中级商务英语听说

Practical Business Communication (Teachers' Book) Level 2

(教师用书)

吴立高 翟世骏 主编

商务英语听说系列教材 Listening to Business English

中级商务英语听说

(教师用书)

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P feface

《商务英语听说》共分初、中、高三级,每级一册,每册十六单元。教材选材涉及到商务领域的常见话题,包括商务接待、面试、产品介绍、商务谈判、广告、国际贸易等各个方面,为学习者提供了大量真实、生动的英语素材,使学习者在提高英语听说技能的同时也涉猎国际商务知识。

本套教材的编写以真实性为原则,很多材料来自国外财经报刊和外企的真实语言交流素材,内容涉及到真实的公司业务及人物,工作场景下的真实交流,有较强的实用性和专业性。该教材语言地道,听、说训练交替进行,使得两项互相促进,共同长进。本教材得另一大特点就是语言技能的训练与商务知识有机结合。交际任务以真实的商务交际情景为参照,鼓励学习者在完成交际任务的过程中运用所学语言知识,提高交际能力,熟悉商务知识。而且任务设计尽可能与学习者的经历直接或间接相关,通过商务场景对话、角色扮演等丰富多样的活动让学习者参与其中,增加了学习的意义。

本套教材可作为大学英语专业及英语相关专业的学生学习商务英语的材料,也可作为任何专业对商务英语有兴趣的学生选修课使用教材。初级适合大学一年级学生或有一定基础的学习者使用,中级适合大学二年级或有中等基础的学习者使用,高级可供大学三、四年级或有较高英语水平的学习者使用。建议两到三课时学习一个单元。

这套教材也为社会上广大的商务英语爱好者提供学习材料,对提高学习者的听、说能力将有帮助,对于从事商务工作和即将从事商务工作的人,本教材有助于他们提高英语交际能力,并提供实用性的商务知识。

主 编2009年

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Unit 1

Meetings (1)



In this unit we will talk about

- opening a meeting
- structuring a meeting
- discussing in the meeting —"interrupting and resuming"

1 Starting up

Omitted.

2 Opening a meeting

2.1 Project management group meeting

Bay Project Management Group is holding a meeting between the managers of different departments. Many of them have not met each other before, so the atmosphere is polite but informal.

A Look at the list of the steps (a-g) involved in opening a meeting. If you are attending this meeting, in which order would you expect them to take place? Work with

your partner and put these steps in order.

Answers

There is no one set order for these things to happen — several of the steps are interchangeable. However, a logical sequence would be: e, g, f, c, d, b, a.

B Now listen to the opening of this meeting. As you listen, identify the actual steps this meeting follows. Note down the order in which they happen.

Script

"Right, if everyone is here, let's begin. I'd like to start by welcoming you all to this first meeting of the Bay Project Management Group. As you all know, the purpose of this meeting is to discuss the initial feasibility report which was completed last week. At the end of the meeting we should have a clear idea of how to proceed, but I'd like to hear what you all think before we make any decisions.

As you'll see from the agenda, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so I would like to finish by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, would you like to start?

Answers

a.	Agreeing the timing of the meeting	6	
b.	Allocating or confirming the participants' responsibilities	4	
c.	Defining the output or results	3	
d.	Outlining the agenda and meeting guilbon a guilbon at quor	Olimarra5ensIV	
e.	Welcoming the participants what residualizes from hot synd of	Mar of the	
f.	Stating the purpose or objectives of the meeting	2	

C Listen again and fill in the blanks.

Script and answers the other to respond to the series of t

"Right, if everyone is here, let's begin. I'd like to start by welcoming you all to this first meeting of the Bay Project Management Group. As you all know, the purpose of this meeting is to discuss the initial feasibility report which was completed last week. At the end of the meeting we should have a clear idea of how to proceed, but I'd like to hear what you all think before we make any decisions.

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Ok, the first item on the agenda is an overview of the project plan. Alain, would you like to start?

2.2 Openings of different types of meetings and the som only a notable of

You are going to hear extracts from the openings of six meetings. As you listen, match each one to the types of meeting listed below. The first one has been done for you. additional item on the agenda - a new assessment policy for the depa .uoy for

Scripts

Extract one

Welcome to ATM, here in Colorado and to what I am sure will be the beginning of a major new alliance (合作). Today our purpose is to deal with the remaining obstacles to our collaboration, and we've drawn up an agenda consisting of the three outstanding issues...

Extract two

Ok, you know why we're here. The client's presentation is tomorrow and between now and then we've got to come up with some original ideas. Maybe we should do it like this - Why don't I note down your ideas on the flip chart over here? Then afterwards we'll go back eliminating the more unpleasant ideas, and get it down to a short-list of three or four concepts. I make a much comes tourites dues nonted we shield but misne noted to the

Extract three

Madam Chairman, ladies and gentlemen. I'd now like to formally open this meeting of Committee for Ethics in Business. I've received apologies for the absence of two directors, Mr. Charles Mutter and Mrs. Kathleen Harrington. As usual, we will start with the minutes of the last meeting and any matters arising, and then move on to a review of the last three months' activities.

of the meeting we should have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed, but I'd like to have a clear idea of how to proceed of how to pro

Well, gentlemen, it's a pleasure to be here today and to have this opportunity to meet all of you. I'd like to start by introducing myself and my colleague, Daniel Berman.

Extract five

Ok, as you know, I've called this meeting in order to discuss the results of the recent internal recruitment programme. By the end of the meeting we need to have identified our favored candidate, and of course a back-up in case we need one. So why don't we start by listening to Marion, who met all the candidates. Marion?

Extract six as a soing to hear extracts from the openings of six meetings. As xiz that the

Right, let's get down to business. This month, besides the usual reports, we've got an important additional item on the agenda — a new assessment policy for the department. I suggest we take that at the end and try to keep the monthly reports as brief as possible.

Answers

Types of Meeting and our od liw ours mis	Elecane to ATM, here in Colorado stratt
Brainstorming new ideas or and driw last	ew aillance (合作). Today our pungse is to
Deciding on a new recruit di edi lo quilla	allaboration, and we've drawn up an zenda cons
Negotiating a contract	1
First contact with a customer	4 owl takux
	k you know why we're here. The cloud's presci
Committee meeting	en we've got to come up with some of ginal ideas
deed on Plant absorbable and Disched to	a make with and on complete the distribution of

informal (I) meeting. Make a note of the phrases that help you to decide. Then work in pairs and compare your answers with the partner.

Answers

Extract	Formal(F) /	PhrasesolloH
	Informal(I)	Mr. O'Connor: Teresa, you'll be able to talk with every
1) zlosjena	how each of Tour	Welcome to ATM; Today, our purpose is to
2)	Ī	OK, you know why we're here.
		Maybe we should do it like this
3)	F	Madam chairman, ladies and gentleman
		I'd now like to formally open
		As usual, we will start with
		and then move on to
4)	<u>F</u>	Well, gentlemen, it's a pleasure to be here today
		I'd like to start by introducing
5)	$ar{\mathbf{I}}$	OK, as you know, I've called this meeting
		So why don't we start by
6)	I longo I	Right, let's get down to business
		I suggest we take that

2.3 Formal and informal openings

Fred O'Connor is the project manager of Bay Project Management Group. He is now holding the staff meeting. Tim, Clark and Teresa are all members of the project and they are present at the meeting.

A Listen to the conversation in the meeting. Fill in the blanks with the exact words you hear.

Script and answers toy glad of woled seton advest may not district and answers toy glad of woled seton advest may not be set of the set of the

Fred O'Connor: (to everyone) Why don't you take a seat and get started. Are we all

here?

Tim Clark: I think Bill will be arriving a little late. The stands because the stands of the stands

Mr. O'Connor: Okay, there are a few items that we need to touch on. If you have

any questions or comments, please ask as we go along. But before we get started, I'd like to introduce Teresa Cummings to everyone. She'll

be joining our company as a financial consultant.

Teresa: Hello.

Mr. O'Connor: Teresa, you'll be able to talk with everyone during the coffee break.

Right now, I think we should find out how each of your projects is

going. Tim, why don't we start with you.

Tim: Well, we broke ground (动工) on the condominium (大厦) project last

week... brig somet marriages machine.

B Listen again and complete the following table. Give either the informal or formal counterparts for the expression taken from the conversation. The first one has been done for you.

Answers

Informal	Formal	
Why don't we take a seat and get started?	I'd like us to have a seat and begin.	
I think Bill's coming a little late.	I think Bill will be arriving a little late.	
Okay, there are a few items that we need to touch on.	All right, there are a few items that we need to discuss briefly.	
Please ask as we go along.	Please ask as we proceed.	
Teresa, you can talk with everybody during the coffee break.	Teresa, you'll be able to talk with everyone during the coffee break.	

C Role-play. Work in pairs. Practice opening two different kinds of meetings, one informal and one formal. You can use the notes below to help you.

D Listen and check if your answers are correct. How the

Script and answers

1) Informal meeting

Ok, Why don't we take a seat and get started? I'd like to welcome you all to this meeting. As you know, we're here today to decide on a new appraisal system for the division. I suggest we go around the table first to get some ideas. Then we can discuss them afterwards. And I'd like to finish by 4:00, if that's OK with you. So, Maria, perhaps you'd like to start.

2) Formal meeting

Well, ladies and gentlemen, I'd like us to have a seat and begin. O. K. Let's get down to business. It's a pleasure to welcome all of you here today. The purpose of this meeting is to discuss the possibility of a joint venture between our two companies. As you will see from the agenda that you were sent, there are seven items that we need to discuss briefly. This meeting is due to finish at approximately five o'clock, so I would like to limit each item to thirty minutes. So, the first item on the agenda is Background.

3 Structuring a meeting

3.1 Setting agenda

A Imagine that you are the chairperson in a meeting. It is the start of the meeting and you are telling your colleagues about the items on the agenda. Work in pairs, what phrases might you use? Discuss with your partner and write down as many as possible.

Suggested answers

On the agenda today...

Ok, everybody, thanks for coming.

Just a couple things on the agenda,

If we could go through them in order,

Right then, get down to business.

Let's keep this meeting fairly brief,

First of all,

Secondly,
And finally,
Any other business?

B Now you're going to listen to two short dialogues about setting agendas for meetings. Both dialogues are from the start of meetings and feature a chairperson listing the points on the agenda. As you listen, see if you can hear some of the phrases you've discussed and then complete the conversation with the exact words you hear.

Script and answers of him asset a syad of the self-bill, insmelling base solds a libert state.

1) Sarah: Right then, Alex, let's get down to business. On the agenda today for our public relations meeting are the research project, the launch of the website, the timeline for press releases, and the year award. Are you quite happy with those points?

Alex: Yeah, that's fine. If you could go through them in order, that'd be great.

Okay everybody, thanks for coming. Let's keep this meeting fairly brief, really just a couple of things on the agenda. First of all, as you can see, the news on the book re-launch; and secondly, the office move; and finally, we'll have a little bit of time for any other business.

C Work in pairs. Look at the agenda items of the meeting below. Practice setting the agenda taking roles of Sarah and Alex.

Meeting — improving staff morale (鼓舞员工士气)

Agenda items:

Introducing an open-plan environment;

Abolishing the company's dress code(着装);

Encouraging staff to operate on first-name terms.

Suggested answers

1) Sarah: Right then, Alex, let's get down to business. On the agenda today for our improving staff morale meeting are the proposal of introducing an open-plan

environment, then the proposal of abolishing the company's dress code and finally the issue of encouraging staff to operate on first-name terms. Are you quite happy with those points?

Alex · Yeah, that's fine. If you could go through them in order, that'd be great.

2) Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, really just a couple of things on the agenda. First of all, as you can see, the proposal of introducing an open-plan environment; and secondly, the proposal of abolishing the company's dress code; and finally, we'll have a little bit of time for the issue of encouraging staff to operate on first-name terms.

3.2 Connecting agenda items and ideas

Fred O'Connor, the project manager of Bay Project Management Group is now holding the staff meeting. Tim and Suzanna, members of the project are attending the review of current policies. As Fig mentioned earlier, the won gnisem

You are going to hear four extracts from this meeting. As you listen, put the agenda items in the right order.

Script

Extract one gas I nad aspect tides as talk that a law miT, povalent T, and a some of the connection of

Mr. O'Connor: So, there are four items on the agenda today, and unless you have any objections, I suggest we take them in order.

Suzanna; was used Um. . . If you don't mind, could we take Personnel first? You see, I've -mati family sale got to leave early today and I particularly wanted to be here to discuss the new promotions.

OK, Suzanna, I don't think that should be any problem. Any other Mr. O'Connor: comments about the agenda?

Tim: Well, there is one actually. I was wondering if there will be a chance to discuss end-of-year bonuses... you know, especially after what happened last year.

Mr. O'Connor. Quite. Don't worry, it'll come up under Policy Review.

Tim: Good. I think it's important. Mr. O'Connor: Right, let's get started then. So, let's start with Personnel. Suzanna,

Extract two riving a meeting and a second and a second control of the second control of

Mr. O'Connor: Right, I think that covers the promotion issue, unless anybody wants to add something? Anything else on Personnel? No? So, let's move on to the second item which is Finance. (aside) Right Suzanna, you get off if

you need to... Christine, have you got your usual monthly report? ...

Extract three conor, the project manager of the Project Management Croup, early

Mr. O'Connor: So, if that's everything on Finance, let's leave it there and turn to the review of current policies. As Tim mentioned earlier, there is one issue

A Ch. You are guing to bear four extracts from this meeting. As you listen, put the

which needs urgent attention and that is end-of-year bonuses. Tim,

would you like to start on this one? ...

Extract four

Tim: So I'll write up a new policy and circulate it.

Mr. O'Connor: Thank you, Tim. Well, that's taken a bit longer than I expected, so we

can either continue on one or two other policy issues, or carry on with the

last item on the agenda. The system of the agenda.

Tim: Personally, I'd like to hear what Mario has got to say about new software.

Mr. O'Connor: Right, so is everybody in favor of moving on to the final item-

Information Technology.

Answers

Policy review 1134 and h galtabas 3 as I viliante no si soni 115W

Information technology spaces, word 4 ____assumed usay-to-loss sausais

Finance 2

Personnel Welvest voides about words will come ut words about words about 100 country will be a series of the company of the c

B \bigcirc Listen again and identify the language used to connect agenda items 1-2, 2-3 and 3-4

Answers

- 1-2 Right, I think that covers the promotion issue... So, let's move on to the second item which is Finance.
- 2-3 So, if that's everything on Finance, let's leave it there and turn to the review of current policies.
- 3-4 Right, so is everybody in favor of moving on to the final item Information Technology?

C Look at the notes about the meeting below. Work in groups to practice connecting agenda items and ideas by following the above dialogue. You may use the expressions in language focus.

Meeting — improving productivity

Agenda items:

Replacing the production line with work teams (i.e. each person performs more than one task); Introducing preferred working hours for production staff;

Introducing a profit-sharing bonus scheme;

Introducing an on-site self-service cafeteria for use by everyone in the company.

Suggested answers

Mr. O'Connor: So, there are four items on the agenda today, and unless you have any objections, I suggest we take them in order.

Suzanna: Um... If you don't mind, could we take the replacement of the production line with work teams first? You see, I've got to leave early today and I particularly wanted to be here to discuss the new solution.

Mr. O'Connor: OK, Suzanna, I don't think that should be any problem. Right, let's get started then. So, let's start with *Replacement*. Suzanna, would you like to kick off? . . .

Mr. O'Connor: Right, I think that covers the replacement issue, unless anybody wants

to add something? Anything else on replacement? No? So, let's move on to the second item which is the preferred working-hour plan for production staff. Right Suzanna, you get off if you need to... Christine, have you got your usual monthly report? ...

Mr. O'Connor:

So, if that's everything on the new working-hour plan, let's leave it there and turn to the next item — profit-sharing bonus scheme. Tim, would you like to start on this one? ...

Tim:

So I'll write up a new report on this bonus scheme.

Mr. O'Connor:

Thank you, Tim. Well, that's taken a bit longer than I expected, so we can either continue on one or two other bonus scheme issues, or carry on

appearing of equip with the last item on the agenda.

4

Tim: Personally, I'd like to hear what Mario has got to say about the On-site self-service cafeteria for use by everyone in the company.

Mr. O'Connor:

Right, so is everybody in favor of moving on to the final item — the On-site self-service cafeteria?

Interrupting and resuming button to autod gutthow benisten gutthound

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A book re-launch meeting

Imagine that you are in a meeting, and you want to interrupt to ask a question or make a comment. How might you do it? Work in pairs and discuss with your partner for phrases and ideas. Then do the small quiz. Compare your answers with your partner, Joy to got I see you reams firstly You see. I've got to leave mental partner,

Suggested answers

Sorry to hold the meeting up. was allowed allow pushed to the control bearing

Can I just ask you...?