

To: Joshua Hart  
From: Kate Stevens  
Re: Next Week's Schedule

Dear Joshua,

Next week is going to be busy, and I need your help to plan it. First, I need to make sure that we **schedule** extra salespeople for Friday. Then, I'd like you to **set up an appointment** for sales training. Make sure to ask everyone to **RSVP** so we can prepare the materials **in advance**.

Next, please **arrange** the **weekly** sales meeting. We need to compare our sales for the month to the goal we set. Make sure that you schedule it for a time that all salespeople can attend.

I want you to **pencil in** a day and time for our **annual** sales **review**. You will have to determine which day will work the best, and expect changes. Sometimes finding the appropriate day takes a while in order to accommodate everyone. The executive personnel are often out of the office on business trips.

Lastly, **send apologies** to Mr. Levens for my inability to attend his meeting next week. If it is important that I be there, ask him if he can **postpone** it.

If he schedules it for the same time on Thursday, instead of Friday, I'll be able to go.

Thank you,  
Ms. Stevens



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common schedules?
- 2 What tools can be used to make and distribute schedules?

## Reading

2 Read the email. Then, choose the correct answers.

- 1 What is the main purpose of the email?
  - A to plan the weekly production meeting
  - B to postpone the sales training
  - C to schedule a business trip
  - D to arrange the schedule for the upcoming week
- 2 Why might it be difficult to schedule the annual review?
  - A It only occurs once a year.
  - B Executives are often out of town.
  - C It lasts a long time.
  - D Everyone has other meetings to attend.
- 3 Why is it important that employees respond to the sales training invitation?
  - A so those who can't come can schedule another time
  - B so the correct number of materials can be prepared
  - C so the manager can arrange the right room for the training
  - D so they know how much food to order for lunch

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                |                  |
|----------------|------------------|
| 1 __ set up    | 5 __ appointment |
| 2 __ pencil in | 6 __ in advance  |
| 3 __ weekly    | 7 __ review      |
| 4 __ postpone  | 8 __ annual      |

- A occurring once every seven days
- B to plan for an event knowing that it might change
- C occurring before another event
- D a meeting set for a certain time
- E to make arrangements for an activity
- F occurring once a year
- G to delay an event
- H an examination of events

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

1 schedule / arrange

A \_\_\_\_\_ the meeting at 11:00 on Wednesday.

B I'll \_\_\_\_\_ the handouts and chairs before the meeting.

2 RSVP / send apologies

A The manager had to \_\_\_\_\_ for missing the meeting.

B The invitation says to \_\_\_\_\_ by Friday.

**5** Listen and read the email again. Why is it important to plan a meeting in advance?

## Listening

**6** Listen to a conversation between a secretary and a manager. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The weekly meeting will be postponed.
- 2 \_\_\_ The man canceled the appointment with Mr. Jackson.
- 3 \_\_\_ The woman will not attend the monthly sales goals meeting.

**7** Listen again and complete the conversation.

**Secretary:** Well, Mr. Druss can't make the weekly meeting.

**Manager:** Hmm, I really need him to be there. Can we **1** \_\_\_\_\_ ?

**Secretary:** I can go ahead **2** \_\_\_\_\_ it. I'll check with him to see when he's available.

**Manager:** That would be great. What **3** \_\_\_\_\_ do we have?

**Secretary:** Mr. Jackson **4** \_\_\_\_\_ a meeting as soon as possible.

**Manager:** Okay. What does tomorrow **5** \_\_\_\_\_ ?

**Secretary:** You're free from 11:30 until 2:00.

**Manager:** Go ahead and **6** \_\_\_\_\_ a 1:00 meeting and see if that will work for him.

## Speaking

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

### USE LANGUAGE SUCH AS:

*We have some conflicts ...*

*What are ...?*

*Can we change ...?*

**Student A:** You are a secretary. Talk to Student B about:

- schedule conflicts
- changing meetings
- scheduling meetings

**Student B:** You are a manager. Talk to Student A about the scheduling conflicts.

## Writing

**9** Use the conversation from Task 8 and the email to complete the schedule. Include: appointments for each day, the types of meetings, and changes to the schedule.

**Monday, March 5**

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**Tuesday, March 6**

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**Wednesday, March 7**

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**Thursday, March 8**

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**Friday, March 9**

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Schedule

**Nesler Inc.****A Leader in  
Information  
Technology!**

Do you have experience as a **clerk** or **salesperson**? Nesler is looking for outstanding **employees**!

We are hiring for several different positions. All positions are based at our downtown office:

- **supervisor**
- **salesperson**
- **office clerk**
- **secretary**

Above positions are full-time. We are also looking for part-time **freelancers**.

Work in a fast-paced environment with great **co-workers**! Collaborate with your **colleagues** to create innovative products. Nesler Inc. offers great employee benefits for all full-time employees.

Want a head start on a great career? Do you dream of being an **executive**? Become an **intern** with Nesler! Drop off applications at our career fair booth.

executive

supervisor

clerk

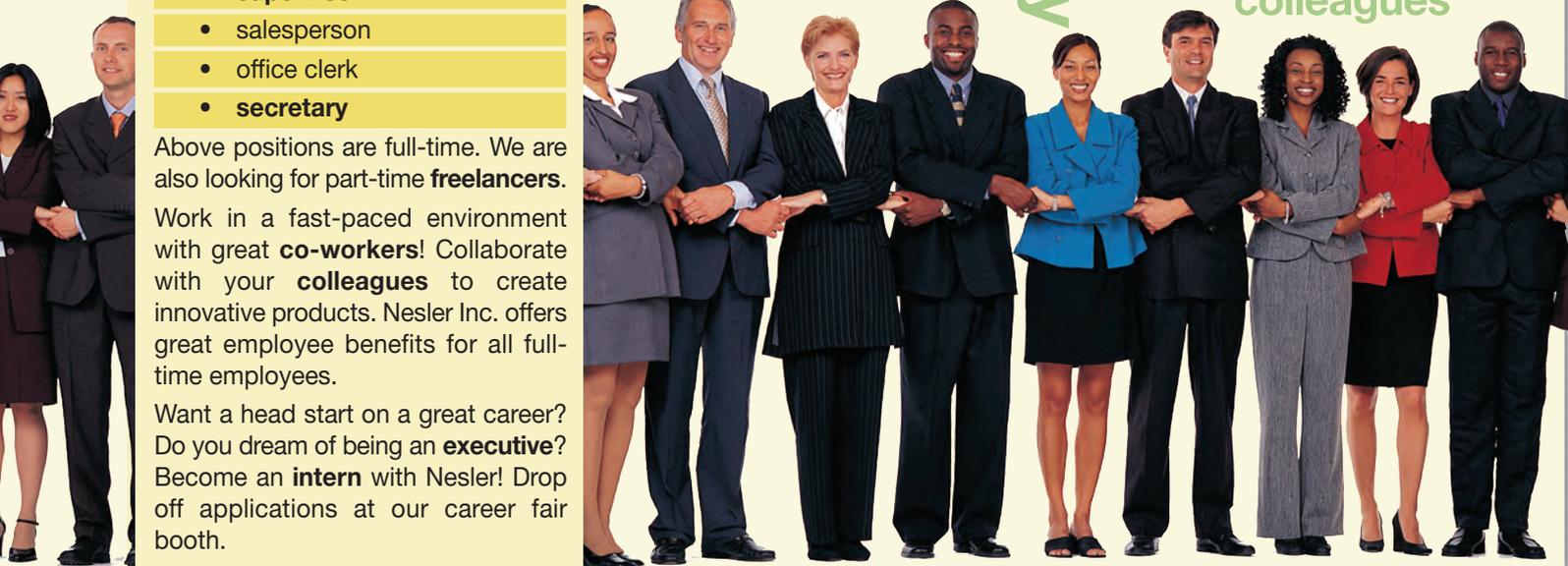
co-worker

salesperson

secretary

free  
lancer

colleagues

**Get ready!**

1 Before you read the passage, talk about these questions.

- 1 What are the most common office positions?
- 2 Why is it beneficial to get experience as an intern?

**Reading**

2 Read the job fair advertisement. Then, mark the statements true (T) or false (F).

- 1 \_\_\_ The company is currently hiring supervisors.
- 2 \_\_\_ All of the downtown office positions come with benefits.
- 3 \_\_\_ Interns should bring their applications to the downtown office.

**Vocabulary**

3 Match the words (1-7) with the definitions (A-G).

- |                 |                   |
|-----------------|-------------------|
| 1 ___ clerk     | 5 ___ employee    |
| 2 ___ intern    | 6 ___ freelancer  |
| 3 ___ co-worker | 7 ___ salesperson |
| 4 ___ executive |                   |

- A a person with a higher management position  
 B a person who works with other people  
 C a person who works for hire without a permanent position  
 D someone who works for a company  
 E a student getting on-the-job training  
 F a full-time employee who does basic office tasks  
 G someone who sells things on a company's behalf

**4** Write a word that is similar in meaning to the underlined part.

- I left a message with Mr. Mason's assistant who does his administrative duties.  
\_ \_ c \_ e t \_ \_ y
- Shelley's direct manager who oversees her work asked her to do a new project.  
s \_ \_ \_ r \_ i \_ \_ r
- Advice from a(n) fellow worker in your field can be very valuable.  
\_ o \_ \_ e a \_ u \_

**5** Listen and read the advertisement again. What does this company offer to their potential employees?

### Listening

**6** Listen to a conversation between a student and a recruiter. Mark the following statements as true (T) or false (F).

- \_\_\_ The man is looking for an entry level position.
- \_\_\_ The woman is studying business at the university.
- \_\_\_ The internship position has low wages.

**7** Listen again and complete the conversation.

**Student:** Hi, do you have any **1** \_\_\_\_\_ positions open?

**Recruiter:** Hi there. Well, we have a few **2** \_\_\_\_\_ open. Do you have any prior experience?

**Student:** No, I don't.

**Recruiter:** Okay, let's see. Are you a **3** \_\_\_\_\_ ?

**Student:** Yeah, **4** \_\_\_\_\_ at the university.

**Recruiter:** Okay, great. In that case, you could become an intern. Of course, the pay is **5** \_\_\_\_\_ .

**Student:** That's okay. I need the **6** \_\_\_\_\_ .

**Recruiter:** All right then, I'll get you an application.

### Speaking

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

**USE LANGUAGE SUCH AS:**

*Do you have any ...?*  
*In that case ...*  
*Of course ...*

**Student A:** You are a job seeker. Talk to Student B about:

- what jobs are available
- what qualifications you have
- what positions you are eligible for

**Student B:** You are a recruiter at a job fair. Talk to Student A about available positions with your company.

### Writing

**9** Use the conversation from Task 8 to complete the job application.



### Pahl Advertising

#### Application for Employment

Position desired: \_\_\_\_\_

Please describe relevant experience:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Glossary

- above** [PREP-U8] If a number is **above** a second number, it means it is higher.
- according to** [PREP-U8] If information is **according to** a person or document, it means that person or document is the source of the information.
- accountant** [N-COUNT-U6] An **accountant** is a person who keeps track of financial information.
- accrue** [V-I-U14] To **accrue** is to build up over time.
- add** [V-T-U7] To **add** a number to another number is to increase it by that amount.
- administrative assistant** [N-COUNT-U6] An **administrative assistant** is an employee who performs a variety of office tasks to support the management.
- and** [CONJ-U7] **And** is used to show addition. For example, 1 and 1 is 2.
- below** [PREP-U8] If a number is **below** a second number, it means it is lower.
- benefits** [N-PLURAL-U11] **Benefits** are services, extra money, or advantages provided by employers to some employees in addition to paying regular wages.
- bill** [N-COUNT-U12] A **bill** is money in the form of paper worth a certain amount.
- binder** [N-COUNT-U1] A **binder** is a hard cover with three rings inside used to hold papers together.
- bottom out** [V-I-U15] To **bottom out** is to reach the lowest value.
- break room** [N-COUNT-U4] A **break room** is a room where employees take breaks and eat lunch.
- calculator** [N-COUNT-U2] A **calculator** is a handheld device used to perform basic mathematical functions.
- cash** [N-UNCOUNT-U12] **Cash** is the physical form of money represented in paper bank notes and coins.
- change** [N-UNCOUNT-U12] **Change** is money in smaller denomination given in exchange for money of greater value.
- charge** [V-I-U13] To **charge** is to use a credit card to pay for a product or service.
- check** [N-COUNT-U14] A **check** is a financial tool, in the form of a written statement, that directs a bank to pay funds from a checking account.
- checking account** [N-COUNT-U14] A **checking account** is a financial account that allows the account depositor to write checks against the funds held in the account.
- clerk** [N-COUNT-U5] A **clerk** is a full-time employee who does general office tasks and other clerical work.
- close** [V-T-U14] To **close** an account is to remove all funds from it.
- coin** [N-COUNT-U12] A **coin** is money that is made from a hard material like metal.
- colleague** [N-COUNT-U5] A **colleague** is a fellow worker within a profession.
- comes to** [V PHRASE-U7] If something **comes to** a number, it is equal to that number after a mathematical operation.
- commercial bank** [N-COUNT-U14] A **commercial bank** is a financial institution that focuses on savings and checking accounts and short-term loans.
- computer** [N-COUNT-U3] A **computer** is a machine used to run programs, store data, and process information.
- conference room** [N-COUNT-U4] A **conference room** is a large room where meetings are held.
- consult** [V-T-U10] To **consult** someone is to seek his or her advice or counsel.
- consultant** [N-COUNT-U6] A **consultant** is a person who gives professional advice on business matters.
- co-operative** [N-COUNT-U9] A **co-operative** is a business that is owned by the people who run it.