



21世纪高职高专专业英语系列教材

文秘

专业英语

• 主编 高伟

English for Secretary



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21 世纪高职高专专业英语系列教材

文秘专业英语

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前 言

伴随着全球化的进程,我国企事业单位越来越多地与国外同行进行经济和文化等领域的交流。为了应对全球化带来的发展契机,高等院校急需培养既熟悉文秘工作实践,又有较高外语沟通能力的高级文秘人才。《文秘专业英语》教材编写的目的就是为了满足培养复合型文秘人才的需求。

《文秘专业英语》适用于高职高专、大学专科、本科层次文秘专业学生,也适用于其他专业选修文秘英语的学生。该课程从培养英语应用型人才的总体目标出发,结合学生毕业后的工作实际,力求向学生提供在未来工作环境中所需要的听、说、读、写、译等专业英语知识和技能。

本教材有以下几个特色:

1. 本教材重实用原则,主要采用课文和实践训练相结合的体例进行编写,让学生能够在课文学习加实践练习的模式下掌握和使用所学的基本知识和技能。
2. 教材分为阅读、写作和口语三个模块,涉及办公室管理、文档写作与处理、组织会议与活动、接待客户等内容。
3. 教材设计了丰富的秘书工作案例。
4. 教材强调跨文化交际和商务沟通能力。
5. 本教材与国家职业资格证书(涉外文秘)衔接。

本教材的内容涉及文秘的定义、文秘面试与职责、办公室的管理、口头交际、笔头交际、商务活动、商务礼仪、跨文化交际、文秘的素养与道德等。第一章和第七章由高伟老师编写,第二章由金晶老师编写,第三章至第四章由夏琼老师编写,第五章由吴海玲老师编写,第八章由于连江老师编写,第六章至第九章由芦雪谨老师编写。

教材编写中,编者参考了大量的国内外相关书籍和资料,在此表示衷心感谢。此外,特别感谢本书责任编辑谢群英女士对编者的鼓励与鞭策。

编 者

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Unit 1

Introduction

导 论

◎ Focus

In this unit, you will learn:

- ◇ definitions of secretary.
- ◇ classifications of secretary.
- ◇ basic duties of international business secretary.
- ◇ significance of the role of international business secretary.

◎ Background



The International Association of Administrative Professionals (IAAP)^{*} was formed in

* “国际职业秘书协会”简称 IAAP,成立于 1942 年,是世界著名的跨国性职业组织。原名美国全国秘书协会,1981 年改为“国际职业秘书协会”,总部在美国密苏里州堪萨斯城。会员 4 万人,除美国的在职秘书外,包括欧、亚、拉美各洲 30 多个国家和地区,其宗旨是:作为秘书的代言机构,维护秘书的合法利益;通过连续教育,提高秘书人员的素质和水平;介绍最新技术,增强业务技能,提高秘书的职业地位。“国际职业秘书协会”有很多分支机构,美国、加拿大、拉美的维尔京群岛及波多黎各地区人数较多。在英格兰、苏格兰、德国、瑞士、荷兰、挪威、日本、印度、新西兰、澳大利亚、马来西亚、新加坡、泰国、印度尼西亚、中国香港和台湾地区、巴西、巴拿马、墨西哥等 27 个国家和地区设立了分支机构。

每年 4 月的最后一个星期三是“国际秘书节”,这一节日源于 20 世纪 50 年代的美国。为肯定秘书的贡献,1952 年经两位资深秘书提议,美国宣布设立秘书周和秘书日。1955 年,正式将秘书周定在每年 4 月最后一个完整的星期,而 4 月的最后一个星期三就是“秘书日”。

Kansas City, Missouri in 1942. At that time, the organization was known as the National Secretaries Association. The name of the organization was changed in 1981 to “Professional Secretaries International” and in 1998 to “International Association of Administrative Professionals.” It is not a trade union for secretaries, but a non-profit, professional networking and educational organization. Currently, there are 40,000 members and 27 affiliates all over the world. Administrative Professionals’ Day (Also known as Secretary’s Day) is an unofficial holiday observed in the United States on the Wednesday of the last full week of April to recognize the work of secretaries, administrative assistants, receptionists, and other administrative support professionals. In 2011, it was celebrated on April 27, 2011.

◎ Warming-up

Secretary (A Song)

By Clifford T. Ward



Typing her letters she’s the type I like
 Looking like a girl of impulse and delight
 Working her typewriter, pen between her lips
 She has the whole world at her fingertips.

Oh won’t you come and be my secretary
 I got most of my work done
 Won’t you come and be my secretary
 We can have a lot of fun.

Her in-tray’s full up
 Her out-tray’s empty
 And the only thing that’s pending is me

So I just sit and watch her hair fall on her face
While she keeps pushing it back in place.

But all she sees are the keys
As she crosses her knees
And straightens her backache
She lights a cigarette
Drinks her coffee
Yet she don't notice me (she don't notice me)
She don't notice me (she don't notice me) .

▶ 1.1 What Is a Secretary? 什么是秘书?

The word “secretary” comes from a **Latin** word *n.* 拉丁文 “secretum”, meaning “a person who keeps records, write letters, etc.”, originally for a king. Today a secretary is a person whose work includes maintaining files, operating telephones, typing letters and other **clerical** functions. These *a.* 职员的 functions may be entirely carried out to assist other employee, for example, a manager.

Here are some more definitions from dictionaries:

ALD: A person who works in an office, working for another person, dealing with letters and telephone calls, typing, keeping records, arranging meetings with people, etc. 《牛津学生词典》

LDCE: Someone who works in an office typing letters, keeping records, answering telephones calls, arranging meetings, etc. 《朗文当代英语词典》

COBUILD: A secretary is a person who is employed to do office work, such as typing letters, answering phone calls, and arranging meetings. 《柯林斯英语词典》

A secretary can also be an officer of an organization who deals with **correspondence** and organizes meetings and events. However, in the West, people normally take secretary *n.* 联络

as a job. In this sense, we can say a secretary is a post as well as an occupation.

▶ 1.2 Classification of Secretary 秘书的分类

A secretary may work in difference organizations: domestic or foreign. We can also classify secretaries as **executive** or administrative secretary, foreign related secretary *n. 行政* or international business secretary. In this textbook, we emphasize on English used by the international business secretaries. They usually work in international trade corporations, foreign-invested companies (whether **joint-ventures** or **wholly foreign-owned enterprises**) and other *合资企业 独资企业* foreign organizations.

In different offices, we can have other categories of secretary:

1. Public or private. Sometimes private secretary is also called personal assistant, or PA.

2. Senior or junior. In China, secretaries can apply for **preliminary**, *a. 初级的* **intermediate** and **advanced** certificates. *a. 中级的 / a. 高级的*

▶ 1.3 Basic Duties of International Business Secretary 国际商务秘书的基本职责

The term Professional Secretary is somewhat **outdated** *a. 过时的* and has been replaced with other job titles, such as administrative secretary or executive secretary. However, international business secretary's duties are as follows:

1. Phone Calls and Visitors

An international business secretary acts as a **gateway** between *n. 通道* visitors, callers and other workers in the office. The

international business secretary knows enough about the office he or she works in to answer inquiries about the specifics of the office. He or she **screens** visitors and phone calls and arranges callbacks or appointments. An international business secretary may also need to find **back-up** material related to the caller or visitor to prepare his or her boss to talk about different issues with different people. He or she may also prepare a meeting area for visitors. On the phone, an international business secretary may be responsible for conducting phone surveys or inquiring after information.

v. 检查

n. 备份

2. Written Communication

In addition to answering the phone and helping visitors, an international business secretary must handle written communications and the mail, as well as inter-office communications. An international business secretary generally sorts the mail for the boss or the office, **prioritizing** it and throwing out junk mail. An international business secretary also prioritizes work based on **deadlines** and communication with others in the office.

v. 优先

n. 最后期限

3. Appointments and Meetings

An international business secretary not only maintains a boss's schedule, but also prepares the boss for meetings and appointments. The international business secretary keeps a **calendar** of the boss's appointments as well as all meetings within the office and determines what events the boss needs to attend. She arranges her employer's commitments to avoid **overlaps** and to make sure that the boss has enough time to prepare for such commitments. Often the international business secretary prepares an **agenda** for meetings.

n. 日历

v. 重叠

n. 议程

4. Other Responsibilities

An international business secretary has many duties, ranging

from priority duties to **routine** duties. Other responsibilities of an international business secretary may include: *n.* 固定工作

Supervising other clerical staff

Keeping an updated mail and phone directory

Ordering office supplies when needed

Organizing files and other data.

▶ 1.4 Significance of the Role of International Business Secretary 国际商务秘书角色的意义

An international business secretary may be known as the “face of the organization.” They perform a variety of tasks throughout the day. Some of these tasks may include scheduling meetings or appointments, maintaining files, taking meeting **minutes**, sending e-mails, answering phones or arranging for guest travel arrangements. Secretaries use a variety of tools to perform their tasks throughout the day as well. They will frequently use photocopies, fax machines, computers and telephone systems. Secretaries may also be asked to perform additional duties such as research, database management or presentation creation. *n.* 纪要

An international business secretary is also the key person behind a successful manager. The role of the international business secretary can never be **underestimated**. The major responsibility of an international business secretary is to provide assistance to a manger. *v.* 低估

Becoming an international business secretary is a solid choice for the future. According to the latest figures from the U. S. Dept. of Labor, more than 4.2 million people were employed as administrative assistants and secretaries in 2006, with another 362,000 jobs expected to be added by 2016, an 8.5 percent increase over the 10-year period.

Survey showed the top five most significant issues

affecting the international business secretary in the next five to 10 years are:

1. Keeping up with changing technology.
2. Doing more with less **resources**/cost reductions. *n.* 资源
3. Corporate **downsizing**. *v.* 裁员
4. Increased **workload**. *n.* 工作负担
5. Balancing work and family.

◎ Dialogues

Part One

A: Good morning, ABC Company.

B: Good morning. I saw in the newspaper last week that you've got a vacancy for a secretary in your production department.

A: Well, actually that vacancy was in the personnel department but the position is filled now. We are looking for a secretary in the sales department.

B: Thanks, but I'm not really interested in it.

Part Two

A: International Recruitment, can I help you?

B: Hello, I'm phoning from ABC Company. I was hoping you could help us with some temporary office staff.

A: Of course. Can I take your name please?

B: It's John Smith.

A: Fine. And what kind of posts are they?

B: Well, we are looking for three secretaries. Two secretaries are leaving so we have to replace them but we are also very busy and need another secretary because of the extra work.

A: Fine, can I ring you back later?

B: OK, thanks.

Part Three

A: Kate Williams.

B: Good morning. This is John Smith's secretary. Mr. Smith will be in London on

Monday and he'd like to see you to discuss the marketing plan for next spring. Can we fix a time?

A: Sure, when will it suit him best?

B: Well, he's got quite a full schedule already. Would eleven o'clock be OK?

A: I'll just have a look. I've already got a meeting then. But I can try and change it.

B: That would be a great help.

A: I'll get back to you in a minute.

B: Thanks very much.

◎ Case Study



First Day as a Secretary

Jane Liu, graduated from the English Department of a famous university, set out on her job as a secretary in a JV in Shanghai. Today is her first day of work. She excitedly rushed to the office of the general manager. The general manager said, "Please tidy up the office." Jane was surprised, but did according to the general manager's orders. She cleaned the table and washed cups, and then dusted the floor. She then expected the general manager to assign her some filing work. Then he said, "Please give me a cup of coffee." After that, the general manager told her to do a lot of trivial things: sending a letter, buying printing paper, etc. The whole day passed quickly. The first day of work as a secretary was disappointing for Jane. The four-year hard study on English seemed to be useless. She imagined a secretary as a white-collared worker not as a waitress. Jane was quite confused.

Questions:

1. Should a secretary do office chores?
2. Was Jane's first day of work typical of secretarial work?
3. What is your definition of a secretary?

◎ Exercises

I. 术语翻译

secretary
foreign related secretary
international business secretary
joint venture
wholly foreign-owned enterprise
IAAP
Administrative Professionals' Day
preliminary
intermediate
advanced

II. 英译汉

1. A person who works in an office, working for another person, dealing with letters and telephone calls, typing, keeping records, arranging meetings with people, etc.
2. Someone who works in an office typing letters, keeping records, answering telephones calls, arranging meetings, etc.
3. A secretary is a person who is employed to do office work, such as typing letters, answering phone calls, and arranging meetings.
4. Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays. In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.
5. The International Association of Administrative Professionals is a not-for-profit professional association for office professionals with approximately 28,000 members and affiliates and nearly 600 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for

growth through education, community building and leadership development. The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.

III. 单项选择

1. 国际商务秘书工作的基本属性是()。

A. 被动性	B. 机要性
C. 辅助性	D. 服务性
2. 国际商务秘书的主要任务是()。

A. 科学决策	B. 参与政务
C. 掌管事务	D. 搞好服务
3. 国际商务秘书工作的核心是为()服务。

A. 本系统	B. 本级领导
C. 上级部门	D. 人民群众
4. ()原则是国际商务秘书人际交往原则的核心。

A. 真诚平等	B. 尊重隐私
C. 规范适度	D. 自律宽容
5. ()属于指派性工作秘书的工作范畴。

A. 记录上司口述授意	B. 接待来访客人
C. 辅助上司管理公司	D. 调查研究
6. ()属于常规事务性秘书的工作范畴。

A. 记录上司口述授意	B. 接待来访客人
C. 组织各种会议	D. 调查研究
7. ()属于国际商务秘书专业知识范畴。

A. 历史	B. 统计学
C. 行政管理学	D. 社会学
8. 国际商务秘书按处理事务性质分类可分为()。

A. 公务秘书和非公务秘书	B. 民间秘书和纯粹私人秘书
C. 高级商务秘书和初级商务秘书	D. 常规事务性秘书和指派性工作秘书
9. ()属于自主独创性秘书的工作范畴。

- A. 记录上司口述授意
B. 接待来访客人
C. 组织各种会议
D. 调查研究
10. () 属于国际商务秘书专业知识范畴。
- A. 信息学
B. 逻辑学
C. 统计学
D. 社会学

IV. 判断题。如果正确就标上“T”，如果不正确就标上“F”。

1. 国际商务秘书是指在各种国际商务活动的组织中，协助投资者、经营者和企业管理者处理各种商务性事务的工作人员。
2. 国际商务秘书按作用层次，可以分为深层、中层、低层和浅层四个层次。
3. 国际商务秘书在处理问题时，必须按照上司的意图和要求来处理，不能自作主张，自以为是。
4. 在狭义中，国际商务秘书也是一种职务的名称。
5. 在国外的公司和商务机构中，秘书是一种社会职业。

V. 问答题

1. What is the definition of a secretary?
2. What are the characteristics of the work of a secretary?
3. What are the guiding working principles for a secretary?
4. What are the working methods for a secretary?
5. How do we categorize the work of secretaries?

VI. 案例题

下班锁门引起总裁不满

某晚,EMC 大中华区陆总回办公室取东西,到门口才发现自己没带钥匙。此时他的私人秘书丽蓓卡已经下班。陆总试图联系后者未果。数小时后,陆总还是难抑怒火,于是在凌晨通过内部电子邮件系统给丽蓓卡发了一封措辞严厉且语气生硬的“谴责信”。陆总在这封用英文写就的邮件中说:“我曾告诉过你,想东西、做事情不要想当然!结果今天晚上你就把我锁在门外,我要取的东西都还在办公室里。问题在于你自以为是地认为我随身带了钥匙。从现在起,无论是午餐时段还是晚上下班后,你要跟你服务的每一名经理都确认无事后才能离开办公室,明白了吗?”陆总在发送这封邮件的时候,同时传给了公司几位高管。

两天后,丽蓓卡在邮件中用中文回复说:“第一,我做这件事是完全正确的,我

锁门是从安全角度上考虑的,一旦丢了东西,我无法承担这个责任。第二,你有钥匙,你自己忘了带,还要说别人不对。造成这件事的主要原因都是你自己,不要把自己的错误转移到别人的身上。第三,你无权干涉和控制我的私人时间,我一天就8小时工作时间,请你记住中午和晚上下班的时间都是我的私人时间。第四,从到EMC的第一天到现在为止,我工作尽职尽责,也加过很多次的班,我也没有任何怨言,但是如果你们要求我加班是为了工作以外的事情,我无法做到。第五,虽然咱们是上下级的关系,也请你注重一下你说话的语气,这是做人最基本的礼貌问题。第六,我要在这里强调一下,我并没有猜想或者假定什么,因为我没有这个时间也没有这个必要。”她回信的对象选择了“EMC(北京)、EMC(成都)、EMC(广州)、EMC(上海)”。这样一来,EMC中国公司的所有人都收到了这封邮件。

问题:

根据秘书的定义,谈谈你对此案例的看法。