

高职高专文秘专业精编教材



# 秘书英语

## Secretary English

主 编 王艳萍  
副主编 姜 爽 杨冬梅  
主 审 Kiggundu Sadat 郑 敏



清华大学出版社

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北 京

## 内 容 简 介

本教材立足于文秘岗位,较好地体现了本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,突出了高职高专的特点,即“实用为主,够用为度”的原则。

本教材适用于秘书英语初级和中级阶段使用,分为十二个单元,每个单元由阅读、听说和应用文写作三部分组成,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。

本教材可供高等职业技术学校文秘专业学生使用,也可用作秘书职业技能培训和秘书英语鉴定考核教材(初级和中级),还可供相关从业人员参加秘书职业培训、岗位培训和就业培训时使用。

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# 前言

## FOREWORD

涉外秘书是我国当前和今后的热门职业,也是一种国际化的职业。涉外秘书资格证对广大劳动者,尤其对高职高专的学生系统地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着重要的作用和意义,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依据。

为适应国际商务的蓬勃发展,满足市场对涉外秘书人才的需求,我们认真分析涉外秘书岗位的职业特点,深入调查和研究了在外企工作的秘书人员的实际情况,走访了大量历届秘书英语专业毕业生并仔细研究涉外秘书英语真题,发现攻克涉外秘书英语资格证(中级)考试重在阅读和写作能力的完善和提高。

正是基于这种国际和市场需求,我们将文秘业务与英语实用能力相结合,强调读、说和写的能力在文秘英语工作中的实战应用,编写了这本《秘书英语》,旨在使更多的人取得涉外秘书英语资格证,从而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,重点培养读、说和写的能力。全书分为三部分。读和写部分围绕秘书日常工作展开,包括求职应聘、接打电话和收发电子邮件、办公室的归档系统、阅读留言簿、备忘录和通知、信函处理、处理办公室紧急事件、办公室接待工作、旅行安排、办理邮局和银行事务、在饭店、安排会议和识别运用商务文件。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、要点讲解精练、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,每种文书的编写说明简练,有三个例文,实用,明了,语言规范,重点难点突出,内容精练简单易懂,知识系统,突出实用性原则。

本书主要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。其中,主编为王艳萍,副主编为姜爽、杨冬梅,参编人员有: Maweije Ronald、丁来洲、杨永梅、张嵩、马飞、甘英华、龙丹燕、酆英华,全书由 Kiggundu Sadat 和郑敏主审。参编教师结合丰富的教学经验,查阅了大量的国内外资料,收集了许多宝贵的、有价值的资料,经知名专家审阅和修改,清华大学出版社的编辑及领导做了大量的工作,在此致谢!

本书突出实用性和知识性,符合商务和市场的需要。来源于企业和社会,对实践具有指导意义。由于编者水平有限,加之时间仓促,书中如有不足和错误之处,望赐教。

编 者

2009 年 7 月

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# Unit One

## *Job Interview as a Secretary*



### Objectives

1. Grasp the oral expressions of job interview in English.
2. Learn some basic terms about job interview and be familiar with the questions asked during the job interview.
3. Grasp the dress etiquette in a job interview and pay attention to body language.
4. Learn to write an English résumé and a letter of application.

### 1.1 Reading

#### Reading Activity 1 Variety of Jobs

From the following people, we can get main jobs as follows: secretary, managing director, personnel assistant, accountant, receptionist, typist, IT manager, warehouse manager, driver, marketing manager, hotel staff, catering waiter, teacher, factory worker, interpreter, administrative assistant, market researcher, sales representative, pharmacist, actor/actress, journalist, policeman, student and so on.

#### Exercises

Discuss with your partner to decide what job you like most.

## Reading Activity 2 Self-assessment in a Job

Before applying for a job, you should know what you need most in a job. 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 at 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 employees
- Being consulted on decisions affecting your job

### Exercises

Talk about your self-assessment in a job.

## Reading Activity 3 Job Strategies

In a job market, it's difficult for people to find a satisfying job. How can people get a good job? Read the following strategies and be prepared to try to get hired:

### 1. Instinctive Interviewers

- Be quick to make a decision about you
- Have their favorite questions asked each time
- Finish the interview quickly if they don't like you
- Don't talk much about the job requirements

### Suggestions

- Mind your appearance and first impression
- Have firm handshake
- Look good

- Be positive
- Act with confidence
- Smile

## **2. Personal and Feeling Interviewers**

- Try to discover your values and feelings
- Ask questions on your personal qualities
- Want to know the way of your thinking and feeling
- Question your character

### **Suggestions**

- Take a look at the organization's website
- Try to find information on the interviewer
- Be prepared to speak about your values and how they can contribute to the position and the company

## **3. Conversational Interviewers**

- Move from topic to topic
- Be easy-going and conversational
- Discuss the work culture informally
- Be based on relationship
- Ask general questions about your career

### **Suggestions**

- Be prepared and professional
- Be confident without being arrogant
- Be friendly and conversational

## **4. Behavioral interviewers**

- Ask detailed questions and take notes
- Use assessment tools
- Want to know about your past work experience
- Connect questions with the job
- Be based on objective and fact

### **Suggestions**

- Know your skills and competence and how they will add value to the organization
- Know your skills and how they will add value
- Believe you are competent at this and your ability will have influence on the organization

## **5. In a job interview, pay attention to the following points**

- Don't discuss your personal problems
- Don't talk about salary

- Don't talk about religion, sex and age
- Don't make negative reference to anyone or an organization
- Don't be too casual
- Don't headwear
- Don't wear fresh dressing
- Don't wear wacky ties
- Don't accessorize too much
- Don't wear subtle make-up
- Don't have strong odors
- Don't have facial hair
- Don't tattoo

### Exercises

1. What kind of job do you like most?
2. When you are in a job, do you know what you want most?
3. How much do you know about job interview strategies?

### Notes

1. having a strong sense of responsibility 责任心强
2. being upright 为人正直
3. daring to adhere to principles 敢于坚持原则
4. acquiring professional knowledge and technical ability specialty  
获得专业知识及技能特长
5. having abilities of organization, coordination and leadership  
有组织沟通、协调能力和领导才能

### New Words and Expressions

1. managing director=executive director 常务董事
2. personal assistant 私人秘书
3. IT manager=information technology manager 信息技术经理
4. warehouse manager 仓库管理员
5. marketing manager 营销经理
6. hotel staff 酒店工作人员
7. catering waiter 餐饮服务员
8. administrative assistant=executive assistant 行政助理
9. sales representative 销售代表
10. pharmacist ['fɑ:məsist] *n.* 制药者, 药商; 药剂师
11. self-assessment 自我评估
12. apply for 请求, 申请
13. adhere to 黏着, 坚持, 拥护

14. coordination [kəʊəːdiˈneiʃən] *n.* 同等; 协调
15. look at 看, 考虑, 着眼于
16. fringe benefit 额外福利
17. promotion [prəˈməʊʃən] *n.* 提升, 晋级
18. advancement [ədˈvɑːnsmənt] *n.* 推进; 促进; 进度; 进步; 晋升
19. supportive [səˈpɔːtɪv] *adj.* 支持的, 支援的
20. consult [kənˈsʌlt] *v.* 商讨, 向……请教, 查阅
21. instinctive [ɪnˈstɪŋktɪv] *adj.* 本能的
22. strategy [ˈstrætɪdʒi] *n.* 战略, 策略, 策略
23. handshake [ˈhændʃeɪk] *n.* 握手
24. positive [ˈpɒzətɪv] *adj.* 确实的, 明确的, 积极的; 肯定的
25. easy-going [ˈiːziˌɡəʊɪŋ] *adj.* 随和的
26. arrogant [ˈærəɡənt] *adj.* 骄傲自大的, 傲慢无礼的
27. behavioral [biˈheɪvjər(ə)l] *adj.* 行为的
28. competent [ˈkɒmpɪtənt] *adj.* 有能力的, 胜任的, 足够的
29. headwear *n.* (=headgear) 头饰, 吊索
30. wacky [ˈwæki] *adj.* (行为等) 古怪的, 愚蠢的
31. accessorize [ækˈsesəraɪz] *v.* 装饰
32. subtle [ˈsʌtl] *adj.* 细致的, 微妙的, 敏锐的, 狡猾的
33. make-up *n.* 化妆
34. odor [ˈɒdə] *n.* 气味; 香味
35. tattoo [ˈtətuː; tæˈtuː] *n.*, *vt.* (皮肤上) 刺花纹, 文身

## 1.2 Speaking

### Dialogue 1

**Scene:** Mary, a secretary of ABC Company. She has a talk with Mr. Smith from a foreign language school 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 so 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 by working hard and finish my work on time because I do love the job and the 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 email me, hello.hil8@yahoo.com.cn.
- M: Thank you once again.

**Notes**

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

……我能够做得很好。

2. China is a mass country and is developing very fast with its international trade reviving.

中国是一个大国,并且在快速发展,其国际贸易正在恢复。

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企业,因为它发展迅速,并且我也能随之成长。

4. what if...?

如果……怎么样?

5. What should I say if the company asked about my salary expectation?

如果公司询问我工资情况,我该怎样回答?

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**

1. revive [ri'vaiv] *vi.* 苏醒,复活;复兴

2. aspect [ˈæspekt] *n.* 样子,外表,面貌;神态,方面

3. expectation [ˌekspek'teɪʃən] *n.* 期待,预期,期望,指望

4. specific [spi'sifik] *adj.* 详细而精确的;明确的

5. negative question 消极的问题; positive question 积极的问题

6. predict [pri'dikt] *v.* 预知,预言,预报

7. for instance 例如

8. come up with 提出,拿出,赶上

9. relate to 有关,涉及

**Dialogue 2**

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

**M:** Mary            **S:** Mr. Smith

S: How are you, Mary?

M: Fine, thank you Sir.

S: Now, please tell me about yourself.

M: I graduated from the Administration Department in Zhongxing University.