

ADMINISTRACJA

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English for Business Professionals

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9.1. OFFICE ASSISTANT CAREERS



READING & VOCABULARY

Task 1.

What career options do office assistants have? Read the extract below, and replace the italicised words/phrases with their synonyms.

Because every business has *clerical* needs, office assistants can find employment in almost any type of work environment. Those *seeking* office assistant positions in specific fields, particularly legal or medical, may be required to have some *college education* or certification in that area. Office assistants in *entry-level positions* who have strong analytical, people and communications skills often have opportunities of *advancing* to *supervisory roles* after gaining some work experience. They may also be promoted to other office or administrative positions with higher levels of responsibility, such as office manager or administrative assistant. *Career advancement* in this field sometimes requires additional education or training, such as completion of certificate, diploma or degree programmes.

clerical →

seek →

college education →

entry-level positions →

advance →

supervisory role →

career advancement →

Task 2.

Look at the profile of office assistant below, and fill in the gaps with the correct preposition.

I'm Elwira. I work 1) _____ a legal firm as an office assistant. When it comes 2) _____ my education, I graduated 3) _____ the University of Warsaw 4) _____ English. I majored 5) _____ teaching English as a foreign language. I used 6) _____ work as an English teacher for 3 years. However, I applied 7) _____ the position of office assistant and got the job. Our lawyers deal 8) _____ international clients 9) _____ a daily basis. I speak fluent English and German, which makes me a valuable asset there. I can see that working 10) _____ an office is undervalued and associated 11) _____ making coffee and copying documents. If you share this opinion, you couldn't be more wrong. I wouldn't change it for the world!



SPEAKING & LISTENING

Task 1.

Think about a profile of a person holding an administrative position, complete the notes below, and present the profile to a partner. Use the phrases below.

My name is _____ and I work as an office assistant.
 I gained practical experience in _____
 I have a profound competence in _____
 I'm charged with the following responsibilities _____
 Apart from my routine tasks, I carry out additional ones such as _____
 My work helps to create a positive image of the company because _____
 I'm distinguished by _____
 I have a positive attitude towards _____
 I'm appreciated by my _____
 In my work, I can _____

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Task 2.

Listen to Kim, an HR manager talking about the profile of graduate secretary, and complete the collocations below with the correct verbs. Some nouns collocate with more than one verb. The first letters of the verbs were given to help you.

- d _____ with emails, telephone calls
- a _____ enquiries
- m _____ diaries
- m _____ appointments
- o _____ meetings, travels, dispatches, purchases
- m _____ filing systems, computer databases
- s _____ other staff
- w _____ with senior managers
- p _____ reports



SPEAKING & VOCABULARY

Task 1.

What can office assistants do to improve their qualifications? Look at the suggestions below, and choose those you consider effective.

- › attending conferences
- › job shadowing
- › researching the Internet and reading
- › completing courses and trainings
- › e-learning
- › taking up postgraduate study

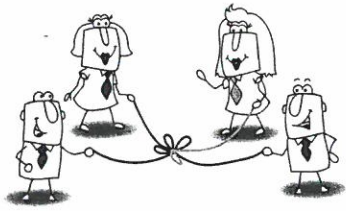
Task 2.

Who is who in a company? Look at the job titles below, and put them in hierarchical order from the top (1) to the bottom (7).

CEO _____
 office manager _____
 managing director _____
 administrative staff _____
 senior manager _____
 team leader _____
 Vice-President _____

Task 3.

How are administrative staff perceived by other employees? Have you ever noticed any situations in which their work was undervalued?



9.2. OFFICE ATMOSPHERE



SPEAKING

Task 1.

Imagine you have a boss you do not get on well with. What would you do if your boss behaved in the following ways? Justify your opinion.

1. If my boss made me feel stressed out _____
2. If my boss offloaded additional jobs on me _____
3. If my boss forced me to do overtime _____
4. If my boss reprimanded me in front of my colleagues _____
5. If my boss complimented me on my new dress _____
6. If my boss left a bunch of roses on my desk _____
7. If my boss called me after working hours to discuss work-related issues _____

Task 2.

What makes a good boss, and what makes a bad boss? Answer the question using the words/phrases below.

set a good/bad example
follow sb's example
be a role model
praise employees for sth
boast about sth
tend to overlook what's really important
feel motivated/demotivated
set and achieve goals
undervalue
appreciate
improve performance
open-handed/free-handed
high-flier
hard-pressed

Task 3.

What does stress at work mean? Discuss the problem in a group, and answer the questions below.

8. What situations make you feel stressed at work?
9. How do you handle stressful situations?
10. How do you relieve stress after work?
11. Is your work atmosphere stressful?
12. Have you ever worked under constant pressure?
13. What might persistent workplace stress cause?



READING & VOCABULARY

Task 1.

Read the story of Joe who experienced persistent stress at work. Have you ever felt in the same, or in a similar way?

Joe was wide awake when he reached out from under the blanket and hit the snooze alarm for the third time. 'Just ten more minutes,' he thought to himself. He stared at the ceiling. 'Monday morning ... again. How is it that Monday seems to come around so fast every week? I hate Mondays!' The thought of getting ready for work and facing the stack of papers he left on his desk seemed like an insurmountable task, and Joe pulled the blanket up over his head. 'Maybe I'll call in sick. I feel kind of sick, and what's another sick day, anyway? It's not like I'll ever get that stupid project done on time, no matter what I do. It's hopeless. I'll probably get fired this time. It's not like anything has been going my way lately. That would be funny, wouldn't it ... getting fired? Five years ago I was Employee of the Year.'

Task 2.

What Joe might be suffering from is burnout. Read the definition below, and put the words in brackets in the correct grammatical form.

Job burnout is the result of long-term job stress that wasn't 1) _____ (RECOGNISE) and addressed before it spun out of control. It involves mental, 2) _____ (EMOTION), or physical 3) _____ (EXHAUST), frequently accompanied by an 4) _____ (OVERWHELM) sense of 5) _____ (HOPELESS). Job burnout doesn't happen overnight. It is a gradual process that begins with chronic stress and evolves over time.

Task 3.

Look at some signs and symptoms of job burnout, and match the definitions with the correct heading. Have you ever felt any of these?

lowered immunity and other health problems
anger
anxiety
trouble concentrating, forgetfulness

change in sleeping habits
change in eating habits
exhaustion and chronic fatigue
disconnection and detachment

1. _____ refers to feeling physically and emotionally drained and tired most of the time. As burnout gets worse, it may become constant and overwhelming.
2. _____ may begin by losing interest in activities that you used to enjoy, feeling alone and isolated, calling in sick a lot when you're not really ill, going out of your way to avoid interacting with co-workers.
3. _____ means frequent viral infections, such as cold or flu, headaches, backaches, chest pains or palpitations, high blood pressure.
4. _____ may begin by becoming increasingly irritable and critical, overreacting to perceived slights, etc. Later anger may become uncontrollable leading to angry outbursts and possibly even thoughts or acts of violence.
5. _____ means trouble falling asleep, lying awake at night for hours (insomnia), or even the opposite, sleeping too much, using sleep as an escape from 'life'.
6. _____ is all about worsening loss of appetite leading to weight loss, or emotional eating and weight gain.
7. _____ refers to being unable to focus and stay on task while work piles up, becoming more and more forgetful both at work and at home.
8. _____ means tension and worry that feeds on itself and gets worse over time, spilling over into your personal and home life.



SPEAKING

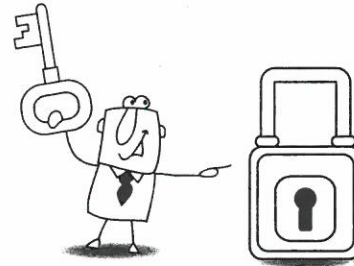
Task 1.

You noticed that people in the office talk behind other people's backs. You need to report the situation to your boss because the atmosphere in the office is charged with negative emotions. Approach your boss, explain the situation to him/her, and suggest potential solutions to the problem.

Task 2.

How would you describe the boss-assistant relationship you have with your boss? Decide where you would place this relationship on the formality scale below.

INFORMAL
→
 NEUTRAL
→
 FORMAL



9.3. OFFICE SUPPLIES AND EQUIPMENT



VOCABULARY & WRITING

Task 1.

Office work entails using a variety of office equipment. Complete the names of different types of office equipment below.

fax _____
pr _____ er
sca _____
shr _____

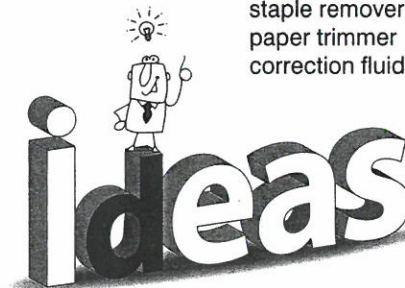
co __ ut __
c __ ie __
t __ ph ____

Task 2.

What can be found on an office assistant's desk? Look at the examples below, and decide how many of them you use.

adhesive tape
sellotape
binder
file folder
hole punch
paper shredder
hanging file
plastic sleeve
pen holder
whiteboard marker
envelope

notice board
drawing pin
clipboard
notepad
pin
post-it notes
tape dispenser
rubber band
staple remover
paper trimmer
correction fluid



Task 3.

Fill in the sentences below with the correct preposition.

1. Have you attached papers _____ a paper clip?
2. Are you sure you put the yellow folder _____ the bookshelf?
3. Where do you store papers? I couldn't find them _____ your desk.
4. You forgot to attach this info _____ our notice board.
5. Write the address _____ the front of the envelope.
6. I need to translate this official letter _____ German.
7. Where exactly is the conference held? I'm not quite sure, but it's somewhere in _____ Gdynia and Sopot.
8. Are you dizzy? Just sit _____ the table and take a deep breath.
9. My idea of organising an Italian-style evening for our business partners was greeted _____ great enthusiasm.
10. Could you please put this invoice _____ the grey envelope _____ your right?
11. We were supposed to finish _____ 11:00. However, the meeting went on _____ the afternoon.
12. As an assistant, I report _____ our HR manager who has 25 people _____ him.
13. Will you manage to sort it out _____ an hour? Sure, I'll be back in around 45 minutes.
14. Could you direct me to the conference room? Sure, it's _____ the corridor from my office.
15. I need to find a big hotel in London. What about this one? It's for _____ to 500 people.

Task 4.

What should a meeting room be equipped with? Look at the following examples, and describe the meeting room in your company using the prepositions of location below.

overhead projector
slide projector
digital projector (VGA and HDMI inputs)
projection screen (folding or floor screens)
whiteboard
whiteboard markers
remote control for projectors
handheld microphone
computer
laser pointer
flip chart
screen
loudspeakers

at, in, on
inside, outside
near, by, next to, beside
below, under, above, over
across from, opposite

below, under, above, over
in front of, behind
between, among
on the left, on the right
at the top of, at the bottom of

Task 5.

Complete the following phrases below with the words below.

pile (x2) | pack | ream | roll | box

- a _____ of DVDs
- a _____ of pencils
- a _____ of books
- a _____ of documents
- a _____ of sellotape
- a _____ of paper



WRITING: SEMIFORMAL EMAIL

Task 6.

You noticed after a weekend that you are running out of some office supplies. Make a list of supplies you need, and write an email to your stationery distributor placing an order. In your writing, use the phrases below.

Useful phrases for semiformal email writing:

Dear _____

I would like to place an order for _____ from your catalogue _____

Please include your latest catalogue with the order.

Would it be possible for you to send me the samples of _____

For your reference, here is a summary of the order: _____

Please send the items to the address below: _____

If this order cannot be processed as requested, please contact me at _____
(telephone number or email address)

Please feel free to contact me for any clarifications/discrepancy in the order details.

I look forward to your reply/confirmation.

Best/Kind regards _____



9.4. OFFICE WORK

LISTENING

Task 1.

Listen to Angie, an office assistant talking about her work, and make a list of everyday duties performed by office assistants.

OFFICE ASSISTANTS:

↓

Task 2.

What duties does an office assistant perform in your company?

VOCABULARY

Task 1.

Look at the stages of holding meetings, and put them in chronological order from the first to the last stage.

- | | |
|-------------------------------------|----------|
| call the meeting | 1. _____ |
| circulate the minutes | 2. _____ |
| invite people to attend the meeting | 3. _____ |
| draw up an agenda | 4. _____ |
| close the meeting | 5. _____ |
| circulate the agenda | 6. _____ |
| take minutes | 7. _____ |

Task 2.

Provide synonyms of the italicised verbs below.

- adjourn* the meeting →
call off the meeting →
chair the meeting →
approve the minutes →
arrange the meeting →
take sth off the agenda →

Task 3.

Fill in the gaps below with the correct preposition.

- Let's bring the meeting _____ a close. We're short of time.
- We need to agree _____ further action. We cannot just go round in circles.
- Did you notify employees _____ our stand-up meeting at 12:00?
- Have you started this new project yet? We're almost done. Today, we're having the kick-_____ meeting.
- We had a really _____-depth discussion about our new business partnership

Task 4.

Complete the phrases below by filling in the gaps with the correct verb.

At the meeting people may:

- | | |
|--------------------|--------------------|
| _____ a compromise | _____ opinions |
| _____ conclusions | _____ an objection |
| _____ proposals | _____ suggestions |
| _____ a vote | _____ resolutions |
| _____ decisions | |



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LISTENING & READING

Task 1.

Listen to Jamie, a certified meeting planner talking about his work, and discuss this job with the group. Is this profession common in Poland?



Task 2.

Read the text about a new attitude to meetings, and find synonyms of the words below.

The need to run effective meetings is more intense than ever in modern times, given ever-increasing pressures on people's time, and the fact that people are now rarely based in the same location, due to mobile working and progressively 'globalised' teams and organisational structures. New technology provides several alternatives to the conventional face-to-face meeting around a table, for example phone and video-conferencing, increasingly mobile and web-based. These 'virtual meeting' methods save time and money, but given the advantages of physical face-to-face communications, there will always be a trade-off between the efficiencies of 'virtual meetings' (phone and video-conferencing notably) and the imperfections of remote communications methods (notably the inability to convey body language effectively via video conferencing, and the inability to convey body language and facial expressions by phone communications).

- teleworking ↗
- unified ↗
- benefit ↗
- compromise ↗
- defect ↗
- communicate ↗

Task 3.

Make a list of advantages and disadvantages of both meeting types, and provide exemplary situations in which virtual meetings would be more beneficial than traditional ones.

Face-to-face meeting		Virtual meeting	
Advantages	Disadvantages	Advantages	Disadvantages



WRITING: FORMAL LETTER & EMAIL

Task 1.

You work as an office assistant in a law firm, and you are going to arrange a meeting for your superior lawyer and her VIP clients. They visit your law firm to conclude contract negotiation. Write a formal email to the clients on behalf of your superior lawyer, and inform them about all meeting arrangements. In your writing, use the phrases below.

Useful phrases for formal letter writing:

- Dear Sir/Madam _____
- To whom it may concern _____
- Dear Clients _____
- Dear Mr _____
- Dear Mrs _____ (married female recipient)
- Dear Ms _____ (female recipient, marital status unknown)
- Dear Miss _____ (female recipient, single female recipient)

- I would like to confirm/inform you about _____
- Further to our previous arrangements, I would like to _____
- I am writing with reference to _____

Should you require further information, please call/email me directly.

Please find attached the details of _____

We look forward to meeting you soon.

Yours faithfully/Faithfully _____ (unknown recipient name)

Yours sincerely/Sincerely _____ (known recipient name)

Task 2.

You are a client who has just received the letter mentioned in Task 1. Reply to this letter confirming your attendance. In your writing, use the phrases below.

Useful phrases for formal email writing:

- Dear Mr _____
- Dear Mrs _____ (married female recipient)
- Dear Ms _____ (female recipient, marital status unknown)
- Dear Miss _____ (female recipient, single female recipient)

I am writing in connection with/with reference to _____

I would like to confirm _____

May I ask about _____

Would you be so kind and let me know _____

I need further assistance in _____

Please find attached my _____
I look forward to your reply.

Yours faithfully/Faithfully _____ (unknown recipient name)
Yours sincerely/Sincerely _____ (known recipient name)



SPEAKING

Task 1.

Is arranging an appropriate seating layout important when holding meetings? Look at the following layouts, and provide examples of your company's meetings for each layout below.

- › Formal presentations to large groups:
theatre-style with the audience in rows, preferably with tables, facing the chairman
- › Medium-sized participative meetings:
horseshoe (U) table layout with the open part of the U facing the chairman's table
- › Small meetings for debate and discussion:
boardroom-style with one rectangular table with the chairperson at one end
- › Relaxed team meetings for planning and creative sessions:
lounge-style with comfortable chairs and coffee tables

Task 2.

Look at the questions related to business meeting etiquette, and express your opinion using the phrases below.

In my view _____
As far as I'm concerned _____
Personally, I believe/feel _____
I tend to think that _____
I'm convinced that _____
Speaking for myself _____
As far as I know _____
As far as I understand/can see _____
I'd like to point out that _____
What I mean is _____
It seems to me that _____
From my point of view _____
If I'm not mistaken _____
I might be wrong, but _____
I have mixed feelings about _____

1. Being on time or just in time?
2. Your phone on the table or in the bag?
3. Drinking coffee/eating snacks or waiting for the break?
4. Casual or formal dress code?

BUSINESS SKILLS

Task 1.

Imagine you are going to receive Chinese visitors in your company. Make a list of phrases which might be useful in such situations. Some phrases are given below. Role play the situation of receiving Chinese visitors. First, you are an office assistant, and another student is one of the visitors from China. Then, swap roles.

My name is _____. Pleased to meet you.
Can I bring you something to drink?
Would you like to take a seat?

Task 2.

Imagine your visitors from China have the needs or problems listed below. How would you help them? First, your partner takes the role of a Chinese visitor asking for help, and you as an office assistant try to handle the situation. Then, swap roles.

I need to charge my mobile phone.
I would like to explore the city in the afternoon.
I need to find a Chinese restaurant here.
I need to exchange euros into Polish zlotys.
I spilt coffee on my contract documentation.
I need to email my boss as soon as possible, but my laptop seems to be out of order.
I have problems with accessing the Internet.

Task 3.

Do you happen to receive visitors from different cultures? Decide how you would prepare such a visit to avoid a culture clash.

Task 4.

Personal assistants arrange appointments for their bosses. Complete the dialogue below using your own ideas, and role play it with a partner.

Good afternoon. My name is Maria Zielikowska, Leszek Karwowski's assistant.

I would like to make an appointment for my boss with Mr Tadeusz Nowak.

Can we schedule the meeting at 9:30 on Monday?

What about Monday at 12:00? Can Mr Nowak make it then?

Hold on a moment, and I'll check his diary.

Yes, that would be fine.

Thanks a lot. Goodbye.

Task 5.

Your boss is having a meeting on Wednesday afternoon, but you have just noticed that you arranged a meeting with another client on the same day, and the meeting time overlaps as well. Call one of the clients, explain the situation to him/her, and try to reschedule the meeting.

Task 6.

You are supposed to organise a business lunch for your boss and his/her Norwegian client. Choose the restaurant, and make a telephone call to book a table.

Task 7.

You accompany your boss while eating out with business clients who visited your company. Your task is to:

- book a table for four by the window
- make small talk with your business clients
- recommend a starter/soup/main course/dessert in a restaurant

Task 8.

Your task is to organise a networking event for the business partners your company cooperates with. Make a list of ideas for the event, and discuss them with your boss. Tell him/her about the date, venue, schedule, participants and the benefits your company may derive from this event.

Task 9.

You work for an international company cooperating closely with Chinese investors. Approximately, once a month your boss travels on business to China. He is a traditionalist in the middle of his fifties who cannot imagine arranging videoconferencing instead of going to China personally. Talk to your boss, and try to persuade him to choose other forms of meetings than face-to-face ones. Remember to provide relevant arguments to support your ideas.

**WRITING: INFORMAL EMAIL****Task 1.**

Have you ever congratulated your colleague on his/her success at work? What did you say to him/her? What would you say in such a situation?

Task 2.

You have just received an email that your team leader was promoted to a higher managerial position. Write an email congratulating him/her on the promotion using the phrases below.

Useful phrases for informal email writing:

Dear _____

Hi/Hello _____

I was happy to hear _____

Congratulations on your promotion to _____ (position)

I am sending you my warmest congratulations.

Please accept my congratulations on _____

I'm sure you'll manage to _____

I wish you good luck.

Good luck with your work.

Best wishes for continued success in your career.

Hope to hear from you soon.

Best wishes _____

All the best _____

Love _____

Monika (closing the email with your first name)

BUSINESS SKILLS

Task 1.

How do you write dates in English? Look at the examples below, and then decide how the notation of 05/06/12 would be interpreted by British and American people.

British English

26 June 2012
26th June, 2012
26 Jun 2012
26th Jun 2012
26/06/12

American English

June 26, 2012
06/26/12

International Version

YYYY-MM-DD
YYYY-year (e.g. 2015)
MM-month (from 01 to 12)
D-day (from 01 to 31)

05/06/12

UK _____

US _____

Task 2.

How do you say the following numbers in English? Practise saying the numbers below.

- › Flight number LH 4234
- › Year 2015
- › Telephone number 775405521
- › Money €69.34
- › Measurement 13 1/2 cm
- › Measurement 310 m²
- › Measurement 6×9 cm
- › Time 7:30
- › Time 7:45
- › Time 19:52
- › Time 16:12
- › Fraction 1/2
- › Fraction 1/3 and 2/3
- › Fraction 1/4
- › Calculation 2 + 5 = 7
- › Calculation 9 - 4 = 5
- › Calculation 3 × 8 = 24
- › Calculation 21 / 9 = 3

Task 3.

Your boss asked you to prepare a presentation about your company profile. Make a list of the most important facts about your company, its product/service portfolio, people who work there and the company's market position. Deliver the presentation in front of your boss using the phrases below.

We are a well-known manufacturer/service provider of _____ based in _____
We are a well-established company founded in _____
Our company is a fast-growing business run by _____
We manufacture high-quality _____
We offer a wide range of _____
We provide our customers with tailor-made solutions in _____
With many years of experience, we handle _____
Our experts specialise in _____

Useful phrases for delivering presentations:

The subject/topic of my presentation is _____
I'm going to divide my presentation into _____ parts.

Let's begin/start by _____
First of all, I'll _____ and then I'll go on to _____
Then _____
Finally _____

Moving on now to _____
Let me turn to _____
The next issue I'd like to focus on is _____
Let's look at _____
I'd like to draw your attention to _____

What these figures clearly show is _____
Just to give you the background to this _____
To put this into perspective _____
Let's consider this issue in more detail _____

As an illustration, _____ or To illustrate this point _____
A pertinent example of this is _____
To give you a relevant example _____

To sum up _____ or To summarise _____
To conclude _____ or In conclusion _____ or I'd like to recap _____
The take-home message here is _____

In other words _____
To put it more simply _____

I'm happy to answer any queries/questions.
Please feel free to ask questions.



SPEAKING & VOCABULARY

Task 1.

What does professional image mean to you? Does the image of an office assistant contribute to an overall corporate image?

Leader

Task 2.

Take the perspective of your boss. What attributes would he/she appreciate in an office assistant's work? Look at the examples below, and discuss them with a partner. Add your own ideas as well.

Key attributes of an office assistant:

- > have a sense of humour
- > think outside the box
- > display excellent interpersonal skills
- > show commitment
- > delegate effectively
- > pay attention to details
- > keep confidential information secret
- > organise work well
- > be trustworthy and loyal
- > be thick-skinned
- > understand a boss instantly
- > listen actively
- > keep calm
- > have a flexible attitude
- > meet agreed deadlines
- > anticipate needs
- > take pride in a high standard of work

Task 3.

How do you prioritise tasks? Decide whether you use any of the tools below.

handwritten to-do lists
computer calendar

PDA (personal digital assistant)
filing trays

Task 4.

What staff records should an office assistant keep? Look at the examples below, and choose the correct answer for each gap.

It's good practice to keep records of each worker's:

- > training and 1) _____
- > employment history – date employment began, promotions, job 2) _____
- > absence – records of lateness, 3) _____ and any other authorised or unauthorised absences
- > personal details – name, address, emergency phone number(s), qualifications, work-relevant 4) _____
- > terms and 5) _____ of employment – including a copy of each employee's written statement and correspondence relating to any changes to their terms and conditions

More generally, you should keep written records, e.g. 6) _____ of:

- > meetings with workplace representatives
- > any disciplinary action you have ever 7) _____, in particular disciplinary hearings, although disciplinary warnings should be removed from employee's personnel files once they have expired
- > individual and 8) _____ redundancy consultation meetings and agreements
- > negotiations 9) _____ to information and consultation agreements

- | | | | |
|--------------------|---------------------|---------------|---------------|
| 1. a) appraisals | b) appraisers | c) appraises | d) approvals |
| 2. a) roles | b) histories | c) titles | d) tokens |
| 3. a) sick pay | b) sickness | c) sick leave | d) sickie |
| 4. a) disadvantage | b) disqualification | c) disability | d) disorder |
| 5. a) regulations | b) conditions | c) rules | d) procedures |
| 6. a) memos | b) briefs | c) minutes | d) motions |
| 7. a) done | b) made | c) got | d) taken |
| 8. a) collective | b) team | c) group | d) joint |
| 9. a) regarding | b) concerning | c) relating | d) relocating |

Task 5.

Is there anything like telephone etiquette at work? Are there any rules you follow while making or taking phone calls?

BUSINESS SKILLS

Task 1.

Call your boss, and:

- a) inform him/her about a workplace accident of an employee who was later transported to hospital
- b) warn him/her against a strike which is supposed to be organised by employees dissatisfied with payment conditions
- c) advise him/her on changing an itinerary of a business trip to Portugal so that the boss can stop in Spain for a day and meet his/her long-term Spanish business partners there
- d) advise him/her on different methods of alleviating jet lag symptoms

Task 2.

Your task is to make a phone call, and:

- a) buy return tickets for two people (Gdańsk–Amsterdam, Monday–Wednesday)
- b) reschedule a flight from Thursday to Saturday
- c) book a single room and two double rooms in Berlin
- d) reserve a table for a business lunch for your boss and his/her Swedish clients

VOCABULARY & SPEAKING

Task 1.

Fill in the following sentences with the correct preposition.

- How often do you travel _____ business?
- I'm travelling _____ Greece this summer.
- Do you travel to work _____ train?
- Do you happen to travel _____ 160 km/h?
- Let's dream and travel forward _____ time.
- My job involves a lot _____ travel.
- My boss travels widely. He's _____ on his travels again.
- The company will reimburse you _____ your travel expenses.
- How much travel allowance are you entitled _____?

Task 2.

Your boss decided to mix business with pleasure and travel to Italy. He is going to meet a client there, conduct contract negotiation for two days, and then take some rest during the next two days. Use the collocations below to describe the situation to a partner.

take leave	pack a suitcase
arrange an itinerary	hire a car
buy flight tickets	attend a meeting
book a hotel	negotiate a contract
make an advance payment	go sightseeing

Task 3.

Choose the correct preposition below.

- We've just arrived *in/at* Katowice. Could anybody pick us up/down from the airport?
- My boss bought a duty-free bracelet *at/on* the airport.
- Let's meet *at/on* the gate.
- I need to go *along/through* passport control.
- Could you go *to/for* the baggage claim and pick up my suitcase?
- My boss asked me to book a ticket *for/at* the 14:30 flight to Paris.
- Did you stop *across/over* in Brussels on your way to Beijing?
- Who assists the tourists *in/at* the check-in point?
- Here is your boarding pass – your flight leaves *from/for* gate 10C.
- Take *of/off* your shoes. And my laptop? Yes, take it *over/out* from your bag.
- Put your luggage *in/on* this scale.
- Put the keys *in/at* the tray and walk *along/through* the metal detector.
- Brussels Airlines flight *to/for* Berlin is now boarding.
- My PA will meet you *at/for* the arrivals lounge.
- I need to show our guests *over/around* the city.
- Were you happy *with/at* your hotel?
- Can you give me a *wake-up/in* call at 5:30?

- I'll send you formal confirmation *through/by* email.
- You need to fill *in/on* this form.
- Do you provide access *for/to* the Internet here?

Task 4.

Choose the correct answer for each gap below.

- Would you like a/an _____ or a window seat?
 - aisle
 - boarding
 - double
 - alone
- Would you like to make it _____ or one-way?
 - back
 - return
 - double
 - single
- Why do you want to fly business _____? I need some extra leg room.
 - level
 - form
 - class
 - way
- Please do not leave any bags _____.
 - untouched
 - unattended
 - accommodated
 - alone
- Do you have anything to _____, any alcohol or tobacco?
 - deliver
 - drop
 - draw
 - declare
- This is the final _____ for flight BA134 to New York.
 - call
 - sign
 - note
 - notification
- Please make your _____ to Gate 59.
 - step
 - way
 - road
 - trip
- How many _____ of luggage do you have? Any hand luggage?
 - kilos
 - weight
 - pieces
 - forms
- Please return to your seats and fasten your _____.
 - seatbelts
 - fasteners
 - straps
 - laces
- You can fly direct to Manchester – there is no _____.
 - carryover
 - layover
 - changeover
 - makeover
- What kind of room would you like, _____ or double?
 - alone
 - twin
 - single
 - one
- May I _____ your email address?
 - have
 - do
 - bring
 - ask

13. Breakfast is _____ from 7:30 to 10:30.
 - a) prepared
 - b) produced
 - c) served
 - d) serviced
14. Can you send someone to _____ the light in my room?
 - a) remedy
 - b) fix
 - c) suspend
 - d) mend
15. I've booked two single rooms in the _____ of Nerkowski.
 - a) title
 - b) form
 - c) details
 - d) name
16. Is conference equipment available free of _____?
 - a) charge
 - b) pay
 - c) payment
 - d) fee
17. Can I _____ my stay for another day?
 - a) enlarge
 - b) extend
 - c) account
 - d) accommodate
18. We are fully _____. There is no single vacancy left.
 - a) placed
 - b) reserved
 - c) scheduled
 - d) booked
19. What _____ make your hotel attractive to VIP guests?
 - a) improvements
 - b) conveniences
 - c) amenities
 - d) developments
20. Do you _____ luxury service to business travellers?
 - a) maintain
 - b) establish
 - c) undertake
 - d) provide



GRAMMAR: MODAL VERBS

Task 1.

Fill in the gaps below with the correct modal verbs such as *may, can, cannot, could, should, shall, would, must, mustn't and have to*.

1. _____ you speak fluent English?
2. You _____ visit our factory in order to get a deeper insight into our production process.
3. Meetings _____ reach a deadlock because people stick to their opinion.
4. So, _____ we move on to the next slide of my presentation?
5. You _____ use social media sites during work time. It's against our internal regulations.
6. Unfortunately, I _____ offer you a bigger discount.
7. You _____ call our client immediately after arriving at the office.
8. I don't think you _____ consider this career move. It's too risky.
9. Our sales profits _____ increase over the next quarter.

10. What _____ I do with this contract documentation?
11. Do you remember our previous assistant? She _____ always put her documents in order.
12. You _____ leave the office earlier than 4:00 p.m. Our working time is 8:00 a.m. till 4:00 p.m.
13. We _____ pick him up from the airport by 7 a.m.
14. Are they late? Yes, but they _____ be here soon.
15. I'm looking for Elwira. Where's she? She _____ be in a meeting. Let me check it.
16. Since the flight is delayed, we _____ postpone the meeting.
17. Are you sure it's Marek who's become our team leader? It _____ be him. I have no doubts.
18. I _____ remember to send the copies of these reports to our finance department.
19. _____ you be able to arrive at the office before 8:00 a.m.?
20. _____ you get back to me as soon as possible?
21. You _____ wear formal clothes while attending a job interview.
22. I _____ to meet Daniel right now. I can't find him anywhere in the office.
23. It is almost 7:00 p.m. I _____ as well finish off for today and go home.
24. _____ you be so kind and forward this message to me?
25. I _____ find the price list. Have you seen it anywhere?

Task 2.

Practise the modal verbs you completed in Task 1. Think about your work, and tell a partner:

- a) what you can do to advance in your career
- b) what you cannot do during work hours
- c) what you could change in your office
- d) what you should do today and tomorrow
- e) what you have to do to improve your Business English skills

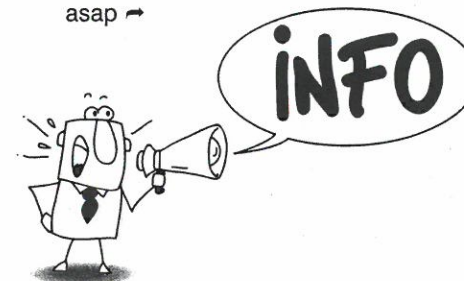
BUSINESS SKILLS

Task 1.

Decipher the email abbreviations below.

FW →
RE →
bcc →

cc →
asap →



Task 2.

Which phrases below would you use to write an informal email/letter, and which ones would you use to write a formal one? Label each phrase as F (formal), I (informal) and N (neutral).

Dear Sir or Madam	
Hi Marta	
Olivia	
Dear Dr Smith	
Dear Mr, Mrs, Miss Kowalski/-a	
Dear Maria	
Hello Daria	

Task 3.

Complete the phrases below used to finish emails and letters.

Yours f ___ hf ___ y
Yours s ___ ce ___ l ___
Reg ___

B ___ t w ___ s
T ___ e ca ___
A ___ l the b ___ st



VOCABULARY

Task 1.

Fill in sentences below with the correct preposition.

- ___ reference to your letter as of 2 March, I am sending you a complete price list.
- ___ response to your previous email, I would like to send you the information requested.
- Thank you for your letter ___ 24 May.
- I am writing to express my dissatisfaction ___ your products.
- Further ___ our meeting, I am sending you the agenda for the next one.
- As requested, here is the report ___ our company financial performance in the first quarter of 2015.
- I am writing ___ connection with the conference held on 3 April.
- I would be grateful if you could send me the information ___ our company policy.
- Could you please notify all employees ___ the recent changes?
- I would like to apologise ___ my delay.
- Please find enclosed a summary ___ the report.
- I am enclosing a copy of your invoice sent ___ 12 April.

- Please find enclosed a copy ___ your invoice.
- If you require any further information, do not hesitate to contact me ___ your convenience.
- I look forward ___ meeting you next Monday.

Task 2.

Rewrite the formal sentences below using neutral language.

- Amend where applicable.

- For further information, see over.

- Should you require more brochures, an extra set will be sent on demand.

- We will assist you as soon as possible.

- The time of the meeting is subject to alteration.

- I am at your disposal should you need further assistance.

- I will provide further information on request.

- We apologise for any inconvenience caused by our sales representative.