**FOREWORDS**

This workbook is dedicated to my students of 2nd year of Higher Certificate of Vocational Training in the field of Executive Assistant.

As a working tool, the main objective of the author is first, to permit students overcome the lack of teaching materials in their field of study, second, to deal with the yearly teaching program by reading texts, learning vocabulary, doing grammar exercises and writing in groups or in pairs.

The teaching method used in this book, is the communicative language teaching, which consists to teach learners in real life context and through communicative activities.

This workbook consists of texts for Reading for Comprehension lessons. Thus, the students will find skimming and scanning activities including questions and answers, gap filling, matching etc... Furthermore, there are grammar lessons and exercises covering students’ prior studies. Finally, in order to prepare students for the final exam, we’ve provided oral, reading, writing and translation methodologies and tips.

Providing students with the speaking, listening, reading and writing skills to deal successfully with the English assignment during their Higher Certificate of Vocational Training exam is our aim while writing this booklet.

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 **ESSAY WRITING**

**An essay is a short piece of writing on a subject.** The language that we use for writing essays is often more formal than the language that we use in conversation.

**An example essay**

You could be asked to write many different types of essays in English during the course of your studies. These may include **factual essays, descriptive essays or stories.** You may also be asked to write **letters, emails, reports** or pages from a diary as writing exercises. The phrases below all relate to the language you might want to use in a **discursive essay is** an essay in which you are asked to discuss something).

The title of the example essay **‘*Despite the increased availability of ‘healthy’ food and our greater knowledge of what makes a healthy diet, we are fatter and less healthy than ever before.’* Discuss**.

**Before you start**

Make sure you understand what you are expected to do in writing the essay. If you do not understand some words, look them up in the dictionary. It might help for you to put the essay title into more simple language – the process of doing this will help you to be sure that you understand it.

In a **discursive essay**, you will have to write about the things you agree or disagree with about the title of the essay. Give your reasons for your opinions, and finally state what your conclusions (final opinions) are based on.

**Saying what you agree with**

You will first need to read the essay title carefully, and decide what you agree or disagree with about it or whether you think it is true.

Use these words and phrases to say what you agree with or what you think is true about the statement: **Certainly**. . **It is certainly true that** . . **It is certainly the case that**. .

**Examples:** ***Certainly*** *more people than ever before are overweight.*

***It is certainly the case that*** *we know more about healthy eating than ever before.*

**Giving reasons for why you think something is true**

Use these phrases to give reasons why you think something is true about the statement in the essay title: **Perhaps this is because . . This could be because . . This could/may/might be a result of .** . **This could/may/might be due to**. . **This may be attributable to**. .

**Examples:** ***Perhaps this is because*** *people today eat the wrong kinds of food.*

***This could be due to*** *the fact that people today eat the wrong sort of food.*

**Giving additional reasons**

Use these words and phrases when you want to give another reason why you agree or disagree with the statement:

**Another reason (for this) might be**. . **It is also true/the case that. . In addition. . Furthermore . . Moreover . .**

***Examples:*** *People often eat the wrong types of food.* ***Furthermore****, they exercise less. People often eat the wrong types of food and* ***in addition*** *they exercise less.*

**Adding a more important reason**

Use these phrases to add a reason that you think is more important than the one you have just given: **More importantly** . . .**More significantly . . .What is more** . . .

***Examples:*** *“People often eat the wrong types of food and* ***what is more****, they exercise less. People often eat the wrong types of food and* ***more importantly****, they exercise less”.*

**Saying what the result of something is:**

Use these phrases when you have just given an example of a particular situation that exists and you now want to say what the effect of this is: **Thus . . . As a result . . .For this reason . . .Consequently . . .This has the effect of . . .Therefore** .

**Examples:** *“People these days take less exercise.* ***As a result****, they are overweight and less fit”. “People these days take less exercise.* ***Consequently****, they are overweight and less fit”. “People these days take less exercise.* ***This has the effect of*** *making them overweight and**less fit”.*

**Giving a different opinion**

When you write a discursive essay, you will probably want to mention more than one side of an argument.

Use these words and phrases to write about fact or opinions that might not support or might be very different from those you have just mentioned:

**However. . Nevertheless/nonetheless.. On the other hand.. Even so. Yet**

***Examples:*** *There is no doubt that people are getting fatter.* ***However****, we are not unhealthier in every way.*

*There is no doubt that people are getting fatter.* ***On the other hand****, we are not unhealthier in every way.*

*There is no doubt that people are getting fatter, but* ***even so*** *we are not unhealthier in every way.*

**Making an argument stronger**

Often you will want to add facts to further support an argument.

Use these words and phrases to do this: **Indeed . . . In fact/the fact is/in actual fact . . . Actually . . . Do not use this at the beginning of a sentence in formal writing.**

**Examples:** *People are not less healthy in every way.* ***Indeed****, in some ways we are healthier. People are not less healthy in every way.* ***In fact****, in some ways we are healthier.*

*People are not less healthy in every way. In some ways we are* ***actually*** *healthier.*

**Introducing facts to support your opinion**

It makes your argument much stronger if you can use some proven facts or evidence to support your opinion.

Use these phrases to mention research or other proof that supports your argument: **Recent research shows/suggests…/A recent report/survey showed…There is evidence to suggest that . /The latest/ most recent figures suggest (that)…**

***Examples:******A recent report/survey showed*** *that on average we are living ten years longer than our parents.*

***There is evidence to suggest that*** *on average we are living longer than our parents.*

**Ending an essay**

 At the end of your essay you will want to state your conclusions (your final opinions after you have considered all the facts). This usually involves summarizing the main arguments and facts that support your opinions. Use these phrases to write your conclusions: **To conclude . . . To sum up . . . In summary . . . In conclusion.** . .

***Example:******To conclude/In summary****, while we are in some respects less healthy, in many ways we are healthier than ever before.*

**OTHER USEFUL PHRASES**

 **Saying that something is generally true**

Very often in a discursive essay you may want to say that something is true for most of the time or on most occasions, even though it may not be true in every case. Use these words and phrases to say that something is generally true: **Generally/in general . . . Generally speaking . . As a (general rule) . . In most cases . . . On the whole . . . For the most part. Example:** ***On the whole*** *we are a fatter nation than we were fifty years ago.*

***Generally speaking*** *we are a fatter nation than we were fifty years ago.*

**Writing about the present, the past and the future**

**a. The present**

Use these words and phrases to say that something is true or something is happening at the present time**: Today.. Currently.. Nowadays.. These days.. Recently.**

**In this day and age . . In recent years . . In/over the past few years . .**

***Examples:******Nowadays*** *it is quite normal to snack between meals.*

 *It is quite normal to snack between meals* ***these days****.*

**Over the past few years** it has become quite normal to snack between meals.

**b. The past**

Use these words and phrases to write about what happened or was true in the past: **In the past . . In previous years . . Previously/formerly . . At one time/once . . Then/at that time** . .

***Examples:******In previous years*** *food was eaten only at mealtimes.*

***At one time****, food was only eaten at mealtimes.*

*Food was* ***previously/formerly*** *only eaten at mealtimes.*

**c. The future**

Use these words and phrases to write about something that might happen or be true in the future: **In the future . . . One day/someday . . . The day will come when . . In years to come**

***Examples:******One day/someday*** *scientists may discover a cure for obesity. Scientists may discover a cure for obesity* ***in the future****.* ***In years to come*** *scientists may discover a cure for obesity.*

**Giving your opinion**

Use these words and phrases to write about what your opinion is: **I believe that… It is my feeling that . . . It is my opinion that… In my opinion/view.**

***Example:******In my opinion/ view****, far too much advertising of fast food is aimed at children.* ***It is my opinion that*** *far too much advertising is aimed at children.* ***I believe that*** *far too much advertising is aimed at children.*

**Giving other people’s opinions:** Use these words and phrases to say what someone else’s opinion is: **According to John . . . In John’s opinion /view . . . Many/some people argue (that) . . .** **As John says/writes . . . As John argues/claims/explains/points out . . .**

***Examples:******According to*** *Ian Thompson, the fast-food industry is partly to blame.* ***As*** *Ian Thompson* ***points out****, the fast-food industry is partly to blame.*

**Saying that something is certainly true**

Use these words and phrases to say that you think something is definitely true: **Undoubtedly/without a doubt. Definitely/certainly. Undeniably…Unquestionably**

***Example:*** *Children today are* ***unquestionably/ undoubtedly*** *less active than their parents**were as children. Children today are* ***definitely/certainly*** *less active than their parents were as children.*

**Saying that something might not be true**

Use these phrases to say that something might not be true: **It is not necessarily true (that) . . It is not necessarily the case (that) . . Not everyone agrees that . . . It seems unlikely that . . . It is not very likely (that)**

***Example:******It is not necessarily the case*** *that fatter people are less healthy than thin people.* ***Not everyone agrees that*** *fatter people are less healthy than thin people.*

**ACTIVATION**: Fill in the table with the listed connectors under the right column.

**~~However~~, in contrast, above all, furthermore, nevertheless, moreover, for instance, in fact, despite this, even though, on the other hand, certainly, on the contrary, most important, consequently, although, for example, otherwise, due to, as a result, additionally, in addition**

|  |  |  |  |
| --- | --- | --- | --- |
| Emphasize | Add information | Contrast | Cause / Effect  |
|  |  | However |  |

**4-AN ESSAY OUTLINE.**

Topic**: *Do you think that progress of technology contributes to the well being of man?***

1. **INTRODUCTION**
2. **BODY**

1-Technology as man’s working tool.

1. Industries. Contributes to the material well being of people (development of communications, saves time, place and money)
2. Culture. Psychological well being (new arts, new sensation…)
3. Health. Physical well being (people leave longer and better)

**Transition*: The above points justify the author’s point of view but they have limits when we consider the drawbacks of technology*.**

1. Technology can prevent people’s happiness.
2. The social drawbacks of the progress of technology

(Unemployment, automation, etc.)

1. Lack of privacy. The storing of personal information on computers is a risk.
2. Environment. Environmental problems provoked by industries, sophisticated armaments, etc.
3. **CONCLUSION**

 **OTHER TOPICS**

* ***Higher salaries are better than other incentives for motivating workers.***
* ***It is possible to develop and acquire leadership skills through self-awareness, personal improvement, and learning.***
* ***Discuss sexual-related harassment (and policies) in the workplace***
* ***Employees should have the choice of joining public unions.***
* ***Does gender inequality i.e. discrimination have a negative impact on performance and productivity and, if so, how?***
* ***How have businesses been affected by nepotism? Support your answer with examples.***
* ***The quality of a product or service is negatively impacted where a business’s main driver is profit***
* ***What is your understanding of “affirmative action?” How can such action impact or be significant for an enterprise?***
* ***Can companies legally hide or withhold information that might potentially damage their reputation or image, particularly from customers?***
* ***How are businesses impacted or affected by pirate websites?***
* ***In cases concerning breaches of contract, is duress good enough reason? In what circumstances should duress be considered sufficient?***
* ***Social networking is an effective platform for promoting and advancing businesses.***
* ***Every business should adopt green principles.***
* ***College degrees do not guarantee success in business***

 **TRANSLATION**

Translation is a literary exercise which consists in translating texts, articles, speeches, books, etc. into a second language. Then, the working materials of translation are two languages. The first language which is to be translated and the second language in which the first is being translated. Each language has its own lexicology, structure, grammar etc. The translator must pay attention to the peculiarity of each language in order to avoid mistranslations, nonsense, comments etc. Thus it becomes extremely important that some guidelines be given to the student translator. Translation must be apprehended through three stages: the writing conventions, the interpretation and the coherence.

**1-The writing conventions,** They include all the writing norms and requirements of a language. They are like the road signs for translators. They include acronyms, logos, symbols, numbers, the use of capital and small letters, units of measurement and time, typography (quotation mark, dash, hyphen, brackets, etc.), toponyms, titles, books and films titles and official names.

Other important components of the writing conventions are grammar and spelling which are wrongly or rightly considered to be mastered by the student at the level of university. As a matter of fact they do not receive specific grammar or spelling course at that level. Therefore the student has to work by himself to come through his grammar and spelling shortcomings.

**2-Interpretation,** It is the second stage translation process. It consists in the detailed analysis of the words, phrases, sentences, paragraphs and the whole text to be translated in order to understand it fully. It will permit the student to find equivalents for non-existent words or expressions in the second language. It includes the explanation of the text taking into account the figures of speech, unclear expressions, rhythm, idioms etc.

**3-Coherence,** Coherence is the characteristics of a text whose syntaxic elements are interdependent, linked to one and other and harmonious. It is the consequence of the correct use of vocabulary, linking words and the logical development of ideas. It constitutes the final stage of translation.

**4-Translation tasks in the bts exam(Guidelines for the translation task in the BTS English examination)**

The student has to read many times the text before translating it. He must avoid blank spaces (non-translated words), wrongly translated words, passages and ideas which bring about nonsensical and incoherent sentences. The two dangers that threaten the would-be translator are the word for word translation, the interpretation and the commentary of the original text.

**The first reading**, It will permit the student to get in touch with the document, thus to concentrate himself on the exercise and get the gist of the text. It generally leads the student to answer the following questions, What? Who? Where? When? How? Why?

**The second reading**, When reading the text for the second time, the student will jot down unknown words and the passages of the text he does not understand. Then he explains the text, finding out its structure and trying to understand the link between the theme, the title and the different ideas of the author of the text.

During the second reading the student must find out an adequate translation for unknown words taking into account the context and the theme. It is here that the first draft of the translation is done. The student should leave lines and blank spaces for corrections of unknown words and expressions.

**The third reading,** After the third reading, the student has a deep understanding of the content of the text. Therefore he will write down a complete translation of all the passages of the text including all the difficult expressions and words.

**The fourth reading**, At this stage, the student must read both the text and the translation in order to find out misinterpretations and mistranslations. This will permit him to draft the final version of the translation.

**To translate or not to translate?**

 Family names, street names, newspaper titles, are not translated. But, we can translate names of places, historical names when there are equivalents in the second language. For example, London = Londres. Units of measurement can also be translated without translating them when they have equivalents. But it is better to translate automatically the measures of distance, weight and height. Monetary units are also translated without converting them. ($100 = cent dollars).

**Translating procedures**

1. **The Borrowing**

The original word is kept in the second language; (business = business).

1. **The Calque (loan translation**).

The word or expression is directly translated; (science fiction = science fiction).

1. **The literal translation**.It is the word for word translation; (the cat is in the kitchen= le chat est dans la cuisine).
2. **The transposition**

Grammar is changed in the translation of the word or phrase; (John thinks that Manchester united will beat arsenal next week = D’après John Manchester United va battre Arsenal la semaine prochaine).

1. **The Modulation**

When literal translation and transposition cannot translate correctly the point of view of the original text is changed; (instant coffee= café soluble).

1. **The Equivalence**

It is used when the literal translation gives a nonsensical sentence in the second language; (ouch= aie); it is also used when translating proverbs; (Too many cooks spoil the broth = Deux patrons font chavirer la barque).

1. **The Adaptation**

The situation stated in the first language does not exist in the second language. Another situation is found to replace the original situation; (a pint of bitter = un demi).

**EXERCISE: *Translate in French:***

*Business is an organized approach to providing customers with the goods and services**they want. The word business also refers to an organization that provides these goods and services. Most businesses seek to make a profit - that is, they aim to achieve revenues that exceed the costs of operating the business. Prominent examples of for-profit businesses include Mitsubishi Group, General Motors Corporation, and Royal Dutch/Shell Group. However, some businesses only seek to earn enough to cover their operating costs. Commonly called nonprofits, these organizations are primarily nongovernmental service providers. Examples of nonprofit businesses include such organizations as social service agencies, foundations, advocacy groups, and many hospitals.* Business English page 5.

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**Translate in English :**

*La Côte d’Ivoire, premier producteur mondial de cacao, et le chocolatier français Cémoi ont lancé mercredi à Abidjan un programme de plantation de 1,5 million d’arbres dans les champs de cacao, afin de lutter contre la déforestation et le changement climatique qui menacent la cacaoculture. Ce « programme transparence cacao » vise à reconstituer les forêts, dont près des trois quarts ont été détruites ces cinquante dernières années par les exploitants pour planter davantage de cacaoyers et améliorer leur rendement. D’un coût de six milliards de FCFA sur cinq ans (9 millions d’euros), ce partenariat public-privé a été conclu entre le Conseil du café-cacao de Côte d’Ivoire qui gère la filière et le groupe Cémoi, qui a inauguré il y a un an sa première usine de chocolat, une denrée jusqu’alors inaccessible pour la plupart des Ivoiriens. L’express. Fr*

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**READING**

**What is a text?**

It’s the written form of a speech, play, article etc. especially one studied for an exam. It’s a piece of writing that you have to answer questions about in an exam or a lesson.

**1-READING**: To look at a text and understand the meaning of written or printed symbols or words. One of the skills expected from the reading of a text is the ability to identify the different elements which constitute a message. Thus the reader must be able to answer the following questions:-**What does the author want to communicate and in which purpose?-To whom is the message sent?-How has the author organized his ideas? -What’s the form of writing used by the author?**

**2-READING STRATEGIES**

When we read we often use different strategies and techniques depending on the text and our reason for reading: for example we would not normally read a newspaper and a textbook in the same way. There are four principal “styles” of reading: skimming, scanning, intensive and extensive reading.

**Skimming:** This type of reading involves moving our eyes rapidly over the page or pages in order to get a general idea of what the text is about, focusing on certain keywords or phrases. (After skimming a text about money and barter we’d be able to say that the text is about the different means of payment or the different forms of money).

**Scanning:** It’s the strategy we use when we seek specific information in a text, such as names, dates, statistics, or whether a particular is treated (looking through a film review just to find the name of the star).

(We can scan the chapter on the Zulu empire in order to find out the historical periods in which it flourished; the names and dates of important battle, the names of Zulu Gods and rulers…).

**Intensive reading:** It’s the style of reading we use when we wish to have a very clear and complete understanding of a written text. This implies that the reader will focus on the writer’s discourse in order to understand not only the literal meaning of the text but also the writer’s deeper purpose, his position, etc…

After an intensive reading of a book we will be able to make a complete account of it to another person and make remarks on the writer’s position and strategies.

**Extensive reading:** This style of reading is often used when dealing with longer texts either for pleasure, information, or for a particular interest.

**3-THE CHARACTERISTICS OF A TEXT**

**Lexis or vocabulary:** Although it is important to know the meaning of the words of a passage in order to understand it, it is not compulsory to comprehend the meaning of all the words of a given passage to grasp the main points expressed in it. Sometimes it is possible, referring to the context to infer the meaning of the text even without knowing some specific words or phrases. The reader’s personal experience, common sense and competence in logical inference can help him understand unknown words. This entails his intelligent guessing of words meaning while reading in context.

**Connectors:** They are words or phrases that serve as logical connectors. There are many categories of linking words; they include addition, contrast, emphasis, explanation, illustration, purpose, repetition, sequence, space, summary, time.

**4-THE READING FOR COMPREHENSION TASK DURING THE BTS EXAM**

The reading task in the BTS written exam consists in answering 3 or 4 questions while reading a text of three or four paragraphs. So it is both a **scanning,** (for the student may have to find specific answers) and **intensive** (for the student may be asked to find the writer’s position about an issue or appreciate a given situation) in the text. Students should be aware of the fact that they are reading not for the sake of reading but they are reading for a purpose. They are reading to find out specific information they need to answer the comprehension question. As a matter of fact they must read the questions first and possibly try to understand them. This has the advantage for them to know what is expected from them, which question to answer or which information they are looking for while they’ll be reading. Afterwards they read the text itself as many times as possible to have a good understanding of it and answer as clearly and shortly as possible the questions. This means that the student must avoid copying the entire paragraph in which the answer is or paraphrasing the text. The student in fact is expected to give the precise and right element of information and he must show his ability to formulate answers of his own. The student must know that questions are not answered in the same way. He has to take into account the different types of questions which are dealt with in the next chapter.

**OVERVIEW ON ADMINISTRATIVE ASSISTANTS**

***Why are administrative assistants or secretaries needed?***

****

As an administrative assistant, you are hired to relieve your busy employer of a great deal of work, especially the details of office procedure and other matters that do not require your employer’s personal involvement. You’ll act as a liaison between your boss and the rest of the company. Sometimes you’ll act as a buffer. Depending on the size of the company, you may also be called on to perform tasks normally outside the secretarial role in sales, banking, billing, payroll, accounting, advertising, public relations, purchasing, and more. Everything you do for your employer must duplicate as closely as possible what he or she would do if not absorbed in work that couldn’t be delegated. Every businessperson dreams of having the perfect administrative assistant, and every administrative assistant dreams of having the perfect boss.

**WHAT DO EMPLOYERS WANT?**

It’s helpful to know what an employer expects of a “perfect administrative assistant” so that you can present yourself at your best during both the job interview and those critical first weeks on the job. Here are a few of the most important qualities: Punctuality, dependability, ability to learn, willingness to follow instructions, loyalty and confidentiality etc.

***PUNCTUALITY.***An employer wants an administrative assistant who is consistently punctual and always on hand during office hours. An administrative assistant who continually arrives even a few minutes late or who is ill frequently can cause havoc in a busy office. The employer knows from experience that such an administrative assistant may not be truly interested in the work. This person will be passed over or terminated in favor of someone with greater respect for the job—an administrative assistant who is always punctual and always there when needed.

***DEPENDABILITY****.* An employer considers the applicant’s disposition and personality, trying to judge whether he or she is dependable. For example, would the candidate rush home at precisely five o’clock despite an office crisis, or would he or she take enough responsibility to volunteer to remain after hours if an emergency arises?

***ABILITY TO LEARN.***An employer wants to know the extent of the applicant’s education—not only formal programs and degrees but also self-instruction and single courses. This information indicates the applicant’s willingness and capacity for learning. For example, an employer may hope that you know the specific computer software the company already uses but not be too concerned if you aren’t Familiar with it if you show the potential to learn quickly.

***WILLINGNESS TO FOLLOW INSTRUCTIONS.***An employer wants a candidate who follows instructions carefully and willingly. Of course, a good administrative assistant will soon take initiative and perform certain tasks differently to save time or improve results. But the administrative assistant who always demands complete control may ultimately become unwilling to follow instructions, debating or questioning every one of the boss’s directives. Though intelligent input from an administrative assistant is prized, an employer usually prefers not to argue points that he or she has already decided. The employer is concerned with more important matters than explaining all the reasons for pursuing a particular policy. Therefore, the employer looks for an administrative assistant who will execute a decision no matter how many alternatives may seem obvious, or no matter what a former boss did in the same situation. In other words, the employer wants someone whose personality will be an asset rather than a handicap.

***LOYALTY AND CONFIDENTIALITY.***Although these qualities are impossible to discover during an interview alone, every boss wants his or her administrative assistant to possess them. In an office, there is nothing more unwelcome than the “human sieve” who constantly chatters about every conversation heard, spreads idle rumors like wildfire, and must constantly be screened from confidential projects and information. No matter how efficient, how educated, and how experienced that administrative assistant is, his or her employment will be short-lived.

***AND SOMETHING ELSE.***A keen employer wants more in a prospective administrative assistant than these general qualifications. During an extended interview, the employer will be looking for quick-wittedness, flexibility, commitment to work, a certain quality and level of conversation, and a sense of courtesy.

**YOUR WORKSTATION**

The location and conditions of where you do your day-to-day work can be critical to how effectively you perform. Whether or not you have input on the physical placement of your workstation, your desk and immediate workspace are yours to organize in a way that makes you comfortable and allows you to be as productive as possible. Your immediate workspace may include a desk, chairs, files, bookshelves, credenza, and portable tables. As you arrange these items, plan a layout that considers your work habits as well as the traffic patterns for yourself, other employees, and clients. Here are just a few factors to consider:

***Desk chair****.* Your chair should help promote good posture and back support, and it should be adjustable so you will not tire quickly.

***Lighting.***Proper lighting is highly important in any office. Your work area should have sufficient lighting to avoid causing you eyestrain and headaches yet be positioned to minimize glare on your computer monitor.

***Desk****.* Your desk should be large enough to hold the office supplies and equipment you work with most often and to provide a clear area on which to work. Keep your most often used supplies and equipment, (such as your telephone, memo pad, in and-out box, and stapler), within easy reach when you are seated at your desk. Any reference books that you use frequently should also be easy to reach, as well as a desk reference organizer. A desk organizer with slots is useful to store various work-in-progress folders so they can be quickly found when needed.

***Supplies****.* In your own desk, keep enough frequently used supplies to last for a week. At the beginning of each week, restock your supply. Neatly arrange these materials in drawer organizers, small boxes, or other containers. Store ink pads upside down.

***Computer****.* Your computer should be on a surface apart from your desk, preferably its own desk or table. In any case, you should be able to fit your legs under this surface comfortably as you work. Power cords should be kept out of the way, so you will not inadvertently disconnect them with your feet. Multiple power cables can be connected together with twist-ties. Besides a computer, keyboard, monitor, and printer, your computer workstation will most likely also be equipped with a mouse, a good-quality mouse pad for extra traction, a modem or network card for communications and file sharing, a hard disk drive, an external storage drive, DVD-ROM storage system, printer, and software reference manuals. Other useful accessories to help organize and protect this equipment include plastic dust covers for both the computer and keyboard when they are not in use, a computer fan to prevent overheating, an antiglare monitor cover to reduce eye- strain, and acoustical hoods for printers. All expensive office equipment such as computers, monitors, and printers should be equipped with a surge protector. If you work for a small company, you may have to arrange all these elements so they can also be used by fellow employees without interfering with your other work. Office Supplies Depending on the size of the company and your own responsibilities, you may have to order office supplies for yourself, your department, or the entire business.

**REFERENCE WORKS**

Every office should have a minimum number of reference works and other sources of information. These are invaluable in writing, taking dictation, and transcribing, and will help you improve your work by enlarging your knowledge of the subjects covered in correspondence or reports. By telephoning a specific question to the reference department of your local public library, you can often obtain the information you need or gather advice on how it may be found, but try to avoid problems by having good reference books in the office. The book you are likely to consult most often will be an abridged dictionary, and it should be on your desk. There are a number of good dictionaries. The one recommended here is *Merriam-Webster’s* *Collegiate Dictionary* because it contains most of the information an administrative assistant requires for daily work: spelling, syllabication, pronunciation, meaning, usage, derivation, and even synonyms in many cases. If you do most of your work on a computer, you may elect to use a software dictionary. These programs can be installed on your computer and allow you to look up word spellings, definitions, synonyms, and antonyms with the click of a mouse. If you have an Internet connection that is always on, you can use an online dictionary. Dictionary.com is an excellent online resource that allows you to look up words from within a word-processing document by typing a special combination of keys on the keyboard.

**Work Planning** The first thing to do when you arrive at the office every day should be to air the rooms and regulate the heat or air conditioning (unless it’s set on a permanent basis by building maintenance). Then arrange your desk for maximum efficiency, and replenish your supplies. Prepare your notebook and pencils for taking phone messages or to be ready if your employer gives you a task that requires taking notes. Consult your desk calendar or your computer’s calendar to be sure you’re aware of all you must do during the day. Check your list of recurring matters: appointments, meetings, payroll dates, bill payments, and tax or insurance deadlines. Give your employer a reminder list of appointments and other activities, and prepare any material from the files he or she will need. As part of your normal daily routine, try to order your activities in the most productive way. When you have to leave your desk to run an errand, for example, do other errands at the same time. Whenever possible, use the telephone instead of delivering a message in person (unless, of course, your employer asks you to do so). You may also use email. If you have tasks that involve mailing or shipping, plan them with pickup and delivery times in mind. Maintain a daily To-Do list on paper or in your computer, and check off each item as it is accomplished. When new projects come in, try to complete them as quickly as possible. Prioritize your work. If you have several ongoing projects, and a new one comes in, ask your employer which one has the highest priority. Each evening before you leave the office, make a list of what you need to do the following workday. Then put away all of your work and work-in-progress files, either in your desk drawers or in a filing cabinet. Work that is especially sensitive, such as client lists or accounting records should be put away in a locked file cabinet. Your regular routine includes keeping your work area clean. Clean out your desk drawers periodically. Your computer and other office equipment should be cleaned using a slightly damp towel. Compressed air in a can is useful for blowing dusts off your computer keyboard and monitor screen. Disk-drive cleaning kits use a special diskette to clean the internal working parts in addition to maintaining your immediate area, schedule regular servicing for all office equipment as part of a preventive maintenance program. You do not want to wait for equipment to break down in the middle of a big project with a firm deadline. Here, the old adage is so important: An ounce of prevention is worth a pound of cure. Finally, always be thinking of ways you can improve your own performance and the efficiency of the office. Look for problems, and try to find ways to solve them. An orderly, smoothly running business has a greater chance for success, and your company’s success will help ensure your own.

**DICTATION AND TRANSCRIPTION**

 Besides storing notebooks and pens in your own desk, keep a notebook, pencil, and pen in an inconspicuous place in your boss’s office so you’ll always be ready to take dictation, even if you’ve just looked in to announce a caller or deliver a message. You will save your boss valuable time, since you won’t have to retreat to your own desk for supplies. Each day, when you begin dictation, first write the date at the top of the notebook page. When the dictation is over, write the date once more at the end, and draw a line across the page.

***Dictation Equipment***

In many offices, administrative assistants do not take dictation or use shorthand. Instead, the employer uses a digital recorder. These machines save you the job of taking dictation before transcribing the letter.

While your employer is dictating into the recorder, you can finish other tasks that would otherwise have to be neglected. In addition, some employers have difficulty dictating to another person but can speak into a machine with ease; therefore, their dictation is actually easier to comprehend this way. The digital recorders connect to a computer in order to transfer the audio file for transcription.

After transcription of your notes, be sure to read over what you’ve typed. If there is even one error, it’s better for you to find it rather than another person. With computers, corrections can be made in a second, and you can produce a perfect, well-spaced, and balanced page. As you proof your work, check to make sure the transcription makes sense. Are there any inconsistencies to references? Is the grammar, punctuation, and formatting correct? Have you used the correct words? And of course, run a spell-checker and proof the document for typos.

**Your Employer's Office**

Some employers consider their offices sacred ground that is not to be touched; others appreciate having their assistants dust and straighten up. You’ll soon learn your own boss’s preferences. If he or she doesn’t mind, start by stacking the files being consulted and replacing those already consulted in the cabinet. Ask, however, before removing papers or documents from your boss’s desk, especially those you have noticed there for quite some time. Discretion is always necessary. You must not overstep your role by touching or mentioning papers that your employer considers personal or private. In addition, many employers maintain their own, unique filing system atop their desks and will advise their administrative assistant not to touch those stacks unless absolutely necessary. One such necessity may be if the boss telephones from out of the office and asks you to retrieve a letter or document from atop the desk. If this happens, turn the stack to the side at the point you found the letter, so that you can later replace It exactly where it was. When you make appointments for your employer, record them on both your boss’s calendar and your own. Be sure to remind your employer of these appointments—even though they’re clearly on the calendar—so that he or she won’t schedule too much work, for example, on the morning of a conference.

**The Intangibles**

Besides performing the usual office duties, all administrative assistants encounter many situations that are a test of character, judgment, and memory. The administrative assistant must know exactly what the employer wants kept confidential. In some instances, your employer may frankly explain when something is not for public consumption, but do not assume otherwise if he or she says nothing. When someone asks you about a confidential matter, it should never be necessary to lie. A graceful “I couldn’t say” is sufficient, especially in response to those who understand and respect your position. An administrative assistant must exercise self-control every moment, even when courtesy is strained. While on the job, you are not living your personal life but, rather, representing your employer. Because of this, you cannot succumb to mood swings or to criticism of those around you. You must always think before speaking and keep yourself open like an impersonal channel for the fulfillment of your role as administrative assistant. Think of how a diplomat must act while representing his or her country in a foreign land. A great many little matters between an administrative assistant and his or her boss will be left unmentioned by them. In a good working relationship, a type of telepathy develops between employer and administrative assistant. Their understanding of each other contributes to their mutual success.

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**EXERCISE: CHOOSE THE CORRECT ANSWER**

Question 1: **To be a receptionist you must be able to** A.     Write up questionnaires and surveys.
B.   Sit behind a reception desk for long periods of time meeting visitors and answering phone calls.
C.     Carry out market research activities.
D.     Manage a team of office juniors.

Question 2: **How should you treat VIP visitors?**

A.     In a manner befitting their position.
B.     Just like every other visitor.
C.     By offering them a complimentary car park pass.
D.     Offering to make them a cup of tea.

Question 3: **A visitor wants to park their car in the company car park, what do you do?**
A.     Make some polite conversation about their car.
B.     Point blank refuse, and tell them to park elsewhere.
C.     If there is a space, issue them a car park pass.
D.     Tell them there are no spaces available, even when there are.

Question 4: **What is Microsoft Outlook used for?**
A.     To keep a track of office expenses.
B.     It’s part of the diary management system.
C.     Used to assist with company audits.
D.     The management of emails and personal information.

Question 5: **To present a professional image of the company a receptionist should;**
A.     Have pointless and casual conversations about the weather with all visitors.
B.     Point out to visitors any shortcomings in their dress style.
C.     Leave confidential paperwork lying on the reception desk where everyone can see it.
D.     Be calm and polite at all times, and deal with all of their enquiries in a professional and courteous manner.

Question 6: **To create effective presentations and correspondence you should;**
A.     Have good knowledge of Microsoft Office packages like Word & Excel.
B.     Be able to file away paperwork properly.
C.     Be prepared to plagiarize and copy other people’s writing.
D.     Know how to add and subtract

Question 7: **Part of a receptionist’s duty is to screen phone calls, the reason for this is to;**
A.     Find out the number of the person calling, so you can call them back later.
B.  Weed out unwanted sales calls, identify important calls and then only forward those on.
C.     Have casual conversations with the caller.
D.     Get rid of all callers as fast as they can.

Question 8: **An effective all round receptionist is;**
A.     A team player who is also able to work on their own initiative.
B.     A loner who works best on their own.
C.     An extrovert who is only effective when they work as part of a team.
D.     A person who is only sociable after work.

Question 9: **What is a switchboard?**
A.     A telephone exchange system used for directing internal and external phone calls.
B.     A electronic diary management system.
C.     A device used to identify computer faults.
D.     Specialist software used to track executive appointments.

Question 10: **Effective Diary management helps you to:**
A.     Book hotels for the company.
B.     Complying with all legal, regulatory and best practice guidelines.
C.     Participate in meetings.
D.     Keep track of company appointments and events.

Question 11: **A receptionist should have good communication skills so they can;**
A.     Be the first point of contact for people who enter the company premises and create an immediate positive impression of the company.
B.     Gossip with colleagues.
C.     Pass messages from one person to another.
D.     Write professional correspondence.

Question 12: **What does sorting and distributing the post mean?**
A.     Writing up correspondence to be sent out.
B.     Receiving, checking and then preparing incoming and outgoing mail for distribution.
C.     Proof checking the grammar in letter to be sent out.
D.     Receiving the post then filing it away to be dealt with later.

Question 13: **What does visitor management mean?**
A.     Offering visitors a cup of tea upon their arrival.
B.     Making people sign a visitors book when they first arrive.
C.     Asking visitors questions about how their day has been.
D.  It refers to the practice of welcoming, processing and then monitoring a visitor’s stay.

Question 14: **A receptionist should have a good memory for names and faces, so they can;**
A.  Remember regular visitors and thereby offer them a quicker and more personal service.
B.     Use computer equipment more effectively.
C.     Write letters more professionally.
D.     Learn to use new office equipment.

Question 15: **Visitor passes can help to;**
A.  Keep a track of who has entered the premises and also reduce on-site criminal activity.
B.     Make visitors feel more valued.
C.     Tell senior managers how many people have visited the company.
D.     Create a professional image of the company.

Question 16: **What is a visitor signing in book used for**?
A.     Finding out the names of visitors.
B.     Keeping track of who is in the building.
C.     Obtaining a visitors signature.
D.     To find out how many people visit the company on a daily basis.

**TEXT 1: THE RECEPTION AREA**

 **BRAINSTOMING OFFICE EQUIPMENT**

**Write the name of each picture below and, with your neighbor, say what each one is used for.**

 **1  2 3**

 **4  5  6 **

 **7  8 9 **

**10 11**  **12** 

**Activity 1: Match each word in column A with its corresponding synonym in column B.**

**Write your answers in column C.**

|  |  |  |
| --- | --- | --- |
| **A)WORDS** | ***B)SYNONYMS*** | **C)ANSWERS** |
| *1)Commodities,**2) Welcoming,* *3) Passes,* *4) Cool,* *5) Premises,* *6) Amenities,* *7) Strangers,* *8) Warm.* | *a)Conveniences**b)Goods**c)Hot**d)Properties**e)Admission tickets**f)Agreeable**g)Cold**h)guests* | **1 Goods****2****3****4****5****6****7****8** |

**ACTIVITY 2: Use the words in the table below to fill in the suitable gaps in the text.**

*commodities, welcoming, passes, cool, premises, reception area, amenities, strangers, warm.*

The …………………… ……….. is where visitors to a firm wait, either because they have arrived too early for an appointment, or the person they have called to see may be unexpectedly delayed.

It is important that the reception area gives visitors good impression because it is quite often the first part of a firm they see, and if it is not ***………………………….*** and comfortable, they may decide to transfer their business to another firm.

The first things that visitors notice on arrival may well be your own desk and equipment. As well as being……………… in winter; ***…………***in summer, well lit and attractively decorated, the reception area should have comfortable chairs for the visitors, and it may also offer………….. such as vending machines for refreshments and cigarettes, toilets, payphone, coin changing machine and many other…………………… .Many large firms do not allow ***……………..*** to walk around the………………… unaccompanied. They are escorted either by messengers, a commissionaire, or a secretary. In some firms, badges are issued to all visitors with the word ‘visitor’ printed on. These will have to be handed back to the receptionist before leaving the firm. So that the receptionist is able to check quickly whether someone she does not recognize is an employee or a visitor. Work…………… are issued to employees; these passes have the employee’s photograph on, for identification, and are signed by him (or her) and dated. Employees can be asked for these passes on entering or leaving the works, by works police or commissionaires. They are usually renewed every year.

 **Extracted from: Thelma J. Foster, Office Skills, 4th Edition, 2001**

**Activity3: Read the text again and answer the questions below.**

1) What are the different uses of the reception area?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

2) What are the characteristics of a good reception area?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

3) What is the main equipment found in a reception area?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

4) Which documents permit recognize visitors and workers?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Activity 5: Rewrite the following statements from the text using the passives. An example is done for you.**

1. we give seat to visitors **visitors are given seat**
2. we must give them good impression
3. we usually offer refreshments to guests
4. a secretary accompanies the visitor
5. commissionaires issue badges to visitors

**Activity 6: Speaking**

Discuss in your groups and report to the class the following statement:

**“It is important that the reception area gives visitors a good impression”**

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**ACTIVITY 7: Translate**

**Into French**

When visitors come into your office for the first time, you have one chance to make a first impression. In the case of VIP visitors, such as prime job candidates or potential clients, this impression is particularly important. When visitors walk in, the front office should give them an idea of your company’s priorities and personality. That impression should pave the way nicely for the conversations and job interviews that will follow.

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**Into English**

La première image qu'on a d'une entreprise est bien souvent sa réception, qu'on soit un visiteur ou qu'on la contacte par téléphone. "*Beaucoup d'entreprises ont compris que cet accueil était essentiel. La plupart font directement l'association entre image et première impression"*

**……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...**

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**FOLLOW-UP: Translate the text into French.**

**TEXT 2:**

**BRAINSTORMING**

**Look at the picture, name them and say what their uses are.**

 ** **

**1 2**

**DIARIES IN DAILY OFFICE WORK**

**Activity1: Read the text below and say what it is about.**

This text is about……………………………………………………………………………….

…………………………………………………………………………………………………...

Diaries are an essential part of daily planning. They give the day’s programme at a glance, and, in addition, they enable a secretary **to space out** her employer’s engagements and to allow time between callers, visits, meetings, **luncheon** and dinner engagements for him to **carry out** his own job.

That is why most **executives** use the three diaries method. Two of the three diaries are kept in the office – one on the manager’s desk and another identical one on the secretary’s desk. Frequent checks must be made during the day to make sure all engagements have been entered in each diary – this is easy to do and is a very important part of the daily **routine**.

The third diary is the one kept by the manager in his pocket, and in which he **jots down** engagements made over a luncheon or dinner. Tact and diplomacy are called for on the part of the secretary, who must make a regular, brief **enquiry** about the pocket diary, perhaps at the end of the morning’s dictation, and transfer any engagements to the two desk diaries kept in the office.

Diaries are also extremely useful as ‘reminders’ - about making telephone calls for instance - and provide a valuable record for reference if any queries should arise at a later date. Entries in diaries must be clearly written to avoid any possibility of misunderstandings. **Provisional** arrangements should be entered in pencil, which can be easily altered (if necessary). Name, initials, address (home or company) and telephone number are all essential information to be entered when making appointments.

 **Extracted from: Thelma J. Foster, Office Skills, 4th Edition, 2001**

**Activity2:** Match the underlined words or expressions in the text with their meanings below.

1.Temporary….***Provisional***

2.Midday meal during meetings……………………………………

3.Leave interval of time between two things………………………

4.Usual set of activities………………………………………………...

5.A quick look at something……………………………………………

6.People in high positions in business…………………………………

7.Accomplish……………………………………………………………

8.Write smething quickly on a paper………………………………….

**Activity 3 :** Read the text again and say wether the statements below are true or false.

1.A diary helps greatly a secretary in her daily tasks…………………………………….

2.A secretary must never quit her diary………………………………………………….

3.A secretary must oblige if possible her boss to keep a diary in his pocket…………….

4.All information on a diary must be written with a pencil……………………………..

5.A diary must be constantly reviewed ………………………………………………….

**Activity 4**: With your neighbour discuss the question below.You will report to the class.

**What is the importance of diaries in an office?**

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**.................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................**

**......................................................................................................................................................................................................................................................................................**

 **Acttivity 5**: Complete the gaps with the following relative pronouns: ***who, what, which, that, whose***

The Executive is the person................................................is at the top of company.

The diary.........................................is on the Executive desk must match the others.

The secretary wanted to go home,........................................the Executive refused

The Executive must respect and do.............................is mentioned in his diaries. The Executive.........................respects his arrangements is a good manager. The Exective....................secretary makes the three diaries meet is likely to respect his arrangements.

**Activity7: Translate**

**Into English**

L’une des taches reccurentes de l’assitant consiste à gérer l’agenda du directeur. Il/elle organise, regle et note les rendez-vous du directeur avec les persones internes ou extrnes à l’entreprise. Grace à ce travail precieux, le directeur repère en un coup d’œil l’ensemble des informations nécessaires concernant l’organisation de sa journée.

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**Into French**

Maintaining a diary has been found as one of the most powerful tool that can be used to change the way you feel about yourself. It helps you overcome your stress anxiety and allow you to have a peaceful mind. Owning a personal diary within your possession is an excellent indicator that you value your life too much and cherish the moments of your everyday life.

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**Follow-up: Translate the text into French.**

***TEXT3:* BRAINSTORMING**

**Look at the picture, name them and say what their uses are.**

 ** **

**1 2**

**FILING – PLACING THE PAPERS IN THE RIGHT PLACE**

Filing means putting away papers so that they can be found when they are wanted. Everyone has papers of some sort – a birth certificate, a school report, and examination certificates. These papers have to be kept because of the information on them, which may be needed at a later date. Firms keep papers for the same reason, and they have large quantities of papers, because all their records are stored on them. Much filing consists of letters which have come into a firm.

Placing the papers in the right file, this is the most important part of the whole of the filing process. A paper placed in the wrong file will be very difficult to find and could well be lost forever. A spike is not a very good way of filing but it is better than leaving papers in heaps, in no particular order. It takes a long time to find one particular document if it is in a large stack of papers waiting to be put away.

There are several different systems of filing, but whichever system is used in a firm, dealing with filing should be done in the same way. Special marks or ‘release symbols’ are used in firms to indicate that a document has been dealt with, and may be filed. While looking for release symbols, the filing clerk would be able to check the ‘filing point’ at the same time. The ‘filing point’ is the name under which the paper will be filed. Papers are often fastened together with paper clips or pins. These should be taken out before filing, and replaced by staples.

The most recent paper is always placed on top of all the other papers in a file. These papers will have been filed in date order, too, so that the oldest paper is at the bottom, or back of the file. Papers should be flat and square in the file so that they remain uncreased. The other reason for placing papers carefully in a file is to keep them clean and free from dust; but mainly filing is done in order to find documents when needed.

 ***Adapted from: Thelma J. Foster, Office Skills, 4th Edition, 2001***

**ACTIVITY2: Match the words between brackets with their synonyms.**

***(composed, remove*, *place somewhere, consider, facts and results)***

**1)records…………………………………**

**2)consist of………………………………**

**3)put away………………………………**

**4)deal with……………………………….**

**5)take out………………………………..**

**ACTIVITY 3:** Write down their English equivalents and read them louder to the class.

* Extrait de naissance………...................................................................................
* Agrafe……………………………………………………………………………………
* Classer/Ranger…………………………………………………………………………..
* Attaché/Relié……………………………………………………………………………
* Non-froissé/Intacte……………………………………………………………………..
* Documents medicaux……………………………………………………………………
* Epingles………………………………………………………….................................
* Certificat de scholarité………………………………………………………………….
* Trombones………………………………………………………………………………
* Symboles…………………………………………………………………………………
* Papiers entassés…………………………………………………………………………
* Une pile de papiers………………………………………………………………………

**ACTIVITY4: WRITING**

**In your group, write a short paragraph about the importance of filling in the enterprise**

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

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**ACTIVITY5**: Translate into English

1.Classer les papiers signifie mettre en ordre ces papiers.

…………………………………………………………………………………………………………………………………………………………………………………………………….

2.Etre secrétaire c’est être capable de classer des dossiers.

……………………………………………………………………………………………………………………………………………………………………………………………………

3.Accueillir des visiteurs, répondre au téléphone et classer les dossiers sont des tâches quotidiennes de la secrétaire.

………………………………………………………………………………………………….

…………………………………………………………………………………………………

**FOLLOW UP: Translate the text into french**

**TEXT 4: BRAINSTORMING**

**Look at the pictures and tell discuss the issue behind them**

** **

1 2

**Activity 1**: Tick the correct answer to the question below.

What is the text about?

A- Job vacancies and job-hunters

B- The actions of an employment agency

C- The different ways we have to look for a job

 **ORGANISING A JOB SEARCH**

There are two main ways of looking for jobs. One is the direct approach and the other is writing in answer to advertisements.

The direct approach can be made to a job centre, run by the government. There is one in most towns and cities. There is also a Careers Advisory Centre for school and college-leavers. Employers may notify Job centers of vacancies they wish to fill. There are also employment agencies run by private firms. They keep a register of people who are looking for jobs, and put them in touch with firms who have vacancies. There is no charge to the people looking for jobs – it is the firms with the vacancies who pay, when the job is taken.

Writing to firms and enquiring if there are likely to be vacancies in the near future is another way of finding out. If you are especially interested in working in a building society, a bank, for an estate agent or a travel agent, for instance, the addresses are in the Yellow Pages and a letter can be sent to them with brief details of education etc.

Advertisements for job vacancies appear in local and national newspapers, magazines, and trade journals. Ideally, job-hunters should look through every newspaper and trade journal immediately they appear from the press. Read advertisements very carefully and make sure that you are a suitable applicant; otherwise you will waste your time and money. It is, though, worth considering jobs which are less than ideal, but which you would be capable of doing, while searching for something better. This will give you the discipline of getting up early and going to work, as well as another source of reference.

 ***Extracted from: Thelma J. Foster, Office Skills, 4th Edition, 2001***

**Activity 1: Match each word in column A with its corresponding synonym in column B.**

**Write your answers in column C.**

|  |  |  |
| --- | --- | --- |
| **A)WORDS** | ***B)SYNONYMS*** | **C)ANSWERS** |
| *1)run**2) vacancies* *3) charge**4) requiring**5)estate**6) waste**7)applicants* | *a)asking**b)holding**c)cost**d)spend**e)candidates**f)positions**g)ruled* | **1.g** **2..........................****3..........................****4..........................****5..........................****6..........................****7...........................** |

 **Activity 2**: ***Circle the right answer***

1/**A job advertisement**: an announcement for a job/an advertising media /a job search

2/ **A job center** : a center which creates jobs/ a place where students go to work/ a center where students go to apply for a job

3/**A Careers Advisory Center is**: A job center/a center where students are advised on their careers/a center to teach advisors

4/**A school/college leaver is a person**: who has a school/who has finished school/who has a school exam

5/**A vacancy is**: a yearly holiday/a vacant or free position/a managing position

6/**An employment agency is**: A travel agent/an estate agent/a job centre

7/**To keep a register means**: to save the data/to make a list of visitors/to delete a list of visitors

8/**To** **put somebody in touch with is**: To connect somebody with/to teach somebody/to give a job to somebody

9**/To enquire means** To find a job/to give a good information/ to look for information

10/ **An estate agent** is a company which hires or sells houses/which is an agent of the state/which exports goods

11/ **The** **Yellow Pages** are used for: information on Job centers/information on companies/ information on travel agencies

12/**A job-hunter is** a school-leaver/a person working in an employment agency/a person looking for a job

13/**A suitable applicant** means a person who is good for a vacancy/ a person who is not good for a vacancy/a person who does not apply for a job

 **Activity : Read the text again and answer the questions below. All the answers are to be found in the text. Compare your answers with your neighbor’s.**

1. What are the two ways of looking for jobs?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

2) What are the advantages and drawbacks of each way of looking for jobs?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………

3) Do applicants pay something when looking for jobs? Why or why not?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

4) What is the best attitude for job seekers?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

5) Why shouldn’t job seekers look for the ideal job?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………..

**Activity3**: Speaking. Discuss in your groups.

How do you account for the lack of jobs today?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Activity4:** Complete the sentences below with **There is** or **There are.**

1………………………………………………….………much money in the bag.

2…………………………….…………………………. a table lamp on the table.

3…………………………………………………………..some books on the table.

4…………………………………………………………..25 cute ladies in my class.

5………………………………………………………….not a gentleman in my class.

6………………………………………………………….not gentlemen in my class.

**Activity5**: Translate the sentences below in English using underlined words or expressions in the text above.

1.Un demandeur d'emploi convenable doit chercher des emplois en lisant les annonces d'emploi.

………………………………………………………………………………………………..……………………………………………………………………………………………………..

…………………………………………………………………………………………………..

2. Il ya deux façons principales manières de rechercher des emplois pour les jeunes sortant de l'université.

…………………………………………………………………………………………………………………………………………………………………………………………………….

…………………………………………………………………………………………………..

3.les chercheurs d'emploi ont leurs noms dans le registre des cabinets de conseil pour emploi, qui reçoivent les offres d’emploi.

…………………………………………………………………………………………………………………………………………………………………………………………………….

…………………………………………………………………………………………………..

FOLLOW UP : Translate the text into French.

**TEXT: BRAINSTORMING**

**Look at the pictures below and tell your partner what each one is about.**

**1 2**



**Activity1: Read the text quickly and tick the correct answer.**

**What is the text about?**

 Computers

 Computers in companies

 The way computers influence/impact our lives

**HOW COMPUTERS AFFECT EVERYDAY LIFE**

 Our lives have been permanently altered due to technology, especially computers. Our assignments for class are required to be typed whereas in the past they could have been hand written. Instead of talking to their neighbors in person or even over the telephone, they now can talk to them through instant message. They can even make phone calls from the computer instead of the telephone.

 Although there is less actual interaction between people because of computers, they are not all bad. They allow people to talk to their friends and families that are far away without having to pay the long distant phone bill. Computers also make our lives easier. In the past, grocery store cashiers had to memorize all of the prices for the products in their store. Today, the register is computerized and programmed to know the price by reading the bar code. Computers also allow people to do their banking and shopping without leaving their home. Almost anything can be bought off on the internet.

 Colleges also offer classes online so that people do not have to travel all of the way to the school to attend class. Penn State calls this their “World Campus”. Classes that would usually be cancelled because the professor was out of town can be held in chat rooms. Class was held in chat room so that no time would be lost. All of these things have become normal in our everyday lives. However, these technologies are quite recent.

**Activity2:**  *Match the words in column A with their meaning in column B.*

1-To alter

2-Due to

3-An assignment

4-To require

5-A neighbor

6-An instant message

7-A phone bill

8-A cashier

9-The register

10-To computerize

11-A bar code

12-A class online

13-To attend a class

14-To cancel a class

15-A chat room

A-To suppress a class

B-A code made with bars and indicating the price of articles

C-A class or lesson made on internet

D-A person living next to your house

E-The list of prices

F-To need

G-Because of

H-To be present in a class during a course

I-An evaluation

J-A call made or received on the telephone

K-A message sent by telephone

L-To change

M-A person who types prices of articles in supermarkets

N-To do all the works in a company with a computer

O-Money to be paid for a phone call

 **Activity3** : Complete the table below with the changes brought by technology.

|  |  |
| --- | --- |
| **PAST** | **PRESENT** |
| The tests were hand written  | …………………………..............................………………………………………………. |
| ………………………………………………………………………………………………. | Communicate with relatives with quick SMS  |
| Pay money to communicate with someone abroad | ………………………………………………………………………………………………………… |
| ……………………………………………………………………………………………… | Prices of goods in groceries and supermarkets are computerized |
| Get a taxi or a bus to go to market, school or job | …………………………………………………………………………………………………… |

**Activity** 4**: Speaking**. In groups discuss the statement below from the text.

***“Although there is less actual interaction between people because of computers, they are not all bad.”***

*…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………*

**Activivty5: Writing.** As a journalist, write a short article about the good sides and the bad sides of technology. (12 lines mximum)

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Activity 6:** translate the text below into English

Les nouvelles technologies de l’information ont des effets visibles sur notre vie quotidienne. Moyen de divertissement ou instrument de travail, l’ordinateur fait partie de notre vie de tous les jours. Les avantages d’un ordinateur sont multiples.

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

L’ordinateur peut tuer des pratiques saines telles que la lecture et peut ainsi nuire aux études des élèves. Par ailleurs l’ordinateur peut être utilisé par des mauvaises personnes pour arnaquer, tromper et voler d’autres personnes.

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

FOLLOW-UP: Translate the text in French

 **HOW TO WRITE BUSINESS LETTERS**

A business letter typically is reserved for only the most important of job-related or other professional communications: recommendation letters, cover letters, resignation letters, letter correspondence, company communications, etc. since it is such a formal mode of communication, you will want to make sure you have all the formatting in place correctly.

* **Contact information(your contact information)**

Your Name, Address, City, State, Zip code, Phone number and Email Address

* **Date**
* **Contact information( the person or company you are writing to)**

Name, Title, Company, Address

* **Greeting( salutation)**

Dear Mr. / Ms. Last Name: use a formal salutation, not a first Name unless you know the person. The person’s name is always followed by a colon.

* **Body of the letter**

Be simple and focused so that the purpose of the letter is clear. Single space your letter and leave a space between your paragraphs. In the first paragraph state the purpose of your letter. In the following paragraphs, provide more information and specific details about your request. The last paragraph should reiterate the reason you are writing and thank the reader for reviewing your request. Leave a blank line after the salutation between each paragraph and before the closing.

* **Closing**

Best regards/ yours faithfully/ Yours sincerely

* **Signature from (www.thebalance.com)**

**ACTIVATION: fill in the letter below with the appropriate word from the box**.

**Pleasure, touch, in, catalogue, of, further, forward, enclosed, draw, faithfully, from, delight, notice, sincerely**

Dear Mr Jacobs,

Thank you very much for your letter (1)……………….. 5 March. (2)……………………….. answer to your request, we have (3)…………………… in enclosing our latest (4)…………………………. and price list.

I would like to (5)………………………. your attention to the special offers. These products are available at a reduced price for a limited time only. If you would like any (6)…………………………….. information, please get in (7)………………………. with me.

I look (8) …………………….to hearing from you.

Yours (9)………………………,

Howard Johnson

Sales Manager

(10)…………………….: catalogue, price list, special offers supplement

**ACTIVATION**

Complete the letter with the corresponding heading below. One is done for you as an example.

***(address of the writer, the date, the object of the letter, the address of the recipient, signature, opening formula, closing formula, name of the writer, reference, position of the writer, content of the letter)***

|  |
| --- |
| Manesty clothes Ltd 15 Clifton Court Manchester MR3 5PYYour ref:Our ref: CB/tt/st4 22 January 1995 Production Manager Suntrek Fabricks Box 167, Brown Street, SingaporeDear Sir or MadamRe: visit to SingaporeI am now planning my next trip to south East Asia; and I would be very pleased if we could meet to discuss our production requirements for next year.I would hope to be in Singapore on April 3 and 4. Would it be convenient to visit you on April 3 at 10.30 am? I would be grateful if you would tell me exactly where your offices are located. I look forward to hearing from you.Yours faithfullyC.R.BurrowsChristine burrowsSenior Buyer  |

***Address of the***

***writer***

A LETTER OF COMPLAINT: Write a letter of complaint with the listed information below.

1. 2 May2002
2. Brentwood school, Cuberland.NM22
3. Mr Brown, Manager of Harper & Grant, Great West Road, London W25
4. Yours faithfully
5. Signature
6. Further to your delivery of the goods, we wish to express our dissatisfaction with the goods received from your company
7. Mr Brown Wood Headmaster
8. For more credibility we expect an expert from your company to verify damages. We look forward to receiving a quick response
9. In fact, on the arrival of the goods we noticed that some of the furniture was scratched and broken. For this damage
10. Dear Sir
11. Complaint

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**RESERVATION LETTER**

Write a letter of reservation with the following information below reordering them.

* October 15, 2010
* Dear sir
* RE: **Reservation of Room**
* 48, Runfold Drive, Ruddington, Nottinghhamshire
* Yours Sincerely
* Accomodation Manager, Grand Prince Hotel, 1629 buyers Lane, Redding, CA96001
* Amamda Jacobs
* Signature
* This reservation is to be under my name; I shall be arriving with my family, comprising my husband and my child below 10 years old. I would also like to reserve an extra bed for my child. We shall be arriving on November 28 at 2pm. We hope that the room will be available for us then.
* Please respond with a confirmation on my reservation. Please feel free to contact e soonest possible for any clarification.
* I would like to make a reservation of a double bed room in your hotel, Grand Prince, for the dates November 28, 30, 2010.

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**TEXT: BRAINSTORMING**

**DESCRIBE THE PICTURES BELOW**

1. **2)**



**ACTIVITY1: Read the text below and tell your neighbor what it is about.**

**……………………………………………………………………………………………………………………………………………………………………………………………………**

**ORGANISING MEETINGS**

 Business meetings may be **formal**, such as a **board** meeting **attended** by the chairman and directors of a company, a shareholders’ meeting at which the chairman of a company is in charge, or informal, attended by a few managers and their assistants.

 All types of meeting have a chairman and a secretary to take notes of decisions arrived at during the meeting. These notes are typed out and copies distributed to those who attended the meeting in the form of ‘minutes’.

 The topics for a committee to discuss are **set out** beforehand in the form of an **agenda**, which is sent to committee members about a **fortnight** before each meeting by the secretary, together with the date, time and place of the next meeting. The secretary and the chairman (‘chairperson’) discuss the agenda beforehand and agree on the items to be listed in **the agenda**.

 Minutes are a record of what was decided at a meeting. They are usually kept in a minutes book and signed by the chairperson of the committee at the next meeting. Copies of the minutes are circulated to committee members after each meeting. It is the secretary’s job to make notes of what has been decided during the meeting and then type (or write) them out as soon as possible after the meeting.

 The role of the chairman of a meeting is very important as he is there not only to prevent time- **wasting** argument and **irrelevant** discussions, but to ensure that items on the agenda are taken in their proper order. He may take part in discussions but as to stay strictly impartial, although he has a **casting** **vote** if he wishes to use it. Speakers are obliged to address the chair, and if the chairman intervenes, the speaker must at once stop speaking. A chairman has to be able to control people in a tactful manner.

*Extracted from: Thelma J. Foster, Office Skills, 4th Edition, 2001*

**ACTIVITY2: Match each word in bold in the text with its synonym or definition below.**

1. Council……………………………………………..
2. Official……………………………………………..
3. Losing……………………………………………...
4. Two weeks………………………………………….
5. Extra and determining…………………………….
6. Unnecessary……………………………………….
7. Equal………………………………………………
8. Schedule……………………………………………
9. Was present at………………………………………
10. Established………………………………………….

**ACTIVITY3: Are the statements below true or false? Justify your answer by giving the lines.**

1. Business meetings are all formal meetings……………………………………………..
2. It is the secretary who takes notes during meetings……………………………………
3. The minutes of meetings are kept only by the chairperson…………………………….
4. The agenda is made up of all topics to be discussed during the meeting………………
5. The agenda should be given to attendees only two hours before the meeting………
6. The chairperson of a meeting, due to his position must not take part in the discussion………….

ACTIVITY4: Read the text again and answer the questions below

1. What are the roles of the secretary before, during and after a meeting?

………………………………………………………………………………………………

………………………………………………………………………………………………

………………………………………………………………………………………………

1. Which elements are to be mentioned in a minute?

………………………………………………………………………………………………

 ………………………………………………………………………………………………

 ………………………………………………………………………………………………

1. Why should each committee member read the minute after each meeting?

……………………………………………………………………………………………...………………………………………………………………………………………………

 ……………………………………………………………………………………………..

1. What are the chairman’ roles during a meeting?

………………………………………………………………………………………………………………………………………………………………………………………………

 **ACTIVITY 6: ESSAY WRITING (12 lines)**

 **How important are meetings for the success of businesses?**

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….

**FOLLOW-UP: TRANSLATE THE TEXT INTO FRENCH.**

**TEXT**

**Tabular Line chart**



**Pie chart Bar chart**

 

 **Year planner**

**A Graph**



**CHARTS AND GRAPHS**

 There are many different ways of presenting information – one of them is by speaking (telling people some facts) – and there are many different ways of acquiring information (hearing, seeing, touching, tasting and smelling).

 Seeing something usually has a more lasting impact than hearing the same thing described. Therefore, if information is important to a large number of people, it is better to present it to them where they can see it than simply to tell them. **Visual aids** are widely used in office to support written and oral presentations. **Charts** and **graphs** are commonly used type of visual aid. The information will be presented in different ways.

 A table of figures is known as a tabular presentation or **tabulation**.

 A **line chart** presents the information by means of a straight line, the length of which is an indication of the difference in the value of the figures being used. The lines can be vertical or horizontal.

 **Bar charts** are similar to line charts except that the line becomes a rectangle of appropriate length. **(See bar charts picture p 140)**

 **Pie charts** are often used to illustrate relative quantities, proportions or percentages. A pie chart gets its name because a circle is used as the basic shape and the circle is divided up into segments which show the relative sizes of things to each other. **(See pie chart figure p 141)**

 A **year planner** is a type of chart which incorporates the weeks and months of the year, usually along the top of the chart with spaces down the side of the chart. One of the uses to which such a chart is put is planning staff holiday weeks. Other uses could be for training, conferences, exhibitions, room reservations in hotels and guest houses representatives’ and service engineers’ engagements.

*Extracted from: Thelma J. Foster, Office Skills, 4th Edition, 2001*



**LETTER OF APPLICATION OR COVER LETTER**

**LAYOUT**

(Addressee) (Applicant)

Name: Address:

Position: Phone number:

Company:

Address:

Phone number:

**Opening formula (dear Mr./Ms./Sir).**

Paragraph1 (the object of the letter: precise the post you apply for).

Paragraph2 (your motivation: why you think you fit the job).

Paragraph3 (the summary of your CV: to highlight your working experience).

Paragraph4 (other information: your phone number in case of an interview).

**Closing formula (Sincerely/Faithfully yours).**

 Signature

 Your name

**Guidelines:**

* An application letter must be short and concise.
* Organize your ideas into paragraphs.
* In the first paragraph, you must say why you write the letter and in which newspaper you read the advertisement.
* In the second paragraph, you must speak about your qualifications in order to show that you are the perfect match for the job.
* In the third paragraph, you must sump up the specific points of your CV and your working experience.
* In the fourth paragraph, point out any other information necessary, ask for an interview.