

高等学校商务英语系列教材

翟象俊 主审

Business English Listening and Speaking

商务英语听说教程

第 1 册

总主编	杨翠萍		
主 编	宋 梅		
副主编	刘鸣放		
编 者	周 淳	汪玉枝	肖 慧
	刘鸣放	宋 梅	

清 华 大 学 出 版 社
北 方 交 通 大 学 出 版 社
· 北 京 ·

内 容 简 介

《高等学校商务英语系列教材》是一套针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。《商务英语听说教程》是该系列教材之一，本书为第1册，共15个单元，每单元为学生提供了内容丰富的听说材料，并配有相应的录音磁带。

本书选材新颖，趣味性强，情景逼真，文体各异，语言地道，练习形式生动多样，既有利于学生打下扎实的英语基础，又有助于他们学习经贸专业英语，为今后从事各种商务活动奠定良好的基础。

版权所有，翻印必究。

本书封面贴有清华大学出版社激光防伪标签，无标签者不得销售。

图书在版编目 (CIP) 数据

商务英语听说教程·第1册 = Business English Listening and Speaking / 宋梅主编. —北京：北方交通大学出版社，2003. 1

高等学校商务英语系列教材

ISBN 7-81082-082-6

. 商... . 宋... . 商务 - 英语 - 听说教学 - 高等学校 - 教材 . H319. 9

中国版本图书馆 CIP 数据核字 (2002) 第 077562 号

责任编辑：张利军

印 刷 者：北京市黄坎印刷厂

出版发行：北方交通大学出版社 邮编：100044 电话：010 - 51686045, 62237564

清 华 大 学 出 版 社 邮编：100084

经 销：各地新华书店

开 本：787×1092 1/16 印张：11.5 字数：287千字 本书另配磁带

版 次：2003年1月第1版 2003年5月第2次印刷

印 数：3001~6000册 定价：16.00元

前 言

《商务英语听说教程》是针对高校经贸英语专业的学生及具有相应英语水平的商务工作者与英语爱好者而编写的基础课系列教材。本教程突破了传统的教材模式，综合考虑了高校经贸英语专业学生的特点，力求把经贸知识的传授和英语听说技能的培养结合起来。本教程以循序渐进的方式，通过内容丰富、专业面广、程度适宜、饶有趣味的商务材料，促使学生积极参与有关商务实践的听说活动，在提高其口语表达能力的同时，了解商务活动的各环节，拓宽视野，获取新知识。

本教程以全国英语教学指导委员会制定的“专业英语基础阶段教学大纲”为基准，扩大输入量，进一步巩固、深化语言基础，提高语言运用能力。本教程从学生的实际水平出发，从语言的基本单位（如音标、单词、句型等）入手，对学生的语音、语调等进行逐项训练，并且商务材料的比例在4册书中逐渐增加。本教程的练习方式为先输入后输出，听说交叉，在选材及练习设计上始终遵循“学用结合，重在运用”的原则。本教程体现了以下几个特点。

1 丰富性。本教程为学生提供了许多商务方面的听说材料，内容涵盖经贸、金融、企业管理、商业文化、信息技术、旅游等各个领域，而且相当一部分材料具有强烈的时代气息。

2 多样性。本教程精心设计了形式多样的练习。听力练习有选择、判断、归纳大意、填写表格等形式。口语练习围绕对话主题或交际功能设计，主要有双人对话、角色表演、小组讨论、辩论、大组汇报、调查问卷等形式。

3 真实性。本教程充分利用了因特网的丰富资源，其中相当部分的数据、图表等内容均来自一些企业和公司的交际活动，场景真实，语言生动、规范，趣味性强，从而可以使学生真切地掌握相应的英语及商务实践的技能。

4 实践性。本教程特别突出对学生口头交际能力的培养，为学生提供了诸多在现实生活中灵活运用英语语言的场景。口语练习主要讨论一些与日常生活和商务活动密切相关的话题，并且提供了大量的相关词汇、短语及句型，以鼓励学生结合自己的经历、感受大胆开口，踊跃参与。

《商务英语听说教

带。本书是第1册，共15个单元，供学生第一学期使用。每单元围绕一个主题设计，由6个部分组成。

Part Checking Homework for Review 此部分是结合 Part 设计的练习，主要针对学生在前一个单元所做的课后听说练习进行检查，以达到温故而知新的教学目的。

Part Micro-Listening 此部分旨在帮助学生复习、巩固基本的语音知识，主要有元音、辅音、重读、弱读、连读、失去爆破、语调以及数字识别等微技能方面的训练。

- Part Directed Conversations 此部分主要围绕英语中常用的功能意念表达进行对话训练，内含形式各异的听力与口语练习。
1. 听力练习：检查学生对所听材料的理解。
 2. 短语和句型总结：要求学生总结、归纳听力材料中出现的常用的相关功能意念表达方式，并进行口语操练。
 3. 口语操练：在顺利完成以上练习的基础上，启发学生开口。练习形式包括看图说话、编对话、表演和小组讨论等。
- Part Listening and Speaking 此部分着重语篇方面的听说训练，以培养学生的综合能力，练习主要有以下三项。
1. 热身练习：围绕文章内容或学生感兴趣的问题向学生提问，鼓励学生大胆表述，以便顺利导入后续的听说练习。
 2. 听力练习：培养学生对通篇材料的理解和摄取具体信息的能力。
 3. 口语练习：主要围绕两篇短文内容设计，附加相关主题的讨论，以激发学生的想像力，培养学生的综合概括及表述能力。练习形式为复述、对子练习、小组讨论或大组汇报等。
- Part Entertaining Listening 为了增加本教程的趣味性，提高学生的学习兴趣，此部分为学生提供了通俗易懂的英文歌曲、诗歌或幽默故事。
- Part Exercises after Class 此部分内容为本教程的主要特色之一，旨在进一步巩固课堂所学内容，为学生提供更多的听、说训练，使学生课内、课外学习相结合，听说训练不间断。

本教程的编写是以每周 4 学时为基础的，编者建议每周完成一个单元，教师也可根据学生的实际情况灵活使用本教程。

在国内外语界享有盛名的复旦大学翟象俊教授担任本教程的主审。从体系的形成到具体的编写，翟象俊教授都给予了我们极大的指导，并提出了许多宝贵的意见和建议。在此我们对 他以及所有关心和支持本套教材编写和出版的人员表示衷心的感谢。

虽然本教程是在全体参编教师多年的教学实践与研究基础上产生的，但仍可能存在一些不妥之处，欢迎各位专家、同仁及使用本教程的广大师生批评指正。

编 者
于华东师范大学
2003 年 1 月

Contents

Unit 1	When They First Meet...	(1)
Unit 2	Could I Have Your Name, Please?	(15)
Unit 3	I'd Like to Speak to...	(29)
Unit 4	What Do You Like?	(45)
Unit 5	Can I Give You a Hand?	(56)
Unit 6	Problems with Invitations	(68)
Unit 7	You'd Better Take a Break	(79)
Unit 8	You Can't Miss It	(89)
Unit 9	I'd Prefer a Refund	(100)
Unit 10	He Is Easy-going	(109)
Unit 11	I Prefer an Economy Class	(122)
Unit 12	I'd Like a Double Room	(134)
Unit 13	Shall We Book a Table First?	(144)
Unit 14	I'd Like to Open an Account	(155)
Unit 15	The Letter Is Overweight	(166)

Unit 1

When They First Meet...

Part I

First of All

- 1 1
- This is the first time that all the members of the class are together. First, your teacher introduces himself or herself, saying who he or she is, what name he or she would like to be called by, where he or she comes from, and so on. Then you introduce yourself in the same way too.
- 1 2
- It is said that first impressions are often wrong, but first impressions do matter, especially in business life. Now discuss with your partner and say something about how you can create a good impression on people that you meet for the first time.
- 1 3
- As a business English major, you are eager for success in your future business career. Now think for a while and tell the class the qualities you think are desirable for business personnel.

To be successful in business life, you should (be) efficient, friendly...

Part II

Micro-Listening

Sound Discrimination

- 2 1
- The following are the commonly used vowels in English. Listen carefully, read after the tape and write out the pronunciation of the underlined letter(s).

Vowel Sounds					
[]	em <u>pl</u> oyee	[]	d <u>i</u> ne	[]	f <u>i</u> re
[]	d <u>i</u> ligent	[]	m <u>a</u> ke	[]	l <u>a</u> yer
[]	g <u>e</u> t	[]	slo <u>a</u> n	[]	g <u>o</u> er
[]	fl <u>a</u> nk	[]	m <u>o</u> untain	[]	t <u>o</u> wer
[]	fl <u>a</u> sk	[]	m <u>o</u> isture	[]	j <u>o</u> yous
[]	cl <u>o</u> ckw ise	[]	h <u>e</u> ar		
[]	r <u>a</u> w	[]	f <u>a</u> re		
[]	bl <u>u</u> e				
[]	bu <u>l</u> letin				
[]	<u>u</u> nquestioning				
[]	b <u>i</u> rd				
[]	dilem <u>m</u> a				

2 2 The following are the com monly used consonants in English. Listen carefully, read after the tape and write out the pronunciation of the underlined letter(s) .

Consonant Sounds					
[]	<u>p</u> ak	[]	l <u>i</u> nk	[]	sh <u>i</u> pping
[]	<u>b</u> rand	[]	r <u>i</u> ght	[]	rou <u>g</u> e
[]	t <u>o</u> ll	[]	f <u>i</u> nish	[]	h <u>o</u> ist
[]	d <u>i</u> mension	[]	<u>v</u> ote	[]	<u>w</u> age
[]	<u>k</u> it	[]	t <u>h</u> read	[]	y <u>a</u> ch t
[]	l <u>o</u> g	[]	ba <u>t</u> he	[]	ch <u>i</u> cken
[]	<u>m</u> odify	[]	s <u>o</u> cket	[]	j <u>u</u> dge
[]	n <u>o</u> isy	[]	z <u>e</u> alous	[]	t <u>r</u> adition
[]	s <u>i</u> ng			[]	d <u>r</u> eadful
				[]	enl <u>i</u> sts
				[]	f <u>u</u> nds

Part III

Directed Conversations

Listening Com prehension

In our daily life, there are occasions on which we introduce ourselves or are introduced to others. While you are doing the following listening exercises, pay attention to the way people make introductions.

3 1 You are going to hear ten short conversations. Listen carefully and match the names of the people who are being introduced or introducing themselves. The first one has been done for you.

New Words and Expressions

colleague	/ k li /	n. 同事, 同僚
process	/ pr ses; (US) pr ses/	vt. 加工, 处理
system	/ slst m/	n. 系统, 体系

3 2 Listen to the conversation and fill in the blanks with the information you hear .

New Words and Expressions

vacation	/ v kel ()n/	n. 假期, 休假
cream	/ kri m/	n. 乳酪, 奶油
Chicago	/ I k g /	n. 芝加哥(美国依利诺斯州东北部港口城市)
a coffee = a cup of coffee		

Alice: Hello, Ann. It's nice to see you again. _____ ?
Ann: Just fine, fine. _____ ?
Alice: Oh, _____. I've been away on vacation for two weeks.
Ann: That's nice. Alice, _____ Mr. Rex Turner, our new sales manager ? Rex, _____ Alice Field. She is from our sales office in Chicago.
Rex: _____, Ms Field. I've been looking forward to meeting you.
Alice: A ha, _____ Alice.
Ann: Have a seat, Alice.
Alice: Thank you.
Ann: _____ some coffee, Alice ?
Alice: Yes, please. Cream and sugar, please.

3 3 Listen to the dialogue and complete the following table with the information you hear.

New Words and Expressions

accountant	/ ka nt()nʔ	n. 会计(员), 会计师
com mercial	/ k m ()ʋ	a. 商业的, 贸易的
suburb	/ s b bʔ	n. 市郊, 郊区
envy	/ envʋ	vt. 羡慕, 嫉妒
Brussels	/ br s()lʒ	n. 布鲁塞尔(比利时首都)

Name of the speaker	Nationality	Occupation	City they dwell in	Describe what they do at work	Do they like their work ? Why ?
W here do they meet ?					

3 4 Listen to the conversation and choose the best answer to each of the following questions.

New Words and Expressions

coordinator	/ k dlnelt (r)/	n. 协调员
personnel	/ p s neʔ	n. 人员, 员工, 人事部门
delay	/ dl leʋ	vt. 耽搁, 延迟,
Heathrow Airport	/ hi r /	n. (英国伦敦的)希思罗机场

1. W ho is Fred Oliver ?
- a. The new i mport sales coordinator.

b. The new export sales coordinator.

c. The assistant to personnel manager.

d. The head of Personnel Department.
2. W hy is Fred Oliver there in the building ?
- a. To visit one of his clients.

b. To look for his new office.

c. To meet the head of Personnel.

d. To look around the office building .
3. W hen did Fred Oliver arrive in London ?
- a. This morning.

b. This afternoon.

c. Yesterday afternoon.

d. Yesterday evening.
4. W hy was M r. Oliver 's flight delayed five hours?
- a. Because of icy runway.

b. Because of engine breakdown.

c. Because of thick fog.

d. Because of heavy rain.
5. W hich of the following can be learned from the conversation ?

- a. Alex and Rita are in the same office.
- b. Ms. Rita Blake is Alex Grey's superior.
- c. It is the first time Mr. Oliver has been in London.
- d. Mr. Oliver's flight did not take off until midnight.

Interaction Activities

Formal and informal language Like all interactions, introductions vary in degrees of formality. Some situations call for formal introductions; some need informal ones. Some people seem to favor formal introductions to persons of importance. Different situations require different expressions for greeting and introducing. In introductory conversations, "How do you do?" suggests non-acquaintanceship and formality, while "Hello." or "Hi." is the least formal greeting used between young people, friends or colleagues.

- 3 5 Tell each other what you have heard about introducing and greeting and study the following useful expressions together.

Introducing Other People

Look, here's Susan! Susan, come and meet John.

Do you know/ Have you met Ms. Smith?

Wendy, I want you to meet my brother, Joe.

I'd like to introduce a friend of mine, Mr. Carson.

I don't think you've met each other before. Sue, this is my new colleague, David.

Introducing Yourself

Excuse me, my name is Tony Brown.

Hello! I'm Steven, Steven Cook.

How do you do? I'm Mike Johnson.

Please allow me to introduce myself. Jenny White, the personnel manager of M & M Company.

Responding to an Introduction

Glad to see you.

Happy to meet you.

Pleased to know you.

I've known so much/ often heard about you.

Greeting People

Hi/ Hello, Jane.
How are you (doing) ?
How have you been ?
What 's new/ up/ happening ?

Responding to Greetings

Hi/ Fine/ OK/ Not bad/ Nothing special.
Fine, thank you. And you ?
Very well, thanks.

3.6 Pair Work

Practice with your partner. Read aloud the following greetings and give responses. Discuss which of the greetings are used in the first meeting. List more greetings in the table below and give your responses.

Hi !	
Hello.	
Good morning.	
Nice to meet you .	
How do you do ?	
How are you ?	

3.7 Group Work

Work in groups of 8 to 10. Suppose you are at a friend 's birthday party now . Greet old friends and try to know as many new friends as possible.

3.8 Role Play

- 1. Suppose your partner and you are salespeople working for two different companies and you two have never met each other before. First introduce yourselves to the audience (your classmates and the teacher) with your new identity. Then act out your first meeting at an international trade fair. If necessary, invent some information about yourself and the company you represent.
- 2. Suppose you are chairing a meeting now and introduce the following persons (You have

heard about the two people in the above conversations) to other people present.
Alice Field
Fred Oliver

Part IV Listening and Speaking

Passage One

- 4.1 Before you listen to the passage, try to answer the following questions
- 1. Do you like to start a conversation with someone you do not know before?
 - 2. How do you usually start a conversation with strangers?

New Words and Expressions

small talk	/ sm l t k/	n. 闲聊
topic	/ t plk/	n. 话题
current	/ k r nt/	a. 当前的
sidewalk	/ sald w k/	n. 人行道
sex	/ seks/	n. 性别
household	/ ha sh d/	a. 家庭的
hairdo	/ he du/	n. 美 发型
religion	/ rl lld n/	n. 宗教, 宗教信仰
controversial	/ k ntr v ()/	a. 争议的
argument	/ gj m nt/	n. 争论
financial	/ fal n n ()/	a. 财政的

- 4.2 Listen to the passage and tick (√) the topics preferred by Americans for their“ small talk ”.

☐ Age	☐ Work
☐ Hobbies	☐ Income
☐ Education	☐ Employment
☐ Social lives	☐ Sports and cars
☐ Campus activities	☐ Religious beliefs
☐ Marital status	☐ Family members
☐ Health problems	☐ Career aspirations
☐ Financial matters	☐ Weather conditions
☐ Philosophical ideas	☐ Personal interests
☐ Political viewpoints	☐ Price paid for an item
☐ Current physical surroundings	☐ Shared past experiences

4.3 Listen to the passage again and choose the best answer to each of the following questions.

1. What are Americans least likely to talk about when they first meet another person?
 - a. Their hobbies.
 - b. Their families.
 - c. Their earnings.
 - d. Their occupations.
2. What may NOT be a favorite discussion topic for American housewives?
 - a. Cooking.
 - b. Gardening.
 - c. Husband's salary.
 - d. Children's school performance.
3. Why do Americans avoid discussing religion and politics with people they are not familiar with?
 - a. Because they do not have trust in strangers.
 - b. Because they do not like to get involved in argument.
 - c. Because they are not interested in religion and politics at all.
 - d. Because they think politics and religion are very dull topics.
4. Who are more likely to talk about sports and cars when they meet each other?
 - a. Students.
 - b. Housewives.
 - c. Men.
 - d. Children.
5. What can NOT be learned from the passage?
 - a. Americans like to tell others the restaurants they visited before.
 - b. The most common topic of small talk is the weather.
 - c. Speakers' life situation has much effect on topics of small talk.
 - d. Inquiries about a person's earnings are not an acceptable topic of small talk.

4.4 Oral Practice

1. Role play: Welcome to Our Reception Party

- Invent a new identity and prepare a business card (with your detailed personal information such as name, title, home or office address, phone number, e-mail address, etc. on it) accordingly for yourself.
- With the business card on your shirt or jacket, you go to attend the reception party held by the Chamber of Commerce (商会).
- Introduce yourself to the receptionist and the receptionist may pick several distinguished guests and introduce them to all the people present at the party.
- Move around freely to meet other guests (your fellow students). Introduce yourself to them or introduce your just-known friends to them. Try to start a conversation with some of them and always keep it in mind that you should pick the topics appropriate for their different personalities.

2. Discuss with your classmates the following questions:

- What do Chinese people usually do when they meet for the first time? What about people in other countries?
- What are preferred discussion topics for Chinese young people when they first meet? List five most favored topics here below.

Passage Two

4 5 Before you listen to the passage, try to answer the following questions.

1. What is your impression of American people ?
2. Do you like to give or receive gifts ? Why or why not ?

New Words and Expressions

brief	/ bri f /	a. 简短的
mentally	/ ment I V	ad. 智力上
regardless	/ r I g d I l s /	a. 不管
word	/ w d /	vt. 为...措辞
embarrass	/ I m b r s /	vt. 使困窘, 使局促不安
courteous	/ k t I l s /	a. 有礼貌的
informal	/ I n f m () l /	a. 不拘礼节的

4 6 Listen to the passage and decide whether the following statements are true or false. Write T for true and F for false in the brackets.

1. () Americans don't like foreign visitors who are very talkative.
2. () Foreign visitors are apt to think that Americans are impolite and rude.
3. () Very often Americans greet each other with a brief and quick " Hi ".
4. () " Hi. " is an everyday greeting only preferred by young people in the United States.
5. () People from other countries may feel uncomfortable about American's plain talk.
6. () Americans are so confident of themselves that they never feel embarrassed when they are praised.
7. () Americans always feel very happy to give and receive small gifts on any occasion.
8. () Most Americans leave us an impression that they are cold and rude.

4 7 Listen to the passage again and supply the missing words.

Americans sometimes use _____ when they are embarrassed. If people _____ them or _____ them in an especially courteous way, they may become embarrassed and not know _____. They don't intend to be _____; you can be sure that they liked _____. Except for certain holidays, such as Christmas, Americans do not usually give gifts. Thus, you

will find Americans embarrassed as they accept gifts, especially if _____.
They are generally _____ people.

4.8 Oral Practice

- Discuss the following questions in a group of three or four and present a report to the class.
- 1. How do Chinese usually greet each other when they meet?
 - 2. What are Chinese people's attitudes towards gifts? On what occasions do they often give or receive gifts?

Part V

Entertaining Listening

You are going to hear the song Hello. Listen and sing along.

New Words and Expressions

overflow	/ v fl /	vi. 溢出
clue	/ klu/	n. 线索

Hello

I've been alone with you inside my mind
And in my dreams I've kissed your lips a thousand times
I sometimes see you pass outside my door
Hello, is it me you're looking for

I can see it in your eyes
I can see it in your smile
You're all I've ever wanted (and) my arms are open wide
'Cause you know just what to say
And you know just what to do
And I want to tell you so much I love you...

I long to see the sunlight in your hair
And tell you time and time again how much I care
Sometimes I feel my heart will overflow
Hello, I've just got to let you know
'Cause I wonder where you are
And I wonder what you do

Are you somewhere feeling lonely
or is someone loving you
Tell me how to win your heart
For I haven't got a clue
But let me start by saying I love you...

Hello, is it me you're looking for
'Cause I wonder where you are
And I wonder what you do
Are you somewhere feeling lonely
or is someone loving you
Tell me how to win your heart
For I haven't got a clue
But let me start by saying ... I love you

Part VI**Exercises after Class**

- 6.1 Discuss with your partner and tell in what ways Americans differ from us Chinese.
- 6.2 In this section, you will hear ten short conversations. After each conversation, you will be asked a question about what was said. Choose the best answer from the four choices marked a, b, c and d.
1. a. They sold 200 tickets.
b. They sold 400 tickets.
c. They sold 600 tickets.
d. They sold 800 tickets.
 2. a. At 10 00.
b. At 10 30.
c. At 11 00.
d. At 11 30.
 3. a. Mr. Fox sells tires.
b. Mr. Fox repairs chairs.
c. Mr. Fox fixes bicycles.
d. Mr. Fox runs a drugstore.
 4. a. In a bank.
b. At a hotel.
c. At a travel agency.

- d. In a department store.
5. a. He wanted a raise.
b. He wanted more air.
c. He wanted a better view.
d. He wanted a room with a window.
6. a. He is too busy to go along.
b. He has to wash his hands first.
c. He has no interest in the party.
d. He must hand in a full report on the party.
7. a. He baked the cake himself.
b. His wife baked the cake.
c. He bought the cake from the bakery.
d. His aunt Betty made the cake.
8. a. In a car.
b. In an airplane.
c. At a theatre.
d. At a phone booth.
9. a. The man will probably go to Canada for his vacation.
b. The man will probably wait until summer to go to Canada.
c. The man will probably not go to Canada for his vacation.
d. The man will probably stay at home for his vacation.
10. a. This is the second time that the woman said that.
b. The man didn't hear clearly what the woman had said.
c. The man quite agrees with what the woman said.
d. The man wants the woman to tell him what she eats.

6.3 In this section, you will hear two short passages. At the end of each passage, you will hear some questions. Choose the best answer from the four choices marked a, b, c and d.

Passage One

Questions 1-5 are based on the passage you've just heard.

1. a. In the early morning.
b. Around lunchtime.
c. In the late afternoon.
d. In the evening.
2. a. In a barber's shop.
b. On a farm.
c. In a restaurant.