

全国职业技能英语系列教材

总主编 丁国声

IVP



*International English
for Office Communication*

国际办公英语

JoAnne Meise 原著

赵翠华 等 编译



北京大学出版社
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总序

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我国高职高专教育的春天来到了。随着国家对高职高专教育重视程度的加深,职业技能教材体系的建设成为了当务之急。高职高专过去沿用和压缩大学本科教材的时代一去不复返了。

语言学家 Harmer 指出:“如果我们希望学生学到的语言是在真实生活中能够使用的语言,那么在教材编写中接受技能和产出技能的培养也应该像在生活中那样有机地结合在一起。”

教改的关键在教师,教师的关键在教材,教材的关键在理念。我们依据《高职高专教育英语课程教学基本要求》的精神和编者做了大量调查,秉承“实用为主,够用为度,学以致用,融类旁通”的原则,历经两年艰辛,为高职高专学生编写了这套专业技能课和实训课的英语教材。

本套教材的内容贴近工作岗位,突出岗位情景英语,是一套职场英语教材,具有很强的实用性、仿真性、职业性,其特色体现在以下几个方面:

1. 开放性

本套教材在坚持编写理念、原则及体例的前提下,不断增加新的行业或岗位技能英语分册作为教材的延续。

2. 国际性

本套教材以国内自编为主,以国外引进为辅,取长补短,浑然一体。目前已从德国引进了某些行业的技能英语教材,还将从德国或他国引进优秀教材经过本土化后奉献给广大师生。

3. 职业性

本套教材是由高职院校教师与行业专家针对具体工作岗位、情景过程共同设计编写。同时注重与行业资格证书相结合。

4. 任务性

基于完成某岗位工作任务而需要的英语知识和技能是本套教材的由来与初衷。因此,各分册均以任务型练习为主。

5. 实用性

本教材注重基础词汇的复习和专业词汇的补充。适合于在校最后一学期的英语教学，着重培养和训练学生初步具有与其日后职业生涯所必需的英语交际能力。

本教材在编写过程中，参考和引用了国内外作者的相关资料，得到了北京大学外语编辑部的倾力奉献，在此，一并向他们表示敬意和感谢。由于本套教材是一种创新和尝试，书中瑕疵必定不少，敬请指正。

丁国声

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2008年6月

GRAMMAR

Simple present
Adverbs of frequency

Present continuous
Prepositions of position

Present continuous with
a future meaning

Simple past
Question words

Modal verbs in requests
and offers

will vs going to

Present perfect and present
perfect continuous

Comparatives and superlatives

CULTURE

Using first names

Small talk disasters

Goodbye, secretaries!

Working mothers

Keeping the harmony

How sorry are you?

Getting personal

A culture quiz

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Greetings & introductions



Andrea Bauer is the secretary for the sales department in LRT Software GmbH, a multinational company based in Bruchsal Germany. One of her responsibilities is to organize the annual sales meeting and greet the participants when they arrive.

||| LRT |||
SOFTWARE

1 Warm up: phrases to greet visitors

Look at Andrea's "to do" list for today.

Annual Sales Meeting		Andrea Bauer	25.03
March 25, 9:00—17:00		DIARY	EDIT
<ul style="list-style-type: none"> <input type="radio"/> check equipment in conference room <input type="radio"/> greet regional sales directors at reception <input type="radio"/> distribute name tags <input type="radio"/> order lunch at executive dining room 			

- What phrases can she use to greet visitors in English? With a partner, make a list.

Hello Good morning

Vocabulary Assistant

distribute	分发
name tags	姓名签
executive dining room	会议专用餐厅

2 Greetings and its respondings

2.1. (Recording: Exercise 1) Listen to the dialogues and tick (✓) the phrases on your list that you hear.

- Listen again and fill in the missing words or phrases.

DIALOGUE 1

Andrea _____¹ Are you here for the sales meeting?

Juan Yes, _____² Juan Podadera. _____³ the Madrid sales office. I'm the new sales director there.

Andrea _____⁴. _____⁵ Andrea Bauer, the sales department secretary.

Juan _____⁶

Andrea Here's a name tag for you, Mr. Podadera. The conference room is just down the corridor here. You can help yourself to coffee and cookies.

Juan Thank you.

DIALOGUE 2

Andrea Good morning, Bob. _____⁷

Bob _____⁸

Andrea, _____⁹

Andrea _____¹⁰

Bob Just fine. _____¹¹

Jane Kapinski, the new sales rep for the western US? Jane, _____¹²

Andrea Bauer.

Jane _____¹³

Andrea Nice to meet you, Ms Kapinski. Welcome to Bruchsal!

- Which visitor does Andrea already know?

Answer _____

2.2. Match the phrases to the responses.

- | | |
|-------------------------------|--------------------------------|
| 1 May I introduce you to ...? | a No, I don't think we've met. |
| 2 Nice to see you again. | b Nice to meet you. |
| 3 How are you? | c Pleased to meet you, too. |
| 4 Do you know ...? | d Nice to see you, too. |
| 5 Pleased to meet you. | e Fine, thanks, and you |

<i>Introductions</i>	<i>Greetings</i>
My name is... / I'm ...	Good morning / afternoon / evening.
I'm from...	Nice to see you again.
May I introduce you to...?	How are you?
This is...	Fine, thanks, and you?
Do you know...?	
I don't think we've met.	
Pleased to meet you.	
Nice to meet you, too.	

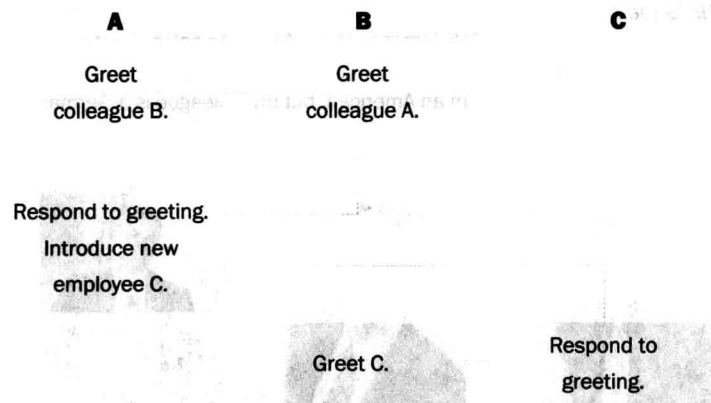


2.3. Complete the dialogue with the phrases above.

- A Hello, Andrea. N _____. How _____ ?
- B _____, Wilma, _____ ?
- A Very well, thank you. Andrea, d _____ Rachel O'Donnell?
- B No, I don't _____.
- A Rachel is my personal assistant. Rachel, this is Andrea Bauer. She's the department secretary here.
- C _____.
- B Pleased to meet you, too.

2.4. Practice greetings and introductions in groups of three.

Use the flow chart below to help you.



When you introduce yourself, first say your first name and then your last name.

My name is Peter Werling.
Werling.

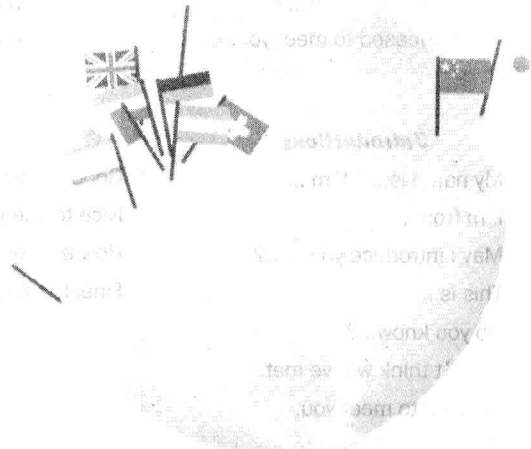
Hello, my name is Mike Barrows.
I'm Regina Miller.
Miller-Regina.

- Partner A** _____
- Partner B** _____
- Partner C** _____

3 Introduction to nationalities, jobs and office tasks

3.1. The sales directors come from many different countries. Complete the table below.

Country	Nationality
_____	Austrian
Brazil	_____
_____	British
China	_____
_____	French
Germany	_____
Ireland	_____
Japan	_____
_____	Dutch
Spain	_____
_____	Swedish
Switzerland	_____
_____	_____
_____	_____



■ Imagine that you are a sales department secretary of a company. What countries does your company work with? Add them here.

Answer _____

3.2. Now introduce these regional sales directors as in the examples.

*This is Juan Podadera from Madrid.
He 's the Spanish sales director.
Do you know... ? She 's/He 's the...
sales director.*

We use articles (a/an/the) before job titles but not for nationalities alone.

I'm a personal assistant and Mr Roberts is an engineer. We both work for Mr Hartmann. He 's the engineering director.

Bob Jameson is the American sales director.

I'm an American, but my colleague is a German.



Marijke van Helt
Amsterdam



Dennis Filmore
London



Juan Podadera
Madrid



Vijay Gupta
New Dehli



Marie Chardin
Paris



Marina da Silva
Sao Paulo



Haoping Ling
Shanghai



Diane Hessler
Zurich

3.3. (Recording: Exercise 7) Look at these office tasks. Which ones do you do? Then listen to the dialogue and tick (✓) the correct boxes for Andrea and Marta.

■ **Now answer these questions.**

- 1 Does Andrea organize meetings?
- 2 Does Marta make travel arrangements?
- 3 Do the other sales staff take telephone calls?
- 4 Who does the filing?
- 5 Who writes reports?

	Andrea	Marta
take telephone calls	<input type="checkbox"/>	<input type="checkbox"/>
sort the mail	<input type="checkbox"/>	<input type="checkbox"/>
do the filing	<input type="checkbox"/>	<input type="checkbox"/>
write letters	<input type="checkbox"/>	<input type="checkbox"/>
write reports	<input type="checkbox"/>	<input type="checkbox"/>
make travel arrangements	<input type="checkbox"/>	<input type="checkbox"/>
make appointments		
for the sales director	<input type="checkbox"/>	<input type="checkbox"/>
for the sales staff	<input type="checkbox"/>	<input type="checkbox"/>
organize meetings	<input type="checkbox"/>	<input type="checkbox"/>
meet and greet visitors	<input type="checkbox"/>	<input type="checkbox"/>
take minutes during meetings	<input type="checkbox"/>	<input type="checkbox"/>

1 Answer _____

2 Answer _____

3 Answer _____

4 Answer _____

5 Answer _____

3.4. We use the simple present to describe routines and everyday tasks. Complete the tables.

I	_____ <i>take</i> _____	telephone calls.
He/She	_____	
You/We/They	_____	

<u>Do</u> the sales staff <u>take</u> telephone calls?	—No, they _____.
_____ Andrea _____ telephone calls?	—Yes, she does.
Who _____ telephone calls?	

3.5. Put the verbs in the simple present to complete the text about LRT.



||| LRT |||

LRT _____¹ (be) a leading provider of e-business tools. We _____² (offer) the solutions and services that companies _____³ (need) to reach their goals. Our customers _____⁴ (use) our Internet software for a variety of business applications. The LRT e-business platform _____⁵ (help) companies, their employees, customers, and partners work together successfully. We _____⁶ (not/sell) software — we _____⁷ (deliver) solutions. _____⁸ (you/want) to learn more about LRT?

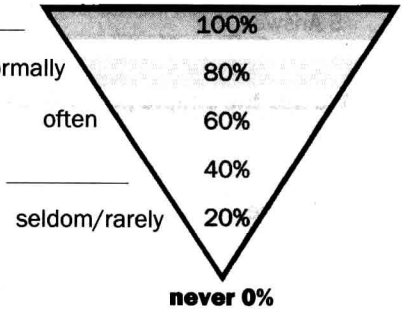
Contact us at info@LRTE-solutions.com

Vocabulary Assistant

e-business 电子商务
platform 平台

3.6. Look at the phrases from the dialogue in exercise 7.

_____ / normally
I *usually* write letters.
Marta *sometimes* does it for me.
Marta *always* sorts the mail.



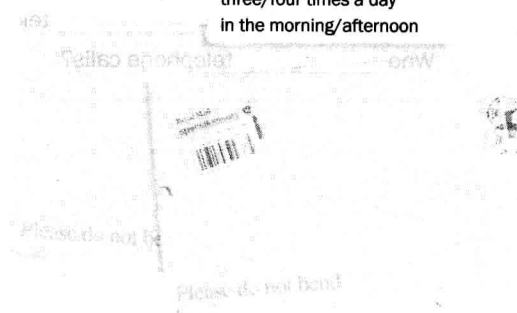
■ Where would you put the words usually, sometimes and always on this scale?

Answer _____

once a day/twice a day
three/four times a day
in the morning/afternoon

3.7. With a partner, ask and answer questions about your job. Take notes on your partner's answers.

When do you open the mail? How often do you read your email?
—I usually open the mail in the morning. —I read my email twice a day.



■ **Now report on your partner to the class.**

Susanne usually opens the mail in the morning.
She checks her email twice a day...

Your report _____

3.8. Match the Jobs below.

- | | |
|-----------------------------------|---------------------------------|
| 1 accountant | <input type="checkbox"/> 秘书 |
| 2 customer service representative | <input type="checkbox"/> 部门经理 |
| 3 department manager | <input type="checkbox"/> 客户服务代表 |
| 4 personal assistant | <input type="checkbox"/> 技术员 |
| 5 receptionist | <input type="checkbox"/> 接待员 |
| 6 sales representative | <input type="checkbox"/> 销售代表 |
| 7 secretary | <input type="checkbox"/> 会计 |
| 8 technician | <input type="checkbox"/> 个人助手 |

■ **Which of the jobs above fit these descriptions? Find descriptions for the others.**

1. He is the first to greet visitors to the company.

Answer _____

2. She assists the manager of a department or company.

Answer _____

3. He keeps the financial records of the company.

Answer _____

4. She's in charge of the department.

Answer _____

■ **Imagine that you are a clerk in a company, think of four jobs in your department. Describe the jobs to a partner and find an English name for them.**

Answer _____

3.9. What questions can you ask for the following information?

- name
- job title
- company
- main responsibilities

Main responsibilities:

- speak to customers about software, needs
- answer questions on-the-customer hotline
- support sales staff on technical questions

LRT SOFTWARE

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Your questions _____

3.10. First fill out the chart below for yourself. (Use your own or invent the details.) Then introduce yourself to a partner and exchange information. Write in your partner's details.

	Me	My partner
name		
company		
job title		
main responsibilities		

- **Now stand up and move around the classroom, introducing yourself and your partner to others in the class. After five minutes, see how many details you can remember about the people you have met.**

Your introduction _____

4 Culture — Using first names

Look at this excerpt from an online forum. Work with a partner and write a comment of your own. If you need help, look at *The Official Office Guide*.

@ OFFICE NEWS
intercultural forum

▶ Letters

✉ **Posted by sylvia reinhard.**
 ⌚ 5 Sept 8:05 pm
 Hello everyone, I work for a German company in Stuttgart. We have many customers from the US and they always call me by my first name. This even happens on the phone, with people I don't know at all. I think this is very strange and too personal. Is this usual behavior in US business?

▶ Responses

✉ **Posted by Jessica T.**
 ⌚ 6 Sept 10:32 am
 Hi Sylvia, I work for a company in Chicago. Here everyone (CEO, department manager, secretary ...) uses first names. The same is true when we talk to customers. I think this is usual for most American companies and not impolite. What's common in Germany?

✉ **Posted by Confused in Cologne.**
 ⌚ 6 Sept 11:58 am
 Hello Sylvia & Jessica, I also work for a German company. I'm a receptionist and last week we had a visitor from the States. She saw my name on the desk and said "Good morning, Uli". After I took her information, I said "Please go to room 105, Mary". She seemed shocked that I used her first name, but isn't this normal in the US? Did I do something wrong?

[Read Responses](#) | [Post a New Response](#) | [Return to the index](#)

FIRST NAME OR TITLE?

When you meet an English speaker for the first time, address the person with a title and surname (eg Mr Smith). For women, the best alternative is Ms (pronounced Mizz) for married and single women. To introduce yourself, use your first name and surname, without a title.

Wait for permission before using first names. In new British industries, the use of first names is more and more usual, but not in traditional companies. Most Americans offer to use first names immediately. This doesn't mean that they want to be close friends; it is simply normal in US business to use first names only. However, be careful—some English-speakers, especially managers, still prefer to be called Mr. or Ms.

5 Information bank: How to greet and introduce someone

5.1 How to properly greet someone?

It is easy to establish contact with warmth, affection and an interested expression. Be open, receptive and friendly and keep up the small talk! Here are some easy steps on how to greet the people that you meet in a sincere and open way.

1. Approach the person.
2. Say "Hey, how's it going?" or something similarly friendly.
3. Shake hands.
4. The polite way of meeting someone is:
Say, "Good Morning/Afternoon/Evening. It is nice to meet you."
5. Shake hands.
6. Ask, "How are you?"
7. Find small talk topics. To continue the conversation, make small talk remarks about the weather, family, how far you travelled, etc.



Notes

1. Don't approach someone who does not want to be approached (look for their body language towards you).
2. Keep in mind that greetings vary by culture. While the generic Western conventions have become widespread enough that a hand offered for shaking will not be misinterpreted, be careful of the more subtle differences. For example, in Asia people draw a different line between "eye contact" and "staring".