



高职高专“十二五”规划教材

秘书英语

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English



航空工业出版社

高职高

教材

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北京

内 容 提 要

随着外向型企业的蓬勃发展,国际商务往来日益频繁,对涉外秘书的要求越来越高。为培养新的职业环境下“语言+技能”的复合型人才,我们编写了这本《秘书英语》教材。本教材围绕秘书日常工作展开,共十单元,分别是求职应聘、办公室工作、接打电话、文档管理、接待来访者、商务宴请、安排会议、出差事宜、商务谈判和处理投诉。

本教材内容精练,语言规范,实用性强,可供文秘专业、商务英语、应用英语、国际贸易等专业学生使用,也可用作秘书职业技能培训及秘书英语鉴定考核教材,还可供相关从业人员自学、进修或参考。

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随着外向型企业的蓬勃发展,国际商务往来日益频繁,对涉外秘书的要求越来越高,涉外秘书应是集行政助理、导游和商务人员于一身的高素质人才。对他们来说,英语阅读能力、英语口语交际能力和日常函件写作能力都非常重要。只有具备了一定的英语阅读、英语口语及写作能力,掌握广博的商务知识及写作技能,才能更好地做好涉外沟通工作。为了提高秘书从业人员英语阅读、交际及文书撰写能力,培养新的职业环境下“语言+技能”的复合型人才,我们编写了这本《秘书英语》教材。

本教材共分十个单元,每单元由四个部分组成:背景知识、阅读、口语、实用写作。本书围绕秘书日常工作展开,包括求职应聘、办公室工作、接打电话、文档管理、接待来访者、商务宴请、安排会议、出差事宜、商务谈判和处理投诉。内容涵盖了日常秘书工作的全部活动,知识性强,情景对话逼真,知识和操练相结合有利于学生掌握。写作部分详细介绍、阐释了常见、实用的各种行政类、商务类文书的体裁格式、写作方法等,题材广泛,涉及求职信、通知、备忘录、电话留言、感谢信、祝贺信、推荐信、会议记录、会议日程、欢迎词、预定酒店、询盘和发盘、投诉及回复等。例文丰富,实用、明了,语言规范,重点难点突出,内容精练简单易懂,知识系统,实用性强。

本教材的编著者为长期从事商务英语和国际贸易教学的一线教师,有丰富的教学经验和科研成果,从而保证了教材的编写质量。

在编写过程中,编者参阅了有关涉外秘书书籍和文献资料以及相关案例,在此谨向编著这些著作、资料的专家和学者致以诚挚的感谢!

由于时间仓促和编者水平有限,书中不足之处在所难免,敬请各位专家和读者不吝指教,以期在日后修订再版时更正。

编者
2012年5月

CONTENTS

Unit 1	Secretarial Jobs and Duties	1
	Background Knowledge	1
	Reading	3
	Speaking	4
	Practical Writing	9
Unit 2	Knowing Your Office	12
	Background Knowledge	12
	Reading	15
	Speaking	17
	Practical Writing	23
Unit 3	Business Telephone Call	27
	Background Knowledge	27
	Reading	28
	Speaking	30
	Practical Writing	35
Unit 4	Office Filing Management	40
	Background Knowledge	40
	Reading	42
	Speaking	43
	Practical Writing	48
Unit 5	Receiving Visitors	54
	Background Knowledge	54
	Reading	55
	Speaking	56
	Practical Writing	61
Unit 6	Business Dinner	64
	Background Knowledge	64
	Reading	66
	Speaking	68



Practical Writing	75
Unit 7 Meeting Arrangement	77
Background Knowledge	77
Reading	79
Speaking	80
Practical Writing	85
Unit 8 Travel Arrangements	88
Background Knowledge	88
Reading	90
Speaking	93
Practical Writing	99
Unit 9 Business Negotiation	103
Background Knowledge	103
Reading	105
Speaking	107
Practical Writing	112
Unit 10 Dealing with Complaints	116
Background Knowledge	116
Reading	117
Speaking	118
Practical Writing	122
Appendix I 国家秘书职业资格英语考试简介	124
一、职业简介	124
二、秘书英语考试简介	124
三、秘书英语考试试题类型及所占分值	124
四、证书核发与管理	124
涉外秘书(三级)英语模拟试卷	125
A. Listening Test	125
B. Written Test	126
涉外秘书(四级)英语考试模拟试题	130
A. Listening Test	130
B. Written Test	131
涉外秘书(三级)英语模拟试卷参考答案	136
A. Listening Test	136
B. Written Test	136



涉外秘书（四级）模拟试题参考答案.....	138
Listening Test.....	138
Written Test.....	138
Vocabulary.....	140
参考文献.....	155

Unit 1 Secretarial Jobs and Duties

Unit Objectives

Get some knowledge of secretarial jobs and duties;

Learn some useful expressions about secretarial jobs and duties;

Know how to write an application letter.

Background Knowledge

Getting Some Knowledge of a Secretary

The term secretary comes from a Latin word, meaning “confidential employee”. Today, a secretary is still an employee who is secret to confidential information. In that respect, the job has not changed.



As The Oxford English Dictionary states, a secretary is one who is entrusted with private or secret matters and one who is employed to conduct correspondence, to keep records, and usually to transact various other business, for

another person or for a society, corporation, or public body. American Professional Secretaries International (APSI) defines a secretary as an executive assistant who possesses a mastery of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment, and makes decisions within the scope of assigned authority.

confidential [kənfi'denʃəl] adj. 秘密的, 表示信任的, 获信赖的

respect [ri'spekt] n. 方面

entrust [in'trust] vt. 信赖, 信托, 交托

conduct [kən'dʌkt] v. 引导, 指挥, 管理

correspondence [kɒri'spɒndəns] n. 通信, 信件

transact [træns'ækt] v. 办理, 交易

define [di'fain] v. 定义, 解释

executive [ig'zekjʊtɪv] adj. 行政的, 决策的

possess [pə'zes] vt. 拥有, 持有, 支配

mastery ['mæstəri] n. 精通, 掌握, 熟练

supervision [sju:pə'vɪʒən] n. 监督, 管理

initiative [ɪ'nɪʃətɪv] n. 首创精神, 主动权

scope [skəʊp] n. 范围



Accordingly, a secretary usually does almost everything in the office, such as: typing, keyboarding; transcribing; processing mail; telephoning; scheduling appointment; greeting visitors; composing and editing documents; researching and coordinating meetings, conferences, and teleconferences; making travel arrangements; handling reprography and organizing time and work. These form the daily office routine for a secretary. In modern society the secretary is an important member of the management team, responsible not only for carrying out the executive's wishes but also for helping to maintain a well-organized and efficient office. In other words, a secretary entering the work force faces many possible job situations. Therefore only those who have received specialized professional training will survive in a



world where the methods of handling information are complex. Technically, according to the survey by APSI in 1981, the titles of secretaries can be classified into five categories: Administrative Assistant, Administrative Secretary, Executive Secretary, Secretary, and Secretary-Receptionist. Each has its techniques and qualifications, but they all must have: secretarial skills, organizational ability, administrative ability, good communication skills, and self motivational skills before they serve as a professional secretary.

Exercise

Answer the following questions.

- (1) Where does the word "secretary" come from? And what does it mean?
- (2) What does a secretary usually do in an office?
- (3) What skills and abilities should a secretary have?

transcribe [træns'kraib] v. 抄写
coordinate [kəu'ɔ:dneit] v. (使) 协调, (使) 一致
reprography [ri:'prɒgrəfi] n. 复印
routine [ru:'ti:n] n. 例行公事, 常规
specialized ['speʃəlaizd] adj. 专门的, 专科的
survive [sə'vaiv] vt. 幸免于难, 存活
be classified into 被分(类)为...
technique [tek'ni:k] n. 手段, 方法
qualification [kwɒlɪfɪ'keɪʃən] n. 资格, 资历
motivational ['məʊti'veɪʃnəl] adj. 激发积极性的; 动机的



Reading

How to Be a Qualified Secretary

A secretary is the person who is responsible for the smooth functioning of the office. They handle all the office jobs. However, their job may vary from company to company. They hold a lot of responsibilities. The secretary job description will provide you with the correct information on this profession.

Though, there used to be a time when all the people in the management positions were given secretaries to handle their correspondence and many such other duties. Today, just one or two secretaries are enough to help the management. It is possible because of all the technological advances. The responsibilities column in the secretary job description has immensely reduced; thanks to technologies like e-mail, voice mail and office automation.

Most of the correspondence is done on e-mail, but still, many companies also correspond through letters. The secretaries manage all those letters and sort out the important ones. They also have to dispatch all the reports to whom those reports are marked. Most managers have many reports coming in from many departments; the secretaries sort the important ones and hand it to them.

The managers sometimes also have assistants. The secretaries will then have to coordinate with all the assistants instead of the managers. Secretaries have to be competent in using a computer and should know about the internal systems that are used as well.

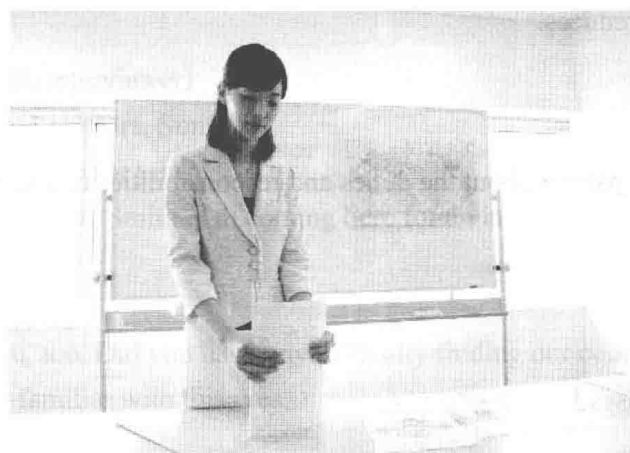
dispatch [di'spætʃ] v.派遣; 快递; 发送

sort [sɔ:t] v.整理, 分类, 处理

coordinate [kəu'ɔ:dneɪt] v. (使)协调, (使)一致

competent ['kɒmpɪtənt] adj.有能力的, 胜任的

petty ['peti] adj.琐碎的



In some organizations, secretaries are given many other duties as well. They are responsible



for training new staff about office equipment. They are even responsible for the petty cash box that each office has. In many organizations, there are different levels of secretaries. The highest is an executive secretary. There are also administrative secretaries who handle administrative work. However, it takes time and a lot of experience to get to these positions. The secretary job description has changed a lot over the years, but a few things remain the same.

Duties and responsibilities of a secretary job

1. They have to manage all the correspondence that takes place within the office and also the mails that come in from outside.

2. They have to dispatch all the reports to all the relevant people on time.

3. They have to make agendas for the meeting and give it to all the people who are attending it. Before the meeting commences, they have to read out the minutes of the previous meeting.

4. They have to check if all the members are present or not.

5. They also have to write down the minutes of the meeting and file it.

6. They have to manage the petty cash box of the office.

7. They have to make appointments for the manager to whom they report and they also have to remind them about the commitments.

8. They have to correspond with other companies on behalf of the management.

9. They have to teach the new employees about the specific protocols and work culture regarding the office.

10. They also have to teach technical things like the use of office intranet and filing systems.

The secretaries handle multiple duties and because of them, the workload of many people from the management reduces.

commences [kə'mens] v.开始, 着手

minutes ['minits] n.会议记录

protocol ['prəutəkəl] n.外交礼仪, 规章制度

intranet ['intrənet] n.因特拉网, 一个公司内提供电脑连通和因特网服务的系统

Exercise

Discuss with your partner about the duties and responsibilities of a secretary job.

Speaking

【New Words & Phrases】

apply for 申请

domestic [də'mestik] adj.家庭的, 国内的



in charge of 负责, 主管

ease [i:z] n.容易, 悠闲, 安逸, 自在

Dialogue 1

(A: receptionist; B: Li Hua)

A: Good afternoon. Can I help you?

B: Yes. I've come to apply for the position as an office secretary. The HR manager asked me to come here for an interview.

A: What's your name, please?

B: My name is Li Hua.

A: Nice to meet you, Miss Li. Your interview is arranged at 3:00 p.m. Please take a seat and have some water.

B: Nice to meet you, too. Thank you very much.

Dialogue 2

(A: applicant; B: interviewer)

A: May I come in?

B: Yes, please.

A: How are you doing, Madam? My name is Wujing. I am coming to your company for an interview as requested.

B: Fine, thank you for coming. Mr. Wu, Please take a seat. I am Anne Smith, the assistant manager.

A: Nice to see you, Mrs. Smith.

B: Nice to meet you, too.

Dialogue 3

(A: applicant; B: interviewer)

A: Excuse me. May I see Mrs. Smith?

B: It's me. What can I do for you?

A: Nice to meet you, Mrs. Smith. I'm coming here for an interview by appointment.

B: Are you Mr. Wu?

A: Yes, I am.

B: Nice to meet you, too. Did you have any difficulty finding our company?

A: Not really, I am familiar with this area.



Dialogue 4

(A: interviewer; B: applicant)

A: OK, Mr. Wu. You may come in. I'm Anne Smith and on my right, my colleague, Anna Duncan, and on my left, Angela Lamb. Do please sit down.

B: Thank you. Good afternoon Mrs. Smith, Miss Duncan, Miss Lamb.

A: Your English is fluent.

B: Thank you.

A: How do you think of the weather today?

B: I don't like the weather like this. Cold and rainy. Hope it become sunny as soon as possible.

Dialogue 5

(A: Li Hua; B: HR manager)

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

B: The job involves handling routine tasks, such as typing letters and documents, receiving domestic and foreign visitors, answering phone calls and so on. Can you handling phone calls in English?

A: I think so. My English scores are at the top of my class.

B: I see it in your resume that you've several years of work experience. What kind of work were you doing then?

A: I was in charge of the company's foreign-related affairs and correspondence, and supervised three other secretaries.

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, Computer Programming, Typing, and File-keeping.

B: Can you use office machines comfortably?

A: I can type 60 words per minute, and take dictation in English at the rate of 100 words per minute. I can use fax machine and Xerox machine with ease

Exercises

Translate the following sentences into English

(1) 您好, 我来申请办公室秘书职位。

(2) 我被告知今天上午来面试。



(3) 你叫什么名字? 请坐。喝杯茶。

(4) 我毕业于沈阳秘书职业学校。

(5) 我有很多秘书知识和技能。

(6) 我耐心, 有责任心, 工作努力。

(7) 能简单地介绍一下你自己吗?

(8) 能简单地描述一下你的性格吗?

(9) 当你面对挑战时, 你如何应对?

(10) 你最大的优缺点是什么?

Role play

1. Student A: You are going to be interviewed for the secretary's position. Now you are arranged at the reception desk and 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.

2. Student A: Now you are having an interview with the HR manager. You should first make a brief self-introduction and answer the HR manager's questions.

Student B: You are the HR manager. You should listen to the interviewee's self-introduction attentively and ask him or her several questions based on it.

Functional Sentences

招聘和面试

Who is going to take over his work after he leaves?

他走了之后, 谁将接管他的工作?

There will be a vacancy in our office. 我们办公室将会有个空缺。

Donna gave notice last week. We'll need to fill her position.

唐纳上周提出了辞职申请, 我们得找人替补她的职位。

职位
空缺



**用人
要求**

What are the qualifications you are requesting for the position?

你认为应聘这个职位要具备什么样的条件?

What kind of people do you want to employ?你想雇用什么样的人呢?

What are other requirements for the candidate?对候选人还有其他什么要求吗?

The applicant should be flexible, creative, and be able to work in a team atmosphere.

求职者必须要灵活、有创意、且能在团队中工作。

We'll require a college degree candidate, preferably in secretarial.

我们要求专科学历,最好是秘书专业的候选人。

The person needs to be outgoing, very organized, and able to work independently.

候选人得是外向、有组织性且能独立工作的人。

Specialty in secretarial is preferable.最好是秘书专业的。

**面试
内容**

How do you think of your proficiency in written and spoken English?

你认为你的书面英语和口头英语熟练程度如何?

*I think I can make myself understood in English without too much difficulty.我能毫不费力地让别人明白我的英语。

*I have passed CET-4, and this is my certificate.我通过了大学英语四级考试,这是我的证书。

Have you got any experience related to this work?

你有没有与此工作相关的经验?

*I have never done this kind of work before, but I will try very hard.虽然我以前没有做过这种工作,但是我会竭尽全力去做的。

*I have just graduated from college, and I haven't got any opportunity to work yet.我刚大学毕业,还没有任何机会去接触这种工作。

What's the reason for your application for this position?

你为什么申请这个职位?

*I have applied for the position in the hope of fully realizing my potential.我申请这个职位是为了能充分发挥我的潜能。

*I think working in this company would give me the best chance to use what I've learned in the college.我认为在这个公司工作能让我在大学里所学到的东西得到最好的运用。

What certificates of technical qualification have you obtained?

你都获得了那些技术资格证书?

*I have received an Accountant Qualification Certificate.我有会计资格证书。



Practical Writing

Letters of Job Application (求职信)

When you are applying for a specific, advertised job, a letter of application is needed together with your resume. Some companies are very particular about it, for they believe that an application letter can help them learn more about the applicants. So it is vitally important for applicants to expand the information provided in the resume. Other guidelines, such as courtesy and correctness, should also be followed. Here are the structural analysis:

1. Salutation

2. Body

- 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. Signiture

Generally speaking, no matter how much you want to share with the reader in your letter, narrow it down to one page. In a word, an application letter is characterized by brevity and conciseness.

Sample 1

Dear Madam/Sir,

I have learned from the newspaper that you are looking for a secretary. I am very interested in this position. I graduated from the Shenyang 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.

Yours sincerely,
Li Hua



Sample 2

Re: Secretary Position

Dear Mr. Moore,

I am actively seeking a secretary opportunity in a demanding and fast paced office. And I believe five years experience, as secretary to the president of an international corporation will qualify me for your executive secretarial position. In fact, the job described in your ad in today's Daily sounds tailor made to my abilities and experience.

Throughout my career I have demonstrated for my employers an exceptional facility for meeting organizational objectives and demands. My duties as an executive secretary have included the routine obligations plus extensive experience in communication with and traveling to foreign countries.

The attached resume details my business and academic background.

I look forward to hearing from you. I can be reached at 12345678 during the days and 2220-8888 after 6 p.m.

Thank you for your consideration of my application. Hope to meet you in the near future.

Yours sincerely,
Li Hua

Basic Patterns

1. I am writing in response to your advertisement in Liaoning Today of August 6...

我在 8 月 6 日的辽宁日报上看到了贵公司的招聘广告，于是写信……

2. Your advertised position of secretary interests me...

我对你们招聘广告中的秘书一职很感兴趣，所以……

3. The requirements outlined in your ad in... for a general manager assistant appear to match almost exactly with my own.

我本人的条件与你们刊登在 XXX 上的招聘广告中所要求的总经理助理的各种条件完全吻合。

4. I think I am the right person for the job you advertised, because...

相信我是你们招聘职位的最佳人选，因为……

5. I am glad that I feel quite qualified for the position you advertised.

对于你们在广告中所招聘的职务，我高兴地感到自己有资格申请。

6. I would like to apply for the vacancy of...

我想申请……这个空缺职位。

7. I am writing this letter to recommend myself as a qualified candidate for the job of...

我认为我是……工作的合格人选，所以我写信推荐自己。

8. I welcome increasing responsibilities in a quick-paced setting.

我愿意在快节奏的环境中承担更多的责任。

9. Should you grant me a personal interview, I would be most grateful.

如果你能给我面试的机会，我将不胜感激。