



上班族商業英語

完全攻略



涵蓋商業、職場10大課程

- 從求職面試到職涯規劃，囊括商業英語常見實務主題。
- 搭配實景影片、商務書信範例，全面鍛鍊職場英語聽、說、讀、寫技巧。
- 結合生活議題，如電話禮儀、訂飯店、談論休閒活動等。
- 針對課程內容設計擬真多益試題，提升商業英文競爭力。

【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. 聽讀 MP3

Job Interview



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

- Answering questions in a job interview
- Promoting yourself to the interviewer
- Asking about the job and the company

Get Ready ▶ 1. *What are the most frequently asked questions in a job interview?*

2. *How should you prepare for a job interview?*

3. *How do you normally introduce yourself?*

4. *What kinds of questions should you ask in a job interview?*



Part A: Getting Everything Set

Matt is helping his brother Sam prepare for an interview.

M: Matt S: Sam



M: I have a feeling you'll get this job.

S: Thanks. But interviews stress me out[♦].

M: Just remember to be professional and polite. Oh, and smile!

S: I'll do my best, but sometimes I have trouble being myself in **stressful**¹ situations.

M: Have you **updated**² your résumé?

S: Yes . . . ah! I forgot to include my e-mail address.

M: You'd better double-check³ it. You don't want any **typos**⁴. Otherwise, you'll shoot yourself in the foot[♦]!

S: I'll be sure to do that. I also need to pick out the right **suit**⁵, shirt, and tie.

M: **Definitely**⁶. Also, do you have a reference letter?

S: I have a list of people who can vouch for[♦] my experience and good work **ethic**⁷.

M: I'm included, right? My **praise**⁸ could make a difference.

S: Not really. I don't think using my brother as a reference would be very **convincing**⁹!



Listening Comprehension

Listen and answer the questions.

1. What is Sam's general reaction to interviews?

<input type="checkbox"/> a. He is usually confident.	<input type="checkbox"/> b. They are stressful for him.
<input type="checkbox"/> c. They make him excited.	<input type="checkbox"/> d. He finds them a little boring.

2. What did Sam forget to include on his résumé?

<input type="checkbox"/> a. His telephone number	<input type="checkbox"/> b. A list of references
<input type="checkbox"/> c. His e-mail address	<input type="checkbox"/> d. His education

3. What is Sam going to wear to the interview?

- a. Black pants and a black jacket
- c. A suit, shirt, and tie

- b. His three-piece suit
- d. He hasn't decided yet.

► Language Notes

Word Bank MP3 Track 10

1. **stressful** [ˈstrɛsfəl] *adj.*

Being a parent can be a very stressful experience.

2. **update** [ʌp`det] *v.*

J.R. updates his blog at least once a week.

3. **double-check** [ˌdʌbəl`tʃɛk] *v.*

Ken paid an editor to double-check his essay.

4. **typo** [taipo] *n.*

The article was full of typos. I couldn't understand what the writer wanted to say.

5. **suit** [sut] *n.*

Ben wears a black suit to work every day.

6. **definitely** [dɛfənɪtlɪ] *adv.*

Will is definitely one of the best workers we have ever had.

7. **ethic** [ɛθɪk] *n.*

Tiffany has a great work ethic. She seldom leaves the office before eight.

8. **praise** [prez] *n., v.*

Sharon gave Nick praise for doing a good job.

9. **convincing** [kən`vɪnsɪŋ] *adj.*

The story is quite convincing. You should read it.

Phrases

◆ **stress sb out**

Losing money on the stock market has stressed Jeff out.

◆ **shoot oneself in the foot**

Don't shoot yourself in the foot by telling one of your bad jokes.

◆ **vouch for**

I can vouch for Christopher's character. He is very honest.

Sentence Patterns

1. have trouble / difficulty / a hard time + V-ing

- Tim has trouble getting to work on time because he has to take his son to school first.

2. had better (not) + V.

- You'd better wear a suit to the interview.

► English Corner



I. What to Wear to an Interview

Which of the following would be appropriate for an interview? Check (✓) the boxes.

two-piece suit



shorts



pantsuit



silk blouse



miniskirt



polo shirt



II. Preparing for Interview FAQs

How would you answer the following questions? Discuss your answers with a partner.

Question 1 ▶ Could you introduce yourself?

Question 2 ▶ What was your major in college?

Question 3 ▶ How did you become interested in this field?

Question 4 ▶ Why do you want to work at our company?

Question 5 ▶ What makes you the right person for this job?



III. Listening for Details MP3 Track 11

Listen to the interviewee introducing herself and fill in the chart.

Name	Wang
Job Applied for	secretary to the _____
Languages Spoken	Chinese, _____, and _____
Computer Skills	PowerPoint, Excel, etc.
Character	outgoing, have excellent _____



Part B: Talking about Yourself

Listen and fill in the blanks.

- A. And do you have any experience in sales?
- B. How would you describe yourself?
- C. I like your honesty.
- D. How are your computer skills?



Mrs. Becker, the **personnel**¹ manager, is interviewing Sam.

B: Becker S: Sam

B: So, your résumé says you've worked at several companies.

S: Yes, and in my last job, I worked for DigiSky, so I know something about the **tech industry**^{*}.

B: That's good. ①_____

S: I'm **proficient**² in **word processing**^{*}, creating **spreadsheets**^{*}, and setting up[♦] **databases**. I also have experience making **Web pages**.

B: **Impressive**³. ②_____

S: I'm hardworking, **organized**⁴, and work well with others.

B: Where do you picture yourself in five years?

S: I want to be in a **senior**⁵ sales position with a tech company.

B: ③_____

S: Actually, I don't. But I believe my **personality**⁶ and ability to learn fast will make me a good sales **rep**⁷.

B: ④_____ Some **interviewees**⁸ tend to **exaggerate**⁹.

S: I prefer to be honest. No one likes to be cheated, including **potential**¹⁰ customers.

► Language Notes

Word Bank MP3 Track 13

1. personnel [pəsənl̩]

If you want to apply, go to personnel and ask for an application.

2. proficient [prə`fɪʃənt] *adj.*

Many people living in Central Europe are proficient in three languages.

3. impressive [ɪm`prɛsɪv] *adj.*

Anna's speech was impressive.

4. organized [ɔrgə`naɪzd] *adj.*

As a tour leader, you need to be very organized.

5. senior [sɪnjər] *adj.*

My uncle is a senior manager in this law firm. He's been working here for 38 years.

6. personality [pəsənl̩`ælətɪ] *n.*

To be a talk show host, you need to have an outgoing personality.

7. rep [rɛp] *n.*

One of our sales reps will pick you up at the airport.

8. interviewee [ɪntəvju`i] *n.*

During the interview, the interviewee became so nervous that he began to shake.

9. exaggerate [ɪg`zædʒə,ret] *v.*

I didn't sleep for three days. I'm not exaggerating.

Sentence Patterns

have experience + V-ing / in + N.

- I have a lot of experience dealing with children.
- Rick has extensive experience in the publishing industry.

10. potential [pə`tɛnʃəl] *adj.*

Potential customers for this new computer game are males under the age of 25.

Phrases

◆ set up

The Internet provider set up a booth in the mall to promote its services.

FYI

✿ tech industry

Other Industries:

publishing / insurance / auto /
textile / service / manufacturing

✿ word processing

✿ spreadsheet

► English Corner



I. Matching

Choose the best response for each question.

Question:	Response:
_____ 1. Could you please briefly describe yourself?	A. Yes, I have more than ten years of experience.
_____ 2. Do you have experience in the auto industry?	B. I'm familiar with word processing, spreadsheets, and presentation applications.
_____ 3. How would you describe your computer skills?	C. I am very responsible and always have a smile on my face.
_____ 4. Are you willing to work overtime?	D. I can work late from time to time.



II. Listening Practice MP3 Track 14

Mrs. Becker still has questions to ask Sam. Listen to what they are talking about and answer the questions.

1. What is Mrs. Becker impressed about?
 a. Sam's decision b. Sam's confidence
 c. Sam's sales background d. Sam's research paper
2. When is Sam available for the job?
 a. Anytime after June 25th b. Immediately
 c. He doesn't say. d. On June 25th



III. Role Play

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

Student A (Personnel Manager)	Student B (Interviewee)
Looking for Housekeeping Manager	BA in hotel management
Two years' experience in hotel industry	Internship at EG Hotel in America, four years at Taipei Ritz as front desk clerk
Leader, flexible, a hospitality degree	
Day shift, two weeks' vacation, and benefits	Humorous, caring, responsible



Part C: Asking about the Job

Listen and fill in the blanks.



- A. enjoyed meeting you
- B. the company's future plans
- C. visiting potential customers
- D. the assistant sales manager



Sam's asking Mrs. Becker about the job and the company.

S: Sam B: Becker

S: Could you tell me about ①_____?

B: Yes, our big **focus**¹ now is on Internet sales. It's all explained in our company **brochure**². Here.

S: Thank you. And who would be my **supervisor**³?

B: You'd report to ②_____.

S: I see. Does the job require much travel?

B: Yes, our salespeople are **on the road**⁴ a lot ③_____. Any more questions?

S: I can't think of any others at this time.

B: Well, let me introduce our **compensation package**⁵ to you. We offer our entry-level salespeople an **annual**⁴ salary of \$30,000, **plus**⁵ full health **insurance**⁶ and two weeks' paid vacation.

S: That sounds good.

B: I've certainly ④_____, Sam. You seem like a strong **candidate**⁷ for this position. I'll **recommend**⁸ you for a **follow-up**⁹ interview with the sales manager.

S: Thank you very much.

B: Good luck. **Feel free to call** me if you have any questions.

► Language Notes

Word Bank MP3 Track 16

1. **focus** [fəkəs] *n.*

Our main focus is helping jobless people get back to work.

2. **brochure** [bro`ʃur] *n.*

As you can see from the brochure, the hotel has two swimming pools.

3. **supervisor** [səpə`vaɪzə] *n.*

If you're unhappy with our policy, I can let you speak to my supervisor.

4. **annual** [ænjuəl] *adj.*

I'm attending the annual stockholders' meeting.

5. **plus** [plʌs] *conj.*

Everyone gets a free burger, fries, plus a soft drink.

6. **insurance** [ɪn`ʃurəns] *n.*

Do you have insurance on your car?

7. **candidate** [kændə,det] *n.*

We have several candidates for the position.

8. **recommend** [rɛkə`mənd] *v.*

Can you recommend a good lawyer to me?

9. **follow-up** [`falo,ʌp] *adj.*

Carrie made a follow-up visit to the hospital a week after her first trip.

Phrases

◆ **on the road**

Our salespeople will be on the road for the next two weeks.

FYI

✳ **compensation package**

A compensation package often includes:

annual salary

health insurance

paid vacation

dental insurance

stock options

bonuses

retirement plans

workers' compensation

Sentence Patterns

feel free to + V.

- Feel free to look around the office and talk to people.



► English Corner



I. Getting It Straight

Could you tell me about
Would you please fill me in on

the company's future plans?
the benefits you offer?
what my role will be?

Does the job require

much travel / overtime?

Will I be called upon to
Are we required to
Is it necessary for us to

wear a uniform?
punch in?

Do you provide
Does the company have

health insurance?
parking?



II. What Did You Say?

What are the questions the following responses are being made to? Discuss with the class.

Response 1 You will be reporting directly to the general manager.

Response 2 You'll get a one-hour break.

Response 3 You are required to take reservations and check guests in and out.

Response 4 We offer a monthly rate of NT\$36,000 to NT\$40,000.



III. Giving the Missing Words MP3 Track 17

Listen to the voice message and fill in the blanks.

1. I'm just calling to _____ on last week's _____ for a _____ at TimeSTOP.
2. Would you be _____ to tell me if the position is still _____?
3. If you need any more _____ from me, I can be _____ at 8665-3475.

► **REVIEW**

Part A: Photographs MP3 Track 18

Listen and choose the sentence that best describes the photo.

1.



2.



Part B: Question and Response MP3 Track 19 

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

3.

4.

5.

6.

Part C: Short Conversations MP3 Track 20

Listen and answer the questions.

_____ 7. What are the company's office hours?
(A) Eight to six (B) Nine to five
(C) Nine to five thirty (D) Half past six

_____ 8. What is the woman curious about?
(A) The company's history (B) The salary
(C) Promotions (D) Retirement plans

_____ 9. What is the annual salary for salespeople?
(A) \$34,000 (B) \$40,000
(C) \$24,000 (D) \$20,000

_____ 10. What do salespeople have to do to get bonuses?
(A) Meet sales goals (B) Write a report
(C) Do a presentation (D) Take early retirement