

# 1 Workplace



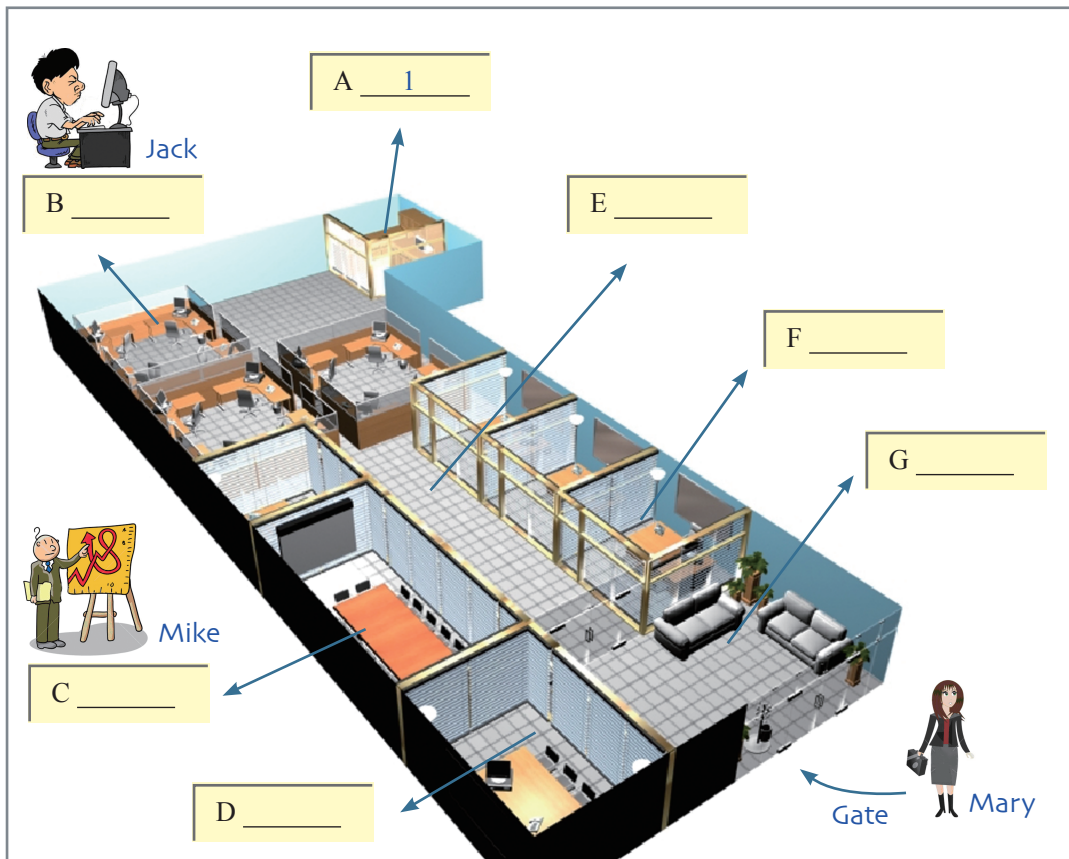
## Unit Objectives

After studying this unit, you are expected to:

- acquire both basic knowledge about workplace dress codes, codes of conduct, business etiquette, notice writing, company events and skills to complete related operations;
- use expressions concerning workplace activities mentioned above, and demonstrate the communicative skills needed to complete those operations;
- understand the importance of company dress codes and codes of conduct.

# Warming-up

**Task 1** Work in pairs. Look at the following layout. Discuss with your partner and identify the marked rooms.



- |                              |                               |                  |
|------------------------------|-------------------------------|------------------|
| 1 washroom                   | 2 department manager's office |                  |
| 3 meeting room               | 4 staff office                |                  |
| 5 multifunction meeting room | 6 hallway                     | 7 reception room |

**Task 2** Look at the above layout again. Mary is at the company gate. Please tell her how to find Mike and Jack in the office.



## Reading A



Each day, many people are looking for trends in workplace clothing, so that they can “fit in” with the fashionable or well-dressed crowd. They believe that dressing in the latest fashion trends may give them the reputation of being fashionable and trendy. While it is more than possible to do this, you need to display caution.

What many people do not realize is that there are a number of pros and cons of relying on workplace fashion trends. One of those pros was mentioned above. When you wear a fashionable outfit to work, there is a good chance that you will receive a lot of compliments on your outfit. This is a nice feeling and it is one that makes many feel proud.

But the truth is that there are many more cons of relying on workplace fashion trends than there are pros. For instance, workplace fashion trends do not always distinguish between jobs and careers. If you work at a trendy coffee shop or retail store, chances are that the dress code would be casual clothing. However, if you work at a law office or an insurance company, you may be required to dress more professionally. Unfortunately, many workplace fashion trends are designed for the working population in general, not

specific careers. This is where you can run into trouble if you are not careful.

Before relying on workplace fashion trends, you will want to take a good, close look at the trend in question. For instance, does the trend require the wearing of a skirt or a dress, no matter what the length? If so, it is important that you look at what you do for a living. If you are in a professional office setting, a dress may be perfect for you. On the other hand though, if you work in a retail store as a manager, a dress or skirt may actually get in the way and hamper your efforts to work and be productive.

By wearing trendy workplace fashion pieces, many people are given compliments, but not always. The last thing that you want to do is get a bad name for yourself instead of compliments. That is why it is also advised that you take what others may think of you into consideration. You need to make sure that the impression that you would be making is a good one.

The decision as to whether or not you want to incorporate the latest workplace fashion trends into your wardrobe is yours to make, but please take the above-mentioned points into consideration before doing so.

## Words

reputation /ˌreɪpjuˈteɪʃən/ *n.* 名声; 美名  
 trendy /ˈtrendi/ *a.* 时髦的; 赶时髦的  
*n.* 爱时髦的人  
 display /dɪˈspleɪ/ *v.* 展示; 表现  
 caution /ˈkɔːʃən/ *n.* 小心, 谨慎  
 outfit /ˈaʊtfɪt/ *n.* 全套服装  
 compliment /ˈkɒmplɪmənt/ *n.* 赞美(话); 恭维(话)  
 retail /ˈriːteɪl/ *n.* 零售  
 casual /ˈkæʒuəl/ *a.* 非正式的, 日常便服的  
 professionally /prəˈfeʃənəli/ *ad.* 职业地; 职业化地  
 setting /ˈsetɪŋ/ *n.* 环境; 背景

hamper /ˈhæmpə/ *v.* 妨碍, 阻碍  
 productive /prəˈdʌktɪv/ *a.* 多产的; 富有成效的  
 incorporate /ɪnˈkɔːpəreɪt/ *v.* 吸收, 吸纳  
 wardrobe /ˈwɔːdrəʊb/ *n.* (个人的) 全部服装; 衣柜; 衣橱

## Phrases & Expressions

fit in with 符合; 适应; 使与……一致  
 pros and cons 利与弊  
 rely on 依赖  
 in question 讨论中的; 考虑中的  
 for instance 例如

**Task 1** Put the following statements in the correct order according to the passage.

- A. What we wear is important, so we should make good decisions.
- B. There are more cons than pros of relying on workplace fashion trends.
- C. Lots of people nowadays are looking for workplace fashion trends.
- D. By wearing fashionable clothes to work, people may receive compliments and feel good.
- E. It is important that a good impression is made by wearing workplace fashion pieces.
- F. People should think about a workplace fashion trend very carefully before relying on it.

① \_\_\_ > ② \_\_\_ > ③ \_\_\_ > ④ \_\_\_ > ⑤ \_\_\_ > ⑥ \_\_\_

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

- 1. Dressing in the latest fashion trends may give you the reputation of being efficient.
- 2. There are many more pros of relying on workplace fashion trends than there are cons.
- 3. If you work in a retail store as a manager, dressing in uniform may hamper your efforts to work and be productive.
- 4. Many people are always given compliments by wearing trendy workplace fashion pieces.
- 5. Other people's opinions are important when we choose workplace clothing.

**Task 3** Work in groups. Discuss the advantages and disadvantages of relying on workplace fashion trends, and then report to your class. Try to relate your discussion to your personal experience and the information you get from the passage.

Advantages	Disadvantages

**Business Know-how** ▼



**Dressing for the Workplace**

- No matter what you wear, your clothes should be neat and clean;
- Quality counts. Instead of buying several trendy outfits, invest in one good quality jacket or suit, and upgrade your blouse, shirt or tie;
- Grooming (打扮, 穿戴) is very important. Don't forget to shave or bathe;
- Keep your shoes in good condition;
- Makeup should be subtle;
- Nails should be clean and neat and of reasonable length;
- Dress for the job you want. If you want to be a manager, dress like them.
- When in doubt, dress up.





## Reading B

# Code of Conduct

This document aims to provide staff with rules and standards to be followed when dealing with customers, suppliers and other parties related to our business.

The Company strives to demonstrate the high ethical standards of an outstanding organization in addition to meeting all its legal obligations. To that end, all employees shall ensure that they:

- Produce safe products and protect the environment in accordance with Company safety regulations.
- Treat all customers and suppliers sincerely and equally.
- Observe honest and legal business practices at all times.
- Avoid conflict with personal interests when representing the Company.

When conducting business on behalf of the Company, employees shall adhere to high ethical standards with regard to all dealings with customers, suppliers, colleagues and all stake holders of the Company. The following

situations shall be handled with extra-care to avoid violation of the rules and regulations of the Company:

- Employees shall not accept or claim any cash, gifts or privileges from external sources in connection with their posts or duties.
- Employees shall declare any potential conflicts of interest when engaged in Company business.
- Employees shall not disclose confidential company information to external persons or employees without exception.
- When reporting on or preparing financial statements, employees shall do so honestly, accurately and clearly so as not to mislead.

If staff have any questions in relation to these ethical standards, please ask Managers for guidance.

## Words

- supplier /sə'plɑːə/ *n.* 供应商
- strive /straɪv/ *v.* 努力, 奋斗
- demonstrate /'demənstreɪt/ *v.* 展示; 证明
- ethical /'eθɪkəl/ *a.* 合乎道德的, 正确的; 关于伦理的
- outstanding /aʊt'stændɪŋ/ *a.* 杰出的, 优秀的
- obligation /,ɒblɪ'geɪʃən/ *n.* 义务, 职责
- conflict /'kɒnflɪkt/ *n.* 冲突; 矛盾
- violation /,vaɪə'leɪʃən/ *n.* 违反; 妨碍
- claim /kleɪm/ *v.* 要求; 声称
- privilege /'prɪvɪlɪdʒ/ *n.* 特权; 特殊待遇
- external /ɪk'stɜːnl/ *a.* 外部的; 外来的
- source /sɔːs/ *n.* 来源; 根源
- potential /pə'tenʃəl/ *a.* 潜在的, 可能的

- disclose /dɪs'kləʊz/ *v.* 泄露, 公开
- exception /ɪk'sepʃən/ *n.* 除外, 例外
- financial /fɪ'nænʃəl/ *a.* 金融的, 财政的
- statement /'steɪtmənt/ *n.* 财务报表; 声明, 陈述
- accurately /'ækjʊrətli/ *ad.* 精确地; 准确地
- mislead /,mɪs'liːd/ *v.* 误导

## Phrases & Expressions

- deal with 处理; 解决
- on behalf of 代表; 做……的代言人
- in connection with 关于; 与……有关
- adhere to 坚持; 信守
- engage in 参加; 参与

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

- 1. Staff shall follow the rules and standards only when dealing with suppliers.
- 2. Employees shall treat different customers with different standards.
- 3. Staff shall observe honest and legal business practices at all times.
- 4. Employees shall sacrifice personal interests when representing the company.
- 5. Staff shall produce safe products and protect the environment.

**Task 2** Decide whether the following things are required (R) or not allowed (N) according to the passage.

- 1. Accept or claim cash, gifts or privileges from external sources.
- 2. Declare any potential conflicts of interest.
- 3. Disclose confidential information of the Company.
- 4. Report financial statements honestly, accurately and clearly.
- 5. Ask managers for a clear answer when in doubt.

## Listening & Speaking

**Task 1** Roy is talking with his supervisor about setting up a department meeting. Listen to the conversation and fill in the blanks with what you hear.

1. The woman wants to discuss \_\_\_\_\_.
2. Wilson is \_\_\_\_\_ this week.
3. Wilson will be back to the office \_\_\_\_\_.
4. Roy has to check \_\_\_\_\_ before phoning back.

### Notes

work out 找出; 计算  
on vacation 在度假  
schedule *n.* 安排

**Task 2** Listen to the conversation about work shift and decide whether the following statements are true (T) or false (F).

1. Shelly has a headache today.
2. The new shift-work system will be introduced next year.
3. The first shift starts at 7 in the morning and ends at 2 in the afternoon.
4. The man is eager to know which shift he will be on.

### Notes

shift *n.* 轮班  
allocate *v.* 分配

**Task 3** Morris and Rachel are talking about appropriate dress in the company. Listen to the conversation and tick off the items that have been mentioned.

- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> High-heels | <input type="checkbox"/> Sandals  |
| <input type="checkbox"/> Jeans      | <input type="checkbox"/> Skirts   |
| <input type="checkbox"/> T-shirts   | <input type="checkbox"/> Sweaters |
| <input type="checkbox"/> Shorts     | <input type="checkbox"/> Suits    |

### Notes

casual *a.* 随便的; 非正式的  
inspire *v.* 激励; 鼓舞

**Task 4** Listen to the conversation about water cooler chat and choose the best answer to each question you hear.

1. A. The boss of the company.  
B. The man's friend.  
C. The writer of the report.  
D. The woman's workmate.
2. A. It helps to increase the tension from the workload.  
B. It helps to ease the tension from the workload.  
C. It helps to increase the workload.  
D. It has nothing to do with the tension from the workload.
3. A. Mr. Blacksmith will be happy when he reads the report about the water cooler chat.  
B. There has been too much water cooler chat in the company.  
C. People should keep chatting at the water cooler for long.  
D. People drink too much water and spend a lot of time in the bathroom.
4. A. The woman thinks that people have the right to the water cooler chat while the man doesn't care about it.  
B. The man thinks that people have the right to the water cooler chat while the woman doesn't care about it.  
C. Both the man and the woman agree that people are spending too much time chatting at the water cooler.  
D. Neither of them thinks that people are spending too much time chatting at the water cooler.

### Notes

water cooler chat 办公室闲聊  
ease *v.* 减轻; 消除  
You bet! 当然; 的确



**Task 5** Listen to the passage twice and fill in the blanks with what you hear.

We all know that communication is the key to \_\_\_\_\_ in and out of work. Dealing with people can be very annoying, because each of us has a different view on life and how things ought to be. Try your best to speak to your boss, but \_\_\_\_\_. Always remember that a good job is hard to find and one should be professional under all situations.

Another brilliant way of dealing with your boss is by studying him. Notice the signals he or she sends; pick up on \_\_\_\_\_ as well as spoken language. Figure out your boss's agenda. Then, you'll be able to read your boss better, understand what he or she is telling you and decide \_\_\_\_\_. And don't be afraid to ask your co-workers for help.

Get yourself ready to help in the work, and always look on the positive side of things. If your boss says he or she needs something done, don't say, "That's impossible." Say, "I'm on it." If you were in your boss's position, wouldn't you want someone telling you that they're on board and \_\_\_\_\_?

**Notes**

annoying *a.* 讨厌的; 恼人的  
figure out 算出  
agenda *n.* 日程

**Task 6** Complete the following mini dialogs with the help of the information given in brackets.

- A: \_\_\_\_\_ to discuss the new project? (*arrange a meeting time*)  
B: Let me check my schedule first. I will call you later.
- A: Hi, Shelly. Why do you look tired?  
B: Well, I work the \_\_\_\_\_ this week, which is from 10 at night till 6 in the morning. (*A set period of working time at night*)
- A: \_\_\_\_\_? (*ask about workplace clothing*)  
B: I wear casual clothes, like jeans and T-shirts.
- A: Why do office workers like water cooler chat?

B: For me, it helps to \_\_\_\_\_.  
\_\_\_\_\_ (*give a reason*)

- A: \_\_\_\_\_? You know, I'm a newcomer... (*ask about the dress code*)  
B: All employees are supposed to wear formal business clothes.

**Task 7** Work in pairs. Practice showing a new colleague around the office.

**Role A: An assistant in the HR department**



- ◆ Greet the new colleague and introduce yourself.
- ◆ Show the newcomer her desk in the office.
- ◆ Explain the dress code of the company.
- ◆ Give directions about office facilities, such as bathrooms, water coolers, etc.
- ◆ Give your contact information.

**Role B: A newcomer in the company**



- ◆ Express thanks for A's showing her around the office.
- ◆ Ask about the dress code of the company.
- ◆ Ask about facilities in the office.
- ◆ Ask how to get further help if needed.
- ◆ Thank the assistant and close the conversation.

**Useful Expressions**

**Assistant**

I am the office secretary.  
I am in the... Department.  
Shall I/Would you like me to show you...?  
The company requires its employees to dress in...  
All employees are supposed to dress in...  
My telephone number is...  
My extension number is...  
You are always welcome to call me if you...

**Newcomer**

I am so grateful that...  
What is the dress code in the office?  
What is the normal dress/acceptable dress in the office?  
Could you tell me where I can find...?  
Can I have your extension number?

# Writing

## Notice

Notices are effective means of written communication to reach a large audience. They are often used to announce social events, report on matters of general interest to employees, or inform staff of new procedures or changes of plan, etc. There are two main types of notices: notices that are circulated among those who are concerned and notices that are referred to as announcements, to be placed on the bulletin boards or to be published in the press. An effective notice is usually written in three parts:

1. State the matter in the first line of the body or in the first part;
2. Specify the background, details, explanations or qualifications;
3. Provide information in the last part if the event intends to motivate actions.

**Task 1** Put the following sentences into the right order and make it a complete notice.

1. Telephone numbers and fax numbers remain unchanged.
2. Thanks for your kind attention and continuous support.
3. Kindly note that our Healthcare Center will be relocated to the following address with effect from September 1, 2009.
4. New address: 909 J 2nd Street North,  
Fulton  
New York
5. NOTICE

\_\_\_\_\_ → \_\_\_\_\_ → \_\_\_\_\_ → \_\_\_\_\_ → \_\_\_\_\_

**Task 2** Based on the notes below, write a training notice by filling in the blanks.

*Events:* office safety training

---

*Time:* from 2:30 to 4:30 this Friday afternoon

---

*Place:* Conference Room 109

---

*People:* all staff

---

*Other details:* handouts will be available after the training

---

*Who issues the notice:* Jacky Tam, Office Manager

---

### Notice

Please be informed that \_\_\_\_\_  
\_\_\_\_\_ will be conducted  
\_\_\_\_\_ in \_\_\_\_\_.

\_\_\_\_\_ are required to come.  
\_\_\_\_\_.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Task 3** You are Office Supervisor of ABC Company. Your company will organize a sightseeing trip for all the staff. Please write a notice to inform your colleagues of the trip arrangement including: itinerary, accommodation, transportation, trip fare, and other particulars that you think are relevant to the trip. Refer to the following expressions when necessary.

- Kindly note that...
- This is to inform that...
- Please be informed that...
- Please confirm with me before...
- Thanks for your kind attention.
- For further information, contact...



## Mini-project

Work in groups of five. The Student Union of your department will hold a party to celebrate the coming National Day. You five are responsible for the preparations. Assign specific tasks to each member in your group so that all necessary preparations are done.



Now a meeting is called to report on how the preparations are going. Prepare for the meeting and give your presentation to the class. Your presentation should include:

- ◆ What are the responsibilities of each group member?
- ◆ What preparations have been done by each member?

### Tips

#### Preparations

1. Who?—Who will come? Who to invite? How many people are expected? Who will host the party?
2. When?—The best time for the party? When is the deadline for each task?
3. Where?—The best place available? Decorations?
4. What?—Agenda? Programs? Food/Drinks?
5. How?—How to inform others? (invitations, notice)





## Language Lab

**Task 1** Match the words on the left with their meanings on the right.

1. violation
2. incorporate
3. for instance
4. impartially
5. hamper
6. underlie
7. abuse
8. display
9. reputation
10. approve

- A. the opinion that people have about what someone/ something is like based on what has happened in the past
- B. prevent someone from easily doing or achieving something
- C. confirm or agree officially
- D. intentionally use something for the wrong purpose or for your own advantage
- E. clearly show a feeling, attitude or quality by what you do or say
- F. for example
- G. be the cause of something or be the basic thing from which something develops
- H. not giving special favor or support to any one side
- I. include something so that it forms a part of something else
- J. an action that breaks a law, agreement, principle, etc.

**Task 2** Complete the following sentences with the words or phrases from Task 1. Change the form if necessary.

1. We will \_\_\_\_\_ your suggestion in this new plan.
2. The heavy rain \_\_\_\_\_ the flow of traffic yesterday.
3. She \_\_\_\_\_ no emotion on the witness stand.
4. The restaurant has a good \_\_\_\_\_.
5. I promise I will handle the matter \_\_\_\_\_.
6. Williams \_\_\_\_\_ his position as mayor to give jobs to his friends.
7. She thought they would \_\_\_\_\_ of the idea.
8. We say that this was a(n) \_\_\_\_\_ of the agreement between us.
9. We will also visit some museums, \_\_\_\_\_, the Forbidden City.
10. This is the basic principle that \_\_\_\_\_ all of the party's policies.

**Task 3** Complete the sentences with the following words or phrases plus some words of your own.

display    ensure    rely on  
engage in    fit in with

1. You can \_\_\_\_\_ your company's products if \_\_\_\_\_.
2. Despite \_\_\_\_\_, she remains actively \_\_\_\_\_.
3. We can \_\_\_\_\_ the safety of the workers if \_\_\_\_\_.
4. To make sure the plan \_\_\_\_\_ our arrangements, you need to \_\_\_\_\_.
5. We have to \_\_\_\_\_ ourselves to solve the problem because \_\_\_\_\_.

#### Task 4 Rewrite the following sentences after the models.

##### Model 1:

Before you rely on workplace fashion trends, you will want to take a good, close look at the trend in question.

Before relying on workplace fashion trends, you will want to take a good, close look at the trend in question.

1. Before you book a train ticket, you'd better find out if the time suits you.

\_\_\_\_\_

\_\_\_\_\_

2. After he had finished his paper, he checked his spelling very carefully.

\_\_\_\_\_

\_\_\_\_\_

3. He was very sorry, for he was late for school again.

\_\_\_\_\_

\_\_\_\_\_

##### Model 2:

There are a number of pros and cons of relying on workplace fashion trends. Many people do not realize that.

What many people do not realize is that there are a number of pros and cons of relying on workplace fashion trends.

1. There are many kinds of animals in the zoo. That interests the children a lot.

\_\_\_\_\_

\_\_\_\_\_

2. The program will be put off. She said that at the meeting.

\_\_\_\_\_

\_\_\_\_\_

3. His son won in the match. Mr. Li was proud of that.

\_\_\_\_\_

\_\_\_\_\_

#### Task 5 Translate the following into English using the given words or phrases.

1. 公司所有规章制度都应严格遵守。(observe)

\_\_\_\_\_

\_\_\_\_\_

2. 和这些同学在一起我们应随便一些。(casual)

\_\_\_\_\_

\_\_\_\_\_

3. 上述所说的是一些在职场环境中非常有用的交际技能。(setting)

\_\_\_\_\_

\_\_\_\_\_

4. 我们有一个专业的团队来营销我们的产品。(professional)

\_\_\_\_\_

\_\_\_\_\_

5. 你知道今秋流行黑衣服吗?(trendy)

\_\_\_\_\_

\_\_\_\_\_

6. 与其求人,不如求己。(rely on)

\_\_\_\_\_

\_\_\_\_\_

7. 新车必须符合国家标准。(comply with)

\_\_\_\_\_

\_\_\_\_\_

8. 我们公司的一些年轻人可能会来寻求你的建议。(seek)

\_\_\_\_\_

\_\_\_\_\_

## Self-study Room

# Time Management

For many students, it seems that they never have enough time to finish their assignments. When you know how to manage your time, you gain control. To manage time effectively, you need to set goals. When you know where you are going, you can then figure out what exactly needs to be done, and in what order.

Following are some tips on time management:

- Set goals for the coming academic year;
- Make to-do lists to prioritize what need to be done;
- Focus on the items in the to-do lists;
- Reward yourself if the goals are achieved;
- Check whether the goals are realistic or if changes are to be made.

To-do lists are effective time-management tools—but only if they are easy to use. Here are five strategies for making your to-do lists work for you.

- Keep it simple;
- Limit yourself;
- Set a due date and stick to it;
- Use a dark marker to reinforce your feeling of accomplishment;
- Redo the list every workday.

### 自学小结

为了更好地管理时间, 我应该:

- 1) 制定学习目标;
- 2) 列出每天任务;
- 3) 专注所列事项;
- 4) 学会奖励自己;
- 5) 适当调整计划。

在列出任务单时, 我应该:

- 1) 任务项目要简单;
- 2) 任务不宜列太多;
- 3) 确定完成的时间;
- 4) 标出主要的任务;
- 5) 每天都列任务单。

**Task** Make some of your to-do lists by addressing the following questions.

1. What are your lifetime goals?
2. What are your goals for the next three to five years?
3. What are your goals for the coming school year?
4. What are the things you need to do in order to accomplish this year's goals?



## Unit File

### Vocabulary

accurately	casual	caution	claim	compliment	conflict
display	engage in	fashion	fit in with	for instance	hamper
honesty	incorporate	observe	personality	professional	rely on
retail	setting	trendy	workplace		

### Listening and Speaking

Having Internal Communication

### Guided Writing

Notice

### Mini-project

Preparing for a Party

### Learning Strategy

Time Management

*Look back through this unit. Find more words and expressions that you think are useful.*