

English for
Administrative Management

Anna Bellver • Aurora Grau



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UNIT 1 AT THE OFFICE

1. Match the following jobs with the right definition:

Head of IT	Managing Director
Sales Representative	Chief Accountant
	Head of Research and Development
Telemarketing Representative	Receptionist
Sales Director	Human Resources Director
Marketing Director	Customer Service Clerk
Laboratory Technician	Administrative Assistant
Financial Director	Computer Programmer

- Deal with customer's complaints and problems: _____
- Sell things on the phone: _____
- Look after selling and promoting things: _____
- Receive and assist clients: _____
- Look after the company's money: _____
- Organise meeting: _____
- Plan where and when to sell a product: _____
- Look after the workers and employees: _____
- Look after the company's computers: _____
- Sell and promote the company's products: _____
- Look for the maintenance and audit of business accounts: _____
- Supports laboratory staff, maintain glassware, logs and record books: _____
- Look after the development activities of the company: _____
- Write code to create software programmes: _____
- Control and oversee the company's operations and staff: _____

2. How do you say the jobs from activity 1 in your language?



3. Fill in the gaps with the appropriate word from the box. There may be more than one right answer.

customer	workplace	employer	employees
workers	staff	co-worker	client

- James and a _____ were preparing the exposition together.
- I feel very comfortable at my _____.
- The _____ went on strike last month.
- How many _____ are there at your _____?
- Thomas asked his _____ for a salary rise.
- She's one of our biggest and most important _____.
- The company needs to hire more full-time _____ for the next month.



4. Match the following abbreviations and acronyms (A-U) with the right word or expression (1-10):

- | | |
|--------------|----------|
| A. IT | L. Corp. |
| B. Acct. | M. E.g. |
| C. Ad/advert | N. Ea. |
| D. Approx. | O. ETA |
| E. APR | P. I.e. |
| F. ASAP | Q. LLC |
| G. ATTN | R. PO |
| H. Co. | S. PS |
| I. COD | T. Recd. |
| J. CSR | U. RSVP |
| K. Dept. | |

1. "Répondez si'l vous plait" French for "please, reply".
2. Approximately
3. Received
4. Limited liability company (a type of business which the owners are not responsible for the liabilities and debts of the company)
5. Corporation
6. Customer service representative
7. Post script (a short message at the end of a letter)
8. Purchase order
9. In other words
10. Department
11. Annual percentage rate
12. Estimated time of arrival
13. Each
14. Example given
15. Cash on delivery
16. Company
17. Attention (used to indicate who a letter is for)
18. Advertisement
19. As soon as possible
20. Account
21. Information Technology

A__ B__ C__ D__ E__ F__ G__ H__ I__ J__ K__
 L__ M__ N__ O__ P__ Q__ R__ S__ T__ U__

5. Choose the right verb in each sentence.

1. Our customers **are paying / listening to** us on time. There's no need to be worried.
2. The research department is **developing / eliminating** a new product for next season.
3. I want to **introduce / summarize** you the new clerk.
4. A visitor is coming next week. We'll **receive / follow** him in the meeting room.
5. We need to **search / order** the internet and find more information about it.

6. How do you say in your language these verbs?

Write five sentences using some of them:

lead schedule review advise arrange
 solve improve assist upgrade Increase
 manage purchase supply

7. Write the following numbers in words:

1. 13:
2. 15:
3. 85:
4. 139:
5. 782:
6. 1.245:
7. 9.020:
8. 12.475:
9. 1st:
10. 12th:
11. 20th:
12. 48th:
13. 33rd:
14. 75th:
15. 92nd:

Present simple

We use the present simple to talk about:

- regular habits and routines.
*We usually **go** swimming at the weekend.*
- permanent situations.
*David **lives** in Madrid.*
- scientific facts.
*Water **boils** at 100 °C.*
- states, not actions, e.g. like, believe, know.
*She **doesn't like** watermelon.*

Present continuous

We use the present continuous to talk about:

- something that is happening now or 'around now'.
*They'**re cooking** a paella at the moment.*
- temporary situations.
*He'**s visiting** his grandparents in Italy.*
- changing or developing situations.
*The number of car accidents every year **is increasing**.*
- future arrangements.
*She'**s going** to the cinema this weekend.*

Stative verbs

We can use the present continuous with some state verbs (e.g. like, look, love, sound) to emphasise that a situation is temporary or for a period of time around the present.

Mental state verbs

With some verbs describing mental states (e.g. realise, regret, think, understand) we can use the present continuous to emphasise that we have recently started to think about something or that we are not sure about something.



1. Put the tense uses and clue words into the correct column.

CLUE WORDS	USES
1. Tomorrow	1. Plans for the future
2. Right now,...	2. Mental processes
3. Never, sometimes, always,...	3. Something happening now
4. Once a week,...	4. Routine

a) Present simple:

Uses:

Clue words:

b) Present continuous:

Uses:

Clue words:

2. Choose the correct option. Use the present simple of the verbs in brackets.

Brenda **live / lives / doesn't live** in a small town in England. Every day, she **gets up / get up / doesn't gets up** at seven o'clock. She **has / have / doesn't have** breakfast at home and then she **takes / take / doesn't take** her school bus. She **is / be / are** a good student and she **has / have / doesn't have** many lessons every single day. She **studies / studyes / study** Spanish and hospitality but she **hate / hates / don't like** computer technology because she **hasn't got / doesn't have got / have got** a laptop. In a future, she **wants / want / doesn't wants** to become a chef and **works / work / doesn't work** in a famous restaurant.

3. Choose a proper adverb of frequency.

- a. He is frightened of water. He **always/never** goes swimming
- b. They are very hungry after school, so they **always/rarely** have a meal after school.
- c. She **usually/never** cleans her house on Saturdays. She's got time on Saturdays.
- d. My mother **normally/seldom** goes to play tennis. She loves it.

e. My friends and I **never/sometimes** go out on Mondays. We go to school on Tuesday.

f. Bob **rarely/generally** eats a healthy breakfast. He is slim and athletic.

g. My family and I **often/sometimes** go to the Caribbean. It is so expensive to travel there on summer holidays.

4. Write these sentences with the present continuous.

1. (she / go to school now)

2. (I / read a boring book)

3. (she / not / wash her clothes)

4. (the cat / chase a mouse?)

5. (she / cry?)

6. (he / not / study English)

7. (we / drive to France?)

8. (they / watch a film?)

9. (where / she / go now?)

10. (I / not / leave right now)



5. Fill in the blanks with the correct form of the verbs in brackets. Use present simple or continuous. Pay attention to the stative verbs.

Today (be) _____ the fifth day of my trip in Texas. I am exhausted and my legs (shake) _____. My feet (kill, really) _____ me and I (spend) _____ a lot of money, but I (want, still) _____ to finish this lovely adventure.

Texas is a fascinating state in the USA, but I have a great deal to learn. Everything (be) _____ so different to Spain, and I (try) _____ to adapt to the new way of life here. I (improve) _____ my English amazingly and this (help) _____ me to communicate with local people here; unfortunately, I (learn, not) _____ foreign languages quickly. Although I (understand, not) _____ much yet, I believe that I (improve, gradually) _____. Much more than if I had stayed in Spain.

I (travel, currently) _____ with my flatmate Caroline, she is from Atlanta, another state here in the USA, she is studying in a University here in Texas. She (be) _____ a friendly girl, she (be) _____ twenty years old. He (study, always) _____ at home and she (complain) _____ that I am too lazy. I (do) _____ my best, but she is more intelligent than I am, because all her grades are A+. Maybe, I am just feeling sorry for myself because I (get) _____ demotivated.

Right now, she (sit) _____ with another friend of us, Karen, she (be) _____ also another student. They (discuss) _____ the differences between life in Europe and life in the USA. I (know, not) _____ what to say. Karen (speak) _____ English very well and she (try) _____ to teach me some difficult words in English. Every time Caroline (say) _____ a new word, I (try) _____ to repeat it. Unfortunately, Karen (seem, also) _____ to have difficulty learning foreign languages. I just hope we don't get lost in this process of learning new words.

6. Put the verb in brackets in the correct form (Present Simple or Present Continuous).

Next Saturday, my parents and I _____ (go) camping in the woods. We are going to Hocking Hills, it _____ (be) a lovely place in Ohio. I _____ (organize) the food, because I _____ (like) cooking. My father _____ (have) a big car with a trailer, so he _____ (plan) the transportation. My mother _____ (buy) a new tent, she _____ (like) going camping every year, so she _____ (want) a great tent and lots of other equipment. My sister _____ (think) we're crazy. She (like) _____ holidays in comfortable hotels, so she _____ (take) a trip to Cleveland instead.

7. Multiple choice.

1) A: What _____? B: He's a cook.

- a. is your father doing
- b. is your father do
- c. does your father do
- d. does your father doing

2) Why _____ sunglasses? It's raining today.

- a. do you wear
- b. are you wearing
- c. do you wearing
- d. are you wear

3) A: How often _____ to the gym? B: About twice a week.

- a. do you go
- b. are you going
- c. are you go
- d. do you going

4) _____ a really good article at the moment.

- a. I read
- b. I'm reading
- c. I reading

5) He _____ the last iphone. He's so lucky!

- a. is having
- b. have
- c. has

6) A: Where's your brother? B: He's in the kitchen. He _____ fish and chips.

- a. cooks
- b. is cooking
- c. is cook
- d. cook

7) A: What _____? B: I'm looking for my friends, I can't find them..

- a. are you doing
- b. do you do
- c. you are doing

8) A: _____ the birthday party? B: Yes, it is awesome.

- a. Are you enjoying
- b. Do you enjoy
- c. Are you enjoy
- d. Do you enjoying



8. Cross out any improbable answer.

Dear Charles,

Thanks for your letter. I **apologise / 'm apologising** for not writing to you before, but I've been very busy. When I decided to study Office Administration in this school, you warned me that it would be really hard work, but I **admit / 'm admitting** that I didn't really believe you. Don't get me wrong, I **don't suggest / 'm not suggesting** that I **don't like / am not liking** it. It's incredibly rewarding, but I **now realise / 'm now realising** how hard it is. When I get home I just eat, not very well, I **confess / 'm confessing**.

What about you? How **do you find / are you finding** living in London? I **know / 'm knowing** how difficult it was for you to move to another country, but it would be lovely if you could come and stay with me for a weekend if you want. I've got plenty of room in my apartment. I **guarantee / 'm guaranteeing** to work as well as you do.

Hope to hear from you soon.

Keep in touch.

Love,

Sandra



CHANGES IN THE COMPANY

1. Read the e-mail and answer the questions about it.

To All Employees,

I am writing this email to let you know some changes we have made in our company. As you know, our staff has been doing some changes in the furniture. Thanks to all your suggestions that you wrote on the questionnaire or **survey form**, we got fantastic ideas of how to arrange the offices.

First of all, the Manager Director, Mrs Watts, is moving to the third floor, there are nice views and maybe it is easier to get **investment contracts** with new clients. That is why all the **meetings** will be held in front of his office from now on.

The IT Department is moving to the second floor. A new *Apple Room* has been built for all of you who need to print, scan or design projects. These computers are the last ones **launched** onto the market.

The Head of the Marketing Department, Accounting Department and the Financial Director will be on the first floor. They are in charge of all the **banking accounts**, monthly **paychecks** and all **budget** problems.

Furthermore, the Human Resources Department, will be on the second floor too. They are in charge of **hiring** people, **full-time** and **part-time contracts** avoiding **abusive contracts**. In other words, they are in charge of all administrative **issues**.

Finally, our administrative assistants and receptionists will be in the main hall, for receiving and welcoming all the clients who come to our company.

If you need more information, do not hesitate to contact me.

Paula Webber.

Assistant Managing Director.

2. Answer these questions.

Who is the e-mail from?

Who is the e-mail for?

Who is moving to the third floor?

Who is moving to the second floor?

Who is moving to the first floor?

Who is moving to the main floor?



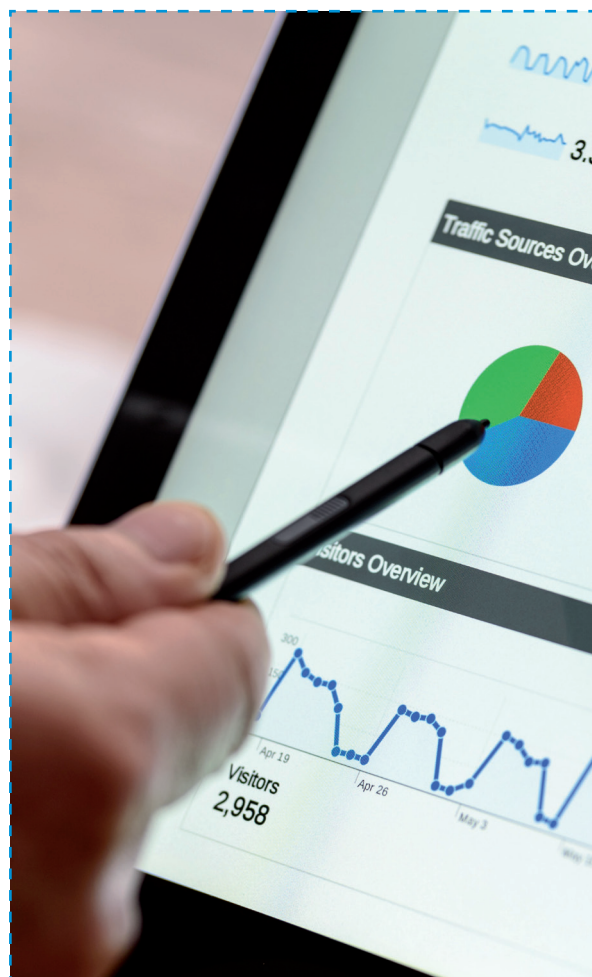


3. Match the words with the correct definition.

survey form/ questionnaire	meeting
investment contracts	to launch
banking accounts	paychecks
	budge

When a product is put on the market.

- An estimate income and expense or cost for a specific purpose.
- A list of questions given out to people so that replies to it can be analyzed for useful information.
- An amount of money deposited in a bank.
- The act of signing a contract for investing money or capital in order to gain returns, interest, income or appreciation in value.
- An assembly or conference of people for specific purposes in order to get an agreement.
- A bank check given as salary or wage, normally it is given in monthly paychecks.



4. Complete the dialogue with the words given.

- introduce you
- administrative department
- the schedule
- to meet you
- nervous
- full-time contract
- trainee
- four weeks holiday
- excited
- assistant

A: Hello, George. I'm Peter Watson. I am in the _____, I spend a lot of time on paper work. Welcome to our company. I am sure you will be here very good.

B: Thank you Peter. Nice _____. Today is my first day in Travis Sales but before I used to work for a small company.

A: I am going to take you to the Human Resources Director, Hope Ashton. I am sure you have to talk to her first.

B: Sure, I have to sign the _____ and I am a _____.

A: Congratulations. As you know, you will be the IT _____. You will be working closely with Daniel Evans. He has been working here for five years.

B: What is _____?

A: We normally work from 8 till 5 and we don't work on Saturdays and Sundays. We have thirty minutes for lunch. Also, we get _____ a year.

B: Great! I couldn't sleep last night. I was _____.

A: Don't worry, George. I will _____ to everyone later. Are you ready to start?

B: Yes! I am very _____! I hope to remember all the names.

A: Don't worry. You will be fine.



WELCOMING

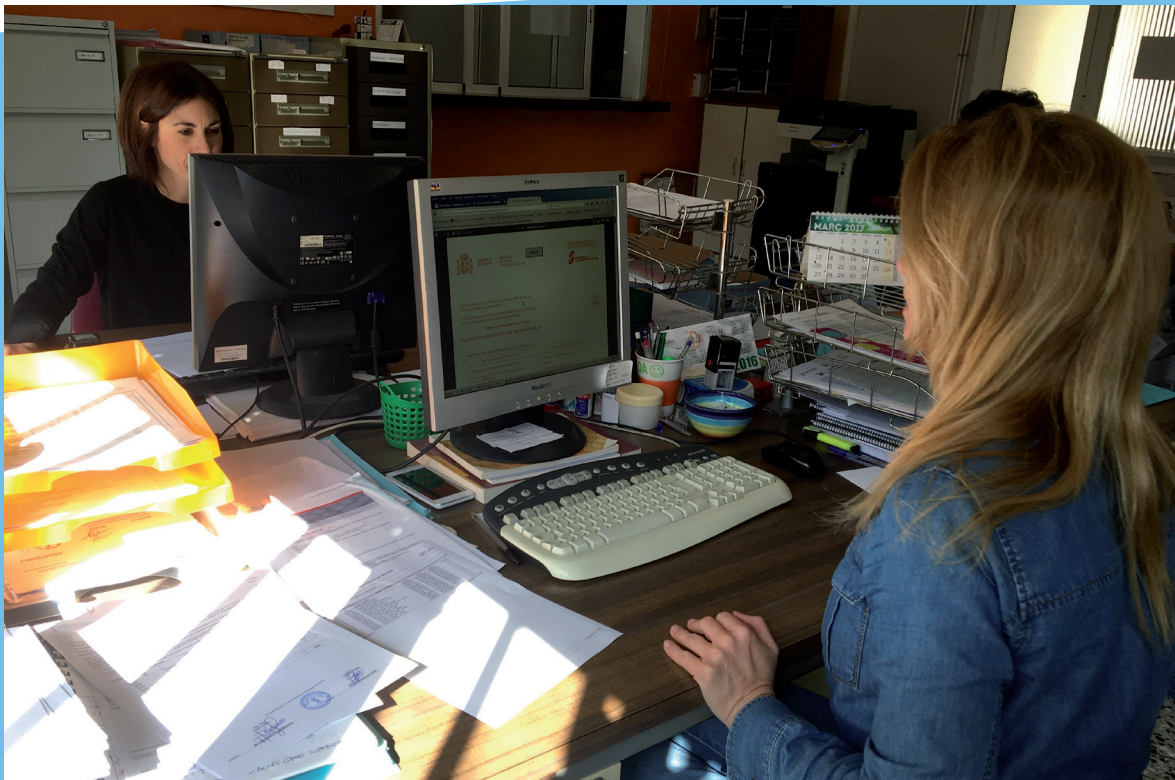
USEFUL EXPRESSIONS

Have a look at these sentences, they may be useful for you.

GREETINGS	INTRODUCING YOURSELF	CLOSING A CONVERSATION
<p>Good morning. Good afternoon. Good evening. How are you? How are you doing? Nice to meet you.</p>	<p>My name is/ I'm Mr. Michael Peterson I am from London. What about you? I come from Liverpool. I am an engineer. I studied Social studies. Please, call me "Michael." <i>Do not use titles with first names, and do not use last names alone without titles.</i> Good morning, Mr. Peterson</p>	<p>It's been nice talking to you. See you later. Good-Bye. It was a pleasure to meet you. I hope to see you again. Have a great day. See you tomorrow/ later in the office.</p>



1. You are going to listen a conversation between a manager of a company who is welcoming a new employee. Listen to it twice and answer the following questions.





QUESTIONS:

1. What's the name of the Manager?
2. What's the name of the employee?
3. Which airline did he fly with?
4. How long was the flight?
5. At what time did he arrived?
6. Where was he flying to?



2. Find synonyms for these words.

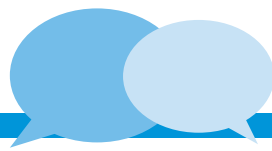
- Maybe:
- Feel thrilled:
- Schedule book, calendar:
- People assembled:

3. Write a dialogue with your partner. Student A will be the Manager and student B a new member of the staff. Explain him everything and answer all the possible questions he/she may have. Use some expressions you have above.

TIP

Jet-lagged (adjective) or jet lag (noun): it is when a person is tired and exhausted caused by plane travel.

I was so jet-lagged after coming from New York that I slept for 10 hours!



MEETING THE STAFF

1. The Managing Director at a new company, Jane Tarrt, welcomes a new receptionist. Read the dialogue and answer the questions:

Jane: Good afternoon. My name's Jane Tarrt. I'm the Managing Director. Welcome to our team.

Mark: Pleased to meet you. My name's Mark Berchtold.

Jane: I'd like to introduce you the rest of the staff before starting your work at the office. This is our human resources director, called Mr. Thomson, our marketing director, Ms Wells and her administrative assistant, Mr. Girardi. The other person over there is our Chief Accountant, Mr Roland.

Mark: I'm looking forward to join the team.

Jane: You are from Bern, Switzerland, aren't you? So, you can speak German.

Mark: Yes, I came to England two years ago. I can speak German and the other national languages spoken in my country, French, Italian and Romansh...and now I'm learning English.

Jane: That's fantastic because our administrative assistant is Italian, and some of our customers are from different nationalities as well. Now, I'll show your office and the rest of the building.

Mark: Ok, thank you.

Jane: You are welcome. Let's go!

1. Does Mark speak Italian?
2. How many staff has he met on his first day?
3. Where is Mark from?
4. Where is Mr Girardi from?
5. What languages are spoken in Mark's country?

2. Role Playing: Work in pairs. Student A is a new administrative assistant and student B is the Head of Human Resources. Then change roles. Use the useful language in the table below:

INTRODUCING YOURSELF	GIVING MORE INFORMATION	WHAT YOU LIKE TO DO
Hi	Age	I like reading books.
Hello	I am 26 years old.	I like reading books and love swimming
Hey	I am 26.	I am a good cook.
Hello, my name is Anne.	Work	I am good at playing chess.
Hey! I am Anne.	I am a copywriter.	I like to shop when I'm free.
Hello. My name is Anne Shaw.	I work in an ad agency.	
Hi! They call me Anne.	I work in Intecon Ads.	
	I work as an architect.	
	Place	
	I am from London.	
	I hail from Massachusetts.	
	I come from New York.	
	I live in Paris.	

LANGUAGE TIP

Formal Greetings

It's nice meeting you/ It's a pleasure to meet you
How do you do? Very well, thank you

Casual Greetings

What's up? Nothing much
What's going on? Not much
How are you? I'm doing good

**1. Read the following e-mail requesting job information and pay attention to the information below:**

To: Mr. Simon

From: Laura Robertson

Subject: Administrative Assistant Vacancy

Dear Mr. Simon,

I'm writing to apply for the post of administrative assistant advertised in last Monday edition of the Oxford Morning News.

I would like some further information. Does the job involve working on Saturdays? Does it involve travelling to work to the other offices your company has in different cities?

As you will see from my CV, I'm currently an administrative assistant in a small-sized printing firm. I'm particularly interested in your post as it would enable me to gain experience of working in a larger company with the opportunities for professional training and development that this represents.

In addition to my experience and skills as an administrative assistant, I could bring to the job a good ability to deal tactfully and successfully with clients and customers.

I am available for interview and I can supply details of referees or any other information you may require.

I look forward to hearing from you,

Yours sincerely

Eric Walker.

SEND MESSAGE

This mail is a type of one of the texts called "Cover Letter". A cover letter accompanies a CV/résumé or an application form. It should normally be no longer than one side of a single page. A good covering letter uses formal language and presents some key arguments for why your application should be taken seriously. When there are many applicants for a job, employers may select which CVs to read on the strength of this letter.

Full Business Portal
44 Miller Place
Big Falls, NJ 09542
info@FBP.com
www.bigbusinessportal.com

Employment Application

Information

Full Name _____ Date _____
Last _____ M.I. _____
Address _____ Apartment/Unit _____
Street Address _____ State _____ ZIP Code _____



1. STRUCTURE

Your address
Your telephone number
Date

Employer's name and address

Greeting
Dear...

(Reference: name of post)

PARAGRAPH 1

State your purpose for writing.
Say with job you are applying for and when/where you heard about it.

PARAGRAPH 2

Outline your current job and responsibilities or your experience.

PARAGRAPH 3

Say why you want the job and why you can be useful for the company.

PARAGRAPH 4

Give any other relevant details and when you are available for interview.

CLOSING

Sign your name

Write your address, but not your name, in the top right-hand corner.

The date can go either on the left or the right under the address, or above the address on the left. It could also be January 20, 2010, (BrE) 20/1/10, or (AmE) 1/20/10.

Write the name, position and address of the person you are writing to on the left-hand side.

If you know the name of the person you are writing to, begin 'Dear Mrs Hunter', and end 'Yours sincerely'. If not, begin 'Dear Sir/Madam' and end, 'Yours faithfully'.

2. Choose one of these options and then write a cover letter to apply for the job of:

- a) Sales representative in a company
- b) Chief accountant
- c) Head of IT
- d) Receptionist
- e) Computer programmer

