



新基点(New Benchmark)全国高职高专院校商务英语系列规划教材

NEW BENCHMARK

# 文秘英语




韩娟 主编



对外经济贸易大学出版社  
University of International Business and Economics Press





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## 文 秘 英 语

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# 出版说明

“新基点 (New Benchmark) 全国高职高专院校商务英语系列规划教材”是对外经济贸易大学出版社联合全国重点职业学院的骨干教师推出的一套全新的商务英语系列教材。本套教材适用于全国高职高专院校英语专业商务/应用/外贸英语方向以及财经类专业的学生。

目前高职教育提出了“工学结合，项目为中心，案例驱动教学，边讲边练”为核心理念。本套教材就是贯彻这个理念，着眼于提高学生实际操作能力和就业能力的目的，采取了模块化、多案例、互动式、重实训的编写方式，让学生在理论够用的基础上，在实训环节上有所突破。

根据国家教育指导思想，目前我国高职高专教育的培养目标是以能力培养和技术应用为本位，其基础理论教学以应用为目的、够用为尺度、就业为导向；教材强调应用性和适用性，符合高职高专教育的特点，既能满足学科教育又能满足职业资格教育的“双证书”（毕业证和技术等级证）教学的需要。本套教材编写始终贯彻商务英语教学的基本思路：将英语听说读写译技能与商务知识有机融合，使学生在提高英语语言技能的同时了解有关商务知识，造就学生“两条腿走路”的本领，培养以商务知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材包括《商务英语综合教程》（1-4册）、《商务英语听说》（1-2册）、《商务英语口语》（1-2册）、《国际商务报刊选读》、《商务英语写作》、《商务英语翻译》、《国际商务函电》、《国际商务谈判》、《国际商务制单》、《商务礼仪》、《英语应用文》、《跨文化交际》、《英美概况》、《旅游英语》、《酒店英语》、《物流英语》、《财经英语》、《文秘英语》、《会计英语》、《餐饮与服务英语》以及《劳动与社会保障英语》等。本套教材不是封闭的，而是随着教学模式、课程设置的课时变化，不断推出新的教材。

本套教材的作者不仅具有丰富的商务英语教学经验，而且具有本专业中级以上职称、企业第一线工作经历，主持或参与过多项应用技术研究，这是本套教材编写质量的重要保证。

此外，本套教材配有教师用书或课件等立体化教学资源，供教师教学参考（见书末赠送课件说明）。

对外经济贸易大学出版社

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# 前 言

在人们的传统观念中，秘书只不过是办公室里端端茶、倒倒水的闲职。她们被普遍认为学历不高、技能不强，对公司来说可有可无。而随着时代的发展和对外开放，随着社会上精英人才的不断膨胀以及就业竞争形式不断严峻，公司对于“秘书”一职的要求越来越高。秘书不仅要会处理最基本的办公室日常事务，而且要熟悉公司业务；不仅要负责内部的协调沟通，而且要进行对外通讯联系；不仅会操作基本办公设备，而且要会熟练运用现代化办公软件。除此之外，在相关招聘广告上，我们也会经常看到“具备中英文书面及口头表达能力”的要求。本书正是立足于当今社会和时代发展需求，着眼于提高学生实际操作能力和就业能力的目的，将英语的基本技能与文秘知识相结合，培养复合型、实用性人才。

本书共分 16 章，具体编排如下：

Unit 1 Office Guidelines

Unit 9 Changing Appointments

Unit 2 Reception

Unit 10 Making Suggestions

Unit 3 Telephone Calls

Unit 11 Filing

Unit 4 Receiving Messages

Unit 12 Office Automation

Unit 5 Reservations

Unit 13 Personnel

Unit 6 Conference

Unit 14 Banquet

Unit 7 Making Schedules

Unit 15 Sightseeing

Unit 8 Business Trip

Unit 16 Business Correspondence

每章分别从不同的侧面介绍了一个合格秘书应具备的职业技能和英语表达技巧。前 15 章内容主要涉及办公指南、商务接待、接打电话及留言、会议安排、制定日程、商务出差、人事管理及外宾招待等方面，提供了大量相关背景知识、场景对话和经典词汇、短语及句型，介绍了商务应用文诸如日程表、留言条的格式和写法，能够有效强化文秘专业学生的口语及书面表达能力。最后一章主要介绍了商务通讯的基本要素：商务信函。考虑到本书的对象是高职高专学生，书中有适度的中文注解，使读者能够进行中英文对照阅读，提高学习的效率。

最后感谢安徽商贸职业技术学院外语系汤静芳副教授对作者的热情鼓励和支持，这给本书编写带来很大的动力。

由于作者水平有限，书中难免有疏漏和不妥之处，恳请广大读者、同行和专家批评指正。

韩娟

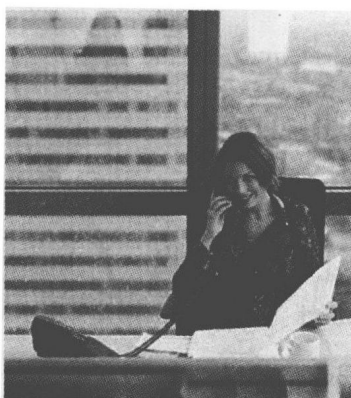
2010年3月

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# Unit 1

## Office Guidelines



### In this unit you will learn:

- ✓ the functions of office facilities;
- ✓ the daily work of being a secretary;
- ✓ how to use office facilities;
- ✓ the specifications of office facilities.

### Warm Up

What are the functions of these office facilities?

Typewriter

Word processor

Calculator

Desk

Telephone

Fax machine

File cabinet



### Text A

### The Housekeeper of the Office

A good secretary is polite, helpful, well-spoken, considerate and always smiling. First, she will arrange the office facilities in an organized way within easy reach. She



knows how to use those working tools and how to take care of them. Secondly, she is capable of handling daily correspondence, inside or outside of the company. Besides, she will keep the room clean, tidy and cozy, which will definitely contribute to the health of all the staff.



In summary, it is necessary for the secretary to make herself the housekeeper of the office, which will surely make her boss pleased and satisfied.

## Vocabulary

housekeeper *n.* 管家

well-spoken *adj.* 善于辞令的

considerate *adj.* 考虑周到的

facility *n.* 设备

tool *n.* 工具

handle *vt.* 处理

daily *adj.* 日常的

correspondence *n.* 通信

cozy *adj.* 温馨的

definitely *adv.* 的确, 一定

contribute *vt.* 有助于, 促成

staff *n.* 全体职员

summary *n.* 总结

pleased *adj.* 高兴的

## Notes

1. She will arrange the office facilities in an organized way within easy reach. 她会将办公用品整齐地摆放在随手可以拿到的位置。
2. She is capable of handling daily correspondence, inside or outside of the company. 她能够处理公司内外的日常通信联络工作。
3. She will keep the room clean, tidy and cozy, which will definitely contribute to the health of all the staff. 她会保持房间干净、整洁和温馨, 这当然有利于员工的身体健康。

## Text B

## Sample Dialogue

(A: New Clerk B: Secretary)

A: Can you help me with this printer?

B: Yes. What's wrong?

A: I want to print out a document. But it doesn't work.

B: Did you press the print button?

A: Yes, I did.

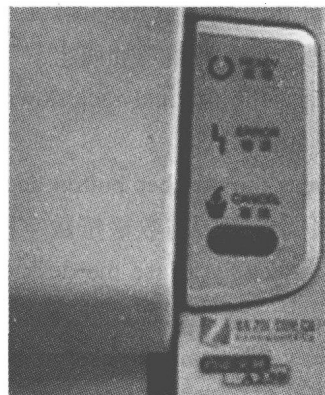
B: Did you put some paper in the printer?

A: Yes, I did it too.

B: Oh, I got it. The power isn't switched on. You must press this button on the printer before you start printing.

A: I haven't seen it. By the way, what's the usage of the built-in cupboard?

B: Oh, it is reserved for storing stationery.



## Vocabulary

printer *n.* 打印机document *n.* 文件work *vi.* 起作用press *vt.* 按, 压button *n.* 按钮switch *vt.* 打开(或关掉)……的开关usage *n.* 用法built-in *adj.* 嵌入的cupboard *n.* 壁橱reserve *vt.* 保留store *vt.* 储存stationery *n.* 文具

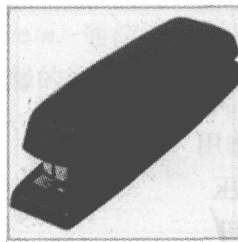
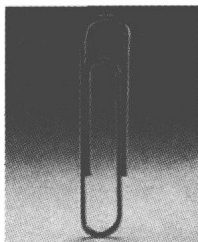
## Notes

1. I got it. 我知道了。
2. You must press this button on the printer before you start printing. 你要先按下这个按钮才能开始打印。
3. What's the usage of the built-in cupboard? 那个嵌入式的橱柜是做什么用的?
4. It is reserved for storing stationery. 那是用来放文具的。

## Further Extension

### To Use Office Facilities

1. Put this plug in the socket.  
把这个插头插到插座上。
2. Place the original face down.  
复印面朝下。
3. Press the number button according to the copies you need.  
根据复印所需数量按数字按钮。
4. I suggest you use the desk calculator.  
我建议你使用台式计算器。
5. How does this duplicator work?  
这台复印机怎么用?
6. Clips are devices for holding papers together.  
回形针是用来夹文件的用具。
7. A duplicator produces copies that are identical with the original.  
复印机能复制出和原稿一样的文件。



8. Our fax machine is being serviced.  
我们的传真机正在维修。
9. The display should be cleaned frequently.  
显示器应经常清洁。
10. This kind of battery is used for remote controls.  
这种电池是用在遥控器里的。

### Specifications

11. The power consumption is 700 watts when it is operating and 30 watts when standing by.  
运行时功耗是 700 瓦特, 待机时 30 瓦特。
12. The whiteness of the paper is 98%.  
这种纸的白度为 98%。



13. The dimension of this duplicator is 115 by 400 by 300 millimeters.

这种复印机的尺寸是 115 × 400 × 300 毫米。

14. This duplicator has a good radiating system.

这个复印机的散热效果很好。

15. This model of computer has three USB interfaces.

这种型号的计算机有三个 USB 接口。

## Exercises

### Exercise 1. Vocabulary

Complete the sentences with the given words from the texts in their proper forms.

|             |         |       |       |          |
|-------------|---------|-------|-------|----------|
| contribute  | reserve | store | work  | usage    |
| considerate | daily   | staff | press | facility |

- The teaching \_\_\_\_\_ of this college is/are excellent.
- There was little change in their \_\_\_\_\_ life.
- They have \_\_\_\_\_ rooms at a hotel.
- The TV set was damaged from rough \_\_\_\_\_.
- He was \_\_\_\_\_ of everyone.
- Your suggestion \_\_\_\_\_ well.
- \_\_\_\_\_ this button to start the engine.
- He didn't \_\_\_\_\_ one idea to the document.
- The cabbages were \_\_\_\_\_ in the basement.
- She had no cooking \_\_\_\_\_ in the room.

### Exercise 2. Matching

Match the functions on the right with the stationery on the left.

|            |  |
|------------|--|
| clip       | dealing with tasks that involve calculations |
| printer    | supplying electricity                        |
| calculator | producing copies to the original one         |
| battery    | printing out documents                       |
|            | holding papers together                      |
|            | displaying temperatures                      |

### Exercise 3. Conversation

*Make a conversation by two or three based on the given situation.*

**Situation:** Lisa is the secretary of ABC Company. She is going to get married and she is enjoying her honeymoon holiday next week. Before she leaves, she has to brief her assistant, Miss Lin, on what should be done in this week and how things are kept in the office.

### Information Corner

#### 1. Wow! It Is for Free.



Can you imagine the above picture is taken from Google, the world's largest search engine company? Google's office is not only filled with computers, it also provides its employees with fresh fruits and snacks. 你能想象上面的照片是在全球最大的搜索引擎公司“谷歌”拍摄的吗? 谷歌的办公室里不仅有电脑,而且也有向员工提供的新鲜的水果和零食。

#### 2. Sharing the Food



It is highly advisable that you'd better get on with your colleagues well. A good way to show your goodwill is to share food with them during the break. Either Coffee or snacks are ideal choices. 和你的同事们友好相处是非常重要的。在办公休息时分享美食就是一个能够表示友好的方式。咖啡或是零食都是理想的选择。

## Unit 2

# Reception



### In this unit you will learn:

- ✓ the procedures of receiving guests;
- ✓ the basic reception skills;
- ✓ how to greet visitors;
- ✓ how to explain and make suggestions.

### Warm Up

## Receiving Procedures



## Text A

## Welcome to Our Company!

Apart from doing clerical work, the secretary also has to receive visitors. The manager should notify their business schedules to the secretary in advance. Then, when the visitors arrive, there won't be any delay or hesitancy on the part of the secretary.



There are various occasions of receiving visitors. If an appointment has been made in advance, the secretary should greet the visitor with his or her position or title and probably accompany them to the manager's office; if the manager is in the middle of a meeting and can't be available for a short while, the secretary should invite the visitor to have a seat while waiting and offer him or her a cup of tea or a brochure about the company. If the manager simply hasn't enough time or doesn't want to see the visitor, then it is the duty of the secretary to explain with tact.

## Vocabulary

apart from 除……之外

clerical *adj.* 办事员的; 文书的

notify *vt.* 通知; 告知

hesitancy *n.* 犹豫

on the part of 由……所表现出的

occasion *n.* 场合, 时刻

greet *vt.* 问候; 迎接

accompany *vt.* 陪同, 伴随

in the middle of 正在做某事

available *adj.* 有空的

brochure *n.* 小册子

tact *n.* 机智; 得体

## Notes

1. There won't be any delay or hesitancy on the part of the secretary. 秘书(在接待客户时)就不会耽搁。
2. If the manager is in the middle of a meeting and can't be available for a short while, the

secretary should. . . 如果经理正在开会,暂时没空,秘书则应该……。

## Text B

### Sample Dialogue

(A: Secretary B: Visitor)

A: Good morning. Can I help you?

B: Yes, I'd like to see Mr. Smith.

A: Is Mr. Smith expecting you, sir?

B: No, I'm afraid not.

A: Could I have your name, please?

B: William Wilson.

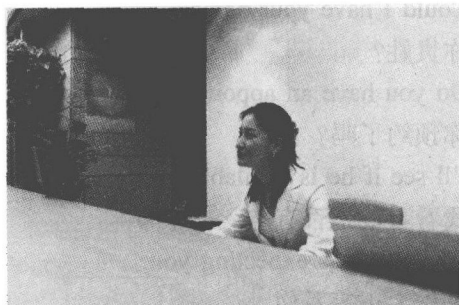
A: If you'd like to take a seat, Mr. Wilson,  
I'll see if Mr. Smith is available now.

(to Mr. Smith on her extension) I have a Mr. Wilson here, who wants to see you. Yes  
. . . all right. (to visitor) Mr. Smith is occupied at the moment and wants to know if  
your business is urgent.

B: Well, he asked me to examine this contract yesterday and I've found some wording  
problems to revise.

A: I see. Mr. Wilson, please take the elevator on your right to the 11th floor. Mr. Smith is  
in the conference room. The meeting will be finished in five minutes or so.

B: Thank you.



## Vocabulary

expect *vt.* 等待

take a seat 坐下;请坐

extension *n.* 分机

be occupied 忙碌,没有空

urgent *adj.* 要紧的,紧急的

examine *vt.* 审核;审查

contract *n.* 合同

wording *n.* 措辞

revise *vt.* 修改;修订

elevator *n.* 电梯

conference room 会议室

or so 大约

## Notes

1. I have a Mr. Wilson here. 有位叫威尔森先生在在我这里。这里的不定冠词“a”用来表示某位不太熟悉的人,翻译成“有个”或“某个”。
2. Mr. Smith is occupied at the moment and wants to know if your business is urgent. 史密



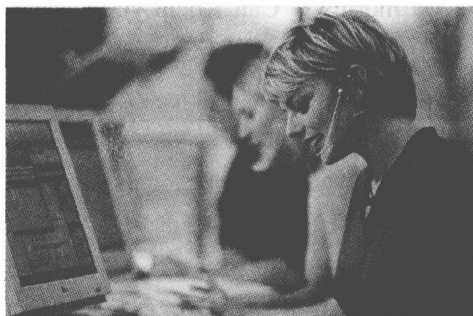
斯先生正在忙,他想知道您的事紧不紧急。

3. I've found some wording problems to revise. 我发现了一些措辞的问题(需要修改)。

### Further Extension

#### Receiving Visitors

1. Could I have your name?  
你贵姓?
2. Do you have an appointment?  
你预约了吗?
3. I'll see if he is available.  
我看看他是否有空。
4. Mr. Wang is expecting you.  
王先生正等着你。
5. I'm sure Mr. Wang is delighted to see you.  
我相信王先生见到您会很高兴。
6. Mr. Wang will come down and see you right away.  
王先生马上下来见你。
7. If you'll excuse me, I'll tell him you're here.  
请稍等,我会转告他您来了。
8. Do sit down, I won't keep you long.  
请坐,我不会让您等太久。
9. There are some magazines on the table over there if you'd like to read them.  
那边的桌上有些杂志,您可以随意翻阅。



#### Explaining and Making Suggestions:

10. Mr. Li is away from his office at the moment.  
李先生现在不在办公室。
11. I'm afraid Mr. Johnson is engaged at the moment.  
恐怕约翰孙先生正忙着。
12. Would you mind waiting for a short while?  
您介意等一小会吗?
13. Can the assistant manager deal with the matter?  
副经理能处理这件事吗?
14. Would you like to see someone else who can deal with the matter?  
其他人处理这件事可以吗?
15. Would you like to make an appointment for next Wednesday?

