

高等职业教育新标准教材

新思 高职英语

拓展模块 素养篇

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随着经济全球化和我国产业结构的调整，各行各业对高素质技术技能人才的需求逐年攀升。高等职业教育作为培养高素质技术技能人才的重要途径，在推进教育强国与人力资源强国的伟大建设中起着重要作用。

党中央、国务院高度重视发展现代职业教育。党的二十大报告指出，“教育、科技、人才是全面建设社会主义现代化国家的基础性、战略性支撑”，“坚持以人民为中心发展教育，加快建设高质量教育体系，发展素质教育，促进教育公平”，“统筹职业教育、高等教育、继续教育协同创新，推进职普融通、产教融合、科教融汇，优化职业教育类型定位”。

在这种背景下，我们组织职业教育英语教学领域的知名专家、学科带头人、骨干教师等，根据高等职业教育的人才培养目标，基于社会对人才的需求，精心研发了“新思高职英语”系列教材。本系列教材依据教育部颁布的《高等职业教育专科英语课程标准（2021年版）》（以下简称“新课标”）编写，以语言为基础，以育人为目标，真正体现高等职业教育英语教学的人文性、职业性与实践性，全方位助力高等职业教育专科英语教学。

教材特色

一、依据新课标编写，服务新时代

本系列教材严格遵照新课标的要求进行编写，对接新课标中规定的课程目标、课程内容、主题范围、学时安排等，注重思想性和应用性，坚持落实立德树人根本任务，重视培养学生英语学科核心素养。

二、体现 1+X 课证融通，面向新未来

本系列教材根据人才培养目标，将英语职业技能等级考试（Vocational English Test System, VETS）及高等学校英语应用能力考试的题型融入教材听力、阅读、语言技能训练等板块，立足提高学生的就业能力及职业发展能力，融通学生的英语表达能力与职业技能。

三、遵循课程思政建设要求，讲好中国故事

本系列教材融入课程思政元素，将知识性、职业性与思政元素有机结合，立足中国现实，讲好中国故事，融入中华优秀传统文化，帮助学生树立文化自信，培养学生的人文素养和道德修养。

四、以现代技术为载体，实现科教融汇

本系列教材配有完备的立体化教学支持系统，充分利用各种信息技术手段，以期能提升教师的教学效果和学生的学习效率。此外，教材还配有网络自主学习平台、新思课堂、教学资源库、多媒体学习软件等，旨在实现服务立体化，方便师生利用现代信息技术手段进行辅助教学和学习。

编写理念

本系列教材以立德树人为原则，突出职业特性和语言技能培养目标，提出了 CAREER 编写理念。

C: Cultivate（培育） 本系列教材聚焦英语学科核心素养，注重育人，塑造正确价值观，涵养高尚品格，提升人文素养。

A: Adapt（适应） 本系列教材适应高职专科学英语需求，控制难易度，精心设计内容与练习，提高实用性。

R: Raise（提升） 本系列教材在题型设计、知识讲解和阅读深度等方面体现螺旋上升，促进可持续发展。

E: Engage（吸引） 本系列教材选材富有趣味性、人文性，配套交互平台，吸引学生参与学习，激发学生自主学习动力。

E: Evaluate（评估） 本系列教材提供学习效果评估练习，通过学习诊断，帮助学生总结反思，促进学业提升。

R: Relate（关联） 本系列教材重视语言输入与输出、主题与内容、知识与技能、理论与实践的关联性。

教材体系

一、内容组织

本系列教材以反映思想性、人文性、时代性和实用性的话题和语篇来组织内容，既有利于提高学生的语言能力，又有利于培养学生的道德素养、学科素养和职场素养，使学生在学英语语言知识的同时形成良好的思想品格，提升职业技能。

二、教材结构

本系列教材按照新课标的“课程结构”设计，包括基础模块和拓展模块，共5册。其中，基础模块包括《新思高职英语 基础模块 第1册》《新思高职英语 基础模块 第2册》；拓展模块包括《新思高职英语 拓展模块 职业篇》《新思高职英语 拓展模块 学业篇》《新思高职英语 拓展模块 素养篇》。

《新思高职英语 基础模块 第1册》和《新思高职英语 基础模块 第2册》覆盖“基础模块主题类别”8个专题、27个主要话题，并围绕单元话题尽可能呈现“职场情境任务”。《新思高职英语 基础模块 第1册》供第1学期使用，《新思高职英语 基础模块 第2册》供第2学期使用，总学时为128～144学时，合计8学分。

拓展模块通常在第3～5学期使用，学生可根据自身需求修习2学分以上的内容。

本册为《新思高职英语 拓展模块 素养篇》，共6个单元，每单元围绕一个话题，内容涉及社会礼仪、濒危物种、运动与健康意识、团队责任与合作、美学意识、科学与探索精神。每单元具体结构如下。

Warming Up（热身）：以富有主题内涵的图片导入，并辅以开放性的任务引入单元主题，激发学生学习英语的兴趣。

Audio Zone（听力）：听力材料涉及学生生活、自然环境、体育活动与健康、社会责任、审美情趣、科技发展等多个领域，通过对话、采访、新闻报道、调查报告等多种形式呈现内容，旨在强化学生语言输入与背景知识的构建能力。

Oral Practice（口语）：突出口语交流与运用，引导学生就单元话题进行知识与观点交流，说明事物要点，能在日常生活与职场中较为准确、清晰、连贯地输出内容，强化学生英语口语表达能力与语言交际能力。

Tips for Future（未来建议）：围绕单元主题为学生的未来生活提供相关建议，旨在提高学生在礼仪、生态保护、健康、责任、美学和创新等方面的意识，增强学生的个人素养，提高其软实力，为学生的可持续发展奠定基础。

Reading Field（阅读）：围绕单元主题设计精读和泛读两种难度递进的语篇。精读语篇提供词汇、语篇、翻译、语法等多种题型练习，以期提高学生的语用能力；泛读语篇选取应用文并提供模仿范本，目的是让学生了解不同文体。

Activity Corner（项目实践）：设计与单元话题相关的职场情境模拟任务，如客户接待、广告宣传、海报设计、新闻发布等，旨在帮助学生全面提高英语语言实践应用能力，并加深对职业理念、职业责任和职业使命的认识与理解。

Cultural Awareness（文化拓展）：融入中国文化，体现课程思政，目的是帮助学生汲取文化精华，提高文化理解与表达能力，坚定文化自信。

Checking Progress（自我评价）：自查单元重点词汇、短语的学习情况，引导学生适时反思，提高自主学习能力。

本系列教材由凌双英（安徽国际商务职业学院）担任总主编，由王勃然（东北大学）担任主审。本册教材由石景艳（河南经贸职业学院）、呼枫（辽宁机电职业技术学院）担任主编，王世文（濮阳医学高等专科学校）、江爱莲（江西青年职业学院）担任副主编。具体编写分工如下：凌双英负责总体策划及统稿，王勃然负责内容审定，石景艳编写第1、2单元，呼枫编写第3、4单元及开发课程思政资源，王世文编写第5、6单元，江爱莲负责素材搜集及稿件校对。

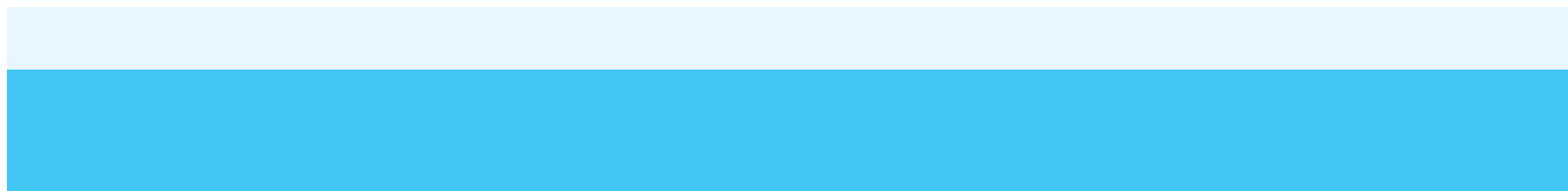
希望使用本系列教材的师生能够不断提供反馈意见与建议，帮助我们逐步完善教材，为我国高等职业教育英语教材建设做出贡献。

《新思高职英语》编委会



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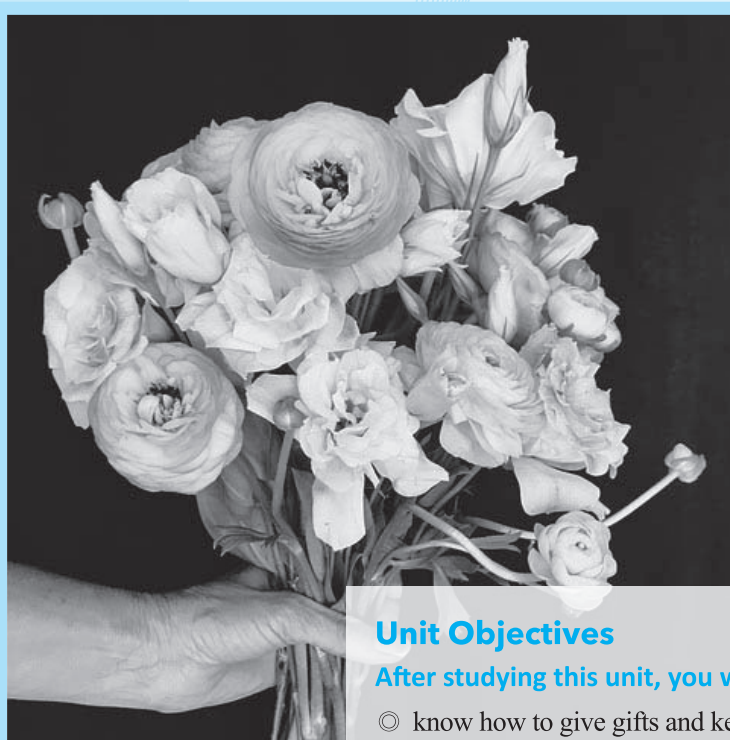
Unit	Warming Up	Audio Zone	Oral Practice
1 Social Manners	Etiquette for Giving Gifts Privacy Topics	Coming-of-age Ceremony Netiquette	Gratitude Introduction
2 Endangered Species	Endangered Plants Factors of Destroying Biodiversity	Sea Turtle Aid Sustainable Wildlife Management	Plastic Pollution to Marine Life Behaviour of Endangered Species
3 Sports and Health Awareness	Olympics Games Emotional Health	The World Cup Mental Health	Advice Global Wellness Economy Industry
4 Team Responsibility and Cooperation	Job Responsibilities Cooperation Factors	Team Interview Corporate Responsibilities	How to Ask for Help Team Responsibilities
5 Aesthetic Awareness	Chinese Drama Beautiful Scenic Spots	<i>Qipao</i> Scene Design	Animation Character Beauty of Poems
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	Tips for Future	Reading Field	Activity Corner	Cultural Awareness
	Phone Call Manners	Text A Traditional Chinese Tea Manners Text B An Admonition Letter to My Son	Video About Reception Activities and Manners	Chinese Visiting Etiquette
	How to Behave Green	Text A Coral Reef Protection Needs You Text B Endangered Plant Protection Proposal	Proposal Letter to Protect Endangered Birds	How did Ancient China Protect the Environment?
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	How to Develop Creative Skills	Text A China Will Put Astronauts on the Moon Text B AI Employee and Human	News Writing About "Challenge Cup"	Bridges Witness Technology Development of China

Unit 1

Social Manners



Unit Objectives

After studying this unit, you will be able to:

- ◎ know how to give gifts and keep safe communication;
- ◎ listen to the information of the coming-of-age ceremony and netiquette;
- ◎ talk about how to show gratitude and make an introduction;
- ◎ learn about traditional Chinese tea-serving manners and the virtue of noblemen;
- ◎ grasp the skills in the reception activities.



Warming Up

A Good gift-giving is an art. Recipients will be glad if they receive their likes. Look at the following pictures and choose the gifts suitable for the senior.



books



gloves



toy sheep



foot massager

Etiquette for giving gifts:

- ★ The gift should be wrapped well.
- ★ Don't add a small gift to a big one.
- ★ Gift experiences are better than things.
- ★ Choose the proper time and place to give your gifts.
- ★ The recipient often declines the gift, so the giver needs to persist a bit.
- ★ The value of the gift depends on the occasion and your relationship with the recipient.

B We may feel offended if someone talks about our privacy. When privacy links with safety, we need to be alert. What can we say for the first meeting? Choose safe topics and tick them.

- | | | | | | |
|----------------------------------|-------------------------------------|-----------------------------------|---------------------------------|----------------------------------|---|
| ☐ weather | ☐ travelling | ☐ story | ☐ wage | ☐ health | ☐ business news |
| ☐ job | ☐ family | ☐ clothing | ☐ sports | ☐ cooking | ☐ personal information |

Audio Zone

A Being an adult is an important milestone in a person's life. What do Chinese and Western students wear during the coming-of-age ceremony? Listen to the conversation and complete the exercises.

- Where are the two speakers going?

- What will Andrew wear to match the waistcoat?

- What may Andrew bring in case of a rainy day?

- What are the two speakers going to do in the evening?

Word Tips

coming-of-age [ˌkʌmɪŋ əv'eɪdʒ] *n.* 成年
 waistcoat ['weɪskəʊt] *n.* (西服的) 背心
 jumper ['dʒʌmpə(r)] *n.* 针织套衫
 netiquette ['netɪket] *n.* 网络礼仪
 criticism ['krɪtɪsɪzəm] *n.* 批评; 指责

B Netiquette refers to good conduct or behaviour we should follow online from e-mail language to Internet slang or opinions. How do you obey netiquette? Listen to the passage and fill in the blanks with the missing words or phrases.

If someone posts content without giving much thought to it, it can cause 1. _____. Here are some rules while you are handling social media platforms.

Be Careful Not to Post Personal Information

On a social media platform, there is a high probability that your image as a friend or a family member will be in 2. _____ with your image as a professional. In this case, following netiquette helps you balance the various roles you play. Don't post personal information as much as possible.

Control Your Criticism

A critical message online is often misunderstood. A light-hearted joke can take a serious turn and might be considered as rude words as your online classroom is filled with people from 3. _____. Thus, follow this netiquette.

Respect Everyone's Privacy

Remember that anything on the Internet stays forever and you shouldn't enter 4. _____ of other people. For example, while taking your college classes online, don't dig into anyone's locations, passwords, and 5. _____ on class chat.

** 为拓展模块词汇; 未标注为超纲词汇。

Oral Practice

A When you receive a gift or someone does you a big favour, it's polite to express your gratitude. Then what will you say? "Thank you" isn't the only answer. You may use the following expressions.

Expressions of gratitude:

- * You're so helpful!
- * You're a lifesaver!
- * I really appreciate this.
- * I can't thank you enough.
- * How can I return the favour?
- * You've made it much easier.
- * I'm so grateful for your help.
- * I couldn't have done this without your help.
- * I'm beyond grateful to have you as a friend.
- * Your kindness and understanding are much appreciated!
- * I can't express how much that means to me. That truly makes my day!

After you receive gratitude from other people, what will you reply?

Best replies in formal situations:

- My pleasure.
- You're welcome.
- Always a pleasure to help.

Thanks

Best replies in informal situations:

- I got you.
- No problem.
- Don't mention it.
- Happy to help.
- No big deal.
- Anything for you.
- Think nothing of it.
- No thanks necessary.
- Don't worry about it.

- B** You will introduce two people to your friend, a 20-year-old girl. What will you say? Please pay attention to the attitude and the title.

Situation 1: You will introduce a 50-year-old lady named Joan. She is your grandmother. And she is the CEO of Tasty Sweets.

Situation 2: You will introduce an 18-year-old girl named Anna. She is your sister. And she is a college student.

You may use:

It's my pleasure to introduce...
 I would like to introduce you to...
 I don't think you have met...
 I would like you to meet...
 This is...
 Please meet my...

Etiquette for Introduction

1. Offer some details about each person, as appropriate.
2. Introduce the person of lower rank to the person of higher rank.
3. Introduce a man to a woman.
4. Introduce the younger person to the elder person.

Tips for Future

In everyday situations, we may be casual about how to make and take calls. Yet, when it comes to professional phone calls, things are much different. Here are some tips.

Phone Call Manners

Show Respect on the Phone

There are a few basic ways you can be respectful (尊敬的) on the phone. During the conversation, try your best to listen actively. Treat the person as though they were in front of you and take notes on the details they provide. If other people are listening to the conversation, let the other speaker know and ask for permission. Also, try to pay attention to the volume at which you speak. A casual, conversational volume is often suitable in most situations.

Consider Timing

The time that you make a call can affect how the recipient receives it. For example, if a colleague is likely busy later in the day, they may like receiving calls in the morning. If a phone call later in the day is necessary, you can send a notice to the person in advance, asking whether it is convenient to call at a certain time.

Try Being Concise but Thorough

Time is often precious, so you need to communicate details concisely. However, it's important to include as much necessary information as possible, so that you can reduce the number of follow-up communications needed to clarify your points. It may be helpful to arrange information under headings or in list form, which is easier to scan or look up.

Practice Proper Video Call Etiquette

Video calls can be a convenient form of communication, particularly for those who cannot attend a meeting in person. Before a call, you need to test your audio and video capabilities to prevent delays or false starts. During the call, remember to mute (消音) your microphone when you're not speaking.

Reading Field

Text A

China is a country of courtesy. From “Qu Li” to “Yue Ji” to “Sang Fu Si Zhi”, rites are reflected in all aspects. Tea manners are an important part of the rite. Do you know them? Read the passage and complete the exercises.

Traditional Chinese Tea Manners

Tea manners are one of the traditional Chinese etiquette. As early as the Tang Dynasty, Han people had tea-serving etiquette. And then many other tea manners like finger kowtow, appeared.

It's said that there is a legend about finger kowtow. Emperor Qianlong once went into a tea house with his servants. The owner used a long pot and poured the water three ups and downs with rhythm to make a cup of tea without spilling a drop. Qianlong didn't understand and asked, “What was that motion?” The owner said, “This is our tradition called



‘Three Nods of the Phoenix’.” Hearing that, Qianlong took over the pot and tried it, but the cup he poured into was his servant's. In order not to reveal their identity, the servant bent his two fingers and tapped on the table, as if he were kneeling and kowtowing to the emperor instead of actually kowtowing. From then on, finger kowtow has been the practice. Nowadays, people just

tap their two fingers on the table to pay silent thanks to the tea server.

The manners and types of the tea vary from place to place, such as Qi Jia Tea and Yuan Bao Tea. However, no matter where it is, there are some common features. As a tea master, Mrs Zhu shared her experience: When serving guests, the water shouldn't be too full, at most, 80% of the cup. And the water shouldn't be so hot that guests would scald their tongue by accidentally drinking. It's better to use the teaspoon to scoop the tea. Don't deliver the teacup to the guest with one hand. And the teacup should be put on the guest's right-hand side. When serving snacks, you should put them right in front of the guest and the teacup should be placed on their right side.

As an important medium of etiquette, tea plays a significant role in Chinese interpersonal relationships. It shows our respect and cultivation.

Word List

kowtow [ˌkaʊ'taʊ] *n. / v.* 叩头; 磕头

** emperor ['empərə(r)] *n.* 皇帝

** servant ['sɜ:vənt] *n.* 仆人; 用人

rhythm ['rɪðəm] *n.* 节奏; 韵律; 律动

spill [spɪl] *v.* (使) 洒出, 泼出, 溢出

** motion ['məʊʃn] *n.* 运动; 移动; 动

phoenix ['fi:nɪks] *n.* (传说中的) 凤凰, 长生鸟

** vary ['veəri] *v.* (根据情况) 变化, 变更, 改变

scald [skɔ:ld] *v.* 烫伤

scoop [sku:p] *v.* 用勺舀; 用铲子铲

** medium ['mi:diəm] *n.* 媒介, 手段, 方法

cultivation [ˌkʌltɪ'veɪʃn] *n.* 修养; 教养

Phrases and Expressions

the Tang Dynasty 唐朝

ups and downs 上上下下

Qi Jia Tea 七家茶

Yuan Bao Tea 元宝茶

at most 至多; 不超过

play a significant role in... 在……中扮演重要角色

EXERCISES

Vocabulary

A Complete each of the following sentences with the words in the box. Change the form if necessary.

vary rhythm spill scald medium

1. The boat rocked up and down in _____ with the sea.
2. Water had _____ out of the bucket onto the floor.
3. A good interpersonal relationship is a key _____ to success.
4. The landscape _____ from dense tropical rainforest to chilly beaches.
5. Be careful not _____ yourself with the hot water.

B Please tick the tea names listed in the passage.

- | | |
|---|--|
| ☐ Qi Jia Tea | ☐ Jinjunmei Tea |
| ☐ Longjing Tea | ☐ Yuan Bao Tea |
| ☐ Tieguanyin Tea | ☐ Maofeng Tea |
| ☐ Dahongpao Tea | ☐ Kong Fu Tea |

Content

A Fill in the blanks according to the topic of each paragraph.

Para. 1 Introduction of Chinese tea manners.

Para. 2 The legend about (1) _____.

Para. 3 (2) _____ about tea-serving manners.

Para. 4 Summary: Tea's significant role as (3) _____.

B Choose the best choice according to the text.

1. When did Han people get the tea-serving etiquette?

A. In the Han Dynasty.	B. In the Tang Dynasty.
C. In the Song Dynasty.	D. In the Yuan Dynasty.
2. Which is NOT true about finger kowtow?

A. It's related to Emperor Qianlong.
B. The purpose of the action was not to reveal identity at first.

C. People still bend their two fingers and tap on the table now.

D. People make finger kowtow to pay silent thanks to the tea server.

3. When you invite guests to drink tea, which of the following isn't allowed?

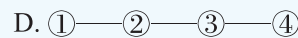
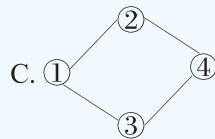
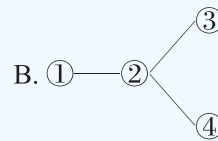
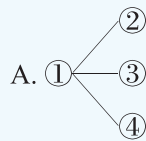
A. Deliver the teacup with two hands.

B. The teacup is 75% full of water.

C. The teacup is put on the right-hand side of the guest.

D. The teacup is placed on the left side of the refreshments.

4. What's the structure of the passage?



C Work in pairs. The passage introduces the method of serving tea. While in the Song Dynasty, people usually used the tea-whisking method (点茶). Do you know their differences? Discuss with your partner and list them.

D Translate the following sentences into Chinese.

1. However, no matter where it is, there are some common features.

2. And the water shouldn't be so hot that guests would scald their tongue by accidentally drinking.

3. When serving snacks, you should put them right in front of the guest and the teacup should be placed on their right side.

Grammar

Rewrite the following sentences after the models.

Model 1

You shouldn't deliver the teacup to the guest with one hand.

—Don't deliver the teacup to the guest with one hand.

1. You shouldn't drive fast when it rains.

2. You shouldn't talk to others in class!

Grammar Notes — Negative Commands

A command sentence is a sentence that is used to give a command or an instruction, make a request, or give a piece of advice. We use a negative command to tell someone not to do something. Negative commands begin with “do not” or the shorter form “don't”.

Model 2

Using the teaspoon to scoop the tea is better.

—It's better to use the teaspoon to scoop the tea.

3. Swimming in the river is dangerous.

4. Reading lots of books is useful.

Grammar Notes — “It is + *adj.* + to do” Structure

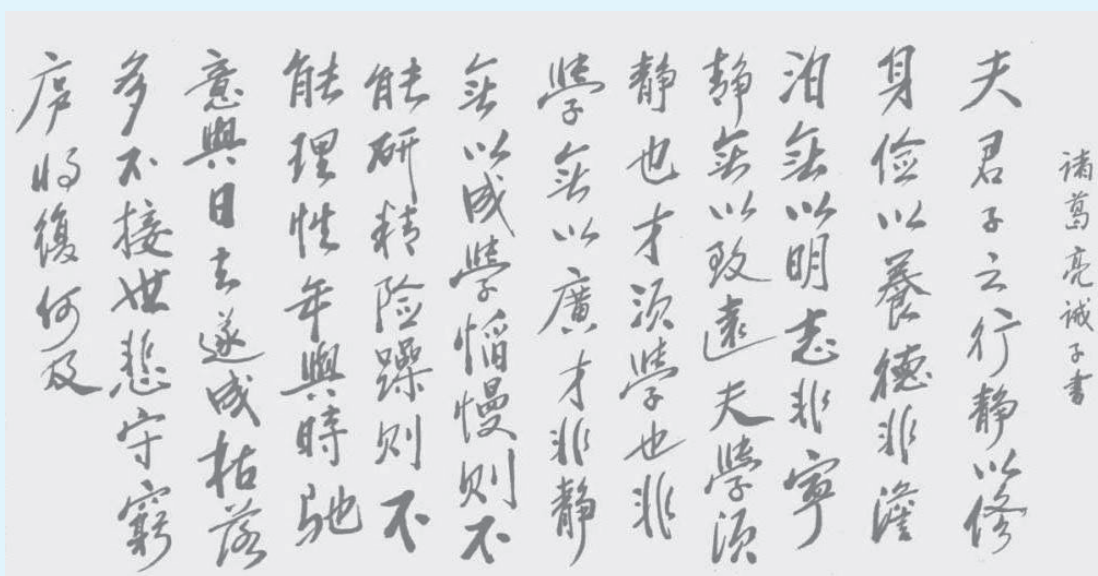
The structure “It is + *adj.* + to do” emphasises information by bringing it to the front of the clause. The “it” in the sentence is a dummy subject. The real subject is usually somewhere else in the clause, in the form of the to-infinitive. The extended expression is “It is + *adj.* + for sb + to do sth” or “It is + *adj.* + of sb + to do sth”.

Text B

People always pursue noble virtue. How can you become a righteous person? Zhuge Liang gave us advice. Read the letter that he wrote to his son, Zhuge Zhan, and complete the exercises. Then try to write a letter to your family.

An Admonition Letter to My Son

This is a way of life for a man of virtue: to cultivate his or her character by keeping a peaceful mind, and nourish his or her morality by a frugal living. Only freedom from vanity can show his or her lofty goal in life, and only peace of mind can help him or her achieve something really lasting. To be talented, he or she must learn. And to learn, he or she must have a peaceful mind. One cannot develop his or her talent without learning, and one cannot accomplish his or her learning without peace of mind. Frivolity will prevent him or her from going deep into learning, and impetuosity will prevent him or her from shaping a noble character.



One's age will escape with time, and one's ambition will decrease with each passing day. If he or she does not exert himself or herself in time, his or her mind would wither away like flowers and he or she would become a good-for-nothing in the world. In the end, he or she could only settle in his or her run-down house, sighing for his or her lost time that will never come back to him or her again.

Word List

admonition [ˌædməˈnɪʃn] *n.* 警告；告诫

** virtue ['vɜ:tʃu:] *n.* 高尚的道德；正直的品性；德行

nourish ['nʌrɪʃ] *v.* 培养，促进（情绪、观点等）

frugal ['fru:gl] *adj.* （对金钱、食物等）节约的，节俭的

vanity ['vænəti] *n.* 自负；自大；虚荣；虚荣心

lofty ['lɒfti] *adj.* 崇高的；高尚的

frivolity [frɪˈvɒləti] *n.* 轻浮的举止

impetuousness [ɪmˈpetʃuəsnes] *n.* 鲁莽；轻率

** noble ['nəʊbl] *adj.* 崇高的；品质高尚的

** ambition [æmˈbɪʃn] *n.* 追求的目标；夙愿

exert [ɪgˈzɜ:t] *v.* 运用；行使；施加

wither ['wɪðə(r)] *v.* 使枯萎，凋谢

good-for-nothing ['gʊd fə nʌθɪŋ] *n.* 懒人；无用之人

Phrases and Expressions

prevent... from... 防止……

wither away 枯萎

settle in 安顿下来

EXERCISES

A Complete the passage with suitable words in the box. Change the form if necessary.

nourish virtue pursue lead describe

Our journey of growth in life can be 1. _____ as a journey of developing virtues. A virtue is a positive character trait that is considered a foundation for living well, and a key ingredient to greatness. In addition, it is a personal asset, a shield against difficulties, troubles and suffering. Here are what we can do to develop it.

Get to know yourself. That's the only way to recognize and 2. _____ your strengths and work on your weaknesses for your own good, as well as for the good of others.

Minimise anger and fear. Anger 3. _____ to conflicts with others. Hence, you are not happy if you are angry. The best way to deal with anger is to get rid of it from your life. As for dealing with fear, distinguishing what you can and cannot control. You are responsible for your beliefs, words and deeds. If you focus on the things that are up to you, then you can take satisfaction in having done your part and let go of fear.

Become a collector of 4. _____. Dedicate your life to improving yourself. Cultivating the virtues of wisdom, benevolence, justice, courage, temperance, generosity, and affection for others. Nothing can take away your virtues. And in 5. _____ your own virtues, you benefit others whose lives you touch.

B Translate the following sentences into English with the given words or phrases.

1. 虚荣 (vanity) 与美德 (virtue) 不是共生物。

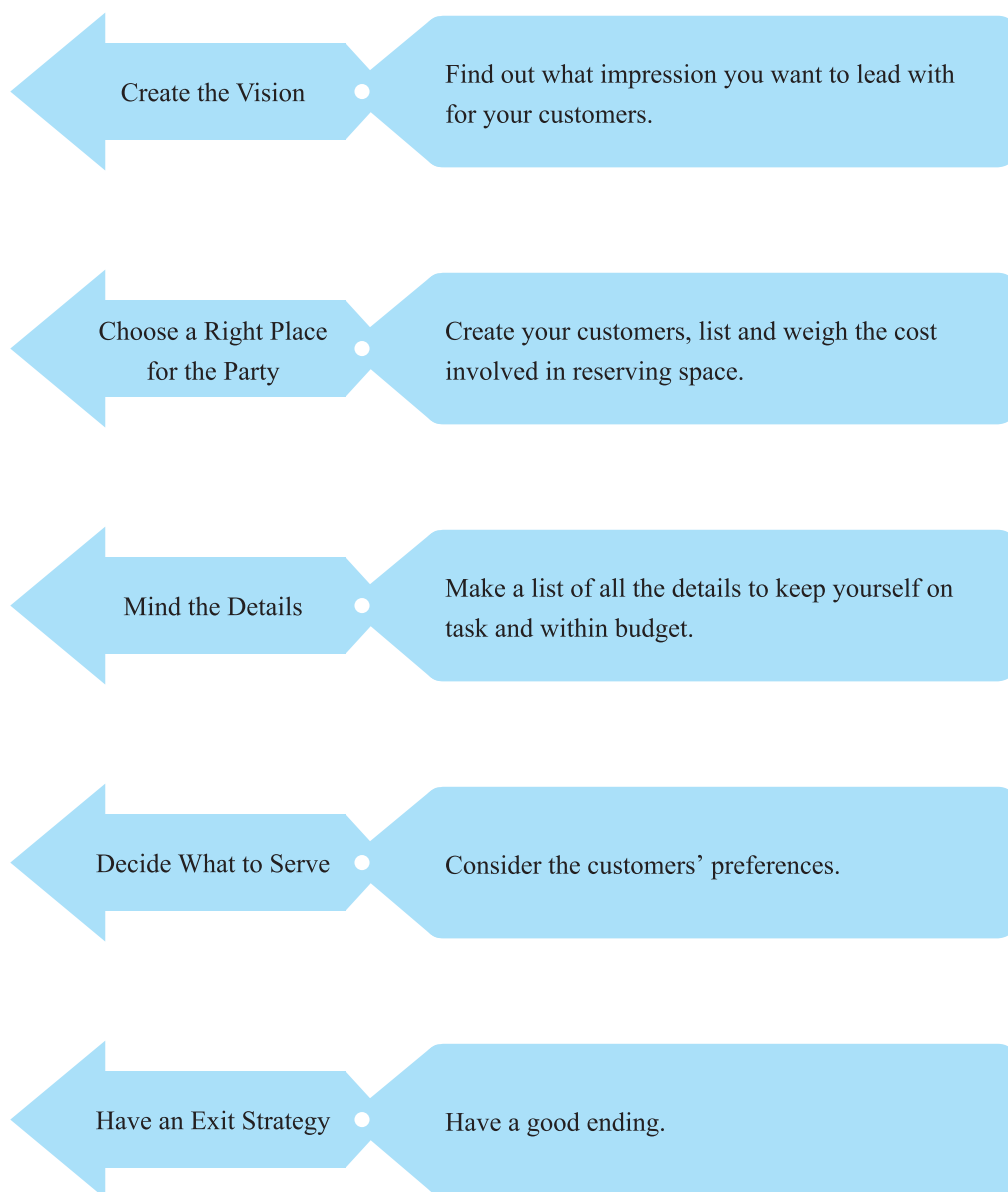
2. “三思而后行” (Look before you leap.) 这条谚语告诫人们不要鲁莽行事 (impetuosity)。

3. 我们通过情感和道德教育培养 (nourish) 孩子们的高尚 (noble) 品格。

Activity Corner

Suppose you are the sales manager in ABC Company. You will receive your new customers and hold a welcoming party for them. The whole reception work is complex. How can you make a great impression on them? Please make a plan.

A Making a Reception Plan



Reception Plan

Vision

Details

B Etiquette for Reception Activities

1. When Walking with Customers

As the reception staff, you generally walk on the left of the customers to show respect. If they are key customers, you should walk side by side with them. When accompanying customers and their entourage, you can walk behind them.

2. When Taking the Elevator

If there is a lift attendant, you should let the customers go first. If not, you should go first to operate the elevator. When you arrive at the destination, you may ask the customers first when the door opens.

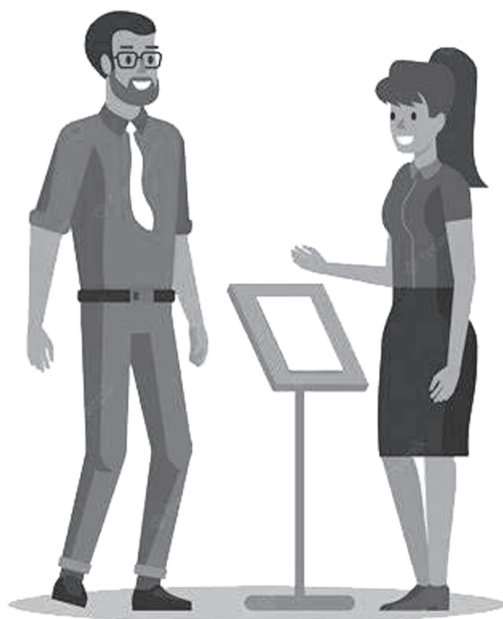
3. When Entering a Room

If the door opens outwards, you should ask the customers to enter first. If the door opens inwards, you should go in first, hold the door, and then invite the customers to go in.

4. Others

Give your customers detailed directions to ensure their clarity in the whole process. And you should assist in maintaining their comfort right off the bat.

- C Work in groups. You act as the sales manager and your classmates act as your customers, Alice and her colleague. You and your classmates will complete the whole reception process and video it.



Cultural Awareness**Chinese Visiting Etiquette**

Chinese people are hospitable (热情好客的) and friendly. If you are invited or wish to pay a visit to a Chinese family, there are some formalities that you need to follow.

Make an appointment in advance and then you should be punctual (守时的) for it. If you are late or have to cancel the appointment, you need to make an apology to the host and give reasons why you have to do this.

Be sure to either accept or decline it when you receive an invitation. If you must decline it, it is important to give a specific reason. If you are vague (含糊不清的), the host may think you are not interested in having a relationship with him or her.



Choose an appropriate time to have the visit. It's not polite to visit others during their dining or resting time because it may bring trouble or inconvenience to the host. The best time is the period after noon or supper. Generally, don't stay more than an hour unless you are asked to stay longer.

Bring some gifts as a polite gesture. The gift may or may not be opened in front of you. You can suggest the gift be opened in your presence but don't push the issue.

Follow the lead of the host and serve yourself. Eat when the host eats. Be sure to eat enough food to show you are enjoying it but don't eat the last bit of any dish. If you finish off any dish, it will signal that the host hasn't prepared enough food. Leaving a small amount of food is good manners.

Exercise

Work in pairs. Discuss what you'll do when you pay a visit to your classmate's home.

Checking Progress

Words

Words I've learned in this unit are:

- | | |
|---------------------------------|-------------------------------------|
| ☐ vary | ☐ accomplish |
| ☐ kowtow | ☐ noble |
| ☐ rhythm | ☐ ambition |
| ☐ spill | ☐ virtue |
| ☐ motion | ☐ nourish |

Other words I've learned in this unit are:

Expressions

Expressions I've learned in this unit are:

- | | |
|--|---------------------------------------|
| ☐ ups and downs | ☐ Yuan Bao Tea |
| ☐ prevent... from... | ☐ wither away |
| ☐ at most | ☐ settle in |
| ☐ play a significant role in... | |

Other expressions I've learned in this unit are:

I am able to

- ☐ know how to give gifts and keep safe communication;
- ☐ learn about the coming-of-age ceremony, netiquette, Chinese tea manners and the virtue of nobleman;
- ☐ talk about how to show gratitude and make the introduction;
- ☐ grasp the phone call etiquette and use negative commands and "It is + *adj.* + to do" structure properly;
- ☐ video the process of the reception activities.