

Student's Book & workbook

Enterprise THREE

Tiếng Anh Trong Thương Mại
English for the commercial world

Giới thiệu và chú giải: MINH THU



NHÀ XUẤT BẢN HẢI PHÒNG

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Enterprise Three

English for the Commercial World

TIẾNG ANH TRONG THƯƠNG MẠI

C. J. Moore & Judy West

Giáo trình nâng cao kỹ năng giao tiếp tiếng Anh và kiến thức thương mại dành cho sinh viên học sinh các trường kinh tế, ngoại thương và thương mại

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LỜI GIỚI THIỆU

Các bạn học tiếng Anh thân mến!

Enterprise Three là giáo trình thứ ba trong bộ giáo trình Enterprise, chuyên về Anh ngữ Thương mại Quốc tế do 2 tác giả là Tiến sỹ ngôn ngữ C.J Moore và Judy West biên soạn dành cho các bạn học tiếng Anh chuyên ngành ở các trình độ sơ, trung cấp. Ngoài việc giúp các bạn trau dồi kiến thức Anh ngữ thông thường, Enterprise còn cung cấp cho bạn các chủ đề và tình huống để có thể xử lý công việc hoạt động trong môi trường thương mại quốc tế hàng ngày.

Enterprise Three dành cho học viên trình độ trung cấp tiếng Anh các chủ đề và tình huống tổng hợp hơn, ngôn ngữ sử dụng trong giáo trình Enterprise Three mang tính chiến lược trong quá trình làm việc và giao tiếp trong môi trường có sử dụng tiếng Anh như: *employment, manufacturing, health, communications, finance và investment.*

Giáo trình cung cấp đầy đủ 4 kỹ năng thực hành, đặc biệt nhấn mạnh vào các kỹ năng về sử dụng chính xác từ vựng trong mỗi tình huống giao tiếp, xử lý công việc cụ thể.

Ngoài sách học, phần bài tập được biên soạn tổng hợp cùng với phần summary of grammar, new language và vocabulary list giúp các bạn thực hành và ôn luyện để củng cố từ vựng và nắm chắc ngữ pháp.

Trọn bộ giáo trình gồm:

- Student's book
- Workbook
- Băng cassettes
- Sách hướng dẫn giảng dạy cho giáo viên

Chúc các bạn thành công!

UNIT ONE: Section 1

A Read and find out

Read both the texts below.

- 1 Who is the letter to?
- 2 Who is Peter Banks?
- 3 What is the name of the company?

Text 2

selco

The Store Manager will report to Selco Head Office

Duties will include:

1. Supervising sales staff.
2. Appointing part-time staff.
3. Contacting suppliers.
4. Dealing with customer complaints.
5. Organising holiday rotas.
6. Checking displays of goods.

Text 1

Dear Ms Jones

Thank you for attending the interview for the post of Store Manager. I am pleased to offer you the post subject to satisfactory medical reports.

I am enclosing a brief job description and details of the benefits for managers.

If you wish to accept the offer, please complete the slip below and return it to me. If you do not wish to accept the offer, please write to me or telephone me as soon as possible.

Yours sincerely

Peter Banks

Peter M. Banks
Personnel Officer

Enc.

B Read and answer

- 1 Is Ms Jones a woman?
- 2 Has Ms Jones attended an interview?
- 3 Who signed the letter to Ms Jones?
- 4 What post has Ms Jones applied for?
- 5 Will the Store Manager have to contact suppliers?
- 6 What will the Store Manager have to check?
- 7 What has Mr Banks enclosed with the letter?
- 8 What does the word *post* refer to? (Text 1 line 3)
It refers to the post of Store Manager.
- 9 What does the word *it* refer to? (Text 1 line 8)
- 10 Who does the word *me* refer to? (Text 1 line 9)

Write your answers to questions 1-7. Write complete sentences.

C Refer

- 1 Look at the texts in A. Find another form of these words.
- 2 Find two words with similar meanings. Use a dictionary.

Example: manager (job) office interview (post) secretary

- | | | |
|-----------------------------|------------|---|
| a enclose <i>enclosing</i> | d medicine | a tell write wish complete want refer |
| b complain <i>complaint</i> | e organise | b happy interested important pleased good experienced |
| c attend | f check | c check return accept wish examine describe |
| | | d <u>appoint</u> enjoy apply send negotiate despatch |

- 3 Complete each of these sentences with a word from Text 1.

Example: Thank you for *attending* the interview.

- a Please ... the slip below.
- b I am pleased to ... you the post.
- c I am ... a brief job description.
- d Please write or telephone as ... as possible.

supervising (n)	/ˈsu:pəvaɪzɪŋ/	giám sát	part-time (adj)	/ˈpɑ:ttaim/	bán thời gian
to deal with (v)	/di:l/	giải quyết	post (n)	/poust/	vị trí công tác
personnel Officer (n)	/ˌpɜ:səˈnel ˈɒfɪsə/	cán bộ nhân sự	to enclose (v)	/ɪnˈkloʊz/	gửi kèm
to negotiate (v)	/niˈgəʊʃieɪt/	đàm phán	to despatch (v)	/dɪsˈpætʃ/	cử đi, phái đi

Language practice

Exercise 1

Example: Are you studying French? (English)

No, I'm studying English.

- a Is he working in Paris? (London)
 b Are they training to be managers? (typists)
 c Is she organising a conference? (meeting)
 d Are you dealing with this telex? (that telex)

Exercise 2

Example: Did you talk to John?

(yes/yesterday)

Yes, I talked to him yesterday.

- a Did he work with Sally? (yes/last year)
 b Did you listen to the radio yesterday? (no/this morning)
 c Did you accept the offer? (yes/on Friday)
 d Did she work on the project last year? (no/last month)
 e Did they pass that exam? (yes/last year)

Exercise 3

Example: Will he see the girl?

He's seen her already.

- a Will she sign the form?
 b Will you write the memo?
 c Will they speak to the client?
 d Will they pay the bill?

Construction and use	Examples:
1 Present simple <i>I/you/we/they + verb</i> <i>He/she/it + verb + -s</i> <i>I/you/we/they don't (do not) + verb</i> <i>He/she/it doesn't (does not) + verb</i> Describes habitual actions.	<i>They work.</i> <i>He works.</i> <i>You don't work. Do you work?</i> <i>She doesn't work. Does she work?</i>
2 Present continuous <i>to be + verb + -ing</i> Used for continuous action at time of speaking.	<i>I am (I'm) working.</i> <i>He/she is (He's/She's) speaking.</i> <i>They are (They're) listening.</i> <i>We are (We're) hurrying.</i> <i>Are you listening?</i> <i>Is he working?</i>
3 Past simple (regular) <i>Verb + -ed/-d/-ied</i> Used for actions completed in the past.	<i>I worked for that company last year.</i> <i>He enclosed a report.</i> <i>She studied English last year.</i> <i>Did you work ... ?</i> <i>Did he study?</i> <i>You didn't work ...</i> <i>They didn't study ...</i>
4 Present perfect <i>have + past participle</i> Used for actions in the past relating to the present. (For a list of past participles, see p. 96.)	<i>I have (I've) eaten my breakfast.</i> <i>We have (We've) received a letter.</i> <i>He has (He's) spoken to him.</i> <i>They have (They've) posted the letter.</i> <i>Has he eaten his breakfast?</i>
5 Future with will <i>will + verb</i> Used for referring to plans, promises, offers etc. in the future.	<i>He will (He'll) be there at eight o'clock.</i> <i>We will (We'll) pay by cheque.</i> <i>!He won't offer her the job.</i>

D Read and discuss

Read about the benefits for Selco managers.

Use a dictionary.

Talk about the benefits.

Discuss the benefits you would like in a job.

Benefits for Managers

selco

Four weeks' paid holiday per year

Annual bonus

Staff discount on all purchases

Interest-free loan after one year

House moving allowance

E Listen and write

1 Listen.

Ms Jones also went for an interview with a company called Trademart. The Personnel Manager of Trademart is talking about the benefits of the job. Make notes.

2 Write about the benefits offered by Selco and Trademart.

Selco offers ... but Trademart offers ...

Selco and Trademart both offer ...

conference (n)	/ˈkɒnfərəns/	hội nghị	memo (n)	/'memou/	bản ghi nhớ
client (n)	/'kli:ənt/	khách hàng	annual bonus (n)	/'ænjʊəl'bəʊnəs/	tiền thưởng hàng năm
staff discount (n)	/stɑ:f'diskaʊnt/	tiền giảm giá thành cho nhân viên	interest-free loan (n)	/'intrɪst frɪ:'ləʊn/	tiền vay không tính lãi
allowance (n)	/ə'laʊəns/	tiền trợ cấp			

UNIT ONE: Section 2

A Listen and find out

Which dialogue takes place in an interview?

Dialogue 1

James Goodman: Good morning. My name's James Goodman.

Peter Banks: Ah, good morning, Mr Goodman. Nice to meet you. I'm Peter Banks from Personnel. Do sit down.

JG: Thank you very much.

PB: Now, have you brought your curriculum vitae with you?

JG: Oh, my CV. Yes, here it is. There are three copies.

PB: Have you brought your certificates as well?

JG: No, I haven't. I'm awfully sorry. Can I send them to you?

PB: Yes, that'll be all right. Now, let's talk about the post.

Dialogue 2

Peter Banks: Hello, Bob. Come in. How are you?

Bob Miles: Fine thanks, Peter. And you?

PB: Not so bad, thanks. Have you got time for a chat about the new post?

BM: Sorry, Peter, I'm really busy at the moment. What about ten o'clock? I'll be free then.

PB: Yes, OK. That'll be fine. See you at ten.



B Ask and answer

- Which department does Mr Banks work in?
- What has Mr Goodman brought with him?
- Has Mr Goodman forgotten something?
- Who is very busy until ten o'clock?
- What does Peter Banks want to talk to Bob about?

Talking points

	More formal	Less formal
Greeting	Good morning/afternoon/evening	Hi/Hello, How are you?
Apologising	I'm sorry.	Sorry.
Thanking	Thank you very much. Thank you very much indeed.	Thanks.

Decide:

- Why is the Personnel Manager more formal in Dialogue 1?
- Is Bob Miles a job applicant or a colleague of Peter Banks?

curriculum vitae (n) /kəˈrɪkjʊləmˈviːtaɪ/ sơ yếu lí lịch applicant (n) /ˈæplɪkənt/ người xin việc
colleague (n) /kəˈliːg/ đồng nghiệp

1.2

C Listen and say

Thank you Thank you very much. Thank you very much indeed.
 Sorry I'm sorry. I'm awfully sorry.
 All right That'll be all right. That'll be quite all right.
 Fine That'll be fine. Yes, OK. That'll be fine.

Talking practice



Henry Morris (HM)
job applicant



Richard Lewis (RL)
Managing Director, Selco



Bob Miles (BM)
Personnel Officer, Selco
Peter Banks's colleague



George Lofting (GL)
Peter's friend

Study the diagram above.
 Use the **Talking points** on page 6 to complete the dialogues.
 Use the most appropriate words.

Exercise 1: Thanking

- a **BM:** Here is the report, Peter.
PB: ...
- b **RL:** I've agreed your annual bonus, Mr Banks.
PB: ...
- c **PB:** I'm happy to offer you the post of clerk.
HM: ...
- d **GL:** Here's your coffee, Peter.
PB: ..., George.

Exercise 2: Greeting and apologising

- a **PB:** Good morning.
HM: ... (*greeting*)
- b **RL:** Can you stay late tonight?
PB: No, ... (*apologising*) I can't.
- c **GL:** Hi, nice to see you.
PB: ... (*greeting*)
- d **PB:** Good afternoon, Mr Morris. Have you got your CV with you?
HM: ... (*apologising*) I haven't brought it with me.

Role play: An interview

Student A

You are a personnel officer.
 You are interviewing Student B.

- 1 Ask for a CV and copies of certificates.
- 2 Ask questions about the candidate's present and past jobs.

Student B

You are a job applicant.
 Student A is interviewing you.

- 1 You haven't got your CV with you. You have got your certificates.
- 2 Answer questions about your present job and your career.

D Tell each other

- 1 Prepare a short talk about yourself.
 Make notes about your career (or school life).
- 2 Give your talk to the students in your class.

managing director (n) /,mænidʒɪn dɪ'rektə/ giám đốc điều hành post of clerk (n) /poust əv klɑ:k/ vị trí thư ký
 certificate (n) /sə'tɪfɪkeɪt/ văn bằng, chứng chỉ candidate (n) /'kændɪdeɪt/ người xin việc
 to apologize (v) /ə'pɒlədʒaɪz/ xin lỗi

UNIT ONE: Section 2

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Sorry.
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colleague (n) /kəˈliːg/ đồng nghiệp

applicant (n) /ˈæplɪkənt/ người xin việc