



新世纪高职高专  
文秘类课程规划教材

# 文秘专业英语

新世纪高职高专教材编审委员会组编

主编 彭 华



大连理工大学出版社



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新世纪

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# 总 序

我们已经进入了一个新的充满机遇与挑战的时代,我们已经跨入了21世纪的门槛。

20世纪与21世纪之交的中国,高等教育体制正经历着一场缓慢而深刻的革命,我们正在对传统的普通高等教育的培养目标与社会发展的现实需要不相适应的现状作历史性的反思与变革的尝试。

20世纪最后的几年里,高等职业教育的迅速崛起,是影响高等教育体制变革的一件大事。在短短的几年时间里,普通中专教育、普通高专教育全面转轨,以高等职业教育为主导的各种形式的培养应用型人才培养的教育发展到与普通高等教育等量齐观的地步,其来势之迅猛,发人深思。

无论是正在缓慢变革着的普通高等教育,还是迅速推进着的培养应用型人才培养的高职教育,都向我们提出了一个同样的严肃问题:中国的高等教育为谁服务,是为教育发展自身,还是为包括教育在内的大千社会?答案肯定而且唯一,那就是教育也置身其中的现实社会。

由此又引发出高等教育的目的问题。既然教育必须服务于社会,它就必须按照不同领域的社会需要来完成自己的教育过程。换言之,教育资源必须按照社会划分的各个专业(行业)领域(岗位群)的需要实施配置,这就是我们长期以来明乎其理而疏于力行的学以致用问题,这就是我们长期以来未能给予足够关注的教育目的问题。

如所周知,整个社会由其发展所需要的不同部门构成,包括公共管理部门如国家机构、基础建设部门如教育研究机构和各种实业部门如工业部门、商业部门,等等。每一个部门又可作更为具体的划分,直至同它所需要的各种专门人才相对应。教育如果不能按照实际需要完成各种专门人才培养的目标,就不能很好地完成社会分工所赋予它的使命,而教育作为社会分工的一种独立存在就应受到质疑(在市场经济条件下尤其如此)。可以断言,按照社会的各种不

同需要培养各种直接有用人才,是教育体制变革的终极目的。

随着教育体制变革的进一步深入,高等院校的设置是否会同社会对人才类型的不同需要一一对应,我们姑且不论。但高等教育走应用型人才培养的道路和走研究型(也是一种特殊应用)人才培养的道路,学生们根据自己的偏好各取所需,始终是一个理性运行的社会状态下高等教育正常发展的途径。

高等职业教育的崛起,既是高等教育体制变革的结果,也是高等教育体制变革的一个阶段性表征。它的进一步发展,必将极大地推进中国教育体制变革的进程。作为一种应用型人才培养的教育,它从专科层次起步,进而应用本科教育、应用硕士教育、应用博士教育……当应用型人才培养的渠道贯通之时,也许就是我们迎接中国教育体制变革的成功之日。从这一意义上说,高等职业教育的崛起,正是在为必然会取得最后成功的教育体制变革奠基。

高等职业教育还刚刚开始自己发展道路的探索过程,它要全面达到应用型人才培养的正常理性发展状态,直至可以和现存的(同时也正处在变革分化过程中的)研究型人才培养的教育并驾齐驱,还需要假以时日;还需要政府教育主管部门的大力推进,需要人才需求市场的进一步完善发育,尤其需要高职教学单位及其直接相关部门肯于做长期的坚忍不拔的努力。新世纪高职高专教材编审委员会就是由全国 100 余所高职高专院校和出版单位组成的旨在以推动高职高专教材建设来推进高等职业教育这一变革过程的联盟共同体。

在宏观层面上,这个联盟始终会以推动高职高专教材的特色建设为己任,始终会从高职高专教学单位实际教学需要出发,以其对高职教育发展的前瞻性的总体把握,以其纵览全国高职高专教材市场需求的广阔视野,以其创新的理念与创新的运作模式,通过不断深化的教材建设过程,总结高职高专教学成果,探索高职高专教材建设规律。

在微观层面上,我们将充分依托众多高职高专院校联盟的互补优势和丰裕的人才资源优势,从每一个专业领域、每一种教材入手,突破传统的片面追求理论体系严整性的意识限制,努力凸现高职教育职业能力培养的本质特征,在不断构建特色教材建设体系的过程中,逐步形成自己的品牌优势。

新世纪高职高专教材编审委员会在推进高职高专教材建设事业的过程中,始终得到了各级教育主管部门以及各相关院校相关部门的热忱支持和积极参与,对此我们谨致深深谢意,也希望一切关注、参与高职教育发展的同道朋友,在共同推动高职教育发展、进而推动高等教育体制变革的进程中,和我们携手并肩,共同担负起这一具有开拓性挑战意义的历史重任。

新世纪高职高专教材编审委员会

2001年8月18日

# 前 言

随着外向型企业的蓬勃发展,国际商务往来日益频繁,涉外秘书已成为人才市场的宠儿。根据我们对历届涉外文秘专业毕业生和外企秘书工作人员的岗位跟踪调查,对于办公室涉外行政人员来说,英语口语交际能力和写作能力尤其重要!

目前虽然文秘专业英语教材版本很多,但绝大多数都属于语言综合类教材,听说读写全方位覆盖,未能重点突出涉外秘书工作中最关键的说和写两大核心语言交际能力的训练。本教材的编写能满足高职高专院校学生和相关岗位从业人员快速提升英语口语、笔头交际能力的需求,以达到“学以致用”的教学目的。

本教材依照涉外秘书的具体工作环节,共编写了12个单元。其中每单元包括1段专业技能指南小贴士、2段情景对话(第12单元是2篇口译讲话稿)、20种常用句型、2种英文秘书常用文书写作范文、1篇知识拓展阅读(介绍跨文化交际中的西方礼仪知识),此外还编排了与各单元主题相关的口语对话、句型转换及口译练习题。情景对话所选话题涵盖了涉外秘书常规工作的方方面面,如秘书求职、秘书办公室日常工作、电话沟通技巧、与上司沟通、接待来访、安排差旅、安排会议、商务洽谈、文件归档、迎送客人、邀请客人参加娱乐活动。秘书应用文写作模块主要包括了商务信函及信封格式写作规范、日程安排表、求职信及个人简历、建立贸易关系询盘复函、询价函及回复函、索赔信及回复函、留言条、备忘录、会议通知、会议记录、商务报告书、祝贺信、表扬信等24种实用文体写作指南及样文。附录中还包括11篇写作范文、商务常用缩略语、秘书商务礼仪测试题。

本教材由广东番禺职业技术学院彭华任主编,宋梅梅任副主编,吴含、陈秀梅参与了编写。辽宁经济管理干部学院王艳萍教授审阅了本书并提出了很多宝贵的建议,在此表示感谢。

为方便教师更好地开展立体化教学,本教材另配有教学参考资料(模拟考试题2套、练习参考答案和礼仪部分参考译文)、音频文件、大纲和课件。这些配套的资料请登录<http://www.dutpgz.cn> 下载。

教材中如存在纰漏之处,敬请各相关院校和读者在使用本教材的过程中给予关注,并将改进意见及时反馈给我们,以便在下次修订时完善。

所有意见和建议请发往:[gzjckfb@163.com](mailto:gzjckfb@163.com)

欢迎访问我们的网站:<http://www.dutpgz.cn>

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编者

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# Unit One

## Seeking Employment as a Secretary



### Study Objectives

- ◆ 掌握涉外秘书求职和面试英语口语表达
- ◆ 了解并用英语表述秘书的职业基本素质和能力
- ◆ 了解秘书面试的着装礼仪
- ◆ 掌握涉外秘书英文个人简历和求职信的写法

# INTERVIEW ATTIRE TIPS

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***Before you are going to have a job interview, you have to make necessary preparations as follows:***

- Before you even think about going on an interview, make sure you have appropriate interview attire and everything fits correctly.
- Get your clothes ready the night before, so you don't have to spend time getting them ready on the day of the interview.
- If your clothes are dry clean only, take them to the cleaners after an interview, so they are ready for next time.
- Polish your shoes.
- Bring a breath mint and use it before you enter the building.

## PART One

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### Dialogues

#### Dialogue One

---

*Miss Susan Brown, who majors in secretary, has just graduated from a higher vocational school before the summer vacation, now she has got invitations for job interviews from two different companies. Let's see how she proceeds with them.*

**H: Mr. Henry Stevenson      S: Susan Brown**

H: Good morning, Miss Brown.

S: Good morning, Mr. Stevenson. Thank you for interviewing me.

H: You are welcome. How do you know this post offered by our company?

S: Uh...I have read the ads in the Local Human Resources Market Website<sup>1</sup>.

H: Would you please tell me why you choose to work in our company?

S: Well, in fact, before the interview, I have been collecting all the information about your company, from which I know that it has a very good reputation in the society, bright prospect of further development in its economy. Moreover, it can offer the best chance for the staff's personal development<sup>2</sup>.

- H: Yes. That's right. Let's talk about your educational background, Susan.
- S: OK. From my resume, you may see that I am a secretary major and graduated from St. Peter Higher Vocational School in 2006.
- H: Have you ever been a student leader at school?
- S: Sure. I was once elected as the chairman of a student organization<sup>3</sup> in my department and worked at this position for two years until my graduation.
- H: What have you learned from this experience?
- S: Quite a lot. Actually it is a big challenge for me. As you know, to get the organization operated regularly, I have to put forward many new and creative activity plans, make budgets and try to get donations from any possible channels<sup>4</sup>, and I have learned how to construct an effective team<sup>5</sup> and motivate them to work efficiently. Besides, I have improved my qualities and abilities in all the fields. For example, responsibilities, self-confidence, social communication skills, management abilities, eloquence, enduring hardships and so on. It's an unforgettable experience in my life long.
- H: Sounds good, that might be very useful for your career as a secretary. By the way, Miss Brown, do you have any recommendation letter<sup>6</sup> from any of your teachers?
- S: Yes, here it is. It is from the dean of our department.
- H: OK, we will keep your application in file<sup>7</sup> and contact you someday next week.
- S: Thank you for your interviewing, Mr. Henry.

## Notes

1. the Local Human Resources Market Website 当地人才市场网站
2. It has a very good reputation in the society, bright prospect of further development in its economy. Moreover, it can offer the best chance for the staff's personal development. 贵公司不仅拥有良好的社会声誉,经济发展的光明前景,还能为全体员工的个人发展提供最好的契机。
3. student organization 学生社团
4. get donations from any possible channels  
从任何可能的途径获得赞助
5. construct an effective team 组建一支强有力的团队
6. recommendation letter 介绍信
7. keep your application in file 将你的应聘材料存档



## Dialogue Two

---

**L: Linda Simpson**

**S: Susan Brown**

L: Good afternoon, Miss Brown. Welcome to our company for an interview. I am Linda Simpson.

S: Good afternoon, Mrs. Simpson.

L: Miss Brown, I have just read your application letter and your resume.

S: I hope they're all right to meet your requirements.

L: Yes, they are fine. I see from your experience that you've had quite a lot of experience as a secretary already.

S: That's right. I've been a part-time secretary for 2 years, in two firms.

L: Good. Susan, what do you think are the essential professional qualities<sup>1</sup> as a good secretary?

S: Well, quite a lot. Hard-working, being good at social communication, understanding, considerate, working efficiently, good manner, responsibility, self-esteem, sociability, self-management, integrity and honesty.

L: That's perfect. By the way, what qualifications have you got<sup>2</sup>?

S: Yes, I've already got a China National Secretarial Authentication at Middle Level as well as a National CET-6 Certificate<sup>3</sup>.

L: What were the routine works at your past positions as a secretary?

S: A secretary's work is often a routine work which includes assisting my superior in daily jobs, dealing with clients' correspondence from both home and abroad, teaming up with people in the office for a smooth operation<sup>4</sup>, arranging visits, setting up meetings, doing the filing and some shorthand-typewriting, collecting and handling diversity of latest information available and so on.

L: Good. Now do you have any questions to ask me about the post?

S: Yes, I'd like to ask about the salary, please.

L: Well, all new clerical employees begin at a standard salary of RMB 1200 yuan per month. Then someone like you may be given a higher-ranking assignment<sup>5</sup>, which means you are likely to get a higher monthly salary.

S: What about other welfares?

L: The other welfare includes health insurance program, professional training on the short term basis and some holidays with salary etc.

S: Ok, I see. Thank you for your explanation.

L: You are welcome.

## Notes

1. the essential professional qualities 基本职业素质
2. What qualifications have you got? 你获得了哪些资格?
3. China National Secretarial Authentication at Middle Level as well as a National CET-6 Certificate 中国秘书国家职业资格证书(中级)以及大学英语水平等级考试6级证书
4. team up with people in the office for a smooth operation 与办公室同事合作,使工作能够顺利开展
5. be given a higher-ranking assignment 被委以更高的职务

## New Words

budget	['bʌdʒɪt] n.	预算
correspondence	[kɒrə'spɒndəns] n.	来往信函
diversity	[daɪ'vɜ:səti] n.	差异,多样性
domestic	[də'mestɪk] n.	国内
donation	[dəʊ'neɪʃn] n.	捐款,赞助
esteem	[ɪ'sti:m] n.	尊重
integrity	[ɪn'tegrəti] n.	正直,诚实
personal	[pɜ:sənəl] a.	个人的
qualification	[kwɒlɪfɪ'keɪʃn] n.	资格,合格证书
recommendation	[,rekəmen'deɪʃn] n.	推荐
reputation	[,repju'teɪʃən] n.	名誉,名声
resume	['rezjʊmeɪ] n.	简历
shorthand	['ʃɔ:θænd] n.	速记
sociability	[,səʊʃə'bɪləti] n.	社交能力
staff	[stɑ:f] n.	全体人员,同事

## Word Bank

academic year	学年	physical activities	体育活动
courses taken	所学课程	refresher course	进修课程
curriculum	课程	rewards	奖励
degree	学位	scholarship	奖学金
educational background	教育程度	semester	学期(美)

educational system	学制	social activities	社会活动
excellent leader	优秀干部	social practice	社会实践
excellent League member	优秀团员	special training	特别训练
extracurricular activities	课外活动	specialized courses	专门课程
in-job training	在职培训	student council	学生会
major	主修	summer job	暑期工作
minor	副修	supervisor	论文导师
off-job training	脱产培训	vacation job	假期工作
part-time job	业余工作		

# PART Two

## Useful Expressions

### For an interviewer

1. Can you sell yourself in two minutes? Go for it.  
你能在两分钟内自我推荐吗? 试试吧。
2. Why did you leave your last part-time job? 你为什么辞掉你的上一个兼职呢?
3. What do you think you are worth to us? 你怎么认为你对我们有价值呢?
4. As a graduate from a higher vocational school, what makes you think you would be a success in this position?  
作为高职毕业生,你如何知道能胜任这份工作?
5. Do you work well under stress or pressure? 你能承受工作上的压力吗?
6. How long would you like to stay with this company?  
你会在本公司服务多久呢?
7. What is your strongest trait(s)? 你个性上最大的特点是什么?
8. How would your teachers or classmates describe you?  
你的老师或同学怎样形容你?
9. How do you normally handle criticism? 你通常如何处理别人的批评?
10. How do you handle your failure? 你怎样对待自己的失败?

### For an interviewee

1. With my qualifications and previous experience as an intern, I feel I am hard-working, responsible and diligent in any job I undertake. Your organization could benefit from my shorthand and interpersonal skills.  
依我的资格和先前做实习生的工作经验,我觉得我对所从事的每一项工作都很努力、负责、勤勉。我的速记能力和与人相处的技巧,对贵单位必有价值。

2. Well, I am hoping to get an offer of a better position. If opportunity knocks, I will take it.  
我希望能获得一份更好的工作,如果机会来临,我会抓住。
3. I feel I can make some positive contributions to your company in the future.  
我觉得我对贵公司能做些积极性的贡献。
4. My graduate school training combined with my internship experience should qualify me for this particular job. I am sure I will be successful.  
我在学校的训练,加上实习经历,使我适合这份工作。我相信我能成功。
5. The trait is needed in my previous part-time position and I know I can handle it well. 这种特点就是我先前兼职工作所需要的,我知道我能应付自如。
6. Adaptability and sense of humor. 适应能力和幽默感。
7. They say Jack is an honest, hardworking and responsible man who deeply cares for his classmates and friends.  
他们说杰克是位诚实、学习努力、负责任的人,他对同学和朋友都很关心。
8. As you know, a higher vocational school usually focuses on the practical training of professional skills, so I have got access to many routine jobs of a secretary while at college. 正如你所知道的,高职院校都非常重视专业技能的实操训练,所以我在学校时就已经接触到了很多秘书的常规工作。
9. I will try to present my ideas in a more clear and civilized manner in order to get my points across.  
我要以更清楚文明的方式提出我的看法,使对方了解我的观点。
10. None of us was born “experienced”. Although I’m a green hand as a secretary, I am sure I have much potential in self-promotion. 我们大家都不是生来就有经验的,尽管我没有文秘工作经验,我相信自己有很大的自我提升潜能。

## PART Three

### Sample Writing

#### Section 1: Resume

Whether you want to advance in your chosen field or you're making a drastic career change, a resume is a job-searching necessity. It provides an overview of your experience and skills, and a great resume will help you get an interview for that job you really want. Spend the time making your resume as good as it can be and you're making a truly worthwhile investment. Here is how:

如果你能在自己选择的领域有所发展或者想变换工作,个人简历是找工作的必备条件。它能反映你所具备的经验和技能。合格的简历有助于你找到真正心仪的工作。下功夫把简历写得尽可能完美是一件特别有意义的事情。

# Sample

**Linda Jackson**

**2800 Covington Lane Branson, MO550**

**Telephone: 1-229-111-1221 Home Email:lindam@somedomain.com**

Dependable, confident secretarial professional with progressive experience in office management.

## **Summary of skills**

- Windows 2000/XP
- File Management
- Excel
- PowerPoint
- Publisher
- Stenography(80 wpm)
- 10-key
- Records Management

## **Strengths**

Interpersonal skills — ability to put people at ease; dependable, organized, efficient; team player; self-starter

## **Business experience**

November 2001 — Present, secretary to Administer Manager

1. Responsible for all incoming correspondence and determining proper direction and action for incoming mail.
2. Answering telephone, greeting customers, answering questions and directing customers to appropriate staff member.
3. Resolving customer service complaints.
4. Organizing and maintaining files and records.

## **Education**

1998–2001: Albertus Magnus College, Newzealand, B.A., majored in Secretary.





## Section 2: A Letter of Application

With your resume, you need to write a job application letter of which the purpose is to point out your qualifications and preemptively answer any questions that might arise from your future employer.

- Address job application letters some where on the top. Ensure you include the name of the person, title, company name and address.
- Simply state why you are writing to them, mention the position title and where it was advertised.
- Summarize your experience and skills, analyze your career, highlight what you specialize in, or the level that you have reached.
- State where and how they can reach you, and thank the recipient for giving you the opportunity to apply.
- Finish the letter by adding a closing remark.

求职时不仅需要个人简历,你还需要准备一份求职信,其目的是为了突出你的资格、能力并且主动回答你未来雇主心中存在的疑虑。

- 在信上方某个位置写明地址。注明收信人姓名、头衔、公司名称、地址。
- 简单说明你的写信目的、应聘职位、刊登广告的渠道。
- 概述你的经历和所掌握的技能,对职业进行简单分析,着重突出你的专业和技能达到的水平。
- 说明何处、用何种方式能联系到你,感谢对方给你提供求职机会。
- 信尾结束语。

### Sample

Dear Mr. Green,

I am writing to apply for the secretary position advertised in the local *Yangcheng Evening Newspaper* dated October 15th, 2008. As requested, I am enclosing a completed job application, my certificates, resume and three references. The position of secretary offered is very interesting, and I believe that my part-time experience and education will make me a very competitive candidate. The key strengths that I possess for success in this position include:

- I have successful academic records for my professional courses.
- I can write in shorthand at the rate of 120 words per minute, and typewrite at 55 words per minute in English.
- I'm well acquainted with most of the office works from my part-time job.
- At school, I won a scholarship and the first prize in a speech contest.
- I have obtained CET-6 and National Computer Rank Examination Grade One.