

全方位商务英语系列教材

商务英语听说子系列 总主编：庞媛

Practical Business English
Listening and Speaking Book 2

实用商务英语听说 第二册

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第二册

本套教材在内容设置上有以下特点：

1. 学习目标：每单元设定学习目标，使教师和学生了解本单元的学习任务和目的。

2. 工作情景：每单元开始给出本单元学习内容的工作情景，设定具体的工作过程。

3. 听说结合：每单元第一部分“热身活动”以“听”为主，第二部分“听力练习”以“说”为主。

4. 证书融合：按照 BEC (剑桥商务英语证书) 和 CNBEC (全国国际商务英语培训认证考试) 中听力试题的形式设计听力练习。

5. 任务驱动：每单元设计一个或多个任务，引导学生通过完成任务来学习。

6. 循序渐进：教材内容由浅入深，循序渐进，符合语言学习规律。

7. 实用性强：教材内容贴近实际工作，实用性强，适合商务英语学习。

8. 资源丰富：教材配有丰富的听力材料和练习，资源丰富，便于教师和学生使用。

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10. 注重实践：教材注重实践能力的培养，通过大量的听力和口语练习，提高学生的实际应用能力。

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前言

《实用商务英语听说》教材共三册，每册十五单元。第一册主要涉及商务环境中的常见话题，如时间、数字、约会、接打电话等；第二册以商务活动中的客户接待、办公事务、产品发布等内容为主；第三册主要以商务活动中的商务谈判、国际贸易为主，包括建立业务关系、洽谈贸易等内容。在编写过程中，选取较为生动、真实的工作案例和材料，邀请企业一线实践专家参与教材的编审工作，按照典型的职业活动和工作任务设计每个单元的学习内容和听力练习，使教材更加贴近真实的商务工作场景和内容，更加符合学生职业能力和语言能力发展的需要以及一线教师的教学需要。

本套教材在内容设置上有以下特点：

1. 学习目标：每单元设定学习目标，使教师和学生了解本单元的学习任务和目的。
2. 工作情景：每单元开篇给出本单元学习内容的工作场景，设定具体的工作过程，提示该单元学习内容在商务工作环境中的重要性。
3. 听说结合：教材中每部分的课堂练习均为听、说结合，以“说”引出“听”。每章节第一部分“热身活动”中会按照 BEC（剑桥商务英语证书考试）和 CNBEC（全国国际商务英语培训认证考试）口语中 Free Talk 的形式编写口头讨论话题，以口语练习为导入，引出本部分听力练习涉及的主要词汇和内容，让学生熟悉听力练习的背景知识和相关语言点，听力练习完成后再进行口语总结。学生能在“听”、“说”练习中熟练掌握学习内容，更符合语言学习规律。
4. 证书融合：按照 BEC（剑桥商务英语证书考试）和 CNBEC（全国国际商务英语培训认证考试）中听力试题的形式设计编写听力练习题目。学生可以在课堂学习中了解和熟悉 BEC 和 CNBEC 考试的试题形式，提高应试技巧。

本套教材可以作为大专院校商务英语或经贸、管理专业学生学习商务英语的材料，也可以作为准备参加 BEC 或 CNBEC 考试的考生复习应考的习题集。一、二册适合大学一年级学生或有一定英语基础的学习者使用，第三册适合大学二年级学生或报考商务英语证书考试的应试者使用。

参与教材编写工作的除了教学经验丰富的第一线教师外，还有幸邀请到外企人力资源部张会青经理、北京成功文化有限公司贺炜总经理参加教材的编审工作。此外，计算机应用研究所冀钢老师为本教材的版面设计提供很多帮助，外语系肖文萍主任在教材编写过程中提出许多宝贵意见并给予大力支持。在此表示由衷的谢意。

由于编者能力水平所限，书中难免存在不足之处，敬请各位同行、学习者批评指正，编者不胜感激。

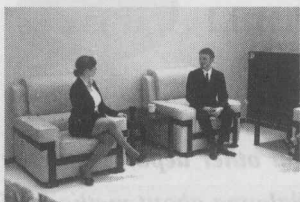
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Warm-up

Word Bank

recruit	v. 招聘; 聘用; 补充; 征募	sales representative	销售代表
assistant	n. 助手; 助理; 助教	candidate	n. 候选人; 应试者
discreet	adj. 谨慎的	motivate	v. 激励; 激发; 激励; 促使
vacancy	n. 空缺; 空位; 空白; 空座		



Unit 1

Recruitment and Interview

Aims

- ✓ To listen to and master the relevant knowledge of recruitment and the skills of interview;
- ✓ To master vocabulary and discuss about recruitment and interview;
- ✓ To practice listening for specific information;
- ✓ To practice listening for general ideas.

Situation

Recruitment is the process of obtaining new members or employees. It links the employers and the job seekers. It is important because high performing employees are essential for successful business. On the other hand, a person can enter a job only through the interviews that are conducted by various companies for their jobs. Only if one is well prepared can he or she get through such interviews.

Part I Warm-up

Word Bank

recruit <i>v.</i> 招聘; 聘用; 补充; 征募	sales representative 销售代表
assistant <i>n.</i> 助手, 助理, 助教	candidate <i>n.</i> 候选人; 应试者
depressed <i>adj.</i> 沮丧的	motivate <i>vt.</i> 激励; 激发……的积极性
vacancy <i>n.</i> 空缺; 空位; 空白; 空虚	

Task One



In ABC Company, the HR manager and the managers from other departments are discussing about recruiting new staff members. You will hear a dialogue about methods of recruitment. Listen to the dialogue to find out the advantages and disadvantages of internal recruitment and then decide in which row each one belongs to and fill out the chart.

1. It will limit our choices of candidate.
2. It is cheaper and quicker.
3. The candidates are familiar with the business and our culture.
4. It will create another vacancy which needs to be filled.
5. This will provide promotion opportunities for our staff and is a good way to motivate them.
6. No new ideas can be introduced from outside the business.
7. The candidates not appointed will feel depressed.
8. We've already known the strengths and weaknesses of the candidates very well.

Advantages of Internal Recruitment	Disadvantages of Internal Recruitment

Task Two



1. If companies want to recruit some new staff members, what will they do?
2. Brainstorm with your partner:
If you are the HR manager, and you want to recruit an assistant to the account manager, will you select the members within your company or outside your company? Why?

Part II Listening for Gist

Word Bank

qualification <i>n.</i> 资格证书; 任职资格; 职位要求	aptitude tests 能力测试; 智能测验
want ad 招聘广告; 征求广告	conflict <i>n.</i> 冲突, 矛盾; 斗争; 争执
interpersonal <i>adj.</i> 人际的; 人与人之间的	rumor <i>n.</i> 谣言
pro-active <i>adj.</i> 有前瞻性的	dynamic <i>adj.</i> 精力充沛的
negotiation <i>n.</i> 谈判	compensation <i>n.</i> 补偿; 报酬; 赔偿金
characteristic <i>n.</i> 特征; 特性; 特色	

Task One



In ABC Company you will hear John who is responsible for the recruitment reporting his arrangement to the HR Manager and discussing about preparing for the relevant job interviews. Listen to the conversation and choose the right answer to the questions you hear.

Question One

How many vacancies will be provided?

- A. 2.
- B. 3.
- C. 4.

Question Two

How will the ABC Company recruit the production manager?

- A. By internal recruitment.
- B. By external recruitment.
- C. Through the Internet.

Question Three

What isn't mentioned in the job descriptions?

- A. Qualification.

- B. Quality.
- C. Education.

Question Four

What kind of interview will they adopt?

- A. The situational interview.
- B. The situational interview and the technical interview.
- C. The aptitude tests and the personality tests.

Question Five

What will be arranged after the interviews?

- A. The tests.
- B. The interviewees of the time.
- C. The important interviewers.

Task Two



In the following dialogue, the HR officer John asked the applicant Liza a stress question. Let's see how Liza handled it. Listen and decide whether the following statements are true (T) or false (F).

- () 1. Liza thinks handling conflicts successfully is an important part of being a manager.
- () 2. There are rumors that they are going to move their plant to India.
- () 3. Liza was very prospective and brought the workers' concerns to management's attention.
- () 4. Liza attended a meeting with Union leaders and two key members of the executive team in order to refute the rumors.
- () 5. They set up regular meetings between managers and union leaders and created local version of the company newsletter in order to improve communication.

Task Three



In this part, after several rounds of interviews, the HR officer John finds two candidates are really outstanding. Today he talks about this with the HR Manager. Listen and choose the right answer to the questions you hear.

Question One

How many candidates are mentioned in the dialogue? Who are they?

- A. Three. They are Lisa, Anna and Susan.
- B. Two. They are Lisa and Susan.
- C. Three. They are Lisa, Annette and Susan.

Question Two

According to John, what's the problem of Susan? He doubts about _____

- A. Susan's soft skills.
- B. Susan's communication skills.
- C. Susan's technical skills.

Question Three

What are the HR manager's reservations about Lisa?

- A. Whether she can handle the shift for more fast-paced and marketing-oriented organization.
- B. Lisa will want more money and more compensation than they will offer, and maybe even out of their budget.
- C. Both of A and B.

Question Four

Who performs very well during the interview and gets the offer at last?

- A. Lisa
- B. Annette
- C. Susan.

Part III Listening for Specific Information





Word Bank

situational interview 情景面试	panel interview 小组面试
scheduled <i>adj.</i> 预定的; 已排程的	assess <i>vt.</i> 评定; 估价
assessment checklist 评估单	irritation <i>n.</i> 恼怒, 生气
predict <i>vt.</i> 预报, 预言; 预知	neat <i>adj.</i> 整洁的, 匀称的, 简洁的

Task One



In this task, you will hear a dialogue about the main types of job interview. Listen and fill in the blanks in the following table.

Types of Job Interview	Characteristics
Structured Interview 	The employers design the questions to test whether the candidate has the (1) _____.
Situational Interview 	Situational interviews are trying to find out how you would respond to a future situation in the position for which you are applying. They're a test of your (2) _____ and critical thinking abilities. They also give the interviewer a sense of your (3) _____ and personal values.
Telephone Interview 	Telephone interviews are question-and-answer exchanges between an interviewer and an interviewee who speak professionally about a specific topic such as job (4) _____. They are typically scheduled in advance for a given time.
Panel Interview 	A panel interview is when you are interviewed by a group of company (5) _____. Each presents its own set of challenges and communication issues.

Task Two



In this task, you will hear a passage about preparing an interview. Listen to the passage and choose the right answer to the questions you hear.

1. A. Clothes.
B. Appearance.
C. Language.
D. The way you walk.
2. A. Wearing a nice short skirt.
B. Looking neat.
C. Looking at the interviewer in the eye.
D. Giving the interviewer a firm handshake.
3. A. Clearly.
B. Loudly.
C. Softly.
D. Quietly.
4. A. To show irritation.
B. To leave at once.
C. To pick up a magazine and read quietly.
D. To read a novel or a short story.
5. A. On Friday afternoon.
B. A day or two after interviewing.
C. On Monday morning.
D. About a week later.

Task Three



In this part, you will hear a man talking about job hunting. Listen to the passage and fill in the blanks with the information you get from the recordings.

1. [A] From upstairs.
[B] From next door.
2. [B] The man should go Edinburgh by train.
[C] The man should go Edinburgh by ship.

How to Get a Job

Finding a vacancy:

I. advertised vacancies

- Local/national press, trade 1, and so on.
- Special bodies (专业团体) which provide an 2 service.
- Recruitment agencies with vacancy details/local training 3.
- Internet.

II. Unadvertised vacancies

- Approaching the company directly, known as the speculative 4.
- Personal contact.

Preparing the interview:

- Impressive 5 and letter of application,
- Information on the company from the Internet, company 6, and recruitment literature
- List of skills, 7, and interests.
- Predict the interview questions.

Part IV Speaking Focus



Work in group of two and make a role-play according to the following situation.

Situation

You are a college graduate. You are interested in the position of sales representative in ABC Trading Company. Now you are going to talk with your friend Sherry about how to succeed at a job interview in English. Then change the roles.

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