Career Paths: Secretarial is a new educational resource for secretarial professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Secretarial addresses topics including office equipment, bookkeeping, business correspondence, communications, and computers.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher's Guide contains detailed lesson plans, a full answer key and audio scripts. The audio CDs contain all recorded material.
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<td>2</td>
<td>Office Furniture</td>
<td>Catalog</td>
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<td>4</td>
<td>Office Machinery</td>
<td>Article</td>
<td>answering machine, copier, dictation machine, fax machine, four-in-one printer, printer, scanner, shredder, telephone, voice mail</td>
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<td>5</td>
<td>Office Documents</td>
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<td>business letter, document, fax, fill out, keep track of, memo, order form, prepare, receipt, send</td>
<td>Asking about necessity</td>
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<td>6</td>
<td>Greeting Visitors</td>
<td>Magazine excerpt</td>
<td>explain, greet, introduce yourself, introduction, meet, sign in, small talk, title, visitor’s pass, welcomed</td>
<td>Greetings and introductions</td>
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<td>7</td>
<td>Helping Visitors</td>
<td>Email</td>
<td>address, belongings, beverage, depart, directions, lend a hand, map, reminder, regarding, show the way, taxi</td>
<td>Asking for directions</td>
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<td>8</td>
<td>Office Schedules</td>
<td>Manual</td>
<td>break room, close of business, half day, lunch hour, mid-afternoon, mid-morning, on arrival, refreshments, take a break, vending machine, working hours</td>
<td>Asking for information</td>
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<td>9</td>
<td>Phone Calls</td>
<td>Article</td>
<td>call back, catch any mistakes, line, message pad, name and number, on hold, put through, return the call, ringing off the hook, take a message</td>
<td>Taking a message</td>
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<td>10</td>
<td>Qualities of a Good Employee</td>
<td>Advertisement</td>
<td>efficient, experience, familiar, friendly, hard-working, organized, polite, qualified, reliable, successful</td>
<td>Talking about work experience</td>
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<td>11</td>
<td>Departments</td>
<td>Brochure</td>
<td>client, employee, human resources department, inquire, marketing department, purchasing department, sales department, vacancy</td>
<td>Making an inquiry</td>
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<td>12</td>
<td>Answering the Phone</td>
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<td>Making Appointments</td>
<td>Blog</td>
<td>arrange, book, reschedule, appointment, arrangements, making the call, free, available, clarify, contact, scheduling details</td>
<td>Scheduling an appointment</td>
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<td>14</td>
<td>Business Letters</td>
<td>Handbook</td>
<td>body, closing, keep it brief, pertinent, recipient, respectfully, salutation, sender, signature, sincerely</td>
<td>Making a request</td>
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<td>15</td>
<td>Graphs and Charts</td>
<td>Article</td>
<td>bar graph, competitor, decrease, demonstrate, figure, increase, line graph, making comparisons, measure up, pie chart, the big picture</td>
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<td>Asking about ability</td>
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<td>ASAP, box, pack, ream, replenish, roll, running low, run out, stack, stationery,</td>
<td>Asking about requirements</td>
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<td>Writing Invitations</td>
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<td>Making Travel Arrangements</td>
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<td>Offering help</td>
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<td>5</td>
<td>Booking a Hotel Room</td>
<td>Email</td>
<td>accommodation, affordable, airport shuttle, amenities, concierge, convenience, on hand, on-site dining facilities, secure, staff, Wi-Fi Internet</td>
<td>Giving a reminder</td>
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<td>6</td>
<td>Travel Preparations</td>
<td>Email</td>
<td>airline ticket, confirmation number, destination, e-ticket, flight reservation, foreign language dictionary, itinerary, map, passport, travel visa</td>
<td>Making a polite request</td>
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<td>Filing Equipment</td>
<td>Advertisement</td>
<td>box file, CD-R disc, CD storage box, clear pocket, erase, insert, legal, ring binder, storage, suspension file, tab</td>
<td>Enumerating</td>
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<td>8</td>
<td>Filing Systems</td>
<td>Letter</td>
<td>alphabetical, chronological, correspondence, desktop, digital, filing system, folder, geographically, numerical, subject</td>
<td>Expressing confusion</td>
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<td>9</td>
<td>Record-keeping Manual</td>
<td>Manual</td>
<td>archives, code, column, cross-reference, expenditure, hard copy, index, receipt, spreadsheet</td>
<td>Giving instructions</td>
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<td>10</td>
<td>Business Communication</td>
<td>Magazine excerpt</td>
<td>cell phone, get fired, function, instant messaging, internet, social media, social networking site, video conferencing, voice mail</td>
<td>Offering assistance</td>
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<td>11</td>
<td>Using Computers</td>
<td>Blog</td>
<td>accessory, boot up, click buttons, computer tower, keyboard, monitor, mouse, numeric keypad, printer, type</td>
<td>Inquiring about interest</td>
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<td>Word Processing</td>
<td>Tutorial excerpt</td>
<td>bold, bullet, cut, delete, font, highlight, indent, margin, paste, ruler, toolbar</td>
<td>Expressing wants/desires</td>
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<td>13</td>
<td>Meetings</td>
<td>Employee manual</td>
<td>adjourn, attend, call to order, chairperson, commence, contribute, courteous, in advance, inform, interrupt, propose a motion, purpose</td>
<td>Apologizing</td>
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<td>14</td>
<td>Conferences Agenda</td>
<td>Agenda</td>
<td>auditorium, delegate, lecture, lobby, meet and greet, nametag, refreshments, seminar, session, welcome, welcoming address, workshop</td>
<td>Expressing surprise</td>
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<td>15</td>
<td>Conference Equipment</td>
<td>Advertisement</td>
<td>deliver, equipment, flipchart, laptop, microphone, projector, provide, screen, set up, supplies</td>
<td>Agreeing to a request</td>
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<td>Company activities</td>
<td>Memo</td>
<td>closure, compete, cut back, diversifying, expand, founding, go from strength to strength, import, maintain a foothold, manufacture, premises, relocate, seek out, set up</td>
<td>Asking for advice</td>
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<td>Administrative Assistant</td>
<td>Advertisement</td>
<td>appRox., attention to detail, beneficial, cover letter, desirable, esp., essential, exp., initiative, IT, K, p.a., yrs, wpm</td>
<td>Stating requirements</td>
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<td>3</td>
<td>Employment</td>
<td>Letter</td>
<td>application, background, bi-weekly, disburse, eligible, employee handbook, interview, medical benefits, position, qualify, retirement benefits, start date</td>
<td>Asking for an example</td>
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<td>4</td>
<td>Business Transactions</td>
<td>Employee manual</td>
<td>bill, billing statement, complaint, guarantee, handle, offer, order confirmation, place an order, refund, respond, solution, well-organized</td>
<td>Making a complaint</td>
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<td>5</td>
<td>Agendas</td>
<td>Agenda</td>
<td>adopt, approve, call to order, committee, correspondence, discuss, finding, goal, opening remarks, present, roll call</td>
<td>Asking about expectations</td>
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<td>6</td>
<td>Meetings Minutes</td>
<td>Meeting minutes</td>
<td>absent, adjournment, approval, board of directors, convened, meeting, minutes, present, proceedings, quorum, seconded, submitted, unanimously, update</td>
<td>Giving praise</td>
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<td>7</td>
<td>The Mail</td>
<td>Memorandum</td>
<td>confidential, distribute, document, in-basket, incoming mail, letterhead, mail log, mail room, out-basket, proofread, receive, respond, sort, stamping</td>
<td>Expressing disapproval</td>
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<td>8</td>
<td>Official Letters</td>
<td>Email</td>
<td>accept, announcement, appreciation, compose, congratulations, convenience, discretion, draft, express, human resources, inform, reject</td>
<td>Expressing preference</td>
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<td>9</td>
<td>Telecommunications</td>
<td>Handbook</td>
<td>appropriate, calls, connect, connection, disconnected, handling phones, hang up, in-depth, interactions, multiple, reach, reconnect, screening calls, seminar, telecommunication</td>
<td>Asking about feelings</td>
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<td>10</td>
<td>Business Abbreviations</td>
<td>Blog</td>
<td>abbreviations, attn., attention, CEO (Chief Executive Officer), Corp. (corporation), Dir. (director), ETA (estimated time of arrival), encl. (enclosure), formal, heading, Inc. (incorporated), Ltd. (limited company), re (regarding)</td>
<td>Expressing an opinion</td>
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<td>11</td>
<td>Money</td>
<td>Article</td>
<td>bank, cater, currency converter, euro, exchange rate, fair, hidden fees, major, most, pound, quoted, sources</td>
<td>Requesting information</td>
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<td>12</td>
<td>Banking</td>
<td>Email</td>
<td>account number, bank teller, branch, cash, checks, deposit, deposit slip, total, withdrawal</td>
<td>Expressing necessity</td>
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<td>13</td>
<td>Wages</td>
<td>Manual</td>
<td>advance, bonus, commission, direct deposit, evaluation, fiscal, hourly rate, in arrears, overtime, pay, payroll, raise, wages</td>
<td>Expressing apprication</td>
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<td>14</td>
<td>Bookkeeping</td>
<td>Article</td>
<td>back up, bank statements, cash flow, forecast, income, ledger, loss, outgoings, overdue accounts, profit</td>
<td>Giving and responding to good news</td>
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<td>15</td>
<td>Requests for Payment</td>
<td>Letter</td>
<td>amount owed, disregard, forward, interest, invoice, outstanding balance, paid in full, payment, remit, services rendered</td>
<td>Making a suggestion</td>
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Reading

Before you read the passage, talk about these questions.

1. Where do people store their papers?
2. How do people keep things organized?

Box Files:
A4 or legal size, available in blue or gray. **Buy two, get one free!**

Suspension Files:
All files come with colored **tabs** and **inserts**. **Package of 100 files – now half price!**

CD Storage Boxes:
Easy to assemble. Holds 100 CDs. **Now 20% off!**

CD-R Discs:
700MB digital **storage**. CDs will play back on DVD or CD players. Safe and permanent; it’s impossible to **erase** your data. **Pack of fifty discs – half price!**

Clear Pockets:
A4 pockets, punched with holes to fit most types of binder. Perfect for presentations and pictures! **Pack of one hundred for the price of fifty! This month only!**

Vocabulary

1. ___ suspension file
2. ___ storage box
3. ___ erase
4. ___ legal
5. ___ tab
6. ___ insert

A. a piece of plastic on a suspension file
B. a file that hangs inside a drawer
C. a piece of paper inside a tab
D. a place where you can put things
E. to remove something from a surface or disk
F. a large size of paper
Choose the word that is closest in meaning to the underlined part.

1. Put these files in a folder with metal rings.
   A. ring binder  B. suspension file  C. tab

2. This office needs more space for keeping items that are not in use.
   A. inserts  B. storage  C. legal

3. Put that document into the gray large, rectangular container.
   A. clear pocket  B. box file  C. ring binder

4. Put that picture inside a plastic envelope.
   A. storage box  B. clear pocket  C. tab

5. Listen and read the advertisement again. Say five things you can buy from the store.

Listening

6. Listen to a conversation between a secretary and a salesperson at a stationery company. Check (✓) the things the administrative assistant orders.

   1. ___ box files
   2. ___ ring binders
   3. ___ suspension files
   4. ___ storage boxes
   5. ___ CDs
   6. ___ clear pockets

7. Listen again and complete the conversation.

Salesperson: The Stationery Store, this is Mike speaking. How can I help you?
Secretary: Hi, I’d like to place an order for some 1. __________ supplies.
Salesperson: No problem, what would you like?
Secretary: First of all, I need some 2. __________ .
Salesperson: Okay, they come in two sizes, 3. __________ and A4. Which would you like?
Secretary: The legal. I’ll take a dozen of those in gray.
Salesperson: Great. Anything else?
Secretary: I need seventy red 4. __________ and three hundred 5. __________ .
Salesperson: Got it. Do you have an account with us or are you paying with a credit card?
Secretary: We have an account. It’s Johnstone and Company, and the account number is 3748 3948.
Salesperson: Thanks. We have the address on the computer, so we’ll deliver it tomorrow morning. Is sometime between nine and eleven okay?
Secretary: 6. __________ , thanks.

Writing

9. Use the conversation from Task 8 to fill out the receipt.
When your boss travels, you want to get the best exchange rate for his or her cash. After all, they're going to need some local currency for daily expenses. How can you make sure that you are getting a fair rate when you exchange money?

A bank should be able to give you the daily rate for major currencies. Alternately, you can use an online currency converter to see how the other currencies compare to the dollar. The rates quoted by these sources are what you should be getting.

Watch out for companies that offer high rates or even low rates, with hidden fees. These are often located at airports or in shopping districts that cater to tourists. I have witnessed a particularly bad offer when exchanging euros. The rate should have been 0.7 euros per dollar. At the airport, though, they offered 0.5 euros per dollar. I kept my money, but other travelers accepted the poor rate, for the sake of convenience.

No matter where a person travels, it's best to know the exchange rate so he or she can be sure they're getting a fair conversion.

Reading

2 Read this article on exchanging money for a business trip. Then, mark the following statements as true (T) or false (F).

1 ___ Banks usually offer a fair exchange rate.
2 ___ Travelers should watch out for hidden fees.
3 ___ The airport is a good place to exchange money.

Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

1 ___ currency
2 ___ quote
3 ___ currency converter
4 ___ cater
5 ___ major

A a website that calculates the exchange rates
B the type of money that a country uses
C to give the current price for something
D being of considerable size or importance
E to provide what is wanted or needed
Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**
- exchange rate
- fair
- bank
- hidden fees

1. People can waste a lot of money on __________________________ when exchanging money.
2. This __________________________ does not charge a fee to exchange currency.
3. What is today’s __________________________ for the euro?
4. Don’t change money unless it’s at a __________________________ rate.

Listen and read the article again. How can you make sure you get a good exchange rate for your cash?

**Listening**

6. Listen to a conversation between a personal assistant and a bank teller. Mark the following statements as true (T) or false (F).

1. ___ The current rate is $1.40 per Euro.
2. ___ The personal assistant would like to buy 200 pounds.
3. ___ The personal assistant is traveling for business.

7. Listen again and complete the conversation.

   **Assistant:** Good afternoon. Can you please tell me today’s __________________________ for the euro?
   **Teller:** Certainly. Let me see. Today’s rate is one euro to one dollar and forty cents.
   **Assistant:** Would you say that’s a good rate, 2 __________ to recent days?
   **Teller:** Yes. The euro has been pretty stable compared to the dollar lately.
   **Assistant:** Great. I’d like to buy 3 __________ please.
   **Teller:** Sure. Will that be all for you?
   **Assistant:** Not quite. I’ll also need the 4 __________ on the pound, too, if you don’t mind.
   **Teller:** No problem. It is one dollar and fifty cents per pound, today.
   **Assistant:** All right, that’s not too bad. I’ll purchase one hundred pounds as well, please.
   **Teller:** Got it. So are you going on 5 __________ or a business trip?
   **Assistant:** Oh, I wish it was for me. My boss is traveling for business and asked me to get some 6 __________ for taxis and lunches.

**Speaking**

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

Can you please tell me today’s exchange rate for ...?
I’d like to buy ...
It’s ... per ...

**Student A:** You need to buy some foreign currency. Ask **Student B** about:
- pound exchange rate
- euro exchange rate
- if rates are good

**Student B:** You are a bank teller. Answer **Student A’s** questions.

**Writing**

9. Your boss is going on a business trip abroad. Using the article and the conversation from Task 8, write some notes about the local currency and exchange rates. (100-120 words).

Include:
- the currencies in the countries on the itinerary
- where currency can be exchanged while traveling
- where the best places to exchange currency are
announce [V-TU12] To announce is to tell someone about something with confidence.

answering machine [N-COUNT-U4] An answering machine is a device that is connected to the telephone for the purpose of recording messages.

arrange [V-T-U13] To arrange is to organize or plan something like a party or meeting.

arrangement [N-COUNT-U13] An arrangement is a plan for a future activity.


available [ADJ-U13] If a person is available, they have time to go to a meeting, have lunch or speak with someone.

bar graph [N-COUNT-U15] A bar graph is a graph that represents different amounts with thick lines of different lengths.

belongings [N-PLURAL-U7] Belongings are things that are personally yours, such as a coat or briefcase.

beverage [N-COUNT-U7] A beverage is another word for ‘a drink’, such as tea or soda.

body [N-COUNT-U14] The body of a book or document is the main part of it.

book [V-T-U13] To book is to make arrangements to stay in a hotel, go to a concert or eat at a restaurant etc at a certain time in the future.

detail [N-COUNT-U15] A detail is a piece of information or an object you need.

break room [N-COUNT-U8] A break room is a room at a business used by employees to eat lunch or have a snack.

business letter [N-COUNT-U5] A business letter is a personal written or printed message from one business to another.

call back [V-PHRASE-U9] To call back is to telephone someone again.

caller [N-COUNT-U12] The caller is the person who makes the phone call.

catalog [N-COUNT-U3] A catalog is a list of items for sale.

catch a mistake [V-PHRASE-U9] To catch a mistake is to discover an error.

check out [PHRASAL V-U2] To check out is to go see what a person, place or thing is like.

clarify [V-T-U13] To clarify is to make something clearer or easier to understand.

client [N-COUNT-U11] Client is another word for customer.

close of business [N-PHRASE-U8] Close of business is the time when a business closes for the day.

closing [N-COUNT-U14] A closing is the end of a letter.

coat rack [N-COUNT-U2] A coat rack is a piece of furniture where you can hang your coat, hat etc.

come in [PHRASAL V-U2] To come in is to enter a building, like a store or house.

competitor [N-COUNT-U15] A competitor is a company that sells the same things as another company.

connect [V-T-U12] To connect two telephone lines means to join them together.

contact details [N-UNCOUNT-U13] Contact details are the information about how you contact someone, such as their telephone number, address or email address.

copier [N-COUNT-U4] A copier is a machine that makes paper copies of pages.

correction fluid [N-UNCOUNT-U1] Correction fluid is a white liquid used for covering mistakes on paper.
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- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

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