

国际商务师业务外语辅导：怎么正确处理办公电话和邮件
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https://www.100test.com/kao_ti2020/565/2021_2022__E5_9B_BD_

[E9_99_85_E5_95_86_E5_c29_565450.htm](https://www.100test.com/kao_ti2020/565/2021_2022__E5_9B_BD_E9_99_85_E5_95_86_E5_c29_565450.htm) Telephone As your company ' s representative, your phone manners should be impeccable. Too many workers who are abrupt on the phone rationalize their behavior by saying it ' s OK or even expected. 因为他们正在工作，但这不是真正的理由。你正代表着公司，并为公司树立形象，就应该像对待工作一样，认真地与对方进行电话交流。 There are several accepted ways to answer a telephone at work. You can simply say " hello " or you can say your name, as in " June Johnson speaking. " You don ' t need to say the company ' s name if a receptionist or a secretary has already done so. Try to speak in a pleasure, unrushed voice. If you are rushed and can ' t talk, it ' s better to say this and make plans to call back later. Don ' t rustle papers or work while you are speaking on the phone. If you are really too distracted to speak, then reschedule the call. Handling Mail 得体的举止也体现在你能即使有礼貌地处理信件。除非是那种大批量的邮件，否则每一封都应该回复。大多数老板都不喜欢看到他们的雇员不回复商务电话和信函。 Faxes and E-mail The arrival of fax machines and desktop computers in the most offices has also given rise to a new etiquette regarding their use. Never assume that either a fax or e-mail is private. And with that in mind, never send any communication via either method that you wouldn ' t like to have your boss, or even your entire office, read. Most fax machines are located in public

place, so anyone who passes by can read them, and some business routinely screen their employees ' e-mail.(That ' s not necessarily polite, but it ' s easier to keep e-mail impersonal than to tell the boss she can ' t read it) 把国际商务师站点加入收藏夹 欢迎进入

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