

NGHIỆP VỤ

THƯ KÝ

HÀNH CHÁNH QUẢN TRỊ, KẾ TOÁN

Secretaries

Vivien Worsdall



Người dịch : Lê thị Hoài Hải
(B.A)

Hiệu đính : Phạm Đình Phương
(B.E, MBA)

Bang

Secretaries

Vivien Worsdall

MACMILLAN PUBLISHING COMPANY
New York

COLLIER MACMILLAN INTERNATIONAL
New York

COLLIER MACMILLAN PUBLISHERS
London

ACKNOWLEDGEMENTS

Photography Credits: Katharine Gibbs School, pp. iv, 11, 18, 22, 32, 36, 45, 52, 58, 77, 84, 93, 98; Martha Coss, pp. 67, 107.

Cover Design Rudy Michaels

Cover Photo ©Richard Wood from Taurus Photos

Copyright © 1980 COLLIER MACMILLAN INTERNATIONAL

A Division of Macmillan Publishing Co., Inc.

Philippines Copyright © 1980

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission in writing from the Publisher.

Macmillan Publishing Company
866 Third Avenue, New York, N.Y. 10022
Collier Macmillan Canada, Inc.

Printed in the United States of America

ISBN 0-02-973760-5

9876543



CONTENTS

Part A

English

Lesson	Page
1 May I Ask Who Is Calling ?	1
2 Let's Get Organized	8
3 A Planning Session	15
4 Kindly Let Us Know	23
5 The Stenographic Pool	29
6 Creative Advertising	37
7 Keep the Sales Rolling	43
8 A Matter of Diplomacy	51
9 The Club Meeting	59
10 A Lesson in Correspondence	66
11 Thank You, Come Again	75
12 Difficult Decisions	83
13 Never "Regret To Advise"	91
14 Business As Usual	99
15 Duty First	106
Review of Structure and Mechanics	114
Key to Review of Structure and Mechanics	116
Appendix	117

Part B

Vietnamese

124

I

MAY I ASK WHO IS CALLING?

Conversation

(Sue, Mr. Moe's secretary, answers the telephone.)

SUE: Good morning, Pulchritude Products. Mr. Moe's office.

VOICE: This is the New York office. Mr. Cole would like to talk to Mr. Moe.

SUE: Mr. Cole? Please tell him Mr. Moe is not in his office at the moment. I'm his secretary. Does Mr. Cole want to leave a message?

VOICE: Just a minute. Hold the line, please.

COLE: Hello. Jim Cole here. You say that Moe isn't in his office?

SUE: No. Mr. Cole, he isn't available now, but I expect him back soon. May I take a message?

COLE: Well—yes. Why didn't he answer my letter?

SUE: Your letter? Mr. Cole, I don't remember receiving a letter from you recently.

COLE: It's about our visit down there this weekend.

SUE: Your visit? This weekend?

COLE: You're Moe's secretary, aren't you? Didn't he say anything about arrangements for a conference?

SUE: No, Mr. Cole. We didn't receive any notice from you. Mail is running late because of the holidays. Nothing has come from your office for a couple of weeks.

COLE: That's funny. I have the copy here. We sent the letter eight days ago. Jones and I are coming down to talk

- about the promotion of the new product. We want Moe to set up meetings with your group at the plant and with our branches and outlets.
- SUE:** I'll give him your message as soon as he returns, Mr. Cole. When are you arriving?
- COLE:** Next Sunday. We have booked reservations on TWX, flight number 787, arriving at eleven P.M.
- SUE:** What about your hotel reservations?
- COLE:** Oh, yes. Please make the same accommodations as last year's—same hotel, and the same suite, if possible. Tell Moe to give me a ring as soon as he gets in.
- SUE:** Of course. You're going to be in your office until noon, aren't you, Mr. Cole?
- COLE:** Yes, I'm going to stick around until he calls.
- SUE:** Fine. Don't worry, Mr. Cole. We'll take care of everything on this end. You'll be hearing from Mr. Moe soon.
- COLE:** Thanks. I'm relying on you. We'll be seeing you soon. Good-bye.
- SUE:** (to her assistant) Whew! That was a close call, wasn't it? Where's Mr. Moe? He usually lets me know when he's late. Gee, I hope he comes in soon. Mr. Cole didn't seem very happy at first, but he brightened up a little.
- EVE:** Good for you. The secretary didn't let her boss down. It pays to be tactful, doesn't it?

Vocabulary

accommodations
arrangements
branches
conference
copy
discretion
outlets
plant
promotion
pulchritude
suite
tactful

Common Expressions

A.M.
book reservations
close call
give someone a ring—to telephone
hold the line
let (someone) down
let (someone) know
P.M.
running late
set up a meeting
stick around
take a message
take care of
this end
what about . . . ?

discretion is the better part of valour
we can only see the future
at the leisure of the day
to not be late
that's the way

discreet
discretion
than they
him Dad
plain your

Discussion

1. A secretary always uses discretion when answering the telephone. Do you think that Sue was discreet in saying that Mr. Moe wasn't in his office? Imagine you are Sue. Which of the following replies are appropriate?
 - a. He's late this morning.
 - b. I don't know where he is.
 - c. He's not available right now.
 - d. He's stepped out for a moment.
 - e. He's in conference.
2. Imagine you are Mr. Cole. How would you feel toward Sue—friendly, unfriendly, indifferent?
3. Does a person like to be addressed by name, as "Yes, Mr. Cole?"
4. A secretary answered the phone saying, "Mr. Clark's office speaking." The caller responded, "A talking office? How unusual." How should she answer the telephone?

A. Progressive Substitution Drills

Substitute each of the following words or phrases in the model sentence.

May I take a message?

Example: *she*

May *she* take a message?

1. May I take a message?

she	call you back
send	give you a ring
telegram	can

2. Does Mr. Cole want to leave a message?

give me	Doesn't
Sue	her number
information	Would she like

3. You're going to be in the office until noon, aren't you?

He's . . . isn't he	Sue is . . . she
out of .	three
Mr. Cole	all morning

B. Structures

1. Look at these sentences:

- A. I'll give your message *to her*.
B. I'll give *her* your message.
- A. Please send your latest catalog *to us*.
B. Please send *us* your latest catalog.

Sentences 1A and 2A have this structure: verb—object—prepositional phrase (*to the person*)

Sentences 1B and 2B have this structure: verb—indirect pronoun—object

We use an indirect pronoun to show *to whom* or *for whom* something is done.

These two structures are used with verbs like *give, tell, lend, send, show, and read*.

With the verbs *explain, say, speak, and report*, only use structure A:

Example: Mr. Moe explained the letter to me.

With the verb *ask*, only use structure B:

Example: She asked her a question.

Study the examples above and write these sentences using an indirect pronoun. Make sure to change structure A to structure B.

- She handed the file to Sue.
 - Sue always tells the truth to Mr. Moe.
 - Did she send a telegram to Mr. Cole?
 - Eve read the letter to Sue.
 - Don't lend money to the children.
2. The following sentences from the Conversation express a polite command, with *you* understood.

Hold the line, please.

Don't worry.

Following the above examples, write sentences requesting a person:

- to give your boss a message
- to postpone a meeting
- not to call before seven A.M.
- to answer your letter soon

3. The following statements all express an act in the future:

I'll give him your message. (*Will or shall* denotes future time.)
We are arriving Sunday. (*Are arriving* is used with a future date.)

You are going to stay in your office until noon, aren't you? (The phrase *going to* expresses future time.)

Write sentences using the verbs *arrive*, *stay*, and *visit* in these three different forms to express an action that will take place in the future.

C. Punctuation

1. Notice the contractions in the Conversation: *I'm*, *isn't*, *you're*, *he'll*, *let's*. The apostrophe in these words takes the place of missing letters. These forms are commonly used in everyday speech, but rarely in business correspondence.

The apostrophe is also used to show possession: *Mr. Moe's secretary*, *the boss's briefcase*, *the Board of Directors' meeting*. Note also that the apostrophe comes before the *s* in singular words (*Moe's*, *boss's*), but after the *s* in plural nouns (*Directors'*).

An apostrophe may also be used to replace numbers when a date is abbreviated: *Oldtimers still talk about the flood of '21.*

Let's see; it is 1921 = foggy

Punctuate these sentences correctly by adding necessary apostrophes.

- Isn't it the employers duty to secure his employees rights?
- Arent there two rs in "correspondence"?
- Shell soon be eighty years old, because she graduated in 28.
- The company is giving a childrens Christmas party.
- Sue, were going to leave at 2 oclock.