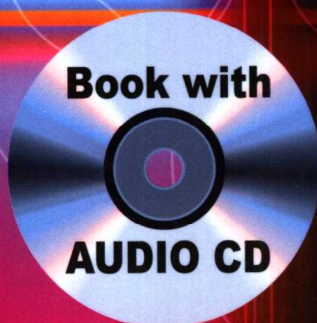


剑桥大学考试委员会推荐BEC中级考试用书

新剑桥商务英语（中级）

Working in English

Cambridge
Professional
English



练习册 (附听力CD)

Personal Study Book

Leo Jones



人民邮电出版社
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Working in English

新 剑桥商务英语 (中级)

练习册 (附听力 CD)

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With Audio

Leo Jones
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INTRODUCTION

The Personal Study Book is divided into seven Modules. The exercises in each Module accompany the equivalent Module in the Student's Book. They relate to the Module as a whole and not to the individual Units.

🎧 The audio CD contains practice in pronunciation and listening comprehension. You may copy the CD onto cassette, MiniDisc or MP3.

There are two kinds of exercise in this book:

Exercises that follow up and revise work you do in the Student's Book:

Pronunciation practice on the audio CD to help you to say useful phrases fluently and easily (the phrases are printed in the Student's Book)

★ Listen to the model versions and try to use the same intonation.

What do you say? exercises to help you to take part in conversations

★ Look at the relevant sections in the Student's Book before you do the exercise.

Vocabulary review puzzles to help you remember new vocabulary

★ If you can't guess a word, leave a blank and come back to it later.

Exercises that extend and build on work you do in the Student's Book:

Interviews on the audio CD with tasks to help you to understand spoken English better. These are interviews with real business people. There is a transcript and vocabulary glossary for each interview at the back of the book.

★ Listen two or three times to each interview and try the tasks *before* you look at the transcript.

Grammar practice in the main problem areas of English grammar (these are explained with examples in the Student's Book)

★ Read the relevant Grammar Reference section in the Student's Book before you do the exercise.

Vocabulary expansion practice to widen your English vocabulary

★ Do the easier questions first! **Highlight** the words you want to remember.

Reading with vocabulary and comprehension tasks to help you to improve your reading skills. There is a vocabulary glossary at the back of the book.

★ Read the text quickly through before you do the tasks.

At the back of the book you'll find:

Answers, Transcripts of the interviews, **Vocabulary** for the interviews and reading texts, and **Audio CD** track listings.

Your teacher will recommend particular exercises from this Personal Study Book for you to do as homework.

Enjoy using this book!
Leo Jones

1

Interviews

A Everyone we interviewed works for Mott Macdonald. Read about the company:

Mott Macdonald

Mott Macdonald is an independent engineering consultancy. Their planning, engineering and management skills cover the whole development cycle from preparing the business case to delivering the completed project and helping to maintain it. These projects include the design and development of tunnels, power stations, airports, bridges, dams, highways and desalination plants. At any one time their 4,300 staff are working on projects in over 100 countries worldwide.



Alex Young



James Arthur



Adam Morton

B Alex is from South Africa. He compares working there with working in Britain. Listen and fill the blanks in this summary.

In Britain (and Italy) there is a lot of sociability around the ¹ _____.

In South Africa there was a ² _____-minute tea break at ³ _____ o'clock in the morning and ⁴ _____ o'clock in the afternoon. Everyone was able to socialize, discuss their ⁵ _____ and help each other to solve ⁶ _____.

Alex finds he is more ⁷ _____ if he takes a break and talks to people.

C Alex, James and Adam talk about using humour in international situations. Listen and fill the blanks in this summary.

Different nationalities laugh at different things. But if everyone else laughs, then you have to ¹ _____ too.

Keep a smile and a ² _____ attitude, but don't tell ³ _____.

Telling jokes and trying to be funny may ⁴ _____ people.

Americans, for example, have a ⁵ _____ attitude to business. The British, French and many ⁶ _____ find a joke in situations they meet.

You can often overcome language problems by ⁷ _____ even in ⁸ _____ situations.

[Transcript and vocabulary on pages 61–62]

SA001/01

2 Meeting people ➡ Unit 1

Listen to the phrases from B1 on page 7 in your Student's Book and practise saying them.

3 Offers, requests and permission ➡ Unit 4

Practise saying the phrases from A2 on page 12 in your Student's Book.

4 Checking information ➡ Unit 5

Practise saying the phrases from B3 on page 15 in your Student's Book.

5 Present tenses ➡ Grammar reference page 98

A Use a suitable form of the verbs in red to complete these questions and answers.

go cost start work take understand mean

- How much sugar *do* you *take* in your tea?
I *take* two spoons, please.
- How much *is* this *cost*?
It *costs* €5 plus VAT.
- What *is* *VAT*?
It *is* *Value Added Tax*.
- When *do* your boss *work* in the morning?
She usually *works* at 7:30.
- Is* Mr Green *at* home today?
Yes, he usually *is* at home on Mondays.
- When *do* you usually *eat* for lunch?
I normally *eat* at 12:30, but today I *eat* at 12.

B Use a suitable form of the verbs in red to complete these sentences.

- When *do* you *prefer* not to take phone calls? **prefer**
- I'm sure she *wants* to be interrupted this morning while she *finishes* the report. **want finish**
- We usually *receive* about fifty calls a day, but we *get* a lot more at the moment. **receive get**
- Each box *contains* 20 packets. **contain**
- It *is* late – you *think* she's going to phone today? **get think**
- I *try* to get in touch with Mr Brown – you *know* when he'll be available? **try know**

6

Vocabulary expansion: Opposites

A Match each word in red with its opposite in blue

automatically	busy
correct	close/near
dark	dangerous
different	difficult/hard
distant	familiar/normal
easy/simple	fast/quickly
empty	full
free	heavy
light	impossible
major	light
old-fashioned	manually
polite	minor
possible	modern
safe	permanent
slowly	relaxing
strange	rude
stressful	similar
temporary	wrong

B Use suitable words from A to complete these sentences.

- I need some help with this document as it's really to read.
- Driving without a seat belt is extremely
- This machine is too for one person to lift.
- This office is so that we need extra lighting.
- These two designs are quite – not at all alike.
- We'd like you to work here for ten weeks – it's only a job, but it is very well paid.
- It is important for managers to relax as much as possible when they have time off, because their jobs are so
- I'm sorry, Mr Brown is busy now, but he's this afternoon.
- This is only a problem and we should be able to solve it quite quickly.
- We need to stop for fuel because the tank is nearly



Reading: The perfect boss?

A These 7 words are missing from the article. Decide where they fit.

best better easier good higher open-minded small

B Each of these sentences contains ONE wrong word, according to the article. Cross out the incorrect word and write the word that SHOULD be used instead.

- 1 A bad boss can never take away your motivation.
- 2 There are more female bosses in the UK than male bosses.
- 3 Female bosses have a less modern approach to their profession.
- 4 Male managers use time more effectively than women managers.
- 5 Women have less experience in juggling responsibilities at home.
- 6 It is not acceptable for women to show their emotions at work.
- 7 Staff in teams led by women are less satisfied with their work.
- 8 Men tend to be better at performing many different tasks.

In search of the perfect boss

Women are the fairer sex after all. Right?

Who holds the key to getting the most out of your job? It's you, of course – but there is another keyholder. Your boss. And as anyone who has ever worked for a poor manager will tell you, a boss who lacks basic management skills can soon take away all your enthusiasm and motivation.

But what makes a ¹ manager? Good leadership qualities? Inspirational creativity? A direct line to the boardroom? Sex?

Yes, sex. The sex of your boss may be more of a factor than anything else. Women managers are a ² but growing

minority – only 18% of managers in the UK are women.

Women managers also happen to be more efficient and trustworthy, have a better understanding of their workforce and are more generous with their praise. In short they make the ³ managers, and male bosses will have to start learning from their female counterparts.

A dangerous and controversial idea?

Maybe. But all the research points towards such a conclusion. A survey in *Management Today* magazine criticizes the ability of male bosses to function as leaders in the modern workplace.

A majority of those questioned – 1,000 male and female managers across the UK – believed women had a more modern outlook on their profession and were more

⁴ and considerate.

They also believe that male managers are egocentric and more likely to steal credit for work done by others.

61% said that men do not make better bosses than women. Female managers use time more effectively: many commented that juggling responsibilities is a familiar practice for women with a home and a family.

Most of us can probably identify at least one woman who attributes her success to an ability to be “just like the men”. After years of having to adopt a masculine identity and hide their emotions and natural behaviour in the workplace, female bosses have become more comfortable with using their own style. Women have now become the role models for managers.

In the USA, a five-year study of 2,500 managers from 450 firms found that many male bosses were rated by staff of both sexes to be self-obsessed and autocratic. Women on the other hand are much ⁵ than men when it comes to teamwork and communicating with staff.

Do you still need convincing? A team of researchers led by Professor Nigel Piercy and Dr Nikala Lane from Cardiff University found that female sales managers are better than men in terms of monitoring, directing, evaluating and rewarding their sales forces. They build teams with greater commitment than men, and they reduce people's anxieties about their job by working more closely with them. Female bosses, say the researchers, also encourage ⁶ levels of job

satisfaction among their teams and manage their teams so that staff turnover is reduced.

Mark Williams, head of recruitment consultant Supply Chain Personnel, agrees that many women have superior management skills.

“In my experience women often make better managers,” he says. “Women managers tend to be more in touch with the feelings of those around them, understanding how their own actions and emotions affect the people who work with them. They are very capable of juggling numerous tasks at the same time, taking time to listen and understand every issue and point of view.

“The way men tend to work is very much by focusing on one issue at a time, finishing that job and then moving on to the next. In management, many different areas can explode at once meaning that the manager has to deal with a variety of work at the same time – a situation which is often ⁷ for women to handle.”

But let's forget about sex for a moment. If you aren't fortunate enough to have a caring, sharing boss – male or female – how do you survive and thrive? Steve Gravett, author of *Managing Your Boss* (How To Books) suggests the following six-step plan:

1. Ignore their behaviour
2. Adapt your response to one that complements their traits
3. Refuse to accept difficult behaviour and be assertive
4. Modify their approach by using humour and peer pressure
5. Complain to your boss's manager
6. Look for a new job

A Rewrite these sentences using a suitable form of the modal verb in **red** + a suitable verb.

- Smoking is not allowed.
You mustn't smoke in this office. **must**
- Get permission from the boss if you want to leave early.
If you want to leave early, you the boss's permission. **have to**
- It's possible that the shipment will arrive tomorrow.
The shipment here tomorrow. **might**
- Don't forget to answer this letter today.
You an answer to this letter today. **ought**
- I'm sure this machine is broken – it doesn't work.
I this machine work –
it broken or something. **can**
must
- Maybe you could send him an e-mail if his phone is busy.
It quicker to send him an e-mail. **might**
- The dress code is smart clothes, but not necessarily a suit.
You smart clothes,
but you a suit. **have to**
need
- I'm sure Russian is hard, but Japanese is even harder.
Russian a very difficult
language to learn, but it as difficult as
Japanese! **must**
can

B Use a suitable positive or negative form of one of the modal verbs in **red** to complete each sentence.

be able to can have to might must need should

- She was so rude to me! I really think she should have been more polite.
- The traffic was so bad that I get to work on time.
- to finish the report tonight, or can I do it in the morning instead?
- Hasn't she called you yet? She lost your phone number, I suppose.
- I get through to her on the phone yesterday, but not today.
- I was worried because I give a presentation at the conference, but it went very well.



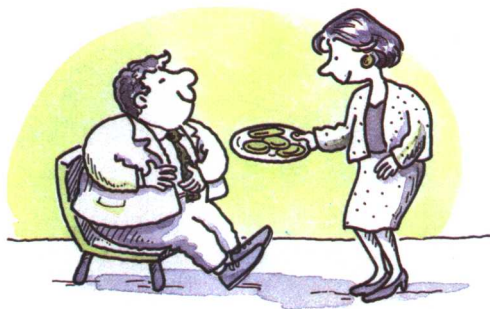
A Imagine that you're talking to a client who is visiting your office.

Look at what the client says and tick the response that you think is more suitable.

- | | | |
|----------------------------------|--|--------------------------|
| 1 Good morning. My name's Brown. | How do you spell that? | <input type="checkbox"/> |
| | Hello, Mr Brown, I'm ... | <input type="checkbox"/> |
| 2 I'm sorry I'm late. | That's all right. | <input type="checkbox"/> |
| | Why are you so late? | <input type="checkbox"/> |
| 3 So, how are you? | Very well, thanks. And you? | <input type="checkbox"/> |
| | I feel a bit depressed. | <input type="checkbox"/> |
| 4 I'm a bit hungry. | I'm sorry to hear that. | <input type="checkbox"/> |
| | Shall we have lunch? | <input type="checkbox"/> |
| 5 It's very hot in here. | Shall I open the window? | <input type="checkbox"/> |
| | Just hold on a moment. | <input type="checkbox"/> |
| 6 Do you mind if I smoke? | Yes, I do mind. | <input type="checkbox"/> |
| | I'm afraid this is a non-smoking office. | <input type="checkbox"/> |

B Complete the questions that came before the replies on the right.

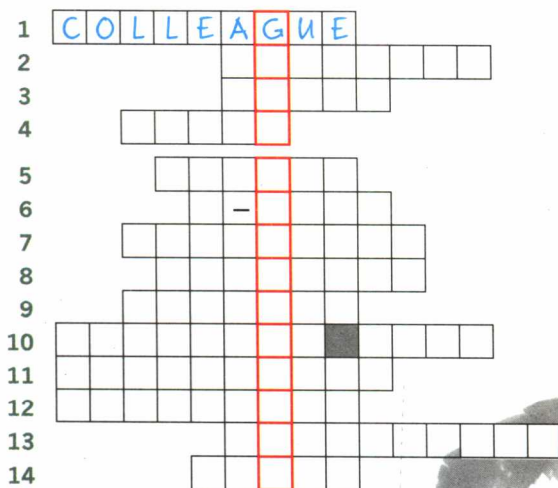
- | | |
|---|--|
| 1 Would <u>you like to sit down</u> ... ? | Oh, thanks. Is it OK to sit here? |
| 2 Did journey? | Yes, it was OK, just a short delay on the motorway. |
| 3 Did all right? | Yes, easily. Thanks for sending me the map. |
| 4 this country before? | Yes, I came here on a visit with my boyfriend last year. |
| 5 Would ? | Yes, please, I'd love a cup of coffee. |
| 6 Can ? | No, thanks. I had a big breakfast. |



Solve the clues and complete the puzzle.

- 1 A is someone who works with you.
- 2 What is Mr Brown's in the company?
- 3 What are your working ?
- 4 Athens is two hours of London.
- 5 New York is five hours London.
- 6 When writing, the quickest way to get in touch is by
- 7 Your is where you work.
- 8 If you work, you'll get paid extra.
- 9 I have a to make. 'Could you please ... ?'
- 10 She gave me her when we first met.
- 11 He asked his boss for to leave early.
- 12 Outside the office I never with my co-workers.
- 13 She's attending a in Las Vegas.
- 14 Let's have at one o'clock in that new Spanish restaurant.

Down Try to make a when you first meet someone.



6-10 PHONE CALLS

1

Interviews

Listen to the interviews with Isabel and Adam. There is **ONE** mistake in each sentence below. Find the mistakes and correct them.

- 1 Isabel now finds it more difficult to use the phone, but she still gets nervous because English is not her first language.
- 2 Adam didn't like talking on the phone when his secretary was listening.
- 3 It's harder to talk to someone face to face than on the phone.
- 4 He used to make phone calls when the office was noisy and nobody could hear him.
- 5 It's easy to sound welcoming or cheerful on the phone when you're tired.
- 6 He suggests sticking a smiley face on your phone so that you smile when you use it, and this can make you sound more friendly.
- 7 Conference calls are great for enabling people in similar locations to discuss a project.
- 8 If you can watch people face to face, you can see their body language and this helps you understand them better.

[Transcript and vocabulary on pages 63-64]

2

Telephone phrases

➡ Unit 6

Listen to the phrases from C1 on page 17 in your Student's Book and practise saying them.

3

Asking for clarification

➡ Unit 7

Practise saying the phrases from C1 on page 19 in your Student's Book.

4

Leaving a message

➡ Unit 8

Practise saying the phrases from D1 on page 21 in your Student's Book.

5

More telephone phrases

➡ Unit 9

Practise saying the phrases from A3 on page 22 in your Student's Book.

6

Bad news and apologies

➡ Unit 10

Practise saying the phrases from B1 on page 24 in your Student's Book.



Isabel Boira
Segarra



Adam Morton

7

Reading: Mobile phones

A These 7 words are missing from the article. Decide where they fit.
 automatically button cell conversation dial functions phone

B Find the answers to these questions in the article and note them down.

- 1 When were two-way calls first possible? 1964
- 2 What invention made mobiles available for everyone?
- 3 How big can the cells in a cellular network be?
- 4 What is at the centre of each cell?
- 5 How many advantages are there to the cellular system?
- 6 How do signals travel from one base station to another?
- 7 Where was the first cell phone network set up?
- 8 What, for the writer, is the most frightening thing about mobile phones?

Mobile phones

The first primitive mobile phones were introduced in the US in 1946. Users had to search manually for an unused channel before placing a call, then ask an operator to
 1 their call over the normal telephone network. Only one party could speak at a time, handing over by pushing a little switch. Automatic channel-searching arrived in 1964, and these second-generation mobiles allowed two-way
 2 for the first time. But the batteries were massive, and the system, which worked only around large cities anyway, had too few radio frequencies at its disposal to cope with thousands of subscribers. In 1976, New York City had just 545 customers, with 3,700 people on the waiting list.

But the introduction of the cellular

system made mobiles for everyone a possibility. With cellular phones, a geographical area such as the UK is divided into irregular zones called cells. These cells may be 80 kilometres across, or less than one kilometre in busy areas. And at the centre of each
 3 is a radio transmitter/receiver, known as a base station.

If Janet in Cambridge wants to call Tony in Ipswich, her mobile has only to make radio contact with her nearest base station. The call then travels by way of the regular
 4 network to a base station in the Ipswich area, and from there it makes the final radio leap to Tony's mobile. The beauty of this system is threefold. First, because each phone broadcasts only the short distance to its nearest base station,

it doesn't have to be very powerful or run off massive batteries. Second, if Janet wanders into another cell, her call is ⁵ passed to the next base station – and all so seamlessly that neither she nor Tony will hear so much as a click. Third, because the signals coming from each phone don't carry far, the same frequencies can be used over and over again across the country, opening the door to millions of users.

Japan had a system in place by 1979, but it took Britain and the US another four years to introduce cell phones. In those days, mobiles were heavy, bulky things. Now, the latest models fit in the palm of the hand and have a vast range of features and ⁶ , but they weigh less than their instruction manuals.

Today the simplest models already offer more services than the average user needs or understands. Calls can be diverted or blocked, lists of numbers compiled and shuffled, messages taken and filed. Some phones tempt users to play games. Even more frightening, they encourage them to compose their own ring melodies. Instead of looking out of the window, passengers on trains can now pass the time by navigating between menus, programming hot keys and customising their own welcome text. An acquaintance of mine recently pressed the wrong ⁷ on her phone and changed all the instructions into German – an irreversible move, since her ignorance of that language meant she couldn't work out how to re-select English.

[Vocabulary on page 64]

The Guardian

8

Past tenses

➡ Grammar reference page 96

A Imagine that you're socializing with a new colleague. Look at the questions and tick the response that you think is more suitable.

- | | |
|---------------------------------|--|
| 1 Have you been abroad? | Yes, I went to England twice.
Yes, I've been to England and France. |
| 2 Where did you go in England? | I've been to London and Brighton.
I visited London and Brighton. |
| 3 Did you enjoy London? | Yes, it has been really fun.
Yes, it was really fun. |
| 4 What did you like best there? | I was enjoying the museums.
I loved the museums. |
| 5 What about the weather? | It was really warm.
It hasn't rained at all. |
| 6 What about the food? | It has been really delicious.
It was OK actually. |

B Use a suitable form of the verbs in red to complete these sentences.

- 1 It was raining when I left home this morning. rain
- 2 We had time to go out for coffee while he talk
on the phone.
- 3 He for the missing documents all evening. look
- 4 It was hard to understand what he because it say
was a very bad line.
- 5 She a magazine when I entered the office. read
- 6 When you not to go to the decide
conference?
- 7 I Mr Brown today. Is he in the office? not see
- 8 It still when I rain
..... work. finish

C Use a suitable form of one of the verbs in red to complete each sentence.

be finish go graduate leave live read see
send work write

- 1 I have been to Germany several times. Last year I
there twice.
- 2 you writing your report yet? How many
words you so far?
- 3 She for the same company ever since she
from university.
- 4 She in the same house in London for five years.
- 5 I you an e-mail yesterday you
..... it yet?
- 6 '..... you Mr Brown today?'
'Yes, but I think he just the building.'

9

Vocabulary expansion: Abbreviations ➔ Unit 8 and File 45

Write the full forms of these abbreviations.

\$5m = five <u>million</u> dollars	p & p = postage and
& Co = and	pa = per annum (per
asap = as soon as	PA = personal
BTW = by the	plc = public company
c/o = of	St = saint or
CEO = Chief Officer	VAT = Value Tax
ext =	Wed =
FYI = for your	PTO = please over
Jan =	