


全国中等职业技术学校 物业管理与维修专业教材  
专业英语系列教材

# 物业管理英语

PROPERTY MANAGEMENT ENGLISH

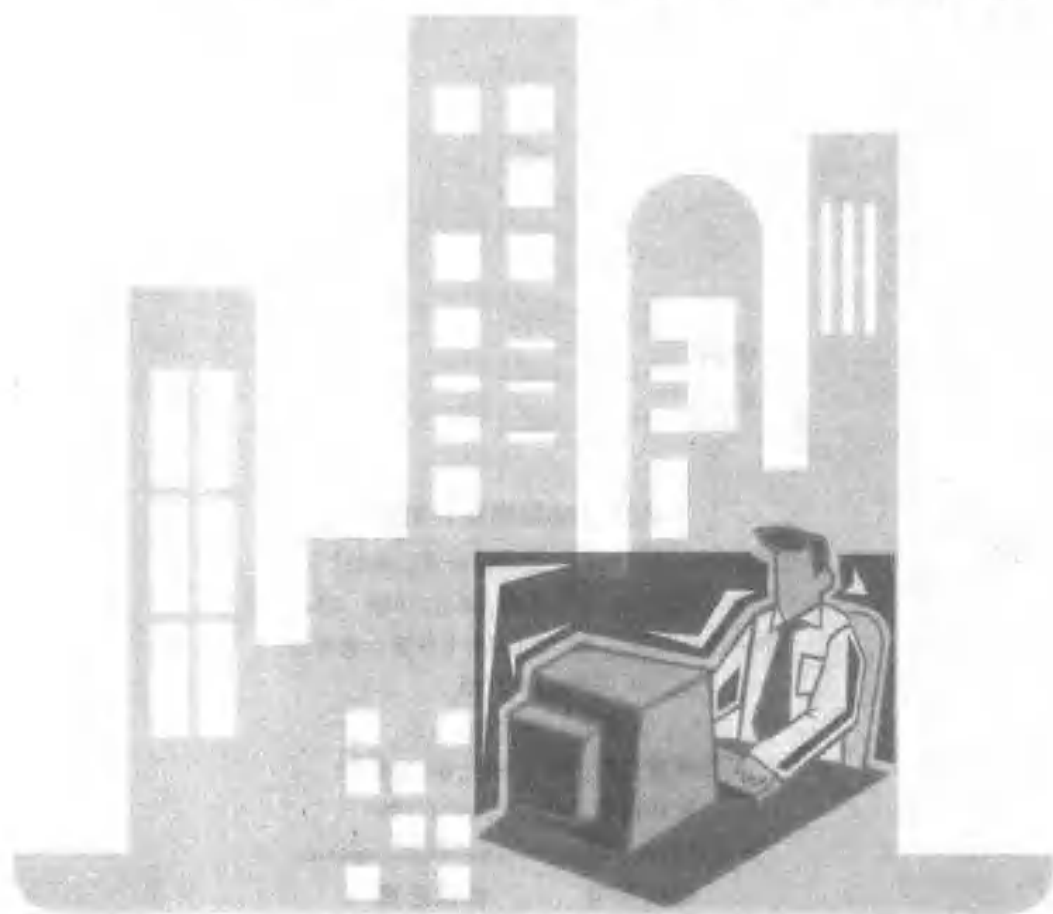



 中国劳动社会保障出版社

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# 前 言

随着我国社会主义市场经济的进一步发展，特别是入世以后，越来越多的企业对技术工人的专业外语水平提出了较高的要求，因此，专业英语已成为学生们参与就业竞争，以及今后从业后在工作中所必需的工具之一。为适应这一需要，我们组织编写了这套专业英语教材，并在编写过程中坚持了以下原则：

第一，与专业紧密结合，根据专业需要设置单元内容，力求收录各专业最新、最实用的词汇和用语，并注意在选材时降低相关专业知识的难度，使教材既突出专业特色，又能充分体现英语教学的规律。

第二，根据不同专业对英语教学的要求，教材在单元设置中阅读和口语各有侧重，如《饭店服务英语》《商品经营英语》等侧重口语，而《计算机专业英语》《电子英语》等则侧重阅读。对专业性较强的部分教材还给出了阅读部分的译文，以方便师生的教和学。

第三，教材在内容上注重选材新颖实用，力求采用地道的英语表达；在形式上注重生动活泼，图文并茂。

本套教材为中等职业技术学校学生设计，初中起点，并与通用教材《英语》相配套。考虑到通用英语教材中已讲授语法，故此套教材不再列入语法条目，涉及到语法难点时在“注释”中予以讲解。

本套教材自成体系，同时每种教材的编写又参照了相关专业的教学计划和主要专业课程的教学大纲，故又可与各相关专业配套使用。

本套教材首先推出《计算机专业英语》《电子英语》《会计英语》《饭店服务英语》《烹饪实用英语》《文秘英语》《物业管理英语》《商品经营英语》《服装英语》等9种，并将根据专业需要继续推出《机械英语》《汽车维修英语》《电工英语》《机电英语》《美容美发英语》等，以满足各专业学生学习英语的需要。

此次教材的开发工作得到了北京、湖南、湖北、广东、江苏等省（市）劳动和社会保障厅（局）以及有关学校的大力支持，并得到了美国新闻学硕士 Mr. Michael Connolly 的大力帮助，对此我们表示诚挚的谢意。

劳动和社会保障部教材办公室

2003年5月

## 简介

本书是全国中等职业技术学校物业管理与维修专业的专业英语教材。全书共16课，每课包括看和读、学和说或学和读、词汇和短语、课文注释、学和练等内容。

本书也适合具有初中以上英语基础的英语爱好者自学使用。

本书由谭文辉编写，姚嘉五审稿。

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## Lesson One

# An Introduction to Property Management

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### Look & Read

#### Property

(things owned; a possession)

#### Real Estate



Land



Buildings

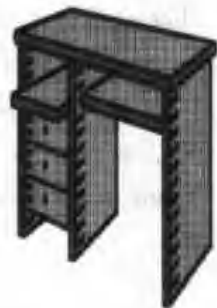
#### Personal Estate



Stock and shares



Jewelry



Furniture

## Learn & Speak

### Conversation 1

John: Hello, Linda. Glad to see you here.

Linda: It's you, John. You come here to...

John: I have just bought a new flat in this development (新开发地).

Linda: Yeah, we are neighbors again.

John: How nice, do come to see me when you have time.

Linda: Sure, I will, but today I have an appointment.

John: OK, see you next time.

Linda: See you.



### Conversation 2

Melinda: Hello, George.

George: Hello, Melinda. How are you getting on?

Melinda: Fine, thank you. Now I'm an agent for a property management company.

George: Property management? That is becoming very popular. Can you tell me something about it?

Melinda: Certainly. Everyone has property, things such as a watch, a book, a house and savings. In Property Management, "property" means "land and buildings".

George: Please give me some examples.

Melinda: Hotels, flats, and shopping centers are properties. They all require efficient management. That is property management.

George: I see. With property management, the owners will make the fullest use of the in property.

Melinda: Ah, so property management is very important.

George: Thank you for telling me so much.

## New Words and Expressions

introduction [intrə'dʌkʃn] *n.* 介绍



property ['prɒpəti] *n.* 财产  
 management ['mænidʒmənt] *n.* 管理  
 own [əʊn] *v.* 拥有  
 possession [pə'zeʃn] *n.* 财产  
 estate [i'steit] *n.* 财产  
 building [ˈbɪldɪŋ] *n.* 建筑物  
 stock [stɒk] *n.* 公债, 股票  
 shares [ʃeəz] *n.* 股票  
 jewelry ['dʒu:əlri] *n.* 珠宝  
 furniture [ˈfɜ:nɪʃə] *n.* 家具  
 flat [flæt] *n.* 公寓  
 garden [ˈgɑ:dn] *n.* 花园, 住宅小区  
 neighbor [ˈneɪbə] *n.* 邻居  
 appointment [əˈpɔɪntmənt] *n.* 约会  
 agent [ˈeɪdʒənt] *n.* 代理人  
 company [ˈkʌmpəni] *n.* 公司  
 popular [ˈpɒpjulə] *adj.* 流行的  
 savings [ˈseɪvɪŋz] *n.* 储蓄  
 mean [mi:n] *v.* 表示……的意思  
 require [rɪˈkwaɪə] *v.* 要求  
 efficient [ɪˈfɪʃnt] *adj.* 有效的  
 owner [ˈəʊnə] *n.* 主人, 业主

property management 物业管理

real estate 不动产

personal estate 动产

make use of 利用

shopping center 购物中心

### Note

make the fullest use of: 最充分地利用。词组 make use of 中的 use 可以用形容词来修饰。如:

make good/the best use of (好好地/尽量地利用)

make no use of (根本不利用)

## Learn & Practice

### 1. Divide the following into real estate and personal estate.

|       |           |        |          |           |
|-------|-----------|--------|----------|-----------|
| land  | apartment | watch  | building | jewelry   |
| hotel | savings   | garden | stock    | furniture |

real estate \_\_\_\_\_

personal estate \_\_\_\_\_

### 2. Role - play

A:

|                                 |
|---------------------------------|
| How do you do                   |
| How are you                     |
| Good morning/afternoon/ evening |
| Hello                           |

|           |
|-----------|
| sir?      |
| madam?    |
| Mr Green. |
| Mrs Bush. |

B: I'm fine, thank you. And you?

A: I'm fine too.

|                 |
|-----------------|
| So nice         |
| Very happy      |
| Glad            |
| What a surprise |

to see you here.

### 3. Supplementary reading

#### City or Country

Ruth lives in a small semi-detached (与邻居共用一堵墙的) house in the suburbs (郊区). It is about ten kilometers out of town. She loves it very much. Living in the suburbs, she can enjoy having a garden, being able to sit in it and relax (放松), away from the noise of the city. Life is convenient (方便) there, as there are good shops nearby.

Charles, Ruth's friend, lives in the city because he likes walking to work. He wants to persuade (劝说) Ruth to live in the city. He says, "You know, living in the city, you have all the entertainment (娱乐) and facilities (设施) like cinemas, banks and shops..."

“Isn't it noisy?” Ruth says, “There are disadvantages (不足) to living in the country. I do not like driving to work or taking the train. I wish I could afford (供应得起) to give up (放弃) work and live somewhere in the country. My dream (梦想) is to have a cottage (村舍) out in the country.”

**True (T) or False (F)**

- (1) Charles often walks to work. (     )
- (2) Ruth likes to relax herself in his garden. (     )
- (3) A cottage in the heart of the city is Ruth's dream. (     )
- (4) Entertainment and facilities in the city are very good. (     )
- (5) Ruth persuades Charles to live in the country. (     )

## Lesson Two

### Reception

#### Look & Read



Entrance



NO SMOKING



Restroom



Speed limit



Restaurant



Information desk

#### Learn & Speak

##### Conversation 1 Cancelling an Order

Mrs. Bates: Hello, is this Reception?

Receptionist: Yes, madam.

Mrs. Bates: I'm calling from Room 504, Building 1. This morning I ordered a table for three in the restaurant. Now I have something important to do and have to cancel it.

Receptionist: Hold the line, please. I'll put you through to the restaurant.

Restaurant: Hello, Restaurant.

Mrs. Bates: Hello. This is Mrs Bates from Room 504, Building 1. I'm afraid I have to cancel the table I ordered this morning.

Restaurant: OK. Your name, please?

Mrs. Bates: Melinda Bates.

Restaurant: A table for three?

Mrs. Bates: Yes, that's it. I'm sorry about it.

Restaurant: That's all right. Goodbye.

Mrs. Bates: Goodbye.



## Conversation 2 Making a Complaint

Client: I'm afraid I have a complaint to make.

Manager: Oh, dear. Please take a seat.

Client: I'm sorry to say the bill you sent me is wrong.

Manager: Wrong, madam? That's very strange.

Client: Yes, it is.

Manager: Really? I'll check it for you.

Client: Look, the bill is 20 *yuan* more than that of last month.

Manager: Ah, I must apologize, madam. I'm afraid it's the new computer.

Client: The new computer? You must get it to work properly, and reexamine the bill before sending it out.

Manager: I agree. I'm awfully sorry about it. I assure you it won't happen again.

## New Words and Expressions

reception [riˈsepʃn] *n.* 接待

entrance [ˈentrəns] *n.* 入口

smoke [sməʊk] *v.* 吸烟

restroom [ˈrestru:m] *n.* 休息室

limit [ˈlɪmɪt] *n.* 限制

restaurant [ˈrestərənt] *n.* 餐馆

information [ɪnfəˈmeɪʃn] *n.* 信息

cancel [ˈkænsəl] *v.* 取消

order [ˈɔ:də] *v.* 预定

receptionist [riˈsepʃənɪst] *n.* 接待员

complaint [kəmˈpleɪnt] *n.* 投诉  
 bill [bɪl] *n.* 账单  
 strange [streɪndʒ] *adj.* 奇怪的  
 check [tʃek] *v.* 检查  
 apologize [əˈpɒlədʒaɪz] *v.* 道歉  
 properly [ˈprɒpəli] *adv.* 正确地  
 reexamine [ˌriːɡˈzæmɪn] *v.* 再检查  
 awfully [ˈɔːfli] *adv.* 非常地  
 assure [əˈʃʊə] *v.* 保证

NO SMOKING 请勿吸烟

speed limit 限速

information desk 问讯处

put through 接通

## Notes

1. Hold the line, please

在有人打来需要转接的电话时，接线员回答对方的用语。也可以说：  
 Hold on, please. 请别挂断电话。

Wait a moment, I'll put you through. 请稍等，我马上为您接通。

2. Oh, dear. 天哪！我的天！

表示惊讶、遗憾时常用的感叹语。

## Learn & Practice

1. Translation

WET PAINT \_\_\_\_\_

NO ADMITTANCE \_\_\_\_\_

NO EXIT \_\_\_\_\_

NO SPITTING \_\_\_\_\_

2. Role - play

1) A: Good morning. This is Reception. Can I help you?

B: Yes, I'd like to

order a single room with bath.  
order two tickets to Beijing.  
reserve the tennis court two hours for.

A:

Wait a minute, please.  
I'm sorry it's full.  
I'm afraid it's sold out.

2) A: The bill you sent me is wrong.

B:

I'm sorry.  
I'm awfully sorry about it.  
I must apologize.  
I'm afraid it is because of the new computer.

### 3. Supplementary reading

#### Excellent Management    High Quality

As a service provider, The Jin Fu Property Management Company Ltd. provides a variety of comprehensive services. Here are some of them:

Property Management Counseling (咨询): Experts from our company will advise you on how to invest (投资) in property, how to manage (管理) property, how to plan property investment and laws concerning (与……有关的) real estate, etc.

Real Estate Agency (代理): We can buy, sell and rent various kinds of properties at the clients' (客户) request (要求).

Building Cleaning and Maintenance: We can provide inner and outer wall cleaning and maintenance for hotels, offices and apartment buildings.

Training of Management Personnel (人才): We can train personnel for hotels and property management companies.

#### Reading tasks:

(1) What services does the property company provide?

\_\_\_\_\_

\_\_\_\_\_

(2) Translate the following into Chinese

Excellent Management

\_\_\_\_\_

|                                   |       |
|-----------------------------------|-------|
| High Quality                      | _____ |
| Property Management Counseling    | _____ |
| Real Estate Agency                | _____ |
| Building Cleaning and Maintenance | _____ |
| Training of Management Personnel  | _____ |



## Lesson Three

### Security System

#### Look & Read



NO FIRES



NO STOPPING



ONE WAY



NO ENTRY



Exit



NO HORN USE



Parking lot



Fire extinguisher



CLOSED TO TRAFFIC