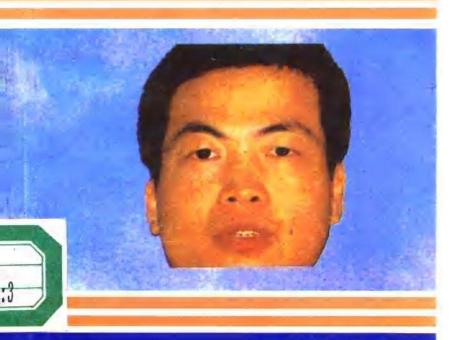
TWO-WAY COMMUNICATION 双向式英语 編

扶忠汉著

商用英语 俚、俗语





三环出版社

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扶忠汉 著

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1 A NATIVE SPEAKER'S HINTS ON LEARNING ENGLISH

- 1. Look for clues when you don't know a word. Do you recognize a prefix or suffix? Perhaps you know the meaning of another word with the same prefix or suffix.
- 2. Practice tenses as much as possible. When you learn a new verb, learn its various forms.
- 3. Use a dictionary and grammar guide constantly. Keep a small English dictionary with you at all time. When you see a new word, look it up. Think about the word—use it, in your mind, in a sentence.
- 4. Try to think in English whenever possible. When you see something, think of the English word for it; then think about the word in a sentence.
- 5. Relax! Be patient and enjoy yourself! Learning a language should be fun. Don't become easily discouraged—learning takes time. with discipline, patience, a desire to learn and a little time, anybody can learn to speak and

understand English.

Follow these helpful hints and you, too, will soon be on the path toward successful two -way communication.

2 BUSINESS CORRESPONDENCE

Before endeavoring to learn what is commonly known as "business English", it is necessary to understand basic English. Many Chinese people come to me and tell me they "just" want to learn business English. They tell me they don't want to waste their time learning "common English". I always ask such people if they really know what business English entails.

Business English is simply a set of English vocabulary words; it is not, as some seem to think, a language unto itself. Neither is it something used exclusisvely by business people.

The only way to learn good business English is to first learn good English. With a good command of English and an ability to think creatively in English, learning the specific set of vocabulary words that pertain to one's business becomes a simple task. Without such proficiency in basic and intermediate English, it is impossible to function

effectively in an English business environment.

I believe that developing one's comprehension of human nature simutaneously develops one's faculty for using English in order to gain whatever ends one desires. If one can think clearly, creatively and rationally, one can express oneself in like manner. Thus, the single most crucial aspect of using words effectively is the development of a greater capacity to understand the world in which we live and the people with whom we must communicate.

What follows is an application letter I wrote six months before I was to leave the army. I sent it to six language centers and received six replies.

Dear sir,

If you earnestly want your language school to prosper and develop, it would be to your advantage to spend just five minutes reading what I have to say.

I am different from most people. I will not support my request for employment with

promises of what I can do for you in the future, but will do so by citing just a few of my past achievements and describing just some of my present capabilities.

Your recent advertisement in the "China Times" caught my attention. I am a seasoned and honorable English teacher with a unique way to train both fellow teachers and office personnel.

The following is a brief history of my work experience:

- In 1974, I started my own language center in Shihlin. Despite lack of capital, my students were so impressed with my teaching that they paid early, thus enabling me to buy desks and chairs for a proper classroom. While only a sophomore in college, I established the first successful language center in Shinlin.
- 2) In 1978, with two thousand five hundred N. T. I opened a language center in Taipei, I did this by renting a telephone and some space in the corner of a small office. Within two months, I had enough teachers and students to expand into five classrooms. In less than three months.

with a twenty-five hundred N. T. invest -ment, I had made two hundred thousand N. T.

You may ask yourself how I started two language centers with so little capital? I know the business of language centers. I also have a special talent for drafting successful advertisements.

Once, I saw a newspaper ad: "Teach English—I am patient and experienced." This is cliché—everyone claims the same thing. I created this ad: "Famous radio announcer from I. C. R. T. will personally teach English—\$500 N. T. per month. Pure service."

Why did people answer this ad? Firstly, because I. C. R. T. has a good reputation for standard English. Secondly, because I am telling people someone will personally teach them—somone who is well respected. Thirdly, because "pure service" sounds very good—five hundred N. T. is quite reasonable.

There are many ways to develop the poten-

someone with a great deal of experience in these matters, you will know if what I have stated appears to be sincere. When we personally talk,I can give you more details regarding my experience, my goals and my highly unique teaching method. I look forward to hearing from you soon.

Sincerely yours, Raymond Fu

A short analysis of my letter provides support for my belief that an understanding of people is necessary before one can truly communicate well.

- 1. I caught the employer's attention and aroused his curiosity. I also informed him that it would only take a short time to read my letter.
- 2. I stated that I am different—I proceeded to give reasons why and offered to tell what I could contribute to the language center rather than what the language center could do for me.
- 3. I told the potential employer that my capabilities met his needs.

- 4. I supported my original claim with evidence: a brief but pertinent history of my work experience.
- I showed my potential employer that I succeeded because I do know my line of business. I offered my advertisement as evidence.
- 6. I concluded by appealing to the employer as "a man of experience" and simultanously peaking his curiousity in me.

With a letter of this sort, getting one's desired response is virtually inevitable.

It is impossible to stress how valuable a basic understanding of human nature can be. With such understanding, and with the desire to strive toward improving your capacity to think creatively, you will surely go far. Before you set out to master business English, master basic English. Then try to develop a better understanding of human psychology. Remember, you can't cross the river until you can first swim the tide.

STANDARD BUSINESS LETTER

GEMINI VACUUM COMPANY 16 Smith	street
New York, New York	-1
December 27, 1983	-2
Ms. Catherine Greatly	—3-A
234 Clark Avenue	
Hoboken, New Jersey 07342	
United States of America	—3-B
Dear Ms. Greatly:	-4
We have received your letter. It is unfor	tunate,
however,	 5
that we cannot fill your order because	•
Sincerely yours,	6
Gemini Vacuum Company	— 7
Jim Bowman	8
National Sales Director	—9
bi	-10
Enclosure	-11
cc Ms. Nancy Jones	-12

- -1 Preprinted Letterhead
- -2 Date Line (Month, Day, Year)
- -3-A Inside Address (The name and address of the person to whom you are writing)
- -3-B Country (always in capital)
- **−4** Salutation
- —5 Body of Letter (main message here)
- −6 Closing
- -7 Company Name
- -8 Writer's Signature and Typed Name
- -9 Writer's Title
- -10 Writer and/or Typist's Initials
- -11 Enclosure Notation
- -12 Copy Notation

THE KEY TO GOOD BUSINESS LETTERS

Typing Guide

- 1. Letterhead—top of page
- 2. Date Line—Center of paper; 15 lines down or 3 lines below letterhead (Whichever is lower)
- 3. Inside Address—2 lines below date line
- 4. Salutation—2 lines below bottom of inside address.
- 5. Body of letter—Most often left unindented; 2 lines below salutation; paragraphs are 2 lines apart; body is single-spaced
- 6. Closing—2 lines below body; center of paper
- 7. Company Name—2 lines below closing; center
- 8. Signature and Typed Name—4 lines should separate the company name and the typed name; center of paper
- 9. Writer's **T**itle—1 line below typed name; center
- 10. Writer's and/or Typist's Initials—2 lines below Writer's title

- 11. Enclosure (s) -1 line below initials
- 12. Copy notation—1 line below enclosure notation