

For students

Student Book + Caves WebSource

# English Works for the Office

Stefan Kostarelis et al.  
Caves Publishing  
A2~B2

3 Levels Test Bank PPT

本教材為 Caves ESP (English for Specific Purposes) 系列之一，是一套內容實用的職業英語教材，適合準備踏入職場的大學生，以及已進入職場的社會人士。

- ▶ 全套共三冊，每冊八個單元，涵蓋聽說讀寫、商務技巧以及文法練習。
- ▶ 本書設計循序漸進，概括各式職場情境，從初入社會應徵工作到工作上可能遇到的所有情況無一不包，並提供職場應對準則。
- ▶ 單元主題包括應徵工作、訂單處理、服裝儀容、客戶服務、簡報、圖表、團隊合作、人際網絡、辦公室文化、商業禮儀、電子商務、創業等。
- ▶ 教學設計多樣化，模擬實際工作狀態，全方位增進聽力及口語能力，在寫作亦強調建立撰寫各式文體的能力。
- ▶ 課程音檔以英、美、澳三國口音錄製，可熟悉不同腔調，訓練聽力，有利日後職場上的應對及多益檢定準備。
- ▶ 每單元提供主題相關的模擬實境影片供老師及學生觀賞學習，教師手冊亦包含多元職場情境活動設計，供教師靈活運用。
- ▶ 每兩個單元一回的 Review Test 可有效檢核學習成果，書末並附四回仿新多益題型練習。
- ▶ 團訂用戶免費教學資源包含課本解答、教師手冊、單元/期中/期末試卷及解答、教學 PPT、完整影音檔，詳情請洽各區業務代表。課程完整音檔及影片可由 Caves WebSource 收聽觀看。

**Listening**

Listen to a human resources manager talk about the company dress code questions. 56

- What kind of work did the listeners do for SynTech in the past?
  - Freelance
  - Full-time
  - Part-time
- Which day has the least strict dress code?
  - Monday
  - Thursday
  - Friday
- What should men wear on Wednesdays?
  - Suits
  - Uniforms
  - Fancy ties
- When should employees wear something formal on a Friday?
  - When freelancing
  - When meeting a client
  - When talking to a manager
- What's wrong with Thomas' tie?
  - It's too boring.
  - It's too colorful.
  - It's too expensive.

**SOFTWARE FOR PROTECTION** 53

Businesses today have to be on top of the latest **technology** if they want to stay competitive. But what kind of software should companies **install**? The answer might vary depending on the nature of the business in question, but there is one tool that every company should invest in.

Perhaps the most important piece of software a corporation can have is a good **anti-virus** package. Communications and even transactions are now routinely done over the Internet, and this has opened up new possibilities for business, but it also means that companies are at risk from a number of different types of malware. Computers are not protected by a good anti-virus system if someone opens an attachment or downloads a file, they can be at risk of **infection**.

Most people are aware of viruses that can slow computers down, but different types of malware can affect corporations in far more serious ways. "Worms" can destroy **data** saved on computers, "Trojans" are designed to steal **financial information**, and "keyloggers" help **hackers** steal **passwords** and records of everything typed.

Once a computer has been infected, it's very difficult to **remove** malware, so business owners to get ahead of the potential problems and buy a powerful anti-virus program from a trusted developer. That won't put an end to the threats, however. Malware is constantly changing, so it's important to install anti-virus software **updates** as soon as they are available.

**READING**

**VIDEO**

**Select the Best Program** 35

**A Before you watch, fill in the blanks with the words from the box. Make changes if necessary.**

margin   guarantee   relevant   occasion   customize

- It is a software that is \_\_\_\_\_ to offer the best user experience.
- The client has a thin profit \_\_\_\_\_, so cost is her main concern.
- Cloudburst is a \_\_\_\_\_ business software package. You can choose to only buy the tools you need.
- You can analyze information that is most \_\_\_\_\_ to your business.
- There will be \_\_\_\_\_ downloadable updates to the software.

**B While you watch, check the statements about the video that are true.**

- Richard has purchased a new software program to recommend to a client.
- Lindsay thinks the software package is the most well-rounded one around.
- Richard's client has limited budget for buying a software program.
- Cloudburst can only analyze specific data in a business.
- Registration, software services, and updates for Cloudburst are all free.

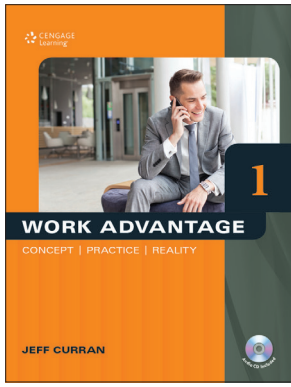
**C After you watch, discuss the following questions with a partner.**

- Would you choose to use Cloudburst? Why?
- What do you think the advantages and disadvantages are for software like Cloudburst?
- How do you feel about software that store data on the cloud? Why do you feel this way?

**TOP TIP!** 36 Modern businesses are built around the computer, so owners should make sure they get the best software for their firms. Assessing the right tool for your business will depend on your needs. It's not always easy to know what that is, though, so it's a good idea for executives to make a list of what the company is looking for as well as make a budget, and then consult with an IT specialist before setting up the computer systems.

▶ 課程結合聽說讀寫，一次戰勝職場英語技巧。

▶ 影片活動讓課程更有臨場感，讓學生徹底投入情境學習。



For students  
Student Book + MP3

# Work Advantage

Jeff Curran et al.  
Cengage Learning  
A2~B2

3 Levels Test Bank PPT

- ▶ 全套共三冊，每冊 12 單元，四回 Review 單元。每單元涵蓋聽說讀寫及文法的訓練。
- ▶ 內容實用，適合準備踏入職場的大學生、初入職場的新鮮人，以及在職工作者。
- ▶ 兼顧生活運用與職場溝通技巧，是一套針對職場工作需要，全方位訓練聽說讀寫的實用教材。內容提供多益考試的考試策略，適合準備考試的學習者。
- ▶ 單元主題涵蓋各職場面向，例如：應徵工作、做簡報、公司介紹、參與會展、外包、績效考核、成本效益、專案合作、企業文化、併購等。
- ▶ 教師資源包含課本解答、教師手冊、教用 PPT、考題及解答，僅提供團訂用戶使用，請洽敦煌書局業務代表。

## 課程架構

- ▶ 每單元分成 A、B 二部分，內容涵蓋閱讀、聽力訓練、文法解說。
- ▶ A 部分為二至三篇相關文章，搭配相關內容的聽力及寫作練習活動。
- ▶ B 部分提供與主題相關的 case study，例如 Google 的徵人流程、汽車公司 Irving Motors 的故事、清潔公司 Top Quality Cleaners 的現金流量缺口的問題等真實的案例，提供學生討論的機會，同時運用該單元所學到的語言技巧、文法和單字。
- ▶ 每單元在閱讀和聽力練習後，針對同一事件發表感想，訓練學生寫作技巧。

**01 Getting a Job**

**Goals**

- What employers are looking for when you apply for a job.
- How to read and reply to job offers.
- Job benefits and how to know if they are right for you.
- How to recognize and use conjunctions.

**1A Applying for a Job**

**Warm-up**

When employers go over your résumé, they look for specific skills you may possess that will help their company improve and become more successful. Imagine that you are an accountant applying for a position at a computer software company. Which of the following skills do you think is the most important when applying for this kind of position?

attention to detail  
people skills

math skills  
computer skills

problem-solving  
management skills

**Reading 1**

Tiffany Fowler is searching for a job and has found a help-wanted advertisement on the Internet. She is writing to the head of Human Resources, Jack Richards, to learn more about the position and to pass along her résumé. Read her e-mail and then choose true (T) or false (F) for each statement below.

**To:** Jack Richards  
**From:** Tiffany Fowler  
**Subject:** Job Inquiry  
**Date:** October 15, 2013

Dear Mr. Richards,

My name is Tiffany Fowler, and I am very interested in the job position you are trying to fill. I have been a corporate accountant with BridgeTech for the last ten years. Before I started working as a corporate accountant, I interned at Stock Plus for one year while working toward getting my Certified Financial Manager (CFM) certificate. Although I like working at BridgeTech, I am currently looking for new challenges, and I

▲ 單元主題涵蓋各職場面向，內容實用。

**Human Resources**

During a job interview, the interviewer will ask you if you have any questions. This is a good opportunity to ask what benefits and perks the company offers its employees. It has been said that "benefits are good, perks are better." To really know this we have to understand the differences between the two. Read the words below and put them into two categories: benefits and perks.

health insurance      a company car      sick leave  
vacation days      allowances      housing

**Case Study**

Read the Case Study on the following page about Google's hiring process. Answer the following questions.

How many people does Google hire each year?  
a. 4,000 to 6,000  
b. 3,000 to 6,000  
c. 2,000 to 4,000  
d. 1,000 to 4,000

How long does one interview last?  
a. 30 minutes  
b. 45 minutes  
c. one hour  
d. one hour and 15 minutes

Who makes the final decision on whether to hire you?  
a. the recruiter  
b. the interviewer  
c. a committee  
d. an executive

What happens after you pass all of the stages of the hiring process?  
a. A recruiter will contact you and offer you the job.  
b. You will have to come in and do an on-site interview.  
c. An executive will interview you.  
d. You will have to do a phone interview with a recruiter.

Why does the recruiter call you before you come in for an on-site interview?  
a. The recruiter needs to explain the hiring process.  
b. The recruiter needs to ask for your contact information.  
c. The recruiter wants to see where you live.  
d. The recruiter wants to know if you are interested in the position.

▲ B 部分提供與主題相關的 case study，如：Google 徵人流程等真實案例。

▼ 提供學生討論的機會，同時運用單元所學的語言技巧、文法和單字。

**Hiring Process**

Of the most sought-after people looking for jobs, million résumés are sent in every year, but they cut out four thousand to six thousand, which makes landing a job very difficult. The process usually starts with a recruiter who is contacting you for a phone interview. The recruiter will explain the process to you and then invite you to an on-site interview. This is done with four or five different people, and it's roughly forty-five minutes. Each interviewer submits their feedback to a hiring committee consisting of directors. If they decide to move forward, they will have senior level review your results, and then they will pass it along to an executive who makes the final decision. If you make it through all of these stages, the recruiter will call and offer you the job.

**Case Study**

Why do people who apply at Google need to go through four or five interviews before they are passed on to the next stage? What might each of five interviewers ask the interviewee?

Think that each one of the interviewers is a specialist in a certain field, and that they are trying to see where the interviewee might fit in with the company.

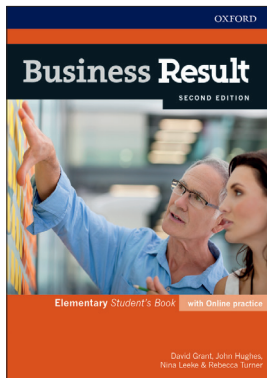
Case Study again and then answer the following questions.

How many résumés are sent to Google every year?  
a. 500,000  
b. about 1,000,000  
c. 1,500,000  
d. about 2,000,000

How many stages of the interview process are there?  
a. four  
b. eight  
c. ten  
d. twelve

When does the interviewer submit their feedback?  
a. to the interviewer  
b. to a hiring committee  
c. to the CEO  
d. to the interviewee

Who ultimately makes the final decision on who to hire?  
a. the recruiter  
b. a hiring committee  
c. the interviewer  
d. an interviewer



6 Levels | Online Practice | DVD

#### For students

Student Book + Online Practice

#### For teachers

Teacher's Book + DVD  
Class CD (2)\*

\*Starter, Elementary level CD為一片。



Online Practice



Teacher Resource

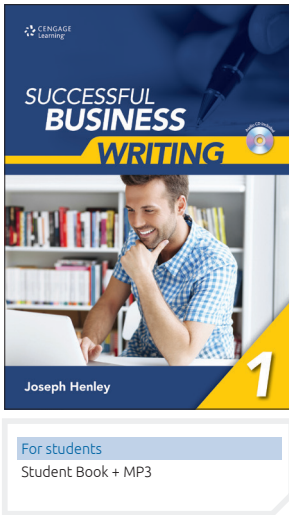
# Business Result

## Second Edition

John Hughes et al.  
A1~C2

Oxford University Press

- ▶ 一套讓學習者可現學現用的商業英語教材。教學大綱以溝通為導向，搭配多媒體輔助，幫助學生有效掌握商業用語。
- ▶ 全套共六冊，每冊15單元，每單元有五個教學主軸：
  - 「Working with words」藉由聽讀及活動熟悉必備商業用語。
  - 「Business communication」了解如何在職場運用適當語言來表達想法，如：商務會議用語。
  - 「Practically speaking」提供在不同情境中，實用的社交常用片語。
  - 「Language at work」複習單元文法，讓學習者檢核學習狀況。
  - 「Talking point」提供有趣的商業主題和概念，進行思考與討論。
- ▶ 每三個單元會搭配一個「Viewpoint」影片單元，藉由訪談牛津大學知名商學院的權威教授和商業領域專家，讓學生熟識實用商業概念，並培養聽力能力與作筆記的技巧。
- ▶ 線上練習 access code 附於學生課本，書末附錄音稿。教師手冊之DVD提供「Viewpoint」影片。
- ▶ 學生線上練習包含單元考題/練習、電子書信練習/範例、課文影音下載，有效提升課堂學習成效。
- ▶ 教師線上資源提供學習單、單元測驗、課文音檔與影片下載。



# Successful Business Writing

Joseph Henley  
Cengage Learning  
A2~B2

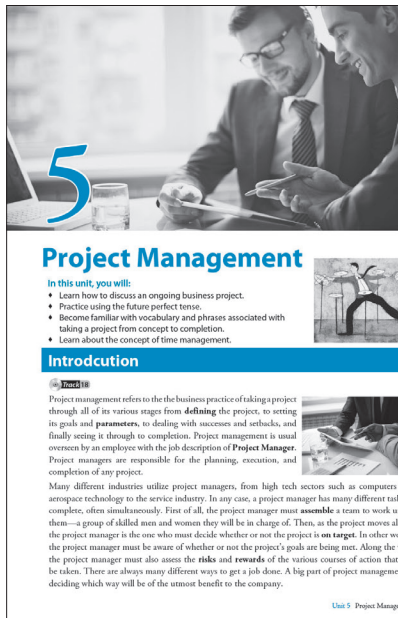
2 Levels Test Bank PPT

- ▶ 全套共兩冊，每冊 15 個單元，每單元提供 2 篇當代商業書信往來範文，條列 30 個重要商業英語字彙及片語。提供清楚的文章段落結構，透過範文及文法說明，訓練學生商業寫作能力。
- ▶ 課程選材生活化且實用，單元編寫採用循序漸進的引導方式，幫助學習者增進商業英語字彙、文法、句型結構、口語溝通與寫作各項技巧。
- ▶ 書末提供 15 個檢測單元 (Practice Tests) 給學生做自我測試，提升學習效率。
- ▶ 另有教師手冊、教用 PPT、考題及解答，可供團訂用戶參考使用。

## 課程架構

- ▶ Introduction：各類商業英語主題例如：專案計劃、客訴及客戶服務、行銷計劃等。
- ▶ Outline：商業英語寫作方式的詳細步驟拆解，例如：e-mail 或會議紀錄時程。
- ▶ Model：完整而詳盡的商業英語寫作方式範例解釋與練習。
- ▶ Language Focus：各式商業書信中相關文法結構比較與介紹。
- ▶ Vocabulary Exercises：單元字彙的練習統整與回顧。
- ▶ Writing Exercises：商業英語溝通與寫作練習。
- ▶ Case Study：每單元最後透過個案研究做探討與寫作練習。

▼ 簡介主題讓學生對該單元有基本認識，例如：哪些產業常用到專案管理技能。



▼ 比較與介紹各式商業書信的文法架構。

### Project Objectives

You can use the following outline when you state your project's objectives.

**Paragraph 1**

- Define the project.
- Ensure that it is clear to all involved what the project is about.

**Paragraph 2**

- State the indicators that will be used to measure success in the project.
- Outline the value of each of those measures of success. Some will be more important than others.

**Paragraph 3**

- Identify the main objectives (goals) of the project. These goals should be measurable.
- Include what needs to get done, and how those things will get done.

**Paragraph 4**

- Clearly state the timetable for the project.
- Conclude with a positive statement of encouragement for your team.

### Model: Goals and Objectives

**Model**

A. Read the following e-mail sent by a project manager employed by a large supermarket chain who is defining the goals and objectives of an upcoming project.

Hello team,

As most of you are already aware, we are about to embark on a new project. That project is to decrease the average check-out time in our supermarkets by at least five minutes.

Success in this project will be determined by the amount of time by which we can reduce the average check-out time. Five minutes is the **bare minimum** by which we hope to reduce the average check-out time, which means that if we can go past that mark, so much the better.

The ways in which we will **achieve** reduced check-out times are as follows. First of all, if space permits, more check-out counters can be opened. The number of new lines that are opened in each store will **depend** on the space available. In this instance, new staff may have to be **hired on**, or existing staff can be offered additional hours. In any case, store managers are advised that they are not to increase their monthly staffing budget by more than five percent. The cost of **setting up** the new check-out lines will be covered by the Head Office. If there is no space currently available for new check-out counters, the existing check-out counters may have to be remodelled so as to free up space.

This project is **due to be completed** no more than three months from today's date. If individual store managers have come up against any significant **barriers** in the coming weeks, please do not

Schedule    Budget    Progress

Person    Strategy    Development

Project Manager    Knowledge    Motivation

Personnel    Quality    Performance

Steps    Interrelationships    Progress

### Language Focus

**A. Future Perfect Tense**

We use the future perfect tense to talk about the past in the future. The structure of the future perfect tense is as follows.

**Subject + will + have + past participle**

**Examples:**

- I will have left the office by 6 p.m.
- The movie will have ended by the time you arrive at the theater.
- The flight will have departed by 10 a.m.
- She will have checked in to the hotel by tomorrow.

**B. Rewrite the following scenarios as sentences in the future perfect tense.**

- The train leaves in the future at 11:45 a.m. \_\_\_\_\_
- The bus arrives at the station in the future at 9 a.m. \_\_\_\_\_
- The movie ends in the future by midnight. \_\_\_\_\_
- You will arrive at home in the future by Tuesday. \_\_\_\_\_
- She will finish the job in the future by next week. \_\_\_\_\_

**C. According to the outline, there are four paragraphs in an e-mail which defines and states the goals of a project.**

First, you can write:

We are about to begin a new project. That project is to increase daily store traffic by no less than ten percent.

Then, write paragraphs two and three:

Success in this project will be determined by the amount of new customers we can bring in to the store each day.

The effectiveness of this project will hinge on our ability to implement each stage of the plan to the letter.

▲ 提供完整而詳盡的商業英語寫作方式範例解釋與練習。