

A PRACTICAL COURSE
OF ENGLISH CONCERNING
FOREIGN AFFAIRS

BOOK II

涉外英语实用教程

(下 册)

陈良旋 编著



河南大学出版社

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A Practical Course of English Concerning

Foreign Affairs

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前 言

随着改革开放不断深入,我国的涉外工作日益繁忙,对涉外业务人员的需求迅猛增加,对他们的业务素质和工作技能的要求也更高了。

《涉外英语实用教程》系根据国家教委关于适应形势需要调整专业方向的指示精神,根据河南省教委下达的任务,结合我国改革开放形势而编写的讲义。在编写过程中,参考了大量的国内外有关书刊资料。经郑州大学外语系学生和外事文秘方向学生使用,证明切合需要,深受欢迎,现经修改补充,正式出版。

本教程由于涉及面广,内容丰富,为便于教学使用,分为上下两册。上册含写好书信的基本原则;社交书信;外贸书信;电报电传等四部分,另有附录“世界通用电报业务缩略语表”等。下册含秘书必读;即席致辞;外交礼仪;外交公文;其他涉外应用文等五部分,并另附“公共揭示用语”等数种参考资料。

本教程可作高等学校英语专业学生必修课或选修课教材,也可作外事、外贸、旅游及其他行业涉外工作人员进修培训之用。本书也是广大英语爱好者一本实用性强,颇有参考价值的书籍。

由于水平所限,时间仓促,难免有错误或不妥之处,敬请读者批评指正。

编著者
1992年夏

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Part Five

Secretarial Duties

One of the busiest persons in an office is the secretary. Every day he/she has lots of things to do. The work mainly includes receiving visitors, making arrangements, receiving and making telephone calls, bookings and appointments, daily office routine, taking and passing messages, answering or writing letters, telegrams and telexes, drafting documents, notifications or speeches, filling in forms, filing, typewriting and other clerical work, and even taking minutes at meetings, etc.

One can not do the work well without trying hard to have all the qualifications of a secretary. Besides the basic requirements, such as being punctual in attendance, diligent in discharge of his/her duties and careful and practical in dealing with everything. It is essential for a secretary to have knowledge of at least one foreign language. A secretary should be a shorthand-typist with a knowledge of office practice and know the things about secretarial duties. He/She should receive secretarial training if he/she hasn't received before, and acquire proficiency in all necessary skills, especially the skills in writing and in oral work.

As for skills in writing we have discussed letter writing, telegram writing and telex writing in the previous parts, and we will touch on document writing, speech writing and other practical writings in the next few parts. In this part, we are to discuss the skills in oral work.

I. RECEIVING VISITORS

The most common work for a secretary is to receive visitors. A secretary who receives visitors is also called a receptionist. In different organi-

zations, the work of a receptionist is varied. In a large firm, a receptionist normally does nothing apart from receiving visitors and making appointments and travel arrangements. But in a small firm, the receptionist may not only have to receive visitors, but also do some typewriting and clerical work, and even operate switchboard. Anyhow, the reception work is important because the receptionist is the first person visitors see when they come to the firm and thus give the first impression of the firm to the visitors.

There are different ways of speaking involved in receiving visitors with an appointment and without an appointment. Appropriate ways with polite manners are always requested.

A receptionist should know all the appointments and whereabouts of the executives every day. He/She should be notified in advance or at the beginning of each day. Of course, executives should report their movements (for example, going to see an important client or going to lunch) to a receptionist throughout the day. With this information in mind, the receptionist can receive and talk to visitors without any hesitancy.

Conversations between receptionists and visitors can take many forms. Generally, however, they contain greetings, requests, explanations, suggestions, and apologies, etc.

1. RECEIVING A VISITOR WITH AN APPOINTMENT

Model

Receptionist: Good morning, sir. Can I help you?

Visitor: Good morning. Is this Timberlake & Company?

Receptionist: Yes, it is.

Visitor: My name is Thomas Ray. I am from Randolph-White Company. I have an appointment with Mr. Norton.

Receptionist: Yes, Mr. Norton is expecting you, Mr. Ray. If you'd like to take a seat, I'll let him know you're here.

Visitor: Thank you.

Receptionist: (*dials Mr. Norton's extension number.*) Mr. Norton?

Mr. Ray of Randolph-White Company is here. Shall I send him up? Thank you. (*to visitor*) Mr. Norton will come down and see you right away, Mr. Ray.

Visitor: Thank you very much.

Note that Mr. Ray had an appointment and what he introduced agrees with that in the appointments list, so the receptionist can say that Mr. Norton is expecting him.

2. RECEIVING A VISITOR WHO DOESN'T INTRODUCE HERSELF WELL

Model

Receptionist: Good morning, madam. Can I help you?

Visitor: Yes. I would like to see Mr. Norton, please.

Receptionist: Yes. . . . You must be Miss White.

Visitor: Yes, I'm Jane White.

Receptionist: Mr. Norton said that you are coming this morning. If you'd wait a few seconds, I'll ring his extension. (*dials*.) Hello, Mr. Norton. This is Reception. Miss White has come here to see you. Shall I bring her up to your office? Thank you.

Visitor: Is he free now?

Receptionist: Well, Mr. Norton will come down to take you to his office in about five minutes, Miss White. There are some magazines on the table over there if you'd like to read them.

When the visitor does not introduce herself well, the secretary does not ask if the visitor has an appointment. At this moment, she could say, "Do you have an appointment with Mr. Norton?" But this would sound rather cold. After checking in the appointments list, she says, "You must be Miss White." This sounds much better. For it is usually a good idea to address the visitor by name if he/she has an appointment. This is a

friendly gesture, and makes the visitor feel that he/ she is welcome. Of course, if you find no record of an appointment, you may ask the above question.

If there is a delay, the receptionist should offer the visitor some reading matter.

3. RECEIVING A VISITOR WITHOUT AN APPOINTMENT

Model

Receptionist: Good morning, sir. Can I help you?

Visitor: Yes. I would like to see your managing director to discuss sales of duplicators of our new model. Here is my card.

Receptionist: Thank you. (*reads the card*) Mr. Wilson. Office Machinery Company. Have you an appointment, Mr. Wilson?

Visitor: Er ... No, I'm afraid I haven't.

Receptionist: The managing director is now attending a meeting.

Visitor: Can you let me know when he will be free?

Receptionist: I'm afraid he won't be free this morning.

Visitor: What a pity!

Receptionist: Well, the Purchase Manager usually deals with this kind of matter. That's Mr. Cooper.

Visitor: Yes? Is it possible to see him now?

Receptionist: Just a minute please. I'll phone his secretary to see if he's free. Be seated, please.

Visitor: Thanks. (*dials.*)

Secretary: Mr. Cooper's office.

Receptionist: Hello, Mary. Linda here, Reception. I have a Mr. Wilson here. He wants to see Mr. Cooper to discuss sales of duplicators of their new model. Is Mr. Cooper free to see him?

Secretary: Yes, he is. As a matter of fact, he is in the office now.

His 9:45 appointment has been cancelled. Send Mr. Wilson up, please.

Receptionist: O.K. (*puts down the phone and turning to Mr. Wilson*) Mr. Cooper is free, Mr. Wilson. Would you please go up to his office. It's Room 12 on the second floor. Mr. Cooper is expecting you.

Visitor: Room 12 on the second floor.

Receptionist: That's right. The stairs are over there, on the right ... or there's a lift at the end of the corridor.

Visitor: The second floor ... I think I'll take the lift. Thank you. Good-bye!

Receptionist: Bye!

When a visitor arrives without any appointment, the receptionist should offer him a seat, and promise to contact the person he wants to see, or someone else who can deal with the matter.

4. REARRANGING THE APPOINTMENT

Model

Receptionist: Good morning. Can I help you?

Visitor: Yes. I have an appointment with Mr. Cooper.

Receptionist: Mr. Edwards?

Visitor: Yes, that's right.

Receptionist: I'm afraid Mr. Cooper is engaged at the moment. He is in the middle of a meeting. * Would you mind waiting?

Visitor: Well ... How long will he be?

Receptionist: About half an hour.

Visitor: Well, it's a quarter to ten. Oh, that's too long. I have another meeting at 10:30.

Receptionist: Can the Assistant Manager deal with it?

Visitor: No. I got in touch with Mr. Cooper myself on the telephone yesterday and discussed details with him. I doubt

if anyone else would know about the matter.

Receptionist: Perhaps you would like to make an appointment for some other time?

Visitor: Yes, I suppose that's the best idea in the circumstances. I'll be in this area on Thursday morning. Thursday morning at 9:30. Is that all right?

Receptionist: Yes, I'll make a note of that and ask Mr. Cooper to confirm. Does he have your telephone number?

Visitor: Yes, but I'll leave my card, just in case he has lost the one I gave him.

Receptionist: Thank you, Mr. Edwards. I'm sorry about the confusion but we'll see you on Thursday.

Visitor: Yes. Thank you. Good-bye.

* If it is a long delay the visitor would appreciate some form of explanation. The receptionist should apologise for any delay.

5. WHEN THE EXECUTIVE IS ENGAGED

Model

Receptionist: Good morning. Can I help you?

Visitor: Yes. I'd like to see Miss Bernstein.

Receptionist: Is Miss Bernstein expecting you, sir?

Visitor: No, I'm afraid not.

Receptionist: Could I have your name, please?

Visitor: Park, Owen Park.

Receptionist: If you'd like to take a seat, Mr. Park, I'll see if Miss Bernstein can see you. (*to Miss Bernstein on her extension*)

I have a Mr. Owen Park here, who wants to see you. Yes, . . . you can't? All right. (*to visitor*) I'm afraid Miss Bernstein can't see you at the moment. Would you like to see someone else who can deal with the matter?

Visitor: No. I must see Miss Bernstein.

Receptionist: I'm afraid that's not possible at the moment, sir. Please leave your card and I'll ask Miss Bernstein to get in touch with you herself. Perhaps she can arrange an appointment for some future date.

Visitor: O.K. Here you are. Thank you. Goodbye.

If it is necessary to tell a visitor that it is impossible or inconvenient for an executive to see him, this may have to be done tactfully:

If the executive is away from the office, it is not too difficult. The receptionist may ask if someone else in the office can help.

e.g. "I'm afraid Mr. Norton can't see you today. He is away from his office at the moment. Can the Assistant Manager deal with the matter?"

If the executive is in the middle of a meeting, the receptionist should explain carefully what is happening.

e.g. "I'm afraid Mr. Norton can't see you today. He's in the middle of a meeting at the moment. Would you like to make an appointment for next Friday?"

If the executive simply hasn't enough time or doesn't want to see the visitor, then the receptionist has a difficult job and must explain or make suggestions with tact. A future appointment can be arranged.

If the receptionist accompanies the visitor to the executive's office, he/she announces the visitor's name, title and the company he represents. He/She then introduces the executive to the visitor.

e.g. This is Mr. Wilson, the Representative from Office Machinery Company.

This is Mr. Cooper, the Purchase Manager.

This is Miss White, the Fashion Design Department of MH Company.

This is Mr. Norton, our Business Manager.

6. DRILLS

Substitute the underlined parts:

1. If you'd like to take a seat, I'll let him know you're here.

1) sit down over there, the secretary will come and bring you up to the office

2) be seated here, I'll contact the managing director

3) wait a few minutes, Mr. Norton will come and see you

4) come this way, the messenger will show the way to the office

5) wait in the reception room, I'll see if the director is free

6) wait a few seconds, I'll phone through to his secretary

2. Can you let me know when he will be free?

1) at what time he returns

2) the best time and date for an appointment

3) where Mr. Brown's office is

4) where the Sales Manager will be on Monday morning

5) who is available in the office

6) how much you can claim for travelling expenses

7) how to fill in the application form

8) as soon as the director comes back

3. Can the Assistant Manager deal with it?

1) the Office Manager

2) the Production Manager

3) the Research and Development Manager

4) the Foreign Department

5) the Engineering Department

6) any other manager

7) the Sales Manager's deputy

8) his secretary

4. I'm afraid Mr. Cooper is engaged at the moment. He is in the middle of a meeting.

1) Miss White can't see you today. She is away on business.

- 2) the director won't be able to see you this morning. He'll be very busy the whole morning.
- 3) Mrs. White is too busy to see you at all today.
- 4) you'll have to wait. He went to have lunch.
- 5) the managing director won't be back today. He has gone to see an important client.
- 6) the manager's deputy cannot be contacted at the moment. He is out.
- 7) I have to say sorry to you. Our manager is away on business.
- 8) Our manager hasn't come to office. He is ill.

II. MAKING APPOINTMENTS

Making appointments is also the common work of a secretary, especially in big organizations. The executive is always very busy. If he wants to see any person in other firm or in any firm in a distant city, and if he is too busy to make appointments himself, he asks the secretary to do it instead. The same is true with postponement or cancellation of appointments. And most of the meetings with his clients or business friends are also often arranged by the secretary.

1. MAKING AN APPOINTMENT FOR THE EXECUTIVE

Model

Mr. Norton: Olivia, I'd like to see Mr. Samson Root of the Quick Clothing Company sometime tomorrow. Would you phone him and see whether he is free?

Secretary: Tomorrow, certainly, Mr. Norton. But what if he is not free?

Mr. Norton: The day after tomorrow, then. Anyhow, the earlier the better.

Secretary: O.K. Mr. Norton, I'll phone him right away. (*dials.*)

Mary: The Quick Clothing Company. Can I help you?