

第二版 SECOND EDITION

FRESH START ENGLISH 新发展英语

◎ 顾问: 王守仁 ◎ 总主编: 晨梅梅 ◎ 主审: Maya Wertheimer (美)

综合
教程
2

本册主编 饶辉



外语
上
册

外语教学与研究出版社
FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS

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《新发展英语》是一套专门为成人高等教育英语教学编写的教材，适用于各类高校的继续教育学院和成人高校中非英语专业的专升本、专转本、专接本、高升本学生，各类高校网络学院中远程教育非英语专业的本科学生，以及具有中级英语基础的人群。本教材在充分调研的基础上，遵循了高等学校中应用型人才的培养目标和高等继续教育的特点，重在巩固学生已经掌握的基础知识，并力图提高和拓展学生的英语实际应用能力。本着以应用为目的，以就业为导向，与社会需求、工作实际以及个人发展紧密联系的宗旨，本教材力求成为一套集可读性、趣味性、多元性、时代性和应用性为一体的新型成人本科综合实用英语教程。

本套教材共4级，供4个学期使用。每一级由主教材《综合教程》和配套辅助教材《学习指南》组成：

《综合教程》第1册起点为约2,200个单词，另学习新词汇约500个，着重巩固学生在本科阶段之前所学的英语基础知识。

《综合教程》第2册要求在巩固第1册的基础上再学习新词汇500个左右，并着重于进一步培养和提高学生的英语听、说、读、写、译五项基本技能。

《综合教程》第3册则要求在第2册的基础上学习新词汇500个左右，并着重于进一步提高和发展学生的英语五项基本技能。

《综合教程》第4册的所有读写单元均以类型各异、题材丰富的应用文体为主（含读书报告、毕业论文、工作报告等）。除要求在第3册的基础上学习约500个新词汇以外，第4册主要着眼于实用技能的拓展和应用，从而更好地与社会实践相结合。

为了更好地适应各类高校成人英语教学的实际需要，本套教材在编写框架上一改普通教材的传统结构，将主教材每册的12个单元分成4个独立的听说单元和8个读写单元，既可综合学习、全面展开，又可因时因地分开使用或选择学习，便于教学双方根据学习条件和课时量的多少各取所需、灵活使用。

各册书的第1、4、7、10单元为独立的听说单元。每单元设一个功能性主题，由语音训练、单词和短语填空、单句、对话和短文听力训练、语言应用训

练、功能性语言归纳以及情景交际（含角色扮演和语言游戏等）几个部分组成。单元中所有有关语言知识的任务型及使用型练习均围绕着单元主题自然而流畅地展开：从听到说、从独自默读到相互交流，循序渐进，有利于激发学生的学习兴趣和提高学生的学习自信心。

主教材的每个读写单元设一个主题，由3个部分组成：第1部分是精读；第2部分是综合技能训练；第3部分是快速阅读。具体如下：

1. 精读部分是由Pre-reading Preparation、Text以及Cultural Background and Related Information构成。学生可以根据预读活动对将要学习的内容做一些预测和思考，在学习课文后能更准确地掌握重要词汇，更形象、生动、深刻地理解阅读内容。阅读理解练习是针对课文设计的。由Fact Searching、Reading Analysis、Information Organization以及Team Work等一系列从细节到整体、从笔头到口头的练习组成，试图从各个方面对课文进行梳理和总结，努力改变“只见树木，不见森林”的学习方法，引导学生“见树见林”，提高学生的细节观察能力和宏观把握能力。

2. 综合技能训练是针对精读课文中的重点词汇和句法结构而设计的。词汇方面有构词练习、同义词和反义词连线练习、词汇选择、替换练习；句法结构方面有常用句型造句、填充、句型套写；翻译方面有英汉短语互译和句子翻译；写作方面分两个系列展开：基础写作（含初级写作、段落写作和各类文体写作，列于各册的第2、5、8、11单元）和应用文写作（从简易的便条和电话记录等到求职申请表和各类信函等的实用写作，分在各册的第3、6、9、12单元里）。写作部分这样安排一方面可以满足学生对大学英语基础写作和四、六级应试写作的学习需求，另一方面又可以兼顾成人学生在现实工作中对应用文写作的实际需要，同时可融会贯通各种技能，以达到学用结合的理想效果。

3. 快速阅读编排在各读写单元的最后。为学生提供的是一篇400-500词左右、与主题相符但难度较低的文章，并配有相关的阅读理解练习，目的是更好地培养和提升学生快速阅读和理解的能力。该部分可随堂使用，也可作为家庭作业或自学内容。

与主教材配套的辅助教材《学习指南》与主教材各单元相呼应，听说单元配有文化背景资料和听说材料原文及参考情景交际对话，从而为教学双方提供最为方便和全面的学习参考。此外，读写单元配有课文翻译、语言点注释和所有练习的答案，并为学有余力的学生提供了泛读课文、相关背景资料和语言句法的讲解和配套练习。

由于全国各类高校的成人本科英语教学课时数相差很大，教学要求也相距甚远，教学条件和教学环境也各不相同，因此，编者建议，在使用本教材的时候，各校可根据本校教学单位的具体情况灵活掌握，可充分利用和发挥，也可压缩或选择性使用。此外，由于本教材提供了较为详细的教学参考，因此在课堂教学时，建议教师可将一部分精力和时间放在组织小组讨论、角色扮演等一些动脑、动手、动口的有利于语言表达和思维拓展的活动上。

本套教材由教育部高等学校大学外语教学指导委员会主任、南京大学教师教学发展中心主任王守仁教授任顾问，由南京大学晨梅梅教授设计并任总主编。第2册由饶辉任主编，顾萍、施荣根、李敬梅任副主编，编者为王原晴、李晓梅、丁海燕、秦志红、张瑾、文昀、葛雪。本教材在编写过程中得到了全国十多所高校的外语学院、外语系、大学外语部以及继续教育学院或成人教育学院的大力支持。数十位高校一线的英语教师参与了编写工作。美籍在华高校英语教师Maya Wertherimer博士审阅了全书，出版社的编辑们为此倾注了许多心血，在此一并表示诚挚的谢意！

编者

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Plan of the Book

Listening & Speaking Units

Unit	Title / Topic	Phonetics	Functional Language
1	Making Complaints and Expressing Dissatisfaction	含有 e 字母组合 ure, ea, ei, ie 以及 ear 的发音	如何表达抱怨、不满和表达歉意的回答
4	Making Offers and Giving Responses	字母组合 ew, eu, au, augh 以及 aw 的发音	如何表达提供以及帮助如何回答 (表示接受 / 表示拒绝)
7	Expressing Disappointment or Regret	字母组合 ig, igh, ai, ind 以及 wa 的发音	如何表达失望或后悔以及回答
10	Giving Praise and Expressing Admiration	字母组合 ou, al, ia, ie 以及 io 的发音	如何表达赞扬、羡慕

Reading & Writing Units

Unit	Title / Topic	Intensive Reading	Writing	Fast Reading	*Extensive Reading
2	Happiness	The Secret of True Happiness	语段的写作	The ABCs of Living a Happy Life	Happiness Is...
3	Attitude	Everyday Is a Gift —A Story to Live By	电话留言	An Insight Changes Your Whole Life	It Is Time to Let Go
5	Encouragement	Words That Work Miracles	运用列举法和举例法发展语段	Hello Day	Give and Receive Highly-valued Compliments
6	Cultural Difference	Surviving Culture Shock Is Key to Working Abroad	单位内部的备忘录	Don't Say "Let's Get Together" to a Foreigner	Have You Hugged a Foreigner Today?
8	Food	A Foreigner Encounters Chinese Food Culture	运用因果法发展语段	Food in China	Say No to Western Fast Food

(to be continued)

(continued)

Unit	Title / Topic	Intensive Reading	Writing	Fast Reading	*Extensive Reading
9	Remembrances	Seeking Special Moments	遗失启事	A Remembrance of Letter Writing	Communications: Easier or More Difficult
11	Campus Cheats	Let's Put the Heat on Campus Cheats	运用比较法和对比法发展语段	Academic Honesty: Good Manners, Not a Set of Rules	Plagiarism for Dummies: Why Cheating Students Are Missing the Point of Education
12	On the way	Drop Your Car, Get on the Bus—Warm Your Heart	招领启事	A Road Rage Survey	Americans Feel Good About Self-Driving Cars But Don't Want Them Yet

(* 每个单元 Extensive Reading 部分见《学习指南》)

Unit

1

Making Complaints and Expressing Dissatisfaction



PART I

Listening

Section A Phonetics

In each group of the following words, the underlined part of one word is pronounced differently from those of the other words. Listen carefully and pick it out.

1. A. sure B. pure C. manure D. cure
2. A. heat B. deal C. each D. spread
3. A. ceiling B. receive C. deceive D. neighbor
4. A. niece B. friend C. piece D. field
5. A. dear B. hear C. wear D. fear

Section B Short Conversations

In this section, you will hear five short conversations between two speakers. At the end of each conversation, a question will be asked about what has been said. After each question there will be a pause. During the pause, you must read the four choices marked A, B, C and D and decide which is the best answer.

1. A. She was held up at the office and caught in a traffic jam.
B. She went to see her friend.
C. She had a talk with her manager.
D. She was about to leave when there was a knock at the door.
2. A. In a library. B. At a bookstore.
C. At a restaurant. D. In an office.
3. A. The facilities have broken down.
B. The facilities have been stolen.
C. The facilities are beyond repair.
D. The facilities should be replaced.
4. A. The chicken soup she ordered was not cooked.
B. The waiter kept her waiting for her soup for a long time.
C. She was disturbed by loud music.
D. She was served by a rude waiter.
5. A. She is a troublemaker. B. She is a blabbermouth.
C. She is a boaster. D. She is a competitor.

Section C Passages

Exercise One

In this exercise, you will hear a short passage twice. For the first time, listen and get the main idea. And for the second time, fill in the blanks according to what you have heard.

Six Chinese who were 1) _____ Amsterdam to Beijing were delayed at the airport from February 16 to 18, reported the *Beijing Morning Post*. KLM Royal Dutch Airlines gave each passenger an 800-euro 2) _____ in compensation. But 3) _____ they were discriminated against.

The airline has a 4) _____. "Poor English handicapped the Chinese passengers from understanding an in-time communication with 5) _____," explained the employee from the 6) _____ of KLM Royal Dutch Airlines.

With so many people traveling 7) _____, delays and cancellations are unavoidable. If you have a problem, use these common requests to ensure that 8) _____ is dealt with properly.

Exercise Two

In this exercise, you will hear a short passage. After the passage, five questions will be asked about what has been said. Listen carefully and write down each question which will be spoken twice. After each question there will be a pause. During the pause, you must read the four choices marked A, B, C, and D and decide which is the best answer.

1. _____?
A. People's complaints about traffic, public transport, and road taxes.
B. People's likes of car parks, traffic, and transportation.
C. People's opinions about traffic, petrol prices, and public car parks.
D. People's wishes for petrol prices, public car parks, and road taxes.
2. _____?
A. \$5. B. \$15. C. \$6. D. \$4.
3. _____?
A. 65%. B. 70%. C. 60%. D. 35%.
4. _____?
A. That the results of the survey are different from what people expected.
B. That only traffic is examined in a survey.
C. That it indicates there are some people who prefer taking buses to driving.
D. That some people are willing to pay more for car parking and petrol.
5. _____?
A. Opposed. B. Agreed. C. Neutral. D. Critical.

Part II Speaking

Section A Functional Language

List more expressions you have learned from the above sections.

How to make a complaint:

- I hate to complain, but...
- I'm afraid I have to make a complaint.
- Excuse me, but there's a problem with...
- Sorry to bother you, but I think there is something wrong with...
- I'm afraid there's a slight problem with...
- I hate to say this, but...
- I'm upset with...

→ _____
→ _____
→ _____
...

How to express dissatisfaction:

- I can't say I feel happy about...
- I'm afraid it's not at all what I wanted...
- I'm not satisfied with... / I'm dissatisfied with...
- I can't possibly accept it.

→ _____
→ _____
→ _____
...

How to reply to complaints or dissatisfaction:

- I can't tell you how sorry I am.
- I'm terribly / so / very / extremely sorry about this / that.
- I do apologize.
- I assure you it won't happen again.
- I'm afraid I can't do anything.
- I just don't know what to say.

→ _____
→ _____
→ _____
...

Section B Dialogue

In this section, there are five incomplete dialogues. For each dialogue there are four choices marked A, B, C and D. Choose the ONE that best completes the dialogue.

- Why are you so angry with me?
— _____, I just got carried away (情绪失控).
A. I'm awfully sorry
B. I'm quite pleased
C. I'm very happy
D. I can't complain
- Well, _____, but this delay has caused me to miss my meeting. I expect some sort of compensation.
—Sorry for having caused you a lot of trouble.
A. I assure you it won't happen again
B. I can't tell you how sorry I am
C. I hate to complain
D. I wish you wouldn't
- _____ your service. I want to speak to the manager.
—I do apologize for that.
A. Thank you for bringing the matter to our attention
B. I'm not satisfied with
C. I have never found a room with
D. I have a complaint to make
- _____ what you have done, so don't go home until you finish all the work here.
—Don't give me a hard time.
A. I can't say I feel happy about
B. Why are you so angry with
C. I'm afraid I can't do anything
D. I can't possibly accept it
- You've forgotten to clean your room as you promised. _____
—I do apologize for that.
A. Sorry to hear that.
B. I hate to complain.
C. I assure you that I've done it.
D. I hope this will not happen again in the future.

Section C Situational Communication

In this section, you will learn to use the expressions in Section A.

Phase 1: Work in pairs, and make a complaint or express dissatisfaction for the following situations:

Example In a hotel, you find that your room hasn't been cleaned up, so you make a complaint to the manager.

Suggested expressions:

Manager: Morning, madam. Is there anything I can do for you?

- Guest: I hate to complain, but why hasn't my room been cleaned up? It's already 12:00.
- Manager: Sorry to hear that. I'll check it at once.
- Guest: Thank you very much.

1. You complain to your neighbour whose new stereo system is making a noise too loud for you to fall asleep.
2. You go to a barbershop to have your hair cut, but you don't feel satisfied with the hair style.

Phase 2: Role Play

Work in pairs. One makes a complaint or expresses dissatisfaction and the other gives appropriate replies according to the following situations, using the expressions in the brackets.

1. If you find your plane is delayed for two hours and you have a connecting flight leaving from Shanghai at 3 p.m., how will you make a complaint at the airport? (afraid; miss; book; on a later flight; not tell; how sorry; at once)
2. Your teacher feels dissatisfied with your essay and asks you to rewrite part of it, so you feel very unhappy. What will you say to your classmate when he / she asks about it? (frown at; rewrite; sorry; hear)
3. How will you complain about the vegetable soup to the waiter because it is cold? (not accept; madam; take back; kitchen)
4. What complaint will you make when the line is busy at the hotel and you have to spend twenty minutes trying to get through to the booking office? (try; all the time; take so long, cause, trouble)
5. When you feel dissatisfied with somebody, how will you express that? (can't say; feel happy about; what; do; to me; sorry; assure; not do; again)

Jokes

A tourist to a hotel owner: "I have a complaint. It doesn't say 'on' and 'off' on the light switch, and I can't tell whether I turned out the lights or not."

* * *

Harry: Teacher, will you scold a boy for something he didn't do?

Teacher: Of course not.

Harry: That's good, I didn't do my homework.

Word List

facility	/fə'sɪləti/	<i>n.</i>	设备
maintenance	/'mentənəns/	<i>n.</i>	维修, 保养
assure	/ə'sʊə(r)/	<i>vt.</i>	向……保证, 确保
beverage	/'bevərɪdʒ/	<i>n.</i>	饮料
blabbermouth	/'blæbəmɑʊθ/	<i>n.</i>	多嘴多舌者
boaster	/'bəʊstə(r)/	<i>n.</i>	自夸者, 大言不惭的人
royal	/'rɔɪəl/	<i>adj.</i>	皇家的; 高贵的
Dutch	/'dʌʃ/	<i>adj.</i>	荷兰的
compensation	/'kɒmpən'seɪʃən/	<i>n.</i>	赔偿, 补偿
discriminate	/'dɪ'skrɪmɪ,neɪt/	<i>vt.</i>	歧视, 差别待遇
handicap	/'hændɪkæp/	<i>vt.</i>	阻碍; 妨碍
		<i>n.</i>	障碍
cancellation	/'kænsəl'eɪʃən/	<i>n.</i>	取消; 解除
unavoidable	/'ʌnə'vɔɪdəbl/	<i>adj.</i>	不能避免的
ensure	/'ɪn'sʊə(r)/	<i>vt.</i>	确保, 保证
survey	/'sɜ:vɪ/	<i>n.</i>	调查
absurd	/'æb'sɜ:d/	<i>adj.</i>	荒谬的; 不合理的
opposed	/'əpəʊzd/	<i>adj.</i>	相反的; 对立的
critical	/'krɪtɪkəl/	<i>adj.</i>	批评的; 吹毛求疵的

Phrases & Expressions

hold up	阻碍, 延迟
break down	出故障

Proper Names

Janice	贾尼丝 (女子名)
Maintenance Department	维修部
Food and Beverage	餐饮部
Amsterdam	阿姆斯特丹 (荷兰首都)
KLM Royal Dutch Airlines	荷兰皇家航空公司

Unit

2

Happiness

LEVEL: 2

