



白领英语万全通



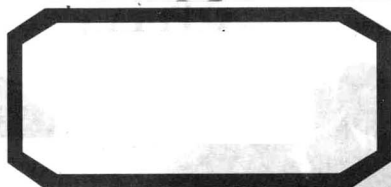
# 白领 商务办公英语 60 English Scenes For Office Staff 情景主题

王月 [美]Rebecca McAndrew 等◎编著



中国水利水电出版社  
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## 内 容 提 要

本书分为就业高招、行业话题、职场管理、礼仪规范、商务杂谈、进修学习六个部分,共60个话题场景,内容涵盖了白领商务活动的方方面面,能够帮助白领解决日常商务活动中沟通的障碍、提高口语表达能力。

本书适合于希望提高英语水平的白领英语爱好者。

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## 白领商务办公英语 60 情景主题

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# 第一篇 就业高招

## 1. How to Write a Resume? 如何写简历?

### ● Introduction

The resume is extremely important for a job seeker. It nearly always plays an essential part in securing a position. Interviews, however long, are necessarily limited by the interviewer's time. So he likes to have the facts on paper to read at leisure. Resumes are generally either functional or chronological. A functional resume, apart from giving personal data such as age, education, marital status, includes what duties have been performed in what fields. The chronological resume is more common. It should be concise, again giving personal data, employment, together with a short summary of professional experience.

简历对于求职者来说至关重要,在寻求职位的过程中常常起着必不可少的作用,面试虽然冗长,但不可避免地受面试官的时间限制,所以面试官喜欢在空闲时候看看简历所提供的信息。总的来说,简历分为功能性简历和时间性简历。功能性简历除了给出年龄、教育背景、婚姻状况等个人信息外,还要有在什么领域做了什么,这样的信息。时间性简历更为常见,它应该简明,也应该写出个人信息、雇用情况和简短的职业经历概述。

### ● Dialogue (G = graduate P = professor)

G: Professor, can you do me a favor, I have no idea on how to write a perfect resume.

P: The word "resume" originates from French, meaning "to summarize". So you now have to condense your entire lifetime onto one piece of paper, with the hope that someone who reads it will instantly know what a great person you are, and give you a high-paying job.

G: Yeah.... that's great.

P: The purpose of a resume is to get an interview, not a job. Once you get in the door, it's your winning personality and discussion of your lifetime of experiences

that will get you the job. You could have the most brilliant resume in the world, but if you walk into an interview and do nothing but drool on yourself, that resume will be worthless more, for today, you will learn how to put together the perfect resume: one that will play up your experience, play down your liabilities, and at least improve your chances at eventually acquiring your dream cubicle.

G: So that. I feel confused. You know I'm just a usual grad.

P: OK, you have recently graduated from college. The only main difference is that you'll have to talk more about your work experiences. Whereas recent college grads can add stuff like school activities to their resume.

G: That sounds reasonable. Could you tell me in details?

P: Before you sit down to write that resume, the very first thing you should do is make a list of everything you've ever done or accomplished in your entire life. This means everything: every part-time job, honor, volunteer work, skill, language and hobby. Try to make the list chronological, starting with your most recent accomplishments, and working your way backward right up. Henceforth, take very good care of this list. It is necessary.

G: Why?

P: With this list, you can change the messages to more interesting topics of conversation. Now don't get too detailed with this list. You don't have to write down everything you did at each stage, or how much you won for a particular scholarship. Just write down the name of the event and the date that it happened.

G: What does it conclude?

P: What you should do is to organize your list into the following sections: education, work, activities, honor, and skills. Education means where you went going to school, a list of lessons you took, what your major/minor was. If you're still in school, then your most up-to-date information is fine. Work means all works you have ever had, and the dates that you had them through, including all volunteer work. Activities refer to all school activities in which you participated. Write them all down. Honors refer to these are these are academic, athletic, or community awards or scholarships. Then skills, it includes computer language and English. Now somebody has really cared much so far. You should describe what level are you in, CET 6 or CET 4?

G: OK, I got it. And what is the next step?

P: By now, you've finished making your List, and you're ready to tackle actually writing the resume. The first thing to do is to see what the job you're applying for is like. Every resume you send out should be tailor-made for that exact job. Of course, your resume will have all of the important pieces of information that all



good resumes should have. Your name is at the top, your contact information, and different sections that clearly label your education, work experiences, skills, and possibly college activities. Many resumes will mush or separate work experience in creative ways, but as far as pure information is concerned, these are the basics.

G: And is there any else to pay attention?

P: Check to make sure that the margins are even, that your formatting is consistent, that you don't have any spelling errors, and that you put your current and permanent contact information. Don't get too crazy about how things look. Just remember that it should look as professional as possible, on 8.5 by 11 inch paper, and it should be so easy to read, that a-ten-second-scan would tell the reader that you have many marketable skills.

G: That's wonderful. Thank you very much for your telling. I feel better.

P: You're welcome.

毕业生:教授,能帮我个忙吗?我不知道怎样才能写出完美的简历。

教授:“简历”这个单词源于法语,意思是“总结,概述”。所以你要把你整个人生经历浓缩在一张纸上,希望读到它的人马上就会知道你是什么样的人,同时给你提供一份高薪职位。

毕业生:是啊,太棒了。

教授:但是投简历的目的并不是让你获得一份工作,而是获得面试机会。一旦你跨进大门,你成功的个性和人生经历的论述会使你得到这份工作。你的简历可能是世界上最炫目的,但你如果在面试的时候只是夸夸其谈自己如何如何,简历会变得毫无价值可言。如今,你要学会把简历整合得很完美,强调自己的经验,弱化劣势,至少要证明最终你是会有机会获得梦中乐园的。

毕业生:这样子啊,我很迷茫,您也知道我只是位普通的毕业生啊。

教授:的确,你刚刚大学毕业,主要的不同就是你必须要多谈些工作经历,然而最近大学毕业生会把像学校实习活动等加入简历中。

毕业生:听起来很有道理,能给我讲讲细节吗?

教授:在开始写简历前,首先你要做的就是对一生曾经做过的或完成的每件事情列表。这意味着一切事情:每份兼职工作、荣誉、志愿者活动、技能、语言能力和兴趣爱好。试着按时间顺序列出来,以最近期完成的事情开始,按时间倒推写下去。因此,认真列出表格是必要的。

毕业生:为什么?

教授:在表格里,你可以把信息变换为更有趣的对话主题。不必在表格中写得太多,不必写出每个阶段你做的全部事情,或者你获得的特别奖学金的数目。只要写出事件的名称和发生时间就可以了。

毕业生:都要包括什么呢?

教授:你要做的是把列表归纳成以下几类:教育、工作、活动、荣誉和技能。教育的意思是在哪里上学,所学课程和主修课/选修课。如果你还在学校,最好是最新的信息。工作意味着要写出你曾做过的所有事情,经历该事情的时间,包括一些志愿者工作。活动是指你参加的所有校园活动。把它们都写下来。荣誉是指学术上、体育运动上或团体方面的奖励或奖学金。至于技能,包括计算机语言和英语,目前很多人会关注它。你应该描述你是通过了大学英语六级考试还是四级考试。

毕业生:好的,明白了,那下一步呢?

教授:完成了列表后,你就准备真正开始写简历了。首先要做的是,弄明白你想申请的是什么样的工作。你发出去的每份简历都应该是为一个职位量身定做的。当然了,你的简历应该包含所有优秀简历应具备的重要信息。把名字写在最上面,然后是联系方式,清楚地分成几个部分:教育背景、工作经验、技能,如果有可能写上大学实践活动。许多简历以独创的方式把工作经历区分开了,但对于单纯的信息而言,这些都是基本的。

毕业生:还有其他要注意的吗?

教授:检查确保页面留空是对齐的、格式是一致的、没有拼写错误、写入你现在的和永久的联系方式。不要太想知道事情的进展情况,只要记住要尽可能让它看起来专业点,用8.5英寸×11英寸的纸张,且应该容易阅读。几秒钟浏览后读者就应该知道你具备丰富的技能。

毕业生:太好了,谢谢您告诉我这么多。我感觉好多了。

教授:别客气。

## Words

condense	v. (使) 浓缩, 精简
high-paying	高薪的
liability	n. 责任, 债务; 不利条件
acquire	vt. 获得, 学到
grad	n. 毕业生
chronological	adj. 按年代顺序排列的
scholarship	n. 奖学金
margin	n. 页边的空白

### The Trouble

#### 问题

Doctor: Do you defecate regularly?

医生: 请问您大便规律吗?

Old man: Quite regularly. 8 o'clock every morning.

老头: 很规律, 每天早晨八点钟准时大便。

Doctor: Then, what's the trouble?

医生: 那还有什么问题吗?

Old man: The trouble is I won't get up till 9 o'clock every morning.

老头: 问题是我每天早晨九点钟起床。

## 2. Interview

### 面 试

#### Introduction

No matter how good your qualifications are, you'll never get the chance to prove it if you don't have interview skills. Sadly, most schools don't seem to teach these kinds of practical job skills. Luckily for you, there are plenty of great resources out there for you to learn how to prepare yourself for a job interview and how to get ahead of the competition. Any amount of time spent practicing is more than worth it when you consider the huge payoff you get and when you land that dream job you've always wanted. So you should start thinking about how you're going to blow away the competition in your next interview!

不管你的条件多好, 如果没有面试技巧你永远都得不到机会验证它。遗憾的是, 多数学校好像没有教授实际面试技能。幸运的是, 这里有大量的资源去让你了解如何准备面试和如何在面试中获胜。当你找到理想的职业时, 当你得到了高额薪水时, 你就会觉得你在此练习上花费的时间是值得的。所以你应该开始考虑如何在下一轮的面试中打败竞争对手了。

#### Dialogue A

A: Tell me something about yourself.

B: My name is Ron and I'm from Beijing. I'm loyal, fast-paced and people-oriented. I love to read books and write blogs in my free time.

A: Good. So Ron, would you tell me what your strengths are?

B: I'm good at motivating people. I can easily bring out the best in people. I also have excellent problem solving skills.

A: What about your weakness?

B: I tend to please my customers a lot, which often lead them to abuse the privilege. I find it hard to say "no" to my customers.

A: What can you contribute to our company?

B: I can try my best to develop new clients effectively with the best service.

A: Well, Ron. Thank you and I'll call you within this week.

B: Thank you for your time, Ms. Brown. I look forward serving your wonderful team.

A: 介绍一下你自己。

B: 我的名字是容, 来自北京。我对人忠诚、办事速度快、善于与人沟通。业余时间我喜欢看书和写博客。

A: 好, 那么, 你能告诉我你的优势在哪里吗?

B: 我善于激励人, 我能轻松地鼓励他人最大地发挥潜力, 我也有解决问题的良好技能。

A: 那你的不足呢?

B: 我过于倾向于取悦客户, 常常导致客户滥用特权。我觉得很难拒绝客户。

A: 你能对我们公司做出什么贡献吗?

B: 我会尽力用最好的服务有效地开发客户资源。

A: 好的, 容。谢谢您, 一周内我会电话联系你。

B: 布朗女士, 谢谢您, 耽误您时间了。我希望能为您优秀团队效力。

### Dialogue B (M = Mike K = Kate)

M: So, I heard you have a big interview today with IBM, is it true?

K: It's definitely true but I'm so nervous that I don't even want to go. I don't know what to do!

M: If you put it in perspective it will help. What's the worst that can happen if you make a complete fool of yourself?

K: I guess I wouldn't get the job.

M: That's right. Do you think there might be any other good jobs out there?

K: You're right; I guess I'm being a little silly. I'll try to calm down.

M: Good. If you really want to be calm and collected during the interview maybe you

should prepare a little bit. You still have a couple of hours.

K: Oh, I've already done that. I know everything about IBM, even the CEO's name.

Maybe that was going a little far, do you think?

M: No, I think that's great. I know you'll do well. They'd be lucky to have you.

K: I hope you're right, Mike. I could really make some advantages to make money.

M: We all could, trust me.

K: I've got to go in a few minutes and head to the department store to buy some nice clothes. Would you believe I have nothing nice that I can wear?

M: I guess you're like me, all you own are Nike sneakers and Levi's jeans, right?

K: Exactly.

M: Well, with your preparation and your new clothes, I'm sure you'll knock them dead. Good luck!

K: Thanks, I'll let you know how it goes.

迈克:我听说今天你要去 IBM 公司面试,是真的吗?

凯特:确实,但我有点儿紧张,甚至我都不想去了,我不知道该怎么办。

迈克:如果你从另一个角度分析,会更有帮助。如果你发挥极差,最糟糕的结果是什么?

凯特:我想那就是没有得到这份工作。

迈克:对。那你想想还可能有其他的好工作吗?

凯特:你是对的,我想我有点愚蠢,我应该冷静下来。

迈克:好。如果你真的想静下来集中精力去面试,也许你应该稍微准备一下,你还有几个小时呢。

凯特:哦,我已经准备了,我了解 IBM 公司,甚至总裁的名字我都知道。也许有点离谱了,你认为呢?

迈克:不,我想应该这样,我知道你会做好的。他们很幸运能有你这样的员工。

凯特:我希望你说得对,迈克。我真的能够利用自己的优势赚钱。

迈克:我们都能,相信我。

凯特:还有几分钟我就要走了,要去商店买些好看的衣服,你不觉得我还没有什么像样儿的衣服吗?

迈克:我想我们都一样,都穿耐克运动鞋和李维斯牛仔裤,不是吗?

凯特:没错。

迈克:有了充分的准备和得体的服饰,我想你一定能够成功的。祝你好运!

凯特:谢谢,我会告诉你面试情况的。

## Words

motivate

v. 激励

abuse

v. 滥用, 虐待

privilege

n. 特权, 特别待遇

## 轻松一刻钟 Easy Time

### Exam

#### 考试

Two boys are taking a test.

两个男孩在考试。

5 mins later, boy2 leaves.

5 分钟后, 男孩 2 离开。

After the test finishes, the boy1 asks boy2: "Wow! You finished the test so fast. It must have been easy for you."

考试结束后, 男孩 1 问男孩 2: "哇! 你怎么做那么快? 这个考试对你来说一定很简单吧。"

Boy2: "Well, I'm pretty sure I got one question correct. What is your name?"

男孩 2: "噢, 有一道题的答案我可以确定 100% 正确。你叫什么名字?"

## 3. The New Work

### 新工作

#### Introduction

Seeking out, attracting and hiring new employees is an essential company activity. However, people strive to find an outstanding company who provides the best chances to them. The better they do this job, the higher the chances of success as an employee.

物色、吸引和录用新员工是公司的一项基本活动。然而, 对于员工来说, 他们总是希望能找到提供给他们更好机会的著名公司。一个员工做得越出色, 他就越有希望获得成功。





## Dialogue A (A = Amber J = James)

(James Baxter is a graduate of Marketing from Leeds University arriving for his first day of work. He meets with the HR manager to help with his introduction, the HR staff member is a woman, 26, named Amber Sears.)

A: Hi James, pleased to meet you at last. We've heard a lot about you, welcome to Morton.

J: Hi, I am glad to be here, finally get to put all that study into practice.

A: Good to see you're enthusiastic James, I think you'll find the challenges you want here. We have clients from all areas of business and life.

J: Yeah, that's what attracted me to the company, so what's first?

A: Ok, so I know you expressed an interest with dealing with clients face to face, it's something that came across in your application and we hope we can accommodate it here.

J: Yes, I've had some experience in that area before, it's preferential to the doing the ground work but never closing a deal.

A: I understand, you're a confident young man, James, but you know these things will come in time. Morton rewards ambition with new goals. Work hard and you'll get there.

J: That's ok with me, I'll won't let you down.

A: So James, tell me again what brought you to us, to PR?

J: I thought I was going to study psychology at first, but then I found myself being more and more drawn towards economics. Money makes the world go round and I guess PR oils the gears so it keeps spinning!

A: Very true, very true!

J: I think you're walking half blind in the world if you don't want to accept or understand business and economics. It's a natural process, as much as the sun rising and setting, so I wanted to understand it.

A: Can I ask why you didn't study economics then James?

J: I want to see the faces behind the logos, to see business in a personalized way.

A: That's what we're about James, building relationships with people, not brands. I understand your attitude, of course your relationships with your co-workers are just as important as clients.

J: I totally agree, I look forward to being part of the team here.

(the conversation is interrupted by a phone call to Amber)

A: Yes, hi, how can I help?

(the conversation takes place, as she speaks to the man on the phone she becomes increasingly more exasperated and when the call is finished she turns, worriedly, back

to James)

A: I'm so sorry about that, James, erm... that phone call was from the manager of Morton... erm... we have a situation, and he's asked for our help.

J: That was Walter Reddy? What's happened?

A: According to Walter, a representative from a soft drink firm has arrived to have an important meeting at our offices, he has flown in from America. He was scheduled to have a meeting with Walter and a famous pop singer named Tony Greek, you may have heard of him. His business wanted a new campaign to appeal to a younger audience and we have been working on bringing Tony into the campaign for some months now in a multimedia relaunch of the firm's drink, with Tony appearing in advertisements and free CD promotions too.

J: OK, sounds interesting, so what's the problem?

A: Tony cannot be contacted, he hasn't turned up. Walter is convinced we'll lose the deal without him being present at the meeting, to waste our clients time like this would be damaging for the company.

J: So how can we help?

A: You probably won't believe this ... but the guy from America, Gary Fenning, doesn't know what Tony looks like. Tony is kind of an underground figure in the industry but he has the right cultural cache to work for their image.

J: Right... and?

A: Walter wants me to find someone who can pretend to be Tony, just for the meeting, to close the deal. And... you know, you don't look too different to him. With a big pair of sunglasses and a hat, you might just pull it off.

J: You can't be serious? My first day and you want me to meet a multinational client, to close a deal, whilst pretending to be a singer?! I knew I'd be challenged at Morton but that's a big task!

A: I know James, I don't want to make you do it but Walter is a persuasive man and he can get what he wants.

J: So what do I need to do? What kind of singer he is? I need some background information on him if I'm going to convince this guy. What happens next time they meet Tony?

A: Walter doesn't think it is a problem, the way these big firms work, he'll go back to America, we'll shoot the advert and if the drink sells, no questions will be asked.

J: OK, I see... I'll do it, if I'm confident I know who the Tony guy is, maybe it'll work. Either it does or we're going to have a very confused situation, probably lose the deal.

A: Just do your best James, that's all we can ask, you said you wanted face to face experience, it comes sooner than you imagined!

J: Yeah, and it won't even be my face! I can't believe I'm going to do this, oh well,

it could be the end of my PR career or the beginning of an acting career in one day.  
Let's do it!

(詹姆斯·巴克斯特是利兹大学市场学专业的一名毕业生，今天是他第一天上班。人力资源经理将和他见面，向他介绍一些基本情况。人力资源经理是一位女士，26岁，名叫安珀·西尔斯。)

安珀：早上好詹姆斯，很高兴终于见到你了。我们听到了很多关于你的消息。欢迎来到莫顿。

詹姆斯：早上好，很高兴能到这里来工作，终于能够把我学到的东西运用到实践中了。

安珀：看到你这样有干劲真好，詹姆斯。我想你在这里能够找到你想要的挑战。我们的客户来自于各行各业。

詹姆斯：是啊，这正是公司吸引我的原因。那么首先要谈些什么呢？

安珀：好的，你曾经表示过有兴趣面对面地接待客户处理问题。我们是在你的申请表里面看到的，希望我们在这儿看到你的这一点。

詹姆斯：是的，我曾经有过一些类似的经历，那也算是做一些基础性的铺垫工作，即使最终不能够成功地签下生意。

安珀：我知道，你是一个很有信心的年轻人，詹姆斯，但是你要知道，这些事情要经历一段时间才会到来。莫顿奖励有新目标的、有雄心壮志的人。努力工作，然后你就会得到你想要的。

詹姆斯：没问题，我不会让您失望的。

安珀：好的，詹姆斯，请再告诉我是什么让你到我们这里来，来从事公共关系？

詹姆斯：我最初以为自己会去学心理学，但是之后我发现自己越来越为经济学所吸引。我觉得，钱让这个世界运转，而公共关系就是给齿轮上油，让它保持运转。

安珀：确实如此，确实如此。

詹姆斯：我觉得，如果一个人不接受或不了解商业和经济的话，那么他就会忽略了世界上的很多东西。这是一个自然的过程，就和日出日落一样，所以我想要了解它。

安珀：那么詹姆斯，我能知道你为什么不学经济学吗？

詹姆斯：我想要看到那些符号背后的人，以一种个人化的方式来看待商业。

安珀：那正是我们所要做的，詹姆斯，和人建立关系，而不是和品牌。我了解你的态度，当然你和你搭档的关系跟和客户的关系是一样重要的。

詹姆斯：确实如此。我希望能成为这个团队的一员。

(安珀有电话打来，对话中断)

安珀：是的。嗨，有什么事吗？

(她开始在电话里交谈起来，交谈过程中安珀变得越来越恼火。讲完电话之后她有些担忧地转向詹姆斯)