

Training for professional English: on speaking and writing
Office English

职场英语口语与写作实训

办公室英语

主 编 李 晶



 **天津大学**出版社
TIANJIN UNIVERSITY PRESS

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前言

随着我国改革开放的不断深入和与国外交往的日益加深，世界许多跨国公司纷纷进入中国市场，而中国的大企业也纷纷跨出国门，走向世界。资本的流动带动人才随之呈动态趋势发展，一个国际性的公司，员工的来源也呈多元化趋势，中国的员工常常需要与外国老板和外国同仁交往共事，那么在办公室中如何就所经营的业务和这种国际化环境中的人们进行有效的交流，从而达到规范、准确、礼貌、高效，就成为人们关心的话题。本书的宗旨在于围绕着办公室这一环境，归纳出具有一定的典型性和代表性语言特点特征的口语会话和写作模式，使之成为日常办公环境中的实用手册。

办公室是一个商业活动中的特殊环境，它既不同于谈判会场，也不同于生产一线，它是商业活动中的一个中枢环节，连接生产、销售和其他许多商业环节，为商业活动进行铺垫和准备，也对商业活动进行归纳和总结。因此，办公室如同所有商业活动的大本营，为一切商业活动提供服务并成为商业活动成功的保障。除此之外，办公室还是人与人交往的重要场所，在办公室中围绕着商务活动而产生了各种人际关系，如何做到办事高效又待人得当，也是保障商业活动顺利进行的重要条件。

本书围绕办公室所需，分为办公室英语口语和办公室英语写作两大部分。上篇为口语部分，第一章至第五章包括从同事之间到面对客户再到面对老板的各种人际关系所产生的各种活动所需要的相关口语表达；第六章到第九章为办公室日常业务活动所需的口语表达。下篇为办公室写作，其中包括办公室对外商务信函写作和办公室内部日常事务信函写作。本书力图比较全面地概括办公室中所涉及的各种活动，做到全面准确、实用高效，为在办公室中需要对外交流的人员提供有力的工具。

本书在编写过程中参阅了相关的同类书籍，在此一并表示感谢。由于编者水平有限，疏漏和不足之处敬请同仁和读者提出宝贵意见。

编者

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办公室英语口语实训



Chapter One: Working in the Office (I)

第一章 在办公室 (1)

✓ Unit 1 Job Interview

✓ Unit 2 New Comers in the Office

Unit 1 Job Interview

Dialogue 1:

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

Interviewee: Good morning. I have come at your invitation for an interview.

Receptionist: The interview takes place in Meeting Room No. 3. I think the Personnel Manager is expecting you.

Interviewee: Could you tell me where the Personnel Department is?

Receptionist: You can take the lift over there. It's on the second floor.

Interviewee: I see. Thank you.

Receptionist: My pleasure.

Notes:

1. I have come at your invitation for an interview. 我应邀前来面试。
2. Personnel Manager 人事部经理
3. Personnel Department 人事部

Dialogue 2:

Interviewer: Come in, please.

Interviewee: Thank you. Can I talk to the manager?

Interviewer: Yes. I'm the manager. What can I do for you?

Interviewee: I saw your "HELP WANTED" ad in the paper that you're recruiting a marketing director. Is that position still vacant?

Interviewer: Yes. It's still vacant.

Interviewee: That's very good, I'd like to apply.

Interviewer: Do you have any practical experience as a marketing director?

Interviewee: No, I haven't, but I have been working as a salesman for three years. I think I have the competence to fill the vacancy.

Interviewer: We need a person who can plan the company's advertising campaign. In addition, he has to go to sales meetings frequently. Do you think you'd be able to handle those responsibilities?

Interviewee: Yes, absolutely. In fact, I've been attending trade fairs very often. And I also have the working experience in advertising. I'm sure I could do a good job with my knowledge, skill and experience.

Interviewer: May I ask why you want to leave your present job?

Interviewee: Because I want to work in a large company where I can display my ability. And I want something more challenging.

Interviewer: But it'll be more difficult.

Interviewee: Overcoming difficulties will give me a sense of achievement.

Interviewer: I understand. And when would you be available?

Interviewee: Well, let me see ... I could be available in about three weeks. I'd need to give my present employer sufficient notice.

Interviewer: I appreciate that. I think we've covered about almost everything.

Interviewee: I really appreciate the time you've taken to talk with me.

Interviewer: My pleasure. We'll notify you of our decision by next Monday.

Interviewee: Thank you very much.

Notes:

1. HELP WANTED (英文常用广告词) 我们这里需要人; 招聘人
2. marketing director 市场总监

3. practical experience 实际经验
4. advertising campaign 广告大战
5. trade fairs 商品交易会 ; 商品展览会
6. advertising *n.* 广告业
7. sense of achievement 成就感
8. give... sufficient notice 提前通知
9. notify sb. of sth. 通知某人某事

Dialogue 3:

Miss White: Good morning!

Mr. Smith: Good morning! Take a seat, please.

Miss White: Thank you!

Mr. Smith: I'm Bob Smith. May I have your name?

Miss White: My name's Lily White.

Mr. Smith: Miss White. Nice to meet you!

Miss White: Nice to meet you, too.

Mr. Smith: OK. Let's get down to the interview. From your application I see you've had quite a lot of experience as a secretary.

Miss White: Yes, I've been a secretary for six years, in three different companies.

Mr. Smith: Why have you changed your job so often?

Miss White: I'd like to have a job that's more dynamic and challenging — that's why I'm applying for this position.

Mr. Smith: Good. I see from the report that you did quite well in the shorthand and typing test. I suppose you'd be able to handle report writing.

Miss White: Yes, I'm good at that kind of work.

Mr. Smith: What about planning the manager's day?

Miss White: That's the secretary's responsibility. I'm used to doing that, to seeing that he doesn't forget his appointments.

Mr. Smith: That sounds fine. I'm very satisfied with your qualifications. I'm glad to talk with you, Miss White. You'll be hearing from us shortly.

Miss White: Thank you, Mr. Smith. Good-bye.

Notes:

1. Let's get down to the interview. 我们开始面试吧。
2. I'd like to have a job that's more dynamic and challenging. 我希望我的工作更有变化性和挑战性。
3. shorthand *n.* 速记

 **Dialogue 4:**

Wang: Good morning, sir. I'm Wang Ping. Wang is my family name, Ping is my given name.

Interviewer: Good morning, Miss Wang. Please be seated.

Wang: Thank you.

Interviewer: Now, let's go straight to the point, Miss Wang. We've received your letter and resume. How did you find out we have job openings?

Wang: From the recruitment advertisement in the newspaper.

Interviewer: What company are you with at present?

Wang: I'm with a state-owned enterprise as a secretary for nearly five years.

Interviewer: What make you want to change your job?

Wang: I didn't like the management there. It seems that every one is eating out of the same big pot and people are promoted according to seniority or by favoritism rather than based on merit or contributions.

Interviewer: Why are you interested in working in our company?

Wang: Yours is famous company with excellent management. If I have an opportunity to work in such a company, I believe I'll be able to fully develop my abilities.

Interviewer: I see. If you're accepted, what's your expected salary?

Wang: I'd like to start at 3,000 Yuan a month and I'd like to know if your company offers as many fringe benefits as the other companies do.

Interviewer: Of course we have lots of fringe benefits. We have an excellent benefit package that includes health insurance, life insurance as well as accommodation and transportation subsidies.

Wang: That sounds very complete.

Interviewer: We try to take good care of our employees. And other questions?

Wang: No. I don't think so.

Interviewer: By the way, when can you start working?

Wang: I think I can start as long as you give me two or three days' notice.

Interviewer: All right, Miss Wang. You'll hear from us shortly. Thank you very much. It's been nice talking with you.

Wang: Thank you, sir. I'll look forward to hearing from you.

Notes:

1. let us go straight to the point 让我们直奔主题
2. job openings 招聘
3. recruitment advertisement 招聘广告
4. state-owned enterprise 国有企业
5. eat out of the same big pot 吃大锅饭
6. promote sb. by favoritism 任人唯亲
promote sb. based on merit 任人唯贤
7. fully develop my abilities 充分发挥我的才干
8. fringe benefits 福利
9. life insurance 人寿保险
10. accommodation *n.* 食宿
11. transportation subsidies 交通补助

 **Dialogue 5:**

Interviewer: Come in, and take a seat, please.

Zhang: Thank you, sir.

Interviewer: You're Miss Zhang and you're applying for the secretarial position, aren't you?

Zhang: Yes, I am.

Interviewer: Would you tell me something about your educational background?

Zhang: I graduated from Tianjin Foreign Language University and I majored in English

and minored in International Business Trade.

Interviewer: Are you proficient in both written and spoken English?

Zhang: Yes, I think I have a good command of English.

Interviewer: Which band did you pass in the College English Test?

Zhang: English is my major. Actually, we were required to pass the TEM 4 and TEM 8 tests. I passed those tests with honors.

Interviewer: What kind of tests?

Zhang: Those are national English proficiency tests designed for English Majors.

Interviewer: Have you ever had any experience as a secretary?

Zhang: I'm afraid not. You know I'm a graduating student. Though I have no experience in this field, I'm willing to learn. And I've worked as an interpreter in a foreign trade company as a part-time job.

Interviewer: May I ask you some personal questions?

Zhang: Sure.

Interviewer: How old are you?

Zhang: I'm in my early twenties.

Interviewer: Are you single?

Zhang: Yes, I think young people ought to develop their career first and shouldn't be in a hurry to get married.

Interviewer: I appreciate your attitude. When and where were you born?

Zhang: I was born in Anhui Province in 1985.

Interviewer: That means you are not a resident of Tianjin?

Zhang: Yes, but I've got temporary residence permit.

Interviewer: All right. And what are your hobbies?

Zhang: Well, I have a wide range of hobbies and interests, such as listening to music, reading books and surfing the Internet. In summer, I like swimming.

Interviewer: You mentioned reading books. What kind of books do you prefer?

Zhang: I prefer English novels in the original.

Interviewer: How is your health?

Zhang: I'm in good health except that I'm a little near-sighted.

Interviewer: What the strength of the lenses of your glass?

Zhang: 200. Actually I always wear contact lenses.

Interviewer: What kind of personality do you think you have?

Zhang: I'm efficient, reliable and dashing.

Interviewer: Good. It's a pleasure to talk with you. You'll be hearing from us within a few days. Thank you for coming.

Zhang: Thank you, sir. Good-bye.

Notes:

1. I majored in English and minored in International Business Trade. 我主修英语辅修国际贸易。
2. TEM 4/8 (Test for English Majors Grade 4/8) 英语专业四级 / 八级考试
3. graduating student 应届毕业生
4. I'm in my early twenties. 我二十出头。
5. single *n.* 单身
6. in a hurry 匆忙地
7. That means you are not a resident of Tianjin? 这么说你不是天津本地人了?
8. temporary residence permit 临时户口
9. I have a wide range of hobbies and interests, such as ... 我爱好兴趣广泛, 如……
10. I prefer English novels in the original. 我比较喜欢英文原著小说。
11. near-sighted *adj.* 近视的
12. What the strength of the lenses of your glass? 你戴多少度数的眼镜?
13. contact lenses 隐形眼镜
14. dashing *adj.* 有拼搏精神的

Dialogue 6:

(An interviewee is asking the manager the terms of his company.)

A: How many hours do you work per week?

B: We work eight hours a day, forty-four hours per week, Monday to Friday.

A: What are the office hours?

B: From 9:00 a.m. to 5:00 p.m., with an hour-long lunch break from 12 to 1. Sometimes overtime work may be required. And the company will pay you overtime.

A: What's the pay like?

B: We'll have to take you on three months' probation first. That's our usual practice. We'd like to start you off at 1,500 Yuan a month in probation period, not including any bonus or overtime pay.

A: I understand.

B: How does that sound to you?

A: It sounds reasonable. Do employees have paid holidays?

B: Yes, ten-day paid holiday a years. In addition, you'll receive a year-end bonus, which based on your work performance and contributions to the company.

A: Do you provide housing?

B: No, the employees must have their own places to stay.

A: How soon could I know the result?

B: We'll inform you within two weeks by phone, if you are accepted. That's all for today. Thank you for coming.

A: Thank you. Good-bye.

Notes:

1. Sometimes overtime work may be required. And the company will pay you overtime.

第一个 overtime 是“加班”，第二个 overtime 是“加班费”。

2. We'll have to take you on three months' probation first. That's our usual practice. 你会有三个月的试用期，这是我们的惯例。

3. paid holidays 带薪假

4. year-end bonus 年终奖

5. provide housing 提供住宿

Dialogue 7:

Miss Lin: Good morning, sir. Can I speak with Mr. Jackson, the personnel manager, please?

Mr. Jackson: Of course. I'm the personnel manger. Take a seat, please.

Miss Lin: Thank you. Glad to see you. My name is Lin Li. I got your want ads in the