

HOW TO BE
A GOOD ENGLISH SECRETARY

英文秘書專業知識

王其輝譯

英文秘書專業知識

浸信出版社出版

出版者的話

在香港這個高度的商業社會裏，貿易交往文件大都是英文，英文秘書（ENGLISH SECRETARY），是何等重要的人材！而且也是青年人心目中常常渴望參與的一項工作。但却每每有些青年怕自己的英文文筆不夠靈活；社交經驗不足而退縮，其實大可不必，無論從事哪種行業，學識固然重要，對該行的經驗（專業知識）尤為緊要。做

一個成功的英文秘書，懂得英文是起碼條件，對英文商業書信、合約草擬、開會記錄、業務報告、組織能力、商業旅行、收支差額和預算等等專業知識都必須一一涉及。

要在這行業有表現，或身為主管專修課程，都要有毅力及下功夫，我社編印這本《英文秘書專業知識》，內容廣泛，資料翔實，有志從事英文秘書或現在已是位英文秘書的朋友們，讀了本書，你（妳）一定能成為一位成功的英文秘書。

英文秘書專業知識

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學習基本的成因

前膽／會見一些有趣的人物／成爲一位旅行秘書／男秘書和女秘書／好秘書是永遠供不應求的／學習專業技術／別人希望你是怎樣的／要能合羣／培養積極的態度／可靠性／機敏與判斷力／主動進取／保持冷靜和控制情緒／處事泰然／適應能力與隨機應變／記憶力／培養閱讀技巧／懂得做事的基本方法／禮儀／要善解人意／接受別人不同的個性／處事泰然／如何介紹別人／如何作集體的介紹／自我介紹／成爲一位有口才的人／擴展知識的領域／儘量和別人合作／你對上司所持的態度／你對於公司所應持態度／自己所應有的態度／對待同事如同希望同事們待你一般／讓別人分享你的知識與技術／訓練新進人員／做事要專業化／職業組織／努力求得更高的水準／男女上司應注意事項

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修飾動詞、形容詞及其他副詞的／介系詞／連接詞是連接字與字或一羣字用的／驚嘆詞／句子就是一個能表達完整意思的字羣／學習去安排句型／句子的分類是依據他們的目的而定／句子依其結構來分類／你可以培養書寫的風格／片語／慣用語是很重要的／子句／標點符號應該使你的意思更明白／省略符號有四種基本用法／冒號／逗點是用來做稍微分開的符號／長劃符號是用來表示思想上的突然中斷／驚嘆號表示強烈的感覺／括號／句點／問號／引號有四種主要用途／引號和其他符號共同使用時／單引號的用法／分號

Chapter 1 第一章

Recipe for a professional secretary

職業秘書的要訣

Learn the basic ingredients

學習基本的成因

The picture or portrait of a successful secretary can only be partially drawn by any writer. Essentially, each secretarial worker must draw a self-portrait. You make each position or job in which you work very specialized. You give to it your own unique abilities and skills. Your personal philosophy of work—how to do a job—and your personal pride in your work and in yourself as a unique individual will determine your success and advancement in this exciting field.

任何作家都不可能描述出一位成功秘書的形象。由此，每一位從事秘書工作的人必須畫一幅「自畫像」。你要在每項工作細節上都表現出特殊的能力與技巧，使你的工作專業化。你個人的工作哲學——如何做一件事——和對你個人及你的工作的信心都能決定你是否能在這令人興奮的行業裡成功、進步。

You will find variety as well as much routine in a secretarial position. Some secretaries have days on the job when they believe they have far too much variety—with everything happening at once and several tasks which need doing simultaneously! Here are some possible activities which you may do:

你會發現，秘書的工作有時充滿了變化，有時又全是例行公事。有些當秘書的甚至覺得他們遇上的變化未免太多了一點——許多各式各樣的事往往同時來臨，而每一件又都是必須立刻辦好的，下面是一些你可能要做的：

Meet people who come to the office.

接待來辦公室的客人。

read, sort, and organize incoming mail.

閱讀、分類並編列所有收到的信件。

take dictation and transcribe notes on the typewriter.

筆錄及口述的信函，用打字機謄好。

compose letters and assist in preparing reports.

擬信並協助準備各種報告。

answer the telephone and place outgoing calls.

接聽電話並代撥對外電話。

make appointments for your employer and keep track of them.

替你的上司訂約會並加以紀錄。

arrange materials needed during conferences.

準備會議所需要的資料。

file papers of many types so that you can find them promptly.

整理各類檔案，使你能迅速的找到所需資料。

type material from your employer's longhand, or from roughly typed notes.

將你上司手寫成或隨意打成的筆記重新打好。

type material to be printed.

將準備付印的資料打好。

take and type minutes of meetings.

作會議紀錄，並馬上謄打。

type speeches your employer will deliver.

將你上司的演講稿打好。

record speeches in shorthand.

以速記紀錄演講內容。

order supplies and equipment for the office.

訂購辦公室裏所需的文具及設備。

use adding, calculating, and duplicating machines.

要會使用計算機和複印機。

prepare budgets and payrolls.

準備各種預算及薪資表格。

keep financial records and expense accounts.

作帳務和費用記錄。

keep personal records for your employer and do personal banking.

爲上司做私人事務記錄並處理其金錢往來。

make hotel reservations and travel arrangements.

預訂旅館並作旅行上的各項安排。

maintain a clipping file on your employer's interests and concerns.

爲你上司覺得有興趣及所關心的事情作剪報檔案

be a "buffer" or go-between for your employer.

爲你的上司作緩衝人或中間人。

supervise other employees or serve as office manager.

監督其他工作人員或負起辦公室經理的責任。

Suggestions for effective and efficient procedures for performing these activities are presented in this handbook. You will develop many more to fit your specific position in the specialized business in which you work.

關於如何有效地達成上列諸事項的方法，將在後面一一介紹。不過爲了適應你個人的工作環境，你還應當發展你所獨有的方法。

Look ahead 前 瞻

A secretarial job is the ideal spot in any organization form which you can listen, look, and learn. It is inevitable that as you do the many "expected" jobs of a secretary (discussed in detail in succeeding chapters) you will find you are also being given the opportunity to assume executive and administrative responsibilities. You have the chance to demonstrate how efficiently you can do it — or you can "muff" it! The more promotions you receive, and the higher you go in the company, the more responsibility you must assume; the more decisions you must make and live with; the more problems or concerns with which you must cope.

在任何機構中一個能讓你聽、看和學習的最佳職位，就是秘書工作了。當你在做秘書“份內”之事（細節將在以後幾章討論）時，無可避免的，你會發現有機會去承擔經理的或行政的責任。這使你有機會表現出你是多麼有效率的人——或多麼笨拙的人。在公司中你升遷的機會愈多，地位愈高，你所承擔的責任也隨之愈重；你所須作和面對的決定愈多，那麼你必須克服的問題與事務也就愈多。

The majority of secretarial jobs are pleasant most of the time. Many of the features which distinguish the job of the executive also become a part of your position as secretary. You will benefit from good space assignments for your executive, special office furnishings, and maybe even a view from the office furnishings, ~~and maybe~~ even a view from the office window!

大部份的秘書工作都是相當愉快的。秘書可以跟公司的經理人員分享許多高級職員的特權，例如獲得位置、裝修、和窗外景色等特別好的辦公室等。

Meet interesting people. 會見一些有趣的人物

As a secretary, you will meet interesting and important people as well as cantankerous and difficult ones. Your work will have variety as well as dull and monotonous periods. Depending upon the business in which your employer is engaged, the job can be a never-ending series of surprises.

身為一位秘書你會見到許多有趣和重要的人物，你也可能會和脾氣暴躁，難以相處的人打交道。你的工作有極富變化的時候，但也會有單調無聊的時候，秘書工作甚至可能充滿一連串的驚喜，這完全看你的老闆是從事那種工作而決定。

Be a traveling secretary. 成為一位旅行秘書

Being a secretary in many businesses will be confining. In other jobs you may be able to travel. If travel is one of your main interests in life, you can always get a series of secretarial positions in various parts of the world. If that is your dream,

you should also consider adding some skills and fluency in one or more foreign languages.

擔任某些行業的秘書可能活動範圍很有限。在別的行业裏你可能會有旅行的機會。不過如果旅行是你生命中主要興趣的話，你可以乾脆就到世界各地去擔任一連串的秘書工作。如果這是你的夢想，你就該加強你的外語能力，多學幾種外國語。

“He and She” secretaries. 男秘書和女秘書

Although the secretary is most often identified as “she” and the executive or employer as “he”, it isn’t always necessarily so! In the early days of office work most secretaries were male because the female of the species was considered too weak for such strenuous activities.

雖然我們通常認為秘書應該是女的，而主管或老闆是男的，但是事實上這並非百分之百正確。以前許多秘書工作都是由男士擔任的，因為大家認為女士體質太弱，擔當不起這項辛苦的工作。

Currently there is an increase in the number of men coming into the secretarial field, just as more women are moving into executive and administrative positions. Jobs and careers are not primarily established on the basis of sex, but rather on the individual’s abilities, preferences, and opportunities.

而目前，男士們擔任秘書工作的正如女士們擔任經理和主管的一般日漸增加。工作和事業上的成就並非因性別而異，最主要的是靠個人的能力、選擇和際遇。

Good secretaries are always in demand.

好秘書是永遠供不應求的

There will never be an oversupply of good secretaries. Many “secretaries” are actually stenographers or typists. They have either not had the experience or special training (usually on the job) in the many duties required of a secretary, or they do not have the personal qualities and abilities to become secretari-

es. In good times or bad, during economic ups and downs, the secretary who has the correct secretarial traits as well as the necessary secretarial training will always have or be able to obtain a position.

世界上絕對不會有太多的“好秘書”。事實上許多所謂的“秘書”只不過是速記員或打字小姐罷了。他們不是對一位秘書所應做工作缺乏經驗和特殊訓練（大半是在職訓練），就是根本沒有做秘書的條件和能力。不論時局好壞，經濟繁榮或蕭條，一位個性合適，而且受過良好訓練的秘書永遠是不會失業的。

You must, of course, live in the present, but simultaneously you must prepare for the future. This makes it imperative that you continue your education all of your life, either formally, informally, or both. For example, if you are going to be a top-notch secretary in some business, you must acquire background information and knowledge on just what that business is - what it does, what product or service it sells, and the activities which make it different from other businesses.

當然，你必須生活在現在，同時也應當對未來有所準備，因此你必須不斷地學習，不管是正式的或非正式的，也許兩者兼需。例如你希望在某行業中做位第一流的秘書，你必須了解該行業的背景資料及有關的知識——這項行業是幹什麼的，推銷什麼樣的產品，提供什麼樣的服務和它與其他行業有什麼不同。

Learn specialized skills. 學習專業技術

You may need to be proficient in science, mathematics, music, editorial skills, or public relations. Adult education proved long ago that it is possible to teach an old dog new tricks, so it will never be too late for you to go back to school in some capacity and extend your knowledge, skills, and interests.

你可能需要對科學、數學、音樂、編輯技術或公共關係有所相當認識。俗語說“活到老，學到老”，所以有機會再回到學校中學習新的知識、技能和興趣總是好的。

Any executive with whom you might talk can give you a word picture of the competent and successful secretary. Personnel directors and placement officers in schools and employment agencies can also enumerate qualities and skills considered essential. A composite of these opinions, reported in the following pages, indicates areas which will influence your success on your secretarial jobs.

當你與任何主管交談時，他們都可能為你描述他們所謂能力高強的秘書應當是怎麼樣的。學校或職業介紹所中主管人事的主任或職員也會告訴你，身為一位秘書你所需具備的條件和技術是什麼。在下列數頁中有關這些意見的綜合報告能告訴你，那些事情會影響到你是否能成為一位成功的秘書。

See yourself as others hope to see you.

別人希望你是怎樣的

Included in all the hopes—for abilities and qualities of the successful secretary is excellence in the mechanical skills. As one supervisor phrases it, "She turns out letter-perfect work." This means that your shorthand and typing are accurate and speedy, the format of your letters is attractive, and your typing is sharp.

對一位成功的秘書所期望的能力和條件中，包括了一些機械方面的技術。正如一位主管所說的：「她的工作做的一字不差。」意思就是說她的速記和打字工作既正確又迅速、寫的信格式美觀大方而且打字非常清楚整齊。

Closely related to the mechanical skills is the expressed hope that the secretary will also be good at detail. This calls for standardizing your routine jobs so that errors can be avoided, and working out systems for follow-up. You will also need to learn to organize your schedule to do the rush and important jobs first.

與這些技術有密切關係的是，一位秘書，必須注意細節。為了避

免錯誤起見，你必須將日常例行公事標準化，並訂出一系列的追查系統。同時你也需要學習如何安排工作表，有些急要的事情必須優先處理。

In the past much has been said about the clothing and personal appearance of secretaries. One executive said, "I want my secretary to be attractive to look at." That is not much help, for what is attractive to one person may be repulsive to another. The area of dress should be your personal decision, hopefully based on what is sometimes called common sense. Your company may have very specific rules, in which case you follow them. In any event, clothing should be personally becoming and somewhat simple. You would, of course, be sure that it is clean, freshly pressed, and smart. Hairstyles should be neat and manageable.

關於秘書的衣著及儀容問題也是大家所常討論的。一位主管曾說：「我希望我的秘書讓人看起來能吸引人。」這句話也許並沒有什麼幫助，因為能吸引某些人的，可能會讓另外一些人感到厭惡。至於穿那類衣服應該是由自己決定的，不過最好是根據普通常識來作決定。也許有關衣著方面公司有明確的規定，在這種情況下你最好遵守規定。一般來說，衣著應該合適簡樸。當然衣服一定要清潔整齊。至於髮型應該合適而易於整理。

The question of make-up is equally controversial. Hopefully, you will not use excessive amounts. A number of years ago, a famous music critic said, "I like my secretary to use make-up, but not so much that I feel I must buy a ticket to see her."

化粧問題也是大家爭論的。最主要的是不要化粧太濃。幾年前，一位有名的音樂評論家說：「我希望我的秘書化粧，但不希望她的化粧濃到讓我覺得好像必須買票去參觀的程度。」

Be a good team member. 要能合羣

Your direct supervisor is the one with whom you work most closely, but both of you work with other persons in the organi-

zation. First, however, you should learn your immediate supervisor's preferences on work routines. As you start work, you should ask what the preferred times for doing certain tasks might be, such as the time for dictation and the routine for reading and signing mail.

與你工作關係最密切的就是你的頂頭上司，但是你們兩人還要與公司中其他員工合作。首先你應該了解上司喜歡的工作方式。當你開始工作時，你應該問清楚那些工作應該在那段時間進行較合適，例如，何時筆錄口述資料及何時看信和簽字。

You will also need to learn your employer's and/or the company's policies about helping other secretaries when a heavy work load develops in other departments, whether you may ask others to help you when the load is heavy in your office, and whether there are other executives who may ask you to do work for them.

當其他部門的秘書工作過重時，你應當曉得你的上司或公司的政策是否要求你去幫助他們，或者當你的工作量太多時，你是否可以請別人幫忙，以及是否還有別的主管可以要求你幫他們做事。

Being a good team member also means that you are a responsible person. You realize the value of time and you do not gossip, in or out of the office, about company business or secrets. You learn where to get information and assume as much responsibility as your executive is willing to delegate.

做一位合群的人同時也表示你是位負責任的人。你必須了解時間的重要性。無論在辦公室中或下班後，對於公司的業務或機密，絕對不要隨便談論。你學習由何處去取得所需的資料，並能儘量承擔上司所交付的責任與工作。

As a responsible team member you must have the capacity to take an enthusiastic interest in the ideas and plans of your employer. If you are impatient on the job because of the importance of your personal plans and life, then you will not be a good team member. Working as a secretary means that you