

'99 新版

实用外语学习丛书

实用文秘英语

胡 敏 编著



湖南人民出版社

“四” 附赠

实用文秘英语

附赠 光盘



湖南人民出版社

'99 新 版

实用文秘英语

胡 敏编著

湖 南 人 民 出 版 社

责任编辑：曹伟明
装帧设计：廖 铁

实用文秘英语
(新版)

胡 敏 编著

*

湖南人民出版社出版、发行

(长沙市河西银盆南路 78 号)

湖南省新华书店经销 湖南省新华印刷一厂印刷

1999 年 7 月第 3 版第 9 次印刷

开本：850×1168 1/32 印张：11.125

字数：285,000 印数：121,000—131,000

ISBN 7—5438—0614—2

G·109 定价：13.80 元

再 版 前 言

随着我国对外交往的日益频繁，各行各业对英文秘书的需求与日俱增。英语是世界最常用的语言之一，秘书不仅要掌握丰富的专业知识，而且必须具备相当的英语基础。本书正是为有志于文秘工作的人士编写的一本实用性英语教材。

本书共分 24 课，每课都有文秘人员常用的英语情景会话，并配备了相关的信函及公文写作。课文紧扣中心议题，语言简明适用，难度适中。每课均有练习题，帮助读者巩固和扩充课文所学的知识，课后还有课文译文，有助于读者理解课文，书后附录了英语文秘人员常用的礼仪、商务、语汇等方面的资料。总之，本书以实用为原则，把英语知识和文秘知识融为一体，既可作高等院校文秘专业的英语教材，也可供涉外工作人员及社会普通文秘人员自学英语用。本书作教材使用，每课宜安排 4~6 个学时，也可根据学习者的具体情况而定。

本书自第一版问世以来，受到了公关文秘界的好评，一些高等院校采用它作为中英文秘专业的教材，并被指定为涉外公关文秘、经贸外语等专业的必考书目，这对编者是极大的鼓舞。许多读者来信，建议增加有关内容，编者受到不少启发，决定进行《实用文秘英语》的修订工作。

本次修订对原有的课文也进行了适当的补充和调整，并增加了课文注释。附录也有大幅度的变更。增订本的体例更趋完善，内容更加充实、更加富有时代气息，因而具有更强的实用性。

本书由北京国际关系学院英文系副教授胡敏主编。陈彩霞、赵伟君等同志参加了本书第一版的编写工作，在此表示感谢。

在编写过程中，我们参考了国内外多种秘书学专著与英文书刊，并吸取了其中许多有益的东西，在此恕不一一说明，谨对其作者致以深切的谢意。由于时间仓促，加上我们水平有限，各种疏漏在所难免。希望广大读者在使用本书时能不吝赐教，使之不断修正和补充，日臻完善。

作者

1999年5月1日于北京国际关系学院

实用外语学习丛书

实用英语作文

实用会计英语

实用公关英语

实用旅游服务英语

实用英语语法手册

实用文秘英语

实用英语听力

日语 900 句

新日语入门

Contents

(目录)

Lesson 1	Job Interview (求职面试)	(1)
Lesson 2	In a New Office Job (在新办公室工作)	(16)
Lesson 3	Receiving Visitors (I) (接待来访) (I)	(29)
Lesson 4	Receiving Visitors (II) (接待来访) (II)	(42)
Lesson 5	Bookings (预订)	(55)
Lesson 6	Appointment (约会)	(69)
Lesson 7	Giving Good Wishes and Congratulations (祝愿与祝贺)	(80)
Lesson 8	Making an Itinerary (安排日程)	(92)
Lesson 9	Using the Telephone (使用电话)	(106)
Lesson 10	The Telephone in Business (商务电话)	(120)
Lesson 11	Conference (会议)	(130)
Lesson 12	A Board Meeting (董事会)	(146)
Lesson 13	Report in Writing (书写报告)	(158)
Lesson 14	Filing (档案管理)	(169)
Lesson 15	Office Automation (办公自动化)	(179)
Lesson 16	Receiving Foreign Customers (接待外商)	(190)
Lesson 17	Enquires and Replies (询价与复函)	(203)
Lesson 18	Sales Letters and Orders (销售函与订单)	(213)
Lesson 19	Business Negotiation (贸易谈判)	(224)
Lesson 20	Packing and Despatch (包装与发货)	(233)
Lesson 21	Customs Entries and Duties (报关与关税)	(246)
Lesson 22	Insurance (保险)	(256)

Lesson 23	Complaints (投诉)	(266)
Lesson 24	Adjustments (受理投诉)	(277)
附录 I	商业书信的写作	(289)
附录 II	涉外交际礼仪	(307)
附录 III	国际商务常用缩略语	(323)
附录 IV	现代文秘英语常用语汇	(335)

Lesson 1

Job Interview

I . Dialogue

(A)

Wu Rui is an applicant; John Martin is the personnel manager.

M: Good afternoon. My name is John Martin.

W: Good afternoon. My name is Wu Rui.

M: Sit down, please.

W: Thank you.

M: Let me ask you a few questions, Miss Wu. Where do you live?

W: I live in Beijing.

M: Oh, I see. And where are you going to school^①?

W: I go to Beijing International Studies University.

M: What is your major?

W: I beg your pardon?

M: What is your major?

W: I am majoring in English.

M: I see. Have you taken any secretarial classes or anything^②?

W: Yes, I've taken typing and book-keeping and I'm taking French as my second foreign language this year.

M: Have you ever worked in an office before?

W: Yes, I had a part-time job for three months at Shen Ao Trading Co. .^③

M: What did you do, office work?

W: Yes, mostly typing and answering the phones.

M: Good. Now, do you have any questions you'd like to ask me about this company?

W: Yes, I would like to ask about the salary.

M: Well. The starting salary is not high, but the fringe benefits^④ are much more. If you do well, we will give you raises^⑤ commensurate with your ability. Any more questions?

W: No, I'm sorry to have taken up so much of your time.

M: Not at all. Very glad to have met you. We'll be letting you know the result of the interview sometime within this week. Thank you very much for coming.

W: Thank you very much for giving me your time, Mr Martin.

M: You're welcome. Good-bye.

W: See you.

(B)

Liu Ying is an applicant; Mr Brown is the personnel manager.

L: Good morning, sir. My name is Liu Ying.

B: Good morning.

L: I received your letter yesterday. You told me to come this morning for an interview.

B: Yes, so you are Miss Liu, one of the applicants for a secretary. Now we do have the vacancy. Sit down, please.

L: Thank you, sir. The office here is very nice. I think the business of your company is very good.

B: Well, not bad. May I have a look at your references? ...OK., I'm quite satisfied with your qualifications. Our company is in need of a secretary to be in charge of English documents. Since you have had nearly four years' study of English at university, I consider you the right girl for the post. Are you still studying at university?

L: Yes, but I'm graduating in early July. In fact, I'm writing the graduation paper at the moment.

B: That means you can come to work in the middle of July if I hire you.

L: Right.

B: Of course, I'll have to put you on three months' probation^⑥ first. Another thing, I hope you can carry on the daily routine even if the office director is on leave or absent. Do you think you can do that?

L: I'm sure I can do it well. I'll try my best.

B: You can expect to get 600 Renminbi yuan per month for your salary. In three months' time your salary would be adjusted. Naturally, at the end of each year you can get the bonus. If you are satisfied with the conditions here, please sign the contract^⑦ and give it to me.

L: Thank you. When do you expect me to start my work, then?

B: Let me see...You can start on July 10. Is it all right?

L: Yes.

II . Correspondence

(A) Letter of Application for a Position

Dear Mr Martin,

In reply to your advertisement[®] in today's *Beijing Daily*, I am applying for the position of secretary. My name is Wu Rui. I am twenty years of age and will graduate from Beijing International Studies University in July 1999.

I have been studying English for the past four years. I majored in Secretarial and Public Relations English among my courses.

I would very much like the opportunity to work in your company and convert my knowledge to practical use[®].

I am enclosing a full personal history. I would be grateful if you would grant me an interview.

Yours sincerely,

Wu Rui

(B) Letter of Thanks for an Interview^⑩

Dear Mr Brown,

It was a pleasure to talk with you last Thursday about the executive secretarial position in your company. Your company seems to have an extremely efficient and freindly office staff; I know that I would enjoy the challenge of working in this company.

Thank you for giving me so much of your time. I look forward to hearing from you again.

Sincerely yours,

Liu Ying

New Words and Expressions

interview ['intəvju:] *n.* 面试; 会谈

applicant ['æplikənt] *n.* 申请者

personnel [ˌpəːsəˈnel] *n.* 人事 (部门)
 secretarial [ˌsekrəˈtəriəl] *n.* 秘书的; 有关秘书事务的
 commensurate [kəˈmenʃərɪt] *a.* 相称的, 相当的
 vacancy [ˈveɪkənsɪ] *n.* 空缺; 空处
 reference [ˈrefərəns] *n.* 介绍书; (关于品行、能力等的) 证明;
 推荐人; 咨询人
 qualification [ˌkwɒlɪfɪˈkeɪʃən] *n.* 资格
 document [ˈdɒkjumənt] *n.* 文件, 公文; 证件
 probation [prəˈbeɪʃən] *n.* 试用期; 见习期; 预备期
 routine [ruːtɪn] *n.* 例行公事; 日常工作
 bonus [ˈbəʊnəs] *n.* 额外津贴; 奖金
 enclose [ɪnˈklaʊz] *vt.* 把 (公文、票据等) 封入; 围住
 grant [ɡrɑːnt] *vt.* 同意, 准予; 授予 (权利等)
 staff [stɑːf] *n.* (全体) 工作人员; (全体) 职员
 executive [ɪɡˈzekjʊtɪv] *a.* 执行的; 行政上的
 efficient [ɪˈfɪʃənt] *a.* 效率高的; 有能力的
 challenge [ˈtʃælɪndʒ] *n.* 挑战; 要求; 鞭策
 major in 主修; 专攻
 commensurate with 与…相称的; 与…相当的
 take up 占用
 in need of 需要
 in charge of 负责
 on leave 请假
 apply for 申请
 convert…to…把…变换 (转变) …

Notes to the Text

① And where are you going to school? 你在哪儿上学? 此句中的现

在进行时表示现阶段正进行而此刻不一定在进行的动作。如：
She's studying law while her brother is doing modern languages.
她学法律，她弟弟学现代语言。

②Have you taken any secretarial classes or anything? 你学过秘书课程或其他科目吗? or anything 没有实际词汇意义，用在句尾表示对前面所说的内容不太肯定。肯定句中用 or something，如：I'm not sure what John is going to do tonight. Maybe he'll watch TV or something. 我不太清楚约翰今晚上干什么，说不定他要看电视什么的。

③Co. 是 company (公司) 的缩写，常用于公司名称中。company 为“公司”的通称，可指有限公司 (limited company，缩写为 Co. Ltd.) 等多种公司；corporation 为美国的“公司”名称，相当于 limited company；firm 则指两人以上的合股企业，不能用于公司名称中，可以说 this firm (这家公司)，our firm (我们公司)；美国、加拿大的有限公司名称中常用 incorporated，其缩写为 Inc.

④fringe benefits 福利待遇；小额优惠。

⑤raise 增加 (尤指工资)，如：a pay raise 工资的增加。

⑥put you on three months' probation 先给你三个月的试用期。
如：an officer on probation 意为“见习者”。又如：You'll be on probation for the first three months. 头三个月是你的试用期。

⑦sign the contract 签合同；在合同上签名。

⑧In reply to your advertisement... 兹答复……，回函套语。如：
In reply to yours of 12th June, we are pleased to inform you that you have shown the sample to our buyer. 你方 6 月 12 日的来函收悉，我们已将样品提交本公司的买方，特此函告。

⑨convert one's knowledge to practical use 学以致用。

⑩这封信是面试致谢函。致谢函有以下几个作用：(1) 感谢面试

者；(2) 让面试者知道你对这工作感兴趣；(3) 加深面试者对你的优点长处的印象；(4) 寄回面试时要你带回家填写的表格；(5) 补充面试时你无法提供的情况和材料。

Exercises

I . *Mini-dialogues* .

(A)

Mr Kay: Twenty applications. That's not bad for one advert. I've made a short list of five, so we'd better call them for interview.

Mr Samuel: Will next Monday do?

Mr Kay: Monday, all right. I'll see this one first, Juanita Ling. She seems to be the best qualified.

Mr Samuel: Is she the graduate in business studies?

Mr Kay: Yes, and I hope she's good at typing as well.

(B)

Mr Kay: Now, Miss Ling, about your qualifications. I see that you have fluent French as well as English and that you were working with your last company for four years. Tell me, why did you leave?

Candidate (A): Actually, I didn't leave. The company closed down.

Mr Kay: Closed down?

Candidate (A): Yes, it went bankrupt. So I was out of job.

Mr Kay: I see. And have you been doing anything since?

Candidate (A): I had a couple of temporary jobs, but now I really need something permanent.

(C)

Mr Kay: So tell me, Why are you applying to work for my company?

Candidate (B): Well, I was trained in book-keeping and office practice and I'd like to use my secretarial skills.

Mr Kay: I see. And apart from typing what experience do you have with office machinery?

Candidate (B): I know how to use the telex machine and the photocopier.

Mr Kay: All right. Well, I'll think it over and we'll get in touch with you in a day or two. Thank you for coming.

(D)

Mr Kay: Now let me tell you a few things about the job. You know the salary already. We pay a bonus twice a year and we give three weeks holiday a year. Office hours are nine to five thirty and we work a five-day week. Do you have any questions?

Candidate (C): Er, yes. Could I ask about sick leave?

Mr Kay: Sick leave? Well, I insist on a doctor's certificate if staff are away for longer than a couple of days.

(E)

Mr Kay: Miss Ling is still my first choice, so could you give her a ring and I'll offer her the job. If she accepts I'll write to the others straight away so as not to keep them waiting.

Mr Samuel: Are you going to take up her references?