

1 Office routines

Get ready!

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

- 1 What are some skills secretaries need for their jobs?
- 2 What are some of the things secretaries do at work?



GREEN & BAXTER, MANCHESTER

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

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

DUTIES



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

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

Reading

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

Word BANK

advertisement manager
staff telephone

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

Vocabulary

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

- 1 A Many secretaries prepare documents using a telephone.
 B After you address the label, attach it to an envelope.
- 2 A Secretaries filter calls to identify unimportant calls.
 B When you sort mail, you put a postage stamp on the letters.
- 3 A Use the switchboard to answer calls when you are not in the office.
 B Update the diary as soon as you make an appointment.

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

- 1 Can you draw up a schedule for our staff training day?
 A Sure, I'll write up a plan immediately.
 B Sure, I'll train the staff immediately.
- 2 Do we need to order more stationery?
 A Okay, I'll keep track of it.
 B Yes, we need some more paper.
- 3 Can you distribute these memos please?
 A Sure, I'll type them up.
 B Sure, I'll hand them out to the staff.

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

Listening

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

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

7 Listen again and complete the conversation.

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

Speaking

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

USE LANGUAGE SUCH AS:

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

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

Student B: You are a job applicant. Ask Student A about:

- the duties of the job
- how to apply

Writing

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

Resume

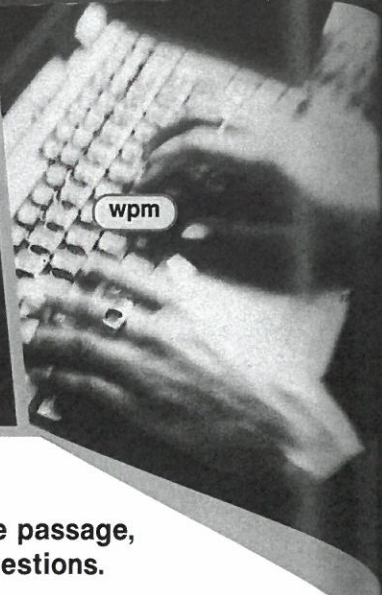
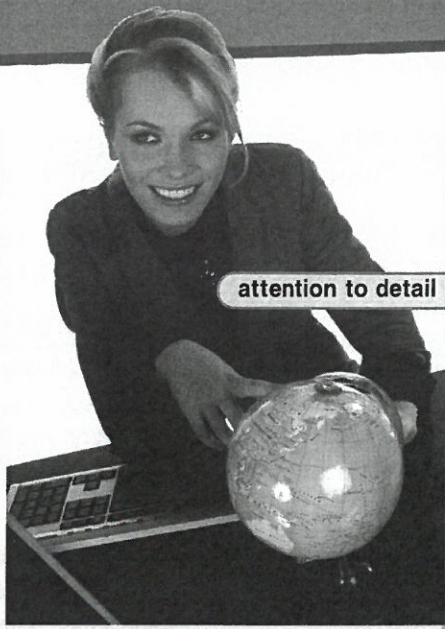
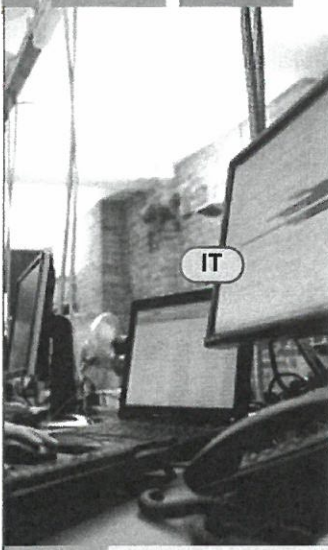
Name _____

Date of Birth _____

Qualifications

Secretarial Skills

2 Administrative Assistant



Job Reference Number: RY08/364
Administrative Assistant

30K p.a. plus 25 days vacation and pension plan.
 42 hours per week **approx.** Starting ASAP.

This is a great opportunity to join a busy and established business. Our client is a large manufacturing firm based in southwest Chicago, who is looking for an **admin.** assistant to help in the running of its busy office.

Duties will include:

- Answering the telephone, transferring calls, and taking messages
- Managing stock and stationery
- Filing documents and maintaining the filing system
- Audio / copy typing
- Making travel and accommodation arrangements
- Arranging meetings and diary management

Essential:

- A typing speed of at least 50 **wpm.**
- Ability to work to deadlines
- Good **IT** skills **esp.** in word processing and spreadsheets.

Desirable:

- 1 **yrs** admin experience desirable.
- **Exp.** in taking meeting minutes and dictation

We are looking for a good communicator with excellent **attention to detail**, a positive attitude and an organized approach. The candidate should have the ability to work both in a team and on his/her own **initiative.** Experience within a manufacturing environment would be **beneficial** to your application.

To apply, please email your CV and a **cover letter** to Helen Walker at S.T. Recruitment.

Get ready!

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

- 1 Where do companies advertise jobs?
- 2 What information is included in job advertisements?

Reading

2 Read this advertisement from an online recruitment site. Then, complete the table using information from the advertisement.

Job Title	1 _____
Salary	2 _____
Hours per week	3 _____
Benefits	4 _____
Location	5 _____
Application Procedure	6 _____

Vocabulary

3 Match the abbreviations (1-8) with the definitions (A-H).

- | | | |
|-----------|-----------|--------------|
| 1 __ K | 4 __ exp. | 7 __ wpm |
| 2 __ p.a. | 5 __ yrs | 8 __ approx. |
| 3 __ esp. | 6 __ IT | |

- A an abbreviation for "years"
- B an abbreviation for "Information Technology"
- C an abbreviation for "per annum"
- D an abbreviation for "approximately"
- E an abbreviation for "especially"
- F an abbreviation for "words per minute"
- G an abbreviation for "experience"
- H an abbreviation for "thousand"

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

- 1 Is it essential to type quickly?
A Yes, it's something employers want.
B Yes, he finished the letter an hour ago.
- 2 Why did you ask for a cover letter with the CVs?
A It tells us more about the applicant.
B Because this CV has some spelling errors.
- 3 Does the new assistant pay attention to detail?
A No, I haven't met him yet.
B Yes, he looks closely at everything.

5 Listen and read the advertisement again. What skills and experience does the successful applicant need?

Listening

6 Listen to a conversation between a manager and a secretary. Check (✓) the qualities that the new administrative assistant will need.

- 1 Good IT skills
2 Typing speed of sixty words per minute
3 Experience of note-taking
4 Initiative
5 Ability to work in a team

7 Listen again and complete the conversation.

Manager: Well, we need someone with good IT skills and a decent typing speed. At least fifty words per minute. That's essential.

Secretary: Okay.

Manager: And it would be good if they had some office experience, especially note-taking.

Secretary: Note-taking desirable. Right. Should we outline the duties?

Manager: Definitely. 1 _____ answering the phone, data entry, word-processing.

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

Manager: What 2 _____?

Secretary: Things like, we want someone with some initiative. And it's important that they have 3 _____.

Manager: Okay, sure, you can include that. But you'll also need to give details about the hours. That's 42 hours per week, for 10 weeks, 4 _____.

Secretary: And how much are we paying?

Manager: Fifteen an hour approximately.

Secretary: And when do you want that ad placed?

Manager: By the end of the day, 5 _____.

Secretary: I'll 6 _____.

Speaking

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

USE LANGUAGE SUCH AS:

We need someone with ...

It would be good if they had ...

We want someone with ...

Student A: You are a secretary. Take notes about a job advertisement and make suggestions.

Student B: You are a manager. You want to employ a new assistant. Ask Student A to place a job advertisement. Talk about:

- job duties
- required skills
- pay

Writing

9 Use the advertisement and the conversation from Task 8 to write a cover letter to apply for a job as an administrative assistant (100-120 words). Include:

- what office and IT skills you have
- what office experience you have
- what other qualities you have
- if you can start work immediately

