

第三册

Roger Olsen 编著

Sean Liang 翻译

北京语言文化大学出版社中央广播电视大学出版社



# FUNCTIONING IN BUSINESS 商务通英语

**Book Three** 

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Sean Liang 翻译

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# 前言

祝贺你选择《商务通英语》作为英语课程的学习教材。这是一套令人兴奋、让人耳目一新的广播听说教材。通过收听广播和听录音学习本教材,你可以获得最大的收益。

《商务通英语》是一套中级商务英语教程,教程题材以美国商务实践和文化为主,讲授语言的表达功能,教我们在各种场合怎样使用恰当的语言进行商务和社交活动。

在这套教材中,我们将随访一次重要的商务行程,听听几家国际公司间所举行的会议与谈判,并采访几位与会人士。我们还要仔细听听这些人士在洽谈业务时使用的英语内容和形式。

《商务通英语》帮助你学习英语。你会学到重要的词汇、语法和语言功能,并用于实际交际:交换信息,做出决定,进行社交。你还会学到美国语音、语调、节奏和重音模式,这些对于理解口语英语和让美国人理解你说的是什么,都十分重要。《商务通英语》学习用书还会让你了解美国文化、历史以及当代美国生活。

《商务通英语》学习用书设计了许多不同类型的练习,注重以下几种重要的语言技能:听后能理解大意或要点,能听辨出词语分界、语调、节奏和重音,能听辨出语法结构和语言功能,并逐渐熟悉美国人处事和使用语言的方式。

《商务通英语》的基本语言学习原则是:只有真正理解了,才能真正学会。你也许能背记很多单词,但是如果你没有透彻地理解词语如何搭配使用以及它们所传递的不同的信息,那么你就不是在真正学习语言。《商务通英语》在设计时注重理解能力——特别是听力理解能力和熟练的听辨能力。《商务通英语》不是读写教材,它是为帮助你学到听、说方面的实用交际技能而设计的。

教材每课都以广播或录音中的会话或**访谈**开始。在看课文以前要先听,注意听本课谈的是什么话题、谈话者是谁以及会话的内容是什么,然后再看课文,检查自己的理解程度。当你觉得可以向朋友总结会话内容时,你大概已经听懂了大意,那么你就可以做下面的练习了。

接下来的练习都是强调听力理解类的练习。**听要点、电话访谈、电子邮件**等一般着重于广播中的关键内容。在有些课里,这些练习是以词汇练习的形式出现的,

而在另一些课里,则强调语法或功能词。这些练习的目的在于听懂谈话的意思以及思想的交流。

各类语言练习帮助你了解美国英语的构成。这些练习有时以语言功能为中心, 如提问;有时以具体语法为中心,如介词、副词和形容词;有时则重点练习诸如紧缩 式或简略式等美国人常用的口语形式。

读音相似吗、是谁说的和判断正误帮助你提高听辨能力;拼写和组句帮助你扩大词汇;语音练习帮助你辨别特别的读音、重音和音节,特别是帮助你分清口语中模糊的词语界限;选择练习有些帮助你分辨读音相似而意思不同的词(如 he's/his 和were/we're),还有一些检查你对广播会话中使用的关键词语掌握的情况;补充练习为你运用本课的概念、内容和词汇提供了更多的练习。

每课都有一条**文化注释**——有关美国文化、城市或历史的知识。许多课都有**话** 语表达或当美国人……时这部分,告诉你美国人是如何谈话和做事的。比如,你知道许多(不是所有)美国人每天早上开两三个小时的车上班而晚上再开回家吗?

许多课都有**自我评估**/**自学提示(On Your Own)**,其目的是帮助你在课外不使用本教材时计划或检查自己使用或练习英语的情况,或者帮助你掌握一定的学习方法,独立进行练习。

全书共分六册 12 个单元,每册两个单元,每个单元六课。每学完六个单元有一次阶段复习,分别放在第三册和第六册后面,这样,你可以对自己的学习成果进行检验,了解自己对《商务通英语》真正理解了多少,会用多少。有的复习内容帮助你做听前准备,然后重点练习听关键的概念和语言功能,有的练习(如词语练习)强调的是语法和语言功能,还有一些练习重点则在词汇和语音上。

如果说理解是《商务通英语》的首要原则的话,那么练习就是它的第二原则。倘若你听说过"熟能生巧"这句成语,你就会把下面的话作为学习的座右铭:

练习,练习,再练习,才能更上一层楼。

祝你英语学习成功!

Roger Olsen Mark Foley 1999年5月

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# SCOPE AND SEQUENCE 教学内容与安排

UNI	「TITLE 单元标题	PRIMARY FOCUS 主要语言点	STORY OUTLINE 情节概要
	ntroductions 卜绍	Simple job descriptions and responsibilities 简单说明工作职务和职责 Work and educational background 工作经历和学历	Introduction of Charles Blake, Mike Epstein and Shirley Graham 介绍查尔斯·布莱克、迈克·爱泼斯坦和雪莉·格雷厄姆
	Checking In 住店登记	Vocabulary of travel, transportation and lodging 旅行、交通和住宿词汇 Making and confirming reservations 预订与确认	Mr. Blake of International Robotics checks into his hotel 国际机器人公司的布莱克先生办理旅馆人住登记手续
	Making an Appointment 约会	Making and confirming an appointment 会面的约定与确认 Making suggestions 提出建议	Mr. Blake makes an appointment over the telephone with Mr. Epstein of Advanced Technologies 布莱克先生与先锋技术公司的爱泼斯坦先生打电话约定会面
	Confirming Plans 角认计划	Offering an opinion 提出看法 Disagreeing 表示不同意	Mr. Epstein checks with Ms. Graham about the schedule and details of a meeting 爱泼斯坦先生和格雷厄姆女士检查会面时间及有关细节
	An Important Introduction 重要的介绍 At the Restaurant 在餐馆	Business introductions 商务活动中的介绍 Making and accepting an offer 提议与接受提议	Mr. Epstein introduces Mr. Blake to Ms. Graham 爱泼斯坦先生向格雷厄姆女士介绍布莱克先生
	A Business Lunch 工作午餐	Making proposals and promises 提出建议与做出承诺	Mr. Blake and Ms. Graham discuss several problems 布莱克先生同格雷厄姆女士讨论几个问题
		Review of Units 1-6 1~6单方	元复习
	The Disagreement 意见分歧	Presenting a point of view 陈述观点 Responding to arguments 对对方提出的理由做出回应	Mr. Epstein and Ms. Graham discuss a difficult decision 爱泼斯坦先生同格雷厄姆女士讨论一项艰难的决定
	The Final Proposal 最后的提议 Keeping in Touch 保持联系	Language of decision-making 决断用语	Mr. Blake meets with Ms. Graham and Mr. Epstein 布莱克先生会晤格雷厄姆女士和爱泼斯坦先生
9	A New Customer 新客户	Planning for the future 規划未来	Mr. Blake has an appointment with a representative of a different company 布莱克先生约定会晤另一公司的代表
10	Negotiations 谈判	Language of business negotiation 商务谈判用语	Mr. Blake negotiates several points with Mr. Gomez of Federal Motors 布莱克先生同联邦汽车公司的戈梅兹先生就几个问题进行谈判
11	Coming to Agreement 达成协议	Meeting and discussion skills 会晤与讨论技巧 Describing future possibilities 描述未来的可能性	Mr. Blake meets with Mr. Chapman of Federal Motors 布莱克先生会晤联邦汽车公司的查普曼先生
			Mr. Blake speaks with Mr. Epstein

# SCOPE AND SEQUENCE: UNITS 5 and 6

# 第五、六单元教学内容与安排

LESSON		FOCUS ON LANGUAGE FUNCTIONS	AMERICAN BUSINESS ENGLISH	
课次		重点语音功能	美国商务英语	
	5A 第一课	Introducing Someone Else 介绍他人 This is our Vice President, Shirley Graham.	Business Introductions 商务介绍	
第	5B	Introducing Yourself 自我介绍	Silence in Business Conversations	
	第二课	I'm Sandra Powers.	商务谈话中的沉默	
五.	5C	Interrupting 打断他人的谈话	Interrupting Politely	
	第三课	I'm sorry to interrupt.	礼貌地打断	
单	5D	Offering 主动提供某物	Choice in American Culture	
	第四课	Would you like to start with some coffee?	美国文化中的选择	
元	5E 第五课	Confirming Understanding 确认理解 You mean like a bonus?	Confirming Understanding 确认理解	
	5F 第六课	Conceding a Point 承认某一点 You have a good point.	Differences of Opinions in a Negotiation. 谈判中观点的不同	
	6A	Offering 主动提供某物	American Business Lunches	
	第一课	Would anyone like dessert?	美国的工作午餐	
第	6B 第二课	Asking Permission 请求允许 Do you mind if I smoke?	Smoking 吸烟	
六	6C	Clarifying 澄清	Stating Opinions	
	第三课	Let me clarify that a little.	陈述看法	
单	6D 第四课	Promising 许诺  I'll have the report ready for you tomorrow.	Keeping Promises 信守许诺	
元	6E 第五课	Qualifying, Summarizing 进一步说明,总结 To summarize, there are still problems with the delivery date.	Confirming Understanding 确认理解	
	6F	Showing Appreciation 表示感谢	Tipping in American Restaurants	
	第六课	We really appreciate your business.	在美国餐馆中付小费	

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# Lesson 5A 第一课

# An Important Introduction (1) 重要的介绍(1)

### Interview 访谈

Eliz : On today's program, I'll be talking with Michael Epstein. Mr. Epstein is in his office in

San Jose, California.

Eliz: Hello, Mr. Epstein.

Epstein: Hello.

Eliz : Today we are going to talk about the first time Ms. Graham

met Mr. Blake.

Epstein: On Wednesday, June 12, of last year.

Eliz: That's right. They met in the lobby of Mr. Blake's hotel,

and you introduced Mr. Blake to Ms. Graham. Let's listen to the first part of that conversation. You had just arrived at

the hotel and you were looking for Mr. Blake. Let's listen.



### Dialog 对话

Epstein: Now, let's see. Where is he? Oh, there he is, over there

reading the newspaper. Mr. Blake!

Blake : Oh, hi Mike. How are you today?

Epstein: It's good to see you, Charles. This is our Vice President,

Shirley Graham. Shirley, this is Charles Blake from Interna-

tional Robotics.

Graham: It's nice to meet you, Mr. Blake.

Blake: Pleased to meet you, Ms. Graham.



#### Cultural Note 文化注释

Washington, DC Washington, DC is the capital of the United States. DC stands for "District of Columbia." "The District" is governed directly by the Congress. Washington is where the Congress meets (the Capitol) and where the President works (the White House).

华盛顿哥伦比亚特区 华盛顿哥伦比亚特区是美国的首都。DC 是"District of Columbia"的缩写。这个特区由国会直接管辖。华盛顿是国会开会的地方(国会大厦)和总统工作的地方(白宫)。

### Listen for Information 听要点

Listen to **Interview (1)** and **Dialog**, then fill in the blanks. Be careful. There are two words in each blank!

请听访谈(1)和对话的录音,然后填空。注意,每个空填两个词。	
1. Today we are going to talk about thefirst timeMs. Graham met Mr. Blake	<b>.</b> .
2. On Wednesday, June 12, of	
3. They met in of Mr. Blake's hotel, and you introduced Mr. Blak	e to Ms. Graham.
4. You had just arrived at the hotel and you for Mr. Blake.	
5. Now, let's see. Where is he? Oh, there, over there reading	g the newspaper.
6. Oh, hi Mike. How today?	
7. It's good to see you, Charles. This Vice President, Shirley	Graham.
8. Shirley, Charles Blake from International Robotics.	
9. It's nice you, Mr. Blake.	
10 meet you, Ms. Graham.	
Bonus Answer "Yes" or "No."	
附加 <b>题</b> 回答"Yes"或"No"。	
11. Had Mr. Epstein met Mr. Blake before?	
12. Had Shirley Graham met Mr. Blake before?	
Mike use. 请听访谈(1)录音,并用伊丽莎白和迈克使用的动词的正确形式填空。	
1. On today's program I'll be <u>talking</u> with Michael Epstein.	•
2. Today we are going to about the first time Ms. Graham met Mr. Blake.	arrive introduce
3. They in the lobby of Mr. Blake's hotel.	listen
4. You Mr. Blake to Ms. Graham.	look
5. Let's to the first part of the conversation.	meet
6. You had just at the hotel.	talk
7. You were for Mr. Blake.	
Unscramble 组句	
Unscramble these words to make sentences. Watch out for No. 4.	
重新排列下面的词语,组成句子。注意第4题。	
1. is Charles Shirley, Blake this	
2. to see it's you good	
3. our Shirley this Vice Graham President is ,	
4 ouv adeelps eemt ot	

Answer		答	间	颢
	_			N.Z

Listen to <b>Dialog</b> and answer these questions about Ms. Graham and Mr. Blake.
请听对话并回答有关格雷厄姆女士和布莱克先生的问题。
1. Who is the Vice President, Shirley Graham or Susan Graham?
2. Is Charles reading a newspaper or is he reading a book?
3. Does Charles already know Mike?
4. Does Mike already know Shirley?
5. Is Charles happy to meet Shirley? What does he say?
Preposition Practice 介词练习
Listen to Interview (1) and Dialog again. This time, listen for prepositions. Then choose the
correct preposition in the box for each blank. You may use some words more than once.
请再听一遍访谈(1)和对话的录音。这次注意听介词,然后从方框中选择正确的介词填入每个空
格。一词可以多次使用。
to on for with in from about at
1. On today's program I'll be talking Michael Epstein.
2. Mr. Epstein is his office in San Jose, California.
3. Today we are going to talk the first time Ms. Graham met Mr. Blake.
4 Wednesday, June 12, of last year.
5. They met the lobby of Mr. Blake's hotel.
6. You introduced Mr. Blake Ms. Graham.
7. You had just arrived the hotel.
8. Mr. Blake and Ms. Graham are meeting the first time.
9. Shirley, this is Charles Blake International Robotics.
Who Says? 是谁说的?
Listen to Business Dialog. Write P if the president, H if Harry, or M if Mary says it.
请听商务对话。总裁的话用 P 标明, 哈里的话用 H 标明, 玛丽的话用 M 标明。
1 I'd like to introduce you to Harry Abrams.
2 Mary was Office Manager at Global Electronics with your old friend Bob.
3 He's doing very well. He's a Vice President now.
4. I'm glad to hear it.
5 You mentioned that you like to ski. Well, Harry is an excellent skier!
6 I'd be glad to talk to you later about some good places to ski.
7 Sounds great!
8 We have a lot more introductions to make today.
9 It was nice to meet you.

#### True/False 判断正误

7,000, 7,000, 7,000, 0,000		
According to Business Dialog, are these statements	s true [ <b>T</b> ]	or false [ <b>F</b> ]?
根据商务对话,下面的内容是正确的[T]还是错误的	♭[ F ]?	
1 Harry is the Vice President of Marketing.		Bob isn't very well.
2 Mary Jenkins is Vice President of		Mary likes to ski.
Global Electronics.		Harry used to ski with Mary.
3 Bob works for Global Electronics.		Harry is a good skier.
4 Bob is an old friend of Harry's.	9	The President is going to talk
		about places to ski later on.
Focus on Introductions 重点练习:介绍		
Match 匹配		
Listen to <b>Culture Tips</b> and match the sentence halv 请听《文化点滴》并将下面两栏中的句段相配组句。		
1. You have to make sure that each person learns		ust got back from Singapore."
2. Introducing people is easy		nat to say to each other. e you to meet"
<ul><li>3. A standard way to introduce people is to say</li><li>4. After you've introduced the two people, you should</li></ul>		you can use standard language.
5. When two people meet for the first time,		k makes everyone comfortable.
they may not	-	lp them continue the
6. You can help people to start talking	conversa	
7. A good example of adding new information is to say	G, the other	ng some new information.
8. You should help them to make small talk because	II. by addin	ig some new information.
Introducing Someone Else 介绍他人		
Listen to <b>Gary's Tips</b> . Answer the questions with s	sentences.	
请听《加里提示》。用句子回答问题。 1. How did Mr. Epstein introduce Ms. Graham to Mr.	r. Blake?	
2. What information did Mr. Epstein give about Ms.	Graham?	
3. Why does Mr. Epstein call Ms. Graham by her fir	rst name?	
4. Why do Ms. Graham and Mr. Blake use last name	es?	
5. When do we use the expression "I'd like to introd	uce you to	."?
6. Which other common expression do we use for intr	roductions?	
7. Why does Mary call Harry Abrams "Mr. Abrams"	?	
8. When do we use "It's nice to meet you"?		
9. When do we use "It's nice to see you"?		
10. Why do we often give extra information or begin s	some "small t	alk"?

#### Introduction Practice 介绍练习

Here are five introductions. One is correct and four are incorrect. Which one is correct? What is wrong with the other introductions?

下面是5个介绍。1个是对的,4个是错的。哪个是正确的?其他的介绍错在哪里?

- 1. John, this is our Vice President, Stephanie Stevens. Hi, Stephanie.
- 2. John, I'd like you to meet our Vice President, Stephanie Stevens. Nice to see you. Stephanie.
- 3. John, I'd like to introduce you to Stephanie Stevens, our Vice President. Pleased to meet you, Stephanie.
- 4. John, this is our Vice President, Stephanie Stevens. Nice to meet you, Ms. Stevens.
- 5. John, I'd like you to meet Stephanie Stevens, our Vice President. Nice to see you, Ms. Stevens.

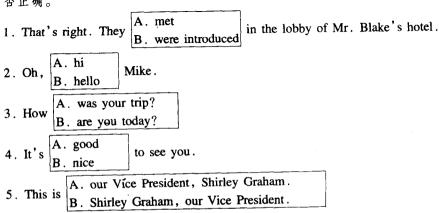
### Just Talking 话语表达

Language for formal introductions can be different in casual and informal situations. 在较为随便和非正式的场合所用的语言与正式介绍的语言是不同的。 informal / casual less formal **Formal** John, Mary ... Mary, John. John, this is... May I present ... John, do you know ... I'd like you to meet ... John, have you met ... May I introduce ... Hi. Hello. Hello, Mrs. Jones. How dee? How'd you do? How do you do? Pleased to meet you. I'm pleased to meet you. My pleasure. It's my pleasure.

### Choose 选择

Read these sentences and decide which are the words or phrases used in the opening conversations of today's broadcast. Then listen to the tape and see if you are correct.

读下面的句子,并判断哪些是今天广播开始时的会话中使用的词语。然后听录音,看看你选的是 否正确。



### Pronunciation: Syllables 语音:音节

How many syllables are in these words? Put the words in the correct column and underline the syllable that is stressed (which is said louder or longer).

下面这些词各有几个音节?把词归入正确的栏内,并用下划线标出重读音节(读音较响或较长)。

2 SYLLABLES 3 SYLLABLES 4 SYLLABLE

### Just for Practice 补充练习

Complete these sentences with the words in the boxes on the right.

用右边方框中的词完成下面的句子。

What was a second secon		
1. How should I introduce	people?	
2. You can introduce when	n they meet.	two
3. Say, "I'd like to introduce	to my colleague."	them
4. Or say, "I'd like to introduce		you
5. Or you could say, "I'd like		
6. Those're three ways to begin	introduction.	a
7. Then help them to begin		the
8. You can begin topic like		to
9. When you meet someone, say "How _	you do?"	are
10. Or say, "Howyou?"		do
11. Then say, "It's to mea	et you,"	nice
12. or "I'm to meet you."		pleased
13. When you again, you	say "It's nice to you."	good
14. Or, you can say, "It's	to see you."	meet
15. But you don't say " "	the first time you	see



### Lesson 5B 第二课

### An Important Introduction (2) 重要的介绍(2)

### Interview 访谈

Eliz : On our last show, we spoke with Mr. Epstein. We talked about your first meeting with

Shirley Graham.

Blake: Yes. I was a little nervous about meeting her. I knew that Mr. Epstein wanted to do business

with me. But I knew that Shirley Graham had some concerns. So it was very important to me

to establish a good personal relationship with her.

Eliz : Well, today we're going to listen to your first conversation with her.

Blake: In the lobby of my hotel?

Eliz: That's right.

Blake: OK.

### Dialog 对话

Epstein: Now, let's see. Where is he? Oh, there he is, over there reading the newspaper. Mr. Blake!

Blake : Oh, hi Mike. How are you today?

Epstein: It's good to see you, Charles.

This is our Vice President, Shirley Graham. Shirley, this is Charles Blake from International

Robotics.

Graham: It's nice to meet you, Mr. Blake.

Blake: Pleased to meet you, Ms. Graham.

Graham: How are you today?

Blake: Fine. And you?

Graham: Just fine. Mike tells me that he took you around San Francisco yesterday.

Blake : We had a great time yesterday. We went down to Fisherman's Wharf, and we had lunch,

and then we drove around San Francisco and saw a bit of the city.

Graham: Is this your first trip to the West Coast?

Blake: Well, not really. I was here about seven years ago, just for a very brief visit. And now I

have a little bit more time to see some of the city.

#### Cultural Note 文化注释

Washington, DC Well-known landmarks in Washington include the Jefferson Memorial and the Lincoln Memorial. The tallest building is the Washington Monument (555 ft tall).

华**暨顿哥伦比亚特区** 华盛顿著名的建筑包括杰斐逊纪念堂和林肯纪念堂。最高的建筑 是华盛顿纪念塔(高 555 英尺)。





#### Listen for Information 听要点

Listen to Interview (1) and Dialog, and fill in the blanks 请听访谈(1)和对话的录音并填空。 1. I was a little about meeting her. 2. I knew that Mr. Epstein wanted to do with me. 3. It was very to me to establish a good personal with her. 4. Now, let's . Where is he? Oh, there he is, over there reading the 5. It's to see you, Charles. This is Vice President, Shirley Graham. 6. Shirley, \_\_\_\_\_ is Charles Blake from International Robotics. 7. Pleased to \_\_\_\_\_\_ you, Ms. Graham. 8. Mike tells me that he took you \_\_\_\_\_ San Francisco yesterday. 9. We went to Fisherman's Wharf, and had lunch. 10. Then we drove around San Francisco and saw a \_\_\_\_\_ of the city. Bonus Answer these questions with sentences. 附加颗 用句子回答问题。 11. Has Mr. Blake visited the West Coast before? 12. What happened seven years ago? Verb Practice 动词练习 There are some past tense verbs in today's Interview (1) and Dialog. Listen, and then complete this chart with a past tense for each verb and write a sentence containing the past tense verb. 在今天的访谈(1)和对话中有一些动词的过去形式。听后用每个动词的过去式完成下表并写出 一个含有过去式动词的句子。 **SENTENCE INFINITIVE** PAST TENSE On our last show, we spoke with Mr. Epstein. 1. speak spoke 2. talk 3. be 4. know 5. want 6. have 7. take 8. go 9. drive

l

10. see

#### Careful Listening 仔细听

There is one mistake in each sentence. Cross out the mistake and write the correction.

下面的每个句子中都有一个错误。划去错误并改正过来。

Example: -Mr. Epetein was nervous about meeting Ms. Graham.	Mr. Blake
1. Mr. Blake knew that Shirley had many concerns.	
2. Shirley Graham met Mr. Blake in the lobby of her hotel.	
3. Mr. Blake wanted to establish a good relationship with Mr. Epstein.	
4. Mike took Shirley around San Francisco yesterday.	
5. They drove around San Francisco and saw most of the city.	
6. Mr. Blake came to San Francisco seventeen years ago.	

#### Listen for Information 听要点

Listen to Interview (2) and answer these questions.

请听访谈(2)录音,并回答下面的问题。

1. Who did Charles think was friendly?	Ms. Graham.
2. Where did they meet?	
3. What did he think he could do with her?	
4. How will he convince her to buy his robots?	
5. When will we see how the negotiations went?	

#### Match 匹配

Listen to Interview (2) and match these sentence halves.

请听访谈(2)录音并将下面两栏的句段相配组句。

- 1. Mr. Blake thought Ms. Graham was
- 2. He hoped that he could
- 3. Blake knew there were several important issues
- 4. He felt that he could convince her
- 5. We will see how the negotiations go

- A. to buy his industrial robots.
- B. they needed to discuss.
- C. very friendly.
- D. as the show continues.
- E. do business with her.

### Choose 选择

Choose the best way to complete each sentence. Then listen to Gary's **Culture Tips** and see if you are correct.

选择最佳方式完成各句。然后听加里主持的《文化点滴》,看看你选的是否正确。

- 1. Most Americans talk a lot because silence
  - A. makes a bad impression.
- B. is impressive.
- 2. If you are silent, Americans may think
  - A. you are boring.
- B. you are bored.
- 3. If you don't keep talking, Americans might think
  - A. you don't like them.
- B. you aren't like them.
- 4. When listeners use expressions like "Uh-huh" and "Really?" they show
- A. they don't understand.
- B. they are interested.
- 5. If you need time to think, you can say
  - A. "something."

- B. "Hmm" or "Let me see."
- 6. Saying "Hmm" means
  - A. "I'm not interested."
- B. "I will say something soon."

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