

# 5 Office documents

## Memorandum

To: John Doe  
 From: Jane Doe  
 Priority: High  
 Date: 1/13/2003  
 Re: My memo to all

memo

Select text you would like to replace, and type your memo. Use styles such as Heading 1-3 and Body Text in the Style control on the Formatting toolbar. To save changes to this template for future use, choose Save As from the File menu. In the Save As Type box, choose Document Template. Next time you want to use it, choose New from the File menu, and then double-click your template >

CONFIDENTIAL

fax

receipt

## Purchase Order

Purchase Order Date:  
 Requested Delivery Date:  
 Supplier:  
 Address:

order form

Reference  
 Item Listing

Product Code

Description

1  
 2  
 3  
 4  
 5  
 6  
 7  
 8  
 9

## LegalJobsRU.com

Company: BATES AND BURNS LAW FIRM

Want a great job? Here it is. We want a secretary with great people and computer skills. We need a good organizer who can:

- Prepare legal documents
- Send faxes and send out memos
- Keep track of receipts and payments
- Write excellent business letters
- Fill out many forms, including order forms for office supplies

Answering the phone and greeting clients is also important. We want someone who is friendly and energetic. Interested? Please contact Mr. Bates at [bates.joe@yourbestlawyer.com](mailto:bates.joe@yourbestlawyer.com)

## Get ready!

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

- 1 What documents do people use in an office?
- 2 Who handles the different documents in an office?

## Reading

- 2 Read this job advertisement from a website. Then, mark the following statements as true (T) or false (F).

- 1  The law firm has an position available for a lawyer.
- 2  The law firm needs someone to save and organize receipts.
- 3  The person who gets the job is responsible for ordering supplies.

## Vocabulary

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

word BANK

order form    fill out    keep track of  
 fax    prepare    documents

- 1 It's important to \_\_\_\_\_ important documents so you don't lose them.
- 2 It is easier and faster to \_\_\_\_\_ documents than mail them.
- 3 A secretary has to prepare and organize many \_\_\_\_\_.
- 4 Complete the \_\_\_\_\_ for new office supplies.
- 5 \_\_\_\_\_ this form with your name and address.
- 6 Please \_\_\_\_\_ the document for Mr. Bates and put it on his desk.

**4 Place a check (✓) next to the correct answer.**

- 1 Can you send out an email about the meeting tomorrow?  
A  Yes, I just need to turn on my computer.  
B  Sure, the phone is right over there.
- 2 Can you give me a receipt?  
A  I'll take two, please.  
B  Yes, let me print it out.
- 3 Please type up a business letter for me.  
A  I'll read it right away.  
B  Who shall I address it to?

**5 Listen and read the advertisement again. What will the successful candidates main duties be?**

### Listening

**6 Listen to a conversation between a secretary and an employer. Choose the correct answers.**

- 1 What are the speakers talking about?  
A a client                      C an email  
B an order form                D a fax
- 2 What does Mr. Bates want his secretary to do?  
A fill out an order form      C fax a document  
B write a business letter    D shred a receipt

**7 Listen again and complete the conversation.**

**Employer:** Good morning, Ms. Daniels. How are you today?

**Secretary:** I'm fine, thank you. What can I do for you this morning?

**Employer:** Please fax this 1 \_\_\_\_\_ over to Mr. Rane at the Clency 2 \_\_\_\_\_.

**Secretary:** Do I need to type up a 3 \_\_\_\_\_ letter?

**Employer:** No, that's not 4 \_\_\_\_\_.

**Secretary:** Okay. Do you have the fax number for the Clency Law Firm?

**Employer:** No, I don't actually. Please call them and ask their 5 \_\_\_\_\_.

**Secretary:** Okay. Consider it done.

### Speaking

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

**USE LANGUAGE SUCH AS:**

*What can I do for you?*  
*Please ...*  
*Do I need to ...?*

**Student A:** You are an employer. Talk to Student B about:

- completing an office task
- where to find information

**Student B:** You are a secretary. Ask Student A about:

- what tasks you need to do
- the information you need to complete the tasks

### Writing

**9 Use the conversation from Task 8 to fill out the to-do list.**

## BATES AND BURNS LAW FIRM

### Today's To Do List

Date: March 16th \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# 8 Office schedules



answering machine

vending machine

Digby and Son Manual - Page 4

## OFFICE SCHEDULE

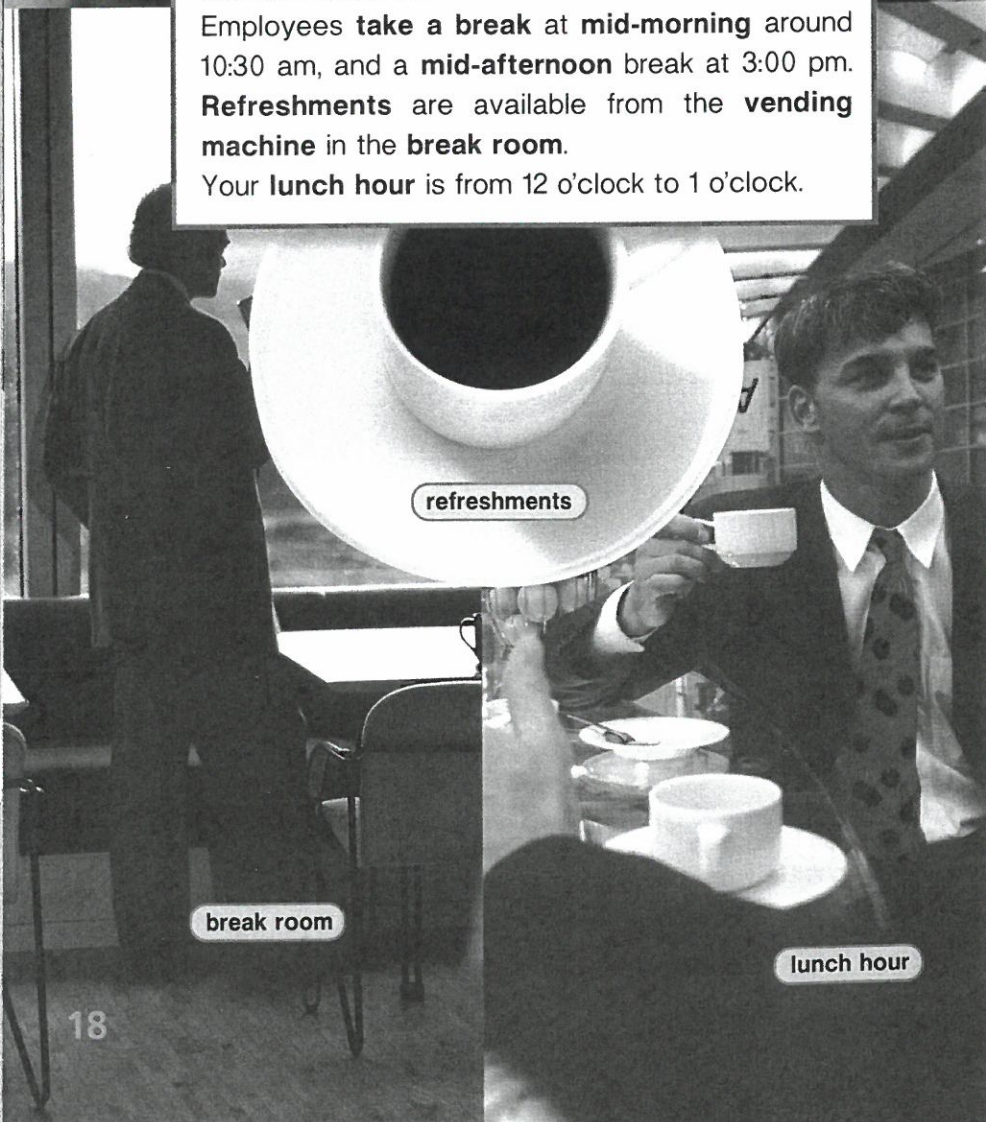
**Working hours** are from 8:30 until 5:00, Mondays to Thursdays. Friday is a **half day**; hours are 8:30-12:30.

**On arrival**, employees are responsible for performing basic duties, like turning on the computers and turning off the answering machine. At **close of business**, employees are responsible for turning the answering machine back on.

Employees **take a break** at **mid-morning** around 10:30 am, and a **mid-afternoon** break at 3:00 pm.

**Refreshments** are available from the **vending machine** in the **break room**.

Your **lunch hour** is from 12 o'clock to 1 o'clock.



refreshments

break room

lunch hour

## Get ready!

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

- 1 What times are businesses usually open?
- 2 Why do some businesses open earlier or close later than others?

## Reading

② Read the employee manual. Then, mark the following statements as true (T) or false (F).

- 1  The company has a 5-day workweek.
- 2  Employees must turn off the answering machine at 5:00.
- 3  Employees have two breaks during the day.

## Vocabulary

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

- 1  A Vivian opens the office on arrival.  
 B At close of business, Jason prepares for customers to arrive.
- 2  A Virginia eats a lunch hour every day at noon.  
 B Harry eats a small pastry during his mid-morning break.
- 3  A Employees must be in the office throughout working hours.  
 B Stella works over eight hours on half days.

**4 Match the words (1-5) with the definitions (A-E).**

- 1 \_\_\_ break room                      4 \_\_\_ refreshment  
 2 \_\_\_ mid-afternoon                5 \_\_\_ take a break  
 3 \_\_\_ vending machine

- A a small amount of food or drink  
 B a place where employees eat lunch or have a snack  
 C a machine that sells candy and soda  
 D the middle part of the afternoon  
 E to spend a short time away from your work

**5 Listen and read the manual again. Describe a typical working day at the company.**

**Listening**

**6 Listen to a conversation between two employees at a bank. Mark the following statements as true (T) or false (F).**

- 1 \_\_\_ The woman is a new employee.  
 2 \_\_\_ The man explains the working hours on half days.  
 3 \_\_\_ Employee may take a lunch hour at any time.

**7 Listen again and complete the conversation.**

**Office worker:** Hello. You're new here, aren't you? 

**Secretary:** Yes, today's my 1 \_\_\_\_\_.  
 \_\_\_\_\_. I'm Kate.

**Office worker:** Hi Kate, I'm Alex. How do you like working here 2 \_\_\_\_\_?

**Secretary:** It's great, but I am confused about a few things.

**Office worker:** Such as?

**Secretary:** I'm wondering, do we get a 3 \_\_\_\_\_ during the day?

**Office worker:** Yes, there's actually 4 \_\_\_\_\_.  
 One in the morning and one in the afternoon.

**Secretary:** Also, can you tell me when the 5 \_\_\_\_\_ is?

**Office Worker:** It's from 12:00 until 1:00.

**Secretary:** That's good to know, thanks.

**Speaking**

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

**USE LANGUAGE SUCH AS:**

- How do you like working here?*  
*Do we get a break during the day?*  
*Can you tell me when ...?*

**Student A:** You are an employee at a bank. Greet a new employee. Answer Student B's questions.

**Student B:** You are a new employee at a bank. Ask Student A about:

- number of breaks
- times for breaks
- time for lunch

**Writing**

**9 Use the conversation from Task 8 to fill out the manual.**

**Digby and Son**  
OFFICE MANUAL

Break Times:  
 \_\_\_\_\_  
 \_\_\_\_\_

Lunch Hour:  
 \_\_\_\_\_  
 \_\_\_\_\_

Notes:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

