

新版

剑桥大学考试委员会推荐BEC2考试用书

# 剑桥国际商务英语

New International Business English

自测习题集 Workbook

第三版

Cambridge  
Professional  
English

Leo Jones  
Richard Alexander

华夏出版社  
HUAXIA PUBLISHING HOUSE

CAMBRIDGE  
UNIVERSITY PRESS

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# 剑桥国际商务英语

——商务英语的沟通技巧

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自测习题集

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**Leo Jones**  
**Richard Alexander**



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## 剑桥国际商务英语:自测习题集

[英] 琼斯、亚历山大 著

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## 出版说明

商务英语证书(BEC)考试是由英国剑桥大学考试委员会与教育部考试中心联合推出的权威性考试。剑桥大学考试委员会负责命题、阅卷、颁发证书,教育部考试中心实施考试。该考试分三个级别,每年举办两次(上半年5、6月和下半年11、12月)。现已在全国27个省、自治区、直辖市的36个城市共设有59个考点。考试报考人数至1999年底累计已达14余万人。考生持有的由剑桥大学签发的BEC证书可在各类经济部门、特别是涉外经济部门和“三资”企业招聘、晋升时作为英语能力的权威性证明。

本套丛书是剑桥大学考试委员会和教育部考试中心1994年联合指定的BEC2考试配套教材。经剑桥大学出版社和教育部考试中心授权,华夏出版社在中国大陆独家出版。这次再版是经过几年的使用,作者汲取了读者的反馈意见,并根据快速变化的国际商务背景以及不断涌现出的新商务词汇等情况,对本套教材做了一定幅度的修订。与考试之间的联系比较紧密了。

本书是英国剑桥大学考试委员会指定的BEC2考试的学习教材,原书名为:***New International Business English:Workbook***。全书对应学生用书的15个单元的课程,设计了15套综合练习,以作强化和检测之用。书后附有所有习题参考答案。本书练习中的听力和会话习题由两盒录音带组成,它们是使用本书做练习时不可缺少的。录音带的文字材料也附于书后。

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# 导 言

## 自测习题集包括什么内容?

**背景知识:** 帮助你完成学生用书中每一单元各种练习的背景知识。

**功能:** 练习使用学生用书中有用的表达方法——其中有些口头练习, 包括在本书配套磁带中。

**词汇:** 复习学生用书中练习与课文部分的词汇。

**介词(第5~15单元):** 练习使用介词和介词短语。

**构词(第5、7、9、11、13、15单元):** 练习使用前缀、后缀构成复合词。

**听力:** 练习听懂面试以及与商业主题有关的广播和讨论——还有与本书配套相关的笔头作业。

**写作:** 用习题答案中标准的表达法进行短文写作。

**语法复习:** 复习英语语法中的主要语法问题。

在本书的最后部分, 附有:

**习题答案:** 练习和写作句型的答案或参考答案。

**书面文字:** 听力练习的书面文字。

## 自测习题集配套磁带包括什么内容?

● 自测习题集配套磁带包括了听力练习和口头练习。自测习题集上有如何进行练习的全部说明。

听力练习一般由几部分组成, 你需要听一遍以上的磁带录音, 如果你使用带计数器的放音机, 每次练习开始时将指针调到零, 这样你就能很容易地找到开头的地方。这些录音的文字材料收在书背后的“书面文字”中——你只有在做完练习, 并对了习题答案后, 才可以看这些书面材料。

在口头练习中, 你需要“对磁带中的人讲话”, 但一般并不需要录下你讲的话。如果你想录下自己的话, 应该用一盒空白磁带。口头练习主要是练习使用常用的表达法, 这将有助你说得更为流利。

## 如何使用自测习题集和习题答案?

背景知识部分旨在提供有关本单元主题的信息。如果你在商业领域并无多少经验, 你应该在课堂学习前学习本单元的背景知识。

词汇、语法复习、介词、构词、听力和阅读练习都与学生用书中本单元的主题相关, 但并不是与本单元中某一部分直接配套的。

功能练习包括与学生用书中语言点相关的作业。在你做完学生用书中对应部分的习题后, 你会发现做辅导手册上的练习会更容易。

习题答案包括了所有练习的答案。对于有些练习, 我们给出的是“参考答案”, 这意味着其他不同形式的答案也可能是同样正确的。如果你不明白为什么你的答案错了或有别于标准答案, 你可以请教老师。

可能的话，尽量做完练习后再看习题答案。你会发现事后看答案，学习效果会更好。如果你对这些练习进行了认真的思考，练习会变得更有意思。在写作部分，当你将自己的文章与答案中的范文进行比较后，你应该请老师看你的作业，并指出你在语法、拼写上犯了什么错误，或者何处表达得不够准确。

## 我应该把自测习题集上的练习全部做完吗？

不。你的时间当然是有限而且宝贵的，因此你应当选择自测习题集的练习来做。回顾每一单元你在课堂上都学了什么，然后决定哪些练习是最有用、也是最有意思的。如果需要的话，做什么练习也可以征求老师的意见。

一般而言，如果你在课堂上发现某个语言点很容易，就不要做自测习题集上的配套练习。如果你发现某一技能很难掌握，你就应该多花些时间来做该书的练习，以提高这项技能——比如，你发现很难听懂别人用正常语调讲的英语，你就应该花时间做自测习题集配套磁带上的听力练习。

## 我自己能做些什么？

**阅读、听力和口头：**在学习自测习题集的同时，尽可能寻找机会去读、去听、去说英语：可以订阅一份英语报纸或周刊，比如《经济学家》；可能的话，也可收听英语广播节目，如BBC或VOA；或者你可以收看英语卫星电视，以及去电影院或看VCD，看原版的英语影片；抑或搜寻Internet；当然你也要尽量多和别人说英语——去你们公司或语言学院的参观者、游客、朋友的朋友，等等。

**为上课做准备：**通过准备学生用书上的每个部分，你可以节约课堂上的时间，因为学生用书正是在课上用的——通读课本，并找出不熟悉的单词。

**课后：**朗读你在课上学习的部分，这可以帮助你回忆、复习你学过的课文，注意你划出的单词和词组——这会帮你复习并记住这些词汇。

**词汇：**划出学生用书、自测习题集和报纸杂志上的生词。用小本子写下新的、有用的词汇和表达法。这是帮你记住这些词汇的好方法，并且当你以后想不起来的时候，查找起来也很容易。如果你碰上了一个不熟悉的单词，应该查一查英英词典。在看完解释以后，要仔细读一读它的例句，并且——如果你觉得这个单词以后会有用的话——把它写在你的小本子上。我们建议你买一本英英词典——请你老师推荐一本。


祝您好运！

Ces Jones

Richard Alvarado

# 1

## Face to face

- 1.1 Dealing with people *Background information*
- 1.2 Around the world *Vocabulary*
- 1.3 Go along and get along *Reading*
- 1.4 Have you met ...? *Functions & speaking* 
- 1.5 Asking questions *Grammar review*
- 1.6 Do it my way *Reading*

### 1.1 Dealing with people *Background information*

These 'Background information' sections will be particularly useful if you don't have practical experience of working in business, or if you don't have personal experience of the theme of a particular unit. If you've been working in business for some time, we suggest that you read these sections quickly through to revise some of the vocabulary and the ideas.

In business, people have to deal in person with all kinds of people. You may have to use English when talking to different people within your company who don't speak your language: these may be colleagues or co-workers, superiors or subordinates – who may work with you in your own department, in another part of the building or in another branch. And you may also have to deal in English with people from outside the organization: clients, suppliers, visitors and members of the public. Moreover, these people may be friends, acquaintances or strangers – people of your own age, or people who are younger or older than you. The relationship you have with a person determines the kind of language you use.

This relationship may even affect what you say when you meet people: for example, it's not appropriate to say 'Hi, how are you!' when meeting the Managing Director of a large company or to say 'Good morning, it's a great pleasure to meet you' when being introduced to a person you'll be working closely with in the same team.

Remember that people form an impression of you from the way you speak and behave – not just from the way you do your work. People in different countries have different ideas of what sounds friendly, polite or sincere – and of what sounds rude or unfriendly! Good manners in your culture may be considered bad manners in another.

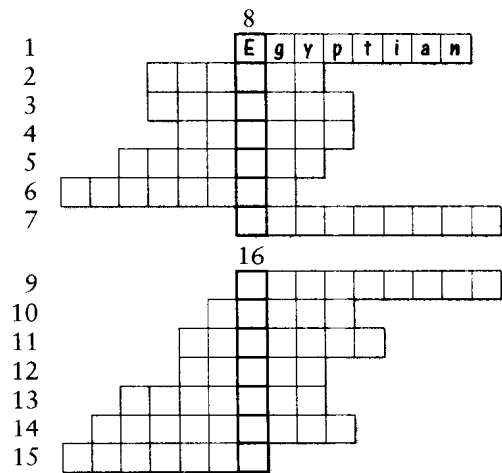
Remember also that your body language, gestures and expression may tell people more about you than the words you use.

## 1.2 Around the world

### Vocabulary

Each of these sentences has a nationality word missing. Add the missing words to the puzzle. Remember to use a Capital Letter. (The first one is done for you as an example.)

- 1 If he comes from Cairo, he must be ....
- 2 If she lives in Paris, she must be ....
- 3 If they live in Brussels, my guess is that they're ....
- 4 If he lives in Warsaw, I expect he's ....
- 5 If she comes from Rome, she's ...., I suppose.
- 6 He works in Tokyo, so I think he's ....
- 7 As she's from Budapest, I presume she's ....
- 8 If he comes from Toronto, he probably speaks ....
- 9 If they live in São Paulo, they're probably ....
- 10 As they live in Athens, I think they're ....
- 11 He lives in Beijing, so presumably he's ....
- 12 Her home town is Amsterdam, so I guess she's ....
- 13 Their head office is in Madrid: they are a .... firm.
- 14 If they work in Kuala Lumpur, I expect they're ....
- 15 He has a house in Istanbul, so he must be ....
- 16 If they come from Edinburgh and Cardiff, they're both ....



## 1.3 Go along and get along

### Reading

Read this article and then answer the questions that follow:

### Go along and get along

**T**HE Japan Society's crash course on how to bridge the chasm between Japanese and American managers forces participants to examine their own cultural assumptions, as well as to learn about the other side. Behaviour which Americans consider trustworthy is often precisely that which Japanese associate with shifty characters – and vice versa.

To Americans, people who pause before replying to a question are

probably dissembling. They expect a trustworthy person to respond directly. The Japanese distrust such fluency. They are impressed by somebody who gives careful thought to a question before making a reply. Most Japanese are comfortable with periods of silence. Americans find silence awkward and like to plug any conversational gaps.

The cherished American characteristics of frankness and openness are

also misunderstood. The Japanese think it is sensible, as well as polite, for a person to be discreet until he is sure that a business acquaintance will keep sensitive information confidential. An American who boasts "I'm my own man" can expect to find his Japanese hosts anxiously counting the chopsticks after a business lunch. As the Japanese see it, individualists are anti-social. Team players are sound.

(from *The Economist*)


Decide whether these statements are true (✓) or false (✗), according to the article.

- 1 American managers learn about the cultural assumptions of the Japanese.
- 2 In the eyes of Americans people who hesitate have something to hide.
- 3 The Japanese are impressed by careful replies.
- 4 Periods of silence bother the Japanese.
- 5 Americans are embarrassed by conversations that stop.
- 6 The Japanese are in favour of working in teams.

Highlight any useful vocabulary you'd like to remember in the passage.

**A Welcome to Meridian International!**

➔ Use the Workbook recording for this exercise.

 You're going to play the role of CHRIS STEINER. Imagine that you've just joined Meridian International and you'll be introduced to various people in the firm. Reply to each person when you hear the « beep » sound.

Look at this example and listen to the recording. Your role is printed **in bold type**:

Ted: Well, Jean, I'd like you to meet Chris Steiner. Chris, this is Jean Leroi, he's our export manager.

Mr Leroi: How do you do.

« beep »

**YOU: How do you do, Mr Leroi.**

Mr Leroi: Nice to meet you, Chris. How are you?

« beep »

**YOU: I'm fine, thanks. It's nice to meet you too.**

➔ You may need to PAUSE THE RECORDING to give yourself enough time to think before you speak.

**B What would you say?**

What would you say in these situations? Write down the exact words you'd use. The first is done for you as an example.

- 1 The customer services manager, Mrs Hanson, doesn't know Linda Morris, the new export clerk.

*Mrs Hanson, I'd like you to meet Linda Morris. She's our new export clerk...*

- 2 Your boss says to you, 'This is Tony Watson. He's visiting us from Canada.'

.....

- 3 Tony Watson says, 'Hi. I think you know one of my colleagues: Ann Scott.'

.....

- 4 You've been introduced to someone by name, but later in the conversation you can't remember the person's name.

.....

- 5 You enter an office full of strangers one morning. Someone asks if they can help you.

.....

- 6 A visitor arrives after travelling a long distance to see you.

.....

- 7 Your visitor looks thirsty.

.....

- 8 It's time for you to leave. You look at your watch and realize that it's later than you thought.

.....

## 1.5 Asking questions

### Grammar review

Questions keep a conversation going. Questions help you to find out more information from someone. Questions show someone that you're interested in what they have to say, and enjoy talking to them.

These exercises focus on forming questions correctly, and avoiding mistakes. Check your answers in the Answer Key after you've done each exercise.

**A** Write down the QUESTIONS that led to each of these answers. The first is done for you as an example.

- 1 *Are you Mrs Meier?* ..... That's right. Pleased to meet you.
- 2 .....? Yes, thanks, I had a very good flight.
- 3 .....? I'd like to see Mr Perez, if he's in the office.
- 4 .....? On my last visit I spoke to Ms Wong.
- 5 .....? It was Mr Grün who recommended the hotel to me.
- 6 .....? No, my husband is travelling with me. I'm meeting him later.
- 7 .....? We'll probably be staying till Friday morning.
- 8 .....? No, this is his first visit – he's never been here before.

➔ Check your answers before you do the next exercise.

**B** Imagine that you're talking to someone who talks rather unclearly, and that you can't catch some of the information he or she gives you.

Write down the questions you'd ask this person to find out the missing ( ~~~~ ) information.

- |   |              |                         |   |
|---|--------------|-------------------------|---|
| 1 'I work for ~~~~.'                                  | Who          | <i>do you work for?</i> |   |
| 2 'I live in ~~~~.'                                   | Where        | <i>do you live?</i>     |   |
| 3 'I've been working here for ~~~~ years.'            | How          |                         | ? |
| 4 'We keep our sales files in the ~~~~ room.'         | Which        |                         | ? |
| 5 'We never phone in the morning because ~~~~.'       | Why          |                         | ? |
| 6 'I started working for the firm in 19~~~~.'         | When         |                         | ? |
| 7 'I'd like a ~~~~ room for two nights, please.'      | What kind of |                         | ? |
| 8 'I heard about this product from Mr ~~~~.'          | Who          |                         | ? |
| 9 'The complete package costs only \$ ~~~~.'          | How much     |                         | ? |
| 10 'They printed ~~~~ thousand copies of the report.' | How many     |                         | ? |
| 11 'They asked me to ~~~~ as soon as possible.'       | What         |                         | ? |
| 12 'Mrs ~~~~ told me I should get in touch with you.' | Who          |                         | ? |

**C** In these sentences the 'question tags' are missing, aren't they? Complete each sentence with a suitable question tag. The first two are done for you as examples.

- 1 They don't normally pay their account late, *do they?*
- 2 The phone number is 518361, *isn't it?*
- 3 They'll let us know before the end of the month, .....
- 4 We can send the catalogues by surface mail, .....
- 5 They can't provide us with the information we need, .....
- 6 She isn't in the office today, .....
- 7 This machine doesn't operate automatically, .....
- 8 You know a great deal about economics, .....
- 9 You've studied this subject for some time, .....
- 10 We shouldn't interrupt the meeting, .....
- 11 We must confirm this by sending them a fax, .....
- 12 He hasn't heard that the firm has been taken over, .....

Read this article and then answer the questions below.

## Management in America

# Do it my way

NEW YORK

Cultural differences between Japanese and American managers have presented the biggest obstacles to Japanese companies investing in America.

A seminar for Japanese executives working in America was attended by 25 men, nearly all of them in identical dark suits. Despite the room's stifling heating system, they resolutely refused to remove their jackets. Their coffee break lasted exactly the scheduled ten minutes. They did not ask any questions until after they had got to know one another a bit better at lunch. They were usually deferential and always polite.

A similar seminar for 25 Americans working for Japanese subsidiaries in America included eight women. Several of the men removed their jackets on entering the room. A ten-minute coffee break stretched beyond 20 minutes. Participants asked

questions and several aggressively contradicted what the speakers had to say.

According to Mr Thomas Lifson of Harvard and Mr Yoshihiro Tsurumi of New York's Baruch College – the two main speakers at both seminars – misunderstandings between Japanese and American managers are possible at nearly every encounter. They can begin at the first recruiting interview. A big American company typically hires people to fill particular slots. Its bosses know that Americans are mobile people, who have a limited commitment to any particular employer or part of the country. As a result, jobs are clearly defined and so are the skills needed to fill them. American firms hire and fire almost at will.

The assumptions (and the expectations) of the Japanese managers of Japanese subsidiaries in America could

hardly be more different. They hire people more for the skills they will acquire after joining the company than for their existing skills.

American managers rely heavily on number-packed memoranda and the like. The Japanese colleagues prefer informal consultations which lead eventually to a consensus. According to Mr Tsurumi, they find comical the sight of American managers in adjacent offices exchanging memos.

Confronted with a dispute between middle managers, most Japanese superiors refuse to become involved, expecting the managers themselves to resolve the issue. The Americans conclude, wrongly, that their Japanese bosses are indecisive or incompetent. Japanese managers do not share the American belief that conflict is inevitable, and sometimes healthy. They want to believe that employees form one big happy family.

(from *The Economist*)


Decide whether these statements are true (✓) or false (✗), according to the article.

- |   |                          |
|---|--------------------------|
| 1 This article is about American companies in Japan.                              | <input type="checkbox"/> |
| 2 At one seminar the Japanese removed their jackets when they got hot.            | <input type="checkbox"/> |
| 3 The Japanese did not ask questions until after lunch.                           | <input type="checkbox"/> |
| 4 At another seminar, some of the Americans were not polite to the speakers.      | <input type="checkbox"/> |
| 5 Americans and Japanese are likely to misunderstand each other in any situation. | <input type="checkbox"/> |
| 6 American employees are very loyal to their companies.                           | <input type="checkbox"/> |
| 7 Japanese companies are likely to recruit less experienced employees.            | <input type="checkbox"/> |
| 8 The Japanese rely less on meetings than the Americans.                          | <input type="checkbox"/> |
| 9 Japanese managers send more memos than their American counterparts.             | <input type="checkbox"/> |
| 10 Japanese managers solve problems without involving their boss.                 | <input type="checkbox"/> |

Highlight any useful vocabulary you'd like to remember in the passage.

# 2

## Letters, faxes and memos

- 2.1 A business letter *Background information*
- 2.2 It's in the mail *Vocabulary*
- 2.3 Joining sentences *Grammar review*
- 2.4 Can you tell me how to spell that? *Speaking* 
- 2.5 Correcting spelling and punctuation mistakes *Writing*
- 2.6 Abbreviations *Vocabulary*
- 2.7 Make a good impression *Writing*

### 2.1 A business letter *Background information*

There are nine important parts in a typical 'standard' business letter – the example that follows shows these parts. Many firms use their own 'house style' which their staff are expected to follow, and which may not be quite the same as this example.

1 *Sender's address*  
(printed at the top or in the top right-hand corner)

**Our company's name**  
This building  
95 New Edition Road  
Cambridge CB2 2RU  
United Kingdom

3 *Receiver's name, title and address*

A. Reader  
General Manager  
International Business English plc  
Page 000  
Background information BA2 1LJ

7 May 20\_\_

4 *Salutation*

Dear Mr or Ms Reader,

5 *Heading*

Different ways of communicating in writing

6 *Body of letter*

In a LETTER, the emphasis is on a high quality appearance. Letters have to be typed or word-processed accurately on the company's headed paper with a smart, clear layout. International mail tends to be slow and in some countries the post is unreliable. Important documents or valuable items can be sent by registered mail - or they can be sent by courier.

A FAX is a facsimile copy of a document which is transmitted by normal telephone lines to another fax machine. Some faxes are exactly like letters, some are printed on special fax forms rather like memos, others are simply handwritten messages. The sender of a fax can't be certain if the message has been received perfectly - sometimes lines get missed or are illegible. A fax is not usually a legally binding document.

2 *Date*  
(here or below the receiver's address)



E-MAIL (electronic mail) is a way of sending messages between computers. The message appears on a screen and can be printed out if necessary. To make e-mail more 'personal' some people use punctuation to add happy ;-) or unhappy :- ( faces to their messages! \*

\* If there is a line space between each paragraph, the new paragraph needn't be indented.

Internal mail within a company or between branches of the same firm is usually in the form of MEMOS: these may be brief handwritten notes or longer, word-processed letters. Most firms use special memo pads for internal messages. A memo to a senior English-speaking member of staff may need as much care as a letter to a client. The style that is used depends on the practice within the company and on the relationship between the people involved.

7 Complimentary close

Yours sincerely,

8 Signature

Leo Jones Richard Alexander

9 Name and title of sender

Leo Jones and Richard Alexander  
Authors

## 2.2 It's in the mail

### Vocabulary

Write the missing words in these sentences in the spaces in the puzzle. The first one is done for you as an example.

- 1 A .... layout is important in a letter.
- 2 I .... a cheque for £19.99.
- 3 An urgent document may be sent by .... instead of by mail.
- 4 *Your ref.* is short for Your ....
- 5 Remember to put the .... on a letter to the USA.
- 6 Remember to put the .... on a letter to the UK.
- 7 If you sign a letter on someone else's behalf, add the letters .... before the other person's name.
- 8 We .... receipt of your letter.
- 9 That flashing light means the .... is out of paper.
- 10 Letters used to be typed, but now they are ....
- 11 Paper, envelopes, paper clips, etc. are all items of ....
- 12 Memo is short for ....
- 13 If you make notes in .... you can erase them easily.
- 14 Valuable items can be sent by .... mail.
- 15 This unit is all about ....

