

Manners and etiquette

单词

词汇	发音	词性	翻译
criticism	[us]'krɪtɪsɪzəm [uk]'krɪtɪsɪzəm	noun	批评, 指责
direct	[us]də'rekt [uk]də'rekt	adj.	直截了当的
respect	[us]rɪ'spekt [uk]rɪ'spekt	noun	敬重, 尊敬, 尊重, 重视, 注重, 敬意
joke	[us]dʒoʊk [uk]dʒəʊk	verb	开玩笑, 戏弄
physical	[us]'fɪzɪkl [uk]'fɪzɪkl	adj.	身体的
contact	[us]'kɑːntækt [uk]'kɒntækt	noun	接触
hug	[us]hʌg [uk]hʌg	verb	拥抱
slap	[us]slæp [uk]slæp	verb	拍击, 掌击, 掴
back	[us]bæk [uk]bæk	noun	背部, 后背
handshake	[us]'hændʃeɪk [uk]'hændʃeɪk	noun	握手
consider	[us]kən'sɪdər [uk]kən'sɪdə(r)	verb	考虑
common	[us]'kɑːmən [uk]'kɒmən	adj.	普通的, 一般的
pleasure	[us]'pleʒər [uk]'pleʒə(r)	noun	愉快, 高兴, 乐事, 满足, 乐趣
lack	[us]læk [uk]læk	noun	欠缺, 没有, 不足
cleanliness	[us]'klenlɪnəs [uk]'klenlɪnəs	noun	清洁
disruptive	[us]dɪs'rʌptɪv [uk]dɪs'rʌptɪv	adj.	破坏性
favor		noun	帮助, 帮忙
inappropriate	[us],ɪnə'prɒpriət [uk],ɪnə'prɒpriət	adj.	(对某人[某事物])不恰当的, 不适合的
acceptable	[us]ək'septəbl [uk]ək'septəbl	adj.	可接受的
noise	[us]nɔɪz [uk]nɔɪz	noun	噪音, 喧闹声
courtesy	[us]'kɜːrtəsi [uk]'kɜːtəsi	noun	礼貌; 客气
express	[us]ɪk'spres [uk]ɪk'spres	verb	表达, 传达

fond	[us]fɑːnd [uk]fɒnd	adj.	溺爱的, 喜欢的
platitude	[us]'plætɪtuːd [uk]'plætɪtjuːd	noun	陈词滥调,老调重弹
sympathy	[us]'sɪmpəθi [uk]'sɪmpəθi	noun	同情, 同情心
funeral	[us]'fjuːnərəl [uk]'fjuːnərəl	noun	葬礼
condolence	[us]kən'dɒʊləns [uk]kən'dəʊləns	noun	吊唁;慰唁

Giving cultural advice to a colleague

Let's learn how to give advice about appropriate behavior.

谈论得体的行为	
这些是一些谈论得体和不得体行为的方式。哪些适用于你的工作场合，国家或者文化？	
Criticism is tricky. Try not to be too direct.	批评是棘手的。尽量不要太直接。
It's always important to show your respect to your elders.	显示出对你的长辈的尊重总是很重要的。
It's not appropriate to talk or joke too loudly.	太大声谈话或者开玩笑是不合适的。
Try to avoid physical contact. Respect people's personal space.	尽量避免身体接触。尊重人们的个人空间。
Hugging isn't appropriate, but a slap on the back or a handshake is acceptable.	拥抱是不得体的，但是在背上拍拍或者握手是可以接受的。

加强	
一些副词帮助加强你所说的。	
His behavior at the meeting was quite inappropriate.	他在会议上的行为相当不得体。
It's totally unacceptable to criticize your superiors.	批评你的上级是完全不能接受的。
Your criticism of him was overly direct.	你对他的批评过于直接。

弱化	
另一方面，一些副词帮助弱化你所说的。	
This is a rather quiet office. Try to keep the noise down.	这是一个较安静的办公室，尽量减弱噪声。
Hugging is fairly uncommon in this culture.	在这个文化中拥抱是比较不常见的。
Actually, I thought the joke was somewhat rude.	实际上，我觉得这个笑话有点粗鲁。
在英式英语中， quite 有时被用来软化或限定某人说的话。在美式英语中， quite 通常和 very 意思相同。	
Slapping someone on the back here is quite rude, but not very rude.	在这里拍某人的后背比较粗鲁，但是不是很粗鲁。

Tom has received an email offering advice.

Read the text, and answer the questions.

a bit of advice From:harry.platt@bigcompany.comTo:tom.clark@bigcompany.comHi, Tom.

Welcome to the new office, new country, new culture! I've been here a while,so I thought I'd give you some advice.First of all, you should be careful about showing respect, especially to people above you. We tend to be quite formal in our country. And it's inappropriate to criticize people or their work too directly. Most people would consider that to be quite rude here. Always try to be subtle.Unlike at home, the office here is rather quiet. It's not acceptable to talk or joke loudly. Save that for when we go to the bar! Oh yeah, one other thing- it's not a good idea to have unnecessary physical contact with people.Slapping someone on the back is not so common here. But shaking hands is fine.Hope this helps!Best,Harry

给出关于得体行为的建议	
使用这些表达方式给出在你的工作地点，国家或者文化中的得体行为的建议：	
It's not a good idea to tell a lot of jokes.	讲很多笑话不是个好主意。
It's inappropriate to slap someone on the back.	拍某人的背是不得体的。
Most people would consider that rather impolite.	大多数人认为那比较不礼貌。
Hugging is not so common here.	拥抱在这里不怎么常见。
It's not acceptable to criticize people like that.	像那样批评人是不能接受的。
You should be careful about showing respect.	你应该谨慎的表现出尊重。

Asking someone for a favor

Let's learn how to politely ask someone for a favor.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/19/25/57/v/192557/MOB_12.1.2.1.1.mp4

[Yoga instructor] Breathing out, and we're finished.

[Yoga instructor] Namaste!

[Ann and Jenny] Namaste!

[Ann] So the weekend is officially over, back to work tomorrow.

[Jenny] Aw, yeah. Oh, speaking of back to work, could I ask you for a favor?

[Ann] Sure, I'd be happy to. What is it?

[Jenny] Well, since my car is in the shop, I was wondering if you'd give me a ride to work tomorrow morning?

[Ann] I'd be happy to. Your office isn't too far from mine anyway.

[Jenny] Oh, thank you. I owe you.

[Jenny] Any chance of a ride home as well?

[Ann] Oh, I wish I could, but I'm not going straight home after work tomorrow.

[Jenny] Oh, that's OK. No problem.

[Jenny] I'll get a ride home from someone else.
 [Ann] Um, speaking of favors, can I borrow that black skirt of yours?
 [Jenny] Sure. Why? What's up?
 [Ann] Well, I'm going to see someone after work, and I want to look my best.
 [Jenny] I'd be happy to lend you the skirt, but you need to give me more details.
 [Ann] Well, you know DJ Simms?
 [Jenny] From last Saturday night?
 [Ann] Yeah.

Could I ask you for a favor? 我能请你帮个忙吗?
 Sure, I'd be happy to. 当然, 乐意效劳。
 I was wondering if you'd ... 我想知道你是否...
 I wish I could, but I'm ... 我希望我能, 但是我...
 I'd be happy to lend you the skirt. 我会很高兴把裙子借给你。

请求帮助	
使用类似表达请求帮助:	
Could you do me a favor? I need someone to watch my dog.	你能帮我个忙吗? 我需要人照顾我的狗。
I have a favor to ask. Could you lend me \$50?	我想请你帮个忙。你能借我 50 美元吗?
Would you be able to help me paint my new apartment?	你能帮我粉刷新公寓吗?
I was wondering if you could give me a ride to work.	我想知道我是否能搭你的车去上班。

回应请求	
使用类似表达同意或拒绝提供帮助。如果拒绝请求，告知拒绝的原因通常认为是礼貌的做法。	
Absolutely! I'd be happy to help you.	当然！我很乐意帮你。
No problem! It would be my pleasure.	没问题！荣幸之至。
I'm really sorry, but I can't. I'm busy that day.	对不起，我帮不上忙，那天我很忙。
I'm afraid I won't be able to. I have to visit my parents.	我恐怕不行，我得去看望我的父母。
I wish that I could, but I have other plans.	我真希望我能，但是我有其他的安排了。

Would you mind?	
谨慎使用 Would you mind? 。如果回答 no ，表示你同意帮忙，如拒绝请求，则用 I'm sorry but, ...	
A: Would you mind driving me to the airport?	你介意开车送我去机场吗？
B: No, I wouldn't mind. I'd be happy to help.	不，不介意。我很乐意帮忙。
A: Would you mind cooking dinner tonight?	你介意今晚做饭吗？
B: I'm sorry, but I can't. I'm going out tonight.	不好意思，我做不了，晚上我要外出。

Move the text to the correct gaps.

Would you (mind) helping me for a minute?

No, I (wouldn't) mind. I'd be happy to help.

Would you be (able) to lend me some money?

I'm really sorry, but I (can't) . I don't have any money.

I was (wondering) if you could give me a ride.

I (wish) that I could, but I have other plans.

表达谢意	
用像这样的表达方式来表达谢意：	
That is so nice of you. I owe you one.	你真太好了。我欠你一次。
I really appreciate your help.	我真的感谢你的帮助。
That's very generous of you.	你真的太大方了。
You're very kind. I hope I can return the favor some time.	你真太好了。我希望找时间能回报你的好意。

Discussing office etiquette

Now we're going to focus on office etiquette.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/18/67/55/v/186755/MOB_12.1.3.1.1.mp4

[EMILY] Good morning, everyone.

[EMILY] I promise to keep this as brief as possible

[EMILY] because I do realize you all have a very busy work schedule today.

[EMILY] And what I'd like to do is to start off with a question:

[EMILY] What are we doing to show respect and common courtesy to our colleagues?

[EMILY] Are we doing what we should be doing?

[EMILY] And if you can answer yes, thank you very much.

[EMILY] But I would like to take a moment to review some of our policies

[EMILY] that we have here at our company.

[EMILY] And one of those is the dress code .

[EMILY] Now, we do try to be as flexible as possible,

[EMILY] but we've noticed some of you are wearing your tennis shoes to work.

[EMILY] And our company policy is that you wear business or business casual .

[EMILY] Um, is there any questions about the dress code?

[EMILY] No? OK, then. Let's move on.

[EMILY] Second, um, I would like to address the kitchen and your work areas.

[EMILY] We've noticed some of you have been leaving your cups, food, crumbs

[EMILY] and packaging out on the counters and in your work area.

[EMILY] Please take a moment at the end of the day to look over your work area

[EMILY] and see if you left anything in the kitchen that needs to be cleaned up.

[EMILY] Also, take home any leftover food from the refrigerator.

[EMILY] Another thing we'd like to address is the, uh, noise level .

[EMILY] It's really not fair to your colleagues

[EMILY] if you have loud phone conversations or loud personal conversation

[EMILY] or loud laughter while they are busy working.

[EMILY] This is very disruptive for them.

[EMILY] We do ask you take this to the designated work areas.

[EMILY] And now that we're all here,

[EMILY] I'd also like to address showing up on time to the meetings.

[EMILY] By showing up late, you're wasting the time of the presenter

[EMILY] and the colleagues because we're having to repeat ourselves.

[EMILY] Also, please, we do ask you show up prepared to these meetings,

[EMILY] so we can get through them faster.

[EMILY] Are there any questions?

[EMILY] OK, then. Thank you for your time.

common courtesy 常见的礼节

dress code 着装要求

business casual 商务休闲

noise level 噪音水平

disruptive 干扰的

showing up on time 按时出席

讨论办公室礼仪	
这些单词和词组可以用来讨论 office etiquette ，或者工作地点的礼貌行为。	
The dress code in our office is business casual.	我们办公室的着装要求是商务休闲装。
The lack of cleanliness in the kitchen is unacceptable.	厨房不清洁是不能接受的。
The high noise level in work areas is very disruptive.	工作区域的高分贝噪音是很有干扰性的。
Promptness for meetings is expected of everyone.	每个人都要求及时来开会。
It's common courtesy to turn off your phone in meetings.	在会议上关掉你的手机是常见的礼貌行为。

表达期望和陈述政策	
使用像这样的表达方式来谈论期望和政策：	
I just want to remind you about the dress code.	我只想提醒你着装要求。
It's company policy that everyone turn off their phones in meetings.	公司规定每个人在开会的时候都要关掉手机。
No one is allowed to wear shorts in the office.	在办公室里谁都不允许穿短裤。
Everyone is expected to clean up after themselves.	每个人都要求清理好自己的区域。
It's not fair to make others wait for you.	让别人来等你是不公平的。

Read the article about office etiquette.

Select the correct answer.

Etiquette in the office An office runs smoothly and workers are happier when there is good office etiquette. It creates an environment of respect and trust, and people feel more comfortable. Here are some tips for creating a welcoming office environment.1. If you work in an open office, keep your voice down. Don't interrupt your office mates continuously.2. If you have a personal call and you work in an open office, take it in another area. People don't want to hear your personal business. When you talk on a cellphone, you usually speak three times louder than when you talk to someone in person.3. In conversation, be aware of excluding others. For example, don't talk about plans for outside of work in front of others who are not included. No one likes to feel left out. Instead, use email, chat or text messages to discuss plans.4. Don't complain about your boss or coworkers on social media. It may be tempting when you are upset or annoyed, but it is never appropriate. Any of your coworkers could see the post, creating an atmosphere of gossip.5. Don't take part in office gossip. Gossiping can create a negative atmosphere and spread false information.6. Most people are aware that topics related to politics, religion and sex are inappropriate in the office. But also there is a danger of sharing too much about your personal life. You may think your colleagues want to hear everything about your children's activities or a recent wedding you went to, but you are probably wrong.7. When you are in a meeting, give it your full attention. Don't do email or send texts. If you aren't paying attention in a meeting, you are being disrespectful.8. Dress to fit the workplace. You want to fit in with people around you. Your boss is a good indicator of what is acceptable. Watch what he or she wears. If you have questions, ask people who already work there or research the company online.9. Be friendly, respectful and considerate of others. Politeness makes the office environment more enjoyable for everyone.

Expressing sympathy

Let's learn how to express sympathy to people.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/14/88/79/v/148879/GE_12.1.4_v2.mp4

[WOMAN] It would depend upon the person, but I would say to them, 'It's very difficult to know what to say to you.

[WOMAN] I don't want to give you any platitudes, but I want you to remember all the good times that you had with this individual and how unique or special they were to you.

[WOMAN] And try to hold onto those memories, that you had the opportunity to know them, even though they'll be greatly missed.

[WOMAN] And that our thoughts are with you and anything you may need, just let me know.' Um, yeah, it's a hard time.

[WOMAN] And, I don't know, tradition says to send sympathy cards and flowers, and I think people appreciate that you remember them.

[WOMAN] Um, a friend of mine, her mother recently passed from breast cancer, and I wasn't able to attend the funeral, but, you know, I said,

[WOMAN] 'Based on what you've told me, your mother died in peace with her loved ones around her, and what more could one ask?

[WOMAN] So, our thoughts are with you and in sympathy.'

platitudes 陈词滥调
 memories 回忆
 sympathy 同情
 passed 去世
 funeral 葬礼
 died in peace 安然离世
 loved ones 挚爱的人, 亲人

慰问词汇	
当某人生病或者刚失去一个所爱的人总是很不容易知道该说些什么。	
It can be very difficult to find the words to express sympathy.	找到合适的单词来表达同情可能是很难的。
My boss's mother passed yesterday. I must send my condolences.	我老板的母亲昨天去世了。我一定要表达慰问。
Try to avoid using platitudes when expressing sympathy.	表达同情时尽量避免使用套话。
My uncle died many years ago, but I have fond memories of him.	我的叔叔很多年前去世的, 但是我对他的记忆总是很温暖。
We couldn't attend the funeral, so we sent flowers.	我们无法参加葬礼, 因此我们送去了花。
He died peacefully, surrounded by loved ones.	被所爱的人环绕着的他安详地死去了。

Move the text to the correct gaps.

I'll always have fond (memories) of him.

I was very sorry to hear that his mother (passed) .

Are you going to attend the (funeral) ?

Many people sent our family (sympathy) cards.

He doesn't want to hear the same old (platitudes) .

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/17/90/17/v/179017/MOB_12.2.4.2.1.mp4

[WOMAN] It would depend upon the person, but I would say to them, 'It's very difficult to know what to say to you.'

[WOMAN] I don't want to give you any platitudes, but I want you to remember all the good times that you had with this individual and how unique or special they were to you.

[WOMAN] And try to hold onto those memories, that you had the opportunity to know them, even though they'll be greatly missed.

[WOMAN] And that our thoughts are with you and anything you may need, just let me know.' Um, yeah, it's a hard time.

[WOMAN] And, I don't know, tradition says to send sympathy cards and flowers, and I think people appreciate that you remember them.

[WOMAN] Um, a friend of mine, her mother recently passed from breast cancer, and I wasn't able to attend the funeral, but, you know, I said,

[WOMAN] 'Based on what you've told me, your mother died in peace with her loved ones around her, and what more could one ask?

[WOMAN] So, our thoughts are with you and in sympathy.'

It's very difficult to know what to say. 很难知道该说些什么。

You had the opportunity to know them. 你曾有机会认识他们。

They'll be greatly missed. 他们将会被深深地怀念。

Our thoughts are with you. 我们和你在一起。

Anything you may need, just let me know. 任何你可能需要的, 尽管让我知道。

in sympathy 节哀顺变

表达哀悼	
如果某人生病这些单词你可能感到很有用。	
I'm so sorry that you aren't feeling well. Get better soon.	我真的很难过你身体不好。祝早日康复。
Thinking of you. Get well soon!	想着你。早点康复啊！
在一场重病或者死亡的情形中这些表达方式你可能感到很有用。	
I was so sorry to hear of your loss.	听到您的家人离世我真的很难过。
I'm glad I had the opportunity to know her. She'll be greatly missed.	我很高兴我曾经有机会认识她。她将会被深深地怀念。
It's very difficult to know what to say.	很难知道该说些什么。
Our thoughts are with you.	我们和你在一起。
Anything you may need, just let me know.	你可能需要什么，尽管让我知道。

写一张慰问卡	
慰问卡应该是简短的，充满同情的和真诚的。这是写慰问卡的五个简单步骤。首先，保持慰问语简洁。	
Dear Bessie,	亲爱的贝西，
在首行，提及某人的疾病或亲友的丧失。	
I was so sad to hear of your illness.	听到你病了我很难过。
I want to express my sincere condolences for Fred's passing.	对于弗里德的去世，我想表达我真诚的慰问。
然后诉说你对这个处境的感受。	
Everyone at work misses you.	同事们都想念你。
He was a lovely man, and he will be greatly missed.	他曾是一个好人，他将会被深深地怀念。

接下来提供帮助或者同情。	
If there's anything we can do, just let us know.	如果有什么事是我们能做的，尽管告诉我们。
Our thoughts are with you at this difficult time.	在这个艰难时刻我们与你在一起。
最后，用一个合适的短语和你的名字来结尾。	
Take care.	保重。
Jane	简
All our love,	我们所有的爱，
the Benson family	本森一家
In sympathy,	节哀顺变，
James	詹姆斯

Read the sympathy card.

Read the text, and answer the questions.



Move the text to the correct gaps

Dear Karen,

I was so sad to (hear) of your illness. I'm sorry that you aren't (feeling) well. Everybody at work (misses) you a lot! If there's anything you (need) , just let us know. Our (thoughts) are with you. Get (better) soon!

Take care.

Candy and the team

You haven't heard from your friend recently. Read her email and write a sympathy card. We take your privacy seriously. Please don't share any personal information (race, religion, health status, etc.) about yourself.

Type in the input box. Write 30-50 words.

Example:

Dear Jaime,

We were so sad to hear of your illness. Everyone here misses you, and our thoughts are with you at this difficult time. If there's anything we can do,
just let us know.

Take care,

Anthony