

Practical Skills for Work

Unit 2: In the Office

Student's File PSW 2.2 Telephone Language Practice

A. Work in pairs.

Dictate these numbers to each other.

92347
8201356
7725980
11162
02034
9763541

54312126
229763
2331742
534561
29716301
101328

B. Look at this way of grouping the letters of the alphabet. Say the letters to a partner.
How have they been grouped?

A	B	F	I	O	Q	R	Z
H	C	L	Y		U		
J	D	M			W		
K	E	N					
	G	S					
	P	X					
	T						

C. Continue to work with your partner. Dictate these abbreviations to each other.

HKEA
ED
HKJC
USA
UK
GDP
SAR
KMB
HNV

HKCEE
HMG
OUP
KCRC
MTR
GB
BC
HKIED
HKPU



Listening: Minimal Pairs – numbers





Student's File PSW 2.3 Telephone messages





1.

	<h2 style="text-align: center;">Telephone Message</h2>		
To	_____	Date	_____
Taken by	_____	Time	_____
Message	_____ _____ _____		
From	_____		
Tel no.	_____		

2.

	<h2 style="text-align: center;">Telephone Message</h2>		
To	_____	Date	_____
Taken by	_____	Time	_____
Message	_____ _____ _____		
From	_____		
Tel no.	_____		

3.

	<h2 style="text-align: center;">Telephone Message</h2>		
To	_____	Date	_____
Taken by	_____	Time	_____
Message	_____ _____ _____		
From	_____		
Tel no.	_____		

Student's File PSW 2.5 Relocation

You work for the Special Projects Unit of the PIA Finance Company. You are the manager and you have two assistants, an administrative officer and a secretary working for you. You need to help co-ordinate the move to the new office premises. Read these memos and make notes only about what you have to do. Write your notes on the checklist provided.

PIA Finance Company

MEMO

From : Relocation Supervisor

To : SPU Manager

Date: 7/12

The first meeting between the relocation team and the co-ordinators of each department or unit will take place on 17/12 in Room 13 (1st Floor) at 10.30 a.m. Please bring your floor plan with you and be ready to make any requests for extra office furniture.

PIA Finance Company

MEMO

From : Relocation Supervisor

To : SPU Manager

Date: 19/12

Following our meeting of 17/12 we now need to seriously think about space. There will be less room for old files, so you must begin editing and discarding obsolete files. Confidential material must be shredded. Please ensure that this is done by 2/2. We need to have another meeting to discuss the number of computer terminals each unit or department needs. Please come to Room 13 on 3/1 at 10.30 a.m.

Student's File PSW 2.5 (cont...)

PIA Finance Company **MEMO**

From : Relocation Supervisor

To : SPU Manager Date: 5/1

It is essential that the numbers of filing cabinets and shelving units are agreed on as of today. Please send your order to me by 5 pm today.

PIA Finance Company **MEMO**

From : Relocation Supervisor

To : SPU Manager Date: 10/1

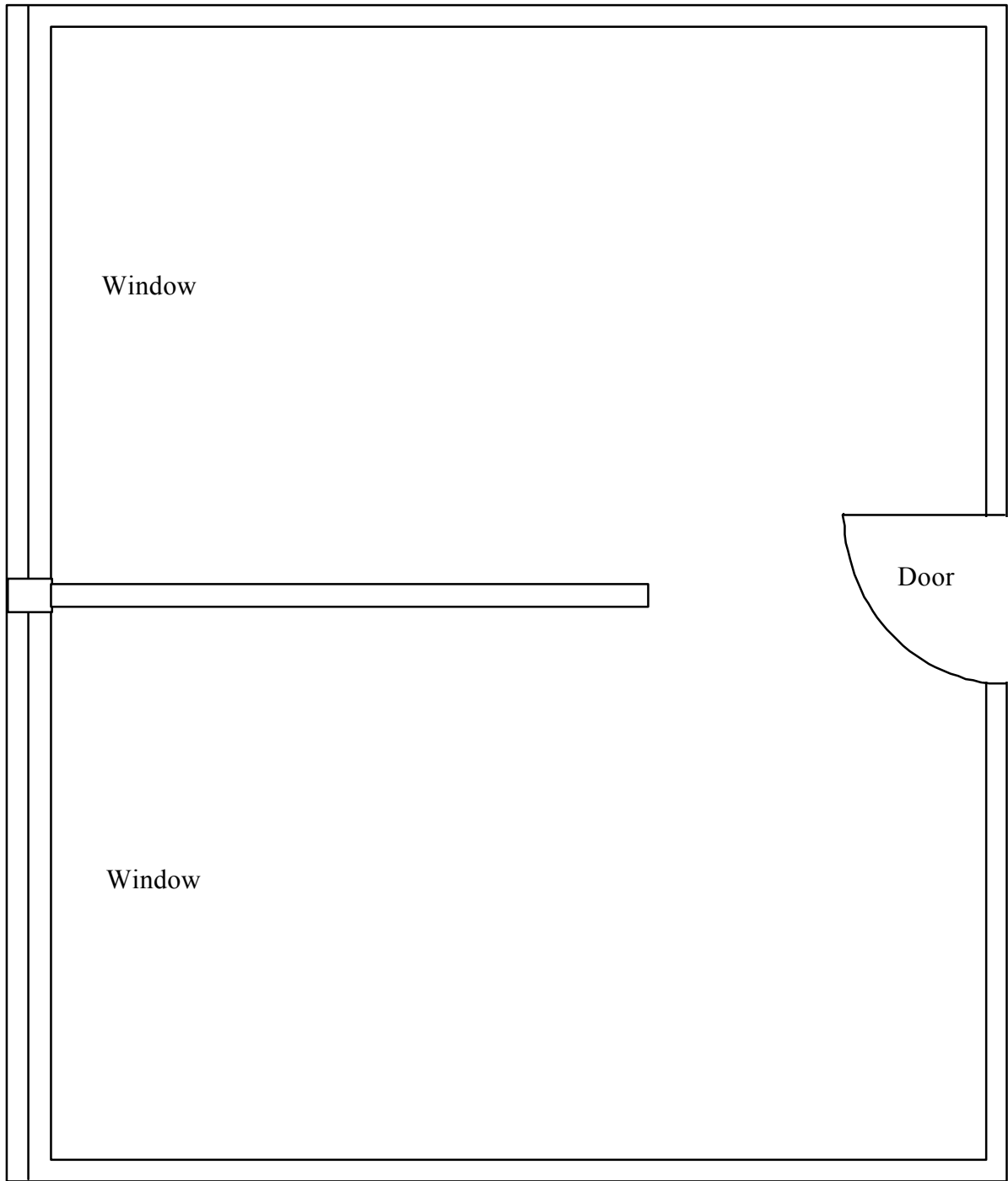
Please note that the Plan Move Team will be in your area on 12/1 to mark all furniture, equipment, books, files etc. that you are taking with you. These will be marked with red stickers. All other such items will not be taken to the new building. Please be ready to identify items needed.

Student's File PSW 2.5 (cont...)

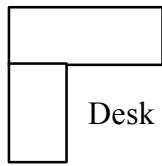
PIA Finance Company	MEMO
From : SPU Manager	
To : Relocation Supervisor	Date: 14/1
We have identified all items needed for the move but unfortunately Gloria Wu the admin. officer was on sick leave and we could not mark her area of responsibility. Will there be another visit from Plan Move? Please let me know by 16/1 so that we can organise a final identification by the 20th of the month.	

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

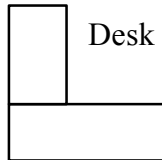
Student's File PSW 2.6 The Office Layout



Student's File PSW 2.6 The Office Layout (cont...)



Desk



Desk



Chair



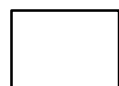
Chair



Computer



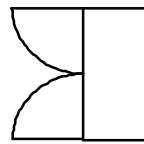
Computer



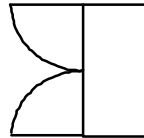
Filing Cabinet



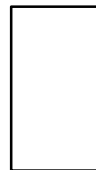
Filing Cabinet



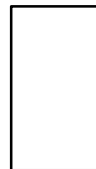
Cupboard



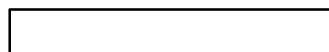
Cupboard



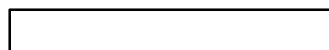
Fax Machine



Fax Machine



Book Shelves



Book Shelves

Student's File PSW 2.7 Stock Check 

	Quantity in Stock	Quantity Ordered
staples		
staplers		
sellotape		
rubber bands		
plastic files		
ring files		
labels		
A4 paper		
fax paper		
floppy disks		
paper clips		