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English for Business

柯林斯商务英语

LISTENING | 听力 (中文注释版)

Ian Badger



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柯林斯商务英语

听 力

(中文注释版)

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听 力

(中文注释版)

[英] 伊恩·巴杰 著

商务印书馆

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Introduction

导 言

《柯林斯商务英语：听力》(*Collins English for Business: Listening*)能帮助你理解商业联系中同事、顾客、供应商之间的英语会话。

《柯林斯商务英语：听力》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：听力》旨在培养你对英文会话中不同口音的认知和敏感度。倾听会话录音时，你会发现有些人的讲话更容易理解，并能明白其中的奥妙：语速、口音清晰、不使用复杂的词汇和惯用语，以及明确无误地使用语法。仔细地研究他人口语中的这些特征，你会对自己的英语会话获得更多的认识，并采取措施确保自己能讲一口流利清晰的英语。

详而言之，《柯林斯商务英语：听力》可以帮助你培养以下能力：

- 听懂谈话人的主旨（主要观点）
- 听清单词或短语的准确含义
- 明确语用和句子结构
- 拓展商务英语词汇量
- 认识商务沟通中的文化差异

《柯林斯商务英语：听力》包括一本书和一张 CD。全书包括 20 个单元，分为以下五个部分：

- 1 日常商务沟通
- 2 国际工作背景：一些印象
- 3 办公室之外的商务会话
- 4 日常商务事项
- 5 文化考量

你既可以从单元 1 到单元 20 循序学习，也可以挑选对你最有用的单元学习。

CD 包括 55 段录音，分别是美国人、中国人、日本人、印度人、意大利人、西班牙人、英国人、爱尔兰人、法国人和澳大利亚人等的英语会话。理解多种英语会话的能力是取得经营业绩和成功的关键要素。

在本书的最后配有：

- 微型词典
- 练习答案
- 录音文本

本书的使用

为了使用方便，每个单元都遵循了类似的结构。学习每个单元时，建议你按照习题的顺序来做题。每个单元包括以下部分：

- 一些简单的问题，用来检测你是否理解谈话内容。
- 与录音片段有关的练习，用来检测你对特定语言特征的理解：发音、词汇和结构。
- 填空练习，旨在让你注意特定的单词或短语，这些词语可能会导致理解问题。
- 单词匹配练习，用来拓展你的词汇量。词汇量不足通常是误解发生的原因。

有些练习的语言水平看上去比较低，但要准确理解录音的主旨和细节都将是不小的挑战。

其他特点

COBUILD 支撑

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。此外，你还可以在本书最后的微型词典中查看任何不熟悉的单词和短语。微型词典中包括选自《柯林斯 COBUILD 高阶词典》的释义和应用例子。

你知道吗

会话泡泡中的小区块内容能为你提供有用的背景信息，这能帮助你理解录音的会话情境。

清晰的语用

这一部分重点关注容易引起听力问题的特殊因素，比如母语为英语的人所使用的复杂语法结构或者非标准的用法。

拓展学习

每个单元的最后部分为你提供了进一步学习的建议。多数情况下，拓展学习指向《柯林斯商务英语：听力》网站上的免费听力材料：www.collinselt.com/businesslistening

所有人都会犯错

"Since many years I haven't seen a rifle in your hand!" ——选自《费尔南多》，ABBA 乐队

母语者和非常熟练的非母语者都会犯“错”，甚至是 ABBA 乐队。《柯林斯商务英语：听力》所附的录音都是在现场（即不是在录音棚）录制的，并且没有现成的讲稿。正如现实中的会话，讲话者都会犯错。他们有时使用非常规的语法结构，所说的句子并不总是完整的，经常还会吞吞吐吐。这些真实的“错误”并没有从录音中去除。讲话者的观点也没有事先安排，反映了他们个人的观点和见解。

语言水平

《柯林斯商务英语：听力》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：口语》和《柯林斯商务英语：写作》。

使用 CD



这一图标表示有一段音轨需要你倾听。请注意，《柯林斯商务英语：听力》CD 的设计专为计算机上使用。如果你想在 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

Communicating clearly

清晰地沟通

Think like a wise man, but communicate in the language of the people.

– William Butler Yeats (Irish poet and dramatist)

A

Seamus is from Northern Ireland. In this recording, he discusses features of his Northern Irish English and how he has become 'anglicised' in his efforts to make himself clearly understood.



1 Read the general comprehension questions below. Then, play track 1 through once and answer the questions.

- 1 What feature of Seamus's English does he mention as causing some comprehension problems?
- 2 What feature of his pronunciation does he identify as helping people to understand him particularly well?
- 3 How has he modified his language in order to make himself more easily understood?
- 4 How long does it usually take him to revert to his Irish accent when he goes home?



2 Now listen again. As you play the recording, familiarise yourself with the way Seamus pronounces the words and phrases which are underlined.

- OK, well I'll talk to you later.
- This is really something very specific to do with the nature of my local English accent from Northern Ireland.
- You don't need a road map to get around – you need a score.
- People say I speak very clearly.
- ... in the way that I pronounce words.

'The score'

Seamus says: 'There's a joke in my home town that you don't need a road map to get around – you need the score.'

He is referring to the 'sing-song' style of the Derry accent, which is said to be like a musical score.

Derry (also known as Londonderry) is the second-largest city in Northern Ireland.

anglicised 英语化的，英国化的。feature 特征。pronunciation 发音。particularly 特别地。modify 修改。
revert 恢复。familiarise 熟悉。



3 Now listen again, stop the recording as necessary, and complete the gaps in the sentences.

- 1 I would never accept that I'm except Northern Irish.
- 2 I think the accent has
- 3 I speak with quite a intonation.
- 4 We don't drop the as in Received Pronunciation.
- 5 I think the are quite round.
- 6 I've slowed down quite considerably.
- 7 When I go back home, people say I've become extremely
- 8 After about three hours it speeds up again [...] sort of to type.

Clear usage: I have changed ('I've' changed)

Note the way Seamus discusses how **he has changed** the way he speaks in order to get his message across more clearly. Notice also how he contracts *I have* to *I've*.

'When I've said, 'OK, well I'll talk to you later' ...'

'I've actually modified the way I speak.'

'I've slowed the speed of delivery.'

'I've become extremely anglicised.'

4 Match the verbs in the left hand column, which are taken from the recording, with words on the right which have similar meanings.

- | | |
|-------------|-------------|
| 1 mellow | a say |
| 2 drop | b stop |
| 3 pronounce | c soften |
| 4 pause | d adapt |
| 5 modify | e return |
| 6 revert | f leave out |

B

In this next recording, Seamus continues to describe how he modifies his language in order to communicate clearly.



1 Read the comprehension questions below. Then, play the recording through once and answer the questions.

- 1 What did Seamus consider to be most important when communicating in export markets?
- 2 What is his attitude towards the use of incorrect grammar?
- 3 What is more important in his view – having knowledge of the product or having the ability to communicate clearly?
- 4 What was the most important lesson he learnt in his first year of business?

intonation 语调。received 接收的。considerably 相当地,非常地。extremely 极其,极端地。mellow 亲和的。
leave out 遗漏。incorrect 不正确的。



2 Now listen again, pause the recording when necessary, and complete the following phrases.

- 1 After my first working in the export market.
- 2 If that meant the way that I speak to make it easier for people to understand me, then that's what I would do.
- 3 I avoid more in sentences.
- 4 I occasionally will speak incorrect grammar just to across.
- 5 Depending on, of course, the language skills of the person to.
- 6 That's the most of the job.
- 7 You're already up against a
- 8 So is by far the most important thing I learnt.

Clear usage: subjunctives and subordinate clauses

Seamus says:

'I would leave out subjunctive clauses and subordinate clauses.'

The **subjunctive** mood of a verb is used to express wishes, hopes, doubts, etc. It is not often used in English but here are some examples:

I recommend that this be organised later. (present subjunctive)

I recommend that we should organise this later. (avoiding the subjunctive)

Were we to organise this, how much would it cost? (past subjunctive)

If we organised this, how much would it cost? (avoiding the subjunctive)

A **subordinate clause** is the part of a sentence which is less important than the main part of a sentence – a subordinate clause cannot stand on its own. Some examples (the subordinate clause is underlined):

Having made the decision, he ended the meeting.

When I get to the station, I am going to get something to eat.

I spoke to our agent, who is Egyptian, about the new office procedures.'

C

In this recording, Jude, who is from the south of England, talks about the respect that she has for those who have to do business in English when it is not their native language; she goes on to talk about a specific experience of communicating in English in the UAE.



1 Read the comprehension questions below. Then, play the recording through once and answer the questions. Do not worry about understanding every word and phrase.

- 1 What was a challenge for Jude?

occasionally 偶尔。subjunctive mood 虚拟语气。subordinate clause 从句。challenge 挑战。

- 2 What was the situation she mentions when the 'shoe was on the other foot'?
- 3 What is Jude's key consideration when writing emails internationally?
- 4 Why was it occasionally difficult for Jude to understand Indian speakers of English when she was working in the UAE?



2 Now listen again, stop the recording as necessary, and complete the gaps in the sentences.

- 1 From my, I just had to explain things as clearly as possible ...
- 2 ... and just remember,, that these people are writing ...
- 3 But working internationally is just sort of bearing in mind that ...
- 4 There were lots of living in the UAE.
- 5 In fact, of the population was Indian in that area.
- 6 ... which I'd have to them to explain.

☰ COBUILD CHECK: the language of language

- He spoke with a pronounced Southern **accent** in a high-pitched nasal voice.
- His **accent** was so thick and so impenetrable that much of what he said had to be repeated.
- If we wish to pronounce a language well, we must reproduce its sound, its rhythm and its **intonation** as accurately as possible.
- The local **dialect** is almost unintelligible to anyone arriving from the capital.
- Although speakers of a language understand **idioms**, their meanings are not predictable from the words used in the expression.
- She used **acronyms** and terms that were completely alien to me.
- OK, O.K., okay: all three spellings are acceptable, but avoid this **colloquial** term in formal speech and writing.
- His 'Oxford accent' (or **Received Pronunciation**, RP) is considered by some as elite and posh; by others as the clearest and best way of speaking.

FURTHER STUDY

For further recordings of Seamus and Jude, go to the website www.collinselt.com/businesslistening.

mention 提到。consideration 考虑。internationally 国际地。population 人口。nasal 鼻音的。impenetrable 难懂的。rhythm 节奏。dialect 方言。idiom 习语，成语。acronym 首字母缩略词。posh 时髦的。

2

Understanding different accents in English 听懂不同的口音

I don't want to lose my accent; I just want it to become smaller.

– Goran Visnjic (Croatian actor who lives and works in the USA)

A

Kara is from New York and works in international sales. In this recording, she discusses which accents she finds easy to understand and which she finds difficult.



1 Read the comprehension questions below. Then, play the recording through once and answer the questions.

- 1 Why does Kara find it difficult to understand every word spoken by those who consider themselves to be fluent speakers of English?
- 2 In which of the countries in which she works does she find it easiest to use English?
- 3 Why does she find it difficult to understand Nigerian speakers of English?
- 4 How does she feel after a day of speaking to Nigerian speakers?



2 Now listen again. Notice the way that Kara pronounces the following words and expressions. Note in particular how she pronounces key vowel sounds: *hard*, *very*, *spea*/*read*, *of*, *York* and *language*/*imagine*/*France*.

- Some of the accents, as a native English speaker, I still find quite difficult.
- It's extremely hard to get every word.
- I feel very rude in meetings.
- They all speak and read in English.
- They only have about two or three shelves in each bookstore of their own native language.
- ... in my old position in New York [...] That's their official language.
- I can't imagine, if someone from France is speaking in English to someone from Nigeria speaking in English, ...

Useful vocabulary and phrases: checking understanding

Excuse me, I didn't catch that.

Sorry, could you say that again?

Could you spell that?

Could you speak up (a bit)?

Could you say that again more slowly, please?

Sorry, what did you say about Tagalog?

Did you say Haye or Hayes?

Did you say you were coming on Tuesday or Thursday?

Just to check, could you put that in an email?

fluent 流利的。Nigerian 尼日利亚的。vowel 元音。rude 粗鲁的。shelf 架子，柜子。bookstore 书店。
official 官方的。Tagalog 塔加路族语。

Clear usage: used to

Kara says:

'I used to work with a lot of Nigerian customers.'

The use of the construction 'used to' implies that Kara *no longer* has any Nigerian customers but *at one time* she spent a lot of time working with them. Here are some other expressions for talking about past experiences using 'used to':

Unfortunately, I didn't use to travel to there very often.

I really used to enjoy spending time with my Nigerian colleagues.

When I was younger, I used to spend a lot of time travelling in the Middle East.

Note that 'would' can be used as an alternative to 'used to':

We would often eat out together in the evenings.

I usually wouldn't get home to my hotel until late.

In those 17 years that I worked in that company, I would travel over to Shanghai two or three times a year.

Nigerian English

English is an official language in Nigeria so the level of English spoken by Nigerians is high. However, to the unaccustomed ear (such as Kara's), the Nigerian accent is strong, and there are many interesting English expressions that don't exist outside Nigeria.

Not on seat. = Away from the office / Not in the office.

Me a go tell dem. = I'm going to tell them.

Make we ... = Let's ...

We dey foh Lagos. = We are in Lagos.

to rub minds = to brainstorm

More grease to your elbow!
= Well done!



3 For intensive listening practice, now listen again. Stop the recording as necessary and complete the gaps in the sentences.

- 1 I feel very rude in meetings sometimes saying, 'Excuse me?'
- 2 Would you mind that?
- 3 My ear has better at the various accents.
- 4 I work with a lot of Nigerian customers.
- 5 But it's such a quick, English.
- 6 After a full day of meetings, you feel so

B Gayatri is from Kashmir in the far north of India. In this recording, she discusses the diversity of accents in India.



1 Read the comprehension questions below. Then, play the recording through once and answer the questions.

- 1 Approximately how many official languages are there in India?
- 2 What two factors does Gayatri mention as affecting Indian people's accent?
- 3 How easy does Gayatri think it is to tell from an Indian person's accent which region he or she is from?
- 4 How easy does she think it is to tell which region in India she is from?

imply 暗示。experience 经历。unfortunately 不幸地。colleague 同事。unaccustomed 不习惯的。grease 为……涂油。elbow 肘部。various 各种各样的。Kashmir 克什米尔。diversity 多样性。approximately 大约地。affect 影响。region 地区。

☰ COBUILD CHECK: 'regional'

- Spatially, a market may be local, **regional**, national or international in scope.
- The inroads made by mass culture have affected **regional variations** in accent, language and customs.
- English spoken with a light **regional accent** is easier to understand because the vowel sounds are fully spoken.
- This is more representative of Colombia's rich ethnic and **regional diversity**.
- They applauded business leaders for creating a new framework for **regional cooperation** on economic growth.



2 Now listen again. Notice the way that Gayatri pronounces the following words and expressions. She does not have a strong accent. Do you find it easy to understand her?

- India's a very diverse land.
- ... people from Punjab have a different accent, people from Kashmir have a very different accent ...
- ... so it's very, very diverse.
- It really depends on whether they have that regional accent or not.
- if I were to come across somebody from my region.



3 Listen again. Stop the recording as necessary and complete the gaps in the sentences.

- 1 On our currency twenty-four times.
- 2 Based on different regions, the accents as well.
- 3 Sometimes you can if an Indian person is from a certain region.
- 4 You can lose the accent.
- 5 I might my regional accent.
- 6 But that, no.

C

Rohit is also from India, from Bangalore. He has regular contact in English worldwide. In this short recording, he discusses the problems that he has when working in English with non-native speakers of English.



1 Read the comprehension questions below. Then, play the track through once and answer the questions.

- 1 When is it more difficult for Rohit to conduct business in English?
- 2 Apart from different accents, what else causes Rohit comprehension problems?

scope 范围。inroad 成功进入新领域，进展。representative 代表。applaud 赞同。Punjab 旁遮普（巴基斯坦一省）。come across 遇到。Bangalore 班加罗尔（印度南部城市）。conduct 组织，实施。