

新视界大学英语系列教材

**N** PROSPECT  
NEW COLLEGE ENGLISH

# 职场英语 听说教程 (第二册)

总主编 吴松江  
主 编 杨 帆

 中国人民大学出版社

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第二册

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# 前言

大学英语教育是高等教育的重要组成部分,全国各大出版社编写出版了多套优秀的大学英语教材。但是,全国各类高等院校在培养目标、办学条件、师资力量、学生入学时的英语水平等方面存在着较大的差异,对英语的教学要求不可能整齐划一。外语外贸类院校的定位之一,是为经济建设服务,培养高素质的涉外型应用型人才,其英语的教学对象和教学目的有其自己的要求和特点。本着英语教学为外语外贸类院校办学特色服务的指导思想,为使外语外贸院校的学生在学好本专业的知识之外,能具有较强的专业英语实际应用能力,我们进行了大学英语教学职场化的教学改革。为此,我们依据教育部最新的大学英语教学改革精神,组织编写了《职场英语读写教程》(共4册),在使用中师生反映良好,改革也已取得初步成效。为深化大学英语教学职场化的改革,现在我们又组织编写了《职场英语听说教程》(共4册)。

本教程以功能、题材、情景为编写主线,辅以多元职场文化背景,置英语学习于不同职场环境之中。既注重培养学习者听的领会能力,又注重发展他们说的产出能力。精心设计的内容与环节,由浅入深,循序渐进,引导学习者逐步掌握职场听说策略,最终实现使用规范得体的英语进行有效职场交际的目的。

全套教程总共4册,每册8单元。第一册的主题围绕“初入职场”(内容涉及职场问候、求职、面试、员工培训、办公室礼仪、电话交流、邮件沟通等初入职场的技能与活动);第二册的主题围绕“职场生存”(内容涉及工作环境、时间管理、商务会议、客户接待、公务旅行等进入职场生存期的活动);第三册的主题围绕“奋战职场”(内容涉及企业文化、商务禁忌、问题与对策、市场营销、商务谈判等以能力奋战职场的活动);第四册的主题围绕“职场成功”(内容涉及品牌构建、团队建设、人际关系、企业战略、公司管理、职业晋升等有助于踏上职场成功之路的法门)。各册内的“小主题”与“听说技巧”由浅入深,各册的“大主题”和“听说技巧”之间也有逐层推进的特点。

本教程以《普通高中英语课程标准》七级为起点,以《大学英语课程教学要求》中基本要求为终点,其主要特色有如下几点:

1. 本教程在注重大学英语基础知识的同时,特别强调英语综合能力尤其是交际能力的培养。本教程根据各专业学生毕业后在实际工作中对英语的需求选材,既能帮助学生打下扎实的英语语言基础,又能培养他们较强的英语实际应用能力;既要让学生在整個大学期间的英语语言水平稳步提高,又有利于他们个性化的学习,以满足他们各自不同专业的发展需要。

2. 吸取现行全国大学英语教材的经验教训,博采众长,借鉴国内外先进教学理念与方法,融听、说技巧于一体,既授之以鱼,又授之以渔,有利于学生学完4册教程后继续自学。

3. 本教程1~4册每册自成体系又紧密相连,体现了内容的系统性和延展性。同样的话题反复出现,可使学生反复记忆,有利于学生巩固学过的知识。

4. 课文选材广泛、短小精悍、体裁多样、内容新颖,非常具有时代感、知识性、实用性和趣味

性, 兼顾人文、社会、科普、文化、技能、应用等多种多样的内容体系, 以达到独立学院、高职高专的通用性。

5. 教学内容丰富多彩, 练习形式简洁实用, 为教师根据实际需要选择教学内容、制订个性化的教学方案提供方便。

6. 本教程集语言和文化、知识和技能于一体, 语言规范、循序渐进, 方便教学, 有利于学生打下较为扎实的英语语言基础、培养综合的英语语言运用能力。

7. 书后附有 “Appendix I Script and Key”, “Appendix II Glossary” 和 “Appendix III Language Points”, 提供听力原文、练习答案、生词表以及对语言难点和重点的解释, 便于教师备课和学生自学。

8. 每单元的结构:

Background Information

Part One Listening Practice

Section A Listening Tips

Section B Core Listening

Section C Extended Listening

Part Two Oral Practice

Section A Speaking Tips

Section B Interaction

Part Three Time for Fun

9. 第二册: 职场生存

Unit One Work Environment

Unit Two Company Dress Codes

Unit Three Time Management

Unit Four Business Meetings

Unit Five Entertaining Clients

Unit Six Business Travel

Unit Seven Attending Trade Fairs

Unit Eight Job Descriptions

教材编写是一项艰苦复杂的科研工作, 既费时又费力。这套教程能否为广大师生接受并取得预期的教学效果, 还有待教学实践的检验, 有待教程自身的不断充实和完善。恳请专家学者和广大师生多提宝贵的批评意见, 使之不断充实与更新, 更好地为广大师生服务。

本套教程由福州外语外贸学院主编。在编写过程中, 我们得到福州外语外贸学院董事长吴钦明先生、校长沈斐敏教授的大力支持, 谨向他们表示衷心的感谢。本教程的编写还得到福州外语外贸学院党委书记陈炳钦先生、常务副校长黄建平先生的关心和支持, 在此向他们一并表示感谢。

为方便教师教学和学生自学, 本教材配有内容详尽的教学课件, 请联系 [chengzsh@crup.com.cn](mailto:chengzsh@crup.com.cn), 或致电 010-62513265 索取, 也可登录中国人民大学出版社外语分社主页 <http://www.crup.com.cn/wy/> 下载相关资源。

吴松江

2014 年 10 月 28 日于福州

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## Unit One

# Work Environment



### Objectives

**In this unit, you shall**

- learn how to express your ideas about your ideal work environment;
- be able to start a conversation about work environment;
- learn how to identify numbers;
- test your ability to understand main ideas and detailed factual information.





## Background Information

*by Gladys Stone & Fred Whelan*

People are happiest and most productive when they work in an environment that suits them. By the same token, companies have different personalities, so it's important for them to hire people who fit in the company's environment.

Many job seekers stumble when asked in an interview to describe their ideal work environment. Remember, when you're being interviewed, you are being screened for a certain skill set and cultural fit. Here are some tips on how to formulate your answer to this job interview question.

### **Small vs. Large**

A very common question is whether you are most productive and comfortable in a small or large company. Both have benefits, so you need to think about which environment best suits you and your work style. If you like small companies, you might say, "I want to work for a small company because you get exposed to more things faster." However, if you like the greater resources and more formalized training of a large organization, you should communicate that when being interviewed.

Your preference may also depend on where you are in your career. If you're just starting out, a large company may be the place to learn processes. If that's how you feel, say, "I want to own my own company someday and want to learn the best methodologies for running a business." If you have a number of years under your belt and believe you already know how to manage all or part of a business successfully, then a small company might be the place for you. In your answer, you might say, "I've had great training from large companies and want to import those practices into a small company so I can have a greater impact." Typical interview questions like small company versus large company are designed to determine where you will be best-suited to perform and contribute. Let the interviewer know why you prefer one environment over another.

### **Formal vs. Informal**

Of the most typical interview questions, this one is designed to illuminate the environment in which you like to work. Everyone has a preferred way of working. Some people like the formality of processes. If that's you, say, "I like when processes are in place so I know what steps to take." Others may prefer a more informal work environment in which there is less structure in the way the company operates. If that's your preferred environment, you might say you like extemporaneous meetings in hallways and business decisions made over a casual lunch.

**Work-life Balance**

How you respond to this question may be a litmus test for how well you'll fit into the organization. For some people, the ideal work environment has set hours, with people arriving at 9 a.m. and leaving at 5 p.m. For those with family responsibilities, this may represent the ideal environment. If this is what you want to convey, you could say, "I think it's important to be productive by 9 a.m., so I can feel good about leaving at 5 p.m." For others, work is their life, so their ideal environment is the one in which most of the other employees feel the same way. If that's you, you might say, "When I'm on a roll, I like to work late, so I like it when there are other people around." Many people like an environment where they can work remotely, while others prefer the interactions that can happen only at the office. Work-life balance is a typical interview question, so you should give it a great deal of thought because your work environment will have many implications for your long-term happiness.

**Mission Statement**

Some companies look for people who share their values and may expect you to address that in your interview. Review the company's mission statement to understand how it addresses its long-term goals and the way it does business. Let the interviewer know how the company's mission reflects your values. You might say, "I want to work for a company that cares about the environment, and that's why I'm so interested in this opportunity."

We all spend the bulk of our day at work, so making sure the work environment is right for you is critical. When being interviewed, spend a few minutes describing your ideal environment so both sides can make an informed decision.

<http://career-advice.monster.com/job-interview/interview-questions/ideal-work-environment-question/article.aspx>

# Part One

## Listening Practice



### Section A Listening Tips

#### Identifying Numbers

There's often confusion when people hear the numbers like 15, 50, 18, 80 and so on. We

may sometimes ask, "Did you just say 15 or 50?" How to distinguish these numbers? We use different stress patterns. In the "-teen" numbers, it's the last syllable which is stressed. In the "-ty" numbers, it's the first syllable which is stressed. When a syllable is stressed, its vowel is lengthened. When a syllable is not stressed, its vowel is shorter.

When you are listening to a telephone number in English:

1. 0 is pronounced "oh" and you are most unlikely to hear "zero";
2. if there is a double number (e.g. 77), we say "double 7";
3. we don't say the numbers one by one, rather we read them in groups of 3 or 4. So 13554684756 would be probably said "13-double 5-468-4756."

### I Listen carefully to the sentences and underline the numbers you heard.

1. Mrs. Taylor lives at 14 / 40 Bridge Street.
2. My laptop only costs 5,719 / 5,790 yuan.
3. His flat is on the 1st / 4th floor.
4. Her annual turnover is around £17,000 / £70,000.
5. You can reach me at 137-5918-5544 / 137-5918-4455.

### II Listen to the sentences and fill in the missing numbers.

1. The answers may be found on page \_\_\_\_\_ in your textbook.
2. A one-way ticket to Washington costs \_\_\_\_\_ dollars.
3. The rate of exchange is \_\_\_\_\_ : \_\_\_\_\_.
4. Please feel free to contact us at \_\_\_\_\_.
5. The population of China was expected to reach \_\_\_\_\_ in 2012.



## Section B Core Listening



### Words and Expressions

- overwork** *v.* (使) 工作过度; (使) 过分劳累
- underpaid** *adj.* 所得报酬偏低的; 工资偏低的
- harass** *vt.* 骚扰; 烦扰
- distraction** *n.* 分散注意力的事; 使人分心的事
- drawback** *n.* 缺点; 缺陷; 不利条件
- turn against** (使) 与……反目; (使) 反对; (使) 反感
- make a fuss** 大惊小怪; 大做文章
- block out** 不去想; 设法忘记

**Task 1**

Listen to the sentences and decide whether the speakers are satisfied with their work environment or not. Put "√" in the blank.

	Satisfied	Dissatisfied
No. 1		
No. 2		
No. 3		
No. 4		
No. 5		

**Task 2**

Listen to the dialogues and fill in the blanks.

**Dialogue 1**

A: How do you like your job, Jessica?

B: 1) \_\_\_\_\_. I always have to work late at night.

A: You must have a handsome salary.

B: I'm underpaid.

**Dialogue 2**

A: Why don't you quit and find a career you enjoy?

B: I am old-fashioned. 2) \_\_\_\_\_.

A: You are old at heart. You should try something new.

B: I admire you.

**Dialogue 3**

A: How long have you been doing this job?

B: About 30 years.

A: Oh, really? 30 years doing the same work?

B: 3) \_\_\_\_\_. I like what I'm doing.

A: The dishes you cook always remind me of my mother.

B: I'm glad to hear that.

**Dialogue 4**

A: I can't bear Cathy any more. Every time she talks to me, she leans over my desk.

B: Why don't you just tell her how you feel?

A: 4) \_\_\_\_\_.

B: And then she'll never know.

### Dialogue 5

A: Did he just say the word? I can hardly believe my ears.

B: That's what he said. I feel like I got sexually harassed.

A: Will you report it to the boss?

B: 5) \_\_\_\_\_.

A: It's not the first time for him.

### Task 3

Listen to the dialogue and choose the best answer to each question.

- What's the possible relationship between the two people?
 

A. Teacher and student.	B. Manager and secretary.
C. Colleagues.	D. Interviewer and interviewee.
- Where does the dialogue probably take place?
 

A. In the class.	B. In the office.
C. On the phone.	D. On the street.
- Who is Joe?
 

A. An experienced sales rep.	B. A new comer.
C. A waiter in a cafe.	D. An accountant.
- What do people usually wear on casual Friday?
 

A. Suits.	B. Ties.
C. Business shirts.	D. Jeans.

### Task 4

Listen to the dialogue and decide whether the following statements are true or false. Write T (true) or F (false) in the brackets.

- ( ) 1. Antonio is about to get fired.
- ( ) 2. Antonio quits because he's offered a better paid.
- ( ) 3. All the management positions in Luke's company are full.
- ( ) 4. Luke is not happy about Antonio's decision.
- ( ) 5. Antonio would be willing to provide training on his areas within two weeks.

### Task 5

Listen to the conversation and answer the following questions.

- Where does Neil work?

2. How does Neil usually communicate with the office?

3. Is it difficult for Neil to concentrate on his work?

4. How does Neil deal with distractions at work?

5. According to Neil, what's the drawback of working in a home office?



## Section C Extended Listening



### Words and Expressions

**proliferation** *n.* 增繁; 激增; 剧增

**physical** *adj.* 身体的; 肉体的; 躯体的

**compensation** *n.* 补偿, 赔偿; 修正

**motivate** *vt.* 激发, 激励, 驱使

**supervisor** *n.* 管理者, 监督者, 指导者

**prestige** *n.* 声望; 威望; 威信

**incentive** *n.* 刺激; 激励; 奖励

**inordinate** *adj.* 极度的; 非常的; 过度的

**alienate** *vt.* 使疏远; 使不友好

**sarcasm** *n.* 讽刺; 嘲笑; 挖苦

### Task I

Listen to the passage and fill in the blanks.

A 1) \_\_\_\_\_ is the location at which an employee provides work for an employer. The workplace is located in a variety of 2) \_\_\_\_\_ including offices, manufacturing facilities or factories, stores, farms, out-of-doors, and in any location where work is performed.

With the proliferation of electronic communication, employers are no longer expected to always provide a workplace with a 3) \_\_\_\_\_ location at which employees work. Home offices, telecommuting work arrangements, and world-wide employment relationships mean that almost any location, including the employee's 4) \_\_\_\_\_, may serve as and accurately be called, a workplace.



If an employer provides a physical location for an employee to work, the workplace is subject, in the US, to workplace 5) \_\_\_\_\_ and 6) \_\_\_\_\_ regulations and other guidelines provided by the US Department of Labor (DOL). The DOL also 7) \_\_\_\_\_ a variety of workplace programs, some of which are in effect for workplaces that include an employee's home office.

The DOL provides guidance and regulations for the workplace in such areas as workers 8) \_\_\_\_\_, breaks and lunch requirements, leave requirements, equal employment 9) \_\_\_\_\_, and unemployment compensation. See the DOL website for a complete list of regulations and guidelines to 10) \_\_\_\_\_ employer and workplace requirements.

## Task 2

Listen to the conversation and decide whether the following statements are true or false. Write T (true) or F (false) in the brackets.

- ( ) 1. The colleagues seem alright and friendly.
- ( ) 2. Daisy works in the human resources department now.
- ( ) 3. Team work is highly valued in this new company.
- ( ) 4. The boss here is easy to get along with. He treats everybody with respect and appreciation.
- ( ) 5. The new supervisor was extremely controlling and overbearing.

## Task 3

Listen to the conversation and answer the following questions.

1. What do you think of Johnson Company?

\_\_\_\_\_

2. How did Johnson Company establish itself in such a solid position on top?

\_\_\_\_\_

3. How about the pay rate of the company?

\_\_\_\_\_

4. What about the work environment there?

\_\_\_\_\_

## Task 4

Listen to the passage and complete the sentences.

### Develop Effective Work Relationships

You can submarine your career and work relationships by the actions you take and the

behaviors you exhibit at work. No matter your education, your experience, or your title, if you can't play well with others, you will never accomplish your work mission.

Effective work relationships form the cornerstone for success and satisfaction with your job and your career. How important are effective work relationships? They form the basis for promotion, pay increases, goal accomplishment, and job satisfaction.

There are the top seven ways you can play well with others at work. They form the basis for effective work relationships. These are the actions you want to take to create a positive, empowering, motivational work environment for people.

1) \_\_\_\_\_. Some employees spend an inordinate amount of time identifying problems. Honestly? That's the easy part. Thoughtful solutions are the challenge that will earn respect and admiration from coworkers and bosses.

2) \_\_\_\_\_. You alienate coworkers, supervisors, and reporting staff. Yes, you may need to identify who was involved in a problem. You may even ask the question: what about the work system caused the employee to fail? But, not my fault and publicly identifying and blaming others for failures will earn enemies. These enemies will, in turn, help you to fail. You do need allies at work.

3) \_\_\_\_\_. If you talk down to another employee, use sarcasm, or sound nasty, the other employee hears you. We are all radar machines that constantly scope out our environment. In one organization a high level manager said to me, "I know you don't think I should scream at my employees. But, sometimes, they make me so mad. When is it appropriate for me to scream at the employees?" Answer? Never, of course, if respect for people is a hallmark of your organization.

4) \_\_\_\_\_. If the first time a coworker hears about a problem is at a staff meeting or from an e-mail sent to his supervisor, you have blind-sided the coworker. Always discuss problems, first, with the people directly involved who "own" the work system. Also called lynching or ambushing your coworkers, you will never build effective work alliances unless your coworkers trust you. And, without alliances, you never accomplish the most important goals.

5) \_\_\_\_\_. In an organization, work is interconnected. If you fail to meet deadlines and commitments, you affect the work of other employees. Always keep commitments, and if you can't, make sure all affected employees know what happened. Provide a new due date and make every possible effort to honor the new deadline.

6) \_\_\_\_\_. How often do you accomplish a goal or complete a project with no help from others? If you are a manager, how many of the great ideas you promote were contributed by staff members? Take the time, and expend the energy, to thank, reward, recognize and specify contributions of the people who help you succeed. This is a no-fail approach to building effective work relationships.

7) \_\_\_\_\_. Every employee in your organization has talents, skills, and experience. If you can help fellow employees harness their best abilities, you benefit the organization immeasurably. The growth of individual employees benefits the whole. Compliment, recognize, praise, and notice contributions. You don't have to be a manager to help create a positive, motivating environment for employees. In this environment, employees do find and contribute their greatness.

If you regularly carry out these seven actions, you will play well with others and develop effective work relationships. Coworkers will value you as a colleague. Bosses will believe you play on the right team. You'll accomplish your work goals, and you may even experience fun, recognition, and personal motivation. Work can't get any better than that.

## Part Two

## Oral Practice



### Section A Speaking Tips

#### 1. Getting to know the internal environment.

Could you tell me where the conference room is?

Is there a cafeteria on this floor?

Are the elevators before or after the stairwell?

Excuse me, is this the way to the executive's office?

How do I use this copy machine?

The conference room is down the hall on the right, across from the copy room.

The elevator is on the other side of the restroom.

The executive's office is directly above us, on the second floor.

The cafeteria is two floors down.

Just type in the quantity of copies and push the green button.

#### 2. Getting familiar with the surrounding environment.

How long does it take to get to downtown from here?

Is there a parking garage nearby?

What companies do we have in our neighborhood?

Do we have our own staff restaurant?

I was wondering if there are any places to shop around here.