CAREER PATHS

Secretarial

Virginia Evans



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Book 1

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Express Publishing

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1 Office supplies



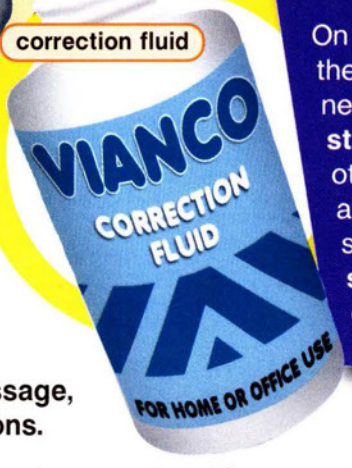
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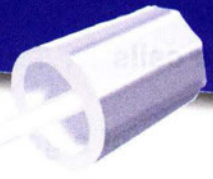
By Polly Evans

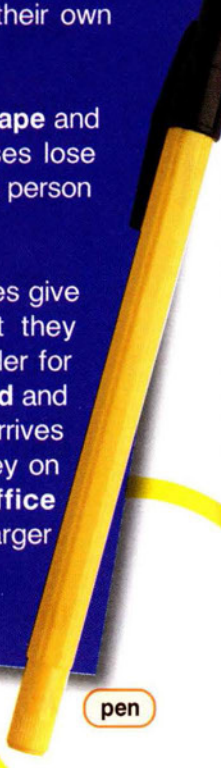
Some businesses let employees order their own **supplies**. But this is a bad idea.

Why? After all, employees need **pens**, **tape** and **folders** to do their jobs. But businesses lose money this way. It is better to have one person **in charge of** purchasing supplies.

On a set date every month, employees give the person in charge lists of what they need. Then, he or she places an order for **staples**, **paperclips**, **correction fluid** and other necessary items. Everything arrives at the same time. This saves money on shipping charges. Also, many **office supply stores** give discounts for larger **orders**.







Get ready!

1 Before you read the passage, talk about these questions.

1 What supplies does a secretary use at work?
2 Where does a secretary get supplies from?

Reading

2 Read this article from a business magazine. Then, choose the correct answers.

1 What is the article mostly about?
- **A** Where to order office supplies.
- **B** What supplies a business needs.
- **C** A good method for ordering supplies.
- **D** Why supply stores can give discounts.

2 According to the article, what is true of the best way to order supplies?
- **A** Employees create lists of supplies once a year.
- **B** One person is responsible for placing supply orders.
- **C** Employees contact stores directly to purchase supplies.
- **D** Employees should ask the supply store for discounts.

3 Why is it bad for employees to order their own supplies?
- **A** It is costly for the employer.
- **B** It results in lost supply lists.
- **C** It increases shipping mistakes.
- **D** It takes longer to receive items.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ folder
2 __ in charge of
3 __ paperclip
4 __ office supply store
5 __ tape
6 __ staple
7 __ order

- **A** a request for products
- **B** an object that slides over papers to keep them together
- **C** a sticky material that keeps objects together
- **D** an object to store and organize papers in
- **E** a place that sells business supplies
- **F** responsible for something
- **G** a metal object pressed through papers to hold them together

4 Write a word that is similar in meaning to the underlined part.

1 Joan needs a new bottle of <u>white liquid used for covering mistakes</u>
c _ _ r _ _ t _ _ _ _ _ l _ _ d

2 Are the new <u>things needed to work</u> here? I'm out of staples. _ _ _ p _ _ _ s

3 My <u>writing object</u> is out of ink, so I need a new one. _ e _

5 Listen and read the article again. Why is it a bad idea to let employees order their own supplies?

Listening

6 Listen to a phone conversation between a store clerk and an office worker. Mark the following statements as true (T) or false (F).

1 __ The office worker wants to purchase office supplies.

2 __ The store is having a sale on staples.

3 __ The clerk offers to deliver the supplies.

7 Listen again and complete the conversation.

Clerk: Thank you for calling Speedy's **1** _____ _____ _____. How can I help you?

Office Worker: I want to place an order for some **2** _____, please.

Clerk: Great! What do you need today?

Office Worker: I need twenty boxes of pens with black ink. Then, I want ten boxes of **3** _____.

Clerk: Is there anything else?

Office Worker: Yes. I also need five bottles of **4** _____ _____. Oh, and fifty folders. They need to be red.

Clerk: OK, got it. The total comes to $70. We're having a sale on **5** _____. Ten boxes for three dollars. Are you interested?

Office Worker: No thanks. Let me give you the delivery address for the **6** _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I want to place an order
What do you need today?
We're having a sale on...

Student A: You are clerk at Speedy's Office Supply. Talk to Student B about:

- supplies needed
- sales
- total bill

Student B: You are an office worker. Call Student A to place an order for supplies

Writing

9 Use the conversation from Task 8 to fill out the note.

Speedy's Office Supply Store Order Form

Client Name: _____

Delivery Address: _____

_____

Phone Number: _____

Quantity	Item description	Price
_____	_____	____
_____	_____	____
_____	_____	____
_____	_____	____

Total: ____

2 Office furniture



Spring into Spring

Spring Sales at Bradley's!

Welcome to Bradley's! Bradley's is an office furniture retailer based in Chicago. We sell everything that you need for your office, from **coat racks** to **filing cabinets**. With over 60 years' experience, we know what you need. Need a new **office desk**? How about a **reception desk**? No problem. We have them! We also have a large selection of **shelves which come in** wood or metal. Come in and **check out** our brand new line of **office chairs**. Bradley's offers different furniture styles, from **traditional** to **modern**. We also deliver to your home or office, Mondays through Fridays. (Delivery charges do apply.)

BRADLEY'S SPRING CATALOGUE

Get ready!

1 Before you read the passage, talk about these questions.

1 What furniture is usually in an office?

2 Where are some places you can buy office furniture?

Reading

2 Read this excerpt from an office furniture retailer's catalogue. Then, choose the correct answers.

1 What is the passage mainly about?

A the kinds of chairs Bradley's designs
B the types of furniture for sale at Bradley's
C new furniture retailer in Chicago
D the changes in office furniture styles

2 What is new at Bradley's?

A the shelves
B office chairs
C metal desks
D filing cabinets

3 What is NOT discussed about Bradley's in the passage?

A what city it is located in
B the number of years it has been open
C the amount of the delivery charge
D what kind of items it sells

Vocabulary

3 Place the words and phrases from the word bank under the correct heading.

WORD BANK

reception desk traditional shelf
modern office desk office chair

Furniture	Styles
_____	_____
_____	_____
_____	
_____	

4 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** Check out these new desks.
___ **B** Store these files in that office chair.

2 ___ **A** My office desk is uncomfortable to sit in.
___ **B** Hang your jacket on the coat rack.

3 ___ **A** This is my great-grandfather's desk. It's very modern.
___ **B** You organize folders in a filing cabinet.

4 ___ **A** The shoes come in black and brown.
___ **B** This shelf has six drawers and a matching chair.

5 Listen and read the catalogue again. What types of office furniture does Bradley's sell?

Listening

6 Listen to a conversation between a salesperson at Bradley's and a customer. Mark the following statements as true (T) or false (F).

1 ___ The chairs are a new product.
2 ___ The customer likes the chairs.
3 ___ The chairs only come in red or blue.

7 Listen again and complete the conversation.

Salesperson: Welcome to Bradley's. My name is Diane. How can I **1** _____ you?
Customer: Hi. I'm here to see the new line of office **2** _____. Where are they?
Salesperson: They're right **3** _____ _____. Just follow me, please.
Customer: These are perfect! Very stylish and soft. Do they **4** _____ _____ any other colors?
Salesperson: They come in blue or red leather or **5** _____ black.
Customer: How much are they?
Salesperson: The black leather is $99. For blue and red it's $110.
Customer: I'll **6** _____ five with the blue leather please.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How can I help you?
I'm here to see ...
How much is/are ...?

Student A: You work at an office furniture store. Help Student B find furniture.

Student B: You are a customer looking for new office furniture. Ask Student A questions about:

- the item's location
- available colors
- costs

Writing

9 Use the conversation from Task 8 to fill out the receipt.

BRADLEY'S OFFICE FURNITURE
SALES RECEIPT

CUSTOMER NAME: _____
PRODUCT: _____
_____
STYLE/COLOR: _____
QUANTITY: _____
PRICE: _____

THANKS FOR YOUR PURCHASE!
COME BACK SOON.

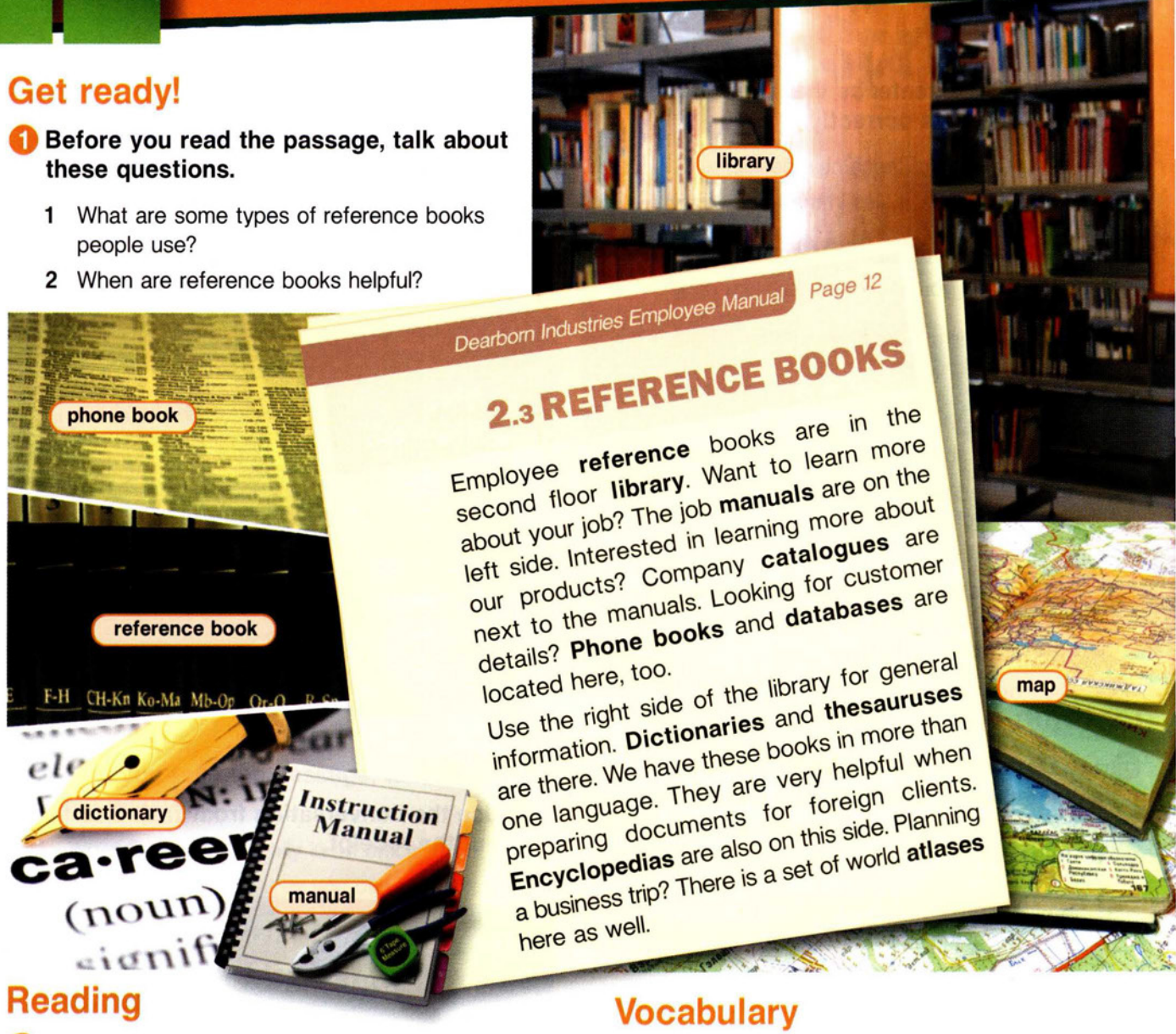
3 Reference books

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some types of reference books people use?

2 When are reference books helpful?



Reading

2 Read this excerpt from an employee manual. Then, choose the correct answers.

1 What is this passage about?

- **A** the company's range of products
- **B** the improvements made at the library
- **C** the reference books available to employees
- **D** how to use the company's database

2 What is true about the dictionaries and thesauruses?

- **A** They are next to the job manuals.
- **B** They are useful for planning a trip.
- **C** They are available in several languages.
- **D** They are kept on the left side of the library.

3 Which book contains lists of products?

- **A** phone book
- **B** encyclopedia
- **C** thesaurus
- **D** catalogue

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ dictionary
2 __ reference
3 __ atlas
4 __ database
5 __ thesaurus
6 __ library
7 __ encyclopedia

- **A** a class of books that are used to get information
- **B** a room or building where books are kept
- **C** a collection of data
- **D** a book containing lists of words with the same meaning
- **E** a book of facts about many different subjects
- **F** a book containing definitions, or translations of words
- **G** a book containing maps

4 Write a word that is similar in meaning to the underlined part.

1 I need to call a doctor, but I don't have a <u>large document containing a list of phone numbers</u>.
_ _ _ _ e _ o _ _

2 The new employee is reading the <u>book about his responsibilities at work</u>.
_ _ n _ _ _

3 Please give the customer a <u>book with products lists</u>.
_ _ t _ _ _ _ u _

5 Listen and read the manual again. What materials can you find in the library? What are they useful for?

Listening

6 Listen to a conversation between coworkers at a company. Mark the following statements as true (T) or false (F).

1 __ The woman wants to know about the new products.

2 __ The man does not know the location of the databases.

3 __ The woman is collecting information to write a report.

7 Listen again and complete the conversation.

Employee 1: Hi Joe, do you have a **1** _____?
Employee 2: Sure, what do you need?
Employee 1: I need to find out about our new product **2** _____.
Employee 2: Just go to the **3** _____ library on the second floor. The company catalogues are on your left.
Employee 1: And the **4** _____ are up there, too?
Employee 2: Yeah, they're next to the **5** _____. What are you working on, anyway?
Employee 1: I'm just gathering information for Mr. Smith. Thanks for the help.
Employee 2: **6** _____ _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you have a moment?
What do you need?
Thanks for your help.

Student A: You are a secretary. You need to find information for your boss. Ask Student B about:

- product line information
- phone books

Student B: You are Student A's coworker. Answer his or her questions.

Writing

9 Use the conversation from Task 8 to make notes on the reference books in the library.

Reference Library Guide

Book: _____
Contents: _____
_____
Location: _____
_____

Book: _____
Contents: _____
_____
Location: _____
_____



4 Office machinery

Get ready!

1 Before you read the passage, talk about these questions.

1 What types of machines are found in an office?

2 Where do people find information about office equipment?



copier



printer



answering machine



dictation machine

New Business Daily
Vol. 14, No. 1

Office Machinery on a Budget

BY SAM BURNS

Every office needs equipment ... but it can be so expensive. Still, there are ways to outfit an office cheaply and efficiently. Here's how:

First, buy a **four-in-one printer**. This acts as a **printer**, **copier**, **fax machine** and **scanner**. Save up to 70% by purchasing only one machine.

Also, look for good quality used equipment. A **shredder** or **dictation machine** doesn't have to be new. Just make sure that everything still works.

Finally, look for a **telephone** and **answering machine** combination, too. Or, skip the answering machine and order **voice mail** with your telephone service package.



shredder

Reading

2 Read this article from a business magazine. Then, choose the correct answers.

1 What is the main idea of the article?

- **A** how to pay for office equipment
- **B** how to maintain office equipment
- **C** problems with used office equipment
- **D** tips for saving money on office equipment

2 People who order ___ do not need an answering machine.

- **A** a dictation machine
- **B** voice mail service
- **C** a fax machine
- **D** four-in-one printer

3 What advice does the article give to people buying a used shredder?

- **A** shop around for the best price
- **B** ask for a discount
- **C** make certain that it still functions well
- **D** buy a dictation machine at the same time

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 ___ printer
2 ___ fax machine
3 ___ shredder
4 ___ scanner
5 ___ telephone
6 ___ voice mail
7 ___ copier

- **A** a machine that makes paper copies of pages
- **B** a machine that cuts paper into thin strips
- **C** a device that reads images and copies them into a computer
- **D** a machine that sends copies of pages over telephone lines
- **E** a device used to speak to someone in another place
- **F** a machine used to print pages and photos from a computer
- **G** a system where people leave recorded telephone messages

4 Write a word that is similar in meaning to the underlined part.

1 Sara has a telephone with a <u>message recording device</u> attached.
a _ _ _ _ r _ _ _ _ _ c _ _ _ e

2 George has a small office, so he got a <u>multi function machine</u> to save space.
_ _ u _ - _ _ - o _ _ _ _ _ n _ _ _

3 Sheila types her boss's notes from a <u>voice recording device</u>.
d _ _ t _ _ _ _ _ m _ c _ _ _ _

5 Listen and read the article again. How can companies save money on office equipment?

Listening

6 Listen to a conversation between a business owner and a sales clerk. Mark the following statements as true (T) or false (F).

1 __ The customer wants to buy a telephone.
2 __ The clerk suggests a four-in-one-printer.
3 __ A four-in-one-printer is twice as expensive as a printer.

7 Listen again and complete the conversation.

Clerk: Good afternoon, Madam. Welcome to Office Supplies Incorporated. Can I help you find something?

Business Owner: Thank you. I'm looking for a combination printer and **1** _____.

Clerk: We have those. But have you considered a **2** _____ _____ _____ _____?

Business Owner: A four-in-one? What else does it have?

Clerk: A fax machine and **3** _____. And it costs about as much as a printer.

Business Owner: Is it **4** _____ to operate?

Clerk: Yes, very. Plus, it doesn't **5** _____ _____ much space.

Business Owner: That **6** _____ perfect.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I am looking for...
Have you considered...?
Is it easy to operate?

Student A: You are a clerk at an office supply store. Answer Student B's questions and make suggestions.

Student B: You are a business owner. You want to buy some office equipment. Talk to Student A about:

- the item you want to buy
- similar equipment
- using the equipment

Writing

9 Use the conversation from Task 8 to fill out the notes.



Office Supplies Incorporated

Customer Notes

Sales Clerk _____

Customer: _____

Item: _____

Notes: _____

_____

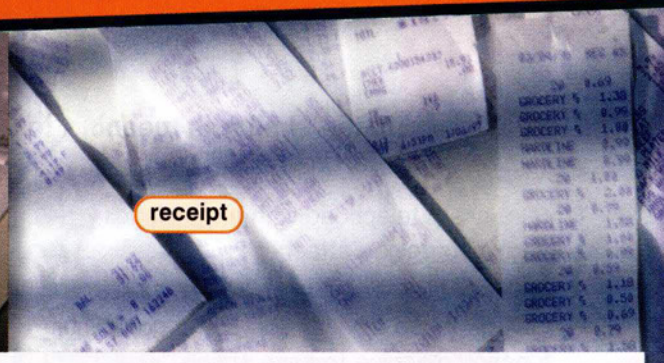
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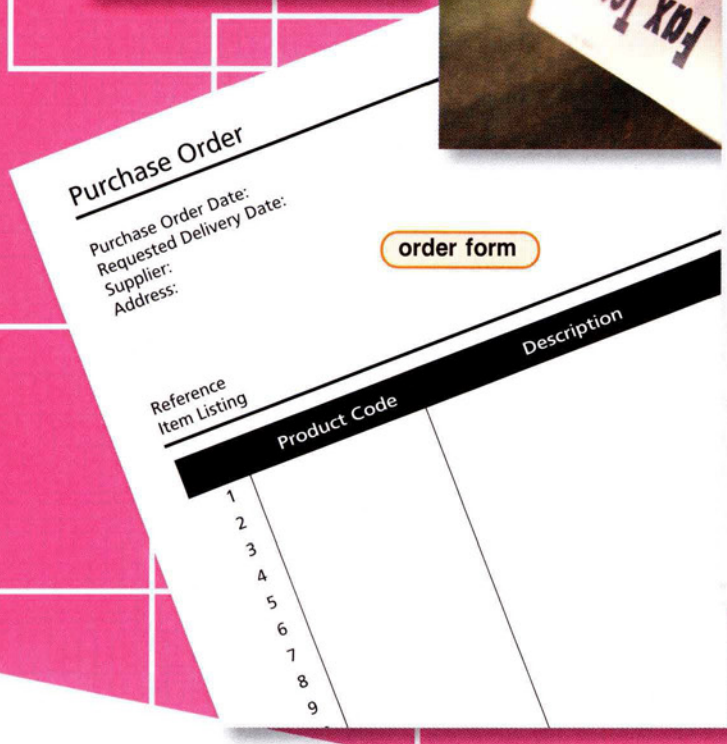
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5 Office documents









LegalJobsRUs.com

Company: BATES AND BURNS LAW FIRM

Want a great job? Here it is. We want a secretary with great people and computer skills. We need a good organizer who can:

- **Prepare** legal **documents**
- Send **faxes** and **send** out **memos**
- **Keep track of receipts** and payments
- Write excellent **business letters**
- **Fill out** many forms, including **order forms** for office supplies

Answering the phone and greeting clients is also important. We want someone who is friendly and energetic. Interested? Please contact Mr. Bates at bates.joe@yourbestlawyer.com

Get ready!

1 Before you read the passage, talk about these questions.

1 What documents do people use in an office?

2 Who handles the different documents in an office?

Reading

2 Read this job advertisement from a website. Then, mark the following statements as true (T) or false (F).

1 __ The law firm has an position available for a lawyer.

2 __ The law firm needs someone to save and organize receipts.

3 __ The person who gets the job is responsible for ordering supplies.

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

order form fill out keep track of
fax prepare documents

1 It's important to _____ important documents so you don't lose them.

2 It is easier and faster to _____ documents than mail them.

3 A secretary has to prepare and organize many _____.

4 Complete the _____ for new office supplies.

5 _____ this form with your name and address.

6 Please _____ the document for Mr. Bates and put it on his desk.

4 Place a check (✓) next to the correct answer.

1 Can you send out an email about the meeting tomorrow?

A ___ Yes, I just need to turn on my computer.

B ___ Sure, the phone is right over there.

2 Can you give me a receipt?

A ___ I'll take two, please.

B ___ Yes, let me print it out.

3 Please type up a business letter for me.

A ___ I'll read it right away.

B ___ Who shall I address it to?

5 Listen and read the advertisement again. What will the successful candidates main duties be?

Listening

6 Listen to a conversation between a secretary and an employer. Choose the correct answers.

1 What are the speakers talking about?

A a client C an email

B an order form D a fax

2 What does Mr. Bates want his secretary to do?

A fill out an order form C fax a document

B write a business letter D shred a receipt

7 Listen again and complete the conversation.

Employer: Good morning, Ms. Daniels. How are you today?

Secretary: I'm fine, thank you. What can I do for you this morning?

Employer: Please fax this **1** _____ over to Mr. Rane at the Clency **2** _____ _____.

Secretary: Do I need to type up a **3** _____ letter?

Employer: No, that's not **4** _____.

Secretary: Okay. Do you have the fax number for the Clency Law Firm?

Employer: No, I don't actually. Please call them and ask their **5** _____.

Secretary: Okay. Consider it done.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What can I do for you?

Please ...

Do I need to ...?

Student A: You are an employer. Talk to Student B about:

- completing an office task
- where to find information

Student B: You are a secretary. Ask Student A about:

- what tasks you need to do
- the information you need to complete the tasks

Writing

9 Use the conversation from Task 8 to fill out the to-do list.

BATES AND BURNS LAW FIRM

Today's To Do List

Date: March 16th _____

_____

_____

_____

_____

_____

_____

_____

_____

6 Greeting visitors







introduce yourself



A RECEPTIONIST'S BEST FRIEND
Greeting Visitors

By Sandra McCarol

As a receptionist, you create the first impression of your company. So make sure it's a good one. Follow these tips for greeting visitors:

- Always **greet** visitors with a smile. This makes the guests feel **welcomed**.
- Remember to **introduce yourself** and **explain** your **title**.
- After your **introduction,** say, "It's nice to **meet** you." or "Pleased to meet you."
- Make **small talk** with visitors by asking questions like: "How are you?" or "How was your flight?"
- **Sign** the guests **in** and give them **visitor's passes**, if needed.

These tips help you and your company look professional.



Get ready!

1 Before you read the passage, talk about these questions.

1 What are some common greetings that people use?

2 What do people say when they introduce themselves to others?

Reading

2 Read the excerpt from a blog. Then, choose the correct answers.

1 What is the purpose of the blog post?

A to tell receptionists how to make new friends
B to teach employees how to sign-in guests
C to give advice for handling visitors
D to provide tips for visitors to offices

2 What is true about receptionists?

A They are the first to see visitors.
B They must carry visitor's passes.
C They introduce visitors to other employees.
D They should wait for visitors to make small talk.

3 Which of the following is NOT a tip discussed in the blog post?

A smile at the visitors when they first arrive
B tell the visitor your title
C avoid asking visitors questions
D help the guest sign in

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ sign in
2 __ introduce
3 __ title
4 __ explain

A to tell someone your name for the first time
B to write down your name when visiting a place
C to describe or give more information about something
D the name of the position you have in a company

4 **Check (✓) the sentence that uses the underlined parts correctly.**

1 ___ **A** Visitors must explain with their name and the reason for the visit.
___ **B** Allison met her friends at the café at 4 o'clock.

2 ___ **A** The strangers made small talk while waiting for the train.
___ **B** The meeting began with titles between the owners.

3 ___ **A** Tom introduced that all guests need a pass.
___ **B** Barbara greeted the guest by smiling and saying hello.

4 ___ **A** Make guests feel welcome by smiling at them.
___ **B** Robert signed in Mr. Smith to Mr. Howard.

5 ___ **A** Speak slowly and clearly during your introduction.
___ **B** Small talk guests with general questions.

6 ___ **A** Sam forgot to give Mr. Avery a visitor's pass when he entered.
___ **B** A friendly title can make a great first impression.

5 **Listen and read the blog again. How can you make a good first impression on visitors?**

Listening

6 **Listen to a conversation between a receptionist and a visitor. Check (✓) the information that is true.**

1 ❑ Susan works for Mr. Siriski.
2 ❑ Susan's title is receptionist.
3 ❑ Mr. Siriski accepts a cup of coffee.
4 ❑ Susan asks Mr. Siriski about his train ride.
5 ❑ Mr. Siriski likes to visit London.

7 **Listen again and complete the conversation.**

Receptionist: Hello, you **1** _____ _____ Mr. Siriski. I'm Susan, Ms. Carey's receptionist.
Visitor: Hi, nice to meet you, Susan.
Receptionist: I can **2** _____ _____ _____ and give you a visitor's pass. Ms. Carey will arrive soon. Would you like some **3** _____?
Visitor: Yes, please. This is a nice office.
Receptionist: Yes, Ms. Carey likes to have art and color. How was your **4** _____?
Visitor: Rough. We hit some bad weather.
Receptionist: **5** _____ _____ we have had bad weather, too.
Visitor: London **6** _____ _____, but I still love this city.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Hello, you must be ...
Nice to meet you.
Would you like a drink?

Student A: You are a receptionist and a visitor arrives at your office.

- greet Student B
- offer him or her a drink
- make small talk.

Student B: You are a visitor to a company. Respond to Student A's questions and make small talk.

Writing

9 **Use the conversation from Task 8 to fill out the sign-in sheet.**

Jones and Sons

Sign-in Sheet

Name: _____

Time of Arrival: _____

Reason for Visit: _____

_____

Visiting From: _____

_____

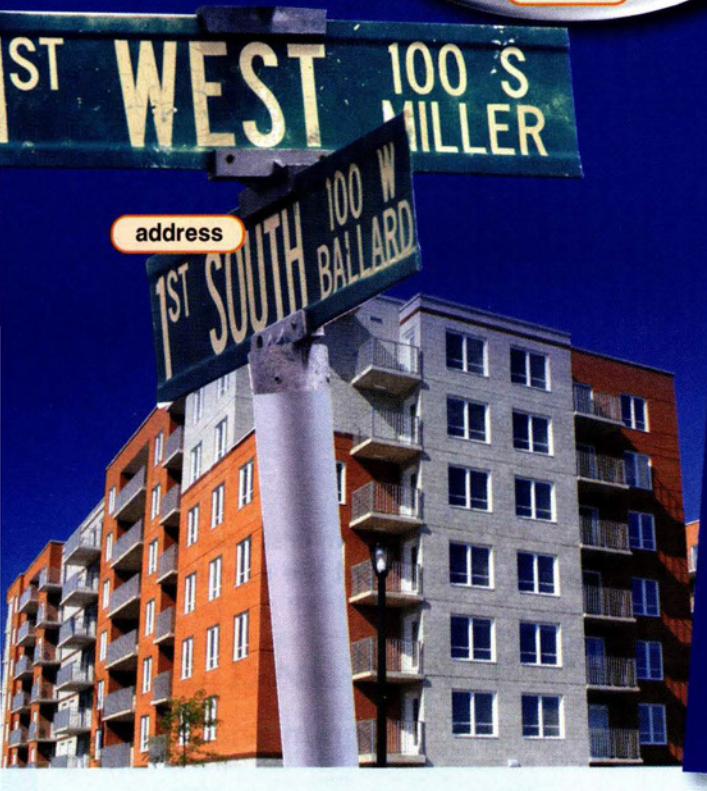
_____

7 Helping visitors

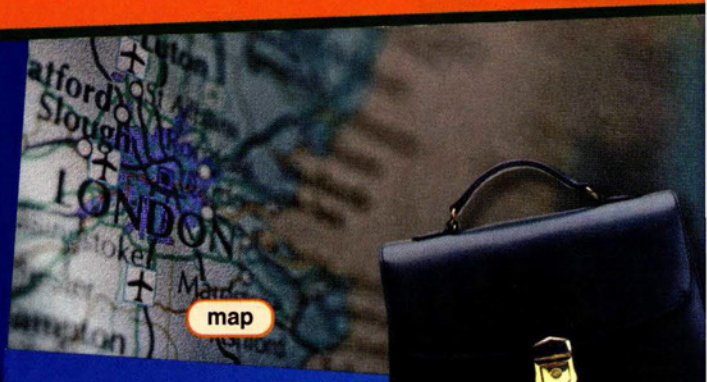
Get ready!

1 Before you read the passage, talk about these questions.

1 What information do visitors ask for?
2 How do office workers help visitors?







To: Branch Managers
From: Roger Burrows
Re: Visitors

This is just a friendly **reminder regarding** visitors to the company. Since reception and secretarial staff are the first to meet visitors, make sure they know they must:

- make visitors feel welcomed
- offer the visitor a **beverage**

Additionally, office workers need to be prepared to **lend a hand** to all visitors. Visitors often ask for **directions** to certain **addresses**. Make sure your employees can **show the way** on a **map**. When the visitor **departs** the employee must:

- offer to call a **taxi**
- remind visitors to check their **belongings**

Please share this information with your office staff and have a wonderful week!

Regards,
Roger Burrows
CEO

Reading

2 Read the email. Then, mark the following statements as true (T) or false (F).

1 __ The CEO sent the email to the reception staff.
2 __ Branch managers are responsible for offering guests beverages.
3 __ Office employees are required to offer to call a taxi for visitors.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 Mary picked up her <u>possessions</u> and boarded the train. _ _ _ o _ _ _ n _ _
2 Wanda offered her friend a <u>drink</u>. _ _ v _ _ a _ _
3 My flight <u>leaves</u> at 6:30 p.m. _ _ p _ _ _ s
4 Remember to get <u>details of how to get to a location</u> before leaving. _ i _ e _ _ i o _ s
5 Did you read <u>about</u> the changes to the company's policies? _ _ g _ r _ i n _

4 **Read the sentence pairs. Choose where the words best fit the blanks.**

1 **taxi / map**

Tom looked at the _____ to see where the museum was.

Sara got into a _____ and went to the airport.

2 **showed the way / lends a hand**

The secretary always _____ to employees who need help completing tasks.

The hotel clerk _____ to the nearest theater.

3 **reminder / address**

Sheryl sent a(n) _____ for employees to turn in their time sheets on Friday.

I gave the driver the _____ of the place I wanted to go to.

5 **Listen and read the email again. Say three things you can do to be helpful to visitors.**

Listening

6 **Listen to a conversation between a personal assistant and a visitor. Check (✓) the information that the personal assistant gives to the visitor.**

1 ❑ a good local dish
2 ❑ a popular restaurant
3 ❑ the address of a hotel
4 ❑ directions to a restaurant
5 ❑ a description of a hotel

7 **Listen again and complete the conversation.**

Assistant: Hello, Miss. Gordon. **1** _____ _____ with the meeting?

Visitor: Yes, finally. But I'm really hungry. Do you know any good restaurants **2** _____ _____?

Assistant: There's Wagner's. Everyone here loves it.

Visitor: That sounds good. Where is it, exactly?

Assistant: It's **3** _____ _____ the Luxe Hotel.

Visitor: I'm sorry, I don't know where that is. Could you give me **4** _____?

Assistant: Sure, just **5** _____ _____ _____ on Broadway and go two blocks. Wagner's is on the right. Do you need a map?

Visitor: No, **6** _____ _____, thanks.

Speaking

8 **With a partner, act out the roles below based on from Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Do you know of ...?
Could you give me ...?
Sure, just ...

Student A: You are a personal assistant. Suggest a restaurant and tell Student B how to get there.

Student B: You are a visitor to a company. Ask Student A about good restaurants and get directions.

Writing

9 **Use the conversation from Task 8 to fill out the notes.**

Burrows COMPANY

From the desk of: _____

_____

Directions to: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

8 Office schedules





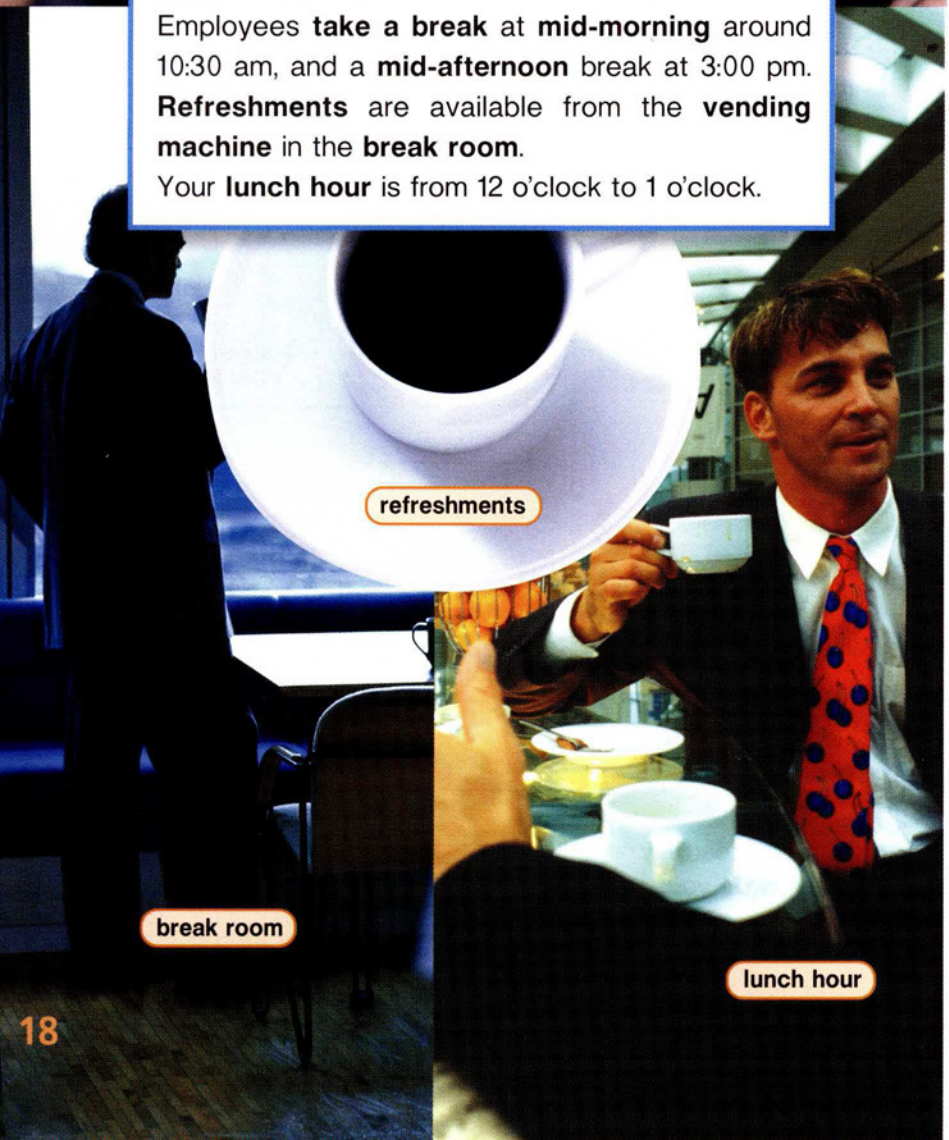
Digby and Son Manual - Page 4

OFFICE SCHEDULE

Working hours are from 8:30 until 5:00, Mondays to Thursdays. Friday is a **half day**; hours are 8:30-12:30. **On arrival**, employees are responsible for performing basic duties, like turning on the computers and turning off the answering machine. At **close of business**, employees are responsible for turning the answering machine back on.

Employees **take a break** at **mid-morning** around 10:30 am, and a **mid-afternoon** break at 3:00 pm. **Refreshments** are available from the **vending machine** in the **break room**.

Your **lunch hour** is from 12 o'clock to 1 o'clock.



Get ready!

1 Before you read the passage, talk about these questions.

1 What times are businesses usually open?

2 Why do some businesses open earlier or close later than others?

Reading

2 Read the employee manual. Then, mark the following statements as true (T) or false (F).

1 ___ The company has a 5-day workweek.

2 ___ Employees must turn off the answering machine at 5:00.

3 ___ Employees have two breaks during the day.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** Vivian opens the office <u>on arrival</u>.

___ **B** <u>At close of business</u>, Jason prepares for customers to arrive.

2 ___ **A** Virginia <u>eats a lunch hour</u> every day at noon.

___ **B** Harry eats a small pastry during his <u>mid-morning break</u>.

3 ___ **A** Employees must be in the office throughout <u>working hours</u>.

___ **B** Stella works over eight hours on <u>half days</u>.

4 Match the words (1-5) with the definitions (A-E).

1 __ break room
2 __ mid-afternoon
3 __ vending machine
4 __ refreshment
5 __ take a break

A a small amount of food or drink
B a place where employees eat lunch or have a snack
C a machine that sells candy and soda
D the middle part of the afternoon
E to spend a short time away from your work

5 Listen and read the manual again. Describe a typical working day at the company.

Listening

6 Listen to a conversation between two employees at a bank. Mark the following statements as true (T) or false (F).

1 __ The woman is a new employee.
2 __ The man explains the working hours on half days.
3 __ Employee may take a lunch hour at any time.

7 Listen again and complete the conversation.

Office worker: Hello. You're new here, aren't you?
Secretary: Yes, today's my **1** _____ _____. I'm Kate.
Office worker: Hi Kate, I'm Alex. How do you like working here **2** _____ _____?
Secretary: It's great, but I am confused about a few things.
Office worker: Such as?
Secretary: I'm wondering, do we get a **3** _____ during the day?
Office worker: Yes, there's actually **4** _____. One in the morning and one in the afternoon.
Secretary: Also, can you tell me when the **5** _____ _____ is?
Office Worker: It's from 12:00 until 1:00.
Secretary: That's good to know, thanks.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How do you like working here?
Do we get a break during the day?
Can you tell me when ...?

Student A: You are an employee at a bank. Greet a new employee. Answer Student B's questions.

Student B: You are a new employee at a bank. Ask Student A about:

- number of breaks
- times for breaks
- time for lunch

Writing

9 Use the conversation from Task 8 to fill out the manual.

Digby and Son
OFFICE MANUAL

Break Times:
_____
_____
_____

Lunch Hour:
_____
_____
_____

Notes:
_____
_____
_____
_____
_____
_____
_____
_____



9 Phone calls



OFFICE WORLD ISSUE 353 JANUARY

The phones are **ringing off the hook** in your office. Every **line** is busy. And you can't **put through** any callers. Don't put the caller **on hold** or ask him or her to **call back** later. Instead, **take a message**!

First, ask for the caller's **name and number**. Always repeat the information back to the caller. That way, you can **catch any mistakes**.

Next, ask the caller what the call is regarding. Carefully write this information on a **message pad**.

Finally, find out what action the caller wants. Does he or she want your boss to **return the call**? Or is the caller simply passing on information?



take a message

check a date

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some common ways of greeting callers on the phone?

2 How do office workers help callers?

Reading

2 Read this article from an office magazine. Then, choose the correct answers.

1 What is the article about?

- **A** using a multi-line telephone system
- **B** tips for correcting mistakes at work
- **C** a guide to taking a telephone message
- **D** polite ways to answer the telephone

2 Why is it important to repeat the caller's personal information?

- **A** to find out what action the caller wants
- **B** to find possible problems with the information
- **C** to alert the caller when to expect a call back
- **D** to make sure that the caller has the correct information

3 What can't you do when all the office phone lines are busy?

- **A** put the caller on hold.
- **B** call the caller back later
- **C** take a message
- **D** put the caller through to someone else

Vocabulary

3 Read the sentence and choose the correct word.

1 Mr. Walpole **(puts through / calls back)** a client to Ms. Danz's office.
2 Ms. Waltz writes the caller's **(name and number / message pad)**.
3 Mr. Crichton **(caught a mistake / returned a call)** in the report.
4 The phones **(take a message / ring off the hook)** on busy days.

4 Place a check (✓) next to the response that answers the question.

1 May I put you <u>on hold</u> for a moment?
   A __ No, I'd rather leave a message.
   B __ No, I don't mind waiting.

2 Can you put Mr. Till on the <u>line</u>?
   A __ Yes, you can go before me.
   B __ I'll check if he's available.

3 Can I <u>take a message</u>?
   A __ I'm sorry, Mr. Johnson is not available right now.
   B __ Yes, I've got a question about our meeting.

5 Listen and read the article again. What details should you ask for when taking a message?

Listening

6 Listen to a conversation between a secretary and a caller. Mark the following statements as true (T) or false (F).

1 __ The caller is calling for Mr. Davis.
2 __ The caller decides to call back later.
3 __ The secretary asks Ms. Bailey to repeat her phone number.

7 Listen again and complete the conversation.

Secretary: Hello Digby and Son. Tim speaking. How can I help you?
Caller: Hello. May I please **1** _____ _____ Mr. Davis?
Secretary: I'm afraid he's unavailable. Can I **2** _____ _____ _____?
Caller: Yes, please. My name is Kate Bailey.
Secretary: Okay and where can Mr. Davis **3** _____ you?
Caller: My **4** _____ _____ is 958-3278.
Secretary: All right, Ms. Bailey. What is the call **5** _____?
Caller: I want to **6** _____ the Groton account.
Secretary: Okay. I will give Mr. Davis the message. Good bye!

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How can I help you?
Can I take a message?
What is the call regarding?

Student A: You are a secretary. Talk to Student B about:

- leaving a message
- name and number
- what the call is about

Student B: You are a business owner. You have called a client who is not available. Leave a message with Student A.

Writing

9 Use the conversation from Task 8 to fill out the message.

DIGBY & SON

Telephone Message

Caller's Name: _____

Caller's Telephone Number: _____

Reason for calling: _____

_____

_____

_____

Call back? **Yes / No**

10 Qualities of a good employee



Get ready!

1 Before you read the passage, talk about these questions.

1 What do you think are the qualities of a good secretary?

2 Why is it important for secretaries to have those qualities?

Reading

2 Read this job advertisement from a newspaper. Then, fill in the blanks using words from the word bank.

WORD BANK

type personal assistant
qualities contact friendly

This is Green Way Ltd.'s advertisement for a(n) **1** _____ . Green Way wants someone with several **2** _____ . The person needs two years office experience and must able to **3** _____ quickly. The candidate also needs to be **4** _____ . The advertisement also gives the company's **5** _____ details and information about the salary.

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 hard-working / qualified

This certificate shows that I am a _____ personal assistant.

Jane is _____ and never leaves the office until her work is complete.

2 friendly / efficient

Ruth is very _____ and always talks to everybody at the office.

Jacob is _____ . He works quickly, and he does the work well.

3 successful / organized

After his _____ job search, Mike starts work on Monday.

Rita is _____ . Her papers are always in the right place.

4 **Write an answer that is similar in meaning to the underlined part.**

1 Karen is a very <u>trustworthy</u> secretary.
r _ _ i _ _ _ e

2 Paul is qualified and he also has <u>skills and knowledge from work in the past</u>.
_ x _ _ r _ _ _ c _ _

3 Tom is <u>knowledgeable about</u> the new office computers.
_ a _ _ l _ _ r _ w _ t _

4 Cara is always <u>respectful</u> on the telephone.
_ o _ i _ _

5 **Listen and read the advertisement again. What skills/qualities do you need to apply?**

Listening

6 **Listen to a conversation between an interviewer and a job applicant. Check (✓) the information that is true.**

1 ❑ The man is a qualified personal assistant.
2 ❑ The woman is the human resources manager.
3 ❑ The man is familiar with office software.
4 ❑ The man is friendly and polite on the phone.
5 ❑ The man has experience as an office employee.

7 **Listen again and complete the conversation.**

Interviewer: Good morning, Carl. Please have a seat. My name's Janet Freeman. I'm the HR manager.
Applicant: Nice to meet you, Ms. Freeman.
Interviewer: I have your application form here. I see that you have some office **1** _____.
Applicant: Yes, I have three years' experience.
Interviewer: Are you a **2** _____ PA?
Applicant: No, I'm not. But I'm **3** _____ with office software, and I'm very **4** _____.
Interviewer: Do you have a good telephone manner?
Applicant: Yes, I'm always friendly and **5** _____ to customers on the phone.

Speaking

8 **With a partner, act out the roles below based on Task 8. Then switch roles.**

USE LANGUAGE SUCH AS:

Good morning/afternoon. Please have a seat. I'm ...
I see that you ...
But I'm familiar with ...

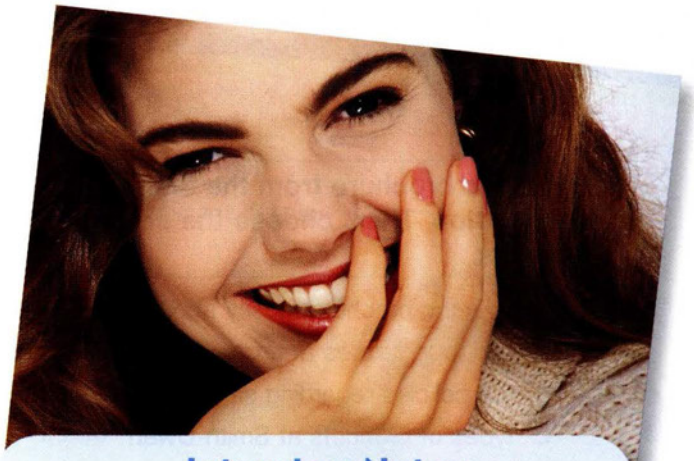
Student A: You are an interviewer. Talk to Student B about:

- office experience
- qualifications
- telephone manner

Student B: You are applying for a job as a personal assistant. Answer Student A's questions.

Writing

9 **Use the conversation from Task 8 to fill out the interview notes.**



Interview Notes

Applicant's Name: _____
How many years' experience _____
Qualified? **Yes / No**
Familiar with office software? **Yes / No**
Telephone Manner: _____

Additional notes: _____
_____
_____

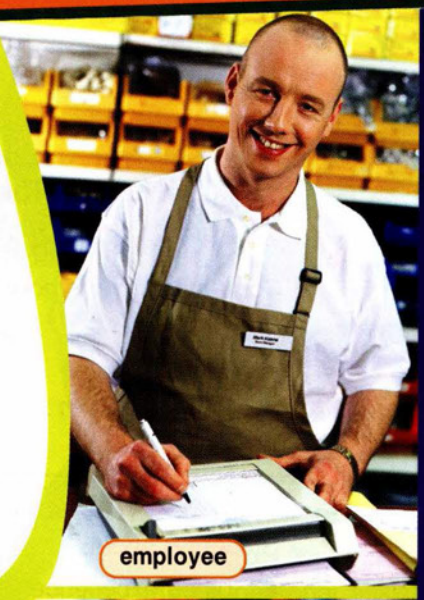
11 Departments

Get ready!

1 Before you read the passage, talk about these questions.

1 What departments are there at large companies?

2 What do employees in those departments do?





4 Great Reasons to Join Smith-Owen

At Smith-Owen, we're always looking for new talent!

1 Purchasing
Our **purchasing department** is an exciting place to work. Our **employees** search for products in many different countries.

2 Marketing
Are you creative? Our **marketing department** has openings for talented graphic designers and writers.

3 Sales
Our **sales department** needs people with good communication skills. Salespeople talk to **clients** and show them our great products.

4 Human Resources
Our **human resources department** is the center of our talented team! It is responsible for hiring employees and employee benefits.

Come join our company!

Visit us at our Human Resources department, call 102-554-833, or email hr@smithowen.com to **inquire** about **vacancies**.

Reading

2 Read this brochure from the Smith-Owen corporation. Then, choose the correct answers.

1 What is the brochure mostly about?

A job opportunities at a company
B the policies regarding sales
C types of products at Smith-Owen
D the employee benefits

2 According to the passage, which skill does a salesperson need?

A design **C** communication
B writing **D** recruitment

3 What is NOT a way to contact the Human Resources department?

A by email **C** by phone
B in person **D** by mail

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ department
2 __ marketing
3 __ purchasing
4 __ human resources
5 __ sales
6 __ employee
7 __ client

A the part of a company that buys new products
B a customer
C the part of a company that sells products
D the part of a company that hires people
E a section of a company
F the part of a company that advertises a product for sale
G a person who works for a company

4 Fill in the blanks with the correct words from the word bank.

WORD BANK

vacancy talent inquire

1 The marketing department wants to find new _____.

2 The human resources department just filled the _____ for a secretary.

3 The advertisement says to contact the human resources department to _____ about vacancies.

5 Listen and read the brochure again. Say one thing that each department at Smith-Owen is responsible for.

Listening

6 Listen to a conversation between an employee and a visitor. Mark the following statements as true (T) or false (F).

1 __ The woman is a client of the company.

2 __ The conversation takes place at the human resources department.

3 __ The woman leaves her resume.

7 Listen again and complete the conversation.

Employee: Good morning ma'am. Welcome to the **1** _____ _____ department.

Visitor: Hello. I read your recruitment **2** _____. I want to inquire about working here.

Employee: Well, we have several vacancies. Which department do you want to **3** _____ for?

Visitor: I want to apply to the **4** _____ department.

Employee: Okay, sure. We have a vacancy there at the moment.

Visitor: Great! What's the next **5** _____?

Employee: Leave a **6** _____ of your resume. The marketing manager looks over them every Friday.

Visitor: OK, here you are. Thank you very much.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I want to inquire about working here

Which department do you want to apply for?

What's the next step?

Student A: You work in the human resources department. Answer Student B's questions.

Student B: You are inquiring about vacancies at a company. Ask Student A:

- departments with vacancies
- what is needed to apply

Writing

9 Use the conversation from Task 8 to fill out the message.

Smith-Owen

Message for _____ Department

New job applicant details:

Name _____

Telephone _____

Resume attached Yes/No

Additional Notes _____

_____

_____

_____

_____



12 Answering the phone



Tips for Answering the Phone

Good phone **etiquette** is very important to a business. Sometimes you may feel **stressed**. But don't let the caller know! It is the secretary's job to be **courteous** and **professional** at all times.

Please be efficient when answering phone calls. It is our company's **policy** to answer all calls before the third **ring**.

Before putting **callers** on hold, tell them they can leave a message. Customers like to have a choice. Many customers dislike being put on hold, so ask first!

When **transferring a call**, always say the name of the person the caller is going to speak to. And don't forget to **announce** the caller's name before you **connect** them!

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some things a secretary says when he or she answers the phone?

2 What questions do secretaries ask callers?

Reading

2 Read part of a company manual. Then, mark the following statements as true (T) or false (F).

1 ___ The company has a rule requiring employees to transfer calls by the third ring.

2 ___ The manual encourages employees to put callers on hold instead of taking messages.

3 ___ Employees need to say the caller's name before connecting him or her.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** Gene has <u>bad phone etiquette</u> and is very rude to callers.

___ **B** The <u>caller</u> is the person who answers the phone.

2 ___ **A** Sheila <u>connects the client</u> with an email.

___ **B** The <u>courteous</u> employee offered the guest a drink.

3 ___ **A** Kevin <u>transfers</u> the call so the client calls back later.

___ **B** It is important to sound <u>professional</u> when answering the phone.

4 Fill in the blanks with the correct words from the word bank.

WORD BANK

policy rings stressed
announce caller courteous

1 It is the company's _____ to use good phone etiquette.
2 Helen feels _____ because she has a lot of work to do.
3 Make sure to _____ callers when transferring them.
4 It is unprofessional to be rude to clients, so always be _____!
5 Answer the phone before it _____ four times.
6 What is the name of the _____?

5 Listen and read the manual again. What should you remember when answering the phone?

Listening

6 Listen to a conversation between a caller and a secretary. Mark the following statements as true (T) or false (F).

1 __ The caller wants to speak to Mr. Owen.
2 __ Mr. Owen is not available.
3 __ The caller decides to leave a message.

7 Listen again and complete the conversation.

Secretary: Good morning. Smith-Owen, how can I **1** _____ you?
Caller: Good morning. Could I speak to Brian Owen, please?
Secretary: Who's **2** _____ please?
Caller: Mary Sullivan.
Secretary: I'm afraid Mr. Owen is on the other **3** _____, ma'am. Would you like me to put you **4** _____ _____? Or would you prefer to leave a message?
Caller: I need to speak to him **5** _____. I'll hold.
Secretary: Okay, ma'am. I'll **6** _____ you as soon as possible. I'm putting you on hold now.
Caller: No problem. Thank you.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Good morning, how can I help you?
Could I speak to ... please?
Would you like to ...?

Student A: You are a secretary. Answer a call. Ask Student B:

- their name
- about leaving a message or being placed on hold

Student B: You are calling someone at another company. Talk to Student A and decide whether to leave a message or hold.

Writing

9 Use the conversation from Task 8 to fill out the call log.

BURTON & SONS

Call log

Date: _____ Time: _____

Call from: _____

Call for: _____

Action taken: _____

_____

_____

_____

_____

_____

_____

13 Making appointments



The Secretary's Guru

By Michael Smith

Arranging, **booking** and **rescheduling appointments** are important parts of a secretary's job. But secretaries make mistakes: especially on the telephone. How, then do you make excellent **arrangements**? Just follow these easy tips:

- Prepare before **making the call.** Get any necessary documents and information ready beforehand.
- Speak clearly, and not too fast. From time to time, make sure the other person understands you.
- Ask when the person is **free**, or **available**. Make note of these times in a schedule book.
- **Clarify** information like dates and times.
- Repeat all **contact** and **scheduling details**.
- Always be polite!

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do you use the phone for business?

2 What business arrangements can you make on the phone?

Reading

2 Read the excerpt from a popular blog. Then, mark the following statements as true (T) or false (F).

1 __ Secretaries are responsible for scheduling appointments.

2 __ It is helpful to prepare before making calls about appointments.

3 __ It's impolite to repeat information.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ available
2 __ clarify
3 __ contact information
4 __ book
5 __ reschedule
6 __ scheduling details

A to change the time and/or date of an appointment
B to repeat information to make sure that it's correct
C present or ready for use
D information such as phone numbers, addresses and/or email addresses
E information such as a time, date and day
F to make an arrangement.

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

arrangements makes a call
free appointment

1 Mr. Peters is _____ to go to lunch, but is busy this afternoon.
2 Her secretary is responsible for making _____ for the meeting.
3 Oscar picks up the telephone and _____.
4 Alan was sick and made a(n) _____ to see the doctor.

5 Listen and read the blog again. How can you avoid making mistakes when organising appointments?

Listening

6 Listen to a conversation between a secretary and customer. Mark the following statements as true (T) or false (F).

1 __ The secretary wants to meet Mr. Brown on Friday.
2 __ Mr. Brown is available on Friday.
3 __ The secretary arranges a dinner meeting.

7 Listen again and complete the conversation.

Business Owner: Hello. Gerald Brown **1** _____.
Secretary: Good morning, Mr. Brown. This is Angela from Berkley's.
Business Owner: Oh, hello. How can I help you?
Secretary: I'm Mr. Fisher's **2** _____ _____. I'm calling to arrange a(n) **3** _____ with you and Mr. Fisher. Is Friday okay for you?
Business Owner: Let me **4** _____. Yes, Friday is fine. At what time?
Secretary: Can you meet at 12:30 **5** _____ _____. Do you know Maggiano's Restaurant?
Business Owner: Yes, I do. That sounds fine.
Secretary: Okay. So, you and Mr. Fisher are meeting on Friday at 12:30 at Maggiano's.

Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

How can I help you?
I'm calling to arrange an appointment.
Is (Friday) okay for you?

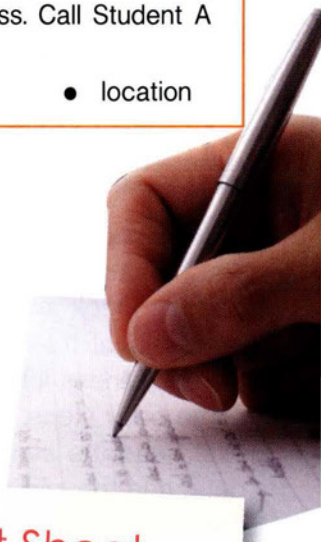
Student A: You are a business owner. Answer Student B's questions.

Student B: You are a secretary. You are making an appointment for your boss. Call Student A and talk about:

- day
- time
- location

Writing

9 Use the conversation from Task 8 to fill out the appointment sheet.



Appointment Sheet
Berkley's

For: Mr. Fisher

From: _____

Customer name: _____

Appointment Date: _____

Appointment time: _____

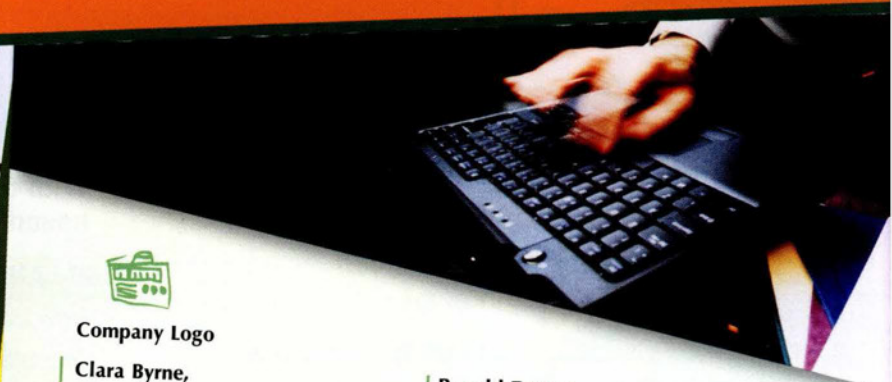
Appointment location: _____

_____

_____

14 Business letters





Company Logo

Clara Byrne,
Purchasing Manager,
Musgrave Ltd.,
34 King Drive,
Huston, Texas

sender's address

23/01/20..

Ronald Draper,
Madison Inc.,
23 Lafayette Avenue,
Dallas, Texas

recipient's address

salutation

Dear Mr. Draper,

body

The first order of goods from Madison Inc. has arrived. We are very happy with the order and because of this we will now increase our purchase order to 500 units.

I am attaching our purchase order no.19802. As with the last order we wish to purchase the goods on a line of credit.

Sincerely yours, — closing

Clara Byrne — signature

Clara Byrne

Chapter II

How to Write a Business Letter

A business letter is often a client's first contact with your company. It needs to look and sound professional. It's not hard to write a good business letter. Just follow some easy steps.

First, write the **sender's** address, the date, and the **recipient's** address at the top of the letter.

Second, add a **salutation**, or greeting.

Third, create the **body** of the letter. Try to **keep it brief**, but make sure to include all of the **pertinent** information.

Finally, add the **closing**. Some common close phrases are "**Sincerely** Yours" or "**Respectfully** Yours". Just put your **signature** under the closing, and you're done!

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some parts of a letter?

2 How often do you write letters?

Reading

2 Read this passage from a letter writing handbook. Then, mark the following statements as true (T) or false (F).

1 ___ The date goes at the bottom of a letter.

2 ___ The body of the letter should be short if possible.

3 ___ The signature is the last step in writing a business letter.

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

word BANK

salutation pertinent signature
body keeps it brief

1 Allison wrote her _____ at the bottom of the form.

2 "Dear" is a popular _____ used in letters.

3 Make sure you only include _____ information in the report.

4 Most people prefer reading letters in which the writer _____.

5 The _____ of a letter contains the main message.

4 **Check (✓) the sentence that uses the underlined parts correctly.**

1 ___ **A** The recipient opens a letter.
___ **B** The body goes on the envelope.

2 ___ **A** The close goes at the top of the letter.
___ **B** A salutation is a way to greet someone.

3 ___ **A** When people put their signature on something, they write their name.
___ **B** The sender waits for a package to arrive.

5 **Listen and read the handbook again. What do good business letters include?**

Listening

6 **Listen to a conversation between a personal assistant and a supervisor. Mark the following statements as true (T) or false (F).**

1 ___ The supervisor needs information on products.
2 ___ Charles gives Ms. Miller an address.
3 ___ Mr. O'Conner is getting a catalogue.

7 **Listen again and complete the conversation.**

Personal Assistant: You wanted to see me, Ms. Miller?

Supervisor: Yes, Charles. Please **1** _____ _____ _____ to one of our clients about our new product line.

Personal Assistant: Okay, Ms. Miller. What is the **2** _____ address?

Supervisor: It's right here on this piece of paper.

Personal Assistant: Thanks. And what name do I put in the **3** _____?

Supervisor: Mr. O'Conner. **4** _____ _____ _____ with 'Sincerely Yours'. Then bring it to me for my **5** _____.

Personal Assistant: All right. Is there anything else?

Supervisor: Yes. Please **6** _____ our new product catalogue with the letter.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Please write a letter to ... about ...
What name do I put in the salutation?
Is there anything else?

Student A: You are a personal assistant. Your boss will ask you to send a letter. Ask Student B:

- where to send it
- the recipient
- items to include

Student B: Ask Student A to write a business letter and answer his or her questions.

Writing

9 **Use the conversation from Task 8 to fill out the note.**

Notes for Business Letter

Recipient: _____

Purpose of letter: _____

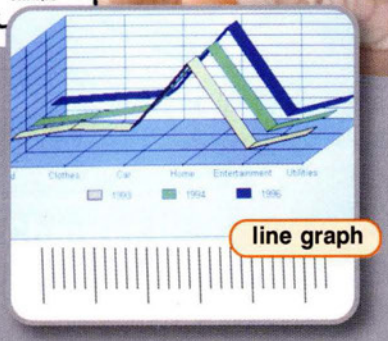
Closing: _____

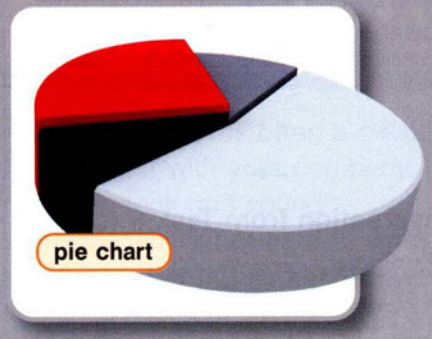
Other: _____

15 Graphs and charts









Making the Most of Graphs and Charts

By Jake Greene

"A picture is worth a thousand words" is a popular saying. It's true. Especially when giving information to clients or employees.

A **line graph** is the simplest way to **demonstrate increases** or **decreases** over time. Trying to show company sales for this year? A line graph is great for showing those **figures**. **Bar graphs** are best for **making comparisons**. How does your company **measure up** against a **competitor**? Use a bar chart to show this. Do you want your audience to see **the big picture**? Then you need a **pie chart**. The "slices" are the different parts of the whole. This is a good graph for showing how a budget is being spent.

Midwest Business Monthly _____ Vol. 61

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some uses of graphs and charts?
2 Where do you see graphs and charts used?

Reading

2 Read the article from a business magazine. Then, complete the table using information from the article.

Graph/Chart	Best for ...
Line:	_____
Bar:	_____
Pie:	_____

Vocabulary

3 Complete the chart using words and phrases from the word bank.

WORD BANK

making comparisons increases
see the whole picture measure up
decreases

Line Graph	Bar Graph	Pie Chart
_____	_____	_____
_____	_____	_____
_____	_____	_____

4 Place a check (✓) next to the correct response.

1 I need someone to demonstrate how this works.
   - A ___ Let me show you after lunch.
   - B ___ That doesn't measure up.

2 Our competitors had better sales than we did last year.
   - A ___ I am going to visit them now.
   - B ___ We have to work harder to beat them.

3 There is an increase in our budget this year.
   - A ___ Now we have money for what we need.
   - B ___ I need a receipt for your purchase.

5 Listen and read the article again. What did you learn about different types of graphs and charts?

Listening

6 Listen to a conversation between an employee and a supervisor. Check (✓) the information that is true.

1 ❑ Matt needs to make a chart.
2 ❑ Ellen suggests Matt uses a pie chart.
3 ❑ Matt wants to show how sales are decreasing.
4 ❑ Ellen says line graphs are easy to make.
5 ❑ Matt decides to use a bar graph.

7 Listen again and complete the conversation.

Employee: Are you **1** _____, Ellen?
Supervisor: Yes, but I've got **2** _____ _____ _____ _____ to talk Matt. What's up?
Employee: I'm trying to show the **3** _____ in our sales this year and I don't know which chart to use.
Supervisor: How about a **4** _____ _____?
Employee: Well, I don't know. I think a bar graph is better for **5** _____ _____.
Supervisor: Hmm ... a **6** _____ _____, then? It's simple to make and easy for people to understand.
Employee: You're probably right. Thanks for the help.
Supervisor: My pleasure.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Are you busy?
I don't know which chart to use.
How about a ...?

Student A: You must make a graph. Talk to Student B about:
- information the graph will show
- types of graphs

Student B: You are a supervisor. Give Student A advice on which graph to use to show information.

Writing

9 Use the conversation from Task 8 to fill out the employee's notes.

Sales Graph

Advice from: _____

Suggested: _____

_____

Comments: _____

_____

_____

Suggested: _____

_____

Comments: _____

_____

_____

Glossary

announce [V-U12] To **announce** is to tell someone about something with confidence.

answering machine [N-COUNT-U4] An **answering machine** is a device that is connected to the telephone for the purpose of recording messages.

arrange [V-T-U13] To **arrange** is to organize or plan something like a party or meeting.

arrangement [N-COUNT-U13] An **arrangement** is a plan for a future activity.

atlas [N-COUNT-U3] An **atlas** is a book of maps.

available [ADJ- U13] If a person is **available**, they have time go to a meeting, have lunch or speak with someone.

bar graph [N-COUNT-U15] A **bar graph** is a graph that represents different amounts with thick lines of different lengths.

belongings [N-UNCOUNT-U7] **Belongings** are things that are personally yours, such as a coat or briefcase.

beverage [N-COUNT-U7] A **beverage** is another word for 'a drink', such as tea or soda.

body [N-COUNT-U14] The **body** of a book or document is the main part of it.

book [V-T-U13] To **book** is to make arrangements to stay in a hotel, go to a concert or eat at a restaurant etc at a certain time in the future.

break room [N-COUNT-U8] A **break room** is a room at a business used by employees to eat lunch or have a snack.

business letter [N-COUNT-U5] A **business letter** is a personal written or printed message from one business to another.

call back [V PHRASE-U9] To **call back** is to telephone someone again.

caller [N-COUNT-U12] The **caller** is the person who makes the phone call.

catalogue [N-COUNT-U3] A **catalogue** is a list of items for sale.

catch a mistake [V-PHRASE-U9] To **catch a mistake** is to discover an error.

check out [PHRASAL V-U2] To **check out** is to go see what a person, place or thing is like.

clarify [V-T-U13] To **clarify** is to make something clearer or easier to understand.

client [N-COUNT-U11] **Client** is another word for customer.

close of business [N-PHRASE-U8] **Close of business** is the time when a business closes for the day.

closing [N-COUNT-U14] A **closing** is the end of a letter.

coat rack [N-COUNT-U2] A **coat rack** is a piece of furniture where you can hang your coat, hat etc.

come in [PHRASAL V-U2] To **come in** is to enter a building, like a store or house.

competitor [N_COUNT-U15] A **competitor** is a company that sells the same things as another company.

connect [V-U12] To **connect** two telephone lines means to join them together.

contact details [N-UNCOUNT-U13] **Contact details** are the information about how you contact someone, such as their telephone number, address or email address.

copier [N-COUNT-U4] A **copier** is a machine that makes paper copies of pages.

correction fluid [N-UNCOUNT-U1] **Correction fluid** is a white liquid used for covering mistakes on paper.

courteous [ADJ-U12] If people are **courteous**, they are polite and thoughtful.

database [N-COUNT-U3] A **database** is a collection of information.

decrease [N-COUNT-U15] A **decrease** is when something becomes less than it was before.

demonstrate [V-T-U15] To **demonstrate** means to show how something is done.

depart [V-I-U7] To **depart** means you leave a location for another place.

department [N-COUNT-U11] A **department** is one part of an organization, such as a company.

dictation machine [N-COUNT-U4] A **dictation machine** is a device that records spoken notes or instructions usually to be typed up at a later time.

dictionary [N-COUNT-U3] A **dictionary** contains the definitions or translations of words.

directions [N-PLURAL -U7] **Directions** are instructions on how to get somewhere.

document [N-COUNT-U5] A **document** is an official paper that gives information.

efficient [ADJ-U10] An **efficient** person works quickly and does the work well.

employee [N-COUNT-U11] An **employee** is someone who works for a company.

encyclopedia [N-COUNT-U3] An **encyclopedia** is a book containing facts, in alphabetical order.

etiquette [N-COUNT-U12] **Etiquette** is a style of behavior that shows good manners in a particular situation.

experience [U NOUN-U10] **Experience** is the skills and knowledge a person gets from doing something.

explain [V-T-U6] To **explain** is to make something understood.

familiar [ADJ-U10] If you are **familiar** with something, you know it well.

fax [N-COUNT-U5] A **fax** is short for facsimile. It is a document that is sent through a machine and not the mail.

fax machine [N-COUNT-U4] A **fax machine** is a device that sends copies of pages over telephone lines.

figure [N-COUNT-U15] A **figure** is a number that has been counted or calculated by someone.

filing cabinet [N-COUNT-U2] A **filing cabinet** is a piece of furniture in which you can organize files and other important information.

fill out [V-T-U5] To **fill out** is to complete a form with necessary information.

folder [N-COUNT-U1] A **folder** is a thin, flat folded piece of paper. It is used to hold papers.

four-in-one printer [N-COUNT-U4] A **four-in-one printer** is a machine that functions as a printer, copier, fax machine and scanner.

free [ADJ-U13] If you are **free** to do something, you have time to do it.

Glossary

friendly [ADJ-U10] A **friendly** person likes to talk to other people.

greet [V-T-U6] To **greet** is to say hello and be friendly to someone upon meeting or arrival.

half day [N-COUNT-U8] A **half day** is a day when you finish work at mid-day.

hard-working [ADJ-U10] A **hard-working** person works for long hours.

human resources [N-UNCOUNT-U11] **Human resources** is the area of business concerned with recruitment and employees.

in charge of [V PHRASE-U1] To be **in charge of** something means to be responsible for it.

increase [V-T-U15] An **increase** is when something becomes bigger than it was before.

inquire [V-I_U11] To **inquire** is to ask a question.

introduce [V-T-U6] To **introduce** yourself means to tell another person who you are for the first time.

introduction [N-COUNT-U6] An **introduction** is when you exchange your name and other basic information with another person for the first time.

keep it brief [V PHRASE-U14] To **keep it brief** means to keep something short.

keep track of [V-T-U5] To **keep track of** something is to organize it and keep it safe.

lend a hand [V-I-U7] To **lend a hand** is to help someone.

library [N-COUNT-U3] A **library** is a place with books that people can borrow.

line [N-COUNT-U9] A **line** is an account a person or business has with a phone company that allows them to receive calls.

line graph [N-COUNT-U15] A **line graph** is a graph that uses lines to show how numbers or measurements change.

lunch hour [N-COUNT-U8] Your **lunch hour** is the hour when you have lunch at work.

make a call [V-PHRASE-U13] **To make a call** is to call someone on the phone.

make a comparison [V PHRASE-U15] To **make a comparison** is to think about how two or more people or things are different or the same.

manual [N-COUNT-U3] A **manual** is a book containing instructions.

map [N-COUNT-U7] A **map** is usually a flat surface that shows the details of an area, such as streets and hotels.

marketing [N-UNCOUNT-U11] **Marketing** is an area of business relating to making products attractive to customers.

measure up [PHRASAL V-U15] To **measure up** means to be equal to something or someone in ability.

meet [V-T/I-U6] To **meet** is to go to a place in order to see someone.

memo [N-COUNT-U5] A **memo** is short for memorandum and it is a short, written reminder.

message pad [N-COUNT-U9] A **message pad** is a pad of paper intended to be used when taking messages. It features areas for names, phone numbers, messages and instructions.

mid-morning [ADJ-U8] **Mid-morning** means in the middle of the working morning. It usually means about 10.30.

modern [ADJ-U2] A product is **modern** when it's design and/or technique is new.

name and number [N PHRASE-U9] A caller's **name and number** is the name and telephone number of the caller.

office chair [N-COUNT-U2] An **office chair** is the chair you sit in at the office. It usually has wheels.

office desk [N-COUNT-U2] An **office desk** is the table that you work at in an office.

office supply store [N-COUNT-U1] An **office supply store** is a place where business equipment is sold.

on arrival [N PHRASE-U8] **On arrival** means when you get to a place.

on hold [PHRASAL V-U9] Being **on hold** means waiting on the phone line to speak to someone.

order [N-COUNT-U1] An **order** is a request for a product to be made or delivered to a customer.

order form [N-COUNT-U5] An **order form** is a document which you use to buy products from another company. You fill in the details and quantities of which items you want.

organized [ADJ-U10] An **organized** person plans things carefully and keeps things tidy.

paperclip [N-COUNT-U1] A **paperclip** is a small piece of bent wire. It slides over papers to hold them together.

pen [N-COUNT-U1] A **pen** is an object used for writing or drawing with ink.

pertinent [ADJ-U14] If information is **pertinent**, it is related to the topic being discussed.

phone book [N-COUNT-U3] A **phone book** contains lists of names and telephone numbers.

pie chart [N-UNCOUNT-U15] A **pie chart** is a circle that has sections to show how something is divided into different amounts.

policy [N-COUNT-U12] A **policy** is a set of rules.

polite [ADJ-U10] A **polite** person talks to people in a respectful way.

prepare [V-T-U5] To **prepare** is to make something ready.

printer [N-COUNT-U4] A **printer** is a machine used to print documents and photos from a computer.

professional [ADJ-U12] A person is **professional** if they behave in a way that suits their job.

purchasing [N-UNCOUNT-U11] A **purchasing** department finds new products to sell.

put someone through [PHRASAL V-U9] To **put someone through** is to connect a caller to another phone line.

qualified [ADJ-U10] A **qualified** person has passed an exam or completed a course of study.

receipt [N-COUNT-U5] A **receipt** is a written document which shows that goods or money was received.

reception desk [N-COUNT-U2] A **reception desk** is the table where a receptionist sits and works.

recipient [N-COUNT-U14] A **recipient** is someone who gets something such as a letter, package, prize, etc.

Glossary

reference [ADJ-U3] A **reference** book is a book containing a wide range of information on a subject such as an encyclopedia or dictionary.

refreshments [N-PLURAL-U7] **Refreshments** are small snacks or drinks.

regard [V-T_U7] If a subject **regards** another, it is refering to that thing.

regard [V-T_U7] If something **regards** something it is about that thing. For example 'The report is regarding current sales.'

reliable [ADJ-U10] A **reliable** person can be trusted to do what you ask him or her to do and to do it well.

reminder [N-COUNT-U7] A **reminder** is a message containing information that someone has been told before.

reschedule [V-T/I-U13] To **reschedule** is to change the time or date of an appointment.

respectfully [ADJ-U14] **Respectfully** is used to describe your admiration for someone

return a call [V PHRASE-U9] To **return a call** is to phone somebody who called you earlier.

ring [V-I-U12] (of a phone) To **ring** is to make a sound to show that someone is calling a phone line.

ring off the hook [V PHRASE-U9] (of a phone) To **ring off the hook** is to receive many phone calls in a row for an extended period.

sales [N-UNCOUNT-U11] **Sales** is an area of business about persuading people to buy a product or service.

salutation [N-COUNT-U14] A **salutation** is a phrase or word used to greet someone.

scanner [N-COUNT-U4] A **scanner** is a device that reads images and copies them into a computer.

scheduling details [N-UNCOUNT-U13] **Scheduling details** are the information you need for an appointment or arrangement, such as date and time.

send [V-T-U5] To **send** is to dispatch some form of communication.

sender [N-COUNT_U14] A **sender** is a person who sends something to someone else.

shelf [N-COUNT-U2] A **shelf** is a thin, flat piece of wood or metal that you can put things on.

show the way [V PHRASE-U7] To **show the way** is to point out how to get somewhere.

shredder [N-COUNT-U4] A **shredder** is a machine that cuts paper into thin strips.

sign in [V-I-U6] To **sign in** is to show that you have arrived by signing a piece of paper.

signature [N-COUNT-U14] A **signature** is a person's signed name on a document.

sincerely [ADJ-U14] **Sincerely** means something is done openly and honestly.

small talk [N PHRASE-U6] **Small talk** is the polite conversation about non-important things that strangers have.

staple [N-COUNT-U1] A **staple** is a small piece of metal. It is pressed through papers to hold them together.

stressed [ADJ-U12] If a person is **stressed**, he or she feels nervous and upset due to work or difficult situations.

successful [ADJ-U10] A **successful** person is someone who gets what he or she wants.

supplies [N-PLURAL-U1] **Supplies** are items that are needed to do an activity.

take a break [V PHRASE-U8] To **take a break** means to take a rest from work or an activity.

take a message [V-PHRASE-U9] To **take a message** is to write information from a caller for someone else.

talent [N-COUNT-U11] A **talent** is a natural skill at doing something.

tape [N-UNCOUNT-U1] **Tape** is a long, clear thin piece of sticky plastic. It is used for making things stick to each other.

taxi [N-COUNT-U7] A **taxi** is a car and driver you can pay to take you from one place to another.

telephone [N-COUNT-U4] A **telephone** is a device used to speak to someone who is in another place.

the big picture [N PHRASE-U15] **The big picture** is the whole or complete situation and its possible effects.

thesaurus [N-COUNT-U3] A **thesaurus** contains lists of words with similar meanings.

title [N-COUNT-U6] A **title** is the name for your position within a company, such as Sales Director.

traditional [ADJ-U2] A product is **traditional** if it is old in design and/or technique. Traditional is the opposite of modern.

transfer a call [V-PHRASE-U12] To **transfer a call** is to answer a call and direct it to someone else.

vacancy [N-COUNT-U11] A **vacancy** is an available job.

vending machine [N-COUNT-U8] A **vending machine** is a machine that you are able to buy things like candy and soda from.

visitor's pass [N-COUNT-U6] A **visitor's pass** is a card that shows you are visiting a place.

voice mail [N-NONCOUNT-U4] **Voice mail** is a system where people leave recorded telephone messages.

welcomed [ADJ-U6] If people feel **welcomed** when they arrive, they feel as if people want them there.

working hours [N-PLURAL-U8] Your **working hours** are the times you start and finish work.

CAREER PATHS

Secretarial

Book 2

Virginia Evans



Express Publishing

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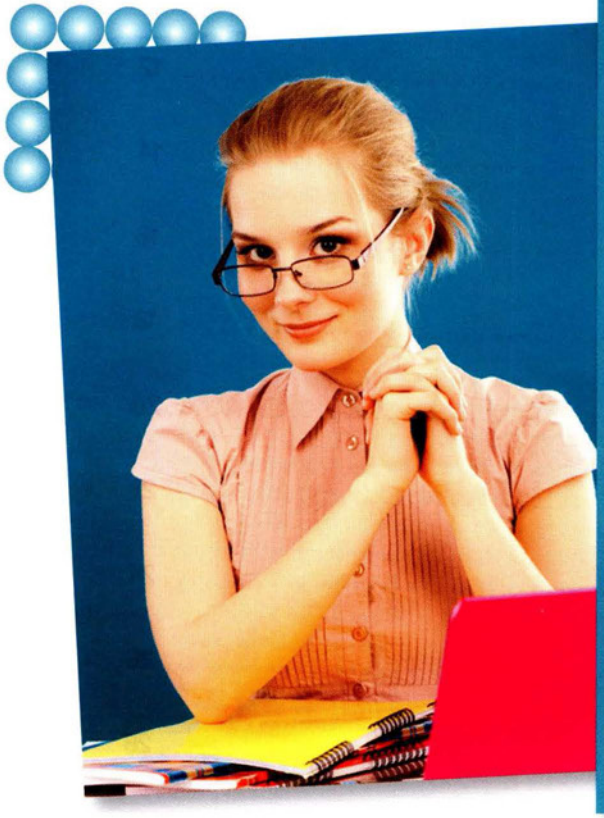
1 Office routines

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some skills secretaries need for their jobs?

2 What are some of the things secretaries do at work?



GREEN & BAXTER, MANCHESTER

Secretary - $8.50 per hour
Monday to Friday
8:30am to 5:30pm
Approximately one month.
Immediate start.

Are you reliable and efficient? Our law firm is looking for an experienced secretary to join our team.

DUTIES



- **Typing:** The post-holder will **prepare documents** from notes or dictation.
- Managerial Assistance: He/she will help the manager by arranging appointments and **updating the diary**.
- **Correspondence:** The successful applicant will be responsible for **sorting mail**, typing letters, **addressing labels** and mailing.
- **Telephone:** Duties will include answering the phone and **filtering calls**. Applicants should have experience of **operating a switchboard**.
- **Meetings:** The post-holder will be responsible for **drawing up schedules** for company meetings and **distributing memos** between departmental managers and other members of staff.
- **Stock Control:** The successful applicant will need to **keep track of** stationery supplies and **order** more stock at the appropriate time.

If interested, please come by the Barbour Employment Agency and drop off your **curriculum vitae**.

Reading

2 Read this advertisement for a secretary. Then, fill in the blanks with the correct words from the word bank.

WORD BANK

advertisement manager
staff telephone

The 1 _____ is for a secretary. The duties include typing, using the 2 _____ and dealing with mail and supplies. He or she will also help the 3 _____ by arranging appointments, organizing meetings and sending out memos to other 4 _____ members.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ A Many secretaries prepare documents using a telephone.

___ B After you address the label, attach it to an envelope.

2 ___ A Secretaries filter calls to identify unimportant calls.

___ B When you sort mail, you put a postage stamp on the letters.

3 ___ A Use the switchboard to answer calls when you are not in the office.

___ B Update the diary as soon as you make an appointment.

4 Place (✓) a next to the response that answers the question.

1 Can you draw up a schedule for our staff training day?
- **A** __ Sure, I'll write up a plan immediately.
- **B** __ Sure, I'll train the staff immediately.

2 Do we need to order more stationery?
- **A** __ Okay, I'll keep track of it.
- **B** __ Yes, we need some more paper.

3 Can you distribute these memos please?
- **A** __ Sure, I'll type them up.
- **B** __ Sure, I'll hand them out to the staff.

5 Listen and read the advertisement again. What will the successful applicant's duties be?

Listening

6 Listen to a conversation between a worker at an employment agency and a job applicant. Check (✓) the duties the job includes.

1 ❑ distributing memos
2 ❑ sorting the mail
3 ❑ using a switchboard
4 ❑ writing a CV
5 ❑ interviewing staff

7 Listen again and complete the conversation.

Agency Worker: Hello, can I help you?
Applicant: Yes, I saw a job vacancy for a secretary in the newspaper. I'd like to know more about it, please.
Agency Worker: Oh yes, it's only a temporary job. It's just for one month.
Applicant: Yes, I realize that. Can you tell me what the duties are?
Agency Worker: Let me see. You'll be responsible for **1** _____ documents, **2** _____ the diary and sorting the **3** _____.
Applicant: That's fine. I'm good at that sort of thing.
Agency Worker: They want someone who can operate a **4** _____. Have you ever used one of those before?
Applicant: I have, yes.
Agency Worker: Well, do you have your CV?
Applicant: Here it is.
Agency Worker: Great. I'll send it to the company **5** _____ _____. If they invite you for an interview, I'll **6** _____ _____ _____ _____.
Applicant: Thank you very much!

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I saw a job vacancy for a secretary...
Can you tell me what the duties are?
They want someone who can ... Can you do that?

Student A: You work at an employment agency. Answer Student B's questions and ask for his or her qualifications.

Student B: You are a job applicant. Ask Student A about:
- the duties of the job
- how to apply

Writing

9 Use the conversation from Task 8 and your own ideas to fill out the resume.

Resume

Name _____
Date of Birth _____
_____

Qualifications
_____
_____

Secretarial Skills
_____
_____
_____
_____

2 Quantities



To: Peter@email.com
From: Christine@email.com
Subject: Office Supplies

Dear Peter,

I hope you had a good weekend! We're going to be very busy in the upcoming weeks, so I need you to place an order for office supplies **ASAP**.

I noticed we are **running low** on CDs. Please order four **boxes** of 50 CDs. It would be useful to have some DVDs, so please order one box of DVDs, too.

The filing assistant told me that we **ran out** of folders. We need to order another three **stacks**. You also need to order more **stationery** too. Two **packs** of pens in blue and two in black should be enough. Also, please **replenish** our supply of tape; I think we need an extra ten **rolls**.

The most important thing to remember is paper. Please order twelve **reams** of paper so we can be sure we won't run out.

Before you place the order, please ask around the office in case anyone needs anything.

Thanks, and have a good week.
Christine

Get ready!

1 Before you read the passage, talk about these questions.

1 What things do people use at work every day?
2 What types of packages do office items come in?

Reading

2 Read this email from an employer to her personal assistant. Then, mark the following statements as true (T) or false (F).

1 __ The office has been very busy this week.
2 __ The office has no folders.
3 __ Peter needs to order two packs of pens.

Vocabulary

3 Fill in the blanks with the correct words from the word bank.

word BANK

ream roll pack stack

1 I can't find that _____ of pens I bought last week.
2 Please put that _____ of folders on my desk.
3 There are 500 sheets in a _____ of paper.
4 I ran out of tape. I need a new _____.

4 Match the words (1-5) with the definitions (A-E).

1 __ ASAP
2 __ running low
3 __ stationery
4 __ run out
5 __ replenish

A the entire stock of an item is finished
B any type of paper used in an office
C to provide more of an item
D as soon as possible
E to be almost completely used

5 Listen and read the email again. What does Peter need to do?

Listening

6 Listen to a conversation between an office manager and a secretary. Check (✓) the items that the secretary needs to order and write the amount they need.

1 ❑ paper _____
2 ❑ CDs _____
3. ❑ tape _____
4 ❑ DVDs _____
5 ❑ folders _____
6 ❑ red pens _____

7 Listen again and complete the conversation.

Manager: Good morning Peter. How are you?
Secretary: Good morning, Christine. I'm good, thanks. What can I do for you?
Manager: The printer has **1** _____ _____ of paper, and we need some other things too. Can you **2** _____ _____ _____ for office supplies?
Secretary: Sure, what do we need?
Manager: Okay, we need six **3** _____ of paper. **4** _____ _____ of CDs and three boxes of DVDs.
Secretary: Sure, anything else?
Manager: Yes, please order five **5** _____ _____ _____.
Secretary: No problem. Is that everything?
Manager: Um ... do we need anything in the stationery **6** _____?
Secretary: Let me check...yes, we need more red pens. One box will be **7** _____.
Manager: Okay, add that to the order. That's everything, then.
Secretary: All right. I'll place the order this afternoon.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Can you place an order for ...
Sure, what do we need?
Anything else?

Student A: You are an office manager. Tell Student B what supplies to order.

Student B: You are a secretary. Ask Student A about:

- what supplies to order
- quantities

Writing

9 Use the conversation from Task 8 to complete the order list.

OFFICE SUPPLIES ORDER

Items	Quantity
Printer Paper	6 reams

3 Writing invitations


social event


client dinner

hosting

Get ready!

1 Before you read the passage, talk about these questions.

1 What kind of events do people receive invitations to?

2 What information is on an invitation?

Reading

2 Read the blog entry. Then, fill in the blanks with the correct words from the word bank.

word BANK

map RSVP invitation clear

When writing a(n) **1** _____ it is important to include all the details of the event. These should be **2** _____ to the reader so they can make proper arrangements. To help guests find the event, you can also include a **3** _____, though this is optional. Another important section is the **4** _____ section, which must include contact details.

Life as an ADMINISTRATIVE ASSISTANT

by Jean Whittaker email: jwhittaker@email.com

Social events are a big part of business. When creating **invitations** for these events, the basics are:

Who, What, When and Where.

1. First, 'who' is **hosting** the event? This should be very clear and placed at the top of the invitation card. Next to the host's name, you should include the name of the company.
2. Second, 'what' type of event is it? Specify if the event is a **product launch**, a client dinner an open ceremony or a **cocktail party**. Then, write further details of the event, such as food and appropriate **attire**.
3. Third, 'when' is the event happening? Write the date, the time the event begins and how long the event will last.
4. Fourth, put 'where' the event will take place. Write the address and enclose a map if necessary.

Finally, it is very important to include **RSVP** information so people can **accept** or **decline** the invitation. Provide a phone number that they can call or an address that they can write to in order to RSVP, as well as a **reply by date**.

www.lifeasanAA.com September 16

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 _ attire
2 _ invitation
3 _ accept
4 _ reply by date
5 _ host
6 _ product launch
7 _ cocktail party

A to say yes to an invitation
B to organize an event or party for guests
C a request for someone to come to an event
D an event that introduces a new product
E a party at which mixed beverages are served
F the latest date that you can respond to an invitation
G the kind of clothes worn to an event

4 Place a check (✓) next to the correct response.

1 Did you accept the invitation to the company's product launch?
- A ___ Yes. I'm really looking forward to going.
- B ___ No, I don't use those kinds of products.

2 Do you know who is hosting the event?
- A ___ I think it's Mary Wright, from the Kessler Corporation.
- B ___ It's polite to bring a gift for the host.

3 What attire are guests supposed to wear to this event?
- A ___ I'm sorry, I will have to decline.
- B ___ Something nice, but not too fancy.

5 Listen and read the blog again. What information should you include when writing invitations?

Listening

6 Listen to a conversation between a business owner and a secretary. Mark the following statements as true (T) or false (F).

1 ___ Mr. Brooks is organizing a company conference.
2 ___ Bergson Corporation has a new cosmetics line.
3 ___ The event will be held on a Friday evening.

7 Listen again and complete the conversation.

Secretary: Good morning Mr. Brooks. Is there anything I can help you with?
Owner: I need to send out invitations for the product **1** _____ next month. Will you write them for me?
Secretary: Of course. I'll take down the **2** _____. Okay, I'm ready.
Owner: I'm hosting it on **3** _____ of Bergson Corporation.
Secretary: Right, and what is the product?
Owner: It's for their new cosmetics **4** _____: 'Inspire'.
Secretary: What kind of event is it?
Owner: It's going to be a cocktail party, very **5** _____. There'll be a buffet and a live jazz band.
Secretary: Sounds great! When and where?
Owner: It's in the main function hall at the Imperial Hotel, Friday 30th April, 8pm until midnight.
Secretary: Got it. When would you like the replies by?
Owner: Ask them to **6** _____ within two weeks from today.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I need to send out invitations for ...
What is the product?
What kind of event is it?

Student A: You are a secretary. You must prepare invitations for a product launch. Ask Student B questions about:
- type of product
- type of event
- time and place

Student B: You are a business owner. Ask Student A to write invitations to a product launch you are hosting. Answer his or her questions.

Writing

9 Use the conversation from Task 8 to complete the invitation.

Invitation

Host: _____
Event: _____
Attire: _____
Location: _____
Date and Time: _____
RSVP by: _____

4 Making travel arrangements



Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people travel?

2 What kind of arrangements do people need to make before they travel?

Reading

2 Read this advertisement from a business magazine. Then, choose the correct answers.

1 What is the advertisement mainly about?

A the cheapest way to fly on an airline

B the advantages of using a travel service

C the lack of space in business class

D the stresses of making travel plans

2 What does Jet Set Travel NOT guarantee for their customers?

A good airline food

B tickets to worldwide destinations

C high baggage allowance

D inexpensive lodgings

3 According to the passage, what will Jet Set customers most likely do first after arrival?

A find a place to stay

B pick up their baggage

C meet the driver of their private car

D have dinner with business clients

Jet Set Travel Agency

Are you looking for a luxury travel service? Look no further than 'Jet Set Travel'. We offer **business** and **first class** tickets to all the top **domestic** and international **destinations**.

We promise our customers the height of convenience. With us you fly **direct** to your destination; there are no **layovers**. Our customers don't have to worry about **baggage allowance**. They are allowed 140 kg with our tickets - guaranteed! We also promise the food and service on all partner **airlines** will be exceptional. So expect lots of leg room and fabulous **cuisine**!

Just let us know how long your stay will be and we'll find you the best **lodging** available. When you arrive at your **destination** airport, there will be a car waiting to take you to your hotel.

We are a luxury travel service that takes all the stress of planning away from you. Which means, you can concentrate on what's really important: your clients.

Business Traveler **March**

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The <u>maximum weight of suitcases</u> is 85 pounds on this flight.
_ _ g _ _ _ _ _ _ l _ _ _ _ _ _

2 The <u>place we will land</u> is New York.
_ _ _ _ _ n _ _ _ _

3 Mr. Smith wants a seat <u>in the best class available</u>.
_ _ _ _ _ _ _ _ _ _ s

4 You have a two hour <u>break between flights</u> in Chicago.
_ a _ _ _ _ _

5 The restaurant had the most delicious <u>food</u>.
_ _ _ _ _ n _

4 Match the words (1-5) with the definitions (A-E).

1 __ business class 3 __ direct 5 __ lodging
2 __ domestic 4 __ airline

A a flight within only one country
B a company that provides flights
C a place to stay
D a seating area that is nicer than coach
E going to a destination without stopping

5 Listen and read the advertisement again. What is it about?

Listening

6 Listen to a conversation between a secretary and a travel agent. Mark the following statements as true (T) or false (F).

1 __ The travel agent finds a flight with one layover.
2 __ The customer prefers to leave from London Heathrow.
3 __ The travel agent will organize a driver for New York.

7 Listen again and complete the conversation.

Agent: Good morning, Jet Set Travel, how may I help you?
Secretary: Hello. I need to **1** _____ _____ _____ to New York for my employer. She needs to leave on April 9th.
Agent: Which airport would you like the flight to **2** _____ from?
Secretary: Central London – either Heathrow or Gatwick is fine.
Agent: We have a flight departing from Gatwick at 8:00 am. The flight **3** _____ in New York at 3:00 pm, US Eastern Standard Time.
Secretary: Perfect. Book a **4** _____ _____ seat for Janet Harriman, please.
Agent: Certainly. Is there anything else I can do for you?
Secretary: Yes, Ms. Harriman will need a **5** _____ from the airport to her hotel.
Agent: We can arrange a car and **6** _____. The driver will meet her at the arrival gate in New York and help her with her **7** _____.
Secretary: That sounds great. Thank you.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I need to book a flight to...
Which airport would you like to depart from?
Is there anything else I can do for you?

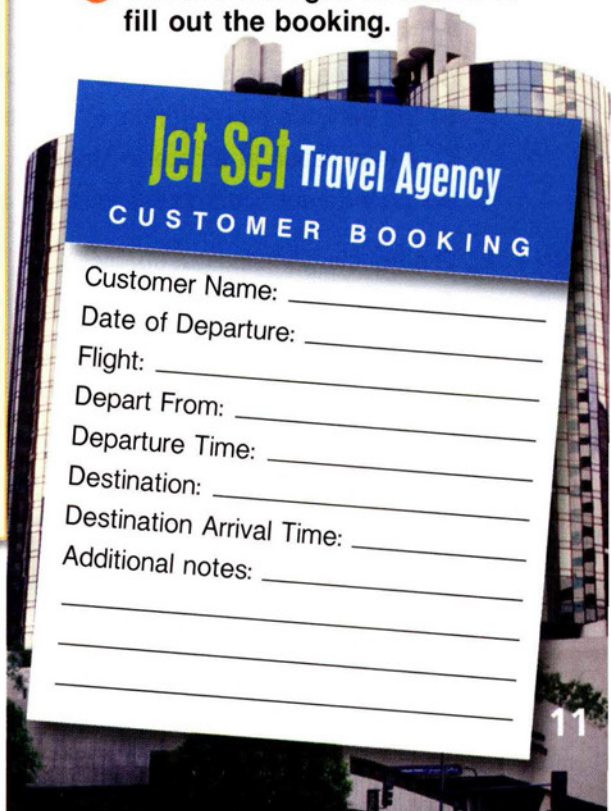
Student A: You are a travel agent. Ask Student B questions in order to make travel arrangements.

Student B: You are a secretary. You need to make travel arrangements for your employer. Give Student A the information about:

- who is traveling
- where and when
- transportation

Writing

9 Use the dialogue in Task 8 to fill out the booking.



5 Booking a hotel room



Get ready!

1 Before you read the passage, talk about these questions.

1 What are some facilities hotels have?
2 What makes staying at a hotel enjoyable?

Reading

2 Read this email about a hotel reservation. Then, choose the correct answers.

1 What is the message mostly about?
- **A** a request for assistance from a supervisor
- **B** the services a hotel offers to guests
- **C** a reservation at a hotel in Madrid
- **D** the different accommodations at a hotel

2 The concierge helps guests by _____.
- **A** suggesting local entertainment
- **B** picking them up at the airport
- **C** making sure the staff are friendly to them
- **D** giving them tours of the city

3 According to the passage, which is NOT a service Marten Hotel promises to guests?
- **A** Internet service at no charge
- **B** rides to and from the airport
- **C** on-site spa treatments
- **D** convenient dining facilities

To: Patrick Howell [phowell@email.com]
From: Janet Cordova [jcordova@email.com]
Subject: Re: Marten Hotel reservation

Dear Mr. Howell,

Thank you for considering the Marten Hotel for your supervisor's trip to Madrid.
In response to your questions, the Marten Hotel has all the **amenities** your supervisor requires. We do provide free **wi-fi Internet** to all our guests at the Marten. Conference calls can be made in our business center, free of charge. We have two **on-site dining facilities** for our guests' **convenience**. And we also have an **airport shuttle** - just let us know when your supervisor will arrive, and the shuttle will be at the airport to pick him up.

Our comfortable **accommodations** are **secure** and **affordable** for business travelers. We have a **concierge**, who can arrange treatments at local spas, make restaurant reservations, and provide information on the best entertainment in Madrid. And members of our friendly **staff** are always **on hand** to assist our guests with anything they need.

Please let me know if I can be of any further assistance.

Sincerely,

Janet Cordova,
Guest Relations



Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ staff
2 __ affordable
3 __ facility
4 __ accommodations
5 __ on-site dining
6 __ amenities
7 __ secure

- **A** a house, apartment or hotel room
- **B** a place for eating within a particular location
- **C** not very expensive
- **D** the employees of the hotel
- **E** extra things that make a hotel attractive to guests
- **F** a place provided for a specific purpose
- **G** safe

4 **Fill in the blanks with the correct words and phrases from the word bank.**

WORD BANK

convenience airport shuttle
wi-fi Internet on hand concierge

1 The _____ will be there to take Ms. Grey to the hotel.
2 This hotel has extra staff _____ to help during busy periods.
3 There is _____ available in the lobby.
4 Mr. Bey enjoys the _____ of living close to work.
5 The _____ made dinner reservations for 8:00 this evening.

5 **Listen and read the email again. What amenities does the Marten Hotel offer?**

Listening

6 **Listen to a conversation between a personal assistant and a hotel clerk. Mark the following statements as true (T) or false (F).**

1 __ The hotel does not have any ground floor rooms available.
2 __ The assistant will have a taxi pick up his employer.
3 __ The clerk asks the assistant to confirm the reservation again in July.

7 **Listen again and complete the conversation.**

Clerk: Good morning! You have reached the **1** _____ _____ of the Marten Hotel. How can I help you?

Assistant: Hi, good morning. My name is Patrick Howell and I need to make a **2** _____ for my employer.

Clerk: Certainly. What is your employer's name and when will they arrive?

Assistant: Jack Green. And his plane **3** _____ at 7:30 am on the third of July. Then he'll be leaving on July sixth.

Clerk: Fantastic. I'll put him down for a three-night stay.

Assistant: Mr. Green would like **4** _____ on the ground floor, if possible.

Clerk: Very well. Should I arrange a **5** _____ from the airport to the hotel?

Assistant: Yes, that would be great.

Clerk: Okay. Please make sure to **6** _____ the reservation two days in advance.

Assistant: I will. Thank you.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then switch roles.**

USE LANGUAGE SUCH AS:

How can I help you?

I would like to make a reservation ...

Please make sure to confirm the reservation ...

Student A: You are a hotel clerk. Talk to Student B about:

- name and dates
- room preference
- transportation from airport

Student B: You are a personal assistant. You are making a reservation for your employer. Answer Student A's questions.

Writing

9 **Use the conversation from Task 8 to fill out the reservation booking.**

Name of guest: _____

Arrival date: _____

Departure date: _____

Room Preference: _____

Additional Notes: _____

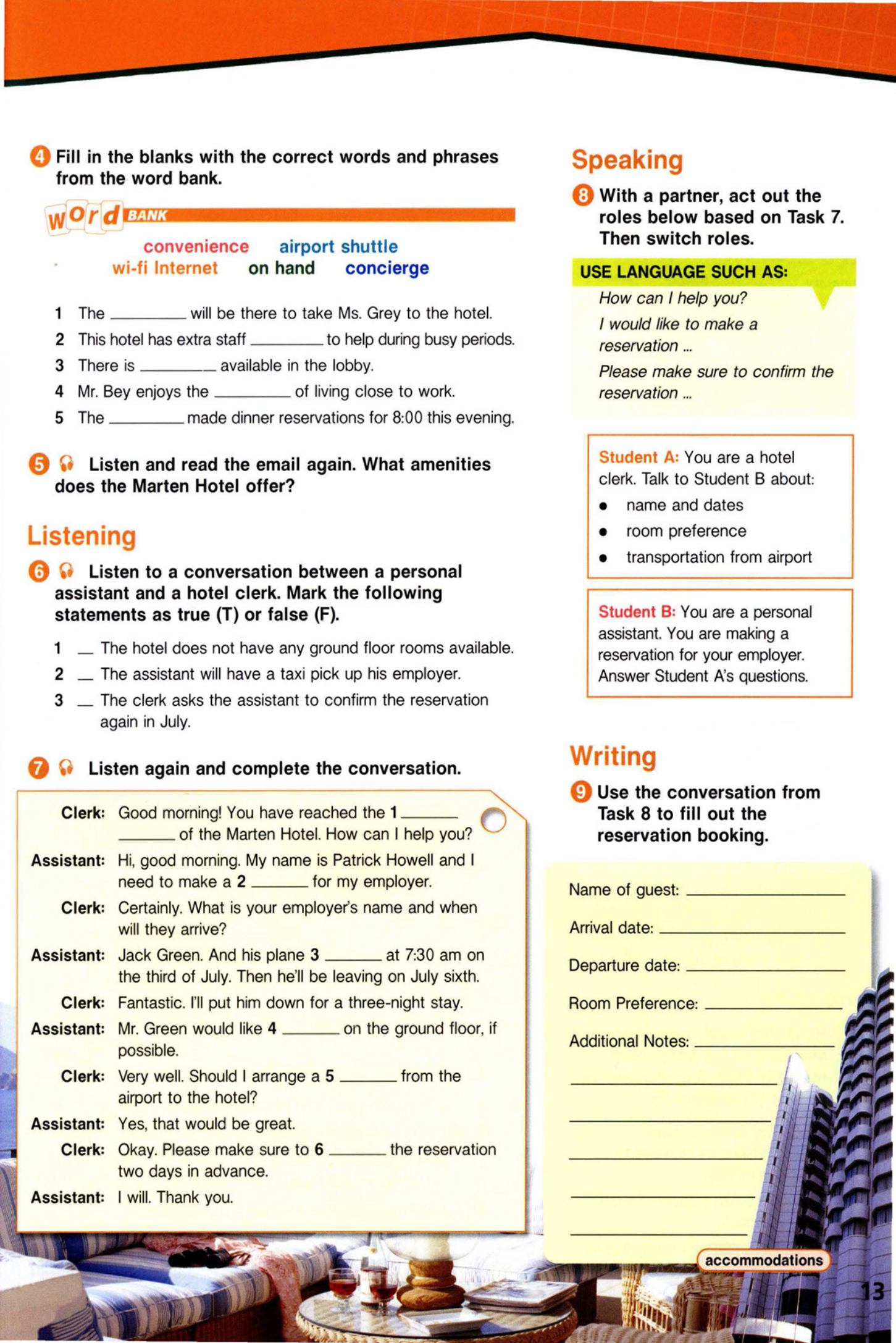
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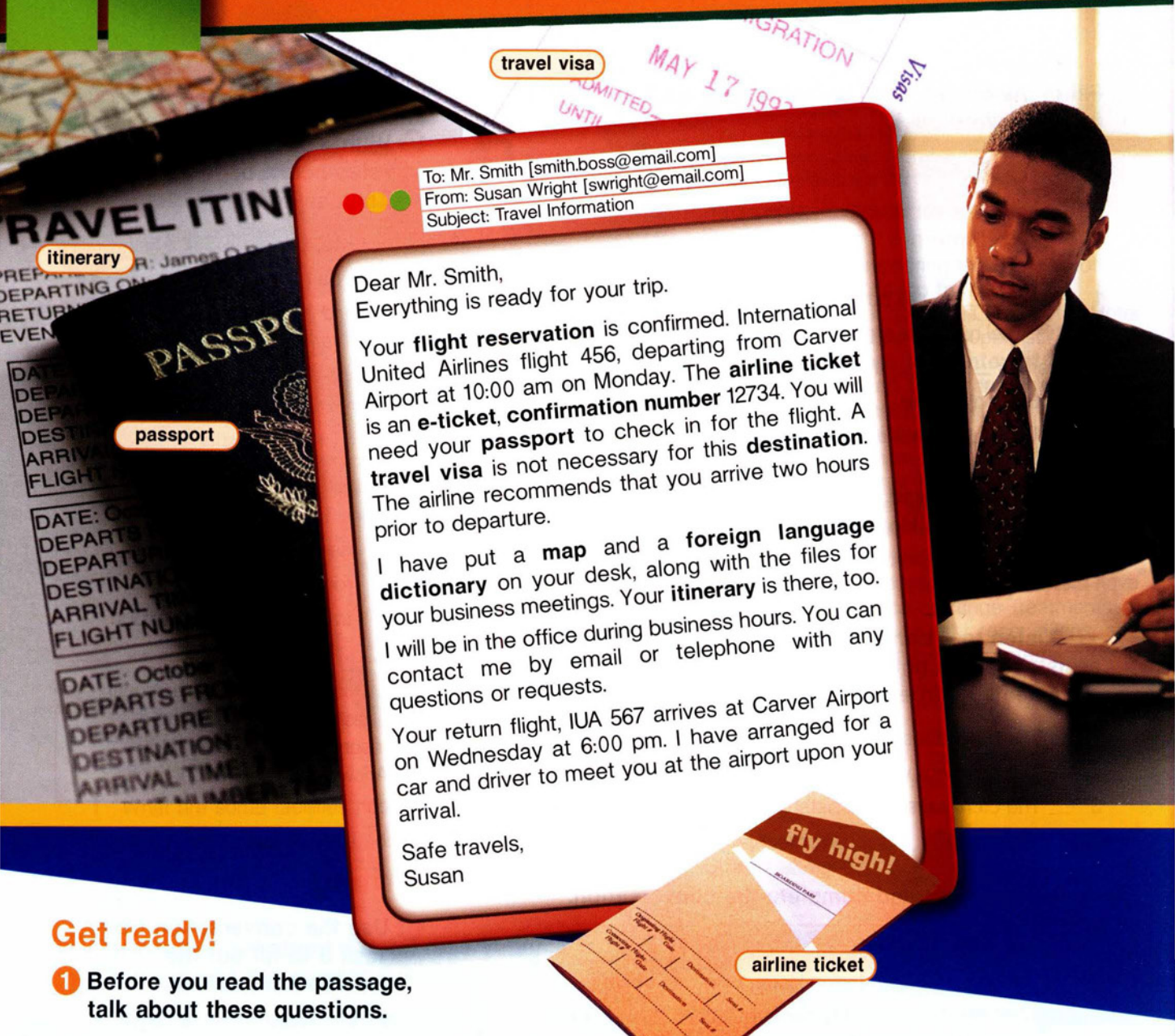
_____

_____

_____



6 Travel preparations



Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people travel for business?

2 What do people need to take with them to the airport?

Reading

2 Read this email from a personal assistant to her boss. Then, mark the following statements as true (T) or false (F).

1 __ The airline requires passengers to arrive two hours early.

2 __ Mr. Smith's travel visa is on his desk.

3 __ Mr. Smith can reach Susan during business hours.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ itinerary
2 __ travel visa
3 __ e-ticket
4 __ foreign language dictionary
5 __ passport
6 __ confirmation number
7 __ flight reservation

A the schedule one plans to follow on a trip
B an official stamp that allows someone to travel to a place
C a book containing words and phrases in two languages
D an electronic confirmation of one's place on a flight
E a code that identifies a confirmed reservation
F an arrangement to hold a seat on an airplane
G a document providing permission to travel to and from a country

4 Read the sentence pairs. Choose where the words best fit the blanks.

1 **destination / map**

Carry a _____ to avoid getting lost.

Call when you arrive at your _____.

2 **flight reservation / airline ticket**

Have your _____ in your hand before getting on the plane.

What is the confirmation number for your _____?

3 **passport / confirmation number**

Print a copy of the _____ for your flight reservation.

A _____ is accepted as identification at check-in.

5 Listen and read the email again. What information does it give?

Listening

6 Listen to a conversation between a flight passenger and an airline employee. Mark the following statements as true (T) or false (F).

1 __ The employee confirms the flight's details.

2 __ The passenger prefers a window seat.

3 __ The flight has been delayed.

7 Listen again and complete the conversation.

Employee: Welcome to International United Airlines. How can I help you today?

Passenger: I need to **1** _____ _____ for flight number 456.

Employee: I can take care of that. Do you have the **2** _____ _____ on you?

Passenger: I do. It's an **3** _____ _____, confirmation number 12734.

Employee: Okay, Mr. Smith, I have your reservation pulled up. We **4** _____ _____ leaving here today at 10:00 for Spain and returning on Wednesday. Is that correct?

Passenger: Yes, that's it.

Employee: Excellent. May I see your passport, please?

Passenger: Certainly. Here you go.

Employee: Thank you. Now, would you **5** _____ a window or an aisle seat?

Passenger: Aisle, please. Is the flight scheduled to leave **6** _____ _____?

Employee: It is. It will begin boarding at 9:15. Gate 6, in Terminal 4. Here's your boarding pass.

Passenger: Great, thanks.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I need to check in for flight number ...

May I see your passport, please?

The flight will begin boarding at ...

Student A: You are an airline employee. Check in Student B. Ask about:

- confirmation number
- passport
- seat preference

Student B: You are a business traveler. Answer Student A's questions.

Writing

9 Use the conversation from Task 8 to fill out the boarding pass.

International United Airlines

BOARDING PASS

Passenger: _____

_____

Flight number: _____

_____

Confirmation number: _____

Time: _____

Seat: _____

Terminal/Gate: _____

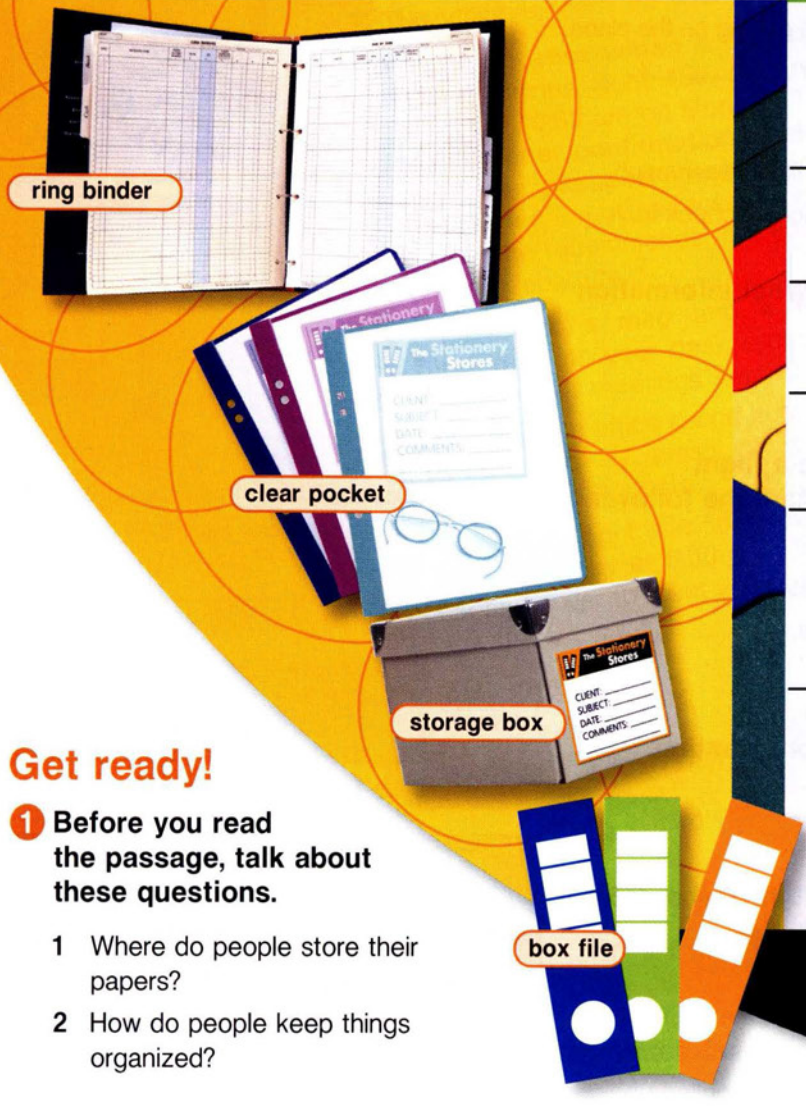
7 Filing equipment

The Stationery Store

For all your Storage Needs

On special offer for one month only!

DON'T MISS OUR SALE - GREAT SAVINGS!



Ring Binders:
Three inch, two-ring or four-ring binders, available in blue, green, red, yellow and black. *Twelve for the price of ten!*

Box Files:
A4 or **legal** size, available in blue or grey. *Buy two, get one free!*

Suspension Files:
All files come with colored **tabs** and **inserts**. *Package of 100 files - now half price!*

CD Storage Boxes:
Easy to assemble. Holds 100 CDs. *Now 20% off!*

CD-R discs:
700MB digital **storage**. CDs will play back on DVD or CD players. Safe and permanent; it's impossible to **erase** your data. *Pack of fifty discs - half price!*

Clear Pockets:
A4 pockets, punched with holes to fit most types of binder. Perfect for presentations and pictures!
Pack of one hundred for the price of fifty! This month only!

Free next-day delivery
for orders over $25.

Get ready!

1 Before you read the passage, talk about these questions.

1 Where do people store their papers?
2 How do people keep things organized?

Reading

2 Read this store advertisement. Then, mark the following statements as true (T) or false (F).

1 __ Box files are available in three colors.
2 __ CD storage boxes can hold 20 CDs.
3 __ Clear pockets are half price this month.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ suspension file
2 __ storage box
3 __ erase
4 __ legal
5 __ tab
6 __ insert

A a piece of plastic on a suspension file
B a file that hangs inside a drawer
C a piece of paper inside a tab
D a place where you can put things
E to remove something from a surface or disk
F a large size of paper

4 Choose the word that is closest in meaning to the underlined part.

1 Put these files in a <u>folder with two metal rings</u>.
A ring binder **B** suspension file **C** tab

2 This office needs more <u>space for keeping items that are not in use</u>.
A inserts **B** storage **C** legal

3 Put that document into the grey <u>large, rectangular container</u>.
A clear pocket **B** box file **C** ring binder

4 Put that picture inside a <u>plastic envelope</u>.
A storage box **B** clear pocket **C** tab

5 Listen and read the advert again. Say five things you can buy from the store.

Listening

6 Listen to a conversation between a secretary and a salesperson at a stationery company. Check (✓) the things the administrative assistant orders.

1 __ box files
2 __ ring binders
3 __ suspension files
4 __ storage boxes
5 __ CDs
6 __ clear pockets

7 Listen again and complete the conversation.

Salesperson: The Stationery Store, this is Mike speaking. How can I help you?
Secretary: Hi, I'd like to place an order for some **1** _____ supplies.
Salesperson: No problem, what would you like?
Secretary: First of all, I need some **2** _____ _____.
Salesperson: Okay, they come in two sizes, **3** _____ and A4. Which would you like?
Secretary: The legal. I'll take a dozen of those in gray.
Salesperson: Great. Anything else?
Secretary: I need seventy red **4** _____ _____ and three hundred **5** _____ _____.
Salesperson: Got it. Do you have an account with us or are you paying with a credit card?
Secretary: We have an account. It's Johnstone and Company, and the account number is 3748 3948.
Salesperson: Thanks. We have the address on the computer, so we'll deliver it tomorrow morning. Is sometime between nine and eleven okay?
Secretary: **6** _____ _____, thanks.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:
I'd like to place an order ...
They come in two sizes.
I'll take ...

Student A: You work at a stationery company. Talk to Student B about:
- the order
- account number
- delivery

Student B: You want to place an order for some stationery. Tell Student A what you want to buy.

Writing

9 Use the conversation from Task 8 to fill out the receipt.

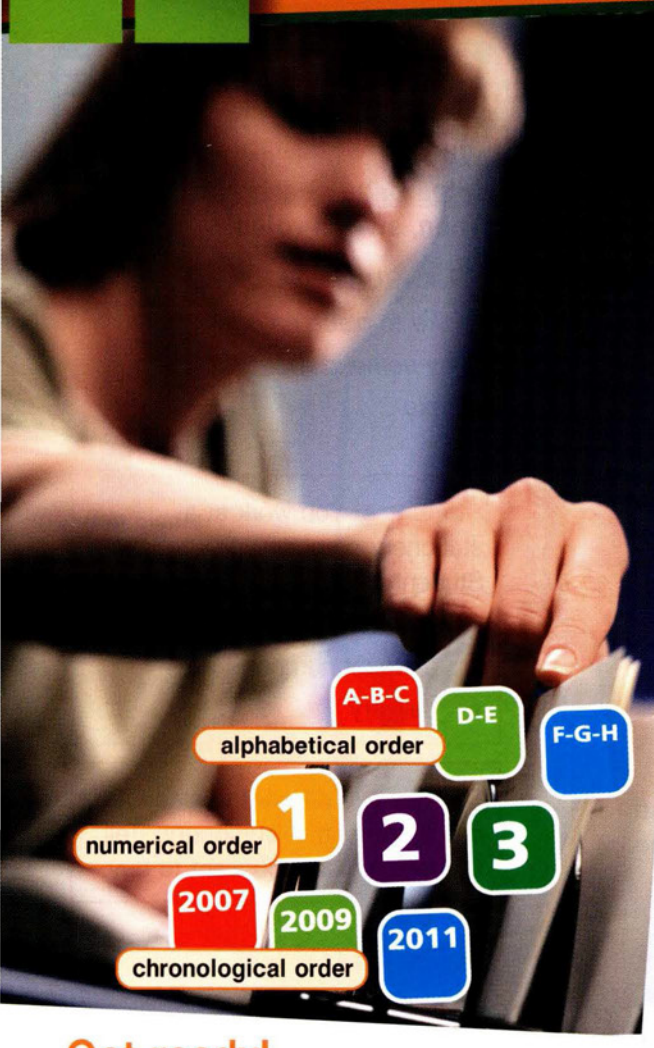
The Stationery Store

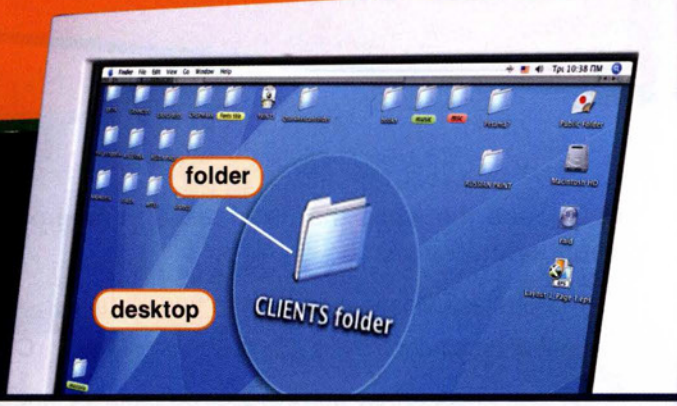
COMPANY: _____
ACCOUNT NUMBER: _____
DATE: _____

ORDER	PRICE
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

THANKS FOR YOUR PURCHASE!
COME BACK SOON

8 Filing systems





Dear Melanie,
Welcome to the company! This is a quick note to tell you how the **filing system** works.

We keep the client files in suspension files in the drawers to the right of each desk. We file these **geographically**. Our European clients are in the top drawer, Asian clients are in the middle and American clients are at the bottom. We file the clients in **alphabetical** order. There are also **digital** copies of the client files on the computer. Just click on the Clients **folder** on the **desktop**.

We keep all **correspondence** in the ring binders on the top shelf. It is filed in **chronological** order. The most recent letters are on the right.

All the forms are in the blue box file. We file these according to **subject**: order forms, new client forms and so on.

Finally, project files are in the red binders. These are all in **numerical** order.

Good luck!
Margaret



Get ready!

1 Before you read the passage, talk about these questions.

1 Where do people record their friends' addresses, emails and phone numbers?
2 How do people organize their important papers?

Reading

2 Read this letter to a new employee. Then, complete the table using information from the letter.

Type of Document	Filing System
Client Files	1 _____
2 _____	In alphabetical order
Correspondence	3 _____
4 _____	According to subject
Project Files	5 _____

Vocabulary

3 Fill in the blanks with the correct words from the word bank.

word BANK

numerical filing system alphabetical
geographically chronological

1 A list in _____ order starts with A and ends with Z.
2 A list in _____ order starts with older dates and ends with recent ones.
3 To file something _____ is to put all items from the one area together.
4 A well-organized office always has a good _____.
5 A list in _____ order starts with low numbers and ends in higher ones.

4 Choose the correct word pairs to fill the blanks.

1 There is a(n) ___ copy of all the documents in the 'Clients' ___.
A subject – desktop B digital – folder
C alphabetical – correspondence

2 File all ___ in this drawer, and organize it according to ___.
A folders – geographically. B correspondence – subject.
C desktops – alphabetical order.

3 I arrange all the folders on my computer ___ in ___ order.
A correspondence – numerical
B subject – filing system C desktop – alphabetical

5 Listen and read the letter again. What documents do the company file? How are they organized?

Listening

6 Listen to a conversation between a new employee and a secretary. Choose the correct answers.

1 How is correspondence filed?
A in alphabetical order C geographically
B in chronological order D by subject

2 What should the employee use to file the project documents?
A the first letter of the file C the number on the file
B the subject of the file D the region the file came from

7 Listen again and complete the conversation.

Employee: Excuse me, can you help me? I'm not sure where to file these documents.
Secretary: Sure. What documents do you have?
Employee: I've got some letters from clients.
Secretary: Those go in the **1** _____ files. We put them in **2** _____ order.
Employee: Okay. And what about these client documents?
Secretary: Client documents go in the drawers. They're filed **3** _____. What country is your client from?
Employee: I'm not sure. It's Mr. Sakamoto's account.
Secretary: Oh, Mr. Sakamoto's from Japan, so his **4** _____ is in the 'Asia' drawer. The files are in **5** _____ order, so Mr. Sakamoto's folder is under 'S'.
Employee: Okay. And what about these project documents? Are they filed according to **6** _____?
Secretary: No. Those go in **7** _____ order. The number is at the top of the document.
Employee: I see. Thanks for your help.
Secretary: You're welcome.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm not sure where to file these documents.
Those go in the ...
His folder is in ...

Student A: You are a new administrative assistant. You want to know where to file:
- letters
- client documents
- project documents

Student B: You are an experienced secretary. Answer Student A's questions.

Writing

9 Use the conversation from Task 8 to write instructions about your filing system for a new employee.

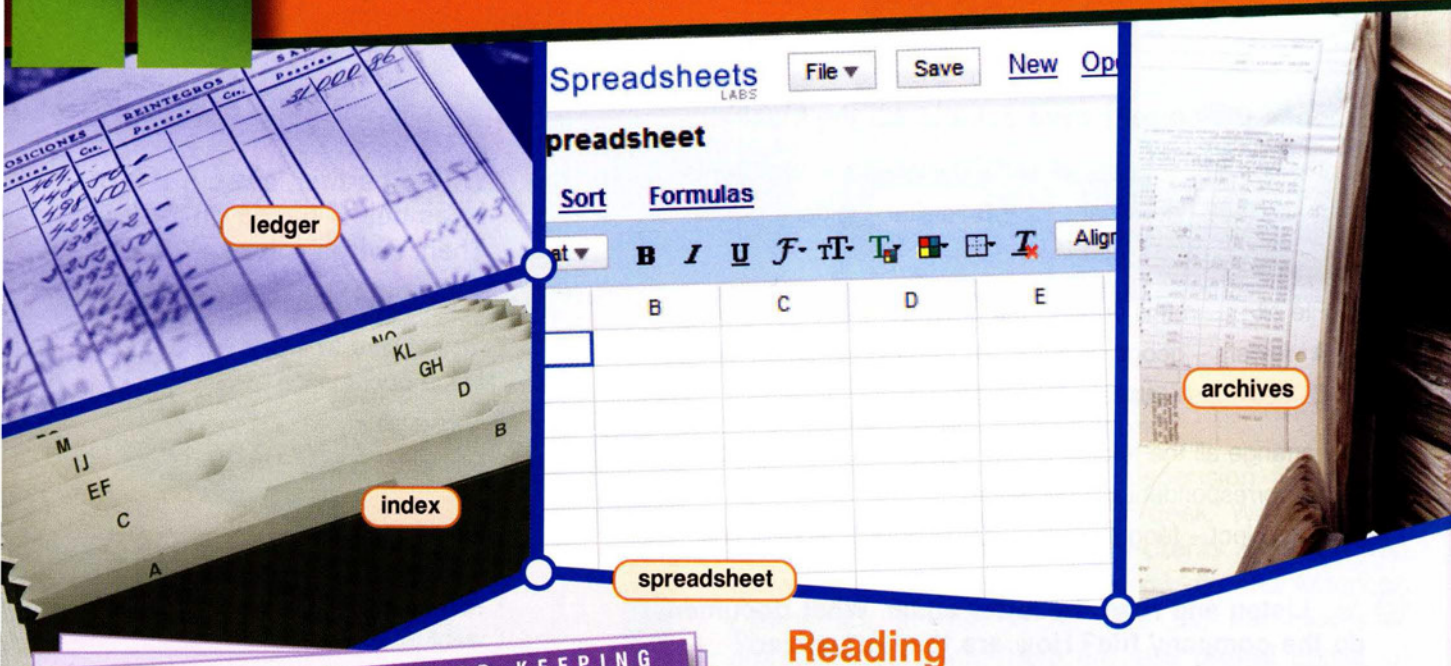
Filing System Instructions

Correspondence: _____
_____
_____

Client Documents: _____
_____
_____

Project Documents: _____
_____
_____

9 Record-keeping



3. RECORD-KEEPING

3.1 The Petty Cash Ledger

It is your responsibility to keep the petty cash ledger up-to-date. Please record all **expenditures** daily on the computer **spreadsheet** and in the ledger. It is very important for us to keep a **hard copy** for our **archives**.

Note down the date and the amount in the correct **columns**. You will also need to write a **code**. You can find the correct code in the **index** at the back of the ledger. For example, the code for postage stamps is STP-1.

Please keep all **receipts** in the petty cash box and number them. Write the receipt number in the appropriate column as a **cross-reference** to the receipt.

Do not forget to make a note of any cash you receive.

At the end of the week, add up the week's expenditure. Start a new page at the beginning of every week.

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some ways that people keep track of their money?

2 Why is it important for businesses to keep financial records?

Reading

2 Read this excerpt from a company manual. Then, choose the correct answers.

1 What is this paragraph about?

A why the company keeps a petty cash ledger
B how to complete a petty cash ledger
C the advantages and disadvantages of ledgers
D common mistakes when filling out ledgers

2 What does NOT need to be recorded in the ledger?

A the date
B a code
C spreadsheet figures
D the receipt number

3 When should employees record expenditures?

A every day
B twice a week
C monthly
D every Monday

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** You receive a <u>receipt</u> when you buy something.
___ **B** You keep a <u>hard copy</u> on a computer.

2 ___ **A** An <u>expenditure</u> is money a company receives from clients.
___ **B** Offices keep old records in the <u>archives</u>.

3 ___ **A** You can keep a record of numerical data on a <u>spreadsheet</u>.
___ **B** Rows go down a page, and <u>columns</u> go across a page.

4 Fill in the blanks with the correct words from the word bank.

WORD BANK

code cross-reference column
index ledger expenditures

1 Use the receipt number as a _____.
2 Always record any money spent in the _____.
3 The _____ for stationery is STT-2.
4 The _____ lists all the items and page numbers.
5 Which spreadsheet _____ is used for receipt numbers?
6 Limit _____ from petty cash to no more than $20.00.

5 Listen and read the manual again. What details need to be recorded in the ledger?

Listening

6 Listen to a conversation between an assistant and the manager of an office. Mark the following statements as true (T) or false (F).

1 __ The assistant should put the receipt in the ledger.
2 __ The assistant can find the code in the index.
3 __ The manager prefers storing information on computers.

7 Listen again and complete the conversation.

Assistant: Can I take some money from the petty cash to buy stamps?
Manager: Yes, but you need to write it down in the **1** _____.
Assistant: How do I do that?
Manager: I'll show you. In this **2** _____, write today's date, and here, write the **3** _____.
Assistant: So just the date and purchase?
Manager: There's more. Don't forget the **4** _____. Number it and put it in the box. Then, write the number as a **5** _____.
Assistant: I get it.
Manager: Finally you need a code. You can look that up here, in the **6** _____.
Assistant: I see. So the **7** _____ for stamps is STP-1.
Manager: That's right.
Assistant: But why don't we just use a computer spreadsheet?
Manager: We feel that a hard copy is safer. After all, data on computers can get erased.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How do I do that?
In this column, write ...
Then, write the number as a ...

Student A: You want to buy stamps with petty cash. Find out how to complete the petty cash ledger.

Student B: You are a manager. Explain to Student A how to fill out the cash ledger, including:

- the date
- the expenditure
- the code
- the receipt number

Writing

9 Use the conversation from Task 8 and your own ideas to fill out five entries in the ledger.

PETTY CASH LEDGER

Date	Expenditure	Receipt No.	Code

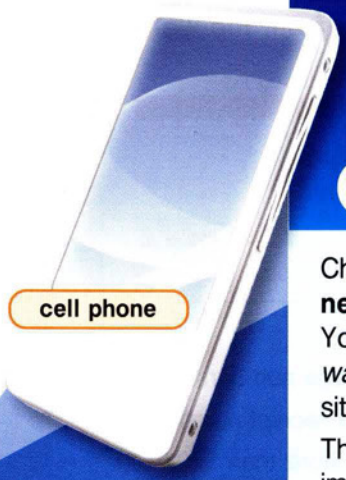
10 Business communication

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some of the different forms of business communication?

2 What modern tools make business communication easier?



cell phone



video conferencing

OFFICE WORKER WEEKLY VOL. 457

Social Business Communication

Chances are if your boss sees you on a **social networking site** at work, you'll be in trouble. You may even **get fired**. But some companies *want* their employees to use social networking sites during business hours.

That's because they are using the **Internet** to improve their business communication. Of course, businesses still use **cell phones**, faxes, and **video conferencing** when needed. But many companies have found that using **social media** has its benefits.

For example, employees can post messages about projects to each other on a social networking site. Details about new products or company **functions** can also be posted on the site. **Instant messaging** has become popular in the workplace as well. It's a fast way to communicate in real time. There's no waiting for co-workers to check their **voice mails** or emails to get a response back.

Reading

2 Read the excerpt from the magazine article. Then, mark the following statements as true (T) or false (F).

1 ___ Businesses are using social media to improve communication.

2 ___ Social media has replaced cell phones in many businesses.

3 ___ Businesses use social media to update employees about projects.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 People can <u>lose their job</u> for reading private emails at work.
_ _ t _ _ _ e _

2 Company <u>meetings, parties and conferences</u> are usually held after work hours. _ _ n _ _ _ _ n _

3 <u>Sites where you can connect with people</u> are very popular at the moment. _ _ c _ _ _ _ e _ _ _ _ _ _ _ g _ _ t _ _

4 Check your <u>recorded messages</u> every day.
_ _ i _ _ _ a _ _

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

video conferencing
social media Internet
cell phone
instant messaging

1 Without the _____, email and social networking sites wouldn't exist.

2 Many people meet new friends online through _____ sites.

3 _____ allows business people to see and hear each other without traveling.

4 _____ is the fastest form of online communication.

5 A _____ allows people to make calls from almost anywhere.

5 🎧 **Listen and read the magazine excerpt. What does it say about social media?**

Listening

6 🎧 **Listen to a conversation between two colleagues. Choose the correct answers.**

1 What are the speakers mainly talking about?

- **A** how to use a voice mail service
- **B** how to use a message board
- **C** how to use a social networking site
- **D** how to make communication easier

2 What does the woman ask the man?

- **A** how to reply to a message
- **B** how to use instant messaging
- **C** how to use emails
- **D** how to write notes

7 🎧 **Listen again and complete the conversation.**

Secretary: Hi, I'm Anne. Thanks for coming. I know you guys in **1** _____ _____ are pretty busy.

IT Tech: I'm Bill. And it's no problem. What can I do for you?

Secretary: Well, my boss decided that we should use a **2** _____ _____ _____. You know, to improve communication around the office. But I've never used a site like that before.

IT Tech: Okay. I can show you the **3** _____.

Secretary: Thanks. I've got the site up on my computer. Now what?

IT Tech: Go ahead and type in your **4** _____ _____ and password. That will bring up your profile.

Secretary: It says I have a message from Jim. How can I **5** _____.

IT Tech: You just click the message. Once it's open, there's a button that says 'reply'.

Secretary: Oh, so it's **6** _____ _____ _____ email.

IT Tech: Exactly, but it also has an instant messaging function and a **7** _____ _____ where people can leave you notes.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

What can I do for you?
I can show you the ...
How can I ...?

Student A: You are a secretary. You are having trouble with your company's new social networking site. Ask a co-worker from the IT department for advice.

Student B: You work in the IT department. Explain to student A how to use a social networking site, including how to:

- sign in
- open a message
- respond to messages

Writing

9 **Use the conversation from Task 8 to fill out the notes on using a social networking site.**



Notepad

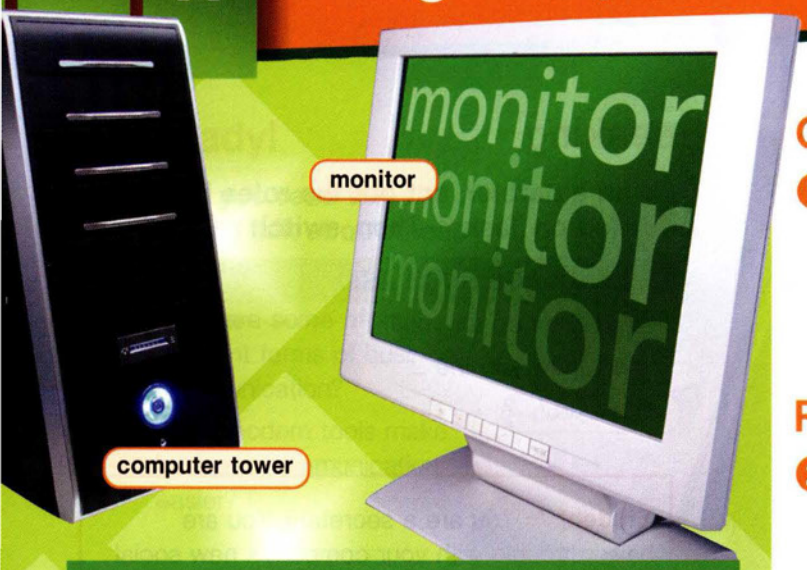
1 Enter _____ and _____.

2 Check _____
_____

3 Click _____
_____

4 Reply by _____
_____

11 Using computers



http://www.jwilkins.secretary.com · jwilkins.email.com previous blogs

Secrets of a Secretary

By: Joanne Wilkins

I sit down at my desk at work, I turn on my **computer tower** and it beeps as it **boots up**. Then, I reach over and turn on the **printer**. These computer operations are easy and familiar for most people. What most people are *not* familiar with is the discomfort of using a computer left-handed. For years, computer **accessories** have been designed for right-handed people. But not anymore.

I recently purchased a left-handed **keyboard**. The **numeric keypad** and the arrow keys are on the left side instead of the right. This new keyboard makes it much easier to **type** with both hands. As a result, my typing speed has increased.

I also bought the new "lefty-friendly" **mouse.** It's made to fit a lefty's hand, so there's less wrist strain and fewer awkward movements. My new left-handed computer accessories have made a big difference. I can sit in front of my **monitor** and **click buttons** all day now!



Get ready!

1 Before you read the passage, talk about these questions.

1 What are the different parts of a computer?
2 What do people use computers for?

Reading

2 Read the secretary's blog. Then, choose the correct answers.

1 What is the blog mainly about?
- **A** getting new equipment at work
- **B** how to use a computer better
- **C** how to be able to type faster
- **D** computer equipment for left-handed people

2 Which new products does the blogger use?
- **A** a keyboard and mouse
- **B** a keypad and computer tower
- **C** a monitor and keyboard
- **D** a mouse and printer

3 What is a benefit of the mouse described?
- **A** faster movements
- **B** less wrist strain
- **C** increased typing speed
- **D** the buttons are on the left

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

boot up numeric keypad printer
click monitor

1 Email allows you to send documents with just one _____.
2 My eyes hurt from staring at this _____.
3 This computer takes so long to _____.
4 The _____ makes it much easier to enter numbers.
5 The _____ just ran out of ink.

4 Match the words (1-5) with the definitions (A-E).

1 __ computer tower
2 __ keyboard
3 __ type
4 __ mouse
5 __ monitor

A a computer display device
B to enter data into a computer using a keyboard
C the box that contains the operating parts of a desktop computer
D many keys that allow you to type on a machine or computer
E a mobile device that helps you select functions on a computer

5 Listen and read the blog again. How can you adapt your computer if you are left-hand?

Listening

6 Listen to a conversation between a customer and a sales representative. Mark the following statements as true (T) or false (F).

1 __ The woman is left-handed.
2 __ The man recommends sale items.
3 __ The woman decides not to buy the mouse.

7 Listen again and complete the conversation.

Sales Rep: SimpleClicks. This is Ron speaking. How can I help you?
Customer: Hi. I'm interested in some products I saw on your website.
Sales Rep: Okay. Which ones are you interested in?
Customer: Well, I saw that you have some computer accessories for **1** _____ people.
Sales Rep: Yes, it's a new range.
Customer: I need to order a left-handed **2** _____ and mouse.
Sales Rep: Sure thing. A lot of our left-handed **3** _____ say those have been **4** _____-_____ for them.
Customer: Yeah, I'm a secretary, so I'm **5** _____ _____ _____ all day.
Sales Rep: Now, are you satisfied with your current printer and monitor?
Customer: Oh, yes. They **6** _____ _____ .
Salesman: Well, if you change your mind we are having a sale on several models.
Customer: Just the mouse and keyboard **7** _____ _____, thanks.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Which ones are you interested in?
I saw that you have ...
I would like to order ...

Student A: You are a sales representative at a computer supplies company. Help Student B with his or her purchase.

Student B: You want to order some computer accessories. Call a company to place an order.

Writing

9 Use the conversation from Task 8 to fill out the customer order.

Customer Order

Name: _____

Address: _____

Item	Price	Total

Total: _____

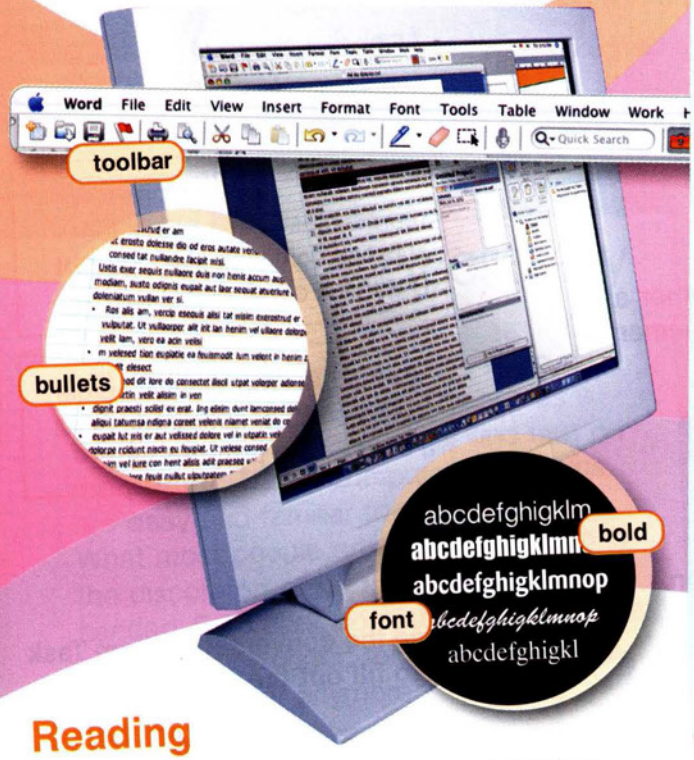
12 Word processing

Get ready!

1 Before you read the passage, talk about these questions.

1 What do people use a word processor for?

2 What are some useful tools in word processing programs?



Reading

2 Read the excerpt from a tutorial. Then, choose the correct answers.

1 What is the tutorial mainly about?

A ways to make a new document
B how to use the computer
C a guide to creating a toolbar
D how to use a computer program

2 What is NOT true according to the tutorial?

A the ruler helps set margins
B cut and paste are editing functions
C ENTER creates an indention
D font can be adjusted using the toolbar

3 According to the passage, which two functions are good for making lists?

A numbers and bold
B numbers and paste
C bullets and numbers
D bullets and toolbars

Computer Tutorial

1.01 The Basics



Do you need to do some word processing? But you're not sure how to begin? This tutorial teaches the basics. When you first open the program, you will see a blank sheet. Use the **ruler** to adjust your **margins**. Just click TAB to **indent** and click ENTER to start a new paragraph. Then start typing.

You're probably now wondering about **font**. Select your font size and style from the drop boxes on the **toolbar**. The toolbar contains everything you need to format your document. All the symbols up there may be confusing at first, but you'll learn what they are quickly. Use the **bold**, *italics* and underline functions to customize your font.

Now that you are typing, familiarize yourself with some of the other tools. Numbers and **bullets** can be very useful for creating lists, for example.

As you continue, you may want to make some edits. Edit tools such as **cut**, **paste** and **delete** are very useful. **Highlight** the text you want to edit and then make your selection.

Vocabulary

3 Fill in the blanks with the correct words from the word bank.

WORD BANK

ruler margins toolbar
font paste indent

1 Use a professional looking _____ in business letters.

2 The _____ are too wide, the text won't fit.

3 _____ the beginning of each new paragraph.

4 Use the _____ at the top of the page to adjust the margins.

5 After you've cut text, you can _____ it anywhere in the document.

6 The _____ features everything needed to format a document.

4 **Check (✓) the sentence that uses the underlined parts correctly.**

1 ___ **A** Bullets help show items in a list.
___ **B** Font is a useful editing tool.

2 ___ **A** Adjust the toolbar to set the margins.
___ **B** To cut text, you need to highlight it first.

3 ___ **A** Bold words stand out in the text.
___ **B** Press ENTER to indent a paragraph.

5 **Listen and read the text again. Say three things you remember from the text.**

Listening

6 **Listen to a conversation between a secretary and her boss. Choose the correct answers.**

1 What are the speakers mainly talking about?
- **A** a report that needs to be prepared
- **B** a report that wasn't sent
- **C** how to type a document
- **D** how to sound professional

2 What does the man say about the font?
- **A** Double spaced type is too hard to read.
- **B** It must be larger than usual.
- **C** The font size should be 12.
- **D** He has trouble reading small font.

7 **Listen again and complete the conversation.**

S: Good afternoon Mr. Jordan. Can I help you with something?
B: Yes, please. **1** _____ _____ this report and send it to Cheryl at New Horizons.
S: **2** _____ _____.
B: But I need you to make some special formatting changes.
S: Okay, let me write them down. What do you need done?
B: I need you to type it in size 14 **3** _____, instead of our usual size 12. Cheryl has a **4** _____ _____ reading anything smaller than that.
S: All right. Anything else?
B: Yes, **5** _____ space the document so that Cheryl can make notes.
S: Got it.
B: Oh, please let her know that I would like her to send it back by Friday.
S: Okay. I'll **6** _____ _____ _____ right away.
B: Great! Thanks. Please call me if you have any questions.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Type up this ...
I need you to make some formatting changes ...
I would like him/her to ...

Student A: You are a secretary. Discuss the formatting of a report with Student B.

Student B: You are a boss. Ask your secretary to prepare a document with special formatting. Talk to Student A about:
- content
- spacing
- font size

Writing

9 **You want your colleague to prepare a document. Use the conversation from Task 8 to write down your specifications for the document.**

Notes

13 Meetings

EMPLOYEE MANUAL SECTION 3.2

Matthew Redcart Association

Meetings

This department holds a meeting every Friday. The meeting is **called to order** at 3:00 pm in meeting room 302. The meeting will **adjourn** at 4:00 pm. Everybody in the department needs to **attend**.

The **purpose** of the weekly meetings is to communicate information. Departmental managers can **inform** staff about any new decisions, and staff can inform the managers about any problems in the department.

Please go to the meeting room five minutes before the meetings **commence**. Do not be late.

We want you to **contribute** to the meetings, so feel free to speak up. But please be **courteous** to other people. Please do not **interrupt** other speakers. When you want to contribute, please raise your hand and wait until the **chairperson** invites you to speak.

To **propose a motion** at a meeting, please inform the chairperson **in advance**. You need to propose the motion at least three days before the meeting.



Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people have meetings?
2 What do people do at meetings?

Reading

2 Read this excerpt from an employee handbook. Then, mark the following statements as true (T) or false (F).

1 ___ All the department's employees must be present at meetings.
2 ___ Only the chairperson may propose a motion.
3 ___ Meetings are over by 3:00 pm.

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 commence / attend

A What time does the meeting _____?
B Do you plan to _____ the meeting?

2 interrupt / contribute

A Do you want to _____ to our discussion?
B Please do not _____ the speaker.

3 in advance / courteous

A Karen is always _____ to other people.
B It is wise to buy train tickets _____.

4 Match the words (1-4) with the definitions (A-D).

1 __ inform
2 __ purpose
3 __ propose a motion
4 __ chairperson

A to suggest a topic for discussion at a meeting
B the leader of a meeting
C the reason why something happens
D to give someone information

5 Listen and read the employee manual again. Explain the procedure for department meetings.

Listening

6 Listen to a conversation between an office worker and a meeting chairperson. Mark the following statements as true (T) or false (F).

1 __ Karen is in charge of Friday's meeting.
2 __ Tony can't attend the meeting this week.
3 __ Tony's motion will definitely be discussed.

7 Listen again and complete the conversation.

Worker: Excuse me, Karen? Are you the chairperson for the meeting on Friday?
Chairperson: I am Tony. What can I do for you?
Worker: I'd like to **1** _____ _____ _____.
Chairperson: I'm sorry, it's **2** _____ _____. You need to inform me three days **3** _____ _____.
Worker: Really? But it's only Wednesday.
Chairperson: I'm sorry, you still missed the deadline. But, we can discuss your motion at next week's meeting.
Worker: That's no good. I won't **4** _____ _____ next week.
Chairperson: Well, what's your motion about anyway?
Worker: The vacation policy. New employees have as much time off as people who have been here for years.
Chairperson: Okay, I can see why that might be upsetting.
Worker: So you'll **5** _____ _____ _____ at the meeting?
Chairperson: I'll try, but I **6** _____ _____ _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:
I want to propose a motion.
I'm sorry, you need to inform me ...
What's your motion about?

Student A: You want to propose a motion at a meeting. Talk to Student B about your idea.

Student B: You are the chairperson for a meeting. Explain the rules for proposing a motion and discuss Student A's motion.

Writing

9 Use the conversation from Task 8 to fill out the notes.

Notes for Friday's Meeting

Time: _____

Location: _____

Business to be discussed: _____

_____

_____

_____

Motions: _____

_____

_____

14 Conferences

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some things that happen at a conference?

2 Why do people go to conferences?



I.B.A.M. Conference

International Business and Marketing

DAY 1 PROGRAM OF EVENTS

Meet and Greet 9:00 - 9:30

Please collect your **nametag** from the **lobby** and sign the attendance book. You will have the opportunity to meet the other **delegates**. You can also sign up for **sessions**. The lists are on the notice board. Tea and coffee are available.

Welcome 9:30

Meet in the main **auditorium** for a **welcoming address** by Roger Daniels.

Lecture 10:00 - 11:00

Ten Important Things to Remember in Business
Lecture Room 2.1 Speaker: Ronald Thompson

Inside the Mind of a Manager
Lecture Room 2.2 Speaker: Liz Jensen

11:00-11:30	Break.	**Refreshments** in the lobby.
11:30-1:00	**Seminars**	
	Room 2.3	*Increasing Motivation*
	Room 2.5	*Best Practice*
	Room 2.6	*Green Business*
1:00-2:00	Lunch in the Blue Room	
2:00-4:00	**Workshops**	
	Room 2.3	*Business Planning*
	Room 2.5	*Creative Marketing*
	Room 2.6	*Health and Safety*

End of Day One

Reading

2 Read this excerpt from a conference agenda. Then, fill in the blanks with the correct words from the word bank.

word BANK

lunch conference
sign up choice

The program shows the events for the first day of a business **1** _____. First, delegates meet and **2** _____ for sessions. After a welcoming address, there is a lecture. Then there is a **3** _____ of seminars. After **4** _____, delegates can attend one of three workshops.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ A Your nametag identifies who you are.
___ B The welcoming address was at the end of the conference.

2 ___ A The lecture will take place in the session.
___ B The auditorium was filled with people.

3 ___ A I attended a workshop on computer programming.
___ B Lobbies allow delegates to have a break between events.

4 ___ A Bring business cards to the meet and greet.
___ B There will be delegates served after the workshop.

4 Choose the word that is closest in meaning to the underlined part.

1 This is a <u>planned activity</u> about increasing motivation.
A session **B** nametag **C** welcoming address

2 You can have <u>tea and coffee</u> during the break.
A delegates **B** seminars **C** refreshments

3 There are <u>business visitors</u> from several countries here.
A workshops **B** delegates **C** seminars

4 Please wait in the <u>room outside the main area</u> if you arrive late.
A auditorium **B** nametag **C** lobby

5 Listen and read the agenda again. What should delegates do when they arrive at the conference?

Listening

6 Listen to a conversation between a delegate and an official at a conference. Check (✓) the events that will happen in the morning.

1 __ welcoming address
2 __ lecture
3 __ workshops
4 __ seminars

7 Listen again and complete the conversation.

Official: Good morning sir. Can you tell me your name please?
Delegate: I'm Paul Evans. I'm from Handbridge and Son.
Official: Ah yes, here's your nametag. Can you **1** _____ _____ please?
Delegate: Of course. There you are. What time does everything start?
Official: Mr. Daniel's giving a **2** _____ _____ at ten o'clock in the auditorium. After that there's a lecture. Here's a program of events for you.
Delegate: Thanks.
Official: You'll also need to **3** _____ _____ for the sessions.
Delegate: **4** _____?
Official: Yes. The morning workshops are assigned already, but there's a choice of seminars in the afternoon. The lists are **5** _____ _____.
Delegate: Oh, I **6** _____ _____. I'll sign up now.
Official: And there are refreshments available **7** _____ _____ _____.
Delegate: Thanks for your help.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Here's your nametag / program of events.

You also need to sign up for the sessions.

The lists / refreshments are over there.

Student A: You are an official at a conference. Welcome Student B and discuss:

- nametags and programs
- where to sign up
- refreshments

Student B: You are a delegate at a conference. Find out what time the events start.

Writing

9 Use the conversation from Task 8 and your own ideas to fill out a program for one day of a conference.

Program of Events

9:00 am _____
9:30 am _____
_____
Place _____
10:30 am _____
_____
Place _____
11:30 am _____
_____
Place _____
1:00 pm _____
_____
Place _____

15 Conference equipment



Get ready!

1 Before you read the passage, talk about these questions.

1 What electronic machines do people need for conferences?

2 Where do companies get these machines?

Spot On Conference Supplies

Do you need the best supplies for your conference? *Spot On* can **provide** everything you need for your event. We will also **deliver** and **set up** the **equipment**.

Products List

Flipcharts

Our flipcharts are size A0, and we provide four colored marker pens with each order.

Laptops

We provide up-to-date models. Each computer has presentation software installed.

Projectors

We offer three kinds of projectors, suitable for large auditoriums, medium-sized rooms and small meeting rooms. All our projectors are wireless.

Screens

We offer simple portable screens and deluxe electric screens. We supply them in several different sizes, so we can give you exactly what you need. Please note – we need to set up deluxe screens the day before your event commences.

Microphones

We provide the best microphone and speaker equipment for your needs. For the best sound results, please tell us the size of the room.

Reading

2 Read this store advertisement. Then, circle the correct answers.

1 What does Spot On mainly do?

A It sells projectors and screens.
B It rents out conference equipment.
C It fixes office equipment.
D It manufactures electronic devices.

2 Which items vary in size?

A flipcharts **C** laptops
B marker pens **D** screens

3 According to the advertisement, which is true of flipcharts?

A They come with extra stationary.
B They are up-to-date models.
C They come in three colours.
D They are suitable for large rooms.

Vocabulary

3 Choose the word or phrase that is closest in meaning to the underlined part.

1 Has anyone <u>made the equipment ready to use</u>?

A provided the equipment
B set up the equipment
C delivered the equipment

2 Please order <u>a surface on which pictures can be displayed</u>.

A laptop **B** screen **C** projector

3 Bring a <u>device that amplifies sound</u> to the meeting.

A microphone **B** laptop **C** screen

4 They offer a lot of <u>different machines</u> for conferences.

A flipcharts **B** screens **C** equipment

4 Read the sentence pairs. Choose where the words best fit the blanks.

1 **laptop / flipchart**

You can use this pen to write on the _____.

With a _____, you can work on the train.

2 **provide / deliver**

This company can _____ the goods to our office.

They can _____ you with everything you need.

3 **screen / projector**

The _____ on my laptop is pretty big.

A _____ puts an image on the wall.

5 Listen and read the advertisement again. What did you learn about Spot On?

Listening

6 Listen to a phone conversation between a conference organizer and a conference supplies agent. Mark the following statements as true (T) or false (F).

1 __ The conference starts on July 23rd.

2 __ There are 10 small meeting rooms.

3 __ The customer doesn't need a laptop.

7 Listen again and complete the conversation.

Agent: Hello, Spot On Conference Supplies.

Organizer: Hi. I'd like to order some **1** _____ for a conference.

Agent: Sure. Where and when is the conference?

Organizer: It's at the Grand Hotel from the 23rd to the 27th of July.

Agent: And what **2** _____ do you need?

Organizer: Well, we need a **3** _____ and speakers in our auditorium, and we need a **4** _____ and a screen in there too.

Agent: Right, that's fine.

Organizer: We also have eight small meeting rooms. We'll need a **5** _____ in each one.

Agent: Eight flipcharts. Anything else? Do you need any **6** _____?

Organizer: No, our speakers will bring their own.

Agent: Fine, we'll **7** _____ those to the hotel on July 23rd. I'll just need your billing information.

Organizer: Oh, I work for Howard Presentations. We have an account with you.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'd like to order some ...

Where and when is the conference?

We need a ...

Student A: You work for a conference supplies company. Talk to Student B about conference supplies. Ask about:

- the date of the conference
- the location of the conference
- equipment

Student B: You are a conference organizer. Call Student A to get the equipment you need.

Writing

9 Use the conversation from Task 8 to fill out the order form.

Spot On

CONFERENCE SUPPLIES ORDER FORM

Event: _____

Date: _____

Location: _____

Requirements (including quantity and size):

_____

_____

_____

_____

Delivery Date: _____

In which rooms do we set up the equipment?

_____

_____

_____

Glossary

accept [V-U3] To **accept** means to say yes to something that someone is offering you.

accommodations [N-PLURAL-U5] **Accommodations** are a room or building to stay in.

address [V-T-U1] To **address** something means to write the details of where it must be mailed to on it.

affordable [ADJ-U5] Something that is **affordable** is not expensive.

airline [N-COUNT-U4] An **airline** is a company that provides flights.

airline ticket [N-COUNT-U6] An **airline ticket** is a printed confirmation of one's place on a flight.

airport shuttle [N-COUNT-U5] An **airport shuttle** is a train, bus or car that takes people from a particular location to the airport.

alphabetical [ADJ-U8] If you organize something into **alphabetical** order, you arrange it from A-Z.

amenities [N-PLURAL-U5] **Amenities** are things that make a hotel or resort pleasant for guests.

archive [N-COUNT-U9] An **archive** is a library of old records.

ASAP [ABBREVIATION-U2] **ASAP** means 'as soon as possible'.

attend [N-I or T-U13] To **attend** means to go to an event or a meeting.

attire [N-UNCOUNT-U3] **Attire** is the clothes someone is wearing, suitable for where they are going.

auditorium [N-COUNT-U14] An **auditorium** is a large room where you can sit and listen to a performance.

baggage allowance [N-COUNT-U4] A **baggage allowance** is the maximum weight of possessions you are allowed to take on a flight.

bold [N-ADJ-U12] **Bold** letters are larger and darker than the other letters.

boot up [V-I-U11] To **boot up** is to start a computer.

box [N-COUNT-U2] A **box** is a square or rectangular container for storing something.

box file [N-COUNT-U7] A **box file** is a large rectangular file where you can keep papers.

bullet [N-COUNT-U12] A **bullet** is a small, circular symbol used to introduce items in a list.

business class [N-COUNT-U4] **Business class** is a luxury class of travel higher than coach class, but lower than first class.

button [N-COUNT-U11] A **button** is the part of a computer mouse that starts a software function when it is pressed.

cell phone [N-COUNT-U10] A **cell phone** is a device that allows you to make phone calls anywhere.

chairperson [N-COUNT-U13] A **chairperson** leads or directs a meeting.

chronological [ADJ-U8] If you organize something in **chronological** order, you put the older/earlier dates first, and the recent dates at the end.

clear pocket [N-COUNT-U7] A **clear pocket** is a plastic envelope that you can see through. You can put documents or pictures inside.

click [V-T-U11] To **click** is to press on or select a button or icon on a computer.

cocktail party [N-COUNT-U3] A **cocktail party** is a formal party at which cocktails are served.

code [N-COUNT-U9] A **code** is some letters and/or numbers that represent a thing.

column [N-COUNT-U9] A **column** is part of a table or spreadsheet. It is a line of boxes that goes from top to bottom.

commence [V-I-U13] To **commence** means to start.

computer tower [N-COUNT-U11] A **computer tower** is the box that contains the operating parts of a desktop computer.

confirmation number [N-COUNT-U6] A **confirmation number** is a code you are sent to prove you have booked a place on a flight, bus or train.

contribute [V-I or T-U13] To **contribute** means to give your opinion when you are in a group of people.

correspondence [N-UNCOUNT-U8] **Correspondence** is letters and emails.

courteous [ADJ-U13] A **courteous** person is polite to other people.

cross-reference [N-COUNT-U9] A **cross-reference** is a note in a book that tells you to look somewhere else for more information.

cuisine [N-COUNT-U4] **Cuisine** is another word for food. It is commonly used to refer to luxury food.

curriculum vitae [N-COUNT-U1] A **curriculum vitae** (CV) is a document that gives information about a person's life and work experiences. It is used when applying for jobs.

cut [V-T-U12] To **cut** is to remove a word or group of words from a document.

decline [V-U3] To **decline** means to say no to something that someone is offering you.

delegate [N-COUNT-U14] A business chooses a **delegate** to go to a conference. This person represents the company.

deliver [V-T-U15] To **deliver** something means to take it to a place where someone needs or wants it, usually in a vehicle.

desktop [N-COUNT-U8] Your computer **desktop** is the first screen you see when you turn on your computer.

destination [N-COUNT-U6] A **destination** is the place to which a person is traveling.

diary [N-COUNT-U1] A **diary** is a book or a computer program where you write your daily plans.

digital [ADJ-U8] If something is **digital**, it is recorded on a computer.

direct [ADV-U4] To fly **direct** is to fly from one place to another without stopping.

distribute [V-T-U1] When you **distribute** something, you hand copies of it to lots of people.

document [N-COUNT-U1] A **document** is an important piece of written work.

domestic [ADJ-U4] **Domestic** means inside a particular county; not international.

draw up [PHRASAL V-T-U1] To **draw something up** means to prepare something. It is used for official documents.

Glossary

equipment [N-UNCOUNT-U15] **Equipment** is the tools you need to do something.

erase [V-T-U7] To **erase** something means to wipe it away so that it no longer exists.

e-ticket [N-COUNT-U6] An **e-ticket** is an electronic confirmation of one's place on a flight, other journey or event.

expenditure [N-COUNT or UNCOUNT-U9] Your **expenditure** is the amount of money you spend.

facility [N-COUNT-U5] A **facility** is a place, especially buildings, where a particular activity happens.

filing system [N-COUNT-U8] A **filing system** is the way you organize your documents.

filter calls [V PHRASE-U1] When you **filter calls**, you ask the callers what they want before you transfer them. In this way, only callers with important requests can speak to the managers.

first class [N-COUNT-U4] **First class** is the most luxurious and expensive class of travel.

flight reservation [N-COUNT-U6] A **flight reservation** is an arrangement to hold a seat on a flight for a particular person.

flipchart [N-COUNT-U15] A **flipchart** is a large book of paper that you use in meetings to write ideas.

folder [N-COUNT-U8] A **folder** is a place where you can keep documents, either on a computer or in an office.

font [N-UNCOUNT-U12] The **font** is the style of the lettering in a typed document.

foreign language dictionary [N-COUNT-U6] A **foreign language dictionary** is a book containing words and phrases in two languages.

function [N-COUNT-U10] A **function** is an official or formal ceremony or social gathering.

geographically [ADV-U8] If you file something **geographically**, you put all the documents about one place together.

get fired [V-I-U10] To **get fired** is to lose your job, often after doing something wrong.

hard copy [N-COUNT-U9] A **hard copy** is information stored on paper, not on a computer.

highlight [V-T-U12] To **highlight** something is to set it apart from the rest of a document usually by making it a different color.

host [N-COUNT-U3] A **host** is the person who organizes a party and welcomes people to it.

in advance [ADV PHRASE-U13] To do something **in advance** means to do it before you need to.

indent [V-I-U12] To **indent** is to shift text horizontally usually with the 'tab' key.

index [N-COUNT-U9] An **index** is a list of words in alphabetical order. It tells you the page number for more information about that word.

inform [V-T-U13] To **inform** someone means to tell or give them information.

insert [N-COUNT-U7] An **insert** is a piece of card that fits inside a tab on a suspension file. You read the insert to find out the contents of the file.

instant messaging [V-I-U10] **Instant messaging** is using a computer program to type messages to someone else who is connected to the internet at the same time. Messages are sent straight away.

Internet [N-UNCOUNT-U10] The **Internet** is an electronic communications network that connects computer networks all over the world.

interrupt [V I or T-U13] To **interrupt** means to speak when another person is already speaking.

invitation [N-COUNT-U3] An **invitation** is an attractive card sent to invite people to an event.

itinerary [N-COUNT-U6] An **itinerary** is the schedule one plans to follow on a trip.

keep track of [PHRASAL V-T-U1] To **keep track of** something means to watch it carefully, so that you know when to take action.

keyboard [N-COUNT-U11] A **keyboard** is a group of buttons that allows one to operate a machine or computer.

label [N-COUNT-U1] A **label** is a sticky white rectangle. You write an address on it and stick it to an envelope when you send a letter.

laptop [N-COUNT-U15]A **laptop** is a small computer that you can carry with you.

layover [N-COUNT-U4] A **layover** is a break in a trip, usually to change airplanes.

lecture [N-COUNT-U14] A **lecture** is a formal academic talk.

ledger [N-COUNT-U9] A **ledger** is a book where office workers keep records.

lobby [N-COUNT-U14] A **lobby** is the first room you enter when you go into a building.

lodging [N-UNCOUNT-U4] **Lodging** is a place where you live or stay.

map [N-COUNT-U6] A **map** is a picture that shows the streets and other details of an area.

margin [N-COUNT-U12] A **margin** is the white space that surrounds the content on a page.

memo [N-COUNT-U1] A **memo** is a short informal letter which gives important information.

microphone [N-COUNT-U15] A **microphone** is a machine that makes your voice louder.

monitor [N-COUNT-U11] A **monitor** is the computer screen where information is displayed.

mouse [N-COUNT-U11] A **mouse** is a mobile device that allows you to select functions on a monitor with your cursor.

nametag [N-COUNT-U14] You wear a **nametag** on your clothes to show people your name.

numeric keypad [N-COUNT-U11] A **numeric keypad** is a group of number keys that you can find on a keyboard.

numerical [ADJ-U8] If you organize something in **numerical** order, you put the low numbers first, and the high numbers at the end.

on-site dining [N-UNCOUNT-U5] When a hotel has **on-site dining**, it means that the guests can have their meals inside the hotel itself.

order in [PHRASAL V-T-U1] If you **order something in**, you arrange for something to be delivered to your location.

pack [N-COUNT-U2] A **pack** is an amount of something held together in a box, or by plastic wrapping.

Glossary

passport [N-COUNT-U6] A **passport** is an official document identifying someone as a citizen of a particular country.

paste [V-T-U12] To **paste** is to insert text or photos into a document.

prepare [V-T-U1] To **prepare** something means to make it ready.

printer [N-COUNT-U11] A **printer** is a machine that prints out documents.

product launch [N-COUNT-U3] A **product launch** is a special event intended to introduce and advertise a new product.

projector [N-COUNT-U15] A **projector** is a machine that puts an image onto a wall.

propose a motion [V PHRASE-U13] To **propose a motion** means to suggest a topic to discuss at a meeting.

provide [V-T-U15] To **provide** something means to give something that somebody needs.

purpose [N-COUNT-U13] The **purpose** of something is the reason why you do something.

ream [N-COUNT-U2] A **ream** is the unit an amount of paper is sold in.

receipt [N-COUNT-U9] A **receipt** is a piece of paper. It is a record of something you bought.

refreshment [N-COUNT-U14] A **refreshment** is a drink and maybe something small to eat.

replenish [VERB-U2] To **replenish** means to replace the supply of something so it is complete again.

reply by date [N-PHRASE-U3] A **reply by date** is the latest date that an answer can be given on a certain matter.

ring binder [N-COUNT-U7] A **ring binder** is a folder with metal rings where you can keep papers.

roll [N-COUNT-U2] A **roll** is the circular unit tape comes in, and also its classifier.

RSVP [ABBRV-U3] **RSVP** means 'reply please' and is written on an invitation to ask the person to confirm whether or not they are going to attend.

ruler [N-COUNT-U12] A **ruler** is a tool used to measure distances and can be used to adjust margins in word processing programs.

run low [PHRASAL VERB-U2] To **run low** on something is to have used most of it, so that it is nearly finished.

run out [PHRASAL VERB-U2] To **run out** of something is to use all of it so there is nothing left.

schedule [N-COUNT-U1] A **schedule** is a plan which shows the order of events.

screen [N-COUNT-U15] A **screen** is a place where you can see a projected picture. It can be part of a computer or a television.

secure [ADJ-U5] When something is **secure**, it is safe from danger.

seminar [N-COUNT-U14] A **seminar** is a class where people can learn about and discuss a topic.

session [N-COUNT-U14] A **session** is a period of time which has a planned activity.

set up [PHRASAL V-T or I-U15] To **set up** something means to make it ready for someone to use.

social event [N-COUNT-U3] A **social event** is when a group of people get together for a party, a show, a contest, etc.

social media [N-UNCOUNT-U10] **Social media** is using the Internet and cell phones to make media more interactive, for example, people writing blogs or sharing information on networking sites.

social networking site [N-COUNT-U10] A **social networking site** is a site which connects you to other users and allows you to share information easily and often in several different forms.

sort mail [V PHRASE-U1] To **sort mail** means to collect the new mail that has just arrived and pass it to the correct people.

spreadsheet [N-COUNT-U9] A **spreadsheet** is a table showing data about a business.

stack [N-COUNT-U2] A **stack** is the unit an amount of folders is sold in. It is a pile of folders held together in a box, or by plastic wrapping.

staff [N-UNCOUNT-U5] The **staff** of a particular place are the group of people who work in that place.

stationery [N-UNCOUNT-U2] **Stationery** is the generic word for small office items used for writing, e.g. pens, paper.

storage [N-UNCOUNT-U7] **Storage** means putting something somewhere specific and keeping it there until you need it.

storage box [N-COUNT-U7] A **storage box** is a box where you can put things.

subject [N-COUNT-U8] A **subject** is a topic or an area of knowledge.

supply [N-COUNT-U15] A **supply** is a collection of things that you can use.

suspension file [N-COUNT-U7] A **suspension file** is a folder. It hangs inside a drawer.

switchboard [N-UNCOUNT-U1] You use a **switchboard** to transfer callers from one telephone line to another.

tab [N-COUNT-U7] A **tab** is a piece of clear plastic that fits onto a suspension file.

toolbar [N-COUNT-U12] The **toolbar** is the area at the top of the page in a word processing program where you can find all the tools to create a document.

travel visa [N-COUNT-U6] A **travel visa** is an official stamp that allows someone to travel to a place for a particular reason.

type [V-I-U11] To **type** is to enter data into a computer by using a keyboard.

update [V-T-U1] If you **update** something, you add some recent information to it.

video conferencing [V-I-U10] **Video conferencing** is when people use two-way video and audio at the same time to have a meeting/communicate.

voice mail [N-UNCOUNT-U10] **Voice mail** is a centralized system that manages telephone messages.

welcoming address [N-COUNT-U14] A **welcoming address** is a formal speech where one person welcomes all the visitors.

wi-fi internet [N-UNCOUNT-U5] When a hotel has **wi-fi internet** it means that a person with a computer can access the internet from anywhere in the hotel without wires.

workshop [N-COUNT-U14] A **workshop** is a class where people learn by doing activities.

CAREER PATHS

Secretarial

Book 3

Virginia Evans



Express Publishing

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1 Company activities

Carlton Baker Ltd. memo

Dear Staff, July 23

I am pleased to invite you to celebrate our fiftieth year in business since the **founding** of our company. The evening will include dinner and entertainment at the Eastwood Golf Club, and will be held on September 20th.

As you may know, our company was first **set up** by two men, James Carlton and William Baker, in an old warehouse. Here they **imported** rubber and **manufactured** specialized items. Later, the business **expanded**. Thanks to good management in 1989, the company was able to **relocate** to its current **premises**. It faced **closure** in the nineties when it was forced to **compete** with new companies in the area. However, the company managed to **maintain a foothold** in the market by **diversifying**, **cutting back** on expenses and **seeking out** new markets. We are pleased to say that now the company is **going from strength to strength**. We appreciate that our success is due to the hard work and enthusiasm of our staff. Hence, this celebration is as much a 'thank you' to our employees as it is an anniversary celebration.

Please RSVP for the event by sending an email to my administrative assistant, Diane Logan, at di.logan@CBLtd.com no later than September 5th. Any questions about the event can also be sent to Ms. Logan.

I sincerely hope you will be able to attend our fiftieth anniversary celebration.

Carla Theaker
Director





Get ready!

1 Before you read the passage, talk about these questions.

1 What are some problems that businesses face?

2 How can businesses solve these problems?

Reading

2 Read this memo about a company celebration. Then, choose the correct answers.

1 What is the main purpose of the memo?

A to explain why the company is cutting back
B to update staff about recent decisions
C to invite staff to a company party
D to inform staff about the company's competition

2 What happened to the company in the nineties?

A it diversified **B** it closed down
C it relocated **D** it expanded

3 What is NOT true about the company Carlton Baker Ltd?

A It was set up fifty years ago.
B It began in a disused warehouse.
C It almost closed in the eighties.
D It is currently doing well.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 The company decided to <u>sell a wider range of products</u>.

A expand **B** import **C** diversify

2 John decided to <u>prepare and start</u> a marketing business.

A import **B** set up **C** manufacture

3 The company needs to <u>reduce spending</u>.

A set up **B** cut back **C** expand

4 BranCo is going to <u>move</u> to another office.

A expand **B** diversify **C** relocate

5 TechForce <u>uses machinery to make</u> parts for computers.

A manufactures **B** imports
C sets up

6 A small factory can't <u>try to do better</u> with so many large ones nearby.

A import **B** cut back **C** compete

4 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** If a business goes from strength to strength, it is failing.
___ **B** Companies that maintain a foothold keep going in hard times.

2 ___ **A** When a company expands, it often looks for larger premises.
___ **B** Companies often hire new staff when they face closure.

3 ___ **A** The founding of a business is the day the business closed.
___ **B** Businesses often import products from other countries.

5 Listen to the memo. What problems did the company face? How did it overcome item?

Listening

6 Listen to the conversation between an administrative assistant and a director. Mark the following statements as true (T) or false (F).

1 ___ The director wants to revise the memo.
2 ___ The director helped found the company.
3 ___ The assistant will drop off the finished memo at 2:00.

7 Listen again and complete the conversation.

Director: Oh ... good. Let me have a look. Hmm ... I don't know.
Assistant: Is there something wrong?
Director: It's just ... a bit short. And it's kind of impersonal.
Assistant: How should I change it?
Director: Well, it's an anniversary. So we should talk about the founding of the company.
Assistant: I'm sorry. I don't know much about that.
Director: No? It was **1** _____ _____ _____ two men who imported rubber.
Assistant: Really? How could they do that in these offices?
Director: Oh, they **2** _____ _____ at an old warehouse down the road. They relocated here back in the eighties.
Assistant: Okay, well, I'll definitely **3** _____ _____. Anything else?
Director: Let's **4** _____ _____ _____ about the nineties. It wasn't exactly **5** _____ _____ back then, but it made the company what it is today.
Assistant: So I should just mention that times were tough?
Director: Tell you what, drop by my office around two o'clock. I'll give you the details then.
Assistant: Sounds good. I'll **6** _____ _____ the part about the founding right now.
Director: Thanks John. Talk to you later.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We should talk about ...
I don't know much about that.
I'll add the part about ...

Student A: You are a manager. Have your assistant write an invitation to an anniversary party. Include information about:

- founding the company
- relocation
- past struggles

Student B: You are an administrative assistant. Ask about the history of the company.

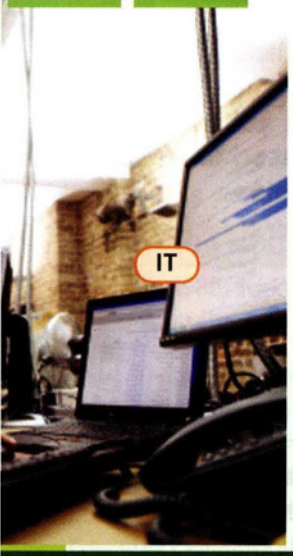
Writing

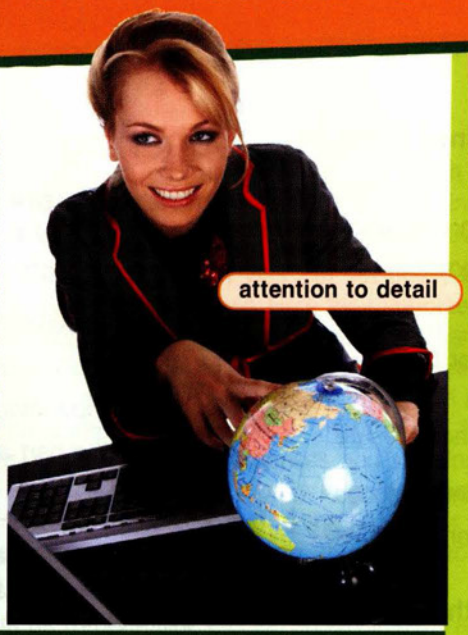
9 Use the memo and the conversation from Task 8 to write about the history of a company (100 - 120 words). Include:

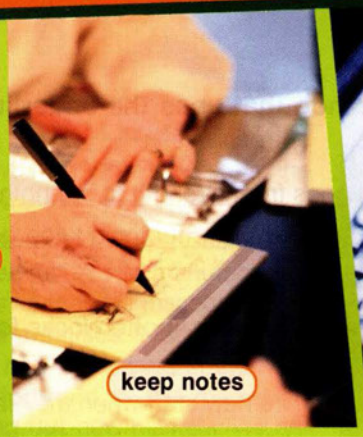
- who founded the company and when
- where its premises are
- if it has ever expanded or relocated
- if it has ever faced serious difficulties

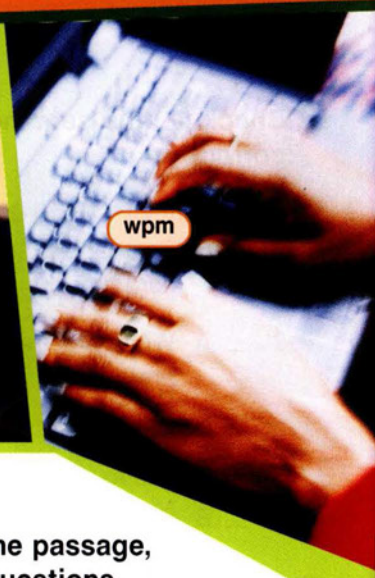


2 Administrative Assistant









Job Reference Number: RY08/364

Administrative Assistant

30**K p.a.** plus 25 days vacation and pension plan. 42 hours per week **approx.** Starting ASAP.

This is a great opportunity to join a busy and established business. Our client is a large manufacturing firm based in southwest Chicago, who is looking for an **admin.** assistant to help in the running of its busy office.

Duties will include:

- Answering the telephone, transferring calls, and taking messages
- Managing stock and stationery
- Filing documents and maintaining the filing system
- Audio / copy typing
- Making travel and accommodation arrangements
- Arranging meetings and diary management

Essential:

- A typing speed of at least 50 **wpm**.
- Ability to work to deadlines
- Good **IT** skills **esp**. in word processing and spreadsheets.

Desirable:

- 1 **yrs** admin experience desirable.
- **Exp.** in taking meeting minutes and dictation

We are looking for a good communicator with excellent **attention to detail**, a positive attitude and an organized approach. The candidate should have the ability to work both in a team and on his/her own **initiative**. Experience within a manufacturing environment would be **beneficial** to your application.

To apply, please email your CV and a **cover letter** to Helen Walker at S.T. Recruitment.

Get ready!

1 Before you read the passage, talk about these questions.

1 Where do companies advertise jobs?
2 What information is included in job advertisements?

Reading

2 Read this advertisement from an online recruitment site. Then, complete the table using information from the advertisement.

Job Title	1 _____
Salary	2 _____
Hours per week	3 _____
Benefits	4 _____
Location	5 _____
Application Procedure	6 _____

Vocabulary

3 Match the abbreviations (1-8) with the definitions (A-H).

1 __K	4 __exp.	7 __wpm
2 __p.a.	5 __yrs	8 __approx.
3 __esp.	6 __IT	

A an abbreviation for "years"
B an abbreviation for "Information Technology"
C an abbreviation for "per annum"
D an abbreviation for "approximately"
E an abbreviation for "especially"
F an abbreviation for "words per minute"
G an abbreviation for "experience"
H an abbreviation for "thousand"

4 Place a check (✓) next to the correct response.

1 Is it essential to type quickly?
- **A** ___ Yes, it's something employers want.
- **B** ___ Yes, he finished the letter an hour ago.

2 Why did you ask for a cover letter with the CVs?
- **A** ___ It tells us more about the applicant.
- **B** ___ Because this CV has some spelling errors.

3 Does the new assistant pay attention to detail?
- **A** ___ No, I haven't met him yet.
- **B** ___ Yes, he looks closely at everything.

5 Listen and read the advertisement again. What skills and experience does the successful applicant need?

Listening

6 Listen to a conversation between a manager and a secretary. Check (✓) the qualities that the new administrative assistant will need.

1 ❑ Good IT skills
2 ❑ Typing speed of sixty words per minute
3 ❑ Experience of note-taking
4 ❑ Initiative
5 ❑ Ability to work in a team

7 Listen again and complete the conversation.

Manager: Well, we need someone with good IT skills and a decent typing speed. At least fifty words per minute. That's essential.
Secretary: Okay.
Manager: And it would be good if they had some office experience, especially note-taking.
Secretary: Note-taking desirable. Right. Should we outline the duties?
Manager: Definitely. **1** _____ _____ answering the phone, data entry, word-processing.
Secretary: Got it. And do you want to describe the ideal person?
Manager: What **2** _____ _____ _____?
Secretary: Things like, we want someone with some initiative. And it's important that they have **3** _____ _____ _____.
Manager: Okay, sure, you can include that. But you'll also need to give details about the hours. That's 42 hours per week, for 10 weeks, **4** _____ _____.
Secretary: And how much are we paying?
Manager: Fifteen an hour approximately.
Secretary: And when do you want that ad placed?
Manager: By the end of the day, **5** _____ _____.
Secretary: I'll **6** _____ _____ _____ _____ _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We need someone with ...
It would be good if they had ...
We want someone with ...

Student A: You are a secretary. Take notes about a job advertisement and make suggestions.

Student B: You are a manager. You want to employ a new assistant. Ask Student A to place a job advertisement. Talk about:
- job duties
- required skills
- pay

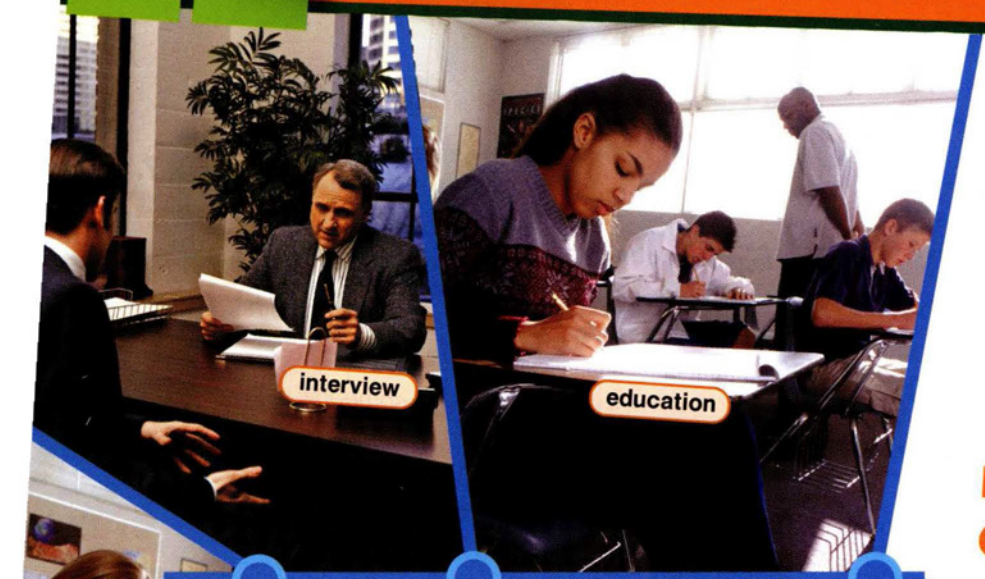
Writing

9 Use the advertisement and the conversation from Task 8 to write a cover letter to apply for a job as an administrative assistant (100-120 words). Include:

- what office and IT skills you have
- what office experience you have
- what other qualities you have
- if you can start work immediately



3 Employment





Dear Ms. Mullen,

We are pleased to offer you employment as a personal assistant at Miller and Sons. We feel that your skills and **background** will be valuable assets to our team.

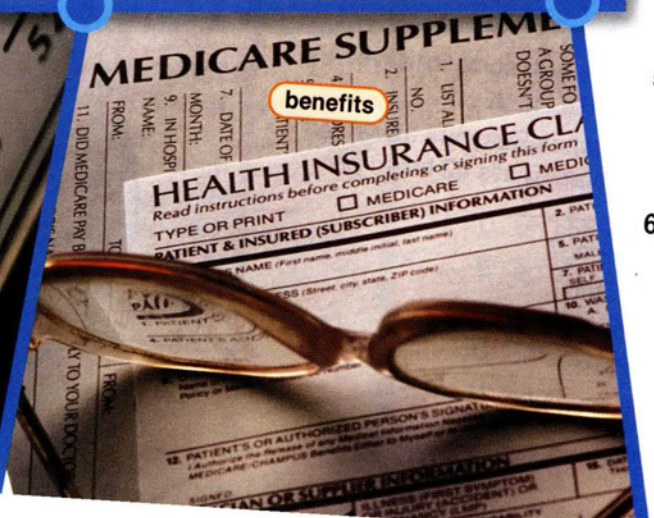
We were very impressed by your **application**. In our opinion, your education and experience **qualify** you for this **position**. You also made an excellent impression during your **interview**. Your immediate supervisor will be Mr. Robert Miller. Please come to the office to complete some paperwork on Monday, May 3rd. Your **start date** will be the following Monday, as was agreed upon earlier. The starting pay is $25,000 a year and is **disbursed** on a **bi-weekly** basis. The enclosed **employee handbook** outlines the **medical** and **retirement benefits** that you are **eligible** for.

If you choose to accept this job offer, please sign the attached document and return it to our office. A stamped, self-addressed envelope is enclosed for your convenience.

We look forward to welcoming you as a new member of our team at Miller and Sons.

Sincerely,
William Miller, President





Get ready!

1 Before you read the passage, talk about these questions.

1 What happens after a successful job interview?

2 What questions might you ask before you accept a job offer?

Reading

2 Read the job offer. Then, mark the following statements as true (T) or false (F).

1 ___ Miller and Sons wants to offer Ms. Mullen a job.

2 ___ William Miller will be Ms. Mullen's supervisor.

3 ___ The company does not offer medical benefits for employees.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The company <u>sends out</u> pay on Friday.
_ _ s _ _ _ _ e _

2 All employees are <u>able to get</u> medical benefits.
_ _ _ g _ _ l _ _ o _

3 Employees are paid <u>every two weeks</u>.
_ _ - _ _ _ k _ _

4 Next Monday is her <u>first day at work</u>.
_ _ a _ _ _ a _ e

5 This job offers <u>money paid after one stops working</u>.
r _ _ _ r _ m _ n _
b _ n _ _ i _ _

6 This <u>paperwork to apply for a job</u> is three pages long.
a _ _ l _ _ a _ i _ _

4 Fill in the blanks with the correct words and phrases: *qualify, position, employee handbook, background, interview, medical benefits.*

1 Hire someone with a _____ in engineering.
2 The manager offered him the _____ after the interview.
3 What sort of _____ do you offer?
4 All employees get a(n) _____ to explain their benefits.
5 A good _____ is as important as experience.
6 Applicants need a degree in marketing to _____ for the position.

5 Listen and read the letter again. What information does it give?

Listening

6 Listen to a conversation between a personal assistant and her future supervisor. Mark the following statements as true (T) or false (F).

1 __ Mrs. Miller has a temporary PA until Ms. Mullen starts.
2 __ Ms. Mullen will begin her new job in May.
3 __ Employees receive medical benefits after one year at the company.

7 Listen again and complete the conversation.

S: Come in. Oh, hi Ms. Mullen. Please **1** _____ _____ _____.
PA: Thank you, Mrs. Miller.
S: How are you doing? It's been a while since your interview.
PA: Yes, it has. I'm well, and yourself?
S: Great! Although, it's kind of stressful without a PA. I'm **2** _____ _____ to you starting. What was your **3** _____ _____ again?
PA: May 10th. I'm excited to start, too. Thanks for giving me this opportunity.
S: We think you'll be a valuable asset to our team. Now, what did you want to meet with me about?
PA: Well, I have a **4** _____ _____ that we didn't discuss during my interview.
S: Okay, go ahead.
PA: Well, I've been reading the **5** _____ _____ that you sent me and some of the benefits are unclear.
S: Okay, such as ...
PA: Well, I **6** _____ _____ when I'll be eligible for medical benefits?
S: Employees become **7** _____ for medical benefits after working here for one month.
PA: And what about my family? Are they covered under the plan also?
S: Of course. Your husband and children are also covered.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Please take a seat.
What did you want to meet with me about?
I was wondering ...

Student A: You are a Supervisor. Answer Student B's questions.

Student B: You are going to start work at a new company. Ask Student questions about:

- start date
- benefits

Writing

9 You work for the HR department of a company. Using the job offer and the conversation from Task 8 write a letter offering someone employment (100-120 words). Include details of:

- start date
- pay and any benefits
- how to accept the offer



4 Business transactions







Get ready!

1 Before you read the passage, talk about these questions.

1 What type of problems do people have when conducting transactions with businesses?

2 How do companies solve problems with business transactions?

Reading

2 Read the excerpt from an employee manual. Then, choose the correct answers.

1 What is the main purpose of the passage?

A to tell clients about billing procedures

B to explain how to generate repeat business

C to notify employees of common customer complaints

D to explain how to handle business transactions

2 According to the passage, which does NOT need to be kept after a customer places an order?

A order forms **B** contracts

C bills **D** legal papers

3 According to the passage, how should an employee handle dissatisfied customers?

A give them a discount on their bill

B offer to return their money or replace the item.

C send them a complaint form

D explain the guarantee to them

Glocal Co.

Employee Manual

Welcome to the team! The success of Glocal Co. is based on providing great products to our customers. The following manual will help you provide excellent customer service in the area of business transactions.

If a customer makes an inquiry about our products, **respond** promptly. Offer to send them our welcome package, which contains brochures and a DVD.

Once the customer **places an order**, keep all order forms, contracts and legal documents **well-organized**. An **order confirmation** should be sent to the customer immediately. Remember to thank them for their order and encourage repeat business.

When the time comes to **bill** the customer, make sure that the **billing statements** are correct. For most orders, payment needs to be received within thirty days of the delivery date.

If the customer has a **complaint** upon delivery, handle it immediately. It's extremely important to **handle** complaints well. We **offer** a 100% satisfaction **guarantee**. If the customer is not completely satisfied, offer to **refund** or to replace the product as **solutions**.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ solution
2 __ place an order
3 __ order confirmation
4 __ bill
5 __ complaint
6 __ guarantee

A a message that an order has been placed

B the answer to a problem

C a record of products and their costs

D an expression of unhappiness

E to request goods or services

F an agreement to provide something

4 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** A person usually responds when asked a question.
___ **B** Did you confirm the bill yet?

2 ___ **A** People offer complaints when they are pleased.
___ **B** Being well-organized helps you find files quickly.

3 ___ **A** When a company gives a refund, they return money.
___ **B** What is the best guarantee to this problem?

5 Listen and read the manual again. What can you do to provide good customer service in business transactions?

Listening

6 Listen to a conversation between a customer and a sales representative. Choose the correct answers.

1 What is the dialogue mostly about?
- **A** an product inquiry
- **B** a complaint about customer service
- **C** a discounted shipping rate
- **D** an order that didn't arrive on time

2 The personal assistant offers the customer ___ as a solution.
- **A** a discount on his next order
- **B** a refund on his current order
- **C** free shipping on his next order
- **D** an additional shipment of his order

7 Listen again and complete the conversation.

C: Well, I'm afraid I have a **1** _____ about an order.
R: I'm sure I can help you. Could you give me your **2** _____ _____ _____, please?
C: Yes, it's FT368.
R: Okay. I have all of your **3** _____ _____ here. Can you tell me what's wrong?
C: Well, when I **4** _____ _____ _____, the delivery date was August 14th.
R: Yes, it was. Have you not received the order?
C: Yes, it arrived, but it was three business days late.
R: I'm very sorry for the inconvenience.
C: I even paid for **5** _____ _____ to ensure it would be here on time.
R: I completely understand. Here's what I can do: I'll refund the shipping costs for that order. Additionally, to make up for the inconvenience, I can offer you a **6** _____ _____ _____ on your next order. Is that acceptable?
C: **7** _____ _____. Thanks.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm afraid I have a complaint.
Could you give me ...?
To make up for the inconvenience I can ...

Student A: You are a customer. You have a complaint about an order. Explain the problem to Student B.

Student B: You are a sales representative. Talk to Student A about: • the order • the complaint • a solution

Writing

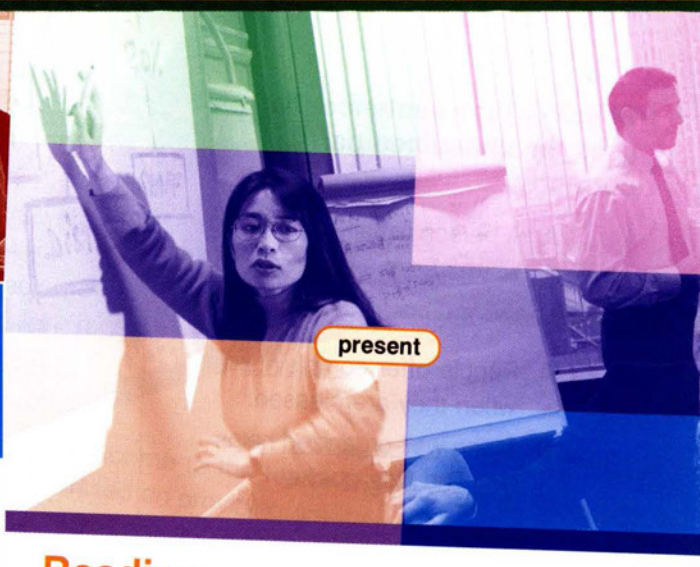
9 You have a complaint about a recent order. Using the excerpt and the conversation from Task 8, write an email (100-120 words) to the company to complain. Include:

- your order details, including the order number
- why you are complaining
- how you would like the problem to be handled by the company

5 Agendas







Agenda

International Business Partners

Location: Conference Room A
Date: March 26 Time: 9:30 am

Opening remarks
a. **Call to Order**
b. Welcome

Roll call
Executive Secretary Mary Martin will read the minutes from last week's meeting
a. **Approve** minutes

Correspondence

Reports

a. Officers
Vice President Hal Miller's quarterly report
Chief Financial Officer Shirley Jackson's outlook report and **goals** for the coming months
b. Standing **committees**
The International Outlook Committee will **present** a report on the possibility of expansion in South America
c. Special committees
The Project Development Committee will invite new members to join and discuss their findings to date

Business

a. Old business
Discuss new international calling plan
Present marketing study **findings**
b. New business
Adopt calling plan and company mobile phone policy

Announcements

a. Chief Executive Officer Bob Jones will welcome our new manager to the company and ask her to say a few words about her background
b. Human Resource Director Sarah Black will speak about the upcoming office holiday party

Wrap Up (next meeting, assignments, agenda items)

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do companies need agendas for meetings?
2 What types of topics are included on an agenda?

Reading

2 Read the agenda for a business meeting at the International Business Partners company. Then, fill in the blanks with the correct words from the word bank.

WORD BANK

calling plan meeting minutes standing

The **1** _____ will be called to order at 9:30 am. Following the call to order the secretary will read the **2** _____ from the last meeting. Reports will be offered by the officers, as well as the **3** _____ and special committees. Old and new business will be discussed and the group will be asked to adopt the new **4** _____. The meeting will be adjourned after announcements and wrap-up.

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

1 __ findings
2 __ discuss
3 __ goals
4 __ correspondence
5 __ roll call
6 __ committee
7 __ adopt
8 __ call to order

A to talk about something
B the results of an investigation or a study
C letters and emails
D reading names to see if people are present
E the things that people or groups hope to achieve
F to vote in favor of something
G a group of people chosen to do a task
H to formally begin a meeting

4 Write a word that is similar in meaning to the underlined part.

1 The committee <u>will formally explain</u> the study at the meeting.
p _ e _ _ n t

2 The meeting <u>came to an official end</u> at noon.
_ _ j o _ _ n _ d

3 Did they <u>officially accept</u> yesterday's ideas?
a _ _ r _ v _

5 Listen and read the agenda again. Use the words in bold to talk about the meeting.

Listening

6 Listen to a conversation between a company vice president (VP) and a secretary. Mark the following statements as true (T) or false (F).

1 __ Discussing correspondence is the first item on the agenda.
2 __ The VP will find out which committee is giving a presentation.
3 __ The secretary must distribute the agendas

7 Listen again and complete the conversation.

Secretary: Will there be any correspondence to discuss?
VP: Not **1** _____ _____ _____, but leave it on the agenda in case anyone else has something to add.
Secretary: All right. How about reports?
VP: I'll be giving my quarterly report and the Chief Financial Officer will give a report as well.
Secretary: **2** _____ _____ _____ anything from the committees?
VP: Yes, there will be a quick presentation or two.
Secretary: You **3** _____ _____ _____ _____ from which committee, do you?
VP: I'm sorry, it's **4** _____ _____ _____.
Secretary: **5** _____ _____. I'll send an email to each committee's chairman.
VP: Great, thanks. And you got my email about old and new business?
Secretary: I did. Do you want me to close the meeting with those?
VP: That's fine. Make copies once you're finished and **6** _____ _____ everybody gets one.
Secretary: **7** _____ _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Will there be any ... to discuss?
I'll be giving my quarterly report ...
You got my email ...

Student A: You are a secretary. You are creating the agenda for a meeting. Ask Student B questions to find out:

- what to include
- who will give reports/ presentations
- how to close the agenda

Student B: You are a vice president. Answer Student A's questions.

Writing

9 You are a secretary. Use the agenda and the conversation from Task 8 to write a meeting agenda (100-120 words). Include:

- the time that the meeting will begin
- reports that will be given
- any new business that needs to be voted on



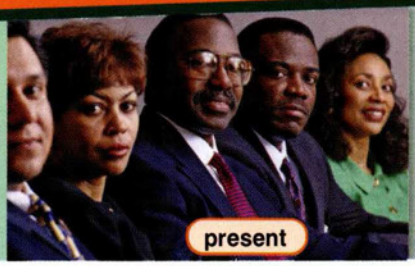
6 Meeting minutes

Get ready!

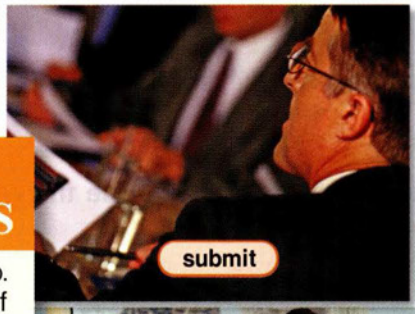
1 Before you read the passage, talk about these questions.

1 Why do secretaries record what happens during a business meeting?

2 What types of things might be discussed at a business meeting?


present


absent


submit


report


proceedings

MINUTES OF A MEETING OF THE BOARD OF DIRECTORS

A meeting of the Board of Directors of Shoes and Co. was held on March 14, at 4:00 pm at the offices of the Company.

Directors **Present:**

Dave Smith, Kim Black, Rachel Marquez, Claudia Ashcroft, Ken Jablonski, Jack Erickson

Directors **Absent:**

Peter Sui

Call to Order

Chairman Dave Smith called the meeting to order at 4:00 pm and secretary Mary Nell recorded the **proceedings**. A **quorum** of directors was present, and the meeting, having been duly **convened**, was ready to proceed.

Chief Executive Officer Report

Kim Black reviewed the agenda and welcomed everyone to the meeting. Next, Kim discussed the current status of the Company. A number of questions were asked and a discussion followed.

Sales and Business Development **Update**

Rachel Marquez next provided an update on the overall sales progress of the Company.

Financial Planning

The Board discussed next year's Operating Plan.

Approval of minutes

Mary Nell presented to the Board the minutes of the March 7 meeting of the Board for approval, whereupon motion duly made, **seconded** and **unanimously** adopted, the minutes were approved as presented.

Adjournment

The meeting was adjourned at 5:00 pm on March 14.

Respectfully **submitted**,
Mary Nell

Reading

2 Read the minutes from a meeting of the board of directors of Shoes Inc. Then, mark the following statements as true (T) or false (F).

1 __ The secretary called the meeting to order at 4:00.

2 __ All of the directors attended the meeting on March 14th.

3 __ Ms. Marquez works in the sales division of the company.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The decision was agreed upon <u>by everyone</u>.
u _ a _ _ _ _ u s _ _

2 The <u>ending of the meeting</u> occurred at 5:00 pm.
_ _ j o _ _ n _ _ _ t

3 The board's <u>required number</u> of people is seven members.
_ _ o _ _ m

4 Please <u>turn in</u> any requests a week in advance.
s _ _ m _ _

4 Fill in the blanks with the correct words: *present, absent, convene, approval, update, second, proceeding.*

1 No one is out today, all members are _____.
2 The meeting will _____ at 3:00.
3 Have Robert _____ the report with his findings
4 The motion will not pass unless someone chooses to _____ it.
5 Did you get _____ for your proposal?
6 When people arrive to the meeting late, it interrupts _____.
7 Amy is ill and will be _____ today.

5 Listen and read the meeting minutes. Say 3 things you remember about the meeting.

Listening

6 Listen to a conversation between a company Chief Executive Officer (CEO) and a secretary. Mark the following statements as true (T) or false (F).

1 __ The meeting was delayed due to Mr. Sui's absence.
2 __ The CEO will give his report after the sales update.
3 __ The agenda does not have any mistakes on it.

7 Listen again and complete the conversation.

CEO: Are we ready for the meeting today, Martin?
S: We are. I have the minutes from last week's meeting ready to be submitted for approval.
CEO: Great. Did you include the business update?
S: I listed it, but I didn't give the details. **1** _____ _____ _____ _____?
CEO: No, no, that's just fine. I just don't want anything to **2** _____ _____ _____. Speaking of which, have you heard if anyone's going to be absent?
S: I'm pretty sure Peter Sui is **3** _____ _____, but no one else. So there will still be a quorum.
CEO: Okay. And the agenda is **4** _____ _____?
S: I think so. I said that the meeting will convene at 4:00. **5** _____ _____ _____?
CEO: Yes. It should last for about an hour.
S: And you'll be **6** _____ _____ _____ directly after the call to order, right?
CEO: Yes. Then I'll be followed by the sales update.
S: Making the committee updates last. Which is exactly what I have printed here.
CEO: Good job for **7** _____ _____ _____ _____.
S: Thanks, I'm glad it **8** _____ _____ _____.
CEO: Oh, one last thing. Does everyone have a copy of the agenda?

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Are we ready for the meeting today?

Was that a mistake?

Does everyone have a copy of the agenda?

Student A: You are a CEO. You must confirm the details of an agenda. Talk to Student B about:

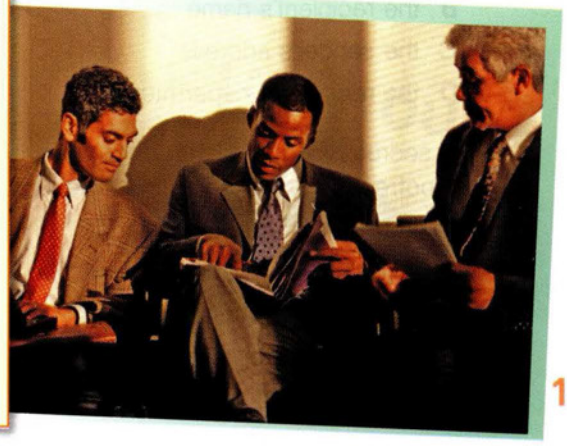
- the business update
- order of items
- absences

Student B: You are a Secretary. Answer Student A's questions about an agenda you prepared.

Writing

9 You are a secretary. Use the minutes and the conversation from Task 8 to write an email informing colleagues about the meeting (100-120 words). Include:

- the time that the meeting will begin and end
- the reports that will be given
- the agenda that was handed out yesterday



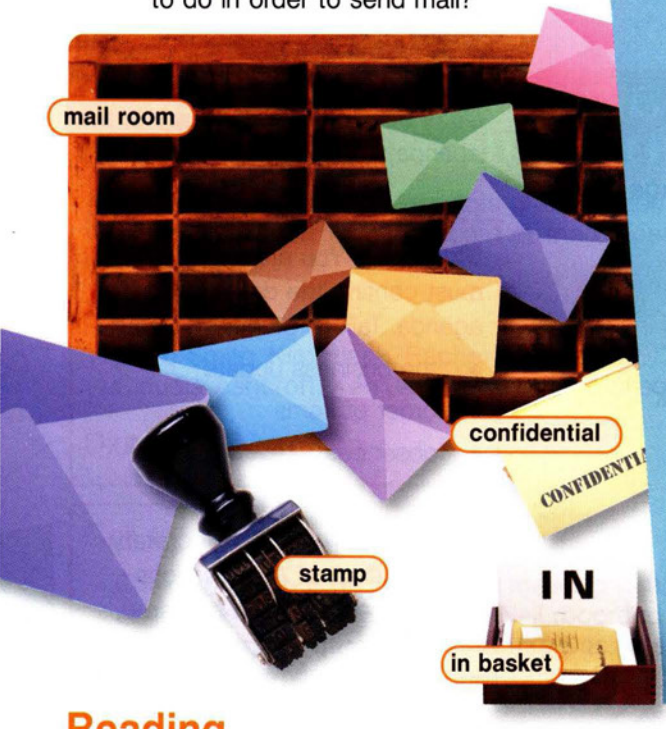
7 The mail

Get ready!

1 Before you read the passage, talk about these questions.

1 What type of items come in the mail?

2 What are some things people need to do in order to send mail?



Memorandum

to secretaries, receptionists, and administrative assistants

On handling **incoming mail**:

Incoming mail will be distributed from the **mail room** every morning. Officially **receive** the mail by opening the letters, **stamping** each one with the date, and attaching the envelope to the letter with a clip.

You must **document** incoming mail by writing the sender's name and address and the recipient's name in the **mail log**.

Sort and **distribute** mail to its recipients. Mail delivered to the wrong department should be placed in that department's mailbox.

Personally deliver mail marked "**confidential**" to the recipient. Do not open confidential mail or leave it in the recipient's **in-basket**.

On handling outgoing mail:

Pick up outgoing mail from the **out-baskets** and document each letter in the mail log.

Proofread any letter from a manager. If there aren't any mistakes, put the letter in an envelope printed with the outgoing address. If there are mistakes, mark them and return the letter to the manager for correction.

If you are asked to **respond** to mail, type a response letter, proofread it, and print it on **letterhead**. Print a matching envelope. Leave the letter and envelope in the manager's in basket for their approval and signature.

Outgoing mail will be collected by mail room employees every afternoon.

Reading

2 Read this interoffice memo about handling mail. Then, choose the correct answers.

1 What is the main idea of the memo?

- **A** how to avoid proofreading errors
- **B** how to process mail at a company
- **C** how to prepare letters for mailing
- **D** how to approve incoming mail

2 What information does NOT need to be put in the mail log?

- **A** the sender's name
- **B** the recipient's name
- **C** the sender's address
- **D** the recipient's department

3 A secretary who finds an error while proofreading a letter will most likely ___.

- **A** correct the error in the letter
- **B** give the letter back for correction
- **C** put the letter in an envelope
- **D** throw the letter away

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The secretary <u>checked the letter for mistakes</u>.
_ r _ _ f r _ _ d

2 Mail marked <u>"secret"</u> should only be opened by the recipient.
_ _ n _ _ d _ _ _ i _ l

3 Write the letter on <u>paper with the company's information printed on it</u>.
_ e _ _ _ r h _ _ _

4 It is the secretary's job to <u>accept</u> the mail each morning.
_ _ c _ _ v _

5 <u>Mark</u> today's date on the top page.
_ t _ _ p

6 The mail room sorts all <u>letters brought into the company</u>.
_ _ c _ _ _ n _ m _ _ l

7 The mail is <u>grouped into categories</u> in the mail room every day.
_ _ r _ e _

4 Fill in the blanks with the correct words and phrases: *mail room, distribute, in-basket, responded, mail log, document, out-basket.*

1 Unopened letters go in the _____.
2 Before secretaries can _____ the mail, it must be sorted.
3 Incoming mail is brought from the _____.
4 The secretary _____ to Jane's email.
5 Entries in the _____ must be updated daily.
6 Part of the job is to _____ each letter that is received or sent.
7 Letters in the _____ go to the mail room to be sent.

5 Listen and read the memo again. What should secretaries do with the incoming mail?

Listening

6 Listen to a conversation between a manager and a secretary. Mark the following statements as true (T) or false (F).

1 __ The manager is upset that she did not receive her mail.
2 __ The secretary opened a letter marked "confidential".
3 __ The secretary will review and stamp the mail.

7 Listen again and complete the conversation.

M: To be honest, yes, there are a number of issues.
S: I'm sorry! What did I do?
M: 1 _____ _____, you opened a letter that was marked "confidential".
S: Oh, right. I just wasn't paying attention at first. But I didn't read anything.
M: That's 2 _____ _____ _____. You need to focus on what you're doing.
S: It won't happen again.
M: 3 _____ _____ _____ _____. But that's not all. None of today's letters were stamped with the correct date.
S: I can't believe I forgot that. I don't know what I was thinking.
M: I want you to go through all of today's mail again and fix it. I 4 _____ _____ this kind of disorganized behavior in my office.
S: I understand. I'll grab the mail log and 5 _____ _____ _____ _____.
M: And Charles, 6 _____ _____ _____, please get it right the first time.
S: I won't 7 _____ _____ _____ again, I promise.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

There are a number of issues.
I'll grab the mail log and ...
Get it right.

Student A: You are a manager. Your secretary made several mistakes with the mail. Talk to Student B about:

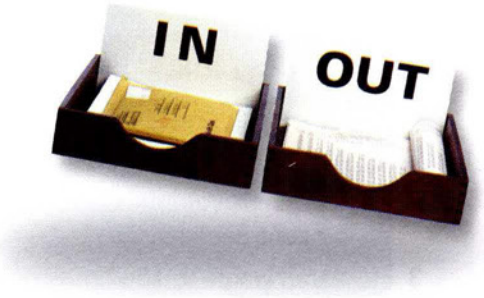
- confidential mail
- stamps
- correcting errors

Student B: You are a secretary. Talk to Student A about the mistakes you made.

Writing

9 You are a manager. Your secretary is not handling mail correctly. Use the memo and conversation from Task 8 to write a note (100–120 words) explaining the errors and how to correct them. Include:

- what to do with confidential mail
- what mail to stamp
- how to correct the errors



8 Official letters

TO: Lee [lee@reynolds.com]
FROM: Sarah [sarah@reynolds.com]
SUBJECT: letters

There are several letters that I'd like you to work on, once you have completed the agenda for Friday's meeting.

First, please **compose** an offer letter to Gerry Reynolds offering him the position of accounts manager. **Inform** Mr. Reynolds that the salary for the position will be $40,000 per year, and request that he **accept** or **reject** our offer by Friday, if possible.

Next, I'd like you to draft an **announcement** letter to be sent to all staff on Employee **Appreciation** Day, which will be July 30. **Express** my gratitude for everyone's hard work and thank them for a job well-done. Also, please announce the Employee Family Picnic coming up on August 12. I have **attached** the details about this picnic for your **convenience**.

Also, please draft a letter of **congratulations** for our Employee of the Month. This month's award is going to Jennifer Hanks. I would appreciate your **discretion** since the recipient is supposed to be a secret until the luncheon at the end of the month.

Please send **drafts** of all the letters to me for approval before they go out.

Thank you,
-Sarah

Sarah Judd
Vice-President of **Human Resources**
Standard Business Corporation, Inc.



compose

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people write letters?
2 What kinds of letters do they write?

Reading

2 Read the email. Then, mark the following statements as true (T) or false (F).

1 ___ Mr. Reynolds is being offered employment at the company.
2 ___ The Employee of the Month recipient is to be kept confidential.
3 ___ Sarah wants to see drafts of the letters before they are sent.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 ___ compose
2 ___ congratulations
3 ___ attach
4 ___ reject
5 ___ accept
6 ___ express
7 ___ convenience

A to add a file to an e-mail message
B to write, put together, or create
C to say no to an offer
D something that makes things easier
E to say yes to an offer
F to say something
G express pleasure at someone's success

4 Check (✓) the sentence that uses the underlined part correctly.

1 ___ A The manager informed the staff about the changes.
___ B The assistant sent out the draft to the employees.

2 ___ A Secretaries must use discretion with clients' personal information.
___ B Mr. Smith rejected the job offer and starts work on Monday.

3 ___ A Showing appreciation for someone usually upsets them.
___ B The document with the details was attached to the email.

5 🎧 **Listen and read the email again. What does Lee have to write today?**

Listening

6 🎧 **Listen to a conversation between a secretary and a supervisor. Choose the correct answers.**

1 Why did the secretary go to the supervisor's office?

A to accept an offer
B to deliver a draft of a letter
C to address a potential problem
D to explain a mistake he had made

2 When must Mr. Reynolds respond to the offer?

A Wednesday **C** the weekend
B Friday **D** Monday

7 🎧 **Listen again and complete the conversation.**

Secretary: Excuse me, Sarah. I **1** _____ _____ _____ _____ _____.

Supervisor: Not at all! Come in.

Secretary: I got your email about those drafts.

Supervisor: Okay, but you have questions?

Secretary: Just one. But **2** _____ _____ _____ _____ _____ if you're busy.

Supervisor: I'd rather get it over with now than **3** _____ _____ _____ later.

Secretary: Well, you asked me to offer Mr. Reynolds the accounts manager position. And to have him **4** _____ _____ _____ it by Friday, right?

Supervisor: Yes. So what's the problem?

Secretary: Well, it's Wednesday today. The mail room won't even pick up today's mail until this afternoon.

Supervisor: Oh, **5** _____ _____! He probably won't even get the letter until Friday afternoon.

Secretary: Exactly. I doubt he'll have time to get back to us. But I didn't want to **6** _____ _____ _____ by changing the day without telling you.

Supervisor: Thanks for checking with me first, that's definitely the **7** _____ _____ _____ _____ on something like this.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

I'd rather get it over with now than...
The mail room won't even pick up...
I doubt he'll have time to get back to us.

Student A: You are a secretary. Your supervisor asked you to draft a letter. You have a question about the content. Talk about:

- the goal of the letter
- the reply by date
- a new date

Student B: You are a supervisor. Talk to Student A about a draft you requested

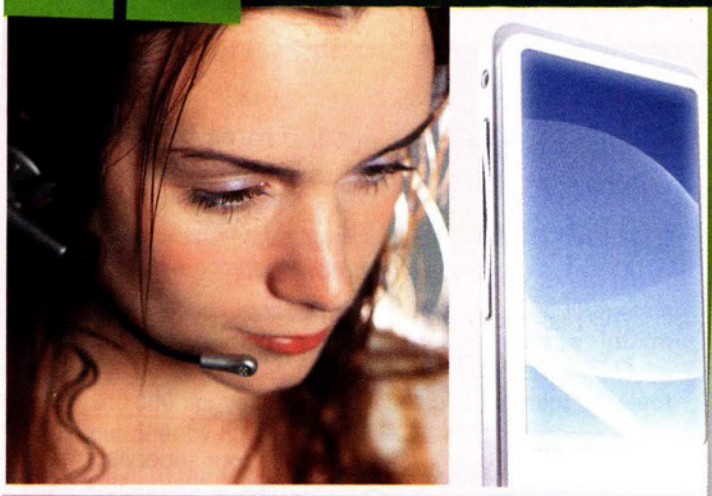
Writing

9 **You are a secretary. Use the email and the conversation from Task 8 to write a letter offering someone a job. Include:**

- the job offer
- the pay
- when to respond by



9 Telecommunications



Global World Telecommunication's Handbook

1.1 Every Situation Has a Procedure

Welcome to an exciting career in **telecommunications** at Global World. Please be prepared to handle several different situations and procedures. In your capacity as a secretary your responsibilities include **handling phones**, faxes, filing, emails and **screening calls**. At the beginning of your training you will attend a **seminar** focusing on client **interactions**. The following topics will be covered **in-depth** during your training.

Screening Calls

While screening calls you will decide who receives the client's call. When talking with clients, be sure to listen carefully in order to understand their situations. Then, **connect** the **calls** to the Global World **telecommunication** professional that will be best able to assist them.

Connecting Calls

Frequently, it will be necessary to connect calls. Connecting calls creates a conference call between **multiple** people. There is a special multi-step procedure for connecting calls. First, check to see that the person who will receive the call is available. Then, connect the calls and finally, announce that the **connection** was successful.

Disconnected Calls

Sometimes, a call becomes **disconnected**. When this happens it is important to **reach** the client quickly and **reconnect** the call. When connections are lost and result in disconnected calls it reflects poorly on our company.

Hang Up

It is never **appropriate** to **hang up** on a client. Even if a client gets angry, you cannot end the call.



Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people use phones?
2 How should you answer the phone at work?

Reading

2 Read this excerpt from an employee manual. Then, mark the following statements as true (T) or false (F).

1 ___ The topics in the manual will be covered again in training.
2 ___ When a call is disconnected, call the client back right away.
3 ___ Secretaries should end calls with angry or rude customers.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 ___ telecommunication
2 ___ handle phones
3 ___ disconnected call
4 ___ connect a call
5 ___ hang up
6 ___ screen calls

A to stop a call abruptly and on purpose
B to decide who gets a phone call
C sound being transmitted electronically
D to move a call to another person
E a phone call that ends by accident
F to be able to use phones effectively and efficiently

4 Choose the word that is closest in meaning to the underlined part.

1 The training <u>class</u> starts in one hour.
A interaction B seminar C connection

2 There are <u>several</u> ways to answer the phone politely.
A appropriate B in-depth C multiple

3 It is very rude to <u>purposely end a call</u> on customers.
A screen B hang up C disconnect

5 🎧 **Listen and read the handbook again. Explain the procedure for handling phone calls.**

Listening

6 🎧 **Listen to a conversation between a secretary and an administrator. Choose the correct answers.**

1 Why does the administrator talk to the secretary?

A to ask for a customer's information
B to explain a change in policy
C to discuss a customer complaint
D to fire her for a mistake

2 What will the secretary likely do next?

A Call Mr. Seneca.
B Write an apology.
C Ask for a transfer.
D Reconnect the call.

7 🎧 **Listen again and complete the conversation.**

Administrator: Rebecca, we **1** _____ _____ _____ .
Secretary: Is something wrong?
Administrator: I just **2** _____ _____ _____ _____ with Charles Seneca. I **3** _____ _____ you hung up on him!
Secretary: Mr. Bryant, I promise, I didn't **4** _____ _____ _____ anyone!
Administrator: Why don't you tell me your version of what happened, then.
Secretary: Well, I was screening his call to see who he needed to talk to. But he seemed a bit **5** _____ _____ _____ _____ .
Administrator: That's about what he said, too. But then he says you hung up on him.
Secretary: No, I was about to connect him to you, but **6** _____ _____ _____ _____ he was disconnected.
Administrator: Okay. That's possible, because he uses a cell phone.
Secretary: That's a relief! I thought I was in trouble.
Administrator: **7** _____ _____ _____ _____ . Did you try to reach him immediately after the call was disconnected?
Secretary: No, I assumed he'd call back.
Administrator: That's a problem. If you're going to handle the phones, you do need to reconnect calls ASAP.
Secretary: I'm so sorry. I will next time.
Administrator: Good. Now, I'd appreciate it if you'd call Mr. Seneca and apologize.
Secretary: Right away.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Is something wrong?
I was about to ... but ...
I'd appreciate it if you'd ...

Student A: You are an administrator. A customer is upset because he thinks your secretary hung up on him. Talk to Student B about:

- the complaint
- secretary's version
- what to do next time

Student B: You are Student A's secretary. Explain a disconnected call.

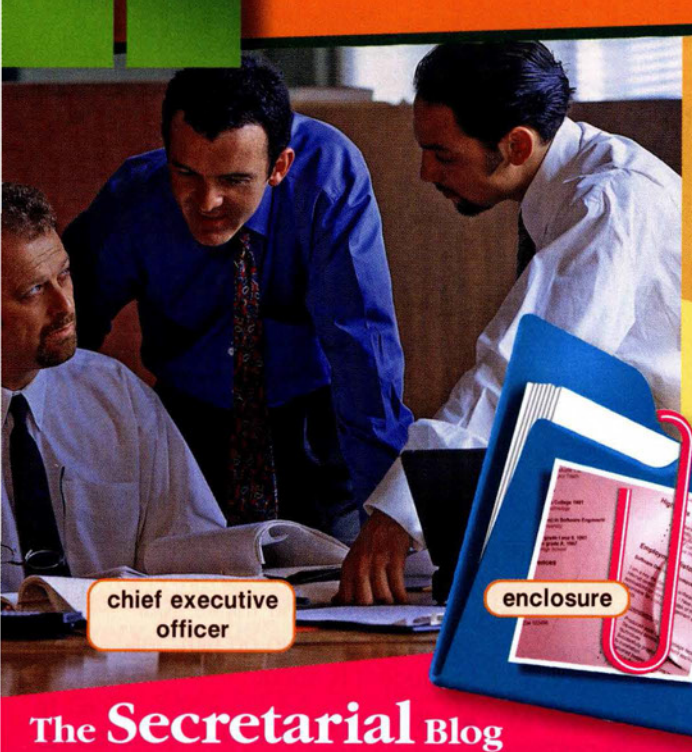
Writing

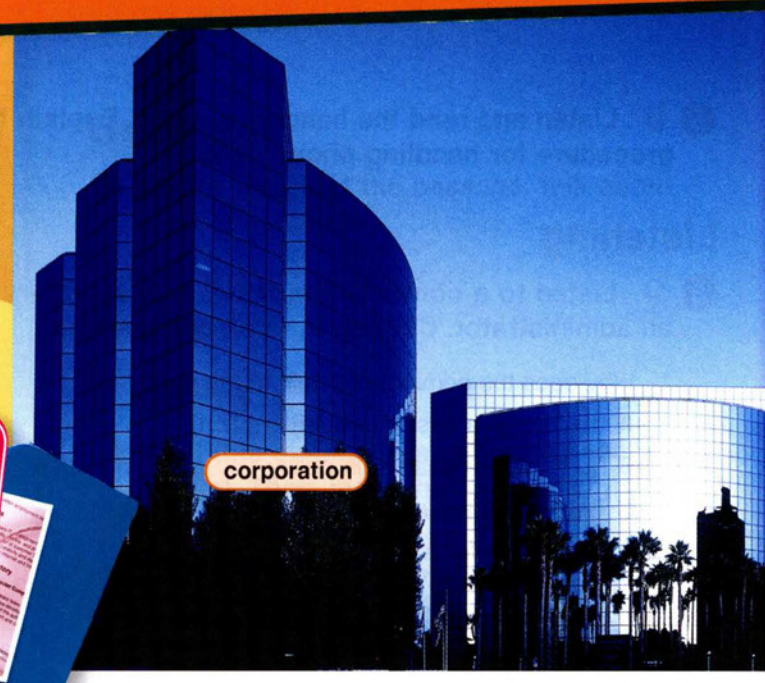
9 **You are writing an incident report about a customer complaint. Use the excerpt and the conversation from Task 8 to write what happened and what the employee should do next time (100–120 words). Include:**

- the customer's reaction to the disconnected call
- the secretary's version of events
- what the secretary should do



10 Business abbreviations





The Secretarial Blog

USING BUSINESS ABBREVIATIONS

February 25th

Today I taught a new employee how to write business correspondence. I realized that I know a unique vocabulary from working as a secretary that can be confusing to others. Now, I want to share some common **abbreviations** that you should use when you are writing professional letters.

The first step of **formal** correspondence is the **heading** which often requires several abbreviations. Use **attn**. before you write the person's name. This stands for "**attention**", and it helps the reader identify the letter's recipient. **Re** means "**regarding**" and comes before a short explanation of the letter's contents.

Next, write the name of the company which frequently ends in abbreviations like **Corp. (corporation), Ltd. (limited company),** and **Inc. (incorporated)**. On the next line, write the person's position in abbreviated form. **Dir.** stands for "**director**" and **CEO** means "**Chief Executive Officer**".

The body of the message can also include abbreviations. Make sure to use ones that are standard in business writing instead of slang words. For example, an appropriate one is **ETA** which stands for "**estimated time of arrival**".

At the end, write **encl.**, which stands for "**enclosure**", to indicate if you are enclosing other documents with your letter.

These simple abbreviations can make your correspondence look more professional.

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people use abbreviations?

2 What are some common abbreviations people use?

Reading

2 Read this blog entry about business abbreviations. Then, mark the following statements as true (T) or false (F).

1 __ Abbreviations should not be used in formal correspondence.

2 __ The author encourages people to create new abbreviations.

3 __ Ending a letter with encl. suggests there are other papers attached.

Vocabulary

3 Match the abbreviation (1-9) with the words they stand for (A-J).

1	__ Dir.	A	enclosure
2	__ Attn.	B	attention
3	__ Re	C	regarding
4	__ ETA	D	director
5	__ encl.	E	estimated time of arrival
6	__ Ltd.	F	chief executive officer
7	__ Corp.	G	Incorporated
8	__ Inc.	H	Corporation
9	__ CEO	J	Limited

4 Write a word that is similar in meaning to the underlined part.

1 Using <u>short forms of words or phrases</u> saves space and time.
_ _ b _ _ _ i _ _ _ _ n

2 Jack wrote a <u>serious</u> letter to announce he was leaving the company.
_ _ r _ a _

3 The date should be included in the <u>top written part</u> of the letter.
h _ _ _ i _ _

5 Listen and read the blog again. What did you learn from it?

Listening

6 Listen to a conversation between a secretary and a supervisor. Mark the following statements as true (T) or false (F).

1 __ The shipment will arrive later than scheduled.
2 __ The secretary has not contacted Trundle Incorporated yet.
3 __ The supervisor decides to change paper suppliers.

7 Listen again and complete the conversation.

Secretary: Ms. Hendricks, I got an email from Trundle **1** _____ you should know about.

Supervisor: Trundle Incorporated? Oh, yes, the new paper supplier. What's it about?

Secretary: Well, they're **2** _____ _____ the estimated time of arrival on the first shipment.

Supervisor: Wow, it's their first order with us and they're already **3** _____ the ETA?

Secretary: Yeah, it's not exactly good business, is it?

Supervisor: No, not at all. Have you called them to see if they can **4** _____ _____ _____?

Secretary: I did, but they just gave me **5** _____ _____ .

Supervisor: I see. **6** _____ _____ _____ _____, forward that email to my account. What's the subject line?

Secretary: Um, it's "Re: Shipping Date Order 1612".

Supervisor: Thanks. I think I'll share that with our **7** _____ and see if she can convince them to ship **8** _____ _____ .

Secretary: I imagine a phone call from the Chief Executive Officer carries more weight than one from a secretary, doesn't it?

Supervisor: It shouldn't matter who calls. They promised to deliver on time and they're not doing it.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

They've changed the ...
What's the subject line ...
I think I'll share that with ...

Student A: You are a secretary. You received an email telling you that a shipment will be late. Tell your supervisor, Student B, about:

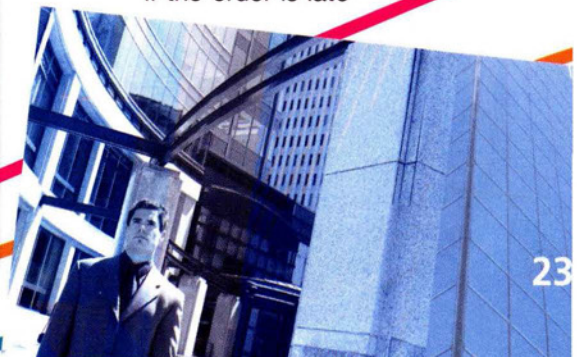
- the company name
- the ETA
- subject line

Student B: You are a supervisor. Talk to Student A about a problem. Ask for details.

Writing

9 A company has changed the estimated time of arrival for a shipment. Use the blog and the conversation from Task 8 to write an email asking the company to deliver on time, using abbreviations where possible (100-120 words). Include:

- the original estimated time of arrival
- the reaction of your Chief executive Officer
- what your company will do if the order is late



11 Money



Get the most for your euro or pound

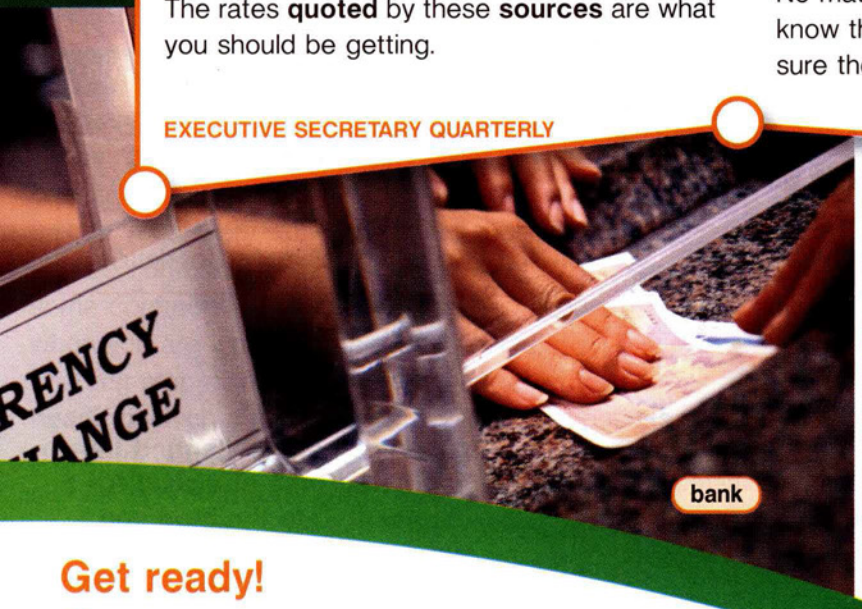
When your boss travels, you want to get the best **exchange rate** for his or her cash. After all, they're going to need some local **currency** for daily expenses. How can you make sure that you are getting a fair rate when you exchange money?

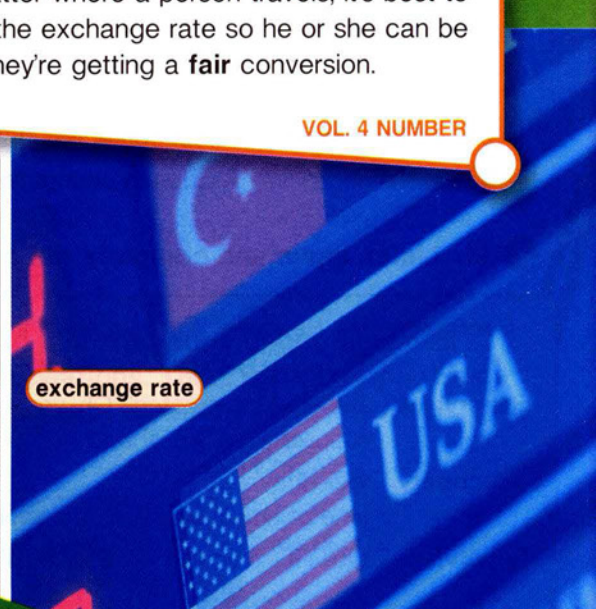
A **bank** should be able to give you the daily rate for **major** currencies. Alternately, you can use an online **currency converter** to see how the other currencies compare to the dollar. The rates **quoted** by these **sources** are what you should be getting.

Watch out for companies that offer high rates or even low rates, with **hidden fees**. These are often located at airports or in shopping districts that **cater** to tourists. I have witnessed a particularly bad offer when exchanging euros. The rate should have been 0.7 euros per dollar. At the airport, though, they offered 0.5 euros per dollar. I kept my money, but other travelers accepted the poor rate, for the sake of convenience.

No matter where a person travels, it's best to know the exchange rate so he or she can be sure they're getting a **fair** conversion.

EXECUTIVE SECRETARY QUARTERLY VOL. 4 NUMBER





Get ready!

1 Before you read the passage, talk about these questions.

1 Name some kinds of money used around the world.

2 How can people get local money when they travel?

Reading

2 Read this article on exchanging money for a business trip. Then, mark the following statements as true (T) or false (F).

1 __ Banks usually offer a fair exchange rate.

2 __ Travelers should watch out for hidden fees.

3 __ The airport is a good place to exchange money.

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

1 __ currency
2 __ quote
3 __ currency converter
4 __ cater
5 __ major

A a website that calculates the exchange rates
B the type of money that a country uses
C to give the current price for something
D being of considerable size or importance
E to provide what is wanted or needed

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

exchange rate fair bank hidden fees

1 People can waste a lot of money on _____ when exchanging money.
2 This _____ does not charge a fee to exchange currency.
3 What is today's _____ for the euro?
4 Don't change money unless it's at a _____ rate.

5 Listen and read the article again. How can you make sure you get a good exchange rate for your cash?

Listening

6 Listen to a conversation between a personal assistant and a bank teller. Mark the following statements as true (T) or false (F).

1 __ The current rate is $1.40 per Euro.
2 __ The personal assistant would like to buy 200 pounds.
3 __ The personal assistant is traveling for business.

7 Listen again and complete the conversation.

Assistant: Good afternoon. Can you please tell me today's **1** _____ _____ for the euro?

Teller: Certainly. Let me see. Today's rate is one euro to one dollar and forty cents.

Assistant: Would you say that's a good rate, **2** _____ to recent days?

Teller: Yes. The euro has been pretty stable compared to the dollar lately.

Assistant: Great. I'd like to buy **3** _____ _____ please.

Teller: Sure. Will that be all for you?

Assistant: Not quite. I'll also need the **4** _____ on the pound, too, if you don't mind.

Teller: No problem. It is one dollar and fifty cents per pound, today.

Assistant: All right, that's not too bad. I'll purchase one hundred pounds as well, please.

Teller: Got it. So are you going on **5** _____ or a business trip?

Assistant: Oh, I wish it was for me. My boss is traveling for business and asked me to get some **6** _____ _____ for taxis and lunches.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Can you please tell me today's exchange rate for ...
I'd like to buy ...
It's ... per ...

Student A: You need to buy some foreign currency. Ask Student B about:

- pound exchange rate
- euro exchange rate
- if rates are good

Student B: You are a bank teller. Answer Student A's questions.

Writing

9 Your boss is going on a business trip abroad. Using the article and the conversation from Task 8, write some notes about the local currency and exchange rates. (100-120 words). Include:

- the currencies in the countries on the itinerary
- where currency can be exchanged while traveling
- where the best places to exchange currency are



12 Banking

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people use banks?

2 What types of transactions can people perform at a bank?



To: **Ms. Jackson [jackson@anderson.com]**
From: **Mrs. Anderson [anderson@anderson.com]**
Subject: **Bank Deposit**

Dear Ms. Jackson,

Welcome to your new position with Anderson and Co. Since you will be responsible for the daily bank **deposit**, I want to be sure that you know how it should be prepared. Please follow these instructions:

- Fill out a new **deposit slip** for each day's transaction.
- The **account number** is printed on the slip. You'll need to complete the date section above it.
- Write the total amount of **cash** in the appropriate box.
- List the **checks** according to deposit amount, from least to greatest. This will make it easier for you to calculate the **total** amount. It will also be easier for the **bank teller** to confirm your total.
- Place the deposit slip, cash and checks into the deposit bag.
- At the end of each day, take the deposit bag to the Elm Street **branch** of Community Bank and Trust. If the bank is closed, leave it in the deposit drop off box outside.

From time to time, you may need to make a **withdrawal** from the account. I will provide you with a separate slip on these occasions.

Please let me know if you have any questions.
Sincerely,
Gloria Anderson

Reading

2 Read this email to a new secretary. Then, choose the correct answers

1 What is the main idea of the email?

A how to perform a daily banking activity
B the steps for making a withdrawal from a bank
C a guide to opening a new bank account
D ways to deposit paychecks into a bank account

2 According to the email, the drop box at the bank is used for what purpose?

A preparing cash deposits
B making a withdrawal
C closing an account at the bank
D making a deposit after business hours

3 What is true about taking money out of the account?

A It requires a withdrawal slip.
B It can only be done at the local bank branch.
C It must be done at specific times of day.
D A request must be left in the drop box.

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

word BANK

deposit slip withdrawal total
bank bank teller checks

1 The customer made a _____ of $20 from his account.

2 The bank teller checked the _____ for addition errors.

3 The _____ of the deposit was $550.

4 The nearest _____ is just down the street from the office.

5 Sign the _____ before depositing them.

6 Jan is the nicest _____ at this branch.

4 Place a check (✓) next to the correct response.

1 Do you know your account number?
- A ___ Yes, it is printed on the deposit slip.
- B ___ No, I don't have any cash with me.

2 Do you use the Elm St. branch?
- A ___ Yes, that is our bank.
- B ___ I do my shopping there.

3 Would you like to make a deposit?
- A ___ Yes, may I have $100, please.
- B ___ Yes, here are the checks.

4 Do you know how much cash is in the drawer?
- A ___ No, I haven't checked the amount recently.
- B ___ I signed for it yesterday at the bank.

5 Listen and read the email again. How do you make a bank deposit?

Listening

6 Listen to a conversation between a secretary and a bank teller. Mark the following statements as true (T) or false (F).

1 ___ The teller noticed an error.
2 ___ The secretary listed too many checks.
3 ___ The secretary completed a new deposit slip.

7 Listen again and complete the conversation.

T: Great. Do you have a completed deposit slip?
S: Yes, I have it right here. But would you mind **1** _____ _____ _____ to see if there are any mistakes? It's my first deposit for them and I don't want to do it wrong.
T: Oh, of course. We always do anyway.
S: That's **2** _____ _____ _____.
T: Well, I can actually **3** _____ _____ _____ already. You have five checks to deposit, but you only listed four.
S: I'm sorry, **4** _____ _____ silly mistake! Should I fill out a new deposit slip?
T: That **5** _____ _____ _____, ma'am. You can just add the fifth check to the list and change the total amount.
S: Okay, done. Anything else?
T: **6** _____ _____ _____. Since you made a change to the deposit slip, I'll need you to initial it.
S: Sure, just anywhere?
T: Next to the new total amount, thanks.
S: There you go. Thanks for **7** _____ _____, I appreciate it.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you have a completed ...
You have five checks to deposit, but
Since you made a change, I'll need you to ...

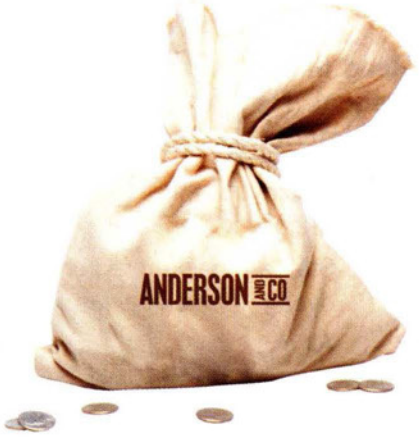
Student A: You are a bank teller. Talk to Student B about a mistake on a deposit slip. Talk about:
- the account number
- the number of checks
- changing the total

Student B: You are a secretary making a bank deposit. Ask Student A questions about how to correct a mistake.

Writing

9 Imagine that you are a secretary going on vacation. Use the email and the conversation from Task 8 to write a note for your fill-in on how to make a bank deposit (100-120 words). Include:

- how to fill out the deposit slip
- where to take the deposit
- what to do if the bank is closed



13 Wages

13.1 Pay

You will receive your **wages** on the 27th of each month. Your salary is paid one month **in arrears**.

Payments go directly into your bank account via **direct deposit**. Please make sure you complete the pay form with your bank details and give it to the **payroll** staff in Room 4.2 in order to receive prompt payment.

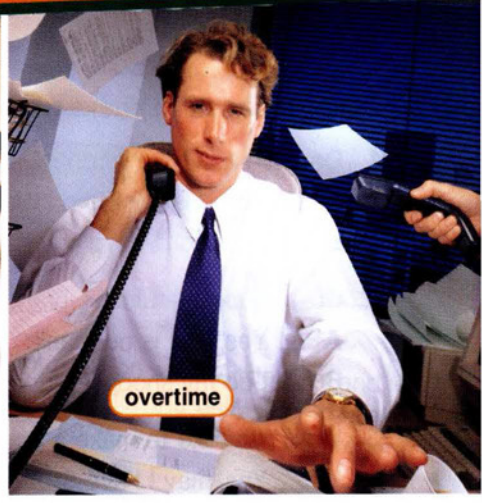
If you are on the sales staff, you will also receive **commission** of 5% on every sale. This is payable with your monthly salary. If you sell more than $10,000 worth of products in one month, you will also receive a **bonus** of $500. This sum is held in the company account until the end of the **fiscal** year.

Overtime is paid at 1.5 times your basic **hourly rate**. You will receive this rate for any work you do over 40 hours per week.

At your annual **evaluation**, you will have the opportunity to discuss whether you are entitled to a **raise** with your supervisor.

It is not company policy to give **advances** on salary. The exception is in an employee's first month of employment. Please speak to Jennifer Hunter in the payroll department if you wish to take advantage of this offer.





Get ready!

1 Before you read the passage, talk about these questions.

1 How do employees get paid?

2 Why might an employee get an increase in wages?

Reading

2 Read this excerpt from an employee manual. Then, mark the following statements as true (T) or false (F).

1 __ Employees need to go to the payroll office to collect their salary.

2 __ Staff are paid more per hour if they work over 40 hours in a week.

3 __ All employees get a salary increase after their annual appraisal.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 Having pay sent straight into your bank account is more convenient than cashing checks. d _ _ _ c _ _ e _ _ _ _ t

2 Tom earns a percentage of the sale on large sales. _ _ m _ _ _ _ i _ _

3 BagCo pays its employees later than the period in which they worked. _ n _ r _ _ _ _ s

4 Joe got a job with a higher amount of money paid for work. _ a _ _

5 Meg worked more than 40 hours a week to earn extra money. o _ _ _ t _ _ _

6 Employees can earn a one-time extra payment for high sales. b _ _ u _

7 Many companies' financial years start in April. _ i _ _ a _

8 Harold asked for a two percent increase in pay. _ _ _ s _

4 Check (✓) the sentence that uses the underlined part correctly.

1 __ A Employees earn overtime pay for large sales.

__ B Kate got an advance last month, so her paycheck is lower this month.

2 __ A The payroll department issues paychecks.

__ B The fiscal rate is $10 per hour.

3 __ A The bonus year does not match the calendar year.

__ B Mike got a raise after a good evaluation.

4 __ A Alan's hourly rate increases if he works over forty hours.

__ B Tim's pay was reduced after he got a raise.

5 🎧 **Listen and read the manual again. How and when does the company pay its employees?**

Listening

6 🎧 **Listen to a conversation between a secretary and a member of the payroll staff. Choose the correct answers.**

1 Why does the secretary go to the payroll department?

A to request a bonus
B to repay an advance
C to ask why he wasn't paid
D to sign up for direct deposit

2 What will most likely happen next?

A The secretary will ask for overtime pay.
B The secretary will open a new bank account.
C The secretary will get a raise immediately.
D The secretary will fill out an advance form.

7 🎧 **Listen again and complete the conversation.**

Secretary: Excuse me, this is the **1** _____ _____, isn't it?
Payroll: It is. What can I do for you?
Secretary: Well, I think **2** _____ _____ _____ _____ _____ _____ _____. Yesterday was pay day, right?
Payroll: Yes, we pay on the 27th of each month.
Secretary: Okay, I thought so. The problem is, I didn't **3** _____ _____.
Payroll: Well, we pay your salary straight into your account by **4** _____ _____.
Secretary: I know, but I checked my bank account and nothing went in.
Payroll: That's strange. Has it **5** _____ _____ correctly in the past?
Secretary: Actually, I started here just three weeks ago. So I've never been paid before.
Payroll: That explains it. You see, we pay one month **6** _____ _____. You won't receive your salary until next month, I'm afraid.
Secretary: Oh no! I didn't realize that!
Payroll: If you're short on money, I can arrange to give you an **7** _____.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

I checked my account and ...
We pay one month in arrears.
If you're short on money, I can ...

Student A: You are a new employee. You haven't received your salary. Talk to Student B about:

- pay day
- advances
- paying in arrears

Student B: You work in the payroll department. Answer Student A's questions and offer a solution.

Writing

9 **You have just started to work for a company that pays one month in arrears. Use the excerpt and the conversation from Task 8 to write a message to your payroll department asking for an advance. Include:**

- when you started work
- why you need an advance
- when you would like to receive the advance



14 Bookkeeping



Issue 362

THE OFFICE WORKER

So, you're in charge of the books! It's not uncommon for secretaries and administrative assistants nowadays. It's not everyone's idea of an exciting job, but actually bookkeeping is one of the most important aspects of a business.

For tax reasons, every business has to keep a **ledger** recording of all its financial transactions. The ledger records important elements such as your **profit** and **loss**, incoming payments and **outgoings.** Hold onto all receipts and **bank statements**, and create a good filing system to store them. That way you have them if you ever need to **back up** your figures.

Good bookkeeping is also essential in that it helps companies to get loans. Banks like to see clear records. They will be more likely to invest in a business if they can see documentation of **income** and expenses.

If you are still unenthusiastic about bookkeeping, try out the new bookkeeping computer software. These programs let you see information such as **overdue accounts** with a click of a mouse button. They can also give you insights into your company. For example, you can **forecast** sales and gain ideas on how to increase **cash flow**.

Just remember – although it may seem tedious, bookkeeping is an essential operation in any company!

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do companies need to keep financial records?

2 What kind of financial records should companies keep?

Reading

2 Read this article from a magazine. Then, choose the correct answers.

1 What is the article mostly about?

A how to fill in a book-keeping ledger

B why book-keeping is difficult to do

C why book-keeping is important

D how to use book-keeping software

2 Which statement is NOT a reason for keeping books?

A It's required by tax departments.

B It encourages investment by banks.

C It reduces financial losses.

D It makes it easier to locate information.

3 What can be inferred about bookkeeping software?

A It is inexpensive.

B It helps plan for the future.

C It creates bills automatically.

D It eliminates the need for filing systems.

Vocabulary

3 Read the sentence pairs. Choose where the words best fit the blanks.

1 **profit / bank statement**

The company made a _____ last year.

Review the _____ for any errors.

2 **forecast / back up**

_____ the report with the correct documents.

This program allows you to _____ future sales.

3 **loss / cash flow**

Increasing sales should also increase _____.

Poor sales and high costs led to a fourth quarter _____.

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

ledger outgoings income overdue accounts

1 If a company's _____ is higher than its expenses, it will make a profit.

2 When companies have any _____, they should send letters to the clients who owe them money.

3 The company decreases its _____ by finding cheaper suppliers.

4 Most companies store information on a computer spreadsheet and in a(n) _____.

5 Listen and read the article again. What is bookkeeping? Why is it important?

Listening

6 Listen to a manager talking to a secretary. Mark the following statements as true (T) or false (F).

1 __ The company has hired an accountant.

2 __ The software monitors how much money the company spends and earns.

3 __ The secretary just finished checking for overdue accounts.

7 Listen again and complete the conversation.

Manager: Good morning, Alex. I've **1** _____ _____ _____ _____ for you.

Secretary: Oh, hi Ms. Roberts. Let's **2** _____ _____.

Manager: Well, I know that managing the ledger hasn't been easy for you.

Secretary: No, not at first, at least. But I'm a lot **3** _____ _____ _____ _____ _____ I was before.

Manager: That's true. But it's about to get a lot easier.

Secretary: How so? Did we hire an accountant?

Manager: Oh, **4** _____ _____ _____. We've gotten you some bookkeeping software.

Secretary: Yeah? I've heard that makes measuring cash flow **5** _____ _____.

Manager: Hopefully it should **6** _____ _____ a lot more of your time.

Secretary: Fantastic. So should we keep the filing system for our receipts and bank statements?

Manager: Definitely. Even though we'll have the program to track **7** _____ _____ _____, we'll still need the paperwork to back it up.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Good morning. I have ...

I've heard that makes ...

So should we keep the ...

Student A: You are a manager. You have purchased bookkeeping software for your secretary. Talk to Student B about:

- the software
- paperwork
- its benefits

Student B: You are a secretary. Talk to Student A about the software.

Writing

9 You are giving bookkeeping duties to a new employee. Using the article and the conversation from Task 8, write a letter (100–120 words) describing the duties. Include:

- why it is important to have a good bookkeeping system
- how the software helps
- what must be done without the software



15 Requests for payment



Get ready!

1 Before you read the passage, talk about these questions.

1 What happens when people owe money to a company?

2 What happens if people do not pay money that they owe?

Reading

2 Read the letter. Then, choose the correct answers.

1 Why was the letter written?

A to confirm the client's payment was received

B to remind the client of an unpaid balance

C to thank the client for his cooperation

D to explain the company's services

2 What is stated in the letter?

A the company will not do business with Mr. Penrose again

B interest is being charged on the debt

C the date when the fiscal year closes

D the procedure for remitting payment

3 What will the company do if payment is not remitted by March?

A close the client's account

B take legal action against the client

C charge the client additional money

D resend the invoice to the client

Morgan Thompson Ltd.
Leigh House
93-95 Baxter Gate
Huddersfield
February 18th

D. Penrose
Alworth Farm, Duckworth
North Yorkshire
Our ref: 07/4/040

Dear Mr. Penrose,

Our records show that you have an **outstanding balance** for **services rendered** dating back to January 23rd. Your January **invoice** was for $420.00 and we have yet to receive this **payment**. Please find a copy of the invoice enclosed. We would appreciate it if you could **remit** payment as soon as possible.

Our fiscal year closes on April 1st, and we aim to have all our accounts closed and in good standing by that date. As I am sure you will appreciate, this can only happen with your kind cooperation.

If you have already paid this amount, please **disregard** this letter. Otherwise, please **forward** us the **amount owed** no later than March 1st. The amount must be **paid in full** by that date. Otherwise we will be forced to take the action of adding an **interest** charge of 5%, as stated in our contract.

Thank you in advance for your cooperation. We look forward to doing business with you in the future.

Yours sincerely,

Tanya Westerton

Tanya Westerton
Administrative Assistant
Enclosure: Invoice #040

Vocabulary

3 Write the word that is closest in meaning to the underlined part.

1 The administrative assistant sent out a <u>letter asking for payment</u>.

A an invoice **B** an interest charge

C outstanding balance

2 If you already paid your balance, you can <u>ignore</u> this letter.

A forward **B** remit **C** disregard

3 I sent the customer a bill for the <u>work I did for him</u>.

A the amount owed

B services rendered

C interest charge

4 Please <u>send</u> the amount indicated on your billing statement.

A invoice **B** remit **C** disregard

4 Choose the correct word pairs to fill the blanks.

1 There is an _____ on your account. Please send the _____ immediately.

- **A** interest charge – outstanding balance
- **B** amount owed – invoice
- **C** outstanding balance – amount owed

2 Unless your bill is _____ before 19th April, you will receive an _____ of 10%.

- **A** services rendered – invoice
- **B** paid in full – interest charge
- **C** disregarded – outstanding balance

3 Your _____ is overdue. Please _____ it to our accounts division immediately.

- **A** payment – forward
- **B** invoice – remit
- **C** balance – disregard

5 Listen and read the letter again. What is it about?

Listening

6 Listen to a conversation between a customer and an administrative assistant. Mark the following statements as true (T) or false (F).

1 __ The customer has not paid his outstanding balance.

2 __ The customer will pay the amount owed next week.

3 __ The administrative assistant agrees to disregard the interest charge.



7 Listen again and complete the conversation.

Customer: Hello, it's Dan Penrose here. I got a letter from you about my **1** _____ _____.

Assistant: Oh yes, I remember.

Customer: You see, there's a small problem. I'm expecting some money myself, and I can't **2** _____ you anything until I receive that.

Assistant: When do you expect to receive that **3** _____?

Customer: I wish I knew **4** _____ _____. I've sent an invoice, but I've got nothing from the customer yet.

Assistant: I see.

Customer: Anyway, I was hoping you could **5** _____ that extra interest charge. I'll send the money as soon as I can.

Assistant: I'm afraid I can't do that, Mr. Penrose. Our contract clearly states that we must charge interest if the amount isn't **6** _____ _____ _____ by March 1st.

Customer: I could pay you some of the money, **7** _____, two hundred pounds.

Assistant: We would appreciate that, but I'm afraid the interest charge **8** _____ _____ _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I received a letter from you about ...

There's a small problem.

Our contract clearly states ...

Student A: You are a business owner. You received a letter about an outstanding balance, which you cannot pay. Talk to Student B about:

- why you can't pay
- interest charges

Student B: You are an administrative assistant. You sent Student A an invoice last week. Answer Student A's questions.

Writing

9 You are an administrative assistant in charge of collecting payments. Use the letter and the conversation from Task 8 to write a letter to a client who has an outstanding balance. Include:

- when the amount was supposed to be paid
- how much is owed
- what will happen if the client doesn't pay

Glossary

abbreviation [N-COUNT-U10] An **abbreviation** is a short form of a word or phrase.

absent [ADJ-U6] People who are **absent** are not at work or at a meeting.

accept [V-T-U8] To **accept** is to take something that someone gives or offers you.

account number [N-COUNT-U12] An **account number** identifies each individual bank account.

adjourned [V-T-U5] When a meeting has ended it is **adjourned**.

adjournment [N-COUNT-U6] The official end of a meeting is the **adjournment**.

adopt [N-T-U5] To **adopt** something is to formally accept or approve it.

advance [N-COUNT-U13] An **advance** is when an employee is given some of their salary before the usual pay date.

amount owed [N PHRASE-U15] An **amount owed** is money that you still need to pay.

application [N-COUNT-U3] An **application** is a form that you fill out with your information when you want to apply for something.

appreciation [N-UNCOUNT-U8] **Appreciation** is the feeling of being grateful to someone else for things they have done.

appropriate [ADJ-U9] If something is **appropriate**, it means it is right for a certain activity.

approve [N-COUNT-U5] To **approve** something is to accept or agree to it.

approval [N-UNCOUNT-U6] **Approval** is permission given by someone in a higher position.

approx. [ABBREVIATION-U2] **Approx.** is short for 'approximately'. It means 'about' or 'around'.

arrears [PLURAL N-U13] If your company pays people **in arrears**, it pays them at the end of a period of time after they earned the money.

attach [V-T-U8] To **attach** a document to an email means to send the document with the email.

attention [N-COUNT-U10] **Attention** indicates who a letter is for in business correspondence. The abbreviation for **attention** is **attn.**

attention to detail [N PHRASE-U2] If someone has **attention to detail**, he/she can study something carefully and correct little mistakes.

back up [PHRASAL V- U14] To **back something up** means to support it with evidence.

background [N-UNCOUNT-U3] **Background** is another word for what you have done in the past, your history.

bank [N-COUNT-U11] A **bank** is a business that provides financial services.

bank statement [N-COUNT-U14] A **bank statement** is a document. It describes how much money went into and out of a bank account.

bank teller [N-COUNT-U12] A **bank teller** is a person who works at the service counter of a bank.

beneficial [ADJ-U2] If something is **beneficial**, it helps people.

bill [N-COUNT-U4] A **bill** is a record of products and/or services that were sold and the costs that are due.

billing statement [N-COUNT-U4] A **billing statement** is a record of bills and their payment.

bi-weekly [ADV-U3] When something happens **bi-weekly**, it happens every two weeks.

bonus [N-COUNT-U13] A **bonus** is a sum of money that an employee earns if they work very well.

branch [N-COUNT-U12] Each separate building or location of a large bank is called a **branch**.

call to order [N-COUNT-U5] The **call to order** officially begins a meeting.

cash [N-NONCOUNT-U12] Money in the form of bills and coins is called **cash**.

cash flow [N-UNCOUNT-U14] A **cash flow** is the amount of money that comes in and out of a company.

cater [V-T-U11] To **cater** to someone is to give them something they need or want.

check [N-COUNT-U12] A **check** is a piece of paper that represents a payment for a particular sum of money.

chief executive officer [N-COUNT-U10] A **chief executive officer** is the most senior person working in a company and is usually responsible for running it. The abbreviation for chief executive officer is **CEO**.

closure [N-COUNT-U1] **Closure** is when a business or service stops functioning.

commission [N-COUNT or UNCOUNT-U13] **Commission** is the money that someone earns when they sell something. It is a percentage of the amount they sold.

committees [N-COUNT-U5] Groups of people who are working on a project or goal together are called **committees**.

compete [V-I-U1] Two people or businesses **compete** when they both want to be the best at the same thing.

complaint [N-COUNT-U4] A **complaint** is an expression of dissatisfaction or unhappiness with something, such as a product.

compose [V-T-U8] To **compose** something is to make it.

confidential [ADJ-U7] To keep something **confidential** is to keep it secret.

congratulations [N-PLURAL-U8] **Congratulations** are an expression of happiness for someone's success.

connect a call [V PHRASE-U9] To **connect calls** is to join two or more phone calls together.

convened [V-I-U6] When a meeting comes together to begin it has **convened**.

convenience [N-UNCOUNT-U8] **Convenience** is something that makes it easier to do something else.

corporation [N-COUNT-U10] A **corporation** is a large company or business. The abbreviation for **corporation** is **Corp.**, which usually follows the name of the company.

correspondence [N-NONCOUNT-U5] The letters and emails that people write and send to each other are called **correspondence**.

cover letter [N-COUNT-U2] People send a **cover letter** with their CV when they apply for a job. It summarizes why they are suitable for the job.

currency [N-COUNT-U11] The **currency** is the type of money that a country uses.

currency converter [N-COUNT-U11] A **currency converter** is a computer program that calculates the exchange rate between money from different countries.

cut back [PHRASAL V-U1] To **cut back** means to reduce the amount of money you spend.

deposit [N-COUNT-U12] An amount of money that is put into a bank account is a **deposit**.

deposit slip [N-COUNT-U12] Cash and checks to be put into a bank account are listed on a **deposit slip**.

desirable [ADJ-U2] If something is **desirable**, you want it but you do not need it.

direct deposit [N PHRASE-COUNT or UNCOUNT-U13] **Direct deposit** is an arrangement to pay money straight into a person's bank account.

director [N-COUNT-U10] A **director** is someone who manages all or part of a company or organization. The abbreviation for **director** is **Dir.**

Glossary

disburse [V-I-U3] To **disburse** money is to give it to someone or something.

disconnected call [V PHRASE - U9] To **disconnect a call** is to accidentally end a phone call.

discretion [N-UNCOUNT-U8] **Discretion** is behaving in a way that does not upset or offend other people.

discuss [V-I or T -U5] To **discuss** something is to talk about it.

disregard [V-T-U15] If you **disregard** something, you ignore it, or pay no attention to it.

distribute [V-T-U7] To **distribute** is to divide something into portions and hand it out.

diversify [V-I-U1] To **diversify** means to start producing a wider range of products.

document [V-T-U7] To provide a record of something is to **document** it.

draft [N-COUNT-U8] A **draft** is a first version of a document or plan.

eligible [ADJ-U3] When you are **eligible** for something, it means that you are allowed to have it.

employee handbook [N-COUNT-U3] An **employee handbook** is a small book that gives an employee information about a company's policy.

enclosure [N-COUNT-U10] An **enclosure** is a document that is put in an envelope with a letter. The abbreviation for **enclosure** is **encl**.

esp. [ABBREVIATION-U2] **Esp.** is short for especially. We use the word especially when we want to pick out something important from a number of things, for example, this letter is esp. important; don't lose it.

essential [ADJ-U2] If something is **essential** it is necessary.

estimated time of arrival [N-SINGULAR-U10] The **estimated time of arrival** is the time when something is expected to get somewhere else. The abbreviation for **estimated time of arrival** is **ETA**.

evaluation [N-COUNT-U13] An **evaluation** is a meeting between an employer and employee, where they discuss their work and performance.

exchange rate [N-COUNT-U11] The **exchange rate** is the value of the money of one country as compared to the value of the money of another country .

exp. [ABBREVIATION-U2] **Exp.** is short for experience. If you have experience, you did something in the past and you learnt some useful skills from it.

expand [V- T OR I-U1] To **expand** means to get bigger.

express [V-T-U8] To **express** something is to tell someone about a feeling or opinion, either through speaking or writing.

fair [ADJ-U11] If something is **fair**, it is reasonable.

findings [N-COUNT-U5] **Findings** are the results of an investigation or a study.

fiscal [ADJ-U13] The **fiscal** year is the 12-month period that a company uses to calculate its accounts.

forecast [V-T-U14] To **forecast** an event means trying to predict what will happen in the future.

formal [ADJ-U10] If something is **formal**, it is very official and serious in appearance.

forward [V-T-U15] If you **forward** something, you send it to someone.

founding [N COUNT-U1] The **founding** of a company or institution is the time it originally started.

go from strength to strength [V PHRASE-U1] To **go from strength to strength** means to get better and better.

goals [N-COUNT-U5] The things that a person or group hopes to achieve are their **goals**.

guarantee [N-COUNT-U4] A **guarantee** is a formal agreement to fulfill an obligation.

handle [V-T-U4] To **handle** something is to deal with it.

handling phones [V PHRASE- U9] **Handling phones** is the ability to manage phones.

hang up [V PHRASE - U9] To **hang up** is to abruptly and purposefully end a phone call.

heading [N-COUNT-U10] A **heading** is the writing that forms the top of a document.

hidden fee [N-COUNT-U11] A **hidden fee** is money that a person did not know would be charged for a service.

hourly rate [N PHRASE-COUNT-U13] An **hourly rate** is the amount of money employees receive per hour.

import [V-I OR T-U1] To **import** a product means to bring it into your country from another country.

in-basket [N-COUNT-U7] An **in-basket** is a container used to hold documents that require attention from an employee.

income [N-UNCOUNT-U14] **Income** is the money that comes into a company.

incoming mail [N-UNCOUNT-U7] **Incoming mail** is mail that has been brought into the office to be delivered to the employees.

incorporated [ADJ-U10] If a company is **incorporated**, it has the same status as a corporation. The abbreviation for **incorporated** is **Inc.**, which usually follows the name of the company.

in-depth [ADJ-U9] If something is **in-depth**, it means it is detailed and thorough.

inform [V-T-U8] To **inform** someone is to tell them something they should know.

initiative [N-UNCOUNT-U2] People who have **initiative** work hard on their own. They do not wait for someone to tell them what to do.

interaction [N-COUNT/UNCOUNT-U9] An **interaction** is the act of talking to or being around other people.

interest charge [N-COUNT-U15] An **interest charge** is extra money you must pay if you do not pay quickly.

interview [N-COUNT-U3] An **interview** is a formal meeting where one side asks questions and the other answers.

invoice [N-COUNT-U15] An **invoice** is a letter which you send to ask for money from a company or customer.

IT [ABBREVIATION-U2] **IT** stands for Information Technology. It means computer hardware and software.

K [ABBREVIATION-U2] **K** stands for "thousand". It is used after a number to show how many thousands of dollars per year a person earns at a job.

ledger [N-COUNT-U14] A **ledger** is a book where a company records accounting information.

letterhead [N-UNCOUNT-U7] **Letterhead** is a piece of paper with a company's name printed at the top.

limited company [N-COUNT-U10] A **limited company** is one whose owners are only partly responsible for its debts. The abbreviation for a **limited company** is **Ltd.**, which usually follows the name of the company.

loss [N-COUNT-U14] A **loss** is the money that a company loses if it spends more money than it receives.

mail log [N-UNCOUNT-U7] A **mail log**, or record of all incoming and outgoing mail, can be kept in either a book or as a computer file.

mail room [N-COUNT-U7] The **mail room** is a room where mail is delivered to an office to be distributed to each department and where mail is collected to be sent out of the office.

maintain a foothold [V PHRASE-U1] To **maintain a foothold** means to keep going in a difficult situation.

major [ADJ-U11] If something is **major**, it is important or large.

Glossary

manufacture [V-T-U1] To **manufacture** a product means to make it, usually using machinery.

medical benefits [N-UNCOUNT-U3] If a company offers **medical benefits** it helps you pay for treatment if you get sick or have an accident.

multiple [ADJ-U9] **Multiple** means that there is more than one person or thing.

offer [V-T-U4] To **offer** something is to make it available to someone.

opening remarks [N-COUNT-U5] The statements that come at the start of a meeting, before official business begins, are called **opening remarks.**

order confirmation [N-COUNT-U4] An **order confirmation** is a record of an order placed and it contains order details, such as the delivery date.

out-basket [N-COUNT-U7] An **out-basket** is a container used to hold documents that need to be sent out or distributed.

outgoings [PLURAL N -U14] **Outgoings** are payments that companies make regularly for things such as wages and bills.

outstanding balance [N-COUNT-U15] An **outstanding balance** is the part of your bill which you have not paid yet.

overdue [ADJ-U14] If something is **overdue,** it is late.

overtime [N-UNCOUNT-U13] **Overtime** is the extra money employees receive when they work more hours than usual.

owe [V-T-U15] If you **owe** money, you need to pay someone for something you have already received.

p.a. [ABBREVIATION-U2] **p.a.** stands for 'per annum'. It means 'each year'.

paid in full [ADJ PHRASE- U15] If something is **paid in full,** there is no more money to pay.

payment [N-COUNT-U15] A **payment** is an amount of money you give someone when you receive something.

payroll [N-COUNT-U13] The **payroll** is the list of people working for a company, and the details of what they earn.

place an order [V-T-U4] To **place an order** is to make a request for a product or service.

position [N-COUNT-U3] A **position** is the job that someone holds in a company.

premises [PLURAL N-U1] A business **premises** are the buildings or sites where it is located.

present [ADJ-U6] People who are **present** are in the room or at a meeting.

present [V-I or T-U5] To **present** something is to talk about it in a formal way.

proceedings [N-COUNT-U6] Everything that is said and done in a meeting is included in the **proceedings**.

profit [N-COUNT-U14] **Profit** is money that a company has, after deducting all its costs.

proofread [V-T or I-U7] To **proofread** means to read something to look for mistakes and make corrections.

qualify [V-I-U3] If you **qualify** for something you have the right skills abilities or education to do the job.

quorum [N-COUNT-U6] A **quorum** is reached when there are enough people present at a meeting to make official decisions.

quote [V-T-U11] To **quote** is to say how much money you would charge for something.

raise [N-COUNT-U13] A **raise** is an increase in salary.

reach [V-T-U9] To **reach** someone is to contact them by phone.

receive [V-T or I-U7] To **receive** is to take in or accept something.

refund [N-COUNT-U4] A **refund** is when a person gets their money back after a purchase.

regarding [PREP-U10] **Regarding** is used to show something concerns a certain subject. The abbreviation for **regarding** is **Re.**

reject [V-T-U8] To **reject** is to say no to an offer or request.

relocate [V-T OR I-U1] To **relocate** means to move to another place.

remit [V-T-U15] When you **remit** a sum of money, you send it somewhere or to someone.

respond [V-I-U4] To **respond** is to answer a question or enquiry.

respond to [V-T or I-U4 and U7] To **respond to** someone or something means to reply or give an answer.

retirement benefits [N-UNCOUNT-U3] **Retirement benefits** are money or other benefits that you will have after you stop working for good, usually when you are in your sixties.

roll call [N-COUNT-U5] Reading a list of names to find out whether people are present or not is called a **roll call**.

screening calls [V PHRASE-U9] **Screening calls** is making decisions about whether to answer the phone or not and who a caller should speak to.

seconded [V-T- U6] When an item or motion is **seconded** at a meeting, it is approved and can then be voted on.

seek out [V-T-U1] To **seek something out** means to look for something.

seminar [N-COUNT-U9] A **seminar** is a meeting where people discuss a certain subject.

services rendered [N PHRASE-U15] **Services rendered** means the work you did for someone else. It is a formal term.

set up [PHRASAL V-U1] To **set up** a business or enterprise means to prepare it and start it.

solution [N-COUNT-U4] A **solution** is an answer to a problem.

sort [V-T-U7] To group several items according to categories is to **sort** them.

source [N-COUNT-U11] A **source** is a place where information can be found.

stamp [V-T-U7] To **stamp** something means to mark it with an impression or seal.

start date [N-COUNT-U3] A **start date** is the day that you begin to work at a company.

submitted [V-T-U6] A document that is **submitted** is given to someone for consideration or approval.

telecommunication [N-UNCOUNT-U9] **Telecommunication** is the process of sending messages from one place to another place electronically.

total [N-COUNT-U12] The sum of all figures on a list is the **total**.

transaction [N-COUNT-U6] Each business exchange or action is a **transaction**.

unanimously [ADJ-U6] When something is agreed on by everyone it is **unanimously** agreed.

update [N-COUNT-U6] An **update** changes something or gives new information about something.

w.p.m. [ABBREVIATION-U2] **Wpm** is short for words per minute. It indicates typing speed.

wage [N-COUNT-U13] A **wage** is the money employees receive from their jobs.

well-organized [ADJ-U4] If a person is **well-organized**, they have all of their work well-planned and prepared.

withdrawal [N-COUNT-U12] The act of removing money from a bank account is a **withdrawal**.

yrs [ABBREVIATION-U2] **Yrs** stands for "years".

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