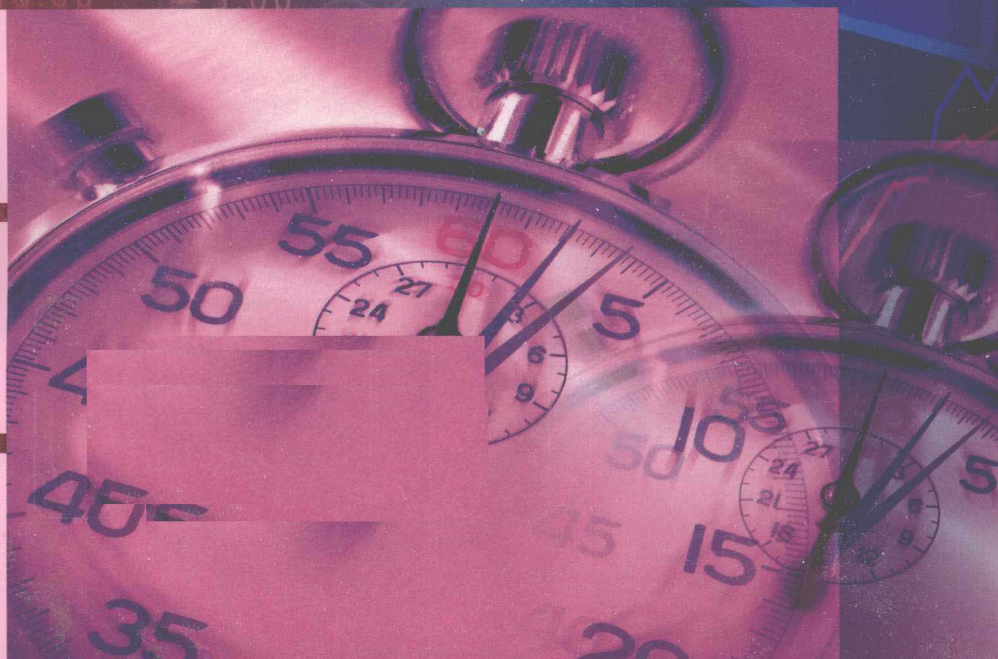


CAMBRIDGE

Professional English

# 商务英语 听说(一)

Business START-UP 1



[美] 马克·埃伯特森 著  
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商务英语听说改编组 编译

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**1 Welcome**

1.1	Meeting people	<i>be</i> : present simple	Introductions Alphabet A–Z
1.2	Saying where you're from	<i>be</i> : questions <i>Where ...?</i> Prepositions: <i>in</i> and <i>near</i>	Countries Location
1.3	Offering and asking for drinks	<i>a/an</i>	Drinks

**2 Numbers**

2.1	Telephone numbers and email addresses	<i>What's ...? – It's ...</i> <i>my</i> and <i>your</i>	Numbers 0–10 Email addresses
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**9 Communication**

9.1	Exchanging information by email	Past simple: irregular verbs (2) Object pronouns	Documents and attachments
9.2	Making telephone calls	<i>will</i> : spontaneous decisions and offers	Telephone expressions
9.3	Talking about the weather and climate	Review of present and past tenses	The weather

**10 Progress**

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10.2	Making choices	Superlatives	Opinions
10.3	Checking in for a flight	Countable and uncountable nouns <i>some/any/no</i>	Airport language

**11 Plans**

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**12 Sales**

12.1	Discussing how business is going	Adverbs of manner	Company performance
12.2	Discussing sales and orders	<i>much/many</i> : questions	Sales and orders Market forces
12.3	Shopping	<i>this/these, that/those</i>	Shopping language



# 1 Welcome

## 1.1 Meeting people

GRAMMAR  
.....  
VOCABULARY

be: present simple

Introductions Alphabet A-Z



- 2 a** **3 PRONUNCIATION** Say the alphabet. Listen and repeat.

A B C D E F G H I J K L M  
N O P Q R S T U V W X Y Z

- b** Work with a partner. Student A says a letter. Student B points to it. Take it in turns.

- c** Which letters have the same sounds? Fill in the chart.

/eɪ/	/i:/	/e/	/aɪ/	/ju:/
A	B	F	I	Q
H	C	L	Y	U

- d** **4** Listen. Put the companies in the order you hear them. Write 1-10 in the boxes.

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

- 1 a** **1** Listen to Joe and Claire meeting at the offices of ZY.

Claire Hello, I'm Claire Martin.

Joe Hi, I'm Joe Kent. Nice to meet you.

Claire Nice to meet you.

Joe Welcome to ZY Systems.

Claire Thanks.

- b** Practise the conversation in pairs. Change roles.

- c** **2** Listen and fill in the gaps.

nice hi I'm thanks welcome

Ian Hello. <sup>1</sup> I'm Ian Field.

Sally <sup>2</sup> ..... I'm Sally Winters.

Ian <sup>3</sup> ..... to meet you, Sally. <sup>4</sup> .....  
to New York.

Sally <sup>5</sup> .....

- d** Vocabulary practice → Page 94, Exercise 1.



e ▶▶ 4 Listen again. Practise saying the company names.

f Think of more companies that use letters for their names. Student A says the companies and Student B writes them. Change roles.

3 a ▶▶ 5 Listen to Joe introducing Claire to the team at ZY. Fill in the gaps.

I'm you're he's she's we're they're

Joe Hello everyone. This is Claire Martin.  
1 She's from IBM. Claire, this is Paul Sampson. 2 \_\_\_\_\_ from ZY Communications.

Paul Hello Claire.

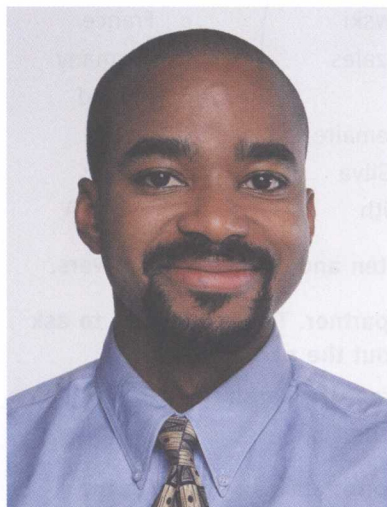
Joe And this is Anne Pol and David Tarn.  
3 \_\_\_\_\_ from ZY Design.

David Nice to meet you.

Anne Hello.

Sam And 4 \_\_\_\_\_ Sam Pick and this is Lara Kay. 5 \_\_\_\_\_ from ZY Holdings.  
So, 6 \_\_\_\_\_ from New York, Claire?

Claire Yes. Nice to meet you, everyone.



Paul Sampson – ZY Communications



Lara Kay – ZY Holdings



Sam Pick – ZY Holdings



Anne Pol – ZY Design

be	
I am (I'm)	you are (you're)
he is (he's)	she is (she's)
we are (we're)	they are (they're)

...> Grammar reference 1

b Grammar practice ...> Page 94, Exercise 2.

c Practise introductions. Use the photos.

This is ... . He's/She's from ... .

4

Communication practice 1 ...> Page 78. Work in groups of three.

5

Meet other students in the group and introduce students.

Hello/Hi. I'm ... . Nice to meet you.

This is ... . He's/She's from ... .

#### USEFUL LANGUAGE

Hello/Hi.

Nice to meet you.

Welcome to ... .

Thanks.

I'm Sue Taylor. I'm from TP Software.

This is Peter Elton. He's from LMS.



David Tarn – ZY Design

## 1.2

## Saying where you're from

## GRAMMAR

## VOCABULARY

## be: questions

## Where ...?

## Prepositions: in and near

## Countries

## Location

Questions with **where** and **be****Where** are you/they from?**Where's** he/she from?

(Where's = Where is)

Are you from London?

Is he from London?

...&gt; Grammar reference 1 and 8

d Grammar practice ...&gt; Page 94, Exercise 3.

2

a Work with a partner. Can you guess where the people are from?

- |                    |           |
|--------------------|-----------|
| 1 Brad Carrington  | a Brazil  |
| 2 Hans Schwartz    | b China   |
| 3 Jan Grabowski    | c France  |
| 4 Maria Gonzales   | d Germany |
| 5 Shen Lin         | e Poland  |
| 6 Nathalie Lemaire | f Spain   |
| 7 Pedro da Silva   | g the UK  |
| 8 Alison Smith     | h the USA |

b &gt;&gt; 7 Listen and check your answers.

c Work with a partner. Take it in turns to ask questions about the people in 2a.

A Where's Brad Carrington from?

B He's from the USA.

d &gt;&gt; 8 PRONUNCIATION Listen to the countries in 2a. Write them in the chart.

O	Oo	Ooo	oO	oOO	oOOO
			Brazil		

1

a &gt;&gt; 6 Listen to the conversation. Fill in the gaps.

from he OK right you

David So, where are you <sup>1</sup> from, Claire?

Claire New York.

David <sup>2</sup> ..... The Big Apple!Claire Yes! And you, David? Are <sup>3</sup> ..... from Paris?

David No, I'm from Lille. ZY Design, in Lille.

Claire <sup>4</sup> ..... And where's Paul from?  
Is <sup>5</sup> ..... from London?

David Yes.

b Practise the conversation in pairs.

c Answer the questions.

- Where's David from? He's from Lille.
- Where's Paul from? .....
- Where's Claire from? .....
- Where are you from? .....



**3 a** Where are the cities? Fill in the gaps.

north south east west centre

- 1 Toulon is **in the** south **of** France, **near** Marseille.
- 2 Madrid is **in the** \_\_\_\_\_ **of** Spain.
- 3 Chester is **in the** \_\_\_\_\_ **of** the UK, **near** Manchester.



**4**

**Communication practice 2 ...**  
Page 78. Work with a partner.

**5**

- a Do any cities or regions in your country have a different name or pronunciation in English? Write and say their English names.
- b Talk to other students in the group. Find out where they're from.

**USEFUL LANGUAGE**

I'm from Macau.

Macau? Where's that?

It's in China, near Hong Kong.

Where are you from?

I'm from Bremen, in the north of Germany.

*Countries*

Brazil China France Germany  
Poland Spain the UK the USA

**b** **9** Listen and check your answers.

**c** Vocabulary practice ...> Page 94, Exercise 4.

**d** Ask questions about cities in your country or in other countries.  
**Test your partner!**

- A Where's ... ?  
B It's in the north/south/east/west of ... (near ... ).

**e** Work with a partner. Student A chooses a city from 3a.  
Student B asks questions. Take it in turns.

- A Where are you from?  
B Toulon.  
A Toulon? Where's that?  
B It's in the south of France, near Marseille.



# 1.3

## Offering and asking for drinks

GRAMMAR

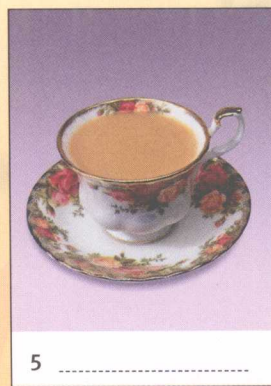
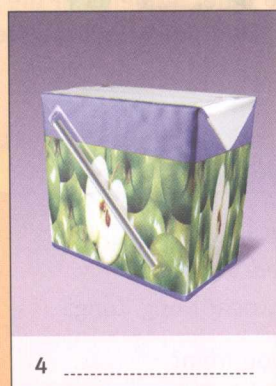
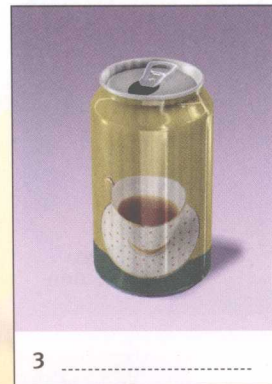
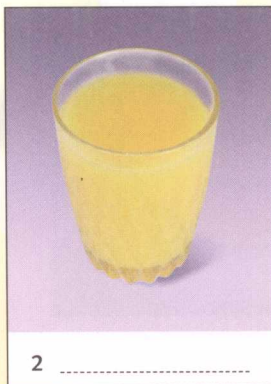
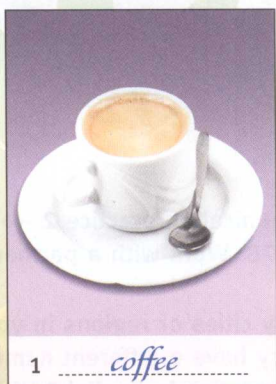
a/an

VOCABULARY

Drinks

1 a Write the drinks (a-f) under the pictures on the menu.

a apple juice    b coffee    c iced tea    d mineral water    e orange juice    f tea



b PRONUNCIATION Put the drinks under the correct stress marks.

1 Oo	o	4 o	o
<i>apple</i>	<i>juice</i>	_____	_____
2 Oo	o	5 Oo	
_____	_____	_____	_____
3 Ooo	Oo	6 o	
_____	_____	_____	_____





- c ▶▶ 10 Now listen to six people. What drinks (a-f) from 1a do they ask for?

1 ☒ b    2 ☐    3 ☐    4 ☐  
5 ☐    6 ☐

- d ▶▶ 10 Listen again. Write the drinks in the chart.

	Drinks		
a	coffee		
an			

a/an

Use **a** before consonants: **a** coffee  
Use **an** before vowels: **an** orange juice

...> Grammar reference 4

- e Grammar practice ...> Page 94, Exercise 5.

- 3 Communication practice 3 ...> Page 78.  
Work with a partner.

- 4 a How many drinks do you know in English?  
Write them in the chart.

Drinks	
orange juice	
mineral water	

- b What's your favourite drink? Ask other students.

#### USEFUL LANGUAGE

Would you like a drink?  
Yes, please. / No, thanks.  
Could I have a/an ..., please?  
Yes. / Sure.  
Milk? Sugar?  
With milk, please.  
No sugar.

*Drinks*  
coffee tea (mineral) water  
orange juice apple juice iced tea  
*Note:* Mineral water can be still or sparkling.  
Could I have mineral water, please?  
Still or sparkling?

- 2 a ▶▶ 11 Listen to the conversation. Fill in the gaps.

Joe 1 Would you like a drink, Claire?  
Claire 2 \_\_\_\_\_, please. Could I have a tea?  
Joe Yes. Milk? Sugar?  
Claire With milk, 3 \_\_\_\_\_. No sugar.  
Joe OK. And Anne?  
Anne 4 \_\_\_\_\_ I have an orange juice, please?  
Joe Sure.

- b ▶▶ 12 PRONUNCIATION How do you say **a** and **an** in these sentences? Listen and repeat.

1 Could I have a coffee, please?  
/ə/  
2 Could I have an orange juice?  
/ən/

- c Practise saying the sentences.

- d Vocabulary practice ...> Page 94, Exercise 6.

# 2 Numbers

2.1

## Telephone numbers and email addresses

GRAMMAR  
.....  
VOCABULARY

What's ...? – It's ... my and your

Numbers 0–10 Email addresses

1 a ▶▶ 13 Listen and repeat the numbers.

0 1 2 3 4 5  
6 7 8 9 10

b Write the numbers in the correct boxes.

eight five four nine one seven  
six three two zero/oh



2 a ▶▶ 14 Listen to four conversations. Complete the telephone numbers.

1

0 286 10 ..... 93

2



**JFK Cargo**

TEL: ..... 12 ..... 37 4 ..... 59

3

**Panorama Consulting**

*Susan Taylor*

Tel: 0 ..... 632 7 ..... 49 .....

4





b Practise saying the telephone numbers in 2a.

c **15 PRONUNCIATION** Listen and repeat. Then practise the conversations in pairs.

- 1 A What's your number?  
B My phone number?  
A Yes.
- 2 A My phone number's two one two ...  
B Sorry?  
A Two one two ...
- 3 A Five eight?  
B No, nine eight.  
A Right.
- 4 A So, two one two, six three seven, four eight five nine.  
B That's right.

Questions with **what; my and your**

**What's ...?** = What is ...?

What's **your** phone number?

**My** phone number's 01236 868943.

My phone **number's** = My phone number is

*Note: You can say **oh** or **zero** for **o** in phone numbers.*

...> Grammar reference 5 and 8

3 a **16** Listen to a telephone conversation and write the numbers.

**Richard Banks**

**Address:**

Orange Design, 25 Wood Street  
Manchester, MU29 6DL

**Telephone:** 0161 .....

**Mobile phone:** .....

**Fax:** .....

**email address:** r.cane@orange-design.com

b **Vocabulary practice** ...> Page 94, Exercise 1.

c **Say the numbers on the business card in 3a.**

The telephone number's ...

The mobile phone number's ...

The fax number's ...

d **Grammar practice** ...> Page 95, Exercise 2.

4 a **17** Listen and match the pairs.

- |              |                     |
|--------------|---------------------|
| 1 r.cane@    | a ccs.fr            |
| 2 service@   | b east.jp           |
| 3 k-suzuki@  | c cnv.de            |
| 4 f_carlton@ | d orange-design.com |
| 5 prince_1@  | e u-mail.ru         |
| 6 smirnov@   | f netgate.co.uk     |

b **Practise saying the email addresses in 4a.**

5 **Communication practice 4. Student A** ...> Page 78. **Student B** ...> Page 88.

6 **Talk to other students. Find out their email addresses.**

#### USEFUL LANGUAGE

##### Numbers 0–10

0	1	2	3	4	5
zero/oh	one	two	three	four	five
6	7	8	9	10	
six	seven	eight	nine	ten	

##### Telephone numbers

578956 five seven eight nine five six

44 four four *or* double four

60 six zero *or* six oh

telephone number *or* phone number

##### email addresses

. dot

- dash

\_ underscore

@ at

What's your phone / fax / mobile phone number?

What's your email address?

## 2.2

## Asking about timetables

GRAMMAR  
.....  
VOCABULARY

What time ...? When ...?

Numbers 11–59 Times

- 1 a 18 Listen and repeat the numbers.

11 12 13 14 15 16  
17 18 19 20 30 40  
50 51

- b 19 PRONUNCIATION Listen and repeat.  
Practise saying the numbers.

/i:n/      /i/  
13        30  
14        40  
15        50

- c Vocabulary practice → Page 95, Exercise 3.

- d Work with a partner. Student A says a number (11–59) and Student B writes it. Take it in turns.

- 2 a 20 Listen to the airport announcements.  
Fill in the flight times.

### Chicago O'Hare – Terminal 5 Departures

FLIGHT	TO	DEPARTURE
LH 9150	FRANKFURT MAIN	1 <u>14:13</u>
AA 111	ROME	2 .....
BA 0297	LONDON HEATHROW	3 .....
MX 3012	MEXICO CITY	4 .....
IB 7613	MADRID	5 .....
AA 1955	TORONTO PEARSON	6 .....

- b Work with a partner. Student A says a time, then Student B says the flight. Change roles.

A Fourteen thirteen.  
B The flight to Frankfurt.  
A That's right.

- 3 a Match the pairs.

- |         |   |
|---------|---|
| 1 09.00 | a seven pm / seven o'clock in the evening   |
| 2 12.00 | b three pm / three o'clock in the afternoon |
| 3 15.00 | c eleven pm / eleven o'clock at night       |
| 4 19.00 | d nine am / nine o'clock in the morning     |
| 5 23.00 | e midnight                                  |
| 6 00.00 | f midday/noon                               |
| 7 13.00 | g five am / five o'clock in the morning     |
| 8 05.00 | h one pm / one o'clock in the afternoon     |

- b 21 Check your answers. Listen and repeat.



never forget  
at half of a

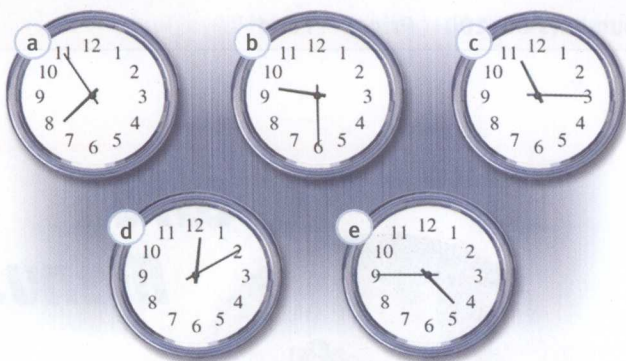
Terminals 2 3 5  
Concourses B E F  
Gates C1–C19 C  
Baggage Claim  
Ground Transport  
Gate C20  
10:59

It's time to fly.  
Gates C18, C19a  
Customer Service Center  
10:59





- c Match the times to the clocks. Write a-e in the boxes.



- 1 ☒ It's quarter past eleven.
- 2 ☐ It's ten past twelve.
- 3 ☐ It's five to eight.
- 4 ☐ It's quarter to five.
- 5 ☐ It's half past nine.

- d ▶▶ 22 Listen and repeat the questions and the times.

What time ...?

What time is it?

What's the time? (= What is the time?)

... Grammar reference 8

- e Vocabulary practice ... Page 95, Exercise 4.

- 4 Communication practice 5 ... Page 79. Work with a partner.

- 5 a ▶▶ 23 Listen to this conversation at O'Hare Airport station.

- A Excuse me, what's the time?  
 B It's quarter past ten.  
 A When's the next train?  
 B It's at ten twenty-three.  
 A OK. Thanks.

- b Practise the conversation in pairs.

When ...?

When's ...? = When is ...?

... Grammar reference 8

- c Grammar practice ... Page 95, Exercise 5.

## TIMETABLE

### BLUE LINE

#### O'Hare Airport – Train Departures

10 am	10:00	10:08	10:15	10:23	10:30
	10:38	10:45	10:53		
11 am	11:00	11:08	11:15	11:23	11:30
	11:38	11:45	11:53		
Noon	12:00	12:08	12:15	12:23	12:30
	12:38	12:45	12:53		
1 pm	1:00	1:08	1:15	1:23	1:30
	1:38	1:45	1:53		

- d Work with a partner. Look at the timetable for O'Hare Airport station. Practise the conversation from 5a. Use these times.

- 1 10.10 2 2.25 3 3.10 4 4.05  
 5 4.40 6 4.50

#### USEFUL LANGUAGE

##### Numbers 11–59

11	12	13	14	15
eleven	twelve	thirteen	fourteen	fifteen
16	17	18	19	
sixteen	seventeen	eighteen	nineteen	
20	30	40	50	51
twenty	thirty	forty	fifty	fifty-one

##### Times

What time is it? / What's the time?

What time's the next train? / When's the next train?

It's **at** fourteen thirty.

**in** the morning/afternoon/evening

**at** night

**at** noon/midnight

