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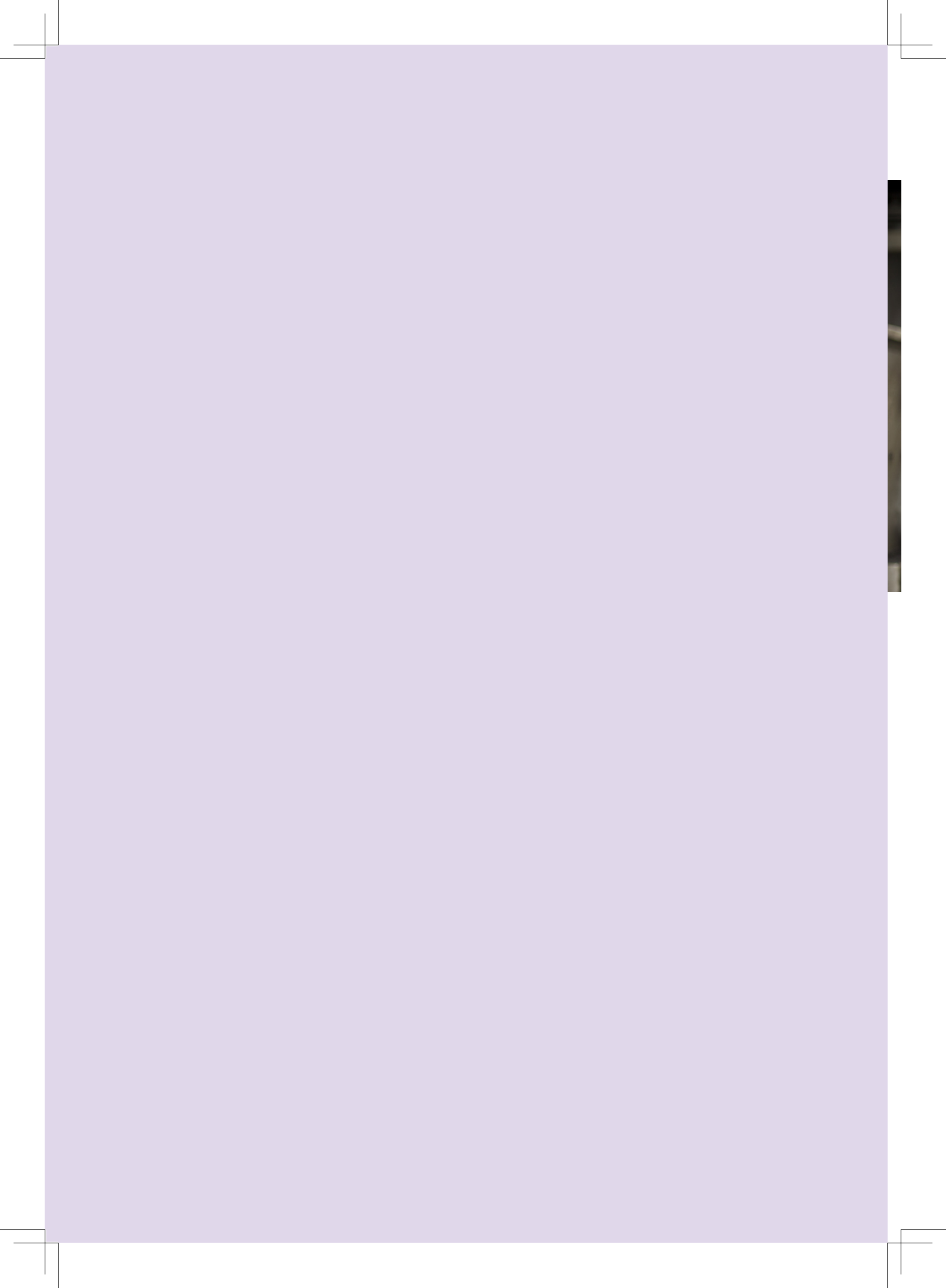
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Learning Guide

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Unit 2 17-32	What makes an excellent employee?	Talking about proper duties and rules in your future work
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PROPER

	Workplace Skill	Activity	Workplace Culture
	Expressing apology and making formal introduction; Writing an apology e-mail	Making a presentation about job interview manners	Virtual meeting etiquette
	Getting more information and knowing your responsibilities; Introducing how to be excellent in the workplace	Making a presentation about your future job	The culture of Xiaomi
	Knowing the importance of following instructions and presenting the maintenance steps; Completing a maintenance record	Demonstrating the operation steps	The culture of Haier
	Obtaining and judging information on controlling risks in the workplace; Recording information of risk assessment	Doing group work	The culture of Huawei
	Getting information on effective maintenance; Writing a memo and filling in a maintenance record	Making a survey	E-maintenance
	Extracting and sorting information on quality control; Filling in quality inspection records or tags	Launching a new product	ISO 9000 family—quality management
	Obtaining and judging information on the implications of craftsmanship spirit; Writing stories about outstanding craftsmen	Designing a web page to introduce a craftsman	Inheritance of the craftsmanship spirit
	Obtaining and judging information on career ladder and abilities of a successful person; Writing a self-recommendation letter	Doing a self-reflection	Three ways to reach the career development goals



Unit 1



Workplace manners will get you ahead!

In this unit, you will learn how to

- ✓ state some proper workplace manners and use them in appropriate situations;
 - ✓ express apology and make formal introductions;
 - ✓ write an apology e-mail.
-



Getting Ready

Mark the following workplace behaviours as “proper”(p) or “improper”(i).

A. Mr. White was eating a sloppy sandwich during a video conference.

B. Mary accompanied her business partners to the gate to see them off.

C. They dressed well and arrived in time.

D. Tom switched off his mobile phone when attending the negotiation.

E. Mr. Black sent a notice by e-mail and signed with his nickname.

F. “Thank you for your calling. Have a nice day.”



Discuss

For the improper behaviours, what would you have done instead?



Listening



PROPER

1 Listen and tick Bob's behaviours at the meeting.

☐	Bob didn't attend the conference.
☐	Bob was ten minutes late for the conference.
☐	Bob's mobile phone rang and he answered it during the conference.
☐	Bob fell asleep at the conference.
☐	Bob wore jeans at the conference.

2 Listen again and fill in the blanks with the given sentences.

- A. If it was an important call, he should have got up and answered it outside.
- B. To make it worse, his phone rang, and he answered it!
- C. Everyone agrees what we should do properly in front of partners.

Li Ming: Bob was ten minutes late for the conference.

Susan: _____

Li Ming: Everyone knows we should switch off mobile phones or set them to silent mode at a conference.

Susan: _____

Li Ming: Later, he explained that he had been up late the previous night, for one of his team members failed to finish his proposal and he had to make it up.

Susan: _____.

Unit 1

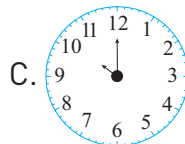
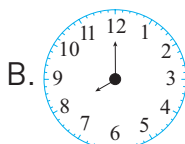
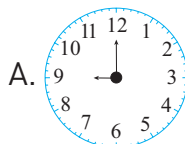
B

1 Listen and choose the best answer.

(1) What did Mr. White do?

- A. To see a secretary
- B. To see an IT engineer
- C. To see a production engineer

(2) What time was the appointment?



(3) Where is Mr. White from?

- A. The Head Office
- B. Production Department
- C. Maintenance Department

2 Listen again and match the person with the position.

Person

Mr. Black
Mr. Smith
Mr. White
Mary

Position

Production manager
Secretary
Not mentioned
IT engineer

M1: Mr. Black M2: Mr. White W: Mary

M1: Good morning, Mr. White. What can I do for you?

M2: Good morning, Mr. Black. I come to see your IT engineer, Mr. Smith. We have an appointment at nine o'clock. Can you tell me where his office is?

M1: No problem. Come with me and I'll get someone to take you there.

M2: OK. Thank you.

M1: Mary, could you come here for a minute? ... Mr. White, I'd like you to meet Mary, my new secretary. Mary, this is Mr. White from the Head Office. He is the production manager.

W: It's a pleasure to meet you, Mr. White.

M2: Nice to meet you, too, Mary.

M1: Mary, will you please show Mr. White to the IT department? He has an appointment with Mr. Smith.

W: Sure. This way please, Mr. White.

M2: Thank you. And see you later, Mr. Black.

M1: See you.



Unit 1

Speaking

Work with your partner and act out the following scenes.

Situation 1 You (Student A) have just graduated and become a new employee in a business company. In training, you and your new colleague Zhang Jian (Student B) are talking about phone manners in office. Act out the sample dialogue and then make up your own dialogues in the following situations.

A: So, Zhang Jian, do you know the proper phone manners for work?

B: Well, I think first we should focus on what we are saying.

A: That's right. We cannot talk about anything useless. It's a waste of time.

B: And we'd better do one thing at a time. Otherwise, the other one will be confused.

A: Yes. It can bother the other one and make him or her not willing to talk with us.

B: Another point is also important. That is, we should show our respect when we phone.

A: You are absolutely right.



Situation 2 You and your new colleague Li Hong are talking about elevator etiquette.

Bank of Expressions

- Don't push the button for your floor when it is already lit;
- Don't block the doors or push into or out of the elevator;
- Don't have private conversations in front of others;
- Don't crowd another passenger's personal space.

Situation 3 You and your new colleague Wang Yong are talking about table etiquette.

Bank of Expressions

Keep lips closed when chewing;
Never talk when you have food in your mouth;
Avoid burping or making other rude sounds at the table;
Never stick your chopsticks into a bowl of rice.



Situation 4 You and your supervisor Li Ming are talking about client meeting etiquette.

Bank of Expressions



Dress formally;
Show up early;
Shake hands;
Make eye contact;
Think before you speak;
Send a "thank you" note.



Reading



Why do the British say “sorry” so much?

British people are famous for apologising in almost every situation. For example, if you are five minutes late for an appointment, you would generally greet the person by saying “Sorry, I am late!” So, what does “sorry” really mean? Why do British people use it so much? Well, in the British culture, saying “sorry” is a way to be polite, especially to people who you don’t know very well. It is also a very clever way to get what you want.

In a recent experiment, an actor approached different strangers on a rainy day to ask if he could use their mobile phones in order to make a call. When he approached one group of strangers and asked them without apologising first, he was only 9 percent successful in borrowing their phones. However, when he apologised to another group of strangers about the bad weather before asking if he could use their mobile phones, he was 47 percent successful. So, maybe saying “sorry” is not just being polite, but it is also a good way to get what you want!



1 Read and choose the best answer.

- (1) What are British people famous for?
 - A. Being late
 - B. Greeting
 - C. Apologising
- (2) Why do British people use “sorry” so much?
 - A. They don’t know people very well.
 - B. They like to use “sorry”.
 - C. It is a good way to get what they want.
- (3) Why was the actor only 9% successful in borrowing their phones?
 - A. He didn’t apologise first.
 - B. He met strangers.
 - C. The strangers didn’t have phones.
- (4) Why did the actor do the experiment?
 - A. He didn’t have a mobile phone.
 - B. He wanted to prove the importance of saying “sorry”.
 - C. He wanted to see whether people know him.

2 Read again and discuss the following questions.

British people say “sorry” in almost every situation. They think it is polite and a good way to get what they want. When do you say sorry? What should you do to be polite? Discuss and write down your answers.

When do you say sorry?

1. When you step on a person’s foot...
2. When you are late for an appointment...
3. ...

What should you do to be polite?

1. Apologise immediately;
2. Be punctual;
3. ...

B

Make a formal introduction

The purpose of introducing people is to give them an opportunity to know each other. Knowing how to introduce a person in business settings is an important social skill.

When you introduce people, the basic rule is to introduce them in the right order. You should decide who should be introduced to whom. Usually, people with a lower rank are introduced to people with a higher rank, younger people to older people, and men to women. If you are introducing people in a business setting, position is more important than age or gender. That is to say, if a young man has a higher position than a woman does, the woman should be introduced to the man. After that comes gender, and then age.

When introducing, you should use the first and last names of the people and include any title such as Dr. or Sir along with expressions like “I would like to introduce”, “please meet” or “this is”. When you introduce people, offer some details about each other. This will help you start a conversation. You might say “Dr. Jones, I would like to introduce Mark Smith. Dr. Jones is the R & D manager. Mark Smith is a production engineer.”

1 Read and choose the main idea.

- A. The right order to introduce people
- B. The right way to introduce people
- C. The right title to introduce people with

2 Read again and answer the following questions.

(1) What is the right order to introduce people in business settings?

(2) How do you introduce a woman and a young man with a higher position in business settings?

3 Please introduce Tina White, a professor, to your partner.



Writing

- 1 Sam Benton was absent from a meeting. He just wrote the following e-mail to make an apology to Mr. White, expressing his sincere regret for the damage done.

B *I* U ^A **A** **A**           

To: White@abcd.com

From: Sam Benton@abcd.com

Subject: Apology for failing to come to the meeting

Date: March 13th, 2021

Dear Mr. White,

I would like to offer my sincerest apologies for my absence on March 12th. I realise that by not coming to the meeting and failing to call ahead of time, I disrupted your performance, my coworkers and the company. It was a disrespectful and unprofessional behaviour. I am very sorry for any stress, delays or frustration caused to you and the rest of the team.

I will not offer any excuses for my absence. Next time I will call ahead and explain the situation thoroughly so that you are not put in a difficult position.

Sincerely yours,
Sam Benton

- 2 You are an intern in a factory. You violate the work dress code. Now imitate the sample and write an e-mail to make an apology.

PROPER

Dear _____,

You may use

- I would like to offer my sincerest apologies for the mistake made yesterday.
- I apologise for violating the work dress code by wearing jeans.
- I didn't realise that it was too casual.
- I knew when I accepted the internship that I would be required to wear uniform.
- I will not offer any excuses for my mistake.
- Such mistake will not happen again.

Unit 1

Taking Action

Making a presentation about job interview manners

Discuss with your classmates what job interview manners are and then write them down.

Step 1 Collect information about job interview manners.

Step 2 Discuss job interview manners with your classmates and enhance yours.

Step 3 Classify your job interview manners and write them down.

Job interview manners
Before interview:
During interview:
After interview:

Step 4 Make a presentation to the whole class.



Do you know

Virtual meeting etiquette

PROPER

Virtual meetings have become an **essential** part of how modern businesses maintain productivity and **continuity**. To help you keep your meetings productive and professional, follow these simple virtual meeting etiquette rules and tips.

必要的
连续性

1. Leave the keyboard alone

The sound of your typing is **distracting**. Opt for a quality headset or pick up your notebook and pen to take meeting notes instead.

分散注
意力

2. Mute your microphone

Muting your microphone when you are not speaking gives other participants the chance to share their thoughts without **distraction**.

消除

使人分
心的事

3. Stay seated and stay present

If you are using your **webcam**, use attentive body language: sit up straight, do not make big **extraneous** movements, and do not let your eyes wander too much.

网络摄
像头

无关的



Unit 1

Checking Progress

In this unit, the words I have learnt are

- | | | | |
|--------------------------------------|-------------------------------------|--------------------------------------|----------------------------------|
| ☐ workplace | ☐ experiment | ☐ switch | ☐ method |
| ☐ conference | ☐ especially | ☐ maintenance | ☐ purpose |
| ☐ appointment | ☐ setting | ☐ apologise | ☐ rank |
| ☐ situation | ☐ gender | ☐ approach | ☐ title |

Other words I have learnt are

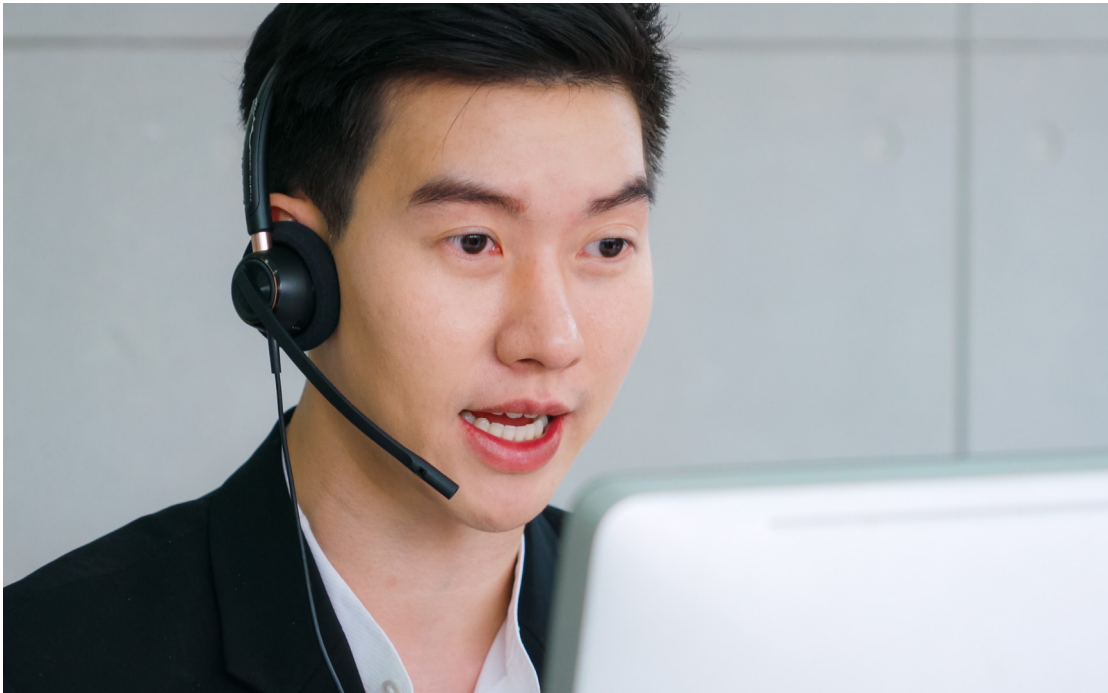
In this unit, the expressions I have learnt are

- | | | |
|---------------------------------------|---|---|
| ☐ first name | ☐ last name | ☐ switch off |
| ☐ basic rules | ☐ head office | ☐ ahead of time |
| ☐ show up | ☐ focus on | ☐ make eye contact |
| ☐ social skill | ☐ business setting | |

Other expressions I have learnt are

I am able to

- ☐ know the importance of manners in the workplace.
- ☐ state proper workplace manners.
- ☐ write an apology e-mail.



Unit 2

What makes an excellent employee?

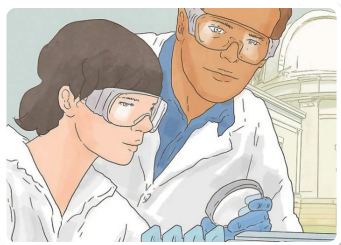
In this unit, you will learn how to

- ✓ present your abilities and strengths;
 - ✓ talk about the duties and rules in your future work;
 - ✓ describe jobs and responsibilities.
-



Getting Ready

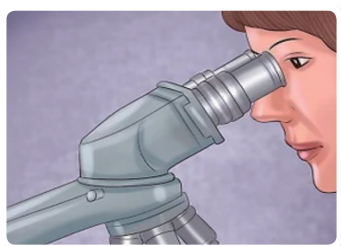
Check out the following daily work of chemists and discuss their responsibilities with your partner.



A. Perform chemical analyses



B. Prepare reagents (试剂)



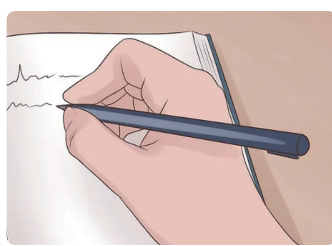
C. Operate laboratory instruments



D. Interpret (解读) test results



E. Solve practical problems



F. Document data in lab notebook



Discuss

What makes a good chemist?
Being a good chemist means being...



professional, prepared,
responsible...

Listening



PROPER

1 Listen and tick the word you hear.

- (1) I have worked as a ☐ mechanic ☐ manager for about 6 years.
- (2) I am in charge of conducting a wide variety of diagnoses and ☐ repairs ☐ repeats.
- (3) I can see that you are ☐ unqualified ☐ qualified for this job.
- (4) Could you work ☐ full-time ☐ overtime in case of emergency?

2 Listen again and help Tony finish his work experience.

Tony worked as a _____ for about 6 years and was in charge of conducting a wide variety of _____ and repairs, including _____, all tyres related _____, flat repairs and so on. It is not _____, but he likes it very much. Sometimes, it is really _____. Tony could work overtime in case of _____ because he believes work is _____.

3 Listen for the third time and underline the expressions about interviews.

I: interviewer T: Tony

I: Good morning, welcome to our company. We'll have a few questions to discuss.

T: Sure.

I: How long have you been a mechanic?

T: I have worked as a mechanic for about 6 years. I am in charge of conducting a wide variety of diagnoses and repairs, including brakes, all tyres related

services, flat repairs and so on.

I: I can see that you are qualified for this job. What do you think of your work?

T: Thanks. I like my job very much. Sometimes it is challenging but I learnt a lot. As a mechanic, I always work hard.

I: OK. The last question: Could you work overtime in emergency situations?

T: That's OK. I believe work is important.

I: I'll contact you in five days. Thanks for your time.

T: Thank you very much.

B

1 Listen and choose the best answer.

(1) How long has Sam Taylor worked in the computer engineering field?

- A. 6 years B. 5 years C. 10 years

(2) What does Paul Brown think of Sam Taylor?

- A. He is proud.
B. He is a fast learner.
C. He is helpful and warm-hearted.

2 Listen again and tick the points you hear.

☐ education

☐ hobbies and interests

☐ occupation

☐ computer systems

☐ work experience

☐ expected salary

3 Listen for the third time and underline the expressions about work experiences.

PROPER

Paul Brown: Good morning, sir. I'm Paul Brown. I'm a newcomer to our company.

Sam Taylor: My name is Sam Taylor. So glad to have you on board!

Paul Brown: Thanks. Could you tell me something about your experience as a computer programmer?

Sam Taylor: Well, I've been in the computer engineering field for over five years. I like this job. I think it's interesting.

Paul Brown: What type of systems have you worked on?

Sam Taylor: I have worked on about every system that is out there right now.

Paul Brown: Do you feel comfortable with the new system?

Sam Taylor: I don't know much about it yet as it is quite new. But I am confident that I will pick it in the near future.

Paul Brown: Great. You are a fast learner.

Sam Taylor: Thank you very much.



Speaking

Work with your partner and act out the following scenes.

Situation 1 Mike is a boss of a company. He is interviewing Jack who applied for the position of civil engineer. Act out the sample dialogue and make up your own dialogues in the following situations.

Mike: What do you think is the most important thing for a civil engineer?

Jack: I think a civil engineer should have proper knowledge and good communication skills.

Mike: What's the responsibility of a civil engineer?

Jack: To supervise the work team and lead the construction work, provide advice about design issues related to technical guidelines for builders and architects. Besides, provide all relevant training and work force development activities as required.

Situation 2 You are a HR manager. You are interviewing Wang Qiang who applied for the position of chemist.

Bank of Expressions

- be professional
- be responsible
- solve practical problems



Situation 3 You are a HR manager. You are interviewing Li Le who applied for the position of mechanic.

Bank of Expressions

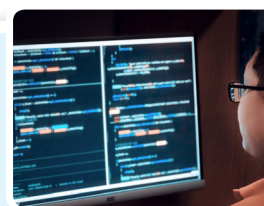
- be experienced and talented
- in charge of diagnoses and repairs
- work overtime



Situation 4 You are a HR manager. You are interviewing Liu Ming who applied for the position of computer programmer.

Bank of Expressions

- work on different systems
- get familiar with a new system quickly



Situation 5 You are a HR manager. You are interviewing Liu Yu who applied for the position of quantity surveyor (估算师).

Bank of Expressions

- be responsible for ...
- advise on some matters



Situation 6 You are a HR manager. You are interviewing Zheng Li who applied for the position of installation technician.

Bank of Expressions

- be experienced and professional
- a good personality for customer services



Reading



Rules and responsibilities for a quantity surveyor

What you will do

The quantity surveyor will be a full-time position and will be responsible for reviewing and verifying quantities.

The quantity surveyor will also be responsible for certifying payment applications and invoices received from the contractor.

Responsibilities

The quantity surveyor will advise on contractual matters and ensure completeness and validity of contractual requirements. The quantity surveyor will also monitor the final cost estimate, coordinate activities of the team and prepare financial statements for monthly report.

Qualifications

The quantity surveyor should have the qualification certificate with at least 3 years' relevant experience in large projects. Knowledge of contract administration and communication skills are also necessary.



1 Read and decide on the style of the passage.

- A. A fiction
B. A news item
C. An advertisement
D. A job post

2 Discuss and list the tasks and responsibilities of a quantity surveyor.

You will do	You are responsible for
1. full-time work	1.
2.	2.
3.	3.
	4.

3 Choose the correct word to complete the sentences.

position responsible certificate final activities

- (1) Tony is _____ for hiring and firing.
 (2) All participants will receive a _____ of participation in the contest.
 (3) What would you do in my _____?
 (4) The club provides a wide variety of _____ including tennis, swimming and squash.
 (5) His horse fell at the _____ hurdle.

B

How to be a good engineer

An engineer plays an important role for a project, and it is a highly respected position. If you want to be a good engineer, you had better read the following steps.

First, as an engineer, you need to stay with current developments in your field. Read professional magazines or join a professional organisation. Both of them are helpful.

Second, it is necessary to put your knowledge into practice. Work on an idea you have or ask your boss if you can try something new in a project.

Last but not least, you need good oral and written communication skills. An engineer often works with a number of different groups, so you should be able to communicate logically and clearly with managers and staff.

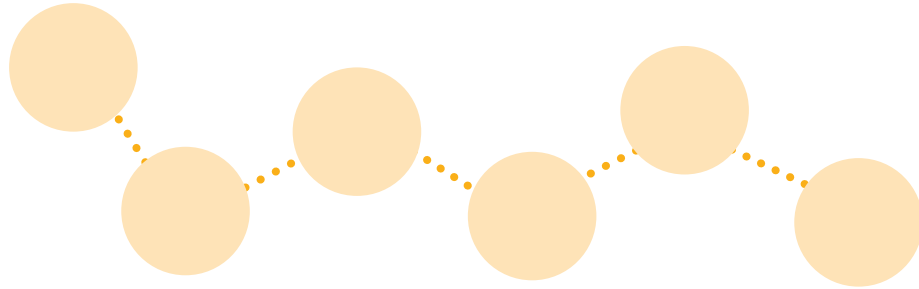
It is not easy to be an engineer. You need to be professional, creative and skilled. Work hard, love your job, and believe yourself!

1 Read and put the following statements in the right order.

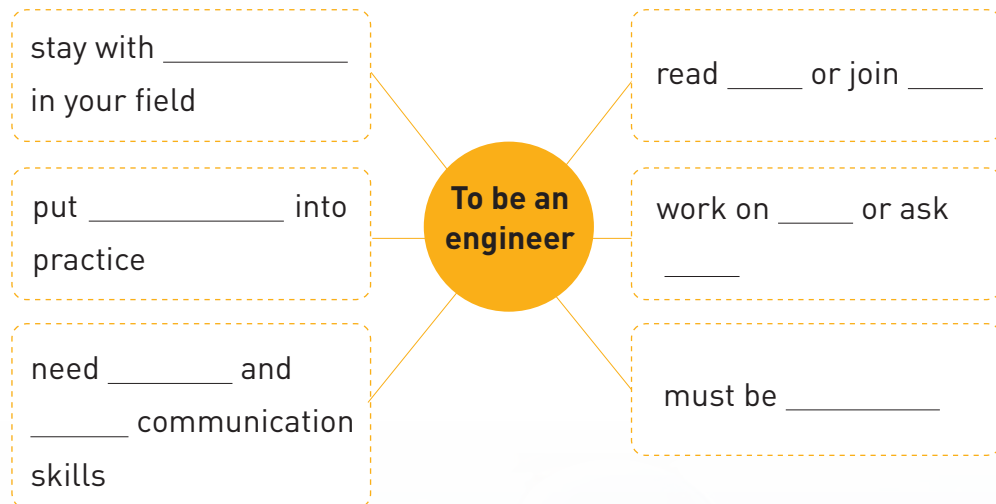
What makes a good engineer according to the passage.

- A. You need to put your knowledge into practice.
- B. Believe you can be a good engineer.
- C. You need to stay with current developments in your field.

- D. It is important to have good oral and written communication skills.
E. You need to be professional, creative and skilled.
F. Work hard and love your job.

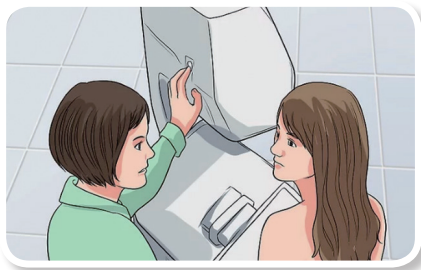


2 Read again and complete the mind map.



Writing

- 1 You are an installation technician. What are your responsibilities? Complete the article according to the pictures.



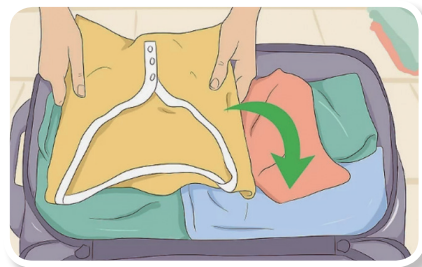
service skills



professional



experienced



travel for several days

As an installation technician, when you meet a customer, it is necessary for you to have good _____. You need to be _____ to support or install the products. In emergency situations, you should be really _____. Sometimes, to help different agents, you need to _____.

- 2 You have recently changed your job and started working for a new company. Write a letter to your friend Jones and describe your new job.

Dear _____ ,

Hope you are doing well. It has been a long time since we last met.
I am writing to let you know that I have recently changed my job
and I really like it.

I am looking forward to hearing how you are doing these days.
Please write back to me at your convenience.

Yours,

You may use

- be responsible for the company network
- solve hardware and software problems
- keep the equipment working, such as the computers and printers

Taking Action

Making a presentation about your future job

Have you ever wondered what your life will be like in the future? What will you do? What are your responsibilities? Work in groups and make presentations about your future job.

Step 1 Work in groups and discuss your future job. Use these questions to guide your discussion.

What do you want to be in the future?

What is the duty of the job?

What is the most important thing for your job?

You may use

I want to be a/ an ...

Our duty is ...

Step 2 List some advantages you have.

You may use

I am responsible for managing a team of five people.

I work well under pressure and can handle a fast-paced environment.

I have excellent time management skills and can meet given deadlines.

My skills have prepared me to handle stressful situations.

Step 3 Make a video for your presentation and show it to the whole class.



Do you know

PROPER

The culture of Xiaomi

Xiaomi's organisational culture **integrates** the following three key elements.

整合

1. "Just for fans" concept

The tagline "Just for fans" is placed at the **core** of Xiaomi's organisational culture. The culture of fandom is about making friends with our consumers.

核心

2. Innovation and creativity

Xiaomi aims to promote informal organisational culture at all levels with positive **implications** on employee creativity.

含义

3. Intense working culture

Xiaomi follows the business strategy of "cost leadership". Effective application of this strategy involves **deriving** the maximum benefit **from** resources including human resources.

(从……中)
得到

Checking Progress

In this unit, the words I have learnt are

- | | | |
|---|---------------------------------------|--|
| ☐ mechanic | ☐ brake | ☐ qualified |
| ☐ challenging | ☐ overtime | ☐ emergency |
| ☐ variety | ☐ quantity | ☐ system |
| ☐ verify | ☐ certificate | ☐ application |
| ☐ invoice | ☐ financial | ☐ validity |
| ☐ contract | ☐ estimate | ☐ qualification |
| ☐ administration | ☐ professional | ☐ logically |

Other words I have learnt are

In this unit, the expressions I have learnt are

- | | | |
|---|---|---|
| ☐ in charge of | ☐ on board | ☐ in case of |
| ☐ get familiar with | ☐ be responsible for | ☐ at least |
| ☐ play an important role | ☐ stay with | ☐ last but not least |

Other expressions I have learnt are

I am able to

- ☐ tell my friends the duties of my future job.
- ☐ describe jobs and responsibilities.
- ☐ know the importance of responsibility.