

# Advanced English for Administrative Management

Aurora Grau • Anna Bellver



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# UNIT 1

## Financial entrepreneur

### In this unit you are going to:

- Learn about specific vocabulary related to jobs and administration.
- Word building using suffixes to form nouns and adjectives.
- Use the different Present and Past Verb Tenses.
- Read a text about how to start your business and be an entrepreneur.
- Understand the concept of culture shock and the importance of cultural awareness in business.
- Learn oral strategies to have a conversation at the office and deal with problems.
- Learn how to write an inquiry letter when you are looking for a job and you are interested in a specific company.



### 1. Complete each sentence with a word from the box.

agent    client    dealer    executive  
 trainee    manufacturer    industrialist  
 foreman    competitor    labourer

- The top \_\_\_\_\_ in our company is a very hard-working person.
- You can ask for some help to the \_\_\_\_\_ if you have any problem with your work.
- Albert's company is one of the major \_\_\_\_\_ of office supplies in the region.
- She's starting next Monday as a \_\_\_\_\_ office assistant.
- This company is the \_\_\_\_\_ for some important insurance companies.
- Mr. Berchtold became one of the richest \_\_\_\_\_ in Switzerland last century.
- Our firm is always ahead of our most important \_\_\_\_\_.
- Nowadays, if you are an unskilled \_\_\_\_\_, it will be difficult to find a good job.
- She used to work as an antiques \_\_\_\_\_ when she was younger.
- A firm should make every \_\_\_\_\_ feel satisfied.

### 2. Complete the sentences with the right word or expression from the table.

merchandising    budget    recruiting  
 consultant    cofounder

- Laura Stevens is my \_\_\_\_\_. We established our company together two years ago.
- The company has hired a new \_\_\_\_\_ on business methods.
- They are \_\_\_\_\_ for an important executive position.
- A good \_\_\_\_\_ can help improve sales.
- I showed him our \_\_\_\_\_ of expenses.

### 3. Match the following terms with their definitions.

consumer    executive    manager  
 professional    accountability    average  
 investment    expense    wealth    income

- The monetary payment received for goods, services, rents or investments: \_\_\_\_\_
- All things that have a monetary or exchange value: \_\_\_\_\_
- It refers to a cost where it is difficult to identify and measure a direct return: \_\_\_\_\_
- A cost where it is easier to identify and measure a direct return: \_\_\_\_\_
- An equitable apportionment among all the interested parties of an expense or loss: \_\_\_\_\_
- When a person is given a task or an assignment: \_\_\_\_\_
- Someone deeply educated in the art and science, theory and practice of a particular discipline: \_\_\_\_\_
- Someone who has some responsibility for an entire organization: \_\_\_\_\_
- Someone who has administrative or supervisory authority in an organization: \_\_\_\_\_
- A person or an organization that buys something or uses a service: \_\_\_\_\_





4. Put the following adjectives into the right suffix box to form nouns:

weak, private, accurate, aware, productive, important, accurate, relevant, organized, operated, competent, intelligent

-ness	-ity	-ance	-ence	-ion	-cy

5. Put the following verbs and nouns into the right suffix box to form adjectives:

reason, politics, help, access, action, dust, sleep, understand, globe, success, sense, effect

-able	-al	-ful	-ible	-ive	-y

6. Put the following verbs into the right suffix box to form nouns:

arrive, perform, found, discuss, arrange, mean, lodge, improve, invent, vary, appear, refuse

-al	-ance	-ation	-ion	-ment	-ing

## DATES

• With the exception of May and June, months can be shortened as:

Jan, Feb, Mar, Apr, Jul, Aug, Sept, Oct, Nov, Dec

• Before the year 2000:

1692: sixteen ninety-two

1400: fourteen hundred

1901: nineteen hundred and one / nineteen oh one

• After the year 2000:

2000: two thousand

2005: two thousand and five

2010: two thousand and ten

### TIP

- British format: day-month-year
- American format: month-day-year

7. Look at the example and write the dates:

20/1/1975: the 20th of January, nineteen seventy-five

1. 2/3/2017:
2. 25/9/1997:
3. 7/10/2015:
4. 24/7/1742:
5. 21/5/1982:

1. Read the sentences below and pay attention to the verbs in bold. Which tense is used in each sentence?

1. It's **getting** harder to find volunteers for our NGO. \_\_\_\_\_
2. What **were** you **doing** when I called you last evening? \_\_\_\_\_
3. Claudia rarely **works** till so late on Fridays. \_\_\_\_\_
4. They **said** they wanted to help strangers become friends. \_\_\_\_\_

2. Complete the following chart with the right Present tense uses:

Repeated actions / Summaries of events / Actions which are in progress at the moment of speaking  
 / Historic present in narratives / Headlines / Temporary situations / Facts that are always true /  
 Making declarations / Complaints about annoying habits / Instructions and Itineraries /  
 Verbs describing change and development

Present Simple	Present Continuous



3. Match the following Present verbs uses with the right example.

Use	Example
1. Repeated actions	a) ...So then the main character asks the audience why he has such a bad luck in life...
2. Summaries of events	b) May 1945, the Second World War comes to an end in Europe
3. Actions which are in progress at the moment of speaking	c) On day four you visit London
4. Historic present in narratives	d) Britain says no link between 200 million pound debt
5. Headlines	e) I hope you'll visit us soon
6. Temporary situations	f) More and more people is giving up smoking
7. Facts that are always true	g) You are constantly making annoying sounds
8. Making declarations	h) I'd like to lose some weight, so I'm walking to school these days
9. Complaints about annoying habits	i) Are you enjoying your stay here in Edinburgh?
10. Instructions and Itineraries	j) The sun rises from the East
11. Verbs describing change and development	k) I'm learning Computer Science

1\_\_ 2\_\_ 3\_\_ 4\_\_ 5\_\_ 6\_\_ 7\_\_ 8\_\_ 9\_\_ 10\_\_ 11\_\_

**4. Complete the sentences with the Past Simple and Past Continuous tenses of the verbs in brackets.**

- I \_\_\_\_\_ (use to) like western films when I \_\_\_\_\_ (be) a child.
- While I \_\_\_\_\_ (read) her mail, she \_\_\_\_\_ (call).
- I \_\_\_\_\_ (wake up), \_\_\_\_\_ (switch on) the light, and then I \_\_\_\_\_ (see) them standing in front of me.
- When you \_\_\_\_\_ (pass) the church clock, \_\_\_\_\_ you / (notice) what time it \_\_\_\_\_ (be)?
- It \_\_\_\_\_ (be) more than a week until I \_\_\_\_\_ (realize) what had happened.



**5. Read the following sentences and answer the questions below:**

- In those days, I didn't like playing chess.*
- When I lived in Bern, I walked through the river every afternoon.*
- I was studying Japanese at the time.*
- My computer was getting worse all the time and I had to get a new one.*
- Laura was always being late to our meetings.*
- I earned a lot of money as a journalist when I lived in New York.*
- I was thinking of going to Germany, but I haven't decided.*

- Which sentence refers to a past habit? \_\_\_\_
- Which to a past state? \_\_\_\_
- Which to a past action in progress at a specific time? \_\_\_\_
- Which sentence expresses criticism or annoyance? \_\_\_\_
- Which sentence refers to a completed action in the past? \_\_\_\_
- Which to a changing state in the past? \_\_\_\_
- Which sentence describes an unfulfilled past event? \_\_\_\_



## 6. Complete the sentences with the right form of the verbs in brackets.

1. Nowadays, Marc \_\_\_\_\_ (work) in a large office with about twenty other people, most of whom he \_\_\_\_\_ (know) quite well.
2. They \_\_\_\_\_ (spend) many hours a day together, so they have all become like friends, but the one he \_\_\_\_\_ (know) the most is Andrew Watson.
3. Albert \_\_\_\_\_ (run) the Accounts department in the company and at the moment, he \_\_\_\_\_ (go out) with Nicole Berchtold, our sales representatives.
4. This time last year, Sheila \_\_\_\_\_ (work) in a big company in Australia. She \_\_\_\_\_ (enjoy) his stay in that amazing country during few months, but then she \_\_\_\_\_ (decide) to come back to London.
5. This day last month I \_\_\_\_\_ (travel) to Wales to visit our new customers.
6. Last night my neighbour's dog \_\_\_\_\_ (bark) and I \_\_\_\_\_ (can not) get to sleep.
7. All the students \_\_\_\_\_ (have) a good time at the end-of-the-term party, although not many of them \_\_\_\_\_ (get) good marks.
8. We \_\_\_\_\_ (try) to get in touch with you all the evening yesterday, where \_\_\_\_\_ you (be)?
9. I \_\_\_\_\_ (managed) to get to the meeting on time last Friday, the customers \_\_\_\_\_ (wait) for me at the meeting room.
10. I \_\_\_\_\_ (have) a bath at the time, so I \_\_\_\_\_ (not hear) the phone call. That's why I \_\_\_\_\_ (phone) you later.

## 7. Choose the right verb tense in each sentence.

1. We **listened** / **were listening** to music when one of the neighbours **came** / **come** to the door and **say** / **said** he couldn't sleep because we **made** / **were making** too much noise.
2. As she never **was explaining** / **explained** anything very clearly, none of us **understand** / **understood** what the literature teacher **talked** / **was talking** about most of the time.
3. I'm so sorry, I **wasn't getting** / **didn't get** on time and I **was missing** / **mised** the beginning of your presentation, but I **wonder** / **was wondering** if you might have an extra handout left.
4. Hi Albert. I **am calling** / **call** to let you know I **come** / **am coming** a bit late, it **snows** / **is snowing** and the traffic **is moving** / **moves** quite slowly.
5. My laptop **is being** / **is** so irritating right now. Every time I **want** / **am wanting** it to save something, it **says** / **is saying** it **is having** / **has** no space in its memory, which **is being** / **is** not possible as it **is being** / **is** completely new.



## 1. Read the following text.

**ENTREPRENEUR: STARTING YOUR BUSINESS**

Starting your own business may be stressful but a fulfilling experience personally and professionally. Before starting, ask yourself if you are motivated, resilient, confident and able to adapt to different situations.

When developing your idea, focus on a product or service that you believe can enhance people's lives, something you are passionate about and experienced with. It's also very important to identify the market performing a competitive assessment, determine the costs and establish a budget in order to create a business plan.

The next step is finding the right investors, those who share your passion, and getting some funding from your savings, credit cards, loans, grants and so on you will need to start off.

Selecting a business name and deciding which one best suits it is also remarkable. You'll also need to buy a proper insurance depending on the type of business and choose a location accessible to customers and suppliers.

Potential customers should be able to access information on your website, so that, be sure it is regularly updated. Furthermore, hiring the right employees and assigning responsibilities will be crucial for your business.



In addition, what are the main traits of a successful entrepreneur? They are disciplined, they eliminate any distractions to their goals; they are confident and open minded, ideas are constantly being generated, creativity is one of their main features; they are competitive and determined, they tend to look at defeat as an opportunity for success, everything can be done for them; they have strong communication skills and they are good at motivating employees; they are very hard-working and have a strong work ethic, often being the first person to arrive at work and the last one to leave. But most of all, passion could be the most remarkable trait of a good entrepreneur because they love what they do.

**2. Answer the following questions according to the text. Use your own words.**

1. How would you define starting a new business in few words?
2. What are the main steps you should follow to run your own business?
3. Which kind of location is better for a new business?
4. What are the main traits of a good and successful entrepreneur?
5. Which is the most important characteristic an entrepreneur must have?

**3. Find words from the text with similar meanings.**

1. Flexible:
2. Improve:
3. Recognize:
4. Conceive:
5. Site:
6. Recurrently:
7. Characteristic:
8. Aims:
9. Evaluation:
10. Outstanding:

**4. How many adjectives can you find in the text?**

**Write five sentences with some of them.**



**5. How do you rate as entrepreneurs?**

Answer the following questionnaire, and then compare your answers with a partner:

**1. Are you a self starter?**

- a. I only make an effort when I want to.
- b. If someone explains what to do, then I can continue from there.
- c. I make my own decisions. I don't need anyone to tell me what to do.

**2. How do you get on with other people?**

- a. I get on with almost everybody.
- b. I have my own friends and I don't really need anyone else.
- c. I don't really feel at home with other people.

**3. Can you lead and motivate others?**

- a. Once something is moving I'll join in.
- b. I'm good at giving orders when I know what to do.
- c. I can persuade most people to follow me when I start something.

**4. Can you take responsibility?**

- a. I like to take charge and to obtain results.
- b. I'll take charge if I have to but I prefer someone else to be responsible.
- c. Someone always wants to be the leader and I'm happy to let them do the job.

**5. Are you a good organizer?**

- a. I tend to get confused when unexpected problems arise.
- b. I like to plan exactly what I'm going to do.
- c. I just like to let things happen.

**6. How good a worker are you?**

- a. I'm willing to work hard for something I really want.
- b. I find my home environment more stimulating than work.
- c. Regular work suits me but I don't like it to interfere with my private life.

**7. Can you make decisions?**

- a. I am quite happy to execute other people's decisions.
- b. I often make very quick decisions which usually work but sometimes don't.
- c. Before making a decision, I need time to think it over.

**8. Do you enjoy taking risks?**

- a. I always evaluate the exact dangers of any situation.
- b. I like the excitement of taking big risks.
- c. For me safety is the most important thing.

**9. Can you stay the course?**

- a. The biggest challenge for me is getting a project started.
- b. If I decide to do something, nothing will stop me.
- c. If something doesn't go right first time, I tend to lose interest.





**10. Are you motivated by money?**

- For me, job satisfaction cannot be measured in money terms.
- Although money is important to me, I value other things just as much.
- Making money is my main motivation.

**11. How do you react to criticism?**

- I dislike any form of criticism.
- If people criticize me I always listen and may or may not reject what they have to say.
- When people criticize me there is usually some truth in what they say.

**12. Can people believe what you say?**

- I try to be honest, but it is sometimes difficult or too complicated to explain things to other people.
- I don't say things I don't mean.
- When I think I'm right, I don't care what anyone else thinks.

**13. Do you delegate?**

- I prefer to delegate what I consider to be the least important tasks.
- When I have a job to do I like to do everything myself.
- Delegating is an important part of any job.

**14. Can you cope with stress?**

- Stress is something I can live with.
- Stress can be a stimulating element in a business.
- I try to avoid situations which lead to stress.

**15. How do you view your chances of success?**

- I believe that my success will depend to a large degree on factors outside my control.
- I know that everything depends on me and my abilities.
- It is difficult to foresee what will happen in the future.

**16. If the business was not making a profit after five years, what would you do?**

- give up easily.
- give up reluctantly.
- carry on.

**CULTURE SHOCK: THE IMPORTANCE OF CULTURAL AWARENESS IN BUSINESS****1. Listen to the article and answer the questions.**

1. What is the article about?
2. What is different when you move to another country?
3. Which are the differences when negotiating to an international level?
4. What is the duty of a mentor?
5. In the listening there are some countries which are completely different culturally. Can you say which ones?

**2. Say if these statements are true or false.**

- |   |        |         |
|---|--------|---------|
| • Negotiation does not play an important part in business matters.                              | ▶ TRUE | ▶ FALSE |
| • It is necessary to be aware of the cultural shock in order to accomplish the main objectives. | ▶ TRUE | ▶ FALSE |
| • A mentor may help a new visitor in any important issue.                                       | ▶ TRUE | ▶ FALSE |
| • Cultural shock is always a sad experience.  | ▶ TRUE | ▶ FALSE |
| • It is not necessary to attend some professional training to avoid the cultural shock.         | ▶ TRUE | ▶ FALSE |

**3. Discuss in class about these topics:**

- What is cultural shock?
- What can you do to face *cultural shock*?
- Negotiations abroad (in another country).
- What do you think you will miss if you travel abroad?



## AT THE OFFICE: ESTABLISH A CONVERSATION

### 1. Useful expressions and sentences for speaking professionally at the office.

<b>On a phone call when you need to clarify some information</b>	<p>Would you mind repeating/spelling that for me, please?</p> <p>Could you explain this in another way, please?</p> <p>I'm afraid I didn't get that. Could you repeat it again, please?</p>
<b>When you need a break</b>	Excuse me, I need to leave for five minutes. Is that okay?
<b>When you return after a break</b>	<p>Martha here. I'm back on the line again.</p> <p>Just coming back in here, thanks everyone.</p> <p>Sorry for making you wait.</p> <p>Excuse me for the delay/wait.</p> <p>Excuse the delay/wait.</p>
<b>Arranging meetings</b>	<p>Are you free next Monday/week/month?</p> <p>When can we meet again?</p> <p>I would like to set up a meeting with you at your earliest convenience. When are you available?</p>

### 2. Discuss in class: team working skills.

What makes a team effective or ineffective? Put the following sentences into the correct column.

1. Workmates listen to each other and their ideas are heard.
2. Some members make the decisions without any kind of discussion.
3. Staff members are not satisfied with some decisions and they complain privately afterwards.
4. There is a supportive atmosphere in the office.
5. Workers feel free to say what they think.
6. Members of a team are silent and don't contribute with any new idea or suggestion.
7. Somebody may assume the role of leader for different tasks.
8. There is a lack of coherence regarding specific tasks and final goals.



INEFFECTIVE TEAM	EFFECTIVE TEAM

3. Read the following conversation. Technical problems at the office.

**A:** Good morning! Are you new here?  
**B:** Yes, I started last Monday.  
**A:** Welcome to our team! My name is Joanne.  
**B:** I'm Anne. Nice to meet you.  
**A:** Where are you going to be working?  
**B:** I'm going to work in the Financial Department.  
**A:** That department is great. Our marketing team works with them closely. We'll end up working together sometimes.  
**B:** That would be fantastic. Can I ask you some questions?  
**A:** Of course. What do you need?  
**B:** I can't get the printer to work.  
**A:** Let me see. Does it have paper?  
**B:** Yes, it does.  
**A:** Then, maybe it is stuck. We should call the technician. I will tell the administrator and she should take care of it. Don't worry.  
**B:** Is there another printer that I can use?  
**A:** Come with me! You can use mine.  
**B:** Thank you.



4. Write a dialogue and try to use some of the sentences from activity 1.

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**TIP!**

*Workmate, co-worker and colleague are synonyms*

5. Role playing:

Work in pairs. Student A needs help on documenting a process in a company. Student B will try to help him/her.

STUDENT A	STUDENT B
You belong to the Design Department. You have a problem with documenting a process. Ask for help.	Try to free up your schedule in order to help your colleague who has some problems with a process. Make some suggestions.



## WHAT IS A LETTER OF INQUIRY?

A job inquiry letter, also known as a prospecting letter or letter of interest, is sent to companies that may be hiring but haven't advertised job openings.

You need to sell your expertise to the reader and get them thinking about the possibility of hiring you.

### Steps:

Introduce yourself and your interest in the company in the first paragraph. The second paragraph should include a brief synopsis of your experience, education and qualifications. Use the third paragraph to ask for a meeting to discuss a possible career with the company.

Also include a copy of your CV/resume to provide more details about your credentials and background.

### TIPS FOR WRITING PROFESSIONAL LETTERS

- Your **return address** and the **current date** must be placed at the beginning - either top left corner or flushed right in the upper right-hand corner of the letter (do not include your name or phone number in this section).
- The **employer's address** must be placed at the left margin before the salutation.
- Salutation: *Dear Mr.* or *Dear Mrs.* before the surname (if you don't have the name you may use *Dear Human Resources*).

### 1. Read the following letter of inquiry.

2945 Canterbury Way  
Broadstairs, WI 50622  
May 24th, 2018

Ms. Alexandra Scott  
Training Coordinator  
King's College Institution  
152 Ramsgate Street  
Broadstairs, WI 50675

Dear Mr. Foster,

During the Vocational Studies and Training Fair at the University of Kent – Canterbury, I had the opportunity to visit with Sheila Adams, your College Recruiting Manager. She suggested that I contact you directly to receive more information about your summer training programme.

Through a course on business and administrative studies, I was exposed to many aspects of commercial management. This represents a career opportunity that would allow me to combine my interest in finance and my strong interpersonal skills which I have developed through my various work experiences and different activities. To compliment my academics and present work experience, I would hope to participate in a training course during the summer of 2018.

I would appreciate any information that you could forward to me about your summer management training course. If you have any questions, I can be reached at (034) 883-4568. I look forward to receiving the information and speaking with you soon.

Sincerely,

*Alexandra Scott*

### 2. Write a letter/email of inquiry. Choose one of the following options:

- You are a Bachelor of Science degree in Management and Business and you are interested in Kent's University Training programme.
- You have recently graduated from University of Edinburgh and you are interested in an entry level position at a big company in Glasgow.
- You have university studies and working experience as an IT Support Specialist and you are interested in working in Barcelona area.