

英国剑桥大学考试委员会推荐

# 新编剑桥商务英语 (中级)

## 学生用书

(第三版修订版)



SUCCESS WITH **BEC**  
STUDENT'S BOOK **VANTAGE**

John Hughes

中国财经出版传媒集团  
经济科学出版社  
Economic Science Press

 NATIONAL  
GEOGRAPHIC  
LEARNING



THE ESSENTIAL BUSINESS ENGLISH CERTIFICATES COURSE

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# 出版说明

剑桥商务英语证书(BEC)考试是教育部考试中心和英国剑桥大学考试委员会合作举办的权威性考试。自2002年起,英国剑桥大学考试委员会对BEC考试大纲进行了重新修订,由原来的BEC1、BEC2、BEC3改为BEC Preliminary(初级)、BEC Vantage(中级)和BEC Higher(高级)三个等级。该系列考试是一项水平考试,它根据商务工作的实际需要,从听、说、读、写四个方面对考生在商务和一般生活环境下使用英语的能力进行全面考查,对成绩合格者提供由英国剑桥大学考试委员会颁发的标准统一的成绩证书。由于其权威性,该证书已成为在所有举办BEC考试的一百多个国家和地区求职的“通行证”。

由剑桥大学考试委员会和教育部考试中心推荐,美国圣智学习集团出版的《新编剑桥商务英语》是一套专为剑桥商务英语证书考试而编写的教材。自2001年我们推出第一版以来,受到广大读者和考生的普遍欢迎。本套教材为**第三版**修订版,是美国圣智学习集团以英国剑桥大学考试委员会对BEC考试大纲的**最新修订**为编目,以现代商务活动为素材推出的一套不可多得的**最新版本**的考试用书。教材内容与考试联系紧密,除对课文进行详细讲解外,还辅以大量的自测练习、听力练习、对话练习和答案,既适合教学又适合自学,本套教材包括BEC三个等级的学生用书、教师用书和练习册,并附有相应听力资料,其目的是为考生应试提供全面有效的学习指导,听力资料请登录经济科学出版社官网([www.esp.com.cn](http://www.esp.com.cn))在线资源下载或扫描二维码关注经科版BEC系列图书官方订阅号。

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# 1.1

## Ways of working

**VOCABULARY**



### Different ways of working

**1** How do you work most effectively? By working ...

- regular hours / flexible hours?
- in a team / on your own?
- from home / in an office?
- for a boss / as your own boss?

Compare your responses with a partner.

**2** Match these ways of working 1-8 to definitions A-I. Do you work in any of these ways?

- |               |  |
|---------------|--|
| 0 freelance   | A You work during different parts of the day (e.g. nights).  |
| 1 teleworking | B You sell your work or services to a number of different companies.                                   |
| 2 job-sharing | C You work for different companies for a short time without a permanent contract.                      |
| 3 shift work  | D You work a number of hours per week or month but you decide when you start or finish.                |
| 4 part-time   | E You don't have a permanent place or office to work at, but you find a place to work when you arrive. |
| 5 temping     | F You work for a company from home via email, phone or the Internet.                                   |
| 6 consultancy | G You only work for some of the week (not full-time).  |
| 7 flexitime   | H You do your job for part of the week and another person does it for the other part.                  |
| 8 hot-desking | I You aren't employed by a company, but are paid to give specialist advice.                            |

**3** Here are some people describing the advantages and disadvantages of different ways of working. Match the nine ways of working in exercise 2 to their comments. Some comments might describe more than one way.

It's great because I'm my own boss, but I still work with lots of different people.

I wish I had my own space. I have to carry everything around in my bag and sometimes there's nowhere to sit.

I like it because it's only for a couple of months and I'm saving up to go round the world.

The only problem is sleeping. Your body never knows if it's night or day!

It can get a bit lonely at times. And I miss my colleagues and all the office gossip.

My children are at school so it lets me spend more time with them.

When one of us wants a week off, the other person does a few extra days so it's fairly flexible.

**4** Work in pairs. Think of one more advantage or disadvantage for each way of working in exercise 2.

**5** Read the article and write these headings into each paragraph.

- a) You don't need to come in today
- b) Taking extended breaks
- c) Fixing core hours
- d) Redefine your working hours
- e) Communication and trust is key
- f) Two heads are better than one
- g) Focus on results not time-keeping
- h) Taking days off in lieu

## Offering your staff more flexibility

Many employers assume that people can only do their jobs by travelling to a building every day to 'do work' sitting at a desk and answering the phone. However, the combination of technology and a more relaxed attitude to the working day means that many people's work-life balance could actually be made much more flexible.

(0) Redefine your working hours

For most jobs, there's no real reason why everyone has to work the same hours every day. In fact, we've had shift systems in many industries. A system where one person starts at six in the morning and one person starts at midday can often have benefits for everyone.

(1) \_\_\_\_\_

If you do implement flexible working hours but you also need people to attend meetings or have face-to-face time in the office, then establishing certain times of the day when everyone has to work, such as the middle of the day, is a good idea.

(2) \_\_\_\_\_

Another option is to offer staff the chance to spend one day a week working from home. For jobs which rely heavily on the use of a computer and phone, many employees will be able to work from home and probably get a lot more done too without having to face the constant interruptions of an office space.

(3) \_\_\_\_\_

For staff that typically have busier and quieter times of the year, companies could consider offering them the chance to take extra days off instead of paying more over time. This saves costs while showing a level of respect for staff by making them responsible for their own time-keeping.

(4) \_\_\_\_\_

When introducing a system with more flexible working hours, managers often worry too much about when people are starting and finishing their day and trying to control this. However, the real area that you should concentrate on is whether you are achieving your main goals. Many companies have found that staff exceed their objectives when they manage their own hours.

(5) \_\_\_\_\_

Increasingly, job-sharing is becoming common in modern business. It works when two members of staff want to work part-time for a while and so they can share the same job and split the benefits. Ideally, they will be people who get along and communicate well. Two people working on the same job also gives rise to increased opportunity to share ideas.

(6) \_\_\_\_\_

After a few years of hard work, some staff might request unpaid leave so they can do something different for a few months, such as travelling. Rather than seeing this as a problem, see it as an opportunity for personal growth and let your staff leave, and return refreshed, bearing new ideas.

(7) \_\_\_\_\_

New ways of working are effective when everyone knows what other people are doing and everyone is kept up to date. Define the company's approach to flexible working and make the system transparent. Assume that if you believe your staff can take responsibility for their own working hours, they will reward you with improved performance.



### Exam Success

Question 6 is the type of question the examiner will ask you in the BEC Vantage Speaking Test.

- 6** **Work in groups.** Imagine you want to convince your manager to introduce a system of flexible working. Prepare a list of arguments for a new system using ideas in the article as well as your own ideas. Then present your ideas to the class.

## Working from home

1 1.1 You will hear a woman called Michela talking about working from home.

- 1 What does she say is important when working from home?
- 2 What does she think are some of the advantages and disadvantages of this way of working?



2 1.1 Listen again and answer the following.

- 1 Complete the notes about Michela's typical day.

7.00 – get up, get the kids ready

8.30

9.00

12.00

14.30

- 2 How long has she been with her current employer? How long has she been home-working?
- 3 Is she doing anything different from normal this week?

## Present tenses

3 Match the sentences from the listening to the grammar explanations.

Sentences	Explanations
1 'I always get up around seven.'	A a state that started in the past and continues to the present
2 'I've been doing this kind of work for about five years.'	B a routine activity
3 'I've been with the same company since I left school.'	C an activity taking place at or around the time of speaking
4 'I'm going into the office nearly every day this week.'	D an activity that started in the past and continues in the present

4 Name the tenses in exercise 3.

present continuous   present perfect continuous  
present simple   present perfect simple

## Grammar Tip

We don't usually write 'state' verbs such as *be, need, like, have* (for possessions), *love, hate* in the continuous form.

- 5 Write the verb in brackets in its correct form and complete these tips for working from home.

# Working from home

- 0 Even at home, always *set* (set) yourself a timetable.
- 1 You \_\_\_\_\_ (need) to find a quiet place to work, where there are no distractions.
- 2 If you \_\_\_\_\_ (communicate) with a client on the phone today rather than face-to-face, it's still important to dress for work as normal.
- 3 Now that you \_\_\_\_\_ (escape) from the office, you'll still need peace and quiet at home. Don't answer the door to neighbours or make social calls.
- 4 Once you \_\_\_\_\_ (work) from home for a while, you might feel a bit lonely. It might be worth going into the office once or twice a week.
- 5 After you \_\_\_\_\_ (be) at the computer for a few hours, remember to take a break – why not leave the house and go for a walk outside?
- 6 Be strong. When a friend calls and asks you out to lunch, say what you would say in any other job: 'Sorry but I \_\_\_\_\_ (work) on something at the moment. How about after five instead?'
- 7 Make sure colleagues and clients can reach you and \_\_\_\_\_ (answer) the phone as though you are in the office.

## SPEAKING

### Exam Success

In Part Two of the Speaking Test, the examiner will ask you to give a presentation entitled 'What is important when ...?'

## A mini-presentation

- 6 Work in pairs. Choose one of the ways of working below and prepare a 'mini-presentation' on the topic for the rest of the class.

### A: WHAT IS IMPORTANT WHEN ...?

#### Job-sharing

- Find someone you like.
- Organise and plan how you share the work.
- 
- 

### B: WHAT IS IMPORTANT WHEN ...?

#### Working from home

- Set up an office space in the house.
- Plan your working hours and your breaks.
- 
-

# 1.2

## Making contacts

### VOCABULARY

### Job responsibilities

**1** Tell your partner about your job. Use these expressions and choose the correct preposition.

I work *of / for / about* ...

I'm responsible *for / of / about* ...

I usually report *up / at / to* ...

I specialise *about / in / for* ...

I'm involved *in / of / for* ...

I deal *for / with / of* ...

I'm in charge *for / of / to* ...

**2** Think of one person you see and speak to in connection with your work ...

- at least once a day \_\_\_\_\_
- once every six months \_\_\_\_\_

Tell your partner about these two people. Explain the connection and what they do.

**3** Why is making contacts, or 'networking', an important part of many jobs? Is that true for you?

**4** Read and complete the article on effective networking. Choose the best word (A, B, C or D) to fill the gaps 1–10.

### READING

### How to be an effective networker

There are different communication skills we (1)\_\_\_\_\_ learn such as presenting, negotiating and interviewing. But the skill of networking is a bit harder to define and – in many ways – harder to develop.

For many people, networking is something that extroverts are good (2)\_\_\_\_\_. Sales people, for example, who attend conferences and trade fairs, have to be able to start a conversation with someone they have never met before and (3)\_\_\_\_\_ a network of contacts. However, effective networking is something that everyone can benefit from. Even if you never leave the office or factory, you can meet colleagues at the coffee machine and (4)\_\_\_\_\_ a chat with people from other departments.

So what exactly is networking? And how do you learn to be an effective networker?

There are two aspects of networking. One is about how you (5)\_\_\_\_\_ to other people: for instance, whether you are dressed appropriately for the situation and is your body language open or closed. A firm handshake with a smiling face can make all

the difference between starting the conversation positively or making the other person want to (6)\_\_\_\_\_ on.

The other aspect is linguistic and you can use language in different ways. For example, try to answer a question with long sentences rather than in single-word answers. When someone asks you, 'What do you do for a living?', don't just say 'I work (7)\_\_\_\_\_ an office,' because that leaves the other person with little to respond to. Instead, describe what you do with a sentence like, 'I'm responsible (8)\_\_\_\_\_ the day-to-day running of our IT systems and I liaise with all our teams in over 20 locations.' Now the other person can ask you all sorts of follow-up questions about what you do, and so you can start a proper conversation.

How you ask questions is also important for networking. (9)\_\_\_\_\_ excessive use of questions which require only a 'yes' or 'no' answer and try to ask open-ended questions. A question like 'Do you like your job?' isn't as effective as 'What do you like about your job?' because it doesn't automatically generate a long answer. If you do use a yes/no question, quickly follow it up with an open-ended question. For example, it could go like this: 'Do you work here? What are you in charge (10)\_\_\_\_\_?'




- |            |         |           |          |
|------------|---------|-----------|----------|
| 1 A have   | B do    | C can     | D are    |
| 2 A of     | B for   | C in      | D at     |
| 3 A build  | B do    | C take    | D run    |
| 4 A get    | B talk  | C have    | D make   |
| 5 A appear | B speak | C look at | D manage |
| 6 A look   | B move  | C go      | D get    |
| 7 A to     | B in    | C on      | D for    |
| 8 A for    | B to    | C of      | D on     |
| 9 A Don't  | B Try   | C Avoid   | D Ask    |
| 10 A for   | B to    | C of      | D on     |

**5** Work in pairs and answers these questions about the information in the article.

- 1 Who needs networking skills?
- 2 What are the aspects of networking?
- 3 What kind of language do effective networkers use?

## LISTENING

### Starting a conversation

- 6**  1.2 Listen to four people starting conversations. In each conversation decide where the speakers are making contact.

Conversation 1: \_\_\_\_\_

A At a conference

Conversation 2: \_\_\_\_\_

B Over dinner

Conversation 3: \_\_\_\_\_

C In someone's office

Conversation 4: \_\_\_\_\_

D On a training course

- 7** Match the expressions on the left to the responses on the right.

0 I'd like to introduce you to Marek.

A Yes, it is. And you?

1 Nice to meet you at last.

B Hello, Marek. How do you do?

2 Do you two know each other already?

C Thanks.

3 Would you like a coffee?

D Pleased to meet you too.

4 So have you enjoyed this morning?

E Sure.

5 Is this your first time at one of these events?

F Two. Twins.

6 May I join you?

G Yes, most of my life.

7 You're a colleague of Martin Obach, aren't you?

H Yes. Is that something you might be interested in ...?

8 How do you know him?

I Well, we've spoken on the phone a few times.

9 How many children do you have?


J Yes, it was very interesting.

10 Have you always lived in Lille?

K That's right. He works in our Barcelona office.

11 I know your company is looking for a partner on this Thai project.

L We were both at Elcotil together.

- 8**  1.2 Listen and check your answers.

- 9** Work in pairs. One student says expressions 0–11. The other student closes this book and gives an appropriate response.

- 10** In conversation 4, the two people start discussing personal topics such as where they live and their family. Would you discuss these topics in your country with business colleagues? What do you think are good topics for networking? Make a list of topics with your partner.

## SPEAKING

### Developing a conversation

- 11** Work as a class or in large groups. You are at a networking event so stand up and walk around. Meet one person and have the conversation below. At the end, move on to a new person.



## Business correspondence

Read the correspondence on Evelyn's desk and answer these questions.

- 1 Is it all related to her work?
- 2 Which is formal? What is it about the content and language which tells you this?
- 3 Which is 'internal communication'? Did anyone else receive it?
- 4 How is the memo different to the letter and the email? Think about the following:
  - the layout
  - the beginning and the end
  - the paragraphs
- 5 Find abbreviations which mean the following:
  - telephone number
  - as soon as possible
  - at
  - Subject (or) With reference to

**To:** All Staff  
**From:** Ray Bonner  
**Date:** 24th June  
**Subject:** Trial of flexitime system

Further to our previous meeting, we are pleased to be able to confirm that the new flexitime system will come into operation as from 1st August. The system applies to all administrative and office staff. May I remind you that any production staff on the current shift system remain unaffected by these changes.

From: evelyn@larbonner.com

Hi Rona

How are you? I got a note to say you called. Great news that you passed your final exam! I'm sorry that I didn't get back to you but it's been crazy here. The network was down for three days so all our customers were receiving the wrong orders! Anyway, how about meeting for lunch this week? If you can't make it, don't forget the party this weekend. Do you want me to pick you up at 8?  
See you soon.

Eve

Dear Mr Hynes

**Lar Bonner**

**RE: Replacement of item 00-A104**

With regard to your letter dated 12th June, I am writing to confirm that we can offer you a replacement item and this will be sent out today. I would like to apologise for the delay in dealing with this. Unfortunately, this was due to recent changes to our network. On behalf of Lar Bonner I would like to thank you for your custom. We look forward to working with you again in the future.  
Yours sincerely

Evelyn Boer

Customer Services  
 Tel. 0207 865 849

*Eve - Can you call someone called Rona back asap? She passed!*