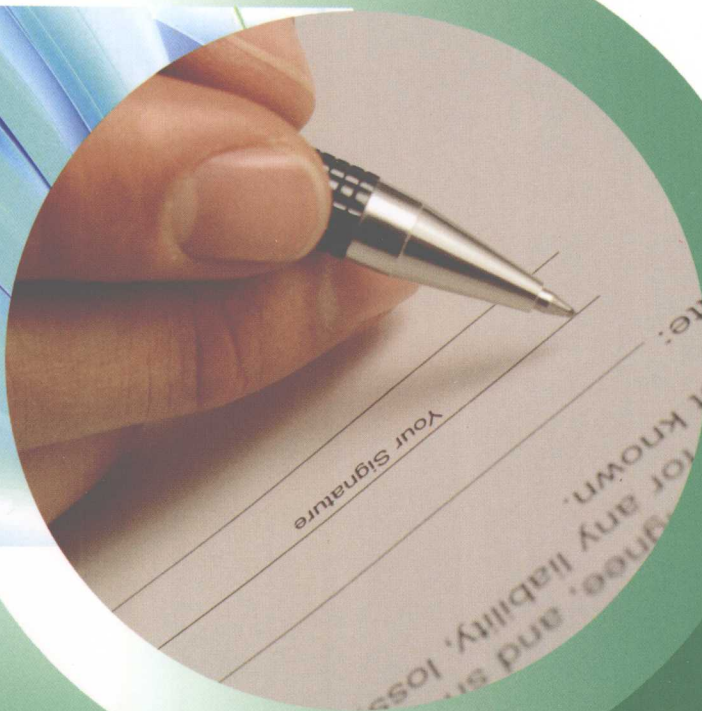




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中等职业教育系列教材编委会专家审定

秘书英语

主编 邓文生
吴 艳



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出版说明

本书是中等职业教育文秘专业教材。全书共 12 单元,约 400 个生词,每单元包含四个部分:阅读课文、听说训练、写作技能训练和泛读。每一篇课文都列有长、难句子的详细解释、要点注释、重点词汇学习及常用文秘和商务对话。书后附有各单元练习答案和课文词汇总表。本书选材取自国内外最新资料,围绕文秘和商务工作用语、文秘和商务一般知识而展开;练习主要是按照英语基础的语法、词汇及句法等相关英语语言能力的基本要求编写的。在提高学生英语阅读能力及运用能力的同时,能够扩大并掌握一定数量的文秘和商务英语专业知识和词汇,为进一步学习深造或就业做好充分准备。

根据中等职业教育性质、任务及学生的实际英语水平,本教材的编写仍然突出基础英语教学,强调听、说、读、写、译等语言技能的全面发展,同时兼顾实用性和专业性,介绍了秘书工作的特点及形式,课文的可读性较强。

本教材突出语言基本技能的提高,内容丰富,每单元的学习量大,建议文秘专业每单元教学时数不少于 10 课时。非文秘专业及自学者可以根据内容重点取舍,建议使用 4—6 学时。

本书各单元听力部分配录音带及文字材料,方便学生反复练习提高听力能力,有利于学生课后自习,本书也适合其它专业年级学生选用作为选修课教材或作为自学用书。

由于时间仓促,不足之处在所难免,敬请读者及各位同仁批评、指正,以便今后完善本教材,更好地服务于中等职业教育英语教学的需要。

编者

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Unit 1

Reading

The Nature of Secretarial Work (I)

As the reliance on technology continues to expand in offices, the role of the office professionals has greatly evolved. Office automation and organizational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff. Many secretaries and administrative assistants now provide training for new staff, conduct research on the Internet, and operate new office technologies. In spite of these changes, however, the core responsibilities for secretaries and administrative assistants have remained much the same: Performing and coordinating an office's administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients.

Secretaries and administrative assistants are responsible for a variety of administrative and clerical duties necessary to run an organization efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail. They also may handle travel and guest arrangements.

Secretaries and administrative assistants are aided in these tasks by a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries and administrative assistants often use computers to do tasks previously handled by managers and professionals; create spreadsheets; compose correspondence; manage databases; and create presentations, reports, and documents. They also may negotiate with vendors, maintain and examine leased equipment, purchase supplies, manage areas such as stockrooms or corporate libraries, and retrieve data from various sources. At the same time, managers and professionals have assumed many tasks traditionally assigned to secretaries and administrative assistants, such as keyboarding and answering the telephone. In a number of organizations, secretaries and administrative assistants work in teams to work flexibly and share their expertise.

Words & Expressions

- secretarial [ˌsekɹəˈtɛəriəl] *adj.* 秘书的; 书记的
- reliance [riˈlaɪəns/ *n.* 依靠
- expand [ɪksˈpænd] *vi.* 扩大
- evolve [iˈvɒlv] *vi.* 发展; 进展
- assume [əˈsjʊ:m] *vt.* 承担; 假定, 假设
- staff [stɑ:f] *n.* 全体职员
- core [kɔ:] *n.* 中心; 核心
- remain [riˈmeɪn] *vi.* 保持; 保留
- coordinate [kəʊˈɔ:dɪnɪt] *vt.* 调整; 使协调
- retrieve [riˈtri:v] *vt.* 重新得到
- integrate [ˈɪntɪɡreɪt] *vt.* 整合
- disseminate [diˈsemɪneɪt] *vt.* 散布; 传播
- client [ˈklaɪənt] *n.* 顾客; 客户
- clerical [ˈklerɪkəl] *adj.* 办事员的; 职员的; 文书的
- efficiently [ɪˈfɪʃəntli] *adv.* 有效地
- schedule [ˈskedʒjul] *n.* 时间表; 进度表 *v.* 确定时间
- appointment [əˈpɔɪntmənt] *n.* 约会
- electronic [ɪlekˈtrɒnɪk] *adj.* 电子的
- handle [ˈhændl] *vt.* 处理
- arrangement [əˈreɪndʒmənt] *n.* 排列; 安排
- photocopier [ˈfəʊtəʊkəpiə(r)] *n.* 影印机
- scanner [ˈskænə] *n.* 扫描仪
- videoconference [ˌvɪdiəʊkɒnfərəns] *n.* 视频会议
- previously [ˈpri:vjəsli] *adv.* 以前
- spreadsheet [ˈspredʃi:t] *n.* [计] 电子制表软件; 电子数据表
- compose [kəmˈpəʊz] *vt.* 写作; 创作
- correspondence [ˌkɒrɪsˈpɒndəns] *n.* 通信; 信件
- database [ˈdeɪtəbeɪs] *n.* [计] 数据库; 资料库
- negotiate [niˈɡəʊfiəɪt] *vi.* 商议; 谈判
- vendor [ˈvendɔ:] *n.* 卖方; 卖主
- lease [li:z] *vt.* 出租

- purchase [ˈpɜ:tʃəs] *vt.* 购买
 stockroom [ˈstɒkrʊm] *n.* 仓库
 keyboard [ˈki:bɔ:d] *vt.* 操作键盘输入(资料)
 flexibly [ˈfleksəbli] *adv.* 灵活地
 expertise [ˌekspəˈti:z] *n.* 专门技能; 专门知识
 office automation 办公室自动化
 organizational restructuring 机构重组
 administrative assistant 行政助理
 a variety of 多种的

Notes

1. **As the reliance on technology continues to expand in offices, the role of the office professionals has greatly evolved.** 随着办公室的工作越来越依赖科技, 办公室人员的职能发生了很大的变化。as 引导时间状语从句, 表示“同时; 当……时”。
2. **... have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff.** ……让秘书和行政助理承担起过去应由管理人员和专职人员承担的任务。lead sb. to do 让某人做……。reserved 是过去分词作定语, 修饰 responsibilities。
3. **... the core responsibilities for secretaries and administrative assistants have remained much the same.** ... 秘书和行政助理的中心职责仍然与过去大致相同。remain the same 的意思是“保持一样”, much 作状语, 修饰 the same, 表示“大致一样”。
4. **They serve as information and communication managers for an office.** 他们负责办公室的信息管理和沟通。serve as 意为“作为……, 担任, 起……作用”。
5. **... often use computers to do tasks previously handled by managers and professionals.** ... 通常利用计算机完成过去应由管理人员和专职人员处理的事务。handled 是过去分词作定语, 修饰 tasks。
6. **... work in teams to work flexibly.** ... 组成团队, 实行灵活工作制。

Exercises

I. Questions for Comprehension

1. How has the role of secretaries and administrative assistants changed with the development of office automation?

- What have remained unchanged in the responsibilities for secretaries and administrative assistants?
- What duties are secretaries and administrative assistants responsible for in order to run an organization efficiently?
- What tasks do secretaries and administrative assistants often handle with the help of computers?
- What tasks traditionally assigned to secretaries are now assumed by managers and professionals?
- How do you see the changes brought about by technology in the responsibilities of secretaries?

II Fill in the blanks with the appropriate forms of the words or phrases given below in the box.

a variety of	lead... to...	assume	evolve	handle
negotiate	expand	serve as	remain	in spite of

- She _____ me _____ believe that she is honest.
- The shopping-centre sells _____ goods.
- _____ great efforts, we failed to carry our plans through.
- The government says it will not _____ with the terrorists (恐怖分子).
- After being promoted (晋升), he will _____ more responsibilities.
- He will _____ an interpreter (译员) at the international conference.
- Ms Hawkins _____ the company's accounts.
- The death of the innkeeper (客栈老板) still _____ a mystery (谜).
- The business has _____ from having one office to having twelve.
- The British political system has _____ over several centuries.

III. Useful Patterns.

1. Pattern 1 As the reliance on technology continues to expand in offices, the role of the office professionals has greatly evolved.

As A, B

A

- he / get off the bus
- he / stands up
- I / run home
- time / go by

B

- he / see her
- he / drop the glass
- I / slip (滑倒) on the ice
- she / begin to worry about her children

5) the manager / be away the secretary / take charge of the company

2. Pattern 2 *In spite of* these changes, however, the core responsibilities for secretaries. . .

In spite of A, B

A

- 1) the bad weather
- 2) great difficulties
- 3) the rain
- 4) her hard work
- 5) slight improvement in sales

B

- we / enjoy our holiday
- we / win the game
- he / go out
- she / fail the math exam
- the company / make a loss

Listening & Speaking

Communicating with Your Customers

I. Introduction

When you communicate with your customers in writing, faxing or other forms, you may keep the following rules:

1. Try to give the letter a heading to make it easier for the reader to understand your purpose in writing.
2. Decide what you will say or dictate before and then you can come up with a good way to finish the task.
3. Use short sentences.
4. Put each separate idea in a separate paragraph. Number each of the paragraphs to help the reader understand better.
5. Think about your reader.

II. Sample Dialogue: How to communicate with others efficiently

M: Ah, Maria, I wanted to see you, um. . . did I tell you that we're starting up the English classes again?

W: Oh, are you? Great, good. Where?

M: Er. . . in the training centre, hopefully. We're getting Mr. Roberts in again from ELS. So could you tell your people and let me have a list of names by um. . . let's say Wednesday?

W: Yes, yes. . . um. . . Last time there was a bit of misunderstanding about the books they needed. . . um. . . who was going to pay for them.

M: really? Well, no problem this time, we'll provide the books. But they will have to do

Unit 1

some homework outside work, make sure they realize that. Um... or else there'll probably be some problems. Er... there'll be two classes, by the way: an intermediate class and an advanced one. But there will be a limit in each of the classes of... probably about twelve.

W: Er... mm, good point. Er... I think we'll have to play that one by ear really.

M: OK; well how about running another class...

III. Role Play

1. Begin by getting everyone to read the memo. And ask them to explain roughly what it is about.
2. Practice useful expressions in this conversation.

IV. Discussion

Discuss the positive and negative aspects of the following items.

Items	Advantages & Pleasures	Disadvantages & Pleasures
FACE-TO-FACE COMMUNICATION		
WRITING		

Writing

Leaving a Message

Taking a message is one of the secretary's duties. It's very important for the secretary to take and pass on the message as soon as possible. Here is a special message form to help the secretary note down any important item of information.

Example:

Message for Mr. Bill Smith. Mrs. Jane Lynd, Telephone number 609-7167, called. She will call again at 9:00 a.m. tomorrow, July 19. She wants to know the detailed arrangement of next month's trip to China.

MESSAGE FORM

For Mr. Bill Smith

From Mrs. Jane Lynd

TELEPHONE NO. 609-7167

Unit 1

TELEPHONED	✓	PLEASE RING
CALLED TO SEE YOU	WILL CALL AGAIN	✓

MESSAGE Mrs. Jane Lynd will call again at 9:00 a. m. tomorrow, July 19. She wants to know the detailed arrangement of next month's trip to China.

SIGNATURE Linda Nord

DATE July 18, 2006 **TIME** 16:40

Practice:

Please fill in the Message Form with the following information. Sign the form and use the date and time when you are writing the message.

1. Message for Mrs. Lisa Hunt. Mr. David Taylor, Telephone No. 815-5635, called to see you. He would like to discuss the Employee Training Program with you and would be glad if you can meet him in his office (White building, Room 403) at 14:00 tomorrow.

MESSAGE FORM

For

From

TELEPHONE NO.

TELEPHONED	PLEASE RING
CALLED TO SEE YOU	WILL CALL AGAIN

MESSAGE

SIGNATURE

DATE **TIME**

2. Message for Mr. Joe Wright. Mr. Rechard Pike, Telephone No. 253-4791, Sawya Co. , Ltd. , 17, Grafton Street, London. He wants to make an appointment with you to discuss the possibility of co-operation in selling chemical products next week. He would be glad if you could call him back.

MESSAGE FORM

DATE **TIME**

From For

Address		
Telephone No.		
Message		

Taken by _____

Extensive Reading

The Nature of Secretarial Work (II)

Specific job duties vary with experience and titles. Executive secretaries and administrative assistants, for example, may perform fewer clerical tasks than do secretaries. In addition to arranging conference calls and scheduling meetings, they may handle more complex responsibilities such as conducting research, preparing statistical reports, training employees, and hiring and supervising other clerical staff.

Some secretaries and administrative assistants, such as legal and medical secretaries, perform highly specialized work requiring knowledge of technical terminology and procedures. For instance, legal secretaries prepare correspondence and legal papers such as summonses, complaints, motions, responses under the supervision of an attorney or a paralegal. They also may review legal journals and assist with legal research—for example, by verifying quotes and citations in legal briefs. Medical secretaries transcribe dictation, prepare correspondence, and assist physicians or medical scientists with reports, speeches, articles, and conference proceedings. They also record simple medical histories, arrange for patients to be hospitalized, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Other technical secretaries who assist engineers or scientists may prepare correspondence, maintain their organization's technical library, and gather and edit materials for scientific papers.

Increasing office automation and organizational restructuring will continue to make secretaries and administrative assistants more productive in coming years. Computers, e-mail, scanners, and voice message systems will allow secretaries and administrative assistants to accomplish more in the same amount of time. The use of automated equipment also is changing the distribution of work in many offices. In some cases, such traditional secretarial duties as keyboarding, filing, photocopying, and bookkeeping are being assigned to workers in other units or departments. Professionals

and managers increasingly do their own word processing and data entry and handle much of their own correspondence rather than submit the work to secretaries and other support staff. Also, in some law and medical offices, paralegals and medical assistants are assuming some tasks formerly done by secretaries.

Developments in office technology are certain to continue, and they will bring about further changes in the work of secretaries and administrative assistants. However, many secretarial and administrative duties are of a personal, interactive nature and, therefore, not easily automated. Responsibilities such as planning conferences, working with clients, and instructing staff require tact and communication skills. Because technology cannot substitute for these personal skills, secretaries and administrative assistants will continue to play a key role in most organizations.

Activity

Interview a secretary and find out her main job responsibilities. Report your findings to the class.

Unit 2

Reading

Skills Required to Be a Secretary

Being someone's secretary is varied, demanding and often very hectic. It's not a job that anyone who can type can automatically do, as it requires a variety of work and life skills and often a great deal of commitment.

Obviously, competency on all sorts of office software will need to be demonstrated at interview. Secretarial work typically involves lots of word processing. You'll be producing reports, letters, faxes, memos, e-mails, research papers and more on a daily basis, thus word processing qualifications are an absolute must. Other computer based office software will also play a big part in your routine, such as presentations on PowerPoint, calculations and forecasts on Excel spreadsheets, and so on. A college secretarial course is always a plus, as it will have encompassed all of the above and more.

Shorthand is disappearing fast in today's offices so you don't necessarily need this skill to get on. However, it's always good to have plenty of strings to your bow and this one is extremely useful.

Demonstrable communication skills are vital—you never know who you'll be dealing with next—and you must also be an excellent organizer and unflappable in a crisis.

On top of this you will be expected to look smart at all times and to conduct yourself with the tact of a counselor, the patience of a saint, the professionalism of a director and the discretion of a priest taking confession.

As you will often become exhausted doing 20 things at once, you also need the energy of an athlete and the organization skills of a war strategist.