

Assignment 1.

On June, 5th, 2013, the following people arrived at the reception desk of Jameswood Packard Ltd.

- Mr Roger Brook of B & C Electronics saw the Managing Director at 10:30 am.
- At 11:05 am, Miss V Davids requested an appointment with the personnel department on private business.
- The Marine Department received Mr C Kavil of A Peters LTD at 4:00 pm.
- Mr G T Robinson came at 9:30 am for an appointment in the diesel department. He is a representative of Johnco Ltd)

□ Mr D Samuels of Fitzroy Ltd arrived at 2:00 pm got an appointment in the sales department.

You are the receptionist. Print out and enter the particulars of these visitors in the order in which they arrived, in the Register of Callers form below. Use the 24-hour system.

You can draw up the form on a piece of paper or do it up on Microsoft Excel. Scan it, email it or take a picture with cellphone or camera and send to actira.tt@gmail.com

Assignment 2.

You are Mr John's receptionist. While he is out of office at 12:30pm on Friday 6th, 2013, he receives a call from Mr Bill Saunders, who is the Managing Director of ARX Ltd. Mr Saunders explains that he would need a replacement part and would like Mr John to call him as soon as possible.

Print out the message pad below and fill out the message for your boss.

You can draw up the message form on a piece of paper or do it up on Microsoft Excel. Scan it, email it or take a picture with cellphone or camera and send to actira.tt@gmail.com

To: _____ Urgent

Date: _____ Time: _____ A.M. / P.M.

WHILE YOU WERE OUT

From: _____

Of: _____

Phone: _____

Area Code

Number

Ext

Telephoned

Please call

Came to see you

Wants to see you

Returned your call

Will call again

Message: _____

Message taken by: _____

Assignment 3

You are the receptionist at Kringle Enterprise Limited. Do a recording of your telephone greeting. This is what you would say as soon as you answer the phone, before the customer speaks to you.

You could do this using a camera, cell-phone or tape recorder. Send the file to actira.tt@gmail.com

Assignment 4

1. Write a memo from the principal to all staff at a pre-school, informing them that there would be half day next Friday. Give a plausible reason and don't forget to cc the relevant individuals.
2. Write a memo from the regional manager to all engineers and the head of the security department, informing them of the arrival of a new crane. Provide all necessary details.

Complete this assignment in Microsoft Word and submit to actira.tt@gmail.com

You need to pay careful attention to the structure and layout of the memos.

Assignment 5

Index the names below and place them in alphabetical order.

Tommy Smith

Jane Smith-Lucas

Bill O'Reilly

Lauren Omarosa

Index the follow businesses and put them in alphabetical order:

The Unit Trust Corporation of Trinidad and Tobago

Langton & Associates

Shoppes of Arima

Email your answer to: actira.tt@gmail.com

