



21世纪高等院校立体化精品教材

实用国际交际英语（生活篇）II

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前言 Preface

当前，国际化办学是世界高等教育发展的时代潮流，教育资源的共享与流动已经成为各国大学共同的选择。加快高等教育国际化进程，加快高校的开放办学，加大国际教育、人文和学术的国际交流与互动，培养具有国际视野和创新意识、通晓国际规则、参与国际事务与竞争的国际化人才，是“一带一路”倡议持续开展与落实到位的基础性保障，是我国面向全球传播中国文化、讲好中国故事、传播中国声音、汇聚中国精神、宣传中国道路、凝聚中国力量的重要战略举措。在此背景下，积极推进“一带一路”教育行动计划和四川省“对内靠改革，对外靠开放”的政策，形成“立足西部，面向全国，背靠行业，放眼世界”的具有全球视野的国际化应用技术型人才培养思路，努力构建持续健康发展的国际化办学格局，成为西南交通大学希望学院国际化教育的指导方针。因此，“根在希望，路通世界，展望未来”西南交通大学希望学院升学语言班教学教材——《实用国际交际英语（生活篇）I》和《实用国际交际英语（生活篇）II》应运而生。

《实用国际交际英语（生活篇）II》是《实用国际交际英语（生活篇）I》的续集，针对应用型本科院校、普通高等专科学校及高等专科学校中有志出国留学的学生的进修需求和应用性需求予以编写，以“必需、实用”为度，突出实用性、趣味性和实践性，从学生的学习和应试需求出发，选取贴近学生日常生活的国际日常交际英语话题为单元主题；大量参考欧洲语言水平测试标准（如雅思、普思、MUET等）及相关教材，深度挖掘国际英语资格证书考试元素并加以解构；充分结合理论教学与实践教学，既重视应试领域相关知识的传递，又重视英语综合交际能力的培养，充分体现应用型本科院校的特色，使实用交际英语与应试题型相融合。本教材经过一年的准备和编写，是学院国际教育部广大一线授课教师通过集体备课、教学研讨、横向拓展、纵向挖掘而积累的成果，并历经多轮自我校对和相互校对，共同编写而成。本教材以夯实学生英语基础和培养国际应用型人才为宗旨，以提升学生英语综合输出能力和国际日常生活英语交际能力与应用能力为出发点，对教学内容和手段进行了诸多创新。

本教材共包含 4 个教学单元，所选内容题材涉及“购物和支付”“看病就医”“旅游及其文化”和“求职与面试”4 个方面，每个单元分为“情景对话 + 英语口语实践活动”“阅读理解”“听力训练”“写作练习”4 个板块，均包含引导图片、情景对话与活动、单词术语注释、阅读理解、写作训练以及课后习题，题型涵盖单选、匹配、判断、选词填空等，类型丰富多彩，灵活有趣，符合雅思、普思、MUET 等应用型考试需求。本教材适合大学一年级第二学期的英语教学，适用于教学时长 128 课时（每周 8 课时，一学期 16 个教学周）的教学安排，教师在使用本教材时可以根据教学要求和安排进行灵活把握。

本教材在内容的选择上，话题新颖有趣、与时俱进，与日常生活紧密相关，突出英语交际能力；在结构的设计上，通过对听、说、读、写 4 个板块的学习来夯实学生的英语基础，提高学生的阅读与写作能力。此外，本教材还参考了大量的英文原版书籍，材料的选取遵循由浅至深的原则，理论教学与实践教学并重，在侧重实用性的同时又注重趣味性和实践性，既能提高学生结合实际解决问题的能力，又能提升学生的跨文化交际能力，拓展学生的国际视野，提升学生的国际人才竞争力。与此同时，本教材在教学主题方面还涉及中国优秀文化的内容，以增强学生的文化认同感，正确认识中西文化差异。

本教材在编写过程中吸收了国内外专家、学者的研究成果和先进理念，参考了大量文献、著作、教材和网络资料，在此谨向这些作者表示衷心的感谢！同时也感谢出版社编辑们的辛勤付出！

本教材配有对应的电子版参考答案与听力音频，若在使用过程中有需要，请联系主编获取。由于编纂工作浩繁，难免存在纰漏和不足，敬请广大师生和读者在使用过程中给予关注，并将改进意见和建议及时反馈给我们，以便修订和加以完善。

编者
2021 年 6 月



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Unit 1

Shopping and Payment

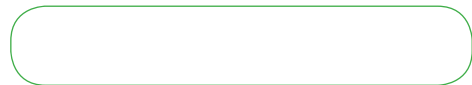
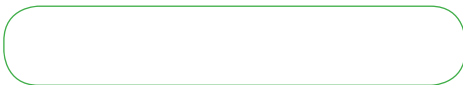
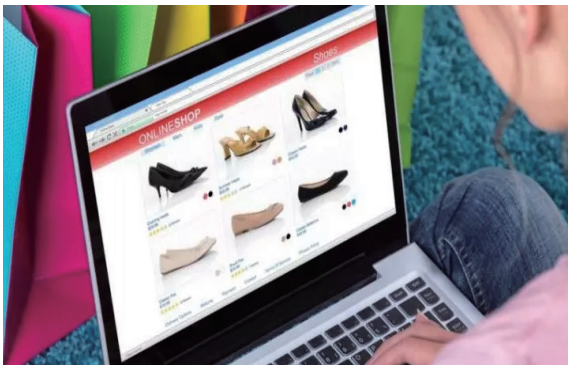
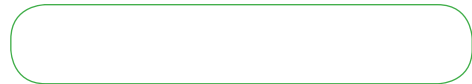
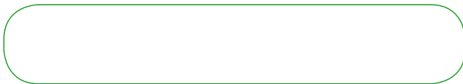


Lead-in

Match the following pictures with the words in the box.

checkout-free grocery
payment methods

credit card
online shopping



Part One Speaking and Conversation

• Dialogue One

Cherry, a Chinese student who studies abroad, newly arrives in Britain and wants to buy some books to practice her English. Now, she is talking to a shop assistant.

C=Cherry S=Shop Assistant

S: Good morning. How can I help you?

C: Oh, hello. I was looking for Richard Dawkins' *The Selfish Gene*. Have you got it?

S: I'll just run a check on the computer. How do you spell the author's name?

C: Dawkins. D-A-W-K-I-N-S, Richard. The title of the book is *The Selfish Gene*.

S: Do you know who published it?

C: Oh, I'm not sure. I know that it's quite well known.

S: Right, let's see what we've got. Raymond Dawkins, Rebecca Dawkins, Richard Dawkins, *The Ancestor's Tale*, *A Devil's Chaplain*, *The Selfish Gene*, first published in 1976, Oxford University Press, 30th anniversary edition, 2006. Is that what you're after?

C: Yes, that's it.

S: It's downstairs in the **basement**, under *Popular Science*.

C: Thanks. I'm also looking for this...

(Showing the notebook to the SA.)

S: Wang Shuo, *Please Don't Call me Human*.

What is it?

C: It's a Chinese **thriller**.

S: Oh, sorry, we don't stock foreign language titles here. You'll need to go to a specialist bookshop. Have you tried Grant Cutler in Soho?

C: No... no..., this is the English translation that I'm looking for.

S: Oh, right. Let's see. I'll try it with the title because sometimes we **stock** foreign authors under the first but sometimes under the second name, so it'll be quicker like this. *Please Don't Call Me Human*, Wang Shuo, 2002... right, used to have it *in stock*, but it's been **remaindered**.

C: Sorry?

S: It's no longer in print. Chinese thrillers aren't really mass-market, you know. But you could try a bookshop called Crime In Store that's opposite The British Museum. Failing that, you could try the second-hand bookshops in Charing Cross Rd.

C: Thanks.



Words to Know

anniversary	[,æni'vɜ:səri]	n.	a date that is an exact number of years after the date of an important or special event 周年纪念日
basement	['beism(ə)nt]	n.	a room or rooms in a building, partly or completely below the level of the ground 地下室
thriller	['θrɪlə(r)]	n.	a book, play or film/movie with an exciting story, especially one about crime or spying (尤指关于罪案或间谍的) 惊险小说(或戏剧、电影)
stock	[stɒk]	v.	to keep a supply of a particular type of goods to sell 存货
remainder	[rɪ'meɪndə(r)]	v.	to sell books at a reduced price 廉价出售(书)

Phrases and Expressions

be after	寻找, 寻求, 追赶
Popular Science	科普读物
(be) in stock	有现货, 有库存

• **Dialogue Two**

Pamela has received a sweater as a birthday gift, but it doesn't fit her. She wants to exchange it for a more suitable one. Now she brings it back where it was purchased.

C=Clerk P=Pamela

C: Good afternoon, Madam. May I help you find anything?

P: Actually, I'm just here to return a sweater. I received it as a birthday gift, but it doesn't fit me.

C: Right this way, please. I can help you out over at the *Refunds and Exchanges Counter*.

(They walk over to the counter.)

C: Is that the sweater in the bag, Madam?

P: Yes, here it is.

C: Do you have the **receipt** for it?

P: No, I don't. Like I said, it was a birthday gift.

C: Unfortunately, we're not allowed to make cash **refunds** without the original sales receipt.

P: That's OK, because I don't want a refund. Instead, I'd like to exchange it for one that will fit me. All of the **tags** are still on the sweater — that's how I knew this was the store where it was bought.

C: There should be no problem making an exchange. Is this one too big or too small?

Unit 1 Shopping and Payment

P: Too small. My friend bought me a **medium**, but I'm actually a large or even an extra large. Do you have any that are the same style and color in stock?

C: Let me see what I can find for you. I'll try to get you the exact sweater in large and extra large, and you can try both of them on.

P: Thanks! I'm going to see my friend tonight, and I'd like to surprise her by wearing the sweater.

C: Let me go check the sweater **rack** and see if you're *in luck*. I'll be right back.

P: Thank you so much!



Words to Know

receipt	[rɪ'si:t]	<i>n.</i>	a piece of paper that shows that goods or services have been paid for 收据; 收条
refund	[rɪ'fʌnd]	<i>n.</i>	a sum of money that is paid back to you, especially because you paid too much or because you returned goods to a shop / store 收据; 收条
tag	[tæg]	<i>n.</i>	a small piece of paper, cloth, plastic, etc. attached to sth. to identify it or give information about it 标签; 标牌
medium	['mi:diəm]	<i>adj.</i>	in the middle between two sizes, amounts, lengths, temperatures, etc. 中等的; 中号的
rack	[ræk]	<i>n.</i>	a piece of equipment, usually made of metal or wooden bars, that is used for holding things or for hanging things on 支架; 架子

Phrases and Expressions

Refunds and Exchanges Counter	退换货柜台
be in luck	走运

• Dialogue Three

A customer wants to apply for the telephone banking service and is asking the bank manager for some information about the bank.

B=the bank manager C=the customer

B: Hello. Can I help you?

C: Yes, I'd like some information on your telephone banking service.

B: Certainly. Do you have an **account** with us?

C: Yes, I do. This is my *home branch*.

B: Well, with our telephone banking service you can do all your day-to-day banking over the telephone at any time of day or night.

C: How does it work?

B: All you do is ring up, key in your *PIN number*, choose the service you want and then just follow the **instructions**. It's as easy as that.

C: And what can I actually do over the phone?

B: You can check your balance, *pay bills*, order a **statement** or **transfer** money. All your normal day-to-day banking.

C: Does it cost anything?

B: No. The number is a freephone number, so you don't pay for your calls and the service is part of your normal bank account.

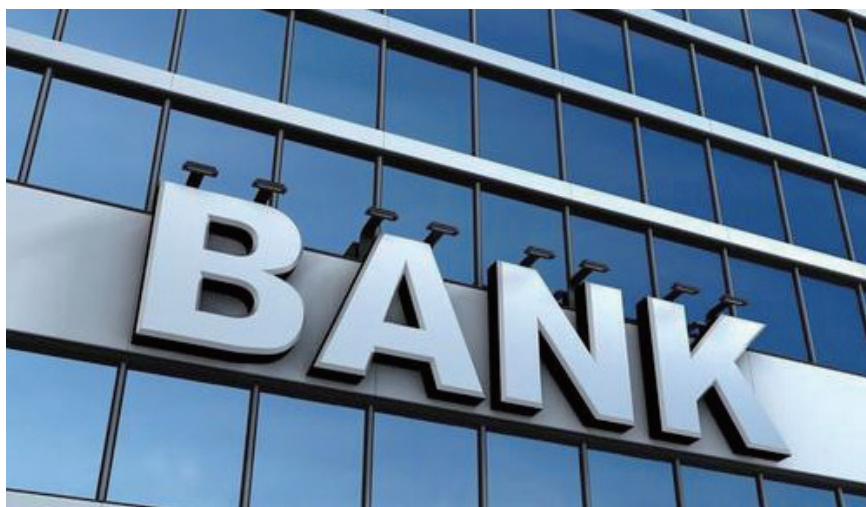
C: Oh, right. Can I call at any time of the day?

B: Yes, you can. There's an **automated** answering machine and staff are **available** 24 hours-a-day, seven days a week.

C: Could I fill in a form now?

B: Certainly. One moment, I'll just get an application form. If you could *sign the form* here, Mr. Barnard, and then that's it. I'll **register** and then we'll send you your information pack and membership number.

C: Thank you.



Words to Know

account	[ə'kaʊnt]	<i>n.</i>	an arrangement that sb. has with a bank, etc. to keep money there, take some out, etc. 账户
instruction	[ɪn'strʌkʃn]	<i>n.</i>	detailed information on how to do or use sth. 用法说明; 操作指南
statement	['steɪtmənt]	<i>n.</i>	a printed record of money paid, received, etc. 结算单; 清单; 报表
transfer	[træns'fɜ:(r)]	<i>v.</i>	to move from one place to another; to move sth./ sb. from one place to another (使)转移, 搬迁
automate	['ɔ:təmeɪt]	<i>v.</i>	to use machines and computers instead of people to do a job or task 使自动化
available	[ə'veɪləbl]	<i>adj.</i>	that you can get, buy or find 可获得的; 可购得的; 可找到的
register	['redʒɪstə(r)]	<i>v.</i>	to record your/sb's/sth's name on an official list 登记; 注册

Phrases and Expressions

home branch	国内分行 (账户)
PIN number	密码
pay bills	支付账单
sign the form	在表格上签字

• Oral Practice

Direction: Please discuss the following topics independently/ with your partner(s)/ with your group members.

1. What kind of books do you like to buy?
2. Do you prefer buying books online or in physical stores? Why?
3. Do you think online shopping will completely replace street shopping in the future? Why or why not?
4. What would you do if you want to exchange goods or refund money after buying it?
5. How do you usually pay when buying something in physical stores? Credit card, cash or mobile payment? Why?
6. Mobile payment becomes fairly popular nowadays. Could you list some disadvantages of mobile payment?

• Role-play Activities

Activity One: Flea Market

Direction: Imagine you are a seller who are selling some pre-owned things or a buyer who are shopping at a flea market. Please bargain with your classmates so that you could sell things at a good price or buy things at a lower price.

Purpose: to develop students' ability of asking for and giving prices and practice bargaining

Implementation Suggestions:

- Teacher explains that a flea market is a place where people sell pre-owned things.
- Students will be divided into sellers and buyers.
- Sellers make a list of eight to ten pre-owned things to sell and make sure that these goods are marked with "asking price".
- After looking at the "asking price", buyers decide on a good price for each thing they want to buy. Then, they bargain with sellers.
- Students need to take turns starting the conversation so that each student is both buyer and seller, and the teacher goes around the class and offers help as needed.
- At the end of the activity, students tell each other what they sold and at what price. Also, students could compare how much money they earned. Who made the most money?

Evaluation Criterion: students carry out mutual evaluation based upon the criteria— fluency and coherence, lexical resource, grammatical range and accuracy, and pronunciation.

Activity Two: Exchange or Refund

Direction: Imagine you have bought something unsuitable and decide to exchange it or refund money. Now role-play a scene to carry out such an activity.

Purposes: Help students to learn how to exchange goods and refund money in English

Implementation Suggestions:

- Students work in groups to set a scene and write a new conversation using what they have learned in the Speaking Section.
- Each group discusses different role players, such as the clerk and the customer.
- Students imitate the scene they designed in turn.
- Teacher goes around the class and offers help as needed.
- **Evaluation Criterion:** Mutual evaluation could be conducted between groups on the basis of the criterion—the completeness of the conversation, the accuracy of grammar and vocabulary, and pronunciation.

Part Two Reading Comprehension

• Text One

Customer Advice on Buying Shoes

If you have a problem with shoes you've recently bought, follow this four-step plan.

Step 1

Go back to the shop with **proof** of purchase. If you return **faulty** shoes at once, you have a right to *insist on* a **refund**. It is also likely that you will get one if you change your mind about the shoes and take them back immediately. But, if you delay or you've had some use out of the shoes, the shop may not give you all your money back. It depends on the state of the shoes and how long you've had them.

If you are offered a credit note, you don't have to accept it. If you accept it, you will usually not be able to exchange it for cash *later on*. So, you may be left with an unwanted credit note, if you cannot find any other shoes you want from the shop.

The shop may want to send the shoes back to head office for **inspection**. This is fair and could help to *sort things out*. But don't be *put off* by the shop which claims that it's the **manufacturer's** responsibility. This isn't true. It's the shop's legal duty to put things right.

Step 2

If you don't seem to be getting anywhere, you can get help. Free advice is available from a Citizens Advice Bureau (get the address from your telephone book), or from a local Trading Standards Department. Again, **consult** the telephone directory under County, Regional or Borough Council. All these departments have people who can advise you about faulty goods and what to do with them.

Step 3

Most shops are covered by the Footwear Code of Practice. If the shop you are dealing with is covered, you can ask for the shoes to be sent to the Footwear Testing Centre for an independent opinion. The shop has to agree with whatever the resulting report says. There is a charge of £21. You pay £7 and the shop pays the rest (including **postage**).

Step 4

As a last resort, you can take your case to court. This is not as difficult as it sounds. The small claims **procedure** for amounts up to £1000 (£750 in Scotland) is a cheap, easy and informal way of taking legal action.

The relevant forms are available from your nearest County Court or, in Scotland, the Sheriff Court. You can get advice and leaflets from the Citizens Advice Bureau. Alternatively, some bookshops sell advice packs which contain the relevant forms.



Words to Know

proof	[pru:f]	<i>n.</i>	information, documents, etc. that show that sth. is true 证据；证明
faulty	['fɔ:lti]	<i>adj.</i>	not perfect; not working or made correctly 有缺陷的；不完美的 wrong or containing mistakes, often resulting in bad decisions 错误的
refund	['ri:fʌnd]	<i>n.</i>	a sum of money that is paid back to you, especially because you paid too much or because you returned goods to a shop 退款
inspection	[ɪn'spekʃn]	<i>n.</i>	the act of looking closely at sth./sb., especially to check that everything is as it should be 检查；审视 an official visit to a school, factory, etc. in order to check that rules are being obeyed and that standards are acceptable 视察
manufacturer	[mænju'fæktʃərə(r)]	<i>n.</i>	a person or company that produces goods in large quantities 制造商
consult	[kən'sʌlt]	<i>v.</i>	to go to sb. for information or advice 请教；咨询
postage	['pəʊstɪdʒ]	<i>n.</i>	the cost of sending a letter, etc. by post 邮费
procedure	[prə'si:dʒə(r)]	<i>n.</i>	a way of doing sth., especially the usual or correct way 程序；步骤

Phrases and Expressions

insist on	坚决要求；坚持
later on	随后；以后
sort out	解决
put off	推迟；拖延

Exercises for Text One

Direction: You should spend about 30 minutes on Questions 1–13, which are based on the reading material of text one.

Questions 1–8:

Read the passage. Do the following statements agree with the information given in the text? Write

TRUE (T) if the statement agrees with the information

FALSE (F) if the statement contradicts the information

NOT GIVEN (NG) if there is no information on this

1. If you return unwanted shoes straightaway, with a receipt, the shop will probably give you a refund. ()
2. You are advised to accept a credit note if you are offered one. ()
3. The factory is responsible for replacing unwanted shoes. ()
4. You can ask any shoe shop to send the shoes to the Footwear Testing Centre. ()
5. Shops prefer to give a credit note rather than change shoes. ()
6. The customer contributes to the cost of having faulty shoes tested. ()
7. The procedure for making a legal claim is easier in Scotland. ()
8. Legal advice and forms can be bought from certain shops. ()

Questions 9–13:

Read the passage. Then complete the following sentences below using **NO MORE THAN THREE WORDS** for each answer.

9. If you bought faulty shoes, you should bring them back to the shop with _____.
10. It's common for the shop to send the shoes back to _____ for inspection.
11. Citizens Advice Bureau often provides _____ for consumers.
12. _____ will be paid by the shop if you ask for the shoes be sent to the Footwear Testing Centre.
13. As a last choice, you can resort to _____.

Text Two

Lost Cards

If you discover that your credit card, cheque book, debit card or cash card is missing, telephone the credit card company or bank as soon as possible. Follow this up with a letter. If you **suspect** theft, tell the police as well. In most circumstances, **provided** you act quickly, you will not have to pay any bills which a thief runs up on your account. Most home insurance policies will also cover you against even this limited risk.

Because *plastic money* is now so common, central registration schemes such as Credit Card Shield and Card Protection System exist to help customers whose cards are lost or stolen. Under the schemes you file details of all your cards — including cash cards and account cards issued by shops — with a central registry, for a small annual fee. Then, if any or all of your cards are stolen, you need to make only one phone call to the registry, which is open around the clock 365 days a year. *As soon as* you have called, your responsibility for any bills run up by the thief ends and



the scheme's staff make sure that all the companies whose cards you had are **notified**.

What you stand to lose on a stolen card

CREDIT CARD You will not have to pay more than £50 of the bills a thief runs up with your card. If you report the loss before the card is used, you will not have to pay anything.

CHEQUES AND GUARANTEE CARD Unless you have been careless—by signing blank cheques, say—you will not have to pay for any **forged** cheques a thief uses. The bank or shop that accepts them will have to *bear the loss*.

DEBIT CARD (Switch or Visa Delta) The banks operate a system similar to that for credit cards, in that you are liable for bills up to £50.

If your cash card is stolen

Legally, you can be made to pay back any sums a thief **withdraws** using your card, but only up to the time you report the loss and up to £50, unless the bank can prove gross **negligence**, such as writing your personal identification number on your card.

- Never keep your card and a note of your personal number (which does not appear on the card) together.
- Memorize your personal number if possible. If you must make a note of it, **disguise** it as something else—a telephone number, say.
- The same rules and **precautions** apply to a credit card used as a cash card.

Words to Know

suspect	[sə'spekt]	v.	to have an idea that sth. is probably true or likely to happen, especially sth. bad, but without having definite proof 怀疑；猜想
provided	[prə'vaɪdɪd]	conj.	on the condition that 如果；假如
notify	['nəʊtɪfaɪ]	v.	to formally or officially tell sb. about sth. 通告；通知
forge	[fɔːdʒ]	v.	to make an illegal copy of sth. in order to cheat people 伪造；假冒
withdraw	[wɪð'drɔː]	v.	to take money out of a bank account 提款；取钱
negligence	['neglɪdʒəns]	n.	the failure to give sb./sth. enough care or attention 疏忽；过失
disguise	[dɪs'gaɪz]	v.	to hide sth. or change it, so that it cannot be recognized 掩饰；掩蔽 to change your appearance so that people cannot recognize you 假扮；伪装

precaution	[pri'kɔ:ʃn]	n.	something that is done in advance in order to prevent problems or to avoid danger 预防措施
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Phrases and Expressions

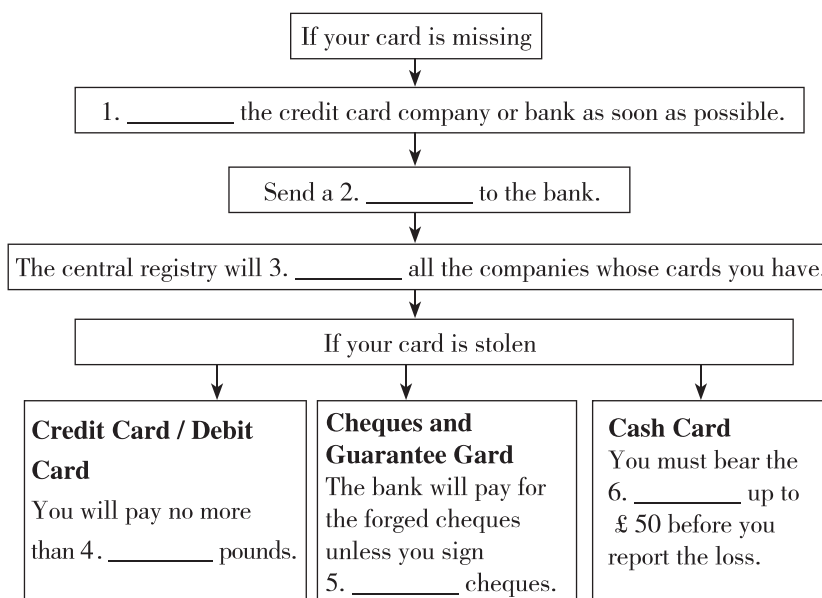
plastic money	信用卡
as soon as	一……就……
bear the loss	承担损失

Exercises for Text Two

Direction: You should spend about 30 minutes on Questions 1–11, which are based on the reading material of text two.

Questions 1–6:

Complete the flow chart below. Choose **ONE WORD ONLY** from the text for each answer.



Questions 7–11:

Match the questions with the answers.

7. What should you do first if you lose a credit card? _____.
8. Credit Card Shield is _____.
9. When contacted, the Card Protection System company will _____.
10. You are fully covered by both banks and shops if you lose _____.
11. What happens if your cash card is stolen? _____.

- | | |
|---|---|
| A. Get in touch with the relevant credit card companies | B. Make a phone call |
| C. You may have to pay up to £50 of any stolen money | D. A system for registering people's card details |
| E. A cheque that is signed but not otherwise completed | F. A blank unsigned cheque |
| G. Contact the police | |

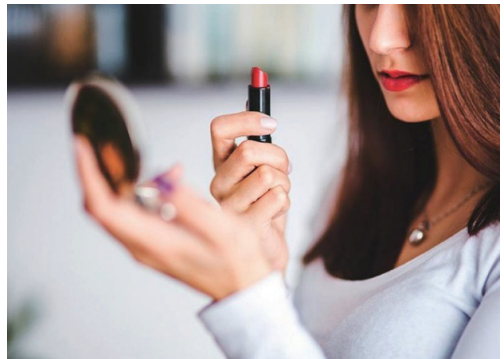
• Text Three

How the “Lipstick Effect” Keeps Australians Dining Out Despite a Tight Economy

Australians' **appetite** for eating out continues to grow despite a constant stream of bad economic news, with some economists explaining that trend by citing the curiously-named “*lipstick effect*”.

Consumer spending on services like health, education, **recreation**, and transport all continued to dry up in April (albeit at a slower pace than has been seen over the past three months), according to the latest Ai Group performance of services index.

Ai Group chief executive Innes Willox said the “**further slump**” in the services sector as a whole was a “particularly concerning sign” that weakness in some pockets of the economy was beginning to spread, and political uncertainty is taking its toll.



Yet the hospitality sector **defied** the overall trend of reduced spending, and experts say there's a reason otherwise **frugal** Australians are still heading out for a smashed avocado on toast: the “lipstick effect”.

The “lipstick effect”

The phenomenon was uncovered in the early 1930s, when consumers actually increased their spending on small, more affordable luxuries during those times of economic hardship.

“In the years 1929 to 1933, despite industrial production halving, sales of **cosmetics** actually rose in the United States,” Dr Louise Grimmer, a University of Tasmania marketing lecturer, told *The New Daily*.

“Similarly, just after 9/11, Estee Lauder reported a spike in their relatively expensive lipstick products.”

The spike in hospitality spending through April is also a “perfect example” of this effect.

“At the moment in Australia we have prolonged **stagnant** wage growth, economic uncertainty as well as an upcoming election, so all these factors make it “ripe” for the lipstick effect to take place,” Dr Grimmer said.

“We might not be able to **afford to** go to Queensland on holiday this year, but we still want to do some things that make us feel good, so we'll spend money on eating out instead.”

Making up for a bad situation

Regardless of the state of the economy, people chose to spend their money on luxury items to make themselves feel good; the lipstick effect becomes evident when times are tough or people expect things to turn south and the types of luxury items people choose to purchase changes in response.

“When **disposable** income is under pressure, we are still willing to spend money on ‘luxury’ items but we tend to buy less costly luxury goods,” Dr Grimmer said.

“So I might have a massage instead of signing up for a personal trainer, or I might buy one expensive piece of skin care such as a high-end moisturizer but I’ll buy the rest of my skincare from a discount chemist. Similarly, I might cancel my monthly wine subscription service but I’ll *indulge in* a bottle of whisky or sparkling.”

Other factors at play

Danny Price, managing director of Frontier Economics, suspects there’s another explanation for the hospitality sector’s strength.

Rather than concerned customers replacing **extravagant** gifts to themselves with smaller items, Mr Price said shifting consumer demographics could *account for* the increase in hospitality spending.

“People around the world have seen a lift in living standards, and that tends to mean they have more leisure time, so naturally they’re going to want to fill that time,” he said.

Those same consumers are increasingly in search of experiences rather than goods, and that makes the hospitality sector a likely **beneficiary**.

Words to Know

appetite	['æpɪtaɪt]	<i>n.</i>	a strong desire for sth 欲望；食欲
recreation	[,ri:kri:eiʃn]	<i>n.</i>	the fact of people doing things for enjoyment, when they are not working 娱乐；消遣
slump	[slʌmp]	<i>n.</i>	to fall in price, value, number, etc., suddenly and by a large amount (价格、价值、数量等)骤降，猛跌
defy	[dɪ'faɪ]	<i>v.</i>	to refuse to obey or show respect for sb. in authority, a law, a rule, etc. 违抗；反抗
frugal	['fru:gəl]	<i>adj.</i>	using only as much money or food as is necessary 节俭的
cosmetic	[kɒz'metɪk]	<i>n.</i>	a substance that you put on your face or body to make it more attractive 化妆品；美容品
stagnant	['stægnənt]	<i>adj.</i>	not developing, growing or changing (经济、社会等)停滞不前的
disposable	[dɪ'spəʊzəbl]	<i>adj.</i>	made to be thrown away after use 用后即丢弃的；一次性的 available for use 可动用的；可自由支配的

extravagant	[ɪk'strævəɡənt]	adj.	spending a lot more money or using a lot more of sth than you can afford or than is necessary 奢侈的；挥霍的；铺张浪费的
beneficiary	[benɪ'fɪʃəri]	n.	a person who gains as a result of sth 受益者；受益人

Phrases and Expressions

lipstick effect	口红效应
afford to	承担得起；付得起
indulge in	沉湎于；沉浸于
account for	解释；说明……的原因

Exercises for Text Three

Direction: You should spend about 30 minutes on Questions 1–11, which are based on the reading material of text three.

Questions 1–6:

Read the article. Then match each word with its meaning.

- | | |
|----------------------|------------------------------|
| _____ 1. disposable | A. luxurious |
| _____ 2. stagnant | B. to refuse to obey |
| _____ 3. recreation | C. available for use |
| _____ 4. defy | D. strong desire |
| _____ 5. extravagant | E. something for enjoyment |
| _____ 6. appetite | F. little activity or change |

Questions 7–11:

Do the following statements agree with the information given in the text? Write

TRUE (T) if the statement agrees with the information

FALSE (F) if the statement contradicts the information

NOT GIVEN (NG) if there is no information on this

7. “The Lipstick Effect” refers to the theory that in times of crisis, consumers will buy less costly luxury items, such as lipstick as opposed to diamonds. ()
8. Many consumers are in search of experiences rather than goods, and that makes lipstick a likely beneficiary. ()
9. “The Lipstick Effect” was uncovered after 9/11. ()
10. The hospitality sector defied the overall trend of reduced spending. ()
11. When disposable income is under pressure, we are still willing to spend money on less costly luxury items. ()

Part Three Listening Training

• Task One

In this task, you will hear a conversation about buying a computer.

Words to Know

discount
desktop
memory
printer
recommend
megabyte
software/hardware
fifteen-inch
handle

Phrases and Expressions

word processing
color monitors
make a decision
great discounts for
30 percent off



• Exercises for Text One

Direction: In this task, you will hear a conversation about buying a computer. You should spend about 15 minutes on Questions 1–10, which are based on the listening material of task one.

Questions 1–4:

Please choose FOUR letters from A–F.

Which four pieces of advice does the clerk give for the customer?

- A. The Power Macintosh G3 with 64 megabytes is an excellent system.
- B. The hardware of Macintosh is better than its software.
- C. The Corel Word Perfect program is good for word processing.
- D. He had better buy the computer after next Tuesday for greater discounts.
- E. 30 percent off will be offered for buying a fifteen-inch color monitors.
- F. The system is suitable for graduate students.

The four pieces of advice are 1. () 2. () 3. () 4. ()

Questions 5–10:

Please listen to the rest of the conversation and check (✓) the statements that agree with the information given in the conversation.

	Yes	No	Not Given
5. The customer prefers PC to Macintosh.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The university computer center sells all types of computer accessories.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Apple is very commonly used in both Asian countries and America.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The customer could also type in Chinese on the computer recommended by the clerk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The computer recommended costs \$550.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The customer decided to buy a Macintosh computer at the end of the conversation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Task Two

In this task, you will hear a conversation about opening a bank account.

Words to Know

leaflet
Holland
normally
occupation
engineer
Indonesian
minimum
transfer
Utrecht
Dutch
statement
insurance

Phrases and Expressions

a current account
a deposit account
a joint account
a project manager
by profession
It's up to you.
Is there anything else?
at some stage
Would you like...?



• Exercises for Text Two

Direction: In this task, you will hear a man talking to the service manager of a bank. You should spend about 15 minutes on Questions 1–10, which are based on the listening material of task two.

Questions 1–5:

Please listen to the conversation and complete the form below. Write **ONE WORD AND/OR A NUMBER** for each answer.

OPENING A BANK ACCOUNT	
Type of current account:	The “select” account
Full name of applicant:	Pieter I. _____
Date of birth:	2. _____, 1973
Current address:	3. _____ Exeter
Time at current address:	4. _____
Telephone:	work 5. _____
	home 796431

Questions 6–10:

Now listen to the rest of the conversation. Please choose the best answer for the following questions as you listen.

6. What is Pieter's occupation?
- A. a project manager
B. a professional manager
C. a computer programmer
D. an engineer
7. What information does Pieter provide for security reasons?
- A. his mother's last name
B. his wife's surname
C. his mother's given name
D. his wife's first name
8. How much would Pieter like to open his account with?
- A. € 2,000
B. £50
C. € 75
D. £2,000
9. How often does Pieter want to receive statements?
- A. He'd like to receive them once a week.
B. He wants to receive them monthly.
C. He hopes to receive them frequently.
D. He'd like to receive them twice a month.
10. What else does Pieter want to do at the end of the conversation?
- A. He thinks of registering for insurance service.
B. He'd like to receive information about loans.
C. He'd like the manager to send him information about internet service.
D. He thinks of registering for another bank account.

• Task Three

In this task, you will hear a man talking about a new-concept grocery store.

Words to Know

unveil
queue
trial
automatically
transaction
revolutionize
boost

Phrases and Expressions

grocery stores
check in/out
as normal
wait in line
profit margins
get involved in
in some cases

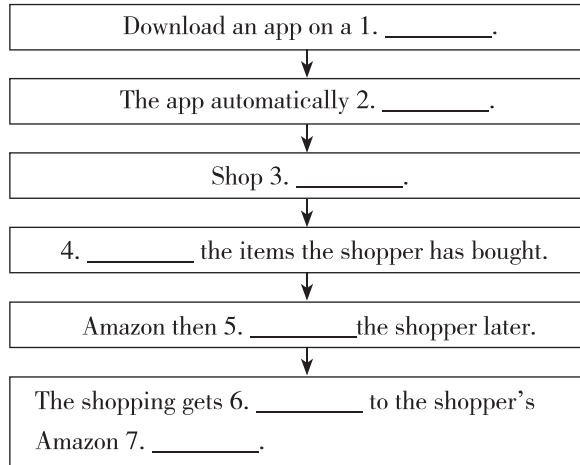


• Exercises for Text Three

Direction: In this task, you will hear a man talking about a new-concept grocery store. You should spend about 15 minutes on Questions 1–10, which are based on the listening material of task three.

Question 1–7:

Please complete the flow-chart below as you listen. Write **NO MORE THAN TWO WORDS** for each answer.

Stages of shopping by Amazon Go**Questions 8–10:**

Please listen to the rest of the passage and choose three statements from A–E as you listen.

Which statements below agree with the information given in the passage?

- A. Amazon Go may completely change the way of street shopping.
- B. The business of Amazon Go is highly profitable in spite of intense competition.
- C. Amazon Go probably changes people's shopping habits.
- D. Amazon could sell the software for Amazon Go to retailers globally.
- E. Amazon Go would challenge and even replace Internet shopping in the future.

The three statements are 8. () 9. () 10. ()

Part Four Writing Practice

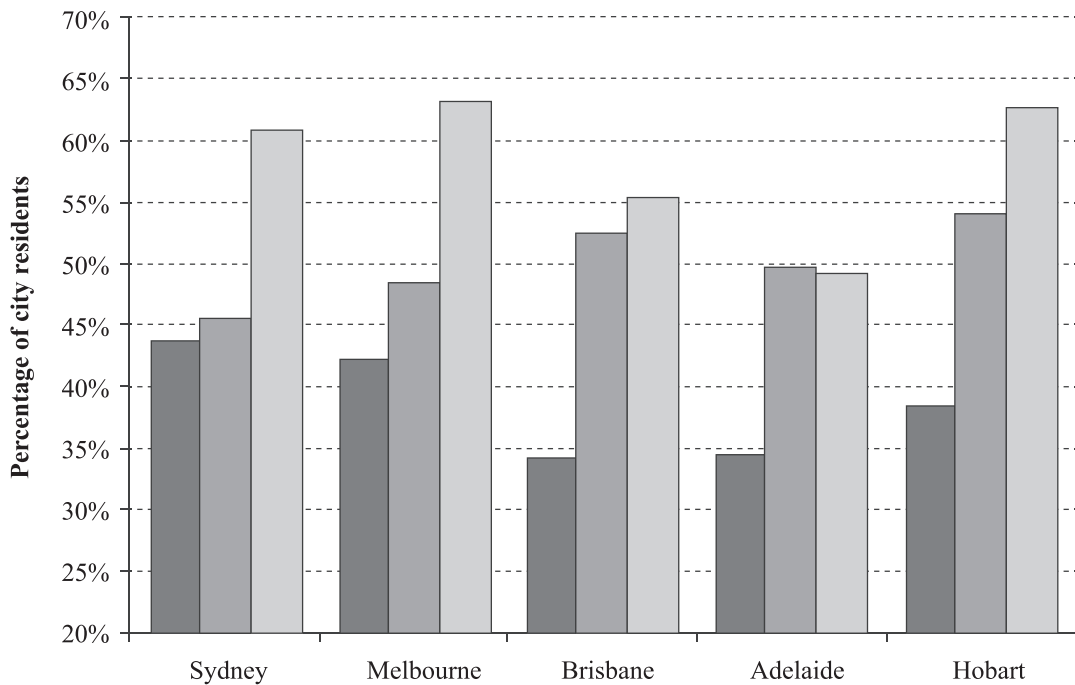
Section One

Direction: In this section, you should spend about 20 minutes writing a description of the picture below with at least 100 words.

The chart below shows the results of a survey about people's coffee and tea buying and drinking habits in five Australian cities.

Summarize the information by selecting and reporting the main features, and make comparisons where relevant.

Coffee and tea buying and drinking habits in five cities in Australia



- Bought fresh coffee in last 4 weeks
- Bought instant coffee in last 4 weeks
- Went to a café for coffee or tea in last 4 weeks



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