



普通高等教育“十一五”国家级规划教材

# 秘书英语 (第二版)

## Being an Effective Secretary

王 毅 主编 刘树森 刘世生 李佐文 主审  
[美] Kevin L. Brennan 审校



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## 内容提要

本书是普通高等教育“十一五”国家级规划教材,是秘书专业学生从事涉外秘书工作的必修课教材。

本书根据涉外秘书的工作性质和工作范围,针对秘书专业学生的特点,从理论知识学习和实际操作两个方面进行了设计和编写。前者包括一定的英语语音知识、国际交往知识、国际贸易知识、办公室日常业务知识和实用写作技能;后者是秘书在不同涉外工作中的情景对话。

全书选材实用、新颖、全面,配有大量具有实用性和针对性的练习,为做好涉外秘书工作提供了必要的知识和经验。

与本书配套,还开发了多媒体助学光盘、电子版教师用书、网络教材等辅教、辅学资源,构成比较完整的课程教学包。

本书可作为高等院校尤其是高职高专院校文秘类专业或英语类专业教学用书,也可作为从事涉外工作人员的参考读物和培训教材。

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## 第二版前言

《秘书英语》一书自 2003 年作为普通高等教育“十五”国家级规划教材出版以来,在不少学校的教学中被采用,我们对此深感荣幸。2005 年底,我们又以该书第二版的名义申报了普通高等教育“十一五”国家级规划教材选题,并于 2006 年评审通过纳入规划,这让我们又一次感到责任重大。为了在第二版时修订好这本教材,我们仔细分析了第一版存在的不足,征求了一些读者的意见,并在宏观上深入把握近几年来教育部对高职高专教育改革的若干指示精神,尤其是严格遵循教育部关于普通高等教育“十一五”国家级规划教材建设的指导意见,按照与时俱进的原则,进行了认真细致的修订工作。具体的修订措施如下:

1. 增加了关于国际贸易和办公室管理工作两个单元,使学习内容更加全面。
2. 添加了相关插图,使教材图文并茂,形式更加新颖。
3. 修改了课文形式,提供了完整的学习内容。
4. 修改了练习形式,补充了一些内容,使学习更加有的放矢,学以致用。
5. 开发了多媒体学习光盘,学生可以以此为平台,进行听、说训练和拓展学习,使学习过程声文并茂。
6. 开发了专供教师使用的电子版教师用书,在其中对各单元学习提出了具体的教学要求,增加了背景知识和课前提问,为教师备课、授课提供了方便。
7. 开发了与主教材配套的网络教材,使各单元教学和学习内容更加丰富、完善,使课堂教学和在线学习效绩互补,相得益彰。
8. 为使我国秘书专业学生的专业知识和技能与国际接轨,知己知彼,特在附录中增添了《剑桥国际考试·剑桥秘书技能执业证书·沟通和项目管理 2 级和办公室管理 2 级考试样卷(中英文)》。

本次修订后的《秘书英语》不再是单一的一本教材,而是一个“教学包”,由主教材、多媒体学习光盘、电子版教师用书和网络教材四部分组成。

该教材本次修订由北京联合大学应用文理学院王毅任主编,其他参编的教师有(排名不分先后):

都宁、封靖超、巩华、韩扬、彭慧、石晓佳、郑玮(北京联合大学应用文理学院)  
郭雷(华北电力大学)  
东风兰(河北大学)  
侯晓舟(河北大学)  
张俊香(中国人民大学)

该教材本次修订后由下列教授担任主审:

刘树森教授(北京大学外国语学院)  
刘世生教授(清华大学外国语学院)  
李佐文教授(河北大学外国语学院)



## II 第二版前言

Kevin L. Brennan (北京大学外国语学院英语系外国专家) 审校。

众所周知,教材是体现教学内容和教学要求的知识载体,是进行教学的基本工具,是提高教学质量的重要保证。《秘书英语》虽经修订,但仍会有很多疏漏,仍需在教学实践中反复检验,恳请广大师生在使用后,不吝赐教,使该教材不断修正、补充,日臻完善。

该教材在本次修订过程中,参考和借鉴了国内外出版的许多相关书籍,引用了许多实例,在此谨向它们的编者和作者表示衷心的感谢。

在后面的参考书目中,列出了具体书目,如有遗漏和失礼之处,敬请海涵并在这里先致歉意。

编 者

2007年10月

# 前 言

“秘书”一词始于汉朝,可见我国文秘工作古而有之。现代社会中秘书更是各行各业不可缺少、较为热门的一种职业。

改革开放以来,特别是我国加入WTO之后,秘书或从事文秘工作人员有了国际工作环境。他们必须具备一定的英语口语、口译能力,有广博的国际知识和专业写作技巧,才能更好地做好沟通工作。

文秘专业的学生属于非英语专业的学生。他们系统、全面地学习了文秘专业的知识和理论,熟谙文秘工作,但是他们的英语,特别是英语语音和英语听说水平不够高。此外,他们还可能缺乏国际交往中的礼仪知识、宗教知识和英语实用写作技巧等。这些都会直接影响他们从事涉外工作的质量和效果。

为此,本教材从实际出发,针对文秘专业学生英语学习的薄弱环节编写,旨在为文秘专业学生和相关人员从事外事工作提供必要的知识和实际工作场景,使他们熟悉和掌握涉外文秘知识、技巧和实际操作过程。

本教材由理论知识学习和实际操作两部分组成。前者包括英语语音知识、涉外知识和英语实用写作技能,并提供了大量的练习;第二部分以一个秘书求职、处理日常工作、接待、担任谈判口译、陪外宾旅游参观购物、送行等为主线,提供了一个秘书所需的必要知识。

本教材在编写过程中,参考和借鉴了国内外出版的许多相关书籍,并引用了众多实例,在此谨向这些图书的编者和作者表示衷心的感谢。

本教材由孙亦丽教授主审,北京联合大学应用文理学院外语系王毅任主编,北京联合大学应用文理学院外语系《秘书英语》编写组编写,具体分工如下(以下按姓氏笔划排列):

王 毅:全书设计、选材、统稿、整合;外交、语音等部分及第13和第15单元

刘雪红:宗教部分及第11单元

孙翼飞:秘书实务部分及第3、第5和第6单元

张春华:秘书口译和演讲部分及第8、第12和第14单元

陈建华:秘书写作部分及第1、第9和第10单元

都 宁:秘书礼仪部分及第2、第4和第7单元

在编写《秘书英语》过程中,我们得到了北京大学外国语学院英语系刘树森教授、美国专家Iris Maurer博士、河北大学政法学院黄云明教授的热心帮助,得到了北京联合大学应用文理学院外语系领导和同志们的关心和支持,谨在此表示衷心感谢。

由于我们编写组水平有限,各种疏漏在所难免,恳请广大师生在使用后,不吝赐教,使该教材不断修正、补充,日臻完善。

编 者

2003年1月21日



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# Unit 1

## How Does One Become a Secretary?

### Section 1 Being Interviewed

**I** Study the dialogue and imitate the recording of it in the disc attached to the book and play the role of either A or B in it to practice the dialogue.

A: Come in, please. My name is Chu Tianshu, the personnel manager.

How do you do?

B: I'm Zhang Yi. How do you do?

A: Please have a seat.

B: Thank you.

A: We have received your letter in answer to our advertisement. I would like to talk with you regarding your qualifications for this position.

B: Yes, sir. I am very happy that I have the chance to interview with your company.

A: Could you tell me a little bit about yourself, please?

B: I was born in 1986. I live in Beijing. I graduated from Beijing No. 4 Middle School in 2002. Then I went to Beihua University and studied Secretarial Management and graduated just last year.

A: Do you have any experience in office work?

B: Yes, I had a part-time job for three months at Far East Trading Company as a secretary.

A: Oh, really?

B: Yes, it was a very interesting experience.

A: What was your main responsibility?

B: Mostly typing and answering the phones.

A: What has made you decide to apply for a position as a secretary here?

B: Well, I think your company has an excellent reputation in Beijing and working here would be very challenging. And for me the most important thing is to find work where I can meet with and deal with people from other cultures. As a Chinese, this seems to be the most exciting thing I can do.



## 2 Unit 1 How Does One Become a Secretary?

Besides, I feel I am ready for a challenging position.

A: I see. Great. As a secretary here, you will assist your superior in his or her daily routine, deal with correspondence and team up with people in the office for a smooth operation. How do you feel about routine work?

B: A secretary's work is often routine work. I'm confident that I will be able to handle the office routine. I've been well trained for this.

A: What do you think of the new idea "to work with the boss"?

B: "To work with the boss" means to work as a team-member with the boss in order to maximize efficiency. I believe it also means that the secretary and the boss have a mutual respect for each other.

A: What are your hobbies? What do you like to do in your spare time?

B: Well, I like reading, and listening to music, especially Chinese folk songs. I practice calligraphy and I like it very much.

A: What are your plans for the future?

B: My plan is just to become a successful secretary.

A: Any plans on settling down and starting a family?

B: I don't think I will have a baby within the next four years, if that's what you mean.

A: Good. Now do you have any questions you'd like to ask me about this company?

B: Yes, I'd like to ask about the salary. How is it determined?

A: Well, all new clerical employees begin at a standard salary of 1 500 yuan per month. Then, after the training period, you are given an assignment. Someone like you may be given a higher-ranking assignment, and then you would get a higher monthly salary.

B: What about other benefits?

A: All employees must join the health insurance program, and there are many other benefits. I think most of them are explained in our brochure. Have you got a copy?

B: Yes, I have. Thank you.

A: Any more questions?

B: No. Thank you very much for giving me this opportunity to interview with you.

A: You're welcome. We'll keep you informed of the result of the interview sometime next week. Thank you for coming. Good-bye, Miss Zhang.

B: Good-bye.

### II Study the words & expressions and copy the sentence with each of them in the dialogue. There is the detailed study of each of them in the disc.

interview /'intəvju:/ v. 面试

personnel /pə:sə'nel/ n. 人事部

advertisement /əd'vɜ:tismənt/ n. 广告

qualification /kwɒlɪfɪ'keɪʃ(ə)n/ n. 资格



position /pə'zɪʃ(ə)n/ n. 职位  
company /'kʌmpəni/ n. 公司  
apply for 申请  
reputation /repju'teɪʃ(ə)n/ n. 名誉  
routine /ru:'ti:n/ n & adj. 日常工作(的)  
correspondence /kɔrɪ'spɒnd(ə)ns/ n. 信件  
team up with 与...合作  
maximize /'mæksɪmaɪz/ v. 最大化  
efficiency /'ɪfɪənsi/ n. 效率  
mutual /'mju:tjuəl/ adj. 相互之间的  
calligraphy /kə'lɪgrəfi/ n. 书法  
clerical /'klerɪk(ə)l/ adj. 办公室人员的  
assignment /ə'saɪnmənt/ n. 任务或职务  
insurance /ɪn'ʃʊərəns/ n. 保险  
opportunity /ɔpə'tju:nɪti/ n. 机会

### III Further exercises.

#### 1. Restudy the dialogue and answer briefly the questions about it.

- 1) Who is giving an interview to Miss Zhang?
- 2) How does Miss Zhang know that Far East Trade Company is looking for a secretary?
- 3) What is Miss Zhang's experience relating to office work?
- 4) How does Miss Zhang introduce herself to the personnel manager?
- 5) What will be Miss Zhang's main duties if she gets this position as a secretary?
- 6) According to Miss Zhang, why does she choose to apply for this position?

#### 2. Complete the following dialogue and look at the disc for a suggested version of each and listen to its recording.

A: We've been looking over your application. I see you've got several years' experience in secretarial work. May I know \_\_\_\_\_ 1 \_\_\_\_\_ (你为什么决定来申请这份工作)?

B: I worked as a junior secretary. \_\_\_\_\_ 2 \_\_\_\_\_  
\_\_\_\_\_ (我的职责包括打字、归档、接电话) and such routine office work. I feel I'm ready for a more challenging position.

A: That's why you want to have a change I suppose.

B: Yes, I want to move ahead. I understand \_\_\_\_\_ 3 \_\_\_\_\_ (你们正

## 4 Unit 1 How Does One Become a Secretary?

在招行政秘书)。I've completed a secretary training course including Business Communication, Accounting, Bookkeeping etc.. This year I'm taking Advanced Secretary Practice. I hope such a training will help me in my career.

A: I believe it will. As a secretary here, you'll \_\_\_\_\_ 4 \_\_\_\_\_  
\_\_\_\_\_ (协助我处理日常事务, 处理函件) and so on. You mentioned you're taking an Advanced Secretary Practice course. Did you find anything impressive in the course?

B: The course has been very helpful. It's introduced me to many new methods of working. And with this course \_\_\_\_\_ 5 \_\_\_\_\_  
(我更自信我有能力处理好办公室日常工作).

3. Make up a dialogue by raising three questions about the dialogue.

4. Translate the following into English and look at the disc for a suggested version of each.

- 1) 我很高兴能有机会参加面试。
- 2) 我曾经在远东贸易公司兼职当过三个月人事助理。
- 3) 作为一名秘书我经常要跟来自其他文化的人们打交道。
- 4) 我的计划就是成为一名成功的秘书, 因为在这方面我训练有素。
- 5) 秘书作为团队一员要与同事协作高效地工作。
- 6) 我想问一下该公司的工资和福利是怎么样的。

5. As one of the roles, write briefly to describe what happened to you during the conversation.

## Section 2 Preparing an Interview

I Study the passage and imitate the recording of it in the disc attached to the book.

The first thing to remember when you go for a job interview is that this is not a one-sided affair. You can treat it the same way that you treat a negotiation. After all, both you and the prospective employer are selling something. If you approach an interview with the attitude "any job will do", the interviewer will recognize that immediately. If the job is worth anything, you won't get it.

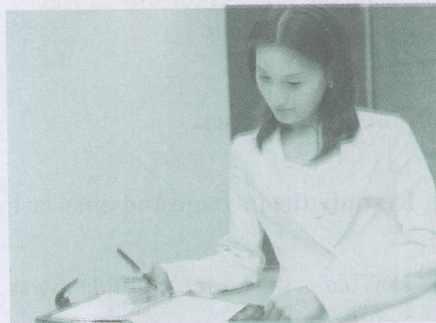
You should prepare yourself for an interview just as you would do for a negotiation. Find out as much as you can about the company and the person who is to interview you. Don't be caught by surprise. Go to the internet and look at the company's website. Compare it with that of its competitors. Alternatively, look in the Yellow Pages or trade magazines to see how they advertise themselves. Make enquiries at the Chamber of Commerce and other relevant organizations. Find out at least a little about the sector so that you can ask interesting questions.

Think of and jot down your strengths and the opportunities that lie ahead. No matter how high



the unemployment rate is and regardless of how miserable you are in your current job, it's always an advantage to see things in a positive light. If you have little or no experience in a particular area, consider your capabilities in a similar area. Spend some time trying to imagine what type of employee the company is looking for and what makes you suitable for the job being advertised.

First impressions count, so look good and feel good before you go. Choose clothes that make you feel confident. Find out what clothes may put the interviewer off. Ensure you arrive at the interview with time to spare. According to more than one recruitment agency we spoke to, interviewees must understand the importance not only of their personal appearance, but also of their body language. During the interview breathe calmly and try not to appear too nervous. Look the interviewer in the eye and adopt similar body language to theirs. Smile and look relaxed, enthusiastic and assertive. Remember one thing, though, assertive does not mean aggressive.



Don't just answer "yes" or "no" to questions. Treat every question as an opportunity to demonstrate that you are suitable for the job, and remember to stick to the point. When asked about your interests, include group as well as individual activities. Be on the lookout for tricky questions about your personal life. You don't need to lie; just sell yourself in the best light. This is something the interviewer needs to be able to do as well. You have the right to find out whether or not you want to work for the company. Furthermore, your interest in the nature of the company and how it runs may well end up being your big selling point.

## II Study the words & expressions and copy the sentence with each of them in the passage. There is the detailed study of each of them in the disc.

negotiation /niˌɡəʊʃi'eɪʃən/ n. 谈判

prospective /prəs'pektɪv/ adj. 预期的

approach /ə'prəʊtʃ/ v. 看待

competitor /kəm'petɪtə/ n. 竞争者

alternatively /ɔ:l'tɜːnətɪvli/ adv. 二中择一地; 作为一种选择地

enquiry /ɪn'kwɪəri/ n. 询问

Chamber of Commerce 商会

miserable /'mɪzərəbl/ adj. 不幸的

advantage /əd'vɑːntɪdʒ/ n. 优势

capability /keɪpə'bɪlɪti/ n. 能力

put sb. off 使厌恶

recruitment /rɪ'kruːtmənt/ n. 征募

## 6 Unit 1 How Does One Become a Secretary?

enthusiastic /in.θju:zi'æstik/ adj. 热情的

assertive /ə'sə:tiv/ adj. 自信的

aggressive /ə'gresiv/ adj. 盛气凌人的

demonstrate /'demənstreit/ v. 表明

individual /'indi'vidjuəl/ adj. 个人的

be on the lookout for 对...小心

selling point 卖点

### III Further exercises.

#### 1. Restudy the passage and answer briefly the questions about it.

- 1) What is the correct attitude towards a job interview?
- 2) Why is a job interview not a one-sided affair?
- 3) Besides your appearance what is also important to make a good first impression?
- 4) Is it wise to give only "yes" or "no" answer to questions?
- 5) What should you do to answer the tricky questions about your personal life?
- 6) Which aspect of your demeanor (行为、风度) may finally attract the interviewer in a job interview?

#### 2. Fill in each blank with an appropriate preposition or an adverb and look at the disc for a suggested version of each.

- 1) \_\_\_\_\_ care of personal appearance, you should pay close attention \_\_\_\_\_ your manner of speaking.
- 2) Find \_\_\_\_\_ what makes you suitable \_\_\_\_\_ the job you are applying \_\_\_\_\_.
- 3) Be \_\_\_\_\_ the lookout \_\_\_\_\_ those words that will put the interviewers \_\_\_\_\_.
- 4) To stick \_\_\_\_\_ the point is something an interviewee should do as well.
- 5) She can always see the bright side, regardless \_\_\_\_\_ how difficult the situation is.

#### 3. Write out the right form of the given verb for each blank and look at the disc for a suggested version of each and listen to its recording.

\_\_\_\_\_ 1 \_\_\_\_\_ (be) successful in a job interview, you should demonstrate certain personal and professional qualities. You need to create a good image in the \_\_\_\_\_ 2 \_\_\_\_\_ (limit) time available, usually from 30 to 45 minutes. Furthermore, you must make a positive impression which the interviewer \_\_\_\_\_ 3 \_\_\_\_\_ (remember) while he \_\_\_\_\_ 4 \_\_\_\_\_ (interview) other applicants. At all times, you should present your most outstanding qualities during an interview \_\_\_\_\_ 5 \_\_\_\_\_ (attract) the interviewer. You should, for example, take care \_\_\_\_\_ 6 \_\_\_\_\_ (appear) tidy and modestly dressed, \_\_\_\_\_ 7 \_\_\_\_\_ (avoid) the extremes of too elaborate or too casual clothes.



On the positive side, clothes may be a good leveler, 8 (put) you on a par with other applicants and 9 (require) the interviewer to consider more important qualification. On the other hand, clothes which 10 (be) too informal may convey the impression that you are not serious about the job or that you may be casual about your work as well as your dress.

#### 4. Group discussion.

- 1) What kind of preparation should one make before a job interview?
- 2) What are the ways to get some knowledge of the company and the prospective employer?
- 3) What are the most important qualities to demonstrate in a job interview?

## Section 3 Writing a Letter of Application and Resume

**I Study the dialogue and imitate the recording of it in the disc attached to the book and play the role of either A or B in it to practice the dialogue.**

A: Hey, here is an advertisement for the position of Personnel Assistant. I want to apply through a job application letter and my resume. Do you know how to sell my qualifications to the company effectively?

B: As far as I know, in such a letter, you should present to the organization your interests in and qualifications for the position, while in your resume you should introduce the main points of them.

A: Then how should I arrange it in concrete form.

B: In the opening paragraph, you should state sincerely the reason for your letter, identify the particular position you're applying for, and you may also indicate how you learned about the company. The opening should be short, and truthful.

A: I know; that is to attract the reader's attention. How about the body part?

B: This part is the most important part. You can have one or two paragraphs to emphasize your strongest qualifications and relate them directly to the needs of the position you are applying for. And the secret to move the reader is to provide specific and credible information about yourself to support your statements.

A: I see. Then what's the use of the ending?

B: Though this part is usually short, it is absolutely necessary. In it, you should ask for a personal interview politely and provide your phone number and your home address or e-mail address for the reader. And remember to indicate the time you are available for an interview.

A: Ok, I've got it. Now, how about a resume?

B: Well, a resume is always included with the job application letter. It should serve as a brief record of

