



高校涉外秘书专业系列教材 总主编◎杨剑宇

涉外秘书 英语听说

肖爱萍 朱向荣◎主编



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涉外秘书英语听说

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总 序

涉外秘书是指在我国三资企业、外国驻华机构、我国涉外单位和部门等供职,辅助上司实施涉外经济活动或涉外事务管理的专门人才,是改革开放后产生的新型的外向型秘书。

涉外秘书要求能精通外语,操作办公自动化设备,懂经济、法律,掌握秘书工作理论和技能,了解和适应不同的中外文化环境,具有国际眼光,熟悉国际市场游戏规则,适应国际竞争的需要。

我国高校的秘书专业诞生于1980年。1984年起,在广东、上海、北京先后产生了涉外秘书专业。当时,有的称中英文秘书,有的称现代秘书等等。1996年,教育部高等教育自学考试办公室将涉外秘书作为一个独立的自考专业设置。同时,在成人高校也设立了涉外秘书专业,先是专科,后发展的既有专科、也有本科;众多高校也设置了涉外秘书专业的本科方向。2012年,秘书学专业被教育部列入本科目录,涉外秘书专业迎来又一个发展高潮。

专业建设,教材领先。我从上世纪80年代中期起在上海任教涉外秘书专业课程,教材是自编的讲义。从90年代起的一二十年中,先后应华侨出版社、湖北科技出版社和上海人民出版社之约,在讲义的基础上修改补充,弃旧增新,出版了几批涉外秘书专业的教材,包括全国自考统考的涉外秘书专业教材,计有《涉外秘书概论》、《涉外秘书实务》、《秘书和公共关系》、《涉外秘书礼仪》、《涉外秘书英语》、《秘书英语》等。这些教材满足了高校师生教学的急需。但是,由于这几批教材是在讲义基础上产生的,难免存在局限性。尤其是,涉外秘书专业的根本特性是涉外性,外语是涉外秘书的基本功,而这些教材除《涉外秘书英语》、《秘书英语》外,全是中文写的。所以,我一直计划组织编写一套以英语为主的,更加适合实际需要的涉外秘书专业教材。

在全国百佳出版单位华东师范大学出版社和上海建桥学院的支持下,这一计划得以实现。我们组织了从事涉外秘书专业教学多年、具有丰富经验的一线教师,编写成了这套教材,计有7册:《涉外秘书导论》、《涉外秘书实务》、《涉外秘书英语综合》、《涉外秘书英语阅读》、《涉外秘书英语写作》、《涉外秘书英语听说》、《涉外商务单证》。除《涉外秘书导论》和《涉外秘书实务》是用中文写的外,其余均用英语撰写。

掌握一门外语,是担任涉外秘书的基本条件。由于英语在世界上最为流行,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。涉外秘书工作的实践证明,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、掌握涉外秘书工作的职业英语。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,编写了本系列教材,以满足师生的需要。

本系列教材的编写,遵循三个原则:实用;由浅入深;训练听、说、读、写、译能力。

实用是指本系列教材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、筹办会议以及处理邮件、传真,拟写社交书信、贸易信函、经济合同等,对这些业务,本系列教材具有直接的指导作用。

由浅入深是指本系列教材的布局先从最简单的运用英语接听电话等开始,继而逐步深入,做到由易到难,循序渐进。

训练听、说、读、写、译能力,指本系列教材内容既有接听电话、接待来访等以训练听说能力为主的单元,也有传真、拟写社交书信、贸易信函、经济合同等以训练读写译为主的单元,还有筹办会议、应聘等综合训练听、说、读、写、译能力的单元。

同时,我们还组织编写了秘书学本科专业系列教材,其中的《文书处理和档案管理》、《秘书应用写作》、《管理学原理》、《秘书公关原理与实务》、《中国秘书史》、《秘书心理学》等教材,涉外秘书专业可以通用。这样,这套教材实际上共有13册,是至今最完整的名副其实的涉外秘书本科系列教材。

在本系列教材的出版过程中,华东师范大学出版社的李恒平、范耀华和姚望三位编辑给予了很大帮助,在此谨表谢意。

我们付出了努力,希望把这套教材尽可能编得好些。但是,由于涉外秘书尚是发展中的专业,加之我们水平有限,本系列教材不足之处在所难免,敬请广大读者指正。

本系列教材得到上海市扶持基金项目资助。

楊劍宇

2013年2月

前 言

秘书学于2012年正式列入教育部本科目录,这是秘书界一件可喜可贺的大事。可喜之后,难免有点忧愁。那就是秘书学本科的教材建设,特别是秘书英语的教材建设。我们知道,教材作为“整个教育系统的软件”,不仅反映着社会发展的要求,同时在某种程度上还直接决定着受教育者的培养质量。因而,世界各国都非常重视教材的开发和建设。今日之秘书人才培养,不能再局限于“办文、办会、办事”能力,而是要立足现代开放型经济对秘书岗位能力的需要。由此可见,我们培养出的涉外秘书本科人才,要具备较高的岗位英语应用能力,才能胜任其岗位需要,尤其是涉外企事业单位秘书岗位所需的英语应用能力,这是未来本科涉外秘书英语教材建设的重点。基于此,由上海建桥学院秘书系牵头,华东师范大学出版社组织国内从事涉外秘书英语教学的一线骨干教师和企业涉外秘书岗位从业人员共同编写了这套涉外秘书英语系列教材,丛书的核心理念旨在培养涉外秘书岗位所需的英语应用能力。

本教材是涉外秘书英语系列教材中的听说教程。全书共10个单元,旨在培养和提高涉外秘书岗位所需的沟通交际能力,内容涉及:秘书岗位相关的所有接待工作、电话业务、办公室事务、处理内外关系、人力资源相关事务、会议安排、差旅准备、宴请客户、参加展会、产品营销、公司财务等业务知识。每单元的内容选取和体例设置,均围绕创新型人才能力培养展开。

本教材内容结构分为以下几部分:

Listening Tasks

Section One

与单元主题相关的简单对话,在其中蕴含待人接物的礼仪。设置这部分内容旨在为后面的听说练习热身,对话语言浅显,确保每位学生(即使英语基础不好)都能听得懂,同时为接下来的听力理解和口语练习打下基础。

Section Two

与单元主题紧扣的听力文章,设置为有10个空缺的完形填空题,作为精听导入,培养和锻炼秘书的职业技能。练习设置充分体现秘书职业技能要求,涵盖了经常碰到的问题与处理方法,使基础知识与能力提高相互关照,关注每位学生的发展。

Section Three

听力篇章理解。该部分紧扣章节主题,以秘书在特定工作场景下的活动为主导内容,并结合跨文化背景,使学生深入听,仔细辨别,理解篇章的同时学习了解涉外秘书的职业特点及行业要

求。练习的配备充分考虑到职业技能的锻炼和归纳概括能力的培养。

Oral Tasks

口语分 Pair Work 和 Group Work 两部分。Pair Work 部分以设定的情景对话为主, Group Work 部分以小组讨论为主。两部分的练习配置围绕单元主题展开, 以 Listening Tasks 的内容为引擎, 以商务活动和涉外秘书工作内容为背景, 深入探讨商务礼仪和文化差异的处理方法, 并对整章内容进行归纳总结, 以口头的形式进行汇报练习。

本教程中听说部分内容丰富, 练习量大, 对课堂注意力的高度集中有很高的要求。因此, 为活跃课堂气氛、激发学生的学习兴趣、开阔视野, 本教程为教师提供了一些与单元内容有关的视频, 专供课余学习和练习使用。

参与本教程筹划和编写的人员, 多为来自高校的一线骨干教师, 部分参编者还是双师型教师, 曾在公司任职, 有着丰富的实际操作经验和公司企业管理经验, 还有来自一线岗位的外企涉外秘书人员。

涉外秘书专业教材的编写, 还在不断的探索中, 我们大胆地迈出第一步。在探索中前进, 肯定会有这样那样的不足, 万望同仁和专家提出批评和指正。

编 者

2013 年 2 月

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Unit 1

You're welcome

Background Information

A receptionist is an employee taking an office/administrative support position. The work is usually performed in a waiting area such as a lobby or the front office desk of an organization or business. The title "receptionist" is attributed to the person who is specifically employed by an organization to receive or greet any visitors, patients, or clients and answer telephone calls.

Listening Tasks



Section One Warming-up Exercises

Vocabulary

.....

Dialogue 1

recognize v. 认出, 识别出

Dialogue 2

appointment n. 约定, 约会
available a. 可与之交谈的
scheduled a. 排定的, 预定的

Dialogue 3

estimate vt. 评估, 评价
estimator n. 评价师, 评估员
refer v. 委托
claim v. 要求, 索取

simplify v. 简化

Dialogue 1

Fill in the blanks with the words or sentences you hear in Dialogue 1.

A: Ms. Zhang (secretary) B: Sales Manager C: Joe Martin (customer)

A: Sir, you called me?

B: Yes, Would you go to the airport and 1) _____ Mr. Martin?

A: Yes, with pleasure. When will he arrive?

B: He is arriving at 2) _____, but I think you should go there a bit earlier and make sure
3) _____.

A: Of course. I will carry a piece of paper with me. 4) _____.

B: Nice thoughts!

A: And shall I use the office car or taxi to drive him here?

B: Use the office car.

(At the airport)

A: Excuse me. But are you Mr. Martin from England?

C: Yes. I am Joe Martin. You must be Zhang Yao from Beijing ABC Business Company.

A: Yes. Nice to meet you, Mr. Martin.

C: Nice to meet you too, Ms. Zhang.

A: 5) _____.

C: No, thanks. I can manage it.

A: Did you have a good flight, Mr. Martin?

C: Wonderful! 6) _____. But how long will 7) _____?

A: About 45 minutes' ride. Our car is waiting over there. Let's go.

Dialogue 2

Listen to Dialogue 2 and then check the following statements. Write T for True and F for False in the brackets.

- () 1. Mr. John Morris has an appointment with Ms. Xu.
- () 2. The receptionist doesn't know the purpose of Mr. Morris' visit at first.
- () 3. Ms. Xu is attending a conference outside the company.

- () 4. The receptionist reports the visit to Ms. Xu.
- () 5. The receptionist makes an appointment for Mr. Morris to meet Ms. Xu.
- () 6. Mr. Morris will visit Ms. Xu next week.

Dialogue 3

Listen to Dialogue 3 and then answer the following questions.

1. What does the customer do?
2. Who referred him to come here?
3. Is the customer free today?
4. How does the receptionist help the customer?



Section Two Cloze

Listen to a passage and fill in the blanks with the words you hear in the passage.

In 1870 Sir Isaac Pitman founded a school where students could 1) _____ as shorthand writers to “professional and commercial men.” 2) _____, this school was only for male students.

In the 1880s, 3) _____, more women began to enter the field, and since World War I, the role of secretary has been primarily 4) _____. By the 1930s, fewer men were entering the field of secretaries.

In an effort to 5) _____ professionalism amongst United States secretaries, the National Secretaries Association was created in 1942. Today, this organization is known as the International Association of Administrative Professionals (IAAP). The organization developed 6) _____ called the Certified Professional Secretaries Examination (CPS). It was first administered in 1951.

In 1952, Mary Barrett, president of the National Secretaries Association, C. King Woodbridge, president of Dictaphone Corporation, and American businessman Harry F. Klemfuss created a special Secretary’s Day holiday, 7) _____. The holiday caught on, and 8) _____ it is now celebrated in offices all over the world. It has been renamed “Administrative Professional’s Week” to 9) _____, and to avoid embarrassment to those who believe that “secretary” refers only to women or to unskilled workers.



Section Three Listening for Details

Part A An interview

His First Rule of Business: Don't Hope

*This is an interview with **Ben Lerer**, co-founder and CEO of the Thrillist Media Group, which oversees men's lifestyle and shopping web sites.*

Vocabulary

preach	v. 说教, 劝诫
rely on	依靠
dedicated	a. 专注的, 献身的
entrepreneur	n. 企业家, 主办人
humiliate	v. 羞辱, 使丢脸
spreadsheet	n. 电子数据表
inferior	a. 低等的, 劣等的, 次的
immature	a. 不成熟的

Exercise 1

Listen to the interview and put the following events in the order according to Mr. Lerer's experiences.

- ☐ A. When my best wasn't good enough, I was told I was very stupid.
- ☐ B. I didn't have confidence in what I was doing.
- ☐ C. I want to create a better situation for myself.
- ☐ D. I was young and immature and just got out of college.
- ☐ E. I was publicly humiliated by the manager.
- ☐ F. I don't want to be in a situation like this again.
- ☐ G. I really try to do that.
- ☐ H. I think we succeed more than we fail on a person-by-person basis.

Exercise 2

Listen to the interview again and then answer the following questions.

- 1. What does Ben Lerer mean by the expression “don’t hope”?
- 2. When does a person usually feel regretted according to Mr. Ben Lerer?
- 3. When was the expression “don’t hope” first used by Mr. Ben Lerer?
- 4. Why did he decide to leave his previous job?
- 5. How did he feel when he was mistreated by a manager?

Part B Passage listening

Passage 1

Vocabulary

optical fiber	光纤
in lieu of	代替
private branch exchange (PBX)	专用分组交换机
customize	v. 定制,定做
virtual	a. 实际的,实质的;(计)虚拟的
utilize	v. 利用,使用
mount	v. 配有,安装
eliminate	v. 消除,淘汰
office automation	办公自动化
adept	a. 巧妙的,擅长于……的 n. 专家,能手
courtesy	n. 有礼貌的举止;谦恭有礼
attendant	n. 服务人员

Exercise

Listen to the passage and choose the best answer from the four choices.

- 1. The live remote receptionist can do the following except _____.
 - A. flexible call routing
 - B. order taking
 - C. conference holding
 - D. customized greetings
- 2. New types of virtual video receptionist systems allow for live, in-house or remote locations to _____.

- A. manage office lobby areas from remote locations
 B. call back phones
 C. meet walk-in visitors
 D. track visitors
3. The video receptionist can manage _____ office lobby areas.
 A. one B. many
 C. the whole building D. none
4. The video receptionist is located _____.
 A. at the gate of a building B. at home
 C. far away from the office D. in a central location
5. A skillful receptionist _____ in the business world.
 A. has been replaced by new technologies B. will be abandoned
 C. is still very much in demand D. usually has a very good image

Passage 2

Vocabulary

effective	<i>a.</i> 有效的
excel	<i>v.</i> 擅长, 优于
iceberg	<i>n.</i> 冰山
etiquette	<i>n.</i> 礼仪, 礼节
necessity	<i>n.</i> 必需品
multitask	<i>n.</i> 多任务; <i>v.</i> 使多任务
simultaneously	<i>adv.</i> 同时地
empathy	<i>n.</i> 同感, 共鸣
groom	<i>v.</i> 梳洗
confidential	<i>a.</i> 机密的, 秘密的
reputation	<i>n.</i> 名气, 名声
gossip	<i>n.</i> 流言, 闲话
professionalism	<i>n.</i> 职业特征, 职业行为
hectic	<i>a.</i> 繁忙的, 忙乱的
poker face	一本正经的面容, 面无表情的人
hunt and peck	(美口) 看着键盘打字

knack

n. 窍门,技巧;本事,才能

blab

v. 泄露秘密,瞎说乱讲

Exercise 1

Listen to the passage and tick (✓) the skills and qualities mentioned in the passage.

- ☐ 1. Education
- ☐ 2. Blood type
- ☐ 3. Ability to multitask
- ☐ 4. People skills
- ☐ 5. Hobbies
- ☐ 6. Well groomed
- ☐ 7. Strengths and weaknesses
- ☐ 8. Ability to be discreet
- ☐ 9. Computer and typing skills
- ☐ 10. Reading speed
- ☐ 11. Organizational skills
- ☐ 12. Writing skills
- ☐ 13. Work well under pressure



Exercise 2

Listen to the passage again and then answer the following questions.

1. What does “multitask” mean in this passage?
2. Why does the speaker say “If you are annoyed by people, then you will not make a good receptionist”?
3. Why is it important for a receptionist to pay attention to his or her appearance?
4. How can a receptionist avoid gossip matters?
5. Why are computer and typing skills important in a receptionist’s work?
6. What specific work do receptionists usually organize?
7. Among all the skills mentioned by the speaker what kinds of skills do you have as a receptionist?