Test Your Professional English: Secretarial is one in a series of ten useful Test Your Professional English books. This thoroughly revised and updated edition features 60 clear and simple tests for students or people working in administrative positions such as secretaries and personal assistants. The book is organized into 8 sections and covers over 500 key words and expressions in areas such as the office environment, telephoning, the latest technology, meetings, handling visitors, written communication and money matters.

- 60 tests covering over 500 key words and expressions
- Wide variety of tests, including crosswords, cartoons, fill-the-gaps, and many more
- NEW – Tips on using English for work
- A-Z word list and full answer key
- Ideal for self-study and classroom use

Published and distributed by Pearson Education Limited
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<td>81</td>
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<td>89</td>
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<tr>
<td></td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>97</td>
</tr>
</tbody>
</table>

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To the student

Do you use English in your work or in your studies? Perhaps you are working in an English speaking country or perhaps you need English to communicate with people from other countries. Whatever your background, the tests in this book will help you improve your English. You can check your knowledge of key vocabulary and essential expressions and see how these terms are used. This will help you to communicate more effectively and confidently in your work or in your studies.

The book has been divided into eight sections. Each section deals with an important topic area in the field of secretarial work from the office to money matters. You may choose to work through the book from beginning to end or may find it more useful to select chapters according to your interests and needs.

Many tests also have tips (advice) on language, language learning and professional information. Do read these explanations and tips; they are there to help you.

To make the book more challenging and more fun, many different kinds of tests are used, including sentence transformation, gap-filling, word families, multiple choice and crosswords. There is a key at the back of the book so that you can check your answers; and a word list to help you revise key vocabulary.

Vocabulary is an important part of language learning and this book will help you to develop your specialist vocabulary. When you are learning vocabulary, notice how words are used (grammar) and when they are used (context). Perhaps you only need to recognise certain items of vocabulary when you read or hear them but if you need to be able to use them yourself at a later date, practise making sentences of your own. The tests in this book will help you check what you know and increase your knowledge of new concepts and terms in a structured and systematic way.

Alison Pohl
The full series consists of:

| Test Your Professional English: Accounting | Alison Pohl |
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| Test Your Professional English: Marketing | Simon Sweeney |
| Test Your Professional English: Medical | Alison Pohl |
| Test Your Professional English: Secretarial | Alison Pohl |
# Office items

Write the number of each item next to the correct word or phrase.

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>stapler</td>
<td>5</td>
<td>drawing pins</td>
</tr>
<tr>
<td>staples</td>
<td></td>
<td>Post-it notes</td>
</tr>
<tr>
<td>hole punch</td>
<td></td>
<td>magazine file</td>
</tr>
<tr>
<td>scissors</td>
<td></td>
<td>diary</td>
</tr>
<tr>
<td>paper trimmer</td>
<td></td>
<td>calculator</td>
</tr>
<tr>
<td>foldback clips</td>
<td></td>
<td>correction fluid</td>
</tr>
</tbody>
</table>
Office furniture

Look at the drawings below and on the page opposite and write the numbers 1-24 next to the correct word or phrase.

<table>
<thead>
<tr>
<th>Object</th>
<th>Number</th>
<th>Object</th>
</tr>
</thead>
<tbody>
<tr>
<td>desk</td>
<td>18</td>
<td>wall planner</td>
</tr>
<tr>
<td>swivel chair</td>
<td></td>
<td>lamp</td>
</tr>
<tr>
<td>keyboard</td>
<td></td>
<td>fire extinguisher</td>
</tr>
<tr>
<td>notice board</td>
<td></td>
<td>mouse</td>
</tr>
<tr>
<td>drawer</td>
<td></td>
<td>plant</td>
</tr>
<tr>
<td>waste-paper basket</td>
<td></td>
<td>shredder</td>
</tr>
<tr>
<td>monitor</td>
<td></td>
<td>coat hook</td>
</tr>
<tr>
<td>bookcase</td>
<td></td>
<td>printer</td>
</tr>
<tr>
<td>telephone</td>
<td></td>
<td>blind</td>
</tr>
<tr>
<td>in-tray</td>
<td></td>
<td>fan</td>
</tr>
<tr>
<td>clock</td>
<td></td>
<td>filing cabinet</td>
</tr>
<tr>
<td>scanner</td>
<td></td>
<td>personal computer</td>
</tr>
</tbody>
</table>

Diagram of an office desk with a computer, keyboard, monitor, etc.
Stationery supplies

Match the following descriptions with the correct word(s).

1. The people who make and supply us with company stationery, business cards, etc.
   - a. recycled

2. The first page of a business letter is always written on a sheet of paper with this at the top.
   - b. index flags

3. The special design or way of writing the company name which is found on advertising material, price lists and writing paper.
   - c. notepad

4. This kind of paper is better for the environment, it's made from waste fibres.
   - d. transparency film

5. Letters are folded and put in this for posting.
   - e. letterhead

6. A small piece of paper placed in a package when a letter isn't required.
   - f. printers

7. This is stuck on a parcel or package for posting.
   - g. compliments slip

8. When stationery is required this is completed.
   - h. logo

9. Reminders, notes, dates, times and details are some of the things you can quickly write down in this.
   - i. label

10. These are perfect for tabbing, indexing and coding pages so you can find them immediately.
    - j. envelope

11. You will need this if you want to make copies that can be shown on an overhead projector.
    - k. requisition

<table>
<thead>
<tr>
<th></th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
</tr>
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<tbody>
<tr>
<td>f</td>
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<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>
Quantities

Match up the following quantities with the pictures below:

1. a ream of _________
2. a bar of _________
3. a ball of _________
4. a set of _________
5. a jar of _________
6. a bottle of _________
7. a pack of _________
8. a box of _________
9. a can of _________
10. a bag of _________
11. a tube of _________
12. a roll of _________

We nearly always join the quantity word and noun with the preposition of. The verb which follows is either singular or plural depending on the quantity word and not the noun. For example: The rolls of tape have been ordered (plural). The box of envelopes has arrived (singular).
A Fill in the missing words in the instructions. Choose from the box.

ashtrays bend block drawers electrical exit guards replace securely stand switch top trailing trolley
1. Handle equipment as instructed and **switch** off machines when not in use.

2. Avoid having __________ flexes from electrical sockets to machines.

3. Do not __________ corridors and gangways with bags and boxes.

4. If a machine isn't working properly, do not tamper with __________ parts.

5. Read fire notices and know where your nearest __________ is.

6. Check that __________ are fitted on machines such as guillotines.

7. Smokers must use __________ and not the waste-paper basket.

8. __________ the cap on cleaning and correcting fluid bottles immediately after use.

9. Make sure equipment is placed __________ on desk tops.

10. When lifting things from the floor __________ your legs to avoid back strain.

11. Do not carry heavy objects. Use a __________.

12. Do not place heavy items in the __________ drawer of a cabinet.

13. Do not allow __________ to stick out into gangways.

14. Do not __________ on a swivel chair, use a step-ladder.

B. Now match each sentence 1–14 with the situations in the drawing and write them in the box below.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
</tr>
</thead>
<tbody>
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<td>j</td>
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<td></td>
</tr>
</tbody>
</table>
Safety and security: word building 1

Use the words in **bold** at the end of each of the following sentences to form a word that fits the blank space.

1. If you see anything **suspicious** call the police.

2. The receptionist should sit facing the __________ so she can see who is coming in.

3. Personal bags and other __________ things should be locked in a drawer or cupboard.

4. If you want to go into the central computer room, you must get official __________.

5. Employees and visitors must use their __________ code to enter parts of the building.

6. Many criminals break in at night so make sure the windows are __________ locked when you leave the building.

7. The company will not accept __________ for any personal items that are lost or stolen.

8. Many alarm systems use __________ which can detect body heat or vibrations.

9. A smoke __________ will warn employees if there is a fire in the building.

10. Computer __________ is of great importance because company information could be accessed and used by criminals.

11. The company’s insurance will protect against __________ damage or loss.

---

In numbers 3 and 11 above the suffixes **-able** and **-al** are added to words to form an adjective. Can you think of any other adjectives that end in these suffixes? You can practise more word building in Test 22.
Reference books

Where would you find the information? Write the number beside the source below.

<table>
<thead>
<tr>
<th>term</th>
<th>number</th>
</tr>
</thead>
<tbody>
<tr>
<td>dictionary</td>
<td>10</td>
</tr>
<tr>
<td>encyclopaedia</td>
<td></td>
</tr>
<tr>
<td>atlas</td>
<td></td>
</tr>
<tr>
<td>index</td>
<td></td>
</tr>
<tr>
<td>thesaurus</td>
<td></td>
</tr>
<tr>
<td>travel guide</td>
<td></td>
</tr>
<tr>
<td>Who's Who</td>
<td></td>
</tr>
<tr>
<td>manual</td>
<td></td>
</tr>
<tr>
<td>directory</td>
<td></td>
</tr>
<tr>
<td>catalogue</td>
<td></td>
</tr>
<tr>
<td>diary</td>
<td></td>
</tr>
<tr>
<td>brochure</td>
<td></td>
</tr>
<tr>
<td>rail timetable</td>
<td></td>
</tr>
<tr>
<td>World Calendar of Holidays</td>
<td></td>
</tr>
</tbody>
</table>

'Just a moment, I'll look you up in Who's Who!'
1. Is the boss in the office next Thursday?
2. Lord Graves has made an appointment to see the boss but who is he?
3. What does this flashing light on the photocopier mean?
4. What sorts of pens do the suppliers have?
5. Will offices be closed in Norway on 2 January?
6. I don’t know anything about the production of cotton. Where can we find some information about it?
7. Where did I file the papers about Juan Antonio Fernandez Ruiz?
8. What’s the phone number for the book shop?
9. We need some general information about new phone systems.
10. What does ‘thesaurus’ mean?
11. What time does the first train leave on Monday?
12. Where is Trinidad?
13. Monika Brass is off to India next week and she needs some information about the country.
14. I need another word for ‘information’.

Who’s Who is a reference book that contains information about people with titles such as Lord, Lady, Duke, Duchess, important and/or famous people.
Choose the correct words in the following text.

This is a very happy office so I’m sure you’ll get (1) **on/over** with everyone here. I’ll ask Ann to show you (2) **round/across** the building later. First of all I’d like to go (3) **ahead/over** a few points with you.

If you can’t hear someone very well on the phone ask them to speak (4) **up/back**. If you can’t get (5) **across/through** to my office, connect the caller with Jan in room 202 or take (6) **down/on** their number and I’ll call them (7) **away/back**.

Your first job in the morning is to look (8) **into/through** the mail. You should sort (9) **from/out** the private letters from the business ones.

This will be your desk. When you’re filling (10) **in/off** the order forms make sure the prices are correct. If you’re not sure about product numbers, look them (11) **over/up** in the catalogue. It can all be a bit confusing but I’m sure you’ll soon pick it (12) **up/out**.

I’m going to a conference tomorrow, so could you look (13) **out/after** the slides which I’ve listed here.

I hope everything is clear, and that you’re looking (14) **forward/ahead** to working with us. I’ll let Ann introduce you to some of the others and then you can get (15) **on/down** to work.
B Now choose the phrase which is similar in meaning to the phrasal verbs numbered on page 11.

a return the call ______
b be happy for the future ______
c start ______
d learn ______
e writing the details ______
f make a phone connection ______
g discuss ______
h write down ______
i find and check ______
j become friends ______
k check ______
l show the most important places ______
m separate ______
n speak more loudly ______
o find and place together ______
Receiving visitors

Look at the visitor’s replies then fill in the personal assistant’s missing words. Choose from the following.

a. Would you like something to eat?

b. Can I bring you something to drink?

c. Shall I call a taxi?

d. Can I take your coat?

e. Could I ask you to sign the visitor’s book please?

f. Would you like to take a seat?

g. Hello, I’m Maria Cavallir’s PA. Pleased to meet you.

‘Can I take your coat?’
<table>
<thead>
<tr>
<th>Personal assistant</th>
<th>Visitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Pleased to meet you, too.</td>
</tr>
<tr>
<td>2</td>
<td>Yes, thank you.</td>
</tr>
<tr>
<td></td>
<td>No thank you, I've been sitting all day.</td>
</tr>
<tr>
<td></td>
<td>Yes please, a coffee would be most welcome.</td>
</tr>
<tr>
<td>5</td>
<td>Yes, of course.</td>
</tr>
<tr>
<td></td>
<td>Thank you, but no. I'm not hungry.</td>
</tr>
<tr>
<td></td>
<td>No, thank you. I'd rather walk.</td>
</tr>
</tbody>
</table>

In the UK and the USA, people shake hands when they meet for the first time or when they haven't seen each other for some time. They also shake hands when saying goodbye to these people. They don't shake hands with people they see regularly. What happens in your country?
How would you offer to help the visitors? Match sentences 1–14 below with sentences a–n on page 16.

1. I seem to have lost the details of the hotel. _____
2. I’m going to be late for my next appointment. _____
3. My luggage didn’t arrive at the airport. _____
4. I need some local currency. _____
5. How can I get to the town centre? _____
6. I think I’ll have to book into a hotel for tonight. _____
7. I need to charge my mobile phone. _____
8. I have to confirm my return flight. _____
9. I’m not sure I can find my way out of this building! _____
10. I have an appointment to see Alana Jones. _____
11. I can’t carry all these boxes. _____
12. I have to mail my office. Is there somewhere I can sit to use my laptop? _____
13. My price list is three years old. _____
14. My assistant must have these figures today. _____
a. I'll tell her you're here.
b. I can change some money for you at the bank.
c. If you give me his number, I'll fax them for you.
d. I'll write down the name and address for you.
e. I'll show you where you can plug it in.
f. I'll find a free desk for you.
g. I'll call and see if they've found it.
h. I'll get the porter to help you.
i. I'll show you on a map.
j. I'll get you an up-to-date one.
k. I'll call them and explain you'll be late.
l. I'll show you the way.
m. I'll call the airline and do that for you.
n. I can make a reservation for you.

' My luggage didn't arrive at the airport.'
Arranging appointments

Complete the following phone dialogues by choosing the missing lines from the box. Use each line once only.

a) Yes, that’s fine. I’ll make a note of that.
b) Just a moment and I’ll check. Yes, Richard’s free on Tuesday morning but only until 11.30 a.m.
c) Thanks for your help and I’m sorry for the confusion.
d) One moment please and I’ll check her diary. Would Monday afternoon be suitable?
e) Hello again.
f) Good morning. This is Sue Chalmers, Richard Bart’s PA.

Sue: (1) __f__
Alan: Good morning Sue.
Sue: I’d like to make an appointment for Richard to see Helen Grey at the beginning of next week.
Alan: (2) _____
Sue: Yes, fine. Can we say two o’clock in the afternoon at Richard’s office?
Alan: (3) _____
Sue: Thanks a lot. Goodbye.
Alan: Bye.

Alan: Hello. This is Alan Walls, Helen Grey’s secretary.
Sue: (4) _____
Alan: I’m afraid Helen won’t be able to make the appointment which we arranged earlier. I didn’t know that she’d already organised something for Monday afternoon. Can we find an alternative time?
Sue: (5) _____
Alan: That would be OK if they could meet at about 9.30.
Sue: Yes, that’ll be fine.
Alan: (6) _____
Sue: Don’t worry. These things happen.
Alan: Bye.

A secretary, today, is expected to deal with tasks independently and responsibly. A PA (personal assistant) will be expected to make some decisions on behalf of his/her boss.
Dates and times

Fill in the missing prepositions in the sentences below by choosing a word from the box. Sometimes more than one preposition can be used.

at  from  by  before  during  to  for
between  in  on  until  after

I have an appointment to see Chris Yang __at__ two o'clock __on__ Friday 16th.

Jules Frost is in New York _______ the moment and I'm unable to make any arrangements _______ he returns.

She's due back in the office _______ a few minutes if the meeting ends _______ time.

He's away _______ two weeks, but Ruth Brunnel is dealing with the matter.

I'm afraid the office will be closed _______ Christmas _______ four days but _______ this time you can ring our emergency number.

I'll confirm the details _______ Tuesday morning _______ the latest.

Could you send me details of the conference _______ the same time?

I'm sorry Barry can't make it _______ the morning but the afternoon would be possible.

They would like you to speak _______ the beginning of the conference.
Melissa Charme doesn’t work ________ Tuesdays!

You’ll receive the papers ________ the next few days and then we can arrange a meeting ________ a week’s time.

Regine Schmidt won’t be available ________ 4th and 10th September.

Please check the details ________ returning the form.

It would be best to discuss contracts ________ lunch as the morning agenda is pretty full.

The training sessions are to take place ________ 26th February ________ 2nd March.

---

At is used with points of time, in refers to longer periods of time, on is used with particular days or dates.

By six o’clock means six o’clock at the latest but until six o’clock means continuation up to six o’clock.
Travel arrangements

Choose the best word or phrase to complete each of the following sentences.

1. The dates and times of all travel, meetings and events should be listed carefully in the
   a) timeplan    b) itinerary    c) calendar    d) index

2. Always allow enough time for travel ____________ between trains and planes.
   a) connections    b) links    c) connects    d) lines

3. After flying across time zones people often suffer from
   a) plane lag    b) allergy    c) jet lag    d) time loss

4. Allow extra time for the journey to the airport if the flight leaves around ____________ when everyone is going to or from work.
   a) busy time    b) hurry hour    c) work time    d) rush hour

5. Most business people prefer to travel with ____________ airlines so that they can change their flight, if necessary.
   a) normal    b) scheduled    c) charter    d) private

6. Having to take a lot of heavy equipment means they will probably exceed the ____________ allowed by the airline.
   a) baggage allowance    b) luggage    c) suitcase level    d) load capacity

- Mr and Mrs Trumann want you to book one hotel room with bathroom, so you should book a
  a) twin room    b) double room en suite    c) connecting room    d) single adjoining room
8 Remember that departure and arrival times are given in __________ time.
   a) synchronized  b) coordinated  c) international  d) local

9 If the directors want to come home as quickly as possible, don’t book them on a __________ flight, which will mean staying somewhere on the way.
   a) stopover  b) indirect  c) charter  d) stop-and-go

10 Flights within your own country are known as __________ flights.
   a) interior  b) home  c) domestic  d) national

Always allow enough time ...

Travel is used as a verb or adjective. Journey is used as a noun and refers to the time spent moving from one place to another. Trip is a noun and normally refers to the journey and the time spent away from home.
14 Preparations

There are several things which business people need before leaving the office. Complete the following words.

1. They will need these before they can check in for their flight. **AIR TICKETS**

2. They can’t leave the country without one of these. **P**

3. This is required for some countries and you will have to apply for this well in advance. **V**

4. These will help them find their way on the trip. **M**

5. They’ll find some useful foreign words in this. **P B**

6. Write their names and addresses on these and they can fix them to their suitcases. **B T**

7. Overhead transparencies and slides, etc. **V A**

8. Don’t forget the documentation in other languages. **T**

9. They’ll have to take some of these products to show other companies. **S**

10. They should have plenty of these in their cases to tell people who they are and who they work for. **B C**

11. They’ll need some money for the countries they’re visiting. **F C**

12. To make that important phone call they’ll need their ... **M**

13. And just in case they fall ill they’ll need some ... **M INSURANCE**

14. They’ll need this to stay in touch by e-mail and to write reports. **L**
15 Booking a room

Fill in the missing words in the hotel web page below. Choose from the box.

securely print confirm proposed facilities fax completed en suite
ground-floor reservation availability dietary details alternatives

The Seamer hotel welcomes you to our on-line booking service. To make a booking please enter your (1) _______ details _______ in the form below. You may use this form to check on (2) _______ or to make a (3) _______. Please fill in as many details as possible regarding your (4) _______ stay. If you wish you may alternatively choose to (5) _______ a copy of the form that you can send to the hotel by regular mail or (6) _______. Please ensure the form is fully (7) _______.

We will contact you within 24 hours by phone or e-mail to (8) _______ your booking. Otherwise the hotel will offer possible (9) _______ to you.

All rooms are (10) _______ with shower or bath. (11) _______ in all our rooms include coffee maker, cable TV, phone and computer connection.

If you have any special requirements, such as a (12) _______ room, please write them in the box provided. Please indicate if you require vegetarian food or have other special (13) _______ requirements. All credit card details will be transmitted (14) _______ from this site.
A place to stay: phrasal verbs 2

A  Choose the verb on the right which is similar in meaning to the phrasal verb on the left.

- turn up
- turn down
- try out
- look into
- take out
- run out of
- turn out
- call off
- give up
- put up

- have none left
- entertain
- enquire about
- arrive
- accommodate
- evaluate
- reduce
- stop
- prove to be
- cancel

Now fill in the missing phrasal verbs in the sentences below. Choose from the words on the left above.

1. I've arranged for the sales team to be ________ at the Hotel Gran.

2. We've never used it before so I thought they could ________ it ________.

3. Our clients are complaining about the loud music. Could you ________ it ________ please?

4. I hope the Palladium and the Plaza ________ to be as good as the hotel in Central Square.
The bar at the Royalty Hotel is terrible. They often _________ drinks.

Paco Hernandez had problems at the Hotel Europe because he didn’t _________ until midnight and they’d given his room to another guest.

I’ve cancelled the suite at the Kings Hotel because the Prince has decided to _________ his visit.

I must _________ prices at the Castel Albertine. They say you can get special rates.

He wants to _________ the group _________ to the theatre tonight.

The hotels were all full yesterday. I had to _________ looking for a room in a central hotel and get one in the south.

The bar at the Royalty Hotel is terrible!

A phrasal verb is a verb combined with an adverb or preposition which can give the verb a new meaning. It is possible for one verb to form combinations with several different particles creating a different meaning for each.
Qualities

A The adjectives in box A describe the good qualities of a secretary and of a secretarial job. Decide which adjectives describe a person and which describe a job and write them on the solid lines in the spider diagram below.

- hard-working
- satisfying
- reliable
- challenging
- well-paid
- calm
- varied
- enthusiastic
- interesting
- enjoyable
- well-organized
- polite
- trustworthy
- sensible

hard-working

Person

Qualities

Job

B The adjectives in box B describe bad qualities and are the opposites of words in box A. Match them with their opposite.

- deceitful
- lazy
- badly-paid
- unreliable
- unpleasant
- boring
- frustrating
- excitable
- silly
- monotonous
- uninterested
- chaotic
- dead-end
- rude

One way to organize vocabulary is to group words together according to topic. The exercise above uses adjectives only but you can mix nouns, verbs, adjectives, adverbs and phrases, too. You can add new words to the diagram as you learn them.
Secretarial duties

Which word can be combined with the sets of verbs below? The completed list shows the main secretarial duties.

1. welcome, receive, help
2. browse, surf, download from
3. make, connect, answer
4. arrange, attend, go to
5. read, type, send, fax
6. file, maintain, keep
7. receive, pay out, handle
8. control, order, write on
9. take, type up, distribute
10. arrange, book, confirm, pay for
11. photocopy, complete, process
12. schedule, make, cancel
13. process, tabulate, draw graphs of
14. send, receive, open, forward

VISITORS

P________

____ING____

____TT____

R____DS

____A____

ST_______Y

____I____S

A____DA___N

D_______

________EPP____M____

ST_________

____A____

Section 3: Secretaries and the company 27
Which department is being described? Choose from the box.

accounts  finance  marketing  sales  information technology  legal
production  purchasing  research and development  human resources

1. The __________ department is responsible for manufacturing
   the products which are then sold.

2. The __________ department decides on where to sell the
   products, how to advertise them and the price.

3. The __________ department handles orders for the company’s
   products.

4. The employees in the __________ department read,
   understand and interpret documents connected with the law.

5. The __________ department is responsible for paying salaries,
   employing new staff and keeping files on each employee.

6. The people in the __________ department compare prices and
   discounts from the suppliers and buy materials.

7. All the invoices from both purchases and sales are processed in
   the __________ department.

8. The end of year results are analysed, the budget set and short- and
   long-term loans arranged in the __________ department.

9. The experts in the __________ department maintain the
   company’s computer systems, up-date software and develop new
   computer applications.

10. The __________ department improves, adapts and changes the
    products and works to make technical plans for products for the
    future.

26 Section 3: Secretaries and the company
Company activity

1. Helmut Seddig **founded** the company in Leipzig in 1978.
   a) created  b) founded  c) grounded  d) formulated

2. The company has been very successful over the last few years and has _______ by 36%.
   a) expanded  b) grown up  c) risen  d) developed

3. The company is now _______ in Chicago in the USA.
   a) rooted  b) settled  c) set  d) based

4. Because company activities have changed they will have to _______ the company.
   a) rebuild  b) restructure  c) remake  d) remould

5. It has become more difficult to sell our services because we have to _______ with larger international companies.
   a) argue  b) control  c) compete  d) stand

6. Because it is increasingly expensive to employ people in Europe, the company has decided to _______ to south-east Asia.
   a) relocate  b) transfer  c) export  d) shift
The company has increased its _______ of products.

a) offer  
b) palette  
c) catalogue  
d) range

The company began by making bicycles and then _______ into the manufacture of high-quality metal parts.

a) diversified  
b) changed  
c) grew  
d) turned

Research has shown that people would use our services in Newtown so we're going to open a new ______ there.

a) department  
b) arm  
c) branch  
d) deposit

The company has decided to _______ the football team because of the publicity it will bring.

a) pay  
b) sponsor  
c) contribute  
d) grant
A Add a prefix to each of these adjectives in the box to form an opposite. Use im-, un-, in-, il-, dis-.

|_possible |_friendly |_polite |_comfortable |
|_honest |_employed |_convenient |_tidy |
|_happy |_correct |_legible |_legal |

Now use one of these adjectives to complete the following sentences.

1 This is too difficult, it's simply **impossible**.

2 He should try to be nicer to customers, he's so __________.

3 A man or woman could do this job equally well. Anyway, it's __________ to discriminate nowadays.

4 I can't read her writing, it's __________.

5 I'm afraid there's a mistake. The dates are __________.

6 He's got three young children and finds working at night very __________.

*He should try to be nicer to customers.*
The following verb prefixes have special meanings.

<table>
<thead>
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<th>Prefix</th>
<th>Meaning</th>
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<tr>
<td>re-</td>
<td>again</td>
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<tr>
<td>over-</td>
<td>too much</td>
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<tr>
<td>mis-</td>
<td>incorrect</td>
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<tr>
<td>bi-</td>
<td>two</td>
</tr>
<tr>
<td>under-</td>
<td>not enough</td>
</tr>
<tr>
<td>ex-</td>
<td>former</td>
</tr>
</tbody>
</table>

Add a suitable prefix from the box to complete the following sentences.

1. Four people came to the interview but we haven’t found a suitable assistant yet. We’ll have to ____advertise the position.

2. Several people are ill at the moment so we’re badly ____staffed.

3. She speaks English and Spanish equally well. She’s ____lingual.

4. You’ve ____read the sign. It says shop fitters not shop flitters!

5. He’s working very hard at the moment. I really think he’s ____doing it.

6. The new office manager is an __exbanker.

There are only a few rules about prefixes:

- im- is used before some words beginning with m or p
- il- is used before some words beginning with l
- There is sometimes a hyphen after the prefix. Check in a good dictionary if you’re not sure.
Employment: word building 2

Use the words in bold at the end of each of the following sentences to form a word that fits in the blank space.

1. We have received several letters of _application_ for the post of receptionist.

2. There's a total of 27 ________ working in this department.

3. I think we should place an ________ in the local newspaper to find a new assistant.

4. I phoned this company to ask for a job this morning but they haven't got any ________.

5. She's leaving the company. She handed in her ________ this morning.

6. Are there any chances of ________ within the company?

7. Have you got any ________ in keyboard skills or information technology?

8. My boss said she was sorry I was leaving and offered to give me a good ________.

9. They're looking for a new administrator to replace Kathi Braun who is taking early ________.

10. We've made an ________ for you to see the human resources manager.

11. All your duties and responsibilities in this job are clearly described in the job ________.

12. We have regular job ________ where you can also ask questions.

13. We will ask the selected candidate to confirm his ________ of the post as soon as possible.

When a suffix is added to a word it changes that word into a noun, verb, adjective or adverb. In the exercise above you have formed some nouns with the suffixes -tion, -ence, -ment, and -ance. Can you think of any other nouns which are formed in the same way? Test 6 also gives practice in word building.
What do the abbreviations in the following advertisement mean? Write the full word in the spaces below.

**DESIGN CO.**

Recep/Sec, 25 hpw, c. £23,200 p.a. pro rata

Famous design company located in the heart of the city requires a bright, outgoing Recep/Sec for their busy reception area. Your day will be very varied. As well as reception duties you will provide admin. support to a lively and successful team. You must have a min. of 50 wpm, experience of wp software (esp. Word 2000) and be able to demonstrate IT skills. Min. 2 yrs exp. in reception also desirable.

For application form call Susanne Appleby and quote ref. no. 96/G41.

Tel: 01789 300 20200

1 Co. ____________ company

10 wpm ________________

2 Recep ________________

11 wp __________________

3 Sec ________________

12 esp. ________________

4 c. ________________

13 IT ________________

5 p.a. ________________

14 yrs ________________

6 pro rata ________________

15 exp. ________________

7 hpw ________________

16 ref. no. ________________

8 admin. ________________

17 Tel ________________

9 min. ________________

If you are invited to a job interview in the UK, don’t be surprised if you are asked to take a typing test. Secretaries are generally expected to be able to type at least 55 wpm (words per minute)!
The following extracts are from two different letters: an invitation to an interview and an offer letter offering the job. They are all mixed up. Put them in the right order to produce two correct letters. Write the numbers in the boxes below.

1. We are pleased to say that we were very impressed by your qualifications and your personal manner and are now in a position to offer you the job.

2. We shall be conducting interviews on Wednesday 16 July and ask you to contact us to arrange a suitable time.

3. Dear Ms Cassells
   Thank you for your letter of application for the post of personal assistant to the managing director.

4. We look forward to meeting you.
   Yours sincerely
   Jonathan Dryer
   Human Resources Manager

5. We enclose a letter of acceptance for you to sign and return to us within the next seven days.

6. We have now produced a shortlist of four candidates of which you are one, and would like to invite you to attend an interview.

7. We look forward to welcoming you onto our staff and await your reply.
   Yours sincerely
   Jonathan Dryer
   Human Resources Manager

8. Dear Ms Cassells
   Thank you for attending the interview for the post of personal assistant to the managing director.

9. We would ask you to bring your qualification certificates with you to the interview.

**letter of invitation**

**offer letter**

| 3 |   |   |   |   |   |

---

Section 3: Secretaries and the company  35
Write the number of each item next to the correct word or words.

- suspension file: 7
- filing cabinet
- box file
- lever arch file
- document wallet
- expanding file
- ring binder
- plastic pocket
- storage box
- disk box
Which filing system is being used in each of the following? Choose from the:

- alphanumeric
- alphabetical
- chronological
- geographical
- numerical
- subject

1. 20th April departures for London
   19th April departures for Hong Kong / Paris
   17th April departures for New York
   17th April departures for Spain
   2002

2. The South
   Northern Province
   Eastern Province
   City Suburbs
   City Area

3. 110.97
   109.601
   107.60
   106.35
   106.34

4. Stewart, S
   Stewart, B
   Stevens, P.A
   Stevens, L
   Stevens, J.N

5. Electricity
   Water
   Telephone
   Gas
   Rent

6. FAD 275
   FAD 103
   FAC 222
   FAC 129
   FAB 345
Records

Match the definitions and drawings with the correct words. Choose from the box.

archives  disk  cross-reference  rotary  signal
barcode  tracer  vertical  scanner

1. This is a _______ method of filing.
2. A _______ is a note in a file to tell you that you can find more information on the same subject in another file.
3. A _______ is a marker you put on a file so that you can see it easily and don't forget. Usually they are brightly coloured so you notice!

4. Files which contain historical information are known as the _______.

5. Every file in the department is labeled with a _______. It can be read by an electronic _______ which is connected to the computer and records each time the file moves. This means I can see on the computer where a file is at any point in time. I can also see where it has been!

6. You need a _______ system to find files which are missing.

7. This is a _______ card index.

8. Computer data can be stored on _______.

Section 4: Storing and presenting information
Fill in the missing words in the sentences below. Choose from the box.

active central code confidential dead destroy sort
duplicate keep locate replace shred

1 First of all we should _______ these papers into different piles.
2 We mustn't allow anyone to read these documents. They've been marked ________.
3 We use this system of three numbers and five letters to ________ the documents.
4 We usually ________ these papers for about six years, and then we remove them from the office.
5 We sometimes need the information in these files, so they are still ________.
6 The information in those files is old and we don't use them anymore. They're ________.
7 We have to ________ the old files so that people outside the company don't find the information.
8 We use this machine to ________ the old documents into little pieces.
9 The manager often wants the files quickly, so we must be able to ________ them immediately.
10 We always have to remind Christian to ________ the files in the correct drawer when he has finished using them.
11 In this ________ filing department we do all the filing for the whole company.
12 We need two copies of these files, so could you ________ them, please?

In the UK, employers are required to keep employment records for two years but records of employer's liability insurance must be kept for 40 years.
Choose the best word to complete each of the following sentences.

1. Printing on both sides of the paper is known as **double-sided** copying.
   a) two-faced  b) both-faced  c) double-sided  d) both-sided

2. Most machines can _________ the copies into sets.
   a) collate  b) collect  c) stack  d) distribute

3. If the paper gets stuck in the machine you have a paper _________.
   a) block  b) jam  c) stick  d) halt

4. If you want your copy to be smaller than the original use the _________ facility.
   a) reduction  b) contracting  c) slash  d) cut down

5. Remember that you're not allowed to make multiple copies of published material or you will break the _________ law.
   a) licensing  b) branding  c) copyright  d) moral

6. You can set the number of copies required by pressing the _________.
   a) knobs  b) bottoms  c) switches  d) buttons

7. It's necessary to add new _________ from time to time.
   a) dye  b) colour  c) toner  d) carbon

8. The automatic document _________ means that the machine will take up each piece of paper from the original set automatically.
   a) feet  b) feed  c) food  d) feel

9. Photocopiers which are computer controlled are known as _________ copiers.
   a) smart  b) clever  c) disk  d) laser

10. It is usually possible to produce _________ from originals for use on the overhead projector.
    a) foils  b) plastics  c) photographs  d) transparencies
Match the machine with its function. Choose from the words below and write your answers in the boxes.

**Function**

1. sorts out the documents into sets
2. puts the date and the time on letters which have been received
3. prints a stamp on the envelopes which are to be posted
4. shakes the papers so that they lie evenly
5. cuts open envelopes of letters received
6. prepares newspapers for posting
7. tells you how heavy a package is
8. puts a clear plastic seal over paper to make things like identity tags
9. moistens and closes envelopes
10. clips sheets of paper together with small wires
11. fixes sheets of paper together like a book

**Machine**

a. weighing machine
b. binding machine
c. jogging machine
d. collating machine
e. stapler
f. laminating machine
g. franking machine
h. sealing machine
i. date and time stamp
j. rolling and wrapping machine
k. letter opening machine

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Write the number of each item next to the correct word or words.

1. [Table]
2. [Diagram]
3. [Graph]
4. [Graph]
5. [Diagram]

---

**Graph 3**

Sales

- March
- June
- Sept
- Dec

**Graph 4**

- 18-30
- 30-40
- 40-60
- 60-80
- 80-90

**Diagram 5**

- [Map]

---

42 Section 4 Storing and presenting information
<table>
<thead>
<tr>
<th>Model</th>
<th>Size</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>15S x 6</td>
<td>24 x 39</td>
<td>679</td>
</tr>
<tr>
<td>1PR 9</td>
<td>30 x 39</td>
<td>724</td>
</tr>
<tr>
<td>1KM 9</td>
<td>30 x 45</td>
<td>805</td>
</tr>
<tr>
<td>1PT 10</td>
<td>33 x 45</td>
<td>815</td>
</tr>
</tbody>
</table>

7

- USA
- Europe
- Asia

8

Sales 1,000

- a4
- a5
- a6
- a7

Product

1999

2000

9

Europe

Asia

10

Section 4. Storing and presenting information
Changing trends

Fill in the missing words in the text below. Choose from the box.

<table>
<thead>
<tr>
<th>dramatic</th>
<th>fall</th>
<th>fell</th>
<th>fluctuated</th>
<th>gradually</th>
<th>improved</th>
</tr>
</thead>
<tbody>
<tr>
<td>increase</td>
<td>low</td>
<td>rise</td>
<td>rapidly</td>
<td>slightly</td>
<td>levelled off</td>
</tr>
</tbody>
</table>

The graph above shows the sales figures for last year. As you can see, the figures varied from one month to the next. At the beginning of the year, sales started very (1) **low** at 1,000 pieces. However, in January there was a (2) **increase**. In February and March, the (3) **continued** but more (4) **than in January.** April was a bad month with a sharp (5) **fall**. Sales fell by 1,000 to 2,000 pieces. In May, things (6) **rised** and there was a steady (7) **increase**, but in June, sales once again (8) **fell**. From the beginning of July to the end of October, sales figures (9) **rose** (10) **fell** and then (11) **levelled off** in November. We then saw sales falling (12) **improved** in December, ending at 1,000 pieces once again.

Prepositions can be very important. For example: Prices rose **by** $160 dollars to $290 dollars. **By** gives us the difference between levels. **To** gives us the new level.

44 Section 4: Storing and presenting information
Telecommunications

Fill in the missing words in the sentences below. Choose from the box.

radial erase codes connect key in digit tone direct retrieve engaged display extension hands-free local message operator handset wrong number

1. A call to someone in the same area is a ______ call.
2. To make a call to another town or country you will need to know the area, country and international ________. Make sure you don't miss out a ________ in the number!
3. To make a call from your desktop phone you should pick up the ________ and ________ the number you want; or perhaps you have a phone with a ________ facility.
4. If the person you have called is already speaking to someone else you will hear a sound which tells you the line is ________.
5. You'll get a ________ if you aren't careful and make a mistake.
6. When the phone rings at the other end you will hear a ringing ________.
7. Nowadays, you can call most countries ________ but if that's not possible you have to ask the ________ to ________ you.
8. If you're not available, callers can leave a ________ on your answering machine or voice mail and you can ________ it later. You can then choose to store or ________ it.
9. If you reach a switchboard you will have to ask for the ________ you require.
10. You can see the last number you called on the ________. To call that number again simply press ________.
Phone communication

Fill in the missing words in the phone dialogues on the opposite page. Choose from below.

a. Could I speak to Philip Harlow, please?

b. Can I ask what it's in connection with?

c. Speaking!

d. Yes please. Can you tell her we are signing contracts tomorrow.

e. Could you ask him to call me this afternoon?

f. I'm afraid she's not available at the moment.

g. I'm afraid we've got a bad line.

h. I didn't quite catch your name. Could you repeat it, please?

i. Shall we say Friday at 10?

j. Thanks for calling.

'I'm afraid we've got a bad line!'
1. Can I take a message?

2. Yana Nieuwlaat. From the Netherlands.

3. I'd like to speak to Suzie Tam, please.

4. Who's calling, please?

5. I think that's everything for now.

6. Sometime on Friday morning would be best.

7. Can I speak to Jo Jaskowicz, please?

8. I'd like to speak to someone in the customer service department, please.

9. O..., CH.... Z.... SH. CH...

10. He's in a meeting at the moment, I'm afraid.

'I'm afraid' is a polite expression to introduce bad or unhelpful information. You can also use 'I'm sorry'.

Section 5: The electronic office 47
Phone services

Which number should you call? Choose from the box.

<table>
<thead>
<tr>
<th>Speaking clock 144</th>
<th>Conference Calls 412</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Enquiries 003</td>
<td>Electronic Information 111</td>
</tr>
<tr>
<td>Emergency 999</td>
<td>Faults 222</td>
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<tr>
<td>Mobile Communications 199</td>
<td>Operator Services 100</td>
</tr>
<tr>
<td>Phone Account 159</td>
<td>Nuisance Calls 555</td>
</tr>
</tbody>
</table>

You would like to arrange for some employees to carry pagers.

2 You've had problems with noise on the line recently.

3 The phone company has charged you too much for the rental.

4 Someone has taken ill and you need an ambulance.

5 You want to arrange a call between offices in four different towns.

6 Your boss wants access to data regarding the stock exchange.

7 You've recently been getting strange calls from an unknown person.

8 You need the phone number for a company in the north of the country.

9 You're having difficulty getting through to a number.

10 You want to check the time on your watch.
Which system is being described? Match the system a–j with its description 1–10. Write your answers in the boxes below.

1. People in different locations can talk to each other in a phone meeting.
2. You use this system to send text documents from one computer to another.
3. As long as they remember to take it with them and to switch it on, you can speak to people wherever they are.
4. When you use this system, a small device tells you that someone wants you to contact them.
5. Loud spoken messages which will be heard by everyone in a building (for example, at the airport).
6. Hundreds of millions of pages of information which can be accessed on a computer.
7. A televised system for holding a meeting with people in different locations.
8. It scans documents and transmits them over the phone lines.
9. A computerized 'mailbox' for recording messages.
10. Often used by security to watch what is happening in different parts of the building.

<table>
<thead>
<tr>
<th>a</th>
<th>fax</th>
<th>b</th>
<th>voice mail</th>
<th>c</th>
<th>tele-conferencing</th>
<th>d</th>
<th>video conferencing</th>
<th>e</th>
<th>closed circuit television</th>
<th>f</th>
<th>mobile phone</th>
<th>g</th>
<th>public address system</th>
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<th>e-mail</th>
<th>i</th>
<th>world wide web</th>
<th>j</th>
<th>paging</th>
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Section 5: The electronic office 49
Complete the crossword.

Across
1. One of these small pictures on screen will guide you to a different operation.
3. Use this for working with figures such as writing accounts.
7. This is a document which is sent together with an e-mail.
9. This equipment allows you to copy photographs and pictures onto the computer.
11. Computer information is known as _______.
12. The screen, the keyboard, and the CPU form the _______.
14. E-mails which you really don’t want to receive.
15. You need one of these to allow your computer to talk to other computers over the phone.
Random Access Memory (abbreviation).

The mouse may be connected to one of these sockets at the back of the computer.

If you want to publish on the internet you'll need your own ______.

Do this regularly so that you don't lose information.

Any computer that is open to external access is known as a ______.

Another word for web page.

Your computer becomes part of the internet when you go ______.

Use this to help you find information on the World Wide Web.

This duplicate copy can be stored on disk.

Send the mail on after you have edited it.

Local Area Network (abbreviation).

This is the connection from one web page to another document or page.

You do this when you want to save a file from the internet.

The programmes you can run on your computer.

Another word for searching the World Wide Web.

Your computer can't communicate with other computers in this state.

This abbreviation means that if you put bad information into the computer you will get bad information out.

With this package you can use text and artwork to produce brochures, etc. (abbreviation).

One of these in the system could destroy data.

A problem in the programme is known as a ______.
38 Word processing

Replace the words in bold type in the following sentences with a single word. Choose from the box:

bullets centred create cutting delete insert edit enter
indented printout pasting undo quit restore font imported

1. I'll have to take out this word.  
   delete

2. It's useful to be able to put in a table.  
   put

3. You can change words and text in the document on screen.  
   change

4. For this process I'll have to produce a new file.  
   produce

5. We'll have to put in this month's sales figures.  
   put

6. I need to put this document back on screen.  
   put

7. You can move pieces of text by taking them out and then putting them back (2 words).  
   taking out

8. You can choose Arial, Courier or any other style of typeface.  
   choose

9. The text can be arranged down the middle of the page.  
   arrange

10. At the beginning of each paragraph the text can be pushed in a little from the margin.  
    push in
11 Graphics and drawings can be brought in from other sources into the text.

12 You can put big black dots at the beginning of each item in the list.

13 When you’ve finished you stop working and close the file.

14 The boss may want a copy of the text on paper.

15 It’s possible to reverse the effects of your last action.

The boss may want a copy of the text on paper.

Typing skills (or keyboard skills) are important as word processing skills. Employers want to see that secretaries can work at speed on the computer as well as handle software.
Meetings

Choose the best word or phrase to complete each of the following sentences.

1. You should send your **apologies** if you are unable to attend a meeting.

(a) apologies  
(b) cancellation  
(c) excuse  
(d) comment

2. The person in charge who conducts a meeting is called the __________.

(a) chairperson  
(b) teller  
(c) conductor  
(d) president

3. The official record of what is said at a meeting is known as the __________.

(a) records  
(b) minutes  
(c) spec.  
(d) articles

4. The people who attend a meeting are known as the __________.

(a) attendants  
(b) presenters  
(c) participants  
(d) partakers

5. The list of points to be discussed at a meeting is known as the __________.

(a) itinerary  
(b) schedule  
(c) agenda  
(d) timetable

6. If someone wants to discuss a certain topic and have a decision at the meeting they should put forward a ________.

(a) notice  
(b) movement  
(c) recommendation  
(d) motion

7. The person who puts forward a point for discussion is known as the ________.

(a) proposer  
(b) delegate  
(c) candidate  
(d) challenger
For some meetings, you may need a certain number of people before it can start. This number is known as a _____.

a) quartet   b) quorum   c) quote   d) choir

In formal meetings, people wishing to say something will be asked to _____.

a) address the chair   b) speak to the seat
b) present to the front   d) deliver an address

d) adjourned

The meeting may be _____ to a later time if there is no time left or not enough information for a decision.

a) delayed   b) proposed
 c) carried forward   d) adjourned

You should send your apologies if you are unable to attend a meeting.

Business meetings, in general, tend to be less formal these days. However, public meetings such as the AGM (Annual General Meeting) will still have a very formal style.
Introductions and greetings

Fill in the missing words in the dialogues on the opposite page. Choose from below.

a. Pleased to meet you. I'm Annette Braun, personal assistant to Martin Fisch.

b. Thank you. I hope to see you again sometime.

c. Pleased to meet you, Mr Yau.

d. Yes, see you on Thursday. Byes.

e. Good morning, Ms Estell.

f. Hi Edith. I'm fine thanks. And you?

g. Nice to meet you. I'm Davinia Woods-Barnes. Please call me Di.

h. Yes, and you must be Eva Lund?

i. Likewise.

j. Jean-Bernard! It's lovely to be back again.

BYE! I HOPE TO SEE YOU AGAIN SOMETIME!
Hello Eric.
Nice to see you again.

Have a good trip.

Good morning, Mr Leber.

Sylvia, I'd like to introduce you to Lee Yau from our Hong Kong office.

How do you do. I'm John Dixon, sales director of STU Ltd.

See you next week. Bye.

It's been nice meeting you.

My name's Francesca Contessa. Please call me Fran. It's much easier.

Michelle Schweizer?

Hello John. How are you?
The following phrases are from an internal memo regarding a staff meeting. They are all mixed up. Put them in the correct order in the memo opposite.

a. Apologies for absence

b. Agenda

c. Sales Meeting

d. D. Murphy, Sales Manager

e. Top Marks PLC

f. Any other business

g. Report on revised prices of established products

h. Sales representatives

i. Report on new selling lines for the spring

j. A meeting of sales representatives will be held in the Sales Manager’s Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.

k. The agenda is set out below.

l. Minutes of last meeting

m. 31 July 2002.
Memo

To: __________

Date: __________

From: __________

Subject: __________

1. __________

2. __________

3. __________

4. __________

5. __________
Match up the reports with what the people actually said.

- She said she had no news about the accident.
- He questioned the figures.
- She advised them to abandon the project.
- He thanked everyone.
- He demanded an answer.
- She offered to arrange the conference.
- He blamed the engineers for the problems.
- She insisted on reading all the reports.
- She apologised for the confusion.
- He admitted it had been a difficult year.

1. I'm very grateful for all you've done. Thank you.
2. I'd be willing to arrange the conference for next year.
3. Can you tell me where these figures came from because I can't believe them?
4. I'm afraid the information you received wasn't quite right and I'm very sorry about the problems which followed.
Yes, it has, indeed, been a very difficult year as we can see from the figures.

He phoned on Monday, but he wasn't able to tell me any more about the accident.

It really isn't our fault that the network isn't working. The engineers who installed it must have made a lot of mistakes.

How long do you think it will take, exactly? We must have an answer today.

Forget the project! You're just wasting money and you'll never get a result. You should abandon it now.

I want to have every report on my desk so that I can read each one.

The verbs blame and advise are examples of reporting verbs where you must mention the hearer immediately after the verb. For example: He advised them to ... Other reporting verbs which must give the hearer after the verb are: assure, inform, persuade, remind, reassure and tell. In Test 43 you can practise more reporting verbs.
Fill in the missing words in the reported sentences below. Choose from the box.

- accused - agreed - commented - complained - confirmed
- congratulated - denied - enquired - reminded - suggested

1. She **accused** them of unfair competition.

2. The managing director **congratulated** him on his new position within the company.

3. They **complained** about the lack of information in the company.

4. He **enquired** whether there were any plans to increase space in the warehouse.

5. The manager **reminded** everyone to hand in their quarterly figures by the end of the week.

They have reduced their prices and made it impossible for us to compete effectively.

Well done! Congratulations! We are very pleased that you've got the new job in the company.

Nobody ever knows what's going on in this company. We get told absolutely nothing.

We all know that there isn't enough space in the warehouse and I'd like to ask if there are any plans to build a new one.

Can you please make sure that you give me the figures for the last quarter before Friday evening.
6 He _______ asking Anna Smiley to arrange the conference.

How about arrangements for the conference? Could we ask Anna Smiley to do it?

7 He _______ to look into the situation.

Yes! OK! I'll see what I can do about this situation.

8 She _______ knowing about the operation.

Something must have gone wrong because I know absolutely nothing about the operation. No one told me about it.

9 She _______ briefly on the success of the project.

The project has now been running for nine months and we are very happy that it has been so successful. Production has improved steadily over the last three months and the work-force are working hard.

10 They _______ that several jobs would be lost the following year.

You may have heard that several jobs will be lost next year, and I'm afraid that this is true.

When we report what someone has suggested doing, we often follow the reporting verb with an -ing clause. For example: He suggested asking her to write the report. Verbs which use this structure include: propose, recommend and suggest. The verb deny also follows this pattern. For example: He denied knowing about the problem.
Write the number of each item next to the correct word or words.

flipchart 2
remote control
pin badge
video recorder
transparency
screen
microphone
laptop computer
overhead projector
white board
cassette recorder
pointer
video cassette
multimedia
projector
Research has shown that what is seen during a presentation has a greater impact than what is said.
1. The **people** who attend a conference are called the **delegates**.

2. The **address** is the place where the conference is held.

3. An **annual** conference is organized once a year while a **biannual** conference is held twice a year.

4. When organizing a conference you must find conference rooms which **have the necessary seating capacity**.

5. You may need rooms of different size. A **conference** room will be required when the whole conference meets in one room. Smaller **delegates** discussion rooms may be needed for smaller groups of eight to ten. You will need several of these if there are **concurrent** sessions going on at the same time.

   - You will have to send out invitations to guest **speakers** who will **finalize** the conference.

   - In order to organize rooms, tables and chairs, you must first of all have an estimated **capacity**. Nearer the time of the conference, you will have to **capacity** the number of people.

   - When you know who is going to be there you can write out the conference **syndicate** with all the details of each session.
Write the number of each item next to the correct word or words:

receipt 7
phone message
invitation
order form
fax
certificate
labels
letter
guarantee
ticket
business card

EMPLOYEE OF THE MONTH

Mr and Mrs J B Run request the pleasure of the company of Jerome Hansome at...

John Briggs plc
24 Turner Street Bingley

Our ref: 123456
Your ref: 654321

Mr P J Scott

Date 24 May 2002

Dear Sir/Madam,

We regret to inform you that the item you ordered is no longer available.

We apologize for any inconvenience this may have caused.

Yours faithfully,

Mr P J Scott

Section 7. Written communication
Yuki Tango called. Can you ring her back ASAP on her mobile.

---

**ELECTRICS PLC**

Details of purchase: Date 05.07.

Model No: WM817

Supplier: A. Fuse

6 months all repairs free of charge

654321
Business transactions

Complete the following words.

1. A letter, e-mail or phone call from a customer to a supplier asking for information about products. **ENQUIRY**

2. A supplier gives prices and details of payment terms in this. **Q____ N**

3. This is sent to the supplier and is normally a printed form with the details of the goods which the customer wishes to buy. **O____ R**

The supplier checks the details and promises to deliver by sending this to the customer. **O____ R C________ N**

5. This is often enclosed with the goods and lists the goods being supplied. **D____ Y N____**

6. This is an official list of goods supplied and a request for payment. **I____ E**

7. If something is faulty, or the service is not as expected, the customer may send a ... **C____ T**

8. This is another word for payment. **R____ E**

9. If the customer has been charged too much the supplier will issue a ... **C____ T N____ E**

10. This is the same official letter which is sent to many different people at the same time, often to advertise products. **C____ R**

11. This is the same letter which is sent to many different people but with a different name, address and date. **F__M L____ R**

12. Usually at the end of the month the supplier sends this record of goods supplied and payments made to the customer. **S____ T**

A **circular** may also be known as a **mailshot**. There is very little difference. **[ ]**
Write the number of each item next to the correct word or words.

clear adhesive tape 10
pigeon holes

trolley

cardboard tube

polythene envelope

letter opener

corrugated paper

internal envelope

padded envelope

scales

gummed labels

parcel tape

stationery drawers

wire trays

airmail sticker
The post

Circle the odd one out in each of the following.

1. Letters are ... sorted, published, delivered, distributed
2. Letters only to be opened by one specific person are marked ...
   personal, private, secret, confidential
3. Enclosures may be ...
   price-lists, brochures, documents, pencils
4. Incoming mail can be sorted according to ...
   signature, for the attention of, subject heading, reference
5. Letters are sorted into ...
   trolleys, stationery drawers, trays, pigeon holes
6. The person to receive an e-mail is the ...
   editor, correspondent, recipient, addressee
7. For internal mail use ...
   memo, circulation slip, routing slip, compliments slip
8. Correspondence from abroad includes ...
   aerogramme, airmail, airdrop, surface mail
9. Examples of packing material include ...
   shredded paper, carbon paper, polystyrene chips, corrugated paper
10. Examples of labels are ...
    Money Enclosed, Fragile, Do Not Bend, Handle With Care
11. In a cardboard tube you can pack ...
    large maps, unframed paintings, brochures, plans
12. Envelope styles include ...
    pocket, window, wallet, ream
13. Postage is paid with ...
    stamps, date stamp, franking machine, freepost

In a cardboard tube you can pack ...

Section 7: Written communication 71
Dear Angela
Thanks for your e-mail (1) **concerning** the exhibition in Anytown in August.
We are (2) _________ to hear that your company will be taking part and that you will address the opening conference.
(3) _________ you please (4) _________ us have details of all the delegates so that we can prepare security passes? We would also (5) _________ you to let us have details of the equipment you need for your presentation.
If you need any help with finding accommodation, we would be happy to (6) _________.
Best (7) _________.

J Mates

Dear Sir/Madam
Your company has been recommended to us by a business associate and I am (8) _________ to enquire about your translation services. My company has recently entered the export market and we need advertising material translated into Chinese, Russian and Turkish. We would be (9) _________ if you could send us your prices and terms of payment.
We look forward to (10) _________ from you.
Yours (11) _________

J Forms
Dear Mr Kadenza,
I was very (12) _________ to hear about your problems with the new super vacuum.
I have investigated the complaint and I (13) _________ to tell you that the problem is the result of faulty operation.
I (14) _________ a copy of the inspector's report with this letter.
If you require us to repair the machine, (15) _________ contact me at the number above.
Yours sincerely

A Body

The problem is the result of faulty operation.

Correspondence is increasingly sent by e-mail today. E-mails tend to be less formal but follow the same format as letters. Letters are used for more formal business communication such as applications, enquiries and replying to complaints.
When you begin a letter Dear Sir/Madam, you end with Yours faithfully. When you begin with Dear Mr/Mrs/Ms Suetake you end with Yours sincerely, Yours truly, or Best wishes (but not Yours faithfully).
Easily confused words

Circle the correct word in **bold** in each of the following sentences.

1. Everything is in the file **except**/accept the letter we wrote last week.

2. This is a very sensitive/sensible problem, so please don’t discuss it with people outside the company.

3. I wondered if you would be willing to attend the meeting on Monday in my place as I’m not interesting/interested in the issues.

4. The exhibition was a great success with a large amount/number of visitors.

5. What else/more was discussed at the meeting?

6. This new computer software should certainly spare/save time.

7. Could you please send us a recipe/receipt for the goods we have purchased.

8. I’d be grateful if you could call me sometimes/sometime next week.

9. This company is going to give us advice/advise on marketing abroad.

10. In order to save on costs, you are asked to be economic/economical with photocopying.

11. We want to ask Ms Keller if she would be so kind as to take notes/notices of the points discussed.

12. I would like to inform you that the documents have been passed/past on to the chief executive.

13. We were hoping/hopping to see you at the meeting next week.

14. The draught/draft report will be ready for you to read on Friday morning.
We would be grateful if you could check/cheque that the figures are correct.

The best place for the conference would be The Grand Hotel due to it’s/its ideal location.

Organizing retirement pensions is a personal/personnel issue and you should contact human resources for further information.

'We are hopping to see you at the meeting ...!'

Some of the pairs of words above sound the same but have different spelling. If you're not sure of the difference, try a good English dictionary.
Fill in the correct abbreviations in the grid on the opposite page.

1. After twelve o'clock midday.

2. Figure (You see this below an illustration in a book.)


4. Found at the end of a list and means 'and others'.

5. Put this before an example.

6. This means 'included'.

7. Written at the bottom of a letter to show that some other papers are in the same envelope.

8. The opposite of min.

9. Number.

10. 'that is'

11. Used when a measurement or time is not exact. It means 'about'.

12. The eighth month of the year.

13. Written at the end of an invitation this means you have to send an answer to say you will or will not attend.

14. In the centre column you now have a word. What is its abbreviation?
Some abbreviations used in English originate from other languages and contain letters which have no correlation to their English meaning. For example: p.m. (afternoon), rsvp (please reply), e.g. (for example), et cetera (in other words).
The following phrases are from four letters: a letter on retirement, congratulations on the birth of a baby, condolences on a death and wedding congratulations. They are all mixed up. Put them in the correct order.

1. We send you our deepest sympathy at this very sad time.

2. We are sure that you will be kept busy and active with your many hobbies and interests in the years ahead and we wish you health and happiness. For the future we wish you all the very best.

3. Dear Biserka
   On the special occasion of your wedding, we send you our very best wishes.

4. We all appreciated him as a friendly and helpful colleague and he will be greatly missed.

5. We would like you to accept the enclosed gift from ABAK and wish you every happiness on your wedding day and in the future.

6. Since joining the bank, you have been a loyal and dedicated member of staff and have always been respected and admired by your colleagues. Over the years there have been many changes which you have always embraced with enthusiasm. Your sense of humour will be greatly missed in the department.

7. We send our best wishes to your family and wish you joy and happiness with the new baby.
Dear Veronika

We are delighted to hear the news of the birth of your daughter and send you our heartiest congratulations.

Dear Ausa

We were very sorry to learn of your husband’s death which has touched us all deeply.

Dear Juan

After thirty-three years of dedicated service with The International Finance Bank, you are undoubtedly looking forward to your retirement.

Retirement  Birth  Death  Wedding
[10]  [ ]  [ ]  [ ]  [ ]

KITCHEN MANUFACTURERS

The Best in the World

'We would like you to accept the enclosed gift.'

Formal letters sent from senior management are generally short and fairly impersonal.
Write the number of each item next to the correct word or words.

two thousand three hundred and ninety-four (twenty-three per cent)

two three two three nine four (twenty-three slash ninety-four)

twenty-three centimeters (two-thirds)

twenty-three thousand and ninety-four (twenty-three plus ninety-four)

twenty-third of March two thousand (twenty-three dollars)

ninety-four cents (ninety-four cents)

two hundred and thirty-nine pounds forty (twenty-three degrees)

per hour (centigrade)

two point three nine four (twenty-three kilometres)

twenty minus three (twenty-three times ninety-four)

1 23 × 94  2 23°C
3 2,394  4 $23.94
5 23 cm  6 23 March 2000
7 \(\frac{2}{3}\)  8 23 km/\(\text{h}\)
9 2.394  10 23 + 94
11 23%  12 £239.40
13 232394  14 23/94
15 20 - 3  16 23,094

The list above shows how to read these different numbers when spoken. Write some numbers of your own and practise reading them aloud.
Banking

Fill in the missing words in the sentences below. Choose from the box.

overdraft batches execution transaction beneficiary standing order payee transfer authorization remittance branch interest loan

1. Each payment of money either into or out of a bank account is known as a **transaction**.

2. A **standing order** is when you arrange for the bank to make regular payments of a fixed amount of money.

3. Moving money between different bank accounts is known as the **transfer** of funds.

4. When the company needs money to buy new machinery a **loan** can be arranged with the bank.

5. When you borrow money from the bank, the bank will charge you **interest**.

6. Companies regularly spend more money than they actually have in their accounts so need to arrange an **overdraft**.

7. Computer banking allows the company to prepare several payments and transmit them together to the bank in **batches**. But first of all, **authorization** must be given by two or three officials in the company.

8. The person or company who is to receive payment is known as the **payee** or **beneficiary**.

9. The big banks will have a **branch** in most towns and sometimes overseas too.

10. The bank may confirm that payment has been made by sending a **remittance** advice.

11. You can set a **future date** when you want the bank to begin processing payment by giving them an **execution** date.
Wages and salaries.

Choose the best word or phrase to complete each of the following sentences.

1. If a company calculates payment for work done on an hourly basis, they pay **wages**.
   a) wages  b) rebate  c) interest  d) salary

2. The money someone gets for work done is known as ____.
   a) profits  b) winnings  c) earnings  d) gains

3. Salespeople are often paid a percentage of what they sell. This is known as ____.
   a) commission  b) profits  c) benefits  d) mark up

4. Companies have to hand over some of their employee’s pay to the State every month and so make ____ from pay.
   a) reductions  b) percentages  c) deductions  d) takeaways

5. After this money has been taken off, the employee receives ____ pay.
   a) low  b) net  c) gross  d) no

6. To encourage employees to work harder some companies offer ____ which could be extra money, extra holidays or gifts.
   a) carrots  b) incentives  c) attractions  d) motivations

7. Extra money received for working hard is known as ____.
   a) perk  b) plus  c) profit  d) bonus

8. When people reach a certain age when they can no longer work they ____.
   a) fade  b) return  c) cease  d) retire

9. The money which they receive after they stop work is known as ____.
   a) pension  b) retirement  c) allowance  d) insurance
10 If a woman stops work for a short time to have a baby she has
time off work called ______.
   a) baby holiday   b) mother time
   c) maternity leave  d) motherhood

11 The company list of people to be paid is known as the ______.
   a) pay roll   b) pay card   c) pay file  d) pay-in book

12 Each employee should be given a small piece of paper to explain
exactly how much money is being paid to them and how much
has been taken off. This is a ______.
   a) pay card   b) pay slip   c) statement  d) receipt

13 More money would be nice, so people hope for a ______.
   a) pay lift   b) pay move   c) pay climb  d) pay rise

14 For many people money isn’t the most important thing. They
think that it is more important to get job ______.
   a) satisfaction   b) pleasure   c) achievement  d) well-being

15 Workers who work longer hours than they are normally required
are paid ______.
   a) perks  b) overtime  c) shifts  d) redundancy

16 Employees who have to travel on business will have their
_______ for their hotel bills, food and travel paid back to them.
   a) cheques  b) accounts  c) expenses  d) prices

17 The tax which employees have to pay on the money they earn is
called ______ tax.
   a) work  b) income  c) revenue  d) rich

18 Things such as company cars or cheap travel are special extras for
a few employees and are known as ______.
   a) perks  b) points  c) winnings  d) savers
Buying and selling

Fill in the first and last letters to complete the following words.

1. This document asks new customers to pay for the goods before you send them. **PROFORMA INVOICE**

2. Good customers can order goods and pay later because they are given ... **REDI**

3. Customers must pay before being sent more goods if they reach their ... **REDI IMI**

4. If the customer doesn't pay by the date agreed, payment becomes ... **VERDU**

5. No more goods are sent to the customer and their account is ... **TOPPE**

6. A company which cannot pay its accounts will go ... **ANKRUP**

7. To persuade a customer to pay on time, you can offer a ... **ASI** **ISCOUN**

8. If the customer orders large rather than small quantities of goods you can offer a ... **RAD** **ISCOUN**

9. If a customer's account is not paid, it will eventually become a ... **A** **EB**

10. A customer who pays in money from another country, will pay in foreign ... **CURRENT**

11. Money from another country will have to be changed into local money using the ... **XCHANG** **AT**

12. The bank charges this to change money. **OMMISSIO**
Requests for payment

The following phrases are from three letters: a first and second request for payment and a final demand. They are all mixed up. Put them in the correct order.

1. I have waited three months for either your remittance or explanation for the delay but have heard nothing from you.
2. Account no. TXG9444.
3. We would be grateful if you could give the matter your consideration and let us have your payment as soon as possible.
4. We are very disappointed to have received neither your remittance nor an explanation for the delay in payment.
5. I have now no alternative but to hand the matter over to my solicitors who will be instructed to start proceedings to recover the money unless I receive payment within the next seven days.
6. I have written to you on two occasions concerning the above account which has an outstanding balance of £894.
7. We would ask you to settle the account within the next seven days.
8. We wrote to you on 30 November concerning our October statement which is still outstanding.
9. We refer to our invoice of 6 October ... which is now overdue. A copy of our invoice is enclosed.

<table>
<thead>
<tr>
<th>first request</th>
<th>second request</th>
<th>final demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remittance is a formal word but would still be used in formal situations.
### Some nationalities and currencies

Complete the table.

<table>
<thead>
<tr>
<th>Country</th>
<th>Adjective</th>
<th>Language</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Australian</td>
<td>English</td>
<td>Dollar</td>
</tr>
<tr>
<td>Canada</td>
<td></td>
<td>English/French</td>
<td>Yuan Renminbi</td>
</tr>
<tr>
<td>China</td>
<td>Chinese</td>
<td></td>
<td>Peso</td>
</tr>
<tr>
<td></td>
<td>Colombian</td>
<td>Spanish</td>
<td>Pound</td>
</tr>
<tr>
<td>Egypt</td>
<td></td>
<td></td>
<td>Euro</td>
</tr>
<tr>
<td>France</td>
<td>French</td>
<td>German</td>
<td>Euro</td>
</tr>
<tr>
<td>India</td>
<td>Indian</td>
<td>Hindi/English</td>
<td>Yen</td>
</tr>
<tr>
<td></td>
<td>Japanese</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Norway</td>
<td></td>
<td>Norwegian</td>
<td></td>
</tr>
<tr>
<td>Russia</td>
<td></td>
<td>Russian</td>
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</tr>
<tr>
<td>South Africa</td>
<td>South African</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switzerland</td>
<td></td>
<td>German/French/Rheto</td>
<td>Italian/Rheto/</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Romansch</td>
</tr>
<tr>
<td>Turkey</td>
<td></td>
<td>Turkish</td>
<td>Lira</td>
</tr>
<tr>
<td>USA</td>
<td></td>
<td>English</td>
<td></td>
</tr>
</tbody>
</table>
Look at the page from a petty cash book and then answer the questions on the next page.

<table>
<thead>
<tr>
<th>Date</th>
<th>Voucher Details</th>
<th>Total Expenses £</th>
<th>Ledger Filing £</th>
<th>Ledger a/c £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 1</td>
<td>Cash</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 2</td>
<td>Petrol</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 3</td>
<td>Rent</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 5</td>
<td>Postage</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 7</td>
<td>Davy</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 9</td>
<td>Cleaning</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 12</td>
<td>Petrol</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 13</td>
<td>Jones</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 16</td>
<td>Yarn</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 26</td>
<td>Postage</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept 28</td>
<td>Fox</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 1</td>
<td>Balance</td>
<td>150</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receipts £</th>
<th>150</th>
</tr>
</thead>
</table>
On 2 September £15 was paid out for ________.

2: On 3 September Mai Braun got £3 for ________.

3: The total amount for postage in the period was ________.

4: On 28 September Lucillia Fox's invoice was for £ ________.

5: The cleaning account in the general ledger is number ________.

6: The total of £51 was posted to account 17 in the general ledger for ________.

7: The total amount of money paid out of petty cash in the period was ________.

8: The amount of money in the cash float is ________.

9: On 1 October the amount of money in the petty cash account was ________.

'Eleven pounds for cleaning.'
<table>
<thead>
<tr>
<th>British English</th>
<th>American English</th>
</tr>
</thead>
<tbody>
<tr>
<td>accommodation</td>
<td>accommodations</td>
</tr>
<tr>
<td>alter</td>
<td>change</td>
</tr>
<tr>
<td>bill (for food)</td>
<td>check</td>
</tr>
<tr>
<td>biscuit</td>
<td>cookie</td>
</tr>
<tr>
<td>cheque</td>
<td>check</td>
</tr>
<tr>
<td>cupboard, wardrobe</td>
<td>closet</td>
</tr>
<tr>
<td>encyclopaedia</td>
<td>encyclopedia</td>
</tr>
<tr>
<td>engaged (telephone)</td>
<td>busy</td>
</tr>
<tr>
<td>enquiry</td>
<td>inquiry</td>
</tr>
<tr>
<td>fill in</td>
<td>fill out</td>
</tr>
<tr>
<td>form</td>
<td>blank/form</td>
</tr>
<tr>
<td>handbag</td>
<td>pocket book</td>
</tr>
<tr>
<td>luggage</td>
<td>baggage/luggage</td>
</tr>
<tr>
<td>managing director</td>
<td>president</td>
</tr>
<tr>
<td>note (paper money)</td>
<td>bill</td>
</tr>
<tr>
<td>pay rise</td>
<td>pay raise</td>
</tr>
<tr>
<td>phone directory</td>
<td>phone book</td>
</tr>
<tr>
<td>post</td>
<td>mail</td>
</tr>
<tr>
<td>provisional</td>
<td>unconfirmed</td>
</tr>
<tr>
<td>reception</td>
<td>front desk/front office</td>
</tr>
<tr>
<td>receptionist</td>
<td>clerk, desk clerk</td>
</tr>
<tr>
<td>syndicate room</td>
<td>conference room</td>
</tr>
<tr>
<td>taxi</td>
<td>cab</td>
</tr>
<tr>
<td>traveller's cheques</td>
<td>traveler's checks</td>
</tr>
<tr>
<td>venue</td>
<td>locale</td>
</tr>
<tr>
<td>waiter</td>
<td>waiter/food server</td>
</tr>
<tr>
<td>Yours faithfully</td>
<td>Sincerely yours/Truly yours</td>
</tr>
</tbody>
</table>
Test 1
stapler 5
staples 6
hole punch 7
scissors 2
paper trimmer 1
foldback clips 10
paper clips 3
drawing pins 9
post-it notes 12
magazine file 8
diary 4
calculator 11
correction fluid 13

Test 2
desk 18
swivel chair 22
keyboard 3
notice board 14
drawer 21
waste-paper basket 24
monitor 1
bookcase 20
telephone 19
in-tray 2
clock 9
scanner 5
wall planner 13
lamp 17
fire extinguisher 15
mouse 4
plant 8
shredder 23
coat hook 10
printer 6
blind 11
fan 16
filing cabinet 12
personal computer 7

Test 3
1 f 2 c 3 h
4 a 5 j 6 g
7 i 8 k 9 c
10 b 11 d

Test 4
1 a ream of paper (500 sheets)
2 a bar of soap

3 a ball of string
4 a set of file dividers
5 a jar of paper clips
6 a bottle of cleaning fluid
7 a pack of plastic folders
8 a box of diskettes
9 a can of adhesive
10 a bag of rubber bands
11 a tube of glue
12 a roll of tape

Test 5
A
1 switch 8 replace
2 trailing 9 securely
3 block 10 bend
4 electrical 11 trolley
5 exit 12 top
6 guards 13 drawers
7 ashtrays 14 stand

B
1 j 2 m 3 c 4 f
5 d 6 n 7 k 8 a
9 l 10 e 11 i 12 h
13 g 14 b

Test 6
1 suspicious 7 responsibility
2 entrance 8 sensors
3 valuable 9 detector
4 authorization 10 protection
5 identification 11 accidental
6 securely

Test 7
1 diary
2 Who’s Who
3 manual
4 catalogue
5 World Calendar of Holidays
6 encyclopaedia
7 index
8 directory
9 brochure
10 dictionary
11 rail timetable
12 atlas
13 travel guide
14 thesaurus
Test 8
1 on  2 round  3 over
4 up  5 through  6 down
7 back  8 through  9 out
10 in  11 up  12 up
13 out  14 forward  15 down

Test 9
1 g)  2 d)  3 f)  4 b)
5 e)  6 a)  7 c)

Test 10
1 d  2 k  3 g  4 b  5 i
6 n  7 e  8 m  9 l  10 a
11 h  12 f  13 j  14 c

Test 11
1 f)  2 d)  3 a)  4 e)
5 b)  6 c)

Test 12
1 at, on
2 at, until
3 in, on
4 for
5 for/at/during, for, during
6 by/on, at
7 at
8 in
9 at
10 on
11 in, in
12 between/on
13 before
14 after/during
15 from, to

Test 13
1 b)  6 a)
2 a)  7 b)
3 c)  8 d)
4 d)  9 a)
5 b)  10 c)

Test 14
1 air tickets
2 passport
3 visa
4 maps
5 phrase book
6 baggage tags
7 visual aids
8 translations
9 samples
10 business cards
11 foreign currency
12 mobile
13 medical insurance
14 laptop

Test 15
1 details
2 availability
3 reservation
4 proposed
5 print
6 fax
7 - completed
8 confirm
9 alternatives
10 en suite
11 facilities
12 ground-floor
13 dietary
14 securely

Test 16
A turn up - arrive
  turn down - reduce
  try out - evaluate
  look into - enquire about
  take out - entertain
  run out of - have none left
  turn out - prove to be
  call off - cancel
  give up - stop
  put up - accommodate

B 1 put up
  2 try out
  3 turn down
  4 turn out
  5 run out of

Test 17
Person: hard-working (lazy), reliable
  (unreliable), enthusiastic (uninterested),
  sensible (silly), well-organized (chaotic),
  polite (rude), calm (excitable),
  trustworthy (deceitful)
Job: satisfying (frustrating), challenging
  (dead-end), well-paid (badly paid),
  varied (monotonous), interesting
  (boring), enjoyable (unpleasant)

Test 18
1 visitors
2 internet
3 phone calls
4 meetings
5 letters
6 records
7 cash
8 stationery
9 minutes
10 accommodation
11 documents
12 appointments
13 statistics
14 mail
Test 19
1 production
2 marketing
3 sales
4 legal
5 human resources
6 purchasing
7 accounts
8 finance
9 information technology
10 research and development

Test 20
1 b) 2 a) 3 d) 4 b) 5 c) 6 a) 7 d) 8 a) 9 c) 10 b)

Test 21
Impossible, unfriendly, impolite, uncomfortable, dishonest, unemployed, inconvenient, untidy, unhappy, incorrect, illegible, illegal
1 impossible
2 impolite/unfriendly
3 illegal
4 illegible
5 incorrect
6 inconvenient

1 re-advertise
2 understaffed
3 bilingual
4 misread
5 overdoing
6 ex-banker

Test 22
1 application
2 employees
3 advertisement
4 vacancies
5 resignation
6 promotion
7 qualifications
8 reference
9 retirement
10 appointment
11 description
12 appraisals
13 acceptance

Test 23
1 Co. - company
2 Recep - receptionist
3 Sec - secretary
4 c. – circa (approximately)
5 p.a. – per annum (a year)
6 pro rata – in proportion to a full-time position
7 hpw - hours per week
8 admin. – administration
9 min. – minimum
10 wpm – words per minute typing speed
11 wp – word processing
12 esp. – especially
13 IT – information technology
14 yrs – years
15 exp. – experience
16 ref. no. – reference number
17 Tel – telephone

Test 24
Letter of invitation: 3,6,2,9,4
Offer letter 8,1,5,7

Test 25
suspension file
filing cabinet
box file
lever arch file
document wallet
expanding file
ring binder
plastic pocket
storage box
disk box

Test 26
1 chronological
2 geographical
3 numerical
4 alphabetical
5 subject
6 alphanumerical

Test 27
1 vertical
2 cross-reference
3 signal
4 archives
5 barcode, scanner
6 pacer
7 rotary
8 disk
9 locate
10 replace
11 central
12 duplicate
13 acceptence

Test 28
1 sort
2 confidential
3 code
4 keep
5 active
6 dead
7 destroy
8 shred
9 locate
10 replace
11 central
12 duplicate

Test 29
1 c) 2 a) 3 b) 4 a) 5 c) 6 d)
7 c) 8 b) 9 a) 10 d)
Test 30
1 d  2 i  3 g  4 c
5 k  6 j  7 a  8 f
9 h  10 e  11 b

Test 31
line graph  3
bar chart  8
histogram  4
plan  10
Gantt chart  1
pie chart  7
pictogram  9
flow chart  2
table  6
map  5

Test 32
1 low  7 increase
2 dramatic  8 fell
3 rise  9 fluctuated
4 gradually  10 slightly
5 fall  11 levelled off
6 improved  12 rapidly

Test 33
1 local
2 codes, digit
3 handset, key in, hands-free
4 engaged
5 wrong number
6 tone
7 direct, operator, connect
8 message, retrieve, erase
9 extension
10 display, redial

Test 34
1 d) Yes please. Can you tell her we are signing contracts tomorrow.
2 h) I didn’t quite catch your name. Could you repeat it, please?
3 f) I’m afraid she’s not available at the moment.
4 a) Could I speak to Philip Harlow, please?
5 j) Thanks for calling.
6 i) Shall we say Friday at 10?
7 c) Speaking!
8 b) Can I ask what it’s in connection with?
9 g) I’m afraid we’ve got a bad line.
10 e) Could you ask him to call me this afternoon?

Test 35
1 199 Mobile Communications
2 222 Faults
3 159 Phone Account
4 999 Emergency
5 412 Conference Calls
6 111 Electronic Information
7 555 Nuisance Calls
8 003 Directory Enquiries
9 100 Operator Services
10 144 Speaking Clock

Test 36
1 c  2 h  3 f  4 j
5 g  6 i  7 d  8 a
9 b  10 e

Test 37
Across
1 icon
3 spreadsheet
7 attachment
9 scanner
11 data
12 hardware
14 spam
15 modem
16 ram
17 serial port
18 home page
22 save
24 host
25 website

Down
2 online
4 search engine
5 backup
6 forward
8 LAN
10 hyperlink
11 download
13 software
14 surf
19 offline
20 gigo
21 dtp (desk top publishing)
23 virus
26 bug
Test 38
1 delete
2 insert
3 edit
4 create
5 enter
11 imported
12 bullets
13 quit
6 restore
7 cutting, pasting
8 font
9 centred
10 indented
14 printout
15 undo

Test 39
1 a) 2 a)
3 b) 4 c)
5 c) 6 d)
7 a) 8 b)
9 a) 10 d)

Test 40
1 j) 2 b)
3 e) 4 c)
5 a) 6 d)
7 i) 8 g)
9 h) 10 f)

e) Top Marks PLC

Memo
To: (h) Sales representatives
Date: (m) 31 July 2002
From: (d) D. Murphy, Sales Manager
Subject: (c) Sales Meeting
(j) A meeting of sales representatives will be held in the Sales Manager's Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.
(k) The agenda is set out below.

(b) Agenda
1 (a) Apologies for absence
2 (l) Minutes of last meeting
3 (g) Report on revised prices of established products
4 (i) Report on new selling lines for the spring
5 (f) Any other business

Test 42
1 d
2 f
5 j
9 c
3 h
4 i
6 a
7 g
8 e
10 h

Test 43
1 accused
2 congratulated
3 complained
4 enquired
5 reminded
6 suggested
7 agreed
8 denied
9 commented
10 confirmed

Test 44
flipchart
remote control
pin badge
video recorder
transparency
screen
microphone
laptop computer
overhead projector
white board
cassette recorder
pointer
video cassette
multimedia projector

Test 45
1 delegates
2 venue
3 annual, biannual
4 capacity
5 plenary, syndicate, concurrent
6 speakers, address
7 attendance, finalize
8 programme

Test 46
receipt
phone message
invitation
order form
fax
certificate
label
letter
guarantee
ticket
business card

Test 47
1 enquiry
2 quotation
3 order
4 order confirmation
5 delivery note
6 invoice
7 complaint
8 remittance
9 credit note
10 circular
11 form letter
12 statement
Test 48
clear adhesive tape 10
pigeon holes 3
trolley 11
cardboard tube 9
polythene envelope 4
letter opener 5
corrugated paper 1
internal envelope 15
padded envelope 8
scales 2
gummed labels 7
parcel tape 6
stationery drawers 12
wire trays 13
airmail sticker 14

Test 49
1 Published: something normally printed to be sold.
2 Secret: information that is only known by a few people.
3 Pencils would be packed separately.
4 Signature. The others all appear at the head of a letter and would be used to sort the mail. The signature appears at the bottom.
5 Stationery drawers contain unused paper.
6 Editor is a profession.
7 Compliments slips are normally enclosed in external mail.
8 An airdrop is when goods are dropped from an aircraft.
9 Carbon paper is placed between two sheets of paper to produce duplicate copies.
10 'Money enclosed' would never be written on the outside of a package.
11 Brochures are packed in large envelopes.
12 Ream is a quantity of paper (500 sheets).
13 A date stamp is used to write the date on mail received.

Test 50
1 concerning 9 grateful
2 delighted 10 hearing
3 Could 11 faithfully
4 let 12 sorry
5 ask 13 regret
6 assist 14 enclose
7 wishes 15 please
8 writing
9 economical
10 notes
11 passed
12 hoping
13 draft
14 check
15 its
16 personnel
17 advice
18 max.
19 no.
20 i.e.
21 approx.
22 Aug.
23 RSVP
24 miscellaneous, misc.

Test 51
1 except
2 sensitive
3 interested
4 number
5 else
6 save
7 receipt
8 sometime
9 advice
10 economical
11 notes
12 passed
13 hoping
14 draft
15 check
16 its
17 personnel

Test 52
1 pm
2 fig.
3 assoc.
4 etc.
5 e.g.
6 incl.
7 encl.
8 max.
9 no.
10 i.e.
11 approx.
12 Aug.
13 RSVP
14 miscellaneous, misc.

Test 53
Retirement 10, 6, 2
Birth 8, 7
Death 9, 4, 1
Wedding 3, 5

Test 54
two thousand three hundred and ninety-four
two thousand three hundred and ninety-four
two thousand three hundred and ninety-four
twenty-three centimetres
twenty-three thousand and ninety-four
twenty-third of March two thousand
two hundred and thirty-nine pounds forty
two point three nine four
twenty-three times ninety-four
twenty-three per cent
twenty-three slash ninety-four
twenty-three dollars
ninety-four cents
twenty-three degrees centigrade
twenty-three kilometres per hour
twenty minus three

Test 55
1 transaction
2 standing order
3 transfer
4 loan
5 interest

Answers 95
6 overdraft
7 batches, authorization
8 payee, beneficiary
9 branch
10 remittance
11 execution

**Test 56**
1 a) 11 a)
2 c) 12 b)
3 a) 13 d)
4 c) 14 a)
5 b) 15 b)
6 b) 16 c)
7 d) 17 b)
8 d) 18 a)
9 a)
10 c)

**Test 57**
1 pro forma invoice
2 credit
3 credit limit
4 overdue
5 stopped
6 bankrupt
7 cash discount
8 trade discount
9 bad debt
10 currency
11 exchange rate
12 commission

**Test 58**
First request: 9, 3
Second request: 8, 4, 7
Final demand: 2, 6, 1, 5

<table>
<thead>
<tr>
<th><strong>Country</strong></th>
<th><strong>People</strong></th>
<th><strong>Language</strong></th>
<th><strong>Currency</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Australian</td>
<td>English</td>
<td>Dollar</td>
</tr>
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<td>Canada</td>
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<tr>
<td>China</td>
<td>Chinese</td>
<td>Chinese</td>
<td>Yuan Renminbi</td>
</tr>
<tr>
<td>Colombia</td>
<td>Colombian</td>
<td>Spanish</td>
<td>Peso</td>
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<tr>
<td>Egypt</td>
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<td>Arabic</td>
<td>Pound</td>
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<td>German</td>
<td>German</td>
<td>Euro</td>
</tr>
<tr>
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<td>Indian</td>
<td>Hindi/English</td>
<td>Rupee</td>
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<td>Japanese</td>
<td>Japanese</td>
<td>Yen</td>
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<tr>
<td>Norway</td>
<td>Norwegian</td>
<td>Norwegian</td>
<td>Krone</td>
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<tr>
<td>Russia</td>
<td>Russian</td>
<td>Russian</td>
<td>Rouble</td>
</tr>
<tr>
<td>South Africa</td>
<td>South African</td>
<td>English/Afrikaans</td>
<td>Rand</td>
</tr>
<tr>
<td>Switzerland</td>
<td>Swiss</td>
<td>German/French/Italian/Rheto/Romansch</td>
<td>Franc</td>
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<tr>
<td>Turkey</td>
<td>Turkish</td>
<td>Turkish</td>
<td>Lira</td>
</tr>
<tr>
<td>USA</td>
<td>American</td>
<td>English</td>
<td>Dollar</td>
</tr>
</tbody>
</table>

**Test 60**
1 petrol 6 motor expenses
2 travel 7 £145
3 £28 8 £150
4 £10 9 £150
5 64
Word list

The numbers after the entries are the tests in which they appear.

A
absence 41
accept 53
acceptance 22
accidental 6
accommodation 18
accounts 19
accused 43
active 28
address 39, 45
addressee 49
adhesive 4
adjourned 39
admin. 23
admitted 42
advertisement 22
advice 51
advised 42
aerogramme 49
Afrikaans 59
after 12
agenda 39, 41
agreed 43
air ticket 14
airmail 48, 49
alphabetical 26
alphanumeric 26
alternative 11, 15
a.m. 41
American 59
annual 45
answer 18
any other business 41
apologies 39
apologised 42
application 22
appointment 11, 22
appraisal 22
approx 52
Arabic 59
archives 27
arrange 18
ashtray 5
ask 50
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