

# ENGLISH

陈亚平  
总主编

# 英语

职业模块 | 服务类

林岩◎主编



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**Unit**

**1**

# Today is my first day at work.

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

- ✓ establish connections with co-workers and clients;
  - ✓ build your professional qualities by learning about business etiquette;
  - ✓ write an invitation.
- 



## Getting Ready

- 1 Working life begins. Body language is an important element of communication in the workplace. Write down the description of the body language below each picture.








hug

shake hands

well-done

stop

high-five

be quiet








- 2 Do you know workplace etiquette? Tick the suitable behaviours.

- Greet each other with a smile.
- Make eye contact.
- Make phone calls at any time.
- Wear fancy clothes or dress casually.
- Be friendly to clients.
- Arrive late to a meeting.
- Say "thank you" when someone offers help.

### Rules of shaking hands

- Men should wait for women to extend their hands.
- Men should not grip women's hands forcefully.
- Keep eye contact as you shake hands.

# Listening

PROPER



## 1 Listen and tick the words you hear.

- (1) It's really a great honor to have the  chance  opportunity to work here.
- (2) Alex is the  manager  director of the sales department.
- (3) This is our new  colleague  co-worker, John.
- (4) They're all very  gifted  talented people.

## 2 Listen again and circle John's new colleagues.



## 3 Listen for the third time and fill in the blanks with the following sentences.

- A. How do you do, Alex?
- B. Hello, everyone. I'm John. Very honored to join the team.
- C. Nice to meet you too, Lisa.
- D. My name is John. I'm the new sales representative.

# Unit 1

## *At the HR office*

John: Good morning, Mr. Smith. \_\_\_\_\_

Mr. Smith: Good morning, John. Welcome to join NW Foreign Trade Company.

John: It's really a great honor to have the opportunity to work here.

Mr. Smith: Oh, here comes Alex. He's the manager of your department.

John: \_\_\_\_\_ It's my pleasure to join your team.

Alex: You must be John. How do you do? Welcome to our department.

Let me show you around the sales department.

John: OK, thank you very much.

## *At the sales department office*

Alex: Morning, everyone. This is our new colleague, John.

John: \_\_\_\_\_

Lisa: Hi, John. I'm Lisa. Nice to meet you.

John: Thanks. \_\_\_\_\_

Nick: Welcome, John. You can call me Nick.

John: Hello, Nick.

Alex: They're all very talented people, and I'm sure you will enjoy the team. I'm happy to answer any questions you have.

John: So far so good. Thank you very much.

## B

### 1 Listen and fill in the visitor record sheet.

Visitor Record Sheet		
Guest name	Company	Time
		10 a.m. Wed.

**2 Listen again and put the following steps of meeting clients in order.**

(1) [ ]  
(2) [ ]  
(3) [ ]  
(4) [ ]

A. Give name card.  
B. Greet each other and introduce oneself.  
C. Say goodbye.  
D. Show thanks to clients.

**3 Listen for the third time and underline the expressions for showing appreciation to clients.**

John: Good morning, my name is John. I'm the new salesman from NW Foreign Trade Company. I have an appointment with your manager, Mr. Walker.

Receptionist: Good morning, John. Mr. Walker is waiting for you. Please come with me, and I will take you to his office.

John: OK, thank you.

*After a while*

Mr. Walker: How do you do? I'm Eric Walker. Please come in and have a seat.

John: How do you do? Here's my name card.

Mr. Walker: Nice to meet you, John.

John: Thanks for being our client for 8 years. It means a lot to our success.

Mr. Walker: Your products are excellent. It's my pleasure to be your client.

John: Thank you so much. If there are any problems, please don't hesitate to contact me anytime. Now, I won't take any more of your time, and I'm always at your service.

Mr. Walker: Thank you very much. Have a good day!

John: You too, bye.

## Speaking

Work with your partner and act out the following scenes.

**Situation 1** This is your first day at work. Your manager (Student A) is introducing you (Student B) to your new colleagues (Student C & D) in the department.

A: Good morning, everyone. This is our new colleague...

B: Good morning, everyone.

C&D: Welcome to... I'm...

...

### Bank of Expressions

Good morning /afternoon/evening.

This is ...

Nice/Good to see you.

Please call me ...

How is everything going?

Pleased to meet you.

I'd like to introduce... from... to...

**Situation 2** You (Student A) are a new salesman. You are making a phone call to a regular client of your company (Student B). Make a brief self-introduction.

A: Hello. This is... from... Company. Is that ...?

B: Yes, speaking.

A: I'd like to introduce myself first...

B: Thank you for...

*Bank of Expressions*

I'm the new salesman/designer/operations manager.  
I worked at ... for ... years before joining this company.  
I have ... years of experience in...  
...

PROPER

**Situation 3** You (Student A) are attending an exhibition. It's a good chance to get closer to clients (Student B & C).

A: Good to see you again, ...

B: Nice to see you again too...Congratulations on your best-seller award last month. Let me introduce... from... Company to you.

C: Nice to meet you... My name is... Here is my name card... I do hope we can cooperate in the future.

A: Nice to meet you too...

*Bank of Expressions*

Let me show you our brochures.  
Please feel free to contact me anytime.



## Reading



### Business etiquette



For a business phone call, don't allow it to ring more than three times before you answer it. Put on a smile before placing or answering a phone call. Use a voice that is neither too loud nor too low. When the caller is speaking, listen to what he or she has to say without interruptions.

As a business person, you may frequently be in social situations. Here are some tips for you:

- Arrive early —10 minutes before the agreed time.
- Dress appropriately.
- Never chew with your mouth open or talk with your mouth full.
- At a formal or business meal, you should either wait until everyone is served to start or begin when the host asks you to.



Being punctual is one of the most important rules in the business world. By arriving at the office on time, you demonstrate that you are responsible and reliable. You will get the chance to know more people in your workplace, and you will also have enough time to plan your day.



**1 Read and choose the main idea of each paragraph.**

- A. The importance of punctuality
- B. Dining etiquette
- C. Phone etiquette

**2 Read again and fill in the blanks. What suggestions would you give on phone etiquette and dining etiquette?**

Phone Etiquette	
What you should do	What you should not do
(1) Answer a business phone call before ringing _____ times.	(1) Don't speak too _____ or too _____.
(2) Put on a _____ before placing or answering a phone call.	(2) Don't _____ the caller.

Dining Etiquette	
What you should do	What you should not do
(1) _____	(1) _____
(2) _____	(2) _____
(3) _____	

B

Workplace dress codes

New employees should know how to dress properly at work.

Men should purchase formal suits before getting to work. It is advisable to choose dark colours. Certainly, to match the suit, shirts in light colours, neckties and dark leather shoes are necessary. It should be noted that the colour of shirts and suits should not be similar or even the same.

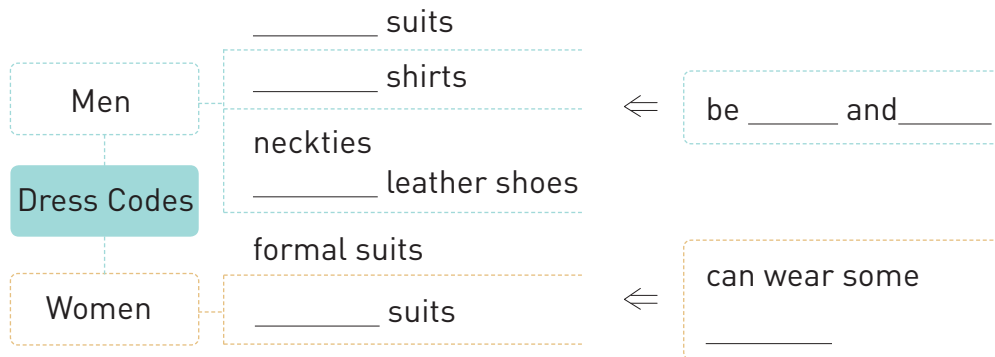


It seems that women have more choices when choosing their suits, because there are many kinds of suits sold online or in the shop. The rules for choosing women's suits are the same as those for men. Besides trousers, women can wear skirts to match their suits.



If necessary, women can wear some accessories to look more professional, but for men, being clean and neat is the top rule.

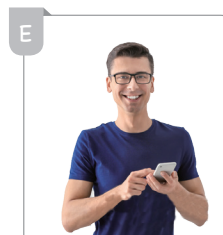
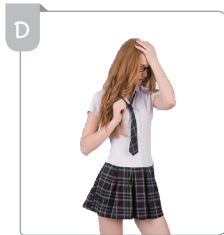
1 Read and complete the mind map.



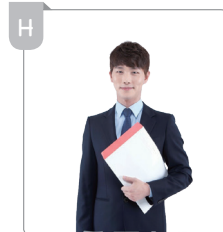
2 Read again and help Tim and Anna choose the proper suits for their first day at work. Share your opinion with your classmates.



Tim



Anna



### Useful expressions

I think it is too informal/formal.  
He/She looks very professional in this suit.  
It is because...

## Writing

### Writing an invitation

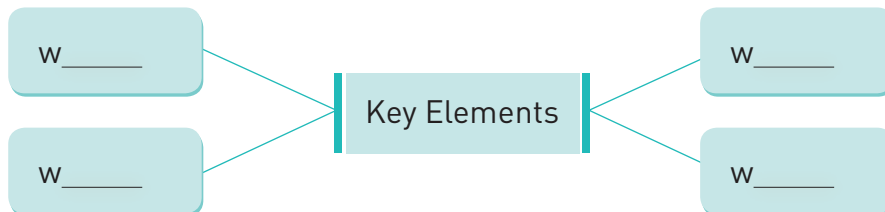
Mark Johnson replied to the invitation from James Brown. Discuss and find out the key elements of writing an invitation.

The screenshot shows an email interface with a toolbar at the top containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, indent, insert image, insert link, smiley, calendar, and microphone. The email body contains the following text:

Dear Mr. James Brown,

Thank you for inviting me to attend the business meeting at 9:00 a.m. on October 23, in your company's conference room. I will definitely attend the meeting and I believe that we will have great cooperation in the future.

Sincerely,  
Mark Johnson



According to the information above, think and try to complete the invitation from James Brown to Mark Johnson.

\_\_\_\_\_

I would like to express our thanks to you for building such a great business relationship with our sales team. To make plans for the upcoming year, we would like to invite you to attend our \_\_\_\_\_, in \_\_\_\_\_.

It is scheduled to be held at \_\_\_\_\_ on \_\_\_\_\_.

We are looking forward to seeing you at the meeting. Please send us a confirmation e-mail as soon as possible.

Sincerely,  
James Brown  
General Manager

**You are Frank Black, the General Manager of T&T Company. Your company will host a return dinner. Please send an invitation to your client.**

Time: 7: 00 p.m., April 15  
Place: the Dining Hall on 30th floor, T & T Company  
To: Miss Lily Smith

Dear \_\_\_\_\_ ,

I would like to ...

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Yours,

...

## Taking Action

### Making up a short play

#### My first day at work

Appropriate workplace behaviour can help you quickly fit in, and inappropriate workplace behaviour will often cause trouble for people around you. Work in groups to write a short play and act it out.

**Step 1** Choose a scene.

**For example:**  
In the office

**Step 2** Select your actors or actresses.

**Step 3** Make up the story.



What bothers you most?

What are good behaviours?

How do you get along with your workmates or clients?

#### For example:

Actor or actress	Scene	Behaviour	Lines
Li Mei & Wang Hong	In the office	Talking loudly about something they think interesting	Speak freely
Sam		Coming back from another office	Frown at them and say, "Would you mind keeping your voice down?"

**Step 4** Show your play.

## Do You Know

### Business cards etiquette

A business card is an **internationally** recognised means of presenting personal contact information. Understanding the etiquette of presenting and receiving business cards will help you to build business relationships.

国际性地

When you give someone your business card, you are introducing yourself on paper. So be sure that the card is in **pristine** condition before you hand it over.

崭新的

#### • Presenting a business card

Generally, people with lower status give business cards to those with higher status first. When exchanging business cards with more than one person, start from the person with the highest position in the company, or from the person closest to you. Always present your business card in your right hand, or in both hands. In some countries, presenting the business card in the left hand is an **insult**. Look at the person in the eyes and smile when presenting the business card.

冒犯

#### • Receiving a business card

When being given a business card, accept the card in the same way as it is presented—either in your right hand or in both hands. Take a moment to read the business card as a sign of respect before putting it away.





## Checking Progress

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

- |   |                                      |                                      |                                       |
|---|--------------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> representative | <input type="checkbox"/> opportunity | <input type="checkbox"/> colleague   | <input type="checkbox"/> manager      |
| <input type="checkbox"/> department     | <input type="checkbox"/> talented    | <input type="checkbox"/> appointment | <input type="checkbox"/> salesman     |
| <input type="checkbox"/> client         | <input type="checkbox"/> contact     | <input type="checkbox"/> etiquette   | <input type="checkbox"/> interruption |
| <input type="checkbox"/> appropriately  | <input type="checkbox"/> punctual    | <input type="checkbox"/> suit        | <input type="checkbox"/> advisable    |
| <input type="checkbox"/> necktie        | <input type="checkbox"/> leather     |                                      |                                       |

Other words I have learnt are

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

- |   |                                     |  |
|---|-------------------------------------|--|
| <input type="checkbox"/> show around      | <input type="checkbox"/> drop by    | <input type="checkbox"/> make a phone call |
| <input type="checkbox"/> at one's service | <input type="checkbox"/> dress code |  |

Other expressions I have learnt are

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### I am able to

- use greeting or introducing expressions correctly.
- communicate with co-workers and clients appropriately.
- understand the key workplace etiquette on different occasions.
- write an invitation.