



实用英语口语高频话题

The High Frequency
Practical Spoken English Topics

作者权威 ★ 语言规范 ★ 涵盖面广 ★ 语音纯正

文秘会话
英语口语

北京大学 江海波 主编
北京外国语大学 董亮
[美] David Daniel 审订

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The High Frequency Practical Spoken English Topics 文秘会话英语口语 of Secretarial

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- 主题涉猎广泛，分类清晰，囊括所有高频情景话题材料
- 体例安排科学合理，内容丰富实用，贴近生活
- 材料生动活泼，语言难度适中，语音纯正、地道，原汁原味
- 培养跨文化交际观念，增进了解语言的文化功能



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PREFACE

前言

随着我国经济加入国际大循环的节奏不断加快，人们对交际英语口语能力的要求也在进一步提高。在一些正规、非正规场合，一口礼貌得体的交际英语、一段用纯正英语所作的文采四溢的即兴演讲，无疑会使你的同行和朋友刮目相看，同时为你带来意想不到的效果和收获。如何用英语和他人自如地交流成为众多人关注的热点。面对读者迫切希望在短时间内快速提高英语口语交流能力的要求，我们精心编写了“实用英语口语高频话题”丛书。该丛书共 11 本，分别为：

《情景英语口语》

《外贸英语口语》

《旅游英语口语》

《社交英语口语》

《商务英语口语》

《娱乐休闲英语口语》

《外企白领英语口语》

《文秘会话英语口语》

《酒店职员英语口语》

《餐饮业职员英语口语》

《金融业职员英语口语》

该丛书涵盖了日常生活的各个方面，旨在让广大英语学习者更好地使英语学习走向生活，在生活中学，为生活而用。该丛书将全面提升你的交际英语口语水平。

语言是交流的工具，语言学习的最好方法是“以练为本”。大家都知道“说”很重要，用跟自己生活没有关系的材料练习口语，根本不算“使用语言”。要使用语言，说话的人必须有沟通和表达的欲望；所说的内容也必须是“不吐不快”。本丛书对话取材于日常生活，以使大家的学习达到事半功倍的效果，因此这也是本丛

书策划的初衷。

《实用英语口语高频话题——文秘会话英语口语》一书以真实的文秘工作和生
活为背景进行“场景会话教学”，充分考虑了语言学习的自然过程，强调纯正的工作
和生活用语，重在对话和交流，易于学习和掌握。本书根据读者的需要，分为文
秘办公、办公室电话、日常交际、娱乐休闲和办公室闲谈等五个方面，根据读者的
需要可随时查看，即学即用。每部分的结尾还附有精彩的知识性片段，让你体会到
轻轻松松学习英语的乐趣。

我们在编撰这套丛书时，力求做到语言表达纯正、地道、简洁、实用。无论你
是在校的学生还是已经走上工作岗位的人士，我们相信本套丛书一定会让你兴趣盎
然、轻松高效地学习英语，并提高英语口语交际能力。我们真诚地希望“实用英语
口语高频话题”丛书能够成为广大英语学习者的良师益友，使你能在短期内快速
提高英语口语水平。

参与本书编写的除了江海波、董亮外，还有北京大学的张杰、管卫勇、孙遥遥、
洪潇、李征、罗福生、郭庆、梅涛、陈娜、吕松、刘寅春等。David Daniel 对本
书的审订和修改付出了大量的辛劳，在此表示由衷的感谢。

由于作者水平有限，错误和疏漏之处在所难免，诚望读者批评指正。

本书的音频材料由美国语言教育专家 Joe Edwards 先生和 Laura Estelles 女
士朗读。他们还审阅了本书。

编 者

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附錄 1

Part 1

Secretary Routine

文秘办公

Part 1

文秘办公

...and keep them on files.

Unit 1

Letter, Fax and Telegram

信件、传真和电报

Top Sentences 典型例句

1. Please send a contract to XYZ Company about project A and urge them to sign the offer as soon as possible. 请给 XYZ 公司寄一份关于 A 工程的合同，并催促他们尽快还盘。
2. Would you please send this fax together with the contract terms to Mr. Smith? 请你将此传真连同合约条款一起发给史密斯先生好吗？
3. Process the letters yourself and keep them on files. 你自己处理这些信件，然后存档。
4. This is an urgent letter which should be sent by registered express airmail. 这是一封急信，需用航空挂号快递寄出。
5. The others are ordinary letters. You may send them by surface mail. 其他的都是普通信件，用平信寄出就行了。
6. Should I enclose this commercial paper with this letter? 我要不要随信附寄这份商业文件呢？
7. I want to send a cable first, then send an invoice. 我想发一个电报并邮寄一张发票。

Words and Phrases 生词与词组

acknowledge 告知收到；答谢

fax 传真

page number 页码

clear 清楚的，清晰的

out of order 故障

receipt 接收

Fashion Conversations 轻松会话

Dialogue 1

A: Anne, would you mind coming in for a while?

B: Sure, Sir.

A: 安妮，请进来一下好吗？

B: 好的，先生。

- A: Please send a contract to XYZ Company about project A and urge them to sign the offer as soon as possible.
- B: All right. To whom shall I send this letter?
- A: Mr. Robert, their Managing Director.
- B: All right. I'll have it printed immediately.
- A: Thank you. Please also enclose their proposal.
- B: Sure, I will.
- A: 请给 XYZ 公司寄一份关于 A 工程的合同, 并催促他们尽快还盘。
- B: 好的, 这封信邮给谁呢?
- A: 罗伯特先生, 他们的董事长。
- B: 好的, 我现在就把它打印出来。
- A: 谢谢你, 请附上他们的建议。
- B: 当然, 我会的。

Dialogue 2

- A: Hi, Mary, I'm reading a book on letter writing. Look, this is the layout of a business letter. But I don't know what all these parts mean. For example, here, the heading. What does it mean?
- B: Well, the heading is the sender's (or writer's) address. If you use letter head stationery, it is already printed with the name of the company, the telephone and fax number, email and so on. But if it is typed, it must be typed at the upper right-hand corner of the first page.
- A: Then would you mind telling me how to write the date?
- B: Of course. It consists of the day, the month, and the year. The month should be written in words or in its abbreviation. And don't forget to put a comma after the month. For example, "8 September (or Sept.), 2009."
- A: But I found the date in some letters was written in this way, "Jan. 15, 2009."
- B: I think it's the American way of writing the date. You could do that. But you'd better avoid writing the date like this: 3-10-2008. Because it is hard to tell whether it is March 10, 2008, or 3 October, 2008.
- A: It's really ambiguous, isn't it? But how to write the address?
- A: 嗨, 玛丽, 我正在读一本关于信函写作的书。瞧, 这是一封商务信函的格式, 但我不明白这些内容的意思, 例如, 这里的信头是什么意思?
- B: 唔, 信头是发信人(或写信人)的地址。如果你使用的是公文信笺, 上面总是印着单位名称、电话和传真号码、email 等等。但要是打印, 那就得把信头打在第一页的右上角。
- A: 那么你能告诉我怎样写日期吗?
- B: 当然可以。日期包括日、月和年, 月要写成单词或缩写的形式。别忘了在月后标上逗号。例如, 8 September (或 Sept.), 2009。
- A: 但是在某些信中我发现日期是这样写的, 例如, Jan. 15, 2009。
- B: 我认为这是美国人的日期写法。你可以这样写, 但是你最好不要把日期写成这样: 3-10-2009。因为这很难区别是 2009 年 3 月 10 日还是 2009 年 10 月 3 日。
- A: 真是模棱两可, 不是吗? 那么怎样写地址?

- B:** The inside address is the same as the receiver's address on the envelope.
- A:** Then I know how to write the receiver's address. How about the salutation?
- B:** Here. (Pointing) The salutation is an essential part of an English letter. It's followed by a comma in British English, or colon in American English.
- A:** May I write "Dear Sir", "Dear Gentlemen" in the salutation?
- B:** You could write "Dear Sir", "Dear Sirs" or "Dear Mr. Smith", but only "Gentlemen" without "Dear".
- A:** Can I write "Dear Miss Mary"?
- B:** No. You could write "Dear Mary" in a personal letter. For a business letter just write the family name or surname with the title Mr., Mrs., Miss or Ms. in the front.
- A:** I see. Does the body mean the most important part of the letter?
- B:** Of course. That's the reason why you write the letter.
- A:** And what can I write for the complimentary close here?
- B:** In modern business letters the most common forms of complimentary close are "Yours faithfully", "Yours truly", or "Faithfully yours", etc. But nowadays if you use the addressee's name in the salutation you can use "Yours sincerely". Only the first word of the complimentary close is written with a capital letter, and the close is usually followed by a comma.
- A:** May I use "Sincerely yours"?
- B:** Sure. In private letters you can directly use "Yours".
- A:** And the signature?
- B:** 信内地址与信封上的收信人地址书写是一样的。
- A:** 那我知道怎样写收信人的地址了。称呼怎么写呢?
- B:** 这里。(指着)称呼是英文信中的基本部分。通常英式英语后面用逗号, 美式英语后面用冒号。
- A:** 我可用“亲爱的先生”或“亲爱的绅士们”作称呼吗?
- B:** 你可写“亲爱的先生”或“亲爱的先生们”或“亲爱的史密斯先生”, 但是只有“绅士们”前不能用“亲爱的”。
- A:** 我可以写“亲爱的玛丽小姐”吗?
- B:** 不可以。你可以在私人信上写“亲爱的玛丽”。在公务信上只写姓, 前面写上先生、夫人、小姐或女士。
- A:** 我知道了。正文是信件最重要的部分吗?
- B:** 当然。这是你写信的目的。
- A:** 信尾敬语写些什么呢?
- B:** 在现代商务信函中, 最普通的信尾敬语是“你的忠实的”(“Yours faithfully”, “Yours truly”或“Faithfully yours”)等等。但是, 现今如果你在称呼里写收信人的名字时你可以用“Yours sincerely”。只有敬语中的第一个词首字母要大写, 在第二个词后面要用逗号。
- A:** 我可以用“你的真诚的”(“Sincerely yours”)吗?
- B:** 当然可以。在私人信中你可直接用“你的”。
- A:** 怎么签名呢?

B: The signature is important in both business and private letters. In business letters, to avoid mistakes resulting from illegible signatures, the name is always typed below the handwritten one, usually with the position underneath.

A: I've learned the layout of the letter. Thank you very much, Mary.

B: It's my pleasure.

B: 签名在私人信和商务信中都是重要的。在商务信中, 为了避免由于字迹不清的签名引起的错误, 在手写签名下面还要把名字打出来。通常再加上其职务。

A: 现在我已学会了信的格式, 非常感谢你, 玛丽。

B: 别客气。

Dialogue 3

A: Annie, would you please send this fax together with the contract terms to Mr. Smith?

B: Sir, I'm sorry to tell you that their fax machine is out of order and they expect it will resume normal service tomorrow morning.

A: How do you know about it?

B: Jack had to send a fax to Mr. Smith five minutes ago and he told me about it.

A: That's too bad. The fax is very important indeed.

B: I'll try again in the afternoon. Don't worry. Their fax machine is under repair now.

A: 安妮, 请你将此传真连同合约条款一起发给史密斯先生好吗?

B: 先生, 很抱歉告诉你他们的传真机出故障了, 预计明天早上才能恢复正常。

A: 你怎么知道的?

B: 5 分钟前杰克也要发传真给史密斯先生, 是他告诉我的。

A: 那真糟糕。那份传真实很重要的。

B: 我下午再试试。请不用担心, 他们正修着传真机。

Dialogue 4

A: Miss Chen, I'll go to America to spend my holidays. Would you please book a seat on a flight from Beijing to Washington this afternoon?

B: All right, Mr. Carter. A telex message from London has just come in. Shall I get it for you?

A: Yes, please give it to me now. By the way, any orders today?

B: Yes. I've forwarded them to the Sales Department. Here's the telex message from London.

A: Thank you.

B: Shall I hold your business mail while you are gone or process the letters myself?

A: Process the letters yourself and keep them on files.

A: 陈小姐, 我要到美国度假了。请你今天下午预订一张从北京到华盛顿的机票好吗?

B: 好的, 卡特先生。刚从伦敦来了封电传, 要我拿给您吗?

A: 好吧, 请拿给我。顺便问问, 今天有订单吗?

B: 是的。我已经把它们转给销售部了。这是从伦敦来的电传件。

A: 谢谢。

B: 您不在时要我把您的业务信件保管起来呢还是我自己处理?

A: 你自己处理这些信件, 然后存档。

But forward private mails to me two weeks before the end of my holidays.

B: I see.

A: That will be all for now. I'll call on you if I need anything else.

但是在我度假结束前两星期把我的私人信件转给我。

B: 我明白了。

A: 现在就这些事了。如果我还有什么事我再叫你。

Dialogue 5

A: Miss Chen, would you please prepare all these letters for posting?

B: Yes, Mr. Dickens.

A: This is an urgent letter which should be sent by registered express airmail. The others are ordinary letters. You may send them by surface mail.

B: All right. Who would you like me to address this urgent letter to?

A: It's sent to Mr. Li Daming. I believe he's in Beijing now.

B: Should I write Mr. Li's home or office address?

A: Please write his office address. He might be at work when it arrives.

B: Should I enclose this commercial paper with this letter?

A: Yes, that's right.

A: 陈小姐, 请你将这些信件整理后邮寄好吗?

B: 好的, 狄更斯先生。

A: 这是一封急信, 需用航空挂号快递寄出。其他的都是普通信件, 用平信寄出就行了。

B: 好的。这封急信上要写谁的地址呢?

A: 这封急信是寄给李大明先生的。我相信他在北京。

B: 我该写李先生家里的地址还是写他办公室的地址?

A: 请写上他办公室的地址。信件到达时, 他可能正在上班。

B: 我要不要随信附寄这份商业文件呢?

A: 是的, 附上吧。

Dialogue 6

A: Good morning, Madam. What can I do for you?

B: I want to send a cable first, then send an invoice. Will you please give me a blank? What's the rate?

A: If you send your cable full rate, it's 20 cents per word, minimum charge one dollar; if it's urgent, the rate will be doubled.

B: I'll send it as "urgent".

A: By the way, please write them in capital letters.

B: All right. Is it OK? How much is it?

A: 早上好, 太太, 有什么事情需要帮助吗?

B: 我想发一个电报并邮寄一张发票。给我一张表好吗? 价格是多少?

A: 如果全价的话, 每个单词 20 分, 最低一美元, 如果加急的话, 价格加倍。

B: 我发加急电报。

A: 顺便说一下, 请用大写字母写。

B: 是的, 可以了吗? 多少钱?

A: That will be \$3.2. Anything else I can do for you?

B: Yes. This invoice is very important and I want to send it to a company in London.

A: I suppose you would like to have it registered.

B: Yes. How long will it take?

A: About a week.

B: Oh no, it's too late. Any other faster means? I want it to reach our client as early as possible. Money is no object.

A: In that case, I'd suggest you send it special delivery or express. By special delivery, it takes about only one day.

B: That's good. I'll send it special delivery. What's the postage?

A: \$30 for the stamp, \$3.2 for the cable. All together is \$33.2.

B: OK, by the way, I have a money order to cash.

A: Sign your name here, Madam. Have you brought your ID card with you?

B: Yes, here you are.

A: 3.2 美元。还有什么需要帮助的吗?

B: 是的, 这个发票很重要, 我想把它寄往伦敦的一个公司。

A: 我想你需要寄挂号信。

B: 好的, 要多长时间?

A: 大约一星期。

B: 不, 太晚了, 有其他快点儿的方式吗? 我想让它尽快到达我们的委托人手里, 钱不是问题。

A: 那样的话, 我建议您用特快专递, 那只需一天。

B: 太好了, 我用特快专递, 邮资是多少?

A: 30 美元的邮票, 3.2 美元的电报, 一共是 33.2 美元。

B: 好的, 顺便说一下, 我要取汇款。

A: 请在这儿签上您的名, 女士。您带身份证了吗?

B: 是的, 给你。

Brilliant Paragraph 精彩片段

The Digital Entertainment Academia League (DEAL) is presenting the inaugural "Beijing's Your Playground—2007 Beijing Summer Digital Entertainment Jam," which will gather digital entertainment enthusiasts from Asia, Europe and the United States, in the form of nine workshops, symposiums and exhibitions held from July 5 to August 10. The Jam will focus on future entertainment, interactive advertisement, and communication-based technologies.

(Adapted from english1.cri.cn, June 27, 2007)

“数字娱乐学盟(DEAL)”在北京举行“北京是你的游乐场——2007 北京夏季数字娱乐节活动”。此次活动将吸引来自亚洲、欧洲和美国的数码娱乐爱好者。活动分为九个场地, 从 7 月 5 日至 8 月 10 日, 将以工作室、讨论会和展览等形式进行。此次活动将致力于未来娱乐、互动广告以及以沟通为基础的技术。

Unit 2

File Keeping 文件归档

Top Sentences 典型例句

1. What should I know about the management of the files? 档案管理须知都有什么?
2. Mary, could you file these reports for me? 玛丽, 帮我把这报告归档好吗?
3. Sorry, I'm a little tied up right now. Could I do it later? 不好意思, 我这会儿很忙。我能待会儿再做吗?
4. Would you like me to file these documents according to dates or in alphabetical order? 我要按照日期顺序还是按字母顺序把这些文件归档?
5. Could you give me some advice on the way of filing documents in our company? 你能就公司的档案管理给我些建议吗?
6. Keep the documents in each file in chronological order. 每卷档案要按照年月日顺序存档。
7. Remove clips and pins. Papers which have to be attached together should be stapled. 去掉回形针和大头针。相关文件应当用订书钉钉在一起。
8. "One custom, one file" is the rule. And being consistent is essential. "一户一卷"是立档的规定, 而且, 最重要的是始终如一。
9. Punch the papers evenly so that they lie squarely in the folder for filing. 文件打孔要一致, 以便使文件在文件夹里整齐。
10. File management is very complex and important. 档案管理是非常复杂、非常重要的工作。

Words and Phrases 生词与词组

alphabetically 按字母顺序地

check 检查, 核对

classify 把……归类

correspondence 通信

file cabinet 档案柜

filing system 归档系统

calculator 计算机, 计算器

chronological 按年代顺序排列的

classify 分类, 分等

cross-reference 对照表

filing instruction 归档说明

geographical 地理的, 地域的

heading 标题

issue 发行, 印行; 流行

look through 审核

particular 特定的, 独特的

pin 大头针

punch 在……上打孔

routine 例行公事; 常规, 日常事务; 程序

sort 分类; 整理

subject 主题

the essence of filing 归档要素

Fashion Conversations 轻松会话

Dialogue 1

A: Miss Bai, do you know the filing system in our company?

A: 白小姐, 你知道本公司的归档系统吗?

B: Yes, I attended a training class before I started work in this office.

B: 是的。我来办公室开始工作前参加了一个培训班。

A: What is the essence of filing, do you know?

A: 你知道归档的要素吗?

B: Yes, I do. The essence of filing is to bring together in a single folder or file all papers relating to a particular subject.

B: 是的, 我知道。归档的要素是把档案存入档案夹内或把所有的文件归入一个特定的编目。

A: That means "One customer, one file".

A: 那就是说“一户一档”。

B: And each file should be named clearly, either in block capitals or in jet-black typed capitals.

B: 而且每个档案名称清晰, 或者用印刷体大写字母或者用黑体字大写字母。

A: That's right. And how should the filing materials be sorted into order?

A: 对。要入档的材料如何分类呢?

B: There are four basic methods of classifying materials for filing: alphabetical, numerical, geographical, and by the subject.

B: 归档材料分类有 4 种基本方法: 按字母、按数字、按地理区域和按专题。

A: Great! You have a good memory.

A: 真棒! 你记性真好。

Dialogue 2

A: Miss Lin, have you found those files I requested?

A: 林小姐, 你找到我要的那些文件了吗?

B: I feel terribly sorry, Sir. I looked through almost all the documents you gave me, but I couldn't find them. I think maybe they are in other places.

B: 非常抱歉, 先生。我几乎查看了所有你给我的文档, 但是我没有找到你要的文件。我认为或许它们在其他地方。

A: Really? By the way, did I give Mr. Brown's files to you?

A: 真的吗? 对了, 我给你布朗先生的文件夹了吗?

B: I don't think so.

B: 没有。

A: Here you are. And do you remember how our filing

A: 给你。还有, 你还记得我们的归档

system works?

B: Sure I do. All the documents are arranged alphabetically.

A: Good. And I'd like you to restore all the old files and take care when you throw some of them away.

B: Of course. But I think I should find out the documents you need first.

A: That's right.

系统是怎样操作的吗?

B: 当然记得,所有的文件都是按字母顺序排列的。

A: 很好。我想让你把所有的旧文件整理一遍,处理文件的时候要慎重。

B: 那当然了。我先把您需要的文件找出来再整理吧。

A: 你说得对。

Dialogue 3

A: Excuse me, Miss Liu, I'm Dora, the new secretary.

B: Is there anything I can do for you?

A: Yes. Before I came here to start the work in this office, I attended a training class of filing system.

B: That's good.

A: And I want to know that whether what I have learned is proper for our company.

B: I see. You want me to check what you have learned.

A: Yes, please.

B: With pleasure.

A: 打扰一下,刘小姐,我是多拉,新任秘书。

B: 有什么我可以帮忙的吗?

A: 有点事。来这儿开始工作之前我参加了一个培训班,学习归档系统。

B: 那很好啊。

A: 我想了解我所学的东西是否适用于我们公司。

B: 我明白了,你是想让我检查一下你学的东西。

A: 是的,好吗?

B: 乐意效劳。

Dialogue 4

A: Miss Wang, did you look up those files I requested?

B: I'm sorry, Mr. Steven. I couldn't find any information on that company, even though I checked all the cross-references. I don't think it's there.

A: I'm almost sure that information was filed.

B: Would you like me to check again under a different heading?

A: Yes, in fact I believe I asked you to put it in Mr. Brown's file.

B: Maybe that's why I couldn't find it. All the information on the Brown's correspondence is filed

A: 王小姐,你查过我要你查阅的资料了吗?

B: 史蒂芬先生,对不起,尽管我查了所有的对照表,仍未找到有关那个公司的资料,我想它不在那儿了。

A: 我几乎可以肯定,那份资料已存档了。

B: 你能让我在别的标题下再查一遍吗?

A: 可以,事实上,我认为我让你把它归入布朗先生的档案中了。

B: 或许这就是我为什么找不到的原因了。所有有关布朗的资料都归在“B”