

商务办公英语

SHANGWU
BANGONGYINGYU

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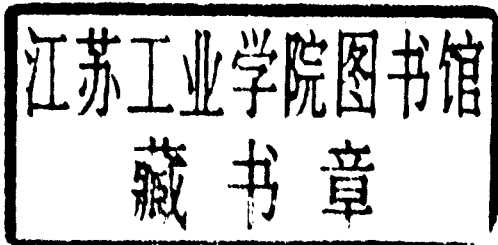
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● 李莉 编著

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前 言

随着我国的不断开放，中外合资企业、外商独资企业日益增多。这些企业迫切地需要能与他们合作的办公室工作人员。本书是在搜集了大量的国外办公室工作的文员、秘书等方面的资料，并结合外资企业的实践编撰而成的，可供国内有志于从事外商合资企业、独资企业文秘工作的人士学习使用。

本书所介绍的内容，实属国际惯例，因此，也适合内资企业与政府机关人员学习掌握，以便能与外商更好地合作，也便于我们的工作方法与国际惯例接轨。

本书也可作为教材使用，以培养国际型的文秘人员。本书已经过四年的教学应用，培养了许多适应于特区发展的人才，尤其是受到外商欢迎的应用型人才。

在《商务办公英语》一书的编写过程中，蒙我的老师西北大学外语系主任周式中教授悉心审订、通校全书，谨在此对周教授表示衷心的感谢。

本书编写的疏漏、不当之处，敬请使用者批评指正。

编 者

2002 年 12 月

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PART I THE ORIENTATION FOR ASSISTANT

This part gives a general introduction to the role, qualities and functions of a assistant.

In the light of their special duties, assistant can be classified into three types: private assistant, executive assistant and reception assistant. However, despite this classification, the features of assistant of different types are largely in common in terms of their qualities and requirements. It is these common features that are discussed in this book. And the “assistant” herein is also general in meaning.

After we finish learning of this part, we will see that an English assistant's job is quite different from that of an ordinary shorthandtypist and that of a present-day Chinese assistant. It must be pointed out that the English assistant's role, qualities and functions explained in the part are worldwide employed. In other words, they are international conventions.

1 THE ASSISTANTS ROLE AND QUALITIES

This chapter explains the role of a assistant. The assistant takes a very important role in dealing with people and creating an impression favorable to her employer's reputation, and in organizing the office

routine effectively. The assistant cannot play her full part unless she has a full and clear understanding of her employer's role and objectives. In addition, the assistant needs to know clearly what is expected of her to assist the employer to achieve his or her objectives. Therefore, the assistant must possess the required qualities, which can be divided into two categories: business attributes and personal attributes.

1.1 The Assistant's Role

- a. Assistant of her employer.
- b. Personal organizer of her employer.
- c. A vital link between her employer and her various contacts.
- d. Her employer's personal representative.

1.2 The Assistant's Role, Responsibilities and Limitations During the Employer's Absence

- a. Decide what matters should be dealt with by her employer.
- b. Decide what matters she can deal with.
- c. Consult her employer's deputy.
- d. Brief the employer on all of the important developments which have occurred during his or her absence.

1.3 The Assistant's Qualities

- a. Business attributes
 - 1) assistant skills – possessing a high standard in typewriting, assistant duties and communication skills.
 - 2) Organizing skills – competent to organize the office routine and make it reliable and effective at all times.

- 3) Efficiency, reliability and responsibility – prepared to accept responsibility for tasks delegated by her employer. Many of these will be routine tasks which she is expected to carry out reliably and efficiently.
 - 4) Discretion and initiative – capable of working on her own initiative and using discretion without having to wait for her employer's instruction.
 - 5) Tact and diplomacy – having tact, confidentiality and diplomacy in handling inquiries, telephone callers and visitors. She must also be able to communicate with people at all levels to gain their cooperation in all of her endeavors.
 - 6) Punctuality – the employer expects his assistant to be punctual and this applies particularly to the submission of work, the arrangement of appointments and the attendance at meetings.
 - 7) Loyalty and commitment to the job – quality which is essential in establishing the ideal relationship with her employer.
- b. Personal attributes
- 1) Appearance – always neat and suitably dressed for the office.
 - 2) Personality – having a pleasant approachable manner both on the telephone and in greeting visitors, as well as a sense of humor.
 - 3) Adaptable and willing – having a willingness to be helpful at all times and especially in time of stress, and being adaptable to changes concerning the nature of her work and the time she needs to spend at the office to deal with pressure of work.
 - 4) Courtesy – a courteous and sympathetic manner engenders

the approval and cooperation of all whom she contacts.

5) Modest – always keep a pleasant, willing and patient manner at work.

6) Healthy – a good health is most important for a assistant.

2 THE ASSISTANT'S FUNCTIONS

This chapter is to help the assistant to understand clearly her duties, responsibilities and working scopes. We classify the assistant's functions into five parts.

2.1 Organizing Documents

- a. Typing correspondence, agenda, minutes, reports, etc.
- b. Receiving and preparing incoming mail and deal with the employer's outgoing mail.
- c. Filing and indexing her employer's personal and business correspondence.
- d. Keeping the confidentiality and security of information well.

2.2 Dealing with Reception Duties

- a. Receiving various visitors both from outside and inside of the company.
- b. Receiving telephone calls.
- c. Dealing with complaints.

2.3 Organizing the Employer's Office Business

- a. Assisting the employer in planning his day.
- b. Arranging and preparing the employer's travel.
- c. Organizing the employer's office.
- d. Supplying relevant information as much as possible.

2.4 Dealing with Office Work

- a. cleaning and Arranging the office.
- b. Supervising junior assistant staff.
- c. Organizing conference and social activities.

2.5 Relieving the Employer from Busy Business

- a. Generally relieving the employer of his or her busy routine business and private matters.
- b. Taking care of her employer's petty cash and bank transactions.
- c. Controlling stationery and office material for her employer's and her own use.