

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

LANGUAGE NOTES

Track 004

WORD BANK

1. entrance [əntrəns] *n.*

I'll meet you at the building's **entrance** in five minutes.

2. reception [rɪ'septʃən] *n.*

When you get to the office, ask for Mr. Haynes at **reception**.

3. appointment [ə'pɔɪntmənt] *n.*

Mark checked his calendar before making an **appointment**.

4. security [sɪ'kjʊrəti] *n.*

Donald thinks that home **security** is very important.

5. purpose [pɜːpəs] *n.*

The **purpose** of this meeting is to solve our problem.

6. complete [kəm'plɪt] *v.*

We will **complete** the project by Friday.

7. identity [aɪ'dentəti] *n.*

To get into our building, you have to show your **identity** card.



8. badge [bædʒ] *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

_____ 1. Hi, how may I help you?

_____ 2. Could you tell me your names?

_____ 3. Please sign here.

_____ 4. Where should we wait?

Response

Ⓐ I'm Dave Thomas and this is Jill Foster.

Ⓑ Sure. No problem.

Ⓒ Over there by the magazines is fine.

Ⓓ 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.

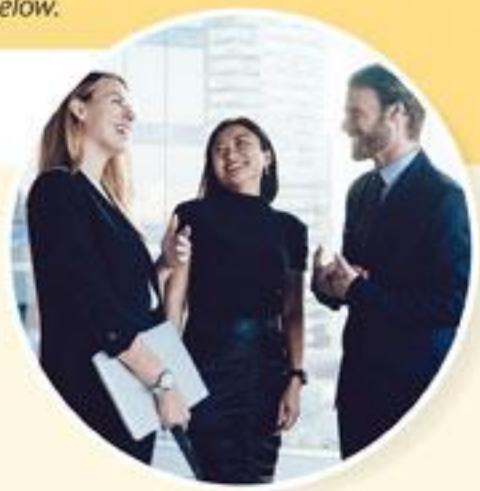
Receptionist: All right. Let me take you to Mr. Truman.



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 outShe shouldn't be more than
We're here to see*Ms. Farmar's assistant¹, 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 currently² in another meeting, which is taking longer than expected³. She apologizes⁴ for the wait. I'm her assistant, Fran.**James: It's OK. We've got the whole morning off, so it's no bother⁵.**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 ④ _____, if you have it. Thanks.**Fran: My pleasure. ⑤ _____ right away. Please let me know if you need anything else.**Emma: Oh, where's the restroom⁶?**Fran: It's down the hall⁷, last door on the left.*

CHECK YOUR UNDERSTANDING

Track 008

Listen and check the correct answers based on the conversation.

- | | |
|---|--|
| _____ 1. ① She's got the morning off.
② She forgot about the meeting. | ③ She's not at the office today.
④ She's in another meeting. |
| _____ 2. ① He'll come back in the afternoon.
② He doesn't mind waiting. | ③ 15 minutes is the maximum he can wait.
④ It is inconvenient for him and Emma. |
| _____ 3. ① Make tea and coffee for everyone
② Take the guests to Ms. Farmar's office | ③ Bring some green tea out for James
④ 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 trafficfrom the screen
took good care ofFran **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. A They have spoken on the phone.
 B They spoke before online.
 C They had never met before.
 D They used to be coworkers.
- _____ 2. A They got stuck in traffic.
 B They got lost.
 C They had an accident.
 D They were able to avoid traffic.
- _____ 3. A She thinks they need to be careful.
 B She thinks they need good luck.
 C She is looking forward to it.
 D 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