



LIVE PEN
點讀筆

【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. 朗讀 MP3

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

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**¹.

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



M: Mr. Tucker, I'd like to ❶ _____ 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 ❷ _____.

C: We really didn't **mind**². We weren't ❸ _____ for very long, and Mindy made us feel very welcome.

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

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 ❹ _____ 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

- visitor** [ˈvɪzɪtə] *n.*
The company had three visitors come in this afternoon.
- mind** [maɪnd] *v.*
I'm glad that Polly didn't mind that she had to work late.
- finally** [ˈfaɪnəlɪ] *adv.*
Dave finally got a new job. He's been looking for one for over a year.
- project** [ˈprɒdʒekt] *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**¹, 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**². I'll make sure he is **available**³.

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?

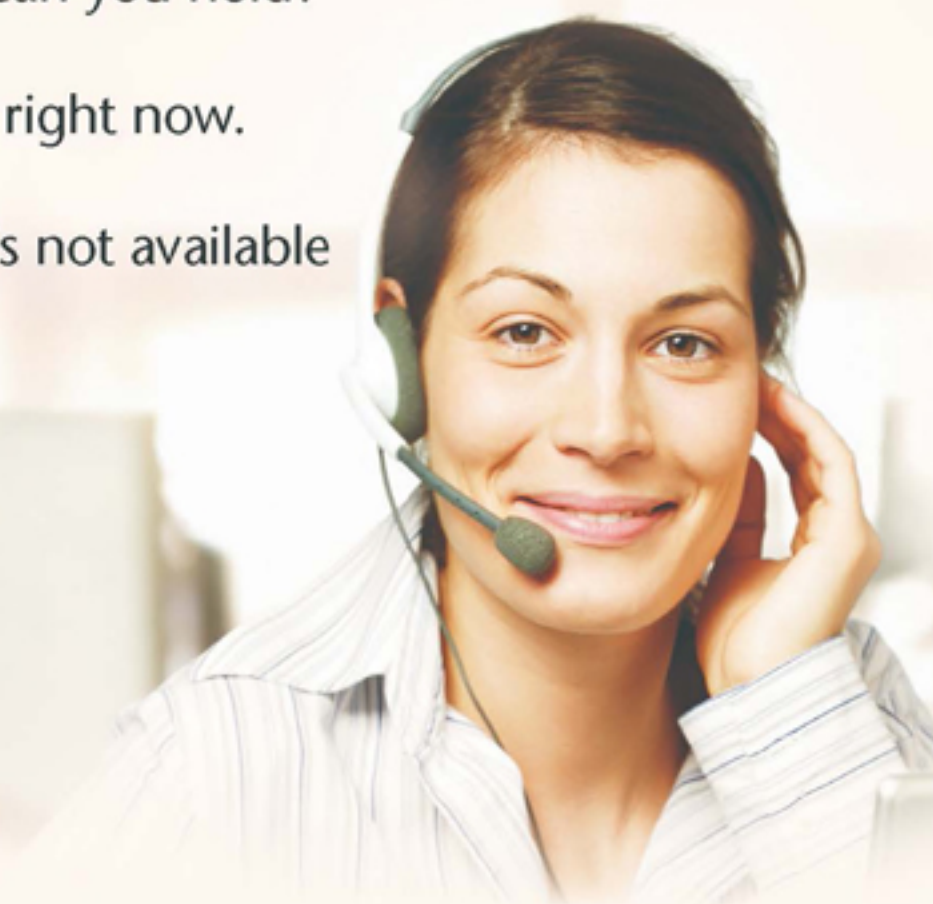
S: Hello. This is Sam Jackson. Is Matt available? I need to talk to him.

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

S: **Actually**⁴, 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?
- The man John wants to talk to isn't there.
 - She needs to check if Matt is free.
 - She doesn't know who John wants to talk to.
 - There isn't anyone in Matt's office.
- _____ 2. Who was put through to Matt?
- Sam
 - Hannah
 - John
 - Matt
- _____ 3. What will the second caller, Sam, do?
- Sam will find Matt in his office.
 - Sam will wait for a moment.
 - Sam will call again later.
 - Sam will talk to Matt now.

Language Notes MP3 Track 15

Word Bank

- corporation** [ˌkɒrpəˈreɪʃən] *n.*
My friend works for a large corporation in Tokyo.
- hold** [hold] *v.*
Please hold for a moment, and I'll find him.
- available** [əˈveɪləbəl] *adj.*
Tim wasn't available, so I went to lunch with Anna.
- actually** [ˈæktʃuəli] *adv.*
I've actually never met him before.

at the moment

Tom is not in the office at the moment.

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**¹ 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**² your call. ② _____ his **extension**³ 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**⁴ 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

- contact** [ˈkɒn.tækt] *v.*
I contacted Rob yesterday about the meeting.
- transfer** [trænsˈfɜː] *v.*
Can you transfer me to the sales office, please?
- extension** [ɪkˈstɛnʃən] *n.*
Sara didn't have Ted's extension number, so she called the receptionist.
- legal** [ˈliːɡl] *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.)