

“十四五”职业教育国家规划教材配套用书



总主编 杨林生
主 编 章 宁
项 导
王晓艳

NEW CONCEPT
INTERACTIVE ENGLISH

新理念

交互英语教程2 教师用书

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赠书

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随着社会经济的不断进步和产业结构的持续优化，高等职业教育在人才培养中的作用日益凸显，为向社会输送优秀的专业人才贡献了巨大的力量。党的二十大报告明确指出，“教育、科技、人才是全面建设社会主义现代化国家的基础性、战略性支撑”。这一重要论述为高等职业教育的发展指明了方向，赋予了新的使命。

高等职业院校作为我国教育体系的重要组成部分，在党的二十大精神的指引下，应积极响应国家战略要求，加快推进教育现代化；要坚持立德树人，培养具有创新精神和实践能力的高素质技术技能人才，为实现中华民族伟大复兴的中国梦提供有力的人才支撑。

在这种背景下，我们特组织职业教育英语教学领域的知名专家、学科带头人、骨干教师等，根据高等职业教育的人才培养目标，参考高等职业教育各专业人才培养方案，基于社会对人才的需求，精心研发了新理念交互英语系列教材。本系列教材依据教育部颁布的《高等职业教育专科英语课程标准（2021年版）》（简称“新课标”）编写，以全新的视角和丰富的内容为学生打造一个充满活力与挑战的学习平台。本系列教材坚守中华文化立场，努力践行“讲好中国故事、传播好中国声音，展现可信、可爱、可敬的中国形象”，弘扬“一带一路”精神。

教材结构

新理念英语系列教材根据实际教学需求，分为新理念交互英语和新理念职业英语两大部分，组成结构如下表所示。

新理念英语 系列教材	新理念交互 英语	综合教程（共2册，配有学习指导与训练和教师用书）
		视听说教程（共2册）
		口语训练教程（共1册）
		听力训练教程（共1册）
	新理念职业 英语	电子商务英语
		智能制造英语
		自动化英语
	

教材特色

一、新理念交互英语系列教材凸显人文性，弘扬中华优秀传统文化

新理念交互英语系列教材为公共英语基础课教材。通过学习本系列教材，学生不仅能够提升自身的英语语言能力，包括听、说、读、写、译等各项技能，也能拓宽国际视野，增强跨文化交流意识。

二、新理念职业英语系列教材凸显科学性和实践性

新理念职业英语系列教材为行业英语，结合企业对高等职业教育毕业生英语技能的要求，以英语为载体，体现各行业典型的工作流程、工作任务和场景，真正实现职业性与应用性的有机结合，以帮助学生提升职业素养与就业能力。

《新理念交互英语教程（第3版）》编写说明

《新理念交互英语教程（第3版）》是新理念英语系列教材的主干教材，旨在夯实学生的英语语言基础，培养学生树立正确的世界观、人生观和价值观，同时提升职业能力。

一、《新理念交互英语教程（第3版）》的特色

1. 精选主题和素材，遵循课程思政建设要求

本系列教材融入课程思政元素，将知识性、职业性与思政元素有机结合，立足中国现实，讲好中国故事，融入中华优秀传统文化，旨在帮助学生树立文化自信，培养学生的人文素养和道德修养。

2. 立足职业与就业，培养职场语言应用能力

本系列教材贯彻《职业院校教材管理办法》的指导思想，突出职业教育特色，在帮助学生打牢语言基础的同时，重视学生职场涉外语言应用能力的培养，如植入商事管理、商务洽谈、职场交际、求职应聘、商务函件写作、产品介绍等职场环境，以期发展学生的涉外沟通能力。

3. 践行赛证融通，体现专业人才培养内涵

本系列教材根据人才培养目标，将高等职业院校英语口语技能大赛及高等学校英语应用能力考试的题型融入教材口语、听力、阅读、写作训练等模块，立足提高学生的实践技能水平及职业发展能力，培养学生的创新思维与解决问题的能力。

4. 立体化教学资源，满足线上线下混合教学需求

本系列教材积极推进党的二十大报告提出的“教育数字化”，配有完备的立体化

教学支持系统，包括内容丰富的教学资料包（含教学课件、教学音频、课文翻译、课程思政视频、语法视频、课程思政方案，等等）及线上教学平台、自主学习交互平台等，方便师生利用现代信息技术手段进行辅助教学和学习。

二、《新理念交互英语教程（第3版）》的结构

模 块	说 明
Warming-up	本模块以富有文化内涵的图片或实践性的活动导入，并辅以开放性的讨论、古诗文赏析等引入单元主题，旨在激发学生学习英语的兴趣
Listening and Speaking	本模块提供听力和口语练习。听力素材语言地道，并依照高等学校英语应用能力考试 A 级听力题型设置练习。口语练习参考职业院校英语口语技能大赛题型设置图表描述、辩论等题型，旨在强化学生的语言输入输出与背景知识构建能力
Reading and Thinking	本模块分为 Task A 和 Task B 两部分。Task A 围绕单元主题选取两篇阅读材料，凝练西方文化，融入中华优秀传统文化，在帮助学生增强语言学习能力的同时，引导学生热爱生活、自强不息、奋发有为，充分体现了立德树人根本任务和社会主义核心价值观。Task B 引入职场思考，可操作性强
Language Use	本模块针对本单元重点语言知识设置练习，包括词汇、短语、翻译、语法等，既能让学生巩固所学知识，又能帮助学生提高应试能力
Workplace Skills	本模块包含与职场相关的常见应用文，如道歉信、投诉信、邀请函、备忘录、简历等，学生通过练习可掌握相应的写作技巧
Voice of China	本模块融入中国文化，讲述中国成就，体现课程思政，旨在帮助学生汲取文化精华，提高跨文化理解与表达能力，坚定文化自信

《新理念交互英语教程（第3版）》由宁波职业技术学院杨林生担任总主编。本册教材由宁波职业技术学院章宁、项导、王晓艳担任主编；由宁波职业技术学院付梦蕤、宁波职业技术学院房思金，甘肃财贸职业学院刘斌，福建林业职业技术学院连颖，重庆艺术工程职业学院胡秋琴担任副主编。

由于编者水平有限，书中难免存在不当之处，恳请广大读者在使用后提出宝贵的意见和建议，以便我们及时做出修订。

编 者

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Unit 1

Life Attitude

Key Points

- ◎ How to maintain a positive attitude.
- ◎ On the journey of life, we often encounter various difficulties and challenges. However, those who can overcome adversity and persist all the time often possess an indomitable spirit. This spirit is not merely an attitude, but a kind of power.
- ◎ Positivity is a choice. Even in the dark, one is willing to light a lamp. Just as the writer Romain Rolland said, “There is only one true heroism in the world: to love life after recognizing its truth.”

Objectives

Warming-up	思考如何保持积极的人生态度。欣赏唐代诗人李白创作的《行路难》，理解诗人倔强、自信和对理想的执着追求的积极浪漫主义情怀
Listening and Speaking	学会表达日常生活中的积极心态和提高信息提取能力，能通过语气判断情感。积累励志表达词汇。 通过辩论反思“态度”与“行动”的关系，认识到“态度”与“努力”的互补性。提升英语辩论技巧，培养辩证看待问题的思维方式
Reading and Thinking	Task A Reading Text A: 本文讲述 Erin Black 因神经疾病接受双脚重建手术，以积极态度克服病痛。学习记叙文结构分析（时间线+心理变化），培养文本概括能力。 Text B: 讲述在布鲁克林大桥建造中，Washington Roebling 在瘫痪后利用手指编码指挥工程。强调 persistence 与 determination 的实践意义。 Task B Thinking 思考如何在工作中处理挫折和受阻碍的情形
Language Use	学生在学习了课文 A 和课文 B 后，能够独立进行语言知识练习。能够理解和掌握定语从句的用法
Workplace Skills	熟悉商务道歉信的基本结构和职场应用场景。通过学习物流延迟、发错货物等场景提升专业沟通能力

续表

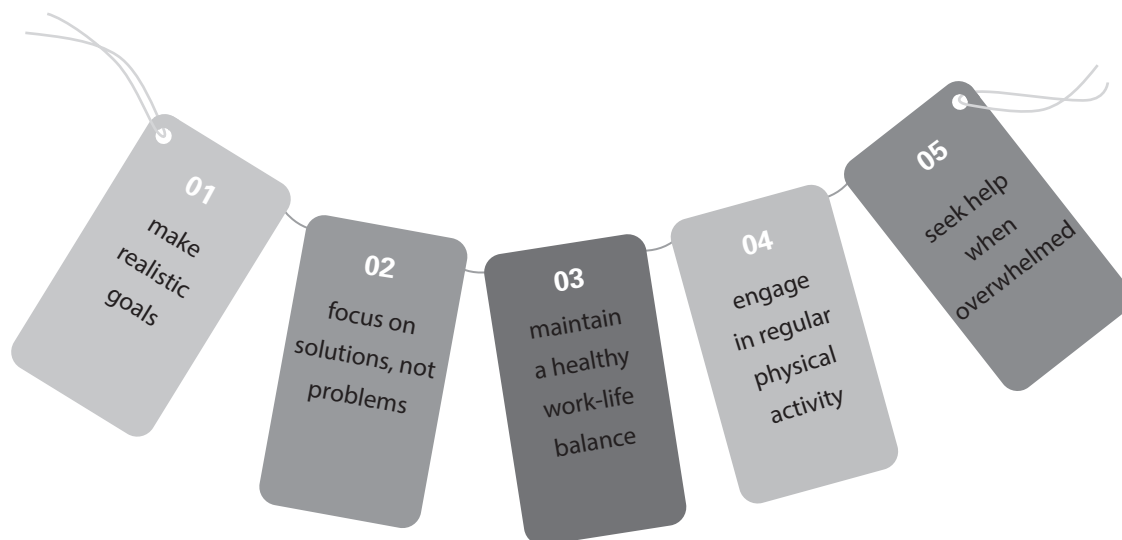
Voice of China	介绍苏东坡仕途坎坷却豁达处世的人生, 分析其“知足常乐”的人生哲学, 批判性思考“简单生活的意义”
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MODULE 1 Warming-up

Task A Discussion

How to Keep a Positive Attitude

Discuss in pairs about how to keep a positive attitude during the college time. Try to use the prompts as follows.



Task B Appreciation

Read the poem below and talk about your personal feelings about it. What can you learn from it?

Hard Is the Way of the World

Li Bai (the Tang Dynasty)

*Hard is the way, hard is the way.
Don't go astray! Whither today?
A time will come to ride the wind and
cleave the waves.
I'll set my cloud-like sail to cross the sea
which raves.*

行路难

唐·李白

行路难，行路难。
多歧路，今安在？
长风破浪会有时，
直挂云帆济沧海。

MODULE 2 Listening and Speaking

Task A Dialogues

"Life is like a box of chocolates; you never know what you're gonna get." How to face the difficulties and failures in our life? Listen to the dialogues and choose the best answer to each question from the four choices marked A, B, C and D.

Words or Expressions

ambitious /æm'biʃəs/ *adj.* 有抱负的 motivation /məʊti'veɪʃn/ *n.* 动力
put up with 忍受

1. A. They are not used to such cold weather.
B. It is lucky for them to live in Florida.
C. They are going to have a holiday.
D. They have not booked their air tickets yet.
2. A. He is very disappointed.
B. He is highly ambitious.
C. He can't face up to the situation.
D. He knows his own limitation.
3. **A. Poverty is not always a bad thing.**
B. The poor boy will be sure to succeed.
C. The poor boy will not succeed.
D. Poverty will do harm to the boy's later life.
4. A. She will celebrate her birthday happily.
B. She will invite her friends to celebrate her birthday.
C. She doesn't want to celebrate her birthday.
D. She doesn't know the meaning of "birthday".
5. A. The man should visit the museums.
B. She can't stand the hot weather.
C. The beach resort is a good choice.
D. She enjoys staying in Shanghai.

Script

1. M: The weather forecast said there would be a snowstorm tonight, and the cold weather would last quite a few days.

W: Oh! We're so lucky. We'll be getting away for a while, and having a holiday in Florida. But let's call right now to confirm our flight.

Q: What do we learn about the two speakers?

2. W: Aren't you disappointed that you didn't get the promotion?

M: Maybe a little, but I know I need more experience before I'm ready for more responsibilities.

Q: What do we learn about the man?

3. W: Oh! What a poor boy! He lives such a poor life!

M: I think poverty is also a motivation for his later life.

Q: What does the man mean?

4. M: How will you celebrate your birthday tomorrow?

W: Birthday? It's a new word for me! I hate it! It means getting older!

Q: What does the woman mean?

5. M: Oh my gosh! I can't put up with the heat here. I wish we went to the beach instead.

W: Well, with the museums and restaurants in Shanghai, I'll be happy here no matter what the temperature is.

Q: What does the woman mean?

Task B Conversations

As long as you keep a heart full of love for life, feel the meaning of life, and accept life as it is, everything will become different. Listen to the conversations and choose the best answer to each question from the four choices marked A, B, C and D.

Conversation 1

Words or Expressions

mental /'mentl/ *adj.* 精神上的; 思想的

encouragement /ɪn'kʌrɪdʒmənt/ *n.* 鼓励

1. A. Because he lost his self-confidence.
B. Because he didn't work hard for the mid-term exam.
C. Because he didn't pass his final exam.
D. Because he failed his mid-term exam.
2. **A. To have a positive mental attitude.**
B. To ask more questions.
C. To travel around the world.
D. To ignore the result of the exam.

Conversation 2

Words or Expressions

recommendation /rekəmen'deiʃn/ *n.* 推荐

overdressed /əʊvə'drest/ *adj.* 过分打扮的

3. A. Disappointed.

B. Excited.

C. Nervous.

D. Confident.

4. **A. A copy of his CV.**

B. An application form.

C. A recommendation letter.

D. A recent photo.

5. A. Fashionably.

B. Casually.

C. Formally.

D. Overdressed.

Script

Conversation 1

W: Hello, Tom. What's the matter?

M: Hi, Susan. I failed to pass the mid-term exam.

W: Oh, don't worry about it. It's only an exam.

M: But I'm very disappointed. I've lost all my self-confidence.

W: Come on, Tom. It's not the end of the world. A positive mental attitude is important. Work hard and I believe you will succeed in the final exam.

M: Thank you for your encouragement. I feel better now.

Q 1: Why is Tom disappointed?

Q 2: What is important according to Susan?

Conversation 2

M: I'm pretty worried about this afternoon's interview.

W: Don't be nervous. You will be fine as long as you are well-prepared.

M: What do I need to take with me?

W: Well, you should take a copy of your resume.

M: Is that all?

W: You should also prepare some questions to ask the interviewer.

M: Sure. How about the dressing code?

W: You should dress up formally for the interview, such as a suit and a tie.

M: Thank you very much for your advice.

W: You are welcome.

- Q 3: How does the man feel about the interview?
 Q 4: What does the woman advise the man to take with him to the interview?
 Q 5: How should the man dress for the interview?

Task C Passage

Thomas Edison's success was driven by his relentless perseverance and innovative thinking, exemplified by his famous quote, "I have not failed. I've just found 10,000 ways that won't work." Listen to the passage and complete the answers with a word or a short phrase.

Words or Expressions

fascinated /'fæsmeɪtɪd/ <i>adj.</i> 入迷的	set up 建立
* laboratory /lə'bɒrətri/ <i>n.</i> 实验室	** genius /'dʒiːniəs/ <i>n.</i> 天才
perspiration /pɜːspə'reɪʃn/ <i>n.</i> 汗水	light bulb 电灯泡

- Who was Thomas Edison?
He was probably the greatest inventor in American history.
- What did Edison's teachers complain about when he first attended school?
His teachers complained that he was "too slow" and hard to handle.
- What was Edison interested in when he was young?
The young Edison was fascinated by science.
- What did Edison do at the age of 10?
At the age of 10, he set up his first chemistry laboratory.
- How many times did Edison try to get the light bulb to work?
When he invented the light bulb, he tried over 2,000 experiments before he got it to work.

Script

Thomas Edison was probably the greatest inventor in American history. When he first attended school, his teachers complained that he was "too slow" and hard to handle. As a result, Edison's mother decided to take her son out of school and teach him at home. The young Edison was fascinated by science. At the age of 10, he set up his first chemistry laboratory. He defined genius as "1 per cent inspiration and 99 per cent perspiration" and eventually produced more than 1,300 inventions in his lifetime. When Thomas Edison invented the light bulb, he tried over 2,000 experiments before he got it to work. A young reporter asked him how it felt to fail so many times. He said, "I never failed once. I invented the light bulb. It just happened to be a 2,000-step process."

Task D Debate

Background: It is true that a positive life attitude plays a crucial role in shaping an individual's experiences, outcomes, and overall well-being. But hard work is also very important because it helps us achieve our goals and improve ourselves. Some think that a positive attitude is more important while others believe that hard work is more important.

Question: As a college student, which one is more important, a positive life attitude or hard work?

Pro: A positive attitude is more important.

Con: Hard work is more important.

Words or Expressions You May Use:

boost confidence and motivation
improve study efficiency
reduce stress and anxiety
build and maintain strong interpersonal relationships
better handle failures and setbacks
essential for mastering professional skills and knowledge
foundation for career development
necessary to remain competitive and successful

本任务紧扣单元核心 Life Attitude，通过辩论让学生反思“态度”与“行动”的关系，避免陷入“非此即彼”的认知误区，呼应 Erin Black 案例中“态度影响治疗结果”的深层逻辑。

辩论框架分析

要素	正方（Pro）内容要点	反方（Con）内容要点
核心论点	积极态度是努力的前提，决定努力的效率与持续性。	努力工作是实现目标的直接途径，态度需依托行动落地。
论据方向	<ul style="list-style-type: none"> • 提升信心与动力（boost confidence）； • 更好应对失败（handle failures）； • 减轻压力（reduce stress）。 	<ul style="list-style-type: none"> • 掌握专业技能（master professional skills）； • 构建职业基础（foundation for career）； • 保持竞争力（remain competitive）。
案例支持	<ul style="list-style-type: none"> • 爱迪生面对失败的积极心态； • 苏东坡在逆境中的豁达。 	<ul style="list-style-type: none"> • 布鲁克林大桥建造中 Washington 的坚持； • Erin Black 手术康复中的持续努力。

MODULE 3 Reading and Thinking

Task A Reading

Objectives

1. Students should understand the two texts, and grasp the words and expressions in this part.
2. Students should improve their reading ability.
3. Students should know how to maintain a positive attitude towards life and understand its importance.
4. Critical thinking skills: ① Are the positive life attitudes rooted in personal character or external environment influences? ② Is there a risk that an over-emphasized positive life attitude might ignore real problems?

Text A

Determined to Face Misfortune

- 1 Erin Black, a 17-year-old girl, has undergone complete surgical reconstructions of both feet due to a progressive neurological disorder. She is mature beyond her years and has always faced her disease head-on. Her doctor said, "She is an example that patients' outcomes can be better when their attitudes are better."
- 2 Erin was diagnosed with Type 1A CMT at age 7. "I was a toe walker, simply because my hamstrings are a lot shorter and tighter," she said. "I couldn't run or do things that most kids did. It was very clear that I was different."
- 3 As Erin grew older, through middle school and into her early high school years, the pain of walking grew worse. She has tried every form of support possible—from braces on each lower leg, to a wheelchair when required to cross a larger area, like an amusement park. The worst, in her view, were walking canes which she used like ski poles, for balance. "I needed them, because I would fall down all the time," she recalled. "But I hated them, especially in middle school. That's an awkward age anyway and I felt so embarrassed."
- 4 As the years passed, Erin—who has endured thousands of hours of physical therapy throughout her life—knew that surgery would be a possibility. Erin and her parents cooperated well with the doctor, which is very important for the doctor to skillfully manage the disease.



- 5 And she was ready, for her first surgery, on her right foot, in August of 2023. The doctor performed a complete reconstruction of her foot, even using healthy muscles and nerves from other parts of her body and transplanting them into her feet. Although the recovery process was long and painful, Erin realised almost immediately that her life would be different.
- 6 The success of her first surgery—especially the elimination of most of the pain she’s endured for over a decade—encouraged her to have the same procedure on her left foot, which was performed in June 2024.
- 7 Erin’s recovery is slow and steady but hasn’t prevented her from her favourite pastimes—singing in the school chorus, playing instruments in the band, volunteering and socialising with countless friends. “Sometimes people feel sorry for me, but frankly, I now see this disease as a privilege. It taught me how to handle the things we face in life.”

Structure Analysis

Part	Paragraph	Main Idea
1	Para. 1	General knowledge of Erin Black.
2	Para. 2 ~ Para. 3	The pain and embarrassment Erin Black experienced.
3	Para. 4 ~ Para. 6	Erin Black endured two surgeries.
4	Para. 7	Erin’s optimism about life and determination to face it bravely.

Text Translation

坚定决心 直面不幸

- 1 17岁女孩艾琳·布莱克接受了双足完全外科重建手术，原因是她患有进行性神经紊乱疾病。她比同龄人更成熟，始终直面疾病。她的医生表示：“她是一个范例，说明患者态度越积极，治疗效果往往越好。”
- 2 艾琳7岁时被诊断出患有1A型Charcot-Marie-Tooth(CMT)病(遗传性运动感觉神经病)。“我走路时总是踮着脚，因为我的腓绳肌又短又紧，”她说，“我不能像大多数孩子那样奔跑或玩耍，很明显我和别人不一样。”
- 3 随着艾琳长大，从初中到高中早期，行走的疼痛愈发严重。她尝试过所有可能的支撑方式——从每条小腿上的支具，到需要穿越较大区域(如游乐园)时使用的轮椅。在她看来，最糟糕的是像滑雪杖一样用来保持平衡的手杖。“我需要它们，因为我总是摔倒，”她回忆道，“但我讨厌它们，尤其是在中学时。那本来就是尴尬的年纪，我感到非常难堪。”
- 4 多年来，艾琳已经忍受了数千小时的物理治疗，她知道手术可能是一种选择。艾琳和父母与医生密切配合，这对医生熟练控制病情至关重要。

- 5 2023年8月, 她为右脚的首次手术做好了准备。医生对她的足部进行了完全重建, 甚至从身体其他部位移植健康肌肉和神经到足部。尽管恢复过程漫长而痛苦, 但艾琳几乎立刻意识到她的生活将不同以往。
- 6 第一次手术的成功——尤其是消除了她忍受十多年的大部分疼痛——促使她在2024年6月对左脚进行了同样的手术。
- 7 艾琳的恢复缓慢而稳定, 但这并未阻止她从事喜爱的活动: 在学校合唱团唱歌、在乐队演奏乐器、做志愿者以及和无数朋友社交。“有时人们会为我感到难过, 但坦率地说, 我现在将这种疾病视为一种特殊经历。它教会了我如何应对生活中面临的事情。”

Word List

undergo /ʌndə'gəʊ/ *v.* 经历; 经受; 遭受

e.g. The old building will undergo major renovations next month. 这座古老建筑下个月将经历大规模翻新。

用法解释: 作动词, 常指经历(变化、困难、考验等), 主语多为事物或人, 强调被动承受过程, 如 undergo tests (经受测试)、undergo hardships (经受苦难)。

surgical /'sɜ:dʒɪkl/ *adj.* 外科的; 手术上的

e.g. The patient is scheduled for a surgical operation to remove the tumor. 这名患者预定进行一场外科手术切除肿瘤。

用法解释: 形容词, 用于描述与外科手术相关的事物, 如 surgical instruments (外科手术器械)、surgical ward (外科病房), 常作定语修饰名词。

reconstruction /ri:kən'strʌkʃn/ *n.* 修复; 再建

e.g. The reconstruction of the damaged bridge will take about half a year. 受损桥梁的修复工作大约需要半年时间。

用法解释: 常搭配 of 短语, 如 reconstruction of the old street (老街的重建)。

progressive /prə'gresɪv/ *adj.* 逐渐的; 发展中的; 进步的

e.g. Our company has made progressive changes in management to adapt to market demands. 我们公司在管理方面进行了渐进式变革以适应市场需求。

用法解释: 形容词, 可描述事物逐步发展(如 progressive reform 渐进式改革)、具有进步意义(如 progressive ideas 进步思想), 也用于修饰疾病等逐渐发展的, 像 progressive disease (进行性疾病)。

neurological /njuərə'lɒdʒɪkl/ *adj.* 神经病学的

e.g. The doctor specializes in treating neurological disorders like epilepsy. 这位医生专门治疗像癫痫这类神经病学疾病。

disorder /dɪs'ɔ:də(r)/ *n.* 疾病; 失调; 紊乱; 混乱; 杂乱

e.g. He was diagnosed with a rare digestive disorder. 他被诊断出患有罕见的一种消化疾病。

The sudden rain caused disorder in the outdoor event. 突如其来的雨使户外活动陷入混乱。

用法解释: 名词。指疾病时, 常搭配医疗相关词汇; 表“失调、紊乱”用于身体机能(如 hormonal disorder 荷尔蒙失调); 表“混乱、杂乱”用于描述场景、秩序等。

brace /breɪs/ *n.* 矫正器；支柱；支架

e.g. The dentist suggested a brace to correct his crooked teeth. 牙医建议用矫正器来矫正他畸形的牙齿。

The old house needs a brace to support the sagging roof. 这座老房子需要支架来支撑下陷的屋顶。

awkward /'ɔːkwəd/ *adj.* 尴尬的

e.g. There was an awkward silence when they met again after a long time. 他们久别重逢时，出现了一阵尴尬的沉默。

用法解释：形容词，常描述场景、氛围、动作等让人感到不自在、难为情，如 awkward situation（尴尬处境）、awkward movement（尴尬的动作）。

embarrassed /ɪm'bærəst/ *adj.* 尴尬的；窘迫的

e.g. She felt embarrassed when she tripped in front of the whole class. 她在全班同学面前绊倒时，感到很窘迫。

用法解释：形容词，强调人的主观感受，因自身行为、处境等内心觉得尴尬、难为情，常作表语，主语一般是人，如 sb be embarrassed about sth（某人因某事尴尬）。

endure /ɪn'djuə(r)/ *v.* 容忍；忍耐

e.g. He can't endure the noise from the construction site next door any longer. 他再也无法忍受隔壁建筑工地传来的噪音了。

用法解释：动词，指忍受（困难、不愉快事物等），常搭配难以忍受的对象，如 endure pain（忍受痛苦）、endure hardships（忍受苦难），可用于肯定句表忍受能力，也用于否定句表无法忍受。

physical /'fɪzɪkl/ *adj.* 身体的；体力的；物质的

e.g. Regular exercise is beneficial for both physical and mental health. 规律锻炼对身心健康都有益。

The company focuses on physical products rather than virtual services. 这家公司专注于物质产品而非虚拟服务。

用法解释：形容词。“身体的”用于和身体相关的表达（如 physical examination 体检）；“体力的”修饰劳动等（如 physical labour 体力劳动）；“物质的”区别于精神、虚拟的，修饰实物等。

therapy /'θerəpi/ *n.* 疗法；治疗

e.g. Music therapy is often used to help patients reduce stress. 音乐疗法常被用于帮助患者减轻压力。

surgery /'sɜːdʒəri/ *n.* 外科手术

e.g. His broken leg required surgery to insert a metal plate. 他骨折的腿需要外科手术来植入金属板。

用法解释：名词，指外科手术这一医疗行为，常搭配 undergo surgery（接受手术）、perform surgery（实施手术），也可指外科手术科室、领域。

cooperate /kəʊ'ɒpəreɪt/ *v.* 配合；合作

e.g. The two companies will cooperate to develop a new product line. 这两家公司将合作开发一条新的产品线。

用法解释：动词，指人与人、组织与组织等为达成目标共同行动、配合，常搭配 with sb.（与某人合作）、in sth.（在某事上合作），如 cooperate with colleagues（与同事合作）。

elimination /ɪˌlɪmɪ'neɪʃn/ *n.* 除去；消除

e.g. The elimination of poverty is a long-term goal for many countries. 消除贫困是许多国家的长期目标。

用法解释: 名词, 指把事物去除, 常搭配 of 短语, 如 elimination of waste (废弃物的消除)、elimination of errors (错误的消除)。

privilege /'prɪvəlɪdʒ/ *n.* 荣幸; 特别恩典; 特权

e.g. It's a privilege to be invited to speak at the conference. 受邀在会议上发言是一种荣幸。

Some people abuse their privileges and ignore public rules. 一些人滥用他们的特权, 无视公共规则。

用法解释: 名词, “荣幸”用于表达正面、难得的感受; “特权”指特殊权利, 常含负面滥用可能, 常用 a privilege to do sth (做某事是种荣幸), 也用于描述社会、组织中的特殊权益。

Useful Phrases and Expressions

beyond one's years 超过某人的年龄

e.g. His profound understanding of philosophy is beyond his years; he's just a teenager but talks like a scholar. 他对哲学的深刻理解远超其年龄, 他只是个青少年, 却谈起话来像个学者。

face (...) head-on 勇敢地面对

e.g. Instead of avoiding the difficult problem, she decided to face it head-on and find a solution. 她没有回避这个难题, 而是决定勇敢面对并找到解决办法。

be diagnosed with 被诊断出

e.g. Last month, he was diagnosed with a rare heart disease and has to start treatment soon. 上个月, 他被诊断出患有一种罕见的心脏病, 很快得开始治疗。

toe walker 脚趾走路

e.g. The little boy is a toe walker, and his parents are worried about his walking habit. 这个小男孩是用脚趾走路的人, 他的父母很担心他的走路习惯。

cooperate well with 与……配合好

e.g. In the team project, she can cooperate well with every member and make the work progress smoothly. 在团队项目中, 她能 and 每位成员配合得很好, 让工作顺利推进。

prevent... from... 防止; 阻止; 预防

e.g. We should plant more trees to prevent the soil from being washed away by rain. 我们应该多种树, 防止土壤被雨水冲走。

Notes

- 1 She is mature beyond her years and has always faced her disease head-on.
她比实际年龄成熟得多, 总是勇敢地面对疾病。

beyond 在此句中为介词, 意为年龄“超出; 超过”。head-on 在此句中为副词, 意为“正面地; 迎面地”。

e.g. She doesn't believe that people can live beyond 100. 她不相信人能活到一百岁以上。
Try to settle the problem head-on. 尽量正面处理问题。

- ② Although the recovery process was long and painful, Erin realised almost immediately that her life would be different.

尽管恢复过程漫长而痛苦，但艾琳几乎立刻意识到她的生活将会不同。

although 意为“尽管”，可放在句首或句中，但不与 but、and 或 however 连用。引导让步状语从句时，可以与 though 互换，though 作副词时，意为“不过，然而”，可放在句末。

e.g. Although the paintings were locked in a strong box, the thieves stole them without any difficulty. 尽管这些画被锁在一个结实的箱子里，小偷还是毫不费力地把它们偷走了。
Our team lost. It was a good game though. 我们队输了，不过这是一场不错的比赛。

Reading Comprehension

Choose the best answer according to the text.

Erin is much more mature than her age because of her experience. She has ① undergone complete surgical reconstructions of both feet ② due to a disease. Erin was ③ diagnosed with Type 1A CMT at age 7. Erin felt ④ awkward when she was in middle school because she was a toe walker. As the years passed, Erin knew that ⑤ surgery would be a possibility. Erin and her parents' ⑥ cooperation was very important for the treatment of her illness. She is an example that patients' outcomes can be better when their ⑦ attitudes are better. Erin had two ⑧ surgeries respectively on her right foot and left foot. She was very ⑨ optimistic and has always faced her disease ⑩ strongly/head-on.

Text B

Result of Persistence

- 1 In the 1860s, a German-born engineer named John Augustus Roebling was inspired by an idea to build a great bridge connecting New York City with Brooklyn. However, bridge building experts throughout the world thought that this was an impossible task and told Roebling to forget the idea. They said it was not practical and it had never been done before.
- 2 Roebling could not forget the vision and after much discussion and persuasion he managed to convince his son Washington, an up-and-coming engineer, that the bridge in fact could be built. Working together for the first time, the father and son developed concepts of how it could be accomplished and how the difficulties could be overcome.
- 3 The project started well, but when it was only a few months under way, an accident on the site took the life of John Roebling. Washington was injured and left with a certain amount of brain damage, which resulted in his not being able to walk or talk or even move.
- 4 In spite of his handicap, Washington was never discouraged and still had a burning desire

to complete the bridge and his mind was still as sharp as ever. But all he could do was move one finger and he decided to make the best use of it. By moving this, he slowly developed a code of communication with his wife. He touched his wife's arm with that finger, indicating to her that he wanted her to call the engineers. Then he used the same method of tapping her arm to tell the engineers what to do. It seemed foolish but the project was under way again.

- 5 For 13 years Washington tapped out his instructions with his finger on his wife's arm, until the bridge was finally completed. Today the great Brooklyn Bridge stands in all its glory as a tribute to the triumph of one man's strong spirit and his determination not to be beaten by difficult circumstances.
- 6 Perhaps this is one of the best examples of a never-say-die attitude that overcomes a terrible physical handicap and achieves an impossible goal. Even the most distant dream can be realised with determination and persistence.

Structure Analysis

Part	Paragraph	Main Idea
1	Para. 1	Roebling got the idea of building a bridge connecting New York City with Brooklyn, but all building experts said it was an impossible task.
2	Para. 2	Roebling convinced his son Washington to build the bridge with him.
3	Para. 3 ~ Para. 5	Washington managed to complete the bridge despite his severe physical handicap.
4	Para. 6	The story of Brooklyn Bridge shows that even the most distant dream can be realized with determination and persistence.

Text Translation

毅力的结果

- 1 19 世纪 60 年代, 一位出生于德国的工程师约翰·奥古斯塔斯·罗布林萌生了一个想法: 建造一座连接纽约市与布鲁克林的大桥。然而, 全世界的桥梁建筑专家都认为这是一项不可能完成的任务, 并劝罗布林放弃这个念头。他们称这一想法不切实际, 且从未有人尝试过。
- 2 罗布林无法忘怀这个愿景。经过多次讨论与劝说, 他成功说服了自己的儿子华盛顿——一位崭露头角的工程师——相信这座桥实际上是可以建成的。这对父子首次携手合作, 构思出了实现这一工程的方案, 以及克服重重困难的办法。
- 3 工程初期进展顺利, 但开工仅几个月后, 施工现场的一场事故便夺走了约翰·罗布林的生命。华盛顿也在事故中受伤, 脑部遭受了一定程度的损伤, 导致他无法行走、说话, 甚至无法动弹。
- 4 尽管身体残疾, 华盛顿却从未气馁, 他依然怀揣着完成这座大桥的强烈渴望, 思维也依旧像

以往一样敏捷。但他唯一能做的动作就是移动一根手指，于是他决定充分利用这根手指。通过移动这根手指，他慢慢地与妻子开发出了一套沟通密码。他用那根手指触碰妻子的手臂，以此示意她去叫工程师来。随后，他又用同样轻拍她手臂的方式，告诉工程师们该做些什么。这看似荒唐可笑，但工程却因此再次得以推进。

- 5 13 年来，华盛顿一直用手指在妻子的手臂上敲击出指令，直至大桥最终完工。如今，宏伟的布鲁克林大桥巍然矗立，尽显其壮丽风姿。它是对一个人强大精神的致敬，彰显了其不被艰难处境击败的坚定决心。
- 6 这或许是永不言弃态度的最佳范例之一——这种态度能够战胜严重的身体残疾，实现看似不可能的目标。只要有决心和毅力，即使是最遥不可及的梦想也能实现。

Word List

persistence /pə'sɪstəns/ *n.* 坚持；执着

e.g. His persistence in studying for the exam finally paid off with a high score. 他为考试而坚持不懈地学习终于取得了高分。

practical /'præktɪkl/ *adj.* 切实可行的

e.g. The solution to the problem was to increase efficiency. 这个问题的实际办法是提高效率。

persuasion /pə'sweɪʒn/ *n.* 劝说；说服

e.g. She used her skills of persuasion to convince him to join the team. 她用她的劝说技巧说服他加入这个队。

用法解释：其动词为 **persuade**，表示“劝说；说服；使信服”，如 **persuade sb. to do sth.**（说服某人做某事）；**persuasive** 是形容词，意为“有说服力的；令人信服的”，用于描述人、话语、论据等具备说服他人的特质，如 **a persuasive argument**（一个有说服力的论点）。

convince /kən'vɪns/ *v.* 使确信；使信服；说服；劝说

e.g. The evidence convinced the jury of his innocence. 证据使陪审团相信他是无辜的。

用法解释：**convincible** 是形容词，意为“可说服的；易被说服的”。

accomplish /ə'kʌmplɪʃ/ *v.* 完成

e.g. She accomplished her lifelong dream of becoming a published author. 她实现了成为一名出版家的终身梦想。

overcome /əʊvə'kʌm/ *v.* 克服；解决；战胜

e.g. He overcame his fear of heights to climb the mountain. 他克服了恐高症爬上了那座山。

用法解释：常用被动结构 **be overcome by/with...**，描述人被情感、环境力量“淹没”。

handicap /'hændɪkæp/ *n.* 生理缺陷；残疾

e.g. The athlete overcame a significant handicap to win the race. 这位运动员克服了重大的障碍赢得了比赛。

discourage /dɪs'kʌrɪdʒ/ *v.* 使灰心；使泄气；阻拦

e.g. The constant failures discouraged him from pursuing his dream. 不断的失败使他丧失了追求梦想的勇气。

用法解释：**discourage+sb+from doing sth** 表“阻止某人做某事”。人作主语时，常用 **be discouraged**

by... (因……而气馁)。discouraged (形容词), 表“气馁的; 沮丧的”。discouragement (名词), 表“气馁; 劝阻”。

communication /kə,mju:nɪ'keɪʃn/ *n.* 交流; 通信; 信息

e.g. Effective communication is crucial in any teamwork. 有效的沟通在任何团队合作中都至关重要。

用法解释: 动词搭配: improve/strengthen communication (改善/加强沟通), break down communication (沟通中断), maintain/establish communication (保持/建立沟通)。communication between A and B (A与B之间的沟通)。动词 communicate 意为“交流; 沟通; 传达”。

tribute /'tribju:t/ *n.* 敬意; 贡品; 称赞

e.g. The film was a tribute to the fallen soldiers. 这部电影是对阵亡士兵的致敬。

triumph /'traɪʌmf/ *n.* 巨大成功; 重大胜利

e.g. Her triumph at the Olympics was a moment of national pride. 她在奥运会上的胜利是民族骄傲的时刻。

determination /dɪ,tɜ:mɪ'neɪʃn/ *n.* 决心; (正式) 决定; 定位

e.g. His determination to succeed led him to work tirelessly. 他成功的决心使他不知疲倦地工作。

用法解释: determination to do sth (做某事的决心), with determination (坚定地; 有决心地)。动词 determine 意为“决定; 确定”。形容词 determined 意为“坚定的; 有决心的”。

circumstance /'sɜ:kəmstəns/ *n.* 环境; 条件; 状况

e.g. The circumstance of his birth greatly influenced his life path. 他的出生环境极大地影响了他的生道路。

distant /'dɪstənt/ *adj.* 遥远的

e.g. The mountains were a beautiful sight from the airplane. 从飞机上看远处的群山是一道美丽的风景。

用法解释: 常与介词 from 搭配表“距……远”。名词 distance 意为“距离; 间距”。

Useful Phrases and Expressions

throughout the world 全世界

e.g. The COVID-19 pandemic has affected people throughout the world. 新冠疫情影响了全世界的人们。

manage to 设法成功地做成某事

e.g. She managed to finish the project before the deadline. 她设法在截止日期前完成了项目。

under way 已经开始; 在进行中

e.g. The construction of the new bridge is already under way. 新桥的建设已经在进行中。

result in 造成; 导致

e.g. Poor communication resulted in a misunderstanding between the two teams. 沟通不畅导致两个团队之间产生了误解。

in spite of 不管; 尽管

e.g. In spite of the heavy rain, the event was still held successfully. 尽管下大雨, 活动仍成功举办。

make use of 使用; 利用

e.g. We should make use of renewable energy to reduce pollution. 我们应该利用可再生能源来减少污染。

tap out 输出 (信息、数字、字母等)

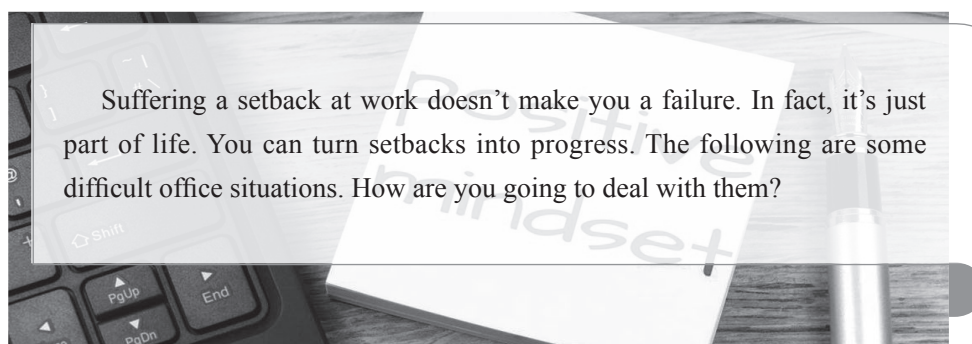
e.g. The machine tapped out the final calculation results in seconds. 机器在几秒钟内输出了最终计算结果。

Reading Comprehension

Decide whether each of the following statements is true (T) or false (F) according to the text. Give evidence to support your answers.

- ☐ 1. No bridge building expert thought Roebling's idea of building Brooklyn Bridge practical.
- ☐ 2. Washington believed that Brooklyn Bridge could be built at first.
- ☐ 3. John Roebling and Washington discussed how to build the bridge in the beginning but they didn't consider the obstacles that would be encountered.
- ☐ 4. After the accident, Washington's ability to think was no slower than before.
- ☐ 5. Washington could not have completed the Brooklyn Bridge without the help of his wife.

Task B Thinking



Ways to Deal with the Setbacks at Work

Situation 1	You're struggling with your tasks because you don't know how to use the software properly and your company does not provide sufficient training.
Situation 2	You and your colleagues often hold different opinions on certain issues and it's been slowing down the team.
Situation 3	You find it hard to keep a good work-life balance. You always have to work overtime to finish your work and you are asked to respond to e-mails and texts when you're off work.
Situation 4	One of your big clients decides to go elsewhere and doesn't need your services anymore.
Situation 5	A customer is complaining about delayed shipping and would like to cancel the order.

MODULE 4 Language Use

Task A Words and Their Formations

I Fill in each of the blanks with the words given.

surgical (*adj.*) surgery (*n.*) surgically (*adv.*)

1. They advised her to surgically alter her appearance and start a new life.
2. The young man is in need of surgical treatment.
3. My grandma underwent open-heart surgery last year.

progress (*v.*) progressive (*adj.*) progression (*n.*)

1. Both drugs slow the progression of HIV.
2. In this way, our sciences will progress faster than before.
3. A progressive change happens gradually over a period of time.

skill (*n.*) skillful (*adj.*) skillfully (*adv.*)

1. The artist skillfully uses the wet weather to create a gloomy atmosphere.
2. Training schemes were being started to make the youth skillful.
3. This job requires a lot of skill.

persuade (*v.*) persuasive (*adj.*) persuasion (*n.*)

1. I'm not fully persuaded by the evidence.
2. All of our persuasion was of no use.
3. The professor raised a persuasive argument.

complete (*v.*) completion (*n.*) completely (*adv.*)

1. The completion of the building work is taking longer than expected.
2. When will the railway be completed?
3. Our experiences are completely different.

persist (*v.*) persistence (*n.*) persistent (*adj.*)

1. She finally married the most persistent one of her admirers.
2. I hope you will persist in your efforts.

3. By pure persistence I eventually got her to change her mind.

discourage (v.) courage (n.) encourage (v.)

1. A poetry competition is held each month in this school to encourage students to write and compose poetry.
2. It takes great courage to openly express one's weakest and most private moments.
3. Limited public awareness may affect social support and discourage active participation from local citizens.

comfortable (adj.) uncomfortable (adj.) comfortably (adv.)

1. The temperature is maintained at around 20°C, providing a comfortable growing environment for the crops.
2. A group of old friends get together and chat comfortably.
3. I felt uncomfortable with my fast-paced work. I need some time to rest.

possibility (n.) possible (adj.) possibly (adv.) impossible (adj.)

1. Is it possible to move faster than the speed of light?
2. There was a possibility that they had taken the wrong road.
3. It was impossible to open the box because no one knew the password.
4. Could you possibly meet me at the airport tomorrow at four in the afternoon?

convince (v.) convincible (adj.) convincingly (adv.)

1. We want to come up with a reasonable and convincible proposal in a more transparent manner.
2. I convince(d) my parents that it is a good idea for them to live with me.
3. She talked convincingly about what needed to be done.

II Complete the sentences with the proper form of the given words.

undergo	awkward	endure	handle	throughout
practical	convince	accomplish	overcome	circumstance

1. It was a(n) awkward moment when he realised he had forgotten his class presentation.
2. The boy needed to overcome his fear of public speaking to present his project.
3. In every circumstance, my aunt tried to maintain a positive attitude.
4. Lucy had to convince herself that she was capable of succeeding in the course.

5. Throughout the semester, Ann remained focused on her academic goals.
6. With hard work, they managed to accomplish all their assignments on time.
7. The professor gave us practical advice on how to manage our time effectively.
8. He learned how to handle stressful situations better with practice.
9. The students had to endure the long hours of study to prepare for their exams.
10. We had to undergo several changes before we could adjust to the college life.

Task B Phrases and Their Uses

I Match each phrase in Column A with its corresponding Chinese meaning in Column B.

A	B
undergo such an unpleasant experience	忍受失败
beyond one's years	设法完成任务
endure being defeated	克服困难
handle problems efficiently	完成计划
cooperate well with	很有前途的小提琴家
accomplish a plan	有效地处理问题
manage to finish the assignment	遭遇到这种不愉快的经历
an up-and-coming violinist	雄心勃勃
overcome the difficulties	超过某人的年龄
a burning ambition	与……配合好

II Fill in each blank with an appropriate phrase given below. Change the form if necessary.

beyond one's years	toe walker	be diagnosed with	cooperate with
prevent from	result in	in spite of	make use of
under way	tap out		

1. The semi-finals of the track and field events are under way.
2. The most effective way to prevent from the infection is to stop the adherence of it to the host cell.
3. Acting before thinking always results in failure.
4. She was a fresh graduate, but her intelligence was far beyond her years.
5. The secretary tapped out a telegraph message within ten seconds.
6. They decided to make use of advertisements to promote the new product.
7. The businessman plans to cooperate with industrial parks so that his workers can have a space to study outside of work.
8. Being a toe walker does not mean he has a neurological problem.
9. In spite of our repeated warnings, he still went his own way.

10. The baby was diagnosed with a dairy intolerance when she was six months old.

Task C Translation

I Choose the best translation for each sentence according to the context.

- She is an example that patients' outcomes can be better when their attitudes are better.
 - 她是这样一个榜样，病人的结果会更好，当他们的态度更好时。
 - 她是一个例子，当病人的意见更合理时，他们的结果会更好。
 - 当病人的态度好一些时，他们的结果也会更好。她就是这样例子。**
- Sometimes people feel sorry for me, but frankly, I now see this disease as a privilege. It taught me how to handle the things we face in life.
 - 有时人们会为我感到遗憾，但坦率地说，我现在把这种疾病视为一种特权。它教会了我如何处理生活中的事情。
 - 有时人们会同情我，但坦白地说，我现在把这种疾病视为一种殊荣。它教会了我如何处理生活中面对的事情。
 - 有时人们会为我感到难过，但坦率地说，我现在把这种疾病视为一种幸运。它教会了我如何处理生活中面对的事情。**
- Working together for the first time, the father and son developed concepts of how it could be accomplished and how the difficulties could be overcome.
 - 父子俩第一次合作，共同确定了大桥的建筑完成方案和解决困难的方法。**
 - 第一次一起工作，父亲和儿子完成了大桥的建筑方案并找到了解决困难的方法。
 - 父子俩第一次合作，明确了完成大桥及解决困难的想法。
- The project started well, but when it was only a few months under way, an accident on the site took the life of John Roebling.
 - 工程开始进行得很顺利，但是仅进行了几个月，就发生了一场车祸，约翰·罗布林也因此丧生。
 - 工程开始进行得很顺利，但是仅在还有几个月竣工时，工地上的一场事故夺走了约翰·罗布林的生命。
 - 工程开始进行得很顺利，但是在仅进行了几个月时，工地上的一场事故夺走了约翰·罗布林的生命。**
- Perhaps this is one of the best examples of a never-say-die attitude that overcomes a terrible physical handicap and achieves an impossible goal.
 - 可能这就是个永不言败的例子，只要有毅力，即使身体严重残疾也能实现理想。
 - 或许这就是以永不言败的态度克服严重的身体残疾，实现遥不可及的目标的一个最好例证。**
 - 或许这就是个最好的例子，说明人的态度很重要，可以克服严重的残疾并实现很难实现的目标。

II Complete the sentences according to the Chinese information in the brackets.

- I'm nervous about having to make a presentation to the entire board, but it/this is a challenge I will face head-on (这是我将直面的挑战).

2. Marketing, in my view/opinion (在我看来), is more important than ever.
3. The girl manages/managed to (设法) persuade her parents.
4. I hope I have the privilege of (我有幸) working with you on this project.
5. Experiments are under way (正在进行) to develop technologies for exploiting this resource.

Task D Grammar Focus

Scan the QR code to learn and complete the following exercises about the usage of attributive clauses.

I Determine whether relative clauses in the following sentences are restrictive or non-restrictive. Then punctuate the sentences where necessary and translate them into Chinese orally.

1. My wife who works as a journalist is an excellent cook.
2. She is a woman who is beautiful and kind.
3. The man (whom) she's getting married to is an engineer.
4. She had eight children three of whom lived to grow up.
5. There is no man that has no shortcoming.
6. He invited us to dinner which was very kind of him.
7. Peter Smith who lives in Bradford rang you earlier.
8. They explained the reason why they had hated us before.

Restrictive Relative Clauses: 2, 3, 5, 8

Non-restrictive Relative Clauses: 1, 4, 6, 7

1. My wife, who works as a journalist, is an excellent cook. 我妻子很会做菜，她是一名记者。
2. 她是那种既美丽又善良的女人。
3. 她的结婚对象是一位工程师。
4. She had eight children, three of whom lived to grow up. 她有八个孩子，其中三个有幸活下来并且长大成人。
5. 人无完人。
6. He invited us to dinner, which was very kind of him. 他能邀请我们吃晚饭真是太好了。
7. Peter Smith, who lives in Bradford, rang you earlier. 住在布莱福特的彼得·史密斯打电话给你了。
8. 他们解释了之前仇恨我们的原因。

II Fill in the blanks with proper relative pronouns (and commas where necessary).

1. The British police who/that carry guns are highly trained.
2. I gave her a piece of cake, which she ate greedily.
3. I don't like having to talk to people whom/that I've never met before.
4. I'll show you the photographs that/which I took on my last holiday.
5. Those who know how to use time will learn most.
6. He admires Mrs Brown, which surprises me.

7. Politicians who/that deceive the public are a dishonourable bunch of people.
8. My cat, which likes to sleep in front of the fire all day, is getting a little overweight.

III Combine each group of sentences into one containing a relative clause.

1. You sent me a present. Thank you very much for it.
Thank you very much for the present (that) you sent me.
2. He changed his mind. It made me very angry.
He changed his mind, which made me very angry.
3. I was sitting in a chair. It suddenly collapsed.
The chair (which/that) I was sitting in suddenly collapsed./The chair in which I was sitting suddenly collapsed.
4. Peter had been driving all day. He suggested stopping at the next station.
Peter, who had been driving all day, suggested stopping at the next station.
5. She said that the men were thieves. This turned out to be true.
She said that the men were thieves, which turned out to be true.

MODULE 5 Workplace Skills

A Business Letter of Apology

Situation: Ophelia is a saleswoman of a foreign trade company, and the delivery of a product which she is in charge of is delayed due to logistics problems. She needs to write a letter of apology.

What Is a Business Letter of Apology?

Apologising can be an important part of successful workplace communication. When a mistake is made, acknowledging it quickly and sincerely helps maintain trust with clients, colleagues, or partners. An apology demonstrates that you take the issue seriously and are committed to resolving it. This not only helps repair any damage but also strengthens the relationship by showing accountability. In business, everyone makes mistakes, but how you respond can make a big difference. A well-crafted apology can turn a negative situation into an opportunity to build even stronger connections.

Task A Listening

Ophelia is discussing with her supervisor about how to write the letter of apology. Listen to the dialogue and fill in the blanks.

Ophelia: Good morning, supervisor. I'm facing a problem. The (1) delivery of our goods has been delayed because of logistics issues, and I need to write an apology letter to our clients. But I'm not sure how to start.

Supervisor: Well, first of all, you should be (2) sincere in the letter. Start by clearly stating the reason for the (3) delay, which is the logistics problems in this case.

Ophelia: OK. Should I mention the (4) specific logistics problems?

Supervisor: I don't think it's necessary to go into too much detail. Just say that there were (5) unexpected logistics issues that were (6) out of our control.

Ophelia: Right. And how about expressing our (7) regret?

Supervisor: You can use expressions like "We sincerely (8) apologise for the inconvenience caused by this delay." It shows that we take responsibility for the situation.

Ophelia: What about the solution? Do I need to mention what we are going to do to (9) solve this problem?

Supervisor: Yes, definitely. Let the clients know that you are doing everything possible to (10) speed up the delivery process. For example, "We are working closely with the logistics company to ensure the goods are delivered as soon as possible."

Ophelia: Thank you, supervisor. This really helps me a lot.

Supervisor: Don't mention that. Make sure to proofread it carefully before sending it out.

Task B Sentence Patterns

How many sentence patterns do you know to express apologies in the business world? Try your hands to translate the following sentences into English.

1. 因延迟交付您的订单给您带来了不便, 请接受我们诚挚的歉意。

Please accept our sincere apologies for the inconvenience you may have experienced with respect to the delay in the delivery of your order.

2. 经过详细调查, 我们将原因归结为意外的物流问题。

Upon thorough review of the situation, we narrowed the cause to unexpected logistical challenges.

3. 为了确保这种情况不再发生, 我们已经采取措施解决这些问题。

To ensure that this will never happen again, we have already taken steps to address the issues.

4. 如果您有任何其他问题, 请随时与我们联系。

If you have any further questions, please feel free to contact us.

5. 我真诚地道歉, 希望我们能继续保持积极的工作关系。

I sincerely apologise and hope we can continue to have a positive working relationship.

Task C Discussion

Discuss with your partner about the following statements. Tick if you agree and cross if you don't. Sum up the standards of a good business letter of apology.

- (√) 1. A business letter of apology should be written as soon as possible after the mistake occurs.
- (×) 2. It is acceptable to make excuses for the mistake in a business letter of apology.
- (×) 3. The tone of the letter should be casual and friendly to appear sincere.
- (√) 4. Taking responsibility in an apology letter helps build trust.
- (×) 5. Providing a detailed explanation of the mistake is necessary in every apology letter.
- (√) 6. Offering a solution to the problem is an important part of the apology.
- (×) 7. It's okay to skip proofreading the letter if you're in a hurry.
- (√) 8. Asking for forgiveness and providing assurance should be included in the letter.
- (√) 9. A good apology letter should include a promise to follow up if needed.
- (×) 10. The main goal of a business letter of apology is to avoid any blame.

Task D Practice

Read the sample business letter of apology and complete the writing practice.

Jan. 6th, 2025

Express Apologies in a Direct Way

Dear Mr Jackson,

I am writing to extend my sincere apologies for the delay in the delivery of your order.

At JKM Company, we take pride in ensuring our customer's satisfaction. Unfortunately, we did not meet your expectations. Upon thorough review of the situation, we narrowed the cause to unexpected logistical challenges.

Acknowledge the Mistake

To ensure that this will never happen again, we have already taken steps to address the issues with our logistics partners to ensure a smoother process moving forward.

Clarify the Measures You've Taken

Offer a Remedy to Make Amends

Because of this serious oversight, we are going to provide you with a discount on your next order. We deeply value your relationship with our company. If you have any further questions, please feel free to contact us at stevenli@jkmcompany.com. I sincerely apologise and hope we can continue to have a positive working relationship. Thank you for your understanding!

Best regards!

Offer the Contact Way and Express the Hope to Further Cooperation

Yours sincerely,
Steven Li
JKM Company

Writing Task: In the name of Mary Smith (ABC Company), write a letter of apology to the client named John Brown, expressing the apology that the incorrect items were shipped. The following aspects should be included in the letter:

- * acknowledge the mistake and express sincere regret
- * explain the steps taken to prevent similar issues in the future
- * offer a remedy to make amends (a full refund, 20% discount on the next order)
- * offer the contact way (e-mail address: *marysmith@abccompany.com*) and express the hope for further cooperation

Reference

Dear Mr Brown,

I am writing to express my sincere apologies for the mistake in your recent order. The incorrect items were shipped to you, and I understand this has caused you significant inconvenience.

Please accept my deepest regrets for this error. To ensure that this will never happen again, we have already implemented additional checks to prevent such mistakes from occurring again in the future.

To make amends, I have issued a full refund for the incorrect items, and have also included a 20% discount on your next order. Please let me know if there is anything else I can do to make this right.

If you have any further questions, please feel free to contact us at *marysmith@abccompany.com*. I sincerely apologise and hope we can continue to have a positive working relationship. Thank you for your understanding!

Yours sincerely,
Mary Smith
ABC Company

MODULE 6 Voice of China

The Open-minded Su Dongpo

Su Dongpo was one of the most renowned scholars and literary masters of the Song Dynasty. Even though he faced many difficulties in his whole life, he always kept a positive attitude.

Throughout his life, Su Dongpo faced no shortage of adversity. He was frequently in trouble because of politics, exiled many times, and even imprisoned for a while. Yet, no matter the circumstances, he refused to let life's challenges weaken his enthusiasm for living.

"The best way to live is to be happy with what you have," Su Dongpo would say. "Whether you live in a palace or a small house, the secret is to enjoy the present moment." During his years in exile,

he found joy in simple things—the chirping of birds, the rustling of leaves—brought him greater joy than the trappings of power and status.

“I may have lost my official title, but I have gained the world,” he would say with a smile. “For what use are empty honours when the heart is burdened with worry and discontent?”

Su Dongpo’s ability to find happiness in the face of adversity deeply inspired all who knew him. His writings were full of life and happiness. And Dongpo Pork, a tasty pork dish created by him, is still a beloved part of Chinese cuisine. Even centuries later, his wisdom still reminds us all to embrace life’s joys and face its challenges with a resilient spirit.

“The true path lies not in the pursuit of fame or fortune,” Su Dongpo once wrote, “but to have peace inside yourself. If you can be content with what you have now, then you have discovered the key to a good life.”

Notes

Throughout his life, Su Dongpo faced no shortage of adversity. He was frequently in trouble because of politics, exiled many times, and even imprisoned for a while.

苏东坡一生面临不少逆境。由于政治原因，他经常陷入困境，多次被流放，甚至被监禁了一段时间。

Critical Thinking

1. What did Su Dongpo believe was the “secret” to living a good and happy life? Explain his philosophy in your own words.
2. Reflect on a time when you were able to find joy or meaning in the simple, everyday things in your life, even during a challenging period. What lessons did you learn from that experience?