



中等职业教育规划教材
根据教育部中等职业学校新教学指导要求编写

ENGLISH

秘书英语

Secretarial English

中等职业教育规划教材编写组

李博 谢京秀 主编



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中等职业教育规划教材 出版说明

为了更好地贯彻《中共中央国务院关于深化教育改革全面推进素质教育的决定》精神,全面落实《面向 21 世纪教育振兴行动计划》中提出的职业教育课程改革和教材建设规划,中等职业教育规划教材编写组组织相关力量对实现中等职业教育培养目标、保障重点专业建设的主干课程进行了规划和编写。

中等职业教育规划教材是面向中等职业教育的规范性教材,严格按照国家教育部最新颁发的教学大纲编写,并通过了专家的审定。本套教材深入贯彻素质教育的理念,突出中等职业教育的特点,注重对学生的创新能力和实践能力的培养,在内容编排、例题组织和图示说明等方面努力作出创新亮点,在满足不同学制、不同专业以及不同办学条件教学需求的同时,实现教学效果的最优化。

希望各地、各校在使用本套教材的过程中,认真总结经验,及时提出改善意见和建议,使之不断地得到完善和提高。

中等职业教育规划教材编写组

前 言

随着当今世界经济全球化进程的加快和中国经济的蓬勃发展,越来越多的国外企业到中国寻求发展,与此同时很多有实力的中国企业也走出国门谋求海外市场。在这种形势下,国内外企业对具备外语能力的专业人才十分渴求,秘书这一企业不可或缺的职业对外语能力的需求也日益凸显出来。同时,中国对职业教育发展的强力推动和社会对秘书岗位需求的不断增强,促使了秘书职业技能的不断提高和秘书的职业向职业化、专业化和市场化的方向迈进。在此进程中,培养符合社会实际需求的秘书已经成为各中等职业学校的重要任务。

本教材是中等职业学校文秘类专业教学用书。本教材根据秘书专业的实际技能需要,结合中等职业学校学生的年龄特点和学习习惯,在认真实践调研和博采众长的基础之上编写而成。

具体来说,本教材的特色如下:

1. 本书以《中等职业学校英语新教学大纲》为编写依据,以满足中等职业学校学生求职就业的需要为宗旨,并结合了中等职业教育学生的年龄特点和认知水平。
2. 本书以一个完整的涉外商业事件为线索来安排编写内容和编排顺序,既展示了一个真实的商业活动全貌,道出了秘书职位的工作职责,又培养了秘书专业学生从事这项工作所必备的专业技能。
3. 本书采用了目前非常流行的任务驱动型教学模式,并且每一个模块的设计既在难度上

体现了循序渐进性,又在教学内容上体现了实用性。

4. 本书的设计既注重培养中等职业学校学生听、说、读、写四种语言技能的提高,又注重提高学生跨文化交际的能力,为学生今后步入工作岗位打下了坚实的基础。

本课程参考学时为 64 - 72 学时。

在编写过程中,编者参阅了大量国内外相关的资料,在此谨向这些资料的作者表示衷心的感谢。由于编者水平有限,因此在编写过程中,难免会有不当和疏漏之处,恳请广大师生和读者不吝赐教,以使本教材不断完善。

编者

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An Introduction of Plot

With the growth of business, Xin Niu Dairy Group decides to employ (雇用) a secretary who is proficient in English. Among a number of applicants (应聘者), the Group's General Manager finally chooses Wang Lin as the company's first secretary in charge of foreign business.

Background Knowledge

To be a company secretary, you need to

- have excellent spoken and written communication(交流) skills,
- have good presentation(介绍) and negotiation(谈判) skills,
- have a good understanding of business and finance,
- be well-organised,
- pay attention to details,
- be able to understand and explain complex(复杂的) legal and financial (金融的) matters,
 - have good judgement and be able to resolve problems,
 - be able to prioritise(办事分轻重) and manage a heavy workload(工作量).

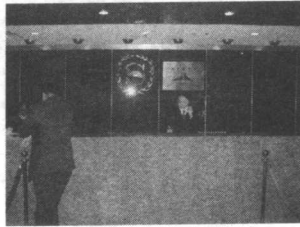
Warm-up ►►

A. Look at the pictures and match them with the words or phrases in the box.

Unit 1 How to Become a Qualified Secretary



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

A. reception desk

B. business suits

C. resumé

D. office building

E. hand-shaking

F. having an interview

B. According to the above-mentioned words or phrases, answer the following questions.

1. Have you ever had an interview?

2. What kind of clothing is appropriate on business occasions?

3. List some components (要素) a resumé should contain.

Listening & Speaking 1 ▶▶

A. Extensive Listening

Wang Lin is speaking with the receptionist of Xin Niu Dairy Group. Listen to the *Listening & Speaking 1* and answer the following questions.

1. What is the full name of the interviewee?

2. Who will be the interviewer?

3. When will the interview take place?

B. Intensive Listening

Listen to the *Listening & Speaking 1* carefully and fill in the missing words or phrases.

Receptionist: Good afternoon. Can I help you?

Wang Lin: Yes. I've come to _____ the position as an office secretary. The _____ asked me to come here for an _____.

Receptionist: What's your name, please?

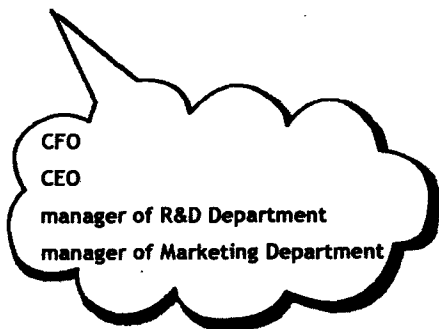
Wang Lin: My name is Wang Lin.

Receptionist: Nice to meet you, Miss Wang. Your interview is _____ at 3:00 p. m. Please _____ and have some water.

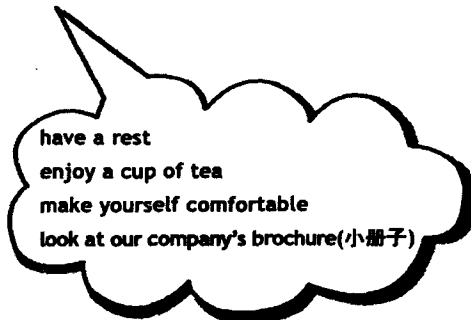
Wang Lin: Nice to meet you, too. Thank you very much.

C. Substitution Drills

The *HR manager* asked me to come here for an interview.



Please take a seat and *have some water*.



D. Simulated Speaking

Student A:

You are going to be interviewed for the secretary's position. Now you have arrived at the reception desk and are being received by the receptionist.



Student B:

You are the receptionist. You should welcome the guests and visitors of the company with politeness and hospitality.

Good morning. / Good afternoon.
Nice to meet you.
I have applied for a ... position.
I was told to have an interview this morning/ afternoon.

Good morning. / Good afternoon.
Can I help you?
Nice to meet you, too.
May I have your name, please?
Please take a seat and have some tea.

Listening & Speaking 2 ▶▶

A. Extensive Listening

The following is part of a conversation between Wang Lin and the HR manager. Listen to the *Listening & Speaking 2* and decide whether the following statements are T (true) or F (false).

- () 1. Wang Lin's English is not good enough to handle telephone calls in English.
- () 2. Wang Lin has several years of work experience.
- () 3. Wang Lin has taken courses in Secretarial Principles and Office Administration in English Secretarial Studies.
- () 4. Wang Lin takes dictation in English at the rate of 150 words per minute.

B. Intensive Listening

Listen to the *Listening & Speaking 2* carefully and fill in the missing parts.

Wang Lin: What kind of responsibilities does this secretary's job involve?

HR manager: _____, such as typing letters and documents, receiving do-

Reading ➔

Duties of a Qualified Secretary

A competent secretary can shoulder many responsibilities besides to typing, filing, and taking dictation. For example, once a secretary understands the boss's priorities, paper items can be sorted out and ranked in order of importance.

A secretary can compose effective letters and memos. That cuts down the amount of time the boss should spend on corresponding.

An efficient secretary can save the boss from time-consuming interruptions. The secretary can skillfully receive unexpected visitors and handle routine questions and problems. The secretary can schedule appointments to give the boss even best use of time.

A good secretary can handle public relations for a firm. For example, the secretary can acknowledge special events of clients, such as birthdays, by sending birthday cards.

Bosses who allow their secretaries to make use of their talents, skills, and intelligence often find that secretaries can help them with problem-solving. The boss who gets the best results by working with a secretary is the one who realises that the secretary is in a powerful position. An unmotivated secretary reduces the effectiveness of any office, whereas an ambitious secretary increases its effectiveness.

Clerical skills are important, but they are not enough. Many firms look long and hard for the right person and agree that people who have certain characteristics make the best secretaries.

One saying states that a secretary needs tact, endurance, enthusiasm, punctuality, speed, loyalty, brains and patience. In many cases, people who have the right qualities are offered management training so their talents can be developed to the fullest. After all, secretaries are key components of the company team.

Read the passage and decide whether the following statements are T (true) or F (false).

- () 1. A qualified secretary can write memos and correspondence effectively, thus saving time for the boss.
- () 2. A qualified secretary is not responsible for the reception of visitors who haven't previously made an appointment.
- () 3. Special events of clients have nothing to do with a secretary's job.



- ()4. Secretary is in a powerful position. An effective secretary increases its effectiveness.
- ()5. To be a good secretary, right qualities are enough and management training is of no importance.

Writing

A. Sample(A Cover Letter)

- ① Dear Madam/Sir,
- ② I have learned from the newspaper that you are looking for a secretary. I am very interested in this position.
- I graduated from the Beijing Secretarial School this summer. As a student of Secretarial Speciality, I hope to work for a foreign company as an English secretary after graduation.
- In the past four academic years, I have proved myself to be a straightforward student, and was awarded a succession of scholarships. I have a firm knowledge on Secretarial Speciality. In addition, my English is particularly good, which will live up to the requirements set by a wholly-owned foreign company like yours.
- You will find me a good team player, self-motivated and eager to learn. I believe I can be a great asset to your company.
- I would be most happy if you can arrange an interview with me.
- ③ Yours sincerely,
- ④ Li Na

B. Structural Analysis

1. Salutation

2. Body(including the following parts:)

Where the applicant learns of the information from;

The applicant's education background;

Why the applicant is qualified for this job;

The personality and advantages of the applicant.

3. Complimentary close

4. Signature

Unit 1 How to Become a Qualified Secretary

C. Simulated Writing

Fill in the blanks and make it a complete cover letter.

_____,
I learned from _____ that you are looking for a _____. I would like to apply for this position.

I have had a good education. I graduated from _____. The main courses include _____.

When I was at school, I took part in a variety of social activities, such as _____. After my graduation, I worked at _____ for one year, from which I learned _____.

Generally speaking, I am a(n) _____ person. I am good at learning and full of teamwork spirit.

I have enclosed _____ and I am looking forward to your reply.

Yours sincerely

Wang Nan

Words & Expressions

qualified	adj.	合格的
introduction	n.	介绍
plot	n.	情节
proficient	adj.	熟练的,精通的
applicant	n.	应聘者
background	n.	背景
communication	n.	交流
reception	n.	接待处
extensive	adj.	广泛的
receptionist	n.	接待员
interviewee	n.	参加面试者
interviewer	n.	主持面试者
intensive	adj.	精(相对于泛)
arrange	v.	安排
substitution	n.	替换

simulated	<i>adj.</i>	模拟的
hospitality	<i>n.</i>	殷勤
responsibility	<i>n.</i>	责任
routine	<i>n.</i>	常规
domestic	<i>adj.</i>	国内的
correspondence	<i>n.</i>	信件
supervise	<i>v.</i>	监督, 管理
secretarial	<i>adj.</i>	秘书的
fax machine		传真机
Xerox machine		复印机
competent	<i>adj.</i>	胜任的
shoulder	<i>v.</i>	承担
priority	<i>n.</i>	优先顺序
memo	<i>n.</i>	备忘录
time-consuming	<i>adj.</i>	费时的
acknowledge	<i>v.</i>	复函
client	<i>n.</i>	客户
talent	<i>n.</i>	才能
unmotivated	<i>adj.</i>	不主动的
ambitious	<i>adj.</i>	有抱负的
clerical	<i>adj.</i>	文书或办事员的
tact	<i>n.</i>	圆通
endurance	<i>n.</i>	忍耐力
enthusiasm	<i>n.</i>	热情
punctuality	<i>n.</i>	守时
loyalty	<i>n.</i>	忠诚



Unit **2** *Knowing Your Office*

An Introduction of Plot

Finally, Wang Lin is employed as a secretary of Xin Niu Dairy Group. Because of her diligence (勤奋) and studiousness(勤奋好学), she has soon become familiar with the business scope(业务范围) and organizational structure(组织结构) of the Group and started her career at Xin Niu Dairy Group.

Background Knowledge

When you start working in a new environment, certain proprieties(规矩) may seem awkward(不舒服的, 尴尬的); but don't make any immediate changes. Find out how things are done and why. Observe how others answer the telephone, dress, decorate desks or office space, snack(吃点心) on the job etc. Any changes you make will take effect after you have familiarized yourself with the customary(习惯的) procedures(程序).

Every office has its own custom how its staff are to be addressed, that is, whether to be addressed by first name or by title. New employees should follow suit(效仿) after careful observation.

Whatever your position is, no matter how small a favor your colleague has done for you, a "thank you" is necessary.

Warm-up ▶▶

A. Look at the pictures and match them with the words or phrases in the box.