

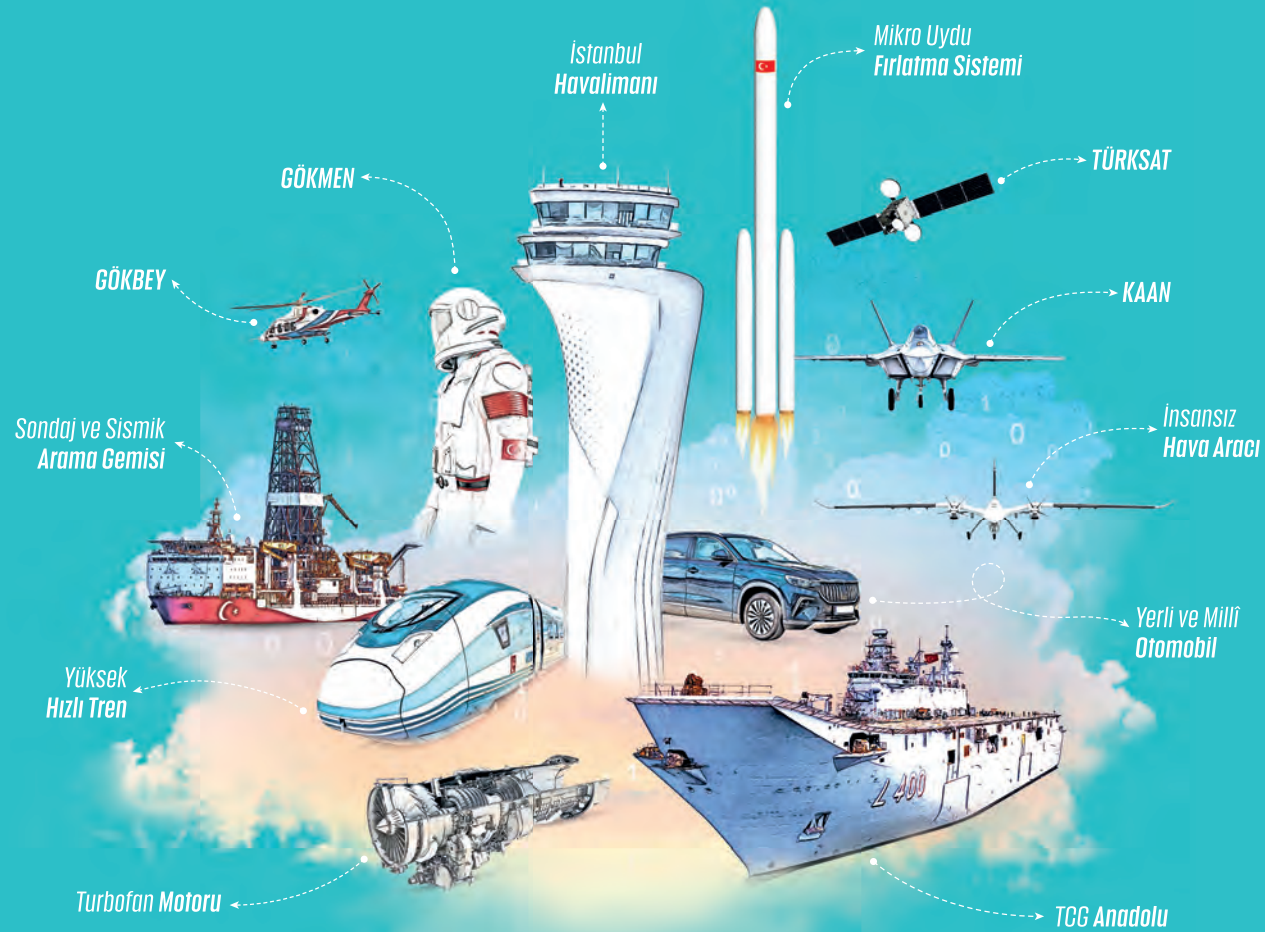
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ÜCRETSİZ OLARAK VERİLMİŞTİR.
PARA İLE SATILAMAZ.**

ISBN: 978-975-11-8020-9

Bandrol Uygulamasına İlişkin Usul ve Esaslar Hakkında Yönetmeliğin Beşinci Maddesinin İkinci Fıkrası Çerçevesinde Bandrol Taşınması Zorunlu Değildir.

BÜRO YÖNETİMİ VE YÖNETİCİ ASİSTANLIĞI ALANI

VOCATIONAL FOREIGN LANGUAGE

11

DERS MATERYALI

MESLEKİ VE TEKNİK ANADOLU LİSESİ
BÜRO YÖNETİMİ VE YÖNETİCİ
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DERS MATERYALİ

AUTHORS

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MİLLÎ EĞİTİM BAKANLIĞI YAYINLARI: 9324
YARDIMCI VE KAYNAK KİTAPLAR DİZİSİ: 2984

Her hakkı saklıdır ve Millî Eğitim Bakanlığına aittir. Ders materyalinin metin, soru ve şekilleri kısmen de olsa hiçbir surette alınıp yayımlanamaz.

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ISBN: 978-975-11-8020-9

Millî Eğitim Bakanlığının 24.12.2020 gün ve 18433886 sayılı oluru ile Meslekî ve Teknik Eğitim Genel Müdürlüğünce ders materyali olarak hazırlanmıştır.

BASKI

Ayrıntı Basım Yayım ve Mat. Hiz. Sanayi Ticaret A.Ş.
Saray Mahallesi 126. Cadde No: 20
Kahramankazan/Ankara
Sertifika No: 49599



İSTİKLÂL MARŞI

Korkma, sönmez bu şafaklarda yüzen al sancak;
Sönmeden yurdumun üstünde tüten en son ocak.
O benim milletimin yıldızıdır, parlayacak;
O benimdir, o benim milletimindir ancak.

Çatma, kurban olayım, çehreni ey nazlı hilâl!
Kahraman ırkıma bir gül! Ne bu şiddet, bu celâl?
Sana olmaz dökülen kanlarımız sonra helâl.
Hakkıdır Hakk'a tapan milletimin istiklâl.

Ben ezelden beridir hür yaşadım, hür yaşarım.
Hangi çılgın bana zincir vuracakmış? Şaşarım!
Kükremiş sel gibiyim, bendimi çiğner, aşarım.
Yırtarım dağları, enginlere sığmam, taşarım.

Garbın âfâkını sarmışsa çelik zırhlı duvar,
Benim iman dolu göğsüm gibi serhaddim var.
Ulusun, korkma! Nasıl böyle bir imanı boğar,
Medeniyet dediğin tek dişi kalmış canavar?

Arkadaş, yurduma alçakları uğratma sakın;
Siper et gövdeni, dursun bu hayâsızca akın.
Doğacaktır sana va'dettiği günler Hakk'ın;
Kim bilir, belki yarın, belki yarından da yakın.

Bastığın yerleri toprak diyerek geçme, tanı:
Düşün altındaki binlerce kefensiz yatanı.
Sen şehit oğlusun, incitme, yazıktır, atanı:
Verme, dünyaları alsan da bu cennet vatanı.

Kim bu cennet vatanın uğruna olmaz ki feda?
Şüheda fışkıracak toprağı sıksan, şüheda!
Cânı, cânânı, bütün varımı alsın da Huda,
Etmesin tek vatanımdan beni dünyada cüda.

Ruhumun senden İlahî, şudur ancak emeli:
Değmesin mabedimin göğsüne nâmahrem eli.
Bu ezanlar -ki şehadetleri dinin temeli-
Ebedî yurdumun üstünde benim inlemeli.

O zaman vecd ile bin secde eder -varsa- taşım,
Her cerîhamdan İlahî, boşanıp kanlı yaşım,
Fışkırır ruh-ı mücerret gibi yerden na'sım;
O zaman yükselerek arşa değer belki başım.

Dalgalan sen de şafaklar gibi ey şanlı hilâl!
Olsun artık dökülen kanlarımın hepsi helâl.
Ebediyyen sana yok, ırkıma yok izmihlâl;
Hakkıdır hür yaşamış bayrağımın hürriyyet;
Hakkıdır Hakk'a tapan milletimin istiklâl!

Mehmet Âkif Ersoy

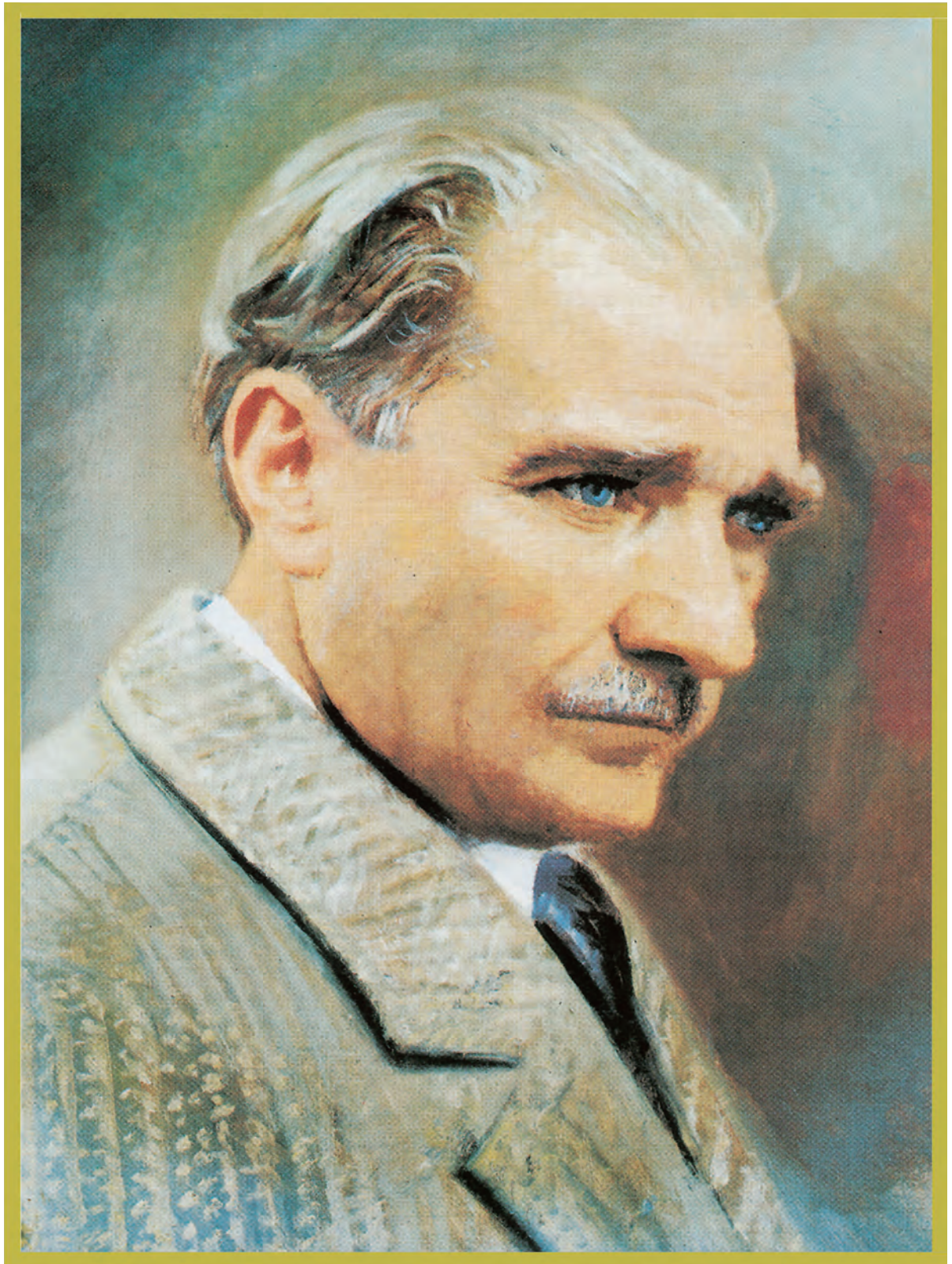
GENÇLİĞE HİTABE

Ey Türk gençliği! Birinci vazifen, Türk istiklâlini, Türk Cumhuriyetini, ilelebet muhafaza ve müdafaa etmektir.

Mevcudiyetinin ve istikbalinin yegâne temeli budur. Bu temel, senin en kıymetli hazinendir. İstikbalde dahi, seni bu hazineden mahrum etmek isteyecek dâhilî ve hâricî bedhahların olacaktır. Bir gün, istiklâl ve cumhuriyeti müdafaa mecburiyetine düşersen, vazifeye atılmak için, içinde bulunacağın vaziyetin imkân ve şeraitini düşünmeyeceksin! Bu imkân ve şerait, çok namüsait bir mahiyette tezahür edebilir. İstiklâl ve cumhuriyetine kastedecek düşmanlar, bütün dünyada emsali görülmemiş bir galibiyetin mümessili olabilirler. Cebren ve hile ile aziz vatanın bütün kaleleri zapt edilmiş, bütün tersanelerine girilmiş, bütün orduları dağıtılmış ve memleketin her köşesi bilfiil işgal edilmiş olabilir. Bütün bu şeraitten daha elîm ve daha vahim olmak üzere, memleketin dâhilinde iktidara sahip olanlar gaflet ve dalâlet ve hattâ hıyanet içinde bulunabilirler. Hattâ bu iktidar sahipleri şahsî menfaatlerini, müstevlîlerin siyasî emelleriyle tevhit edebilirler. Millet, fakr u zaruret içinde harap ve bîtap düşmüş olabilir.

Ey Türk istikbalinin evlâdı! İşte, bu ahval ve şerait içinde dahi vazifen, Türk istiklâl ve cumhuriyetini kurtarmaktır. Muhtaç olduğun kudret, damarlarındaki asil kanda mevcuttur.

Mustafa Kemal Atatürk



MUSTAFA KEMAL ATATÜRK

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INTRODUCTION OF THE COURSE MATERIAL

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Shows the name of the unit.

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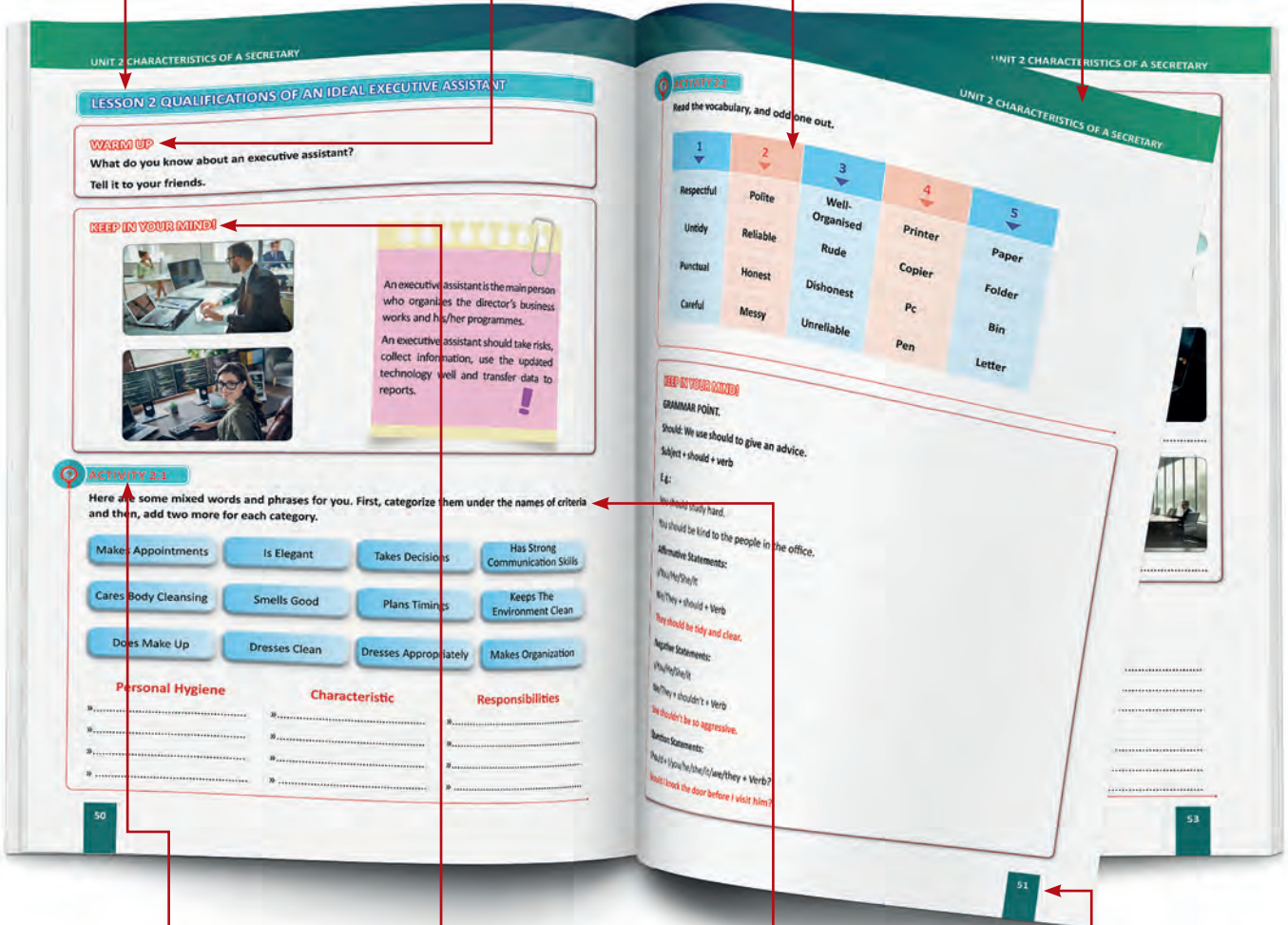
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Shows the activity instruction.

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UNIT 1

GREETINGS AND INTRODUCTIONS



In this unit, you are going to learn about:

- **Introducing yourself**
- **Formal and informal terms and phrases of greetings**



LESSON 1 INTRODUCING YOURSELF

WARM UP

There are some greetings terms for you. Which greeting terms here do you generally use?

Hello!



See you!

Take care!



Good evening!

Good morning!



Nice to meet you!

Good night!



Have a nice day!

ACTIVITY 1.1 SPEAKING/Writing

Think about the greeting terms above. When and how may you use them? Make dialogues with your deskmate, and act them in the classroom. Write 3 greeting phrases below.

- a.
- b.
- c.



ACTIVITY 1.2 SPEAKING

Fill in the blanks with your deskmate, and say to each other.

1. When you see your boss in the morning you say;
.....
2. When you see your best friend you say;
.....
3. When a customer comes to the office you say;
.....
4. While you are leaving the office, you see the manager and you say;
.....



ACTIVITY 1.3 a VOCABULARY

Read the adjectives, and categorize them.

PERSONALITY	What is s/he like?	APPEARANCE	What does s/he look like?
1	Outgoing		1
2	Short	Kind	2
3	Wavy hair	Attractive	3
4	Generous	Honest	Fat
5	Smart	Of medium height	5
6	Thoughtful	Bald	Punctual
7	Easy-going	Curly hair	Lovely
8	Handsome	Calm	8
9	Hardworking	Creative	9
10	Straight hair	Blonde hair	10
11	Nervous	Dark hair	11
12	Stubborn	Fair hair	12
13	Beautiful	Good looking	13
14	Lazy	Selfish	14
15	Well-built	Rude	15
16			16

ACTIVITY 1.3 b SPEAKING



Pick a friend in the class. Give clues about him/her. The other students try to guess it.

E.g.:

Student 1: It has blue eyes and wavy blond hair. It is smart.

Student 2: Is it Ayşe?

Student 1: No, it isn't.

Student 3: Is it Derya?

Student 1: Yes, it is.

ACTIVITY 1.4 READING

Read the texts, and match them with the pictures.

1. Ahmet Semil is 25 years old, graduated from the Office Management and Executive Assistant Programme. He is a human resources specialist. He loves swimming and fishing.
2. Meltem Kivançlı is 29. She graduated from the International Affairs Programme. She works as a secretary in Chancellory. She likes learning new languages and visiting new places.
3. Tuna Bilginç is 28, and graduated from Public Administration. He's a director in a consulting firm. He loves skiing and reading a book.
4. Hello, I'm Derin. I'm from Australia. I'm an exchange student in Türkiye, and I want to work part time as an executive assistant here.



a.



b.



c.



d.



ACTIVITY 1.5 READING

First, read Zack's introducing himself.

Do you think he is suitable for the secretary position? Why or Why not?

Hi, I'm Zack. I graduated from Uludag University, Office Management and Executive Assistant Programme, in 2022. I worked as an executive assistant in two different firms in Bursa. These days, I work as an administrative assistant in a firm which is a leader in the furniture sector. I can speak English and French well. Besides, I can use all the office programmes in advanced level. I took part in educations on Organisation and Management and Leadership Management. I enjoy hiking, sci-fi books and computer games.

Then, read the dialogue between Zack and the secretary, and act it out in the classroom.

Zack comes to a company for a job application. The secretary welcomes him, and they start talking.

Zack : I'm here for the application I saw in the website of your company.

Secretary: All right. Can I have your name, please?

Zack : Zack Neony.

Secretary: Can you please spell your name?

Zack : Z-A-C-K N-E-O-N-A-R-Y

Secretary: Thank you, Zack. For which position do you want to apply?

Zack : Executive assistant.

Secretary: How many years of experience do you have?

Zack : I have four years of experience in two different firms.

Secretary: Ok. You can wait in the lobby. We will call out you in a few moments.

Zack : Thank you.

Secretary: You are welcome.





ACTIVITY 1.6 READING/Writing

Imagine that you are in a job interview. The secretary asks you some questions.

Write answers to the questions.

Secretary: Hello. How can I help you?

You :

Secretary: All right. Can I have your name, please?

You :

Secretary: Can you please spell your name?

You :

Secretary: Thank you. For which position do you want to apply?

You :

Secretary: How many years of experience do you have?

You :

Secretary: Ok. You can wait in the lobby. We will call out you in a few moments.

You :

Secretary: You are welcome.





ACTIVITY 1.7 READING

Read the texts, and answer the following questions.



Hi, I'm Mark Zuckerberg. I'm 39 years old. As you know, I'm the one who started social networking. I'm the CEO of the firm. I always think about the future, and work about it. I do researches on fatal diseases. This is really important for me. I always think about the next 30 years, not today. Why not?



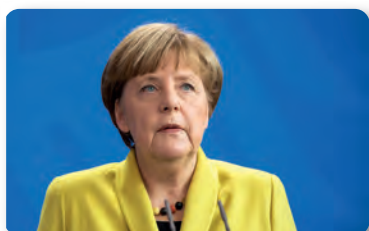
Hey guys, you know me. I'm İlber Ortaylı. I'm the professor of History. If we want to change the future, we should know the past. So, the only thing I can recommend you is "READ, READ, READ". Improve your foreign language. Try to learn new languages. I have a toy car collection. If you are happy, you can make the people around you happy. So, find the things that make you cheerful and do them.



Hi there, I'm Sezen Aksu. I'm 69 years old. I'm a song writer and a singer. As I love my job, people like my songs. But it's not that easy. I should work hard day and night. Your aim should be to do your best. You should compete with yourself. That is the key to success. Moreover, you should have a hobby. For example, I love knitting and making new clothes.



I'm a Turkish doctor, academician, molecular biologist. I also work in the field of biochemistry. I won a Nobel Prize on DNA repair in 2015. I'm seventy six years old, but I still work as I love my country, and the humankind. That's why I work so hard.



I'm a German politician. I worked as a leader of opposition between 2002-2005, and between 2000-2018 I worked as a leader in CDU. From 2005 to 2021 I worked as the Chancellor of Germany. I give you a tip about myself. I'm the President of Germany. Equality, justice, and discipline are really important.

1. Who is the professor of History?

.....

2. Who works in the field of biochemistry?

.....

3. What does İlber Ortaylı say about happiness?

.....

4. What does Sezen Aksu do in her free time?

.....

5. Whom do you like most?

.....

6. Who thinks about the future?

.....

7. What does Mark Zuckerberg remind you of?

.....

8. Do you get impressed by Mark Zuckerberg? If so, what is it?

.....

9. Who do you think the fifth celebrity is? Do you know her?

.....



ACTIVITY 1.8 a WRITING

Fill in the blanks according to yourself.



» My favourite pop star is

» My favourite actor/actress is

» My favourite tennis player is.....

» My favourite writer is

» My favourite film is

ACTIVITY 1.8 b WRITING

Write about your favourite celebrity in the space given to you. It can be a pop star, footballer, actor, actress, writer...

ACTIVITY 1.9

FUN TIME

Classroom Survey

You have 2 minutes to answer these questions.

Then, each student reads his/her answers loudly in the classroom. Let's see who is who?

1. Who plays online games most?
2. Who trains/does exercise most?
3. Who reads most?
4. Who watches soap operas most?
5. Who listens to music most?
6. Who laughs most?
7. Who sulks most?
8. Who travels most?
9. Who goes to the shopping most?
10. Who studies his/her lessons most?



ACTIVITY 1.10 READING/WRITING

Read the information given below.

She is Seda, and she works as a director.

He is Sebastian, and he is an accountant.

He is Yener. He is a student in the Office Management Programme.

She is Anne. She is one of our cheerful workers.

Write a sentence for each member of your family that states their name, their relation to you, and their profession.

.....

.....

.....

.....





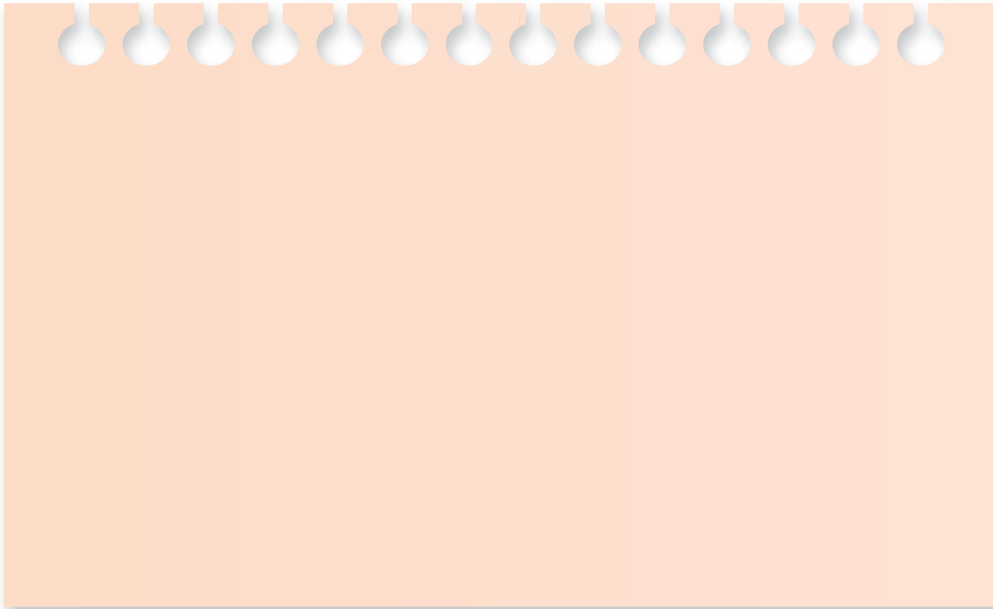
ACTIVITY 1.11 VOCABULARY

Which group is the most talented one?

Make group of five students. Try to draw the pictures of the vocabulary below.

Use your imagination as possible as you can. Let's see which group is the most talented one.

After that, make a sentence with each vocabulary, and read it to your friends.



Prestigious

Social perception

Strong

Import

Gives importance to the employees

Export

Number of the staff

Well-known

Field of activity

Reliable

Sectoral

Innovator

LESSON 2 FORMAL AND INFORMAL TERMS AND PHRASES OF GREETINGS

WARM UP

What are the differences between formal and informal greeting expressions? Discuss it with your friends.

KEEP IN YOUR MIND!

Read and study the expressions below.

Formal Greeting Expressions	Informal Greeting Expressions
<ul style="list-style-type: none"> • Welcome Dear Minister, yours sincerely. • Our honorable Governor Mehmet Gülgen participated in our programme. I present. • Dear, Provincial Director of National Education, I respectfully invite you to the lectern. • Ms. Merve, good evening. • Mr. Aytaç, good afternoon. • Professor Yahya Kayhan, welcome. • Good morning, Mr. Director. • Good morning friends, enjoy your work. 	<ul style="list-style-type: none"> • Hi. • How are you? • Good morning. • Good evening. • Good days. • How is it going? • Is everything okay?

ACTIVITY 2.1 WRITING

You read two kinds of greeting expressions above.

Write 1 dialogue for formal greeting, and 1 for informal greeting.

.....

.....

.....

.....

.....

.....



.....

.....

.....

.....

.....

.....



ACTIVITY 2.2 WRITING

Here are some examples of formal and informal greetings which have the same meaning. Add two more examples.

Let's go

- 1. How are you? ➤ **Formal**
 What's up man? ➤ **Informal**
- 2. What's the problem? ➤ **Formal**
 What's the matter? ➤ **Informal**
- 3.
- 4.

ACTIVITY 2.3 a READING/SPEAKING

Read, and act out this dialogue in the classroom.

Eda : Hello, I'm Eda. I'm the director of Human Resources. Are you new here?
Zack: Hello, Ms. Eda. My name is Zack. I have just started as an executive assistant here.
Eda : Welcome to our company. I believe we will accomplish great things together here.
 I hope, you will have great time with us.
Zack: I hope so. Glad to meet you.
Eda : Nice to meet you too. See you again.
Zack: See you, Ms. Eda.

ACTIVITY 2.3 b READING

Read the dialogue, and order the sentences by using numbers.

- (.....) Good morning, Seda.
- (.....) Yes, the meeting is today, right Seda?
- (.....) Yes, today.
- (.....) Good morning, Ahmet.
- (.....) Good luck.
- (.....) It's a nice day, isn't it?
- (.....) So, see you at the meeting.



ACTIVITY 2.4 WRITING

Make a dialogue about your encountering with your coworker in the morning.

Zack : Hi Isabella. How are you today? You look pale. Is everything ok?

Isabella:

Zack : I feel a bit excited today. I have an appointment with the manager.

Isabella: Oh, I see. Is that an important meeting?

Zack :

Isabella:

Zack :

Isabella:

Zack : Ok. Thanks for your nice chat. See you later.



**ACTIVITY 2.5 a READING**

Read the dialogue between the secretary and a research company staff.

What kind of a company is it? Discuss it with your friends.

Secretary: What is the field of activity of your firm?

Isabella : We work in the textile sector.

Secretary: Can I take your firm's address?

Isabella : Kuzgunlar Boulevard, İstiklal Street No: 5.

Secretary: When was your institution founded?

Isabella : In 1956.

Secretary: How many staff are there?

Isabella : There are 985 staff.

Secretary: How many directors are there?

Isabella : There are 26 directors.

Secretary: How many substations are there?

Isabella : There are 5 substations.

Secretary: What about your endorsement?

Isabella : 180 million.

Secretary: How do you describe your institution?

Isabella : It's a well-known, prestigious, innovative, and corporate firm. It is also respectful to the human rights, and it gives importance to the employees. Moreover, it works on social projects.

Secretary: Thank you.

Isabella : Have a nice day.

**ACTIVITY 2.5 b SPEAKING**

Act the dialogue out with your deskmate in the class.

**ACTIVITY 2.6 WRITING**

Write a short paragraph using the words/phrases describing your dream company.

.....

.....

.....

.....

.....

ACTIVITY 2.7

FUN CORNER

Make group of five students. Read the vocabulary, and find their Turkish meanings.

Now, close your books.

Your teacher reads the vocabulary, and you write it on the board.

For every word, you get five points. The group which collects the most points is the winner.



Note	Front office
Endorsement	Marketing
Profit	Bank
Interest	Safe
Stamp	Cash
Cv	Official letter
Meeting	Appointment
Office equipment	

ACTIVITY 2.8 VOCABULARY

Fill in the blanks by using the words in the circles.

- I'm sorry. Mr. Anderson isn't at the moment.
- on a moment please. I'm going to put you through.
- Hello, I'd like to a room for two please.
- A:** We are having a birthday party tomorrow. Do you want to come over?
B: I'd love to, but I have a doctor
- Can you please the money to Mrs. Adam's account?
- Does your account pay
- The company made a of 5.5 billion dollars.
- Mr. Anderson works in a
- We are having a meeting about techniques.
- A:** Ok, Mr. Johnson. I book a flight ticket on Wednesday at 2 p.m.
B: Do you it?

- Book
- Marketing
- Confirm
- Profit
- Software Company
- Hold
- Send
- Available
- Interest
- Appointment

ACTIVITY 2.9 READING

Read the dialogue below, choose the appropriate sentence, and write it in the blanks.

The phone is ringing...

Secretary: Hello! More Than Company. This is Sue Johnson. How can I help you?

Ruth : Hello. This is Ruth Black. May I talk to the manager, please?

Secretary:

Ruth : The advertisement of the new product is ready. I want to inform you about it.

Secretary: Hang on a second, please. I will connect you.

The secretary talks to the manager.

Secretary:

Manager : Yes, Sue.

The secretary talks to Mr. Ruth.

Secretary: Mr. Ruth,.....

Ruth : Ok, thanks.

Manager : Hello, Mr. Black.

How are you?
 What is the subject?
 The manager is on the line.
 I'm connecting you.
 Hello, Sir. Mr. Black is on the line.
 Are you available?



ACTIVITY 2.10 a READING

There are some mixed sentences used in a job application dialogue. Order them to make a logical dialogue.

- (.....) Thank you.
- (.....) I wish you a good work.
- (.....) Welcome. Thank you.
- (.....) I'm Burhan TURAN.
- (.....) You can wait in the lobby.
- (.....) Have a nice day.
- (.....) Hi. How are you?
- (.....) We got your registration. We will call you soon for the interview.
- (.....) 4 Years.
- (.....) How can I help you?
- (.....) Where were you born?
- (.....) Which position are you applying for?
- (.....) Bursa.
- (.....) How many years of experience do you have in your business life?
- (.....) Executive assistant.
- (.....) I came for the job application and interview.
- (.....) Let me get your registration. May I learn your name, please?

ACTIVITY 2.10 b SPEAKING

Now, it's your turn! There are daily communication expressions below. Pick 7 of them, and make a conversation with your friend. Act it in the classroom.

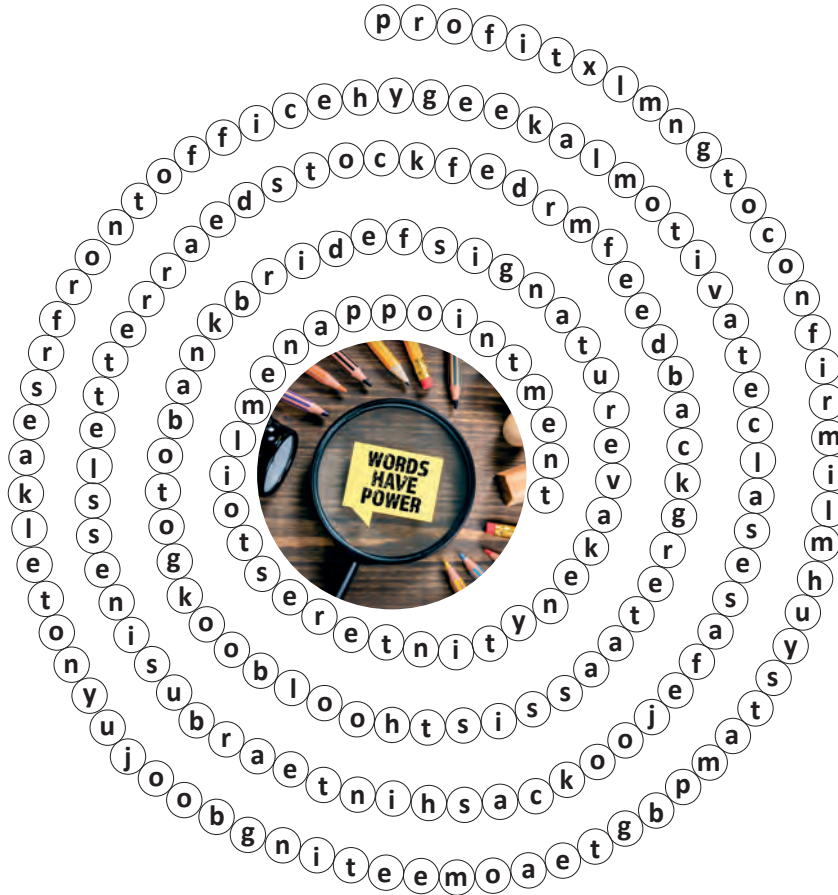


Hi.	Let me know.
How are you?	In my estimation.
How is it going?	As much as possible.
Welcome.	Come tomorrow.
Not at all.	There is no space.
Not yet.	There is no time.
It's Ok.	Time is over.
I'll inform you.	Hurry up.
Everything is Ok.	I agree with you.
Forget it.	If it is necessary.
Get well soon.	If I'm not wrong.

ACTIVITY 2.11

FUN CORNER

There are fifteen words hidden in the spiral. Take your pen and find them!



ACTIVITY 2.12 READING

The sentences are out of order. Read, and reorder them.

(.....) Of course, I'd be very pleased. Here you go. I'm listening you.

(.....) Mr. Hasan from the health company came. They had requested an appointment yesterday.

(.....) Thank you. How are you? Sit down, please.

(.....) Hello, Dear Lady.

(.....) Hello, Mr. Melih.

(.....) Hello, Mrs. Love, how are you?

(.....) Thank you.

(.....) Mr. Hasan is the marketing and sales staff of his company, and he is a highly devoted, disciplined, honest and principled staff member. They would like to give you a short introduction about their products.

ACTIVITY 2.13 VOCABULARY

Look at the words **in red**. Find the closest meaning and circle it.

1. Book

- a. Help
- b. Connect
- c. Motivate
- d. Make a reservation

2. Company

- a. Firm
- b. Office
- c. School
- d. Station

3. Hang on

- a. Hold on
- b. Available
- c. Busy
- d. Director

4. Assist

- a. Help
- b. Book
- c. Connect
- d. Dial

5. Confirm

- a. Appointment
- b. Approve
- c. Cash
- d. Feed back

6. Phone

- a. Wait
- b. Hang on
- c. Call
- d. Connect

ACTIVITY 2.14 VOCABULARY

Read the vocabulary, find, and circle the odd one.

1	2	3	4	5	6
Dude	Stamp	Assist	Put through	Boss	Motivate
Buddy	Safe	Bank	Connect	Profit	Marketing
Enemy	File	Office	Dial	Secretary	Sales
Mate	Feedback	Company	Cash	Customer	Profit



SELF ASSESSMENT	1	2	3	4	5
1. I can use greeting phrases.					
2. I can introduce myself.					
3. I can talk about someone's personality.					
4. I can talk about features of a firm.					
5. I know the difference between formal and informal greeting.					
6. I can tell the idioms used in my job/career.					
7. I know everyday language.					
8. I know the idioms used in face to face and phone conversation.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 1 REVIEW

1. Which one is not a greeting idiom?

- a. Hi, there!
- b. Good morning!
- c. Have a good day!
- d. You look great!
- e. Hello, friends.

2. What do you say when you see your boss at the office?

- a. Hi, guys!
- b. What's up?
- c. Have a nice weekend, sir!
- d. Bye!
- e. See you soon.

3. Which one do you use to talk about someone's personality?

- a. Short
- b. Smart
- c. Thin
- d. Beautiful
- e. Tall

4. Which one do you use to talk about someone's appearance?

- a. Kind
- b. Punctual
- c. Generous
- d. Outgoing
- e. Slim

5. Which one do you use to talk about a positive feature of a firm?

- a. It's not reliable.
- b. It's innovative.
- c. It's not permanent.
- d. It's not eco-friendly.
- e. It's not well-known.



6. Which one is opposite?

- a. Secretary - Assistant
- b. Hello - Hi
- c. See you - Bye
- d. Hold on - Go on
- e. Document - File

7. Which one do you use when you see someone stranger?

- a. Good morning, guys!
- b. What's up?
- c. How is it going?
- d. See ya!
- e. Good afternoon, Madam.

8. Which one do you use to end an informal dialogue?

- a. See you soon, Dude!
- b. What's up man?
- c. Have a good evening, Madam!
- d. Good morning, Sir!
- e. Have a nice holiday, Sir!

9. Which one do you use while spelling your hometown?

- a. A-L-E-X-A-N-D-R-E
- b. J-A-C-K
- c. N-E-W-Y-O-R-K
- d. J-O-H-N-S-O-N
- e. B-L-A-C-K

10. Which one is different?

- a. Creative
- b. Tall
- c. Slim
- d. Ugly
- e. Medium height

UNIT 2

CHARACTERISTICS OF A SECRETARY



In this unit, you are going to learn about:

- **Office equipments**
- **Qualifications of an ideal executive assistant**
- **Special expressions about the office environment**



LESSON 1 OFFICE EQUIPMENTS

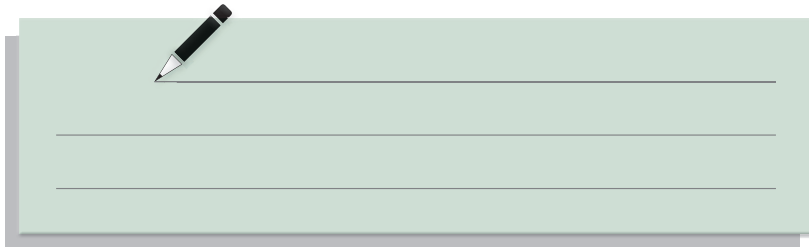
WARM UP

Think about the office equipments generally used in an ideal office.

What kind of office equipments would you like to use in your office?

Brainstorm with your partner.

1. Write the essential office equipments in a perfect office, and tell it to your friends.



2.



Eva



Verna

Look at the pictures above. They are both executive assistants in a firm.

Talk about their differences and similarities.

A. Imagine that you are a manager in a company. Which one would you like to work with?

Why? Why not?

.....

.....

B. Imagine that you are a secretary in a firm. Which one would you like to be?

Why? Why not?

.....

.....

KEEP IN YOUR MIND!

Now, you know the office equipments. While you are using them;

- » Put the items in their place after using.
- » Keep your desk and office tidy.
- » Don't miss the maintenance and repair time of the items.

ACTIVITY 1.2 VOCABULARY

Look at the names of office equipments. Match, and write the names under the pictures on the next page.

a. Document

i. Stapler

q. Paperclip

b. Scissors

j. Office Furniture

r. Pin

c. Desk Pad

k. Fax Machine

s. Tape Dispenser

d. Puncher

l. Computer

t. Printer

e. Telephone

m. Overhead Projector

u. Calculator

f. Letter Knife

n. Scanner

v. Agenda

g. Paper Trimmer

o. Copier

w. Folder

h. Pen

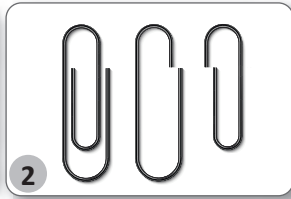
p. File cabinet

x. Calendar



1

(.....).....



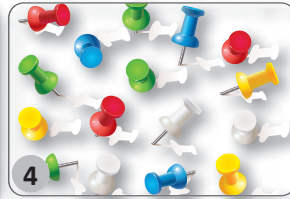
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(.....).....



3

(.....).....



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(.....).....



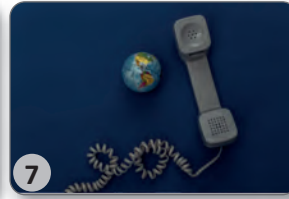
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(.....).....



6

(.....).....



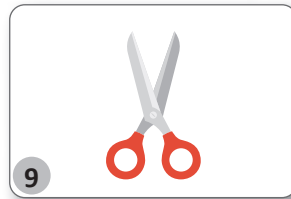
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(.....).....



8

(.....).....



9

(.....).....



10

(.....).....



11

(.....).....



12

(.....).....



13

(.....).....



14

(.....).....



15

(.....).....



16

(.....).....



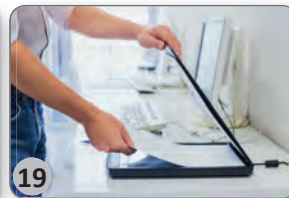
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(.....).....



18

(.....).....



19

(.....).....



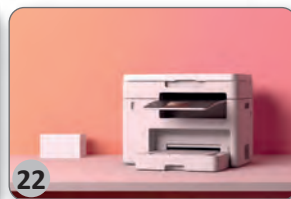
20

(.....).....



21

(.....).....



22

(.....).....



23

(.....).....



24

(.....).....

ACTIVITY 1.3 READING

Match the office equipments that are related with each other.

Computer	Board	Pencil
Printer	Stapler	Pin
Post-it	Board marker	Paper
Panel	Staple	Printer

ACTIVITY 1.4 a READING

Read the sentences, and put a cross in the blanks for the wrong purposes.

- I used a scanner to copy the documents I have. (.....)
- I used the agenda to make an appointment card. (.....)
- I used the phone to write a petition. (.....)
- I used the copying machine to create a teleconference. (.....)
- I put the documents that were going to be recycled through the paper cutting machine. (.....)
- I used a flower to beautify the working area. (.....)

ACTIVITY 1.4 b WRITING

Now, it's your turn! Think about the office equipments that you use in your daily life. Give examples about how and for what purposes you use them.

.....

.....

.....

.....

.....

.....

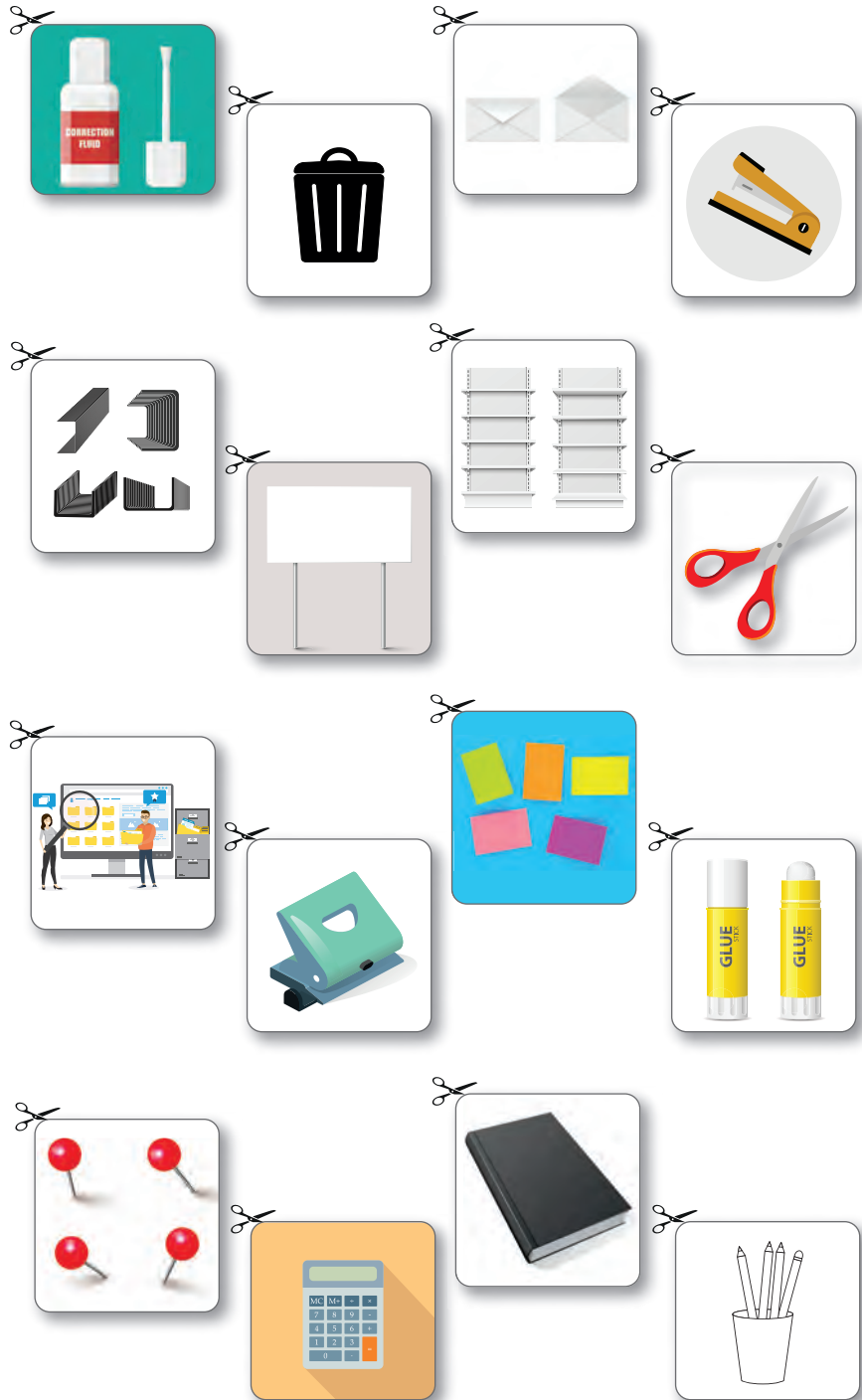
.....

ACTIVITY 1.5 VOCABULARY

Make group of four or five students. Cut the pictures on the next page. Your teacher will read some vocabulary, and you will hang it on the board. The group that hangs the most photos will be the winner. There are two extra vocabulary.

1. Paperclip
2. Puncher
3. Desk Pad
4. Correcting Pen
5. Pen Rack
6. Envelope
7. Calculator
8. Agenda
9. Shelf
10. Pin
11. Scissors
12. Bin
13. Folder
14. Notepaper
15. Glue
16. Staple
17. Stapler
18. Bulletin board

“CUT THIS PAGE!”



ACTIVITY 1.6 READING

Match the equipments with their purposes.

Equipments:

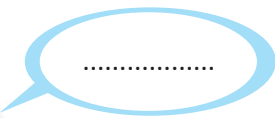
1. Pen
2. Tape dispenser
3. Telephone central
4. Scissors
5. Desk pad
6. Scanner
7. Correction fluid
8. Folder
9. Printer
10. Envelope

Purposes:

- a. To connect dial lines
- b. To cut
- c. To write
- d. To print
- e. To correct writing failures
- f. To write on and hiring documents in
- g. To scan
- h. To put letters in
- i. To fold papers
- j. To cut tape and dispense

ACTIVITY 1.7 SPEAKING

What is your favourite office equipment? Why? Write it and tell it to your friends.



ACTIVITY 1.8 READING

Read the sentences, and answer the questions.

1. You want to file some papers. Which equipment do you use?

.....

2. Which equipment do you use to print a document?

.....

3. You need a material to destroy papers. Which one is it?

.....

4. You need something to hang a note on the board. What is it?

.....

5. You need it to put the waste materials in. What is it?

.....

6. You smell a cable burning. What do you do first?

.....

7. You will use a new office electrical device. What do you do first?

.....

ACTIVITY 1.9 a READING/SPEAKING

Read and act the dialogue.

Mellany: Hi, Miss Isabella.

Isabella : Hi, Miss Mellany. Are you Ok? Is there a problem?

Mellany: I can't find the letter that I prepared for Follow and Check Company.

Isabella : I see. Did you check the cupboard?

Mellany: Yes, but it isn't there.

Isabella : Maybe you cut it in the paper trimmer.

Mellany: I don't think so.

Isabella : You can check the sent document box.

Mellany: All right. Thank you.

Isabella : You are welcome.



ACTIVITY 1.9 b WRITING

Fill in the blanks with the appropriate words.

scanner phone desk file Pc

- A: Miss Isabella, Can you put up the..... please?
 B: Ok. The accounting department is calling. They are asking for the salary
 A: It is on the Please send it as an e-mail, too.
 B: Unfortunately, theis broken at the moment.
 A: You can send it by means of as an e-mail.
 B: Sure. I'll send it right now.

KEEP IN YOUR MIND!

Occupational health and safety is important in the office. It improves the quality in our lives and proceeds at work. Here are some examples:



- Being careful about the ergonomoy in the choice of the office equipments
- Using the equipments according to the instructions
- Being careful about hygiene
- Having emergency exit signs
- Throwing away old and broken materials
- Turning off the lights, water etc... when not necesseary
- Calling 112 when needed



ACTIVITY 1.10 READING

Repertoire materials

For an Executive Assistant in order to be more successful in his/her job, and to help his manager more, his repertoire should be ready at all times.

Here are the things that should be in the repertoire:

- A. General information about the institution he/she works for. Records and ledgers showing numerical data, registration numbers of government agencies, specific programme passwords
- B. A secretarian program or an index containing the telephone numbers, addresses and e-mail addresses of the institutions and person with whom the institution works
- C. A company phone and the current phone numbers of all business institutions should be in the directory of this phone
- D. All travel information of the manager (such as passport, TR ID number) in order to plan the manager's trip
- E. Business card catalog
- F. Agenda (digital or physical)
- G. Notepad
- H. Pen
- I. E-signature

Read the information, find, and match them with the names in repertoire materials.

There may be more than one answer.

1. Used while looking for the info about a firm
2. Used while sending digital formal letters
3. Used while planning the daily works
4. Used while taking notes
5. Used in the meetings
6. Needed while planning the manager's travels
7. Needed in special portals
8. The general name for the managers' programmes, meetings and phone conversations





ACTIVITY 1.11 READING

Read the information below. Write T for true sentences F for false ones, and correct them.

1. I sign a document with a pen on digital platforms.

2. I take notes on the agenda.

3. I should have the business card catalogue with me in meetings.

4. The information about the staff is always on the desk.

5. I always read about the instructions.

6. I read the notes while working.



ACTIVITY 1.12

FUN CORNER

LET'S FIND THE STAR OF THE WEEK!

Listen to your teacher. The student who answers first gets 10 points.

The pupil getting the most points is the STAR!

Let's go.

Which one/s do you check at the beginning and end of the day?

Where do you find a firm's information?

You are in a meeting, and you should tell the company's endorsement. Where can you find it?

The sales representative gives you his/her card. Where do you keep it?

What do you use to sign?

The electricity goes off in the office. What do you do first?

What do you do after using the copier?

LESSON 2 QUALIFICATIONS OF AN IDEAL EXECUTIVE ASSISTANT

WARM UP

What do you know about an executive assistant?

Tell it to your friends.

KEEP IN YOUR MIND!



An executive assistant is the main person who organizes the director's business works and his/her programmes.

An executive assistant should take risks, collect information, use the updated technology well and transfer data to reports.



ACTIVITY 2.1 SPEAKING

Here are some mixed words and phrases for you. First, categorize them under the names of criteria and then, give two more examples verbally for each category.

- Makes Appointments
- Is Elegant
- Takes Decisions
- Has Strong Communication Skills
- Cares Body Cleansing
- Smells Good
- Plans Timings
- Keeps The Environment Clean
- Does Make Up
- Dresses Clean
- Dresses Appropriately
- Makes Organization

Personal Hygiene

Characteristic

Responsibilities

».....	».....	».....
».....	».....	».....
».....	».....	».....
».....	».....	».....



ACTIVITY 2.2 VOCABULARY

Read the vocabulary, find, and circle the odd one.

1	2	3	4	5
Respectful	Polite	Well-Organised	Printer	Paper
Untidy	Reliable	Rude	Copier	Folder
Punctual	Honest	Dishonest	Pc	Bin
Careful	Messy	Unreliable	Pen	Letter

KEEP IN YOUR MIND!

GRAMMAR POINT.

Should: We use should to give an advice.

Subject + should + verb

E.g.:

You should study hard.

You should be kind to the people in the office.

Affirmative Statements:

I/You/He/She/It

We/They + should + Verb

They should be tidy and clear.

Negative Statements:

I/You/He/She/It

We/They + shouldn't + Verb

She shouldn't be so aggressive.

Question Statements:

Should + I/you/he/she/it/we/they + Verb?

Should I knock the door before I visit him?

ACTIVITY 2.3 WRITING

Complete the sentences with **should** or **shouldn't**.

1. An ideal executive assistant be well organized.
2. An administrative assistant be punctual.
3. You wear casual clothes at work.
4. You always know your manager's plans.
5. You be dirty and messy.

ACTIVITY 2.4 WRITING

Think about the qualifications of an executive assistant.

Pick the true phrases from the box, and write to the given spaces as **SHOULD** and **SHOULDN'T**.

- | | |
|-------------------------|----------------------------|
| 1. Smell horrible | 9. Have personal hygiene |
| 2. Brush his-her teeth | 10. Look untidy |
| 3. Be smiling | 11. Be messy |
| 4. Be reliable | 12. Put on lots of make up |
| 5. Speak English | 13. Be rude |
| 6. Be casual | 14. Be kind |
| 7. Be dirty | 15. Be cheerful |
| 8. Be solution oriented | 16. Be sleepy |

SHOULD

SHOULDN'T

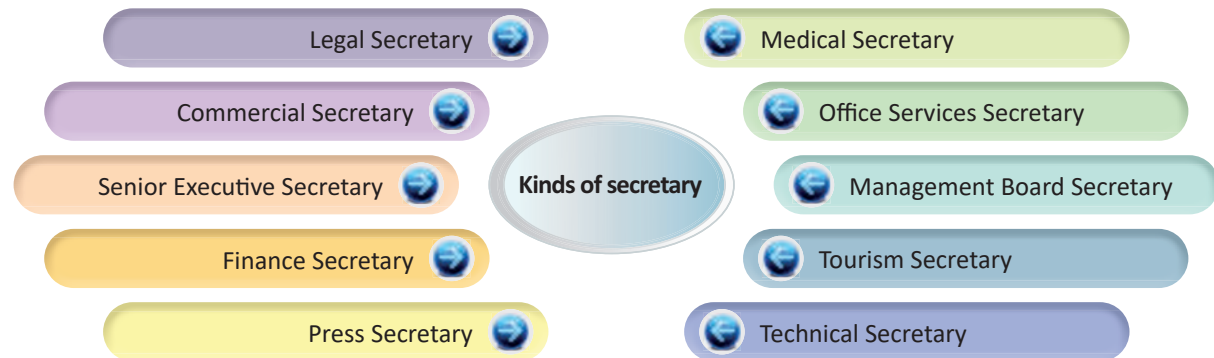
1.
2.
3.
4.
5.
6.
7.
8.

1.
2.
3.
4.
5.
6.
7.
8.

KEEP IN YOUR MIND!

Here are the kinds of secretary. Read and study them.

Look at the pictures. Guess and write the types of the secretary.



ACTIVITY 2.5 SPEAKING/WRITING

Ask your partner these questions, and write his/her answers.

1. What kind of a secretary would you like to be?

.....

2. Why?

.....

LESSON 3 SPECIAL EXPRESSIONS ABOUT THE OFFICE ENVIRONMENT

WARM UP

What are the features of an inconvenient office environment? Discuss it with your friends.



ACTIVITY 3.1 WRITING

Here are three examples. Write the meaning of the rest in simple sentences. You can use your dictionaries.

Advertisement : The business of trying to persuade people to buy things or services.

Target : To aim something especially.

Physical Design: The design of an office as furniture.

Workflow :

Rivalry :

Revision :

Delay :

Meeting :

Mission :

Data Flow:



ACTIVITY 3.2 READING

Pick the correct sentence/phrase from the box, and write it down as the meaning of the expressions given.

Agree with someone.	Be creative.
Start from a scratch.	Transfer a file.
Fulfill the deal.	Use plaza language.
Think outside the box.	Arrange business relations.
I'll get back to you as soon as possible.	Take a professional approach.

1. Make a new beginning.
2. I'll phone you back in the soonest time.
3. Think outside the mould.
4. Make the deal.
5. Have the same idea with somebody.
6. Have a professional point of view.
7. Use business language.
8. Send a file.
9. Organise labour relations.
10. Be productive.

ACTIVITY 3.3 SPEAKING/WRITING

How should an office environment be?

Think and brainstorm with your partner about the question above.

Write your answers to the spaces given for you.

E.g.: An office should be clean.

.....

.....

.....

.....

.....

.....



KEEP IN YOUR MIND!

Now, read the knowledge tip about the office environment, and discuss it with your friends.

- The person should feel as comfortable as possible while working.
- The office environment should be spacious and bright.
- Office furniture should be ergonomic.
- The office environment must be clean and tidy.
- The office desk should not be messy.
- It is important to use time efficiently.
- The color of the office environment can be chosen according to the business line you are working in. (For example, if you are working in customer-oriented and more corporate sectors such as the finance sector, it is very important to make modern office designs, and to draw a more serious and corporate image. If you want to create such an image, you can turn to colors such as white, gray, anthracite.)
- The color of the storage areas (such as cabinets, drawers) should consist of modern designs and colors suitable for the design of the office.
- The selected accessories should be suitable for the office design.
- Space should be reserved for boards.
- The office should have a resting corner.



ACTIVITY 3.4 READING

Read the paragraph, and answer the questions.



Hello, I'm Isabella. I work as an executive assistant in a company. I have all the necessary qualifications. I know everything about the company. I also have all the information about my boss like his ID number, passport number, etc. I always take notes to my agenda, and follow them. In my notebook, there are phone numbers, e-mail addresses, some important data, and passwords. While working, I follow my director's instructions. I check the e-mails and write answers. Besides, I organize the meetings. I print the necessary documents, and put them in a file. I also keep them in digital files. At the end of the day, I make a report to the director. I work both in the office and at home. I love my job, and I owe my success to these tips.

1. Who is Isabella?
.....
2. Is she successful at her job?
.....
3. Does she know her boss's shoe number?
.....
4. What is there in her agenda?
.....
5. Does she hate her job?
.....
6. Does she always work in the office?
.....
7. Do you like her occupation?
.....

 **ACTIVITY 3.5**
FUN CORNER**Questionnaire**

Read the questionnaire, and answer it according to yourself.

Each yes answer is 10 points.

Check your points, and find your responsibility level at the end. Share it with your classmates.

Responsibility Tips	YES	NO	POINT
1. Do you read books?			
2. Do you read/watch news?			
3. Do you do your homework?			
4. Do you tidy up your desk in the mornings?			
5. Do you brush your teeth?			
6. Do you iron your clothes?			
7. Are you punctual?			
8. Do you pay attention to occupational health and safety?			
9. Do you keep secrets?			
10. Are you well organized?			

0/40 Point	You must be kidding dude! You cannot be so irresponsible.
40/60 Points	Hey man! You should be more careful about your responsibilities.
60/100 points	You are great. I admire you. Go on as you know!



ACTIVITY 3.6

FUN CORNER

Find the vocabulary from the puzzle.

I	A	O	P	S	S	U	B	M	I	T	A
A	G	R	G	C	M	T	Z	E	A	T	Z
D	V	G	N	T	A	R	G	E	T	N	G
A	B	A	B	O	S	S	C	T	P	L	M
P	C	N	T	O	O	F	F	I	C	E	C
T	A	I	V	I	S	I	O	N	O	O	U
A	E	Z	I	N	A	A	T	G	N	D	S
T	T	E	I	O	S	I	M	N	C	N	T
I	Z	V	T	E	T	A	O	A	U	O	O
O	D	I	A	G	R	A	M	A	I	L	M
N	S	O	D	P	O	S	T	P	O	N	E
N	G	M	M	S	D	E	D	T	I	A	R

ADAPTATION	ORGANIZE	DIAGRAM	TARGET
OFFICE	CUSTOMER	SUBMIT	MEETING
BOSS	POSTPONE	MAIL	VISION

KEEP IN YOUR MIND!

- ✓ Think positively!
- ✓ Say hello!
- ✓ Smile!
- ✓ Show respect!
- ✓ Share!
- ✓ Love your job!
- ✓ Do your best!
- ✓ Stay focused!
- ✓ Trust!
- ✓ Believe in yourself!
- ✓ Be honest!
- ✓ Work hard!



SELF ASSESSMENT	1	2	3	4	5
1. I can tell the names of the office equipments.					
2. I can tell the names of the repertoire materials.					
3. I can tell the purposes of the office equipments.					
4. I can describe the executive assistant.					
5. I can tell the duty of the administrative assistant.					
6. I can tell the kinds of a secretary.					
7. I can tell the responsibility of the executive assistant.					
8. I can tell the special phrases about office.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 2 REVIEW

1. Which one is not an office equipment?

- a. A telephone
- b. A scanner
- c. A make-up bag
- d. A notebook
- e. A printer

2. Which one is the function of a copier?

- a. Copying a document
- b. Writing a document
- c. Calling someone
- d. Deleting a document
- e. Scanning a document

3. Which one is a repertoire item?

- a. A handbag
- b. A notebook
- c. A fax machine
- d. A cupboard
- e. A file cabinet

4. Which one is not a type of a secretary?

- a. An executive assistant
- b. A medical secretary
- c. A legal secretary
- d. An accounting secretary
- e. A press secretary

5. Which one is the characteristic of an executive assistant?

- a. Being rude
- b. Keeping secret
- c. Being messy
- d. Wearing casual clothes
- e. Keeping the environment dirty



6. Which one is the personal quality of an executive assistant?

- a. Having weak communication skills
- b. Having an organisation ability
- c. Keeping secret
- d. Taking notes
- e. Being careful about his/her appearance

7. Which one is appropriate with the occupational health and safety?

- a. Keeping the computer on
- b. Keeping the lights on
- c. Turning off the electronical devices when not in use
- d. Having signs about appearance
- e. Having signs about personal hygiene

8. Which one is not used in office life?

- a. You should answer the e-mail.
- b. You should send this document today.
- c. The meeting is about to start.
- d. I need to go to the market.
- e. You should put the documents in a file.

9. Which one you don't use while talking to the clients?

- a. How can I help you?
- b. The line is engaged. Can you wait for a second?
- c. The director is waiting for you.
- d. It is not my problem.
- e. Hang on a second please?

10. Which one is different?

- a. Respectful
- b. Punctual
- c. Careful
- d. Elegant
- e. Untidy

UNIT 3

BUSINESS RELATIONS





In this unit, you are going to learn about:

- **Communication with customers/guests on the phone**
- **Communication with customers/guests face to face**
- **Sending an e-mail to the customers**



LESSON 1 COMMUNICATION WITH CUSTOMERS/GUESTS ON THE PHONE

WARM UP

Think about the types of communication.

What kind of communication types can you name?

Write them into the blanks.

- 1.
- 2.
- 3.



ACTIVITY 1.1 READING

Which of the sentences below identify the term of "Phone Communication"? Circle the right one.

- a. Two people who are close to each other communicate by looking and speaking face to face.
- b. Two people who are distant from each other communicate using a device or phone to express what they want to say.





ACTIVITY 1.2 WRITING

Find the words and phrases from the dictionary. Study, and use each of them in a sentence.

The first one is given for you.

Dial	Dial number 9 to listen to the message again.
Busy
Repeat
Bad line
Ring
Connect
Leave a message
Hold on the line
Spell
Hang up the phone



ACTIVITY 1.3 READING

Match the questions with the answers.

- | | |
|---|---|
| 1. Would you like anything to drink? | (...) A. I think, she will be back in an hour. |
| 2. Do you know when she'll be back? | (...) B. I'm sorry, she is busy at the moment. |
| 3. May I have your address? | (...) C. It is Erica. |
| 4. Can I speak to Mrs. Coşkun, please? | (...) D. E R I C A |
| 5. Would you like to leave a message? | (...) E. My surname is SCHOLEY. |
| 6. Can you spell your name? | (...) F. Yes, Tunalı Hilmi Street APT 2/A Çankaya. |
| 7. Could you repeat your surname? | (...) G. Yes, please tell him to call me as soon as possible. |
| 8. Who is calling? | (...) H. No, thank you. |
| 9. Can you hold on a moment, please? | (...) I. I think, it's a bad line. |
| 10. May I have your phone number, please? | (...) J. Ok. I'm waiting. |
| 11. Stay on the line, please. I'm connecting you. | (...) K. 0355123456789 |
| 12. I can't hear you very well. | (...) L. All right. |

ACTIVITY 1.4 a READING

Here is a phone conversation about the organization of a meeting to be held at the hotel. Order the dialogue with the numbers.

(.....) Good morning, you called VTN Hotel. I'm the receptionist, Hally. How can I help you?

(.....) Thank you, I wish you a good work and a good day.

(.....) Have a nice day, thank you.

(.....) Of course, Ms. Yasmine, I will connect Mrs. Derin, the food and beverage manager of our hotel, to you as soon as possible.

(.....) QRST Textile Manager has a meeting with dinner planned at your hotel in December. Can you contact an official who will help me in this regard?

(.....) Good morning, Yasmine. I am an administrative assistant from XXorange Company.

(.....) Nice to meet you, Ms. Yasmine. Here you go.

(.....) Hello, Mrs. Derin. Our company has a meeting organization on 23rd December, I want to talk about it, and get a price.

(.....) Hello, Ms. Yasmine. I am Derin, the food and beverage services manager of VTN Hotel.

(.....) I will ask you to contact our assistant again for a face-to-face meeting.

(.....) Of course, Ms. Yasmine, if you want, I will send you the catalog with all the menu types and pricing to your e-mail address. Let's have a face-to-face interview, shall we?

(.....) Certainly. I wish you good work. See you again after reviewing the catalogue.

(.....) Sure, it is. Thank you. My e-mail address is derin.serin@xmail.com. I wish you good work.



ACTIVITY 1.4 b WRITING

Write the requested phrases from the conversation above, next to the titles.

1. Salutation :

.....

2. Agreement :

.....

3. Giving a reason for the call:

.....

4. Ending :

.....

ACTIVITY 1.5 WRITING

Write a new dialogue about a different organization below, and act it out with your deskmate.

Hotel :

Assistant:

Hotel :

Assistant:

Hotel :

Assistant:

Manager:

Assistant:

Hotel :

Assistant:

Manager:

Assistant:

Manager:

ACTIVITY 1.6 a READING

Read the Alphabet loudly.

The English Alphabet				
A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z				

ACTIVITY 1.6 b SPEAKING

Spell your first and last name to your partner.

ACTIVITY 1.7 READING

Look at the telephone expressions below. Put tick (✓) to the ones you are familiar to, and cross (×) to the ones that you have never heard.

- (.....) How can I help you?
- (.....) I called you to confirm the appointment.
- (.....) Can you please repeat what you said so that I can check my note?
- (.....) Can you tell me if you are available?
- (.....) Who is calling?
- (.....) I want to leave a message.
- (.....) I'm sorry. S/he is not available at the moment. May I have your message?
- (.....) If I leave you my number, could you please forward it to him/her?

ACTIVITY 1.8 VOCABULARY

Find and circle the opposites of the words below.

HANG UP	PUT UP	ENGAGED	TALK	PROBLEM
A. Start	A. Go On	A. Communicate	A. Be Quiet	A. Book
B. Answer	B. Wait	B. Put Through	B. Dial	B. Check
C. Hang On	C. Close	C. Available	C. Button	C. Spell
D. Connect	D. Connect	D. Busy	D. Repeat	D. Solution

ACTIVITY 1.9 READING

The sentences are divided. Match them, and have a full sentence.

- | | |
|----------------------|---------------------------------|
| 1. May I have | a. call you back. |
| 2. I will | b. note my message? |
| 3. May I take | c. your name, please? |
| 4. Could you please | d. when s/he will be available? |
| 5. Could you tell me | e. Mr Adams, please? |
| 6. Can I speak to | f. your message? |

ACTIVITY 1.10 VOCABULARY

Fill in the blanks in the conversation with the given vocabulary in the box.

share confirm hold help connecting

Assistant: Hello, I'm Zeynep from Atlantic. How can I you?
Orlando : Hello, I'm Orlando from Sea Machine. Can I speak to Mr. Mustafa?
Assistant: Of course. Could you please the topic?
Orlando : I would like to meet with him to the contents of the meeting to be held tomorrow.
Assistant: I'm forwarding it now. Can I you for a short time?
Orlando : Of course.
Assistant: Thanks for waiting. I am you to Mr. Mustafa. I wish you a good day, Orlando.
Orlando : Thank you. Have a nice day.

ACTIVITY 1.11 READING

Read the dialogue below. Find the mistakes, and write the correct forms in the blanks given.

Call Center: Evening Restaurant. Must I help you?

Eva : Hello, I'm Eva. I had a breakfast with my friends in your restaurant this evening. I have to say that the waiters were rude, and the service was really bad.

Call Center: I'm glad to hear that. We hope to host you again for free.

Eva : This is a terrible idea. I will come tomorrow at 9:30.

Call Center: I'm sorry to help you. See you tomorrow.

Eva : Ok. Good morning.

LESSON 2 COMMUNICATION WITH CUSTOMERS/GUESTS FACE TO FACE

WARM UP

Read the identification of the term, and decide what kind of a communication it is.

Fill in the blanks if it is phone communication or face to face communication.

..... is the person-to-person communication telling of their feelings, thoughts and what they want to say directly in front of the person.



ACTIVITY 2.1 a READING

Read the dialogues, and act them out.

Dialogue 1

Mr. Tim : Hello, Miss. Can you help me, please?

Alexandra: Hi, Sir. Of course. Is there a problem? You don't look well.

Mr. Tim : Oh, yes. I want to visit Maiden's Tower, but I couldn't find the way. I think I'm lost.

Alexandra: I see. Don't worry. I can help you.

Mr. Tim : Is it too far from here?

Alexandra: No, calm down. You're too close. I'll tell you the way to Maiden's Tower.

Mr. Tim : I'm glad to hear that.

Alexandra: Just cross the street...

Dialogue 2

Gloria : Hello. Excuse me, I'm here for the Occupational Health and Safety Seminar.

Assistant: Welcome. I am Lucy, the organizer.

Can you share your name please, so that I can show you the seminar hall?

Gloria : Of course. Gloria Shine.

Assistant: Thank you, Ms. Shine. I am looking into it immediately.

Well, you are in the meeting room 3, at the table 2.

Gloria : Thank you.

Assistant: Here you go, let me help you from the right side.

Gloria : Of course, thank you. Have a nice day.

Assistant: Thank you. Good bye.

ACTIVITY 2.1 b WRITING

Answer the questions according to the dialogues.

1. Why is Gloria there?
2. Who helps Gloria?
3. What is the problem of Mr. Tim?
4. How did Alexandra help Mr. Tim?
5. Where does Mr. Tim want to go?

ACTIVITY 2.2 WRITING

You have four different situations. Pick two of them, and write a dialogue with your deskmate.

- » Mike is going to a company. He is going to have an interview for a job application.
- » Gökhan is going to the port. He is going to see the captain, and ask about the vessels' berthing schedule.
- » Jane is going to school for parents meeting. She is talking to the teachers.
- » Seren is working as a secretary in a firm. She is arranging an appointment for a client.

Blank writing area with a blue bookmark icon at the top left and horizontal dotted lines for writing.

Blank writing area with a teal bookmark icon at the top left and horizontal dotted lines for writing.

ACTIVITY 2.3 READING

Read the expressions used in face to face communication below. There are also different expressions that have the same meaning.

Choose the correct one, and write it under the bold phrases.

» How is it going?

.....

» Mr. Tuna has a visitor right now. Can I ask you to wait a bit?

» How can I help you?

» What would you like to drink?

» Do you have an appointment?

» Mr. Tuna is busy right now.

» Excuse me?

.....

» We are very happy to see you in our company.

» Can I take you to the **waiting room**?

.....

» **Nice** to meet you.

.....

» Can I learn what is your reason for visiting us?

» What is the **subject** you want to **discuss** with Mr. Tuna?

.....

» **Follow** me, please.

.....

» Can I call you back later?

» Do you **confirm** your application?

.....

Walk Behind

Purpose

Approve

Talk

What's Up?

Pardon Me?

Guest Room

Glad

ACTIVITY 2.4 WRITING

Here are some tips for an ideal communication. Read them, and add five more sentences.

- Speak politely. 1.
- Pay attention to your tone of voice. 2.
- Be careful about your dictation. 3.
- Use your body language well and appropriately. 4.
- Listen to the others carefully. 5.

LESSON 3 SENDING AN E-MAIL TO THE CUSTOMERS

WARM UP

Answer the questions. If you don't know the answers, search and write them down.

1. Who invented the computer?
2. What does www mean?
3. What does e-mail mean?
4. Who sent the first e-mail?
5. Who invented the internet and when?

ACTIVITY 3.1 a READING

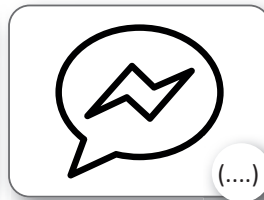
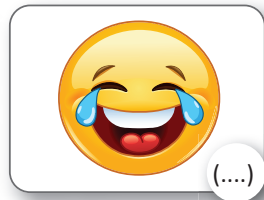
Read the abbreviations. Which one is unfamiliar with you? Discuss it with your friends.

- | | | |
|----------------------------|-------------------|-------|
| Short message service: SMS | Facsimiles | : FAX |
| As soon as possible : ASAP | Internet protocol | : IP |
| Personal computer : PC | World wide web | : www |

ACTIVITY 3.1 b READING

Do you know the abbreviations below? Try to read and write them in full form, and match with the pictures.

1. LOL
2. B4now
3. VIP
4. E-mail
5. Msn
6. Msg



ACTIVITY 3.1 c WRITING

Now, it's your turn. Write the abbreviations that you know or use.

.....

.....

.....

ACTIVITY 3.2 a READING

Read the e-mail, and decide if the sentences are True or False. Correct the false sentences.

From : Executive Assistant of Moon and Dark Company
moonanddark@company.com

To : sunnyconventioncenter@finedining.com

Subject: Planning of a meeting and dining.

Dear Mr. Climber,

I'm Celine, the Executive Assistant of Moon and Dark Company, and writing this e-mail to learn if you have an **available** meeting room for us on 22.12.2023 at 19:30. I'm **willing to** learn about the menu alternatives, the **prices** and the **staff**. We're planning to have a meeting and dinner.

First, we want to have dinner. Then, we will **hold** the meeting. After that, we want to drink tea and chat. 15 people are going to attend the **event**.

I wonder if you may meet our requests.

Please **inform** me as soon as possible so that I can contact with other **convention centers**.

Regards,

Celine.

	True	False
1. Celine is the receiver.
2. Mr. Climber is the sender.
3. The meeting is on 22.12.2023.
4. Celine is the manager of Moon and Dark Company.
5. The event is meeting and dining.

ACTIVITY 3.2 b VOCABULARY

Read the bold words in the text, and write them next to their synonyms below.

- | | |
|---------------------|------------------------|
| 1. eager to : | 5. event center: |
| 2. fee : | 6. make : |
| 3. enlighten: | 7. personnel : |
| 4. occasion : | 8. convenient : |

ACTIVITY 3.3 READING

There are steps of sending an e-mail below. Put them in order by writing their numbers to their left.

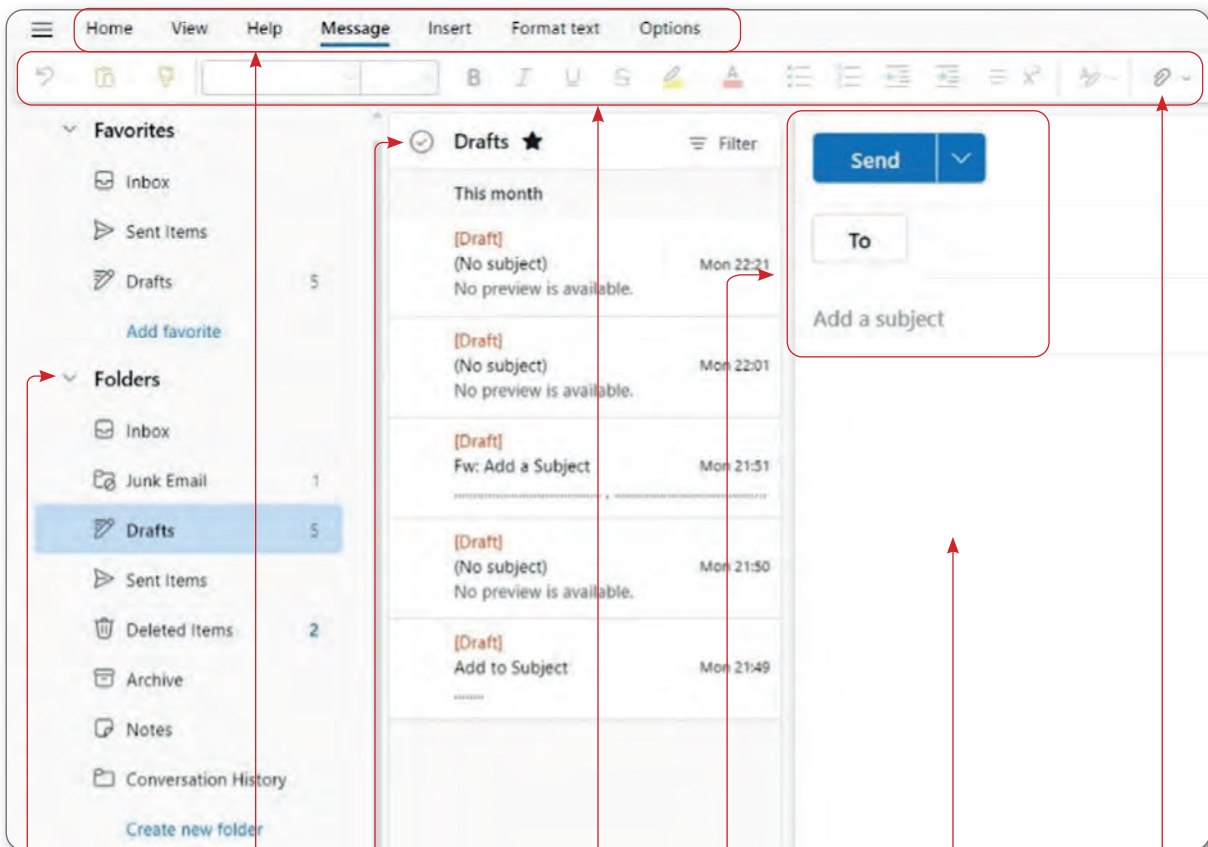
1st one is done for you.

- (1) Open the e-mail. Click the new message button.
- () Press submit button.
- () Add the files, images, videos, etc.
- () Type the address or addresses to which the message will be sent, in the recipient section.
- () Control from the outgoing folder where the transmission takes place.
- () Type the description in the text field.
- () Check the mail.



KEEP IN YOUR MIND!

Here are the terms used in writing e-mails. Read and study them.



Folder Area

Mail Menu

Draft Mail Area

Toolbar

Message Info

Message Area

Attachment

ACTIVITY 3.4 READING

Read the terms, and write the letters of the explanations.

Terms:

- | | | | |
|-------------------|-------|------------------------|-------|
| 1. Folder | | 5. Outbox/Sent e-mails | |
| 2. Draft | | 6. Inbox | |
| 3. Correspondence | | 7. Trash | |
| 4. Junk box | | 8. Focused/Others | |

Explanations:

- a. We can view the deleted e-mails here.
- b. It is the area where the user manages the e-mail, creating the first part of the e-mail.
- c. It is the area where the prepared, but not sent e-mails are stored.
- d. We can view the e-mails we have sent here.
- e. This is the area where all incoming e-mails to the user are displayed.
- f. Advertising, misleading messages, infected and suspicious e-mails automatically accumulate here.
- g. This is the area where the content of the e-mail selected by the user or created by the user is displayed.
- h. It is the box where the mails sent to us are collected. This box will be opened when we log in to our e-mail address for the first time.

ACTIVITY 3.5 VOCABULARY

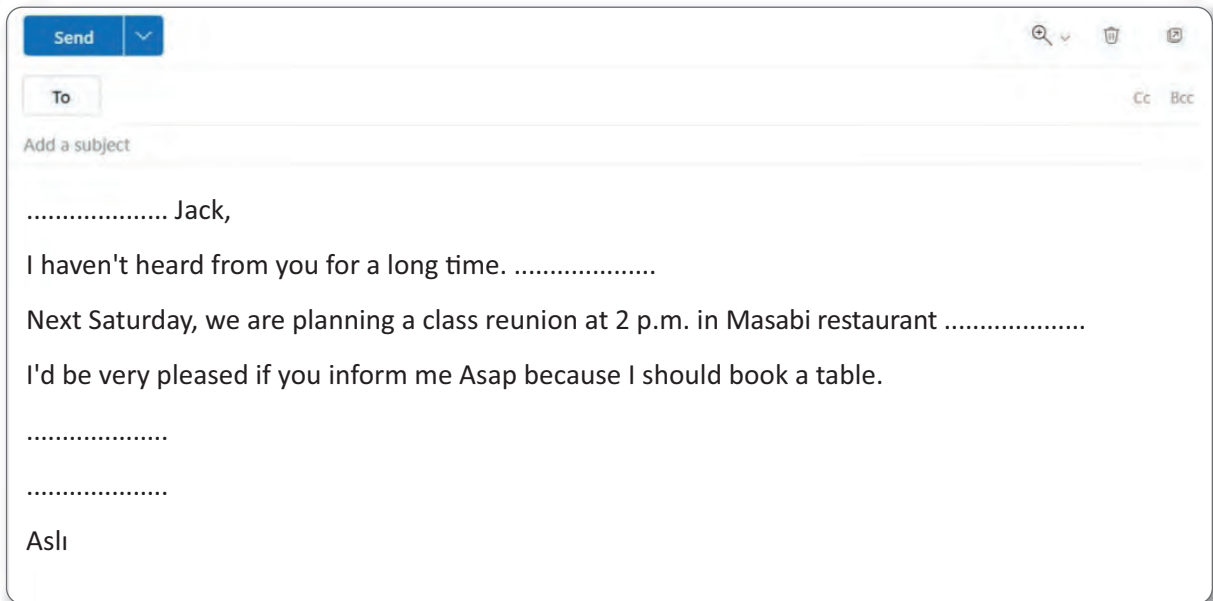
Write the correct words next to the each sentence. There is one extra word.

- | | | | | | |
|------|---------|------------|-----------|--------------|---------|
| CC | Bcc | Attachment | Sender | Receiver | Subject |
| Date | Forward | Reply | Reply All | Message Body | Spam |

- 1. I'm the one who sends the e-mail.
- 2. I'm the one who receives the e-mail.
- 3. You give an answer to the e-mail by clicking on me.
- 4. I'm the one that keeps e-mails from unknown people.
- 5. You give answers to all the e-mails via me.
- 6. I'm the one that gives you extra information in an extra file.
- 7. I'm the theme of the e-mail.
- 8. You can learn the day and month of the e-mail by means of me.
- 9. You can send the same message by clicking on me.
- 10. You can send the e-mail to more than one person by means of me
- 11. By means of me, you can send the e-mail to more than one, but the receiver can't see the other receivers.

ACTIVITY 3.6 a READING

Here is an example of an e-mail, but some parts are missing. Put the suitable phrases in the correct blanks.



Cheers.
Dear
How is it going?
I'm looking forward to hearing from you soon.
Please let me know if you can join us.
jackkline@living.com



**ACTIVITY 3.6 b WRITING**

Imagine that, you are Jack. Accept the invitation by replying the e-mail.

A screenshot of an email composition window. At the top left is a blue 'Send' button with a dropdown arrow. To the right are icons for search, delete, and reply. Below is a 'To' field with a dropdown arrow and 'Cc' and 'Bcc' labels. Underneath is a subject line that says 'Add a subject'. The main body of the email is a large, empty white text area.

**ACTIVITY 3.6 c WRITING**

Imagine that, you are Jack. Refuse the invitation by replying the e-mail, and give your reasons.

A screenshot of an email composition window, identical in layout to the one above. It features a 'Send' button, search/delete/reply icons, 'To' field, 'Cc/Bcc' labels, a subject line, and a large empty text area for writing the response.

ACTIVITY 3.7 READING/Writing

You've bought a new copier. This morning you tried to copy the papers, but it didn't work. It's still under warranty. So, you write an e-mail to the service, and want them to change your product.

Fill in the blanks with the appropriate phrases from the box.

David White fault Dear Sir pressed called
 aaa@mail.com Yours sincerely Fault record

Send
🔍 🗑️ 📧

To:

Add a subject:

.....,

I bought a new copier on 22nd June 2023. Last Tuesday I the button, but it didn't work.

I the service, they checked it, and said that it was my

As the machine is still under warranty, I want it to be changed with a new one.

.....

.....

ACTIVITY 3.8

FUN CORNER

Each word has a secret sign.

By looking the cryptos try to find out your sentence and your message hidden.

A ☆	F 1	K)	P △	U ▽
B ♥	G !	L %	Q ◊	V ...
C ⇒	H &	M ?	R 6	X ☾
D ⇐	I (N =	S 9	Y ♪
E ♪	J 3	O ▷	T ○	Z 4

Message: ♪ ▷ ▽ ☆ 6 ♪ 9 & (= (= ! ♥ 6 (! & ○ % ♪



SELF ASSESSMENT	1	2	3	4	5
1. I can communicate with the clients.					
2. I can communicate with the clients on the phone.					
3. I can use expressions about sending and receiving e-mail.					
4. I know the parts of the e-mail.					
5. I can attach a file.					
6. I can write an e-mail.					
7. I can reply an e-mail.					
8. I can send an e-mail.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 3 REVIEW

1. Which one you don't use as the first sentence on a phone conversation?

- a. Hello. How can I help you?
- b. It's Kasmana firm.
- c. This is John Toe.
- d. Good Morning. Anna speaking.
- e. Who do you want to talk?

2. Which one do you use to hold a client on the line?

- a. The director wants to talk to you.
- b. Can you call back later, please?
- c. Can I have your name, please?
- d. I'll call you back later.
- e. Can you hold on a moment, please?

3. Imagine that you are a receptionist in a hotel. Which one you don't use?

- a. Will you pay in cash?
- b. Do you have an appointment?
- c. Do you want to use the wake up call service?
- d. Will you rent a car?
- e. Do you want me to send you the location of the hotel?

4. Which one is the response of this question?

" Would you like to leave a message?"

- a. No, thank you. I'll call back later.
- b. I think, she will be back in an hour.
- c. I don't know.
- d. My surname is Theodora.
- e. I'm from New Jersey.

5. Which one isn't used in face to face communication?

- a. Hi, I'm Daniel Crowd. I'm here for the job application.
- b. Hello, Messy. How are you?
- c. Could you stay on the line, please? I'll connect you.
- d. Hi! You look marvellous!
- e. Good morning. Do you know the time of the meeting?



- 6. Which one isn't one of the parts of the e-mail?**
- a. Pencil box
 - b. Sent box
 - c. Inbox
 - d. Spam
 - e. Trash
- 7. What is the opposite meaning of "greeting"?**
- a. Send
 - b. Congratulations
 - c. Confirm
 - d. Send-off
 - e. Call
- 8. Which one do you use as the first sentence in an e-mail?**
- a. Have a nice day!
 - b. Dear Mr Bank,
 - c. Have a nice weekend.
 - d. Cheers.
 - e. See you soon.
- 9. Which one is the part that you use to respond to an e-mail?**
- a. Send
 - b. New message
 - c. Reply
 - d. Spam
 - e. Cc
- 10. Which one expresses the dangerous e-mails?**
- a. New message
 - b. Trash
 - c. Inbox
 - d. Spam
 - e. Cc

UNIT 4

RESERVATIONS, TOURS AND EXCURSIONS





In this unit, you are going to learn about:

- Expressions used in tours and excursions
- Giving and receiving addresses
- Making a reservation



LESSON 1 EXPRESSIONS USED IN TOURS AND EXCURSIONS

WARM UP

Read the definitions of "tour" and "excursion". Then, answer the questions.

A **tour** is a planned, organized journey/trip, including some activities, and seeing a defined area.

An **excursion** is a general term used for a short journey made for pleasure, by a group of people.



1. What is the difference between a tour and an excursion?

.....

2. Have you ever joined an excursion? If yes, was it enjoyable?

.....

3. Have you ever joined a tour? If yes, was it exciting?

.....



ACTIVITY 1.1 VOCABULARY

Write the words in bold next to their definitions below.

Agency **Reservation** **Tour Programme** **Reception** **Destination**
Accommodation **Bed and Breakfast**

1.: The action of reserving something.
2.: A room for a night and a meal in the morning.
3.: An organisation providing a special service.
4.: The place to which a person goes.
5.: The place in a hotel that welcomes the guests.
6.: A programme that plans the clients' tours.
7.: A place where somebody stays.

KEEP IN YOUR MIND!

Read, and study the information below.

Types of Accommodation:

1. Hotel
2. Hostel/pension
3. Camping



Kinds of Hotels:

1. Five stars
2. Bed&breakfast
3. Half pension
4. Full pension
5. All inclusive
6. Ultra all inclusive

Kinds of Camping:

1. Tent camping
2. Caravan camping



ACTIVITY 1.2 READING

Match the statements/phrases with their halves.

- | | |
|-------------------|--------------------|
| 1. Arrange | a. a double room |
| 2. Book | b. a return ticket |
| 3. Make | c. the bus |
| 4. Take | d. arrangements |
| 5. Buy | e. excursion |
| 6. All | f. time |
| 7. Arrival | g. inclusive |
| 8. Business | h. desk |
| 9. Open | i. class |
| 10. Closing | j. pension |
| 11. Full | k. buffet |
| 12. Open-date | l. date |
| 13. Front | m. flight |
| 14. Non-scheduled | n. ticket |

ACTIVITY 1.3 READING

Work on the words below, find the meanings with your deskmate, and share them with your classmates. Then, write the correct category title in the boxes.



At the hotel/In the agency/At the airport

.....

.....

.....

Ticket check in

Front desk

Tour guide

Luggage

Full pension

Accommodation

Destination

Breakfast/lunch/dinner time

Transportation

Departure date/time

Check in/out

Transfer

Open date ticket

Single room/double room

Route

Visa

Suit

Travel insurance

Baggage limit

Bed&breakfast

Package tour

ACTIVITY 1.4 READING

Group the words according to the topics by lines.

- By the lake
- Economy class
- Near the airport
- Near the sea
- Half board
- In the mountains
- Bed&breakfast
- Delay
- Single room
- Departure
- Arrival
- All-inclusive
- In the city centre
- By train
- Suite

Location

Transportation

Accommodation

ACTIVITY 1.5 WRITING

You are planning an Aegean tour with your office colleagues for a week.

Which points are important for you to determine?

- | | |
|------------------|---------|
| 1. Accommodation | 4. |
| 2. | 5. |
| 3. | 6. |



ACTIVITY 1.6 a VOCABULARY

Write the types of trips. The first one is given.

Abroad /...../...../...../...../...../

ACTIVITY 1.6 b VOCABULARY

Read the question and fill in the blanks.

Which vehicle can you use in a travel program?

On the road :/.....

On the sea :/.....

In the air :/.....

On the railway:/.....

ACTIVITY 1.7 READING/SPEAKING

Answer the questions with your classmates, and talk about your experiences.

1. Have you ever been on a holiday?

.....

2. What kind of a holiday was it?

.....

3. How was it?

.....

4. Where did you stay?

.....

5. Did you enjoy it?

.....

6. Who was with you or were you alone?

.....


ACTIVITY 1.8 READING

Read the dialogue below, look at the expressions in bold.

Guess their meanings, if you can't find, use your dictionary.

Daniel: Hello, Welcome. I'm Daniel. How can I help you?

Lisa : Hello, I'm Lisa. I want to have **info** about your North European Tours.

Daniel: Of course. I can **offer** you a tour programme of five countries.

In the tour you will visit Denmark, Norway, Iceland, Finland, Sweden.

Lisa : I see. That sounds great.

Daniel: **I'm sure** you will have a good time.

Lisa : **I hope so.** And how much does it **cost** for four people?

Daniel: Do you want two rooms **for 4?**

Lisa : Oh, yes.

Daniel: When do you want to go?

Lisa : We would be glad if you have a tour on 15th August.

Daniel: Let me check. Yes, there is a tour that starts on the 13th August, and ends on the 21st August.

Lisa : Oh, great.

Daniel: It costs 2000 Euro **per person** including travel insurance.

Do you want to pay **cash** or by credit card?

Lisa : I will pay by credit card.

Daniel: I'm getting the **POS device** right now.

Lisa : Thank you.

Daniel: Have a nice holiday. I hope you will **enjoy the tour.**

Lisa : Thank you. See you.

Daniel: Have a nice day.



ACTIVITY 1.9 WRITING

Read the situations below. Then, make a meaningful reservation with your deskmate.

A. You're Liva. Ask the client to help.

.....
.....
.....

B. Say your name, and ask to rent a sea view room for two nights.

.....
.....
.....

A. Check if there is a suitable room and confirm it.

.....
.....
.....

B. Ask the price.

.....
.....
.....

A. Give bed and breakfast or half board choice.

.....
.....
.....

B. Say your choice, and ask for the price.

.....
.....
.....

A. Tell the price, and ask for the customers' names.

.....
.....
.....

B. Give your names.

.....
.....
.....

A. Ask how they will make the payment.

.....
.....
.....

B. Tell your choice of payment.

.....
.....
.....

A. End the conversation.

.....
.....
.....

B. End the conversation.

.....
.....
.....

KEEP IN YOUR MIND!

If you are going to arrange a travel programme requested by your manager, you must first learn the following information:

- » What is the start and end of the travel programme?
- » How many people will be there?
- » Would you like to visit historical or natural places?
- » Do you want food in the trip?
- » Do you want to rent a car?
- » Do you want a tourist guide?
- » What is the range of the price?



ACTIVITY 1.10 WRITING

Your director wants you to plan a city tour and dinner for his/her guests.

What kind of information do you need to take when you call the organisation company?

Write your questions below. The first one is given for you.

1. How many city tour programmes have you got?
2.
3.
4.
5.
6.
7.
8.



ACTIVITY 1.11 a READING

Read the dialogue below. Then, fill in the blanks with appropriate phrases/words in the box.

date destination check-in luggage open-date ticket Let me check

James : Hello. How can I help you?

Angelina: Hi. I'd like to buy a ticket.

James : Ok. Can you tell me the of your flight?

Angelina: I want a ticket for today.

James : Could you please tell me your?

Angelina: A ticket to London, please.

James : Ok. Do you want to buy a/an?

Angelina: No. Thanks.

James : All right. There is one flight from Oxford to London at six p.m. Does it suit you?

Angelina: Oh, yes. And I want to do the now.

James : Ok. I'm doing it right now. Do you have any?

Angelina: No. I only have my handbag.

James : I see. The price is 20 dollars.

Angelina: Ok. I'll pay in cash.

James : Have a nice flight.

Angelina: Have a nice day.

ACTIVITY 1.11 b READING

Answer the questions according to the dialogue above.

1. What is the departure time of the flight?
.....
2. Does Angelina have any luggage?
.....
3. How does she pay for the ticket?
.....
4. Where does the plane take off?
.....

ACTIVITY 1.12 a WRITING

You are Rose. You want to visit Türkiye with your family, so you ask your Turkish pen-friend, Nihat, to prepare an excursion/holiday plan for you. You write and ask about:

- » The destinations in Türkiye,
- » The choice of your accommodation,
- » The choice of your holiday (you like a sightseeing tour and a relaxing holiday),
- » The food preference (you like sea food),
- » The choice of price.

.....

.....

.....

.....

.....



ACTIVITY 1.12 b WRITING

You are Nihat. You have a South Korean pen-friend, Rose. She will visit Türkiye next week with her family. She asks you to make a plan for them. So, you have some questions about her likes and preferences.

Ask her about the types of holidays that she likes. For example;

- » Does she like a hotel holiday?
- » Does she like a sightseeing tour?
- » Does she like a holiday in nature?

.....

.....

.....

.....

.....



ACTIVITY 1.13

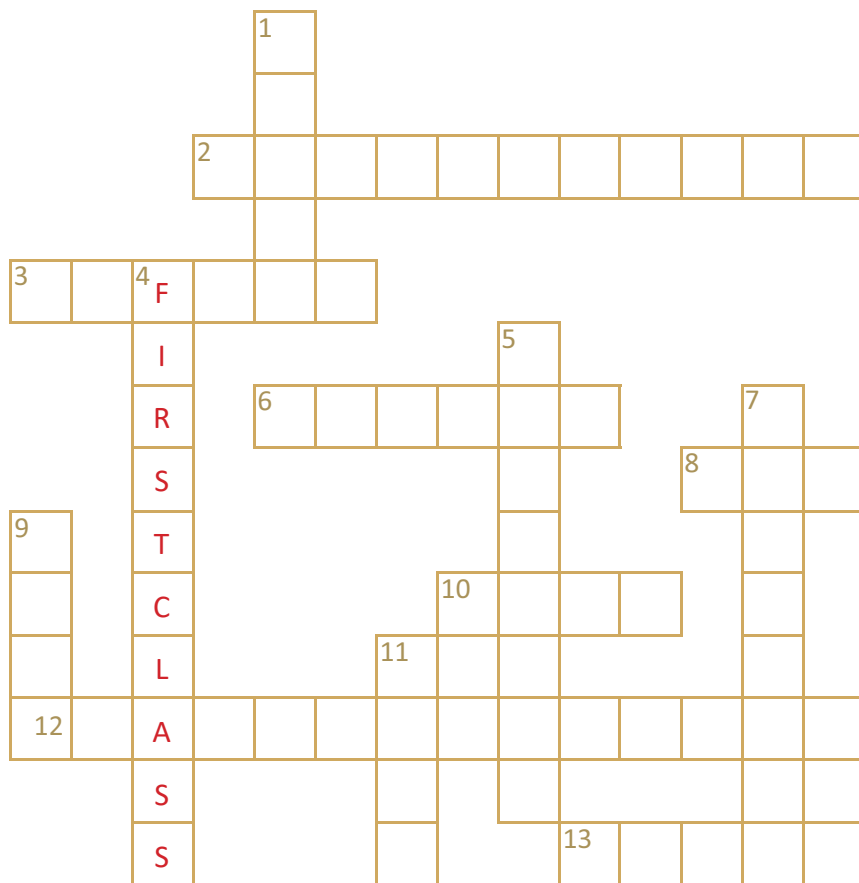
FUN CORNER

Find the words of these definitions, and write them in the puzzle.

Pay attention if it is down or across. One is given for you.

ACROSS

DOWN



DOWN

- 1. a vehicle used on the air
- 4. of the best quality
- 5. a person responsible for protection
- 7. a document allowing a person to travel abroad
- 9. a shelter used in camping
- 11. a part of a hotel where the guests stay

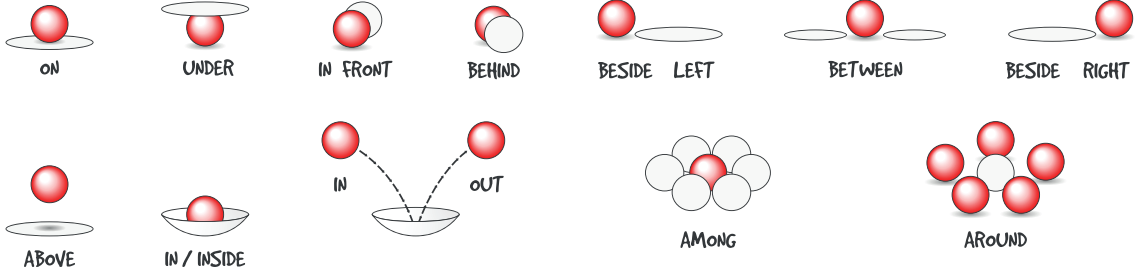
ACROSS

- 2. a sport resembling a sky diving
- 3. a meal where people take their food themselves
- 6. a small piece of paper/card, you pay for, to be able to join a journey or an event
- 8. a drawing of the earth or a country
- 10. an electric vehicle that goes along railways
- 12. going from one place to another
- 13. a special direction between places

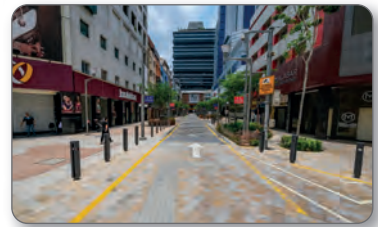
LESSON 2 GIVING AND RECEIVING ADDRESSES

WARM UP

Look at the prepositions below. Which ones do you use to describe an address?



ACTIVITY 2.1 WRITING



Fill in the blanks by using your own address information.

Neighbourhood: Site :
 Street : Building :
 Boulevard : Apartment:

ACTIVITY 2.2 WRITING

Use these words in a sentence. The first one is given.



Right: The market is on the right of the mosque. Turn :
 Left : Go across:
 Up : Go along :
 Down: Turn back:

ACTIVITY 2.3 VOCABULARY



Match the vocabulary with the related places.

- | | |
|-----------------------|-------------------|
| 1. Food and beverages | A. Mosque |
| 2. Patient | B. Bus Stop |
| 3. Student | C. Market |
| 4. Grave | D. Greengrocer |
| 5. Driver | E. Taxi |
| 6. Pray | F. Hospital |
| 7. Medicine | G. School |
| 8. Vegetables | H. Pharmacy |
| 9. Meat | I. Police Station |
| 10. Police Officer | J. Butcher's |
| 11. Passenger | K. Cemetery |

ACTIVITY 2.4 a READING

Here are some examples of describing addresses. Read them carefully. Then, describe the options.

1. **Eddy** : Excuse me, we need to go to the hospital urgently. Can you tell us the way to the nearest hospital?

Gökhan: Of course. Go straight ahead the road. After passing the large red building 150 meters further, turn right. There is a taxi stop 200 meters away. If you ask anyone for the taxi to the hospital, they will help you.

Eddy : Thanks. Have a nice day.

Gökhan: Have a nice day.

2. **Anna** : Excuse me. How can I go to the Grand Mosque?

Şenay: Hello, cross the road. Then, turn right from the restaurant.
Next, walk 100 meters, you will see the Grand Mosque.

Anna : Thank you.

Şenay: You're welcome. Have a nice day.



ACTIVITY 2.4 b WRITING

Now, it's your turn! Give directions to these places.

a. Your house from the nearest market.

.....

b. Your school from the nearest bus stop.

.....

c. Your favourite restaurant in the city center from the nearest mosque.

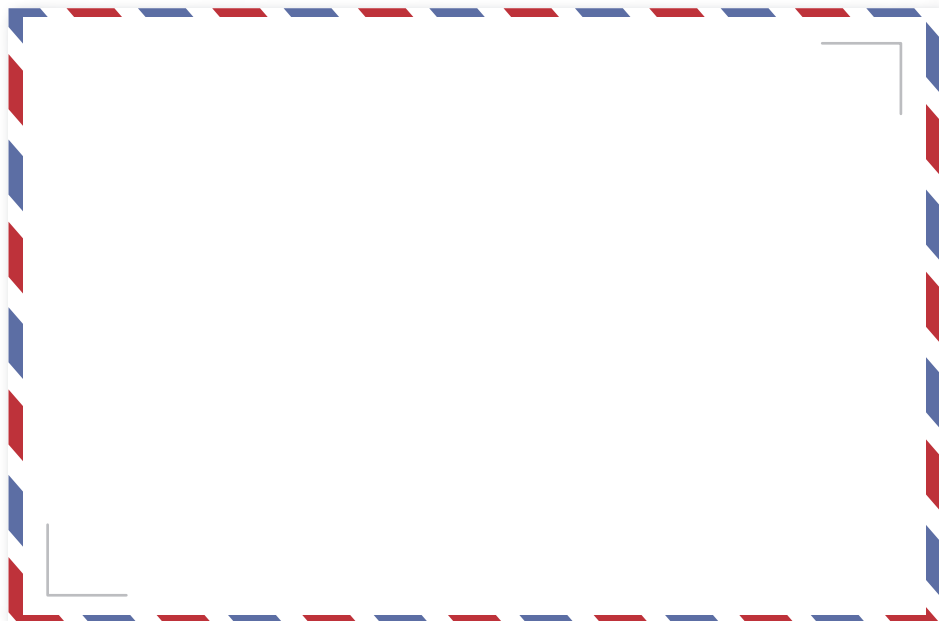
.....

ACTIVITY 2.5 READING

Imagine that, you are on a holiday in a different country. You send a postcard to your best friend, and draw your favourite street on the postcard according to the instructions given below.

Instructions:

- There is a big mall at the end of the street.
- Near the mall, there is a hospital.
- Across the street, there is a pet shop.
- There is a playground in front of the pet shop.
- There are two cafes behind the pet shop.
- There is a car park next to the mall.
- There is a school between the cafe and the post office.
- There is a police station opposite the post office.
- On the left of the post office, there is a cinema.
- Behind the cinema, there is a gym.



LESSON 3 MAKING A RESERVATION

WARM UP

Answer the questions.

1. Why do you make reservations?
2. Have you ever made a reservation? If yes, what did you book?

KEEP IN YOUR MIND!

When you want to stay in a hotel or dine at a restaurant, the first step is to make a reservation.

- » Hotels often offer reservations via the internet, e-mail or telephone.
- » Restaurants mostly offer the opportunity to make reservations by phone.

When making a hotel reservation, it is necessary to specify the room type and accommodation period (for example, single room or double room).

1. You must specify how many nights you will stay at the hotel. For example, I will stay for 3 nights.
2. It will be useful to specify your payment options. For example, I will pay by credit card.
3. It will be useful for you to immediately notify of your cancellation and changes. For example, I want to cancel my reservation or change the date of my reservation.



ACTIVITY 3.1 READING

Read the dialogue below, and act it out with your deskmate in the classroom.

Agency : Good morning, XRN Turizm, Tuğba. How can I help you?

Assistant: Good morning, Ms. Tuğba. Arda, I am ATWQ123 Grup Co Ceo assistant. I would like to ask about the package programme of the fair in China that my manager plans to attend in September.

Agency : Sure. Currently, we have discounts within the framework of the early package programme. How many people would travel?

Assistant: Ceo Mr. Selim and me, as his assistant, will attend.

Agency : Ok. Just a few seconds.

Assistant: Sure.

Agency : Yes, it costs 4356 dollars, including flight tickets, hotel and transportation within our package programme.

Assistant: I understand. Well, is the hotel close to the fairground?

Agency : 1 km away.

Assistant: Sounds good. Now, I'm going into a meeting with my manager. Could you send me an e-mail with all the details of the package program? I will talk to my manager after the meeting.

Agency : Sure. What is your e-mail address?

Assistant: arda17@ats.com

Agency : Ok. You will have it in one minute.

Assistant: Thank you very much.



ACTIVITY 3.2 ROLE PLAY

Here are some questions/sentences/phrases that are important about making reservations for you. Act out as you are a client, and your friend is a receptionist, ask and answer by using these questions/sentences/phrases.



- » What is your room choice?
- » I prefer a suite room.
- » Do you want a double room or a single room?
- » Single room, please.
- » I'm looking for a bed and breakfast hotel.
- » Is there an air conditioner?
- » Are guests allowed without reservation?
- » Can I learn your location?

- » What is the price of the tour programme?
- » Which services are free?
- » Is there a group reservation?
- » Is there a package menu?
- » What is the menu price?
- » What is the occupancy rate?
- » Is there a group discount?
- » What are the payment options?

ACTIVITY 3.3 WRITING

Here are some musts for taking a reservation. Add 4 more options.

1. Answer the phone by saying the name of the company.
2. Introduce yourself.
3.
4.
5.
6.





SELF ASSESSMENT

	1	2	3	4	5
1. I know the expressions about a tour.					
2. I can make simple dialogues about a tour.					
3. I can make a reservation.					
4. I know the types of tours.					
5. I know the types of accommodation.					
6. I know about transportation types.					
7. I can ask for an address.					
8. I can tell an address.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 4 REVIEW

1. Who asks this question? "Do we have free time?"

- a. Tour operator
- b. Tour guide
- c. Receptionist
- d. Client
- e. Staff

2. Which of the questions you don't use during a tour?

- a. What is the departure time?
- b. Did you check the luggage?
- c. When does the breakfast start?
- d. Do you have any chronic illnesses?
- e. Did you accept my request?

3. Which one is used on the sea?

- a. Bus
- b. Taxi
- c. Plane
- d. Catamaran
- e. Cable car

4. Give an answer to this question. "How do you pay?"

- a. No, thanks.
- b. Thank you. I'm full.
- c. Cash, please.
- d. By car.
- e. With my roommate.

5. Which ones have similar meaning?

- a. Trip-tour
- b. Breakfast-lunch
- c. Travel-ticket
- d. Pay-cash
- e. Reservation-check in



6. Which one is the name of a tour without accommodation?

- a. Excursion
- b. Full pension
- c. All-inclusive
- d. Bed and breakfast
- e. Location

7. Which one do you use while asking for an address?

- a. Opposite the bus stop.
- b. Behind the hospital.
- c. How can I go to the bank?
- d. It is between the theatre and the cinema.
- e. Near the school.

8. You are planning a tour. Where do you visit?

- a. Cemetary
- b. Historical places
- c. Hotel room
- d. Garden
- e. Tour guide

9. Which one is different?

- a. Museum
- b. Accommodation
- c. Tour guide
- d. Departure
- e. Letter

10. What don't you ask while making a reservation?

- a. Can I take your name, please?
- b. Are you married?
- c. Can I take your telephone number, please?
- d. Do you want to pay cash or by credit card?
- e. What is your e-mail address?

UNIT 5

BUSINESS CORRESPONDENCE





In this unit, you are going to learn about:

- **How to write an official correspondence**
- **How to write a business letter**



LESSON 1 HOW TO WRITE AN OFFICIAL CORRESPONDENCE

WARM UP

Answer these questions with your deskmate, and compare them with your classmates.

1. Think about the history of writing, when was it first discovered?
2. Why did people need to write?
3. What is hieroglyph?



ACTIVITY 1.1 READING

Write the given words or statements in the appropriate blanks.

Cheers How is it going? Dear Please let me know if you join us.

..... Tripp,

..... I hope you are okay.

I'm organizing a dinner at my house on Tuesday at half past seven p.m.

.....
I'm looking forward to hearing from you soon.

P.S: Can you bring the beverages if you may join?

.....
Amy



ACTIVITY 1.2 READING

Read the two letters below, decide which one is informal and which one is formal. Write it under the letters.

<p>Birmingham High School 15 Low Street Kingdom Hill Oxford YD3 5X U.K.</p> <p>Dear Sam,</p> <p>I heard that you are visiting our school next month.</p> <p>I think you will practise Turkish, and have a great time with us.</p> <p>You can stay with us in our houses or you can stay in a hostel.</p> <p>Please let me know which one you prefer.</p> <p>Don't hesitate to ask any other questions.</p> <p>I'm looking forward to hearing from you soon.</p>	<p>Çankaya High School 1200 Street Çankaya Ankara TÜRKİYE</p> <p>09 October, 2023</p> <p>Love, Signature Fatih DEMİR</p>
---	--

.....

Consulate General of England
Istanbul
09 October, 2023

To whom it may concern,
Esila BAKIR (Passport No: 123456789), works as a doctor in our hospital since 05/05/2015.
She will visit England between 15/07/2024-20/07/2024 for touristic purposes.
Esila will use her annual leave on these days.
We are asking you to grant her a visa.

Sincerely,

Ali KAYHAN
Istanbul XYZ Hospital
Head Doctor

KEEP IN YOUR MIND!

There are differences and similarities in official and business letters.

In official writing, we use formal address and language.

In business letters, we use more sincere expressions.

Nowadays, official letters are sent electronically.

Business letters are communication tools, and we use them in business life.

The language in both letters should be clear and understandable.



ACTIVITY 1.3 WRITING

What are the differences between formal writing and informal writing according to the letters you've read above? Write them in the blanks given for you.

.....
.....

ACTIVITY 1.4 READING

Read the phrases below, decide which ones are used for formal writing, and put a tick near them.

- | | | |
|----------------------------|---------------------------------------|-----------------------------------|
| (.....) XXX | (.....) I hope to hear from you soon. | (.....) Look after yourself. |
| (.....) LOL | (.....) In reply to your letter, | (.....) I'm very pleased to hear. |
| (.....) Dear Sir/Madam, | (.....) Dear Mr/Mrs, | (.....) Yours sincerely, |
| (.....) How is it going? | (.....) I enclose | (.....) Thanking you in advance. |
| (.....) Sincerely, | (.....) Wish the best, | (.....) All the best, |
| (.....) With kind regards, | (.....) To your knowledge | (.....) Take care. |
| (.....) Respectfully, | (.....) Time to close. | (.....) Yours faithfully, |

KEEP IN YOUR MIND!

In English, the day is written before the month.

Not to confuse, write the date as below.

18 June, 2023

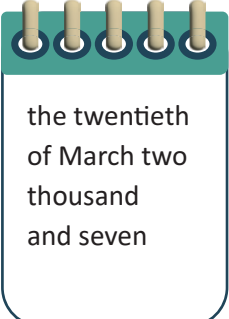
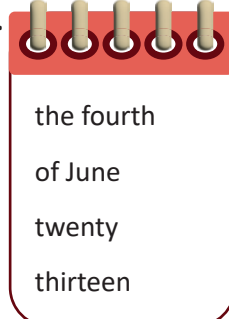
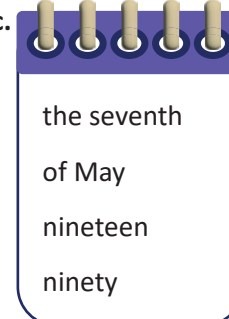
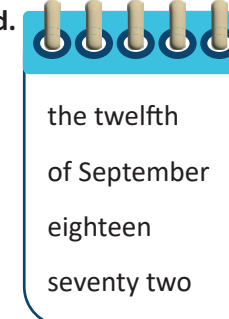
In the USA, they write 06/18/2023

In Türkiye, we write 18.06.2023

We say: the eighteenth of June, two thousand and twenty three in both.

ACTIVITY 1.5 READING

Match the calendar pages with the dates.

<p>a. </p> <p>the twentieth of March two thousand and seven</p>	<p>b. </p> <p>the fourth of June twenty thirteen</p>	<p>c. </p> <p>the seventh of May nineteen ninety</p>	<p>d. </p> <p>the twelfth of September eighteen seventy two</p>
--	---	--	--

- | | | | |
|---------------|---------------|---------------|---------------|
| 1. 04.06.2013 | 2. 07.05.1990 | 3. 12.09.1872 | 4. 20.03.2007 |
|---------------|---------------|---------------|---------------|

ACTIVITY 1.6 READING

Read the parts in business correspondence, and write the Turkish meanings of the parts in the box under it. This template is written according to the rules of formal writing in Turkish.

2

REPUBLIC OF TÜRKİYE
MINISTRY OF EDUCATION
General Directorate Of Vocational and Technical Education

1 **SECRET**

3 ← Number: Date → 5

4 ← Subject :

..... Education → 7

8 ← Relevance: a.
b.
.....
.....
.....
.....

I request you to do what is necessary. → 6

Signature → 9
Name SURNAME
On Behalf Of Minister → 10
General Manager

11 ← Annexes:

12 ← Relevance:

13 ← CC:

Information: → 14

15 ← Paraph:

16 ← Concant Info:

1	5	9	13
2	6	10	14
3	7	11	15
4	8	12	16


ACTIVITY 1.7 VOCABULARY

Read the knowledge parts, and fill in the blanks with the names of the sections below.

Text section/Body	Attachments section	Heading
Subject	Date	Information section

Basic Structure of Official Correspondence

.....: (Title) It is the section where the name of the administration sending the document is stated.

Corporate logo: Corporate Logo Administrations may choose to use corporate logos in official letters.

.....: It is the section where the day, month and year are written with numbers.

Number: This is the section containing some signs related to the records, files and subjects submitted by institutions according to the filing system.

.....: It is the section where the main idea of the document is written.

Addressee section: Addressee is the administration or person to whom the document is sent.

Relevance section: Relevance is the section where the other document or documents to which the document is linked are specified.

.....: In official letters, the text is the part that constitutes the main element and informs the addressee.

Ending text

Signature section: The signature is placed centered on the top of the name/surname of the person.

.....: If there is an attachment in the document, the "Attachment:" heading is written after the signature section.

Distribution section: A distribution section is included in cases where the document is sent to more than one addressee.

Required section: Those who will carry out the operations required by the document are written in the "Required" section.

.....: Those who want to be informed about the content of the document are written in this section.

Approval is the appropriate section: A proposal is made by the competent department, and approval is given by the competent authority.

Initials Section: In the initials section, date, title, name and surname information are written according to the superior-subordinate relationship.

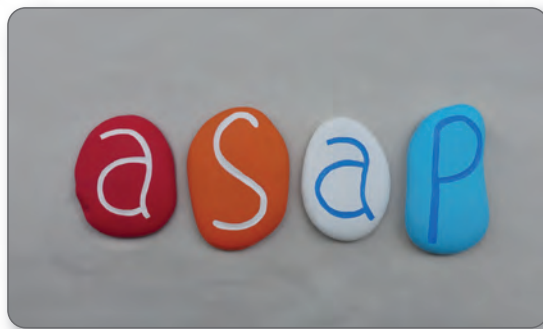
Coordination section: If the document is prepared with the cooperation of different units, the titles, names and surnames of the people involved in the cooperation are stated in the "Coordination" section.

Document Verification Information: In documents prepared electronically, the first line of the two-line area above "contact information" reads "This document has been signed with a secure electronic signature." expression is found.

ACTIVITY 1.8 READING

Here are some abbreviations below. Read them aloud, match them with their meanings, and check them with your teacher.

- | | |
|---------------------|--|
| 1. ASAP/asap: | a. Telephone number |
| 2. Re: | b. Regarding/on the subject of |
| 3. Enc(S): | c. A copy of the letter has also been sent to the named people. |
| 4. Cc: | d. Put before your name if anybody else signs the letter instead of you. |
| 5. Attn: Mery BLACK | e. Enclosure(S) |
| 6. p.p. Tony WHITE | f. For the attention of |
| 7. Tel no: | g. As soon as possible |



KEEP IN YOUR MIND!

Here are some expressions used in business correspondence. Read them carefully, and try to keep them in mind.

- | | |
|---------------------------------------|--------------------|
| Ministry | Dispatch |
| Electronic Document Management System | Duplication |
| Covering Text | Font |
| Electronic Signature | Punto |
| Paraph | Registration Stamp |

**ACTIVITY 1.9 WRITING**

Remember how to write a business correspondence.

Create a number and subject section.

Example:

Number : E-857776509-0503-1981

Subject : 2023 Education Plan.

.....:

.....:

**ACTIVITY 1.10 WRITING**

Read the phrases used in business correspondence, and give an example.

Example:

Addressee Section:

1. To the Presidency of the Social Security Board
2. To the Governorship of Istanbul
3. To the Vocational and Technical Anatolian High School Directorate
4. Dear Prof. Dr. To the attention of Mr. Ali VATAN,
Cumhuriyet Mah. Adakale Sokak No: 6/A 06430 Çankaya/ANKARA
6. Tutkun Incorporated Company,
7. To the Human Resources Directorate,
8. To the attention of Mr. National Education Inspector Mustafa Sokullu,
9.

**ACTIVITY 1.11 WRITING**

Look through the example. Create a new one.

Example:

Relevance Section:

Relevance: a. 12.09.20. Our letter dated and numbered E-41515602-902.02-1014125.

.....: a.

ACTIVITY 1.12 WRITING

Read the text below, and create a new text.

Example:

Text Section:

In accordance with the protocol signed between our ministry and the Ministry of National Education, to enhance cleanliness and hygiene in educational institutions, we aim to improve school health, increase the quality of life, and raise healthy generations with adequate education. Institutions that comply with the hygiene rules will be entitled to receive the "White Flag".

Institutions that will participate in the project are kindly requested to prepare the attached table, and send it to our institution by 17.05.2023.

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ACTIVITY 1.13 WRITING

Look through the example. Create a new one.

Example :

Approval:

APPROVAL
25/10/2023

Susanne Blear
Headmaster of High School

.....
.....
.....

**ACTIVITY 1.14 WRITING**

Create an additional section.

Example:

Appendices Section:

Annex:

Interest (a) Article (1 Page)

.....:

**ACTIVITY 1.15 READING**

Read the situations and decide:

Which one is it?

1. If the Ministry of Health writes to the hospitals about the precautions on epidemic disease, it is a/an ...
 - a. business letter
 - b. official correspondence
2. If MTLs company writes to Cumhuriyet High School about the price list of the computers, it is a/an ...
 - a. business letter
 - b. official correspondence
3. If JJ company writes to MTLs company to get information about the product catalogue, it is a/an ...
 - a. business letter
 - b. official correspondence
4. If Cumhuriyet High School writes to MTLs company asking for a meeting on cleaning services, it is a/an ...
 - a. business letter
 - b. official correspondence
5. If the Ministry of National Education writes to the Ministry of Finance to give information on the budget of the year 2024, it is a/an ...
 - a. business letter
 - b. official correspondence
6. If Atatürk Secondary School writes to Hürriyet Secondary School about the transfer process of a student, it is a/an ...
 - a. business letter
 - b. official correspondence

ACTIVITY 1.16 a READING

Here are two samples of business correspondence letter in Turkish and in English. Read them carefully, and find five differences between the two letters. Then, share it with your classmates.

London Police Department
London
October 25, 2023

To whom it may concern;

Nataly Handsom, who is one of our institution's staff, resigned on 25.10.2023, and insurance exit procedures were completed. I request you to make salary calculations in accordance with this date.

Regards,

Jordan Switch
Commissar

London Police Department
London

25/10/2023

To whom it may concern;

Nataly Handsom, who is one of our institution's staff, resigned on 25.10.2023, and insurance exit procedures were completed. I request you to make salary calculations in accordance with this date.

Regards,

Jordan Switch
Commissar

Differences:

- 1.
- 2.
- 3.
- 4.
- 5.

ACTIVITY 1.16 b READING

Read the letter above, and write questions to the answers.

1.?

Jordan Switch is the sender.

2.?

The London Police Department is the address of the sender.

3.?

It is 25 October 2023

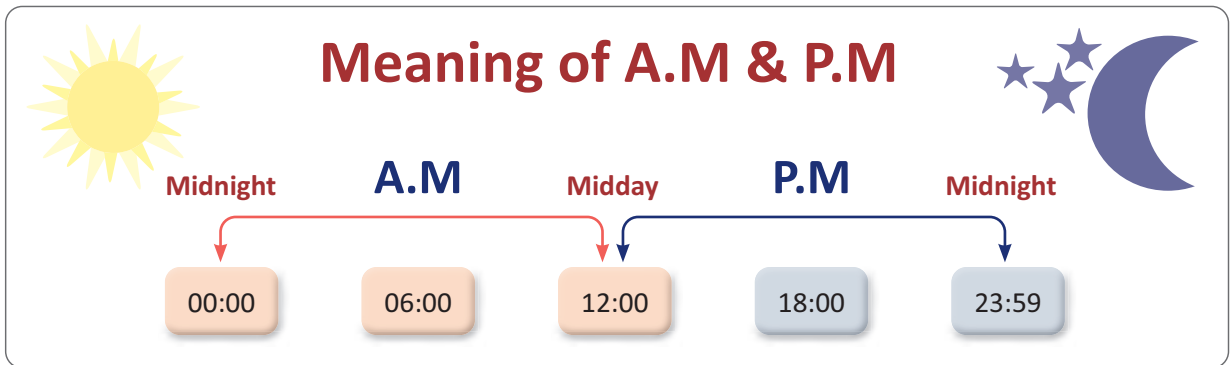
4.?

London.

5.?

It is about Nataly Handsom’s salary calculation.

ACTIVITY 1.17 WRITING



Look at the hours below, and write **a.m** or **p.m**

- a. 03:00 (in the afternoon)
- b. 06:30 (in the morning)
- c. 07:15 (in the evening)
- d. 12:00 (at night)
- e. 11:20 (in the evening)
- f. 09:40 (in the morning)
- g. 02:00 (in the aftrenoon)
- h. 10:00 (in the morning)
- i. 12:00 (at noon)
- j. 05:00 (in the afternoon)


ACTIVITY 1.18 READING/Writing

Read the mixed official writing sample given below, and rewrite it according to the rules. Don't forget to leave a space between 2 and 4 lines between each section.

T.R. (¥) ANKARA GOVERNORSHIP (¥)Yenimahalle District Directorate of National Education (¥)URGENT (¥) Number: B.08.4.MEM.4.34.03.29.311/11200 15/07/2012 (¥) Subject: Form of official letters (¥) TO YENIMAHALLE VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL DIRECTORATE (¥) INTEREST: Provincial Directorate of National Education's letter dated 04.01.2007 and numbered 09.911/125 (¶) General Directorate of Secondary Education of our Ministry, teachers and teachers working in national and international projects carried out in schools. The points that students should pay attention to in their studies are stated. (¶) The letter of interest numbered has been sent as an attachment, and I kindly request your information to pay attention to these issues during the application process of the projects, to announce the task notifications in return for signature, and to carry out correspondence in accordance with the relevant circular in the future works. (¥) Mehmet GÜLTEKİN (¥)Branch Manager (¥) ANNEXES: 1- Writing sample 2- Regulation (¥) APPROVED 18/08/2023 (¥) Ahmet KARADAĞ (¥) Minister a. (¥)General Manager (¥)DISTRIBUTION (¥) Requirement: School Directorate (¥)Information: All personnel. (¥) Address Information: Electronic Network: www.meb.gov.tr/For information: Samet KARSLI/Officer/0596 0220000





ACTIVITY 1.19

Mini Quiz

Choose the correct answer, and circle it.

1. If somebody starts a letter with "Dear Madam," s/he ends it with

- a. Love,
- b. Best wishes,
- c. Yours sincerely,

2. The receiver's address should be;

a.

.....

.....

Yours sincerely,

Çankaya High School

1200 Street

Çankaya

Ankara

Amy LIGHT

b.

Çankaya High School

1200 Street

Çankaya

Ankara

c.

.....

.....

Çankaya High School

1200 Street

Çankaya

Ankara

Yours Sincerely,

Amy LIGHT

3. While closing a formal letter you use:

- a. Cheers,
- b. Love,
- c. Yours Sincerely,

4. In an official letter your name should be:

a.

.....

.....

Yours Sincerely,

Amy LIGHT

b.

Yours Sincerely,

Amy LIGHT

c.

Çankaya High School

1200 Street

Çankaya

Ankara

.....

.....

Yours Sincerely,

Amy LIGHT

.....

.....

ACTIVITY 1.13 VOCABULARY

Read the vocabulary, find, and circle the odd one.

1 ▼	2 ▼	3 ▼	4 ▼
date	month	letter	signature
time	date	receiver	e-signature
a.m	year	love	paraph
p.m	time	sender	paragraph

LESSON 2 HOW TO WRITE A BUSINESS LETTER

WARM UP

What do you know about business letters? Discuss it with your friends.



BUSINESS LETTER: Letters written between private or public institutions are called business letters.

It is the product number 1391 of TSE, which sets the standard of business writing in Türkiye.



ACTIVITY 2.1 SPEAKING

Read the types of business letters below. Think about the features and differences among the types of letters, and discuss them with your classmates and your teacher.

1. Order letters
2. Sales letters
3. Request letters
4. Job application letters
5. Acknowledgement of receipt and thank you letters
6. Letters of reinforcement
7. Confirmation (verification) letters
8. Letters of credit, payment tracking letters
9. Rejection and acceptance letters
10. Printed advertising letters



KEEP IN YOUR MIND!

In a business letter;

- » Use sincere, not formal expressions.
- » Use customer-friendly language.
- » Don't use bureaucratic expressions.
- » Use accurate and credible information.
- » Use understandable, clean and clear language.
- » Obey the rules of courtesy.
- » Use short words.



ACTIVITY 2.2 READING

Read the business letter below, find five mistakes, and write them in the blanks with their correct forms.

Be careful about the punctuation!

11/11/2023

The Z&B Company Manager
Oxford

dear sir!

I am writing this letter to formally inform you about my resignation from the post of Assistant Manager Operations with Z&B Company.

I wish you and the company success in future endeavors.

Love,
Singature
Steve MAY

Mistakes:

1.
2.
3.
4.
5.

Correct Forms:

1.
2.
3.
4.
5.

**ACTIVITY 2.3 WRITING**

Reorder the words, and make a meaningful sentence or phrase.

1. about/to/I'm/writing/complain
.....
2. soon/please/write
.....
3. really/I/angry/am/about
.....
4. hope to/I/hear/soon/from you
.....
5. know/about/let me/your decision
.....

**ACTIVITY 2.4 READING**

Read the main body parts of the business letters, and choose the best option to complete the sentences.

1. I'm writing this letter to complain about the delay of the flight on 12 August from Paris to London.
It's about

 - a. thanking someone for their success.
 - b. complaining about the time of the flight.

2. We're sorry to inform you that you couldn't get the job.
It's about

 - a. confirming that somebody gets the job.
 - b. informing somebody that s/he is unable to get the job.

3. We're interested in your offer. We would like to work with your company.
It's about

 - a. an answer to an offer.
 - b. asking for help about a subject.

4. I'm writing this letter to learn about the opening and closing times of the museum.
It's about

 - a. giving information about the opening and closing times of the museum.
 - b. asking for information about the opening and closing times of the museum.

ACTIVITY 2.5 READING

There are some phrases used in the business letter below. Read, and write them in the correct places.

The Heading

.....

.....

The Salutations

.....

.....

The Body

.....

.....

The Complimentary Closing

.....

.....

I would be grateful if you could...	To whom it may concern,	Dear Lady,	Respectfully,
Dear Mr. President (S)	The Managing Director Fightstar Corporation 105 City Rise Antogonish TE B3G 5T7	Please contact me - my direct telephone number is...	Mr. M. Roots Roots & Roots Corp. 654 Blacksilver Ride California Falls CA 29498
Ms. Emily Jordan TZ Cars 37 Golden Street Floreat Perth QA 1236	Yours faithfully,	We understand from your advertisement that you produce...	We would appreciate it if you could send us more detailed information about...


ACTIVITY 2.6 READING

Here is a letter sample for you.

Read it carefully, and answer the question.

What is the letter about?

This template is written according to the rules of formal writing in English.

TUNAM LOGISTICS
BALIKLI Cad. KÜÇÜK St. No: 112
BURSA

Numeral: GE-321-98

Bursa, 17 May 2023

Mr. Ali HIKMET
NOSAB Yeşil Cad.
No: 123
Nilüfer/ BURSA

Dear HIKMET,

As Tunam Logistics Services, we have been providing transportation services to companies for more than 30 years. We are at your service with our experienced staff and affordable, high-quality, customizable menu options. We prepare special options for your company's logistics service.

We hope that you will want to benefit from the price advantages and receive special service for your company. You can see our references and contact us by visiting our website. We expect to hear from you as soon as possible.

Regards,
General manager
Anita DEEP



ACTIVITY 2.7 WRITING

Now, it's your turn!

Subject: You want to give presents to your staff on New Year's Eve, and you want a price list of promotional products from a company.

Write a letter by using the subject given above in the blank below.

Don't forget to obey the writing rules, and be careful about the punctuation.

A large, light gray envelope graphic with a white rectangular area inside, intended for writing a letter. The envelope is shown from a top-down perspective, with the flap folded down.

**ACTIVITY 2.8 WRITING**

Think that you are working in an office. The toner of the copier has finished. You wanted the firm to change it. They sent you an inappropriate one. So, you write a formal letter to make up for their mistake.

Pick the most polite and suitable sentences below, and write them in the letter.

Don't forget to write your address, the date and your name/signature.

Are you blind?

Why don't you check your items?

Dear Ahmet,

Love,

You have sent the wrong toner.

Can you please change the toner with the right one?

Come and change it immediately!

Dear Sir,

Regards,



ACTIVITY 2.9 WRITING

Reorder the irregular letter sample according to the Turkish business letter writing rules.

ABCWQ MAKINE ELEKTRİK SAN TİC. Inc. (¥) Yunusemre Mahallesi İstiklal Caddesi No: 57 Bağcılar, İSTANBUL (¥) 20 September 2023 (¥) Issue: 560027 (¥) Subject: Product promotion. (¥) Mr. İhsan GÜNYILMAZ (¥) TURKUVAZ MAKİNE (¥) Ostim/ANKARA (¶) As a result of our work with leading companies in industrial machine production, we have ensured that washing machines are produced in a more functional way. In this context, we have prepared our new and existing products to present them to our users with a different form of promotion. (¥) Please, review our attached catalogue. If you need it, we look forward to your orders and wish you success in your work. (¥) Best regards, (¥) Şule ZAMAN (¥) Production Manager (¥) Attachment: Product Catalog/For information: Tel: 0 212 000 00 00 Fax: 0 212 000 00 00 e-mail: info@makina.com.tr www.makina.com.tr





SELF ASSESSMENT	1	2	3	4	5
1. I can express parts of official writings.					
2. I can divide formal writings into sections.					
3. I can create official letters.					
4. I know the appealing sentences used in formal writings.					
5. I know the parts of business writing.					
6. I can divide business articles into sections.					
7. I know the types of business correspondence.					
8. I can create business correspondence.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 5 REVIEW

1. What is the name of the text that enables communication between government institutions?
 - a. Business letter
 - b. Invitation
 - c. Business correspondence
 - d. Criticism letter
 - e. Promissory note
2. What are the articles written by private companies called?
 - a. Business letter
 - b. Invitation
 - c. Official letter
 - d. Approval letter
 - e. Postcard
3. Which of the following is not one of the official writing sections?
 - a. Approval section
 - b. Content section
 - c. Number section
 - d. Initials section
 - e. Appendices section
4. In which part of the official letter is the signature of the authority that gave the final approval to the letter?
 - a. Signature section
 - b. Approval section
 - c. Interest section
 - d. Initials section
 - e. Issue section
5. If the official letter is sent digitally, which signature is used?
 - a. Original signature
 - b. Blue pen
 - c. Electronic signature
 - d. Second signature
 - e. Card signature



- 6. Which type of business article includes content that gives a price for a product?**
- a. Congratulation letter
 - b. Petition
 - c. CV
 - d. Criticism letter
 - e. Offer letter
- 7. Which statement about business letters is incorrect?**
- a. There may be no second approval.
 - b. There are varieties.
 - c. Letterhead paper can be used.
 - d. There is no address section.
 - e. It has e-contact information.
- 8. Which of the following is not a letterhead/heading section in a business letter?**
- a. Dear Ministry of Justice
 - b. Gazelce Ticaret
 - c. Yirmiler Inc.
 - d. Taksay LTD ŞTİ
 - e. Astu Hotel
- 9. Which of the following is not the ending sentence in the correspondence between two equal official institutions?**
- a. Yours faithfully,
 - b. Sincerely,
 - c. Best regards,
 - d. Love,
 - e. Yours sincerely,
- 10. Which of the following is a word with different usage areas?**
- a. Provincial Organization
 - b. Ministry
 - c. Governorship
 - d. Directorate
 - e. 28/10/2023

UNIT 6

THE CV, THE JOB APPLICATION AND THE INTERVIEW FOR A JOB





In this unit, you are going to learn about:

- The CV
- The job application
- The interview for a job



LESSON 1 THE CV

WARM UP

Answer these questions.

1. Do you know the meaning of CV?
2. Where do you use it and why?
3. Do you think the contents of CV are important? Why?



KEEP IN YOUR MIND!

CV is an abbreviation of Curriculum Vitae. It is personally prepared, expresses skills, experience, educational background, work experience, future goals, etc. It is a summary letter that expresses the topics clearly, and it gives clues to the other people who read.

ACTIVITY 1.1 VOCABULARY

You need to prepare a CV for a job interview. What subject headings do you use?

1. Personal Information
2.
3.
4.
5.
6.
7.



ACTIVITY 1.2 READING

Here are some parts that should be in a CV.

Match the titles with their explanations. Number 4 is done for you.

- 1. Summary
- 2. Education
- 3. Work/Internship experience
- 4. Voluntary works **h**.....
- 5. Certificates and courses
- 6. Skills
- 7. Hobbies
- 8. References

- a. Names and contact information of references from which the employer can get information about you.
- b. A part including three or four sentences that summarizes your work experiences, skills and areas of expertise.
- c. Lists your technical and personal skills that may be of interest to the employer.
- d. This section contains your education status, degree, schools you attended and graduation dates.
- e. Indicates your hobbies and interests that helps the employer to know you better.
- f. Mentions your certifications and licenses that are important for the job.
- g. Mentions your previous internship and work experiences, duties, achievements and the date ranges you worked.
- h. Voluntary works and social responsibility projects you participated in.



ACTIVITY 1.3 READING

Read the sentences in a CV. Write **Appropriate** or **Inappropriate** according to the sentences.

- 1. I like learning foreign languages.
- 2. I don't plan my daily schedule.
- 3. I can use the Office Programmes efficiently.
- 4. I can give information about my parents.
- 5. I can't work in a team.
- 6. I can work in shifts.

ACTIVITY 1.4 WRITING

Write the information about you under the titles.

Certificates and courses	Where do you see yourself in five years?	Programmes you can use in computer	Your projects for scientific and social research and development, your patents
.....
.....
.....
Your foreign languages	How do you spend your free time?	Activities of culture and art	Your sports activities
.....
.....
.....

KEEP IN YOUR MIND!

GRAMMAR POINT.

Must: We use must to talk about obligations.

Must + verb

E.g.:

You must be quiet at the hospital.

You must keep your office clean.

Affirmative Statements:

I/You/He/She/It/We/They + must + Verb

The applicants must get their CVs with them.

Negative Statements:

I/You/He/She/It/We/They+ mustn't + Verb

You mustn't be late.

**ACTIVITY 1.5 a READING**

According to the phrases below fill in the blanks with **must** or **mustn't**.

1. The CV be in a clean and tidy format, with no spelling or grammatical faults.
2. You write it in a short and clear way.
3. You write it in accordance with the position you apply for.
4. You support it by data.
5. You exceed two pages.
6. It contain incomplete or unnecessary information.
7. You use keywords.
8. You use a clear font.
9. You be careful about the format and the presentation.
10. You use bullet points to make reading easier.
11. You write the section titles in bold.
12. You use abbreviations.
13. You obey the rules of grammar.
14. You check it at least with one person.

**ACTIVITY 1.5 b WRITING**

Now, it's your turn! Think about your obligations.

Write sentences about the rules in your daily lives with your deskmate.

There are two examples for you.

1. I must wear uniform in the school.
2. We mustn't pass at the red light.
3.
4.
5.
6.
7.
8.
9.
10.
11.

KEEP IN YOUR MIND!

Here is an example of a CV. Read, and study it carefully.

PHOTO	Gökhan COŞKUN
<p>Personal</p> <p>Name Gökhan COŞKUN</p> <p>Address Topçu Mah. Göksu sok. no:7 Kat 1 Daire 1 33010 Mersin</p> <p>Phone number 05006666666</p> <p>Email ghncskn33@xmail.com</p> <p>Date of birth 18-11-1997</p> <p>Place of birth Mersin/Türkiye</p> <p>Gender Male</p> <p>Marital status Single</p> <p>Driving licence A, B</p> <p>Interests » Outdoor sports, Cinema, Literature » Art » International Travel/Lifestyle » Foreign Languages » Personal Development/Skill Development » Sports » Photography » Human/Community Psychology</p> <p>Languages English Russian</p>	<p> Work experience</p> <ul style="list-style-type: none"> ● 2012-2015 Waiter PXW Restaurant, İzmir ● 2015-2018 Secretary Smaly I.C. Mersin ● 2018-2019 Executive Assistant RRR Hotel, Antalya ● 2019-2023 Manager YKN Machine I.C. Mersin <p> Profile</p> <p>I'm currently working in the Office Management Department of a multinational company. By working in different industries, I assume that I'm suitable for your company's working culture with my experience, resume and education. In addition to my skills of Microsoft Office programs, I'm at the level of upper intermediate English, intermediate Russian, and especially keen on operational crisis. While I work in a position with you, I can add value to your company with my proven skills in management and company. I want to convey my request for co-working with you. My detailed CV regarding my application is attached. If you prefer to get detailed information, I would like to inform you face to face.</p> <p> Education and Qualifications</p> <ul style="list-style-type: none"> ● 2011-2015 Istanbul Anatolian High School, ● 2015-2017 Uludağ University Office Management and Secretarial, ● 2017-2021 Uludağ University Public Administration, ● 2021 - Uludağ University Master Degree. <p> References</p> <ul style="list-style-type: none"> ● Susanne Malik 0 500 400 11 22 ● Aslı Tekmen 0 500 111 11 11 ● Metehan İlmen 0 500 222 22 22 ● Suat Beyaz 0 500 400 22 11 <p> Skills</p> <ul style="list-style-type: none"> ● Microsoft Office ★★★★★ ● Communication Skills ★★★★★ ● Co-operation/Team working ★★★★★ ● Work/Life Discipline ★★★★★ ● Time Management ★★★★★ ● Mobility ★★★★★ <p> Courses</p> <ul style="list-style-type: none"> ● Computer Operation (Ministry of Education) ● Film/Photography Education Academy ● Effective Keyboard Usage Certificate ● Occupational Health and Safety Education



ACTIVITY 1.6 WRITING

Imagine that you apply for a job as a manager in a prestigious company. You have a master degree and advanced language skills, you know three different languages, you have worked abroad for four years. You have done different projects and won awards. You like taking photos and paragliding. You are keen on extreme sports.

Now, prepare your own CV by filling the schema given for you, and compare it with your friends.

PHOTOGRAPH	TITLE
Personal Information	
Summary	
Education	
Work Experience	
Basic Competencies	
Foreign Language Knowledge	
Programs Used on the Computer	
Certificates and Licenses	
Awards and Achievements	
Hobbies and Interests	
References	
Projects	
Courses and Trainings	
Internship Experiences	
Artistic and Sports Achievements	
Followed programs, events, etc.	



ACTIVITY 1.7

FUN CORNER

a. Find the hidden vocabulary in the text below, and circle them.

T	X	L	A	Q	E	F	H	Z	X	T	X	F
P	G	E	C	N	E	I	R	E	P	X	E	H
S	I	N	S	J	I	E	A	B	M	H	M	P
B	W	E	U	K	Z	C	P	A	Y	T	I	C
V	E	D	M	P	B	N	R	V	B	K	V	O
D	D	U	M	I	D	E	O	D	Y	D	V	U
W	L	C	A	Z	R	R	J	U	P	S	T	R
J	K	A	R	U	A	E	E	C	S	U	J	S
S	K	T	Y	H	W	F	C	F	Y	M	M	E
U	Y	I	K	Q	A	E	T	R	Q	F	D	C
X	B	O	O	H	J	R	Z	Y	S	J	V	K
U	F	N	L	Y	S	V	B	A	L	A	C	A

PROJECT

AWARD

COURSE

EXPERIENCE

REFERENCE

SUMMARY

EDUCATION

CV

b. Find the hidden vocabulary in the text below and circle them.

twxuformabodftsignaturelkmnqzapplicantpjhgvtccertificatetyaagjkinterestqitpiounamehjiouy
 tsubcrtyfreetimedfytttextuolkmsaddressrasdfghphonenumberfdgtuygendermnbvcxprofilemko
 ljuyenstatusfdghjkkpqualificationkljhgdtbwqeqemaillklicencemngfhobbynvxskilluytrlanguage
 mophdatenbplaceyttvbr

LESSON 2 THE JOB APPLICATION

WARM UP

Answer the questions.

Have you ever applied for a job? If yes, how was it?

.....

ACTIVITY 2.1 WRITING

Fill in the blanks according to you.

- | | |
|-----------------|-------------|
| Gender : | References: |
| Home address: | Illnesses : |
| Date of birth : | Education : |

ACTIVITY 2.2 VOCABULARY

Think that you work as a human resources manager in a company. You will recruit a personnel as an administrative assistant. You need to prepare a job application form. Which sections should be in the form?

1. Name/Surname
2.
3.
4.
5.



KEEP IN YOUR MIND!

Important issues in the job application form;

- | | |
|---|--|
| » Fill out the form completely and properly, | » Explain why you chose the company, |
| » Use factual and accurate information, | » Write down your expectations and contributions to the company, |
| » Provide detailed and clear information in the description sections, | » Do not provide information that is not requested from you. |
| » Provide accurate contact information of your references, | |
| » Be careful about writing the form legibly, | |

ACTIVITY 2.3 READING/WRITING

Fill in the job application form according to yourself. Remember the knowledge tips above.

Photograph

JOB APPLICATION FORM

Date of application :

Position of application:

A. PERSONAL INFORMATION

Name		Place of Birth	
Surname		Date of Birth	
Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	
Nationality	TC <input type="checkbox"/>	Other	
Address			
Phone Number	Home:	Mobile1:	Mobile2:
E-Mail Address@.....		
Military service	Completed <input type="checkbox"/>	Discharge Date	
	Postponed <input type="checkbox"/>	Date	
	Exempt <input type="checkbox"/>	Reason for Exemption	
Do you have a driving licence?	B <input type="checkbox"/>	C <input type="checkbox"/>	D <input type="checkbox"/>
	E <input type="checkbox"/>	F <input type="checkbox"/>	No <input type="checkbox"/>
Marital status	Married <input type="checkbox"/>	Single <input type="checkbox"/>	Your Partner's Job

B. EDUCATIONAL INFORMATION

	Name of the School	Department	Starting Date	End Date	Graduation Degree
Primary education					
High school					
Associate Degree					
Licence					
High Licence					
Doctorate					

C. FOREIGN LANGUAGE KNOWLEDGE

Language	Reading			Writing			Speaking		
	Average	Good	Very Good	Average	Good	Very Good	Average	Good	Very Good
1.									
2.									
3.									

D. COMPUTER SKILLS

Programme	Very Good	Good	Average	Little
Excel				
Word				
Power Point				
Other:			

E. WORK EXPERIENCE (From last to first)

Company/Institution Name	Mission	Date of entry	Date of release	Reason for Leaving	The Wage (Net/Gross)

F. COURSE/SEMINAR/CERTIFICATE/AWARDS AND RECOGNITIONS YOU ATTENDED

Subject	Institution	Duration	Date

G. ASSOCIATIONS AND ORGANIZATIONS YOU ARE A MEMBER OF

.....

.....

.....

H. YOUR HOBBIES

.....

.....

.....

I. OTHER INFORMATION

Do you have any health problems?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	If yes, please explain:	
Do you have any criminal convictions?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	If yes, please explain:	
The person to contact if we cannot contact you:	Name-Surname	Relation	Phone Number	

J. REFERENCES (People who are in the Managerial/Responsible/Supervisor positions where you work)

Name-Surname	Institution s/he is working at	Mission	Phone Number

K. YOUR WAGE EXPECTATION

Gross		Net	

L. WANT TO ADD

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Do you accept working in shifts? Yes: No:

I affirm that the information I have provided above is complete and correct.

Applicant
 Name Surname:
 Signature :
 Date :

Approval
 Name Surname:
 Signature :

ACTIVITY 2.4 READING

Here are important things to consider for a job application. Put tick to the ones you agree with.

- (.....) Wear proper clothes.
- (.....) Look clean and tidy.
- (.....) Use a watch.
- (.....) Be at the meeting point before the appointment time.
- (.....) Take your tablet with you.
- (.....) Express yourself well.
- (.....) Have breakfast before the appointment.
- (.....) Provide accurate and clear information about the topic.
- (.....) Speak loudly enough.
- (.....) Ask the right questions that are appropriate for the purpose.
- (.....) Don't talk about life struggles or difficulties in private life.
- (.....) Smile to every question.
- (.....) Give a high energy appearance.
- (.....) Be a good listener.
- (.....) Be careful about trap questions.
- (.....) Be prepared for the questions that may be asked.



ACTIVITY 2.5 READING/Writing

There are two applications below, read them, and do the "it's your turn" part.

I'm Irmak Ataç, I work as a human resources specialist. This subject is the central point of my talent. I would like to share with you three issues that I find important about my field. The first one is communication skills. I'm aware of the importance of healthy communication in the office environment. The second one is management skills. I have had significant experiences in terms of the difficulties of management and how to overcome them. I worked in an international company with 800 people. I managed different teams. I think the third one is the planning and organization skills. I believe that good planning solves many problems at the starting point.

I'm Melih Sandıkçı, my goal is to become a strong executive assistant in the company. My basic foundations are that I'm experienced in my field, I have completed my education, and I'm open to development. I'm good at foreign languages, and I have projects where I can show my skills in organization and control. The bigger the company, the bigger my goals. I'm applying because I want to improve myself in my professional field.

Now, it's your turn! Imagine that you applied for a job as a consultant at a big company, and were invited for an interview.

They say; "Tell us briefly about yourself."

Write a paragraph about you.

You can get help from the texts above.

ACTIVITY 2.6 VOCABULARY

Read the vocabulary, find, and circle the odd one.

1	2	3	4	5
Sales manager	Be impatient	Signature	Language	Job application
Secretary	Be kind	Date	Formal	Job interview
Applicant	Be gentle	Address	PC skills	Enclosure
Security	Be punctual	Excursion	Driving Licence	CV

LESSON 3 THE INTERVIEW FOR A JOB

WARM UP

What should/shouldn't you do in a job interview? Find the sentences, and match them with the pictures.

The first one is done for you.

- 1. d h b g r s e z c i m k t u q i w n x y l d **Be kind**
- 2. d t h e o s g n c x t w y z b e u o n l j i i a h m t f e
- 3. q w r d o n f a e i t m b k e p g a o m v e c h s t s o y
- 4. w e y x z p i u r e s c s l m n y o t u r s e y l x f q w v e o i l i l
- 5. b x g m e r p o n y r e t j p w a f r l e b q d z
- 6. d b g o r n f t d a s k o s i a r x r e e l q e z v a n t q q i u e o s t i o n s e



(You can get help from the Fun Corner)



ACTIVITY 3.1 READING

Read the job interview, and act it out.

Read the sentences under the dialogue, and write True or False according to the interview.

Applicant : Hello, I'm Martin.

HR Specialist: Hello, Martin, I'm Ali, welcome, how are you?

Applicant : Thank you very much. How are you?

HR Specialist: Thank you. Which city did you come from?

Applicant : I came from New Jersey.

HR Specialist: We reviewed your CV. We are very impressed. You are aware of our application conditions, right?

Applicant : Yes, I have read your conditions and they suit me.

HR Specialist: Could you please tell us about yourself briefly?

Applicant : Of course, I graduated from the University of New Jersey, Department of Business Administration. I have worked as an HR specialist in a company in New Jersey for 4 years. I think I contributed a lot to my company with my work. I created a personnel tracking programme. I also prepared a large portfolio in digital environment for customer tracking. I left my job because we had to move from the city because of family reasons. I researched you. It has been said a lot that you are a company that is very sensitive about its staff and customers. That's why I was very happy when I saw that there was a suitable position. I think we will achieve many things together. That's why I'm here.

HR Specialist: I'm very happy about that.

Applicant : I hope we get the chance to work together. I think it would be nice to work with you.

HR Specialist: Do you have any concerns or preferences regarding overtime or flexible working hours?

Applicant : Well, due to a special situation in the morning, I have a request to start half an hour later.

HR Specialist: That's not a problem. Well, Mr. Martin, it was a very productive meeting. We would like to see you among us. We will evaluate the situation with my manager, and call you by the end of the week.

Applicant : I'm very pleased to meet you too. I'm waiting for your reply. I wish you a good day.

HR Specialist: Thank you for coming. Have a nice day.

1. Martin is an English Teacher.
2. HR Specialist thinks that the interview is productive.
3. Martin doesn't care about working hours.
4. HR Specialist didn't receive his CV.
5. Martin left his previous job because of the low salary.

ACTIVITY 3.2 a READING

You are the Manager of Human Resources in a company. You need **an accountant, an executive assistant, a security** and **a web designer**. Four people applied for the jobs. Read their qualifications, and decide who is appropriate for each job, write the jobs under their names.

Tom SKY

.....

Age: 45

Education: High School Licence

Security Licence

Driving Licence

Qualifications: Well-built

Strong

Serious

Accepts working in shifts

Emily SWITCH

.....

Age: 28

Education: Master Degree

English and Russian

Keen on software and hardware of PC

Good at computer programming, language

Qualifications: Unsocial

Logical

Doesn't accept working in shifts

Maria BUTTON

.....

Age: 37

Married

Education: University Licence

Computer Programme Certificate

English and French

Qualifications: Good communication skills

Sociable

Self confident

Easy-going

Kaniwar OKMEN

.....

Age: 31

Education: University Licence

Qualifications: Good at Math

Completed the Military Duty

Bad at team work

Eight years of experience in different firms

ACTIVITY 3.2 b WRITING/SPEAKING

Here are some questions used in a job interview.

Write an interview with Kaniwar in the blanks by choosing the proper sentences given. Don't forget to write answers of Kaniwar.

Act your dialogue out with your deskmate.

Questions:

1. Why should we hire you?
2. Are you a risk taker?
3. How did you hear about this position?
4. Are you a team player?
5. Why did you change so many firms?
6. What do you know about this company?
7. What are your strengths and weaknesses?
8. Why are you fired?
9. Are you married?
10. Why do you want to work here?

Interview:

Manager: Hello, Mr. Okmen. Welcome to PQR Company.

Kaniwar : Hello, Mr. Adams. Thank you.

Manager:

Kaniwar :

Manager:

Kaniwar :

Manager:

Kaniwar :

Manager:

Kaniwar :

Manager:

Kaniwar :

Manager: Ok. Mr. Okmen. We will call you in a few days. Have a nice day.

Kaniwar : Thank you. I'm looking forward to hearing your good news.

ACTIVITY 3.3

FUN CORNER

Each word has a secret sign.

a. By looking at the cryptos, try to find out your sentence and your hidden message.

A ☆	F 1	K)	P △	U ▽
B ♥	G !	L %	Q ◊	V ...
C →	H &	M ?	R 6	X ©
D ←	I (N =	S 9	Y ♪
E ♯	J 3	O ▷	T ○	Z 4

♪ ▷ ▽ ! ▷ ○ ○ & ♯ 3 ▷ ♥

Message:

b. Read the messages, and draw their cryptos.

Don't ask irrelevant questions.

Don't be messy.

Express yourself well.

Be prepared.

Don't be late.



SELF ASSESSMENT	1	2	3	4	5
1. I know the parts of creating a CV.					
2. I know the points to consider while preparing a CV.					
3. I know the purpose of using a CV.					
4. I can create a CV.					
5. I know the parts of the job application form.					
6. I know the points to be taken into consideration while preparing a job application form.					
7. I can prepare the job application form.					
8. I can fill the job application form.					

IN THIS UNIT

YOUR TURN	I can	
	I can't	
	I like	
	I don't like	
	I know the meaning of these words	
	I don't know the meaning of these words	
	The easy part for me is	
	The difficult part for me is	

UNIT 6 REVIEW

- 1. Which of the following is unnecessary in a CV?**
 - a. Educational Status
 - b. Summary
 - c. Hobbies
 - d. Social Area
 - e. Skills

- 2. What is the brief definition of CV?**
 - a. ID card
 - b. A text with requests
 - c. Summary text that gives a clue to the other person
 - d. A daily article
 - e. An article about dreams

- 3. Which form can the human resources specialist examine first to get information about the candidates during recruitment?**
 - a. CV
 - b. Diploma
 - c. Photo
 - d. Certificates
 - e. Registry registration

- 4. Which of the following is the section in the CV where the person indicates the people they can ask about themselves?**
 - a. Past work experience
 - b. Reference
 - c. Promotion
 - d. Summary
 - e. Hobbies

- 5. Which of the following might be mentioned by a person who describes his hobbies in his CV?**
 - a. Taking photos
 - b. Work experience
 - c. Fear of spiders
 - d. Computer course certificate
 - e. Salary



6. Which of the following would be wrong while preparing a CV?

- a. It should be written clearly and concisely.
- b. It must contain correct information.
- c. It should not contain unnecessary information.
- d. Punctuation should be correct.
- e. It should tell about its future successes.

7. In which section of the CV you can find the most attractive and concise writings?

- a. Career Planning
- b. Education
- c. Summary
- d. Hobbies
- e. Reference

8. What is the name of the letter used by the company in recruiting personnel and containing personal information?

- a. Business Letter
- b. Job Application Form
- c. Business Card
- d. Resume
- e. Notification Form

9. Which of the following sections is not included in the job application form?

- a. Date of Birth
- b. Address
- c. Any discomfort
- d. Your dreams
- e. Reference

10. Which of the following is a word with different usage areas?

- a. Education
- b. CV
- c. Reference
- d. Job Application Form
- e. Notification Form

REVIEW ANSWER KEY

UNIT 1

1. d
2. c
3. b
4. e
5. b
6. d
7. e
8. a
9. c
10. a

UNIT 2

1. c
2. a
3. b
4. a
5. b
6. e
7. c
8. d
9. d
10. e

UNIT 3

1. e
2. e
3. b
4. a
5. c
6. a
7. d
8. b
9. c
10. d

UNIT 4

1. d
2. e
3. d
4. c
5. a
6. a
7. c
8. b
9. e
10. b

UNIT 5

1. c
2. a
3. b
4. b
5. c
6. e
7. d
8. a
9. d
10. e

UNIT 6

1. d
2. c
3. a
4. b
5. a
6. e
7. c
8. b
9. d
10. e

UNIT 1

Appearance
Apply
Available
Boss
Confirm
Customer
Experience
Greeting
Introducing
Personality
Prestigious
Profit

UNIT 2

Arrange
Bin
Commercial
Connect
Legal
Pin
Puncher
Senior
Stapler
Trimmer

UNIT 3

Abbreviation
Contact
Device
Fault
Folder
Interview
Submit

UNIT 4

Buffet
Departure
Destination
Excursion
Inclusive
Price
Rent

UNIT 5

Attorney
Dispatch
Duplication
Endeavors
Faithfully
Hieroglyph
Resignation
Sincerely

UNIT 6

Background
Clue
Competency
Conviction
Gender
Gross
Skill
Voluntary
Wage

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