

FLUENCY IN SPOKEN ENGLISH

丛书主编 吴耀武



# *Secretary English*

## 英语口语大全——秘书英语

主编：秦 声

西北工业大学出版社

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**【内容简介】** 本书为英语口语大全系列丛书的秘书英语分册。全书分为 19 个会话场景,每个场景列为 1 个单元,共 19 个单元。每个单元由 3 个经典对话、语言点注释以及文化广场构成。为了读者能够方便、快捷地使用本书,书中所有的英语会话都配有相应的中文译文可供参考。

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网 址:<http://www.nwpu.com>

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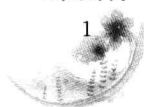
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## 前言

随着经济的全球化以及中国对外开放政策向着纵深发展,越来越多的外国企业不断涌入充满生机、蓬勃发展的中国市场,纷纷在中国内陆与沿海开设分支机构或直接投资开厂兴业。与此同时,越来越多的中国企业也开始纷纷走出国门,积极投身于海外市场的开发与培育,在海外直接或间接投资开展商业发展。于是,无论在国内还是国外就业,英语就成为职场人士为企业发展壮大贡献力量,为自己提高发展开辟道路的关键,它同时关乎企业个人的发展命运。一本能够为职场人士,特别是在与外国企业有关联发展的企业从事文秘工作的职场人士,提供最常用英语会话场景、语言点以及文化知识的小册子,一定能为他们事业的发展,为他们自己的口语表达与交际能力的提高提供很大的帮助。正是基于这种考虑,我们编写了这本《英语口语大全——秘书英语》,希望对从事秘书工作的职场人士有所帮助。

全书共分为 Job interview (秘书求职与面试)、Getting into the job as a secretary (熟悉秘书工作)、Appointment (预约)、Receiving visitors (接待来访者)、Making and receiving phone call (接、打电话)、Working out schedules for activities (安排活动日程)、Arranging meetings (安排会议)、Taking minutes at the meeting (会议记录)、File management (文件管理)、Arranging business trips (安排出差)、Purchasing office equipment (采购办





公用品)、News & information release (信息发布)、Dealing with complaints(处理投诉)、Meeting guests at the airport(机场接机)、Hotel reservation (预订酒店)、Dinners and banquets (宴请)、Sightseeing (陪同参观游览)、Shopping with guests (陪同来宾购物)、Farewell (送别)等 19 个会话场景,每个场景列为 1 个单元,共 19 个单元。每个单元由 3 个经典对话、语言点注释以及文化广场构成。为了读者能够方便、快捷地使用本书,所有的英语会话都配有相应的中文译文可供参考,对话部分还通过语言点注释和文化广场对重要的语言点和文化背景做了较为清晰的解释和说明。

本书的编写方式比较符合职场英语的实用主义特征,这极大地提高了本书的实用性和参考性。书中的对话贴近现实,易于模仿,能够在较短的时间内帮助使用本书的职场涉外秘书提高自己的英语水平。由于所选择的语言点注释以及文化广场也都是职场英语中具有实践价值与代表性的,所以本书的知识对于增强业务水平亦有裨益。此外,中英文对照的编写方式在很大程度上降低了学习和使用的门槛,使得处于各个阶层的职场秘书都易于使用。

本书配有 MP3 听力光盘一张,由 Ruth Brooks 和 David Bernard 等人朗读,音质饱满、语调自然、发音纯正,相信会对读者的英语口语和语音语调水平的提高有很大帮助。

《英语口语大全》丛书主编由吴耀武担任,负责全套丛书的整体规划和写作体例,并统稿和审稿。本册《英语口语大全——秘书英语》由西安科技大学人文与外国语学院秦声老师主持编写。

本书在出版过程中承蒙西北工业大学出版社李东红等编辑的大力协助;丛书的其他分册编者们也与我们互通有无、共同进步;本书在资料搜集方面得到了孟丽、王宁等人的大力协助,谨在此一并表示感谢!

本书在编写过程中参阅了相关的材料,力求达到通俗、易懂、





全面、适用。虽经精心编写,但因水平有限,书中难免有疏漏与不妥之处,敬请读者不吝赐教,我们将会认真听取并处理您的意见和建议,以期再版时修正相关不足。

编 者

2011 年 5 月



## 目 录

Unit 1	Job interview .....	1
	秘书求职与面试	
Unit 2	Getting into the job as a secretary .....	21
	熟悉秘书工作	
Unit 3	Appointment .....	39
	预约	
Unit 4	Receiving visitors .....	54
	接待来访者	
Unit 5	Making and receiving phone call .....	68
	接、打电话	
Unit 6	Working out schedules for activities .....	84
	安排活动日程	
Unit 7	Arranging meetings .....	103
	安排会议	
Unit 8	Taking minutes at the meeting .....	119
	会议记录	
Unit 9	File management .....	139
	文件管理	
Unit 10	Arranging business trips .....	155
	安排出差	



Unit 11	Purchasing office equipment .....	171
	采购办公用品	
Unit 12	News & information release .....	189
	消息发布	
Unit 13	Dealing with complaints .....	206
	处理投诉	
Unit 14	Meeting guests at the airport .....	229
	机场接机	
Unit 15	Hotel reservation .....	247
	预订酒店	
Unit 16	Dinners and banquets .....	264
	宴请	
Unit 17	Sightseeing .....	286
	陪同参观游览	
Unit 18	Shopping with guests .....	308
	陪同来宾购物	
Unit 19	Farewell .....	333
	送别	







## Unit 1 Job interview



### 秘书求职与面试

#### Situational Dialogue 1

Su Fei (female): applicant; Steve (male): interviewer

Su Fei: Good morning, sir. I am Su Fei. Yesterday Mr. Steve told me to come for a job interview this morning. Is he available now?

Steve: I'm Steve. Nice to see you.

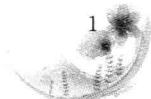
Su Fei: Good morning, Mr. Steve.

Steve: Good morning, Ms Su. Take a seat, please.

Su Fei: Thank you.

Steve: We have been looking over your application. I see you've got several years' experience in secretarial work. What kind of work did you do in your previous job?

Su Fei: I mainly did typing, filing, answering telephone calls and such routine work in the beginning. I started the job as a junior secretary, but within the year I was promoted to senior secretary of Southeast Company. I





drafted business correspondence for the general manager.

Steve: Then what's the reason that promoted you to leave Southeast Company?

Su Fei: Last month the company moved to Guangzhou for further development. I was reluctant to relocate because I love Nanjing so much.

Steve: Tell me what you know about our company.

Su Fei: Your company is the leading dealer in the import and export of cosmetics. Also, you have a reputation for being a good company to work for and you are in last year's Top 500 Employers list.

Steve: Tell me three positive qualities your coworkers would use to describe you and your work style.

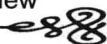
Su Fei: First they would say I am very punctual. Secondly they'd also say I am a cheerful person to work with, for I don't bring my problems to work. I try to have a positive attitude about work. And thirdly, they'd say I am flexible. I accept changes easily.

Steve: Tell me something about your education.

Su Fei: I graduated from Yangzhou Junior College. Now I am attending evening classes in Nanjing Radio & TV University three times a week. My major is International Trade. I've already passed over half of the compulsory courses and five optional courses, and expect to receive a B. A. degree next year.

Steve: I see you are an ambitious young lady. I wish you can





make greater progress in the future.



*Chinese Version*

苏菲:早上好,先生。我叫苏菲。昨天史蒂夫先生通知我今天早上来面试,他现在有时间吗?

史蒂夫:我就是史蒂夫。很高兴见到您。

苏菲:早上好,史蒂夫先生。

史蒂夫:早上好,苏女士。请坐。

苏菲:谢谢。

史蒂夫:我们已经仔细看过你的申请表了,知道您已经有几年的文秘工作经验。您以前具体做什么工作?

苏菲:开始主要是打字、文件归档、接电话等日常工作。刚开始工作时我是初级秘书,不过在一年内我被东南公司提升为高级秘书。我为总经理起草商业信件。

史蒂夫:那什么原因促使您离开东南公司呢?

苏菲:上个月公司搬到了广州去发展。我很喜欢南京,不想迁往他乡。

史蒂夫:能说说您对我们公司的了解吗?

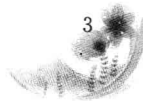
苏菲:贵公司在化妆品进出口方面是最主要的经销商,而且你们公司名声很好,值得为其工作,还有你们公司上了去年的最佳500名雇主的名单。

史蒂夫:说说您的同事评价您的为人以及工作方式的三个积极方面。

苏菲:首先他们会说我是一个非常守时的人。第二,他们也会说和我一起工作很愉快,我从不把个人的麻烦带到工作中,我努力以积极的态度来工作。第三,我为人很灵活,我很容易接受变化。

史蒂夫:说说您接受教育的情况吧。

苏菲:我毕业于扬州专科学校,现在正在南京广播电视大学上夜





校,每周去三次,学的专业是国际贸易。我已经通过了一半必修课和五门选修课,有望明年拿到文学学士学位。

史蒂夫:看得出您很有雄心,祝愿您在将来取得更大的进步。



### Notes

1. Available: (of people) free to be seen, talked to, etc.  
(指人)有空闲的,可会见的,可与之交谈的
2. Routine work: usual, fixed, or regular work  
例行工作
3. Draft: make a preliminary version of (a document)  
起草,草拟(文件)
4. General manager: manager who is responsible for the affairs in general  
总经理
5. Reluctant: unwilling and therefore slow to co-operate, agree, etc.  
不情愿的,勉强的
6. Relocate: move to another place  
迁往别处
7. Positive: showing confidence and optimism  
自信的,乐观的
8. Punctual: doing something at the agreed or proper time  
准时的,守时的
9. Flexible: easily changed to suit new conditions  
易适应新情况的,可变通的,灵活的
10. Compulsory courses: courses that are required to take  
必修课





11. Optional courses; courses that you can choose to take if you want to  
选修课
12. B. A. degree; Bachelor of Arts degree  
文学学士学位



### Cultural Square

Emotion quotient (EQ) is a term used to describe your ability to understand and manage your own emotions and of those around you, and also your ability to demonstrate self discipline when responding to emotional situations.

For the last century our entire capacity for intelligence as human beings has been measured by IQ — Intelligence Quotient. IQ is a measurement of such things as mathematical and spatial reasoning, logical ability, and language understanding. IQ does not measure important things like life experience, wisdom gained through experiences, or personal qualities like being a fantastic friend, a loving and devoted partner or a contributing citizen in our communities. Research on EQ began in the late 1980s. Many psychology experts view EQ as a scientific study of social behavior and relationships.

Your EQ is an extremely important factor in you living a happy and fulfilling life. A high Emotional Quotient ensures that you can make healthy decisions about your life, have happy and healthy relationships and care to those around you. With





awareness and effort, your Emotional Quotient can increase over time. The key is learning how to tune in and identify your emotions, then taking responsibility and ownership for them. Every time a strong emotional reaction threatens to cause you to react to a situation poorly is your perfect opportunity to develop a higher Emotional Quotient.

情商是指你理解并管理自己以及身边的人的情绪的能力,也指你在应对和情绪有关的场景时所展示的自我约束的能力。

在上个世纪,我们作为人类的所有智慧被用智商来衡量。智商是衡量人们在数学及空间推理、逻辑和语言理解方面的能力的尺度。它并不能被用来衡量其他重要的能力,诸如:生活经验以及从中获得的人生智慧,成为一个良友或诚挚的合作伙伴或有奉献精神的个人品质。关于情商的研究始于 20 世纪 80 年代。许多心理学专家认为情商是研究社会行为和关系的一门科学。

情商是让你生活幸福而满足的极为重要的因素。较高的情商能确保你做出有益于人生的决定,拥有和谐健康的人际关系,并能关心自己身边的人。意识到情商的作用并付出一定的努力,你的情商会随着时间的推移而提高。关键在于学会如何介入并判断自己的情绪,然后对其负起责任并成为自己情绪的主人。每一次能够引起你对某个情况做出恶劣反应的强烈的情绪都是提高情商的绝佳时机。

## Situational Dialogue 2

Lisa(female): applicant; James (male): interviewer

James: Tell me about yourself and your past experience.





Lisa: I have worked as an executive secretary for 5 years, first for trading companies, and now I am working for a trust company. I interact well with peers, clients, administrators and bosses. I thrive on challenge and work well in high-stress environments.

James: How are your typing and shorthand skills?

Lisa: I can type 100 Chinese words a minute and take dictation in English at 150 words a minute.

James: Can you operate computers skillfully?

Lisa: Yes, I can. I have received some special training in computers. Besides I am good at operating common office machines, such as fax machines and duplicating machines.

James: Sometimes we are very busy and need to work overtime. How do you feel about that?

Lisa: That's all right. But could you tell me how often and how many hours I should work overtime?

James: It just depends. If we have important visiting delegations, you have to stay with us. It's not unusual.

Lisa: Mr. James, I'd like to ask you a question.

James: OK, please.

Lisa: What specific duties would I perform if I am hired?

James: Nothing different from a secretary's common responsibilities. However, you know, our company is an international trade-oriented company. Can you handle English papers and write English correspondence?

Lisa: Yes. I am specialized in English secretary studies at college and that's one of the main parts of my present job.

James: What are your salary expectations?





Lisa: I really need more information about the job before we start to discuss salary. Maybe you could tell me what is budgeted for the position.

James: The starting monthly salary would be 2,000, with rises after the half year according to your competence.

Lisa: I think it's acceptable and I really like the job. And when can I know the decision?

James: We'd inform you of our final decision by early July. Do you have any other questions?

Lisa: No. Thank you for the time.



### Chinese Version

詹姆士:说说您自己和您过去的经历吧。

丽莎:我已经做行政秘书5年了,开始是为一家贸易公司工作,现在是一家信托公司。我和同事、客户、行政管理员以及老板相处得非常好。我能应付挑战,而且在高压环境中也能工作很出色。

詹姆士:您的打字和速记能力如何?

丽莎:我一分钟能打100个汉字,英语速记一分钟可达150个单词。

詹姆士:您能熟练操作计算机吗?

丽莎:没问题,我接受过计算机方面的特殊培训,而且我还能熟练操作一般的办公设备,比如传真机和复印机。

詹姆士:有时候我们工作很忙,需要加班,您如何看待加班?

丽莎:没关系,您能告诉我加班的频率和时间长度吗?

詹姆士:这得看情况。如果我们有重要的访问代表团,您必须留在







我们身边,这种情况很常见。

丽莎:詹姆士先生,我想问您一个问题。

詹姆士:好的,请问吧。

丽莎:如果我被录用,我的具体职责是什么?

詹姆士:和普通的秘书没什么区别,但我们公司是面向国际贸易的,您能处理英文文件,撰写英文信件吗?

丽莎:可以,我大学时专门学过英语文秘的课程,而且这也是我目前工作中的主要部分之一。

詹姆士:您对薪水的期望是多少?

丽莎:在讨论薪水前,我需要更多了解这份工作,或者您可以告诉我这个职位的预算报酬是多少。

詹姆士:起薪是每月 2 000 元,半年后会根据您的表现增加薪水。

丽莎:我觉得可以接受,我真的喜欢这份工作。我什么时候能得知结果呢?

詹姆士:我们会在 7 月初通知您我们的最终决定。您还有别的问题吗?

丽莎:没有了,谢谢您的宝贵时间。



### Notes

1. Peer: person who is equal to another in rank, status or merit  
(官阶、等级、地位或功绩)同等的人,同侪
2. Thrive: grow or develop well and vigorously; prosper  
茁壮成长;蓬勃发展;繁荣
3. Shorthand: a quick way of writing and uses signs to represent words or syllables, used by secretaries and journalists to write down what someone is saying

