

Practical English for Secretaries

# 实用文秘英语

胡敏 主编



实用外语学习丛书

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## 前 言

随着我国对外交往的日益频繁，各行各业对英文秘书的需求与日俱增。英语是世界第一国际语言，秘书不仅要掌握非常丰富的专业知识，而且必须具备相当的英语基础。本书正是为有志于文秘工作的同志编写的一本实用性英语教材。

本书共分 15 课，每课都有文秘人员常用的英语会话，多数课文配备了相关的信函及公文写作。课文紧扣中心议题，语言简明适用，难度适中。每课均有练习题，帮助读者巩固课文所学的知识，课后还有课文译文，有助于读者理解课文。书后附录了文秘人员常用的贸易、通讯、人文、地理等方面的有关资料。总之，本书以实用为原则，把英语知识和文秘知识融为一体，既可作高等院校文秘专业的英语教材，也可供涉外工作人员及社会普通文秘人员自学英语用。

本书由胡敏副教授主编。胡敏负责拟定写作大纲、编写体例以及最后定稿。参加本书编写的共有胡敏、陈彩霞、赵伟君 3 位同志，具体分工如下：

赵伟君：第 1、2、3、4 课。

陈彩霞：第 5、6、7、8 课，附录 I。

胡敏：第 9、10、11、12、13、14、15 课；附录 I、III、IV、

V。



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## Lesson 1

### Receiving Visitors

#### I. Dialogue

Conversations between secretaries and visitors can take many forms, but there are some greetings, requests, explanations, suggestions, and apologies which are very widely used. Here are some conversations between the secretary Wu Rui and some visitors.

#### (A)

**W:** Good morning, sir. Can I help you?

**V:** Good morning. My name is Smith, and I represent Johnson's Pharmaceuticals. I have an appointment to see Mr. Liu.

**W:** Yes, Mr. Liu is expecting you, Mr. Smith. If you'd like to take a seat, I'll let him know you're here. (The secretary then dials Mr. Liu's extension number.) Mr. Smith of Johnson's Pharmaceuticals is here. Shall I send him up? Thank you. (to visitor) Mr. Liu will come down and see you right away, Mr. Smith.

**V:** Thank you very much.

(B)

W: Good morning, sir. Can I help you?

V: Yes, I would like to see Mr. Zhang please.

W: Do you have an appointment?

V: No, I'm afraid I haven't. I'm from Wilson Cars, and I've come to see Mr. Zhang to discuss sales of our new model.

W: Could I have your name, please?

V: Forster, John Forster.

W: If you'd care to take a seat, Mr. Forster. I'll see if Mr. Zhang is free.

V: Thank you.

W: (to Mr. Zhang on his extension) I have a Mr. Forster of Wilson Motors who wants to see you... Thank you. (to Mr. Forster) Mr. Zhang will come down to see you in about five minutes, Mr. Forster. There are some magazines on the table over there if you'd like to read them.

V: Thank you.

(C)

W: Good morning. Can I help you?

V: Yes, I have an appointment with Mr. Liu.

W: Are you Mr. Maybury?

V: Yes, that's right.

W: I'm afraid Mr. Liu is engaged at the moment.

Would you mind waiting?

V: Well...How long will he be?

W: About twenty minutes.

V: Oh, that's too long, I have another meeting at 11.

W: Can the Assistant Manager deal with it?

V: No. I got in touch with Mr. Liu myself on the telephone yesterday and discussed details with him. I doubt if anyone else would know about the matter.

W: Perhaps you would like to make an appointment for some other time?

V: Yes, but I'll leave my card just in case he has lost the one I gave him.

W: Thank you, Mr. Maybury, I'm sorry about the confusion but we'll see you on Friday.

V: Yes, Thank you. Goodbye.

(D)

W: Good morning. Can I help you?

V: Yes, I'd like to see Mr. Liu.

W: Is Mr. Liu expecting you, sir?

V: No, I'm afraid not.

W: Could I have your name, please?

V: James, William James.

W: If you'd like to take a seat, Mr. James, I'll see if Mr. Liu can see you. (to Mr. Liu on his extension) I have a Mr. William James here, who wants to see you. Yes...you can't? All right. (to visitor) I'm afraid Mr. Liu can't see you at the Moment. Would you like to see someone else who can deal

with the matter?

V: No I must see Mr. Liu.

W: I'm afraid that's not possible at the moment, sir. Please leave your card and I'll ask Mr. Liu to get in touch with you himself. Perhaps he can arrange an appointment for some future date.

### I. Register of Visitors

Sometimes a secretary keeps a register of visitors and writes the details of their visitors in this register. Now look at the following register:

Date	Visitor	Title	Company	Time of Arrival	Action	Referred to
Nov. 28	C • Jones (Mr. )	Marketing Manager (Europe)	IBM Electronics	09.15	Appointment 2/12 9: 30	
Nov. 28	R • Fraser (Mr. )	Sales Manager (Europe)	Leyland Motors	12.00	seen	Mr. Hopkins
Nov. 28	A • Carson (Mr. )	Represen. tative	General Tire & Rubber	14.20	seen	Mr. Smith
Nov. 29	R • Francis (Miss)	Manager	Reliance Electric	15.30	/	/

## New Words and Expressions

- receive [ri'si:v] v. 接待, 收到
- receptionist [ri'sepʃənɪst] n. 接待员
- dial ['daɪəl] vt. 拨号
- represent [ˌreprɪ'zent] vt. 代表
- pharmaceuticals [ˌfɑ:mə'sju:tɪkəlz] n. 制药 (公司)
- extension [ɪks'tenʃən] n. 电话分机
- confusion [kən'fju:ʒən] n. 混乱
- matter ['mætə] n. 事情, 问题
- considerable [kən'sɪdərəbl] n. 相当大的
- register ['redʒɪstə] n. 登记, 注册
- assistant manager 副经理
- in case 以防, 假使
- deal with 处理
- visiting card 名片
- get in touch with 与……取得联系

## Exercises

### I. Mini dialogues.

#### 1. Greeting.

- Wilson: Good afternoon, is this Mr. Smith's office?
- Secretary: Yes, it is. Are you Mr. Wilson from Pacific International?
- Wilson: Yes, I am.
- Secretary: We've been expecting you. I'm Fanny Lee, Mr.

Smith's personal secretary.

Wilson: Nice to meet you, Miss Lee.

Secretary: Pleased to meet you, Mr. Wilson. Welcome to Beijing. Mr. Smith's having a brief meeting with the personnel manager now. He should be back in ten minutes. Please have a seat.

Wilson: Thank you.

## 2. Offering Drinks

Secretary: Would you like a cup of tea?

Wilson: No, thanks. I don't drink tea.

Secretary: How about coffee?

Wilson: Yes, coffee sounds good.

Secretary: All right, sir. How would you like it? With sugar and cream?

Wilson: I'd like it with cream only, please. Thank you very much.

Secretary: You're welcome.

## 3. Small Talk

Secretary: Here is your coffee.

Wilson: Thank you. Hmm... This is to my taste.

Secretary: Did you have a nice flight?

Wilson: Yes, it was pleasant, but it was a little too long. I wish Beijing were much closer to San Francisco.

Secretary: Is this your first trip to Beijing?

Wilson: No, this is my second, in fact. I came here last July. It was very hot then. It's much nicer now.

Secretary: Yes, spring is the best season here. You came here at just the right time. Oh, here comes Mr. Smith. It was nice talking to you, Mr. Wilson.

Wilson: Same here, Miss Lee.

I. Insert the correct phrases in the passage below.

by name 用名字, 凭名字

in advance 提前, 事先

in the middle of 正在……

in touch with 接触, 联系

out of the question 不可能

If a visitor wants to meet an executive in a large firm, he should make an appointment \_\_\_\_\_. If he doesn't he may arrive while the executive is \_\_\_\_\_ some important discussions or meetings.

Where an important client arrives, the receptionist should address him or her \_\_\_\_\_ to give a friendly and welcoming impression. After the visitor arrives, the receptionist should contact the executive's office as soon as possible. If he isn't available, she should ask the visitor if he would like to make an appointment or get \_\_\_\_\_ him himself later.

The most difficult part of a receptionist's job is to apologize, explain, and make suggestions when a meeting with an executive is \_\_\_\_\_.

II. Insert the correct words in the appropriate spaces in the passage below.

appointment	duties	procedure
announces	escorts	refer
area	gesture	register
arrangements	movements	suggestion
client	notify	tact

A receptionist in a small firm may have to use the typewriter, operate the switchboard, and perform other clerical \_\_\_\_\_. In addition to receiving visitors. In a large firm a receptionist can concentrate on welcoming and looking after visitors.

A visitor to a large firm should make an \_\_\_\_\_, because executives are often very busy and do not have much time for visitors. Executives and secretaries should \_\_\_\_\_ the receptionist in advance about important appointments, and about the \_\_\_\_\_ of executives, especially when they are out of the building on business. Executives often ask receptionists to make travel \_\_\_\_\_ for them, such as booking hotel rooms and airline tickets.

There is a certain \_\_\_\_\_ for receiving visitors. A receptionist should find out if the visitor has an appointment or not. If the visitor is an important \_\_\_\_\_, the executive or his secretary will come down to the reception \_\_\_\_\_ to greet the visitor. Sometimes the receptionist or another secretary \_\_\_\_\_, or accompanies the visitor to the executive's office. Using the visitor's name when he arrives is a friendly \_\_\_\_\_ and gives the visitor a good impres-

sion of the firm. When the receptionist and the visitor arrive at the executive's office, the receptionist \_\_\_\_ the visitor's name, title and position, and introduces the executive to him.

When a visitor cannot be satisfied, the receptionist should apologize and make some \_\_\_\_ for an alternative meeting. If a meeting is impossible, the receptionist should express regret and explain, with \_\_\_\_, what has happened, so that the visitor's feelings are not hurt.

A receptionist should keep a \_\_\_\_ which includes dates, times, names and the firm the visitor works for. A receptionist can then \_\_\_\_ to this if there is a request for information.

## [课文译文]

### 第1课 接待来访

#### I、对话

秘书与来访者之间的对话形式多种多样,有一些表达问候、询问、解释、建议和道歉的用语却是常用的。下面是秘书吴蕊与一些来访者的对话。

(A)

吴: 早安,先生。愿为您效劳。

来访者: 早安。我叫史密斯,是约翰逊医药公司代理人。我与刘先生有个约会。

吴: 是的,史密斯先生,刘先生正在等您呢。如果您不介意,

请稍坐一会,我告诉他您来了。(拨刘先生的电话分机号码) 约翰逊医药公司的史密斯先生来了。要我领他上来吗?谢谢。(对来访者) 刘先生会立刻下来见您。

来访者: 谢谢。

( B )

吴: 早安!先生,你有什么事吗?

来访者: 我想找张先生。

吴: 你们有约会吗?

来访者: 没有吧,我是威尔逊汽车公司的,来找张先生商量我们的新车销售一事。

吴: 请问姓名?

来访者: 福斯特,约翰·福斯特。

吴: 福斯特先生,请您稍坐会儿,我问问张先生是否有空。(与张通电话) 威尔逊汽车公司的福斯特先生想见你……谢谢。(对福斯特先生) 张先生5分钟后就会下来,福斯特先生。那边桌上有杂志,您可翻阅。

来访者: 谢谢。

( C )

吴: 早上好!有事吗?

来访者: 是的,我与刘先生有个约会。

吴: 你是梅伯里先生吗?

来访者: 对。

吴: 恐怕刘先生这时候很忙,您能等一下吗?

来访者: 好吧……他什么时候有空?