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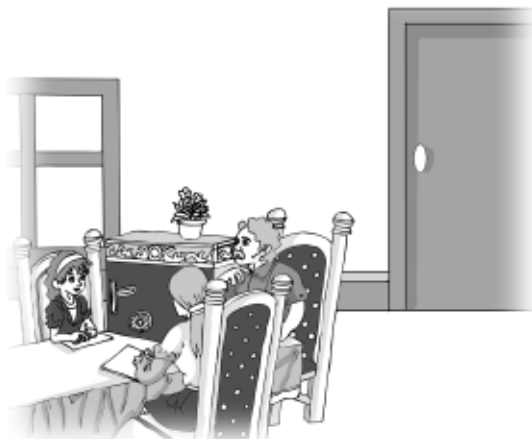


Chapter 1 Office Affairs

Chapter 1 Office Affairs 内部办公事务

Unit 1 Arranging a Meeting 安排会议

.....
Glib Tongue English for Secretary
.....





第一章 内部办公事务

Talk Show 脱口而出

Secretary wording 秘书用语

1. ♦ That's what I should do.
这是我应该做的。
2. ♦ The meeting will be held in your office.
会议将在你的办公室里召开。
3. ♦ Should I type out the minutes from the notes?
我要根据笔记将会议记录打印出来吗?
4. ♦ Should I write down every word that everyone says?
我要不要把每一个人的每句话都记下来?
5. ♦ I've put the Minute Book and some spare copies of the agenda on the table.
我已经把记录本和一些备用的议程表放在会议桌上
了。

Boss wording 老板用语

1. ♦ Is the room ready for the meeting?
会场布置好了吗?
2. ♦ How about the microphone and speakers?
话筒和扩音器都准备就绪了吗?
3. ♦ Have you informed Mr. Wang and Mr. Lee?
你通知王先生和李先生了吗?
4. ♦ Make sure everything is ready.
确保一切都准备好了。

Chapter 1 Office Affairs



2 Comprehend by Analogy 触类旁通

► 你要做会议记录。

● **You'll take the minutes of the meeting.**

● Inside you'll take what transpired at the meeting.

● Inside you'll take a summary of the meeting.

● Inside you'll take what happened in the meeting.

► 会议将在……举行。

● **The meeting will be held**

in your office.

● The meeting will be held in the conference room.

● The meeting will be held in the hall.

► 你只要做……就行了。

● **You just make a note of the meeting.**

● You just make a summary of the meeting.

3 Reply Fluently 对答如流

Conversation 1

A: Mr. Li, I come to remind you of the meeting scheduled at 11 o'clock this morning.

B: Oh, that's right. And the general manager asked me to report the company's sales for last year at the meeting.

A: By the way, the meeting will be held in your office.

B: OK, thank you very much.

A: Not at all. That's what I should do.

A: 李先生,我来提醒您今天上午十一点要开会。

B: 噢,对,总经理让我在会上做一个关于公司去年销售额的报告。



第一章 内部办公事务

A: 顺便说一下,会议在您的办公室举行。

B: 好的,谢谢你。

A: 不用客气,这是我应该做的。

Conversation 2

A: Is the room ready for the meeting, Miss Chen?

B: Yes, Mr. Li.

A: How about the microphone and speakers?

B: I also have done it.

A: Good. Have you prepared some paper and pencils for the participants?

B: Yes. They have been laid by their name cards on the meeting table for each attendant.

A: 陈小姐,会场布置好了吗?

B: 准备好了,李先生。

A: 麦克风和扬声器呢?

B: 我也准备好了。

A: 好吧,你为与会者准备了纸和铅笔吗?

B: 是的,都放在他们的姓名卡片旁了。

4

Key Sentences

妙语连珠

高频词汇

agenda [ə'dʒendə]

议程

audio-visual equipment

视听设备

evade the issue

逃避回答问题

Chapter 1 Office Affairs



full attendance	全勤
inauguration ceremony	就职典礼
minutes/take minutes	会议记录
outcome['aʊtkʌm]	结果
participant[pɑ: 'tɪsɪpənt]	参加者
prior to	在……之前
proceedings[prə 'si:diŋz]	进展, 做的事, 行动
punctuality[,pʌŋktju 'ælɪti]	事项, 活动
veteran secretary	资深秘书
verbatim[və: 'beɪtɪm]	逐字的, 照字面的
remind[ri 'maɪnd]	提醒
report[ri 'pɔ:t]	汇报, 报告
hold[həʊld]	举办, 举行
conference['kɒnfərəns]	会议
arrange[ə 'reɪndʒ]	安排
attendance[ə 'tendəns]	出席者, 参加者
microphone['maɪkrəfəʊn]	扩音器, 话筒
schedule['fedju:l]	时刻表; 计划
topic['tɒpɪk]	议题; 题目
absent['æbsənt]	缺席的



第一章 内部办公事务

Unit 2

Buying Office Supplies

购买办公用品

巧嘴英语当秘书



Talk Show

脱口而出

Buyer wording 买家用语

1. How do you ensure its quality?
你们怎样确保它的质量?
2. What happens if I am not satisfied with my purchases?
假如买了之后不满意怎么办?

Chapter 1 Office Affairs



3. Are your prices negotiable? 价钱有商议吗?

4. We'll compare them before we make a decision.
我们比较一下再决定吧。

5. I have to discuss it over with my boss.
我必须与我的老板商量一下。

Seller wording 卖家用语

1. But new product sometimes has a few troubles.
但新产品有时会有一些问题。

2. How soon do you want it?
你要多快送到?

3. You'll be convinced that our product is superior.
你一定会相信我们的比别家的好。

4. Your satisfaction is guaranteed, or we refund your money. 我们保证您满意, 否则我们退款。

2 Comprehend by Analogy 触类旁通

► 产品编码是……

● The catalogue number is...

● The product coding is...

● The product number is...

► 我们将来以……方式付款。

● We will pay by cash on delivery.

● We will pay by credit card.

● We will pay by money order.

► 你能明天把货送到吗?

● Could you deliver it by tomorrow?

● Could you bring it over by tomorrow?

● Could you send it by tomorrow?



第一章 内部办公事务

3 Reply Fluently 对答如流

Conversation 1

A: Can I help you, Miss?

B: I would like to order 2 office-style cabinets and desk calendars. We want office-style cabinets in white. The catalogue number is 90-f-2356.

A: How soon do you want it?

B: Could you deliver it tomorrow?

A: No problem.

B: Please handle the items carefully.

A: Certainly.

B: We will pay by collect on delivery.

A: 小姐, 需要点什么?

B: 我要订购两个办公柜和两份台历, 办公柜要白色的。
产品编号是 90-f-2356。

A: 你要多快送到?

B: 你能不能明天送到?

A: 没问题。

B: 请小心运送货品。

A: 当然。

B: 货到时我们付款。

Conversation 2

A: May I help you, Miss?

B: Yes. I'm excited to hear about your new product.

A: OK. I'm sure you will love what this new automatic answering system can do for your business.

Chapter 1 Office Affairs



B: Yes. I've heard a lot about it.

A: Watch our computer demonstration, please. You'll be convinced that our product is superior.

(After the demonstration)

B: Yes. I would have to agree with you. It seems to offer more options than the others. But new product sometimes has a few troubles. How about yours?

A: Our systems are 100% trouble-free.

B: How do you ensure quality?

A: Any of our new products shall go through a 1 ~ 3 month testing period.

B: Are your prices negotiable?

A: Yes, our prices are negotiable, but our quality is not.

B: What happens if I am not satisfied with my purchases?

A: Your satisfaction is guaranteed, or we refund your money.

B: I see. But I have to discuss it over with my boss before I make a decision.

A: OK. I hope you will be in touch with me shortly.

A: 小姐, 需要帮忙吗?

B: 是的, 我很想了解你们这套新产品的情况。

A: 好的, 我相信这一套最新自动签录系统会给贵公司的业务带来很多好处。

B: 是这样, 我已听说过很多有关它的介绍。

A: 请看看电脑演示。你一定会相信我们的比别家的好。
(演示过后)

B: 是的, 我很同意你的说法。看起来你们产品的功能比别家的功能多。但是新产品有时会有一些问题, 你们的怎么样?



第一章 内部办公事务

- A: 我们的系统是百分之百的无故障。
B: 你们怎样来保证产品的质量呢?
A: 我们的任何一件新产品都有一至三个月的试用期。
B: 价格是否有商量的余地呢?
A: 有, 我们的价格可以谈, 但我们产品的质量是无二一的。
B: 假如买了后不满意怎么办?
A: 我们保证用户满意, 否则我们就退款。
B: 我知道了。但是我必须与我的老板商量之后才能做决定。
A: 好吧。我希望你们不久后就和我联系。

4 Sentences 妙语连珠

高频词汇

cellophane tape	透明胶带
calculator['kælkjuleitə]	计算器
computer[kəm'pjutə]	电脑
carbon paper	复写纸
correction fluid	涂改液
eraser[i'reizə]	橡皮擦
graph[græf, gra:f]	图表
ink[iŋk]	墨水
notebook['nəutbuk]	笔记本
pencil sharpener	削铅笔机
staple['steipl]	钉书针

Chapter 1 Office Affairs



ball-point pen	圆珠笔
coffee pot	咖啡壶
fountain pen	钢笔
glue [glu:]	胶水
paper clip	纸夹
stapler [ˈsteɪplə]	订书机
scissors [ˈsɪzəz]	剪刀
waste basket	废纸篓
time card	出勤卡
time sheet	出勤表

名言荟萃

1. Affairs that are done by due degree are soon ended.
事情按部就班,就会很快做完。
2. All wealth is the product of labor.
一切财富都是劳动的产物。
3. A short horse is soon curried.
矮马易梳,事小易办。
4. A man can succeed at almost anything for which he has unlimited enthusiasm.
只要有无限的热情,一个人几乎可以在任何事情上取得成功。

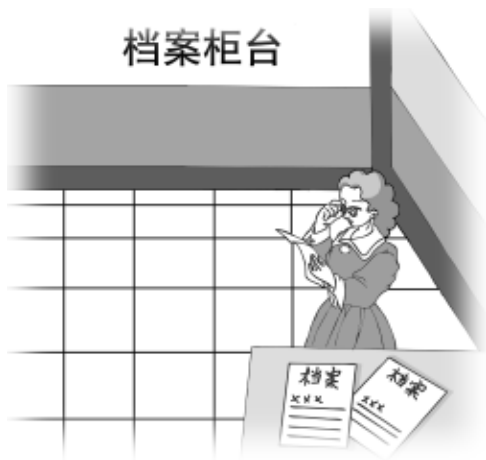


第一章 内部办公事务

Unit 3 Filing

归档

档案柜台



巧嘴英语当秘书

1 Talk Show 脱口而出

Secretary wording 秘书用语

1. Would you like me to file them according to dates?
你要我依日期顺序归档吗?
2. I'll copy them and file them both ways.
我会复制一份,然后两种方式各存一份。

Chapter 1 Office Affairs



3. I'm going to clean out all the old files.

我将把所有旧的档案都清理掉。

4. The rule of file-keeping is "one customer - one file".

存档管理的立案规则是“一户一卷”。

5. My secretarial duties includes taking shorthand, typing and filing.

我作为秘书的职务包括：速记、打字和整理档案。

Boss wording 老板用语

1. Please file all these reports for me.

请替我把这些报告归档。

2. I can't find the document I was working on yesterday.

我找不到昨天做的那个文件了。

3. Did you look up those files I requested?

我要的那些档案资料都找到了吗？

4. But first of all, fetch me those Brown files right now.

但是首先帮我马上找到布朗名下的文件夹。

5. File the reports in alphabetical order.

将报告依字母顺序归档。

6. File the letters according to dates.

将信件依照日期顺序归档。

7. File the reports both ways.

将报告依两种方式各归档一份。



第一章 内部办公事务

2 Comprehend by Analogy 触类旁通

- ▶ 我会复制一份,然后两种方
式各归档一份。
- I'll make copies and file
them both ways.
- I'll copy them and file them
both ways.
- I'll duplicate them and file
them both ways.
- ▶ 你要我以……顺序归档吗?
- Do you want me to file
them in alphabetical or-
der?
- Would you like me to file
them alphabetically?
- Should I file them according
to dates?
- ▶ 我会将所有文件都……好。
- I'll list down all the docu-
ments.
- I'll organize all the docu-
ments.
- I'll photocopy all the docu-
ments.

3 Reply Fluently 对答如流

Conversation 1

- A: Please file all these reports for me.
B: Would you like me to file them according to dates?
A: No, please file them in alphabetical order.
B: I'll copy them and file them both ways.
A: Great idea! You are an excellent secretary.
B: Of course I am, sir.

- A: 请替我把这些报告归档。
B: 你要我依日期顺序归档吗?
A: 不,请依照字母顺序。