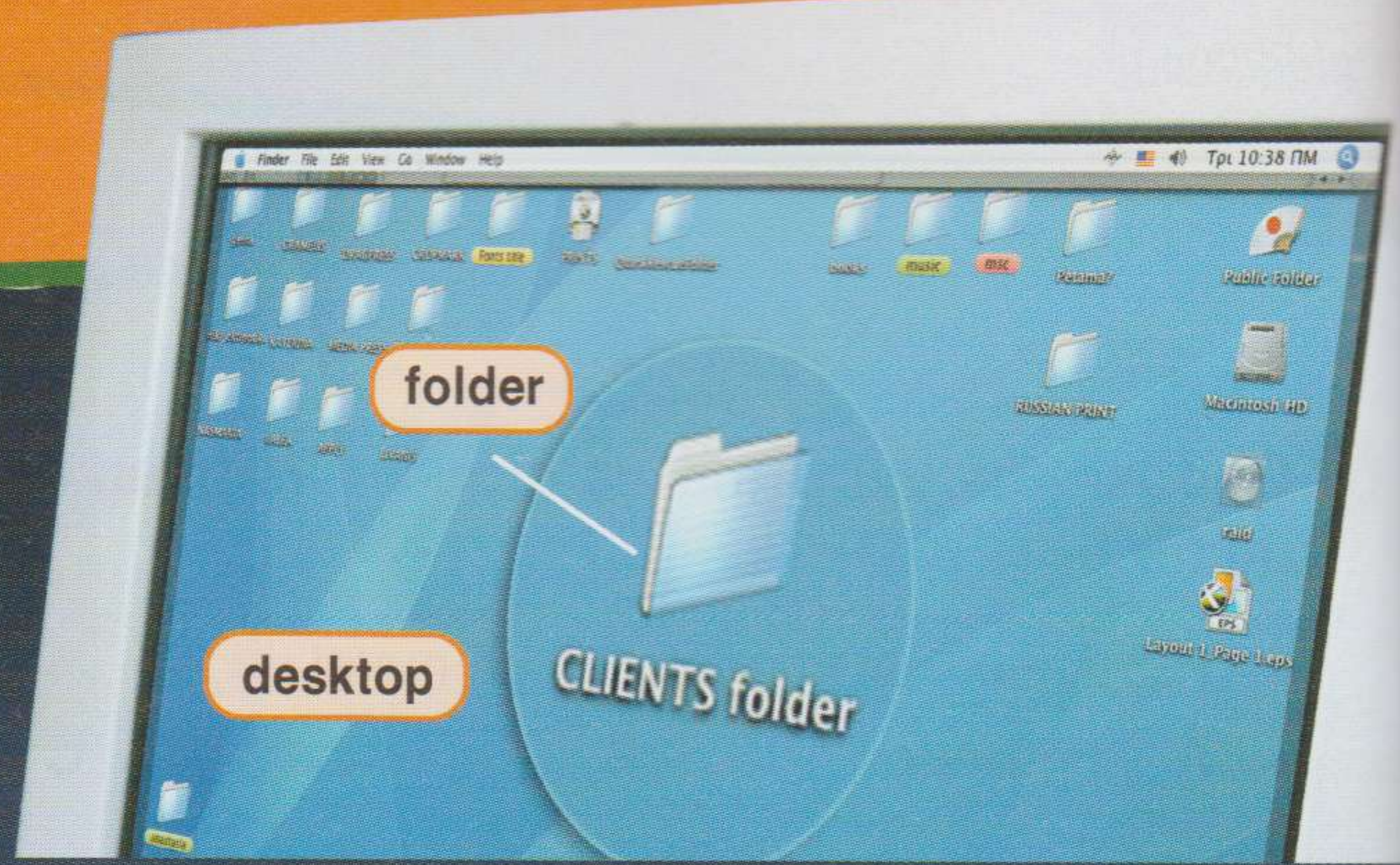
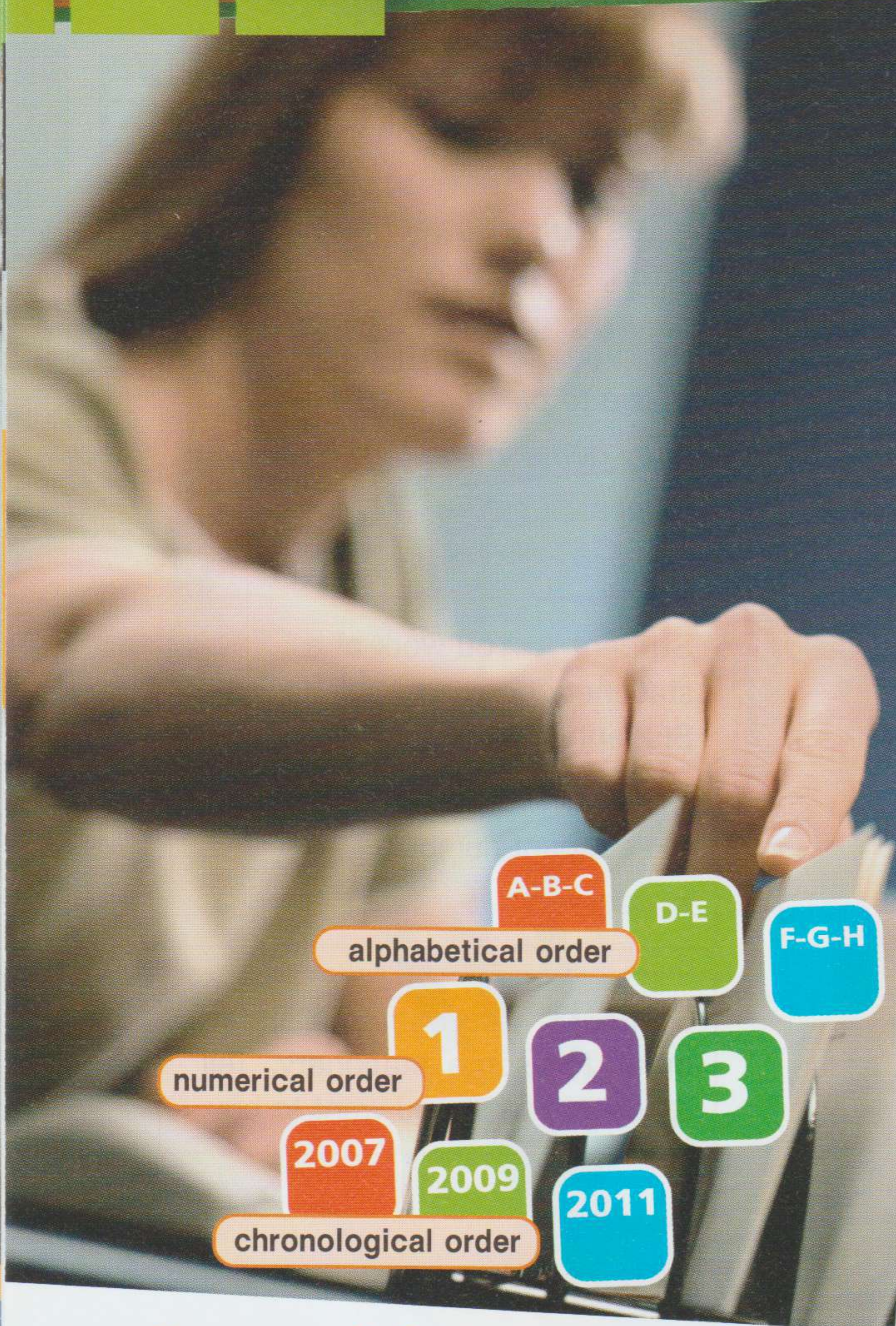


8 Filing systems



Dear Melanie,
Welcome to the company! This is a quick note to tell you how the **filing system** works.

We keep the client files in suspension files in the drawers to the right of each desk. We file these **geographically**. Our European clients are in the top drawer, Asian clients are in the middle and American clients are at the bottom. We file the clients in **alphabetical** order. There are also **digital** copies of the client files on the computer. Just click on the Clients **folder** on the **desktop**.

We keep all **correspondence** in the ring binders on the top shelf. It is filed in **chronological** order. The most recent letters are on the right.

All the forms are in the blue box file. We file these according to **subject**: order forms, new client forms and so on.

Finally, project files are in the red binders. These are all in **numerical** order.

Good luck!
Margaret



Get ready!

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

- 1 Where do people record their friends' addresses, emails and phone numbers?
- 2 How do people organize their important papers?

Reading

2 Read this letter to a new employee. Then, complete the table using information from the letter.

Type of Document	Filing System
Client Files	1 _____
2 _____	In alphabetical order
Correspondence	3 _____
4 _____	According to subject
Project Files	5 _____

Vocabulary

3 Fill in the blanks with the correct words from the word bank.

Word BANK

numerical filing system alphabetical
geographically chronological

- 1 A list in _____ order starts with A and ends with Z.
- 2 A list in _____ order starts with older dates and ends with recent ones.
- 3 To file something _____ is to put all items from the one area together.
- 4 A well-organized office always has a good _____.
- 5 A list in _____ order starts with low numbers and ends in higher ones.

4 Choose the correct word pairs to fill the blanks.

- There is a(n) ___ copy of all the documents in the 'Clients' ____.
A subject - desktop **B** digital - folder
C alphabetical - correspondence
- File all ___ in this drawer, and organize it according to ____.
A folders - geographically. **B** correspondence - subject.
C desktops - alphabetical order.
- I arrange all the folders on my computer ___ in ___ order.
A correspondence - numerical
B subject - filing system **C** desktop - alphabetical

5 Listen and read the letter again. What documents do the company file? How are they organized?

Listening

6 Listen to a conversation between a new employee and a secretary. Choose the correct answers.

- How is correspondence filed?
A in alphabetical order **C** geographically
B in chronological order **D** by subject
- What should the employee use to file the project documents?
A the first letter of the file **C** the number on the file
B the subject of the file **D** the region the file came from

7 Listen again and complete the conversation.

Employee: Excuse me, can you help me? I'm not sure where to file these documents.

Secretary: Sure. What documents do you have?

Employee: I've got some letters from clients.

Secretary: Those go in the **1** _____ files. We put them in **2** _____ order.

Employee: Okay. And what about these client documents?

Secretary: Client documents go in the drawers. They're filed **3** _____. What country is your client from?

Employee: I'm not sure. It's Mr. Sakamoto's account.

Secretary: Oh, Mr. Sakamoto's from Japan, so his **4** _____ is in the 'Asia' drawer. The files are in **5** _____ order, so Mr. Sakamoto's folder is under 'S'.

Employee: Okay. And what about these project documents? Are they filed according to **6** _____?

Secretary: No. Those go in **7** _____ order. The number is at the top of the document.

Employee: I see. Thanks for your help.

Secretary: You're welcome.

Speaking

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

USE LANGUAGE SUCH AS:

I'm not sure where to file these documents.
Those go in the ...
His folder is in ...

Student A: You are a new administrative assistant. You want to know where to file:

- letters
- client documents
- project documents

Student B: You are an experienced secretary. Answer Student A's questions.

Writing

9 Use the conversation from Task 8 to write instructions about your filing system for a new employee.

Filing System Instructions

Correspondence: _____

Client Documents: _____

Project Documents: _____

