

公务员英语

English for Civil Servant

邱立志 张继清 编著

2



中国科学技术出版社
CHINA SCIENCE AND TECHNOLOGY PRESS

公务员英语 2

English for Civil Servant 2

邱立志 张继清 编著



NLIC2970873816

中国科学技术出版社

·北京·

图书在版编目(CIP)数据

公务员英语 2/邱立志,张继清编著. —北京:中国科学技术出版社,2012.9

ISBN 978-7-5046-6182-1

I. ①公… II. ①邱… ②张… III. ①公务员—英语—教材 IV. ①H31

中国版本图书馆 CIP 数据核字(2012)第 187906 号

本社图书贴有防伪标志,未贴为盗版

出 版 人 苏 青
策划编辑 肖 叶
责任编辑 张 莉
封面设计 阳 光
责任校对 王勤杰
责任印制 马宇晨

中国科学技术出版社出版

北京市海淀区中关村南大街 16 号 邮政编码:100081

电话:010-62173865 传真:010-62179148

<http://www.cspbooks.com.cn>

科学普及出版社发行部发行

北京国防印刷厂印刷

*

开本:700 毫米×1000 毫米 1/16 印张:8.75 字数:200 千字

2012 年 9 月第 1 版 2012 年 9 月第 1 次印刷

印数:1—2000 册 定价:29.80 元

ISBN 978-7-5046-6182-1/H·77

(凡购买本社的图书,如有缺页、倒页、
脱页者,本社发行部负责调换)



CONTENTS

UNIT 1	Conference Arrangements	(1)
UNIT 2	File Management	(15)
UNIT 3	Receptions and Send-offs	(28)
UNIT 4	Showing Visitors Around	(43)
UNIT 5	Entertaining Guests	(56)
UNIT 6	Working with Others	(68)
UNIT 7	Getting Help	(82)
UNIT 8	Time Management	(97)
UNIT 9	Time Zones	(109)
UNIT 10	Getting Personal	(123)

UNIT 1

Conference Arrangements

UNIT 1

❖❖❖ Brief Description

Understand the following items and give a brief description to each of them, trying to express yourself clearly.

conference room

conference minutes

loudspeaker

meeting chairman/moderator

video-recorder

microphone

❖❖❖ Workplace Dialogue

Listen to the dialogue which takes place in working surroundings and finish the exercises followed.

- Get familiar with the following expressions or phrases in order to understand the dialogue better.
 - ready for the meeting
 - video-record the whole meeting
 - take notes of the speeches and discussions
 - restricted to 15 minutes
 - be at the meeting on the dot
 - monthly managerial meeting
 - sum up their work of last month
 - Thank you for reminding me of that.
- Decide whether the following statements are true or false according to what you have obtained from the dialogue.
 - The minute books, spare copies of the agenda, paper, pencils, and name-cards are ready.

_____ True _____ False

- They haven't checked the microphone and the loudspeakers.

_____ True _____ False



English for Civil Servant 2

UNIT 1

- (3) They will need to video-record the whole meeting.
_____ True _____ False
- (4) They don't need to take notes of the speeches and discussions.
_____ True _____ False
- (5) The meeting agenda is in the folder with other documents.
_____ True _____ False
- (6) Every speaker can speak freely without any restrictions.
_____ True _____ False
- (7) The monthly managerial meeting will take place even if the three managers out on business cannot come back next Monday.
_____ True _____ False
- (8) The new computer system cannot be into use because of errors.
_____ True _____ False
3. When preparing for a meeting, we need many things to use. Name the items mentioned in the dialogue by their uses.

	Items	What's the use ?
(1)		A notebook for taking notes of a meeting
(2)		A list of the subjects to be discussed at a meeting
(3)		Signs with attendees' names put on the conference table
(4)		A piece of equipment you speak into to record your voice or make it louder
(5)		A piece of equipment used to make sounds louder
(6)		An electronic machine used to record, store and processing information
(7)		A container for keeping loose papers in
(8)		A computer system for describing and explaining some products, ideas, research, etc.

❖❖❖ Reading

Read the following passage and finish the exercises followed.

How to Organize a Conference?

Organizing a meeting can be quite a challenge. When more people are involved, scattered over different locations, all with busy schedules, it can become quite a job to successfully organize a conference in which all participants needed are present, and feel motivated, not to mention choosing good conference venues, meeting minutes to take, or a proper agenda.

Generally when you need to organize a conference, it is important to take action as soon as possible, react adequately and confirm quickly. Clear and prompt communication is very essential. A problem which is encountered by many people is that participants are not available at your chosen moment.

Agenda

An agenda is more than just a list of the subjects to be discussed. Preparing a professional agenda will lead to a more structured and effective conference.

Find out in which period the meeting has to take place. You need to know how long the meeting will take as well as the subject and the participants. Select 2, 3 or 4 suitable moments in which your manager is available for your meeting to organize, and block this time. Especially when the meeting participants originate from different companies, you can make use of a practical meeting planning utility.

Minutes

Don't forget minutes to take. These are very important, as the decisions made, and arguments which have led to the decisions can be very important at a later stage.

There are several types of minutes. Most used versions are the ones in which per agenda item the main conclusions are written.

A very useful tool is the action list. In one overview you can see which actions need to be taken, by which person, including the deadline.

Conference Venues

Successful conferences depend very strongly on the venues you choose. Take into account the amount of participants, the subject and goal of the conference. It is wise to plan informal moments, in which people can relax a bit. This gives them opportunity to talk with others, and it would not be the first time that these moments are the basis of fantastic



business deals.

Attendees

Make a list of the participants. Start with the most important ones, essential for this meeting. Subsequently fill in the persons with a lower priority. Write down the names of the secretaries of the meeting as well.

In case a participant is not available at the dates mentioned, call the secretary, and ask at which dates her manager is available. Send a new proposal to all participants with the alternative data (after checking the location). If the above is not sufficient, call the secretary of the person not available, and ask if the meeting of her manager at the desired date can be shifted. It is important to explain that you are planning a meeting for a large group of people, in order to gain understanding.

❖❖❖ New Words and Expressions

- challenge [ˈtʃælɪndʒ] *n.* 挑战; 有挑战性的事情
scatter [ˈskætə] *vt. & vi.* 分散
participant [pɑːˈtɪsɪpənt] *n.* 参与者
motivated [ˈməʊtɪveɪtɪd] *adj.* 有动力的; 有积极性的
venue [ˈvenjuː] *n.* 场地
agenda [əˈdʒendə] *n.* 日程; 会议议程
adequately [ˈædɪkwətli] *adv.* 足够地; 适当地
prompt [prɒmpt] *adj.* 立即的; 及时的
communication [kəˌmjuːnɪˈkeɪʃən] *n.* 沟通; 交流
encounter [ɪnˈkaʊntə] *vt.* 遇到; 偶然碰到
structured [ˈstrʌktʃəd] *adj.* 有结构的; 有秩序的
block [blɒk] *vt.* 勾画
originate [əˈrɪdʒɪneɪt] *vi.* 起源; 来自
utility [juːˈtɪlɪti] *n.* 设备; (计算机的) 应用程序
version [ˈvɜːʃən] *n.* 版本; 形式
overview [ˈəʊvəvjuː] *n.* 概述; 概况
fantastic [fænˈtæstɪk] *adj.* 奇特的; 美妙的
subsequently [ˈsʌbsɪkwəntli] *adv.* 接着; 紧跟
priority [praɪˈɒrɪti] *n.* 优先; 优先权
alternative [ɔːlˈtɜːnətɪv] *adj.* 可供选择的; 二选一的
sufficient [səˈfɪʃənt] *adj.* 足够的; 充足的

shift [ʃɪft] *vt & vi.* 改变;变换
 not to mention 更不用说
 take action 采取行动
 as well as 也,还有
 at a later stage 后来
 take into account 考虑
 make a list of 列表;列出……的清单
 start with 以……作为开头

❖❖❖ Comprehension of the Reading Passage

1. *Decide whether the following statements are true or false according to the passage.*

(1) Choosing good conference venues is very easy.

_____ True _____ False

(2) A problem that many people encounter is that participants are not available at your chosen moment.

_____ True _____ False

(3) An agenda is just a list of the subjects to be discussed, and don't take it serious.

_____ True _____ False

(4) A practical meeting planning utility is often useful to organize a big meeting.

_____ True _____ False

(5) Most used versions of minutes are a overall list of subjects to be discussed at a meeting.

_____ True _____ False

(6) It is wise to plan informal moments during a meeting, in which people can relax a bit.

_____ True _____ False

(7) A list of the participants often start with the least important attendees.

_____ True _____ False

(8) When you are planning a meeting for a large group of people, to gain understanding is very important.

_____ True _____ False

2. *There are four things discussed in the passage which are stressed to be important. Find a sentence or a phrase which tells the importance about each of the four things.*



	Items	A sentence or a phrase telling the importance
(1)	Agenda	
(2)	Minutes	
(3)	Venues	
(4)	Attendees	

❖❖❖ Discussing Topics

Discuss the following questions in class, using as many of the given words and expressions as possible.

1. Talk about a conference agenda with your desk-mate or your conversation partner, including all the subjects to be discussed at the meeting.

Words and Expressions: date and time (day, month, morning or afternoon or evening, o'clock), questions to be answered, problems to be solved, plans to be promoted, who to speak, who to be the moderator, means of transport, informal activities, relaxing hours ...

2. Supposing you have to organize a meeting for your company, discuss the details of your conference plan with your manager (role-play with your desk-mate or your conversation partner).

Words and Expressions: conference agenda (subjects to be discussed), minutes (notebook, or computer), venue (where it is, how far, how to get there, when to start, time spent on the way, meal arrangements, hotel rooms, etc.), attendees (essential ones, notification and confirmation, available date and time for attendees, transport arrangement, etc.), airport or train station pickup, welcoming remarks ...

References

❖❖❖ Workplace Dialogue

Transcript

Mr. Black: Well, are you ready for the meeting, Yang Rui?

Yang Rui: Yes, everything is OK. The minute books, spare copies of the agenda, paper, pencils, and name-cards for each attendee are all on the conference table.

Mr. Black: Good. Have you checked the microphone and the loudspeakers?

Yang Rui: Yes, they are all right. Do we need to video-record the whole meeting?

Mr. Black: Yes, this is a very important meeting. You'd arrange to take notes of the speeches and discussions.

Yang Rui: I've asked Lucy to do that with a computer.

Mr. Black: Good. I hope the meeting will be a success. Is the conference room ready for the meeting, Yang Rui?

Yang Rui: Yes, Mr. Black.

Mr. Black: Where's the agenda?

Yang Rui: It's in the folder with other documents. Every speaker is restricted to 15 minutes and there is a thirty minutes' discussion at the end.

Mr. Black: Fifteen minutes is enough, I believe. But be sure to ask every attendee to be at the meeting on the dot.

Yang Rui: I've made it clear in the notice. They know it's an important meeting.

Mr. Black: Being punctual is what I look forward to. One more thing, Yang Rui, the monthly managerial meeting is planned next Monday. Have you notified every department manager?

Yang Rui: Yes, except three who are out on business.

Mr. Black: Great. Just ask the assistant managers to attend the meeting if they can't appear until next Monday.

Yang Rui: Yes, sir. I've also asked them to sum up their work of last month.

Mr. Black: That's good. Is the computer in the conference room good for managers to make presentations?

Yang Rui: Yes, sir. We have renewed the computer presentation system there, and it'll be better than ever.

Mr. Black: You mean there's a new computer system? But, remember to have a test before the meeting, for new systems are easy to make errors.

Yang Rui: Yes, I will. Thank you for reminding me of that.

Answers

Listen to the dialogue which takes place in working surroundings and finish the exercises followed.

1. Get familiar with the following expressions or phrases in order to understand the



dialogue better.

- (1) ready for the meeting 为会议做好准备
- (2) video-record the whole meeting 对整个会议录像
- (3) take notes of the speeches and discussions 记录发言和讨论
- (4) restricted to 15 minutes 限制在 15 分钟
- (5) be at the meeting on the dot 准时到会
- (6) monthly managerial meeting 月度经理会议
- (7) sum up their work of last month 总结上月的工作
- (8) Thank you for reminding me of that. 谢谢你提醒我。

2. Decide whether the following statements are true or false according to what you have obtained from the dialogue.

- (1) True (2) False (3) True (4) False
- (5) True (6) False (7) True (8) False

3. When preparing for a meeting, we need many things to use. Name the items mentioned in the dialogue by their uses.

	Items	What's the use?
(1)	A minute book	A notebook for taking notes of a meeting
(2)	An agenda	A list of the subjects to be discussed at a meeting
(3)	Name-cards on the conference table	Signs with attendees's names put on the conference table
(4)	A microphone	A piece of equipment you speak into to record your voice or make it louder
(5)	A loudspeaker	A piece of equipment used to make sounds louder
(6)	A computer	An electronic machine used to record, store and processing information
(7)	A folder	A container for keeping loose papers in
(8)	A computer presentation system	A computer system for describing and explaining some products, ideas, research, etc.

❖❖❖ Reading

Answers

- Decide whether the following statements are true or false according to the passage.
 (1) False (2) True (3) False (4) True
 (5) False (6) True (7) False (8) True
- There are four things discussed in the passage which are stressed to be important. Find a sentence or a phrase which tells the importance about each of the four things.

	Items	A sentence or a phrase telling the importance
(1)	Agenda	Preparing a professional agenda will lead to a more structured and effective conference.
(2)	Minutes	The decisions and arguments can be very important at a later stage.
(3)	Venues	Successful conferences depend very strongly on the venues you choose.
(4)	Attendees	The most important attendees are essential for this meeting.

Detailed Study of the Reading Passage

- Organizing a meeting can be quite a challenge. When more people are involved, scattered over different locations, all with busy schedules, it can become quite a job to successfully organize a conference in which all participants needed are present, and feel motivated, not to mention choosing good conference venues, meeting minutes to take, or a proper agenda.

组织一个会议可能是一件富有挑战性的事情。当涉及很多的人,而他们又分散在不同地点,且所有人都在忙着自己的事情时,要想组织一个成功的会议,让所有的人都出席并觉得具有积极意义,那是需要相当工夫的,更不必说选择好的会议场地,做好会议纪要,或制定合适的议程了。

◆ challenge 在这里是名词,意思是“挑战,具有挑战性的事情”。

例如:

We have to meet the serious challenge. 我们必须面对严峻的挑战。

This career offers a challenge. 这份职业具有挑战性。



更多的情况下, challenge 用作动词,意思是“向……挑战;质疑,怀疑;考验”等。

例如:

I did not think he was right, so I challenged him.

我认为他是不对的,因此向他提出质疑。

The job doesn't really challenge him. 这项工作不能真正地考验他。

The value of this exercise is that it challenges the students to express themselves freely. 这项练习的价值在于它能促使学生自由地表达自己的思想。

◆ not to mention 的意思是“更不用说”。

例如:

Old folk and children alike are all against the proposal, not to mention the youth.

老人、小孩都不赞成这个建议,更不用说年轻人了。

Ade is handsome and smart, not to mention being a good athlete.

艾德不仅是个好运动员,而且既潇洒又精明。

类似的表达有 to say nothing of, let alone, leave alone, much less, not to speak of 等。

例如:

She knows no English, much less German. 她不懂英语,更不用说德语了。

I am not free on Sundays, not to speak of Mondays.

我星期天都没空,更不用说星期一了。

We can't afford a bicycle, let alone a car. 我们连自行车也买不起,更不用说汽车了。

- (2) Generally when you need to organize a conference, it is important to take action as soon as possible, react adequately and confirm quickly. Clear and prompt communication is very essential. A problem which is encountered by many people is that participants are not available at your chosen moment.

通常,当你需要组织一个会议的时候,重要的是尽快采取行动,作出恰当反应和快速确认。明确和及时的沟通是十分必要的。很多人遇到的问题是:会议出席人在你安排的会议时间无法抽身参会。

◆ take action 是“采取行动”的意思。

例如:

I am going to take action now. 我现在就付诸行动。

I knew I needed to take action. 我知道我应该采取行动。

take action to do something 是“采取行动做什么”的意思。

例如:

We have to take action to stop them. 我们得采取行动制止他们。

Take action to remove them to end the embarrassment now!

现在采取行动除去它们,结束痛苦!

- (3) An agenda is more than just a list of the subjects to be discussed. Preparing a professional agenda will lead to a more structured and effective conference.
会议议程不仅仅是一个需要解决的问题的清单。准备一个专业的会议议程将会使得会议更加有条理和有效率。

- (4) Find out in which period the meeting has to take place. You need to know how long the meeting will take as well as the subject and the participants. 弄清楚会议必须在何时举行,你还需要知道会议将持续多长时间、会议的主题和出席人名单。

◆ as well as 虽然是一个副词性质的短语,但其用法和介词一样,如 in addition to,后面一般接名词性的词语。

例如:

She painted landscapes as well as portraits. 她既画风景,也画肖像。

Harry has knowledge as well as experience. 哈利有知识有经验。

He speaks German as well as French. 他德语说得和法语一样好。

- (5) Select 2, 3 or 4 suitable moments in which your manager is available for your meeting to organize, and block this time. Especially when the meeting participants originate from different companies, you can make use of a practical meeting planning utility. 根据你的经理能够参加的会议时间,从两个、三个甚至四个时间中选择安排合适的时间,并围绕这个时间作安排,尤其是当这次会议的与会者来自不同的公司时,你可以使用一种实用的会议规划工具。

◆ originate from 是“来源于……”的意思。

例如:

This plant originates from Africa. 这种植物原产于非洲。

All theories originate from practice and in turn serve practice.

所有的理论都来源于实践,并反过来为实践服务。

◆ make use of 是“利用”的意思。

例如:

We must make use of our untapped reservoirs of talent.

我们必须利用我们尚未利用的人才。

We must make use of our spare time. 我们必须善用我们的业余时间。

They make use of advertisements to plug the new product.

他们利用广告广为宣传这种新产品。

- (6) Don't forget minutes to take. These are very important, as the decisions made, and arguments which have led to the decisions can be very important at a later stage.
不要忘记会议记录,这些都非常重要,因为作出的决议和讨论,将在稍后阶段



形成决定。

◆ at a later stage 是“后来”的意思。

例如：

We made these articles into one book at a later stage.

后来,我们把这些文章集结编成了一本书。

- (7) There are several types of minutes. Most used versions are the ones in which per agenda item the main conclusions are written. 会议记录有好几种类型。最常用的版本是将每个议程项目的主要结论都写进去。

- (8) A very useful tool is the action list. In one overview you can see which actions need to be taken, by which person, including the deadline.

一个非常有用的工具是行动清单。用概述的方法,你可以明白需要采取哪些行动、由谁采取行动以及最后期限。

◆ need to be done 和 need doing 是一个意思,都表示“……需要做”。

例如：

These clothes need to be washed. (= These clothes need washing.) 这些衣服要洗了。

These chairs need mending. (= These chairs need to be mended.) 这些椅子要修了。

- (9) Successful conferences depend very strongly on the venues you choose. Take into account the amount of participants, the subject and goal of the conference. 会议的成功在很大程度上取决于场地的选择。要考虑参加会议的人数、主题和目标。

◆ take into account 是“考虑”的意思。

例如：

We should take into account the proposals of our parents and vice versa.

我们应该考虑父母的建议,反之亦然。

On the plus side, we must take into account the new product line.

从有利的一面看,我们必须考虑新的生产线。

We have taken into account the factor of inflation and interest rate.

我们把通货膨胀和利率因素都考虑在内了。

- (10) It is wise to plan informal moments, in which people can relax a bit. This gives them opportunity to talk with others, and it would not be the first time that these moments are the basis of fantastic business deals. 安排非正式活动是很明智的,这样人们可以放松一下。这给了他们与其他人交谈的机会,这些时刻是成功的商业交易的基础,这样的事情并不会是第一次。

◆ it would not be the first time that ... 意思是说,这样的事情以后还会发生。

例如：

It would not be the first time that I have published a book.

这不会是我第一次出书。

- (11) Make a list of the participants. Start with the most important ones, essential for this meeting. Subsequently fill in the persons with a lower priority. Write down the names of the secretaries of the meeting as well.

列出出席会议的人员名单。从最重要的、会议不可缺少的人物开始。然后依次列出与会人员。同时,将会议秘书人员的名字列入名单。

◆ start with 是“从……开始”的意思,注意不是 start from。

例如:

Shall we start with the first workshop? 我们从第一车间开始参观,怎么样?

Would you like soup to start with? 先来个汤怎么样?

- (12) In case a participant is not available at the dates mentioned, call the secretary, and ask at which dates her manager is available. Send a new proposal to all participants with the alternative data (after checking the location).

一旦某个与会者在确定的时间不能参会,就给他的秘书打电话,询问对方合适的时间。向所有与会者发送一个新的建议,提供一个新的可供选择的时间(先要核实会议地点)。

◆ in case 表示条件,语气比 if 要重,表示这样的条件发生的可能性要小。

例如:

In case he comes, let me know. 如果他来的话,告诉我一声。

In case I forget, please remind me. 万一我忘了,请提醒我。

- (13) If the above is not sufficient, call the secretary of the person not available, and ask if the meeting of her manager at the desired date can be shifted. It is important to explain that you are planning a meeting for a large group of people, in order to gain understanding. 如果按照上述方法还是不行的话,就给不能与会者的秘书打电话,并询问其经理可否调整时间。为了获得理解,解释清楚你要组织的会议是很多人出席的会议,这点很重要。

◆ in order to gain understanding 表示目的,意思是“为了获得理解”。

例如:

Plants need light in order to survive. 为了生存,植物需要阳光。

They came to America in order to escape political tyranny.

他们为逃避暴政来到美洲。

也可以直接用 to do something 表达目的。

例如:

Citizens must register to vote. 为了进行选举,公民们必须登记。