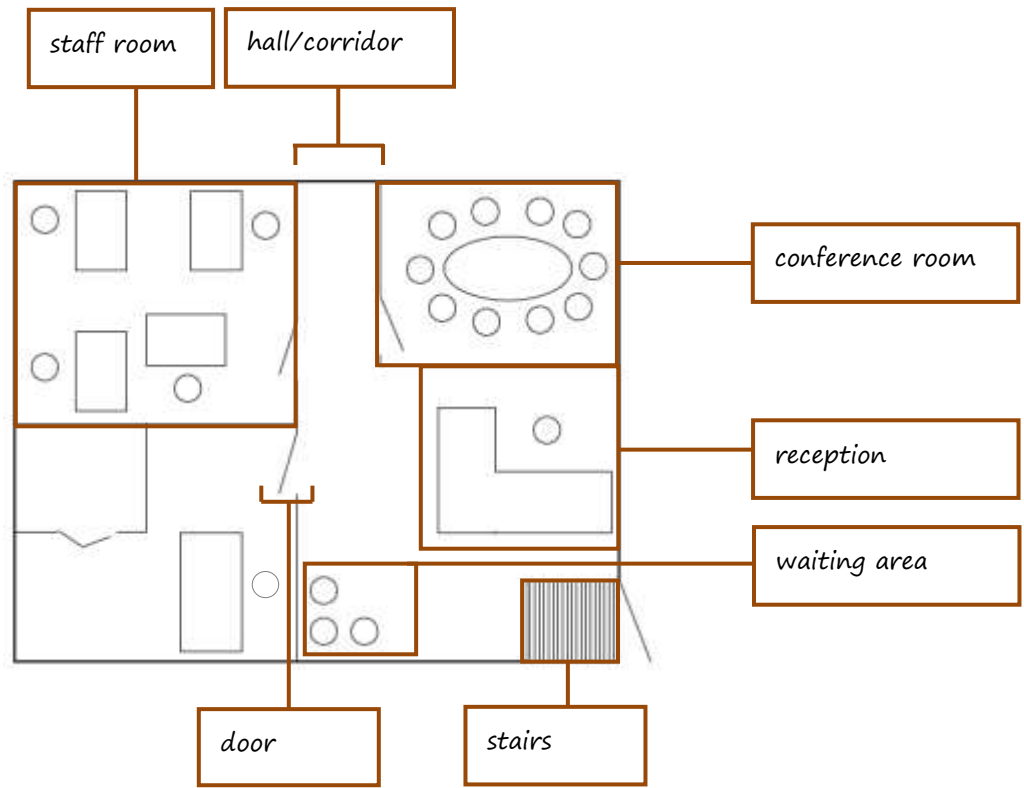


Exercise 6.2 Using vocabulary associated with an office building

1. Write the appropriate word in the box associated with the corresponding part off the office building. Some words will not be used.



chair - conference room - door - hall / corridor - staff room - reception
 director's office - stairs - waiting area - office desks



Exercise 6.3 Using vocabulary associated with office supplies

1. Write the appropriate word in the space next to the corresponding image.

folder - telephone - desk - printer - computer chair - pen - projector - stapler
 whiteboard - earphones - note pad - computer - business cards - paper clips

Words	Images	Words	Images
computer		desk	

Words	Images	Words	Images
stapler		earphones	
telephone		pen	
note pad		business cards	
printer		whiteboard	
computer chair		folder	
projector		paper clips	

2. Think about other office supplies that you could use at work and write them down below.

Possible answers: markers, scanner, paper, binder, dictionary, etc.

**Exercise 6.4****Using vocabulary associated with customers' personal information**

1. Underline the words associated with personal information, then read the dialogue out loud.



Clerk: Hello, how may I help you today?
 Customer: I would like to access my account.
 Clerk: No problem, what is your account number?
 Customer: I don't remember ...
 Clerk: That's okay, I will need your first name and last name, and I will have to ask you a few security questions.
 Customer: Okay, my full name is Barbara Buelow.
 Clerk: Nice to meet you Miss Buelow, I will need your phone number and your full address with the postal code.
 Customer: Of course, my phone number is 555 896-8757, and my full address is 1542 Compton Street, Montreal, QC J3R 2W8.
 Clerk: Good Miss Buelow, here is your account number: BB-8927-02
 Customer: Great thanks! Can I take a business card on my way out?
 Clerk: Yes, of course! Have a nice day.

**Exercise 6.5****Using vocabulary associated with administrative work**

1. Complete the sentences below by using the words from the box below. Circle all other words in the sentences that might be associated with administration work.

branch - agenda - meeting - invoice - management - department
 policy - conference room - appointment - presentation - branch

- a. Let me see if your appointment with Mr. Johnson is noted in the agenda.
 b. Would you like to schedule an appointment for next Tuesday?
 c. He is from the Accounting Department.
 d. We are opening a new branch in Scranton.
 e. Will you need an invoice for your purchase?
 f. We will be having an office meeting tomorrow at 9 a.m. in the conference room.
 g. She is well respected for her management skills.
 h. According to our company's policy, it would be illegal to do that.
 i. He is preparing a presentation for next week's management meeting.

**Exercise 6.6****Using basic office vocabulary**

Complete the sentences below by circling the letter that corresponds to the correct answer.

1. John is speaking to someone he works with. He is speaking to ...
 - a. a colleague
 - b. a courier
 - c. Ms. Baldwin

2. If you want to put your documents away, you would put them in ...
 - a. the bookkeeper
 - b. the magazine
 - c. the filing cabinet

3. Mr. Smith can't see you now. Would you mind waiting in ...
 - a. the hallway
 - b. the waiting area
 - c. the cubicle

4. If you wanted to draw a straight line, you would use ...
 - a. a binder
 - b. a keyboard
 - c. a ruler

5. If you send out a shipment, you will have to fill out ...
 - a. a waybill
 - b. an appointment
 - c. an agenda

6. You would ask a client to put his coat in ...
 - a. the closet
 - b. the stairwell
 - c. the elevator

7. The person who handles the payroll is ...
 - a. a technician
 - b. an accountant
 - c. a supplier

8. Mr. Jones works in Administration. He is ...
 - a. a clerk
 - b. a manager
 - c. a janitor

9. To secure papers together, use...
 - a. a notepad
 - b. a thumb tack
 - c. a stapler

Exercise 6.7 Using an agenda

2. Complete his Outlook agenda using the scenarios presented on the next page. Do not forget to keep the information above in mind.

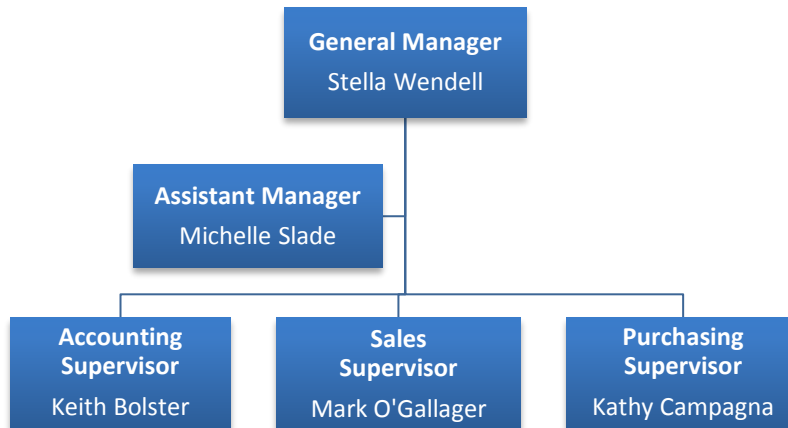
THURSDAY	
	13
8 ^{AM}	Donald Doherty; 514 652-0262, Cat: Fifi
9	<i>Holly Coal; 514 523-8912, Cat: Lady</i> <i>Nick Sharp; 514 877-4545, Dog: Dirk</i>
10	<i>Paul Burke; 514 877-2377, Dog: Rufus (injured paw)</i> <i>Bill Baxter; 514 605-7634, Sales Rep for Pets Unlimited</i>
11	Frank Bitten; 514 523-7555, Cat: Tiger (neutered) <i>Susan Simpson; 514 523-3399, Budgie: Coco (losing feathers)</i>
12 ^{PM}	
1	Betty Léger; 514 877-3476, Dog: Butch (anal glands)
2	<i>Tex (OK Corral); 514 876-1189, Horse: Pregnant mares</i> "
3	" <i>Lucy Hamel, Cat: Max (declawed)</i>
4	" <i>Ruth Fandango; 514 654-3321, Dog: Sam (annual vaccine)</i>

**Exercise 6.8****Using a schedule**

1. Take a look at Mr. Chavez's schedule.

DAILY SCHEDULE: Thursday, November 29

Personal notes and reminders	Appointments
8:30 <i>Remind Mr. Chavez to call bank</i>	8:30
9:00 <i>Remind Clyde meeting in his office</i>	9:00 <i>Janet Diaz – New Fall Samples</i>
9:30 <i>in an hour</i>	9:30
10:00 <i>Call Tat MacEachern to confirm</i>	10:00 <i>Staff meeting in Clyde's office</i>
10:30 <i>delivery early afternoon</i>	10:30
11:00 <i>514 577-4926</i>	11:00 <i>Has to pick up his son at the airport</i>
11:30 <i>Call Gordon Brown to confirm</i>	11:30
12:00 <i>meeting at 3:30 514 888-4115</i>	12:00
12:30	12:30
1:00	1:00 <i>Tat MacEachern – Delivery of the</i>
1:30	1:30 <i>bags of fill</i>
2:00	2:00
2:30	2:30
3:00	3:00
3:30	3:30 <i>Gordon Brown – Inventory</i>
4:00	4:00
4:30 <i>Bring in cheque book to Mr. Chavez</i>	4:30



Exercise 6.9 Using an organizational chart

1. Answer the questions below, referring to the organizational chart presented above.
 - a. What is Stella Wendell’s position in the company? *She is the general manager.*
 - b. The company comprises of how many departments? Name these departments. *Three. Accounting Department, Sales Department, and Purchasing Department.*
 - c. What is the name of the assistant manager? *Michelle Slade*
 - d. Is Mark O’Gallager in a higher position than Kathy Campagna in this company? *No, they are ranked at the same level.*
 - e. Who is the highest ranked person in this company? *Stella Wendell*
 - f. A visitor asks to speak to the general manager about a mistake in his purchase, but the latter is absent. Who can help out? *Kathy Compagna, Mark O'Gallager or Michelle Slade.*



VISITORS – Arrivals and departures

Date: 01/06/2020	Name: Francis MacDonald	Occupation: Auditor
Arrival Time: 8 :35 a.m.	Departure Time: 10:54 a.m.	Destination: Warehouse
Initials: FM	Initials: FM	
Date: 01/06/2020	Name: Paula Mueyz	Occupation: Consultant
Arrival Time: 8 :45 am	Departure Time: 11:00 a.m.	Destination: Director's office
Initials:	Initials:	
Date: 01/06/2020	Name: Julia Jameson	Occupation: Student
Arrival Time: 10:00 am	Departure Time: 10:45 am	Destination: PR rep's office
Initials:	Initials:	
Date: 01/06/2020	Name: Roland Muller	Occupation:
Arrival Time: 11:00 am	Departure Time: : :	Destination: Accountant's office
Initials:	Initials:	

Exercise 6.10 Using a visitor arrival and departure log

1. Fill the visitor arrival and departure log presented above according to the situations below.
 - d. At 11:45 a.m., your boss realizes he forgot to give Francis MacDonald an important document for the audit. He wants to know if he is still in.

No, Francis MacDonald left at 10:54 a.m.

EMPLOYEE PHONE DIRECTORY			
Employee name	Job title	Department	Extension
Harris John	Sales representative	Sales	2215
Mulligan Daniel	Office manager	Sales	2289
Murray Paul	Accountant	Accounting	2225
O'Neil Sandra	Executive secretary	Administration	2206
Robinson Jennifer	Administrative manager	Administration	2245
Tobin Patrick	Clerk	Sales	2236
Weldon Helen	Receptionist	Administration	2277
Whitney Bob	Sales representative	Sales	2281

Exercise 6.11 Using an employee phone directory

1. Answer the questions below by using the employee phone directory presented above.



- a. You get a phone call from someone who would like to speak to Jennifer Robinson. Before you transfer the call, consult the employee phone directory. What is her extension number?

Extension number 2245

- b. A visitor has an appointment with someone in Accounting, but cannot remember the name of the person he is meeting. What is the name of the accountant and his extension number?

The accountant's name is Paul Murray and his extension number is 2225.

- c. A client on the phone wants to speak to John Harris about a recent purchase. John Harris is not in the office today. Is there any other sales representative who could help the client?

The client could speak with Bob Whitney.

 **Exercise 6.12** **Testing your knowledge**

1. It is your first day of work. Which tool(s) will you need for the situations below?

Situation 1

You work for EMI Express. Berny Jackson from Frozen Foods Unlimited wants to discuss his contract with your boss, Elvira Roberts. He will come by tomorrow at 2 p.m.

- a. Daily schedule
- b. Visitor arrival and departure log
- c. List of suppliers

Situation 2

You work for A2Z. Someone enquires about the number of managers working under Ms. Robert's supervision.

- a. List of employees
- b. List of clients
- c. Organizational chart

Situation 3

You work for S&M Upholstery. Someone asks you about Clyde's exact title in the company.

- a. List of employees
- b. Organizational chart
- c. Visitor arrival and departure log

Situation 4

You work for FNJ Delivery. One of the truck drivers is looking for Gord. You call the garage, but he is not there.

- a. List of employees
- b. Organizational chart
- c. Visitor arrival and departure log

Situation 5

You work for X&Q Publishing. You want to contact Mr. Landry by phone. He is the accountant.

- a. List of employees
- b. Organizational chart
- c. Visitor arrival and departure log

Situation 6

You work at the SameDay Veterinarian Clinic. Paul Burke's dog, Rufus, just injured his paw. Paul Burke wants to know if the veterinarian can see his dog immediately.

- a. Daily schedule
- b. List of clients
- c. Organizational chart

Summary exercise

2. During the day, you receive the phone calls below. Add the corresponding information to your schedule.

DAILY SCHEDULE

DAY: 24 MONTH: May

Personal notes and reminders	Appointments
8:30 <i>Going through mail and calls</i>	8:30 -----
9:00	9:00 -----
9:30 <i>Have files ready for meeting with</i>	9:30 <i>David Cole – Info Centric</i>
10:00 <i>lawyer at 10</i>	10:00 <i>Labour lawyer</i>
10:30 <i>Call Mark to confirm lunch at</i>	10:30 -----
11:00 <i>Silver Moon Restaurant in the</i>	11:00 -----
11:30 <i>Bar section</i>	11:30 -----
12:00	12:00 <i>Mark Dolan Silver Moon Restaurant</i>
12:30	12:30
1:00 <i>Have forms and contracts on desk</i>	1:00
1:30 <i>for meeting in an hour</i>	1:30
2:00	2:00 <i>Bernie Jackson – Frozen Foods</i>
2:30	2:30 <i>Alexina Roberts</i>
3:00	3:00
3:30	3:30 <i>Garth Thompson – Safety Inspector</i>
4:00	4:00
4:30	4:30 <i>Henry Jones – Mack Motors</i>