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凡购本书,如有缺页、倒页、脱页,由本社发行部调换

在办公室里,自以为在学校英语学得满不错的你,常会遇到这样的难题:无法用准确而恰当的语言,与你的外籍上司或同事交流和沟通,以致双方无法相互了解和信赖;当上司委派你去接待一位重要的外宾,却因为某些环节的处理不当,而令宾客们心生怨言;在与外商的谈判中,本来你所代表的公司已胜券在握,却由于你英语表述的错误,而使煮熟的鸭子飞去;当你煞费苦心为公司起草了一份英文函件,却被老板随手扔进废纸篓里……凡此种种,都会令你感叹,自己过去所学东西难以派上用场!

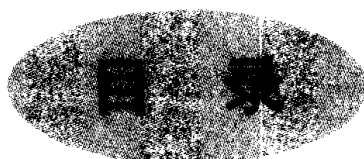
这本《办公室实用英语》,足以帮助你解决以上的各种难题。本书一共由五大单元组成,编排合理,基本涵盖了办公室工作的各个方面;内容新颖,体现了当今时代发展的特点;实用性强,本书不仅容易学习,而且在实际运用中很快就能起到立竿见影的效果。

入世后,我国的政府部门和企业对外的交往与合作的机会

以及外商来华创办企业与日俱增,“办公室英语”的作用也越发显得重要。身为公务员或白领人士的你,不仅要具备良好的专业文化知识和精湛的业务技能,而且还必须掌握娴熟的“办公室英语”。这也是你击败竞争对手的独门利器,更是你显示自我身价的一张王牌。

编 者

2002 年 3 月



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Chapter One

第一章

Office Protocol

办公室礼仪

◆Greetings

问 候

初次见面的场合

Typical Sentences(精华短句)

1. How do you do?

你好。

(读时要用降调,而且答语也是“How do you do?”)

2. How do you do, Mr. Johnson?

约翰逊先生,你好。

(把对方的名字放在最后是客气的说法。)

3. Nice to meet you.

It's a pleasure to meet you.

幸会幸会。很高兴认识你。

(“It's a pleasure to meet you.”比“it's nice to meet you.”更为客气。可用“The pleasure is all mine.”回答。)

4. I've been looking forward to meeting you.

我一直盼望认识你。

(look forward to... to后面接动名词)

5. I'm pleased to have the chance to talk with you.

我很高兴有机会跟你说说话。

(be pleased to... 很高兴做某事)

6. I've heard a lot about you.

久闻大名。/久仰,久仰。

7. Have we met before?

我们以前见过面吗?

8. I don't think we've met before.

我想我们以前没见过面。

9. May I have your name, please?

请问您贵姓?

10. What company are you from?

您是哪个公司的?

11. Could you tell me what company you are representing?

能告诉我您代表什么公司吗?

12. Do you have an appointment?

约好了吗?

13. Would you like me to see your business card?

我能看一下您的名片吗?

Scene Dialogue(情景对话)

A: How do you do? My name is Zhang Hong, Please call me Xiao Zhang.

幸会,我叫张红,请叫我小张吧。

B: How do you do? I'm Bob, Robert. Call me Bob is OK.

幸会,我叫鲍勃或者罗伯特,叫我鲍勃好了。

A: Bob? I don't think we've met before. But I heard a lot about you. You have always taken good care of our company.

鲍勃? 我想我们以前没见过面,但我已久仰大名,我公司经常受您的关照。

B: Thank you. Here is my business card.

谢谢! 这是我的名片。

A: Welcome! Come in, please!

欢迎大驾光临,请进。

对方已相互认识的场合

Typical Sentences(精华短句)

1. It's nice to see you again.

很高兴跟你又见面了。

2. Long time, no see.

好久不见。

(We haven't met each other for a long time.)

3. I haven't seen you for a long time.
好久没见到你。
4. How are you?
你好吗?
(一般答语: Fine, thank you. And you?)
5. What brings you here?
哪阵风把你吹到这儿来的?
6. How have you been?
你好吗?
7. How's everything going?
一切都顺利吗?
8. Everything goes well, thanks.
一切顺利, 谢谢。
9. How's everything with you?
你一切都好吗?
10. What have you been up to recently?
最近好吗?
11. Is everything all right?
一切都好吗?
12. You're busy as usual, aren't you?
你还是一样忙碌, 不是吗?
13. How're things in New York?
纽约的情形怎样?
14. Business is booming now.
现在生意很好。



15. Business is slow.

生意不好。

16. How about the business in London now?

伦敦现在生意怎样?

17. The same as...

与……一样。

18. Not too bad.

不太坏。

Scene Dialogue(情景对话)

A: Hello, Ms. Li, how are you today?

嗨,李小姐,今天怎么样?

B: Fine, thank you, Mr. Smith. How have you been?

很好,谢谢你,史密斯先生。最近如何?

A: Not too bad.

还不错。

B: Mr. Chen is expecting you. I'll tell him that you're here.

陈先生正恭候大驾。我会转告他您来了。

(用内线接通陈先生)

Mr. Chen, Mr. Smith is here.

陈先生,史密斯先生来了。

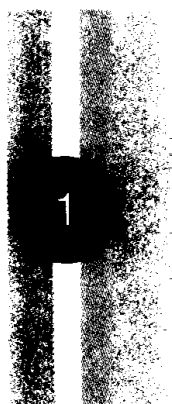
C: Let him in.

请他进来。

B: Yes, Mr. Chen.

好的,陈先生。

(对史密斯先生)



Please go right in.

请进。



相互道别的场合

Typical Sentences(精华短句)

1. Nice meeting you.
很高兴认识了你。
(It was nice meeting you.)
2. It was nice talking to you.
跟你聊天真是高兴。
3. I must be leaving now.
我现在必须走了。
4. See you again soon, I hope.
希望很快再跟你见面。
5. I hope to see you again.
我希望再跟你见面。
6. Give my best regards to Mr. White. Say hello to Mr. White.
请代我向怀特先生问好。
7. I'll leave you here.
我要向您道别了。
8. I have to say goodbye to you.
我不得不跟你说再见了。
9. Bring my best regards to your family.
代我问你家人好。

10. Are there any questions you'd like to ask before we leave?

出发前,你们还有什么要问的吗?

11. I'm glad to be of help to you.

我很高兴能对你有所帮助。

12. Take care of yourself.

请多保重。

13. Please keep in touch with me.

请与我保持联络。

14. Please drop by when you are free.

有空的时候请顺便来访。

Scene Dialogue(情景对话)

A: Glad to meet you, Jack! What brings you here?

很高兴见到你,杰克! 哪阵风把你吹这儿来的?

B: I came to this city on business. I spared a little time to come here to see you.

我正好到这个城市出差,顺便抽出点时间来看你。

A: Great! I miss you very much.

太好了,我太想你了。

B: Me, too!

我也是。

A: How's everything going recently?

最近情况怎样?

B: Just so so, We are busy as usual. How about you?

一般般吧,和以前一样忙,你呢?

A: Not too bad, Let's have supper together this evening.

还可以吧。今晚我们一起吃个晚饭吧。

B: Oh sorry. I can't delay so long, I must be leaving now.

噢,不好意思,我不能耽搁得太长,我现在必须走了。

A: How about next time when you are free?

那么下次等你有空吧,好不好?

B: Sure.

一定。

A: Then give my best regards to your family.

那么,代我向你家人问好。

B: Thank you, see you again.

谢谢你,再见。

A: Take care of yourself, Bye.

保重,再见。

◆ Introduction

介 绍



自我介绍,介绍他人

Typical Sentences(精华短句)

1. May I introduce myself?

我可以介绍一下我自己吗?

2. Allow me to introduce myself, I am...

请允许我介绍一下我自己,我是……

3. Excuse me, my name is..., I work in...

对不起,我叫……,我在……工作。

4. Good morning! My name is...

您早,我叫……

5. Hello! I don't think we've met. My name is...

你好,我想我们没见过面呢,我叫……

6. Hi! I am..., Please call me...

你好,我是……,请叫我……

7. I'm in charge of Asian sales.

我主管亚洲区的业务。

(in charge of = responsible for)

8. I have some 10 years' experience in...

我在……方面约有十年经验。

9. I've been with the company for 10 years.

我已经在这家公司工作十年了。

10. I've been in my current position for...

……我一直在目前这个职务上。

11. I'm getting transferred to Shanghai next year.

明年我会调到上海。

12. I'd like to introduce Mrs. Wang.

让我来介绍一下王太太。

13. May I introduce Miss Zhang?

我来介绍一下张小姐好吗?

14. Alice, I don't think you've met Mr. Kin.

艾丽丝,我想你还没见过金先生吧?

15. Let me introduce you to Mr. Kin, OK?

我把你介绍给金先生,好吗?

16. Allow me to introduce Mr. Kin to you.

请允许我向您介绍一下金先生。

17. This is Mr. Kin, our new sales manager, and this is Alice, our office secretary.

这是我们新来的销售部经理金先生,这位是艾丽丝小姐,我们的办公室秘书。

18. He's been assigned to succeed me.

他已被指派接我的职务。

19. Mr. Black is an expert on computer technology.

布莱克先生是电脑技术专家。

20. Mr. Zhang is very experienced in overseas investments.

张先生在海外投资方面的经验非常丰富。

Scene Dialogue(情景对话)

F: How do you do? My last name is Fang.

您好!我姓方,请多指教。

B: How do you do? My surname is Brown.

您好!我姓布朗,请多指教。

F: This is my name card.

这是我的名片。

B: Thank you, this is my card.

谢谢,这是我的名片。

F: Let me introduce you, this is Mr. Smith, our Personnel

Manager.

我来介绍一下,这位是史密斯先生,我们的人事部经理。

B: Nice to meet you! I am from California.

幸会!我来自加利福尼亚。

S: Nice to meet you, too! Did you have a good journey?

幸会!旅途愉快吗?

B: Not very bad, thanks.

还可以,谢谢。

F: Mr. Brown is very experienced in overseas investments. He's been assigned to succeed me.

布朗先生在海外投资方面的经验非常丰富,他已被派来接替我的职务。

S: May we have a good cooperation!

祝我们合作愉快!

职业介绍

Typical Sentences(精华短句)

1. Richard Zhang is responsible for the Sales Department.

理查德·张负责销售部的工作。

(be responsible for = be incharge of 负责……)

2. Paul William looks after Dispatch.

威廉·保罗主管运输工作。

(look after... 主管……)

3. Mr. Li works under the Finance Manager.