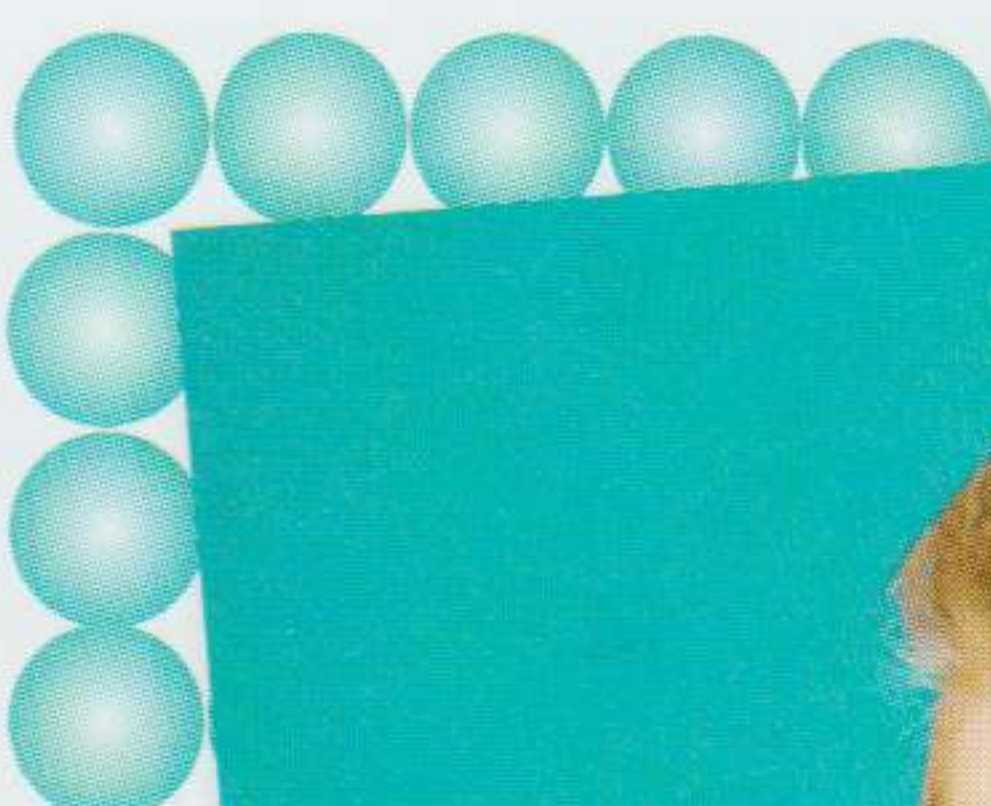


# 1 Office routines

## Get ready!

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

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



## GREEN & BAXTER, MANCHESTER

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

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

### DUTIES



• **Typing:** The post-holder will **prepare documents** from notes or dictation.

• **Managerial Assistance:** He/she will help the manager by arranging appointments and **updating the diary**.

• **Correspondence:** The successful applicant will be responsible for **sorting mail**, typing letters, **addressing labels** and mailing.

• **Telephone:** Duties will include answering the phone and **filtering calls**. Applicants should have experience of **operating a switchboard**.

• **Meetings:** The post-holder will be responsible for **drawing up schedules** for company meetings and **distributing memos** between departmental managers and other members of staff.

• **Stock Control:** The successful applicant will need to **keep track of** stationery supplies and **order** more stock at the appropriate time.

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

## Reading

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

### Word BANK

advertisement manager  
staff telephone

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

## Vocabulary

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

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

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

1 Can you draw up a schedule for our staff training day?

A — Sure, I'll write up a plan immediately.

B — Sure, I'll train the staff immediately.

2 Do we need to order more stationery?

A — Okay, I'll keep track of it.

B — Yes, we need some more paper.

3 Can you distribute these memos please?

A — Sure, I'll type them up.

B — Sure, I'll hand them out to the staff.

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

## Listening

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

1 ☐ distributing memos

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 \_\_\_\_\_