

中等职业技术学校文秘与办公自动化专业教材

实用文秘英语

劳动部教材办组织编写

English
English
English



中国劳动出版社

中等职业技术学校文秘
与办公自动化专业教材

实用文秘英语

劳动部教材办组织编写

中国劳动出版社

图书在版编目(CIP)数据

实用文秘英语/劳动部教材办公室组织编写. —北京:
中国劳动出版社, 1997. 9

中等职业技术学校文秘与办公自动化专业教材

ISBN 7-5045-2147-7

I. 实… I. 劳… III. 文书-英语-专业学校-教材
IV. H31

中国版本图书馆 CIP 数据核字(97)第 17982 号

中国劳动出版社出版

(100029 北京市惠新东街1号)

责任编辑 高永新

责任校对 高亚锋

北京朝阳北苑印刷厂印刷 新华书店总店北京发行所发行

1998年3月第1版 1998年12月北京第2次印刷

开本:787×1092毫米 1/32 印张:10.125

字数:222千字 印数:5000

定价:15.00元

前 言

随着改革开放的深入,市场经济的不断发展,办公设备也随之更新换代,复印机、传真机、打字机、速印机、文字处理机等现代办公设备已普及,而且日臻完善。因此从事办公室工作的文秘人员需要提高业务水平和技术素质。为使培训文秘及办公自动化专业人才的工作逐步规范化,劳动部教材办会同有关部门组织编写了这套《文秘与办公自动化》专业通用教材及教学大纲。

这套教材的编写是从社会实际需要出发,以培训合格的专业人才为目的,特别强调了教材的实际、实用、实效以及科学性、先进性和针对性。在内容的编选上尽量做到由浅入深、易学易懂,使培训对象既能掌握一定的理论知识,又能掌握操作技能技巧,还能为进一步学习新知识、新技能奠定基础。

此套教材共有:《计算机操作技术》、《常用办公设备操作》、《统计与会计基础》、《文秘应用文》、《文秘实务》、《公共关系学》、《文件与档案管理》、《英文打字技能技巧》、《实用文秘英语》等九种。

由于《文秘与办公自动化》专业培训教材的编写,目前经验尚不成熟,教学方式和教学内容还没形成较完善的固定模式,需要在研究探讨使用过程中不断完善,恳请广大读者多提意见,使本套教材达到预定目标,起到应有的作用。

劳动部教材办

1995 年 5 月

内 容 提 要

本教材是根据国家劳动部有关文秘与办公自动化系列教材编写要求编写的,供文秘类专业的中专、职校和技校学生使用。

全书分为两部分。第一部分主要包括打电话、接待、邮务、饭店情景对话、访问外国朋友、找工作、银行事务、游览和购物等内容;同时编入了定语从句、名词性从句等语法项目。第二部分主要包括外贸谈判、商业函件、电报电传、开幕词、闭幕词、会议记录与各种表格等内容和不定式、动名词、分词等语法项目。

本教材是以文秘工作人员日常的工作职责与任务进行总体设计编写的,内容丰富,实用性强,包括了社交及商务活动的各个方面。

本书由上海市现代职业技术学校裘佩龄同志编写,上海工程技术大学李祥德副教授和同济大学张雪云副教授审稿。

目 录

CONTENTS

Part One

Chapter One Telephone Calls (1)

Lesson One

(I) Calling Someone to the Phone (4)

(II) Dialing the Wrong Number (4)

(III) I Think You Have the Wrong Number (5)

(IV) Talking to the Operator (5)

(V) We Were Cut off (6)

Lesson Two Leaving a Message (12)

Lesson Three

(I) Giving Instructions to the Secretary (19)

(II) Asking for Information and Making a
Flight Reservation (19)

(III) Ordering a Taxi (20)

Lesson Four

(I) Changing the Date for a Meeting (26)

(II) Failing to Attend a Meeting (26)

Lesson Five Making an International Call (32)

Chapter Two Reception (39)

Lesson Six	Receiving Clients	(40)
Lesson Seven	Do I Have any Messages?	(45)
	语法:定语从句	(49)
Chapter Three	At the Post Office	(59)
Lesson Eight	Buying Stamps and Registering Letters	(60)
Lesson Nine	Could You Tell Me How Much the Postage Is?	(65)
Lesson Ten	Picking up the Package and Cashing the Money Order	(69)
Chapter Four	At a Restaurant	(74)
Lesson Eleven	Dining in the Restaurant	(75)
Lesson Twelve	A Farewell Dinner	(84)
Chapter Five	Visiting Foreign Friends	(95)
Lesson Thirteen	David Ma Pays a Visit to Mr. Brown	(96)
Lesson Fourteen	Why to Be Afraid of Visiting Foreign Homes?	(103)
	语法:名词性从句	(107)
Chapter Six	Looking for a Job	(112)
Lesson Fifteen	(I) I'm Sorry the Job Has just Been Taken ...	(113)
	(II) Sitting for an Interview	(113)
Lesson Sixteen	I Came about the Job You Advertised	(121)

Chapter Seven At the Bank	(129)
Lesson Seventeen At the Bank	(131)
(I)Would You Cash These Traveler' s Checks and Change These Pounds for Me,Please?	(131)
(I)How to Open a Savings Account	(131)
(II)Opening a Checking Account	(132)
Lesson Eighteen The Bank Service	(140)
Chapter Eight Sightseeing and Shopping	(147)
Lesson Nineteen What a Grand View!	(148)
Lesson Twenty Introducing Scenic Spots ...	(152)
Lesson Twenty-one Shopping	(158)
Vocabulary	(164)

Part Two

Chapter One Negotiations on Foreign Trade and Economics	(176)
Lesson One Price	(177)
Lesson Two Quality First	(183)
Lesson Three Packing	(188)
Lesson Four Delivery Date	(192)
Lesson Five Negotiation Concerning the Terms of Payment	(196)
语法:动词的非谓语形式	(199)
Chapter Two Business Letters	(207)

Lesson Six	A Letter to a Professor	(208)
Lesson Seven	Enquiry	(220)
Lesson Eight	Quotation	(223)
Lesson Nine	Ordering	(227)
Lesson Ten	Contract	(232)
	语法:现在分词和动名词(V-ing)	(236)
Lesson Eleven	L/C Amendment	(245)
Lesson Twelve	Shipment	(250)
Lesson Thirteen	Insurance	(255)
Lesson Fourteen	Terms of Payment	(261)
	语法:过去分词(V-ed)	(266)
Chapter Three	Telegram, Telex and Fax	(272)
Lesson Fifteen	A Telegram	(273)
Lesson Sixteen	Telex and Fax	(278)
Chapter Four	Opening Speech, Closing Speech and Minutes	(283)
Lesson Seventeen	Opening Speech and Closing Speech	(284)
Lesson Eighteen	Minutes of a Class Meeting ...	(287)
Chapter Five	Forms	(290)
Lesson Nineteen	Some Samples of Forms	(291)
(I)	Invoice	(291)
(II)	Notice of Delivery	(292)
(III)	Application of Remittance	(293)
(IV)	Telegram	(294)

(V)Application for Collection	(295)
(VI)Packing List	(296)
(VII)Sales Confirmation	(297)
(VIII)Purchase Contract	(300)
Vocabulary	(304)

PART ONE

Chapter One Telephone Calls

电话是人们重要的交际手段。不论是日常生活的事宜,还是商业性的活动,人们都可以通过电话进行联系和讨论。对一个文秘工作者来说,接打电话更是他们的重要日常工作。

电话英语属于口语体(spoken English),但比日常的口语要求高。这是由于电话本身的特点决定的。打电话时看不到对方,无法用面部表情和手势表达自己的思想,而且打电话还受到时间的限制。因此,打电话时要求双方语音清晰,语言简练、明了。此外,打电话往往要遵循一定的步骤。

下面将分别叙述打电话与接电话的要领。

I. 接电话:

1. 在接电话时,应先报自己的单位或自己的姓名。为了表示礼貌可以加上“Good morning!”一类的问候语。
2. 电话交谈无法借助于面部表情,因此措辞比平时要更加恭敬些,尽量避免使用“What's your business?”“What do you want?”一类的话。要经常使用“please”“Would you mind...?”“Could you...?”等结构的句子。
3. 若是陌生人打来的电话,问明其所在单位名称和姓名。对方若未说出自己的姓名和单位名称,那就问对方

“Who is calling, please?” “How do you spell your name, please?” “Would you tell me your company's name, please?”

4. 客气地转接电话。例如, 对方说: “May I speak to Mr. Charles?” 你可以回答: “Just a moment, sir.” “Yes, just a second” 等等。
5. 如是一位你非常熟悉的人打来电话, 你可以说 “It's you, James.” 若你是一位秘书, 认为暂时不宜将电话转给领导或负责人, 就可询问对方的意图。 “Mr. Wang is occupied right now. Could you tell me what you'd like to speak to him about?” 若认为对方显然会给领导带来麻烦, 就干脆说: “Mr. Wang is in conference and won't be available for some time.”
6. 如请对方等候时, 要询问对方是否方便, 以表示歉意。 “I'm sorry to have kept you waiting.” 如时间太长, 则问: “Would you care to wait?”
7. 要找的人不在, 或无法接通电话时, 可请对方留话, 表示主动联络, 并要说明理由。 “I'm sorry, Mr. Wang is out.” “May I take a message, so that he can call you?” 可以问对方的电话号码 “Could you give me your phone number, please?”
8. 通完电话时, 要道谢, 表示礼貌。 “Thank you for calling.”
9. 要等对方挂电话之后再挂电话。一般来说, 打电话的人先挂电话, 若对方是顾客或长辈, 也应让对方先挂。
10. 接到打错的电话要客气地回答对方。 “I'm sorry, it is a wrong number, sir.”

II. 打电话:

1. 打电话之前,对自己讲话的内容要做到心中有数。
2. 先报自己姓名,然后说出想跟何人讲话。
3. 打电话给对方要注意时间是否适当。晚上很晚打电话到别人家,首先应道歉。可说:“I'm sorry to call you this time of the day.”如早上很早打电话,应说:“I'm sorry to call you so early.”关于公事,在星期天或休假时打电话到私人家,应说:“I'm sorry to call you at your home on your day off.”如对方已经睡觉了,把对方叫起来时应说:“I'm sorry to have woken you up.”

Lesson One

(I) Calling Someone to the Phone

Secretary: Hello.

Chang: Hello. May I speak to Mr. Smith, please?

Secretary: Who shall I say is calling?

Chang: Chang Ming of the Light Industrial Products Import and Export Corporation.

Secretary: Just hold the line a minute, Mr. Chang.

(To Smith) Mr. Chang of the Light Industrial Products Import and Export Corporation wants to speak to you.

Smith: Hello, Mr. Chang. This is Smith speaking.

Chang: Good morning, Mr. Smith. I have a few questions to ask you about the papers you sent us yesterday...

(II) Dialing the Wrong Number

A: Johnson Hotel.

B: Oh, sorry. I was trying to reach the Light Industrial Products Import and Export Corporation. But I dialed

the wrong number.

(III) I Think You Have the Wrong Number

A: Hello. This is Pedro from Johnson Supermarket.

Is Dick in, please?

B: I'm sorry. I think you have the wrong number.

A: Oh ,sorry to have troubled you.

(IV) Talking to the Operator

Smith: Operator, would you dial the number for me,
please?-21534577

Operator: Wait a minute, please.

...

I'm sorry, nobody answered the phone.

Smith: Would you try another number for me, please?

Operator: Yes. What's the number?

Smith: 2153825

Operator: One moment, please.

...

I'm sorry, the line is busy.

...

Smith: Could you try the number once more, please?

Operator: OK. ... (It's ringing.) Go ahead, please.

Smith: Thank you very much.

(V) We Were Cut off

Smith: Operator, could you connect me with the Great Wall Hotel?

Operator: Hold on, please.

...

That's your party. Go ahead.

...

Smith: Operator, we were cut off.

Operator: Just a moment. I'll try again.

...

It's on the line. Go on speaking.

Smith: Thanks a lot.

New Words and Expressions

industrial [in'dʌstriəl] *adj.* 工业的, 产业的

product ['prɒdʌkt] *n.* 产品, 产品

import [im'pɔ:t] *vt.* 输入, 进口

[im'pɔ:t] *n.* 输入, 进口

export [eks'pɔ:t] *vt.* 输出, 出口

[ekspɔ:t] *n.* 输出, 出口

corporation [kɔ:pə'reiʃən] *n.* 有限公司

the Light Industrial Products Import and Export Corporation

轻工业品进出口公司

papers ['peipəz] *n.* (pl.) 文件

dial ['daɪəl] *v.* 拨(自动)电话, 打电话给……

party *n.* 电话共用线路, (电话通话的)对方

Notes to the Text

1. Who shall I say is calling? 是哪一位来的电话呀?
2. Just hold the line a minute. 别挂电话。
3. Go ahead, please. 请讲吧。
4. Hold on, please. 别挂断。
5. That's your party. 用户接通了。
6. We were cut off. 我们的线路断了。
7. It's on the line. 线路接通了。

Patterns

1. Announcing identity

Person calling

Hello, this is...

Good morning. ...here.

My name is...

Hello. I'm...

Person called

Hello, this is... Who's speaking?

May I have your name?

Who is that speaking?

Who is calling?

Whom are you calling?

Who shall I say is calling?

Yes, speaking

2. Ring off

Person calling