

高等职业教育文秘专业“十二五”规划教材

Mishu Yingyu

21 世纪高职高专精品教材 ◆ 现代秘书系列

秘书英语

主编 王 茹 胡 燕 左项金

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前 言

加入 WTO 以来,我国与世界经济接轨的步伐大大加快,国家的经济活动也已远远超出传统的外贸范畴,扩大到了金融、保险、法律、海外投资等众多领域。自 2008 年全球金融危机之后,我国更是抓住机遇,创新发展。为适应我国经济高速发展的新形势,我们编写了这本教材,以提供更加全面、实用和与时代相结合的秘书英语知识。本教材针对秘书岗位的需求,结合相应的职业资格证书考试,由英语教师、专业教师 and 行业从业人员共同设计编写,旨在培养学生在实际工作中需要的英语应用能力,提高他们将来从事国际商务工作、文秘工作必备的业务技能。

本教材突出实用性,结合秘书岗位的工作实际,向文秘专业的学生和相关人员提供必要的专业知识和实际工作场景,使读者熟悉和掌握涉外文秘知识及实际操作过程,提高涉外英语的交际能力。本书涉及文秘工作的各个方面,选材新颖,点面结合,内容丰富,语言规范,实用性强,练习形式丰富多样,引导学习者进行独立、全面的思考。本书主要供高职高专文秘专业学生使用,也可供准备参加秘书证书考试的同等水平的考生以及文秘工作者自学使用。

本书共三部分、十八章,每章分为三个相关场景展开内容。在内容安排上,第一部分侧重听说,第二部分侧重阅读,第三部分侧重写作。每个部分根据内容性质进行了不同的设计,以期达到提高学生各方面英语能力的目的,同时也方便教师开展课堂教学。

本书由王茹(北京物资学院)、胡燕(江苏省南京市应天职业技术学院)、左项金(江苏省南京市应天职业技术学院)担任主编,负责总体框架设计及对全书的统稿,关丽(大连理工大学城市学院)、陈莺(辽宁大学外国语学院)担任副主编。参加本教材编写的人员及分工如下:左项金(第一部分)、胡燕(第二部分第一章、第二章、第三章)、王茹(第二部分第四章、第五章、第六章)、关丽(第三部分第一章、第二章、第三章)、陈莺(第三部分第四章、第五章、第六章)。

本教材在编撰过程中得到了中国人民大学出版社的大力支持,也离不开参考文献的原刊出单位和机构的支持,并得益于刘雯(解放军艺术学院)、梁刚(解放军炮兵学院南京分院)、丁婷(江苏省南京市应天职业技术学院)、汤堃(江苏省南京市应天职业技术学院)、李颖利(山西省旅游职业技术学院)、徐捷(江苏省南京市应天职业技术学院)、印红梅(江苏省南京市应天职业技术学院)、张娇(北京物资学院)、李蕊(北京物资学院)做出的资料收集整理工作,在此特表示诚挚的谢意。

由于编者水平有限,书中不妥及疏漏之处在所难免,敬请专家和读者不吝指正。

编 者

2011 年 5 月

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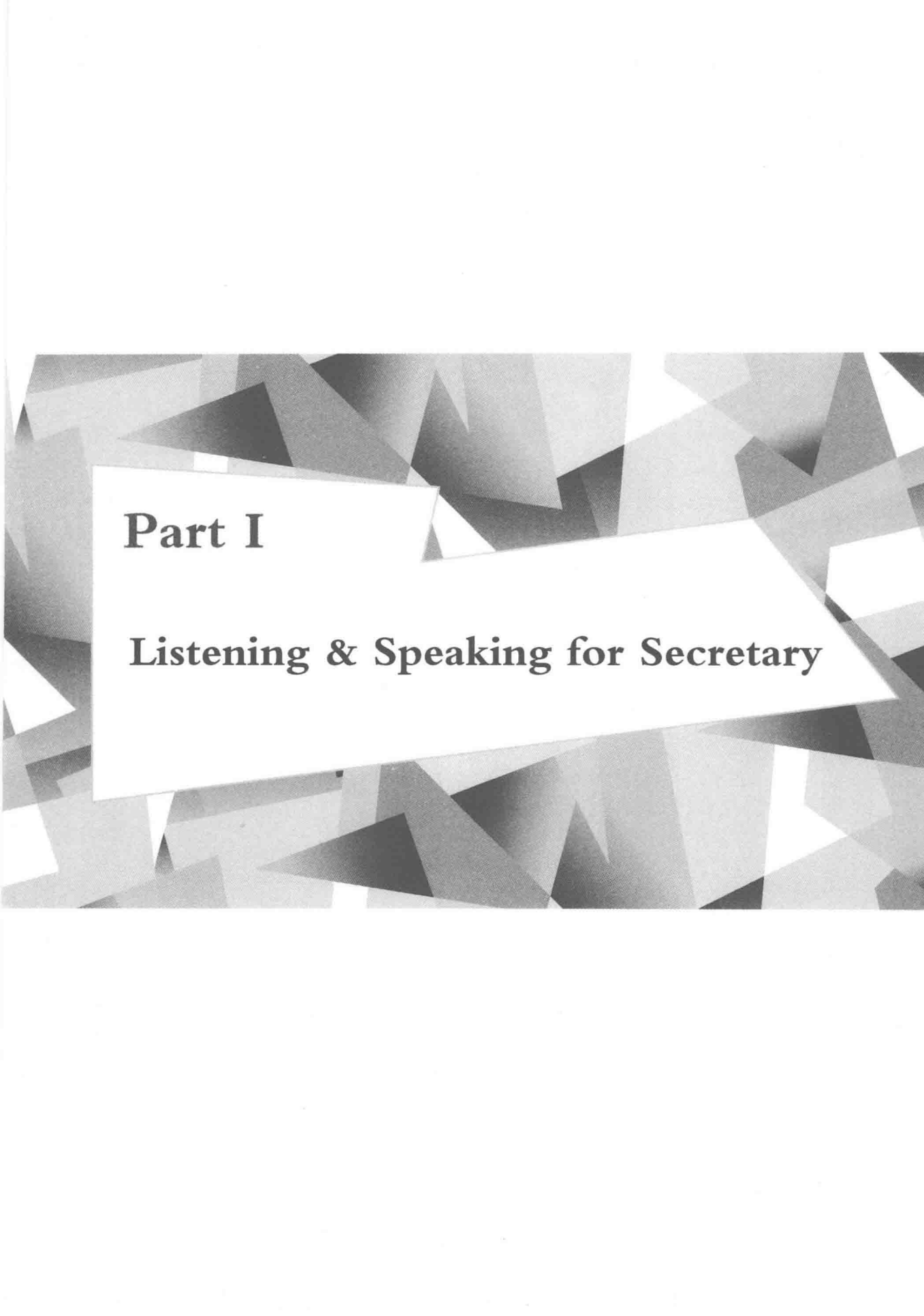
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Part I

Listening & Speaking for Secretary



Chapter One

Reception

Section 1 At the Office

Listening & Practice

Directions: Listen to the situational conversations A and B, first fill in the blanks, and then practise them with your partner.

Conversation A

Background: The client Mr. Gray pays a visit to Beijing Far East Import & Export Company. He wants to discuss the details about the sales of his new equipment with the general manager Mr. Song. As he didn't make a previous appointment, he fails to meet the manager himself. He is received by the secretary Juice Zhang, who offers him help.

(A: Juice Zhang B: Mr. Gray)

A: Good afternoon, sir, _____ 1 _____?

B: Yes, I'd like to meet your general manager right away _____ 2 _____
_____. Here's my card.

A: Thank you. Mr. Gray. I'm afraid our general manager Mr. Song doesn't know you're here.

B: You're right. We didn't _____ 3 _____. Is it possible for him

to see me now?

A: I'm sorry, Mr. Gray. Mr. Song's having an important meeting now, and he won't be back until 2:30 p. m. .

B: That's too bad.

A: Can the assistant manager meet you _____ 4 _____ and what do you wish to see Mr. Song about?

B: I'm afraid not. I've discussed the details about the sales of our new equipment with Mr. Song _____ 5 _____. I'm not sure that if the assistant manager would know about it.

A: How about making another appointment?

B: That's a good idea. I'll be here the day after tomorrow, 9:00 a. m. , if it is _____ 6 _____ for Mr. Song.

A: Let me check and see. Yes, Mr. Song is _____ 7 _____ in the whole morning. I'll call you to _____ 8 _____ as soon as he is back.

B: Thank you.

A: You're welcome.

Conversation B

Background: Recently, Daniel Rock bought a mobile hard disk at the Pacific Digital City. He is disappointed to find that there is something wrong with its memory function. He gets so dissatisfied and wants to have a change. William Johnson, the secretary to the manager of the Complaints Department of the Pacific Digital City, manages to help him.

(A: William Johnson B: Daniel Rock)

A: Good morning, _____ 1 _____ ?

B: Hello, is that the Pacific Digital City?

A: Yes.

B: _____ 2 _____ the manager of the Complaints Department.

A: I'm sorry the manager is _____ 3 _____. I'm her secretary. May I ask what you wish to talk to him about?

B: I'm dissatisfied with a purchase I made in your store and I want to have a change.

A: All right. May I ask what you bought, so I can know how to _____ 4 _____ ?

B: Oh, it's a mobile hard disk I bought at the digital city a few days ago.

A: _____ 5 _____?

B: It didn't work when I inserted it into the computer.

A: Have you installed the driver for the mobile hard disk?

B: Yes, but it doesn't work _____ 6 _____. I don't know what the real problem is.

A: I know a certain computer virus called "Trojan Horse" is rampant now. It is doing harm to millions of computers. Perhaps your hard disk has been _____ 7 _____.

B: I hope so.

A: May I ask which dealer you bought the disk from?

B: Shanghai Huacheng Co., Ltd. Its booth number is PDC-1553.

A: OK, I'll _____ 8 _____ your call right now.

B: Thanks. I'd _____ 9 _____ that very much.

A: _____ 10 _____.

Directions: Listen to the situational conversation C, determine whether the following statements are True(T) or False(F), and then practise them with your partner.

Conversation C

Background: Peter calls James from the Purchasing Department to know whether he has been recruited by the company. Susan, the secretary from the Marketing Department, informs him that he dials the wrong telephone number.

(A: Susan B: Peter)

1. ☐ James makes a call to Peter to ask something about the employment.
2. ☐ Peter works in the purchasing department of the company.
3. ☐ Susan is a secretary from the Marketing Department.
4. ☐ Susan is so angry with Peter that she is unwilling to give any information to Peter.
5. ☐ The secretary is very nice to inform Peter of the number of the Purchasing Department.

Words and Expressions

confirm

[kən'fɜ:m]

v. 确认, 证实

insert	[ɪn'sɜ:t]	v. 插入, 嵌入
install	[ɪn'stɔ:l]	v. 安装
rampant	['ræmpənt]	adj. 猖獗的, 蔓延的
recruit	[rɪ'kru:t]	v. 吸收 (新成员)
available	[ə'veɪləbl]	adj. 有空的, 可用的
assistant	[ə'sɪstənt]	adj. 副的

Notes

1. Beijing Far East Import & Export Company 北京远东进出口公司
2. general manager 总经理
managing director 常务董事
CEO (Chief Executive Officer) 首席执行官
CFO (Chief Financial Officer) 首席财务官
3. make/ fill/have an appointment with sb. 与某人预约、约会
keep an appointment 践约, 准时赴约
break an appointment 失约
4. on the telephone 通过电话
on the Internet 从因特网上
on TV 从电视上
on/over the radio 通过收音机/无线电
in the newspaper 在报纸上
5. HR Department (Human Resources Department) 人力资源部
Marketing Department 市场营销部
Personnel Department 人事部
Purchasing Department 采购部
R & D Department (Research and Development Department) 研发部
6. direct call 直拨电话
direct distance dialing call 直拨长途电话
collect call (reverse charge call) 对方付费电话
conference call 会议电话
service call 公务电话
urban call 市内电话
long distance call 长途电话
7. extension number 分机号码
area code/district code 分局号码/地区号
country code 国家区号

Key Patterns

1. Is Mr. Liu, the general manager, available now?
请问总经理刘先生现在有空吗?
2. I'm afraid our general manager isn't available at the moment.
恐怕我们总经理现在没空。
3. I have an appointment with Mr. Wu at 8:30 a. m..
我和吴先生约好在上午 8:30 见面。
4. Could I leave a message for him?
可以留个便条给他吗?
5. I want to make a collect/ long distance call.
我要打一个由对方付费(长途)电话。
6. I'm afraid Mr. Sun is not free now/is occupied. He is in conference now.
恐怕孙先生现在没空, 他正在开会。
7. When is convenient for him to see me?
他什么时候有空和我见面呢?
8. I'm afraid you have dialed the wrong number.
恐怕您是拨错了电话号码。
9. Would you mind telling me the phone number for the Purchasing Department?
可以告诉我采购部的电话号码吗?
10. If you want to call the manager, dial the extension number please.
如果您找经理, 请拨分机号。

Exercises

I. Translate the following passage into English orally.

很抱歉, 怀特先生现在不在办公室, 他已经去上海开会了, 预计五天以后才能回来。我是他的秘书, 如果您有什么需要可以和我联系或是留言, 我会及时转达给怀特先生, 并在最短的时间内给您回复。很高兴接到您的来电。

II. Translate the following passage into Chinese orally.

I'm absolutely sure there's no Mr. Thomas Wang here, maybe you have dialed the wrong number. I'm the assistant to the general manager. May I ask what it is about? Perhaps I can figure out who you should talk to, and then tell the way you can contact him/her.

III. Complete the following conversations orally.

A: Good morning, madam. Can I help you?

B: Good morning, _____ 1 _____ (我与市场部经理宋先生约好在上午 10 点见面).

A: May I have your name, please?

B: Alice Gray of Sydney BAC Company.

A: Nice to meet you, Ms. Gray. _____ 2 _____ (宋先生在等您). I'll tell him you are here now.

B: Thank you.

(After a while,)

A: Ms. Gray, I'll show you to Mr. Song's office. _____ 3 _____ (请走这边).

B: Thank you very much.

A: You're welcome.

IV. Make up conversations orally according to the situation given.

The secretary Mary Zhang is familiar with the client Mr. Ben, who pays a visit to her company. Mary greets Mr. Ben and offers him drink.

Section 2 At the Airport

Listening & Practice

Directions: Listen to the situational conversations A and B, first fill in the blanks, and then practise them with your partner.

Conversation A

Background: Judy Austen, secretary of Shanghai Toy Company, meets the client Mr. Gray from American at the airport. Judy Austen makes a self-introduction and inquires about Mr. Gray's flight.

(A: Judy Austen B: Mr. Gray)

A: Excuse me, but are you Mr. Gray from the _____ 1 _____

Trading Company?

B: Yes, I'm Mike Gray.

A: I'm glad to meet you, Mr. Gray. My name is Judy Austen, secretary to the
 _____ 2 _____ Mr. John of Shanghai Toy Company. I've come to
 meet you.

B: Nice to meet you, too, Miss Austen. I have the feeling that we have known
 each other for a long time.

A: Yes. We've talked to each other for so many times _____ 3 _____
 _____. I'm so glad we can see each other face to face. We've been _____ 4 _____
 _____ you ever since you sent us the E-mail informing us of your date of _____
 _____ 5 _____.

B: I'm glad to hear that.

A: How about your flight, Mr. Gray?

B: _____ 6 _____ ! The flight was smooth, and the service was
 _____ 7 _____, too. What's more, I had a sound sleep.

A: I'm glad to hear that! All your _____ 8 _____ is here?

B: Right. A suitcase.

A: Good. We have a car over there to take you to your hotel. If all is ready, we'd
 better start. Shall we go, then?

B: OK. Let's go.

Conversation B

Background: The general manager, Mr. Wang, can't spare time from his work to meet the client Mr. Wilde. The secretary James Keats meets Mr. Wilde at the airport in his place.

(A: James Keats B: Mr. Wilde)

A: Excuse me, but are you _____ 1 _____ to be Mr. Wilde?

B: Yes, Clark Wilde from Washington Investment Corporation.

A: Welcome to Shanghai, Mr. Wilde. I'm James Keats with Shanghai Import and
 Export Corp., and I'm here to meet you.

B: Thanks. Are you Mr. Wang's _____ 2 _____ ?

A: Yes, Our general manager, Mr. Wang, asked me to say hello to you. He felt
 _____ 3 _____ sorry for not being able to meet you at the airport.
 This morning, there happened something _____ 4 _____.

B: Thanks. It doesn't matter.