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秘书 英语

职业技能鉴定教材

劳动和社会保障部教材办公室组织编写



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前 言

《中华人民共和国劳动法》明确规定，国家对规定的职业制定职业技能鉴定标准，实行职业资格证书制度，由经过政府批准的考核鉴定机构负责对劳动者实施职业技能鉴定。

职业技能鉴定是提高劳动者素质，增强劳动者就业能力的有效措施，进行考核鉴定，并通过职业资格证书制度予以确认，为企业合理使用劳动力以及劳动者自主择业提供了依据和凭证。同时，竞争上岗，以贡献定报酬的新型的劳动、分配制度，也必将成为千千万万劳动者努力提高职业技能的动力。

实施职业技能鉴定，教材建设是重要的一环。为适应职业技能鉴定的迫切需要，推动职业培训教学改革，提高培训质量，劳动和社会保障部教材办公室组织部分参与秘书职业《国家职业标准》制定及题库建设的专家，在总结以往教材编写经验的基础上，以满足技能培训教学需要为出发点，按照《标准》的要求编写了秘书职业《职业技能鉴定教材》《职业技能鉴定指导》，包括《职业技能鉴定教材——秘书（基础知识）》《职业技能鉴定教材——秘书（初级）》《职业技能鉴定教材——秘书（中级）》《职业技能鉴定教材——秘书（高级）》《职业技能鉴定教材——秘书英语》和《职业技能鉴定指导——秘书》6种书。

《职业技能鉴定教材》是以《国家职业标准——秘书》为依据，按照模块式的方式编写的。内容上，力求体现以职业技能为核心的指导思想，是对《标准》要求的细化，内容的展开和完善。在基本保证知识连贯性的基础上，力求浓缩精练，突出针对性、典型性、实用性。

《职业技能鉴定指导》包括学习要点、习题、答案、模拟试卷、应试技巧等内容，是对《教材》的补充和完善，是沟通培训与考核的桥梁。每个等级分别编写了具有代表性的知识和技能操作习题。

《教材》和《指导》是中等和高等职业技术学校秘书专业技能操作课程的必备教材，同样也适用于培训机构组织升级考核复习和申请参加技能鉴定的人员自学使用。

编写《教材》和《指导》有相当的难度，是一项探索性工作。由于时间仓促，缺乏经验，不足之处在所难免，恳切欢迎各使用单位和个人提供宝贵意见和建议。

劳动和社会保障部教材办公室

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第一部分

初级秘书英语

UNIT ONE

FRIENDLY EXCHANGE 友好往来

PART A: USUAL EXPRESSIONS 日常用语

一、GREETING 问候

1. Hello. 你好。
2. Good morning/afternoon/evening. 早上/下午/晚上好。
3. How do you do! 你好!
4. How are you? 你好吗?
5. Glad/Nice to meet you. 很高兴见到你。
6. How are you getting on? 近来可好?

二、FAREWELL 告别

1. Good-bye. 再见。
2. See you later. 一会儿见。
3. Good-bye and all the best. 再见, 祝你一切顺利。
4. (I) hope we'll meet some time. 希望以后再见。
5. Good-bye and don't forget to keep in touch. 再见, 希望一定保持联系。
6. Wish you a pleasant journey! 祝您旅途愉快!
7. I'm afraid I must be leaving now. 我想我该走了。
8. I have to go now. 我现在就得走了。
9. Please remember me to Mr. William Johnson. 请代我向威廉·约翰逊先生问好。

10. Mr. Smith, I've come to say good-bye. 史密斯先生,我是来道别的。
11. Mr. Smith, I'm calling to say good-bye. 史密斯先生,我是来电话道别的。

三、INTRODUCTION 介绍

1. May I introduce myself? 我能自我介绍一下吗?
I'm/ (My name's) Chen Li. 我是陈丽。
2. Have you met Mr. Smith? 您认识史密斯先生吗?
Yes, we've met. 是的,我们认识。
No, I haven't had the pleasure of meeting him. 不,我们不认识。
3. Allow me to introduce myself to you. 请允许我自我介绍。
Allow me to introduce my colleague Mr. Wang Luowen to you. 请允许我介绍我的同事王络文先生。
4. I'd like you to meet Miss Marsh. 我想让你认识一下马什小姐。
This is Miss Marsh of Far East Trading Corporation. 这就是远东贸易公司的马什小姐。
5. May I introduce you to my boss? 我介绍您认识我的老板好吗?
Will you introduce me to Mr. Li Hong? 你把我介绍给李洪先生好吗?
6. Could you tell us something about your firm? 您能给我们谈谈贵公司的情况吗?
Our firm is a joint-stock enterprise and it manufactures refrigerators. 本公司是一家股份制企业,生产电冰箱。
Our firm is a Sino - American joint venture. It has a registered capital of 2 million dollars. 本公司是一家中美合资企业。它的注册资本为两百万美元。

PART B: SITUATIONAL CONVERSATIONS 情景会话

Dialogue 1

- A: Mary, this is Joe's brother David.
B: I'm very glad to meet you.
C: It's a pleasure meeting you.
B: How do you like Texas so far?
C: It's really different from what I expected.
B: Don't worry. You'll get used to it in no time.

Dialogue 2

- A: Mrs. Smith, I'd like to introduce a friend of mine, Pierre Dubious.
B: How do you do?

C: Hello.

B: What's your impression of the United States?

C: Well, I can't get over how different the weather is here.

B: Oh, you'll get used to it soon.

Dialogue 3

A: Wendy, I'd like you to meet my brother Sam.

B: Hi.

C: Nice to meet you.

B: What do you think of Dallas?

C: Well, I'm still feeling a little homesick and so many things seem strange to me.

B: You're bound to feel that way at first, I guess.

Dialogue 4

A: Mrs. Li, this is Peter Brown.

B: Pleased to meet you.

C: How do you do!

B: I hope you're enjoying your stay here.

C: If it weren't for the climate, I'd like it here very much.

B: It always takes time to get used to a new place.

PART C: READING COMPREHENSION 阅读理解

Most great inventors often met with much trouble in their work. Before they could succeed, they had to overcome thousands of difficulties which were put in their way. The following is one of such examples.

George Stephenson (1781—1848), a famous British inventor, made the first train in 1825, using a steam engine. When he was experimenting with the engine on the train, he met with troubles from the government, the newspapers and the gentlemen in the country. They said that the noise and the smoke would kill cows, horses and sheep, that the engine would burst or that the hot coals from it would set fire to their houses. People believed what they said.

George Stephenson told the people that the train could go on small rails, could pull carriages full of goods and passengers and that there was no great danger to them. It was a very difficult matter for him to make them believe. However, after some time, he was able to do it, and the first train that was driven by Stephenson himself proved what he had said. On the train, there was a new steam engine. It was invented by him, and was proved a complete success.

The first day when the train ran on the rails, people along the way heard the noise of the train in the distance, and saw it running quickly to them. They thought it was a genie. They ran quickly back home for fear and closed their doors tightly. They did not dare to come out until it had passed. A week later an old woman still said that her hen had been so frightened that it hadn't laid any eggs for three days.

1. The story tells us something about _____.
 - A. the life of George Stephenson
 - B. the invention of the train
 - C. the trouble of Stephenson in his invention
 - D. the use of the engine on the train
2. The first train was made in Britain _____.
 - A. in 1848
 - B. in 1825
 - C. in 1781
 - D. from 1781 to 1848
3. Troubles came from _____ during the experiment with the engine on the train.
 - A. the government
 - B. the newspapers
 - C. the gentlemen in the country
 - D. not only A and B, but also C
4. People along the way were _____ when the first train ran on the rails.
 - A. greatly frightened
 - B. very happy
 - C. running quickly to it
 - D. proud of the invention
5. People ran quickly back home because they thought _____.
 - A. a genie was coming
 - B. the train would kill them
 - C. the train would set fire to their houses
 - D. the smoke would choke them

(参考答案: C B D A A)

UNIT TWO

SUGGESTION 建议

PART A : USUAL EXPRESSIONS 日常用语

一、INQUIRY 询问

1. Can you tell me something about it? 你能告诉我这方面的一些情况吗?
2. Could I ask who is in charge of the matter? 请问谁负责这件事?
3. Have you been informed of the result? 有人把结果告诉你了吗?
4. How do you like working here? 您觉得在这儿工作怎么样?
5. What are your views on the situation? 您对形势有什么看法?
6. What do you think of the new product? 您认为这个新产品怎么样?
7. How in your opinion can the loss be compensated for? 依你看损失怎么弥补呢?
8. I'd be glad to have your opinion on the coming negotiation. 我很高兴听您对即将进行的谈判有什么看法。

二、INVITATION AND SUGGESTION 邀请和建议

1. Please take a look around our showroom. 请参观一下我们的陈列室。
2. Will you come to our company's Christmas party? 您能来参加我们公司的圣诞晚会吗?
3. How about Cantonese meal? 吃粤菜怎么样?
4. What about some soft drink? 来点软饮料怎么样?
5. May I invite you to be present at our meeting? 请您参加我们的会议好吗?
6. I suggest that we replace the printer. 我建议我们调换打印机。
7. Would you mind calling him again this afternoon? 您今天下午再给他打个电话好吗?
8. Suppose that we first make a sampling investigation and then write a report. 我们先进行抽样调查再写报告。

三、OFFERS, ACCEPTANCE AND REFUSALS 提议、接受和谢绝

1. Let me do it. 让我来干吧。
2. I will go and send for the repairman. 我去找修理工来。
3. Can I help you? 我能为您效劳吗?

4. Is there anything I can do for you? 有什么事需要帮忙吗?
5. Would you like me to notify them? 您要我通知他们吗?
6. Do you want me to talk to your boss? 您要我找您的上司谈吗?
7. If there is anything I can do, I'd be happy to help. 如果用得着我, 我乐意效劳。
8. That would be fine. 这很好。
9. That is a good idea. 是个好主意。
10. I'd love to, but... 我是想这样做, 但是……
11. No, I can manage it myself, but thank you all the same. 不用了, 我自己能行, (但是还要) 谢谢你。

PART B: SITUATIONAL CONVERSATIONS 情景会话

Asking for Directions 问路

People are usually helpful when you ask for directions. You should try to have the exact address and be as specific as possible. Telephone directories are the most common source of addresses. Remember that many cities and some towns are built in "blocks". People will often tell you, for example, "to go two blocks and turn right."

Dialogue 1

- A: Excuse me, can you tell me where Main Street is?
B: Turn left at the second light and then go straight for two blocks.
A: Is it far?
B: No. It's only a five-minute walk.
A: Thanks a lot.
B: You're welcome.

Dialogue 2

- A: Excuse me, could you please tell me how to get to the station?
B: Turn left at the first light. You can't miss it.
A: Will it take me long to get there?
B: No. It's not far at all.
A: Thank you.
B: Don't mention it.

Dialogue 3

- A: Can you help me out? I'm trying to find a post office.

B: Go three blocks and turn right. It's right there.

A: Should I take the bus?

B: No. It'll only take about five minutes to walk.

A: Thank you very much.

B: Any time.

Dialogue 4

A: Pardon me. I wonder if you could tell me how to get to Mott Street?

B: Keep going straight for two blocks, then turn right on Elm Street and you'll run right into it.

A: Is it too far to walk?

B: No, it's only a little way.

A: Thanks.

B: Sure. Have a good day!

PART C: READING COMPREHENSION 阅读理解

What must you do when you receive a present for your birthday? You have to sit down and write a thank-you note. The words "Thank you" are very important. We have to use them on so many occasions. We say them when someone gives us a drink, helps us to pick up things, hands us a letter, lends us a book or gives us a lift.

Another important word is "please". Many people forget to use it. It is rude to ask someone to do something without saying "please". We have to use it when we ask for something, too. It may be a book or a pencil, more rice or more sauce (酱油), help or advice. It may be in the classroom, at home, at the bus-stop or over the counter. We have to use "please" to make request pleasant.

We have to learn to say "sorry" too. When we have hurt someone's feelings, we will have to go up and say we are sorry. When we have told a lie and feel sorry, we will have to use the same word. When we have forgotten something or broken a promise, we will have to explain with that word, too. "Sorry" is a healing (和解的) word. We can make people forget wrongs by using it sincerely.

These three words are simple but important. Man had to use them again. They are pleasing words to use in any language.

1. When we receive a birthday present, we have to _____.

- A. return it
- B. give it to one of our friends
- C. do nothing
- D. write a thank-you note

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2. When someone helps us to do something, we should _____ .

- A. thank him
- B. say "sorry" to him
- C. use the word "please"
- D. not say anything

3. One of the important words in any language is _____ .

- A. "hello"
- B. "yes"
- C. "no"
- D. "please"

4. We have to use the word "please" when we _____ .

- A. hurt someone's feelings
- B. ask for something
- C. receive a present
- D. have told a lie

5. The three important words in any language are _____ .

- A. "thanks" "hello" and "goodbye"
- B. "yes" "no" and "really"
- C. "thanks" "please" and "sorry"
- D. "well" "please" and "pardon"

(参考答案: D A D B C)

UNIT THREE

THANKS AND APOLOGY 致谢与道歉

PART A : USUAL EXPRESSIONS 日常用语

一、THANKS AND ANSWER TO THANKS 致谢与答谢

1. Thank you very much for your interest in our products. 非常感谢您对我们的产品感兴趣。
2. Many thanks. 多谢了。
3. Thanks for telling me the news. 多谢你告诉我这个消息。
4. We are really grateful to you for what you have done for us. 我们非常感谢您为我们做的事。
5. You've done me a great service. 您帮了我一个大忙。
6. It was really very kind of you. 您实在太好了。
7. I'd appreciate it if you'd call me back as soon as possible. 如果您能尽快给我回电, 我将很感谢。
8. Please don't mention it. 那没什么。
9. It's my pleasure. 这是我的荣幸。
10. You are welcome. 您太客气了。
11. That's all right. 没关系。
12. I'm very glad to have been of help to you. 能为您服务我感到很高兴。
13. Not at all. 不用客气。

二、APOLOGY AND FORGIVENESS 道歉与原谅

1. I'm sorry. 我很抱歉。
2. Excuse me. 请原谅。
3. I'm terribly sorry about the delay. 耽误了时间, 我非常抱歉。
4. Will you forgive me for my having to leave early? 我得早点离开, 请原谅。
5. Sorry to have kept you waiting. 对不起, 让您久等了。
6. We must apologize for having to cancel the order. 我们不得不取消订货, 特向您们致歉。
7. We must give an apology for failing to give you an early notice. 未能及早通知您, 我们表示歉意。

8. Never mind about it. 别在意。
9. It doesn't matter in the least. 一点也没关系。
10. We do understand the situation. 我们非常理解这种情况。
11. I'd have done the same in your position. 我处在你的位置, 也会这么做的。

三、CONGRATULATIONS AND PROPOSING A TOAST 祝贺与祝酒

1. Congratulations. 祝贺您。
2. Happy birthday (to you)! 祝您生日快乐!
3. Merry Christmas! 圣诞快乐!
4. Happy New Year! 新年快乐!
5. Congratulations on your success! 祝贺您成功!
6. May I offer my hearty congratulations on your appointment! 请允许我祝贺您成功!
7. Cheers! 请! (用于举杯时)
8. Here's to your success! 为您的成功干杯!
9. I would ask you to join me in a toast to the cooperation between our two companies! 我想请大家一起为我们两公司的合作干杯!
10. Allow me to propose a toast to the great achievements made by your company! 我建议为贵公司取得的巨大成就干杯!

PART B: SITUATIONAL CONVERSATIONS 情景会话

一、SAYING THANK YOU 道谢

Dialogue 1

- A: I'd better be going.
B: So soon? Why don't you stay a little longer?
A: I wish I could, but it's already late.
B: Oh, it's a shame that you have to leave.
A: Thank you for a wonderful meal.
B: I'm glad you enjoyed it.

Dialogue 2

- A: I really must be going now.
B: But you just got here. Can't you stay a little longer?
A: That's very nice of you, but I really can't.
B: Well, it's too bad that you have to go.