



新编剑桥商务英语 (中级)

(第三版修订版)

Module 1

1.1 Ways of working

1.2 Making contacts



1.1 Ways of working

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1.1.1 Vocabulary: Different ways of working

Q1 How do you study most effectively?

- ✓ at the same time every day/ at different times of the day?
- ✓ early in the morning/ afternoon/ evening/ late at night?
- ✓ on your own/ with others?
- ✓ at home/ in the dorm/ in the library?



Q2 How do you work most effectively?

- ✓ regular hours/ flexible hours?
- ✓ from home/ in an office?
- ✓ in a team/ on your own?
- ✓ for a boss/ as your own boss?



1.1.1 Vocabulary: Different ways of working

No.	ways of working	definition
0	freelance	You sell your work or services to a number of different companies.
1	teleworking	You work for a company from home via email, phone or the Internet.
2	job-sharing	You do your job for part of the week & another person does it for the other part.
3	shift work	You work during different parts of the day (e. g. nights).
4	part-time	You only work for some of the week (not full-time).
5	temping	You work for different companies for a short time without a permanent contract.
6	consultancy	You aren't employed by a company, but are paid to give specialist advice.
7	flexitime	You work a number of hours per week or month but you decide when you start or finish.
8	hot-desking	You don't have a permanent place or office to work at, but you find a place to work when you arrive.

1.1.1 Vocabulary: Different ways of working

No.	work	person who does it	Chinese meaning
0	freelance	freelancer	自由职业
1	teleworking	teleworker	在家中上班
2	job-sharing	job-sharer	一工分做制
3	shift-work	shift-worker	轮班制（两班制；三班制）
4	part-time	part-timer	兼职
5	temping	temp	临时工作
6	consultancy	consultant	咨询工作；顾问
7	flexitime	flexitimer	弹性工作时间制
8	hot-desking	hot-desker	办公桌轮用

1.1.1 Vocabulary: Different ways of working

Question

What way of working do you like, and why?



1.1.1 Vocabulary: Different ways of working

freelance, temping,
consultancy

It's great because I'm my own boss, but I still work with different people.

hot-desking

I wish I had my own space. I have to carry everything around in my bag and sometimes there's no where to sit.

temping

I like it because it's only for a couple of months and I'm saving up to go around the world.

The only problem is sleeping. Your body never knows if it's night or day!

shift work

It can get a bit lonely at times. And I miss my colleague and all the office gossip.

teleworking

My children are at school so it lets me spend more time with them.

part-time, teleworking

When one of us wants a week off, the other person does a few extra days so it's fairly flexible.

job-sharing

1.1.1 Vocabulary: Different ways of working

Question

What are the advantages and disadvantages of different way of working?



1.1.1 Vocabulary: Different ways of working

No.	ways of working	advantages	disadvantages
0	freelance	<i>you choose the job</i>	<i>no job security</i>
1	teleworking	<i>organize your work time</i>	<i>you need to be self-organized</i>
2	job-sharing	<i>more free-time</i>	<i>need coordinate with other person</i>
3	shift-work	<i>may have days free</i>	<i>tiring</i>
4	part-time	<i>more free time</i>	<i>less money</i>
5	temping	<i>lots of variety</i>	<i>hard to build you career</i>
6	consultancy	<i>well-paid</i>	<i>no job-security</i>
7	flexitime	<i>work-life balance</i>	<i>not routine</i>
8	hot-desking	<i>saves company money</i>	<i>bad to the employees</i>

1.1.2 Reading: Offering your staff more flexibility

Redefine your
working hours

Fixing core
hours

You don't need
to come in today

Taking days off
in lieu

Focus on
results not time-
keeping

Two heads are
better than one

Taking
extended
breaks

Communication
& trust is key

1.1.2 Reading: Offering your staff more flexibility

Aim:
Convince your manager to introduce a system of flexible working

Exercise:
Present your ideas to the class



1.1.3 Listening: Working from home

Listen to a woman called Michela talking about working from home.

Q1 What does she say is important when working from home?

Have a timetable and stick to it.

Q2 What does she think are some of the advantages & disadvantages of this way of working?

Advantages:

- you spend more time with the children
- more flexibility
- the company saves money on office space
- no commuting

Disadvantages:

- sometimes you work in the evening
- you miss people and office news



1.1.3 Listening: Working from home

Listen to a woman called Michela talking about working from home.

Complete the notes about Michela's typical day.

7:00 – *get up, get the kids ready*

8:30 – **take kids to school**

9:00 – **start work**

12:00 – **have lunch**

14:30 – **finish work**



Q3 How long has she been with her current employer? How long has she been home-working?

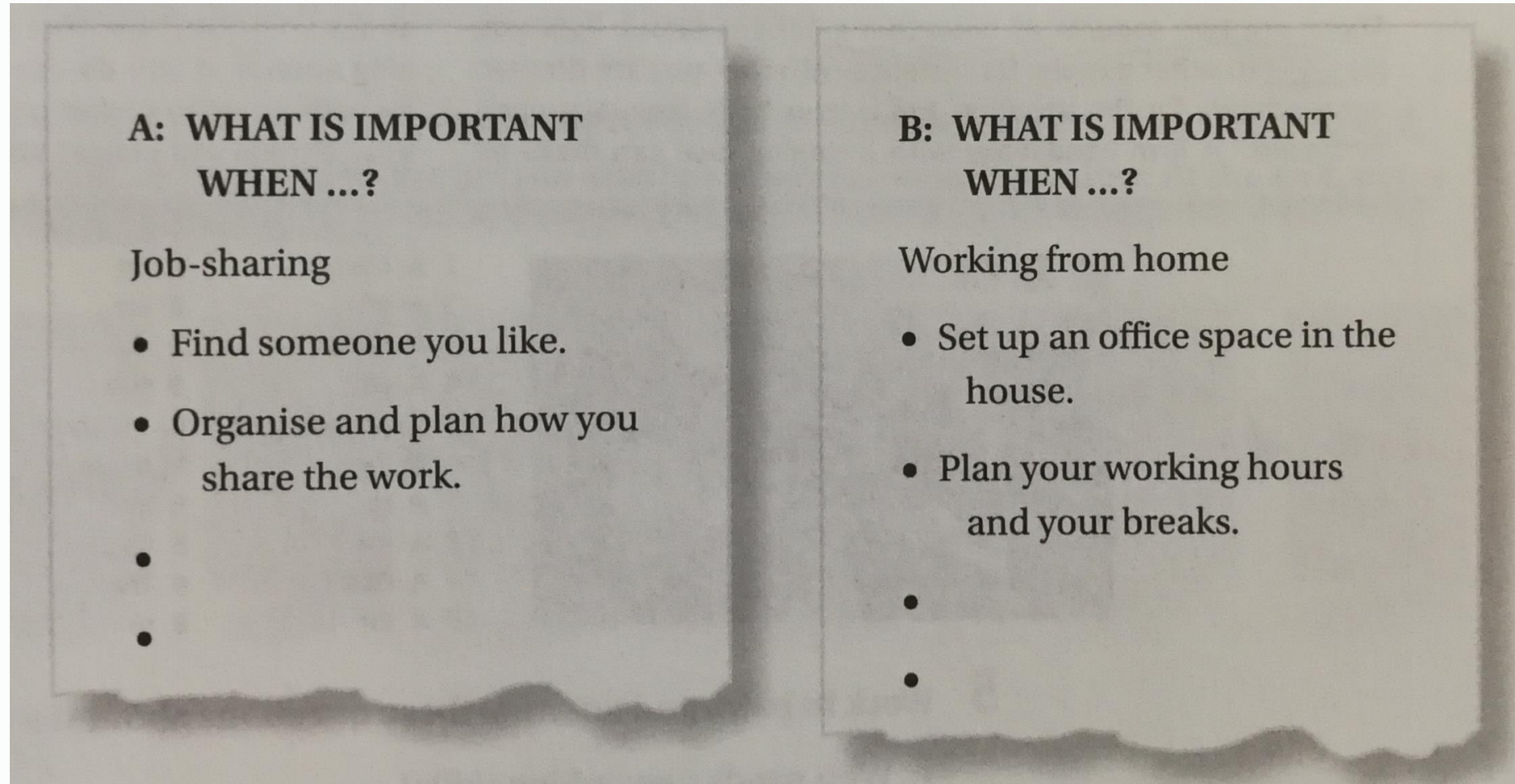
She's been with her current employer since she left school, but she's been home-working for five years.

Q4 Is she doing anything different from normal this week?

She's going to the office every day to meet visitors.

1.1.4 Speaking: A mini-presentation

Choose one of the ways of working and prepare, then give a mini-presentation to the class.



The image shows two cards with a scalloped bottom edge, placed side-by-side. Each card has a title and a list of bullet points.

A: WHAT IS IMPORTANT WHEN ...?

Job-sharing

- Find someone you like.
- Organise and plan how you share the work.
-
-

B: WHAT IS IMPORTANT WHEN ...?

Working from home

- Set up an office space in the house.
- Plan your working hours and your breaks.
-
-

1.2 Making contacts

01

Vocabulary

Job
responsibilities

02

Reading

How to be an
effective networker

03

Listening

Starting a
conversation

04

Speaking

Developing a
conversation

05

Writing

Business
correspondence

1.2.1 Vocabulary: Job responsibilities

Choose the correct preposition, and make 2 sentences with each pattern.

- ◆ I work of/ **for**/ about...
- ◆ I'm involved **in**/ of/ for...
- ◆ I'm responsible **for**/ of/ about...
- ◆ I deal for/ **with**/ of...
- ◆ I usually report up/ at/ **to**...
- ◆ I'm in charge for/ **of**/ to...
- ◆ I specialize about/ **in**/ for



1.2.1 Vocabulary: Job responsibilities

Question

Is making contacts or 'networking' important in jobs? Why/Why not?



‘Networking’ is the skill of making contacts and can help people progress in their career through knowing the ‘right’ people. The skill is important in areas such as sales where you need to develop relationships with potential customers.

1.2.2 Reading: How to be an effective networker?

Q1 Who needs networking skills?

Everyone.

Q2 What are the aspects of networking?

Non-linguistic (appearance and body language) and linguistic.

Q3 What kind of language do effective networkers use?

Long sentences and open questions.



1.2.3 Listening: Starting a conversation

Say the following expression 0-11 and give an appropriate response .

0. I'd like to introduce you to Mark.

1. Nice to meet you at last.

2. Do you two know each other already?

3. Would you like a coffee?

4. So have you enjoyed this morning?

5. Is this your first time at one of these events?

6. May I join you?

7. You're a colleague of Martin Obach, aren't you?

8. How do you know him?

9. How many children do you have?

10. Have you always lived in Lille?

11. I know your company is looking for a partner on this Thai project.

1.2.3 Listening: Starting a conversation

Q1 Would you discuss personal topics with business colleagues? (home address, family members, etc.)

Q2 What do you think are good topics for networking? Please make a list.



1.2.4 Speaking: Developing a conversation

You are at a networking event.

So stand up and walk around.

Meet one person and have a conversation.

At the end, move on to a new person.



greet the
other
person

introduce
yourself

talk about
the event

describe
your job

talk about
where you
come from

find a reason
for doing
business in
the future

introduce your
partner to
someone else

meet
another
person

1.2.5 Writing: Business correspondence

To: All Staff

From: Ray Bonner

Date: 24th June

Subject: Trial of flexitime system

Further to our previous meeting, we are pleased to be able to confirm that the new flexitime system will come into operation as from 1st August. The system applies to all administrative and office staff. May I remind you that any production staff on the current shift system remain unaffected by these changes.



1.2.5 Writing: Business correspondence

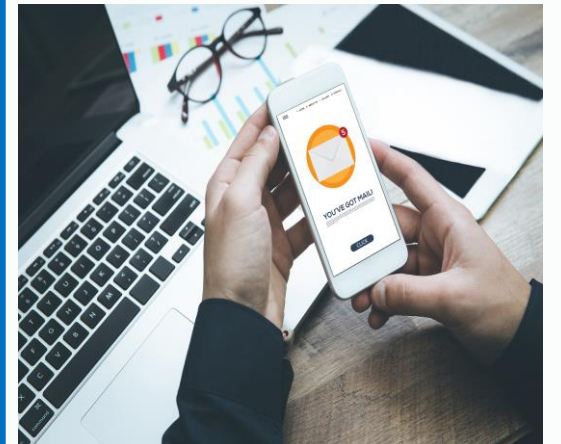
From: evelyn@larbonner.com

Hi, Rona

How are you? I got a note to say you called. Great news that you passed your final exam! I'm sorry that I didn't get back to you but it's been crazy here. The network was down for three days so all our customers were receiving the wrong orders! Anyway, how about meeting for lunch this week? If you can't make it, don't forget the party this weekend. Do you want me to pick you up at 8?

See you soon,

Eve



1.2.5 Writing: Business correspondence

Dear Mr. Hynes

RE: Replacement of item 00-A104

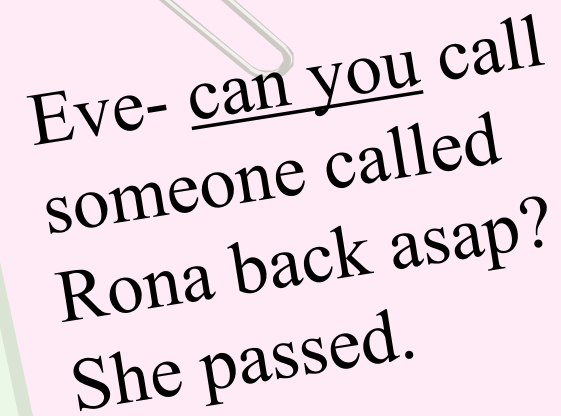
With regard to your letter dated 12th June, I am writing to confirm that we can offer you a replacement item and this will be sent out today. I would like to apologize for the delay with this. Unfortunately, this was due to recent changes to our network. On behalf of Lar Bonner I would like to thank you for your custom. We look forward to working with you again in the future.

Yours sincerely

Evelyn Boer

Customer Services

Tel: 0207 865 849



Eve- can you call
someone called
Rona back asap?
She passed.

1.2.5 Writing: Business correspondence

Read the correspondence on Evelyn's desk and answer these questions.

Q1 Is it all related to her work?

Q2 Which is formal? What is it about the content and language which tells you this?

Q3 Which is 'internal communication'? Did anyone else receive it?

Q4 How is the memo different to the letter and the email? Think about the following:

- the layout
- the beginning and the end
- the paragraphs

Find abbreviations which mean the following:

- telephone number
- as soon as possible
- at
- Subject (or) With reference to

1.2.5 Writing: Business correspondence

Answers:

Q1 The email and post-it note are not related to her work.

Q2 The memo and the letter are formal because they are giving information and replying to a customer with a complaint. The language uses quite long and fixed expressions.

Q3 The memo is 'international communication' because it was sent within the company. Everyone in the company received a copy of it.

Q4 The memo uses the To/ From/ Date/ Subject headings. It doesn't require an opening salutation line (Dear...) or closing salutation (Best...Yours...). Memos often have only one paragraph.

Abbreviations:

Tel. / asap / @ / RE

1.2.5 Writing: Business correspondence

	More formal	Less formal
Opening salutation	Dear...	Hi...
Give reason for writing	(1) <u>I am writing to ...</u>	Just a quick note to say...
Refer to previous contact	(2) <u>Further to our previous meeting</u> (3) <u>With regard to your letter dated</u>	Thanks for your email... It was good to see you last week...
Make a suggestion	I would like to suggest that...	(4) <u>How about</u> What about...
Apologize	(5) <u>I would like to apologize for</u> . We apologize for any inconvenience caused by...	I'm afraid that... (6) <u>I'm sorry that ...</u>
Give good news	We are delighted to... (7) <u>We are pleased to</u>	Great news!
Give bad news	(8) <u>Unfortunately</u> We regret to tell you that...	The bad news is...
Request	I would be grateful if you could...	(9) <u>Can you</u>
Offer help	If you have any further queries/ problems, please do not hesitate to contact me...	(10) <u>Do you want me to</u>
Remind	(11) <u>May I remind you ...</u>	(12) <u>Don't forget</u>
Refer to future contact	(13) <u>We look forward to working with you ...</u> I look forward to meeting you again soon.	(14) <u>See you soon</u>
Closing salutation	Yours faithfully (when the letter begins <i>Dear Sir/ Madam</i>) (15) <u>Yours sincerely</u> (when the letter begins <i>Dear Mr/ Ms/ Mrs</i>)	Best regards/ wishes All the best

1.2.5 Writing: Business correspondence

Convert these short messages from an informal to a formal style.

1. Please don't forget to call Kate. She wants your answer.

May I remind you to contact Kate. She would like to know your answer.

2. Jut a quick note to say that we have got your order and it will be with you soon.

I am writing to inform you that we have received your order and it should arrive shortly.

3. I am sorry for the mistake with the invoice. Here is the correct one.

I apologize for sending an incorrect invoice. I am now attaching the correct version.

4. We met earlier in the week. I'm now sending you the information you asked for.

Further to our meeting last week, please find attached the information you requested.

1.2.5 Writing: Business correspondence

Convert these short messages from an formal to an informal style.

1. I am afraid I will be unable to attend the meeting this afternoon. I would be grateful if you could tell me the results.

I'm sorry but I can't come to the meeting this afternoon. Please let me know what happens.

2. I would like to suggest that we meet at the restaurant. Unfortunately, I will only have an hour.

How about meeting at the restaurant? The bad news is that I only have an hour.

3. It was a pleasure to see you last week and I am looking forward to our next meeting.

Good to see you last week and I hope to see you again soon.

1.2.5 Writing: Business correspondence

You are a manager at Lar Bonner. After a meeting with staff, the company has agreed to extend parental leave for fathers from two weeks to three weeks.

Write a memo to all staff.

- Refer to the previous meeting.
- Say when the new system will begin (25th September).
- Remind staff that their managers need one month's notice.



1.2.5 Writing: Business correspondence

To: All Staff

From: * * *

Date: 25th July

Subject: Parental Leave

Further to our previous meeting, I am pleased to confirm that parental leave for fathers has been extended to three weeks. The new system will come into operation as from 25th September. May I remind you that your managers will require one month's notice?

Thank you!