

# Business English (BULATS)



Written by SLC Tutor

Edited by Joan Chang

商務英語

# BULATS

Business Language Testing Service

商務英語 (BULATS)

教材提供者：SLC Tutor

教材編輯者：Joan

歡迎進入本自學課程商務英語 (BULATS)，本自學課程介紹劍橋博思職場英語檢測 (BULATS)，及各種商務英語相關題材，並且教授同學答題技巧，以及提供 BULATS 試題練習。

## Index

Unit 1-1	What is BULATS?	5
Unit 1-2	Why Choose BULATS?	7
Unit 1-3	About the Tests	11
Unit 2-1	Voca. & Exp. for Job Description	14
Unit 2-2-1	Voca. & Exp. for Letters of Enquiry	18
Unit 2-2-2	Voca. & Exp. for Telephone Skills	21
Unit 2-2-3	Reading Ref. for Telephone Skills	25
Unit 2-3-1	Voca. & Exp. for Corporate Culture	32
Unit 2-3-2	Reading Ref. & Listening Practice for Corporate Culture	35
Unit 2-4-1	Voca. & Exp. for Internal Comm.	41
Unit 2-4-2	Voca. & Exp. for Internal Comm.	43
Unit 2-4-3	Reading Practice	45

# Unit 1-1

## What is BULATS?

---

本單元將提供同學：  
劍橋博思國際職場英檢的簡介，讓同學能對本測驗有最基本的了解

**BULATS**  
Business Language Testing Service

The Business Language Testing Service (BULATS) is designed to test the language of employees who need to use a foreign language at work. It is also suitable for learners and employees on professional/business courses where foreign language abilities are an important element of the course.

**You can use BULATS as part of your strategies to enhance:**

1. internal communications between offices and departments
2. efficiency in dealing with customers and suppliers
3. recruitment processes
4. language training programmes.

# Unit 1-2 Why Choose BULATS?

---



本單元將提供同學：  
更進一步的 BULATS 考試結構，以及測驗的適用性介紹。

## **BULATS flexibility**

BULATS tests the four language skills through three tests:

1. Reading and listening
2. Writing
3. Speaking

You can choose to assess all four skills or mix and match any combination of the three tests to reflect the needs of your organization.

## **Fit for purpose**

All our BULATS tests are backed by Cambridge ESOL's rigorous programmes of research, pretested and validated to ensure they are accurate, fair and fit-for-purpose.

## **Mapped to an international standard**

All BULATS tests are developed using methodology which maps them to the Common European Framework of Reference for Languages (CEFR), the standard benchmark used internationally to describe language ability.

### **Quality assured**

BULATS tests are developed in secure conditions and each completed test is marked by experienced examiners whose skills are constantly assessed. We do this to ensure BULATS results can be trusted as a true reflection of a candidate's ability to communicate at the level stated.

### **Here are some examples of companies that already use BULATS.**

BULATS has been developed and delivered by University of Cambridge ESOL Examinations (Cambridge ESOL) with leading experts in French,

German and Spanish language assessment: Alliance Francaise (French), Goethe-Institut (German), and Universidad de Salamanca (Spanish).



# Unit 1-3

## About the Tests

---



本單元將提供同學：  
BULATS 的考試方式、題型介紹。

BULATS provides a range of tests to meet different needs:

**BULATS Online Reading and Listening Test -**  
a fast, accurate computer-based test of listening and reading skills online

**BULATS CD-ROM Reading and Listening Test -**  
a fast, accurate computer-based test of listening and reading skills via a CD-ROM

**The Standard Test -**  
a paper-based version of the computer-based reading and listening test

**The Speaking Test -**  
an evaluation of speaking skills in a business context

**The Writing Test -**  
an evaluation of writing skills in a business context

You can combine the tests to assess all four language skills, or they can be used in various combinations – or each test can be used independently. BULATS’

total **flexibility** allows you to adapt it for different situations.

All the tests are relevant to people using the language at work. They cover subjects such as descriptions of jobs, companies and products, travel, management and marketing, customer service, planning, reports, phone messages, business correspondence and presentations.

The tasks in the tests are practical ones, e.g. taking a phone message, checking a letter, giving a presentation, understanding an article, or writing a report.

## Unit 2-1

# Vocabulary & Expression for Job Description

---



本單元將提供同學：

常見的職務名稱和工作內容描述，以幫助同學對商務英語的常見單字與敘述方式能有更清楚的了解。

highest-executive directors 高級常務董事	<b>UK</b> <ul style="list-style-type: none"> <li>• chairman/chairwoman 會長</li> <li>• chief executive/managing director 執行長</li> </ul> <b>US</b> <ul style="list-style-type: none"> <li>• president 總裁 / 社長</li> <li>• chief executive officer (CEO) 執行長</li> </ul>
senior executives/ executive directors 資深常務董事	<ul style="list-style-type: none"> <li>• finance director 財經處長</li> <li>• marketing director/consultant 市場處長</li> <li>• sales director 銷售處長</li> <li>• human resources director (HR Director) 人事處長</li> <li>• information technology director (IT director) 資訊技術長</li> <li>• director of research and development (director of R &amp; D) 研發處長</li> </ul>

middle managers 經理	<ul style="list-style-type: none"> <li>• human resources manager (HRM) 人事經理</li> <li>• Production Manager 產品開發經理</li> </ul>
junior employees	<ul style="list-style-type: none"> <li>• personal assistant (PA) / secretary 秘書</li> </ul>





# Unit 2-2-1

## Vocabulary & Expression for Letters of Enquiry



本單元將提供同學：  
撰寫求職信相關單字及用語，讓同學更进一步了解  
求職信撰寫常用的字彙，並能夠試著將學習到的  
單字實際運用於求職信中。

CV, curriculum vitae (UK) / resume (US)	履歷表
covering letter (UK) / cover letter (US)	履歷表
application form / letter of application	申請表 / 申請書
recruit / recruitment	(人員) 招募
situation / post / position	工作職位
employee / employer	雇主 / 員工
interviewer / interviewee	面試官 / 面試者
applicant / graduate/ job seeker	工作申請者
candidate / shortlist	職位候選人
referee (UK) / reference (US)	推薦人 / 介紹人
qualifications	資格
personal achievements	個人成就
interpersonal skills	人際溝通能力
work experience	工作經驗
academic background	學歷背景

# Unit 2-2-2

## Vocabulary & Expression for Telephone Skills

self-starter / proactive self-motivated / self-driven	主動做事的人 / 有主動做事的精神
methodical / systematic / organized	有方法 / 有系統 / 有條理
computer-literacy	資訊素養
numerate	演算能力
motivated	積極、有目的的
talented	有才能的
team players	合群
be skilled at + noun (customer care, computer software)	有 ... 方面的專長
be good with noun (computers, figures, people)	對於 ... 很在行
use one's initiative	自主權



本單元將提供同學：

電話溝通、詢問相關資訊的單字及用語，讓同學能了解到打電話進行溝通的過程之中，一些常用的單字、句型，以實際運用於會話之中。



## Expressions for Telephoning

asking to speak to someone
Can you put me through to extension 105, please?
Can I have extension 105, please?
Extension 105, please?
John Gray in Marketing, please.
I phoned a moment ago, but I was cut off.
I'll hold.
I'll call back later
One moment, please.
I'm putting you through.
The extension/line is ringing for you.
Sorry to keep you waiting.
I think you've got the wrong extension.
I'll try and transfer you.
I'm afraid the line's/extension's busy/engaged.
I'm sorry, but there's no reply.
Do you want to hold or would you like to call back later?

## giving and taking messages

<ul style="list-style-type: none"> <li>• I'm calling about... 我打電話來確認</li> <li>• I'm calling to confirm that... 我打電話來確認...</li> <li>• Could I leave a message? 我可以留言嗎?</li> <li>• Could you tell Y that...? 你可以告訴Y...?</li> <li>• Could you tell Y to call me back? My number's... 你可以告訴 Y 回電給我嗎? 我的電話是 ...</li> </ul>	<ul style="list-style-type: none"> <li>• Can I ask who's calling? 請問您是?</li> <li>• Which company are you calling from? 請問來電的貴公司是?</li> <li>• May/Can I ask what it's about? 冒昧請教這是關於麼嗎?</li> <li>• May/Can I take a message? 我能留個言嗎?</li> <li>• Would you like to leave a message? 您願意留個言嗎?</li> <li>• I'll ask him/her to call you (when he/she gets back). 我會請他/她回來後馬上回電給您</li> </ul>
--	---

### making arrangements

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Can/Shall we fix/arrange a meeting?<br/>我們可以安排個會議嗎？</li><li>• How/What about Monday?<br/>會議安排在星期一如何？</li><li>• Would Wednesday be suitable?<br/>星期三適合嗎？</li><li>• Would Thursday suit you?<br/>星期二你方便嗎？</li><li>• Shall we say Friday?<br/>星期五可以嗎？</li><li>• See you Friday then.<br/>星期五見啦</li><li>• I've got to go to a meeting.<br/>我要去參加個會議</li><li>• Talk to you soon, no doubt.<br/>毫無疑問，我們很快又會見面</li></ul> | <ul style="list-style-type: none"><li>• I'll (just) get/check my diary.<br/>我要查一下我的行事曆</li><li>• That's fine.<br/>沒問題</li><li>• I can't/won't be able to make Monday.<br/>星期一我沒辦法參加</li><li>• Yes, I'll look forward to seeing you on Friday.<br/>期待星期五見面</li><li>• Nice talking to you.<br/>和你談話很愉快</li><li>• Thanks for calling/ phoning.<br/>謝謝你打來！</li></ul> |
|---|--|



## Unit 2-2-3 Reading Reference for Telephone Skills



本單元將提供同學：  
擷取自網路新聞 “How to Answer the Phone”



Properly”。請同學在詳讀文章內容之後，至「延伸閱讀」測驗自己對文章內容的理解程度。

## **How to Answer the Phone Properly**

### **Phone Answering Tips to Win Business**

By Susan Ward, About.com Guide

Phone answering skills are critical for businesses.

The phone is still most business's primary point of contact with customers. And the way you answer your company's phone will form your customer's first impression of your business. Here's how to answer the phone properly and win business:

- 1) Answer all incoming phone calls before the third ring.
- 2) When you answer the phone, be warm and enthusiastic. Your voice on the phone is sometimes the only impression of your company a caller will get.

3) When answering the phone, welcome callers courteously and identify yourself and your organization. Say, for instance, "Good morning. Cypress Technologies. Susan speaking. How may I help you?" No one should ever have to ask if they've reached such and such a business.

4) Enunciate clearly, keep your voice volume moderate, and speak slowly and clearly when answering the phone, so your caller can understand you easily.

5) Control your language when answering the phone. Don't use slang or buzzwords. Instead of saying, "OK", or "No problem", for instance, say "Certainly", "Very well", or "All right". If you're a person who uses fillers when you speak, such as "uh huh", "um", or phrases such as "like" or "you know", train yourself carefully not to use these when you speak on the



phone.

6) Train your voice and vocabulary to be positive when phone answering, even on a “down” day. For example, rather than saying, “I don’t know”, say, “Let me find out about that for you.”

7) Take phone messages completely and accurately. If there’s something you don’t understand or can’t spell, such as a person’s surname, ask the caller to repeat it or spell it for you. Then make sure the message gets to the intended recipient.

8) Answer all your calls within one business day. I can’t emphasize this one enough. Remember the early bird? The early caller can get the contract, the sale, the problem solved... and reinforce the favorable impression of your business that you want to circulate.

9) Always ask the caller if it’s all right to put her on hold when answering the phone, and don’t leave people on hold. Provide callers on hold with progress reports every 30 to 45 seconds. Offer them choices if possible, such as “That line is still busy. Will you continue to hold or should I have \_\_\_\_\_ call you back?”

10) Don’t use a speaker phone unless absolutely necessary. Speaker phones give the caller the impression that you’re not fully concentrating on his call, and make him think that his call isn’t private. The only time to use a speaker phone is when you need more than one person to be in on the conversation at your end.

11) If you use an answering machine to answer calls when you can’t, make sure that you have a professional message recorded, that does the same thing as tip #3, and gives callers any other pertinent

information before it records their messages. Update your answering machine message as needed. For instance, if your business is going to be closed for a holiday, update your recorded answering machine message to say so and to say when your business will reopen.

12) Train everyone else who answers the phone to answer the same way, including other family members if you're running a home-based business. Check on how your business's phone is being answered by calling in and seeing if the phone is being answered in a professional manner. If they don't pass the test, go over this phone answering tips list with them to make sure that everyone at your business knows how to answer the phone properly.

Resources: <http://sbinfocanada.about.com/cs/management/qt/telephonetips.htm>



## Unit 2-3-1

# Vocabulary & Expression for Corporate Culture

---



本單元將提供同學：

敘述及描寫公司文化的相關單字及用語。讓同學能對實際在職場中會碰到，且常用來指稱、形容公司文化的單字與片語，有初步的了解。

### Dress Code 著裝標準

- business suit 西裝
- casual Fridays / dress-down Fridays 便裝日
- smart casual 正式休閒裝

### Business Culture 公司文化

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• business lunches 商業午餐</li> <li>• corporate hospitality 商業應酬</li> <li>• cut-throat competition 惡性競爭</li> <li>• rat race 激烈競爭</li> <li>• sink or swim 成敗全靠自己</li> <li>• dynamic 動態的</li> </ul> | <ul style="list-style-type: none"> <li>• entrepreneurial culture 企業式文化</li> <li>• bureaucratic culture 官僚式文化</li> <li>• supportive culture 支持性文化</li> <li>• controlling culture 控制文化</li> </ul> |
|---|---|

- autocratic 獨裁的
- glass ceiling 天花板效應
- sexual/racial discrimination 性別 / 種族歧視
- affirmative action 平權法案
- red tape 繁文縟節
- consistent procedures 連續的程序
- clear lines of reporting 管理架構、統屬關係
- streamlining 精簡

- hierarchical culture 階級文化
- canteen culture 食堂文化
- long-hours culture 長時間文化
- macho culture 男性文化
- rule-based culture 基於規則的文化
- value-based culture 基於價值的文化



# Unit 2-3-2

## Reading Reference & Listening Practice for Corporate Culture



本單元將提供同學：

1. 擷取自網路新聞的文章 “Corporate Culture: The View from the Top, and Bottom”。
2. 聆聽錄音檔，於小測驗進行聽力練習。

### Corporate Culture The View from the Top, and Bottom

Bosses think their firms are caring. Their minions disagree .

Sep 24th 2011 | NEW YORK | from the print edition  
AS WALMART grew into the world’s largest retailer, its staff were subjected to a long list of dos and don’ts covering every aspect of their work. Now the firm has decided that its rules-based culture is too inflexible to cope with the challenges of globalisation and technological change, and is trying to instil a “values-based” culture, in which employees can be trusted to do the right thing because they know what the firm stands for.

“Values” is the latest hot topic in management thinking. PepsiCo has started preaching a creed of “performance with purpose”. Chevron, an oil firm, brands itself as a purveyor of “human energy”, though presumably it does not really want you to travel by



rickshaw. Nearly every big firm claims to be building a more caring and ethical culture.

A new study suggests there is less to this than it says on the label. Commissioned by Dov Seidman, boss of LRN, a firm that advises on corporate culture, and author of “How”, a book arguing that the way firms do business matters as much as what they do, and conducted by the Boston Research Group, the “National Governance, Culture and Leadership Assessment” is based on a survey of thousands of American employees, from every rung of the corporate ladder.

It found that 43% of those surveyed described their company’s culture as based on command-and-control, top-down management or leadership by coercion—what Mr Seidman calls “blind obedience”. The largest category, 54%, saw their employer’s culture as top-down, but with skilled leadership, lots of rules and a mix of carrots and sticks, which Mr Seidman calls

“informed acquiescence”. Only 3% fell into the category of “self-governance”, in which everyone is guided by a “set of core principles and values that inspire everyone to align around a company’s mission”.

The study found evidence that such differences matter. Nearly half of those in blind-obedience companies said they had observed unethical behaviour in the previous year, compared with around a quarter in the other sorts of firm. Yet only a quarter of those in the

blind-obedience firms said they were likely to blow the whistle, compared with over 90% in self-governing firms. Lack of trust may inhibit innovation, too. More than 90% of employees in self-governing firms, and two-thirds in the informed-acquiescence category, agreed that “good ideas are readily adopted by my company”. At blind-obedience firms, fewer than one in five did.



Tragically, the study found that bosses often believe their own guff, even if their underlings do not. Bosses are eight times more likely than the average to believe that their organisation is self-governing. (The cheery folk in human resources are also much more optimistic than other employees.) Some 27% of bosses believe their employees are inspired by their firm. Alas, only 4% of employees agree. Likewise, 41% of bosses say their firm rewards performance based on values rather than merely on financial results. Only 14% of employees swallow this.

**Resources:**

From *The Economist* <http://www.economist.com/node/21530171>



# Unit 2-4-1

## Vocabulary & Expression for Internal Communications

本單元將提供同學：

公司內部溝通常用的單字及片語，以便同學在將來碰到相關狀況時，能得心應手地使用！



## Vocabulary

<ul style="list-style-type: none"> <li>• one-to-one interview 一對一面談</li> <li>• memo 便籤</li> <li>• meeting 會議</li> <li>• notice on the notice board 佈告欄的訊息</li> <li>• informal chat 非正式談話</li> <li>• phone call 電話</li> <li>• an article in the in-house magazine 公司內部雜誌的文章</li> <li>• suggestion box 意見箱</li> <li>• handwritten note 手寫便條</li> <li>• intranet 企業網</li> <li>• voice mail 語音信將</li> <li>• newsletter 時事報</li> <li>• survey 問卷 / 調查</li> </ul>	<ul style="list-style-type: none"> <li>• forward 轉寄</li> <li>• attach 附加</li> <li>• reply to all 回覆全部收件者</li> </ul> <p>以下為常見信件英文縮寫</p> <ul style="list-style-type: none"> <li>• CC (carbon copy) 副本</li> <li>• BW (best wishes) 祝福</li> <li>• mins (minutes) 分鐘</li> <li>• pls (please) 請</li> <li>• cd (could) 可以</li> <li>• yr (your/year) 你 / 年</li> <li>• FWD (forwarded) 轉發</li> <li>• ASAP (as soon as possible) 盡快</li> <li>• AFAIK (As far as I know.) 目前就我所知</li> <li>• HTH (Hope this helps.) 希望這有幫助</li> <li>• FYI (For your information.) 供參考</li> </ul>
---	--



# Unit 2-4-2 Vocabulary & Expression for Internal Communications



本單元將提供同學：

公司內部溝通常用的片語，以便同學在將來碰到相關狀況時，能更順利上手！

### Useful Expressions

- Just a brief note to say/let you know...
- There are a couple of things I'm not sure about...
- With reference to your memo concerning...
- Do call me if you'd like to discuss this further.
- As you probably know...
- In answer to your queries...
- Further details can be obtained from...
- Further to our discussions this morning, it occurs to me that...
- Good talking to you on the phone this morning and thank for your very useful input to this project.
- Many thanks in advance for your co-operation.
- Apologies for... This has been due to / this is because...
- Please find attached a copy of...



# Unit 2-4-3

## Reading Test

### Part 1

### Section 2

**BULATS**  
Business Language Testing Service

本單元為：BULATS-Unit 1-Reading Test Part 1 Section 2，提供同學 BULATS 的閱讀測驗 (Reading Test) 第一部分第二項的例題及解說。







Copyright © Fu Jen Online English Self-Learning  
Center. All rights reserved.