

7a

Office work

Questions



<p>Question</p> <p>Did you pay the invoice from the cleaning company?</p>	<p>Question</p> <p>Did you prepare the programme for the conference?</p>	<p>Question</p> <p>Did you reserve a room for Mr Simons?</p>
<p>Question</p> <p>Did you type my speech for next week's conference?</p>	<p>Question</p> <p>Did you find out the address of the Swiss ambassador?</p>	<p>Question</p> <p>Did you order more paper for the photocopier?</p>
<p>Question</p> <p>Did you pick up the envelopes with the new company logo from the printing company?</p>	<p>Question</p> <p>Did you find the memo from Head Office about salaries?</p>	<p>Question</p> <p>Did you show Ms Ingram around the building yesterday?</p>
<p>Question</p> <p>Did you book my flight to Tokyo?</p>	<p>Question</p> <p>Did you cancel my meeting with Mr Howard next week?</p>	<p>Question</p> <p>Did you listen to the phone messages when you arrived this morning?</p>
<p>Question</p> <p>Did you wait for an answer to the fax that we sent to Canada?</p>	<p>Question</p> <p>Did you telephone Mr da Silva in Brazil?</p>	<p>Question</p> <p>Did you deliver the report to Jane Buckley?</p>
<p>Question</p> <p>Did you file the letter from Harry Naylor?</p>	<p>Question</p> <p>Did you answer the enquiry about spare parts?</p>	<p>Question</p> <p>Did you explain to the new receptionist how to use the switchboard?</p>
<p>Question</p> <p>Did you give Helen Harmer the money for her travel expenses?</p>	<p>Question</p> <p>Did you meet Maria Marquez at the airport?</p>	<p>Question</p> <p>Did you solve the problem with the computer?</p>
<p>Question</p> <p>Did you make a copy of the article about us in yesterday's newspaper?</p>	<p>Question</p> <p>Did you reserve a table at Michel's restaurant for me?</p>	<p>Question</p> <p>Did you confirm my appointment with the President of NFK?</p>

7b

Office work

Answers



<p>Answer</p> <p>It (be) for the wrong amount.</p>	<p>Answer</p> <p>I (not/have) the names of all the delegates.</p>	<p>Answer</p> <p>The hotel (be) fully booked.</p>
<p>Answer</p> <p>I (can) not read your notes.</p>	<p>Answer</p> <p>The embassy (refuse) to tell me.</p>	<p>Answer</p> <p>They (not/have) the right size in stock.</p>
<p>Answer</p> <p>They (be) not ready.</p>	<p>Answer</p> <p>I (ask) them to send another copy.</p>	<p>Answer</p> <p>She (say) she was in a hurry.</p>
<p>Answer</p> <p>There (be) no seats available.</p>	<p>Answer</p> <p>He (say) it was very important to see you.</p>	<p>Answer</p> <p>The answer machine (be) broken.</p>
<p>Answer</p> <p>I (have) to leave the office because I was late for an appointment.</p>	<p>Answer</p> <p>It (be) the middle of the night over there.</p>	<p>Answer</p> <p>She (come) in and picked it up.</p>
<p>Answer</p> <p>I (leave) it on your desk.</p>	<p>Answer</p> <p>I (pass) it on to the stores manager.</p>	<p>Answer</p> <p>She already (know) how to use it.</p>
<p>Answer</p> <p>She (not/have) the receipts.</p>	<p>Answer</p> <p>Her plane (be) late.</p>	<p>Answer</p> <p>I (have to) telephone the engineer.</p>
<p>Answer</p> <p>I (not/know) which paper it was in.</p>	<p>Answer</p> <p>I (not/know) what time you wanted to eat.</p>	<p>Answer</p> <p>I (can) not find her number.</p>

Office work Worksheets **7a** and **7b**

NOTE: Use Worksheets Progress Check 7a and 7b for this activity.

ACTIVITY

Pairwork or groupwork: speaking

AIM

To ask and answer questions about routine administrative work.

GRAMMAR AND FUNCTIONS

Past simple: questions and negatives; short answers:

Yes, I did/No, I didn't

Regular and irregular verbs

Explaining: *I couldn't ... I had to ...*

VOCABULARY

Routine office and secretarial duties: *to reserve, to book, to cancel, to confirm, an appointment, a meeting, a flight, to pay, to order, an invoice, a receipt, to pick up, to deliver, spare parts; to telephone, to meet, to listen to, to show around, to type, to file, to answer, to make a copy of, a letter, an enquiry, a memo, an article, to wait for, to solve, to find, to find out, to prepare, a programme, a problem, travel expenses, a message*

Explanations: *booked, late, not available, in a hurry, wrong, not in stock, broken*

PREPARATION

Make one copy of Worksheet 7a (questions) and one copy of Worksheet 7b (answers) for each group of two to four students. Cut out the cards as indicated, keeping the two piles of question and answer cards separate. Shuffle each pile.

TIME

30 minutes

PROCEDURE

- 1 Elicit from the students the duties and daily tasks of a secretary or personal assistant.
- 2 Tell the students that they are going to play a game in which they will ask a secretary if he/she did a particular job yesterday.
- 3 Ask students to work in groups of two, three or four.
- 4 Give each group one set of question cards and one set of answer cards.
- 5 Before the students start playing the game, explain how to play using the instructions on the back of Worksheet 7b. If you wish, you can photocopy these instructions and distribute a copy to each group, or display a copy on an overhead projector.
- 6 When the first student reaches the end of the game, ask all the groups to stop playing, even if they have not finished. In each group, the student who has discarded all the answer cards is the winner.

HOW TO PLAY

- 1 Place the question cards face down in a pile in the middle of the table. Give out all the answer cards to the players.
 - 2 Player 1 turns over the first question card and asks the player on his/her left (Player 2) the question. For example: *Did you book my flight to Tokyo?*
 - 3 Player 2 now looks at his/her answer cards for a suitable answer. For example: *No, I didn't. There were no seats available* and throws away that answer card. (Note that he/she will also have to form the negative past tense from the infinitive on the card.)
 - 4 If Player 2 cannot find an appropriate answer card, he/she must say, Yes, I did.
 - 4 Now Player 2 turns over a question card and asks the question. The teacher must judge when an answer is unacceptable.
 - 5 The winner is the first player to have no answer cards left in their hand.
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