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专门用途英语系列教材

English
for
Secretary

文秘英语

教育部《文秘英语》教材编写组 编



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高等教育出版社

内 容 提 要

专门用途英语系列教材是教育部规划的高等学校专业英语阶段的英语教材,可供高等院校本、专科学生及高等职业院校学生第三学年或第四学年使用,也可供电大、各类成人院校及广大社会从业人员学习英语、掌握相关行业实用写文体、实用口语,提高涉外业务交际能力使用。

《文秘英语》是该系列教材之一。本书从文秘专业人员实际工作的需要出发进行设计和编写。选材新颖、点面结合、内容丰富、语言规范;练习兼具实用性和针对性,易于操作。

全书由10个单元组成,每单元包括“阅读与翻译”、“模拟套写”和“听力与会话”三部分。书后附有练习参考答案和课文参考译文。

本书配有录音磁带。

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前 言

专门用途英语系列教材是教育部规划的高等学校专业英语阶段的英语教材。本系列教材从培养高级应用型人才的目标出发,结合学生毕业后的工作实际,力求向学生提供其未来工作岗位所需要的专业英语知识和技能,培养学生使用涉外业务英语的交际能力。

本系列教材主要供高等院校专业英语教学使用,可供高等院校本、专科学生及高等职业院校学生第三学年或第四学年使用,也可供电大、各类成人院校及广大社会从业人员学习英语、掌握相关行业实用写作文体、实用口语,提高涉外业务交际能力使用。

本系列教材每册书都有10个单元组成,每单元包括阅读与翻译、模拟套写和听力与会话三部分。

《文秘英语》系专门用途英语系列教材中的一种,旨在提高文秘专业的学生和从业人员熟悉办公室中常见的涉外活动,提高涉外英语交际能力,其中包括专业文献阅读、翻译、写作和口头交际的能力。

《文秘英语》共由10个单元组成,每个单元包括三个部分:

第一部分“阅读与翻译”(Reading and Translating),旨在培养学生阅读和翻译办公室中常见涉外英语文章的能力。本部分收入了两类文章:第一类为专业技术性文章,内容涉及办公室工作职责、秘书行为、岗位设计及管理、人员和组织管理、员工间的交流和交际、国际雇员、文化冲突、产品开发、跨国公司、国际服务业等;第二类为有关办公室工作中常见的涉外实用性文章,内容涉及个人简历表、接待来访者、员工评估表、会展调查、预约安排、会议议程、市场调查、公司新闻发布会、顾客意见书等。每篇文章后均配有适量的阅读和翻译练习。

第二部分“模拟套写”(Simulated Writing),旨在培养学生参照范例用英语模拟套写和翻译办公室工作中常见的涉外文书,内容涉及信函、告示、备忘录、建议书、公司介绍讲话稿、欢迎辞及告别辞、表格设计及填写等。本部分提供了一定数量的办公室常见的涉外应用文范文,同时还设计了必要的翻译、套写练习。

第三部分“听力与会话”(Listening and Speaking),旨在培养学生进行办公室常见涉外英语口语交际的能力。内容涉及接待来访、接听电话、口头报告及介绍、信息交流、活动安排、商务旅游、访问公司等。每单元均配有四个情景对话,并提供了涉外业务口语交际的常用表达法,供学习者学操练模仿,力求做到“学中用,用中学”。

本教材构思独特、实用性强,尤其突出了办公室文秘人员使用涉外英语的实际需要;全书选材新颖,点面结合,内容丰富,语言规范;练习兼具实用性和针对性。为了便于学习,各单元每一部分均注有生词和短语,书后附有总词表、练习答案和参考译文。

《文秘英语》的总主编为大连理工大学孔庆炎教授,主编为重庆大学余渭深教授和重庆石油高专刘寅齐教授。

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重庆石油高专美籍教师:Bonnie Merrill女士对全书进行了认真的审读并提出了许多修改意见,在此表示衷心感谢。

由于编者水平有限,加之时间仓促,疏漏和不妥之处在所难免,恳请读者不吝指正。

编者

2002年5月

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1

Professional Secretary

UNIT

Part I

Reading and Translating

■ Reading A

Before reading the following passage, answer these questions:

1. What do you think should be the duties of a secretary?
2. What skills should a secretary possess?

US Professional Secretarial Job Description

1. What are the major jobs of a professional secretary according to paragraph 1?

As a secretary he or she may have a lot of duties to fulfill. Generally speaking, a secretary has to do the following major jobs. First, a secretary is expected to relieve the executive of various administrative details. Second, a secretary is required to coordinate and maintain effective office procedures and efficient work flow. Third, a secretary must be able to implement policies and procedures set by the employer. Fourth, a secretary should be able to establish and maintain harmonious working relationships with superiors, co-workers, subordinates, customers or clients, and suppliers.

2. How can a secretary help visitors?

Apart from what has been mentioned above, a secretary should also be able to do a variety of other jobs. To begin with, a secretary should make appointments for the executive and maintain his or her calendar. He or she is expected to receive and assist visitors and telephone callers in every way possible and then refer them to the executive or other appropriate persons as circumstances warrant. A secretary is expected to arrange business itineraries and coordinate the executive's travel requirements.

Next, a secretary is expected to take action



3. What should a secretary do when the executive is away?

authorized during the executive's absence and use initiative and judgment to see that matters requiring attention are referred to a delegated authority or handled in a manner so as to minimize the effect of the employer's absence.

A secretary should be able to take shorthand or longhand notes and transcribe from it or transcribe from machine dictation. He or she should also be able to type material from longhand or rough copy.

4. What should a secretary do with different documents?

In addition, a secretary is expected to sort, read, and annotate incoming mail and documents and then attach appropriate files to facilitate necessary action. He or she should be able to compose correspondence and reports for the executive's signature as well as prepare communication outlines by the executive in oral or written directions.

A secretary is expected to research and abstract information and supporting data in preparation for meetings, work projects and reports. He or she must be able to correlate and edit materials submitted by others in draft format.

Also, a secretary should have the ability to manage the office work well. He or she should be good at maintaining filing and record management systems and other office flow procedures.

5. What recommendations can a secretary make?

Another duty of a secretary is to make arrangements for the executives and coordinate conferences and meetings. A secretary may serve as the recorder of minutes with responsibility for transcription and distribution to participants. He or she may supervise or hire other employees, select or make recommendations for purchase of supplies and equipment as well as maintain budget and expense account records, financial records, and confidential files.

Finally, a secretary may be required to maintain an up-to-date procedures manual for the specific duties handled on the job. He or she should perform other duties as assigned or as necessity dictates.

In addition to the duties mentioned above, a secretary should possess the following skills. He or she should have a good command of office skills and be proficient in office software such as Microsoft Outlook, Microsoft Word, Excel and etc. Ever-evolving software applications require that secretaries be efficient, skillful and open to change. Effective business writing skills are essential for assistants who use e-mail throughout their workday.

In summary, the secretarial position can be described as "the boss' confidant, office manager, supply and equipment purchasing manager, 'jack of all trades', and master of office mysteries." He or she may have to retain a great deal of information without speaking of it to anyone. Because a secretary is often made aware of highly sensitive company information, he or she must be trustworthy and able to keep a "secret".



NEW WORDS AND EXPRESSIONS

secretarial / ,sekɾə'teəriəl / <i>a.</i>	秘书的; 书记的
implement / 'implimənt / <i>v.</i>	实现, 执行, 贯彻
itinerary / ai'tinəri / <i>n.</i>	行程表, 旅行路线
executive / ig'zekjutiv / <i>a.</i>	执行的, 行政的
<i>n.</i>	执行者, 经理主管人员
administrative / əd'ministrətiv / <i>a.</i>	管理的, 行政的
harmonious / hæ'məuniəs / <i>a.</i>	和谐的, 和睦的
subordinate / sə'bɔ:dineit / <i>a. & n.</i>	从属的, 下级的; 下属
warrant / 'wɒrənt / <i>n.</i>	授权, 批准, 许可证
<i>v.</i>	担保, 批准
initiative / i'niʃiətiv / <i>n.</i>	主动性
delegate / 'deliɡit / <i>n.</i>	代表
<i>v.</i>	委派...为代表
minimize / 'minimaiz / <i>v.</i>	将...减到最少, 最小化
manual / 'mænjuəl / <i>n.</i>	手册, 指南
<i>a.</i>	手工的, 体力的
shorthand / 'ʃɔ:thænd / <i>n.</i>	速记
longhand / 'lɒŋhænd / <i>n.</i>	手写纪录
transcribe / træns'kraib / <i>v.</i>	转录, 抄写
transcription / 'træns'kripʃən / <i>n.</i>	抄写, 抄本
sort / sɔ:t / <i>v.</i>	分类, 整理
annotate / 'ænəuteit / <i>v.</i>	注释, 评注
facilitate / fə'siliteit / <i>v.</i>	促使, 推动
correlate / 'kɔ:rəleit / <i>v.</i>	使相互关联, 和...相关
minutes / 'minits / <i>n.</i>	会议记录
dictate / dik'teit / <i>v.</i>	口述, 口授
a variety of	各种各样
attach to...	附加; 隶属于
draft format	草稿格式
office flow procedures	办公流程
up-to-date	近来, 最新
sea-ear or abalone	鲍鱼



Check Your Understanding

I. Mark the following statements with T (true) or F (false) according to the passage.

- 1. A secretary has to fulfill only one major duty.
- 2. A secretary should be good at doing office work.

- 3. A secretary should be helpful to and thoughtful of the visitors and clients.
- 4. A secretary should never do anything he/she is not told.
- 5. Taking shorthand is the most important duty of a secretary.
- 6. A secretary should be good at classifying information and organizing materials.
- 7. A secretary shouldn't be talkative because he/she must be able to keep a "secret".
- 8. A secretary should be skillful in office management and proficient in office software.

II. Read the passage again and finish the outline with the information you have got in the passage.

US Professional Secretarial Job Description

1. Introduction: Overall Duties of a Secretary

- 1) To relieve the executive of _____
- 2) To maintain effective _____
- 3) To implement _____
- 4) To establish and maintain _____ with people

2. Other Jobs/Duties of a Secretary

- 1) To make _____ for the executive
- 2) To receive and assist _____
- 3) To arrange the executive's _____ and _____
- 4) To use _____ to accomplish other jobs
- 5) To take _____ and type materials
- 6) To sort, read, and annotate _____ and _____
- 7) To write _____ and prepare _____
- 8) To research and abstract _____ and _____
- 9) To correlate and _____ materials
- 10) To be good at _____ and _____ systems
- 11) To make _____ for the executive
- 12) To be the recorder of _____ and distributor of its _____
- 13) To supervise or hire _____, select or make _____

3. Skills of a Secretary

- 1) To possess _____
- 2) To be proficient in _____
- 3) To possess _____

4. Summary

The secretarial position can be described as _____.

A secretary must be trustworthy and able to keep a "secret".



Build Up Your Vocabulary

III. Read and remember the following expressions.

harmonious working relationships

和谐的工作关系

effective office procedures

有效的办公程序

efficient work flow	高效的工作流程
take shorthand	速记
coordinate conferences and meetings	安排会议
recorder of minutes	会议记录员
account records	账目记录
financial records	财务记录
confidential files	机密文件
jack of all trades	万事通 / 多面手

IV. Fill in the blanks with the words and expressions listed below.

in addition	assignments	with	review
for instance	free	for	classify

Some secretarial positions require that secretaries have specialized skills. Legal secretaries, 1, are supposed to prepare legal papers under the attorney's supervision. In other words, legal secretaries must be able to 2 legal papers according to the attorney's requirements. They may also 3 journals and write reports for the attorney and should be able to present ideas clearly and coherently. When writing such reports, legal secretaries are not 4 to express their own thoughts and views. They must write the reports in the tone of the attorney. In order to accomplish their 5 well, legal secretaries should be able to take directions easily and listen to the attorney carefully 6 instructions. They should also be able to access information quickly by being highly organized. 7, legal secretaries should have clear and in-depth understanding of the duties and responsibilities needed to be effective in the job. When confronted 8 a problem, they should actively seek a solution.

V. Translate the following sentences into Chinese, paying special attention to the underlined words.

1. A secretary is required to coordinate and maintain effective office procedures and efficient work flow.
2. You can't find the city on the map if you don't know the coordinates of latitude and longitude.
3. A secretary is expected to refer visitors to the executive or other appropriate persons as circumstances warrant.
4. The court has issued a warrant for arresting the murderer.
5. A secretary is expected to sort, read, and annotate incoming mail and documents.
6. Although Jack is sometimes out of sorts, he is really not a bad sort.
7. A secretary is expected to research and abstract information and supporting data in preparation for meetings, work projects and reports.
8. He can't understand this painting, for it's a little too abstract.
9. A secretary must maintain an up-to-date procedures manual for the specific duties handled on the job.

10. His strong muscles resulted from his long-term manual labor.

VI. Fill in the table below by giving the corresponding Chinese or English equivalents.

management functions

协调工作

subordinates

采取积极主动的措施

tidy up documents

机密文件

establish records

招聘人员/员工

VII. Complete the following sentences by translating the parts given in Chinese.

1. A secretary should be able to _____ (与...建立并保持和睦的工作关系) superiors, co-workers, subordinates, etc..
2. A secretary is expected to _____ (拟订出差旅程表) and coordinate the executive's travel requirements.
3. A secretary is expected to take action authorized during the executive's absence so as to _____. (将因上司不在所造成的负面影响降到最低限度)
4. A secretary must be able to organize materials that may be _____. (以草稿形式呈送给上司)
5. A secretary may serve as _____ (会议记录员) with responsibility for transcription and distribution to participants.
6. A secretary may maintain budget and _____, _____, _____. (开支帐目记录、财务记录和机密文件)
7. Ever-evolving software applications require that secretaries be _____, _____ and _____. (高效、熟练、易接受新事物)
8. The secretarial position can be described as _____, _____, and _____. (老板的心腹、“多面手”，办公室神秘的掌管者)

■ Reading B

Resume

If you want to apply for a job as a professional secretary in a big company, you should send your Resume (People call it CV in Britain), enclosed with your letter of application. Here is an example of Resume.

Resume

Personal Data

Name	He Leman
Sex	Male
Age	46
Marital Status	Married
Address	5570 Youngfield Street Littleton, Colorado 80127
Telephone No.	(303) 973-3414
E-mail Address	heleman5570@aol.com. usa

Education

Lee University	Cleveland, Tennessee
MA — Master of Teaching	2001
University of Colorado	Denver, Colorado
MA — Master of Information Systems	1996
University of Iowa	Iowa City, Iowa
MBA — Master of Business Administration	1986
Northeastern Illinois University	Chicago, Illinois
BA — Business Management	1981

Work Experience

T — NETIX, Inc.	Englewood, Colorado
1999 — 2000: National Director of field operations: Responsible for multiple installations on a national level	
Circuit City Stores, Inc	Aurora, Colorado
1995 — 1999: Operations Manager: Directly managed large installations or equipment relocations	
Codex Corporation	Westminster, Colorado
1987 — 1995: District Service Manager: Directed critical customer accounts for service	
Unisys Corporation	Denver, Colorado
1983 — 1987: Field Service Manager: Initiated special training for technical personnel, customers and users	
Sperry Corporation	Chicago, Illinois
1974 — 1983: Supervisor: Supervised special customer requirements; Supervised departmental project participants	

Foreign Languages French and Italian: Good

Personal Hobbies Basketball, Soccer, Baseball, Golf

Other Factors 1.76m, healthy, honest and trustworthy, hardworking, easy-going

Job Objective District manager

References Available upon request

NEW WORDS AND EXPRESSIONS

installation / ,instə'leɪʃən / <i>n.</i>	[计]安装, 装置
relocation / 'ri:ləu'keɪʃən / <i>n.</i>	再布置, 变换布置
initiate / 'ɪnɪʃieɪt / <i>v.</i>	开始, 发动
supervise / 'sju:pəvaɪz / <i>v.</i>	监督, 管理, 指导
soccer / 'sɒkə / <i>n.</i>	英式足球
baseball / 'beɪsbɔ:l / <i>n.</i>	棒球, 棒球运动
golf / ɡɒlf / <i>n.</i>	高尔夫球
trustworthy / 'trʌst,wə:ði / <i>a.</i>	可信赖的
available / ə'veɪləbəl / <i>a.</i>	可提供的, 可利用的
Marital Status	婚姻状况
on a national level	国内水平
upon request	随时提供
Colorado / ,kələ'rɑ:dəu /	科罗拉多州(位于美国西部)
Denver / 'denvə /	丹佛市(美国科罗拉多州首府)
Cleveland / kli:vlənd /	克勒弗兰德市(位于美国东南部)
Tennessee / ,tene'si:, -nə- /	田纳西州(位于美国东南部)
Chicago / ʃi'kɑ:gəu /	芝加哥市(美国中西部城市)
Englewood / 'ɪŋglwud /	英格坞德市(位于美国西部)
Aurora / ə:'ɔ:rə /	奥罗拉市(位于美国西部)
Westminster / 'westmɪnstə /	威斯敏斯特市(位于美国西部)
Illinois / ,ɪli'nɔi(z) /	伊利诺斯州(位于美国中部)
Iowa / 'aɪəwə /	爱荷华州(位于美国中西部)
Lee University	李大学
University of Colorado	科罗拉多大学
University of Iowa	爱荷华大学
Northeastern Illinois University	伊利诺斯东北大学
T-NETIX, Inc.	T-NETIX 计算机软件公司
Circuit City Stores, Inc.	城市家电零售公司
Codex Corporation	科德克斯电讯公司
Unisys Corporation	优利系统公司(美国大型计算机厂商)
Sperry Corporation	斯佩里公司(美国大型计算机厂商)

I. Mark the following statements with T (true) or F (false) according to the Resume.

- 1. The man wants to apply for the position of supervisor in a big company.
- 2. He has three master's degrees in all.
- 3. He enjoys basketball and soccer better than baseball and golf.
- 4. He can speak two foreign languages.

- 5. He is middle-aged.
- 6. According to the Resume, the man is easy to get along with.

II. Give short answers to the following questions.

1. What's the man's nationality?
2. Where did he have his first college education?
3. From which university did he receive an MBA?
4. When did he become a master of teaching?
5. How many states has he studied in?

III. Fill in the table below with the corresponding items you get from the Resume.

<i>Personal Data</i>	<i>Educational Background</i>
1. Name:	1981: BA —
2. Sex:	
3. Age:	1986: MBA —
4. Marital Status:	
5. Address:	1996: MA —
6. Tel:	
7. E-mail:	2001: MA —
<i>Work Experience</i>	<i>Personal Hobbies</i>
1974 — 1983: _____, Sperry Corporation	
1983 — 1987: _____, Unisys Corporation	_____, _____.
1987 — 1995: _____, Codex Corporation	_____, _____.
1995 — 1999: _____, Circuit City Stores, Inc	
1999 — 2000: _____, T-NETIX, Inc.	

Part II Simulated Writing

Business Letters

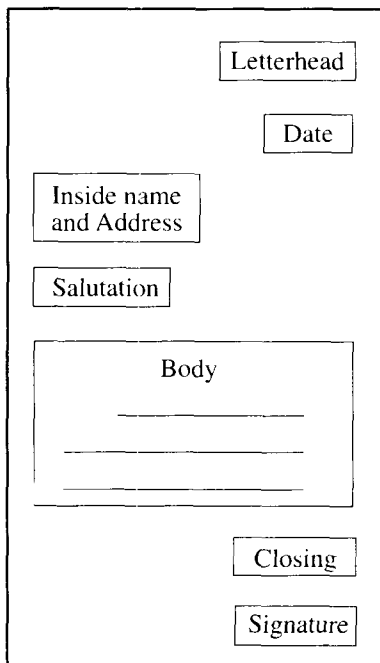
英语公务信函是公务活动中一种常见的交际形式。写信人不必使用华丽的词句, 只需将自己的意图表达清楚, 使对方能够理解即可。

英语公务信函一般由以下几部分组成:

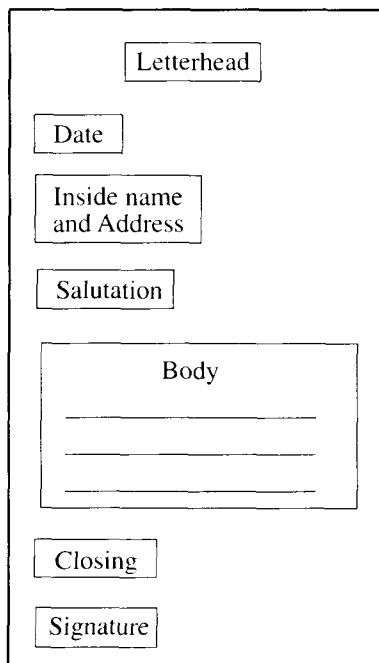
1. 信头 (Letterhead — The Writer's Name, Address)
2. 日期 (Date)
3. 收信人姓名、地址 (The Receiver's Name and Address / The Inside Name and Address)
4. 称呼 (Salutation)
5. 正文 (Letter Body)
6. 客套结束语 (Complimentary Close)
7. 签名 (Signature)

英语公务信函的书写格式有三种: 缩进式(Indented Style)、齐头式(Blocked Style)、混合式(Modified Style)。

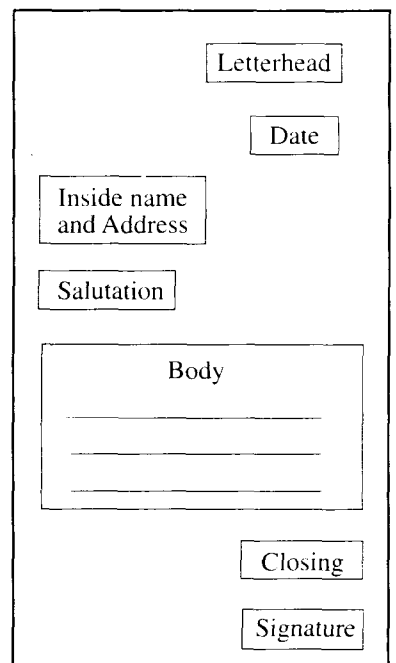
1. 缩进式



2. 齐头式



3. 混合式



Sample 1

Personnel Department
Chongqing Petroleum College
Chongqing 400042, China

May 18, 2001

Miss Sally Smith
Education Department
Manchester University
Manchester 054321, UK

Dear Miss Sally Smith,

Your recent application for the position of English teacher has been received and approved by the personnel department. Your abilities and experience seem suitable to the needs of our college. We can offer you the position beginning from September.

If you choose to accept our offer, please contact the Personnel Department before June 30.

Yours Sincerely,
Wang Duoduo

NEW WORDS

approve / ə'pru:v / v.

批准, 通过

Manchester / 'mæntʃɪstə / n.

曼彻斯特(英国英格兰西北部港口城市)

Sample 2

Personnel Department
Guiyang Medical Equipment Company
86# Guizhong Road, Guiyang 600066
China

May 18, 2001

Mr. Bai Shitong
Sales Department
Health Caring Center
Daping, Chongqing 400042
China

Dear Mr. Bai,
 Congratulations on your success in being selected for the position of sales representative in our company!
 You owe this to your wonderful and successful work experience in market promotion.

It will interest you to know that you are getting this job in competition with 20 other applicants. I'm sure that you will prove that we've chosen the right person.

If you choose to accept our offer, please contact the Personnel Department within two weeks.

Yours Sincerely,
Le Kaihuai

NOTES

in competition with
 sales agent
 market promotion

与...竞争
 销售代理
 市场促销

Sample 3

Mr. E.C. Rochester
 London Import and Export Corporation
 58 London Street, London O23456
 England

January 8, 2002

Alan A. Parker
 Leather Goods Company
 1# Oil Road, Daping
 Chongqing 400042
 China

Dear Mr. Parker,

Your interest in London Import and Export Corporation is appreciated. I read your CV with considerable interest and it has been carefully evaluated by our Personnel and Marketing Departments.

Your qualifications are excellent, but I regret to tell you that, at present, we don't have a position open that fits your obvious abilities.

Thank you for consideration of London Import and Export Corporation. I'm sure that you will find a suitable position soon.

Yours Truly,
Jerry D. Merrill