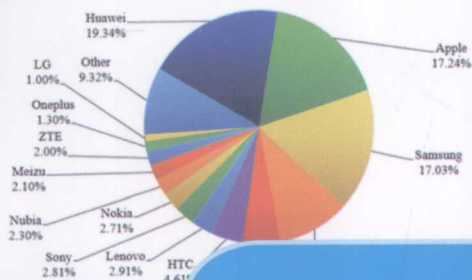




Task: You are required to talk about the following chart. First, present the information in the chart and then explain why people prefer certain brands.

Market Share of China Mobile Phone Brands
By Sales Volume



Task: Suppose you're working at the company, SERCO, and you are talking with a person who wants to apply for a position in the company. You will answer questions from the person.

Our culture is all about enabling people to excel

We are the world's leading services company, headquartered in the UK, with over 70,000 people worldwide and 10,000 in India.

We invite you to join Serco.

We offer:

- Attractive salary and incentives
- Day shifts
- Opportunity to grow
- Fun loving and open work culture

Who should apply?

Graduates / Undergraduates for the following positions:

- Tele Sales Executives
- Customer Care Executives (Full / Part timers)
- Tele Collection Executives

Support positions:

- Manager / Assistant Manager (Insurance background)
- Team Leader (Sales background)
- Quality Auditor (Sales background)

* For all support positions relevant experience is required.

Task: Suppose you're working at Aero Plumbing, answer questions from the client.

AERO PL

3rd Generation
Owned & Operated

**24 HOUR
7 DAY
EMERGENCY
SERVICE**

Why Wait?

Licensed, Bonded
& Insured
1988-2018

■ Plumbing Fixtures

- All Repairs, Upgrades & New Installation
- Sewer & Water Lines Repaired & Installed
- Sewer & Drains Clearing & Repairs
- Water Heaters
- Electric & Gas Repaired & Installed

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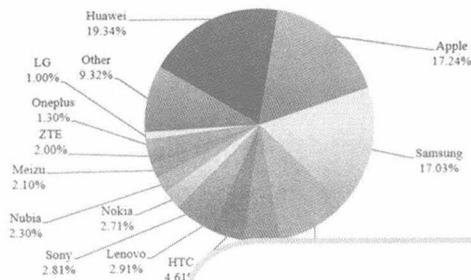
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Task: You are required to talk about the following chart. First, present the information in the chart and then explain why people prefer certain brands.

Market Share of China Mobile Phone Brands
By Sales Volume



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- Tele Collection Executives

Support positions*:

- Manager / Assistant Manager (Insurance background)
- Team Leader (Sales background)
- Quality Auditor (Sales background)

* For all support positions relevant experience is required.



Task: Suppose you're working at Serco, and you are talking with a person who wants to apply for a position in the company. You will answer questions from the person.

Task: Suppose you're working at Aero Plumbing, and you are answering questions from the client.

AERO PLUMBING

3rd Generation Family
Owned & Operated Since 1968

24 HOUR
7 DAY
EMERGENCY
SERVICE

Why Wait?

Licensed, Bonded
& Insured

- Plumbing Fixtures
- All Repairs, Upgrades & New Installation
- Sewer & Water Lines Repaired & Installed
- Sewer & Drains Clearing & Repairs
- Water Heaters
- Electric & Gas Repaired & Installed

- Plum Detect
- Video
- Gas
- Water

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实用英语口语 技能拓展教程

主编 朱宏清

图书在版编目(CIP)数据

实用英语口语技能拓展教程 / 朱宏清主编. — 北京:
高等教育出版社, 2016.2
ISBN 978-7-04-044617-3

I. ①实… II. ①朱… III. ①英语—口语—高等学校
—教材 IV. ①H319.9

中国版本图书馆CIP数据核字(2016)第019728号

策划编辑 闵 阅
版式设计 魏 亮

责任编辑 王琳琳
责任校对 李玉梅

项目编辑 李玉梅
责任印制 田 甜

封面设计 姜 磊

出版发行 高等教育出版社
社 址 北京市西城区德外大街4号
邮政编码 100120
印 刷 北京市联华印刷厂

开 本 850mm×1168mm 1/16
印 张 10.75
字 数 247千字
购书热线 010-58581118

咨询电话 400-810-0598
网 址 <http://www.hep.edu.cn>
<http://www.hep.com.cn>
网上订购 <http://www.hepmall.com.cn>
<http://www.hepmall.com>
<http://www.hepmall.cn>
版 次 2016年2月第1版
印 次 2016年2月第1次印刷
定 价 40.00元

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前言

随着国内高等院校对于国际化办学要求的不断提升,对于学生运用英语进行与本专业有关的国际交流能力的要求也在不断提高。然而,由于高职高专院校学生的英语基础相对薄弱,教师在教学过程中更多关注学生的基础语言知识和相关的英语交流微技能(Micro-skills),而学生运用英语进行国际交流的综合能力无法满足实践的需要。近年来成功举办的全国职业院校技能大赛高职组英语口语赛项以及同类比赛越来越注重考查学生在职场环境下用英语进行交流的能力,足以说明进一步提高学生用英语进行交流的综合能力已经迫在眉睫。

目前国内具有明确针对性并能够有效帮助学生和教师进行这方面集成式训练(Integrated Training)的教材比较缺乏,许多学校和学生只能依据全国大赛组委会的《大赛指南》与样题以及口语考试的评分标准及样题,结合教师的个人教学经验开展训练,帮助学生积累参赛以及口语考试经验,这样做收效甚微。为此,编者经过认真调研相关图书和学校、教师以及学生需求,决定编写这本《实用英语口语技能拓展教程》。

然而,编写这本教材的目的绝非仅仅局限于比赛或者应试之需,更何况仅仅依靠一本教材应对比赛或者口试也是不够的,或者其效果是有限的,还是需要全面提高学生运用英语进行沟通交流的能力,换言之,这本书不仅仅是或者不主要是帮助学生“秀肌肉”,更重要的是帮助学生“练肌肉”,只要学生练好了“肌肉”,适当辅之以“秀肌肉”的技巧,就能在职场上真正成为运用英语进行交流的“型男”“型女”。

要达到这样的目的,这就必须充分依靠教师的主观能动性,创造性地设计出行之有效的教学方法与训练手段,因此,教师的教学能力和学生的积极努力才是提高学生交流能力的关键。

我们认为,就高校学生来说,继续加强英语语言基本功的训练是当务之急。在教学过程中教师要帮助学生克服急功近利的心理,然后在此基础上为学生设计更多的模拟练习,并帮助学生在完成任务、解决问题的过程中集成、活化和内化已经学到的语言知识和交流技能;要以学生为学习主体,以学生的练习与提高为主要目的,使他们变被动学习为主动学习,同时又辅之以老师及时而高效的指导,以此逐渐推动学生的自主学习。

为了真正做到以实际应用英语进行交流为驱动，本书尝试从解释原理入手（如 **Communication Tips**），以基本功练习为基础，始终抓住学生交流过程中可能出现的问题，针对性地提出解决问题的方法，特别设计了真实交流情境中的交流任务并提供了必要的帮助（如 **Words and Phrases for Reference**），比如如何解决描述图表和情景交流中的切换话题、如何比较对比、如何区分主要信息和次要信息，如何解决角色扮演过程中的角色分配和情节设计等，因此，理论与实践的紧密结合、明确的针对性与较强的实用性是这本教材的显著特点。因此，这本教材不仅仅可以用作高职高专院校口语考试或者是口语技能比赛的培训教材，同样可以用作高职高专院校及其他普通高校学生甚至是非英语专业研究生的英语口语教材。

参加本教程编写的有东南大学刘蓉（**Part One: Pronunciation and Intonation**）、江苏城市职业学院赵明明（**Part Two: Presentation**）、江苏城市职业学院伏伟（**Part Three: Interview and Communication**）和江苏海事职业技术学院刘婷婷（**Part Four: Translation**）等老师；东南大学朱宏清教授不仅负责了本教程的总体策划，还参与编写了 **Communication Tips** 和 **Interview and Communication** 中练习四的精心设计。苏州服务外包职业技术学院的宋先玲老师也参与了本教程的前期策划。在此我们一并表示感谢！

由于编者水平有限、经验不足，本教材一定存在不少疏漏或者不当之处，欢迎专家、同行以及读者批评指正。

编 者

2015年12月

Contents

Chapter 1 Understanding Presentation	1
Part One Pronunciation and Intonation (<i>Word Stress</i>)	1
Exercises	3
Part Two Presentation (<i>Knowing Charts and Starting Your Presentation</i>)	4
Exercises	7
Part Three Interview and Communication (<i>Introduction, Greeting and Invitation</i>)	8
Exercises	12
Part Four Translation 翻译常识介绍	13
Exercises	16
Tips on Communication	17
 Chapter 2 Clarifying Presentation Tasks	 18
Part One Pronunciation and Intonation (<i>Sentence Stress</i>)	18
Exercises	20
Part Two Presentation (<i>Clarifying Tasks</i>)	21
Exercises	25
Part Three Interview and Communication (<i>Identifying Roles and Starting a Conversation</i>)	27
Exercises	28
Part Four Translation 翻译的评价标准	29
Exercises	35
Tips on Communication	36
 Chapter 3 Distinguishing Major Information	 37
Part One Pronunciation and Intonation (<i>Tones</i>)	37
Exercises	38
Part Two Presentation (<i>Distinguishing Major and Minor Information</i>)	40
Exercises	42
Part Three Interview and Communication (<i>Interpreting and Defining</i>)	43
Exercises	45

Part Four Translation 翻译技巧一: 词语增补	47
Exercises	49
Tips on Communication.....	49
Chapter 4 Classifying Information	50
Part One Pronunciation and Intonation (<i>Sense Group and Language Stream</i>)	50
Exercises	51
Part Two Presentation (<i>Listing and Categorizing</i>)	53
Exercises	56
Part Three Interview and Communication (<i>Illustrating by Examples; Categorizing</i>)	56
Exercises	59
Part Four Translation 翻译技巧二: 词类转换	61
Exercises	62
Tips on Communication.....	63
Chapter 5 Expressing Times and Proportion	64
Part One Pronunciation and Intonation (<i>Loss of Plosion and</i>	
<i>Incomplete Plosion</i>)	64
Exercises	65
Part Two Presentation (<i>Times and Proportions</i>)	66
Exercises	68
Part Three Interview and Communication (<i>Making Complaints, Expressing</i>	
<i>Apology and Sympathy</i>)	70
Exercises	73
Part Four Translation 翻译技巧三: “得”字句和“把”字句的译法	74
Exercises	77
Tips on Communication.....	77
Chapter 6 Analyzing Graphs and Charts	78
Part One Pronunciation and Intonation (<i>Liaison</i>)	78
Exercises	79
Part Two Presentation (<i>Comparing and Contrasting</i>)	80
Exercises	82
Part Three Interview and Communication (<i>Expressing Compliment, Congratulation and</i>	
<i>Encouragement</i>)	83
Exercises	86

Part Four Translation 翻译技巧四：正说反译法、反说正译法	87
Exercises	89
Tips on Communication	90
Chapter 7 Expressing Agreement and Disagreement	91
Part One Pronunciation and Intonation (<i>Assimilation</i>)	91
Exercises	92
Part Two Presentation (<i>Coherence and Cohesiveness</i>)	93
Exercises	94
Part Three Interview and Communication (<i>Expressing Agreement and Disagreement;</i> <i>Negotiation</i>)	95
Exercises	99
Part Four Translation 翻译技巧五：无主句的翻译	100
Exercises	101
Tips on Communication	102
Chapter 8 Changing Topics	103
Part One Pronunciation and Intonation (<i>Distinguishing Information in the</i> <i>Passage</i>)	103
Exercises	104
Part Two Presentation (<i>Transferring and Changing Topics</i>)	106
Exercises	108
Part Three Interview and Communication (<i>Raising and Responding to Questions;</i> <i>Changing Topics</i>)	110
Exercises	113
Part Four Translation 翻译技巧六：汉语长句的处理.....	114
Exercises	116
Tips on Communication	116
Chapter 9 Comparing and Contrasting	117
Part One Pronunciation and Intonation (<i>Differences Between American</i> <i>Accent and British Accent</i>)	117
Exercises	118
Part Two Presentation (<i>Picture Description</i>)	120
Exercises	121
Part Three Interview and Communication (<i>Analyzing by Comparing and Contrasting</i>)	123
Exercises	126

Part Four Translation 翻译技巧七：段落翻译的技巧	127
Exercises	131
Tips on Communication	132
 Chapter 10 Summarizing Analysis	133
Part One Pronunciation and Intonation (<i>Rhythm</i>)	133
Exercises	134
Part Two Presentation (<i>Anticipating and Closing Your Presentation</i>)	136
Exercises	138
Part Three Interview and Communication (<i>Analyzing and Refuting by Providing Cause-and-Effect</i>)	140
Exercises	142
Part Four Translation 译者的职业素养	144
Exercises	150
Tips on Communication	151
 Keys for Reference	152

Chapter 1

Understanding Presentation

Part One Pronunciation and Intonation

Word Stress

Sample Reading



Jack had been running a small business for a year after he graduated from university, but had been having difficulties for some time. His small restaurant had been making a loss since it opened. Jack almost gave up and planned to sell his restaurant when he saw the advertisement of a business advisor in the newspaper. He made the last effort to save his business, asking that man for advice. The advisor visited Jack's restaurant and interviewed local people. Then he told Jack that he needed to make the restaurant known by people. So Jack drew striking pictures of dishes and printed huge menus on the outside wall in bright color. Besides, he advertised the restaurant all over the town. Now, the restaurant is making a fortune and Jack is delighted.

Comments

- 英语的弱读既有音节的弱读，也有单词的弱读。前者存在于单词中，后者反映在句子和语流中。正是由于单词和句子中存在弱读与强读的现象才使得英语听起来更加流畅快速并富有节奏感。在一个双音节词或多音节词中发音比其他音节响亮的音节就是重读音节，其他音节则为弱读音节。单词的准确发音不仅体现在元音和辅音的准确性上，还体现在单词重音的准确性上。如：business, university, restaurant, advertisement, newspaper, interview, advertise, fortune等词均需注意单词中重音的位置。
- 单词重音发音规律：单音节词单独发音时都要重读；双音节词中一个音节重读，另一个音节要轻读；三音节词的重音一般在第一个音节上，有些词重音也落在第二个音节上；多音节词（四个或四个音节以上的词）除了重读音节外，往往还有一个次重读音节，次重读音节发音比重读音节稍轻些。

Instructions

双音节词重音规则

- ▶ 双音节名词和形容词重音一般在第一个音节上，如：'father, 'corner;
- ▶ 少数双音节词的重音也可以落在第二个音节上，一般是外来语，如：po'lice, ho'tel;
- ▶ 双音节动词重音一般在第二个音节上，如：be'come, mis'take;
- ▶ 名词、动词拼法相同的双音节词，重音在前是名词，重音在后是动词，如：'record (n.), re'cord (v.), 'present (n.), pre'sent (v.)。

三音节词重音规则

- ▶ 三音节词的重音一般在第一个音节上，如：'flexible, 'generous;
- ▶ 有些三音节的重音也落在第二个音节上，如：un'certain, de'piction。

多音节词重音规则

包括四个或四个以上音节的词为多音节词。

- ▶ 以-tion, -sion, -ic 结尾的单词重音在倒数第二个音节上，如：expla'nation, appre'hension, eco'nomi;c;
- ▶ 以-ty, -phy, -gy, -al 结尾的单词重音在倒数第三个音节上，如：i'dentity, phi'losophy, psy'cology, bi'lat'eral。

复合词重音规则

- ▶ 复合词由两个词组合而成。在意义上如仍保持两个词的独立性，则两个词保持自己的重音，称为并列重音。例如：'straw'hat (草帽)，'book're'view (书评)。
- ▶ 如两词在意义上联系紧密，产生一个新的意义时，第一个词保留重音，第二个词则失去重音，称为非并列重音。例如：a 'greenhouse (温室)，green和house两词分别意为“绿色的”和“房子”，两词各有独立的意思。合成后的新词产生新的含义“温室”。因此，house失去重音。又如：'blackboard (黑板)，black和board两词分别意为“黑色的”和“木板”，两词均须重读。合成后产生新义“黑板”。因此，board失去重音。
- ▶ 形容词性复合词的重音在第二个音节上，如：old-'fashioned, bad-'tempered。

Please read the following words aloud and pay particular attention to the word stress.

a'rise	ba'lloon	'pupil	'student	'beauty
'syllable	'frequently	'satisfy	'exercise	'difficult
po'tato	to'morrow	de'velop	en'courage	ex'pression
communi'cation		compre'hension		elec'tronic

More Samples

oppor'tunity bi'ography ge'ology edu'cational

Exercises



Exercise 1 Sentence Reading

Please mark the underlined words with the stress sign, and then read the sentences aloud.

- 1 He stretched his legs after sitting in front of a computer for the whole afternoon.
- 2 The picture reminded the Spider-man of the existence of the evil power.
- 3 The journey to the Great Canyon gave her a fantastic experience.
- 4 You need to adopt more flexible approaches in this situation.
- 5 Your generosity was really a great help to us in completing this task.
- 6 Psychology is becoming a more and more popular major today.
- 7 It used to be a private, exclusive club, but now it's open to all.
- 8 Failures in the experiments do not always bring negativity.
- 9 Economists are very positive towards the growth of GDP this year.
- 10 This is apparently a hypothesis without any proof.

Exercise 2 Passage Reading

Please apply the stress or connection appropriately and read aloud the following two passages.

Passage One

I really enjoy the work of being a tour guide though it is very tiring with long hours. Sometimes it can be 12 hours continuously. But it's exciting to meet people from all over the world. I took tourists to the famous places in the city, telling them the history of the places, talking about why they're famous. Special qualifications are necessary for this job. You need to be enthusiastic about travelling, and you must take special courses in the history of the city and things like that. Usually the tour company will require the guides to be able to speak at least two foreign languages.

Passage Two

A survey shows that the smoking rate in China has dropped significantly over the past decade. The survey states that the smoking rate among Chinese 15-year-old and above decreased from 32 percent in 1993 to 26 percent in 2003. Among the surveyed population, 48.9 percent of men smoked and so did 3.2 percent of women. The smoking rate of men was lower in urban areas than in rural areas. But the rate of the female smokers was higher in cities. However, the survey shows that despite the fact that fewer people smoke in China, the number of heavy smokers and quantity of cigarettes smoked

has increased. "This may explain why tobacco sales in China remain unreduced," the survey says.

Part Two Presentation

Knowing Charts and Starting Your Presentation

Sample

Please talk about the following graph, giving your account of the information source of the contemporary people.

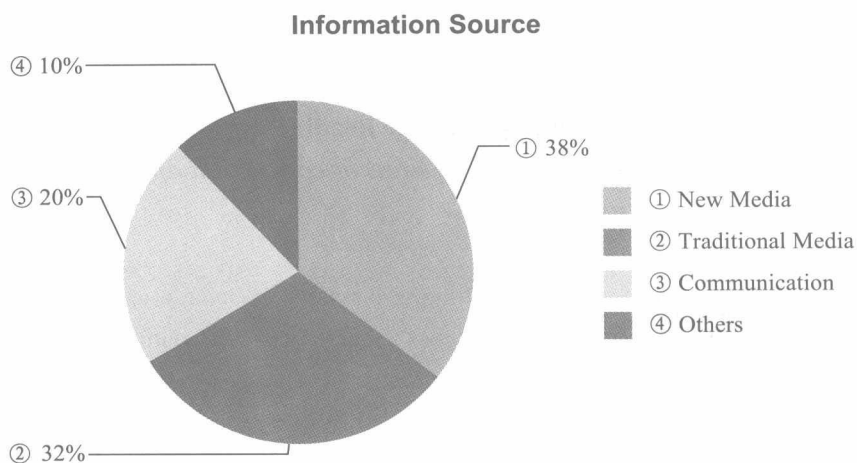


图1-1

Graph Analysis

图1-1为饼状图 (pie chart)，也被称作扇面图，是常见的图表类型之一，用圆和扇面表示总体与部分以及各部分之间的比例关系，一般以百分比的形式呈现出来。分析图的比例构成是描述饼状图的重点。在开始陈述部分，要特别关注并充分利用图中的标题、图例及其文字说明这些元素所表达的信息，并以此构成开始陈述的内容。以图1-1为例，开始陈述可以这样进行：This is a pie chart of information source, and it shows the proportion of different sources from which contemporary people get the information, namely new media, traditional media, communication and others.

Instructions

除了饼状图 (pie chart), 常见的图表类型还包括: 线状图 (line chart, 见图 1-2), 柱状图 (bar chart, 见图 1-3 和图 1-4) 以及数据表 (table of figures, 见图 1-5)。

线状图 (line chart), 分为单条线图和多条线图, 常用来描述变量的发展过程和趋势。在描述时要注意把握线条所反映的趋势, 特别是重点趋势段。还要格外留意一些重要的点, 如起点、最高点、最低点、转折点和终点。如有多条线, 则要注意各条线的相交点。

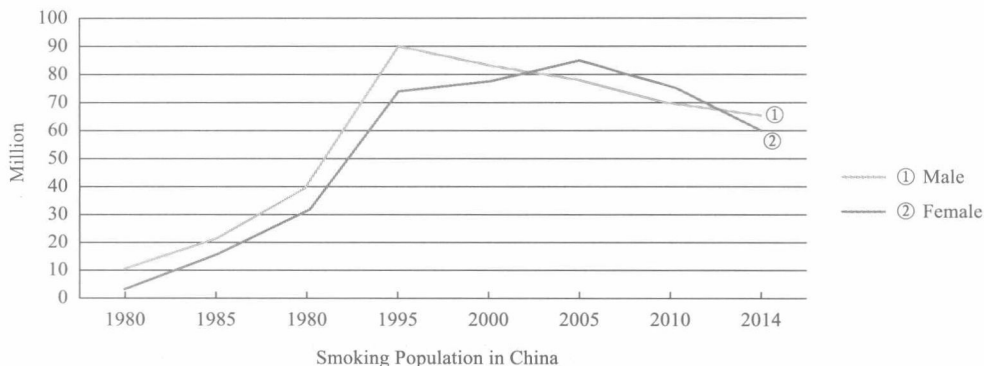


图 1-2

柱状图 (bar chart), 分为直立式和横卧式, 是由不同长度的柱状图案组合而成, 一般用来表示同一项目在不同时间里的对比关系, 或者同类项目在不同时间里的对比关系。不同的柱状图案常用不同的灰度、加点、加线来区分。在描述柱状图的时候, 要注意图标旁边的图例并认清横轴和纵轴所代表的内容, 还要注意各种柱状图例之间的关系。

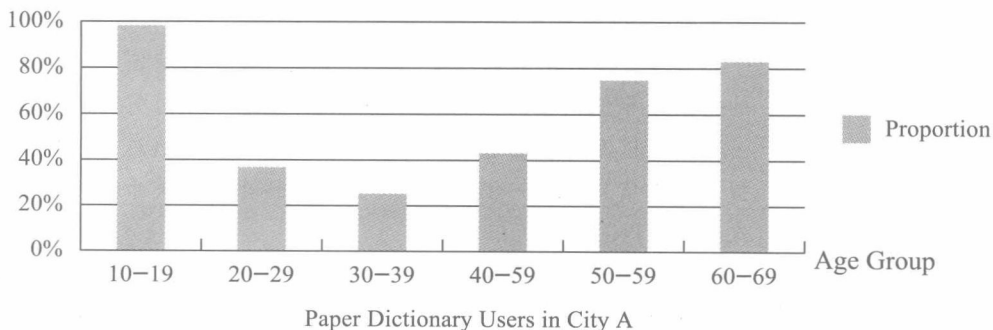


图 1-3

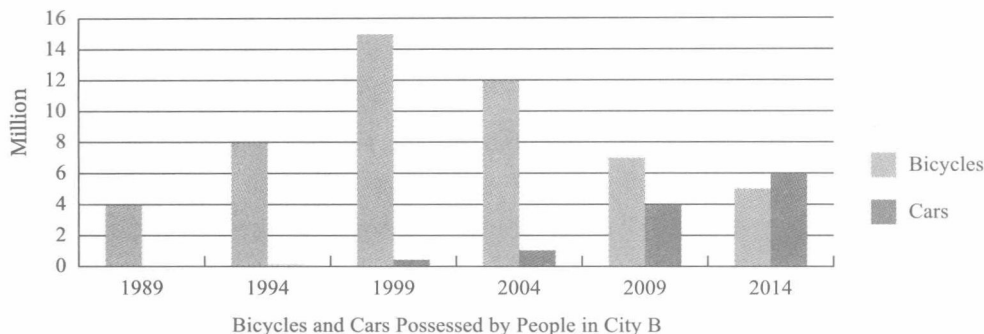


图 1-4

数据表 (table of figures) 的特点是信息量大, 系统性强。描述数据表的时候, 和其他图表一样, 要把各类数据进行对比和比较, 但要着重分析那些具有代表性的数据。

Changes in People's Way of Shopping Between 2004 and 2014						
Year	2004		2009		2014	
Sex	Female	Male	Female	Male	Female	Male
In-store shopping	95%	99%	47%	70%	10%	55%
Online shopping	5%	1%	53%	30%	90%	45%

图 1-5

图表的描述一般包括以下四个部分: 开始陈述、总体描述、详细描述、结束陈述。本章讲解和示范的是开始陈述部分, 其余三部分将在后续章节中依次讲解和示范。

通过观察以上各类图表, 不难发现: 除了饼状图和表格以外, 线状图和柱状图的特点很相似, 可以直观地反映研究对象在一定范畴内的变化程度或发展趋势。这一特点可以在总体描述时成为语言表达中的重要信息, 因此在看图时需要敏锐地捕捉到这类信息, 并转化为适当的语言表达出来。关于变化程度和发展趋势的描述方式, 会在以后的章节中详述。

综观以上各类图表, 还可以发现它们共有的一个特点, 即能直接呈现统计数据中的最大值和最小值。在详细描述时, 对于这两组数值的组内和组间比较, 也是详细描述的主要着眼点。关于最值比较的表达方式, 以及详细描述时如何定位着眼点等内容会在后面的章节中涉及。

在进行图表描述的过程中, 内容上需要特别注意突出重点, 点明趋势, 选取有

More Samples

代表性的对象进行比较或者说明，结束陈述时要再次强调图表说明的主要问题，并适当进行评论；在形式上需要特别注意各种习惯表达的运用、句式的多样化以及句子间的衔接和逻辑性。

以图1-2为例，开始陈述：

The line chart describes the population of male smokers and female smokers in China between 1980 and 2014.

以图1-3为例，开始陈述：

The bar chart indicates the data of paper dictionaries used by people in different age groups in China.

以图1-4为例，开始陈述：

The bar chart illustrates the number of bicycles and cars people in City B owned in the 1989–2014 period.

以图1-5为例，开始陈述：

The table provides some interesting data regarding how women and men changed their way of shopping over the period from 2004 to 2014.

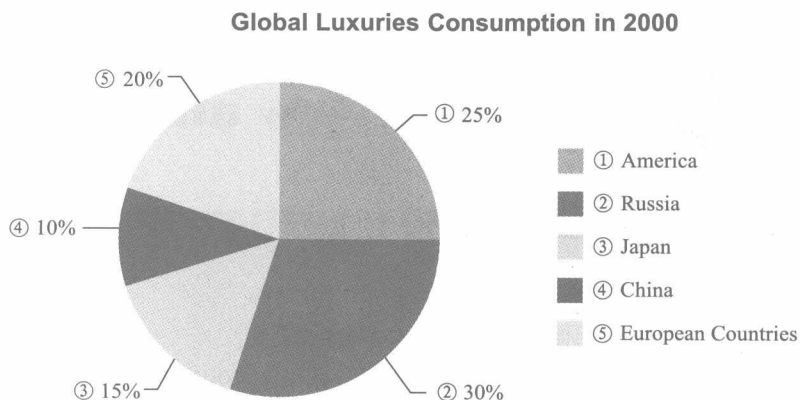
说明：以上划线部分就是开始陈述的常用表达方式。

Exercises

Please analyze the following two graphs, mark the key tasks by circling the key words and design the beginning of your description carefully. Then, exchange your description with your classmates.

Exercise 1

You are required to talk about the following two charts, giving your account of the changes in global luxuries consumption in 2000 and 2010.



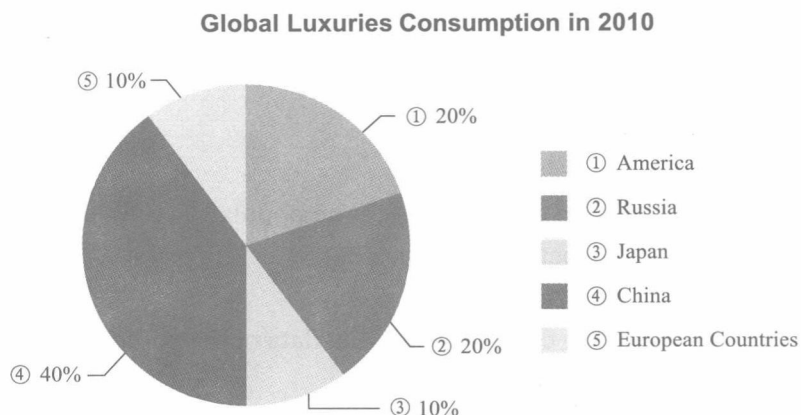


图 1-6

Exercise 2

Please talk about the following chart, giving your account of the data about patients suffering from heart attack in the month of October.

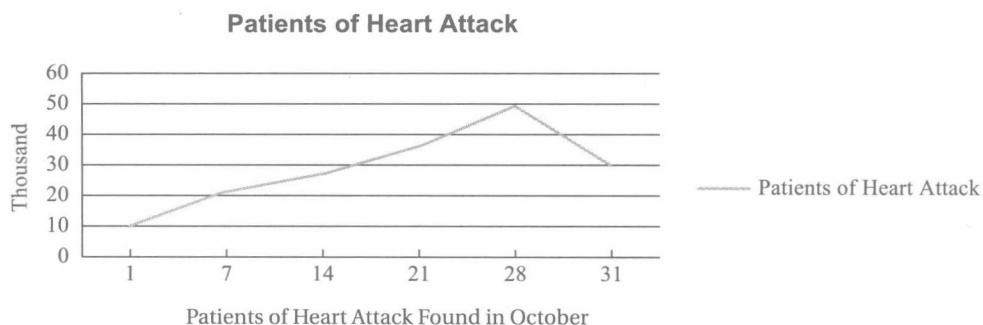


图 1-7

Part Three Interview and Communication

Introduction, Greeting and Invitation

Instructions

介绍与问候、邀请

我们可以通过自我介绍 (self-introduction) 或他人介绍 (introduction) 与问候 (greeting) 来让对方了解简单的个人信息, 以达到相互认识的目的。