

全新增修版

WORKPLACE ENGLISH

電腦互動學習軟體下載版

1. 僅適用 MS Windows 作業系統
2. 內附 MP3 音檔
3. 請見別冊封底內頁說明

職場實用英語 完全攻略

A HANDS-ON COURSE FOR WORKPLACE PROFESSIONALS



涵蓋職場12大課程，商用英語初學者必備

從接待訪客、打電話、寫 E-mail 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

UNIT 1



Meeting for the First Time

WARM-UP

Work with a partner. Look at the visitor pass, and role play a short conversation between an office visitor and a receptionist. Then listen to **Track 001** for the sample conversation.

Checklist

In this unit, you'll learn about . . .

- Greeting visitors
- Making visitors feel welcome
- Making introductions and getting started

VISITOR PASS

NAME	Casey Jones		
COMPANY	Attica Marketing		
VISITING REASON	TV commercial meeting with Shawn Turner in Marketing		
TIME IN	10:00 a.m.	TIME OUT	11:00 a.m.
DATE	5/8		

PART A AT RECEPTION

Track 002

Listen to the conversation. Then, fill in the blanks with the words below.

for a meeting
must be worn

have your names
visitor form

A couple of guests walk through an **entrance**¹ into the **reception**² area of a large company.

Receptionist: Hi there. How may I help you?

James: We're here **on behalf of** The Klein Group.
We have an **appointment**³ with Ms. Farmar
at 10:30.

Receptionist: OK. Could I ① _____, please?

James: I'm James Davis and this is Emma Smith.

Receptionist: Great. I just need you to **fill out** this ② _____ for
security⁴ **purposes**⁵. Please write your full names, company, telephone
number, and purpose of the meeting.

James: Sure. No problem.

(The receptionist calls Ms. Farmar **while** the guests **complete**⁶ the form.)

Receptionist: Hi, Josephine. I'm with James Davis and Emma Smith from The Klein
Group. They're here ③ _____ with you at 10:30. (Pause)
Yes, OK. Will do. Thanks. (**Hangs up** the phone)

I've got a couple of **identity**⁷ **badges**⁸ for you which ④ _____
at all times. **Here you are**. Please take a seat over there, and Ms. Farmar
will be with you shortly.



CHECK YOUR UNDERSTANDING

Track 003

Listen and check the correct answers based on the conversation.

- | | |
|---|--|
| _____ 1. Ⓐ To join a training course | Ⓔ To give a presentation |
| Ⓑ To have an interview | Ⓕ To have a meeting |
| _____ 2. Ⓐ It is for booking a room. | Ⓗ It is for security. |
| Ⓑ It is the law. | Ⓖ It's The Klein Group's policy. |
| _____ 3. Ⓐ Guests cannot take them off. | Ⓗ Guests are allowed to take them off later. |
| Ⓑ Details must be written on them. | Ⓖ Information must not be changed. |

LANGUAGE NOTES

Track 004

WORD BANK

- entrance** [ˈentrəns] *n.*
I'll meet you at the building's **entrance** in five minutes.
- reception** [rɪˈsepʃən] *n.*
When you get to the office, ask for Mr. Haynes at **reception**.
- appointment** [əˈpɔɪntmənt] *n.*
Mark checked his calendar before making an **appointment**.
- security** [sɪˈkjʊərəti] *n.*
Donald thinks that home **security** is very important.
- purpose** [ˈpʊrpəs] *n.*
The **purpose** of this meeting is to solve our problem.
- complete** [kəmˈplɪt] *v.*
We will **complete** the project by Friday.
- identity** [aɪˈdentəti] *n.*
To get into our building, you have to show your **identity** card.



- badge** [ˈbædʒ] *n.*

Neal left his name **badge** at home, which caused him trouble getting into the meeting.

PHRASES

on behalf of

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

fill out

Fill out this form and give it to the receptionist when you're done.

hang up

Frank was so angry that he **hung up** the phone.



USAGE TIPS

Here you are.

Often said when handing something over to someone. You can also say "Here."/"Here it is."/"Here you go."

A: Could you pass me the pen, please?

B: **Here you are.**

SENTENCE PATTERNS

S. + V. while S.

- John fell asleep **while** he was in a meeting.

ENGLISH CORNER



I. MATCHING

Write the letters of the correct responses next to the questions or statements.

Question/Statement	Response
_____ 1. Hi, how may I help you?	Ⓐ I'm Dave Thomas and this is Jill Foster.
_____ 2. Could you tell me your names?	Ⓑ Sure. No problem.
_____ 3. Please sign here.	Ⓒ Over there by the magazines is fine.
_____ 4. Where should we wait?	Ⓓ We're here representing Berg Group.



II. USEFUL EXPRESSIONS

Listen to **Track 005**, and practice saying the sentences below.

Greetings

Good morning / afternoon / evening

Hello

Hi

Hey

Asking for someone's name

Can I have your name, please?

Would you please give me your name?

What is your name?

Who is speaking?

Asking what someone needs

How can I help you today?

How may I help you?

What can I do for you?

Do you need anything?

What do you need?

Asking someone to do something

Could you please *(fill out this form)*?

Would you mind *(giving me your ID)*?

Can I get you to *(sign your name)*, please?

Please take a seat over there.

Please *(follow me)*.



ROLE PLAY

Create a conversation. Take turns being the Receptionist and Visitor. Then listen to **Track 006** for the sample conversation.

Receptionist: Hello. How can I help you?

Visitor: Hello. I have an appointment with Mr. Truman at 3 p.m.

Receptionist: *(Ask the visitor for his/her name.)*

Visitor: Yes. I'm (name) from (company).

Receptionist: *(Ask the visitor to complete a security form.)*

Visitor: OK. Here you are.

Receptionist: All right. Let me take you to Mr. Truman.



PART B MEETING COMPANY GUESTS

Track 007

Listen to the conversation. Then, fill in the blanks with the words below.

I just had
I'll bring that out

She shouldn't be more than
We're here to see



Ms. Farmar's **assistant**¹, Fran, comes out to meet the guests in reception.

Fran: Hello, you must be James and Emma.

James: Yes, that's us. ① _____ Ms. Farmar.

Fran: **I'm afraid** Ms. Farmar is **currently**² in another meeting, which is taking longer than **expected**³. She **apologizes**⁴ for the wait. I'm her assistant, Fran.

James: It's OK. We've got the whole morning off, so it's no **bother**⁵.

Fran: ② _____ 15 minutes. Can I get you some tea or coffee while you wait?

Emma: I'm fine, thanks. ③ _____ a coffee.

James: A green tea **would be great**, if you have it. Thanks.

Fran: **My pleasure**. ④ _____ **right away**. **Please let me know if** you need anything else.

Emma: Oh, where's the **restroom**⁶?

Fran: It's down the **hall**⁷, last door on the left.

CHECK YOUR UNDERSTANDING

Track 008

Listen and check the correct answers based on the conversation.

- | | |
|--|--|
| _____ 1. Ⓐ She's got the morning off. | Ⓑ She's not at the office today. |
| Ⓒ She forgot about the meeting. | Ⓓ She's in another meeting. |
| _____ 2. Ⓐ He'll come back in the afternoon. | Ⓑ 15 minutes is the maximum he can wait. |
| Ⓒ He doesn't mind waiting. | Ⓓ It is inconvenient for him and Emma. |
| _____ 3. Ⓐ Make tea and coffee for everyone | Ⓑ Bring some green tea out for James |
| Ⓒ Take the guests to Ms. Farmar's office | Ⓓ Tell Ms. Farmar to hurry up |

PART C INTRODUCTIONS AND SMALL TALK

Track 013

Listen to the conversation. Then, fill in the blanks with the words below.

face-to-face
heavy traffic

from the screen
took good care of



Fran **introduces** the visitors **to** her boss.

Fran: Ms. Farmar, this is Emma and James from The Klein Group.

Ms. Farmar: Ah yes. It's nice to meet you both
① _____.

Emma: Yes, it's good to finally meet you away
② _____!

Ms. Farmar: Please **excuse**¹ me for the **delay**². I hope I'm not **holding you up** too much.

James: It's no problem at all. Fran ③ _____ us.

Ms. Farmar: Good. And how was your **journey**³ here? I heard there was
④ _____ because of a big **crash**⁴ on Route 64.

Emma: It was fine. We **managed**⁵ to **avoid**⁶ the traffic, luckily.

Ms. Farmar: That's **fortunate**⁷. OK, so before we discuss anything **further**⁸, I'd like to say that I'm very **excited about** our companies working together.

Emma: We're also really pleased to be working with you and can't wait to get started.

Ms. Farmar: Wonderful. It's good to know that we're **on the same page**. I'm sure everything is going to **turn out well**. Let's start then, shall we?

CHECK YOUR UNDERSTANDING

Track 014

Listen and check the correct answers based on the conversation.

- | | |
|--|------------------------------------|
| _____ 1. Ⓐ They have spoken on the phone. | Ⓑ They spoke before online. |
| Ⓒ They had never met before. | Ⓓ They used to be coworkers. |
| _____ 2. Ⓐ They got stuck in traffic. | Ⓑ They got lost. |
| Ⓒ They had an accident. | Ⓓ They were able to avoid traffic. |
| _____ 3. Ⓐ She thinks they need to be careful. | Ⓑ She thinks they need good luck. |
| Ⓒ She is looking forward to it. | Ⓓ She says it's not confirmed yet. |

PART A PHOTOGRAPHS Track 018

Listen and choose the sentence that best describes the photo.

_____ 1.



_____ 2.



PART B QUESTION AND RESPONSE Track 019

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

_____ 3.

_____ 4.

_____ 5.

_____ 6.

_____ 7.

PART C SHORT CONVERSATION Track 020

Listen and answer the questions.

Today's Plan	
9 a.m. – 12 p.m.	Management Meeting
1 p.m. – 2 p.m.	AllGo Solutions—Video Call
2:15 p.m. – 3 p.m.	Meet with client—Jeff Thompson
3 p.m. – 4 p.m.	Meet with client—Irene Gibbons (ClearSky)
4:15 p.m. – 5 p.m.	Job interviews for Marketing Manager

_____ 8. At what time is the conversation taking place?

☐ A 1 p.m.

☐ B 1:30 p.m.

☐ C 2 p.m.

☐ D 2:30 p.m.

_____ 9. Why does Ms. Gibbons arrive early?

☐ A To join Mr. Farnley for lunch

☐ B To have a longer meeting

☐ C She's busy later.

☐ D She confused the times.

_____ 10. Look at the graphic. When can Mr. Farnley probably meet Irene Gibbons?

☐ A Before the video call

☐ B Right before meeting with Jeff Thompson

☐ C Right after meeting with Jeff Thompson

☐ D After the job interviews