الجمهورية الجزائرية الديمقراطية الشعبية
REPUBLIQUE ALGERIENNE DEMOCRATIQUE ET POPULAIRE
وزارة التكوين والتعليم المهنيين
Ministère de la Formation et de l'Enseignement Professionnels

Centre National de l'Enseignement Professionnel à Distance (CNEPD)

المركز الوطني للتعليم المهني عن بعد (م.و.ت.م.ب)

COURS D'ANGLAIS

SERIE N° 03

LEÇON N° 03 : JOB ADVERTISEMENTS AND APPLICATIONS

PLAN DE LA LEÇON :

I- EXERCISES

II- STRUCTURE PRACTICE (MUST,HAVE,NEED)

III- VOCABULARY AND PRONUNCIATION

IV- TÉLÉPHONE LANGUAGE

V- TELEX ABBREVIATIONS

VI-KEY TO EXERCISES

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Read through the following advertisements for the post of Personal Assistant/Secretary. They have appeared in the "secretarial vacancies" section of the local newspaper.

Compact Systems
Personal Assistant Secretary

Required to assist departemental manager in our southtown office. The applicants must have experience of working in a computer company and mustn't have less than ten years' job experience. Typing and shorthand prefferred. Age : 30 + salary : 8,500 p. a. The job does not involved any travel.

Condidates must provide a C.V the names of two referees, and a statement of what makes a good PA/Secretary. Applications should be sent to.

Compact systems
96 Resewall drive
Southtown
5034 ST.

INVENTOR PLUS

Personal Assistant /Secretary to the Managing Director

We are looking for a suitably qualified person with a minimum of 5 years experience of working in a business environment, but not necessarily in the computer industry, to take up a post as a Personal Assistant to the Managing Director. Applicants must have typing and shorthand skills, be well-dressed and willing to travel. Manimum age : 18 full e.v, and the name of previons employer to.

Invontor plus
60 chiswinck avenue
South town, 5036 q2

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I- EXERCISES :

Exercise N°1 :

The advertisements above show what is necessary, not necessary or prohibited.

As you read through that again, indicate the requirements, in the appropriate column in the table below. (the first one has been done for you).

	Compact systems				Inventor plus		
	Necessary	Not necessary	Prohibited		Necessary	Not necessary	Prohibited
Have experience of working in a computer company	x						
Have typing and shorthand skills							
Have a minimum of five (05) years' work experience							
Have two referees							
Be willing to travel							
Send a full C.V							
Be under 28 years old							

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II- Structure practice :

There is some of the language you have must read notice of the some ways to express what is :

a- Necessary
b- Not necessary
c- Prohibited

Necessary	Not necessary	Prohibited
Must Have to Have got to	Needn't/don't need to Don't have to Haven't got to	mustn't

Example from the advertisements :

1- Applicants must have experience of working in a computer company.
2- Applicants must have typing and shorthand skills.

Exercise N° 2 : Find the other examples contained in the advertisements verbs : Must ; To have ; Need

Must :

"Must" is used to express obligation, the form "Must" is used for all persons in the present and future tenses.

"Must" has no infinitive and no past tense. It is followed by the infinitive without "to".

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Affirmative **Interrogative**

I You He She It We You They	Must see a doctor	Must	I You He She It We You They	See a doctor ?

Negative obligation :

I
You
He Must not smoke. It is dangerous for health.
She
It
We
You
They

Contraction : mustn't.

To have to :

"To have" + infinitive with "to" also expresses obligation. It provides an alternative form for "must" and also supplies its deficiencies.

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Affirmatives :

I / You → have

You / He / She / It → has

You / They / We → have

→ to work hard to succeed

Interogative (1) :

Have → I

Has → He / She / It

Have → We / You / They

→ to work hard ?

Interrogative (2) :

Have → I / You

Has → She / He / It

hard ?

We → You / They / Have

→ got to work hard ?

interogative (3):

Do → I / You

Dose → He / She / It

Do → We / They / You

→ Have to work

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The negative forms of "to have to" express absence of obligation.

I / You	Have	not to work hard ?
He / She / It	has	
We / You / They	Have	

I / You	Do	Not have to work hard
He / She / It	Does	
We / You / They	Do	

I / You	Have	not to work hard ?
He / She / It	Has	
We / You / They	Have	

Contractions : Négative

1- Haven't got to/hasn't got to
2- Don't have to/doesn't have to
3- Haven't to /hasn't to

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Need :

When this verb is used as an auxiliary, the same form, "need", is use for, all persons in the present and future tenses.

"Need" is mainly used in the interrogative and negative.

In the negative it expresses absence of obligation (it is not necessary).

Negative 1

I / You / He / She / It / We / You / They — Need not + V

You need not go now

Interrogative 1

Need + (I / You / He / She / It / We / You / They) + V

- Need you do it now

Interrogative 2

(Do + I / You / We / You / They) / (Does + He / She / It) + Need to +V

? - Does she need to work so late ?

Negative 2

(I / You / We / You / They) + do / (He / She / It) + does + Not need to + v

- **Contractions** : **Negative**

1- Need't / needn't

2- Don't need to/ doesn't need to

You don't need to bring anything with you

Exercice N°3 :

To apply for the job at compact systems condidates must provide a statement of what makes a good PA/Secretary. As you read through the following conversation between Erica and hilary, make a list of five things that think make a good PA/secretary (the first one has been done for you).

Hilary : Hey I look at this. Here's an advertisement for a Personal/Assistant.

Erica : Here's another one. Inventor plus. Have you heard of them ?

Hilary : No, but I have heard of compact systems. They're supposed to be very good to work for, and computer companies are my line exactly.

Erica : Are you going to apply for it ?

Hilary : I will, I think. Look at this . It says "must provide two Referees and a statement of what makes a good PA or Secretary".

Erica : What do you think they mean ?

Hilary : I don't know. Perhaps they mean things like filling system.

Erica : Oh yes, a good PA has to have a good filing system.

Hilary: Can you think of anything else ?.

Erica : Well, you could say something about receiving "An effective personal assistant must be good at receiving visitors " something like that.

Hilary : I agree, you mustn't create a bad impression.

Erica : Well , that's two things. What else ?.

Hilary : I know ! A good PA must also distribute work fairly to other typists.

Erica : And what about phone manner ?

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Hilary : Yes, of course, you have got to have a good phone manner.

Erica : And there's appearance. In the last place I worked we had to dress very neatly.

Hilary : Ok. That's the filth one a good PA must also have a neat appearance. Can you think of any more ?.

Erica : No, I think those are the most important points.

Exercice N° 4 :

Look at the requirements for condidates wishing to apply for personnal assistant jobs at the two companies below has. Use the table below to make sentences about their requirements. (The first one been done for you).

Requirements	Necess -ary	Not necessary	Prohib- ited		Necessa- ry	Not necessary	Prohibited
Be to work at week-ends	x					x	
Be prepared to travel overseas		x			x		
Know how to use a computer	x						
Be over 30			x		x		
Speak German	x					x	

Expo :

1- Condidates must be able to work at week-ends
2- Condidates don't……
3- Condidates have…….
4- Condidates…….
5- Condidates……got……

Impo :

6- Condidates ……..need to……
7- Condidates have……..
8- Condidates must…….
9- Condidates……..got…….
10- Condidates……speak German.

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Look at this model letter of application :

(the sender's address) ◄- - - - - - 63 Wenwell Gardens
Southtown
S 09 7 PX

Inventor plus ◄- - - - - - - (The address)
60 Chiswick Avenue
Southtown
S03 60 07 ◄- - - - -
10 January 19 ◄- - - - (The date)
Dear Sir / Madam (The greeting)

(The first paragraph says why you are writing).
I am writing in response to your advertisement for a Personal Assistant/Secretary to the Managing Director.

(The second paragraph contianes fives finther details)
I am enclosing a copy of my curriculum vitae. Which gives details of my qualifications and experience. As you will see, I had 7 years expérience of working in a business environment and have an RSA 2 in typing and shorthand, I traveled in my previous job. I would be very willing to do so.

I will be available for interview at any time, and look forward to hearing from you".

(The final paragraph includes a polite ending)

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Exercice 5 :

Hilary has decided to write a letter to Compact Systems to apply for the job as Personal Assistant/ Secretary. Write a letter of application for her. Your letter should include a statement of what makes, a good PA/Secretary based on exercise (2).

Compact Systems
96 Roswall Drive, Southtown 503 4 BT
12 January 00

63 wenwell gardens Southtown
Southtown S09 7PX

Dear……

I am writing in response to your advertisement for a Personal Assistant / Secretary……
……..

I am enclosing ……
…….of my qualifications and experience. As you will see. I have had 12 year's ……including two in…….I also have an RSA stage in Typing and RSA 100 w.p.m shorthand.

In my opinion a good PA/Secretary must :
……
……

I will be ……
……
……

Hilary Beacham

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III- VOCABULARY AND PRONUNCIATION :

Vacancy [ˊveikɔ̂nsi] = Job wich is not filled

To require [tikwaiɔ̂ (r)] = To need

To assist [ɔ̂'sist] = To help

Shorthand [ʃɔthænd] = Stenography

Application ['æpli'keifn] = An officialleter
Requesting a job

To apply (for a job) [a'plai] = To request officially
Normally in writing

Filing (system) [failin] = Method of organising and storing papers, letters and other documents.

To receive (visitors) = To greet people and make them welcome.

To create a bad impression = To act in such a way that semeone else thinks Badly of you.

To distribute = [di′stribjut] = To divide among several or many people.

Neat [nit] = Showing care in appearance.

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IV- TELEPHONE LANGUAGE :

The following sentences and expressions will help you when making and answering phone calls. They are divided into two sections :

- Outgoing calls (when you make the call);
- Incoming calls (when you receive the call).

1- Outgoing-calls :

- **Identifying yourself :**

My name is ……(First introduction).
This is……..here.
This is …….

- **Asking to speak to someone :**

Could I speak to ……., please ?
Could you put me through ……., please ?.
I'd like to speak to ……., please.

- **Giving further information :**

It's in connection with……
It's about…….

- **Explaining purpose of call :**

I'm calling to ask about……..
I'm phoning to let you know the details of……
I'm ringing to tell you about……..

- **Showing understanding :**

I see
I understand

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Leaving a message :

Could you give……..a message ?
Could you ask……..to call (when he gets back)?
Could you tell……..I'll call back later ?

- **Thanking :**

Well, thank you very much for your help.
Well, thanks for the information.
I'm very grateful for your assistance.
I'm much obliged to you.

- **Ending the call :**

I look forward to seeing/hearing from/ metting you. Good bye.
Bye.

2- Incoming calls

- **Identifying your company :**

Compact Systems. Good morning /afternoon.

- **Identifying yourself when you pick up the phone :**

Hilary Beacham
Hilary Beacham speaking
Helping the caller
Can I help you ?
Who would you like to speak to ?
Which departement is he / she in ?

- **Asking for the caller's identification :**

Who's speaking, please ?
Who's calling, please ?
Which company are you from ?

- **Asking for further information :**

What's it inconnection with, please ?

- **Connecting the caller :**

Just a minute/moment /second, please ?
Hold/hang on, please.
Hold the line, please, I'll put you through.
I'm putting you through now.
I'm connecting you now.
You're through now.

- **Explaining that semeone is not available :**

* I'm afraid …….is not available this morning/afternoon.
* I'm afraid ……..……..is not at the moment.
* I'm sorry, but ……...is on holiday / in a meeting at the moment.
* I'm sorry, but ……..……..is on the other line at present.
* I'm afraid his/her line's, engaged. Do you want to hold ?

- **Alternative actions :**

Could you ring/phone/call back/later ?
Would you like to leave a message ?
Can I take a message ?

- **Responding to thanks :**

Not at all.
Don't mention it.
You're welcome.

- **Ending the coll :**

I'look forward to seeing/hearing from/meeting you
Thanks for colling
Good bye
Bye

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V- TELEX ABBREVIATIONS :

The following list of telex abbreviations is divided into two sections :

1- Standard telex abbreviations that you can use or may receive in the text of telexes.

2-Standard telex abbreviations used internationally by swithboard operators that you may receive.

1-	ANS	ANSWER
	ARR	ARRIVE/ARRIVAL
	ASAP	AS SOON AS POSSIBLE
	ATTN	FOR THE ATTENTION OF
	CFM	CONFIRM
	DEP	DEPART/DEPARTURE
	ETA	ESTIMATED TIME OF ARRIVAL
	ETD	ESTIMATED TIME OF DEPART
	INFO	INFORMATION
	NO	NUMBER
	PLS	PLEASE
	RE	ABOUT /REFERRING TO
	RETEL	ABOUT TELEX
	RGDS	REGARDS
	RPT	REPEAT
	TEL	TELEPHONE
	TELCON	TELEPHONE CONVERSATION
	TKS	THANKS
	TLX	TELEX
	URTEL	YOUR TELEX
2-	ABS	ABSENT SUBSCRIBES, OFFICE CLOSED
	BK	I CUT OFF
	CFM	I CONFIRM
	DER	OUT OF ORDER
	DF	YOU ARE IN COMMUNICATION WITH THE COLLED SUBSRIBER ERROR

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INF	SUBSCRIBER TEMPORARILY UNOBTAINABLE, CALL THE INFORMATION (ENQUIRY) SERVICE
MON	WAIT/WAITING
NA	CORRESPONDENCE TO THIS SUBSCRIBER IS NOT ADMITTED
NCH	SUBSCRIBER'S NUMBER HAS BEEN CHANGED
NP	THE CALLED PARTY IS NOT, OR IS NOLONGER, A SUBSCRIBER
NR	INDICATE YOUR CALL NUMBER /MY CALL NUMBER IS.
OCC	SUBSCRIBER IS ENGAGED
PPR	PAPER
R	RECEIVED
RAP	I WILL CALL YOU BACK
RPT	REPEAT/I REPEAT
SYP	PLEASE SEND A TEST MESSAGE THRU YOU ARE IN COMMUNICATION WITH A TELEX POSITION
TPR	TELEPRINTER
WRU	WHO IS THERE ?

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VI- KEY TO EXERCISES :

Exercise N° 01:

	Compact systems				Inventor plus		
	Necessary	Not necessary	Prohibited		Necessary	Not necessary	Prohibited
Have experience of working in a computer company	x					x	
Have typing and shorthand skills		x			x		
Have a minimum of five (05) years' work experience	x				x		
Have two referees	x					x	
Be willing to travel	x				x		
Send a full C.V	x				x		
Be under 28 years old			x		x		

Exercise N° 02 :

- Applicants mustn't have less than ten (10) year's job experience.
- Candidates must provide a C.V . The names of two referees, and a statement of what makes a good PA /Secretary.
- Applicants must be well dressed and willing to travel.

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Exercise N° 03 :

1- Have a good filling system.
2- Be good at receiving visitors.
3- Distribute work fairly to other typists.
4- Have a good phone manner.
5- Have a neat appearance.

Exercise N° 04 :

Expo :

1- Condidates must be able to work at week-ends.
2- Condidates don't need to be prepared to travel overseas.
3- Condidats have to know to use a computer.
4- Condidates mustn't be over 30 years old.
5- Condidates have got to speak German.

Impo :

6- Condidates don't need to be able to work at week-ends.
7- Candidates have to be prepared to travel overseas.
8- Condidates must know how to use a computer.
9- Condidates have got to be over 30 years.
10- Condidates needn't / don't need to / don't have to / haven't got to speak German.

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Exercice N° 05 :

Compact Systems

96 Rosewall Drive, Southtown, S03

63 Wenwell gardens Southtown
S09 7 Px

12 January 19
Dear sir /Madam

I am writing in response to your advertisement for a Personal Assistant/Secretary to assist departement managers in your Southtown office.

I am enclosing a copy of my curriculum vitae (C.V), which gives details of my qualifications and experience. As you will see I have had 12 year's job experience, including two in a computer company.

I also have an RSA stage in typing and RSA 100 w p m shorthand.

In my opinion a good PA/Secretary must :

- Have a good filling system.
- Be good a receiving visitors.
- Distribute work fairly to other typists.
- Have a good phone manner.
- Have a neat appearance.
- I will be available for interview at anytime, and look forward to hearing from you.

Your faith fully
Hilary Beacham

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