

# Table of Contents

<b>Unit 1 – Office Supplies</b> .....	4
<b>Unit 2 – Office Furniture</b> .....	6
<b>Unit 3 – Reference Books</b> .....	8
<b>Unit 4 – Office Machinery</b> .....	10
<b>Unit 5 – Office Documents</b> .....	12
<b>Unit 6 – Greeting Visitors</b> .....	14
<b>Unit 7 – Helping Visitors</b> .....	16
<b>Unit 8 – Office Schedules</b> .....	18
<b>Unit 9 – Phone Calls</b> .....	20
<b>Unit 10 – Qualities of a Good Employee</b> .....	22
<b>Unit 11 – Departments</b> .....	24
<b>Unit 12 – Answering the Phone</b> .....	26
<b>Unit 13 – Making Appointments</b> .....	28
<b>Unit 14 – Business Letters</b> .....	30
<b>Unit 15 – Graphs and Charts</b> .....	32
<b>Glossary</b> .....	34