

时代教育

敢说英语口语系列丛书

敢说

文秘公关英语



宋建亭 主编

英汉对照 经典会话
情景交流 触类旁通
建立自信 走向成功



机械工业出版社
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内容提要

涉外秘书一般都要要求掌握两种语言进行交际,开展工作。本书就是为了提高文秘人员和公务员的英语水平而编写的。

英语学习就是一个在学习中交际、在交际中学习的过程。本书把读者置于涉外秘书的各种典型的交际环境中,使其产生运用英语进行交际的欲望,并在生动、具体的交际活动中提高英语口语表达能力。

本书分文秘办公和公关礼仪两部分,共包括 59 个单元,每个单元都提供几篇与主题相关的场景对话,对话采用英汉对照方式,便于理解记忆和操练,内容实用,有代表性和时代感,是文秘人员和白领阶层难得的英语口语自学教材。





敢说

文秘公关英语

SPEAKING LOUDLY

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第一部分 文秘办公



第一部分 文秘办公

UNIT 1 Meeting at the Airport 接机



DIALOGUE

对话 1

A: Excuse me, but I think you are Mr. Brown.

B: Yes. Are you Mr. Li's secretary?

A: Yes, sir. Nice to meet you. Mr. Li asked me to come here in his place to pick you up. My name is Anne.

B: Thank you very much.

A: Do you need to get back your luggage?

B: No, I don't. I've only brought a briefcase here.

A: Mr. Brown. Our car is out in the parking lot.

B: Oh. I see. Thank you.

A: My pleasure. By the way, did you have a pleasant flight?

B: Yes, I did.

A: 对不起,我想您是布朗先生吧?

B: 是的。你是李先生的秘书吗?

A: 是的,先生。见到您很高兴。李先生让我替他来接您。我叫安妮。

B: 非常感谢。

A: 您要取回行李吗?

B: 不,我只带了一个公文包。

A: 布朗先生,我们的车就在外面的停车场。

B: 噢,我知道了,谢谢你。

A: 不用客气,顺便问一下,您的旅途愉快吗?

B: 是的。

PART ONE SECRETARY ROUTINE



□ 语 必 备



敢说

文秘公关英语

SPEAKING LOUDLY



DIALOGUE

对话 2

A: I think you are Mr. Tailor.

B: Yes.

A: Welcome to New York. I am here to meet you. Our manager Mr. Li asked me to say hello to you.

B: Thank you.

A: Did you have a nice trip?

B: Yes, I did.

A: 我想您是泰勒先生吧?

B: 是的。

A: 欢迎您来到纽约,我是来接您的,我们的经理李先生让我转达他对您的问候。

B: 谢谢。

A: 您旅途愉快吗?

B: 是的,我很愉快。



DIALOGUE

对话 3

A: Excuse me, but are you Mr. Chen from the International Trading Corp?

B: Yes, I am David Chen.

A: Allow me to introduce myself. My name is Lin Fang. I am the secretary of Mr. Smith. I am here to meet you.

B: Glad to meet you.

A: Me too. Did you have a nice flight?

B: Yes, the service was very good.

A: I am glad to hear that! Our car is out in the parking lot. Shall we go, then?

B: Yes, thank you very much.

A: You are welcome. This way, please.

A: 对不起,您是国际贸易公司的陈先生吗?

B: 是的,我是陈大卫。

A: 请允许我做一下自我介绍,我是林芳,史密斯先生的秘书。我是来接您的。

B: 见到您很高兴。

A: 我也是,旅途还愉快吗?

B: 是的,飞机上服务很好。

A: 听到这些我很高兴,我们的车就在外面停车场,我们去吧。

B: 好的,谢谢你。

A: 不用客气,请走这边。

SPEAK ENGLISH FOR SECRETARY AND PUBLIC RELATION LOUDLY



□ 语 必 备



UNIT 2 Booking a Room

预订房间



DIALOGUE

对话 1

A: The Guangzhou Hotel. What can I do for you?

B: Yes, I am calling from Shanghai. I'd like to book a double room from tomorrow for 3 days, please.

A: OK. Can I have your name, please?

B: Chen Li.

A: A double room for 3 days. And your telephone number?

B: My telephone number is 85441428, please.

A: That's all. Thank you and you are welcome to our hotel.

A: 广州饭店。有什么事情需要帮助吗?

B: 是的。我在上海。我想订一个双人房间,从明天开始 3 天。

A: 好的。请告诉我您的姓名?

B: 陈利。

A: 双人房间, 3 天。您的电话号码?

B: 我的电话号码是 85441428。

A: 好的, 谢谢您。欢迎光临我们饭店。



DIALOGUE

对话 2

A: Queli Hotel, good morning. What can I do for you?

B: Good morning, I'd like to reserve a room, for the second of October, please.

A: The second of October?

A: 您好, 阙理宾馆, 有什么事情需要帮助吗?

B: 早上好, 我想预订一间十月二日的房间。

A: 十月二日?



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文雅公共英语

SPEAKING LOUDLY

B: Yes, please.

A: And how long will you be staying?

B: Four nights.

A: So from the second to the sixth of October?

B: That's right.

A: What kind of room would you like, a single or a double?

B: Double, please.

A: A double room. May I have your name, please?

B: Wang Jun.

A: A double room from the second to the sixth of October.

B: Thank you very much.

A: That's all right. We look forward to seeing you. Good-bye.

B: Good-bye.

B: 是的。

A: 您将住几天?

B: 四个晚上。

A: 就是从十月二日到六日吗?

B: 是的。

A: 您想要什么样的房间, 单人间还是双人间?

B: 双人间。

A: 一个双人房间。请问您叫什么名字?

B: 王军

A: 一个双人房间, 从十月二日到六日。

B: 谢谢。

A: 不用客气, 期待您的光临。再见。

B: 再见。



DIALOGUE

对话 3

A: Reservations. What can I do for you?

B: I'm calling from Nanjing. I'd like to book a single room with bath for Mr. Wilson on the 5th and 6th of June.

A: Just a minute, please. . . Yes, you can book him a suite on the 5th and 6th. What did you say the name is?

B: Mr. Robert Wilson.

A: And who's making the reservation,

A: 预订处, 有什么事情需要帮助吗?

B: 我在南京, 我想为威尔逊先生订一个带浴室的单人房间, 时间是 6 月 5 日至 6 月 6 日。

A: 稍等一下。噢, 你可以为他订一个 5 日到 6 日的套间, 您可以重复一下他的名字吗?

B: 罗伯特·威尔逊先生。

A: 请问是谁预订的呢?

口语必备

第一部分 文秘办公 III ▶



please?

B: His secretary, Miss Li Juan.

A: How will he be paying?

B: His company will pay.

A: Which company?

B: The Microsoft Company.

A: You know, the company is in another country, so you'll have to send us a deposit. Is the company willing to pay all the expenses?

B: Yes, of course.

A: Then could you send us a deposit of \$ 200 to cover the room plus other expenses?

B: Certainly, we'll send a check right away.

A: Thank you, Miss Li.

B: That's all right, good-bye.

B: 他的秘书, 李娟。

A: 怎样付款呢?

B: 他的公司付款。

A: 哪个公司?

B: 微软公司。

A: 您知道。这个公司在外国, 所以你们需要交一部分押金。公司愿意承担这项费用吗?

B: 是的, 当然愿意。

A: 那么, 请您给我们交 200 美元用于订房和其他费用的押金, 好吗?

B: 当然可以, 我们马上给你们传一张支票。

A: 谢谢您, 李小姐。

B: 不用客气, 再见。

UNIT 3 Reservations

饭店预约



DIALOGUE

对话 1

A: Good morning, Beijing Hotel, Li Li speaking. May I help you?

B: Good morning, Li Li. This is Wang Lin of Beijing Trading Company. We need to arrange a banquet for Friday after-

A: 您好, 北京饭店, 我是李丽, 有什么事情需要帮助吗?

B: 早上好, 李丽, 我是北京贸易公司的王林, 我们要在周五下午安排一个宴会, 来庆祝我们公司创建 50



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敢说

英语口语英语

SPEAKING LOUDLY

noon for celebrating the 50th anniversary of the establishment of our company.

A: All right, Mr. Wang. How many people are you planning to invite and how much would you like to spend per person?

B: It's about 200 people and we'd like to spend no more than 200 yuan per person.

周年。

A: 好的,王先生。你们打算邀请多少人?每人打算花多少钱?

B: 大约 200 个人,我们打算每人最多花 200 元。



DIALOGUE

对话 2

A: (The telephone is ringing.) Hi, Peace Restaurant. Can I help you?

B: Yes, I'd like to book a table for two for this weekend, March 28th.

A: What time would you like your table?

B: At 7: 30 on Friday evening.

A: Fine! I'll reserve a table for two at 7: 30 pm. And what is it going to be, Chinese food or Western food?

B: Western.

A: May I have your name please, Miss?

B: Please book it under the name of Mr. Wilson. By the way, is there any chance of a table by the window?

A: I see. But since we have received many bookings, I can't guarantee anything. Please be assured that we'll try our best, Miss. I hope you'll

A: (电话响了)您好,和平饭店,有什么事情需要帮助吗?

B: 是的,我想预订这周末,3月28日的两人桌位。

A: 什么时间?

B: 周五晚上 7:30。

A: 好的,我将为你们保留一个晚 7:30 的两人桌位。中餐还是西餐?

B: 西餐。

A: 您叫什么名字,小姐?

B: 请以威尔逊先生的名字预订。顺便问一下,我们可不可以坐靠窗户的桌子?

A: 我知道了,但我们已经收到许多的预订了。我不能给您保证什么,但请相信我会尽最大努力的,希望您能理解。

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understand.

B: I do, but I appreciate it if it could be arranged.

A: I'll try my best. So, it's Mr. Wilson, a table for two on this Friday evening. It's Western food and the guests are coming at 7:30. OK?

B: That's right.

A: Thank you for calling us. Good-bye.

B: Good-bye.

B: 可以理解,如果能安排,我很感激。

A: 我会尽我的努力的。威尔逊先生,周五晚上的两人桌位,客人吃西餐,7:30 到。对吗?

B: 是的。

A: 谢谢您打来电话,再见。

B: 再见。



DIALOGUE

对话 3

A: Hello. This is the 'Taste Garden'.

B: Hello. Can I book a table for Saturday?

A: Certainly. How many of you are coming and what time would you like your table?

B: Ten. We'd like the table at seven on Saturday evening.

A: Your name, Miss?

B: Lin Juan, the secretary of Shanghai International Trading Corporation.

A: Miss Lin, we'll keep the table for you until 7:20. You know it's always busy on the weekend.

B: It's all right. Thank you. Good-bye.

A: Good-bye.

A: 您好,这里是“风味饭店”。

B: 你好,我想订一个周六的桌位。

A: 当然可以,你们有几位,在什么时间用餐?

B: 十位。我们在周六晚上 7 点用餐。

A: 您的名字,小姐?

B: 林娟,上海国际贸易公司的秘书。

A: 林小姐,我们将为您保留到 7:20,您知道,周末我们很忙。

B: 好的,谢谢,再见。

A: 再见。



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文秘公共英语

SPEAKING LOUDLY

UNIT 4 RECEPTION I

接待(一)



DIALOGUE

对话 1

A: Hello, Jack! What are you doing here?

B: I have an appointment with your manager.

A: How is your family?

B: They are fine. Will I have to wait long?

A: No, my manager should be able to see you in a minute.

A: 嗨, 杰克。你在这里做什么?

B: 我与你们经理有个约会。

A: 你的家人怎么样?

B: 挺好的, 我要等很长时间吗?

A: 不, 我们经理应该很快就能见你。



DIALOGUE

对话 2

A: Good morning, Mr. Green. How are you?

B: Fine, thank you. I've an appointment with Mr. Smith.

A: Oh, Mr. Smith is waiting for you. I'll inform him that you're here. (internal call) Mr. Smith, Mr. Green is here.

C: Please let him in.

A: Yes, Mr. Green (turn to the visitor) please go right in.

B: Thank you.

A: 您好, 格林先生, 近来可好?

B: 很好, 谢谢。我与史密斯先生有个约会。

A: 噢, 史密斯先生正在等您呢。我告诉他您来了。(内线) 史密斯先生, 格林先生来了。

C: 请让他进来。

A: 好的, 格林先生(转向拜访者)请进吧。

B: 谢谢。

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第一部分 文秘办公



DIALOGUE

对话 3

A: Nice to meet you again. Come in, please. Let me take your coat.

B: Thanks.

A: Sit down, please. Did you have any trouble on your way?

B: No, your direction was quite right.

A: How long did it take?

B: Only half an hour.

A: Would you like some tea?

B: Yes, please, I'd like some.

A: Milk or sugar?

B: No, only tea please.

A: Here you are.

B: Thanks.

A: 很高兴再次见到您,请进。让我给您拿着外套。

B: 谢谢。

A: 请坐。路上没有什么麻烦吧?

B: 没有,你的引导完全正确。

A: 大约用了多长时间?

B: 仅仅半小时。

A: 来杯茶吗?

B: 好的,来一杯吧。

A: 加糖还是牛奶?

B: 不用,清茶就可以。

A: 给您。

B: 谢谢。

UNIT 5 Reception II

接待(二)



DIALOGUE

对话 1

A: Good morning. Ms. Zhang, I'd like to see Mr. Qu.

B: How are you, Mr. Chen? Do you have an appointment with Mr. Qu?

A: I'm afraid not. Is there any way I could get in his schedule at such short notice?

A: 早上好,张女士,我想见曲先生。

B: 您好吗,陈先生? 您与曲先生有约吗?

A: 恐怕没有,时间仓促,可不可以请他腾出时间见我?



□ 话 必 备



敢说

英语口语

SPEAKING OUTLOUD

B: Mr. Qu is having a meeting now. Is it urgent?

A: Yes, it's a very urgent matter.

B: All right. Let me see if he is free.

Would you wait for a moment, please? ... Mr. Qu can see you now.

Would you come this way, please?

A: Thank you very much.

B: 曲先生正在开会,是急事吗?

A: 是的,是紧急事情。

B: 好的,您等一会儿好吗?我看看他是否有空……曲先生可以见您了,请这边走。

A: 非常谢谢你。



DIALOGUE

对话 2

A: Good afternoon, Miss Chen.

B: Good afternoon, Mr. Black. Haven't seen you for a long time. Can I help you?

A: Can I see Mr. Zhang, your manager now?

B: Let me see if he is free. Would you please sit down and wait for a few moment?

A: All right.

B: (To Mr. Zhang on his extention) Mr. Black wants to see you. ... All right.

(To Mr. Black) The manager will come to see you in a few minutes.

A: Thanks a lot, Miss Chen.

A: 下午好,陈小姐。

B: 下午好,布莱克先生。很久没见到您了。您有什么事吗?

A: 我能见见你们的经理张先生吗?

B: 让我看看他是否方便,您能不能坐一会儿,稍等几分钟?

A: 好的。

B: (与张先生通话) 布莱克先生想见您……好的,(对布莱克先生) 经理过几分钟就来。

A: 太谢谢您了,陈小姐。

□ 语 必 备