

ENGLISH

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# 英语

职业模块 | 工科类

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Unit

1



# Workplace manners will get you ahead.

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**In this unit, you will learn how to**

- ✓ state workplace manners and use them in appropriate situations;
  - ✓ express apology and make formal introductions;
  - ✓ write an e-mail of apology.
- 



## Getting Ready

Mark the following workplace behaviours as “proper”(P) or “improper”(I).

A. Mr. White was eating a sandwich during a video conference.

B. Mary accompanied her business partners to the gate to see them off.

C. They dressed well and arrived on time.

D. Tom turned off his mobile phone when attending the negotiation.

E. Mr. Black sent a notice by e-mail and signed it with his nickname.

F. “Thank you for your calling. Have a nice day.”



### Discuss

For the improper behaviours, what should we do?



# Listening

PROPER



## 1 Listen and tick Bob's behaviours at the meeting.

<input type="checkbox"/>	Bob didn't attend the conference.
<input type="checkbox"/>	Bob was ten minutes late for the conference.
<input type="checkbox"/>	Bob's mobile phone rang and he answered it during the conference.
<input type="checkbox"/>	Bob fell asleep at the conference.
<input type="checkbox"/>	Bob wore jeans at the conference.

## 2 Listen again and fill in the blanks with the given sentences.

- A. If it was an important call, he should have got up and answered it outside.
- B. To make it worse, his phone rang, and he answered it!
- C. Everyone should know how to properly behave in front of partners.

Li Ming: Bob was ten minutes late for the conference.

Susan: \_\_\_\_\_

Li Ming: Everyone knows we should turn off mobile phones or put them on silent mode at a conference.

Susan: \_\_\_\_\_

Li Ming: Later, he explained that he had been up late the previous night, because one of his team members failed to finish his proposal and he had to make it up.

Susan: \_\_\_\_\_

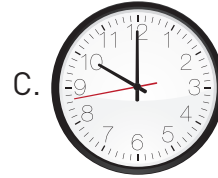
B

1 Listen and choose the best answer.

(1) Whom is Mr. White going to meet?

- A. Mary
- B. Mr. Black
- C. Mr. Smith

(2) What time is the appointment?



(3) Where is Mr. White from?

- A. The Head Office
- B. Production Department
- C. Maintenance Department

2 Listen again and match the person with the position.

Person

Mr. Black

Mr. Smith

Mr. White

Mary

Position

Production Manager

Secretary

Not mentioned

IT Engineer

Mr. Black: Good morning, Mr. White. What can I do for you?

Mr. White: Good morning, Mr. Black. I'm here to see Mr. Smith, the IT engineer. We have an appointment at nine o'clock. Can you tell me where his office is?

Mr. Black: No problem. Come with me and I'll get someone to take you there.

Mr. White: OK. Thank you.

Mr. Black: Mary, could you come here for a minute? ... Mr. White, I'd like you to meet Mary, my new secretary. Mary, this is Mr. White from the Head Office. He's the production manager.

Mary: It's a pleasure to meet you, Mr. White.

Mr. White: Nice to meet you too, Mary.

Mr. Black: Mary, will you please show Mr. White to the IT department? He has an appointment with Mr. Smith.

Mary: Sure. This way please, Mr. White.

Mr. White: Thank you. See you later, Mr. Black.

Mr. Black: See you.





## Speaking

Work with your partner and act out the following scenes.

**Situation 1** You (Student A) have just graduated and became a new employee in a business company. In training, you and your new colleague Zhang Jian (Student B) are talking about phone etiquette in the office. Act out the sample dialogue and then make up your own dialogues in the following situations.

A: So, Zhang Jian, do you know the phone etiquette for work?

B: Well, I think first I need to focus on what I should be saying.

A: That's right. We shouldn't talk about something useless. It's a waste of time.

B: And we'd better talk about one thing at a time. Otherwise, the caller will be confused.

A: Yes. It can bother the caller and make him or her not willing to talk with us.

B: Another point is also important. That is, we should show our respect when we phone others.

A: You're absolutely right.



**Situation 2** You and your new colleague Li Hong are talking about elevator etiquette.

### Bank of Expressions

- Let those inside exit first before making your way inside.
- Don't block the doors to hold them open.
- Don't push into or out of the elevator.
- Give as much space as you can without crowding others.

**Situation 3** You and your new colleague Wang Yong are talking about table etiquette.

### Bank of Expressions

- Keep lips closed when chewing.
- Never talk when you have food in your mouth.
- Avoid burping or making other rude sounds at the table.
- Never stick your chopsticks into a bowl of rice.



**Situation 4** You and your supervisor Li Ming are talking about client meeting etiquette.

### Bank of Expressions



- Dress formally.
- Show up early.
- Shake hands.
- Make eye contact.
- Think before you speak.
- Send a “thank you” note.





## Reading



### Why do the British say “sorry” so much?

British people are famous for apologising in almost every situation. For example, if you are five minutes late for an appointment, you would generally greet the person by saying “Sorry, I am late!” So, what does “sorry” really mean? Why do British people use it so much? Well, in British culture, saying “sorry” is a way to be polite, especially to people who you do not know very well. It is also a very clever way to get what you want.

In a recent experiment, an actor approached different strangers on a rainy day to ask if he could use their mobile phones in order to make a call. When he approached one group of strangers and asked them without apologising first, he was only 9 percent successful in borrowing their phones. However, when he apologised to another group of strangers about the bad weather before asking if he could use their mobile phones, he was 47 percent successful. So, maybe saying “sorry” is not just being polite, but it is also a good way to get what you want!



**1 Read and choose the best answer.**

- (1) What are British people famous for?
  - A. Being late
  - B. Greeting
  - C. Apologising
- (2) Why was the actor only 9% successful in borrowing the strangers' phones?
  - A. Because he did not apologise first.
  - B. Because the strangers disliked the actor.
  - C. Because the strangers did not have phones.
- (3) Why did the actor do the experiment?
  - A. Because he did not have a mobile phone.
  - B. Because he wanted to prove the importance of saying "sorry".
  - C. Because he wanted to see whether people know him.

**2 Read again and discuss the following questions.**

British people say "sorry" in almost every situation. They think it is polite and a good way to get what they want. And what about us? When do we say sorry? What should we do to be polite? Discuss and write down your answers.

**When do we say sorry?**

- 1. When we step on a person's foot...
- 2. When we are late for an appointment...
- 3. ...

**What should we do to be polite?**

- 1. Apologise immediately;
- 2. Be punctual;
- 3. ...

## B

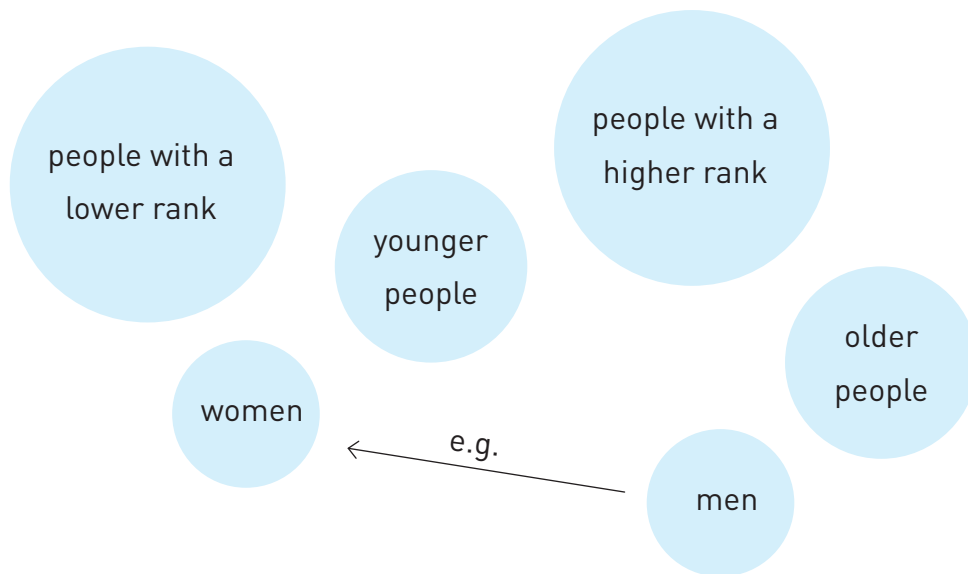
### Making a formal introduction

The purpose of introducing people is to give them an opportunity to know each other. Knowing how to introduce a person in business settings is an important social skill.

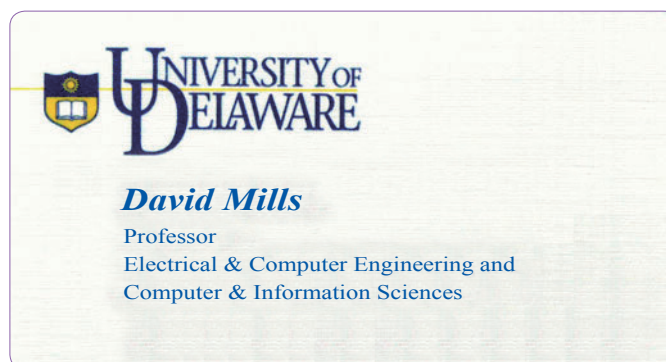
When you introduce people, the basic rule is to introduce them in the right order. You should decide who should be introduced to whom. Usually, people with a lower rank are introduced to people with a higher rank, younger people to older people, and men to women. If you are introducing people in a business setting, position is more important than age or gender. That is to say, if a young man has a higher position than a woman does, the woman should be introduced to the man. After that comes gender, and then age.

When introducing people, you should use their first and last names and include any title such as Dr. or Sir along with expressions like “I would like to introduce”, “please meet” or “this is”. When you introduce people, offer some details about each other. This will help you start a conversation. You might say “Dr. Jones, I would like to introduce Mark Smith to you. Mark Smith is a production engineer. Mr. Smith, this is Dr. Jones. Dr. Jones is the R & D manager.”

- 1 Read and choose the main idea.**
  - A. The right order to introduce people
  - B. The right way to introduce people
  - C. The right title to introduce people with
- 2 Read again and show the right order of introduction with arrow symbols (→).**




- 3 Please introduce David Mills, a professor, to your partner.**



## Writing

### Writing an e-mail of apology

Sam Benton was absent from a meeting. He just wrote the following e-mail to make an apology to Mr. White, expressing his sincere regret.

B *I* U **A** **A** **A**        

To: White@abcd.com

From: Benton@abcd.com

Subject: Apology for my failure to attend the meeting

Date: March 13, 2022

Dear Mr. White,

I would like to express my sincerest apologies for my absence on March 12. I realise that my failure to attend the meeting and to call ahead has disrupted your performance and the work progress. It was disrespectful and unprofessional. I am very sorry for any stress, delays caused to you and the rest of the team.

I will not offer any excuses for my absence. Next time I will call ahead and explain the situation thoroughly so that you are not put in a difficult position.

Sincerely yours,  
Sam Benton

表示诚恳的歉意，并认识到自己的错误

承诺改正错误，并再次表示歉意。

You are an intern in a factory. You violate the work dress code. Now imitate the sample and write an e-mail to make an apology.

PROPER

The image shows a simulated email composition interface. At the top is a toolbar with icons for bold (B), italic (I), underline (U), text color (A), background color (A), bulleted list, numbered list, indent, insert image, link, emoji, calendar, and microphone. Below the toolbar are four input fields: 'To:', 'From:', 'Subject:', and 'Date:'. The main body of the email is a large text area with a light blue border. It starts with 'Dear \_\_\_\_\_,' followed by seven horizontal lines for writing the message.

**You may use**

- I would like to express my sincerest apologies for my mistake yesterday.
- I apologise for violating the work dress code by wearing jeans.
- I did not realise that it was too casual.
- I knew when I accepted the internship I would be required to wear the uniform.
- I will not offer any excuses for my mistake.
- Such a mistake will not happen again.



## Taking Action

### Making a presentation about job interview manners

Discuss with your classmates what job interview manners are and then write them down.

**Step 1** Collect information about job interview manners.

**Step 2** Discuss job interview manners with your classmates and enhance yours.

**Step 3** Classify job interview manners and write them down.

Job Interview Manners
Before interview:
During interview:
After interview:

**Step 4** Make a presentation to the whole class.



## Do You Know

PROPER

### Online meeting etiquette

Online meetings have become an **essential** part of how modern businesses maintain productivity and **continuity**. To help you keep your meetings productive and professional, follow these simple online meeting etiquette rules and tips.

#### 1. Leave the keyboard alone

The sound of your typing is **distracting**. **Opt** for a quality headset or pick up your notebook and pen to take meeting notes instead.

#### 2. Mute your mobile phone

Muting your mobile phone when you are not speaking gives other participants the chance to share their thoughts without distraction.

#### 3. Stay seated and stay present

If you are using your **webcam**, use attentive body language: sit up straight, do not make big **extraneous** movements, and do not let your eyes wander too much.

必要的  
连续性

分散注  
意力  
选择

消音

网络摄  
像头

无关的



## Checking Progress

### In this unit, the words I have learnt are

- |                                      |                                     |                                      |                                     |
|--------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> workplace   | <input type="checkbox"/> experiment | <input type="checkbox"/> conference  | <input type="checkbox"/> especially |
| <input type="checkbox"/> maintenance | <input type="checkbox"/> purpose    | <input type="checkbox"/> appointment | <input type="checkbox"/> setting    |
| <input type="checkbox"/> apologise   | <input type="checkbox"/> rank       | <input type="checkbox"/> situation   | <input type="checkbox"/> gender     |
| <input type="checkbox"/> approach    | <input type="checkbox"/> title      |                                      |                                     |

Other words I have learnt are

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### In this unit, the expressions I have learnt are

- |   |   |                                       |
|---|---|---------------------------------------|
| <input type="checkbox"/> first name       | <input type="checkbox"/> last name        | <input type="checkbox"/> turn off     |
| <input type="checkbox"/> head office      | <input type="checkbox"/> show up          | <input type="checkbox"/> focus on     |
| <input type="checkbox"/> make eye contact | <input type="checkbox"/> business setting | <input type="checkbox"/> social skill |
| <input type="checkbox"/> basic rules      |   |                                       |

Other expressions I have learnt are

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### I am able to

- understand the importance of workplace manners.
- state workplace manners.
- express apology and make formal introductions.
- write an e-mail of apology.