

南开 职业英语
系列教材

司爱侠 朱小妹 王凤元 甄桂春 编著

文秘英语

实用教程

WENMI YINGYU SHIYONG JIAOCHENG



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文 秘 英 语

实用教程

CHINESE SECRETARIAL ENGLISH PRACTICE



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南开职业英语系列教材

丛书前言

随着我国改革开放的发展和国际经济一体化进程的加快,英语学习越来越受到重视。学习英语的根本目的在于培养英语的运用能力,尤其是在各行各业实际工作中的应用能力,仅仅通过一些考试,拿到若干证书是远远不够的。近几年的就业市场对英语的要求也发生了转变,从重视公共英语能力转向重视行业英语能力。许多招聘机构都在面试环节增加了对行业英语的测试。一些职业资格证书考试也包括了行业英语能力测试。因此,高校也普遍开设了相应的专业英语课程,以培养学生的职场竞争力。社会上各种行业英语培训班日益火爆,从业人员急切地自我充电。正是为了满足这些需要,我们编写了这套“南开职业英语系列教材”。

本丛书编写遵循以下原则:其一,拟真。我们在编写时充分考虑当前职场的实际状况,尽可能多地从应用角度取材,以期读者在学过本丛书后,感觉工作中的文献资料就像是书中的一个单元。其二,新颖。我们对各专业的最新发展都给予非常充分的关注。许多材料非常新颖,其出现可能才几个月,而不像其他同类书取材数年之前的资料。其三,综合服务。我们认为,教材不仅仅是一本书,而且还是一个服务项目,因此,我们会为教师提供教学大纲、电子教案及参考试卷,也会向读者提供答疑解惑。其四,动态维护。我们会根据行业情况的发展,不定期地修订教材。

本丛书的主编已经有 17 年的专业英语教材编写经验,多部教材入选国家“十五”及“十一五”规划教材,并成为全国畅销书。本丛书的编者都有编写教材的经验,都在教学一线,有从事行业工作的实际经历。

本丛书可作为普通高校专业英语教材;各种短期培训班使用本丛书亦颇得当;个人使用本丛书充电也会极有收益。

受我们才学之窘、时间之迫,书中必有不当之处,切望各位读者不吝赐教。

司爱侠
2007.10.5

前 言

随着我国改革开放的进一步发展,与外国的接触和交流日益频繁,社会上越来越需要既熟悉日常文秘业务,又懂英语的各级各类文秘人员。具备相关职业技能并精通外语的人员往往处于竞争的优势地位,成为行业中的佼佼者,职场中不可或缺的核心人才。职场对从业人员的专业英语水平要求的不断提高,有力地推动了从业人员学习专业英语的积极性。本书就是面向职场而编写的文秘英语教材。

本书结合各种典型的工作环境、根据工作现状的要求,做了切合实际的精心加工。以秘书工作的各个环节为主线,通过大量真实、生动的素材,进行综合训练,强化听、说、读、写能力。使学生能够掌握所需的语言技能,在整个工作环节熟练应用。主要内容包括:秘书、办公室的演变、认识电子设备、文档、商务信函、便函、商务会议、预订、演讲、安排商务出行、商务礼仪、商务合同、商务报告等。

本书体例上以单元为单位,每一单元由以下几部分组成:情景对话——注重实用性,每篇对话有一个主题,内容简单且易上口;课文——选材广泛、风格多样、切合实际;单词——给出课文中出现的新词,读者由此可以积累专业的基本词汇;常用词组及句子——给出本单元所涉及的常用词组和句子;难句讲解——讲解课文中出现的疑难句子,培养读者的阅读理解能力;习题——针对课文的练习,巩固学习效果;练习答案——供读者对照检查。

在使用本书过程中,有任何问题,都可以通过电子邮件与我们交流。我们一定会给予答复。如果读者没有收到我们的回复,请再次联系。邮件标题请注明姓名及“文秘英语实用教程(南开大学版)”字样,否则会被当作垃圾邮件删除。也可通过出版社与我们联系。

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本书既可作为高等院校文秘类专业英语教材,也可供相应的培训班使用。从业人员使用本书“自我充电”,亦颇得当。

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Unit 1

Introduction to Secretarial Work

Part One Dialogues

Sample Dialogue 1

Situation: Sun Li is being interviewed for a secretary post.

(A: Sun Li, the interviewee; B: the interviewer)

A: May I come in?

B: Yes, please.

A: How do you do, sir? I'm Sun Li. I've come for an interview as requested.

B: How do you do, Miss Sun? I'm the office administrator. Please take a seat.

A: Thank you.

B: First of all, would you please say something about yourself?

A: It's my pleasure to do so. I come from Shanghai. In 2000, I passed the National College Entrance Examinations and was admitted into Shanghai International Studies University as an English Major. I specialize in English Secretarial Studies.

B: What courses have you taken in English Secretarial Studies?

A: I've taken such courses as secretarial principles, office administration, business English, public relations, etiquette study, psychology, computer programming, typing, stenography and file-keeping.

B: How about your typing and shorthand skills?

A: I can type about 60 words per minute, and take dictation in English at 100 words per minute.

B: Good. But can you operate any other office machines?

A: Yes. I can operate a facsimile machine and a photostat.

B: Where did you learn how to operate these machines?

A: At a foreign trade corporation last summer. I worked there for nearly two months.

B: Oh, really?

A: Yes, it was a very helpful experience.

B: What did you do there, office work?

A: Yes, mostly office work and sometimes running errands.

B: Fine. You are the very person we want. By the way, what salary would you expect to get?

A: As for salary, I leave it to you to decide after you consider my abilities.

B: Well, I believe we can offer you 2,500 yuan a month at the start. Would that be satisfactory?

A: Yes, I am quite satisfied. That would be more than I have expected.

B: What date can you start to work?

A: I won't be able to leave the university until I get my diploma at the end of this month. How about early next month?

B: That'll do. Please come in on August 1st. It'll be a pleasure to have you here.

A: Thank you. I'm sure I'll enjoy working here, too.

B: I hope so. Good-bye.

A: Good-bye.

Sample Dialogue 2

Situation: Mr. Andrew invites Sun Li, his new secretary to have the lunch together. Now they are talking over lunch about the ideal secretary.

(A: Mr. Andrew; B: Sun Li, the new secretary)

A: Sun Li, why do you choose the major of English Secretarial Studies?

B: As a matter of fact, I am interested in secretarial job because I think I am careful and patient to deal with kinds of files. You know, this job will offer me a lot of chances to meet various people. At the same time, I am keen on English so I combine secretary and English together.

A: Yes, you are surely patient. You are the best secretary I have recruited.

B: Thanks for your compliment. I'm just doing my best. By the way, I wonder what qualities everyone likes to find in his secretary.

A: Well, the first requirement should be loyalty. If a man can't trust his secretary, whom he can trust?

B: That's right. Trust and responsibility between the boss and the secretary is vital to the whole company and contributes to efficiency. What is the next, then?

A: Initiative. A secretary needs to have the ability to use her judgment to make decisions for her boss in his absence and also sometimes executives may make some apparent mistakes and wrong decisions due to tiredness.

B: Do you mean a secretary should prevent the manager making wrong decisions?

A: Yes, this can eliminate errors in the bud. But true initiative is not to exceed her duties and meddle in the managers' affairs so consultancies are needed before a major decision is made. As

a consequence, it is necessary for a secretary to be aware of when to act on her own and when to consult.

B: Understandable. Well, what about the appearance? Is it important?

A: I have to admit that as a secretary, appearance is very important because she is the window of a company. Appearance involves looking, attractive sound and dress sense. You may condemn this and think we can't judge a person by appearance, but it is a fact of life.

B: Actually, I can't agree with you more on this. What else?

A: Psychological insight is also of great use. A secretary should be able to read people's minds and make predictions about their behavior; meanwhile she is supposed to understand the boss' moods and help to soothe him out of trouble.

B: It sounds difficult. I am convinced that the executives who find all these qualities in their secretaries are fortunate enough.

A: Yes, of course. I am sure you will be an ideal secretary so I will be fortunate.

B: Thanks. I will try my best to acquire those qualities.

Useful Expressions

1. In 2000, I passed the National College Entrance Examinations and was admitted into Shanghai International Studies University as an English major. I specialize in English Secretarial Studies.

2000 年我通过了高考, 被录取到上海外国语大学主修英语。我专攻英语文秘。

2. I can operate a facsimile machine and a photostat.

我会操作传真机和复印机。

3. As for salary, I leave it to you to decide after you consider my abilities.

至于薪水, 还是由您根据我的能力来定吧。

4. Yes, mostly office work and sometimes running errands.

是的, 大部分是办公室工作, 有时跑跑外勤。

5. Have you ever worked in an office before?

你以前在办公室做过事吗?

6. I had a part-time job for half a year at a joint-venture company as a secretary.

我曾在一家合资企业当过半年的兼职秘书。

7. Do you have any other questions you'd like to ask me about this company?

关于本公司的情况, 你还有什么其他问题要问我的吗?

8. Your main responsibilities include receiving telephone calls and typing letters.

你主要负责接听电话和打印信件。

9. It is necessary for a secretary to be aware of when to act on her own and when to consult.

一个秘书应当明白什么时候可以自作主张, 什么时候必须请示上级。

10. Trust and responsibility between the boss and the secretary is vital to the whole company and contributes to efficiency.

老板和秘书之间要互相信任, 要彼此负责任, 这对于整个公司至关重要, 也有助于提

高工作效率。

Situational Dialogues

Using the Sample Dialogues as a model, try to create a new dialogue with your partner.

Situation 1: Ma Li, specializing in bilingual secretary, is soon to graduate from Xi'an Foreign Languages University. Now she is receiving an interview for a secretary post in a foreign trade company.

Situation 2: Mary, a secretary in a company, is talking with her friend and tells him what qualities her boss likes to find in a secretary. Mary is worried if she can meet those requirements.

Part Two Text A

Secretaries

Overview

Secretaries perform a variety of clerical and administrative duties needed to run an organization efficiently. Secretaries who coordinate office activities also make sure that correct information is given out to staff and clients. So managers, professionals, and other support staff rely on them to keep administrative operations under control. As a result, secretaries are needed in all types of firms and organizations.

Secretaries are often the information clearinghouse for the office because they often spend much of their day dealing with information. They answer the phone and give information to callers, transfer calls or take messages, schedule meetings and appointments, type letters, handle travel arrangements and contact clients.

In addition, secretaries organize and maintain paper and electronic files. They are asked to write notes from meetings, compose letters and documents from files, inserting changes and corrections and produce memos. They compile lists or other data from various sources. To do these tasks, secretaries store and retrieve data, usually in electronic files. But in many cases many offices also keep paper files for some types of data and as a result, secretaries should maintain all these files.

With development of technology, automation (using machines to do work) has freed secretaries to take on new tasks. They may conduct research on the Internet and write reports of their findings. They may also manage projects using database management software. In large offices, secretaries often use computers to keep track of supplies and when they order them.

A variety of office equipment is available to secretaries. They use fax machines, copiers, and complex phone systems. Besides, they may use complex computer software to run

spreadsheets or do desktop publishing. Because of these tools, managers and executives often perform much of their own word processing. Secretaries in these offices are freed to support several members of the professional staff and they often work as part of a team.

Skills and Abilities

People in this career need to:

Communicate

- Express ideas clearly when speaking or writing.
- Understand spoken information by listening and asking questions.
- Understand written information.

Reason and Solve Problems

- Remember information such as words, numbers, pictures, and procedures.
- Put pieces of information in order.
- Concentrate and not be distracted while performing a task.
- Develop rules that group items in various ways.
- Make sense of information that seems without meaning or organization.

Use Math and Science

- Add, subtract, multiply, and divide quickly and correctly.

Manage Oneself, People, Time and Things

• Go back and forth between two or more activities or sources of information without becoming confused.

- Manage the time of self and others.

Work with People

- Change behavior in relation to others' actions.
- Look for ways to help people.

Perceive and Visualize

- Quickly and accurately compare letters, numbers, objects, pictures, or patterns.
- Imagine how something will look if it is moved around or its parts are rearranged.

Knowledge

People in this career need knowledge in the following areas:

- Clerical: Knowledge of general office work such as filing and recording information.
- English Language: Knowledge of the meaning, spelling, and use of the English language.
- Computers and Electronics: Knowledge of computer hardware and software.
- Customer and Personal Service: Knowledge of providing special services to customers based on their needs.
- Mathematics: Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.
- Economics and Accounting: Knowledge of producing, supplying, and using goods and