

前言

《高职英语》(Higher Vocational English)系列教材包括《高职英语听说教程》《高职英语读写教程》和《高职英语拓展教程》，是一套专门针对当前高职高专学生英语学习需求而编写的英语系列教材。根据《高职高专教育英语课程教学基本要求》《全国高职高专英语应用能力考试(A/B级考试)大纲》和教育部颁布的《关于全面提高高等职业教育教学质量的若干意见》，本系列教材的编写在遵循语言教学的科学规律的同时，也充分考虑新形势下高职高专英语教学的实际需求。其特点是突出实用性、职业性，兼顾知识性、趣味性。整套教材的编写理念是以“面向社会，针对岗位，强化能力，促进发展”为宗旨，以工作需求和岗位技能为主线，以职场活动为学习情境，用任务驱动学习，促进听说读写技能的全面训练，最终实现岗位工作能力的培养和提高。

《高职英语听说教程》充分利用现代化教学设备，将听说结合起来，使学生在富有情趣的教学氛围中学会并掌握在不同的语境中正确、恰当、灵活地运用目标语言进行交际的能力，开拓学生的思维能力和创造力。本教材具有四个突出的特色：

1. 突出学生中心

以教师为引导、以学生为中心是现代教育的全新理念，是培养学生积极地、主动地、独立地完成学习任务的全新教学模式。本教材在内容的选择上，遵循高职学生的认知规律，选材由浅入深，涵盖了现实生活的方方面面，体裁多样，使学习者能够接触到不同风格的规范英语。为了体现以职业能力培养为重点，在课上及课下的语言活动中，所有的练习设计都体现了启发式、讨论式的教学方法和合作学习理念。这些活动大大激发了学生开口说英语的兴趣，也促进了语言的教学模式向以学生为中心转变，让学生成为学习的主体，让教师成为学习的组织者、引导者和协助者。

2. 突出实用性

本着“适度、够用”的原则，教材的主题几乎涵盖了当代大学生在生活、学习及将来工作中所涉及的所有题材。题材包括职场新人、日常业务、商务活动及未来发展四个方向，包括与人相处、了解工作场所、处理日常事务、外出差旅、描述产品、投诉建议、接待访客、求职应聘、培训学习、职业规划等内容，能够增强学习者进行中英文文化和思维方式的对比意识和语言使用的跨文化意识，建立“自我学习、终身学习”的现代学习观。在课程

教学中重视知识的传授、积累,以及学生能力的培养、训练,最终全面提高英语语言的综合表达能力。

3. 突出教、学、做一体化

为了培养学生的专业能力、社会能力和综合能力,本教材除在课上实现了融教、学、做于一体外,还设计了开放型的教学任务,设计要求体现单元教学模式,学练结合,多重循环,小步快进,及时发现问题,及时引导学生解决问题;教学过程涵盖教师示范、学生练习、考核评价,为学生的可持续发展能力奠定了基础。

4. 突出丰富性

每个单元有情景对话,包括正常情景、出错情景及意外情景;同时有文化背景知识介绍和休闲娱乐板块,有利于学生增加英语学习兴趣。

《高职英语听说教程》分为一、二两册,包括学生用书和教师用书,及配套的多媒体学习课件、电子教案、自主学习网站等,其中学生用书附赠录音光盘。整套教材分为职场环境、日常业务、商务活动和未来发展四大板块,共十六个单元。每个单元围绕同一个职业工作技能展开训练,每个教程各有侧重,既相对独立,又相辅相成。

《高职英语听说教程》每单元由七大部分组成:

Section 1 Phonetics Rules (语音知识): 语音知识简介,包括字母组合发音规律、语音知识和绕口令三个部分,旨在听说前让学生熟悉并练习语音规律,目的是让学生了解语音必要知识和发音技巧,为听说环节做好准备。

Section 2 Warming-up Module (热身模块): 包括词语搭配、猜测句意、听写常用句型等五个部分。此部分旨在培养学生的实际阅读能力和通过阅读获取工作岗位知识的能力。

Section 3 Practice Module (练习模块): 包括三个短对话,练习学生对发音相似的单词听音辨别及对话常用句型练习。

Section 4 Profession Module (职业模块): 包括三个长对话和一篇短文,旨在对职场具体情境进行听力训练,熟悉职场常见词汇及句型。

Section 5 Cultural Notes (文化天地): 精选具有文化特色的美文帮助学生开阔眼界,了解异国风情,拓展英语文化知识,增强英语学习兴趣。

Section 6 After-class Activities (课后练习): 精选历年英语应用能力测试真题及模拟题,让学生课余时间能熟悉和了解该单元话题的考试内容。

Section 7 Fun Time (开心时刻): 通过英文经典诗歌、电影、歌曲丰富课堂内容,增加英语学习的乐趣,提高学生学习积极性。

《高职英语听说教程》由鄂州职业大学公共外语课部教师编写,是高职高专公共英语教学理念方面的新的探索和创新,缺点和疏漏之处在所难免,欢迎广大使用者批评指正。

编 者

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Unit 1

Business Meetings





Phonetics Rules

1. Let's Read

ui /u:/ suit fruit juice suitable cruiser

/ɪ/ built guitar circuit biscuit building

ue /ju:/ Tuesday due undue cue barbecue

/u:/ blue true glue flue clue

all /ɔ:l/ tall hall mall ball call

2. Phonetics Notes

英语中的重音分为单词重音和句子重音两种。

(1) 单词重音

英语单词由于音节的数量不一，就出现了读起来有轻有重的现象。一般地，每个单词都有一个音节是重读的，称为重读音节，符号 /' / 是重音符，如：sorry /'sɒri/；其余的音节不重读，称为非重读音节。但有的多音节词，除了一个重读音节之外，还有一个次重读音节，符号 /, / 是次重音符。如：congratulation /kən,grætjʊ'leɪʃ(ə)n/ 中，重读音为 /leɪ/，次重读音为 /græ/。

(2) 句子重音

我们在朗读英语或用英语交谈时，有些词读得或说得又轻又快，而且较为含糊，有些词则读得或说得又重又慢，而且较为清晰。那些读得或说得响亮而清晰的词就是句子的重音所在。

例如：There is a 'book on the 'desk.

He is the 'right man for the 'job.

3. Practice Your Tongue

(1) I am Paul. I am four. I am tall. Give me a call!

(2) There is no clue to find the blue glue.

(3) All the small talks are talking in the hall.

(4) The suit is suitable in the suitcase.

Part 1
Warming-up Module

Situation introduction: *You are required to attend a business meeting in another city. Now you have to book a ticket and make a reservation. Do you know how to express them in English? The following expressions may help you. Let's practice.*

1. Listen and match. Listen to the following expressions and match them with the possible meanings.

- | | |
|--|------------------|
| (1) Round-trip ticket | () A. 到达时间 |
| (2) Departure time | () B. 售票处 |
| (3) Regular flight | () C. 正常航班 |
| (4) Travel insurance | () D. 硬座 |
| (5) Ticket office | () E. 平均房价 |
| (6) Flight number | () F. 洗衣服务 |
| (7) Arrival time | () G. 预订表 |
| (8) Domestic flight | () H. 国内航次 |
| (9) Hard sleeper | () I. 入住登记表 |
| (10) Hard seat | () J. 标准间 |
| (11) Free Individual Traveller (FIT) | () K. 预订记录 |
| (12) Advanced deposit | () L. 唤醒服务 |
| (13) Peak season | () M. 往返票 |
| (14) Booking form | () N. 起飞时间 |
| (15) Average rate | () O. 预付押金 |
| (16) Reservation record | () P. 硬卧 |

- | | |
|--------------------------|-------------------|
| (17) Registration card | () Q. 散客 |
| (18) Standard room | () R. 旺季 |
| (19) Morning call | () S. 航班号 |
| (20) Laundry service | () T. 旅行保险 |

2. Listen again and try to remember these expressions.

1 _____	2 _____
3 _____	4 _____
5 _____	6 _____
7 _____	8 _____
9 _____	10 _____
11 _____	12 _____
13 _____	14 _____
15 _____	16 _____
17 _____	18 _____
19 _____	20 _____

3. Listen and match. Listen to the following sentences and guess their meanings.

- | |
|--|
| () (1) I'd like to make a reservation to Boston next week. What about the fare? |
| () (2) How long is the flight? |
| () (3) Is there any difference in price? |
| () (4) I'd like a refund on this ticket. |
| () (5) I'd like to pay in cash. |
| () (6) Could you give me your name and phone number? |
| () (7) When do I have to check in? |
| () (8) I'd like to book a single room with a bath. |
| () (9) I'd like to book a double room for next Tuesday. |
| () (10) How much is this room per night? |

- A. 价格有什么不一样吗?
- B. 能告诉我您的名字和电话号码吗?
- C. 下星期二我想订一个双人房间。
- D. 这个房间每晚多少钱?
- E. 我什么时候办理登机手续?
- F. 我想订一张下周飞往波士顿的机票。多少钱?
- G. 我想现金支付。
- H. 我想订一个带洗澡间的单人房间。
- I. 飞行多长时间?
- J. 我要退这张票。

4. Fill in the blanks with the expressions above. Test how much you have got to book a ticket and make reservations.

(1) — _____?

—It's about three hours.

(2) —Hello, Reservation Desk. How can I help you?

— _____.

(3) —How will you pay, cash or credit card?

— _____.

(4) — _____?

—Flying first class is more expensive.

(5) —What kind of room would you like, sir?

— _____.

(6) — _____.

—Let me see your ticket, please.

(7) — _____?

—Phillip, Bartley. My phone number is 619-930-7185.

(8) —Good morning, Chinese Airlines. What can I do for you?

— _____?

(9) — _____?

—You have to be there half an hour before departure time.

(10) — _____?

—\$ 60 a night.

5. Listen and repeat. Listen to these sentences again and think about in what situation you may need to use them. Try to remember these sentences if possible.

This image shows a blank sheet of white paper designed for writing. It features ten horizontal black lines spaced evenly down the page. On the left side, there is a vertical dashed blue line that serves as a margin. The bottom-left corner of the paper has rounded edges.

Part 2

Practice Module

Situation introduction: *When you are booking tickets and making reservations, what can you say? Do you know how to express them in English? Let's practice.*

Listen and choose. Listen to the dialogues and choose the missing words.

Dialogue 1

(You are booking tickets in the airport.)

You: I'd like to make a _____ (resolution/reservation) for two to New York. Do you have anything in Economy Class for this Saturday?

Clerk: Just a moment, please. I'll check. Yes, madam. We have two seats _____ (available/able) on TWA Flight _____ (520/502) at 10:30 a.m. Will that be all right?

You: Well, we have to be there by noon. Don't you have anything earlier?

Clerk: Let me see... Yes, there's an 8:15 flight with two Economy Class seats available. It gets to New York at _____ (11:15/10:45) . How's that?

You: That'll be fine.

Clerk: All right. Is that round-trip or one-way?

You: One-way, please.

Clerk: That's three hundred and fifty dollars altogether, madam. The flight number and _____ (broad/boarding) gate are indicated on your tickets.

You: Thank you very much.

Clerk: Our pleasure, madam. Have a good trip.

Notes

indicate /'ɪndɪkeɪt/ v.

show something, especially by pointing; be a sign of something; suggest the possibility or probability of 表明, 标示, 指示; 象征, 暗示, 预示
经济舱

Economy Class

Task 1 Suppose you are Susan, and you will book a ticket for your business trip. What will you say? Please make up a dialogue with your partner and display how you book a ticket.

Expressions you may use:

- (1) Good morning.
- (2) I'd like to ...
- (3) Do you have anything in Economy Class for ...?
- (4) Just a moment, please. I'll check.
- (5) Is that round-trip or one-way?
- (6) That'll be fine.

Dialogue 2

(Now you get off the plane and ready to make a reservation through the phone.)

Clerk: Good afternoon, Grand Hyatt. How can I help you?

You: I'd like to book a room.

Clerk: Which _____ (late/date) would that be?

You: Today, for one night. Do you have any vacancies?

Clerk: Hold the line, please. I'll check our room availability now...Thank you for waiting, madam. I'm afraid our hotel is _____ (fool/fully) booked tonight. Is it possible for you to change your reservation date?

You: No, that's not possible. Where am I going to find a room at this time of day?

Clerk: We might have _____ (cancellation/calculation) . Could you call us

again later?

You: Sure, but if you do have any cancellations, could you let me know as soon as possible?

Clerk: I'm very sorry, madam. But we are _____ (able/unable) to do that.

We would _____ (appraise/appreciate) it very much if you could call us instead.

You: Well, if that's the case...

Clerk: We're very sorry, madam. We hope you understand.

Notes

vacancy /'veɪkənsi/ <i>n.</i>	an empty area or space (酒店等的) 空房间
cancellation /,kænsə'leɪʃ(ə)n/ <i>n.</i>	the act of canceling 取消; 撤销; 废除
appraise /ə'preɪz/ <i>vt.</i>	place a value on; judge the worth of something 评价, 鉴定; 估价
instead /ɪn'sted/ <i>adv.</i>	in place of, or as an alternative to 代替
Grand Hyatt	君悦酒店

Task 2 Suppose you are Jane, and you make a reservation in a hotel but you are told that the rooms have been fully booked. What will you say with the clerk? Please make up a dialogue with your partner and display how you deal with this matter.

Expressions you may use:

- (1) Good afternoon.
- (2) I'd like to book a room.
- (3) Do you have any vacancies?
- (4) Hold the line, please. I'll check.
- (5) Is it possible for... to...?
- (6) Where am I going to find a room at this time of day?
- (7) I'm very sorry, but...

Dialogue 3

(Now you are making a call to another hotel.)

Clerk: Hello, Reservation Desk. How can I help you?

You: I'd like to book a room.

Clerk: What kind of room would you like, ma'am? We got _____ (sing/ single) rooms, double rooms, standard rooms, suites and deluxe suites.

You: What's the _____ (late/rate) for a standard room?

Clerk: \$ _____ (97/79) a night.

You: I'd like a standard room.

Clerk: What date would you check in, ma'am?

You: This afternoon around 3.

Clerk: How long do you _____ (plane/plan) to stay?

You: 4 days.

Clerk: Could you give me your name and phone number?

You: Nancy Brown. My phone number is 709-678-5643.

Clerk: Very good. Your reservation _____ (information/confirmation) number is NB13579. Thank you for booking in our hotel. Can I help you with anything else today?

You: No, that's it. Thank you very much.

Notes

suite /swi:t/ *n.*

a set of rooms in a hotel or other building 套房

deluxe /di'lʌks/ *adj.*

rich and superior in quality 豪华的; 高级的

rate /reit/ *n.*

the amount of money that is charged for goods or services 价格

check in

登记入住

Task 3 Suppose you are Bruce, you want to book a double room in a hotel for three days. What will you say to the clerk? Please make up a dialogue with your partner and display how to express your request.

Expressions you may use:

- (1) How can I help you?
- (2) What kind of room would you like?
- (3) What's the rate for a ... room?
- (4) I'd like ...
- (5) How long...?
- (6) My name is ...
- (7) My phone number is ...