CAREER PATHS

Secretarial

Teacher's Book

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Express Publishing
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Unit 1

1 Suggested Answers
1 Secretaries use pens, paper, sticky tape, correction fluid, staples and staplers, paperclips and folders at work.
2 Secretaries get supplies from their companies who buy them from office supply stores.

2 1 C 2 B 3 A

3 1 D 3 B 5 C 7 A
2 F 4 E 6 G

4 1 correction fluid 2 supplies 3 pen

5 Suggested Answer
It is a bad idea for employees to order their own office supplies because the business can lose money. If everybody orders their own supplies when they need them, the company loses out on deals for larger orders. They also have to pay shipping costs for each individual delivery. It is better to have one person organize the purchase of supplies once a month.

6 1 T 2 F 3 F

7 1 office supply store 4 correction fluid
2 supplies 5 paperclips
3 staples 6 order

8 Suggested Answer
A: Thank you for calling Speedy's Office Supply store. How can I help you?
B: I want to place an order for some supplies, please.
A: Great. What do you need today?
B: I need ten boxes of 50 CDs, 8 boxes of paperclips and fifty green folders, please.
A: Anything else?
B: No, that's everything thanks.
A: We're having a sale on correction fluid at the moment, 30 boxes for the price of 20. Are you interested?
B: That's a great discount. I'll take 30 boxes. Thanks.
A: Great. The total is $85.
B: Right. Now let me give you the delivery address for the order.

9 Suggested Answer
Client Name: Smith and Lane
Delivery Address: 32 Maple Tree Road, Boston, MA 02119
Phone Number: 8937 03839

Unit 2

1 Suggested Answers
1 In an office there are normally desks, chairs, coat racks, filing cabinets, cupboards and shelves.
2 You can buy office furniture at a normal furniture store, or at an office supplies store. These days you can also order it from the Internet.

2 1 B 2 B 3 C

3 Furniture: reception desk, shelf, office chair, office desk
Styles: traditional, modern

4 1 A 2 B 3 B 4 A

5 Suggested Answer
Bradley's sells coat racks, filing cabinets, office and reception desks, shelves made from either metal or wood and office chairs. All the office furniture can be ordered in lots of different styles from traditional to modern.

6 1 T 2 T 3 F

7 1 help 3 over here 5 traditional
2 chairs 4 come in 6 take

8 Suggested Answer
A: Hello, welcome to Bradley's Office Furniture. How can I help you?
B: Hi, I'm here to see the new range of office desks. Where are they?
A: They're right over here by the window. Just follow me.
B: These are great. They look really modern and stylish. Do they come in any other colors?
A: Yes, we have them in white, black or pale green.
B: How much are they?
A: The white and black are $200 and the green is $250. B: I'll take 3 of the black, please.

9 Suggested Answer
Customer Name: Mr. Carey
Product: Office Desk
Style/Color: Modern/Black
Quantity: 3
Price: $600

Quantity Item Description Price
10 boxes 50 CDs 30
8 boxes paperclips 5
50 green folders 20
30 boxes correction fluid 30
Total $ 85
Unit 3

1 Suggested Answers
1 Some types of reference books are: encyclopedias, dictionaries and thesauruses, atlases, phone books, business directories.
2 Reference books are helpful if you need to find a specific piece of information quickly or to get a brief overview of a subject.

2 1 C 2 C 3 D
3 1 F 3 G 5 D 7 E
2 A 4 C 6 B

4 1 phone book 2 manual 3 catalogue

5 Suggested Answer
In the office library you can find lots of different reference books. On the left side are job manuals, which are useful for learning more about your job. Next to them are the company catalogues, useful for learning more about the company's products. There are also phone books and databases where you can find customer's details. On the right side of the library are dictionaries and thesauruses in several languages. These are helpful if you are writing documents for foreign clients. There are also encyclopedias and atlases here, which can help you to plan a trip.

6 1 T 2 F 3 F

7 1 moment 4 databases
2 line 5 catalogues
3 reference 6 My pleasure

8 Suggested Answer
A: Hi Lisa, do you have a moment?
B: Sure, what do you need?
A: I need to find some information about an old product line.
B: Just go to the library on the 4th floor. The catalogues are on the right.
A: And the phone books are there too, right?
B: Yes, they're next to the catalogues, by the window. What are you working on?
A: I'm just doing some research for Ms. Gomez. Thanks for your help.

9 Suggested Answer
Reference Library Guide
Book: Catalogue
Contents: Details of company products.
Location: On the right side of the library.

Book: Phone books
Contents: Businesses' phone numbers
Location: On the right side of the library, by the window

Unit 4

1 Suggested Answers
1 Some machines found in an office are; printers, fax machines, copiers, scanners, computers, telephones, answering machines, shredders, dictation machines and projectors.
2 People can find information about office equipment in; newspapers and business magazines, adverts, websites and catalogues.

2 1 D 2 B 3 C
3 1 F 3 B 5 E 7 A
2 D 4 C 6 G

4 1 answering machine 3 dictation machine
2 four-in-one printer

5 Suggested Answer
Companies can save money on office equipment in several ways. Firstly, by buying a printer which can also function as a scanner, copier and fax machine, companies save themselves from spending money on lots of different machines. Similarly, buying a telephone and answering machine combination can save money. Another idea is to look for good quality used equipment. As long as machines like shredders work, they don't need to be brand new.

6 1 F 2 T 3 F

7 1 copier 4 easy
2 four-in-one printer 5 take up
3 scanner 6 sounds

8 Suggested Answer
A: Good afternoon, welcome to Office Supplies Incorporated. How can I help you?
B: I'm looking for a copier and scanner combination.
A: We have those, but have you considered a four-in-one instead?
B: A four-in-one? What else does it have?
A: A fax machine and a printer. It costs a little more than a scanner, but it's much cheaper than buying all that equipment separately.
B: Is it easy to operate?
A: Very easy. It saves on office space too.
B: Perfect, I'll take one.
9 Suggested Answer
Sales Clerk: Sam Brown
Customer: Linda Melrose
Item: Four-in-one
Notes: Customer wanted a combination printer and copier. I convinced them to buy a four-in-one printer instead. It is easy to operate and will save them space!

Unit 5
1 Suggested Answers
1 In an office, documents people use include: letters, faxes, legal documents, contracts, receipts, CVs, order forms, memos, meeting minutes, accounts, tax forms, pay slips.
2 Secretaries may write or type up business letters, fill in order forms and write memos and meeting minutes. Accountants work with receipts, tax forms and pay slips. Human resources handle employment contracts and CVs.

5 Suggested Answer
The successful candidate will need to prepare legal documents, send faxes and memos, keep track of receipts, write business letters and fill out forms, such as order forms for office supplies. They will also answer the telephone and greet clients.

7 1 document 3 cover 5 secretary
2 law firm 4 necessary

8 Suggested Answer
A: Good morning Thomas. How are you today?
B: Fine thanks, Mrs. Teller. What can I do for you this morning?
A: Please could you fax these invoices to Mr. Ford at the Grand Hotel.
B: Do I need to write a cover letter to go with them?
A: No, that's not necessary.
B: Okay. Do you have the fax number for the hotel?
A: No, I'm afraid not. Please call them and ask their secretary.
B: No problem, consider it done.

9 Suggested Answer
Call the Grand Hotel and ask their secretary for their fax number.
Fax invoices from Mrs. Teller to the Grand Hotel. No cover letter needed.

Unit 6
1 Suggested Answers
1 Some common greetings people use are:
   Hi, hello, hey there, good morning/afternoon/evening. Nice to see you. How are you?
2 When people introduce themselves they say things like: Hello, I'm (name) from (company)/the (job title)
   What's your name/and you are?/you must be (name)
   Nice to meet you/pleased to meet you/it's a pleasure
   to have you here/welcome to (name of place).

5 Suggested Answer
You can make a good first impression on visitors by greeting them with a smile and then introducing yourself and explaining what you do. After this, tell the visitor you are pleased to meet them and try to make some small talk.

7 1 must be 4 flight
2 sign you in 5 I'm afraid
3 coffee 6 always does

8 Suggested Answer
A: Hello, you must be Ms. Fisher. I'm Tomas, Mrs. Novakova's secretary.
B: Hello, nice to meet you Tomas.
A: I just need to sign you in and give you a visitor's pass. Would you like a drink?
B: Please. I'd love a coffee. You have a lovely office here.
A: Yes, I think they chose it for the great views of the city.
B: Well, Prague certainly is beautiful.
A: I have to agree with you there. Have you been here before?
B: Several times, but I'm always happy to come back.
9 Suggested Answer
Name: Sarah Fisher
Time of Arrival: 12:44pm
Reason for visit: Business Negotiations
Visiting from: London, UK

Unit 7
1 Suggested Answers
1 Visitors may ask for information about; directions, phone numbers for hotels and taxis, recommendations for restaurants, shops and sights to visit.
2 Office workers can help visitors by; making them feel welcome, giving advice about the local area, giving more information about the company, calling taxis and introducing them to other employees.

2 1 F 2 F 3 T

3 1 belongings 3 departs 5 regarding
2 beverage 4 directions

4 1 map / taxi
2 lends a hand / showed the way
3 reminder / address

5 Suggested Answer
• When visitors arrive you can offer them something to drink.
• If a visitor asks you for directions, have a map ready to show them the way.
• Before a visitor leaves, you can offer to call a taxi.

6 2 ✓ 4 ✓

7 1 All done 4 directions
2 around here 5 take a left
3 across from 6 that's fine

8 Suggested Answer
A: Hello Mr. Wright. All finished with the meeting?
B: Yes, but now we'd like to go for dinner somewhere nice. Do you know of any good restaurants nearby?
A: Well, there's The Apple, it's well known in the local area.
B: Great. Where is it exactly?
A: It's in the main square.
B: I'm sorry, I don't know where that is. Could you give me directions?
A: Sure, just leave the office, turn left and continue for 2 blocks, then take a right and the restaurant is next to Tony's department store. Would you like a map?
B: No thanks, I think I can find it. Thanks for your help.

9 Suggested Answer
From the desk of: Miss David
Directions to: The Apple restaurant. Leave the office and turn left, walk two blocks then take a right and look for Tony's department store. The restaurant is in the main square, which is next to the store.

Unit 8
1 Suggested Answers
1 Between 8am and 6pm.
2 Some businesses open earlier and close later because they offer services that people use outside of business hours, for example restaurants or hotels. Other businesses may open at different times because they work with companies around the world who operate in different time zones, or because at specific times of the year their workload is very heavy and they have deadlines to meet.

2 1 T 2 F 3 F

3 1 A 2 B 3 A

4 1 B 2 D 3 C 4 A 5 E

5 Suggested Answer
On a typical day employees work from 8:30am until 5:30pm. At the beginning of the day, employees turn on the computers and turn off the answering machine. They take a break at 10:30am and they have an hour for lunch from 12-1:00pm. In the afternoon there is another break at 3:00pm. Before they leave at 5:00pm, employees must turn the answering machine on again.

6 1 T 2 F 3 F

7 1 first day 3 break 5 lunch hour
2 so far 4 two

8 Suggested Answer
A: Hi, you're new aren't you?
B: Yes, it's my first day. I'm Phil.
A: Hi Phil, I'm Hannah. How do you like your new job?
B: I'm really enjoying it, although I'm a bit confused about some things.
A: Such as?
B: Do we get a break during the day?
A: Of course, we get two. You can take 30 minutes break around 10:30 and another 30 minutes at 3:00pm.
B: Great. And when is our lunch hour?
Book 1 Answer Key

A: It's from 12 to 1 o'clock. You should come for lunch with us.
B: I'd love to. Thanks Hannah.

9 Suggested Answer
Break times: 10:30-11:00 am, 3:00-3:30pm
Lunch Hour: 12 to 1 o'clock.
Notes: Refreshments are available from a vending machine in the break room

Unit 9
1 Suggested Answers
1 Hello (name) speaking, how can I help you? / Good morning/afternoon, (name of company) how can I help you
2 Office workers help callers by connecting them to the person they want to speak to or taking messages, and by giving them useful information.

2 1 C 2 B 3 D
3 1 puts through 3 caught a mistake
2 name and number 4 ring off the hook
4 1 A 2 B 3 B

5 Suggested Answer
When taking a message you should first ask for the caller's name and number. It's a good idea to ask them to repeat this information to avoid making any mistakes. You should also ask them what the call is regarding and find out what action the caller wants. Do they want your boss to return the call, for example, or do they simply want to pass information along?

6 1 T 2 F 3 F
7 1 speak to 4 phone number
2 take a message 5 regarding
3 reach 6 discuss

8 Suggested Answer
A: Hello, Digby and Son, how can I help you?
B: Hello, may I speak to Ms. White, please?
A: I'm afraid she's unavailable at the moment. Can I take a message?
B: Yes please. My name is Angelina Lee.
A: Okay and where can Ms. White contact you?
B: My phone number is 984 558 439.
A: Great, and what is the call regarding?
B: I want to discuss the Fields Account.
A: Okay, I'll give Ms. White your message.

9 Suggested Answer
Caller's name: Angelina Lee
Caller's telephone number: 984 558 439
Reason for calling: wants to discuss the Fields Account
Call back? Yes

Unit 10
1 Suggested Answers
1 Good secretaries are; organized, efficient and reliable. They also have good phone manners and are friendly and polite.
2 Because secretaries have to balance doing a lot of different tasks for different people they need to be organized. They need to be efficient in order to be able to work to deadlines, and they need to have a polite friendly manner on and off the phone as they are often the first people visitors meet.

2 1 personal assistant 4 friendly
2 qualities 5 contact
3 type

3 1 qualified, hard-working 3 successful, organized
2 friendly, efficient

4 1 reliable 3 familiar with
2 experienced 4 polite

5 Suggested Answer
To apply for the position you need to be organized and efficient. You must either be a qualified PA or have two year's office experience. You will also need to have a typing speed of a least 50 words per minute and good spelling and grammar. A polite and friendly telephone manner and an understanding of office computer software is also essential.

6 1 x 2 v 3 v 4 v 5 v
7 1 experience 3 familiar 5 polite
2 qualified 4 organized

8 Suggested Answer
A: Good afternoon, James. Please have a seat. I'm Lois Riley, the HR manager.
B: Nice to meet you, Ms. Riley.
A: I have your CV here and I see that you have some office experience.
B: Yes, I worked for a legal firm last year.
A: Are you a qualified PA?
B: No, but I'm very familiar with office software, and I'm organized and very efficient.
A: Do you have a good telephone manner?
B: Yes, I'm always friendly and polite with clients on the phone.

9 Suggested Answer
Applicant's name: James Morgan
How many year's experience: 1
Qualified? No
Familiar with office software? Yes
Telephone manner: Friendly and polite with clients
Additional notes: Efficient and reliable.

Unit 11
1 Suggested Answers
1 In large companies there are often; purchasing, marketing, human resources, sales, accounts and IT departments.
2 Purchasing: search for new products
Marketing: advertise products
Human resources: interview and find new employees
Sales: talk to clients and persuade them to buy products
Accounts: organize financial aspects of business
IT: maintain computer systems and networks

2 1 A 2 C 3 D
3 1 E 3 A 5 C 7 B
2 F 4 D 6 G
4 1 talent 2 vacancy 3 inquire

5 Suggested Answer
The purchasing department is responsible for finding new products in many different countries. The marketing department is responsible for graphic design. The sales department is responsible for speaking with clients and showing them the products. The human resources department is responsible for hiring new employees.

6 1 F 2 T 3 T
7 1 human resources 4 marketing
2 brochure 5 step
3 apply 6 copy

8 Suggested Answer
A: Good morning, welcome to the HR department?
B: Hi. I read your recruitment brochure. I want to inquire about working here?
A: Great. Which department do you want to apply for?
B: I want to apply for the Purchasing department.
A: Okay, we have a vacancy there at the moment.
B: Great. So, what's the next step?
A: Leave a copy of your resume, and I'll pass it on to the head of purchasing.
B: Fantastic, here you are.

9 Suggested Answer
Message for Purchasing department.
New job applicant details:
Name: Silvia Highhum
Telephone: 3493 840234
Resume Attached: Yes
Additional Notes: Can start immediately/friendly, polite manner.

Unit 12
1 Suggested Answers
1 Hello, (name) speaking, please hold while I transfer you, I'm afraid they're not available/busy
2 Would you like to leave a message? Who would you like to speak to? Can I take a message? What number can we contact you on? Would you prefer to leave a message or hold? When is a good time to call you back? What is the call regarding?

2 1 F 2 F 3 T
3 1 A 2 B 3 B
4 1 policy 3 announce 5 rings
2 stressed 4 courteous 6 caller

5 Suggested Answer
When answering the phone you should remember to stay calm and be polite and professional at all times. Try to answer the phone as quickly as possible, preferably before the third ring. Before you put a customer on hold, ask if they would prefer to leave a message. When transferring a call, always say the name of the person the caller will speak to and tell the other person the caller's name before you connect them.

6 1 T 2 T 3 F
7 1 help 3 line 5 urgently
2 calling 4 on hold 6 connect

8 Suggested Answer
A: Good morning Burton and sons, how can I help you?
B: Good morning. Could I speak to Steve Whitehouse please?
A: Who's calling please?
B: Sam Crewe.
A: I'm afraid Mr. Whitehouse is on the other line. Would you like to leave a message or hold?
B: I'll leave a message. Can he call me back as soon as possible on 384 847 847 please.
A: Okay, I'll make sure he gets it.
B: Thank you.

9 Suggested Answer
Date: 17/09/13
Time: 11:19 am
Call from: Sam Crewe
Call for: Mr. Whitehouse
Action taken: took message. Gave message to Mr. Whitehouse.

Unit 13
1 Suggested Answers
1 People use the phone for business because it allows them to make arrangements quickly and instantly. By phone you can also contact people at any time or place.
2 Business arrangements such as meetings and appointments, business trips, conferences and business lunches can all be arranged over the phone.

2 1 T 2 T 3 F
3 1 C 3 D 5 A
2 B 4 F 6 E
4 1 free 3 makes a call
2 arrangements 4 appointment

5 Suggested Answer
You can avoid making mistakes when organizing appointments by being prepared before you make a phone call. Have all the documents you need ready in front of you. When on the phone speak slowly and clearly and ask questions to check the other person has understood you. Note down the times when the other person is free in a schedule book and clarify important information like dates and times. Lastly, repeat all contact and scheduling details, just to check.

6 1 F 2 T 3 F
7 1 speaking 4 check
2 personal assistant 5 for lunch
3 appointment

8 Suggested Answer
A: Good morning. Louis Ford speaking.
B: Hello Mr. Ford, its Andrew from Berkley's.
A: Ah, how can I help you, Andrew?
B: I'm calling to arrange an appointment with you and Mr. Fisher. Is next Tuesday okay for you?
A: Let me see, yes Tuesday is fine. At what time?
B: Can you meet at 1:30 for lunch? Do you know The Strand restaurant?
A: Yes I do, that sounds fine.
B: Okay, great so you and Mr. Fisher are meeting at The Strand at 1:30 next Tuesday.

9 Suggested Answer
For: Mr. Fisher
From: Andrew Green
Customer name: Mr. Ford of Taylor and Sons
Appointment date: Tuesday 5th May
Appointment time: 1:30pm
Appointment location: The Strand restaurant

Unit 14
1 Suggested Answers
1 Letters usually include; the recipient and sender's names and addresses, a salutation, a body, a closing and a signature.
2 I rarely write letters because I usually contact people by email or phone. I only write letters for official purposes, such as job applications.

2 1 F 2 T 3 T
3 1 signature 3 pertinent 5 body
2 salutation 4 keeps it brief
4 1 A 2 B 3 A

5 Suggested Answer
A successful business letter includes the sender's address, the date and the recipient's address at the top of the letter. After this comes the salutation, or greeting and then the main body of the letter. The body should be brief but still include all the important information. To finish the letter add the closing, using phrases like sincerely or respectfully yours. Lastly, don't forget to sign the letter!

6 1 F 2 F 3 T
7 1 write a letter 4 close the letter
2 recipient's 5 signature
3 salutation 6 enclose
8 Suggested Answer
A: You wanted to see me, Ms. Rodriguez?
B: Yes.
Please write a letter to one of our clients about a new product line.
A: Okay. What is the address?
B: It's here, on this fax.
A: Thanks. What name do I put in the salutation?
B: Ms. Sasaki. Close the letter with 'sincerely yours' and bring it here for my signature.
A: No problem. Is there anything else?
B: Yes. Please include our new catalogue with the letter.

9 Suggested Answer
Recipient: Ms. Sasaki
Purpose of Letter: Inform the client about new line of products.
Closing: Sincerely yours
Other: Enclose a copy of the new catalogue.

Unit 15
1 Suggested Answers
1 You can use graphs and charts to visualize data so that it can easily be explained, compared or analyzed. Graphs present data clearly and simply and summarize information, so you can use them to organize data and look for patterns. Graphs are also used to illustrate statistics, for example in a presentation.
2 Graphs and charts are often used in presentations, reports, sales analysis, in budgets, advertising and marketing and in news reports.

2 1 showing increases and decreases over time
2 making a comparison
3 showing the big picture

3 Line Graph: increases, decreases
Bar Graph: measure up, making comparisons
Pie Chart: see the whole picture

4 1 A 2 B 3 A

5 Suggested Answer
A line graph is useful for showing increases or decreases over a period of time, for example if you want to show a company's yearly sales.
A bar graph is great for making comparisons, for example between your company and its competitors.
A pie chart is good for giving a fuller picture of something, such as presenting how a budget is spent.

6 1 ✓ 2 x 3 x 4 ✓ 5 x

7 1 busy 4 bar graph
2 a minute or two 5 making comparisons
3 increase 6 line graph

8 Suggested Answer
A: Are you busy?
B: Yes, but I've got a couple of minutes to spare. What's up?
A: I need to make a chart showing the increase in our profit this year, and I don't know which chart to use.
B: How about a pie chart?
A: I don't know, I think they're better for showing lots of different pieces of information, like how our budget is spent.
B: How about a line graph then, it's very clear and easy for people to understand.
A: That's a great idea, thanks.

9 Suggested Answer
Advice from: Ellen Gray
Suggested: pie chart
Comments: better for showing lots of different pieces of information
Suggested: line graph
Comments: clear and easy to show how much profit has increased.

Answer Key 11
Unit 1

Clerk (W): Thank you for calling Speedy’s Office Supply Store. How can I help you?
Office Worker (M): I want to place an order for some supplies, 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 staples.
Clerk: Is there anything else?
Office Worker: Yes. I also need five bottles of correction fluid. Oh, and fifty folders. They need to be red.
Clerk: OK, got it. The total comes to $70. We’re having a sale on paperclips. Ten boxes for three dollars. Are you interested?
Office Worker: No thanks. Let me give you the delivery address for the order.

Unit 2

Salesperson(F): Welcome to Bradley’s. My name is Diane. How can I help you?
Customer(M): Hi. I’m here to see the new line of office chairs. Where are they?
Salesperson: They’re right over here. Just follow me, please.
Customer: These are perfect. Very stylish and soft. Do they come in any other colors?
Salesperson: They come in blue or red leather or traditional black.
Customer: How much are they?
Salesperson: The black leather is $99. For blue and red it’s $110.
Customer: I’ll take five with the blue leather please.

Unit 3

Employee 1 (W): Hi Joe, do you have a moment?
Employee 2 (M): Sure, what do you need?
Employee 1: I need to find out about our new product line.
Employee 2: Just go to the reference library on the second floor. The company catalogues are on your left.
Employee 1: And the databases are up there, too?
Employee 2: Yeah, they’re next to the catalogues. What are you working on, anyway?
Employee 1: I’m just gathering information for Mr. Smith. Thanks for the help.
Employee 2: My pleasure.

Unit 4

Clerk (M): Good afternoon, madam. Welcome to Office Supplies Incorporated. Can I help you find something?
Business Owner (W): Thank you. I’m looking for a combination printer and copier.
Clerk: We have those. But have you considered a four-in-one printer?
Business Owner: A four-in-one? What else does it have?
Clerk: A fax machine and scanner. And it costs about as much as a printer.
Business Owner: Is it easy to operate?
Clerk: Yes, very. Plus, it doesn’t take up much space.
Business Owner: That sounds perfect.

Unit 5

Employer (M): Good morning, Ms. Daniels. How are you today?
Secretary(F): I’m fine, thank you. What can I do for you today?
Employer: Please fax this document over to Mr. Rane at the Clency Law Firm.
Secretary: Do I need to type up a cover letter?
Employer: No, that’s not necessary.
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 secretary.
Secretary: Okay. Consider it done.

Unit 6

Receptionist (F): Hello, you must be Mr. Siriski. I’m Susan, Ms. Carey’s receptionist.
Visitor(M): Hi, nice to meet you, Susan.
Receptionist: I can sign you in and give you a visitor’s pass. Ms. Carey will arrive soon. Would you like some coffee?
Visitor: Yes, please. This is a nice office.
Receptionist: Yes, Ms. Carey likes to have art and color. How was your flight?
Visitor: Rough. We hit some bad weather.
Receptionist: I’m afraid we have had bad weather, too.
Visitor: London always does, but I still love this city.

Unit 7

Assistant (M): Hello, Miss Gordon. All done with the meeting?
Visitor (W): Yes, finally. But I’m really hungry. Do you know any good restaurants around here?
Assistant: There’s Wagner’s. Everyone here loves it.
Visitor: That sounds good. Where is it, exactly?
Assistant: It’s across from the Luxe Hotel.
Visitor: I’m sorry, I don’t know where that is. Could you give me directions?
Assistant: Sure, just take a left on Broadway and continue for two blocks. Wagner’s is on the right. Do you need a map?
Visitor: No, that’s fine, thanks.

Unit 8

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

Unit 9
Secretary (M): Hello, Digby and Son. Tim speaking. How can I help you?
Caller (W): Hello. May I please speak with Mr. Davis?
Secretary: I'm afraid he's unavailable. Can I take a message?
Caller: Yes, please. My name is Kate Bailey.
Secretary: Okay and where can Mr. Davis contact you?
Caller: My phone number is 958-3278.
Secretary: All right, Ms. Bailey. What is the call regarding?
Caller: I want to discuss the Groton account.
Secretary: Okay. I will give Mr. Davis the message. Good bye.

Unit 10
Interviewer (F): Good morning, Carl. Please have a seat.
My name's Janet Freeman. I'm the HR manager.
Applicant (M): Nice to meet you, Ms. Freeman.
Interviewer: I have your application form here. I see that you have some office experience.
Applicant: Yes, I have three years' experience.
Interviewer: Are you a qualified PA?
Applicant: No, I'm not. But I'm familiar with office software, and I'm very organized.
Interviewer: Do you have a good telephone manner?
Applicant: Yes, I'm always friendly and polite to customers on the phone.

Unit 11
Employee (M): Good morning, ma'am. Welcome to the Human Resources department.
Visitor (W): Hello. I read your recruitment brochure. I want to inquire about working here.
Employee: Well, we have several vacancies. Which department do you want to apply for?
Visitor: I want to apply to the marketing department.
Employee: Okay, sure. We have a vacancy there at the moment.
Visitor: Great! What's the next step?
Employee: Leave a copy of your resume. The marketing manager looks over them every Friday.
Visitor: Okay, here you are. Thank you very much.

Unit 12
Secretary (M): Good morning, Smith-Owen, how can I help you?
Caller (W): Good morning. Could I speak to Brian Owen, please?
Secretary: Who's calling please?
Caller: Mary Sullivan.
Secretary: I'm afraid Mr. Owen is on the other line, ma'am. Would you like me to put you on hold. Or would you prefer to leave a message?
Caller: I need to speak to him urgently. I'll hold.
Secretary: Okay, ma'am. I'll connect you as soon as possible. I'm putting you on hold now.
Caller: No problem. Thank you.

Unit 13
Business Owner (M): Hello, Gerald Brown speaking.
Secretary (W): 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 personal assistant. I'm calling to arrange an appointment with you and Mr. Fisher. Is Friday okay for you?
Business Owner: Let me check. Yes, Friday is fine. At what time?
Secretary: Can you meet at 12:30 for lunch. 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.

Unit 14
Personal Assistant (M): You wanted to see me, Ms. Miller?
Supervisor (W): Yes, Charles. Please write a letter to one of our clients about our new product line.
Personal Assistant: Okay, Ms. Miller. What is the recipient's address?
Supervisor: It's right here on this piece of paper.
Personal Assistant: Thanks. And what name do I put in the salutation?
Supervisor: Mr. O'Connor. Close the letter with 'Sincerely Yours'. Then bring it to me for my signature.
Personal Assistant: All right. Is there anything else?
Supervisor: Yes. Please enclose our new product catalogue with the letter.

Unit 15
Employee (M): Are you busy, Ellen?
Supervisor (F): Yes, but I've got a minute or two to talk Matt. What's up?
Employee: I'm trying to show the increase in our sales this year and I don't know which chart to use.
Supervisor: How about a bar graph?
Employee: Well, I don't know. I think a bar graph is better for making comparisons.
Supervisor: Hmm ... a line graph, then? It's simple to make and easy for people to understand.
Employee: You're probably right. Thanks for the help.
Supervisor: My pleasure.
Unit 1

1 Suggested Answers
1 Secretaries need good typing skills, the ability to write good business correspondence, to be organized and efficient and to have a polite and friendly phone manner.
2 Some things a secretary might do at work include sorting mail, using a switchboard, distributing memos, keeping track of and ordering supplies, drawing up schedules and updating a diary.

2 1 advertisement 3 manager
2 telephone 4 staff

3 1 B 2 A 3 B
4 1 A 2 B 3 B

5 Suggested Answer
The successful applicant's duties will include typing documents from notes or dictation, arranging appointments for the manager and updating the diary. They will also be in charge of typing letters, addressing labels, sorting mail and mailing. Other important duties are answering the phone and filtering calls. They will be responsible for drawing up schedules for meetings and distributing memos. The successful applicant will also keep track of stationary supplies and order more when needed.

6 1 x 2 ✓ 3 ✓ 4 x 5 x

7 1 preparing 4 switchboard
2 updating 5 straight away
3 mail 6 give you a call

8 Suggested Answer
A: Hello. Can I help you?
B: Hello, I saw a job vacancy for a secretary in the newspaper yesterday. I'd like to know more about the role?
A: Oh yes. It's in a large company in the centre of town.
B: Okay. Can you tell me what the duties are?
A: Well, you'll be responsible for preparing documents, answering the phones and updating the diary.
B: I'm experienced at that sort of thing.
A: They want someone who can touch type. Can you do that?
B: Yes, I'm a very quick typist.
A: Great. Do you have your CV?
B: Here you are.

A: I'll send it to the company straight away and give you a call when I hear from them.
B: Thanks so much!

9 Suggested Answer
Name: Florence Wilkes
Date of Birth: 23/4/1983
Qualifications: Degree in Administration
Secretarial skills: Fast typist, able to use a switchboard. Efficient and organized.

Unit 2

1 Suggested Answers
1 At work everyday people use computers and printers, photocopiers, scanners, CDs and DVDs, floppy disks, pencils, pens, paper, envelopes, stamps, sticky tape, correction fluid, staples and staplers, paperclips and folders.
2 Boxes, rolls, bottles, packs.

2 1 F 2 T 3 F
3 1 pack 2 stack 3 ream 4 roll
4 1 D 2 E 3 B 4 A 5 C

5 Suggested Answer
Peter needs to order four boxes of 50 CDs, one box of DVDs, three stacks of folders, two packs of blue pens and two packs of black pens, ten rolls of tape and twelve reams of paper. He also needs to ask if anyone else needs stationery and order that too.

6 1 ✓ - 6 reams 4 ✓ - 3 boxes
2 ✓ - 2 boxes 5 ✓ - 5 stacks
3 x 6 ✓ - 1 box

7 1 run out 5 stacks of folders
2 place an order 6 department
3 reams 7 enough
4 two boxes

8 Suggested Answer
A: Good morning Arny, how are you?
B: I'm good thanks, Rachel. What can I do for you?
A: The stationary cupboard has run out of black pens, and we're running low on some other things too. Can you place an order for office supplies?
B: Sure, what do we need?
A: To start, 20 boxes of black pens. Then 6 reams of printer paper, four stacks of folders and three boxes of CDs.
B: Okay. Anything else?
A: Yes, some sticky tape.
B: How much do we need?
A: 10 rolls.
B: I'll place the order this afternoon.

9 Suggested Answer

<table>
<thead>
<tr>
<th>Items</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>printer paper</td>
<td>6 reams</td>
</tr>
<tr>
<td>sticky tape</td>
<td>10 rolls</td>
</tr>
<tr>
<td>CDs</td>
<td>three boxes</td>
</tr>
<tr>
<td>folders</td>
<td>four stacks</td>
</tr>
<tr>
<td>black pens</td>
<td>20 boxes</td>
</tr>
</tbody>
</table>

Unit 3

1 Suggested Answers

1 People receive invitations to birthday, Christmas and anniversary parties, award ceremonies, weddings, conferences, film premieres, product launches and business dinners.

2 Invitations usually include information about who is having the event, what type of event it is, why it is being held, where it is taking place, contact details and a reply by date.

2 1 invitation   2 clear    3 map   4 RSVP
3 1 G 3 A 5 B 7 E
2 C 4 F 6 D
4 1 A 2 A 3 B

5 Suggested Answer

When writing invitations you should include who is hosting the event. Next, give details about what type of event it is, for example, a cocktail party or a product launch. You should give details about what to wear and whether there will be food or drink at the event. Follow this with information about when the event will take place, including the date, time and how long it will last. Then, give details about where the event is happening and write the address. You can enclose a map if it's difficult to find. Finally give details of who to RSVP to. Make sure to give a contact phone number and a reply by date.

6 1 F 2 T 3 T

7 1 launch 3 behalf 5 fashionable
2 details 4 line 6 RSVP

8 Suggested Answer

A: Good afternoon, Mrs. Bennet. Is there anything I can help you with?

B: Yes please. I need to send out invitations for the product launch next month. Will you write them for me?
A: Of course.
B: Great. Well, we're hosting it on behalf of Fountain Beauty Co.
A: What is the product?
B: A new range of perfumes for summer.
A: Okay. And what kind of event is it?
B: It's a dinner party, very stylish, with live music and a buffet.
A: Right. And where will it be held?
B: At the Grand Palace Hotel.
A: And when is it going to take place?
B: The 30th of March, from 7pm-midnight.
A: Okay. When would you like the replies by?
B: Ask them to RSVP within 3 weeks.

9 Suggested Answer

Invitation
Host: Fountain Beauty Co.
Event: Product launch
Attire: Formal
Location: Grand Palace Hotel
Date and Time: 30th March 7pm-12:00am
RSVP by: within 3 weeks

Unit 4

1 Suggested Answers

1 People travel for holidays, for business, to visit family and friends in other countries and to see new places.

2 Before they travel people need to arrange transport such as flights or trains to their destination and accommodation such as hostels and hotels.

2 1 B 2 D 3 C
3 1 baggage allowance 4 layover
2 destination 5 cuisine
3 first class

4 1 D 2 A 3 E 4 B 5 C

5 Suggested Answer

The advertisement is for a luxury business travel agency, Jet Set. The company plans all aspects of business travel, from flights to hotels. All Jet Set's flights are direct without any layovers. Travelers get a large luggage allowance (140kg) and the food and service on the flight are exceptional. Jet Set can also find you top quality lodging at your destination and organize a car to take you from the airport to the hotel.

Answer Key 15
6 1 F  2 F  3 T
7 1 book a flight  5 ride
 2 depart  6 driver
 3 lands  7 baggage
 4 business class

8 Suggested Answer
A: Good morning, Jet Set Travel, how can I help you today?
B: Hello, I need to book a flight to Beijing for my employer. She needs to arrive by 10.00am on January the 21st.
A: Which airport would you like to depart from?
B: Manchester.
A: We have a flight departing from Manchester at 6:00pm on January the 19th. It lands on the 20th at 1:00pm local time.
B: Perfect. Could you please book a business class seat for Teresa May?
A: Of course.
B: That would be great. Thanks so much.

9 Suggested Answer
Customer name: Teresa May
Date of departure: 2011-01-19
Flight: Manchester to Beijing 1290
Depart from: Manchester
Departure time: 6:00pm
Destination: Beijing
Destination arrival time: 1:00pm (UTC + 8)
Additional notes: A driver will meet Mrs. May at the airport and take her to a hotel in the centre.

Unit 5
1 Suggested Answers
1 Different hotels have lots of different facilities, including airport shuttle buses, concierges, restaurants, bars, free internet, spas, gyms and swimming pools.
2 Staying at a hotel is enjoyable because you can relax. At a hotel you don’t have to clean and cook and you can enjoy eating good food in a restaurant. Clean and modern facilities such as gyms and swimming pools also make a hotel stay enjoyable.

2 1 B  2 A  3 C

3 1 D  2 F  3 B  4 G
2 C  4 A  6 E
4 1 airport shuttle  4 convenience
 2 on hand  5 concierge
 3 wi-fi internet

5 Suggested Answer
The Marten Hotel offers free wi-fi internet and free conference calls from their business centre. There are two on-site dining facilities and a concierge who can make restaurant reservations, arrange appointments at local spas, or provide information about the city for you. There is also an airport shuttle to take you to and from the airport.

6 1 F  2 F  3 T
7 1 front desk  4 accommodations
 2 reservation  5 shuttle
 3 arrives  6 confirm

8 Suggested Answer
A: Good morning, you’ve reached the front desk of the Greenwich Hotel. How can I help you?
B: Good morning. My name is Adam Armstrong. I would like to make a reservation for my boss, Ms. Delaine.
A: Of course. When will Ms. Delaine be arriving?
B: Tuesday September the 23rd at 2:00 pm. She’ll be leaving on the 26th at 3:00pm.
A: Great, I’ll put her down for a three-night stay.
B: Ms. Delaine would a 5th floor room with a balcony if possible.
A: Of course. Should I arrange a shuttle to meet her from the airport?
B: That would be great.
A: Okay. That’s all booked. Please make sure to confirm the reservation two days in advance.
B: I will do. Thanks for your help.

9 Suggested Answer
Name of the guest: Ms. Sandra Delaine
Arrival date: 23/09/11
Departure date: 26/09/11
Room Preference: 5th floor, balcony
Additional notes: Shuttle to meet her at airport.

Unit 6
1 Suggested Answers
1 People travel for business to attend meetings or conferences, to inspect foreign branches of a company or to meet suppliers, distributors or clients abroad.
2 Important things to take to the airport include your documents, such as a passport, visa and driving license, your flight ticket or booking confirmation number, a map and the addresses and names of where you are going, a phrase book and some currency.

3 1 A 3 D 5 G 7 F
2 B 4 C 6 E

4 1 map/destination
2 airline ticket/flight reservation
3 confirmation number/passport

5 Suggested Answer
Mr. Smith's flight reservation has been confirmed. The flight is with International United Airlines, flight number 456, departing from Carver Airport at 10:00am on Monday. The airline ticket is an e-ticket, confirmation number 12734. Mr. Smith needs to bring his passport to the airport, but no visa is needed. He must arrive at the airport 2 hours before departure. There is a map, foreign language dictionary and an itinerary for the trip on his desk. The return flight, IUA 567, arrives at Carver airport at 6:00pm. A driver will meet Mr. Smith at the airport.

6 1 T 2 F 3 F

7 1 check in
2 confirmation number
3 e-ticket
4 have you
5 on time
6 boarding pass

8 Suggested Answer
A: Welcome to Easyfly Airlines. How can I help you today?
B: I need to check in for flight number PZ984.
A: Okay. Do you have the confirmation number on you?
B: I do. It's an e-ticket, confirmation number 9489 4894
A: Great. I have your reservation pulled up here. It's the 12:45 to Krakow, Poland, leaving today and returning on Friday at 5:00pm. Is that correct?
B: Yes, that's it.
A: Excellent, can I see your passport please?
B: Of course, here you are.
A: Thank you. Would you prefer an aisle or a window seat?
B: Window please. Is the flight scheduled to leave on time?
A: Yes, it is. It will begin boarding in 1 hour. Gate 5, Terminal 1.
B: Thank you.

9 Suggested Answer
Passenger: Miss. Lyons
Flight number: PZ984
Confirmation number: 9489 4894
Time: 12:45pm
Seat: window
Terminal/Gate: 1/5

Unit 7
1 Suggested Answers
1 People usually store their papers inside files or folders, which are usually kept inside filing cabinets, cupboards or on shelves.
2 People keep things organized by keeping important information filed away in one place, for example in a folder or filing cabinet, and organizing it clearly and logically, for example by date or subject. Some information can also be stored electronically, or on CDs or DVDs.

6 1 ,f, 2 ,f, 3 ,f, 4 ,f, 5 Storage 6 ring binders 7 box files 8 suspension files 9 CD storage boxes 10 clear pockets

8 Suggested Answer
A: The Stationary Store. Joseph speaking. How can I help you today?
B: Hi, I'd like to place an order for some supplies.
A: No problem. What would you like?
B: To start with I need some box files.
A: Okay, they come in two sizes, legal or A4. Which would you like?
B: I'll take twelve A4 size in blue, please.
A: Anything else?
B: Forty CD storage boxes, please.
A: Great. Do you have an account with us or are you paying by credit card?
B: We have an account. It's Marshal Accounting. The account number is 223424.
A: Thank you. We have the delivery details stored on our database, so we'll deliver it sometime tomorrow afternoon. Is that okay?
B: Perfect thanks. Anytime between 12-6pm is great.

9 Suggested Answer
Receipt
Company: Marshal Accounting
Account number: 223424
Date: Wednesday 30th of April
Order: 12 box files / 40 CD storage boxes
Price: $20 / $25

Unit 8
1 Suggested Answers
1 People record their friends' addresses and phone numbers in address books, diaries, email accounts, social networking sites, or in their cell phones.
2 People organize their important papers by filing them alphabetically, numerically, by subject, by date (chronologically) or geographically.

2 1 geographically 4 forms
2 clients 5 in numerical order
3 in chronological order

3 1 alphabetical order 4 filing system
2 chronological order 5 numerical
3 geographically

4 1 B 2 B 3 C

5 Suggested Answer
The company files client files in suspension files, organized geographically and alphabetically. Correspondence is organized chronologically in ring binders. Forms are filed by subject and project files are organized numerically.

6 1 B 2 C

7 1 correspondence 5 alphabetical
2 chronological 6 subject
3 geographically 7 numerical
4 folder

8 Suggested Answer
A: Excuse me, can you help me? I'm not sure where to file these documents?
B: Sure. What documents have you got there?
A: Well, I've got some letters from clients.

B: Okay, those go in the correspondence files. We put them in chronological order.
A: I understand. I've also got some client documents.
B: Which client are they from?
A: Mr. Rodriguez.
B: Ah, he's from Paraguay. So his folder is in the South America drawer, filed under R.
A: Okay. Lastly, what about these project files? Should they be filed by subject?
B: No, those go in numerical order. The number is at the top of the document.
A: Got it! Thanks for all your help.

9 Suggested Answer
Filing System Instructions
Correspondence: In the correspondence files, in chronological order.
Client documents: Filed geographically and then alphabetically in the drawers.
Project documents: Numerical order. Number at top of the document.

Unit 9
1 Suggested Answers
1 People can keep track of their money by keeping records of all their purchases, incomings and outgoings. Keeping receipts and bank statements also helps you to monitor your finances.
2 Businesses need to keep financial records for many reasons. One of the most important is for tax reasons. Good financial records are also important if businesses want to apply for loans or encourage investment. Lastly, the records can be used to calculate profit and losses and plan for the future.

2 1 B 2 C 3 D

3 1 A 2 B 3 A

4 1 cross-reference 4 index
2 ledger 5 column
3 code 6 expenditures

5 Suggested Answer
When updating the petty cash ledger you need to write the date, amount and the correct code. You can find the codes in an index at the back of the ledger. You also need to keep a receipt for each transaction and note the receipt number in the ledger. Make sure that the information goes in the correct column.

6 1 F 2 T 3 F
A: Excuse me, is it okay to take some money from the petty cash to buy stamps?
B: That's fine; just make sure you write it down in the ledger.
A: How do I do that?
B: Let me show you. In this column you write today's date. In this one write the expenditure. 
A: So I just need to write the date and the amount?
B: No. You also need to number the receipt. Then write the number as a reference in the ledger. 
A: I get it, date, amount, receipt.
B: Lastly, it's important to write a code. You can find the codes in the index. For example there's stamps, and the code is STP-1.
A: Great. Thanks for your help.
B: No problem.

<table>
<thead>
<tr>
<th>Date</th>
<th>Expenditure</th>
<th>Receipt No.</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/05/11</td>
<td>$5</td>
<td>88</td>
<td>STP-1</td>
</tr>
<tr>
<td>10/05/11</td>
<td>$20</td>
<td>89</td>
<td>FLDR-100</td>
</tr>
<tr>
<td>10/05/11</td>
<td>$1.50</td>
<td>90</td>
<td>PPR-2</td>
</tr>
<tr>
<td>11/05/11</td>
<td>$20</td>
<td>91</td>
<td>INK-3</td>
</tr>
<tr>
<td>13/05/11</td>
<td>$7.50</td>
<td>92</td>
<td>ML-18</td>
</tr>
</tbody>
</table>

1 Suggested Answers
1. Different forms of business communication include phone calls, email, letters, fax, instant messaging, and video conferencing.
2. Modern tools which make communication easier include the Internet, webcams and cell phones.

2 1 T 2 F 3 T
3 1 get fired 3 social networking sites
2 functions 4 voice mail
4 1 Internet 4 instant messaging
2 social media 5 cell phone
3 video conferencing

5 Suggested Answer
In some companies using social networking sites can get you into a lot of trouble. But other companies have seen the benefits of using social media for business. Social networking sites allow employees to communicate easily. Details of new products or company functions can also be posted on the site for everyone to see. Even instant messaging is being used by some businesses. It's a fast way to communicate in real time, which means that you don't have to wait for a reply.
Computers are used to write documents such as letters and reports, to browse the Internet for information, and communicate via instant messaging and emails. They are also used to produce graphics, make calculations, process data and produce statistics.

5 Suggested Answer
If you are left-handed, you can adapt your computer by buying some new computer accessories. A left-handed keyboard, for example, makes it easier to type with both hands because the numeric keypad is on the left. You can also find left-handed mice, which reduce wrist strain for left-handed people.

8 Suggested Answer
A: Hello, Easyclicks computer supplies. Jane speaking. How can I help you?
B: Hi, I'm interested in some products I saw in your latest catalogue.
A: Great! Which ones are you interested in?
B: I saw you've got some accessories for left-handed people.
A: Yes, it's a new range.
B: I'd like to order a left-handed keyboard and mouse, please.
A: Sure. Our left-handed customers say they have been life-savers for them!
B: Yeah, I'm a secretary, and so I use a computer all day.
A: Ah, I hope they make things easier. And do you need anything else. We have a great sale on printers?
B: No just the keyboard and mouse, thanks.

9 Suggested Answer
Customer Order
Name: Andrew Argyle
Address: 23 Ford Lane, Esmeralda, Nevada

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left-handed mouse</td>
<td>$20</td>
<td></td>
</tr>
<tr>
<td>Left-handed keyboard</td>
<td>$40</td>
<td>$60</td>
</tr>
</tbody>
</table>

Unit 12
1 Suggested Answers
1 People use word processors to produce any type of written document, such as legal copies, letters, memos, forms, reports, meeting minutes etc.
2 Some useful tools in word processing programs are presentation tools such as font, font size, bold, underline, italics and numbering and bullets, editing tools such as cut, paste and copy, and formatting tools such as rules, margins and spacing. Inbuilt thesauruses, dictionaries and spellcheckers are also helpful for proofreading your work.

8 Suggested Answer
A: Good Afternoon Mrs. Graham. Can I help you with something?
B: Yes. Can you type up this report for Ms. Jones at Advance Systems, please?
A: Okay.
B: But I need you to make some special formatting changes, please type it in size 14 font.
A: Right. Anything else?
B: Double space the document, so that Ms. Jones can write her comments on it.
A: Got it.
B: And please tell her I need it by Friday at the latest.
A: Okay, I'll get on it right away.
B: Thank you. Call me if you have any problems.
9 Suggested Answer

Notes
Type a report up for Ms. Jones at Advance systems. Ask her to return it by Friday. It must be in size 14 font and double spaced.

Unit 13

1. Suggested Answers
1. People have meetings to discuss things face to face, or with a large group of people. For example a new idea, a new opportunity or a problem. Meetings are often used to brainstorm something or reach a decision about an issue.
2. At meetings people present new ideas or information and discuss any ideas or problems they might have.

2.1 T 2 F 3 F
3. 1 commence/attend 3 courteous/in advance
2 contribute/interrupt
4 1 D 2 C 3 A 4 B

5 Suggested Answer
Department meetings are held every Friday in the meeting room. The meeting is called to order at 3:00pm and adjourned at 4:00pm. Employees should go to the meeting room five minutes before the meeting starts. During the meeting staff should raise their hands if they want to speak and wait until the chairperson asks them to contribute. It is important to be courteous and not to interrupt other speakers. To propose a motion, you must inform the chairperson at least three days before the meeting.

6.1 T 2 F 3 F
7. 1 propose a motion 4 be around
2 too late 5 bring it up
3 in advance 6 can't promise anything

8 Suggested Answer
A: Excuse me, Madeleine. Are you the chairperson for Friday's meeting?
B: I am. What can I do for you?
A: I'd like to propose a motion.
B: Oh, I'm sorry, you need to inform me three days in advance.
A: Really? But it's only Wednesday.
B: There have been a lot of motions proposed already this week. We won't have time to discuss any more. But we can discuss it at next week's meeting.

9 Suggested Answer

Notes for Friday's Meeting
Time: 1:00pm
Location: Conference Room 7
Business to be discussed: Changes to working hours, new product line.
Motions: Problems with office facilities, end of year bonuses, new computer software issues, recycling in the office.

Unit 14

1. Suggested Answers
1. Conferences usually begin with a meet and greet session and a welcoming address. These are followed by seminars and workshops with breaks and lunches.
2. People go to conferences to learn more about a specific subject and to meet other people who work or study in a similar field.

2. 1 conference 3 choice
2 sign up 4 lunch
3 1 A 2 B 3 A 4 A
4 1 A 2 C 3 B 4 B

5 Suggested Answer
When delegates arrive at the conference they should go to the lobby to collect their nametag and sign the conference book. Then they will have the chance to meet the other delegates. Delegates should use the notice board to sign up for sessions. At 9:30am all the delegates should go to the main auditorium for a welcoming address.

6. 1 ✓ 2 ✓ 3 ✓ 4 x
7. 1 sign in 4 over there
2 welcoming address 6 didn't realize
3 sign up 7 in the lobby
4 sessions

Answer Key 21
8 Suggested Answer
A: Good morning. Can you tell me your name, please?
B: Elizabeth Halabi. I'm from Green Shoots Development Agency.
A: Ah, yes. Nice to meet you. So, here's your name tag. Can you sign here please?
B: Sure. Can you tell me what time everything starts?
A: The welcome address will begin in an hour. It'll be in the auditorium. After that there's a lecture. Here's a program of events for you.
B: Thanks.
A: You'll also need to sign up for the sessions.
B: Okay. Where can I do that?
A: The lists are on the board over there.
B: Great, I'll take a look now.
A: Okay, and there are some refreshments in the lobby.
B: Thanks.

9 Suggested Answer
Program of events
9:00 am Meet and Greet
9:30 am Welcoming address
Place Auditorium
10:30 am Time management workshop
Place Lecture theatre one
11:30 am Break
Place Lobby
1:00pm Lecture: Resolving conflicts
Place Auditorium

Unit 15
1 Suggested Answers
1 Electronic machines that people need for conferences include laptops, projectors, screens, DVD players, video cameras, microphones, speakers and lights.
2 Companies can buy these machines from office supplies or electronics stores. Alternatively, companies may rent these items from a conference or electrical supplies company.

B 2 D 3 A

3 1 B 2 B 3 A 4 C

4 1 flipchart/laptop 3 screen/projector
2 deliver/provide

5 Suggested Answer
Spot On is a conference supplies company. They rent, deliver and set up conference equipment for businesses. Equipment they supply includes; flipcharts and markers, laptops with presentation software, projectors in three sizes, screens in several sizes as well as microphones and speakers.

6 1 T 2 F 3 T

7 1 equipment 4 projector 7 deliver
2 supplies 5 flipchart
3 microphone 6 laptops

8 Suggested Answer
A: Hello, Spot On Conference Supplies, how can I help you?
B: Hi. I'd like to order some equipment for a conference.
A: Sure. When and where is your conference?
B: It's at the City Hotel, 20-23 of February.
A: Okay. And what supplies do you need?
B: Well, we need one deluxe screen for the main meeting room, and two portable ones for the medium meeting rooms.
A: Great.
B: We also need speakers and microphones for all three meeting rooms.
A: No problem. Anything else?
B: Six flipcharts for six seminar rooms, please.
A: Right, we'll deliver everything to the hotel on February the 19th. Now, I just need your billing details.
B: I work for Prospect Research. We have an account with you.

9 Suggested Answer
Spot On Conference Supplies
Event: Prospect Research Conference
Date: 20-23 February
Location: City Hotel
Requirements: 6 flipcharts, one large deluxe screen, two medium sized portable screens, three sets of speakers and microphones
Delivery Date: 19th February
In which rooms do we set up the equipment? Flipcharts in seminar rooms, deluxe screen and microphone/speakers for main meeting room, portable screens and microphones/speakers for medium meeting rooms.
Unit 1

Agency Worker (F): Hello, can I help you?
Applicant (M): 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 preparing documents, updating the diary and sorting the mail.
Applicant: That's fine. I'm good at that sort of thing.
Agency Worker: They want someone who can operate a switchboard. 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 straight away. If they invite you for an interview, I'll give you a call.
Applicant: Thank you very much!

Unit 2

Manager (F): Good morning Peter. How are you?
Secretary (M): Good morning, Christine. I'm good, thanks. What can I do for you?
Manager: The printer has run out of paper, and we need some other things too. Can you place an order for office supplies?
Secretary: Sure, what do we need?
Manager: Okay, we need six reams of paper. Two boxes of CDs and three boxes of DVDs
Secretary: Sure, anything else?
Manager: Yes, please order five stacks of folders.
Secretary: No problem. Is that everything?
Manager: Um ... do we need anything in the stationery department?
Secretary: Let me check ... yes, we need more red pens. One box will be enough.
Manager: Okay, add that to the order. That's everything, then.
Secretary: All right. I'll place the order this afternoon.

Unit 3

Secretary (F): Good morning Mr. Brooks. Is there anything I can help you with?
Owner (M): I need to send out invitations for the product launch next month. Will you write them for me?
Secretary: Of course. I'll take down the details ... okay, I'm ready.
Owner: I'm hosting it on behalf of Bergson Corporation. Secretary: Right, and what is the product?
Owner: It's for their new cosmetics line: 'Inspire'. Secretary: What kind of event is it?

Unit 4

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

Unit 5

Clerk (F): Good morning! You have reached the front desk of the Marten Hotel. How can I help you?
Assistant (M): Hi, good morning. My name is Patrick Howell and I need to make a reservation for my employer.
Clerk: Certainly. What is your employer's name and when will they arrive?
Assistant: Jack Green. And his plane arrives at 7:30 am on the third of July. Then he'll be leaving on July the sixth.
Clerk: Fantastic. I'll put him down for a three-night stay.
Assistant: Mr. Green would like accommodations on the ground floor, if possible.
Clerk: Very well. Should I arrange for a shuttle from the airport to the hotel?
Assistant: Yes, that would be great.
Clerk: Okay. Please make sure to confirm the reservation two days in advance.
Assistant: I will. Thank you.

Unit 6

Employee (W): Welcome to International United Airlines. How can I help you today?
Passenger (M): I need to check in for flight number 456.

Owner: It's going to be a cocktail party, very fashionable. 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 RSVP within two weeks from today.
Audioscripts

Unit 7

Salesperson: The Stationery Store, this is Mike speaking. How can I help you?

Secretary: Hi, I'd like to place an order for some storage supplies.

Salesperson: No problem, what would you like?

Secretary: First of all, I need some box files.

Salesperson: Okay, they come in two sizes, legal 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 ring binders and three hundred clear pockets.

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: That works, thanks.

Unit 8

Employee (M): Excuse me, can you help me? I'm not sure where to file these documents.

Secretary (W): Sure. What documents do you have?

Employee: I've got some letters from clients.

Secretary: Those go in the correspondence files. We put them in chronological order.

Employee: Okay. And what about these client documents?

Secretary: Client documents go in the drawers. They're filed geographically. 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 folder is in the 'Asia' drawer. The files are in alphabetical order, so Mr. Sakamoto's folder is under 'S'.

Employee: Okay. And what about these project documents? Are they filed according to subject?

Secretary: No. Those go in numerical order. The number is at the top of the document.

Employee: I see. Thanks for your help.

Secretary: You're welcome.

Unit 9

Assistant (W): Can I take some money from the petty cash to buy stamps?

Manager (M): Yes, but you need to write it down in the ledger.

Assistant: How do I do that?

Manager: I'll show you. In this column, write today's date, and here, write the expenditure.

Assistant: So just the date and purchase?

Manager: There's more. Don't forget the receipt. Number it and put it in the box. Then, write the number as a cross-reference.

Assistant: I get it.

Manager: Finally you need a code. You can look that up here, in the index.

Assistant: I see. So the code 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.

Unit 10

Secretary (F): Hi, I'm Anne. Thanks for coming. I know you guys in Information Technology are pretty busy.

IT Tech (M): I'm Bill. And it's no problem. What can I do for you?

Secretary: Well, my boss decided that we should use a social networking site. 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 basics.

Secretary: Thanks. I've got the site up on my computer. Now what?

IT Tech: Go ahead and type in your username and password. That will bring up your profile.

Secretary: It says I have a message from Jim. How can I respond?

IT Tech: You just click the message icon. Once it's open, there's a button that says 'reply'.

Secretary: Oh, so it's kind of like email.

IT Tech: Exactly, but it also has an instant messaging function and a profile page where people can leave you notes.
Unit 11

SalesRep (M): SimpleClicks. This is Ron speaking. How can I help you?
Customer (F): Hi. I’m interested in some products I saw on your website.
SalesRep: Okay. Which ones are you interested in?
Customer: Well, I saw that you have some computer accessories for left-handed people.
SalesRep: Yes, it’s a new range.
Customer: I need to order a left-handed keyboard and mouse.
SalesRep: Sure thing. A lot of our left-handed customers say those have been life-savers for them.
Customer: Yeah, I’m a secretary, so I’m on the computer all day.
SalesRep: Now, are you satisfied with your current printer and monitor?
Customer: Oh, yes. They work fine.
Salesman: Well, if you change your mind we are having a sale on several models.
Customer: Just the mouse and keyboard for now, thanks.

Unit 12

Secretary (F): Good afternoon Mr. Jordan. Can I help you with something?
Boss (M): Yes. Please, type up this report and send it to Cheryl at New Horizons.
Secretary: Will do.
Boss: But I need you to make some special formatting changes.
Secretary: Okay, let me write them down. What do you need done?
Boss: I need you to type it in size 14 font, instead of our usual size 12. Cheryl has a hard time reading anything smaller than that.
Secretary: All right. Anything else?
Boss: Yes, double space the document so that Cheryl can make notes.
Secretary: Got it.
Boss: Oh, please let her know that I would like her to send it back by Friday.
Secretary: Okay. I’ll get on it right away.
Boss: Great! Thanks. Please call me if you have any questions.

Unit 13

Worker (M): Excuse me, Karen? Are you the chairperson for the meeting on Friday?
Chairperson (W): I am Tony. What can I do for you?
Worker: I’d like to propose a motion.
Chairperson: I’m sorry, it’s too late. You need to inform me three days in advance.
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.

Unit 14

Official (W): Good morning sir. Can you tell me your name please?
Delegate (M): I’m Paul Evans. I’m from Handbridge and Son.
Official: Ah yes, here’s your nametag. Can you sign here please?
Delegate: Of course. There you are. What time does everything start?
-Official: Mr. Daniel’s giving a welcoming address 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 sign up for the sessions.
Delegate: Sessions?
Official: Yes. The morning workshops are assigned already, but there’s a choice of seminars in the afternoon. The lists are over there.
Delegate: Oh, I didn’t realize. I’ll sign up now.
Official: And there are refreshments available in the lobby.
Delegate: Thanks for your help.

Unit 15

Agent (M): Hello, Spot On Conference Supplies.
Organizer (W): Hi. I’d like to order some equipment 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 supplies do you need?
Organizer: Well, we need a microphone and speakers in our auditorium, and we need a projector and a screen in there too.
Agent: Right, that’s fine.
Organizer: We also have eight small meeting rooms. We’ll need a flipchart in each one.
Agent: Eight flipcharts. Anything else? Do you need any laptops?
Organizer: No, our speakers will bring their own.
Agent: Fine, we’ll deliver 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.
Unit 1

1 Suggested Answers

1 Some problems businesses face include, competition, closure, bankruptcy and recession.
2 Businesses can solve these problems in different ways. To survive competition a business can improve its products and services, diversify, seek out new markets or relocate. To survive a recession a business can cut back on expenses.

2 1 C 2 A 3 C
3 1 C 3 B 5 A
2 B 4 C 6 C
4 1 B 2 A 3 B

5 Suggested Answer
The company faced closure in the nineties when it had to compete with new businesses in the area. It overcame the problem by diversifying, cutting back on expenses and seeking out new markets. But most importantly, it survived thanks to the hard work and enthusiasm of its employees.

6 1 T 2 F 3 F

7 1 set up by 4 pop in something
2 started out 5 smooth sailing
3 add that 6 put in

8 Suggested Answer
A: Great. Let me have a look.
B: Is there something wrong?
A: Well, it’s a bit short. And there isn’t much information.
B: How should I change it?
A: We should talk about the founding of the company.
B: I’m afraid I don’t know much about that.
A: Well, it was started by two women who wanted to import fairly traded products from Latin America.
B: Really. In these offices?
A: No at first they couldn’t afford an office, so they used their own homes. But after the second year they were so successful that they relocated here.
B: Wow. I’ll definitely add that. Anything else?
A: Well, the company really struggled when the big supermarkets opened in the late nineties. We should add something about that. Why don’t you drop by my office later, and I’ll give you the details then.
B: That’s a good idea. But I’ll add in the part about the founding right now.

9 Suggested Answer
The Real Coffee Trading Company was set up in 1991. Its founders, Sarah Martin and Anna Grant, started to import fairly traded coffee and cocoa products from South America. At first they used their own homes to store the products, but by their second year, their business was so successful that they relocated to an office. The business went from strength to strength, and they also began to manufacture their own chocolate range. However, in the late nineties, with the arrival of two large supermarkets in the area, business was severely affected. The women managed to maintain a foothold by diversifying, cutting back and seeking out new markets. Today the company is proud to celebrate its 20th anniversary.

Unit 2

1 Suggested Answers

1 Companies advertise jobs on the Internet, in trade magazines, in newspapers, at trade or job fairs and through recruitment companies.
2 Job advertisements usually include information such as the job’s title and duties, the kind of person required, the pay and any benefits or bonuses offered, the start date, the duration of the position and details of how to apply.

2 1 Administrative Assistant
2 30K p.a.
3 42
4 25 days vacation, pension plan
5 southwest Chicago
6 email CV and cover letter to Helen Walker

3 1 H 3 E 5 A 7 F
2 C 4 G 6 B 8 D

4 1 A 2 A 3 B

5 Suggested Answer
The successful applicant needs to have good organizational skills and attention to detail as they will be in charge of filing documents, making travel arrangements and organizing meetings. They also need a polite and friendly phone manner as they will be responsible for handling the phones. The successful candidate also needs to have a typing speed of 50 wpm, good IT skills and the ability to work to deadlines. They will also need to have initiative and be able to work in a team.

6 1 ✓ 3 ✓ 5 x
2 x 4 ✓
Duties include starting ASAP if possible, see what I can do.

8 Suggested Answer
A: What details shall I put in the ad?
B: The most important is that the candidate should have at least 2 years' experience in administration. And they must be able to type at least 50 words per minute.
A: Okay.
B: It would be good if they had experience of note-taking and using spreadsheets, too.
A: Shall I outline the duties?
B: Yes. Include answering the phone, filing and arranging meetings.
A: Should I also describe the ideal candidate?
B: Good idea. We want someone with a positive attitude, good team work skills, but also plenty of initiative. And don't forget that we need someone to start ASAP. The pay is $20/hr.
A: Okay. I'll have it done by lunchtime.

9 Suggested Answer
S.T. Recruitment
8 Pool Lane
Chicago
10/06/12

Dear Helen Walker,
I am writing to apply for the position of administrative assistant, job reference number RY08/364. I am a hardworking, efficient person, with over 2 years' experience in the administrative sector.
I have experience of dealing with telephone calls, arranging meetings and business travel, filing, and copy typing. In addition, I have excellent computer skills and can use both word processors and spreadsheets. My typing speed is 60 words per minute.
Previous employers have praised my attention to detail, organizational skills and initiative. In addition, previous experience in the customer services sector means I have excellent people skills and work well in a team.
Please find my Curriculum Vitae attached.
Yours sincerely,
Robert Dean

Unit 3

1 Suggested Answers
1 After a successful job interview the employer or recruitment agency will usually phone the candidate to tell them they have got the job. Then they will send them more information, such as an employee handbook, and any forms they may need to fill out, in the mail.
2 I would ask questions about my pay, what benefits I'm entitled to, my working hours, the duration of the contract and if I can have a copy to read before I sign it.

Book 3 Answer Key

2 1 T 2 F 3 F
3 1 disburses 4 start date
2 eligible for 5 retirement benefits
3 bi-weekly 6 application
4 1 background 4 employee handbook
2 position 5 interview
3 medical benefits 6 qualify

5 Suggested Answer
The letter informs Ms. Mullen that she has got a job at Miller and Sons. Her supervisor will be Mr. Miller and she will start on Monday 10th of May. Her salary is $25,000 and will paid bi-weekly. Details of other benefits can be found in the employee handbook. If Ms. Mullen wants to accept the job, she needs to sign the attached document and send it to the company.

6 1 F 2 T 3 F
7 1 take a seat 5 employee handbook
2 looking forward 6 was wondering
3 start date 7 eligible
4 few questions

8 Suggested Answer
A: Hello Stephen. Please take a seat. It's been a while since our interview. How are you?
B: Well, thanks. And you?
A: Good. Although it's been quite stressful without a PA. I'm looking forward to you starting.
B: So am I. Thanks for giving me this opportunity.
A: I think you'll be a great asset to our team. Now, what did you want to meet with me about?
B: I have a few questions that we didn't get to discuss in the interview.
A: Such as ...
B: Well, I was wondering when I'll be eligible for medical care.
A: After one month you become eligible.
B: And will my family also be covered?
A: Of course. Your partner and children will also be covered.
9 Suggested Answer
Dear Mr. Knight,
I am pleased to offer you a job with our company. We were very impressed with your interview and skills. You will start in two weeks on Monday 10th of May. Your supervisor will be Ms. Rose. The salary is $25,000 per annum. It is disbursed bi-weekly. After one month you will become eligible for benefits such as medical care and retirement benefits. Please see the employee handbook enclosed for more details.

If you wish to accept the job offer, please sign the attached document and return it to our office. A stamped, addressed envelope is enclosed for your convenience. We look forward to welcoming you to our team.

Yours sincerely,
Annabelle Todd, President.

Unit 4

1 Suggested Answers
1. Some common problems with business transactions include lost or delayed orders, rude or unhelpful staff, incorrect bills and products that are of poor quality or damaged.
2. Companies can solve problems with delays by carefully keeping track of all orders and making sure that orders are dispatched on time. Companies can encourage staff to be helpful to customers. If there is a problem with a product, companies can replace or refund the item.

2
1 D 2 C 3 B
3
1 B 3 A 5 D
2 E 4 C 6 F
4 1 A 2 B 3 A

5 Suggested Answer
To provide good customer service for business transactions you can respond promptly to any inquiries from customers. It is also important to carefully organize and file the relevant documents when a customer makes an order. Customers should be sent an order confirmation immediately. It should include thanks for their purchase. You must make sure that all billing statements are correct. Should a customer have a complaint, handle it immediately and offer to refund or replace the product.

6 1 D 2 A

7
1 complaint 4 placed the order
2 order confirmation number 5 express shipping
3 order details 6 thirty percent discount
7 Fair enough

8 Suggested Answer
A: Good afternoon. I'm afraid I have a complaint.
B: Oh dear, I'm sure we can sort this out, though. Could you give me your order confirmation number?
A: Yes, it's KK675.
B: Great ... Okay, here are your details. What is the problem?
A: I ordered the goods on March 16th, by express delivery.
B: Yes, that's what we have here. Did they not arrive?
A: Yes, but 3 days late. Now I have angry customers. I didn't pay extra for express delivery to have the items arrive late.
B: I'm terribly sorry. I totally understand. I'll refund the shipping immediately and refund 50% of the items' cost too. Is that okay?
A: Yes. That's great. Thanks for understanding.

9 Suggested Answer
Dear Glocal Co.
I have been a customer with your company for several years now and have never had any problems before. However last week I ordered several items by express delivery. The order number is FK368. I needed the items urgently, and was sure I could trust Glocal Co. to deliver on time. Unfortunately the items arrived three days late: leaving me with angry customers and an expensive shipping bill for a service I did not receive. I would like at least the delivery costs of this order refunded. I hope to hear an explanation from the company soon, or I will be taking my business elsewhere.

Yours Sincerely,
Eleanor Drew

Unit 5

1 Suggested Answers
1. A good meeting agenda guides the meeting, making it more efficient and productive. An agenda makes the people involved in the meeting think about what the goals for the meeting are and allows them to prepare as necessary.
2. An agenda includes basic information about the meeting, such as who is involved, where it is held, the date, time and duration of the meeting. There will also be information about what will be covered in the meeting.
The meeting begins with the call to order and the roll call. Afterwards the standing committee will present a report. Then the special committees will discuss their findings. Following this a new international calling plan will be discussed, and new market findings will be presented. The meeting will adjourn after the announcements and the wrap up.

1. meeting
2. minutes
3. standing
4. calling plan
5. B
6. E
7. D
8. F
9. A
10. C
11. G
12. H
13. present
14. adjourned
15. approve

**Suggested Answer**

**Correspondence**
- approve previous minutes

**Reports:**
- CEO; quarterly report
- Head of Marketing; Consumer preference findings
- International Development Committee: Improving working conditions in the Congo

**Business**
- Old business
- New business

**Announcements**

**Adjourn**

**Unit 6**

**Suggested Answers**

1. Secretaries record what happens during meetings because it is important to have a record of the decisions and assigned actions from a meeting. These records can be useful if there is a disagreement because they clearly define what happened in a meeting.

2. Many different things can be discussed at business meetings. These could include discussions about ongoing or new projects, reports, for example sales plans or marketing strategies, budgets, or how to develop the company in the future.

**Suggested Answer**

A: Will there be any correspondence to discuss?
B: So far there isn’t. But leave it on the agenda in case anything changes.

A: No problem. What about reports?
B: Well, I’ll be giving my quarterly report. And the head of marketing will be presenting some findings as well.

A: Are we expecting anything from the committees?
B: Yes, just one presentation.

A: From which committee?
B: International Development.

A: Great, anything else?
B: There are some announcements to be included. I’ll email them to you.

A: Right. I’ll close the meeting with those.
B: Perfect. Don’t forget to give a copy of the agenda to everyone involved when you’ve finished.

**Suggested Answer**

Board of Directors Meeting Agenda

Location: Meeting Room 4
Date: 26th August
Time: 11am

Opening remarks
- call to order
- welcome

**Suggested Answer**

1. Was that a mistake
2. slow us down
3. out today
4. all set
5. Is that correct
6. giving your report
7. putting all this together
8. came out right
8 Suggested Answer
A: Are we ready for the meeting today, Tim?
B: Yes. I have last week's minutes here.
A: Did you include the business update?
B: Yes, but I didn't give details. Was that a mistake?
A: No, that's fine. Is this week's agenda all set?
B: Yes. The meeting convenes at four, doesn't it?
A: Yes, it does.
B: And you'll give your report right after the call to
A: That's right. And then it's the head of marketing
B: Okay, that's exactly what I wrote on the agenda.
A: Great job for putting this all together.
B: Thanks.
A: One last thing. Does everyone have a copy of the
B: Yes. I handed them out yesterday.

9 Suggested Answer
Dear All,
Just a quick reminder to say that we will be having a
meeting today, March 14th, in our offices. The
meeting will be called to order at 4pm. We will have
a report from Kim Black on the current status of the
company with a chance to ask any questions
afterwards. There will also be a report by Rachel
Marquez on the company's sales progress. This will
be followed by a discussion on financial planning. The
meeting will end after the minutes are approved. We
estimate the meeting will adjourn at 5:00pm.
Best Regards,
Mary Nell

Unit 7
1 Suggested Answers
1 Items that come in the mail include letters, invoices,
   bank statements, reports, legal documents, product
   samples and promotional material. Office supplies
   may also be delivered by mail.
2 To send mail you must write the recipient's name,
   address and zip code correctly on the outside of
   the mail. You will need to add the correct number
   of stamps for the size of the mail.

2 1 B 2 D 3 B

3 1 proofread 4 receive 7 sorted
2 confidential 5 stamp
3 letterhead 6 incoming mail

4 1 in-basket 4 responded 7 out-basket
2 distribute 5 mail log
3 mail room 6 document

5 Suggested Answer
Secretaries should open the letters, stamp each one
with the date and attach the envelope to the letter
with a paperclip. They should document incoming
mail by writing the sender's name and address and
the recipients name in the mail log. Lastly, they need
to sort and distribute the mail to its recipients. Any
items marked confidential should not be opened and
should be delivered directly to the recipient.

6 1 F 2 T 3 T

7 1 For starters 5 get started right away
2 not the point 6 in the future
3 It had better not 7 let you down
4 can't have

8 Suggested Answer
A: There are a number of issues.
B: I'm so sorry. What did I do wrong?
A: Firstly, you opened a letter marked confidential!
B: Yes, I'm sorry about that, I just didn't see it. I didn't
read anything, though.
A: That's not the point. This can't happen again.
B: Okay, I apologize.
A: That's not all. All the letters are stamped with
B: Really! I don't know where my mind was this
A: Go through all of today's mail again and fix it. Now.
B: Okay. I'll grab the mail log now and get started.
A: I can't have this level of disorganization in my
office. Even when it comes to simple tasks, Adam,
you have to get it right.

9 Suggested Answer
Dear Adam,
I just received the mail this morning and there were
several mistakes. Firstly, one letter marked as confidential
had been opened. This is unacceptable. Please pay
more attention. You also left the confidential letter in
my basket. Confidential mail must be delivered to the
recipient directly. Please remember this.
Next, only half the mail was stamped. It is essential
that you stamp and log all the mail. It is very
important for our company records. Please go and
check through all the mail immediately and stamp
and log any that wasn't done this morning. I cannot
have this disorganized behavior in my office. Please
try and get it right next time.
Unit 8

1 Suggested Answers
1 People write letters to communicate with each other. These days, thanks to email and cell phones, letters are usually only used in formal situations, for example to apply for a job or in business.
2 Some different types of letters people write are: offer letters, which make offers, announcement letters, which give information, acknowledgement letters, which say thanks for something you have received from someone, apology letters, which say sorry, congratulation letters, which express happiness at someone's success, complaint letters, which complain, inquiry letters, which ask questions, order letters, which order products and letters of recommendation, which recommend a person for a job position or promotion.

2 1 T 2 T 3 T
3 1 B 3 A 5 E 7 D
2 G 4 C 6 F
4 1 A 2 A 3 B

5 Suggested Answer
Today Lee has to write an offer letter, an announcement letter and a letter of congratulations.

6 1 C 2 D

7 1 hope I'm not disturbing you
2 it can wait until later
3 play catch up
4 accept or reject
5 good catch
6 mess things up
7 right way to go

8 Suggested Answer
A: Excuse me Jen. I hope I'm not disturbing you.
B: Not at all! Come in.
A: I got your email about those drafts.
B: You have questions?
A: Just one. It can wait if you're busy.
B: No. I'd rather get it over with now than leave it till later.
A: It's just that, you've asked me to offer Miss. Kelly the job. And have her accept or reject the position by Monday. Right?
B: Yes. So what's the problem?
A: Well it's Thursday. The mail room won't even pick up the letter till this afternoon. I doubt she'll get the letter before Saturday. So she'll only have one day to reply.

B: Oh, good catch. There's a chance it won't even arrive until Monday. I doubt she'll have time to get back to us.
A: I thought so. But I didn't want to cause problems.
B: Thanks for checking with me first. That's definitely the best thing to do if you're not sure about something.

9 Suggested Answer
Dear Miss. Kelly,
I am pleased to offer you the position of accounts manager with our company. We were very impressed with your interview and experience. The salary for the position is $40,000 per annum. It is disbursed monthly. After one month you will become eligible for benefits such as medical care and retirement benefits.
If you wish to accept the job offer, please sign the attached document and return it to our office by Wednesday. A stamped, addressed envelope is enclosed for your convenience. We look forward to welcoming you to our team.
Yours sincerely,
Jennifer Galloway

Unit 9

1 Suggested Answers
1 People use phones to speak to other people. People use phones when they want an answer quickly and instantly.
2 When answering the phone at work you should be polite and professional at all times. Before you put a customer on hold, ask if they would prefer to leave a message. When transferring a call, always say the name of the person the caller will speak to and tell the other person the caller's name before you connect them. You should never hang up on callers, and if a call is disconnected, you should call the other person back.

2 1 T 2 T 3 F
3 1 C 3 E 5 A
2 F 4 D 6 B
4 1 B 2 C 3 B

5 Suggested Answer
Screen the call to decide who the client should speak to. Connect their call to the person who will be able to assist them. Before you connect a call, first check if the person who will receive the call is available. Then, connect the call. Finally, announce
that the connection has been successful. If a call becomes disconnected call the client back and reconnect the call as fast as possible.

6 1 C 2 A

7 1 need to talk 5 upset about the delay
2 got off the phone 6 all of a sudden
3 can’t believe 7 Hang on a second
4 hang up on

8 Suggested Answer
A: Chris, we need to talk.
B: Is something wrong Miss. Giovanni?
A: I just had a call from Ms. Pearson. She was very angry. She told me that you hung up on her.
B: No, I would never hang up on a client. You know that.
A: So what happened?
B: I was screening the call to see who to connect her to. She seemed impatient and annoyed at the delay.
A: Okay.
B: And I was about to connect her to you when suddenly the phone was disconnected.
A: That’s possible. Miss. Giovanni often calls long distance.
B: That’s a relief. I thought I was in trouble!
A: Wait a moment. Did you call her back?
B: No. I assumed she’d call back.
A: That’s a problem. You should always call customers back if they are disconnected.

9 Suggested Answer
Incident Report
Date: 13/09/13

Today Miss. Giovanni called to complain that Chris Yates (my secretary) had hung up on her. She was very offended and quite angry.

I spoke to Chris about the incident. He explained that Miss. Giovanni was suddenly disconnected, which is probably because she was calling from abroad. However, Chris didn’t call her back and reconnect her which is a problem.

I’ve explained that in future he should always call back if a call is disconnected and that he must phone Miss Giovanni to apologize immediately.

Unit 10

1 Suggested Answers
1 Abbreviations are very useful if you need to write something quickly or save space. They can also make your work look more professional.

2 These include: attn. = attention, Re = regarding, Encl. = enclosed, ETA = estimated time of arrival, CEO = chief executive officer, Dir. = director, Corp. = corporation, inc. = incorporated, Limited = Ltd., Company = Co., e.g = exempli gratia (for example), et al = et alia (and others), min = minute, Mr = Mister, etc. = et cetera (and so on), i.e = id est (that is), dept = department, intro = introduction.

3 1 D 3 C 5 A 7 H 9 F
2 B 4 E 6 J 8 G

4 1 abbreviation 2 formal 3 heading

5 Suggested Answer
Abbreviations can be used to make your business correspondence look more professional. Even in the heading several abbreviations are useful such as Re. and attn. Abbreviations are frequently used for long words, like incorporated and limited company, which are very common in business writing.

6 1 T 2 F 3 F

7 1 Inc. 5 the runaround
2 pushing back 6 Do me a favor
3 changing 7 CEO
4 speed things up 8 on time

8 Suggested Answer
A: Hi Mrs. Rowley. I’ve just got an email from Super Ink Ltd., our new stationary supplier.
B: Okay Sue. What is it about?
A: Well, they’ve pushed back the ETA on our order.
B: That’s not good news. It’s bad business on their part, and those supplies were urgent. Have you called them?
A: I did but they just gave me the runaround.
B: Can you forward that email to my account?
A: Of course.
B: What’s the subject line?
A: It’s Re: Shipping date Order 2349
B: Okay, I think I’ll share that with the CEO and see if they’ll be a little bit more helpful when she calls.

9 Suggested Answer
Re: New ETA order no. 2349
Dear Martin Fields,
My company placed an order with Super Ink Ltd. last Weds for new printer ink and paper. We expected the supplies this Mon but instead received an email telling us the ETA was now Weds. Worse still, when
my secretary called you to find out why the delivery time had been changed, your staff were very unhelpful. I spoke to our CEO this afternoon whose very unhappy about this. If the supplies are not delivered by tomorrow afternoon we will be looking for a new supplier.

Yours,
Sandra Rowley
Marketing Dir.

Unit 11
1 Suggested Answers
1 Euro, yen, won, GB pound, Australian/ American dollar, Indian rupee, Brazilian real, Chinese yuan, Mexican peso, Turkish lira, Ukrainian hryvnia, Russian ruble, Vietnamese dong, Moroccan dirham, Polish Zloty, United Arab Emirates dirham.

2 Most major banks offer foreign currency, but may not have a wide selection. Alternatively, there are many websites that offer foreign currency. You can always get foreign currency at an airport, or at your destination at a local currency exchange. However the rates may be very high. If you have a bankcard, a good option is usually just to use an ATM.

2 1 T 2 T 3 F

3 1 B 2 C 3 A 4 E 5 D

4 1 hidden fees 3 exchange rate
2 bank 4 fair

5 Suggested Answer
If you want to get a good exchange rate for your cash you should first check the exchange rate online. This means you know what a fair exchange should be. Often the best place to change money is a bank, as they usually don't have hidden charges.

6 1 T 2 F 3 F

7 1 exchange rate 4 rate
2 compared 5 vacation
3 200 euros 6 local currency

8 Suggested Answer
A: Good afternoon. Can you please tell me the exchange rate for the Euro?
B: Sure. Today's rate is one dollar and forty cents to one euro.
A: Would you say that's a good rate compared to recent days?

B: Yes, the rate has been pretty stable lately.
A: Okay. I'd like to buy €400, please.
B: Is that all you need for today?
A: One more thing. Can you also tell me the exchange rate for the pound?
B: No problem. It's one dollar and sixty cents per pound.
A: That's a bit higher than normal, isn't it?
B: Only a few cents.
A: Okay, well I'll just take £100, please.
B: There you are. Enjoy your vacation.
A: Oh, it's for my boss's business trip, not me!

9 Suggested Answer
Dear Miranda, Just a quick note about currency for your trip. When you are in Germany, the currency will be the euro. I have got you €400 for the trip. However, if you need more remember that the exchange rate is currently about $1.40 per euro. Be careful of local currency exchanges offering much lower rates. There will usually be hidden charges. Your best option is to change currency in a bank.

In the UK, you will be using the pound. The exchange rate is usually about $1.50 per pound. I've only bought you £100, so you may well need more. Don't buy them at the airport, as the rates at airports are always very high. Either look for a currency exchange with a good rate, or go to a bank. Have a good trip.
Edward.

Unit 12
1 Suggested Answers
1 People use banks because they believe their money will be safer in a bank than at home. They may also get interest on their savings from banks. Banks are also useful if you need a loan or mortgage. Banks also issue credit and debit cards, which are convenient if you don't want to carry cash around.

2 At the bank people can withdraw or deposit money, make wire transfers, online bill payments and credit card transactions. Other financial transactions that may occur through a bank include mortgage loans and small business loans.

2 1 A 2 D 3 A

3 1 withdrawal 3 total 5 checks
2 deposit slip 4 bank 6 bank teller

4 1 A 2 A 3 B 4 A
5 Suggested Answer
To make a bank deposit, fill out a deposit slip with the date and total amount of cash. List the checks from largest to smallest. Place the cash, checks and deposit slip in the deposit bag and take it to the bank at the end of the day. If the bank is shut, leave the bag in the deposit box outside.

6 1 T 2 F 3 F

7 1 checking it over 5 won't be necessary
2 good to know 6 One more thing
3 spot a mistake 7 catching that
4 what a

8 Suggested Answer
A: Welcome to High Dale’s Bank. How can I help you?
B: Hi. I’d like to make a deposit for Westerton and Co.
A: Do you have a completed deposit slip?
B: Yes, right here. Would you mind checking it over for me though?
A: Of course. We always do.
B: That’s good to know.
A: Oops! You have five checks to deposit, but you’ve only written four here.
B: Oh no! What a silly mistake. Shall I fill out a new slip?
A: That won’t be necessary. We can just add it here.
B: Great.
A: Since you made a change, I’ll need you to initial the deposit slip. Just next to the total, please.
B: No problem. Here you are. Thanks for all your help.

9 Suggested Answer
How to make a bank deposit:
We make the bank deposit at the end of the day. You need to fill out a deposit slip with the date and total amount of cash and checks. The account number is already printed on the slip, so don’t worry about that. List the checks on the slip; write them down according to amount, from lowest to highest. This makes it much easier for you to calculate the total. Place the cash, checks and deposit slip in the deposit bag and take it to Green Bank on the high street. If the bank is shut, don’t worry. Just leave the bag in the deposit box outside.

Unit 13
1 Suggested Answers
1 Employees are often paid by direct deposit into their bank accounts. This can be weekly, bi-weekly or monthly and is often paid in arrears, for example May’s salary would be paid in June. Some employees may be paid in cash, usually in smaller firms and companies. Other employees may be paid by check.

2 Employees may get an increase in wages as a result of a promotion or pay raise. Some employees, often sales staff, work for commission, which means if they sell a lot of products, their wages will be increased.

2 1 F 2 T 3 F

3 1 direct deposit 5 overtime
2 commission 6 bonus
3 in arrears 7 fiscal
4 wage 8 raise

4 1 B 2 A 3 B 4 A

5 Suggested Answer
The company pays its employees on the 27th of each month. It pays them one month in arrears via direct deposit.

6 1 C 2 D

7 1 payroll department
2 there’s been some kind of mistake
3 get paid
4 direct deposit
5 gone through
6 in arrears
7 advance

8 Suggested Answer
A: Excuse me, is this the payroll department?
B: Yes. How can I help you?
A: I think there’s been a mistake with my pay.
B: Well, we pay your salary straight into your account by direct deposit.
A: I know. But I checked my account and nothing’s gone in. We do get paid on the 30th, don’t we?
B: Yes that’s right. This is a serious error. Has it gone in correctly before?
A: Actually, I’m a new employee. I only started 3 weeks ago so I’ve not been paid before.
B: Ah. That’s the problem. You see, we pay one month in arrears. That means you won’t get paid until the end of next month.
A: Oh no! I didn’t realize.
B: It’s okay. If you’re short on money, I can give you an advance.
9 Suggested Answer
Dear Payroll,
I started working at Jackson and Co. three weeks ago and I didn't realize we are paid in arrears. I have a lot of bills to pay this month, and my savings won't cover it. It would be really helpful if you could give me an advance on next month's salary. If you could give me $300 I would be very grateful. Could the money please be transferred to my account before Friday?
Thank you very much,
Claudia Brown.

Unit 14
1 Suggested Answers
1 Companies need to keep financial records for tax reasons. Financial records also provide information for stakeholders about financial performance and how well the company is doing. The company also needs these records to prove it is eligible for loans and to encourage investment. Financial records also allow a business to analyze its success and forecast future profits.
2 Companies need to keep records of all income and outgoings and calculate profits and losses. Businesses should record paid bills, checks, purchases, loan payments and credit card transactions. Companies need to keep important financial documents, such as bank statements, tax forms and receipts for their records.

2 1 C 2 C 3 B
3 1 profit/bank statement 3 cash flow/loss
   2 back up/forecast
4 1 income 3 outgoings
   2 overdue accounts 4 ledger

5 Suggested Answer
Bookkeeping is recording the financial transactions of a business and filing important financial documents, such as bank statements. It is important for tax reasons. Good bookkeeping also helps business to get loans from banks.

6 1 F 2 T 3 F
7 1 got some good news
   2 hear it
   3 better at it now than
   4 nothing like that
   5 much simpler

8 Suggested Answer
A: Good Morning, Alfred. I've got some good news for you.
B: Good morning Miss. Devon. What is it?
A: I know that bookkeeping has never been your favorite task.
B: True, but I'm much better at it now than I used to be.
A: Well, we've got something to make it much easier!
B: An accountant?
A: Not quite. We've got you some bookkeeping software.
B: Great! I've heard it makes the task much simpler.
A: It should free up a lot of your time.
B: So should we keep the filing system for our receipts and bank statements?
A: Absolutely. We still need to keep the paperwork to back up our records.

9 Suggested Answer
Dear James,
Welcome to the company. As you know you are in charge of bookkeeping. Good bookkeeping is essential to the company's success. Not only is it important for tax reasons, but organized and clear records make it easier for the company to get loans and secure investments.
The company has bookkeeping software, which is going to make keeping the ledger a whole lot easier for you.
The software makes bookkeeping simple by organizing figures and making calculations for you. It can also help you to monitor overdue accounts. However, it is still very important that we maintain the filing system for our receipts and bank statements. Keeping hardcopies of these documents as back up is essential.
If you have any questions, please ask.
Best,
Daniella.

Unit 15
1 Suggested Answers
1 When people owe money to a company, the company will usually send them letters reminding them that they owe payment. They may also call the debtor to ask for the money. If this has no effect they may threaten legal action to take the money from the other person.
If people don't pay the money they owe they may be taken to court and forced to pay the money. If they do not have the money their possessions or house may be taken as payment.

Suggested Answer

The letter is about an overdue payment. It asks the client to pay the amount as soon as possible because the end of the fiscal year is approaching. It also warns the client that if he does not pay by March the 1st, a 5% interest charge will be added to the payment.

Suggested Answer

A: Hello. It's Peter Mendez here. I just received a letter from you about my outstanding balance.
B: Ah yes. I remember.
A: There's a small problem. I'm also waiting for payment from a client. Until I get the money, I can't forward anything to you.
B: That's unfortunate. Do you have any idea when you'll get the payment?
A: I'm afraid I don't know. I hope within the month. The client is being very unhelpful about it all.
B: I see.
A: I was hoping you could waive the extra interest charge.
B: I'm afraid we can't. Our contract clearly states that we must charge interest if the full amount isn't paid by March the first.
A: I understand. I could pay some of the money. Say £200?
B: That would be great. But I'm afraid the extra charge would still stand.

Answer Key
Unit 1

Administrative Assistant (M): Mrs. Theaker? I've written that memo for you.

Manager: Oh good. Let me have a look. Hmm. I don't know.

Administrative Assistant: Is there something wrong?

Manager: It's just... a bit short. And it's kind of impersonal.

Administrative Assistant: How should I change it?

Manager: Well, it's an anniversary. So we should talk about the founding of the company.

Administrative Assistant: I'm sorry. I don't know much about that.

Manager: No? It was set up by two men who imported rubber.

Administrative Assistant: Really? How could they do that in these offices?

Manager: Oh, they started out at an old warehouse down the road. They relocated here back in the eighties.

Administrative Assistant: Okay, well, I'll definitely add that. Anything else?

Manager: Let's pop in something about the nineties. It wasn't exactly smooth sailing back then, but it made the company what it is today.

Administrative Assistant: So I should just mention that times were tough?

Manager: Tell you what, drop by my office around two o'clock. I'll give you the details then.

Administrative Assistant: Sounds good. I'll add in the part about the founding right now.

Manager: Thanks John. Talk to you later

Unit 2

Manager (F): All right, we need to employ an administrative assistant to cover Margaret while she's on sick leave. Can you place an ad with the employment agency please?

Secretary (M): Sure. What should I put in the ad?

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. Duties include answering the phone, data entry and word-processing.

Secretary: Got it. And do you want to describe the ideal person?

Manager: What do you mean?

Secretary: Things like, we want someone with some initiative. And it's important that they pay attention to detail.

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 starting ASAP.

Secretary: And how much are we paying?

Manager: Fifteen dollars an hour, approximately.

Secretary: And when do you want the ad placed?

Manager: By the end of the day, if possible.

Secretary: I'll see what I can do.

Unit 3

Supervisor (F): Come in. Oh, hi Ms. Mullen. Please take a seat.

PA (F): Thank you, Mrs. Miller.

Supervisor: How are you doing? It's been a while since your interview.

PA: Yes, it has. I'm well, and yourself?

Supervisor: Great! Although, it's kind of stressful without a PA right now. I'm looking forward to you starting. What was your start date again?

PA: May 10th. I'm excited to start, too. Thanks for giving me this opportunity.

Supervisor: 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 few questions that we didn't discuss during my interview.

Supervisor: Okay, go ahead.

PA: Well, I've been reading the employee handbook that you sent me and some of the benefits are unclear.

Supervisor: Okay, such as ...

PA: Well, I was wondering when I'll be eligible for medical benefits?

Supervisor: Employees become eligible for medical benefits after working here for one month.

PA: And what about my family? Are they covered under the plan also?

Supervisor: Of course. Your husband and children are also covered.

PA: Okay, that's great. I just wanted to clarify those things.

Unit 4

Sales Representative (F): Good afternoon. Global Co. This is Joan speaking. How can I help you?

Customer (M): Hi, Joan. This is Mr. Kilroy from PharmaShip.

Sales Representative: Hello, Mr. Kilroy. How are you?

Customer: I'm fine, and you?

Sales Representative: Very well. So, what can I do for you today?

Customer: Well, I'm afraid I have a complaint about an order.

Sales Representative: I'm sure I can help you. Could you give me your order confirmation number, please?

Customer: Yes, it's F-T-3-6-8.

Sales Representative: Okay. I have all of your order details here. Can you tell me what's wrong?

Customer: Well, when I placed the order, the delivery date was August 14th.

Sales Representative: Yes, it was. Have you not received the order?
Audioscripts

Customer: Yes, it arrived, but it was three business days late.
Sales Representative: I'm very sorry for the inconvenience.
Customer: I even paid for express shipping to ensure it would be here on time.
Sales Representative: 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 thirty percent discount on your next order. Is that acceptable?
Customer: Fair enough. Thanks.

Unit 5

VP (M): Good afternoon, Mary. I need you to type the agenda for our meeting tomorrow morning.
Secretary (F): Hi Mr. Miller. I can take care of that, sure.
VP: You know the usual start, don't you?
Secretary: Of course. We'll read the minutes from our last meeting and ask everyone to approve them. Will there be any correspondence to discuss?
VP: Not at the moment, 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: Are you expecting anything from the committees?
VP: Yes, there will be a quick presentation or two.
Secretary: You don't happen to remember from which committee, do you?
VP: I'm sorry, it's slipped my mind.
Secretary: No worries. 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 see that everybody gets one.
Secretary: Sure thing.

Unit 6

CEO (F): Are we ready for the meeting today, Martin?
Secretary (M): 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?
Secretary: I listed it, but I didn't give the details. Was that a mistake?
CEO: No, no, that's just fine. I just don't want anything to slow us down. Speaking of which, have you heard if anyone's going to be absent?
Secretary: I'm pretty sure Peter Sui is out today, but no one else. So there will still be a quorum.
CEO: Okay. And the agenda is all set?

Secretary: I think so. I said that the meeting will convene at 4:00. Is that correct?
CEO: Yes. It should last for about an hour.
Secretary: And you'll be giving your report directly after the call to order, right?
CEO: Yes. Then I'll be followed by the sales update.
Secretary: Making the committee updates last. Which is exactly what I have printed here.
CEO: Good job for putting all this together.
Secretary: Thanks, I'm glad it came out right.
CEO: Oh, one last thing. Does everyone have a copy of the agenda?
Secretary: Yes. I handed them out yesterday.

Unit 7

Manager (F): Charles, can you come in here for a minute, please?
Secretary (M): Sure. What do you need?
Manager: It's the mail. You received it this morning, didn't you?
Secretary: Yeah, the mail room guys brought it up hours ago. Is something wrong?
Manager: To be honest, yes, there are a number of issues.
Secretary: I'm so sorry! What did I do?
Manager: For starters, you opened a letter that was marked "confidential".
Secretary: Oh, right. I just wasn't paying attention at first. But I didn't read anything.
Manager: That's not the point. You need to focus on what you're doing.
Secretary: It won't happen again.
Manager: It had better not. But that's not all. None of today's letters were stamped with the correct date.
Secretary: I can't believe I forgot that. I don't know what I was thinking.
Manager: I want you to go through all of today's mail again and fix it. I can't have this kind of disorganized behavior in my office.
Secretary: I understand. I'll grab the mail log and get started right away.
Manager: And Charles, in the future, please get it right the first time.
Secretary: I won't let you down again, I promise.

Unit 8

Secretary (M): Excuse me, Sarah. I hope I'm not disturbing you.
Supervisor (F): Not at all! Come in.
Secretary: I got your email about those drafts.
Supervisor: Okay, but you have questions?
Secretary: Just one. But it can wait until later if you're busy.
Supervisor: I'd rather get it over with now than play catch up later.
Supervisor (M): Rebecca, we need to talk.
Secretary (F): Is something wrong?
Administrator (M): I just got off the phone with Charles Seneca. I can't believe you hung up on him!
Secretary: Mr. Bryant, I promise, I didn't hang up on 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 upset about the delay.
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 all of a sudden 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: Hang on a second. 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.

Unit 9

Supervisor: Wow, it's their first order with us and they're already changing 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 speed things up?
Supervisor: I see. Do me a favor, 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 CEO and see if she can convince them to ship on time.
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.
Secretary: Should I contact our old supplier?
Supervisor: Maybe. Who was it again?
Secretary: PaperCorp.
Supervisor: Get their number out. But don't call just yet.

Unit 11

Teller (F): Good afternoon, Sir. Welcome to Hilltown Bank. What can I do for you today?
Assistant (M): Good afternoon. Can you please tell me today's exchange rate 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, compared to recent days?
Teller: Yes. The euro has been pretty stable compared to the dollar lately.
Assistant: Great. I'd like to buy 200 euros please.
Teller: Sure. Will that be all for you?
Assistant: Not quite. I'll also need the rate 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 need to get one hundred pounds as well, please.
Teller: Got it. So are you going on vacation or on a business trip?
Assistant: Oh, I wish it was for me. My boss is traveling on business and asked me to get some local currency for taxis and lunches.
Teller: Well, I hope that your boss enjoys the trip. Your total is written on this receipt.
Assistant: Perfect. Thank you.

Unit 12

Teller (M): Welcome to Community Bank and Trust. How may I help you today?
Secretary (F): I'd like to make a deposit for Anderson and Co.
Audioscripts

Teller: Great. Do you have a completed deposit slip?
Secretary: Yes, I have it right here. But would you mind checking it over to see if there are any mistakes? It's my first deposit for them and I don't want to do it wrong.
Teller: Oh, of course. We always do anyway.
Secretary: That's good to know.
Teller: Well, I can actually spot a mistake already. You have five checks to deposit, but you've only listed four.
Secretary: I'm sorry, what a silly mistake! Should I fill out a new deposit slip?
Teller: That won't be necessary, ma'am. You can just add the fifth check to the list and change the total amount.
Secretary: Okay, done. Anything else?
Teller: One more thing. Since you made a change to the deposit slip, I'll need you to initial it.
Secretary: Sure, just anywhere?
Teller: Next to the new total amount, thanks.
Secretary: There you go. Thanks for catching that, I appreciate it.
Teller: My pleasure. Here's your receipt for today.
Secretary: Wonderful. See you next time.

Unit 13

Secretary (M): Excuse me, this is the payroll department, isn't it?
Payroll (F): It is. What can I do for you?
Secretary: Well, I think there's been some kind of mistake. 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 get paid.
Payroll: Well, we pay your salary straight into your account by direct deposit.
Secretary: I know, but I checked my bank account and nothing went in.
Payroll: That's strange. Has it gone through 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 in arrears. 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 advance.
Secretary: Can you?
Payroll: Yes, we can give you a check for up to fifty percent of your basic monthly salary, but just for this month.
Secretary: That would be great. I'd really appreciate it.
Payroll: No problem. Just fill out this form.

Unit 14

Manager (F): Good morning, Alex. I've got some good news for you.
Secretary (M): Oh, hi Ms. Roberts. Let's hear it.
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 better at it now than 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, nothing like that. We've gotten you some bookkeeping software.
Secretary: Yeah? I've heard that makes measuring cash flow much simpler.
Manager: Hopefully it should free up 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 payments and outgoings, we'll still need the paperwork to back it up.
Secretary: That makes sense. So when can I get started on it?
Manager: Right away, if you're ready.
Secretary: Let's see. I have to check the ledger for overdue accounts first, then I'll be free.
Manager: Actually, I'm pretty sure that the program will do that for you, too.
Secretary: Excellent, let's get going then.

Unit 15

Assistant: Good afternoon, Tanya Westerton speaking.
Customer: Hello, it's Dan Penrose here. I got a letter from you about my outstanding balance.
Assistant: Oh yes, I remember.
Customer: You see, there's a small problem. I'm expecting some money myself, and I can't forward you anything until I receive that.
Assistant: When do you expect to receive that payment?
Customer: I wish I knew for certain. I've sent an invoice, but I've got nothing from the customer yet.
Assistant: I see.
Customer: Anyway, I was hoping you could waive 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 paid in full by March 1st.
Customer: I could pay you some of the money, say, two hundred pounds.
Assistant: We would appreciate that, but I'm afraid the interest charge would still stand.
Customer: There's nothing you can do?
Assistant: I'm sorry, no.
Customer: Okay, I'll just have to send my client another letter.
Assistant: I suggest you do. I hope he remits payment to you soon.
Customer: I hope so too. Bye then.
Career Paths English: Secretarial is a new educational resource for secretarial professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths English: Secretarial addresses topics including office equipment, bookkeeping, business correspondence, communications, and computers.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

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