



新世纪高职高专  
商务英语类课程规划教材

# CENTURY BUSINESS ENGLISH

## 世纪商务英语

综合教程 II (第三版)  
(教师用书)

新世纪高职高专教材编委会组编  
主审 孔庆炎 主编 戴莹



大连理工大学出版社



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## 教材说明与教法建议

《世纪商务英语——综合教程 I~IV》(第三版)是为高职高专院校商务英语专业和经贸专业的学生编写的,目的是培养学生使用英语进行涉外交际和商务交际的能力。

《世纪商务英语——综合教程 I~IV》(第三版)系列教材共有四册,每册 10 个单元,并配有中期末两套测试题。本册各单元由导入训练(Lead-in)、主课文(Text A)、辅助课文(Text B)、实用写作(Practical Writing)、轻松一刻(Time for Fun)五个部分组成。每单元的五个部分都围绕一个商务主题来编排,综合培养学生听、说、读、写、译等英语应用能力。

教师用书各单元按学生用书模块顺序编写,非常方便教师使用,具体包括以下部分:

1. **Related Information** 介绍与单元主题相关的背景知识,作为核心知识的补充内容,有助于深入理解相关的商务知识。

2. **Lead-in** 提供练习答案及听力原文。听力材料都是真实商务场景中的语言,教师可以通过这些场景进一步介绍商务语言特点并进行相应的口语练习,充分调动学生进行听说交际的积极性,从一开始就把课堂教学变为师生互动的模拟口语交际的场所,提高学生商务交际能力。

3. **Text A** 和 **Text B** 提供语言点学习、课文译文、必要的专业术语讲解及练习答案。讲解课文时最好以商务知识及商务词汇用法为主、语法讲解为辅,拓宽学生视野,着重培养学生商务意识、提高商务表达能力。语言点学习对阅读篇章中重点词汇和搭配作了较为详细的讲解,并提供了例句和词汇辨析解释,教师可以根据学生需要选择使用。Text A 可作为精讲课文,对于 Text A 最后的一个练习,即口语练习,教师应尽可能鼓励学生按要求进行角色扮演或课堂小组讨论,也可作为课后讨论作业,让学生充分准备后,再在课堂上进行表演或演讲。Text B 可作为补充阅读练习,教师在课堂上可花少量时间进行必要的讲解和指点。

4. **Practical Writing** 提供练习答案、例文及必要的完成任务的提示。此部分练习设置由浅入深,教师可先对学生用书中的写作说明进行详细讲解,再通过对例文的分析,引导学生掌握如何编排各种文体的写作内容,同时讲解商务知识,在培养学生的商务写作能力的同时增强学生的商务意识和商务交际能力。

教师可以根据学生水平灵活处理各单元内容。完成每单元大约需要 6 学时。教师可以根据本校具体情况和实际需要自行调整和安排,创造出属于自己的灵活多样的教学途径和方法,鼓励学生在课堂教学的过程中积极思考、自觉参与、获取知识、提高能力。

《世纪商务英语——综合教程 II》(第三版)(教师用书)由戴莹任主编,杨苗捷、王希玲、周健华任副主编。

教材中如存在纰漏之处,敬请各相关院校和读者在使用本教材的过程中给予关注,并将改进意见及时反馈给我们,以便在下次修订时完善

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# Unit 1 Airport

## Related Information

When greeting or seeing off your clients at airport, you should always extend your natural friendliness with warm smiles on a regular basis. But each culture has its own rules, traditions and protocols. While the need for courtesy and respect is universal, the ways they are expressed are not. What is appropriate and polite in one culture may be totally inappropriate or even offensive in another. Be certain that you (or the person you designate) understand and use the appropriate greeting protocol; this is a sign of respect for the visitor and the culture that he or she represents. If you don't know what constitutes an acceptable greeting in your guest's culture, find it out. With the wealth of guidebooks, cross cultural reference materials, and training programs, you are sure to be mindful of the customs and expectations of other nationalities. Take full advantage of the knowledge, you can make people of all nationalities feel at home in your country.

## Lead-in

### 1. Listening

Carrier	Flight	Time	Destination	Information
British Airways	BA412	12:00	Amsterdam	Last call Gate 17
Scandinavian Airlines	SK526	12:05	Stockholm	Boarding Gate 8
Iberia	IB341	12:10	Madrid	Go at once Gate 16
Alitalia	AZ281	12:15	Rome	Delay about 30 minutes
Olympic Airways	OA260	12:30	Athens	Proceed to Gate 19
Sabena	SN604	12:45	Brussels	A call for Mr. Gaston Meyer to report to the information desk



## 2. Discussion

(Open)

### Tape Script:

1. This is the last call for the twelve o'clock British Airways flight BA412 to Amsterdam. Would passengers for this flight please proceed without delay to Gate 17.
2. Scandinavian Airlines announce the departure of the 12:05 flight SK526 to Stockholm. This flight is now boarding at Gate 8.
3. Would passengers for the 12:10 Iberia flight IB341 to Madrid please go at once to Gate 16 where this flight is now boarding.
4. Alitalia regret to announce that their 12:15 flight AZ281 to Rome will be delayed for approximately 30 minutes.
5. Olympic Airways announce the departure of the 12:30 flight OA260 to Athens. Would passengers on this flight please proceed to Gate 19.
6. This is a call for Mr. Gaston Meyer. Would Mr. Gaston Meyer travelling on the 12:45 Sabena flight SN604 to Brussels report to the airport information desk, please.

## 3. Vocabulary

1. C    2. F    3. G    4. E    5. B    6. A    7. D

## 4. Comprehension

1. F    2. T    3. F    4. F    5. T    6. F    7. F    8. T

### Tape Script:

Clerk: Good morning.

Mr. Smith: Is this the right desk? My flight is BA123.

Clerk: Yes, that's right. I need your passport and your ticket, please.

Mr. Smith: There you go.

Clerk: Thank you. Do you have any luggage to check in, Mr. Smith?

Mr. Smith: Yes, these two suitcases.

Clerk: Could you put them on the conveyor belt, please?

Mr. Smith: Sure. I don't think they are over.

Clerk: No. That's fine. You are allowed an additional two carry-on items.

Mr. Smith: Good, I only have one backpack.

Clerk: I see. All carry-on items must be able to fit under the seat or in the overhead bin.

Mr. Smith: My backpack will fit under the seat or in an overhead bin.  
 Clerk: OK. Would you like a window or an aisle seat?  
 Mr. Smith: A window seat, please.  
 Clerk: ... Here are your luggage tags and your boarding card. Your seat is 36B.  
 Mr. Smith: Thank you. What is the boarding time?  
 Clerk: The plane is boarding in 30 minutes. You leave from Gate 15. Have a good flight.  
 Mr. Smith: Thank you. Goodbye.

## 5. Role-play

(Open)

## Text A

### Language Study

#### 1. serve v.

① to work for

▲ Now he is serving as a waiter in a restaurant.

▲ John serves the family as gardener and also as chauffeur.

② to fight or undergo military service for

▲ My uncle served in the navy for ten years.

▲ He wants to serve in the U.S. Air Force when he grows up.

③ to prepare or offer food

▲ The hostess served her guests a wonderful dinner.

▲ Roast pork is often served with apple sauce.

**synonym:** function, work for, act as

#### 2. elegant

a. refined and tasteful in appearance or behavior or style

▲ He looks perfect in his elegant dark suit.

▲ The director of our company is an elegant white-haired lady.

**antonym:** inelegant

**synonym:** graceful, refined

#### 3. Luxury ground transportation is an experience many people turn to during the most special of days.

many people turn to during the most special of days 在句中是定语从句，修饰 an experience, 省略了关系代词 that。

**luxury** n.

① state of life in which one has and uses things that please the senses (good



food and drink, clothes, comfort, beautiful surroundings)

▲ Every time he goes on a business trip, he stays at a luxury hotel.

▲ He enjoyed the real luxury of riding in a limousine.

② something not essential but gives enjoyment and pleasure, esp. something expensive, out of season, etc.

▲ His salary is low and he gets few luxuries.

▲ The office was furnished with a lot of luxuries.

**antonym:** necessity

**synonym:** extravagance

**luxurious**

*a.* supplied with luxuries; very comfortable

▲ This car is our most luxurious model.

▲ Some people enjoy a luxurious lifestyle in their life.

**turn to:** to go to someone or use something to get help

▲ The company turned to a senior consultant for better business development.

▲ The recent survey shows that some young people turn to drugs in times of stress.

#### 4. **unequaled**

*a.* superior to all others; unmatched

▲ He faced his opponent with unequaled courage.

▲ The company continues to provide unequaled quality control, on-time delivery, and first-rate customer service.

#### 5. **extensive** *a.*

① large in amount; wide-ranging

▲ We had fairly extensive discussions.

▲ I have extensive writing and editing experience.

② large in area; extending far

▲ The summer resort owns extensive land by the ocean.

▲ The mansion has extensive grounds.

**antonym:** intensive

#### 6. **Satisfaction is guaranteed, more than ten years behind us.**

more than ten years behind us 在句中是独立成分,采用“名词+介词短语”的结构,表示原因。

**guarantee**

① *vt.* to promise sth with certainty (to sb)

▲ We guarantee to deliver within a week.

▲ Many shopkeepers guarantee satisfaction to their customers.

② *vt.* to undertake to pay the cost of repairs resulting from a fault in (an article which has been bought)

▲ We guarantee the clock for one year against mechanical failure or faulty workmanship.

③ *n.* a written promise that certain conditions agreed to in a transaction will be fulfilled; promise given by one person to another that he will be responsible for seeing that sth is done

▲ To compete with the rivals for the market, the company offered a two-year guarantee for its products.

▲ You have my guarantee that I'll finish the job on time.

**synonym:** warrant

**7. Four Seasons Limousine is committed to providing excellent service — that's why over 85% of our customers switch to Four Seasons Limousine after just one trip.**

that's why... 中的 that 指代破折号前面的这句话,破折号起到解释的作用。

**be committed to**

① be bound or obliged to, as under a pledge to a particular cause, action or attitude

▲ The company is committed to providing its staff with better working environment.

▲ Pollution is such a serious problem nowadays that everyone in the world is committed to protecting our planet.

② be responsible for

▲ Our company is committed to offering high-quality service for our customers.

▲ He is committed to well executing this project plan.

**synonym:** be bound to, be obliged to

**switch to**

to shift to

▲ Many voters switched to labour.

▲ He worked in IT and then switched to marketing.

**synonym:** shift to, transfer to, divert to

**8. destination**

*n.* the place to which one is going or directed

▲ Russia's Mir space station was supposed to be the first destination for space tourists.

▲ The business letter was sent to the wrong destination.

**synonym:** finish, goal

**9. be in touch with**

be in communication with sb

▲ How can I get in touch with the sales manager?

▲ We are in close touch with the New York office.

**antonym:** be out of touch with

**10. be equipped with**

be supplied with, be furnished with

▲ The expedition was equipped with proper clothing, food and other necessities.

▲ All the offices here are equipped with electrical heaters.

**11. at sb's disposal**

available for sb to use as one wishes

▲ The firm put a secretary at my disposal.

▲ Students have a well-stocked library at their disposal.

**12. courteous**

*a.* characterized by gracious consideration towards others

▲ His behavior shows that he is a courteous gentleman.

▲ She is courteous to everyone in the office.

**antonym:** discourteous, rude

**synonym:** polite

**13. discreet**

*a.* careful and polite in speech and behavior

▲ It is not discreet to make a phone call to your client early in the morning when he is still in bed.

▲ You should make a few discreet enquires about the firm before you sign anything.

**antonym:** indiscreet

**14. transfer**

① *n.* the act of changing from one bus, aircraft etc to another while traveling

▲ Would all transfer passengers please report to the airport transfer desk.

② *n.* the process by which sb or sth moves or is moved from one place, job, etc to another

▲ This worker wants a transfer to another post.

▲ Can I have a transfer to a new office?

③ *vt.* to move sth/sb from one place to another

▲ The head office has been transferred from London to Cardiff.

▲ She has been transferred to another department.

▲ At the port the goods were transferred onto a ship.

**15.personnel** *n.*

① the body of persons employed by or active in an organization, business or service

▲ The general relied on his personnel to make routine decisions.

▲ Airline personnel can purchase flight tickets at reduced prices.

② the department responsible for hiring and training and placing employees and for setting policies for staff management

▲ You will find her in the personnel office.

▲ She has got a job in the personnel department.

**synonym:** employees, staff

**16.dedicated**

*a.* devoted to a cause or ideal or purpose

▲ She is a dedicated teacher so her students like her very much.

▲ We are dedicated to making the quickest delivery to our customers.

**synonym:** devoted

**17.executive**

① *a.* having the function of carrying out plans or orders, etc

▲ The advisory body lacks executive power.

▲ We need a person with executive experience and skills.

② *n.* a person responsible for the administration of a business

▲ He was appointed to be an executive in that corporation.

▲ The executive asked Mary to make an appointment with Peter Brown.

**synonym:** administrator

**18.By utilizing the last technology in reservation and dispatch systems, Four Seasons will continue to provide safe, reliable and luxurious travel accommodations with unmatched on-time travel performance to our clients.**

by utilizing... 在句中作状语,by 表示“通过……”。

**utilize**

*vt.* to make use of (sth); to find a use for

▲ Scientists are trying to find more efficient ways of utilizing solar energy.

▲ You should utilize all available resources.

**dispatch**

① *n.* the act of sending people or things to a particular place

▲ We welcome the dispatch of the peace-keeping force.

▲ The general requested the dispatch of two companies to the front.

② *vt.* send sb/sth somewhere for a particular purpose

▲ He dispatched the report to his newspaper.

▲ He dispatched an experienced worker to repair the damage.

▲ Mary dispatches buses at a terminal.

### **dispatcher**

*n.* one that sends out trains, buses, trucks or cars according to a schedule

▲ He is a responsible dispatcher.

▲ Dispatchers control the departure of vehicles according to the weather conditions and in the interest of efficient service.

### **accommodation**

① *n.* room(s) and food; lodgings; a seat, compartment, or room on a public vehicle

▲ Hotel accommodation is scarce.

▲ The resort provides accommodation to suit every pocket.

② *n.* process of adapting; adjustment

▲ I'll arrange the accommodation of my plans to yours.

③ *n.* convenient arrangement; compromise

▲ They reached an accommodation with neighboring countries.

## **19.transform**

*vt.* to change or alter in form, appearance or nature

▲ This work experience transformed her completely.

▲ During the past several years, we've been transforming the company to make it more competitive.

**synonym:** alter, change, convert

## **20.memorable**

*a.* worth remembering; remarkable

▲ That new product is memorable for its strange color.

▲ Foreign visitors all enjoyed the memorable beauty of the scenery.

**synonym:** remarkable, unforgettable

## **Translation of the Text**

### **芝加哥机场豪华交通服务**

四季豪华轿车服务公司自1990年就开始为俄亥俄和中途机场(O'Hare and Midway Airport)服务。我们出色的服务不仅可以为您节省时间,还能为您创建一流而专业的旅行体验。豪华的地面交通是许多人在特殊日子里所追求的一种舒适体验。

四季豪华轿车服务公司提供高品质的无与伦比的服务,为您奉上豪华的交通享受。在四季豪华轿车服务公司,您可以信赖我们可靠的服务。我们有着伊利诺斯州地区丰富驾驶经验的专业司机,以及干净整洁的车辆。我们提供往来于所有芝加哥机场(如俄亥俄和中途机场)

与所有芝加哥宾馆或芝加哥其它地区之间的专业豪华轿车接送服务。

我们的机场服务包括迎接和问候您的客户。我们十多年的服务经验为您获得满意的服务提供了坚实的保障。四季豪华轿车服务公司致力于提供优质的服务,正因为如此,85%以上的客户在体验过我们的初次服务后就成为了我们四季豪华轿车服务公司的服务对象。

我们会将您准时送到机场。不论您的目的地是俄亥俄机场还是中途机场,我们都会以杰出的服务和合理的费用,热情地为您提供一流的豪华轿车机场交通服务。我们会在国内到达区、国际到达休息室或包机航班的停机坪迎接您。为了给您提供方便并提高我们的服务效率,我们将始终与接机司机保持联络。我们的轿车和司机都配有手机和双向无线对讲机。

您的私人司机将用我们的豪华专车送您去往您想去的任何地方。当您在处理业务时,您的私人司机将按照您的意愿等候您的随时召唤。我们的司机很有礼貌,而且行事谨慎。他们会帮您提行李,更重要的是,他们总是提早 15 分钟到达并将您准时送至目的地。我们的司机都受过严格的训练,他们相当专业且有礼貌。他们熟悉芝加哥地区和市郊,可以直接送您去赴约,为您提供方便。

不论是我们的司机、调度员、修理工、洗车工还是办公室工作人员,都致力于为我们的客户提供出色的服务。我们会尽力满足您的交通需求,这样您就能集中精力去做手边的生意。

四季豪华轿车服务公司还能以其独特的豪华轿车机场交通服务或机场往返班车服务将您送往俄亥俄机场和中途机场,满足您的一切业务工作要求。

通过利用预定和调度系统的最新技术,四季豪华轿车服务公司将一如既往地为客户提供安全、可靠、豪华的旅游接待以及无比准时的旅游服务。

请让四季豪华轿车服务公司帮您把乘车旅行变成一次令人难以忘怀的经历!

## 1. Reading

1. Four Seasons Limousine is committed to providing excellent service.
2. By cellular phones and 2-way radio communicator.
3. They are highly trained, professional, courteous and discreet.
4. Yes. While we conduct our business the chauffeur will remain at our disposal as long as we need.
5. More than ten years ago.

## 2. Comprehension

1. B    2. D    3. C    4. C    5. A

## 3. Vocabulary

### Part 1

1. H    2. E    3. A    4. J    5. I    6. C    7. D    8. B    9. F    10. G

### Part 2

1. has served    2. convenience    3. has been committed to    4. courteous

5. accomodation    6. guarantee    7. at hand    8. transformed  
9. turn to    10. domestic

### Part 3

#### *un + v. + ed*

1. equal    2. unequaled    3. unmatched  
4. matches    5. touch    6. untouched

#### *-able*

1. afford    2. affordable    3. reliable  
4. rely    5. Transferable    6. transferred

### 4. Summary

1. luxury    2. destinations    3. reliable    4. professional  
5. knowledge    6. vehicles    7. guarantee    8. committed  
9. affordable    10. greet    11. touch    12. disposal

### 5. Structure

#### *Example 1*

1. She was late for the interview and left without closing the door. That's why she was rejected.
2. They told me that you were running into an argument. That's why I hurried here in person.
3. My boss promised to give me a promotion. That's why I devoted myself wholeheartedly to the project.

#### *Example 2*

1. For your safety, we suggest you fasten your seat belt when the plane takes off and lands.
2. The ideas I put forward at the meeting today were for your reference only.
3. I attached our current catalogue for your information.

### 6. Translation

1. Please write often to us, and it would be nice to be in touch with you.
2. Consumers are most concerned whether the price is affordable.
3. The general manager finally decided that the project would be placed at my disposal.
4. The company took actions to improve the work efficiency.
5. It wasn't very discreet of you to visit him without any prior appointment.



6. Most important of all, you should make good preparations before the lecture.

## 7. Grammar Focus

1. With a will of iron and a heart of love
2. with numerous illnesses
3. With all the setbacks
4. People with creativity
5. Are you with me
6. learning to eat with chopsticks

## 8. Discussion

(Open)

## Text B

### Language Study

#### 1. nightmare *n.*

① very frightening or unpleasant experience

▲ Being dismissed from a job is a nightmare for most people.

▲ Her first few days in that foreign land were a total nightmare.

② frightening dream

▲ Nightmares violated peaceful sleep.

#### 2. **One reason why there is such fast growth is that air travel was under-priced until higher fuel prices came along but yet demand for air travel is at its highest levels since 911.**

why 在句中引导定语从句, 修饰 one reason。that air travel was under-priced...在句中是表语从句。

#### **come along**

arrive; appear

▲ You should be ready to solve any problem that may come along.

▲ Take every chance that comes along.

#### **demand**

① *n.* desire of customers for goods or services which they want to buy or use

▲ We blame poor overseas demand for the car's failure.

▲ The supply of vegetables falls short of demand this year.

② *n.* command, or sth which is given as if it was a command

▲ The workers' demands for higher pay were refused by the employers.

▲ There have been fresh demands for the Prime Minister to resign.

③ *vt.* ask for (sth) as if one is commanding, or as if one has a right to do so; require (sth); need

▲ The boss demanded that Mary (should) finish it within a week.

▲ They demanded the right to vote.

▲ This sort of work demands great patience.

### 3. **govern** *vt.*

① influence (sth/sb) decisively; determine

▲ The law of supply and demand governs the prices of goods.

▲ The need for money governs his behavior.

② rule (a country, etc); control or direct the public affairs of (a city, country, etc.)

▲ Canada is governed by a prime minister and his cabinet.

▲ Who really governs this country?

③ prevent the expression of (a strong emotion); control

▲ You should govern your temper, especially on work.

### 4. **accessible**

*a.* easy to obtain or use

▲ His ambitions are accessible.

▲ He is now dealing with the documents not accessible to the public.

**antonym:** inaccessible

### 5. **Traveling by air is the fastest way to travel but it is still very tiresome but is frequently the most practical method of covering the large distances between sights around the world.**

to travel 是动词不定式,作 way 的后置定语。句中的 but 有“尽管……还是……”的意思。

**tiresome**

*a.* troublesome, tedious or annoying

▲ Selling your house can be a tiresome business.

▲ The tiresome lecture seemed endless.

**cover** *vt.*

① to travel (a certain distance)

▲ By sunset we had covered thirty miles.

② to include or deal with (sth)

▲ Her lecture covered the subject thoroughly.

▲ These regulations cover such cases.

③ (of money) be enough for (sth)

▲ \$15 will cover our petrol for the journey.

▲ The firm barely covers its costs; it hasn't made a profit for years.