

# 职业 秘书英语

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# 职业秘书英语

English for Professional Secretaries

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## 内 容 提 要

本书在内容设计上从学生的就业出发,分秘书的职业技能和职业能力两大部分,突出职业秘书工作中与经济活动相关的商务知识的重要性;在体例设置上力求从听说读写等方面培养和提高学生的职业秘书英语综合应用能力,这是本书的一大特色。同时,本书还特别关注在商务活动中的文化差异。在涉外工作交往中,文秘从业人员不仅要有扎实的语言基本功,更要具备与语言相关的文化知识。因此,本书特别安排文化链接内容,弥补高职学生中西文化知识的缺失,为文秘专业学生未来职业生涯的成长助一臂之力,这是本书的另一独创特色。除了高职院校的在校生可以使用本教材外,在职文秘人员、商务从业人员也可以将之作为在职进修教材。

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# 前言

本书是人力资源和社会保障部“十一五”重点课题《技能人才职业导向式培训模式标准研究(项目编号:LA2007-10)》高职文秘专业子课题的研究成果。在职业导向课程模式理论(简明地概括为“123456”,即一个全新的职业教育培训课程理论,两个主要的适用领域,三个层次的课程目标,四个职业维度的课程构建主轴,五大学科视角,六种重要的职业能力分析工具)指导下,我们制订了文秘专业高技能人才培养培训教学方案。为确保这一全新教学理论指导下的教学方案的顺利实施,我们将陆续编著出版五门职业资格课程教材,分别是《职业秘书导论》、《职业秘书写作》、《职业秘书实训》、《职业秘书沟通与礼仪》和《职业秘书英语》。

本书旨在培养文秘专业学生的职业英语能力和探索实践教学。以前的文秘专业学生培养重在“撰文办会”,学生就业多半是事业单位中的政府机关或企业的办公室文职人员。而今,文秘专业毕业生大多数进入商业领域,即使是进企业,也不同于以前单一的国有企业,更多的是中外合资企业、外资企业。时代的变迁和用人单位人才需求标准发生变化,我们的文秘人才培养模式自然要进行改革。因此,既要培养学生的秘书理论素养,更要培养学生的实践能力,以及职业英语应用能力。针对社会和企业的用人需要,遵循注重实践、培养能力的指导思想,我们认为要切实培养和提高文秘专业学生的英语实际应用能力,在教材编写时就应加强就业对口单位的实际需要和社会经济发展的客观需求,从而确定商务性新型秘书人才的职业技能培养目标。反映在教材编写上就要改变理论与实践严重脱节的情况,要重实用,提倡“职业化”,突出其英语应用能力。

本书具有以下几个显著特点:

1. 在体例设置上力求从听说读写等方面培养和提高学生的秘书英语综合应用能力。职业技能部分围绕秘书工作的日常活动展开,以实际工作场景设计对话;文书写作部分围绕秘书工作中的各类文书写作而展开。

2. 在内容设计上从学生的就业出发,由浅入深,重点突出秘书职业英语口语和写作能力的培养。基础英语知识与秘书职业英语知识有机结合,充分考虑到高职学生的英语基础知识水平,注重知识点的延伸与衔接,并且有归纳有总结。特别是知识点的注释,力求详尽而突出重点,紧密结合学生的工作所需,努力做到让学生“学则会,会则用,用则通”。

3. 本书还特别关注在商务活动中的中西文化差异。在涉外工作交往中,文秘从业人员不仅要有扎实的语言基本功,更要具备与语言相关的文化知识。因此,在职业技能部分,专门增添了文化链接内容,范围涉及中西方的社交文化、传统节日、饮食文化、

宗教文化等。

全书分两大部分,第一部分为职业技能(1~6章),第二部分为文书写作(7~10章),共10章,44节,建议学时为一学年64课时。本教材由上海建桥学院文秘专业副主任冯修文副教授负责编写大纲,并编写第一章中的两节和第七、九章中的各一节,以及最后的定稿。参编院校有:上海建桥学院、上海电机学院、上海中侨学院等。其他参编的教师有,周晓燕(第一章两节)、王秀娥(第二章)、朱向荣(第三、八章)、井丽霞(第四章)、薛周平(第五章)、温儒良(第六章以及1~6章中的“文化链接”部分)、肖爱萍(第七、九章)、莫玉羚(第十章)。在课题研究阶段,上海建桥学院科研处处长陈祝林教授,卢丽琼老师给予了很大支持。在撰写书稿期间,我们同样得到了院系领导的鼎力相助,他们是上海建桥学院教务处长何仁龙教授,周荣玲老师;上海建桥学院文化传播系主任张骏德教授、陈先元教授,专业主任陈梅副教授,以及吕菊林教授;同时上海中侨学院外语系主任杨明娟教授也给予了大力支持。在此一并表示真诚的谢意。

在筹划编写本书之际,我们就立志要尽心尽力而为之。虽然有诸多专家学者的学术成果可做参考,然而站在巨人肩上的矮子,举目所望,总有局限。因此,书中不足之处,还望各位同仁批评指正。

冯修文

2009年11月

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为配合教学,读者可在上海交通大学出版社网站(<http://www.jiaodapress.com.cn/>)免费下载听力原文,教师可联系我社编辑张书君索取教参,电话 021-61675263。



# 职业技能篇

(Professipnal Skills)

A decorative laurel wreath arches over the text, with a ribbon banner at the bottom.



# Chapter I

## Receiving and Seeing off Visitors(迎來送往)

### Section One Receiving Visitors (接待客人)

#### Part A Situational Dialogues (情景会话)

##### Dialogue 1

**Background:** Client Mr. David Green pays a visit to GM Corporation located in Shanghai Pudong New Area. Annie Lee, secretary to Ms. Xu, Director of Marketing, is receiving Mr. Green in reception.

**A: Annie Lee**

**B: Mr. Green**

A: Good afternoon, sir. Is there anything I can do for you?

B: Yes. My name is David Green. I'm here to see your Marketing Director Ms. Xu.  
Here is my card.

A: Nice to meet you, Mr. Green. My name is Annie Lee, Ms. Xu's secretary.

B: Oh, Miss Lee. The other day I e-mailed you my appointment with Ms. Xu.

A: Yes. Ms. Xu is expecting you and she'll be with you in a moment. Have a seat, please.

B: Yeah. Thanks a lot.

A: Ah, would you prefer coffee or tea, Mr. Green?

B: Some tea, please.

A: OK... Here you are. I'll check with Ms. Xu to see how long she'll be here.

B: Thanks. By the way, please tell her I've brought the contract signed yesterday.

A: OK.

**(After a while)**

A: Ms. Xu is available now. This way, please.

B: Thanks.

## Dialogue 2

**Background:** Client Mr. John Morris wants to see Ms. Xu, Director of Marketing. As they haven't made an appointment in advance, and Ms. Xu is engaged in something important, Mr. Morris fails to meet her. The secretary Annie Lee receives Mr. Morris and offers him some help.

**A: Annie Lee**

**B: Mr. John Morris**

A: Good morning, what can I do for you?

B: I'd like to see Ms. Xu, Marketing Director.

A: Is Ms. Xu expecting you, sir?

B: Oh, She has no idea, I'm afraid.

A: May I have your name, please?

B: John Morris.

A: Could I know your purpose for the visit?

B: I am here to show her our new products. Here are my card and some samples.

A: Sit down, please. Mr. Morris, Ms. Xu is having an important meeting with some staff now, and I have no idea when she is available.

B: Thanks.

**(After some minutes)**

A: Sorry, Mr. Morris. I'm afraid Ms. Xu is too busy to meet you now. Would you like to have a talk with someone else?

B: No. Thank you. I'll be waiting here for her.

A: I'm afraid she can't see you until 4:30 pm. She's fully scheduled.

B: Really?

A: That's it. Mr. Morris, may I make an appointment for you? Ms. Xu is free from 9am to 10:30am tomorrow morning.

B: OK. I'll be here on time tomorrow.

### Notes

1. client *n.* 顾客, 客户, 相同表达: customer  
A client of mine inquires for 100 cases of Black Tea.  
我的一位客户询问 100 箱红茶的报价。
2. reception *n.* 接待处; 接待  
receptionist *n.* 接待员; 前台  
in reception 在接待处, 相同表达: at the reception desk  
You can leave a message with reception.  
你可以在接待处留个口信。
3. make an appointment with sb. 约定, 与某人约好见面, 指定时间见面  
make a date with sb. (特定的时间, 地点) 约会, (非正式) 未婚异性之间的约会

4. expect *v.* 盼望,期待;要求;猜想;认为  
 expectation *n.*  
 expect sb. 期待某人到来  
 expect sth. from sb. 期待从(某人处)得到某物  
 expect too much 期待过高  
 wait for sb. 等待某人到来  
 stay up for sb. 熬夜等待某人  
 stand up for sb. 支持某人  
 This is the parcel which we have been expecting from New York.  
 这是我们一直在期待的从纽约来的邮包。  
 Will you need any help? 你需要帮助吗?  
 I don't expect so. 我想不必了。
5. take/have a seat 请坐,相同表达: sit down, be seated, seat oneself
6. available *adj.* (某人)有空的,(某事)可获得的  
 The room you want is not available.  
 你要的房间现在没有。  
 The general manager is not available now.  
 总经理现在没空。
7. in advance 预先,事先  
 a week in advance 提前一周  
 The ticket is cheaper if you book it in advance.  
 预订票要便宜些。
8. be engaged in/on sth. 忙于;从事  
 be engaged to sb. 与某人订婚  
 He is engaged on his new products launch.  
 他正忙着新产品上市。  
 She's engaged to Peter.  
 她与彼得订了婚。  
 I phoned you earlier but you were engaged.  
 我早先打过电话,但你那边占线。
9. on time 准时,按时  
 in time 及时  
 at a time 每次  
 at one time 曾经,一度  
 at all time 总是,随时,永远  
 at no time 决不  
 at times 有时,间或  
 ahead of time 提前,相同表达: in advance  
 behind time 拖后  
 behind the time (思想、方法等)落后,过时,陈旧  
 for the time being 暂时,眼下

She ran up the stairs two at a time.

她一步两阶地跑上了楼梯。

We finished the work 15 minutes ahead of time.

我们提前 15 分钟完成了工作。

### Practical Sentences

1. I have an appointment with Mr. Bush at 10:00.  
我与布什先生约好了 10 点见面。
2. Please be seated here. Mr. Bush is expecting you.  
请就座。布什先生正在等您呢。
3. Well, we're looking forward to the opportunity of meeting you here again.  
好,我们期待能有机会在这儿再次与你相见。
4. They are here for the 9:00 meeting as scheduled with your director.  
他们和你们的总裁约定 9 点见面,他们是为此而来的。
5. This way, please. I'll show you the way to the meeting hall.  
我领您到会议室去,这边请。
6. Our manager is available tomorrow. Would you be here then?  
我们经理明天有空,你明天来行吗?
7. You won't contact Mr. Clinton, I'm afraid. He has gone on business to New York.  
恐怕你无法联系到克林顿先生,他去纽约出差了。
8. Would you check if Mr. Xu is free at the moment?  
请你看一下许先生此刻是否有空。
9. We'll get in touch with you as soon as possible.  
我们会尽快与您取得联系的。
10. Nice to have met/seen you.  
见到你好极了。(这是分别时所说的话。而 Nice to see you 是见面时所说的话。)

## Part B Cultural Connection (文化链接)

### Body Language

When people speak, their eyes, hands, and the whole body move as well. This is body language. The body has something to say. In a new culture, you need to understand the meanings of body language.

American parents and teachers tell children, "Look at me when I'm talking to you!" We feel sure that the other person is listening if we can see his or her eyes. We think it is important to *make eye contact* during a conversation. To us, it's a sign of **openness** and **honesty**. It shows respect. We think that a person who doesn't look at us may be **hiding** the truth. However, in some other cultures, children are taught not to look directly at someone. They learn that looking directly at a person shows a *lack of*

respect. There are **regional** differences, too. People on *the West Coast* enjoy more eye contact than people on *the East Coast*. On the other hand, we generally avoid *eye contact* with complete strangers on the street. Parents teach their children not to **stare** at strangers. Small children are curious **about** the world. They enjoy seeing new things and new kinds of people. They often stare at anyone who looks different. "Don't stare. It's not polite." is what their parents teach them.

In a social group, American women often sit with their ankles crossed, or sometimes their legs crossed at the knee. Men often sit with one leg crossing the other, with the **ankle** resting on the **knee**.

People keep a distance between themselves and the person they are speaking to. It is called a "*social distance*." In the U. S. , people generally stand "at arm's length" (about 30 inches) away from a person they are talking to. Only family members, small children, and sweethearts come closer. South Americans, southern Europeans and Middle Eastern people stand closer to each other (22 to 26 inches). If they are speaking to an American, the American may feel uncomfortable. The American *backs away* to his or her comfort zone. The speaker comes closer again. On the other hand, people from Japan, China, and some northern European countries stand farther away (36 inches). To those people, Americans seem to "get too close". And to Americans, those other people seem "cold" and **distant**.

People from different cultures have very different feelings about **hugging** and touching. Some Americans may touch the arm of the person they are talking to while they are speaking. A man may gently **slap** another man on the back when **greeting** him. Many Americans hug their family members and good friends when they greet them or say good-bye. However, some Americans do not enjoy being hugged in public. There is a great variety of feelings about hugging strangers. Some people will warmly hug a new person they are introduced to. Others may take a long time before they give a friend a hug when they say hello or good-bye. People from south America or southern Europe frequently touch the person they are speaking to. They touch on the arm, hand, or shoulder. People from Japan **seldom** touch at all when speaking to others.

A hug, a touch, or standing close may mean nothing special to one person. It can mean **romance** to a second person. And it can be **offensive** to a third person.

American **psychologists** say that hugs are good for us: "Four hugs a day is a **minimum** requirement for good health. Six is better, and eight is best." However, a hug from someone you don't wish to hug is not welcome. If you love hugs, there are more on the West Coast than on the East Coast! Californians in general are much more "huggy" than New Yorkers.

### Vocabulary Bank

1. openness *n.* 坦率, 开放
2. honesty *n.* 诚实
3. hide *v.* 把……藏起来, 隐蔽

4. regional *adj.* 地区的,区域的
5. stare *v.* 凝视,注视
6. ankle *n.* 踝,踝关节
7. knee *n.* 膝关节,膝盖
8. distant *n.* 冷淡,不友好
9. hug *v.* (热烈地)拥抱;紧抱;怀抱
10. slap *v.* 掴;拍;以……拍打
11. greet *v.* 问候,迎接,招呼;称呼
12. seldom *adv.* 不常,很少,难得
13. romance *n.* 浪漫
14. offensive *adj.* 冒犯的,无礼的
15. psychologists *n.* 心理学家

### Useful Phrases

1. make eye contact 眼神交流
2. the West Coast 西海岸
3. the East Coast 东海岸
4. social distance 社交距离
5. back away (因害怕或厌恶而)后退
6. lack of 缺乏

### Sentences Analysis

1. The body has something to say.  
肢体也会说话。
2. We feel sure that the other person is listening if we can see his or her eyes.  
我们看到对方的眼睛就知道对方是不是在听。
3. To us, it's a sign of openness and honesty. It shows respect.  
这表示诚恳和诚实,也表示尊重和礼貌。
4. However, in some other cultures, children are taught not to look directly at someone.  
然而,在一些文化中,孩子们却被要求不要用眼睛直视别人。
5. In a social group, American women often sit with their ankles crossed, or sometimes their legs crossed at the knee.  
在社交场合中,美国女性坐着的时候常常是两个脚踝互相交叉,或者两条腿在膝盖上部交叉。
6. In the U. S., people generally stand "at arm's length" (about 30 inches) away from a person they are talking to. Only family members, small children, and sweethearts come closer.  
在美国,人们通常保持“一条胳膊的距离”(大约 30 英寸),只有家人、孩子、情人之间才会靠得更近一些。



7. People from different cultures have very different feelings about hugging and touching.  
具有不同文化背景的人对于拥抱和肢体接触有着非常不同的感觉。
8. Some Americans may touch the arm of the person they are talking to while they are speaking. A man may gently slap another man on the back when greeting him.  
有些美国人在和别人说话时会触碰对方的肩膀,男人和男人在互相问候时会轻轻地拍对方的后背。
9. A hug, a touch, or standing close may mean nothing special to one person. It can mean romance to a second person. And it can be offensive to a third person.  
拥抱、接触或站得近一点对一部分人可能无特别意义,对另一部分人可能意味着浪漫,而对第三部分人则可能是冒犯。
10. American psychologists say that hugs are good for us: "Four hugs a day is a minimum requirement for good health. Six is better, and eight is best."  
美国心理学家认为拥抱对身体有好处。他们说,为了身体健康一天至少拥抱四次,拥抱六次更好,最好拥抱八次。

## Exercises

### I. Fill in the blanks with words or expressions given. Change the form if necessary.

openness, honesty, hide, regional, distant, hug, greet, seldom, offensive, social distance

1. Since the accident, he has looked so quiet and \_\_\_\_\_.
2. Such love as his is \_\_\_\_\_ experienced.
3. "\_\_\_\_\_ is the best policy" was his creed in all his business dealings.
4. He orders his assistant about in a way that is very \_\_\_\_\_.
5. There is no point in \_\_\_\_\_ the truth for the sake of friendship.
6. They were surprised by her \_\_\_\_\_ in talking about her private life.
7. \_\_\_\_\_ covers people who work together or meet at social gatherings.
8. He rose slightly to \_\_\_\_\_ the visitor.
9. The departure of \_\_\_\_\_ policy from the central government is sometimes unavoidable.
10. I put my arms round her and gave her a \_\_\_\_\_.

### II. Translate the following Chinese sentences into English, and read them out.

1. 你好。我来做自我介绍。我是新来的秘书,我叫琳达。
2. 很好,谢谢。我想把你介绍给我们的经理,格林先生。
3. 好久没见了,一切都好吗?
4. 很抱歉我现在无法安排你与总裁会面。
5. 嗨,你是杨先生吗?前几天我们在和平饭店见过面。

### III. Listen to the recording and fill in the blanks with words, phrases or sentences.

A: You are a new \_\_\_\_\_ (1), aren't you?