

首都职工素质教育工程指定培训教材

北京市总工会
北京市人事局
中央广播电视大学

北京市教育委员会
北京市劳动和社会保障局
北京广播电视大学

窗口行业英语练习册

王薇薇 编

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前 言

为了迎接北京2008年奥运会,提高首都职工的整体英语水平,针对北京市数十万的窗口行业职工的英语学习需求,北京市总工会、北京市教育委员会、北京市劳动和社会保障局、中央广播电视大学、北京广播电视大学通过“首都职工素质教育工程”,联合推出了《窗口行业英语》教材。《窗口行业英语练习册》作为教材的组成部分之一,根据主教材的重点单词和会话编写而成。练习题均与日常工作和生活场景密切相关,旨在考查职工在真实环境下综合运用英语语言的能力。

根据由浅入深的认知规律,本练习册的每个单元设置了“词汇”、“句子”、“对话”、“角色扮演”四个部分,力图贴近职工的实际水平和工作需求,达到学以致用目的。

为了对职工学习成绩进行客观的评价,本课程考核分为形成性考核(平时成绩)和课程终结考试(期末成绩)。考核形式均为口试,要求能够就所给定的话题进行有效的基本交流。平时成绩占课程总成绩的40%,期末成绩占课程总成绩的60%。本练习册中各个单元的最后一个练习“角色扮演”可用于形成性考核。任课教师可根据学员所在行业选取相关单元的练习进行考核,并给出平时成绩。形成性考核一般不少于三次。

《窗口行业英语》练习册由中央广播电视大学刘黛琳教授主持策划,经过英语教学界专家黄震华教授(对外经济贸易大学)、马登阁教授(北京第二外国语学院)、杨阳教授(首都师范大学)的审定。在编写过程中,得到了中央广播电视大学继续教育学院的热情帮助,在此表示衷心感谢。

由于编写仓促,疏漏之处在所难免,敬请广大读者提出宝贵意见,以便再版时更正完善。

编者

2006年6月

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第一单元

一、词汇

选词填空。

Filling in the blanks.

hospitality	journey	ages	General Manager	card
introduce	meet	touch	pleasure	elevator

1. Take the ____, go down to the first floor.
2. I will show you around. Did you have a good ____?
3. I'd like to ____ you to Frank Jones. He is from Canada.
4. I am glad to ____ you.
5. Hi, Yuguang. How nice to see you again. Haven't seen you for ____.
6. We must stay in ____.
7. I am the ____ of ABC Company.
8. Here is my ____.
9. It has been a ____ meeting you.
10. Thank you for your kind ____.

二、句子

1. 将下列单词排序,组成完整的句子。

Put the words in each sentence in the correct order.

- 1) John, name, my, is
- 2) are, you, where, from
- 3) do, how, do, you
- 4) will, show, I, around, you
- 5) go, let's
- 6) to, introduce, you, I'd like, to, Frank Jones
- 7) you, forages, haven't, seen
- 8) stay, must, we, in touch
- 9) excuse, please, me
- 10) I, must, I'm afraid, dash

2. 将下列句子翻译成英文。

Translate the following sentences into English.

- 1) 你好,我是 P&G 公司办公室的陈丽。
- 2) 你以前来过北京吗?
- 3) 你是哪儿人呢?
- 4) 见到你很高兴!
- 5) 我都好久没见你了。
- 6) 请允许我介绍一下我们的总经理。
- 7) 我来自美国。
- 8) 是吗! 美国的什么地方?
- 9) 恐怕我得赶紧走了。
- 10) 保重,常保持联系。

3. 将下列句子翻译成中文。

Translate the following sentences into Chinese.

- 1) How do you do?
- 2) Nice to meet you.
- 3) I am a little tired after the long train journey.
- 4) It has been a pleasure meeting you.
- 5) How nice to see you again.
- 6) I am sorry, but I am bad with names.
- 7) I am the marketing manager of New Directions Industries.
- 8) I'll miss you. Hurry back!
- 9) I hope you have a safe journey home.
- 10) I look forward to our future contact.

三、对话

1. 将对话补充完整。

Complete the conversation.

A: Hello, you must be Zhang Gang. I am Chen Li.

B: Oh, _____?

A: How do you do?

B: _____?

A: No, never. This is my first time.

B: I'd like to introduce you to Frank Jones. He is from Canada.

A: _____.

C: Nice to meet you, too.

2. 将下列句子相匹配, 组成小对话。

Match the following sentences to make short dialogues.

1. Where are you from?
2. Thank you for your kind hospitality.
3. It has been a pleasure meeting you. I hope you have a safe journey home.
4. Must you go so soon?

- a. You are welcome.
- b. I am from the USA.
- c. Yes, I have a plane to catch.
- d. Thank you. I look forward to our future contact.

四、角色扮演

根据提示情景, 学员分别组成小组扮演角色, 尽量多地使用课文中的表达方式。

1. 甲初次来到北京, 乙对甲表示欢迎, 并希望带甲转转。甲很疲倦, 乙先带甲去旅馆。
2. 甲和乙是熟悉的好友, 相互问候后甲将身边的丙介绍给乙, 乙从澳大利亚来, 是甲公司的总经理。
3. 甲和乙是熟悉的好友, 好久不见相互问候。甲介绍自己目前在上海做设计师, 乙说自己在北京做医生。两人互换名片, 表示要保持联系。
4. 甲是 IBM 公司营销经理, 乙是 P&G 公司总经理。两人初次见面互递名片。
5. 甲表示要离开, 乙表示认识甲很高兴并期待近期联系。甲感谢乙的盛情接待。

开心一刻

Mary: Why is the letter E lazy?

Tom: Because it is always in bed.

第二单元

一、词汇

选词填空。

Filling in the blanks.

pin	change	fake	address	birthday
telephone	matter	bill	postcode	confused

1. What's your ____ number?
2. Now you enter your card number and your ____ number.
3. It doesn't ____.
4. The ____ is 83 *yuan* 8 *jiao*.
5. Don't you have any small ____?
6. I am sorry, sir, this 100 *yuan* note is a ____!
7. When is your ____?
8. What's your ____ in the UK?
9. My ____ is NW3 2F1.
10. I get ____ between 13 and 30.

二、句子

1. 将下列单词排序, 组成完整的句子。

Put the words in each sentence in the correct order.

- 1) see, I
- 2) worry, don't
3. time, what, is, it
- 4) is, what, your, number, room
- 5) is, when, birthday, your
- 6) in 1981, was, born, I
- 7) you, it, got
- 8) a, what, pity
- 9) matter, doesn't, it
- 10) does, how, it, work

2. 将下列句子翻译成英文。

Translate the following sentences into English.

- 1) 每隔 15 分钟!
- 2) 你有固定电话吗?
- 3) 你首先拨 17908。
- 4) 这个数字怎么读?
- 5) 您花费了 83 元 8 角。
- 6) 您没有零钱吗?
- 7) 是的。你的理解是正确的。
- 8) 你生日是什么时候?
- 9) 你在英国的地址是什么?
- 10) 饭店的名字叫什么?

3. 将下列句子翻译成中文。

Translate the following sentences into Chinese.

- 1) I get confused between 13 and 30.
- 2) What time is it?
- 3) That's an increase of 360%.
- 4) I will look forward to that day.
- 5) I need to call my brother in Oxford.
- 6) It doesn't matter.
- 7) I need a quarter kilo of sugar and three quarters of a kilo of rice.
- 8) I am sorry sir, this 100-yuan-note is a fake!
- 9) How much is that altogether?
- 10) I was born in 1981.

三、对 话

1. 将对话补充完整。

Complete the conversation.

A: _____?

B: Flat 25, Number 76 Green Street, London.

A: _____?

B: My postcode is NW3 2F1.

A: _____?

B: Yanshan Hotel in Haidian District.

A: _____?

B: 2103. You can reach me at 852960 *, room extension 2103.

A: Ok, thank you.

2. 将下列句子相匹配, 组成小对话。

Match the following sentences to make short dialogues.

1. When is your birthday?
2. What time is it?
3. What's your telephone number?
4. Do you have a landline?

- a. My mobile number is 1343145155 * .
- b. It's 11:35.
- c. Yes, my number is 6644579 * .
- d. April^{1st} and yours?

四、角色扮演

根据提示情景, 学员分别组成小组扮演角色, 尽量多地使用课文中的表达方式。

1. 甲先后向乙询问电话、手机、固定电话和办公室的号码, 乙逐一回答。
2. 甲问乙如何读 3、333、3333, 乙耐心回答。
3. 甲饰服务员, 乙饰顾客, 练习付款时的对话。
4. 甲乙相互介绍自己的生日和属相。
5. 甲乙相互介绍自己的家庭住址。

开心一刻

A: Why is an island like the letter T?

B: It is always in the middle of water.

第三单元

一、词汇

选词填空。

Filling in the blanks.

free	gym	pictures	married	spicy
weather	transfer	share	digital	how often

1. What is the ___ like in Shanghai?
2. I like sports. I play badminton every day, and go to the ___ twice a week.
3. What do you like to do in your ___ time?
4. I hope to ___ to a better job soon.
5. Yes, I am ___. I have a baby son.
6. I ___ a flat with some other students in Beijing.
7. You love to take ___?
8. I bought a ___ camera.
9. ___ do you exercise?
10. I think I ate too much ___ food yesterday.

二、句子

1. 将下列单词排序, 组成完整的句子。

Put the words in each sentence in the correct order.

- 1) can, I, so
- 2) it, a lot, rains
- 3) I, hate, Beijing, winter, in, the
- 4) job, what's, your
- 5) I, engaged, am
- 6) about, what, your, family
- 7) right, that, is
- 8) the, summer, hot, too, is
- 9) it, easy, take
- 10) feel, sick, I

2. 将下列句子翻译成英文。

Translate the following sentences into English.

- 1) 天气不错, 是吧?
- 2) 你有什么爱好吗, 吉尔?
- 3) 你业余时间喜欢做什么?
- 4) 我是个售货员。
- 5) 你结婚了吗?
- 6) 你有兄弟姐妹吗?
- 7) 我妹妹在一家医院当护士。
- 8) 挺有意思。
- 9) 别担心, 我可以教你。
- 10) 看样子你不舒服。

3. 将下列句子翻译成中文。

Translate the following sentences into Chinese.

- 1) When is a good time for you?
- 2) I don't like cloudy weather.
- 3) What kind of films do you like?
- 4) I hope to transfer to a better job soon.
- 5) We are now living with my wife's parents, but we hope to get our own flat soon.
- 6) My brother is a taxi driver.
- 7) I like photography too.
- 8) I think spring is the best season in Beijing.
- 9) When I relax, I just watch DVDs.
- 10) You must take some medicine and have some rest.

三、对 话

1. 将对话补充完整。

Complete the conversation.

1) A: Nice weather, isn't it?

B: Yes, it is. _____?

A: Shanghai is wet. It rains a lot.

B: _____?

A: Beijing is very dry.

2) A: _____?

B: I like to go to the cinema or theatre in my free time.

A: _____.

B: Really? What kind of films do you like?

A: _____.

B: I think romantic films are boring.

2. 将下列句子相匹配, 组成小对话。

Match the following sentences to make short dialogues.

1. How often do you exercise?

2. What do they do?

3. You love to take pictures?

4. Are you married?

a. My sister is a nurse in a hospital, and my brother is a taxi driver.

b. That's right. When I go to a new place I take lots of photos.

c. I am engaged. And you?

d. About three times a week. I go swimming.

四、角色扮演

根据提示情景, 学员分别组成小组扮演角色, 尽量多地使用课文中的表达方式。

1. 甲和乙谈论北京的天气。
2. 甲和乙谈论业余时间的爱好。
3. 甲和乙相互介绍自己的家庭成员。
4. 甲身体不舒服, 乙询问状况, 表示关心。
5. 甲喜欢游泳, 建议乙应该和自己一起锻炼。

开心一刻

Mary: Why do teachers at University wear sunglasses?

Tom: Because their students are very bright.

第四单元

一、词汇

选词填空。

Filling in the blanks.

digits	crowded	depends	business	rent
catch	expensive	electronic	down	reserve

1. I have to ____ a plane to Dalian tomorrow.
2. City centre buses have one or two ____.
3. Double-decker buses are more ____ but with air-conditioning.
4. During the rush hour, the buses are usually very ____.
5. Of course, let's write them ____.
6. Can I get a monthly ____ bus ticket?
7. The fare for those buses ____ on the travel distance.
8. I have to go to Tianjin on ____.
9. You can ____ a seat by phoning 6962302 * .
10. You are joking! We don't need to ____ a whole bus!

二、句子

1. 将下列单词排序, 组成完整的句子。

Put the words in each sentence in the correct order.

- 1) there, shuttle, is, a, bus
- 2) it, very, is, confusing
- 3) how much, fare, the, bus, is
- 4) good, that, sounds
- 5) pity, that's, a
- 6) is, rush hour, when, in, Beijing
- 7) let's, them, write down
- 8) idea, good
- 9) deposit, pay, I, a, 20-yuan

10) worry, don't

2. 将下列句子翻译成英文。

Translate the following sentences into English.

- 1) 今天我想去森林公园。
- 2) 为什么不乘小巴呢?
- 3) 北京巴士有几种票价?
- 4) 看,我有一张公交图。
- 5) 哪些短语用途大呢?
- 6) 抱歉,我没有零钱。
- 7) 车票多少钱?
- 8) 我们想去北京动物园。
- 9) 为什么不乘机场大巴呢?
- 10) 令人困惑。

3. 将下列句子翻译成中文。

Translate the following sentences into Chinese.

- 1) City centre buses also have three digits.
- 2) We want to go to Beijing Zoo.
- 3) We are sure to get a seat.
- 4) When is the rush hour in Beijing?
- 5) What phrases are useful?
- 6) There is a combined bus and subway ticket.
- 7) What a pity!
- 8) What kinds of fares are there on Beijing buses?
- 9) Tell me about long distance buses, please.
- 10) How can I book a seat?

三、对 话

1. 将对话补充完整。

Complete the conversation.

1) A: There are so many buses in Beijing. It is very confusing.

B: Well, _____.

A: So number one to ninety nine.

B: _____. And trolley bus numbers are between 100 and 200.

2) A: _____?

B: Local routes are one *yuan* .

A: _____?

B: The fare for suburban buses depends on the travel distance.

A: _____?

B: 750! 517 are buses and trolley buses, 12 minibuses, 18 tourism routes and 203 long distance ones.

2. 将下列句子相匹配, 组成小对话。

Match the following sentences to make short dialogues.

1. How long does it take?
2. How can I book a seat?
3. Today I would like to go to the forest park.
4. How much does it cost?

- a. You can reserve a seat by phoning 6962302 * .
- b. About one hour and forty minutes.
- c. I pay a 20-yuan-deposit. Then for me it is 45 yuan a month to travel 140 times.
- d. There is a special coach to the park, tour bus Y11.

四、角色扮演

根据提示情景, 学员分别组成小组扮演角色, 尽量多地使用课文中的表达方式。

1. 甲向乙介绍北京市区车、电车、郊区车的路线。
2. 甲乙讨论乘车拥堵时段问题。
3. 甲向乙学习跟售票员交流的简单汉语短语, 乙写在纸上并逐一解释。
4. 外国游客甲去动物园, 售票员乙热情服务。
5. 甲想去上海, 和乙讨论乘什么交通工具方便。

开心一刻

Wife: What is even harder than a diamond?

Husband: Paying for it.