



## 素养提升篇 (第二版)

# 新素养英语 拓展模块

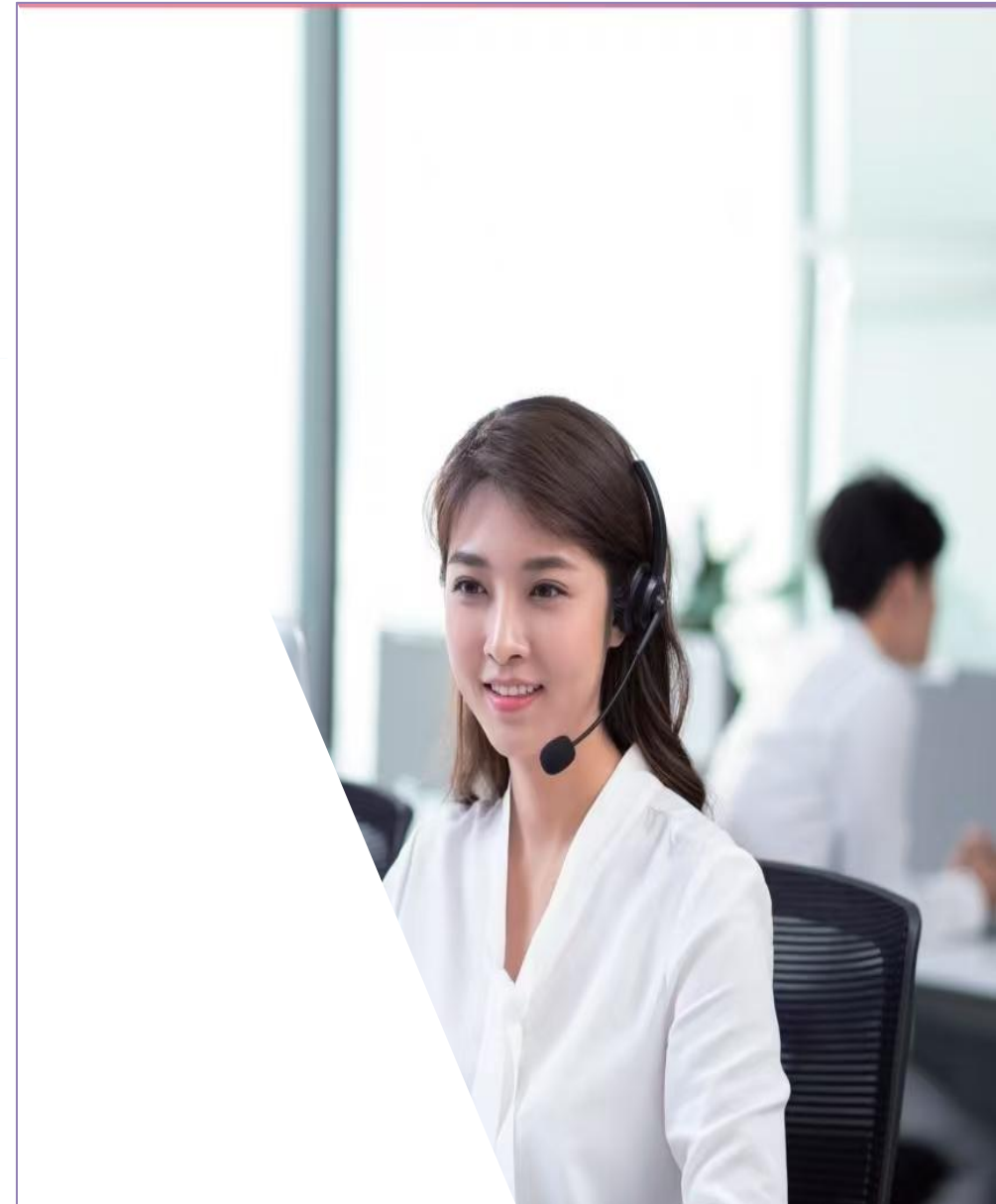
总主编：刘旺余

主 编：刘旺余 赵晓兰

## ● Learning Objectives:

**In this unit, you will**

- learn some customer service phone etiquette;
- read entertaining clients and job responsibilities;
- write a note in English;
- expand your vocabulary about job responsibilities and customer communication;
- know about Chinese embroidery culture and develop translation skills.



Unit 3

Job Responsibilities and Customer Communication



素养提升篇

## 目录

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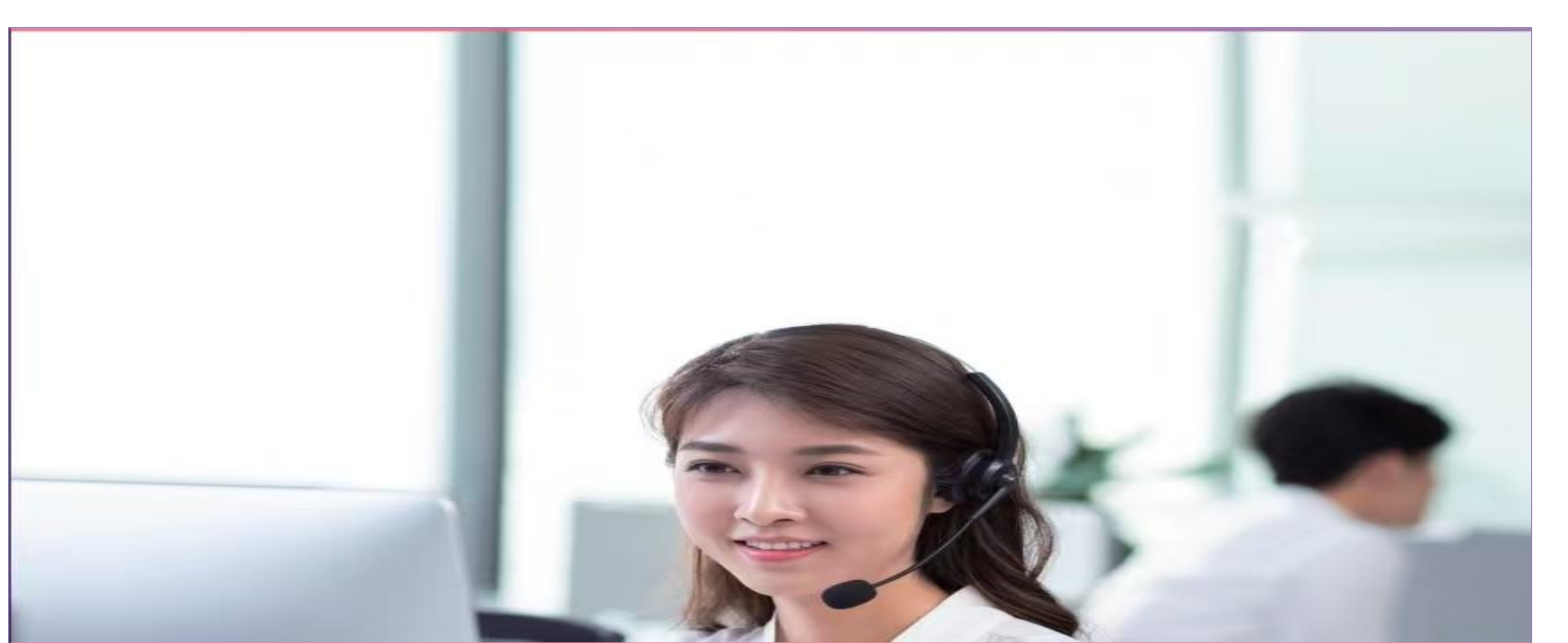
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01

Introduction

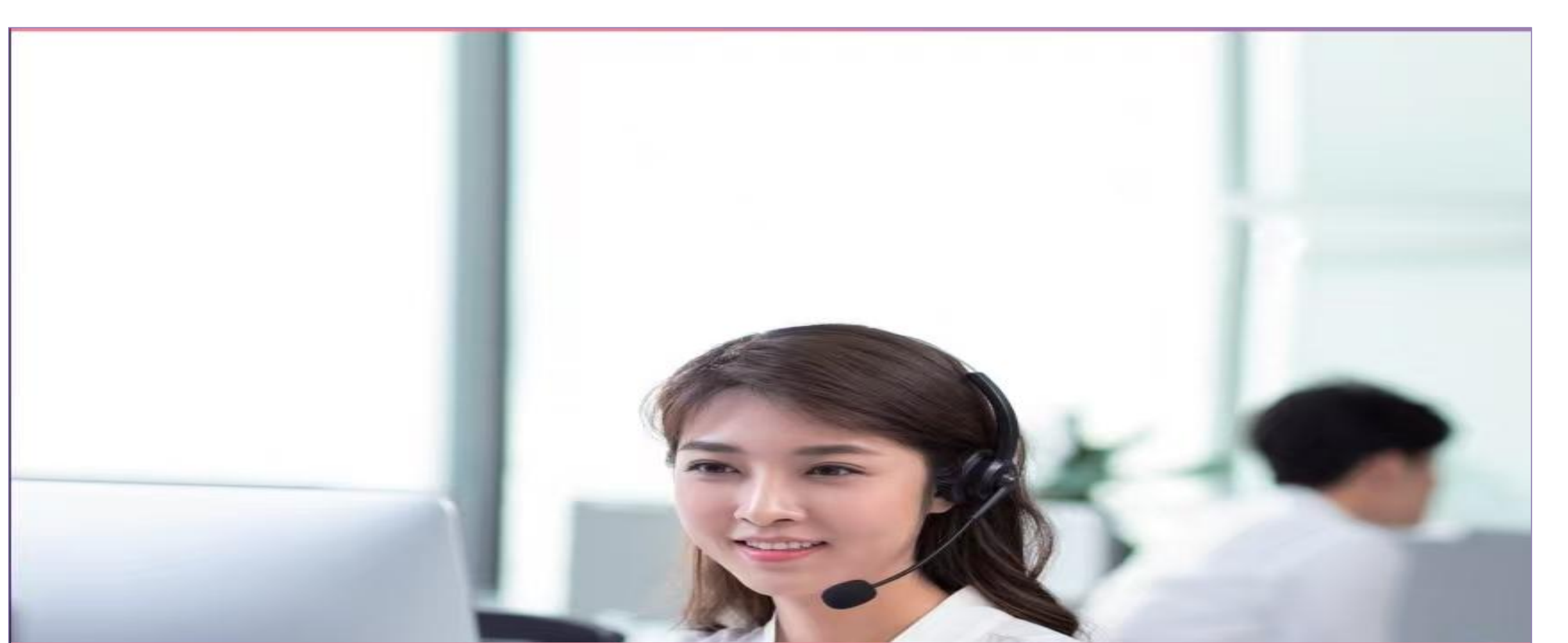


# Introduction



A job description is made up of several components: job title, job summary, duties and responsibilities associated with the position, skills and qualifications needed, working relationships and salary range. A clear and concise job description will give the candidates the sense of priorities required, and a clear picture of the best candidate for the position. Additionally, a good job description is the best reference when disciplinary issues and disputes happen, and it is a tool for measuring the performance of the candidates. Therefore, understanding the job position is an important step before applying for a position.





02

Lead-in



**Task ①** A job description is important both to companies wanting to hire employees and people wanting to apply to companies. Listen to the following passage about job description, and fill in the blanks with the missing words.

Every corporate firm, big or small, has to realize the 1. importance of job descriptions in order to attract a loyal and talented 2. workforce, as it is with the help of the team that the firm can accomplish its aims and objectives, beating the ever-growing competition in the market.

A job description has to be 3. exhaustive enough showcasing the details such as job title, reporting authority, roles and responsibilities, salary, laws, and norms 4. applicable to the firm, job location, and working hours among the other 5. crucial aspects.





**Task 2** Communicating with customers is an important part of the working responsibilities of a customer service representative (CSR). Listen to the conversation and choose the best answer.

1. About the scratch on the product, the CSR thinks that **C**.  
A. the customer made it himself                      B. the customer was making trouble  
C. the customer should have checked the goods
2. About the noise of the product, the CSR thinks that **C**.  
A. it made the customer embarrassed              B. it should not be detected  
C. it was caused by the way the customer wore the headphones
3. The customer was **A** when told she might not have worn the headphones properly.  
A. annoyed    B. surprised  
C. worried









**Task 3** Customer service phone etiquette is vital for presenting your business in the best light. And it goes well beyond simply picking up the phone and saying “Hello” with a smile on your face. Read the following tips and learn how to keep your customer happy on the phone.

## 6 Customer Service Phone Etiquette Tips

### ■ 1. Answer the phone promptly.

Time has a major impact. Avoid placing the caller on hold for a long period. Make it your organization goal to answer telephone calls by the second or third ring to reduce the frustration of your caller.





## ■ 2. Greet your customer professionally.

When you are handling customer telephone calls, first impressions will greatly influence the direction of the call. Get off to a positive start by adopting a positive, enthusiastic and attentive tone. Ensure your greeting is professional and pleasant to the caller. Start by greeting the caller based on the time of the day. For example, "Good morning, sir. This is Victor from the London call centre. How may I help you?"

## ■ 3. Speak clearly and professionally.

When you talk on the phone all day, every day, it's easy to start talking quickly or mumbling. You need to speak clearly at a normal pace and use professional language. The words you choose are important. Always be respectful of your callers and stick to the more formal side of language.





## ■ 4. Listen to your customer's needs.

It's important to pay attention to callers so you don't miss important information your caller is sharing. Active listening is important for quality customer service. Listen to them carefully and ask the right question to extract the right information.

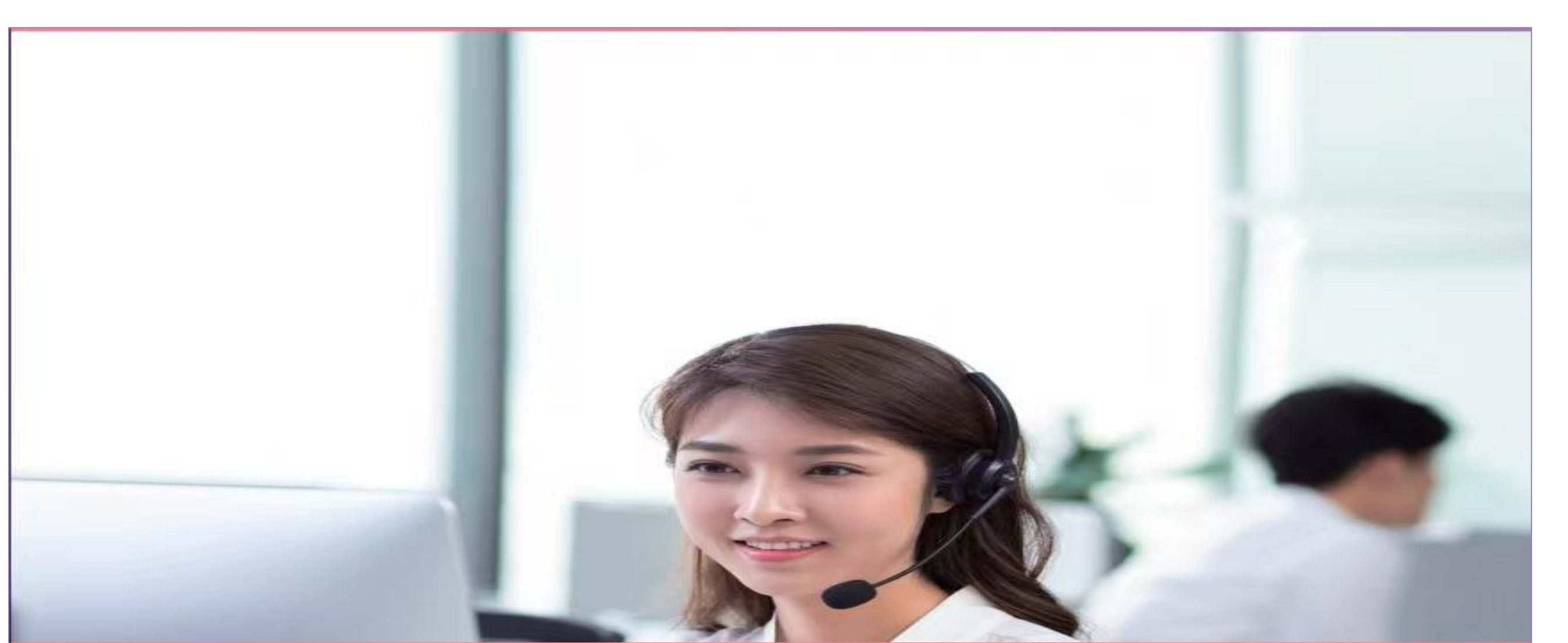
## ■ 5. Handle conflict by removing emotion.

In a business environment, unhappy clients often vent their frustration on the person they encounter when they call the company. As a call handler, if you experience telephone conflict, it is wise to be kind to a rude client by removing the emotion from the call. This is one of the best ways to manage conflict and to ensure excellent customer service.

## ■ 6. Leave your customer satisfied.

Ending your call on a positive note creates a stronger chance of repeat business, even if it means staying calm when handling customer complaints over the phone. While ending the call, confirm that the customer understands the information you have provided and ask if there is anything else you can help with.





03

Reading



## Passage 1

### Training to Be Entertaining and Making It Pay

How can you plan and achieve business objectives in a social setting while ensuring that your clients and prospects still enjoy themselves? Here are some tips.

First, there is no point in taking clients to a rugby match if you hope to have some one-to-one conversations. Instead, use a sporting event or the opera, for example, as a “hook”, and then arrange a meal afterwards for the more intimate discussions about your company’s outstanding records or whatever business you wish to do.

Second, before sending staff to corporate events, tell them why they are there or what they should do. Otherwise, it is not surprising that they see this as a chance simply to stand around having free drinks and chatting to each other rather than talking to clients.

Also, many business people are afraid of even mentioning the word “business” at corporate events. Actually, you should take corporate events as business meetings in a social setting. However, too much social chitchat adds up to missed opportunities.





Yet the most difficult thing lies in deciding on the right time to bring up the matter of business at a social event. Some people simply have poor timing. No client wants to spend an evening at the theatre listening to you whisper about sales figures into his ear.

The recipe for success and the key to establishing a good business relationship seem to be the ability to perfectly mix “social” conversations with “purposeful” conversations and to move smoothly and effortlessly between the two.



Language points:

1..entertaining / ,entə'teɪnɪŋ/ a.

有趣的；使人愉快的；娱乐性的

例句：We had an entertaining evening at the theater.

我们在剧院度过了一个愉快的夜晚。

招待客人的；用于招待的

例句：The hostess prepared an entertaining area in the garden.

女主人在花园里准备了一个招待客人的区域。







## 2. ensure /ɪn'ʃʊə(r)/ v. 保证; 确保

例句:

“ensure + (that) 从句” 或者 “ensure + 名词 / 代词 + 其他成分”。

We must ensure that all safety procedures are followed.

我们必须确保遵守所有的安全程序。在这个句子中，“that all safety procedures are followed” 是宾语从句，作“ensure”的宾语，表示要保证的内容。

近义词辨析:

与“make sure”意思相近，不过“make sure”更口语化一些，“ensure”相对比较正式。例如“Make sure you lock the door before you go to bed.”你睡觉前一定要锁好门。和“Ensure that the door is locked before you go to bed.”（确保在你睡觉前门是锁好的。）这两句话意思相近，但在使用场景上，书面语中“ensure”会更合适。



## 3.intimate /'ɪntɪmət/ a. 亲密的; 私人的

例句:

They are intimate friends and share almost everything.

他们是亲密的朋友, 几乎分享一切。

近义词辨析:

“close”也有“亲密的”意思, 但“intimate”比“close”在程度上更深入、更私密。例如, “close friends”亲密的朋友, 可能只是指关系很好, 但“intimate friends”知心朋友, 强调彼此之间分享最私密的想法和情感。





## 4.lie in 在于

它是一个动词短语，在句子中作谓语。

例如：

The key to success lies in hard work.

成功的关键在于努力工作。

“lie in”还有“位于；睡懒觉”的意思。当表示“位于”时，

例如：

The small village lies in a valley.

这个小村庄位于一个山谷里。这里的“lie in”用于描述地理位置关系。





## 5. bring up 提出，提起

在句子中作谓语，通常用于主动语态。

例如：

**At the meeting, she brought up an important issue.**

在会议上，她提出了一个重要的问题。

在这个句子中，“brought up”表示主语“她”主动地将一个重要问题在会议这个场合中提出来，引起大家的注意。

“bring up”还有“养育；抚养；呕吐”等意思。

当表示“养育；抚养”时，

例如：**She brought up three children on her own.**

她独自抚养了三个孩子。



## 6.recipe /'resəpi/ n. 秘诀； 食谱

秘诀； 诀窍； 方法

例句：Hard work and perseverance are the recipe for success.

努力工作和坚持不懈是成功的秘诀。

含义解释：用于表示达成某项目标、取得某种成果或解决某个问题所需要的关键因素、方法或步骤的组合。

食谱； 烹饪法

例句：She followed the recipe to make a delicious cake.她按照这个食谱做了一个美味的蛋糕。

搭配用法：常与“follow（遵循）”“create（创作）”“write（编写）”等动词搭配，它强调的是一套有效的方式，类似于“formula（公式； 方案）”。

此外，“recipe”的复数形式是“recipes”，在句子中作主语时，谓语动词根据具体情况使用相应的形式。



## 7. establish /ɪ'stæblɪʃ/ v. 建立；确立；创办

例句：

**They established a new company last year.**

他们去年建立了一家新公司。在这个句子中，“establish”表示从无到有地创建一个公司，包括完成一系列的法律程序、筹集资金、组织人员等过程。

**The university was established in the 19th century.**

这所大学是在 19 世纪创办的。这里强调了大学创建的时间，即它是在 19 世纪通过某种方式（如政府批准、集资建校等）而设立的。

含义解释：这种用法侧重于表示创建一个新的实体，如企业、学校、医院、组织等，这个实体有自己的结构、目的和功能，是一种比较正式的创建行为。



## 8. purposeful /'pʊ:psəfl/ a. 有目的的；有决心的

有目的的

例句：

He took a purposeful step forward, ready to face the challenge.

他坚定且有目的地向前迈了一步，准备迎接挑战。

有决心的

例句：

The purposeful athlete trained hard every day to achieve his goal.

这位有决心的运动员每天刻苦训练以实现他的目标。





## 9. effortlessly /'efətɫəsli/ ad. 毫不费力地；轻易地

它在句子中主要用来修饰动词，表明动作的完成没有花费太多的力气或者很轻松容易。

例如：

The athlete ran the marathon effortlessly and won the race.

这位运动员毫不费力地跑完了马拉松并且赢得了比赛。

在这个句子中，“effortlessly”修饰动词“ran”，突出了运动员跑马拉松时轻松的状态，似乎不费什么力气就完成了。





## 译文： 训练你能娱乐并有回报

你如何在社会环境中规划和实现商业目标，同时确保你的客户和潜在客户仍然享受自己？这里有一些建议。

首先，如果你希望进行一些一对一的对话，那么带客户去看橄榄球比赛是没有意义的。相反，用体育赛事或歌剧作为“挂钩”，然后安排一顿饭，更亲密地讨论你公司的优秀记录或任何你想做的业务。

其次，在派员工参加公司活动之前，告诉他们为什么在那里或者他们应该做什么。否则，他们认为这只是一个机会，站在一起喝免费饮料，然后和客户聊天，而不是和客户交谈就不足为奇了。

此外，许多商人甚至害怕在企业活动中提到“商业”这个词。实际上，你应该把企业活动作为社交环境中的商务会议。然而，太多的社交聊天就会错失机会。然而，最困难的事情是决定正确的时机来提出商业问题在社交活动上。有些人只是时机不佳。没有客户愿意在剧院花一个晚上听你在他耳边说

销售数据。

成功的秘诀和建立良好商业关系的关键似乎是能够将“社交”对话与“有目的的”对话完美地结合在一起，并在两者之间顺利、毫不费力地移动。





## Comprehension

**Task 1** Choose the best answer for each question below.

1. Why don't the staff at corporate events talk to clients? A
  - A. Because they aren't told what they should do there.
  - B. Because they only want to have free drinks there.
  - C. Because only there can they have the chance to chat with each other.
  - D. Because they are afraid to talk about business there.
2. What's the most difficult to achieve business objectives in a social setting? C
  - A. To listen to sales figures while watching an opera.
  - B. To whisper business while watching a rugby match.
  - C. To choose the right time to talk about business.
  - D. To bring up the matter of business at social events.





# Reading



3. Which of the following is the most suitable time to bring up business? **D**
- A. When watching a football match with the client.
  - B. When watching Peking Opera with the client.
  - C. When having free drinks at social events.
  - D. When having a meal after watching an opera with the client.
4. What does the underlined word “hook” mean in Paragraph 2? **D**
- A. Something for hanging things on.
  - B. Something for catching fish.
  - C. Something to scare somebody.
  - D. Something to attract somebody.
5. What can be inferred from the passage? **B**
- A. Sending more staff to corporate events will surely help companies to get more clients.
  - B. The perfect combination of entertaining clients and discussing business is certain to bring more business opportunities.
  - C. Never mention business in a social event.
  - D. More social chitchat with clients will build better business relationships.





## Vocabulary

### Task 2 Choose the best answer for each sentence.

- Before going away, he **B** his business affairs.  
A. arrived  
B. arranged  
C. argued  
D. achieved
- He has an **C** knowledge of marketing.  
A. interval  
B. interview  
C. intimate  
D. interrupt
- Don't **B** the subject again today.  
A. say  
B. mention  
C. talk  
D. speak
- He is a hardworking man whose every action is **B**.  
A. purpose  
B. purposeful  
C. purposeless  
D. purposely







## Task 3 Match the items in English to the Chinese equivalents.

achieve business objectives	1	d	a	建立良好的业务关系
the company's outstanding records	2	j	b	提出业务问题
a social setting	3	f	c	确定合适的时间
corporate events	4	g	d	实现商务目标
decide on the right time	5	c	e	成功的秘诀
have poor timing	6	i	f	社交场合
establish a good business relationship	7	a	g	公司活动
sales figures	8	h	h	销售数据
bring up the matter of business	9	b	i	没把握好时机
the recipe for success	10	e	j	公司的出色业绩





## Translation

### Task ④ Choose the best Chinese versions.

1. There is no point in taking clients to a rugby match if you hope to have some one-to-one conversations. **B**
- A. 如果你希望进行一些一对一的对话，那么就没有必要带客户参加橄榄球比赛了。
- B. 如果你希望进行一些一对一的对话，那么带客户去看橄榄球比赛是没有意义的。
- C. 如果你希望进行一些一对一的对话，那么带客户参加橄榄球比赛是没有意义的。





2. It is not surprising that they see this as a chance simply to stand around having free drinks and chatting to each other rather than talking to clients. **C**

- A. 这并不奇怪，他们认为这是一个简单地站着喝免费饮料并互相聊天而不是与客户交谈的机会。
- B. 他们认为这是一个简单地站着喝免费饮料并互相聊天而不是与客户交谈的机会也就不足为奇了。
- C. 他们认为这是一个就站着喝免费饮料并互相聊天而不是与客户交谈的机会也就不足为奇了。

3. However, too much social chitchat adds up to missed opportunities. **A**

- A. 然而，过多的社交闲聊导致错失良机。
- B. 然而，过多的社交闲聊增加错失的良机。
- C. 然而，过多的社交闲聊导致良机被错过。







4. No client wants to spend an evening at the theatre listening to you whisper about sales figures into his ear. **C**
- A. 没有客户愿意在剧院度过一个晚上，听你在他耳边低语销售数据。
  - B. 没有客户愿意听着你在他耳边低语销售数据在剧院度过一个晚上。
  - C. 没有客户愿意晚上在剧院一边看戏，一边听你在他耳边低语销售数据。
5. The recipe for success seems to be the ability to perfectly mix “social” conversations with “purposeful” conversations and to move smoothly and effortlessly between the two. **A**
- A. 成功的秘诀似乎是能够将“社交”对话与“有目的”的对话完美结合，并在两者之间顺利、轻松地切换。
  - B. 成功的秘诀似乎是将“社交”对话与“有目的”的对话完美结合，并在两者之间顺利、轻松地移动的能力。
  - C. 成功的秘诀似乎是将“社交”对话与“有目的”的对话完美结合，并在两者之间顺利、轻松地切换的能力。





## Passage 2

## Know About Your Role in the Organization

Now, you have landed the job of your dreams and are super excited to work and reach your goal as fast as you can. Yes, this looks fine on paper, but the goal is far away, and you have just taken the first baby step towards it.

Now is the time to review the job posting once again and know about your responsibilities in the organization. In most cases, the job posting is only a simplified version of the job description. You have to determine what the company wants from you in that position, and for this, you will have to contact either the Human Resources Department or your manager to make it clear.

Either of them will provide you with a detailed description of your role and responsibilities in the company. Once you know about the primary responsibilities as well as accountabilities, conduct thorough research through the company Intranet site, the media, the organizational charts, LinkedIn profiles, etc. to know essential details related to your job position and the people you will be coming into contact with.

Make it a habit and continue the same even after some time has passed in the company as it will keep you in the loop and it proves helpful all along the way.





## Language points:

### 1. review /rɪ'vjuː/ v. 回顾；温习

例句

表示“回顾”

The committee reviewed the progress of the project over the past year.

委员会回顾了过去一年项目的进展情况。

表示“温习”

Students should review their lessons regularly to improve their understanding.

学生应该定期复习功课以增进理解。





## 2.in most cases 在大多数情况下

### 例句

In most cases, she has a cup of coffee in the morning to start her day.

在大多数情况下，她早上会喝一杯咖啡开启新的一天。

### 词汇拓展

**in some cases:** 意思是“在某些情况下；有时候”。它强调存在特定的一些情况，但不是全部情况，范围相对较窄，不确定具体的比例，只是表示部分情况会出现某种现象。





## 3.version /'vɜːʒn/ n. 版本

“version” 作为名词，主要意思是“版本”，它可以用于描述书籍、软件、文件等经过修改、更新或重新制作后的不同形式。例如，一本书可能有精装版、平装版、电子版等不同版本；

### 例句展示

The latest version of this software has many new features.  
这款软件的最新版本有许多新功能。



## 4.detailed /'di:teɪld/ a. 详细的

### 词义详解

“detailed”是形容词，意为“详细的；细致的；精细的”，用来描述对事物的描述、说明、分析等涵盖了很多具体的信息和细节，使他人能够全面、深入地了解相关内容。

### 例句展示

He gave a detailed description of the accident.  
他对那次事故作了详细的描述。



## 5. thorough /'θʌrə/ a. 详尽的；完全的

词义详解

“thorough”作为形容词，“详尽的”意思指对事物进行了全面、细致、深入的研究、描述或处理，没有遗漏重要信息。

例如

在进行一项调查时，a thorough investigation 一项详尽的调查



## 6.chart /tʃɑ:t/ n. 图表

### 词义详解

“chart”作名词时，主要指以图形、表格、曲线等形式呈现数据、信息的图表，用于清晰直观地展示各种信息，帮助人们理解和分析数据。常见的有条形图（bar chart）、折线图（line chart）、饼图（pie chart）等。此外，“chart”还可以表示航海图、航图或唱片销量排行榜等。

### 例句

The teacher used a chart to explain the results of the experiment.  
老师用一张图表来解释实验结果。





## 7.profile /'prəʊfaɪl/ n. 简介

“profile” 作名词时，“简介” 的含义通常指对个人、组织、事物等的简要描述，包括其主要特点、背景信息、成就等方面的内容，以便让他人快速了解其基本情况。除此之外，“profile” 还有“侧面（像）；轮廓；外形；（媒体对人的）专题报道；（人的）形象；印象” 等含义。

例句

表示“简介”

You should write a detailed profile when you apply for the job.

当你申请这份工作时，你应该写一份详细的个人简历。



## 8. come into contact with 与.....接触 / 联系

### 词义详解

“come into contact with” 是一个动词短语，用于表达某人或某物与其他的人、事物产生了接触或建立了联系，这种接触可以是身体上的触碰，也可以是信息、思想、文化等方面的交流互动。

### 例句

When I studied abroad, I came into contact with people from different cultures.  
我在国外留学时，接触到了来自不同文化背景的人。



## 译文： 了解你在组织中的角色

现在，你已经找到了你梦想中的工作，并且非常兴奋，能尽可能快地实现你的目标。是的，这在纸上看起来很好，但目标很远，你刚刚迈出了第一步。

现在是时候重新审视招聘信息，了解你在组织中的职责了。在大多数情况下，职位发布只是职位描述的一个简化版本。你必须确定公司想从这个职位上得到什么，为此，你必须联系人力资源部或你的经理来说明。

他们中的任何一个都将为您提供关于您在公司中的角色和职责的详细描述。一旦你知道了主要的职责和责任，就通过公司的内部网站、媒体、组织结构图、领英资料等进行彻底的研究。了解与你的工作职位和你将要接触到的人有关的基本细节。

养成一个习惯，甚至在公司工作了一段时间后也继续这样做，因为它会让你保持循环，这被证明是有用的。



## Comprehension

**Task ①** Complete the answers with no more than three words.

1. Does having landed the job of your dreams means that you can surely reach your goal as fast as possible?

No, it is just the first baby step towards my goal.

2. Is the job posting exactly the same as the job description?

No, it is only a simplified version of the job description.

3. Who will provide you with a detailed job description in the company?

Either the Human Resources Department or my manager.

4. What can you get from the company Intranet site, the media, the organizational charts, LinkedIn profiles, etc.?





# Reading



Essential details related to my job position and the people I will be coming into contact with.

5. What's the author's suggestion in the passage?

To review regularly the detailed description of your role and responsibilities once you begin your job in the company.

## Vocabulary

**Task 2** Fill in the blanks with the words given in brackets. Change the form if necessary.

1. He was rewarded with a posting (post) to New York.
2. Try to simplify (simple) your explanation for the children.
3. The West Lake is beautiful beyond description (describe).
4. Sort out all your expenses and keep detailed (detail) accounts.
5. This problem needs to be dealt with at an organizational (organize) level.





## Translation

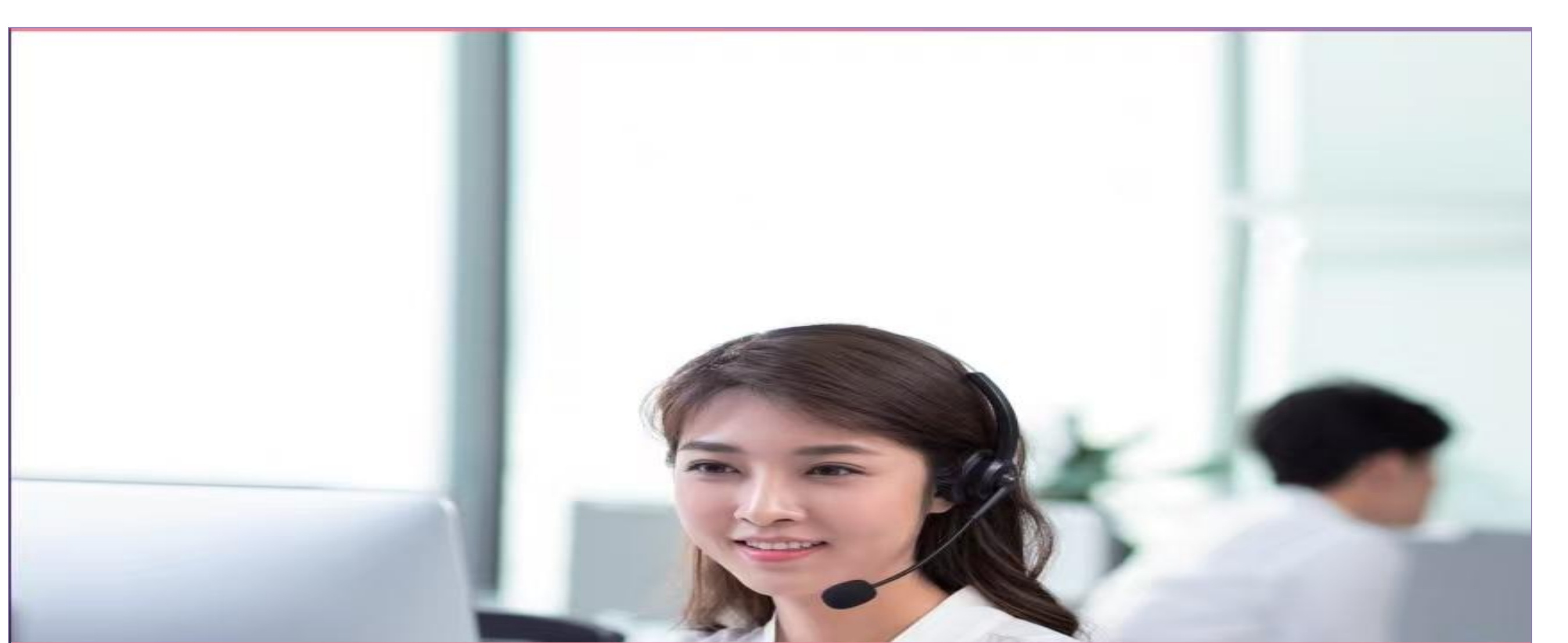
### Task 3 Translate the following paragraph into Chinese.

Now is the time to review the job posting once again and know about your responsibilities in the organization. In most cases, the job posting is only a simplified version of the job description. You have to determine what the company wants from you in that position, and for this, you will have to contact either the Human Resource Department or your manager.

现在是再次查看招聘信息并了解你在组织中的职责的时候了。在大多数情况下，职位

发布只是职位描述的简化版本。你必须确定公司想要你在该职位上做什么，为此，你必须

联系人力资源部门或你的经理把它弄清楚。



04

Writing



## Task Write a note according to the information given in Chinese.

说明：请以 Linda 的名义给 Michael 写一张便条。

时间：7月16日

内容：Linda 因有急事明天必须去北京，问 Michael 可否将二人原定于今天下午的会面推迟到下周，并对由此带来的不便表示歉意。

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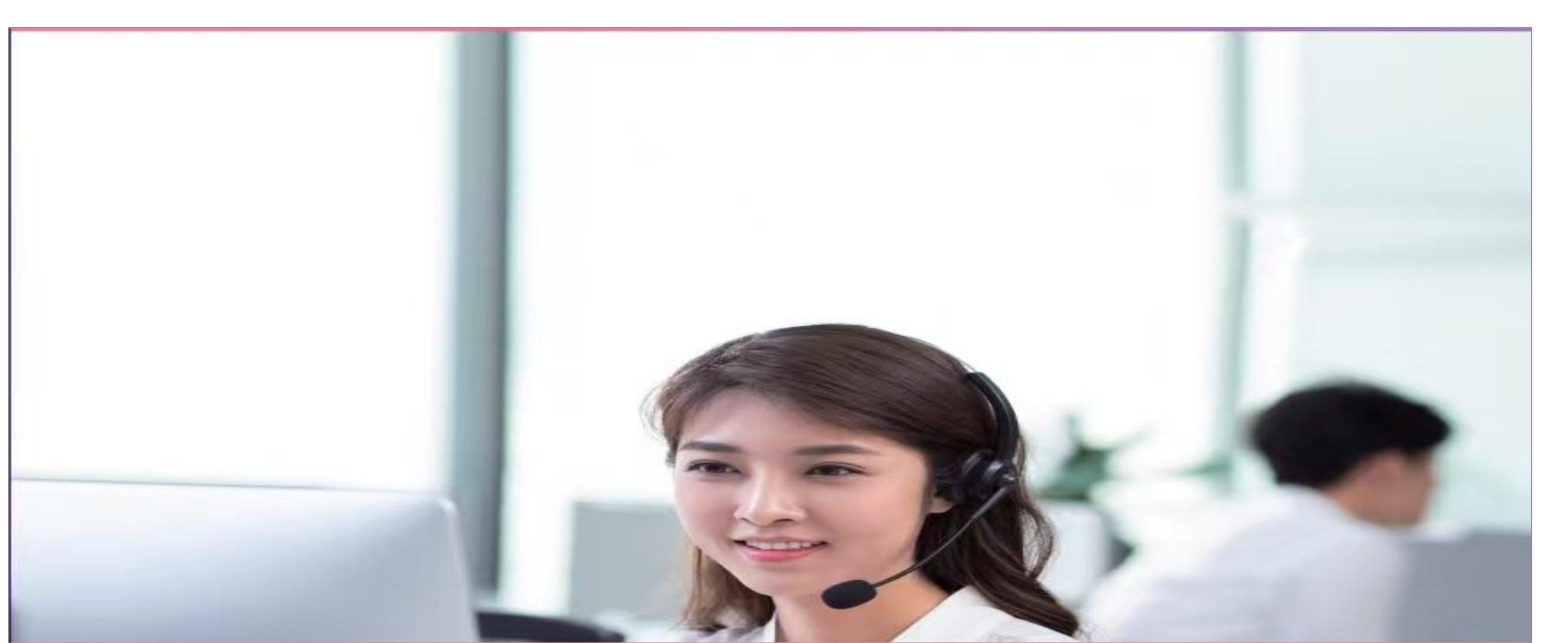
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05

Cultural Reading



## Four Famous Embroideries of China

### Xiang Embroidery

Xiang Embroidery is well known for its time-honored history, excellent craftsmanship and unique style. The earliest unearthed piece demonstrated that embroidery had already existed in the Han Dynasty.

Xiang Embroidery uses pure silk, hard satin, soft satin and nylon as its material, which is connected with colorful silk threads. Absorbing the spirit of Chinese paintings, the Embroidery reaches a high artistic level. Xiang Embroidery crafts include valuable works of art, as well as materials for daily use.





## **Shu Embroidery**

Also called Chuan Embroidery, Shu Embroidery was already famous in the Han Dynasty, and experienced its peak development in the Song Dynasty.

Originating among folk people, its products are smooth, bright, neat and influenced by the geographical environment, customs and cultures, incorporating flowers, leaves, animals, mountains, rivers and human figures as their themes. With 122 approaches in 12 categories for weaving, its craftsmanship involves a combination of fine arts, aesthetics and practical uses, such as the facings of quilts, pillowcases, coats and screen covers.

## **Yue Embroidery**

Also called Guang Embroidery, it became famous during the Tang Dynasty, and began to be exported in the Song Dynasty with the prosperous Guangzhou Port promoting its development.

Influenced by ethnic folk art, Yue Embroidery formed its own unique characteristics. The





embroidered pictures are mainly of dragons and phoenixes, and flowers and birds, with neat designs and strong, contrasting colors. Floss thread embroidery and gold-and-silk thread embroidery are used to produce costumes, decorations for halls and crafts for daily use.

## **Su Embroidery**

Dating back to the Three Kingdoms Period, well-known for its smoothness and delicateness, it won Suzhou the title “City of Embroidery”.

Its weaving techniques are characterized by the following: the product surface must be flat, the rim neat, the needle thin, the lines dense, the color harmonious and bright, and the picture even. Its products fall into three major categories: costumes, decorations for halls and crafts for daily use, which integrate decorative and practical values. Double-sided embroidery is an excellent representative of Su Embroidery.



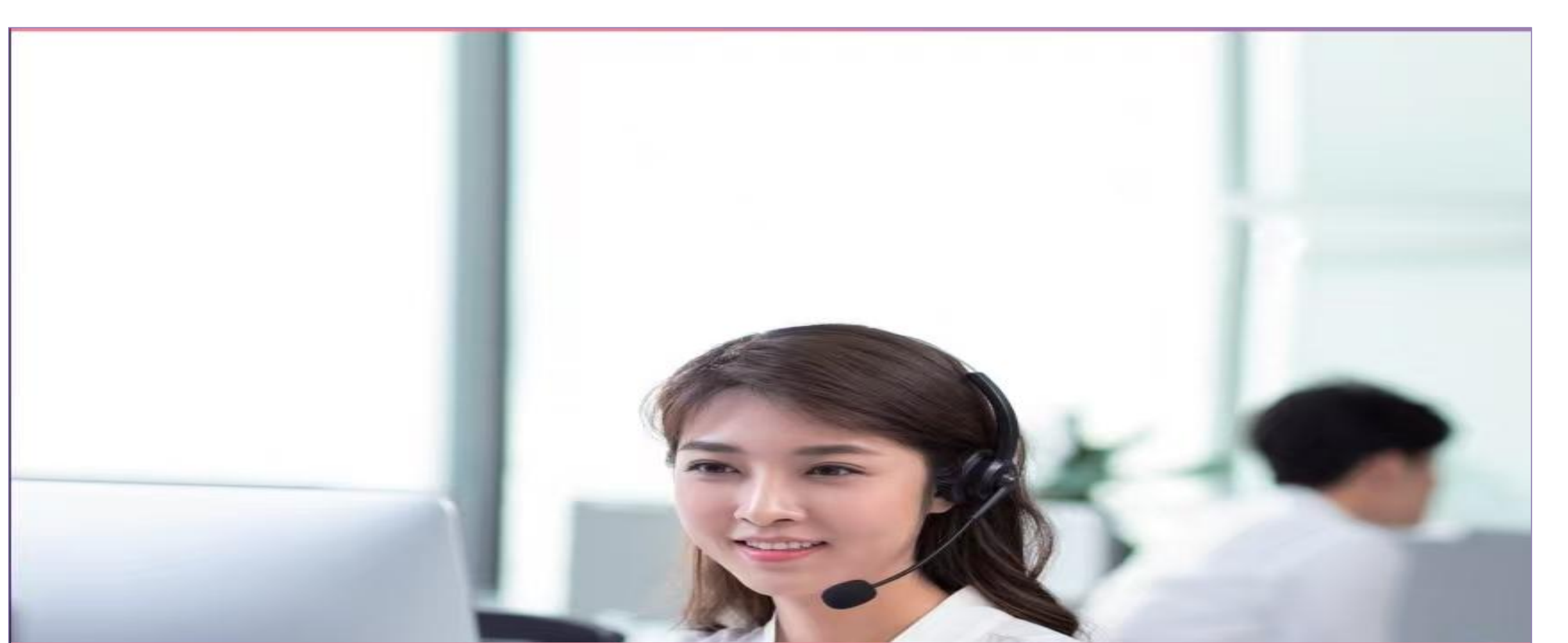


## Translation

Translate the part of Yue Embroidery into Chinese.

粤绣又称广绣，唐代成名，宋代随着广州港的繁荣发展而开始外销。受民族民间艺术的影响，粤绣形成了自己独特的特色。绣图以龙凤、花鸟为主，图案整，色彩对比强烈。使用丝线和金丝线刺绣用于制作服装、大厅装饰品和日常使用中。





06

Glossary



## Passage 1

entertaining /,entə'teɪnɪŋ/ *a.* 有趣的；娱乐性的；令人愉快的

pay /peɪ/ *v.* 受益，有好处

setting /'setɪŋ/ *n.* 背景；环境

ensure /ɪn'ʃʊə(r)/ *v.* 保证；确保

prospect /'prɒspekt/ *n.* 有希望的人 / 物

intimate /'ɪntɪmət/ *a.* 亲密的；私人的

outstanding /aʊt'stændɪŋ/ *a.* 显著的；突出的

rather than 而不是

chitchat /'tʃɪt,tʃæt/ *n.* 闲谈；聊天

lie in 在于

bring up 提出，提起





timing /'taɪmɪŋ/ *n.* 时间的掌握；时间的安排；时机；定时

whisper /'wɪspə(r)/ *v.* 低声说，耳语，窃窃私语

recipe /'resəpi/ *n.* 秘诀；食谱

establish /ɪ'stæblɪʃ/ *v.* 建立；确立；创办

perfectly /'pɜ:fɪktli/ *ad.* 完美地；圆满地；完整地

purposeful /'pɜ:pəsfl/ *a.* 有目的的；有决心的

smoothly /'smu:ðli/ *ad.* 平滑地；流畅地

effortlessly /'efətləsli/ *ad.* 毫不费力地；轻易地







## Passage 2

land /lənd/ *v.* 获得，得到

review /riˈvjuː/ *v.* 回顾；温习

posting /ˈpəʊstɪŋ/ *n.* 帖子；消息

in most cases 在大多数情况下

simplified /ˈsɪmplɪfaɪd/ *a.* 精简了的；简化了的

version /ˈvɜːʒn/ *n.* 版本

description /dɪˈskrɪpʃn/ *n.* 描述，描写；说明书

detailed /diˈteɪld/ *a.* 详细的

primary /ˈpraɪməri/ *a.* 首要的；主要的；根本的

accountability /əˌkaʊntəˈbɪləti/ *n.* 有责任；有义务





thorough /'θʌrə/ *a.* 详尽的; 完全的

organizational /,ɔ:ɡənəɪ'zeɪʃən/ *a.* 组织的

chart /tʃɑ:t/ *n.* 图表

profile /'prəʊfaɪ/ *n.* 简介

come into contact with 与……接触 / 联系



THANKS

