

Office Work

Learning Objectives

In this unit, you will learn how to:

- Talk on the phone
- Make & change appointments/arrangements
- Talk with associates

Background Information

General office skills may include answering phones, faxing, basic computer skills, as well as customer service skills. Effective communication concerning these skills at workplace is extremely important to smooth and efficient business operation. There are mainly two types of communication: verbal communication (such as meetings, phone calls, speeches, one to one feedbacks, etc.), and non-verbal communication (such as written or printed emails, etc.). Communication at workplace should be clear, concise and specific. In addition, there should be effective use of body language at workplace. Good communication skills will help to establish a better working relationship, whereas poor workplace communication skills will have negative effects on business relationships and may result in decreased productivity.

Starting Up

Read the following tips and decide which are DOS (✓) and which

are DON'TS (×). Compare your answers with a partner's and explain your choices.

When you answer the phone in the office...
<input type="checkbox"/> pick it up after the first ring
<input type="checkbox"/> pick it up after three or more rings
<input type="checkbox"/> immediately ask who is calling and what they want
<input type="checkbox"/> say your own name
<input type="checkbox"/> say the name of your company and/or department
<input type="checkbox"/> just say "Hello?"
<input type="checkbox"/> have a pencil and paper ready so that you can take notes
<input type="checkbox"/> try to sound friendly and helpful
<input type="checkbox"/> speak quickly so that the call is soon over
<input type="checkbox"/> speak clearly and slowly
<input type="checkbox"/> smile
<input type="checkbox"/> use the speaker phone



Oral Workshop

A. Talking on the Phone

Dialogue 1 — Asking to speak to someone

Diana is making a call to Mr. Brown of Deep Blue Office Supply.

Operator: Good morning, Deep Blue Office Supply.

Diana: This is Diana Wong from MAP Advertising. I'd like to speak to Mr. Brown, please.

Operator: Is that Michael Brown or Tony Brown?

Diana: I'm not sure. I want to talk to someone about the maintenance of laser printers.

Operator: Then you need to speak to Tony Brown. He's with After-Sales Department. I'll put you through.

Diana: Thank you.

Mr. Brown: Hello, Tony Brown.

Diana: Hello, Mr. Brown. This is Diana Wong from MAP Advertising. I called last week about the laser printer.

Mr. Brown: Sorry, can you spell your name, please?

Diana: It's W-O-N-G. Diana Wong, from MAP Advertising.

Mr. Brown: Oh, yes. I remember.

Diana: We bought 5 laser printers from you two weeks ago, but one of them doesn't seem to work properly, and we also have some questions on maintenance. So I'm calling to see whether it's possible for you to send someone to help.

Mr. Brown: All right. Would tomorrow suit you?

Diana: That'll be great. I'm in the office all day.

Mr. Brown: So I'll send over an engineer around 10:00 in the morning.

Diana: Thank you very much, Mr. Brown.

maintenance

维修, 保养

put through

接通电话

laser printer

激光打印机

Dialogue 2 — Leaving and taking messages

Peter Jackson of FBJ Marketing wants to speak to Paul Richards of BIG Supermarket.

At the first attempt, he dials the wrong number. At the second attempt, Sara Lee, Paul's secretary answers the phone.

Andy: Hello, Marketing Department. Can I help you?

Peter: Hello. May I speak to Paul Richards, please?

Andy: I'm sorry. You've got the wrong number. But he does work here. I'll try and put you through. His direct number is 5558770.

Peter: Didn't I dial that?

Andy: No, you rang 5558790.

Peter: Oh, sorry to have troubled you.

Andy: No problem. Hang on a moment and I'll put you through to Paul's extension.

Peter: Thanks.

Sara: Good morning, Paul Richards' office, Sara Lee speaking.

Peter: Oh, hi. This is Peter Jackson from FBJ Marketing. Could I speak to Paul, please?

Sara: I'm afraid Paul is on a training course.

Peter: Do you know when he'll be back?

Sara: I'm afraid he won't be back until tomorrow, but if it's urgent I can get a message to him this afternoon.

Peter: I'd really appreciate that. Could you tell him I called because I need to check the budget for supermarket promotion this coming weekend?

Sara: OK. You'd like to check the budget for supermarket promotion this weekend.

Peter: That's right.

Sara: I'm afraid I didn't catch your name.

Peter: It's Peter Jackson from FBJ Marketing.

Sara: Thank you, Mr. Jackson. I'll make sure he gets the message this afternoon.

Peter: Thank you very much.

Sara: You're welcome. Goodbye.

Peter: Bye.

extension	电话分机	appreciate	感谢
budget	预算	promotion	促销
catch	听清楚		

Practice

1. You are asked to call a client who you have never either talked with or met before. Speak to him/her to introduce yourself and explain the purpose of your call.
2. You are with After-Sales Department. Someone calls and asks to speak to Cathy, a sales representative in Sales Department. You either offer the caller the right extension number or help put him/her through to Cathy.
3. You ring up Mr. Blare and invite him to attend a cocktail party in honor of your newly-appointed CEO next Friday, 6:30 p.m. at Crystal Hotel. As Mr. Blare is in a meeting, you leave a message to his secretary and ask Mr. Blare to call back to confirm with you.
4. You leave a message to Mr. Cook, the Sales Manager of ABC Company, asking him to airmail you some samples by the end of the week.
5. Suppose you have booked a two-week holiday in Singapore. You receive a call about a change of departure date from Sunrise Holidays—a travel agency. As you are about to attend a meeting in two minutes, you arrange to call back.

sales representative	销售代表	cocktail party	鸡尾酒会
in honor of	为了向……表示敬意		
newly-appointed	新任命的		

B. Handling Appointments/Arrangements

Dialogue 1 — Making arrangements

Robert Bush of HBC Trading is calling Tina Stone to discuss the arrangements for his trip to New York next week.

Tina: Hello, Tina Stone speaking.

Robert: Hello, this is Robert Bush from HBC Trading.

Tina: Hi, Robert, nice to hear from you. How's everything?

Robert: Great. You know, I'm planning to come to New York next week.

Tina: Really!

Robert: Yes. I'll have a meeting with a client in Boston on Tuesday next week. I was hoping we could arrange to meet up either before or after.

Tina: So you have to be in Boston on Tuesday? That's the 7th.

Robert: That's right. Now, I could stop over in New York on the way in—that would be Monday. Would that be possible?

Tina: Ah, I'm afraid I won't be in the office on Monday.

Robert: Uh-huh, well, the other possibility would be to arrange it after Boston on my way home.

Tina: When do you plan to leave Boston?

Robert: Could be either Tuesday or Wednesday morning, but I would like to catch a flight back to London on Wednesday evening.

Tina: OK. Well, it would be best for us if you could fly in on Wednesday morning. I'll be able to pick you up at the airport, and then we could show you the new trade center.

Robert: That sounds good. But do you think you could fax me an itinerary for the day, that's Wednesday the 8th?

Tina: No problem.

Robert: Thank you. Then I'll see you next Wednesday. Goodbye.

stop over (中途) 短暂停留

pick up (开车) 接人

itinerary 行程, 旅行日程

Dialogue 2 — Changing an appointment

Justin Wong is calling Mr. Smith's office to change his appointment. Mr. Smith's assistant Mary answers the call.

Mary: Good morning, Mr. Smith's office. Can I help you?

Justin: Good morning. This is Justin Wong from J & J Footwear. I have an appointment with Mr. Smith at 2:30 p.m. tomorrow, but I'm sorry I can't keep our appointment because I'll be sent to attend an urgent meeting at the HQ.

Mary: Would you like to cancel it?

Justin: No. I wonder if it's convenient to put it off.

Mary: Could you hold on for a minute, Mr. Wong? I'll just look in the diary. So, when's convenient for you?

Justin: Later this week if possible. I gather he's away the following week.

Mary: Yes, that's right. He'll be on a business trip overseas.

Justin: I need to see him before he goes away. So would Friday afternoon, the same time be okay?

Mary: Friday afternoon... let me see... Sorry, but Mr. Smith won't be free until 3:00 p.m. Would 3:30 p.m. be all right?

Justin: Yes, that's fine with me. Thank you very much.

Mary: So, Mr. Wong, your appointment with Mr. Smith is rescheduled at 3:30 Friday afternoon.

keep an appointment	守约	HQ = headquarters	总部
put off	推迟	gather	猜想
reschedule	将……改期; 重新安排		

Practice

1. You and your partner work in the same company but in two different departments. You would like to have a short meeting regarding work sometime next week. Call him/her to arrange a time for you two to meet either in your office or your partner's.
2. Your company is planning on a launching ceremony for a new product. Talk with your team members and work out the arrangements.
3. You have arranged to meet a colleague from one of your subsidiaries. Explain that you cannot keep the appointment, give a reason, and then suggest an alternative time.
4. You call a colleague to tell her the meeting has been put off until tomorrow, but she is not in. Leave a message to her secretary.

launch	(产品)上市	subsidiary	子公司
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C. Talks at Work

Dialogue 1 — Receiving a guest

Allan Johnson from ABC Trading comes to visit Mr. Eastwood by appointment. Tracy, the receptionist, receives the visitor at Reception, and contacts Mr. Eastwood's secretary Daisy.

Allan: Good morning.

Tracy: Good morning. Can I help you?

Allan: Yes. I have an appointment with Mr. Eastwood at 10:00 a.m.

Tracy: Mr. Eastwood from Marketing Department?

Allan: Yes.

Tracy: May I have your name, please?

Allan: I'm Allan Johnson from ABC Trading.

Tracy: Thank you. Please take a seat while I'm contacting Mr. Eastwood's office for you.

Daisy: Mr. Eastwood's office.

Tracy: Hello, Daisy. This is reception. Mr. Johnson is here for his 10 o'clock appointment with Mr. Eastwood.

Daisy: Oh, yes, Tracy. Mr. Eastwood is expecting him.

Tracy: I'll send him up then.

Daisy: Thanks.

Tracy: Mr. Johnson, would you please go to Room 216 on the second floor? It's the first on your right. Mr. Eastwood is expecting you.

Allan: Room 216, second floor.

Tracy: Yes. The stairs are on the left.

Allan: Thanks a lot.

expect

等待

Dialogue 2 — Requesting and offering help

Adam and Jason are colleagues. Adam asks Jason for help.

Adam: Hi, Jason, are you very busy right now?

Jason: Not really, no.

Adam: Do you think you could help me with my computer? There seems to be a problem with my network.

Jason: Oh, it's not just with your computer. I think the entire network is down for upgrades. It should be back up in an hour.

Adam: Oh, no, that'd be too late. I need the budget documents from the company network share.

Jason: Don't worry. I have a copy of that on my computer. Do you want it now?

Adam: You do? Can I get a copy?

Jason: Sure. But I have to put it on a USB flash disk for you since the network is down.

Adam: That would be great!

Jason: Do you have one?

Adam: Er... no, I forgot to take it off my computer after I finished last night at home.

Jason: Never mind. Use mine.

Adam: Sorry to trouble you.

Jason: Oh, that's no big case. OK, it's saving now. Here you go.

Adam: Thanks a lot. You really saved me a great deal of trouble.

Jason: No problem. I'm glad I could help.

upgrade

升级

network share

网络共享

flash disk

闪存盘

Dialogue 3 — Giving instructions

Sandy is newly employed and does not know how to use the software. Her supervisor Jason Lewis is telling her what to do.

Jason: Hi, Sandy, how are you settling in?

Sandy: Just fine, thanks, Mr. Lewis. I really appreciate you taking the time to help me out with this software.

Jason: Sure. Now, let's get started. Could you tell me if you've worked with this program before? That will help me figure out how to proceed.

Sandy: I've done a little work with it, but not much. To be exact, I have read some books on it, but never run it myself.

Jason: Well, I think it's a good idea to have the manual at hand.

Sandy: Yes, you're right. So, what do I do now?

Jason: Just click on the button in the corner. Be sure to enter the password you created. You can write it down somewhere just in case you forget. But very importantly, you need to keep it in a very safe place.

Sandy: I got it. What do I do next?

Jason: Well, what you need is to select the network you want to work with, and you're all set.

Sandy: Great. And do I just click on print icon to print out reports?

Jason: You'd better go to File-Print from the menu, just to make sure you select the right printer as we have three printers connected to different computers.

Sandy: I see. Thanks a lot. May I trouble you if I have further questions?

Jason: Sure. I'd love to help.

proceed

进行

manual

手册

icon

图标

Practice

1. You have an appointment with someone. You arrive 30 minutes earlier than the scheduled time. Talk to the receptionist and ask if it is possible to bring forward the appointment.

2. You are new to the company. Ask one of your colleagues to proofread the English report you've just finished before handing in.

3. You are expecting an EMS parcel at the entrance of your company. As you are stuck in the negotiation, ask a colleague to pick up the package for you.

4. You explain to the new staff the regulations at your company, which may include working hours, dress code, sick leave, etc.



Language Focus

Talking on the Phone

- | | |
|---|---|
| <ul style="list-style-type: none">• Hello, this is... calling from...• Could I speak to..., please?• I'd like to speak to..., please.• Could you put me through to...?• Can you give him/her this message, please?• Can I leave a message for...?• I must have dialed the wrong number. | <ul style="list-style-type: none">• Could I ask who's calling, please?• Who shall I say is calling?• I'm afraid he/she is not available at the moment. Would you like to leave a message?• I'll make sure he gets the message.• Can you call back later?• Could you hold the line a moment, please?• I'm afraid you have the wrong number.• Thank you for calling. |
|---|---|

Making Appointments/Arrangements

- | | |
|--|--|
| <ul style="list-style-type: none">• I'd like to make an appointment with...• I'd like to arrange...• Does... suit you?• Shall we make it...?• Did you have a time in mind?• When is the best/convenient time for you? | <ul style="list-style-type: none">• Tuesday suits me very well.• Tuesday is fine for me.• I'm sorry but I can't make it then.• I'm afraid I'm busy then.• I prefer a meeting in the afternoon. |
|--|--|

Changing Appointments/Arrangements

- Could we postpone/put off... to...?
- I'm sorry I can't keep our appointment because...
- I wonder if it's convenient to change our appointment from... to...?
- I'm afraid we have to cancel... because...

Requesting Favors

- Can you spare a few minutes?
- Could you do me a favor?
- I've got a favor to ask you. Could you...?
- Would you mind if I...?

Offering to Help

- | | |
|---|--|
| <ul style="list-style-type: none">• Can I give you a hand?• Would you like a hand with...?• Is there anything I can do for you?• Would you like me to...?• Would you like me to help you with that?• I'd be happy to..., if you'd like.• If there is anything I can do to help, please let me know. | <ul style="list-style-type: none">• Yes, please. Thanks a lot.• I'd appreciate that.• I can't thank you enough.• That's very nice/thoughtful of you.• No, thanks. I think I can manage that.• That's very kind of you, but I prefer to do it myself.• I think I'd prefer to do that myself because...• Yes, I will. |
|---|--|



Extended Activities

Role-play

Task 1

Student A: You are the assistant to Ms. Baker, the General Manager. You have already

arranged a meeting for Ms. Baker to see John Miller, a consultant from S & M Management Consultancy. However, Ms. Baker has to be away on business to deal with some emergencies and won't be able to keep the appointment. Phone Mr. Miller's office and cancel the appointment.

Student B: You work for S & M Management Consultancy. One of your colleagues, John Miller, is out of the office at the moment. Answer the phone for him and take a message if necessary.

Task 2

Student A: You are the General Manager of Global Trading, an international company. You are to invite a world-renowned expert on project management to give some lectures to your employees. Make a phone call and extend your invitation.

Student B: You are a well-known expert on project management. You're invited to give some lectures at Global Trading, an international company. You need to decide whether to accept or decline the invitation. If you choose to accept, settle the details; otherwise, give a reason for not being able to deliver the lectures.

Task 3

Student A: You are Mr. Johnson's assistant. Answer the phone calls for your boss as he is not in the office.

Student B: You are Tony White, the Managing Director of ABC Corporation. You would like to invite Mr. Johnson, the President of BHP Trading Company, to attend a business banquet next Friday, 6:30 p.m. at Hilton Hotel. Ask Mr. Johnson to ring your office at 6377-5988.

Student C: You are Sara, the head of Sales at The Pearls. You would like to know whether Mr. Johnson, the President of BHP Trading Company, has signed the Sales Confirmation. If so, fax to 5235-6730 first, and then courier it to you.

Student D: You are Jack Jones, the Development Manager at The Pearls. You are returning Mr. Johnson's call. Since you are out of town, Mr. Johnson can reach your mobile phone at 13389774128.

Student E: You are Bruce Lee, the Director of Sales and Marketing at The Pearls. You would like to invite Mr. Johnson, the President of BHP Trading Company, to visit your showroom. The latter part of next week would be best for you. You can be reached at 6230-8966, ext. 1543.

banquet	宴会	courier	快递 (文件)
showroom	商品陈列室		

Task 4

Group work: Work in groups of 3~5. One of you acts as the Manager of After-Sales Department, one as a new employee, and the others as the staff members of the department. The Manager shows the new employee around the office and introduces him/her to the other colleagues.

Discussion

Topic 1

What do you think is difficult about making a first-time call to a stranger?

What are the important points to consider when you have to take a message?

Topic 2

What makes a good team? Work with your group members or partners and make a list of necessary characteristics of a good team. Explain why you think these are of great importance.

Topic 3

You work as a receptionist. Someone wants to see the General Manager with no prior appointment. How do you deal with the matter tactfully?

tactfully	巧妙地
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Related Information

Keys to Successful Workplace Communication

The following keys will help you unlock the door to successful communication not only at work, but also in all your relationships.

- Personal contact is important. People usually relate to one another better when they can meet in person and read each other's body language, so they can feel the energy the connection creates. If personal contact is not possible, the next best way to

connect is by talking on the telephone.

- Develop a network. No one achieves success alone. Make an effort to become friends with people in different departments within your company, meet new people in your community, and look for experiences or interests that you have in common.
- Always be courteous in your communications with others. Courtesy lets people know that you care. The expression “Thank You” shows that you appreciate a person’s efforts. Try saying “Would you please...” instead of just “Please...”.
- Be consistent and clear in your workplace communications. Consistency builds trust. Asking “Did I explain it clearly?” will assure that people can understand what you say.
- Compromise decreases the tension associated with conflicts. Ask “What is best for the company?” so that your co-workers will not take the conflict personally.
- You cannot hold a person’s interest if you have nothing interesting to say. Here are some ways you can learn to be an interesting communicator. Read your hometown paper daily. Read industry literatures so that you can know what is going on in your industry. Rehearse telling a few short personal stories about your interesting experiences.
- Listen to what others are saying and show interests in the conversation. Listening demonstrates respect and admiration. Make your conversation like a game of tennis and keep the ball going back and forth.

courteous

有礼貌的

compromise

妥协

tension

矛盾；紧张气氛



Supplements for Reflections

Phone Etiquette

Courtesy is as important in speaking over the phone as in talking to people face to face.

Calling on the Phone

A person should always be certain of the number he/she is dialing to avoid disturbing someone unnecessarily. If you do reach a wrong number, it is important to say “I’m sorry, I dialed the wrong number” before hanging up.

When you talk on the telephone, remember to maintain your voice quality and express yourself clearly and concisely. The person at the other end of the phone cannot see your facial expressions or gestures and the impression he receives depends on what is heard.

concisely

简洁地

Answering the Phone

The most proper way to answer a telephone is “Hello”. When the telephone is answered by someone other than the head of the office, and the one who’s calling says “May I speak to Mr. X, please?”, the person answering the phone should say “Just a moment, please.” If Mr. X is unable to come to the phone, the proper reply is “Mr. X can not come to the phone now. May I have your name, and he will call you back as soon as possible?”

If you must put the telephone down during the conversation, do it gently, and when you hang up, do it gently, too. DO NOT slam the receiver down!!! The person at the other end may still have the phone close to his/her ear, and then a sudden sharp bang can be hurtful as well as rude.

Transferring a Call

Transferring calls on the phone at work is part and parcel of any business but it’s amazing how damaging bad practice in this regard can be when it comes to how outsiders perceive a company. Therefore, it’s important to practice good professional etiquette when it comes to call transfers.

Listen to the caller. One of the most important aspects of phone work is to listen to what the caller is saying and that means no interruption. Sometimes you may instinctively know within a matter of a few seconds that you’re going to need to transfer the call to somebody else, but don’t be tempted to interrupt—hear the caller out.

Check that the person you’re going to transfer to is available. The caller might have been waiting in a queuing system for quite some time before being transferred; therefore, if you need to transfer the call, make sure that the person you’re going to put through to is available.

It is good etiquette to ask the caller first if it’s OK to put them on hold to check if the person’s available. If they agree, make sure you come back to the caller at least every minute, tell them that you’re trying to connect them, and ask whether they would mind continuing to hold. If the caller decides not to hold any longer, give them the name and the number of the person they should ask for when they call back.

perceive
instinctively

认为，看待
本能地；凭直觉地

etiquette

礼仪

Common Telephone Courtesy Hints

Make sure of the correct number so as not to risk disturbing strangers.

Make sure that your conversations with busy people are as brief as possible.

Time your calls so as not to interfere with the work schedule of those you call.

Make business calls well before the close of the office hours.

When the number you are calling is not answered quickly, wait long enough for someone to put aside what he or she is doing. It can be very annoying to have been disturbed just to pick up the telephone and find the caller has hung up.

When transferring calls, phrases such as “I’m putting you through to...” or “I’m going to connect you to...” are far better than saying “I’m going to transfer you to...” as the latter often causes anxiety amongst callers who sometimes feel as though they could be accidentally cut off at this point.

put aside

把……放到一边

Questions

- What are inappropriate times to make business calls?
- What are some commonly-found bad phone habits? What else do you find in mobile phone calls?
- Suppose a caller has been put through to several persons who have not been able to assist and the caller does not wish to be transferred anymore. In situations like these, what do you do?



知理善行

The Spirit of China

提升职业素养，扬帆职场生涯

职场礼仪与素养是企业与员工价值观的体现。作为衡量优秀员工的重要标准之一，良好的职业道德和礼仪越来越受到重视。职场人应该具备的职场素质包括道德品质、敬业精神、团队意识、文化认同、创新思想等。青年人，特别是初入职场的新人，应

尽快融入工作氛围，遵守企业的相关规定，明确工作任务和目标，有责任，有担当，具备专业精神；与同事彼此尊重、积极沟通，形成和谐的交流氛围和友好的交流方式，增强团队的凝聚力，提升工作效率。

一个推崇敬业乐业的民族，必定是一个令人肃然起敬的民族；一个弘扬职业理想的社会，必定是一个活力涌动、文明进步的社会。中共中央、国务院 2019 年 10 月印发实施的《新时代公民道德建设实施纲要》要求，“推动践行以爱岗敬业、诚实守信、办事公道、热情服务、奉献社会为主要内容的职业道德，鼓励人们在工作中做一个好建设者”。弘扬职业道德，真正做到“干一行，爱一行，钻一行”，就要在脚踏实地的同时仰望星空，从刻苦工作中领略到高尚情操，体现出价值意义。职业价值和职业品德，正是我们参与工作、参与劳动的意义所在。每个人都可以成为致力于实现中华民族伟大复兴梦想的拼搏者，无论身在多么平凡的岗位上，都要不忘初心，坚持职业操守，恪守职业本分，做好本职工作。

Spotlight on Business

Workplace Etiquette

1. When is the appropriate time to use your cellphone during a business meeting?
 - A. Whenever it rings.
 - B. When the speaker turns their back.
 - C. During a break in the meeting.
2. During working hour, an employee is expected to _____.
 - A. focus on work
 - B. walk around, avoiding tasks
 - C. look for work to do proactively
3. When you need help from a co-worker, you _____.
 - A. send a message asking if he/she has a minute to go over a few things
 - B. walk over to his/her desk and ask for help
 - C. expect him/her to drop everything and help you
4. When you get a personal phone call in a meeting, you _____.
 - A. ignore it and call them back later
 - B. excuse yourself and take it outside briefly
 - C. answer and have a loud conversation
5. When introducing two people, you should _____.
 - A. give their names only
 - B. give their names and a bit of information about each person
 - C. give more information about each person if the two are to do business together

Business Travel

Learning Objectives

In this unit, you will learn how to:

- Check in at an airport
- Go through immigration and customs
- Claim baggage
- Make hotel bookings
- Check in/out at a hotel

Background Information

Traveling abroad on business can locate and cultivate new customers and improve relationships and communications with current foreign representatives and associates. In modern international business, progressing up the career ladder often brings an obligation to travel more frequently. It usually includes issues dealing with flights, hotels and car rentals. Frequent business travel—by whatever mode of transport can be extremely stressful, and may take its toll both mentally and physically. A well-planned itinerary enables a traveler to make the best use of time abroad.

Starting Up

Are you familiar with the following terms and expressions that are associated with business travel? Work with your partners and

group them into different categories. Can you add more words?

departure	rate	housekeeping	delayed	wake-up call
lobby	gate	reservation	carousel	scheduled time
towel	terminal	late charge	trolley	boarding pass
transfer	suite	front desk	lounge	money exchange
vacancy	tip	check in/out	deposit	final call
economy	cabin	guest house	bellboy	baggage claim
concierge	security	shuttle bus	gym	toiletries
escalator	life vest	declaration	aisle	duty-free shops

Airport/Flight	Hotel/Accommodation	Both

Oral Workshop

A. Preparing for a Trip

Dialogue 1 — Booking tickets

Michael Woods calls to book a flight ticket.

Clerk: Hello. This is United Airlines.

Michael: I'd like to book a ticket to Los Angeles for next Monday.

Clerk: Which flight would you like to book? When are you planning to leave?

Michael: I prefer a morning flight.

Clerk: OK. Just a second, I'll check the schedule. We've got UA003 for Los Angeles leaving at 9:25. Is that all right?

Michael: Yes, that's perfect. I'd like an economy ticket with an open return.

Clerk: May I have your name, please?

Michael: Michael Woods.

Clerk: So, one economy class seat with an open return to Los Angeles for next Monday, Oct. 17th. Is that right?

Michael: That's right.

Clerk: Now you have been booked.

Michael: Thanks a lot. What time do you start to check in?

Clerk: Two hours before departure time. And you need to check in at least one hour before the departure time.

Michael: Thank you. Bye.

open return	回程时间不固定的往返票		
business class	商务舱	economy class	经济舱
first class	头等舱	departure time	起飞时间

Dialogue 2 — Changing reservations

Kevin Kidd calls to change his air ticket reservation.

Clerk: United Airlines. May I help you?

Kevin: Hello, I've bought the ticket from Hong Kong to Los Angeles on July 23rd. Can I change it to July 25th?

Clerk: What's your name and flight number?

Kevin: My name is Kevin Kidd, and the flight number is UA003 for Los Angeles.

Clerk: Let me check. There is one available in the morning, taking off at 10:15. Would that be all right?

Kevin: Yes, that's perfect. I'll take it. How can I collect my new ticket?

Clerk: Just show your old ticket at the check-in counter.

Kevin: Do I have to confirm my seat?

Clerk: Yes, you'd better confirm it 72 hours prior to the departure time.

Kevin: Thank you very much. Bye!

take off 起飞 collect 领取
check-in counter 值机柜台

Practice

1. You plan to pay a visit to one of your most important clients in Britain. Ask your secretary to confirm your arrangements and make preparations for you.
2. Your boss is going to attend a conference in New York next week. As his secretary, you are responsible for planning his trip. Now call the ticket office of an airline to book a return ticket for a set date.
3. You are on a business trip and you need to stay an extra day due to an emergency. Phone the airline office to arrange a different flight.

B. At the Airport

Dialogue 1 — Checking in

The traveler is checking in at the check-in counter.

Clerk: Good morning, madam.

Traveler: Good morning. I'd like to check in, please.

Clerk: May I see your ticket and passport?

Traveler: Here you are.

Clerk: Thank you. Do you have a seating preference?

Traveler: I'd like to have a seat by the window, and in the front, please.

Clerk: Oh, I'm sorry, madam. There isn't any window seat left. But there are some aisle seats in the front.

Traveler: Well, then, an aisle seat would be fine, thank you.

Clerk: Do you have any luggage to check in at this time?

Traveler: Just these two, please. Right here.

Clerk: Any lighter or wine in your baggage?

Traveler: No.

Clerk: Any carry-on baggage?

Traveler: Yes, this bag.

Clerk: All right. Here is your boarding card. The flight will begin boarding around 3:45, at Gate 12. And the gate will be closed 20 minutes prior to the departure time. Have a pleasant flight!

Traveler: Thanks a lot!

window seat	靠窗座位	aisle seat	靠通道座位
check in	办理登机手续; 托运 (行李)	carry-on baggage	随身行李
boarding card	登机牌	gate	登机口

Dialogue 2 — Going through immigration

The traveler is attending a trade fair in New York. On his arrival at the airport, he goes through the U.S. immigration.

Officer: May I see your passport, please?

Traveler: Here you are.

Officer: What's the purpose of your visit, business or pleasure?

Traveler: Business. I'm attending a trade fair in New York.

Officer: How long will you be staying in the United States?

Traveler: About 10 days.

Officer: Where will you be staying?

Traveler: I'll be staying at Hilton Hotel.

Officer: Can I see your return ticket, please?

Traveler: Yes, here it is.

Officer: Do you have anything to declare?

Traveler: No, I don't think so.

Officer: Well, are you carrying any food with you?

Traveler: No.

Officer: Do you have any cigarettes or liquor?

Traveler: No.

Officer: All right. Then you go through the Green Channel. And enjoy your visit to the United States.

Traveler: Thank you.

declare 申报

Dialogue 3 — Going through the customs

The traveler goes through the customs at the airport.

Officer: May I see your Customs Declaration Card, please?

Traveler: Here you are. I've already filled it out.

Officer: OK, sir. This is just a routine check. Would you mind opening the bag for me?

Traveler: All right. These are all just my personal belongings.

Officer: Hmm. You have five watches here. What are they for?

Traveler: Well, my company makes watches. They are for our display at the fair.

Officer: And what is this?

Traveler: Oh, that's some perfume I bought at London Heathrow. Is it dutiable?

Officer: Is it for personal use or is it a gift?

Traveler: It's for myself.

Officer: Now, everything is OK. You are through. Here is your passport. Have a nice stay.

Traveler: Thank you. Bye-bye!

Customs Declaration Card	海关申报卡	routine check	例行检查
dutiable	应征税的		

Dialogue 4 — Reporting missing baggage

The traveler cannot find his baggage and reports at the airline's service desk.

Officer: Can I help you, sir?

Traveler: Yes, I can't find my baggage.

Officer: Which flight were you on?

Traveler: CA1705, from Melbourne.

Officer: Right. How many pieces of baggage are missing?

Traveler: Two.

Officer: Are they both suitcases?

Traveler: No, one big suitcase, one small carton.

Officer: Can you describe them?

Traveler: Well, the big suitcase is dark brown and it's made of leather.

Officer: How big is it?

Traveler: About one meter long, 0.7 meters wide, and 0.28 meters in height. It's got two handles, one of them is at the side.

Officer: What about the carton?

Traveler: The carton isn't big, about 50cm by 50cm by 30cm. But with books inside, it's a bit heavy. And it's strapped.

Officer: Anything looks special?

Traveler: No, I don't think so. But they both have my name tags. Yes, there's really something.

Officer: What is it?

Traveler: It's a small national flag of Australia on the carton.

Officer: OK. Don't worry, sir. I'm sure we'll find them. Now can I take your name and address?

Traveler: My name's Tony Howard, and I will be staying at Sheraton Hotel.

Officer: Right. Can you give me a telephone number where I can contact you?

Traveler: Yes. The hotel number is 6793-5532.

Officer: Right. That's everything.

Traveler: How soon will I find them back?

Officer: Sorry, I can't tell. I'll first contact Melbourne Airport and then Incheon Airport, where the flight stopped over, to check whether your baggage were mistakenly unloaded. If not, we have to wait until the next flight from Melbourne arrives. Anyway, I'll call you later today and let you know what's happening. When we find your baggage, we'll send them to you immediately.

Traveler: OK. Thank you very much.

strap 用帶子固定

stop over 中途停留

unload 卸貨

Practice

1. You are flying to Berlin, Germany from Beijing International Airport. You are now at the check-in counter to check in.
2. You are traveling to JFK Airport, New York. Your partner works as a customs officer. Answer your partner's questions.
3. You are a businessman from the U.S. During your stay in China for a trade fair, you bought some Chinese paintings and two vases. Now you are going through customs at JFK airport in your country.
4. Suppose you are at the Lost Baggage Office at an airport. You can not find your suitcase. Describe your suitcase to the airport officer.

C. Staying at a Hotel

Dialogue 1 — Booking accommodation

Tony Shaw calls to make a hotel reservation.

Receptionist: Room Reservations. What can I do for you?

Tony Shaw: Good morning. I'd like to book a room for five nights, from November 4th to November 8th.

Receptionist: Yes. What kind of room would you like?

Tony Shaw: A single room with a bath, please.

Receptionist: Yes, we do have a single room available for those dates.

Tony Shaw: What is the rate, please?

Receptionist: The current rate is \$90 per night.

Tony Shaw: I'll take it. By the way, I'd like a quiet room away from the street if that is possible.

Receptionist: No problem. Now, could you please tell me your name, sir?

Tony Shaw: Yes, it is Shaw, Tony Shaw.

Receptionist: How do you spell it, please?

Tony Shaw: It's S-H-A-W.

Receptionist: S-H-A-W. And what is your address, please?

Tony Shaw: It is 30 First Avenue, Eastwood, New South Wales 2122, Australia.

Receptionist: Excuse me, sir, but could you speak a little more slowly, please?

Tony Shaw: Sure. It's 30 First Avenue, Eastwood, New South Wales 2122, Australia.

Receptionist: All right, it's all settled. And our check-in time is after 1:00 p.m. We look forward to seeing you next Tuesday.

Tony Shaw: Thank you very much. Bye.

rate 费用

settle 安排; 料理

Dialogue 2 — Checking in

Tony Shaw checks in at the hotel.

Receptionist: Good afternoon, sir. Can I help you?

Tony Shaw: Good afternoon. I have a reservation for a single room with a bath here.

Receptionist: May I have your name, please?

Tony Shaw: Shaw, Tony Shaw.

Receptionist: Just a moment, sir. Yes, we do have a reservation for you, Mr. Shaw. Would you please fill out this form while I prepare your key card for you?

Tony Shaw: Yes, of course.

(a couple of minutes later)

Here you are. I think I've filled in everything.

Receptionist: Thank you. Here is your key, Mr. Shaw. Your room number is 1518. It is on the 15th floor and the daily rate is \$90. Here is your key card. Please make sure that you have it with you all the time.

Tony Shaw: OK. I'll take good care of it.

Receptionist: Now if you are ready, Mr. Shaw, I'll call the bellboy and he'll take you to your room.

Tony Shaw: Yes, I'm ready. Thank you. One more thing, where is your restaurant?

Receptionist: The restaurant is on the second floor. We also have a cafeteria on the top floor. If you would like something to drink, you can either call room service or come down here. The bar is right behind the lobby.

Tony Shaw: That's great. Thanks a lot.

Receptionist: You're welcome. And enjoy your stay.

fill out

填写 (表格)

bellboy

行李员

Dialogue 3 — Requesting room service

John Smith calls the hotel operator to request some room service.

Operator: Room service. What can I do for you?

John: I have some shirts that need to be laundered, and I'd like my suit pressed.

Operator: Your room number, please?

John: Room 1123.

Operator: All right, sir. There is a laundry form and a bag in your room. Please fill out the form, and then place it and the bag with your clothes, in the closet. The maid will come and pick them up.

John: Hold on, I can't see the laundry form. Where is it?

Operator: It's in the drawer of the table beside your bed.

John: Ah, yes, I've got it. How long will it take to get my things back?

Operator: The laundry will be returned to your room tomorrow before noon.

John: All right. I've got it all ready here.

Operator: We'll pick it up right away, sir.

laundry 洗熨

press 熨平

maid 女服务员

Dialogue 4 — Checking out

Tony Shaw checks out.

Receptionist: Good morning, sir. Can I help you?

Tony Shaw: Good morning. I'd like to check out.

Receptionist: Your name and room number, please.

Tony Shaw: Tony Shaw, Room 1518.

Receptionist: Yes, Mr. Shaw. Have you used any hotel service?

Tony Shaw: No, I haven't.

Receptionist: All right. This is your bill, Mr. Shaw. Five nights at \$90 each, plus phone bills and room service, that makes a total of \$495.

Tony Shaw: Can I pay by credit card?

Receptionist: Certainly.

Tony Shaw: Here you are.

Receptionist: Please sign your name here.

Tony Shaw: And can you please help me call a taxi?

Receptionist: No problem. Have a nice day. Bye-bye.

Practice

1. You will receive some clients from Britain. Call Grand Hotel and make a reservation for two single rooms and a double room for about four days.
2. You are going to attend a conference with two colleagues in Chicago. Phone Imperial Hotel to book three single rooms with shower for two nights. Find out about the price and ask about restaurants and other facilities.
3. You are a guest to check into Holiday Inn. During the check-in, you need to fill out the Registration Form, and then ask the receptionist to find out information about hotel services (such as morning call service, laundry service, international call, etc.).
4. You are leaving the hotel. First ring the reception desk and ask them to have your bill ready. Then go to the lobby and check out.

Language Focus

Traveling by Air

- Do I have to confirm my plane reservation?
- I'd like to change my reservation.
- I'd like to reconfirm my flight.
- I'd like to fly economy/first/business class to...
- What is the baggage allowance?

At the Airport

- | | |
|--|--|
| <ul style="list-style-type: none"> • What time do you start to check in? • How much should I pay for the excess weight? • Where is the boarding gate for this flight? | <ul style="list-style-type: none"> • Do you have a seating preference? • How much money do you have with you? You don't have to pay duties on personal belongings. • You will have to declare on this item and pay import duties. |
|--|--|

excess weight 超重部分

Dealing with Accommodation

- | | |
|--|---|
| <ul style="list-style-type: none"> • I'd like to make a reservation for... • Do you have... available? • I wonder if you have any vacancies for...? • Is there a reduction/discount for company bookings? • I'd like a wake-up call/morning call, please. • I'd like to check out. | <ul style="list-style-type: none"> • What kind of rooms would you like? • How would you like to pay? • How long do you expect to stay? • I hope you will enjoy your stay with us. • Here's your bill. Would you like to check and see if it's correct? |
|--|---|

Extended Activities

Role-play

Task 1

Student A: You have a reservation for three single rooms with bath for three nights. Due to a change of schedule, you have to revise your booking. Call the hotel to change the dates, room types and number of rooms.

Student B: You work at the Friendship Hotel. You are mainly responsible for taking hotel reservations on the phone.

Task 2

Situation: Sally has booked two tickets for Mr. Collins and Mr. Grant respectively for the same flight. Due to an urgent case, Mr. Collins has to put off his flight early next week. Mr. Grant will need an upgraded seat from economy class to business class, as he is going to travel with one of his clients who will fly business class.

Student A: You act as Sally and communicate with the Airline Customer Service regarding Mr. Collins' and Mr. Grant's respective requirements.

Student B: You work as the Airline Customer Service representative. You respond to Sally's inquiries regarding the requirements of Mr. Collins and Mr. Grant.

Discussion

Topic 1

Try to brainstorm as many different types of transportation as possible. Which one(s) do you prefer if you are going to travel? Why?

Topic 2

Look at the list of various airline services as below. Work in groups and choose three most important services for business travelers.

- double baggage allowance
- priority status at check-in
- exclusive business lounges
- advanced seat selection
- wider, fully reclining seats
- in-seat phone/fax facilities
- in-flight catering/free drinks
- on-board duty-free sales
- air-miles awards for frequent fliers



Related Information

How to Manage Business Travel?

The more organized and prepared you are for a business travel, the better you'll be able

to cope with its rigors, and the more effective and productive you'll be. It will also mean you have less to catch up on when you return to the office.

Thorough planning is essential. If traveling to an unfamiliar destination, make sure you know precisely where you are going and how you are going to get there, including a means of transport at each interconnecting stage of the trip.

If you are a frequent traveler, keep a permanent list of things to take and do that can be re-used. Be sure to have all the relevant information and your itinerary easily to hand, and most importantly, allow plenty of time for delays. The more changes you make, the more changeover time is necessary.

If you only do five things, they will be:

- Arrange your trip properly;
- Plan your final day at work well;
- Set priorities for tasks before setting off;
- Take good care of yourself;
- Keep your trip as stress-free and relaxing as possible.

changeover 转换



Supplements for Reflections

How to Prepare for Business Travel—for Dummies?

The most important consideration of business travel is to know why you are traveling and what you are expected to accomplish as a result. Once you have these answers, begin to plan your business trip using the following template.

How to Plan Your Business Meetings

When you know you will be travelling, do the following:

- Have a clearly defined plan to follow.
- Set up appointments with your contacts.
- Plan your meetings so that there is plenty of time between appointments. This leaves you plenty of time to move around an unfamiliar city to your next meeting if necessary.
- In case electronic devices possibly distort your files during travel for any reason, email yourself every document that you will need in your destination city.

- If you will have some spare time, consider a day trip or extend your trip to include a weekend getaway.

electronic device 电子设备

getaway 离开; 短假

How to Handle Your Travel-related Business Expenses

- Review your company's policies on business travel expenses and reimbursement.
- Keep all of your receipts. Make notes on the back of each to outline the nature of the expense. This includes any tips that you give.

reimbursement 补偿

Book Your Airline Tickets

Consider the following questions when you book your airline tickets online:

- Are there corporate discounts?
- Are there alternate days/times with cheaper airfares?
- Does the ticket have any restrictions?
- When do you need to pay for the ticket?
- Can you reserve your flight now and confirm your flight later?
- If you cancel the ticket, can it be reused?
- Will you be charged a fee for changing the ticket?
- What other airlines serve this destination?

Book Your Lodging

Book your hotel near where you will be holding your meetings. Consider the following questions when you book your lodging online:

- Are there any hidden charges or fees?
- How much does parking cost?
- How much does the phone/internet/fax cost (local and long distance charges)?
- How much does room service cost?
- What is the hotel policy on room cancellation, early arrival or early departure?
- Does the hotel have a free airport shuttle?
- Are there any corporate discounts?

How to Prepare for International Business Travel

If your business travel is international, consider the following:

- a passport
- a visa
- vaccinations and jet lag

vaccination 接种疫苗

jet lag 时差

Study the Language, Customs and Business Culture

If you will be interacting with another culture, research that culture. You do not want to offend your business contacts.

You should also learn about the business culture and business etiquette (customs and dress code in the workplace) at your destination.

dress code 着装标准

Have the Right Currency on a Business Trip

If you're taking a business trip overseas, be sure to stop in at your bank ahead of time and get enough currency from your destination country to pay for small expenses before you get a chance to go to a hotel's or bank's exchange window. Also, ask your bank or host whether your ATM card is going to work for getting your destination currency at the hotel where you'll be staying or at a nearby bank.

Personal Safety Considerations

If your business travel is international, review your destination for safety.

Packing for a Business Meeting

Pack accordingly after reviewing your destination for the following:

- climate
- time of year
- transportation
- type of meetings (formal/informal)
- hotels/restaurants
- the length of time away from home

Bring the following stuff with you:

- a business outfit that is casual and that can be worn on the town
- clothing and accessories that can be mixed and matched
- clothing that can go from day to evening and can still work in more than one setting

- stylish, comfortable shoes

Traveling to the Airport

Confirm the status of your flight before you depart and before you return home.

Transportation Options

Arriving at / departing from your destination, consider the following transportation options:

- hotel shuttle
- taxi
- public transportation—use this option only if you have enough time, little luggage and are familiar with your destination

Arriving at Your Hotel Room

- Phone home and your office to let them know that you have arrived safely. Provide them with your phone number.
- Confirm your upcoming meeting times.
- Set up your work materials near the phone and internet connection. Make it easy to find everything.
- Plug in your laptop and phone charger.

Prepare for Your First Meeting

- Pack your briefcase with everything you will require.
- Prepare your clothing and shoes.
- Set the alarm clock and ask for a wake-up call.
- Arrange your transportation to the meeting(s).

Rise Early on the Morning of the Meeting

- Review the details of your meeting(s).
- Enjoy a leisurely breakfast.
- Leave enough time to travel to your first meeting.

At the End of Each Day

- Review the events of the meeting.
- Contact your office for messages; brief your supervisor.

Checking out of Your Hotel

- Pack your bags.

- Check your room carefully to make sure you did not leave anything behind.
- Use the express check-out from your hotel.

Upon Your Return

- Unpack your bags.
- Debrief your supervisor.
- Follow through with any commitments that you made in your business meetings.
- Complete the expense report required for business travel. Organize your receipts by category (food, transportation, lodging, airfare, etc.) when you complete your expense form.

Questions

- What information about the destination should be considered?
- In what way do cultural factors influence your preparations?
- Decide on a place you are traveling to and make a to-do list for it.

知理善行

The Spirit of China

增进国际交流，坚定文化自信

改革开放以来，中国积极推进“引进来”和“走出去”战略，完善开放型经济体制，不断提高对外开放水平。随着全球化进程的加快以及“一带一路”倡议的实施，越来越多的中国企业走向世界，中国与世界各国的商务往来日益频繁。

在对外交流交往中，我们应展示中国公民的良好文明素养。公民道德建设关系国家形象，中国文化软实力的提升离不开公民良好的道德水准和文明素养。在中国与世界互动更加频繁的新时代，我们必须树立正确理性的国际观，在涉外场合树立中国人自尊自信、开放包容、积极向上的良好形象，提升国际社会对中国的亲近感和认同度。

要注重文化的差异性，更要注重文化的包容性。在跨国商务活动中，我们要面对来自不同国家、民族和地区的多样化的社会文化、风俗习惯、政治法律等。文化的差异性使各种文化显现出一个国家和民族独特的气质，文化的包容性则使不同的文化因“和合为本”的原则而具有世界性。各民族文化应在和睦共处的原则下交流，增强对自身文化的认同以及对外域文化的理解，这是一种更深层次的文化自信。

要借助外语优势，讲好中国故事、传播中国声音、弘扬中国文化。国际交流是弘扬中华优秀传统文化、全面增进世界各国人民对当代中国全面了解的重要途径。我们要善于从悠久的历史文化中发掘东方智慧，将中华优秀传统文化中具有吸引力、感召力的文化元素融入对外交流中。要以鲜明的中国视角、广阔的世界眼光，讲好中国人

民奋斗圆梦的故事，讲好共建“一带一路”、促进各国共同繁荣发展的故事，讲好弘扬奥运精神、增强世界人民友谊的故事，真正把中国故事讲遍世界，把中国声音传遍全球。

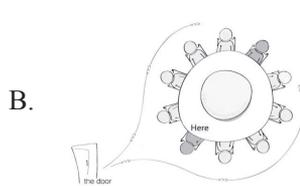
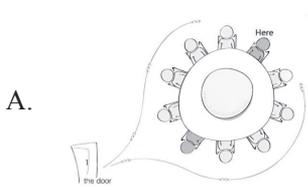
Spotlight on Business

When traveling across cultures, people usually have to deal with different etiquette, customs and traditions. Following are some typical examples of Chinese culture. Choose the correct picture to answer the questions.

1. How do you present a business card in China?



2. Which seat should be taken by the principal host/guest of honor in a formal banquet in China?



3. What is the proper way to place chopsticks in China?



4. Which is the “fist and palm salute”, the traditional Chinese greeting etiquette?



5. Which picture shows the tradition of Dragon Boat Festival?

