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总顾问：牛 健 丁国声

职场 综合英语教程

Vocational
Comprehensive English-
Training Course

第三册

陈立伟 主编



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前言

职业化已经成为高职高专教育最显著的特征。增加实训、强调动手能力、采用“订单式”培养模式是其主要特色。在这种背景下,按照传统的教学方法进行基础课教学已经不容置疑地受到了挑战。就目前情况论,高职高专的基础课教学必须践行“以服务为宗旨,以就业为导向”的专业建设指导思想。在课程建设以及基础课教学内容中,必须结合学生的专业需求,有意识地融入与职场相关联的知识。

根据教育部《高职高专英语教育课程教学基本要求》的精神,联合国家级示范高职院校和骨干高职院校的一线教师,在充分调查现有高职高专英语教材的基础上,结合高职英语教学的未来发展趋势,在“安徽省高职高专外语教研会”的组织及北京大学出版社的支持下,编写了本套《职场综合英语教程》,并被列入普通高等教育“十二五”规划教材。

本套教程分为基础篇、第一册、第二册和第三册,共四册。

基础篇 主要针对英语基础比较薄弱的学生,融入了对音标的训练,旨在帮助这部分学生巩固英语的基础知识,为后续课程的学习奠定必要的基础。

第一册 主要涉及西方文化和日常生活,内容涵盖西方名人、青年旅馆、主题公园、肥皂剧、网上购物等。鲜活的内容、生活化的主题,有利于学生顺利融入大学生活,同时也有助于培养学生对英语学习的兴趣,为今后的职业化过渡打下坚实基础。

第二册 主要涉及求职以及职业素养培养等主题,如求职、自主创业、职场中人际交往和做好服务、科技与生活、名人的成功与失败等。另外,本册内容与职场文化的有机融合有利于学生对未来职业规划形成初步的认识。

第三册 从职场生活出发,针对高职学生可能遇到的职场活动进行设计,内容包括机场接待、银行服务、汽车制造等。内容难度适中,选材谨慎,真正做到通识化与职场化有机统筹,有助于学生以后进一步学习相关的专业英语。

本套教材的内容主要分为六个方面:听说、阅读、语法、应用文写作、文化速递与拓展词汇。

听说部分 践行任务型教学的指导思想,强调能听懂简单对话,能记录关键词,能就所给事物说出英语名称,或进行角色分工,完成简单对话。这部分设计了热身环节,通过比较容易完成的任务,帮助学生尽快进入相关主题的学习。而角色扮演部分则试



图充分调动学生的想象力和创造力,按照角色分工完成任务。听说部分还设计了听写内容,旨在培养学生听懂并记录关键词的能力。

阅读部分 由两篇相关主题的文章组成,其中第一篇为主要文章,教师应该进行精深讲解;第二篇属于附加文章,教师可以把它作为泛读教材使用。目的是让学生在阅读过程中完成对该主题的英语核心词汇的巩固和学习,同时深刻理解英语的语句结构。

语法部分 旨在夯实高职高专学生的语法基础,改善语法能力薄弱的现状,同时结合“高等学校英语应用能力考试”要求,对一些考试技巧进行精解,真正做到融会贯通,为提高英语综合能力打下良好基础。

写作部分 紧扣职场,重在应用文的写作。提供较规范的写作模式与常用句型供学生参考,通过实际的操练让学生进一步熟悉并掌握多种应用文的写作。

文化速递 是本套教材的特色之一。是针对单元主题的拓展性学习资料,可以帮助学生开阔视野、拓展知识面,提高综合人文素养。

词汇部分 依据大纲要求,课文中涉及的生词均分级标出。标★为A级词汇,标☆为超纲词汇。方便教师把握教学重点,也方便学生分级掌握词汇,逐步进阶。

本套教材配有教学课件。每个单元针对不同的主题都有话题的进一步延伸,有利于教师进行拓展教学。丰富授课内容,活跃课堂气氛,激发学生的学习兴趣。

本套教材得到教育部高等学校高职高专英语类专业教学指导委员会的悉心指导,由教指委秘书长牛健博士和副主任委员丁国声担任总顾问,由安徽新华学院外国语学院院长任静生教授担任总主编,国家示范性高等职业院校芜湖职业技术学院、安徽水利水电职业技术学院、安庆职业技术学院等院校的英语教学专家负责编写任务;明尼苏达大学商业管理Brian Meyer博士以及天津外国语大学等院校的专家为此套教材的出版倾注了大量的心血;其他参编人员及编辑老师们也付出了巨大的努力,在此谨向他们表示衷心的感谢。

高职高专英语教学任重道远,教材建设未有止境。本套教材的出版旨在探索新形势下高职高专英语教学的一条教学新路。缺点与不足之处在所难免,衷心希望得到专家学者的批评指正,听到广大师生的改进意见。

编者

2014年1月

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Unit 1

Business Trip

Learning Objectives:

You are able to:

- ☞ Understand the basic meaning about passports and visas
- ☞ Learn how to arrange a business trip
- ☞ Know how to choose the proper Airline Company and book tickets by phone or online
- ☞ Get to know how to fill in the departure card and arrival card

Language Focus

aircraft /plane

飞机

check in

办理登机手续 (ID, passport, ticket or e-ticket)

boarding pass/card

登机牌

delay

航班延误

air traffic controller

空中交通管制员 (空管)

baggage handler

行李管理员/分拣员

first/business/economy class

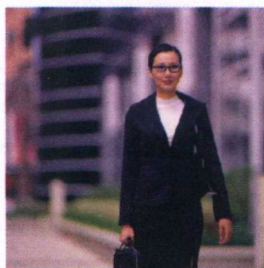
头等/商务/经济舱

flight attendant/cabin crew

空中乘务人员/机组人员

one way/round (return) trip ticket

单程/双程票





Part I Listening and Speaking

Task 1 Listening Practice

Exercise 1 Reserving two seats to New York

Directions: Now you will hear a short dialogue. Listen carefully and choose the best answer from the four choices.

1. How many tickets does the speaker reserve in their dialogue?
A) One. B) Two. C) Three. D) Four.
2. What kind of class does he want to choose?
A) First class. B) Second class. C) Business class. D) Economy class.
3. When does the speaker arrive in New York?
A) 10: 25. B) 10: 35. C) 10: 45. D) 10: 30.
4. How much does he spend on the one-way trip?
A) 400\$. B) 315\$. C) 300\$. D) 350\$.

Exercise 2 Checking in at the airport

Directions: Now you will hear a conversation. You are required to put in the missing information.

W: Your ticket, please. A window or aisle seat, sir?

M: _____, please. Also, I'd like a seat in the _____ section.

W: Please put your things on the scale.

M: OK. I hope my bags aren't _____.

W: No, you're OK. Here's your _____, sir.

M: What gate do I go to?

W: You'll be boarding from gate _____.

M: Thanks a lot.

W: Have a good flight, sir.

Exercise 3 A dialogue at the customhouse between Frank and a clerk

Directions: Now you will hear a conversation. You are required to put in the missing information.

Clerk: Good afternoon. Welcome to America.

Frank: Thanks.

Clerk: May I see your passport and customs declaration form?

Frank: Yes, here they are.

Clerk: Thank you. What's your _____?

Frank: I'm a driver.

Clerk: What's the purpose of your visit?

Frank: Business.

- Clerk:** Where are you staying?
- Frank:** I will stay at Boston Hotel.
- Clerk:** Do you have a return ticket to Taiwan?
- Frank:** Yes, here it is.
- Clerk:** How much money do you have with you?
- Frank:** I have 800 dollars.
- Clerk:** Good. Have a nice day.
- Frank:** Thank you.
- Clerk:** Your forms are all right. I will return your _____ to you. Please keep them with you and take them here when you leave the States.
- Frank:** Ok, thanks.
- Clerk:** Do you have anything to declare?
- Frank:** No, these are gifts for my friends.
- Clerk:** I'm sorry. I'm afraid I'll have to check this _____.
- Frank:** Just my camera and personal things. How about my backpack?
- Clerk:** Open that too, please. What's in the plastics, sir?
- Frank:** Am I _____ to bring in the fruit?
- Clerk:** Sorry, perishables are not allowed. Don't you have anything more to declare?
- Frank:** No I don't.
- Clerk:** Excuse me, (Pointing to the handbag) would you open this bag, please?
- Frank:** Sure.
- Clerk:** Are these yours?
- Frank:** Yes, these are my personal stuff.
- Clerk:** Are you bringing in any liquor?
- Frank:** No, I'm not.
- Clerk:** Are you bringing in any _____?
- Frank:** Only my own use.
- Clerk:** All right. Please open your bags.
- Clerk:** Thank you. Have a good stay in New York.
- Frank:** Thank you.



Exercise 4 Checking the departure time.

Directions: Now you will hear a short dialogue. Listen carefully and decide whether the following statements are true or false.

- _____ 1. The passenger's flight will be departing on time.
- _____ 2. The passenger doesn't know when he will be boarding.
- _____ 3. He stays in the lobby waiting for his flight.
- _____ 4. He will wait for about 14 minutes.
- _____ 5. There is an announcement to inform the passengers of flight.



Task 2 Oral Practice

Exercise 1

Directions: Read the following dialogue about the first business trip and find the proper words to complete each sentence.

Jean: Hey Kyle, guess what! The boss is sending me to the West Coast for a marketing seminar next month.

Kyle: Ah hah, you must be happy. You've been itching to go on a business trip for months.

Jean: Yeah, and he said there'll be more coming up, so I should get a corporate card. Problem is, I don't know how to proceed, and I didn't want the boss to know that. Can you fill me in?

Kyle: Sure, no problem. First, go see the secretary and tell her where you're going and when. She'll arrange for transportation and hotel through our travel agent, and give you the tickets and itinerary in a few days. At the same time, ask her for an application form for the card.

Jean: Will I use the card for everything?

Kyle: No, we have company credit arrangements with some major airlines and hotels. For this trip, you'll probably only use it for food. Not all restaurants accept the card, so you may have to pay cash.

Jean: Do I pay out of my own pocket?

Kyle: Afraid so. We used to have cash advances, but the company stopped that when they started issuing cards.

Jean: Will the company reimburse everything?

Kyle: No, there are maximum per diem rates. I'll give you a list. Of course, personal items aren't covered. And make sure you keep all your receipts. You'll have to attach them to your expense account when you get back.

Jean: Anything else?

Kyle: Since you'll be traveling often, apply for a frequent flyer card. Gathering frequent flyer miles is one of the perks of business travel. And let me know how you like living out of a suitcase.

* reimburse 报销, 偿还
per diem 每日, 按日

be itching to do something 迫不及待地去某事
receipt 收据, 发票

1. You should see the secretary and tell her _____ you're going and _____. She'll arrange for transportation and hotel through _____.
2. The function of company credit is _____.
3. The company will not reimburse everything, and your personal items aren't included. So, you should keep all your _____.
4. If you often fly here and there, you will try to gather _____.

Exercise 2

Direction: Work in groups. Look at the list of business preparations for international travel. You will interview your partners to ask them to choose the three most important tips for the business traveler and explain the reasons.

- *Language differences
- *Seasonal weather conditions in the countries to be visited
- * Health care (e.g. what to eat, special medical problems and prescription drugs)
- * Electrical current (e.g. a transformer or plug adapter)
- * Money (e.g. exchanging currency and using credit cards or travelers' checks)
- * Transportation, accommodation and communication
- * Cultural differences
- * Tipping

Part II Reading

Text A

Before Reading:

1. What should you do if you want to go abroad?
2. Do you know what Visa is? What passport is?



Introduction to Chinese Visa

A Chinese visa is a **permit issued** by the Chinese visa authorities to an alien for **entry into, exit from** or transit through China. The Chinese visa authorities may issue a Diplomatic, Courtesy, Service or Ordinary Visa to an alien according to his status, purpose of visit to China or passport type. The Ordinary Visa **consists of** eight sub-categories, which are **respectively** marked with Chinese **phonetic** letters D, F, G, L, X, Z, C and J.

~ Tourist Visa (L Visa) is issued to an alien who comes to China **temporarily** for tourism, **sightseeing**, visits with friends or

relatives, medical treatment or other private purposes. China tourist visa is **valid** for 6 months with single-entry, or 6 months with double-entry, or 6 months/12 months with multiple-entry.

~ Business Visa (F Visa) is issued to an alien who is invited to China for a business visit, research, lecture, scientific/technological and cultural exchanges, attending professional or business **convention**, or short-term studies for a period of no more than six months. China business visa is valid for 6 months with single-entry, 6 months with double-entry, or 6 months/12 months with



multiple-entry.

~ Work Visa (Z Visa) is issued to foreigners who enter China for a post or employment (such as teacher), and their accompanying family members. The holder of a work visa shall go through residential formalities in the local public security department within thirty days of entry into China.

~ Study Visa (X Visa) is issued to an alien who comes to China for study, advanced studies or intern practice for a period of more than six months. If the study period is no more than six months, then the applicant shall apply for a business visa (type F).

~ Transit Visa (G Visa) is issued to aliens who transit through China. U.S. passport holders must obtain a transit visa to transit through all Chinese airports except Pudong International Airport in Shanghai.

~ Resident Visa (D Visa) is issued to an alien who goes to reside permanently in China.

~ Crew Visa (C Visa) is issued to a crew member of an international train,

airliner or vessel who is a foreign citizen and comes to China for business.

~ Journalist Visa (J-1, J-2 Visa) J-1 Visa is issued to a resident foreign journalist in China and his/her accompanying spouse and minor children. J-2 Visa is issued to a foreign journalist who visits China for temporary news coverage.

Visas are not required of aliens, who hold final destination tickets and have booked seats on international airliners flying directly through China, and will stay in a transit city for less than 24 hours without leaving the airport.

Visas are not required of Citizens of the following countries, who transit through Pudong Airport or Hongqiao Airport of Shanghai, provided they hold valid passports, visas for the onward countries, final destination tickets and have booked seats, and stay in Shanghai for less than 48 hours: Republic of Korea, United States, Canada, Australia, New Zealand, Germany, France, Netherlands, Belgium, Luxemburg, Portugal, Spain, Italy, Austria, Greece.



New Words

permit	/pə'mɪt/	<i>n.</i>	许可证, 特许证(尤指限期的)
		<i>v.</i>	允许; 准许
issue	/'ɪʃuː, 'ɪʃjuː/	<i>v.</i>	公布, 发表, 发给
		<i>n.</i>	问题, 议题
diplomatic	/dɪplə'matɪk/	<i>adj.</i>	外交的, 古字体的; 老练的
courtesy	/'kəːtɪsi/	<i>n.</i>	礼貌, 好意
respectively	/rɪ'spektɪvli/	<i>adv.</i>	分别地, 各自地
phonetic	/fə'netɪk/	<i>adj.</i>	语音的, 拼音的
temporarily	/'tɛmp(ə)r(ə)rɪli, 'tɛmp(ə) 'rɛrɪli/	<i>adv.</i>	暂时地; 临时地
sightseeing	/'saɪtsiːɪŋ /	<i>n.</i>	观光; 游览
valid	/'vəlɪd/	<i>adj.</i>	有效的; 有根据的; 合法的; 正当的
convention	/kən'venʃ(ə)n/	<i>n.</i>	大会; 协定; 惯例; 公约
formality	/fɔː'malɪti/	<i>n.</i>	礼节, 程序, 拘谨
intern	/'ɪntəːn/	<i>n.</i>	实习生
transit	/'trænsɪt, 'træːns-, -nz-/	<i>n.</i>	经过, 通过, 过境
		<i>v.</i>	过境
obtain	/əb'teɪn/	<i>v.</i>	获得; 赢得

Phrases and Expressions

entry into	进入, 参加
exit from	从……退出, 从……离开
consist of	由……构成
public security department	公安机关
apply (to sb/sth) (for sth)	申请, 请求

Proper Names

Netherlands	/'nɛðələndz/	荷兰
Belgium	/'bɛldʒəm/	比利时
Luxemburg	/'lʌksəmbə:g/	卢森堡
Portugal	/'pɔːtʃʊg(ə)l, 'pɔːtʃʊ-/	葡萄牙
Austria	/'ɒstriə/	奥地利



Exercises

I. Answer the following questions according to the passage.

1. What is Chinese Visa?

2. How many kinds of Chinese Visa according to the passage?

3. How long can you stay in China when you hold the Business Visa?

4. What should you do if you study no more than six months in China?

5. What qualifications are required for aliens who take planes directly through China without Chinese Visa?

II. Fill in the blanks with the proper words and expressions given below, changing the form if necessary.

transit
formality

issue
permit

convention
obtain

intern
sightseeing

reside
valid

1. Let's skip the _____ and get down to business.
2. I was an administrative _____ with the Lenovo last summer.
3. Passengers right now will be able to _____ and depart the U. S. with some additional inspections and security evaluations.
4. This train ticket is _____ for three days.
5. Visitors are not _____ to touch the statues.
6. New members will be _____ with a temporary identity card.
7. Do you have a chance to do any _____?
8. She is very _____ in her views.
9. He returned to Britain in 1939, having _____ abroad for many years.
10. I finally managed to _____ a copy of the report.

III. Translate the following sentences into Chinese.

1. The Ordinary Visa consists of eight sub-categories, which are respectively marked with Chinese phonetic letters D, F, G, L, X, Z, C and J.
2. The holder of a work visa shall go through residential formalities in the local public security department within thirty days of entry into China.

3. U.S. passport holders must obtain a transit visa to transit through all Chinese airports except Pudong International Airport in Shanghai.
4. Study (X) Visa is issued to an alien who comes to China for study, advanced studies or intern practice for a period of more than six months.

IV. Translate the following sentences into English.

1. 他已向银行请求贷款。(apply)
2. 他家住在纽约已十余年了。(reside)
3. 没有许可证不准入内。(permit)
4. 如果此项研究结果有效,那么将是医学界一次惊人的进展。(valid)

Text B

Before Reading:

1. Have you ever taken plane to travel?
2. Do you know how to book flight tickets?

Online Check-in Service

Online check-in is a service that gives a possibility to check-in online to all passengers who have a ticket **reservation** before arriving at the airport. Passengers can enjoy check-in and **select** the seat from 24 hours up to 90 minutes prior to the departure time through Online Check-in web page of each Airline Company. It can be reached via internet. Simply entering your name, surname and flight details, you'll be able to check-in online. To get more detail about online check-in, "Check In Help" link can be used.

Online check-in is **available for** the passengers with or without **baggage**. It is not need to **register** your baggage details while check-in. Baggage check-in process might be completed at the airport "**baggage drop off point**" or "**online check-in desk**". Desks are closed 45 minutes to international,

30 minutes to domestic flights schedule departing time. **In case of excess** baggage, passengers have to consider the time will be spent for excess baggage payment process. The Airline Company is not responsible for probable passenger delays due to excess baggage process.

Passengers without baggage and have online printed boarding card may directly go to the gate through to **security control** or otherwise baggage should be registered at "baggage drop off point" or "online check-in desk".

If you have already seat **assignment** in your reservation record, Online Check-in process will be completed accordingly then seat change **facility** can be used if it is requested. By using online check-in link user could login on system and by using "seat change" button, the process can be