

北京语言文化大学出版社 中央广播电视大学出版社



FUNCTIONING IN BUSINESS

商务通英语

Book Two

第二册

Roger Olsen 编著 梁 骁 翻译

北京语言文化大学出版社中央广播电视大学出版社

(京)新登字 157 号

图书在版编目(CIP)数据

商务通英语 第2册/(美)奥尔森(Olsen, R.)编著;梁骁译

一北京:北京语言文化大学出版社;中央广播电视大学出版社,1999.9

ISBN 7-5619-0771-0

Ⅰ.商…

Ⅱ.①奥…②梁…

Ⅲ. 商务—英语—教材

IV. H31

中国版本图书馆 CIP 数据核字(1999)第 33564 号

《商务通英语》著作权合同登记号:第二册图字:01-1999-1161

本书由美国达英教育有限公司(DynEd International, Inc.)授权在中国境内出版发行。

责任印制: 汪学发

出版发行:北京语言文化大学出版社 (北京海淀区学院路 15号 邮政编码 100083)

中央广播电视大学出版社 (北京西城区复兴门内大街 160号 邮政编码 100031)

印刷:北京北商印刷厂

经 销:全国新华书店

版 次: 1999年9月第1版 1999年9月第1次印刷

开 本: 787 毫米×1092 毫米 1/16 印张: 9

字 数: 232 千字 印数: 00001-25 000

书 号: ISBN 7-5619-0771-0/H·9975

定 价: 39.80元(含磁带)

前言

祝贺你选择《商务通英语》作为英语课程的学习教材。这是一套令人兴奋、让人 耳目一新的广播听说教材。通过收听广播和听录音学习本教材,你可以获得最大的 收益。

《商务通英语》是一套中级商务英语教程,教程题材以美国商务实践和文化为主,讲授语言的表达功能,教我们在各种场合怎样使用恰当的语言进行商务和社交活动。

在这套教材中,我们将随访一次重要的商务行程,听听几家国际公司间所举行的会议与谈判,并采访几位与会人士。我们还要仔细听听这些人士在洽谈业务时使用的英语内容和形式。

《商务通英语》帮助你学习英语。你会学到重要的词汇、语法和语言功能,并用于实际交际:交换信息,做出决定,进行社交。你还会学到美国语音、语调、节奏和重音模式,这些对于理解口语英语和让美国人理解你说的是什么,都十分重要。《商务通英语》学习用书还会让你了解美国文化、历史以及当代美国生活。

《商务通英语》学习用书设计了许多不同类型的练习,注重以下几种重要的语言技能:听后能理解大意或要点,能听辨出词语分界、语调、节奏和重音,能听辨出语法结构和语言功能,并逐渐熟悉美国人处事和使用语言的方式。

《商务通英语》的基本语言学习原则是:只有真正理解了,才能真正学会。你也许能背记很多单词,但是如果你没有透彻地理解词语如何搭配使用以及它们所传递的不同的信息,那么你就不是在真正学习语言。《商务通英语》在设计时注重理解能力——特别是听力理解能力和熟练的听辨能力。《商务通英语》不是读写教材,它是为帮助你学到听、说方面的实用交际技能而设计的。

教材每课都以广播或录音中的会话或**访谈**开始。在看课文以前要先听,注意听本课谈的是什么话题、谈话者是谁以及会话的内容是什么,然后再看课文,检查自己的理解程度。当你觉得可以向朋友总结会话内容时,你大概已经听懂了大意,那么你就可以做下面的练习了。

接下来的练习都是强调听力理解类的练习。**听要点、电话访谈、电子邮件**等一般着重于广播中的关键内容。在有些课里,这些练习是以词汇练习的形式出现的,

而在另一些课里,则强调语法或功能词。这些练习的目的在于听懂谈话的意思以及思想的交流。

各类语言练习帮助你了解美国英语的构成。这些练习有时以语言功能为中心,如是问;有时以具体语法为中心,如介词、副词和形容词;有时则重点练习诸如紧缩式或简略式等美国人常用的口语形式。

读音相似吗、是谁说的和判断正误帮助你提高听辨能力;拼写和组句帮助你扩大词汇;语音练习帮助你辨别特别的读音、重音和音节,特别是帮助你分清口语中模糊的词语界限;选择练习有些帮助你分辨读音相似而意思不同的词(如 he's/his 和were/we're),还有一些检查你对广播会话中使用的关键词语掌握的情况;补充练习为你运用本课的概念、内容和词汇提供了更多的练习。

每课都有一条**文化注释**——有关美国文化、城市或历史的知识。许多课都有**话** 语表达或当美国人……时这部分,告诉你美国人是如何谈话和做事的。比如,你知道许多(不是所有)美国人每天早上开两三个小时的车上班而晚上再开回家吗?

许多课都有**自我评估/自学提示(On Your Own)**,其目的是帮助你在课外不使用本教材时计划或检查自己使用或练习英语的情况,或者帮助你掌握一定的学习方法,独立进行练习。

全书共分六册 12 个单元,每册两个单元,每个单元六课。每学完六个单元有一次阶段复习,分别放在第三册和第六册后面,这样,你可以对自己的学习成果进行检验,了解自己对《商务通英语》真正理解了多少,会用多少。有的复习内容帮助你做听前准备,然后重点练习听关键的概念和语言功能,有的练习(如**词语练习**)强调的是语法和语言功能,还有一些练习重点则在词汇和语音上。

如果说理解是《商务通英语》的首要原则的话,那么练习就是它的第二原则。倘若你听说过"熟能生巧"这句成语,你就会把下面的话作为学习的座右铭:

练习,练习,再练习,才能更上一层楼。

祝你英语学习成功!

Roger Olsen Mark Foley 1999年4月

SCOPE AND SEQUENCE 教学内容与安排

UN	TT TITLE 单元标题	PRIMARY FOCUS 主要语言点	STORY OUTLINE 情节概要
	Introductions 介绍	Simple job descriptions and responsibilities 简单说明工作职务和职责 Work and educational background 工作经历和学历	Introduction of Charles Blake, Mike Epstein and Shirley Graham 介绍查尔斯·布莱克、迈克·爱泼斯坦 和雪莉·格雷厄姆
	Checking In 住店登记	Vocabulary of travel, transportation and lodging 旅行、交通和住宿词汇 Making and confirming reservations 预订与确认	Mr. Blake of International Robotics checks into his hotel 国际机器人公司的布莱克先生办理旅馆人住登记手续
	Making an Appointment 约会	Making and confirming an appointment 会面的约定与确认 Making suggestions 提出建议	Mr. Blake makes an appointment over the telephone with Mr. Epstein of Advanced Technologies 布莱克先生与先锋技术公司的爱泼斯坦先生打电话约定会面
	Confirming Plans 确认计划	Offering an opinion 提出看法 Disagreeing 表示不同意	Mr. Epstein checks with Ms. Graham about the schedule and details of a meeting 爱泼斯坦先生和格雷厄姆女士检查会面时间及有关细节
	An Important Introduction 重要的介绍 At the Restaurant 在餐馆	Business introductions 商务活动中的介绍 Making and accepting an offer 提议与接受提议	Mr. Epstein introduces Mr. Blake to Ms. Graham 爱泼斯坦先生向格雷厄姆女士介绍布莱克先生
	A Business Lunch 工作午餐	Making proposals and promises 提出建议与做出承诺	Mr. Blake and Ms. Graham discuss several problems 布莱克先生同格雷厄姆女士讨论儿个问题
		Review of Units 1-6 1~6单元	复习
	The Disagreement 意见分歧	Presenting a point of view 陈述观点 Responding to arguments 对对方提出的理由做出回应	Mr. Epstein and Ms. Graham discuss a diffi- cult decision 爱泼斯坦先生同格雷厄姆女士讨论一 项艰难的决定
8	The Final Proposal 最后的提议 Keeping in Touch 保持联系	Language of decision-making 决断用语	Mr. Blake meets with Ms. Graham and Mr. Epstein 布莱克先生会晤格雷厄姆女士和爱泼斯坦先生
	New Customer 新客户	Planning for the future 规划未来	Mr. Blake has an appointment with a representative of a different company 布莱克先生约定会晤另一公司的代表
10	Negotiations 谈判	Language of business negotiation 商务谈判用语	Mr. Blake negotiates several points with Mr. Comez of Federal Motors 布莱克先生同联邦汽车公司的戈梅兹先生就几个问题进行谈判
11	Coming to Agreement 达成协议	Meeting and discussion skills 会晤与讨论技巧 Describing future possibilities 描述未来的可能性	Mr. Blake meets with Mr. Chapman of Federal Motors 布莱克先生会晤联邦汽车公司的查普曼先生
12	New Beginning 新开端	Discussing changes 讨论变更	Mr. Blake speaks with Mr. Epstein 布莱克先生同爱泼斯坦先生进行交谈
		Review of Units 7-12 7~12 单	元复习

SCOPE AND SEQUENCE: UNITS 3 and 4

第三、四单元教学内容与安排

LESSON 课次		FOCUS ON LANGUAGE FUNCTIONS 重点语言功能	AMERICAN BUSINESS ENGLISH 美国商务英语
	3A 第一课	Making an appointment 约会 What time would be convenient?	Talking to a telephone receptionist 与电话接待员通话
第	3B 第二课	Suggesting 提出建议 How about three o'clock?	Small talk on the telephone 电话中的闲谈
Ξ	3C 第三课	Accepting a suggestion 接受建议 That sounds good.	Suggesting a meeting time 建议会面时间
单	3D 第四课	Negotiating a meeting time 商量会面时间 Could we make it earlier in the day?	Rejecting a suggestion and suggesting an alternative 拒绝一项建议和提出另外的建议
元	3E 第五课	Ending a conversation 结束谈话 I'm looking forward to seeing you.	Confirming the time and place of a meeting 确认会面时间和地点
	3F 第六课	Leaving a message 留言 Could you please ask him to call me back?	Confirming a message 确认留言
**	4A 第一课	Making a restaurant reservation 预定餐馆 I'd like to reserve a table.	Making and changing a restaurant reservation 预定餐馆和更改预定
第	4B 第二课	Confirming 确认 Are you still free at 11:00?	Status in American business 美国商界中的身份
四	4C 第三课	Refusing 拒绝 I'm sorry but Mr. Malone is busy.	Offices and status 办公室与身份
单	4D 第四课	Offering an opinion 提出看法 I think that's a wonderful idea.	Corporate structure 公司结构
元	4E 第五课	Disagreeing politely 礼貌地表达不同看法 I understand your reservations, but	Disagreeing with the boss 与上司看法不同
	4F 第六课	Stalling 拖延 Let's discuss it tomorrow.	Corporate communication 公司的沟通

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Lesson 3A 第一课

Making an Appointment (1) 约会(1)





Dialog 对话

Receptionist: Advanced Technologies. May I help you?

Blake : Yes, this is Charles Blake from International Robotics. I'd like to speak with Mike

Epstein, please.

Receptionist: Just a minute and I'll put you through...

Epstein : Epstein...

Receptionist: Mr. Epstein, I have a Mr. Blake from International Robotics on the line.

Epstein : Okay, thanks... Mr. Blake!

Blake : Hello Mr. Epstein. How are you? Epstein : I'm fine, thanks. How are you?

Blake : Great.

Epstein : How was your trip?

Blake : I had a nice flight, and it was on time. Epstein : When did you get in to San Francisco?

Blake : I just arrived a few moments ago. Epstein : Say, when shall we get together?

Blake : Well, I was hoping that we could perhaps arrange a meeting for tomorrow sometime.

Epstein: Ah, I'll tell you what. I'm free after eleven o'clock. How's that sound?

Blake : That sounds fine with me.

Cultural Note 文化注释

The first Europeans in San Francisco were from Spain. Gaspar de Portola came by horseback and de Ayala sailed into the bay in 1775 – the year before the 13 colonies on the Atlantic seaboard declared independence from England.

旧金山的第一批欧洲人来自西班牙。1775年,加斯帕尔·德·波尔塔拉骑着马来到这里,而德·阿雅拉乘船驶进海湾,第二年大西洋沿海 13 个殖民地宣布从英格兰独立。

Listen for Information 听要点

Listen to Dialog and fill in the blanks. 请听对话并填空。 1. Yes, this is Charles Blake <u>from</u> International Robotics. 2. I'd like to _____ with Mike Epstein, please. 3. Just a _____ and I'll put you _____. 4. Mr. Epstein, I _____ a Mr. Blake from International Robotics _____ the line. 5. How ______ your trip? 6. I had a nice ______, and it was _____ time. Bonus 附加题 7. Blake arrived in San Francisco just a few ______ ago. 8. Blake would like to ______ a meeting for tomorrow. 9. They agree to meet after ______ o'clock tomorrow. Preposition Practice 介词练习 Listen to Dialog for prepositions. Then choose the correct word for each sentence and underline it. 请听对话中使用的介词。然后为每句选择一个正确的词,并在这个词下划线。 1. I'd like to speak (at / with) Mike Epstein. 2. I have a Mr. Blake (in / on) the line. 3. This is Charles Blake (for / from) International Robotics. 4. I had a nice flight and it was (at / on) time. 5. When did you get (in / from) to San Francisco? 6. We could perhaps arrange a meeting (of / for) tomorrow. 7. I'm free (through / after) eleven o'clock. 8. That sounds fine (of / with) me. Unscramble 组句 Put these words into the correct order to make sentences or questions. 把下面的词排成正确的顺序,组成句子或问句。 May I help you? 1. help I? you may 2. through I'll you put 3. your how trip? was 4. nice had flight I a 5. get when together we? shall 6. me fine that with sounds

7. Mike Epstein like please with speak I'd to

Listen for Information 听要点

Choose the three correct answers to this question; Why did Mr. Blake phone Mr. Epstein? "为什么布莱克先生给爱泼斯坦先生打电话?"选出这句问话的三个正确回答。

- 1. To arrange a meeting for Tuesday.
- 2. To talk about his journey.
- 3. To talk to Mike in a relaxed way before their formal meeting.
- 4. To organize a tour of San Francisco.
- 5. To check the things they would discuss at their meeting.
- 6. To arrange a meeting for Wednesday.

Business Dialog 商务对话

Listen to Business Dialog and fill in the blanks.

请听商务对话并填空。

11 /1 /1 /1 /1 /1 /1 /1 /1 /1 /1 /1 /1 /	
1. Webber Industries, may I you?	
2. This is Sam Bliss	
3. How are you Milton?	
4. I'm to see if we can arrange a meeting	ıg.
5. There are several matters I'd like to	with you.,
6. Okay, when be convenient?	
7. Could we tomorrow?	
Bonus 附加题	
8. Ms. Milton would like to meet at	
9. Bliss is looking to meeting her.	
10. They agree to meet at his tomorrow.	
Vocabulary Practice 词汇练习	

Vocabulary Practice 词汇练习

Match the words and phrases (1-10) with the meanings (A-J).

把词语(1-10)与它们的含义(A-J)匹配。

	-
1. trip	A. check
2. put you through	B. meet each other
3. please hold	C. that's okay
4. get together	D. journey
5. that sounds fine	E. put down the phone
6. set up	F. take you on a tour
7. confirm	G. connect you on the telephone
8. show you around	H. please wait
9. issues to discuss	I. things to talk about
10. hang up	J. arrange

Focus on Phone Calls 重点练习: 打电话

Fill In 填空

Fill in the blanks with the words from the box.

用方框中的词填空。

	wants	things	music	company	hold	
	information	telephone	returning	hang		
	-			receptionist		
				ig company there a		you
shou	ld do.					
		3.	yourself and the	name of your 4.	. Then	you should
tell t				ou want to speak t		
	about			•		Ü
				are 9.	the call, then	the recep-
tioni	-	-		you. After you give		
				ome <u>12</u> .		_
13.	up!					
Pho	ne Calls Practice	打电话练习				
	k at this example					
	· 例子:	•				
,,,	YOUR NAME:	Bob Brown				
	YOUR COMPAN		onics			
	PERSON YOU A	RE CALLING:	Sally Gunberg			
			returning her cal	1		
			=	I'd like to speak to	Sally Gunberg.	I'm
	returning her cal					
Nov			e the sentences.			
	E根据下面的信息	•				
1.	YOUR NAME:	Jane Wang				
•	YOUR COMPANY	: International F	harmacy Products			
]	PERSON YOU AF	RE CALLING:	Mr. Otakawa			
]	REASON FOR YO	OUR CALL:	he asked you to pl	one today		
2	Hello , this is Jan	e Wang from Inte	ernational Pharmac	y Products.		
2.	YOUR NAME:	Robert Hasl	ett			
•	YOUR COMPANY	: Haslett Eng	ineering Corporation	n		
]	PERSON YOU AF	RE CALLING:	David Grigson			
ì	REASON FOR YO	OUR CALL:	replying to his adv	ertisement		
3	Hello ,					
				-		

3.	This time, use your own name and company!	
	这次,用你自己的姓名和公司。 YOUR NAME:	
	YOUR COMPANY:	
	PERSON YOU ARE CALLING: Steven Goldstein	•
	REASON FOR YOUR CALL: returning his call	
	Hello,	·
	Tiewe,	
U i	nscramble 组句	
Ur	scramble these words and make suggestions.	
排	列下面的词语,组成提出建议的句子。	
1.	that at six let's does ? sound . how meet	Let's meet at six. How does that sound?
2.	meeting could a arrange? we	
3.	about tomorrow? how dinner	
4.	Friday that . sound ? let's on how's meet	
5.	discuss we issues? some could	
6.	about on ? Saturday seven-thirty how	
~	• V+ +▽	
_	hoose 选择	ords or phropos used in today's Dialog . Then
	ead these sentences and decide which are the w	ords or prirases used in today is bialog. Then
	ten to the tape and see if you are correct. 下面的句子,并判断哪些是今天对话中使用的词	语。然后听录音,看看你洗的是否正确。
以	A. I'd like to	MO MINI THE REPORT OF THE PARTY
1.		
	B. I want to	
	A. Just a minute	
2.		ough.
	B. One moment, please	
•	This is Charles Blake A. of International B	Lahatian
3.	This is Charles Blake B. from	coodies.
4	A. great trip and it was on time.	
	B. nice flight	
	A. fine with	
5.	That sounds me.	
	B. great to	

Pronunciation 语音

Mark the accepted syllables, the syllables that have the most stress.

标出公认的音节——重读音节。

suggest
 explain
 explained
 explaining
 explanation
 inform
 informed

4. interest interested interesting5. complete completion completely

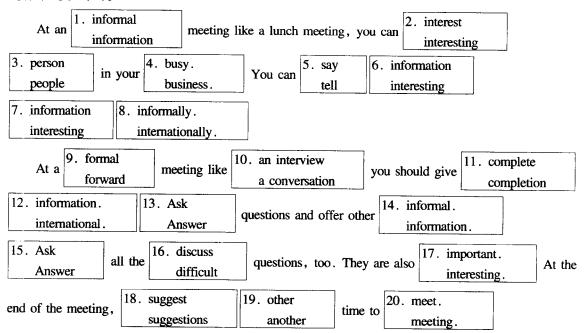
Bonus 附加题

Do you think "interestion" is a word in American English? "Completed"?

Just for Practice 补充练习

Choose the words that best fit these sentences.

选择最适合的词。



On Your Own 自我评估

How is your English? Rate yourself in each of these skill areas.

Listening	Excellent	Good	Fair	Needs Improvement
Speaking	Excellent	Good	Fair	Needs Improvement
Reading	Excellent	Good	Fair	Needs Improvement
Writing	Excellent	Good	Fair	Needs Improvement
Vocabulary	Excellent	Good	Fair	Needs Improvement
Grammar	Excellent	Good	Fair	Needs Improvement

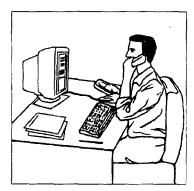


Lesson 3B 第二课

Making an Appointment (2) 约会(2)







Dialog 对话

Receptionist: Advanced Technologies. May I help you?

Blake : Yes, this is Charles Blake from International Robotics. I'd like to speak with Mike

Epstein, please.

Receptionist: Just a minute and I'll put you through...

Epstein : Epstein...

Receptionist: Mr. Epstein, I have a Mr. Blake from International Robotics on the line.

Epstein: Okay, thanks... Mr. Blake!

Blake : Hello, Mr. Epstein. How are you?

Epstein: I'm fine, thanks. How are you?

Blake: Great.

Epstein : How was your trip?

Blake : I had a nice flight, and it was on time.

Epstein : When did you get in to San Francisco?

Blake : I just arrived a few moments ago. Epstein : Say, when shall we get together?

Blake : Well, I was hoping that we could perhaps arrange a meeting for tomorrow sometime.

Epstein : Ah, I'll tell you what. I'm free after eleven o'clock. How's that sound?

Blake : That sounds fine with me.

Epstein : Okay, uh, where are you staying?

Blake : I'm staying at the Embassy Suites. It's about twenty minutes south of the airport.

Epstein : Ah, that's real close to my office here. I'll tell you what, I'll meet you tomorrow around

11:15. Then we can go to lunch, and then I'll show you around San Francisco.

Blake : That sounds very nice.

Cultural Note 文化注释

California became part of the United States in 1846 after a war with Mexico. Gold was discovered in 1848, and San Francisco grew from a village of 500 to a city of 20 or 30 thousand by 1850, the year California became a state.

1846 年,与墨西哥的战争后,加利福尼亚成为美国的一部分。1848 年发现了黄金,到了 1850年旧金山已从五百人的村子发展成为二三万人的城市,这一年加利福尼亚成为美国的一个州。

Listen for Information 听要点

Listen for information 町委品	
Listen to Dialog and fill in the blanks.	
请听对话并填空。	
1. I'd like to speak with Mike Epstein, please.	
2. Just a and I'll put you	
3. Mr. Epstein, I a Mr. Blake from International Robotics on the	·
4. When did you in to San Francisco?	
5. Say, when we get together?	
6. Well, I was hoping that we perhaps arrange a for to	morrow sometime.
7. I'm after eleven o'clock. How's that?	
Bonus 附加题	
8. Mr. Blake is at the Embassy	
9. They are going to tomorrow at around	
10. After their meeting they will have and Mr. Epstein will show M	⁄ir. Blake
San Francisco.	
Preposition Practice 介词填空	
Listen to the prepositions in Dialog and fill in the blanks with a word from the	box.
注意听对话中用到的介词并用方框中的词填空。	
1. I'd like to speak with Mike Epstein.	after
2. I have a Mr. Blake International Robotics on the line.	around
3. I had a nice flight and it was time.	for
4. When did you get to San Francisco.	from
5. We could arrange a meeting tomorrow sometime.	in
6. I'm free eleven o'clock.	on
7. That's real close my office.	to
8. Then I'll show you San Francisco.	with

Listen for Information 听要点

Listen to Interview (2) and fill in the blanks.

请听访谈(2)录音并填空。

1. Mr. Epstein, let's <u>talk</u> about your conversation	on with Mr. Blak	<u> </u>
2. You suggested that the two of you for lu	nch.	
3. I thought it would be a idea for us to ge	t in ar	informal setting.
4. I wanted to fill him in on some of the or	our project.	
5. I didn't want to schedule a meeting unti	he had a	to rest,
6. Did you go the agenda?		
7. I confirmed with him the he wanted to d	iscuss	the meeting.
8. Then we for a nice around	nd San Francisco.	
9. I dropped him at his hotel, and then	to my off	fice.
0. Thank you for me on your show.		
Listen for Sequence 听后排序		
These are the events that Epstein described in Interview	s. Put them into the	correct order.
下面是爱泼斯坦在访谈中所说的事情。把它们按正确的	顺序排列。	
A. Epstein drove Blake around San Francisco.	[]	
B. Epstein left his office around 11 o'clock.	[1]	
C. They had lunch together.	[]	
D. Epstein arrived at the hotel at 11:15.	[]	
E. Epstein dropped Blake off at his hotel.	[]	
F. Epstein returned to his office.	[]	
G. They talked about the agenda for their meeting.	[]	

Word Practice 词语练习

Fill in the blanks with the words in the box.

用方框中的词填空。

PHRASE	MEANING	
1. talk something	discuss something together	together
2. go something	explain the details of something	off
3. drop someone	take somebody to a place by car or taxi	in
4. fill somebody	tell somebody everything about	over
on something	something	about
5. get	meet somebody	