

商务通英语 6

Functioning in Business

Roger Olsen 编著 王素云 翻译

**京语言大学出版社



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Book Six

第六册

Roger Olsen 编著

王素云 翻译

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(京)新登字 157 号

图书在版编目(CIP)数据

商务通英语 第6册/(美)奥尔森(Olsen, R.)编著;王素云译 —北京:北京语言大学出版社,2003

ISBN 7-5619-0803-2

Ⅰ. 商…

Ⅱ.①奥…②王…

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(2000)第 01071 号

《商务通英语》著作权合同登记号:第六册 图字:01-1999-1165

本书由美国 DynEd International, Inc. 授权在中国境内出版发行。

责任印制: 汪学发

出版发行:北京语言大学出版社 (北京海淀区学院路 15号 邮政编码 100083)

印刷:北京北商印刷厂

经 销:全国新华书店

版 次:2000年1月第1版 2003年8月第2版

开 本: 787毫米×1092毫米 1/16 印张:10

字 数: 254 千字

书 号: ISBN 7-5619-0803-2/H·9108

2000WY0035

定 价: 29.80(含磁带)

出版部电话:010-82303590

发行部电话:010-82303651 82303591

传真:010-82303081

E-mail: fxb@blcu.edu.cn

如有印装质量问题•本社出版部负责调换

前言

祝贺你选择《商务通英语》作为英语课程的中级教材。这是一套令人兴奋、让人耳目一新的听说广播教材。通过收听广播和听录音学习本教材,你可以获得最大收益。

《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,重点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。他们是怎么说的显示了同一意思的不同表达方法,帮助你听清所说的每一个词,复习重要的语言功能。

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;仔细听引导你注意每一个词;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去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。有的复习内容重点放在练习听关键的概念和语言功能上,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 1999年10月 SCOPE AND SEQUENCE 教学内容与安排

UN	ITT TITLE 单元标题	PE AND SEQUENCE 教 PRIMARY FOCUS 主要语言点	STORY OUTLINE 情节概要
1	Introductions 介绍	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, Mik 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
2	Checking In 住店登记	Vocabulary of travel, transportation and lodging 旅行、交通、住宿词汇 Making and confirming reservations 预订与确认	Mr. Blake of International Robotics check 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
3	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 Advance Technologies 布莱克先生与先锋技术公司的爱泼期 坦先生打电话约定会面
4	Confirming Plans 确认计划	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核对会面时间及有关细节
5	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
6	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
8	The Final Proposal 最后提案 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 规划未来	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
0	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
1	Coming to Agreement 达成协议	Meeting and discussion skills 会谈与讨论技巧 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
2	A New Beginning 新开端	Discussing changes 讨论变更	Mr. Blake speaks with Mr. Epstein

SCOPE AND SEQUENCE: UNITS 11 AND 12

第十一、十二单元教学内容与安排

	ESSON 课次	FOCUS ON LANGUAGE FUNCTIONS 重点语言功能	AMERICAN BUSINESS ENGLISH 美国商务英语
	11A 第一课	Accepting an Apology 接受道歉 Don't worry.	Getting down to business 转入正题
第十	11B 第二课	Clarifying 澄清问题 I mean dolls and toy cars.	The importance of English 英语的重要性
_	11C 第三课	Correcting 纠正 Actually, it's Mary Thomas.	Improving communication in English 提高英语交际能力
单	11D 第四课	Asking for confirmation 征求确认 They'll cost more, won't they?	Quality in the U.S. 质量在美国
元	11E 第五课	Expressing uncertainty 表示不能肯定 <i>I'm not sure</i> .	Fast delivery 快递
	11F 第六课	Discussing future plans 讨论将来的计划 I fly to London on the 23 rd .	Airline tickets 机票
	12A 第一课	Proposing a toast 祝酒 Here's to all of you.	Toasts 祝酒
第	12B 第二课	Changing the subject 改变话题 You know, I heard that Mary is leaving.	Personal issues 私人问题
+	12C 第三课	Expressing regret 表示遗憾 I wish I had spent more time with my kids.	Work and family 工作与家庭
单	12D 第四课	Leading questions 诱导性提问 It looks like you've changed jobs three times.	Attracting new employees 吸引新雇员
. 元	12E 第五课	Asking a favor 请人帮忙 (requests and promises) I have a favor to ask of you.	Intellectual property 知识财产
1	12F 第六课	Ending a conversation (pre-closing) 结束谈话(结束预示语) It's been nice talking to you.	Ending a conversation 结束谈话 。

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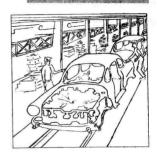
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Lesson 11A 第一课

Coming to Agreement (1) 达成协议 (1)



Vocabulary 词汇

Listen for these words in today's broadcast.

注意听下面这些今天广播中的词。

extremely

completely

knowledgeable

proceed

finalize

influence

power

confident

Before Listening 听前

Mr. Charles Blake has been in New York City, meeting with David Gomez of Federal Motor. Charles wants Federal Motors to buy his robots. Now Elizabeth is going to interview Charles and they will talk about a conversation he had with David's boss, Mr. Stewart Chapman. Read these sentences to get a general idea about what you will hear in today's broadcast, and predict which are the words or phrases they use in **Interview (1)**. Then listen and see if you are correct. 查尔斯·布莱克先生在纽约市与联邦汽车公司的大卫·戈梅兹进行会谈。查尔斯想让联邦汽车公司购买他的机器人。现在伊丽莎白将采访查尔斯。他们要说说查尔斯同大卫的上司斯图尔特·查普曼先生的谈话。读下面的句子,以了解你今天要听的广播内容大意。猜猜哪些是他们在访谈(1)中用到的词语。然后再听,看看你答得是否正确。

- 1. I met with Mr. Chapman
- A. as soon as B. when

he came back to town.

- 2. Dave Gomez had been
- A. extremelyB. very

helpful.

3. But I

A. wanted to

B. was anxious to

talk to Mr.

talk to Mr. Chapman

- 4. so that we
- A. could finalize
- B. could finish

the agreement.

Cultural Note 文化注释

The U.S.P.S. The United States Postal Service (U.S.P.S.) delivers mail to every U.S. business and home six days a week. It only costs 33 ϕ to mail a letter anywhere in the country.

美**国邮政服务** 美国邮政服务每周六天为美国的每家公司和每个家庭投递邮件。**仅花33** 美分便可将一封信寄往美国国内任何地方。

What Did They Say? 他们是怎么说的?

Here are some multiple-choice questions about Charles and Stewart's meeting. But only one of the choices was used in their **Dialog**. Which answer is exactly what Charles or Stewart said?

下面是有关查尔斯同斯图尔特的会谈的一些多项选择题。但只有一个选择是他们在对话中用到的。哪个答案是查尔斯或斯图尔特的原话?

- 1. The first thing they did was to meet each other for the first time. What did Mr. Chapman say?
 - A. I'm glad to finally meet you.
 - B. I'm happy to have the chance to meet you.
 - C. So we're finally meeting.
- 2. How did Charles respond to that? What did he say?
 - A. And I'm very happy to meet you, Stewart.
 - B. I'm glad to finally meet you, too.
 - C. I'm pleased to meet you, too.
- 3. Then Stewart apologized for being out of town. What did he say?
 - A. I apologize for not meeting you earlier.
 - B. I'm very sorry for not meeting you earlier.
 - C. I'm sorry we didn't meet before.
- 4. What did Charles say then? What did he say?
 - A. I do understand. It wasn't a problem.
 - B. I understand completely. It wasn't a problem.
 - B. I understand completely. Don't worry about it.

Word Practice 词语练习

Fill in the blanks with the words or phrases from the box on the right. If you need help, listen to the **Dialog** between Charles and Stewart again.

用右边方框里的词语填空。如果你需要帮助,请再听一遍查尔斯和斯图尔特的对话。

 Well, I'm glad t I'm very sorry for in the hospital 	or	, Charles you earlier, but with	my father	a problem finalize things getting ready
5. He's been	edgeable that we've	to return to Be to business.	eijing,	meet you not meeting proceeded quickly right down very helpful
Spelling 拼写 Rearrange these le 将下面各组字母排		ds used in the broadcas 词。	st.	
 AINOSUX CEELLMOPTY EEELMRTXY AEFIILNZ 	a <u>c</u> <u>e</u> f	5. A 6. E 7. A	FILLNY FHLLPU HILOPST DDEEEOPR	f h h

2 此为试读,需要完整PDF请访问: www.ertongbook.com

Listen for Information 听要点

Listen to Inte	erview (2)	and comp	ete these	sentences	with the	words	Charles	and Elizabeth	use
请听访谈(2)	录音并用	查尔斯和伊	丽莎白使	用的词完员	战下列句	子。		9	

1.	I had	out many of the	of the agreer	ment with Dave	Gomez.
2.	But I	that Chapman would n	nake the	decision.	
3.	After my	with Advanced Tec	chnologies, I was a bit		
4.		Advanced Technologies	not to buy	your robots?	
5.	Yes, Mike Epstein	loved our robots, but his	, Shirley	Graham, made	the final
6.	Still, I was	confident.			

Careful Listening 仔细听

Here are several sentences from **Interview (2)**, but one word in each of the sentences is missing. First, try to see which word is left out of each sentence, then put the missing word back. The missing words are in this box.

下面是访谈(2)中的几个句子。每个句子中缺了一个词。先找出每个句子中缺了什么词,然后把 所缺的词补上。所缺的词在下面的方框里。

	foiely	not	0115	out	that
a	lanly	HOU	our	out	uiai

- 1. I had worked many of the details of the agreement with Dave Gomez.
- 2. But I knew Mr. Chapman would make the final decision.
- 3. After my experience with Advanced Technologies, I was bit worried.
- 4. Because Advanced Technologies decided to buy your robots?
- 5. Yes, Mike Epstein loved robots, but his boss, Shirley Graham, made the final decision.
- 6. Still, I was confident.

Pronunciation: Sound Similar? 语音:读音相似吗?

These word pairs sometimes sound alike in speech, but they are actually pronounced differently. Practice saying these words by themselves, then read the sentences out loud.

下面每对词的读音在语流中有时候听起来很相似,但实际上它们的发音是不同的。练习读这些词,然后朗读下列句子。

at / back
Charles has to go back to China.
He's talking with Stewart at Stewart's office.

boss / got
Stewart is David's boss.
They finally got to meet each other.

down / town
They wanted to get down to business.
Charles had to leave town very soon.

real / we'll
Mike Epstein is a real friend.
We'll talk with him again in another show.

Stewart was sorry they didn't meet earlier.

Charles didn't worry because Dave is so knowledgeable.

Focus on Ending Small Talk 重点练习:结束闲谈





Phrases for Ending Small Talk 结束闲谈的短语

I'm ready.

Are you?

Let's get started.

Okay, folks. It's time to start.

Match 匹配

Complete the statements in Column A by matching them with the sentence endings in Column B. If you need help, listen to today's Culture Tips.

将A、B两栏中的句段搭配组成完整的句子。如果你需要帮助,请听今天的《文化点滴》。

COLUMN A

- 1. Another sign to look for is a pause in
- 2. But how do you know exactly
- 3. If people start looking at their watches,
- 4. Or you can say, "Why
- 5. You can say, "Well, perhaps we
- 6. Small talk should
- 7. Small talk should only
- 8. Sometimes you can see signs
- 9. When people have been introduced and are comfortable,
- 10. You should look at the other

COLUMN B

- A. don't we get started?"
- B. it's a sign to stop the small talk.
- C. last for a few minutes.
- D. not take too long.
- E. people in the room very carefully.
- F. should begin our meeting."
- G. that it's time to end the small talk.
- H. the conversation or an awkward silence.
- I. when to begin talking about business?
- J. you can start the serious conversation.

Pronunciation: Sound Similar? 语音: 读音相似吗?

The endings of these word pairs sometimes sound alike in speech, but they are actually different sounds. Practice saying these words, then read the sentences out loud.

下面每对词词尾的读音在语流中有时候听起来很相似,但它们的实际读音不同。练习读这些词, 然后朗读下列句子。

left / let

Sarah should have left her office earlier.

Let us take a short break now.

last / late

The last person at a meeting might be late.

at / back

If people start looking at their watches, it might be time to start.

Charles met Stewart as soon as he got back to town.

some / soon

Let's get a table and order some food.

I'd like to eat soon because I'm hungry.

catch / chance

When you get back from vacation, you have to catch up.

I'm happy to have the chance to meet you.

When Americans Say "so" 当美国人说"so"时

When Americans say "so," they can be changing the subject, making a final point, telling you what happened next, or just filling a gap in the conversation. The word "so" can have several different meanings. Here are examples of different meanings the word "so" can have:

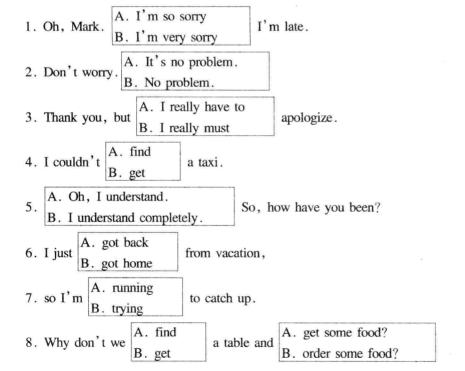
当美国人说"so"时,他们可能是在换话题、谈最后一点、告诉你接着发生的事情,或者只是填补谈话中的冷场。"so"一词有几种不同的意思。下面即是该词所表达的不同意思的一些例子。

meaning	example
very	He was so hungry that he almost fainted.
therefore	So, that's why he left.
then, next	So, then he went to the movies.
as a space holder	So, well, er, um I'm not sure.
to change the subject	So, let's stop the talk and start the party!

Choose 选择

Read these sentences and guess which are the words or phrases Sarah and Mark use in today's **Business Dialog**. Then listen to the tape and see if you're right.

读下列句子,猜猜哪些是萨拉和马克在今天的商务对话里使用的词语。然后听录音,看看你答得是否正确。



Vocabulary Practice 词汇练习

Complete these sentences with the words in the box on the left.

用左边方框里的词完成下列句子。

	extremely
	finalize
	finally
k	nowledgeable
	power
	proceeded

- 1. Dave is very _____.
- 2. The meetings _____ quickly.
- 3. Dave had been _____ helpful.
- 4. Charles wanted to _____ the agreement.
- 5. Stewart _____ had a chance to meet Charles.6. Mr. Chapman had the _____ to make the final decision.

Just for Practice 补充练习

Fill in the blanks with the words in the boxes on the right.

用右边方框里的词填空。	
1. Charles wants to down to business.	the
2. He wants to finalize soon.	get
3. He wants to finalize agreement.	been
4. Mr. Chapman just back from a trip.	things
5. He has not just relaxing.	got
6. Does Dave have influence on the decision?	to
7. Mr. Chapman said he apologize for being away.	from
8. He just got back New York.	much
9. He got back a trip.	must
10. Now he's ready to begin with Charles.	with
11. He sat down to begin meeting.	their
12. Did the meeting begin small talk?	talking
13. They started with some small talk, but some point, 14. Mr. Chapman wants to get down business. 15. Charles wants do the same thing. 16. They want to finalize things Charles leaves town. 17 general, things are going well.	at to in before
18. Charles wants to get	right
19. Mr. Chapman said they should get to business.	down
20. They'll get down to the details.	started



Lesson 11B 第二课

Coming to Agreement (2) 达成协议(2)



Vocabulary 词汇

Listen for these words in today's broadcast.

注意听下面这些今天广播中的词。

arrange

associate

authority practical

dependent standard

dominant wonderful

marvelous necessary

Before Listening 听前

Mr. Charles Blake has been in New York City, meeting with David Gomez of Federal Motor. Charles wants Federal Motors to buy his robots. Now Elizabeth is going to interview Stewart and they will talk about the conversation he had with Mr. Blake. Answer these questions, then listen to the broadcast to check your answers. There may be more than one correct answer to each question.

查尔斯·布莱克先生在纽约市与联邦汽车公司的大卫·戈梅兹会谈。查尔斯想让联邦汽车公司购 买他的机器人。现在伊丽莎白要采访斯图尔特。他们要说说斯图尔特同查尔斯先生的谈话。回 答下面的问题,然后听广播检查你的答案。每个题的正确答案可能不止一个。

1. Who is Mr. Stewart Chapman?

A. Charles' boss

B. David's boss

C. David's friend

2. Who makes the final decision about buying robots from China?

B. David

C. Stewart

3. Who had done an excellent job in his meetings about the robots?

A. Charles

B. David

C. Stewart

4. Who is getting ready to go to China?

A. Charles

B. David

C. Stewart

Now guess which are the exact words or phrases used by Elizabeth and Stewart, then listen Interview (1) to check your answers.

现在猜猜哪些是伊丽莎白和斯图尔特使用的词语,然后听访谈(1)检查你的答案。

5. I was glad

A. to finally meet him.

B. to meet him finally.

6. David Gomez had done

A. an excellent job

B. a good job

in his meetings with Mr. Blake.

7. But it was my

A. job B. power

to make the final decision.

Cultural Note 文化注释

American Workers Most American workers drive about 25 minutes to get to work (and then another 25 minutes to get home at night). The average commute is 22.4 minutes. 94.7% of American workers drive; 80% drive by themselves and 14.7% car pool. 5.3% use public transportation.

美国工人 大多数美国工人要驱车 25 分钟左右去上班(晚上再驱车 25 分钟回家)。平均乘车时 间为22.4分钟。94.7%的美国工人开车:80%自己开车,14.7%搭伴开车。5.3%乘坐公共交通工具。

What Did They Say? 他们是怎么说的?

Here are some questions about **Dialog**. Which answer is exactly what Charles or Stewart said? 下面是关于对话的几个问题。哪个答案是查尔斯或斯图尔特的原话?

- 1. Stewart knows that Charles is leaving town soon. What did he say?
 - A. I know that you're anxious to return to Beijing.
 - B. I know you're getting ready to return to Beijing.
 - C. I know you want to return to Beijing soon.
- 2. He said that he's ready to start their meeting. What did he say?
 - A. So we should get going with our business.
 - B. So we should get right down to business.
 - C. So we should get started with business.
- 3. Charles told him that he's ready to start the meeting. What did he say?
 - A. Good. I'd like to finalize things before I go.
 - B. Good. I'd like to finalize things before I leave.
 - C. Good. I'm ready to get started, too.
- 4. Charles told Stewart when the new manual will be ready. What did Charles say?
 - A. Actually, we'll have them for you in two.
 - B. Actually, they'll be ready in two weeks.
 - C. Well, they should be finished in two weeks.

Word Practice 词语练习

Choose the expressions in the box on the right to paraphrase the statements below.

用右边方框里的短语改写下面的句子。

- 1. Correct. We'll send several engineers.
- 2. I know you're anxious to get back home.
- 3. I'd like to finish the agreement before I go.
- 4. Let's get started with our business.
- 5. The manuals will be finished in two weeks.

- A. be ready
- B. finalize things
- C. get down to
- D. get ready
- E. that's right

Pronunciation: Word Boundaries 语音:词语分界

Mark the word boundaries with a slash(/). If there is a distinct pause, mark that boundary with an "X".

用斜线(/)标出词的分界。如果词之间有明显的停顿,用 X 标明。

Example: Yes \times I / had / an / excellent / meeting / with / him.

- 1. U h y e s I w a s g l a d t o f i n a l l y m e e t h i m.
- 2. Buthedidn' thavetheauthority to make the final decision.
- 3. I'dliketofinalizethingsbeforeIleave.
- 4. The English service manuals will be ready in three weeks.
- 5. A c t u a l l y w e' l l h a v e t h e m f o r y o u i n t w o.

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