

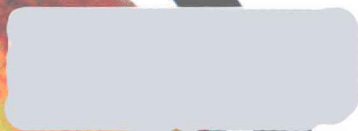
新版

剑桥大学考试委员会推荐BEC1考试用书

# 剑桥商务英语教程

## Getting Ahead

A communication skill course for Business English



**自测习题集** Home Study Book

**第四版**

Sarah Jones-Macziola  
and Greg White

 华夏出版社  
HUAXIA PUBLISHING HOUSE

CAMBRIDGE

Cambridge  
Business  
English

新版

# 剑桥商务英语教程

——商务英语的沟通技巧

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第四版



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## 剑桥商务英语教程: 自测习题集

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## How to use the *Getting Ahead Home Study Book*

The *Getting Ahead Home Study Book* has many activities for you to do at home. There are:

- exercises to practise grammar and vocabulary from the *Learner's Book*
- extra listening, reading and writing tasks
- test units to help you check your progress.

Answers to most of the exercises are in the key at the back of the book. Some exercises have no key, so compare your answers with another learner or ask your teacher to check them.

Each unit has three sections; you need about twenty minutes to do a section or an hour for each unit.

Each unit has listening activities in which you will hear speakers in different business situations.

There are complete transcripts of all the listening tasks in the key. You can use these to check your answers or if you cannot understand something.

# Contents

Acknowledgements 致谢	iv	Unit 10 Progress test 2	27
How to use the <i>Getting Ahead Home</i>		Unit 11 Work history 工作经历	29
Study Book 怎样使用该书	iv	11.1 Finding someone a job	29
Unit 1 Introductions and greetings		11.2 Talking about your career	30
介绍和问候	1	11.3 Describing your first job	31
1.1 Introducing yourself	1	Unit 12 Fairs and sales 交易会和销售	32
1.2 Saying where you're from	2	12.1 Finding out about a trade fair	32
1.3 Introducing other people	3	12.2 Talking about products	33
Unit 2 Occupations 职业	4	12.3 Placing an order	34
2.1 Saying what you do	4	Unit 13 Product description 产品描述	35
2.2 Telephoning	5	13.1 Comparing products	35
2.3 Finding out information about people	6	13.2 Saying what's best	36
Unit 3 Companies 公司	7	13.3 Making suggestions	37
3.1 Describing a company	7	Unit 14 Entertaining 宴请	38
3.2 Talking about types of business	8	14.1 Taking a guest to dinner	38
3.3 Finding the perfect partner	9	14.2 Making invitations	39
Unit 4 The place of work 工作地点	10	14.3 Describing food	40
4.1 Giving directions	10	Unit 15 Progress test 3	41
4.2 Talking about departments	11	Unit 16 Firms and factories 公司和工厂	43
4.3 Taking a message	12	16.1 Saying what you've done	43
Unit 5 Progress test 1	13	16.2 Visiting a factory	44
Unit 6 Day-to-day work 日常工作	15	16.3 The company report	45
6.1 Talking about your work	15	Unit 17 Problems, problems 问题, 问题	46
6.2 Describing routines	16	17.1 Dealing with problems	46
6.3 Likes and dislikes	17	17.2 Complaining and apologizing	47
Unit 7 The working environment		17.3 Finding a solution	48
工作环境	18	Unit 18 Future trends 未来趋势	49
7.1 Asking people to do things	18	18.1 Making predictions	49
7.2 Talking about stress	19	18.2 Talking about the future	50
7.3 Giving advice	20	18.3 Changing the way we work	51
Unit 8 Plans 计划	21	Unit 19 Enjoying a business trip	
8.1 Discussing arrangements	21	享受商务旅行	52
8.2 Making arrangements	22	19.1 Finding out about a city	52
8.3 Planning a trip	23	19.2 Making offers	53
Unit 9 Visits and travel 访问和旅行	24	19.3 Thanking	54
9.1 Finding out about hotels	24	Unit 20 Progress test 4	55
9.2 Talking to a visitor	25	Key and transcripts 答案和录音原文	57
9.3 Attending business events	26		

# 1 Introductions and greetings

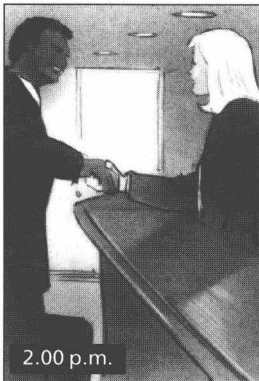
## 1.1 Introducing yourself

### 1 Vocabulary

Morning, afternoon or evening? What do you say?



1 *Good morning*..... 2 .....



3 ..... 4 .....



### 2 Language in use

Complete these conversations with the correct form of the verb *to be* (*am, are, is*). Use short forms where possible, e.g. *'s, isn't*.

- 1 A: Good morning. I .....<sup>(1)</sup> Angela Mancini.  
B: Pleased to meet you. My name .....<sup>(2)</sup> Michael Levitt.
- 2 A: .....<sup>(3)</sup> you Ms Forgues?  
B: Yes, I .....<sup>(4)</sup>. Please call me Maria.
- 3 A: Excuse me, .....<sup>(5)</sup> your name Shepherd?  
B: No, it .....<sup>(6)</sup>. It .....<sup>(7)</sup> Johnston.
- 4 A: .....<sup>(8)</sup> you Mr Lee?  
B: No, I .....<sup>(9)</sup>. I .....<sup>(10)</sup> Mr Fung.
- 5 A: .....<sup>(11)</sup> your name Perroni?  
B: Yes, it .....<sup>(12)</sup>. How do you do?
- 6 A: .....<sup>(13)</sup> they Mike Lee and Melanie Hamilton from Toronto?  
B: Yes, they .....<sup>(14)</sup>.

Now listen and check your answers.

### 3 Vocabulary

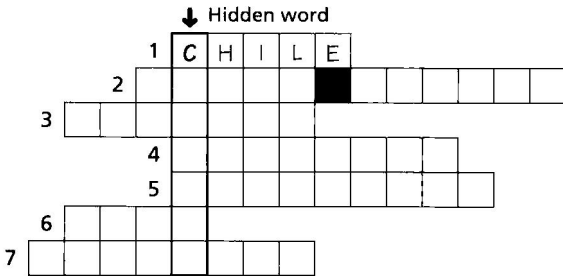
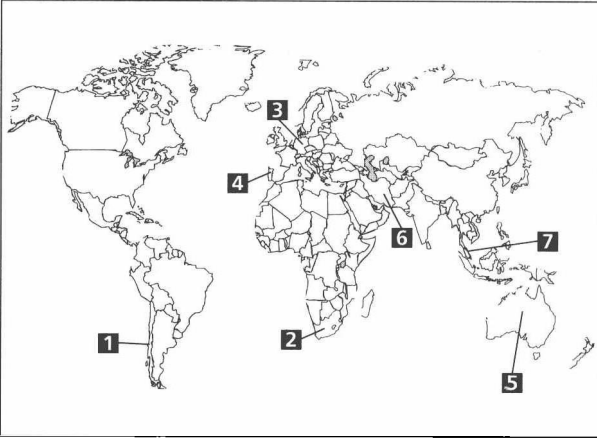
Match the title to the person like this:

- |                        |                           |
|------------------------|---------------------------|
| 1 Ms (+ family name)   | a man                     |
| 2 Mr (+ family name)   | b married woman           |
| 3 Miss (+ family name) | c unmarried woman         |
| 4 Mrs (+ family name)  | d married/unmarried woman |

## 1.2 Saying where you're from

### 1 Vocabulary

Look at this map. Then write the names of the numbered countries in the word grid and find the hidden word.



Now complete this sentence with the hidden word.

Fujitsu is a ..... with offices all over the world.

### 2 Language in use

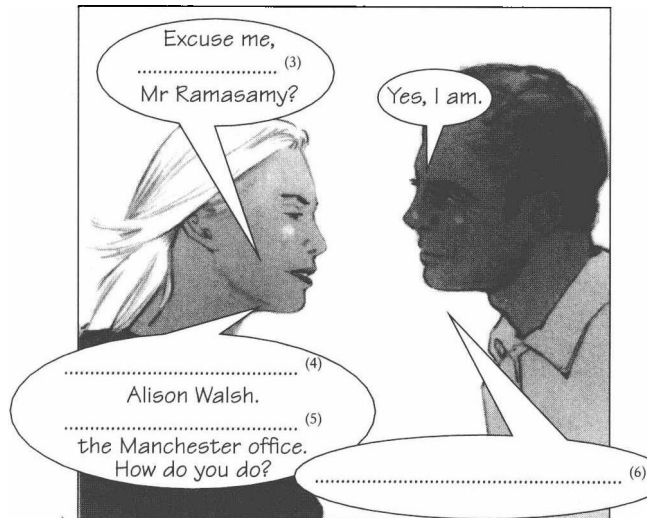
Use the phrases in the box to complete these two conversations.

How are you?    My name's    Fine, thanks.  
How do you do?    are you    I work in

#### Conversation 1



#### Conversation 2



Now listen and check your answers.

### 3 Listening and speaking

Practise introductions and greetings. Listen and answer like this:

VOICE 1: Pleased to meet you. (*beep*)

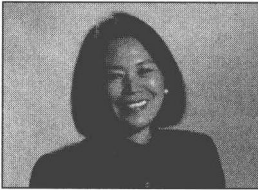
YOU: Pleased to meet you, too.

VOICE 2: Pleased to meet you, too. (*repeat*)

## 1.3 Introducing other people

### 1 Speaking

You are introducing these people to people in your office. What would you say?



1 Mrs Lee / China / Beijing



2 Mr Kim / Korea / Seoul



3 Mrs Regueira / Brazil / São Paulo



4 Ms Gething / Australia / Melbourne

1 This is Mrs Lee. She's from China. She works in the Beijing office.

2 I'd like to introduce

3

4

### 2 Language in use

Complete this conversation with suitable words.

PETER: Hello, Mrs Lee. It's  
 ...nice.....<sup>(1)</sup> to see you again. How  
 .....<sup>(2)</sup> you?

MRS LEE: .....<sup>(3)</sup>. And you?

PETER: Not too bad. Mrs Lee, I'd like to  
 .....<sup>(4)</sup> Steven Winters.  
 Steven, .....<sup>(5)</sup> Mrs Lee.  
 She .....<sup>(6)</sup> in the  
 Beijing office.

STEVEN: Hello. Pleased to .....<sup>(7)</sup>  
 you.

MRS LEE: Nice to meet you, too.

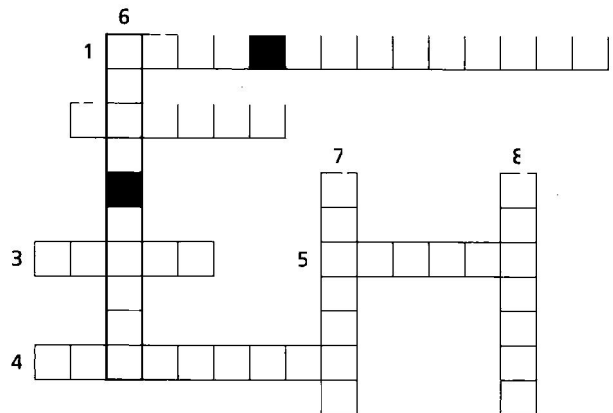
STEVEN: Is this your first visit to Chicago?

MRS LEE: No, it .....<sup>(8)</sup>. I was here  
 two years ago.

### 3 Vocabulary

Use these clues to complete the word grid.

- Greeting used after lunch and before dinner. (2 words)
- The capital of England.
- Beijing is the capital of this country.
- I'd like to ..... Mr Kwon. Mr Kwon, this is Ms Black.
- ..... me, are you Mr Robinson?
- Greeting used when you leave someone in the evening. (2 words)
- ..... to meet you.
- The two days at the end of the week when most people don't go to work.





# 2 Occupations

## 2.1 Saying what you do

### 1 Grammar

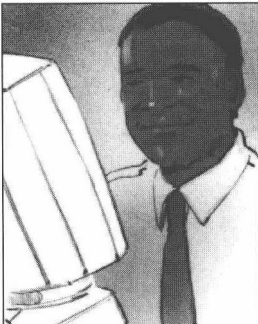
Fill in the blanks with *a* or *an*.

- |                    |                   |
|--------------------|-------------------|
| 1 ..... accountant | 2 ..... clerk     |
| 3 ..... secretary  | 4 ..... engineer  |
| 5 ..... supervisor | 6 ..... manager   |
| 7 ..... agent      | 8 ..... inspector |

### 2 Vocabulary

Look at the pictures and label them with the job titles in the box.

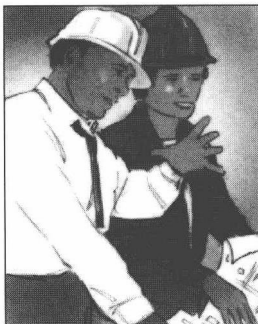
sales manager   engineers   accountant  
computer programmer   secretary   lawyer



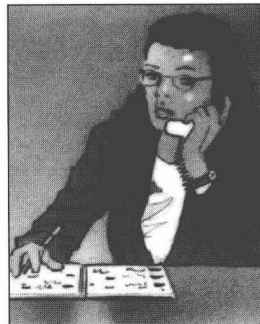
1 computer programmer



2 .....



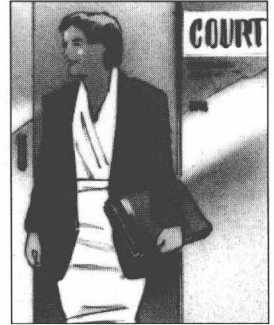
3 .....



4 .....



5 .....



6 .....

Now write sentences about the people like this:

- 1 He's a computer programmer.
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....

### 3 Listening

Listen and underline the number you hear.

- |             |             |             |
|-------------|-------------|-------------|
| 1 12% / 20% | 2 2% / 10%  | 3 13% / 30% |
| 4 80% / 8%  | 5 50% / 15% | 6 66% / 76% |

## 2.2 Telephoning

### 1 Vocabulary

Put the words in the box under the correct headings.

Ms Gustafson December Madison Avenue  
 Wednesday Mexico Coca-Cola Mr Khartir  
 Monday Smith Exports Pty Ltd October  
 World Trade Center Canterbury Street  
 Dr Edwards Spain Toshiba Mrs Iglesias  
 Tuesday Thailand November

Titles / people's names	Countries	Months
Days	Addresses	Company names

### 2 Language in use

Read this telephone conversation and complete it with the words in the box.

repeat name address good like spell

OPERATOR: Philips Exports.  
 ..... (1) morning.

CALLER: Hello, I'd ..... (2) to  
 order a copy of your catalogue, please.

OPERATOR: Of course. What's your  
 ..... (3), please?

CALLER: My name's Susan Dale.

OPERATOR: How do you ..... (4)  
 that?

CALLER: Susan, that's S-U-S-A-N Dale, that's  
 D-A-L-E.

OPERATOR: OK, and what's your  
 ..... (5) ?

CALLER: My address is 17 Park Street, Abbotsford  
 3067, Victoria.

OPERATOR: Can you ..... (6) that,  
 please?

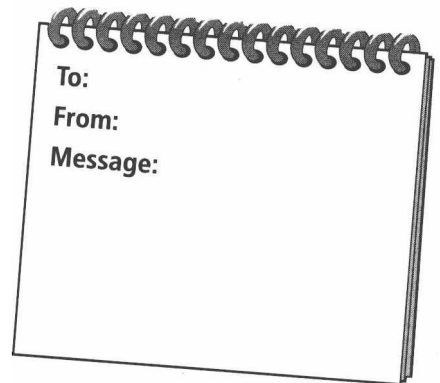
CALLER: Of course. 17 Park, that's P-A-R-K Street,  
 Abbotsford, that's A-B-B-O-T-S-F-O-R-D,  
 3067, Victoria, that's V-I-C-T-O-R-I-A.

OPERATOR: Fine. We'll send you our catalogue  
 today.

CALLER: Thank you. Goodbye.

### 3 Listening

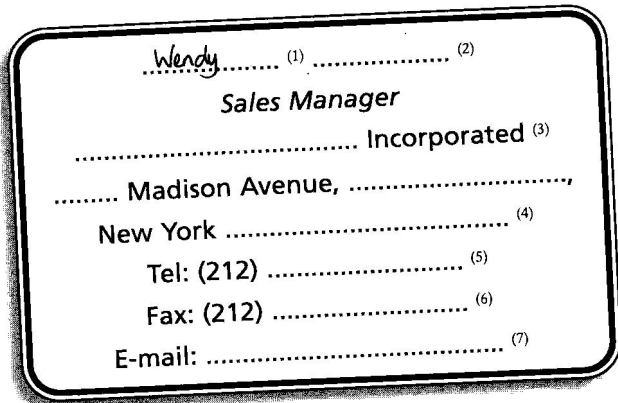
Listen to this conversation and complete the message pad.



## 2.3 Finding out information about people

### 1 Language in use

Look at this woman's business card. Write the questions you can ask to complete the missing information.



- 1 What's her first name? .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....
- 7 .....

### 2 Listening

#### Part 1

Listen to this conversation and complete the information on the business card.

#### Part 2

Now listen to the questions and practise giving answers like this:

VOICE 1: What's her first name? (*beep*)

YOU: It's Wendy.

VOICE 2: It's Wendy. (*repeat*)

### 3 Writing

Complete these sentences about yourself. Use your own information, or write about a company you know.

I work for ..... (*company*)

as ..... (*position*)

My business address is .....

.....

.....

My business telephone number is .....

.....

My E-mail address is .....

.....

My private address is .....

.....

.....

My private telephone number is .....

.....

# 3 Companies

## 3.1 Describing a company

### 1 Vocabulary

Look at the names of the countries and area in the box. Write the nationality of each under the correct heading below. Add two more examples to each group.

Taiwan	Spain	Venezuela	Germany
Sweden	Japan	Britain	Argentina
	Lebanon		

<i>-ese</i>	<i>-ish</i>	<i>-(i)an</i>
Taiwanese	Spanish	Venezuelan
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

Now complete these sentences using the correct nationality.

- Lucky Goldstar is a Korean company.
- BMW and VW are ..... companies.
- Virgin Atlantic is a ..... airline.
- Volvo and Saab are ..... companies.
- JAL is a ..... airline.
- Coca-Cola is an ..... company.

### 2 Writing

Use the information in this business directory to complete the sentences below.

<b>Name:</b>	Higgins Electronics
<b>Nationality:</b>	British
<b>Headquarters:</b>	Glasgow
<b>Branches:</b>	New York, London, Frankfurt

- The company's name is .....
- They're a ..... company.
- Their headquarters .....
- They have branches .....

### 3 Listening and writing

Listen to this information about another electronics company and fill in the business directory.

<b>Name:</b>	.....
<b>Nationality:</b>	.....
<b>Headquarters:</b>	.....
<b>Branches:</b>	.....

Now complete these sentences.

- One of our competitors is .....
- They .....
- Their .....
- .....

### 3.2 Talking about types of business

#### 1 Grammar

Complete these questions with *is, are, do* or *does*.

- 1 ..... American Express in the insurance business?
- 2 What ..... Fuji sell?
- 3 ..... Seat and Skoda make cars?
- 4 ..... Pepsi and Coca-Cola in the banking business?
- 5 What ..... IBM and Apple produce?
- 6 ..... Toyota produce computers?

Now match the questions to the following answers.

- a Computers.    b Yes, it is.    c No, it doesn't.  
 d Photographic equipment.    e No, they aren't.  
 f Yes, they do.

- 1 b.....    2 .....    3 .....  
 4 .....    5 .....    6 .....

#### 2 Vocabulary

Put the words in the box in the Manufacturing or Services section of the application form below.

transport	vehicles	insurance	clothing
aerospace	engineering	banking	chemicals
	tourism	advertising	

#### 3 Listening

Listen to someone calling International Businessweek and complete the application form.

International Businessweek

PLEASE PRINT

Name: .....

Company: .....

Address: .....

City: ..... Postal code: .....

Telephone number: .....

Please tick (✓) one of the following from each question.

**1 What is your company's line of business?**

<p><b>MANUFACTURING</b></p> <p>1 <input type="checkbox"/> <u>vehicles</u>.....    2 <input type="checkbox"/> .....</p> <p>3 <input type="checkbox"/> .....</p> <p>4 <input type="checkbox"/> .....</p> <p>5 <input type="checkbox"/> .....</p>	<p><b>SERVICES</b></p> <p>6 <input type="checkbox"/> <u>transport</u>.....    7 <input type="checkbox"/> .....</p> <p>8 <input type="checkbox"/> .....</p> <p>9 <input type="checkbox"/> .....</p> <p>10 <input type="checkbox"/> .....</p> <p><b>2 What is your title?</b></p> <p>A <input type="checkbox"/> General Manager    B <input type="checkbox"/> Division Manager              C <input type="checkbox"/> Department Manager    D <input type="checkbox"/> Student</p> <p><b>3 How many employees are there in your company worldwide?..</b></p> <p>1 <input type="checkbox"/> Under 100    2 <input type="checkbox"/> 100–999              3 <input type="checkbox"/> 1,000–4,999    4 <input type="checkbox"/> 5,000–9,999              5 <input type="checkbox"/> 10,000 or more</p> <p><i>To subscribe, please complete and post this card. You can also telephone your subscription on +44 171 439 8000.</i></p>
--	--

### 3.3 Finding the perfect partner

#### 1 Language in use

Match the questions to the answers like this:

- |                                      |                |
|--------------------------------------|----------------|
| 1 Where are your headquarters?       | a Microchips   |
| 2 What's your turnover?              | b Tokyo, Japan |
| 3 Who are your competitors?          | c 25           |
| 4 What do you produce?               | d IBM, Intel   |
| 5 How many people do you employ?     | e 100,000      |
| 6 How many subsidiaries do you have? | f \$18 billion |

#### 2 Reading

Look at this entry in a business directory. Then write answers to the questions in Exercise 1.

**Moore Corporation Limited**

---

**Headquarters:** Toronto, Canada

---

**Sales:** US\$2.6 billion

---

**Competitors:** American Business Information, Pitney Bowes, United Stationers

---

**Products:** Business forms, computer-based information systems, document processing

---

**Employees:** 20,000

---

**Subsidiaries:** Businesses in 47 countries

- 1 Our headquarters .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....

#### 3 Listening

Listen to an interview and complete the business directory.

**Dentsu Incorporated**

---

**Headquarters:**

---

**Sales:**

---

**Competitors:** *Abbott Mead Vickers, Corinthian Communications, Omnicorn Group*

---

**Products/Services:**

---

**Employees:**

---

**Subsidiaries:**

---

# 4 The place of work

## 4.1 Giving directions

### 1 Listening

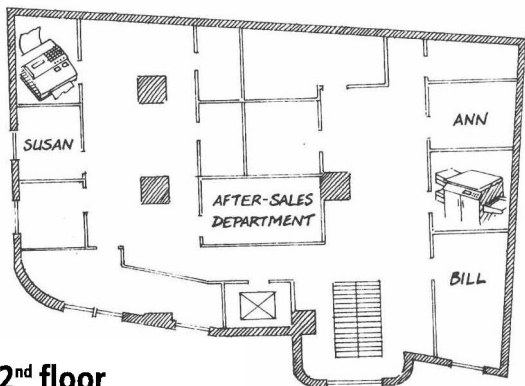
Listen to a talk for new employees at Higgins Electronics and complete the company directory with the words in the box.

Reception	Accounts
Research and Development	Canteen
Production	Dispatch
After-sales	Personnel
	Sales
	Managing Director

Fourth floor	.....	.....
Third floor	.....	.....
Second floor	.....	.....
First floor	.....	.....
Ground floor	Reception	.....

### 2 Language in use

Look at this plan and complete the conversations.



### Conversation 1

A: Excuse me, I'm looking for the photocopier.

B: Go up the stairs to the .....<sup>(1)</sup> floor. Go straight along the corridor and the photocopier room is the .....<sup>(2)</sup> door on the .....<sup>(3)</sup>. It's .....<sup>(4)</sup> Ann and Bill's offices.

### Conversation 2

A: Where's the fax machine?

B: .....<sup>(5)</sup> up the stairs to the second .....<sup>(6)</sup>. At the top of the stairs, .....<sup>(7)</sup> left. The office with the fax machine is the .....<sup>(8)</sup> door on the .....<sup>(9)</sup>. It's .....<sup>(10)</sup> Susan's office.

### 3 Writing

Complete these sentences with information about your colleagues or other people you know.

- ..... works in Accounts.
- ..... works in Personnel.
- ..... works in .....
- ..... works in .....





## 4.3 Taking a message

### 1 Language in use

Read these conversations and complete them with suitable words.

#### Conversation 1

CALLER: This is Juan Barroso.  
 ..... (1) you put me  
 ..... (2) to Mrs  
 Williams ..... (3) the  
 Sales department?

RECEPTION: I'm afraid she's ..... (4)  
 a meeting. Can I ..... (5)  
 a message?

CALLER: Yes, please. Can you ask  
 ..... (6) to call me  
 back?

RECEPTION: Of ..... (7). Who's  
 ..... (8), please?

CALLER: Juan Barroso. And my number's 356  
 3583.

#### Conversation 2

CALLER: My name's Maria Paretto. Could I  
 ..... (9) to Jonathan  
 Andrews in Production?

RECEPTION: I'm sorry, but he's  
 ..... (10) a conference  
 today. .... (11) I take  
 a ..... (12)?

CALLER: Yes, please. Can you  
 ..... (13) him to call  
 ..... (14) back?

RECEPTION: Certainly. .... (15)  
 calling, please?

CALLER: Maria Paretto.

### 2 Vocabulary and listening

Match the items to the departments that deal with them.

- |                       |               |
|-----------------------|---------------|
| 1 customers' orders   | a Personnel   |
| 2 invoices            | b After-sales |
| 3 problems with goods | c Sales       |
| 4 job advertisements  | d Accounts    |

Now listen to these prompts and ask to be put through to the correct department like this:

VOICE 1: You're calling about an order. (*beep*)

YOU: Could you put me through to the Sales department?

VOICE 2: Could you put me through to the Sales department? (*repeat*)

### 3 Listening

Listen to this phone call and fill in the message pad.

**Message**

For: .....

From: .....

Company: .....

Phone number: .....

Message: .....

.....

.....

.....

.....