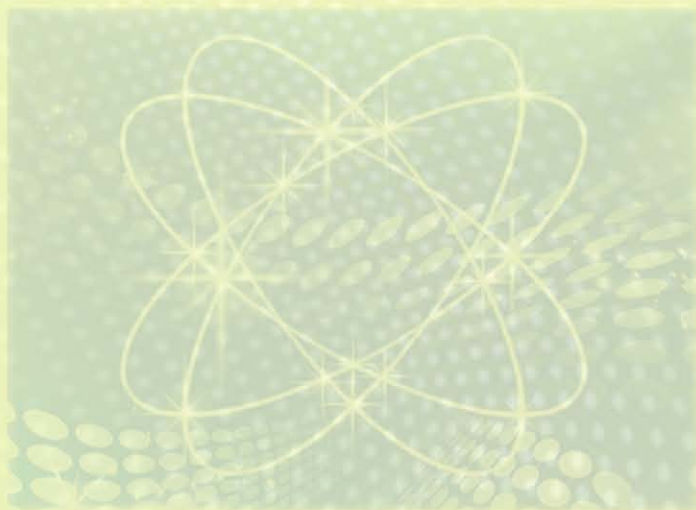


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Unit One Reception

Motto:

The thing we need to fear is not the difficulty, but the lack of preparedness.

—— Premier Li Keqiang

In order to take, you must first give.

——Intrigues of the Warring States

If you think your teacher is tough, wait till you get a boss.

——Bill Gates

Lead-in:

Task 1: Match the following pictures with the given expressions below and then describe the pictures with the reference expressions.



(1) _____



(2) _____



(3) _____



(4) _____

Expressions:

- A. negotiation B. banquet C. check in D. see off

Reference Expressions:

- heated discussion business suite fancy dinner flight number

Task 2: Listen to the conversation in the film Titanic and fill in the blanks. Then discuss with your partner the following question: How to make each day count?



Mother: Tell us of the accommodations in steerage, Mr. Dawson. I hear they're quite good on this ship.

Jack: The best I've seen, ma'am. Hardly any rats.

Fiancé: Mr. Dawson is joining us from the third _____. He was of some assistance to my fiancée last night.

Rose: It turns out that Mr. Dawson is quite a fine _____. He was kind enough to show me

some of his work today.

Fiancé: Rose and I differ somewhat in our _____ of fine art. Not to impugn your work, sir.

Jack: Are these all for me?

Molly: Just start from the outside and work your way in.

Man: He knows every rivet in her, don't you, Thomas?

Rose: Your ship is a wonder, Mr. Andrews. Truly.

Andrew: Thank you, Rose.

Waiter: How do you take your caviar, sir?

Jack: No caviar for me, thanks. Never did like it much.

Mother: And where exactly do you live, Mr. Dawson?

Jack: Right now, my address is the RMS Titanic. After that, I'm on God's good humor.

Mother: And how is it, you have means to travel?

Jack: I work my way from place to place. You know, tramp steamers and such. But I won my ticket on Titanic here at a lucky hand at _____. A very lucky hand.

Man: All life is a game of luck.

Fiancé: A real man makes his own luck, Archie. Right, Dawson?

Mother: And you find that sort of rootless _____ appealing, do you?

Jack: Yes, ma'am, I do. I mean, I've got everything I need right here with me. I got air in my lungs and a few blank sheets of paper. I love _____ up in the morning not knowing what's gonna happen or who I'm gonna meet, where I'm gonna wind up. Just the other night I was sleeping under a _____, and now here I am on the grandest ship in the world, having champagne with you fine people. (to the waiter) I'll take some more of that. I figure life is a _____ and I don't intend on _____ it. You never know what hand you're gonna get dealt next. You learn to take life as it comes at you. Here you go, Cal. To make each day _____.

Molly: Well said, Jack.

Rose: To make it count.

All: To make it count!

Part A: Practical English

Step 1: Greet the Visitor

Task 1: Meeting at the Airport

Listen to the dialogue and fill in the blanks:

S: the secretary of foreign trade company

B: Mr. Black

S: Are you Mr. Black?

B: Yes. Nice to meet you.

S: Nice to meet you too. My name is Sherry, the _____ of the manager.

B: It is very kind of you to meet me at the _____.

S: How was your _____?

B: The flight was _____ and the service was _____.

S: I am glad to hear that. Oh, let me help you with your _____.

B: Thank you.

Task 2: Check in

Role play at the hotel.

Mr. Black is checking in. Make a dialogue between Mr. Black and the receptionist(R).

R: Good afternoon. What can I do for you?

B: I need a business suite.

R: ...

Step 2: Arrangement

Task 1: Confirm the Schedule

Listen to the dialogue and fill in the blanks.

S: Mr. Black, we have made a schedule for your _____ in Chengdu.

B: Let me have a look.

S: Here you are. If you have any _____, don't hesitate to ask me.

B: OK. Er ... It seems pretty good for me. We talk on business _____ tomorrow morning and visit the Jinsha Ruins _____ on the next day. By the way, I have been very interested in _____, can you work it out?

S: No problem. Then, are you satisfied with other plans now?

B: Yes, thank you. You are so _____ and have thought of everything.

Task 2: Business Dinner Party

Sample Dialogue.

S: secretary

B: Mr. Black

W: waiter

W: Are you ready to order now?

S: Would you recommend some specials for us?

W: Certainly, how do you like fish? Our sweet and sour fish is very popular.

B: It looks good.

S: Fine, I will take it.

W: Anything else?

S: How about the shrimp?

W: It is very tasty and fresh.

S: What's your opinion?

B: It sounds nice. And I would like some Chengdu snacks.

W: No problem, I can arrange it for you.

...

Exercise: Make a dialogue with your partners with word tips below.

Word tips:

Mapo Tofu; Double – Cooked Pork; Kung Pao Chicken; Braised Eggplant

Task 3: Invitation Letter

Read the invitation letter blow and write an acceptance letter.

1. Invitation letter

Dear Mr. Black,

We are arranging a Chinese Textile Exhibition from May 5th to May 12th. And this is the first time our company have staged an exhibition of this magnitude.

It gives me the greatest honor to invite you to visit this exhibition which I believe will be of



your great interest.

I hope you will be able to accept this invitation. And if you would kindly indicate the time of your arrival, I will arrange for you to be met.

Sincerely yours,

Serena

2. Acceptance letter

Dear Serena,

May 1st

Part B: Extending English

Business Rituals for Reception

1. The Importance of Reception

Receiving visitors is one of the chief responsibilities of a secretary. It is very important to receive visitors properly, make them feel comfortable and deal with them professionally.

2. The Process of Reception

Step 1: Preparation

First of all, make sure that you and your work area present a positive image of your organization. You should have different sources of written information which might be appropriate for different visitors. Besides, you should have all the necessary equipment and materials available and in good order.

Step 2: Greet and identify the visitors

Greet visitors in a friendly and polite manner, without unnecessary delay. Find out your visitors' identities, such as names, titles and the companies they represent. Make clear the purposes

of their visit and communicate with them appropriately.

Step 3: Ask the visitors to wait

Direct the visitors to a comfortable waiting area and offer refreshment, newspaper or magazines to the visitors. Provide visitors with the information they request as long as you are able and authorized to do so. Follow other procedures to make sure that visitors are comfortable while they are waiting. If the visitors could not be met at the appointed time, you should explain skillfully the reason for the delay and apologize for it.

Step 4: Notify the persons to be met

As for the appointed visit, contact the persons they have come to see quickly, provide them with clear information about the visitors and follow their instructions.

Step 5: Direct the visitors to the meeting place

Provide visitors with clear directions to the meeting place. If necessary, refer the visitors to someone else who can take them to the destination.

Step 6: See off the visitors

Bid farewell to the visitors politely and accompany them to the front gate if necessary. Make sure to keep a detailed record of visitors and who they visited.

Words and Expressions

ritual	[ˈritʃuəl]	n.	one or more ceremonies or customary acts which are often repeated in the same form 例行公事, 规矩
reception	[riˈsepʃn]	n.	the manner in which something is greeted; the act of receiving 接待, 接见
professionally	[prəˈfeʃənəli]	adv.	in a professional manner 职业地, 专业地
process	[ˈprəʊses]	n.	series of actions or operations performed in order to do, make or achieve something 过程, 进程
appropriate	[əˈprəʊpriət]	adj.	correct or suitable for a particular situation or occasion 适当的, 恰当的
greet	[gri:t]	vt.	give a conventional sign or word of welcome or pleasure when meeting somebody or receiving a guest 欢迎, 问候



identity	[ai'dentəti]	n.	who or what a particular person or thing is 身份
refreshment	[ri'freʃmənt]	n.	light food and drinks that are available at a cinema, theatre, etc.; eats or snacks 茶点, 点心
notify	[ˈnəʊtɪfaɪ]	vt.	give notice of; report 通知, 报告
contact	[ˈkɒntækt]	vt.	communicate with 联系

Reading Comprehension

Task: Decide whether the following statements are true (T) or false (F) according to the passage.

- () 1. When greeting the visitors, you should try every means to please them.
- () 2. You should contact the persons to be met before knowing the identification of the visitors.
- () 3. You can offer the visitors something to drink or read while they are waiting for the appointment.
- () 4. You can ask someone else in your organization to take the visitors to the place they are going to be met.
- () 5. During the reception, you can ask the personnel department for the information of the persons to be met.

Vocabulary

Task: Fill in the blanks with the given words in the box. Change the form where necessary.

refreshment	greet	contact	communicate	professional	proper
notify	reception	identity	appropriate		

- 1. When they step into the restaurant, a waiter comes up to _____ them.
- 2. Her voice should be _____ trained.

3. On seeing the accident, he _____ the police immediately.
4. Her bright clothes were not _____ for a funeral.
5. She was always _____ to new ideas.
6. Passengers are asked to _____ their suitcases.
7. His new house is _____ furnished and equipped.
8. This Chinese boy is able to _____ with the guest in Spanish.
9. He hardly seemed to _____ my presence.
10. Besides enjoying songs and dances, can we have any _____ there?

Structure

Task 1: Study the models and complete the following sentences by translating the Chinese into English, using “as for” and “if necessary” structure.

Model 1: _____ (如果是接待有预约的客人), contact the persons they have come to see promptly.

→As for the appointed visit, contact the persons they have come to see promptly.

Model 2: _____ (必要的话), refer the visitors to someone else who can take them to the destination.

→If necessary, refer the visitors to someone else who can take them to the destination.

1. _____ (如今) things are far better than at any time in the past.
2. _____ (至于你), I don't think you have to go in person.
3. _____ (对我们来说), we are fortunate.
4. Break down the door, _____ (如有必要的话).
5. You may refer the matter to him _____ (必要的话).
6. _____ (如果需要), give me a ring.

Task 2: Complete the sentences by using “it is + adj. + to do ...”.

Model: It is very important to receive visitors properly.

1. It's necessary to _____
2. It's wrong to _____



3. It's very dangerous _____
4. It's very nice of you to _____
5. It is impossible for you to _____

Translation

Task 1: Translate the following sentences into Chinese.

1. Receiving visitors is one of the chief responsibilities of a secretary.
2. You should have different sources of written information which might be appropriate for different visitors.
3. Provide visitors with the information they request, as long as you are able and authorized to do so.
4. Bid farewell to the visitors politely and accompany them to the front gate if necessary.

Task 2: Translate the following sentences into English, using the words or phrases in the brackets.

1. 这孩子害羞, 不爱叫人。(greet)
_____.
2. 由他担任这一职务是恰当的。(appropriate)
_____.
3. 警方拒绝透露嫌疑犯的身份。(identity)
_____.
4. 我给你来点吃的怎样?(refreshment)
_____?

Part C: SCET – 3 Listening Comprehension

Task 1:

Directions: In this section, you will hear 10 short conversations. At the end of each conversation, a question will be asked about what was said. Both the conversation and the question will be spoken twice. After each question there will be a pause. During the pause you must read the four choices marked A) , B) ,

C) and D) ,and decide which is the best answer. Then mark the corresponding letter on the Answer Sheet with a single line through the center.

- | | | | |
|---------------------------------|-----------------------------------|---------------------|---------------|
| 1. A) A toothbrush | B) Some cookies | C) Some food | D) Some books |
| 2. A) At 9:00 | B) At 10:30 | C) At 10:45 | D) At 11:00 |
| 3. A) At a lake | B) In a café | C) In a cinema | D) In a house |
| 4. A) Husband and wife | B) Receptionist and visitor | | |
| C) Businessman and customer | D) House seller and buyer | | |
| 5. A) In his house | B) In an apartment | C) In the dormitory | D) In a hotel |
| 6. A) He is eager to see Joan. | B) He doesn't want to see Joan. | | |
| C) He will see Joan finally. | D) He likes Joan. | | |
| 7. A) He is against it. | B) He doesn't care. | | |
| C) He thinks it is reasonable. | D) He is in favor of it. | | |
| 8. A) By plane | B) By bus | C) By taxi | D) By train |
| 9. A) New York | B) Paris | C) London | D) Detroit |
| 10. A) The origin of a festival | B) How to celebrate a festival | | |
| C) How to spend the weekends | D) The importance of the festival | | |

Task 2:

Directions: In this section ,you will hear a short passage. At the end of the passage ,you will hear two questions. Both the passage and the questions will be spoken twice. After you hear one question ,you must choose the best answer from the four choices marked A) , B) , C) and D) . Then mark the corresponding letter on the Answer Sheet with a single line through the center.

Questions 11 to 12 are based on the passage you have just heard.

- | | |
|-------------------------------|----------------------------|
| 11. A) The pollution | B) The traffic congestion |
| C) The noise problem | D) The teaching problem |
| 12. A) Running in the morning | B) Driving to the downtown |
| C) Going to work by bike | D) Going to work by bus |

Task 3: Spot Dictation

Directions: In this section ,you will hear a passage three times. Listen carefully during the first reading. Then listen to the passage again. When it is being read



the second time, you should fill in the six blanks numbered from S1) to S6) with the exact words or phrases you have just heard. Finally, when the passage is read for the third time, you should check what you have written.

Basketball is a sport enjoyed by millions of people. It's one of the S1 sports in the world. It all began in 1891.

Dr. James Naismith is known world - wide as the inventor of basketball. He was born in 1861 in Ramsay Township, near Almonte, Ontario, Canada. The concept of basketball was born from Naismith's school days in the area where he played a simple child's game known as duck - on - a - rock outside his one - room schoolhouse. He found that all the S2 popular games use a ball, so he decided a ball would be part of his new S3 . But kicking the ball or hitting it would be too tough for indoors. So he put two baskets up on poles. The S4 had to try to throw a ball into them. Then he made S5 rules for the game. Twelve of them are still in S6 today.

Part D: Phonetics

Linking(连读)

一、什么是连读

在连贯地说话或朗读时,在同一个意群(即短语或从句)中,如果相邻的两个词前者以辅音音素结尾,后者以元音音素开头,就要自然地将辅音和元音相拼,构成一个音节,这就是连读。(连读符号: ~)

二、连读的四种形式

1) “辅音 + 元音”型连读

在同一个意群里,如果相邻两词中的前一个词是以辅音结尾,后一个词是以元音开头,这时就要将辅音与元音拼起来连读。

I' m ~ an ~ English boy.

It ~ is ~ an ~ old book.

Let me have ~ a look ~ at ~ it.

Ms. Black worked in ~ an ~ office last ~ year.

2) “r/re + 元音”型连读

如果前一个词是以 - r 或者 - re 结尾,后一个词是以元音开头,这时的 r 或 re 不但要发 /r/ 音,而且还要与后面的元音拼起来连读。

They're my father ~ and mother.

I looked for ~ it here ~ and there.

There ~ is a football under ~ it.

There ~ are some books on the desk.

3) “辅音 + 半元音”型连读

英语语音中的 /j/ 和 /w/ 是半元音, 如果前一个词是以辅音结尾, 后一个词是以半元音、特别是 /j/ 开头, 此时也要连读。

Thank ~ you.

Nice to meet ~ you.

Did ~ you get there late ~ again?

4) “元音 + 元音”型连读

如果前一个词以元音结尾, 后一个词以元音开头, 那么这两个音往往也要自然而不间断地连读到一起。

I ~ am Chinese.

He ~ is very friendly to me.

She wants to study ~ English.

How ~ and why did you come here?

Practice

Task: Read out the following linkings.

1. I called you half an hour ago.

Put it on, please.

Not at all.

Please pick it up.

2. Here is a letter for you.

Here are four eggs.

But where is my cup?

Where are your brother and sister?

3. Would you like a cup of tea?

Could you help me, please?

4. She can't carry it.

It'll take you three hours to walk there.

The question is too easy for him to answer.



Part E: Grammar——Tag Question 反意疑问句

一、定义

反义疑问句 (Tag Question) 即附加疑问句。它表示提问人的看法,没有把握,需要对方证实。反义疑问句由两部分组成:前一部分是一个陈述句,后一部分是一个简短的疑问句,两部分的人称时态应保持一致。

二、句子结构

(1) 陈述部分肯定句 + 疑问部分否定句(可记为“前肯后否”)。

e. g. : They work hard, don't they?

(2) 陈述部分否定句 + 疑问部分肯定句(可记为“前否后肯”)。

e. g. : You didn't go, did you?

三、反义疑问句的常见特殊类型

(1) 陈述部分的主语是 I'm 时,疑问部分要用 aren't I。

e. g. : I'm twelve, aren't I?

I'm a good driver, aren't I?

(2) 祈使句的反意疑问句,疑问部分用 will you。

e. g. : Don't do that again, will you?

Go with me, will you?

(3) Let's 开头的祈使句,疑问部分用 shall we; Let us 开头的祈使句,疑问部分用 will you。

e. g. : Let's go and listen to the music, shall we?

Let us wait for you in the reading - room, will you?

(4) 陈述部分是“there be”结构时,疑问部分仍用 there。

e. g. : There is some milk in the bottle, isn't there?

There are many people in the park on Sunday, aren't there?

(5) 陈述部分包含 no, nothing, nobody, never, seldom, hardly, few, little 等否定或半否定词时,疑问部分用肯定形式。

e. g. : You never read this novel, do you?

Few people can live to 120, can they?

He can hardly swim, can he?

(6) 若陈述部分含否定词缀不能视为否定句,其反意疑问句仍用否定形式。

e. g. : It is impossible, isn't it?

He is not unkind to his classmates, is he?