

# 处理信息

## 单词

| 词汇           | 发音                                 | 词性   | 翻译                      |
|--------------|------------------------------------|------|-------------------------|
| issue        | [us]'ɪfu: [uk]'ɪfu:                | noun | 问题                      |
| concern      | [us]kən'sɜ:rn [uk]kən'sɜ:n         | noun | 担忧, 忧虑                  |
| impact       | [us]'ɪmpækt [uk]'ɪmpækt            | verb | 影响, 产生影响                |
| mention      | [us]'menʃn [uk]'menʃn              | verb | 提到, 说起                  |
| leave        | [us]li:v [uk]li:v                  | verb | 辞去(工作等), 脱离(组织等), 离开(家) |
| join         | [us]dʒɔɪn [uk]dʒɔɪn                | verb | 加入, 参加, 成为...的一员        |
| quit         | [us]kwɪt [uk]kwɪt                  | verb | 辞职, 离开, 放弃              |
| move         | [us]mu:v [uk]mu:v                  | verb | 搬家, 迁移, 调遣, 调动          |
| recruit      | [us]rɪ'kru:t [uk]rɪ'kru:t          | verb | 招募, 招聘, 征募              |
| expand       | [us]ɪk'spænd [uk]ɪk'spænd          | verb | 扩大, 扩张, 扩大              |
| downsize     | [us]'daʊnsaɪz [uk]'daʊnsaɪz        | verb | 缩小                      |
| confidential | [us],kɑ:nfɪ'denʃl [uk],kɒnfɪ'denʃl | adj. | 秘密的;机密的;保密的             |
| suppose      | [us)sə'pəʊz [uk)sə'pəʊz            | verb | 推想, 猜想, 假设              |
| intranet     | [us]'ɪntrənet [uk]'ɪntrənet        | noun | (国际互连网的企业)内部网(络)        |
| projector    | [us]prə'dʒektər [uk]prə'dʒektə(r)  | noun | 放映机, 投影仪                |
| database     | [us]'dɜ:təbeɪs [uk]'dɜ:təbeɪs      | noun | 数据库                     |
| hack         | [us]hæk [uk]hæk                    | verb | 破解                      |
| defect       | [us]'dɪ:fekt [uk]'dɪ:fekt          | noun | 缺陷                      |
| major        | [us]'meɪdʒər [uk]'meɪdʒə(r)        | adj. | 重要的, 主要的, 较大的           |
| customer     | [us]'kʌstəməɪr [uk]'kʌstəmə(r)     | noun | 顾客                      |
| steal        | [us]sti:l [uk]sti:l                | verb | 偷窃, 偷盗, 窃取              |
|              |                                    |      |                         |

|             |                                  |      |            |
|-------------|----------------------------------|------|------------|
| information | [us].ɪnfər'meɪʃn [uk].ɪnfə'meɪʃn | noun | 信息, 数据     |
| product     | [us]'prɒːdʌkt [uk]'prɒdʌkt       | noun | 产品         |
| inform      | [us]ɪn'fɔːrm [uk]ɪn'fɔːm         | verb | 告知, 通知     |
| discover    | [us]dɪ'skʌvər [uk]dɪ'skʌvə(r)    | verb | 发现         |
| attention   | [us]ə'tenʃn [uk]ə'tenʃn          | noun | 兴趣, 注意力    |
| severe      | [us]sɪ'vɪr [uk]sɪ'vɪə(r)         | adj. | 严重的, 非常恶劣的 |
| affect      | [us]ə'fekt [uk]ə'fekt            | verb | 影响         |
| transfer    | [us]træns'fɜːr [uk]træns'fɜː(r)  | verb | 转学, 转校     |
| replace     | [us]rɪ'pleɪs [uk]rɪ'pleɪs        | verb | 取代, 替代     |

## 对意外的消息作出反应

你将学习如何传达和应对意外的消息。

| 员工变动                                       |                 |
|--|-----------------|
| 这是一些描述员工变动的方法。注意,当他们描述一个持续性的情形时, 他们用现在进行时。 |                 |
| We're getting a new CEO.                   | 我们要来一个新的首席执行官。  |
| He's moving to go to a startup.            | 他将要到一家新公司。      |
| Mary's transferring to Boston.             | 玛丽要调到波士顿。       |
| Johnny's being replaced by a new intern.   | 约翰尼要被一个新实习生取代了。 |
| She's leaving to go traveling.             | 她要离开去旅行。        |
| Sally is joining the marketing department. | 莎莉要加入市场部。       |
| He's quitting to take some time off.       | 他要辞职休息一段时间。     |

请选择正确的词。

1. Gill's ( leaving / joining / replacing ) to go to a startup.
2. He's ( transferring / joining / quitting ) to the UK to be with his partner.
3. Harry and Jane are leaving ( to / for / and ) go traveling.
4. The department is ( getting / leaving / transfer ) a new boss.

5. Angela is ( joining / being joined / join ) our department.

6. Our manager is ( being replaced / replaced / replace ) by two new managers.

**Truth:** leaving; transferring; to; getting; joining; being; replaced

| 不定代词  |                      |
|---|----------------------|
| 用不定代词指非特定的人、地点和事物。一般情况下，带有 <b>some-</b> 的不定代词用于肯定句；而带有 <b>any-</b> 的不定代词则用于疑问句和否定句。 |                      |
| 人   |                      |
| 后缀 <b>-one</b> 和 <b>-body</b> 指的是人。他们意思相同而且可以互换。                                    |                      |
| Someone told me we're getting a new boss.   | 有人告诉我我们要来一个新老板。      |
| Everybody is saying that Josh is leaving to go to a competitor.                     | 大家都在说约什将离开去一个竞争对手那里。 |
| Please don't tell anybody that he's joining another team.                           | 请不要告诉任何人他要加入另一个团队。   |
| No one knows he's getting replaced.   | 没人知道他要被替换了。          |

| 地点   |                      |
|--|----------------------|
| 对于地点，你可以使用 <b>-where</b> 和 <b>-place</b> ，意思上没有变化。           |                      |
| I need somewhere quiet to work. It's a little noisy in here. | 我需要找一个安静的地方工作，这里有点吵。 |
| Let's go someplace quiet.                                    | 我们去个安静的地方。           |
| 事物   |                      |
| 对于事物，只需使用 <b>-thing</b> 。                                    |                      |
| I need to tell you something. Can you keep a secret?         | 我想跟你说件事，你能保密吗？       |
| Don't ask me. I don't know anything about it.                | 别问我，我对此一无所知。         |

请把词条移至正确的间隔处。

(Everyone) is saying that Jack is moving to Japan.

Please don't tell (anyone) . It's a secret.

(Nobody) else knows about the layoffs yet. Only we know.

I don't know (anything) about the new project.

She's moving to (someplace) in the U.S. I don't know where.

| 传达意外消息   |                      |
|--|----------------------|
| 如果你不确定消息的来源或者是否真实你可以使用像 <b>someone</b> 和 <b>everyone</b> 的单词来传达意外消息。你也可以使用单词 <b>apparently</b> 。 |                      |
| Someone told me we're getting a new boss.  | 有人告诉我我们要来一个新老板。      |
| Everybody is saying that Josh is leaving to go to a competitor.                                  | 大家都在说约什将离开去一个竞争对手那里。 |
| Apparently, Nicole is moving to New York.  | 显而易见的，妮可要搬到纽约去。      |
| 这是一些引起别人的注意并添加额外的信息的方法：  |                      |
| Did you hear? Kim's getting a promotion.   | 你听说了吗？基姆升职了。         |
| There's more news. The company is moving to London!  | 有更多的消息。公司要搬到伦敦去！     |

| 回应意外消息                   |           |
|--------------------------|-----------|
| 这是一些回应意外消息的不同方法：         |           |
| Good for her.            | 对她是好事。    |
| No way!                  | 不会吧！      |
| Wow. I can't believe it. | 哇。我不能相信它。 |
| Are you serious?         | 你是认真的吗？   |
| That can't be true!      | 那不可能是真的！  |
| I'm shocked.             | 我很震惊。     |
| That's big news.         | 那是一个大新闻。  |

## 调查谣言和绯闻

让我们学习如何应对公司的传言。

| 变动的原因  |                         |
|--|-------------------------|
| 你可以使用像 <b>due to</b> 和 <b>because of</b> 的词组来给出变动的原因。对于积极的变动，你也可以使用 <b>thanks to</b> 。 |                         |
| Thanks to great sales and growth, we're opening new offices.                           | 感谢良好的销售和增长，我们将要开设新的办事处。 |
| 这是一些公司变动的常见原因。   |                         |
| ... because the company lost money last year.  | ... 因为公司去年赔钱了。          |
| ... thanks to great financial results.   | ... 感谢良好的财务业绩           |
| ... due to your hard work and effort.  | ... 由于你们的辛苦工作和努力。       |
| ... because we need to make cost savings.  | ... 因为我们需要节约成本。         |

| 更广泛的公司变动  |                          |
|---|--------------------------|
| 我们已经看过了员工变动。现在让我们来看一看一些更大的公司可能宣布的变化。注意这些用的是现在进行时，这是鉴于其可持续的特点。 |                          |
| IXW is buying out its biggest competitor.                     | IXW 正在收购其最大的竞争对手。        |
| Management is shutting down the project.                      | 管理层将关停这个项目。              |
| We're kicking off a new project in the second quarter.        | 我们将在第二季度开始一个新项目。         |
| Sales is recruiting a new team to drive growth.               | 销售将招聘一个新团队来拉动增长。         |
| We're making some staff redundant.                            | 我们将裁掉一些员工。               |
| Our team is expanding, and we're moving to new offices.       | 我们的团队正在扩大，并且我们将搬到新的办公室去。 |
| The company is downsizing the sales department.               | 该公司正在将销售部门减员。            |

## 使役动词

|  |             |
|--|-------------|
| 用 <b>let</b> 、 <b>make</b> 、 <b>have</b> 和 <b>get</b> 等使役动词来表示某人或某物帮助促成了某事的发生。 |             |
| 使役动词 <b>let</b> 指让某人做某事。句型为 <b>let + person + 动词</b> 。                         |             |
| My manager let me kick off the meeting.  | 我的经理让我开始开会。 |
| 使役动词 <b>make</b> 指迫使某人做某事。句型为 <b>make + person + 动词</b> 。                      |             |
| My boss made me work on the weekend.   | 老板让我周末加班。   |

  

|   |                  |
|---|------------------|
| 使役动词 <b>have</b> 指让某人有责任做某事。句型为 <b>have + person + 动词</b> 。   |                  |
| She has her assistant make coffee every morning.  | 她每天早上都让她的助理冲咖啡。  |
| 使役动词 <b>get</b> 表示劝某人做某事。注意其形式与 <b>let</b> 、 <b>make</b> 和 <b>have</b> 均不相同。使用 <b>get + 人 + to + 动词</b> 。 |                  |
| My best friend got me to tell her the rumor.  | 我最好的朋友让我告诉她这个谣言。 |

请把词条移至正确的间隔处。

My manager is (letting) me expand my department.

His boss (has) him prepare financial reports every month.

Last night, I (got) her to tell me the latest rumor.

He (made) me write a detailed report on the conference.

They are going to (have) employees reduce their overtime hours.

|  |                   |
|--|-------------------|
| 问问题  |                   |
| 如果你想问些敏感问题例如 <b>rumor</b> （谣言），你可能想帮助你要问的那个人首先做好心理准备。用像这样的表达方式：    |                   |
| Can I ask you a question?  | 我能问你一个问题吗？        |
| I'd like to ask you about something.                               | 我想问你件事。           |
| 调查传言   |                   |
| 用像这样的词组来指示你听到的 <b>rumor</b> 。                                      |                   |
| Is it true that we're closing the Shanghai office?                 | 我们要关闭上海办公室是真的吗？   |
| There's a rumor going around that we're kicking off a new project. | 有传言说我们要开始一个新项目。   |
| I heard that we're buying out Supa Systems.                        | 我听说我们要收购苏帕系统。     |
| Everyone seems to think the company is shutting down the project.  | 每个人似乎都认为公司要关停该项目。 |

|   |                    |
|---|--------------------|
| 回应谣言  |                    |
| 这是一些确认或否定谣言的方法：                                   |                    |
| Yes, it looks like it's true.                     | 是的，它看起来像是真的。       |
| Yes, it's looking quite likely.                   | 是的，它看起来非常可能。       |
| No, it's not happening.                           | 不，它不会发生的。          |
| No, I think you're mistaken.                      | 不，我想你弄错了。          |
| 如果你不想作任何评论，你可以这样说：                                |                    |
| I'm sorry. I can't say anything about that.       | 对不起。我无可奉告。         |
| 或者如果你想暗示很快就会有更多的信息出来，可以这样说：                       |                    |
| I'm going to announce it to everyone on Thursday. | 我周四会向所有人宣布。        |
| I'll let everyone know what's going on soon.      | 我很快就会让每个人都知道发生了什么。 |

# 处理机密信息

在这节课，我们将练习传达和接收保密信息。

| 回指该主题  |                  |
|--|------------------|
| 用反身代词回指句子或从句的主语。反身代词构成形式为：单数代词后加 <b>-self</b> ，复数代词后加 <b>-selves</b> 。 |                  |
| 主语和宾语相同时，应使用反身代词。  |                  |
| I promised myself I'd quit smoking.                                    | 我向自己发誓说，我会戒烟。    |
| He bought himself a new suit.  | 他给自己买了一套西服。      |
| You'll have to go yourselves. I can't come with you.                   | 你们得自己去一趟。我不能跟你去。 |

| 你可以用反身代词作为介词宾语。  |                       |
|--|-----------------------|
| I didn't buy it for you. I bought it for myself.                       | 我不是买给你的，我是给自己买的。      |
| 也可以用反身代词来加强语气。   |                       |
| Their friends were sick, so they had to go to the party by themselves. | 他们的朋友病了，所以他们得独自去参加聚会。 |
| I didn't break it – honest. It stopped working by itself.              | 我没有弄坏它 - 老实说，它是自己不动的。 |



|                   |
|-------------------|
| 这是每个代词的反身形式：      |
| 单数                |
| I - myself        |
| you - yourself    |
| she - herself     |
| he - himself      |
| it - itself       |
| 复数                |
| we - ourselves    |
| you - yourselves  |
| they - themselves |

|   |               |
|---|---------------|
| 讨论机密信息                                  |               |
| 如果你想告诉某人信息是保密的，用像这样的表达方式：               |               |
| I'm not supposed to tell anyone.        | 我本不该告诉任何人。    |
| Nobody knows about it except the boss.  | 除了老板没有人知道这件事。 |
| This is confidential information.       | 这是机密信息。       |
| 如果你和某人分享了机密信息，但是希望他们保守这个秘密，可以用像这样的表达方式： |               |
| Don't tell anybody about this.          | 别告诉任何人这件事。    |
| Keep this to yourself, would you?       | 别泄露信息，好吗？     |
| You can't tell anyone, OK?              | 你不能告诉任何人，好吗？  |

|  |                |
|--|----------------|
| 如果有人拒绝告诉你一件事，你可以放弃或恳求更多的信息。              |                |
| A: I'm not supposed to tell anyone.      | 我不应该告诉任何人。     |
| B: OK. Then don't tell me.               | 好吧。那么不要告诉我。    |
| A: The information's confidential.       | 这个信息是保密的。      |
| B: But you can tell me, right? Come on.  | 但你可以告诉我，对吗？来吧。 |
| 你甚至可能想转移关于敏感信息的问题。                       |                |
| Never mind. It's nothing to worry about. | 不要紧。没什么可担心的。   |

## 写一封建议性的邮件

你将写一封就某一个情形给员工建议的邮件。

|  |                    |
|--|--------------------|
| <b>办公室问题</b>   |                    |
| 这是一些在你的办公室你可能会有的问题以及如何描述他们：                              |                    |
| The bathrooms are out of order.                          | 卫生间无法使用。           |
| The company intranet isn't working.                      | 公司的局域网不好用。         |
| The phone lines are down.                                | 电话线停掉了。            |
| The projector in the conference room is out of action.   | 在会议室的投影仪出了故障。      |
| <b>公司问题</b>  |                    |
| 你的公司可能会遇到更加严重的问题，例如：                                     |                    |
| Our databases were hacked.                               | 我们的数据库被黑客攻击了。      |
| The company lost millions due to a major product defect. | 因为重大产品缺陷该公司损失了数百万。 |
| Customer information was stolen.                         | 客户信息被盗取。           |

请选择正确的词。

Our databases were ( hacked / customers / phone lines ) .

The bathrooms are out of ( order / time / repair ) .

Customer ( information / action / confidential ) was stolen.

The ( phone lines / customers / projects ) are down.

The company lost millions due to a major product ( defect / projector / improvement ) .

The company intranet isn't ( working / doing / moving ) .

The projector is ( out of / out / without ) action.

**Truth:** hacked; order; information; phone; lines; defect; working; out; of

| 一封重要邮件或者信件如何开头  |                      |
|---|----------------------|
| 一封包含重要信息的正式邮件或者信件可以这样开头：  |                      |
| I'm writing to inform you (that) ...                                    | 我写信是为了向您通知 ...       |
| 然后你可以解释要点或问题。   |                      |
| We've discovered that a large amount of customer data has been stolen.  | 我们发现大量客户信息已经被盗。      |
| It's come to our attention that one of our products has a major defect. | 我们注意到我们的一个产品有一个重大缺陷。 |
| We've just found out that the bathrooms are out of order.               | 我们刚刚发现洗手间无法使用。       |

| 这是更多一些报告信息的单词和短语：   |                          |
|---|--------------------------|
| Office management has informed us that the phone lines are temporarily out of action. | 办公室管理部门已经通知我们电话线暂时不好用。   |
| I'd also like to mention that some customer information has been stolen.              | 我也想提一下一些客户信息已经被盗。        |
| Just letting you know the bathrooms are out of order until further notice.            | 只是想让您知道卫生间无法使用请等待通知。     |
| IT told me that the intranet server is down today.                                    | 信息技术部门告诉我今天局域网的服务器会停止服务。 |
| I heard Jim say that the projector is out of action.                                  | 我听到吉姆说投影仪出了故障。           |

把语音留言变成一个正式的邮件。

请选择正确的词。

Dear colleagues,

I'm ( writing / excited / telling ) to inform you that we have a few issues in the office this morning. It's ( come / done / gone ) to our attention that the bathrooms on this floor are ( out of / out to / in ) order until further notice. Additionally, IT ( has told / telling / would tell ) us that the ( intranet / product defect / customer ) is going to be down for the rest of the day.

**Truth:** writing; come; out; of; has; told; intranet

| 解释一个问题  |                  |
|---|------------------|
| 在一封关于公司问题的邮件中，增加一段来解释问题有多严重，谁受到了影响，现在正在做什么来修复它是一个好主意。       |                  |
| 描述问题的规模   |                  |
| It's looking like a serious issue.                          | 它看上去像一个严重的问题。    |
| We have a severe problem.                                   | 我们有一个严重的问题。      |
| It's a small problem, and there's no need for concern.      | 它是一个小问题，而且不必要担心。 |
| 说谁受到影响  |                  |
| The issue will impact all of our staff on the second floor. | 该问题将影响二楼的所有员工。   |
| It shouldn't affect anyone on our team.                     | 它不应该会影响我们团队的任何人。 |

| 说做了什么   |                   |
|---|-------------------|
| We're working on a fix for the problem.           | 我们正在想办法解决这个问题。    |
| We're investigating the issue.                    | 我们正在调查这个问题。       |
| We're looking into the problem with some urgency. | 我们正在紧急调查这个问题。     |
| An engineer has been called to fix the issue.     | 一个工程师已经被叫去解决这个问题。 |

读邮件草稿。

请选择正确的答案。

Dear colleagues,I'm writing to inform you of an issue in the office this morning. It's come to our attention that our phone lines are not working.It's a small issue, and there's no need for concern. It shouldn't affect our team. IT is investigating the problem and repairing the broken lines.

电子邮件草稿现在有了一个结尾段。  
请选择正确的答案。

Dear colleagues,I'm writing to inform you of an issue in the office this morning. It's come to our attention that our phone lines are not working.It's a small issue, and there's no need for concern. It shouldn't affect our team. IT is investigating the problem and repairing the broken lines.We'll update you with more information before lunchtime. Thanks for your understanding.Best,Helen

| 下几步和感谢  |                        |
|---|------------------------|
| 在通知人们一个问题的邮件或者信件的结尾部分，告诉他们接下来要发生什么并感谢他们的理解是一个好主意。             |                        |
| We'll give you an update when we have more information.       | 当我们有更多信息的时候我们会给您更新的信息。 |
| We expect the issue to be resolved within the next few hours. | 我们预计在接下来的几个小时内问题会得到解决。 |
| Thanks for your understanding regarding this matter.          | 感谢您对这件事的理解。            |
| Please be patient while we find a solution.                   | 请您在我们解决问题过程中耐心等待。      |
| Please bear with us as we resolve the issue.                  | 在我们解决问题时请您多多担待。        |

你的经理给你留了一个电话留言，让你通知团队一件事。写开头段来通知团队问题是什么。写第二段说明问题的严重性以及已经做了些什么。我们会严肃地对待您的隐私。请勿将关于自己的个人信息（种族、宗教、健康状况等）与别人分享。

输入到输入框。写60-80的词。

Example:

Dear colleagues,

I am writing to inform you of an important issue in the office. The projector

in the large meeting room is out of action today. I've called IT, and they are working on a fix.

It is not a serious problem, but it will affect anybody who wants to give a presentation in the large meeting room. It should be fixed by this afternoon.

We'll update you with more information before lunchtime. Thanks for your understanding.

Sincerely,

Ed