


## APÊNDICE B – Material Didático



INSTITUTO FEDERAL DE  
EDUCAÇÃO, CIÊNCIA E TECNOLOGIA  
RIO DE JANEIRO  
Campus Pinheiral

Ministério da Educação  
Secretaria de Educação Profissional e Tecnológica  
Instituto Federal do Rio de Janeiro – IFRJ

*Inglês para Fins Específicos*

**AULA 1: conscientização; formulário**

Professor: **Lesliê Mulico**

1) Read the text below and answer the questions in **PORTUGUESE**.

**ALLIED SCHOOLS**

Welcome

About the Course

About Allied

Free Information

IAAP Membership

FAQs

Credentials

Student Log in (Ingresar para el Estudiante)

Other Courses

Prices / Enroll Info

Toll Free  
**888-501-7686**  
Speak to an Admissions Representative


### ADMINISTRATIVE ASSISTANT COURSE

Call Toll Free 1-888-501-7686    E-mail Your Friend About This Web Site

#### Administrative Assistant Program

**Succeed with Allied by Your Side. Benefit from:**

- Live Student Support
- Nationally Accredited School
- Professional Association Membership
- Online Courses
- Self Paced Learning



**Allied is a Nationally Accredited School**

Allied is nationally accredited by the Accrediting Commission of the Distance Education and Training Council (DETC). The Accrediting Commission of the Distance Education and Training Council is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

(Available at <http://www.secretarialcourses.com/>)

- In general, explain what you understood. (De forma geral, explique o que você entendeu.)  
\_\_\_\_\_  
\_\_\_\_\_
- What is the text about? (Do que se trata o texto?)  
\_\_\_\_\_
- What is the function of the photograph in this advertisement? (Qual é a função da fotografia nesse anúncio?)  
\_\_\_\_\_
- Which words are similar to Portuguese? (Que palavras ...?)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- This home page has links for you to obtain some information about the course. What is the function of each link?

VOCÊ DESEJA	YOU CLICK IN
ler as credenciais do curso	
mais detalhes sobre a empresa Allied	
enviar um correio eletrônico a um amigo informando sobre esse curso	
saber sobre preços e informações sobre inscrição	
verificar as dúvidas mais frequentes	
acessar a página do aluno	

- What is the company's telephone number?  
\_\_\_\_\_

- 2) You decided to enroll for this course, and you need to fill out this application form with information about yourself. Fill out this document.

GENY  
500 8<sup>th</sup> avenue, Suite 401, New York, NY 10018  
Tel. 646.794.8333 Fax 212.564.9358  
[WWW.GENEWORK.COM](http://WWW.GENEWORK.COM)



**INTERNATIONAL STUDENT APPLICATION FORM**  
Please fill out the application below. If you need assistance, please contact one of our student representatives at (646) 794.8333. After completing the form either save it and email it as an attachment to [info@genework.com](mailto:info@genework.com) or print it and mail it.

**PART I- Biographical Data**

**Student Information:**  
Prefix: \_\_\_\_\_  
(Mr., Miss, Mrs., Ms)  
Last Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Gender: Male ☐ Female ☐ Date of Birth: (month/day/year) \_\_\_\_/\_\_\_\_/\_\_\_\_

**Foreign Address:** Street: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_ Foreign Tel. No.: \_\_\_\_\_  
**U.S. Address:** Street: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Tel No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

**Residency:** Country of birth: \_\_\_\_\_ Country of Citizenship: \_\_\_\_\_ Country of Residency: \_\_\_\_\_

**Sponsor Information:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Number and Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Relationship to the student: \_\_\_\_\_

**Part II –Admissions Data**  
Please specify the program you are interested in attending: \_\_\_\_\_

**Specifications for preparing and issuing your I-20 Form:**  
Please indicate the purpose of I-20 form:  
☐ Initial Attendance  
☐ Change of Status  
☐ Transfer  
☐ Reinstatement  
☐ Other

Please indicate the date on which you will start your classes \_\_\_\_\_ Duration of study: \_\_\_\_\_

(Available at <http://www.genework.com/ApplicationForm.html>)

### Glossary

Mr. = Senhor  
Miss = Senhorita  
Mrs. = Senhora  
Ms. = Senhora  
Foreign = estrangeiro  
U.S. = EUA  
Zip/Postal Code = CEP  
Sponsor = quem paga  
Relationship = relacionamento  
Issuing = emissão  
Purpose = propósito / motivo

### GRAMMAR SPOT

#### Questions

What's your .....?

(first) name  
middle name  
last name  
address  
phone number  
mobile number  
fax number  
email  
etc.

My ..... 's .....

#### Phone Numbers

1 one  
2 \_\_\_\_\_  
3 three  
4 \_\_\_\_\_  
5 \_\_\_\_\_  
6 six  
7 \_\_\_\_\_  
8 eight  
9 \_\_\_\_\_  
0 oh / zero  
22 double two  
55 double five  
99 \_\_\_\_\_

3) It is your first class in the secretarial course. Interview your classmates and organize your personal **contact book** containing the following information:

Name (first / middle / last)

Phone number

Mobile number

Email

Address



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Inglês para Fins Específicos

## AULA 2: personal information; curriculum vitae; job interview

Professor: **Lesliê Mulico**

1) Complete the CV below with words from the box.

CURRICULUM VITAE	
<b>Name</b>	_____
<b>Address</b>	_____
<b>Telephone</b>	_____
<b>Email</b>	_____
<b>Professional Experience</b>	
_____	Pan Trans Co. Inc., New York, N.Y. <b>Bilingual Corporate Secretary</b> <ul style="list-style-type: none"> <li>Scheduling Conference appointments for Vice President</li> <li>Frequent travel to Japan, Hong Kong and Singapore</li> </ul>
_____	Expo Symbol, Washington, D.C. <b>Bilingual Secretary to Export Sales Manager</b> <ul style="list-style-type: none"> <li>Exhibition grant administration</li> <li>Editorial assistance for company newsletter</li> </ul>
_____	Symnet, Tokyo, Japan <b>Office Assistant</b> <ul style="list-style-type: none"> <li>Typing royalty contracts, manuscripts, correspondence</li> <li>Answering phones, ordering supplies</li> </ul>
<b>Education &amp; Qualifications</b>	
1989 – 92	_____ <ul style="list-style-type: none"> <li>Bachelor of Arts Degree (International Relations)</li> </ul>
_____	<ul style="list-style-type: none"> <li>Word, Excel, Access, Word Perfect, Pegasus Mail</li> <li>Proficient in Delphi computer software</li> <li>Communication, interpersonal &amp; organizational</li> <li>Typing 65 wpm, internet</li> </ul>
_____	<ul style="list-style-type: none"> <li>French, basic</li> <li>Japanese, fluent</li> </ul>
<b>Interests</b>	<ul style="list-style-type: none"> <li>Oriental culture, internet, tennis</li> </ul>

### Languages

914 925 260

1995 – present

ap@palace.net

1992 – 95

Amanda Prince

1990 – 92

State University of New York,  
New Paltz, NY

### Professional Skills

Apartment 17, 5678 City Road,  
New York, NY

### PERSONAL INFORMATION

Her name's .....

Her phone number's .....

Her mobile number's .....

Her email's .....

She lives in .....

She's a bilingual secretary

She's proficient in Word, Excel, ...

She can speak .....

She's interested in .....

2) Watch an animation about a job interview, and put the utterances you hear in the correct numerical order.

- |                            |                             |                        |                           |
|----------------------------|-----------------------------|------------------------|---------------------------|
| [ ] my email is ...        | [ ! ] good afternoon        | [ ] I can speak ...    | [ ] I'm Sheila Campbell   |
| [ ] my phone number is ... | [ ] my mobile number is ... | [ ] I'm Richard Dobson |                           |
| [ ] good evening           | [ ] I'm proficient in ...   | [ ] good morning       | [ ] I'm interested in ... |

### VOCABULARY SPOT

#### Greetings

GOOD MORNING

GOOD AFTERNOON

GOOD EVENING

GOOD NIGHT

#### Personal information

I'm / My name's .....

My phone number / mobile number is .....

My email is .....


I'm a .....

I live in .....

I'm interested in .....

I'm proficient in .....

I can speak .....

 Complete the expressions on the left using the following words:

Spanish and French - (55) 907 456 22 - businessman

Volta Redonda - nick.tramp@ibs.net - Nicholas Trump

golf and squash - Word and Power Point

- 3) Read the expressions in the *Vocabulary Spot* box, and talk about yourself with a partner.
- 4) Complete the interview using the expressions you learned today and real information **about yourself**.

Mr. Silva: Good morning, I'm John Silva, I'm a manager here at AmBev. What's your name?

You: \_\_\_\_\_

Mr. Silva: Where do you live?

You: \_\_\_\_\_

Mr. Silva: What languages can you speak?

You: \_\_\_\_\_

Mr. Silva: What are your computer skills?

You: \_\_\_\_\_

Mr. Silva: What are your personal interests?

You: \_\_\_\_\_

Mr. Silva: Ok. What's your mobile number?

You: \_\_\_\_\_

Mr. Silva: And what's your phone number?

You: \_\_\_\_\_

Mr. Silva: What's your email?

You: \_\_\_\_\_

Mr. Silva: Thank you. I'll contact you soon.

You: Thank you. I'll expect your call. Good bye.

- 5) Practice this dialogue with a partner and try to remember any interesting information about him/her.
- 6) Write a short paragraph about yourself giving personal information. (*limit = 50 words*)
- 7) Write your CV in English. (*font: Times New Roman 12; space: 2.0; justified*)



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**AULA 3:** telephoning expressions; can/could; his/her; taking short notes

Professor: **Lesliê Mulico**

- 1) In pairs create a **TELEPHONE DIALOGUE** following the script disclosed below.

**participants:** Sarah Parker (the secretary) & Carl (a client)  
**client's objective:** talk to Martin Bickman (the manager)  
**situation:** Mr. Bickman is not in the office

📺 Now watch a video snippet and compare it to the conversation you created

- 2) Watch the video again and choose the best option.

**Secretary:** Good morning! Ballstimotice®. ....  
( ) How can you help me? ( ) How can I help you? ( ) How could I help you?  
**Carl:** Hi ..... Martin Bickman, please?  
( ) could I speak to ( ) could I talk to ( ) can I speak to  
**Secretary:** Sure. ....  
( ) A second, please. ( ) A moment, please. ( ) One moment, please.  
**Secretary:** Oh, I'm sorry, but Mr. Bickman isn't in his office at the moment. ....  
( ) Can I take a message? ( ) Can you tell me your name? ( ) Could I take a message?  
**Carl:** Ahm, well, I really need to speak with him. ....  
( ) Do you know when he'll be back? ( ) When is he back? ( ) What time is he back?  
**Secretary:** He should be back ..... Would you like his mobile number?  
( ) in two hours ( ) in two hours, exactly ( ) in about two hours or so  
**Carl:** I think I have it. It's ....., right?  
( ) 666 579 066 ( ) 555 679 055 ( ) 556 589 005  
**Secretary:** Yes, that's right.  
**Carl:** Thank you very much!  
**Secretary:** My pleasure. .... Good bye.  
( ) Thanks for calling ( ) Thank you for calling ( ) Thank you for your attention

- 3) In pairs, practice this dialogue changing information where possible. Use elements from your reality.

**TIP**

📺 Para aprender uma expressão, observe a função que ela desempenha no contexto, além das palavras que a compõe.

**Grammar Spot**

**CAN (informal) = COULD (formal) > (v.) poder**

How **can** I help you? = How **could** I help you?

**Can** I speak to Ms. Brown? = **Could** I speak to Ms. Brown?

**Can** I take a message? = **Could** I take a message?

- 4) Now observe the fragment below. Discuss in groups: **what are the possible replies?**

**Secretary:** Good morning! Ballstimotice®. *How can I help you?*

**Carl:** Hi *could I speak to Martin Bickman, please?*

**Secretary:** Sure. *One moment, please.*

**Secretary:** (1) .....

(2) .....

(3) .....

(4) .....



(5) .....

(6) .....

(7) .....

(8) *Oh, I'm sorry, but Mr. Bickman isn't in his office at the moment. Can I take a message?*

### Grammar Spot

HIS  X HER   
= (p.) \_\_\_\_\_

- 5) Listen to three phone conversations and do the activities accordingly:

	CALL 1	CALL 2
Secretary's name		
Caller's name		
Manager's name	Jörg Seide	
Phone number		-----
Extension number	-----	
Problem		

### CALL 3

A: And my last name is "@#%\*&\*)(\_+!"

B: Sorry, *could you spell that for me, please?*

A: Of course. It's .....

[ ] M-A-C-G-I-L-C-H-R-I-S-T

[ ] M-E-C-D-A-L-C-H-R-A-S-T

[ ] N-A-S-J-I-L-S-A-R-I-X-D

### REVISION - Phone Numbers

1	_____	7	_____
2	_____	8	_____
3	_____	9	_____
4	_____	0	_____
5	_____	11	_____
6	_____	66	_____

### VOCABULARY SPOT - Alphabet

A	B	F	I	O	Q	R
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-

ABCDEF  
GHIJLM  
NOPQR  
STUVW  
XYZ Chlorinap  
Font

### COMMUNICATION SPOT - TAKING NOTES

What's your .....

It's "\$\*&#\$(@\*\$\*)\_+)(%"

Sorry, could you spell that for me, please?


Sorry, could you spell your ....., please?

How do you spell that, please?

How do you spell your ....., please?

"S-W-A-R-O-W-S-K-Y"

THANKOU, Sir/Madam.

-  Get a new ID card and take notes about your friends.





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**AULA 4:** email; days of the week; time for events; numbers 10-60

Professor: **Lesliê Mulico**

- 1) Get your contact book, select **one** contact and talk about him/her. *Don't mention his/her name*; the group has to guess the name of the person you selected. Mention: **Phone number; Mobile number; Email; Address.**

- 2) Complete the VOCABULARY SPOT box. In pairs, create a telephone conversation following the script disclosed below.

**participants:** you (the secretary) & Lisa Simpson (a colleague)  
**client's objective:** obtain John Silva's or Martin Bickman's email  
**emails:** *john\_silva@ambev.com.br*  
*martin\_bickman@csn.net*

**TIP**  
His ..... 's \_\_\_\_\_  
Her ..... 's \_\_\_\_\_

- 3) Now read the email Lisa Simpson has written to Mr. Silva and answer the questions below

**VOCABULARY SPOT - Email**

- Write the email symbol according to the pronunciation below:

/dɔ:t/ =  
/æt/ =  
/ʌndərlain/ =  
/dæj/ =  
/slæj/ =

**Glossary**

Inbox	Rascunhos
Folders	Pastas
Junk	Cx de Entrada
Drafts	Novo
Sent	Encaminhar
New	Apagar
Reply	Lixeira
Forward	Enviados
Delete	Responder

- What is the objective of this email?
- In your opinion, who would be superior in position at the company, Lisa or John? Why?
- When will the meeting happen?
- Where will the meeting be?
- What time does the meeting start?

**VOCABULARY SPOT – Days of the Week**

**Monday Tuesday Wednesday Thursday Friday Saturday Sunday**

**Conversation**

- A: When is the meeting?  
B: (1) It's on Tuesday.  
(2) I don't know. Is it on Friday?

**TIP**  
When = Quando  
Where = Onde  
What = Que / Qual

- Get cards from your teacher and play the *Corporate Game*. If you booked anything for the weekend (Sat or Sun), **you are fired!**



(Available at [http://comics.com/the\\_born\\_loser/2005-06-17/](http://comics.com/the_born_loser/2005-06-17/); Access on 23<sup>rd</sup> February, 2011)

### VOCABULARY SPOT – Telling the Time for Events



@ "What time does the presentation finish?"

- |  |                           |
|--|---------------------------|
| <input type="checkbox"/> It finishes <u>at 9:00</u>  | 1. ...at three oh five    |
| <input type="checkbox"/> It finishes <u>at 1:30</u>  | 2. ...at two twenty-five  |
| <input type="checkbox"/> It finishes <u>at 3:05</u>  | 3. ...at nine o'clock     |
| <input type="checkbox"/> It finishes <u>at 5:15</u>  | 4. ...at five fifteen     |
| <input type="checkbox"/> It finishes <u>at 2:25</u>  | 5. ...at eleven fifty     |
| <input type="checkbox"/> It finishes <u>at 7:45</u>  | 6. ...at midnight         |
| <input type="checkbox"/> It finishes <u>at 11:50</u> | 7. ...at one thirty       |
| <input type="checkbox"/> It finishes <u>at 12:00</u> | 8. ...at midday           |
| <input type="checkbox"/> It finishes <u>at 00:00</u> | 9. ...at seven forty-five |

### VOCABULARY SPOT – Time Numbers

- |          |          |
|----------|----------|
| 10 ..... |          |
| 11 ..... |          |
| 12 ..... | 20 ..... |
| 13 ..... | 30 ..... |
| 14 ..... | 40 ..... |
| 15 ..... | 50 ..... |
| 16 ..... | 60 ..... |
| 17 ..... | 21 ..... |
| 18 ..... | 37 ..... |
| 19 ..... | 45 ..... |



- 4) **CONVERSATION:** your boss is checking her weekly agenda with you. Answer her questions telling her about her commitments that you organized.

**BOSS:** When is the meeting?  
**SECRETARY:** It's on Tuesday.  
**BOSS:** What time does it start (begin)?  
**SECRETARY:** at 10:15.  
**BOSS:** What time does it finish (end)?  
**SECRETARY:** at 11:30

AGENDA			
EVENTS	DAY	TIME	
		start	finish
Meeting			
Congress			
Presentation			
Interview			
Business lunch			
Business dinner			
Appointment			
Cocktail			
Product launch			

- 5) **REVISION:** Complete the *telephone conversation* using ONE word per blank.

**Secretary:** Good .....! Microsoft. .... can I help you?

**Carl:** Hi, Could I ..... to Mary Bickman, please?

**Secretary:** Sure. One moment, .....

**Secretary:** Oh, I'm ....., but Ms. Bickman isn't in her office at the moment. .... I take a message?

**Carl:** Oh, that's all right. I'll send her an ..... m\_bick@ibm.net, is that right?

**Secretary:** Yes, that's correct. Thanks for calling. Good ....., have a nice day!





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Inglês para Fins Específicos

## AULA 5: REVISION 1

Teacher: **Lesliê Mulico**

### What have we seen so far?

- 1) **Personal Information:** (first/middle/last) name; address; phone/mobile/fax number; email; residence.
- 2) **Job Interview:** name; phone/mobile number; email; occupation; interests; skills; languages.
- 3) **Telephone Conversation:** responding properly; spelling names/surnames; transferring a call
- 4) **Arrangements:** confirming arrangements; days of the week; telling the time for events

📞 **QUESTIONS:** *What's your....?; Where do you live?; What languages can you speak?; What are your personal interests/skills?; How can I help you?; Could I take a message?; How do you spell that, please?; When is...?; What time does...?*

- 1) You are on a **job interview**. Answer the questions below about yourself.

Mr. Mulico: Good evening, I'm Lesliê Mulico, I'm a teacher here at IFRJ. What's your name?

You: \_\_\_\_\_

Mr. Mulico: Where do you live?

You: \_\_\_\_\_

Mr. Mulico: What languages can you speak?

You: \_\_\_\_\_

Mr. Mulico: What are your computer skills?

You: \_\_\_\_\_

Mr. Mulico: What are your personal interests?

You: \_\_\_\_\_

Mr. Mulico: Ok. What's your mobile number?

You: \_\_\_\_\_

Mr. Mulico: And what's your phone number?

You: \_\_\_\_\_

Mr. Mulico: What's your email address?

You: \_\_\_\_\_

Mr. Mulico: Thank you.

- 2) Now, choose one partner and **introduce** her to your boss.

- 3) You have been contracted as a **secretary** in a multinational company. Now a client is calling. Create a **telephone conversation** in English with a partner following the script below.

participants:	you (the secretary) & Mr. Van der Khraencz
client's objective:	talk to Dr. Pollansky (your boss)
situation:	Dr. Pollansky is having lunch
your objective:	write client's <u>name</u> , <u>mobile number</u> , <u>email</u>

### TIPS

📞 His ..... 's \_\_\_\_\_

📞 He lives in \_\_\_\_\_

📞 He's \_\_\_\_\_

📞 Her ..... 's \_\_\_\_\_

📞 She lives in \_\_\_\_\_

📞 She's \_\_\_\_\_



- 4) This is another **telephone conversation**, but some words have disappeared. In pairs, act it out making the necessary adjustments. Obs: each / corresponds to ONE missing word

SECRETARY	CLIENT
a. Good / CSN / How / I help / ?	a. _____
b. _____	b. Hello / I / to / Silva / ?
c. Sure. A / /	c. _____
d. Oh, / / but / Silva / / his office / / moment	d. _____
e. / I take / / ?	e. _____
f. _____	f. Yes, please. Tell him to call me back as soon as possible, please.
g. Certainly, madam.	g. _____
h. / / name?	h. _____
i. _____	i. / / Martha Stuart.
j. How / you / your / name?	j. _____
k. _____	k. It's S-T-U-A-R-T
l. Thank /	l. _____
m. / / email?	m. _____
n. _____	n. mrt_stuart@csn.net
o. And / / mobile / please?	o. _____
p. _____	p. (24) 90675 22 1003
q. Thank / I'll tell / Silva you called.	q. _____
r. _____	r. Thank you / /
s. My / Thanks / / Good /	s. _____

- 5) Your boss would like to **check his agenda** for this week. Read the agendas and help her fill in her diary.

AGENDA			
EVENTS	DAY	TIME	
		<i>start</i>	<i>finish</i>
Meeting	<i>Mon</i>	9:30	10:45
Congress			
Presentation	<i>Tue</i>	2:00	2:45
Interview	<i>Thur</i>	11:05	11:25
Business lunch			
Business dinner	<i>Wed</i>	8:00	9:15
Appointment			
Cocktail			

AGENDA			
EVENTS	DAY	TIME	
		<i>start</i>	<i>finish</i>
Meeting			
Congress	<i>Tue</i>	9:00	5:00
Presentation			
Interview			
Business lunch	<i>Thur</i>	12:30	1:35
Business dinner			
Appointment	<i>Tue</i>	7:30	8:30
Cocktail	<i>Sat</i>	8:20	11:00

**TIPS**

**BOSS:** When is .....?

**SECRETARY:** It's on .....

**BOSS:** What time does .....?

**SECRETARY:** at .....

**BOSS:** What time does it ...?

**SECRETARY:** at .....



IMPORTANT NOTES

**AULA 7:** secretary responsibilities; cognates; vocabulary; informing duties; preparation for poster presentation

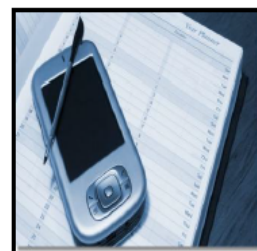
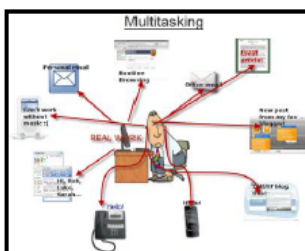
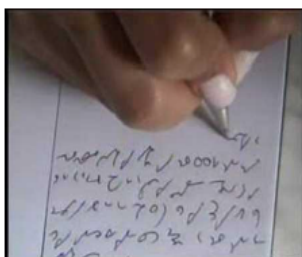
Teacher: **Lesliê Mulico**

- 1) Think about and discuss with a partner: in **your opinion**, what are the responsibilities of an executive secretary? Make a list of items in the space below either in English or in Portuguese.

**SECRETARY DUTIES**

**SECRETARY DUTIES**

- 2) Which responsibility does each picture represent? Watch a video and number the duties in the order they are mentioned.



- 3) Now watch it again and write the duties in English.

- 4) Read the fragment of a **JOB DESCRIPTION** below and answer the tasks accordingly.

### **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide office support services in order to ensure efficiency and effectiveness within the Band Office

#### Main Activities

- Receive, direct and relay telephone messages and fax messages.
- Direct the general public to the appropriate staff member.
- Maintain the general filing system and file all correspondence.
- Assist in the planning and preparation of meetings, conferences and conference telephone calls.
- Make preparations for Band Council and committee meetings.
- Maintain an adequate inventory of office supplies.
- Respond to public inquiries.
- Provide word-processing and secretarial support.
- Type confidential documents on a wordprocessing system.

2. Provide support to the Chief and First Nation Administrator

#### Main Activities

- Assist the Chief and First Nation Administrator as requested.
- Provide administrative services for the Chief and First Nation Administrator.

3. Perform other related duties as required

(Available at: [http://www.maca.gov.nt.ca/school/tools/JD\\_docs/Executive%20Secretary%20JD.pdf](http://www.maca.gov.nt.ca/school/tools/JD_docs/Executive%20Secretary%20JD.pdf). Access on 13th April, 2011)

- a. What's the topic of this fragment? What type of information does it provide?
- 
- b. Underline 20 cognates and think about their equivalents in Portuguese.
- c. In this fragment, there is a false cognate. Which one is it? What is its equivalent in Portuguese?
- 
- d. Match the expressions below to their correspondent equivalents in Portuguese:

- |   |     |   |
|---|-----|---|
| [1] <i>focus on target accomplishments</i>          | [ ] | transmitir mensagens telefônicas                |
| [3] <i>provide office support</i>                   | [ ] | manter um inventário de materiais de escritório |
| [4] <i>ensure efficiency and effectiveness</i>      | [ ] | garantir eficiência e competência               |
| [5] <i>relay telephone messages</i>                 | [ ] | focar nas tarefas mais importantes              |
| [6] <i>attend committee meetings</i>                | [ ] | fornecer suporte técnico (no escritório)        |
| [7] <i>respond to public inquiries</i>              | [ ] | participar de reuniões de comissão              |
| [8] <i>provide secretarial support</i>              | [ ] | fornecer ajuda secretarial                      |
| [9] <i>maintain an inventory of office supplies</i> | [ ] | responder às perguntas de outras pessoas        |

### **COMMUNICATION SPOT – INFORMING RESPONSIBILITIES**

We YOU	<b>HAVE TO</b>	...
	<b>NEED TO</b>	relay telephone messages.
	<b>ARE SUPPOSED TO</b>	provide office support.
	<b>ARE EXPECTED TO</b>	ensure efficiency and effectiveness.
	<b>ARE REQUIRED TO</b>	focus on target accomplishments.
	<b>SHOULD</b>	...

5) **Job Description Game.** Get cards and decide if the description relates to one from an executive secretary career. Use the expressions in the **Communication Spot** box.

6) In pairs, make an **illustrated poster** showing some target secretarial accomplishments, and make a **short presentation in English**. (2.0)



Ministério da Educação  
Secretaria de Educação Profissional e Tecnológica  
Instituto Federal do Rio de Janeiro – IFRRJ

*Inglês para Fins Específicos*

**AULA 8:** secretary's routine; revision time/event; organizing a timetable

Teacher: **Lesliê Mulico**

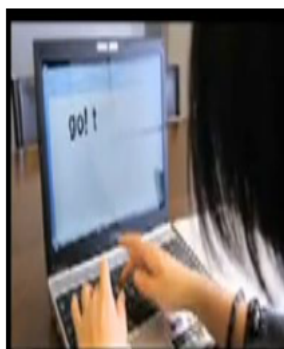
- 1) What's the daily routine of this secretary? Complete the puzzle below, then discuss about the time she probably does these activities.

A: I think she clocks in at 7:30.

B: I don't think so. That's too early. In my opinion, she clocks in at 8:00.

A: Ok, I agree.

**TIP**  
too early ≠ too late



work on \_\_\_\_\_



\_\_\_\_\_ papers



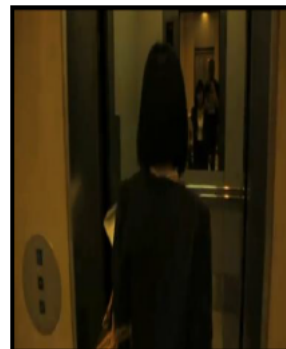
clock \_\_\_\_\_



organize \_\_\_\_\_



\_\_\_\_\_ the timetable



\_\_\_\_\_ out

- 2) Now watch **THE SECRETARY SONG**. What else is part of her daily routine? Take notes during the video and then compare them to a partner's.

**SECRETARY'S DAILY ACTIVITIES**




- 3) The text below illustrates a secretary's daily routine. It has been taken from an online forum. Read the text quickly trying to retrieve information about her routine from your memory. Then try to remember together with a partner.

A: I think she \_\_\_\_\_ at \_\_\_\_\_.

B: I don't think so. In my opinion, she \_\_\_\_\_ at \_\_\_\_\_.

A: Ok, I agree.



**Resolved Question** [Show me another »](#)


### What's a secretary's daily routine?

i need a brief answer of a typical working day, from morning till night. thanks.

1 year ago

[Report Abuse](#)

---



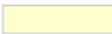
**Best Answer** - Chosen by Voters

Im a secretary for our HR director. This is how most of my days go:

8 am- clock in and go to my desk  
start checking emails and respond if necessary..check vm for my boss' extension  
9 am- work on new hire packets: data entry, filing, and verifying info.  
11 am - LUNCH  
12 pm- Get back from lunch and finish new hire packets  
1 pm - Turn in all new hire packets to boss and get the packets from yesterday from boss  
1-2 pm - File all packets and paperwork  
2 pm - assist boss with any work that he might need help with  
3-5 pm - Schedule any interviews if needed and schedule drug tests; general office duties such as typing, faxing, copying, data entry, more filing,

Answer the phone adn take messages through out the day along with any miscellaneous work given.

1 year ago

 **36% 5 Votes**

[Report Abuse](#)

(Available at: <http://answers.yahoo.com/question/index?qid=20090407000828AA6KzQ6>. Access on 22<sup>nd</sup> April, 2011)

- 4) Read the text again and match the expressions to their meanings.

- |                         |                                       |
|-------------------------|---------------------------------------|
| a. clock in             | ( ) arquivar todos os pacotes         |
| b. start checking       | ( ) anotar mensagens                  |
| c. check vm             | ( ) atender telefonemas               |
| d. work on hire packets | ( ) retornar do almoço                |
| e. get back from lunch  | ( ) trabalhar com pacotes contratuais |
| f. file all packets     | ( ) bater o ponto                     |
| g. schedule interviews  | ( ) agendar entrevistas               |
| h. answer the phone     | ( ) verificar mensagens de voz        |
| i. take messages        | ( ) começar a verificar               |



- 5) Based on the text, help Gemini organize her timetable. After that, confer it with your partner.

Gemini's working schedule	
8 a.m.	
9 a.m.	
11 a.m.	
12 p.m.	
1 p.m.	
1 - 2 p.m.	
2 p.m.	
3 - 5 p.m.	
5 p.m.	



What time does Gemini  
assist her boss?

at \_\_\_\_\_



- 6) In the chart below, organise **YOUR** timetable as a secretary. Then compare it to a different partner's.

.....'s working schedule	



What time do you  
.....?

at .....  
And what time  
do you .....?



### Grammar Spot - Routines

What time **do you** clock out?  
**they**

What time **does she** call clients?  
**he**

**I** clock out at 7 p.m.  
**We**

**She calls** clients at 2 p.m.  
**He**

I	}	VERB
You		
We		
They	}	VERB + S
He		
She		

- 7) At home, write your daily routine schedule and present it to your classmates next class.



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Inglês para Fins Específicos

## AULA 9: REVISION 2

Teacher: **Lesliê Mulico**

### What have we seen so far?

- 1) **Checking Timetables:** time; days of the week; when; what time.
  - 2) **Secretary Responsibilities:** vocabulary; should; have/need to; am/is/are supposed/expected/required to.
  - 3) **Secretary Routine:** vocabulary; what time; giving opinions
- ⓐ **QUESTIONS:** *What's your....?; Where do you live?; What languages can you speak?; What are your personal interests/skills?; How can I help you?; Could I take a message?; How do you spell ..., please?; When is...?; What time does...?*

- 1) Fill in this card with information about yourself.

NAME:	_____
OCCUPATION:	_____
HOME:	_____
INTERESTS:	_____
SKILLS:	_____
LANGUAGES	_____

- 2) Your boss would like to **check the timetable** for this week. Talk in pairs and fill in your timetable.

AGENDA 1				AGENDA 2			
EVENTS	DAY	TIME		EVENTS	DAY	TIME	
		Start	finish			start	finish
Meeting	Mon	9:30	10:45	Meeting			
Congress				Congress	Tue	9:00	5:00
Presentation	Tue	2:00	2:45	Presentation			
Interview	Thur	11:05	11:25	Interview			
Business lunch				Business lunch	Thur	12:30	1:35
Business dinner	Wed	8:00	9:15	Business dinner			
Appointment				Appointment	Tue	7:30	8:30
Cocktail				Cocktail	Sat	8:20	11:00

- 3) Look at the responsibilities below and tick [✓] the ones a secretaries have to do. After that, imagine you are the boss and your friend is the new secretary. Tell her about her responsibilities.

ACTIVITIES		
Work on the computer	Take messages	Relay telephone messages
Take dictation	Send emails	Receive emails
Contact clients	Contract personnel	Organise timetables
Conduct meetings	Prepare meetings	Prepare events
Organise several tasks	Make travel arrangements	Conduct job interviews
Interact with co-workers	Respond to public questions	Sign official documents
Meet clients	Type documents	Attend meetings
Receive telephone messages	Answer telephone calls	Direct calls to different departments
Assist meeting preparations	Quote prices of products	Purchase new products
Work on spreadsheets	Interrupt important meetings	Do research on the internet
Schedule meetings	Decorate the office	Read emails
Forward emails	Write small notes	Contract services

## AULA 10: ORAL TEST 2

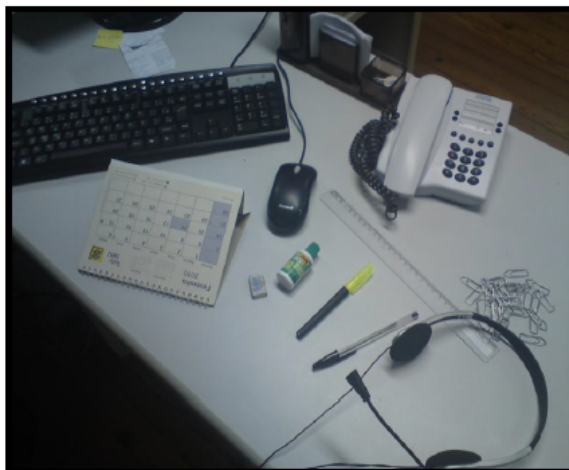
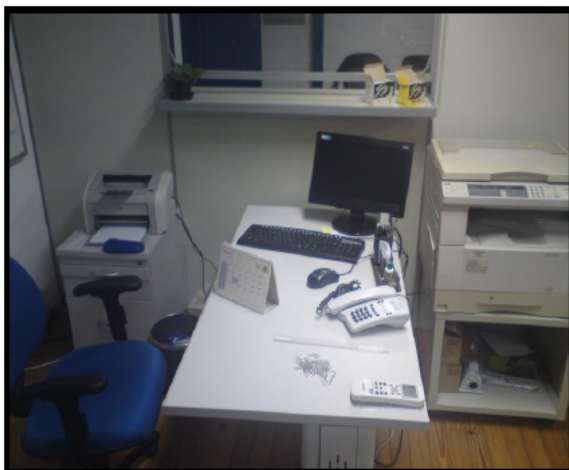
**AULA 11: office supplies; inventory; quantity numbers**

Teacher: **Lesliê Mulico**

- 1) Look at the photos below and try to identify the office objects with a partner.

A: "I think it's a(n) \_\_\_\_\_."  
B: "I agree X I don't think so."

CHAIR DESK PRINTER PHOTOCOPIER BIN MONITOR KEYBOARD MOUSE  
TELEPHONE HEADSET CALENDAR PEN CORRECTING FLUID HIGHLIGHTER



- 2) You are the new secretary at the company and your working desk is empty. Organise your desk drawing the office materials you will need and then present it to the class.

"This is my desk. There is a(n) \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.  
Also, there are \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_."

- 3) You were asked to make an inventory of the material at the office. Fill in the inventory below with information from the slide. Then, compare your document with a partner's and check the items and their quantities.

INVENTORY OF OFFICE SUPPLIES	
Item	Quantity

**Revision - NUMBERS**

10 ..... 11 .....  
12 ..... 20 .....  
13 ..... 30 .....  
14 ..... 40 .....  
15 ..... 50 .....  
16 ..... 60 .....  
17 ..... 70 .....  
18 ..... 80 .....  
19 ..... 90 .....  
35 ..... 22 .....

A: "We have \_\_\_\_\_, \_\_\_\_\_, ... and \_\_\_\_\_."

B: "Check." X "Sorry, I have \_\_\_\_\_ in my list."

A: "I agree." X "I disagree."

- 4) Homework: choose a department at IFRJ and make an inventory of office supplies using EXCEL software. Print it and make a short presentation next class.

### LET'S REFLECT UPON LANGUAGE!

A. These sentences were used during the test. Write **C** if the sentence is CORRECT and **W** if the sentence is WRONG.

- |   |   |
|---|---|
| ___ My name is Karen Miller.            | ___ My interested in secretary.                   |
| ___ My email silva@hotmail.com.         | ___ I can speak Portuguese.                       |
| ___ My number 995511 22333.             | ___ is 98554 8900                                 |
| ___ Sorry, I don't have.                | ___ He's in a congress?                           |
| ___ It's on Tuesday.                    | ___ Appointment starts 11:15.                     |
| ___ What time meeting start?            | ___ I'm afraid he's in lunch                      |
| ___ At four finish.                     | ___ Take a message, is organize papers            |
| ___ When is business lunch?             | ___ Eight clock in, nine organize papers, ...     |
| ___ Repete.                             | ___ "How are you?" "Fine, thanks and you?"        |
| ___ What time finish?                   | ___ I interested in sports.                       |
| ___ At eight ten.                       | ___ I am Karen Miller.                            |
| ___ What time does meeting start?       | ___ My interests dance, sports.                   |
| ___ Organise papers.                    | ___ "When is meeting?" "Monday"                   |
| ___ Contact clients.                    | ___ "What time does presentation start?" "11:45". |
| ___ Check vm.                           | ___ "When time does presentation start?" "Monday" |
| ___ At 7:00 clock in.                   | ___ It's on Tuesday.                              |
| ___ At 7:00 I am organize papers.       | ___ I'm interested in music.                      |
| ___ From 1 to 2, I schedule interviews. | ___ Mobile number phone 99772 900066.             |
| ___ What time does finish?              | ___ When interview what time finish?              |

B. Now correct the sentences in the fragments below.

- |   |  |
|---|--|
| 1) A: When is meeting?<br>B: Monday.  | 4) A: What time congress finish?<br>B: 18:20                 |
| 2) A: What on congress?<br>B: Tuesday   | 5) A: What time is the business lunch?<br>B: It's on Monday. |
| 3) A: What are the responsibilities of a secretary?<br>B: Clock in, take a message. | 6) A: When is the appointment?<br>B: At 9:00                 |

C. Answer the questions appropriately.

- How are you?  
\_\_\_\_\_
- Can you tell me a little about yourself?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What's your phone number?  
\_\_\_\_\_
- What's your email?  
\_\_\_\_\_
- How do you spell "Silva"?  
\_\_\_\_\_
- When is your English class?  
\_\_\_\_\_
- What time does it start?  
\_\_\_\_\_

AULA 12: telephoning expressions

Professor: **Lesliê Mulico**

- 1) **REVISION:** Complete the telephone conversation using ONE word per blank.

**Secretary:** Good .....! Microsoft. .... can I help you?

**Carl:** Hi, Could I ..... to Mary Bickman, please?

**Secretary:** Sure. One moment, .....

**Secretary:** Oh, I'm ....., but Ms. Bickman isn't in her office at the moment. .... I take a message?

**Carl:** Oh, that's all right. I'll send her an ..... m\_bick@ibm.net, is that right?

**Secretary:** Yes, that's correct. Thanks for calling. Good ....., have a nice day!

- 2) Look at the two situations below and with a partner prepare a **TELEPHONE CONVERSATION** accordingly.

participants: you (the secretary) & Mr. Van der Khracncz  
client's objective: talk to Dr. Pollansky (your boss)  
situation: Dr. Pollansky is having lunch  
your objective: write client's name, mobile number, email

1

**Revision**  
@ His = dele  
@ Her = \_\_\_\_\_  
@ Your = seu  
@ Our = \_\_\_\_\_

**Remember!**  
@ What = o que/qual  
@ Where = \_\_\_\_\_  
@ When = quando  
@ What time = \_\_\_\_\_

participants: you (the secretary) & Lisa Simpson (a colleague)  
client's objective: obtain John Silva's or Martin Bickman's email  
emails: john\_silva@ambev.com.br  
martin\_bickman@csn.net

2

- 3) Match the fragments below and then draw =) if the sentence is good news and draw =( if the sentence is bad news:



I'm sorry  
I can't  
There's  
I'm sorry, I think you  
I'll put you  
I'll connect  
I'll pass you over to the  
I'm afraid  
I'm afraid she is in  
He is

have the wrong number.  
a meeting at the moment.  
the extension is busy.  
I don't speak English very well.  
you to him.  
Financial department.  
through right now.  
a bad connection.  
hear you well.  
busy at the moment.

**Glossary**

wrong = not correct  
extension = "ramal"  
hear = listen  
busy = occupied





- 4) Read the fragments below and complete with the best expression from the list on the previous page.

Dr. Saliés: Good morning, I'd like to talk to Mr. Martins, please.

Secretary: .....

Dr. Saliés: Thank you very much.

Mr. Menezes: Hello. Can I talk to Sarah Parker from Finance department?

Secretary: One moment, please. ....

Mr. Menezes: Ok, I'll call back later, thanks.

Mrs. Castro: Hi there. Is Mary Dickson in the office?

Secretary: .....

Mrs. Castro: Oh! Is it not 788 21 455? I'm terribly sorry!

Ms. Lopez: Hello. Could I talk to Mr. Silva, please?

Secretary: ..... Can I take a message?

Ms. Lopez: Yes. Please ask him to call Livia Lopez after the meeting, ok?

Dr. Mulico: Good evening. Is Dr. Chan in?

Secretary: I'm afraid this is not his department. ....

Dr. Mulico: Thank you very much.

Secretary: You're welcome.

#### Revision

him = ele

her = .....

You = .....

(after verbs or prepositions)

- 5) You work as a secretary at **Petrobras, Marketing Department**, and you receive a call from **Richard Loyal** (Microsoft Corporation). Mr. Wallis wants to speak to **Mrs. York**.

YOU: Petrobras, .....

YOU: .....

YOU: .....

YOU: .....

YOU: .....

YOU: .....

YOU: I'll tell .....

Good afternoon. Could I speak to Mrs. York, please?

Ok, thank you.

Oh no! Could you ask her to call me back ASAP?

It's Richard Loyal.

RICHARD LOYAL!

It's 3344 5 0096.

Thank you very much, bye.



- 6) Now practice this conversation with a partner and then with the recording.

- 7) Invent a telephone dialogue in English. There should be at least one problem, and give a solution. Try to include the expressions below.

WHEN IS

WHAT TIME

GET BACK FROM

WHAT'S

I'D LIKE