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*Secretarial
English*

涉外秘书 英语

杨剑宇
主编

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English*

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UNIT 1 Making and Answering Telephone

接打电话

电话是秘书在处理日常事务中最常用的工具之一,凡上司指示,下级部门的汇报、业务联系、询问咨询、人际交往等常常通过电话来进行。因此,接答电话成为涉外秘书最普遍的日常工作,秘书必须学会礼貌、准确、高效地使用电话。本单元介绍不同场合下秘书用英文接答电话的方法。

1.1 Answering an Acquaintance's Phone

接听熟人电话

Secretary: Good morning, Mr Brown's office, Li ying is speaking^①, his Secretary.

早上好,这儿是布朗先生的办公室,我是他的秘书李英。

Jackson: Good morning, This is William Jackson. May I speak to

① 我是李英。(英文电话交谈时,介绍自己的说法。)

同样的说法还有:

This is Li ying speaking.

This Li ying speaking.

This is Li ying.

Li ying is here.

My name is Li ying.

Mr Brown for a moment, please?^①

早上好,我是威廉姆·杰克逊,请布朗先生接电话,好吗?

Secretary: Morning, Mr Jackson. Just a moment and I'll connect you.

早上好,杰克逊先生,请稍等,我这就给您接过去。

(转内线)

Mr Brown, Mr Jackson is on the line.

布朗先生,杰克逊先生来电话。

Brown: All right, put him in.

好,接过来吧。

1.2 Answering a Stranger's Phone

接听陌生人电话

Secretary: Good morning, BBK Company, Li ying is speaking.

早上好,这儿是 BBK 公司,我是李英。

Ford: Good morning, I'd like to speak to Mr Brown, please?

早上好,请布朗先生接电话,好吗?

Secretary: Who shall I say is calling, please?^②

① 请布朗先生接电话,好吗?

同样的说法还有:

May I speak to Mr Brown, please?

I'd like to speak to Mr Brown, please?

② 请问尊姓大名?

同样的问句还有:

Who is speaking, please?

May I ask Who is calling, please?

May I know Who is calling, please?

Can I know Who is calling, please?

请问是哪位？

Ford: My name is Hughes Ford and I work for SSE Company of Shenzhen.

我是深圳 SSE 公司的休斯·福特。

Secretary: Can you tell me what you wish to speak to him about?

能告诉我您有什么话要和他说明吗？

Ford: We want to import computer to China, and we want to know if you are interested in?

我们想向中国输入电脑,想知道你们对此有无兴趣？

Secretary: I see, Thank you very much, Mr Ford. Just a moment, please.

我明白了,非常感谢你,福特先生,请稍等。

(转内线)

Mr Brown, Mr Ford of SSE is calling. He says he want to know if you are interested in importing computer to China.

布朗先生, SSE 公司的休斯·福特先生来电话,问你对向中国出口电脑有无兴趣。

Brown: I see. Put him in.

知道了,接过来吧。

Secretary: Yes, Mr Brown. (To Mr Ford) Mr Ford, I'm very sorry to have kept you waiting. I'll connect you with Mr Brown.

是,布朗先生。(转向休斯·福特先生)福特先生,很抱歉,让你久等了,我这就把电话转给布朗先生。

1.3 Call Transferring

转接电话

Secretary: Good morning, BBK company, Li ying is speaking.

早上好,这儿是 BBK 公司,我是李英。

Mack: Good morning, This is Shanghai YHE Company. I am calling about your company can supply us tin.

早上好,这里是上海 YHE 公司,我来电话是询问关于贵公司能否给我们提供锡的事宜。

Secretary: The tin is handle by the Sales Department. Shall I transfer your call?

锡是由销售部负责处理的,我把您的电话转给他们好吗?

Mack: Yes, please.

好,谢谢。

Secretary: May I have your name?

请问尊姓大名?

Mack: My name is Karl Mack.

卡尔·麦克。

Secretary: Thank you very much, Mr Mack. One moment, please. 非常感谢,麦克先生,请稍等。

(告诉总机)

Please transfer this call to the Sales Department, Mr Mack of Shanghai YHE company is calling about the tin.

请将这个电话转到销售部,上海 YHE 公司的麦克先生要和他们商谈有关锡的事宜。

1.4 Answering the Phone for Your Boss

上司不在或为上司挡驾的电话

1.4.1 例一

Secretary: Good morning, BBK Company, Li ying is speaking.

早上好,这儿是 BBK 公司,我是李英。

Mass: Good morning, Ms Li, My name is Mass, Can I speak to Mr Brown, please?

早上好,李小姐,我是马斯,请布朗先生接电话,好吗?

Secretary: I'm sorry, I'm afraid Mr Brown is at a meeting now. ①

Could you tell me what you wish to speak to him about?

很抱歉,布朗先生现在在开会,能告诉我您有什么话要和他说明吗?

Mass: I want to speak to Mr Brown.

我想和布朗先生说。

Secretary: I'm sorry, Mr Brown is tied up at the moment. Would you like to talk to someone else in the same section?

很抱歉,布朗先生现在脱不开身,您愿意和本部门的其他人说吗?

Mass: I only want to speak to Mr Brown.

我只想和布朗先生说。

Secretary: I'm sorry, Mr Mass, the meeting is scheduled to end at 11:30 am, May I ask Mr Brown to call you as soon as the meeting is over? May I have your phone number or a message so that he can call you?

很抱歉,马斯先生,会议将在上午 11:30 结束,我让布朗先生会

① 布朗先生恐怕现在不在这儿。

类似的说法还有:

I'm afraid Mr Brown is at a meeting now.

I'm afraid Mr Brown is just coming out of a meeting.

I'm afraid Mr Brown is out to...

I'm afraid Mr Brown is on the other line.

I'm afraid Mr Brown is not in the office today.

I'm afraid Mr Brown is tied up at the moment.

I'm afraid Mr Brown is ill.

I'm afraid Mr Brown is just attending to an urgent matter.

I'm afraid Mr Brown is abroad this week.

议一结束就给你来电话好吗? 您能否留下电话号码或者留言, 让他打电话给你, 好吗?

Mass: The telephone number here is 6×××××××. Thank you, Ms Li. Goodbye.

电话号码是 6×××××××, 谢谢你, 李小姐, 再见。

Secretary: Goodbye.

再见。

1.4.2 例二

Secretary: Good morning, BBK Company, Li ying is speaking.

早上好, 这儿是 BBK 公司, 我是李英。

Nathan: Good morning, My name is Nathan and work for HSH Company, I'd like to speak to Mr Brown, please?

早上好, 我是 HSH 公司的内森, 请布朗先生接电话, 好吗?

Secretary: I'm sorry, Mr Brown is tied up at the moment. Could you tell me what you wish to speak to him about?

很抱歉, 布朗先生现在脱不开身, 能告诉我您有什么话要和他说明吗?

Nathan: About a urgent matter.

我有急事。

Secretary: I'm sorry, Mr Brown is on another line. Would you please hold the line for a moment, or shall I have him call you as soon as he is through?

很抱歉, 布朗先生正在接另一个电话, 请你稍等一会儿, 或者让他通完话后给你去电话。

Nathan: Well, the telephone number here is 6×××××××, thank you. Bye-bye.

好吧, 电话号码是 6×××××××, 谢谢, 再见。

1.4.3 例三

Secretary: Good morning, BBK Company, Li Ying is speaking.

早上好,这儿是 BBK 公司,我是李英。

Bill: I'd like to speak to Mr Brown, please?

请布朗先生接电话,好吗?

Secretary: Who is speaking there?

请问尊姓大名?

Bill: ...

Secretary: Would you tell me your company's name, please?

请问贵公司的名称?

Bill: ...

Secretary: Mr Brown is being occupied at this moment. Could you tell me what you'd like to speaking to him about?

布朗先生现在脱不开身,能告诉我您有什么话要和他说明吗?

Bill: I want to speak to Mr Brown.

我想和布朗先生说。

Secretary: I'm sorry, sir, Mr Brown has someone with him at this moment. If you can not tell me who is calling, it might be best for you to write him a letter and make it personal. I'll bring it to his attention at once.

很抱歉,布朗先生现在正在接待其他人,如果您不能告诉我您是谁,最好给布朗先生写一封信,我会交给他,并让他马上注意它。

1.5 Leaving and Taking Messages

电话留言和记录

电话留言是当接话人不在或不能接电话时,由秘书予以记录。记录内容包括来电日期、时间、来电人姓名、单位、地址、电话号码、来

电内容和处理方法。记录时对要点要问清楚,记录后应向对方复述一遍,以确保记录准确无误,然后将记录放在接话人办公桌上,让他一回来就能见到。

1. 5. 1 *Leaving a Message* 电话留言

Secretary: Good morning, BBK Company, Li Ying is speaking.

早上好,这儿是 BBK 公司,我是李英。

Robinson: Good morning, My name is Robinson and work for YAN Company, I'd like to speak to Mr Brown, please?

早上好,我是 YAH 公司的罗宾逊,请布朗先生接电话,好吗?

Secretary: I'm sorry. Mr Brown is out right now, but he should be back in the office by 4:30 pm, Can I take a message?

很抱歉,布朗先生这会儿外出了,他将在下午 4:30 回办公室,要留言吗?

Robinson: Yes. Please ask him to call me as soon as he get in, please.

是的,请告诉他,请他回来后马上给我打电话。

Secretary: Certainly. May I have your full name?

一定,请问您的全名是?

Robinson: Bach Robinson.

贝齐·罗宾逊。

Secretary: Sorry, I didn't get that, would you please repeat that?

抱歉,我还没记下来,请重复一遍。

Robinson: Bach Robinson.

贝齐·罗宾逊。

Secretary: Thank you, could you spell it?

谢谢,您名字的拼法是 B-A-S-H?

Robinson: No, B-A-C-H

不,是 B-A-C-H。