

<<物业管理专业英语实用口语教程>>

图书基本信息

书名：<<物业管理专业英语实用口语教程>>

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内容概要

本书按照物管实际工作情景，设计了18个单元和2个拓展单元，大多采用情景表演形式介绍物业管理服务工作中的基本知识和专业技术用语，帮助学习者进行渐进式学习，增强口语交流技能。书中附录还提供了与物管工作相关的英文写作范文，日常口语词汇、最新职场实用会话表达法等内容，对解决学习者日常生活中英语口语运用方面的常见问题提供了很好的帮助，拓展了会话内容的空间。

《物业管理专业英语实用口语教程》可作为高等职业教育、独立学院的物业管理专业的教材使用，也可作为物业管理工作人员在职培训或自学参考书。

书籍目录

Unit 1 How to Receive Your Clients ?

Unit 2 How to Introduce Your Property Management Company ?

Unit 3 How to Introduce the Services You Offer ?

Unit 4 How to Introduce a Residential Estate ?

Unit 5 What are the Basic Facilities of an Advanced Office Building ?

Unit 6 How to Manage a Residential Estate Both Efficiently and Formally ?

Unit 7 How to Introduce a Health & Recreation Centre ?

Unit 8 How to Do the Telephone Service ?

Unit 9 How to Talk On Fees & Charges ?

Unit 10 How to Handle a Complaint ?

Unit 11 How to Suggest Your Clients Buy & Rent a House ?

Unit 12 How to Suggest a Client Purchase a Second-hand house ?

Unit 13 How to Help Your Clients to Sell Their Own Houses ?

Unit 14 How to Help a Client to Buy a Retail Shop for Investment ?

Unit 15 How to Visit the Flat for Sale ?

Unit 16 How to Visit the Flat for Lease ?

Unit 17 How to Help a Client to Rent a Retail Shop ?

Unit 18 How to Keep More Regular Customers ?

Optional Text 1 How to Receive Customers in a Property Hotel ?

Optional Text 2 How to Explain "Property Management" ?

Appendix: Useful Writing Styles & Daily Oral Expressions
How to Write a Bulletin ?

How to Approve Fitting-out & Decoration Work ?

How to Write & Give an Announcement ?

How to Write a Note for Urging Payment ?

How to write an Agenda ?

How to Explain "the Owners Committee" ?

New Expressions for Free Talk in Offices

Daily Words and Expressions

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