

全国建设行业中等职业教育推荐教材

物业管理英语

(物业管理专业适用)

主编 史培 梁超



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本书是根据中等职业学校物业管理英语课程教学大纲编写，经建设部中等职业学校建筑与房地产经济管理专业指导委员会评审推荐。

本书前 12 个单元中，每个单元包括两篇课文和两篇对话，课后配有相关的习题。对话主要针对物业管理公司日常用语及专业服务语言流程规范而编写。第 13 个单元是一个写作加强模块，包括 4 个应用文的范例和写作练习题，主要为加强英语应用文写作训练而编入。

本书可作为中等职业学校、党校、函授、电大教材，也可作为物业管理公司的培训教材和自学参考书。

* * *

责任编辑：吉万旺 张 晶

责任设计：崔兰萍

责任校对：王雪竹 刘 梅

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出 版 说 明

物业管理业在我国被誉为“朝阳行业”，方兴未艾，发展迅猛。行业中的管理理念、管理方法、管理规范、管理条例、管理技术随着社会经济的发展不断更新。另一方面，近年来我国中等职业教育的教育环境正在发生深刻的变化。客观上要求有符合目前行业发展变化情况、应用性强、有鲜明职业教育特色的专业教材与之相适应。

受建设部委托，第三、第四届建筑与房地产经济专业指导委员会在深入调研的基础上，对中职学校物业管理专业教育标准和培养方案进行了整体改革，系统提出了中职教育物业管理专业的课程体系，进行了课程大纲的审定，组织编写了本系列教材。

本系列教材以目前我国经济较发达地区的物业管理模式为基础，以目前物业管理的最新条例、最新规范、最新技术为依据，以努力贴近行业实际，突出教学内容的应用性、实践性和针对性为原则进行编写。本系列教材既可作为中职学校物业管理专业的教材，也可供物业管理基层管理人员自学使用。

建设部中等职业学校
建筑与房地产经济管理专业指导委员会

2004年7月

前 言

随着改革开放的不断深入,房地产行业蓬勃发展,物业管理也成为一个新兴行业。在物业管理中,英语作为一种国际通用的语言,逐渐成为工作中必不可少的工具。在中等职业学校中开设物业管理专业英语课程适应了发展的需要。本书就是为全国中等职业学校物业管理专业的专业英语教学编写的教材。

由于全国各地物业管理水平发展的不平衡,英语在工作中的需求的不平衡,各地义务教育中英语教学课程标准的不平衡,使得各地中等职业学校专业英语教学的基础差距很大,譬如各省市中职校英语课程标准中词汇量要求(能查到的)差别竟接近一倍。这就使得编写一本要适用于全国各地中等职业学校物业管理专业的专业英语教材难度不小。根据全国中等职业学校物业管理英语课程教学大纲要求,全书编为12个单元加一个加强模块。每个单元包括两篇课文和两篇对话,以及配合的习题。第一篇课文较浅,第二篇略深,主要是通过学习,了解和掌握一些物业管理的英语表达语句和专业术语。每篇课文后都配备注解、帮助理解课文的问题以及生词和短语表。授课教师可以根据不同情况选用。限于教学课时,考虑专业情景需要,设计了基本的对话。习题设计主要是通过练习,加强对课文的理解、词汇的掌握以及对话的操练。对于英语语法,不作过高要求,只要能够理解即可。习题的参考答案没有编入,准备另外编写,以便教师参考。如果学生基础较好,完成12个单元后尚有时间,则可学习加强模块,加强模块可以集中教授,也可按大纲安排,分散讲授,让学生了解一些英语简单写作的知识。为方便复习,总词汇表列于最后。课文和对话中的房地产英语基本术语已按中华人民共和国建设部2003年3月17日批准的《房地产业基本术语标准》校准。

为了增加英语学习的兴趣,每个单元前还安排一条“语言的盐”——谚语。本书虽为全国中等职业学校物业管理专业的专业英语教学而编写,也可以作为物业管理行业专业英语培训教材。

囿于时间和水平,本书肯定存在许多不足之处。望各位同行指正。如有各种宝贵的意见、建议和要求,恳请直接告诉我们,以利修正。

编 者
2004年6月

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Proverb: *Well begun is half done.*

良好的开端是成功的一半。

Unit 1

Text A Property Management

Property is all the things, usually land or buildings, belonging to someone. In real estate industry, it means all the houses in use. Owners of the houses contract the management of the real property to a specialized company. It is generally called property management company.

In western countries, a property management company is also a real estate company. But in China, it is different from the real estate company which usually deals with the buying and selling of houses. Its task is to operate and maintain the buildings and equipments, and to safeguard the housing estate.

Professional property management is a completely new industry in China. Managing a large piece of commercial or residential area where hundreds of thousands of people live or work is a very difficult task. Therefore, it is very important for us to learn practical knowledge and skills about property management.

New Words and Expressions

property	[ˈprɒpəti]	n.	财产；物业
specialized	[ˈspeʃəlaɪzd]	a.	专门的；专科的
professional	[prəˈfeʃənl]	a.	职业的；专业的
		n.	专业人员
maintain	[menˈteɪn]	v.	维修；维持；主张
equipment	[iˈkwɪpmənt]	n.	设备；器材
safeguard	[ˈseɪfɪɡa:d]	v.	维护；捍卫
housing estate			居住小区
completely	[kəmˈpli:tli]	adv.	完全地
commercial	[kəˈmɜːʃəl]	a.	商业的；贸易的
residential	[ˌrezɪˈdenʃəl]	a.	住宅的；
practical	[ˈpræktɪkəl]	adj.	实用的；实际的
real estate industry			房地产行业
property management			物业管理
real estate company			房地产公司

contract to
deal with

把...承包给
应付; 处理

Notes:

1. Owners of the houses contract the management of the real property to a specialized company.

房屋的业主们通过合同把这些不动产委托给一个专业的公司管理。

2. But in China, it is different from real estate company which usually deals with the buying and selling of houses.

但是在中国, 它有别于通常经营房屋买卖的房地产公司。

关系代词 which 引导一个限制性定语从句, 修饰名词 real estate company。

3. Managing a large piece of commercial or residential area where hundreds of thousands of people live or work, is a very difficult task.

管理一大片有成千上万的人在那里工作的商业区或生活居住区, 是一项非常艰巨的工作。

关系副词 where 引导一个非限制性定语从句, 修饰名词 area。

Comprehension Questions:

1. What is property in general?
2. What is property in real estate industry ?
3. What is the main task of a property management company ?
4. What does property management mean in our country?
5. What shall we do in our secondary vocational school ?

Text B The Contents of Property Management

Most real estate development companies used to emphasize the profits of their investment. They often care about the good location, the designs of the houses, the cost of construction, and reasonable long-term financing. Today more and more people come to realize the importance of day-to-day operation of the property after the completion of the investment project.

In the past, most real estate was state-owned. Housing estates were in control of the government with very limited service. This kind of management has changed greatly with more and more houses becoming non-state-owned in recent years.

The duty of property management includes cleaning, security, charge collection, maintenance and repairs. In one word, to keep the property in normal use and make the environment better for the people living or working in, property management companies must be set up to provide many kinds of services to the owners or tenants directly or indirectly.

New Words and Expressions

emphasize	[ˈemfəsaɪz]	v.	强调; 着重
profit	[ˈprɒfɪt]	n.	利润; 得益
investment	[ɪnˈvestmənt]	n.	投资
location	[ləuˈkeɪʃən]	n.	位置; 场所
construction	[kənˈstrʌkʃən]	n.	建筑物; 造句
financing	[faɪˈnænsɪŋ]	n.	筹集资金; 理财
developer	[diˈveləpə]	n.	开发商
security	[siˈkjʊərɪti]	n.	安全; 证券
environment	[ɪnˈvaɪəmənt]	n.	环境; 外界
tenant	[ˈtenənt]	n.	房客; 承租人
real estate development			房地产开发
investment project			投资项目
state-owned		a.	国有的
non-state-owned		a.	非国有的
normal use			正常使用环境

* * * * *

used to	过去常常
to be in control of	在...控制管理之下

Notes:

1. They often care about the good location, the designs of the houses, the cost of construction, and reasonable long-term financing.

它们经常要考虑好的地段, 房屋的设计, 建筑成本, 以及合理的长期投资的收益。

2. This kind of management has changed greatly with more and more houses becoming non-state-owned in recent years.

近年来, 随着越来越多的房屋变为非公有性质, 这种管理发生了巨大的变化。

3. In one word, to keep the property in normal use and make the environment better for the people living or working in.

一句话, 确保房屋的正常使用并让人们生活或工作的环境变得更好。

4. Property management companies must be set up to provide many kinds of services to the owners or tenants directly or indirectly.

物业管理公司的建立是为了向业主或租户提供各种各样直接的或间接的服务。

Comprehension Questions:

1. What did most real estate development companies used to emphasize?
2. Whom did most real estate belong to in the past?
3. What is the reason for making the property management greatly changed in recent years according to the passage?

4. What is the usual duty of a property management company?
5. What is the purpose of property management in one word?

Conversation:

(A)

- A: Hi, Bill. I don't think you've met Susan before.
 B: No, I haven't had the pleasure.
 A: Let me introduce you. This is Susan. This is Bill.
 B: How do you do?
 C: How do you do?
 B: Where are you from?
 C: Oh, I am English.

(B)

- A: Hello, Mr. Wang. Haven't seen you for a long time. Where have you been?
 B: Hello, Mr. Zhang. I was away with my family on holiday.
 A: I'd like to introduce Miss Li, my university classmate to you. Miss Li works in the property management company. This is Mr. Zhang, the general manager of department store.
 B: How do you do? Miss Li. This is my business card.
 C: How do you do? Mr. Wang. This is my business card.
 A: Miss Li works in the property management company. She is in charge of contacting with your company.
 C: This the first time I come here. Is everything all right?
 B: Everything is OK. But I am sorry, I have to go now. See you later, or just call me.
 A: OK. Bye-bye.
 C: I'll come next time. Good-bye.
 B: Good-bye.

Exercises

I. For each word in Column A find a word or phrase of similar meaning in Column B:

A	B
a. property	1. keep up; continue
b. maintain	2. establishing in a place
c. profit	3. finish; bring to an end
d. security	4. person who pays rent for the use of land, a building, a room, etc.
e. professional	5. safety, freedom from danger or anxiety
f. complete	6. relating to a person's work, specially work that requires special training
g. location	7. money gained after all costs; benefits

h. tenant 8. ownership esp. in land

II. Put the following into English:

- | | |
|---------|----------|
| 1. 物业管理 | 2. 房地产公司 |
| 3. 西方国家 | 4. 房屋买卖 |
| 5. 商业区 | 6. 日常运作 |
| 7. 非国有的 | 8. 正常使用 |

III. Complete the following conversation:

- A: Hello, Mr. Wang. Haven't seen you for a long time. _____?
- B: Hello, Mr. Zhang. _____.
- A: I'd like to introduce Miss Li, my university classmate to you. _____. This is Mr. Zhang, the general manager of department store.
- B: How do you do? Miss Li.
- C: _____? Mr. Wang. This is my business card.
- A: _____. She is in charge of contacting with your company.
- C: This the first time I come here. _____?
- B: Everything is OK. _____. Let's meet next time, or just call me.
- A: OK. Bye-bye.
- C: _____. Good-bye.
- B: Good-bye.

IV. Choose the appropriate words and complete the following passage:

with	can	ordered	right	it
all	same	skills	amounts	hand

A large business can use computers in hundreds of ways. A computer keeps track of 1 the people who work for the company. 2 calculates and prints out their paychecks. It keeps a record of their education and 3, so that the right person 4 be found when a job is open. The computer records the 5 of supplies and materials that were 6 and the amounts on 7. It compares these amounts 8 the company's orders and expected future sales. In this way the company can have on hand just the 9 amounts of materials needed to make its products at the 10 rate they are sold.

V. Translate the following sentences into English:

- 房主将物业委托给专门的公司来管理。
- 在中国，物业管理公司有别于房地产公司。
- 专业的物业管理在中国还是一个崭新的行当。
- 物业管理职责包括清洁、保安、收费、维护及修缮。
- 物业管理公司应能为住户提供各式的服务。

VI. Supplementary Reading:

A Human Resources Manager

Lin Hua is a human resources manager. She works for a large company. Right now

she is teaching a class. Her students are not children but adults. They are managers. They are learning how to talk with the workers and how to help them. They are finding answers to the workers' questions.

Modern companies understand that workers, like everybody else, are people. Happy people work better and are more productive than unhappy people. Lin Hua's job is to keep both the workers and the managers happy. Her job is also to motivate the workers. She is doing a good job. Her company is twenty percent more productive than it was last year.

Now Lin Hua is sitting at her desk in her office. Many applications are lying on the desk. Letters from workers and managers also reach her office.

It is the end of the day, and Lin Hua feels tired. It is dark outside. She is going home to leave the office after she has checked the schedule for tomorrow.

Multiple Choices:

- () 1. Where does Lin Hua work?
 - A. in a company
 - B. in a vocational school
 - C. in a supermarket
 - D. in a large factory
- () 2. Who does she teach?
 - A. children
 - B. managers
 - C. workers
 - D. children and adults
- () 3. The word "productive" in this passage means "_____".
 - A. making more things
 - B. having a lot of people
 - C. making better things
 - D. having much money
- () 4. How does she end a day's work?
 - A. She is too tired to check the schedule.
 - B. She leaves the office before it is dark.
 - C. She reads all the application letters.
 - D. She makes sure what she should do tomorrow.
- () 5. Which of the following is NOT true about Lin Hua?
 - A. She is qualified (称职).
 - B. She works hard.
 - C. She is tired of her work.
 - D. She is very busy.

Proverb: *Be honest rather than clever.*

与其聪明，不如诚实。

Unit 2

Text A Business Categories

A property management company may deal with the management of housing estates, high-rise buildings, complex buildings, office and commercial buildings as well as hotels, factories and warehouses. The business includes renting, maintaining, cleaning, securing, parking, and so on. These services aim to provide the residents with comfortable living and working environment.

More specifically, the business of a property management company may be classified into following four categories: 1) general business, including maintenance of houses and piecemeal repair for public facilities; 2) particular business, including security, cleaning, gardening and parking; 3) special services entrusted by residents, for example, delivering newspapers or booking air tickets, etc; 4) other business like inside finishing and repairing, house exchange, leasing and renting, etc. The later two items are charged additionally.

New Words and Expressions

category	[ˈkætɪɡəri]	n.	种类，类别
warehouse	[ˈweəhaʊs]	n.	仓库；货栈
include	[inˈkluːd]	v.	包括；包含
classify	[ˈklæsɪfaɪ]	v.	分类；分等
entrust	[inˈtrʌst]	v.	委托
deliver	[dɪˈlɪvə]	v.	发送；发表
finishing	[ˈfɪnɪʃɪŋ]	n.	整修
additionally	[əˈdɪʃnəli]	adv.	另外地；又
complex building			综合楼
office and commercial building			商务办公大楼
maintenance of houses			房屋保养
piecemeal repair			零星维修工程
public facilities			房屋公用设备

* * * * *

aim to

目标在于

Notes:

1. A property management company may deal with the management of housing estates, high-rise buildings, complex buildings, office and commercial buildings as well as hotels, factories and warehouses.

一个物业管理公司的管理工作可涉及居住小区、高层建筑、综合楼、商务办公大楼，以及饭店、工厂和仓库。

2. More specifically, the business of a property management company may be classified into following four categories:

更明确地讲，一个物业管理公司的业务可以分为以下四类：

3. general business

一般业务

particular business

特殊业务

special services

专项服务

other business

其他业务

Comprehension Questions:

1. What may a property management company deal with?
2. What is the aim of the services provided by a property management company?
3. How many categories may the business be classified into?
4. What are these categories?
5. Which items are charged additionally?

Text B Tasks

Property management involves a wide variety of tasks and these tasks can be handled in three different ways:

1. A company that deals exclusively in property management. This type of company will usually be headed by one or more certified property managers, who have been trained to get a diploma and manage property for others.

2. A real estate brokerage firm with a department set up to manage property. In this case, property management is only part of the firm's total business.

3. A property manager who takes charge of a specific building. Many apartment and office buildings have a property manager's office. If the management of one property is not a full-time job, the person may also manage other buildings.

However, property management is a complex field that demands a professional approach. Property management is a rewarding profession because it allows you to use a diverse range of abilities and skills. It can lead to a new career.