



# 職場實用英語

# 完全攻略



**涵蓋職場10大課程，商用英語初學者必備**

● 從接待訪客、打電話、寫 Email 到與客戶開會，  
囊括各類實用社交商務英語。

● 搭配實景影片、商務書信範例，  
奠定職場英語聽、說、讀、寫能力。

● 針對課程內容設計擬真多益試題，  
提升商業英文競爭力。

**LiveABC**  
First Choice in Digital Language Learning

**【點讀版】**  
本書內容支援發音點讀筆  
內附雙重功能 DVD-ROM

1. 學習數位光碟 for PC 2. 聲讀 MP3

# Meeting for the First Time



**Checklist** ▶ *In this lesson, you will learn about . . .*

- Greeting visitors
- Making visitors feel welcome
- Making introductions

**Get Ready** ▶ 

1. *How do you introduce yourself?*
2. *What does a receptionist do? How about an assistant?*
3. *Have you ever been late to something? What happened?*



## Part C: Introductions

Listen and fill in the blanks.

- A. expected
- B. introduce
- C. waiting
- D. working

Mindy **introduces** Mr. Tucker **to** the two **visitors**<sup>1</sup>.

**M:** Mindy      **C:** Cal      **T:** Mr. Tucker      **E:** Eddie



**M:** Mr. Tucker, I'd like to ①\_\_\_\_\_ you to Mr. Hanes and Mr. Jackson from Maxwell Group. Gentlemen, this is Mr. Tucker.

**C:** Nice to meet you.

**T:** Pleased to meet you, too. Sorry to **keep you waiting**. My earlier meeting was longer than I ②\_\_\_\_\_.

**C:** We really didn't **mind**<sup>2</sup>. We weren't ③\_\_\_\_\_ for very long, and Mindy made us feel very welcome.

**E:** We're just happy that we can **finally**<sup>3</sup> **get together** to discuss our **project**<sup>4</sup>.

**T:** Well, let's **get started** then. Please, gentlemen, **have a seat**. Would you like more coffee?

**C:** No, thanks. I'm fine.

**T:** Mr. Hanes, how about you?

**E:** I could **go for** another cup, but maybe in a few minutes.

**T:** OK. First, I want to let you know that I'm very **excited about** our companies ④\_\_\_\_\_ together.



## Listening Comprehension

Answer the questions based on the conversation.

- \_\_\_ 1. Why was Mr. Tucker late?
  - a. He forgot about the meeting.
  - b. Mindy didn't tell him to go to the meeting.
  - c. He was in another meeting.
  - d. He was getting coffee for the meeting.
  
- \_\_\_ 2. How did Cal and Eddie feel about waiting?
  - a. They were very upset.
  - b. It didn't bother them.
  - c. It surprised them.
  - d. They didn't know about it.
  
- \_\_\_ 3. What does Mr. Tucker ask the men to do?
  - a. Drink their coffee
  - b. Introduce each other
  - c. Sit down
  - d. Move their chairs

## Language Notes

MP3 Track 9

### Word Bank

#### 1. visitor [vɪzɪtə] *n.*

The company had three visitors come in this afternoon.

#### 2. mind [maɪnd] *v.*

I'm glad that Polly didn't mind that she had to work late.

#### 3. finally [fæɪnəlɪ] *adv.*

Dave finally got a new job. He's been looking for one for over a year.

#### 4. project [prədʒɛkt] *n.*

Our department was given a project to complete by the end of the month.

#### get together

Let's get together after work and have dinner.

#### get started

The office can get started on your order when you're ready.

#### have a seat

A: Do you have a minute to talk?

B: Sure. Have a seat.

#### go for

I could really go for some Thai food for lunch.

#### (be) excited about sth

Are you excited about your new job?

### Phrases

#### keep sb waiting

You shouldn't keep a new client waiting for long.

#### Sentence Patterns

#### introduce A to B

- Can you introduce me to your boss?

## ► English Corner



### I. Useful Expressions

Apologizing	Responding to an Apology
I'm sorry ( <i>that I didn't call</i> ).	I don't mind.
I apologize ( <i>for coming to work late</i> ).	It's/That's OK.
Please accept my apologies ( <i>for being so loud</i> ).	No problem.
Please forgive me ( <i>for not going</i> ).	It's not a big deal.



### II. Joining the Sentence Parts

Join the two parts of the sentences together.

_____ 1. Let's get started	a. some tea?
_____ 2. Pleased to	b. working with you.
_____ 3. I'm glad that	c. meet you.
_____ 4. Would you like	d. have a seat.
_____ 5. I'm excited about	e. on the project.
_____ 6. Please	f. for a cup of coffee?
_____ 7. Could you go	g. keep you waiting.
_____ 8. I'm sorry to	h. we could get together.



### III. Speaking Practice MP3 Track 10

Work in a small group. Take turns introducing each other. Then listen to Track 10 for sample conversations.

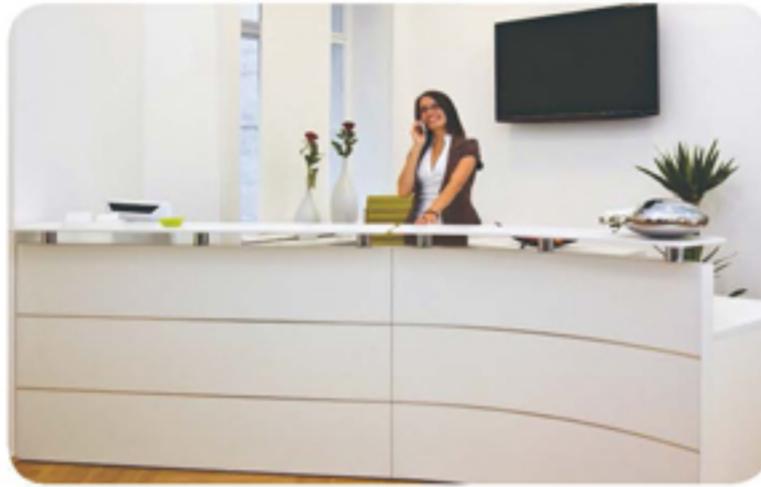
Introductions	Responses
This is . . .	Nice to meet you.
I'd like to introduce you to . . .	Pleased to meet you.
I don't think you've met . . .	I'm glad we've finally been able to meet.
I'd like you to meet . . .	It's a pleasure to meet you.
Have you met . . .?	How do you do?

## ► REVIEW

### Part A: Photographs MP3 Track 11

Listen and choose the sentence that best describes the photo.

\_\_\_\_\_ 1.



\_\_\_\_\_ 2.



### Part B: Question and Response MP3 Track 12

Listen and choose the best response to the sentence you hear.

\_\_\_\_\_ 3.

\_\_\_\_\_ 4.

\_\_\_\_\_ 5.

\_\_\_\_\_ 6.

\_\_\_\_\_ 7.

### Part C: Short Conversation MP3 Track 13

Listen and answer the questions.

\_\_\_\_\_ 8. Who is Lana?

- (A) She is the man's assistant.
- (C) She is Ms. Henry.
- (B) She is Ms. Henry's assistant.
- (D) She is Ms. Henry's manager.

\_\_\_\_\_ 9. Why does Lana apologize?

- (A) She doesn't know the man.
- (C) The man is very busy.
- (B) She is late.
- (D) Ms. Henry isn't there.

\_\_\_\_\_ 10. What did the man expect?

- (A) He expected to meet Ms. Henry.
- (B) He expected to get together with Lana.
- (C) He expected to make plans with Ms. Henry.
- (D) He expected to meet Lana.



## Part A: Incoming Calls

Hannah is answering calls coming into the office.

H: Hannah J: John S: Sam

H: Harlow Corporation<sup>1</sup>, Mr. Horner's office, Hannah speaking. How can I help you?

J: Good morning, Hannah. My name is John Umber. I need to speak to Matt Horner.

H: OK, Mr. Umber. Please hold<sup>2</sup>. I'll make sure he is available<sup>3</sup>.

J: Thank you very much.

(Hannah checks if Matt Horner is available.)

H: All right, Mr. Umber. I'll put you through to Mr. Horner.

J: Thanks.

(The phone rings again.)

H: Harlow Corporation, Mr. Horner's office. This is Hannah speaking. Can I help you?

S: Hello. This is Sam Jackson. Is Matt available? I need to talk to him.

H: I'm sorry. His line's busy at the moment. Can you hold?

S: Actually<sup>4</sup>, I don't have much time to wait right now.

H: I do apologize, but I'm afraid Mr. Horner is not available at the moment. Can you call back later?

S: Sure. I'll try again in about an hour.





## Listening Comprehension

Answer the questions based on the conversation.

\_\_\_\_ 1. Why does Hannah ask the first caller, John, to hold?

- a. The man John wants to talk to isn't there.
- b. She needs to check if Matt is free.
- c. She doesn't know who John wants to talk to.
- d. There isn't anyone in Matt's office.

\_\_\_\_ 2. Who was put through to Matt?

- a. Sam
- b. Hannah
- c. John
- d. Matt

\_\_\_\_ 3. What will the second caller, Sam, do?

- a. Sam will find Matt in his office.
- b. Sam will wait for a moment.
- c. Sam will call again later.
- d. Sam will talk to Matt now.

## Language Notes

MP3 Track 15

### Word Bank

#### 1. **corporation** [kɔrpə'reʃən] *n.*

My friend works for a large corporation in Tokyo.

#### at the moment

Tom is not in the office at the moment.

#### 2. **hold** [həld] *v.*

Please hold for a moment, and I'll find him.

#### 3. **available** [ə'veləb] *adj.*

Tim wasn't available, so I went to lunch with Anna.

#### 4. **actually** [æk'tʃuəlɪ] *adv.*

I've actually never met him before.



### Phrases

#### **put sb through**

The secretary put me through to the manager.

## ► English Corner



### I. Completing the Sentences

Use the words in the box to complete the sentences.

actually	available	corporation	hold	moment	through
----------	-----------	-------------	------	--------	---------

1. George can speak to you now. I'll put you \_\_\_\_\_ to him.
2. I'm sorry. Sarah's not here at the \_\_\_\_\_.
3. James is busy now. Can you \_\_\_\_\_?
4. I called the \_\_\_\_\_ to see if I could work there.
5. No one is \_\_\_\_\_ to help me today.
6. I didn't \_\_\_\_\_ do the work. Someone else did.



### II. Sequencing

MP3 Track 16

Listen and number the statements in the order you hear them. (1-5)

- \_\_\_\_\_ Is he available?
- \_\_\_\_\_ I'll put you through when he's free.
- \_\_\_\_\_ How can I help you?
- \_\_\_\_\_ I can hold.
- \_\_\_\_\_ His line's busy at the moment.



### III. Role Play

MP3 Track 17

Create a conversation using the cues. Take turns doing each part. Then listen to Track 17 to compare your conversation.

Student A	Student B
Hello. How can I help you?	I need to speak to <u>(name)</u> . Is he/she available?
Let me check if he/she is free.	OK.
<u>(name's)</u> line is busy at the moment. Can you hold?	Actually, <u>(reason/excuse)</u> . I'll call back <u>(time)</u> .
All right. Have a nice day.	Thank you.



## Part B: Outgoing Calls

Listen and fill in the blanks.

- A. Can you give me
- B. Can you please
- C. Could I speak to
- D. I'd like to speak to
- E. Please hold

Hannah is trying to **contact**<sup>1</sup> John Umber.

T: Tyler      H: Hannah      R: Randy



**T:** Thank you for calling Speedy Offices. This is Tyler. How can I help you?

**H:** Hello, Tyler. I'm Hannah from Harlow Corporation. ①\_\_\_\_\_ Mr. Umber, please?

**T:** I'd be happy to **transfer**<sup>2</sup> your call. ②\_\_\_\_\_ his **extension**<sup>3</sup> number, please?

**H:** Yes, it's 384.

**T:** OK. ③\_\_\_\_\_ for a moment.

(Tyler transfers the call.)

**R:** Good afternoon. This is Randy in the **Legal**<sup>4</sup> Department.

**H:** Good afternoon, Randy. ④\_\_\_\_\_ Mr. Umber, please. I'm Mr. Horner's assistant at Harlow Corporation. I'm calling about Mr. Umber's plans for next week. I need to know whether a meeting would be possible.

**R:** I see. Well, Mr. Umber isn't in his office right now. However, he should be with someone in the Sales Department.

**H:** ⑤\_\_\_\_\_ put me through to him there?

**R:** No problem. I can transfer your call right now.



### Listening Comprehension

Answer the questions based on the conversation.

- \_\_\_ 1. Who does Hannah want to talk to?
  - a. She wants to talk to Tyler.
  - b. She wants to talk to her boss.
  - c. She wants to talk to Mr. Umber.
  - d. She wants to talk to Randy.
  
- \_\_\_ 2. Where is Randy?
  - a. At the reception desk
  - b. In the Sales Department
  - c. At Harlow Corporation
  - d. In the Legal Department
  
- \_\_\_ 3. What does Hannah ask Randy to do?
  - a. She asks him to connect her to the Sales Department.
  - b. She asks him to call Mr. Umber for her.
  - c. She asks him to transfer her call to extension 384.
  - d. She asks him to give her a call later.

### Language Notes

MP3 Track 19

#### Word Bank

**1. contact** [kən'tækt] *v.*

I contacted Rob yesterday about the meeting.

**2. transfer** [træns'fɜː] *v.*

Can you transfer me to the sales office, please?

**3. extension** [ɪk'stenʃən] *n.*

Sara didn't have Ted's extension number, so she called the receptionist.

**4. legal** [lɪgəl] *adj.*

Donald didn't understand the legal system in the country he visited.

#### Sentence Patterns

**I'm calling about ...**

- I'm calling about the project we need to start.

**whether ... would be possible**

- I was wondering whether changing the meeting to 7 o'clock would be possible.



## ► English Corner



### I. Useful Expressions—Transferring a Call

1	A: Do you know his extension number?	B: Yes, it's 574.
2	A: What department is he in?	B: He's in the Human Resources Department.
3	A: Do you happen to have his extension number?	B: No, I don't. Sorry.
4	A: Would you like me to transfer you to someone in the Customer Service Department?	B: That would be great. Thanks.
5	A: Please hold. I'll transfer your call.	B: Thank you so much for your help.
6	A: I'm sorry. You've called the wrong extension. Let me transfer you.	B: Oh, thanks. Sorry to bother you.



### II. Answering True or False MP3 Track 20

Listen to the conversation and choose whether the statements are true (T) or false (F).

- 1. The man is calling in the evening.
- 2. The man wants to be connected to Mike Spencer.
- 3. The man knows Mike's extension number.
- 4. Mike works in the Sales Department.
- 5. The woman cannot transfer the call.



### III. Role Play MP3 Track 21

Create a conversation using the cues. Take turns doing each part. Then listen to Track 21 to compare your conversation.

**Student A** ➤ Thank you for calling (company name). (your name) speaking.  
How can I help you?

**Student B** ➤ (Give your name and ask to talk to Ken.)

**Student A** ➤ (Ask for Ken's extension number.)

**Student B** ➤ (Tell Student A the extension number.)

**Student A** ➤ (Tell Student B that you will transfer the call.)