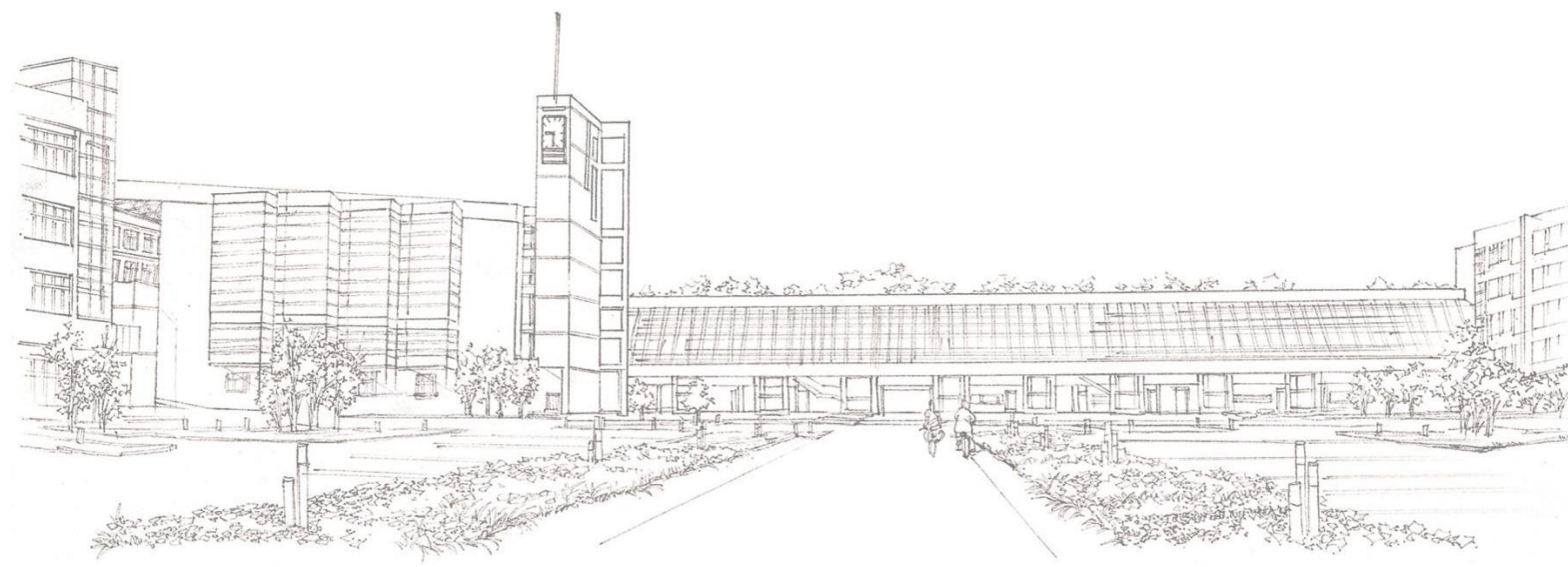




日照职业技术学院
RIZHAO POLYTECHNIC

《商务英语听力 I》教案

商学系



Greeting and Farewell

Learning Objectives:

1. Identify liaison
2. Master basic English expressions related to greeting and farewell
3. Know how to greet each other and bade farewell
4. Know some proper greeting etiquette

Useful Words and Expressions:

declare

especially

fancy

rank

software

beckon

cooperation

flattered

separation

at the opening ceremony

be laid up with

on one's feet

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.

1. Good morning, everybody. I' d like to declare the opening of this conference.

2. Hello! I haven' t seen you for a long time.
3. Hi, Peter. How are things going with you?
4. Good evening! Mr. Brown. It' s good to see you.
5. Hello, Peter. How is your business going?
6. I' m glad to meet you at the opening ceremony.
7. Is everything going well with your company?
8. I' m sorry. I' d better be going for the conference now.
9. It' s about time I have to leave. Bye-bye!
10. I' m sorry you have to leave so soon.
11. Can' t you stay a little longer?
12. I' m looking forward to working with you again soon.
13. It' s getting late. I have to say goodbye to you.
14. I must be off now to meet the new partner.
15. How is the cooperation going on between the two factories?

1. 生意近来如何，彼得？
2. 大家早上好！现在我宣布大会开始。
3. 不能再待一会吗？
4. 天晚了，我得说再见了。
5. 我得去见我们新的合作伙伴了。
6. 我该走了，再见！
7. 两个工厂间的合作进展如何？
8. 晚上好，布朗先生，很高兴见到你。
9. 我盼望能很快和你再合作一次。
10. 对不起，我得开会去了。

11. 开幕式上遇见你真高兴。
12. 嗨！好久没见到你了。
13. 很遗憾你非得这么早离开。
14. 公司一切还顺利吧。
15. 你好，彼得。近来怎样？

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: Hello! Mary. I haven' t seen you for _____.

B: Yes, long time no see.

2. A: How is your company going?

B: _____ .

3.A:Hi, Li Ming. Where have you _____ ?

B: I have just come back from Beijing.

4. A: Do your products sell _____?

B: Yes, they do.

5. A: I didn' t _____ I' d see you here.

B: It' s a small world.

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. Yes, long time no see. B. Yes, please.

Yes, I did. D. How do you do?

2 A. I'm a nice man. B. Pretty good.

C. I did it. D. Nice to meet you.

3 A. How do you do, Helen?

B. I am very happy, Helen.

C. What a coincidence meeting you here, Helen.

D. Helen, good day!

4 A. What's the hurry? B. OK. You are so kind.

C. It's my pleasure. D. I am glad to hear that.

5 A. Couldn't be better. B. It's so good.

C. It's going on. D. How are you?

6 A. Pleased to meet you. B. How are you?

C. It doesn't matter. D. Fine. What about yours?

7 A. Thank you, I'm happy. B. It's going on.

C. They are fine. Thank you. D. Terrible. I failed in 3 exams.

8 A. It's a pity you have to leave so soon.

B. It's nice to meet you, too.

C. Don't go first.

D. You are a good man.

9 A. You are welcome, Helen.

B. Fine, thanks.

C. Helen, what a surprise!

D. How do you do?

10 A. Not so good.

B. How do you do?

C. Pleased to meet you.

D. Time flies.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

- 1 A. At a park. B. At a school.
C. At a shopping center. D. In Hangzhou.
- 2 A. Because she was ill.
B. Because she was away on business.
C. Because she went to Hangzhou.
D. Because she went shopping.
- 3 A. Some of her photos. B. Her tickets.
C. Her collection of photographs. D. Her shopping stuff.
- 4 A. She caught a cold. B. She went to visit her daughter.
C. Her feet hurt. D. She had a flu in Hangzhou.
- 5 A. Say goodbye to the woman.
B. Pay a visit to her mother.
C. Go to Hangzhou on holiday.
D. Go on shopping.

Task5 Listen to the following conversation twice and fill in the blanks with the missing words or phrases.

Paula: Hi, Lynn! How are you _____ ?

Lynn: Oh, hi, Paula. Pretty good, thanks. How are you?

Paula: Not bad. Say, you know Bob Wallace, _____ ?

Lynn: Oh, no, I don't think so. Hi, I'm Lynn Parker.

Bob: _____ to meet you.

Paula: So, how' s everything?

Lynn: Do you really want to know?

Paula: Of course I do.

Lynn: Well, it' s my _____ .

Paula: But you have a great job!

Bob: Where do you work Lynn?

Lynn: At Ad-Tech.

Bob: What kind of _____ is that?

Lynn: It' s a computer software company.

Bob: So, what do you do?

Lynn: I' m a manager in customer _____ .

Bob: Well, that sounds interesting.

Lynn: Well...it is, but I' m _____ the office ten hours a day, six days a week. I' m always on the phone or at the computer. I need a _____ .

Oh, excuse me, I' ve got to go back to work.

Paula: Oh. OK. Bye.

Bob: See you later.

Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).

() 1. Paula knew Lynn quite well.

() 2. Lynn and Bob were friends.

() 3. Bob worked for a software company.

() 4. Lynn didn't like her job.

() 5. Lynn has changed her job.

Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

1. Good morning! _____ me to introduce myself. I' m Li Ming from Xinan Technical College.

2. Good afternoon! May I have the pleasure of _____ our new boss to you?

3. Good morning! Let me introduce our _____ to you.

4. Good afternoon! I' d like you to meet your new _____ .

5. Hello, Mr. Wang. I' ve _____ a lot about your factory.

6. Hi, Wang Ping. How have you been? What' s _____ with you?

7. Hello, Liu Ling. How are you doing _____ days?

8. Good evening! I' m glad you have come to attend the _____ opening .

9. It' s such a lovely day. Let' s go for a walk in the _____ .

10. I hear your wife is ill. Is she _____ better now?

11. Jim, what' s the matter with you? You look _____ .

12. Hi, Peter. Do you know what the _____ will be like tomorrow?

13. Let' s have a beer and _____ the whole thing.

14. I hope you will come _____ . Good-bye!

15. So much for this _____ today! See you tomorrow.

16. I' m afraid I can' t _____ you. Have a good day!

17. Pleased _____ you. See you soon.

18. I hope you have a bright _____. So long!

19. It's a pleasure to have _____ together. See you later.

20. Good luck to your _____. Good day!

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. Who should you turn to when you introduce people, the male or female?

2. What do people usually do when they are introduced?

3. Do people follow the same formalities at more informal meetings?

Task10 Listen to complete a funny story by filling in the blanks in it.

When the young waitress in the café in Tom's building started hello every day, Tom was flattered, for she was at least 15 years younger than him. One day she waved and _____ to Tom again. When Tom _____ over, she said, "Hello, sir. How are you?" Tom answered excitedly, "I have never been better." "Are you single?" she asked. "Why? Yes." Tom replied, smiling at her _____. "So is my _____," she said, "would you like to meet her?"

Unit2 Giving Thanks, Congratulations and Apologies

Learning Objectives

1. Identify positives
2. Master basic English expressions
3. Know how to give thanks, congratulations and apologies
4. Know some proper etiquette

Useful Words and Expressions

5. corporation
6. achievement
7. appreciation
8. obliged
9. postponement
10. after-sale service
11. at your service
12. extend my deepest apology
13. give a lift
14. make up for
15. put off
16. turn up

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.

17. 1. Many thanks.

18. 2. I'm extremely grateful.
19. 3. Thanks for your after-sale service.
20. 4. I appreciate your help.
21. 5. I am quite obliged.
22. 6. I don't know how I can thank you enough.
23. 7. I'd like to express my gratitude to you.
24. 8. Your presence here at the meeting is greatly appreciated.
25. 9. It's great to hear about your achievement.
26. 10. Congratulations on your success!
27. 11. Please allow me to offer my warmest congratulations!
28. 12. Please excuse me for being late.
29. 13. I do apologize about that.
30. 14. I sincerely apologize for being so rude.
31. 15. I'd like to extend my deepest apologies to you for the way I behaved.
32. 1. 多谢。
33. 2. 万分感谢。
34. 3. 谢谢您的售后服务。
35. 4. 感谢您的帮助。
36. 5. 非常感谢。
37. 6. 我真不知如何感谢您。
38. 7. 我想向您表达我的谢意。
39. 8. 真的很感激您来参加会议。
40. 9. 听到您所取得的成就真是太高兴了。
41. 10. 祝贺您取得成功。

42. 11. 请允许我向您表达最衷心的祝贺。
43. 12. 请原谅我来晚了。
44. 13. 对此我很抱歉。
45. 14. 我为言行粗鲁深表歉意。
46. 15. 我想为我的行为举止向您真诚地道歉。

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: Thanks a lot!

B: You're _____ .

2. A: Thanks very much for _____ me a lift.

B: It's a pleasure.

3. A: Mr.Emerson, here is a present for you from our _____ .

4. B: Oh, thank you! It's very kind of you.

4.A: I'm very much _____ to you for your letter.

B: At your service.

5.A: Let me congratulate you on your _____

B: Thank you. It was quite a surprise.

6. A: Congratulations on your complete _____

B: Thank you very much.

7.A: Mr. Wang, please forgive my _____ .

B: It's quite all right.

8. A:'m really sorry about not turning up for our date last night.

B:Well.That can _____ to anyone. Not to worry.

9. A: _____ me for being 20 minutes late for our date.

B: Never mind. You're not too late.

10. A: Please accept my apologies for any inconvenience caused to you,

B: No problem. We all make _____ .

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. Please don't mention it.

B. I'm sorry, I'll call you later.

C. It is on the second floor.

D. Don't worry about it.

2A. Hang on.

B. I 'm sorry.

C. That's right.

D. My pleasure.

3 A. Sure, go ahead.

B. Let's go.

C. The pleasure is mine.

D. I am sorry.

4 A. I'd like to invite you.

B. I'm glad I can help.

C. All right.

D. Good for you.

5 A. Don't bother.

B. It's wonderful.

C. Excuse me.

D. Well done.

6 A. Try it again later.

B. It's wonderful.

C. Congratulations!

D. I am glad you like it.

7 A. I don't know.

B. That's great! Congratulations!

C. It's no big deal.

D. Glad to have been of help.

8 A. You are welcome.

B. He is not in now.

C. I don't understand.

D. Good for you.

9 A. Forget it. B. Just a moment, please.

C. I see. That's OK. D. Not at all.

10 A. No trouble at all. B. Don't worry about it.

C. It's most kind of you. D. I hope so.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

1 A. In a work place. B. At a school.

C. In a police office. D. In a meeting room.

2A. Kathy. B. Rebecca.

C. Nancy. D. Nanny.

Task5 Listen to the following conversation twice and fill in the blanks with the missing words or phrases.

Mr. Black: Hello.

Miss Smith: Hello. May I speak to Mr. Black?

Mr. Black: Speaking. Is that you, Miss Smith?

Miss Smith: Yes. Excuse me for _____ at such an hour, but I wonder if tomorrow's meeting could be _____.

Mr. Black: Well, it's a bit late to change now. All the arrangements have already been _____, you know.

Miss Smith: I realize that, and I'm terribly sorry, but something _____ has come up and I'm afraid I'll have to take care of it at once. It really can't be helped.

Mr. Black: In that _____ I'll telephone all those concerned and tell them

about the postponement. Do you want to change the meeting to any definite date?

Miss Smith: Any time in the first half of next week will do.

Mr. Black: OK. I'll _____ it.

Miss Smith: Fine. Thanks a lot, and once again my apologies for all the trouble.

Mr. Black: That's all right. Good-bye.

Miss Smith: Good-bye.

Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).

- () 1. Miss Smith calls Mr. Black to cancel the meeting tomorrow.
- () 2. Mr. Black refuses to make a new schedule because it is too late to make any change at the moment.
- () 3. Miss Smith has some private thing to deal with.
- () 4. Miss Smith has to give up her own business.
- () 5. Mr. Black is very thankful to Miss Smith for her consideration.

Task 7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

- 1. I'm much _____ to you for helping me to take care of my office work.
- 2. Thanks _____ for your help!
- 3. I want to do something to make up for the _____.
- 4. _____ on your promotion!
- 5. Thank you for all the trouble you went to help make _____ for the conference.
- 6. Can you ever forgive me for _____ making 'such a mistake?
- 7. I hear you have _____ the exam. Congratulations!

8. How can I make this _____ to you?
9. I'm very happy to learn that you're going to study _____
10. It's very kind of you to come to meet me at the _____
11. I can hardly thank you _____ for your kindness.
12. I'm glad to be of some _____
13. I've come to say sorry/ apologize _____
14. I didn't mean that. / I was really quite _____
15. Allow me to congratulate you on your _____ !
16. Let's make a _____ !
17. I'd like to _____ my sincere/hearty congratulations to you!
18. Let me _____ a toast to Mr. Byron.
19. Forgive me, I didn't mean to _____ you.
20. I should like to say how _____ I am for your understanding.

Task8 Listen to the above English sentences again and then interpret them into Chinese.

1. 你帮我处理了办公室业务，我很感激。
2. 万分感激你的帮助！
3. 我想做点什么弥补我造成的损失。
4. 恭喜你荣升！
5. 谢谢你不怕麻烦帮我筹备这次会议。
6. 你能原谅我犯下这样的错误吗？
7. 我听说你通过这次考试了，祝贺你！
8. 叫我该如何补偿你呢？
9. 听说你要去留学，我很高兴。

10. 你能到机场来接我真是太好了。
11. 我真不知道该如何感谢你的好意。
12. 我很高兴能帮上忙。
13. 我是亲自来道歉的。
14. 我不是故意的。
15. 请允许我为你的成功表示祝贺。
16. 让我们干杯!
17. 我想向你表达我衷心的祝贺!
18. 我提议让我们为拜伦先生干杯!
19. 请原谅, 我不是有意惹你生气。
20. 我谨对你的理解表示深切的谢意。

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. What is the first thing to do when apologizing?
2. What must we consider when considering an apology?
3. Why should we make the apology directly?

Self-introduction

Learning Objectives



Identify weak form



Master basic English expressions related to self-introduction



Know how to make self-introduction



Know some proper etiquette about introduction



Useful Words and Expressions

accountant

apartment

coincidence

community hospital

get laid-off

have... in common

inherit

photocopier

retire

Single

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.

1. My family name is Johnson.

2. My given name is Jessica. You can just call me Jessy.

3. I' m still single.

4. I' m a native of New Zealand.

5. I' m going to retire next year.
6. I got laid off last week.
7. Please call me at 613-6580.
8. I' ve heard so much about you.
9. I believe you are Mr. Jackson, aren' t you?
10. I' ve been working for the government for five years.
11. I' m the deputy president in charge of sales and human resources.
12. Let me introduce myself. I' m John West.
13. I' m self-employed. I have owned a fashion shop for several years.
14. I have a personal mail box in the department where I' m teaching.
15. Please allow me to introduce myself. I' m Carl Morris, sales director of P&Q.

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: First let me introduce myself: David Emony, I' m a _____
for the ABC Company.

B: I' ve heard a lot about you.

2. A: I' m now doing _____ for Avon.

B: How are things going?

3. A: I heard that you _____ a house.

B: Yeah. It' s on Spring Avenue.

4. A: How do you like your new job?

B: Not bad. It' s _____ .

5. A: What' s your position in the company?

B: I' m the _____ manager of the development department.

6. A: I know you are an accountant.

B: Yes, I' m a _____ accountant, and my name is Harry Shawn.

7. A: I _____ yesterday.

B: Really? That' s too bad!

8. A: Have you _____ out yet?

B: Yes. I moved out last weekend.

9. A: How _____ you' ve been working so hard?

B: You know, it' s a young company and there are lots of things for me to do.

10. A: Do you have a large family?

B: Not really. There are four _____ in my family

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. I' m American. B. Why not?

C. Yes, I am. Nice to meet you. D. Yes, I am Susan .

2 A. How strange you are. B. No, I am single.

C. That's interesting. D. Oh, I come from the North.

3 A. All right. B. I' m sorry, I have no idea.

C. I work with LG. D. I' m the sales manager.

4 A. It' s on Spring Avenue. B. My native place is Geneva.

C. That' s OK. D. I see.

5 A. I work with LG. B. Well, please go on.

C. Not bad. It' s interesting. D. How could I know?

6 A. You are joking. B. He' s a very nice man.

C. It doesn't matter. D. No, I'm not.

7 A. That's true. B. Only three

C. Come on. D. Good luck.

8 A. Are you? B. Good luck.

C. That's too bad. D. That's true.

9 A. What about you? B. It's fine.

C. That's right. D. I am to retire next year.

10 A. A house. B. I've no idea.

C. I see. D. It's fine.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

1 A. New neighbours. B. Colleagues.

C. Husband and wife. D. Boss and employee.

2 A. A doctor. B. An engineer.

D. A cook. D. An inventor.

3 A. In GM. B. In a factory.

C. In a community hospital. D. In a big hospital.

4 A. To pay a visit to his home. B. To eat out.

C. To visit his company. D. To have dinner with his family.

5 A. She was on duty that evening. B. She has to visit some patients.

C. She has extra work to do. D. She has had an appointment.

Task5 Listen to the following conversation twice and fill in the blanks with the

missing words or phrases.

Mary: Sounds as if you come to Birmingham quite often. Are you business?

David: Yes. This time I have a meeting with some of my staff.

Mary: So you are in trade, then?

David: Yes. I work for a company called Fileco. We office equipment you know: furniture, photocopiers and so on.

Mary: Really? I work for a company in Singapore which makes office furniture.

David: What a coincidence! So you're in sales, too?

Mary: Yes. I'm the sales _____ .

David: So am I! It is a small world, isn't it?

Mary: Yes. You bet it.

David: Erm, by the way, my name's David, David Smith. Here's my _____ .

Mary: Nice to meet you. My name's Mary, Mary Lin. I think I've got a card somewhere. Yes! Here's one.

David: Thanks. Are you a _____ of Singapore?

Mary: I was born in China, but I _____ in Singapore.

David: Is your family in Singapore?

Mary: My parents are retired. I'm still _____ . If you come to Singapore, please call me at 362-8705.

David: Thank you.

Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).

- () 1. The businessman was from Singapore.
- () 2. The business lady was a British.
- () 3. They met on a train on their business trip.
- () 4. They both sell office equipment.
- () 5. Both of them are CEO of their respective company.

Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

- 1. My nationality is _____ .
- 2. I _____ my house from my father.
- 3. We have a special _____ to take us to and from work every weekday.
- 4. At present, I am employed by a clothing factory on a _____ basis.
- 5. I’ m afraid you must have _____ me for someone else. My name is John.
- 6. I have not been here long and have got no _____ job yet.
- 7. Do you live in an _____ or a house?
- 8. I’ m self- _____ . I have a fashion shop for several years.
- 9. I think you gave me the _____ number. I was told “nobody by the name” when I _____ tried to call you up.
- 10. I’ ve been working for the _____ for five years.
- 11. The _____ of my house is very satisfactory.
- 12. We bought the house the same day it came on the _____ .
- 13. I’ m now living in a very quiet _____ .
- 14. I’ m only _____ my 60s.
- 15. I’ m a _____ of New Zealand.

16. I' m a professional _____ .

17. I have a personal _____ in the department where I' m teaching.

18. I' ve heard _____ about you.

19. I' m now _____ direct sales for Hongda.

20. I' m to _____ next year.

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. What do you usually feel when you travel alone?

2. Why do British people like to talk about the weather?

3. What is another popular topic for strangers to talk about?

Phoning

Learning Objectives



Identify
Rhythm&Isochrony



Understand conversations
and passages about
phoning

Know how to
make and receive
a call



Know some
proper etiquette
about phoning

Useful Words and Expressions

administration

available

emergency

engaged

get off the phone

hang up the phone

overseas call

personnel department

random

solution

standard

the other day

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.

1. Can you tell me the telephone number of Holiday Inn?

2. Excuse me, would you mind if I use your phone?
3. Ring up the airport and find out when the plane leaves.
4. I' d like to place an overseas call to London.
5. I' ll put you through.
6. He got off the phone five minutes ago.
7. Please hang up the phone.
8. Hold on, please. I' ll just see if he is in.
9. Your call is through now. Go ahead, please.
10. Can you connect me to Mr. Smith in the personnel department?
11. Could you put me through to extension 1315, please?
12. I called him, but the phone went dead.
13. Wang Lin called in sick today.
14. I' m calling to enquire about flights to Shanghai next Monday.
15. There is no one here by that name.

1. 五分钟之前他挂断了电话。
2. 打扰了，能用一下你的电话吗？
3. 请转 1315 分机。
4. 给机场打个电话，问清楚飞机什么时候起飞。
5. 请把假日酒店的电话号码告诉我。
6. 请接人事处的史密斯先生好吗？
7. 我给你接通。
8. 请稍等。我看看他在不在。
9. 我想往伦敦打个国际长途。
10. 这儿没有叫这个名字的人。

11. 电话已经接通，请讲话。
12. 我打电话给他，但电话不通。
13. 王林今天打电话来请病假。
14. 我打电话询问下星期一飞往上海的班机情况。
15. 请挂断电话。

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: Hello, is that Mr. Porter' s _____ ?

B: Yes, it is.

2. A: I' m sorry. Can you _____ that?

B: Sure. It' s 85021818.

3. A: I' m _____ 2558048. Is this your number?

B: No, this is 2558047.

4. A: Long Distance. May I help you?

B: Yes. I' d like to _____ an overseas call to New York.

5. A: Hello, your party' s line is _____. Would you care to wait?

B: Never mind then. I' ll try again in about one hour. Thank you.

6. A: Are you sure it' s the right number, sir?

B: Yes, I' ve _____ in the telephone book.

7. A: When should he try to _____ you?

B: Anytime before six o' clock.

8. A: I' ll have him call you back. Does he know your phone number?

B: I think _____ .

9. A: Can we _____ it a little earlier?

B: Let me check.

10. A: ABC Co. Ltd. Good morning. Can I help you?

B: Good morning. It's Robert here of Electro Co. Ltd. I'd like to speak to whoever is in _____ of your sales department.

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. He is not in.

B. I am sorry, I'll call you later.

C. I am OK.

D. Thank you.

2 A. Yes, of course.

B. Thank you.

C. That's right.

D. You are welcome

3 A. Sure, it is.

B. Let's go.

C. Yes, it's 86.

D. I see.

4 A. I want to report a fire.

B. It's an apartment.

C. All right.

D. Over there.

5 A. It's expensive.

B. It's wonderful.

C. It's my pleasure.

D. It's a collect call.

6 A. This is Wang Ping.

B. It's 010-6549-7325.

C. The third floor.

D. Try it again later.

7 A. I don't know.

B. It's late.

C. Of course not.

D. Sorry.

8 A. That's the wrong number. B. He is not in now.

C. I don't understand.

D. Of course

9 A. I am looking for Mr. Smith. B. Just a moment, please.

C. Thank you.

D. Talk to you later.

10 A. No problem.

B. OK,thanks.

C. It doesn' t matter.

D. I hope so.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

1 A. Administrator.

B. A job applicant.

C. A junior clerk.

D. A receptionist.

2 A. He got it from newspaper.

B. His friend told him.

C. His teacher told him.

D. We don' t know.

3 A. 24.

B. 23.

C. 22.

D. 21.

4 A. 568-9427.

B. 568-4972.

C. 586-9472.

D. 568-9472.

5 A. By Friday.

B. By next Friday.

C. Late next week.

D. Early next week.

Task5 Listen to the following conversation twice and fill in the blanks with the missing words or phrases.

Mr. Cooper: Operator, I' d like to speak to Miss Wang, please.

Operator: Sorry, I can' t hear you clearly.

Speak _____ , please.

Mr. Cooper: Hello, this is Henry Cooper speaking.

Operator: Who do you want to speak to?

Mr. Cooper: Wang Lin in _____ office.

Operator: Just hold the line a second.

(After a few seconds.)

Operator: Mr. Cooper, your line is _____. Go ahead please.

Mr. Cooper: Hello, Miss Wang. This is Henry. How are you there?

Miss Wang: Hello. I ' m fine. The day before yesterday I gave you a
but you happened to be _____ on business. I asked Miss Zhang to leave a
for you, because it ' s urgent.

Mr. Cooper: Yes. She said you wanted to tell me something important. What is it?

Miss Wang: It ' s the report from the marketing research office on the _____ of
computers in some African countries.

Mr.Cooper: Will you send me an _____ today? After I read it, I ' ll discuss it with
you later.

Miss Wang: All right. By the way, I ' ll be going to New York on
tomorrow and I ' ll be staying there for two days.

Mr. Cooper: Then please call me as soon as you get back, will you?

Miss Wang: OK. But it ' s pretty _____ to reach you.

Mr. Cooper: Sorry about that. You know, I ' ve been busy these days. The
have been down by one third.

Miss Wang: I ' m sorry to hear that and I hope you ' ll soon _____ a
solution to it. Anyway, good luck to you.

Mr. Cooper: Thank you. And good luck to you too.

**Task6 Listen to the following summary and decide whether the following
statements are true (T) or false (F).**

- () 1. Miss Wang left Mr. Cooper a message the other day.
- () 2. They talked about the demand of computers in some African countries.
- () 3. Miss Wang was going to New York on business.
- () 4. The sales had been up by one third.
- () 5. Miss Wang hoped Mr. Cooper could find a solution to the problem soon.

Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

- 1. Good _____ . David Brown' s office.
- 2. When is a good _____ to call?
- 3. This is Prof. Davis from the _____ of Washington.
- 4. Yes. Go _____ , please.
- 5. I _____ if you could take a message for Mr. Wang?
- 6. It' s nice to _____ from you.
- 7. He is not available to _____ your call.
- 8. Please call me _____ 56-3243 when you get back.
- 9. I' m sorry the number' s _____ .
- 10. I wonder if I could make a long _____ call?
- 11. I' d _____ the extension 4130, please.
- 12. I' ve been busy _____ the phone.
- 13. Thanks for _____ my call. Good-bye.
- 14. Call _____ when you' ve got time.
- 15. I' d like to _____ an overseas call to New York.
- 16. How can she _____ in touch with you?

17. Could I _____ a message?

18. 110 Emergency. What' s the _____ ?

19. I' m calling about _____ to Shanghai.

20. May I have him call you _____ ?

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. What would you say first when you receive a phone call?

2. How many times would you allow the line to ring before hanging up?

3. What should be made clear early in the conversation of the call?

Making a Schedule

Learning Objectives



Master basic English expressions related to making a schedule



Understand conversations and passages about making a schedule



Know how to make a schedule



Know some proper etiquette about making a schedule



Useful Words and Expressions

agenda

budget

reception

digit

fax

come to a halt

regarding

disapprove of

give you my word

in favor of

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.

1. I start next Monday. I' ll fly to Hong Kong on CA201.

2. You' ll be met at the airport by Mr. Song of China Resource Co. and then you' ll both

have lunch together.

3. I'm finding out about information regarding your trip to America.

4. I've booked you in Sheraton Hotel for 4 nights till the 20th.

5. We've arrived at a decision now.

6. Well, I'm engaged at that time.

7. I think I would accept your suggestion.

8. I'll fax you the confirmation tomorrow.

9. I must say I disapprove of his arrangement.

10. Would you be in favor of my plan?

11. Sales director wants to see you tomorrow morning.

12. There will be a training of hotel service on Tuesday afternoon.

13. The president will make a presentation at the meeting.

14. I'd like to make an appointment for next Monday.

15. You're supposed to discuss the plan with the marketing director.

1. 会上总裁要作发言。

2. 华润公司的宋先生到机场去接您，然后和您共进午餐。

3. 我已经来喜来登饭店给你们订了房间，4个晚上，到20号。

4. 我明天把确认书传真给你。

5. 我正在了解您出访美国的行程事宜。

6. 我想跟您约定下周一减免。

7. 我们现在已经做出了决定。

8. 喔，我那时有安排。

9. 我想我会接受你的建议。

10. 销售部主任明天想见你。

11. 我得说我不赞成他的安排。
12. 你赞成我的计划吗?
13. 你应该与营销部主任商讨这个计划。
14. 我下星期一动身, 乘 CA201 号班机飞往香港。
15. 周二下午有个酒店服务培训。

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: Are you _____ having a talk with the customer?

B: Yes. I' m all for that.

2. A: Is that really _____ , do you think?

B: Yes, I think so.

3. A: Is there any doubt?

B: No. That _____ fine.

4. A: Are you absolutely _____ ?

B: I give you my word for it.

5. A: Do you _____ ?

B: Yes. I feel that' s quite a good idea.

6. A: Can you _____ it tomorrow?

B: Well, I' m engaged at that time.

7. A: Could we put it _____ until next week?

B: That' s fine with me.

8. A. Is the new plan acceptable?

B: Of course. That' s _____ my opinion.

9. A: How about Saturday?

B: Sunday would be _____ for me.

10. A: I' m afraid we' ll have to _____ our appointment.

B: That' s OK.

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. At seven in the morning.

B. I see.

C. That' s OK.

D. Can you?

2 A. I don' t know.

B. Exactly. I' m all for it.

C. It doesn' t matter.

D. No, thank you.

3 A. OK, I' ll see you then.

B. No, thank you.

C. Come on.

D. Let' s wait and see.

4 A. How about you?

B. What shall I do?

C. That' s fine with me.

D. It is important news.

5 A. Yes, it is necessary.

B. Thank you.

C. It doesn' t matter.

D. I am sorry to hear that.

6 A. It doesn' t matter.

B. I' m sorry. I' ve no idea.

C. Thanks for calling.

D. Yes, I' ll look forward to seeing you there.

7 A. I' ll try my best.

B. It' s fitting out the supermarket.

C. Yes, please.

D. I' ll do it myself.

8 A. If we press on with our work.

B. Come on.

C. In two weeks.

D. Thank you.

9 A. It doesn' t matter.

B. We' ll try out best.

C. It' s by the end of the month. D. It suits us quite well.

- 10 A. It's a secret. B. Come on.
C. I'm sorry. D. I think that's wise.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

- 1 A. In Shanghai. B. In Hangzhou.
C. In Boston. D. In San Francisco.
- 2 A. On Tuesday. B. On Friday.
C. On Saturday. D. On Sunday.
- 3 A. Shanghai. B. Hangzhou.
C. Boston. D. Tokyo.
- 4 A. 21 hours. B. 31 hours.
C. 23 hours. D. 20 hours.
- 5 A. CNY4230. B. CNY5230.
C. CNY4320. D. CNY4023.

Task5 Listen to the following conversation twice and fill in the blanks with the missing words or phrases.

Donna: Hello, Jane. How was the _____?

Jane: Oh, alright. Very busy, of course, but everything went well.

Donna: I'm glad to hear it. Uhm, I'm afraid you have a lot of _____. Here's the list. I've put down most of today's _____ in your diary. I hope you agree. The managing director said he wanted to see you as soon as you got back.

Jane: Oh, dear! He wants the agenda _____ for our monthly meeting today. I must sit down right away and work out what the sales department has to report.

Donna: I said you' d see him at 10 am. Is that OK?

Jane: That' ll be fine, thank you! I have to get the monthly sales report finished today. When can I do that?

Donna: You' ve got appointments all morning. You' ll have to do it later this afternoon.

Jane: I see Judy is coming to the reception. I have to give her a call this evening, is that right?

Donna: Yes, she' ll be back at the hotel _____ six o' clock. Mary Wong wants to speak to you about the reception, too, as soon as possible. I thought you could see her when you got back from your meeting with the managing _____.

Jane: I think I would accept your suggestion.

Donna: The manager wants to see you about the applications for the new jobs in the _____. I said you' d see him at 11 am. Is that alright?

Jane: Yes, I suppose so. If we' re going to interview people I must see him today. Thanks for _____ things. See you later.

Donna: See you later. Oh, and by the way ... Welcome back!

Jane: Thanks.

Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).

() 1. Jane is planning for a business trip

() 2. Jane' s secretary has arranged the day' s work for her.

() 3. Jane has to meet three people today.

() 4. Jane has to finish her monthly sales report today.

() 5. This is really a busy day.

Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

1. The _____ will take 17 months.

2. Would you be in favor _____ my plan?

3. Could you _____ Wednesday?

4. I' m afraid I can' t _____ with you.

5. I' m looking forward to _____ you on Friday.

6. I' d like to _____ an appointment with you.

7.If you try to control our working time, we' ll _____ our creativity.

8.On the other hand, we have to think of the _____ of each department.

9.Even so, I agree that some limits should be _____ .

10. I' m sorry, but that' s _____ of the question.

11. The latest figures _____ that the project is within budget.

12. That' s not really _____ I see it.

13. We have to look at the company as one _____ .

14. Let me _____ my diary.

15. I don' t think that' s a bad idea at _____ .

16. I _____ you my word for it.

17. That' s exactly my _____ .

18. We' ll have to _____ back our meeting.

19. Any day next week will _____ .

20. That sounds _____ .

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. What does a famous phrase say?

2. What if the work is completed before the planned time?

3. What if the work is completed after the planned time?

Making Reservations

Learning Objectives



Master basic English expressions related to making reservations



Understand conversations and passages about making reservations



Know how to make reservations



Know some proper etiquette about making reservations



Useful Words and Expressions

guarantee

nephew

niece

lodge

operator

preference

receipt

specify

vacancy

vacant

valid

booster seat

in advance

parking lot

Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match

the English sentences with their Chinese equivalents.

1. Please reserve a single room under the name of Mr. Wang.
2. I want to book a single room for next Tuesday.
3. I' d like a room with a view of the sea.
4. How long will you be staying?
5. I want a double room with two single beds.
6. Do you have any vacant /spare rooms in the hotel?
7. We' ll give you a 10% (ten percent) discount.
8. I want to book a second-class one-way ticket to Chicago, please.
9. I' d like to reserve two seats for tomorrow night.
10. This is a receipt for paying in advance. Please keep it.
11. Would you please make my reservation to New York for tomorrow?
12. How much does a round trip ticket to go there cost?
13. I made a reservation in Hong Kong.
14. How long is the ticket valid?
15. What is the room rate, please?

Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.

1. A: I' d like to book a single room with a bath from the _____ of October 4 to the morning of October 10.

B: That' s fine, sir.

2. A: Hello, Grand Hotel. May I help you?

B: Yes, I want to _____ a deluxe suite.

3. A: I made a reservation in Beijing yesterday. My name is Robert.

B: Yes, we _____ have a reservation for you.

4. A: What kind of room would you like to book?

B: I want a _____ room with a bath.

5. A: How much a day do you charge?

B: It is 500 yuan a day including _____ fee, but excluding service charge.

6. A: What is the rate, please?

B: The _____ rate is 150 dollars per night.

7. A: Can I book a single room for my friend as he will _____ in Shanghai tomorrow morning?

B: That' s okay. No problem.

8. A: What' s the price _____ ?

B: A double room with a front view is 340 dollars per night; one with a rear view is 300 dollars per night.

9. A: I' d like to book three seats on today' s morning flight to Greece, please.

B: Sorry. We have only one _____ left for the morning flight at 11. How about the afternoon flight at 4?

10. A: Can I help you?

B: Yes, I' d like a _____ on this ticket.

Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.

1 A. No, thanks. B. We do have three tickets available for that day.

C. No, you are wrong. D. Yes, please.

2 A. I am sorry to hear that. B. You are welcome.

- C. The current rate is \$ 50 per night. D. Yes, here you are.
- 3 A. It' s my pleasure. B. Yes, I see.
 C. Yes, we still have some. D. Yes, it is Moore Belknap.
- 4 A. Good for you. B. It' s my pleasure.
 C. I' ll put in the room number for you later.
 D. It was no trouble.
- 5 A. Yes, of course. B. I hope so.
 C. Try it again later. D. I am sorry about that.
- 6 A. I' d like a cup of tea. B. I' d like a room with a nice view.
 C. It doesn' t matter. D. I' m sorry. This is the best one.
- 7 A. Yes, both are OK. B. I think you are wrong.
 C. It is ¥240. D. Don' t worry about it.
- 8 A. Sorry, but all seats are sold out.
 B. OK. Just a moment, please.
 C. I hope so.
 D. I don' t understand.
- 9 A. You are welcome. B. At the airport counter, please.
 C. That' s true. D. Yes, please wait a muniute.
- 10 A. Yes, speaking. B. Sorry, all the flights are full.
 C. No, thank you. D. I think so.

Task4 In this task, you will hear one long conversation. After the conversation, there are some recorded questions. Both the conversation and the questions will be spoken twice. Listen carefully and choose the right answers to the questions you hear.

1 A. Friday, 5 o' clock.

B. The 24th, 5 o' clock.

C. The 24th, 7 o' clock.

D. Friday, 6 o' clock.

2 A. 2.

B. 7.

D. 6.

D. 4.

3 A. A table by the window.

B. Non-smoking.

C. Away from the kitchen.

D. All the above.

4 A. Behind the restaurant.

B. In front of the investment.

C. Beside the restaurant.

D. No parking lot at all.

5 A. 2.

B. 7.

C. 6.

D.4.

Task5 Listen to the following conversation twice and fill in the blanks with the missing words or phrases.

Receptionist: Advance Reservations. Can I help you?

Mr. Moore: Yes, I' d like to book a _____ room with a bath from the afternoon of January 8 to the morning of January 12.

Receptionist: Yes, we do have a single room available _____ those dates.

Mr. Moore: What is the rate, please?

Receptionist: The current _____ is \$160 per night.

Mr. Moore: What services come with that?

Receptionist: For \$160 you' ll have a radio, a color television, a telephone and a major international newspaper _____ to your room every day.

Mr. Moore: That sounds not bad at all. I' ll _____ it.

Receptionist: Very good. _____ you tell me your name, sir, please?

Mr. Moore: Yes, it is Moore.

Receptionist: How do you _____ it, please?

Mr. Moore: It' s M-O-O-R-E.

Receptionist: M-O-O-R-E. What about your telephone number?

Mr. Moore: (601)264-9716. By the way, I' d like a _____ room away from the street if that is possible.

Receptionist: A quiet room away from the street is preferred. OK. We' ll mail you a reservation card confirming your _____ as soon as possible. We look forward to your visit.

Mr. Moore: Thank you and good-bye.

Receptionist: Good-bye.

Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).

() 1. Mr. Moore wants to book a single room without a bath.

() 2. Mr. Moore would stay in the hotel for four nights.

() 3. Mr. Moore has to pay \$ 160 for his stay in the hotel.

() 4. The room Mr.Moore reserves has a radio, a color television, a telephone and a fax.

() 5. The hotel reception will confirm Mr. Moore' s booking by mailing him a reservation card.

Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.

1. I want to fly to _____ on Sunday. Are there any seats available?

2. I' d like to get two _____ for the concert on Saturday.

3. What time does the first train to Boston _____ ?

4. What time does the plane _____ ?
5. Do you have a flight to New York departing at about 10 am next _____ ?
6. _____ for a one-way ticket to Shanghai?
7. Is _____ included in the price?
8. Please give me a _____ .
9. Can I have a card with the hotel' s _____ ?
10. Would you fill in this registration _____ ?
11. The room is on the 14th _____ and the daily rate is \$190.
12. You forgot to put in the date of your _____ .
13. Would you please fill out this form while I _____ your key card for you?
14. By the way, I' d like a quiet room away from the street if this is _____ .
15. Sorry, we have no vacant room for you. But I can recommend you go to the Orient Hotel where you may get a _____ room.
16. Have you got _____ with the check-in procedure?
17. I won' t _____ this baggage.
18. The _____ number is AK708 on September 5.
19. Could you _____ tell me the departure time?
20. If there are no rooms available for the above dates, please _____ me as soon as possible as I must look for another hotel.

Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.

1. When you call a hotel to make a reservation, what should you tell the guest services operator?

2. What would you like to find out when you ask for the room rate?

3. Why is it recommended to reserve the room with one's credit card?