

# 通用 职场英语

高等教育应用型本科重点专业精品规划教材（外语类）

English for International  
Communication

丛书总主编 冯光华

吴海燕 陈招田 娟 主编

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丛书总主编：冯光华  
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# 前 言

为配合武汉工程科技学院的转型发展，积极培养适应社会需要的应用技术型复合人才，切实提高我校学生英语的实际应用能力，我校大学英语教学全面进行改革，从通识大学英语教学向专门用途英语教学、实用英语教学转变。《通用职场英语》正是在此背景下应运而生的。

本教材实用性强，与学生毕业后面临的实际工作内容、职业环境结合紧密，很好地解决了大学英语学习与职业需求脱节的问题，提升了学生的就业竞争力。本教材以“实用、够用、会用”为编写原则，以择业、就业、实际工作的整个职业发展过程为主线，综合语言知识讲解和语言技能训练。教材的八个单元包含了最常用的职场情景，依次为“职场准备”“新员工报到”“工作开展”“电话沟通”“主持会议”“出差”“商务接待”和“商务谈判”。

本教材特色：1) 视频短片，与章节主题相关，为学生提供了鲜活、生动的信息输入和多角度的思维启发，有利于学生进行模仿和训练；2) 注重口语，提供了最常用的职场热词和最地道的职场英语表达，以及具有典型代表性的职场场景对话范例；3) 职场交际技巧与策略，帮助学生做到在每个职场场景下都能够游刃有余地应对，实现轻松交谈；4) 常用的职场应用文范例，包含了简历、求职函、便条、会议记录、商务信函、合同等，使学生在文字工作中也能从容应对。

本教材的撰写得到了武汉工程科技学院的大力支持，在外国语学院院长冯光华教授领导下的大学英语教研室的同仁付出了辛勤的劳动，在此对各位领导的支持和老师们的辛勤付出表示感谢。教材的前期准备工作由陈杨组织，具体的编写和修订工作由吴海燕和陈招组织。第一章由田娟、王莹编写，第二章由严红焯、黄亚楠编写，第三章由左帆、王晓编写，第四章由房明星、陈招编写，第五章由潘婷婷、胡杨编写，第六章由陈斯、吴海燕编写，第七章由陈霞、杨永华编写，第八章由蔡丽慧、李游编写。

限于时间和水平，书中难免出现疏漏和不完善之处，敬请各位专家、同行和读者批评指正。

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# Unit 1 Preparation for Career

## 第一单元 职场准备

### Learning Objectives

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After completing this unit, you will be able to do the following:

- ✓ Master the useful words and expressions;
- ✓ Know how to make an impressive self-introduction and interview in English;
- ✓ Conduct a series of listening, speaking and activities related to the theme of the unit.

### Sentence Patterns

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In this unit, you will learn the useful sentence patterns listed below.

1. It's a pleasure for me to be here in front of you to present myself.
2. My background and work experience are tailor-made for this position.
3. I look forward to becoming part of the action team.
4. With my qualifications and experience, I feel I am hardworking, responsible and diligent in any project I undertake.
5. Thank you for hiring me. I am very proud to be employed by your firm.

### Outline

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The following are the main sections in this unit.

1. Lead-in
2. Oral practice
3. Useful words and expressions
4. Skills of the self-introduction & interview

### Vocabulary

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Listed below are some words appearing in this unit that you should make part of your vocabulary.

- frank
- adaptable
- aggressive
- amiable
- dutiful
- analytical
- apprehensive
- aspiring
- efficient
- position / vacancy



## Looking Ahead

When you want to find a job, it is very important to make a preparation for the job interview. You'll have a better chance of impressing the interviewer if you think it over and make a good preparation before the interview. The first thing to notice is the question, "Can you tell me about yourself?", which provides you with a great chance to promote your strong points in fact.



## Tips & Warnings

The best way to get ready for an interview is to take the time to review the most common interview questions you will most likely be asked. Knowing what you're going to say can eliminate a lot of interview stress.

You don't need to memorize the answers, but do take the time to consider how you'll respond. The more you prepare, the more confident you'll feel during a job interview.

It's important to introduce yourself in a creative, memorable way to distinguish yourself from the crowd.

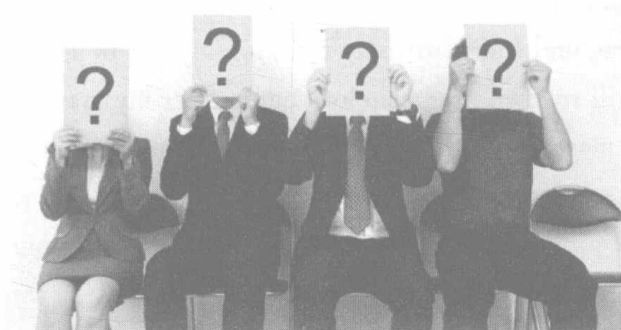


Lesson 1 Self-introduction

自我介绍

Lesson 2 Interview

面试

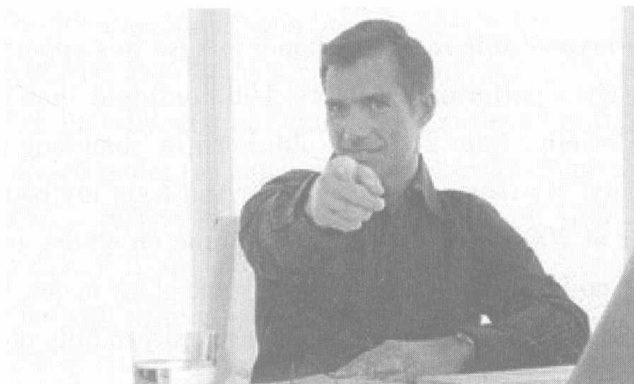


## Lesson 1 Self-introduction

### Part A Lead-in

 Discussion:

How to make an impressive self-introduction?



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## Part B Oral practice

在英文面试中，当考官问“你能谈谈你自己吗？”时，你能从容应对吗？其实通过自我介绍来得到对方的认可是一种非常重要的职场技巧。下面首先举两个自我介绍的小例子。

### Sample 1

Good morning. It's a pleasure for me to be here in front of you to present myself. My name is Leo, and I am a candidate for the position of Sales Representative.

My background and work experience are tailor-made for this position. I am 23 years old, born in Hubei province, and I am currently a senior student in Wuhan University. My major is Marketing. And I will receive my bachelor degree after my graduation in June. In the past 4 years, I have spent most of my time on study, and I have passed CET-6 with ease. And I have acquired basic knowledge of marketing both in theory and in practice. Besides, I have attended several marketing exhibitions held in Wuhan, which is our advantage in studying here, and I have taken a tour to some big factories and companies. Through these visits I have a deep understanding of domestic sales industry.

ABC Company is a forward-looking company. I am aware that you are expanding into new markets, particularly in Hubei province. So you are going to need aggressive, dutiful sales representatives. With my qualifications and experience, I feel I am hardworking, responsible and diligent in any project I undertake. Your organization could benefit from my analytical and interpersonal skills.

A position with your company would be both a learning experience and a great opportunity. I look forward to becoming part of the team. Thank you.

### Sample 2

Good morning, everyone! It is really my honor to have this opportunity for an interview. I hope I can make a good performance today. I'm confident that I can succeed. Now I will introduce myself briefly. I am 26 years old, born in Shandong province. I graduated from Qingdao University. My major is Electronics. And I got my bachelor degree after my graduation in the year of 2003. I spent most of my time on study, and I've passed CET-6 during my university. And I've acquired basic knowledge of my major. It is my long cherished dream to be an engineer and I am eager to get an opportunity to fully play my ability.

In July 2003, I began working for a small private company as a technical support engineer in Qingdao. Because there was no more chance for me to give full play to my talent, I decided to change my job. And in August 2004, I left for Beijing and worked for a foreign enterprise as an automation software test engineer.

Because I want to change my working environment, I'd like to find a job which is more

challenging. Moreover, Motorola is a global company, so I feel I can gain a lot from working in this kind of company. That is the reason why I come here to compete for this position. I think I'm a good team player and a person of great honesty to others. Also, I am able to work under great pressure. I am confident that I am qualified for the post of engineer in your company.

That's all. Thank you for giving me the chance.

## Part C Useful words and expressions

### 自我介绍常用词汇

position 职位	accountant 会计
vacancy 空缺	sales representative 销售代表
manager 经理	introduce (动词) 介绍
director 主任	introduction (名词) 介绍
president 董事长, 总经理	tailor-made 量身定做的
General Manager 总经理	bachelor degree 学士学位
salesperson 推销员	qualified 有资格的, 能胜任的
engineer 工程师	

### 自我介绍常用句型

1. I got a bachelor degree in Literature and took a course in typing.  
我获得了文学学士学位, 还学过打字。
2. I haven't done anything like that before.  
我以前没有做过这种工作。
3. I think I'm quite fit for assistant's job.  
我觉得我很适合做助理的工作。
4. As I have said, I am diligent and industrious. On the other hand, sometimes I'm too hard-working and put myself under too much pressure to make things perfect.  
正如我刚才说过的, 我工作特别勤奋认真。但是, 有时为了尽可能把事情办得完美些, 我又会给自己太多压力, 工作太辛苦。
5. I'm quite familiar with editing.  
我对编辑工作很熟悉。
6. I want a job with a vacation every year.  
我想找个每年都有年假的工作。
7. I was thinking of a job in a school.  
我打算到学校找份工作。

8. I worked in the accounting section of a manufacturer of electrical products.

我曾在电子产品制造商的会计部门工作。

9. I noticed that you advertised a job in this morning's paper.

我看到你们在今早的报纸上刊登的招聘广告。

10. With my qualifications and experience, I feel I am hardworking, responsible and diligent in any project I undertake. Your organization could benefit from my analytical and interpersonal skills.

依我的资格和经验,我觉得我对所从事的每一个项目都很努力、负责、勤勉。我的分析能力和与人相处的技巧对贵单位必有价值。

## Part D Skills

### 自我介绍技巧

You'll have a better chance of impressing the interviewer if you think it over and make a good preparation before the interview. The first thing to notice is the question "Can you tell me about yourself?", which provides you with a great chance to promote your strong points in fact.

如果你在面试之前就仔细思考过并好好准备,你将会给面试官留下更深刻的印象。首先要注意的问题就是考官会问“能简单介绍一下你自己吗?”其实这正是你展现自己优势的好机会。

#### 1. How to talk about yourself? 如何自我介绍呢?

“3P principle”: Positive(自信), Personal(个性), Pertinent(中肯).

You could choose several key points to introduce yourself, and avoid repeating the things which have been mentioned in your resume.

你可以选择重点来介绍自己,但避免重复简历中曾提及的资料。

Here are some of the advantages that you might mention.

下面的这些优点你可以在介绍自己时提到。

problem solver 解决问题的能手 creative thinker 充满创意的人 accurate 小心谨慎的 people person 喜欢与他人交往的人 team player 合群的人 organized 组织力强的

This doesn't mean that you just say, "I'm a great problem solver." Instead, explain how you used your problem-solving skills at your previous job and experience. Examples speak louder than boasting.

这不意味着仅仅说“我是一个很棒的解决问题能手”就够了,而是要解释在过去的工作和经历中你是如何解决问题的。举实例比自我夸耀更有说服力。

You need to show the interviewer that your previous learning or working experience provides you with skills that can be used in the new job.

你需要展现出你之前的学习或工作经验给你带来的技能有助于现在的新工作。

You'd better introduce yourself in one to three minutes. It's not proper to take a long time.

自我介绍的时间不要过长，最好是一至三分钟。

## 2. What to say? 应说什么?

What you actually say, in terms of the words you use, is something that you have to decide. You need to create an answer that sounds natural and, at the same time, interesting. The way to determine whether your answer is natural is simply by writing a first draft of the answer and then read it out loud. When you do this, you'll probably spot things that you have to change.

对面试时用的有些话语你需要做出判断，你要回答得自然，同时也要有趣。判断回答是否自然的方法很简单，你可以把你想好的答案先打个草稿，再大声地读出来。在你这么做时，你也许能发现有些内容需要修改。

“What's your greatest weakness?” This is a popular question that Western employers like to ask to make candidates nervous! In fact, they ask this to know how you respond to a difficult question. You shouldn't answer by telling your greatest weakness since you might not get the job! Instead, you can tell them something that isn't directly related to the job position.

“你最大的弱点是什么？”西方老板特别爱问这个让面试者感到很紧张的问题。事实上，他问这个问题是看你对棘手问题的反应。你没必要如实回答你的弱点，因为那有可能让你得不到这份工作。相反，你可以告诉他们一些与工作不直接相关的缺点。

For example, “Umm, I can't really say I have any major weakness that affects my performance at work. I believe in continual learning and on-the-job training I can perform even better. Sometimes, I think I'm too hard-working, but I really love my work.”

例如可以这样回答：“事实上我没有会影响到我的工作表现的重大弱点，我坚信通过不断地学习和在职培训我会表现得更好。只是有时我工作太拼命了，我真的很热爱我的工作。”

Here are some final things to think about when the interviewers ask you to introduce about yourself.

以下是在自我介绍时最后要注意的几点。

(1) Mention major awards or accomplishments that relate to your career.

阐述与工作相关的重要奖项或成就。

(2) Promote your strengths, but do not mention any of your weaknesses.

推销自己的长处，但不要提及自己的弱点。

(3) Try to be funny if you can, but don't force it.

可以的话，尽量言语幽默有趣，但是要自然。

(4) Summarize your career and education, but don't recite a list.

概括出你的工作经验和学历，但切勿逐条背诵。

(5) Avoid information that is not career-related. The fact that you own a dog won't get you a job. Don't start with your date of birth.

避免说一些与职业无关的事，“我有一只狗”这样的话并不能为你争取到工作。不要以出生日期开始介绍。

(6) Try to sound natural. Relax and enjoy yourself!

对答要自然。放松心情，享受这个过程。

## Lesson 2 Interview

### Part A Lead-in

#### Discussion:

Are you ready for your English interview?

What are the most important points you must pay attention to?



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## Part B Oral practice

为了能让大家顺利通过外企英语面试，更加深刻地了解外企英语面试的细节，增强自信，本课特别选了一段应届毕业生去外企参加面试的真实对话。相信看过这段对话之后，大家再根据自己的实际情况活学活用，一定能在将来的面试中取得不错的成绩。

### Section 1

(I=interviewer A=applicant)

- I: Nice to meet you, Cindy. I'm Caroline, HRD of the company. Please have a seat.
- A: Nice to meet you, Ms. Caroline.
- I: From reviewing your resume, I can see that you performed excellently in school. What I want to know is why you think you're right for this job.
- A: I am always interested in news coming from your industry, and I'm deeply impressed by your company's sales performance. To have risen 200 percent in the domestic market over just the past three years is an incredible feat. I also admire and agree with the employee developmental values that the company has adopted. I find that my personal goals and ideas about business operations fit perfectly with the company's goals and mission statement.
- I: So you are well aware of our company. It appears that you have done your fair share of research.
- A: Yes, in addition to judging whether I am the right fit for C&C, I believe that it's also crucial for me to know if this company is right for me. I've been impressed by the service provided here by everyone from the receptionist to the assistant. I am confident that I will have a very rewarding and successful career here.
- I: Commitment to the company and the team is very important to us here.
- A: I am very responsible. Whenever I have been assigned to complete a certain task, my teacher and classmates could always count on me to achieve the stated task. There is also no need to remind me of what I should do. I enjoy intermingling and doing things with others.
- I: So what are your career objectives? And how do you perceive your own development if you were to assume this position?
- A: I expect to have a good opportunity to put all of my knowledge into practice. I am a doer and I can contribute a great deal to the company. I hope that within five years, I could lead an energetic and productive marketing team.

(To be continued in Section 2)

## Section 2

(I=interviewer A=applicant)

- I: As a fresh graduate, what do you think is the most essential factor to establish and maintain a good relationship with your future boss?
- A: All the supervisors have rich experience. So first of all I will obey the demands of the supervisors. Secondly, I will ask their advice and maintain an open mind. Thirdly, when there are questions, I will communicate with my supervisors deeply to achieve a functional and proper solution.
- I: Good, then do you have any question about our company?
- A: Could you tell me something about your training program?
- I: In brief, we offer both in-house and off-site training to our AP or U.S. headquarters. We have a few daylong training sessions for topics like business writing skills and software training. These sessions are available to everyone who applies. We also have a variety of other programs based on each work function. Our program is essentially a job-rotation program, and we believe it is more effective than traditional on-the-job training.
- A: It sounds attractive!
- I: Lastly, what's your main consideration in your current job hunt?
- A: Potential growth opportunity. If a potential job does offer me an opportunity to grow and mature, I will find it very easy to devote myself to executing my responsibilities at the highest level. I believe that your company will be a perfect place for me to grow and develop!
- I: I also hope to have the chance to get to know you better in the future.
- A: Thank you for your time. I am looking forward to the next interview.

## Part C Useful words and expressions

## 面试英语常用词汇

realistic 实事求是的

responsible 负责的

sensible 明白事理的

sporting 光明正大的

steady 踏实的

impartial 公正的

independent 有主见的

industrious 勤奋的

ingenious 有独创性的

intelligent 理解力强的

objective 客观的

precise 一丝不苟的

punctual 严守时刻的

purposeful 意志坚强的

capable 有能力的, 有才能的

frank 直率的, 真诚的

able 有才干的, 能干的

adaptable 适应性强的

active 主动的, 活跃的  
 aggressive 有进取心的  
 analytical 善于分析的  
 temperate 稳健的  
 tireless 孜孜不倦的  
 humorous 幽默的  
 learned 精通某门学问的  
 logical 条理分明的  
 motivated 目的明确的  
 methodical 有方法的  
 modest 谦虚的  
 dedicated 有奉献精神的  
 dependable 可靠的

diplomatic 老练的, 有策略的  
 disciplined 守纪律的  
 dutiful 尽职的  
 well-educated 受过良好教育的  
 efficient 有效率的  
 expressivity 善于表达  
 faithful 守信的, 忠诚的  
 amiable 和蔼可亲的  
 amicable 友好的  
 systematic 系统的  
 sweet-tempered 性情温和的  
 apprehensive 有理解力的  
 aspiring 有志气的, 有抱负的

### 面试英语常用句型

(1-5 for the interviewer, 6-10 for the applicant)

1. Why did you choose to come here for a job?

你为什么选择到我们这里来找工作?

2. Would you consider a starting salary at twenty-two hundred yuan?

起薪 2200 元你要不要考虑?

3. Do you think you are qualified for this work?

你认为你可以胜任这个工作吗?

4. You will have to travel frequently if you accept this position.

你要是接受这个职位的话, 需常出差。

5. You are hired. Please report to the Personnel Office at eight o'clock in the morning on April first.

你被录用了, 请你在 4 月 1 日早晨 8 点钟到人事部报到。

6. Because I was a chemistry major, I can either teach or work in a factory where a chemist is needed. Among the chemical factories in Hong Kong, I have found yours to be well-known. Therefore I am most interested in working here.

因为我是学化学的, 我可以去教书或找需要药剂师的工厂工作。在香港的化工厂中, 贵工厂很有名气, 因此我很愿意来这里工作。

7. I'm not familiar with what the job entails, so I'm not in the position to bargain for the salary. I believe you must have a standard starting salary which should be satisfactory.

我不清楚这个工作需要负担起什么样的责任, 所以没有办法谈薪金的问题。我想你们一定有一个让人满意的标准起薪。