《文秘英语》以培养应用型、国际化涉外秘书为目标,结合文秘岗位的要求,力求为学生提供未来工作中所需与文秘相关的英语基本知识和专业技能。

本书共 10 个单元,涵盖了涉外秘书涉及的基本日常事务,如运用现代办公设备,接听电话,接待访客,安排工作日程和商务旅行,处理文档、邮件,筹办会议,拟写信函等,内容丰富、生动、具体、实用,由浅入深地训练学生文秘从业人员应具备的语言知识和专业技能。

除此之外,本书每单元均附有"Business Etiquette"环节,介绍秘书的"必备常识",从服装、商务餐饮常识,到介绍的先后顺序、名片的收受等均有详细的文字介绍,让学生在毕业后能更好地适应职场,在各种场合中表现得合宜、出色。本教材突出技能和实操训练,具有以下特色:

1. 设计新颖

各单元从 Warming-up 导入开始,通过 Intensive Reading 渗透基本知识与词汇,将 Listening in, Speaking out 和 Writing out 等技能训练融入 English at Work 中,任务驱动教学,以具体任务为中心进行展开,脉络清晰,重点突出;每单元均设置了知识目标和技能目标,学习目标明确;各单元的技能训练内容丰富、形式活泼多样,主题鲜明,符合该年龄段学生的实际情况和学习特点,便于学生掌握相关技能。

2. 实操性强

本书秉承"项目引领、任务驱动"的理念,把秘书常见的工作任 务和工作过程转化为学习任务,围绕训练英语基本技能的目标,提供 了大量真实、生动的素材,注重内容的趣味性,通过多环节的逐级技 能训练,把技能训练与任务实施融合于"教学做"一体中,将对学生 专业技能的训练落到实处。

3. 针对性强

本书主要针对文秘英语初学者进行编写,突出对文秘英语的学习和训练,在内容与难度的把控上能够较好地满足初级文秘英语课程的需要。

4. 编排合理

本书各单元按不同的主题编写,根据不同的主题设计灵活的实操 练习,让初学者对秘书日常工作流程逐步加深认识和了解,并把秘书 应具备的基本礼仪知识恰当地编排到各单元中,使学生能在实操与练 习中有层次地掌握知识技能和专业技能。

本书由王韶芳老师担任主编,蔡昕老师担任副主编,编者均为教授文秘英语课程的一线教师。Unit 1, Unit 6 和 Unit 7 由王韶芳老师编写; Unit 2 和 Unit 3 由罗梅颜老师编写; Unit 4 和 Unit 8 由易奕老师编写; Unit 5 和 Unit 10 由蔡昕老师编写; Unit 9 由夏燕老师编写。

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Understanding a Secretary's Job

In this unit, you will:

- 1. know the role and the responsibilities of a secretary;
- 2. understand the qualities and skills a good secretary should have.

ტ Warming-up

Tick ($\sqrt{\ }$) the pictures that are associated with a secretary's job.



🔏 Intensive Reading

Read and learn the following words and expressions.



秘书 文件, 文档 secretary document n. n. assistant *n*. 助手 operate 操作 软件 *n*. 雇主, 上司 employer software n. 设备 处理 deal with equipment 完成,执行 带领……参观 show... around perform ν . appointment n. 约定, 预约 adv. 有效地 efficiently schedule n. 日程安排 拥有, 具备 possess v. 安排,协商 呈现 arrange present professional adj. 专业的 shorthand *n*. 速记 n. 记录,备忘录 n. 行为, 举止 minute demeanour n. (常用复数)指示 adj. 灵活的 direction flexible n. 路线, 旅行日程 skilfully adv. 熟练地 itinerary 崩溃 编辑,校订 edit fall apart ν .

2 Read the passage about a secretary's job.



A Secretary's Job

The role of a secretary

A secretary assists the employer. You have to do a lot of things for your boss every day. You may be the boss's "right-hand man" and also a "jack of all trades".

The duties of a secretary

A secretary assists the boss in daily office work. For example:

- Deal with all business letters, phone calls, faxes, e-mails and messages.
- Greet visitors and sometimes show them around the offices.

- Make appointments for your boss and keep a schedule.
- Arrange all types of business meetings.
- Take shorthand and minutes.
- Prepare reports based on oral or written directions from the boss
- Arrange business itineraries and prepare everything for the boss's travel.
- Compose and edit documents.
- Use computers and be capable in operating such software as Word, Excel and PowerPoint, etc.
- Operate different office equipment at work, such as fax machines, scanners, copiers, etc.

The qualities of a good secretary

- Being organised and detail-oriented.
- Performing tasks quickly and efficiently.
- Possessing basic editing skills.
- Presenting a positive image for the company.
- Focusing on solutions.
- Always learning new skills.
- Working with a smile.
- Presenting a professional appearance and demeanour.

Therefore, a secretary's job is to make other people's jobs easier, and this is usually not a small task. A secretary should be flexible, polite, skilful and neat. Without a talented secretary, most offices would simply fall apart.

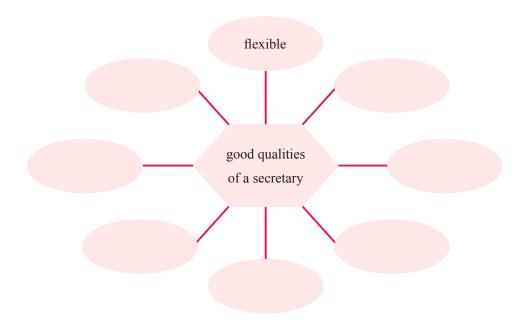
- 1. right-hand man: 意为 "得力助手"。因为大多数人都是习惯于用右手吃饭、写字,所以右手对于人来说尤其重要,right-hand代表重要的。
- 2. jack of all trades: 意为"万能先生,多面手"。指对各行各业都懂一点但博而不精的人。



3 Match the verbs with the nouns to form some phrases to describe a secretary's different duties.



4 Complete the following mind map with the good qualities you think a secretary should have.



5 Choose the proper Chinese meaning for each given expression.

- () 1. right-hand man
- () 2. jack of all trades
- () 3. fall apart
- () 4. oral or written directions
- () 5. arrange business itineraries
- () **6.** operate computer software
- () 7. present a positive image
- () 8. perform tasks quickly and efficiently

- A. 安排商务行程
- B. 崩溃
- C. 多面手
- D. 展现积极的形象
- E. 得力助手
- F. 快速有效地完成任务
- G. 口头或书面指示
- H. 操作电脑软件



Go for an Interview

☆ Listening in

1 Listen and choose where the conversation possibly takes place.





A



В



C

2 Listen again and complete.



Janet: Good morning, Mr Turner. I'm Janet Smith. I'm here for 1) _

Mr Turner: Nice to meet you, Janet. Take a seat, please.

Janet: Thank you.

Mr Turner: Well, as you know, we need a secretary who is good at English,

	typing and shorthand. How is your English?	_
Janet:	I think my English is at a high enough level to 2)	
Mr Turner:	How about your typing and shorthand skills?	
Janet:	I can 3) 100 English words and take shorthand	
	at 60 words per minute.	
Mr Turner:	Do you know how to use a computer?	_
Janet:	Yes, and I can 4) proficiently too.	_
Mr Turner:	Tell me something about yourself.	
Janet:	I'm always 5), patient and outgoing.	
Mr Turner:	That sounds good. We'll let you know our decision before Friday.	
Janet:	Thank you, sir. I'm looking forward to hearing from you.	

☆ Speaking out

3 Read the following want ad. for G&G Foreign Trade Company.

Want Ad. Position: English secretary Employer: G&G Foreign Trade Company Education requirement: Secondary school graduate Job qualifications: Fluent English (both in speaking and writing) Good computer skills Good communication skills Hard-working, careful, outgoing Contact person: Steven Chen Contact phone: 86×××99 Contact e-mail: stevengg @hotmail.com

4 Role-play. Act out a conversation with your partner according to the given setting. The following information may help you.

What do you think of your English?/How is your English?

How about your typing and shorthand skills?

Are you able to use computers?/ Can you use fax machines and copiers?

Tell me something about yourself.

... good enough to.../... quite good/ ... speak English fluently/... pass...

I can type... and take shorthand at... per minute.

... be good at... / ... can use... skilfully

I'm careful/outgoing/responsible/ hardworking/patient/warm-hearted...

> 简历的开头写清毕 业院校及地址

☆ Writing out

Resume

Resume

Yan Chen

Department of Secretarial Studies
Guangdong Finance School
No. 53, Jianshe Road
Guangzhou, 512024
P. R. China

求职目标

Objective

To work as a junior secretary in a foreign trade company.

Personal data

Name: Yan Chen Gender: Female

Date of birth: 7th June, 1996 Place of birth: Shantou

Education	教育	背景
09/2012-07/2015	Department of Secretarial Studies, Guar	ngdong Finance School
09/2009—07/2012	Shantou No.1 Middle School	
09/2003-07/2009	Hongxing Primary School	
Working experienc	es	工作经验及经历
07/201408/2014	Part-time cashier in a supermarket in Do	ongguan
07/2013—08/2013	Part-time typist of Parco, a private f	foreign trade company,
	typing all kinds of business letters	
Skills and qualificat	tions	
Passed Public Englis	sh Test System Level II in 2014	相关技能及资历、
Got a Visual FoxPro	Certificate in 2014	资格证书
Typing: 50 words pe	er minute	
Languages: Mandari	in, Cantonese, everyday English	
Computer: Skilfully	operate office software like Windows, Wor	d, Excel, PowerPoint, etc.
Awards		
The second place in	English Speech Contest at school in 2014	获得的奖项
Excellent League Le	eader in 2013 and 2014	

5 Write a resume for yourself according to the job advertisement.

德信广告有限公司(中美合资)欲招聘一名初级办公室英文秘书,能处理办公室日常事务及简单的英文信函、传真,掌握基本的电脑软件操作技巧,打字速度较快,并能进行简单的英文对话。

	Resume
Objective	

Name	Gender
Date of birth	Place of birth
Health condition	
Education	
Working experiences	
Skills and qualifications	
Awards	

Business Etiquette

Business Dressing Etiquette

商务着装礼仪

个人在商务活动中的着装,不仅仅反映个人形象,还可以反映出一家企业的精神风貌及企业文化,因此商务人员应了解商务活动中的着装惯例,遵循长期以来形成的商务着装礼仪。服装一般分为四类:礼服、正装、便装和运动装。商务活动中一般应穿着正装。正装是指平时工作或正式活动中的服装,有些行业中的

统一制服也可以归为此类。正装要求款式简明、色彩统一、干净整洁。现代商务活动中,男士的正装一般是西服配皮鞋、衬衫、马甲和领带等;女士则以西服裙装配高跟鞋为主,裙装一般过膝为宜。

1 Choose proper clothes for business people.

```
Formal business clothes for a woman include: (

A. suits

B. jeans

C. T-shirts

D. skirts

E. shirts

F. sports

Formal business clothes for a man include: (

A. suits

B. jeans

C. T-shirts

D. ties

E. shirts

F. sports
```

Which of the following do you think are the appropriate dressing for a business occasion?

