



“十二五”职业教育国家规划教材  
经全国职业教育教材审定委员会审定  
新标准高职公共英语系列教材

行业英语系列

# Office Matters

## 办公英语

第二版



## 学生用书

作者 / Isobel Williams

改编 / 晨梅梅 范建华



上海外语教育出版社

外教社 SHANGHAI FOREIGN LANGUAGE EDUCATION PRESS

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**Cornelsen**

图书在版编目 (CIP) 数据

办公英语 (学生用书) / 晨梅梅, 范建华改编. —2版.

—上海: 上海外语教育出版社, 2015

新标准高职公共英语系列教材·行业英语系列

ISBN 978-7-5446-3843-2

I. ①办… II. ①晨… ②范… III. ①办公室—英语—高等职业教育—教材

IV. ①H31

中国版本图书馆CIP数据核字 (2014) 第245173号

图字: 09-2007-235号

Author:	Isobel Williams, Freiburg
Editor:	Jim Austin
Ass. Editor:	Kari-Ann Seamark, Lucy Smith, Fritz Preuß (Wörterverzeichnis)
Layout and Design:	Oxford Designers & Illustrators

© Cornelsen Verlag GmbH & Co. OHG, Berlin 2004

Published by arrangement with Cornelsen Verlag GmbH & Co. OHG.

Licensed for distribution and sale in China only.

本书由康乃馨出版社授权上海外语教育出版社出版。

仅供在中华人民共和国境内销售。

在本书的改编过程中, 陈懋担任了原书德文部分的翻译。

出版发行: 上海外语教育出版社

(上海外国语大学内) 邮编: 200083

电 话: 021-65425300 (总机)

电子邮箱: bookinfo@sflep.com.cn

网 址: <http://www.sflep.com.cn> <http://www.sflep.com>

责任编辑: 许 高

印 刷: 上海华业装璜印刷厂有限公司  
开 本: 700×1000 1/16 印张 8.75 字数 152千字  
版 次: 2015 年 7 月第 2 版 2015 年 7 月第 1 次印刷  
印 数: 2 100 册

书 号: ISBN 978-7-5446-3843-2 / G · 1207  
定 价: 31.00 元 (附MP3光盘)

本版图书如有印装质量问题, 可向本社调换

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## 总序

高等职业教育贯彻以服务为宗旨、以就业为导向的办学方针，培养的人才需最大限度地符合未来职业的要求。高职公共英语教学必须明确这一定位，为高职人才培养的总目标服务。高职公共英语教学改革也应该尝试能够体现这一教学改革目标的探索与实践，以职业岗位要求为依据，开展有针对性的教育，以强化高职公共英语教学的实用性、职业性特征。正在试行的《高等职业教育英语课程教学要求》已体现了这一改革思路，将行业英语的教学纳入了高职公共英语教学的内容。然而高职公共英语教学应如何与行业相结合，这仍是一个值得我们思考和探讨的问题。

“新标准高职公共英语系列教材·行业英语系列”不仅为这个问题给出了一个科学、合理的解决方案，也为行业英语教材的建设提供了一个优秀的范本。

细致是该系列教材最难能可贵之处。无论是对所涉及行业中需要使用英语进行工作的情景以及各种情景下常用的句型、词汇、专业术语，还是对国际交往中最容易引发沟通障碍的文化差异以及由于缺乏了解可能引起的商务礼仪失误，该系列教材都作了细致入微的介绍与分析。这使教材在选材、学习量及活动的设计上都极具科学性和针对性，既不是闭门造车，也不是眉毛胡子一把抓。同样的细致也体现在其内容的编排上。举个例子，我们很多教材中的口语练习往往失于空泛，学生无话可说，或有话说不出，而该系列教材中的口语练习场景真实、要求具体、引导详细、循循善诱，很容易激发学生想说英语的欲望。此外，该系列教材很注重语言的循环呈现，同样的句型、词汇和交际功能往往能在不同形式的练习中得到反复操练、不断深化，这将大大提高学习的有效性。每单元的各板块不是生硬的堆砌，而是既相互独立又前后连贯。对于行业英语教材来说，板块之间的这种独立性给教学留下了选择的空间，而这种连贯性则非常有助于引导学生进入教材设定的行业角色。该系列教材图文并茂，设计堪称精致，但真正的精致还在于其细致、认真、科学、严谨的内容编排。

实用是这套教材最突出的特点。书中选取的素材完全是来自真实工作场景下的真实语言材料，包括电话交谈、面谈、公司对外宣传资料、公司对内工作文书等职场内容，几乎涵盖了从业者日常工作的方方面面。书中还设计了大量模拟真实工作任务的练习，努力让学生进入从业者的角色，训练用英语处理业务的能力。这些真实的语言材料和训练把实际工作场景带入了课堂，学生学到的就是他们在未来工作中要面对的，使学以致用原则真正落到了实处。

高职英语教育强调以实用为主，以培养职业能力为目标，这就需要我们的教学反映学生未来实际工作的需要，提高学生的就业能力。该系列教材以细致的行业需求分析为基础，以科学严谨的内容编排为特点，着力培养学生用英语进行工作的能力，融“教、学、做”为一体，充分体现了高职英语教学改革的方向。

本教材第二版在第一版的基础上进行了修正和完善，相信它的出版不仅会使广大英语学习者受益，也将为探索我国高职英语教育如何加强职业能力的培养拓展思路。

刘黛琳 教授

教育部职业院校外语类专业教学指导委员会主任委员



## 前言

《办公英语》是为商务类办公人员编写的行业英语教材,自德国引进,由国内重点高职院校的一线教师担任改编,适合高职阶段使用,也可作为自学教材,供外资企业或有涉外业务的单位中的办公室工作人员使用。

本教材以商务办公中的英语知识和技能为重点学习内容,兼顾商务礼仪,以培养言行举止得体、熟悉商务办公环节和事务的从业者为目的。教材共10个单元,以两名新手的日常工作为线索,从日常办公中的基本英语交际开始,让学习者跟随两名新手逐渐熟悉商务办公的各个方面,包括专业词汇的学习和商务文书的写作等等。

本教材在编写中遵循了“实用、实践、重视交际”的原则,语言材料真实,练习模拟实际的工作任务,充分体现了高职英语教育以实用为主、够用为度、以应用为目的的原则。教材注重培养学习者对各种文化差异的敏感,以及正确处理 and 解释这种差异的能力。每个单元都会对课文中出现的重点语法进行复习和讲解,重点解释主要的语法规则,巩固基本语法结构,并辅以典型例句。此外,书中每单元的 Learning Tips 还讲授了学习技巧,有针对性地帮助学习者掌握和应用新词汇。书后的 Word List 提供全书各处出现的生词和短语。学习者在书中任何地方碰到的生词几乎都能在书后的 Word List 中检索到。为了使用方便,我们特意提供了两种检索方式,Unit Word List 按照单词、短语在书中出现的先后顺序排列,通过该词表,学生可以看到每一页、每一项内容中所有的生词、短语。Alphabetical Word List 按照字母顺序排列,每个词出现的页码都进行了标注,通过该词表,学生可以找到每一个单词出现的上下文。研究发现,人们在日常英语口语交际中所必需的词汇量并不大,约在800词左右。其他的生词和术语,大多可用这800个左右的单词来解释。本书根据对行业日常交际用语的研究和总结,归纳出了这些必需的单词,并列入了书后附录Basic Word List中。该词表也是使用本教材所必需的入门基础词汇。在学习本书之前,学生应先检查自己是否已掌握了该词表中的所有词汇。

《办公英语》第二版对第一版中的错误和疏漏进行了修改,希望它的出版能促进我国高职英语教学和研究的发展,为更好地满足社会需求、培养优秀英语人才做出贡献。

参与本书改编的还有:

饶 辉 石莉莉 张小琴 秦 晔 甄晓婕 安在国  
郦 晖 丁晨阳 杨田晓 肖 晨 王原晴 秦志红



处配有录音

UNIT	TITLE	CONTENT
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<b>10</b>	<b>TYING THINGS UP</b> page 96	Writing / replying to a reminder Writing applications Saying goodbye

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Small talk	如何称呼对方 如何撰写商务信函 <b>LEARNING TIPS:</b> 如何学习词汇	The simple present Genitive <i>at, on, in</i>
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# MEETING & GREETING

## WARM-UP

Talk in groups. What do you as a trainee learn at work and at vocational school? How much English do you use at work? When do you need English? Who do you speak and write to?

## 1 MEET THE NEW TRAINEES

EcoOffice is a European manufacturer of energy-efficient office equipment. Claire Browne and Alan Kirk are trainees at EcoOffice.

Surname / Family name **Kirk**

First name **Alan**

Sex **male**

Date of birth

**21 January 19..**

Place of birth **Manchester**

Marital status **single**

Qualifications **GCSE\***

Department

**administration**

Position

**trainee management assistant**



**EcoOffice**

Surname / Family name **Browne**

First name **Claire**

Sex **female**

Date of birth

**2 July 19..**

Place of birth **Cardiff**

Marital status **single**

Qualifications **GCSE\***

Department

**administration**

Position

**trainee management assistant**



**EcoOffice**

Copy a personnel card into your exercise book. With a partner, ask and answer questions to complete the cards for each other.

What's your  
surname, please?

Frey.

Where were  
you born?

In Munich.

\* GCSE (General Certificate of Secondary Education). 英国的中学生通常在 16 岁时需要参加 GCSE 的统一考试, 合格者才有进入职业学校或高等院校学习的资格。





Track 2

## 2 GETTING STARTED

**All trainees at EcoOffice learn about other parts of the organization. Claire and Alan are at the EcoOffice paper factory in Germany. On their first morning the assistant personnel manager, Mark Haller, meets them at reception. Listen and answer the questions.**

- 1 Where exactly is the paper factory?
- 2 What does Barbara Fechter do?
- 3 Why do they use first names in the office?
- 4 How many people work in the factory?
- 5 Who runs the factory?



- 1 Mark Excuse me. Are you the trainees from Britain?  
 Claire Yes, that's right.  
 Mark I'm Mark Haller. Welcome to Chemnitz.  
 Alan Good morning. I'm Alan Kirk.
- 5 Claire And I'm Claire Browne.  
 Mark Pleased to meet you. Tell me, do you like your accommodation?  
 Alan Yes, thanks. The apartments are very comfortable.  
 Mark Good. Our trainees are usually very happy there. Well then, let's get started. Come and meet my boss, Barbara Fechter. She's in charge of personnel.
- 10 \*\*\*  
 Mark Hello, Barbara. These are the trainees from Britain. This is Claire Browne and this is Alan Kirk. Claire, Alan – Barbara Fechter.  
 Claire How do you do, Ms Fechter?  
 Barbara Oh, you don't need to be so formal. Just call me Barbara. We always use first names in the office. We are a British company, after all.
- 15 \*\*\*  
 Mark Next, let's look around the factory.  
 Alan It's big. How many people work here?  
 Mark Sixty. Four of them are apprentices.
- 20 Claire Sixty. That's a lot.  
 Mark Yes, it is. We still employ most of the original workers. Oh, look, there's one of them, Frank Wiest, the production manager. He runs the factory.

### INFO

#### 如何称呼对方

在英美国家的职场交际中，双方通常都称呼对方的名字。但初进入这些国家，最好先等对方自我介绍，并由对方主动要求你直呼其名。否则，一般应以 *Ms* 或 *Mr* 称呼。如果不清楚对方（女性）是否已婚，应使用 *Ms*，而非 *Mrs*。

#### 自我介绍

在用英语做自我介绍时，应使用全名。

### The simple present

- 1 She's (= she **is**) in charge of personnel.
- 2 He **runs** the factory.
- 3 **Are** the trainees from Britain?
- 4 **Do** you **like** your accommodation?
- 5 **You don't need** to be so formal.
- 6 We **always use** first names in the office.
- 7 Our trainees **are usually** very happy there.

- 一般现在时 (simple present) 用于表示经常存在的状态 (1) 或经常发生的动作 (2)。
- 遇到 *he/she/it* 时, 一般 (如 *run*) 应在动词原形之后加上 *-s* (2); 需注意 *be* 动词的形式 (1)。
- 除 *be* 动词 (3) 以外, 疑问句和否定句中需使用助动词 *do* (4, 5), 第三人称单数用 *does*。
- 一般现在时的使用大多有以下一些标记词:  
*always* (总是), *usually* (通常), *normally* (通常),  
*often* (经常), *sometimes* (有时, 偶尔), *seldom* (很少),  
*hardly ever* (几乎不), *never* (从不)  
 这些词置于一般动词之前 (6), 或 *be* 动词之后 (7)。

#### BE CAREFUL!

主语为第三人称单数的 *he, she* 或 *it* 时, 谓语动词一定要加 *-s* 或 *-es*!

## 3 QUESTIONS AND ANSWERS

Complete the questions (1–6). Then match the answers (a–f).

- |  |                   |
|--|-------------------|
| 1 <del>Is</del> Barbara Fechter the personnel manager? | a No, I don't.    |
| 2 ... you work in the factory?                         | b Yes, she does.  |
| 3 ... Alan come from Germany?                          | c Yes, they are.  |
| 4 ... you a trainee, Claire?                           | d Yes, she is.    |
| 5 ... Claire and Alan in Chemnitz?                     | e No, he doesn't. |
| 6 ... Barbara work in an office?                       | f Yes, I am.      |

## 4 QUESTION WORDS

Complete the questions with the words below. Then match the answers.

Who • When • Where • How often • How • What

- |                             |                      |
|-----------------------------|----------------------|
| 1 ... does he work?         | a By car.            |
| 2 ... are they?             | b Once a week.       |
| 3 ... do you start work?    | c My colleagues.     |
| 4 ... does she do?          | d At 8.30.           |
| 5 ... do you get to work?   | e In an office.      |
| 6 ... do you go to college? | f She's a secretary. |

**Making introductions****Greeting people you do not know**

A: How do you do? I'm ...

B: How do you do? My name is ...

A: Pleased to meet you. / Nice to meet you.

B: Pleased to meet you, too. / Nice to meet you, too.

A: Excuse me, are you ... ?

B: Yes, that's right. / No, I'm not. My name is ...

A: Welcome to ...

B: Thank you. Nice to be here.

Good

morning (6 a.m. – 12 noon)

afternoon (12 noon – 6 p.m.)

evening (6 p.m. – 10 p.m.)

**Greeting people you know**

Hello.

Hi!

Nice to see you (again).

A: How are you?

B: I'm fine, thanks. And you?

**Introducing people**

This is (Alan Kirk).

These are (the trainees from Britain, Claire Browne and Alan Kirk).

**Saying goodbye**

Goodbye.

Bye.

See you again sometime.

**5 WHAT DO THEY SAY?****Read these situations and choose the correct answer.**

- 1 Two businessmen meet for the first time.
  - a Hi! My name's Peter.
  - b This is Peter Matthews.
  - c How do you do? My name is Peter Matthews.
- 2 The same two businessmen meet again later.
  - a Nice to see you again.
  - b Nice to meet you.
  - c Pleased to meet you.
- 3 One of the businessmen introduces the other one to a colleague.
  - a These are my colleagues.
  - b This is Charlotte Harris.
  - c Charlotte Harris.
- 4 A businesswoman meets a client at the airport. They do not know each other.
  - a Hello. How are you?
  - b Excuse me, are you Ms Lee?
  - c Welcome to the airport.



## 6 INTRODUCTIONS

Work with someone you do not know. Ask and answer questions to find out about each other. Make notes and introduce your partner to someone else.

A

Hello. I'm ...  
What's your name?

I'm from ...  
And you?

I'm a / an ... /  
I work part-time for  
a company called ...

They produce ... /  
We manufacture ...

And what  
about you?

B

My name is ...  
Where are you from?

I'm from ...  
What do you do?

### BE CAREFUL!

对问句 *What do you do?*  
或 *What's your job?* 的回答不  
是 *My job is ...*, 而是 *I'm a ...*  
或 *I work at ... / in ...*, 比如:  
*I work at a European company*  
*/ in an office.*

在表示职位时, 一定要加  
上 *a / an*, 比如 *I'm a trainee*  
*/ an engineer.*



Track 3

## 7 THIS IS SUSAN LEACH

Mark introduces Claire and Alan to a colleague. Decide on the correct form of the verbs in brackets. Then listen and check.

- 1 Mark This *is*<sup>1</sup> (be) Susan Leach's office. Susan always *looks after*<sup>2</sup> (look after) our trainees on their first day.
- Alan ...<sup>3</sup> (she / speak) English?
- Mark Yes, she does. She ...<sup>4</sup> (come) from Scotland.
- 5 Claire Ah good. Another British person.
- Mark Yes. You ...<sup>5</sup> (not be) the only ones!

\*\*\*

10





Mark Ah, here she ...<sup>6</sup> (be). Alan and Claire, meet Susan Leach, our office manager.

Alan Pleased to meet you.

Susan Pleased to meet you, too. Welcome to Chemnitz.

15 Mark Listen, Susan. I ...<sup>7</sup> (not have) much time. There ...<sup>8</sup> (be) a meeting in the manager's office at ten. Here ...<sup>9</sup> (be) the trainees' files. Can I leave them with you?

Susan Sure. No problem.

\*\*\*

20 Susan Well, these ...<sup>10</sup> (be) your desks. Another colleague ...<sup>11</sup> (sometimes work) in this office, too. She ...<sup>12</sup> (come) in part time, in the mornings. She ...<sup>13</sup> (usually arrive) around this time, but she ...<sup>14</sup> (not always get) here on time.

\*\*\*

Susan Hi, Renate, you can practise your English today. These ...<sup>15</sup> (be) the new trainees. They ...<sup>16</sup> (not speak) much German. Claire, Alan, meet Renate ...

## GRAMMAR

### Genitive

- 1 The manager's office
- 2 The trainees' files
- 3 The people's choice
- 4 The name of the company

■ 在表示某物为某人“所有”时，应在表示人的名词之后加's (1)。

■ 如某物为多人“所有”，则在规则复形名词后加' (2)。

■ 如复形名词不以s结尾，则要加's (3)。

■ 无生命体的所有格一般用of构成 (4)。

## 8

### PRACTICE

Make sentences using 's, s' or of.

EXAMPLE the desk / top the top of the desk

- 1 the owner / the computer
- 2 the boss / the secretary
- 3 the name / the firm
- 4 the address / the factory
- 5 Susan / phone number
- 6 the workers / overalls
- 7 the trainees / desks
- 8 Alan and Claire / new jobs
- 9 the women / changing room
- 10 the workers / smoking area

