



普通高等教育“十五”国家级规划教材

(高职高专教育)

# 秘书英语

王 毅 主编

秘书学  
秘书实务  
秘书写作  
秘书实训  
公共关系原理与实务  
实用行政管理  
文书工作与档案管理  
语法修辞与逻辑实用教程  
会议管理  
秘书英语  
办公自动化  
现代秘书心理学

财经写作  
微观经济学与宏观经济学  
管理学基础  
经济法  
经济法实务  
基础统计  
中国税收  
金融概论  
保险概论  
国际贸易概论  
公共关系实用教程  
实用组织行为学  
基础会计  
财务管理  
管理信息系统  
会计核算与财务管理  
货币银行学



高等教育出版社

普通高等教育“十五”国家级规划教材

(高职高专教育)

# 秘书英语

王 毅 主编

高等教育出版社

## 内容提要

本书是普通高等教育“十五”国家级规划教材(高职高专教育),是文秘专业学生从事涉外秘书工作的必修教材,也可供英语专业或任何从事涉外工作的人员学习使用。

本教材根据涉外文秘工作的性质和工作范围,针对文秘专业学生的特点,从理论知识学习和实际操作两个方面进行了设计和编写。前者包括一定的英语语音知识、国际交往知识、文秘日常业务和实用写作技能;后者是文秘工作人员在不同涉外环节中的情景对话。

全书选材实用、新颖、全面,配有大量实用性和针对性练习,为做好涉外文秘工作提供了必要的保证。

本书可供高等职业院校、高等专科学校、成人高等院校、本科院校高职教育相关专业学生学习使用,也可供五年制高职院校、中等职业学校及其他有关人员使用。

## 图书在版编目(CIP)数据

秘书英语/王毅主编. —北京:高等教育出版社,  
2003.7(2004重印)

ISBN 7-04-012426-2

I. 秘… II. 王… III. 秘书-英语 IV. H31

中国版本图书馆 CIP 数据核字(2003)第 044617 号

出版发行 高等教育出版社  
社 址 北京市西城区德外大街 4 号  
邮政编码 100011  
总 机 010-82028899

购书热线 010-64054588  
免费咨询 800-810-0598  
网 址 <http://www.hep.edu.cn>  
<http://www.hep.com.cn>

经 销 新华书店北京发行所  
印 刷 潮河印业有限公司

开 本 787×1092 1/16  
印 张 11.75  
字 数 280 000

版 次 2003 年 7 月第 1 版  
印 次 2004 年 3 月第 2 次印刷  
定 价 22.20 元(含光盘)

本书如有缺页、倒页、脱页等质量问题,请到所购图书销售部门联系调换。

版权所有 侵权必究

# 出版说明

为加强高职高专教育的教材建设工作,2000年教育部高等教育司颁发了《关于加强高职高专教育教材建设的若干意见》(教高司[2000]19号),提出了“力争经过5年的努力,编写、出版500本左右高职高专教育规划教材”的目标,并将高职高专教育规划教材的建设工作分为两步实施:先用2至3年时间,在继承原有教材建设成果的基础上,充分汲取近年来高职高专院校在探索培养高等技术应用性专门人才和教材建设方面取得的成功经验,解决好高职高专教育教材的有无问题;然后,再用2至3年的时间,在实施《新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目计划》立项研究的基础上,推出一批特色鲜明的高质量的高职高专教育教材。根据这一精神,有关院校和出版社从2000年秋季开始,积极组织编写和出版了一批“教育部高职高专规划教材”。这些高职高专规划教材是依据1999年教育部组织制定的《高职高专教育基础课程教学基本要求》(草案)和《高职高专教育专业人才培养目标及规格》(草案)编写的,随着这些教材的陆续出版,基本上解决了高职高专教材的有无问题,完成了教育部高职高专规划教材建设工作的第一步。

2002年教育部确定了普通高等教育“十五”国家级教材规划选题,将高职高专教育规划教材纳入其中。“十五”国家级规划教材的建设将以“实施精品战略,抓好重点规划”为指导方针,重点抓好公共基础课、专业基础课和专业主干课教材的建设,特别要注意选择一部分原来基础较好的优秀教材进行修订使其逐步形成精品教材;同时还要扩大教材品种,实现教材系列配套,并处理好教材的统一性与多样化、基本教材与辅助教材、文字教材与软件教材的关系,在此基础上形成特色鲜明、一纲多本、优化配套的高职高专教育教材体系。

普通高等教育“十五”国家级规划教材(高职高专教育)适用于高等职业学校、高等专科学校、成人高校及本科院校举办的二级职业技术学院、继续教育学院和民办高校使用。

教育部高等教育司

2002年11月30日

# 前言

秘书一词始于汉朝,可见我国文秘工作古而有之。现代社会中秘书更是各行各业不可缺少、较为热门的一种职业。

改革开放以来,特别是我国加入 WTO 之后,秘书或从事文秘工作人员有了国际工作环境。他们必须具备一定的英语口语、口译能力,有广博的国际知识和专业写作技巧,才能更好地做好沟通工作。

文秘专业的学生属于非英语专业的学生。他们系统、全面地学习了文秘专业的知识和理论,熟谙文秘工作,但是他们的英语,特别是英语语音和英语听说水平不够高。此外,他们还可能缺乏国际交往中的礼仪知识、宗教知识和英语实用写作技巧。这些都会直接影响他们从事涉外工作的质量和效果。

为此,本教材从实际出发,针对文秘专业学生英语学习的薄弱环节编写,旨在为文秘专业学生和相关人员从事外事工作提供必要的知识和实际工作场景,使他们熟悉和掌握涉外文秘知识、技巧和实际操作过程。

本教材由理论知识学习和实际操作两部分组成。前者包括英语语音知识、涉外知识和英语实用写作技能,并提供了大量的练习;第二部分以一个秘书求职、处理日常工作、接待、担任谈判口译、陪外宾旅游参观、购物、送行等为主线,提供了一个秘书所需的必要知识。

本教材在编写过程中,参考、借鉴了国内外出版的许多相关书籍,并引用了众多实例,在此谨向这些图书的编者和作者表示衷心的感谢。

本教材由孙亦丽教授主审,北京联合大学应用文理学院外语系王毅任主编,北京联合大学应用文理学院外语系《秘书英语》编写组编写,具体分工如下:(以下按姓氏笔划排列)

王 毅:全书设计、选材、统稿、整合;

外交、语音等部分及第 13 和第 15 单元

刘雪红:宗教部分及第 11 单元

孙翼飞:秘书实务部分及第 3、第 5 和第 6 单元

张春华:秘书口译和演讲部分及第 8、第 12 和第 14 单元

陈建华:秘书写作部分及第 1、第 9 和第 10 单元

都 宁:秘书礼仪部分及第 2、第 4 和第 7 单元

在编写《秘书英语》过程中,我们得到了北京大学外国语学院英语系刘树森教授、美国专家 Iris Maurer 博士、河北大学政法学院黄云明教授的热心帮助,得到了北京联合大学应用文理学院外语系领导和同志们的关心和支持,谨在此表示衷心感谢。

由于我们编写组水平有限,各种疏漏在所难免,恳请广大师生在使用后,不吝赐教,使该教材不断修正、补充,日臻完善。

编者

2003 年 1 月 21 日

# Contents

<b>Unit 1</b>	<b>How Does One Become a Secretary?</b>	1
Section 1	Being Interviewed	1
Section 2	Preparing an Interview	4
Section 3	Writing a Cover Letter and a Resume	7
Section 4	Getting Some Knowledge of a Secretary	10
<b>Unit 2</b>	<b>How Does a Secretary Work in the Office?</b>	13
Section 1	Meeting the Office Staff	13
Section 2	Getting Along Well with One's Boss and Colleagues	15
Section 3	Getting Some Knowledge of English Letters(1)	18
Section 4	Getting Some Knowledge of Business Etiquette(1)	22
<b>Unit 3</b>	<b>How Does a Secretary Receive Visitors?</b>	25
Section 1	Dealing with Visitors	25
Section 2	Being Courteous and Efficient	28
Section 3	Getting Some Knowledge of English Letters(2)	31
Section 4	Getting Some Knowledge of Business Etiquette(2)	33
<b>Unit 4</b>	<b>How Does a Secretary Handle Phone Calls?</b>	37
Section 1	Making and Answering Phone Calls	37
Section 2	Telephoning Effectively	40
Section 3	Writing a Letter of Introduction	43
Section 4	Getting to Know Diplomacy(1)	45
<b>Unit 5</b>	<b>How Does a Secretary File Effectively?</b>	48
Section 1	Filing	48
Section 2	Filing Effectively	50
Section 3	Writing a Letter of Congratulation	53
Section 4	Getting to Know Diplomacy(2)	55
<b>Unit 6</b>	<b>How Does a Secretary Deal with Meetings?</b>	57
Section 1	Taking the Minutes at a Meeting	57
Section 2	Learning How to Take the Minutes	59
Section 3	Writing a Letter of Invitation(1)	62
Section 4	Preparing a Meeting	65

## II 秘书英语

<b>Unit 7</b>	<b>How Does a Secretary Host the Visitors from Abroad?</b>	68
Section 1	Hosting American Visitors	68
Section 2	Being Dignified and Gracious	71
Section 3	Writing a Letter of Invitation(2)	73
Section 4	Getting to Know Christianity(1)	76
<b>Unit 8</b>	<b>How Does a Secretary Deal with Speeches?</b>	79
Section 1	Interpreting at a Banquet	79
Section 2	Getting Some Knowledge of Speeches	81
Section 3	Writing Ceremonial Speeches(1)	84
Section 4	Getting to Know Christianity(2)	87
<b>Unit 9</b>	<b>How Does a Secretary Make Arrangements for Business?</b>	91
Section 1	Making an Itinerary	91
Section 2	Planning Effectively	94
Section 3	Writing Ceremonial Speeches(2)	97
Section 4	Getting to Know Islam(1)	99
<b>Unit 10</b>	<b>How Does a Secretary Make Reservations?</b>	102
Section 1	Booking Airline Tickets	102
Section 2	Booking Effectively	104
Section 3	Writing Memos	107
Section 4	Getting to Know Islam(2)	109
<b>Unit 11</b>	<b>How Does a Secretary Become an Efficient Guide?</b>	113
Section 1	Visiting the Great Wall	113
Section 2	Being a Good Guide	116
Section 3	Learning How to Make an Agenda	118
Section 4	Getting to Know Buddhism	121
<b>Unit 12</b>	<b>How Does a Secretary Interpret in Negotiations?</b>	124
Section 1	Acting as an Interpreter in Negotiations	124
Section 2	Interpreting Effectively	128
Section 3	Writing a Letter of Condolence	131
Section 4	Speaking English with Correct Pronunciation and Intonation(1)	133
<b>Unit 13</b>	<b>How Does a Secretary Deal with a Business Contract?</b>	135
Section 1	Talking About a Contract Draft	135
Section 2	Getting Some Knowledge of a Business Contract	137
Section 3	Learning How to Draft a Business Contract	140
Section 4	Speaking English with Correct Pronunciation and Intonation(2)	145

<b>Unit 14 How Does a Secretary Guide the Guests to Go Shopping in China?</b> .....	149
Section 1 Purchasing .....	149
Section 2 Being Jack of All Trades and Master of None .....	151
Section 3 Writing a Letter of Thanks(1) .....	154
Section 4 Being a Calligrapher of English Handwriting .....	156
 <b>Unit 15 How Does a Secretary Say Goodbye Impressively?</b> .....	161
Section 1 Seeing the Guests off at the Airport .....	161
Section 2 Saying Goodbye Impressively .....	163
Section 3 Writing a Letter of Thanks(2) .....	165
Section 4 Getting More Information About a Secretary .....	168
 <b>附录一:名言、古训</b> .....	171
<b>附录二:常用缩略词对照表</b> .....	173
<b>附录三:主要参考文献</b> .....	176

# Unit 1

## How Does One Become a Secretary?

### Section 1 Being Interviewed

#### I. Listen to the dialogue twice or three times and fill in the blanks.

A: Come in, please. My name is Chu Tianshu, the 1 2. How do you do?

B: I'm Zhang Yi. How do you do?

A: Please have a seat.

B: Thank you.

A: We have received your letter 3 4 5 our advertisement. I would like to talk with you regarding your 6 for this position.

B: Yes, Sir. I am very happy that I have the chance for this 7 8.

A: Could you tell me a little bit about yourself, please?

B: I was born in 1979. I live in Beijing. I 9 10 Beijing No. 4 Middle School in 1997. Then I went to Beihua University and studied in the Department of 11 12 and graduated just last year.

A: Do you have any experience relating to 13 14?

B: Yes, I had a part-time job as a secretary for three months at Far East Trade Company.

A: Oh, really?

B: Yes, it was a very interesting experience.

A: What was your 15 16?

B: Mostly 17 and answering the phones.

A: Oh, very good. But you know that we're really looking for a 18 secretary. May I know what has made you decide to 19 20 a position as a secretary here?

B: Well, I think your company 21 a very high reputation in Beijing and working here would be very 22. And for me the most important thing is to find work where I can meet with and 23 24 people from other cultures. As a Chinese, this seems to be the most exciting thing I can do. Besides, I feel I am ready for a challenging 25.

A: I see. Great. As a secretary here, you will assist your superior in his or her daily 26, dealing with correspondence and 27 28 29 people in the office for

a smooth operation. How do you feel about routine work?

B: A secretary's work is often routine work. I'm 30 that I will be able to handle the office routine. I've been well trained for this.

A: What do you think of the new idea of "to work with the boss"?

B: "To work with the boss" means to work as a team-member with the boss in order to 31 efficiency. I believe it also means that the secretary and the boss have a mutual respect for each other.

A: What are your hobbies? What do you like to do in your spare time?

B: Well, I like reading, and listening to music, especially Chinese 32 33. I practice calligraphy and I like it very much.

A: What are your plans for the future?

B: My plan is just to become a successful secretary.

A: Will you be 34 and have a baby in the near 35.

B: I don't think I will have a baby within the next four years if that's you mean.

A: Good. Now do you have any questions you'd like to ask me about this company?

B: Yes, I'd like to ask about the 36. How is it determined?

A: Well, all new clerical employees begin at a standard salary of RMB 800 yuan per month. Then, after the training period, you are given an 37. Someone like you may be given a higher-ranking assignment, and then you would get a higher monthly salary.

B: What about other 38?

A: All employees must join the health 39 program, and there are many other benefits. I think most of them are explained in our brochure. Did you get a copy?

B: Yes, I did. Thank you.

A: Any more questions?

B: No. Thank you very much for giving me the 40.

A: You're welcome. We'll keep you informed of the result of the interviews sometime next week. Thank you for coming. Good-bye, Miss Zhang.

B: Good-bye.

## II. Study the words and expressions, and copy the sentence in which each of them appears.

interview /'intəvju:/

n. 面试

personnel /'pə:sə'nel/

n. 人事部

advertisement /əd've:tismənt/

n. 广告

qualification /kwɒlɪfi'keɪʃ(ə)n/

n. 资格

position /pə'ziʃ(ə)n/

n. 职位

company /'kʌmpəni/

n. 公司

bilingual /baɪ'liŋgwəl/

adj. 能讲两国语的

apply for	申请
reputation /repju'teɪf(ə)n/	n. 名誉
routine /ru:'ti:n/	n. & adj. 日常工作(的)
correspondence /kəri'spɒnd(ə)ns/	n. 信件
team up with	与...合作
maximize /'mæksimaɪz/	v. 最大化
efficiency /i'fɪjənsi/	n. 效率
mutual /'mju:tjuəl/	adj. 相互之间的
calligraphy /kə'lɪgrəfi/	n. 书法
clerical /'klerɪk(ə)l/	adj. 办公室人员的
assignment /ə'saɪnmənt/	n. 任务或职务
insurance /ɪn'ʃuərəns/	n. 保险
opportunity /ɒpə'tju:nɪti/	n. 机会

### III. Further Exercises

1. Read aloud the dialogue in pairs to get each blank correctly filled.

2. Restudy the dialogue and briefly answer the questions about it.

- (1) Who is giving an interview to Miss Zhang?
- (2) How does Miss Zhang know that Far East Trading Company is looking for a secretary?
- (3) What is Miss Zhang's experience relating to office work?
- (4) How does Miss Zhang introduce herself to the personnel manager?
- (5) What will be Miss Zhang's main duties if she gets this position as a secretary?
- (6) According to Miss Zhang, why does she choose to apply for this position?

3. Complete the following dialogue.

A: We've been looking over your application. I see you've got several years' experience in secretarial work. May I know \_\_\_\_\_? (你为什么决定来申请这份工作?)

B: I worked as a junior secretary. \_\_\_\_\_ (我的职责包括打字, 归档, 接电话) and such routine office work. I feel I'm ready for a more challenging position.

A: That's why you want to have a change I suppose.

B: Yes, I want to move ahead. I understand \_\_\_\_\_. (你们正在招聘行政秘书。) I've completed a secretary training course including Business Communication, Accounting, Bookkeeping etc. This year I'm taking an Advanced Secretary Practice course. I hope such a training will help me in my career.

A: I believe it will. As a secretary here, you'll \_\_\_\_\_ (协助我处理日常事务, 处理函件) and so on. You mentioned you're taking an Advanced Secretary

Practice course. Did you find anything impressive in the course?

B: The course has been very helpful. It's acquainted me with many new methods of working. And with this course \_\_\_\_\_ . (我更自信我有能力处理好办公室日常工作)

4. Make up a dialogue by raising three questions about the dialogue.

5. Translate the following sentences into English.

- (1) 我很高兴能有机会参加面试。
- (2) 我曾经在远东贸易公司兼职当过三个月人事助理。
- (3) 作为一名秘书我经常要跟来自其他文化的人打交道。
- (4) 我的计划就是成为一名成功的秘书,因为在这方面我训练有素。
- (5) 秘书作为团队一员要与同事协作,高效地工作。
- (6) 我想问一下该公司的工资和福利是怎么样的。

6. As one of the roles, report to your superior on what is going on here.

## Section 2 Preparing an Interview

1. Listen to the passage twice or three times and fill in the blanks.

The first thing to remember when you go for a job interview is that this is not a one-sided 1 . You can treat it in the same way that you treat a negotiation. After all, both you and the prospective 2 are selling something. If you approach an interview with the attitude "any job will do", the interviewer will recognize 3 immediately. If the job is worth anything, you won't get it.

You should prepare yourself for an interview just 4 you would do for a negotiation. Find out as much as you can about the company and the person 5 is to interview you. Don't be caught unawares. Go to the internet and look at the company's website. Compare 6 with that of its competitors. Alternatively, look in the Yellow Pages or trade magazines to see how they advertise 7 . Make enquiries at the Chamber of Commerce and other relevant organizations. Find out at least a little about the 8 so that you can ask interesting questions.

Think of and jot down your strengths and the opportunities that lie 9 . No matter how high the unemployment rate is and regardless of how miserable you are in your current job, it's always an 10 to see things in a positive light. If you have little or no experience in a particular area, consider your 11 in a similar area. Spend some time trying to imagine what type of

employee the company is looking for 12 what makes you suitable for the job being advertised.

First impressions count, so look good and feel good before 13 go. Choose clothes that make you feel confident. Find out what clothes may put the interviewer off. Ensure you 14 at the interview with time to spare. According to more than one recruitment agency we spoke to, interviewees must 15 the importance not only of their personal appearance but also of their body language. During the interview breathe calmly 16 try not to appear too nervous. Look the interviewer in the eye and adopt similar body language to theirs. 17 and look relaxed, enthusiastic and assertive. Remember one thing, though, assertive does not mean aggressive.

Don't just answer "yes" 18 "no" to questions. Treat every question as an opportunity to demonstrate that you are suitable for the job, and 19 to stick to the point. When asked about your interests, include group as well as individual activities. Be on 20 lookout for tricky questions about your personal life. You don't need to lie; just sell yourself in the best 21. This is something the interviewer needs to be able to do as well. You have the right to find 22 whether or not you want to work for the company. Furthermore, your interest in the 23 of the company and how it runs may very well end up being your big selling point.

## II. Study the words and expressions, and copy the sentence in which each of them appears.

negotiation /niˌɡəʊʃi'eɪʃən/

prospective /prə'spektɪv/

approach /ə'prəʊtʃ/

unawares /'ʌnə'weəz/

competitor /kəm'petɪtə/

alternatively /ɔ:l'tɜ:nətɪvli/

enquiry /ɪn'kwaɪəri/

Chamber of Commerce

miserable /'mɪzərəbl/

advantage /əd'vɑːntɪdʒ/

capability /ˌkeɪpə'bɪlɪti/

put sb. off

recruitment /rɪ'krutmənt/

enthusiastic /ɪnɪθjuːzɪ'æstɪk/

assertive /ə'sɜːtɪv/

aggressive /ə'ɡresɪv/

demonstrate /'demənstreɪt/

individual /ˌɪndɪ'vɪdʒuəl/

be on the lookout for

selling point

*n.* 谈判

*adj.* 预期的

*v.* 看待

*adv.* 不知不觉地

*n.* 竞争者

*adv.* 二中选择地;作为一种选择地

*n.* 询问

商会

*adj.* 不幸的

*n.* 优势

*n.* 能力

使厌恶

*n.* 征募

*adj.* 热情的

*adj.* 自信的

*adj.* 盛气凌人的

*v.* 表明

*adj.* 个人的

对...小心

卖点

### III. Further Exercises

#### 1. Read aloud the passage in pairs to get each blank correctly filled.

#### 2. Restudy the passage and briefly answer the questions about it.

- (1) What is the correct attitude towards a job interview?
- (2) Why is a job interview not a one-sided affair?
- (3) Besides your appearance what is also important to make a good first impression?
- (4) Is it wise to give only "yes" or "no" answer to questions?
- (5) What should you do to answer the tricky questions about your personal life?
- (6) Which aspect of your quality may finally attract the interviewer in a job interview?

#### 3. Fill in the blanks with prepositions and adverbs.

- (1) \_\_\_\_\_ care for personal appearance, you should pay close attention \_\_\_\_\_ your manner of speaking.
- (2) Find \_\_\_\_\_ what makes you suitable \_\_\_\_\_ the job you are applying \_\_\_\_\_.
- (3) Be \_\_\_\_\_ the lookout \_\_\_\_\_ those words that will put the interviewers \_\_\_\_\_.
- (4) To stick \_\_\_\_\_ the point is something an interviewee should do as well.
- (5) She can always see the bright side, regardless \_\_\_\_\_ how difficult the situation is.

#### 4. Write out the right form of the given verb for each blank.

1 (be) successful in a job interview, you should demonstrate certain personal and professional qualities. You need to create a good image in the 2 (limit) time available, usually from 30 to 45 minutes. Furthermore, you must make a positive impression which the interviewer 3 (remember) while he 4 (interview) other applicants. At all times, you should present your most outstanding qualities during an interview 5 (attract) the interviewer. You should, for example, take care 6 (appear) tidy and modestly dressed, 7 (avoid) the extremes of too elaborate or too casual clothes. On the positive side, clothes may be a good leveler, 8 (put) you on a par with other applicants and 9 (require) the interviewer to consider more important qualification. On the other hand, clothes which 10 (be) too informal may convey the impression that you are not serious about the job or that you may be casual about your work as well as your dress.

#### 5. Group discussion

- (1) What kind of preparation should one make before a job interview?
- (2) What are the ways to get some knowledge of the company and the prospective employer?
- (3) What are the most important qualities to demonstrate in a job interview?

## Section 3

## Writing a Cover Letter and a Resume

## I. Listen to the dialogue twice or three times and fill in the blanks.

A: Hey, here is an advertisement for the position of Personnel Assistant. I want to try it through a job 1 letter and my 2. Do you know how to sell my qualifications to the 3 effectively?

B: According to what I know, in such a letter, you should present to the organization your interests in and 4 for the position, while in your resume you should introduce the main points of them.

A: Then how should I 5 it in the concrete form.

B: In the opening paragraph, you should state 6 the reason for your letter, identify the 7 position you're applying for, and you may also indicate how you learned about the company. The opening should be short, and 8.

A: I know, that is to attract the reader's attention. How about the body part?

B: This part is the most important part, you can have one or two paragraphs to 9 your strongest qualifications and relate them directly to the needs of the position you are applying for. And the secret to move the reader is to 10 specific and credible information about yourself to support your statements.

A: I see. Then what's the use of the ending?

B: Though this part is usually short, it is absolutely necessary. In it, you should ask for a personal 11 politely and provide your phone number and your address or e-mail for the reader. And remember to 12 the time you are available for an interview.

A: Ok, I've got it. Now, how about a resume?

B: Well, a resume is always included with the job application letter. It should serve as a brief record of your personal qualifications and experience, including education and 13 14.

A: Should the resume be very detailed or ...

B: Actually no. Typically, the readers only spend a very short time reading each resume and select some to study in more detail. So a successful resume should be very 15 but 16, and usually no longer than one 17 for the entry-level positions.

A: What should I include in a resume?

B: The following information is generally believed to be essential in a resume:

- Name, 18, and telephone number
- Job objective

- Major, degree, name of your school, and date of 19
- Special aptitudes and skills
- Jobs held, employing company, date of employment and job duty (if you have)

A: Can you explain a bit about the “job 20”?

B: Ok, it is simply what job or 21 you are looking for.

A: I hope I can do a good job before I get the job.

B: By the way, here are some 22 for you to refer to.

A: How thoughtful you are! Thanks.

B: This is the application letter.

June 6, 2003

Dear Mrs. Swan,

I know from different media and my friends that you are a company specializing in evening dresses for more than ten years and has a good commercial reputation. Your advertisement in the BEIJING DAILY of December 12 stating that you are looking for “an executive secretary” has greatly aroused my interest.

I am graduating from Beihua University in June and I believe that the skills I attained and the knowledge I gained will enable me to be an efficient secretary in your company. During my four years of study in the Executive Secretarial Science Program at Beihua University, my goal was to become qualified to work as an efficient secretary.

I am confident in dealing with office routine because I can type at the rate of 70 words per minute, take dictation at 120 words per minute, transcribe telephone message, and file. I speak and write English fluently, can make efficient travel and meeting arrangements, and have smooth business communication skills which enable me to perform a variety of duties for a busy executive.

I have acquired a broad concept of the business world from those business administration courses I studied. From my summer jobs, listed on the enclosed resume, I learned the importance of cooperating with the other workers and of being dependable.

I have a keen interest in working with ABC Company. May I have an appointment to discuss my qualifications as a secretary with your company? You can reach me at 23765898 anytime after 9:00 p. m.

Sincerely,

Miss Terry Roberts

B: And the following is the resume.

Zhang Yi

234 Xiaoquan Street

Xing'an City, Hebei 546123

Tel:010-8611556, E-mail:ffyy@hotmail.com

## OBJECTIVE: SECRETARY

## EDUCATION

Beihua University

Degree: B. A. 2001

Major: Secretarial Management

Courses: Typewriting (70 words a minute); shorthand (120 words a minute); secretarial procedure (correspondence, filing, telephone, financial, records, report research and writing, travel arrangements); English; Psychology; Business Law; Economics; Statistics; Business Communications.

## ACTIVITIES

Assistant Editor, Red, Yellow and White, a college student literary magazine  
Secretary, Student Union of Beihua University

## PART-TIME WORK EXPERIENCE

Summer, 2000 Far East Trading Company, Beijing  
Assistant to Sales Manager, Mrs. Li Min, checked assignments, answered telephones, transcribed dictation, typed etc.

Autumn, 1999 Orient Company, Guangzhou  
Secretary and interpreter to Director Mr. Zheng, checked assignments, interpreted for business negotiations and business communication

## II. Study the words and expressions, and copy the sentence in which each of them appears.

Personnel Assistant

人事助理

application /ˌæpliˈkeɪʃən/

n. 申请

resume /riˈzju:m/

n. 履历

present /ˈpreznt/

vt. 描述

identify /aiˈdentɪfaɪ/

vt. 确认

indicate /ˈɪndɪkeɪt/

vt. 表明

attract /əˈtrækt/

vt. 引起(兴趣、注意等)

specific /spiˈsɪfɪk/

adj. 详细而精确的

absolutely /ˈæbsəluːtli/

adv. 完全地

concise /kənˈsaɪs/

adj. 简明扼要的