



浙江省普通高校“十三五”新形态教材

A COURSE OF  
ENGLISH PRACTICE

# 英语实训教程

商务英语听说 · 第1册

—— (第2版) ——

盛湘君 / 总主编

孔 珊 / 本册主编

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## 第2版前言

进入21世纪以来,全球经济一体化进程不断加快,人们随时随地可能需要使用英语与来自不同国家和民族的人进行交流。因此,高职英语课程必须面对社会经济发展的机遇与挑战,提升高职学生运用英语的基本能力,特别是听说能力,推进职业教育的教育教学改革,培养能够胜任英语沟通与交流的职业人才。

本教材编写组以大学英语课程教学要求为基础,充分利用浙江省发达的经贸优势,开展广泛调研,深入了解社会、学校和毕业生的需求,编写了《英语实训教程:商务英语听说》教材。本教材以各种常用商务活动场景为主线,以“经典句型和经典对话”为主题,旨在培养学习者基本的商务交流沟通能力。该教材经过多年教学实践的检验,以培养学习者在日常生活及商务活动中的英语交际能力为目标,以纸质资源与数字化资源一体化建设为手段,以促进学习者自主学习和翻转课堂教学改革为特色,为提升学习者的职场能力和未来可持续发展打下了必要的基础。

本教材自首次出版以来,以实用的教学内容和丰富的教学资源受到高职院校师生的好评,编者所在的学校也一直把本套教材作为英语基础课的教材之一。在使用过程中,收到了很多师生的建议与意见。我们自己在使用过程中,也发现教材需要适当地改进,有些材料需要补充。因此,我们对教材做了较大程度的修订,浙江大学出版社也积极帮助我们再版。

通过本次修订,本教材成为具有如下特点的新形态教材:

1. 教材编写以社会需求为依据,根据对商务场景进行的调研,选取了内容最佳的场景样本。
2. 教学内容符合“实用为主,够用为度”的原则,难易适中,注重学生英语应用能力的培养。
3. 单元主题均围绕商务交流场景,内容实用性强,体现高职英语的职业性。
4. 活动设计便于操练与模仿并进,使技能训练与真实的商务交际能力相结合,教学组织实训性强。
5. 教材开发注重数字化资源建设,在网络平台上建设了在线学习课程,实现开放课程与新形态一体化教材互动,促进线上线下混合式学习、自主学习。

《英语实训教程:商务英语听说》(第2版)共有10个单元,分为两册。单元话题涉及客户接待、餐饮、宾馆住宿、观光旅游、健康医疗、参加商展、市场调研、产品介绍、商务洽谈、包装运输等常用商务活动场景。每个单元包含3个主要的场景。每个场景的内容相对独立,分

别由 Preparation, Listening 和 Speaking Out 三部分构成,围绕场景交际的常用句型开展听说训练。

《英语实训教程:商务英语听说》(第2版)总主编为盛湘君教授。本册教材的主编为孔珊,副主编为吴静、李慧,参与编写的有相廷礼、何兰兰、吴苏苹、陈群等。

因编写人员水平有限,教材中难免还有不足之处,希望广大读者批评指正。

编者

2019年5月

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UNIT

1

Receptions  
客户接待篇



Isn't it a pleasure for one to have like-minded people coming from faraway places?

—Confucius

有朋自远方来，不亦乐乎？

——孔子

Lesson 1 Greetings and Introductions

Part One

Preparation

1. Suppose you are Li Zhonghua. You are now meeting the client of your company, John Smith, at Shanghai Pudong International Airport. Please use complete sentences to do the following tasks.

(1) introduce yourself

---

---

---



(2) help him with the luggage

---

---

(3) take him to the car which will take him to Tianyi Hotel

---

---

(4) remind him that Shen Zhang, company president, will meet him at Tianyi Hotel at 2:00 p.m.

---

---

(5) inform him that you are ready to help him during his stay in Shanghai

---

---

2. Here are the useful sentences people would use to greet and introduce others. Translate the sentences into Chinese and learn them by heart.



微课

(1) Please allow me to introduce myself.

---

(2) I am Greg. Here is my name card.

---

(3) Let me introduce our marketing manager, Mr. David Hawkins.

---

(4) It's a pleasure to meet you.

---

(5) How is everything going with you?

---

(6) How was your flight?

---



(7) You must be very tired after the long trip.

(8) Please give my regards to your parents.

3. The words and expressions are from the conversations for listening and speaking practice in the lesson. Translate them into Chinese and learn them by heart.

Words	
nationality <i>n.</i> /ˌnæʃəˈnæləti/ _____	occupation <i>n.</i> /ˌɒkjʊˈpeɪʃn/ _____
secretary <i>n.</i> /ˈsekrətri/ _____	Canadian <i>n.</i> /kəˈneɪdiən/ _____
Chilean <i>n.</i> /ˈtʃɪliən/ _____	nickname <i>n.</i> /ˈnɪkneɪm/ _____
perpetual <i>adj.</i> /pəˈpetʃuəl/ _____	customer <i>n.</i> /ˈkʌstəmə(r)/ _____
advertisement <i>n.</i> /ˌædvəˈtaɪzmənt/ _____	
Expressions	
marketing manager _____	department manager _____
name card _____	identity card _____

Part Two Listening

🎵 Listening 1

Listen to the following conversation and fill in the blanks according to what you hear.



📱 微课

Peter: Hi, Julia.  
Julia: Oh! Hi, Peter. How are you?  
Peter: I'm fine. Where do you live now?

**Julia:** I live in Beijing. The city is great but the air is terrible, and it's so cold outside in winter. How about you, Peter? I haven't heard from you (1) \_\_\_\_\_.

**Peter:** Hi, Julia. Can you hear me now?

**Julia:** Yes, Peter. How are you going?

**Peter:** I live in Kunming now. Except that I do not like some rainy days here, everything is going well.



**Julia:** It's reported that the weather in Kunming is quite comfortable. It feels like spring (2) \_\_\_\_\_ in it, so the city is nicknamed "City of Perpetual Spring".

**Peter:** That's right. It is (3) \_\_\_\_\_ as one of the outstanding tourist cities of China. Every year (4) \_\_\_\_\_ visitors come to visit it.

**Julia:** I have been looking forward to visiting it.

**Peter:** How about (5) \_\_\_\_\_ to Kunming together next year?

**Julia:** That sounds nice. I guess it would be an exciting trip for us.

## 🎵 Listening 2

Ben, Judy, Geoff and Maria are talking to each other. Listen to the conversation and fill out the name card with the personal information given in the table below.



🔊 音频

Identity card 1

Name Ben Ford

Nationality \_\_\_\_\_

Occupation \_\_\_\_\_



Identity card 2

Name Judy Norton

Nationality \_\_\_\_\_

Occupation \_\_\_\_\_



Identity card 3

Name \_\_\_\_\_

Nationality \_\_\_\_\_

Occupation \_\_\_\_\_



Identity card 4

Name \_\_\_\_\_

Nationality \_\_\_\_\_

Occupation \_\_\_\_\_



Table of Personal Information

Canadian	French
Dancer	Marketing manager
Geoff Snowdon	American
Maria Silva	Student
Engineer	Chilean

Part Three Speaking Out

◎Core Conversation

Mr. Wu is the department manager of an advertisement company in Shanghai and Dr. Smith is a customer from the USA. Miss Liu, the secretary, introduces Dr. Smith to Mr. Wu.



Miss Liu: Dr. Smith, (1) \_\_\_\_\_

Dr. Smith: Hello, Mr. Wu. (2) \_\_\_\_\_  
Here is my name card.

Mr. Wu: Hello, Dr. Smith. (3) \_\_\_\_\_  
I'm glad that you could come to Shanghai.

Dr. Smith: Thank you. (4) \_\_\_\_\_

Mr. Wu: I hope you'll enjoy your stay in Shanghai.

Dr. Smith: I'm sure I will. Thank you.



- Read the conversation and choose the best answer for each of the blanks.

A. This is my name card.

B. Nice to meet you.

C. let me introduce our department manager, Wu Hong.

D. I'm glad to visit the city, too.
- Watch the video and check your answers.
- Role-play the core conversation with your partners.

## ◎ Speaking Practice

Suppose you are John. You meet your old classmate David in the street. You haven't seen each other for a long time.

**John:** Hello, David! Long time no see.

**David:** Hi, John! How's everything going with you?

**John:** Not too bad. I changed my job one month ago. I'm working in a foreign trade company now. This is my name card.

**David:** Sales manager? Great! You enjoyed doing business when you were at college.

**John:** You still remember this? It's been a long time.

**David:** Of course. We were living in the same flat and we had a part-time job as a salesman.

**John:** Yes, we had nice college life. How are you getting along?

**David:** The same as ever. I've been teaching English in the Experimental School since I graduated.

**John:** Nice! Let's get together for dinner this Saturday.

**David:** Good idea! See you then.

**John:** See you.



1. Role-play the conversation between John and David.
2. Make more new conversations similar to the one above. Please change the underlined information in the conversation as suggested below and exchange roles to act them out.
  - (1) Change John's position in the company. Here are some suggestions: marketing manager, financial manager.
  - (2) Change the subject that David teaches. Here are some suggestions: math, science.

## ◎ Making a Video

Work in pairs to make a conversation, act it out and make an English video based on the situation below.

*Situation: Jenny is Zhang Ming's friend and she comes from Australia. Zhang Ming introduces his wife Lucy to Jenny.*





## Lesson 2 Invitations and Appointments

### Part One Preparation

1. Do you know what an invitation card is like in your country? Here are four invitation cards. Discuss with your partner about these invitations.

(1) What are the invitations below for?

(2) Where will the activities be held?

(3) When will the activities be held?

A.



B.



C.



D.



2. Here are the useful sentences people would use to invite others or make appointments. Translate the sentences into Chinese and learn them by heart.



微课

(1) I'd like to invite you to a party next Friday.

(2) Why don't we go to a baseball game?

(3) Let's meet at that coffee shop.

(4) I was wondering if you are free this Tuesday evening.

(5) Would you like to join us for dinner at my club?

(6) He would like to make an appointment with you.

(7) Will it be convenient for you if I call on you this weekend?

(8) I hope we can meet in Beijing later this month.

(9) Thank you for inviting me.

(10) Sorry, I can't. But thanks anyway.

(11) I'm very sorry, but I have other plans.



3. The following words are from the conversations for listening and speaking practice in the lesson. Translate them into Chinese and learn them by heart.

## Words

delight *n.* /dɪlaɪt/ \_\_\_\_\_delightful *adj.* /dɪ'laɪtfl/ \_\_\_\_\_lobby *n.* /'lɒbi/ \_\_\_\_\_appreciate *v.* /ə'priːʃieɪt/ \_\_\_\_\_

## Part Two

## Listening

## 🎵 Listening 1

Listen to the following five conversations and choose the best answer for each of the following questions.



🔊 音频

- |   |  |
|---|--|
| (1) A. At ten o'clock tomorrow morning. | B. At ten o'clock tomorrow afternoon.  |
| C. At nine o'clock tomorrow morning.    | D. At nine o'clock tomorrow afternoon. |
| (2) A. Wednesday.                       | B. Thursday afternoon.                 |
| C. Tuesday.                             | D. Friday afternoon.                   |
| (3) A. Beijing.                         | B. New York.                           |
| C. Paris.                               | D. Shanghai.                           |
| (4) A. 9:30 a.m.                        | B. 9:45 a.m.                           |
| C. 10:15 a.m.                           | D. 10:30 a.m.                          |
| (5) A. Company.                         | B. Home.                               |
| C. Office.                              | D. School.                             |

## 🎵 Listening 2

This is a telephone conversation between Chen Bin and John Black. Listen to the conversation and fill in the blanks according to what you hear.



🔊 微课

**Black:** Hello, this is John Black.

**Chen:** Hello, Mr. Black, this is Chen Bin. I'd like to know if you have any (1) \_\_\_\_\_ for tomorrow evening.

**Black:** Nothing at the moment.

**Chen:** Wonderful! We'd like to invite you to be our (2) \_\_\_\_\_ guest at Yindu Hotel. Is that OK?

**Black:** Yindu Hotel?

**Chen:** Yes. Yindu Hotel serves both Chinese and (3) \_\_\_\_\_ food.

**Black:** Oh, great. I'd like to try the Chinese food.

**Chen:** Will six o'clock be (4) \_\_\_\_\_ for you?

**Black:** Yes, that's great.

**Chen:** Let me (5) \_\_\_\_\_ at your hotel. OK?

**Black:** Thank you, but I can go to Yindu Hotel (6) \_\_\_\_\_. You know, I'll be at the market all tomorrow afternoon.

**Chen:** OK, see you tomorrow evening.

**Black:** See you then.



## Part Three Speaking Out

### ◎ Core Conversation

You are Mr. Wu, and now are inviting Peter to have dinner tonight.



微课

**Mr. Wu:** Hi, Peter. Are you leaving for Shanghai tomorrow for your new position?

**Peter:** (1) Yes, \_\_\_\_\_

**Mr. Wu:** I'd like to invite you to a farewell dinner tonight. So, have you got any plans tonight?

**Peter:** No. Nothing special.

**Mr. Wu:** (2) \_\_\_\_\_





**Peter:** Ah, I've heard about this restaurant. It must be very good. (3)\_\_\_\_\_  
\_\_\_\_\_. I'd be delighted.

**Mr. Wu:** OK, I'll meet you at the hotel lobby at six o'clock this evening.

**Peter:** (4)\_\_\_\_\_

1. Read the conversation and choose the best answer for each of the blanks.  
A. OK. Hotel lobby, six o'clock, sounds great.  
B. I am.  
C. OK. So would you like to have dinner with me this evening at Jimaohuantang Restaurant?  
D. Thanks for thinking of me.
2. Watch the video and check your answers.
3. Role-play the conversation with your partner.

### ◎ Speaking Practice

Suppose you are Mike. You want to invite your friend Lily out to see a film on Saturday. Here is the conversation between Mike and Lily.

**Mike:** Hello! Lily.

**Lily:** Hi! Mike.

**Mike:** I was wondering if you could be free this Saturday evening.

**Lily:** Yes, Why?

**Mike:** I'd like to invite you to see a film.

**Lily:** What film?

**Mike:** The American film *Iron Man*.

**Lily:** That's wonderful! Thank you for inviting me.

**Mike:** It's my pleasure. Let's meet at the gate of the school at 5:30 p.m. on Saturday.

**Lily:** OK, see you then.



1. Role-play the conversation between Mike and Lily.
2. Make more new conversations similar to the one above. Please change the underlined information in the conversation as suggested below and exchange roles to act them out.