

人社部教育培训中心商务英语岗位能力培训指定教材



商务英语 (CBET3) 听说教程

主编 何光明
主审 陆乃圣



上海交通大学出版社
SHANGHAI JIAO TONG UNIVERSITY PRESS

人社部教育培训中心商务英语岗位能力培训指定教材(CBET3)

商务英语听说教程

主 编 何光明

主 审 陆乃圣

副主编 冯修文 吕孟荣



上海交通大学出版社

内 容 提 要

本书以国家人力资源和社会保障部教育培训中心的《商务英语岗位能力》(三级)(CBET3)考试大纲为基础,内容共分三大板块,分别为词汇拓展板块、听力板块和口语板块,主要涉及简单的商务知识和常识及公司核心部门常见的简单工作。

书末有配套的听力材料及参考答案,能更好地帮助读者加深理解和记忆。

本书的主要读者对象为参加“商务英语岗位能力考试”的考生、涉外商务工作人员及相关行业人员,尤其是涉外商务助理,同时也适用于英语学习者。

图书在版编目(CIP)数据

商务英语听说教程/何光明主编—上海:上海交通大学出版社,2010

ISBN 978-7-313-06511-7

I. 商... II. 何... III. 商务—英语—听说教学—教材 IV. H319.9

中国版本图书馆 CIP 数据核字(2010)第 093238 号

商务英语听说教程

何光明 主编

上海交通大学出版社出版发行

(上海市番禺路 951 号 邮政编码 200030)

电话:64071208 出版人:韩建民

上海交大印务有限公司印刷 全国新华书店经销

开本:787mm×1092mm 1/16 印张:13.5 字数:305 千字

2010 年 7 月第 1 版 2010 年 7 月第 1 次印刷

印数:1~5 030

ISBN 978-7-313-06511-7/H

ISBN 978-7-88844-491-1

定价(含 MP3):39.00 元

版权所有 侵权必究

商务英语岗位能力培训项目专家 委员会人员名单

名誉主任:

刘鸿章——上海交通大学教授,上海交通大学教育集团语言测评中心主任,全国高等学校英语应用能力考试委员会主任,全国高职高专教育英语课程指导委员会顾问。

主 任:

周国强——上海交通大学外国语学院英语系主任、教授、博导;“上海市英语高级口译考试”专家组副组长、上海市人民政府法制办公室特聘英文翻译专家、《新法规月刊》译审。主要研究英语语言学、句法学、英汉句法对比学等。著有“英语转述分句的词序问题”、“英语模糊表达法初探”、《英语高级口译听力教程》、《大学财经英语听力教程》、《伦敦》、《英汉国际经贸词典》、《汉英日国际商务词典》等论文、专著、高校英语专业教材、词典、译著等。

副主任:

龚龙生——上海外国语大学教授,上海外国语大学经贸管理学院副院长,全国商务英语教学指导委员会副主任委员,上海紧缺人才培训工程会议和商务口译考试专家组成员。主讲:高级英语阅读、商务英语选读、商务英语交流、商务英语口译、商务英语听力、高级写作等。公开发表的论文、著作、教材有:《商务英语听力》、《商务英语阅读》、《经贸英语口语》、《财经英语辅导》、《财经英语词典》、《商务英语需求分析》、《心理压力对口译解码的影响》等几十篇、部。

王志刚——上海交通大学研究员;上海交通大学教育集团语言测评中心副主任,原上海交通大学国际教育学院副院长。

成 员:

陆乃圣——上海对外贸易学院英语教授,英语硕士研究生导师,上海外文学会会员,上海翻译家协会会员。1990年作为访问学者赴澳大利亚,1997年赴美



国为 Sage College 客座教授。主要从事英语教学研究工 作,主讲英语硕士研究生《翻译理论与实践》等课程。发表 论文、译著、专著、字典、教材以及英语学习工具书 数十篇(本)。论文代表作品为《译者应身临其境》等, 译著代表作品为《劳伦斯论小说》等,专著代表作品为 《英汉差异及翻译》等,字典代表作品为《全新汉英词 典——经济改革类》等,教材代表作品为《经济贸易英 文选读》、《英文导游词实用教程》等,英语学习工具 书代表作品为《最新英语应用文大全》等。多年获得上 海对外贸易学院教学记功奖,外语学院东方奖。

康武平——阿尔卡特朗讯亚太区人力资源部总监,1994 年上海交通大学外国语学院硕士研究生毕业。

仇世春——上海强生有限公司人力资源部高级培训经 理。

褚筱红——联合利华中国资深人力资源经理。

丁小丽——山东商业职业技术学院副院长、副教授。

吴黄知——上海第二工业大学外国语学院教师;曾任 上海工商外国语学院英语系副主任,具有商务实战经 验,擅长讲授商务英语、双语商务课程,注重从商贸 实战出发,理论结合实际进行教学,教学效果好。2000 年毕业于上海对外贸易学院,获得应用语言学(国际商务 英语)硕士学位。

黄宣颖——副教授,(台湾台北)德明财经科技大学 应用外语系主任,美国贝瑞大学英语教育所毕业,教 育部技职体系英文科课程规划委员、教育部职业学 校一般科目英文科 95、98 课程纲要规划委员、教育 部职业学校课程规划工作圈一般科目课程纲要发展 小组英文科召集人、国立台湾师范大学教育研究 中心职业学校一般科目暨艺术群科中心学校咨询委 员、职业学校一般科目访视委员。

商务英语岗位能力培训项目教材 编委会人员名单

主 任 龚龙生

副主任 吴黄知 冯修文 何光明

委 员 祝慧敏 朱恒章 马海芳 吕孟荣 吴丽云
姬凤仙 徐福文 季正红 薛仁喜 孙宁德

秘 书 刘晓燕 张 欢

编者说明

本书的编撰以国家人力资源和社会保障部教育培训中心的商务英语岗位能力(三级)(CBET3)考试大纲为基础。其主要读者对象为涉外商务人员和其他相关人员,尤其是涉外商务助理;书中提供的商务话题涵盖公司核心部门常见的简单工作。主要内容涉及简单的商务知识和常识。

本书共分为 12 个单元,每个单元包含三大板块——词汇拓展板块,听力板块和口语板块。这三个板块具体安排如下:

1. 词汇拓展

该板块按照单元话题和语言功能挑选了一些常用的核心词汇,以及听力材料中出现的较难和实用的商务英语词汇,并给出这些词汇的词性、中文解释和录音。

2. 听力板块

听力板块包括三个部分:选择题(1),选择题(2)和填空题。

选择题(1):这部分听力练习包含 10 个小对话听力理解,每个对话配一道题,共 10 道题。这部分练习主要训练学员领会说话人的说话意图、要点、细节信息等听力小技能。其中的细节信息涉及人名、百分数、号码、时间、日期、图表、产品图片、指示信息等。

选择题(2):这部分听力练习包含一个长对话理解,配有 5 道题,旨在训练学员领会说话人的要点和细节信息能力。

填空题:填空题听力练习包括两个部分。第一部分是一个中长对话听力理解,配有五道题,旨在训练学员的细节听力能力和数字、字母等细节的速记能力。第二部分则是一个独白听力理解,配有五道题,旨在训练学员的细节信息听力能力和常见的商务英语单词拼写能力。



3. 口语板块

口语板块包括输入部分、输出部分和技巧部分。

输入部分为 Practical Sentences (实用句型)。所有句型按照具体沟通过程编排,学员不仅可以提高语言水平,还可以提高沟通技巧。

输出部分包括 Pair Work (配对练习), Group Discussion (小组讨论) 和 Business Presentations (商务演讲)。这部分口语练习形式模拟了真实商务情景,根据最新任务型教学法(task-based approach)和沟通教学法(communicative approach)编排内容,充分锻炼学员的面对面沟通、会谈、演讲等技能。同时,帮助学员顺利通过口语考试。内容生动有趣,极具实用性。

技巧部分包括 Tips for Improving Oral English (口语技巧), Communicative Strategies (沟通技巧), Business Tips for You (商务小贴士)。这部分内容为学员提供了丰富的口语提高技巧、沟通技巧、文化差异背景知识以及商务小贴士。

此外,书后还增加了三个附录,以增加学员的知识面,巩固学习内容。这三个附录分别为: Common Business Titles (常见商务头衔), Common Business Departments (常见商务部门) 和 Practical Business English Sentences (实用商务英语句型)。

本书第1~6单元的听力板块由冯修文老师编写,第7~11单元的听力板块由吕孟荣老师编写,其余部分皆由何光明老师编写并统稿。如若出现百密一疏的错漏之处,敬请各位读者与同行不吝指正。

编 者

2010年4月

Contents 目录

Unit 1 Nice to meet you!	001
◇ <i>Making small talk</i>	◇ <i>Describing one's job</i>
Unit 2 How may I help you?	016
◇ <i>Receiving clients at reception</i>	◇ <i>Checking in at the hotel</i>
◇ <i>Describing a company</i>	
Unit 3 Shall I call you a taxi?	030
◇ <i>Requesting and offering help</i>	◇ <i>Requesting permission and suggestions</i>
Unit 4 What's the meeting about?	044
◇ <i>Arranging meetings</i>	◇ <i>Participating in a meeting</i>
Unit 5 When will you make the trip?	059
◇ <i>Booking hotels</i>	◇ <i>Booking air tickets</i>
◇ <i>Planning travel schedules</i>	
Unit 6 What seems to be the problem?	074
◇ <i>Solving office problems</i>	◇ <i>Using office equipment</i>
◇ <i>Purchasing office stationery</i>	
Unit 7 Would you like to leave a message?	088
◇ <i>Taking messages</i>	◇ <i>Answering phone calls</i>



◇ *Making phone calls*

Unit 8 When would be good for you?

102

◇ *Making cold calls*

◇ *Making appointments*

◇ *Picking up clients at the airport*

Unit 9 This is our latest model

117

◇ *Answering clients' questions at a factory*

◇ *Describing products*

◇ *Bargaining for better prices*

Unit 10 When can you make the payment?

132

◇ *Collecting debts*

◇ *Making complaints*

◇ *Resolving complaints*

Unit 11 What would you like for the starter?

148

◇ *Accepting and declining invitations*

◇ *Ordering Chinese food and drinks*

◇ *Ordering Western food and drinks*

◇ *Learning tips for improving table manners*

Unit 12 Thank you for interviewing me!

164

◇ *Answering routine but difficult interview questions*

◇ *Describing positions*

◇ *Learning tips for attending a job interview*

◇ *Improving your interview body language*

Answer Key(参考答案)

180

Common Business Titles(常见商务头衔)

193

Common Business Departments(常见商务部门)

195

Practical Business English Sentences(实用商务英语句型)

196

Unit 1

Nice to meet you!

Unit Goals(单元目标)

◇ *Making small talk*

◇ *Describing one's job*



Part 1 Vocabulary Buildup (词汇拓展)



*Listen to the recording of the vocabulary. Then follow the recording and read aloud.
The words in bold type will occur in the listening module.*

appointment *n.* 预约

assistant *n.* 助理

baggage *n.* (美) 行李

bar chart 柱形或条形统计图

charge *n./v.* 费用; 收费

chart *n.* 图表

deliver *v.* 递送; 交货

delivery *n.* 递送; 交货

deliveryman *n.* 送货员

discount *n./v.* 折扣; 打折

discounted goods 折扣商品

dynasty *n.* 朝代

export *n./v.* 出口商品; 出口

express train 特快车

farewell party 欢送会

financial crisis 金融危机

financial difficulties 财政困难

flight *n.* 航班

go sightseeing 观光

import *n./v.* 进口商品; 进口



interest rate 利息率
job title 工作头衔
joint venture 合资企业
journey *n.* 旅行, 旅程
luggage *n.* (英) 行李
make an appointment 预约
market economy 市场经济
market leader 市场领导者
metropolis *n.* 大都市
position *n.* 职位
promotion *n.* 促销; 升职
return ticket (英) 往返票
round-trip ticket (美) 往返票

routine work 日常工作
sales campaign 促销广告活动
sales *n./a.* 销售; 销售的
sales promotion 促销
salesman *n.* 推销员
salesperson *n.* 推销员
see the sights 观光
sightseeing *n.* 观光
staff *n.* 全体员工
suitcase *n.* 手提箱
three staff members 三名员工
unemployment rate 失业率
welcome party 欢迎会

Part 2 Listening Module (听力板块)



1. Multiple Choices (选择题)

For tasks 1–10, you will hear ten short recordings. For each task, mark one letter (A, B or C) for the correct choice.

Task One: How much is a first-class return ticket?

- A. 20 pounds
- B. 35 pounds
- C. 55 pounds

Task Two: What do we know about Mr. Black?

- A. He forgot to arrange his trip
- B. He has been to America
- C. He has changed his plan

Task Three: When is the post office open?

- A. Monday, 8:30 a.m. – 5:00 p.m.
- B. Sunday, 9:00 a.m. – 4:00 p.m.
- C. Weekends, 8:30 a.m. – 5:00 p.m.

Task Four: What is the woman doing?

- A. having a meeting B. taking leave C. having dinner

Task Five: Where is the conversation taking place?

- A. at a birthday party
B. at a bakery
C. at a restaurant

Task Six: How long does it take the local train to get to Nanjing?

- A. one and a half hours
B. two hours
C. three and a half hours

Task Seven: What is the reduction in the company's export?

- A. 6% B. 7% C. 8%

Task Eight: How much will the customer pay?

- A. \$900 B. \$750 C. \$720

Task Nine: Who is the new boss?



A

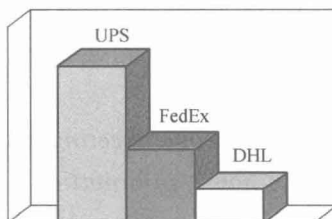


B

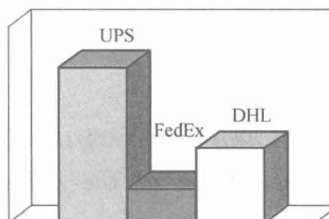


C

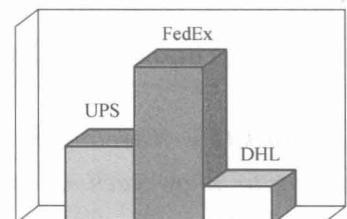
Task Ten: Which chart is correct?



A



B



C



2. Multiple Choices (选择题)

Some skills for greeting and chatting at the airport reception: Listen to the recording about a reception at the airport. For tasks 1 - 5, mark one letter (A, B or C) for the correct choice.

Task One: Who works with the International Trading Company?

- A. Mr. Green
- B. Doris Sun
- C. Mr. Black

Task Two: Mr. Green and Doris Sun haven't met each other before?

- A. Yes, they have
- B. No, they haven't
- C. Yes, they have known each other quite well

Task Three: How about Mr. Green's journey?

- A. The flight is horrible
- B. He can't sleep well
- C. He is satisfied with the service on the flight

Task Four: After meeting Mr. Green at the airport, where do they go?

- A. To tour around Shanghai
- B. To the hotel
- C. To the ancient towns near Shanghai

Task Five: What is Mr. Green eager to do?

- A. To fly
- B. To meet Mr. Black
- C. To visit some ancient towns near Shanghai

3. Blank Filling (填空题)

Task One (Greetings): You will hear a conversation between two people greeting and getting to know each other further. Look at the notes below. Some information is missing. For each question 1 - 5, fill in the missing information in the numbered space using a word, numbers or letters.

Knowing each other

- Eva Green: (1) _____ Department
David Smith: (2) _____ from 3M
3M: (3) _____ company
Eva has worked in Citibank: (4) _____ years
Unemployment rate in Eva's department: (5) _____ %

Task Two (Job-description): You will hear an assistant to GM talking about her job. For each question 1 - 5, fill in the missing information in the numbered space using one or two words.

Job Description

- Job title: (1) _____ to GM.
The company TranDelta is: (2) a _____
Routine work: (3) typing _____
dealing with employee's problems: (4) most problems are _____
Unpleasant part of the job is: (5) informing employees if the _____
isn't satisfied with their work

Part 3 Speaking Module (口语板块)

1. Practical Sentences (实用句型)



Section One (Making small talk): Listen to the recording of an HR assistant making small talk with a new foreign colleague. Follow the recording and read aloud.

Task One: Making introductions

F: Nice to meet you. I'm Sandy.

M: Nice to meet you, too. My name is Robert.

Task Two: Asking about someone's job

F: What do you do at DNC, Robert?



M: I work as an accountant for DNC. What about you?

F: I'm an HR assistant.

Task Three: Asking about someone's hometown

F: Where are you from, Robert?

M: I'm from New York City. What about you?

F: I'm from Shanghai.

Task Four: Asking about someone's hotel

F: How's the hotel?

M: It's very comfortable. It's a four-star hotel.

Task Five: Asking about someone's stay at the new city

F: How is your stay in Shanghai going?

M: Great. Everyone has made me feel very welcome.

F: So how long will you stay here?

M: I'm going to work here for two weeks.

Task Six: talking about the local weather

F: How do you like the weather here?

M: Shanghai's weather is great. I like it a lot.

Task Seven: talking about the local traffic

F: What do you think of the traffic here?

M: Not too bad. But there is always heavy traffic in the rush hours.

Task Eight: talking about the local food

F: Do you like Shanghai's cuisine?

M: Well, I don't like it very much. It's a bit sweet.

Task Nine: Asking about someone's travel

F: Have you been to Yuyuan Garden?

M: No, I haven't. What's it like?

F: It's a very interesting place. You can buy many kinds of traditional Chinese handicrafts there.

M: That sounds interesting. What about Nanjing Road? I've heard a lot about it.

F: Oh, you shouldn't miss Nanjing Road. It's a very famous shopping street. You

will find many kinds of big brands there.

Task Ten: Asking about someone's hobbies

F: Do you play any sports?

M: Yes, of course.

F: What's your favorite sport?

M: I'm crazy about basketball. I'm a big fan of Kobe Brant. What about you?

F: My favorite sport is badminton. I play it once a week. How often do you play basketball?

M: I play it twice a week.

F: Wow, that's cool. How well do you play it?

M: About average.

Section Two (Describing one's job): Listen to the recording of a receptionist describing her job to a business contact. Follow the recording and read aloud.

Task One: Describing one's major responsibilities

M: Where do you work?

F: I work for DNC.

M: What are your main job responsibilities?

F: As a receptionist, I'm mainly responsible for greeting the visitors to the company and dealing with their request.

M: Is that all?

F: No. I also need to transfer all the incoming phone calls.

Task Two: Describing one's minor responsibilities

M: What else do you do?

F: My job also involves booking hotels and tickets for my colleagues who will go on a business trip.

M: Is there anything else?

F: As part of my job, I have to make some copies for my manager every day.

Task Three: Saying whom one reports to

M: Whom do you report to?

F: I'm responsible to the Administration Manager.

Task Four: Talking about the advantages and disadvantages of one's job