

商务英语听说系列教材

中级商务英语听说



Practical Business Communication
(Students' Book) Level 2 (Third Edition)

(学生用书) (第三版)

吴立高 刘晓玲 何芳 主编



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Listening to Business English

中级商务英语听说

(学生用书)

(第三版)

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第三版前言

《商务英语听说》这一系列教材自 2008 年正式出版以来，受到了广大读者和师生的欢迎和认可。然而我国对外经贸活动的日益活跃和国际商务交往的更加频繁，对商务英语教材提出了更高的要求。

《中级商务英语听说》学生用书及教师用书的第三次修订，是为了更好地满足外经贸类专业学生和广大英语爱好者的需要，使学习者在提高听说技能的同时也涉猎国际商务知识。新版依然以真实性为原则，很多材料来自国外财经报刊和外企的真实语言交流素材，内容涉及真实的公司业务和人物，及其在工作场景下的真实交流，有较强的实用性和专业性，为学习者在未来工作中在真实的情景中用英语与外国人进行交流做好准备。

新版教材将原教材进行更新，删减或改编了原教材某些略为过时的内容，增加了最新的素材并对原材料进行新的视听活动的设计，以保证本书内容的时效性。教材的内容更加丰富、充实，信息量明显增大，注重提高学生的听说综合能力及语言和应用能力，使教师教学和学生自学都有了更大的发挥空间。

本教材第三次修订工作的分工为：主编吴立高、刘晓玲和何芳负责整体设计规划、审稿及全书质量把关；副主编田志远、封国华和张源负责学生用书及教师用书所有内容的审校及修订；田志远编写第 1 至 3 单元的学生用书及教师用书，封国华编写第 4 至 6 单元的学生用书及教师用书，张源编写第 7 至 8 单元的学生用书及教师用书，许丽丽编写第 9 至 10 单元的学生用书及教师用书，郁震编写第 11 至 12 单元的学生用书及教师用书，孙丰田编写第 13 至 14 单元的学生用书及教师用书，马亚星编写第 15 至 16 单元的学生用书及教师用书。

《中级商务英语听说（教师用书）（第三版）》会以电子书的形式免费提供给读者，请登录 <http://www.uibep.com/> 下载使用。

由于编者水平有限，《中级商务英语听说》学生用书及教师用书的第三次修订尚存不尽如人意之处，恳请读者不吝指正。

主编

2019 年春

前 言

《商务英语听说》共分初、中、高三级，每级一册，每册十六单元。教材选材涉及商务领域的常见话题，包括商务接待、面试、产品介绍、商务谈判、广告、国际贸易等各个方面，为学习者提供了大量真实、生动的英语素材，使学习者在提高英语听说技能的同时也涉猎国际商务知识。

本套教材的编写以真实性为原则，很多材料来自国外财经报刊和外企的真实语言交流素材，内容涉及真实的公司业务及人物，工作场景下的真实交流，有较强的实用性和专业性。该教材语言地道，听、说训练交替进行，使得两项互相促进，共同长进。本教材得另一大特点就是语言技能的训练与商务知识有机结合。交际任务以真实的商务交际情景为参照，鼓励学习者在完成交际任务的过程中运用所学语言知识，提高交际能力，熟悉商务知识。而且任务设计尽可能与学习者的经历直接或间接相关，通过商务场景对话、角色扮演等丰富多样的活动让学习者参与其中，增加了学习的意义。

本套教材可作为大学英语专业及英语相关专业的学生学习商务英语的材料，也可作为任何专业对商务英语有兴趣的学生选修课使用教材。初级适合大学一年级学生或有一定基础的学习者使用，中级适合大学二年级或有中等基础的学习者使用，高级可供大学三、四年级或有较高英语水平的学习者使用。建议两到三课时学习一个单元。

这套教材也为社会上广大的商务英语爱好者提供学习材料，对提高学习者的听、说能力将有帮助，对于从事商务工作和即将从事商务工作的人，本教材有助于他们提高英语交际能力，并提供实用性的商务知识。

主编
2009 年

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Unit 1

Meetings (1)

Aims

In this unit we will talk about

- opening a meeting;
- structuring a meeting; and
- having discussions at a meeting—"interrupting and resuming".

1 Starting-up

Meetings are central to business communication. As the famous business expression goes, *Time is money*. Setting goals and time limits, keeping to the agenda, and knowing how to refocus, are key components of an effective meeting. This may sound simple in one's own native language, but it is a little trickier when the participants do not speak fluent English.

Work in pairs. Discuss with your partner the key factors of an effective meeting. Use the following table for help.

Checklist—What makes a good meeting?

Preparation

- ☐ Have the participants been informed of: date, place, time, agenda, objectives, specific preparation, documentation, specific roles?

Purpose

Do the participants

- ☐ have clear objectives?
- ☐ understand the scope/limits of the meeting?

Procedure

- ☐ Has the agenda been agreed upon and understood?
- ☐ Are the time limits clear (duration, finish time, date and time of next meeting)?

Roles

- ☐ Are the roles clearly understood?

Communication

- ☐ Do all the participants get a chance to contribute?
- ☐ Is there a clear direction of the meeting?
- ☐ Is there a clear outcome to the meeting?

2 Opening a meeting

Get started

Let's get started. First of all, I'd like to...
We're here today to discuss...

Review the last meeting

First, let's go over the report from the
last meeting...

Begin the meeting

Have you all received a copy of today's agenda?
Let's start with...

Discuss items

How do you feel about...?
In my opinion...

Finish the meeting

Before we close, let me just summarize the main points...
Is there any other business?

2.1 Project management group meeting

Bay Project Management Group is holding a meeting between the managers of different departments. Many of them have not met each other before, so the atmosphere is polite but informal.



A Look at the list of the steps (a-g) involved in opening a meeting. If you are attending this meeting, in which order do you expect the steps to take place? Work with your partner and put these steps in order.

- Agreeing on the timing of the meeting
- Allocating or confirming the participants' responsibilities
- Defining the output or results

- d. Outlining the agenda
- e. Welcoming the participants
- f. Stating the purpose or objectives of the meeting
- g. Introducing the participants (where necessary)

B  Now listen to the opening of this meeting. As you listen, identify the actual steps this meeting follows. Note down the order in which they happen.

- a. Agreeing on the timing of the meeting _____
- b. Allocating or confirming the participants' responsibilities _____
- c. Defining the output or results _____
- d. Outlining the agenda _____ 1 _____
- e. Welcoming the participants _____
- f. Stating the purpose or objectives of the meeting _____

C  Listen again and fill in the blanks with the missing information.

“Right, if everyone is here, _____. I’d like to _____ to this first meeting of the Bay Project Management Group. As you all know, _____ discuss the initial feasibility report which was completed last week. At the end of the meeting we should have a clear idea of how to proceed, but _____ before we make any decisions.

_____, there are four items for us to discuss. In terms of timing, I know you are all busy with other projects, too, so _____ by 3:30.

Ok, the first item on the agenda is an overview of the project plan. Alain, _____?

Language Focus

Starting

Let’s get down to business.
Right, let’s begin.

Stating purpose/objectives/aims

We’re here today to...
The purpose of this meeting is to...

Setting the agenda

As you’ll see from the agenda...

Welcoming

We’re very pleased to welcome...
I’d like to start by welcoming...

Process

I suggest we go around the table first.
I’d like to hear what you all think before we make a decision.

Timing

This should take about two hours.

Have you all seen a copy of the agenda?

Defining roles

...could you take the minutes?

..., I wondered if you'd like to tell us something about...?

The meeting is due to finish at...

First item

So, the first item on the agenda is...

..., would you like to start?

2.2 Formal and informal openings

At informal meetings, the presenter may begin with expressions like “OK” or “Right” whereas in formal meetings, “Good morning/afternoon” is often used for greeting and the presenter usually opens the meeting with expressions like “I would like to...”, “Welcome to...”, and “It’s a pleasure to...” to start the meeting. Furthermore, at informal meetings, the tone of the presenter can be casual and relaxed.

Word Bank

- alliance** *n.* the act of uniting 合作, 联合
- draw up** *v.* prepare sth., usually sth. official, in writing 起草
- agenda** *n.* a list of matters to be discussed at a meeting 议程
- flip chart** *n.* a board standing on legs with large pieces of paper fixed to the top which can be turned over 活动挂图
- eliminate** *v.* to remove or take away 排除
- minutes** *n. (plural)* the written record of what is said at a meeting 会议记录
- recruit** *n.* a new member of an organization, especially the army 新人, 新手

A  You are going to hear extracts from the openings of six meetings. As you listen, match each item to one of the types of meetings listed below. The first one has been done for you.

Types of Meetings

Extract

- Brainstorming new ideas
- Deciding on a new recruit
- Negotiating a contract
- First contact with a customer
- Regular departmental meeting
- Committee meeting

1

B  Listen again and decide whether each extract comes from a formal (F) or an informal (I) meeting. Make a note of the phrases that help you to decide. Then work in pairs and compare your answers with your partner.

	Formal/Informal	Signal sentences
Extract 1	Formal	• Welcome to ATM... • Today, our purpose is to... and we've drawn up an agenda.
Extract 2		• •
Extract 3		• •
Extract 4		• •
Extract 5		• •
Extract 6		• •

C  Fred O'Connor is the project manager of Bay Project Management Group. He is now holding a staff meeting. Tim, Clark and Teresa are all members of the project and they are present at the meeting.

Listen to the conversation at the meeting. Fill in the blanks with the exact words you hear.

Fred O'Connor: (to everyone) _____ ?

Tim Clark: I think Bill will be arriving a little late.

Mr. O'Connor: _____. If you have any questions or comments, please ask as we go along. _____ Teresa Cummings to everyone. She'll be joining our company as a financial consultant.

Teresa: Hello.

Mr. O'Connor: Teresa, you'll be able to talk with everyone during the coffee break. Right

now, I think we should find out how each of your projects is going. Tim,
_____?

Tim: Well, we broke ground on the condominium(大厦) project last week...



D **Role-play. Work in pairs. Practice opening two different kinds of meetings, one informal and the other formal. You can use the notes below to help you.**

1) Informal meetings

- Start the meeting
- Welcome the participants
- State the objectives: decide on a new appraisal system
- Suggest the procedure: go round table to get ideas, then discuss
- Finish by 4:00p.m.
- Ask someone to begin

2) Formal meetings

- Start the meeting
- Welcome the participants
- State the purpose: to discuss a possible joint venture
- Mention agenda: seven points
- Timing—approximately 30 minutes per item
- Introduce the first item: background



E **Listen and check if your answers are correct.**

3 Structuring a meeting

How to structure a meeting? An agenda helps. Besides, we need a key skill of covering matters on the agenda as well. Most meetings have an agenda—a list of matters to be discussed in the meeting. When you decide what to talk about at the meeting, you set the “agenda”. The person in charge of setting the agenda and running the meeting is the “chairperson”. A helpful skill of covering matters on the agenda is making connections. This sometimes means spelling out the link between one point and the next. It also means deciding on the best order in which to deal with different subjects.

3.1 Setting agenda



A **Imagine that you are the chairperson at a meeting. It is the start of the meeting and you are telling your colleagues about the items on the agenda. Work in pairs to find out what phrases you might use. Discuss with your partner and write down as many**

phrases as possible.

B  Now you're going to listen to two short dialogues about setting agendas for meetings. Both dialogues are from the start of meetings and feature a chairperson listing the points on the agenda. As you listen, see if you can hear some of the phrases you've discussed and then complete the conversation with the exact words you hear.

1)
Sarah: Right then, Alex, let's get down to business. _____ our public relations meeting are the research project, the launch of the website, the timetable for press releases, and the year award. Are you quite happy with those points?

Alex: Yeah, that's fine. If you could _____, that'd be great.

2)
Alex: Okay everybody, thanks for coming. Let's keep this meeting fairly brief, _____
_____.
_____, as you can see, the news on the book re-launch; and
_____, the office move; and _____, we'll have a little bit
of time for any other business.

C  Work in pairs. Look at the agenda items of the meeting below. Practice setting the agenda by taking on the roles of Sarah and Alex.

❖ Meeting—Improving staff morale (鼓舞员工士气)

Agenda items:

- Introducing an open-plan environment
- Abolishing the company's dress code (着装)
- Encouraging staff to operate on first-name terms

3.2 Connecting agenda items and ideas

Fred O'Connor, the project manager of Bay Project Management Group is now holding a staff meeting. Tim and Suzanna, members of the project, are attending the meeting now.

A  You are going to hear four extracts from this meeting. As you listen, put the agenda items in the right order.

Policy review _____
Information technology _____

Finance

Personnel

B  Listen again and identify the transitional language used to connect agenda items 1-2, 2-3 and 3-4.

1-2 Right, I think that covers the promotion issue... So, let's move on to the second item which is finance.

2-3 _____

3-4 _____

C  Look at the notes for the meeting below. Work in groups to practice connecting agenda items and ideas by following the above dialogue. You may use the expressions in Language Focus.

❖ Meeting—Improving productivity

Agenda items:

- Replacing the production line with work teams (i.e. each person performs more than one task);
- Introducing preferred working hours for production staff;
- Introducing a profit-sharing bonus scheme;
- Introducing an on-site self-service cafeteria for everyone in the company.

Language Focus

Opening an item

Let's start with....

Shall we begin with...

So the first item on the agenda is...

Next item

Let's move on to the next item...

The next item on the agenda is...

Referring forward

We'll come to that later.

That point is coming up in a moment.

Keeping to the agenda

Can we just deal with...?

Can we come to that in a moment?...

Closing an item

Right, I think that covers the first item.

Shall we leave that item?

Moving off the point

This might be a good point to mention...

It's not on the agenda, but...

Referring back

As we said earlier...

Postponing/Moving around

Shall we skip the next item?

I suggest we take that up at another meeting.

3.3 How to take meeting minutes

Word Bank

- minutes** *n.* a written account of what transpired at a meeting 备忘录; 会议记录
proceedings *n.* things that are said or done at a meeting 议程
transcribe *v.* write out from speech, notes, etc. 抄写
attendee *n.* someone who is at an event as a meeting or a course 出席者
anonymous *adj.* having no known name or identity 匿名的
absentee *n.* someone who should be in a place or at an event but is not there 缺席者



Listen to a passage and list the six tips on how to take meeting minutes.

- 1) _____.
- 2) _____.
- 3) _____.
- 4) _____.
- 5) _____.
- 6) _____.

4 Interrupting and resuming

At business meetings it is sometimes necessary to interrupt a speaker to ask a question or make a comment—that's to say, to interrupt others and then resume your talk. This is possible but it should be done politely. In this section, we'll be looking at some of the ways you can do this.

4.1 A book re-launch meeting



A Imagine that you are at a meeting, and you want to interrupt to ask a question or make a comment. How might you do it? Work in pairs and discuss with your partner for phrases and ideas. Then do the small quiz. Compare your answers with your partner's.

- 1) _____, I would like to begin by saying that the company profits are up on last year's figures.
 A. To begin at B. First of all C. And start with D. And for starters
- 2) _____ about the plans for next month's meeting?
 A. Can I hear you B. Can I clarify you C. Can I ask you D. Can I include you
- 3) _____, but I just wanted to clarify a couple of points before continuing.
 A. Sorry to hold the meeting up B. Sorry to hold the meeting down
 C. Sorry to hold the meeting around D. Sorry to hold the meeting along

- 4) _____ that all of the staff members should have an opportunity to give their opinion about the company review.
- A. I don't feel very strongly B. I am feeling quite strongly
C. I am feeling more strongly D. I do feel quite strongly

B  Now listen to a conversation at a meeting of a publishing company. Sean is talking about the book re-launch when John feels that he needs to ask something. As you listen, see if you can hear some of the phrases you've discussed in Part A and finish the sentences with the phrases you hear.

Sean: _____, the book re-launch. I just wanted to remind everybody that we will be re-launching the fairy-tales range with new modern covers, and that this is going to happen at the beginning of next month. It's important that we get this right and there have been quite a few...

John: Actually Sean, _____—_____, can I ask you about those dates, because I thought that this was going to be published the month after next, and I understand that everybody has got their dates, but I do feel quite strongly that we're bringing this out too soon.

Sean: Well, _____ before I comment on that?

Carrie: _____. If the radio programmes are going out at the beginning of next month, we've got to launch the book at the same time if we're going to have any sales impact.

4.2 Venue for a conference—Hillfields

A  Complete the following dialogue by choosing appropriate phrases from the list. Use each phrase only once. Compare your answers with your partner's after you've finished.

- Yes, that's a good point.
- I'd like to point out...
- Well, I still think the Grange is worth considering.
- Anne, you know what you said about...
- David, may I just finish?
- Can I say something here?

Marc: _____ 1) _____ Hillfields as a possible conference venue?

Anne: Yes, I remember.

Marc: Well, it doesn't seem too cheap to me. The delegate rate is well over \$100.

Anne: Yes, I see what you mean, but _____ 2) _____ the overall package they are offering. There are a lot of things included free of charge.

Marc: ____ 3) ____, but it still seems rather expensive. I mean...

David: ____ 4) ____? There is always The Grange. I've been there several times, and...

Marc: ____ 5) ____? I was going to say that the overall cost per delegate at Hillfields is ten percent higher than what we paid last year.

David: ____ 6) ____.

Anne: Yes, that's right. It's always a good idea to get some comparative quotes(报价) but I don't think we'll do better anywhere else.



B Listen to the dialogue and check whether your answers are correct.

4.3 Venue for a sales conference

In the above section you've already heard some ways to make interruption. Sometimes you may interrupt others directly but with polite words. Sometimes you may use some indirect ways to interrupt others and resume your talk. For example you may interrupt others by commenting on their ideas, by emphasizing your points, by referring to what has been mentioned or even by suggesting alternatives. In this part you will hear Mark, David and Anne discussing another possible venue for a sales conference. Besides the phrases of interrupting, they use several other ways to interrupt others and resume their own talks.



A Listen to the following statements from the discussion. Which ways do the speakers use for interrupting and resuming? Note down these phrases and put them in the correct categories.

- 1) _____. OK, it was a lovely location, but it wasn't very practical. I mean, there wasn't really enough space for all of us.
- 2) _____ it was just the right sort of atmosphere, but one or two people complained about the long drive.
- 3) _____. And _____ us. It's called Parview,
- 4) _____. Now, shall we move on to the question of rooms and facilities?
_____ there wasn't really enough bedroom accommodation last time.
- 5) Right, _____, we must have single or double rooms.
- 6) Look, _____. David, can you get it all down in writing and circulate it, and _____? Right, let's move on.

Commenting
