


巧嘴英语丛书  英语

# 巧嘴英语当秘书

Glib Tongue  
English for Secretary

陈 丹◎主编



北京邮电大学出版社  
[www.buptpress.com](http://www.buptpress.com)

巧嘴英语丛书



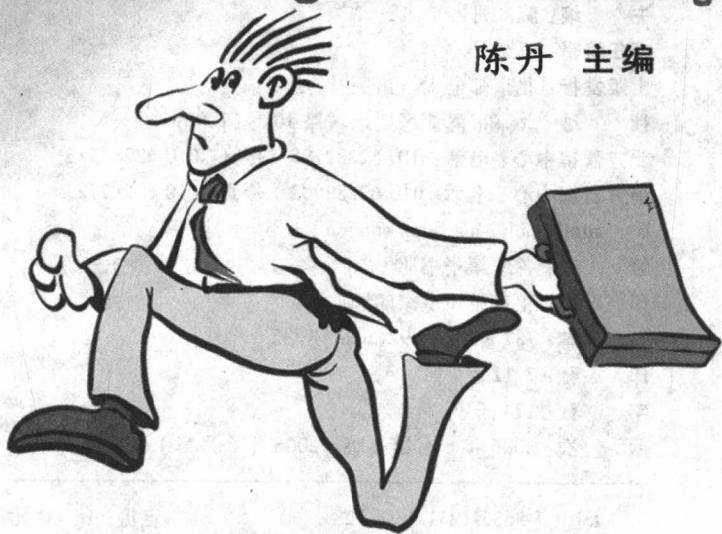
# 巧嘴英语

Glib Tongue

当秘书

English for Secretary

陈丹 主编



北京邮电大学出版社  
·北京·

**图书在版编目(CIP)数据**

巧嘴英语当秘书/陈丹主编. —北京:北京邮电大学出版社,  
2006

(巧嘴英语丛书)

ISBN 7-5635-1251-9

I. 巧... II. 陈... III. 秘书—英语—口语 IV. H319.9

中国版本图书馆 CIP 数据核字(2006)第 038045 号

---

**书 名:** 巧嘴英语当秘书

**主 编:** 陈 丹

**责任编辑:** 王晓丹

**出版发行:** 北京邮电大学出版社

**社 址:** 北京市海淀区西土城路 10 号(100876)

**北方营销中心:** 电话: 010-62282185 传真: 010-62283578

**南方营销中心:** 电话: 010-62282902 传真: 010-62282735

**E - mail:** publish@bupt.edu.cn

**经 销:** 各地新华书店

**印 刷:** 北京通州皇家印刷厂

**开 本:** 787 mm × 1 092 mm 1/32

**印 张:** 7.125

**字 数:** 174 千字

**版 次:** 2006 年 6 月第 1 版 2006 年 6 月第 1 次印刷

---

ISBN 7-5635-1251-9/G · 231

定价: 15.00 元

· 如有印装质量问题请与北京邮电大学出版社营销中心联系 ·

# 丛书编委会

主 编：陈 丹

副主编：李文萍

编 委：赵修臣 马 兰 徐光伟 郭美娟

陈红彬 刘雷雷 李庆磊 韩 磊

策 划：浩瀚英语研究所

# 前言

## PREFACE

《巧嘴英语当秘书》是为文秘工作者编写的一本英语口语书，旨在发展和提高他们的英语口语交际能力和工作能力。

本书四大精彩特色：

**1. 脱口而出**——选择了一些浅显易懂且实用的精美语句，以便读者操练。

**2. 触类旁通**——列举了一些一语多种表达的英文句子，使读者在表达同一个意思时有多种选择，举一反三。

**3. 对答如流**——设计了在秘书工作中常用的流行对话，把读者融入到一个全新的英语学习环境中，使之能学以致用，融汇贯通。

**4. 妙语连珠**——收录了一些中外民间约定俗成的谚语，增加学习情趣，扩大知识面。

希望本书能够为广大文秘工作者提供一个练习口语，增强交际能力的良好平台。

## 目录 CONTENTS

### Chapter 1 Office Affairs 内部办公事务

- Unit 1** Arranging a Meeting  
安排会议 ..... [1]
- Unit 2** Buying Office Supplies  
购买办公用品 ..... [6]
- Unit 3** Filing 归档 ..... [12]
- Unit 4** Faxing 传真 ... [17]
- Unit 5** Memorandum  
备忘录 ..... [22]
- Unit 6** Making Copies  
复印 ..... [27]
- Unit 7** A Daily Schedule Report 日程报告 ..... [31]
- Unit 8** Telephone Affairs  
电话事务 ..... [35]
- Unit 9** Orders from the Boss  
上司的指示 ... [40]
- Unit 10** Delegating Responsibilities

- 分配任务 ..... [45]
- Unit 11** Office Problems  
办公室问题 ..... [50]
- Unit 12** Getting along with Colleagues  
与同事相处 ..... [55]
- Unit 13** Arranging a Business Trip 安排商务旅行  
..... [60]
- Unit 14** Post-Trip Follow-ups  
业务旅行 ..... [65]
- Unit 15** Reporting Activities  
报告会议过程 ..... [70]
- Unit 16** Mailing Goods  
邮寄物品 ... [76]
- Unit 17** Word Processing  
文字处理 ... [82]
- Unit 18** Writing Letters  
写信 ..... [86]
- Unit 19** Online Work

网上办公 ...	[90]
<b>Unit 20</b> Recruiting 招聘 ...	
.....	[96]
<b>Unit 21</b> Training 培训新手	
.....	[102]

## Chapter 2

### External Affairs 对外事务

<b>Unit 1</b> Making Appointments	
预约来访者 ...	[108]
<b>Unit 2</b> Inviting Visitors	
邀请来访者 ...	[114]
<b>Unit 3</b> Receiving Visitors	
接待来访者 ...	[120]
<b>Unit 4</b> At the Reception Desk	
在前台 .....	[125]
<b>Unit 5</b> In the Reception Room	
在会客厅 ...	[129]
<b>Unit 6</b> Booking Tickets	
订票 .....	[135]
<b>Unit 7</b> Reserving a Table	
预订餐桌 ...	[140]
<b>Unit 8</b> Booking a Room	
预订房间 ...	[146]
<b>Unit 9</b> Meeting Clients at the	
Airport 接机 .....	
.....	[152]

<b>Unit 10</b> Giving a Company Tour	
带领客户参观公司 ...	
.....	[157]
<b>Unit 11</b> Interpretation	
翻译 .....	[162]
<b>Unit 12</b> Establish Business	
Relations 建立贸易	
关系 .....	[169]
<b>Unit 13</b> Signing a Contract	
签订合同 ...	[175]
<b>Unit 14</b> Dealing with	
Complaints	
处理投诉 ...	[181]
<b>Unit 15</b> Bank Service	
银行事宜 ...	[186]
<b>Unit 16</b> Planning a Vacation	
休假计划 ...	[192]
<b>Unit 17</b> Sightseeing	
观光游览 ...	[197]
<b>Unit 18</b> Expressing Congratu-	
lations	
表示祝贺 .....	
.....	[203]
<b>Unit 19</b> Expressing Thanks	
表示感谢 .....	
.....	[208]
<b>Unit 20</b> Saying Goodbye	
告别 .....	[214]

# Chapter 1 Office Affairs

## Chapter 1 Office Affairs 内部办公事务

### Unit 1

### Arranging a Meeting 安排会议

Glib Tongue English for Secretary





## 1 Talk Show 脱口而出

### Secretary wording 秘书用语

1. ♦ That's what I should do.  
这是我应该做的。
2. ♦ The meeting will be held in your office.  
会议将在你的办公室里召开。
3. ♦ Should I type out the minutes from the notes?  
我要根据笔记将会议记录打印出来吗?
4. ♦ Should I write down every word that everyone says?  
我要不要把每一个人的每句话都记下来?
5. ♦ I've put the Minute Book and some spare copies of the agenda on the table.  
我已经把记录本和一些备用的议程表放在会议桌上了。

### Boss wording 老板用语

1. ♦ Is the room ready for the meeting?  
会场布置好了吗?
2. ♦ How about the microphone and speakers?  
话筒和扩音器都准备就绪了吗?
3. ♦ Have you informed Mr. Wang and Mr. Lee?  
你通知王先生和李先生了吗?
4. ♦ Make sure everything is ready.  
确保一切都准备好了。

# Chapter 1 Office Affairs

## 2 Comprehend by Analogy 触类旁通

- |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>▶ 你要做会议记录。</p> <p>● You'll take the minutes of the meeting.</p> <p>● Inside you'll take what transpired at the meeting.</p> <p>● Inside you'll take a summary of the meeting.</p> <p>● Inside you'll take what happened in the meeting.</p> <p>▶ 会议将在……举行。</p> <p>● The meeting will be held</p> | <p>in your office.</p> <p>● The meeting will be held in the conference room.</p> <p>● The meeting will be held in the hall.</p> <p>▶ 你只要做……就行了。</p> <p>● You just make a note of the meeting.</p> <p>● You just make a summary of the meeting.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 3 Reply Fluently 对答如流

### Conversation 1

- A: Mr. Li, I come to remind you of the meeting scheduled at 11 o'clock this morning.
- B: Oh, that's right. And the general manager asked me to report the company's sales for last year at the meeting.
- A: By the way, the meeting will be held in your office.
- B: OK, thank you very much.
- A: Not at all. That's what I should do.

- A: 李先生,我来提醒您今天上午十一点要开会。
- B: 噢,对,总经理让我在会上做一个关于公司去年销售额的报告。

Glib Tongue English for Secretary

A: 顺便说一下, 会议在您的办公室举行。

B: 好的, 谢谢你。

A: 不用客气, 这是我应该做的。

## Conversation 2

A: Is the room ready for the meeting, Miss Chen?

B: Yes, Mr. Li.

A: How about the microphone and speakers?

B: I also have done it.

A: Good. Have you prepared some paper and pencils for the participants?

B: Yes. They have been laid by their name cards on the meeting table for each attendant.

A: 陈小姐, 会场布置好了吗?

B: 准备好了, 李先生。

A: 麦克风和扬声器呢?

B: 我也准备好了。

A: 好吧, 你为与会者准备了纸和铅笔吗?

B: 是的, 都放在他们的姓名卡片旁了。

## K4

### Sentences

### 妙语连珠

## 高频词汇

agenda [ə'dʒendə]

audio-visual equipment

evade the issue

议程

视听设备

逃避回答问题

# Chapter 1 Office Affairs



full attendance

inauguration ceremony

minutes/take minutes

outcome[ 'aʊtkʌm]

participant[ pɑ: 'tɪsɪpənt]

prior to

proceedings[ prə 'si:diŋz]

punctuality[ ,pʌŋktju 'æliiti]

veteran secretary

verbatim[ vər 'beɪtɪm]

remind[ ri 'maɪnd]

report[ ri 'pɔ:t]

hold[ həʊld]

conference[ 'kɒnfərəns]

arrange[ ə 'reɪndʒ]

attendance[ ə 'tendəns]

microphone[ 'maɪkrəfəʊn]

schedule[ 'fedʒu:l]

topic[ 'tɒpɪk]

absent[ 'æbsənt]

全勤

就职典礼

会议记录

结果

参加者

在……之前

进展,做的事,行动

事项,活动

资深秘书

逐字的,照字面的

提醒

汇报,报告

举办,举行

会议

安排

出席者,参加者

扩音器,话筒

时刻表;计划

议题;题目

缺席的

## Unit 2

## 购买办公用品



## Talk Show

## 脱口而出

### Buyer wording 买家用语

1. How do you ensure its quality?  
你们怎样确保它的质量?
2. What happens if I am not satisfied with my purchases?  
假如买了之后不满意怎么办?

# Chapter 1 Office Affairs

3. Are your prices negotiable? 价钱有商议吗?

4. We'll compare them before we make a decision.

我们比较一下再决定吧。

5. I have to discuss it over with my boss.

我必须与我的老板商量一下。

## Seller wording 卖家用语

1. But new product sometimes has a few troubles.

但新产品有时会有一些问题。

2. How soon do you want it?

你要多快送到?

3. You'll be convinced that our product is superior.

你一定会相信我们的比别家的好。

4. Your satisfaction is guaranteed, or we refund your money. 我们保证您满意, 否则我们退款。

## 2

## Comprehend by Analogy

## 触类旁通

▶ 产品编码是……

● The catalogue number is...

● The product coding is...

● The product number is...

▶ 我们将以……方式付款。

● We will pay by cash on delivery.

● We will pay by credit card.

● We will pay by money order.

▶ 你能明天把货送到吗?

● Could you deliver it by tomorrow?

● Could you bring it over by tomorrow?

● Could you send it by tomorrow?

## Reply Fluently 对答如流

### Conversation 1

A: Can I help you, Miss?

B: I would like to order 2 office-style cabinets and desk calendars. We want office-style cabinets in white. The catalogue number is 90-f-2356.

A: How soon do you want it?

B: Could you deliver it tomorrow?

A: No problem.

B: Please handle the items carefully.

A: Certainly.

B: We will pay by collect on delivery.

A: 小姐, 需要点什么?

B: 我要订购两个办公柜和两份台历, 办公柜要白色的。产品编号是 90-f-2356。

A: 你要多快送到?

B: 你能不能明天送到?

A: 没问题。

B: 请小心运送货品。

A: 当然。

B: 货到时我们付款。

### Conversation 2

A: May I help you, Miss?

B: Yes. I'm excited to hear about your new product.

A: OK. I'm sure you will love what this new automatic answering system can do for your business.

# Chapter 1 Office Affairs



B: Yes. I've heard a lot about it.

A: Watch our computer demonstration, please. You'll be convinced that our product is superior.

(After the demonstration)

B: Yes. I would have to agree with you. It seems to offer more options than the others. But new product sometimes has a few troubles. How about yours?

A: Our systems are 100% trouble-free.

B: How do you ensure quality?

A: Any of our new products shall go through a 1 ~ 3 month testing period.

B: Are your prices negotiable?

A: Yes, our prices are negotiable, but our quality is not.

B: What happens if I am not satisfied with my purchases?

A: Your satisfaction is guaranteed, or we refund your money.

B: I see. But I have to discuss it over with my boss before I make a decision.

A: OK. I hope you will be in touch with me shortly.

A: 小姐, 需要帮忙吗?

B: 是的, 我很想了解你们这套新产品的情况。

A: 好的, 我相信这一套最新自动签录系统会给贵公司的业务带来很多好处。

B: 是这样, 我已听说过很多有关它的介绍。

A: 请看看电脑演示。你一定会相信我们的比别家的好。

(演示过后)

B: 是的, 我很同意你的说法。看起来你们产品的功能比别家的功能多。但是新产品有时会有一些问题, 你们的怎么样?



A: 我们的系统是百分之百的无故障。

B: 你们怎样来保证产品的质量呢?

A: 我们的任何一件新产品都有一至三个月的试用期。

B: 价格是否有商量的余地呢?

A: 有, 我们的价格可以谈, 但我们产品的质量是独一无二的。

B: 假如买了后不满意怎么办?

A: 我们保证用户满意, 否则我们就退款。

B: 我知道了。但是我必须与我的老板商量之后才能做决定。

A: 好吧。我希望你们不久后就和我联系。

## 4

## K4 Sentences

## 妙语连珠

### 高频词汇

cellophane tape

calculator[ 'kælkjuleitə]

computer[ kəm'pjutə]

carbon paper

correction fluid

eraser[ i'reizə]

graph[ græf, gra:f]

ink[ iŋk]

notebook[ 'nəutbuk]

pencil sharpener

staple[ 'steipl]

透明胶带

计算器

电脑

复写纸

涂改液

橡皮擦

图表

墨水

笔记本

削铅笔机

订书针