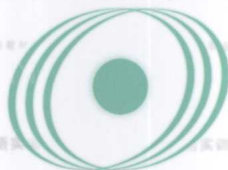


21 世纪高职高专精品教材·现代秘书系列



文秘英语实训

主编○冯修文



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前言

近年来,以能力为本位的教育观念逐渐在教育领域形成,一大批大专院校将人才培养重心转向实用型、复合型和创新型,突出以职业能力培养为主线的人才培养目标,并投入大量的财力来提升教学设施。各类实训实践教学中心的建立,改变了传统的教育模式,学校教学不仅仅是传授给学生“学以致用”的知识,更能让学生在“用中学”,掌握实际工作所需的实际操作能力和应变创新能力。与此同时,教学课程改革和教材开发也需紧跟形势发展需要,满足实用型人才培养的要求。

正是在这样的社会和教育发展的背景下,我们将文秘业务与英语实际应用能力紧密结合,强调英语口语和英语文书写作在文秘工作中的实战能力,编写了这本《文秘英语实训》教材,旨在更好地培养出合格的实用型涉外秘书人才。

实用性和知识性是本书的特色。全书从培养秘书人才的英语实际应用能力出发,特别突出对口语和写作能力的培养。全书分口语和写作两部分。口语部分围绕秘书工作的日常活动展开,包括接待工作、接打电话、业务电话、会议安排、处理事务等五章,内容涵盖实际工作中的秘书实务,设置仿真情景对话、要点释义和经典句型,同时配上基础知识操练和培养实际运用能力相结合的练习,有利于学生巩固已学知识和情景口语表达,以便在实际工作中灵活运用已学知识和技能。写作部分围绕秘书工作中的各类文书写作而展开,内容包括工作文书、礼仪文书、社交文书、人力资源文书和商务文书。每种文书都用英文说明写作技巧和要点,并根据需要,每种文书编写2~3篇例文。例文内容新颖、实用,形式多样,语言规范;注释充分体现重点、难点,以点带面,举一反三;练习既有基础语言知识操练,又有实践写作训练;重点句型是对每种文书写作中的常用语句进行归纳总结,以便学生实际运用。

本书主要由上海建桥学院文秘专业和商务英语专业的教学一线骨干英语教师

编写。为编写这本实训教材，参编教师总结了教学经验，查阅了大量的国内外资料，并走访了上海多家知名外资企业，收集了许多宝贵的一手材料。冯修文负责全书的大纲设计，组织编写和最后定稿，并编写口语部分的第一章和第四章。李雷编写口语部分的第二章，莫玉羚编写口语部分的第三章和写作部分的第六章，王菊芬（无锡工艺职业技术学院）编写口语部分的第五章，赵琳红编写写作部分的第一章和第五章，武杰锋、唐玫编写写作部分的第二章，王仲贻编写写作部分的第三章和第四章。承蒙上海建桥学院文秘专业主任陈梅副教授和原复旦大学吕菊林教授两次审阅全部书稿，并提出了许多宝贵的修改意见，上海建桥学院文化传播系系主任张骏德教授和夏乾丰教授给予了大力支持，上海建桥学院领导和中国人民大学出版社的编辑们为本教材的顺利出版做了大量工作，在此一并致谢！

本书内容实用性和针对性很强，从社会和企业的需要出发，遵循注重实践、培养能力的指导思想而编写，相信一定能切实提高使用者的英语应用能力。由于编者水平有限，再加上编写时间仓促，书中难免存在不足和错误之处，还望广大师生和同仁不吝赐教。

编者

2008年3月

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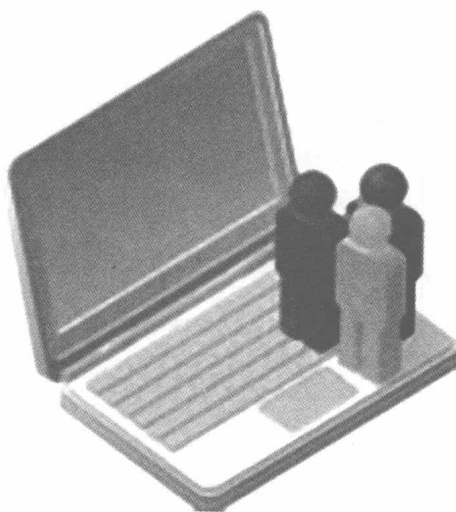
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Part I

Spoken English for Secretary



▶▶▶▶ Chapter One

Reception

Section 1 At the Office

Situational Conversations

Conversation A

Background: The client Mr. Green 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. Wang. As he didn't make a previous appointment, he failed to meet the manager himself. He is received by the secretary Lucy Zhang, who offers him help.

(A: Lucy Zhang B: Mr. Green)

A: Good afternoon, sir. Can I help you?

B: Yes. I'd like to meet your general manager. Here's my card.

A: Thank you, Mr. Green. I'm afraid our general manager Mr. Wang didn't know you're here.

B: You're right. We didn't make an appointment. Is it possible for him to see me now?

A: I'm sorry, Mr. Green. Mr. Wang is out now, and he won't be back until 3:30 pm.

B: That's too bad.

A: Can the assistant manager meet you instead?

B: I'm afraid not. I've discussed the details about the sales of our new equipment with Mr. Wang on the telephone. I doubt 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, 9:30 am. Is that all right?

A: Let me check and see. Yes, Mr. Wang is available in the whole morning. I'll call you to confirm as soon as he is back.

B: Thank you.

A: You're welcome.

Conversation B

Background: Kathy Li, secretary of Shanghai A & B Company, receives the client Mr. Brown, who wants to see the general manager Mr. Yang, but Mr. Yang is not available until half an hour later.

(A: Kathy Li B: Mr. Brown)

A: Good morning, sir. Welcome to Shanghai A & B Company. What can I do for you?

B: I'd love to see your general manager, Mr. Yang.

A: May I have your name please, sir?

B: Mike Brown with British Tri-Star Company.

A: Well, Mr. Brown. Mr. Yang is engaged at the moment. Please wait for a minute. I'll tell him you're here.

B: Thank you.

A: With pleasure.

(After a while.)

A: I'm sorry, Mr. Brown. Mr. Yang will be here with you in half an hour. Would you mind waiting?

B: It doesn't matter. I'm waiting here.

A: Well, Mr. Brown, what would you like to drink, tea or coffee?

B: Green tea, please.

A: Good. Just a moment.

Conversation C

Background: The client Mr. Smith made an appointment with the sales manager of Guangzhou Grand Company. The secretary Jessica Liu receives him and offers him help.

(A: Jessica Liu B: Mr. Smith)

A: Welcome, sir. Is there anything I can do for you?

B: Yes. I have an appointment with your sales manager Mr. Wu at 10:00 am.

A: You're supposed to be Mr. Smith of Toronto Import and Export Corporation?

B: Yes, I am.

A: Nice to meet you, Mr. Smith. The sales manager Mr. Wu is expecting you at his office. This way, please.

B: Thank you.

A: It's my pleasure.

Notes

1. Here's my card. 这是我的名片。

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 an appointment with sb. 与某人预约, 约会

相同表达: fill/have an appointment with sb.

keep an appointment 践约, 准时赴约

break an appointment 失约

She made an appointment for her son to see the doctor.

她为儿子约好了就医时间。

Viewing is by appointment only.

参观必须预约。

4. assistant *adj.* (abbr. Asst.) (常用于头衔) 助理的, 副的

assistant manager 协理, 副经理, (酒店) 大堂经理

assistant professor 助理教授 (在美、加两国职位仅低于副教授)

Assistant Attorney General 助理检察总长

Assistant Secretary of State (美国) 助理国务卿

5. the details about the sales 有关销售的详细情况

6. on the telephone 打电话, 通过电话

on the Internet 从互联网上

on Channel 4 在第四频道

on TV 电视上

on/over the radio 通过收音机/无线电

in the newspaper 在报纸上

7. Let me check and see. 让我查一查。

8. Mr. Wang is available in the whole morning. 整个上午王先生都有空。

9. confirm *v.* 确认, 证实 confirmation *n.* 确认书, 证明书, 证实

After a six-month probationary period, her position was confirmed.

经过六个月的试用期, 她获准正式担任该职。

10. corporation (abbr. Corp.) (大) 公司, 法人团体

multinational corporation 跨国公司

urban development corporation 城市开发集团公司

limited liability company/company of limited liability 责任有限公司

joint stock company limited 股份有限公司

holding company 控股公司

listed/public company 上市公司

engineering firm 工程公司

firm of accountants 会计师事务所

state-owned enterprise 国有企业

foreign-invested enterprise 外资企业

joint venture (abbr. JV) 合资企业

Sino-American joint venture 中美合资企业

Key Patterns

1. Good morning, sir/madam! What can I do for you?

早上好, 先生/女士! 我能为您做什么?

2. Is Mr. Zhang, the general manager, available now?

请问总经理张先生现在有空吗?

3. I have an appointment with Mr. Zhang at 9:30 am.

我和张先生约好在上午 9:30 见面。

4. May I have your name, please?

请问您贵姓?

5. Welcome to our company. We have been expecting you. Please seat yourself. I'll call Manager Wang.

欢迎光临我们公司, 我们一直期待您的来访。请先稍坐一会儿, 我告诉王经理。

6. When is it convenient for him to see me?

他什么时候有空和我见面呢?

7. I'm afraid Mr. Zhang is not available now. He is in conference now.

恐怕张先生现在没空, 他正在开会。

8. Mr. Zhang is waiting for you at his office. I'll tell him that you're here.

张先生正在办公室等您, 我这就告诉他您来了。

9. Please follow me, and I'll take you to his office.

请跟我来, 我带您去他的办公室。

10. Please leave your card here, and I'll contact you later. Is that OK?

请赐名片, 过段时间我再与您联系。这样可以吗?

Exercises

I. Translate the following sentences into English. And make an oral practice.

1. 请问您需要帮忙吗?

2. 请赐名片。

3. 请坐。稍等一会儿好吗?

4. 我这就告诉布朗先生您来了。

5. 很抱歉让您久等了。

6. 布朗先生马上下来接您。

7. 请您去他的办公室好吗? 电梯在这边。

8. 经理不在, 改天行吗?

9. 我先记下时间, 再让经理来给您确认吧。

10. 请在来客簿上签名好吗?

II. Complete the following conversations.

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

B: Good morning. I have a appointment with Mr. Wang, the manager of the Marketing Department. (我与市场部经理王先生约好在上午 9:30 见面。)

午 10 点见面。)

A: May I have your name, please?

B: Alice Green of Sydney A&B Company.

A: Nice to meet you, Ms. Green. 2 (王先生在等您。)

I'll tell him you are here now.

B: Thank you.

(After a while.)

A: Ms. Green, I'll show you to Mr. Wang's office. 3

(请走这边。)

B: Thank you very much.

A: You're welcome.

III. Make up conversations according to the situation given.

Situation: The secretary Lucy Zhang is familiar with the client Mr. Bush, who pays a visit to her company. Lucy greets Mr. Bush and offers him drink.

Section 2 At the Exhibitions & Conventions

Situational Conversations

Conversation A

Background: The general manager Mr. Brown and the secretary Lisa Wu are at the Canton Fair. Lisa is approaching the customers at the exhibition stand.

(A: Lisa Wu B: A Customer)

A: Good morning, sir. Welcome to our stand.

B: Good morning.

A: These are the samples of our company's products. Please take your time.

B: Thank you. I'd like to know your main products.

A: Here're the samples and brochures of the latest products.

B: Great. I'm interested in your products. May I keep one sample for reference?

A: Certainly. Could you please leave your business card and we can contact you

whenever needed?

B: Here you are.

A: You're welcome to browse our company's website. Here's our working name-card. You may contact our staff anytime.

B: I really appreciate it.

A: Thank you for your visit and have a nice day.

Conversation B

Background: The secretary Anne Zhang, in charge of the reception for the annual conference of the company, is helping the guest Mr. Black with the registration.

(A: Anne Zhang B: Mr. Black)

A: Welcome to our annual conference, sir. May I have your name, please?

B: My name is Tony Black.

A: Have you pre-registered, Mr. Black?

B: Sure, I have.

A: Good. Let me check up on the computer. Yes, Mr. Tony Black with New York Import and Export Corporation.

B: That's right.

A: Mr. Black, here're your meeting badge and meeting packet. The packet contains the meeting schedule, a layout of the convention center, a map of downtown Shanghai, nearby shopping mall and restaurant information and other related items.

B: Thank you.

A: You're welcome. By the way, you'll find free refreshments at the bar in the lounge during the tea break.

B: It's so thoughtful of you.

A: You're welcome.

Conversation C

Background: Mr. Forster attends the Economy Forum but hasn't got the participation ticket, and the secretary Lucy Wang offers him help.