

商务英语听说系列教材

# 中级商务英语听说

**Practical Business Communication**  
(Students' Book) Level 2

(学生用书)

吴立高 翟世骏 主编



对外经济贸易大学出版社  
University of International Business and Economics Press



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**Listening to Business English**

# **中级商务英语听说**

**( 学生用书 )**

**对外经济贸易大学出版社**

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## 中级商务英语听说 (学生用书)

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# 前 言

《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。本教材的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。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。

本套教材可作为高等院校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2到3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)

### Aims

In this unit we will talk about

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

### 1



### Starting up

Meetings are central to business communication. As the famous business expression says: *Time is money*. Setting goals and time limits, keeping to the agenda, and knowing how to refocus, are key components of an effective meeting. This may sound simple in your own native language, but it is a little trickier when you or the participants do not speak fluent English.

**Work in pairs. Discuss with your partner about key factors of an effective meeting. Use this table to help you.**

### Checklist — What makes a good meeting?

#### Preparation

- ☐ Have the participants been informed of: date, place, time, agenda, objectives, specific preparation, documentation, specific roles?

**Purpose**

Do the participants

- ☐ have clear objectives?
- ☐ understand the scope/limits of the meeting?

**Procedure**

- ☐ Has the agenda been agreed on and understood?
- ☐ Are the time limits clear (duration, finish time, date and time of next meeting)?

**Roles**

- ☐ Are the roles clearly understood?

**Communication**

- ☐ Do all the participants get a chance to contribute?
- ☐ Is there a clear direction to the meeting?
- ☐ Is there a clear outcome to the meeting?

## 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.


- a. Agreeing on the timing of the meeting
- b. Allocating or confirming the participants' responsibilities
- c. Defining the output or results
- d. Outlining the agenda
- e. Welcoming the participants
- f. Stating the purpose or objectives of the meeting

g. Introducing the participants (where necessary)

**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.

- a. Agreeing the timing of the meeting
- b. Allocating or confirming the participants' responsibilities
- c. Defining the output or results
- d. Outlining the agenda
- e. Welcoming the participants
- f. Stating the purpose or objectives of the meeting

_____
_____
_____
_____
_____ 1 _____
_____

**C**  Listen again and fill in the blanks.

"Right, if everyone is here \_\_\_\_\_. I'd like to \_\_\_\_\_ to this first meeting of the Bay Project Management Group. As you all know, \_\_\_\_\_ 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 \_\_\_\_\_ before we make any decisions.

\_\_\_\_\_, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so \_\_\_\_\_ by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, \_\_\_\_\_?

### Language Focus

#### Starting

Let's get down to business.

Right, Let's begin.

#### Stating purpose/objectives/aims

We're here today to...

The purpose of this meeting is to...

#### Welcoming

We're very pleased to welcome...

I'd like to start by welcoming...

#### Process

I suggest we go around the table first.

I'd like to hear what you all think before we make a decision.



**Setting the agenda**

As you'll see from the agenda...

Have you all seen a copy of the agenda?

**Defining roles**

... could you take the minutes?

..., I wondered if you'd like to tell us

something about...?

**Timing**

This should take about two hours.

The meeting is due to finish at...

**First item**

So, the first item on the agenda is...

... would you like to start?

**2.2 Openings of different types of meetings****Word Bank**

alliance *n.* the act of uniting 合作, 联合

draw up *v.* to prepare something, usually something official, in writing 起草


agenda *n.* a list of matters to be discussed at a meeting 议程

flip chart *n.* a board standing on legs with large pieces of paper fixed to the top which can be turned over 活动挂图

eliminate *v.* to remove or take away 排除

minutes *n. (plural)* the written record of what is said at a meeting 会议记录

recruit *n.* noun[C] a new member of an organization, especially the army 新人, 新手

**A**  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.

**Type of Meeting**

Brainstorming new ideas

Deciding on a new recruit

Negotiating a contract


First contact with a customer

Regular departmental meeting

Committee meeting

**Extract**

1

**B**  Listen again and decide whether each extract comes from a formal (F) or an informal (I) meeting. Make a note of the phrases that help you to decide. Then work in pairs and compare your answers with your partner.

Extract	Formal /	Phrases
	Informal	
1)	<u>formal</u>	<u>Welcome to ATM...; Today, our purpose is to...</u>
2)	_____	_____
3)	_____	_____
4)	_____	_____
5)	_____	_____
6)	_____	_____

### 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.

Fred O'Connor: (to everyone) \_\_\_\_\_?


Tim Clark: I think Bill will be arriving a little late.

Mr. O'Connor: \_\_\_\_\_. If you have any questions or comments, please ask as we go along. \_\_\_\_\_ 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, \_\_\_\_\_.

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

**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.

<i>Informal</i>	<i>Formal</i>
Why don't we take a seat and get started?	<u>I'd like us to have a seat and begin.</u>
_____	I think Bill will be arriving a little late.
Okay, there are a few items that we need to touch on.	_____
Please ask as we go along.	_____
_____	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.

### 1) Informal meeting

- Start the meeting
- Welcome the participants
- State the objectives: decide on a new appraisal system
- Suggest the procedure: go round table to get ideas, then discuss
- Finish by 4:00p. m.
- Ask someone to begin

### 2) Formal meeting


- Start the meeting
- Welcome the participants
- State the purpose: to discuss a possible joint venture
- Mention agenda: seven points
- Timing — approximately 30 minutes per item
- Introduce the first item: Background


**D**  Listen and check if your answers are correct.

### 3 Structuring a meeting

How to structure a meeting? An agenda helps. Besides that, we need a key skill of covering matters in the agenda as well. Most meetings have an agenda — a list of matters to be discussed in the meeting. When you decide what to talk about in the meeting, you set the 'agenda'. The person in charge of setting the agenda and running the meeting is the 'chairperson'. A key skill of covering matters in the agenda is making connections. This sometimes means spelling out the link between one point and the next. It also means deciding on the best order in which to deal with different subjects.

#### 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.

**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.


1)

Sarah: Right then, Alex, let's get down to business. \_\_\_\_\_ 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 \_\_\_\_\_, that'd be great.

2)

Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, \_\_\_\_\_  
\_\_\_\_\_, as you can see, the news on the book re-launch; and \_\_\_\_\_, the office move; and \_\_\_\_\_, 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;
- 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 meeting now.


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

Policy review \_\_\_\_\_

Information technology \_\_\_\_\_

Finance \_\_\_\_\_

Personnel \_\_\_\_\_

**B**  Listen again and identify the language used to connect agenda items 1 – 2, 2 – 3 and 3 – 4.

1 – 2 Right, I think that covers the promotion issue... So, let's move on to the second item which is Finance.

2 – 3 \_\_\_\_\_

3 – 4 \_\_\_\_\_

**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 everyone in the company.

**Language Focus**

**Opening an item**

Let's start with...

Shall we begin with...

So the first item on the agenda is...

**Next item**

Let's move on to the next item...

The next item on the agenda is...

**Referring forward**

We'll come to that later.

That point is coming up in a moment.

**Keeping to the agenda**

Can we just deal with...?

Can we come to that in a moment?...

**Closing an item**

Right, I think that covers the first item.

Shall we leave that item?

**Moving off the point**

This might be a good point to mention...

It's not on the agenda, but...

**Referring back**

As we said earlier...

**Postponing/Moving around**


Shall we skip the next item?

I suggest we take that up at another meeting.


## 4 Interrupting and resuming

In business meetings it is sometimes necessary to interrupt a speaker to ask a question or make a comment — that's to say, to interrupt others and then resume your talk. This is possible but it should be done politely. In this section, we'll be looking at some ways you can do this.

#### 4.1 A book re-launch meeting

**A**  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.

- 1) \_\_\_\_\_, I would like to begin by saying that the company profits are up on last year's figures.  
A. To begin at      B. First of all      C. And start with      D. And for starters
- 2) \_\_\_\_\_ about the plans for next month's meeting?  
A. Can I hear you      B. Can I clarify you      C. Can I ask you      D. Can I include you
- 3) \_\_\_\_\_, but I just wanted to clarify a couple of points before continuing.  
A. Sorry to hold the meeting up      B. Sorry to hold the meeting down  
C. Sorry to hold the meeting around      D. Sorry to hold the meeting along
- 4) \_\_\_\_\_ that all of the staff members should have an opportunity to give their opinion about the company review.  
A. I don't feel very strongly      B. I am feeling quite strongly  
C. I am feeling more strongly      D. I do feel quite strongly

**B**  Now listen to a conversation from a meeting in a publishing company. Sean is talking about the book re-launch when John feels that he needs to ask something. As you listen, see if you can hear some of the phrases you've discussed and finish the sentences with the phrases you hear.


Sean: \_\_\_\_\_, the book re-launch. I just wanted to remind everybody that we will be re-launching the fairy-tales range with new modern covers, and that this is going to happen at the beginning of next month. It's important that we get this right and there have been quite a few...

John: Actually Sean, \_\_\_\_\_ — \_\_\_\_\_, can I ask you about those dates, because I thought that this was going to be published the month after next, and I understand that everybody has got their dates, but I do feel quite strongly that we're bringing this out too soon.

Sean: Well, \_\_\_\_\_ before I comment on that?

Carrie: \_\_\_\_\_. If the radio programmes are going out at the beginning of next month, we've got to launch the book at the same time if we're going to have any sales impact.

## 4.2 Venue for a conference — Hillfields

**A**  Complete the following dialogue by choosing phrases from the list. Use each phrase only once. Compare answers with your partner after you've finished.

- a. Yes, that's a good point.
- b. I'd like to point out. . .
- c. Well, I still think the Grange is worth considering.
- d. Anne, you know what you said about. . .
- e. David, may I just finish?
- f. Can I say something here?

Marc: \_\_\_\_\_ 1) \_\_\_\_\_ Hillfields as a possible conference venue?

Anne: Yes, I remember.

Marc: Well, it doesn't seem too cheap to me. The delegate rate is well over £100.

Anne: Yes, I see what you mean, but \_\_\_\_\_ 2) \_\_\_\_\_ the overall package they are offering. There are a lot of things included free of charge.

Marc: \_\_\_\_\_ 3) \_\_\_\_\_, but it still seems rather expensive. I mean, . . .

David: \_\_\_\_\_ 4) \_\_\_\_\_? There is always The Grange. I've been there several times, and. . .

Marc: \_\_\_\_\_ 5) \_\_\_\_\_? I was going to say that the overall cost per delegate at Hillfields is ten per cent higher than what we paid last year.

David: \_\_\_\_\_ 6) \_\_\_\_\_.

Anne: Yes, that's right. It's always a good idea to get some comparative quotes (报价) but I don't think we'll do better anywhere else.


**B**  Listen to the dialogue and check whether your answers are correct.

## 4.3 Venue for a sales conference

In the above section you've already heard some ways to do interrupting. Sometimes you may interrupt others directly but with polite words. Sometimes you may use some indirect ways to interrupt others and resume your talk. For example you may interrupt others by



commenting their ideas, by emphasizing your points, by referring what has been mentioned or even by suggesting alternatives. In this part you will hear Mark, David and Anne discussing another possible venue for a sales conference. Besides the phrases of interrupting, they use several other ways to interrupt others and resume their own talks.

**A**  Listen to the following statements from the discussion. Which ways do the speakers use for interrupting and resuming? Note down these phrases and put them under the correct categories.

- 1) \_\_\_\_\_. OK, it was a lovely location, but it wasn't very practical. I mean, there wasn't really enough space for all of us.
- 2) \_\_\_\_\_ it was just right sort of atmosphere, but one or two people complained about the long drive.
- 3) \_\_\_\_\_. And \_\_\_\_\_ us. It's called Parview,
- 4) \_\_\_\_\_. Now, shall we move on to the question of rooms and facilities? \_\_\_\_\_ there wasn't really enough bedroom accommodation last time.
- 5) Right, \_\_\_\_\_, we must have single or double rooms.
- 6) Look, \_\_\_\_\_. David, can you get it all down in writing and circulate it, and \_\_\_\_\_? Right, let's move on.

**Commenting**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Considering alternatives**

\_\_\_\_\_...

**Emphasizing**


\_\_\_\_\_...

**Referring**

\_\_\_\_\_,  
\_\_\_\_\_

**Postponing**

\_\_\_\_\_  
\_\_\_\_\_

**B**  Now listen to the whole discussion for a possible venue for a sales conference. What are the three aspects of the venue do they discuss?

- 1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_