

Unit 1

Workplace

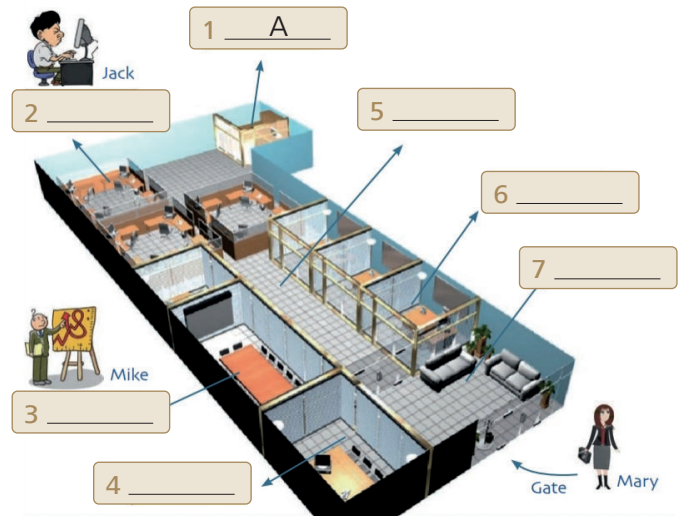
Unit Objectives

After studying this unit, you are expected to:

- **acquire both basic knowledge about workplace dress codes, codes of conduct, business etiquette, notice writing and company events, and skills to complete related operations**
- **use expressions concerning workplace activities mentioned above, and demonstrate communication skills needed to complete those operations**
- **understand the importance of company dress codes and codes of conduct**

Warming-up

Task 1 Work in pairs. Look at the following layout. Discuss with your partner and identify the marked rooms.



- A washroom
- B department manager's office
- C meeting room
- D staff office
- E multifunctional meeting room
- F hallway
- G reception room

Task 2 Look at the above layout again. Mary is at the company gate. Tell her how to find Mike and Jack in the office.



Workplace Fashion Trends

Each day, many people are looking for trends in workplace clothing, so that they can “fit in” with the fashionable or well-dressed crowd. They believe that dressing in the latest fashion trends may give them the reputation of being fashionable and trendy. While it is more than possible to do this, you need to display caution.

What many people do not realize is that there are a number of pros and cons of

relying on workplace fashion trends. One of those pros was mentioned above. When you wear a fashionable outfit to work, there is a good chance that you will receive a lot of compliments on your outfit. This is a nice feeling and it is one that makes many people feel proud.

But the truth is that there are more cons of relying on workplace fashion trends than pros. For instance, workplace fashion trends



do not always distinguish between jobs and careers. If you work in a trendy coffee shop or a retail store, chances are that the dress code would be casual clothing. However, if you work at a law office or an insurance company, you may be required to dress more professionally. Unfortunately, many workplace fashion trends are designed for the working population in general, not specific careers. This is where you can run into trouble if you are not careful.

Before relying on workplace fashion trends, you will want to take a good, close look at the trend in question. For instance, does the trend require the wearing of a skirt or a dress, no matter what the length is? If so, it is important that you look at what you do for a living. If you are in a professional office setting, a dress may be perfect for you. On the other hand though, if you work in a retail store as a manager, a dress or a skirt may actually get in the way and hamper your efforts to work and be productive.

By wearing trendy workplace fashion pieces, many people are given compliments, but not always. The last thing that you want to do is to get a bad name for yourself instead of compliments. That is why it is also advised that you take what others may think of you into consideration. You need to make sure that the impression that you would be making is a good one.

The decision as to whether or not you want to incorporate the latest workplace fashion

trends into your wardrobe is yours to make, but please take the above-mentioned points into consideration before doing so.

Words

- workplace /'wɜːrkleɪs/ *n.* 工作场所
- reputation /ˌreɪpə'teɪʃən/ *n.* 名声, 美名
- trendy /'trendi/ *a.* 时髦的, 赶时髦的
n. 爱时髦的人
- display /dɪ'spleɪ/ *v.* 展示, 表现
- caution /'kɔːʃən/ *n.* 小心, 谨慎
- rely /rɪ'laɪ/ *v.* 依靠, 依赖
- compliment /'kɒmplɪmənt/ *n.* 赞美, 恭维
- outfit /'aʊtfɪt/ *n.* 全套服装
- instance /'ɪnstəns/ *n.* 例子, 事例
- distinguish /dɪ'stɪŋɡwɪʃ/ *v.* 区分, 辨别
- retail /'riːteɪl/ *n.* 零售
- casual /'kæʒuəl/ *a.* 非正式的, 休闲的
- professionally /prə'feʃənəli/ *ad.* 职业地, 在职业上
- setting /'setɪŋ/ *n.* 环境, 背景
- hamper /'hæmpər/ *v.* 妨碍, 阻碍
- productive /prə'dʌktɪv/ *a.* 多产的, 富有成效的
- consideration /kən'sɪdə'reɪʃən/ *n.* 仔细考虑, 斟酌
- incorporate /ɪn'kɔːrpeɪt/ *v.* 吸收, 吸纳
- wardrobe /'wɔːdrəʊb/ *n.* (个人的) 全部服装, 衣柜, 衣橱

Phrases

- | | |
|----------------------------|----------------|
| fit in with | 符合, 适应, 与……相一致 |
| pros and cons | 利与弊 |
| rely on | 依赖 |
| in question | 讨论中的, 考虑中的 |
| for instance | 例如 |
| take... into consideration | 考虑到, 顾及 |

Task 1 Put the following statements in the correct order according to the passage.

- A. What we wear is important, so we should make good decisions.
- B. There are more cons than pros of relying on workplace fashion trends.
- C. Lots of people nowadays are looking for workplace fashion trends.
- D. By wearing fashionable clothes to work, people may receive compliments and feel good.
- E. It is important that a good impression is made by wearing workplace fashion pieces.
- F. People should think about a workplace fashion trend very carefully before relying on it.

1 _____ > 2 _____ > 3 _____ > 4 _____ >
5 _____ > 6 _____

Task 2 Decide whether the following statements are true (T) or false (F) according to the passage.

- 1. Dressing in the latest fashion trends may give you the reputation of being efficient.
- 2. There are more pros of relying on workplace fashion trends than cons.
- 3. If you work in a retail store as a manager, dressing in uniform may hamper your efforts to work and be productive.
- 4. Many people are always given compliments by wearing trendy workplace fashion pieces.
- 5. Other people's opinions are important when we choose workplace clothing.

Task 3 Work in groups. Discuss the advantages and disadvantages of relying on workplace fashion trends, and then report to your class. Try to relate your discussion to your personal experience and the information you get from the passage.

Advantages
Disadvantages

Business Know-how

Dressing for the Workplace

- No matter what you wear, your clothes should be neat and clean.
- Quality counts. Instead of buying several trendy outfits, invest in one good quality jacket or suit, and upgrade your blouses, shirts or ties.
- Grooming (打扮, 穿戴) is very important. Don't forget to shave or bathe.
- Keep your shoes in good condition.
- Make-up should be subtle.
- Nails should be clean and neat and of reasonable length.
- Dress for the job you want. If you want to be a manager, dress like them.
- When in doubt, dress up.



Retreating 90 *Li* as a Gesture of Peace

During the Spring and Autumn Period (770–476 BC), Chong Er escaped to the State of Chu, where he was treated kindly by King Cheng of the State of Chu. One day King Cheng asked how he would be repaid if Chong Er were able to return to the State of Jin and become its ruler one day. After thinking for a moment, Chong Er told King Cheng that, if there were ever a war between the two states, he would definitely order his troops to retreat 90 *li* as a gesture of peace. Later, Chong Er did indeed return to the State of Jin and become its ruler. When his troops and Chu troops confronted each other in a battle, Chong Er, faithful to his promise, ordered his troops to retreat 90 *li*.

Q With reference to the story, discuss with your partner how to deal with a conflict in the workplace.





Code of Conduct

This document aims to provide staff with rules and standards to be followed when they deal with customers, suppliers and other parties related to our business.

The company strives to demonstrate the high ethical standards of an outstanding organization in addition to meeting all its legal obligations. To that end, all employees shall ensure that they:

- produce safe products and protect the environment in accordance with the company safety regulations
- treat all customers and suppliers sincerely and equally
- observe honest and legal business practices at all times
- avoid conflicts of interests when representing the company

When conducting business on behalf of the company, employees shall adhere to high ethical standards with regard to all dealings with customers, suppliers, colleagues and all stakeholders of the company. The following situations shall be handled with extra care to avoid violation of the rules and regulations of the company:

- Employees shall not accept or claim any cash, gifts or privileges from external sources in connection with their posts or duties.
- Employees shall declare any potential conflicts of interests when engaged in company business.
- Employees shall not disclose confidential company information to external persons or employees without exception.
- When reporting on or preparing financial statements, employees shall do so honestly, accurately and clearly so as not to mislead.

If staff have any questions in relation to these ethical standards, please ask managers for guidance.

Task 1 Decide whether the following statements are true (T) or false (F) according to the passage.

- 1. Staff shall follow the rules and standards only when dealing with suppliers.
- 2. Employees shall treat different customers with different standards.
- 3. Staff shall observe honest and legal business practices at all times.
- 4. Employees shall sacrifice personal interests when representing the company.
- 5. Staff shall produce safe products and protect the environment.

Task 2 Decide whether the following things are required (R) or not allowed (N) according to the passage.

- 1. Accept or claim cash, gifts or privileges from external sources.
- 2. Declare any potential conflicts of interests.
- 3. Disclose confidential information of the company.
- 4. Report financial statements honestly, accurately and clearly.
- 5. Ask managers for a clear answer when in doubt.

Words

- supplier /sə'plɑ:ər/ *n.* 供应商
- strive /straɪv/ *v.* 努力, 奋斗
- demonstrate /'demənstreɪt/ *v.* 展示, 证明
- ethical /'eθɪkəl/ *a.* 合乎道德的, 关于伦理的
- outstanding /aʊt'stændɪŋ/ *a.* 杰出的, 优秀的
- obligation /ɔ:blɪ'geɪʃən/ *n.* 义务, 职责
- regulation /,rɛgju'leɪʃən/ *n.* 规章制度, 法规
- conflict /'kɒnflikt/ *n.* 冲突, 矛盾
- adhere /əd'hɪr/ *v.* 遵守, 遵循
- dealing /'di:lɪŋ/ *n.* (商业) 活动, 往来
- violation /,vɪə'leɪʃən/ *n.* 违反, 妨碍
- privilege /'prɪvəlɪdʒ/ *n.* 特权, 特殊待遇
- potential /pə'tenʃəl/ *a.* 潜在的, 可能的
- disclose /dɪs'kləʊz/ *v.* 泄露, 公开
- confidential /,kɒnfɪ'denʃəl/ *a.* 机密的, 保密的
- exception /ɪk'sepʃən/ *n.* 除外, 例外
- financial /fɑ:nænʃəl/ *a.* 金融的, 财政的
- statement /'stetmənt/ *n.* 财务报表, 声明, 陈述
- accurately /'ækjərətli/ *ad.* 精确地, 准确地
- mislead /,mɪs'li:d/ *v.* 误导
- guidance /'gɑ:dəns/ *n.* 指导, 咨询

Phrases

- deal with 处理, 解决
- in addition to 除……以外
- adhere to 坚持, 信守
- with regard to 关于, 至于
- in connection with 关于, 与……有关
- engage in 参加, 参与



Listening & Speaking



Task 1 🎧 Roy is talking with his supervisor about setting up a departmental meeting. Listen to the conversation and fill in the blanks with what you hear.

1. The woman wants to discuss _____.
2. Wilson is _____ this week.
3. Wilson will be back to the office _____.
4. Roy has to check _____ before phoning back.

Note

work out 找出, 计算

Task 2 🎧 Listen to the conversation about work shifts and decide whether the following statements are true (T) or false (F).

- 1. Shelly has a headache today.
- 2. The new shift system will be introduced next year.
- 3. The first shift starts at seven in the morning and ends at two in the afternoon.
- 4. The man is eager to know which shift he will be on.

Notes

shift *n.* (轮班制中的) 当班时间
allocate *v.* 分配

Task 3 🎧 Morris and Rachel are talking about appropriate dress in the company. Listen to the conversation and check off the items that have been mentioned.



- | | |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Heels | <input type="checkbox"/> Sandals |
| <input type="checkbox"/> Jeans | <input type="checkbox"/> Skirts |
| <input type="checkbox"/> T-shirts | <input type="checkbox"/> Sweaters |
| <input type="checkbox"/> Shorts | <input type="checkbox"/> Suits |



Task 4 🎧 Listen to the conversation about water cooler chat and choose the best answer to each question you hear.

1. A. The boss of the company.
B. The man's friend.
C. The writer of the report.
D. The woman's colleague.
2. A. It helps to increase tension from the heavy workload.
B. It helps to ease tension from the heavy workload.
C. It helps to increase the workload.
D. It has nothing to do with the tension from the heavy workload.
3. A. Mr. Blacksmith will be happy when he reads the report about the water cooler chat.
B. There has been too much water cooler chat in the company.
C. People should keep chatting at the water cooler for long.
D. People drink too much water and spend a lot of time in the washroom.
4. A. The woman thinks that people have the right to the water cooler chat while the man doesn't care about it.
B. The man thinks that people have the right to the water cooler chat while the woman doesn't care about it.
C. Both the man and the woman agree that people are spending too much time chatting at the water cooler.
D. Neither of them thinks that people are spending too much time chatting at the water cooler.

Notes

water cooler chat 办公室闲聊
ease *v.* 减轻, 消除
You bet! 当然, 的确

Task 5 🎧 Listen to the passage twice and fill in the blanks according to what you hear.

Working from home (WFH) is a practice of communication using _____ or Internet connection. The global COVID-19 crisis has made working from home routine and necessary for millions of people around the world.

Certainly not everyone likes working from home. It _____ each other. They cannot get energy and inspiration from the kinds of in-person socializing that occur among colleagues. It's all too easy to take breaks, since staying motivated isn't easy at home. Home circumstances might have built-in distractions, including family members or roommates, and those daily chores from which no one _____.

But many people do enjoy working from home. By working from home, they _____ to adjust their schedule from day to day, having longer meals, then making up by working at night if necessary. They like the flexibility also for more practical reasons, such as to provide childcare or elder care. There is no need to commute for hours to offices, to _____ company dress codes, to spend too much time on interacting with others etc. They just enjoy the quieter environment with few office distractions. Working from home may give them the opportunity to be more productive at work.

Note

COVID-19 新冠肺炎

Task 6 Complete the following mini-dialogs with the help of the information given in brackets.

- A: _____ to discuss the new project?
(arrange a meeting time)
B: Let me check my schedule first. I will call you later.
- A: Hi, Shelly. Why do you look tired?
B: Well, I work the _____ this week, which is from ten at night till six in the morning. (a set period of working time at night)
- A: _____? (ask about workplace clothing)
B: I wear casual clothes, like jeans and T-shirts.
- A: Why do office workers like water cooler chat?
B: For me, it helps to _____. (give a reason)
- A: _____? You know, I'm a newcomer... (ask about the dress code)
B: All employees are supposed to wear formal business clothes.

Task 7  Work in pairs. Practice showing a new colleague around the office.

Role A: An assistant in the HR Department

- ◆ Greet the new colleague and introduce yourself.
- ◆ Show the newcomer his/her desk in the office.
- ◆ Explain the dress code of the company.
- ◆ Give directions to washrooms, water coolers etc.
- ◆ Give your contact information.

Role B: A newcomer in the company

- ◆ Express thanks for A showing him/her around the office.
- ◆ Ask about the dress code of the company.
- ◆ Ask about facilities in the office.
- ◆ Ask how to get further help if needed.
- ◆ Thank A again and close the conversation.

USEFUL EXPRESSIONS

Assistant

I am the office assistant/secretary.
I am in the... Department.
Shall I/Would you like me to show you...?
The company requires its employees to dress in...
All employees are supposed to dress in...
My telephone number is...
My extension number is...
You are always welcome to call me if you...

Newcomer

I am so grateful that...
What is the dress code in the office?
What is the normal/acceptable dress in the office?
Could you tell me where I can find...?
Can I have your extension number?



Notice

Notices are an effective means of written communication to reach a large audience. They are often used to announce social events, report on matters of general interest to employees, or inform staff of new procedures or changes of plans etc. There are two main types of notices: notices that are circulated among those who are concerned and notices that are referred to as announcements, to be placed on the bulletin boards or to be published in the press. An effective notice is usually written in three parts:

1. State the matter in the first line of the body or in the first part.
2. Specify the background, details, explanations or qualifications.
3. Provide information in the last part if the event intends to motivate people to take action.

Task 1 Put the following pieces in the right order and make it a complete notice.

1. Telephone numbers and fax numbers remain unchanged.
2. Thanks for your kind attention and continuous support.
3. Kindly note that our Healthcare Center will be relocated to the following address with effect from September 1, 2022.
4. New address: 909 J 2nd Street North,
Fulton
New York
5. NOTICE

_____ → _____ → _____ → _____ → _____

Task 2 Based on the notes below, write a training notice by filling in the blanks.

Events: Office safety training

Time: From 2:30 to 4:30 this Friday afternoon

Place: Conference Room 109

People: All staff

Other details: Handouts will be available after the training.

Who issues the notice: Jacky Tam, Office Manager

Notice

Please be informed that _____
_____ will be conducted _____
_____ in _____.
_____ are required to attend.
_____.

September 19, 2022

Task 3 You are Office Supervisor of ABC Company. Your company will organize a sightseeing trip for all the staff. Please write a notice to inform your colleagues of the travel arrangements including: itineraries, accommodations, transportation, trip fares, and other particulars that you think are relevant to the trip. Refer to the following expressions when necessary.

- Kindly note that...
- This is to inform that...
- Please be informed that...
- Please confirm...
- Thanks for your kind attention.
- For further information, contact...

Mini-project



Task Work in teams of three. Suppose you are going to be interns in a company. The office director puts you three in charge of making a plan to decorate a new office.

Select a team leader and the leader assigns specific tasks to each member in the team so that all conditions must be taken into account to turn the office into an active and productive space.

Team members may hold a meeting to discuss a plan and make a presentation to the class. The presentation must include, but not be limited to, the following:

- ◆ duties and responsibilities of each team member
- ◆ floor tiles and bricks in various colors
- ◆ a good color tone (one or two colors that correspond(s) well with the main color you have chosen)
- ◆ eco-friendly lighting system (energy-saving lights and mimic natural lights going well with natural lights from the outside)
- ◆ budgets (costs of materials, workforce, desks and chairs etc.)
- ◆ workforce
- ◆ well-organized desks and chairs
- ◆ plants or flowers
- ◆ deadline of the decoration project

Language Lab

Task 1 Match the words or phrases on the left with their meanings on the right.

- | | |
|-----------------|---|
| 1 violation | A careful thought and attention, especially before making an official or important decision |
| 2 incorporate | B to prevent someone from easily doing or achieving something |
| 3 for instance | C to confirm or agree officially |
| 4 consideration | D to continue to behave according to a particular rule, agreement, or belief |
| 5 hamper | E to recognize the difference between two people or things |
| 6 caution | F for example |
| 7 ethical | G the quality of being very careful to avoid danger or risks |
| 8 distinguish | H morally good or correct |
| 9 approve | I to include something so that it forms a part of something else |
| 10 adhere to | J an action that breaks a law, an agreement etc. |

Task 2 Complete the following sentences with the words or phrases from Task 1. Change the form if necessary.

1. We will _____ your suggestions into this new plan.
2. The heavy rain _____ the flow of traffic yesterday.
3. He's color-blind and cannot _____ between red and green easily.
4. I don't think it's _____ for you to accept a job you know you cannot do.
5. We _____ the principles of equal rights and freedom of expression for all.
6. He is a(n) _____ driver and never gets into any trouble.
7. She thought they would _____ of the idea.
8. We say that this was a(n) _____ of the agreement between us.
9. We will also visit some museums, _____, the Palace Museum.

10. There are several amendments under _____.

Task 3 Complete the following sentences with the words or phrases in the box. Change the form if necessary.

distinguish ensure rely on
engage in fit in with

1. They look so similar that it's often difficult for people to _____ between them.
2. Despite severe discomfort, she remains actively _____ helping those in need after the earthquake.
3. We can _____ the safety of the workers if we check the machines carefully.
4. To make sure the plan _____ our arrangements, you need to have a discussion with him.
5. We have to _____ ourselves to solve the problem because they are very busy for the moment.

Task 4 Rewrite the following sentences after the models.

Model 1

Before you rely on workplace fashion trends, you will want to take a good, close look at the trend in question.

Before relying on workplace fashion trends, you will want to take a good, close look at the trend in question.

1. Before you book a train ticket, you'd better find out if the time suits you.

2. After he had finished his paper, he checked his spelling very carefully.

3. He was very sorry, for he was late for school again.

Model 2

There are a number of pros and cons of relying on workplace fashion trends. Many people do not realize that.

What many people do not realize is that there are a number of pros and cons of relying on workplace fashion trends.

1. There are many kinds of animals in the zoo. That interests the children a lot.

2. The program will be put off. She said that at the meeting.

3. His son won the match. Mr. Li was proud of that.

Task 5 Translate the following sentences into English using the given words or phrases.

1. 公司所有规章制度都应严格遵守。(observe)

2. 我还买了些周末穿的休闲装。(casual)

3. 上述所说的是一些在职场环境中非常有用的交际技能。(setting)

4. 我们有一个专业的团队来营销我们的产品。(professional)

5. 你知道今年秋天流行黑色衣服吗? (trendy)

6. 与其求人, 不如求己。(rely on)

7. 新车必须符合国家标准。(comply with)

8. 我们公司的一些年轻人可能会来寻求你的建议。(seek)

Self-study Room

Time Management

For many students, it seems that they never have enough time to finish their assignments. When you know how to manage your time, you gain control. To manage time effectively, you need to set goals. When you know where you are going, you can then figure out what exactly needs to be done, and in what order.

The following are some tips on time management:

- Set goals for the coming academic year.
- Make to-do lists to prioritize what needs to be done.
- Focus on the items in the to-do lists.
- Reward yourself if the goals are achieved.
- Check whether the goals are realistic or if changes are to be made.

To-do lists are effective time management tools—but only if they are easy to use. Here are five strategies for making your to-do list work for you:

- Keep it simple.
- Limit yourself.
- Set a due date and stick to it.
- Use a dark marker to reinforce your feeling of accomplishment.
- Redo the list every workday.

自学小结

为了更好地管理时间，我应该： 在列出任务单时，我应该注意：

- | | |
|------------|----------------|
| 1) 制订学习目标； | 1) 任务项目要简单； |
| 2) 列出每天任务； | 2) 任务不宜列太多； |
| 3) 专注所列事项； | 3) 确定完成的时间； |
| 4) 学会奖励自己； | 4) 用深色标记增强成就感； |
| 5) 适当调整计划。 | 5) 每天都列任务单。 |

Task Make some of your to-do lists by addressing the following questions.

1. What are your lifetime goals?
2. What are your goals for the next three to five years?
3. What are your goals for the coming school year?
4. What are the things you need to do in order to accomplish this year's goals?

Unit File

Vocabulary

accurately	adhere	casual
caution	compliment	confidential
conflict	display	distinguish
ethical	for instance	hamper
potential	privilege	productive
professional	pros and cons	regulation
rely on	trendy	workplace

Listening & Speaking

Having Internal Communication

Writing

Notice

Mini-project

Decorating a New Office

Learning Strategy

Time Management

Look back through this unit. Find more words and phrases that you think are useful.