

BASIC ADMINISTRATIVE SKILLS

Melisa González Calvo · Cristina Ferriz Ventura



UNITS	Vocabulary	Grammar
1. HOW TO GET A JOB	<ul style="list-style-type: none"> • Describing people • Jobs 	<ul style="list-style-type: none"> • Present simple vs. Present continuous • Adverbs of frequency
2. WELCOME TO THE OFFICE	<ul style="list-style-type: none"> • Introducing yourself 	<ul style="list-style-type: none"> • Past simple vs. Past continuous • Irregular verbs • There is-are/was-were
3. WORKING DAILY ROUTINES	<ul style="list-style-type: none"> • Office duties and routines 	<ul style="list-style-type: none"> • Countable and uncountable nouns • Quantifiers • Articles (a, an, the) • Prepositions of time
4. ARRANGING A MEETING	<ul style="list-style-type: none"> • Making arrangements • Make vs Do 	<ul style="list-style-type: none"> • Comparatives and superlatives • Prepositions of place
5. CUSTOMER SERVICE	<ul style="list-style-type: none"> • Complaints and annoyances 	<ul style="list-style-type: none"> • Modal verbs
6. ON A BUSINESS TRIP	<ul style="list-style-type: none"> • Travelling • Booking and Flights 	<ul style="list-style-type: none"> • Future tenses
7. MESSAGES	<ul style="list-style-type: none"> • On the phone 	<ul style="list-style-type: none"> • Present Perfect • Past perfect
8. OFFICE SERVICES	<ul style="list-style-type: none"> • Describing and locating office supplies 	<ul style="list-style-type: none"> • Conditionals
9. CRUCIAL LABOUR ISSUES	<ul style="list-style-type: none"> • Salary and pay; • Working hours and time off work 	<ul style="list-style-type: none"> • The Passive voice • Have/get something done

Reading	Listening	Speaking	Writing
<ul style="list-style-type: none"> • Job Adverts 	<ul style="list-style-type: none"> • Company Profile 	<ul style="list-style-type: none"> • A job interview 	<ul style="list-style-type: none"> • Email of application
<ul style="list-style-type: none"> • An email request for help 	<ul style="list-style-type: none"> • Who is who at the office? 	<ul style="list-style-type: none"> • First day at work 	<ul style="list-style-type: none"> • Professional profile summaries
<ul style="list-style-type: none"> • Notes at work 	<ul style="list-style-type: none"> • Staff daily routine 	<ul style="list-style-type: none"> • What do we have for today? 	<ul style="list-style-type: none"> • My work's agenda
<ul style="list-style-type: none"> • Managing a meeting 	<ul style="list-style-type: none"> • Scheduling a meeting 	<ul style="list-style-type: none"> • Meeting report 	<ul style="list-style-type: none"> • Invitation to a meeting
<ul style="list-style-type: none"> • Customer service representative 	<ul style="list-style-type: none"> • A phone call from a customer 	<ul style="list-style-type: none"> • A customer complaint 	<ul style="list-style-type: none"> • An email of complaint
<ul style="list-style-type: none"> • Trade fairs 	<ul style="list-style-type: none"> • Experiences on business trips 	<ul style="list-style-type: none"> • Preparing a business trip 	<ul style="list-style-type: none"> • A confirmation email
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<ul style="list-style-type: none"> • Solving problems 	<ul style="list-style-type: none"> • Making an order 	<ul style="list-style-type: none"> • Calling for a service 	<ul style="list-style-type: none"> • Budget request email
<ul style="list-style-type: none"> • Dilemmas in the office 	<ul style="list-style-type: none"> • Workplace problems 	<ul style="list-style-type: none"> • Searching information on the Internet 	<ul style="list-style-type: none"> • Benchmarking

DESCRIBING PEOPLE

1. Write the meaning of these descriptive adjectives in your language and write sentences with them.

▶ Able:

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▶ Creative:

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▶ Reliable:

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▶ Energetic:

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▶ Experienced:

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▶ Flexible:

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▶ Hard-working:

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▶ Honest:

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▶ Passionate:

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▶ Imaginative:

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▶ Innovative:

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▶ Motivated:

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▶ Organised:

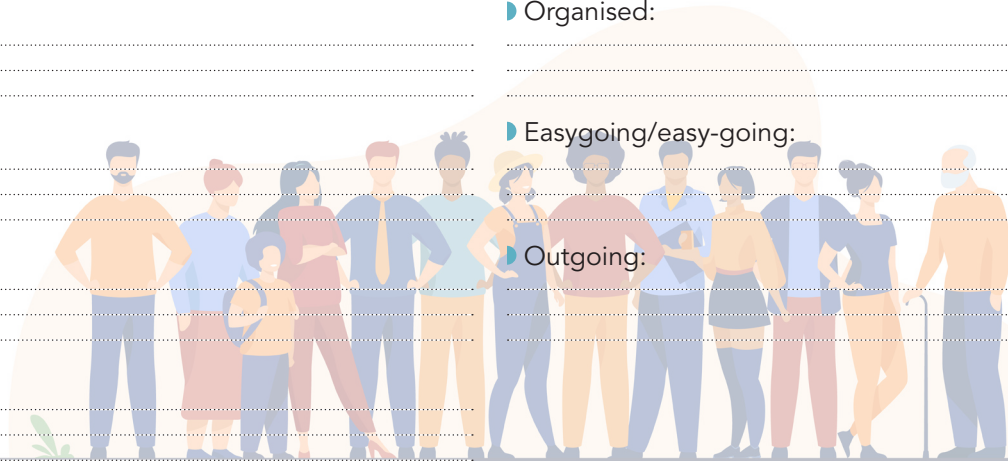
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▶ Easygoing/easy-going:

.....

▶ Outgoing:

.....



2. A Fill in the gaps with the adjectives from the box.

passionate

energetic

creative

honest

motivated

organised

reliable

outgoing

- When you're _____ about your job, you will never have to work.
- My supervisor is _____ and never lies.
- I'm a very _____ person, both at work and in my other daily activities, I'm not lazy.
- The boss knows that her employees are _____, she can trust them.
- I'm an _____ person. I enjoy talking to everyone.
- Everything needs to be well planned and _____ if we want to get good results.
- Our department needs a _____ manager in order to encourage the employees.
- Innovative and _____ ideas are at the heart of most successful businesses.

B. Do you know the antonyms of these adjectives?

— JOBS —

3. Match the duties with the correct job position.

<u>Executive</u>	They are responsible for the functioning of teams, departments and companies. Their work often involves supervising others; they may also direct activities, processes, material resources and information.
<u>Manager</u>	They are professionals who oversee the day-to-day operations of an organisation by smoothly implementing management decisions in their unit by focusing on a few key points.
<u>Director</u>	They make key decisions on issues such as mergers and dividends, hire senior managers, and set their pay.
<u>Chief of staff</u>	They are professionals who are responsible for keeping and interpreting financial records. Most of them are responsible for a wide range of finance-related tasks, either for individual clients or for larger businesses and organisations employing them.
<u>Supervisor</u>	They are the ones who are part of an executive committee or who hold a high position in the hierarchy of the company. Their role is to carry out the management and administration of the entire organisation.
<u>Accountant</u>	They build that awareness by developing and executing on marketing strategies to meet consumer needs — and maximise profits. Working in industries as varied as advertising, hospitality, healthcare, finance, technology, retail, and education, marketing managers are integral to a company's success.
<u>Social media specialist</u>	They are the ones who control, direct and coordinate a certain organisation or, on the other hand, a part of it. They are the people who are in charge of directing an organisation, company, institution or collective.
<u>Programmer</u>	They play an important role because they oversee various aspects of managing the logistics of a CEO or Executive's daily work, including presentations, interactions with colleagues, and scheduling. They are the key to ensuring that executives constantly remain in touch with their company.
<u>Lead accountant</u>	They are responsible for creating and publishing content on all social media platforms, including Facebook, Twitter, and Instagram, to grow an audience, build brand awareness, and ultimately, boost sales.
<u>Marketing manager</u>	They are responsible for managing a company's overall operations. This may include delegating and directing agendas, driving profitability, managing company organisational structure, strategy, and communicating with the board.
<u>CEO (Chief Executive Officer)</u>	They are the ones who control, direct and coordinate a certain organisation or, on the other hand, a part of it. They are the people who are in charge of directing an organisation, company, institution or collective.
<u>Board of Directors</u>	They write, modify, and test code and scripts that allow computer software and applications to function properly. They turn the designs created by software developers and engineers into instructions that a computer can follow.

4. Do you know the meaning of these acronyms? Please, write the corresponding job positions next to the words.

- CEO: _____ CMO: _____
- COO: _____ CHRO: _____
- CFO: _____ CTO: _____
- CIO: _____

PRESENT SIMPLE

USE

Used to talk about:

- Habits and routines.
I read a chapter of my favourite book every night
- General truths and facts.
Ten times ten makes one hundred

STRUCTURE

- AFFIRMATIVE:** Subject + verb + objects
You play the violin
- NEGATIVE:** Subject + do not + verb + objects
You do not play the violin
- INTERROGATIVE:** Do + subject + verb + objects?
Do you play the violin?

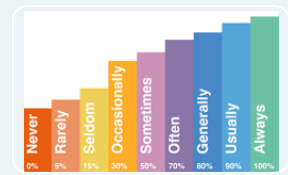
But remember...

When the subject is 3rd person (He, She, It) we add:
» an 's' after the verb in affirmative.
» 'does not/does' in negative and interrogative.

ADVERBS OF FREQUENCY

We use adverbs of frequency to say how often we do things, or how often things happen.

*I usually play the piano.
I love it!*



1. Complete the sentences with the correct form (positive (+) or negative (-) of one of the verbs below.

eat switch on read discuss like start enjoy arrange chat

- Victor _____ work at 9.00(+). He _____ his computer and _____ his emails (+).
- Sarah and Laura _____ when they're busy (-).
- Michael _____ in restaurants every day (-).
- Susan _____ the training course with her boss (+).
- She's a Personal Assistant; she _____ a lot of meetings and conferences (+).
- Brad _____ boring tasks (-), but he _____ speaking to new people (+).

2. Write questions and answer them about yourself.

1. your grandparents / often / visit you / ?

.....
.....

2. you / watch / TV / in the evening / ?

.....
.....

3. your sister/ play / the piano / ?

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4. your friends / like / computer games / ?

.....
.....

5. you / study / German / at University / ?

.....
.....

6. your girlfriend / work / at a hospital / ?

.....
.....

3. Find and correct the mistakes below.

- He go to bed very early. _____
- Does they live in Australia?. _____
- I am usually cook dinner for my friends. _____
- Are they have a meeting every week?. _____
- She don't like vegetables. _____
- Does John has enough money?. _____
- Henry know the answer. _____
- Cesar plays chess on the weekend. _____



PRESENT CONTINUOUS

USE _____.

Used to talk about:

1. Activities at the moment of speaking:
We are listening to music at the moment
2. Temporary situations.
His parents are living with him at the moment.
Their house is being painted.
3. Changing or developing situations.
Recent evidence suggests that the economic situation is improving.

STRUCTURE _____.

- **AFFIRMATIVE:**
Subject + TO BE + verb -ING + objects
You are playing the violin now.
- **NEGATIVE:**
Subject + TO BE + not + verb -ING + objects
You are not playing the violin now.
- **INTERROGATIVE:**
TO BE + subject + verb -ING + objects?
Are you playing the violin now?

1. Fill in the blanks below to complete the sentences with the Present Continuous.

1. _____ . (we / not read / an email)
2. A: _____ ? (your workmate / work?)
B: Yes, he _____ .
3. _____ . (Susan / make / an appointment)
4. A: _____ . (why / you / yawn?)
B: _____ . (I / read / a really boring document)
5. _____ . (the children / play / a game)
6. _____ now. (it / rain)
7. A: _____ ? (they / eat / lunch?)
B: No, they _____ .
8. _____ . (The birds / sing)
9. _____ . (I / do my homework)
10. _____ . (he / not sleep)

TIME EXPRESSIONS

Present simple

- Adverbs of frequency
- Every day/week, etc.
- In the morning/night, etc.
- On Mondays/Tuesday, etc.
- At the weekend/ at night, etc.
- Once/ Twice/ three times... a week/day, etc.

Present continuous

- Now
- At the moment
- Right now
- Today
- This week/ year, etc.
- These days/ years, etc.

2. Complete the sentences with the Present Simple or Present Continuous form of the verb in brackets.

1. We usually _____ (have) lunch at two o'clock.
2. Listen! _____ the phone _____ (ring)?
3. I _____ (not work) in the office today.
4. _____ people _____ (put) trees in their houses at Christmas?
5. My girlfriend always _____ (watch) sports on TV.
6. My colleague _____ (not check) her incoming email every day.
7. The boys _____ (study) at the moment so please don't talk to them.
8. Charly _____ (not play) outside now.

3. Complete the text about receptionist Mariah Watson with the correct options. Choose A, B or C.

I (1) _____ a Russian course at the moment and I (2) _____ a lot of vocabulary. Unfortunately, I (3) _____ all of it! There (4) _____ eight students in the class. The teacher is really nice, but she (5) _____ very quickly and we (6) _____. I (7) _____ Russian every day after work. Now we (8) _____ the present tense; it's very complicated. It (9) _____ like in English, or Spanish. But I (10) _____ my classes and I'm going to continue!

	A	B	C
1.	do	doing	'm doing
2.	'm learning	learn	learns
3.	not remember	don't remember	'm not remembering
4.	is	have	are
5.	speak	is speaking	speaks
6.	not understanding	don't understand	doesn't understand
7.	'm studying	study	studies
8.	study	'm studying	're studying
9.	doesn't	isn't	aren't
10.	love	am loving	loving



JOB ADVERTS

1. A Read the four job advertisements and complete them with the right job title from below.

1 American Import/ Export Company is looking for a _____

» Responsibilities include:

- Assisting with the day-to-day operations
- Maintaining and organising files
- Managing the calendar of their supervisors

» Experience and skills requires:

- Knowledge of Microsoft applications
- Interpersonal skills.
- Attention to detail.

No previous experience necessary

Mon – Fri.

Salary £ 16.900

2 _____ to Director Manager.

» Duties include:

- Scheduling meetings and appointments.
- Making travel arrangements.
- Organizing events.

» Requirements:

- Flexibility and adaptability.
- Organisational skills and the ability to Multitask.
- The ability to be proactive and take the Initiative.
- German essential, Spanish desirable

Location: Central London

Contract: Temporary

Salary: £ 14.00 – £16.00 per hour

Experience is required

3 TopTechnology is looking for an experienced and creative _____ to join our team.

» Main tasks and duties:

- Planning, implementing and monitoring the company's Social Media strategy.
- Managing and overseeing social media content.

» Requirements and qualifications:

- 2 years of experience as a Social Media Specialist or similar role.
- Excellent knowledge of Facebook, Twitter, LinkedIn, Pinterest, Instagram, Google+ and other social media best practices.
- Familiarity with web design and publishing.
- Excellent multitasking skills.

Wages: £130.00 per week

4 _____ Wanted full-time accountant - Permanent Glasgow City Centre


» Duties and responsibilities include:

- Preparing accounts and tax returns
- Monitoring spending and budgets
- Auditing and analysing financial performance

» Keys skills:

- Enhanced numerical and quantitative skills.
- Advanced analytical and problem-solving skills.
- Time management and organisation.

Annual salary: £17.500 + OT

- 
- a) Personal Assistant
 - b) Programmer
 - c) Marketing Manager
 - d) Administrative Assistant
 - e) Sales Director
 - f) Accountant
 - g) Social Media Specialist
 - h) Receptionist

B. Match the sentences to Adverts 1, 2, 3 or 4. Some sentences apply to more than one.

- 1) For this job you don't need experience.
- 2) This isn't a permanent job.
- 3) Foreign languages are important for this post.
- 4) In this job you can work more hours.
- 5) In this job, if you work more you earn more.
- 6) This is a temporary job.
- 7) For this job you need experience.
- 8) The advertisement explains the money paid per year.

— COMPANY PROFILES —

1. Listen and complete the profile of *William's Consulting*, a training consultancy.

Our company is a modern, training consultancy; it's only six years old. The _____ is Charly William and the _____ managing director is his wife, Jennifer William. Although we are a young business, we are a dynamic company.

Our _____ is in New York. It's in a small, _____ building in the city centre with all the _____ technology and a large open plan office and classrooms, with up-to-date facilities, for our courses. There are _____ offices in four other American cities; Washington, Los Angeles, Boston and Chicago. The current number of William's consulting _____ is forty-two. Half of our staff are at the New York headquarters.

We offer a wide variety of courses such as IT, accounting, marketing and recruitment. Our courses can be at our offices or at our clients' headquarters. Our courses are _____ and our trainers are professional and _____; and our prices are _____.



2. Look at the information about HR Barcelona and write a company profile. Use the profile of *William's Consulting* as a model.

COMPANY DETAILS

- Name: HR Barcelona
- Activity: Recruitment Consultancy
- How old: 12 years old
- Founder: Susan Lewis
- Managing director: Tom Lewis (Susan's brother)
- Head office: Barcelona, Spain
- Location: Barcelona city centre
- Branch Offices: Madrid and Seville
- Employees: 26; 14 in Madrid
- Adjectives (company): small, professional
- Adjectives (head office): new, modern, central
- Service: to find the right employees for your company.
- Prices: the best in town!

COMPANY PROFILE

— A JOB INTERVIEW —

1. Read the following job interview between Peter and Mrs Parker.

Mrs Parker: Good morning Peter. Please take a seat. I'm Mrs Parker.

Peter: Hello Mrs Parker. Nice to meet you.

Mrs Parker: You too. So, let me introduce myself. I am the Human Resources Director here and we have an open position in our Accounting department, so we have been interviewing applicants to fill the position as quickly as possible.

Peter: Yes, that's right. I read about the position on your website, and I think I am a good fit.

Mrs Parker: I'd like you to tell me, first of all, why you want to be an accountant.

Peter: OK. Well, I've always loved inspecting and auditing personal. I've always been enthusiastic about commercial accounts.

Mrs Parker: Have you worked in this position before?

Peter: Yes, I have been in charge of the control, management and direction of accounting in a large company for 4 years.

Mrs Parker: I see, so you have some experience in the sector. Although we work with the latest novelties, such as new accounting softwares.

Peter: Ok, I look forward to learning new skills if I am offered the job. Moreover, I have no problem in learning quickly new things and I like to keep upgrading my knowledge and different skills.

Mrs Parker: So, are you an ambitious person? Describe yourself, why should we hire you?

Peter: More than ambitious, I am a person with a desire for self-improvement, very hard-working and energetic.

Mrs Parker: Therefore, we could say that these are your strengths, right? Now, could you list your weaknesses?

Peter: Of course, I think that sometimes I am too passionate that I can be very demanding. I don't consider it a problem but it sometimes makes me feel stressed.

Mrs Parker: Hmm...How do you deal with working under pressure?

Peter: Well, I'm used to working under pressure because in my last job I was asked to hand in the reports from one day to the next. So I have no problem.

Mrs Parker: OK, these are all the questions so far, thank you very much Peter. You make some good points.

Peter: It's my pleasure. Thank you.

2. Work in pairs or groups. Read the questions and discuss them.

- How does the conversation begin?
- Do they use polite language?
- Here you have some useful vocabulary for a job interview:

Introducing yourself

- Good morning/afternoon. My name is _____ and I want to thank you for this opportunity. This is what I always wanted to do and I know I can do it very well.
- Hello! My name is _____ and it's a pleasure for me to be here, I've been looking for this position for a long time.
- Hi! My name is _____ and I'm here because I think I have the profile you're looking for.

Giving details of your education and qualifications

- I studied at (university/college)...
- I got a diploma in.... and then went on to study...
- I did a Management course in 2018 and this helped me to...
- I have an IELTS/Cambridge certificate with a score of (number)...

Asking someone to repeat a question

- I'm sorry. Would you please repeat the question?
- Excuse me, I didn't hear you. Can you please say that again?
- Sorry, I didn't understand you. Could you please say that again?

Emphasising your strengths

- I think I'm the right choice for this job because I know how to...
- I'm very good at _____ and that's why I think I'll be able to handle this position.
- I'd love to work here because I _____.

Describing your best skills

- I am hardworking / organised / decisive / patient / easy going / committed / focused / proactive and methodical.
- I perform well under pressure.
- I am self-motivated.
- I'm good at problem-solving.

Thanking the interviewer

- Thank you very much for your time. I'll be expecting your call!
- Before I leave I want to thank you for the opportunity. I hope we see each other again soon!
- I wanted to thank you before I leave. I hope I have the profile you're looking for.



EMAIL OF APPLICATION

1. Complete the sentences with the proper linkers.

Besides

Due to/Because of

In spite of/Despite

Consequently

Although/Even though

- a) _____ I'm not used to reading, yesterday, I read a book before sleeping.
 b) I studied hard. _____ I got a very good mark.
 c) Students have learnt a lot _____ this new project.
 d) _____ the rain, they played the match.
 e) It's too early to go to bed. _____, I am not tired.



EMAIL OF APPLICATION

Although job applications are usually already made via apps or websites, there are still companies that ask you to send your application by email. For this reason, it is important to compose a professional, concise and attention-grabbing application email.

STRUCTURE:

[Subject line: write your name – Job title]

[Greetings: "Dear _____" or simply "Dear hiring manager(s)" or "Dear Sir/Madam"]

[First paragraph: Introduce yourself as well as the job position you are applying for and where you found the job advert. Include whether someone informed you about the offer as well as why you are interested in the position.]

[Second paragraph: write a well-structured, well-argued case that you are the right person for the job. Mention your education and experience as well as one or two skills that are relevant to the position.]

[Third paragraph: Mention the attached documents and let the recipient know you would be happy to provide further information if needed. Tell them your availability for an interview and the telephone number where you can be contacted. Thank the recipient for their time and consideration.]

[Closing: Say thank you with a polite closing salutation such as "Sincerely" if you don't know the name of the recipient or "Faithfully" if you know it. Include your signature and contact information.]



New Email
– □ ×

To :

Cc :

Subject : ✉

📍
☆
📎
🔍
🗑️
⌵

1. Choose one of the adverts and write your own email of application.



A
IT Recruitment Officer
 We are looking for recent graduates who would like to work with some of the most important companies in the digital industry. This post is based in Dubai. We are looking for someone with passion, drive and commitment. Recruitment Resourcers must be able to work under pressure and be self-motivated and people-focused. These qualities will help you progress within the company. Recruitment Resourcers who are willing to learn can train to become Account Managers and Account Directors.



B
Data Analyst
 As a Data Analyst you will join a team that analyses research data for anomalies and presents findings to people within and outside the company. A graduate with an eye for detail and a love of working with figures would be ideal. Confident communications skills are also vital. If you enjoy problem solving, have an investigative and enquiring mind, have a good knowledge of word processing and spreadsheet software, and excellent numerical skills, this could be a great career opportunity for you. A great benefits package is available including health cover and gym membership.



C
Account Manager
 We are recruiting for an Account Manager to join our Guardian Jobs sales team. You will be joining a diverse and dynamic sales floor where you will build relationships with clients across some of our core sectors including clients in the local & central government, charities or education sectors. As one of the UK's most trusted and premium recruitment brands it will be your responsibility to sell recruitment advertising to clients in these spaces to help them find the best candidates for their vacancies. You will be growing relationships and revenue from existing accounts as well as bringing in new business. Previous experience of working in media or in sales isn't essential - the most important attribute is your attitude, desire and determination - we can teach you about media and recruitment.

2. In pairs or groups write a job advert with all the details.

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2

WELCOME TO THE OFFICE

— CONTENTS —

- Introducing yourself
 - Past simple vs. Past continuous; Irregular verbs; There is-are/was-were
 - An email request for help
 - Who is who at the office?
 - First day at work
 - Professional profile summaries
-

— INTRODUCING YOURSELF —

1. Read the following expressions and put them in the right column.

- Good afternoon.
- I come from Toronto.
- Nice to meet you!
- Please, call me "Susan".
- It was a pleasure to meet you.
- Have a great day.
- Hi!
- I'm into music and art.
- I studied Business Management.
- See you later in the office.

GREETINGS	INTRODUCTION	CLOSING A CONVERSATION

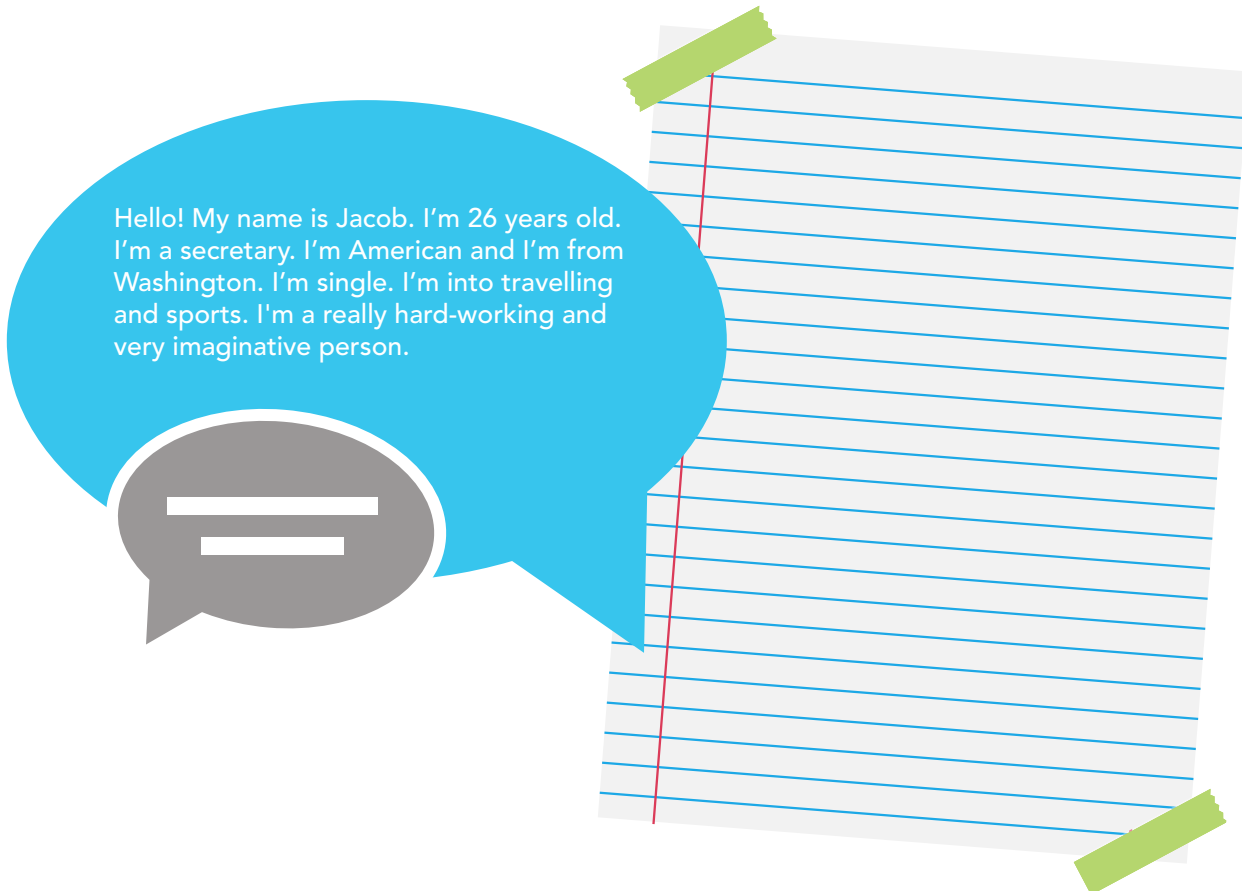


2. Do you know more expressions for introducing yourself? Write them down.

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— INTRODUCING YOURSELF —

3. Read the following example and then write an introduction about yourself.



4. Complete the conversation with the right expression.

Please, call me	Pleased to meet you	It's been nice talking to you	I'm from Glasgow
	My name is	Nice to meet you too	

Connor: Good morning! _____ Connor Miller.
Oliver: Hi Connor! _____ and welcome to the office. I'm Oliver.
Connor: Thank you! _____ Oliver. I am the new accountant.
Oliver: Oh great! Where are you from?
Connor: _____, Scotland.
Oliver: Really? My grandmother was born in Glasgow too!
Connor: What a coincidence Oliver!
Oliver: _____ Oli. And, how old are you?
Connor: I'm 25 years old
Oliver: Oh, me too!
Connor: Cool! I'm going to meet the rest of the staff. _____
Oliver: Ok, see you later in the office.



PAST SIMPLE

USE _____.

Used to talk about:

1. Something that has already happened
She enjoyed the film.
2. A past habit or regular past event
They visited the lake every Sunday on their holiday.
3. A completed action after another
She came in, took off her coat and sat down.

Look at the spelling changes...

Finish - Finished
Study - Studied

Dance - Danced
Stop - Stopped

STRUCTURE _____.

- **AFFIRMATIVE:** Subject + verb + objects
She went to the party
- **NEGATIVE:** Subject + did not + verb + objects
She didn't go to the party
- **INTERROGATIVE:** Did + subject + verb + objects?
Did she go to the party?



1. Complete the sentences with the past simple form of these regular verbs.

1. She _____ (enjoy) the film more than the book.
2. The train _____ (arrive) on time.
3. They _____ (not want) the trip to end.
4. _____ Josh _____ (study) for his exam?
5. We _____ (practise) for our play.
6. _____ you _____ (call) me yesterday?



2. Complete the sentences with the past simple form.

1. Jess _____ (get on) the coach in the centre of the city. (+)
2. What time _____ (they / get up) last Sunday? (?)
3. He _____ (wake up) very late yesterday (-)
4. Where _____ (you / spend) the night? (?)
5. I _____ (use) my laptop last night. (-)
6. Why _____ (she / come) last day? (?)
7. She _____ (make) a good coffee. (+)
8. When they _____ (get) home, they _____ (have) a shower (+)

3. Write the irregular form of the verbs below.

Go:	Be:
Eat:	Hear:
Write:	Buy:
Think:	Run:
Sing:	Have:
Do:	Understand:
Forget:	Make:
Give:	Read:
Cut:	Put:

4. PRONUNCIATION. Write in the proper column the verb with the appropriate ending.

Acted - annoyed - attended - asked - agreed - blessed - behaved - completed - checked - changed - consisted - believed - talked - stopped - repeated

/d/	/t/	/id/

PAST CONTINUOUS

USE _____.

1. An action in progress at a specific time in the past.
They were having lunch at noon
2. Background information of a story
The sun was shining and the birds were singing
3. Simultaneous action in the past
While I was chopping the onion she was beating the eggs
4. Interrupted action in the past.
I was watching TV when she called.

STRUCTURE _____.

- **AFFIRMATIVE:**
Subject + was/were + verb -ING + objects
She was playing video games
- **NEGATIVE:**
Subject + wasn't/weren't + verb -ING + objects
She wasn't playing video games
- **INTERROGATIVE:**
Was/were + subject + verb -ING + objects?
Was she playing video games?

WHILE vs WHEN TIPS

When you talk about things in the past, when is most often followed by the verb tense simple past, whereas while is usually followed by past continuous.

1. Complete the sentences with the past simple or past continuous form of the verbs.

1. (She / read) _____ a report when I (call) _____?
2. I (attend) _____ a meeting at the time the storm (start) _____.
3. (Noa / do) _____ yoga every morning when she was in UK?
4. Yesterday, we (go) _____ to the town hall, (buy) _____ some fruit at the greengrocer's and (read) _____ a book in the park in the evening.
5. Julie (watch) _____ a film when she (hear) _____ a loud noise.
6. Elisabeth (not / work) _____ yesterday at 10 pm.

1. Complete the sentences with the past continuous form of these verbs.

1. You _____ (not feel) well.
2. What _____ (you / do) yesterday afternoon?
3. _____ (it / rain) at midnight?
4. He _____ (cook) yesterday at half past twelve.
5. We _____ (not play) cards when she arrived.
6. I _____ (do) my report at 8 o'clock.
7. You _____ (not read) last night before going to sleep.
8. Jess _____ (attend) yesterday morning's meeting at 10 am.

2. Find and correct the mistakes.

1. What were you did at this time last week?
2. I didn't considering entering the competition.
3. Is your sister playing tennis on the court last Saturday?
4. I had the TV switched on, but I not payed attention to it.
5. Did it raining on your way home yesterday?
6. The internet was'nt working at home, so I couldn't go online.

TIME EXPRESSIONS

Past simple	Past continuous
• Last Monday, last year, last week...	• Last Monday at 12.00...
• Yesterday, the day before...	• The whole day yesterday / all day yesterday
• The other day	• Yesterday at 6 o'clock
• In 1986	• In that moment
• Ago	• While / Meanwhile
• When	• As

2. Choose the correct option.

1. I didn't know what he meant / was meaning about the report. Did you understand?
2. He thought / was thinking about what to do when his aunt called him.
3. I heard / was hearing the bad news while I was having dinner.
4. She didn't want to call her cousin while he watched / was watching the movie.
5. Martha completely believed / was believing what that man said.

— AN EMAIL REQUEST FOR HELP —

1. Read the following e-mail asking for help from another department.

New Email
— □ ×

To: Harry Taylor, Director of Marketing and Communications

From: Susan Evans

Subject: Help with my first meeting 📎

Dear Harry,

As you know, I have just joined the company, and I don't know all the departments and people yet.

I have been working on the new project and I would like to have a first meeting next Friday 8th to explain the product, launching date and select the necessary staff to carry it out.

Do you have time before the close of business this Wednesday to show me the meeting room and how it works and introduce me to the rest of the colleagues in the different departments? I would really appreciate your help and some advice on how I could proceed with the meeting. I am sure it will not take more than an hour of your time.

Best regards,

Susan Evans
*Head of Department
 Sales Promoter*

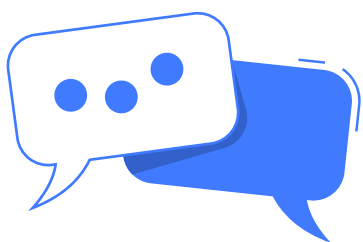
📍
☆
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🔗
🗑️
|
⌵

2. Answer the following questions about the text.

1. What department does Susan work for?
2. What is Susan requesting?
3. What is happening on Friday 8th?
4. Who is the Director of the Marketing and Communications department?
5. When would Susan like to meet with Harry?

DISCUSSION

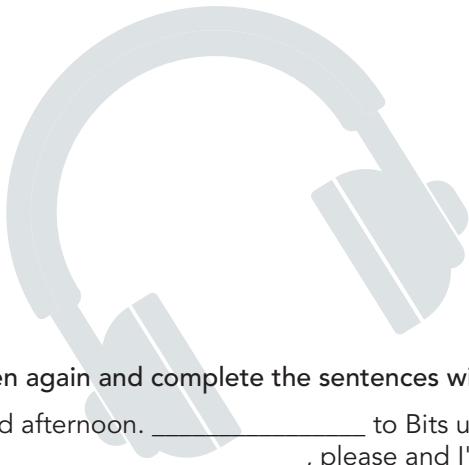
What should you include in an email asking for help?



— **WHO IS WHO AT THE OFFICE?** —

1. Listen to five different people talking about their jobs. Match the speaker with the correct job.

- | | |
|-------------|---------------------------------|
| ▶ Speaker 1 | A. Human Resources Manager |
| ▶ Speaker 2 | B. Technical support consultant |
| ▶ Speaker 3 | C. Receptionist |
| ▶ Speaker 4 | D. IT consultant |
| ▶ Speaker 5 | E. Secretary |



2. Listen again and complete the sentences with the words you listen to.

- Good afternoon. _____ to Bits up Computers, my name is Ava. Have you got an appointment? Good. _____, please and I'll call up to her office. Would you like a coffee while you wait? I probably repeat these phrases _____ times a day.
- Good morning. My name is Bethany Brown, and _____ my company's productive use of its _____. I plan for new staff, interview and hire them accordingly to cultivate a healthy _____ where everyone can thrive.
- Hello. I'm Joseph Evans. I _____, file documents, arrange meetings and so on, for the various people in my office. _____ it may seem like a simple job, I have to know how to do different tasks and be _____ in order for everything to run smoothly.
- Hello. My name's Charlotte Hall. I _____ who are having problems with our products. I spend most of my day _____. The worst part of my job is when I have to _____ who are angry because of their problem, even being rude to me.
- I'm Joe Anderson. Has your hard-drive _____? Is your printer _____? Can't get on line? Don't worry, I'll get it sorted out. Nowadays everything is _____, so I think I am quite necessary in my company.

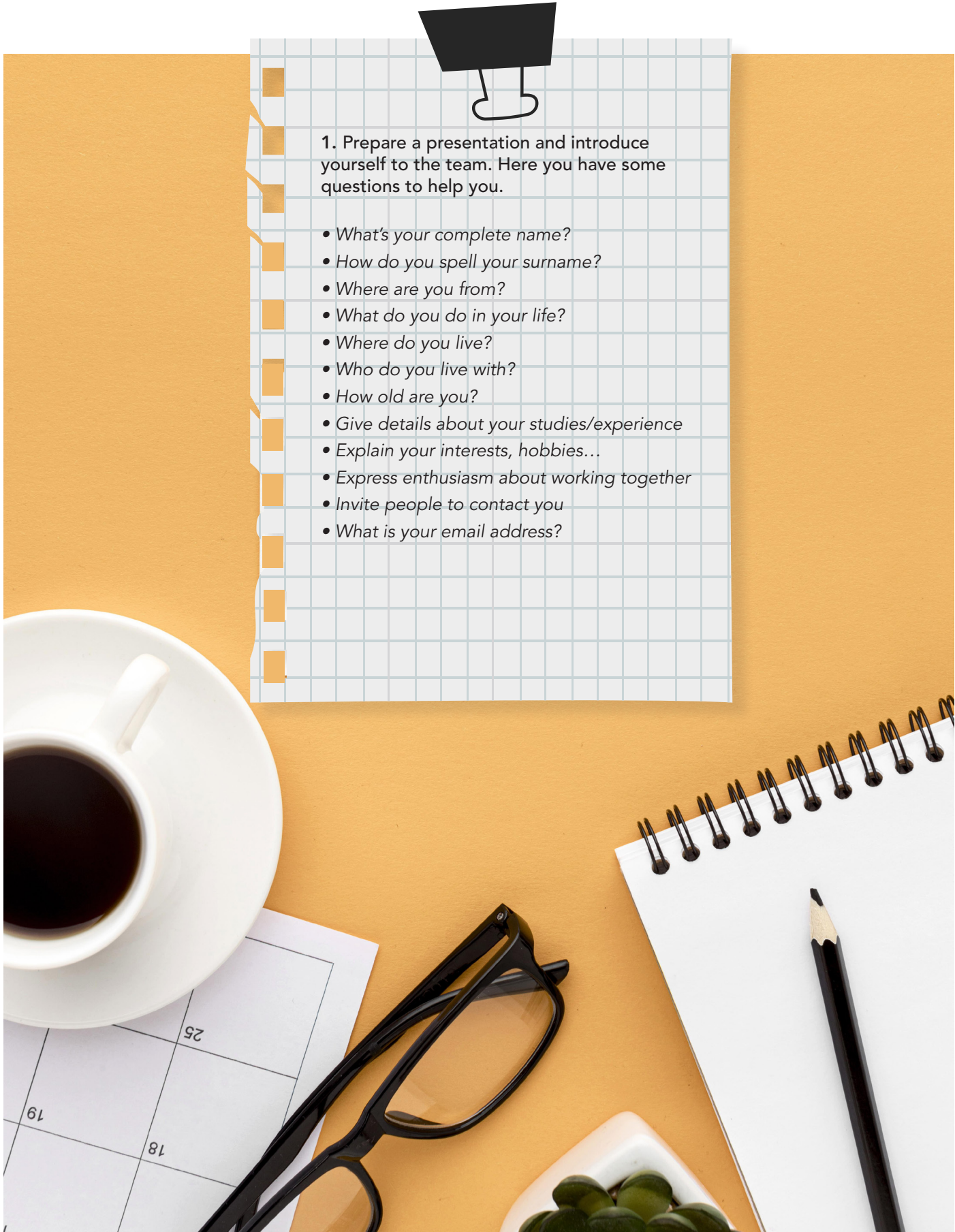
3. According to the recording, say if the following statements are True or False.

- Ava works at Bits Up Computers and is the company's receptionist.
- The aim of the Human Resources Manager is to cultivate an unhealthy work environment.
- Joseph Evans, the Technical Support Consultant, only has to type letters and file documents.
- Charlotte Hall loves talking to people who are angry.
- Joe Anderson, the IT consultant, is essential because nowadays everything is computerised.

FALSE

TRUE

— FIRST DAY AT WORK —



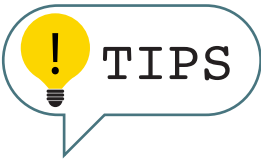
1. Prepare a presentation and introduce yourself to the team. Here you have some questions to help you.

- *What's your complete name?*
- *How do you spell your surname?*
- *Where are you from?*
- *What do you do in your life?*
- *Where do you live?*
- *Who do you live with?*
- *How old are you?*
- *Give details about your studies/experience*
- *Explain your interests, hobbies...*
- *Express enthusiasm about working together*
- *Invite people to contact you*
- *What is your email address?*

— PROFESSIONAL PROFILE SUMMARY —

1. Match the words with their synonyms.

Role	Expert
Experienced	Skilled
Initiate	Ambitious
Dynamic	Creative
Enhance	Energetic
Professional	Begin
Innovative	Position
Competitive	Motivated
Committed	Improve



In order to write your professional profile summary there are a few things to bear in mind:

1. Your profile needs to be short and concise.
2. Specify a clear role under your name.
3. Your summary should be written in short paragraphs.
4. Add the skills that are important for the job you are applying for.
5. Write in an appropriate style.
6. Add links to examples of your work in case you have them.



Example:

RECEPTIONIST PROFILE SUMMARY



Devoted and well-organised receptionist with 5 years of professional experience in both private and public sectors. Proficient in dealing with delicate situations with diplomacy and communication skills. Efficient in performing the administrative and front-desk tasks, handling phone duties, company correspondence and appointment scheduling. Fluent in Spanish, English, Italian and Portuguese and proficient using excel and MS Office Suite.

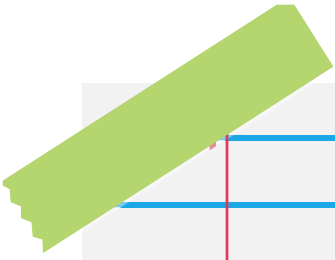
1. Now write a professional profile summary for the jobs below.

●●● Sales and Marketing

●●● Administrative Assistant

... makes ant allow dozens ... makes ant ...
... from more meadow ant hunt use makes ant ...
... meadow dozens then Stomet from more m ...
... dozens Basically forward meadow ...

NOTES



A sheet of white lined paper with horizontal blue lines and a vertical red margin line on the left side.



3

WORKING DAILY ROUTINES

— CONTENTS —

- Office duties and routines
 - Countable and uncountable nouns; Quantifiers; Articles (a, an, the); Prepositions of time
 - Notes at work
 - Staff daily routine
 - What do we have for today?
 - My work's agenda
-

— OFFICE DUTIES AND ROUTINES —

1. Listen to several bosses explaining to their new employees what their tasks will be on their first day of work. Then fill in the blanks with the tasks from the box.

setting up updating the mailing customer complaints debtors spreadsheets meetings and conferences

Boss 1: Laura, you are going to be in charge of creating _____, distributing company memos and _____ videoconferences...

Boss 2: Peter, you are going to be in charge of making arrangements for _____, delivering messages, typing agendas for meetings...

Boss 3: Harry, you are going to be in charge of answering the telephone, making travel arrangements for the office staff, _____ list...

Boss 4: Elsie, you are going to be in charge of handling _____, distributing all incoming mail, processing outgoing email, calling _____...



2. Here you have five different jobs, each with their own duties and functions. Find the words in the word search below to complete the sentences.

- Administrative assistants carry out duties such as _____, _____, _____ or _____ documents.
- Some of the responsibilities of a human resources manager include _____, _____, and _____ our staff.
- Accountant responsibilities include Processing tax payments and _____.
- One of the basic functions of a computer programmer is to Manage _____ systems.
- Working as a receptionist needs the capacity of greeting _____, _____ and _____.



I	F	I	L	I	N	G	S	C	E	D
X	Y	W	C	O	A	C	H	I	N	G
S	C	A	N	N	I	N	G	X	O	D
D	A	T	A	B	A	S	E	B	T	G
B	G	C	U	S	T	O	M	E	R	S
F	C	L	I	E	N	T	S	K	A	Q
R	E	T	U	R	N	S	W	Y	I	Z
I	C	O	U	N	S	E	L	I	N	G
Z	V	I	S	I	T	O	R	S	I	K
T	C	A	A	U	T	Y	P	I	N	G
I	O	C	O	P	Y	I	N	G	G	A

— COUNTABLE AND UNCOUNTABLE NOUNS —

COUNTABLE

- Nouns we can count
- Have a **singular and plural form**
One book two books
- Can use **a, an** or **a number**
A book six books
- Use a singular or plural verb
The book is interesting.
The books are interesting.

COMMON UNCOUNTABLE NOUNS

Some food	Liquids and gases	Materials
Cheese, bread, fish, chocolate, beef, butter...	Water, milk, juice, olive oil, air, smoke...	Wood, paper, glass, plastic, gold, silver, ice...
Made of smaller parts	Abstract ideas	Warning (uncountable in English)
Salt, sugar, rice, dust, sand, grass...	Beauty, love, freedom, help, luck...	Work, information, news advice, luggage...

UNCOUNTABLE NOUNS

- Nouns we **cannot count**
- Have **only** one form (no plural)
rain rains
- **Cannot** use **a, an** or **a number**
a sand two sand
- Always use a **singular verb**
This cheese is delicious.
This information is incorrect.

1. Write the words in the correct circle.

Countable nouns



- Egg
- highlighter
- snow
- silk
- money
- agenda
- butte
- notebook
- noise
- folder

Uncountable nouns



ARTICLES: A/AN, THE, NO ARTICLE

Indefinite article: A/AN	Definite article: THE	No article
A is used when the next word begins with a consonant. • <i>A car.</i> • <i>A cup of tea.</i>	Used for specific objects or objects that both the speaker and listener know. • <i>Can you give me the folder on the table?</i>	Used to talk about things in general. • <i>Milk is good for you.</i>
An is used when the next word begins with a vowel. • <i>An elephant.</i> • <i>An apple.</i>	Used when we mention the object again. • <i>I bought a computer. The computer is really compact.</i>	Names of people, places and things. • <i>Susan is a very nice person. She lives in Liverpool.</i>

2. Find and correct the mistakes below (use: a, an, the – or delete a word). Put a check ✓ next to the sentences with no mistake.

- ▶ 1. They have new office.
- ▶ 2. Did she order coffee at the restaurant?
- ▶ 3. I bought water at the supermarket.
- ▶ 4. Do you still use laptop that you bought?
- ▶ 5. Oh, no! My cup just fell on floor!
- ▶ 6. That was interesting question.
- ▶ 7. I need time to finish my review.
- ▶ 8. Is there a sugar in my tea?
- ▶ 9. I was born on the second day of August.
- ▶ 10. They gave us an information about the meeting.

QUANTIFIERS

With countable nouns	With uncountable nouns	With both
<ul style="list-style-type: none"> ✓ Many ✓ Several ✓ Few ✓ A few ✓ Very few ✓ A number of ✓ A great number of ✓ A large number of ✓ A majority of 	<ul style="list-style-type: none"> ✓ Much ✓ Little ✓ A Little ✓ Very Little ✓ A bit ✓ A great deal of ✓ A large quantity of ✓ A large amount of 	<ul style="list-style-type: none"> ✓ More/Most ✓ Less/Least ✓ Enough ✓ All ✓ No/None ✓ Some ✓ Any/No/any ✓ A lot of ✓ Lots of ✓ Plenty of

☛ SOME

Affirmative: I drank some water.

Interrogative: ONLY in:

- Offers – Would you like some water?
- Requests – Can I borrow some money?

☛ ANY

Negative: I don't need any water.

Interrogative: Do you have any pets?

1. Circle the correct answers.

1. There aren't *some* / *any* help.
2. Do you know *some* / *any* Asians?
3. We need *some* / *any* more tea.
4. She's got *some* / *any* interesting friends.
5. I didn't have *some* / *any* breakfast today.
6. She hasn't done *some* / *any* work for ten years.
7. Have you got *some* / *any* dogs and cats?
8. I'm having *some* / *any* problems with my laptop.

2. Write some sentences with some.

Ex: Would you like some more tea?
Could I have some bread?

1. (Ask for pencils) _____
2. (Offer milk) _____
3. (Ask for water) _____
4. (Offer more pushpins) _____
5. (Ask for more coffee) _____

3. Fill in the gaps with a little/little or a few/few.

1. Spending _____ hours in the sun every day is pleasant.
2. We have been to the Greek islands _____ times.
3. There were very _____ people in the taverna last night.
4. Would you like _____ milk in your coffee?
5. I'd like to spend _____ more time on the beach today.
6. He has _____ patience for rude customers.
7. Let's see if there's _____ coffee left in the pot.
8. Oh no! There's so _____ coffee, we'll have to make more.

☛ A few

has a **positive meaning** and is used for **countables**. (A few cookies)

☛ A little

has a **positive meaning** and is used for **uncountables** (A little milk)

☛ Few

has a **negative meaning** and is used for **countables** (Few friends)

☛ Little

has a **negative meaning** and is used for **uncountables** (Little time)

4. Fill in the gaps with a right quantifier. You can use more than one in some sentences.

1. There are _____ customers in the cafeteria.
2. How _____ paper clips would you like?
3. Is there _____ paper in the printer?
4. There were _____ documents to revise before filing them.
5. We only have _____ meetings this week.
6. We have _____ information about that company.

PREPOSITIONS OF TIME

ON

- **Days of the week**
On Monday
- **Special days**
On my birthday
On Christmas day
- **Dates**
On the 11th of December

IN

- **Months**
In September
- **Years**
In 2010
- **Decades**
In the 80's
- **Centures**
In the 19th century
- **Seasons**
In summer
- **Parts of the day**
In the morning
In the afternoon
the night - AT night

AT

- **Time**
At 8 o'clock
- **Mealtimes**
At breakfast time
At lunchtime
At dinnertime
- **Holiday periods**
- **At night**
- **At the weekend !**
- **ON the weekend (American English)**

1. Complete the chart below with the right preposition of time.

the morning Sunday Tuesday afternoon spring December winter 2013
 my birthday the evening a holiday 12:30 the weekend Friday morning May 5
 the afternoon night the 1990s Wednesday evening autumn Christmas day

ON	IN	AT

2. Fill in the blanks below with the correct prepositions of time.

1. We're going to have an interview _____ Friday morning.
2. I'll be finished my work _____ an hour. Then, I can go home.
3. When is the meeting? Is it _____ 4:00?
4. Our boss birthday is next week, _____ May 27.
5. My grandmother was born _____ the 1940s.
6. Will we be _____ time, or will we miss our flight?
7. My colleagues and I like to ski _____ winter.
8. Are there any holidays _____ December?
9. Is she going to do anything special _____ her birthday?
10. I moved to this city _____ 2010.
11. What time does your son go to bed _____ night?
12. I finish my shift _____ lunchtime.



NOTES AT WORK

1. Match the words with their definitions.

Drawer	12 o'clock in the middle of the day; midday.
PM	an object or collection of objects wrapped in paper, especially so that it can be sent by post.
To call back	a box-shaped container, without a top, that is part of a piece of furniture. It slides in and out to open and close and is used for keeping things in.
Parcel	used when referring to a time between twelve o'clock at night and twelve o'clock in the middle of the day.
Collect	to phone someone again, or to phone someone who called you earlier.
AM	used when referring to a time in the afternoon or evening or at night.
Noon	pick up.

NOTES

Emma called.

She wants you to call her back before 5 p.m.

Harry is leaving the office at 5.30 p.m. today. Please remember to lock the door and set the burglar alarm. The keys are in your drawer.

Parcels are ready for collection between 9.30 a.m. and 6 p.m.

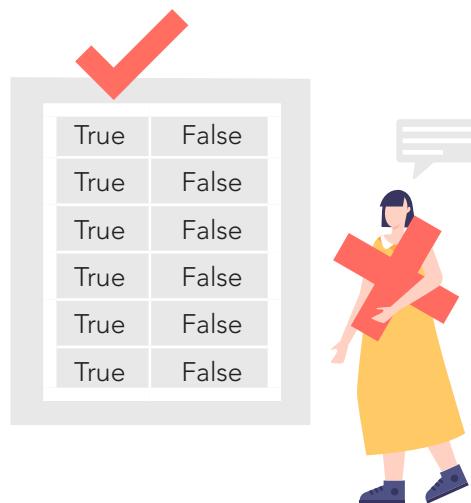
Remember to submit the final report to Olivia by Thursday.

Make an appointment with the sales manager to manage budgets.

Business meeting this evening at 12 noon. Meeting Room 5.

3. Say if these sentences are true or false.

- a. The keys are on the secretary's table
- b. You need to arrange a meeting with the Sales Manager
- c. You need to hand in the final report by Wednesday
- d. Parcels cannot be collected yet
- e. The business meeting is in Room 3
- f. Call Emma no later than 5 p.m.



2. Choose the correct option.

What should be done before 5 p.m.?

- a. Call Emma
- b. Leave the office
- c. Submit a report

What time is the business meeting?

- a. Morning
- b. Afternoon
- c. Evening

What can you collect between 9.30 a.m. and 6 p.m.?

- a. Office supplies
- b. Socks
- c. Packages

What should you do when Harry leaves?

- a. Close the door and activate the alarm
- b. Give the keys to Harry
- c. Put the keys back into the drawer

When do you have to submit the report to Olivia?

- a. After Thursday
- b. Before Thursday
- c. On Monday

What should you do with the Sales Manager?

- a. Call him to ask about his life
- b. Schedule a meeting to control funds
- c. Dismiss him

4. Discuss if you prefer to send a message or leave a note.

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