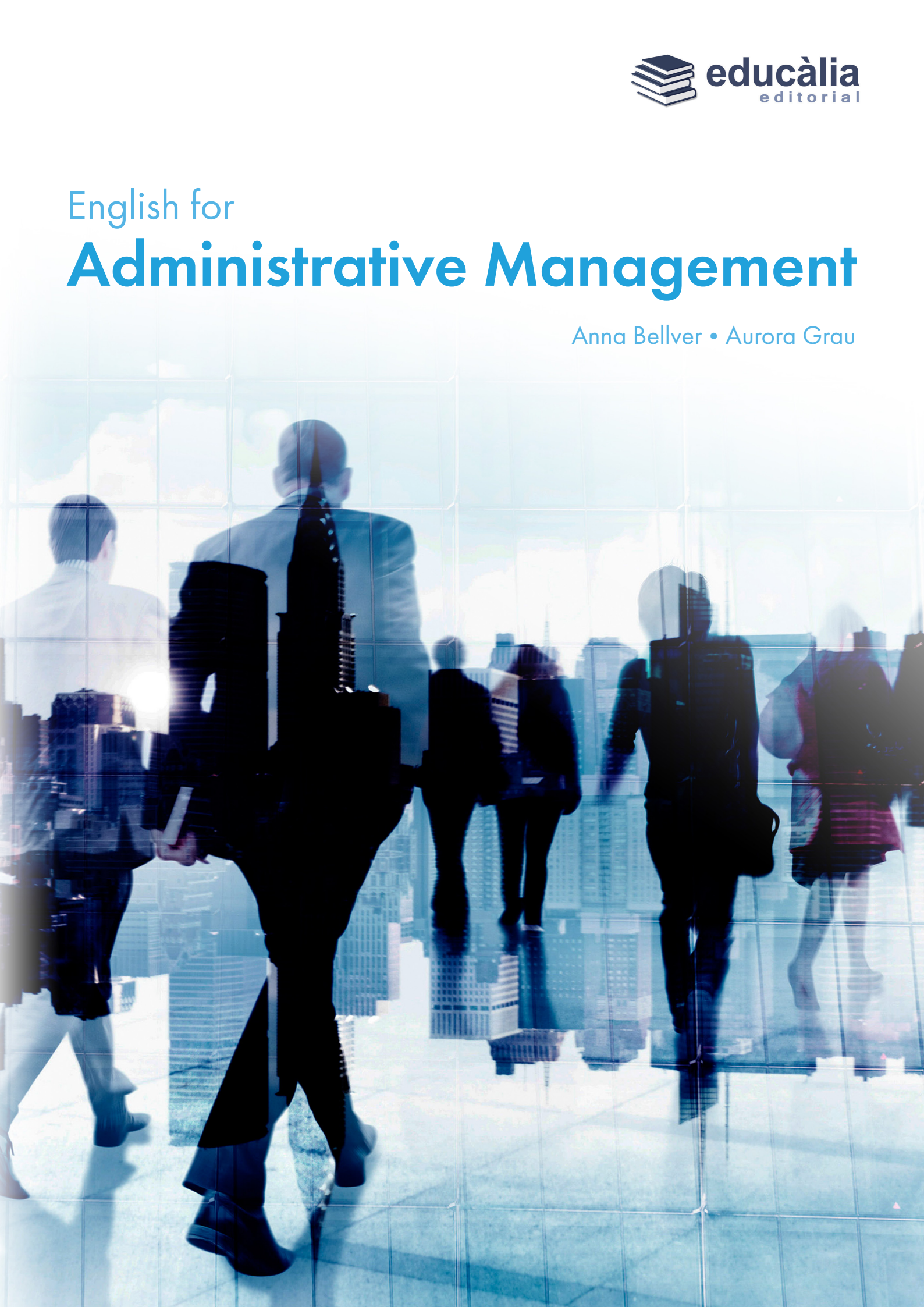
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English for

Administrative Management

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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

1. Deal with customer's complaints and problems: _____
2. Sell things on the phone: _____
3. Look after selling and promoting things: _____
4. Receive and assist clients: _____
5. Look after the company's money: _____
6. Organise meeting: _____
7. Plan where and when to sell a product: _____
8. Look after the workers and employees: _____
9. Look after the company's computers: _____
10. Sell and promote the company's products: _____
11. Look for the maintenance and audit of business accounts: _____
12. Supports laboratory staff, maintain glassware, logs and record books: _____
13. Look after the development activities of the company: _____
14. Write code to create software programmes: _____
15. 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

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

4. March 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.

