



中等职业教育课程改革国家规划新教材
经全国中等职业教育教材审定委员会审定通过

英语

服务类

职业模块

○ 中等职业学校英语教材编写组

English



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致 同 学

亲爱的同学们，大家即将迎来的是又一个新学期的学习生活。为了使大家更好地掌握在未来的工作岗位上所需要的综合职业能力与英语语言能力，我们根据教育部2009年1月颁布的《中等职业学校英语教学大纲》中“职业模块”的要求，为大家编写了这本中等职业教育课程改革国家规划新教材《英语（服务类）（职业模块）》。希望大家在《英语（基础模块）》学习的基础上，进一步学习英语文化与职业知识，提高综合语言使用能力，尤其是听说技能，以使大家能够在未来的职场中具有一定的用英语进行沟通与交流的能力。

本册教材以服务类行业相关的主题为结构主线，以交际任务为驱动，在编写方面具有如下特色：

- 将听、说、读、写四项技能有机地融为一体，尤其突出了英语口头交际能力的培养，以期使同学们能够在未来真实的职业场景中运用英语完成基本的交际任务。

- 各单元主题职业特色鲜明，以模块化结构展现学习内容。本册教材共8个单元，主题依次是：Workplace Manners, Procedures and Duties, Information at Work, Serving Customers, Making Arrangements, Dealing with Emergencies, Job Hunting, Career Ladders。各单元的内容相对独立，每个单元主题都与服务类行业要求具备的关键能力相关。同学们可根据自己的学习程度与学习需求，完成相应模块的学习。

- 选材注重知识性、趣味性、交际性。选材立足于本土化的职业场景，力求将语言的学习置于真实的职业情境之中，所选语言材料真实有趣，力图使中西方文化能够有机地结合。

- 以多样化的活动形式、任务驱动的方式，培养大家在情境化的场景中解决问题的能力；让同学们在学习中体验，在体验中发现，在发现中学习。

本册教材的单元结构如下：

■ Unit Goals 单元目标

每个单元首先列出了在语言技能方面应具备的能力，以使同学们知道在学完每一

个单元后能够用语言去做什么事情。希望大家在课程的学习中能够更好地、有意识、有目的地进行学习。

■ Lead-in 导入

导入部分以图文并茂的形式，列出了一些与本单元主题相关的职业活动，希望大家能够运用已学过的知识，说出在相关职业场景中的活动或职业场景中常见的标识等。导入的作用就是为大家在新旧知识之间建立起联系。

■ Listening & Speaking 听说部分

听说技能在服务类职业活动中具有非常重要的作用，因此，在本册教材中，我们加大了听说部分的比重，为大家设计了两个相对独立的听、说模块。每一个听力部分后是对话部分，然后是半开放性的角色扮演，以使同学们能将前面所学的内容加以灵活运用。

■ Reading & Writing 读写部分

读写部分在内容与结构上紧密相关，相辅相成，旨在培养大家在未来的职场活动中能够阅读常见的应用性文体，了解未来的职场文化，并具备一定的实用写作能力。

■ Language in Use 语言运用

本部分通过词汇练习、句子操练与问题解决等几个不同的层面多样化的语言活动，使同学们将所学的语言知识加以熟练运用，提高言语技能。

■ Culture Tips 文化点滴

本部分主要向同学们介绍本单元所出现的与未来职场相关的语言、文化与职场知识，达到扩大视野、了解文化、促进交流的目的。

■ Unit Task 单元任务

每个单元均为大家设计了一个综合性的活动，进一步培养大家的团队精神、合作能力与沟通能力，使同学们能够在小组活动中取长补短，以互助与合作的精神，成功地完成每个单元的展示性活动。

■ Extended Activities 拓展活动

本部分是对本单元所学内容的进一步拓展与深化，以任务链的形式将听、说、读、写等技能有机地融为一体，以满足大家不同层次与水平的学习需求。

■ Fun Time 快乐时光

在经过了一个单元的学习后, 编者为同学们选取了与单元主题相关的一则小笑话, 让大家在学习之余轻松一下。

最后预祝同学们在未来的英语学习与职场发展中取得长足的进步!

本教材由东北大学赵雯任总主编, 东北大学刘丽欣、韩宏丽任主编, 参加编写的还有东北大学王勃然、姜雪、杭州市职业技术教育研究室林海燕和杭州市服装职业高级中学丁昕、南京市职教教研室张俊。全国基础外语研究培训中心张连仲教授、北京第二外国语学院修月祯教授和澳籍外教Edward Dagwell审阅了书稿, 并对教材的设计与语言方面提出了富有建设性的意见。本教材在编写过程中还得到了宁波市职成教教研室崔瑾老师的大力支持, 在此一并表示感谢。

限于编者的经验和水平, 难免有疏漏和失误之处, 敬请同行专家和读者批评指正。

编者

2009年11月

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UNIT 1

Workplace Manners

Unit Goals

Learners should be able to

- ❖ *understand customer requests*
- ❖ *talk about how to satisfy passenger needs*
- ❖ *read about proper workplace manners*
- ❖ *write about office manners*



LEAD-IN



Do you know their workplaces? Match.



restaurant
shop

hospital
plane

office
hotel



A hotel receptionist works in a _____.



Flight attendants work on a _____.



A store cashier works in a _____.



Waiters and waitresses work in a _____.



A nurse works in a _____.



An office clerk works in an _____.



Chefs work in a _____.



A salesgirl works in a _____.

LISTENING & SPEAKING



Listening 1

Listen and number the pictures.



()



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