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° 05

PLAN DE LA LEÇON :

I- INTRODUCTIONS AND GREETINGS

1- Reading

2- Presentation of new language forms

II- IDENTIFYING EQUIPMENT AND DESCRIBING ITS FUNCTION

1- Reading

2- A remate dictation system

3- Presentation of new language forms

4- Lexis and pronunciation

III- WHO'S WHO IN THE COMPANY (CLASSIFICATION)

1- Reading

2- Presentation of the new language

IV- CHECKING ARRANGEMENTS (TELEPHONING)

1- Reading

2- Presentation of the new language forms

WWW.DZPEN.COM | قلم الجزائر

I- INTRODUCTIONS AND GREETINGS :

1- Reading :

Hilary has just arrived at Compacts Systems. As it's her first day, and she hasn't had a chance to meet her colleagues yet. Sheila Polson, the Personal Manager, introduces her to some of the staff.

Read the following introductions and greetings.

- **The following initials stand for :**

HB (Hilary Beacham)

PM (Personnel Manager)

OM (Office Manager)

MM(Marketing Manager)

PA (Personal Assistant)

SEC (Secretary)

FC (Filing Clerk)

PM : Ah, good morning, Hilary. How are you?

HB : Very well, thank you. And you?

PM : I'm fine. First of all, I think that we should go round and meet some of the staff that you'll be working with. Let's start with your boss, Alice Everett, I'm sure that you'll remember her from the interview. Now, you'll be working with her for the first two months.

HB: Yes, I see

MM : Come on.

PM : Good morning, Alice, I'm just showing Hilary round… doing the Introductions, before she starts working with you.

MM : Good morning, Hilary. Nice to see you again.

WWW.DZPEN.COM | قلم الجزائر

PM : Now, you'll start working with Alice from next week. In the second part of this week, George will be showing you how everything's done, so that you know way around.

MM : Fine, so, I'll look forward to seeing you next week Hilary.

HB : Yes, I'm looking forward to working you, Mrs Everett.

PM : Good, let's move on to the General office.

PM : Good morning, every one. Can I have a few moments of your time? I'd like to introduce a new member of staff. First, I'd like to introduce you to our office manager, you'll be spending today and tomorrow with her.

OM : Pleased to meet you, my names Christine Adams.

HB : How do you do ? I'm Hilary Beacham.

PM : Hilary. Let me introduce you too. M^{r} Brown, this is Hilary.
HB : How do you do? My name's Beacham, Hilary Beacham.

PA : George Brown.

PM : George is Mr Everett's Personal Assistant. He'll be showing you how everything works before he leaves us at the end of the week and you take his place. Let's move on, shall we? Hilary, this is Helen Wright.

SEC : Hello, Hilary. How are you doing?

HB : Fine, thanks, Helen.

PM : You know each other, do you ?

HB : Yes, very well, Helen is one of my best friends.

PM : Any way, as you probably know Helen is one of the secretaries. And Miss Hobday….

FC : Hello, my name's Sally.

HB : Nice to meet you, mine's Hilary.

FC : I'm the filing clerk.

WWW.DZPEN.COM | قلم الجزائر

PM : Hilary, this is Karen Williams, Alice Everett has two secretaries working for her and Karen is one of them.

HB : Nice to meet you.

PM : I think that's enough for the moment. Now then, let's have a look at the office equipment. Christine, could you tell Hilary a bit about the equipment we use?

Exercise n° 01 :

Draw lines to link the name on the left with his/her position on the right. The first one has been done for you.

Alice Everett	Office Manager
Christine Adams	Personal Assistant to Alice Everett
Sally Hobady	Filling Clerk
Helen Wright	Marketing Manager
George Brown	Secretary to Alice Everett
Karen Williams	Secretary

Exercise n° 02 :

Some greetings are formal (We use them with unfamiliar people) and others are informal (We use them with familiar people).

Read again though the introductions and greetings and indicate in the left hand column whether the greeting in formal (F) or informal (I). The first one been done for you.

WWW.DZPEN.COM | قلم الجزائر

2- Presentation of new language forms :

a- Introductions between speakers normally follow a number of steps, as following :

Person A :

Introduction : How do you do ?

Identification : My name is….

Person B :

Reply introduction: Pleased to meet you

Identification : I'm….

Now here is some of the language you have just read

1- Introducing and identifying yourself

Formal : How do you do ? I'm….
How do you do ? My name's….

Informal : Hello my name's

2- Replying to introductions and identifying yourself

Formal : How do you do ? I'm….
How do you do ? My name's…
Pleased to meet you. My name's…

Informal : Hello my name's….
Nice to meet you. My name's…

3- Introducing someone else

Formal : I'd like to introduce you to…
Can I introduce you to….?
Let me introduce you to… this is…

Informal : …This is…

b- Greetings between speakers also normally follow a number of steps, as follows :

WWW.DZPEN.COM | قلم الجزائر

Greeting	Enquiry	Reply to enquires	Enquiry
Hello	How are you?	Fine, thanks	And you?

Now here is some of the language you have read in the text.

Formal : Good morning… How are you?
Very well, thank you. And you?

Informal : Hello… How are you doing?
Fine. Thanks. And you?

Exercise n° 03 :

Read again the introductions (Pages 3 to 5) and make a list of the differents greetings, enquiries and replies used. State if they are formal or informal.

Exercise n° 04:

Controlled Practice:

Refer to the presentation and complete these short dialogues.

1- Greet your boss when you meet him in the evening

«Mr Simmons,how are you?»
«Very well, thank you »

2- Introduce your boss to a customer

«…..to introduce you to Mr Hampshire»
«Pleased to meet you…Ask with, Susan Ask with»

3- Introduce a friend to another friend
«Paul……..Erica»
«…..»

4- Greet Peter a friend at a party.
«….Peter...»

5- Introduce yourself to someone at a party.
« My name's Paula...»
« Mine's Gordon »

WWW.DZPEN.COM | قلم الجزائر

6- Introduce yourself to a new customer
«…? I'm Harriet Arnold»
«…Brown Micheal….»

7- Introduce your boss to a client
«Let…Mr Bryce… Mr Derry»

II- IDENTIFYING EQUIPMENT AND DESCRIBING ITS FUNCTION :

1- Reading :

Hilary Beacham spends her first day at Compact Systems with Christine Adams the Office Manager Christine shows Hilary the Office equipment that she will need it uses. At the end of the day Christine gives Hilary and Office equipment manual and asks her to read it to make sure that she understands the different items of equipment and their function.

a- A word processor :

A word processor displays the text you are typing on the screen. Manufacturers often refer to it as a «Screen typewriter».

Recently, word processors have become increasingly important and in many companies have almost to folly replaced traditional typewriters.

The advantages are clear: A typist can see the whole text on the screen. So the format can be changed and mistakes corrected before the document is printed. It is also easy and quick to correct mistakes.

b- A dictating machine :

This is a very useful facility in an office. It is used for recording letters into magnetic tape for transcription by a Secretary. The advantage of this for secretaries is that they don't need to take dictation they are simply given a tape to transcribe when it is convenient.

WWW.DZPEN.COM | قلم الجزائر

2- A remate dictation system :

It has the same function as a normal desk top dictating machine, but it has the added advantage of being portable it can be used on a train, a plane etc…

a- A telex machine :

The function of a telex machine is very simple, it is used for sending and receiving messages on the telephone system. The advantages of this are that it is available day and night and it is also inexpensive.

b- Facsimile machine (Fax) :

The facsimile machine or «Fax» is an important addition to the modern office. It is for sending copies of documents, pictures, diagrams, etc… and it's obviously much quincker than posting.

Exercise n° 05 :

Now that you read about the different items of office equipment. Complete the chart below.

Equipment	Function	Advantage (s)
1- Word processor	Display...on a…	**1-** You can see the wholes text. **2-** Easy and…… To….
2- Dictating machine	It is…for recording .....on to…	Secretaries don't. To……
3- Telex	It is…copies of documents, pictures, etc…	…Positing
4- Facsimile machine	It is…copies of documents, pictures, etc…	……Positing

WWW.DZPEN.COM | قلم الجزائر

3- Presentation of new language forms :

Here is some of the language you have just read, notice how it is used to identify and describe the function of equipment.

Identifying equipment	Describing its function
This is a word processor	It displays text on the screen.
This is a facsimile machine	It is for sending copies of documents etc….
This is a telex machine	It is used for sending and receiving messages.

Notes :

- «It is for…ing» describes the function of a piece of equipment (e.g it is for sending copies).
- «It is used for…ing» also describes the function of a piece of equipment (e.g it is used recording letters into tape).

We also use the present simple to describe the function of a piece of equipment (e.g it displayed text on the screen).

Things can have more than one function, if we want to explain that something has two functions, we say :

Function 1 : It's used for typing documents and.

Function 2 : (It's used for) displaying them on the screen.

Exercise n° 06 :

In the table below you have a number of items of office equipment on the left and their function on the right.

First, identify the function of each item of office equipment by writing the appropriate number by the expression which describes its function.

WWW.DZPEN.COM | قلم الجزائر

Then complete the sentences below using the information from the table. The first sentence identifies the equipment; the second sentence describes its function.

The first one in each case has been done for you.

Equipment	**Function**
1- Stapler	( )- Stick one piece of peper another
2- Hole punch	**1-** Fix piece of paper to gether
3- Ruler	( )- Make holes in paper stronger
4- Tippex fluid	( )- Erase mistakes
5- Paper clips	( )- Make holes in paper
6- Reinforcement rings	( )- Correct mistakes
7- Paper glue	( )- Draw straight lines
8- Rubber	( )- Sharpen pencils
9- Pencil sharpener	( )- Hold pieces of paper to gather

1- This is a stapler. It is used for fixing pieces of paper to gather
2- This….makes...
3- This…used….
4- This…is for….
5- These…hold….
6- …Are…used….
7- …Is…is for….
8- This…It….
9- This…used….

4- Lexis and pronunciation :

a- Introductions and greetings :

Filing clerk (Failing klaik) = a person whose job is to organise papers letters and other documents for storage

Staff (Staif) = People who work for a company

Boss (Bos) = A person who has control over others

WWW.DZPEN.COM | قلم الجزائر

Office Manager (Ofis mænidjar) = A person who controls the work in an office.

Office equipment (Ofis ikwipmant) = The machines used in an office e.g typerwriters word processors photocopies etc…

b- <u>Identifying equipment</u> :

Manual (mænjual) = A book giving information or instructions.

To display (dis'plei) = To show

Screen (skri: n) = Front of a display unit (or TV) on which you can see information

Traditional (tra'disionel) = Old - fashioned

Format ('formaet) = Organisation or arrangement

Facility (fa'siliti) = Piece of equipment which gives you the ability to do something

Transcription (traen'skripsan) = The action of writing a copy

To transcribe (troens'kraib) = To write a copy

Portable ('portabl) = Can be carried

c- <u>Who's in the company:</u>

Induction (in'dʌk far) = Period of introduction to a new job

Department (dip'a: t mant) = A division or part of a company

Production Manager : (Pra'dʌksanmoenidzar) = Person in charge of the production department.

Personnel Manager (Pairsa'nel) = Person in charge of the employees in a company and their conditions of work.

Financial Manager (fai'naensal) = Person in charge of a company's money moters.

Brief (brief) = short

Overview (Overvjui) = general picture

WWW.DZPEN.COM | قلم الجزائر

III- WHO'S WHO IN THE COMPANY :

1- Reading :

Hilary Beacham has now finished her induction into Compact System with Christine Adams. The Office Manager and George Brown, the departing Personal Assistant to Alice Everett. It is the beginning of her second week, and today she is going to start two months work as Personal Assistant to Alice Everett, the Marketing Manager.

Alice Everett has decided to start by explaining to Hilary:

Who is who in the company?

Who is responsible for what in the company?

Who everybody works for?

Alice Everett: I think I'd better take this opportunity to explain to you exactly who's who in the company. You'll need to know who to go to if you want to contact a particular manager. Let's start right at the top: David Burton is the Managing Director and his Personal Assistant is Mary Wilkins. The company is divided into four departments: Production, Personnel. Marketing and finance ok?

Hilary Beacham: UN-huh

Alice Everett: Right. Let's deal with each one in turn. Michael Stott looks after production, and his title is Production Manager, and Daniel Harking works as personal Assistant in the Production Department. Then there are two secretaries. Is that clear?

Hilary Beacham: Yes

Alice Everett: Moving on to Personnel we've got Sheila Polson, and her title is Personnel Director, Jean Hargreaves, works for Sheila Polison as Personal Assistant. And then there are two secretaries in the department. Ok?

WWW.DZPEN.COM | قلم الجزائر

Hilary Beacham: Yes, fine

Alice Everett: As you know, I'm the Marketing Manager and for the next two months.

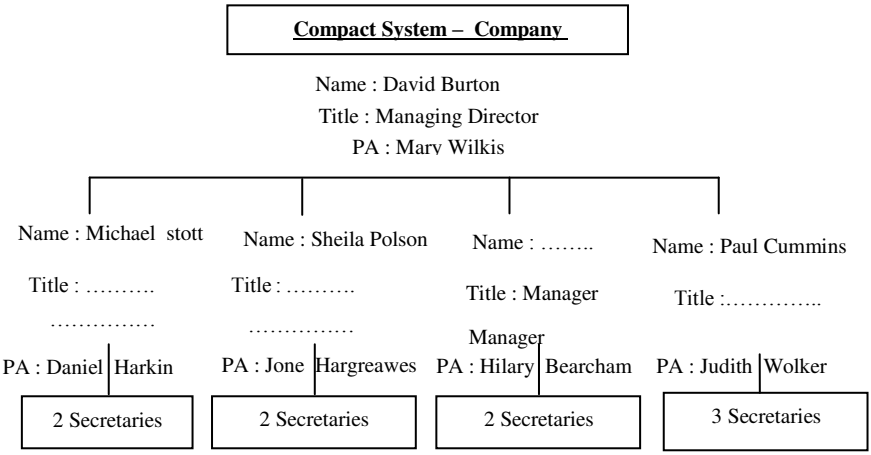
You are going to work as my Personal Assistant. Helen Wright and Karen William's, the two secretaries in the department will report to you. Is that clear?

Hilary Beacham: UN-huh

Alice Everett : And finally, Paul Cummins is responsible for the Finance Department. His PA is Judith Walker. And then there are three secretaries in the department you've met one already, I think. So that's brief overview of the structure of the company. Do you have any questions?

Exercise n° 07 :

As you read through the explanations about who is who in the company, complete the organisation flowchart below by filling in the missing job tiles and names.



WWW.DZPEN.COM | قلم الجزائر

2- Presentation of the new language :

When you want to classify someone in a company, you can do so according to :

a- Their responsibility;
b- Their position in the hierarchy;
c- Their job specification;
d- Their location.

Here is some of the language you have just read for each of the four areas.

a- Responsibility :

1- Paul Cummins is responsible for the Finance Department;

2- Michael Stott looks after production.

b- Position in the hierarchy :

1- Jean Hargreaves works for the Personnel Manager ;

2- Helen Wright and Karen Williams will report to you ;

3- Emma Sharp works under Judith Walker ;

4- Jean Williams works with Samantha Wolf (At the some Level).

c- Job specification :

1- David Burton is the Managing Director ;

2- Daniel Harking works as Personal Assistant.

d- Location :

1- Anna Barlett works in the Personal Department;

2- Frank Tovey and Dorothy White are in the Finance Department.

WWW.DZPEN.COM | قلم الجزائر

Exercise n° 09 :

Refer to the company structure in the reading passage and complete the following sentences. The first one has been done for you.

1- Judith Walker worker as Personal Assistant
2- Paul Cummins……..…..….the financial……..….
3- Jean Hargreaves……..….the personnel Director.
4- Two secretaries…….Dabiel Harking in the……..
5- Alice Everett……...…..to the Managing Director
6- Michael Stott……..…..…the production Department
7- Hilary Beacham……..…..in the…….….Department
8- Paul Cummins looks……..…..the…….…Department.

IV- CHECKING ARRANGEMENTS (TELEPHONING):

1- Reading :

Hilary has to make two international phone calls. Two representatives from foreign companies are coming to Compact Systems and Hilary has to find out their travel details.

Call 1 :

S : CTM gûten Tag

HB : Good morning. Can I speak to Mr Gunther Harz. Please?

S : Who's calling, please?

HB : My name is Hilary Beacham from Compact System.

S : One moment please, I will connect you.

HB :Good morning, Mr Harz. This is Hilary Beacham from Compact Systems hers.

GH : Harz

HB :Good morning, Mr Harz. This is Hilary Beacham from Compact Systems here.

WWW.DZPEN.COM | قلم الجزائر

HG : Ah, good morning. Mrs Beacham

HB : Mr Harz. I'm ringing to check your travel details for your visit to Compact next week. I need to find out when you intend to arrive so we can make the necessary arrangements for your stay. Now, the meeting will be on the 28th February.

HG : I'm planning to arrive on the 27th . The flight number is LF 129 and it arrives at 14:30

HB : Is it a Lufthansa flight ?

HG : Yes, and I am coming into Gatwick.

HB : I think that's all I need to know. Thank you. Goodbye

HG : Goodbye.

Call 2 :

S : Studio Centro

HB : Richard Garniga please

S : One moment please

RG : Garniga

HB :Good morning Mr Garniga. Hilary Beacham from Compact Systems here, I'm calling to find out your travel arrangements for the meeting on the 28th .

RG : I am arriving on the 26th .

HB : Fine, could you tell me when your flight arrives?

RG : At 10.00

HB : Is that Gatwick airport ?

RG : No. Heartrow. And the flight number is BA 322. A British Airways flight?

HB : Fine, well that's all for now. Thank you very much. Goodbye.

RG : Goodbye.

WWW.DZPEN.COM | قلم الجزائر

2- Presentation of the new language forms :

The phone calls made by Hilary are made terms of the following steps:

a- Introductory procedures :

- **Requesting correspondent :**

Richard Garniga, please?

Can / Could I speak to…… please?

- **Identifying yourself :**

My name is Hilary Beacham from Compact System (First introduction) (This is) Hilary Beacham from Compact here (Subsequent introductions).

- **Explaining the purpose of your call :**

I'm ringing to cheek your travel details.

I'm calling to find out your travel arrangements.

b- Final procedures :

1- Indicating that you've got all the relevant information :

Well, that's all Mr Feldman
I think that's all I need to know
That's all for now.

2- Thanking your correspondent for the information :

Thank you (Very much)
Thanks very much for the information

3- Final greeting :

Goodbye
Bye

WWW.DZPEN.COM | قلم الجزائر

Exercise n° 10 :

Now put the following sentences from a phone call into the right order. The speakers are :

S : Switchboard / SJ : Sally Jones / AP : Ann Pilkington

AP : Fine thinks, and you ? ( )

S : who's calling please?
AP : Well, thanks very much for the information ( )

AP : Could I speak to Sally Jones, please ? ( )

AP : Hello, Sally. This is Ann Pilkington here ( )

SJ : Not at all ( )

SJ : Oh, hello Ann. How are you ? ( )

S : MIB, Good morning (1)

AP : Sally, I'm ringing to ask if you can recommend a good..( )

AP : My name is Ann Pilkington ( )

AP : Bye ( )

SJ : Yes, fine too ( )

S : One moment please ( )

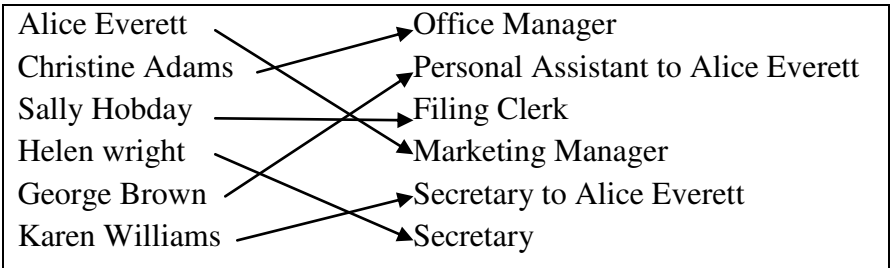
SJ : Bye ( )

SJ : Sally Jones ( )

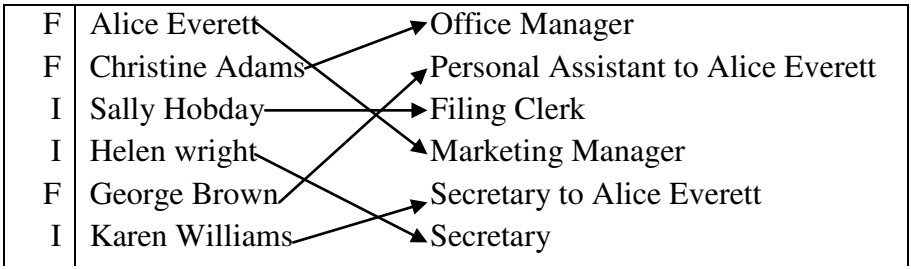
WWW.DZPEN.COM | قلم الجزائر

KEYS TO EXERCISES :

Exercise n° 01:



Exercise n° 02:



Exercise n° 03 :

Greetings	Enquiries	Replies to enquiries
1- Good morning Hilary (F)	**1-** How are you ? (F)	**1-** Very well, thank you (F)
2- Nice to see you again (I)	**2-** And you ? (F)	**2-** I'm fine (F)
3- Pleased to meet you, my name's Christine Adams (F)	**3-**How do you do? My name's is Beacham (F)	**4-**How do you do? I'm HB (F)
5- Hello, Hilary (I)	**4-** How are you doing? (I)	**4-** Fine, thanks, Helen (I)
5- Hello, my name's Sally (I)		**6-** Nice to meet you. Mine's Hilary (I)

WWW.DZPEN.COM | قلم الجزائر

Exercise n° 04 :

1- «Good evening Mr Simmons. How are you? »
«Very well, thank you. And you? »

2- «I'd like to introduce you to Mr Hampshire»
«Pleased to meet you. My name's Askwith, Susan Askwith ».

3- «Paul this is Erica.»
«Nice to meet you.»

4- «Hello, Peter. How are you? »
«I'm fine. And you? »

5- «Hello,my name's Paula.»
«Nice to meet you. Mine's Gorden»

6- «How do you do? I'm Harriet Arnold».
« How do you do? My name's Brown, Michael Brown ».

7- «Let me introduce you too. Mr Bryce. This is Mr Derry».

Exercise n° 05 :

Equipments	Function	Advantage
1- Word processor	Display text on a screen	**1-** You can see the whole texts **2-** Easy and quick to correct mistakes
2- Dictating machine	It is used for recording letters on to tape.	Secretaries don't need to takes dictation
3- Telex	It is used for sending and receiving messages	**1-** Available day and night Inexpensive
4- Facsimile machine	It is for sending copies of documents, pictures, etc…	**2-** Quicker than posting.

WWW.DZPEN.COM | قلم الجزائر

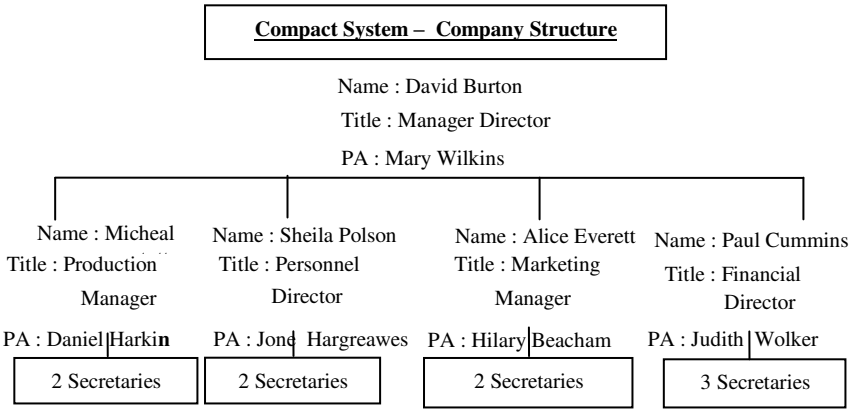
Exercise n° 06 :

Equipment	Function
1- Stapler	**7-** Stick one piece of paper to another
2- Hole punch	**1-** Fix pieces of paper to gether
3- Ruler	**6 -** Make holes in paper stronger
4- Tippex fluid	**8-** Erase mistakes
5- Paper clips	**2-** Make holes in paper
6- Reinfo cementhings	**4-** Correct mistakes
7- Paper glue	**3-** Draw straight lines
8- Rubber	**9-** Sharpen pencils
9- Pencil sharpener	**5-** Hold pieces of paper to gather

1- This is a stapler. It is used for fixing pieces of paper together.
2- This is a hole punch. It makes holes in paper.
3- This is a ruler. It is used for drawing straight lines
4- This is tippex fluid. It is for correcting mistakes.
5- These are paper clips. They hold pieces of paper together.
6- These are reinforcement rings. They are used for making holes in paper stronger.
7- This is paper glue. It is for striking one piece of paper to another.
8- This is a rubber. It is used for erasing mistakes.
9- This is a pencil sharpener. It is used for sharpening pencils.

WWW.DZPEN.COM | قلم الجزائر

Exercise n° 07 :



Exercise n° 08 :

1- Judith Walker works as Personal Assistant.

2- Paul Cummins is the Financial Director.

3- Jean Hargreaves works for the Personnel Director.

4- Two secretaries work under Daniel Harking in the Production Department.

5- Alice Everett reports to the Manager Director.

6- Michel Stott is responsible for the Production Department

7- Hilary Beacham works in the Marketing Department.

8- Paul Cummins looks after the Finance Department.

WWW.DZPEN.COM | قلم الجزائر

Exercise n° 09 :

S : MIB.Good morning

AP : Could I speak to Sally Jones,please?

S : Who's calling, please?

AP : My name's Ann Pilkington

S : One moment, please.

SJ : Sally Jones.

AP : Hello. Sally, this is Ann Pilkington here.

SJ : Oh, hello Ann, how are you ?

AP : Fine thinks, and you ?

SJ : Yes, fine too.

AP : Sally, I'm ringing to ask if you can …….

AP : Well, thank very much for the information.

SJ : Not at all

AP : Bye.

SJ : Bye.