



浙江省重点教材
纺织服装高等教育“十二五”规划教材

职场英语实训教程——涉外商务 学习辅导

(第二版)

涉外
商务

—Foreign Affair Business

主编 施慧英

Workplace Practice for Professional English

学习
辅导



东华大学 出版社



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Contents

目 录

Unit 1 Job-Hunting

Part 1	单元教学实训目标	1
Part 2	补充资料	3
Part 3	练习参考答案	11
Part 4	参考译文	24

Unit 2 International Business Reception

Part 1	单元教学实训目标	31
Part 2	补充资料	33
Part 3	练习参考答案	43
Part 4	参考译文	54

Unit 3 International Business Meetings and Exhibitions

Part 1	单元教学实训目标	61
Part 2	补充资料	63
Part 3	练习参考答案	76
Part 4	参考译文	86

Unit 4 International Business Travel

Part 1	单元教学实训目标	95
Part 2	补充资料	97



Part 3	练习参考答案	110
Part 4	参考译文	118

Unit 5 International Business Negotiation

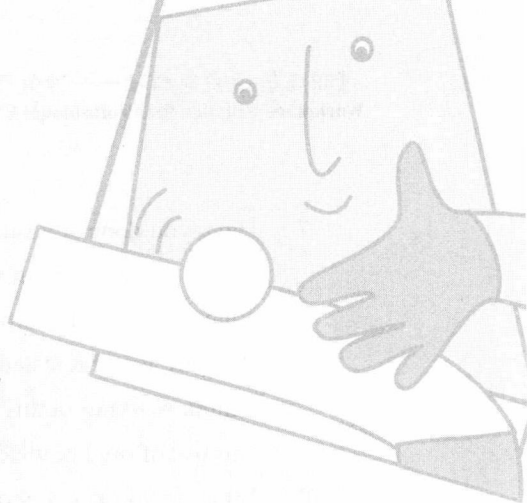
Part 1	单元教学实训目标	125
Part 2	补充资料	127
Part 3	练习参考答案	135
Part 4	参考译文	144

Unit 6 Contract Performance

Part 1	单元教学实训目标	153
Part 2	补充资料	155
Part 3	练习参考答案	169
Part 4	参考译文	185

Unit 1

Job-Hunting



Part 1 单元教学实训目标

一、知识目标

1. 了解面试礼仪及面试前要做好哪些准备工作;
2. 了解面试中常问的问题, 掌握面试技巧;
3. 熟悉与就职应聘有关的词汇、专业术语。重点掌握下列单词、词组及句型:

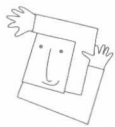
重点单词及词组:

interview, résumé, enthusiasm, potential, HR Department, assistant, graduate from, be qualified for, qualification, certificate, honor, scholarship, major, major in, subject, course, performance, benefit, be entitled to, respective post, executive secretary, shorthand skill, operate, social practice, work part-time as, job objective, educational background, make full use of one's knowledge, display one's ability to the fullest, responsible, duplicating machine, correspondence, competence

重点句型:

- 1) I have come here for an interview by appointment.
- 2) I major in...
- 3) I have a good command of...
- 4) I am going to graduate from...
- 5) I once worked as a part-time...
- 6) Tell me about your education.

All right. I shall graduate from Zhejiang Vocational College of Commerce this year.
I major in international trade.



7) Have you done any sales work?

I once worked part-time as a sales assistant with a textile company.

I have had 4 years' experience with an import and export company as a salesperson.

8) Why are you interested in this company?

I think working in this company would provide me with a good opportunity to make full use of my knowledge and display my ability to the fullest.

9) What do you know about this company?

This company is one of the biggest trading companies in the world. There are a lot of branches in all parts of the world with the head office in the U.S.A. It deals in business machines.

10) Can you tell me something about yourself and your past experience?

I have worked as an executive secretary for 5 years, first for a trading company, and now I am working for a trust company. I interact well with peers, clients, administrators and bosses. I thrive on challenge and work well in high-stress environments.

11) What are your salary expectations?

I really need more information about the job before we start to discuss salary.

12) Why do you think you are qualified for this position?

I think my background meets the requirement of this position. My major was computer science when I was at college, and I am quite familiar with...

13) And when can I know the decision?

We will notify you of our decision within a week.

14) Do you have any questions about the job?

15) I'll do my utmost if I am employed by this company.

16) I would be pleased to have the opportunity for an interview. Thank you for your consideration.

17) I am writing to apply for the position advertised in...

4. 掌握面试时常用的英语表达式;

5. 熟悉简历及求职信的格式与写作特点。

二、能力目标

1. 学会如何通过多种渠道搜寻招聘广告;

2. 能看懂招聘广告;

3. 能听懂就职应聘对话,并能根据所给情景进行模拟应聘;

4. 能用专业术语描述自己的专业特长和工作意向;
5. 能读懂英文简历及求职信, 能根据所给情景使用所学词汇、句型模拟套写简历及求职信。

Part 2 补充资料

面试礼仪

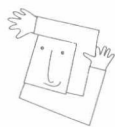
在日益激烈的求职竞争中, 能够顺利地通过用人单位的面试是应聘人员, 尤其是初出校门的大中专毕业生必须面对的最重要的一关。懂得如何在面试中恰到好处地把握机遇展示自己, 成为顺利走向职场的第一步。求职者在面试中表现出的礼仪水平不仅反映出求职者的人品和修养, 而且直接影响面试官的最终决定。求职者在面试时, 为了求职成功, 应该注意一些基本礼仪。

求职应聘者在面试前、面试时和面试后, 都要特别注意自己的外在形象。良好的外在形象, 既要符合个人气质特点, 又要符合招聘单位的特点。对于在校大学生而言, 应聘一般的职位不一定要穿什么名牌时装, 大方得体就好, 发型宜简洁简单。

面试前一定要充分准备, 对于用人单位以及自己所要从事的行业情况应尽量多了解, 以备在面试时谈及。面试时一定要守时, 迟到和违约都是一种不尊重面试官的表现。如果有客观原因不能准时到场或须改期面试, 应提前打电话通知对方。如果迟到, 应主动陈述原因。面试时, 最好提前15分钟左右到达面试地点以显示求职者的诚意, 而且, 这样也可以先熟悉环境, 确定准确的面试场所, 稍稍休息一下, 进一步做好面试前的思想准备, 回顾自己的基本情况, 然后从容走进面试场所。

面试期间的礼仪细节更是要注意的重点: 进入面试官的办公室一定要先敲门, 征得同意才可入内, 即使门是开着的或虚掩着的, 也应先敲门。见面时, 应主动微笑向面试官礼貌地问候, 这样, 有利于求职者塑造自我形象, 给人留下美好的印象, 赢得好感, 为面试加分。当主考官已经坐下并对你说“请坐”或示意坐下后, 先道谢, 然后按指定位置落座, 切记不可不请自坐。面试期间, 举止要自然大方, 文明优雅。立要直, 坐要正, 走路姿势应该端庄文雅。

求职面试的关键在于应答, 应该言辞标准、内容简洁地回答面试官的问题, 切勿拖沓, 尽量在较短的时间内让考官了解自己的能力和特长, 不要反复重复求职材料上已



经写明的东西，应该针对应聘的岗位重点介绍与之相关的求学经历、社会实践、能力以及个性等。诚实坦率地回答面试中可能遇到的问题，但是也要注意必须冷静而机智地对待可能被问到的问题。有些问题不宜正面回答，可委婉或用带有伸缩性的语言来机智地回答，比如谈自己的缺点，既不能回避，又不可贬低自己，最好能在谈及缺点的同时展示自己的与众不同。

关于未来的职位工作，可以准备相应问题，以备在面试临近结束的时候被问及。薪水问题是一个敏感而又实际的问题，在面试中常常出现，对此，应聘者应事先了解行业一般待遇，做到心中有数，选择适当的时机提问。

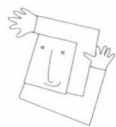
面试结束时，应该感谢面试官并礼貌地离去。

2 求职面试场景中常用的表达式

面试考官常用的表达式

- (1) Can you tell me something about yourself?
你能谈谈自己的情况吗？
- (2) Please tell me why you are interested in this job.
请告诉我你为什么对这份工作感兴趣。
- (3) What do you consider to be your greatest strengths?
你认为自己的特长是什么？
- (4) How does your college education or work experience relate to this job?
你以前接受的大学教育或工作经历与这份工作有怎样的关联？
- (5) What motivates you most in a job?
什么因素最能激励你做好工作？
- (6) Have you ever had difficulty getting along with a former professor /supervisor / co-worker and how did you handle it?
你有没有过难以与以前的教授/领导/同事相处的经历？你如何应付这种局面的？
- (7) Why should we hire you rather than another candidate?
为什么我们应该聘用你而不是其他人？
- (8) What do you know about our organization (products or services) ?
关于我们的机构（产品或服务），你了解的有哪些？
- (9) What job-related skills have you developed?
你具有哪些与工作相关的技能？

- (10) What did you learn from these work experiences?
你从这些工作经历中学到了什么?
- (11) Do you have any work experience in this field?
在这一领域你有什么工作经验吗?
- (12) What other types of positions are you considering?
你会考虑别的什么职位吗?
- (13) How do you feel about working overtime?
你对加班如何看待?
- (14) How do you feel about travel?
你如何看待出差?
- (15) I must admit I'm quite impressed.
我得承认你给我留下很深的印象。
- (16) Have you got any special training in...?
你接受过……方面的特殊培训吗?
- (17) Tell me about the courses of your major at college
请谈谈你大学时候的专业课程。
- (18) How about your academic records at college?
你大学时的学业如何?
- (19) Which university did you graduate from?
你毕业于哪所大学?
- (20) What was your major in university?
你大学时的专业是什么?
- (21) What certificates of technical qualifications have you received?
你获得了哪些技术资格证书?
- (22) What kind of character do you think you have?
你认为你具有什么样的性格?
- (23) Why do you think you are qualified for this position?
为什么你认为自己胜任这一职位?
- (24) What is your expected salary?
你期望的薪水是多少?
- (25) Thank you for your interest in our company.
谢谢你来参加本公司的面试。
- (26) Are you a goal-oriented person?
你是一个目标明确的人吗?



- (27) Tell me about some of your recent goals and what you do to achieve them.
谈谈你的一些近期目标及如何实现这些目标。
- (28) What are your short-term goals?
你的近期目标是什么?
- (29) What do you think of this industry's outlook in five years?
你认为5年内这个行业的发展前景如何?

被面试者常用的表达式

- (1) I have come here for an interview by appointment.
我应约来此面试。
- (2) I worked for...as a ...for ...years.
我在……作为……工作了……年。
- (3) I'm a graduate of...University and have been employed as a ... with ABC Company for...years.
我是……大学的毕业生,曾在ABC公司作为……工作了……年。
- (4) I have 4 years' experience in staff management.
我有四年员工管理的经验。
- (5) I'm looking for a growth opportunity.
我一直在寻求继续发展的机会。
- (6) I am responsible for product distribution.
我负责产品的销售。
- (7) Thank you for offering me this opportunity.
多谢您给我这次机会面试。
- (8) Thank you for your time.
感谢您抽出时间给我面试。
- (9) I am looking forward to hearing from you.
我期待着您的回音。
- (10) I've come to apply for the position as an office secretary.
我来应聘办公室秘书这个职位。
- (11) Shall we discuss my responsibilities with your company first? I think salary is closely related to the responsibilities of the job.
我们先谈一下我在贵公司的职责好吗?我觉得薪水与岗位职责有很大关系。
- (12) I expect to be paid according to my abilities.

我希望能根据我的能力支付薪资。

提供教育方面信息的表达式

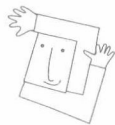
- (1) I major in / my minor subject is economics / business administration / civil engineering / tourism / hotel management / electronics.
我主修 / 我辅修的是经济 / 工商管理 / 土木工程 / 旅游 / 酒店管理 / 电子学。
- (2) I completed subjects like accounting / economics / finance / tourism / law / marketing / advertising / French / etc.
我完成了诸如会计 / 经济学 / 金融 / 旅游 / 法律 / 营销 / 广告 / 法语等科目。
- (3) I'm attending... / I'll graduate from ...
我在上…… / 我即将从……毕业。
- (4) My scores in college are above average / below average / average 90 points.
我在学校的成绩中等以上 / 中等以下 / 平均90分。
- (5) I have a good command of...
我精通……
- (6) My favorite subject was...
我最喜欢的科目是……

说明应聘理由的表达式

- (1) Working in this company can give me the chance to develop my ability / to use what I have learned in the college.
在贵公司工作会给我机会发挥自己的能力 / 运用自己大学所学知识。
- (2) I've cherished a desire to get a job where I can use English / where I can apply my knowledge.
我一直想找一份能发挥我英语特长 / 用到自己专业知识的工作。
- (3) This company is leading in electronics / computer software designing / event planning / textile industry.
贵公司在电子 / 计算机软件设计 / 项目策划 / 纺织行业处于领先地位。
- (4) Because I think my major is suitable for this position.
因为我认为我的专业适合这个职位。

强调优势的表达式

- (1) I'm good at working with people / solving problems.
我善于与人共事 / 解决问题。



- (2) I learn quickly. 我学习领会得快。
- (3) I'm reliable. 我很可靠。
- (4) I have received a Computer Operator's Qualification Certificate.
我已获得计算机操作员的资格证。
- (5) I have the educational background and relevant experience required by the position.
我拥有该职位所需的教育背景和相关经验。
- (6) I am able to work both in a team and on my own.
我既能够与他人协作，也能够独立完成工作。
- (7) I'm a good team player. 我是一个富有团队精神的人。
- (8) I'm a hard-working, persevering person. I'm a fast-learner. I can work under pressure and get along with my colleagues. I have strong organizational skills.
我工作刻苦，性情执著。我学东西很快。我能在压力下工作，并能与同事和谐相处。我的组织能力很强。

3

简历

简历是求职资料中最为重要的部分，是求职者能力、经历、技能的简要总结，是求职者全面素质能力体现的缩影。简历是招聘者决定是否给予求职者面试机会的依据，可能也是面试中对应聘者提问的依据。简历好比是产品的广告和说明书，能帮助潜在的雇主评估应聘者。简历的目的就是把求职者的资历有效地展现出来。

简历由以下信息组成：

- Personal data usually contains one's name, address, date of birth, physical characteristics (height, weight, etc.), state of health, marital status, nationality, and Tel. No.
- Job objective
- Work experience usually contains working time, the unit's name, one's title, responsibility and achievements, laying emphasis on those related to the position applied for.
- Education contains colleges attended and the inclusive dates, degrees and the dates they were awarded, major and minor courses, courses taken or skills acquired that might be important to the job you are applying for and special training.
- Main achievements (Awards / Honors etc.)
- References often list their names, positions or titles, address and phone numbers and

email address.

➤ Such headings as skills, foreign languages, hobbies and interests, personal strengths.



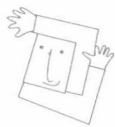
求职信中常用的表达式

说明招聘信息来源及写信目的表达式

- (1) In reply to / With reference to your advertisement in...of ...I would like to apply for the position of ...in your company.
关于您在……(日)……(报纸或杂志)上登的招聘广告,我想应聘贵公司……职位。
- (2) I see from your advertisement in ...that you are looking for a...
我在贵公司于……上刊登的招聘广告上得知您在招聘……
- (3) I should like to apply for the job advertised in China Daily of October 23
我想应聘贵公司于10月23日在《中国日报》上刊登的招聘职位。
- (4) Your advertisement for a secretary in Ningbo Daily of May 20 has interested me very much. I am writing to apply for the position.
贵公司于5月20日在《宁波日报》上招聘秘书的广告我很感兴趣,所以写信来应聘。
- (5) I learn from ... that your company would hire...
我从……获知贵公司要招聘……

说明教育背景的表达式

- (1) I graduated with a degree from...in...
我毕业于……学校……专业。
- (2) I earned my degree from...in...
我于……从……学校获得学位。
- (3) I am to graduate this July from Zhejiang Vocational College of Commerce, having completed the two-year commercial courses.
经过两年商业课程的学习,今年七月我即将毕业于浙江商业职业技术学院。
- (4) In July I will complete a B.S. in Business Administration from Nanjing University with a minor in Marketing.
七月我即将完成工商管理专业的本科学习从南京大学毕业,我还辅修了营销专业。



说明工作经历的表达式

- (1) I have worked as an executive secretary for 5 years in a company.
我曾在一家公司做过5年行政秘书。
- (2) I have had 4 years' experience with an import and export company as a salesperson.
我有过四年在进出口公司做销售人员的经历。
- (3) I have been in the employment of a company for... years.
我曾有……年受聘于一家公司。
- (4) During my summer job in a joint-venture in Ningbo, I gained a great deal of first-hand knowledge about foreign trade and learned how to communicate with people of different interests and backgrounds.
在暑假期间,我曾到宁波一家合资企业工作,获得了很多有关外贸的第一手资料,并且学会了怎样与不同兴趣和不同背景的人进行沟通。

说明工作能力的表达式

- (1) I am well acquainted with office work / import and export business.
我对办公室工作 / 进出口业务非常熟悉。
- (2) I am highly competent and self-motivated to work in a fast moving, ever changing and demanding environment.
我很能干,即使在不断变化、工作要求很高的环境中,也能够积极主动开展工作。
- (3) I can operate the computer skillfully, including utilizing office software, I can type 40wpm, act as a receptionist, do editing and proofreading, and above all, I can work hard with efficiency and patience.
我能熟练操作计算机,包括使用办公软件;我能每分钟打40个字,做接待员、编辑、校对工作;最重要的是,我工作不仅效率高而且有耐心。
- (4) I'm confident that I can meet your requirements.
我相信我能够满足贵公司的要求。

表达面试希望及希望对方回复的表达式

- (1) I should be glad to have a personal interview, and can furnish references if desired.
如果能得到一次面试我会非常高兴,如果需要可以提供推荐信。
- (2) I hope I may be granted an interview, when I can explain my qualification in more detail.
希望能够得到面试机会,这样我可以更详细地介绍自己的条件。
- (3) I welcome the opportunity to meet with you to further discuss my qualifications and

your needs. Thank you for your time and consideration.

期待着能和您见面进一步讨论您的需求和我的能力。非常感谢您抽出宝贵的时间阅读我的信及对我的关注。

- (4) Thank you for your consideration. I look forward to hearing from you soon.

如果你们能考虑我，万分感谢。期待很快得到您的佳音。

- (5) I shall appreciate a reply from you in regard to my application.

我的申请若能得到您的回复，我将不胜感激。

- (6) I'm looking forward to meeting with you at your earliest convenience.

期待在您方便的时候同您见面。

- (7) I look forward to hearing from you and appreciate your consideration of my application.

期待您的回音，如果您能考虑我的申请，我将万分感激。

Part 3 练习参考答案

Warm-up Questions

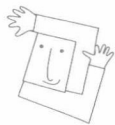
课前热身活动是通过对求职主题的提问，让学生用已有的知识经验回答问题，检测学生对主题的了解程度，激发学生的学习兴趣。教师可以组织学生小组讨论，代表发言。讨论前教师可以提供背景资料，给学生引导、帮助。

Answers for Reference :

1. The purpose of an interview is for a job applicant and a potential employer to get to know each other and find out whether there is a good fit of skills, experience and attitude.

2. 面试官所有问题围绕的核心是想要进一步了解候选人是否与招聘的职位相契合。企业在招聘员工时会着重测试以下几个方面的能力，例如工作效率、团队协作能力、工作能力等。通常面试官会根据两种情况来提问：候选人的简历情况和职位要求。外企招聘时常见问题如下：

Question 1: Tell me about yourself. (Emphasis on your education and work experience)



回答策略：如果你洋洋洒洒地把简历上的信息毫无遗漏地用英文说了一遍，那么你在面试一开始就已经失败了。面试官问这个问题的关键是想了解你的专业背景和工作经历。因此，你在回答时，自己的个人信息可以相对简略，将介绍重点放在你的专业造诣上。如果你是初出茅庐，没有太多的工作经验，那么可以着重介绍自己的学习能力，并表现出对这个行业的激情。语言要简洁，表达时尽量灵活地换用句型，一成不变的句型会让你在英语表达方面减分不少。比方说，要应聘市场营销职位，你可以说：“Majoring in business and being passionate about it, I choose marketing as my career. I’ve got a lot making of a good salesman. First, I am good at communicating with people...”

Question 2: What do you know about our company?

回答策略：对公司要全面了解，重点放在公司的业务、历史、知名度、美誉度、规模等方面。Don’t say you don’t know much. You should state that you would like to know more.

Question 3: Why do you want to work in our company?

考查内容：应聘者的求职动机、愿望及对此项工作是否了解，或者是否真有兴趣。

回答策略：要回答好这个问题，你必须对公司及其招聘岗位的情况有全面深入的了解，宜从行业、企业和岗位三个角度来回答，如“我十分看好贵公司所在的行业，我认为贵公司十分重视人才，而且这项工作很适合我，相信自己一定能做好。”

Suggested answer:

- (1) Because your company has a good sales record.
- (2) Because your operations are global, so I feel I can gain the most from working in this kind of environment.
- (3) Because I think my major is suitable for this position.
- (4) Because I can learn new things in your company, and at the same time, I can offer my services to you.
- (5) Because I’m very interested in your company’s training program.
- (6) Your company has a good reputation and I heard nothing but praise about it.
- (7) I can make use of the professional experience I have obtained.
- (8) Working in this company would give me the best chance to use what I have learned in university.

Question 4: Why do you want to leave your present job?

回答策略：你要说出现在应聘的这个公司能为你提供原公司不能提供的方面，包括个人发展 (development)、机会 (opportunity)、工作环境 (working environment) 等等。