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Office English

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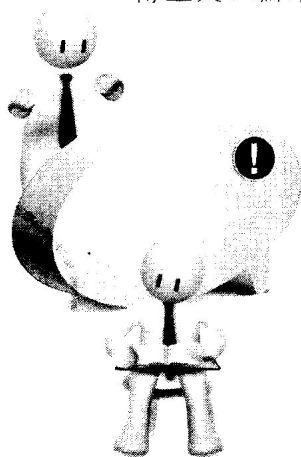
ENTERPRISE MANAGEMENT PUBLISHING HOUSE



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图书在版编目 (CIP) 数据

职场英语, 说不好被炒 / 陈显英编译. —北京:
企业管理出版社, 2010. 8
ISBN 978 - 7 - 80255 - 635 - 5

I. ①职… II. ①陈… III. ①英语 - 口语 IV:
①H319. 9

中国版本图书馆 CIP 数据核字 (2010) 第 169787 号

书 名: 职场英语, 说不好被炒

作 者: 陈显英

责任编辑: 尤 优

书 号: ISBN 978 - 7 - 80255 - 635 - 5

出版发行: 企业管理出版社

地 址: 北京市海淀区紫竹院南路 17 号 **邮编:** 100048

网 址: <http://www.emph.cn>

电 话: 出版部 68701719 发行部 68467871 编辑部 68414643

电子信箱: 80147@sina.com zbs@emph.cn

印 刷: 香河县宏润印刷有限公司

经 销: 新华书店

规 格: 170 毫米×240 毫米 16 开本 14.5 印张 210 千字

版 次: 2010 年 10 月第 1 版 2010 年 10 月第 1 次印刷

定 价: 30.00 元

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当今社会,英语已经不仅仅是一门应试科目,更是现代人在职场上必备的一门“技能”。很多人以为,经过小学、中学到大学 10 多年英语课程的学习,拿到了大学英语四、六级证书,就是已经掌握了英语这门语言,其实不然。英语作为语言,是以沟通为目的的,是一门终生技能。然而,对于刚踏上工作岗位的年轻人来说,10 多年所学的知识并不能替代英语在实际工作运用中的技能需求。也许,你仅仅是因为英语技能的缺失,而失去了一次次被老板重用、获得晋升的机会。

那么,如何用英语在职场中交谈?

如何用英语帮助自己解决工作中的实际困难?

如何用英语使自己的工作在国际化的背景下变得游刃有余?

我们需要职场英语,需要职场礼仪、文化的学习。本书正是为职场人士而量身打造,能使他们快速学会地道的职场英语,摆脱被炒的噩运。

本书分为七大章节,包括人在职场、职场交流、日常事务、商务出行、参加会议、客户洽谈以及退出职场。每章节分为不同的场景,以便更好地呈现职场英语的精妙之处,使读者将英语真正融入日常职场生活之中。

在每个场景中,我们都设计了词汇扩展、常用表达、对话、知识点解析、补充阅读以及轻松一刻等多个版块,内容丰富,多角度地为读者展示职场英

语的实战技巧,使读者能够轻轻松松掌握职场英语。

学习英语的最高境界是习惯,只有习惯了使用英语,才有可能掌握英语。此书就是职场人士通向“习惯”的阶梯。希望本书能成为读者的良师益友,使读者成为真正的职场英语达人!

编 者

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Work and Career

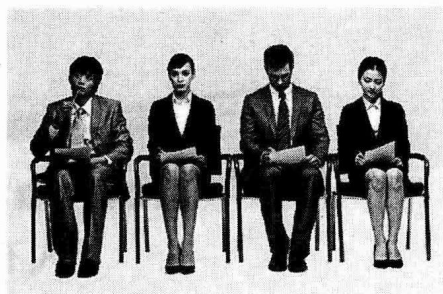
人在职场



note

1. Interview 面试
2. The First Day at Work 上班第一天
3. In the Office 在办公室

1. Interview 面试



Words 词汇扩展

position 职位	apply for 申请
resume/CV 简历	interview 面试
interviewer 面试官	interviewee 面试者
education background 教育背景	major 专业
bachelor's degree 学士学位	master's degree 硕士学位
MBA 工商管理硕士	undergraduate study 本科学习
graduate study 研究生学习	internship 实习
working experience 工作经历	personality 性格
strength 优点	weakness 缺点
self-introduction 自我介绍	brief description 简单介绍
professional knowledge 专业知识	training program 培训项目
chairman of the Board 董事长	president 总裁
vice president 副总裁	general manager 总经理
deputy general manager 副总经理	director of operations 运营总监
chief executive officer (CEO) 首席执行官	
marketing and sales director 市场与销售总监	
market development manager 市场开发部经理	
sales manager 销售经理	sales representative 销售代表
business director 业务总监	business assistant 商务助理

customer manager 客户经理

project manager 项目经理

supervisor 总管

legal adviser 法律顾问

customer representative 客户代表

product manager 产品经理

administration staff 行政人员

management consultant 管理顾问

Expressions 常用表达

Please give us a brief self-introduction.

■请简要介绍自己。

Can you sell yourself in two minutes? Go for it.

■你能在两分钟内自我推荐吗？大胆试试吧。

Tell me about your present job.

■谈一下你现在的工作。

I have been working as a computer programmer for five years. To be specific, I do system analysis, trouble shooting and provide software support.

■我干了五年的电脑程序员。具体地说,我做系统分析、解决问题以及软件供应方面的支持。

Why did you leave/quit your last job?

■你为什么离职呢？

Well, I am hoping to get an offer of a better position. If opportunity knocks, I will take it.

■我希望能获得一份更好的工作,如果机会来临,我会抓住。

I feel I have reached the "glass ceiling" in my current job. / I feel there is no opportunity for advancement.

■我觉得目前的工作,已经达到顶峰/难有升迁机会。

How do you rate yourself as a professional?

■你如何评估自己是位专业人员呢？

What contribution did you make to your current (previous) organization?

■你对目前/从前的工作单位有何贡献?

I have finished three new projects, and I am sure I can apply my experience to this position.

■我已经完成三个新项目,我相信我能将我的经验用在这份工作上。

What can give you a sense of accomplishment?

■你觉得什么可以给你成就感?

Do contributions to your company in the future.

■将来对贵公司做出贡献。

What makes you think you are suitable for this position?

■你如何知道你适合这份工作?

My education background combined with my internship should qualify me for this particular job. I am sure I will be successful.

■我的教育背景加上实习工作,使我适合这份工作。我相信我能成功。

Are you a multi-tasked individual?

■你是一位可以同时承担数项工作的人吗?

Do you work well under stress or pressure?

■你能承受工作上的压力吗?

What is your strongest trait(s)?

■你个性上最大的特点是什么?

How would your friends or colleagues describe you?

■你的朋友或同事怎样形容你?

What personality traits do you admire?

■你欣赏哪种性格的人?

I admire the people who are honest, flexible and easy-going.

■诚实、不死板而且容易相处的人。

(I like) people who possess the "can do" spirit.

■有“实际行动”的人。

What leadership qualities do you think are important for administrative personnel?

■什么样的领导才能对行政人员很重要?

I feel that learning how to motivate people and to work together as a team will be the major goal of leadership.

■我觉得学习如何把人们的积极性调动起来,以及如何配合协同的团队精神,是行政工作的主要目标。

I have refined my management style by using an open-door policy.

■我以开放式的政策,改进我的行政管理方式。

How do you normally handle criticism?

■你通常如何处理别人的批评?

Silence is golden. Just don't say anything; otherwise the situation could become worse. I do, however, accept constructive criticism.

■沉默是金。不必说什么,否则情况更糟,不过我会接受建设性的批评。

How do you handle your failure?

■你怎样对待自己的失败?

Failure offers me a chance to learn.

■失败给了我一个学习的机会。

Dialogues 对话

※ Dialogue 1

A = Interviewee

B = Receptionist

C = Interviewer

A: Hello, I'm coming for the interview.

B: Please take a seat and wait a moment.

A: OK.

C: Who is the next applicant?

B: It's your turn, miss.

A: Oh, I see. Thank you.

C: Take a seat. Shall we begin now?

A: Sure. Thank you.

C: Would you tell us about your education background?

A: Sure. I got my Bachelor's degree in English Literature in x x university. And then I studied in x x university for my Master Degree in Marketing.

C: Tell me about the courses you took in university.

A: I took more than 40 courses in university, including microeconomics, macroeconomics, marketing principles, sales management, statistics, and so on.

C: How do you think the education you've received will contribute to the work in our company?

A: I have already learned a lot in the classroom and I hope to be able to make practical use of it in your company. My specialization in my graduate years is just in line with the position you offer now. I am sure I can apply what I have learned to the work in your company.

C: Why are you interested in working for our company?

A: I'm very impressed by the culture you promote—encouraging innovative spirit in the staff. I think this provides a great platform for the employees here to bring out their potentials to the fullest degree. Besides, yours is a transnational company with operations all over the world, I'm sure I can learn a lot in this kind of global environment.

C: What are your greatest strength and major weakness?

A: I did some research on the local economy together with my tutor in my graduate years, which gave me a deeper understanding of how the local market worked. And as I majored in English in my undergraduate years, my proficiency in English gives me a competitive

edge over the other applicants. As for my major weakness, I think it's that I have no working experience in marketing. But I have thirst for learning and I learn fast. So I can make up for it in the shortest time if I can get this position.

C: What qualities would you expect from persons working in a team?

A: To work in a team, as far as I'm concerned, one should be cooperative and willing to listen to others's opinions.

C: OK, miss. I've heard what you said. We will have some discussions and let you know if you are given a second interview.

A: That would be fine. Goodbye.

对话 1

A: 您好,我是来面试的。

B: 请坐,稍等一下。

A: 好的。

C: 谁是下一个申请人?

B: 到您了,小姐。

A: 哦,我知道了,谢谢你。

C: 请坐,我们开始吧?

A: 当然,谢谢。

C: 可以给我们说说你的教育背景吗?

A: 当然,我在××大学获得了英语文学学士学位。之后在××大学攻读市场营销硕士学位。

C: 请说说你在大学里上的课程。

A: 我在大学中共上过40多门课。包括微观经济学、宏观经济学、营销法则、销售管理、统计等等。

C: 你觉得你所接受的教育有助于在我们公司的业务吗?

A: 我在学校已经学到了很多,我希望可以在贵公司实际应用这些知识。我在研究生阶段的专业正好符合您的职位要求。我确定我可以在贵公司的

工作中运用我所学到的知识。

C:你为什么对在我们公司的工作感兴趣?

A:我对贵公司提倡的文化印象深刻——鼓励员工的创新精神。我认为这给员工们提供了一个平台,让他们开发出自己全部的潜力。同时,贵公司是个业务遍及全球的跨国公司,我相信我能在这一国际环境中学到很多。

C:你最主要的优势和主要弱点是什么?

A:我在读研究生期间和导师做过一些本地经济调查,这使我对本地市场的运行方式有了更深的认识。同时,我本科时的专业是英语。相比其他申请人,熟练的英语使我有更强的竞争力。至于我的主要弱点,我想是我没有营销方面的工作经验。但是我很好学而且学得很快。所以,如果我能够得到这个职位,我会在最短的时间内弥补这个弱点。

C:你认为一个人在团队中工作中需要什么样的素质?

A:进行团队工作,我认为一个人应该有合作能力并且愿意听取别人的意见。

C:好的,小姐。我已经听了你所说的。我们将讨论一下,如果你获得了第二轮面试的机会我们会通知你的。

A:好的,再见。

※ Dialogue 2

A = Interviewer

B = Interviewee

A: Hello. So you are Li Jing?

B: Yes.

A: Sit down, please.

B: Thank you.

A: Tell me about your previous working experience.

B: I worked for 3 years in a representative office of an American company both as a secretary and a translator.

A: Then why did you quit your job?

B: I've always interested in business. Doing a job as a secretary and translator is not challenging enough for me. That's why I would like to

apply for this job as a business assistant.

A: Then why do you think you are suitable for this position?

B: First, being an assistant involves secretarial work. And I, having worked as a secretary before, have accumulated much experience in this aspect. Second, I was also a translator in my last job, so I had personally followed several projects in which I learned a lot as how to do business in this filed. And third, I took part in a three - month marketing training program and gained some professional knowledge on marketing. I believe these experiences make me perfect for this position.

A: What kind of person do you think you are?

B: I'm a detail - oriented person with a strong sense of responsibility. I'm hard - working and always willing to work under pressure. Besides, I'm also a team player and a fast learner.

A: How do you spend your leisure time?

B: I love reading. Reading makes me sharp and happy. I also love sports. I'm good at swimming and playing tennis.

A: What gives you a sense of accomplishment?

B: Doing a successful project.

A: Do you have any questions?

B: Will I receive some training if I'm given this job?

A: Yes. There is a three - month training program for every new employee. OK, so much for today. We will let you know if you are recruited.

B: Thank you very much.

对话 2

A: 你好, 你是李静吧。

B: 是的。

A: 请坐。

B: 谢谢。

A: 请谈一下你以前的工作经验。

B: 我在一家美国公司的办事处做过3年的秘书兼翻译。

A: 那你为什么辞职呢?

B: 我一直对商务感兴趣。秘书和翻译的工作对我来说缺乏足够的挑战性。

这也是我申请这个商务助理职位的原因。

A: 那么,你为什么觉得自己适合这个职位呢?

B: 首先,助理工作包括了文秘工作。而我曾经做过秘书,在这一方面积累了大量的经验。第二,我在前一个工作中也是名翻译,所以我个人也跟过几个项目,学到了如何在本行内做生意的知识。第三,我参加过一个为期三个月的营销培训项目并学到了一些营销方面的专业知识。我相信这些经验会让我非常适合这个职位。

A: 你认为自己是哪种人?

B: 我是个注重细节、有责任感的人。我工作很努力并乐意在压力下工作。

同时我也有团队精神而且学东西很快。

A: 你业余时间一般做什么?

B: 我喜欢读书。阅读使我思想犀利心情愉快。我也喜爱运动。我很擅长游泳和网球。

A: 什么能给你成就感?

B: 做一个成功的项目。

A: 你有什么问题吗?

B: 如果我能得到这个工作的话,我会接受什么培训吗?

A: 会的,每个新员工都要接受三个月的培训。好了,今天就到这里吧,如果你被录用的话我们会通知你的。

B: 非常感谢。