

高等学校商务英语系列教材

翟象俊 主审

Business English *Listening and Speaking*

商务英语 听说教程

第2册

■ 总主编 杨翠萍
■ 主 编 宋 梅
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内 容 简 介

《高等学校商务英语系列教材》是一套针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。《商务英语听说教程》是该系列教材之一，本书为第2册，共15个单元，每单元为学生提供了内容丰富的听说材料，并配有相应的录音磁带。

本书选材新颖，趣味性强，情景逼真，文体各异，语言地道，练习形式生动多样，既有利于学生打下扎实的英语基础，又有助于他们学习经贸专业英语，为今后从事各种商务活动奠定良好的基础。

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前言

《商务英语听说教程》是针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。本教程突破了传统的教材模式,综合考虑了高校经贸英语专业学生的特点,力求把经贸知识的传授和英语听说技能的培养结合起来。本教程以循序渐进的方式,通过内容丰富、专业面广、程度适宜、饶有趣味的商务材料,促使学生积极参与有关商务实践的听说活动,在提高其口语表达能力的同时,了解商务活动的各环节,拓宽视野,获取新知识。

本教程以全国英语教学指导委员会制定的《专业英语基础阶段教学大纲》为基准,扩大输入量,进一步巩固、深化语言基础,提高语言运用能力。本教程从学生的实际水平出发,从语言的基本单位(如音标、单词、句型等)入手,对学生的语音、语调等进行逐项训练,并且商务材料的比例在4册书中逐渐增加。本教程的练习方式为先输入后输出,听说交叉,在选材及练习设计上始终遵循“学用结合,重在运用”的原则。本教程体现了以下几个特点。

1. 丰富性。本教程为学生提供了许多商务方面的听说材料,内容涵盖经贸、金融、企业管理、商业文化、信息技术、旅游等各个领域,而且相当一部分材料具有强烈的时代气息。

2. 多样性。本教程精心设计了形式各异的练习。听力练习有选择、判断、归纳大意、填写表格等形式。口语练习围绕对话主题或交际功能设计,主要有双人对话、角色表演、小组讨论、辩论、大组汇报、调查问卷等形式。

3. 真实性。本教程充分利用了因特网的丰富资源,其中相当部分的数据、图表等内容均来自一些企业和公司的交际活动,场景真实,语言生动、规范,趣味性强,从而可以使学生真切地掌握相应的英语及商务实践的技能。

4. 实践性。本教程特别突出对学生口头交际能力的培养,为学生提供了诸多在现实生活中灵活运用英语语言的场景。口语练习主要讨论一些与日常生活和商务活动密切相关的话题,并且提供了大量的相关词汇、短语及句型,以鼓励学生结合自己的经历、感受大胆开口,踊跃参与。

《商务英语听说教程》共4册,分两个学年使用,每册配有相应的教师参考书和录音磁带。本书是第2册,共15个单元,供学生第二学期使用。每单元围绕一个主题设计,由6个部分组成。

Part I Checking Homework for Review 此部分是结合Part VI设计的练习,主要针对学生在前一个单元所做的课后听说练习进行检查,以达到温故而知新的教学目的。

Part II Micro-listening 此部分旨在帮助学生复习、巩固基本语法结构,主要包括疑问、否定、倒装、强调、比较、虚拟等。

Part III Directed Conversations 此部分主要围绕英语中常用的功能意念表达进行对话训练,内含形式各异的听力与口语练习。

1. 听力练习：检查学生对所听材料的理解。
2. 短语和句型总结：要求学生总结、归纳听力材料中出现的常用的相关功能意念表达方式，并进行口语操练。
3. 口语操练：在顺利完成以上练习的基础上，启发学生开口。练习形式包括看图说话、编对话、表演和小组讨论等。

Part IV Listening and Speaking 此部分着重语篇方面的听说训练，以培养学生的综合能力，练习主要有以下3项。

1. 热身练习：围绕文章内容或学生感兴趣的问题向学生提问，鼓励学生大胆表述，以便顺利导入后续的听说练习。
2. 听力练习：培养学生对通篇材料的理解和摄取具体信息的能力。
3. 口语练习：主要围绕两篇短文内容设计，附加相关主题的讨论，以激发学生的想像力，培养学生的综合概括及表述能力。练习形式为复述、对子练习、小组讨论或大组汇报等。

Part V Entertaining Listening 为了增加本教程的趣味性，提高学生的学习兴趣，此部分为学生提供了通俗易懂的英文歌曲或诗歌，使学生在欣赏的同时，适当做些填词练习。

Part VI Exercises After Class 此部分内容为本教程的主要特色之一，旨在进一步巩固课堂所学内容，为学生提供更多的听、说训练，使学生课内、课外学习相结合，听说训练不间断。

本教程的编写是以每周4学时为基础的，编者建议每周完成一个单元，教师也可根据学生的实际情况灵活使用本教程。

在国内外语界享有盛名的复旦大学翟象俊教授担任本教程的主审。从体系的形成到具体的编写，翟象俊教授都给予了我们极大的指导，并提出了许多宝贵的意见和建议。在此我们对及所有关心和支持本套教材编写和出版的人员表示衷心的感谢。

虽然本教程是在全体参编教师多年的教学实践与研究基础上产生的，但仍可能存在一些不妥之处，欢迎各位专家、同仁及使用本教程的广大师生批评指正。

编者
于华东师范大学
2004年1月

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Unit 1

Have We Ever Met Somewhere?

Part I

Checking Homework for Review

You students have just come back from your vacation, please talk, in a group of four, about your experiences, such as traveling, past-time jobs, books, entertainment, etc.

Part II

Micro-listening

Calculation (1)

2.1 Listen to the following statements and questions carefully. Work out each problem and choose the correct answer from the four choices marked a, b, c and d.

1. a. \$111.79. b. \$83.79. c. \$91.79. d. \$235.79.
2. a. 1,743 feet. b. 291 feet. c. 435 feet. d. 1,452 feet.
3. a. \$60.02. b. \$39.98. c. None. d. \$100.
4. a. \$5.00. b. \$6.00. c. \$12.00. d. \$4.00.
5. a. 220 miles. b. 280 miles. c. 445 miles. d. 390 miles.
6. a. \$5.50. b. \$5.85. c. \$5.35. d. \$4.50.
7. a. 2 letters and 2 postal cards.
b. 3 letters and no postal cards.
c. 1 letter and 3 postal cards.
d. No letters but 4 postal cards.
8. a. Not yet. b. Certainly. c. Not sure. d. Maybe.
9. a. 36 inches or 1 yard and 20 nails.
b. 12 inches and 60 nails.
c. 24 inches and 48 nails.
d. 48 inches and 15 nails.
10. a. $\frac{1}{3}$ of a yard. b. $\frac{1}{6}$ of a yard. c. $\frac{1}{2}$ of a yard. d. $\frac{3}{4}$ of a yard.



2.2 Listen to the statements and questions, then try to do the following exercises.

- a) Tell whether the statements you hear are true or false. Write T for true and F for false in each blank.

New Words and Expressions

quarter	/ˈkwɔ:tə(r)/	n.	<美> 二十五美分硬币
dime	/daɪm/	n.	<美> 一角硬币
nickel	/ˈnɪkl/	n.	五分镍币 (美国和加拿大使用)
penny	/ˈpenɪ/	n.	<英> 便士; <美> 分 (复数形式: pennies 或 pence)

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

- b) Use the information below to answer the questions you hear. Write your answer in each blank. You can have a minute to glance over the information.

<u>Dog</u>	<u>Height</u>	<u>Weight</u>
Beagle	13"	23 lb
Collie	22"	50 lb
Irish Setter	27"	60 lb
German Shepherd	24"	70 lb
Saint Bernard	30"	165 lb
Basset Hound	12"	38 lb
Cocker Spaniel	15"	27 lb
French Poodle	10"	7 lb

6. _____
7. _____
8. _____
9. _____
10. _____

Part III**Directed Conversations***Listening Comprehension*

In our practical daily life or in business activities, we often meet such occasions on which we have to communicate with unfamiliar people. So it is very important to know how to start talking in different cases.

- 3.1 Listen to the following conversations and figure out the topic for each conversation. Draw a line to match each topic with the relative conversation you hear.

Conversations

Conversation 1

Conversation 2

Conversation 3

Conversation 4

Conversation 5

Conversation 6

Topics

A talk at a trade fair

Occupation

Going for a tour together

The best places to visit

Language used in talk

Recognizing an acquaintance

- 3.2 Listen to the following conversations and complete the sentences with the information you hear.

Conversation 1

M: Excuse me, _____? Your face _____ to me.

W: Really?

M: Oh, yes. _____. You are _____ in Los Angeles, is it right?

W: That's right. _____? Er ... you must be Mr. ...

M: Mr. Wang from CMC Beijing. We _____ last year.

W: Fancy meeting you, Mr. Wang. _____. How's your business?

M: It's fine.

Conversation 2

M: _____?

W: Yes, I am. My name is Linda Harrison.

M: _____. I'm Maine Albert. _____.

W: Nice meeting you, too.

M: _____?



W: _____ Department.

Conversation 3

W: Your accent _____.

M: You've got it. I'm from Shanghai.

W: What a coincidence! _____. Where do you live in Shanghai?

M: _____.

Conversation 4

W: _____ are you from?

M: That's right. I'm from Chicago. _____? Where are you from?

W: I'm Chinese.

M: Chinese? _____. Where did you learn English?

W: In China.

M: Fancy that! Your country must _____.

Conversation 5

W: _____.

M: It sure is.

W: _____ that they don't have enough cash registers opened.

M: Yes, they should _____ right now.

W: _____. But it looks _____ in line.

M: So, hold your horses. _____ very soon.

3.3 Listen to the following conversations carefully and then answer the questions you hear after each conversation.

New Words and Expressions

coincidence	/kəu'insidəns/	<i>n.</i> 同时发生或存在(尤指偶然)的事
whereabouts	/weəə'baʊts/	<i>ad.</i> 从何处(询具体地址)
hold one's horses	(俚)忍耐	

Conversation 1

Answer 1. ~~~~~



Answer 2. _____

Conversation 2

Answer 1. _____

Answer 2. _____

Conversation 3

Answer 1. _____

Answer 2. _____

Conversation 4

Answer 1. _____

Answer 2. _____

Conversation 5

Answer 1. _____

Answer 2. _____

Interaction Activities

- 3.4 Tell each other what you have heard about how to open a conversation and study the following useful expressions together.**

Dreadful weather, don't you think so?

Freezing, isn't it?

Horrible weather we're having.

Say, don't I know you from somewhere?

Excuse me for asking, but are you Mr. ...?

Excuse me, but could you tell me the time?

Excuse me, but didn't we meet in ...?

Excuse me, do you mind if I sit here?

Excuse me, have you got a light by any chance?

Excuse me, I hear you are a musician.

Sorry, I couldn't help overhearing. Did you mention something about the accident?

Sorry, but can I have a look at the newspaper?

Do excuse me, but are you flying to New York?



3.5 Oral Practice

1. Choose at least three openings from the above box to start a relative conversation with your partner. Try to keep your conversation moving with some ideas you've got from the previous listening exercises 3.1 – 3.3.
2. You and your partner are in the following situations. Take turns to start a conversation by using the cues below. Try to continue the conversation.
 - in a line at a bank
 - A: boring/long line
 - B: agree/hope/open more counters
 - at a receiving party
 - B: think/great party
 - A: company's parties/always wonderful
 - at the airport
 - A: can't wait/get to Shanghai
 - B: your ideas
 - on the first day of Guangzhou Trade Fair
 - B: think/a big trade fair/more people than before
 - A: your ideas
3. In a group of three or four students, take turns to role-play the situation below following the given model.

You see someone you think you know. You don't remember the person's name, but you think you remember something about him/her.

- work for IBM
- take the same plane
- studied at the same university
- your ideas

- ◆ Don't I know you from somewhere?
- ◆ Haven't we met before?
- ◇ I'm not sure. Do you...?
- ◇ I'm not sure. Have we...?
- ◆ I think we were in the same MBA course.
- ◆ You were in my MBA class, weren't you?



◇ Oh, yes. I remember you now.	◇ No, I don't think so.
◇ Yes, that's right.	◇ I think you have the wrong person.
◆ My name is ...	◆ Oh, sorry.
◆ I'm ...	

Part IV

Listening and Speaking

Passage One

4.1 Before you listen to the passage, try to answer the following questions.

1. What do you talk about when you meet someone for the first time?

~~~~~

~~~~~

2. Generally, we should choose different topics when talking with someone we meet first, someone with whom we are a little familiar and someone we know quite well. What are the topics you often use in the three cases?

For the People We Meet First	For the People with Whom We Are a Little Familiar	For the People We Know Quite Well

New Words and Expressions

acquaint	/ə'kweɪnt/	vt. 使熟悉
identity	/aɪ'dentɪtɪ/	n. 身份
routine	/ru:'ti:n/	n. 常规, 日常事务
marital	/'mæɪrɪ(ə)l/	a. 婚姻的
aspiration	/æspə'reɪʃ(ə)n/	n. 渴望
philosophical	/fɪlə'sɒfɪk(ə)l/	a. 哲学的
mutual	/'mju:tʃuəl/	a. 相互的, 共有的
acquaintance	/ə'kweɪntəns/	n. 相识, 熟人



possession

/pə'zeʃ(ə)n/

n. 拥有, 所有

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

1. () When two people get to know each other very well, they can talk anything as they like.
2. () You should ask a customer his ability to drink alcohol when you invite him to a dinner.
3. () Never touch topics like marital status, age, salary, political and religious beliefs.
4. () You'd better not show interest in how much a person's new dress costs.
5. () Personal topics can be touched when two familiar people meet each other.

4.3 Listen to the passage again and tick each topic for the proper situation in the following table. One has already been done for you as an example.

Topics	First Meet	Somewhat Familiar	Know Well
Work			
Social Identity	✓		
Marital Status			
Education			
Career Aspirations			
Critical Evaluation			
Personal Interests			
Political Beliefs			
Likes and Dislikes			
Religious Ideas			
Financial State			
Health Problem			
Age			



续表

Salary			
Technical Knowledge			

4.4 Oral Practice

Role-play according to the following situation in a group of four or five students.

You attend the Guangzhou Trade Fair annually on behalf of your company. This year, you come again. On the first day of the Fair, there are a great many people present; among them some are your old acquaintances, some are your new friends, still some are strange to you.

- You are making small talks with them;
- You are trying to get to know more people around you;
- Tell the class what you talked about, and report on something interesting you learned about your old and new acquaintances.

Passage Two

4.5 Before you listen to the passage, try to answer the following questions.

1. Do you have difficulty starting a conversation in Chinese? What's the problem if you have?

~~~~~

~~~~~

2. Do you have difficulty starting a conversation in English? What's the problem if you have?

~~~~~

~~~~~

3. What do you know about the ways to start a conversation and to keep it going?

~~~~~

~~~~~

New Words and Expressions

positive /'pɒzɪtɪv/

self-disclosure /selfdɪs'kləʊʒə/

circumstance /'sɜ:kəmstəns/

a. 肯定的, 积极的

n. 自我表露, 表白

n. (常用复数)环境, 境况



grace	/greɪs/	<i>n.</i> 风度, 优雅
workable	/ˈwɜːkəb(ə)l/	<i>a.</i> 可使用的
blend	/blend/	<i>n. vt.</i> 混合
at a loss	困惑, 不知所措	
fall back on	求助于	

4.6 Listen to the passage and choose the best answer to complete each of the following statements.

- People like to receive compliments, because _____.
 - they don't pretend to reject the compliments
 - they are praised and the positive aspects of their personality is paid attention to by others
 - they like the feeling of being respected for their knowledge or opinion
 - both b and c
- Self-disclosure concerns all the following points EXCEPT _____.
 - talking to yourself
 - indicating your fears
 - explaining your present circumstances
 - opening doors to new acquaintances
- _____ is helpful to form the basis for communication.
 - Having other people talking
 - Keeping the talk going
 - Asking about other person's interests, hobbies, and line of work, etc.
 - Being a patient listener
- One of the important principles in getting a conversation going is _____.
 - to request more information
 - to make a two-way conversation
 - to get rid of shyness
 - to be a good listener
- The basis for conversations includes all of the following BUT _____.
 - listening attentively to each other
 - responding actively to each other
 - requiring more information
 - asking each other more questions
- _____ principles are mentioned by the speaker.

a. 4 b. 5 c. 3 d. 6

4.7 Listen to the passage again and complete the following table with the information you hear.

Principles in Starting a Conversation	Description	Examples of Expressions
Giving compliments	One way to start a conversation	<ul style="list-style-type: none"> ➤ How did you ever think of that great decision made by the boss? ➤ What good products have you seen that you'd recommend? ➤ _____ _____
_____	A good way to get someone involved in a conversation	<ul style="list-style-type: none"> ➤ I'd like to do that, but I'm afraid I don't know how. ➤ _____ _____
Social graces	_____	<ul style="list-style-type: none"> ➤ Are you lost? Can I help you? ➤ Your hands are loaded; let me open the door. ➤ _____ _____ _____
_____	Getting the other talking; A good device for keeping conversations going	<ul style="list-style-type: none"> ➤ How do you like the weather? ➤ Do you enjoy this trade fair? ➤ _____

4.8 Oral Practice

Role-play according to the following situation in a group of four or five students.

A big party is being held to celebrate the 20th anniversary of your company. When music starts, everyone except a few gets up to dance. You decide to start a