

Socializing in business

单词

| 词汇 | 发音 | 词性 | 翻译 |
|---------------|-----------------------------------|------|-----------------|
| criticize | [us]'krɪtɪsaɪz [uk]'krɪtɪsaɪz | verb | 批评, 抨击 |
| succeed | [us)sək'siːd [uk)sək'siːd | verb | 取得成功, (计划)成功 |
| voicemail | [us]'vɔɪsmetl [uk]'vɔɪsmetl | noun | 语音信箱 |
| client | [us]'klaɪənt [uk]'klaɪənt | noun | 客户 |
| deal | [us]di:l [uk]di:l | noun | 交易 |
| solid | [us]'sɒlɪd [uk]'sɒlɪd | adj. | 牢靠的, 有信誉的, 可靠的 |
| satisfied | [us]'sætɪsfɑɪd [uk]'sætɪsfɑɪd | adj. | 感到满意的 |
| arrest | [us]ə'rest [uk]ə'rest | verb | 逮捕, 拘捕 |
| allowance | [us]ə'laʊəns [uk]ə'laʊəns | noun | 补助, 津贴 |
| object | [us]'ɒbdʒekt [uk]'ɒbdʒɪkt | verb | 反对 |
| uncomfortable | [us]ʌn'kʌmfətəbl [uk]ʌn'kʌmfətəbl | adj. | 不舒服的, 不安的, 不合意的 |
| honest | [us]'ɒ:nɪst [uk]'ɒnɪst | adj. | 诚实的, 老实的 |
| position | [us)pə'zɪʃn [uk)pə'zɪʃn | noun | 职务, 职位 |
| explore | [us]ɪk'splɔːr [uk]ɪk'splɔː(r) | verb | 探测, 探索 |
| option | [us]'ɒ:pʃn [uk]'ɒpʃn | noun | 选择, 选择权, 选择自由 |
| convenience | [us]kən'viːniəns [uk]kən'viːniəns | noun | 适宜;方便;便利 |

| | | | |
|-------------|--------------------------------------|------|---|
| frustrated | [us]'frʌstreɪtɪd [uk]frʌ'streɪtɪd | adj. | 失意的, 沮丧的, 失败的 |
| forthcoming | [us],fɔ:rθ'kʌmɪŋ [uk] ,fɔ:θ'kʌmɪŋ | adj. | 即将来临的 |
| reluctant | [us]rɪ'lʌktənt [uk]rɪ 'lʌktənt | adj. | 不情愿的; 勉强的 |
| frank | [us]fræŋk [uk]fræŋk | adj. | 坦白的; 真诚的; 直率的 |
| guarantee | [us],gæərən'ti: [uk] ,gæərən'ti: | verb | 保证, 许诺 |
| assure | [us]ə'ʃʊr [uk]ə'ʃʊə(r) | verb | 保证, 使某人确信 |
| number | [us]'nʌmbər [uk] 'nʌmbə(r) | noun | 数字 |
| summarize | [us]'sʌməraɪz [uk] 'sʌməraɪz | verb | 总结 |
| finance | [us]'faɪnəns [uk] 'faɪnəns | noun | 资金 |
| colleague | [us]'kɔ:li:g [uk] 'kɒli:g | noun | 同事, 同仁 |
| freshen | [us]'freʃn [uk]'freʃn | verb | 变得新鲜; 变强; 变得精神焕发; 变凉爽; 使新鲜; 使清新; 使精神焕发 |
| old | [us]oʊld [uk]əʊld | adj. | 多年的, 长时间的, 旧交的 |
| schedule | [us]'skedʒu:l [uk] 'ʃedju:l | noun | (日程) 安排, (工作) 计划 |
| actually | [us]'æktʃuəli [uk] 'æktʃuəli | adv. | 事实上, 到底 |

Discussing a team-building activity

Let's learn how to talk about team-building activities.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/18/52/17/v/185217/MOB_11.4.1.1.1.mp4

[FRANK] Hey! Did you hear the Bernie Handorf verdict just came down?
[LEO] Really?
[FRANK] Yeah!
[LEO] I'd love to catch up. I've just got my 11 o'clock coming.

[MICHELLE] Hi!

[FRANK] Oh, hey, sorry about that ... I'll catch up to you.

[LEO] Promise.

[FRANK] OK.

[MICHELLE] Hi. What can I do for you?

[LEO] I wanted to talk about the team building.

[MICHELLE] OK. What did you have in mind?

[LEO] I was thinking Sunday morning. Let's get everyone together.

[MICHELLE] Can I be honest with you?

[LEO] Please.

[MICHELLE] I would have to object to a weekend team building.

[LEO] Why?

[MICHELLE] We have to make allowances for people with families.

[MICHELLE] They have responsibilities on the weekend.

[LEO] OK. Any other reasons?

[MICHELLE] Yeah. We also want to take into consideration that people already work long hours during the week.

[MICHELLE] We don't want to ask them to do additional work on the weekend.

[LEO] So you recommend a Wednesday afternoon?

[MICHELLE] That would be one idea. I would recommend something like a Friday afternoon picnic-in-the-park kind of thing.

[MICHELLE] Uh, something easy at the end of the week.

[LEO] OK. Um, you've given me a lot to think about. Can I get back to you?

[MICHELLE] Absolutely. If you have any questions, just let me know.

[LEO] OK. Will do.

[MICHELLE] Bye.

[LEO] Bye.

What can I do for you? 我能为你做些什么?

make allowances for 考虑

people with families 有家庭的人们

take into consideration 考虑

| | |
|--|-------------------|
| 表达考虑 | |
| 当你在计划一个团队建设的活动时，你一定要考虑到团队中不同类型人的需求。这些表达方式可以帮到你。 | |
| We have to take into account people's schedules. | 我们一定要考虑到人们的日程安排。 |
| You have to consider that some people have families. | 你一定要考虑到有些人有家庭。 |
| We have to make allowances for vegetarians. | 我们一定要考虑到素食主义者的需求。 |
| Let's not forget that some people don't drink. | 让我们不要忘记有些人不喝酒。 |
| You have to remember that personal time is very valuable. | 你一定要记住私人时间是很宝贵的。 |
| We need to take into consideration the diversity of the group. | 我们需要考虑到团队的多元性。 |
| 注意 take into 是可以拆分的。 | |
| We have to take people's schedules into account. | 我们一定要考虑到人们的日程安排。 |
| We need to take the diversity of the group into consideration. | 我们要考虑到团队的多元性。 |

Select the correct words.

We have to (take / consider / make) into account people's schedules.

You have to (consider / account / take) that some people have families.

We have to make (allowances / consideration / remember) for vegetarians.

Let's not (forget / take / account) that some people don't drink.

You have to (remember / account / take) that personal time is very valuable.

We need to (take / make / remember) into consideration the diversity of the group.

We have to take people's schedules into (account / diversity / allowance) .

Truth: take; consider; allowances; forget; remember; take; account

| 表达反对 | |
|--|---------------------|
| 当你要表达反对意见时，使用下列表达方式来弱化你的语气。 | |
| Can I be honest with you? | 我能实话实说吗？ |
| 要表达反对意见，使用这样的表达方式： | |
| I have a problem with anything on the weekend. | 我不同意在周末组织任何活动。 |
| I would have to object to places that allow smoking. | 我反对去允许吸烟的地方。 |
| I'm very uncomfortable with activities with lots of alcohol. | 我不喜欢带有大量喝酒的活动。 |
| 反对后，最好提出另外的一个选择。 | |
| One thing you might consider is a fun activity outside. | 一个你可能考虑的事是有意思的户外活动。 |
| I recommend an activity during work hours. | 我提议一个在工作时间做的活动。 |

Networking at an event

Let's learn how to network at an event.

| 闲谈 | |
|--|-------------------------|
| 在派对和社交活动中闲谈是很好的开始对话的方式。以下是一些例子。 | |
| These appetizers are delicious. | 这些开胃菜真好吃。 |
| Are you enjoying the evening? | 你这个晚上开心吗？ |
| Haven't we met before? You look very familiar. | 我们以前见过吧？你看上去好面熟。 |
| I see you work for Alliance. | 我看得出你为 Alliance 工作。 |
| I'm with Defco. I'm their sales manager. | 我和 Defco 一起的。我是他们的销售经理。 |
| I know him, too. It really is a small world. | 我也认识他。世界真小啊。 |

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/18/36/73/v/183673/MOB_11.4.2.1.4.mp4

[AMANI] Hey! How's it going?
[JACK] Hi! How are you?
[AMANI] I'm well, thanks. Good. You know, you're kind of ...
[SERVER] Excuse me. May I offer you some food?
[AMANI] No, thank you so much.
[JACK] No, thank you.
[SERVER] You're welcome.
[AMANI] Yes. ... You look kind of familiar.
[JACK] Uh, yeah, you do, too. Um, did you come to this event last year?
[AMANI] I was here.
[JACK] Okay. That's what it is.
[AMANI] Uh-huh.
[JACK] Uh, my name is Jack. Uh, I work at DefCo. I'm their sales manager over there.
[AMANI] Nice to meet you. I'm Amani. I work with IXW.
[JACK] Ah. Nice to meet you.
[AMANI] Yes.
[JACK] Uh, IXW ... You might know Ken. He works in HR over there?
[AMANI] Yes, he does. He's a great guy.
[JACK] It's a small world, isn't it?
[AMANI] It is. It is. So, what brings you here today?
[JACK] Actually, I'm looking to get into finance, so I'm trying to find a job in that field.
[JACK] How about yourself?
[AMANI] Actually, I'm a recruiter for HR.
[JACK] Oh, OK.
[AMANI] Mm-hmm.
[JACK] All right. Well, I'll tell you what – I'll give you my card.
[JACK] So if you know anyone who's hiring in finance, have them give me a call.
[AMANI] Will do.
[JACK] Great.
[AMANI] Pleasure meeting you.
[JACK] Yeah, it's a pleasure meeting you, too. I see some old colleagues I need to say hello to.
[AMANI] Sure. No worries.
[JACK] Take care.
[AMANI] Take care. All right, bye-bye. ...
[AMANI] Hi. How's it going?
[ATTENDEE] Hi. Doing great, yes.
[AMANI] All right. Enjoying the event?

So, what brings you here today? 那么，今天什么风把你吹来了？
 I'm looking to get into finance. 我希望进入金融业。
 I'll give you my card. 我给你我的名片。
 Have them give me a call. 让他们给我打电话。
 Pleasure meeting you. 很高兴能认识你。
 I see some old colleagues. 我看到一些老同事。

| 谈正事 | |
|--|-----------------------|
| 用闲谈开始对话后，你可能想 get down to business 。你可以使用这样的表达方式： | |
| So, what brings you here? | 那么，你为什么要到这来呢？ |
| Here – let me give you my business card. | 给—让我把我的名片给你。 |
| I'm actually here to look for a new position in finance. | 实际上我来这是想找个财务方面的新职位。 |
| I'm exploring my options. | 我来看看我还有什么选择。 |
| 根据你是否想继续联系这个人，这些是一些结束对话的方式。 | |
| It was great talking to you. I hope you enjoy the evening. | 非常高兴和你聊天。希望你享受这个晚上。 |
| Excuse me, but I see an old colleague I need to talk to. | 对不起，我看见一个旧同事，我得去打个招呼。 |
| Pardon me, but I need to freshen my drink. | 对不起，我得去添些饮料。 |
| We really should follow up. Is it okay if I call you? | 我们一定得回头联系。我给你打电话好吗？ |
| I'd love to talk more about this, at your convenience. | 我非常愿意在你方便的时候能多聊聊这事。 |

| | |
|---|-------------|
| 理解名片 | |
| 名片通常包含一个人的名字，公司的名字和工作头衔。名片也包含联系方式，比如地址，电话，邮箱和网络社交的具体信息。 | |
| A: Let me give you my business card. | 我来给你一张我的名片。 |
| B: Thanks. Here's mine. | 谢谢。这是我的名片。 |

Look at the business cards, and answer the questions.



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Meeting a client in a social setting

Let's learn how to talk with a client in a social setting.

| | |
|--|------------------------------|
| 让我们再来看一下 | |
| 让我们再来看一下你刚刚弄懂的单词。 | |
| I feel very frustrated when I don't succeed at something. | 当我做某事不成功时，我感到很沮丧。 |
| Every time I call, I get his voicemail. I feel like I'm getting the runaround. | 每次我打电话，总是听到他的电话留言。我感到被草草打发了。 |
| We need employees to be forthcoming with their opinions. | 我们需要员工乐于表达观点。 |
| I'm always reluctant to criticize others. I don't like criticism much myself. | 我总是不愿意批评别人。我自己就不太喜欢批评。 |

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/18/67/56/v/186756/MOB_11.4.3.1.1.mp4

[ETHAN] You seem a bit down. Is everything okay?
[FRANK] Can I be honest with you? I'm frustrated.
[ETHAN] What seems to be the problem?
[FRANK] I've been feeling that people are reluctant to
[FRANK] give me the information that I need.
[ETHAN] Hmm. Surprised to hear that.
[FRANK] I know, but I've already been here two days,
[FRANK] and I feel that I'm getting the runaround.
[ETHAN] Hmm. Rest assured that it's not because of you.
[ETHAN] Uhhh, our company's been doing a lot of structuring,
[ETHAN] and there's a lot of things in the air right now.
[ETHAN] So, I feel like that's probably why you've been having some
problems.
[FRANK] OK. Yeah, the restructuring. I guess you guys wouldn't talk about
that.
[FRANK] That makes more sense now. But just between you and me,
[FRANK] what do you think the chances of a deal are?
[ETHAN] I can guarantee you that this deal will go through.
[ETHAN] It's important for our company, it's important for your company,
[ETHAN] so you can consider it a done deal.
[FRANK] I feel much better now.
[ETHAN] Good! I'm glad to hear that. Uhh, are you feeling hungry?
FRANK] You read my mind.
[ETHAN] Feel like a steak? I know a great steak place around the corner.
[FRANK] I love steaks!
[ETHAN] Excellent! How about we finish our drinks and head over?
[FRANK] Sounds perfect. Hey, have you seen that new movie, 'Thunderstruck'?
[ETHAN] No. That's the new one with Danny Powers, right?
[FRANK] Yeah. That's the one. He's one of my favorite actors,

[FRANK] and it's nonstop action. I think you'd really like it.
 [ETHAN] Yeah, excellent. I'll check it out. Thanks. Cheers.
 [FRANK] Cheers.

I've been feeling that ... 我一直觉得 ...
 I've already been here two days. 我已经来这里两天了。
 Our company's been doing ... 我们公司一直在做...
 You've been having some problems. 你一直有一些问题。

| 完成时 | |
|--|--------------------|
| 用现在完成时来谈论在过去某个不确定的时间发生的动作。 | |
| I've met him before. | 我以前碰见过他。 |
| 用现在完成进行时来谈论某个动作一直持续了一段时间。 | |
| I've been asking a lot of questions. | 我一直在问很多问题。 |
| 有时现在完成时也用来谈论过去发生的动作一直持续到现在。注意这里的两个句子是同一个意思。 | |
| I've gotten the runaround for more than two weeks! | 超过两个星期我一直被踢皮球踢来踢去。 |
| I've been getting the runaround for more than two weeks! | 超过两个星期我一直被踢皮球踢来踢去。 |
| 只是要记住：和这些时态相对而言，过去时谈论的是过去的某个具体时间。 | |
| We went to the bar last night. | 昨晚我们去了酒吧。 |

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[FRANK] Yeah. That's the one. He's one of my favorite actors,
[FRANK] and it's nonstop action. I think you'd really like it.
[ETHAN] Yeah, excellent. I'll check it out. Thanks. Cheers.
[FRANK] Cheers.

Can I be honest with you? 我可以跟你说实话吗?
I'm frustrated. 我很沮丧。
People are reluctant to ... 人们不愿意...
I feel that I'm getting the runaround. 我觉得人们搪塞我。
Rest assured that ... 请放心...
I can guarantee you ... 我可以向你保证...

| | |
|---|-------------------------|
| 表达沮丧 | |
| 有很多种方式来表达沮丧。 | |
| I'll be frank: I'm frustrated. | 坦白地说：我很沮丧。 |
| I almost feel as if I'm getting the runaround. | 我几乎感到我像皮球一样被踢来踢去。 |
| People just aren't being forthcoming. | 人们就是不能提供信息。 |
| I've been asking a lot of questions, but I haven't been getting a lot of answers. | 我一直在问很多问题，但是一直没有得到很多答案。 |
| 宽慰 | |
| 如果某人感到沮丧，你可能想提供宽慰。使用这些表达方式： | |
| Listen – rest assured that I will get some answers. | 听我说—我保证我会得到一些答案的。 |
| I can assure you that things will get better. | 我敢向你保证事情会变得更好。 |
| I can guarantee that the situation will change. | 我敢保证情况会变的。 |
| I will straighten things out. | 我会把事情解决的。 |

Summarizing an evening with a client

Now let's learn how to summarize a meeting with a client.

Watch the video and study the language. https://cns2.ef-cdn.com/Juno/19/25/56/v/192556/MOB_11.4.4.1.1.mp4

[Mr. BROWN] Oh, hey, Tiffany. Just who I was looking for.
 [TIFFANY] Oh, hey, Mr. Brown. How are you?
 [Mr. BROWN] I'm doing good. How you doing?
 [TIFFANY] I'm doing pretty good.
 [Mr. BROWN] Uh, how do you like working for Mr. Johnson?
 [TIFFANY] Oh, it's been really good.
 [TIFFANY] I know that some people haven't enjoyed this restructuring, but I got a promotion out of it, and I'm working for Mr. Johnson.
 [TIFFANY] He's such a great guy.
 [Mr. BROWN] Yeah, absolutely is.
 [Mr. BROWN] I mean, you couldn't have switched to a better department.
 [Mr. BROWN] Uh, is he around?

[TIFFANY] Unfortunately, he said he'd be unavailable all day.
[Mr. BROWN] Ah, that's really unfortunate.
[Mr. BROWN] I really need to speak to him. Met with one of clients last night, and he's been having a lot of issues.
[Mr. BROWN] Uh, client said he was getting the runaround.
[Mr. BROWN] I tried to tell him the company's been doing a lot of restructuring,
[Mr. BROWN] and he has nothing to worry about, but he asked me to talk to my boss.
[Mr. BROWN] Uh, so is there any way I can get in touch with him?
[TIFFANY] As you know, these meetings are very important for him, but he does check his email regularly.
[TIFFANY] You could try that.
[Mr. BROWN] Well, I mean, I'll try and send him an email,
[Mr. BROWN] but I really need to get in touch with him right away.
[Mr. BROWN] As I said, it's really important.
[Mr. BROWN] Uh, the client feels like there's a lot of issues with this deal.
[Mr. BROWN] In a nutshell, he told me the deal was in danger.
[Mr. BROWN] Is there any way I can get in touch with Mr. Johnson?
[TIFFANY] Uh, he told me that he was having lunch at the Blue Moon Cafe.
[TIFFANY] It is just down the street.
[Mr. BROWN] Oh, really? What time?
[TIFFANY] I think he said 1 o'clock, but I can't remember.
[TIFFANY] I can check and let you know.
[Mr. BROWN] Yeah, that'd be great.
[Mr. BROWN] Uh, and if you could, could you leave him a message for me?
[TIFFANY] Yeah, certainly. I'll let him know you need to speak to him urgently.
[Mr. BROWN] Hey, thank you very much.
[TIFFANY] No problem.
[Mr. BROWN] All right. Well, have a nice day.
[TIFFANY] You, too.
[Mr. BROWN] Bye-bye.
[TIFFANY] Bye.

He said he'd be unavailable all day. 他说他一整天都没空。
client said he was getting the runaround 客户说他像被踢皮球一样踢来踢去。
I tried to tell him ... 我试着告诉他...
He asked me to talk to my boss. 他让我去找我的老板谈一下。
He told me the deal was in danger. 他告诉我这笔交易有危险。
He told me that he was having lunch. 他告诉我他会去吃午饭。
I think he said 1 o'clock. 我想他说的是1点钟。

| Reported statements – past tense | |
|---|----------------------|
| 听这个男人描述一个麻烦的商业情形。 | |
| I'm very frustrated. I feel like I'm getting the runaround. | 我很沮丧。我感到我像皮球一样被踢来踢去。 |
| 现在听这个女人转述这个男人说的话。 | |
| He said that he's very frustrated. | 他说他很沮丧。 |
| He told me that he feels like he's getting the runaround. | 他告诉我说他感到像皮球一样被踢来踢去。 |

| Reported statements – past tense | |
|---|-------------------|
| 注意，在转述的问句中，语序改回到主语+动词。 | |
| What are the latest numbers? | 最新的数字是什么？ |
| He asked me what the latest numbers are. | 他问我最新的数字是什么。 |
| 时态的使用 | |
| 在过去时转述的陈述句和问句中，主句中的动词不总是用过去时。用过去时表达动作已经完成，用现在时增加即时感。看这些例子。 | |
| He told me that the results from last quarter were not good enough. | 他告诉我上个季度的结果不够好。 |
| He said that our work on the project is not satisfactory. | 他说我们这个项目的工作不令人满意。 |

| | |
|--|---------------------------|
| 写邮件总结 | |
| 有时你可能需要给同事写一个邮件总结。可以遵循下面这个简单的格式。 | |
| 1. 主题栏简洁明了。 | |
| Subject: unhappy client | 主题：不高兴的客户 |
| 2. 解释写邮件的主要原因。 | |
| I'm writing to summarize my evening with our client. | 我写邮件的目的是总结傍晚我和我们的客户见面的情况。 |
| 3. 列出所讨论的主要题目，包括问的问题和给的答案。 | |
| He said he's not getting the information he needs. | 他说他并未得到他需要的信息。 |
| He told me he feels like he's getting the runaround. | 他告诉我说他感到像皮球一样被踢来踢去。 |
| He asked me to straighten things out. | 他让我把事情解决。 |

| | |
|--|------------------------------------|
| 4. 列出任何需要做的事情。 | |
| We need to make sure our people give him the information he needs. Otherwise, the deal could be in jeopardy. | 我们需要确保我们的人给到他他需要的信息。否则，这单生意有可能有危险。 |
| 这些是另一些适用于总结的表达方式： | |
| To make a long story short, he is not happy. | 长话短说，他不高兴。 |
| In a nutshell, we need to fix things quickly. | 简而言之，我们需要快点解决问题。 |
| To sum up, we need to be more forthcoming. | 总而言之，我们需要更能提供信息。 |

Read the email summary, and answer the questions.

unhappy client From: craig.dann@tbdp.com To: jack.smith@tbdp.com Hey, Jack. I'm writing to give you a summary of my evening with Rick Jones last night. Over drinks he told me that he is not happy. He actually said that he feels like he's getting the runaround. Some of our people are reluctant to share solid information with him. I know how important this deal is, Jack. In a nutshell, we need to straighten things out fast. I reassured him that I'd speak with you today. The good news is we had a great dinner, good conversation and he was feeling a lot better. I know you're in meetings all day, but please respond ASAP. Best, Craig

Read the email again.
Move the text to the correct gaps.

To: jack.smith@tbd.com

From: craig.dann@tbd.com

Subject: unhappy client

Hey, Jack.

I'm writing to give you a (summary) of my evening with Rick Jones last night. Over drinks he told me that he is not happy. He actually (said) that he feels like he's getting the runaround. Some of our people are (reluctant) to share solid information with him.

I know how important this deal is, Jack. In a (nutshell) , we need to straighten things out fast. I (reassured) him that I'd speak with you today. The good news is we had a great dinner, good conversation and he was feeling a lot better.

I know you're in meetings all day, but please respond (ASAP) .

Best,

Craig