

实用英语经典读物

双色版

# Practical English of Secretary



## 实用秘书英语

梭伦◎主编

作为管理层的重要一员，现代秘书不仅需要细致、周密的思考作风以及一丝不苟的行事方式，还需要多才多艺。其中，良好的英语水平是秘书工作中不可或缺的一项才能。


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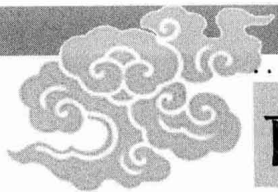
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## 前言

作为管理层的重要一员,现代秘书不仅需要有细致、周密的思考作风以及一丝不苟的行事方式,还需要多才多艺。其中,良好的英语水平是秘书工作中不可或缺的一项才能。

《实用秘书英语》从实用的角度,介绍了涉外秘书常用的职业英语——如接听电话,接待来访,安排上司工作日程和商务旅行,处理邮件,筹办会议,拟写社交书信、贸易信函、经济合同,应聘面试等。正文采用中英文对照形式,在内容上以质优、实用为目标,将各部分独立成章,令读者阅读起来条理分明、直观易懂。

在本书的修订再版过程中,编者选用了当今秘书行业最常用、最典型的情景对话,并且将重点词汇、句子标注出来,方便读者对相关内容加以选择和取舍,集中精力记忆那些最重要、最有意义、最有价值的材料。

本书内容丰富、生动、具体、实用,帮助读者由浅入深地提高听、说、读、写、译的能力。相信作为涉外秘书的您(或期待成为涉外秘书的您),在阅读本书后能受益匪浅、如虎添翼。

编 者

2009年7月

# Contents 目录

1	第一章 秘书工作
	The Secretary's job
2	1. Personal Qualities 个人素质
5	2. Secretarial Duties 文秘职责
11	第二章 秘书求职与面试
	Applying for the Secretarial Job and Interview
12	1. Applying for a Job 申请工作
16	2. The Interview 面试
27	第三章 日常接待
	Daily Reception
28	1. A visitor with an Appointment 有预约的客人
29	2. A visitor Without an Appointment 没有预约的客人
32	3. Refusing a Visitor 拒绝访客
33	4. Receiving a Job-seeker 接待求职者
35	5. Meeting a New Employee 见新员工
38	6. Receiving a Visitor at the Airport 机场接人
45	第四章 秘书电话英语
	Telephone Calls for Secretary
46	1. The Boss Is in and Free to Talk 上司有空听电话
46	2. The Boss Is not in the Office 上司不在办公室
49	3. Making Appointments 定约会时间
51	4. Changing Appointments 更改约会时间
53	5. Transferring Calls 转接电话

54	6. Asking for Information 询问情况
56	7. Making Complaints 投诉
58	8. Making Claims 索赔
71	<b>第五章 秘书与邮电通讯</b>
	<b>Secretary and Postal Telecommunications</b>
72	1. Handling Correspondence 处理信函
79	2. Sending Parcels and Packages 寄包裹
80	3. Calling a Courier Service 专递服务
81	4. Sending a Telegraph 发电报
82	5. At the Post Office 在邮局
87	<b>第六章 秘书办公事务</b>
	<b>Office Affair for Secretary</b>
88	1. Office Routine 办公室日常工作
91	2. A Daily Schedule Report 日程报告
93	3. File-keeping for Secretary 秘书档案管理
101	4. Typing 打字
102	5. Word Processing 文字处理
104	6. Using Machines 使用机器
106	7. Sending and Receiving Fax 收发传真
108	8. Taking Dictations 记录口述
109	9. Orders from the Boss 上司的指示
111	10. Writing a Notice 写通知
112	11. Approval of Documents 请上司签审文件
113	12. Presenting Materials 提交资料
114	13. Ordering Office Equipment 订购办公设备
116	14. Lunch 午餐
121	<b>第七章 秘书会议英语</b>
	<b>Meeting English for Secretary</b>
122	1. Drafting agenda 代拟会议议程
123	2. Arranging a Meeting 安排会议

123	3. Prepare for the Meeting 会前准备
128	4. Taking Minutes 会议记录
133	5. Reporting Activities 报告会议过程
137	第八章 秘书公关英语
	English for Secretarial Public Relations
138	1. Setting up an Interview 安排面谈
139	2. Inviting the Guests 邀请客人
142	3. Arranging a Banquet 安排宴会
143	4. Attending a Banquet 参加宴会
146	5. Visiting Someone 上门拜访
149	6. Expressing Congratulations 祝贺
150	7. Expressing Sympathy 慰问
152	8. Talking About Business 业务洽谈
156	9. Signing a Contract 签订合同
163	第九章 安排商务旅行
	Arranging a Business Trip
164	1. Arranging a Business Trip 安排商务旅行
166	2. Booking Tickets 订票
168	3. Changing a Reservation 更改预订
169	4. A Hotel Reservation 订旅馆
171	5. Cancelling a Reservation 取消预订
172	6. A Restaurant Reservation 订餐厅座位
173	7. Hiring a Car 租车
174	8. Taking a Train 乘坐火车
176	9. Accommodation 住宿
178	10. Giving Directions 指路
180	11. Sightseeing 观光游览
189	第十章 秘书实用书面英语
	Practical Written English
190	1. Complaining Letter 投诉信

- |     |                                     |       |
|-----|-------------------------------------|-------|
| 191 | 2. Answering Letters for Complaint  | 回复投诉信 |
| 192 | 3. Letter of Urgency                | 催促信   |
| 194 | 4. Selling                          | 销售    |
| 197 | 5. Letters of Congratulations       | 祝贺信   |
| 198 | 6. Thank-you Letters                | 感谢信   |
| 200 | 7. Letters of Invitation            | 邀请信   |
| 202 | 8. Answering Letters for Invitation | 回复邀请信 |
| 204 | 9. Letter of Apology                | 道歉信   |
| 206 | 10. Letters of Consolation          | 慰问信   |
| 211 | 11. Letters of Introduction         | 介绍信   |
| 214 | 12. Letters of Certification        | 证明信   |
| 215 | 13. Letters of Recommendation       | 推荐信   |
| 217 | 14. Contacting                      | 联系    |
| 219 | 15. Warning                         | 警告    |
| 221 | 16. Dismissing                      | 解雇    |
| 223 | 17. Personal Arrangement            | 人事安排  |
| 228 | 18. Minutes of Meetings             | 会议记录  |
| 230 | 19. Announcement                    | 通知    |
| 232 | 20. Reports                         | 报告    |
| 234 | 21. Notice                          | 通知    |
| 235 | 22. Memo                            | 备忘录   |
| 238 | 23. Advertisement                   | 广告    |
| 239 | 24. Faxes                           | 传真    |
| 241 | 25. Welcoming Speech (Draft)        | 欢迎词稿  |
| 243 | 26. Thank-you Speech (Draft)        | 答谢词稿  |
| 245 | 27. Send-off Speech (Draft)         | 欢送词稿  |
| 247 | 28. Farewell Speech (Draft)         | 告别词稿  |

## 第一章

## 秘书工作

## The Secretary's job

## 话题导言

秘书工作的范围十分广泛,既是业务人员,也是管理人员,可以说,秘书自身的素质及工作效率直接影响到整个部门或机构的形象及竞争力,可见秘书岗位的重要性。秘书需要能够和各种类型的上司和谐相处,办事细致、处事谨慎,具有较高的自我管理能力、工作积极主动并持久,具备较强的心理承受力和保密意识。

本章将介绍一些讨论秘书素质和秘书职责的对话。

## Practical Dialogue 实况对话



## 1. Personal Qualities 个人素质

Mr. Smith invites Rose, his friend to have a cup of coffee with him at a cafe nearby. Now they are talking over coffee about the ideal secretary.

史密斯先生邀请他的朋友罗丝到附近一家咖啡馆喝咖啡。现在他们边喝咖啡边谈论理想秘书问题。

Rose: What qualities people would like to find in his secretary?

Smith: Well, **loyalty**, I think, is the first requirement. If a man can't **trust** his secretary, whom he can trust?

Rose: Understandable. No **relationship** in business involves a higher degree of trust and responsibility between two persons than the secretary-boss-team. **What is the next**, then?

Smith: Um... Next is **conscience**. Secretary **should insure that** things are done **properly**, and **no loose ends are left untied**.

人们想在他的秘书身上找到哪些品质呢?

这个,我想,首先需要的是**忠诚**。如果一个人连自己的秘书都不能**信任**,那他还能信任谁呢?

这可以理解。工作中,上级与秘书之间的关系较之任何其他人际关系,更需要彼此之间的高度信任和高度负责。**那其次是什么呢?**

唔……其次是**责任心**,秘书应该能够确信事情处理得比较恰当,各项工作不留尾巴。

Rose: Right, but **initiative** is also one of the basic qualities essential to a good secretary, I think.

Smith: Of course it is. A secretary should be able to act for her boss **in his absence**, most **executives** sometimes become **overworked** or **non-objective** and may miss some obvious facts. So...

Rose: So a secretary should not permit her boss to make **obvious mistakes**, am I right?

Smith: **You are quite right. On the other hand**, however, the boss should be consulted before a **major** action is taken. In fact, true initiative is the ability to know **when to act on your own and when to consult**.

Rose: The next thing, I think is the ability to write. Every secretary **should at least be capable of handling routine correspondence for her boss and avoiding** mistakes in English and in spelling. It is preferable, of course, if she has

您说得对,但我想主动性也是一个好秘书所必须具备的基本素质之一。

那还用说。一个秘书需要在上司不在时代他处理事情。再则,大多数经理总是会有工作过于劳累或办事不客观之时,因而可能会疏忽一些明显的事实。因此……

因此作为秘书,不应该听任其上司明显出错,我说得对吗?

你说得对极了。然而另一方面,在采取重大行动之前也应向老板请示。实际上,真正的主动性是能够知道什么时候该独自行动而什么时候该请示。

下面一个,我想,该是写作能力了。每个秘书至少应该有能力帮她的上司处理日常的来往信件,并避免在英语和拼写上出错。当然,如果她真有能力写东西——写报告和总结,给涉及多项内容的会议作记录等等——那就再好不过了。

a real ability to write—to do reports and summaries and take good minutes of involved meetings.

Smith: **I agree with you.**

Rose: Well, what other qualities do you think an ideal secretary should have?

Smith: **Tact and charm.** Business can be **tense**, and tempers often get frayed. A woman who can **not only** avoid friction **but also** actually reduce it is of great value.

Rose: **What about dress sense and presentation?**

Smith: Well, a good secretary should have good dress sense and presentation. **This involves looking and sounding attractive,** yet **never provoking unnecessary attention.** A secretary is often **thought of as the company's appearance symbol.**

Rose: Any more?

Smith: **Psychological insight is another requirement.** It involves understanding what makes people

我赞成你的说法。

那您认为一个理想秘书还应具有什么别的素质呢?

机智和魅力。工作会很紧张,发脾气是常有的事。一个女孩子不但能避免顶撞,而且能化解摩擦,那就难能可贵了。

对着装和仪表有何要求?

这个么,一个好的秘书应该有良好的衣着常识和仪表。这包括看上去和听起来富有吸引力,但不要引起人们不必要的注意。秘书经常被认为是公司形象的象征。

还有吗?

还有一个要求就是心理上的洞察力。这包括了解人们的行为机制,能够预料他们在某些特定场合会有什么样的举

tick, being able to make **predictions** about their behavior **in given sets of circumstance**, understanding the boss's moods—and, within limits, helping to soothe him out of them.

Rose: It sounds reasonable.

动,理解上司的情绪,并适度地给他以安慰,使他摆脱烦躁的情绪。

听起来很有道理。

## 2. Secretarial Duties 文秘职责

Now, Mr. Smith and Rose have changed their topic to the secretarial duties.  
现在史密斯先生和罗丝把话题转到秘书职责上。

Rose: You have just talked about the personal qualities in the secretaries.  
But **what's her responsibility?**

Smith: As a secretary, receiving guests and dealing with phone calls are the **basic** duties.

Rose: **And then?**

Smith: Read, sort and organize the incoming mails.

Rose: Does she need to do some paper work?

Smith: Yes, compose letters, write notes and assist in preparing reports, memos, etc.

你刚刚谈到了秘书应具备的个人素质,但她的职责是什么?

作为一个秘书,接待客人、处理电话事务是最基本的职责。

然后呢?

阅读、分类并编列所有收到的信件。

她需要做一些文书工作吗?

是的,要拟写信件、通知,并协助准备各种报告、记录等工作。

Rose: The secretary should have the ability in using modern **office software**. Am I right?

Smith: You are quite right. If she couldn't use them, how can she type the letters, send the e-mails and **duplicate** materials?

Rose: Oh, I see. What's the next?

Smith: Arrange travels and errands. Out of the need of business, the manager needs **run errands** sometimes, so the secretary should arrange those for them in advance.

Rose: Any more?

Smith: **Harmonize** the relationship between the members or departments in the company.

Rose: **It sounds so difficult.**

Smith: Not easy. Only those who can deal with those quite well are good secretaries.

秘书应会使用现代办公软件,我说得对吗?

对极了! 如果她不会使用办公软件,那她怎么打印信件,发电子邮件,复印材料呢?

噢,我明白了,其次呢?

作差旅安排。由于商务需要,经理有时要出差,因此,秘书应提前为他们安排好。

还有吗?

协调公司员工及各部门之间的关系。

听起来太难了。

不容易,只有那些能够妥善处理这些事务的人才能成为好秘书。

## Conclusion

## 小结

1. You are quite right. 在口语中表示说得正确,也可用 Right you are.

2. 想进一步了解情况时,可用 What is the next? Then? And then? Any more? Is that all? 来发问。
3. 逐一说明事物或事情时,可以用 firstly, secondly, thirdly... finally 或 first, then and then, next... any more 或两者交插使用。
4. be able to 指“能够……可以……”。  
be capable of 表示“有能力,可胜任……”。
5. what about, how about 用以征求对方意见。

例如:

What about dress sense and presentation?

对着装和仪表有何要求?

How about having a cup of tea?

喝杯茶怎么样?

6. I think 作为插入语,置于句尾或句中,并用逗号隔开,例如: Well, loyalty, I think, is the first requirement.
7. Permit sb to do sth. 和 allow sb to do sth. 都可以用来表示“同意,允许某人做某事。”



involve	涉及
properly	恰当地
absence	不在,缺席
obvious	明显的
permit	允许

routine	日常的
correspondence	信件
avoid	避免
summary	总结
tact	机智
charm	魅力
temper	脾气
fray	变得紧张,急躁
attractive	吸引人的
provoke	招惹
mood	情绪
soothe	安慰,减轻(痛苦,烦恼)
ability	能力
essential	必须的
executive	经理
requirement	需要
between	在……之间
insure	确信
overworked	工作过量
major	重大的
department	部门
in one's absence	缺席
at least	至少
in advance	提前
run errands	出差
arrange... for	为……作安排



马上将学过的单词和句子重复一遍。把每个句子操练到脱口而出！学一句算一句。很快，你的英语水平将会实现实实在在、真真正正的进步！

## 名人名言

Only those who have the patience to do simple things perfectly ever acquire the skill to do difficult things easily. (*Friedrich Schiller, German Dramatist and poet*).

只有有耐心圆满完成简单工作的人，才能够轻而易举地完成困难的事。（德国剧作家、诗人 席勒. F.）