

广播商业英语教材

MODERN OFFICE LIMITED

商业英语会话

英国广播公司 (BBC) 原版

中央人民广播电台

英语教学组

编译

对外经济贸易出版社

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编者的话

《现代办公用品有限公司》(MODERN OFFICE LIMLTED)是英国广播公司(B.B.C.)制作的一套商业英语教材,作者为Sheila Stanwell和Sandra Nichols。“现代办公用品有限公司”是一家虚构的国际贸易公司,它向世界各地销售打字机、复印机、家具等办公用品。通过这家公司的日常业务活动,该教材讲授了从事商业和外贸工作所必须掌握的英语,如接待顾客、打电话、起草公函和便函、打电报、做会议记录、管理卷宗档案等等。全部课程是用对话的形式进行的,由英国广播公司具有丰富经验的演播员朗读、演播。

原教材共有48课,为适应中央人民广播电台广播教学的需要,现改编为18课,共20讲,增加了词汇注释和参考译文。负责编译工作的为对外经济贸易大学张冰安教授和中央人民广播电台张力、卫晓丽、吴纯美同志。由对外经济贸易大学杨溯光副教授审阅。这套教材曾于1986年在中央人民广播电台广播,由对外经济贸易大学张冰安教授主持播讲。

本教材适合学过基础英语,从事商业、外贸工作的同志学习,也可供外事工作者、专业外语院校一、二年级学生及一般英语爱好者做为听力练习教材。本教材从1988年起,将在中央人民广播电台多次重播。

中央人民广播电台英语教学组

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Lesson 1. Receiving Visitors

Part One

Most large organizations employ a receptionist. The work of a receptionist is interesting and varied. She has a lot of different things to do. The work is also important because the receptionist is the first person visitors see when they come to a firm. So the receptionist gives them the first idea of the firm.

Rose is a receptionist at Modern Office Limited. In this part Rose will speak to Mr Hussein, who has an appointment with the Sales Manager Mr Shelli at 11:30.

Here comes Mr Hussein.

ROSE: Good morning. Can I help you?

MR HUSSEIN: Good morning. Is this Modern Office Ltd.?

ROSE: Yes it is.

MR HUSSEIN: I have an appointment with

the Sales Manager at 11.30.

ROSE: May I have your name, please?

MR HUSSEIN: Hussein. Omar Hussein. I'm from the Gulf Trading Company.

ROSE: Let me see ... Ah yes, Mr Hussein. Please take a seat, Mr Hussein. I'll tell the Manager's Secretary you are here.

(DIALS)

MARIA: Mr Shelli's Office.

ROSE: Hello Maria, this is Reception. Mr Omar Hussein is here. He has an appointment with Mr Shelli at 11.30.

MARIA: Mr Omar Hussein?

ROSE: Yes, he's from the Gulf Trading Company.

MARIA: Oh, yes, that's right. I'll come and fetch him now.

ROSE: Thanks. (REPLACES PHONE) Mr Shelli's secretary is coming down now.

MR HUSSEIN: Thank you..

MARIA: Mr Hussein?

MR HUSSEIN: Yes, that's right.

MARIA: I'm the Sales Manager's secretary. Please come this way. I'll take you to his office.

The second visitor is Mr Li. He has not an appointment, but he wants to see Mr Shelli.

MR LI: Good morning.

ROSE: Good morning. Oh, good morning, Mr Li. How are you?

MR LI: I'm fine, thanks, and you?

ROSE: Oh, busy as usual. Do you want to see Mr Shelli?

MR LI: Yes, please.

ROSE: Have you an appointment?

MR LI: Er ... No, I haven't. You see, I only arrived back in the country this morning.

ROSE: Well, I know he's busy at the moment but I'll ask his secretary when he'll be free. Please sit down.

MR LI: Thank you.

(DIALS)

MARIA: Mr Shelli's office.

ROSE: Oh, hello Maria. It's reception again.

I have Mr Li here. He hasn't an appointment but he'd like to see Mr Shelli. When will he be free?

MARIA: Let me see ... Well, Hmmm, he'll be free about 12.30. Can Mr Li wait?

ROSE: Mr Shelli will be free about half past twelve. Can you wait?

MR LI: What's the time now?

ROSE: It's nearly 12.00.

MR LI: Oh that's fine. I'll wait.

ROSE: (TO MARIA) Maria, Mr Li will wait.

MARIA: Right. I'll fetch him when Mr Shelli's free.

ROSE: Thanks. (REPLACES PHONE) (TO MR LI) She'll come and fetch you later.

MR LI: Thank you.

ROSE: Where are you staying, Mr Li?

MR LI: At the Plaza.

ROSE: The Plaza?

MR LI: Yes, I usually stay there.

Part Two

In this part you will first hear Rose talking to Mr Lefere, who has an appointment with Mr Bal-lito, the Director, at quarter past ten. Rose checks

that Mr Ballito is expecting Mr Lefere and then directs Mr Lefere to Mr Ballito's office.

MR LEFERE: Good morning.

ROSE: Good morning. Can I help you?

MR LEFERE: Er, yes. I have an appointment with Mr Ballito at quarter past ten.

ROSE: May I have your name please?

MR LEFERE: Paul Lefere ... from the International Hotel Group.

ROSE: Thank you. Please take a seat, Mr Lefere, and I'll phone Mr Ballito's office.

(DIALS)

OPAL: Mr Ballito's office.

ROSE: Hello, Opal. This is Reception. Mr Lefere is here for his 10:15 appointment.

OPAL: Oh yes Rose. Mr Ballito's expecting him. He is in Room 9 on the first floor.

ROSE: Thanks. (REPLACES PHONE) Mr Lefere, would you please go up to Room 9 on the first floor. Mr Ballito's expecting you.

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MR LEFERE, Room 9 on the first floor.

ROSE, That's right. The stairs are on the left.

MR LEFERE, Thank you.

The next visitor is Mr Sing, who wants to know about contracts for office furniture And Rose directs him to Mr Shelli's office.

MR SING, Excuse me. Is this Modern Office Ltd.?

ROSE, Yes, that's right. Can I help you?

MR SING, Well, I'd like to see the Director about contracts for office furniture. Here's my card.

ROSE, Thank you. (*READING CARD*) Mr Sing. Have you an appointment, Mr Sing?

MR SING, Er ... No, I'm afraid I haven't.

ROSE, Well, the Sales Manager usually deals with contracts. That's Mr Shelli.

MR SING, Oh, is it possible to see him now?

ROSE, Just a moment please. I'll phone

his secretary to see if he's free.
Please take a seat.

HR SING, Thank you.

(DIALS)

MARIA, Mr Shelli's office.

ROSE, Hello Maria. Rose here, Reception. I have a Mr Sing here. He wants to know about office furniture contracts. Is Mr Shelli free to see him?

MARIA, Yes, he is. In fact, he's in his office now. His 10:15 appointment was cancelled. Send Mr Sing up.

ROSE, Right. (REPLACES PHONE) Mr Shelli is free, Mr Sing. Please go up to his office. It's Room 3 on the second floor.

MR SING, Room 3 on the second floor.

ROSE, That's right. The stairs are on the left... or there's a lift at the end of the corridor.

MR SING, Second floor... I think I'll take the lift.

Notes

1. appointment

约会

- | | |
|---|--------------|
| 2. the Sales Manager | 销售部经理 |
| 3. the Gulf Trading Company | 海湾贸易公司 |
| 4. to fetch | 接(人) |
| 5. at the moment | 现在 |
| 6. to be free about half past
twelve | 在12点半左右有空 |
| 7. first floor | 二楼(英), 一楼(美) |
| 8. to expect | 等待, 期待 |
| 9. office furniture | 办公家具 |
| 10. to deal with | 办理, 处理 |
| 11. to cancel | 取消 |
| 12. lift | 电梯(英) |
| 13. corridor | 走廊 |

Test (1)

Answer questions. Here are two examples,

Is Rose a receptionist?

Yes, she is.

Is Mr Li a secretary?

No, he isn't.

Now you answer the questions.

1. Is Mr Shelli a manager?

2. Is Maria staying at the Plaza?

3. Is Mr Hussein from the Gulf Trading
Company?

Answer the following questions in a different way. Here is an example,

Is Mr Shelli the receptionist?

No, he isn't. Rose is.

Now you answer:

1. Is Mr Li a secretary?
2. Is Mr Hussein a manager?
3. Is Mr Shelli from the Gulf Trading Company?
4. Is Maria staying at the Plaza?

Test (2)

In this test you can be Rose talking to Mr Sing. First you hear the conversation between Mr Sing and Rose, and then you'll act the part of Rose, giving the replies as Rose does.

Sing: Excuse me. Is this Modern Office Ltd?

Rose:

Sing: Well, I'd like to see the Director about contracts for office furniture. Here's my card.

Rose:

Sing: Er ... No, I'm afraid I haven't.

Rose:

Sing: Oh, is it possible to see him now?

Rose:

Sing: Thank you.

Lesson 2. Making Arrangements

Part One -- Requesting Information

Mr. Shelli is the Sales Manager of Modern Office Limited. He buys office equipment in Europe and sells it in Dongali. The equipment is usually sent by sea. Today Mr Shelli is enquiring about a shipment of typewriters that he is expecting. His Secretary Maria telephones the United Shipping Agents Ltd. Mr da Costa of the shipping agents tells Maria that the shipment should arrive on Saturday and it usually takes two days to unload the cargo and clear the Customs. Maria says she will telephone Mr da Costa on Tuesday morning to ask if the shipment is ready for collection.

Here is the whole episode.

MR SHELLEI, Maria, I am waiting for some more typewriters to arrive -- we've nearly sold out.

MARIA, When should they be here?

MR SHELLEI, We ordered them two months ago so they should be here by