



“十四五”职业教育国家规划教材

新标准高职英语教程

College

学生用书

英 语

拓展模块 职业提升

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English



立德树人



职业情境



任务驱动



科技赋能



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前言

教育部于 2021 年 3 月颁布的《高等职业教育专科英语课程标准（2021 年版）》（以下简称“新课标”），以中等职业学校和普通高中的英语课程为基础，与本科教育阶段的英语课程相衔接，旨在培养学生学习英语和应用英语的能力，发展学生英语学科核心素养。新课标对高等职业教育专科阶段的英语课程目标、课程内容、教学方法、学业质量、价值引领、测试评价、教学管理等方面都提出了明确要求。

本教材严格遵照新课标的要求进行编写，落实立德树人根本任务，大力推进党的二十大精神 and 习近平新时代中国特色社会主义思想进课堂、进教材、进头脑，发挥教材在“为党育人、为国育才”中的作用，引导学生努力成为堪当民族复兴大任的“复兴栋梁、强国先锋”。

一、教材特色

1. 落实立德树人，着力形成人才国际竞争的比较优势

教材从主题设定、语篇选择，到活动设计、语言点分析等方面均从大处着眼、小处入手，紧贴英语学科核心素养和党中央最新要求，力求所立之意、所选文章、所设活动、所出之题，有高度、有深度、有广度、有梯度。教材选取如人民币雕刻师马荣、火箭发动机焊工高凤林、荣获“翻译文化终身成就奖”的许渊冲、志愿者服务、中国 5G 专利领域的领跑等，彰显了人才引领驱动、社会主义核心价值观以及中华优秀传统文化与新时代中国先进文化，树立中华民族共同体意识和人类命运共同体意识，开拓学生国际视野，增强学生的国家认同感、文化自信及家国情怀，培养学生自觉做共产主义远大理想和中国特色社会主义共同理想的坚定信仰者和忠实实践者，成为具有国际竞争力的大国工匠。

2. 突出职业特色，大力发展社会主义先进文化

教材着眼于职业教育，聚焦于职业需求，紧扣职场特点，围绕学生的日常生活情境和未来职业发展，选择贴近学生日常生活与职场环境的熟悉话题，引导学生在日常生活语境和未来职场语境中准确理解并运用英语，切实有效培养学生职场涉外沟通能力。

3. 进行情境化设计，多维度传承中华优秀传统文化

每个语言技能训练板块以职场情境、生活情境进行引导，方便学生理解语言运用的场景，为其未来在具体的情境中运用语言打下基础。结合情境设计具体的、可操作的语言任务，如小组讨论、时事报道、角色扮演、故事讲述、制作海报等，通过综合技能的训练，使学生能够在日常生活和职场中运用英语进行有效沟通，引导学生“以满腔热忱对待一切新生事物，不断拓展认识的广度和深度”，提高学生解决问题、守正创新的能力。

4. 借助科技先进手段，推进教育数字化

为适应信息技术与教育教学不断深度融合，教材建设了英语学习数字平台，构建了立体化英语学习资源，为师生提供了智慧教与学的端口，支持“线上+线下”的教与学模式，融入“网络强国、数字中国”的精神，推进教育数字化。

二、教材结构

本教材以创设教学情境，以职场小白初进职场面临的一系列工作任务和工作环境为主线，模拟初涉职场、职场发展的成长历程，包括八个单元，每个单元包括七个板块，具体结构如下。

Warming-up	围绕单元主题，设置两个简单、有趣的活动，通过多样化的活动引入单元内容，激发学生学习兴趣，为学习本单元做好准备。
From Ears to Mouth	结合单元主题，选择学生日常生活和职场中比较熟悉的话题，安排多样化的听力训练，强化学生语言输入与背景知识构建能力，学生可应用所学知识进行情景式口语练习，增强学生口头表达能力与语言交互能力。

Exercising Your Eyes	围绕单元主题设计了精读、泛读两个难度递进的语篇，凝练西方优秀文化，融入中华优秀传统文化，增强学生英语语言意识，提高学生理解语篇和选择恰当语篇表达意义的能力。
Workplace Culture	介绍与单元主题相关的中西方文化点，帮助学生比较文化异同，汲取文化精华，提高跨文化理解与表达能力，拓宽国际视野，形成开放包容的态度。
Having a Try	包括实用写作和中英互译两部分。实用写作关注学生语言综合输出能力的提升，兼顾学生未来职场所需要的应用文写作技能；中英互译讲解翻译技巧，锻炼英语表达思维，培养学生翻译能力。
Learning by Doing	安排与单元主题相关的综合性实践活动，全面提高学生英语语言实践能力，加深学生对职业理念、职业责任和职业使命的认识与理解。
Self-assessment	学生自查本单元重点词汇与语言表达的学习情况，引导学生适时反思，提高自学能力。

三、教材使用建议

本教材包括学生用书、实训手册、教师用书，备课、教学、练习“三位一体”，并采用“线上 + 线下”混合式教学方式，实现数字资源与纸质教材相结合，形成立体化教学资源体系。学生、教师可下载相关音频、教学教案、教学课件等资源。

本教材的使用需注意以下方面。

1. 针对所在地区的教学实际需要、学生现有水平和课时安排等，在不影响教材内容的完整性的前提下，可对教材内容适当地补充和删减，但要避免仅为了满足考试需要而对教材内容做出取舍。

2. 根据实际教学目的及学生学习需求，可对教材部分内容和活动进行替换，也可根据活动需要增加活动步骤，如增加准备或提示性步骤从而降低学习难度。在教学过程中还可以适当扩展教材内容，延伸原有教学活动，如增加相同主题、水平相当的阅读篇目，或在阅读理解基础上展开对话或讨论，或增加词汇学习等活动，从而满足学生多元学习需求。

3. 根据学生的现实生活，可对教材内容的编排顺序做适当调整。在不影响教材内容延续性、渐进性的前提下，可以提前学习某一单元，使学习内容与生活事件同步。

四、编写分工

本教材由河南经贸职业学院王君华担任主编，解读课标、架构单元、确定主题、审核素材、审读稿件、统筹进度，由河南经贸职业学院袁玺、吴炜、刘会、刘素芝、潘乐、黑丹参与编写。

本教材编写分工具体如下：

单元	主题	编者
UNIT 1	Companies	黑丹
UNIT 2	Cultures	刘会
UNIT 3	Offices	潘乐
UNIT 4	Etiquette	吴炜
UNIT 5	Marketing	吴炜
UNIT 6	Reception	袁玺
UNIT 7	Service	刘素芝
UNIT 8	Promotion	袁玺

此外，华北水利水电大学高亢负责素材的搜集工作，并参与本教材编写思路、章节、模块的探讨和设计，以及全书审稿工作。

新标准，新要求，新探索，希望本教材能为新时代高等职业教育专科英语教学带来新思路、新变化，同时恳请使用教材的广大师生和同人给予批评和指正，以便修订时加以完善。



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UNIT 1

Companies

Scenario:

After interviews, Mr. White finally received an offer from ABC Company. Today he is going to report to the company and to know the departments and positions of the company. Now let's have a look!

What to learn

In this unit, you're expected to

- cultivate students' sense of hardwork and dedication;
- get familiar with the words and expressions related to companies and positions;
- identify company departments;
- master the communication skills of introducing a company and meeting people;
- master the skills of writing business cards.



Warming-up



Task 1 Decide which department the following people should contact. Match the departments with them.

- A. Human Resources Department
- B. Finance Department
- C. Sales & Marketing Department
- D. Customer Service Department
- E. Production Department
- F. Research and Development Department (R&D)
- G. Public Relations Department
- H. Department of Technical Support

- () 1. Mike, a customer who complains about the product.
- () 2. Mr. White, a newcomer who is going to report to the company.
- () 3. Miss Li, a co-worker who is to discuss advertisement on products.
- () 4. John Smith, a visitor who would like to visit the factories.
- () 5. Peter, a worker who didn't get the salary on time.

Task 2 Manders PLC (public limited company) is having their annual party. Listen to the dialogues at the party. Match up the people's names with their types of work.

Name

- 1. Peter
- 2. John
- 3. Susan
- 4. Mike
- 5. Sarah
- 6. Mr. Fields

Type of work

- A. Sales
- B. Personal Assistant
- C. Software Development
- D. Market Research
- E. Accounts
- F. Personnel



PART 1

▼ From Ears to Mouth

Section I Being All Ears

Task 1 Listen and choose.



Listen to the following dialogues about positions and choose the correct answer from the choices marked A, B and C. The dialogues and questions will be read twice.

Dialogue 1

() A. Personnel Manager. B. Director. C. Assistant.

Dialogue 2

() A. Personnel. B. Sales. C. Production.

Task 2 Listen and judge.



The two colleagues are talking about staff training. Listen to the dialogue and decide whether the following statements are true (T) or false (F). The dialogue will be read twice.

- () 1. They chose presentation skills as their training course.
- () 2. Somebody thought that their computers and skills were very good.

UNIT 1

Task 3 Listen and complete.



Listen to the following introduction about Amazon and fill in the blanks. The introduction will be read three times.

Amazon is an American (1) _____ technology company, which owns over 40 (2) _____. It was formerly an online bookstore named Cadabra. The (3) _____ of Amazon are in Seattle, Washington. This American company (4) _____ on e-commerce, cloud computing, digital streaming and artificial intelligence. It is considered one of the Big Five (5) _____ in the U.S. information technology industry along with Google, Apple, Microsoft and Facebook. The company has been referred to as “one of the most (6) _____ economic and culture forces in the world”, as well as the world’s most valuable (7) _____.

Words and Expressions

vacancy	/ˈveɪkənsi/	<i>n.</i>
(职位的) 空缺; 空职		
performance	/pəˈfɔːməns/	<i>n.</i>
表现; 业绩; 工作情况		
personally	/ˈpɜːsənəli/	<i>adv.</i>
在个人看来; 亲自; 当面地		
subsidiary	/səbˈsɪdiəri/	<i>n.</i>
子公司		
headquarters	/hedˈkwɔːtəz/	<i>n.</i>
总部; 总公司		
artificial	/,ɑːtiˈfɪʃl/	<i>adj.</i>
人造的; 仿造的		
influential	/,ɪnfluˈenʃl/	<i>adj.</i>
有影响的; 有势力的		
economic	/,iːkəˈnɒmɪk/	<i>adj.</i>
经济的, 经济学的		



Section II Opening Your Mouth

Task 1 Listen and repeat.



John Smith is introducing his company to some visitors. Please listen to the presentation, understand its meaning and then practice with your partner.

Good morning, everyone. Welcome to ABC High-tech Company. I'm John Smith from the Human Resources Department. Now I'll give you a

brief introduction to our company. Our company was founded in 2004, with the purpose of research and development of wireless communication technology. We are one of the leading providers of wireless communication technology in the world. We are headquartered in New York and we have subsidiaries in Singapore and China. Our company has about 6,700 employees in the United States and 12,000 overseas. Last year our turnover was 15 billion dollars. Our products are very popular in the current markets, and the company is now looking to further expand its customer base throughout the world.

Task 2 Imitate and perform.

Work in pairs and make up a similar introduction about ABC High-tech Company according to the following questions.

1. When was your company founded?
2. What is your market objective?
3. Where are your headquarters?
4. Do you have any subsidiaries?
5. How many employees do you have?
6. What about your turnover last year?

Data Bank Introducing a company

- Our company was founded in...
- We are headquartered in...
- We have subsidiaries in...
- We have... employees in...
- We target to provide...
- Last year our turnover was...



Tips for introducing a company

1. A presentation introducing a company generally contains three parts: an introduction, a body and a conclusion.
2. The introduction draws the audience's attention and states the purpose of the presentation.
3. The body presents detailed information about the company that will interest the audiences.
4. The body can also present the overview of the company, the products or the services and the social responsibility.
5. The conclusion usually restates the purpose and invites questions from the audiences.

PART 2

Exercising Your Eyes

Text A

Building a Fully Connected, Intelligent World



Pre-reading Questions

1. Do you know Huawei? Can you list some products of Huawei?
2. Could you briefly introduce Huawei?



When you hear the name Huawei, what springs to your mind?

A well-known **brand** with **high-quality** technological products? A leading information and communications **technology** (ICT) **infrastructure** and smart device provider? A company with a **global** business and amazing research and development **investment**? Huawei is all of this, of course. But it is also more. Let's read an introduction about Huawei to know its overview, products, services, and social responsibility.

Huawei was founded in 1987 in Shenzhen. Within a short 30-year history, Huawei is today a **tech** giant competing against the likes of Apple and Samsung. With about 197,000 employees, Huawei operates in over 170 countries and regions, serving more than three billion people around the world.

Unlike many of its **competitors**, Huawei is a private company wholly owned by its employees. With **integrated solutions** across four key **domains** — **telecom** networks, Information Technology (IT), smart devices, and cloud services, Huawei **is committed to** bringing digital technology to every person, home and organization for a fully connected, intelligent world.

Huawei **relies on** customers and partners. Customers are at the heart of everything it does. It creates value for customers with **innovative** products.

Words and Expressions

brand	/brænd/	n.
品牌, 商标		
high-quality		adj.
高质量的		
technology	/tek'nɒlədʒi/	n.
科技		
infrastructure	/'ɪnfəstrʌktʃə(r)/	n.
基础设施		
global	/'gləʊbl/	adj.
全球的, 全世界的		
investment	/ɪn'vestmənt/	n.
投资		
tech	/tek/	abbr. technology n.
技术		
competitor	/kəm'petɪtə(r)/	n.
对手		
integrated	/'ɪntɪɡreɪtɪd/	adj.
各部分密切协调的; 综合的		
solution	/sə'lu:ʃn/	n.
(问题、困难等的) 解决办法		
domain	/də'meɪn/	n.
(知识、活动的) 领域, 范围, 范畴		
telecom	/'telɪkəm/	n.
电信		
innovative	/'ɪnəveɪtɪv/	adj.
革新的; 创新的		
secure	/sɪ'kjʊə(r)/	adj.
安全的		
privacy	/'prɪvəsi/	n.
隐私		
protection	/prə'tekʃn/	n.
保护, 防护		
priority	/praɪ'ɒrəti/	n.
优先事项, 最重要的事		
stable	/'steɪbl/	adj.
稳定的, 牢固的		
operation	/ˌɒpə'reɪʃn/	n.
运作, 实施		
dedicate	/'dedɪkeɪt/	v.
致力于, 献身于		
effective	/ɪ'fektɪv/	adj.
有效的; 实际的		
security	/sɪ'kjʊərəti/	n.
安全, 安全性		
openness	/'əʊpənəs/	n.
公开		

UNIT 1

Huawei provides organizations and industries with open, flexible, and **secure** ICT infrastructure platforms that help them go digital. Its popular smartphones and other smart devices help people enjoy a better digital experience in work, life, travel, and entertainment.

Cyber security and **privacy protection** are Huawei's top **priorities**. Huawei will therefore pay a great deal more attention to secure and **stable** network **operations**. It has long been **dedicated to** taking **effective** measures to improve the **security** of its products and services, thus helping customers to reduce and avoid security risks and building trust and confidence in Huawei's business.

Huawei promotes industry development and advocates **openness**, **collaboration**, and shared success. Together with industry partners **worldwide**, Huawei is building an open, global **ecosystem** that will help the ICT sector to develop more sustainably.

Huawei enables **sustainable** development. As a responsible **corporate citizen**, Huawei bridges the digital divide in the world's **remotest** areas and disaster-**stricken** communities. To further promote sustainability, Huawei will focus on a low-carbon **footprint** and environmental protection. Huawei is dedicated to sustainable development and **strives to** build a better connected world in which everyone can share everything.

collaboration	/kə,læbə'reɪʃn/	n.
合作, 协作		
worldwide	/wɜ:l'd'waɪd/	adj.
世界范围的, 全世界的		
ecosystem	/'i:kəʊsɪstəm/	n.
生态系统		
sustainable	/sə'steɪnəbl/	adj.
不破坏生态平衡的; 可持续的		
corporate	/'kɔ:pəreɪt/	adj.
公司的; 企业的		
citizen	/'sɪtɪzn/	n.
公民, 国民		
remote	/rɪ'məʊt/	adj.
遥远的; 偏僻的		
stricken	/'strɪkən/	adj.
受……侵袭的; 遭殃的		
footprint	/'fʊtprɪnt/	n.
脚印, 足迹		
strive	/straɪv/	v.
努力, 力争		
commit oneself/sb. to...		
使……致力于, 使……承诺		
rely on		
依靠		
dedicate oneself/sth. to...		
把……奉献给, 投身于		
strive to		
努力		



Notes to Text A

1. Huawei is committed to bringing digital technology to every person, home and organization for a fully connected, intelligent world.

华为致力于把数字技术带给每个人、每个家庭、每个组织，构建万物互联的智能世界。

be committed to doing 致力于

bring sth. to sb. 带给某人某物

2. Its popular smartphones and other smart devices help people enjoy a better digital experience in work, life, travel, and entertainment.

华为广受欢迎的智能手机和其他智能设备使人们在工作、生活、出行和娱乐方面享有高品质的数字体验。

3. Together with industry partners worldwide, Huawei is building an open, global ecosystem that will help the ICT sector to develop more sustainably.

华为正与世界各地的产业合作伙伴一起，构建一个开放的全球生态系统，帮助信息和技术（ICT）行业可持续发展。

that 引导的定语从句，*that* 指代先行词 *ecosystem*，在从句中做主语。

Task 1 Decide whether the following statements are true (T) or false (F).

- () 1. Huawei is a leading information and communications technology (ICT) infrastructure and smart device provider.
- () 2. Huawei attaches importance to research and development.
- () 3. Huawei is a private company wholly owned by the Chairman of the Board.
- () 4. Huawei is committed to bringing digital technology to every person, home and organization for a fully connected, intelligent world.
- () 5. The top priority of Huawei is sustainable development.

UNIT 1

Task 2 Choose the best answer from the four choices marked A, B, C and D.

- () 1. Who is Huawei?
- A. A well-known mobile phone.
 - B. A state-owned company.
 - C. A leading ICT infrastructure and smart device provider.
 - D. A factory.
- () 2. Who owns Huawei?
- A. Huawei is wholly owned by its employees.
 - B. The customers.
 - C. The Chairman of the Board.
 - D. The manager.
- () 3. According to the passage, which doesn't belong to Huawei's contribution to the world?
- A. Huawei creates value for employees.
 - B. Huawei ensures secure and stable network operations.
 - C. Huawei promotes industry development.
 - D. Huawei enables sustainable development.
- () 4. Which statement is wrong?
- A. Huawei was founded in 1987 in Shenzhen.
 - B. Huawei can't compete against the likes of Apple and Samsung.
 - C. Huawei has 197,000 employees.
 - D. Huawei operates in over 170 countries and regions.

- () 5. What does Huawei do to further promote sustainability?
- A. Huawei will focus on a low-carbon footprint and environmental protection.
 - B. Huawei will focus on secure and stable network operations.
 - C. Huawei advocates openness, collaboration, and shared success.
 - D. Huawei provides organizations and industries with open, flexible, and secure ICT infrastructure platforms.

Text B

My Sales Experience at Procter & Gamble



*P&G, founded in 1837, is one of the world's largest **consumer** goods companies, with numerous household brands including Oral-B, Gillette and Pantene. P&G operates in over 80 countries and offers products and services to more than 180 countries worldwide.*

My name is Alexandra Blom and I've been working in the Sales Function at P&G for 3 years now.

When I **initially** applied for P&G, I was **looking to** work for a global company, with outstanding people, strong **recognizable** brands — a company that I could feel proud to work for. I couldn't be happier that my dream has been realized. I was **recruited** through what P&G call their Commercial Careers Academy (CCA).

The environment at the CCA

Words and Expressions

consumer	/kən'sju:mə/	<i>n.</i>
消费者；顾客；用户		
initially	/ɪ'nɪʃəli/	<i>adv.</i>
开始；最初；起初		
recognizable	/ˌrekəg'naɪzəbl/	<i>adj.</i>
容易认出的；易于识别的		
recruit	/rɪ'kru:t/	<i>v.</i>
吸收（新成员）；招募		
supportive	/sə'pɔ:tɪv/	<i>adj.</i>
支持的，拥护的，给予帮助的		
management	/'mænɪdʒmənt/	<i>n.</i>
经营；管理		

UNIT 1

was comfortable and the people were **supportive**. We worked on real-life case studies and had the opportunity to meet P&G employees from different teams, including senior **management**. We **underwent** a highly-intensive training programme in Sales **Academy**, even including a lot of on-the-job training!

Then I joined the e-business team, working first on the Ocado account and then on Amazon — both roles were **motivating** and exciting. As two of the fastest growing **retailers** in the UK, the e-business team was often the first to try new things. Both customers were incredibly **agile**, and this meant that we had to be **decisive** and act fast and this helped me to quickly become an “expert” for my teams, which was hugely confidence-boosting.

After a year with the e-business team, I moved onto the Pampers business working as a Shopper Based Design (SBD) manager. Pampers is P&G’s biggest and most well-loved brand. This was an amazing opportunity for me to learn from experienced people and teams in the company. SBD management is an in-store

undergo	/ʌndə'gəʊ/	v.
经历；经受		
academy	/ə'kædəmi/	n.
专科院校；研究院，学会		
motivate	/'məʊtɪveɪt/	v.
激励；激发		
retailer	/'ri:teɪlə(r)/	n.
零售商；零售店；讲述者		
agile	/'ædʒaɪl/	adj.
敏捷的；机敏的；活泼的		
decisive	/dɪ'saɪsɪv/	adj.
果断的；决断的		
consultant	/kən'sʌltənt/	n.
顾问		
passion	/'pæʃn/	n.
激情；热情		
curve	/kɜ:v/	n.
曲线；弧线		
steep	/sti:p/	adj.
陡峭的；急剧升降的		
mentor	/'mento:(r)/	n.
指导者；良师益友		
innate	/'ɪnət/	adj.
先天的；固有的；与生俱来的		

look to
希望，指望
on call
随叫随到的，待命的
second to none
首屈一指



consultant. For example, a large part of my role was providing advice to our retailers to enable growth within their entire category, not just P&G brands and I was often brought into big customer meetings when the teams were facing difficult decisions. Again, I learned a lot on this team and realized that I had a deep **passion** for working on a brand team.

When I was offered a Market Strategy & Planning role for P&G's hair care team, I couldn't have been more excited! Working on such a fast moving category, my learning **curve** was **steep** because of my team and their support. I had support from my managers, who weren't afraid to challenge me and get me out of my comfort zone. I had a number of **mentors** as well, who were always **on call** to share their advice, plus my multi-functional team were **second to none**. Together, we had such an **innate** passion to win.

Notes to Text B

1. This was an amazing opportunity for me to learn from experienced people and teams in the company.

这对我来说是一个向公司经验丰富的员工和团队学习的绝佳机会。

amazing opportunity 极好的机会

2. When I was offered a Market Strategy & Planning role for P&G's hair care team, I couldn't have been more excited!

当我获得宝洁护发团队的市场战略规划这一职位时，我无比激动！

“否定 + 比较级”表示最高级含义，也是一种强调。

UNIT 1

Task 1 Read the passage and fill in the blanks.

When I initially _____ for P&G, I was looking to work for a global company, with outstanding people, strong recognizable _____ — a company that I could feel proud to work for. I couldn't be happier that my dream has been realized. I was _____ through what P&G call their Commercial Careers Academy (CCA). The environment at the CCA was _____ and the people were _____.

Task 2 Decide whether the following statements are true (T) or false (F).

- () 1. When I was offered a Market Strategy & Planning role for P&G's hair care team, I felt disappointed.
- () 2. I got lots of support and advice from my team and managers at P&G.
- () 3. The working environment at the CCA was comfortable and the people were supportive.
- () 4. Working as a Shopper Based Design manager made me lose interest in working on a brand team.
- () 5. The experience of joining e-business team helped me to quickly become an "expert" for my teams.

Workplace Culture

Advice for Workplace Newcomers

The first day in your new role offers valuable opportunities to make a good first impression. It's natural to feel a mix of both excitement and nerves when you're starting a new job. But it's important to overcome the sense of anxiety and prove your worth to the company. Our tips for starting a new job let you settle into your role.

Key Tips for Starting a New Job

You may have done plenty of research on your new company during the interview stage, but now is the time to refresh your memory. Remind yourself of important facts about the organization so that you can engage in conversation with your new colleagues.

Your first day on the job calls for extra care and planning. Check transport schedules so that you can arrive on time. Double-check all the starting information you've received including which floor to arrive at and who to ask for, and if you're unsure of anything, contact the HR department. If you haven't already provided them, take along personal information such as details of your bank account as your new employer will ask for these.

Have a Positive Attitude

Set your nerves to one side and start your new job with a positive attitude. As you make your new morning commute, remind yourself that the company chose you for the job so you definitely have what it takes to master the role. Thinking back over the skills and qualities you have developed to this point can further improve your confidence.

Be Confident and Outgoing

Your first day on the job is likely to involve a steady flow of

introductions, meeting new faces and learning colleagues' names. If you struggle to put a name to a face, don't be shy about asking for a reminder. You will soon know the colleagues of your new workplace.

It also helps to confidently introduce yourself to co-workers you run into — even if they too don't instantly commit your name to memory.

Think over Your Introductory Message

Be ready to share information about yourself if asked, or when you are introduced to new colleagues. Avoid a comprehensive life story. It's not necessary to reveal everything about yourself. Creating a professional first impression is important to building strong working relationships.

Stay Neutral

One of the worst things you can do when starting a new job is to become involved in office politics or gossip. If conversations with a colleague turn to gossip, politely accept or deflect their opinions without inviting controversy.

Listen and Learn

When you're starting a new job, the first few days and weeks can involve a steep learning curve. Aim to take in as much information as you can and make written notes if necessary to remember any new processes, software or important contact names.

At the same time, be prepared to ask any questions — it's better to make sure you're getting things right from day one than to work away unsure of what you're doing. You're not expected to know everything from the get-go and having a thorough understanding of any expectations will help you become a valued team member from an early stage.

As you settle in to your new job, the office environment and your co-workers will soon become more familiar, and you'll quickly get into the swing of things. By remaining confident and professional yet approachable in the early days, you'll strengthen your reputation as a valued member of the team.