

推荐
媒体

沪江英语
HJ english.com

Good Job | 职场 英语

随书赠送
20元沪江学习卡
MP3朗读光盘

作者 Michelle Witte
译者 谢雅婷



华东理工大学出版社
EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS



图书在版编目(CIP)数据

Good Job! 职场英语:全彩图本(附赠 MP3 光盘)/(美)
威特(Witte,M.)编著. —上海:华东理工大学出版社,2011.1
ISBN 978-7-5628-2930-0

I. ①G... II. ①威... III. ①英语—自学参考资料
IV. ①H31

中国版本图书馆 CIP 数据核字(2010)第 221822 号

本书由(台湾)寂天文化事业股份有限公司通过语言工场出版有限公司授权
华东理工大学出版社在中国大陆地区以简体字出版发行。

著作权合同登记号:“图字:09-2010-194 号”

Good Job! 职场英语(全彩图本+附赠 MP3 光盘)

作 者/Michelle Witte

译 者/谢雅婷

责任编辑/王耀峰(samwyf@sohu.com)

责任校对/张 波

封面设计/寂天 裘幼华

出版发行/华东理工大学出版社

地 址/上海市梅陇路 130 号,200237

电 话/(021)64250306(营销部)

(021)64251904(编辑部)

传 真/(021)64252707

网 址/press.ecust.edu.cn

印 刷/常熟华顺印刷有限公司

开 本/787mm×1092mm 1/16

印 张/21.5

字 数/598 千字

版 次/2011 年 1 月第 1 版

印 次/2011 年 1 月第 1 次

印 数/1-4000 册

书 号/ISBN 978-7-5628-2930-0/H·1038

定 价/68.00 元(附赠 MP3 光盘)

(本书如有印装质量问题,请到出版社营销部调换。)

Good Job | 职场英语

附赠
MP3光盘

作者 Michelle Witte
译者 谢雅婷



华东理工大学出版社
EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS



Chapter 1

Learning About Your Job

认识工作

Unit 1	Arriving at a new job 新人报到	006
Unit 2	Welcoming and introducing the newcomer 欢迎与介绍新人	010
Unit 3	Meeting your new boss or supervisor 会见老板 / 上司	016
Unit 4	Learning about your office 认识办公室环境	020
Unit 5	Learning about locations near your office 认识公司周围环境	024
Unit 6	Learning about your company's organization 认识公司架构	028
Unit 7	Asking/answering questions about your duties at work 职责询问与说明	034

Chapter 2

Communication in the Office

公司内部联络

Unit 8	Greetings and small talk in the office 办公室内的基本问候语	040
Unit 9	Telephone etiquette 电话礼仪	044
Unit 10	Taking messages 记录留言	048
Unit 11	Taking a day off 请假	052
Unit 12	Explaining reasons for being late 说明迟到原因	056
Unit 13	Email correspondence within the company 公司内部的电子邮件	060
Unit 14	Setting up a meeting 会议准备事项	066
Unit 15	Applying for stationery 申请文具	070
Unit 16	Making requests related to your work and asking for permission 提出公务申请并请求批准	074

Chapter 3

Using Office Appliances

硬件设备的使用

Unit 17	Using a fax machine 传真机的使用	080
Unit 18	Using a copy machine 复印机的使用	084
Unit 19	Basic computer functions 电脑的基本功能	088
Unit 20	FTP and networks inside the company 内部网络与资源共享	092
Unit 21	Using the Internet 互联网的使用	096
Unit 22	Using instant messengers for correspondence 通信软件的使用	100
Unit 23	Using a printer 打印机的使用	104
Unit 24	Using email 电子邮件的使用	108
Unit 25	Viruses and troubleshooting 电脑中毒与问题处理	112

Chapter 4

Discussions, Meetings, and Proposals

工作事务

Unit 26	Making proposals in a meeting 在会议中提出意见	118
Unit 27	Running a meeting 主持会议	122
Unit 28	Discussing marketing strategy 讨论营销策略	128
Unit 29	Proposing a new project 提出新的项目	134
Unit 30	Presenting a new product 介绍新产品	138
Unit 31	Discussing solutions to a problem 讨论问题的解决方案	142
Unit 32	Discussing a mistake 讨论工作过失	146
Unit 33	Accepting criticism and taking responsibility 接受批评与承担责任	150
Unit 34	Distribution of work and responsibilities 责任归属与工作分配	154
Unit 35	Feeling overworked and making complaints 工作过量与抱怨	158
Unit 36	Working overtime 加班	162

C Contents

Chapter 5 Outside Correspondence and Contact 对外的联络

- Unit 37 Contacting by email 电子邮件的往来 168
- Unit 38 Contacting by fax 传真的往来 174
- Unit 39 Making appointments with customers on the phone 打电话与客户预约会面 178
- Unit 40 A lunch meeting with customers 与客户的餐会 182
- Unit 41 Introducing and promoting your product 介绍与推荐公司产品 186
- Unit 42 Describing and comparing products 说明与比较产品 190
- Unit 43 Negotiating the price with customers 与客户议价 194
- Unit 44 Making purchases and comparing prices 采购产品与比价 198
- Unit 45 Accepting orders and shipping orders 接单与送货 202
- Unit 46 Making a deal with a customer 与客户达成协议 206
- Unit 47 Discussing contract terms 讨论合约条款 210
- Unit 48 Signing an official contract 签署正式合约 214
- Unit 49 Dealing with complaints from customers 处理客户投诉 218

Chapter 6 Personnel Matters 人事相关问题

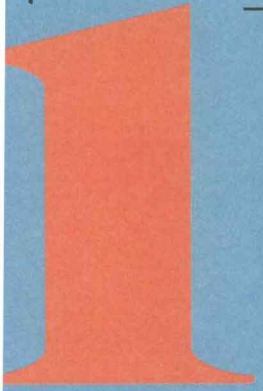
- Unit 50 Interviewing a job applicant 面试应聘者 224
- Unit 51 Explaining the benefits of the company 说明公司福利 228
- Unit 52 Negotiating the salary 交涉薪资 232
- Unit 53 Hiring a new employee 聘用员工 236
- Unit 54 Tax issues 税务事宜 240
- Unit 55 Insurance issues 保险事宜 244
- Unit 56 A promotion 升迁 248
- Unit 57 A change in personnel 人事变动 252
- Unit 58 Resignation 辞职 256

Chapter 7 Socializing and Travel 社交与旅游

- Unit 59 A lunch gathering between colleagues 同事间的聚餐 262
- Unit 60 Year-end bonuses 年终奖金 266
- Unit 61 Staff outings 员工旅游 270
- Unit 62 Arranging a business trip 安排出差 274
- Unit 63 Booking a hotel room 订房 278
- Unit 64 Confirming flights and booking air tickets 确认航班与订机票 282
- Unit 65 Renting a car or taking public transportation 租车或搭乘公共交通工具 286

ANSWER KEY & SCRIPTS → 291

TRANSLATION → 315



Learning About Your **Job**

认识工作

Arriving at a new job

Key terms

get in

to arrive 到达

commute

a regular journey to and from your place of work 上下班

on board

as part of the team or organization 加入

nerve-wracking

to make someone feel nervous or anxious 令人不安的

small talk

light, informal conversation on non-controversial topics (People make small talk in order to be polite in social situations) 闲聊

hit the ground running

to start a new endeavor at full speed, without wasting time 立即展开行动

brief

to give essential information to someone 简短说明



Katharine arrives at her new office and introduces herself to her colleagues.

Receptionist: Hi there, may I help you?

Katharine: Yes, hi. I'm Katharine Brown, the new research assistant. I was told to ask for Jacob Smith when I **got in**.

Receptionist: Ah, of course. I'm Barbara. It's nice to meet you. Jacob's not available just yet, but he asked me to hand you over to Ann while you wait for him. She's in the conference room around the corner.

Katharine: OK, thank you.

She walks to the conference room.

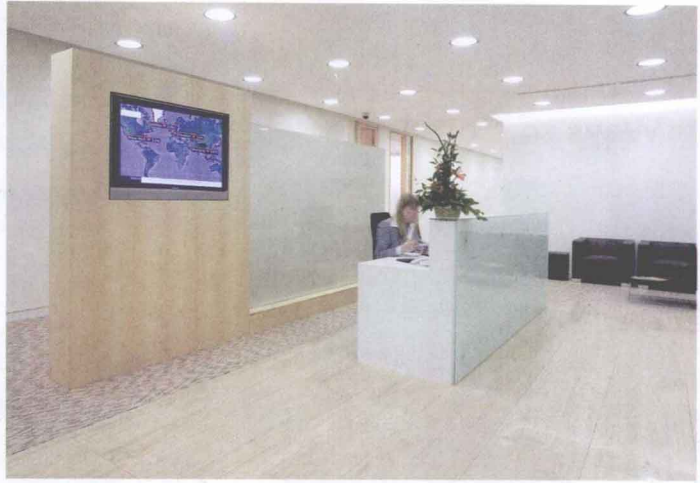
Katharine: Hi, I'm Katharine. Are you Ann?

Ann: Yes, nice to meet you.

Katharine: Pleasure to meet you.

Ann: Did you have any trouble getting here?

Katharine: Oh, no; actually, it's a very easy **commute**.



Sample Sentences



A.

Introducing yourself

1. James Brady, nice to meet you.
2. I'm Sara Cooper. It's a pleasure to meet you.
3. I'm your newest analyst, Brian Sandhurst.
4. My name's Leslie Cooper; I believe I'm supposed to be meeting with Aaron Cantor to get started.

B.

Making **small talk**

5. Welcome to the office! We're glad to have you **on board**.
6. Don't worry, the first day is always a little **nerve-wracking**.
7. The weather looked beautiful on my way in. Is it still nice out?
8. Is this your first time in our office?



C.

Talking about yourself

9. I'm from Seoul originally, but I've been living in the USA for the last four years.
10. I just graduated from business school and I'm really excited to be able to put my skills to work.
11. I've been working in sales for a number of years.

D.

Introducing someone to his or her work

12. We're hoping you can **hit the ground running**, as we've got a lot to do here.
13. Your supervisor will **brief** you on our current status.
14. For now, we would like you to focus on learning our customer service policies.

Ways to Commute



Review Questions

A Listening questions: Listen to the conversations and answer the questions below.

4

- The man comes to the office for _____.
☐ (A) an interview ☐ (B) a meeting ☐ (C) a work day
- The woman he speaks to is probably _____.
☐ (A) the Vice President ☐ (B) the receptionist ☐ (C) the accountant

5

- The man and woman are _____.
☐ (A) discussing politics ☐ (B) asking questions ☐ (C) making small talk

6

- Gerald Butler will receive _____.
☐ (A) a project booklet ☐ (B) an update on the current project ☐ (C) a conference
- Gerald Butler will probably _____.
☐ (A) start doing real work next week
☐ (B) start briefing Jane as soon as possible
☐ (C) start doing work as soon as possible

B

Usage questions: Read the questions and choose the best answer.

1. "Gloria, this is my colleague Aaron."
"Hi Aaron. It's a pleasure to meet you."
" _____ "
(A) My name is Gloria. (B) Pleased to meet you, too. (C) When did you get it?
2. " _____ "
"Hi Louis. You know, you look very familiar. Did you by any chance work at ARC Industries?"
(A) Gina, this is Louis. He'll be working with us on the Adams project.
(B) Hello, my name is Gina.
(C) Please take a seat and Gina will be right with you.
3. "Karen, Denise, I'd like to introduce our new receptionist, Amanda."
Karen: "Hi Amanda! Welcome to the office."
Denise: "Yes, welcome. Please let us know if we can help you settle in."
" _____ "
(A) Hello! (B) I'll be happy to show you around. (C) It's lovely to meet you both.
4. "Hi Debra. I'm Allen, I'll be working on the database with you."
" _____ "
"Yes, I just started yesterday."
"Well, let me help you get started!"
(A) Nice to meet you Allen. Are you new around here?
(B) Hi Debra. I'll show you the database.
(C) Hello, Allen. How are you settling in?
5. "Hello there. I'm Marie, from headquarters. I was sent to help you out on the testing project. I just _____ yesterday."
(A) come (B) introduce (C) got in
6. "Excuse me. Hi, I'm Tom. Rick suggested I poke my head in to _____ myself to you. I'm the new design assistant."
(A) introduce (B) say (C) name

2

Welcoming and introducing the newcomer



Katharine is being introduced to her coworkers by her supervisor, Jacob Smith, on her first day of work.

- Jacob: You might have met Barbara Polley on your way in. She's our receptionist and she'll tell you who's in, who's out, where to find us . . . she pretty much **runs the place**.
- Barbara: Hi, Katharine.
- Katharine: Nice to meet you, Barbara.
- Jacob: And this is Jason Smollet, another research assistant here. You'll probably end up working together a lot of the time. He's a good person to go to with questions or problems, before you ask someone else.
- Jason: Welcome to ABC Tech, Katharine.
- Katharine: Thank you, it's a pleasure to meet you. Maybe I can set up a time to **pick your brain**?
- Jason: Any time. I know it can be confusing around here at first!
- Jacob: And that's Samantha Barnet, our Human Resources Manager, just walking in. She'll probably be coming around to help you set up your paperwork, right Samantha?





Samantha walks over.

Samantha: Good morning, everybody.
Welcome, Katharine. Yes, I'll come
by later today to make sure we've
dotted the i's and crossed the t's.

Jacob: Thanks, folks. Now, Katharine, let's
go to your **cubicle.**

Katharine: OK—nice to have met all of you!

Jacob: And here is where you'll be working.
Barbara will come to show you how
to **set up** the telephones and **give**
you the **rundown on** the computer,
passwords, and anything else you
need to know to get going. I think I'll
call her now so you can get started.
Is that alright? Do you have any
questions?

Katharine: No, not **at the moment**, thanks. I'm
happy to get started.



Key terms

to run the place

to be in charge or handle day to day activities to ensure things run smoothly. Someone who runs the place is usually in a position of authority; however, secretaries and receptionists can be said to run things as they make and know schedules and are usually relied upon to handle or fix office machinery, etc 经营公司

to pick someone's brain

to ask questions and get information from someone 向……请教

to "dot the i's and cross the t's"

to put precise finishing touches on something; to fill in all the particulars 仔细检查

cubicle

a small compartment within an office that is a workspace for one person 隔间

set up

to configure or organize something so it can function 设定

to give someone the rundown on (something)

to give someone a summary or point by point explanation of a particular topic 概述

at the moment

right now 目前

a wealth of information

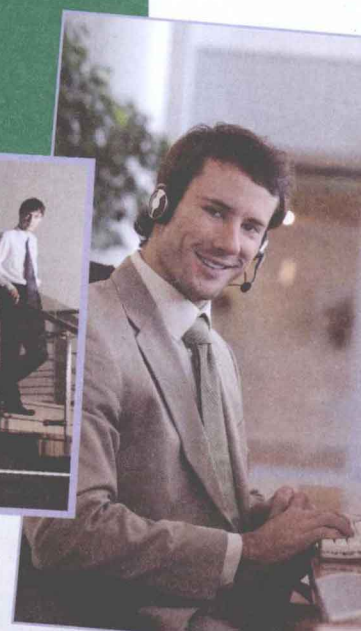
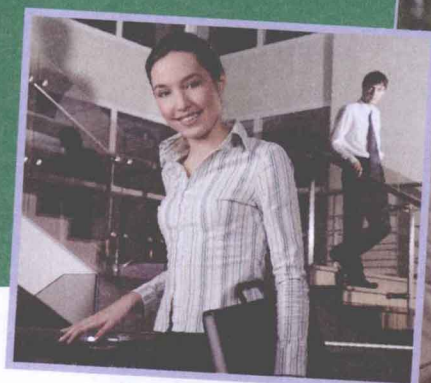
a great source of information on a topic 通晓

getting one's feet wet

just beginning a new job, task, project, etc. The phrase alludes to wading into water; the first thing to get wet is your feet 初尝某事

to get up to speed

slang, to show someone what he or she needs to know in order to begin work. In a sense, to catch up to the knowledge the rest of the team already has 进入状态; 了解





Sample Sentences



A.

Introductions

1. Let's get acquainted with the rest of the team.
2. Katharine, meet Barbara, our receptionist.
3. Katharine, Barbara. Barbara, Katharine. Katharine is our new research assistant.
4. I don't believe you've met Lance yet. Lance is an analyst.
5. I'd like you to meet Jason, a senior analyst. Jason is **a wealth of information** on finance. You and he should set up a time to meet. He will be a big help in getting you oriented here.

B.

Describing your position

6. "So you're the new girl?" "Yes, I'm just **getting my feet wet.**"
7. I just started this week.
8. I just started working as a project manager.
9. I work in the sales department as a customer service technician.
10. I'm in real estate.



C.

Offering assistance

11. Please come to me if you have any questions.
12. If there's anything I can do to help, just let me know.
13. George is always willing to give a helping hand.
14. Barbara will come to help you get settled in here.
15. Barbara will help you **get up to speed.**

D.

Politely declining more assistance

16. Thanks, but I think I'm all set for now.
17. Thank you; I think that's all I need for now.
18. I feel pretty comfortable with everything now.
19. I'm ready to get to work.

Review Questions

A

Listening questions: Listen to the conversations and answer the questions below.

10

1. Who is farther away, Robert or John?

☐ A Robert. ☐ B John.

2. Who is a research assistant?

☐ A Robert. ☐ B John. ☐ C The speaker.

11

3. Who is not an accounts administrator?

☐ A Leslie. ☐ B Bill. ☐ C June.

4. Where are the sales offices?

☐ A On one story. ☐ B On the 4th floor. ☐ C On the 3rd floor.

5. What does Leslie mean by "You'd never know it from Bill, though"?

☐ A Bill isn't often in the sales offices.
☐ B Bill is often on the floor.
☐ C Bill is often out of town.

12

6. What is the situation?

☐ A A new employee training session.
☐ B A lunch meeting.
☐ C An interview.

7. Who will run the training session?

☐ A Christine. ☐ B The speaker. ☐ C Gloria.

B Usage questions: Choose the answer with the closest meaning to the phrase in bold.

1. "I'm really confused about the new accounting system. **Can I pick your brain for a minute?**"
☐ (A) Can I arrange to meet with you?
☐ (B) Can I ask you some questions?
☐ (C) Can you call me?
2. "There's a small mistake on your tax form. Let's go through it to **dot the i's and cross the t's together**, OK?"
☐ (A) Let's fix the mistake together.
☐ (B) Let's write it together.
☐ (C) Let's review it closely together.

C Fill in the blank with the most appropriate word/phrase.

3. "Alex will meet with you soon to give you _____ on our computer system."
☐ (A) the book ☐ (B) the rundown ☐ (C) the business
4. "Barbara knows where everything and everybody is around here. She really _____."
☐ (A) runs the place ☐ (B) runs in place ☐ (C) knows her place
5. "Susan will explain the current progress on our project to help you get _____."
☐ (A) at speed ☐ (B) up in speed ☐ (C) up to speed
6. "You won't be able to print until Allen can _____ your computer."
☐ (A) arrange ☐ (B) set up ☐ (C) settle