ENGLISH FOR SECRETARIES

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THE SECRETARY

someone who works in an office, writing letters, making telephone calls and arranging meetings for a person or for an organization:

*My secretary will phone you to arrange a meeting.*

*(Cambridge Advanced Learner’s Dictionary)*
The role of the secretary:
- As an assistant
- As a manager
- As an executive
- As a leader
OPTIMIZES the communication in the office
DEVELOPS multiple abilities & competences
LEARNS how and why innovations are necessary in the work environment
KNOWS the current requirements and the new paradigms on ethics and professionalism
DISCUSSES the perspectives for the future of the modern secretary
PERFECTS techniques of management of the time and productivity
CONSiders the role of the secretary as an agent of change
WORKS with enthusiasm and motivation
KNOWS what really makes the difference
USES emotional intelligence to create results
KNOWS the principles of financial and investments
KNOWS how to work with talent, motivation and attitude
The secretary
choose the adjectives to describe a good professional

- Decisive
- Charismatic
- Motivating
- Adventurous
- Open
- Ruthless
- Informal
- Uncaring
- Passionate
- Impulsive
- Accessible
- Moderate
- Balanced
- Careful
- Thoughtful
- Aggressive
- Straight
- Energetic
- Lunatic
- Flexible
General English
Routine: Phrasal Verbs

- To look
- To pick
- To show
- To get

- To look
- To look
- To get
- To speak

- To sort
- To call
- To go
- To take

- To look
- To get
- To fill
Routine: Phrasal Verbs
Routine: Phrasal Verbs

- To get on
- To speak up
- To call back
- To fill in
- To look out
- To look round
- To get through
- To look through
- To look up
- To look forward
- To go over
- To take down
- To sort out
- To pick up
- To get down
Easily confused words

- Could you please attend / answer the telephone?
- Could you please send us a recipe / receipt for the good we have purchased?
- I’d be grateful if you could call me sometimes / sometime next week.
- This is a very sensitive / sensible problem, so please don’t discuss it with people outside the company.
- In order to save costs, you are asked to be economic / economical with photocopying.
- Organizing retirement pensions is a personal / personnel issue and you should contact human resources for further information.
- I wondered if you would be willing to attend the meeting on Monday in my place as I’m not interesting / interested in the issues.
- This company is going to give us advice / advise on marketing abroad.
Minutes

The official record of things that were said and decided in a meeting
Issues to be considered when arranging a meeting

Making arrangements
- Could we meet on Monday at 10.30?
- Are you free sometime next week?
- How about next Friday?
- What about April 10th?
- Would Wednesday at 2pm suit you?
- Is 11.15 convenient?

Changing arrangements
- I’m afraid I can’t come on Friday/then.
- We’ve got an appointment for 11.00, but I’m afraid something’s come up.
- Could we fix another time?

Responding
- That’ll be fine.
- That’s ok.
- No sorry, I can’t make it then.
- My diary’s rather full that day/week.
- Sorry, I’ve already got an appointment at that time.
Office Supplies

CD-ROM
KNIFE
HOLE PUNCH
PINS
ADHESIVE TAPE
SCISSORS
FOLDBACK CLIP
POST-IT NOTES
PAPER CLIPS
RUBBER BANDS
STAPLER
PENCIL SHARPENER
Office Organization

What an organized office!
Communication
Communication in Business

How important are the following things when doing business in our country? Are they: important, not important or best avoided?

- Exchanging business cards
- Shaking hands
- Kissing
- Small talk before meetings
- Using first names
- Punctuality
- Giving presents
- Humour
Communication in Business

What would you say in the following situations?

- You don’t hear someone’s name when you are introduced to them.
- You have to refuse an invitation to dinner with a supplier.
- You are offered food which you hate.
- You want to end a conversation in a diplomatic way.
- You have to greet a visitor.
- You have to introduce two people to each other at work.
- You have to introduce two people to each other at a party.
- You have to propose a toast.
- You colleague’s been made redundant.
- You arrive half an hour late for a business lunch.
- Accomodation
- Alter
- Bill (for food)
- Biscuit
- Engaged (telephone)
- Fill in
- Luggage
- Reception
- Taxi
- Petrol
- Holiday
- Return
- Truck
- Line

- Accomodations
- Change
- Check
- Cookie
- Busy
- Fill out
- Baggage/Luggage
- Front desk/Front office
- Cab
- Gasoline
- Vacation
- Round trip
- Lorry
- Queue
Words often misused

- **Travel** is used as a verb or adjective.
- **Journey** is used as a noun and refers to the time spent moving from one place to another.
- **Trip** is a noun and normally refers to the journey and the time spent away from home.
Organizing a Trip

- BUSINESS TRIPS
- ARRANGING A TRIP
- RESERVATIONS
- BEFORE THE FLIGHT
- DURING THE FLIGHT
- AFTER THE FLIGHT
- AIRPORT
- HOTEL
- ROOM
- FREE TIME
- BUSINESS CENTER
- OTHER SERVICES

Business Trips
Handling Calls
“To the caller, the person who answers the phone is the organization.”

(Telephone Behaviour training film, Video Arts)
Is it difficult to talk on the phone in a foreign language? Why?
- People mumble, whisper
- People speak too fast, too slow
- People use too much technical jargon
- People have strong accent (native or non-native speakers)

How can you make it easier?
- Be calm
- Ask the person to spell the names you don’t understand
- Focus on the most important parts of the conversation
- Practice your listening!!!

Remember: your personality and manner will leave the person on the other side of the line with a good or bad impression of you and your company.
Telephoning

But... and if you really don't understand?

Sorry, I...

missed that. Could you say it again?
didn't catch that. Could you slow down a bit?
don't understand. Could you explain what you mean?
'm not with you. Could you go over that again?
don't follow you. Could you run through that again?
don't quite see what you mean. Could you be a bit more specific?
Receiving Visitors
Hello, I’m Mary Cavallier. Pleased to meet you.

Pleased to meet you, too.

Would you like to take a seat?

No thank you, I’ve been sitting all day.

Can I ask you to sign the visitor’s book please?

Yes, of course.

Can I take your coat?

Yes, thank you.

Would you like something to drink?

Yes, please, a coffee would be most welcome.

Could I call a taxi?

Thank you, but no. I’m not hungry.

No, thank you. I’d rather walk.
The 21st Century Professional
How do you evaluate yourself?

**Technical skills**
- Computer
- Equipment
- Organization
- Meeting planning

**Soft skills**
- Education
- Customer Service
- Phone Etiquette
- Communication
- Sales / Networking

**Professional Traits**
- Appearance
- Confidence
- Protocol
- Poise
- Confidentiality
Areas to evaluate

Ask yourself the questions

What are my strengths?
What areas would I like to develop?
How will I benefit?
Skills I need to develop
Obstacles I need to overcome
Who can help me achieve this goal and how?
Date to achieve?

And always review your answers!!!
Thank you!
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