

進入全球化職場，先具備用英語溝通的基本條件



內附電腦互動學習軟體
1. 僅適用 MS Windows 作業系統
2. 內附 MP3 及點讀音檔
3. 下載序號請見封底內頁說明

專為上班族準備的 **辦公室 英語會話**

Effective English for Office Workers

Let's get down to brass tacks.



透過 **7大辦公室情境練習**，讓你擁有職場英語好條件，建立人際往來的英語溝通力！

用英語交談
互動沒問題

能隨時用英語
提出建議

用英語表達
想法及提案

本書模擬辦公室情境教學，快速教會你

- ① 主題實用句
- ③ 重點常用句型
- ② 超實用會話
- ④ 職場詞彙懶人包

Unit 2

Interview English for Experienced Workers

職場老手面試英語通

關鍵詞彙

TRACK 005

1. adaptability 適應力	7. criterion 評判標準 複 criteria
2. advancement 晉升	8. diligence 勤奮
3. assiduous 鍥而不捨的	9. motivation 幹勁
4. capability 能力	10. veteran 經驗豐富的人
5. challenge 挑戰	
6. cooperative 樂於合作的	



Q How did you learn about this position?

你如何得知這份職務的？

A A client of mine informed me about the opening in your company.

我的一個客戶告知我貴公司所開出的職缺。

Q What challenges do you think you may face in this profession?

你認為你在這份工作中可能會面臨哪些挑戰？

A I expect to be challenged by having to think up creative marketing campaigns for clients.

我預料會面臨的挑戰是必須為客戶構思出有創意的行銷活動。

Q Tell me about your job at Drake Solutions. What did you do there?

告訴我你在德瑞克解決方案公司的工作內容。你在那裡都做些什麼？

A My team and I developed custom software solutions on demand for large clients.

我的團隊和我為大客戶研發客製化的需求軟體解決方案。

demand 在此是名詞，指「要求」，前面加介系詞 **on** 形成副詞片語，表示「依要求、需要而供應」或「付費供應」。



Explaining the Work History

說明工作資歷

應徵餐廳採購的艾咪（Amy）向面試官瑟琳（Selene）和理查（Richard）說明其過往的工作情況。



S = Selene

A = Amy

R = Richard

S: Tell us a little about your work history.

告訴我們你的一些工作經歷吧。

A: I spent the past five years working as the purchasing manager for Retridge, an international **condiment¹** **purveyor²**.

我過去五年在國際調味品供應商雷蒂奇擔任採購經理一職。

R: Interesting. You know, our restaurants are supplied by Retridge.

真有趣。你曉得吧，我們餐廳的供應商就是雷蒂奇。

A: Small world, but I'm not surprised. They manufacture and supply **top-notch³** merchandise.

這真是太巧了，但我並不意外。他們製造並提供第一流的商品。

S: Indeed. Moving on. What was your greatest achievement at Retridge?

確實。繼續。你在雷蒂奇的最大成就為何？

A: I observed that we used the same ingredients in **numerous⁴** sauces but acquired these ingredients from different suppliers. I did some digging and determined that this was **gratuitous⁵**, so I negotiated better prices with a single supplier by placing larger orders.

我注意到我們在許多醬料中使用相同的原料，卻向不同的供應商購買這些材料。我研究了一下，確定這是不必要的，所以我向單一供應商下大筆訂單來協商較好的價格。

R: Wow. I'm sure that saved Retridge a pretty penny.

哇，我相信這為雷蒂奇省了不少錢。

R: Why are you considering calling it quits with Retridge?

你為什麼考慮離開雷蒂奇？

A: Retridge is a first-rate employer, but I wish to further my career. Although I'm grateful to them, I believe there's greater opportunity for advancement here.

雷蒂奇是一流的公司，但我期望能拓展自己的職涯。雖然我對他們充滿感激，但我相信這裡會有更好的發展機會。

S: What have you liked most about working for Retridge?

效力於雷蒂奇時，你最喜歡的地方是什麼？

A: I like the challenge. I look at how things operate and push myself to come up with improvements. I also negotiate with a variety of people. There is never a dull⁶ moment.

我喜歡挑戰。我觀察事情的運作情形，並驅策自己想出改善的方法。我也和各式各樣的人協商。我沒有任何一刻感到無聊。

R: And what is your least favorite part of working for them?

而你最不喜歡為他們工作的點在這裡？

A: Although the culture is hospitable,⁷ it's a family-owned business, so I can only advance so far up the ladder.

雖然公司文化很友善，但他們是家族企業，所以我的升遷之路只能進展到此。

Vocabulary

1. **condiment** [kən'demənt] *n.* 調味品
2. **purveyor** [pə'veər] *n.* 供應商
3. **top-notch** [tɔp'notʃ] *adj.* 第一流的
4. **numerous** [nju'mərəs] *adj.* 許多的

5. **gratuitous** [gra'tuətəs] *adj.* 不必要的
6. **dull** [dʌl] *adj.* 乏味的
7. **hospitable** [hə'spɪtəbəl] *adj.* 友好的

Abilities and Challenges

能力與挑戰

面試官請艾咪說明她的工作能力以及她會遭遇的挑戰。



S = Selene

A = Amy

R = Richard

S: How do you go about finding new suppliers?

A: **Perpetual**¹ market research. I like being **on the prowl** for a better deal as it allows you to keep suppliers honest.

R: What criteria do you use to evaluate a supplier?

A: Before contacting a supplier, you need to be familiar with the market, average prices, predicted demand, etc. It's also wise to **scrutinize**² a **prospective**³ supplier's position in the supply chain. Then, I meet with several reps from competing suppliers and **weigh**⁴ my options. I tour facilities and **inspect**⁵ shipments for **consistent**⁶ quality. Lastly, I value assiduous attention to making timely deliveries and maintaining open communication about delays.

你如何着手找尋新的供應商？

長期的市場研究。我喜歡四處找尋更好的交易，因為這樣能讓供應商保持誠實的態度。

你使用什麼標準來衡量供應商？

和供應商接觸前，你必須熟悉市場、平均價格、預期需求等等。仔細審查潛在供應商在供應鏈中的定位也是明智之舉。然後我會和幾個相互競爭的供應商代表會面，權衡我的選擇。我會視察工廠並檢視貨物以確保品質一致。最後，我對於密切注意供應商及時交貨與延遲時保持公開的溝通也相當重視。

S: Excellent, very thorough.

S: Have you ever made an unsuccessful purchase?

A: **Regrettably**, ⁷ yes, but I guess it **comes with the territory**. In my early days, an incoming order was too small to **compensate** ⁸ for rising sales. I requested that the warehouse staff give **adequate** ⁹ notice about **impending** ¹⁰ stockouts from then on.

R: Were you ever faced with an issue with a supplier? How did you resolve it?

get sb on the horn 指「打電話給某人」· horn 可替換為 phone

A: One of our suppliers was **three** days slower than a competitor. I **got** their rep **on the horn** and discovered it was a matter of shipping; they didn't have enough trucks, so we began placing earlier orders.

S: Excellent. We'll inform you of our decision within a week.

太棒了，非常詳盡。

你有過失敗的採購經驗嗎？

令人遺憾地，答案是肯定的。但我想這是在所難免的。我初入這行時，一筆進來的訂單量小到無法因應增加的銷量。從那時起，我就要求貨倉人員有即將缺貨的狀況時，要及早通知我。

你曾面臨和供應商之間的問題嗎？你如何解決的？

我們其中一個供應商比競爭廠商晚三天交貨。我打電話給他們的業代，發現是運送的問題；他們沒有足夠的貨車，所以我們開始提早下訂單。

很好。我們會在一週內通知你我們的決定。

Vocabulary

1. **perpetual** [pə`pɛtʃuəl] *adj.* 長期的

2. **scrutinize** [skruti`nائز] *v.* 仔細審查

3. **prospective** [prə`spektiv] *adj.* 潛在的

4. **weigh** [weɪ] *v.* 權衡

5. **inspect** [ɪn`spekt] *v.* 檢查

6. **consistent** [kən`sɪstənt] *adj.* 一致的

7. **regrettably** [rɪ`grɛtəbli] *adv.* 令人遺憾地

8. **compensate** [kəmpən`set] *v.* 抵銷

9. **adequate** [ædəkwət] *adj.* 充足的

10. **impending** [ɪm`pɛndɪŋ]

adj. 即將發生的

1 a pretty penny 一大筆錢

pretty 有「相當；頗」的意思，penny 「一分錢」可借指為「金錢」，a pretty penny 即「很多錢」之意。

- Renovating the factory cost the company **a pretty penny**, but the results were worth it.

整修工廠耗費該公司一大筆錢，但結果是值得的。

2 call it quits 停止做某事

quits 在口語中指「相抵的；沒欠的」。call it quits 本用來形容已償清債務、互不相欠，後引申指「結束、終止」某事物。

- After trying to repair her computer over the weekend, Michelle decided to **call it quits** and buy a new one.
整個週末試著修理電腦未果後，蜜雪兒決定放棄，並買台新的。

3 up the ladder 升遷；晉升

字面義為「沿著樓梯向上」，用來比喻階級或職位「步步高昇」，即「升遷」的意思。

- Jenny took marketing classes to help her move **up the ladder** in her company.

珍妮上行銷的課程來幫助自己在公司升遷順利。



4 on the prowl 四處尋找

 **小貼士**

prowl [prəʊl] 指「搜尋；出沒」，on the prowl 可形容「到處尋找」。

- Every night, the streets are made safer by police officers **on the prowl** for lawbreakers.

每個夜晚，街道因警察四處找尋犯法者而更加安全。

5 come with the territory 在所難免

territory [tərətɔri] 指「領域；範圍」，come with the territory 描述某事在某個活動、情況或工作中是可預期的事實或結果，即「難免的」。

- At this job, stepping outside your comfort zone **comes with the territory**.

做這份工作，踏出自己的舒適圈是在所難免的。



理解測驗

請根據對話內容，回答以下問題。

1. What is true about Retridge?
 - Ⓐ It is family-owned.
 - Ⓑ It has only one location.
 - Ⓒ It manufactures hardware.
 - Ⓓ It has only been operating for three years.
2. What may be assumed about Amy?
 - Ⓐ She changes employers often.
 - Ⓑ She seldom meets with representatives.
 - Ⓒ She frequently researches market prices.
 - Ⓓ She often outsources her work to others.

解答：1. Ⓑ 2. Ⓒ

求職加分實用句

再多學幾句求職時能展現自我優勢的好用句吧！

- **I'm a seasoned marketing manager with more than six years of work experience.**
我是個經驗豐富的行銷經理，擁有超過六年的工作資歷。
- **This job is a good fit for my background in solar energy.**
這份工作很符合我在太陽能方面的背景。
- **This position is a logical next-step in my career.**
這份工作是我職業生涯合理的下一步。
- **I'm ready to take my skills to the next level and apply them on a larger scale.**
我準備好要將自己的能力帶往下一層次，並運用在更大的格局裡。
- **I'm familiar with a range of sales and marketing techniques that would be valuable for this job.**
我熟悉一系列的業務與行銷技巧，它們對這份工作非常有用。
- **I pride myself on my time management skills and my ability to exceed my sales goals.**
我對自己的時間管理技巧與超出銷售目標的能力感到自豪。

