



高等职业教育“十二五”规划教材

涉外文秘英语

SHEWAI
WENMI
YINGYU

◎编著 林宝珠



重庆大学出版社

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内 容 提 要

本书根据企业文秘人员工作过程设计“职场进阶、技能造就、职业发展”三大递进综合项目,以企业文秘岗位所需的涉外英语专项实务技能为核心,将岗位职业活动分解为10个学习情境。

综合模块1:职场进阶,是基础能力训练阶段,包括从易到难的三个学习情境:社交礼仪、电子邮件、招聘面试。综合模块2:技能造就,是能力提升阶段,包括从易到难的四个学习情境:来访接待、电话沟通、演说展示、会务组织。综合模块3:职业发展,是综合能力训练阶段,包括从易到难的三个学习情境:档案管理、财务协助、营销协助。

本书涉及文秘工作的各个方面,选材新颖,点面结合,内容丰富,语言规范,实用性强。本书为应用英语专业、文秘专业英语和相关专业的教材,主要供高职高专应用英语专业和文秘类专业使用,也可供准备参加秘书证书考试的同等水平的考生以及文秘工作者自学英语使用。

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综合模块1

职场进阶

学习情境1 社交礼仪

任务1 办公室沟通礼仪听说

Text A

A New Secretary Reporting to Work

A: Good morning. My name is Laurie Fisher, and I'm reporting to work as a secretary.¹

B: Oh, then you're my replacement. My name is Ken White. Welcome. The boss will be glad to see you. We have a lot of work.

A: Is it difficult?

B: Oh, no. You'll learn it all in a couple of weeks. I'll be here for another week to train you.² Don't worry.

A: Thank you very much.

B: I guess we can start right now. The first thing you have to do in the morning is to place Ms Romero's messages and today's newspaper on her desk.³

A: I can remember that.

B: Then you'll take care of the letters.⁴ You may read, sort, and organize incoming mail. Usually you will open all the envelopes except the personal mail. And you

- will also prepare the materials for posting.⁵
- A: Shall I file copies of the letters before sending them?⁶
- B: Yes. And don't forget to check the e-mail.⁷
- A: All right. What shall I do if Ms Romero is gone?
- B: That's a good question. Usually you forward the business mails.⁸ If she is on vacation, you may either process the letters yourself or just hold them.⁹ Of course, when it's an urgent mail, you have to forward it, too.
- A: Got it.
- B: You are also responsible for keeping all the files in order.¹⁰ Let me show you how our filing system works. Outgoing and incoming correspondence is kept in this file, invoices and receipts in this one, and product information, reports and business documents in this one.¹¹
- A: All the files are arranged alphabetically, aren't they?
- B: Yes. If you can't find what you are looking for, check the index. Over here, this is where we keep office supplies.
- A: Fine. Shall I be taking care of supplies too?
- B: Yes.
- A: You mean those letter-head papers, copy papers, envelopes, memo pads, staplers and staples?
- B: Yes exactly. One of your monthly duties will be to take an inventory of stock on hand and place orders for those items in low supply.¹²
- A: OK. I can do that. By the way, may I ask a question?
- B: Go ahead.
- A: I know it is my responsibility to greet visitors.¹³ But how shall I serve them?
- B: Not anything special. But always keep a pot of hot coffee for them on at all times.
- A: That's not difficult. Shall I keep a register of visitors?¹⁴
- B: Yes, you'd better do that. (Pauses for a while) Oh, yes. Another important thing you will do is to place all the telephone calls requested by Ms Romero.¹⁵
- A: Yes.
- B: Of course there are many other things you will take care of. We'll talk about that later.
- A: Phew.¹⁶ We do have a lot of work. I hope I can handle it.
- B: Don't worry. If you have any questions, don't hesitate to ask me.
- A: Thank you very much. You have been very helpful.

Notes

1. …… 我来报到,担任秘书工作。
report (for work): 报到,赴任
2. 我会在这儿再待一个星期培训你。
3. 早上你要做的第一件事是,将罗美若女士的电话留言和今天的报纸放在她的桌上。
telephone message: 电话留言
4. 你要处理信件。
take care of: 处理
5. 另外,你还要准备要邮寄的材料。
6. 我要在寄信件前存留副本吗?
7. 别忘了查看电子邮件。
8. 通常情况下你要把业务邮件转送给她。
forward: 转递(信件等),寄送; business mails: 业务邮件
9. 如果她去度假了,你自行处理或暂时保存起来。
process the letters: 处理信件; hold (the letters): 保存信件(待以后处理)
10. 你还要负责将所有这些档案按序归档。
keep the file in order: 按序归档
11. 这个档案放收发信函,这个则放发票和收据,而那个放产品资料、报告和业务文件。
outgoing and incoming correspondence: 收发信函; business documents: 业务文件
12. 你每月的例行公事之一是要详列现有的库存清单,并且对存量少的物品下单订货。
an inventory of stock: 库存清单; in low supply: 存量少
13. 我知道我还要负责接待来访者。
greet visitors: 接待来访者
14. 我要对来访者进行登记吗?
15. 对了,还有一件重要的事是打罗美若女士要求你打的电话。
place the telephone calls: 打电话
16. 哎呀。(表示松了一口气)

Text B

Talking about Work

- A: How are things going on at the office recently?¹
- B: Just awful.
- A: Don't you get along well with your co-workers?²
- B: I get along pretty well with most of them. Still, it seems there are always a few rotten apples in the bunch.³ Like Larry, he is the biggest airhead I've ever met. He is always making careless mistakes and it is really painful to work with him.⁴
- A: You're too negative. You'll always have some co-workers that are harder to work with than others. But if you are negative and begin name-calling in the office, it will make a bad working environment for everybody.⁵
- B: You say that only because you don't have to work with him. The people in your department seem so capable and nice to be around.⁶
- A: Everybody has their strength and weakness, and it is the same with Larry.⁷ He might be a pain to be around, but he's also good at staying in budget on projects.⁸
- B: Isn't there anyone in the office that is a perfect co-worker? What about Mary? It seems that she is very popular among the colleagues.
- A: You're right. Even though she is fresh out of college and still a bit green, she is a great co-worker.⁹ The only thing she is lacking in is experience.¹⁰ Maybe that's why she's so nice.
- B: How do you develop good relationships in the office?
- A: I think *what is important to keep good relationships with colleagues* is just to be considerate of their feelings and needs.¹¹ If you are aware of other people and do your part to construct a comfortable working environment, you would be able to get along well with most of the people you work with.¹²
- B: I agree with you. But it is hard to keep good relationships with all the co-workers, for some of them are really annoying.¹³
- A: Just keep trying! What about the boss? Do you get along well with your boss?
- B: Yes, I do. She is really understanding and reasonable most of the time. All of us

- at the office respect her a lot.
- A: It's lucky that you can get along so well with your boss. It makes a big difference in how much you enjoy your job. ¹⁴
- B: It is true that if you don't like your boss or your co-workers, life will be miserable for you.
- C: Hi! Nice to meet you two here.
- A&B: Glad to meet you.
- B: I heard that you are now in a big company.
- C: Yes, I just joined a new company last week.
- A: Do you like your new job?
- C: Yes, I like it very much. The boss and colleagues are all very nice.
- B: You are very lucky.
- A: It's a long time since we gathered last time.
- C: I'm very sorry for I have to attend the communication meeting this afternoon. ¹⁵
- A: How often is the communication meeting in your company?
- C: Every quarter.
- A: What's covered in the meeting? ¹⁶
- C: Business status, financials, and the outlook of the company.
- B: How often do you get paid? ¹⁷
- C: Twice a month as a salaried employee. The hourly workers get paid every week.

Notes

1. 最近工作怎么样?
2. 你和同事们相处得不好吗?
3. 不过好像一群人中总有一些不好的家伙。
rotten apple: (俚) 坏家伙
4. 他总是犯一些粗心的错误,和他一起工作真是痛苦。
5. 但是如果你态度消极,在办公室里骂人,只会给大家制造一个恶劣的工作环境。
6. 你们部门的人好像都很能干,还很好相处。
7. 每个人都有自己的优缺点, Larry 也是如此。
It is the same with: 也是这样,也是如此
8. 和他打交道确实可能会头疼,但是他在项目的预算支出方面做得很好。

9. 尽管她刚刚毕业, 缺乏经验, 她却是一个很好的同事。

fresh: 新的, 新到的, 新近的; green: 未成熟的, 无经验的

10. 她唯一不足的是经验。

be lacking in: 缺乏, 不足

11. 我认为要和同事保持好的关系, 重要的是体谅同事的感觉和需要。

be considerate of: 体谅

12. 如果你能意识到别人的存在, 尽力去创造一个舒适的工作环境, 那你肯定能够与大多数同事融洽相处。

be aware of: 知道

13. 但是要和所有同事处好关系是困难的, 因为总有一些人让人烦。

14. 这对你是否喜欢你的工作有很大影响。

make a difference: 有影响, 有关系

15. 很抱歉我今天下午必须参加交流会。

communication meeting: 交流会

16. 会上都说些什么啊?

cover: 覆盖, 涉及, 包含

17. 你们多久发一次工资?

Exercises

I. Listen to the following two dialogues and fill in the blanks with the information you have heard.

Dialogue 1

A: How are things at the office lately?

B: Just awful. Two weeks ago, we got a new boss, and I can't stand him. He is really
_____. Since he came, I've been so
busy _____.

A: That bad, huh? What about his _____? It's a
nice guy at least?

B: I should be so lucky. He not only gives us too much work, but he is also just plain
mean about it. He _____. He is degrading
the employees.

A: _____! Have you tried talking to anyone

about it? Maybe the boss of your boss?

B: I was going to, but my boss guessed what I was thinking. He gave me so much work to do that afternoon that I didn't _____.

A: It must be terrible. Why don't you just quit?

B: _____, I would quit in a heartbeat. But the problem is, I can't support myself if I don't work.

A: Yeah. But a boss like that? _____, you should get a raise!

Dialogue 2

A: Do you get along with your boss?

B: Actually I do. She is really _____ most of the time. There was only one time I didn't really agree with her.

A: When was that?

B: _____. I felt bad for him, because it is so hard to find a job these days, and he has a family to support.

A: Well, he shouldn't have been drinking on duty. It's your boss' _____, and also doing their jobs.

B: You are right. She was being a good boss when she fired him, but I just felt sorry for him, that's all.

A: Did this incident with your co-worker _____?

B: Not really. All of us at the office respect our boss a lot.

A: You are lucky you can get along so well with your boss. _____ in how much you enjoy your job.

B: No kidding. If you don't like your boss or co-workers, they can _____.

II. Group Discussion

1. What are the routine jobs for a secretary at the office?
2. How do you develop good relationship with your boss and your colleagues?
3. How do you construct a comfortable working environment?
4. What do you think we can do so that time is managed effectively in a company?

任务2 秘书职责阅读与翻译

Text A

Duties of a Qualified Secretary

A competent secretary can be an invaluable aid to the boss and can assume many responsibilities in addition to typing, filing, and taking dictation¹. For example, once an observant secretary understands the boss's personal principles of organization, he or she can help keep the boss organized. When the secretary understands the boss's priorities, paper items can be sorted out and ranked in order of importance.

A secretary who has studied how to write effectively can compose letters and memorandums based on models prepared by the boss. That cuts down the amount of time the boss must spend corresponding.

An efficient secretary can guard the boss against time-wasting interruptions. The secretary can skillfully screen unexpected visitors and handle routine matters and problems. The secretary can schedule appointments to give the boss the most advantageous use of time.

Many capable secretaries act as *sounding boards* for their bosses; they screen the boss's writing and listen to the boss's ideas, pointing out any pitfalls or ideas which the boss might want to rethink.

A good secretary can handle some public relations for a firm. For example, the secretary can acknowledge special events of clients, such as birthdays, by sending greeting cards. Some secretaries are asked to recognize subordinates in the firm by acknowledging their outstanding work of dedication with notes of praise.

Bosses who allow their secretaries to utilize their talents, skill, and intelligence find that secretaries can help in problem-solving. The boss who gets the best results in working with a secretary realizes that the secretary is in a powerful position. The secretary frequently *sets the tone* for the office. An unmotivated secretary reduces the

effectiveness of any office, whereas an ambitious secretary increases its effectiveness.

While clerical² skills are important, they are not enough. Many firms look long and hard for the right person and agree that people who have certain characteristics make the best secretaries. Which of the following of these characteristics do you have?

Are you trustworthy? Are you well informed? Personable³? Intelligent? Dedicated to your career? One anonymous⁴ saying states that a secretary needs tact, endurance, enthusiasm, punctuality, speed, loyalty, brains, patience, and a tough hide. Those qualities make for a winning combination! In many cases, people who have the right qualities are offered management training so their talents can be developed to the fullest. After all, secretaries are key members of the company team.

Notes

1. dictation: 口述, 指示
2. clerical: 办公室工作的
3. personable: 漂亮的, 讨人喜欢的, 有魅力的, 气质不凡的, 风度好的
4. anonymous: 匿名的

Comprehension Check

I. Choose the best answer to each question according to the passage.

1. When a visitor comes, a qualified secretary will _____.
A. turn a blind eye to him
B. politely tell him where the manager's office is
C. ask whether he has made an appointment in advance
D. immediately inform the boss
2. What role are competent secretaries playing in a company? _____.
A. They are unnecessary
B. They are of great help
C. They just deal with some trivial affairs
D. It depends on whether the company is small or large
3. A good secretary will NOT _____.
A. keep the boss organized
B. write business letters
C. send a card to a client on his birthday
D. reduce the effectiveness of her office

4. Which of the following statements is true? _____.
 A. People who have clerical skills will make the best secretaries
 B. It doesn't make any difference for a company whether the secretary is ambitious or not
 C. A secretary's work is nothing but typing, filing and taking dictation
 D. Successful secretaries will probably be given management training
5. Which of the following is NOT mentioned as a characteristic of a best secretary? _____.
 A. Informed B. Sophisticated C. Personable D. Intelligent
6. By "sounding boards" (Line 1, Para. 4), the author means _____.
 A. capable secretaries are people whom the boss discuss his ideas with in order to try them out
 B. capable secretaries are people who ask staff about their opinions on the boss's ideas
 C. capable secretaries are people who keep secret the boss's ideas
 D. capable secretaries are people who inform the boss to rewrite and rethink
7. By "set the tone for" (Line 4, Para. 6), the author means _____.
 A. decide the background music for the office
 B. establish the general attitude for or feeling of the office
 C. decide the procedure of running the office
 D. establish the order of importance in running the office

II. Complete the sentences with the information given in the passage.

1. An unmotivated secretary contributes to the _____ of the effectiveness of any office.
2. Secretaries are in a powerful position because they are _____ of the company team and a competent one can be a(n) _____ to the boss in many ways.
3. A secretary can assume many responsibilities in addition to typing, filing, and taking dictation. She can help keep the boss _____, compose _____, guard the boss against _____, act as _____ for the boss and handle _____ for a firm.

Text B

Treating Everyone Courteously

Secretaries deal with VIPs every day. Sometimes without even realizing it.

This is because not all VIPs are cast in the Joan Collins¹ or Ralph Halpern² mould³. Someone who earns a vast amount of money, wears brocade⁴ waistcoats⁵ and drives a Porsche⁶ is not necessarily more important to you than the person who hoovers⁷ the office. The most important people in your working life should be:

- those who can help to make it easier and more pleasant;
- those who can help to keep your boss happy;
- those whose good opinion of you could influence your boss (and maybe result in promotion);
- those who could really make your life a misery if they wanted to, who must of course be neutralized.

Treating everyone courteously is always a wise move; you never know if someone who is out of favor today might become favor of the month tomorrow. But you can't be equally nice to everybody all the time; if you start doing too many favors you'll simply gain a reputation as a prize mug⁸. So be selectively unctuous⁹.

Here is a brief list of those to cultivate¹⁰:

Your boss

As long as you are a paragon¹¹ of virtue in the eyes of your boss, not much else matters.

The One Who Mends (your typewriter/phone/etc.)

Maintenance men (and women) are the only safety net between the electronic office and disaster, and there aren't enough of them to go round. So next time the office minicomputer goes down and everything is in chaos, ask yourself why he or she isn't in any hurry to rush to your rescue. Maybe if you'd offered coffee in the past...

The Switchboard Operator/Receptionist

Making allies of these individuals; they can *get their own back on* you at every opportunity. A friendly receptionist and telephonist (in many organizations one and the same person) is a huge asset: messages can be taken, undesirable visitors blocked, favours done and important guests cosseted¹²— all in reception. Anyone who