

**LISTENING**

Listen to the recording again and fill in the blanks.

**UNIT 1**

I = Interviewer; S = Sally

I: Sally, I'm not sure many people are clear<sup>1</sup>— what the job of PA really is. So, what exactly do you do?

S: Well, normally I arrive<sup>2</sup>— the office at about half past nine. My first job is<sup>3</sup>— check my email. Every day there are lots of requests<sup>4</sup>— meetings with Richard from producers, directors, lots of people. I prioritise these and I fit them<sup>5</sup>— Richard's diary around his other appointments. Before any meeting, Richard needs background information, so I often<sup>6</sup>— research or look up information. During meetings, I<sup>7</sup>— notes and then afterwards I type the minutes and file them. And I deal<sup>8</sup>— correspondence, take phone calls, and welcome visitors to the office.

I: What kind of atmosphere do you work in?

S: Oh, it's very busy. There are all kinds of people, producers, directors, actors, coming and going all the time. And sometimes it seems like the phone never stops<sup>9</sup>—

I: What do you like<sup>10</sup>— about your job?

S: The people I work with. They're very positive and helpful.

I: And what do you like<sup>11</sup>—?

S: Well, you can be<sup>12</sup>— a lot of pressure to<sup>13</sup>— deadlines. There are always so many things happening. It can be<sup>14</sup>— manic sometimes.

1. be clear \_\_\_\_\_

2. arrive \_\_\_\_\_ the office

3. My job is \_\_\_\_\_ check

4. a request \_\_\_\_\_

5. fit sth \_\_\_\_\_

6. to \_\_\_\_\_ research

7. to \_\_\_\_\_ notes

8. to deal \_\_\_\_\_

9. to stop \_\_\_\_\_

10. like \_\_\_\_\_

11. like \_\_\_\_\_

12. be \_\_\_\_\_ pressure

13. to \_\_\_\_\_ deadlines

14. be \_\_\_\_\_ manic

**t:** Do you have a good working relationship with your boss?  
**s:** Oh yes, we get <sup>15</sup> very well. He has a hectic <sup>16</sup> and he's <sup>17</sup> of the office a lot of the time so <sup>18</sup> is very important. He relies <sup>19</sup> me to work <sup>20</sup> if he's not there.

**t:** What kind of qualities do you think a PA needs?  
**s:** Organisation is the most important thing, definitely. You need to be quite meticulous when you're planning your employer's <sup>21</sup>.

**t:** Anything else?  
**s:** Yes, you need to stay calm, even in a difficult situation. And you need a good telephone manner and good communication skills.

**t:** Do you have any words of <sup>22</sup> for anyone who is thinking <sup>23</sup> <sup>24</sup> a PA?  
**s:** Being a PA is a valuable <sup>25</sup>. It gives you a really good idea of how an organisation works and how people make decisions. And it can be an ideal springboard for a career in many other business areas, from marketing to finance.

15. to get        well  
 16. a hectic         
 17. be        of the office  
 18.         
 19. to rely         
 20. to work       

21. to plan       

22. words of       

23/24. to think              

25.       

**Now use the phrases in the list to speak about YOUR job!**

Be as realistic as possible!

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