

LONGMAN
ENGLISH
FOR WORK

朗文上班族英语

For Sale in Mainland China

Valerie Lambert
and
Elaine Murray

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实务训练CD

天天用英语 职业技术

南开大学出版社



EVERYDAY TECHNICAL ENGLISH



完美沟通

——商务社会职场交流必读

朗文上班族系列英语
ENGLISH FOR WORK

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Contents

Introduction	page 1	
1 Working in industry page 5	Dialogues 1 A manufacturing company Products and markets Company size Company background	Dialogues 2 Training Job responsibilities Being in charge Team-working Hours and holidays Shift systems
2 A tour of the workplace page 23	Dialogues 1 Arriving Location Describing the layout Showing a visitor around	Dialogues 2 A new installation Speed and capacity Explaining the process Automation
3 Tools and equipment page 41	Dialogues 1 Workshop facilities The right tool for the job In the storeroom An unfamiliar piece of equipment	Dialogues 2 An inventory Measurements The wrong size Describing things
4 Suppliers and sub-contractors page 59	Dialogues 1 Choosing suppliers Guaranteed supply Extra staff A new supplier A rush order	Dialogues 2 A service contract Extended warranty A product guarantee An insurance policy
5 Buildings and Installations page 75	Dialogues 1 A new warehouse The building schedule Project planning Making progress	Dialogues 2 Phase 1 of a project A new stock system Going live An upgrade
6 Maintenance page 91	Dialogues 1 A minor fault Light or heavy use? Common problems Jobs to do	Dialogues 2 Preventive maintenance Discussing frequency Regular services Non-urgent repairs
7 Troubleshooting page 109	Dialogues 1 A personnel problem An electrical problem A problem in the office Mechanical problem 1 Mechanical problem 2	Dialogues 2 A computer virus The wrong software The screen is frozen Internet problems Memory problems
8 Safety in the workplace page 125	Dialogues 1 A noisy environment Warning signs Hazards Machine safety	Dialogues 2 Flammable materials The evacuation procedure Dealing with a fire Accident 1: A cut hand Accident 2: An ankle injury Accident 3: A fall

9 Environmental matters page 143	Dialogues 1 Recycling Environmentally-friendly products Energy	Dialogues 2 Disposing of waste Air pollution Water pollution Legislation
Word list	page 161	
Glossary	page 173	
Answers	page 189	

Introduction

English for Work

The books in this series present and practise spoken English and practical writing for everyday communication; they feature key words and expressions which will help you in a wide range of work situations. The target language is introduced through short dialogues and texts, and developed in language notes and practice exercises.

The dialogues are recorded on an accompanying CD. The accents featured are predominantly British English, but comments on American usage are included in the notes.

At the back of each book there is a glossary which contains highlighted language from the dialogues. Translations of the glossary can be downloaded, in selected languages, from the Longman website, www.longman-elt.com.

The series is intended for pre-intermediate/intermediate level learners.

Everyday Technical English

Everyday Technical English is suitable for people already working in an industrial or technical environment, and for students in adult education classes, schools, colleges and universities.

The book concentrates on the core everyday technical language used across a variety of industries. We have tried to keep to a minimum the

use of language related to specific industries. A small amount of simple industry-specific language is sometimes used, however, to give a context to a dialogue.

In order to widen your knowledge of the language you might need in your work, you may find it useful to refer to the other titles in the *English for Work* series:

Everyday Business English

Business Presentations

Everyday Business Writing

How to use the book

You can work through the book from start to finish or choose a unit depending on your work needs.

Start a unit by listening to and repeating the *Useful phrases*. Then listen to the dialogues and study the accompanying notes. Certain phrases have been highlighted that have particular language features associated with them. However, it is worthwhile noting other phrases that appear in the dialogues, which are equally important and can also be seen as key phrases. There is a word list at the back of the book which gives simple explanations in English of less familiar vocabulary items. You can also use a dictionary if necessary to check your understanding of the language presented.

On the notes pages you will find boxes containing notes on the key

differences between everyday British and American usage.

After studying the dialogues and notes, work through the exercises. You can refer back to the dialogues and notes as necessary and also use a dictionary to check any new language. Answers are given at the end of the book.

Finally, refer to the glossary at the back of the book and test yourself on your understanding of key expressions. Write translations of these expressions, again using a dictionary if necessary. Visit the *English for Work* page on the Longman website, www.longman-elt.com where you will find translations of the key phrases in a number of languages.

You can use this book for self study or with a teacher. Good luck and enjoy building your “Everyday Technical English” skills!

Valerie Lambert and Elaine Murray, 2003

Some recommended materials to accompany the *English for Work* series:

Longman Business English Dictionary

Penguin Quick Guides: Business English Phrases

Penguin Quick Guides: Business English Verbs

Penguin Quick Guides: Business English Words

Penguin Quick Guides: Computer English

1

Working in industry



Some useful phrases.

Listen to the recording and repeat.

I work for a large, multinational company.

We manufacture components for our car production plants in Europe.

The company has operations in over fifty countries.

We export to Eastern Europe and the Far East.

The domestic market accounts for about 40 per cent of our total production.

The company was founded in 1960.

We have over sixty employees.

What's your annual turnover?

What does IABS stand for?

What does your job involve?

I'm in charge of twenty-five assembly workers.

I have to liaise with our inspectors.

Who do you report to?

I'm on flexi-time.

Do you do overtime?

We have a three-shift system.

I'm on the early shift.



● Dialogues 1

A manufacturing company

A: So, who do you work for?

B: **I work for a large multinational company** called DAK Group. We have five main areas of business—construction, heavy industry, shipbuilding, motor vehicles and telecommunications.

A: And which side of the business do you work in?

B: The motor vehicles division. I work in our Belgian factory.

We manufacture components for our car production plants in Europe.

A: Where are DAK headquarters?

B: In Seoul. But **the company has operations in over fifty countries** and thirty factories all over the world.

Products and markets

A: What does your company do exactly?

B: We design and assemble a wide range of electric generators for hospitals, hotels and small factories. **We specialise in medium-sized generators** but we're hoping to diversify into large models next year.

A: And who do you sell to?

B: **We export to Eastern Europe and the Far East. The domestic market accounts for about 40 per cent of our total sales.**

Company size

A: How many people does your company employ?

B: We have over sixty employees. We have about forty factory workers and technical people and the rest are admin and sales staff. We started off with only ten people so our workforce has grown a lot.

A: What's your annual turnover?

B: It was just over two million euros last year.

Company background

A: How long has the company been in business?

B: For over forty years. ~~The original company~~—Davies Engineering—was founded in 1960** by the Davies brothers in a small workshop near Manchester. They closed down the workshop in 1980 and opened up a new factory in Leeds.**

A: When did it become IABS?

B: In 1997—when it was bought by a German company. They set up two more businesses in the UK.

A: What does IABS stand for?

B: International Air Braking Systems.

Notes

I work for a large multinational company...

Other ways of talking about company size:

It's a medium-sized firm.

It's a small, family-owned business.

We manufacture components...

Note the use of the present simple for situations which are generally true (**NOT** *We are manufacturing...*):

We produce parts for the shipbuilding industry.

We make boxes for packaging firms.

...for our car production plants in Europe.

Note the use of *for*.

A *plant* is a place where things are produced: *a power plant, a steel plant.*

...the company has operations in over fifty countries...

Other ways of talking about parts of the company in other countries:

We have factories all over Europe.

We have production/warehousing facilities in more than twenty countries.

We specialise in medium-sized generators...

Note the use of *specialise in* to refer to the main products of a company.

We export to Eastern Europe and the Far East.

Note: *the UK, the US, the EU, the Middle East.*

No *the* with most countries or continents: *France, Australia, South America.*

The domestic market accounts for about 40 per cent of our total sales.

Note the use of *account(s)* for:

Exports account for 60 per cent of our total production.

Hotel generators account for about 10 per cent of our range of products.

We have over sixty employees.

Other ways of talking about the number of employees:

We employ 2 000 people in our Lyons factory.

There are 200 people working here.

We have about forty factory workers and technical people...

Note the use of *people*: *our maintenance people, our production people.*

...the rest are admin and sales staff.

Admin is short for *administrative*.

...our workforce has grown a lot.

Workforce is often used for people who work for an industrial company:

We need to reduce our workforce.

What's your annual turnover?

Annual turnover is the money that comes into the business each year (through sales, services, etc.).

The original company was founded in 1960...

Was founded means *was started*. Note the use of the passive.

Other examples of passive usage:

It was bought by a German company.

It was taken over last year.

What does IABS stand for?

We use *stand for* when we want to know what letters in a name represent:

BP stands for British Petroleum.

British/American differences

British

Which side of the business do you work in?

...for our car production plants

specialise

American

Which part of the business do you work in? (also used in British English)

...for our auto(mobile) production plants

specialize

• Dialogues 2

Training

A: What do you do?

B: I'm an **apprentice** with a local engineering firm. My training lasts for two years. Two days a week I study Engineering at a local college. If I pass all my exams, **I hope the company will take me on as an engineer.**

Job responsibilities

A: **What does your job involve?**

B: I'm the Project Manager so **I have to make sure our projects run smoothly.** I work with three Project Engineers. They take care of after-sales service and look after the maintenance side of the business.

Being in charge

A: I'm foreman in our assembly shop. **I'm in charge of about twenty-five assembly workers. I have to liaise very closely with our inspectors.** It's their job to check the quality of the work.

B: **Who do you report do?**

A: I report to the Shift Supervisor, and he reports to the Factory Manager.

Team-working

A: Tell me about how you work here.

B: We work in teams. There are about four to six people in

each team. I'm training to be a team leader. **Each team member is responsible for the quality of the goods we produce. We are multi-skilled so we can rotate jobs.** I like that. It stops the work getting boring.

Hours and holidays

A: How many hours do you work a week?

B: I do a forty-hour week. **I'm on flexi-time.** I usually start work at 8 a.m. and finish at 4:30 and have half an hour for lunch. But I can start and finish earlier or later if I want.

A: And how many weeks holiday do you get a year?

B: Four—plus public holidays. **I usually take two weeks off in the summer** and the rest at New Year.

A: **Do you do overtime?**

B: Yes, if we're busy. **I'm paid double-time if I work at weekends.**

Shift systems

A: What sort of shift-system do you operate?

B: **We have a three-shift system**—that's three eight-hour shifts each weekday. We're shut at weekends. This week **I'm on the early shift.**

A: Do you ever have to do the night shift?

B: Yes, sometimes. I don't like working nights—I have problems sleeping during the day.