

OFFICE PROCEDURES

I. GETTING STARTED

1.  Listen and answer the question. (File 1)

"What is the man planning to do?"

- A. Look for a job
- B. Work overtime
- C. Go back to school
- D. Take a vacation



2. Look at the picture below.



List 5 things you can see in the office:

.....

.....

.....



3. Listen and answer the question. (File 2)



"Who is the man in the green shirt?"

.....

III. PRACTICE

Exercise 1.  Listen and choose the statement that best describes the picture. (File 3)

1.



3.



2.



D. At a consulting agency

3. What is NOT mentioned about the upcoming event?

A. It will last for a week

B. Staff who attend the event will get a paid vacation

C. It is not a nation-wide event

D. About 3,000 people will participate

4. According to the memo, by when must registration forms be submitted?

A. July 1

B. July 31

C. September 12

D. September 18

Exercise 5. Read and choose the correct answer.

MEMORANDUM

To: All Personnel

From: Executive Office

Date: Tuesday, May 15

Subject: Changes in Employee Parking Privileges

----- resurfacing and refurbishing of the central parking building, there have been several

1.

(A) Because of

(B) Besides

(C) On contrary to

(D) In addition to

changes in employee parking options. Your supervisor will brief ----- in greater detail, but

2.

(A) your

(B) yourself

(C) you

(D) yours

we also want to explain these changes in writing in an attempt to avoid any confusion. The central parking building will be under refurbishment from June 1st to August 15th. During that period, employees who normally park on levels two through four will need to park in a special section of the city lot at the corner of Adams and Mason Streets. Supervisors will issue permits so that employees will not be ----- for parking. Management

3.

(A) allocated

(B) employed

(C) asked

(D) charged

staff who park on the first level may continue to do so. We apologize for any inconvenience this change may cause.

Inter-office Memo

We would like you all to pay attention to the following things we can do to reduce our waste in pursuit of an environmentally-conscious workplace.

1. Packaging

- Eliminate unnecessary packaging, extra boxes or layers and use lightweight packaging.

2. Copying/ Printing

- Print or copy on both sides.
- Edit documents on screen and review before printing.
- When creating documents, reduce them in size and then put them together to make a master copy.
- Make only the necessary number of copies from the master copy.
- Eliminate unnecessary copies, notes, and memos by posting office announcements in central locations.
- Use outdated letterheads for in-house memos.
- Use narrow-lined notepads.

3. Equipment

We have decided on the following:

- To buy only what you know you will use
- To purchase new equipment that contains less toxic materials and can cause fewer problems with waste disposal
- To use fluorescent lights instead of incandescent bulbs
- To have copiers, computers, and other equipment checked regularly in order to prolong their life spans
- To donate food, furniture and other materials to local organizations, such as homeless shelters or charities

4. Who is this memo intended for?

- A. Residents
- B. Office employees
- C. An environmental agency
- D. Company board members

5. What is the main topic of this memo?

- A. How to cut down on waste
- B. How to manage the office environment
- C. How to circulate memos
- D. How to purchase equipment

6. What suggestion is made about the equipment?

- A. To buy products in bulk
- B. To purchase used equipment to reduce costs
- C. To institute periodic maintenance checkups
- D. To lease inexpensive equipment

7. Which method of reducing the amount of photocopying is NOT suggested?

- A. To make as few copies as possible
- B. To use a copy counter when photocopying
- C. To make double-sided copies
- D. To minimize the size of the copy

Exercise 6. Choose the best answer.

1. Shareholders voted that Deborah LaSalle is ----- suited for the position of chief operating officer given her experience.
(A) ideal (C) idealized
(B) ideally (D) ideality
2. As the chief administrative officer, Quincy Paxton will face exciting ----- in this new job with Laval International Shipping Company.
(A) challenge (C) challenging
(B) challenges (D) challenged
3. The lights turn on every day at 6 a.m. and off again at 10 p.m. ----- employees are in the office.
(A) during (C) while
(B) whereas (D) through
4. Our marketing teams attend ----- regularly to learn new methods and strategies in their field.
(A) conferences (C) agendas
(B) contributions (D) prescriptions
5. Much of this year's profits will be used ----- renovation of the textile plant.
(A) along (C) to
(B) for (D) while
6. Dr. Teitelbaum asked his assistant ----- the report for tomorrow morning's meeting.
(A) type (C) was tying
(B) will type (D) to type
7. Since she's running late for ----- meeting downtown, Ms. Joyce will have to catch a taxi.
(A) she (C) hers
(B) her (D) herself
8. Once Mr. Mirren ----- completes his studies and necessary training, he may come and work for our corporation.
(A) success (C) successfully
(B) successful (D) succeste