



涉外秘书的实践证
明，仅学习、掌握普
通英语是不够的。要
胜任涉外秘书工作，

还必须学习，掌握涉外秘书工作，还必须学习，
掌握涉外秘书工作的专业英语。本书就是在了解
涉外秘书实际工作的基础上，以实用为出发点，
以提高他们的听、说、读、写、译能力。

高等教育涉外秘书专业教材

SHEWAI MISHU SHIYONG YINGYU

杨剑宇 编著

涉外秘书实用英语



湖北科学技术出版社



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前 言

掌握一门外语,是担任涉外秘书的基本条件。由于英语在世界上广为流行,因此,涉外秘书应当熟练地掌握英语。熟练地掌握英语,包括准确地听懂,流利地说清,快速地阅读,熟练地书写和翻译。涉外秘书的实践证明,她们仅学习、掌握普通英语是不够的。要胜任涉外秘书工作,还必须学习、掌握涉外秘书工作的专业英语。为此,我们针对涉外秘书工作的实际需要,在调查了解涉外秘书实际工作的基础上,编写了此书,以满足读者的需要。

本书的编写,遵循三个原则:实用、由浅入深和训练听、说、读、写、译能力。

实用是指本书内容紧紧围绕涉外秘书的主要业务,如接听电话、接待来访、安排上司工作日程和商务旅行、筹办会议、处理邮件、电传和传真、拟写社交书信、贸易信函、经济合同,包括如何应聘等,具有直接的指导作用。

由浅入深是指本书的布局。先从最简单的用英语接听电话开始,继而逐步深入,尽可能做到由易到难,循序渐进。

训练听、说、读、写、译能力,指本书内容既有接听电话、接待来访等以训练听说能力为主的单元,也有电传和传真、拟写社交书信、贸易信函、经济合同等以读写译为主的单元,也有筹办会议、应聘等综合训练听、说、读、写、译能力的单元。

本书的 unit 1、unit 2、unit 3、unit 4、unit 5、unit 7、unit 11 由杨剑宇编写，unit 6、unit 8、unit 9、unit 10 由杨忆编写。

杨 剑 宇
2000 年 7 月 于上海

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Unit 1 接 答 电 话

电话是秘书处理日常事务最常用的工具,凡上司指示,下级部门的汇报、业务联系、询问咨询、人际交往等常常通过电话来进行。因此,接答电话成为涉外秘书最普遍的日常工作,秘书必须学会礼貌、准确、高效地使用电话。本单元介绍不同场合下秘书用英文接答电话的方法。

1-1 接答熟人打来的电话

Secretary(S): Good morning, Mr Brown's office, Li Ying is speaking.

Jackson(J): Good morning. This is William Jackson. Can I speak to Mr Brown for a moment, please?

S: Morning, Mr Jackson. Just a moment and I'll connect you.

(转内线) Mr Brown, Mr Jackson is on the line.

Brown: All right.

1-2 接答陌生人打来的电话

S: Good morning, BBK company, Li Ying is speaking.

Ford: Good morning, I'd like to speak to Mr Brown, please?

S: Who shall I say is calling, please?

Ford: My name is Hugu-ford and I work for SSE LTD of Shenzhen.

S: Can you tell me what you wish to speak to him about?

Ford: We want to import computer into China, and we want to know if you are interested in?

S: I see. Thank you very much, Mr Ford. Just a moment, please.

(转内线) Mr Brown, a Mr Ford of SSE company is calling. He says he want to know if you are interested in importing computer into china.

Brown: I see. Put him in.

S: Yes, Mr Brown. (To Mr Ford) Mr Ford, I'm very sorry to have kept you waiting.
I'll connect you with Mr Brown.

1-3 转接电话

S: Good morning, BBK company, Li Ying is speaking.

Mack: Good morning, This is Shanghai YHE company. I am calling about that your company can supply us tin.

S: The tin is handle by the Sales Department. Shall I transfer your call?

Mack: Yes, please.

S: May I know who is calling, please?

Mack: My name is Karl Mack.

S: Thank you very much, Mr Mack. One moment, please.

(告诉总机) Please transfer this call to the Sales Department, a Mr Mack of Shanghai YHE company is calling about the tin.

1-4 安排约见的电话

S: Good morning, BBK company, Li ying is speaking.

Cabell: Good morning. My name is Cabell and I work for FEH company of Beijing. I'd like to speak to Mr Brown.

S: I am sorry. I'm afraid Mr Brown is not here at the moment. Can I help you or would you like to speak to someone else in the office?

Cabell: I'd like to make an appointment to see Mr Brown sometime next week.

S: Just a moment. I'll just check Mr Brown's diary and see if I can arrange an appointment for you. Yes, Mr Brown does not seem to be busy on Tuesday afternoon, Wednesday morning and Thursday afternoon.

Cabell: Could I make an appointment for Thursday afternoon, please?

S: Would 2:30 be convenient?

Cabell: Yes, that will be fine.



S: I'll make a note of that. Would you like me to confirm the appointment?

Cabell: Yes, please, you can contact me any day at shanghai phone number 66385429.

S: Fine, I'll do that.

Cabell: Thank you very much. Good - bye.

S: Good - bye.

1 - 5 上司不在或为上司挡驾的电话

1 - 5 - 1 例一

S: Good morning, BBK company, Li ying is speaking.

Mass: Good morning, Miss Li, my name is Mass, Can I speak to Mr Brown, please?

S: I'm sorry, I'm afraid Mr Brown is at a meeting now. Could you tell me what you wish to speak to him about?

Mass: I want to speak to Mr. Brown.

S: I'm sorry, Mr Brown is tied up at the moment. Would you like to talk to someone else in the same section?

Mass: I only want to speak to Mr Brown.

S: I'm sorry, Mr Mass, the meeting is scheduled to end at 11:30 a.m. May I ask Mr Brown to call you as soon as the meeting is over? May I have your phone number? or may I take a message so that he can call you?

Mass: The telephone number here is 64897367. Thank you, Miss Li. Good - bye.

S: Good - bye.

1 - 5 - 2 例二

S: Good morning, BBK company, Li ying is speaking.

Nathan: Good morning, My name is Nathan and work for HSH company, I'd like to speak to Mr Brown, please?

S: I'm sorry, Mr Brown is tied up at the moment. Could you tell me what you wish to speak to him about?

Nathan: About a urgent matter.

S: I'm sorry, Mr Brown is on another line. Would you please hold the line for a moment, or shall I have him call you as soon as he is through.

Nathan: Well, the telephone number here is 65487935, thank you. Good - bye.

S: Good - bye. 1 - 5 - 3 例三

S: Good morning, BBK company, Li ying is speaking.

Bill: I'd like to speak to Mr Brown, please?

S: May I ask who is speaking there?

Bill:

S: Would you tell me your company's name, please?

Bill:

S: Mr Brown is being occupied at this moment. Could you tell me what you'd like to speaking to him about?

Bill: I want to speak to Mr Brown.

S: I'm sorry, sir, Mr Brown has someone with him at this moment. If you can not tell me who is calling, it might be best for you to write him a letter and make it personal.

I'll bring it to his attention at once.

1 - 6 电话记录和留言

电话留言是当接话人不在或不能接电话时,由秘书予以记录。记录内容包括来电日期、时间、来电人姓名、单位、地址、电话号码、来电内容和处理方法。记录时对要点要问清楚,记录后应向对方复述一遍,以确保记录准确无误,然后将记录放在接话人办公桌上,让他一回来就能见到。

1 - 6 - 1 电话留言

S: Good morning, BBK company, Li Ying is speaking.

Robinson(R): Good morning. My name is Robinson and work for YAH company, I'd like to speak to Mr Brown, please?

S: I'm sorry. Mr Brown is out right now, but he should be back in the office by 4:30 P.m. Can I take a message?

R: Yes. Please ask him to call me as soon as he get in, please.



S: certainly. May I have your full name?

R: Back. Robinson.

S: Sorry, I didn't get that, would you please repeat that?

R: Back. Robinson.

S: Thank you, your name spelt B - A - N - K?

R: No, B - A - C - K.

S: Did you say you work for YAH company?

R: Yes.

S: Can I have your telephone number, please?

R: It's 84679365.

S: I'm sorry, but I didn't catch what you said, would you please repeat that?

R: 8 - 4 - 6 - 7 - 9 - 3 - 6 - 5.

S: Thank you, Mr Robinson, now shall I say again so that you can check and see if I've got it right?

R: Go ahead, please.

S: Mr Back Robinson of YAH company, telephone number is 84679365?

R: All right! I'll be expecting his call.

S: Of course, Mr Robinson, now you can be sure that I'll tell Mr Brown about this call, ask him call you as soon as he get in. Thank you for calling. Good - bye!

1 - 6 - 2 电话记录或留言表格式

例 1

Telephone Message

For:

From:

Date:

Tel No.:

Time: _____

Company Name:

Urgent/Non - urgent

Address:



Message: _____

Taken by: _____

例 2

Telephone Message

For _____

From _____

Telephone No. _____

Came to see you

Urgent

Telephoned

Ring him

Called

will come again

Wants to see you

will write

Message: _____

Taken by: _____

Date: _____ Time: _____

例 3

Telephone Message

Message for _____

While you were out

Mr Robinson of _____

Telephone No _____

Telephone .

Will call again

Returned your call

Come to see you

Please phone

Wants to see you

Message :

Date :

Time :

Received by :

1-7 国际电话

涉外秘书经常要拨打国际长途电话,应当了解国际电话的种类,掌握它们的用法。国际长途电话有:Personal to Personal Call(叫人电话)、Station to Station Call(号码电话、叫号电话)、Collect Call(对方付费电话)、(Credit Card Call)信用卡电话、(Direct Dialing Call)直拨电话和 E-MAIL。直拨电话如今已经成为全世界大多数国家通讯联络的主要方式,信用卡电话、E-MAIL 也日益被运用。但是,前几种国际电话还在被运用,所以,涉外秘书也应当了解,兹作介绍并各举一例。

1-7-1 Personal to Personal Call(叫人电话、指名通话)

即指定通话人接听的国际电话。打这类电话首先得告诉话务员是 Personal to Personal Call,然后告知对方的电话号码和姓名。话务员替你叫人时不计费,如对方不在,可免费取消这次电话;如对方接听电话,则从接听时开始计费,并加付叫人费用。所以,打这类电话比打叫号电话要贵些。

实例如下:

Secretary(S): Good morning. Would you put me through to the International Operator, please?

Operator: Certainly, I'm putting you through now. It's ring now.

S: Thank you.

O: Good morning. I am International Operator, can I help you?

S: Good morning, I'd like to book a Personal to Personal Call to New York, please. This is Shanghai BBK company, the telephone number here is 58943867.

I: Shanghai BBK company, 58943867?

S: That's right.

I: What number in New York, please?

S: New York 05 685 - - - 54397.

I: New York 05 685 - - - 54397 ?

S: That's right.

I: What name?

S: Mr Johnson.

I: New York 05 685 - - 54397 , Mr Johnson?

S: That's right. Can I book the call for 10:00?

I: 10:00. yes, that should be all right. I'll ring you back when the call is expected. Can I know your name?

S: Certainly, My name is Li ying.

I: Thank you very much.

.

I: Good morning, Mr Li. Your personal call to Mr Johnson in New York is expected within a few minutes.

S: Thank you.

I: Hello. Is that Mr Johnson?

Mr Johnson: Mr Johnson is speaking.

I: I have a personal call for you , Mr Johnson, from Shanghai. Hold the line please.

(To Li ying): Mr Johnson is on the line. Go ahead. Speak up.

S: Hello, Mr Johnson.

1 - 7 - 2 Station to Station Call(号码电话、叫号电话)

即指定对方电话号码所打的国际电话。打这类电话可直接将对方的电话号码告诉接线员,并说明是 Station to Station Call,从对方接听时开始计费。

实例如下:

Miss Li: Is this the overseas operator?

Operator: Yes, it is . May I help you?

Miss Li: Yes , I want to place an overseas call.

Operator: Where are you calling?

Miss Li: I'm calling New York , U.S.A.

Operator: Is the Station to Station Call or Personal to Personal Call?

Miss Li: Station to Station Call.

Operator: May I have the number in New York?

Miss Li: Of course . Area code 05 , telephone number is 685 - - 54397.

Operator: Area code 05 ,telephone number is 685 - - - 54397 .

Miss Li: That 's right . .

Operator: May I have your telephone number ?

Miss Li: Shanghai 65798438 .

Operator: Shanghai 65798438 .

Miss Li: Right . Could you tell me the time and charges after this call ?

Operator: Certainly . I 'll call you back after the call . Would you hold the line , please ?

Miss Li: All right ,thank you .

1 - 7 - 3 Collect Call(对方付费电话)

即由接听方支付电话费的国际电话。打这类电话先得告诉话务员,这是 Collect Call,然后告知对方的电话号码和姓名。话务员要得到对方承诺付费后才予以接通。这类电话对出国访问、考察、旅游者打电话给家里或单位提供了方便。

International operator(I): This is United States operator . Is this Shanghai 65798438 ?

Secretary: Yes, it is . May I help you?

I: I have a collect call for Mr. Brown from Mr. Johnson of New York .

S: Just a minute, please .

(To Mr Brown): Mr Brown, you have a collect call from Mr Johnson of New York . Will you accept the call?

Mr Brown: Well, I 'll take it, but please tell the operator to let us know the time and charges after the call .

S: Yes, Mr Brown .

(To operator): Well, we accept the call . Will you let us know the time and charges after the call?

I: Yes, I will .

S: Thank you . Mr Brown is on the line .

I: All right . Just a moment, please .

(To Mr. Johnson): Mr Johnson, Mr Brown is on the line . Go ahead, please .

Words, Expressions & Notes

Shenzhen 深圳

for a moment 一会儿

just a moment 马上

connect (with) v 连接 连结

tin n 锡 听头

sale n 销售 出售

department n 部 局 处 部门

handle v 处理 办理

transfer v. 转移、调动

appointment n 预约、约会

convenient a 方便、便利

contact v 接触、联系

tied up 束缚、占用、没空

scheduled v(会议、日程)安排

certainly a 当然、一定

full name 全名

repeat v 重复、复述

taken by 记录人

Received by 记录人

operator n 话务员、接线员

international operator 国际话务员

overseas a 海外的 国外的

area code 区号

go ahead 请讲

accept v 接受、同意

1. Li Ying is speaking.