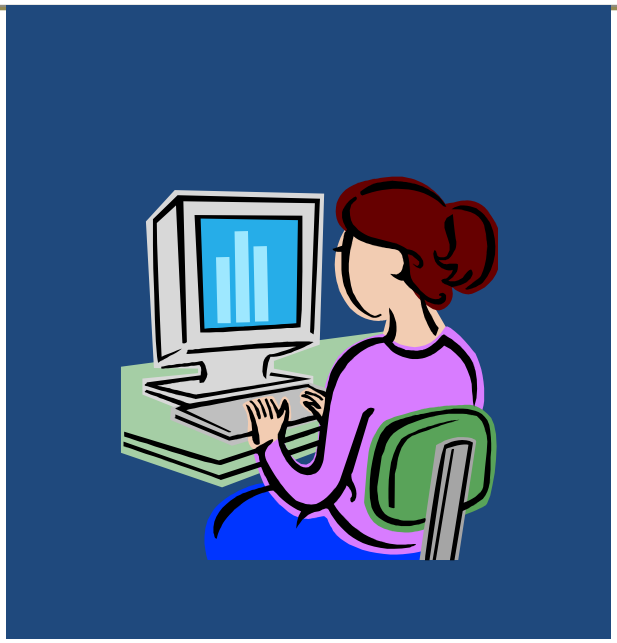


ENGLISH FOR SECRETARIES

[Level 2]

Haramaya University

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Forward

This is a 12-session course of general-use English for all secretarial staff who successfully completed Level 1 and who want to continue to improve their English language skills when communicating with foreign visitors.

Aims of Level 2 Course:

- **To help secretaries build on general and professional oral communication skills**
- **To increase knowledge of general as well as job-related vocabulary**
- **To raise awareness of relevant areas of grammar and language structure**
- **To continue to focus on a high level of accuracy in editing work and production of writing in professional pieces of work**

In this course:

- **Speaking, listening, reading and writing are covered in each session**
- **Project work forms part of the training programme and the end-of-course assessment**
- **End-of-course exam so that secretaries can see how much they have achieved**
- **A certificate will be issued on successful completion of the course**

Please Note:

Even though this was written for Haramaya University, it can easily be modified for any higher education institution in Ethiopia.

GOOD LUCK!

Linda Robertson
Haramaya University

Edited by
David J Fenech
ELIC Advisor
Ministry of Education
Addis Ababa
March 2012

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REVISION OF TOPICS IN 'ENGLISH FOR SECRETARIES – LEVEL 1'

CHECKLIST

Topic	Class Revision of Session 1 For Level 2 Course √	Personal Revision √
Personal Information		
Alphabet		
Reception Skills		
Numbers & Telephone Numbers		
Telephone Calls		
Office Items		
Procedures		
Directions		
Problems & Apologising		
Correspondence		

PERSONAL INFORMATION

Check that you can still give accurate answers in a full sentence to the following questions:

1. **What is your name?**
   Can you please spell your first and second names?

2. **What is your job?**
   Which office do you work in?

3. **How long have you worked at HU?**

4. **Where do you live?**

5. **Can you tell me all about your family?**

6. **What is your mobile phone number?**

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REVISION QUIZ! (1 Mark for each, unless otherwise stated.)

1. **Correct the following phrases:**

    a. **"Get in!" (when asking a visitor to enter the office)**
    b. **"Goodnight!" (to greet a foreign visitor at 7pm)**
    c. **"I am secretary in the Purchasing department." (when describing your job)**

2. **Fill in verbs in the gaps correctly.**

    a. **"Please …….. a seat."**
    b. **"I'll …….. on your message."**
    c. **"Please …….. the line."**
    d. **"I'm sorry, I didn't …….. that. Could you repeat it, please?"**

3. **Which office item is being described?**

    a. **A letter is put into this object before it is sent…**
    b. **This object is used for holding pieces of paper together…**
    c. **This object is used for putting up posters/announcements on the wall**
    d. **Soft copies of information are kept on this item…**

4. **Answer the foreign member of staff's question clearly and correctly.** ***(2 Marks)***

    "Can you please tell me the days and times the new bank on campus is open for staff?"

5. **A foreign visitor wants to get to the new post office from the Administration building. Put the following directions in the correct order:**

    a. **Continue right through the car park**
    b. **Go down the steps first on your right**
    c. **Cross the road**
    d. **Go out the main entrance of this building**
    e. **Go round the corner and it is on your left**
    f. **Turn right**

6. **Write down 3 other ways of saying "I'm sorry…"**

7. **Correspondence: Correct the spelling of the following items often written in letter and memos:**
    a. **wellcome**
    b. **offise**
    c. **College of agriculture**

TOTAL = 25

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SECRETARIES ON THE TELEPHONE DO or DON'T?! (for fun!)

1. _____ **Keep a caller waiting without explanation.**
2. _____ **Give the name of your institution in a friendly voice**
3. _____ **Speak clearly.**
4. _____ **Sound bored!**
5. _____ **Sound helpful and positive.**
6. _____ **Give the impression you know a lot about HU.**
7. _____ **Get irritated.**
8. _____ **Ask the caller to repeat his/her name or number if you didn't catch it.**
9. _____ **Forget to apologize immediately if required.**
10. _____ **Hang up the phone without ending the conversation politely.**

TELEPHONE LANGUAGE ERROR CORRECTION EXERCISE

Read the phone conversation and correct the 6 errors made by the secretary (A).

(A) "Good morning. Haramaya University – AVRP's Office. What can I help you?"

(B) "Hello. Mary Green speaking. I'm calling from Mekele University. I would like to speak to Dr Solomon, please."

(A) "Sorry. He go to Addis this week for a meeting."

(B) "Can I leave a message, please?"

(A) "Of course, but if you are phoning to confirm attendance at the workshop at Monday, I do that for you."

(B) "Thank you. Could you also send a workshop schedule to me via e-mail, please?"

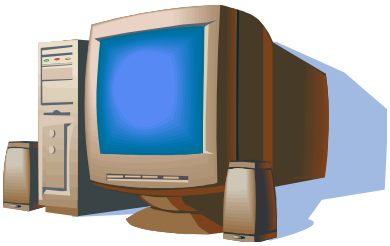
(A) "No problem. I will send you workshop schedule immediately. We look forward to seeing you at HU for the workshop.

(B) "Thank you for all your help."

(A) "Never mind. Goodbye."

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QUALITIES OF AN EFFECTIVE SECRETARY



The verb 'to be' in English:

I am
you are
he/she/it is
we are
they are

"I think that a good secretary is + adjective."

The verb 'to have' in English:

I have
you have
he/she/it has
we have
they have

"In my opinion, a good secretary has + skill."

Vocabulary

Match up each item of vocabulary with the correct definition:

1.	**Sociable____**	**(a)**	**Arrives on time**
2.	**Discreet____**	**(b)**	**Makes it easy for people to ask questions**
3.	**Unflappable____**	**(c)**	**Likes to be with other people**
4.	**Caring____**	**(d)**	**Treats people in a polite way**
5.	**Even-tempered____**	**(e)**	**Knows how to keep work confidential**
6.	**Respectful____**	**(f)**	**Is never stressed**
7.	**Approachable____**	**(g)**	**Is concerned about other people**
8.	**Punctual____**	**(h)**	**Does not get angry**

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Read the words and phrases below and match them with the correct sentence – either:

A good secretary is……	**An effective secretary has……**

approachable	**a good telephone manner**			**punctual**
good computer skills	**helpful**	**friendly**		**patient**
well-organised	**tidy**	**a very good knowledge of English**		
many contacts	**sociable**	**even-tempered**	**respectful**	**discreet**
unflappable	**caring**	**a good memory for names and faces**		

Add any other ideas of your own about what qualities an effective secretary should have.

……

……

GROUPWORK

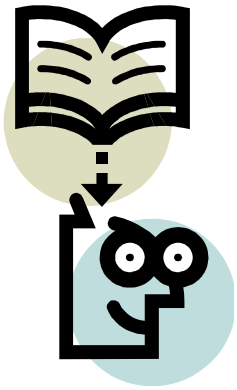
Discuss and decide on 5/6 qualities you think are the most important for a secretary to be effective.
Then present your ideas to the other participants in the training programme.

MY QUALITIES AS A SECRETARY

Assess yourself and add adjectives and skills to the following headings:

I think I am…	**I think I have…**

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INTERESTS & FREE TIME ACTIVITIES INTERVIEW

Listen to a foreign visitor talking about free time activities that she does here in Ethiopia.

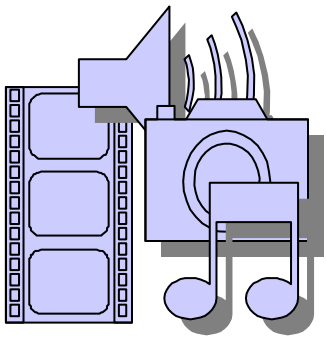
<u>Note down information in English about</u>:

(a) When she has free time.

(b) What activities she likes to do.

(c) What activities she doesn't do in her free time.

<u>INTERESTS & FREE TIME ACTIVITIES</u> **QUESTIONNAIRE**



Name……

Job……

Please complete the following information about your free time interests:

(1) How many hours of free time do you have each week?

……

(2) When do you have free time?

……

(3) Do you go to church/the mosque? If yes, how often do you go?

……

(4) Do you study in your free time? If yes, what do you study? When do you study?

……

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(5) Do you play any sport? If yes, what do you do?

……

(6) Do you like to watch any sport? (e.g. on TV) If yes, what do you watch?

……

(7) Do you like to do any of the following activities? If yes, tick (√) the item.

Do you like to……?

Watch TV		**Socialize with friends**	
Spend time with the family		**Improve your home**	
Watch films/DVDs		**Play with the children**	
Listen to the radio		**Cook for the family or guests**	
Listen to music		**Visit relatives**	
Listen to spiritual songs		**Go to restaurants**	
Read books		**Travel**	
Dance		**Help other people**	
Use the computer		**Grow flowers or vegetables**	
Sew or make clothes		**Go shopping for clothes**	

(8) Are there any other interests you have or activities that you do?

……

……

SPEAKING

Pairwork: Interviewer and Interviewee

Ask a partner the same questions you have prepared answers for. Take short notes of the information about their free time interests. Then you will be able to present your partner's information about free time activities to the rest of the group.

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LANGUAGE RESOURCE **Present simple tense – 1st & 3rd person singular**

Talking about me (+)	Talking about me (-)	Talking about someone else (+)	Talking about someone else (-)
I have……	I *don't* have…	She has……	He *doesn't* have...
I go……	I *don't* go…	He goes……	She *doesn't* go…
I study……	I *don't* study…	She studies……	He *doesn't* study…
I play……	I *don't* play…	He plays……	She *doesn't* play…
I like……	I *don't* like…	She likes……	He *doesn't* like…

WRITING

My Free Time Activities and Personal Interests

I normally have about …….. hours of free time each week.

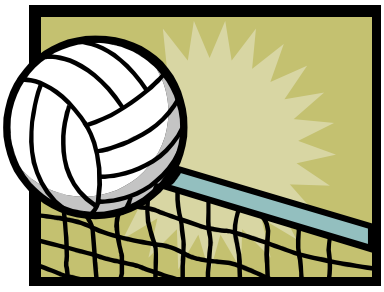
I have free time on …….. / at the weekends.

I go……

I study……

I play……

I like to ……, ……, ……

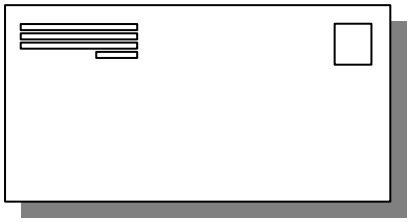


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JOB APPLICATIONS & Curriculum Vitae (CV)

When a secretary sends her CV to apply for a position, she should also include a short letter (cover letter). The cover letter and the curriculum vitae should be word-processed so that the secretary can provide a prospective employer with a suitably professional outline of her experience to date.

(1)WRITING A COVER LETTER



SOME REMINDERS ABOUT FORMAL CORRESPONDENCE

- Your address should be at the top, on the right and in the middle of the page WITHOUT your name above it.
- The rest of the letter is written in block format.
- 12-point Times New Roman or Arial are most frequently used in this type of correspondence.
- The letter should be on **ONE** A4 page.
- The date is NOT given as numbers only, it is written out (4 July 2007). This is due to the fact that British English speakers use the sequence 'day, month, year' but American speakers place the month first…so the use of numbers can cause confusion.
- If you do not know the name of the recipient, write 'Dear Sir' if you know it's a man or 'Dear Madam' if you know it's a woman. If you do not know whether you are writing to a man or a woman, write 'Dear Sir/Madam'.
- If you know the name and the recipient is European or American, remember to write 'Dear + title + surname (second name)'. 'Dear Mr. Wilson' is correct and **NOT** 'Dear Mr. John'.
- 'Yours sincerely' (US = 'Yours truly') is used at the end of a letter if you know the person's name. If you start your letter with 'Dear Sir', 'Dear Madam' or 'Dear Sir/Madam', use 'Yours faithfully' at the end of the letter.

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A COVERING LETTER **Application for a Job as a Secretary**

The information in *italics* in the letter can be changed to suit the application.

Your address here

P.O. Box 20
Haramaya University
Dire Dawa
ETHIOPIA

Recipient's name, job title and address here

Mr. John Wilson
Head of Personnel
ABC International University
P.O. Box 56
Addis Ababa
ETHIOPIA

Date

30 September 2007

Dear *Mr. Wilson*

Application for the post of *Head Secretary to the Vice-President*

I would like to apply for the post of *Head Secretary in the Academic and Research Vice-President's Office* which I saw advertised in *'The Reporter'* of *28 September 2007. I have been a secretary at Haramaya University since February 2003 and I have worked as Head Secretary in the Faculty of Business & Economics since September 2005.*
Please find attached my curriculum vitae which indicates my qualifications to date and my experience relevant to this post. I would be willing to attend an interview at any time suitable for you.
Thank you very much in advance for considering my application and I look forward to hearing from you at your earliest convenience.

Yours sincerely,

Abeba Tegegne

Abeba Tegegne

Enc: CV

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A COVER LETTER : Gap-filling exercise

Language Used In Job Application Letters

Practise the phrases for writing a covering letter by filling in each gap with the correct word from the box.

(1) Application for the …… of Head Secretary.

(2) …which I saw …… in 'The Reporter'.

(3) Please find …… my curriculum vitae.

(4) …which …… my qualifications to date.

(5) and my …… relevant to this post.

(6) I would be willing to …… an interview at any time suitable for you.

(7) Thank you very much in advance for …… my application.

(8) I look forward to hearing from you at your earliest ……

convenience	**indicates**	**attend**
advertised	**experience**	
attached	**post**	**considering**

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EDITING PRACTICE: CHECKING FOR ERRORS IN A COVERING LETTER

Read the following word-processed covering letter for a job. There are 10 errors. Work with a partner to find the mistakes and correct them.

P.O. Box 61
Haramaya University
Dire Dawa
ETHIOPIA

Ms Susan Smith
Head of personnel
Millenium International College
P.O. Box 95
Harar
ETHIOPIA

Dear Mrs Smith

application for the post of Head Secretary to the College Dean

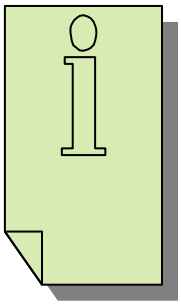
I would like to apply for the post of Head Secretary to the Dean which I see advertised in 'The Reporter' of 29 September 2007. I have been a secretary at Haramaya University since 1997 and I have worked as Head Secretary for the Dean of the Faculty of Education since October 2004. Please find attached my curiculum vitae which indicates my qualifications to date and my experience relevant to this post I would be willing to attend an interview at any time suitable for you.
Thank you very much in advance for considering my application and I look forward hearing from you at your earliest convenience.
Yours faithfully,

Fasika Ahmed

Fasika Ahmed

Enc CV

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WRITING A CURRICULUM VITAE

Curriculum vitae (noun): ***a brief account of one's education, qualifications and previous occupation(s). (Latin = course of life)***

Your CV is a summary of your academic and professional life up to now. It usually concentrates on your personal details, education, work experience and additional training/qualifications.

- **A CV should be written in simple, clear language with short words and sentences so that it is easy for the prospective employer to read.**
- **It should concentrate on facts.**
- **Headings are used to organize the information and a maximum of 5/6 is sufficient.**

  (1) PERSONAL DETAILS
  (2) PROFESSIONAL EXPERIENCE
  (3) EDUCATION
  (4) ADDITIONAL QUALIFICATIONS/TRAINING COURSES
  (5) SPECIAL INTERESTS/SKILLS
  (6) REFERENCES

- **List the information under the headings in reverse chronological order (last/most recent piece of information first).**

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CURRICULUM VITAE

PERSONAL DETAILS



Surname: Tegegne
First name(s): Abeba
Date of birth: 2 May 1984
Place of birth: Alemaya, Ethiopia
Nationality: Ethiopian
Religion: Orthodox Christian
Contact address: P.O. Box 53, Haramaya University, Dire Dawa, ETHIOPIA
Telephone number (mobile): 0915 76 15 26
E-mail: abebat@hotmail.com

PROFESSIONAL EXPERIENCE

September 2005 – present	**Head secretary, Faculty of Business & Economics, Haramaya University**
February 2003 – September 2005	**Secretary, Faculty of Education, Department of Afan Oromo, Haramaya University**
October 2002 – February 2003	**Temporary trainee secretary, ABC Language School, Harar**

EDUCATION

September 2001 – September 2002	**XYZ College, Harar – diploma in typing**
September 1997 – July 2001	**Alemaya Secondary and Senior Secondary & Preparatory Schools, Grades 9-12.**
September 1989 – July 1997	**Model School, Haramaya University Campus, Grades 1-4 & Grades 5-8**

ADDITIONAL QUALIFICATIONS/TRAINING COURSES

September 2005 – present	**Secretarial Science & Office Management course, Lucy College, Harar (3-year evening programme)**

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21 May – 28 June 2007	**Training course: 'English for Secretaries-Level 1', English Language Improvement Centre, Haramaya University**
May 2007	**IT training course, Haramaya University 4-day workshop**

SPECIAL INTERESTS/SKILLS

Fluent speaker of Amharic and Afan Oromo

Good knowledge of English

Member of the Women's Group on Haramaya University campus

In my free time I like to listen to music, spend time with my family, attend church regularly and read.

REFERENCES

PROFESSIONAL

Ato Dejene Nigussie, Dean – Faculty of Business & Economics, Haramaya University
& address & telephone number

PERSONAL

W/o Emebet Lemma, Secretary – School of Graduate Studies, Haramaya University
& address & telephone number

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A PROFESSIONAL REFERENCE

Read the following information to be included in a professional reference. It is not in the correct order. Re-order the boxes so that the information forms a professional reference for an employee.

(1) In addition, she has very strong computer skills and a good command of both spoken and written English.

(2) Dejene Nigussie Dean, Faculty of Business and Economics

(3) TO WHOM IT MAY CONCERN

(4) Abebe Tegegne is a valued member of staff at HU and I have no hesitation in recommending her for suitable employment.

(5) During this time, she has shown herself to be a reliable, well-organised and efficient employee. Her rate of absence from work is low and her punctuality is excellent.

(6) She has participated in training courses to develop her professional skills.

(7) Abeba Tegegne has worked in the Faculty of Business and Economics since September 2005.

(8) She is caring and helpful and is well-liked and respected by her colleagues.

LANGUAGE RESOURCE: FOR, SINCE, FROM……TO……

FOR (+ length of time)	**SINCE** (+ a point in time)	**FROM……TO……** (from + a starting time & to + a finishing time)
for *10 years*	since *February 2007*	from *September 2005* to *November 2006*

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EXPLAINING INFORMATION ABOUT YOUR EDUCATION, WORK EXPERIENCE & ADDITIONAL QUALIFICATIONS/TRAINING

The simple past is used to talk about an activity or situation in the past *which is finished now*:

- I attended the Model School on Haramaya University campus from September 1989 to July 1997. I completed Grades 1-4 and then Grades 5-8 there.
- I then attended Alemaya Secondary and Senior Secondary & Preparatory Schools from September 1997 to July 2001. I completed Grades 9-12 there.
- I worked as a secretary in the FOE, department of Afan Oromo from February 2003 to September 2005.
- From 22 May to 28 June 2007, I participated in an English training course for secretaries.
- I completed an IT training course in May 2007.

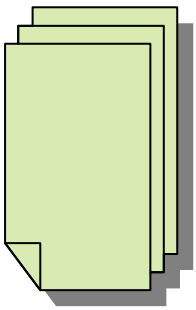
The present perfect is used to talk about an activity or a situation that *started in the past but is still happening now*:

- I have worked as Head Secretary in the Faculty of Business & Economics at Haramaya University since September 2005.
- I have taken part in a number of training courses to help me develop my professional skills.

The present continuous tense is used to talk about an activity or a situation that *is happening now*:

- I am participating in a training course, 'English for Secretaries – Level 2', for 6 weeks.

Writing Activity



My educational background, professional experience and additional qualifications/training:

Write a paragraph of information in English with details of your education, work experience, additional qualifications and training courses you have completed.

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THE OFFICE COMPUTER

An important part of a secretary's work is to be able to use the computer efficiently as it is used for a wide range of administrative purposes including official correspondence and keeping records.

Computing-specific prefixes

Match the prefixes on the left-hand side of the page with the correct definition on the right.

(1) mega-	(a) many
(2) giga-	(b) three
(3) mini-	(c) one thousand
(4) micro-	(d) one
(5) bi-	(e) ten
(6) tri-	(f) very small
(7) multi-	(g) large
(8) mono-	(h) two
(9) deci-	(i) small
(10) kilo-	(j) very large

Computing Abbreviations **Test your knowledge!**

Ex. A What is the abbreviation for……?

(1) Worldwide web
(2) Personal computer
(3) Internet service provider
(4) Wireless application protocol phone (mobile phone with access to internet)
(5) Joint photographic experts' group (standard in image compression)

Ex. B Explain what the following abbreviations stand for:

(1) LAN
(2) WAN
(3) DTP
(4) CAD
(5) IT

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WORD PROCESSING

Listening Gap-filling Exercise

Listen to the UK secretary explaining to a junior colleague in the office how to carry out a word-processing task. As you listen, fill in each gap in the conversation correctly using one of the words in the box at the bottom of the page.

(A) Do you know how I can move this ……..? I want to put it at the end of this page?

(B) No problem. First, you use the mouse to …….. the text that you want to move and then you choose the Cut …….. from the Edit menu.

(B) Like this?

(C) Yes, that's right. The selected text disappears. Next, you find where you want the text to appear and you …….. to position the …….. point in this place.

(A) Is that ok?

(B) Yes, if that's where you want it. Finally, choose …….. from the Edit menu or hold down Command and …….. V.

(A) What do I do if I make a ……..?

(B) You can choose …….. from the Edit menu which will …….. your last editing command.

(A) Thanks for your help.

(B) No problem.

reverse	**paragraph**		**command**
Paste	**mistake**	**insertion**	**Undo**
select	**click**		**press**

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GIVING CLEAR INSTRUCTIONS in a Computing Process

It is very useful when secretaries can explain clearly to English-speakers how to carry out a computing process.

Common Verbs: Used to Give Computing Instructions

Change / re-set
Check
Click / double click (on)
Delete
Drag
Find
Go to
Hold down
Insert
Move
Press / push
Put / place / position
Scroll
Select / choose
Use

Connectors: Used to Highlight Different Areas of The Instructions

First….. Next….. Then….. After that….. Finally,…..

Example: How to Add a Symbol Into Your Text

1. **First use the mouse to select and click on the place in the text where you want to position the symbol.**
2. **Next go to the Insert menu.**
3. **Then drag the arrow down to Symbol and click.**
4. **When the box with symbol options appears, go to Subset and click on the arrow at the right-hand side to bring up the lists of types of symbols available (e.g. Currency symbols or Mathematical operators).**
5. **After that, select the symbol you want to insert. Click on the small box it appears in.**
6. **Finally, click on Insert at the foot of the box on the right-hand side and then on Close.**

You should find the symbol you chose has been inserted in the correct place in your text.

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GIVING CLEAR INSTRUCTIONS: Activity

Using the common verbs for giving instructions as well as the connectors to highlight different stages of the instructions, choose a computing process and note down how you would outline each stage of the procedure to an English-speaker. Then practise saying out your instructions to a partner.

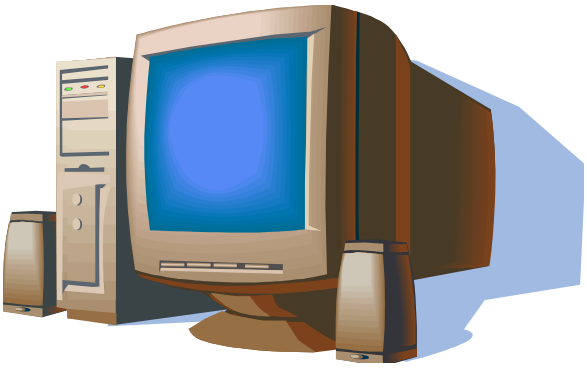
Possible Examples:

- **How to insert a picture into a document**
- **How to set tabs**
- **How to insert page numbers**
- **How to add bullets/numbering**
- **How to insert a table**
- **How to log on to a computer at HU to access the internet**

…or choose any other computing process…

THE COMPUTER WORKSTATION

desk
mouse (and mouse mat/pad)
monitor
keyboard
surge protector
printer
divider
8-port hub
stack
memory stick
fax machine
scanner
speakers
computer tower



Describing the components which make up your computer workstation in the office:

*In the office I have my own workstation.
I share a workstation with…..

There is…..
I have…..The workstation consists of…..

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WORD-PROCESSING TERMINOLOGY

How well do you know your way around the menus of your computer in English? Test your knowledge! Some of the commands have been left out of the word-processing menus below. Try to fill them in correctly and then check your answers on your computer menu.

Please Note: This is for an older version of Microsoft Office.

FILE	EDIT	FORMAT	TOOLS
New	Undo typing	……	……...& grammar
……	……	Paragraph	Research
Close	……	Bullets+Numbering	Language
……	Office Clipboard	Borders+Shading	Word count
Save as	……	Columns	Speech
Save as Web Page	Select All	……	Shared Workspace
File Search	Find	Text direction	……
Permission		Theme	Customize
Web Page Preview		Styles+Formatting	Options
Page Setup			Reveal Formatting
……			
Print			
Send to			

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COMPUTING VOCABULARY BANK FOR SECRETARIES

Glossary Of 40 Selected Computing Terms



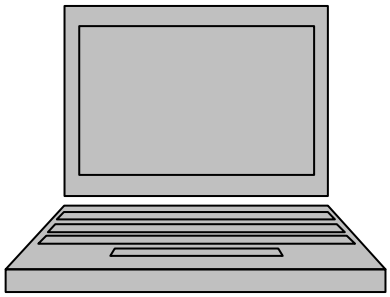
	Term	Definition
1.	**arrow keys (n)**	Direction or cursor keys that allow the computer user To move the insertion point around the screen
2.	**back-up (n)**	A copy of data or software that is kept in case the Original is damaged
3.	**back up (v)**	To copy files from one disk to another
4.	**boot (v)**	To start up
5.	**byte (n)**	A unit of information
6.	**central processing unit (n)** (cpu)	The 'brain' of the computer which makes programmes function that are stored in the main memory
7.	**character (n)**	A symbol on the keyboard (e.g. Letter, number)
8.	**compact disc (n)**	A storage device
9.	**crash (v)**	The system fails
10.	**data (n)**	Information to be processed by a computer programme
11.	**desktop publishing (n)** (dtp)	The use of a computer system for all types of document production (e.g. Typing, editing, graphics & printing)
12.	**disk drive (n)**	An electronic mechanism that reads what is on a disk
13.	**edit (v)**	To make changes and corrections
14.	**electronic mail (n)**	This allows users to exchange messages electronically (e-mail)
15.	**fax (n)**	A machine which scans a document so that the image is Sent to the receiving machine which then produces a copy of the original
16.	**folder (n)**	This holds documents and allows you to organize information
17.	**font (n)**	Shape, style and/or size of typeface
18.	**format (n)**	Layout of a document (e.g. Page numbers, line spaces, margins, headers, footers)
19.	**hardware (n)**	The electronic & mechanical parts that make up a computer

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		system
20.	**icon (n)**	A small picture representing an object, process or function
21.	**Internet (n)**	A global system of computer networks which facilitates Data communication services
22.	**laptop (n)**	A portable computer
23.	**mail-merging (n)**	A process of combining a database file with a word Processor to personalize a standard letter
24.	**menu bar (n)**	Area at the top of the screen which allows access to the Different menus
25.	**mouse (n)**	A small device with a ball underneath (or laser light)that is moved by The computer user to position the cursor and/or make Choices from the menu
26.	**multimedia (n)**	Integration of existing technologies of audio, video, Animation and telecommunications with computing
27.	**password (n)**	A secret word which must be entered before access is Given to the computer system
28.	**printer (n)**	An output device which converts data into printed form
29.	**random access memory (n)**	The part of the main memory which stores information (ram) temporarily while you work
30.	**read-only memory (n)**	Chips of memory containing information which is (rom) present and permanent
31.	**save (v)**	To copy information from the RAM to a disk
32.	**scanner (n)**	An input device that reads the image of a series of dots & introduces information into the computer's memory
33.	**screen saver (n)**	A program that darkens the screen after you have not Worked on the computer for a few minutes
34.	**scroll (v)**	To move a document by using the scroll bars so that you Can see text in another part of the document
35.	**software (n)**	Information in the form of data and programmes
36.	**spellchecker (n)**	Corrects typing mistakes (you must still be vigilant)
37.	**spreadsheet (n)**	An application programme for financial planning which Allows the computer user to present and analyse information in tabular form
38.	**upgrade (v)**	To add or replace hardware or software to increase the Computer's capabilities
39.	**virus (n)**	A piece of software that attaches itself to an application or file and then spreads to system files & other software
40.	**window (n)**	A rectangle on the desktop that displays information

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TEAM GAME: Which term is being defined?



1. Listen to your tutor reading out a definition of a computing term
2. In your team, try to work out which term it is
3. Note down the term
4. After 10 examples, the answers will be discussed
5. The team with the most correct answers wins!

PRONUNCIATION FOCUS

When communicating in English, the more accurate your pronunciation of the language, the more easily you will be understood. There are various areas of difficulty with English pronunciation for non-native speakers, for example:

Native French speakers	'th' is often pronounced as /z/
Native German speakers	'v' and 'w' can cause problems as 'v' = /f/ and 'w' = /v/ in German
Native Spanish speakers	'b' and 'v' can cause problems as they are the same sound /b/ in Spanish
Native Chinese speakers	'r' is pronounced as /l/ 'v' is pronounced as /b/

In Ethiopia, the following 2 areas cause problems and it is worth focusing on them and practising to improve them so that your message comes across as clearly as possible.

(1) Past Tense /ed/

This mispronunciation means that /ed/ is said for the past tense of regular verbs.

e.g. 'show*ed*' instead of 'show*d*'

The secretary showed her colleague how to operate the new colour printer.
(√ pron. = *showd*)

Practise reading out the following sentences, focusing on the correct pronunciation of past tense /ed/.

(1) The Faculty secretary arranged a vehicle for 2 lecturers to travel to Addis.

(2) The poster announced the date and time of the graduation ceremony.

(3) The Finance secretary asked the Head of Finance to sign an urgent cheque.

(4) The staff claimed 'per diems' for their attendance at the workshop.

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(5) The secretary saved the document onto the memory stick.

(6) The 'English for Secretaries' training continued after the Ethiopian New Year.

(7) The Management discussed the university budget during the meeting.

(8) The secretary attached a document to the e-mail.

(9) The office telephone was answered immediately.

(10) One of the office secretaries organized refreshments for the people in the meeting.

(11) The secretary enclosed a leaflet about HU with the letter.

(12) The procedure for purchasing items at HU was explained to the foreign member of staff by the department secretary.

Rule:

The /e/ in past tense /ed/ should only be pronounced after /t/ or /d/.

E.g. The secretaries invited the foreign member of staff to join them for coffee.

(√ pron. = invit*ed*)

Now practise the following examples:

(1) The planning meeting lasted for 2 hours.

(2) Members of staff at HU have completed many different training courses.

(3) An English-speaking guest was directed to the Administration building by one of the secretaries.

(4) Copies of the minutes of the meeting were requested by all participants.

(5) HU staff attended a General Meeting on the main campus recently.

(2) Consonant clusters

Groups of consonants without vowels are very common in English but are not always easy for non-native speakers to pronounce. Ethiopians have a tendency to put in a vowel sound to make the English cluster easier to say.

E.g. true → 'terroo' next → 'nekust' students → 'studentes'

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English Consonant Clusters at The Beginning of a Word
…usually involve 2 consonants; when there are 3, the first one is always /s/.

*br*owser	in *fr*ont of	*pl*an	*scr*een
*cl*ick	*gr*aduation	*pl*ease	*spr*eadsheet
*cl*inic	*gr*ound floor	*Pr*esident	Go *str*aight on
*cl*ose	*gr*oup	*pr*inter	*tr*adition
		*pr*oblem	*tr*anslate
		*pr*ocessing	*tr*ansport

English Consonant Clusters at The End of a Word

cou*ntry*	fi*fth*	fa*cts*	fi*rst*	fo*rm*
te*xts*	tha*nks*	tu*rn*	thi*ngs*	wo*rld*

English Consonant Clusters in the Middle of a Word

a*bbr*eviation	admini*str*ation	a*ddr*ess	a*ppr*eciation
ce*ntr*ed	co*mpl*aint	co*mpl*ete	co*ntr*act
du*pl*ication	e*ncl*osure	e*xpl*anation	
i*mpr*ovement	i*ncl*ude	li*br*ary	

<u>Stress on Words: Compound Nouns</u> ***(= a noun usually made up of 2 words)***

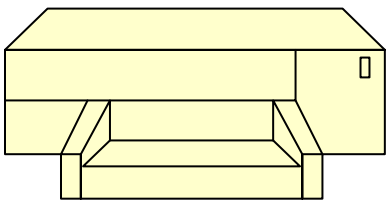
Sometimes 1 syllable is given prominence and sometimes 2

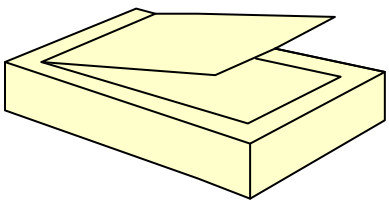
Examples for secretaries:

(1)filing system **(2)keyboard** **(3)laser printer** **(4)message pad**

(5)phone call **(6)photocopier/photocopy**

(7)spreadsheet **(8)training course**





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RESPONDING TO 'TAG QUESTIONS'

Responding correctly to tag questions represents an area of difficulty for non-native English speakers. Incorrect responses can cause a lot of confusion for foreign visitors. Tag questions are used frequently in English and it is worthwhile for secretaries to know how to respond appropriately to provide the visitor with clear information.

tag = A *short structure that is added to the end of a statement to make it a question.

***E.g.:* An example of 'small talk':**

A: "It's a lovely day, isn't it?"

statement ***tag***

B: "Yes, (it is)."

Tag questions are usually asked when the speaker expects the person they are addressing to agree with them or to confirm the statement.

***E.g.:* A Level 2 secretary is checking with her tutor:**

A: "The secretaries are going to receive certificates at the end of the training programme, aren't they?"

B: "Yes, (they are)."

RULE FOR TAG QUESTIONS:

positive (+) statement & negative (-) tag → YES answer

A: "The Management meeting will finish soon, won't it?"
B: "Yes, (it will)."

negative (-) statement & positive (+) tag → NO answer

A: "The Internet isn't connected today, is it?"
B: "No, (it isn't)."

The 2nd part of the rule is the point which most often causes difficulties for non-native speakers and confusion for English-speaking visitors if a 'yes' answer is given!
TIP: Try to think of your answer as reflecting the negative in the original statement. (The Internet is not connected = negative and so answer = "No.")

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PRACTICE TASK: "Yes" or "No" answer?!

(1) The secretary in that office speaks very good English, doesn't she?

(2) The transport form I filled in yesterday has been signed and sent to the transport office, hasn't it?

(3) The duplication request I made last week is not back yet, is it?

(4) Many of the HU secretaries have worked at the university for a long time, haven't they?

(5) The university offices aren't open on public holidays, are they?

(6) The fax machine isn't working again today, is it?

(7) The workshop lunch will be held in the Staff Lounge today, won't it?

(8) The items I ordered through Purchasing have not been delivered yet, have they?

(9) The Dean is not on campus today, is he?

(10) The HU secretaries are always very helpful to foreign visitors, aren't they?

UK & U.S. English … For fun!

Both UK and U.S. English are used on HU campus…

Work in teams and try to fill in the gaps with the correct UK or U.S. English word – the fastest team to complete all of the answers correctly wins!

U.K.	U.S.
e.g. enquiry	**inquiry**
(1)	**cell phone**
(2)holiday	
(3)car park	
(4)	**restroom**
(5)	**Yours truly**
(6)autumn	
(7)biscuit	
(8)bill	
(9)	**schedule**
(10)	**apartment**
(11)petrol	
(12)	**driver's license**

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SPECIAL EVENTS

(Procedures & Regulations, Giving Directions, Explaining Problems, Apologizing & Responding to Requests for Help)

Foreign visitors are usually very interested in any special events which take place during their stay. Secretaries can be of great help in explaining Ethiopian traditions and in assisting visitors so that they can take part in any special ceremonies.

GRADUATION DAY

Match each number with a letter to form sentences explaining what will happen on graduation day.

1. Campus will be____	a) Will then proceed.
2. Prospective graduates and guests____	b) Will be here for the day.
3. Graduates will receive____	c) Will arrive and open the ceremony.
4. The prospective graduates will march down park____	d) Very early in the morning in the car
5. Official and, of course, informal____	e) Flowers and go for lunch to celebrate.
6. Students' families and friends____	f) Will find their seats first.
7. University officials and the guest of honour____	g) Very busy.
8. Security will be____	h) Photographs will be taken.
9. Prospective graduates will assemble____	i) To the stadium in their departments.
10. All parts of the ceremony____	j) Very tight.

Now put the sentences in a suitable order so that you can use them to give a foreign visitor a clear, well-structured explanation of the events of graduation day.

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HELPING VISITORS AT SPECIAL EVENTS

Question	Practice Area	Key vocabulary
"I would like to attend the official graduation ceremony. Can you explain to me the procedure I have to follow, please?"	**Explaining a procedure**	**●ARVP's office ●Official invitation ●University's official stamp ●Don 't forget to… ●Security inspection**
"Can you tell me what time the ceremony will start and when it will finish, please?"	**Responding positively to a request and explaining a procedure**	**●8:00-8:30am = prospective graduates' procession ●Find seat 8:30am ●Start approx. 9:00am ●Finish approx. 1:00pm**
"Will the ceremony take place in English?"	**Apologising**	**●Amharic ●Interesting to see ●Written programme (English) ●Available – graduation day**
"Can you tell me where to sit during the ceremony?"	**Explaining a procedure and giving directions**	**●Reserved areas (with invitation) ●Staff area (marquee) ●Area behind officials ●Ask if problem**
"Can I take photographs during the ceremony?" "Can I also use a flash?"	**Explaining a regulation**	**●√ – No restrictions ●Stand up ●Leave seat ●√ flash**
"Some of the other foreign members of staff will be on holiday and miss the ceremony."	**Explaining and volunteering to help**	**●Person responsible – video camera ●Recording ceremony ●Arrange to see it**
"I have been invited for lunch by a graduating student. What should I take as a gift?"	**Explaining a cultural tradition**	**●Card ●Flowers/small gift, e.g. …… ●Enjoy…!**
"How do I say 'Congratulations' in Amharic?"	**Explaining and translating**	
"Thank you very much for all of your help – I always have lots of questions!"	**Responding to appreciation for help given**	

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LANGUAGE RESOURCE

Rules, Regulations, Procedures – X – Not Allowed ●"I'm sorry, that is not permitted." ●"That's not allowed."
Rules, Regulations, Procedures - √ - Allowed ●"There are no restrictions – you can ……. if you wish." ●"There is no problem with that – you can ……." ●"You are allowed to ……."
Apologising ●"I'm very sorry." ●"So sorry." ●"Sorry for the inconvenience." ●"I apologise for that." ●"All I can do is apologise – I appreciate that it is inconvenient."
Explaining a Procedure / Tradition ●"First you (have to)….." + *infinitive of verb* ●"Next….." ●"Then….." ●"After that….." ●"Finally….." ●"Normally we….."
Directions ●"Go….." ●"You will see….." ●"There is….." (+ singular noun) ●"There are….." (+ plural noun) ●in front of / behind / left / right
Responding Positively To Requests ●"Of course I can!" ●"Certainly!" ●"No problem at all!"
Volunteering To Help ●"I can do that for you." ●"I'll do that for you if you like." ●"I could arrange that on your behalf."
Responding To Appreciation For Help Given ●"You're welcome!" ●"Don't mention it!" ●"No problem (at all)!" ●"Happy to help." ●"Any time…"

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WRITING & EDITING WORK

Here are some areas of difficulty when editing text and producing examples of writing.

(1) SPELLING: QUICK SPELLCHECK!

Choose the correct spelling of the word – (a) or (b) – to fill in the gap in each sentence:

(1) A …….. for Level 2 secretaries: Training will take place in the FOE Conference Room on Tuesday 25 December instead of the Senate Hall.
(a) massage **(b) message**

(2) FOR THE ATTENTION OF ALL ……
(a) STAFF **(b) STUFF**

(3) Welcome to Haramaya ……!
(a) University **(b) Universty**

(4) A …… of the main points of the General Meeting is available for reference.
(a) summery **(b)summary**

(5) Yours ……,
(a) sincerely **(b) sincerly**

(6) Please register …… for the workshop.
(a) hare **(b) here**

(7) LIBRARY - ……,please
(a) quite **(b) quiet**

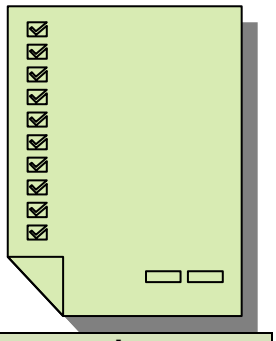
(8) …… of Agriculture
(a) Collage **(b)College**

(9) The main HU …… is 5 km outside Haramaya.
(a) campas **(b)campus**

(10) The ELIC training programme for secretaries was …… in May 2007.
(a) launched **(b)lunched**

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FORM-FILLING: Listening and Spelling Exercise



A foreign member of staff is explaining to a secretary, items to be ordered through Purchasing. Fill in the form correctly according to the information you hear on tape. Check your spelling of the items!

REQUISITION & ISSUE SLIP

Description	Quantity requested
(1)	
(2)	
(3)	
(4)	
(5)	
(6)	
(7)	
(8)	
(9)	
(10)	

(2) COUNTABLE & UNCOUNTABLE NOUNS

Generally, nouns have 2 forms – singular and plural – and are **countable**.

Uncountable nouns have only one form, are not used with numbers and not usually with 'the', 'a' or 'an'. Examples are 'electricity', 'pay' and 'accommodation'.

*If a noun is countable, remember to put a number, 'a', 'an' or 'the' in front of it or make it plural by adding 's' at the end.

COUNTABLE or UNCOUNTABLE? **Test your knowledge!**

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Complete the 2 columns correctly using the words in the box at the foot of the page.

COUNTABLE	UNCOUNTABLE
per diem	*money*

water **training** **vehicle** **employee**

payment **transport** **funding** **form**

staff **meeting** **information** **course**

POSTERS / ANNOUNCEMENTS

Read the following HU posters and announcements produced by secretaries. Add the word below the box to each one with 'a' (general), 'the' (specific), 's' if it should be plural or no article if it is uncountable.

F.A.O
English department staff

There will be …… on Wednesday at 10:30am in the Language Lab.

meeting

1ST YEAR STUDENTS

Please remember to pick up a leaflet with …… about HU from the Students' Association.

information

STUDENTS PLEASE NOTE:

All ……
will begin on Wednesday after registration procedures are completed.

course

FOR THE ATTENTION OF ALL STAFF

TRANSPORT REQUESTS

Please book …… at least 2 days in advance.

vehicle

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FOR THE ATTENTION OF ALL ACADEMIC STAFF Payments for exam invigilation during summer courses can now be collected from …….	FOR THE ATTENTION OF ALL STUDENTS New I.D. …… will be issued on Monday in the Auditorium from 8:00am – 12:00pm.

Finance Office **card**

(3) USE OF THE APOSTROPHE + s ('s / s') TO SHOW POSSESSION/ASSOCIATION

Singular Possessor	Plural Possessor	Irregular Plural Possessor (Men, Women, Children)	Word Already Ending In S
' before s ***E.g.:*** cc: AVRP's Office	' after s ***E.g.:*** Students' Association	' before s ***E.g.:*** Women's Association	2 choices: (1) add ' only (2) add 's ***E.g.:*** The English class's meeting times are Tuesdays from 10:15 – 11.45 and Thursdays from 3:00 to 4:30.

Put the apostrophe in the correct place in each sentence according to the punctuation rule above:

(1) The Registrars internal extension number is 129.
(2) The budget meeting will take place in the Presidents Office at 3:00pm.
(3) The Office for Female Students Affairs supports all female students at HU as well as many other projects involving women.
(4) Haramaya Universitys website address is www.haramaya.edu.et.
(5) The secretaries English training programme will be offered at 3 levels.
(6) For the attention of all staff: Tutors consultation hours must be clearly displayed in each department.
(7) The banks services on HU campus are for both staff and students.
(8) Womens Group meetings are a popular freetime activity on campus.
(9) WARNING FROM IT DEPT – please do not ignore! The computer virus effects are very serious.
(10) Please note: Workshop participants per diems can only be collected from the Finance Office between 1.30 and 3.30pm.

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LEVEL 2 COURSE PROJECT: PROFESSIONAL WRITING



Oral part of Level 2 exam: Presentation of a professional piece of writing

Part 1

Prepare and then give a short presentation in English with a general overview of the kinds of written work you do in your office.

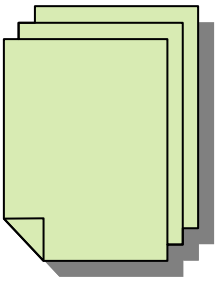
Part 2

Select 1 specific piece of writing you have worked on/produced as part of your job as a secretary at HU and show and explain the good example of your work to the training group.

Possible Examples:

- A schedule/programme for an event
- A letter
- A poster/announcement
- A memo
- A form
- A fax
- An agenda
- Minutes
- An information leaflet
- A contract
- Terms of employment
- A job advert
- …or any other piece of professional written work of your choice.

LANGUAGE RESOURCE **(Some hints…)**



Notes and headings

Part 1

*I work in ……

*I am going to talk about the written work I produce in my office – it is mainly ……but sometimes I also ……
*My office produces a wide variety of written work, including……..

*The written work I enjoy producing most is……

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Part 2

*Here is an example of a/an ……
*I have chosen a/an …… as a good example of my written work.

*It is for ……
(*It was for…)

*I was asked to write it by ……
*I wrote it from notes given to me by ……
*I typed/word-processed and edited it.

CHECK! **Before giving your presentation…**

- Do you have some notes and headings to help you present your information? √
- Have you checked your information for language errors? √
- Do you have photocopies of your example or is it on PowerPoint? √
- Have you practised so that your talk will be clear and well-pronounced? √

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LEVEL 2 EXAM REVISION CHECKLIST

TOPIC	√
Qualities of an effective secretary	
Free time activities	
Covering letters for job applications	
CVs & explaining information about education, work experience and additional qualifications/training	
Computing vocabulary	
Giving clear instructions	
Pronunciation for oral part of exam	
'Tag' questions	
Procedures & regulations, giving directions, explaining problems, apologizing and responding to requests for help	
Spelling	
Countable and uncountable nouns	
Apostrophe + s	



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