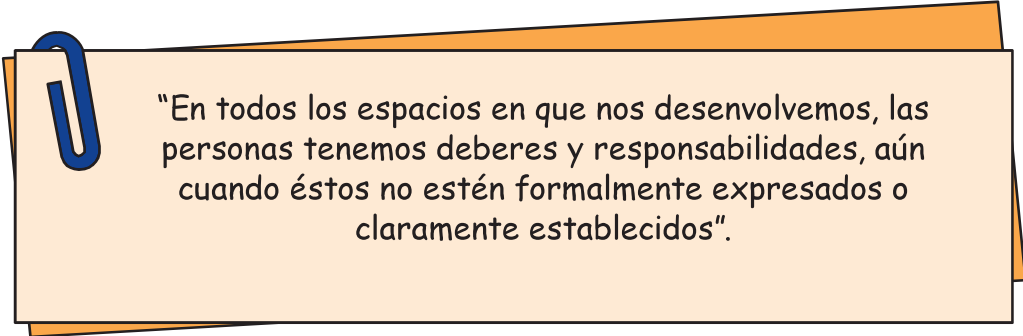


Lesson 1: A JOB DESCRIPTION



"En todos los espacios en que nos desenvolvemos, las personas tenemos deberes y responsabilidades, aún cuando éstos no estén formalmente expresados o claramente establecidos".

1. Piense y Responda en castellano.

a. ¿Conoce usted cuáles son sus deberes y responsabilidades como estudiante de este programa?

b. ¿Están escritos esos deberes y responsabilidades en alguna parte?

c. ¿Cumple usted con ellos? Si / No ¿Por qué?

2. Encuentre en el texto.

a. Palabras en inglés que se refieren a personas. Escriba la palabra equivalente en castellano.
Ejemplo: clients/ clientes



Lea atentamente el siguiente texto.

Job Title: Receptionist
Department: Supervising

ESSENTIAL DUTIES AND RESPONSIBILITIES

- You have to respond to inquiries from clients and public.
- You have to assess needs of clients and transfer calls to the appropriate individuals, divisions or department.
- You have to take and make calls for the staff.
- You have to greet visitors to the company, answer questions and direct them to the appropriate individuals.
- You have to type a variety of forms, letters, reports and memos.
- You have to receive and distribute mail.
- You have to organize and maintain office files and records.



QUALIFICATIONS

To perform this job successfully, you must be able to perform each essential duty satisfactorily.

EDUCATION

You have to have a high school diploma with courses in typing and general office procedure or an acceptable combination of education and experience. Also you need to be skillful in operating a typewriter or word processor, plus good oral communications skills.

LANGUAGE SKILLS

You need the ability to read and comprehend simple instructions, short correspondence, and memos. Also the ability to write simple correspondence is needed.

MATHEMATICAL SKILLS

You need the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

WORK ENVIRONMENT

There are usually normal office working conditions. The noise level in the work environment is usually quiet.

3. Lea el texto y responda en castellano.

a. ¿Qué tiene que hacer un/a recepcionista en esa empresa? Mencione 3 funciones.

b. ¿Qué estudios son necesarios para trabajar como recepcionista en esa empresa?

c. ¿Qué habilidades generales se necesitan para ese puesto?

d. ¿Cómo es el ambiente de trabajo en esa empresa?
