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工 作 日

商务英语口语

The Working Week
spoken business English with a lexical approach

(英) Anne Watson-Delestrée Jimmie Hill 著



机械工业出版社
China Machine Press

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本书按照公司半个工作日安排每个单元，内容涉及个人在处理公司事务时所遇到的实际问题，并提供解决这些问题的方法或措施。

本书以对话的形式，重点指导听、说、读、写四项技能，真实再现日常商务英语，并通过实际练习，完全掌握商务英语口语；指导读者用英语处理大量的实际工作，如组织会议、应对故障等，以此提高广大读者解决实际问题的能力。

本书适用于在职人员、白领阶层以及广大初、中级英语水平的读者。

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本书版权登记号：图字：01-2003-0984

图书在版编目（CIP）数据

工作日：商务英语口语 /（英）德莱斯特雷（Delestrée, A.W.），（英）希尔（Hill, J.）著.

—北京：机械工业出版社，2003.3

ISBN 7-111-11876-6

I. 工... II. ①德... ②希... III. 商务-英语-口语 IV. H319.9

中国版本图书馆 CIP 数据核字（2003）第 019030 号

机械工业出版社（北京市百万庄大街 22 号 邮政编码 100037）

责任编辑：唐绮峰 版式设计：张丽花

北京机工印刷厂印刷·新华书店北京发行所发行

2003 年 4 月第 1 版第 1 次印刷

889mm×1194mm 1/16·9.25 印张·318 千字

0 001-5 000 册

定价：34.00 元

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致读者

工作日

本书按照公司半个工作日（一个上午或下午）安排每个单元，内容涉及个人在公司处理事务时所遇到的实际问题，并提供解决这些问题的方法或措施。

技能

“工作日”教给大家听说读写四项技能。其重点是其中两项技能相结合：听写、听读以及说。

语言

本书中的 conversation 和 activity 均由大量日常用语组成，您可实际运用这些用语，并从整完全掌握这些用语，做到真正的活学活用。

录音

本书所配录音都以左侧竖线为标记。从磁带录音中，您将学会如何辨认细节，学会抓住重要单词，学会如何进行表达。您可以在工作时、家中或者旅途中反复听。听得越多，提高得越快。当然，也可以不借助磁带，直接对照原文（见TAPESCRIPT）进行学习。

写作

本书配有日常工作中必须的传真、信函、备忘录、便条、电子邮件等小型书写训练，以提高读者写作水平。

语法和词汇

该部分内容对对话中所出现的重要词汇和表达进行练习。您可在工作中实际运用这些语言，当然，“课外”的练习是非常重要的。

Now，让我们拥有一个美好“工作日”的开始！

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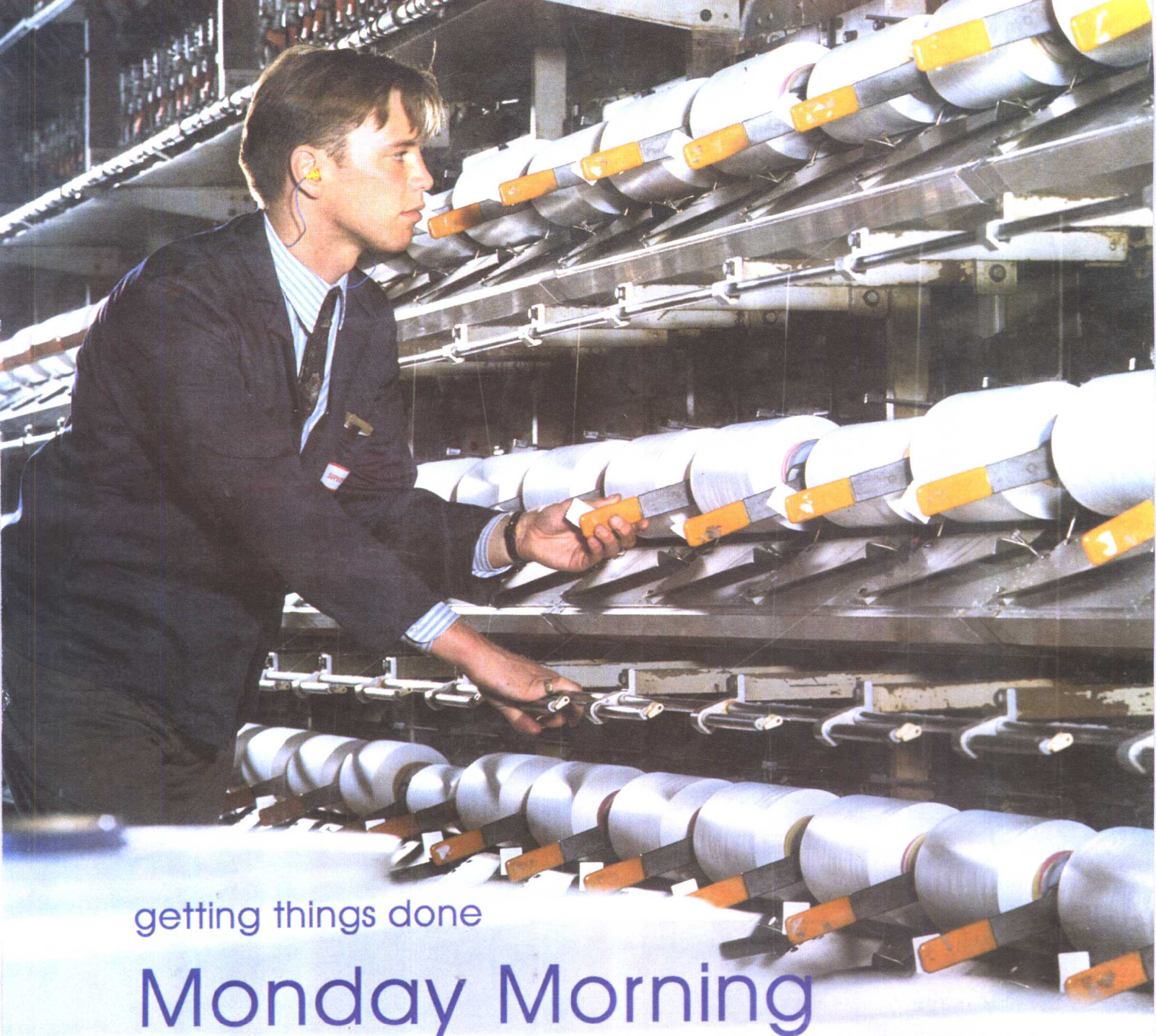
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getting things done

Monday Morning

THE COMPANY

Ian Young is the Managing Director of Northern Textiles Ltd, based in Kidderminster, not far from Birmingham, about 100 miles from London. It is a medium-sized company with a staff of around 120 people. It is owned by one of the UK's biggest textile companies. The parent company also has subsidiaries in Germany and Spain. Linda Scott is Ian's Personal Assistant (PA). She won't be arriving till around 11 am this morning. She is at a meeting with a printing company in Coventry-about an hour's drive away.

PART ONE: THE PROBLEM

1.1 Getting the correct message

The time is 9 o'clock in the morning. Ian Young has just got in to the office to discover that Linda Scott will be late. He is playing back all the messages on her answering machine. Listen and complete the important information from the 6 messages. Compare your notes with a partner.

Message 1

Linda rang in to remind Ian she was at the _____ and wouldn't be back in the office till _____ or even a bit _____. She suggested getting Gemma Redwood to help.

Message 2

The mail-room have _____ samples to send out so they need _____ extra person ASAP.

Message 3

Harry Sutton from Triple S rang again about security for the meeting next week. He needs a reply in _____ immediately. Triple S have a new address. It is Triple S Security, 112 _____ Road, _____, Bridgeminster, B _____ 3 _____.

Message 4

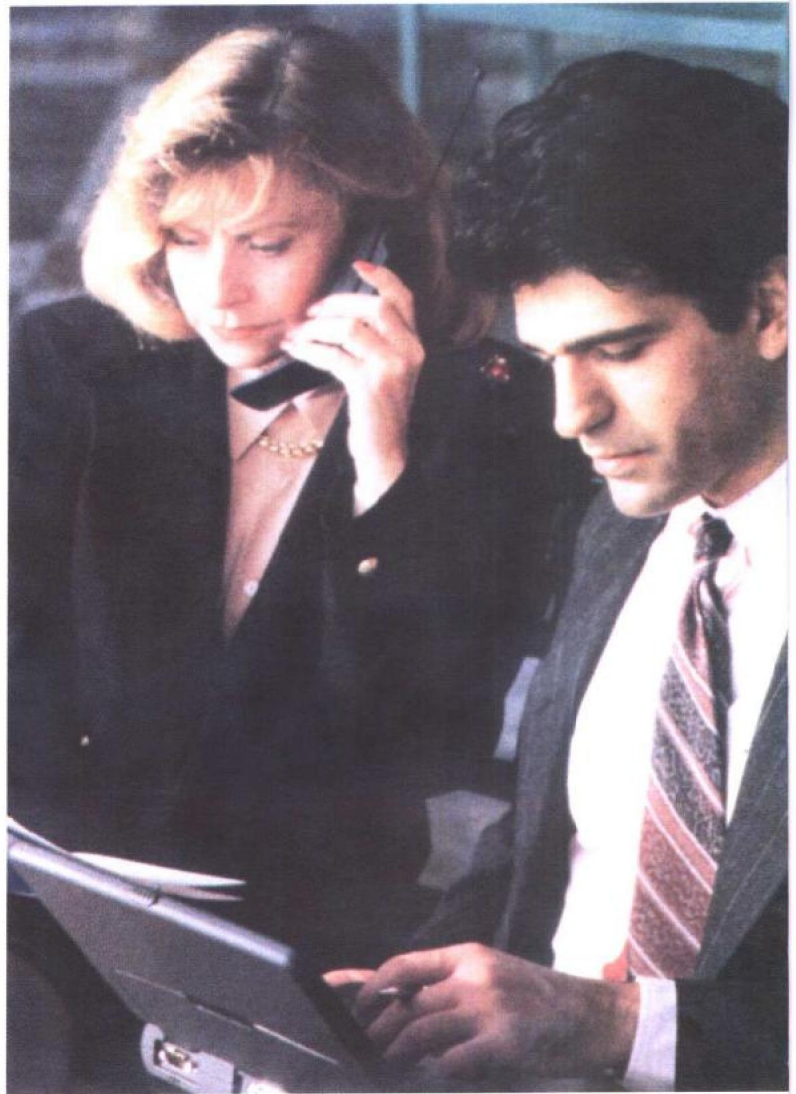
Joseph Garamond from Cover Insurance rang to say that he is on his way to see Pauline in Accounts and he is going to be about _____ late for his appointment. Could you make sure the message gets to her.

Message 5

Stephanie from Finance rang to ask Ian to ring her back before _____. It's got something to do with security at next week's _____.

Message 6

Pauline in Accounts rang in to say she has a problem at home with her son. There's a guy called Joseph Garamond coming in at 10 from Cover Insurance. He's bringing a cheque for _____ to settle the claim on the car. The file reference is _____. Someone will have to sign the _____ for the cheque.



1.2 Checking information

First discuss the following questions with your partner. Then compare your answers with others in the class.

1. Four of the messages are from people employed by the company. Which ones?
2. What is the problem in the mail room?
3. What is the problem Pauline has at home?
4. What meeting will take place next week?
5. Why can't Ian deal with these messages himself?

1.3 Listening for language

Listen to the messages again. This time you are not listening for information. You are listening for the *exact words* which are missing from the following important expressions:

Message 1

I thought I'd _____ remind you.

I won't be in the office till 11 or even a _____ after.

Message 2

They say there's no _____ they can get it done.

They're one person _____.

Message 3

I need the reply _____ writing.

Here it is again just in _____.

Message 4

Sorry to _____ you.

I'm _____ a bit late.

Message 5

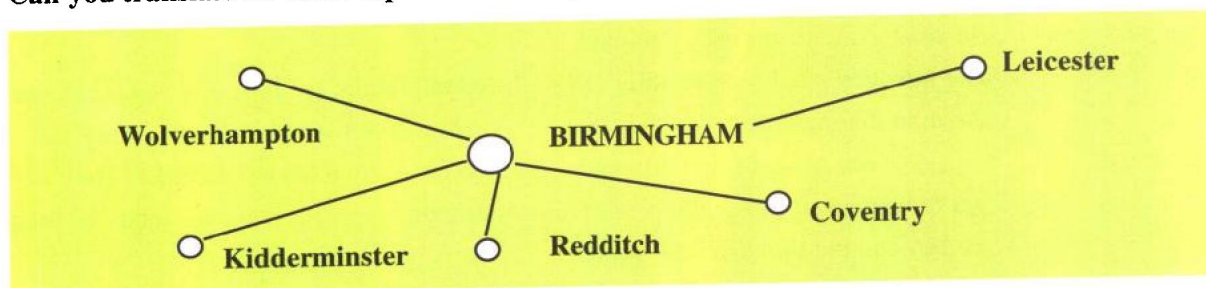
Could you _____ ask Ian Young to call me back.

Message 6

I'm in a bit of a _____.

The _____ I'm ringing is ...

Can you translate all these expressions into your own language?



1.4 Describing a company

Using the map above, complete the following information using these words and phrases:

Labour

from

based

not far from

about

Staff

around

good

family

commute

Ian Young used to work for Omnipart, _____ in Redditch, _____ Birmingham.

It's _____ 100 miles _____ London. Omnipart is a small _____ company with a _____ of _____ 40 people. Most of them live locally, where there is a _____ supply of skilled _____, but some _____ from the surrounding area.

Now use the same sentences to talk or write about a company you have worked for / the company you are working for / a company you would like to work for.

1.5 Coffee break discussion

Do you have a telephone answering machine in your office? At home? What do you like about them? What do you hate about them? What is your favourite recorded message? What is the recorded message on your machine? Write an appropriate message for your home and another one for your office. Do you have any bilingual messages?

PART TWO: TAKING ACTION

2.1 Ian and Gemma

Ian must now take some action before 9.30, when he has a meeting. Listen to the following conversations between him and Gemma Redwood. Gemma is going to help Ian since Linda is not in the office yet. Complete the conversation with the missing words and expressions, pausing the tape if you need to.

- Gemma Gemma Redwood.
- Ian Hello, Gemma. _____ is Ian. Do you think you could come along and see me _____? It should only take a minute or two. Linda's going to be late in and I've got a meeting in 10 minutes so I'll need you to deal with one or two things that have just come up.
- Gemma Be right over.
- Ian Thanks, Gemma.
- (Face-to-face.)
- Gemma Right, so, what _____ doing?
- Ian Well, there's a chap - somebody Garamond - from Cover Insurance on his way to see Pauline in Accounts. Now Pauline's not in yet. She's got a problem at home. I think you'll need to see him yourself. He's rung to say he's going to be late. He should be here about _____.
- Gemma And what's it about?
- Ian All the details are written down here and you'll find the file in Pauline's office. I don't think it'll take very long. It's _____ the car insurance claim, I think.
- Gemma So what's the matter with Pauline?
- Ian Her little boy's sick or something. Now, the other thing is, we'll have to send someone down to the mail room for an hour _____. They've got a big job on and they're _____ one person short. Marketing have given them a load of samples. They've got to be packed and in the post by this afternoon. _____ who you send - as long as they can put things in envelopes!
- Gemma I reckon Marketing should send someone to help. Shall I call them back?
- Ian Oh, no. I wouldn't bother. It'd be easier just to send someone down from Office Services.
- Gemma _____, then?
- Ian No, not _____. I have to call Stephanie in Finance about the security arrangements for next week's AGM immediately, so would you mind writing to Triple S for me? It should have been sent off last week. I'll leave you a note with the arrangements.
- Gemma Can't I just call them _____?
- Ian No, they need all instructions in writing now. Here's their new address.
- Gemma OK, is that all, then?
- Ian Yes, _____. (Phone rings) Hello.
- Reception This is Reception, Mr. Young. There's _____ here asking for Miss Redwood, but there's _____ from her office or from Linda's.
- Ian Yes, it's alright. Gemma is here with me. Could you tell whoever it is that she'll be down in a minute?
- Reception Certainly.

2.2 Important expressions

Translate into your own language all the expressions in the conversation highlighted in colour.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

2.3 Getting things done

The following sentences all contain phrases associated with 'getting things done'. Look again at the conversation and complete them.

1. Do _____ come along and see me straightaway?
2. I'll _____ one or two things that have come up.
3. Right, so _____?
4. I think _____ see him yourself.
5. We _____ someone down to the mail room.
6. Shall _____ them back?
7. It'd _____ send someone down from Office Services.
8. Would _____ to Triple S for me?
9. Can't _____ them instead?
10. OK, _____, then?

These examples have all been recorded on tape. Listen and repeat them several times till you sound natural.

2.4 Pronunciation practice

Listen again to the first part of the conversation between Ian and Gemma. Mark where you think the speakers pause, even if it is only a very short pause. Mark the pauses with a slash (/). Compare your marks with another student, then check in the tapescript on page 117. Say some of the sentences, pausing in the natural places.

2.5 Coffee break discussion

There was a problem in the mail room because some people were off. Have you ever been off ill? Why? What was the longest time you were off? Who did your work? What happens if there is too much work in your company?



*"First the good news,
his temperature has gone down."*

In your country do you get 'sick pay' if you are off ill for a day / a week / a month? What would happen if you were off work ill for a whole year?

Would you stay off work if:

- | | |
|--------------------|---------------------------|
| a) you had a cold? | c) you had a temperature? |
| b) you had flu? | d) you had a bad back? |

Give four good reasons for being off work. Then give four bad reasons!

PART THREE: LANGUAGE FOCUS

3.1 Saying No

In Part Two Ian asked Gemma to do certain things. Here are some more ways of asking people to do things. Match them to the negative replies.

1. Do you mind looking through this report?
2. Would you call Lopez Ltd for me?
3. Could you print this out before you leave?
4. I'd like you to have a word with Stan about why he was late this morning.

- a. I'm sorry, but I've really got to get home.
- b. I'm afraid I've mislaid their number.
- c. Well, I'd rather not, if you don't mind. I don't feel it's up to me.
- d. Could it wait till tomorrow? I've forgotten my reading glasses.

Now underline the phrases above which are important when you say 'no'. Use them in the following examples:

5. Could you make 20 copies of this please?

> _____ the machine's broken down.

6. Do you mind working a bit late tomorrow night?

> _____ I've got a dental appointment at 6 tomorrow.

7. Would you be able to meet me tomorrow at 11?

> _____ I haven't got my diary with me.

8. I'd like to see this whole project finished by the end of the week.

> _____ there's too many people off ill.

9. Are you OK for a chat in ten minutes about next year's budget?

> _____ till this afternoon? _____ I'm tied up till after lunch.

10. What about an advert in the national press?

> _____ we tried that last year and it was a disaster.

3.2 Getting things done

Look at the following notes. In pairs, use the following sentence starters to ask each other to do the tasks in the notes. You can agree or refuse to do them;

Could you...?

Do you mind...?

Would you be able to...?

What about...?

make a copy of this?

work late tonight?

meet me at 11 tomorrow morning?

put an advert in El Pais and Le Monde?

help me with my month-end figures?

finish this project by the end of the week?

3.3 Pairwork

Think of your ideal job. Then think of a typical morning. What would it be like? Fill in this diary with your morning's activities. Maybe you are already doing your dream job!

9.00 _____
10.00 _____
11.00 _____
12.00 _____
13.00 _____

Work in pairs. An emergency has come up in your office and you can't do anything you planned. Take it in turns to ask each other to do the jobs you have just listed. You can either agree to do them or find excuses not to. For example:

Could you take my place at the planning meeting at 9 o'clock?
> *Certainly, no trouble at all.*
or > *I'd rather not, if you don't mind. I don't know the first thing about it.*

PART FOUR: WRITING

4.1 Write a letter

Ian rang Stephanie Brown back about the security arrangements for next week's AGM. During his conversation with Stephanie, he made the following notes. Complete the letter his PA, Gemma Redwood, sent to Mr Sutton at Triple S Security, using the following notes.

Security arrangements, AGM, Tuesday 9th, 2 to 4pm.
-three extra security officers, two at main entrance of company, one at entrance to car park.
-security officers to check identity of each visitor entering either main entrance or car park..
-direct visitors to Reception.
-officers present from 1 - 5pm or until everyone has left.

Dear _____,
We would like to confirm _____

We will require _____

Would you please instruct _____

They should then _____
Could you also ensure _____

Please let us know if you need further information concerning these arrangements.

Yours sincerely,
Gemma Redwood
Gemma Redwood
p.p. Ian Young (Managing Director)

PART FIVE: GRAMMAR REVIEW

5.1 Tenses

Match these sentences with the time expressions on the right:

- | | |
|--|----------------------------------|
| 1. Ian is talking to Gemma | a. ten minutes ago. |
| 2. He holds staff meetings | b. so far this morning. |
| 3. We're going to have a meeting | c. when the receptionist called. |
| 4. He left the office | d. at the moment. |
| 5. He has sorted out three problems | e. for a year. |
| 6. He has been working for the company | f. in ten minutes. |
| 7. He was talking to Gemma | g. once a week. |

Which sentence is which tense?

- | | |
|------------------------------------|-------|
| 8. The past simple | _____ |
| 9. The present perfect | _____ |
| 10. The present perfect continuous | _____ |
| 11. The past continuous | _____ |
| 12. The present continuous | _____ |
| 13. The present simple | _____ |
| 14. The 'going to' future | _____ |

5.2. Gerunds and infinitives

Listen to the examples on the tape. Complete each of these expressions with either the *-ing* form or the infinitive.

- | | |
|--------------------|-------|
| 1. Would you mind | _____ |
| 2. We agreed | _____ |
| 3. I couldn't help | _____ |
| 4. I'm not used to | _____ |
| 5. I managed | _____ |
| 6. It's not worth | _____ |
| 7. We can't afford | _____ |
| 8. She suggested | _____ |

Now complete the following in a way which makes sense to you. You will find these verbs helpful:

Commute *do* *travel* *wear* *work*

9. It's sometimes easier _____ something yourself than to get someone else to do it.
10. _____ in a big firm has its advantages.
11. Some people think that _____ in your work is a perk, but they forget how boring long-haul flights can be.
12. Finding the right person _____ your work while you are on holiday can be tricky.
13. _____ to work can get you down, particularly if there are rail strikes.
14. What you choose _____ to work can influence your career.

5.3 Agreeing enthusiastically

When someone makes a suggestion, we often want to agree strongly:

That's a good idea.

What a good idea!

Match up the following suggestions and responses:

1. What about giving Linda an assistant?
2. Could we get a drinks machine so that we don't argue about who's washing the mugs?
3. What do you think of the idea of a staff day out?
4. Would you mind working late, then having time off tomorrow?
5. Would you like some extra help?

- a. That's a fantastic idea. Then we could really get to know each other.
- b. What a brilliant employer you are!
- c. That's a much better idea. I'm not doing anything this evening.
- d. That's a good idea. She could do with more help.
- e. What an excellent idea! I hate having to do it every day!

5.4 Grammar pairwork activity

Work with a partner. You will need to look back at the grammar exercises to find the answers.

1. Find two examples of the present continuous:
 - a. where the action is in the future: _____
 - b. where the action is in the present: _____
2. Find two examples of the past tense in the same sentence:
 - a. where one action was short: _____
 - b. and the other action was longer: _____
3. Find an example of the present simple where the event is a regular one: _____
4. Write *doing* or *to do* after the following words to make phrases:
 - a. I don't mind _____ it.
 - b. I agreed _____ it.
 - c. I couldn't help _____ it.
 - d. It's not worth _____.
 - e. I'm not used to _____ it.
 - f. It involves _____ overtime.
 - g. I managed _____ it.

What is a good office?

1. An office where the tea and coffee never run out.
2. An office where there are always biscuits.
3. An office which never runs out of envelopes.
4. An office with a good social atmosphere.
5. An office where the bosses take their turn to make the coffee.
6. An office where nobody is watching the clock.
7. An office where everyone has a comfortable place to work, properly lit, with a comfortable chair and a desk at the correct height.
8. An office where everything is everyone's responsibility.

PART SIX: VOCABULARY REVIEW

6.1 Find the word

Look back through this unit to find words which fit the following definitions:

1. You send them to customers so that they can decide whether to buy a product: S _ _ _ _
2. Another word for *immediately*: S _ _ _ _ _ _ _
3. All the details of travel and hotels: A _ _ _ _ _ _ _
4. A short way of writing *as soon as possible*: A _ _ _ _ _ _ _
5. A company which owns another company: P _ _ _ _ _ Company
6. A company which is owned by a larger company: S _ _ _ _ _
7. You have put something somewhere and now you cannot find it: M _ _ _ _ _ D
8. An informal word for a *conversation*: C _ _ _ _ _ _ _
9. Very long flights, for example, from London to Tokyo or Cape Town; L _ _ _ _ _ _ _
10. You travel a long distance to get to work every day: C _ _ _ _ _ _ _

6.2 Staff, labour, workforce

Here are three dictionary definitions for these three words. Which is which?

1. All the workers employed in, for example, a small business or institution
2. The total number of workers who are employed in a large company
3. The general word for workers, usually manual, in a country

Use *staff*, *labour*, and *workforce* to complete the following collocations:

- | | |
|-------------------------------|--------------------------|
| 4. the hotel _____ | 13. skilled _____ |
| 5. the free movement of _____ | 14. a _____ of 8 |
| 6. take on more _____ | 15. half the total _____ |
| 7. twelve _____ | 16. hospital _____ |
| 8. the school _____ | 17. need more _____ |
| 9. cheap _____ | 18. an educated _____ |
| 10. _____ relations | 19. a member of _____ |
| 11. a _____ meeting | 20. the _____ force |
| 12. the _____ market | |

6.3 Expressions with prepositions

Fill in the correct prepositions in the following expressions, which are taken from this unit:

- | | |
|----------------------------|--------------------------|
| 1. ___ the post | 7. ___ such short notice |
| 2. ___ a lot of pressure | 8. a reply ___ writing |
| 3. late ___ an appointment | 9. ___ a bit of a mess |
| 4. ___ a birthday party | 10. a cheque ___ £10,000 |
| 5. staff ___ ill | 11. ___ holiday |
| 6. an appointment ___ 4pm | 12. not far ___ |

Remember the vocabulary in your head is not just single words. You need to learn collocations, phrases, and expressions too. This course is full of useful expressions.