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1 At reception 接待處

迎接訪客 | 詢問人名 | 填寫表格



Conversation



- 1 莎莉·史密夫是倫敦洛維工程公司的接待員，約翰·卡達和保羅·羅傑斯今天到訪這家公司。閱讀他們的對話，並且觀看短片。他們要跟誰見面呢？

Sally	Good morning, how can I help you?
John	Good morning. We're here to see Diane Kennedy at 10 o'clock.
Sally	Can I have your names, please?
John	Yes, it's John Carter and Paul Rogers from Australian Power Utilities. Here's my business card.
Sally	Thank you. I'll just call Ms Kennedy.
Paul	Thank you.
Sally	And can you complete these security forms, please?
Paul	Of course. Excuse me, can I have a pen?
Sally	Here you are. Diane? I have Mr Rogers and Mr Carter in reception for you. Right. Thank you.
Sally	Thank you. Please could you wear these visitors' badges? Someone will come down to get you in a moment. Please have a seat.
Paul	Thanks.
John	OK.

Did you know?

在日常英語對話裏，我們不會用二十四小時制。若想清楚表明是“早上”或“中午”，一般我們用 *am* 或 *pm*，或說 *in the morning*、*in the afternoon* 或 *in the evening*。

Understanding



2 再看一次，以下句子是正確 (T) 還是錯誤 (F) ?

- 1 John and Paul work at Lowis Engineering. T / F
- 2 Diane knows John and Paul are coming to see her. T / F
- 3 John and Paul will have to wear badges. T / F
- 4 John and Paul will have to wait a long time for Diane. T / F

Key phrases

Dealing with visitors at reception

<i>Good morning / afternoon / evening, ...</i>	<i>Please could you wear this badge / these badges?</i>
<i>How can I help you?</i>	<i>Someone will come down to get you.</i>
<i>Can I have your name(s), please?</i>	<i>Please have a seat.</i>
<i>I'll just call Ms ...</i>	
<i>Can you complete this form / these forms, please?</i>	

Practice

3 將句內詞語排成正確順序。

- 1 evening, Good help I can how you
_____ ?
- 2 I Can names, your please have
_____ ?
- 3 Please you these complete could forms
_____ ?
- 4 will get come Someone down to you
_____ .
- 5 seat Please a have
_____ .

4 配對問題和答案。

Receptionist

- 1 Good afternoon. How can I help you?
- 2 Could you wear this badge, please?
- 3 Can I have your name, please?
- 4 Please can you complete this form?

Visitor

- A Ali Khan.
- B I'm here to see Diane Kennedy.
- C Can you give me a pen?
- D Of course.

5 看看約翰·卡達的名片，並填寫訪客表格的資料。

Lowis Engineering – Visitor Form	
Surname / Last name	_____
First / Given name	_____
Company address	_____
Email	_____
Visiting	_____
Time in	_____ 9.30 _____
Time out	_____
Signature	<i>John Carter</i>



6 用你自己的資料，填寫訪客表格。

Language tip

表達時間

說 *nine o'clock* 或 *nine am* 表示早上九時；*a quarter past / after (US) eleven* 或 *eleven fifteen (am)* 表示早上十一時十五分；*half past two* 或 *two thirty (pm)* 表示下午二時三十分；*a quarter to eight* 或 *seven forty-five (pm)* 表示下午七時四十五分。



Speaking



01-02
CD

- 7 你是洛維工程公司的接待員，現在有一名訪客到訪。閱讀提示並接待訪客。播放 Track 01 並在唸一聲之後說話，由你先開始，然後聆聽 Track 02 完成對話。

You *Good morning madam, can I help you?*

Guest Yes, I have an appointment with Diane Kennedy for 11 o'clock.

You *(Ask her name.)*

Guest Jane Taylor from Taylor and Curtiss Consultants.

You *(Ask her to complete a security form.)*

Guest Can you give me a pen?

You *(Offer a pen.)*

Guest Thanks.

You *(Ask her to wear a visitor badge.)*

Guest Of course.

You *(Ask her to have a seat and say someone will come to get her.)*

Guest Good! Thanks for your help!

Now you can 現在你已學會用英語：

- 1 詢問訪客姓名
- 2 請訪客填寫表格
- 3 自己填寫英語表格

2 Company visitors 公司訪客

歡迎訪客來到公司 | 自我介紹 | 帶訪客到會面場地



Conversation



- 1 茉莉·歌文是黛安·甘迺迪在洛維工程公司的私人助理。她來到接待處和訪客見面。閱讀他們的對話，並且觀看短片。是誰叫茉莉和訪客見面呢？

Jasmine	Excuse me, are you John Carter and Paul Rogers?
John	Yes, we are. I'm John Carter and this is my colleague, Paul Rogers.
Jasmine	Hello, I'm Jasmine Goodman.
Paul	Hi.
John	Hi.
Jasmine	Diane Kennedy asked me to meet you. Welcome to Lewis Engineering.
Paul	Thank you.
John	Thank you.
Jasmine	Come this way, please. We need to take the lift or, as you'd say, the elevator to the 3rd floor.
Paul	It's a great building.
Jasmine	Yes, it is. It's a nice place to work.

Did you know?

美式英語用 *elevator* 表示“電梯”，英式英語則用 *lift*。此外，美式英語用 *first floor* 表示“一樓”，英式英語則用 *ground floor*。

Understanding



2 再看一次，用 *yes* 或 *no* 回答問題。

- 1 Do John and Paul know Jasmine already?
- 2 Does Jasmine work at Lowis Engineering?
- 3 Do they need to take the lift?
- 4 Does Jasmine like where she works?

Key phrases

Meeting company guests

Excuse me, are you ... ?

Come this way, please.

I'm ... / this is

We need to take the lift / elevator / stairs to the 3rd floor.

Diane Kennedy asked me to meet you.

Welcome to

Practice

3 連接句子的兩部份。

- | | |
|--------------------|-------------------------------------|
| 1 Excuse me, | A to our company. |
| 2 I'm Paul and | B take the stairs to the 1st floor. |
| 3 Ms Kennedy asked | C are you Paul Rogers? |
| 4 Come this way, | D this is John. |
| 5 Welcome | E me to meet you. |
| 6 We need to | F please. |



4 將句內詞語排成正確順序。

1 is my this John Carter I'm and colleague, Rogers Paul

_____.

2 floor We to take need the to lift the 3rd

_____.

3 Carter me, Excuse are Mr you

_____?

4 way, Come this please

_____.

5 Carter me asked Mr meet to you.

_____.



5 茉莉·歌文正在接待處與另一位訪客見面。填空以完成句子，然後聆聽 Track 03 並核對答案。

Jasmine (1) _____ me, (2) _____ you Ms Ringwood?

Guest Yes, that's right.

Jasmine I'm Jasmine Goodman. Diane Kennedy (3) _____ me to meet you.

Guest Oh, hello Jasmine.

Jasmine (4) _____ to Lowis Engineering.

Guest Thank you!

Jasmine This way, please. We (5) _____ to take the lift to the 3rd floor.

Guest OK.

Language tip

與陌生人開始對話，或打斷某人說話時，可用 *Excuse me*。
表示樓層的數字可用序數：*first, second, third, fourth, fifth* 等。

Speaking

- 04-05
CD **6** 你在接待處和史頓遜先生見面。閱讀提示並歡迎他。播放 Track 04，並在唸一聲之後說話。由你先開始講，之後再聆聽 Track 05，對比你講的英語。

You *Excuse me, are you Mr Stenson?*

Visitor Yes, that's right.

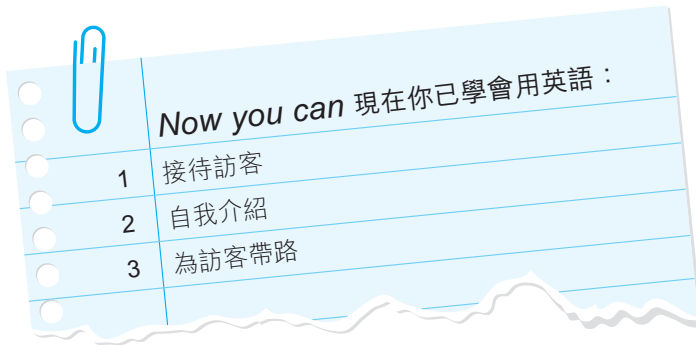
You *(Give your name and say your boss, Mr Brown, asked you to meet him – welcome him.)*

Visitor Thank you very much.

You *(Ask him to follow you to the lift – you need to go to the 8th floor.)*

Visitor Of course. This is a great building.

You *(Say it's a nice place to work.)*



3 What do you do? 你做甚麼工作？

談你的工作 | 描述你的工作 | 詢問某人的工作



Conversation



- 1 茉莉·歌文要帶訪客約翰·卡達和保羅·羅傑斯到會議室，他們正在等候升降機。閱讀他們的對話，並且觀看短片，茉莉在會議裏要做甚麼？

John	So what do you do , Jasmine?
Jasmine	Oh, I'm Diane's personal assistant so I answer the phone and manage her schedule.
Paul	Is she very busy then?
Jasmine	Yes! She travels a lot. I book all her plane tickets and hotels.
John	I see. And do you travel with her sometimes?
Jasmine	No, not usually. I stay here and then I'm responsible for the office and deal with any problems.
Paul	You have a lot to do!
Jasmine	Yes. And in meetings, of course, I take the minutes.
Paul	... and you look after visitors to the company.
Jasmine	Yes, that's right! Ah, here it is. After you.
John	Thanks.

Did you know?

schedule 的發音，讀成 **skedule** 或 **shedule** 均可接受。美式英語讀作 **skedule**，但英式英語中，兩個發音也有人用。

Understanding



2 再看一次，以下句子是正確 (T) 還是錯誤 (F)？

- 1 Jasmine has lots of different responsibilities. T / F
- 2 Jasmine usually travels with Diane. T / F
- 3 Jasmine runs the meetings. T / F
- 4 Jasmine helps the visitors. T / F

Key phrases

Asking about and describing responsibilities

<i>What do you do?</i>	<i>I answer the phone.</i>
<i>Is (s)he / Are you busy?</i>	<i>I reply to emails.</i>
<i>Do you travel with her?</i>	<i>I'm responsible for</i>
<i>I'm a personal assistant / salesman / receptionist.</i>	<i>I deal with</i>
	<i>I take the minutes at meetings.</i>
<i>I book all her plane tickets / hotels.</i>	<i>I look after guests / visitors.</i>

Practice

3 配對以下兩部份，組成正確詞組。

- | | |
|---------------|-------------|
| 1 personal | A with |
| 2 responsible | B to |
| 3 take the | C minutes |
| 4 look | D assistant |
| 5 reply | E for |
| 6 deal | F after |

4 配對以下兩部份，組成完整句子。

1 I'm responsible

2 My colleague makes

3 The receptionist looks

4 I always reply

5 I don't answer

A after visitors to the company.

B my work mobile after 6 o'clock.

C to my emails.

D my flight reservations.

E for my boss's appointments.

5 按自己的工作情況完成以下句子。

1 I'm a _____.

2 I'm responsible for _____.

3 I look after _____.

4 I reply to _____.

5 I deal with _____.

