



中等职业教育“十一五”规划教材
中职中专文秘类教材系列

秘书实用英语

刘敏主编



科学出版社

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贵州师范学院内部使用

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内 容 简 介

本书强化了公关文秘类人才英语口语和写作能力的训练,以适应岗位的需求。

全书共十个单元,选择公关文秘人员的实际工作场景和工作内容,通过对话、阅读、写作等形式,由浅入深地挖掘渗透,让学生在学习时有身临其境的现场感,突出了实际操作性和日常实用性。

本书可作为中等职业学校公关文秘及其相关专业学生的实训教材,也可作为相关从业人员的岗位培训教材。

本书适合中等职业学校已学习完基础教材的学生使用,同时也适用于具有初级英语水平、希望从事或正在从事秘书工作的人员。

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前 言

当今社会是一个充满竞争与挑战的社会，因而社会中的人就要适应这种竞争与挑战。

随着我国国际化进程的日益加深，国际交流的逐渐增多，秘书工作也应具有国际性、对外交流性，这对秘书的能力提出了更高、更新的要求，更凸显出英语实用能力的重要性。因此，无论是口语交流还是阅读书写能力，都要从实用的角度重新定位。

为了适应中等职业教育教学改革的需要，推进素质教育，实现中等职业学校教学目标与岗位能力的合理整合，进一步强化公关文秘及相关专业学生的实用英语能力，推进学校培养社会实用人才的进程，我们结合多年的教学实践经验，针对中等职业学校英语教学的现状和实际需求，编写了本书。

本书以新颖、实用为原则，突出实用性、现场感和实训性，力求为广大师生提供适用的训练材料。实践证明，学生的技能是通过训练强化的。全书共分为 10 个单元，包括面试、培训、汇报、接待、电话业务、会议、预订、邀请和约会、商务谈判、欢迎辞/告别辞等 10 个环节。这些内容几乎涵盖了公关文秘人员日常工作内容和 workflows 的各个方面，具有很强的代表性和实践性。这 10 个环节的知识落实是以对话、阅读、写作等形式展开的，突出了可操作性，无论对教学还是自学都很适用，从听、说、读、写各方面提高学习者的英语能力和水平。

针对现有英语教材缺乏专业对口性，没有突出实训性的现状，本书从秘书工作职位的成功面试到秘书日常工作的方方面面，进行系统的指导，使学生学习后能顺利胜任本职工作。这不仅对于中等职业学校的公关文秘及相关专业的学生说非常适用，还会成为教师的得力助手，提高了学生的学习效率，有利于学生自学能力的形成。

使用本书时，建议每单元 8 学时，其中对话 4 学时，听力、阅读和写作各 1 学时，练习 1 学时。

本书编写分工为：Unit One 由崔立平编写，Unit Two 由李雪松编写，Unit Three 由谷丽丽编写，Unit Four 由孙敬新编写，Unit Five 由李勇强编写，Unit Six 由郝会丽编写，Unit Seven 由古兰波编写，Unit Eight 由文朝晖编写，Unit Nine 由王晓宇编写，Unit Ten 由何小倚编写。

由于时间仓促，不足之处在所难免，欢迎读者提出宝贵意见和建议。

目 录

Unit One Interview	1
Dialogues	2
Reading	8
Listening.....	11
Writing	13
Unit Two Training	17
Dialogues	17
Reading	24
Listening.....	26
Writing	28
Unit Three Reporting.....	34
Dialogues	35
Reading	41
Listening.....	44
Writing	46
Unit Four Reception	48
Dialogues	49
Reading	53
Listening.....	56
Writing	58
Unit Five Telephone affairs.....	62
Dialogues	63
Reading	69
Listening.....	72
Writing	74
Unit Six Meeting.....	78
Dialogues	78
Reading	85
Listening.....	87

Writing	88
Unit Seven Reservation	95
Dialogues	96
Reading	101
Listening.....	103
Writing	104
Unit Eight Invitation and Appointment	107
Dialogue	108
Reading	114
Listening.....	117
Writing	118
Unit Nine Business Negotiation.....	123
Dialogues	124
Reading	130
Listening.....	133
Writing	136
Unit ten Welcome and Farewell Speeches.....	139
Dialogues	140
Reading	149
listening.....	151
Writing	153
附录一 听力材料.....	161
附录二 答案.....	181
参考文献.....	212

Unit One Interview



Goals

I . Grasp how to introduce one's family, education, hobby, personality, specialty and know how to get success in an interview.

There are three /four /five people in my family. My father is a worker /lawyer /doctor /businessman /policeman, my mother is a nurse /teacher /officer /clerk /doctor.

In my spare time, I like listening to music /reading/ doing sports /playing computer games.

I'm easy-going /outgoing /reserved /hard-working / tactful /responsible.

I'm good at writing/ communicating with others / typing / shorthand.

II . Learn of what a good secretary should do and what skills they should have.

1. I can do a secretary's basic duty, such as answering phone calls, receiving visitors, arranging meetings, preparing itineraries, typing memorandums and writing letters for president's signature, etc.

2. The courses I learned in the school are secretarial principles, office administration, business English, public relations, etiquette study, psychology, computer programming, typing, stenography and file-keeping.

3. You'd better can use the office machinery such as the telex machine, the photocopier, and word processor. know a little how to repair some office machinery by yourself.

III. Practise master and the resume.

Learn of the basic form

Grasp the basic language

Simple, clear and show the main points.

IV. Main Drills

1. 能使用 when, where, what, how 等特殊疑问词提问并回答。
2. 定语从句 (包括限定性定语从句和非限定性定语从句)。

eg. My key-job should be in charge of writing and revising of documents, which is just my specialty.

3. 宾语从句。

eg. I think you probably have a fair idea about what sort of job you've applied for.

Dialogues

Dialogue 1 Talking about personal affairs

Mr. Anderson is having an interview. He wants to learn of the interviewee's background including his/her family, education, personality etc.

(A: Interviewer B: Mr. Anderson)

A: Good morning, Mr. Anderson. Nice to meet you.

B: Good morning. Take a seat please. Well, I think you probably have a fair idea about what sort of job you've applied for.

A: Yes. I applied for the secretary. My key-job should be in charge of writing and revising of documents, which is just my specialty.

B: Good. Firstly, could you tell me something about yourself?

A: What would you like to know, Sir?

B: How many members are there in your family?

A: Three. My father, my mother and I.

B: How do you spend your leisure time?

A: I read or play ball games when I'm free.

B: Who's your favorite player?

A: Yaoming. He is my idol.

B: Would you describe yourself as outgoing or more reserved?

A: I'm outgoing. I like keeping in touch with various people and cooperating with others. I enjoy calling a spade a spade and hate talking in a roundabout way. But I take my work very seriously.

B: What kind of people do you like to work with?

A: People who are hard-working, tactful and humorous.

Dialogue 2 Talking about work experience

Miss Chen is having an interview, Let's see how she introduce her experience and her specialty for her future work

(A: interviewer B: Miss Chen)

A: I've looked over your resume, Miss Chen. I see you've had little experience in secretarial work.

B: Yes. I've just graduated from university. I specialize in English secretarial studies. But I used to be a temporary secretary in a firm during my holiday.

A: What did you do there?

B: A secretary's basic duty, such as answering phone calls, receiving visitors, arranging meetings, preparing itineraries, typing memorandums and writing letters for president's signature, etc.

A: What courses did you take in the university?

B: Secretarial principles, office administration, business English, public relations, etiquette study, psychology, computer programming, typing, stenography and file-keeping.

A: Well. It seems that you have grasped the basic skills to be a real secretary. But we have special demands to language. Can you speak any other languages besides English?

B: I can speak a little Japanese and German.

A: How is your shorthand skill?

B: I can take a dictation in English at 130 words per minute.

A: Can you skillfully operate the computer?

B: Yes. I have NCRE certificate, rank 2. I can skillfully use DOS, Windows, and Office 2000.

Dialogue 3 Talking about working ability and specialty

(A: interviewer B: interviewee)

A: Do you think you are qualified for the job?

B: I think so. My capability of learning and working, my strong willing of pursuing outstanding make me the right one for the job.

A: What are your strong points and weak points?

B: My weakness is that I am a poor talker. I know that's not good. And I have tried my best to improve it. But I have more strengths. I'm patient and logical. The more pressure I have, the better I work. I also like developing new things and ideas.

A: Do you know how to deal with office machinery?

B: Yes. I have experience in using the telex machine, the photocopier, and word processor. I can repair the duplicating machine by myself.

A: Can you receive and post E-mail and download information through Internet.

B: Yes. I have my own E-mail address. I left it on my resume and make it easy for you to connect with me

Dialogue 4 Talking about treatment

Do you know what you should learn about your future job, such as your salary, your working hours and your treatment, etc?.

(A: interviewer B: interviewee)

A: What do you want to from the job?

B: I want to make good use of my specialty, improve individual ability, get respect from others and get a sense of achievement.

A: What salary would you expect?

B: I am not familiar with your company's paying system. But I hope I can support myself. On the other hand, I'm a new hand in this field, I pay more attention on the development opportunity you can offer me.

A: I believe we can offer you 1 000 yuan a month at the start except bonus and overtime pay. Would that be satisfactory?

B: Yes, I am quite satisfied. Shall I have "Three-insurances and One-fund"?

A: You will get it after three months' probation period. Do you have any other questions?

B: How about the working hours?

A: From 9:00 to 12:00 AM, and 2:00 to 6:00PM. Our working staff have 3 weeks' holiday a year including public holidays.

B: When shall we sign the contract if I become a member of you?

A: It will be in the late of this month. You must have a health check-up first. We will notify you later.

B: Thank you. I have no questions.

A: OK. That's all for today. It's been nice talking with you, Miss Chen. We'll inform you in writing within one week if you are accepted. Thanks for coming for the interview. See you.

B: Bye-bye.

Notes

1. My key-job should be in charge of writing and revising of documents, which is just my speciality.

我的主要工作是负责起草和修订文件，这正是我的特长。

key-job 主要工作, key-university 重点大学, which 引导的是非限定性定语从句。

2. I enjoy calling a spade a spade and hate talking in a roundabout way.

我喜欢实话实说，讨厌拐弯抹角。

call a spade a spade 是俚语，实话实说。

3. When shall we sign the contract if I become a member of you?

如果我成为你们的一员，我们什么时候签合同呢？

if 引导的是条件状语从句。

Vocabulary

interview /'intəvju:/ *n.* 面试

probably /'prɒbəb(ə)li/ *adv.* 很可能，大概，或许

apply /ə'plai/ *vi.* 申请

secretary /'sekɹətri/ *n.* 秘书

revise /ri'vaiz/ *vt.* 修订

document /'dɒkjumənt/ *n.* 公文，文件

leisure /'li:zə/ *n.* 空闲时间，安逸；*adj.* 空闲的，安逸的

describe /dis'kraib/ *vt.* 叙述，描写

reserved /ri'zə:vd/ *adj.* 内向的，矜持的

cooperate /kəu'ɒpəreit/ *vi.* 合作

tactful /'tæktful/ *adj.* 圆滑的，机敏的

qualified /'kwɒlifaid/ *adj.* 合格的，胜任的

specialize /'speʃəlaiz/ *v.* (in) 专攻，专门研究

itinerary /ai'tinərəri/ *n.* 旅程，路线

memorandum /,memə'rændəm/ *n.* 备忘录

stenography /ste'nɒgrəfi/ *n.* 速记，速记法

bonus /'bəʊnəs/ *n.* 奖金

notify /'nəʊtifi/ *vt.* 通知

contract /'kɒntrækt/ n. 合同, 契约

interview /'intəvjʊ:/ v. 接见, 会见

in charge of 负责

pay attention 注意

be familiar with 熟悉, 通晓

three months' probation period 三个月试用期

Exercises

I. Fill in the blanks with the suitable expression.

(1)

A: ① _____ (早上好), Mr.Black. I've come for an interview.

My name is Wang Xin.

B: Please sit down, Mr. Wang, ② _____ (很高兴见到你). I see from your resume that you've ever been a secretary before.

A: ③ _____ (是的). I have been a secretary for two years since I graduated.

B: Why did you decide to have a change?

A: Because ④ _____ (我工作的那家公司倒闭了).

B: What did you do there?

A: Well, ⑤ _____ (我做的是秘书工作), such as taking dictation, answering phone calls and typing letters and so on.

B: Can you handle report?

A: Yes, I know ⑥ _____ (如何写总结、做会谈纪要等).

B: What kind of office machinery can you use?

A: I know the way ⑦ _____ (使用电传、影印机和文字处理机)

B: Very good. We will contact with you within a week.

(2)

A: Can you skillfully operate the computer?

B: Yes, I can. I have ① _____ (五年计算机操作经验).

A: ② _____ (哪些计算机软件) can you use?

B: I can skillfully use Dos, Windows and Office 2003.

A: Do you have any certificates on computer?

B: Yes, I have ③ _____ (全国计算机二级等级证书).

A: Do you have any other certificates besides that?

B: Yes, I have a ④ _____ (剑桥商务英语证书).

A: Can you speak any other languages apart from English?

B: Yes, I can. I can ⑤ _____ (会说日语). I believe

⑥ _____ (我的日语相当流利).

(3)

A: Do you have any questions to ask me?

B: Yes. ① _____ (我要经常加班吗)?

A: Not often. But sometimes you have to. ② _____ (你介意出差吗)?

B: It doesn't matter if it is no more than two times a month. One more thing, ③ _____ (我可以问一下报酬吗)?

A: How much do you need?

B: ④ _____ (我希望底薪为每月1500元)。

A: I think you're worth the compensation.

B: ⑤ _____ (你们给员工提供什么福利)?

A: A three-week paid vacation a year and you can also get "Three-insurances and One-fund".

B: Thank you, Sir. No more questions.

II. Practice speaking with the prompts as shown by the examples given below.

Example: I'm sorry Mr. Brown. Mr. White is in a meeting until 3:30 tomorrow afternoon.

Prompt: out of town, Thursday next week.

I'm sorry Mr. Brown. Mr. White will be out of town until Thursday next week.

1. I applied for the secretary. My key-job should be in charge of writing and revising of documents, which is just my speciality.

Prompt: answering phone calls and receiving visitors
arranging meetings and preparing itineraries
typing memorandums and writing letters

2. I read or play ball games when I'm free.

Prompt: listen to music
play computer games
play basketball
surf the internet

3. I like keeping in touch with various people and cooperating with others.

Prompt: facing the challenge

making friends

improving myself continuously

creating and practicing

4. The more pressure I have, the better I work.

Prompt: the more experience

The more knowledge

The more chance

III. Make up some dialogues according to the clues given below.

A: interviewer	B: interviewee
Name	Mary John
Age	24
Family	3 people, father-a doctor, mother-a nurse
Hobbies	pop music, hiking
Major	secretary
Courses	secretarial principles, office administration, business English ect.
Experience	two years
Personality	outgoing and humorous

Reading

To be successful in an interview

Looking for a job is a tough period in a person's life. To be successful in a job interview, you should demonstrate certain personal and professional qualities during a period of 30 minutes. You must leave a deep impression on the interviewers. After all, you should present your most attractive qualities during an interview.

And the first task in job hunting is the preparation of a fair, selling resume. It is a ticket to the job race. A resume usually begins with a short paragraph that summarizes the major accomplishments in one's life. The statement should be brief, specific and accurate. "Well begun, half done."

Then one should list his work experience, starting with the most current or the most recent position and continuing in reverse chronological order.

After the preparation for the resume, you should get ready for your interview. You have to prepare for all of this. You should be perfectly groomed: What about your

appearance? Is your suit clean? Are your shoes dirty? What about your hair, your finger nails? If you are a girl, you should apply makeup? You should take off any costume jewelry, except for one simple necklace or a pair of earrings. Nobody should wear pants for an interview.

To be a successful interviewee, you should do as follows:

1. Don't forget to bring a resume with you in a briefcase. If possible, bring samples of your work, commendations and letters of reference in case the interviewer asks for them.
2. Care for personal appearance.
3. Pay close attention to your manner of speaking. You should be friendly, pleasant and modest.
4. Show your self-confidence and enthusiasm for work.
5. You should be flexible, indicating you could fit in other jobs in company that might be available.

When the interviewer brings the meeting to a close, he usually asks, "Are there any final questions?" At that time, you could ask some questions about your salary, employee benefits and vacation time. But you shouldn't ask too much about those if you really want to get that job.

After it is over, whether you're successful or not, you should write a thank you note to the interviewer. If you didn't get the job, you may ask why. You call the interviewer and say in earnest, "I know you're terribly busy. If you have any constructive comments—on my resume or on how I handled myself on the interview—I would be really appreciated." If you're lucky enough, you might get an answer and you will receive the most valuable tips.

Notes

1. To be successful in a job interview, you should demonstrate certain personal and professional qualities during a period of 30 minutes.

"to be successful" 是动词不定式作状语, 表示目的, 此句译为: 为了在工作面试中获得成功, 你应该在 30 分钟内展示出个人的个人素质和职业素质。

2. Then one should list his work experience, starting with the most current or the most recent position and continuing in reverse chronological order.

然后应该列出自己的工作经历, 先写最近的职业, 再用时间倒序的手法写出其他经历。

3. You should be perfectly groomed.

"groomed" 通常用于副词之后, 描述穿着打扮情况。此句译为: 你应该打扮

得干净利落。

4. You should be flexible, indicating you could fit in other jobs in company that might be available.

你应该灵活些,表明你可能适合公司其他的工作。

5. You should write a thank you note to the interviewer.

你应该给面试官写封感谢信。

Vocabulary

demonstrate /'demənstreit/ *vt.* 表明, 论证

preparation /,prepə'reiʃən/ *n.* 准备, 预备

paragraph /'pærəgrɑ:f/ *n.* 段, 节

summarize /'sʌməraiz/ *v.* 概括, 总结

accomplishment /ə'kɒmplɪʃmənt/ *n.* 完成, 成就

current /'kʌrənt/ *adj.* 现时的 *n.* 趋势, 倾向

reverse /ri've:s/ *n.* 相反 *adj.* 相反的 *v.* 颠倒

chronological /,krɒnə'lɒdʒɪkəl/ *adj.* 按年代顺序的

sample /'sæmpl/ *n.* 范例, 样品

modest /'mɒdist/ *adj.* 谦虚的, 谦让的, 谦逊的

enthusiasm /in'θju:ziæzəm/ *n.* 热心, 热情, 积极性

flexible /'fleksəbl/ *adj.* 柔韧的, 灵活的

constructive /kən'strʌktɪv/ *adj.* 建设的, 建设性的

comment /'kɒment/ *n.&vi.* 评论, 评论

appreciated /ə'pri:ʃieɪt/ *vt.* 欣赏, 鉴别, 感激

leave a deep impression on 留下深刻的印象

except for 除……外, 若非

in case 假如; 免得

Exercises

I. Choose a suitable word or phrase to replace the underlined one.

1. Looking for a job is a tough period in a person's life.

A. hard

B. pleasant

C. difficult

2. To be successful in a job interview, you should demonstrate certain personal and professional qualities.

A. show

B. act

C. take part in

3. He was astonished by the current news.
 A. in common B. of the present time C. movement
4. And the first task in job hunting is the preparation of a fair, selling resume.
 A. equal B. average C. good
5. Her drawing won a commendation from the visitors.
 A. praise B. criticism C. appreciation

II. Read the passage carefully and check your understanding by doing the multiple choice exercises.

1. How can you be successful in a job interview?
 A. You should show your certain personal and professional qualities in a short time.
 B. You should care about your out looking.
 C. You should bring a carefully designed resume.
 D. All above
2. What's included in a resume?
 A. summarization of one's major accomplishment and working experience
 B. education background
 C. personal information such as hobbies etc.
 D. All above
3. Which of the following is not true about a good resume?
 A. brief B. specific C. accurate D. detailed
4. What should a good resume be like?
 A. brief and specific B. specific and accurate
 C. brief, specific and accurate D. brief and accurate
5. How to express your thanks to the interviewer?
 A. write a thank you note B. have a phone call
 C. call on the interviewer D. visit the interviewer

Listening

(A: interviewer B: interviewee)

A: Would you _____ me something _____ your family?

B: There are five in my family, my grandparents, my parents and I. My grandparents are retired. My father works in a bank and my mother is a business