

Business English Listening & Speaking Student's Book

清华大学出版社 •北京交通大学出版社

# 新编

## 商务英语听说教程

**Business English Listening & Speaking** 



学生用书 Student's Book

主编周淳刘鸣放编者周淳戴红珍余晓

清 华 大 学 出 版 社 北京交通大学出版社

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·北京·

#### 内容简介

本教程共 12 个单元,精选了 12 个商务活动中最常用的主题,采用全新的结构,按主题编排各单元的内容,使其更具系统性和可操作性。本教程在单元主题的择取和确立上兼顾了社会需求、专业培养目标、学生的认知程度和语言技能,设计了 Preliminary Listening & Speaking、Further Listening 及 Home Listening 等教学模块,力求突出教材的专业性、商务性及练习的多样性、趣味性和实用性等特点。

本教程配有相应的教师用书和录音光盘,可供高等学校经贸和商务英语专业的学生使用,同时也可作为具有相应英语水平的商务工作者及商务英语爱好者的参考书。

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#### 前。 言言

《新编商务英语听说教程》是针对高等学校经贸和商务英语专业的学生、具有相应英语水平的商务工作者及英语爱好者编写的基础课系列教材。本教程突破了传统的教材模式,综合考虑了高等学校经贸、商务英语专业学生的特点,力求把经贸和商务知识的传授与英语听说技能的培养结合起来。

本教程从学生的实际水平出发,始终遵循"学用结合,重在运用"的原则。本教程循序渐进,通过内容丰富、专业面广、程度适宜、趣味性强的商务材料,促使学生积极参与有关商务实践的听说活动,在提高其口语表达能力的同时,了解商务活动的各个主要环节,拓宽视野,获取新知识。

为适应商务英语听说教学紧扣时代脉搏、满足社会需求的发展趋势,本教程编写人员在听取汇总来自语言教学专家、商务专业人士和教学一级的广大师生等多方面的意见及建议的基础上,结合国外相关教学领域最新的研究成果,在内容的编排、材料的选择、题型的设计和结构的完善等方面进行了大量的创新性探索。

本教程精选了24个商务活动中最常用的主题,采用全新的结构,分两册编排,使其更具系统性和可操作性。本教程在单元主题的择取和确立上兼顾了社会需求、专业培养目标、学生的认知程度和语言技能。本教程设计了 Preliminary Listening、Pre-listening、Listening、Speaking、Further Listening 和 Home Listening 等教学模块,力求突出教材的专业性、商务性及练习的多样性、趣味性和实用性等特点。

《新编商务英语听说教程》分两册,每册12个单元,按主题编排各单元的内容。每册配有相应的教师用书和录音光盘。各单元的基本构成如下。

- 1. Preliminary Listening:该部分以"spot dictation"的形式对单元主题进行概括性的介绍,旨在导入单元主题并让学生对单元主题有初步的认识和了解,激发学生进一步学习的兴趣和积极性。
- 2. Listening & Speaking:该部分为每个单元的主体构成部分,围绕单元主题对学生进行听与说的综合训练。该部分含两个结构基本相同、内容相对独立的教学模块:Section A 和 Section B。每个教学模块均具有其独立的且与单元主题紧密关联的副主题 (sub-topic),并配有相关的一揽子听说活动。这样的编排化整为零,模块交替,听说结合,师生互动,既保证了教学内容的丰富性和多样性,也便于教师根据自己的实际需求,灵活机动地组织课堂教学。因此,本教程在借鉴国外同类教材先

进经验的基础上,更好地兼顾了教学的灵活性和系统性,弥补了通常按主题定单元所编写的教材在教学系统性方面的缺陷。

Section A 和 Section B 主要包含以下内容。

- (1) Pre-listening: 针对听力材料中出现的热点问题提问,以导入后续的听说活动。
- (2) Listening: 分成对话 (conversation) 和语篇 (passage) 两部分对学生进行 针对性的听力训练。每部分分别配有两项练习,一项侧重培养学生捕捉细节信息的 能力,另一项侧重培养学生对信息进行整体把握和综合归纳的技能。
- (3) Speaking: 围绕教学模块的副主题 (sub-topic) 设计的综合性的口语活动。 活动的形式多样,有小组讨论、看图说话、班级辩论、个案讨论、角色扮演等,旨 在培养学生对英语语言和单元所涉及的商务文化背景知识的综合运用能力。
- 3. Further Listening:该部分按照特定的商务场景编排了相互关联的5个短篇(如电话留言、语音信息、财经新闻简报等)听力练习,帮助学生进一步熟悉真实场景下的商务活动及办公用语。
- 4. Home Listening: 该部分安排了相关财经新闻报道一篇,突出了商务英语的时效性和在日常生活中的实用性。

《新编商务英语听说教程》的编写是以6学时完成一个单元为基础的,教师也可根据学生的实际情况灵活使用本教程。

虽然本教程是在全体参编教师多年的教学实践与研究的基础上产生的,但仍可能存在不妥之处和有待进一步完善的地方,欢迎各位专家、同仁及使用本教程的广大师生批评指正。

· 公共自共加以上的且为 化元子下充分的 混化

,组织课堂表举。因

Section A in Section P

2

# 日录 Contents

Unit 1	Telephoning (1)
Unit 2	Career (18)
Unit 3	Job Interview (35)
Unit 4	Office (51)
Unit 5	Business Planning (66)
Unit 6	Management (81)
Unit 7	Successful Businesses (96)
Unit 8	Investment (114)
Unit 9	Company (129)
Unit 10	Payment (143)
Unit 11	Competition (158)
Unit 12	Business Ethics (173)

## Unit 1

### **Telephoning**

prinstall-a19.

CHINE & SUCALINE

### Preliminary Listening (him annitary primary Listening)

#### Dictation

Listen to the following short paragraph and fill in the blanks with what you hear.

Probably no means of communication has revolutionized the (1) \_\_\_\_\_\_\_\_\_ of people more than the telephone. (2) \_\_\_\_\_\_\_\_\_, it is a system that converts sound, specifically the human voice, to (3) \_\_\_\_\_\_\_\_ of various frequencies and then back to a tone that sounds like the (4) \_\_\_\_\_\_\_. In our hi-tech world of computers and laser printers, the telephone is still most businesses' (5) \_\_\_\_\_\_\_\_ with customers. Clearly, the telephone is not a business tool to be (6) \_\_\_\_\_\_\_\_. Just like in a (7) \_\_\_\_\_\_\_, the rules of etiquette in telephone conversations may help make the communication (8) \_\_\_\_\_\_\_\_ for all those involved.







#### Discussion

Discuss the following questions with ye	our partner and take notes when necessary.
1. What do you think a secretary's routine	work involves?
(f).4	un care no
2. What qualities and skills are required fo	or an office secretary?
•	Listen to the following short paragraph and fill le
(8120 a) a 1111	
	Probably no means of communication has revo
	versation art. duantings . binos stravios w
nt.	frequencies and then back to a tone that sounds I
di cu 'omers. Cleady, the	
A Light Conversations on a land of the second secon	WORD BANK
szoda lis tól	shelp make the communication (8)
6666	5555
schedule /'skedʒuəl/	v. (时间的)预定,安排

candidate	/ˈkændɪdeɪt/	n.	候选人	
preferably	/ˈprefərəblɪ/	ad.	最好, 更可取地	
spaceship	/'speɪs∫ɪp/	n.	太空船	
available	/ə'veɪləb(ə)l/	a	可接受探访的,	可见客人的

#### I. Listen to the conversation and choose the best answers to the questions you hear.

- 1. A. In the early morning.
  - C. In the early afternoon.
- 2. A. Because he is on another phone line.
  - C. Because he is at a production meeting.
- 3. A. To make an appointment with Mr. Simon.
  - B. To talk about a new toy design with Mr. Simon.
  - C. To apply for the position of Chief Designer.
  - D. To discuss the toy production with Mr. Simon.
- 4. A. To put him through.
  - C. To reschedule an appointment for him.
- 5. A. Before 4:00 that afternoon.
  - C. Before 4:30 that afternoon.

- B. In the late morning.
- D. In the late afternoon.
- B. Because he is out for an appointment.
- D. Because he is at a job interview.
- B. To check if her boss is available.
- D. To ask her boss to return his call.
- B. After 4:00 that afternoon.
- D. After 4:30 that afternoon.

#### II. Listen to the conversation again and complete the phone message below.

WHILE	OU ARE OUT	บายงารก
To: John Simon, Direc	ctor of (1)	
From: Bob (2)	of BabyCare Company	
. वर्ष, नगरिए ३६, गर्न ग्रेग्स	\tage that \	
等各通电击 網票		

MESSAGE	/Keandident/
THE SAGE	
He called about (3)	/specs[10]
100 Par	Virgitielse//e/
He can be reached on (4)	_ before 4:30 pm
and on (5) after that.	
d choose the best answers to the que	
B. in the late moduli	a moneyin
D. In the last afform	

#### B. To talk about a new toy design was all a Total



6	a egeszi Canond a Ca		isted in the croversation gain
impression route runaround impatient promptly screen tactfully on hold lose temper refer to	/im'pref(e)n/ /'ru:t/ /'rʌnəˌraund/ /im'peɪf(e)nt/ /'prɔmptlɪ/ /skri:n/ /'tæktfulɪ/	n. v. n. a. ad. v. ad.	印象 (按特定路线)运送或传送 推诿,搪塞 不耐烦的,急躁的 迅速地,敏捷地 筛选,甄别 机智地,巧妙地 等着通电话;搁置 发脾气 提交,转交

. is thought to be the most diff	icult and important part of a secretary's work.
A. Typing letters	B. Handling office calls
C. Preparing documents	D. Receiving visitors
2. The first impression a client receives ab	And the second s
A. a telephone contact	B. its publicizing materials
C. a talk with the office secretary	D. its interior decoration
. As a good secretary, you should do all the	
A. answer all phone calls promptly and	
B. know who is the right person to hand	
C. transfer all phone calls to your boss of	
D. keep calm if a caller gets impatient o	
. An office secretary who can i	
A. deal with "problem" visitors tactfully	
B. handle paper work skillfully and efficient	
C. speak several foreign languages fluer	
D. handle phone calls cheerfully, tactfully	and efficiently
. To handle a telephone call well is impor	
A. a well-handled phone call will impro	ve its office efficiency
B. a well-handled phone call will enhand	ce its prestige
C. a well-handled phone call will boost	its market share
D. a well-handled phone call will leave	the caller a good impression
	Work in groups, Roje-play your uppresent
isten to the passage again and comple	ete the notes with what you hear.
Dealing with	Office Phone Calls
s this greeting complete?	Secretary: Hello ABC Company
A Good Secretary Should:	
route the call directly to (1)	Curtaner 1sthe sectional

be (3)	, no matter how busy she is or
what kind of mood she may be in.	L is thought to be the net at the
(4) if a caller g	ets impatient or becomes angry.
	telephone calls, i.e., know which
calls to refer to (6)	, which calls to refer to other
people, and which calls to (7)	A. a telephone contact
A Good Secretary Should Not:	C. a talk with the office secretary 3. As a good secretary, you shouto do alt
leave the caller hanging (8) vilual at the	A. answer all phone call, propally and
answer the call (9)	B. know who is the right person to her.
allow herself to (10)	C. transfer all phone call. 13 your boss
	4. An office secretary who can
	A. deál with "problem" visitors servici
	B. bandle paper work structure and cut
	C. speak several foreign languages thu
	D. handle phone calls a <b>Play</b>
	S. To handle a telephone call well is man.  A swell handled above all well is man.
	A. a well-handled phone call will impa
Work in groups. Read the following teleph within the group alternative ways of respo Work in groups. Role-play your improved o	nding to the caller. We handled phone cell will leave a . Cl
A man calls about keyboards that he ordered bu	t has not yet received. He does not know
exactly who to speak to and is being transferred fr	17 PA/ - 1915 1 P.SS. C
Secretary: Hello, ABC Company.	Is this greeting complete?
	A Good Secretary Shoulds
	the self-transfer the self-transfer
<b>Customer:</b> Is this ABC Company?	Phiese count and the day and the
Secretary: That's what I said.	What should she have said?

Customer:	Hello, I'm calling about some	
	keyboards I ordered about a month ago	
	and haven't received yet. I was wondering	
	if you could tell me who I should speak	
G	to.	W/I - () 1 - 0
Secretary:	It's probably Shipping's fault. It usually is.	What's wrong here?
<u>atta</u> 0	B Business Phone Effor	SECTION
	Supplies Charles Charles II Propriet Supplies Charles	The state of the s
Customer	Do you think you could	What should she have said?
Secretary:	* *	what should she have said?
,	144	weitnothilleys los
Shipping Clerk:	Alfred here.	THE CONTRACTOR OF THE PARTY OF
	Is this Shipping?	
	Yeah, what do you want?	How would you replace this?
	•	
	My name is Kevin Smith and I haven't	
phone outly	received an order for keyboards that I	. What will you do if the following
ob fliw nov	placed about a month ago.	oilunid
Shipping Clerk:	You got your invoice number?	How should he have asked this?
		ou are connected to an answo
		Levou are put on hold and have
Customer:	No. I never got one.	If you get a wrong aumider
Shipping Clerk:	Well, there's nothing I can do to help	
	you. I'll transfer you to Accounting.	If the person you are calling is but
	No, wait, wait! This is long distance.	What inles of telephone enquet
Accountant:	Accounting. Who do you want to speak	What is the customer's reaction
	to?	going to be?



#### **Business Phone Etiquette**



#### Customer: (sthis Shipping? noiseussia

#### Discuss the following questions with your partner and take notes when necessary.

1. What will you do if the following situations occur while you are making a phone call?

Situations .ogg dipoin	What you will do
If you are not the person the caller wants to speak to	Shipping Clerk: You got your n
If you are connected to an answering machine	
If you are put on hold and have to wait for a connection	
If you get a wrong number	Customer: No. I never go
If the person you are calling is away at the moment	ampping Cierk: Well, there's r
If the person you are calling is busy at the moment	REALD FOROY

	ohone etiquet					. Innionano	
			you v	Who do	Accounting,	ecountant:	A
 	Cad of water	 					



#### Conversation



extension	/ɪkˈsten∫(ə)n/	n.	电话分机	
personnel	/ˌpɜːsəˈnel/	n.	人事部 (0)	
consult	/kən'sʌlt/	<i>v</i> .	咨询 lo onl 25W WoH	
surname	/ˈsɜːneɪm/	n.	姓 (01)	
confirm	/kənˈfɜːm/	ν.	确认	
participant	/pa:'tɪsɪpənt/	n.	参与者	
urgent -Wol	/ˈɜːdʒənt/	a.	紧急的 symma salt of ma	L List
		and a second second		

I. Listen to the conversation and complete the phone summary below.

Incoming Phone	<b>Call Summary</b>	
9:15 Call One		
Call description:	MESSAGE:	
Victoria Baker of M&M Advertising cal	lled extension (1)	55
Why could not the recipient answer the	call?	
(2) Lake the ship	oo sit bijs sit 🔌	
How was the phone call handled?		

10:25 Call Two

Call description:

Robin Hunter from (4)r	returned Nancy Foste	er's call.
Why could not the recipient answer the call?		
(5)		·
How was the phone call handled?		
(6)		·
14:35 Call Three		
14:35 Call Three  Call Description:		
	sulting called Willia	ım Thomson
Call Description:  Rose (7) from the INEX Con	sulting called Willia	nm Thomson
Call Description:  Rose (7) from the INEX Con  of (8) Department.	sulting called Willia	
Call Description:  Rose (7) from the INEX Con of (8) Department.  Why could not the recipient answer the call?		xtension
Call Description:  Rose (7) from the INEX Con  of (8) Department.		ktension arso <u>nnel</u>

II. Listen to the conversation again and complete the phone message below.

Message for:	William Thomson
Name of Caller:	Rose Hobson
Company:	the QNEX Consulting
	Call One
MESSAGE:	
She called about (1	) <del>manual A MANA Tanastall Mas</del> em
She has confirmed	(2) de la
She said she coul	ld only take (3)
	low was the phone cell handled?
She asked you to (⁴)	4)
Bill asked you to	
	Colli Tigo

#### Passage



#### WORD BANK

review /rɪ'vju:/
etiquette /etɪket/
overall /ˈəʊvərɔ:l/
minimum /ˈmɪnɪməm/

review /rɪ'vju:/
n. 问顾;评估
n. 礼仪,礼节
a. 全部的,总的
m. 最小量,最小值

- I. Listen to the passage and decide whether the following statements are true or false.

  Write T for true and F for false in the brackets.
  - 1. ( ) Maria Bush is the manager of Human Resources Department.
  - 2. ( ) Maria Bush is addressing all the company employees on telephone etiquette.
  - 3. ( ) Maria Bush is talking about the importance of telephone in business activities.
  - 4. ( ) According to Maria Bush, a business phone call should be answered promptly.
  - 5. ( ) You are advised to identify yourself immediately when you make or answer a business phone call.
  - 6. ( ) You are advised to have some small talk with your listener before going to the point.
  - 7. ( ) You should ask the caller to call later if you must take another call or do some other work.
  - 8. ( ) It is suggested that you should call other people at the time convenient to them.
- II. Listen to the passage again and complete the following telephone etiquette checklist with what you hear.