

**CAREER
PATHS**

Secretarial

Virginia Evans



Express Publishing

**CAREER
PATHS**

Secretarial

Book

1

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Office Supplies	Article	correction fluid, folder, in charge of, office supply store, order, paperclip, pen, staple, supplies, tape	Asking about requirements
2	Office Furniture	Catalog	coat rack, filing cabinet, metal, modern, office chair, office desk, reception desk, shelves, traditional, wood	Offering help
3	Reference Books	Manual	atlas, catalog, database, dictionary, encyclopedia, library, manual, phone book, reference book, thesaurus	Thanking
4	Office Machinery	Article	answering machine, copier, dictation machine, fax machine, four-in-one printer, printer, scanner, shredder, telephone, voice mail	Making a suggestion
5	Office Documents	Advertisement	business letter, document, fax, fill out, keep track of, memo, order form, prepare, receipt, send	Asking about necessity
6	Greeting Visitors	Magazine excerpt	explain, greet, introduce yourself, introduction, meet, sign in, small talk, title, visitor's pass, welcomed	Greetings and introductions
7	Helping Visitors	Email	address, belongings, beverage, depart, directions, lend a hand, map, reminder, regarding, show the way, taxi	Asking for directions
8	Office Schedules	Manual	break room, close of business, half day, lunch hour, mid-afternoon, mid-morning, on arrival, refreshments, take a break, vending machine, working hours	Asking for information
9	Phone Calls	Article	call back, catch any mistakes, line, message pad, name and number, on hold, put through, return the call, ringing off the hook, take a message	Taking a message
10	Qualities of a Good Employee	Advertisement	efficient, experience, familiar, friendly, hard-working, organized, polite, qualified, reliable, successful	Talking about work experience
11	Departments	Brochure	client, employee, human resources department, inquire, marketing department, purchasing department, sales department, vacancy	Making an inquiry
12	Answering the Phone	Manual	announce, caller, connect, courteous, etiquette, policy, professional, ring, stressed, transferring a call	Telephoning
13	Making Appointments	Blog	arrange, book, reschedule, appointment, arrangements, making the call, free, available, clarify, contact, scheduling details	Scheduling an appointment
14	Business Letters	Handbook	body, closing, keep it brief, pertinent, recipient, respectfully, salutation, sender, signature, sincerely	Making a request
15	Graphs and Charts	Article	bar graph, competitor, decrease, demonstrate, figure, increase, line graph, making comparisons, measure up, pie chart, the big picture	Making a suggestion

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Office Routines	Advertisement	addressing labels, curriculum vitae, distributing memos, drawing up schedules, filtering calls, keep track of, operating a switchboard, order, prepare documents, sorting mail, updating the diary	Asking about ability
2	Quantities	Email	ASAP, box, pack, ream, replenish, roll, running low, run out, stack, stationery,	Asking about requirements
3	Writing Invitations	Blog	accept, attire, cocktail party, decline, hosting, invitation, product launch, reply by date, RSVP, social event	Asking for information
4	Making Travel Arrangements	Advertisement	airline, airport, baggage allowance, business, cuisine, destination, direct, domestic, first class, layover, lodging	Offering help
5	Booking a Hotel Room	Email	accommodation, affordable, airport shuttle, amenities, concierge, convenience, on hand, on-site dining facilities, secure, staff, Wi-Fi Internet	Giving a reminder
6	Travel Preparations	Email	airline ticket, confirmation number, destination, e-ticket, flight reservation, foreign language dictionary, itinerary, map, passport, travel visa	Making a polite request
7	Filing Equipment	Advertisement	box file, CD-R disc, CD storage box, clear pocket, erase, insert, legal, ring binder, storage, suspension file, tab	Enumerating
8	Filing Systems	Letter	alphabetical, chronological, correspondence, desktop, digital, filing system, folder, geographically, numerical, subject	Expressing confusion
9	Record-keeping	Manual	archives, code, column, cross-reference, expenditure, hard copy, index, receipt, spreadsheet	Giving instructions
10	Business Communication	Magazine excerpt	cell phone, get fired, function, instant messaging, internet, social media, social networking site, video conferencing, voice mail	Offering assistance
11	Using Computers	Blog	accessory, boot up, click buttons, computer tower, keyboard, monitor, mouse, numeric keypad, printer, type	Inquiring about interest
12	Word Processing	Tutorial excerpt	bold, bullet, cut, delete, font, highlight, indent, margin, paste, ruler, toolbar	Expressing wants/desires
13	Meetings	Employee manual	adjourn, attend, call to order, chairperson, commence, contribute, courteous, in advance, inform, interrupt, propose a motion, purpose	Apologizing
14	Conferences	Agenda	auditorium, delegate, lecture, lobby, meet and greet, nametag, refreshments, seminar, session, welcome, welcoming address, workshop	Expressing surprise
15	Conference Equipment	Advertisement	deliver, equipment, flipchart, laptop, microphone, projector, provide, screen, set up, supplies	Agreeing to a request

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Company activities	Memo	closure, compete, cut back, diversifying, expand, founding, go from strength to strength, import, maintain a foothold, manufacture, premises, relocate, seek out, set up	Asking for advice
2	Administrative Assistant	Advertisement	appRox., attention to detail, beneficial, cover letter, desirable, esp., essential, exp., initiative, IT, K, p.a., yrs, wpm	Stating requirements
3	Employment	Letter	application, background, bi-weekly, disburse, eligible, employee handbook, interview, medical benefits, position, qualify, retirement benefits, start date	Asking for an example
4	Business Transactions	Employee manual	bill, billing statement, complaint, guarantee, handle, offer, order confirmation, place an order, refund, respond, solution, well-organized	Making a complaint
5	Agendas	Agenda	adopt, approve, call to order, committee, correspondence, discuss, finding, goal, opening remarks, present, roll call	Asking about expectations
6	Meetings Minutes	Meeting minutes	absent, adjournment, approval, board of directors, convened, meeting, minutes, present, proceedings, quorum, seconded, submitted, unanimously, update	Giving praise
7	The Mail	Memorandum	confidential, distribute, document, in-basket, incoming mail, letterhead, mail log, mail room, out-basket, proofread, receive, respond, sort, stamping	Expressing disapproval
8	Official Letters	Email	accept, announcement, appreciation, compose, congratulations, convenience, discretion, draft, express, human resources, inform, reject	Expressing preference
9	Telecommunications	Handbook	appropriate, calls, connect, connection, disconnected, handling phones, hang up, in-depth, interactions, multiple, reach, reconnect, screening calls, seminar, telecommunication	Asking about feelings
10	Business Abbreviations	Blog	abbreviations, attn., attention, CEO (Chief Executive Officer), Corp. (corporation), Dir. (director), ETA (estimated time of arrival), encl. (enclosure), formal, heading, Inc. (incorporated), Ltd. (limited company), re (regarding)	Expressing an opinion
11	Money	Article	bank, cater, currency converter, euro, exchange rate, fair, hidden fees, major, most, pound, quoted, sources	Requesting information
12	Banking	Email	account number, bank teller, branch, cash, checks, deposit, deposit slip, total, withdrawal	Expressing necessity
13	Wages	Manual	advance, bonus, commission, direct deposit, evaluation, fiscal, hourly rate, in arrears, overtime, pay, payroll, raise, wages	Expressing appreciation
14	Bookkeeping	Article	back up, bank statements, cash flow, forecast, income, ledger, loss, outgoings, overdue accounts, profit	Giving and responding to good news
15	Requests for Payment	Letter	amount owed, disregard, forward, interest, invoice, outstanding balance, paid in full, payment, remit, services rendered	Making a suggestion

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7 Filing Equipment



The Stationery Store



On special offer for one month only!

DON'T MISS OUR SALE – GREAT SAVINGS!

ring binder



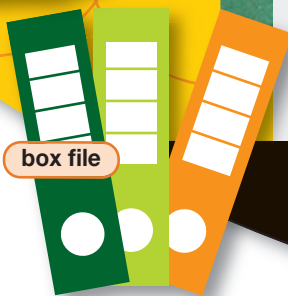
clear pocket



storage box



box file



Ring Binders:

Three inch, two-ring or four-ring binders, available in blue, green, red, yellow and black. *Twelve for the price of ten!*

Box Files:

A4 or legal size, available in blue or gray. *Buy two, get one free!*

Suspension Files:

All files come with colored tabs and inserts. *Package of 100 files – now half price!*

CD Storage Boxes:

Easy to assemble. Holds 100 CDs. *Now 20% off!*

CD-R discs:

700MB digital storage. CDs will play back on DVD or CD players. Safe and permanent; it's impossible to erase your data. *Pack of fifty discs – half price!*

Clear Pockets:

A4 pockets, punched with holes to fit most types of binder. Perfect for presentations and pictures! *Pack of one hundred for the price of fifty! This month only!*

Get ready!

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

- 1 Where do people store their papers?
- 2 How do people keep things organized?

Reading

2 Read this store advertisement. Then, mark the following statements as true (T) or false (F).

- 1 ___ Box files are available in three colors.
- 2 ___ CD storage boxes can hold 20 CDs.
- 3 ___ Clear pockets are half price this month.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- | | | |
|-----------------------|-------------|--------------|
| 1 ___ suspension file | 3 ___ erase | 5 ___ tab |
| 2 ___ storage box | 4 ___ legal | 6 ___ insert |

- A a piece of plastic on a suspension file
- B a file that hangs inside a drawer
- C a piece of paper inside a tab
- D a place where you can put things
- E to remove something from a surface or disk
- F a large size of paper

Free next-day delivery
for orders over
\$25.

4 Choose the word that is closest in meaning to the underlined part.

- 1 Put these files in a folder with metal rings.
A ring binder B suspension file C tab
- 2 This office needs more space for keeping items that are not in use.
A inserts B storage C legal
- 3 Put that document into the gray large, rectangular container.
A clear pocket B box file C ring binder
- 4 Put that picture inside a plastic envelope.
A storage box B clear pocket C tab

5 Listen and read the advertisement again. Say five things you can buy from the store.

Listening

6 Listen to a conversation between a secretary and a salesperson at a stationery company. Check (✓) the things the administrative assistant orders.

- | | |
|------------------------|---------------------|
| 1 ___ box files | 4 ___ storage boxes |
| 2 ___ ring binders | 5 ___ CDs |
| 3 ___ suspension files | 6 ___ clear pockets |

7 Listen again and complete the conversation.

Salesperson: The Stationery Store, this is Mike speaking. How can I help you?

Secretary: Hi, I'd like to place an order for some **1** _____ supplies.

Salesperson: No problem, what would you like?

Secretary: First of all, I need some **2** _____.

Salesperson: Okay, they come in two sizes, **3** _____ and A4. Which would you like?

Secretary: The legal. I'll take a dozen of those in gray.

Salesperson: Great. Anything else?

Secretary: I need seventy red **4** _____ and three hundred **5** _____.

Salesperson: Got it. Do you have an account with us or are you paying with a credit card?

Secretary: We have an account. It's Johnstone and Company, and the account number is 3748 3948.

Salesperson: Thanks. We have the address on the computer, so we'll deliver it tomorrow morning. Is sometime between nine and eleven okay?

Secretary: **6** _____, thanks.

Speaking

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

USE LANGUAGE SUCH AS:

I'd like to place an order ...
They come in two sizes.
I'll take ...

Student A: You work at a stationery company. Talk to Student B about:

- the order
- account number
- delivery

Student B: You want to place an order for some stationery. Tell Student A what you want to buy.

Writing

9 Use the conversation from Task 8 to fill out the receipt.

The Stationery Store

COMPANY: _____

ACCOUNT NUMBER: _____

DATE: _____

ORDER	PRICE
_____	_____
_____	_____
_____	_____
_____	_____

THANKS FOR YOUR PURCHASE!
COME BACK SOON

11 Money

Get the most for your euro or pound

When your boss travels, you want to get the best **exchange rate** for his or her cash. After all, they're going to need some local **currency** for daily expenses. How can you make sure that you are getting a fair rate when you exchange money?

A **bank** should be able to give you the daily rate for **major** currencies. Alternately, you can use an online **currency converter** to see how the other currencies compare to the dollar. The rates **quoted** by these **sources** are what you should be getting.

Watch out for companies that offer high rates or even low rates, with **hidden fees**. These are often located at airports or in shopping districts that **cater** to tourists. I have witnessed a particularly bad offer when exchanging euros. The rate should have been 0.7 euros per dollar. At the airport, though, they offered 0.5 euros per dollar. I kept my money, but other travelers accepted the poor rate, for the sake of convenience.

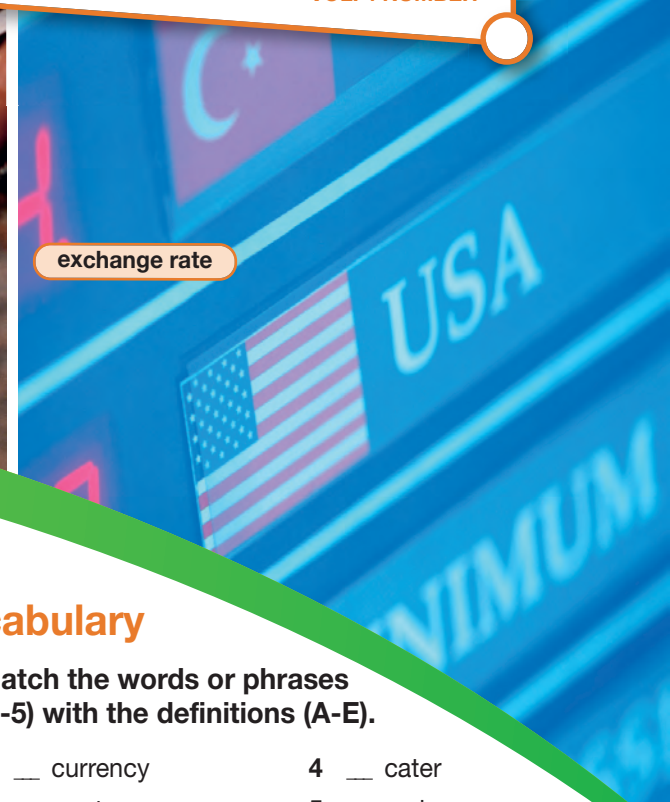
No matter where a person travels, it's best to know the exchange rate so he or she can be sure they're getting a **fair** conversion.

EXECUTIVE SECRETARY QUARTERLY

VOL. 4 NUMBER



bank



exchange rate

Get ready!

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

- 1 Name some kinds of money used around the world.
- 2 How can people get local money when they travel?

Reading

2 Read this article on exchanging money for a business trip. Then, mark the following statements as true (T) or false (F).

- 1 ___ Banks usually offer a fair exchange rate.
- 2 ___ Travelers should watch out for hidden fees.
- 3 ___ The airport is a good place to exchange money.

Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- | | |
|--------------------------|-------------|
| 1 ___ currency | 4 ___ cater |
| 2 ___ quote | 5 ___ major |
| 3 ___ currency converter | |

- A a website that calculates the exchange rates
B the type of money that a country uses
C to give the current price for something
D being of considerable size or importance
E to provide what is wanted or needed

- 4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

exchange rate fair bank hidden fees

- 1 People can waste a lot of money on _____ when exchanging money.
 - 2 This _____ does not charge a fee to exchange currency.
 - 3 What is today's _____ for the euro?
 - 4 Don't change money unless it's at a _____ rate.
- 5 Listen and read the article again. How can you make sure you get a good exchange rate for your cash?

Listening

- 6 Listen to a conversation between a personal assistant and a bank teller. Mark the following statements as true (T) or false (F).

- 1 ___ The current rate is \$1.40 per Euro.
- 2 ___ The personal assistant would like to buy 200 pounds.
- 3 ___ The personal assistant is traveling for business.

- 7 Listen again and complete the conversation.

Assistant: Good afternoon. Can you please tell me today's
1 _____ for the euro?

Teller: Certainly. Let me see. Today's rate is one euro to one dollar and forty cents.

Assistant: Would you say that's a good rate, 2 _____ to recent days?

Teller: Yes. The euro has been pretty stable compared to the dollar lately.

Assistant: Great. I'd like to buy 3 _____ please.

Teller: Sure. Will that be all for you?

Assistant: Not quite. I'll also need the 4 _____ on the pound, too, if you don't mind.

Teller: No problem. It is one dollar and fifty cents per pound, today.

Assistant: All right, that's not too bad. I'll purchase one hundred pounds as well, please.

Teller: Got it. So are you going on 5 _____ or a business trip?

Assistant: Oh, I wish it was for me. My boss is traveling for business and asked me to get some 6 _____ for taxis and lunches.

Speaking

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

USE LANGUAGE SUCH AS:

*Can you please tell me today's exchange rate for ...?
I'd like to buy ...
It's ... per ...*

Student A: You need to buy some foreign currency. Ask Student B about:

- pound exchange rate
- euro exchange rate
- if rates are good

Student B: You are a bank teller. Answer Student A's questions.

Writing

- 9 Your boss is going on a business trip abroad. Using the article and the conversation from Task 8, write some notes about the local currency and exchange rates. (100-120 words). Include:

- the currencies in the countries on the itinerary
- where currency can be exchanged while traveling
- where the best places to exchange currency are



Glossary

- announce** [V-TU12] To **announce** is to tell someone about something with confidence.
- answering machine** [N-COUNT-U4] An **answering machine** is a device that is connected to the telephone for the purpose of recording messages.
- arrange** [V-T-U13] To **arrange** is to organize or plan something like a party or meeting.
- arrangement** [N-COUNT-U13] An **arrangement** is a plan for a future activity.
- atlas** [N-COUNT-U3] An **atlas** is a book of maps.
- available** [ADJ-U13] If a person is **available**, they have time go to a meeting, have lunch or speak with someone.
- bar graph** [N-COUNT-U15] A **bar graph** is a graph that represents different amounts with thick lines of different lengths.
- belongings** [N-PLURAL-U7] **Belongings** are things that are personally yours, such as a coat or briefcase.
- beverage** [N-COUNT-U7] A **beverage** is another word for 'a drink', such as tea or soda.
- body** [N-COUNT-U14] The **body** of a book or document is the main part of it.
- book** [V-T-U13] To **book** is to make arrangements to stay in a hotel, go to a concert or eat at a restaurant etc at a certain time in the future.
- break room** [N-COUNT-U8] A **break room** is a room at a business used by employees to eat lunch or have a snack.
- business letter** [N-COUNT-U5] A **business letter** is a personal written or printed message from one business to another.
- call back** [V PHRASE-U9] To **call back** is to telephone someone again.
- caller** [N-COUNT-U12] The **caller** is the person who makes the phone call.
- catalog** [N-COUNT-U3] A **catalog** is a list of items for sale.
- catch a mistake** [V-PHRASE-U9] To **catch a mistake** is to discover an error.
- check out** [PHRASAL V-U2] To **check out** is to go see what a person, place or thing is like.
- clarify** [V-T-U13] To **clarify** is to make something clearer or easier to understand.
- client** [N-COUNT-U11] **Client** is another word for customer.
- close of business** [N PHRASE-U8] **Close of business** is the time when a business closes for the day.
- closing** [N-COUNT-U14] A **closing** is the end of a letter.
- coat rack** [N-COUNT-U2] A **coat rack** is a piece of furniture where you can hang your coat, hat etc.
- come in** [PHRASAL V-U2] To **come in** is to enter a building, like a store or house.
- competitor** [N-COUNT-U15] A **competitor** is a company that sells the same things as another company.
- connect** [V-T-U12] To **connect** two telephone lines means to join them together.
- contact details** [N-UNCOUNT-U13] **Contact details** are the information about how you contact someone, such as their telephone number, address or email address.
- copier** [N-COUNT-U4] A **copier** is a machine that makes paper copies of pages.
- correction fluid** [N-UNCOUNT-U1] **Correction fluid** is a white liquid used for covering mistakes on paper.

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Secretarial

Career Paths: Secretarial is a new educational resource for secretarial professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Secretarial** addresses topics including office equipment, bookkeeping, business correspondence, communications, and computers.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



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