

職場商務英語 完全攻略

WORKPLACE ENGLISH

A Hands-On Course for Workplace Professionals

涵蓋商務、職場 10 大課程，商用英語能力再進階

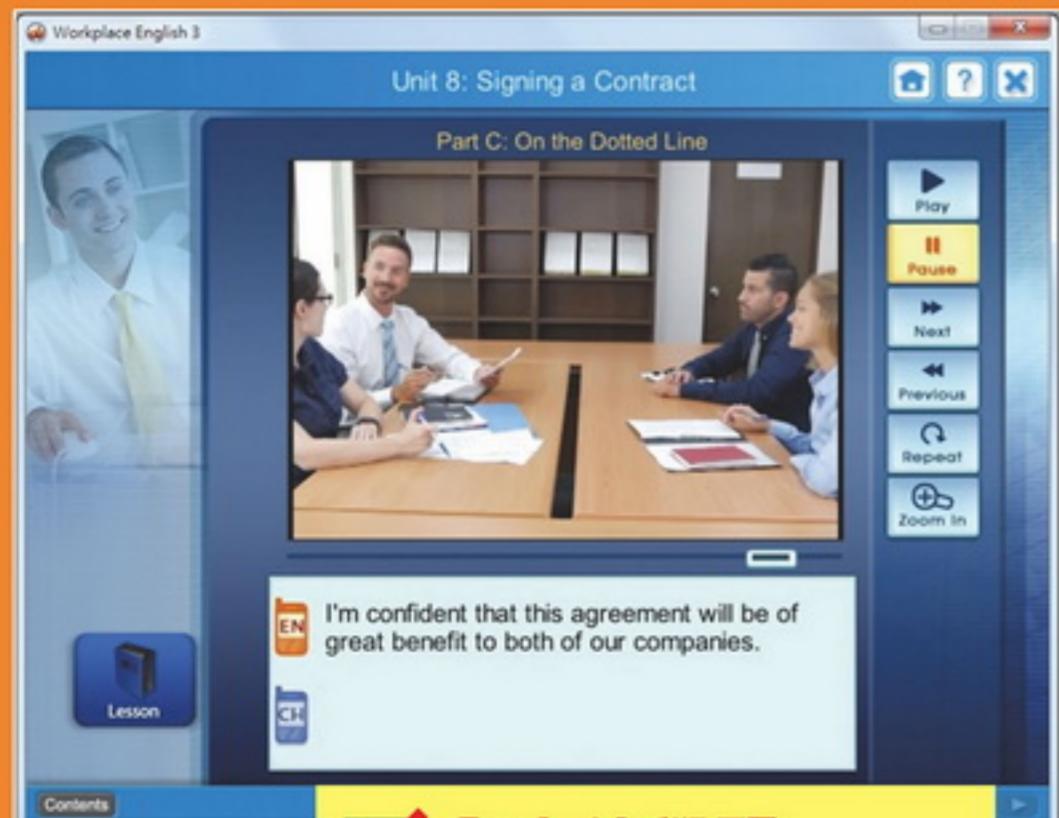
✓ 主題多元

從商務禮儀、業務銷售到客戶服務，囊括各類實務商業英語主題。

面試 / 商務禮儀 / 業務銷售 / 商展 / 簡報 / 談判協商 / 客戶服務

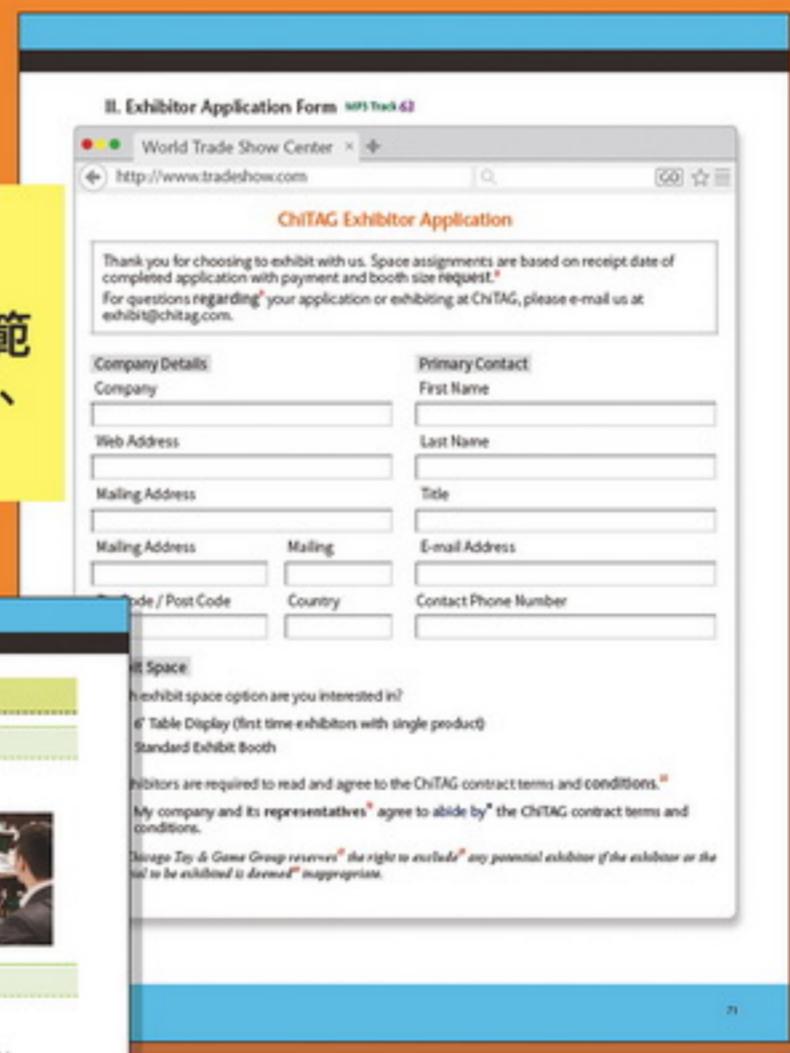
✓ 實戰技巧

職場必備實戰對話及範例，如商展申請、合約、訂單等。



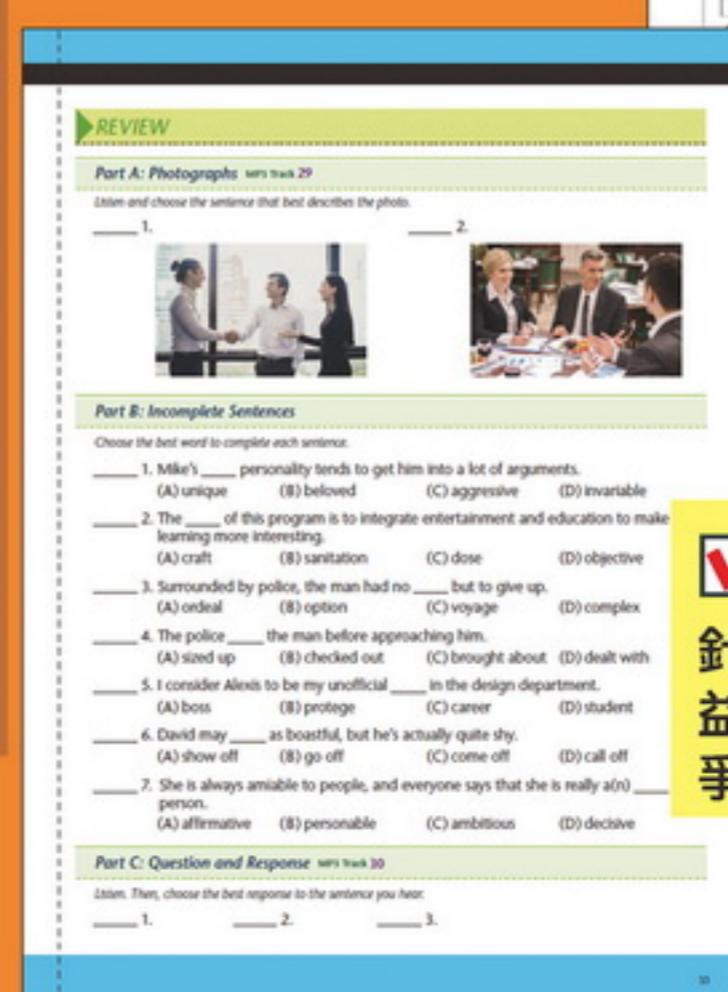
✓ 全方位學習

搭配實景影片、商務書信範例，有效強化職場英語聽、說、讀、寫能力。



✓ 擬真考題

針對課程內容設計擬真多益試題，提升商業英文競爭力。





Part A: Express Yourself

Sam is in an interview. The interviewer asks him to talk about himself.

S: Sam I: Interviewer

S: Good morning!

I: Good morning. Have a seat.

S: Thank you.

I: Why don't you get the ball rolling[♦] by telling me about yourself?

S: My pleasure. My name is Sam Jones. I graduated *magna cum laude* from Indiana University two years ago with a major in business. I like to think of myself as a fast learner who's quick to pick things up.

I: Of course you can learn a lot in the classroom, but how did you fill the rest of your time at college? Any **extracurricular**¹ activities?

S: I'm glad you brought that up. While I was at IU, I started my own small company selling sportswear.

I: Now this is **intriguing**.² Please **elaborate**.³

S: Sure. I sold T-shirts and sweatshirts with my university's logo on them, usually at school sporting events. I also set up a website to sell my products online.

I: And was your business successful?

S: Yes! I'm proud to say that my small company was able to turn a profit. The money from this **enterprise**⁴ went towards my tuition. I also learned a lot.

I: Such as?

S: I learned that I'm a self-starter and a decision-maker. As an **entrepreneur**,⁵ I also discovered that my success is directly tied in to how hard I work.

I: Those are valuable lessons. We certainly like employees who aren't afraid to **take the bull by the horns**.[♦]

S: Well, I fit the bill^{*} in that regard.[♦]





Listening Comprehension MP3 Track 2

Listen and answer the questions.

- a. Outside school b. Fun
 c. Sports d. Educational
- a. Become bigger b. Pay bills
 c. Make money d. None of the above
- a. He prefers working alone.
 b. He has the qualities the interviewer requires.
 c. He has learned that hard work is linked to success.
 d. He paid for university with his company's profits.

► Language Notes

Word Bank MP3 Track 3

1. extracurricular [ˌekstrəkəˈrɪkjələr] *adj.*

The school offered several extracurricular programs for students.

2. intriguing [ɪnˈtrɪgɪŋ] *adj.*

The longer he stayed there, the more intriguing Duncan found India.

3. elaborate [ɪˈlæbəret] *v.*

My manager has asked me to elaborate on my proposal to cut company costs.

4. enterprise [ɛntrəˈprɪz] *n.*

Despite several problems, Eloise was confident that her latest enterprise would be a success.

5. entrepreneur [ˌɑːntrəprəˈnɜːr] *n.*

Jim's father is an entrepreneur who has started several small companies.

Phrases

◆ get the ball rolling

Justine was worried that if she didn't get the ball rolling with her vacation plans, the flights might be too expensive.

◆ take the bull by the horns

Umberto was never scared of a challenge and always prepared to take the bull by the horns.

◆ fit the bill

The director held an audition for the lead role in his film but didn't think any of the actors fit the bill.

◆ in that regard

Although Murray's salary was not very high, he enjoyed his work and felt fortunate in that regard.

FYI

magna cum laude

stems from Latin, means someone's academic performance is excellent

 English Corner

 I. Listening Practice MP3 Track 4

Listen and fill in the blanks.

I: Interviewer J: Jamie

I: Jamie, please tell me more about your _____, _____. Specifically, what courses did you take that helped prepare you for this _____?

J: As a business major, I'm familiar with a range of sales and marketing techniques that would be valuable for this job.

I: What would you say are your greatest _____?

J: I would say that my strong work ethic is definitely one of my strengths. I believe application and hard work are crucial to success.

I: What about your _____?

J: Perhaps I'm too much of a perfectionist, which admittedly causes me a bit of stress sometimes.

 II. Speaking Practice

Check the following personality traits you have. Then, introduce yourself to a partner.

<input type="checkbox"/> optimistic	<input type="checkbox"/> open-minded	<input type="checkbox"/> ambitious	<input type="checkbox"/> hardworking	<input type="checkbox"/> honest
<input type="checkbox"/> dedicated	<input type="checkbox"/> self-motivated	<input type="checkbox"/> responsible	<input type="checkbox"/> easygoing	<input type="checkbox"/> careful
<input type="checkbox"/> dynamic	<input type="checkbox"/> mature	<input type="checkbox"/> patient	<input type="checkbox"/> cooperative	<input type="checkbox"/> passionate
<input type="checkbox"/> team-oriented	<input type="checkbox"/> sensitive	<input type="checkbox"/> thoughtful	<input type="checkbox"/> smart	<input type="checkbox"/> humorous

 III. Reading Practice

Put the following sentences into the correct order.

- A. So, please tell me a little bit about yourself.
- B. Let me ask you, where do you see yourself in five years?
- C. My goal is to be able to grow with a company and continue to take on new challenges that will test me and make me a better employee.
- D. As you already know, this company is well respected. Working here would be a dream come true.
- E. Well, I'm originally from Ohio, but I moved to Los Angeles four years ago to attend UCLA.
- F. Wonderful. Why are you interested in working for our company?

Interviewer: _____

Interviewee: _____

Interviewer: _____

Interviewee: _____

Interviewer: _____

Interviewee: _____



Part B: The Right Answers

Listen and fill in the blanks.

- A. Why did you leave that job?
- B. What did you do there?
- C. Why should I hire you?
- D. How are you at working with a team?

The interviewer is interviewing Sam and asking him questions.

S: Sam I: Interviewer

I: I see here on your resume, Sam, that you worked at Paulson Appliances after graduating.

S: Correct. I wanted to get some experience in a small, family-run business right off the bat.*

I: _____

S: I started off as a sales assistant and worked my way up to regional sales manager.

I: _____

S: I felt that I was ready to take my career to the next level and take on bigger challenges at a larger company like this one.

I: Speaking of which, tell me what you know about us.

S: To begin with, you're a multinational company that's looking to expand its presence on the Internet.

I: That's right. And you could play a role in doing that?

S: Definitely. I've already **administered**¹ my own website and **headed up**⁴ online sales teams. I can raise your company's profile on social networking sites, like Facebook.

I: _____

S: I'm a great team player. I'm adaptable and cooperative, and I can lead or be led.

I: OK. I'm going to lay it on the line:♦ _____

S: I can step in and contribute from day one. I am the ideal candidate² to spearhead³ your online expansion.⁴

I: Good. That about wraps things up on my side. Any questions for me?

S: Yes. I recently read about your plans to enter the Asian market. Could you tell me more about this?

**Listening Comprehension** MP3 Track 6

Listen and answer the questions.

1. a. It is run by Sam's family.
 b. It sells sports goods.
 c. Sam started there straight after university.
 d. It is a large business.

2. a. He has experience at a multinational company.
 b. He knows how to expand businesses.
 c. He is knowledgeable on global expansion.
 d. He has experience working with the Internet.

3. a. She has finished.
 b. She wants to put on her coat.
 c. She needs Sam's e-mail address.
 d. She is happy with Sam's performance.

► Language Notes

Word Bank MP3 Track 7

1. administer [əd'miñstə] v.

My doctor administered a course of medication for my stomach problem.

2. candidate [kændə'det] n.

We are spoiled for choice with candidates for this position, even receiving some international applications.

3. spearhead [spɪə'hed] v.

The software firm hoped its new product would spearhead a move into the cell phone sector.

4. expansion [ɪk'spænʃən] n.

Many companies are looking into expansion overseas to increase profits.

Phrases

◆ right off the bat

The increase in health care premiums is expected to affect families right off the bat.

◆ head up

The police officer was chosen to head up a new task force on street crime.

◆ lay sth on the line

I have to lay it on the line that I don't like people who are dishonest, so don't lie to me.

► English Corner



I. Listening Practice MP3 Track 8

Listen to the monologue and answer the questions.

1. What do Ann and Mr. Lee share at the start of the interview?
 a. A gesture b. A handshake
 c. A hug d. A wink
2. What did drama club teach Ann?
 a. How to get people to work together b. How to make a sale
 c. How to write papers d. How to act in front of people
3. According to Ann, what is her weakness?
 a. Not working hard enough b. Not willing to give up
 c. Not working well in a team d. Not asking questions



II. Matching

Choose the best response for each question.

Question	Response
___ 1. Why do you want to work for us?	A. I'm hardworking, organized, and I'm a team player.
___ 2. What would you say are your strong points?	B. I want to be part of a progressive company. I believe I would make a valuable addition to J&R company.
___ 3. Why do you consider yourself qualified for the job?	C. I have the educational background and experience required for the position.
___ 4. What made you decide to leave your last job?	D. I'm looking for something more challenging.



III. Speaking Practice

Create a conversation using the cues. Take turns playing the role of interviewer and interviewee.

Interviewer	Interviewee
<ul style="list-style-type: none">• What are your long-term career goals?• What would your dream job be?• What would you say has been your greatest accomplishment in your present job?• What have you got to offer to a prospective employer?	<ul style="list-style-type: none">• _____• _____• _____• _____• _____



Part C: Job Offers and Job Rejections

I. The Polite Reminder [MP3 Track 9](#)

Fill in the blanks with the words provided.

A. starting salary B. on board C. position D. paid vacation

Dear Mr. Smith,

On behalf of* VIP Technologies, I am pleased to confirm an offer of employment for the _____ of assistant manager in our sales department.

As was discussed in your interview of December 15, the starting date is January 10. Your _____ will be \$3,000 per month, which will be paid on the tenth of every month. As a full-time employee, you will be eligible¹ for full medical and dental coverage² as well as tuition reimbursement³ for selected courses. You are entitled⁴ to seven days of _____ during your first year of employment.

Please let us know at your earliest possible convenience whether you will be accepting this offer. If you have any questions about the terms or responsibilities of this job, please feel free to contact me at anytime. We would like to thank you for your interest in VIP and look forward to welcoming you _____ soon.

Sincerely,

Anna Táleveski

VIP Technologies

Human Resources Department

II. Job Rejections [MP3 Track 10](#)

Choose the best word for each blank.

Dear Ms. Jones,

We would like to thank you for your interest in the entry-level marketing position at ValuLeader and for _____ the interview with us on December 14. Unfortunately, after careful _____, we have determined that we are unable to extend an _____ of employment to you at this time.

We were certainly impressed by your academic achievements and your extensive⁵ work experience, and your enthusiasm⁶ for this job also came through* quite clearly in the interview. There is no doubt that you will have every success in eventually securing a job that suits your unique blend⁷ of talents and skills.

—❶—, we appreciate your interest in ValuLeader and would like to thank you for taking the time to interview with us. We wish you all the best in your job search and future endeavors.⁸

Sincerely,

Robert Massamino

ValuLeader

Marketing Department

_____ 1. (A) attend	(B) to attend	(C) attends	(D) attending
_____ 2. (A) consideration	(B) confident	(C) conclusion	(D) cooperation
_____ 3. (A) apply	(B) offer	(C) interview	(D) payment
_____ 4. (A) However	(B) Once again	(C) Eventually	(D) In addition

► Language Notes

Word Bank MP3 Track 11

1. eligible [ə'lædʒə'bəl] *adj.*

After working here for two years, employees are eligible for a three-week paid vacation.

2. coverage [kə'verɪdʒ] *n.*

The company is working hard to improve employees' health coverage.

3. reimbursement [ri'imbə'sment] *n.*

The company will provide you cost of living reimbursement if you are expatriated.

4. entitle [ɪn'taɪtl] *v.*

Workers in the U.K. are entitled by law to two 15-minute breaks every day in addition to a lunch break.

5. extensive [ɪk'stensɪv] *adj.*

Our company offers an extensive range of cosmetics for all types of skin.

6. enthusiasm [ɪn'θjuːzɪæzəm] *n.*

Any product will sell better if the sales staff shows enthusiasm for it.

7. blend [blend] *n.*

This book was fun to read, for it is a blend of humor and history.

8. endeavor [ɪn'deɪvə] *n.*

Our endeavors to win customer loyalty have paid off.

Phrases

◆ on behalf of

On behalf of the board and CEO of Unicorp, I welcome all of you.

◆ come through

Jenna's involvement in and influence on the art project undeniably came through on the finished piece.

► English Corner



I. Writing Practice

Fill in the blanks with the sentence patterns for a thank-you letter.

- **Thank you for** taking time out to interview me.
- **This is to thank** you for interviewing me on Thursday, January 8.
- **My thanks for** your walking me through the details of the job.

_____ meeting with me this afternoon to discuss the managerial position.

- The interview reinforced **my strong interest in becoming** a part of your company.
- Please know that **I am very interested in the position.**

Please know that _____ working at your company and look forward to hearing from you soon.

- **I look forward to** hearing from you at your earliest convenience.
- **I hope we will be in touch again soon.**

_____ knowing your decision on the position in the near future.



II. Writing Practice

Read the interview follow-up letter, and then practice writing your own letter.

Dear Mr. Paulson,

This is to thank you for interviewing me on Thursday, January 8. It was a pleasure meeting you.

Thank you too for taking time out to explain some of the finer points of the position. I believe my strengths, which

~~we discussed~~, would be an asset to J&K

Company. I look forward to hearing from you at your earliest convenience.

Sincerely,

Gloria Bullington

Dear _____,

This is to _____

I look forward to _____



Part D: Saying Yes or No to a Job

I. Saying Yes to a Job MP3 Track 12

Fill in the blanks with the words provided.

A. feel free B. offer C. starting salary D. joining

February 21, 2018

Rod Phillips
Marketing Manager
Denton Corporation

Dear Mr. Phillips,

Thank you very much for your recent _____ of employment at Denton Corporation. It is with great pleasure that I accept this job offer.

As we discussed, my employment will begin March 1, and I will be _____ the marketing department as an assistant, with a focus on **social media**.¹ My _____ will be US\$4,000 per month, and I will receive full health-insurance coverage once I begin my employment. I will also be eligible for Denton's 401(k) program.

I am confident I can make an immediate **impact**² with Denton, and look forward to getting started. If you have any questions, please _____ to call me at 219-234-4567.

Sincerely,
Tammy Snyder
33 Tyler Street
Munster, Indiana 46222



Reading Comprehension

Answer the questions.

_____ 1. What will the writer NOT get as part of the job?
 a. A monthly salary b. Eligibility for Denton's 401(k) program
 c. Health care d. Free social media

_____ 2. Which of the following is most likely true?
 a. The writer is applying for a job. b. The writer has met Rod Phillips before.
 c. The writer has not been offered a job d. The writer is refusing employment.

► Language Notes

Word Bank MP3 Track 14

1. social media ['sofələ] ['midiə] *n.*

As Twitter gears up for its public debut, the comparisons with another social media IPO are of course inevitable.

2. impact ['ɪm-pækt] *n.*

Recent events in Europe have had some impact on stock markets in America.

3. advantage [əd'væntɪdʒ] *n.*

Because Edward is so tall, he has an advantage when he plays basketball.

FYI

401(k) program

a retirement fund deposit system which is established by IRS (Internal Revenue Service)

► English Corner



I. Listening Practice MP3 Track 15

Listen and answer the questions.

1. Where are Sebastian and Bianca looking for jobs?

- a. They are looking for work at a local job center.
- b. They are looking at advertisements in a newspaper.
- c. They are trying to get some ideas from the television.
- d. They are looking at job websites on the computer.

2. What kind of job is Bianca interested in?

- a. She wants to tell people how to save their money.
- b. She wants to be able to talk to people.
- c. She wants to teach elementary school children.
- d. She wants to sell things in her own store.

3. What else does Bianca want in her job?

- a. She wants to earn a lot of money quickly.
- b. She wants to work somewhere near her home.
- c. She wants to work all day instead of a few hours.
- d. She wants to play some fun and interesting games.