

LEILA, Višja strokovna šola, d.o.o.

**REŠITVE VAJ IZ UČBENIKA
ENGLISH FOR EXECUTIVE
SECRETARIES**

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1 GETTING ACQUAINTED

Read the following paragraphs and try to find out who these people are.

Bill Gates, Hillary Clinton, Jonas Žnidaršič – Jonas Ž., Manca Košir

What do these people do? Describe their work.

An executive secretary writes letters, reads and sorts email, answers the phone and calls clients, cooks coffee and tea, books hotel rooms ...

A housewife brings up children, takes them to school and other activities, she cooks meals for her family, cleans the house, goes shopping, irons the clothes ...

A student goes to college and studies different subjects, for example languages, marketing, law, science ... She/He reads a lot of books, works on the computer, has oral presentations of seminar papers, writes exams and is often very busy ...

A doctor heals patients, she/he listens to their problems, checks their heartbeat, sends them to a specialist, writes a prescription for a medicine ...

A dentist checks the patient's teeth, she/he fixes teeth and puts a filling on, if a teeth has a hole ...

A businessman makes business, talks to clients, negotiates, persuades about the quality of the product, does market research, makes important decisions, drives an expensive car ...

A nurse helps doctor with her/his patients, helps them get out of bed and to the toilet, lifts their backs, brings them food, listens and talks to them ...

An accountant helps managers, investors, tax authorities and other decision makers make resource allocation decisions by giving them financial information.

A teacher gives pupils or students theoretical and practical knowledge about a certain subject.

A technician is generally someone in a technological field who has a relatively practical understanding of the general theoretical principles of that field.

An office worker spends most of her/his time in the office, sorting mail, answering the phone and accepting clients ...

An economist foretells the changes in the market, gives advice on how market will develop, does market research.

An engineer can be a specialist in different areas, they work to develop economic and safe solutions to practical problems, by applying mathematics, scientific knowledge and ingenuity while considering technical constraints.

A lawyer deals with charges and lawsuits, gives legal advice, defends or prosecutes

A clerk works in an office and does administrative work, he /she is responsible for recording all council- and city mayor-related actions.

A managing director makes sure everything is done, she/he runs a company and gives people orders what to do and how to do it to make profit ...

What is your name? I am ...

Where do you come from? I come from ...

What is your occupation? I am an executive secretary.

Where do you work? I work at the ministry of ... / in a private company.

What are your hobbies? My hobbies are skiing, swimming, reading books, listening to the music, cycling, jogging, climbing mountains, going to the cinema ...

How often do you use English? I use English every day/every now and then/never.

When do you use English? I use English when partners from foreign countries come for a meeting, when I discuss the prices of the products with our neighbouring countries ...

Where do you try to learn new English words? I try to learn new English words when I go abroad, I listen to the radio and watch English movies, I read books and magazines, I learn new words at school ...

Do you make phone calls in English? Yes, I do./ No, I do not. I have trouble understanding what people on the phone are trying to say.

Time management

The most productive part of my day is in the morning because I'm reposed and have a lot of energy to work well.

I find it easiest to concentrate when there is no one in my office, when everything is peaceful and I am able to think. I find it most difficult to concentrate when there are many people around me or when there is loud music, or when I have a lot to do and not enough time to do it.

I find time to relax at night before I go to bed, during weekends when there is no work or school and I can sleep long and go for a walk.

I will find time to study English in the evening and during weekends.

I will study English between the lessons so that I will do homework and repeat the unknown words, I will also watch English movies, read magazines, listen to the music ...

In English classes I would like to learn new useful words, how to better pronounce English words, repeat grammar and become more independent in speaking English.

Supply a suitable present tense.

1. are learning
2. is sitting, writing
3. work
4. rains, is raining
5. wake up, have
6. speaks, is speaking
7. is searching, searches
8. rises, is setting, is falling
9. is walking, lives
10. exists
11. am wearing, is not shining
12. is, is searching
13. am spending, go
14. am sitting, are you doing, am trying
15. are you going, am going, am going, do not go, go, am going
16. meet, go
17. is running, wants
18. is, Do you think it is freezing?
19. obtain
20. lists

Fill in the appropriate verb and find out who these people are.

***Možne so tudi druge rešitve.**

- a) come, live, seems, write, tell, want (Madonna)
- b) is, was, portrayed, played, Do/Did, know, am (Helen Mirren)

The first column (program, gas, baggage ...) is American English, the other one British.

Read the statements about the British royal family.

T: 1-3, 7-9, 11, 14, 17-21

F: 4-6, 10, 12, 13, 15, 16, 22, 23

2 LEARNING A FOREIGN LANGUAGE

Dictionaries

a) A dictionary or wordbook is a collection of words in one or more specific languages, often listed alphabetically, with definitions, etymologies, phonetics, pronunciations, and other information; or a book of words in one language with their equivalents in another.

b) A monolingual dictionary explains words in the same language, for example an English word is explained in a different way but using other English words. A bilingual dictionary translates words from one language to another.

c) I use dictionaries when I do not know what a certain word means, when I do not know how to pronounce it, or when I want to use it with the correct preposition ...

d) A good monolingual dictionary tells how to pronounce words, how to spell the word, how and when it can be used, in connection to what words it is used ...

Read the following text and identify all the verbs that are in Present Perfect Tenses.

have been learning, have been watching, have learnt, have been, have been , has been, have spoken, has been

Read the following with the verbs in the correct form (Present Perfect Simple and Continuous).

1. have not seen
2. have written
3. has not been, has lived
4. have been trying, have not succeeded
5. have been living, have decided
6. have eaten, have been sitting
7. have been waiting, has not come
8. has not had, has been
9. have phoned, have not found
10. Have you been, have been ringing
11. has been working, has not had
12. has been writing, has not finished
13. have not found, have been looking
14. has stayed, has had

Add since or for.

- | | |
|------|-------|
| 1. F | 10. F |
| 2. S | 11. F |
| 3. S | 12. S |
| 4. F | 13. F |
| 5. S | 14. S |
| 6. F | 15. F |
| 7. F | 16. S |
| 8. S | 17. F |
| 9. F | 18. F |

Put the verb in the correct tense and insert since or for.

1. have written, S
2. S, have become
3. Have you seen, F
4. Have you taken, S
5. have not seen, F
6. have you been waiting, F

3 PEOPLE AND JOBS**Turn the negative into positive sentences.**

I am very ambitious and I am eager to learn. I am full of energy.

I have a driving licence and good bus connections.

I learn fast, I go to college/evening school.

I want higher education.

I am ready to prepare well in advance.

We did not share the same opinion with my boss, we did not understand each other well.

Put the words in brackets in the correct tense.

has, arrived, had, have learnt, have got, forgets, is

Put the verb in the correct tense and insert since or for.

1. has been burning, S
2. has not washed, F
3. has not bought, F
4. have been staying, F
5. have been building, F, have not finished
6. has not had, S
7. have been waiting, F, has not come
8. has been practising, S
9. has studied, F, has not got
10. have not had, S
11. has been courting, has not asked
12. warms, gives
13. have you heard, have been listening
14. see, are wearing, Are you going, am going, is throwing, feel, is speaking
15. Do you understand, am doing, think, know

Use the expressions above and make these statements more polite.

1. I thought you turned on the radio.
2. I'm sure I posted the letter two days ago.
3. I feel certain you said it could be changed if it was too small.
4. I'm pretty sure we did not promise to have it ready by Friday.
5. I thought you said I could have a refund.
6. I understood you wanted five copies not fifty.
7. Are you sure you know how to operate the over-head projector?
8. Perhaps you did not follow the instructions.

Which response is more polite and why?

1b, 2b, 3b, 4b, 5a, 6a

4 TOMORROW'S JOBS

Statements

T, F, T, F, NG, T, T, F

Choose the appropriate future forms.

1. will
2. am going to
3. will
4. are you going to
5. will you
6. will go
7. am going to go
8. are you going to do
9. are you going to do
10. will rain
11. is going to rain
12. am going to buy
13. will buy
14. is going to
15. will
16. will start
17. is going to start

Put the verbs in brackets into the correct tenses.

will be, will become, will be, will sit, will happen,
started, organized,
decided, will be placed, will be able to,
will announce, will be

Correct the sentences which are not friendly or polite.

1. How can I help you?
2. Could I be of any service to you?
3. Could you please fill in the visitor's book?
4. fine
5. Can I have your name, please?
6. Would you be so kind as to tell me your name?
7. Have a sit.
8. fine

Make the following sentences friendly and polite.

1. May I take you coat, Sir / Madam?
2. Would you be so kind as to spell your surname?
3. Could you please write your name here?
4. Could I borrow a book?

No future after temporals.

1. stops

- | | |
|--------------|-------------------|
| 2. see | 10. know |
| 3. is | 11. brings |
| 4. come | 12. will phone |
| 5. will have | 13. go |
| 6. kiss | 14. come |
| 7. stop | 15. come |
| 8. go | 16. will not move |
| 9. leave | 17. see |

Fill in the appropriate words.

some, should, should, should not, looks at, water, should, should, trip

5 BUSINESS AND RELATIONSHIPS

Answer the following questions.

- | | |
|---------------------------------|------------------------------------|
| 1. I last saw her... | 11. I shut ... |
| 2. I wrote ... | 12. Yes, my librarian asked me ... |
| 3. I did ... | 13. I bought ... |
| 4. The lesson began ... | 14. I came ... |
| 5. Yes, I did. / No, I did not. | 15. I went ... |
| 6. Yes, I have. | 16. I had ... |
| 7. I drank ... | 17. Yes, I have. |
| 8. The book cost ... | 18. I spent ... |
| 9. No, I have not lost ... | 19. I began ... |
| 10. I shut ... | |

Supply the correct Past Tense of verbs in brackets:

- | | |
|------------------------------|---------------------------|
| 1. was sitting, saw | 9. was eating, went |
| 2. went, was shining | 10. went, wore |
| 3. fell down, was running | 11. rained, carried |
| 4. began, were living | 12. died, was running |
| 5. went out, was having | 13. drank, were |
| 6. were singing, came | 14. were wearing, met |
| 7. were playing, was writing | 15. had, took |
| 8. was, was learning | 16. rang, was having |
| | 17. were waiting, arrived |

Connect questions with the right answers.

A8, b3, c7, d1, e6, f9, g10, h5, i4, j2

Put the verbs into appropriate tenses.

is, have visited, know, knows, visiting, watch, are, became
sit, have got, brought, wanted, had, Say, speak

6 COMPLAINING AND APOLOGISING

Put the text into reported speech and be careful about the tenses.

The salesman told her he had got a really great parrot, which could speak two languages.

The teacher asked him how it worked.

The salesman answered if you pulled its right wing, it would speak German and if you pulled its left wing, it would speak English.

The teacher was curious and asked what happened if she pulled both wings at the same time. Suddenly the parrot said it was going to fall over.

Put the text into reported speech.

Julia explained that something strange had happened the previous day when she had been waiting for the bus.

Mary asked what had happened.

Julia answered that a man had come to her and that he had been all dressed up and had said if she was a model?"

Mary asked what she had said.

Julia answered that she had been a student of Psychology and German. But he said he did not believe it. She said that according to his opinion she was so beautiful that she should have started a career in modelling.

Mary said she hoped it would happen to her as well.

Julia continued she could not have trusted him so she had answered that her studies had seemed more important to her than working as a model.

Mary asked how the man had reacted.

Julia answered that he had looked at her with surprise and said if she thought he invited every girl he met. He said he was a professional and also worked for Playboy. Then he left, in a rather bad mood.

Mary commented that she saw what kind of models he had been looking for.

Use the correct question with the following sentences.

Would you let me use your pencil?

Would you like to have a cup of tea or coffee?

Would you like me to order a pizza for you?

Would you like to play chess with me next week?

Would you mind making a copy of the list of your new books for me, please?

Would you mind giving me a lift to the airport?

There are grammar mistakes in three of the sentences below. Find them and correct them.

There's five departments in the library. THERE ARE

There is some clients in the meeting room. THERE ARE

Are there any coffee? IS THERE

Add the correct form of "it is" or "there is" to the following.

1. IT IS a good thing to be accurate.
2. THERE ARE three cinemas in the town.
3. THERE WILL BE nothing left if we don't go soon.
4. IT IS a fact that he is a clever boy.
5. IT IS a pity that you can't buy this book.
6. IT IS too early to leave yet.
7. THERE IS an old church near my home.

8. IT IS difficult to build a new National and University Library in Ljubljana.
9. IT IS too soon yet to say definitely.
10. IT WAS you that I meant.
11. IT IS what you do that counts, not what you say.
12. THERE IS a long way from the house to the bus stop.

7 PHONE CALLS

Complete the conversation below.

speaking, how are you, How are things, I'm calling to see, Let me know if you need anything else, until, Thanks for your help, Bye

Think of another way of saying.

I'll put you through. Hold on a second. The line is engaged. I can't hear you well. / You are breaking off. He is busy. / He can't speak to you right now. Could you repeat? Please, stay on the phone. I'll call you as soon as I can.

Choose the right polite reply in each of these conversations.

1b, 2b, 3a, 4b

Business ethics: Put the following into the reported speech.

A worker said to his friend if he didn't get more money, he would be ruined. His friend said it was in the boss' hands. The worker asked his friend whether it would have helped if he had sent the boss a box of cigars. His friend responded negatively, that his boss was a stickler for ethical behaviour, that he would have prejudiced his colleagues against him, that he might have even lowered his salary, that he shouldn't have even smiled at him ...

The worker got the higher salary and thanked his friend for the tip and told him that it had worked. His friend asserted he wouldn't have got the money if he had sent the cigars. The worker responded he had sent them and that was how he had got higher salary. His friend didn't understand. He explained it was easy, that he had sent the cigars to his boss, but had enclosed his colleague's business card.

Put the verbs in brackets into the correct tense.

have had, started, worked, thought, decided, have been working, spend, negotiate, select, is doing

Correct.

1. He is working in a big university library. WORKS
2. She will not come tonight if you will not call her. DO
3. When did she write this book?
4. They eat at the moment. ARE EATING
5. He is going every day to school. He goes to school every day.
6. She taught me English before many years. TAUGHT, many years AGO
7. Who did write this? WROTE
8. He just arrived. HAS ARRIVED
9. She was never in Japan. HAS NEVER BEEN, TO
10. They work in this firm since 1990. HAVE WORKED
11. I've seen her yesterday. SAW
12. He told me he was ill.
13. They told me they were in London last summer. HAD BEEN, TO

14. I will get a new book on gardening next week. I ordered it a week ago and they promised to send it in seven days. AM GOING TO GET
15. They asked me ___ give them my address. TO
16. Jean is a very sympathic person. NICE
17. Jane is trying to find an honorary job. Her husband wants her to earn some money. PART-TIME JOB
18. My hair is wet and the fan broke down. HAIR DRYER
19. My woman and I went to a restaurant last night. WIFE
20. All my knowledge is very useful for supporting my boss.
21. Beside secretarial work I also perform other assignments.

Paraphrasing

Find a word with similar meaning.

a8, b9, c6, d10, e4, f3, g11, h2, i12, j7, k1, l5

Connect questions to the right answers

1f, 2g, 3h, 4d, 5i, 6n, 7b, 8k, 9c, 10l, 11m, 12j, 13e, 14a

Find the missing words and solve the crossword.

touch, got, octopus, into, robot, question, cannot, count, not, short, out, throw, to, point, too, mother, favorite

8 YOU'VE GOT EMAIL

Connect the words on the right with the explanations on the left.

A2, b9, c11, d4, e1, f12, g3, h10, i7, j5, k6, l8

Correct.

What did happen? HAPPENED

Who did go with you to the disco? WENT

Which car does cost more? COSTS

The man which was here is my good friend. WHO

This is Mr Tim. Mr, Ms ali Mrs lahko dodamo le priimek ali ime in priimek, vsekakor pa ne samo imena

Good morning, Mrs teacher. Teacher (velika začetnica)

Will you let me help you?

He will do the tea if you are busy. MAKE

Shall we make the homework for tomorrow? DO

She makes exercises every morning. DOES

Can you borrow me some money, please? LEND

I will lend the book from Peter. BORROW

What are you thinking about this problem? DO YOU THINK

My sister learned me to play the piano. TAUGHT

That will learn you to be careful. TEACH

How much ___ it costs? DOES IT COST

When I go to London I shall see the Queen.

I shall wait for you until you will be ready. ARE

Before he will fly to Paris he will come to see me. FLIES

We shall see you after you pass your exam.

I will do it if I have time.

Tense Revision.

was born, spent, lived, died, joined, was, learnt, broke, continued, became, fought

Fill in the appropriate word/s.

is, is, calls, are, is it, is lying, is, has got, is, has, am going to go,
is, asks, Are, Are, Have, is, have, are, is, works

Say it politely.

a3, b2, c12, d1, e6, f11, g7, h8, i9, j10, k4, l5

Change the following into reported speech.

Roberto said to his psychoanalyst that he had been asking himself all the time how and why that had happened to him, he really could not understand it, he had loved her and had done everything for her. He continued that the relationship with his wife Laura had been the most important in his life, even more important than the one with Angela who was the most beautiful woman that he had ever met, and also more important than the relationship with Theresa who was the most intelligent woman he had ever known. He said he did not understand why his wife had left him, he hoped it was not because of the adventures with other women that he had mentioned to his friends. He said if it was usual to speak about such things with ones friends. He assumed that if you were a man you had to be considered successful as regards work and women.

He continued that perhaps his wife could not forget that he had had a short affair with her best friend, but it had happened only once or perhaps twice. Roberto asked his doctor what he thought he should have done. He asked whether he thought that he should have called her and told her how much he loved her or he should have bought some flowers or invite her to Paris. He told his doctor what he was going to do. He said he had better called her immediately because he had invited some friends to dinner the following week and he would have liked them to see how beautiful his wife was and how well she cooked. He said he only hoped she would answer the phone and listen to him.

9 ANNOUNCING A NEW PRODUCT OR SERVICE

Supply a suitable past perfect tense of the verbs in brackets.

1. had left
2. had done
3. had done
4. was
5. sat, rested
6. had written
7. hurried
8. had asked
9. went, had lost
10. had finished
11. had already began
12. had asked
13. had told
14. left

Put in the correct preposition.

1. on, by
2. in, to

3. till, of, at
4. in, of
5. for, to
6. with, at
7. in, on
8. for, to, of

Enquiries: Put in the missing words.

A10, B9, C2, D1, E12, F11, G7, H3, I8, J4, K6, L5

First read the text and then try to find the appropriate words in the following conversation between Ms Smith (a teacher of English) and Michael Japp.

Did you want
 sit, have
 don't have, teach
 is, do
 don't you, am, wants
 are, do
 be, want, am not going to, have, mean
 think, do you intend, succeed
 will

English jokes.

How would an Englishman respond to the following statements?

C, I, A, F, B, E, H, G, D

10 BUSINESS LETTERS 1

Please translate into English.

*** Možni so tudi drugačni prevodi.**

Following our phone call of roughly a week ago, I am sending you the revised list of the products. We would appreciate it if you could let us know your conditions by the end of this week.

Thank you in advance.

I will contact you on Wednesday morning to arrange a meeting.

I look forward to our continued cooperation. Yours sincerely.

We warmly invite you to attend the presentation for our new product.

I look forward to hearing from you. Yours sincerely.

Thank you for your understanding. Kind regards.

If you should need further information, please call me at the number ...

We very much hope that you will accept our offer, yours sincerely.

I would particularly like to point out that we are satisfied with our cooperation.

I will be on leave until 16 August, however, you can always contact me at the number.

Thank you for your cooperation. Yours sincerely.

Could you please check the details and add the missing data.

Please accept our apologies for the delayed delivery.

Supply the correct tense.

1. saw, was sitting
2. have heard, married
3. has been shining, has dropped
4. is reading

5. was reading
6. read
7. have not gone
8. made
9. have seen, lost
10. have been learning, study
11. boils, changes, is called
12. had been studying, gave
13. washes, says, gets
14. has painted, has changed
15. has not come, comes, did not get
16. is reading, has read
17. does leave, Have packed
18. have made
19. has seen, wanted, had
20. Did speak, have not seen, cannot, saw
21. was walking, snatched, ran, could not run, was, have not caught

Use the form with got instead of the simple verb have.

I have got, Have they got, I've got plenty, I hadn't got any, She hadn't got, My husband has got, Has he got, Has she got, Haven't you got, I have got ...

11 BUSINESS LETTERS 2

Correct.

1. On the picture you can see my grandmother, my two uncles and my aunt. IN
2. Why are you so red? I have just spent two hours on the sun. IN
3. My teacher of English lives on the North. IN
4. There are lots of people on the street. IN
5. I met my managing director on the concert. He came with a young woman but it was not his wife. AT
6. I go in the cinema every Sunday. TO
7. My sister runs in school every morning. TO
8. Do you intend to go abroad? No, this summer we shall drive on the sea. TO
9. Did you go skiing last winter?
10. I've been waiting for you from noon. SINCE
11. She was standing on the bus station. AT
12. We all learn on mistakes. FROM
13. The concert is in Friday. ON
14. It depend from you. DEPENDS ON
15. I listen _____ music every day because I like it. TO
16. She waited on us at home. FOR
17. They are interested for music. IN
18. We discussed politics.
19. She married him when she was seventeen.

Turn the following sentences into passive voice.

The unknown words have been explained (by the teacher).

The car was not stolen by me.

The streets have been closed because there was too much snow.

A new restaurant is being opened / will be opened next week.

Were you invited to her party?

se le redko uporablja (Who was the blue box opened by?)

The book was given to Peter.

He will be looked after, trust me.
I have never been beaten at chess.

Grammar test

Complete each sentence in the most natural way.

***Možne so tudi druge rešitve**

1. some
2. produces
3. How much
4. There are
5. Would
6. Have you ever met
7. Unfortunately
8. leaves for Paris
9. to buy
10. had left
11. well
12. Could you
13. had, call her
14. I'll
15. has been working
16. the longest
17. Is there
18. would you

12 GIVING PRESENTATIONS AT CONFERENCES

Complete the following sentences.

1. will see
2. are not
3. were not
4. rains
5. came
6. had known
7. would have been
8. need
9. would have told
10. did not take
11. is
12. rained
13. can

Supply the correct past tense.

1. went, had finished
2. had seen
3. had just gone
4. had fallen
5. had not met
6. had come
7. had eaten

8. had gone
9. had not visited
10. reached, had collapsed
11. had visited
12. heard, had broken
13. found, had been damaged
14. had caught, had shot
15. had finished
16. had told, did
17. had helped, had told, hadn't known
18. had spread, arrived
19. had passed
20. had eaten, had eaten, had been, had already swallowed, told, had eaten

Correct if necessary.

1. Business secretaries have a prominent place in universities if they work hard. AT
2. He wouldn't have borrowed the book if he knew that it was so precious. HAD KNOWN
3. If he wrote to me, I shall write to him. WOULD WRITE
4. He'll come if you wait.
5. You would have found the book if you opened the bag. HAD OPENED
6. What will you do if you meet Mr Robinson?
7. I wouldn't have spoken to him even if he had spoken to me.
8. What would happen if one of the shelves breaks? BROKE
9. I shall come and see you if I have time.
10. How are you? Very good, thank you. WELL
11. I live in Ljubljana.
12. Smiths are our friends. THE SMITHS
13. I must go home.
14. Show me a way to Oxford Street. THE
15. Tom is _____ doctor. A
16. Man can learn English quickly. ONE
17. What can man do in such a situation? ONE