

Lesson 10

WORDS TO LEARN

assemble
beforehand
complication
courier
express
fold
layout
mention
petition
proof
register
revise

Correspondence

Study the following definitions and examples.

1. **assemble** v., to put together; to bring together
 - a. Her assistant copied and assembled the documents.
 - b. The mail room clerk read the directions before assembling the parts to the new postage printer.
2. **beforehand** adv., in advance, in anticipation
 - a. To speed up the mailing, we should prepare the labels beforehand.
 - b. The goods could have been shipped today had they faxed the order beforehand.
3. **complication** n., difficulty, complex situation
 - a. She will have to spend two more days in the hospital due to complications during the surgery.
 - b. Complications always arise when we try to cover too many topics in one letter.
4. **courier** n., a messenger, an official delivery person
 - a. We hired a courier to deliver the package.
 - b. The courier service will clear the goods through customs.
5. **express** adj., fast and direct
 - a. It's important that this document be there tomorrow, so please send it express mail.
 - b. Express mail costs more than regular mail service, but it is more efficient.
6. **fold** v., to bend paper
 - a. Fold the letter into three parts before stuffing it into the envelope.
 - b. Don't fold the document if it doesn't fit the envelope.
7. **layout** n., a format; the organization of material on a page
 - a. We had to change the layout when we changed the size of the paper.
 - b. The layout for the new brochure was submitted by the designer.
8. **mention** n., something said or written; v., to refer to
 - a. There was no mention of the cost in the proposal.
 - b. You should mention in the letter that we can arrange for mailing the brochures as well as printing them.
9. **petition** n., a formal, written request; v., to make a formal request
 - a. The petition was photocopied and distributed to workers who will collect the necessary signatures.
 - b. We petitioned the postal officials to start delivering mail twice a day in business areas.
10. **proof** v., to look for errors; n., evidence
 - a. This letter was not proofed very carefully; it is full of typing mistakes.
 - b. In order to get the rebate, you must send in proof of purchase.
11. **register** v., to record, to track; n., a record
 - a. You can register this mail for an additional \$2.20.
 - b. Everybody needs to sign the register before entering the mail room.
12. **revise** v., to rewrite
 - a. The brochure was revised several times before it was sent to the printer.
 - b. We will need to revise the form letter since our address has changed.

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

assemble	courier	layout	proofed
beforehand	express	mention	registered
complicated	folding	petition	revision

In small offices, it is often the executive assistant who must manage all of the printed material that the firm produces. The job responsibilities include typing and printing out the correspondence. These letters and memos must all be carefully (1) _____ to make sure they are error-free. If not, the errors should be corrected. If the meaning is not clear, the correspondence should be revised. This (2) _____ should be done (3) _____, not when the letter is ready to be sent.

Before putting correspondence into an envelope, the executive assistant must (4) _____ all the various attachments and other documents to be enclosed with the letter. When (5) _____ the correspondence, the assistant should make sure that when opening the envelope, the recipient sees the letterhead first.

Once prepared, the correspondence must be sent appropriately. Local, urgent mail could be hand-delivered by a (6) _____ service. Long-distance, urgent mail could be sent overnight or by (7) _____ mail. If a record is required, mail can be (8) _____ and receipts are given.

In addition to transmitting and receiving faxes, the executive assistant must work closely with company officials. When the company executives have to make a presentation, the executive assistant often becomes a graphic designer charged with the (9) _____, or the look of, the graphics and text for the printed materials used during the presentations. Did I (10) _____ that these duties generally involve learning extremely (11) _____ design software? It's a wonder that more executive assistants don't (12) _____ their bosses for a raise.

WORD FAMILIES

verb	complicate	Don't try to complicate things by making two-sided copies; single-sided will do.
noun	complication	There are a few complications with your layout, but they can be easily solved.
adjective	complicated	The revisions in the document made it more complicated, rather than simpler.

noun	mention	The mention of layoffs made us worry.
verb	mention	As I mentioned in my note to you, you should try to be less wordy and more concise in your writing.
adjective	mentionable	No one considered the mediocre design a mentionable achievement.

noun	petition	In order to be valid, the contents of the petition need to be printed at the top of each page that will contain signatures.
verb	petition	The welders petitioned the factory to install air conditioning.
noun	petitioners	The petitioners spent the night outside of the courthouse.

verb	proof	It is your responsibility to proof your own work before sending it out.
noun	proofreader	The proofreader did not find the errors.
gerund	proofing	Proofing a document is best done by starting at the end and reading backward.

verb	register	Register this letter and bring back the receipt.
noun	registration	Registration for the seminar can be done by fax.
adjective	registered	Always get a receipt for registered mail.

verb	revise	After you revise the document, give it a new name so that we will still have access to both drafts.
adjective	revised	His revised memo was easier to read.
noun	revision	You may have to do three or four full revisions to this document before it is acceptable.

WORD PRACTICE

LISTENING COMPREHENSION



Part 1 Photo

Look at the picture and listen to the sentences.
Choose the sentence that best describes the picture.



1. (A) (B) (C) (D)

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. (A) (B) (C) 3. (A) (B) (C)

Part 3 Conversation

Listen to the short dialogue. Then read each question and choose the best response.

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| <p>4. When will the meeting take place?
(A) This afternoon.
(B) Tomorrow.
(C) In two days.
(D) On Tuesday.</p> | <p>6. What does the woman suggest that the man do?
(A) Finish the work before the afternoon.
(B) Do the work himself.
(C) Ask another person for help.
(D) Remember to fold all the documents.</p> |
| <p>5. Why won't the woman help assemble the documents?
(A) She's in a meeting.
(B) She hurt her hand.
(C) She's too busy.
(D) She needs to revise them first.</p> | |

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

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| <p>7. Where would you hear this talk?
(A) A post office.
(B) A grocery store.
(C) A restaurant.
(D) An assembly line.</p> | <p>9. What time does the Courier Center close?
(A) 2:00 P.M.
(B) 4:00 P.M.
(C) 6:00 P.M.
(D) 8:00 P.M.</p> |
| <p>8. What is the purpose of this talk?
(A) To sell merchandise.
(B) To inform customers of a new service.
(C) To warn workers.
(D) To recognize a new employee.</p> | |

READING**Part 5 Incomplete Sentences**

Choose the word that best completes the sentence.

10. I don't want to _____ matters, but have you considered using color to make your brochure stand out?
(A) complicate (C) complicated
(B) complication (D) complicating
11. It's worth _____ in the memo that we've finished the draft of the proposal.
(A) mentionable (C) mentions
(B) mentioning (D) mentioned
12. The signatures on the _____ weren't all legible because rain had caused the ink to run.
(A) petition (C) petitioners
(B) petitioning (D) petitioned
13. To send out business letters without _____ them is unprofessional.
(A) proofing (C) proofreader
(B) proof (D) proofread
14. The mail room is rarely asked to send letters by _____ mail.
(A) registers (C) register
(B) registered (D) registration
15. After each _____, you need to reread what you've written and note your suggestions for changes.
(A) revise (C) revision
(B) revised (D) will revise

Part 6 Text Completion**Memo**

To: Production Staff
From: George Jones
Re: Document Preparation

In order to avoid extra work and waste of supplies, please observe the following guidelines when preparing documents for reproduction and distribution. The goal is to keep things simple and avoid 16.

- When you work on the final revision of a document, pay special attention to the layout. The presentation of material is as important as the content itself.
- Don't rush to the copier as soon as the final revision is complete. 17 each document carefully beforehand.
- We have technology to help with the assembly of documents. The large copier on the second floor can 18 paper in addition to stapling. This will help you complete tasks efficiently.
- If a document needs to be delivered the same day it is finished, please use a courier service.

16. (A) complicate
(B) complicates
(C) complicated
(D) complications
17. (A) Proof
(B) Proofs
(C) To proof
(D) Proofing
18. (A) folder
(B) folded
(C) folds
(D) fold

Part 7 Reading Comprehension

Questions 19–23 refer to the following advertisement.

Do you run a small business? If so, you likely don't have a large enough staff to deal with developing, reproducing, and mailing all your documents and correspondence. Why not let Office Systems, Inc., take care of this work for you? We provide the following services:

Editing

Don't send out your documents until you are sure they are absolutely perfect. We provide revision and proofreading services on all documents, large or small.

Design and Production

Our professional graphic designers work with you to develop the best format and layout for your documents. We also provide copying and assembling services, including folding, stapling, and packaging.

Delivery

We can connect you with several different delivery services, including the postal system and private courier companies. Is your correspondence urgent? Our express delivery service gets it to the recipient within 24 hours or less, guaranteed.

Visit any one of our branches to open up an account with us today. You can download an application from our web site and fill it out beforehand to make the process go more smoothly. Don't let the details of correspondence and document development complicate your life. Let Office Systems, Inc., handle it all for you.

Visit www.officesys.com to find the branch nearest you.

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| <p>19. Who is the audience for this advertisement?</p> <ul style="list-style-type: none"> (A) Editors. (B) Couriers. (C) Corporate directors. (D) Small business owners. <p>20. Which of the following is a service offered by Office Systems, Inc.?</p> <ul style="list-style-type: none"> (A) Accounting. (B) Web site development. (C) Assembling documents. (D) Reading letters. <p>21. How can a customer open an account with Office Systems, Inc.?</p> <ul style="list-style-type: none"> (A) By visiting a company branch. (B) By sending an e-mail. (C) By completing an online questionnaire. (D) By writing a letter. | <p>22. The word <i>revision</i> in line 5 is closest in meaning to</p> <ul style="list-style-type: none"> (A) copying (B) rewriting (C) delivery (D) development <p>23. The word <i>beforehand</i> in line 14 is closest in meaning to</p> <ul style="list-style-type: none"> (A) by hand (B) thoroughly (C) in advance (D) in person |
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