

5	認識公司週遭環境 • Learning About Locations Near Your Office	24
6	認識公司組織 • Learning About Your Company's Organization	28
7	詢問與説明職務 •	
	Asking/Answering Questions About Your Duties at Work	34

Part 2 公司內部溝通 Communication in the Office

UNIT 辦公室的基本問候語 • Greetings and Small Talk in the Office 8 38 9 電話禮儀 • Telephone Etiquette 44 記錄留言• Taking Messages 10 50 11 請假 • Taking a Day Off 56 説明遲到原因 • Explaining Reasons for Being Late 12 60 公司內部的電子郵件 · Email Correspondence Within the Company 64 13 14 會議準備事項 • Setting up a Meeting 70 **申請文具** • Applying for Stationery 15 74 16 提出公務申請並請求批准 • Making Requests Related to Your Work and Asking for Permission 78

1

2

3

4

Part 3	使用硬體設備 Using Office Appliances	
UNIT		
17	使用傳真機 • Using a Fax Machine	84
18	使用影印機 • Using a Copy Machine	88
19	電腦的基本功能 · Basic Computer Functions	92
20	內部網路與資源共享 • FTP and Networks Inside the Company	96
21	使用網路 • Using the Internet	100
22	使用通訊軟體 • Using Instant Messengers for Correspondence	104
23	使用印表機 • Using a Printer	108
24	使用電子郵件 • Using Email	112
25	電腦中毒與疑難排解 · Viruses and Troubleshooting	116

Part 4 工作事務 Discussions, Meetings, and Proposals

UNIT	
26	提議 • Making Proposals
27	進行會議 · Conducting a
28	討論行銷策略 · Discussing
29	提出新企畫 • Proposing a
30	介紹新產品 • Presenting a
31	討論問題的解決方案 · Dis
32	討論工作疏失・Discussing

27	進行會議 • Conducting a Meeting	124
28	討論行銷策略 • Discussing Marketing Strategies	130
29	提出新企畫 • Proposing a New Project	138
30	介紹新產品 • Presenting a New Product	142
31	討論問題的解決方案 · Discussing Solutions to a Problem	146
32	討論工作疏失。 Discussing a Mistake	150
33	接受批評與承擔責任 • Accepting Criticism and Taking Responsibility	154
34	責任歸屬與工作分配 • Distribution of Work and Responsibilities	158
35	工作過量與抱怨 • Feeling Overworked and Making Complaints	162
တို် ငပ၊	TURE Working Overtime	166

Part 5	對外的聯絡 Outside Correspondences and Conta	cts
UNIT		
37	以電子郵件聯絡 • Contacting by Email	170
38	以傳真聯絡 • Contacting by Fax	174
39	以電話與客戶預約會面。 Making Appointments With Customers on the Phone	178
40	與客戶的餐會 • A Lunch Meeting With Customers	182
41	介紹與推薦公司產品 • Introducing and Promoting Your Products	186
42	説明與比較產品 • Describing and Comparing Products	190
43	與客戶議價 • Price Negotiation With Customers	194
44	採購產品與比價 • Making Purchases and Comparing Prices	198
45	接單與送貨 • Accepting and Shipping Orders	202
46	與客戶達成協議 • Making a Deal With a Customer	206
47	討論合約條款 • Discussing Contract Terms	210
48	簽署正式合約 • Signing an Official Contract	214
49	處理客訴 • Dealing With Customer Complaints	218

Part 6 人事相關事宜 Personnel Matters

UNIT		
50	面試應徵者 • Interviewing a Job Applicant	222
51	説明公司福利 • Explaining the Benefits of the Company	230
52	交涉薪資• Negotiating the Salary	234
53	聘用新員工 • Hiring a New Employee	238
54	税務事宜• Tax Issues	242
55	保險事宜 • Insurance Issues	246
56	升遷• A Promotion	250
57	人事異動 • A Change in Personnel	254
58	辭職 • Resignation	258
4 [©] COSMOS	CULTURE LTD	

Part 7	社交與旅遊 Socializing and Travel		
UNIT			
59	同事間的聚餐 • A Lunch Gathering Between Colleagues	262	
60	年終獎金 • Year-end Bonuses	266	
61	員工旅遊 • Staff Outings	270	
62	安排出差 • Arranging a Business Trip	274	
63	訂房 • Booking a Hotel Room	278	
64	確認班機與訂機票 • Confirming Flights and Booking Air Tickets	284	
65	租車或搭乘大眾運輸工具•		
	Renting a Car or Taking Public Transportation	292	
聽力內	聽力內容+中譯 300		







我是詹姆士·布雷迪,很高興

A Self-introduction 自我介紹 🝳

1 James Brady, nice to meet you.

Useful Expressions

		見到你。
2	I'm Sara Cooper. It's a pleasure to meet you.	我是莎拉·庫珀,很榮幸見到 你。
3	I'm your newest analyst ⁶ , Brian Sandhurst.	我是新來的 分析師 布萊恩·桑 赫斯特。
4	My name's Leslie Cooper. I believe I'm supposed to be meeting with Aaron Cantor to get started.	我叫萊斯莉·庫珀。我想我應 該要找亞倫·康圖爾報到。

B Making small talk 間聊

5	Welcome to the office! We're glad to have you onboard ⁷ .	歡迎來到公司!我們很高興有 你的 加入 。
6	Don't worry, the first day is always a little nerve-wracking ⁸ .	別擔心,第一天總是有點 緊 張。
7	The weather looked beautiful on my way in. Is it still nice out?	在我進來的時候天氣似乎很 好,現在還是嗎?
8	Is this your first time in our office?	這是你第一次到我們公司嗎?

- 1 research assistant 研究助理
- 2 get in 到達
- 3 conference room 會議室
- have trouble doing sth.
 做某事有所困難

- 5 commute [kə`mjut] (n.) 通勤
- 6 analyst [`ænlıst] (n.) 分析師
- 7 onboard [`an,bord] (adj.) 加入的
- 8 nerve-wracking [`n3v,rækıŋ] (adj.) 令人不安的

Ways to Commute 通勤方式



C Talking about yourself 談及自身 🔇

9	I'm from Seoul originally, but I've been living in the US for the last four years.	我是首爾人,但在過去四年來 一直住在美國。
10	I just graduated from business school, and I'm really excited to be able to put my skills to work ¹ .	我剛從商學院畢業,期待 將所 學運用於實務工作上。
11	l've been working in sales for a number of years.	我當業務已有幾年的時間了。

D Introducing someone to his or her work 介紹工作內容

12	We're hoping you can hit the ground running ² , as we've got a lot to do here.	由於這裡事情很多,我們期望 你能 立即上軌道 。
13	Your supervisor ³ will brief ⁴ you on our current status.	你的 主管 會向你 簡短説明 我 們的現況。
14	For now, we would like you to focus on learning our customer service ⁵ policies.	目前我們希望你將重點放在 顧客服務的規章上。

Part 1

認識工作

Review Questions

Listen to the conversations and answer the questions below.

- 4 1. Why does the man come to the office?
 - A He has a job interview there.
 - (B) He has a meeting with the boss there.
 - C He is working there.
 - D He has a friend there.

2. Who does the man speak to most likely?

- (A) The vice president. (B) The receptionist.
- © The accountant. D The cleaner.
- 5) 3. What are the man and the woman talking about?
 - A They are discussing politics.
 - B He is asking her questions.
 - © They are making small talk.
 - D They are talking about transportation.
- 4. A Hi there, I'm Gerald Butler. I was told to come to this conference room for a ______ on the current project.

B Hi, Gerald, we've been expecting you. I'm Jane Wu and this is Brian Kane. I'm ______ this project and Brian is assisting me with

it. We're hoping you can hit the ground running and get

_____ into some of the work we need to get done.

Pleased to meet you both. I'm here to work!

Ans C, B, C, briefing, managing, straight

- 1 put sb's skills to work 學以致用
- 2 hit the ground running 立印展閉行動

- 3 supervisor [`supə,vaizə] (n.) 主管
- 4 brief [brif] (v.) 簡略說明
- 5 customer service 客戶服務



Part 1

認識工作

2 Samantha walks over. 薩曼莎走了過來。

- Good morning, everybody. Welcome, Katharine. Yes, I'll come by later today to make sure we've dotted the i's and crossed the t's¹⁰.
- Thanks, folks. Now, Katharine, let's go to your cubicle¹¹.
- Image: Image:

And here is where you'll be working. Barbara will show you how to set up⁶ the telephones, and she'll give you the rundown on¹² the computer, passwords, and anything else you'll need to know to get going. I think I'll call her now so you can get started. Is that alright? Do you have any questions?

- No, not at the moment¹³, thanks. I'm happy to get started.
- S 早安,各位。凱薩琳,歡迎。沒錯,我晚點會來**確認一切無誤**。
- 谢啦,各位。凱薩琳,我們去妳的位子吧。
- 🚯 好·很高興認識大家!
- 這是妳工作的地方。芭芭拉會過來教妳如何設定電話,大概説明電腦、密碼,還有其他妳工作需要了解的東西。我想我現在就打電話叫她,這樣妳才能開始工作,好嗎?有 其他問題嗎?

🚯 目前沒有。謝啦,很高興能開始工作了。



- 1 coworker (= co-worker) [`kow3kə] (n.) 同事
- 2 supervisor [`sup@vaiz@] (n.) 主管
- 3 receptionist [ri'sɛpʃənɪst] (n.) 接待員
- **4** run the place 安排一切大小事物
- 5 end up 最終成為
- 6 set up 安排;設定
- 7 pick sb's brain 向某人請教

- 8 human resources 人力資源
- 9 paperwork ['pepə,w3k] (n.) (特定事務所需的)所有文件資料
- 10 dot the i's and cross the t's 仔細檢查
- 11 cubicle [`kjubik!] (n.) 隔間
- **12 give sb. the rundown on sth.** 向某人概述某事
- 13 at the moment 目前



Useful Expressions

A Introductions 介紹 📀

- Let's get acquainted with¹ the rest of the team.
 我們來認識團隊裡的其他人吧。
- 2 Katharine, meet Barbara, our receptionist. 凱薩琳,來見過我們的接待員芭芭拉。
- 3 Katharine, Barbara. Barbara, Katharine. Katharine is our new research assistant.

凱薩琳,這是芭芭拉。芭芭拉,這是凱薩琳。凱薩琳是我們新進的研究助理。

- I don't believe you've met Lance yet. Lance is an analyst.
 我想你還沒見過蘭斯吧。蘭斯是一位分析師。
- I'd like you to meet Jason, a senior analyst. Jason is a wealth of information² on finance. You and he should set up a time to meet. He will be a big help in getting you oriented³ here.

我要你來見過資深分析師傑森。傑森可是位財經**達人**。你與他應該約個時間碰面,他 會對你**適應**這裡的環境助益良多。

02

歡迎與介紹新人 Welcoming and Introducing the Newcomer

常見職稱

- Chairman 總裁
- President 董事長
- General Manager 總經理
- Director 處長
- Special Assistant 特別助理
- Factory Chief 廠長
- Assistant Manager 副理
- Junior Manager 襄理
- Chief Engineer 首席工程師
- Advisory Engineer 顧問工程師

- Section Manager 課長
- Principle Engineer 策畫工程師
- System Engineer 系統工程師
- Specialist 專員
- Administrator 行政人員
- Supervisor 主任;組長
- Representative 代表
- Operator 作業員;技工
- Team Leader 領班

B Describing your position 敍述職位

6	A So you're the new girl?	A 所以妳就是那個新來的女
	B Yes, I'm just getting my feet wet ⁴ .	生囉?
		B 是,我還是 生手 。
7	just started this week.	我這禮拜才開始上班。
8	just started working as a project manager.	我剛擔任專案經理一職。
	work in the sales department as a customer service technician ⁵ .	我在業務部擔任客服 技師 一 職。
10	'm in real estate ⁶ .	我從事 不動產業 。

- 1 get acquainted [ə`kwentɪd] with 認識/結識某人
- 2 a wealth of information on sth. 通曉某事
- 3 orient [`orient] (v.) 使適應; 使熟悉情況
- 4 get sb's feet wet 初嘗某事
- 5 technician [tɛk`nɪʃən] (n.) 技師; 技術人員
- 6 real estate 不動產



C Offering assistance 提供協助 😲

- 11 Please come to me if you have any questions.
 有任何疑問請儘管向我詢問。

 12 If there's anything I can do to help, just let me know.
 有任何需要我幫忙的地方, 儘管跟我說。

 13 George is always willing to give a helping hand.
 喬治總是樂意幫忙。
- 14 Barbara will help you get settled¹ in here. 芭芭拉會幫你把這裡安頓好。
- 15 Barbara will bring you up to speed². 芭芭拉會協助你進入狀況。

D Politely declining³ the offer of more assistance 婉拒更多協助

16	Thanks, but I think I'm all set for now ⁴ .	謝了,不過目前一切都可以了。
17	Thank you. I think that's all I need for now.	感謝你,我想目前我只需要這 些了。
18	I feel pretty comfortable with everything now.	目前我覺得都很好。
19	I'm ready to get to work.	我準備好要一展身手了。

1 get settled 安頓妥當

- 2 bring sb. up to speed 使某人跟上進度/了解最新狀況
- 3 decline [dr`klaın] (v.) 婉拒
- 4 for now 目前; 暫時

1[©] COSMOS CULTURE LTD

Review Questions

Listen to the conversations and answer the questions below.

- Who is farther away, Robert or John?
 A Robert.
 B John.
 - 2. Who is a research assistant?(A) Robert.(B) John.(C) The speaker.
- 113. Who is not an accounts administrator?A Leslie.B Bill.C June.

4. Where are the sales offices?

- A On two floors.
- © On the 3rd floor.
- B On the 4th floor.
- D Next to the accounts office.
- 5. What did Leslie mean when she said "You'd never know it from Bill, though" ?
 - A Bill isn't often in the sales offices.
 - B Bill is often in the sales offices.
 - ⓒ Bill is often on the floor.
 - D Bill is often out of town.

(12) 6. What is the situation?

- An university orientation.
- **B** A lunch meeting.
- C An interview.
- D A new employee training session.

7. Who will run the training session?A Christine. B George. C Gloria.

D John.

02 歡迎與介紹新人 Welcoming and Introducing the Newcomer

Ans B, B, B, C, A, D, C

聽力內容+中譯

Unit 1 P. 9 004

M: I'm Jordan Shih; I'm starting in the tech department today.

W: Lovely to meet you, Jordan. I'll call the IT manager to have her show you around. Please take a seat for a moment. M: Thank you.

男:我是喬丹·石,今天開始到技術部門上班。

女:很高興認識你, 喬丹。我會打電話聯絡資 訊科技部的經理, 請她帶你到處逛逛。請坐一下。

男:謝謝妳。

• 05

W: Good morning, Matthew. It's nice to meet you.

M: Pleased to meet you as well.

W: It's such a nice sunny day outside it seems like a pity we have to spend it indoors!

M: I completely agree!

女:早安,馬修。很高興認識你。

男:我也很高興認識妳。

女:外面天氣好晴朗——有點可惜我們得待在 室內!

男:我完全同意妳的看法!

Unit 2 P. 15 10

This is Robert, who manages financial projects, and that's John, our new research assistant.

這位是羅伯特,他是我們的財務專案經理;那位 是約翰,我們新到任的研究助理。

11

W1: I'd like you to meet Leslie, Bill, and June. Leslie and June are accounts administrators, and Bill works in sales.
M1, W2, W3: Hello.

M2: It's nice to meet all of you. Will we all be working on the same floor?

M1: I work quite closely with Leslie and June, but the sales offices are actually one story up, on the 3rd floor.

W2: You'd never know it from Bill, though.

女1:我想讓你認識一下萊斯莉、比爾和瓊恩。 萊斯莉和瓊恩是會計行政人員,比爾是業務。

男1、女2、女3:你好。

男2:很高興認識大家。我們都會在同一層樓上 班嗎?

男1:我工作的位置和萊斯莉與瓊恩很近,但業務部辦公室其實是在往上一層樓,也就是在三樓。

女2:不過比爾人在哪就很難說了。

112

M1: These are the other call center trainees that you'll be training with today. Why don't you all introduce yourselves?

W1: I'm Karen.

W2: Hi, I'm Stephanie.

M2: George, nice to meet you.

W3: And I'm Christine.

M1: And this is your trainer, Gloria. I'll let her take over from here.

W4: Thanks, John. OK, why don't you sit down and look over your orientation packets.

男1:他們是妳今天要訓練的另一批客服中心受 訓人員。大家何不自我介紹一下呢?

女1:我是凱倫。