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编著



S W M S Y Y K Y

涉外秘书高级英语口语

COMMUNICATION SKILLS FOR TOP SECRETARIES



华南理工大学出版社

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前 言

随着我国进一步对外开放,我国企事业单位的对外交往日趋频繁,秘书和行政助理的涉外事务越来越多。近年来,许多外国机构在我国各地设立了办事处或分公司等,需要聘请高水平的秘书和行政助理。涉外秘书和行政助理成为令人羡慕的职业,他们在促进国际文化交流方面发挥着相当重要的作用,然而随着科学技术的迅猛发展,办公设备和条件的不断改善,秘书和行政助理的功能正在发生变化,他们的工作范围明显扩大。他们不只是在办公室里替领导或雇主抄抄写写,接接电话,作些记录和整理文件。新的形势对秘书和行政助理的工作提出了新的要求。他们必须有效地使用如国际互联网(Internet)等新兴的科学技术;他们在处理问题和做出决定方面有更大的主动权;他们有更多的机会与客户和机构内部员工接触;他们还参与面试、聘任和培训新员工。所有这一切都要求他们学习新的技能。

1997年2月在美国出版的国际职业秘书协会(Professional Secretaries International)主办的《秘书》杂志提出,为了成功地适应21世纪的需要,当今的办公室管理人员必须学习十大技能:①在不断变化和不明朗的形势和环境下一致的工作成效的技能;②使用电脑(包括使用国际互联网、电子邮件和数据库等)的更高技能;③书面和口头交际技能;④人力资源(包括面试、聘请、指导和培训新员工)的技能;⑤独立做出决定和创造性解决问题的技能;⑥基础到中级程度会计技能;⑦进行谈判,解决冲突和项目管理等方面的技能;⑧掌握公司以及公司的产品,同行和竞争对手情况的技能;⑨和内部员工、客户及供应商

合作的技能; ⑩ 自身提高与发展的技能。在这些技能当中, 书面和口头交际的技能是最关键的, 有了这方面的技能, 才能更好地学习和掌握其它技能。

涉外秘书和行政助理一般都要求起码掌握两种语言进行交际, 开展工作。英语是国际交流中最常用的语言, 如何有效地使用英语进行交际是摆在涉外秘书和行政助理面前的一个重要问题。《涉外秘书高级英语口语》就是为了解决这个问题而编写的。本书根据新形势下涉外秘书和行政助理的主要工作范围及其发挥的主要功能分为 18 个单元, 对学生进行系统的英语交际训练, 使他们能够快捷有效地提高这方面的能力。

为了达到这一目标, 本书所设计的各种练习项目都把学生置于涉外秘书和行政助理的各种典型的交际环境中, 使他们产生运用英语进行交际的欲望, 并且在生动具体的交际活动中提高英语口语表达能力。它要求学生在学习中交际, 在交际中学习, 避免了教师满堂灌, 学生不开口和老师念、学生背的刻板做法。我们曾在原广州外国语学院涉外秘书系使用这一教材, 收到良好效果。实践证明, 这一教材具有很强的目的性、实践性和可操作性。使用它来进行口语教学, 课堂气氛活泼, 学生反应热烈。

本书根据查阅过的大量国内外资料, 根据对涉外秘书和行政助理工作情况的调查结果以及在原涉外秘书系的教学实践编写而成。在编写过程中, 得到许多同事、朋友和学生的帮助, 在此表示由衷的感谢, 特别感谢广东外语外贸大学外事处何德生和香港 1993 年杰出秘书冠军郭李丽茵女士提供的宝贵资料。

编 者

1997 年 7 月

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Unit 1 Talking about Being a Secretary

The Professional Secretaries International Organization (PSI), defines a secretary as "an executive assistant who possesses a mastery of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment, and makes decisions within the scope of assigned authority."

The code of Ethics is "to establish, practice and promote professional standards... to promote the interest of the business in which we are employed; to exemplify loyalty and conscientiousness at all times; and to maintain dignity and poise under all circumstances."

Warm-up Exercise

1. Survey: Do you want to be a secretary?

- **Make a small-scale survey in your class/group. Interview 5 students.**

1. Do you want to be a secretary after graduation?

2. Would you please tell me the reason for selecting /not selecting a secretarial career?

- **Make a survey report, using the following structure:**

1st Paragraph: A class survey made in _____ revealed / indicated / showed that _____

(a conclusion drawn from the survey).

2nd Paragraph: Of all the students interviewed, _____% said that _____
_____ It
was also found that _____% regarded _____
_____ while only _____% felt _____
_____.

3rd Paragraph: As regards to _____, _____% of those
interviewed, believed _____

_____.

Last Paragraph: (Restate the conclusion in other words and make
your own comment)

II. Are you for or against the following statements? Please support
your argument with facts.

1. Boys are not fit for being secretaries.
2. Secretaries are office flowers.
3. To be a secretary is a career for young people only.
4. Secretaries do tedious work every day.
5. "Secretary" is actually a euphemism for "mistress", so being a
secretary is not a decent job.

Part I

A student from the Department of Secretarial Studies is
interviewing Mrs. Kwok, the winner of the Most Outstanding
Secretary Contest '93 in Hong Kong.

Pre-listening

What kind of questions will you ask Mrs. Kwok?

A: Mrs. Kwok, congratulations for winning Hong Kong's Most
Outstanding Secretary Contest '93.

B: Thank you.

A: May I ask you some questions? My fellow students are very interested in your experience.

B: Yes, indeed; it's my pleasure.

A: How long have you been a secretary?

B: Fourteen years in October this year (1996) -- I started working as a secretary soon after completing my diploma in executive secretarial studies in 1982.

A: What do you especially like about your job?

B: I enjoy meeting and working with all levels of people -- a secretary is a "bridge" between his/her boss and people inside and outside the organization. It always gives me a sense of success when I see that everyone is happy and satisfied. Of course, there have been times when I felt that I was unable to help them. But I know they knew that I had done my best to assist.

A: What are some of your important duties or tasks?

B: My main role is to assist my boss in his daily administration of the office. Hence, I am not only responsible for secretarial duties, but for coordinating work between his and other offices, for appointment bookings and logistics arrangements, and for nearly all the first-line contacts with those persons with whom he ultimately has business to transact.

A: Could you describe your typical workday?

B: I come to work quite early every morning -- actually I have made for myself a habit of coming to work about half an hour before my boss comes in, so that I am always well prepared and organized before the day's work begins. Generally, in the morning, I will usually attend to matters that need my immediate

attention, for example, I will place all the necessary telephone calls first, handle incoming and outgoing mail, schedule appointments, and arrange meetings. In the afternoon, I will usually carry out routine secretarial duties, such as typing, preparing simple correspondence, research information for my boss, filing etc. Let me emphasize, however, that this is only "my" typical workday. It should not be taken as a model. Every office functions differently. Hence as a successful secretary, one must always be flexible and adaptive to the needs of his/her office and of his/her supervisor.

A: What is the secret of your success?

B: I really don't have any secret myself. But I always try to enjoy work and I take great pride in my profession. Besides, I always regard every new encounter as a challenge, and a chance for me to learn new things and ideas.

A: What training and knowledge is essential for today's secretary?

B: With the rapid development of technologies, the secretary's role has changed greatly I think. Secretaries are no longer required to perform only secretarial or clerical duties. Secretaries nowadays are more involved in the administrative function. Hence I consider today's secretaries need to acquire excellent human relationship, communication, and administrative management skills in order for him/her to work professionally in the office.

A: Have you any advice for the secretary-to-be like me?

B: Be professional at all times. And never give up learning.

A: One more question, it seems that many bosses prefer good-looking girls to be their secretaries. Can ordinary looking girls have a bright future in the secretarial career?

B: With organizations so concerned about "cost effectiveness"

today, I don't think anyone would be hired just because he/she is good-looking, but cannot perform work satisfactorily. Hence, I don't think you need to worry much about such a question. Of course, if two persons perform equally well, then I certainly think the one who is pleasant and has a friendly demeanor is more "attractive" than the other.

A: Thank you for making time for my interview. The information you gave me will be of great value to all secretaries-to-be.

B: Thank you. I wish you and your fellow students all the best in the secretarial profession.

Part II Case Study

Jiang Yin, a graduating student, called her parents saying that she had found a job after hunting for one month. Her parents were relieved. However, when they learned that she was to be a secretary, they became worried and persuaded her to change her mind.

1. Why did Jiang Yin's parents worry about their daughter's choice to be a secretary?
2. How should Jiang Yin persuade her parents to respect her choice?(Use the information given in the dialogue and the reading material)

Part III Exchange Information

Scan the following job advertisements taken from newspapers. Fill in the table with relevant information, Compare notes with your partner and discuss how far you can meet the requirements listed in those advertisements.

Student A: Ads I, II and III.

	I	II	III
Position offered			
Education			
Language Proficiency			
Secretarial Skills			
Computer Literacy			
Occupational Experience			
Personal Qualities			
Other Requirements			

Student B: Ads IV,V,VI

	IV	V	VI
Position offered			
Education			
Language Proficiency			
Secretarial Skills			
Computer Literacy			
Occupational Experience			
Personal Qualities			
Other Requirements			

I. 美国电话电报(中国)公司广州办事处

AT & T China Inc. Guangzhou Office

A New Year, A New Career

AT & T China Inc. Guangzhou Office

Growing with the World Giant in Telecommunications

With our business expanding rapidly, we now have the following vacancies for candidates with high caliber:

Human Resources Assistant

- * Fluent in Cantonese, English and Mandarin
- * Several years of HR experience
- * Familiar with labor regulations and practices in Guangzhou.
- * Four year university education (preferably in English, management or business)

Office Assistant/Administration Assistant

- * Fluent in English and Mandarin
- * Several years of related experience
- * College or above education
- * PC competence in Lotus 1-2-3 & Microsoft Office
- * Strong communication, interpersonal & negotiation skills

Secretary

- * Professional secretarial training / experience preferred
- * High proficiency in computer operations
- * Good interpersonal skills
- * Fluent in English, Cantonese and Mandarin
- * Familiar with computer software

We offer competitive salaries and benefits to right candidates. Most of the above positions have good opportunities for promotion. Interested candidates please send your resume, college diploma, and recent photo to our office at the address below. Please highlight the

position you apply for at the bottom of the envelope.

HR / AT & T China Inc. Guangzhou Office

Post Code: 510098

Fax No. : (020) - 83312218

广州环市东路 339 号广东国际大酒店主楼 710 室

II. 国际香料香水(中国) 有限公司

International Flavors and Fragrances (China) Ltd.

International Flavors and Fragrances Inc., the world's largest flavor and fragrance company, is seeking qualified staff for the Flavor Division of its wholly-foreign-owned enterprise located in Guangzhou. Qualified candidates are invited to respond to the following positions.

Secretary Ref.: 3S

- Female, aged 25 or above
- College or University degree required
- Some English skills required
- A minimum of 2 years' work experience required, preferably with a joint-venture company, experience in food industry an advantage
- Computer literate

Secretary Ref.: 5S

- Female, aged 25 or above
- University degree an advantage
- Good English skills required
- A minimum of two years' work experience required, experience in food industry an advantage
- Computer literate
- Ability to initiate and accept responsibility for special projects

Attractive remuneration package with five-day week will be offered to the successful candidates. We encourage individuals who meet the above specifications to apply to join our rapidly growing IFF Team in China and become a member of the world's largest flavor and fragrance company.

Please mail resume with full work history and academic background along with recent photo and expected salary to
IFF CHINA LTD.

TO THE ATTENTION OF PERSONNEL MANAGER

c/o China Hotel, Room 828

Liu Hua Lu, Guangzhou, 510015

Telephone inquiries will not be accepted. Please list the position and its Reference Number you are applying for.

III. 萨特奇广告公司

Saatchi & Saatchi Advertising

It's you who make everything possible.

Saatchi & Saatchi Advertising, the world's most famous advertising agency, and the biggest in China, is growing fast.

We have many positions to fill in our media, account service, administration and finance departments. This is a unique opportunity to join a world class advertising agency. All positions offer highly competitive salaries, medical benefits and annual bonus. And of course, excellent training and career prospects.

SECRETARIES

We need secretaries to assist senior executives and department managers. Saatchi secretaries are smart & reliable. They are excellent typists (in English) and experienced users of PCs (Windows; Word &

Excel), experienced in working for a JV company and full of initiative.

Applications will be accepted from those of you who send a well written and well presented resume, a letter explaining why you want to work for us, and a photograph to:

Saatchi & Saatchi Advertising, 16H Yue Hai Center, 472 Huanshi Dong Lu Guangzhou 510075. All applications should clearly state the position for which you are applying. All candidates must be able to speak and write English confidently and effectively.

NOTHING IS IMPOSSIBLE

IV. 广州雅芳有限公司

Avon (Guangzhou) Company Limited

Avon Company is one of the world's largest companies which are engaged in direct sales of skincare, cosmetics and other necessities for women. Its products are sold in over one hundred countries and regions. Since it established a branch office in China in 1990, subdivisions has been set up in twenty-six large cities. To meet its reexpansion and development, Avon (Guangzhou) Co. Ltd. is recruiting professionals for the following positions with attractive remuneration package and excellent working conditions as well as adequate career opportunities:

Executive Secretary

Requirements

- College or university degree with excellent English, Mandarin and Cantonese.
- Experience in serving top - level management.
- Ability to deal with personnel at all levels effectively with a