

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?



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.

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**.

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 <input type="checkbox"/> distributing memos	4 <input type="checkbox"/> writing a CV
2 <input type="checkbox"/> sorting the mail	5 <input type="checkbox"/> interviewing staff
3 <input type="checkbox"/> 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
