



EVERYDAY OFFICE ENGLISH

Second
Edition

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Chapter

1

Learning About Your Job

Unit 1 Arriving at a New Job

Unit 2 Welcoming and Introducing the Newcomer

Unit 3 Learning About Your Office

Unit 4 Asking/Answering Questions About Duties at Work

Arriving at a New Job

**Key terms**

to get in
commute
small talk
onboard
nerve-wracking
to hit the ground running
to brief

Dialogue

Katharine arrives at her new office and introduces herself to her colleagues.

Receptionist: Hi there, may I help you?

Katharine: Yes, hi. I'm Katharine Sylvester, the new research assistant. I was told to ask for Jacob Smith when I **got in**.

Receptionist: Ah, of course. I'm Barbara. It's nice to meet you. Jacob's not available just yet, but he asked me to hand you over to Ann while you wait for him. She's in the conference room around the corner.

Katharine: OK, thank you.

She walks to the conference room.

Katharine: Hi, I'm Katharine. Are you Ann?

Ann: Yes, nice to meet you.

Katharine: Pleasure to meet you.

Ann: Did you have any trouble getting here?

Katharine: Oh, no. Actually, it's a very easy **commute**.

Useful Expressions



A Introducing yourself

1. James Brady, nice to meet you.
2. I'm Sara Cooper. It's a pleasure to meet you.
3. I'm your newest analyst, Brian Sandhurst.
4. My name's Leslie Cooper. I believe I'm supposed to be meeting with Aaron Cantor to get started.

B Making **small talk**

5. Welcome to the office! We're glad to have you **onboard**.
6. Don't worry, the first day is always a little **nerve-racking**.
7. The weather looked beautiful on my way in. Is it still nice out?
8. Is this your first time in our office?



C Talking about yourself

9. I'm from Seoul originally, but I've been living in the USA for the last four years.
10. I just graduated from business school, and I'm really excited to be able to put my skills to work.
11. I've been working in sales for a number of years.

D Introducing someone to his or her work

12. We're hoping you can **hit the ground running**, as we've got a lot to do here.
13. Your supervisor will **brief** you on our current status.
14. For now, we would like you to focus on learning our customer service policies.

Ways to Commute



by bus



by bike



by high speed rail



by train



by taxi



by driving a car



by MRT

Review Questions

A Listen to the conversation and answer the questions.

004

1. Why did the man come to the office?

- (A) He has a job interview there. (B) He has a meeting with the boss there.
(C) He is working there. (D) He has a friend there.

2. Who did the man speak to most likely?

- (A) The vice president. (B) The receptionist.
(C) The accountant. (D) The cleaner.

005

3. What are the man and the woman talking about?

- (A) They are discussing politics. (B) He is asking her questions.
(C) They are making small talk. (D) They are talking about transportation.

006

4. A: Hi, there, I'm Gerald Butler. I was told to come to this conference room for a _____ on the current project.

B: Hi, Gerald; we've been expecting you. I'm Jane Wu and this is Brian Kane. I'm _____ this project and Brian is assisting me with it. We're hoping you can hit the ground running and get _____ into some of the work we need to get done.

B Choose the best answer to complete the sentence.

5. Hello there. I'm Marie, from headquarters. I was sent to help you out on the testing project. I just _____ yesterday.
☐ (A) come ☐ (B) introduce ☐ (C) got in ☐ (D) commute
6. Excuse me. Hi, I'm Tom. Rick suggested I poke my head in to _____ myself to you. I'm the new design assistant.
☐ (A) introduce ☐ (B) say ☐ (C) name ☐ (D) meet

C Fill in the blank in each dialogue with the best answer.

7. A: Gloria, this is my colleague, Aaron.
 B: Hi, Aaron. It's a pleasure to meet you.
 A: _____.
☐ (A) My name is Gloria. ☐ (B) Pleased to meet you, too.
☐ (C) When did you get it? ☐ (D) Is everything alright?
8. A: _____.
 B: Hi, Louis. You know, you look very familiar. Did you by any chance work at ARC Industries?
☐ (A) Gina, this is Louis. He'll be working with us on the Adams project.
☐ (B) Hello, my name is Gina.
☐ (C) Please take a seat and Gina will be right with you.
☐ (D) How do you do?
9. A: Karen, Denise, I'd like to introduce our new receptionist, Amanda.
 Karen: Hi, Amanda! Welcome to the office.
 Denise: Yes, welcome. Please let us know if we can help you settle in.
 B: _____.
☐ (A) Hello! My name is Amanda. ☐ (B) I'll be happy to show you around.
☐ (C) It's lovely to meet you both. ☐ (D) Pleasure to meet you, Amanda.
10. A: Hi, Debra. I'm Allen, I'll be working on the database with you.
 B: _____.
 A: Yes, I just started yesterday.
☐ (A) How have you been, Allen?
☐ (B) Hi, Debra. I'll show you the database.
☐ (C) Good to see you again.
☐ (D) Nice to meet you, Allen. Are you new around here?

Welcoming and Introducing the Newcomer

Key terms

to run the place

to pick someone's brain

to dot the i's and cross the t's

cubicle

set up

to give someone the rundown on (something)

at the moment

a wealth of information

getting one's feet wet

to get into the swing of things

to wing it

go-to person / go-to guy

to learn the ropes

Dialogue



Katharine is being introduced to her coworkers by her supervisor, Jacob Smith, on her first day of work.

Jacob: You might have met Barbara Polley on your way in. She's our receptionist and she'll tell you who's in, who's out, where to find us . . . she pretty much **runs the place**.

Barbara: Hi, Katharine.

Katharine: Nice to meet you, Barbara.

Jacob: And this is Jason Smollet, another research assistant here. You'll probably end up working together a lot of the time. He's a good person to go to with questions or problems, before you ask someone else.

Jason: Welcome to ABC Tech, Katharine.

Katharine: Thank you, it's a pleasure to meet you. Maybe I can set up a time to **pick your brain**?

Jason: Any time. I know it can be confusing around here at first!



Jacob: And that's Samantha Barnet, our Human Resources Manager, just walking in. She'll probably be coming around to help you set up your paperwork, right, Samantha?

Samantha walks over.

Samantha: Good morning, everybody. Welcome, Katharine. Yes, I'll come by later today to make sure we've **dotted the i's and crossed the t's**.

Jacob: Thanks, folks. Now, Katharine, let's go to your **cubicle**.

Katharine: OK—nice to have met all of you!

Jacob: And here is where you'll be working. Barbara will show you how to **set up** the telephones, and she'll **give** you **the rundown on** the computer, passwords, and anything else you'll need to know to get going. I think I'll call her now so you can get started. Is that alright? Do you have any questions?

Katharine: No, not **at the moment**, thanks. I'm happy to get started.

Useful Expressions



A Introductions

1. I don't believe you've met Lance yet. Lance is an analyst.
2. I'd like you to meet Jason, a senior analyst. Jason is **a wealth of information** on finance. He will be a big help in getting you oriented here.

B Describing being new to a position

3. I'm just **getting my feet wet**.
4. I think I'm **getting into swing of the things**.
5. I'm doing my best to absorb everything everyone is telling me.
6. I just started working as a project manager this week, so I will learn all the time.
7. They're just going to let her **wing it** until the new training program starts



C

Offering care about someone's comfort at work

8. Please come to me if you have any questions.
9. If there's anything I can do to help, just let me know.
10. How is everything going so far?
11. George is always willing to give a helping hand.
12. Is everything starting to make sense?
13. Are you getting used to things yet?

D

Politely declining the offer of more assistance

14. Thanks, but I think I'm all set for now.
15. I feel pretty comfortable with everything now.

E

Asking questions about new duties

16. Who should I talk to about the telephone system?
17. Who is the **go-to person** on the project?

Review Questions

A

Listen to the conversation and answer the questions.



1. Who is not an accounts administrator?

- ☐ (A) Leslie. ☐ (B) Bill. ☐ (C) June.

2. Where are the sales offices?

- ☐ (A) On two floors. ☐ (B) On the 4th floor.
☐ (C) On the 3rd floor. ☐ (D) Next to accounts office.

3. What did Leslie mean when she said "**You'd never know it from Bill, though**"?

- ☐ (A) Bill isn't often in the sales offices. ☐ (B) Bill is often in the sales offices.
☐ (C) Bill is often on the floor. ☐ (D) Bill is often out of town.



4. Who is the woman?

- ☐ (A) The man's colleague. ☐ (B) A new employee.
☐ (C) A client. ☐ (D) The man's friend.

5. Why does the man like to talk to new employees?

- (A) Because he likes to take care of others.
- (B) Because he likes to hear new opinions.
- (C) Because he is often out of the office.
- (D) Because he is often too busy to talk later on.

6. How does the man treat new employees?

- (A) He tries to be available to new employees.
- (B) He is not available to new employees.
- (C) He cannot help new employees.
- (D) He is indifferent to new employees.

B

Choose the best answer to complete the sentence.

7. Alex will meet with you soon to give you _____ on our computer system.

- (A) the book
- (B) the rundown
- (C) the business
- (D) the cubicle

8. You won't be able to print until Allen can _____ your computer.

- (A) arrange
- (B) set up
- (C) settle
- (D) speed up

9. I am glad to hear that you're settling in well. Please _____ my office if you have any questions.

- (A) learn the ropes
- (B) get the hang of
- (C) pop by
- (D) set up

C

Choose the best answer with the closest meaning to the phrase in bold.

- (A) I will **pick your brain for a minute**.
- (B) I will **go through it to dot the i's and cross the t's**.
- (C) I will be the **go-to guy** on the project.
- (D) I will **learn the ropes** as soon as possible.

10. _____ I will start a new job or task.

11. _____ I will review it closely.

12. _____ I will ask you some questions.

13. _____ I will be in charge.