

Public Relations Concerning Foreign Affairs

# 涉外公关英语

主编 艾淑珍 副主编 毛世昌 李志强



兰州大学出版社

# **English for Public Relations Concerning Foreign Affairs**

## **涉外公关英语**

**主编      艾淑珍**

**副主编    毛世昌    李志强**

English for Public Relations  
Concerning Foreign Affairs  
涉外公关英语

主 编 艾叔珍

副主编 毛世昌 李志强

兰州大学出版社出版发行

兰州市天水路 308 号 电话:8617156 邮编:730000

E-mail:press@lzu.edu.cn

<http://www.lzu.edu.cn/press/index.htm>

---

兰州大学出版社激光照排中心排版

白银报社印刷厂印刷

开本: 787×1092 毫米 1/16 印张:20.71

---

1999 年 8 月第 1 版 1999 年 8 月第 1 次印刷

字数:472 千字 印数:1—1000 册

---

ISBN7-311-01557-x/H·32 定价:21.00 元

## 序 言

对外交往是一个十分广阔的领域，而对外经济贸易往来却在对外交往中占了相当大的比重，是建设有中国特色社会主义的一个重要组成部分。在 21 世纪即将来临之际，在国际上逐步实现世界经济一体化的新形势下，我们很难想象，没有广泛的对外交往，一个国家和民族将如何生存和发展。改革开放以来，我国在经济建设方面取得的举世瞩目的伟大成就，无一不是顺利推行对外交往的成果。邓小平同志所以成为一代伟人的一个重要标志，就是他以一个伟大战略家的目光，坚定地推行改革开放政策，把贫穷落后的中国神话般地引向繁荣与富强。

在新的形势下，国家亟需一大批能从事对外交往和对外经济贸易往来的高素质人才，高等学校有责任为国家培养出这样一批人才，有一大批青年也愿意投身于这些行业中来。现在摆在教育工作者面前的任务，是为这样一批有志青年积极创造有利条件，解决他们现有的和即将遇到的种种困难，使他们迅速走上成才之路，为建设有中国特色的社会主义强国贡献力量。

随着高科技的飞速发展，办公自动化的逐年普及、对外交往的手段和工具的不断升级，以往的一些教材已显得比较陈旧，已不适应新时期的需要。编写本书的目的，也正是为有志于从事对外交往的青年提供一本较新的基础教材。本书的编者在对外经济贸易方面具有多年的实践经历和丰富的教学经验，经过数年的辛勤努力，参考了国内外最新的此类教材，始成此书。从内容、行文和编排上看，我认为本书是到目前为止比较好的一本基础教材，值得推荐给广大青年。

此外，既要从事对外交往，比较好的外语基础是绝不可缺的。本书的另一个显著特点是，全书用英语行文，文字规范流畅，十分地道。读者可从中学到不少标准的英语表达方式。因此，本书不但可以作为学习对外交往的业务知识教材，还可作为提高英语基础的进阶。

张舒平

一九九九年四月

## 编者的话

这本《涉外公关英语》是受兰州大学的委托,为适应涉外秘书专业的《涉外秘书公关英语》课程的需要而编写的。

该教材共十七章,每章包括课文、注释、对话或信函、合同等示例、常用词语、练习,有些练习后还选编一些与本章内容有关的课外阅读材料。内容涉及求职人员应聘外资、合资企业应掌握的技能技巧,如:求职应聘前如何写应聘信和履历表、面试应注意的事项等;公关与礼仪;文秘人员必须掌握和了解的有关公司与组织内部各部门的职能与办公室工作,如:公司与办公室的组织机构、办公室的日常工作、档案管理、电话交谈技巧、电讯、会议等;还包括英语公文写作,如:便条、告示和报告的写作,书信写作,商业信函写作等。考虑到涉外秘书虽然不直接经手商务方面的业务,但他们的工作与商务活动有密切关系,熟悉商务无疑对秘书的本职工作会有很大帮助。为此,本教材还选编一些商务方面的内容,如:进出口贸易的一般程序、合同与确认书、商业单证、国际贸易中的支付方式和国际贸易术语。附录包括中国国际经济贸易仲裁委员会简介、练习答案和课文译文。

本教材部分章节已在兰州大学涉外秘书专业和甘肃教育学院外贸旅游专业试用过,效果良好,受到一致好评。

本教材适合于涉外秘书、英语、经济、国际贸易、旅游等专业的本、专科学生使用,可作为其他专业的辅修课程的教材。各种英语培训班也适合采用本教材。本教材是涉外企业技术人员和管理人员、外贸工作者以及具有中级英语水平自学者必备的自修用书,对于参加“剑桥商务英语证书”(BEC)考试的考生是一本不可多得的辅导教材。

本教材的编写与出版,承蒙对外经济贸易大学何曾楣教授和中国国际贸易促进委员会钟敏副会长的关心与帮助,兰州大学教务处、中文系和甘肃教育学院教务处的大力支持,以及兰州商学院郭建民教授的热情鼓励与指导。兰州大学外语系的张舒平教授仔细审阅了全部书稿。对于上述单位和个人的关心与支持,我们一定牢记在心,并表示衷心的感谢。

在编写过程中,参阅了EDI文集里的《INCOTERMS 1990》,Leo Jones and Richard Alexander(英国)编著的《*International Business English*》(《剑桥国际商务英语》),Penny Hackett(英国)编著的《*Success in Office Practice*》,Collier Macmillan International Inc.出版的《*The Key to English Letter Writing*》,马宗贤编写的《*Commercial Letters in English*》,谢毅斌编写的《*Export Business*》,林灿初、陈菽浪编写的《公关秘书英语》,戚云方编写的《外贸英语函电与谈判》,刘敢生、苑秩伦编写的《怎样写英文本涉外经济合同》,世界图书出版公司出版的《现代交际英语》,廖英编著的《实用公关英语》,尹小莹编写的《外贸英语函电》,《21 Century》,《英语沙龙》和《大学英语》等报刊杂志以及其它国内外有关书籍和资料。美籍教师格兰恩·斯达克先生(Mr. Glenn Stark)、约翰·司图尔德先生(Mr. John Strode)及简·司图尔德夫人(Mrs. Jane Strode)提出了许多宝贵的建议,并审阅了部分章节的英文稿,特此致谢。

参加本书编写工作的还有艾蓬和姜恒焜两位同志。

由于编者水平有限,书中缺点错误在所难免,欢迎同行专家和广大读者批评指正。

# CONTENTS 目录

Chapter One	Job Hunting (1) Application Letter and Resume	
第一章	求职 (1) 应聘书和履历表 .....	(1)
Chapter Two	Job Hunting (2) Job Interview	
第二章	求职 (2) 面试 .....	(12)
Chapter Three	Etiquette And Public elations	
第三章	公关与礼仪 .....	(25)
Chapter Four	Firms And Office Organization	
第四章	公司与办公室组织机构 .....	(37)
Chapter Five	Routines of Office Work	
第五章	办公室的日常工作 .....	(51)
Chapter Six	Filing	
第六章	档案管理 .....	(63)
Chapter Seven	Telephone Tactics	
第七章	电话交谈技巧 .....	(77)
Chapter Eight	Telecom	
第八章	电讯 .....	(89)
Chapter Nine	Meeting	
第九章	会议 .....	(108)
Chapter Ten	Notes, Notices And Reports	
第十章	便条、告示和报告 .....	(124)
Chapter Eleven	Letter Writing	
第十一章	书信写作 .....	(138)
Chapter Twelve	Business Letters	
第十二章	商业信函 .....	(149)
Chapter Thirteen	Normal Procedure of Import And Export Transaction	
第十三章	进出口贸易的一般程序 .....	(163)
Chapter Fourteen	Contract And Confirmation	
第十四章	合同与确认书 .....	(174)
Chapter Fifteen	Commercial Documents	
第十五章	商业单证 .....	(186)
Chapter Sixteen	Methods of Payment in International Business	
第十六章	国际贸易中的支付方式 .....	(202)
Chapter Seventeen	INCOTERMS	
第十七章	国际贸易术语 .....	(216)
Appendices	附录 .....	(224)
I. An Introduction to China International Economic and Trade Arbitration Commission ...		(224)
中国国际经济贸易仲裁委员会简介		
II. Chinese Versions of the Texts 课文译文 .....		(232)
III. Key to Exercises 练习答案 .....		(314)

## **Chapter One    Job Hunting (I)**

### **Application<sup>1</sup> Letter And Resume<sup>2</sup>**

In different countries, different conventions<sup>3</sup> apply to the process of job application and interviews. In most parts of the world, it's common to submit<sup>4</sup> a typed CV (curriculum vitae) or resume, which contains all the unchanging information about you: your education background and work experiences. This usually accompanies a letter of application that in some countries has to be written, not typed.

The application letter and the resume are essential to the job-seeking process, they can frequently make the difference between getting an interview and being closed out of a possible job. They offer you the best opportunity to highlight<sup>5</sup> your accomplishments<sup>6</sup> and abilities. Furthermore, the process of creating a carefully thought-out resume and letter of application is excellent preparation for an interview.

#### **I.        Application Letter**

The application letter is an important type of personal business letter. It gives you a chance to show how well you can write, organize material and present your thoughts. When you write the letter, use the resume to help you relate your experience to the needs of the job. You can give details about your talents<sup>7</sup>, interests, and experience that is not mentioned in the resume. The letter should show your personality<sup>8</sup> through its content and style. However, it should be brief, as you have given most of the necessary information in the accompanying resume.

The main purpose of the letter is to help you get a job. Although it does not necessarily guarantee<sup>9</sup> a position for you, a well-written one does convince the employer to give you a chance for an interview.

The format<sup>10</sup> of an application letter is based on the standard sales approach<sup>11</sup>, just like an advertisement. This approach is to attain the goal<sup>12</sup> of (1) gaining attention, (2) creating a desire for the product (the applicant), and (3) asking for some kind of action from the buyer (the employer). This three-step plan helps you to get an interview.

#### **1.    The Opening Paragraph**

A good opening paragraph should be original and businesslike<sup>13</sup> which usually consists of three to five sentences. You should mention the job you are applying for and where you learned of the job, so that the employer should not have to read the whole letter before learning its purpose. And at the same time, it should arouse<sup>14</sup> enough interest to make the employer want to read the rest

of the letter. One of the following approaches may be used.

\*Simply ask a consideration for a job. For example:

*Please consider me for a typing position in the sales department of your firm.*

\*Summarize one or two of your talents that can be discussed in more detail later in the letter. E.g.  
*If your firm is looking for a person with many years of secretarial experience, you may be interested in my qualifications.*

\*Mention the person who told you the possible job opening or how you learn the advertisement.

*James B. Hook, counselor for Franklin high School, has told me that your firm is looking for a clerk with some knowledge of billing to train in your office.*

*Having seen your advertisement in today's "China Daily" for a salesman, I write this letter of application for the post.*

## **2. The Middle / Body Paragraphs**

In the middle of the letter you should explain why you are a suitable candidate for the job and expand upon relevant parts of the resume, not merely repeat the information<sup>15</sup>. You can also give some extra details about your qualifications, work experience or your personal qualities that are hard to show on the resume. These qualities might include:

- |                                |  |
|--------------------------------|--|
| (1) Adaptability <sup>16</sup> | ability to change easily to fit the situation; |
| (2) Poise <sup>17</sup>        | ability to maintain composure;                 |
| (3) Tact <sup>18</sup>         | ability to please customers;                   |
| (4) Honesty                    | ability to handle money;                       |
| (5) Friendliness               | ability to get along with others.              |

Employers often look to see how one job relates to another. You should point out how your past duties will help you do the job you are seeking. For example, a man applying for a job as a store clerk should mention that his previous service station work taught him how to handle money and customers. These two qualities are also needed by retail<sup>19</sup>clerks.

One full paragraph should be used to discuss two or three personal qualities. These could include your education, work experience and prior duties. They could also include your ability to work with others or why you are interested in the job. You should neither boast nor offer excuses. Showing confidence in your abilities is the best way to impress an employer.

Most employers like simple and direct language in the application letter. Therefore, use simple, familiar English, and watch your spelling, punctuation, and grammar carefully; avoid the misusing of words and phrases. Sometimes active verbs, rather than inactive verbs, will focus attention on your knowledge and skills and emphasize your potential<sup>20</sup> as an employee. For example:

Poor: *I did all the safety inspection for trucks.*



Better: *I inspected company vehicles for safety and maintenance.*

### 3. The Closing Paragraph

In the closing part of the letter, state that a personal resume is enclosed, and be sure to include a telephone number and express a desire to come for an interview. In doing this, do not be demanding, and do not beg. Simply ask for an interview. The following is an example of a closing paragraph. E.g.

*I would be happy to come for an interview at your convenience to discuss my qualifications in person. I can be reached at (07658) 8227525 to set up an appointment.*

Summing up, some guidelines in writing letters of application are as follows:

- \*First paragraph: purpose of the letter.
- \*Middle paragraphs: qualifications for the job.
- \*Closing paragraph: request for personal contact and information about how you can be reached.

The following is a practical example of application letters.

	621 West Franklin Street Lancaster, Pennsylvania 17584 March 29, 1998
	Mr. Irwin Peters Interstate Transport Box 876 Winchester, Ohio 45697
(Purpose of letter)	Dear Mr. Peters: I would like to apply for the dispatcher position you advertised in the Lancaster Gazette.
(Qualifications)	As you can see on my enclosed resume, I have four years of experience as a local truck driver and substitute dispatcher. This has given me knowledge and awareness of the responsibilities of both positions.
(Requests for personal contact)	I will be in your area the week of April 21 and would appreciate the opportunity to interview with you. I can be reached at (717) 555-6482.
	Yours sincerely,  Mark Reeves

## II. Resume

A resume is a written data sheet about you as you relate to the world of work. It contains your educational background, work experiences, technical qualifications and special skills, your achievements, etc. Your resume and application letter are the key documents for your job application, for they are often the first contact you have with an employer, and therefore, create your initial impression on him. A resume is also a device used by the employer to screen<sup>22</sup> an applicant. Prospective employer can judge whether the skills, accomplishments and abilities described match his needs and organizational goals.

There are several English words or phrases for resume. If you apply for a job to a British company, you submit CV (curriculum vitae ), and present "personal history", "data sheet" or "resume" to American firms. You also send in your "résumé" to French, Japanese, Thailand and Singapore organizations.

### 1. Elements of A Resume

A resume should include the following elements.

(1) **Basic information.** Your name, sex, date of birth, address, telephone number and ID number. You may also include your nationality and marital status under this category.

(2) **Education.** A student with more education than work experiences should describe his educational information in detail, beginning with the most recent training and going back no further than high school.

- a. Details of the schools you have attended, the name, location, and dates of attendance and graduation.
- b. The examinations you have taken with the results: the degree awarded and the name of equivalent qualifications<sup>22</sup> and the diploma<sup>23</sup> obtained.
- c. Special honors received, such as awards of the school prize or public service, usually listed in chronological order.
- d. Major area of study and courses pertinent<sup>24</sup> to the job.

(3) **Work Experiences.** For applicants who have had many related jobs, the work experience section is the most important part. Most applicants have at least some paid work experiences they can list. List all paid jobs, include those even if they do not seem related to the job for which you are applying. The fact that you have held some kind of a job is a recommendation. The employment information should include:

- a. name and location of the organization you've worked for
- b. job title/ position and duties you've held
- c. dates of employment and / or length of time employed (indicate part-time work where appropriate to avoid confusion.)

**(4) Activities.** Include activities on your data sheet if you have held positions of responsibility or gained work related experience from them. Do not list all your activities. List only those which increase your chances for the job. Include the name of the activity and any offices that you have held. Also, list the purpose of the activity if it is not clear. Any military experience and volunteer service should be included here. You can also include your interests or hobbies here.

**References.** Name at least two adults who can honestly make the best possible statement about your abilities, skills and your character. Former employers or teachers are often good choices. References include:

- a. Full names and address of the reference
- b. Telephone number (include area code)
- c. Title (if the person has one).

## **2. Formats of Resumes**

There are several acceptable resume styles that highlight different aspects of your background while the main formats are the chronological<sup>25</sup> and the functional. In both types there will be the same basic information, such as: name, sex, date of birth, address, phone number, ID number and marital status.

### **a. Chronological Format**

This is the most familiar layout. It is possible to start from the present to work back in time (usual in the US) or begin at the start of your career and work forward in time.

### **b. Functional Format**

Here the content is organized into specific categories of abilities. It is useful if you have a short work record or previous jobs unrelated to current goals. It tells a potential employer what you can do.

## **3. Writing A Resume**

The first step in writing your data sheet is to gather personal information. This includes your educational background, work experiences, and other facts, such as activities or hobbies. Then decide which of these facts are important enough to include on the data sheet. You must carefully choose the facts you feel will help your chances of getting a particular job. Exclude anything you feel would not be of help.

Try to use parallel<sup>26</sup> constructions in presenting each part, and shorts phrases rather than long, complete sentences to give the information. Usually the first person 'I' is omitted and the link verb 'be' is not used. For instance:

In 1992: (I) passed College English-Band Six.

From 1994-1996: (I was) an engineer at Lanzhou General Machinery Plant.

Try to make your resume moderate, and great length of it is a taboo<sup>27</sup>. In common practice, a resume should not be longer than one typewritten page. If you have many jobs and schools to list, include only the most relevant. The employer may consider the way they are presented as a sign of your ability to organize materials.

There is a proverb in English: "Dress makes the man." It implies that appearance impresses greatly even crucially<sup>28</sup>. Therefore, the appearance of your application letter and resume is very important. They should be well organized and neatly typed on good stationery, and spaces should be left blank on the page so that they are easy to read and nice to look at. There should be no grammatical, punctuation, or spelling errors in them. The employer may form a first impression of you from the looks of them. And this first impression could be the deciding factor when the hiring decision is made.

### Notes:

1. application *n.* request, esp. in writing 申请书 application letter 应聘书; 求职信 applicant *n.* person who applies for a position 申请人; 应聘者
2. resume *n.* (US) a brief account of one's career; (UK) CV (curriculum vitae) 个人简历; 履历表
3. convention *n.* general consent; custom 惯例; 习俗
4. submit *v.* present (something) for consideration; bring forward 提交; 提出
5. highlight *v.* give emphasis to; make important 强调; 使显著
6. accomplishment *n.* something completely and successfully done 成就; 业绩
7. talent *n.* a nature power of the mind; a special gift 天赋; 才气
8. personality *n.* the personal quality that makes one person be different or act differently from others 个性; 性格
9. guarantee *v.* to give a promise of fulfillment 担保
10. format *n.* the general plan or arrangement of something 格式
11. sales approach: 推销方法
12. attain the goal (of): 达到……目的
13. original and businesslike: 新颖别致且有条理。original *adj.* of a new type; unlike others of the same type 新颖的; 新奇的; 别致的 businesslike *adj.* systematic 井然有序的; 有条理的
14. arouse *v.* to cause to wake; to cause to become active 引起; 激起
15. and expand upon the resume, not merely repeat the information: 详述个人简历上的有关情况, 而不能一味地重复这些情况。
16. adaptability *n.* the power to change easily to fit different conditions 应变能力
17. poise *n.* calmness and coolness of manner 镇静
18. tact *n.* the ability to do or say the right thing at the right time; skill in handling people without causing offence 机敏; 圆通
19. retail *n.* the sale of goods in small quantities at a time directly to consumers 零售

20. potential *acj. n.* possibility for developing or being developed 潜力
21. screen *v.* to examine or prove the ability or suitability of people for a job 审查
22. qualification *n.* a proof that one has passed examinations and gained a certain degree of knowledge 资格
23. diploma *n.* an official paper showing that a person has successfully finished a course of study or passed an examination 毕业文凭
24. pertinent *acj. fml* connected directly (with something that is being considered); relevant 有关的
25. chronological *acj.* arranged according to the order of time 按时间顺序的
26. parallel *acj.* looking alike; nearly the same 相似的; 一致的
27. taboo *n.* something that social custom regards as forbidden 禁忌
28. crucial *acj.* of deciding importance 决定性的; 极重要的 *crucially adv.*

### III. Samples:

#### 1. Application for a Position of Secretary

Dear Sirs,

In reply to your advertisement in yesterday's "China Daily", I am applying for the position of secretary. My name is Xiao Yuan. I am twenty-two years of age and will graduate from Chinese Department of Lanzhou University in July, 1998.

I have passed College English Test-Band Six. I attended one year's English Secretary as my minor. I worked in the Department of Public Relations of a big hotel as a part-time job for which I was well commented.

I would like to get the opportunity to work in your company and convert my knowledge to practical use.

I am enclosing my personal data sheet. I would be grateful if you would grant me an interview.

Yours sincerely,

Xiao Yuan

#### 2. Application for a Position of Salesman

Dear Mr. King,

I am replying to your advertisement in "Lanzhou Evening News" of December 15 for a salesman.

My courses at Lanzhou Commerce College were specially planned to prepare me for a career in marketing. My studies, I feel, have given me the foundation of knowledge from which to learn the practical side of marketing.

In my capacity as the executive assistant to the sales promotion manager of Hualong Trading Company, I have had a very extensive training in my field. This practical experience has exposed to the real nature of business today. With this stint at Hualong I have become more interested in the world of marketing than ever.

I have had a very good job at Hualong, but I feel that I will be able to contribute more in a company with growing working conditions. The enclosed resume shows details of my background that, I believe, will qualify me as a member of your sales force.

May I have the privilege of an interview to discuss my qualifications in detail? I can be reached at 4447120 to set up an appointment.

Respectfully yours,

Liu Xiaoyi

### **3. A chronological resume**

#### **Resume**

Mark W. Reeves  
621 West Franklin Street  
Lancaster, Pennsylvania 17584

March 29, 1998

#### **Education:**

September 1985 to June 1987: Clement Technical College, 360 Oak Street, Lancaster, PA. 17584.  
Course work in computer literacy.

June 1984: Lancaster High School, 21 Main Street, Lancaster, PA. 17584. Diploma.

#### **Work experiences:**

July 1984 to present: Mid-States Transporter, 715 Winchester Avenue, Lancaster, PA. 17584.  
Driver and substitute dispatcher. Duties: Local route driver and substitute dispatcher.

May 1983 to June 1984: Bradley's Body Shop, 21 South Fifth Street, Lancaster, PA. 17584. Duties:  
Car preparation and cleanup.

#### **Activities / Interests:**

YMCA Weight Training Club.

Vice President of Classic Car Club.

Enjoy cross-country skiing.

#### **References:**

Larry Daniel, Supervisor Mid-states Transport  
715 Winchester Avenue Lancaster, PA. 17584  
Phone: (717)555-8353

Tom Bradley, Owner Bradley's Body Shop  
21 South Fifth Street Lancaster, PA. 17584  
Phone: (717)555-6091

Note: Body shop: a place for fixing the body of a automobile 车型(身)专修店

#### **4. A functional CV**

##### **Curriculum Vitae**

**Heidi Kunkel**

**Objective** A sales position leading to high management where my administrative, technical and interpersonal skills will be used to maximize sales and promote good customer relations.

**Education** BA in communications

1988: Ohio State University Courses in psychology, sociology and interpersonal communication.

##### ***Areas of effectiveness***

<b>Sales /</b>	During my four years at Colelli Enterprises (Columbus, Ohio), I promoted
<b>Customer Relations</b>	better relations with corporate accounts and recruited new clients over a wider territory. Dealt with customer complaints. Responsible for inventory and follow-up of all orders.
<b>Planning /</b>	Was responsible for the re-organization of the sales department's
<b>Organization</b>	administrative functions. Initiated time and motion studies which led to a \$150,000 saving in labour costs.

**Language reference** Spanish (fluent), French (average) available on request.

##### **Exercises:**

I. Answer the following questions:

1. Why do we say the letter of application and the resume are essential to the job-seeking

process?

2. What is the format of application letter based on? Why?
3. What are the guidelines in writing letters of application?
4. Are there any other words or phrases for resume in English? In what situation can they be used?
5. What are the elements does a resume contain?
6. What should you pay attention to in writing a resume?
7. Can you name the main resume formats?
8. Which style would you prefer?

II. From the pair of words in each sentence, underline the better choice.

1. Each year we (go to, attend) the Interstate Carriers Conference.
2. While with Acme Trucking, I (supervised, took care of) all the out-of-state deliveries.
3. I (distributed, handed out) all the delivery schedules.
4. I would appreciate scheduling a personal interview to (talk about, discuss) my qualifications.
5. Last year I (got, received) the "Truck Driver of the Year" award.
6. My recent (work, experience) as supervisor has helped me develop excellent leadership skills.

III. Write T for true or F for false for each statement concerning resumes.

1. Always include job duties when listing work experience.
2. A resume should always be typed.
3. Along with your name, you should always include your height and weight.
4. Any military experience should be included in your education.
5. You should always begin with your full name, address, and telephone number.
6. Activities and interests should be listed before education.
7. The most recent education and work experience should be listed first.
8. You should never include reference.
9. Employers use resumes to screen applicants.
10. Always begin the education section with elementary school.

IV. Write a letter of application for a position you feel appropriate for you to reply the advertisements in the local newspaper, or for a position of secretary in a joint venture in your city.

V. Sometimes a company may provide an application form for an applicant. Complete the form according to your own situation with great care without spelling mistakes and without crossing out.



## Application Form

### Section 1: Personal details

Surname:  
Address:  
Date of birth:  
Nationality:  
Position applied for:

Forename:  
Telephone:  
Place of birth:  
Marital status:

### Section 2: Educational details (Please start with the most recent.)

School/college (Name & address)	Date started	Date left	Examinations passed (with grades)

### Section 3: Previous employment (Please list all employment for the last twenty years, starting with the most recent, and giving month and year.)

Company (Name & address)	Date started	Date left	Reason for leaving

Signature: