



普通高等教育“十一五”国家级规划教材  
新标准高职高专公共英语系列教材  
VOCATIONAL COLLEGE ENGLISH

# 办公英语

行业英语系列

## OFFICE MATTERS

学生用书  
STUDENT'S BOOK

作者 Isobel Williams  
改编 晨梅梅 范建华





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# “新标准高职高专公共英语系列教材·行业英语系列”

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## 总序

高等职业教育贯彻以服务为宗旨、以就业为导向的办学方针,培养的人才需最大限度地符合未来职业的要求。高职高专公共英语教学必须明确这一定位,为高职人才培养的总目标服务。高职高专公共英语教学改革也应该尝试能够体现这一教学改革目标的探索与实践,以职业岗位要求为依据,开展有针对性的教育,以强化高职高专公共英语教学的实用性、职业性特征。正在研讨的《高等职业教育英语课程教学要求》已体现了这一改革思路,将行业英语的教学纳入了高职高专公共英语教学的内容。然而高职高专公共英语教学应如何与行业相结合,这仍是一个值得我们思考和探讨的问题。“新标准高职高专公共英语系列教材·行业英语系列”不仅为这个问题给出了一个科学、合理的解决方案,也为行业英语教材的建设提供了一个优秀的范本。

细致是该系列教材最难能可贵之处。无论是对所涉及行业中需要使用英语进行工作的情景以及各种情景下常用的句型、词汇、专业术语,还是对国际交往中最容易引发沟通障碍的文化差异以及由于缺乏了解可能引起的商务礼仪失误,该系列教材都作了细致入微的介绍与分析。这使教材在选材、学习量及活动的设计上都极具科学性和针对性,既不是闭门造车,也不是眉毛胡子一把抓。同样的细致也体现在其内容的编排上。举个例子,我们很多教材中的口语练习往往失于空泛,学生无话可说,或有话说不出。而该系列教材中的口语练习场景真实、要求具体、引导详细、循循善诱,很容易激发学生想说英语的欲望。此外,该系列教材很注重语言的循环呈现,同样的句型、词汇和交际功能往往能在不同形式的练习中得到反复操练、不断深化,这将大大提高学习的有效性。每单元的各板块不是生硬的堆砌,而是既相互独立又前后连贯。对于行业英语教材来说,板块之间的这种独立性给教学留下了选择的空间,而这种连贯性则非常有助于引导学生进入教材设定的行业角色。该系列教材图文并茂,设计堪称精致,但真正的精致还在于其细致、认真、科学、严谨的内容编排。

实用是这套教材最突出的特点。书中选取的素材完全是来自真实工作场景下的真实语言材料,包括电话交谈、面谈、公司对外宣传资料、公司对内工作文书等职场内容,几乎涵盖了从业者日常工作的方方面面。书中还设计了大量模拟真实工作任务的练习,努力让学生进入从业者的角色,训练用英语处理业务的能力。这些真实的语言材料和训练把实际工作场景带入了课堂,学生学到的就是他们在未来工作中要面对的,使学以致用原则真正落到了实处。

高职高专英语教育强调以实用为主,以培养职业能力为目标,这就需要我们的教学反映学生未来实际工作的需要,提高学生的就业能力。该系列教材以细致的行业需求分析为基础,以科学严谨的内容编排为特点,着力培养学生用英语进行工作的能力,融“教、学、做”为一体,充分体现了高职高专英语教学改革的方向。相信它的出版不仅会使广大英语学习者受益,也将为探索我国高职高专英语教育如何加强职业能力的培养拓展思路。

刘黛琳 教授

教育部高等学校高职高专英语类专业教学指导委员会主任委员

## 前言

《办公英语》是为商务类办公人员编写的行业英语教材，自德国引进，由国内重点高职高专院校的一线教师担任改编，适合高职高专阶段使用，也可作为自学教材，供外资企业或有涉外业务的单位中的办公室工作人员使用。

本教材共10个单元，以两名新手的日常工作为线索，从日常办公中的基本英语交际开始，让学习者跟随两名新手逐渐熟悉商务办公的各个方面，包括专业词汇的学习和商务文书的写作等等。

本教材在编写中遵循了“实用、实践、重视交际”的原则，语言材料真实，练习模拟实际的工作任务，充分体现了高职高专英语教育以实用为主、够用为度、以应用为目的的原则。教材注重培养学习者对各种文化差异的敏感，以及正确处理和解释这种差异的能力。每个单元都会对课文中出现的重点语法进行复习和讲解，重点解释主要的语法规则，巩固基本语法结构，并辅以典型例句。此外，书中每单元的 Learning Tips 还讲授了学习技巧，有针对性地帮助学习者掌握和应用新词汇。书后的 Word List 提供全书各处出现的生词和短语。学习者在书中任何地方碰到的生词几乎都能在书后的 Word List 中检索到。为了使用方便，我们特意提供了两种检索方式，Unit Word List 按照单词、短语在书中出现的先后顺序排列，通过该词表，学生可以看到每一页、每一项内容中所有的生词、短语。Alphabetical Word List 按照字母顺序排列，每个词出现的页码都进行了标注，通过该词表，学生可以找到每一个单词出现的上下文。

本教材以商务办公中的英语知识和技能为重点学习内容，兼顾商务礼仪，以培养言行举止得体、熟悉商务办公环节和事务的从业者为目的。希望本教材的出版能促进我国高职高专英语教学和研究的的发展，为更好地满足社会需求、培养优秀英语人才做出贡献。

参与本书改编的还有：

饶 辉 石莉莉 张小琴 秦 晔 甄晓婕 安在国  
郦 晖 丁晨阳 杨田晓 肖 晨 王原晴 秦志红



处配有录音

<b>UNIT</b>	<b>TITLE</b>	<b>CONTENT</b>
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<b>2</b>	<b>PRESENTING A COMPANY</b> page 16	Introducing a company Company structure The office environment
<b>3</b>	<b>MAKING ENQUIRIES &amp; OFFERS</b> page 26	Dealing with an enquiry Talking about size / weight Telephoning (1) starting / finishing a call
<b>4</b>	<b>TAKING PART IN A MEETING</b> page 36	Arranging a meeting Drawing up an agenda Having discussions
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<b>9</b>	<b>COMPLAINING &amp; APOLOGIZING</b> page 86	Making / dealing with complaints Apologizing and giving explanations Telephoning (5) complaints
<b>10</b>	<b>TYING THINGS UP</b> page 96	Writing / replying to a reminder Writing applications Saying goodbye

## EXTRA MATERIALS

## SKILLS

## GRAMMAR

Small talk

如何称呼对方  
如何撰写商务信函  
**LEARNING TIPS:** 如何学习词汇

The simple present  
Genitive  
*at, on, in*

A reference

如何使用礼貌用语  
**LEARNING TIPS:** 如何学习语法

The simple past  
*How much / How many...?*  
Personal and possessive pronouns

Presentations

如何询价/报价  
如何表示日期  
**LEARNING TIPS:** 如何提高听力

The present perfect  
The simple past and the present perfect  
Adjectives and adverbs

Meetings

如何表示时刻  
**LEARNING TIPS:** 如何提高口才

*will and shall*  
*if* sentences type 1

A report

如何接听电话  
**LEARNING TIPS:** 如何边听边记

The present continuous  
The simple present and the present continuous  
Model verbs and their substitutes  
Imperatives

Incoterms

如何订货及确认  
**LEARNING TIPS:** 如何有效阅读

Comparatives and superlatives

Graphs

如何开始商务会面  
**LEARNING TIPS:** 如何推断生词词义

The present perfect with *since, for*  
and *how long*  
*some* and *any*

The EU

如何书写通函  
**LEARNING TIPS:** 如何写文件概要

The future: *will, going to*, present continuous  
Combinations with *some, any, every, no*

Golden rules for telephoning

如何投诉  
**LEARNING TIPS:** 如何理解 Mediation

*must, have to, don't have to / needn't, mustn't*

Interviews

如何写履历  
**LEARNING TIPS:** 注意词典的使用!

The gerund and the infinitive

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# MEETING & GREETING

## WARM-UP

Talk in groups. What do you as a trainee learn at work and at vocational school? How much English do you use at work? When do you need English? Who do you speak and write to?

## 1

## MEET THE NEW TRAINEES

**EcoOffice** is a European manufacturer of energy-efficient office equipment. **Claire Browne** and **Alan Kirk** are trainees at **EcoOffice**.

Surname / Family name **Kirk**First name **Alan**Sex **male**

Date of birth

**21 January 19..**Place of birth **Manchester**Marital status **single**Qualifications **GCSE\***

Department

**administration**

Position

**trainee management assistant**

**EcoOffice**

Surname / Family name **Browne**First name **Claire**Sex **female**

Date of birth

**2 July 19..**Place of birth **Cardiff**Marital status **single**Qualifications **GCSE\***

Department

**administration**

Position

**trainee management assistant**

**EcoOffice**

Copy a personnel card into your exercise book. With a partner, ask and answer questions to complete the cards for each other.

What's your  
surname, please?

Frey.

Where were  
you born?

In Munich.

\* GCSE (General Certificate of Secondary Education). 英国的中学生通常在 16 岁时需要参加 GCSE 的统一考试, 合格者才有进入职业学校或高等院校学习的资格。



Track 2

## 2 GETTING STARTED

**All trainees at EcoOffice learn about other parts of the organization. Claire and Alan are at the EcoOffice paper factory in Germany. On their first morning the assistant personnel manager, Mark Haller, meets them at reception. Listen and answer the questions.**

- 1 Where exactly is the paper factory?
- 2 What does Barbara Fechter do?
- 3 Why do they use first names in the office?
- 4 How many people work in the factory?
- 5 Who runs the factory?



- 1 Mark Excuse me. Are you the trainees from Britain?  
 Claire Yes, that's right.  
 Mark I'm Mark Haller. Welcome to Chemnitz.  
 Alan Good morning. I'm Alan Kirk.
- 5 Claire And I'm Claire Browne.  
 Mark Pleased to meet you. Tell me, do you like your accommodation?  
 Alan Yes, thanks. The apartments are very comfortable.  
 Mark Good. Our trainees are usually very happy there. Well then, let's get started. Come and meet my boss, Barbara Fechter. She's in charge of personnel.
- 10 \*\*\*  
 Mark Hello, Barbara. These are the trainees from Britain. This is Claire Browne and this is Alan Kirk. Claire, Alan – Barbara Fechter.  
 Claire How do you do, Ms Fechter?  
 Barbara Oh, you don't need to be so formal. Just call me Barbara. We always use first names in the office. We are a British company, after all.
- 15 \*\*\*  
 Mark Next, let's look around the factory.  
 Alan It's big. How many people work here?  
 Mark Sixty. Four of them are apprentices.
- 20 Claire Sixty. That's a lot.  
 Mark Yes, it is. We still employ most of the original workers. Oh, look, there's one of them, Frank Wiest, the production manager. He runs the factory.

### INFO

#### 如何称呼对方

在英美国家的职场交际中，双方通常都称呼对方的名字。但初进入这些国家，最好先等对方自我介绍，并由对方主动要求你直呼其名。否则，一般应以 *Ms* 或 *Mr* 称呼。如果不清楚对方（女性）是否已婚，应使用 *Ms*，而非 *Mrs*。

#### 自我介绍

在用英语做自我介绍时，应使用全名。

## The simple present

- 1 She's (= she **is**) in charge of personnel.
- 2 He **runs** the factory.
- 3 **Are** the trainees from Britain?
- 4 **Do** you **like** your accommodation?
- 5 **You don't need** to be so formal.
- 6 We **always use** first names in the office.
- 7 Our trainees **are usually** very happy there.

- 一般现在时 (simple present) 用于表示经常存在的状态 (1) 或经常发生的动作 (2)。
- 遇到 *he/she/it* 时, 一般 (如 *run*) 应在动词原形之后加上 *-s* (2); 需注意 *be* 动词的形式 (1)。
- 除 *be* 动词 (3) 以外, 疑问句和否定句中需使用助动词 *do* (4, 5), 第三人称单数用 *does*。
- 一般现在时的使用大多有以下一些标记词:  
*always* (总是), *usually* (通常), *normally* (通常),  
*often* (经常), *sometimes* (有时, 偶尔), *seldom* (很少),  
*hardly ever* (几乎不), *never* (从不)  
 这些词置于一般动词之前 (6), 或 *be* 动词之后 (7)。

### BE CAREFUL!

主语为第三人称单数的 *he*, *she* 或 *it* 时, 谓语动词一定要加 *-s* 或 *-es*!

## 3 QUESTIONS AND ANSWERS

Complete the questions (1–6). Then match the answers (a–f).

- |   |                   |
|---|-------------------|
| 1 Is Barbara Fechter the personnel manager? | a No, I don't.    |
| 2 ... you work in the factory?              | b Yes, she does.  |
| 3 ... Alan come from Germany?               | c Yes, they are.  |
| 4 ... you a trainee, Claire?                | d Yes, she is.    |
| 5 ... Claire and Alan in Chemnitz?          | e No, he doesn't. |
| 6 ... Barbara work in an office?            | f Yes, I am.      |

## 4 QUESTION WORDS

Complete the questions with the words below. Then match the answers.

Who • When • Where • How often • How • What

- |                             |                      |
|-----------------------------|----------------------|
| 1 ... does he work?         | a By car.            |
| 2 ... are they?             | b Once a week.       |
| 3 ... do you start work?    | c My colleagues.     |
| 4 ... does she do?          | d At 8.30.           |
| 5 ... do you get to work?   | e In an office.      |
| 6 ... do you go to college? | f She's a secretary. |

**Making introductions****Greeting people you do not know**

A: How do you do? I'm ...

B: How do you do? My name is ...

A: Pleased to meet you. / Nice to meet you.

B: Pleased to meet you, too. / Nice to meet you, too.

A: Excuse me, are you ... ?

B: Yes, that's right. / No, I'm not. My name is ...

A: Welcome to ...

B: Thank you. Nice to be here.

Good

morning (6 a.m. – 12 noon)

afternoon (12 noon – 6 p.m.)

evening (6 p.m. – 10 p.m.)

**Greeting people you know**

Hello.

Hi!

Nice to see you (again).

A: How are you?

B: I'm fine, thanks. And you?

**Introducing people**

This is (Alan Kirk).

These are (the trainees from Britain, Claire Browne and Alan Kirk).

**Saying goodbye**

Goodbye.

Bye.

See you again sometime.

**5 WHAT DO THEY SAY?****Read these situations and choose the correct answer.**

- Two businessmen meet for the first time.
  - Hi! My name's Peter.
  - This is Peter Matthews.
  - How do you do? My name is Peter Matthews.
- The same two businessmen meet again later.
  - Nice to see you again.
  - Nice to meet you.
  - Pleased to meet you.
- One of the businessmen introduces the other one to a colleague.
  - These are my colleagues.
  - This is Charlotte Harris.
  - Charlotte Harris.
- A businesswoman meets a client at the airport. They do not know each other.
  - Hello. How are you?
  - Excuse me, are you Ms Lee?
  - Welcome to the airport.



## 6 INTRODUCTIONS

Work with someone you do not know. Ask and answer questions to find out about each other. Make notes and introduce your partner to someone else.

A

Hello. I'm ...  
What's your name?

I'm from ...  
And you?

I'm a / an ... /  
I work part-time for  
a company called ...

They produce ... /  
We manufacture ...

And what  
about you?

B

My name is ...  
Where are you from?

I'm from ...  
What do you do?

### BE CAREFUL !

对问句 *What do you do?*  
或 *What's your job?* 的回答不  
是 *My job is ...*, 而是 *I'm a ...*  
或 *I work at ... / in ...*, 比如:  
*I work at a European company*  
*/ in an office.*

在表示职位时, 一定要加  
上 *a / an*, 比如 *I'm a trainee*  
*/ an engineer.*



Track 3

## 7 THIS IS SUSAN LEACH

Mark introduces Claire and Alan to a colleague. Decide on the correct form of the verbs in brackets. Then listen and check.

- 1 Mark This *is*<sup>1</sup> (be) Susan Leach's office. Susan always *looks after*<sup>2</sup> (look after) our trainees on their first day.
- Alan ...<sup>3</sup> (she / speak) English?
- Mark Yes, she does. She ...<sup>4</sup> (come) from Scotland.
- 5 Claire Ah good. Another British person.
- Mark Yes. You ...<sup>5</sup> (not be) the only ones!
- 10 \*\*\*



- Mark Ah, here she ...<sup>6</sup> (be). Alan and Claire, meet Susan Leach, our office manager.
- Alan Pleased to meet you.
- Susan Pleased to meet you, too. Welcome to Chemnitz.
- Mark Listen, Susan. I ...<sup>7</sup> (not have) much time. There ...<sup>8</sup> (be) a meeting in the manager's office at ten. Here ...<sup>9</sup> (be) the trainees' files. Can I leave them with you?
- 15 Susan Sure. No problem.
- \*\*\*
- Susan Well, these ...<sup>10</sup> (be) your desks. Another colleague ...<sup>11</sup> (sometimes work) in this office, too. She ...<sup>12</sup> (come) in part time, in the mornings. She ...<sup>13</sup> (usually arrive) around this time, but she ...<sup>14</sup> (not always get) here on time.
- 20 \*\*\*
- Susan Hi, Renate, you can practise your English today. These ...<sup>15</sup> (be) the new trainees. They ...<sup>16</sup> (not speak) much German. Claire, Alan, meet Renate ...

## GRAMMAR

## Genitive

- 1 The manager's office
- 2 The trainees' files
- 3 The people's choice
- 4 The name of the company

- 在表示某物为某人“所有”时，应在表示人的名词之后加's (1)。
- 如某物为多人“所有”，则在规则复形名词后加' (2)。
- 如复形名词不以s结尾，则要加's (3)。
- 无生命体的所有格一般用of构成 (4)。

## 8 PRACTICE

## Make sentences using 's, s' or of.

EXAMPLE the desk / top *the top of the desk*

- 1 the owner / the computer
- 2 the boss / the secretary
- 3 the name / the firm
- 4 the address / the factory
- 5 Susan / phone number
- 6 the workers / overalls
- 7 the trainees / desks
- 8 Alan and Claire / new jobs
- 9 the women / changing room
- 10 the workers / smoking area



**at, on, in**

- 1 **at** 6 p.m., **at** lunch time
- 2 **at** night, **at** the weekend / weekends, **at** Christmas / Easter
- 3 **on** Monday / Mondays, **on** 21 June, **on** my birthday
- 4 **in** the morning, **in** summer, **in** January, **in** 1987

- **at** 用于表示时刻和其他与时刻有关的时间 ( 1, 2 )。
- **on** 用于表示日期和具体某日内的时间 ( 3 )。
- **in** 用于表示在一段较长的时间之内 ( 4 )。
- **at, on, in** 不能放在 *every, last, most, next, this* 之前, 例如: *We have a meeting **on** every Friday.*



Track 4

## 9 SUSAN'S OFFICE ROUTINE

**Susan is talking about her work routine.**

**Complete the sentences using *at, on* or *in* where necessary. Then listen and check.**

'I usually start work ...<sup>1</sup> 8.30. First I switch on my computer and check for emails. The post arrives ...<sup>2</sup> around 9.30. Renate normally comes in ...<sup>3</sup> that time, too. She only comes in ...<sup>4</sup> the mornings. ...<sup>5</sup> every morning I write letters and reports. I have lunch ...<sup>6</sup> 1 o'clock. I do different things ...<sup>7</sup> the afternoon. For example, ...<sup>8</sup> Tuesday afternoons I normally check the stationery cupboard and order new things from the stationery store – paper, envelopes and so on. ...<sup>9</sup> Fridays I always tidy up the office ready for work ...<sup>10</sup> the next week. The last thing I do ...<sup>11</sup> Fridays is empty the trash bin in my computer. ...<sup>12</sup> most days I go home ...<sup>13</sup> 5 o'clock but ...<sup>14</sup> Fridays I usually leave a bit earlier.'



## 10 EVERY DAY ...

**Ask a partner about what he / she does every week and make notes. When you have finished, go with your partner to another pair. Tell them about your partner's routine.**

What time do you usually get up?

At 7.30.

How do you travel to school?

By bus.

**EXAMPLE** *Tom usually gets up at 7.30. He goes to school ...*

### 如何学习词汇

词汇的学习方法多种多样，每个人应该选择自己喜欢的方法。试试以下多种记词法，看哪一种对自己最有效。

- 写下该英语单词及其汉语释义。
  - 写下该英语单词及英语近义词。
  - 用该单词造句，并在句子中标记出该单词。
  - 写出与该单词同一范畴的其他单词，并在单词本上给每个类别留出一页的空间来。
- 你还能想出其他的方法吗？

## 11 VOCABULARY WORK

**With a partner, decide which words go under which heading: *office equipment, routine, jobs*. Copy the headings and the words onto different pages in your exercise book and add more words to each page as you learn them.**

apprentice • computer • open the post • trainee •  
write letters • secretary • office manager • printer

### 如何撰写商务信函

商务信函必须有“寄信人地址”、“收信人地址”和“日期”等信息。信件本身也要有清晰的结构。

- 导言（单独一段）——说明写信的原因，若是回信，则要说明所回复的是对方哪一天的来信。
- 在第一段中详细说明写信缘由，列举理由或事实，或提出处理方式。
- 结尾（单独一段）——表达良好的合作愿望。

#### 商务信函的开头

With reference to

your advertisement in ...

I am writing | in response to  
| in reply to

I was very interested to read

#### 商务信函的结尾

Thank you in advance for ...

I look forward to hearing from you | soon.  
| in the near future.

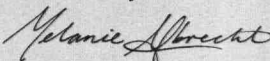
I would appreciate an early reply.



## 12 A LETTER TO AN ENGLISH FIRM

Read this letter and identify the main parts.

- |                      |                       |                    |
|----------------------|-----------------------|--------------------|
| 1 body of the letter | 4 complimentary close | 7 salutation       |
| 2 date               | 5 addressee           | 8 subject line     |
| 3 address            | 6 signature           | 9 enclosure (Enc.) |

- |   |  |   |   |    |
|---|--|---|---|----|
| c | Dallas Marketing<br>480 Ewing Avenue<br>Huddersfield<br>HU14 TE7<br>Great Britain  | a | Egonstr. 203<br>D-79106 Freiburg<br>Germany | 1  |
| d | Dear Sir or Madam  | b | 18 June 20..                                | 5  |
| e | Practical training   |   |   |    |
| f | I am interested in applying for a period of practical training in an English firm. The description of your firm on the Internet and the details about practical training which are given there match my abilities and interests very closely.  |   |   | 10 |
|   | I am about to complete my training as an office management assistant in a German distribution company. My duties include writing emails and letters; telephoning and taking messages. I am also studying English, word-processing and bookkeeping at a vocational school. This training leads to a certificate which every country in Europe recognizes. |   |   | 15 |
|   | Please find enclosed my CV and photocopies of my qualifications to date.   |   |   |    |
|   | As I am particularly keen to improve my English skills in an English-speaking country, I would appreciate the opportunity to discuss this application with you.  |   |   |    |
|   | I look forward to hearing from you soon.   |   |   |    |
| g | Yours faithfully   |   |   | 20 |
| h | <br>Melanie Albrecht  |   |   |    |
| i | Enc.   |   |   |    |

**BE CAREFUL!**

商务信函都必须有上面列举的1-8点内容。缩写 Enc. (第9点) 仅用于带有附件的商务信函。

## 13 A TORN-UP LETTER

Put the pieces of this letter about practical training in the right order.

- |   |   |   |             |   |  |   |  |
|---|---|---|-------------|---|--|---|--|
| a | Dear Sir or Madam   | b | Enc.        | c | Max-Planck-Strasse 17<br>78628 Rottweil<br>Germany<br>Tel / Fax: (+49) 741 46379<br>Email: sahel@aol.com | d | Practical training                                   |
| e | Sarah Helm  | f | 21 May 20.. |   |  | g | Finwood<br>Ala-Malmi 16<br>00099 Helsinki<br>Finland |
| h | In the information about your firm on the Internet you offer a six-month practical training period for an office management assistant. I am a 23-year old trainee at Just GmbH, a clock factory in Rottweil. Once a week I attend a vocational school where I am studying office communication. My training period ends in July. I think that a practical training period in your company would be a great chance to use my skills and improve my knowledge.<br>I enclose my CV and copies of my certificates and look forward to your reply. |   |             |   |  | i | Yours faithfully                                     |