

新视界大学英语系列教材

N PROSPECT
NEW COLLEGE ENGLISH

职场英语 听说教程 (第一册)

总主编 吴松江
主 编 张佳琛

 中国人民大学出版社

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第一册

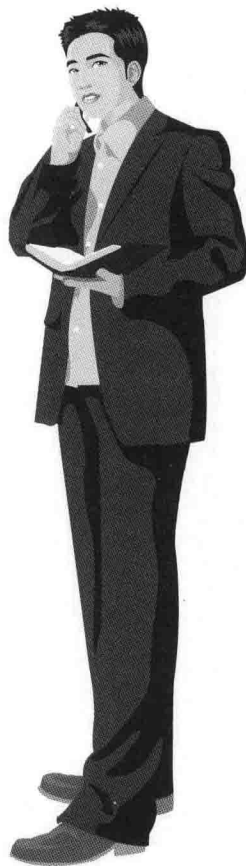
总主编 吴松江

主 编 张佳琛

编 者 (按姓氏笔画排序)

杨 帆 杨俊惠 吴松江

李 蕊 张佳琛



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前言

大学英语教育是高等教育的重要组成部分,全国各大出版社编写出版了多套优秀的大学英语教材。但是,全国各类高等院校在培养目标、办学条件、师资力量、学生入学时的英语水平等方面存在着较大的差异,对英语的教学要求不可能整齐划一。外语外贸类院校的定位之一,是为经济建设服务,培养高素质的涉外型应用型人才,其英语的教学对象和教学目的有其自己的要求和特点。本着英语教学为外语外贸类院校办学特色服务的指导思想,为使外语外贸院校的学生在学好本专业的知识之外,能具有较强的专业英语实际应用能力,我们进行了大学英语教学职场化的教学改革。为此,我们依据教育部最新的大学英语教学改革精神,组织编写了《职场英语读写教程》(共4册),在使用其教学中师生反映良好,改革也已取得初步成效。为深化大学英语教学职场化的改革,现在我们又组织编写了《职场英语听说教程》(共4册)。

本教程以功能、题材、情景为编写主线,辅以多元职场文化背景,置英语学习于不同职场环境之中。既注重培养学习者听的领会能力,又注重发展他们说的产出能力。精心设计的内容与环节,由浅入深,循序渐进,引导学习者逐步掌握职场听说策略,最终实现使用规范得体的英语进行有效职场交际的目的。

全套教程总共4册,每册8单元。第一册的主题围绕“初入职场”(内容涉及职场问候、求职、面试、员工培训、办公室礼仪、电话交流、邮件沟通等初入职场的技能与活动);第二册的主题围绕“职场生存”(内容涉及工作环境、时间管理、商务会议、客户接待、公务旅行等进入职场生存期的活动);第三册的主题围绕“奋战职场”(内容涉及企业文化、商务禁忌、问题与对策、市场营销、商务谈判等以能力奋战职场的活动);第四册的主题围绕“职场成功”(内容涉及品牌构建、团队建设、人际关系、企业战略、公司管理、职业晋升等有助踏上职场成功之路的法门)。各册内的“小主题”与“听说技巧”由浅入深,各册的“大主题”和“听说技巧”之间也有逐层推进的特点。

本教程以《普通高中英语课程标准》七级为起点,以《大学英语课程教学要求》中基本要求为终点,其主要特色有如下几点:

1. 本教程在注重大学英语基础知识的同时,特别强调英语综合能力尤其是交际能力的培养。本教程根据各专业学生毕业后在实际工作中对英语的需求选材,既能帮助学生打下扎实的英语语言基础,又能培养他们较强的英语实际应用能力;既要让学生在整個大学期间的英语语言水平稳步提高,又有利于他们个性化的学习,以满足他们各自不同专业的发展需要。

2. 吸取现行全国大学英语教材的经验教训,博采众长,借鉴国内外先进教学理念与方法,融听、说技巧于一体,既授之以鱼,又授之以渔,有利于学生学完4册教程后继续自学。

3. 本教程1~4册每册自成体系又紧密相连,体现了内容的系统性和延展性。同样的话题反复出现,可使学生反复记忆,有利于学生巩固学过的知识。

4. 课文选材广泛、短小精悍、体裁多样、内容新颖,非常具有时代感、知识性、实用性和趣味性,兼顾人文、社会、科普、文化、技能、应用等多种多样的内容体系,以达到独立学院、高职高专的通用性。

5. 教学内容丰富多彩,练习形式简洁实用,为教师根据实际需要选择教学内容、制订个性化的教学方案提供方便。

6. 本教程集语言和文化、知识和技能于一体,语言规范、循序渐进,方便教学,有利于学生打下较为扎实的英语语言基础、培养综合的英语语言运用能力。

7. 书后附有“Appendix I Script and Key”,“Appendix II Glossary”和“Appendix III Language Points”,提供听力原文、练习答案、生词表以及对语言难点和重点的解释,便于教师备课和学生自学。

8. 每单元的结构:

Background Information

Part One Listening Practice

Section A Listening Tips

Section B Core Listening

Section C Extended Listening

Part Two Oral Practice

Section A Speaking Tips

Section B Interaction

Part Three Time for Fun

教材编写是一项艰苦复杂的科研工作,既费时又费力。这套教程能否为广大师生接受并取得预期的教学效果,还有待教学实践的检验,有待教程自身的不断充实和完善。恳请专家学者和广大师生多提宝贵的批评意见,使之不断充实与更新,更好地为广大师生服务。

本套教程由福州外语外贸学院主编。在编写过程中,我们得到福州外语外贸学院董事长吴钦明先生、校长沈斐敏教授的大力支持,谨向他们表示衷心的感谢。本教程的编写还得到福州外语外贸学院党委书记陈炳钦先生、常务副校长黄建平先生的关心和支持,在此向他们一并表示感谢。

为方便教师教学和学生自学,本教材配有内容详尽的教学课件,请联系 chengzsh@crup.com.cn,或致电 010-62513265 索取,也可登录中国人民大学出版社外语分社主页 <http://www.crup.com.cn/wy/> 下载相关资源。

吴松江

2014年5月20日于福州

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请联系我们: 黄婷 程子殊 于真妮 鞠方安

电话: 010-62512737, 62513265, 62515037, 62515576

传真: 010-62514961

E-mail: huangt@crup.com.cn chengzsh@crup.com.cn yuzn@crup.com.cn

jufa@crup.com.cn

通信地址: 北京市海淀区中关村大街甲 59 号文化大厦 15 层 邮编: 100872

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Unit One

Business Greetings and Introductions



Learning Objectives

In this unit, you shall

- learn how to greet and make an introduction in the workplace;
- be able to start a conversation with a stranger;
- grasp the skill of liaison or linking sound;
- test your ability to understand main ideas and detailed factual information.



Background Information

by Sara Mahuron

First impressions are mighty powerful. You don't get a second chance, so be on top of your game when greeting others in your workplace or other business settings. While professionalism will go a long way, it is helpful to know some of the rules of the game, such as when to speak first or the proper way to shake a hand. Before interacting in an international setting or with visitors from other lands, learn the business greeting etiquette for their culture, too.

The Everyday Greeting

The common American greeting, "How are you?" is customary even in the workplace. Okay, no one actually wants to know how you really are, but you should know what's expected of you just the same. The correct way to respond is with something positive, such as "great," "good" or "wonderful." Then return the greeting with the same words. Whoever is ranked higher in the company should speak first and probably expects a quick response. Do your best to include the person's name in every greeting. Learning, remembering and using names is an important part of etiquette. Exchange business cards if you have reason to communicate in the future.

Introductions

Introduce people correctly by drawing on the information you know—name or position title. Highest ranked individuals are introduced first, so if you are handling the introductions, be sure to begin at the top. It is perfectly fine to introduce yourself in a business setting if no one is around to do it for you. When you introduce yourself, include your first and last name without any title. Stand during business introductions, smile, make eye contact for a few seconds and give a firm, full-hand handshake. The American handshake has one to two shakes.

Greeting Cards

Greeting cards for holidays and other special occasions add a nice touch to the workplace and are simply a tasteful way to say hello. Choose cards that will not offend anyone's religion. Buy quality cards and mail them early enough to arrive before the holiday. Make the cards personal by including a few hand-written words inside, then sign the card and address the envelope by hand. A personal touch shows the recipient he is valued and helps maintain positive business relationships.

<http://everydaylife.globalpost.com/business-greeting-etiquette-4811.html>

Part One

Listening Practice



Section A Listening Tips

Liaison or Linking Sound

What is liaison?

When a word ends in a consonant sound and the next word starts with a vowel the words link together. The ending consonant “jumps over” to the next word. So when you hear this simple sentence, what you hear is:

She work si na nol doffice. (She works in an old office.)

I Practice the phases by yourselves.

come out	look at	take it off	beat it
drop in	put on	bend over	keep on
there is	far away	after all	for ever
go on	I am	see off	try again

II Listen to the following sentences and mark the sound linking you hear as shown in the example.

Example:

You hear “That is a cat.”

Please mark “That ^ is ^ a cat.” as “that” is linked to “is” and “is” is linked to “a.”

1. Take a look at it.
2. I'll be back in half an hour.
3. Will it take a lot of time to go to town on foot?
4. There is a pair of shoes.
5. She was away from her own country for a long time.
6. Shall we meet at ten o'clock tomorrow morning?
7. Each of us had a sandwich and a cup of tea.
8. Is it very cloudy outside?
9. Those who are quick can go early.
10. Do I have to do every exercise?
11. Many of us will go out tonight.
12. Everybody can see that he is blue in the face.



Section B Core Listening



Words and Expressions

hesitate *v.* 犹豫, 踌躇

contract *n.* 合同, 契约

establish *vt.* 建立, 创建

quit *v.* 辞职; 停止

salary *n.* 薪水

personnel *n.* 全体员工

outstanding *adj.* 杰出的; 显著的

staff *n.* 全体职员

manufacture *vt.* 制造, 生产

Task 1

Listen to the dialogues and guess where the dialogues happen. Then write the corresponding letters in the blanks.

A. In a restaurant.

B. In an office.

C. In the library.

D. At the bus stop.

E. In a shop.

1. _____
2. _____
3. _____
4. _____
5. _____

Task 2

Listen to the dialogues and fill in the blanks.

Dialogue 1

A: Good morning, are you new here?

B: Hi! Yes, it's my first day on the job! I am a rookie in this field.

A: I am Jenny from the Marketing Department. Nice to meet you!

B: Nice to meet you, too! I am John. 1) _____

A: Good. Welcome to join our company.

B: Thank you.

Dialogue 2

A: Hi, Billy, how are you getting on? I haven't seen you for ages!

B: I am fine. 2) _____. I just got back.

A: Where have you been?

B: I was on business in Beijing.

Dialogue 3

A: Hi, Mary. How are you doing?

B: Couldn't be better. Thank you. How about you?

A: 3) _____.

B: What's the matter with you?

A: I've got a cold.

B: Sorry to hear that. Have a rest and drink more water.

A: Thank you.

Dialogue 4

A: Let me introduce myself. I'm Robert Thomson, Marketing Manager of Skyline Company.

B: Glad to meet you, Mr. Thomson. I'm Terry Smith, how do you do?

A: How do you do? Here is my card. And if there is anything I can do for you, 4) _____.

B: Thanks. I really appreciate it.

Dialogue 5

A: Haven't we met each other before?

B: Yes, I think we have. We met at the product release last month, and you are Grace.

A: 5) _____. I'm very happy to see you again. This is my boss, Mr. Brown.
This is Peter White, Sales Manager of BMW Automobiles.

B: How do you do, Mr. Brown? Glad to meet you.

C: How do you do? Glad to meet you, too.

Task 3

Listen to a dialogue and choose the best answer to each question.

1. What's the possible relationship of the two people?

A. Husband and wife.

B. Colleagues.

C. Friends.

D. Teacher and student.

2. What's Cindy's work?

A. To sign the contracts.

B. To draft the contracts.

- C. To negotiate with the customers. D. To entertain the customers.
3. How did Cindy find those big customers?
- A. She telephoned them again and again.
B. She emailed them many times, almost every day.
C. She went to their companies and introduced them her products again and again.
D. She called the CEO of the companies directly.
4. What attracts the customers most?
- A. Cindy's hard work.
B. The company itself.
C. The low price and high quality of the products.
D. The high quality of the products.
5. Why did Bobbie quit his job?
- A. Because he didn't like his job.
B. Because he found a better job.
C. Because the job is too difficult for him.
D. Because he was not satisfied with the salary.

Task 4

Listen to a dialogue and decide whether the following statements are true or false. Write T (true) or F (false) in the brackets.

- () 1. Henry and Alex are good friends and have known each other for nearly 20 years.
() 2. It's the first time that Alex has been in Dalian.
() 3. Henry knew Dalian very well because he had been there before.
() 4. Mr. Davis has made Henry's travel plan.
() 5. Henry will be staying in Dalian for 5 days.

Task 5

Listen to a conversation and answer the following questions.

In the following conversation, Carol Hanks is a senior executive from a corporate head office. She's on a business trip to the company's Asia Division office. Bill Chen, the Vice-President in charge of Asian operations, greets her.

1. How was Carol Hanks yesterday?

2. Who is the Financial Officer?

3. Is Karen doing a great job? How do you know?

4. What's the reason for those outstanding sales figures according to Joe?

5. What would Carol like to see next?



Section C Extended Listening



Words and Expressions

collectively *adv.* 全体地, 共同地

attest to 证实; 证明

webinar *n.* 在线研讨会

pass out 分发; 分配

networking *n.* 建立工作关系网; 网络化

tricky *adj.* (形势、工作等) 复杂的; 机警的; 微妙的; 狡猾的

pitch *n.* 为...作的宣传; 替...说的好话

affiliation *n.* 联系或关系; 加入; 附属

advent *n.* 出现; 到来; 将临期

telex *n.* 用户直通电报; 电传; 电传收发机

trace *v.* 追溯, 探索; 跟踪, 追踪

convey *vt.* 传达, 传递; 运送, 输送

frame *n.* 框架; 眼镜框; 边框

pop-up *adj.* 弹起的; 有自动起跳装置的

Task 1

Listen to a short monologue and fill in the blanks.

- Masie Smith's title is _____.
- _____ can attest to her dreaming about the opportunity and possibilities of working collectively and directly with each other for a long time.
- She believes _____ are fine but nothing beats face to face.

Task 2

Listen to the passage and decide whether the following statements are true or false. Write T (true) or F (false) in the brackets.

- () 1. All the job seekers know how to introduce themselves.
- () 2. A lot of job seekers have a difficult time getting beyond that very basic introduction.
- () 3. Job seekers can't chat about where they grew up or anything about their hobbies.
- () 4. It gets a little tricky when it comes to say something smart and relevant about your job search interests.
- () 5. If you can't introduce yourself to a potential contact in 20 seconds or less, you may miss some important opportunities.

Task 3

Listen to the passage and fill in the blanks.

Business cards are cards bearing business 1) _____ about a company or 2) _____. They are shared during 3) _____ introductions as a convenience and a 4) _____ aid. A business card typically includes the 5) _____ name, company or business 6) _____ and contact information such as street 7) _____, telephone number(s), fax number, e-mail addresses and website. Before the advent of electronic communication business cards might also include telex details. Now they may include social 8) _____ addresses such as Facebook, LinkedIn and Twitter. Traditionally many cards were simple black text on white stock; today a 9) _____ business card will sometimes include one or more aspects of striking 10) _____ design.

Task 4

I. Listen to the passage and answer the following questions.

1. Where can the custom of sending greeting cards be traced back?

2. When are greeting cards usually given?

3. Why do we send greeting cards?

4. Can you list some types of greeting cards?

5. How do we call the cards which are sent electronically?

II. Listen to the passage again and decide whether the following statements are true or false. Write T (true) or F (false) in the brackets.

- () 1. The ancient Chinese exchanged messages of good will to celebrate the New Year.
- () 2. Greeting cards are rarely packaged with envelopes.
- () 3. There are two main types of Photo Greeting Cards.
- () 4. Musical Greeting Cards can only play traditional celebration songs.
- () 5. If you want to give someone a surprise, Pop-Up Cards could be one of your choices.

Part Two

Oral Practice



Section A Speaking Tips

1. Greetings:

Hello/Hi!

Good morning/afternoon/evening!

Nice/Pleased/Glad to meet you!

How are you?

How is everything/your life/your vocation/holiday/weekend?

I am delighted to make your acquaintance. Here is my card.

2. Answering greetings:

Fine/Good/Great/Quite well/Pretty good/Couldn't be better.

I'm OK/all right.

Just so so.

Pretty good.

Nothing much/Nothing special/ Nothing in particular.

The same as usual/ever.

Terrible/Awful /Couldn't be worse.

3. Introducing oneself:

How do you do? I am John Smith.