



## H⊂ C ANH NG⊂ TRÊN ĐÀI VOA

Đ⊂ nghe bài h⊂ c, xin [B⊂ M V&Agrave;O Đ&Aacute;Y](#)

Đây là Ch⊂ ng Trìn Anh Ng⊂ Sinh Đ⊂ ng New Dynamic English, bài 112. Ph⊂ m Vãn xin kính chào quý v⊂ thính gi⊂. M⊂ đ⊂ u bài h⊂ c, quý v⊂ luy⊂ n nghe hi⊂ u b⊂ ng cách nghe m⊂ t câu h⊂ i, sau đó, nghe m⊂ t m⊂ u đàm tho⊂ i trong có có câu tr⊂ l⊂ i, r⊂ i sau nghe l⊂ i câu h⊂ i, hãy tr⊂ l⊂ i, và khi nghe câu tr⊂ l⊂ i đúng, xin l⊂ p l⊂ i. Confident=tin ch⊂ c, v⊂ ng tin.

Hãy nghe ba câu di⊂ n t⊂ cùng m⊂ t ý nh⊂ ng theo sau ch⊂ CONFIDENT b⊂ i ‘about’, ‘of’, và ‘that’. I’m confident about our team=Tôi tin ch⊂ c r⊂ ng đ⊂ i nhà s⊂ th⊂ ng; t⊂ ng t⊂ I feel confident of our team’s victory; I am confident that our team will win. Deadline=h⊂ n chót. Mid November=gi⊂ a tháng 11=in the middle of November. Storage facilities=x⊂ ng ch⊂ a đ⊂

Cut 1

Language Focus: Questions Based on FIB Dialog

Larry: Questions.

Listen to the question, then listen to the dialog.

Eliz: Is Mr. Blake confident that he can meet the deadline?

(short pause)

Blake: I think that this takes care of some of your main concerns.

Epstein: Yes, I think it does.

Blake: And I am certain that we will meet the October first deadline.

Epstein: I’m very glad to hear that.

Eliz: Is Mr. Blake confident that he can meet the deadline?

(ding)

(pause for answer)

Eliz: Yes, he is. He is certain he can meet the deadline.

(short pause)

Larry: Listen to the question, then listen to the dialog.

Eliz: When will the storage facilities be ready?

(short pause)

Blake: You'll also be pleased to hear that we are planning to provide storage facilities in California.

Graham: When will those facilities be ready?

Blake: Uh... they'll be ready by mid November.

Graham: I'm sorry, but that's not soon enough.

Eliz: When will the storage facilities be ready?

(ding)

(pause for answer)

Eliz: They'll be ready by the middle of November.

(short pause)

MUSIC

Vietnamese Explanation

Trong phần tiếp, ta nghe Gary trong phần Mách giúp Văn hoá cho cách gây lòng tin, GÂY TÍN NHIỆM building trust. A shipping department=phân vụ gửi hàng trong một hãng lớn. An order=một vụ đặt hàng. A shipment=số gửi hàng, một món hàng gửi đi. To ship=gửi hàng hoá bằng đường thu, đường bộ hay đường hàng không, chứ không phải là bưu kiện đường thu mà thôi.. Shipping and handling=phí tiền (cước phí) vận gửi hàng và gói hàng hay đóng hộp. Shipper=người hay hãng lo vận gửi hàng đi. Tracking=theo dõi. Computerized tracking=theo dõi trình của món hàng gửi đi bằng máy điện toán. Americans take promises seriously=người Mỹ coi việc hứa là quan trọng. Deliver goods on time=gửi hàng đến đúng ngày. Quality goods=hàng có phẩm chất tốt. Have a bad experience=có kinh nghiệm xấu. A product=sản phẩm. To confirm the details of the order=xác nhận chi tiết của một đơn đặt

hàng. Use the Internet to find out where your package is=dùng liên m ng Internet xem ki n hàng c a mình đi đ n đâu. Trong đoạn t i, Gary tr i câu h i, ‘Làm cách nào gây tín nhi m v i khách hàng M ?

Cut 2

Culture Tips: Building trust

Larry: Culture Tips

This Culture Tip answers the question: “How can I build trust with my American customers?”

They may want you to use a shipper with computerized tracking.=h mu n b n dùng hãng g i hàng có trang b máy đi n t đ theo dõi xem hàng đi đ n đâu.

Eliz: Welcome once again to “Culture Tips” with Gary Engleton.

Today, our e mail question is “How can I build trust with my American customers?”

“I tell them that I will deliver quality goods on time, but they are always worried.”

Gary: In many cases, it may be that they have had bad experiences with other people.

Maybe someone made a promise and then couldn’t deliver a product on time.

Eliz: That is an awful situation to be in!

Gary: Yes, before making a promise, make sure your shipping department can deliver.

Americans take promises seriously.

Eliz: What else can a business do?

Gary: Well, it’s a good idea to give the customer a lot of information about their order.

For example, some companies e mail customers to confirm the details of the order.

Eliz: That’s a good idea!

So American business people like a lot of communication and control.

Gary: Yes. So they may want you to use a shipper with computerized tracking.

Eliz: Computerized tracking? Could you tell us more about that?

Gary: It means that you can use the Internet to find out where your package is.

Eliz: Anytime?

Gary: Anytime. Twenty four hours a day.

Eliz: Gary, thanks again for your excellent information.

Let's take a short break.

MUSIC

Vietnamese Explanation

Trong phần True or False, quý vị nghe một câu rồi suy ý trong bài mà trả lời Đúng hay Sai. To break a promise=không giữ lời hứa. Communication and control=liên lạc và kiểm soát. PHẦN BỐ T: Communication, không có s, s ít, chỉ số truy cập, hay tín hiệu; communications có s, s nhiều, nghĩa là (1) hệ thống truyền thông như bưu điện, điện thoại, máy vi tính; (2) hệ thống giao thông, như xe lửa, đường xá; means of communications=các phương tiện giao thông. Communications satellites=vệ tinh truyền thông; mass communications=ngành truyền thông trong đời sống như báo chí, truyền thanh, truyền hình.

Cut 3

Language Focus: True/False

Larry: True or False.

Eliz: For Americans in business, you can only break a promise if you have a good reason.

(ding)

(pause for answer)

Eliz: False. If you break a promise for any reason, Americans may not trust you again.

(pause)

Eliz: Communication and control are important to American business people.

(ding)

(pause for answer)

Eliz: True. That's why American customers like to get a lot of information about their order.

MUSIC

Vietnamese Explanation

Trong phần tiếp, Business Dialog, Đàm thoại Thứ 4 ng M, ta nghe về chủ tịch hãng Bay Company nói chuyện qua máy điện thoại với một hãng cung cấp hàng chính, a major supplier. Sally gọi điện thoại cho Harry hỏi bao giờ thì hàng máy điện toán mà bà đã đặt mua tới. Computer parts=hàng phần máy điện toán. PROCessors=hàng xử lý trung tâm máy điện toán, như bộ não của máy điện toán, hay còn gọi là CPU—Central Processing Unit. Next Day Air=gọi điện hàng không hôm sau nhé. [nhanh hơn nữa là overnight express, gọi tức hành gọi hôm trước, như điện sáng hôm sau.] A supplier=nhà cung cấp hay hãng cung cấp dịch vụ hay hàng hoá. Special shipping packages=kiện hàng gọi đi đặc biệt. Deliver=giao hàng; danh từ delivery. I will arrange the shipping myself=chính tôi sẽ lo gọi hàng đi. I can't wait that long! Tôi không chờ lâu đâu nhé! THAT trong câu trên là adverb, có nghĩa là “đến mức đó”. Khi đặt ‘that’ trong trường hợp này, phát âm rõ âm /a/.

Cut 4

Business Dialog:

Larry: Business Dialog

The President of Bay Computing is talking on the telephone to a major supplier.

She is asking when some computer parts will be delivered.

We're getting them ready to ship to you. Chúng tôi đang sẵn sàng gọi đi cho bà

Don't mention it! Không có chi !

Eliz: Let's listen to today's Business Dialog.

The President of Bay Computing is talking on the telephone to a major supplier.

She's asking when some computer parts will be delivered.

SFX: telephone

Sally: Harry, we've got to have those processors quickly.

Harry: Sally, we're getting them ready to ship to you.

You know that they have to be put in special shipping packages.

Sally: So when will we get them?

Harry: You'll definitely have them by Friday.

Sally: Friday? Harry, it's Monday!

I can't wait that long.

I need them tomorrow!

Harry: Well, I can ship them Next Day Air, but it'll cost more.

Sally: It will cost me a lot more if they don't get here tomorrow!

Harry: OK, Sally. You're my best customer.

I'll arrange the shipment myself.

Sally: So will they get here tomorrow?

Harry: I guarantee that they will get there tomorrow.

They'll get there late in the afternoon, but it will be tomorrow.

Sally: Thanks, Harry!

Harry: Don't mention it!

MUSIC

Vietnamese Explanation

Trong ph n t i, ta đ ý đ n cách h a ch c. Xin nghe và l p i.

Cut 5

Focus on Functions: Promising

Larry: Focus on Functions: Promising

Larry: Listen and Repeat.

Eliz: You'll definitely have them by Friday.

(pause for repeat)

Eliz: I'll arrange the shipment myself.

(pause for repeat)

Eliz: I guarantee that they will get there tomorrow.

(pause for repeat)



Eliz: They'll get there late in the afternoon, but it will be tomorrow.

(pause for repeat)

MUSIC

Vietnamese Explanation

Trong ph n Mách Giúp Văn Hoá, Gary ch cho ta nh ng câu dùng khi h a ch c đ i u gì—Expressions you can use to make promises. Đó là nh ng ch hay câu nh Definitely, hay Have it by...s nh n đ c tr c....I am certain that=tôi ch c là...I guarantee that...tôi b o đ m là...và dùng đ ng t will. I guarantee that they will be there tomorrow=tôi b o đ m hàng s t i ngày mai.. It will be there tomorrow.=Hàng s t i ngày mai. Đ ý đ n gi ng nh n m nh trong câu này.

Cut 6

Gary's Tips:

Larry: Gary's Tips.

UPBEAT MUSIC

Eliz: Now it's time for Gary's Tips with Gary Engleton!

Gary: Hello, Elizabeth! Today I'll be talking about expressions you can use to make promises.

In today's Business Dialog, Harry tries to reassure Sally that she will receive her microprocessors on time.

He first promises that they will be delivered by Friday, and he uses the word "definitely" to make the promise stronger.

Harry: You'll definitely have them by Friday.

Gary: In a similar way, Mr. Blake uses the expression "I am certain" to make his promise to Ms Graham stronger:

Blake: And I am certain that we will meet the October first deadline.

Gary: Another way to strengthen a promise is to use the expression "I guarantee," as in this example from the Business Dialog.

Sally: So will they get here tomorrow?

Harry: I guarantee that they will get there tomorrow.

They'll get there late in the afternoon, but it will be tomorrow.

Gary: Notice how Harry emphasizes the word "will."

If you say, "I will be there tomorrow," this is a much stronger promise than if you just say "I'll be there tomorrow."

Thanks for joining us today for Gary's Tips. We'll see you again next time!

Eliz: Thanks, Gary!

MUSIC

Closing

Eliz: Well, our time is up. Tune in again next time for Functioning in Business. See you then!

Vietnamese Explanation

Quý vạ vạ a học xong bài 112 trong Chương Trình Anh Ng Sinh Đng, New Dynamic English. Phạm Văn xin kính chào quý vạ thính giạ và xin hẹn gặp lại trong bài học kế tiếp.