

Workplace

单元设计思路

Business Activities & Language Skills

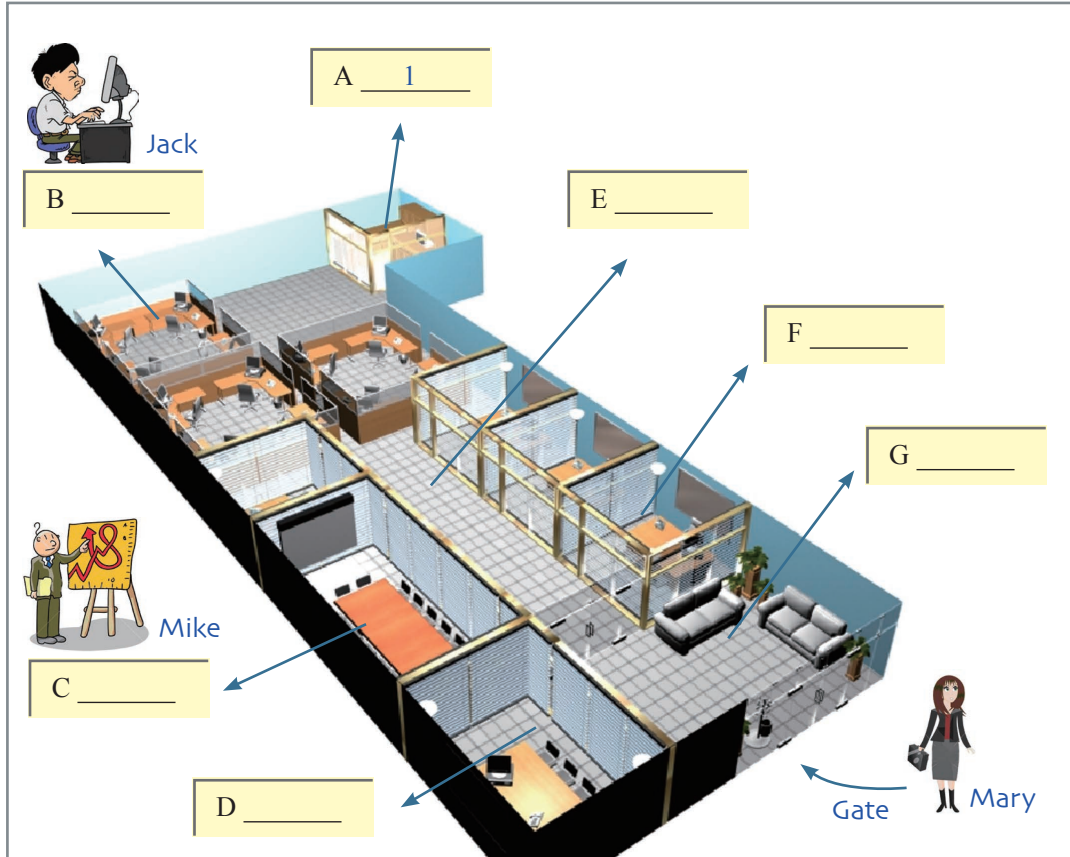
Business Activities	Identifying Office Layout	Knowing About Dress Codes	Understanding Codes of Conduct	Communicating in the Workplace	Writing a Notice	Organizing Company Events
Language Skills	Speaking	Reading	Reading	Listening & Speaking	Writing	Writing & Speaking
Unit Parts	Warming-up	Reading A	Reading B	Listening & Speaking	Writing	Mini-project

设计思路说明

1. 识别办公场所特点: 引导学生根据办公区域平面图辨识办公区域主要场所的特点 (**Warming-up**);
2. 了解职场时装潮流: 引导学生了解追随职场时装潮流的利弊, 学习与之相关的英语表达 (**Reading A**);
3. 熟悉职场行为准则: 引导学生熟悉职场行为准则的主要内容, 掌握其语言表达特点 (**Reading B**);
4. 学习职场沟通技巧: 通过听说练习, 指导学生学习会议安排、工作制度、商务着装、商务沟通等的英语表达和技能 (**Listening & Speaking**);
5. 商务通知写作实践: 指导学习商务通知的写作技巧, 练习写一份组织员工观光旅游的公司通知 (**Writing**);
6. 晚会活动组织策划: 指导学生为即将到来的国庆节编制一份晚会策划书并进行口头报告 (**Mini-project**).

Warming-up

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



- 1 washroom
- 2 department manager's office
- 3 meeting room
- 4 staff office
- 5 multifunction meeting room
- 6 hallway
- 7 reception room

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



Warming-up

Task 1

Objective: Ss can identify different rooms in an office.

Steps:

- Ss read Warming-up Task 1.
- Get Ss to look at the layout of the office.
- Ask Ss to identify different rooms.
- Give the suggested answers.

Suggested Answers

B—4 C—5 D—3 E—6 F—2 G—7

Tips

There are many different ways of arranging the space in an office, and while these vary according to function, managerial fashions and the culture of specific companies can be even more important. Choices include how many people will work within the same room. At one extreme, each individual worker will have their own room; at the other extreme a large open plan office (开敞式平面布置的办公室) can be made up of one main room with tens or hundreds of people working in the same space. Open plan offices put multiple workers together in the same space, and some studies have shown that they can improve short-term productivity, i.e. within a single software project. At the same time, the loss of privacy and security can increase the incidence of theft and loss of company secrets. A type of compromise between open plan and individual rooms is provided by the cubicle, which solves visual privacy to some extent, but often fails on acoustic separation and security. Most cubicles also require the occupant to sit with their back towards anyone who might be approaching; workers in walled offices almost always try to position their normal work seats and desks so that they can see someone entering, and in some instances, install tiny mirrors on things such as computer monitors.

Task 2

Objective: Ss can give directions.

Steps:

- Ss read Warming-up Task 2.
- Get Ss to look at the picture of Task 1.
- Ask Ss to work in pairs and tell each other how to find Mike and Jack in the office.
- Ask some Ss to report in class.
- Give the suggested answers.

Suggested Answers

Go through the reception room to the hallway. The first room on your left is the multifunction meeting room. Mike is having a meeting there. Keep going straight along the hallway till you get to the end of it. Jack is working in the last staff office on your left.

Reading A



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 feel proud.

But the truth is that there are many more cons of relying on workplace fashion trends than there are pros. For instance, workplace fashion trends do not always distinguish between jobs and careers. If you work at a trendy coffee shop or 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? 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 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 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.



Reading A

Background Knowledge

Dress Code

Dress codes are written and, more often, unwritten rules with regard to clothing. Clothing like other aspects of human physical appearance has a social significance, with different rules and expectations being valid depending on circumstance and occasion. Even within a single day an individual may need to navigate between two or more dress codes. Different societies and cultures will have different dress norms although Western styles are commonly accepted as valid.

Translation

职场时装潮流

许多人每天都在捕捉职场时装的潮流，以便能与那些衣着时尚得体的人们步调一致。他们认为按最新潮流穿衣打扮能为自己赢得时尚和时髦的好名声。尽管这样做合情合理，你还是要小心谨慎。

许多人并没有意识到，追随职场时装潮流有利也有弊。好处之一，正如上面所提到的，穿一套时髦的衣服去上班，很可能会得到一堆夸奖。这种感觉很不错，也让人引以为豪。

然而事实上这种追随弊大于利。例如，职场时装潮流往往不区分工作和职业。在一家新潮的咖啡馆或零售店工作，着装要求很可能是休闲服。而在一家法律或保险公司上班，着装则需要更职业化。不幸的是，很多职场新潮时装是为工作中的一般大众而设计，而非为特定职业设计。因此一不小心就可能出问题。

在追随这种时装潮流之前，要好好地仔细审视一下所谓的潮流。比如，潮流是不是时兴半身裙或连衣裙，而不论其长短呢？如果确实如此，那么最重要的是要考虑自己的工作性质。如果是办公室的职业白领，连衣裙就非常适合。但如果是在零售店当经理，连衣裙或半身裙则可能会妨碍工作，影响工作效率。

很多人会因为穿了时髦的职场时装而备受称赞，但事情并非总是如此。最不希望的是不但没有受到夸奖，还落下坏名声。正是因为这个原因，你必须考虑别人对你的看法，你必须确保给别人留下的是个好印象。

到底要不要将职场最时髦的潮流带入衣柜，这个决定得自己做，但在作出决定前请考虑考虑上面提到的问题。

Words

- reputation /ˌreɪpjuˈteɪʃən/ *n.* 名声; 美名
- trendy /ˈtrendi/ *a.* 时髦的; 赶时髦的
n. 爱时髦的人
- display /dɪˈspleɪ/ *v.* 展示; 表现
- caution /ˈkɔːʃən/ *n.* 小心, 谨慎
- outfit /ˈaʊtfɪt/ *n.* 全套服装
- compliment /ˈkɒmplɪmənt/ *n.* 赞美(话); 恭维(话)
- retail /ˈriːteɪl/ *n.* 零售
- casual /ˈkæʒuəl/ *a.* 非正式的, 日常便服的
- professionally /prəˈfeʃənəli/ *ad.* 职业地; 职业化地
- setting /ˈsetɪŋ/ *n.* 环境; 背景

- hamper /ˈhæmpə/ *v.* 妨碍, 阻碍
- productive /prəˈdʌktɪv/ *a.* 多产的; 富有成效的
- incorporate /ɪnˈkɔːpəreɪt/ *v.* 吸收, 吸纳
- wardrobe /ˈwɔːdrəʊb/ *n.* (个人的) 全部服装; 衣柜; 衣橱

Phrases & Expressions

- fit in with 符合; 适应; 使与……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

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 many more pros of relying on workplace fashion trends than there are 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.

Language Points

Words and Expressions

Paragraph 1

fit in with: *to live, work, etc. in an easy and natural way with sb./sth.*

e.g. He's never done this type of work before; I'm not sure how he'll fit in with the other people. Our national policy fits in with the changed international situation.

reputation: *n. the opinion that people have about what sb./sth. is like, based on what has happened in the past*

e.g. The school has a good reputation for examination results.
He earned the reputation of being a hard worker.

trendy: *a. showing or following the latest trends of fashion*

e.g. My aunt always wears trendy clothes.
These jeans are quite trendy.

display: *v. put sth. on show; show signs of having*

e.g. It is the first time the painting has been displayed to the public.
Her writing displays natural talent.

caution: *n. being careful to avoid danger or mistakes*

e.g. You should exercise extreme caution when driving in fog.
He received a caution for being late this month.

Paragraph 2

pros and cons: *the advantages and disadvantages of sth.*

e.g. What comment do you have on the pros and cons of studying abroad?
We weighed up the pros and cons of starting up our own business.

outfit: *n. a set of clothes, especially one that you wear for a special occasion*

e.g. She was dressed in a white outfit.
On the opening ceremony of the sports meet, all of us wore sports outfits.
The football team members were wearing orange outfits.

compliment: *n. a remark that shows you admire someone/something*

e.g. Thank you very much for your compliment.
He knew that he had just been paid a great compliment.
She took his acceptance as a great compliment.

Paragraph 3

for instance: *for example*

e.g. What would you do, for instance, if you found a member of staff stealing?
His spelling is terrible. For instance, look at this word!
For instance, an electric fire is a relatively expensive method of heating a room.

casual: *a. informal*

e.g. He was wearing casual clothes, not his school ones.
We don't like his casual behavior.

professionally: *ad. in a professional way*

e.g. She started playing golf professionally when she was 16.
Her voice has been trained professionally.

run into: *meet, encounter*

e.g. We ran into a patch of thick fog just outside Edinburgh.
The project is running into financial difficulties.

Paragraph 4

in question: *being considered or discussed*

e.g. The woman in question is sitting over there.
The job in question is available for three months only.

setting: *n. a set of surroundings; the place at which something happens*

e.g. It was the perfect setting for a wonderful Christmas.
People tend to behave differently in different social settings.
The old castle would have provided the perfect setting for a horror story.

hamper: *v. prevent the free movement or activity of sb.; hinder sb./sth.*

e.g. Our progress was hampered by the bad weather.
The accident hampered the search for the missing child.

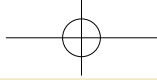
productive: *a. producing or achieving a lot*

e.g. Agriculture and industry both become more productive.
There are a lot of productive workers in this factory.

Paragraph 5

take... into consideration: *take account of; consider*

e.g. I always take fuel consumption into consideration when buying a car.
Your teacher will take your recent illness into consideration when judging your examination results.



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.

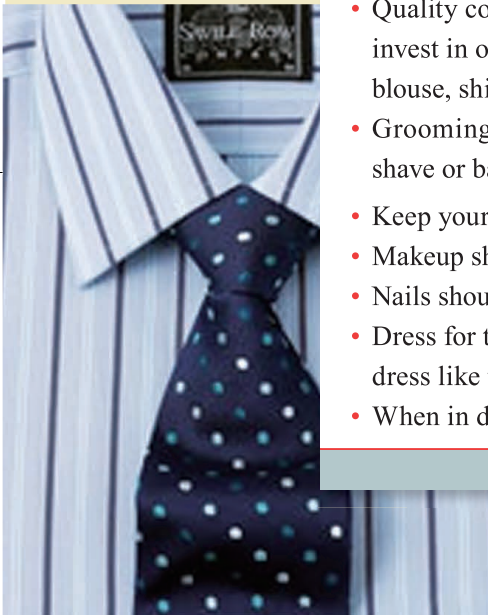
Advantages	Disadvantages

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 blouse, shirt or tie;
- Grooming (打扮, 穿戴) is very important. Don't forget to shave or bathe;
- Keep your shoes in good condition;
- Makeup 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.



Paragraph 6

incorporate: *v. to include something so that it forms a part of something else*

- e.g. Many of your suggestions have been incorporated into the plan.
We have incorporated all the latest safety features into the design.
His picture had been incorporated without his permission into an advertisement.

Difficult Sentences**Paragraph 2**

When you wear a fashionable outfit to work, there is a good chance that you will receive a lot of compliments on your outfit.

Analysis: There is a good chance表示一种可能, 后面一般跟一个由that引导的同位语从句, 表示可能会发生的事情。

Translation: 穿一套时髦的衣服去上班, 很可能会得到一堆夸奖。

Paragraph 5

The last thing that you want to do is get a bad name for yourself instead of compliments.

Analysis: The last thing的意思“最不适合的事”, that you want to do是定语从句, 修饰the last thing.

Translation: 最不希望发生的是不但没有受到夸奖, 还落下坏名声。

Task 1**Key**

1. C 2. D 3. B 4. F 5. E 6. A

Task 2**Key**

1. F 2. F 3. F 4. F 5. T

Task 3**Suggested Answers**

Advantages	Disadvantages
<ul style="list-style-type: none"> Dressing in the latest fashion may give you a reputation of being fashionable and trendy. There is a good chance that you will receive a lot of compliments on your outfit. 	<ul style="list-style-type: none"> Workplace fashion trends do not distinguish between jobs and careers. Many workplace fashions are designed for the working population in general, not for specific careers.

Reading B

Code of Conduct

This document aims to provide staff with rules and standards to be followed when dealing 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 Company safety regulations.
- Treat all customers and suppliers sincerely and equally.
- Observe honest and legal business practices at all times.
- Avoid conflict with personal 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 stake holders 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 interest 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.

Reading B

Background Knowledge

Code of Conduct

A code of conduct is a set of rules outlining the responsibilities of, or proper practices for, an individual, party or organization. A common code of conduct is written for employees of a company, which protects the business and informs the employees of the company's expectations. It is ideal for even the smallest of companies to form a document containing important information on expectations for employees. The document does not need to be complex or have elaborate policies, but the file needs a simple basis of what the company expects from each employee.

Translation

行为准则

本文件旨在为员工提供一些在跟客户、供应商以及其他相关部门打交道时应该遵守的规则和标准。

除了履行其全部的法律义务外，公司还致力于展示一家杰出机构应有的行为准则。为了实现这一目标，我们要求所有员工做到以下几条：

- 根据公司安全规范生产安全的产品并保护环境；
- 真诚、平等地对待所有的客户和供应商；
- 时刻遵守诚实、合法的商业行为；
- 代表公司时，避免与个人利益相冲突。

代表公司处理业务时，员工应遵守与客户、供应商、同事以及所有公司股东有关的高道德标准。为了避免违反公司的规章制度，以下情况应格外小心应对：

- 不得利用职务之便接受或索取外人的现金、礼物或特殊待遇；
- 在参与公司业务时，应声明可能发生的利益冲突；
- 不得将公司的机密透露给外人或公司内部不应该被告知的员工；
- 在做财务报告或准备财务报表时，应诚实、准确、清楚，以免发生误导。

如果对本准则有任何疑问，请向部门经理咨询。

Words

- supplier /sə'plaiə/ *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, 正确的, 关于伦理的
 outstanding /aʊt'stændɪŋ/ *a.* 杰出的, 优秀的
 obligation /ˌɒblɪ'geɪʃən/ *n.* 义务, 职责
 conflict /'kɒnflikt/ *n.* 冲突; 矛盾
 violation /ˌvaɪə'leɪʃən/ *n.* 违反; 妨碍
 claim /kleɪm/ *v.* 要求; 声称
 privilege /'prɪvɪlɪdʒ/ *n.* 特权; 特殊待遇
 external /ɪk'stɜːnl/ *a.* 外部的; 外来的
 source /sɔːs/ *n.* 来源; 根源
 potential /pə'tenʃəl/ *a.* 潜在的, 可能的

- disclose /dɪs'kləʊz/ *v.* 泄露, 公开
 exception /ɪk'sepʃən/ *n.* 除外, 例外
 financial /fɪ'nænʃəl/ *a.* 金融的, 财政的
 statement /'steɪtmənt/ *n.* 财务报表; 声明, 陈述
 accurately /'ækjʊrətli/ *ad.* 精确地; 准确地
 mislead /ˌmɪs'liːd/ *v.* 误导

Phrases & Expressions

- deal with 处理; 解决
 on behalf of 代表; 做……的代言人
 in connection with 关于; 与……有关
 adhere to 坚持, 信守
 engage in 参加, 参与

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 interest.
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.

Language Points

Paragraph 2

strive: *v. to make a great effort to achieve sth.*

e.g. The movie star is striving to improve his public image.

Strive for the best, prepare for the worst.

demonstrate: *v. to show that you have a particular skill, quality, or ability*

e.g. At last she had the chance to demonstrate her musical talent.

Recent events demonstrate the need of change in policy.

ethical: *a. morally good or correct*

e.g. Is it ethical to use drugs to control prisoners' behavior?

He had always prided himself on being honest and ethical.

outstanding: *a. extremely good*

e.g. The girl who won the scholarship was quite outstanding.

Given the opportunity, she might well have become an outstanding artist.

conflict: *n. disagreement; clash*

e.g. Your words are in conflict with the evidence.

The conflict between employers and workers has been long and bitter.

Paragraph 3

adhere to: *to follow, act in accordance with*

e.g. Please adhere to the promise you have made.

They failed to adhere to our original agreement.

claim: *v. to state that you have a right to sth. or to take sth. that belongs to you*

e.g. Now they are returning to claim what was theirs.

You can only claim 100 dollars a day for your travel.

external: *a. coming from outside a particular place or organization*

e.g. Such events occur only when the external conditions are favorable.

They did it in response to external pressures.

in connection with: *concerning sth.*

e.g. A man has been arrested in connection with the robbery.

potential: *a. that can or may come into existence or action*

e.g. The new drug is a potential lifesaver.

engage in: *take part in*

e.g. I have no time to engage in gossip.

My brother is engaged in business.

disclose: *v. to make sth. known, especially after it has been kept secret*

e.g. He refused to disclose his name and address.

The journalist refused to disclose the source of her information.

mislead: *v. to make someone believe sth. that is not true by giving them false or incomplete information*

e.g. Don't let his friendly words mislead you.

Their prices don't include tax which has misled a few buyers.

Task 1

Key

1. F 2. F 3. T 4. F 5. T

Task 2

Key

1. N 2. R 3. N 4. R 5. R

Listening & Speaking

Task 1 Roy is talking with his supervisor about setting up a department 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.

Notes

work out 找出; 计算
on vacation 在度假
schedule *n.* 安排

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

1. Shelly has a headache today.
2. The new shift-work system will be introduced next year.
3. The first shift starts at 7 in the morning and ends at 2 in the afternoon.
4. The man is eager to know which shift he will be on.

Notes

shift *n.* 轮班
allocate *v.* 分配

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

- | | | |
|-------------------------------------|-----------------------------------|---|
| <input type="checkbox"/> High-heels | <input type="checkbox"/> Sandals | Notes
casual <i>a.</i> 随意的;
非正式的
inspire <i>v.</i> 激励; 鼓舞 |
| <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 workmate.
2. A. It helps to increase the tension from the workload.
B. It helps to ease the tension from the workload.
C. It helps to increase the workload.
D. It has nothing to do with the tension from the 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 bathroom.
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

Listening & Speaking

Task 1

Script:

- W: Roy, I shall work out a time to meet with your people to discuss the new project.
 M: Do you wish everyone in the department to be there? Wilson is on vacation this week.
 W: It would be best if everybody could be there. When will Wilson come back?
 M: Next Monday.
 W: How about sometime next week?
 M: Let me look at the schedule first. I'll get back to you this afternoon.
 W: Thank you.

Key

- | | |
|--------------------|-----------------|
| 1. the new project | 2. on vacation |
| 3. next Monday | 4. the schedule |

Task 2

Script:

- M: Hi, Shelly, how are you today?
 W: Well, I didn't sleep very well last night. I'm having a slight headache now.
 M: I'm sorry to hear that. Hope you'll be better soon.
 W: Thanks. Do you know that a shift-work system is to be introduced next month?
 M: Really? How will we be affected?
 W: The system will affect everyone in our office. It will be on a two-shift basis—7 a.m. to 2 p.m., and 2 p.m. to 9 p.m.
 M: I wonder which shift I'll be working on.
 W: Why don't we go and ask the manager?
 M: I shall wait. Actually it doesn't make any difference which shift I am allocated.

Key

- | | | | |
|------|------|------|------|
| 1. T | 2. F | 3. T | 4. F |
|------|------|------|------|

Task 3

Script:

- W: What do you usually wear for work?
 M: I don't need to meet customers too often, so I usually wear very casual clothes in my office, like jeans and T-shirts. I feel more relaxed in that.

- W: What do you think of the dress code of a company?
 M: Well, I think formal business clothes should be worn when meeting with customers and clients at scheduled meetings. That gives people a sense of trust and authority.
 W: Yes. By looking neat and smart, we'll be able to gain the trust of customers.
 M: Right. But at other times, staff can wear business casual clothes. This includes dress shirts, collared sports shirts, sweaters or skirts. But shoes should be formal. I suppose casual sandals and slippers are not suitable in the workplace.
 W: And I think blue jeans, T-shirts and shorts are far too casual to be accepted in the office.
 M: I don't agree on this. I think casual wear brings a sense of freedom in the office and can inspire us in our job.
 W: Maybe you are right.

Key

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

Task 4

Script:

- M: A report says that there has been too much water cooler chat in the company recently. I don't think Mr. Blacksmith will be happy when he reads it.
 W: Well, the boss may not like it, but we do. It's always relaxing to stay at the water cooler and chat for a while. It helps to ease the tension from the workload.
 M: Yes, I agree. But haven't you noticed that some of our workmates are spending too much time chatting around the water cooler?
 W: You are right. I guess we need to come back to work once we finish our cup of coffee or tea.
 M: I don't want our nice and pleasant water cooler chats to ever get the boss angry.
 W: Neither do I. I think the point is that we keep

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

We all know that communication is the key to _____ in and out of work. Dealing with people can be very annoying, because each of us has a different view on life and how things ought to be. Try your best to speak to your boss, but _____. Always remember that a good job is hard to find and one should be professional under all situations.

Another brilliant way of dealing with your boss is by studying him. Notice the signals he or she sends; pick up on _____ as well as spoken language. Figure out your boss's agenda. Then, you'll be able to read your boss better, understand what he or she is telling you and decide _____. And don't be afraid to ask your co-workers for help.

Get yourself ready to help in the work, and always look on the positive side of things. If your boss says he or she needs something done, don't say, "That's impossible." Say, "I'm on it." If you were in your boss's position, wouldn't you want someone telling you that they're on board and _____?

Notes

annoying *a.* 讨厌的; 恼人的
figure out 算出
agenda *n.* 日程

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

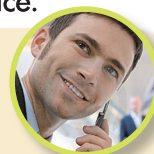
- A: _____ to discuss the new project? (*arrange a meeting time*)
B: Let me check my schedule first. I will call you later.
- A: Hi, Shelly. Why do you look tired?
B: Well, I work the _____ this week, which is from 10 at night till 6 in the morning. (*A set period of working time at night*)
- A: _____? (*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 her desk in the office.
- ◆ Explain the dress code of the company.
- ◆ Give directions about office facilities, such as bathrooms, water coolers, etc.
- ◆ Give your contact information.

Role B: A newcomer in the company



- ◆ Express thanks for A's showing 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 the assistant and close the conversation.

Useful Expressions

Assistant

I am the office 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 dress/acceptable dress in the office?
Could you tell me where I can find...?
Can I have your extension number?

chatting at the water cooler until it is too long.

M: Yes. Otherwise we might drink too much water and spend a lot of time in the bathroom!

W: You bet!

Q1: Who is Mr. Blacksmith?

Q2: What does the woman think of the water cooler chat?

Q3: Which of the following statements is true according to the conversation?

Q4: What are the attitudes of the man and the woman toward the recent water cooler chatting in the company?

Key

1. A 2. B 3. B 4. C

Task 5

Script & Key:

We all know that communication is the key to a healthy relationship in and out of work. Dealing with people can be very annoying, because each of us has a different view on life and how things ought to be. Try your best to speak to your boss, but in a polite and respectful way. Always remember that a good job is hard to find and one should be professional under all situations.

Another brilliant way of dealing with your boss is by studying him. Notice the signals he or she sends; pick up on body language as well as spoken language. Figure out your boss's agenda. Then, you'll be able to read your boss better, understand what he or she is telling you and decide the best course of action. And don't be afraid to ask your co-workers for help.

Get yourself ready to help in the work, and always look on the positive side of things. If your boss says he or she needs something done, don't say, "That's impossible." Say, "I'm on it." If you were in your boss's position, wouldn't you want someone telling you that they're on board and ready to help?

Task 6

Suggested Answers

1. A: When can we have a meeting to discuss the new project?

B: Let me check my schedule first. I will call you later.

2. A: Hi, Shelly. Why do you look tired?

B: Well, I work the night shift this week, which is from 10 at night till 6 in the morning.

3. A: What do you usually wear for work?

B: I wear casual clothes, like jeans and T-shirts.

4. A: Why do office workers like water cooler chat?

B: For me, it helps to ease the tension from the workload.

5. A: What is the dress code of our company?
You know, I'm a newcomer...

B: All employees are supposed to wear formal business clothes.

Task 7

(Omitted)

Writing

Notice

Notices are 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 plan, 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 actions.

Task 1 Put the following sentences into 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, 2009.
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 come.
_____.

Writing

Notice

Task 1

Key

5→3→4→1→2

Sample:

Notice

Kindly note that our Healthcare Center will be relocated to the following address with effect from September 1, 2014.

New address: 909 J 2nd Street North,
Fulton
New York

Telephone numbers and fax numbers remain unchanged.

Thanks for your kind attention and continuous support.

Task 2

Sample:

Notice

Please be informed that Office Safety Training will be conducted from 2:30 to 4:30 this Friday afternoon in Conference Room 109.

All staff are required to come. Handouts will be available after the training.

Jacky Tam
Office Manager
July 15, 2014

Task 3

Sample:

Notice

Please be informed that a three-day sightseeing trip will be arranged for all the staff in our company.

Time: May 28–30, 2014

Destination: Guilin, Guangxi Province

Itinerary: May 28 evening Train to Guilin,
Guangxi Province

May 29 morning City tour in Guilin

May 29 afternoon Cruise on Lijiang River

May 29 evening Free time in Yangshuo

May 30 morning Train back

Accommodation: Three-star hotels

Transportation: Train, bus and cruiser

Trip Fare: Covered by the company

Others: No family members allowed

Those who will participate please confirm with me before May 20, 2014.

xxx
Office Supervisor
May 15, 2014



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 trip arrangement including: itinerary, accommodation, transportation, trip fare, 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 with me before...
- Thanks for your kind attention.
- For further information, contact...



Mini-project

Work in groups of five. The Student Union of your department will hold a party to celebrate the coming National Day. You five are responsible for the preparations. Assign specific tasks to each member in your group so that all necessary preparations are done.



Now a meeting is called to report on how the preparations are going. Prepare for the meeting and give your presentation to the class. Your presentation should include:

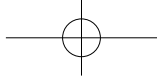
- ◆ What are the responsibilities of each group member?
- ◆ What preparations have been done by each member?

Tips

Preparations

1. Who?—Who will come? Who to invite? How many people are expected? Who will host the party?
2. When?—The best time for the party? When is the deadline for each task?
3. Where?—The best place available? Decorations?
4. What?—Agenda? Programs? Food/Drinks?
5. How?—How to inform others? (invitations, notice)





Mini-project

A mini-project is a task that demands Ss work together to complete it. This project asks Ss to prepare for a department party. In order to complete it successfully, Ss should read and understand the task requirements thoroughly, and search online for information on how to organize a party. They need to discuss carefully about the details in the preparation process and distribute responsibilities among the group members.

Steps:

- Grouping. Divide the class into groups. There are several ways: Ss pick up their own partners; teachers group fast learners with slow learners; Ss find their partners by drawing lots.
- Defining the project. Go through the project with the class and clarify requirements. They may search online for information on how to do the preparations.
- Timing & cooperation. Give Ss the deadline for completion and guidelines on working together. Time management and job division are likely to be serious problems at the beginning, where basic instructions from the teacher should come in. As Ss get used to the Mini-project, they will become more experienced. Remind them that different Ss have different work but everybody contributes to the project. They discuss first and then decide who will do what.
- Presentation. Ss present their evidence for completion. In this project, they need to present their preparations to the class. Ask Ss to rehearse before giving performance in class.

Notes:

- The project should be done as homework.
- Since it takes time and effort to complete a project, you can ask only two or three groups to do it each time. Then ask Ss to demonstrate their work in class and give your feedback. In this way, Ss could learn from each other.

Language Lab

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

1. violation
2. incorporate
3. for instance
4. impartially
5. hamper
6. underlie
7. abuse
8. display
9. reputation
10. approve

- A. the opinion that people have about what someone/ something is like based on what has happened in the past
- B. prevent someone from easily doing or achieving something
- C. confirm or agree officially
- D. intentionally use something for the wrong purpose or for your own advantage
- E. clearly show a feeling, attitude or quality by what you do or say
- F. for example
- G. be the cause of something or be the basic thing from which something develops
- H. not giving special favor or support to any one side
- I. include something so that it forms a part of something else
- J. an action that breaks a law, agreement, principle, etc.

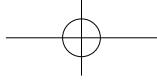
Task 2 Complete the following sentences with the words or phrases from Task 1. Change the form if necessary.

1. We will _____ your suggestion in this new plan.
2. The heavy rain _____ the flow of traffic yesterday.
3. She _____ no emotion on the witness stand.
4. The restaurant has a good _____.
5. I promise I will handle the matter _____.
6. Williams _____ his position as mayor to give jobs to his friends.
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 Forbidden City.
10. This is the basic principle that _____ all of the party's policies.

Task 3 Complete the sentences with the following words or phrases plus some words of your own.

display ensure rely on
engage in fit in with

1. You can _____ your company's products if _____.
2. Despite _____, she remains actively _____.
3. We can _____ the safety of the workers if _____.
4. To make sure the plan _____ our arrangements, you need to _____.
5. We have to _____ ourselves to solve the problem because _____.



Language Lab

Task 1

Key

- | | | | | |
|------|------|------|------|-------|
| 1. J | 2. I | 3. F | 4. H | 5. B |
| 6. G | 7. D | 8. E | 9. A | 10. C |

Task 2

Key

- | | |
|-----------------|---------------|
| 1. incorporate | 2. hampered |
| 3. displayed | 4. reputation |
| 5. impartially | 6. abused |
| 7. approve | 8. violation |
| 9. for instance | 10. underlies |

Task 3

Key

1. You can display your company's products if you go to the trade fair.
2. Despite severe discomfort, she remains actively engaged in helping those in need after the earthquake.
3. We can ensure the safety of the workers if we check the machines carefully.
4. To make sure the plan fits in with our arrangements, you need to have a discussion with him.
5. We have to rely on ourselves to solve the problem because they are very busy for the moment.



Unit 1 Workplace

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 in the match. Mr. Li was proud of that.

Task 5 Translate the following 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. 和这些同学在一起我们应随便一些。(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. 你知道今秋流行黑衣服吗?(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)



Task 4

Key

Model 1

1. Before booking a train ticket, you'd better find out if the time suits you.
2. After finishing his paper, he checked his spelling very carefully.
3. He was very sorry for being late for school again.

Model 2

1. What interests the children a lot is that there are many animals in the zoo.
2. What she said at the meeting is that the program will be put off.
3. What Mr. Li was proud of was that his son won in the match.

Task 5

Suggested Answers

1. All the company rules and regulations must be strictly observed.
2. We should be casual when we stay with these students.
3. The above-mentioned are some communication skills that are very useful in an office setting.
4. We have a professional team to market our products.
5. Do you know black clothes will be trendy this fall?
6. We would rather rely on ourselves instead of seeking help from others.
7. New vehicles must comply with national standards.
8. Some young people in our company may come to seek your advice.

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.

Following are some tips on time management:

- Set goals for the coming academic year;
- Make to-do lists to prioritize what need 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 lists 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:

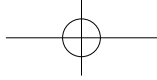
- 1) 制定学习目标;
- 2) 列出每天任务;
- 3) 专注所列事项;
- 4) 学会奖励自己;
- 5) 适当调整计划。

在列出任务单时, 我应该:

- 1) 任务项目要简单;
- 2) 任务不宜列太多;
- 3) 确定完成的时间;
- 4) 标出主要的任务;
- 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	casual	caution	claim	compliment	conflict
display	engage in	fashion	fit in with	for instance	hamper
honesty	incorporate	observe	personality	professional	rely on
retail	setting	trendy	workplace		

Listening and Speaking

Having Internal Communication

Guided Writing

Notice

Mini-project

Preparing for a Party

Learning Strategy

Time Management

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