

编写使用说明

《英语阅读》是高职高专外语专业学生必修的专业基础课，目的是通过较大量的阅读实践逐步掌握所学的阅读技能，全面提高阅读能力，同时扩大语言知识量的输入，不断扩充词汇量，开阔知识视野，锻炼学生思维能力，提高写作能力，以提高其语言应用能力及文化素养，从而全面提高学生素质。

《英语阅读》针对高职高专的学生的需要，所选文章内容新颖，信息容量大，具有时代性和较强的趣味性。本教材第一册侧重选取与学生学习和生活密切相关的话题，其语言素材主要有教育、美学、网络、文化、生活、家庭、友情、爱情、体育、食物、传记等。为体现阅读教材特色，《阅读教材》每个单元都设计了阅读技巧，阅读训练的练习从每个单元所选文章选取，学以致用。

《英语阅读》按照有利于教师教学、有利于学生学习的思路进行编写，练习编排从课堂教学的实际出发，尽量发挥学生的主观能动性，启发学生思考，鼓励学会参与活动，锻炼学生实际运用语言知识的能力。

《英语阅读》(上册)由浅入深全书共分12个单元，每单元围绕一个主题选材，每三个单元后附一个综合阅读训练（基本参照大学英语四级考试阅读部分设计），可以用来检测学生学习效果。每个单元结构如下：

首先是学习目的（learning objective）的描述。

其次是单元导入（Lead In），以一段引言、小故事或问题讨论等形式导入文章阅读。这一部分练习在于激发学生对单元话题的兴趣，在正式阅读前将阅读与口语练习结合起来（pre-reading），引导学生进入正文的阅读。

第三是阅读课文一（Passage A），一般长度为600~800，精选自英美书籍、报刊及网站，基本保持了原文的风貌。课文中影响理解的重要词汇Vocabulary，以边注形式标出，提供词汇文中词义。课文前有Introduction给学生相关主题提示，课文后是阅读理解（Exercise）练习题，主要采用以下题型：

- 判断（true / false / not given）
- 简短回答问题（give short answers）
- 完成句子题型（sentence completion tasks）
- 多重选择题型（multiple-choice tasks）
- Questions for discussion

以上题型练习主要检查学生对文章中心思想、主要论点、重要细节等内容的理解与掌握。思考题设计为小组讨论，主要是拓展型或开放性的讨论题。

第四是阅读课文二（Passage B），题型设计同Passage A。

第五是Supplementary Reading。所选课文篇幅字数在900-1500之间；内容为文学作品节选或与章节主题相关的题材，主要给学生拓展阅读提供材料；后附有对于作品或作者的背景或主题的评论或进一步讨论。课堂内外完成均可。

每章节的课文阅读要求学生在规定时间内完成，教师可以根据学生的实际情况对阅读时间进行调整。

本系列教材总主编为刘黛玲，副总主编为丁国声。

《阅读教材》是武汉职业技术学院外语系承担的项目，宁毅副教授担任主编，负责全书的策划、设计和审稿，并负责第1、10、12单元编写，彭春萍副教授担任副主编，协助负责全书的策划、设计和审稿，并负责3、4、6、11单元编写，卢成委老师负责编写5、7、8单元，吴晶老师负责编写2、9单元，高洁老师负责阅读综合训练I、II的编写，胡新莲副教授负责阅读综合训练III、IV及提供大部分阅读技巧，各位编者提供相应单元的阅读技巧的练习。

在教材编写过程中，外语教学与研究出版社徐社长、策划编辑王海燕、朱书义提出了很多很好的指导；同时，武汉职业技术学院外教Rachel Knight, Wade Purdom以及美国高中生 Angela Chen审读了本书的部分稿件并提出了相关建议；此外，武汉职业技术学院07学生陈琳、田欣、邹红、柯冰、喻丽、江黎、王娇等24人参与协助阅读材料试用和生词检测；在此，谨向他们致以真诚的感谢。

编者在编写过程中参考了前辈、同仁和网站上的文章、著作和研究成果，编者在此向他们表示衷心感谢。

由于本书编写时间仓促，水平有限，难免有错漏之处，恳请同仁和读者批评指正。

宁毅

2008年1月9日

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Unit 7

Making Telephone Calls

Learning Objectives

- To get familiar with the etiquette and vocabulary in telephone conversations.
- To learn to make and answer telephone calls for various purposes.

Warming-up

1

Questions for Thought

How often do you make telephone calls every day?

What do you usually say to strangers on the phone?

Are there any differences between making business calls and personal calls?

2

Vocabulary Match

There are many terms you may need to know when using the telephone in English-speaking countries. Match the terms in the left-hand column with their meaning in the right-hand column. Write A-J in the brackets following the words or phrases.

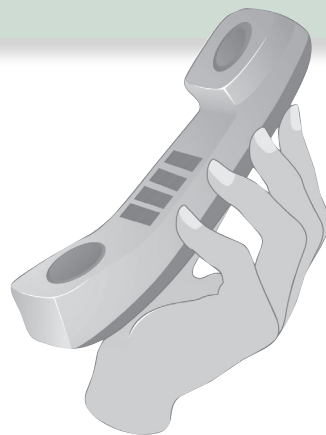


- | | |
|-----------------------------|--|
| _____ 1) wrong number | A. a long-distance call that is free of charge to the caller provided by large businesses, which usually begins with 1-800 in the US |
| _____ 2) area code | B. a telephone call made within your calling area |
| _____ 3) receiver | C. This enables you to answer a second call while placing your first call on hold. |
| _____ 4) long-distance call | D. a number that is not the one you wished to reach |
| _____ 5) local call | E. the two or three-digit number before a telephone number that indicates the city and area in which it is located |
| _____ 6) Out of order | F. the part of the telephone that you hold against your ear to speak and listen |
| _____ 7) busy signal | G. a call made outside your calling area that usually costs more and requires you to dial an area code plus the number of the person you are calling |
| _____ 8) call waiting | H. a beeping noise that indicates someone is talking on the phone |
| _____ 9) call forwarding | I. It lets you send your calls to another number. |
| _____ 10) toll-free number | J. broken, not working |

3 First Attempt

Make up conversations with a classmate of yours. By using the telephone, you try to

- 1) make an appointment with your professor.
- 2) call your friend but have dialed the wrong number.
- 3) make a reservation at a Chinese restaurant.
- 4) call a friend of yours, who is not available, and her roommate answers.



Check It Out

Listen to the model telephone conversations about the above four situations and make comparisons with what you have done.

4 Telephoning Etiquette

When you make a phone call, no matter if it is business or personal, there are a few simple etiquette rules to follow.

- 1) Offering a greeting (Hello/Good morning.)
- 2) Identifying yourself (This is Jeff Smith speaking/calling.)
- 3) Saying why you are calling or asking to speak to a person by name (May/Can/Could I speak to Mary, please?)



在英语国家接打电话时，首先要自报家门，这和咱们中国人只说“喂，……”一类的习惯有所不同哦！

Activities

TASK 1 SPEAKING TO THE PERSON INDICATED

Quite often, the person who picks up the phone is not the one we want to talk to. For example, you call your professor and his secretary answers. You call your professor and his secretary answers. Here is a possible conversation.

Other person: Good morning. Dean's Office. Can I help you?

You: Hi. This is Tom Rosenberg. I'm wondering if I could speak to Prof. Joseph, please?

Other person: Yes. Sorry, who's calling? Who is this?

You: Tom Rosenberg, visiting scholar from Georgetown University.

Other person: Thank you. Could you hold while I connect you?

Do It Yourself

Work with a classmate of yours. Make up conversations for the following situations.

- 1) To call a friend, her husband answers.
- 2) To call your cousin Ann, and her roommate answers.
- 3) To call the school library to see if *Harry Potter 7* is available.
- 4) To call a travel agency to book an air ticket.





TASK 2 CALLING SOMEONE, WHO IS NOT AVAILABLE

Sometimes the person you call is not in or at a meeting. You may leave a message in situations like this, as shown in the following conversation. You call your brother, but he is not in. His colleague answers. You call your brother, but he is not in. His colleague answers.

Colleague: Hello. Service Department, Kodak Beijing.

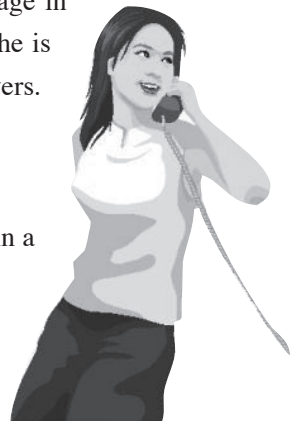
You: May I speak to Chris Hamilton?

Colleague: I'm afraid he can't take the call now. Would you like him to call back in a little while?

You: Yes, but please tell him his brother Tom called. Thank you.

Colleague: You're welcome. Good-bye.

You: 'Bye.



Do It Yourself

Work with a classmate of yours. Make up conversations for the following situations.

- 1) To call the cell phone repair shop, but the repair person is busy.
- 2) To call your friend at work, but he is with a customer. Ask him to call you back later.
- 3) To call your sister, but she is away on a business trip. Her husband answers. Leave a message.
- 4) To call your classmate to get the assignment. She's gone swimming and her mother answers.



TASK 3 HANDLING WRONG NUMBERS

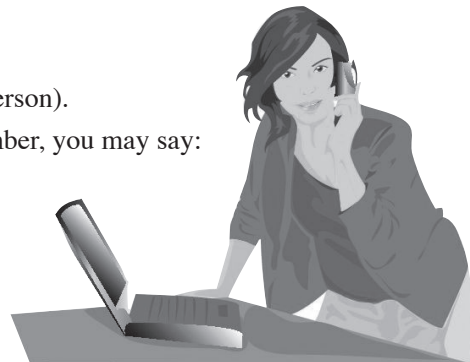
You may call the wrong number or receive a call from someone who dialed the wrong number. Don't feel embarrassed or upset. Handle it properly when it happens.

When you have dialed a wrong number, you may say the following:

- Oh, I'm sorry. I think I (I guess I, I'm afraid I, or I must) have the wrong number.
- Oh, sorry. I dialed the wrong number.
- Is this _____ (give the number you dialed)?
- Oh, I was trying to reach _____ (give the name of the person).

When you receive a call from someone who dialed the wrong number, you may say:

- There's no one here by that name.
- I'm afraid you have the wrong number.
- No, it isn't. (After the caller says the number he/she dialed.)
- That's Okay. (After the caller says "Sorry".)



 **Do It Yourself**

Practise with a classmate of yours: You dialed the wrong number when you were trying to reach

- 1) a customer by the name of Joe Hanson.
- 2) the car wash where you left your car half an hour ago.
- 3) a supermarket to see if it is still open.
- 4) your landlady to pay the rent.
- 5) a cinema to check what is on.

 **TASK 4 LEAVING MESSAGES**

Sometimes you may reach a person's answering machine or voice mail instead of the person you want to speak to. Using an answering machine or voice mail is very popular in English speaking countries no matter if it is a residential telephone or cell phone. Here follows a typical voice message you may hear:

Hello, you've reached 413-678-7356. We're not able to answer the phone right now, but if you leave your name and a message, we'll get back to you as soon as we can. (beep)

 **Do It Yourself**

You've dialed a number and received a recorded message on the person's answering machine or voice mail. Leave a short message after the beep.

- 1) You have difficulty making long-distance calls, and you are calling the telephone company and hear the following:

You have reached AT&T Customer Service. Your call is important to us. Please leave your name and number, and we'll return your call as soon as possible. Thanks! (beep)

- 2) You are calling your neighbor the Smiths and have not reached them in person. This is the voice mail they left.

Hi. We're out! Sorry to have missed your call. Leave your name and number and we'll get back to you as soon as we can. Bye-bye! (beep)

- 3) You are calling your professor of English literature about the poetry reading next week, but she is not available. Here is the message she left on her answering machine.



给录音电话留言时，
如果需要对方回电，
千万别忘了留下自己的
电话号码哦！

Hello. You've reached the office of Janet Gamberg. I'm teaching right now. Please leave your name, number and a short message, and I'll return your call as soon as I can. 'Bye. (beep)

- 4) You are calling to invite your friend Tim and his wife to a birthday party next Saturday. You fail to reach them and only hear the following message.

Hello. This is 976-988-2378. I'm unable to take your call at the moment, but please leave your name, number, and the time you called and I'll get back to you soon. (beep)

TASK 5 EXPRESSING VIEWS

Work in groups of three or four. Listen and discuss the questions.

Listening 1: Susan Taylor is making an emergency call.

What do you think?

- 1) Why do you think Susan doesn't identify herself in the conversation?

Tips

遇到紧急情况，切不可乱了方寸。忘了告诉医院你的地址和电话，你可能得多疼一会啦。

- 2) At what point in the conversation do you think she should?

Tips

一旦确认是医院工作人员接电话，就应马上通报你的具体位置和联系方式。

- 3) What do you think the operator wanted to do when she says "Can I..."

Tips

你要是医院急救中心接线生，务必得到求救者的准确信息，方可迅速施救。

- 4) What else do you think she should tell the operator?

Tips

当然还得提供地址嘛！



Do It Yourself

Revise the conversation with your group members by adding the necessary information.

Listening 2: Bob Johnson wants to talk to the Director of the Registration Office.

Is everything appropriate?

- 1) Do you think the receptionist does a good job by asking why Bob's calling? Why?
- 2) What are several other ways the receptionist could have said, "He's unable to take your call right now"?



具体情况具体分析。如果是公务电话，也许接线生有责任处理一些简单事宜；如果是私人电话，一般来说，这种询问就不太合适了。

Tips

如果你是接线生，就得耐心让致电者等候或过后打来；如果是你在打电话，催促别人总是不礼貌的。

- 3) How do you think the receptionist should respond when Bob says "It's very urgent"?

Tips

有多种表达方式，请看后面的 Useful Words and Expressions。

Do It Yourself

Revise the conversation with your group members and pay attention to social appropriateness.

Listening 3: Jack Lee is calling to apply for a job.

What do you think?

- 1) Why do you think Jack doesn't identify himself immediately? Why does he wait until he speaks to someone in the Human Resources Department?

Tips

接线生只负责转接电话而不负责招聘，因此没有必要通报自己的姓名。

- 2) Do you think it is appropriate for Jack to say that he doesn't understand what the secretary says? What would have happened if Jack had felt embarrassed to ask the secretary to repeat the name,

Tips

听不清或没听懂对方的话而要求复述是正常现象，切不可因为面子而误了大事。



especially when he is being transferred to the HR director?

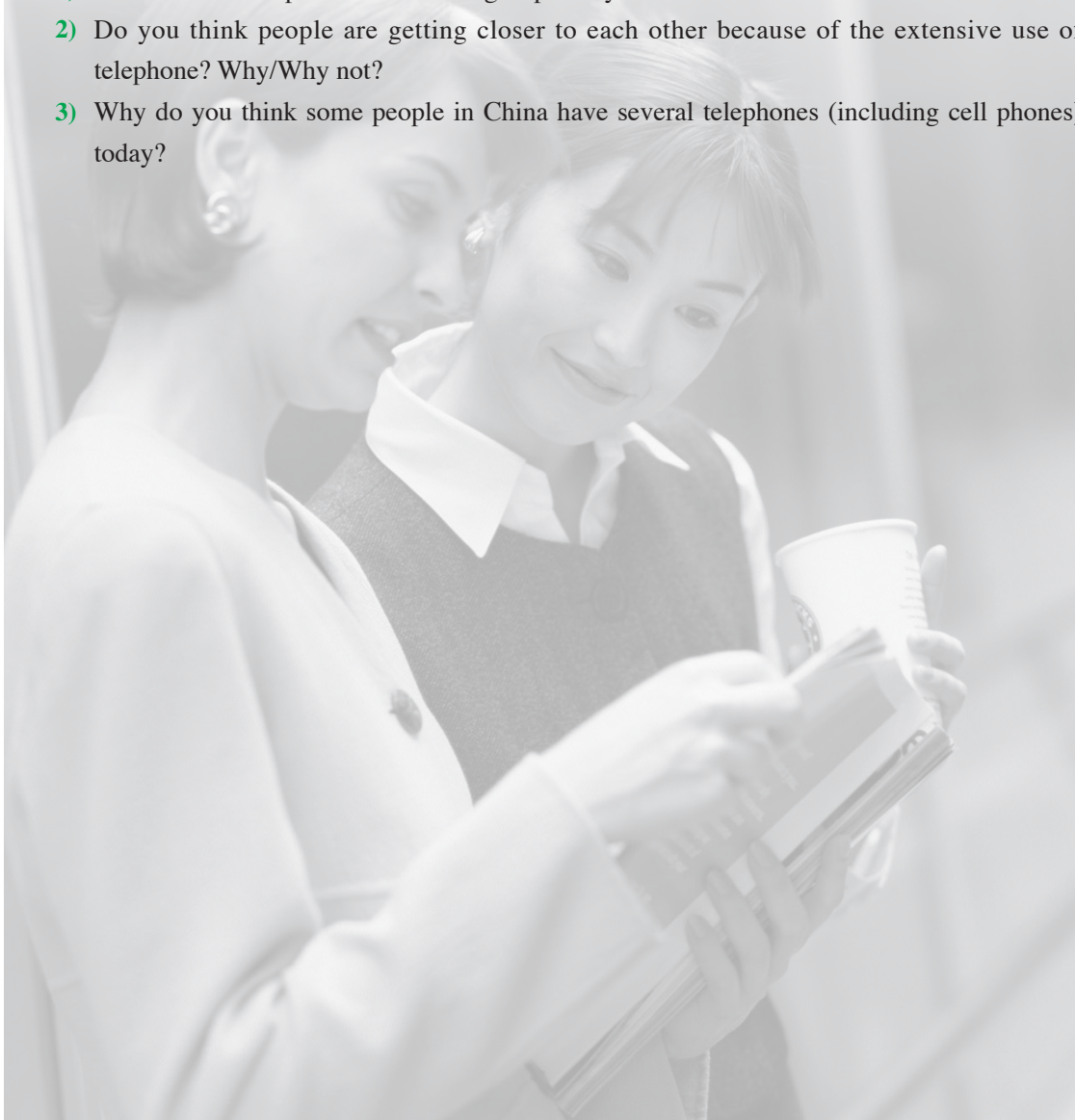
 **Do It Yourself**

Make up a conversation with a classmate of yours to schedule a time for a job interview.

 **TASK 6 DISCUSSING IN GROUPS**

Form groups of four or five students, one of whom is to take charge of the discussion of the following topics within each group.

- 1) Who uses the telephone most in the group? Why does he/she use it so much?
- 2) Do you think people are getting closer to each other because of the extensive use of telephone? Why/Why not?
- 3) Why do you think some people in China have several telephones (including cell phones) today?



Review

Useful Words and Expressions

You're the caller

When you get through	Hello, Can I speak to.....? Is Mary is? Hang on, please. Hold, please.
When you need to pause for a moment	Just a moment, please. Just a second, please. Will you hold, please?
When you are told to wait to be transferred	Thank you. Sorry.
When you reach a wrong number	Sorry, I must have dialed the wrong number. I'm terribly sorry. Sorry to disturb you.
When you want to let the person you wanted to reach know you've called	Can I leave a message? Would you please take a message for him? Could you please tell him...?

You answer

When you hear the caller's greeting	Hello. This is..... Can/Could/May I help you? How can I help you? Who is calling please?
When you receive a call from the wrong number	Sorry, there's no one here by that name. You have the wrong number.
When the person the caller wants to speak to is not available	Sorry, he's out. Sorry, he's not available right now. He is unable to take your call right now.
When the caller can't reach the person	Can/May I take a message? Do you want me to tell...? Could you call back later? Can you try some other time?



Key to Exercises & Script

Key to Exercises

I.2. Vocabulary Match

1) D 2) E 3) F 4) G 5) B 6) J 7) H 8) C 9) I 10) A

I.3. Model Conversations

1)

Prof. Smith: Hello, Kelvin Smith speaking.

You: Good morning, Prof. Smith. This is Jeff Chen calling. Can I come and see you about my term project at 1:00pm this Friday afternoon?

Prof. Smith: Let me check my schedule. Huh... there's no problem with me.

You: That's good. Let's say we are going to meet at 1:00pm this coming Friday afternoon. See you then.

Prof. Smith: See you.

2)

Stranger: Hello?

You: May I speak to Tommy, please?

Stranger: Tommy? I'm afraid there's nobody here by that name.

You: No? I must have dialed the wrong number. Sorry to disturb you.

Stranger: That's okay.

3)

Receptionist: Panda Garden Restaurant. How can I help you?

You: This is Jeff Chen calling. I'd like to reserve a table for four people for dinner tomorrow.

Receptionist: All right, four people, dinner, tomorrow. Do you have any preference for where you want to sit?

You: Well, not really. Any place will do.

Receptionist: Could you please say your name again?

You: Jeff Smith. J-E, double F, S-M-I-T-H.

Receptionist: All right. And your phone number, please, just in case...

You: It's 8-8-5, 2-3-8-6.

Receptionist: Ok, 8-8-5, 2-3-8-6. Thank you for calling. See you tomorrow.

You: Good-bye.

4)

Roommate: Hello.

You: Hi. Is Mary there?

Roommate: I'm sorry, she's not here right now. Would you like to leave a message?

You: Yes, thank you. This is Jeff, her friend from school. Could you tell her that our drama rehearsal has been canceled for tomorrow? We haven't decided when it will be rescheduled.

Roommate: Okay, I'll tell her. What did you say your name was?

You: It's Jeff, J-E-F-F. Thank you. 'Bye.

Roommate: You're welcome. 'Bye.

II. Task 4 Model messages

1)

Hello. This Jeff Chen calling. There's something wrong with my phone. I can't make long-distance calls. I checked the line, which is obviously working because I got a dial tone. But the line went dead immediately after I dialed the three-digit area code. Could you send someone to fix it as soon as possible? Please contact me at this number: (607) 512-4569. Thank you.

2)

Hello, Ben and Shelly. This is Jeff calling from Boston. I am on an urgent call to see a patient in Boston and won't be back until tomorrow afternoon. Could you please come over to my house to feed and walk my dog this evening? Thank you very much, indeed. See you tomorrow.

3)

Hi, Professor Gamberg. This is Mary Jones calling. I'm the chairperson of the Poetry Lovers' Club. We're going to organize a poetry reading on the afternoon of September 23. It starts at 4:30pm. We know you're a poet yourself and we would like you to join us very much. Please call me at (306) 783 9021 when you feel convenient. Thank you. 'Bye.

4)

Hi, Tim and Ann. This is Jeff Chen calling. Lisa's birthday is next Saturday. We would like to invite you both over to her birthday party at 7:00 pm, June 20. Please give us a call at your earliest convenience. See you and take care.

Script

Listening 1

Operator: Friendship Hospital. How can I help you?

Susan: Ouch, I must have broken my wrist, and I want an ambulance immediately!

Operator: Just a second, please. Can I...

Susan: Oh, be quick, please, please come immediately. It hurts so much. (Susan hangs up.)

Listening 2

Receptionist: Registration Office, Open University. Can I help you?

Bob: Hello. This is Bob Johnson. May I speak to the Director?

Receptionist: I'm sorry, he's unable to take your call now. May I know the nature of your call?

Bob: I'm a new student. But I'm unable arrive on the registration day and want to talk to him about this.

Receptionist: Well, he's on another line. Would you care to hold?

Bob: No, but it's very urgent.



Listening 3

Receptionist: Hello. AT&T. May I help you?

Jack: Yes. I saw a job offer in the Daily News for a sales manager, I'd like to apply for that position.

Receptionist: Just a second, please. I'll transfer you to the Human Resources Department.(Pause)

Secretary: Human Resources Department. Can I help you?

Jack: Hello. This is Jack Lee. I'm calling to apply for the position of sales manager advertised in the Daily News yesterday. Is this position still available?

Secretary: Yes. But you'll have to talk to the Director of the HR Department, Mr. Craig.

Jack: Sorry. I didn't hear you. What did you say his name is?

Secretary: Craig. C-R-A-I-G. Hold, please.