New Literacy English

2

职场通用篇（第二版）

新素养英语 基础模块

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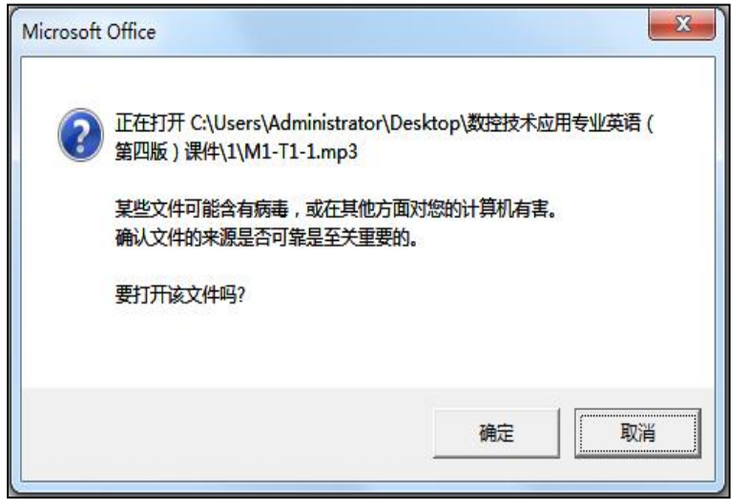
课 件 使 用 引 导

1. 如有“ ”音频图标按钮，可点击该按钮，调用外链音频文件进行播放。

注意：当调用外链文件弹出阻止对话框时，请点击“确定”按钮。



2. 在全屏播放课件时，如要切换出音频播放界面，可按 Alt ＋ Tab 键，或按 键调出导航栏，点击音频播放器即可。

Learning Objectives：

In this unit, you will

◎ listen to a conversation about technical support and talk about it;

◎ read about scientific spirit;

◎ describe the process and write instructions;

◎ expand your vocabulary of branches of science;

◎ comprehend the Chinese scientific spirit.

Unit 1
Everything Has the Research Value

CONTENT

目录

01 Enlightening

大连理工大学出版社

What is scientific spirit?

Task 1 Match the words in the box with the pictures indicating scientists from different fields. Can you name any outstanding scientists in each field?

(1) biologist (2) mathematician (3) physicist (4) chemist (5) astronomer

(a)

chemist

(b)

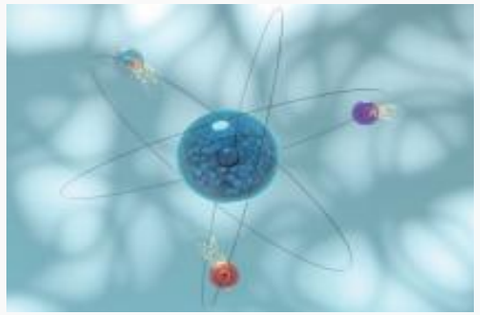
biologist

(c)

astronomer

(d)

mathematician



(e)

physicist

What is scientific spirit?

举 例

What do you know about experts in other fields?
Go online and search for outstanding people and their stories in these fields, and then share them with your classmates.

Add More

meteorologist（气象学家）

…

举例

返 回

Albert Einstein: The Whole Package
(美国和瑞士双国籍的犹太裔物理学家，创立了相对论)
Marie Curie: She Went Her Own Way
(法国波兰裔物理学家，化学家)
Isaac Newton: The Man Who Defined Science on a Bet
(英国著名物理学家，数学家，百科全书式的全才)
Charles Darwin: Delivering the Evolutionary Gospel
(英国生物学家，进化论的奠基人)
Galileo Galilei: Discoverer of the Cosmos
(意大利天文学家，物理学家，欧洲近代自然科学的创始人)
Ada Lovelace: The Enchantress of Numbers
(英国数学家，计算机程序的创始人)
Pythagoras: Math’s Mystery Man
(古希腊数学家，哲学家philosopher)
Qian Xuesen：中国空气动力学家
aerodynamicist，系统科学家
system scientist，工程控制论创始人之一
Tu Youyou：中国药学家
pharmacist，诺贝尔生理学/医学奖获得者

What is scientific spirit?

Task 2 What qualities do you think people with scientific spirit possess? Complete the follow-ing answer with your own words.

People with scientific spirit usually possess the quality of persistence / flexibility,

because they may experience numerous failures to succeed / they have to face an endless stream of new problems.

Useful Expressions

- dedication
- creativity
- imagination
- curiosity
- skepticism
- determination
- persistence
- flexibility
- critical thinking
- team spirit
- independence
- questioning
- experience numerous failures to succeed
- face an endless stream of new problems

What is scientific spirit?

Task 3 Technical support staff focus on helping users with their problems. Do you know how to communicate effectively with customers as a technical support representative? Think about what you would say in the following situations.

- Collect the basic information.

- Ask the customer about the problem he/she is having.

- Guide the customer to solve the problem.

02

Enabling

Let's listen and speak!

How may I help you?

Task 1

Listen to the conversation between a technical support representative and a custom-er, and fill in the information form. Practice the conversation with your partner.

原文

NAME: Andy Smith	CALLBACK NO.: 168-3412-9909	
COMPANY: BlueSky Environmental		
SYSTEM TYPE: Star500		
PROBLEM: receive telephone calls	□Yes	√No
log on to the system	□Yes	√No

原文

返 回

Tech support: Good afternoon. ABC Network Solutions. How may I help you?

Customer: Yeah, hi. My system is down and I need to speak with a technician.

Tech support: Oh, OK. Let me gather some information and see if we can help. What is your name?

Customer: Andy Smith.

Tech support: OK. And your company name?

Customer: I'm with BlueSky Environmental.

Tech support: And your callback number?

Customer: 168-3412-9909

Tech support: OK, Mr. Smith. What seems to be the problem today?

Customer: My agents aren't able to make or receive any telephone calls.

Tech support: What type of system do you have?

Customer: I have Star500, I think.

Tech support: Are you able to log on to the system?

Customer: No, actually.

Tech support: Okay, I think I understand your situation.

Let's listen and speak!

How may I help you?

Task 2 Listen to the second part of the conversation, and fill in the blanks with proper words. Role-play this conversation with your partner.

Customer: Can this system be (1)__fixed__ today?

Tech support: Well, I think it's not a big problem. Do you (2)__have access__ to the Internet now?

Customer: Let me check. Oh, I can't even get an Internet connection.

Tech support: (3)__According to__ my records, the Star500 is a voiceover Internet protocol phone. It appears that because your Internet isn't working, your phones are (4)__not working as well__.

Do you know who your Internet provider is?

Customer: We have Free Horizon.

Let's listen and speak!

Tech support: Okay. Mr. Smith, I'm going to get a (5)_____ of our technician Randy and have him return your call. Is 168-3412-9909 a good number to (6)_____ you right now?

Customer: Yeah, that's my cell phone. That is working.

Tech support: OK, great. In the meantime, see if you can (7)_____ to Free Horizon and let them know (8)_____. And Randy should be calling you back (9)_____.

Customer: Thank you very much for your help.

Tech support: You're welcome. Thank you. Goodbye.

Customer: (10)_____. Goodbye.

hold
reach
reach out
your issue
shortly
Take care

Let's listen and speak!

Task 3 Listen to the passage about the difference between customer service and technical support, and fill in the blanks with proper words.

Customer service and technical support both have their roles in organizations. Customer service (1) focuses on the experience of the customer. Technical support focuses on resolving a technical issue or problem in the (2) fastest, most (3) cost-effective way. Technical support is user-friendly assistance for individuals having technical problems with electronic devices. Because the (4) goal varies, the (5) approach when interacting with a customer likely varies, too. Good technical support means listening in order to (6) fix. Technical support reps listen to symptoms, try to reproduce the issue, and quickly (7) provide a solution to the issue. Customer service reps, on the other hand, put themselves in the "(8) shoes" of the customer and try to understand what the customer is trying to (9) accomplish. They aren't listening to fix; they are (10) instead listening to recommend.

Let's read!

The ultimate spirit of science is to seek the truth.

Reading 1

译文

The Spirit of Science

1 History teaches us that fundamental science is critical to the development of technologies. In the early 1600s, Galileo improved the design of telescopes to advance our observations of the universe, and those same devices also paved the way for the ocean voyage. In the early 20th century, interest in space-time, energy, and matter pushed Einstein to put forward the relativity that in turn led to satellite navigation. Galileo and Einstein were both motivated by fundamental science, but their achievements also led to important technologies that have had far-reaching consequences in everyday life.

科学的精神

1 历史告诉我们，基础科学对技术的发展至关重要。在 16 世纪初，伽利略改进了望远镜的设计，推动了我们对宇宙的观察，而这些设备也为远洋航行铺平了道路。在 20 世纪初，对时空、能量和物质的兴趣促使爱因斯坦提出了相对论，转而引领了卫星导航。伽利略和爱因斯坦都是受到了基础科学的激发，但他们的成就也带来了在日常生活中产生深远影响的重要技术。

Let's read!

2 Fundamental science is critical when it comes to developing new technologies — not only because fundamental science may make great inventions move forward but also because it has a deeper influence in shaping thinking. It makes one ask questions, forces one to critically check the most basic principles, and pushes one to think in the most creative way. For example, human beings have always been interested in some fundamental questions such as how the universe was born, and what kinds of matter exist. Although most of these questions re-main unknown, progress has been made in understanding them.

译文

2 基础科学在开发新技术时至关重要——不仅因为基础科学可能会推动伟大的发明，而且还因为它对塑造思维有更深的影响。它使人提出问题，迫使人批判性地检查最基本的原则，并推动人以最有创意的方式思考。例如，人类一直对一些基本问题感兴趣，如宇宙是如何诞生的，存在什么样的物质。尽管这些问题中的大多数仍然是未知的，但在理解它们方面已经取得了进展。

Let's read!

3 It may be impossible for everyone in a country to be a researcher in fundamental science, but a good environment for fundamental science helps the country shape its spirit. When the entire country owns a scientifi c spirit, it will be hard to stop the creation of technologies. It is inspiring to see more Chinese scientists become interested in fundamental research and make great discoveries. In the long run, the fundamental science will produce powerful technologies. More importantly, through our eff orts, we can contribute to the spirit of China in a positive way.

译文

译文

返 回

3 让一个国家的每个人都成为基础科学的研究者也许是不可能的，但一个良好的基础科学环境有助于国家塑造其精神。当整个国家拥有一种科学精神时，就很难阻止技术的创造。看到更多的中国科学家对基础研究产生兴趣，并做出伟大的发现，这是令人鼓舞的。从长远来看，基础科学将产生强大的技术。更重要的是，通过我们的努力，我们可以为中国精神做出积极的贡献。

Let's read!

Words and Expresions

fundamental /ˌfʌndəˈmentl/ a. 基础的

critical /ˈkrɪtɪkl/ a. 关键的

telescope /ˈtelɪskəʊp/ n. 望远镜

universe /ˈjuːnɪvɜːs/ n. 宇宙

pave the way for为……做好准备

voyage /ˈvɔɪɪdʒ/ n. 航行，航海

put forward 提出

relativity /ˌreləˈtɪvəti/ n. 相对论

Let’s read!

in turn转而

satellite /ˈsætəlaɪt/ n. 卫星

navigation /ˌnævɪˈgeɪʃn/ n. 导航

consequence /ˈkɒnsɪkwəns/ n. 结果

move forward 向前发展

principle /ˈprɪnsəpl/ n. 原则

unknown /ˌʌnˈnəʊn/ a. 未知的

in the long run 从长远来看

Let's read!

The ultimate spirit of science is to seek the truth.

Task 1 Comprehension Check

Choose the best answer to fill in the blank in each statement below .

1. We learned that fundamental science is _____ technologies.

   A. criticized by　　B. important to

   C. created by　　D. indifferent to

2. Galileo and Einstein are used as examples to tell _____.

   A. the use of relativity in satellite navigation

   B. the design of telescopes in astronomy

   C. the history of science development

   D. the critical role of fundamental science

Let's read!

3. Fundamental science is critical to new technologies because _____.

A. it can lead to inventions and shape people's thinking

B. it can explain mysterious historical stories

C. it helps people when they meet difficulties

D. it helps people in everyday life

4. If a country has the scientific spirit, it will _____.

A. stop learning new things

B. never destroy hopes

C. get rid of poverty

D. hardly stop creation

5. The fundamental science will _____.

A. produce new technologies

B. help in great discoveries

C. contribute to the scientific spirit

D. All of the above.

Let's read!

Task 2 Vocabulary Focus

Choose the words in the box to fill in the blanks of the following sentences. Change the form if necessary.

voyage	**fundamental**	**universe**	**unknown**
telescope	**critical**	**principle**	**consequence**

1. It is critical that we keep the content of the letters secret.
2. The Titanic sank on its maiden voyage.
3. We have advanced greatly in our knowledge of the universe.
4. A generationago, home computers were unknown to most people.
5. There are several fundamental principles of teamwork in this company.

Let's read!

Task 3 Grammar Drill

Complete each sentence with the correct form of the word in brackets.

1. This program traced the development (develop) of popular music through the ages.
2. We had been with this company since its creation (create) in the year 2000.
3. Most information was collected by direct observation (observe) of the animals' behavior.
4. An Olympic silver medal is a remarkable achievement (achieve) for such a young player.
5. Such changes have not been seen since the invention (invent) of the printing press.

Let's read!

The ultimate spirit of science is to seek the truth.

Grammar Notes

常见名词后缀 -tion 和 -ment：

- -tion表示“行为的过程、结果等”；
- -ment 表示“行为、状况等”。

还有类似的后缀如 -ion，-sion，-xion，-ction，-ation，-ition 等。

Let's read!

Task 4 Translation Practice

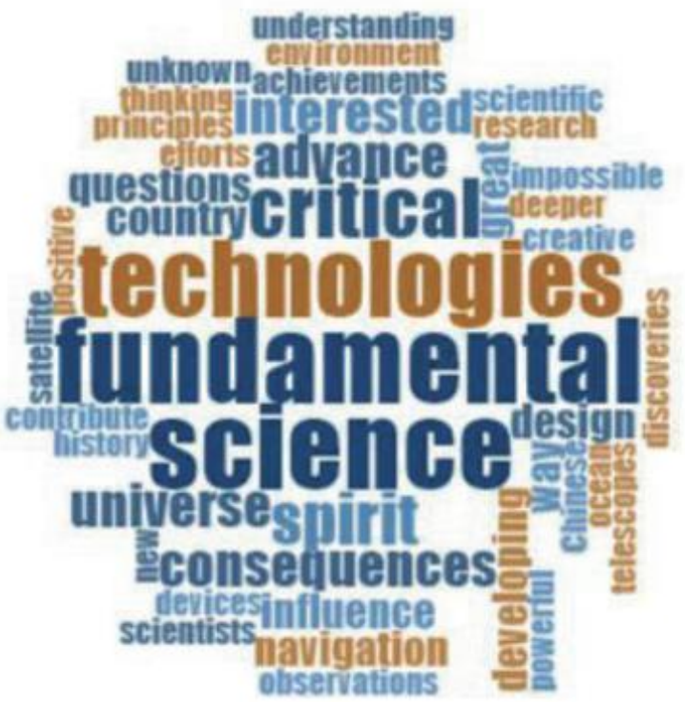
Translate the words in brackets into English to complete the following sentences.

1. Big risks we take today can _____pave the way for_____ future opportunities. (为……做好准备)
2. He rejected all the new ideas _____put forward_____ by the team members. (提出)
3. This industry will not _____move forward_____ until new technologies appear. (向前发展)
4. Education is more valuable than money _____in the long run_____. (从长远来看)
5. Her mother taught her math, and she _____in turn_____ taught her ow daughter. (转而)

Let's read!

Task 5 Text Summary

Summarize the text with the help of the word cloud and useful expressions.



Useful Expressions

- be critical to...
- pave the way for...
- have a deep influence
- shape thinking
- make progress in
- shape scientific spirit
- It is inspiring to...
- make great discoveries
- in the long run
- through our efforts
- contribute to
- in a positive way

Let's read!

Task 5 Text Summary

Summarize the text with the help of the word cloud and useful expressions.

【例文】

Fundamental science is critical to the development of technology. The results of many fundamental science research throughout history have had an impact on everyday life. Basic science is critical in the development of new technologies—not only because it may drive great inventions, but also because it has a deeper impact on shaping thinking. A good fundamental science environment helps a nation shape its spirit. When an entire nation has a scientific spirit, the creation of new technologies will not stop. In the long run, fundamental science will produce powerful technologies. More importantly, it can make a positive contribution to the spirit of the nation.

Let’s read!

Further Thinking

Many people think that subjects such as physics, chemistry, and biology are not very useful in their daily lives later in life, so there is no need to spend a lot of eff ort studying them. Do you agree with this view? Think about it from shaping thinking and the scientific spirit, and then share your opinion with your classmates.

Let's read!

The ultimate spirit of science is to seek the truth.

Reading 2

译文

Let Their Scientific Spirit Live On

1 Wu Mengchao, known as the teacher of nearly 80 percent of the nation's liver surgery experts and doctors today, who operated on thousands of patients, and saved at least 16,000 lives, passed away at the age of 99. On the same day, Yuan Longping, known as the father of hybrid rice who helped lift the nation out ofhunger, died at the age of 91. The whole nation experienced deep grief at the death of the two well-known scientists.

返 回

让他们的科学精神长存

1 吴孟超，被称为今天全国近 80% 的肝脏外科专家和医生的老师，他为成千上万的病人做了手术，拯救了至少 16,000 条生命，以 99 岁的高龄去世。同一天，被称为杂交水稻之父、帮助国家摆脱饥饿的袁隆平去世，享年 91 岁。整个国家因这两位知名科学家的去世经历了深深的悲痛。

Let's read!

2 With their dedication to science and responsibility to the people, the two devoted their lives to saving lives and improving people's standard of living. Together with generations of their students, they made a big diff erence to the lives of the Chinese people and many livings in other developing and least-developed countries.

3 What distinguishes Wu and Yuan aside from their achievements in their fi elds, which were made under very diffi cult conditions, is their shared love for the people. The public's feeling of grief at their deaths shows how much their down-to-earth dedication to improving people's lives touched hearts throughout the country. Wu and Yuan are just two representativesof a large number of scientifi c workers that have devoted their lives to their research, attaching more practical meaning to the country's people-centered development principle.

译文

译文

返 回

2 凭着对科学的执着和对人民的责任，两人将他们的生命奉献给了拯救生命和提高人民的生活水平。他们和他们的几代学生一起，不仅为中国人民的生活带来了巨大的变化，而且为其他发展中国家和最不发达国家的许多人的生活带来了变化。

3 除了他们在其领域的成就，即在非常困难的条件下取得的成就外，吴孟超和袁隆平的与众不同之处在于他们对人民的共同的爱护之情。公众对他们的去世感到悲痛，这表明他们为改善人民生活所做的脚踏实地的奉献感动了整个国家的人心。袁隆平和吴孟超只是大量科学工作者的两个代表，他们将自己的生命献给了研究，为国家以人为本的发展原则附加了更多的实际意义。

Let’s read!

4 The country needs more scientists to succeed and carry forward the spirit they represented. Even those in other walks of life can draw inspiration from the two scientists’ eff orts to follow their dreams, care for the people, and lack of interest in material enjoyment, so as to make the best of what life grantsthemselves and others.

译文

译文

4 国家需要更多的科学家取得成功，发扬他们所代表的精神。即使是其他行业的人，也可以从这两位科学家的努力中得到启发，他们追寻梦想，关心人民，不重物质享乐，从而使自己和他人的生活得到最好的回报。

Let's read!

Words and Expresions

known as 以……著称

liver /ˈlɪvə(r)/ n. 肝脏

surgery /ˈsɜːdʒəri/ n. 外科手术

pass away 去世

hybrid /ˈhaɪbrɪd/ n. 杂交植物

hybrid rice 杂交水稻

hunger /ˈhʌŋgə(r)/ n. 饥饿

grief /gri:f/ n. 悲痛

distinguish /dɪˈstɪŋgwɪʃ/ v. 区别，分清

aside /əˈsaɪd/ ad. 在旁边

down-to-earth 实际的，现实的

representative /ˌreprɪˈzentətɪv/ n. 代表

walks of life 各行各业

inspiration /ˌɪnspəˈreɪʃn/ n. 鼓舞

grant /grɑːnt/ v. 同意，准予

Let's read!

The ultimate spirit of science is to seek the truth.

Task 1 Comprehension Check

Choose the best answer to fill in the blank in each statement below.

1. Two excellent scientists passed away _____.

A. at one weekend　　B. at the same age

C. on different days　　D. on the same day

2. Wu Mengchao is famous in the field of _____.

A. teaching students　　B. mental illness

C. liver surgery　　D. hybrid rice

Let's read!

3. Yuan Longping is a well-known expert in _____.

A. liver surgery

B. heart operations

C. hybrid energy

D. hybrid rice

4. People show grief in Wu and Yuan's death because _____ .

A. they are famous people

B. they are excellent teachers

C. their dedication to people's lives

D. their inspiring stories in science research

Let's read!

5. What shall we learn from Wu and Yuan? _____

A. Commitment to dreams.

B. Care for the people.

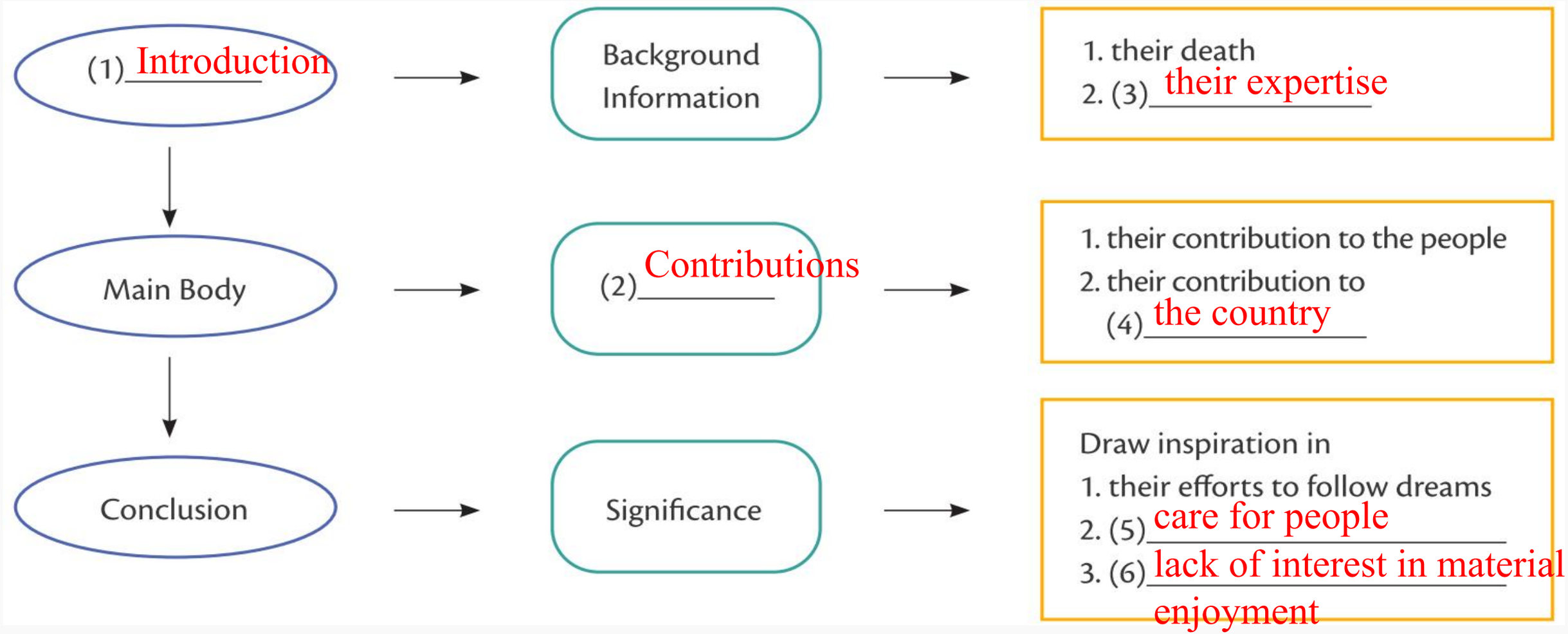
C. Lack of interest in material enjoyment.

D. All of the above.

Let's read!

Task 2 Text Analysis

Summarize the main idea of each part and fill in the blanks in the following structure diagram.



Let's read!

Task 3 Content Questions

Answer the following questions using the keywords in brackets.

1. Who is Wu Mengchao? (known as, liver surgery, operate on patients, save lives)

Wu Mengchao was known as an expert in liver surgery, and he operated on thousands of patients and saved their lives.

2. Who is Yuan Longping? (known as, hybrid rice, out of hunger)

Yuan Longping was known as the father of hybrid rice who helped the nation out of hunger.

3. What did they do to the people? (devote to, save lives, improve people's standard of living)

They devoted their lives to saving lives and improving people's standard of living.

Let's read!

4. How did the public feel about Yuan and Wu's death? (grief)

The public felt grief on their death.

5. What can scientists from other walks of life learn from Wu and Yuan? (follow dreams, care for the people, lack of, material enjoyment)

Scientists from other walks of life can learn their efforts to follow dreams, care for people, and lack of interest in material enjoyment.

Let's read!

Task 4 Translation Practice

Translate the following sentences into Chinese.

1. The whole nation experienced deep grief at the death of the two well-known scientists.

整个国家因这两位知名科学家的去世经历了深深的悲痛。

2. Together with generations of their students, they made a big difference to the lives of the Chinese people.

他们和他们的几代学生一起，为中国人民的生活带来了巨大的变化。

Let's read!

3. What distinguishes Wu and Yuan aside from their achievements in their fields is their shared love for the people.

除了他们在各自领域的成就外，吴老和袁老的与众不同之处在于他们对人民的共同的爱。

4. They are just two representatives of a large number of scientific workers that have devoted their lives to their research.

他们只是众多科学工作者中的两个代表，他们把自己的生命奉献给了研究。

Let's read!

5. The country needs more scientists to succeed and carry forward the spirit they represented.

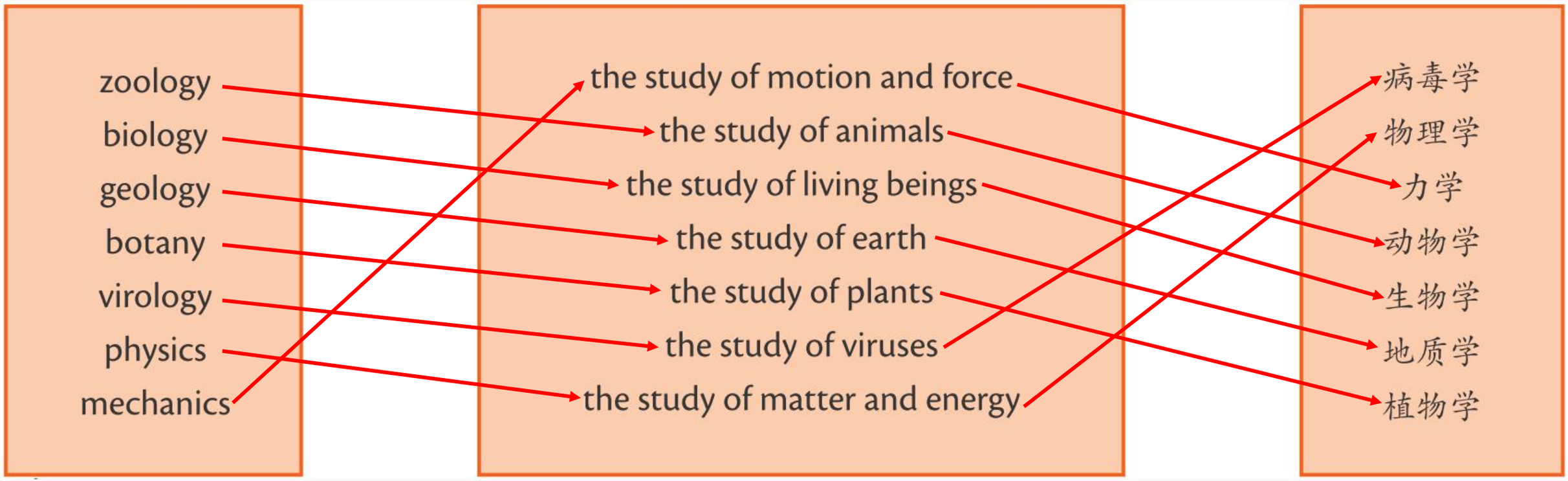
国家需要更多的科学家取得成功，发扬他们所代表的精神。

_____

Let's read!

Task 5 Vocabulary Expansion

Here are some branches of science. Match each one with its explanation and Chinese meaning.



Let’s read!

What other science words do you know? Do you know their English expressions? Exchange ideas with your classmates!

举 例

举例

1. A Words: Acceleration, Alpha rays, Argon, Asteroids
2. B Words: Beta rays, Bivalent, Bandwidth, Black Hole, Bluetooth
3. C Words: Catalyst, Carbohydrates, Celsius, Circuit, Comet
4. D Words: Decibel, Deoxyribonucleic Acid (DNA), Diffraction, Diode, Distance, Dust
5. E Words: Electron, Elasticity, Electromagnetic Waves, Ethernet, Extinction
6. F Words: Fahrenheit, Filament, Freeze, Frequency, Friction
7. G Words: Gigabytes, Gravity
8. H Words: HTML, Hypertext, Hypothesis
9. I Words: Impact, Induction, Inertia, Insulator, Internet
10. J Words: Joule
11. K Words: Kelvin, Keratin, Kinetic Energy
12. L Words: Light, Luminosity, Lightning
13. M Words: Magnetism, Media, Magnetic Field, Mathematics, Milky Way, Momentum
14. N Words: Nanosecond, Network, Nerve, Nocturnal, Nuclease

下一页

举例

15. O Words: Ovulation, Optical Light, Occultation
16. P Words: Particle, Period, Phobia, Planet, Potential Energy, Power (P)
17. Q Words: Quantitative, Qualitative, Quantum Theory
18. R Words: Radiation, Radioactivity, Refraction, Relativity, Revolution, Rotation
19. S Words: Satellite, Scalar, Solar System, Static Electricity, Speed
20. T Words: Time, Torque, Tumor, Turbine
21. U Words: Ultraviolet Light, Universe, Uncertainty, UPS
22. V Words: Vacuum, Vector, Velocity, Virus
23. W Words: Watt, Wavelength, Weight, Work
24. X Words: X-chromosome, X-Ray, X-band
25. Y Words: Yolk, Yellow fever
26. Z Words: Zoology, Z-DNA

Let's read!

Culture Notes

求真① 是科学精神的灵魂。人的天职就在于探索真理，我们需要追求真理的信念和捍卫真理的勇气。**务实**② 是科学精神的根本。实践是检验真理的唯一标准。科学精神以苍生为念、不事鬼神，可以大胆假设，但必须小心求证。**质疑**③ 是科学精神的属性。继承与合理批判人类知识体系，是实践科学精神的内在要求。**包容**④ 是科学精神的气质。对待科学遗产我们应在合理质疑的同时虚心承继。**创新**⑤ 是科学精神的关键。科学精神不承认有任何亘古不变的教条。

① seek truth
② be practical
③ skepticism
④ inclusiveness
⑤ innovation

Let's write!

Always read the instructions before you start.

说明书或操作指南（Instructions/Instruction Manual）是关于执行任务过程的书面或口头指示。说明书应该帮助读者快速、有效、成功地完成任务或操作。每一个细节都很重要，任何的遗漏或错误都可能导致操作失败。为了更好地达到目的，说明书有如下特点：

- 常使用第二人称（你、你的、你们的）视角；
- 多用主动语态和命令语气；
- 按照步骤顺序采用编号或列表的形式。

要谨慎考虑读者的技术水平。使用留白、图形和其他设计元素使说明书更具可读性和吸引力。说明书常常使用视觉元素，如图片、图表和流程图等来辅助文本说明。为国际读者设计的说明书甚至可以完全依靠图片和符号达到说明的目的。最重要的是，如果存在一定的风险，切记在其适用的步骤之前加入“注意（Caution）”、“警告（Warning）”和“危险（Danger）”的内容。

最后，可以邀请测试人员对说明书的准确性和清晰度进行评估。观察他们的操作过程，以确认步骤是否合理。完成操作后请测试人员反馈遇到的问题，并提出改进建议，以完善说明。

Let's write!

Always read the instructions before you start.

Step 1 Think of a procedure that you are familiar with, such as how to make a sandwich, and write an instruction manual to share your steps. Before you begin, you need to make sure you state clearly what is required to successfully complete the instructions. This might be a list of ingredients or a group of tools.

Identify any tools needed and write them down here.

_____ _____ _____ _____

_____ _____ _____ _____

Let's write!

Step 2

Perform the task yourself. One great way to get clear instructions is to go through the process yourself. This way, you can write down specific steps. Even if you've successfully completed the task several times, it's still a good idea to walk yourself through it, because you may be prone to taking shortcuts. Make sure you don't skip any steps or omit any information your reader may not have.

Let's write!

Step 3 Make an outline. As you perform the task, take a moment to write down what you've done. This helps you keep the instructions in a logical order. If you're doing the task as you write down the steps, you know exactly what needs to be done and when.

Outline your procedure here. Keep it simple.

1.

2.

3.

…

Let's write!

Step 4 Draft your instructions. Divide the task into baby steps. Each step should have a single action, not several, so it's clearer to know what the person needs to do. You can also write a short introduction to provide an overview of the procedure and include pictures, "Caution", "Warning", and "Danger" if there is any.

How to...

CAUTION

Step 1. _____

_____

Picture

Step 2. _____

_____

Step 3. _____

_____

_____

WARNING!!!

Let's write!

Step 5 Test your instructions. Share your instructions with your classmates and see if they can follow your step-by-step instructions to complete the procedure. Ask them for suggestions and revise your instructions based on their feedback.

Sample

How to Break in a New Baseball Glove

Materials and equipment needed: a baseball glove; clean rags; ounces of neatsfoot oil, mink oil, or shaving cream; a baseball or softball (depending on your game); feet of heavy string

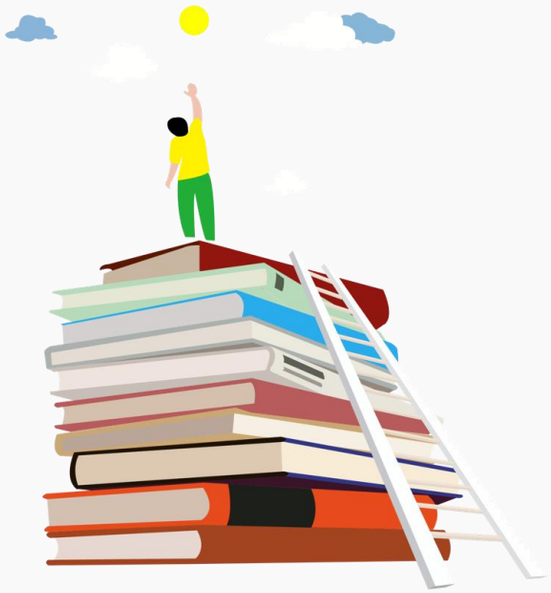
Step 1. Using a clean rag, gently apply a thin layer of oil or shaving cream to the external parts of the glove. Don't overdo it: too much oil will damage the leather.
Step 2. Let your glove dry overnight.
Step 3. The next day, pound the baseball or softball several times into the palm of the glove.
Step 4. Wedge the ball into the palm of the glove.
Step 5. Wrap the string around the glove with the ball inside and tie it tightly.
Step 6. Let the glove sit for at least three or four days.
Step 7. Wipe the glove with a clean rag and then head out to the ball field.

03 Evaluating

Let’s do a project!

I can work out the problem.

In this unit, we practiced conversations between a technical support representative and a customer and learned how to write effective step-by-step instructions. Now, role-play with your partner in the following situations according to the steps.



Let's do a project!

Step 1 Writing Instructions

Suppose you are responsible for writing instructions for a new electronic product, software or application designed by your company, such as how to set the alarm clock, how to schedule a meeting, how to create a new account, how to share the screen, etc. The basic information in an instructional outline is listed below for your reference.

Tips

- Skill to be taught: Clearly identify your topic.
- Materials and/or equipment needed: List all the materials (with proper sizes and measurements, if appropriate) and any tools that are needed to complete the task.
- Warnings: Explain under what conditions the task should be carried out if it is to be done safely and successfully.
- Steps: List the steps according to the order in which they are to be carried out. In your outline, jot down a key phrase to represent each step. Later, when you draft a paragraph or essay, you can expand and explain each of these steps.
- Tests: Tell your readers how they will be able to know if they have carried out the task successfully.

Let's do a project!

Step 2 Testing Instructions

Exchange instructions with your partner and conduct the procedure following the steps in the instruction manual. Evaluate the instructions after your operation, identify problems and suggest improvements; or ask questions about subsequent related operations. The checklist for writing instructions below is for your reference.

Checklist

- Use short sentences and short paragraphs.
- Arrange your points in a logical order.
- Make your statements specific.
- Use the imperative mood.
- Put the most important item in each sentence in the beginning.
- Say one thing in each sentence.
- Choose your words carefully, avoiding jargon and technical terms if you can.
- Give an example or an analogy, if you think a statement may puzzle a reader.
- Don't omit steps or take shortcuts.

Let's do a project!

Step 3 Technical Support

Play the roles of a technical support representative and a customer respectively for consultation on usage steps and follow-up questions proposed in Step 2.

Useful Expressions

- How may I help you?
- This is XXX Solutions/Services…
- Let me gather some information.
- What is your/your company's name?
- Just look at…
- What is the problem?
- Are you able to…?
- Do you see a pop-up menu?
- What is the message popping-up?
- What is the prompt on the screen?
- It's asking for…
- Just do what it said.
- I need you to right-click on the Open Desktop.
- That is working.
- These are maintenance issues.
- We provide remote repair service for a fee.

New Literacy English

THANKS

Reading 1【语言要点】

1. fundamental /ˌfʌndəˈmentl　a.

▲ 基础的，基本的

e.g. Hard work is fundamental to success.

勤奋工作是成功的基础。

▲ 重大的，根本的

e.g. There is a fundamental difference between the two points of view.

这两个观点有根本区别。

返 回

2. critical /ˈkrɪtɪkl a.

▲ 关键的，至关紧要的

e.g. Your decision is critical to our future. 你的决定对我们的将来至关重要。

▲ 严重的，不稳定的，可能有危险的

e.g. a critical moment in our country's history 我国历史上的危急关头

▲ 批评的，批判性的，挑剔的

e.g. a critical comment / report 批判性的评论/报道

The supervisor is always very critical. 主管总是很挑剔。

返 回

3. telescope /ˈtelɪskəʊp　n.

▲ 望远镜

e.g. to look at the stars through a telescope 用望远镜观察星星

返 回

4. universe /ˈjuːnɪvɜːs　　n.

▲ 宇宙，天地万物

e.g. theories of how the universe began 关于宇宙形成的各种理论

返 回

5. voyage /ˈvɔɪɪdʒ n.

▲ 航行，（尤指）航海，航天

e.g. an around-the-world voyage 环球航行

a voyage in space 航天

maiden voyage 首航

返 回

6. satellite /ˈsætəlaɪt　　n.

▲ 卫星

e.g. a weather / communications satellite 气象/通信卫星

返 回

7. navigation /ˌnævɪˈgeɪʃn/ n.

▲ 导航，领航

e.g. navigation systems导航系统

an expert in navigation导航专家

▲（飞机、船）航行

e.g. the right of navigation through international waters

通过国际水域的航行权

返 回

8. consequence /ˈkɒnsɪkwəns/ n.

▲ 结果，后果

e.g. to suffer / face / take the consequences of your actions

自食其果；面对 / 承担自己行动的后果

This decision could have serious consequences for the industry.

这项决定可能对该行业造成严重后果。

▲ 重要性

e.g. Don’t worry. It’s of no consequence. 别担心，这无关紧要。

返 回

9. principle /ˈprɪnsəpl/ n.

▲ 原则，原理，法则

e.g. The principle behind it is very simple. 其中的原理十分简单。

▲ 道德原则，行为准则，规范

e.g. I refuse to lie about it; it’s against my principles.

我绝不为此事撒谎；那是违背我的原则的。

10. unknown /ˌʌnˈnəʊn　a.

▲ 未知的

e.g. a species of insect previously unknown to science

科学上以前尚未了解的一种昆虫

▲ 不出名的，无名的

e.g. an unknown actor 没有名气的演员