

SUP 秘书英语

A Supplement to English for Secretaries

江晓云 编著



中南工业大学出版社

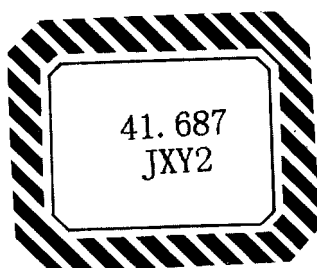
Central South University of Technology Press

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前 言

秘书英语作为 ESP (English for Specific Purposes) 的一种, 具有独特的语言现象和文体风格, 应用于英语文秘这个特定的职业范围, 涉及文秘工作的专门化内容, 是正在从事或将从事秘书行业的人员学习或应用的专门用途英语。 *A Supplement to English for Secretaries* 这本书强调语言能力培养与专业知识应用相结合, 为该专业学习人员提供实用的知识和技能训练。

本书分三部分: 第一部分秘书工作和职责, 如接待来访、安排会务、使用电话、档案处理等, 同时了解作为 21 世纪的现代秘书所面临的挑战、应具备的条件和能力。第二部分商业流通中的秘书, 了解秘书与银行、邮政、电子通讯等方面的关系, 介绍电子邮件、传真、电传等方面的知识和应用。第三部分秘书英语写作, 是全书的重点。其中将商业信函写作作为基础、重点, 介绍便函、建议书、报告书等商业文件的写作, 强调语言文体的规范化, 使用现代英语。同时, 每课 *Word Check* 部分比较集中地提供与课文内容相关的文秘、商务、邮电通讯等方面的专业词汇和用语, 以供学习人员参考和应用。

本书在五邑大学作为教材使用, 五年内经过三次修订, 现在正式出版, 不妥之处, 敬请读者赐正。在此, 谨向同行专家, 本书责任编辑表示谢意。

江晓云

1999 年 3 月于广东江门市五邑大学

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Part I

Secretarial Jobs And Duties

Unit 1 Qualifications for a Good PA/Secretary

Pre-reading Question : What makes a good PA or secretary?

(A) Reading

Read the Advertisements below and tell what makes a good secretary.

Wanted: Executive Secretary

Top personal assistant for Managing Director of AE multinational. College education and professional secretarial training essential. Fluent in English and one other language. Must be prepared to travel on behalf of the company. Familiar with computer systems and word processors. Must be prepared to offer loyalty, enthusiasm, tact and discretion. Pleasant manner and appearance, and ability to keep calm at all times essential. Also to act as liaison between Managing Director and all departments within the organization as well as assist in promoting the desired company image to clients and the public.

This position is for someone with a mature sense of responsibility, who is an efficient organizer, able to work on her/his own initiative. We offer good salary and welfare benefits.

Please apply, in English, to the Managing Director...

Senior Secretary Required

First-class secretary required for AC Oil Company. Responsible for filing & general secretarial duties, computer operations, dealing with visitors & telephone calls.

- * College or above education.
- * Good communication skills in English, Mandarin and Cantonese.
- * High standards of Office secretarial and administrative practice and business procedures.
- * Be reliable and used to working under pressure and on own initiative. *2/1*
- * Age immaterial but should have a mature sense of responsibility.

Apply in English with full details to...

Office Assistant / Administration Assistant

Pacific Insurance Agency needs qualified staff for its branches in Guangzhou, Beijing and Shanghai to assist senior executives.

- * Female, aged 23~28.
- * College or university degree required.
- * Fluent in Cantonese, English and Mandarin.
- * Strong communication, interpersonal and negotiation skills essential.
- * Electronic correspondence competence preferred.

Interested candidates please send your resume, college diploma, and recent photo to ...

As you read the advertisements, indicate what makes a good PA or Secretary. The first one has been done for you.

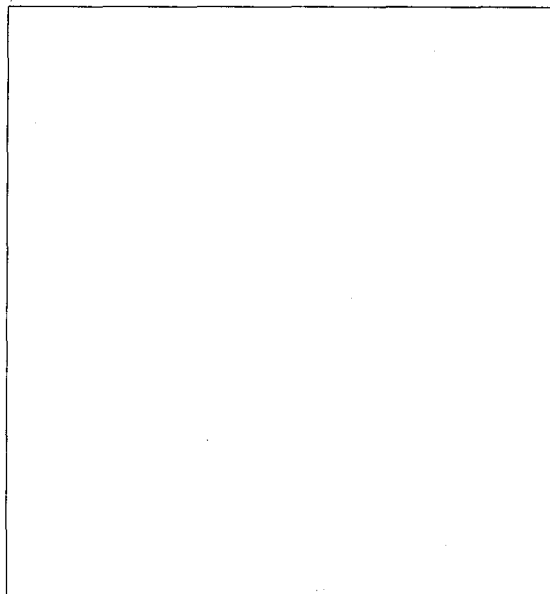
Requirements:

1. Good educational background
2. Professional secretarial training in...
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

(B) Writing

Based on the given advertisements, write a letter of Application.

- 1) Telling how you learnt about the opening.
- 2) Telling
 - a) why you select a secretarial career and apply for this position;
 - b) what you know about the the company and the job requirements;
 - c) why you think you are fit for the job.
- 3) Write within 200 words.
- 4) Use full block format.



(C) Oral Work

Making Preparations for an Interview

You are thinking of gaining some experience by working as a secretary. You will be interviewed by Mr. Patterson, Manager of BC Art Design Firm. In order to make a good impression on the interviewer, discuss with your partner the questions:

1. What questions would the interviewer ask you and how could you best answer the questions as:
 - 1) family background; 2) educational background; 3) work experience; 4) reasons for application or transfer; 5) spare time interest and personality; 6) general knowledge; current affairs and personal outlook; 7) ambitions and aspirations.
2. How should (or shouldn't) you behave? (good dress sense and presentation, easy manner to speak, pleasant mature attitude etc.)

(D) Words for Precis-writing

to be practise in	to have a good command of
to be trustworthy	to meet (fulfil) requirements
to be conscientious in	to be qualified for
to be calm and tactful	to be considerate
to be cordial (amiable)	to be refined (elegant) and courteous
to be capable of	to look and sound charm
to be superior to	to have an easy manner
to have good dress sense and presentation	

(E) Word Check

- | | |
|----------------------------------------------------------------------------|-----------------------------------------------------------------|
| 1. multi | <i>limited company</i> 股份(责任)有限公司 |
| prefix (of) many | <i>listed company</i> (股票)上市公司 |
| n. multinational 跨国公司 | <i>parent company</i> 母公司 |
| company which has branches or subsidiary companies in several countries | <i>private (limited) company</i> 私营公司, 子公司
(其股票不在证券交易所挂牌上市) |
| 2. essential | <i>finance company</i> (为租购提供资金的) 金融公司 |
| a. necessary n. sth. that is necessary | <i>public limited company (PLC)</i> 股票公开上市公司 |
| 3. company | 公司 |
| n. business, a group of people organized to buy, sell or provide a service | <i>insurance company</i> 保险公司 |
| <i>associate company</i> 附属公司, 联营公司 | <i>shipping company</i> 海运公司 |
| <i>family company</i> 家族公司 | 4. corporation |
| <i>holding company</i> 控股公司, 股权公司 | n. (a) large company: finance corporation, corporation tax (CT) |
| <i>joint-stock company</i> 合股公司 | (b) US company which is incorporated in the United |

State

5. initial

a. first or starting

initial capital 创办资本

initial sales 最初销售

initials

n. first letters of the words in a name

v. to write your initials on a document to show you have read it and approved initiative

n. decision to start sth.

to work on one's own initiative 工作主动

to take the initiative 采取主动

to win initiative 赢得主动

6. tact

n. the ability to do or say the right thing at the right time; skill in handling people without causing offence

a. tactful || ad. tactfully

7. word-processor 文字处理机

n. small computer or typewriter with a computer in it, used for working with words to produce texts, reports, letters, etc.

8. desirable

a. worth having, or doing

9. trait

n. a particular quality of sb. or sth; characteristics

10. discretion

n. the ability to decide what is most suitable to be done

11. reassure

v. to comfort and make free from fear

12. liaison

n. a working association or connection

13. promote

v. (a) to give sb. a more important job

(b) to advertise

(c) to support, help in the growth of

n. promotion

promotion chances or promotion prospects 晋升机会

promotion of a product 登广告促销产品

promotion budget 广告促销预算

promotion team 广告促销组

14. client

n. (a) a person who pays a professional person, esp. a lawyer, a doctor, for help and advice

(b) customer

15. customer

n. person or company which buys goods

regular customer 常客

customer appeal 顾客吸引

customer service department 顾客服务部

16. mature

a. fully grown and developed

17. commensurate (with)

v. (a) equal in size, quality, or length of time

(b) fitting, suitable

18. demand

v. ask or ask for and not take "No" for an answer

19. request

v. to demand politely

20. require

v. (a) to need : This suggestion requires careful thought.

(b) to demand; order, expecting obedience: All passengers are required to show their tickets.

21. procedure

n. an action or set of actions necessary for doing something

22. reliable

a. fit to be trusted; dependable

23. immaterial

a. unimportant

24. Secretary

n. person who helps to organize work or types letters or files documents or arranges meetings etc. for someone

secretary honorary 名誉秘书

(person who keeps the minutes and official documents of a committee or club, but is not paid a salary)

a. secretarial

n. secretariat 秘书处, 书记处

(important office and the officials who work in it)

Unit 2 Office Work Prospects

Pre-reading Question : *What will a successful secretary do in the office?*

(A) Reading

Much of the secretary's work is done in the office, where you may see computers, word processors, calculators, telephones, fax machines, file cabinets, and many other current office equipments. As a secretary, you should be familiar with the basic and necessary things relating to your work in the office.

Modern office equipments demonstrate a serious and highly demanding challenge to the secretary. Mastering of the latest equipments and information technology to carry out many and varied responsibilities more effectively is essential to your office work. With the realization of office automation, career options for office professionals at all levels are rapidly expanding. Technology has created an information age that has changed the way offices operate and the way information is handled. As office professionals in the next century you will be required to have strong technical and interpersonal skills and work as integral parts of the management team. You will need the life-long education and retraining to keep pace with the changing office technology and to meet growing market demands.

Office automation is the application of computer and communications technology to improve the productivity of clerical and managerial office staff. Today people have a wide variety of office automation hardware and software components at their disposal. The list includes telephone and computer systems, electronic mail, word processing, desktop publishing, database management systems, two-way cable TV, office-to-office satellite broadcasting, on-line database services, and voice recognition and synthesis. Each of these components is intended to automate a task or function that is presently performed manually. And this can be accomplished only when computer, communication and office equipment are networked and an office worker can easily access the entire system through a PC sitting on your desk. Hence, as the office environment becomes electronic, the key to your office career success lies in your ability to connect—to connect phone calls, messages, schedules, information, reports, and data—and to put information together for a particular use. For a secretary who wants to grow professionally you should keep up with developments in your field and in the business world in general. You should improve all your communication skills—reading, speaking, listening and writing. You should keep on growing in your profession and effectively use new technologies such as the Internet, E-mail, on-line databases, and PCs and soft ware. You will need to be an expert problem solver and will serve more in a managerial role with more decision-making responsibilities.

(B) Word Check

- | | |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1. professional 专业人员, 职业选手 | 2. fax machine 传真机 |
| n. skilled person or person who does skilled work for money | n. machine for sending or receiving faxes (facsimile: system for sending the exact copy of a document via |

- the telephone lines)
3. Xeroxing machine 施乐复印机
n. a machine that makes photographic copy of printed or written matter
 4. file cabinet 档案柜
n. a piece of office furniture with deep drawers in which files are kept
 5. integral
a. necessary (to complete sth.)
 6. hardware
computer hardware 计算机硬件
n. machines used in data processing, including the computers and printers, but not the programs
 7. software 软件 (计算机程序)
n. computer programs (as opposed to machines)
 8. desk-top publishing 桌面出版 (印刷系统)
n. writing, designing and printing of documents in an office, using a computer, a printer and special software
 9. database (大型计算机里的) 数据库
n. store of information in a large computer
 10. on line or online (直接与主机) 相联地
ad. linked directly to a mainframe computer
 11. synthesis 综合 (物)
n. the combining of separate things, ideas, etc. into a complete whole
 12. network 网络, 联网
n. system which links different points together
computer network 计算机网络
 - television network* 电视网
 - distribution network* 销售网络
v. to link together in a network
 13. typeset 排版
v. to arrange type
n. typesetter 排字机 (工人)
 14. manipulate 熟练使用, 操作, 操纵
v. a) to handle or control (esp. a machine), usu. skilfully
b) to use (sb.) for one's own purpose by skilfully controlling and influencing, often in an unfair or dishonest manner
to manipulate the accounts 做假账
to manipulate the market 操纵股市
n. manipulation
stock market manipulation
n. manipulator
 15. company newsletter 公司新闻简报
n. printed sheet or small newspaper giving news about the company
 16. graphic (说明性) 图表 (画)
n. concerned with written signs, usu. letters or drawings
 17. pictorial 图片的, 用图片表示的
a. having, or expressed in, pictures
 18. dictating machine 口述记录机
n. machine records text what sb. dictates, which a secretary can play back and type out

(C) Controlled Practice

Read the four passages below and fill in the blanks with proper words given.

electronically	automation	composing
conventional	PC	relationship
audiovisual	forms	handles
fundamental	terminals	graphic
professional	text	interoffice
remote	newsletters	dictating
face-to-face	systems	

1. Desktop Publishing 桌面出版 (印刷系统)

One important application that exemplifies the relationship of PC to office 1) _____ is desktop publishing, a term that was coined in 1985 by Paul Brainard, founder of Aldus Corporation.

In all organizations, there is the 2) _____ need to produce written communications that not only deliver the company's message clearly but have a 3) _____ look as well. Desktop publishing can satisfy that needs.

In its simplest form, desktop publishing entails the use of 4) _____ to prepare and print a wide variety of typeset or near-type-set-quality documents. The process involves composing the text, manipulating graphics, making up or 5) _____ the document, and publishing the finished product on a laser printer or typesetter.

2. Electronic Mail 电子邮件

A tool that can simplify your understanding of the 6) _____ among computers, communication, and workgroup computer in the automated office is electronic mail—an electronic technology that 7) _____ the sending and receiving of messages. In most offices, messages often pass back and forth between desks. A message is independent of size and may take on several 8) _____, such as a telephone message, an 9) _____ memo, a letter, an invoice, a proposal, or a newsletter. A message can also include 10) _____ or pictorial elements and should not be thought of as merely a written note. Most messages are composed on paper or are spoken into a device, such as a telephone or 11) _____ machine. Messages are often transmitted via telephone, telex interoffice delivery systems, 12) _____ U.S. Postal Service mail, or overnight delivery service such as Federal Express.

3. Video Conferencing 视听会议

Video conferencing involves the linking of 13) _____ sites by one-way or two-way television. If meeting rooms in offices can be equipped with the necessary 14) _____ facilities, travel time and money can be saved by holding a tele-conference instead of 15) _____ conference.

4. Videotex 信息传视

Videotex is a form of electronic publishing that consists of a database connected to 16) _____ or PC. It stores and displays information in blocks of information called frames or pages. Videotex offers a simple user interface by displaying pages of information that contain 17) _____ and graphics and providing an easy way for an untrained user to access one or more databases of information.

Offices using videotex can 18) _____ publish standard operation procedure manuals, sales literature, interoffice 19) _____, companywide phone lists, and other information that is subject to periodic changes. Some videotex 20) _____ permit users to conduct electronic transactions.

Unit 3 Appointments

Pre-reading Question : *What should a secretary do in arranging appointments?*

(A) Reading

As a secretary, arranging appointments for the boss is essential to your daily work. For doing business, the boss would often visit people. He needs attending meetings or traveling outside. At the same time other people would come to meet him or call him on the phone for business. Furthermore, even if he is in the office, he may be busy working at something when somebody wants to see him. In these cases, you should arrange appointments for the boss for these visits, meetings, interviews, and discussions. Thus arrangement of appointments is rather a challenging task to you, which is sometimes called an “art”. When you are making appointments, always keep in mind the points as follows.

1. Keep an appointment book in which daily activities and arrangements for your boss or manager are listed. Whenever there is a possible appointment, you had better put it in both the boss’s diary and your own and you should make it a tentative appointment and consult your boss as soon as possible. When it is finally confirmed by the boss, you should make it known to the person who initiated the appointment for confirmation. It is advisable that you will confirm by letter or by fax any important appointment made by telephone. Furthermore, if a person requests an appointment, and the time, date and place are agreed, you must make a note of the caller’s name, address, and phone number in case you need to contact him or her for possible amendment.

2. Be considerate enough to understand your boss’s preferences and consider them. You should always be aware of the routine office work with which the boss prefers at special times of a day and take special care when arranging appointments.

3. Be tactful in refusing appointments, giving the reason for a refusal whenever possible and trying not to offend the clients.

4. If it is necessary to make a cancellation of an appointment, notify the person immediately by phone or by fax and arrange a new one if possible.

Sample 1

Jane is a secretary to TAK’s Training Manager, Mr. Sybil. When someone calls to make an appointment to see Mr. Sybil, she consults his diary and her own.

Caller: I wonder if I could see Mr. Sybil for about an hour on Tuesday morning.

Jane: Mr. Sybil is having an interview at nine, I’m afraid, but he’ll be free in the afternoon.

Caller: Well, what about Wednesday afternoon?

Jane: Mr. Sybil is having a meeting with training staff at half past two, I’m afraid, but he’ll be free in the morning.

Caller: Is he free on Thursday afternoon?

Jane: Yes, 2.30 p.m. Is that suitable for you?

Caller: Yes, fine. Let's fix it. Thank you. Good-bye!

Jane: Good-bye.

Mr. Sybil's diary:

- 6 MONDAY
9.00 a.m. attending management meet
- 7 TUESDAY
9.00 a.m. having an interview
- 8 WEDNESDAY
2.30 p.m. have a meeting with the training staff
- 9 THURSDAY
9.30 a.m. hold a committee meeting
- 10 FRIDAY
3.00 p.m. to show visitor round
- 11 SATURDAY
- 12 SUNDAY

Sample 2

This is an example of writing to make an appointment for an executive.

12th August, 199 -

*Pouilly Changan Technologies
121 Changan Street
Beijing 100020
China*

Dear Sirs:

I am writing on behalf of Mr. David Goodman, Vice President of the Cairo Institute for Industrial Research. He will be spending ten days in China in September, and would like to meet your Sales Manager. He wishes to discuss an order which the Institute has sent already.

He will be in Guangzhou from the 2nd to the 4th of September, and he could travel to Beijing on the 9th. Could he see you then? A morning appointment would be preferable.

Please let us know whether this is convenient for you.

Yours faithfully,

L. A. Mertini (Miss)
Secretary of the President's Office

The Reply

19th August, 199 -

Cairo Institute for Industrial Research
1297 Kasan
Cairo, Egypt

Dear Miss Mertini:

Thank you for your letter of the 12th August, in which you requested an appointment with Mr. Wang Lijun, our Sales Manager.

Mr. Wang will be pleased to meet Mr. Goodman on the 9th of September, at 9: 00 a. m. Mr. Goodman should ask for me when he arrives at reception.

I trust this date and time is convenient. If it is not, please do not hesitate to contact us by phone.

Yours truly,

Sandra Liu (Miss)
Secretary to Wang Lijun

Based on the given letters, complete the Itinerary prepared for Mr. David Goodman.

Date	Time	Place	Activities
2 Sept.	10.30 a.m.	Dongfang Hotel, Guangzhou	meet Mr. Lincoln, Representative from ...