

21 世纪职场英语系列教材



21 世纪职场英语

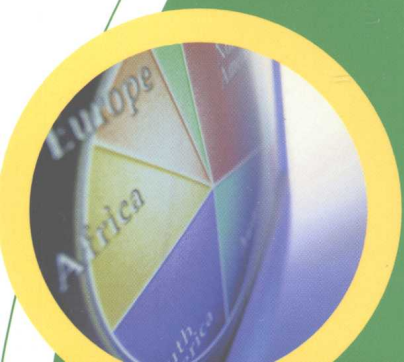
电子信息类 1

IT English for International Workplaces

邱立中 主编



Job Seeking on the Phone
Successful Interview
Report for Employment
Pleasant Work at Office
Help-seeking
Reservations
Establishing Business Relations
Complaint About Work
Doing Business on the Phone
Packing and Transportation



复旦大学出版社

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序

一个职业之所以能够成为一个职业,是因为它具有特殊的工作过程,即在工作的对象、方式、内容、方法、组织以及工具的历史发展工作过程要素方面有它自身的独到之处。

所谓教育职业是从一组已有的或新出现的相关职业或岗位分析入手,列出这些职业或岗位所需要的知识点、技能点以及对工作态度的要求,再根据职业情境和职业能力的同一性原则,对其共同点进行归纳所形成的教学门类。这意味着职业教育的“专业”是对社会职业的“岗位群”、“职业群”所需的技能、知识与态度的一种“科学编码”,是一种建立在职业分析基础上的教育“载体”。

从职业教育、专业、职业的关系来看,职业教育课程应以工作过程为导向,即工作过程导向课程的名称和内容不是指向科学学科的子区域,而是来自职业行动领域的工作过程。

高等职业教育中英语教学一直占有重要的地位,英语教学的重要性不言而喻,这是我国制造业与世界紧密结合的现实所决定的。因此,英语教学不仅不能丢,还应该加强。高等职业教育以明确的职业性对外语教育提出了更高的要求,它所强调的以工作过程为导向的英语教学与它先前实施的主要评价体系——英语应用能力考试之间难以建立令人信服的因果关系。建立一套全新的职业教育外语教学体系和评价体系成为高等职业教育中外语教育的当务之急。目前,已经有一些国家示范高职院校开始做这方面的工作。

英语是 IT 行业的工作语言,英语语言能力是 IT 专业高职毕业生必须具备的基本能力。

邱立中老师参与教育部英语类教学指导委员会关于《高等职业教育英语课程教学要求》的制订,在大学英语职业化改造的教改领域有一定研究。他带领他的 IT 英语团队,在与行业界广泛讨论的基础上,编写了一套可供高等职业教育 IT 专业学生与该行业有关人员学习的教科书,值得推荐。

衷心祝愿我国高等职业院校的 IT 相关专业能在服务外包、软件开发、国际合作和海外就业等领域取得更大成就,为我国培养更多高水平的 IT 人才。

姜大源

2009 年 2 月

前 言

高等职业教育中《大学英语》的课程设置,一直强调“听”、“说”、“读”、“写”的基础教学。随着职业教育中实践环节的加强,课堂教学被快速压缩,使《大学英语》课程面临十分尴尬的局面:课时减少,基础教学并未得到有效加强;与专业脱节,毕业后无法达到从事相关岗位的英语要求。

本教材以 IT 相关专业(包括计算机科学、计算机应用、软件开发、信息技术、电子、电子商务、通信、动漫等)所对应的未来岗位工作过程为导向,以 IT 职场情境为英语教学背景,设置实用至上的 IT 英语课程内容,它将涵盖原大学英语和 IT 专业英语课程。

本教材通过对 IT 职场的多重分析后,选择典型工作岗位任务作为教学素材。同时,尽可能从专业角度选择语料,使教学更具针对性。

本教材根据教育部《高职高专教育英语课程教学基本要求》及“电子信息行业英语课程教学要求框架表”编写。

本教材适用于高等职业教育 IT 相关专业:计算机科学、计算机应用、软件开发、信息技术、电子、电子商务、通信、动漫等,教材分为一、二两册,每一册分 10 个单元,供两学期使用。

本教材带有职场情境的多媒体光盘,角色丰富、明确,使教学更加直观、操作性更强;阅读材料紧紧围绕 IT 领域,每单元有延伸阅读,拓展学生的专业知识面;写作教学为日常应用文,职业性更强,可大大激发学生的学习动机。另外,每单元还配有基本英语语法以及相关练习。

我们从职业的需求反思高等职业教学的课程设置内容,把工作过程带入英语课程的教学环节,这是一项全新的工作,教材难免有疏漏与偏颇之处,敬请 IT 行业专家与英语教学专家不吝指教,使该教材臻于完善。

参与本教材编写的还有张丽丽和赵飞老师。

邱立中
2009 年 2 月

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Unit 1

Job Seeking on the Phone

❖ Learning contents

Stage I: Oral Practice

1. Asking for a Software Engineer (Dialogue I)
 2. Asking for a Computer Salesman (Dialogue II)
- Further Study: Office Phones

Stage II: Practical Reading

General Reading: Application Letters
Technical Reading: Microsoft Corporation and Windows

Stage III: Grammar

Members of Sentence & Sentence Patterns

Stage IV: Practical Writing

E-mail

IT 行业小知识:

著名的计算机语言

Stage I Oral Practice

IT English for International Workplaces I

在外企求职,打电话是很重要的一个途径。通过电话,可以对对方的需求和要求有初步的认识。电话求职的过程也是对方对你了解和测试的过程,因此,你必须掌握这一基本功。另外,很多外企在现场面试之前会有一个电话英语测试,时间一般在20—30分钟左右,用以核实求职者的背景和英文表达能力。求职者在投递简历以后要做好各种充分的准备。

打电话或接受电话测试时,把简历、求职信(cover letter)放在你旁边的桌子上,直接运用里面的句子回答问题。一些基本的问题,你可以事先准备好答案。通常,会涉及以下内容:

Can you make a brief self-introduction? 能简单介绍一下自己吗?

Can you sell yourself in two minutes? 你有什么优势,能用两分钟简单谈一下吗?

Please tell me something unreflected at your C.V. / about yourself / your experience / your activities. 请谈谈你简历中没有提及的一些事情/谈谈你自己/你的经历/你参与的活动。(C.V.: short form for curriculum vitae 个人简历)

An example of team work. 举出一个你参与团体合作的例子。

Why do you choose this position? 你为什么选择这个职位。

Why should we hire you? 为什么我们应该雇用你?

开放式讨论如 information technology (信息技术) 或者 the role of university in society (大学的社会角色)等,主要考查求职者的思维方式。

如果有话语没有听清楚,不必紧张,可以镇定地请求再说一遍。可以用到的句子: Pardon? 请再说一遍。

Would you please simplify the question? 您能把这个问题说得简单些吗?

Would you please say it in other words? 您能用别的话来表达您的意思吗?

Would you please speak a little bit louder? I can not hear you clearly. 请您说话声音大一点好吗? 我听不清楚。

如何应对突袭电话测试?

当你正在球场或者公交车上突然接到了电话,此时没有任何准备,建议你首先试探看看是否可以给你准备时间稍后再进行电话面试。可以用到的句子:

May I call you back in half an hour? 我可以过半小时打电话给您吗?

May I have your phone number and call you later? 您告诉我您的电话号码,我过后给您回电好吗?

如果可以赢得时间,你应该马上赶回去,摊开资料写出一个提纲,从容应答。如果对方不同意推迟时间,你应该马上找个安静的地方坐下来开始回答。

Lead-in

Liu Yiping, a female graduate from Ningbo Polytechnic, tends to seek a job through telephone. She got information about a vacancy in Huajian Software Company from *Ningbo Evening Paper*.

Discussion before listening

Work with your partner, discussing the following questions, and then share your answers with the rest of the class.

1. When is the best time to make a telephone call for employment?
2. What is the best source to get job information from?
3. What do you say if you don't know the name of the receiver when you make a telephone call?

New Words

software ['sɒftweə] *n.* 软件

engineer [ˌendʒɪˈniə] *n.* 工程师

advertisement [ədˈvɜːtɪsmənt, ˌædvəˈtaɪzmənt] *n.* 广告

vacancy [ˈveɪkənsɪ] *n.* 空缺

make an appointment 预约

interview [ˈɪntəvjuː] *n. & v.* 面试

Listen to the dialogue and get ready for the tasks below.

Asking for a Software Engineer

Task One: Fill in the blanks with the missing words while listening.

(The telephone on David's desk is ringing)

David: Hello, this is David Jones.

Liu: Good morning, Mr. Jones! I'm asking about your _____
for a software engineer in today's newspaper. Do you still have that
_____?

David: Yes, but do you have any experience as _____?

Liu: Yes, I've got _____ experience in an IT firm.

David: Which one, please?

Liu: Globe _____.

David: Fine. Can I have your name and phone number? I'll _____
for an interview with you.

Liu: Sure, my name is Liu Yiping.

David: Would you spell it, please?

Liu: OK, L-i-u, Y-i-p-i-n-g.

David: _____?

Liu: 2463-6181.

David: 2463 -6181, thank you, Miss Liu. Can you come _____?

Liu: I'm afraid not. But can you make it Thursday afternoon?

David: Thursday afternoon, let me see... That's all right. When you come, ask for
Smith, OK?

Liu: OK, See you then.

Task Two: Answer the following questions.

1. What is Mr. David Jones, can you guess?
2. What position does Liu Yiping apply for?
3. How many years did Liu work in the previous software company?
4. Which company did Liu work in before?

Task Three: Role-play.

1. Listen to the dialogue again, with a female student doing Liu Yiping's voice.
2. Listen to the dialogue again, with a male student doing David's voice.
3. Work in pairs, with two students (a female and a male) imitating the dialogue.

Task Four: Oral practice.

Answer the following questions from the interviewer.

1. Will you make a brief self-introduction?
2. Why are you interested in working for our company (i. e. Lenovo/Microsoft/Neusoft)?

IT English for International Workplaces II

Lead-in

Zhang Xiaozhou, a male graduate from Hangzhou Vocational College, is trying to shift his present position to Huajian Software Company. He is making a telephone call to Ms Daisy Black, vice-manager of the Personnel Department in Huajian Software Company.

Discussion before listening

1. Which department deals with employment?
2. What will you take with you when you go for an interview?

New Words

salesman ['seɪlzmən] *n.* 销售员

get through 帮……接通电话

personnel department 人事部

command [kə'mɑ:nd] *n. & v.* 掌握

purpose ['pɜ:pəs] *n.* 目的

proficiency [prə'fɪʃənsɪ] *n.* 熟练,精通

resume ['resu:meɪ, 'reɪzə'meɪ] *n.* 个人简历

diploma [dɪ'pləʊmə] *n.* 文凭

Listen to the dialogue and get ready for the tasks below.

Asking for a Computer Salesman

Task One: Fill in the blanks with the missing words while listening.

(The phone is ringing, and Alice picks up the receiver.)

Alice: This is Huajian Software Company. How _____ I help you?

Zhang: Please get me _____ to the Personnel Department.

Daisy: Personnel Department, Ms. Daisy Black speaking. _____?

Zhang: Good afternoon. I'm calling in answer to your advertisement in yesterday's _____ for a computer salesman.

Daisy: Oh, I see. May I have your name, please?

Zhang: Yes, my name is Zhang Xiaozhou.

Daisy: Do you think you have a good _____ of English for a salesman in an international store?

Zhang: Yes, I think so. I was a graduate of Ningbo polytechnic of _____, where I learned IT English for general and special _____, and I am fluent in American English.

Daisy: Have you had any _____ experience?

Zhang: Yes, I have been a computer salesman for over two years.

Daisy: Where do you work now?

Zhang: I work at Hangzhou Paradise Computer Store.

Daisy: I'm interested in your _____ in English and working experience. Would you like to come here for an interview?

Zhang: I certainly would.

Daisy: How about Friday morning at nine o'clock?

Zhang: That'll be fine.

Daisy: Please bring your _____ together with copies of your diploma and ID card. Come to Room 206 and ask for Ms. Huang.

Zhang: Room 206, Ms. Huang?

Daisy: That's right. We'll be looking forward to seeing you then.

Zhang: I will, too. Thank you.

Daisy: Thank you for calling. See you later.

Zhang: See you on Friday.

Task Two: Answer the following questions.

1. Where does Zhang Xiaozhou work now?
2. What position does Zhang apply for?
3. How long did Zhang work as a salesman in Hangzhou?
4. Where did he learn English?
5. When will they have an interview?

Task Three: Role-play.

1. Listen to the dialogue again, with a male student doing Zhang's voice.
2. Listen to the dialogue again, with a female student doing Daisy's voice.
3. Work in pairs, with two students imitating the dialogue.

Task Four: Oral practice.

Answer the following questions from the interviewer.

1. Have you ever done a part-time job, or internship(实习)? If yes, please tell me more about it?
2. If we hire you, how long will you stay with us?

Further Study: Office Phones

一、帮忙转分机

1. May I speak to David, extension two-one-one? 我可以找 211 分机的大卫吗?
2. Please connect me with extension two-one-one. 请帮我转 211 分机。
3. Could you put me through to the personnel department, please? 请帮我接人事部好吗?

二、要找的人不在

1. May/Can I leave a message? 我可以留言吗?
2. Could you tell him to call me as soon as possible? 能不能请他尽快回电话给我?
3. Could you just tell him David called? 能不能告诉他大卫来过电话?
4. When do you expect him back? 你觉得他何时会回来?
5. Please tell him I called and I'll call him again tomorrow. 请告诉他我来过电话, 并且我明天会再打给他。

三、如何联络他

1. How can I get in touch with him? 我怎样才能和他联系?
2. Could you tell me where I can reach him? 可以告诉我怎样才能找到他吗?
3. Could I call his mobile phone? 我可以打他的手机吗?

四、请传真/email 给我

1. Would you please send me the data by email? 你能用电子邮件将资料传送给 我吗?
2. Would you send the data by fax? 你能将资料传真过来吗?
4. Could you post the data to me? 你能将资料寄给我吗?

五、告知公司名并自我介绍

1. Franklin Company Personnel Department. (这里是)富兰克林公司人事部。
2. Good morning Franklin Company, may I help you? 早上好,(这里是)富兰克林公司。我可以为你服务吗?

六、你可能得到的令人沮丧的电话

1. I'm sorry, the post is occupied. 对不起,这岗位有人了。

2. No one answers in Mr. Scott's office. 史考特先生的办公室没人接电话。
3. Sorry, we have no more vacancy. 对不起,我们没有更多的空职了。
4. I'm sorry, but he is out right now. 很抱歉,他刚好不在。

Stage II Practical Reading

General Reading (一般阅读)

阅读提示:求职信是我们职业生涯中最重要的文件之一,它的作用和产品销售一样,只不过是我们在“销售”自己。

Read the following passage and get ready for the tasks below.

Application Letters

An application letter, which you write to apply for a job, is probably the most important file you will write in future. Very likely, it is a letter that you will write many times, as most people change employers several times during their business careers. Your first job, as well as each of those that follow, is almost certain to involve some writing skills — and most employers look on an application letter as an excellent indicator of an applicant's writing and other communication skills.

The purpose of your application letter, which should go together with your resume, is to get you an in-person interview with the employer. If the letter is a good one, it most likely will achieve its objectives.

The general plan of an application letter closely matches that of a sales letter. For an application letter, the “product” you are selling consists of your knowledge, your skills, and your personality, everything about you that enables you to perform the job to the satisfaction of the employer. As a result, you must understand the employer's needs, know the specific requirements of the job you are seeking, and know what you have to “sell.”

New Words

application letter 求职信

probably ['prɒbəbli] *ad.* 很可能

business career 职业生涯

indicator ['ɪndɪkeɪtə] *n.* 标志

applicant ['æplɪkənt] *n.* 申请人

communication skills 交际能力

match [mætʃ] *vt.* 符合

personality [ˌpɜːsə'næləti] *n.* 个性

satisfaction [ˌsætɪs'fækʃən] *n.* 满意

requirement [rɪ'kwaɪəmənt] *n.* 要求

seek [siːk] *vt.* 寻找; 寻求

Task One: True or False

1. You may write an application letter once and needn't write it once more. ()
2. Few people change their jobs in their business careers. ()
3. Most employers look on an application letter as an indicator of an applicant's writing and other communication skills. ()
4. Your resume should be sent together with your application letter. ()
5. You must understand the employer's needs when you write the application letter. ()

Task Two: Choose the best answer to complete the following sentences.

1. The word "those" (Line 4, Para. 1) refers to _____.
A. the jobs
B. the letters
C. the times
D. the employers
2. Obviously, after you have presented your application letter, you will _____.
A. hand in a copy of your resume
B. expect an in-person interview
C. achieve your objective

- D. work for the employer
3. According to the passage, your application letter is important because _____.
- A. it means how experienced you are
 - B. it indicates how hard you can work
 - C. it shows how well you can communicate
 - D. it tells how successful the interview will be
4. The writer of this passage compares an application letter to _____.
- A. a strong personality
 - B. a satisfactory skill
 - C. a new product
 - D. a sales letter
5. To ensure that the letter can satisfy the employer, you must _____.
- A. know his or her needs
 - B. tell your requirements
 - C. show your knowledge
 - D. get familiar with his or her product

Task Three: Translate the following sentences into Chinese.

1. Very likely, it is a letter that you will write several times, as most people change employers several times during their business careers.
- _____
- _____
2. The purpose of your application letter, which should go together with your resume, is to get you an in-person interview with the employer.
- _____
- _____
3. As a result, you must understand the employer's needs, know the specific requirements of the job you are seeking, and know what you have to "sell".
- _____
- _____