

秘书系列

高职高专工作过程导向新理念规划教材

秘书英语

Secretary English (第2版)

王艳萍 姜 爽 龙丹燕 © 主 编

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清华大学出版社

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(第2版)



王艳萍 姜 爽 龙丹燕 ◎ 主 编

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北 京

内 容 简 介

《秘书英语》是根据《国家秘书职业标准》对秘书的工作内容的要求编写的,本书立足于文秘岗位,按照“工学结合”人才培养模式的要求,采用“任务驱动、项目引领”方式进行教材设计和编写,较好地体现了文秘职业对英语知识和技能的要求,从实际出发,侧重英语听力、口语、阅读和应用文写作能力的培养。本书是由学校与企业共同开发,内容及所设计的项目情境和任务贴近企业秘书工作实际,融“教、学、做”为一体,体现了“以学生为主体”的职业教育理念。

本书分为10个任务。每个任务由阅读、听、说和应用文写作组成,对听、说、读、写、译各种能力进行综合训练,能满足秘书人员在工作岗位上的实际需要。

本书可用于秘书职业技能培训和秘书英语签订考核教材(初级和中级),也可供中等职业技术学校文秘专业师生及相关从业人员参加秘书职业培训、岗位培训和就业培训使用。

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涉外秘书是我国当前的热门职业,也是一种国际化职业。涉外秘书资格证对广大就业者,尤其对高职高专学生系统学习涉外秘书英语专业知识和技能,提高就业能力、工作能力和职业转换能力有重要的作用,也为企业合理用工以及职业院校的学生或社会劳动者自主择业提供了就业依据。

为适应文秘职业的蓬勃发展,满足市场对涉外秘书人才的需求,我们认真分析了涉外秘书岗位的职业特点,深入调查和研究在外企工作的秘书人员实际情况,走访了历届秘书英语专业毕业生,并仔细研究涉外秘书英语真题,认为涉外秘书英语资格证(中级)在阅读和写作能力方面亟待完善和提高。基于这种国际化需求和市场需求的背景,我们将文秘业务、涉外秘书英语资格证考试与英语实用能力相结合,强调读、说和写在文秘英语工作中的作用,编写了这本《秘书英语》教材,旨在使更多的人获得涉外秘书英语资格证,培养出更多的实用型涉外秘书人才。

适用性和知识性是本书的主要特色。本书从实用能力出发,重点突出读、说和写能力的培养。读和写部分围绕秘书日常工作展开,包括求职应聘,办公环境维护与管理,工作日志管理,办公用品管理,发文和收文处理及印章管理,商旅考察安排,办公室日常事务管理,接待与沟通,接站、宴请,准备会议、参观和组织签约仪式,共十个任务。其内容涵盖了日常秘书工作的全部活动,知识性强、情景对话逼真、要点讲解精炼、例句词汇清晰、知识和操练相结合,利于学生掌握。写作部分围绕秘书工作中的各类商务文书写作展开,内容包括商务、个人和家庭类信件。遵循实用性原则,本书每种文书的编写说明简练,有相关例文,实用明晰,语言规范,重点难点突出,简洁易懂。

为方便教与学,本书配有全书对话的音频文件,请登录清华大学出版社网站(www.tup.com.cn)下载。

本书是由具有文秘和商务英语专业知识和多年一线教学经验的专家和教授编写,王艳萍、姜爽、龙丹燕任主编。王艳萍编写 Task 1, Task 2, Task 3, Task 4;姜爽编写 Task 5, Task 6;龙丹燕编写 Task 7, Task 8;张艳荣负责审稿并编写附录 C 的模拟试题一及答案;杨冬梅、赵天、王毓昕共同编写 Task 9;耿春玲编写附录 C 的模拟试题二和模拟试题三及

答案;丁宁编写 Task 10;王颖轶编写附录 E;朱艳编写附录 D;金伟峰编写附录 A;满亚秋编写附录 B。参编教师教学经验丰富,查阅了大量的国内外资料,收集了许多有价值的资料,由知名专家审阅和修改。

由于编者水平有限,加之时间仓促,书中若有不足和错误之处,敬请指正。

编 者
2014 年 8 月

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Task One

Job Interview

1.1 Goals

Knowledge Goals

Grasp the ways of hands wanted.

Learn some basic terms about job interview and be familiar with the questions asked during the job interview.

Grasp the dress etiquette in a job interview and pay attention to body language.

Learn to write an English resume and a letter of application.

Ability Goals

Be able to succeed in an interview by reading want ads, writing cover letters, making a resume in English, dealing with a job interview in English and reading contract terms.

1.2 Case

Mary, majoring in English in Jilin University, will graduate soon and she is in the job hunt. After knowing about the variety of jobs, she has determined to be an English secretary. She begins to study the stress-free job hunting guide, self-assessment in a job, career planning, four steps to get you out of job hunting fast and get you working, body language, dress etiquette, questions asked in the job interview and so on and learn to write an English resume and a application letter for an interview as a secretary.

1.3 Topic Reading

1. Variety of Jobs

There are various jobs in our daily life, which include secretary, managing director,

personal assistant, accountant, receptionist, typist, IT manager, warehouse manager, driver, marketing manager, hotel staff, catering waiter/waitress, teacher, factory worker, interpreter, administrative assistant, market researcher, sales representative, pharmacist, actor/actress, journalist, policemen, computer design and application staff, accounting assistant, accounting staff, administration staff, buyer, clerk typist & secretary, manager assistant, market analyst, marketing representative, and so on.

Exercises

Among the jobs, which one is your favorite? What else do you like better except the above-mentioned jobs?

2. Stress-free Job Hunting Guide

Time, effort and knowledge are main factors in hunting for a perfect job for an individual. Before beginning your stress free job-hunting process, you must first consider the following points:

(1) Know what type of job you would like to apply for. Consider your interests, work location and job shifts. If all these fit the category of the job opening available, it would be the best to proceed with the application process.

(2) Prepare a document or career portfolio possibly needed. Several copies of your resume, transcript of records and any certifications should be ready for immediate submission if needed.

(3) Know where to look for job postings. Below are some sites for job hunting.

Internet. The Internet is one of the most widely used searching options. Web surfing for available jobs is not only less time consuming than personal appearances to inquire at the offices but also the cheapest form of job hunting.

Newspapers. It is one of the most commonly used searching medium. Local newspapers advertise jobs that are within an applicant's commuting distance. Usually jobs available are regularly printed.

Career or job centers. Though fully loaded with vacancies, these companies usually offer jobs for the younger applicants from age 16 to 18.

Job listings are frequently updated; therefore regular visits would ensure the applicants of new job postings.

Periodicals or magazines. Professionals are best advised to look for jobs on magazines since employers that would want to hire the same would advertise on such journals.

Offices. Most applicants may directly go to the office to look for vacancies and then directly submit the resume or other relevant documents to the respective division that receives such documents.

Exercises

Job hunting is important. Especially, it's hard to find the above stress-free job hunting guide. Study it carefully, learn it by heart and use it in job hunting. Most important of all, you should consider your practical situation.

3. Self-assessment in a Job

Before applying for a job, you should know self-assessment. For example, working carefully, having a strong sense of responsibility, being upright, daring to adhere to principles, acquiring professional knowledge and technical ability specialty, being good at discovering problems, having fine language expression ability, having abilities of organization, coordination and leadership, looking at a good salary and fringe benefits, looking for opportunities of promotion and advancement, becoming an interesting and supportive co-worker, looking for recognition for a job well done, helping with your personal problem, doing interesting and challenging work, minding about job security, creating good working conditions, ensuring loyalty to employers and being consulted on decisions affecting your job.

Exercises

It's essential and important in assessing yourself in a job. According to the above statement, what have you learned? Do you know how to evaluate yourself correctly in a job?

4. Career Planning for You

When it comes to planning your career as a student, you should stay open to all options that you hear, even if you know that you want to do nothing of the sort. It is important that you go for your dreams in order to feel happy and fulfill with your life.

As a student, you may find it's hard to keep the grades up, but you have to think about the grades as part of your career planning. The higher your grades, the more options or leeway you have with finding a career. It is important that you know what you would like to do when you are in college.

You should not allow your parents to force you to be a certain type of person. You should find strength in all the research to do about the job field by yourself and you will also find that you can get a lot of empowerment when you go for something that you really would like.

As a student, you will want to take a lot of steps to plan your career. You will find out that planning a career is very difficult for you to do, especially, when you are going to constantly be changing your mind and your life goals.

As a student, you can overcome all of your challenges by doing some researches. The more knowledge that you have the better opportunity that you will be able to have.

Exercises

You know planning your career is very important during your life. Do you know how to plan your career?

5. Four Steps to Get You out of Job Hunting fast and Get You Working

Right now you need a job with great urgency. Age is no longer a real factor. What's the problem? I believe the answer can be found simply in yourself, because each one of us has certain skills, talents, or god-given abilities. These things are self-evident to you. The reality is that you are that great and so is everyone else!

The first step is to step out of the comfort zone of looking for a job. Why do you need a job? A job, to most people, is an opportunity for you to trade your work hours and skills for money. That's the reason why you need a job.

The second step is to believe in your own self. If an employer would hire you for your skills, you should hire yourself.

The third step is to BE REAL. If you're finding the current job market hard to crack, you're not alone. Realize that your bills still have to be paid.

There are two reasons. 1) Everything you look at under the "work at home" idea sounds like a crackpot idea or a scam. 2) Have faith in yourself. Every business owner you trade money with took this step forward and had faith in themselves and in their ideas. You can too.

The fourth step is to TAKE ACTION. Taking action means to try a different direction. Put faith in yourself and give it your commitment. If you have specific talents; you can "sell" as an independent contractor, and then PROMOTE yourself.

Lastly, once you've been at it for a while, your confidence, pride, and belief in yourself had created a stronger and happier person. I know. It did for me!

Exercises

Mary wants to apply for a job and gets to work after graduation. So she surfed the Internet and found the four steps to get out of job hunting fast and get her working. Do you want to know something about the four steps? What are they?

Notes

1. when it comes to 当提到;就……而论
2. career planning 生涯规划;职业规划
3. You should stay open to all options that you hear, even if you know that you want to do nothing of the sort.
即使你知道你不想做那种事,但对你听到的一切选择,都要持开放的态度。
4. keep the grades up 保持好成绩
5. The higher your grades, the more options or leeway you have with finding a career.

你分数越高,找工作时职业选择余地越多。

6. It is important that you know what you would like to do when you are in college.

上大学后,你就会知道想要做什么很重要。

注意: 在句型 It is important that... 中, that 从句的谓语部分要用虚拟语气, 即“should + 动词原形”, should 可以省略。句型中的 important 可以换成 natural、necessary、essential (必要的)、desirable(令人满意的)等。

7. You should find strength in all the research to do about the job field by yourself.

你应该寻求力量来独自应对职场。

8. changing your mind and your life goals 改变你的想法和生活目标

9. Four Steps to get you out of job hunting fast and get you working.

四步法可让你尽快结束求职并得到工作。

10. with great urgency 急切地

11. Age is no longer a real factor.

年龄不再是关键因素。

12. Because each one of us has certain skills, talents, or god-given abilities.

因为我们每个人都有一些技能、才能或天赋。

13. The reality is that you are that great and so is everyone else!

现实是,你那么出色,其他人皆如此。

14. The first step is to step out of the comfort zone of looking for a job.

第一步是走出闲适状态,寻找工作。

15. If you're finding the current job market hard to crack.

如果发现当前的职场很难打开局面。

16. Everything you look at under the “work at home” idea sounds like a crackpot idea or a scam.

用在家工作的角度来考虑一切,这听起来就不切实际或者说是一个骗局。

17. Have faith in yourself.

相信自己。

18. Every business owner you trade money with took this step forward and had faith in themselves and in their ideas.

每个与你金钱往来的企业主都会迈出这一步,要相信自己,相信自己的想法。

19. The fourth step is to TAKE ACTION.

第四步是采取行动。

20. Put faith in yourself and give it your commitment.

相信自己,给予承诺。

21. If you have specific talents, you can “sell” as an independent contractor, and then PROMOTE yourself.

如果你有特殊才能,可作为独立承揽人推销自己。

22. Lastly, once you've been at it for a while, your confidence, pride, and belief in yourself

had created a stronger and happier person. I know. It did for me!

最后,你一旦这样做了,一段时间之后,你的信心、自豪感、自信,会让你更坚强、更快乐。对我来说,就是如此。

New Words and Expressions

managing director			总经理;常务董事
personal assistant			私人助理;私人秘书
IT manager			信息技术经理
warehouse manager			仓库经理;仓储经理
marketing manager			市场销售部经理
catering	['keitəriŋ]	n.	承办酒席;提供饮食及服务
administrative assistant			行政助理
market researcher			市场研究员
sales representative			销售代表;业务员
marketing representative			销售代表;营销代表
pharmacist	['fɑ:məsist]	n.	药剂师
computer design and application			电脑设计与应用
accounting assistant			会计助理
accounting stall			会计部职员
administration staff			行政人员
buyer			买主;采购员
clerk typist & secretary			文书、打字员兼秘书
market analyst			市场分析员
stress-free	['stres'fri:]	adj.	无压力的
job hunting			找工作;求职
stress free			无压力的
job opening			职位空缺
category	['kætigəri]	n.	种类、分类;[数]范畴
proceed with			继续进行
career portfolio			生涯历程档案;生涯档案
portfolio	[pɔ:t'fəuljəu]	n.	公文包;文件夹
submission	[səb'miʃən]	n.	投降;提交(物);服从
job posting			工作公告;职位公告
web surfing			网页浏览;网络冲浪
transcript	['trænskript]	n.	成绩单;抄本、副本
time consuming		adj.	耗费时间的
commuting distance			通勤距离
job centers			就业服务中心

vacancy	['veikənsi]	<i>n.</i>	空缺;空位
load with		<i>v.</i>	装载某物
job listings			工作清单;工作列表
update	['ʌpdeɪt]	<i>vt.</i>	更新;校正、修正
periodical	[,piəri'ɒdɪkəl]	<i>n.</i>	期刊;杂志
journal	['dʒə:nəl]	<i>n.</i>	日报;杂志;期刊
submit	[səb'mɪt]	<i>vt.</i>	提交;使服从;主张;呈递
relevant	['reləvənt]	<i>adj.</i>	有关的
respective	[ri'spektɪv]	<i>adj.</i>	分别的;各自的
self-assessment			自我评估
apply for			请求;申请
adhere to			黏着;坚持;拥护
coordination	[kəʊɔ:di'neɪʃən]	<i>n.</i>	同等;协调
look at			看;考虑;着眼于
fringe benefits			额外福利
promotion	[prə'məʊʃən]	<i>n.</i>	提升;晋级
advancement	[əd'vɑ:nsmənt]	<i>n.</i>	推进;促进;晋升
supportive	[sə'pɔ:tɪv]	<i>adj.</i>	支持的;支援的
consult	[kən'sʌlt]	<i>v.</i>	商讨;向……请教;查阅
empowerment	[im'pauəmənt]	<i>n.</i>	许可;授权
constantly	['kɒnstəntli]	<i>adv.</i>	不断地;时常地
overcome	[,əʊvə'kʌm]	<i>vt.</i>	克服;胜过
self-evident		<i>adj.</i>	不言而喻的;不证自明的

1.4 Situational Dialogues

Dialogue One

Scene: Mary is talking with Mr. Henry Smith about interview skills.

S: Mr. Henry Smith M: Mary

M: Hi, Mr. Smith. I heard that you are an expert about interview. So do you mind if I ask you some questions?

S: I'm fine. Go ahead with your questions, Mary.

M: If I go to a foreign company for an interview, what kind of questions would they ask?

S: Well, they may ask you why you want the job. Let's say you want to be an international trader, and then how would you answer that question?

M: I guess I would say that I love this job and I am capable of doing it well.

- S: OK. In my opinion, you can say China is a mass country and is developing very fast with its international trade reviving. I want to get involved in business because it is growing fast and I can grow with it.
- M: Wow, what a great idea! But what if I wanted to be a teacher or someone else? How can I answer it?
- S: Well. Generally, there are two aspects you can say. One is from the society and the other is from you. That's usually the rule.
- M: OK. Now the second question. What should I say if the company asked about my salary expectation? Would it be fine if I told them the figure?
- S: No. It would be much better if you say that I work in your company and you must know very well how much I should be paid. And I am sure, after I work in your company for six months, you will find that I'm worth more. The rule is that never tell the specific figure.
- M: Oh, I've never heard of this.
- S: You know, companies usually ask some negative questions, for example, do you need training before you work? Or what is your weakness? If you say yes, that means the company has to train you and takes time. If you say no, obviously it's not true. And it is not wise for you to tell them about your weaknesses. So, usually you should try to make positive answers. You can say, for instance, "if I were assigned to work with my colleagues, I would try my best to do it well and at the same time I would value the training opportunity given to me working hard and finish my work on time because I do love the job and company."
- M: What a smart answer!
- S: Yes, companies would ask you questions to see the way you think. So never stay silent when having an interview. Try to come up with something related to the questions. When they ask you "do you have any working experience?" If you don't have any, don't say no. You may say "yes, I do. My study is my work. I get up early and go to bed late. I deal with different people and suffer a lot of pressure. It's much like doing a job." Of course, if you really do not know the answer, just say "Sorry I don't know", because companies sometimes will appreciate your honesty and courage.
- M: Yes, I think interview is like an art. It's interesting. I have learned a lot from you. Thanks for your time.
- S: Welcome. Wish you would like it. If you have any questions or suggestions, please E-mail me, hello.hi18@yahoo.com.cn.
- M: Thank you once again.

Notes

1. ...I am capable of doing it well.

……我能做得很好。

2. China is a mass country and is developing very fast with its international trade reviving.
中国是一个大国,发展迅速,国际贸易正在复兴中。
3. I want to get involved in a business because it is growing fast and I can grow with it.
我希望自己能投身于(这家)企业,因为它发展迅速,自己也能随之成长。
4. what if...如果……怎么样
5. What should I say if the company asked about my salary expectation?
如果公司问我工资情况,我该怎么回答?
6. The rule is that never tell the specific figure.
原则是不要说出具体的数字。
7. Try to come up with something related to the questions.
设法提供与问题相关的答案。

New Words and Expressions

revive	[ri'vaiv]	vi.	苏醒、复活;复兴
aspect	['æspekt]	n.	样子、外表,面貌;神态、方面
expectation	[,ekspek'teɪʃən]	n.	期待;预期;期望;指望
specific	[spe'sifik]	adj.	详细而精确的;明确的
negative questions			消极问题
positive questions			积极问题
predict	[pri'dikt]	v.	预知;预言;预报
for instance			例如;譬如
come up with			提出;拿出;赶上
relate to			有关;涉及

Dialogue Two

Scene: Mary is having a job interview with Mr. Smith.

M: Mary S: Smith

S: How are you, Mary?

M: Fine, thank you Sir.

S: Now, please tell me about yourself.

M: I graduated from in Chung Hsing University, majoring Administration. During those years, I also took some conversation courses in a language school. After I graduated, I spent two years as an assistant in the foreign sales department in a computer company.

S: How would you describe your personality?

M: I am willing to make friends with people, and I would like to know what they need and help solve their problems. In all, I'm not shy talking to people.

- S: What's your expectation towards this job?
- M: Apart from rich work experience and salary, I also expect to learn more about other countries' culture and attitude towards life. I like the feeling of sitting in the office and being able to make friends with people from different countries.
- S: Are you willing to work overtime about three times a week and also on the weekend sometimes?
- M: Since I am young and have no family, I want to take every chance to learn and participate in any affairs I can.
- S: Good. But if you happen to have some problems and you find no one in our department to help you right then, what can you do?
- M: If the problems are from our customers with our products, I will try to consult our engineers. If I can not find help from them, I will try to read the manual to solve the problem.
- S: Very well. So where do you see yourself in five or ten years?
- M: If I'm lucky enough to have this position, I will endeavor to know whatever a sales representative should know and hopefully move into a sales management position step by step.
- S: When can you start? Next Monday is ok?
- M: Yes, I can.
- S: Thank you. I'm glad to talk to you today. Please wait for us to contact you. Miss Chang will show you the way out. Good bye.
- M: Good bye.

Notes

1. I graduated from the Administration Department in Chung Hsing University, majoring Administration.
我毕业于中兴大学行政管理系。
2. During those years, I also took some conversation courses in a language school.
大学期间,我在一所语言学校也进修过一些会话课程。
3. How would you describe your personality?
你如何描述你的个性?
4. In all, I'm not shy talking to people.
总而言之,我不会羞于和人沟通。
5. What's your expectation towards this job?
你对这份工作有什么期待?
6. Are you willing to work overtime about three times a week and also on the weekend sometimes?
你愿意一个礼拜大约加班三次,有时周末也要加班吗?