situation of the business or sector

Business travel

Family

Weather at home

Remember

- We can use the present simple tense to talk about personal details, habits and routines, and likes or dislikes.
- We can use the present continuous tense to talk about personal projects, current changes and temporary situations.
- We build a dynamic conversation by asking lots of questions, and showing interest when listening by responding with short phrases.

On the agenda

Speaking

Profiling your organisation

Vocabulary

Business and business organisation

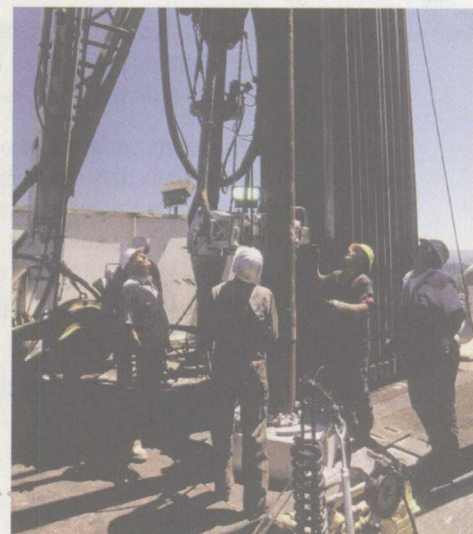
Communicating at work

Telephoning 1: Getting through /

Leaving a message



Meet Ablaziz Esseid.
He works for Total.
His company's
headquarters is at
La Défense in Paris.



2 Power for life

Warm up

How many oil companies can you name?
Which countries do they come from?
Which one sells the most petrol in your country?
Do you always buy the same brand of petrol?



TOTAL

Read on

Total – in the energy business

Total is France's biggest oil company and Ablaziz Esseid works for it. He is based in Paris but he travels all over the world. We interviewed Ablaziz about his company.

1 Match our questions to the answers which Ablaziz gives. There are two questions which do not match an answer.

- 1 What does the company do exactly?
- 2 What do you do at Total?
- 3 How big is the company?
- 4 Do you ever feel lost in such a large organisation?
- 5 Where is the company based?
- 6 What's the history behind Total?

We need energy to live and we depend on oil. Without it, our jobs, our free time and our mobility would all be very different. Every day we consume 70 million barrels of oil. Every year we consume 2,200 million tonnes of coal and 2,500 billion cubic metres of gas.

It's a long story! Total was founded in 1924, and for many years it was a French state oil company. In 1999 Total joined Petrofina, the Belgian oil and gas company, and in 2000 Totalfina merged with its main French competitor, Elf Aquitaine, and the name became Totalfinaelf. Now it's called Total again, and it's France's biggest company.

2 What do the following figures in the article refer to?

- 1 70 million
- 2 2,500 billion
- 3 1924
- 4 700 billion
- 5 50 billion
- 6 120

As a company, Total is organised into three areas. Firstly, Upstream, which means oil and gas exploration and production. This also covers electricity production where we have investments in nuclear, solar and wind energy. Then there's Downstream, which includes refining gasoline for cars. The third area is Chemicals. But our core business is supplying energy for people to live: to run a car, to light offices, schools and homes. We provide power for life.

Total is huge. The turnover is around \$700 billion per annum, with profit after tax at around \$50 billion. In terms of staff, we employ over 120,000 people in more than 120 countries. It's massive, but it's incredible to think that Exxon, the biggest oil company, has twice our total sales!

Never! The headquarters at La Défense is enormous, but I work in a small team of just 20 people. It's really good fun and we have a great working atmosphere. And, for everyone, it's very motivating to be at the centre of a truly global business doing something that's necessary for everyone to live their lives.

3 The article mentions several forms of power. How many can you find?

What do you think? Which do you think is the most important form of energy for the future? Why?

In American English the words 'gas' or 'gasoline' are used for the fuel for cars. In British English it is called 'petrol'.

The words you need ... to talk about business and business organisation

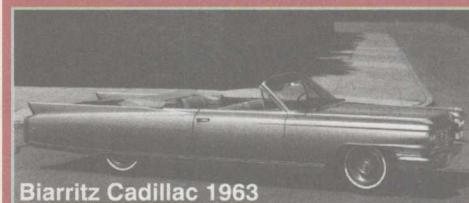
1 Use words from the box to complete the profile of General Motors.

Factfile – General Motors

(1) in 1908 by Billy Durant, General Motors, the world's largest vehicle manufacturer, designs, builds and (2) cars and trucks worldwide, and has been the global automotive (3) since 1931.

GM today (4) cars in factories in over 30 countries and sells them in about 200 countries. The company is (5) six major regional (6): North America, Western Europe, Eastern Europe, Asia/Pacific, Latin America and Africa/Middle East. GM (7) about 355,000 people around the world.

Last year GM sold over 8.5 million cars and trucks (8), more than any other automaker. It has a 15.1 per cent (9) of the global vehicle market. In 2002 (10) reached \$186,763 million.



Biarritz Cadillac 1963



Cadillac XLR 2004

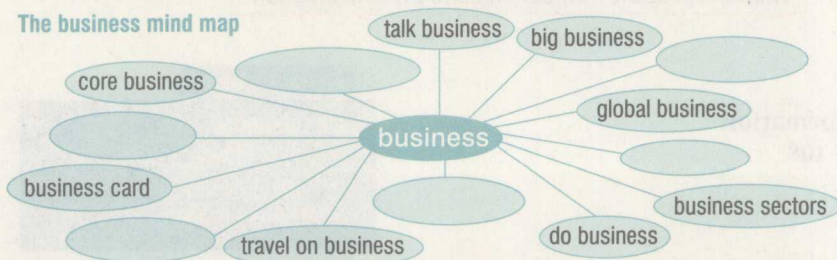
How many of the words in the box can you use to talk about your own organisation or an organisation you know?

2 Look at the business mind map below. Complete the sentences using words from the mind map.

- 1 We a lot of business in Germany.
- 2 We sell worldwide. We're a business.
- 3 Our business is writing software but we also do some consultancy.
- 4 Unfortunately, pirate software is business in some parts of the world.
- 5 Our union has members in a number of business including cars, food and engineering.
- 6 Do you give people your business when you first meet them or when you say goodbye?
- 7 In my new job I'm going to have to business a lot more than before.
- 8 OK, we've only got a couple of hours. Let's business.

Can you add any more words to the mind map? Can you make your own sentences for the words you add?

The business mind map



produces worldwide markets
organised into turnover employs
share market leader founded sells

It's time to talk

A new organisation

You work for an energy business (which you are going to invent). Make notes about the organisation under each of these headings.

Name
Core business
Founded
Number of employees
Organised into
Number of countries
Market share in home country
Turnover
Strong points
Weak points

Work with a partner. Ask each other questions about your organisations.

Communicating at work

Telephoning 1: Getting through / Leaving a message

Do you use the phone in English? If so, what do you use it for?

1 Listen to four phone calls and match each call to one of the headings. ▶▶2.1

- Call 1 Waiting on line
 Call 2 The person called is not available
 Call 3 Getting through
 Call 4 Leaving a message

2 Now listen again and complete the dialogues below. ▶▶2.1

Call 1

You've (1) the voicemail of Eve Warner. Please (2)
 and I'll (3) as soon as I can.

Call 2

A: Hello, I'd like (4) Helen Foster, please. Is she (5) ?

B: I'll (6) to her department. One (7) , please.

Call 3

A: Would you like to (8) ?

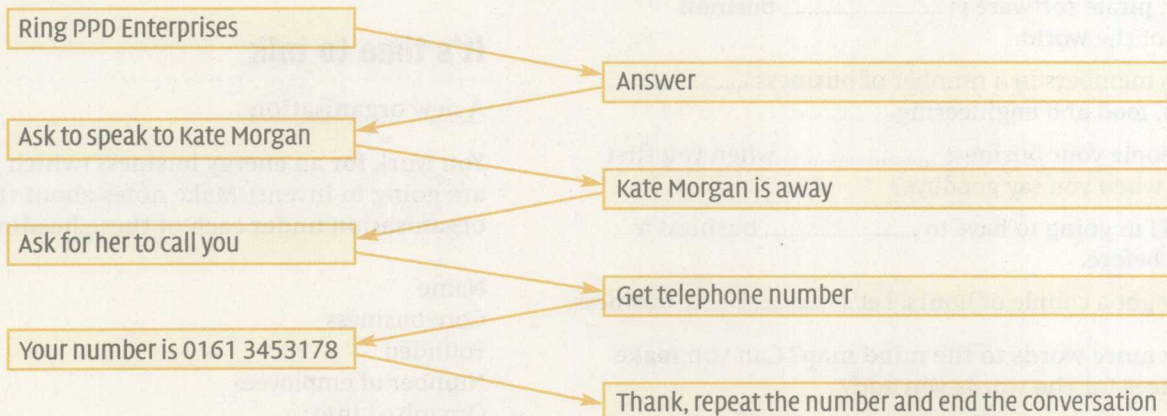
B: Well, no, I (9) to him personally. Perhaps he could
 (10) Can I (11) ?

A: Yes, of course, please do.

Call 4

We are (12)high call load at the current time. For web support,
 please visit our website at www.supex.com/technical. Otherwise, please
 (13) and an operator will be with you as soon as one (14)

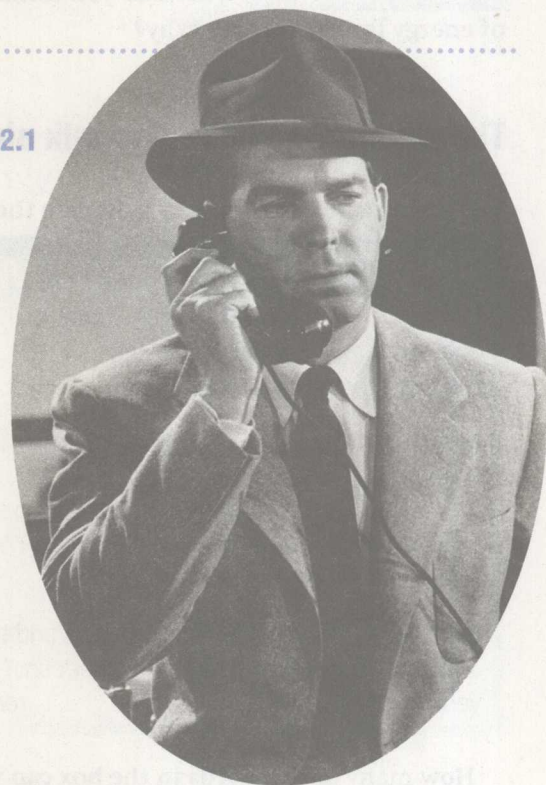
3 Work in pairs. Use this flowchart to build a short conversation with your partner. Then change roles.



4 Work in pairs. Student A should look at the information on page 104, and Student B should look at page 108.

Remember

- On the phone:
- Speak slowly and clearly.
 - Repeat all key information.
 - Always be polite.



Is he getting through?

Speaking

Likes and preferences

Social phrases

Arriving in a place you don't know

Vocabulary

Music, theatre, dance and opera



Warm up

Do you ever have problems finding your way around new places that you visit? What kinds of problem?

3 Edinburgh — the festival city

Arriving in a place you don't know

1 Complete the dialogues with phrases (a-h) below.

At left luggage

A: Excuse me, (1) ?
B: Yes, what have you got?
A: We've got a backpack and a large suitcase.
B: OK. That's £4 for the suitcase and £3 for the backpack. The ticket's valid for 24 hours.
A: Fine, thanks. (2)
B: That'll be fine. Have a nice morning.

At the accommodation bureau

A: Hello, we've just arrived and (3) , please.
B: Singles or double?
A: Double, please.
B: OK. Edinburgh's very full but I can phone one in Leith for you.
A: Thank you. How far is it and (4) ?
B: It's about half an hour by bus.

At tourist information

A: Hello, can you help us?
(5)
B: Yes, here you are.
A: And (6) the festival?
B: This tells you about the official festival. And this has information about the Fringe – the unofficial festival.
A: Thanks. And one last thing: do you have a bus timetable for Leith?
B: Yes, here you are.
A: Thanks for your help.

Getting there

A: Excuse me, we want to get to Leith. (7) , please?
B: Yes, you want a number 37. The stop is just down the road there.
A: (8) ?
B: You don't need to get a ticket in advance. You can pay on the bus.
A: Thank you.
B: You're welcome.



Have a go

Cover the dialogues above and make your own, starting with the words below.

At left luggage

Excuse me, ...

At the accommodation bureau

Hello, we've just arrived and ...

At tourist information

Hello, can you help us?

Getting there

Excuse me, we want to get to ...

- a We'd like a map of the city
- b Where does the bus leave from
- c Where do we buy the tickets
- d can we leave our bags here
- e can you give us some information about
- f how do we get there
- g We'll come and get them around 2 this afternoon
- h we'd like a bed and breakfast for two for three nights

2 Now listen and check. ▶▶3.1

3 Practise reading the dialogues with a partner.

Listen to this

The festival city

Before you listen Which towns and cities do you think of when you hear the word 'festival'? Do you ever go to festivals? Have you heard of the Edinburgh Festival?

1 Listen to Joanna Baker talking about the Edinburgh Festival. Are these sentences true or false? ▶▶3.2

- | | |
|---|---|
| 1 The Edinburgh International Festival is an arts festival. | T <input type="checkbox"/> F <input type="checkbox"/> |
| 2 The different festivals last five weeks. | T <input type="checkbox"/> F <input type="checkbox"/> |
| 3 The International Festival is quite formal. | T <input type="checkbox"/> F <input type="checkbox"/> |
| 4 Joanna's personal favourite is opera. | T <input type="checkbox"/> F <input type="checkbox"/> |

2 Listen again and answer the questions. ▶▶3.2

- How many different performances does the International Festival have?
- How many visitors come to the festival?
- Complete what Joanna says about her job: 'My job is to make sure we and that we bring in'
- How much do the 10.30 pm shows cost to attend?
- What does Joanna enjoy doing during the rest of the year?

What do you think? Joanna says: '... it's perfect. Job and hobby together.' Can you say the same? What is your main hobby? Would you like to have your job and hobby together? If you could do this, what would you do?



Joanna Baker is the marketing and public affairs director for the Edinburgh International Festival. We interviewed her about the festival and about her work.



The words you need ... to talk about music, theatre, dance and opera

Going out 1: The performing arts

The performing arts are arts like music, dance, opera and theatre which are performed live by people on the stage of a concert hall or theatre. Add an ending from the box to the words in the sentences below.

-ector -et -orary -ion -estra -ing
-ographer -wright -ume -cert -ance
-erina -ress -ign -ition -or

The performing arts (general)

- The Comédie Française's product..... of Molière's *Tartuffe* is perhaps their best version of this great play in the last 20 years.
- We are sorry to announce that Barbara Bonney has a heavy cold and is unable to appear in tonight's perform..... of *The Marriage of Figaro*.
- I couldn't see what was happening on the stage half the time! The light..... was very poor.
- The stage des..... for this *Hamlet* was excellent and made the opening scene with the castle at night very dramatic.

Music

- The wonderful Octet is a relatively early compos..... of Mendelssohn's: he wrote it when he was only 16.
- Sir Simon Rattle is the first conduct..... to become music director of the Berlin Philharmoniker in its history.
- The Berlin Philharmoniker is thought by many to be the best orchi..... in the world today.
- We went to a marvellous con..... at the Théâtre des Champs-Élysées last weekend – Mitzuko Uchida at her best, playing Schubert.

Theatre

- People who have seen the theatre work of dir..... Peter Brook can often remember it years afterwards.
- Shakespeare is rightly thought to be the greatest play..... in the English language but we should not forget that there were many other interesting dramatists living at the same time as him.
- The play was very well done but I don't think it was a good idea to do this eighteenth century piece in modern cost.....
- She wants to be an act..... when she grows up.

Dance

- The Bolshoi Ball..... is still one of the leading companies in the world, with a history going back to the eighteenth century.
- She's the leading ball..... at the Bolshoi.
- The chore..... is the person who designs the dances which dance companies put on.
- I prefer contemp..... dance to classical dance because I think there is more creativity and variety in what the dancers do.