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English for Business

柯林斯商务英语

SPEAKING | 口语 (中文注释版)

James Schofield
& Anna Osborn



商務印書館

柯林斯商务英语

口 语

(中文注释版)

[英] 詹姆斯·斯科菲尔德 安娜·奥斯本 著

商 務 中 書 館

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Introduction

导 言

《柯林斯商务英语：口语》(*Collins English for Business: Speaking*) 将帮助你在商务活动中清晰地表达自己。

《柯林斯商务英语：口语》可以用作：

- 自学课程
- 商务沟通或商务英语课程的补充读物。

《柯林斯商务英语：口语》主要帮助你培养以下五个方面的口语技能：

- 面对面的会谈
- 打电话
- 正式会议和谈判
- 演讲
- 面试

《柯林斯商务英语：口语》包含一本书和一张 **CD**。全书共有 20 个单元。

在本书的最后配有：

- 每个单元词汇选自《柯林斯 COBUILD 语料库》中词条的实用信息，
- 练习答案
- 录音文本

CD 包括 100 多段录音，分别是对话、听力和口语练习。

单元结构

每个单元都遵循相同的结构：

有用的提示——针对单元沟通重点提出有益建议。

对话——倾听和朗读一段或几段对话。关键词和短语都以黑体来表示。

理解——检查你对会话的理解。

正确表达——侧重单词和短语的正确使用。


清晰表达——侧重单词、短语和句子的发音。

恰当表达——侧重语调，例如确保你显得有礼貌或对他感兴趣。

掌握口语——这部分的练习能让你练习口语，通常要以角色扮演的方式与 CD 中的说话者进行互动。

各个单元还包括“语法注释”和“文化注释”专栏。

COBUILD 支撑

学习过程中，为了帮助你拓展词汇量，关键语言点的更多应用可以参照从《柯林斯 COBUILD 语料库》中选取的例子。如果你在各单元的单词旁边看到了这个图标 ，可以翻到附录寻找更多该单词的意义、用法和搭配等信息。

本书的使用

你既可以逐一完成单元 1 到单元 20，也可以选择对你最有用的单元。例如，你可能想有针对性地学习电话部分，而不想在面谈部分花费太多时间。目录页可以帮助你选择单元，拟定自己的学习计划。

学习建议

- 每个单元大概需要 60 分钟学时。请定时休息，不要一次学习太长时间。每个学习周期最好不要超过 30 分钟。
- 定期思考和复习学过的内容。
- 把录音片段存入你的手机或 MP3 播放器，这样你在上班路上或外出散步时都可以听到对话和练习口语。
- 请找人与你一起练习口语，无论是面对面，打电话，还是网络视频。
- 记下你觉得最有用的口语。

语言水平

《柯林斯商务英语：口语》旨在帮助 B1 及更高（中等至高级）水平的商务学生学习商务英语。

其他书目

还请参看《柯林斯商务英语》系列：《听力》和《写作》。

使用 CD



这一图标表示有一段音轨需要你倾听。请注意，听力 CD 的设计专为计算机上使用。如果你想用 CD 播放器上播放录音，应该将音轨下载到你的计算机上，并将所有的音轨烧录到音频 CD 上。

1

Starting a conversation

开启对话

Where do you come from then?

USEFUL TIPS

- Successful small talk is not about saying brilliant things. It's about commenting on and asking about ordinary things with conviction, interest, and enthusiasm.
- Match the mood of your conversation partner. If they are smiling and cheerful, be ready to laugh. If they seem serious, be serious too.
- Ask where your partner comes from and, when somebody asks you the same thing, be ready to add something interesting about the place.
- Ask what your partner does and, when you're asked the same question, don't only give a title. Add a small piece of interesting or amusing information about the job or responsibility.

Conversations



01

Listen to extracts from four conversations heard at a conference in Marseilles.

1

- A: That was really interesting what the last speaker said about opening bank accounts in the Cayman Islands.
- B: Yes, it was. **So, what do you do exactly?**
- A: **I'm an auditor, a forensic auditor.**
- B: Ah, um, you're a forensic, um, auditor?
- A: Yes, that's right.
- B: Right, oh. I see. Look at the time! I must get to the next presentation...

2

- C: Mmm, lovely coffee! I needed that. I just flew in from London very early this morning. **How did you get here?**
- D: I came on the TGV train from Paris.
- C: Really? I've never been on the TGV. **How long did that take?**
- D: Oh, about four hours. But I was able to have breakfast and do some reading.
- C: That sounds nice. I must try it sometime. **Marseilles's really beautiful, isn't it?**
- D: Yes, it is. **Have you been here before?** If you haven't, you must...

3

- E: ...I'm certainly looking forward to the dinner this evening.
- F: I am too. Especially the fish. We don't have much fish where I live.

extract 摘要。Marseilles 马赛（法国东南港市）。auditor 审计员。forensic 法务的。

- E: Really? **Where do you come from then?**
 F: Garmisch-Partenkirchen. It's in the mountains just near Munich. What about you?
 E: I'm from Cork in Ireland. The high street is supposed to have more pubs than any other town in Ireland.
 F: Really? I'm going there on a business trip soon to visit the Apple factory. I must see if I can find time to visit some...

4

- G: ...and then I went jogging early this morning along by the sea. Fantastic sunrise coming up over the sea.
 H: Really? Sunrise, you say?
 G: Yes, amazing! Do you like jogging? You should try it, you know. It makes you feel really great all day long. Just set the alarm for 5.30, jump out of bed and after you've been running for about an hour or so, go back, have a shower and —
 H: **Sorry, but do you know where I can smoke?** I think I want a cigarette before the next presentation. Ah, that way? Thanks.

Understanding

Look again at the conversation strategies outlined in *Useful tips*. Match the conversations to the strategies they illustrate successfully or unsuccessfully.

- | | |
|--------------------------|---|
| Conversation 1:
..... | A Talk about ordinary things with conviction and enthusiasm. |
| Conversation 2:
..... | B Match your mood to that of the speaker. |
| Conversation 3:
..... | C When saying where you come from, add something interesting about the place. |
| Conversation 4:
..... | D When saying what your job is, add a small piece of information about it as well. |

Saying it accurately

1 Complete the sentences with words from the box.

looking from long been do means get lovely come isn't

- 1 Have you here before?
- 2 Mmm, coffee! I needed that.
- 3 How did you here?
- 4 How did that take?
- 5 I'm a forensic auditor, which that I help banks make sure none of their staff are doing anything illegal.
- 6 I'm certainly forward to dinner.
- 7 I'm Athens. It's a great place to live.

Garmisch-Partenkirchen 加米施 – 帕滕基 (德国边陲小镇)。Cork 科克 (爱尔兰港市)。jogging 慢跑。conviction 信念。illegal 非法的。

- 8 Marseilles's *really* beautiful, it?
 9 So, what do you exactly?
 10 Where do you from then?

2 Alex and Sophia are attending a presentation in New York. While waiting for the speaker, they start up a conversation. Reorder their dialogue so that it makes sense.

- [] Alex: No, it's my first trip.
 [] Sophia: I'm a forensic auditor, which means that I help hedge funds and banks make sure none of their staff are doing anything illegal.
 [1] Alex: It's a beautiful day today, isn't it?
 [] Alex: Really? And do you often find any illegal activities?
 [] Sophia: Absolutely, I love New York in the spring. Have you been here before?
 [] Sophia: More than you might expect! Anyway, we'd better get back to the presentation.
 [] Alex: I'm from Athens. It's a great place to live. What do you do?
 [] Sophia: Oh, you must visit the Guggenheim Museum and the Empire State Building. Where do you come from?



3 Listen to the audio CD to check your answers.

4 Complete the conversation with an appropriate question or phrase from *Saying it accurately 1*.

- Jon: This hotel is wonderfully designed, (1).....?
 Marco: Yes, I love modern architecture. (2).....?
 J: I'm from Dubai, home of the world's tallest building, the Burj Khalifa. And you?
 M: I live in Como on the Italian lakes.
 J: I've been there on holiday. It's beautiful. (3).....?
 M: I took the train from Milan.
 J: (4).....?
 M: About four hours. It gave me a chance to catch up on some sleep!
 J: (5).....?
 M: I run a small restaurant. You'll have to stop by if you come to Como again! What about you?
 J: I'm an interior designer. I mainly design the insides of shops and hotels.
 M: Well, you can definitely stop by then and give me your opinion on my restaurant!

hedge fund 投机性投资公司。Guggenheim Museum 古根海姆博物馆。Dubai 迪拜。Burj Khalifa 迪拜塔。

Saying it clearly



1 Listen to these two questions.

Note how the words in **bold** are connected to create new sounds.

- 1 So, what **do you** do exactly?
- 2 How **did you** get here?

2 Listen again to the two sentences and repeat them.

Saying it appropriately



1 When starting a conversation, it is important to sound friendly and enthusiastic. Listen to the speakers and decide whether they sound friendly or unfriendly.

- | | | |
|------------------------------|----------|------------|
| 1 What do you do? | friendly | unfriendly |
| 2 Where are you from? | friendly | unfriendly |
| 3 How did you get here? | friendly | unfriendly |
| 4 Have you been here before? | friendly | unfriendly |
| 5 Paris is great, isn't it? | friendly | unfriendly |



2 Listen again to the sentences, now said in a friendly tone, and repeat them.

Get speaking



1 You are attending the conference in Marseilles with the speakers from the dialogues at the beginning of this unit. Play the audio CD to listen to questions that your fellow delegates ask. When you hear the beep, respond with a suitable answer. Remember to follow the strategies in *Useful tips*.

Cue *So, what do you do exactly?*

Example *I'm a journalist. I specialize in writing stories about economics and finance.*

2 Imagine you are attending a training course at a beautiful chateau in France and you meet another attendee over lunch. Write a dialogue similar to those in *Saying it accurately 3 and 4*, showing how you might start up a conversation. Follow the example of the first question, already done for you.

You: *This chateau is beautiful, isn't it?*

Attendee:

Read the dialogue aloud. If possible, record it for review.

enthusiastic 热情的。delegate 代表。chateau 别墅、庄园。

2

Talking about jobs

谈论工作

It's a very challenging profession.

USEFUL TIPS: When telling people about your job:

- Be brief and precise.
- Show how your job benefits people or organizations.
- Make sure that your description is relevant to the person you are talking to.
- Avoid technical terms or acronyms unless talking to a fellow expert.
- Accentuate the positive aspects rather than the negative.

Conversation



Jenny Harris works for a charity organization called Foodaid. She's attending a careers fair at a university where students can talk to representatives from lots of companies to see if they would like to join them.

Student: Excuse me, are you working on the Foodaid stand?

Jenny: Yes, can I help you?

S: Well, can you tell me what jobs at Foodaid involve?

J: There are lots of jobs at Foodaid which **involve doing** all sorts of different things. What subject do you study at university?

S: Engineering.

J: Very important for Foodaid. My colleague, Hassan Sahin, for example, is a mechanical engineer and **he is responsible for helping** farmers in countries such as Chad or Pakistan where we work as an NGO to drill water wells.

S: Er... an NGO?

J: Sorry, a Non-Governmental Organization.

S: Right, of course. And what do you do?

J: Well, actually **I'm a lawyer. I'm in charge of managing** the legal department and we make sure that Foodaid understands any legal issues that might crop up in the work it does.

S: I hope I don't sound rude, but you look very young to do that.

J: That's what's so good about Foodaid! You get important responsibilities very quickly. A friend of mine is working in Somalia and **she manages** a development budget of about two million dollars and **she supplies** the whole of West Africa with trucks for transporting food and equipment. **It's a very challenging job** and she's only 23!

S: I see. But, as it's a charity, do you get paid for your work?

J: Yes, of course. You'll never be rich working for Foodaid, but you get paid. Very often people like you work with us for a few years to gain experience and then they move on to other jobs. Lots of companies like the fact that you've worked for a charity.

charity 慈善（行为）。stand 立场。mechanical 机械的。crop up 禁闭，困住。Somalia 索马里。
challenging 有挑战性的。



- S: Hmm. So, what makes a job with Foodaid interesting, then?
- J: **It's very rewarding.** You feel you are doing something useful with your skills, not just making some company shareholders rich. And even if **the work is demanding**, it's never boring.
- S: It sounds really interesting. Thanks for telling me about it.
- J: That's fine. Here's some more information about what we do and my card. If you have any more questions, just give me a ring...

Understanding

Look again at the strategies outlined in *Useful tips*. Which strategies does Jenny employ successfully when talking to the student? Underline the relevant parts in the conversation and note the strategy in the margin. Does Jenny make any mistakes?

Saying it accurately

- 1** Match the sentences on the left with their corresponding responsibilities on the right. Follow the example.
- | | | |
|---|---|--|
| 1 I'm a nurse. | ← | A I'm responsible for making sure that our projects come in on schedule and within budget. |
| 2 I work in marketing. | | B My job involves managing my customers' money effectively and profitably. |
| 3 I'm a manager on a construction site. | | C My company develops websites for clients. |
| 4 I'm a PA. | | D My main responsibility is to promote new products ahead of their launch. |
| 5 I'm an IT programmer. | | E I'm in charge of designing new buildings for our clients. |
| 6 I'm a project manager. | → | F I help to look after people when they are sick. |
| 7 I'm an architect. | | G My job entails organizing my boss's affairs. |
| 8 I'm a banker. | | H I oversee a team of 250 builders and twenty administrative staff. |

- 2** Use phrases from *Saying it accurately 1* to describe what these people do. Accentuate the positive features of each job, following the example.
- I'm an estate agent. *I help people find the right house to buy.*
 - I'm a lawyer.
 - I'm an accountant.
 - I'm a pediatrician.
 - I'm a personnel manager.
 - I'm a professor.
 - I'm an IT support manager.
 - I'm an entrepreneur.

Practise saying the sentences aloud.

rewarding 有意义的。demanding 要求严格的。relevant 相关的。schedule 计划。budget 预算。profitably 盈利地。launch 投放市场。administrative 管理的，行政的。accentuate 强调。pediatrician 儿科医师。entrepreneur 企业家。

- 3** Complete the sentences with the verb *work*, using the correct preposition from the box. Note that in some sentences, more than one preposition is possible.

in with for to under as on a

- I work a journalist. I investigate and write articles for newspapers.
- I work the media. I'm an advertising executive.
- I work underprivileged children, helping them to overcome disadvantages in life.
- I work a multinational pharmaceutical company.
- I work Lords and Sons. I'm training to be a solicitor.
- I work large building projects, which often take up to two or three years to complete.
- I work tight budgets and strict schedules.
- I work a very inspiring manager, who has taught me everything I know.

- 4** Complete the following sentences with an appropriate adjective from the box. Note that in some sentences, more than one adjective is possible.

challenging monotonous rewarding fulfilling
interesting stressful absorbing demanding

- My job doesn't vary very much on a day-to-day basis. It's quite
- It's very to see the children's excited faces at the end of a really good lesson.
- I find my job quite when my phone won't stop ringing and everyone wants to ask me something.
- My job as an illustrator is very Sometimes hours go by and I don't even notice.
- I'm always learning new things, which makes my job very but also very

Saying it clearly



- 1** Listen to the adjectives from *Saying it accurately 4* and mark the stressed syllable of each word, following the example.

- | | |
|----------------------|----------------------|
| 1 <i>challenging</i> | 5 <i>interesting</i> |
| 2 <i>monotonous</i> | 6 <i>stressful</i> |
| 3 <i>rewarding</i> | 7 <i>absorbing</i> |
| 4 <i>fulfilling</i> | 8 <i>demanding</i> |

investigate 调查。executive 主管。underprivileged 贫困的。pharmaceutical 制药的。adjective 形容词。
monotonous 单调的。absorbing 吸引人的。illustrator 插画家。syllable 音节。