

劳动保障部 组织编写、审定
中国就业培训技术指导中心

秘书

英语培训鉴定教材



京华出版社

劳 动 和 社 会 保 障 部
中国就业培训技术指导中心

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秘书英语培训鉴定教材

袁昌寰 周淑清 编著

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第一部分 初级秘书英语

UNIT ONE	NICE TO MEET YOU	3
UNIT TWO	MAY I SPEAK TO MR. WANG, PLEASE?	9
UNIT THREE	CAN I BOOK TWO TICKETS, PLEASE?	14
UNIT FOUR	I'D LIKE TO BOOK A SINGLE ROOM	20
UNIT FIVE	I'LL SEND IT SPECIAL DELIVERY	27
UNIT SIX	WERE THE MEMBERS NOTIFIED?	34
UNIT SEVEN	YOU LOOK ELEGANT TODAY	41
UNIT EIGHT	WELCOME TO YANTAI	51
ANSWER KEY	59
VOCABULARY	63

第二部分 中级秘书英语

UNIT ONE	INTERVIEW	71
UNIT TWO	MAKING AND RECEIVING TELEPHONE CALLS	78
UNIT THREE	OFFICE DAILY WORK	86
UNIT FOUR	TRAVEL ARRANGEMENTS	94
UNIT FIVE	BUSINESS LETTER AND MEMORANDA	102
UNIT SIX	FILING	110
UNIT SEVEN	PLANNING AND ORGANIZING A MEETING	117
UNIT EIGHT	SENDING TELEXES AND FAXES	131

ANSWER KEY	141
VOCABULARY	147

第三部分 高级秘书英语

UNIT ONE	THE IDEL SECRETARY	155
UNIT TWO	INQUIRY AND OFFER	161
UNIT THREE	DEALING WITH FOREIGN AFFAIRS	169
UNIT FOUR	SECURITY AND CONFIDENTIALITY	177
UNIT FIVE	MONEY MATTER	185
UNIT SIX	OFFICE MANAGEMENT	198
UNIT SEVEN	GETTING ALONG WITH THE BOSS	205
UNIT EIGHT	SECRETARY--AN INTERESTING AND CHALLENGING CAREER	213
ANSWER KEY		220
VOCABULARY		225

第一部分

初
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UNIT ONE

NICE TO MEET YOU

PART A LISTENING

Dialogue 1

(At the airport)

A: Excuse me, but are you Mr. Wilson of Best Foods?

B: Yes, I am.

A: My name is Zhang Xiaohua. I am from Beijing Import and Export Company. Allow me to introduce Mr. Wang, our general manager, to you. He has come to meet you specially.

(To Wang) This is Mr. Wilson from Best Foods.

B: How do you do, Mr. Wang? Nice to meet you.

C: How do you do, Mr. Wilson? Nice to meet you, too.

Dialogue 2

(Having an appointment)

A: Good morning, sir. Can I help you?

B: Good morning. I have an appointment with Mr. Wang for 10:00.

A: Are you Mr. Brown of Sunlight Chemical Corporation?

B: Yes, that's right.

A: I'll tell Mr. Wang that you are here. Would you please have a seat and wait for a mo-

C: How do you do?

B: How do you do?

Dialogue 3

(Not having an appointment)

A: Hello. I'd like to see Mr. Wang, please.

B: Do you have an appointment?

A: No, I don't. But I just want to have a word with Mr. Wang.

B: Could I have your name, please?

A: Jane White.

B: And can I ask what you wish to see him about?

A: I'd prefer to explain that to him directly.

B: I'm sorry, but I'm told to get that information from every caller.

A: I prefer not to. It's a private matter.

B: I'm sorry that I can't help you. I suggest that you write him a note. Tell him what you wish to see him about and ask for an appointment. Goodbye.

PART B SPEAKING

GIVE IT A TRY

I. Identifying someone

- | | |
|-------------------------------------|------------------------|
| - Are you Mr. Wilson of Best Foods? | |
| - Yes, | I am.
that's right. |

Practice 1

Work in pairs. Practise conversations like the one above, using the cues below.

- 1) Mr. Brown of Sunlight Chemical Corporation
- 2) Jane White of the International Trade Corporation
- 3) Jim McDonald of Boston University

Practice 2

Change roles this time so that you and your partner each get practice starting the conversation.

II. Introducing others

- Allow me to introduce Mr. Wang to you.
(To Mr. Wang) This is Mr. Wilson of Best Foods.
- How do you do, Mr. Wang? Nice to meet you.
- How do you do, Mr. Wilson? Nice to meet you, too.

Practice 1

Work in groups of 3. Take turns to introduce one classmate to the other.

Practice 2

There are other expressions we could use to introduce others:

I'd like to introduce (you) to Mr. Wang.

Let me introduce (you to) Mr. Wang.

I'd like you to meet Mr. Wang.

Work in groups of 3 using those expressions.

III. Asking for information (1)

- | | |
|-------|--|
| - May | I have your name, please? |
| Can | |
| Could | |
| - | My name is Henry Wilkins.
Henry Wilkins of Walsh Company. |

Practice 1

Work in pairs. You are a secretary. Your partner is a visitor.

Here is the information for your partner:

George Smith of Imperial Hotel

Peter Williams of Sun Chemical Corporation

David Brown of Sunlight Trading Company

Practice 2

Change the role with your partner.

IV. Asking for information (2)

- | | |
|---------|--|
| - Could | I ask what you wish to see him about? |
| Can | |
| - | I'd prefer to explain that to him directly. |
| - | I would like to discuss sales of our new model with him. |

Practice 1

Work in pairs. You are a secretary. You are receiving a visitor now. Your visitor wants to see your boss.

Here is the information for your partner:

- 1) You want to know if the boss is interested in importing wool from your company.
- 2) You want to know if the boss is interested in leasing cars from your company.
- 3) You'd prefer to explain that to the boss directly because it's a private matter.

Practice 2

Alternate roles this time.

PART C READING

Secretaries who receive visitors are called receptionists. In a small firm, the receptionist may have to receive visitors, do some typewriting and clerical work, and operate the switchboard as well. In a large firm, on the other hand, a receptionist normally does nothing apart from receiving visitors and making appointments and travel arrangements.

There are different tasks and procedures involved in receiving visitors with an appointment and without an appointment. At the beginning of each day the reception office should be notified of all the appointments made and the movements of executives, so that receptionist is able to act without undue hesitancy when visitors arrive.

On arrival, visitors are usually asked to sign a visitors book or enter particulars of their visit in a register of callers. This provides a useful permanent record of all visitors to the company.

A visitor from another company may introduce themselves by offering the receptionist a business visiting card which provides their name, company and position. If no card is offered, the receptionist should ask the visitor for those details and make note of them.

If a secretary is required to meet a caller in executive's absence, a note of the meeting should be typed and given to the executive for information on their return to the office.

I. Reading comprehension

1. Discuss the question below in class before reading:

What duties do you think a secretary has to do in the job?

2. Read the text.

Have you learned anything new about a secretary's work?

3. Read the text again. Answer the following questions.

1) This passage tells us _____.

- A. regular work of a receptionist
- B. what a receptionist is
- C. what a receptionist is required to do in some cases
- D. A, B and C

2) Which of the following is NOT mentioned in the passage?

- A. How can a receptionist conduct a good interview?
- B. What should be done to make sure of no undue hesitancy when visitors arrive?
- C. Tasks and procedures are not the same when receiving visitors with or without an appointment.
- D. A secretary is asked to meet a visitor if the boss is away.

3) Which of the following statements is NOT true?

- A. If no card is given by the visitor, the receptionist should ask for the information needed.
- B. The receptionist of a small company usually has more duties to do in the job.
- C. The receptionist of a large firm doesn't have to act as operator.
- D. Visitors are not asked to sign their names in a visitors book.

4) . At the beginning of each day the reception office should be notified of all the appointments . . .

Here "notified" means

- | | |
|---------------|------------|
| A. required | C. told |
| B. introduced | D. ordered |

5) In a large firm, a receptionist normally does nothing apart from receiving visitors and making appointments and travel arrangements. Which of the following words CANNOT replace "apart from"?

- | | |
|-----------|---------------|
| A. but | C. besides |
| B. except | D. other than |

II. Vocabulary exercise

1. Match the words with the definitions.

Column A

- 1) undue
- 2) executive
- 3) switchboard
- 4) permanent
- 5) register

Column B

- a. lasting for a long time
- b. the arrangement of telephone lines
- c. not suitable
- d. a book containing a record or list
- e. a person who controls or directs the affairs of business

2. Complete the following passage with the words provided.

(attending, executive, arrives, appointment, receptionist, as soon as possible, get in touch with, available)

If a visitor wants to meet an _____ in a large firm, he should make an _____ in advance. If he doesn't, he may arrive while the executive is _____ some important discussions or meetings.

When an important client arrives, the _____ should address him or her by name to give a friendly and welcoming impression. After the visitor _____, the receptionist should contact the executive's office _____. If he isn't _____, she should ask the visitor if he would like to make an appointment or _____ him later.

PART D NOTES

Listening

1. Mr. Wilson of Best Foods 优佳食品公司的威尔逊先生
2. Beijing Import and Export Company 北京进出口公司
3. Sunlight Chemical Corporation 阳光化学公司
4. I have an appointment with Mr. Wang for 10:00. 我和陈先生约好了十点见面。
5. And can I ask what you wish to see him about? 请问您有什么事要见他?
6. I'm told to get that information from every caller. 我奉命询问每位访客的来意。

Reading

1. clerical work 办公室工作(指誊抄、归档等)
2. operate the switchboard 指接线员工作(接电话)
3. sign a visitors book 在来访簿上签名 a visitors book 与 a register of callers 意思相同,为“来客登记簿”
4. in executive's absence 在经理不在的时候
5. if he isn't available 如果他不方便的话

UNIT TWO

MAY I SPEAK TO MR. WANG, PLEASE?

PART A LISTENING

Dialogue 1

A: This is Atlantic Company. What can I do for you?

B: I would like to talk to Mr. Brown of the Sales Department.

A: Mr. Brown? Hold on, please. I'll see if he's in.

I'm sorry he's not in now. But he should be here soon. Would you like to call again later?

B: All right. I'll call him later. Thank you. Goodbye.

Dialogue 2

A: Miss White, please dial Mr. Wang of the Beijing Import and Export Company. The number is in the card file on your desk.

B: Right away, Mr. Anderson. Will you speak with anyone else if Mr. Wang is not in?

A: No. Just leave a message with his secretary to have Mr. Wang call me back.

B: Yes, sir. (She hears the dial tone and then dials the number.) This is Miss White of ABC Company. May I speak to Mr. Wang, please? Mr. Wang, Mr. Anderson of ABC Company calling. Just one moment, please.

Dialogue 3

A: Hello. IBM. Can I help you?

B: Hello. May I speak to Mrs. Williams, please?

A: I'm sorry she is out now. May I ask who's calling?

B: This is Mr. Wang from Beijing calling. When will she be back?

A: She won't be back until tomorrow morning. May I take a message?

B: Yes. Will you tell her to call me back as soon as she comes in? My phone Number is (010) 82303466.

A: All right, Mr. Wang. I will give her your message.

B: Thank you. Goodbye.

PART B SPEAKING

GIVE IT TRY

I. Making telephone calls (1)

-	Good morning. Hello.	This is Atlantic Company. IBM. . This is Miss White of ABC Company.	May Can	I help you? What can I do for you?
-	Good morning. Hello.	May I speak to Mr. Wang, please? Is Mr. Brown in?		

Practice 1

Work in pairs. Practise the above conversations. Use a different form each time.

Practice 2

Work with your partner. Use the information below.

STUDENT A

You are Mr. Wilson (of)
Walsh Company
Sunlight Trade Centre
Sydney University

STUDENT B

You want to speak to:
Mr. Brown
Mrs. Williams
Henry Wilkins

Practice 3

Work in pairs. This time change your roles.

II. Making telephone calls (2)

-	May I speak to Mr. Brown, please? I would like to talk to Mr. Brown.
-	Hold on, please. I'll see if he's in.

Practice

Work in pairs. Here is the information for you. Change your roles.

You want to talk to:

Mr. Williams

Mr. Smith

Mr. Blake

III. Making telephone calls (3)

- I'm sorry she/he is out now. May I ask who's calling?
- This is Mr. Wang from Beijing calling.
- May I take a message?
- Yes. Will you tell her/him to call me back ?

Practice 1

Role – play with your partner. Here is the information for you.

You are :

Mr. Paine from London.

Mr. More from Chicago

Mrs. Wooley from New York

Miss Eakins from Germany

You want to talk to:

Miss Abel

Mrs. Paxton

Mr. Abel

Mr. Jacobs

Practice 2

Now reverse roles.

PART C READING

People often wonder what difference there is between a shorthand typist and a secretary. It is easy enough to define the work of a shorthand typist – her main job is to take down shorthand from dictation and then transcribe it. A secretary does this as well, but she also does much more. Her duties will include such things as arranging conferences, dealing with callers, and even fetching her boss's lunchtime sandwiches. In addition to company work, she often has to cope with her boss's private engagements. It is almost impossible to list all the duties that a secretary may be called upon to perform, and it is even more difficult to list the qualities that she needs in her work. The important thing to remember is that secretaries should be prepared to turn their hands to anything and to do so cheerfully.

I. Reading comprehension

1. Read the text quickly.

Is there any difference between a shorthand typist and a secretary?

If yes, what is it?