

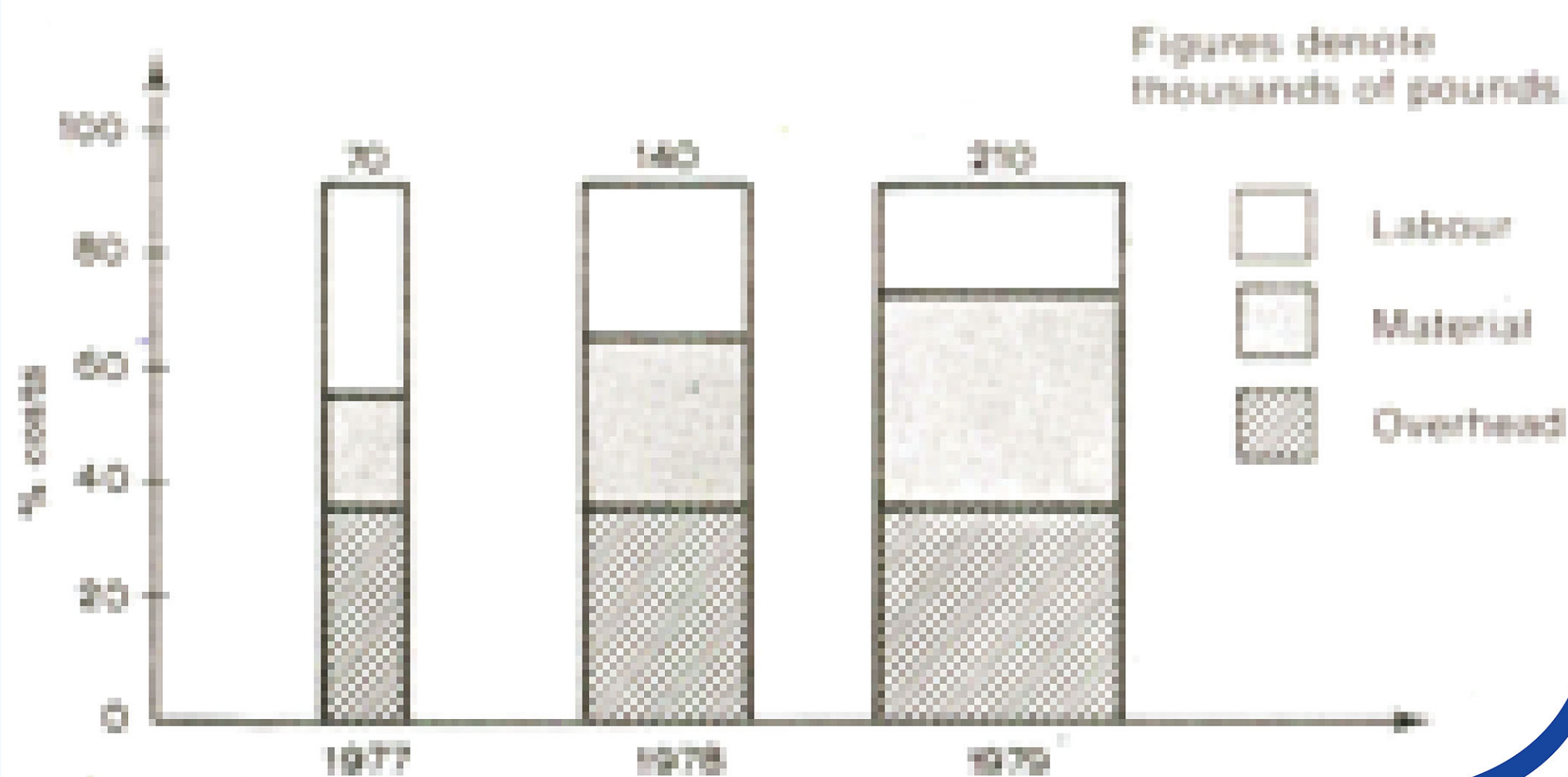
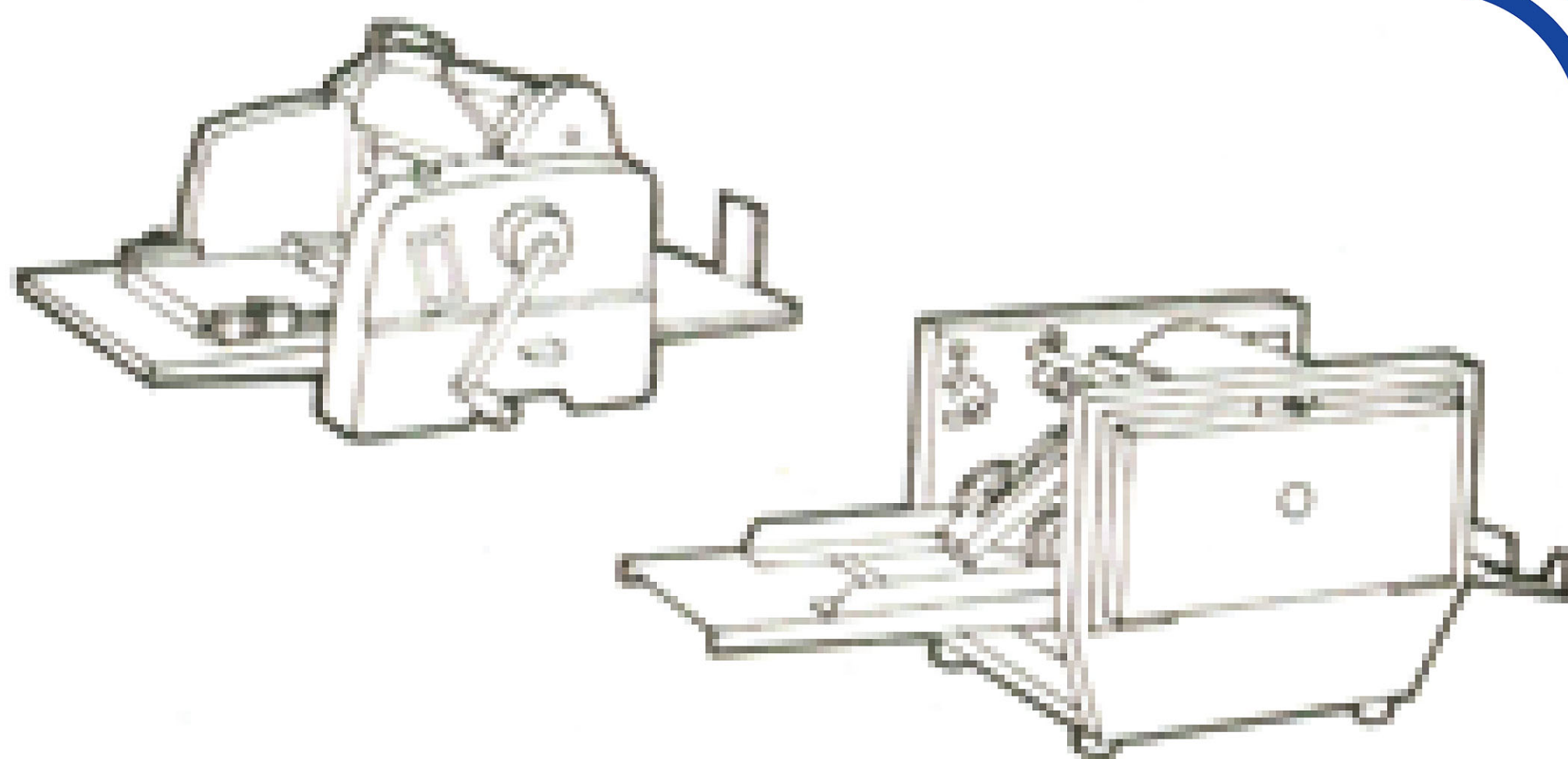


# ΕΙΔΙΚΑ ΑΓΓΛΙΚΑ

ΓΙΑ ΤΜΗΜΑΤΑ οικονομίας  
και διοικήσεως

Γ. Σ. Μουζακίτη

ΚΑΘΗΓΗΤΟΥ Α.Σ.Ε.Τ.Ε.Μ. / Σ.Ε.Λ.Ε.Τ.Ε.





1954

ΙΔΡΥΜΑ ΕΥΓΕΝΙΔΟΥ  
ΧΡΥΣΟΥΝ ΜΕΤΑΛΛΙΟΝ ΑΚΑΔΗΜΙΑΣ ΑΘΗΝΩΝ





## ΠΡΟΛΟΓΟΣ ΙΔΡΥΜΑΤΟΣ ΕΥΓΕΝΙΔΟΥ

Ὁ Εὐγένιος Εὐγενίδης, ὁ ἰδρυτής καί χορηγός τοῦ «Ἰδρύματος Εὐγενίδου», πολύ νωρίς πρόβλεψε καί σχημάτισε τήν πεποίθηση ὅτι ἡ ἄρτια κατάρτιση τῶν τεχνικῶν μας, σέ συνδυασμό μέ τήν ἐθνική ἀγωγή, θά ἦταν ἀναγκαῖος καί ἀποφασιστικός παράγοντας τῆς προόδου τοῦ Ἑθνους μας.

Τήν πεποίθησή του αὐτή ὁ Εὐγενίδης ἐκδήλωσε μέ τή γενναιόφρονα πράξη εὐεργεσίας, νά κληροδοτήσει σεβαστό ποσό γιά τή σύσταση Ἰδρύματος πού θά εἶχε σκοπό νά συμβάλλει στήν τεχνική ἐκπαίδευση τῶν νέων τῆς Ἑλλάδας.

Ἔτσι τό Φεβρουάριο τοῦ 1956 συστήθηκε τό «Ἰδρυμα Εὐγενίδου», τοῦ ὁποίου τήν διοίκηση ἀνέλαβε ἡ ἀδελφή του κυρία Μαριάνθη Σίμου, σύμφωνα μέ τήν ἐπιθυμία τοῦ διαθέτη.

Ἀπό τό 1956 μέχρι σήμερα ἡ συμβολή τοῦ Ἰδρύματος στήν τεχνική ἐκπαίδευση πραγματοποιεῖται μέ διάφορες δραστηριότητες. Ὅμως ἀπ' αὐτές ἡ σημαντικότερη, πού κρίθηκε ἀπό τήν ἀρχή ὡς πρώτης ἀνάγκης, εἶναι ἡ ἐκδοση βιβλίων γιά τούς μαθητές τῶν τεχνικῶν σχολῶν.

Μέχρι σήμερα ἐκδόθηκαν 150 τόμοι βιβλίων, πού ἔχουν διατεθεῖ σέ πολλά ἐκατομμύρια τεύχη, καί καλύπτουν ἀνάγκες τῶν Κατώτερων καί Μέσων Τεχνικῶν Σχολῶν τοῦ Ὑπ. Παιδείας, τῶν Σχολῶν τοῦ Ὁργανισμοῦ Ἀπασχολήσεως Ἑργατικοῦ Δυναμικοῦ (ΟΑΕΔ) καί τῶν Δημοσίων Σχολῶν Ἐμπορικοῦ Ναυτικοῦ.

Μοναδική φροντίδα τοῦ Ἰδρύματος σ' αὐτή τήν ἐκδοτική του προσπάθεια ἦταν καί εἶναι ἡ ποιότητα τῶν βιβλίων, ἀπό ἄποψη ὄχι μόνον ἐπιστημονική, παιδαγωγική καί γλωσσική, ἀλλά καί ἀπό ἄποψη ἐμφανίσεως, ὥστε τό βιβλίο νά ἀγαπηθεῖ ἀπό τούς νέους.

Γιά τήν ἐπιστημονική καί παιδαγωγική ποιότητα τῶν βιβλίων, τά κείμενα ὑποβάλλονται σέ πολλές ἐπεξεργασίες καί βελτιώνονται πρὶν ἀπό κάθε νέα ἐκδοση.

Ἰδιαίτερη σημασία ἀπέδωσε τό Ἰδρυμα ἀπό τήν ἀρχή στήν ποιότητα τῶν βιβλίων ἀπό γλωσσική ἄποψη, γιατί πιστεύει ὅτι καί τά τεχνικά βιβλία, ὅταν εἶναι γραμμένα σέ γλῶσσα ἄρτια καί ὁμοιόμορφη ἀλλά καί κατάλληλη γιά τή στάθμη τῶν μαθητῶν, μποροῦν νά συμβάλλουν στήν γλωσσική διαπαιδαγώγηση τῶν μαθητῶν.

Ἔτσι μέ ἀπόφαση πού πάρθηκε ἤδη ἀπό τό 1956 ὅλα τά βιβλία τῆς Βιβλιοθήκης τοῦ Τεχνίτη, δηλαδή τά βιβλία γιά τίς Κατώτερες Τεχνικές Σχολές, ὅπως ἀργότερα καί γιά τίς Σχολές τοῦ ΟΑΕΔ, εἶναι γραμμένα σέ γλῶσσα δημοτική μέ βάση τήν γραμματική τοῦ Τριανταφυλλίδη, ἐνῶ ὅλα τά ἄλλα βιβλία εἶναι γραμμένα στήν ἀπλή καθαρεύουσα. Ἡ γλωσσική ἐπεξεργασία τῶν βιβλίων γίνεται ἀπό φιλόλογους τοῦ Ἰδρύματος καί ἔτσι ἐξασφαλίζεται ἡ ἐνιαία σύνταξη καί ὁρολογία κάθε κατηγορίας βιβλίων.



Ἡ ποιότητα τοῦ χαρτιοῦ, τό εἶδος τῶν τυπογραφικῶν στοιχείων, τά σωστά σχήματα καί ἡ καλαίσθητη σελιδοποίηση, τό ἐξώφυλλο καί τό μέγεθος τοῦ βιβλίου περιλαμβάνονται καί αὐτά στίς φροντίδες τοῦ Ἰδρύματος.

Τό Ἰδρυμα θεώρησε ὅτι εἶναι ὑποχρέωσή του, σύμφωνα μέ τό πνεῦμα τοῦ ἱδρυτή του, νά θέσει στήν διάθεση τοῦ Κράτους ὅλη αὐτή τήν πείρα του τῶν 20 ἐτῶν, ἀναλαμβάνοντας τήν ἔκδοση τῶν βιβλίων καί γιά τίς νέες Τεχνικές καί Ἐπαγγελματικές Σχολές καί τά νέα Τεχνικά καί Ἐπαγγελματικά Λύκεια, σύμφωνα μέ τά Ἀναλυτικά Προγράμματα τοῦ Κ.Ε.Μ.Ε.

Τά χρονικά περιθώρια γι' αὐτή τήν νέα ἐκδοτική προσπάθεια ἦταν πολύ περιορισμένα καί ἴσως γι' αὐτό, ἰδίως τά πρῶτα βιβλία αὐτῆς τῆς σειρᾶς, νά παρουσιάσουν ἀτέλειες στή συγγραφή ἢ στήν ἐκτύπωση, πού θά διορθωθοῦν στή νέα τους ἔκδοση. Γι' αὐτό τό σκοπό ἐπικαλούμαστε τήν βοήθεια ὅλων ὅσων θά χρησιμοποιοῦν τά βιβλία, ὥστε νά μᾶς γνωστοποιήσουν κάθε παρατήρησή τους γιά νά συμβάλλουν καί αὐτοί στή βελτίωση τῶν βιβλίων.

#### ΕΠΙΤΡΟΠΗ ΕΚΔΟΣΕΩΝ ΙΔΡΥΜΑΤΟΣ ΕΥΓΕΝΙΔΟΥ

**Ἀλέξανδρος Ι. Παπᾶς**, Ὁμ. Καθηγητής ΕΜΠ, Πρόεδρος.

**Χρυσόστομος Φ. Καβουνίδης**, Διπλ.-Μηχ.-Ἡλ. ΕΜΠ, Ἀντιπρόεδρος.

**Μιχαήλ Γ. Ἀγγελόπουλος**, Τακτικός Καθηγητής ΕΜΠ, τ. Διοικητής ΔΕΗ.

**Παν. γ. της Χατζηγιάννου**, Μηχ.-Ἡλ. ΕΜΠ, Γεν. Δ/ντής Ἐπαγ/κῆς Ἐκπ. Ὑπ. Παιδείας.

**Ἐπιστῆλ. Σύμβουλος, Γ. Ροῦσσος**, Χημ.-Μηχ. ΕΜΠ.

Σύμβουλος ἐπὶ τῶν ἐκδόσεων τοῦ Ἰδρύματος, **Κ. Α. Μανάφης**, Καθηγητής Φιλοσοφικῆς Σχολῆς Παν/μίου Ἀθηνῶν.

Γραμματεὺς, **Δ. Π. Μεγαρίτης**.

#### Διατελέσαντα μέλη ἢ σύμβουλοι τῆς Ἐπιτροπῆς

**Γεώργιος Κακριδῆς** † (1955 - 1959) Καθηγητής ΕΜΠ, **Ἄγγελος Καλογεράς** † (1957 - 1970) Καθηγητής ΕΜΠ, **Δημήτριος Νιάνιαν** (1957 - 1965) Καθηγητής ΕΜΠ, **Μιχαήλ Σπετσιέρης** (1956 - 1959), **Νικόλαος Βασιώτης** (1960 - 1967), **Θεόδωρος Κουζέλης** (1968 - 1976) Μηχ.-Ἡλ. ΕΜΠ.

Εἰδικός Ἐπιστημονικός Σύμβουλος γιά τό βιβλίο τῶν Ἀγγλικῶν **Alisdair Gordon**, Assistant Professor, τοῦ Τμήματος Ἀγγλικῶν Σπουδῶν τῆς Φιλοσοφικῆς Σχολῆς Πανεπιστημίου Ἀθηνῶν.



## ΠΡΟΛΟΓΟΣ ΤΟΥ ΣΥΓΓΡΑΦΕΑ

Τὸ βιβλίο τοῦτο καλύπτει τὴν εἰδικὴ ὁρολογία ποὺ θεωρεῖται ἀπαραίτητη γιὰ τὸν τομέα Οἰκονομίας καὶ Διοικήσεως τοῦ Ἑπαγγελματικοῦ Λυκείου, Τμήματα Ὑπαλλήλων Λογιστηρίου καὶ Γραφείου. Ἡ ἔκταση τῆς ὕλης εἶναι τέτοια, ὥστε πιστεύω, πῶς θὰ δώσει στοὺς μαθητὲς τὴν ἀπαραίτητη ὑποδομὴ γιὰ ἓνα ὁλοκληρωμένο λεξιλόγιο ποὺ νὰ ἀνταποκρίνεται στὶς ἀνάγκες καὶ τὶς ἀπαιτήσεις τῆς εἰδικότητάς τους μὲ βάση καὶ τὸ ἀναλυτικὸ πρόγραμμα τῶν μαθημάτων εἰδικότητας.

Ἡ ἀνάπτυξη τῆς ὕλης χωρίζεται σὲ 8 ἐνότητες. Κάθε ἐνότητα πραγματεύεται ἓνα συγκεκριμένο θέμα, ποὺ ὁλοκληρώνεται σὲ 2 - 3 τμήματα τῆς ἐνότητας. Ἡ ἴδια ἢ ἐνότητα μέσα στὴν ὅλη δομὴ τοῦ βιβλίου εἶναι αὐτόνομη. Δὲν συμβαίνει ὅμως τὸ ἴδιο καὶ μὲ τὰ τμήματα μέσα στὴν ἐνότητα. Αὐτὰ προχωροῦν ἀπὸ τὶς βασικὲς καὶ πιὸ γενικὲς γνώσεις στὶς πιὸ εἰδικὲς καὶ λεπτομερειακὲς. Κάθε τμῆμα πάλι ἀποτελεῖται ἀπὸ 3 - 4 μέρη.

Αὐτὰ εἶναι:

(α) Ἡ παρουσίαση τοῦ ἀντικειμένου μέσα ἀπὸ εἰκόνες καὶ διαγράμματα.

(β) Ἡ ἀνάπτυξη τοῦ θέματος μὲ παροχὴ περισσότερων λεπτομερειῶν πάνω στὸ θέμα.

(γ) Ἡ πρακτικὴ ἄσκηση ποὺ βασίζεται στὰ δυὸ πρῶτα μέρη καὶ ἔχει σκοπὸ νὰ βοηθήσει τὴν ἐμπέδωση τῶν γνώσεων ποὺ παρέχονται μ' αὐτά.

(δ) Τὸ λεξιλόγιο ποὺ καλύπτει ὅλες τὶς καινούργιες λέξεις ποὺ παρουσιάζονται σὲ κάθε τμῆμα.

Ὅταν μὲ 2 - 3 τμήματα ὁλοκληρωθεῖ μιὰ ἐνότητα, ἀκολουθοῦν ἀσκήσεις ποὺ ἀναφέρονται σὲ ὅλη τὴν ἔκταση τῆς ἐνότητας. Ἔτσι γίνεται μιὰ ἀνακύκλωση στὸ θέμα τῆς ἐνότητας καὶ πιστεύω πῶς εἶναι καὶ χρήσιμη καὶ ἀπαραίτητη.

Ἀπὸ πλευρᾶς λεξιλογίου τὰ κείμενα εἶναι γραμμένα κάπως ἐλεύθερα. Αὐτὰ τὰ κάνει βέβαια πιὸ δύσκολα, ὅμως ἀναμφισβήτητα πιὸ αὐθεντικά. Δὲν εἶμαι τῆς γνώμης ὅτι μπορεῖς νὰ διδάξεις εἰδικὴ ὁρολογία μέσα ἀπὸ ἀπλοποιημένα σὲ μεγάλο βαθμὸ κείμενα. Ἡ χρησιμότητά τους εἶναι τότε πολὺ μικρὴ καὶ ἀμφίβολη.

Ὅσο ἀφορᾷ ὅμως τὴ δομὴ τῆς γλώσσας, αὕτὴ περιορίζεται στὸ μεγαλύτερο ποσοστὸ στὶς γνώσεις ποὺ ἀποκτήθηκαν στὸ πρῶτο βιβλίο τῆς σειρᾶς. Ὅπου ὑπάρχουν γραμματικὰ ἢ καὶ συντακτικὰ φαινόμενα καινούργια, αὐτὸ γίνεται ἀπὸ τὴν ἀνάγκη ἢ ἀφήγηση νὰ εἶναι πιὸ γνήσια καὶ σωστὴ καὶ δὲν πρέπει νὰ ἐξηγηθοῦν ἀναλυτικὰ στὸ μάθημα. Σ' αὕτὴ τὴ φάση δὲν θὰ βοηθοῦσε σὲ τίποτα.

Τὸ βιβλίο χρωστᾷ τὴ φροντισμένη μορφή του στὴ συγκινητικὰ πολύτιμη, ὑπεύθυνη καὶ ἀνυπόκριτη βοήθεια τοῦ προσωπικοῦ τοῦ ἐκδοτικοῦ τμήματος τοῦ Ἰδρύματος.

Νὰ ἐκφράσω τὴν εὐγνωμοσύνη μου γι' αὐτὸ δὲν εἶναι παρὰ μιὰ πολὺ μικρὴ ἀνταπόκριση στὴν ἀπίθανα μεγάλῃ καὶ σπουδαίᾳ προσφορὰ του.

Γ.Σ. Μουζακίτης





# ΠΙΝΑΚΑΣ ΠΕΡΙΕΧΟΜΕΝΩΝ

	σελ.
<b>KEY TO PHONETIC SYMBOLS</b> .....	5
<b>UNIT 1</b> OFFICE DEPARTMENTS .....	7
1. 1a Presentation .....	7
1. 1b Development .....	8
1. 1c Practice .....	9
Vocabulary .....	10
OFFICE MANAGEMENT FUNCTIONS .....	12
1. 2a Presentation .....	12
1. 2b Development .....	12
1. 2c Practice .....	13
Vocabulary .....	14
OFFICE MANAGEMENT ACTIVITIES .....	15
1. 3a Presentation .....	15
1. 3b Development .....	16
1. 3c Practice .....	17
Vocabulary .....	18
SECRETARIAL DUTIES .....	19
1. 4a Presentation .....	19
1. 4b Development .....	20
Vocabulary .....	20
CLERICAL DUTIES .....	21
1. 5a Presentation .....	21
Vocabulary .....	21
Exercises .....	22
<b>UNIT 2</b> COPYING AND DUPLICATING EQUIPMENT .....	27
2. 1a Presentation .....	24
2. 1b Development .....	24
2. 1c Practice .....	25
2. 2a Presentation .....	26
2. 2b Development .....	26
2. 2c Practice .....	27
Vocabulary .....	27
Exercises .....	27
2. 2d Further development .....	28
Vocabulary .....	28
<b>UNIT 3</b> BANKS AND BANKING .....	28
3. 1a Presentation .....	28
3. 1b Development .....	29
3. 1c Practice .....	29
Vocabulary .....	29
3. 2a Presentation .....	30
3. 2b Development .....	31
3. 2c Further development .....	31
Vocabulary .....	32



3. 3a	Presentation MONETARY UNITS .....	33
3. 3b	Development .....	34
3. 3c	Further development .....	34
	Vocabulary .....	34
3. 4a	Presentation .....	35
3. 4b	Development .....	36
3. 4c	Further development .....	36
	Vocabulary .....	36
	Exercises .....	37
<b>UNIT 4</b>	<b>BUSINESS DOCUMENTS .....</b>	<b>38</b>
4. 1a	Presentation .....	38
4. 1b	Development .....	39
4. 1c	Practice .....	39
	Vocabulary .....	40
	Exercises .....	40
<b>UNIT 5</b>	<b>SHIPPING PRACTICE .....</b>	<b>42</b>
5. 1	The Shipping Company .....	42
5. 1a	Presentation .....	42
5. 1b	Development .....	42
5. 1c	Further development .....	43
	Vocabulary .....	43
5. 2	Chartering .....	44
5. 2a	Presentation .....	44
5. 2b	Development .....	44
5. 2c	Further development .....	45
	Vocabulary .....	45
5. 3	Freight .....	46
5. 3a	Presentation .....	46
5. 3b	Development .....	46
5. 4	Register of Ships .....	47
5. 4a	Presentation .....	47
5. 4b	Development .....	47
	Vocabulary .....	48
	Exercises .....	49
<b>UNIT 6</b>	<b>MORE ABOUT SHIPPING .....</b>	<b>50</b>
6. 1a	Presentation .....	50
6. 2	Agents and Agency .....	51
6. 2a	Presentation .....	51
	Vocabulary .....	51
	Exercises .....	51
<b>UNIT 7</b>	<b>INSURANCE .....</b>	<b>52</b>
7. 1a	Presentation — SCOPE OF INSURANCE .....	52
7. 1b	Development .....	53
7. 1c	Practice .....	54
	Vocabulary .....	54
7. 2a	Presentation — FORMS OF INSURANCE .....	55
7. 2b	Development .....	55
7. 2c	Further development .....	56



	Vocabulary .....	56
	Exercises .....	57
<b>UNIT 8</b>	<b>ACCOUNTING</b> .....	58
8. 1	Ledgers .....	58
8. 1a	Presentation .....	58
8. 1b	Development .....	58
	Vocabulary .....	59
8. 2a	Presentation — BALANCE SHEET .....	60
8. 2b	Development .....	60
	Vocabulary .....	60
	Exercises .....	61
<b>FINAL TEST</b>	.....	62





## I. Key to the phonetic symbols.

### (a) Vowels

1. / i / see
2. / ɪ / sit
3. / e / ten
4. / æ / hat
5. / ɑ / arm
6. / o / got
7. / ɔ / all
8. / ʊ / put
9. / u / too
10. / ʌ / cup
11. / ɜ / fur
12. / ə / ago

### (b) Diphthongs

13. / ei / take
14. / əʊ / home
15. / aɪ / five
16. / aʊ / now
17. / ɔɪ / toy
18. / iə / near
19. / eə / hair
20. / ʊə / poor

### (c) Consonants

1. / p / pen
2. / b / book
3. / t / ten
4. / d / do
5. / k / cat
6. / g / get
7. / tʃ / child
8. / dʒ / June
9. / f / fall
10. / v / voice
11. / θ / think
12. / ð / this
13. / s / six
14. / z / zoo
15. / ʃ / she
16. / ʒ / vision
17. / h / how
18. / m / man
19. / n / no
20. / ŋ / sing
21. / l / leg
22. / r / red
23. / j / yet
24. / w / wet

25. / ɪ / seven

## II. Examples of words with phonetic transcription:

1. see / si /
2. sit / sɪ /
3. take / teɪk /
4. home / həʊm /
5. now / naʊ /
6. book / bʊk /
7. child / tʃaɪld /
8. think / θɪŋ /

## III. Phonetic symbols comparison table

In this book EPD Simplified

1.	i	i:	i:
2.	ɪ	ɪ	ɪ
3.	e	e	e
4.	æ	æ	a
5.	ɑ	ɑ:	a:
6.	o	ɔ	o
7.	ɔ	ɔ:	o:
8.	ʊ	u	u
9.	u	u:	u:
10.	ʌ	ʌ	ʌ
11.	ɜ	ə:	ə:
12.	ə	ə	ə
13.	ei	ei	ei
14.	əʊ	ou	ou
15.	aɪ	ai	ai
16.	aʊ	au	au
17.	ɔɪ	ɔi	oi
18.	iə	iə	iə
19.	eə	ɛə	eə
20.	ʊə	uə	uə
21.	—	ɔe	oə





1.1a Study the following chart:

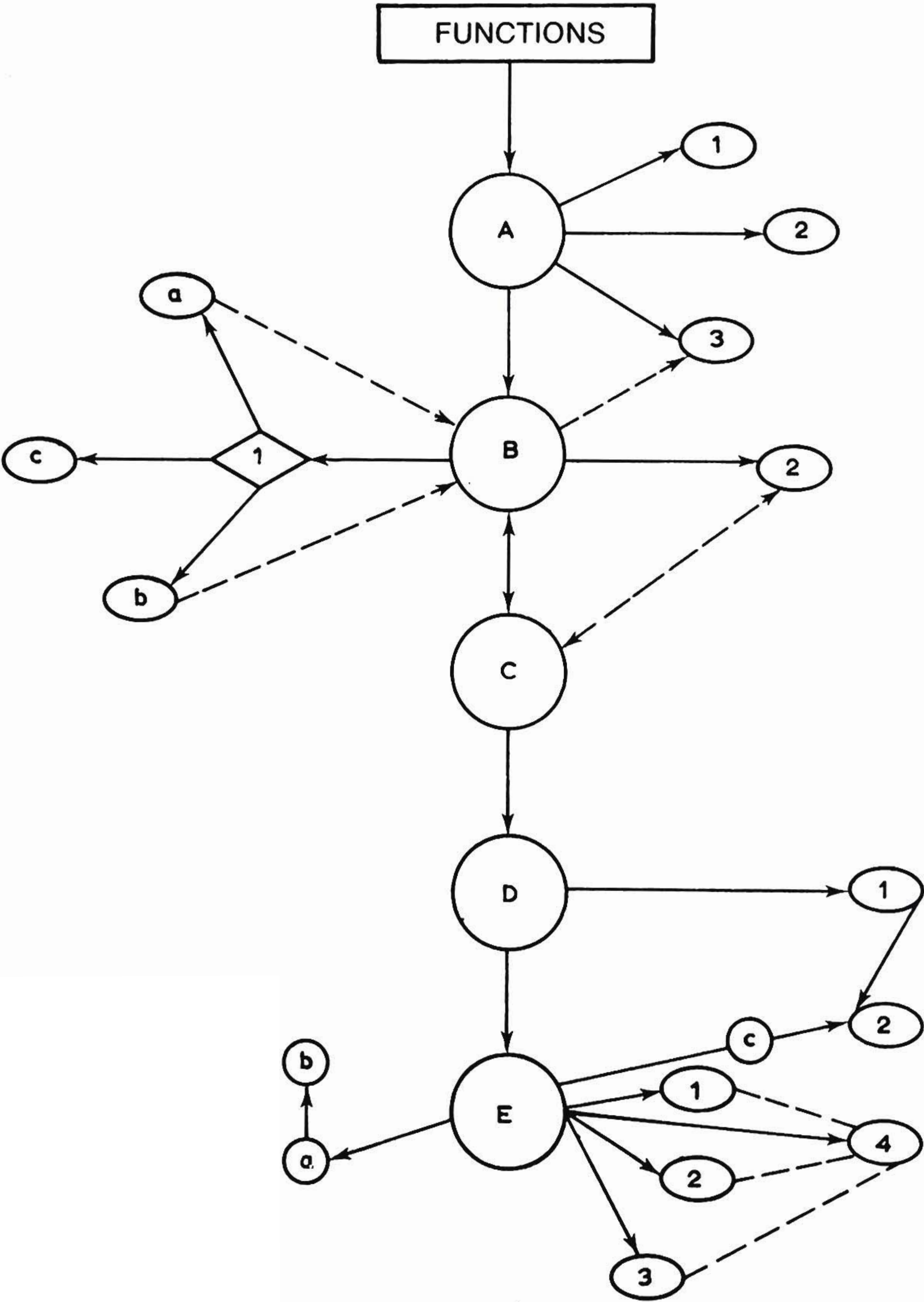


Chart 1





## Basic Functions

- A — Communications
- B — General Administration
- C — Accounts and Stock
- D — Payments
- E — Personnel

### Subdivisions

- A<sub>1</sub> — Reception
- A<sub>2</sub> — Telephone and Switchboard
- A<sub>3</sub> — Mail (inwards and outwards)

### B<sub>1</sub> — Centralised Services

- 1a — Typing
- 1b — Reproducing
- 1c — Recording

### B<sub>2</sub> — Data Processing

- C — Inter-connection with:
  - Centralised Services
  - Data processing
  - Payments

### D<sub>1</sub> — Cashier

### D<sub>2</sub> — Wages

### E<sub>a</sub> — Recruitments

### b — Training

### c — Wages

### E<sub>1</sub> — Purchasing

### E<sub>2</sub> — Sales

### E<sub>3</sub> — Export

### E<sub>4</sub> — Transport

### 1.1b Read the following statements carefully:

- a. We can group the main *office departments* under five titles:
  - i. Communications
  - ii. General Administration
  - iii. Accounts and Stock
  - iv. Payments
  - v. Personnel
- b. The *Communications* section includes:
  - i. The Reception
  - ii. The Telephone and Switchboard
  - iii. The Mail (inwards and outwards)
- c. Under the term of *General Administration* we can list quite a number of functions in a large enterprise. But even in the small ones we can find the functions of:



- i. typing
- ii. reproducing
- iii. recording

and sometimes that of data processing.

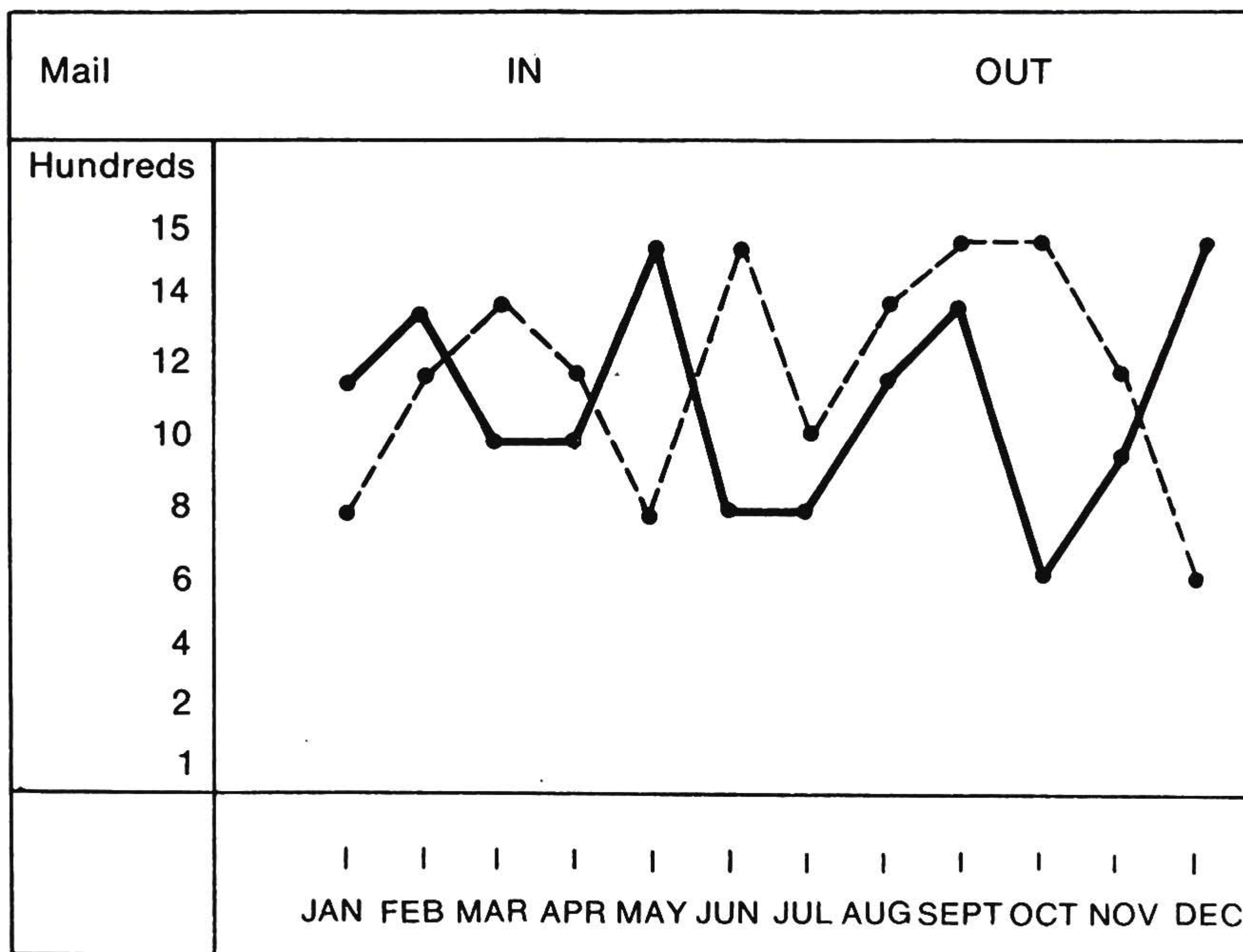
- d. The **Accounts and Stock** departments rank among the most important in an enterprise.
- e. The **Payments** department deals both with customers and personnel. There may be a cashier for the customers and the staff and a wages section dealing with increases and payments of salary to the staff, holiday pays, pension schemes, taxation etc.
- f. The **personnel department** deals with the staff itself and with the type of job this staff is responsible to perform. Problems referring to the staff are:
  - i. its recruitment
  - ii. its training
  - iii. the payment of its wages

Major areas of responsibility are under the sections:

- i. purchases
- ii. sales
- iii. export
- iv. transport

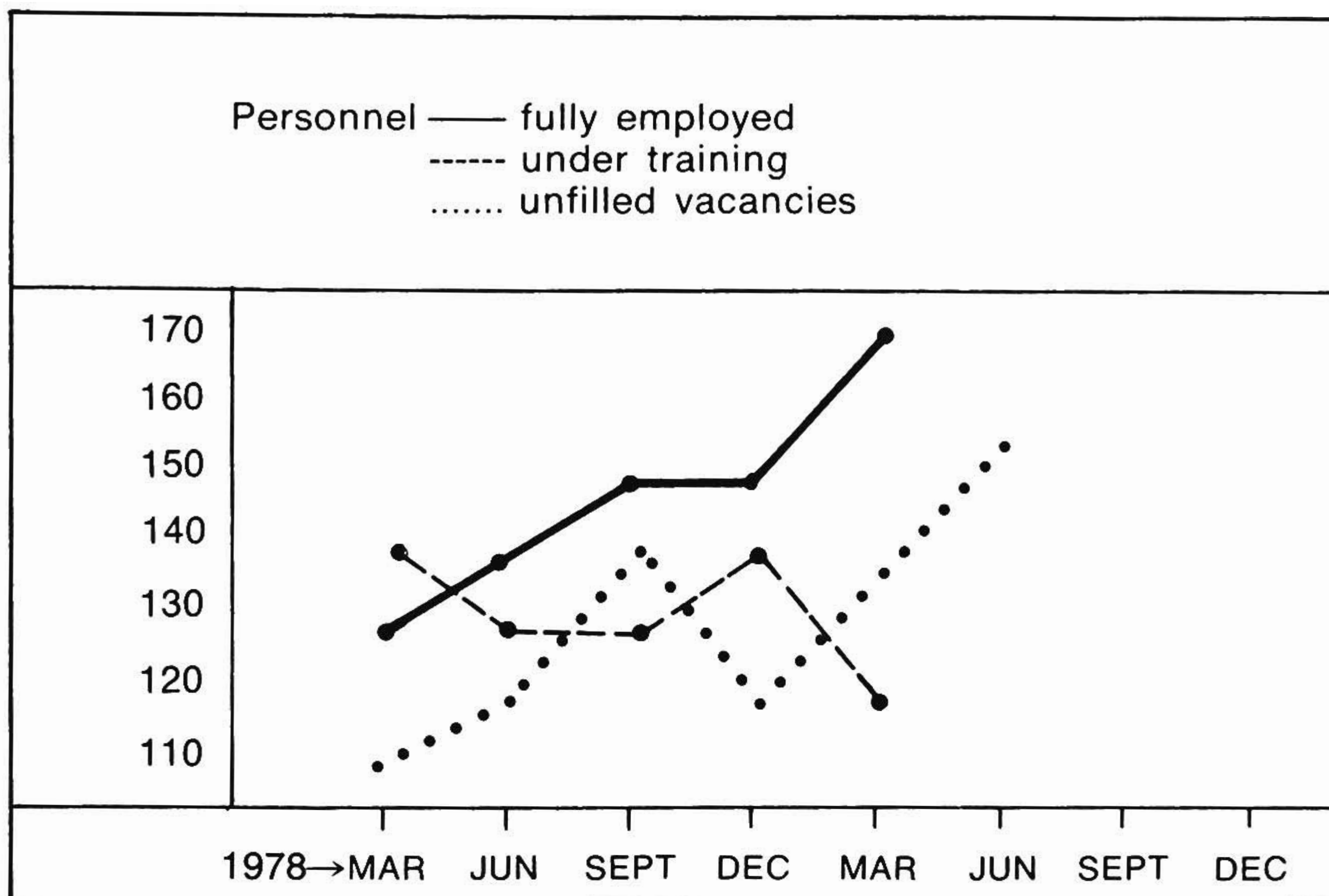
### 1.1c Study the following:

- (a) The graphical survey is very important in large business offices. You can get quite handy information about an extended variety of topics.
- (b) Look at the following graphs:



Graph 1





Graph 2

(c) Answer the following questions:

1. What was the number of in-coming mail in May?
2. Which is the peak number for in-coming mail?
3. Which month was it?
4. Give the month for the lowest figure of out-going mail.
5. Which were the months during which out-going mail was the same?
6. Which was the total number of personnel, fully employed and under training, in March 1979?
7. When was the lowest figure for unfilled vacancies?
8. During which period can you trace no change in the figure of fully employed personnel?
9. During which period can you trace the biggest (anticipated) figure for unfilled vacancies?
10. Which figure can you give for personnel in December 1978?

## Vocabulary

*department* / di'pɑtmənt / τμήμα  
*function* / fʌŋkʃn / λειτουργία  
*communication* / kə'mjʊni'keɪʃn / επικοινωνία  
*administration* / əd'mɪni'streɪʃn / διοίκηση, διαχείριση  
*account* / ə'kaʊnt / λογαριασμός  
*stock* / stɒk / απόθεμα  
*payment* / 'peɪtmənt / πληρωμή  
*personnel* / 'pɜsnəl / προσωπικό

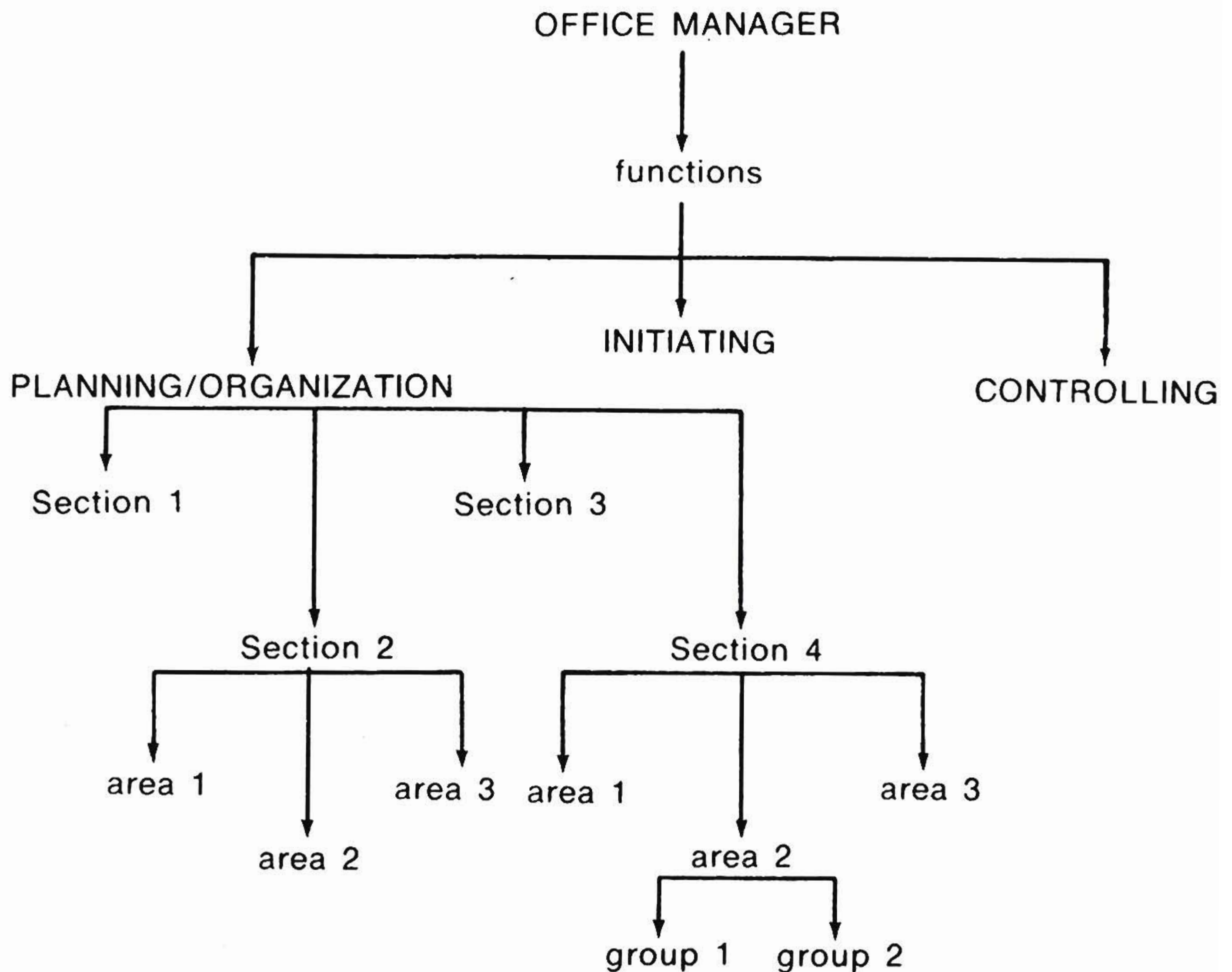


*subdivision* / 'sʌbdɪ'vɪʒn / υποδιαίρεση  
*reception* / rɪ'sepʃn / υποδοχή  
*switchboard* / 'swɪtʃ'bɔ:d / τηλεφωνικό κέντρο  
*inwards* / 'ɪnwəds / εισερχόμενα  
*outwards* / 'aʊtwəds / εξερχόμενα  
*centralise* / 'sentrlaɪz / συγκεντρώνω  
*reproduce* / rɪprə'dʒʊs / αναπαράγω  
*record* / rɪ'kɔ:d / καταγράφω  
*data* / 'deɪtə / στοιχεία  
*process* / 'prəʊses / επεξεργάζομαι  
*inter connection* / 'ɪntə kən'ekʃn / ένδο-επικοινωνία  
*cashier* / kæ'ʃɪə / ταμίας  
*wage* / weɪdʒ / μισθός  
*recruitment* / rɪ'krʊtmənt / πρόσληψη  
*training* / 'treɪnɪŋ / εκπαίδευση  
*purchase* / 'pɜ:tʃəs / αγορά  
*sale* / seɪl / πώληση  
*export* / 'eksɜ:pɒt / εξαγωγή  
*transport* / 'trɑ:nsɜ:pɒt / μεταφορά  
*list* / lɪst / πίνακας, κατάλογος  
*enterprise* / 'entəpraɪz / επιχείρηση  
*rank* / rænk / συγκαταλέγομαι  
*customer* / 'kʌstəmə / πελάτης  
*staff* / stæf / προσωπικό  
*salary* / 'sæləri / μισθός  
*holiday pay* / 'hɒlədeɪ 'peɪ / επίδομα άδειάς  
*pension* / 'penʃn / σύνταξη  
*scheme* / skɪm / σχέδιο  
*taxation* / tæk'seɪʃn / φορολογία  
*responsible* / rɪ'spɒnsəbl / υπεύθυνος  
*perform* / pə'fɔ:m / εκτελώ  
*major* / 'meɪdʒə / σπουδαίος  
*area* / 'eəriə / περιοχή  
*graphical* / 'græfɪkl / γραφικός  
*survey* / sə'veɪ / έπισκόπηση  
*handy* / 'hændɪ / εύχρηστος  
*extended* / ɪk'stendɪd / έκτεταμένος  
*variety* / və'raɪəti / ποικιλία  
*topic* / 'tɒpɪk / θέμα  
*fully employed* / 'fʊli ɪm'plɔɪd / μέ πλήρη άπασχόληση  
*under training* / 'ʌndə 'treɪnɪŋ / εκπαιδευόμενος  
*unfilled vacancies* / ʌn fɪld 'veɪkənsɪs / κενές θέσεις  
*peak* / pik / κορυφή  
*trace* / treɪs / άνιχνεύω, βρίσκω  
*anticipate* / 'æ'tɪsɪpeɪt / προβλέπω



# OFFICE MANAGEMENT FUNCTIONS

## 1.2a Study the following diagram:



Diagr. 1

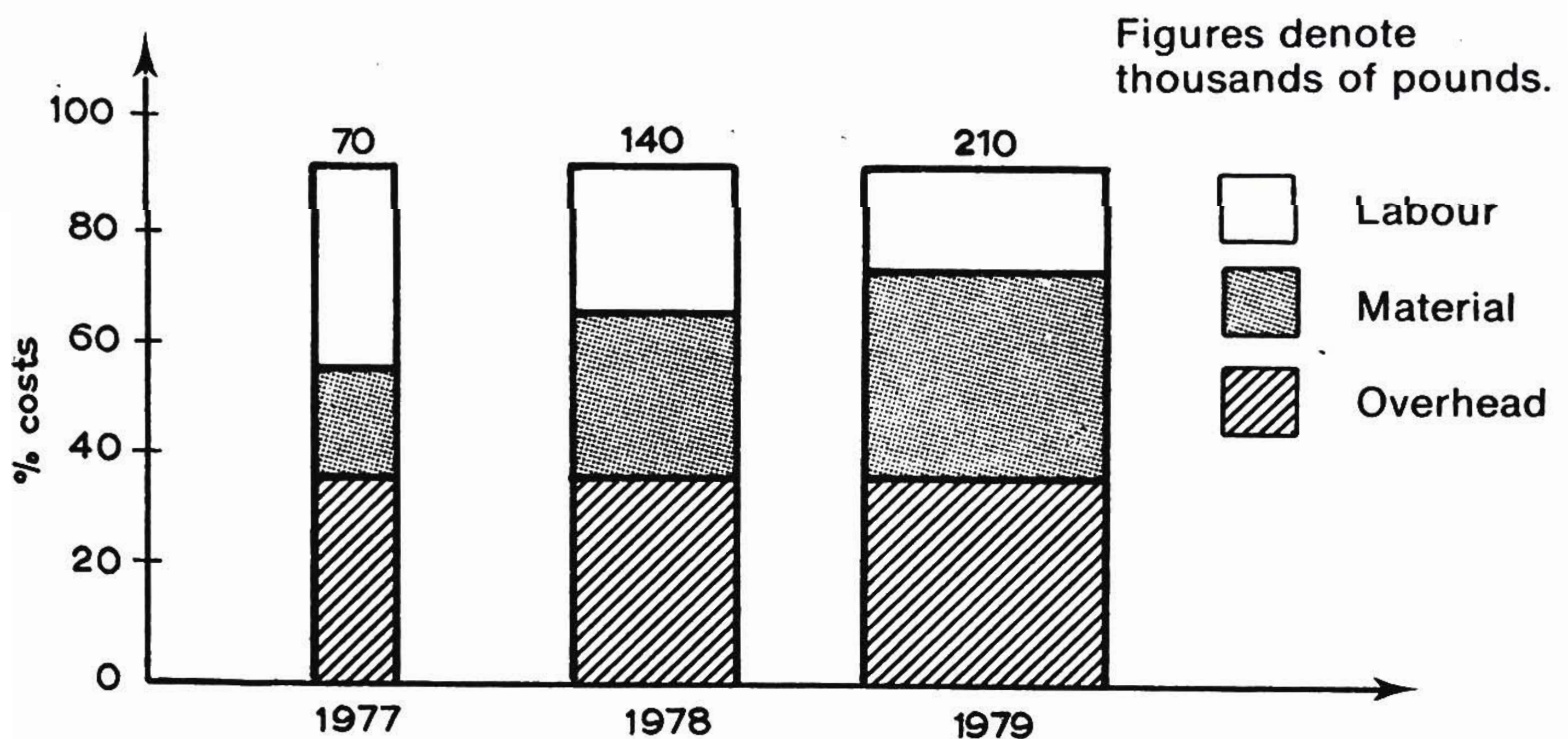
## 1.2b Now consider the following statements:

- The basic functions of a manager are to *plan* and *organize* the office, to *delegate* and *coordinate* the activities of the personnel.
- He can group the staff on a *departmental* or *functional* basis.
- One section must deal with *correspondence* (diagr. 1 — section 1).
- Another section deals with *records* (diagr. 1 — section 2). Records may be *financial*, *structural* or of any other form according to the activities of the office and may fall into three areas: *checking* of records, *maintaining* of records and *filing*.
- A third section may refer to *calculations*. They deal with *billing* and *accounting* and may also provide accurate information about *stocks*. This section is the “brain” of any modern business office.



- f. Finally, there should be a section for all other activities (diagr. 1 — section 4). It may be subdivided into the area of *reception* (sect. 4 — area 1), the area of *messages*, with groups for *preparing* and *transmitting* them (sect. 4-area 2, groups 1 and 2), and the area for *duplicating reports* (sect. 4 — area 3).
- g. Apart from planning and delegating the duties of each section, the manager should coordinate the *relationships* between departments and the *activities* within each of them.
- h. As far as initiating is concerned, this deals with the following activities:
  - i. *start of the work* itself.
  - ii. *follow up* of plans.
  - iii. *personnel* — *motivation* and *inspiration* to use its highest capacities.
- i. Planning, organization and initiating cannot be effective without *persistent controlling*. This control should refer to:
  - i. the *performance* of clerical work.
  - ii. the *improvement* of methods used.
  - iii. the *measuring* of work performed.
  - iv. the *determination* of costs per unit of work.
  - v. the *setting* of standards to be reached.
- j. The first function of controlling refers to sections 1, 2 and 4 (diag. 1), the functions two, three and four refer to section 3 and the fifth function is concerned with all sections regarded individually or as a whole.

**1.2c Bar charts can give information both with their *width* and *height*. Look at the following graph (Graph 3). The height shows the percentage breakdown of costs and the width the relationship of all sectors under consideration within the years concerned:**



Graph 3



Now complete the following sentences with one of the listed words:

increased	material	remained
30%	expenses	40%
20%	equal	material
50%	cost	overhead

The total expenditure from £ 70,000 that was in 1977 has — to £ 210,000 in 1979. Overhead expenses — at the same percentage whereas — expenses increased from 20% in 1977 to — in 1978 and — in 1979. On the other hand, labour — decreased from 40% in 1977 to 30% in 1978 and — in 1979. Labour expenses were twice as much as — expenses in 1977 and — to overhead expenses. In 1978 — expenses were more than either material or labour expenses. Finally, in 1979, overhead expenses were equal to material expenses, and labour expenses covered the percentage — of material or overhead —.

## Vocabulary

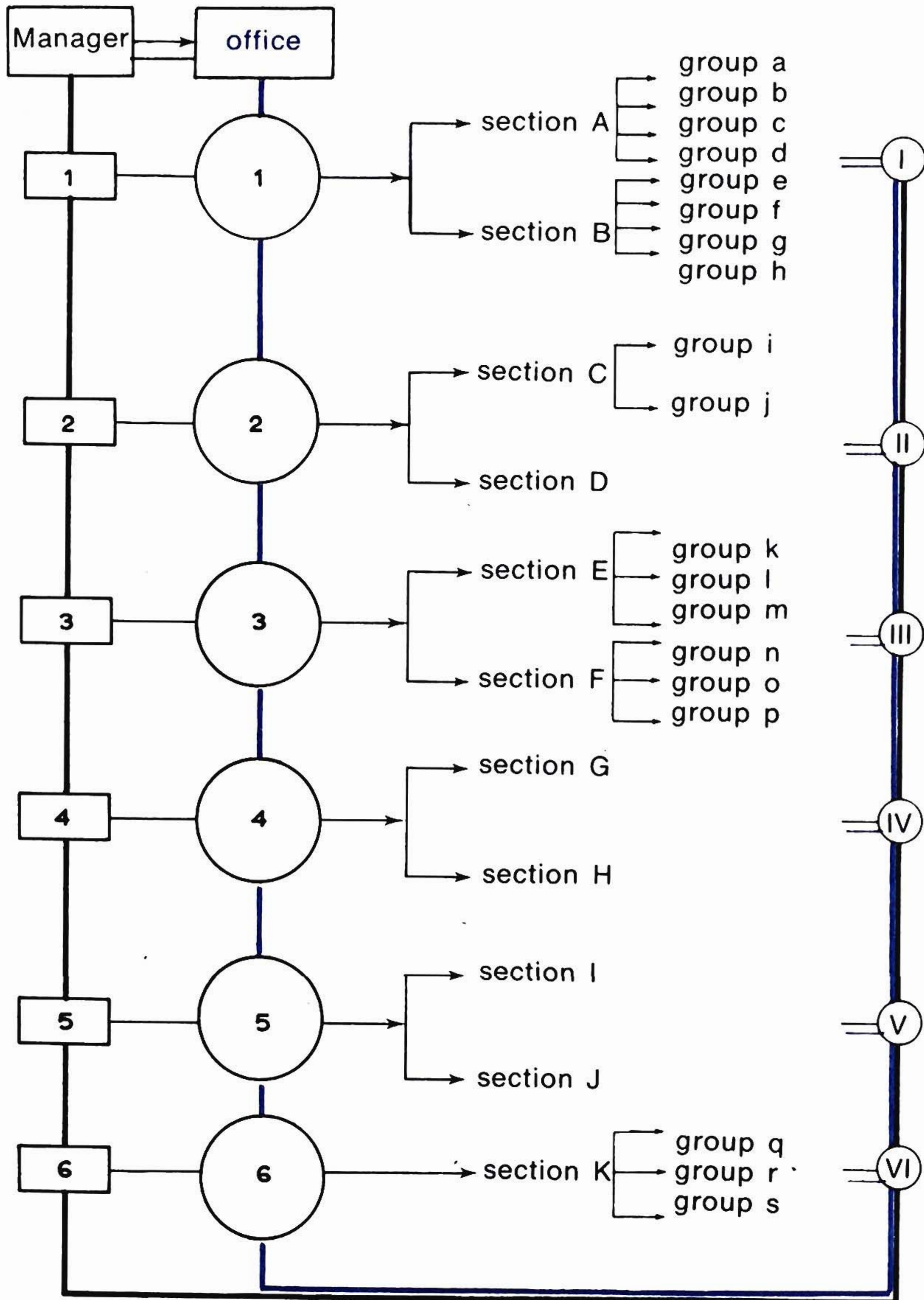
*planning* / 'plæniŋ / προγραμματισμός, σχεδίαση  
*departmental* / 'dɪpɑt'mentl / υπηρεσιακός, κατά τμήμα  
*record* / 'rekɔd / αρχείο, φάκελλος, στοιχείο  
*accounting* / ə'kaʊntɪŋ / τήρηση λογαριασμών  
*motivation* / 'məʊtɪ'veɪʃn / δραστηριοποίηση, κίνητρο  
*bar chart* / bɑ tʃɑt / διάγραμμα μέ παραλληλόγραμμα  
*consideration* / kən'sɪdə'reɪʃn / εξέταση, μελέτη

<i>organization</i> / 'ɔɡənəɪ'zeɪʃn / ὀργάνωση	<i>report</i> / rɪ'pɔt / έκθεση, αναφορά
<i>initiating</i> / ɪ'nɪʃɪeɪtɪŋ / εισαγωγή	<i>follow up</i> / 'fɒləʊ ʌp / παρακολουθῶ
<i>controlling</i> / kən'trəʊlɪŋ / ἔλεγχος	<i>inspiration</i> / ɪnspə'reɪʃn / ἔμπνευση
<i>delegate</i> / 'delɪɡeɪt / ἀναθέτω	<i>capacity</i> / ke'pæsəti / ικανότητα
<i>coordinate</i> / kəʊ'ɔdnət / συντονίζω	<i>effective</i> / ɪ'fektɪv / ἀποτελεσματικός
<i>activity</i> / æk'tɪvəti / δραστηριότητα	<i>persistent</i> / pə'sɪstənt / συνεχής, επίμονος
<i>functional</i> / 'fʌŋkʃnl / λειτουργικός	<i>performance</i> / pə'fɔməns / ἐκτέλεση
<i>section</i> / 'sekʃn / τμήμα, τομέας	<i>clerical</i> / 'klerɪkl / ὑπαλληλικός
<i>financial</i> / 'faɪ'nænsɪl / οἰκονομικός	<i>improvement</i> / ɪm'pruvmənt / βελτίωση
<i>structural</i> / 'strʌktʃərl / λειτουργικός	<i>determination</i> / dɪ'tɜmɪ'neɪʃn / καθορισμός
<i>check</i> / tʃek / ἐλέγχω	<i>cost</i> / kɒst / κόστος
<i>maintain</i> / 'meɪn'teɪn / τηρῶ	<i>set</i> / set / καθορίζω
<i>filing</i> / 'faɪlɪŋ / ἀρχειοθέτηση	<i>standard</i> / 'stændəd / πρότυπα
<i>calculation</i> / 'kælkjʊleɪʃən / ὑπολογισμός	<i>regard</i> / rɪ'ɡɑd / θεωρῶ, ἐξετάζω
<i>billing</i> / 'bɪlɪŋ / χρέωση	<i>individually</i> / ɪndɪ'vɪdʒuəli / μεμονωμένα
<i>provide</i> / prə'vaɪd / παρέχω	<i>percentage</i> / pə'sentɪdʒ / ἑκατοστιαῖος
<i>stock</i> / stɒk / ἀπόθεμα	<i>breakdown</i> / 'breɪkdaʊn / ἀνάλυση
<i>brain</i> / breɪn / ἐγκέφαλος	<i>denote</i> / dɪ'nəʊt / καθορίζω, παρουσιάζω
<i>subdivide</i> / 'sʌbdɪvaɪd / ὑποδιαιρῶ	<i>labour</i> / 'leɪbə / ἐργασία
<i>message</i> / 'mesɪdʒ / μήνυμα	<i>material</i> / mə'tɪəriəl / ὑλικό
<i>prepare</i> / prɪ'peə / προετοιμάζω	<i>decrease</i> / dɪ'kris / μειώνομαι
<i>transmit</i> / træn'zɪt / μεταδίδω	<i>overhead</i> / 'əʊvə'hed / πάγια ἔξοδα
<i>duplicate</i> / dʒʊplɪkeɪt / ἀντιγράφω	<i>twice</i> / twaɪs / δύο φορές
	<i>expenditure</i> / ɪk'spendɪtʃə / δαπάνη



## OFFICE MANAGEMENT ACTIVITIES

1.3a Look at the following chart:





Activities:

1. Constant Attention.
2. Information on latest developments.
3. Responsibility.
4. Concern.
5. Ability.
6. Design.

Areas:

1. Working space.
2. Furniture and Equipment.
3. Office personnel.
4. Working methods.
5. Data.
6. Office forms.

- Sections:
- A — Accommodation.
  - B — Conditions.
  - C — Saving.
  - D — Security of Accuracy.
  - E — Employment.
  - F — Performance.
  - G — Analysis.
  - H — Improvement.
  - I — Handling.
  - J — Storing.
  - K — Media.

- Groups:
- |                            |                                 |
|----------------------------|---------------------------------|
| a — size of accommodation. | j — time.                       |
| b — needs for expansion.   | k — job description.            |
| c — privacy offered.       | l — selection.                  |
| d — cost.                  | m — training.                   |
| e — ventilation of space.  | n — motivating.                 |
| f — noise control.         | o — supervising.                |
| g — proper light.          | p — evaluating.                 |
| h — work flow.             | q — classification — recording. |
| i — labour.                | r — duplication — distribution. |
|                            | s — analysis — storing.         |

- Results:
- I — *affect* morale and efficiency.
  - II — *relieve* routine tasks and drudgery.
  - III — *increase* productivity.
  - IV — *find* easier and better ways of performance.
  - V — *meet* needs for accurate and reliable information.
  - VI — *avoid* duplication, waste of time, effort and accuracy, confusion.

**1.3b Study the following statements:**

- a. There should be a close *relationship* and a firm *link* between the *manager* and the *office* and *vice versa*.  
His activities should *concentrate* on how to *secure* morale, efficiency and productivity as regards his personnel, on how to *improve* performance, *have* reliable information *available* and *make* the best possible use of time and



- space available as regards the work itself and *relieve* himself of unnecessary duties and activities.
- b. One of the most *important* activities of the manager is that he should pay constant *attention* to the working space of the business enterprise he manages. The term «working space» denotes the whole *area* where the general administration of the enterprise is carried out, and includes:
- *accommodation*, with further reference to its *size*, the possibility of *expansion* to meet future needs, the *privacy* it offers and its total *cost*, and
  - *conditions* of work which include *ventilation* of the space, *control* of the *noise*, *proper light* and any *comfort* which facilitates the *work flow*.
- All these result to a high morale and increased efficiency.*
- c. The manager should be *informed* on all latest *developments* in the field of *furniture* and *equipment*. A careful selection of these items will *save* unnecessary *labour* and *waste of time* and secure accuracy of performance. *As a result he will relieve himself and his staff of unimportant routine tasks and drudgery.*
- d. A characteristic activity of the manager is his *responsibility on employment* and *performance* procedures.
- As regards employment of personnel he should *describe* precisely the forms of *the jobs* required and then proceed to the *selection* and *training* of the necessary staff. The required standard of performance is reached with the correct *motivation* of the staff, a firm *supervision* and a fair and undisputable *evaluation*.
- The increase of productivity will be the unquestionable result.*
- e. A high *concern* about *working methods*, which includes *analysis* and *improvement* of those in use at present, *will result to the application of easier and better ways of performance.*
- f. Then, the *ability* of the manager *to handle and store* all relevant *data* will enable him *to meet the needs of his enterprise for accurate and reliable information successfully.*
- g. Last in the series of activities, but not less important, is the *design* of *office forms*. These will refer to all necessary *media* and should provide for:
- classification and recording,
  - duplication and distribution, and eventually,
  - analysis and storing.
- A keen manager always wants to *avoid duplication of work, waste of time and effort, confusion — all at the expense of accuracy.* The use of carefully designed office forms certainly results to this.

### 1.3c Study these notes carefully:

- (a) He will make the best possible use of time and space *available*.
- (b) He wants to have *reliable* information.

In (a) above the use of the adjective “available” is *predicative*, i.e. the adjective forms part of the predicate, it says something about the subject.

In (b) above the use of the adjective “reliable” is *attributive*, i.e. it names a quality and is used with *the noun*.



Now, read again the whole paragraph 1.3b and make a list of all adjectives in two columns:

- i. Predicative
- ii. Attributive

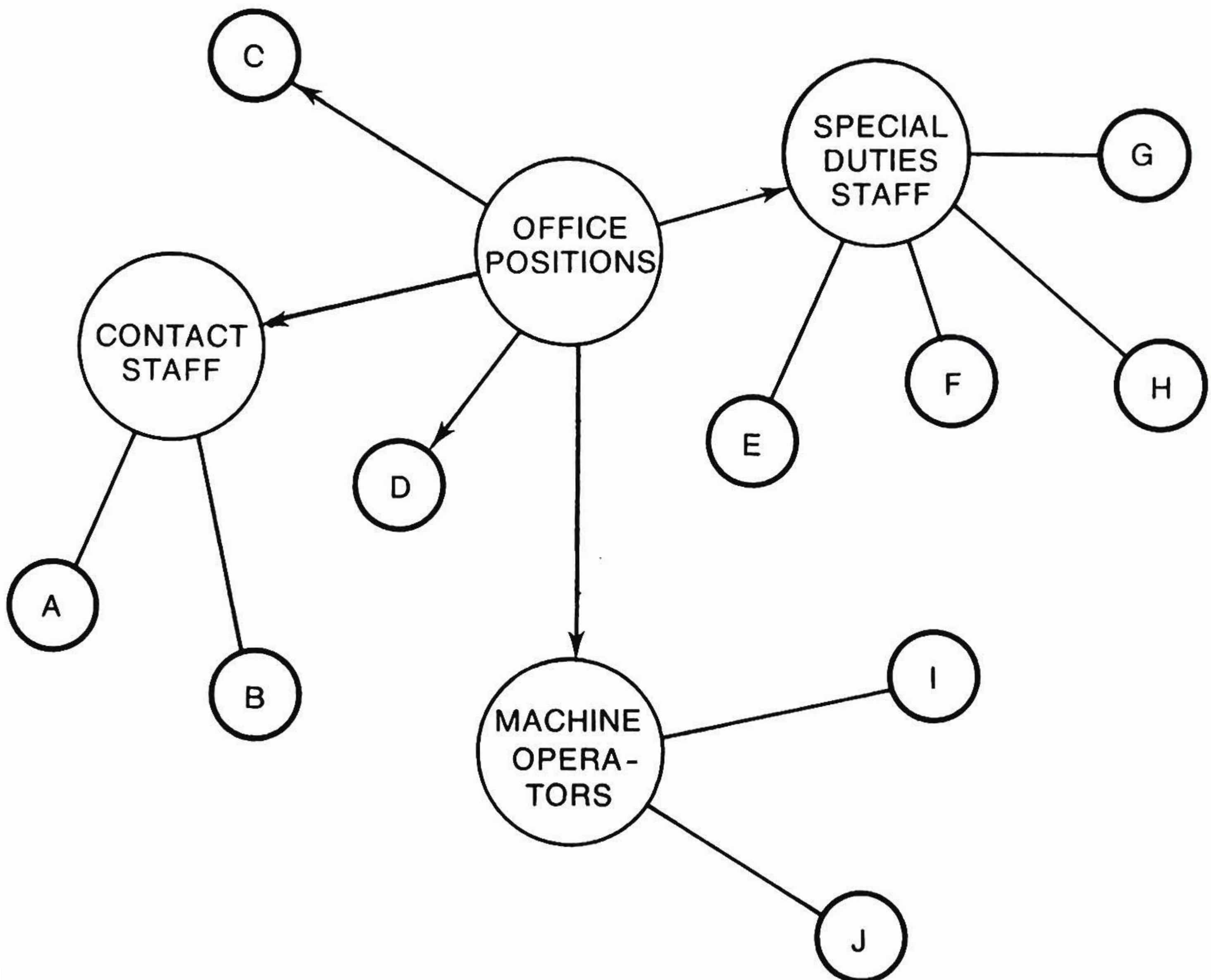
## Vocabulary

*constant* / 'kɒnstənt / σταθερός  
*responsibility* / rɪ'spɒnsə'bɪlətɪ / ευθύνη, υπευθυνότητα  
*concern* / kən'sɜːn / ενδιαφέρον, σχέση  
*design* / dɪ'zaɪn / σχεδίαση  
*accommodation* / ə'kɒmə'deɪʃn / στέγαση, κτιριακές εγκαταστάσεις  
*condition* / kən'dɪʃn / συνθήκες  
*accuracy* / 'ækjərəsɪ / ακρίβεια  
*improvement* / ɪm'pruːvmənt / βελτίωση  
*handling* / 'hændlɪŋ / διαχείριση, αντιμετώπιση  
*media* / 'miːdiə / μέσα  
*expansion* / ɪk'spænsɪn / επέκταση  
*privacy* / 'prɪvəsi / περιβάλλον (χωρίς εξωτερικές ενοχλήσεις)  
*ventilation* / 'ventɪ'leɪʃn / αερισμός  
*supervising* / 'supə'vaɪzɪŋ / επίβλεψη  
*evaluating* / ɪ'vælju'eɪtɪŋ / αξιολόγηση  
*classification* / 'klæsɪfɪ'keɪʃn / ταξινόμηση  
*recording* / rɪ'kɒdɪŋ / καταγραφή, αρχειοθέτηση  
*distribution* / 'dɪstrɪ'bjuːʃn / διανομή  
*affect* / ə'fekt / επηρεάζω  
*morale* / mə'reɪl / ήθικό  
*relieve* / rɪ'liːv / ανακουφίζω  
*routine* / ruːtɪn / ρουτίνα  
*drudgery* / 'drʌdʒəri / μονότονη δουλειά  
*productivity* / 'prɒdʌk'tɪvətɪ / παραγωγικότητα  
*confusion* / kən'fjuːʒn / σύγχυση  
*relationship* / rɪ'leɪʃn-ʃɪp / σχέση  
*link* / lɪŋk / δεσμός  
*vice versa* / 'vaɪsɪ 'vɜːsə / αντίστροφα  
*concentrate* / 'kɒnsntreɪt / συγκεντρώνω  
*secure* / sɪ'kjʊə / εξασφαλίζω  
*comfort* / 'kʌmfət / άνεση  
*facilitate* / fə'sɪləteɪt / διευκολύνω  
*equipment* / ɪ'kwɪpmənt / εξοπλισμός  
*precisely* / prɪ'saɪslɪ / μέ ακρίβεια  
*supervision* / 'supə'vɪʒn / επίβλεψη  
*fair* / feə / δίκαιος, αμερόληπτος  
*undisputable* / ʌndɪs'pjuːtəbl / αδιαφιλονίκητος  
*unquestionable* / ʌn'kwɛstənəbl / αναμφισβήτητος  
*store* / stɔː / αποθηκεύω  
*design* / dɪ'zaɪn / σχεδίαση  
*keen* / kin / όξυδερκής  
*predicative* / prɪ'dɪkətɪv / κατηγορηματικός (γραμ)  
*predicate* / predɪ'keɪt / κατηγορήμα  
*attributive* / ə'trɪbjʊtɪv / επιθετικός (γραμ.)



## SECRETARIAL DUTIES

1.4a Look at the following diagram:



Diagr. 2

- A — switchboard operator
- B — receptionist
- C — bookkeeper
- D — cashier
- E — stenographer
- F — secretary
- G — typist
- H — clerk
- I — business-machine
- J — electronic-machine



### 1.4b Study the following statements:

- a. There are some *skills* a secretary must have:
- Typing.
  - Shorthand.
  - Office machines operation.
  - Knowledge of filing systems.
- b. There are some basic *qualifications* a secretary must possess:
- Competence.
  - Interest.
  - Imagination.
  - Tact and good manners.
  - Sound judgement.
  - Integrity.
  - Sense of responsibility.
  - Initiative.
  - Methodical approach to work.
- c. There are some *characteristics of personality* important for a secretary:
- Good appearance.
  - Pleasing personality.
- d. Some of the *responsibilities* of the secretary are listed below:
- She handles correspondence.
  - She schedules meetings and appointments.
  - She deals with callers.
  - She records the minutes of meetings.
  - She cares about filing.
  - She acts as administrative assistant to her employer or manager, in general.

### Vocabulary

*contact* / 'kontækt / έπαφή  
*operator* / 'opəreitə / χειριστής  
*receptionist* / ri'sepʃnist / υπάλληλος υποδοχής  
*bookkeeper* / 'bʊk-ki:pə / λογιστής, καταστιχογράφος  
*stenographer* / stə'nogrəfə / στενογράφος  
*clerk* / klɜ:k / υπάλληλος  
*business machine* / 'biznəs mə'ʃin / επαγγελματική μηχανή  
*skill* / skil / επιδεξιότητα  
*typing* / 'taɪpɪŋ / δακτυλογράφηση  
*shorthand* / 'ʃɔ:thænd / στενογραφία  
*office machine* / 'ofɪs mə'ʃin / μηχανή γραφείου  
*qualification* / 'kwɒlɪfɪ'keɪʃn / προσόντα  
*competence* / 'kɒmpɪtəns / ικανότητα, έμπειρία  
*imagination* / ɪ'mædʒɪ'neɪʃn / φαντασία  
*tact* / tækt / λεπτότητα  
*sound* / saʊnd / σωστός  
*judgement* / 'dʒʌdʒmənt / κρίση  
*integrity* / ɪn'tegrəti / άκεραιότητα



*personality* / 'pɜːsə'næləti / προσωπικότητα  
*appearance* / ə'piərəns / εμφάνιση  
*correspondence* / 'kɒrɪ'spɒndəns / αλληλογραφία  
*schedule* / 'ʃedʒul / προγραμματίζω  
*meeting* / 'miːtɪŋ / συνάντηση, συγκέντρωση  
*appointment* / ə'pɔɪntmənt / συνάντηση  
*deal* / diːl / ασχολούμαι  
*caller* / 'kɔːlə / επισκέπτης  
*minutes* / 'mɪnɪts / πρακτικά (συνεδριάσεων)  
*administrative* / əd'mɪnɪstrətɪv / διοικητικός

## CLERICAL DUTIES

### 1.5a Study the following statements:

- a. There is a variety of *clerical duties* depending on the department in which a clerk works.
- b. Here are some *forms* of clerical work:
  - i. Filing.
  - ii. Payroll.
  - iii. Billing.
  - iv. Ledger.
  - vi. Correspondence.
  - vi. Mailing.
  - vii. Stock.
- c. The corresponding *duties* are listed below:
  - i. The *filing clerk* arranges and maintains the files of the company for easy reference.
  - ii. The *payroll clerk* maintains salary records for the personnel of the company.
  - iii. The *billing clerk* prepares and sends bills to customers for services and / or goods.
  - iv. The *ledger clerk* maintains financial records for the company.
  - v. The *correspondence clerk* carries out all correspondence of the company with customers, banks etc.
  - vi. The *mailing clerk* directs incoming and outgoing mail and memoranda between offices and departments.
  - vii. The *stock clerk* maintains and distributes stationery supplies to company personnel.

## Vocabulary

*depend* / dɪ'pend / εξαρτώμαι  
*payroll* / 'peɪrɔːl / κατάσταση μισθοδοσίας  
*ledger* / 'ledʒə / καθολικό  
*corresponding* / 'kɒrɪ'spɒndɪŋ / αντίστοιχος  
*bill* / bɪl / λογαριασμός  
*customer* / 'kʌstəmə / πελάτης



*incoming* / 'ɪnkʌmɪŋ / εισερχόμενος  
*outgoing* / 'aʊtgəʊɪŋ / εξερχόμενος  
*memorandum* (—da) / 'memə'rændəm / υπόμνημα  
*distribute* / dɪ'strɪbjʊt / μοιράζω  
*stationery* / 'steɪʃnəri / γραφική ύλη  
*supply* / sə'plaɪ / εφόδια

## EXERCISES

I. Answer the following questions using one complete sentence for each answer:

1. Which are the main office departments?
2. What does general administration mean?
3. What does payments department deal with?
4. What is the export section in a company?
5. Which are the basic functions of a manager?
6. Which are the areas of the records section in a company?
7. What does calculations section deal with?
8. How do bar charts give information?
9. Which is one of the most important activities of a manager according to the content of para. 1.3b?
10. What does the term working space denote?
11. What does a keen manager want to avoid?
12. Which are the skills a secretary must have?
13. Which characteristics are important for a secretary?
14. Which of the qualifications of a secretary do you consider important?
15. What do clerical duties depend on?

II. Match a word or phrase from column A with a word or phrase from column B to make sense:

### A

1. The Reception is part of the - - - -  
- - - -
2. Recording is a function of the - -  
- - - - -
3. The recruitment of staff is an  
activity of the - - - - -
4. Planning and organization are  
functions of the - - - - -
5. Accommodation and working  
conditions affect - - - - -
6. Training and motivation of  
personnel - - - - -
7. The switchboard operator  
belongs to the - - - - -
8. The stenographer belongs to the  
- - - - -
9. Shorthand is a skill - - - - -
10. Integrity is a qualification - - - - -
11. Payment of wages is a function  
of the - - - - -

### B

- a. Manager of a company.
- b. the morale and efficiency of  
personnel.
- c. special duties staff.
- d. a secretary must have.
- e. Communications section.
- f. a secretary must possess.
- g. Personnel department.
- h. General Administration.
- i. Contact staff.
- j. increase productivity.
- k. Mail department.
- l. Accounts section.



III. Match the clerical staff in column A with the duties in column B.

A	B
1. Secretary - - - - -	a. prepares bills for customers.
2. Receptionist - - - - -	b. maintains financial records.
3. Switchboard operator - - - - -	c. maintains the files of the company.
4. Billing clerk - - - - -	d. handles correspondence.
5. Filing clerk - - - - -	e. directs incoming and outgoing mail.
6. Payroll clerk - - - - -	f. receives telephone calls.
7. Stock clerk - - - - -	g. the first contact of the company with a customer.
8. Ledger clerk - - - - -	h. writes down the minutes of meetings.
9. Mailing clerk - - - - -	i. maintains and distributes stationery supplies.
10. Stenographer - - - - -	j. controls the staff of a company.
	k. maintains salary records.

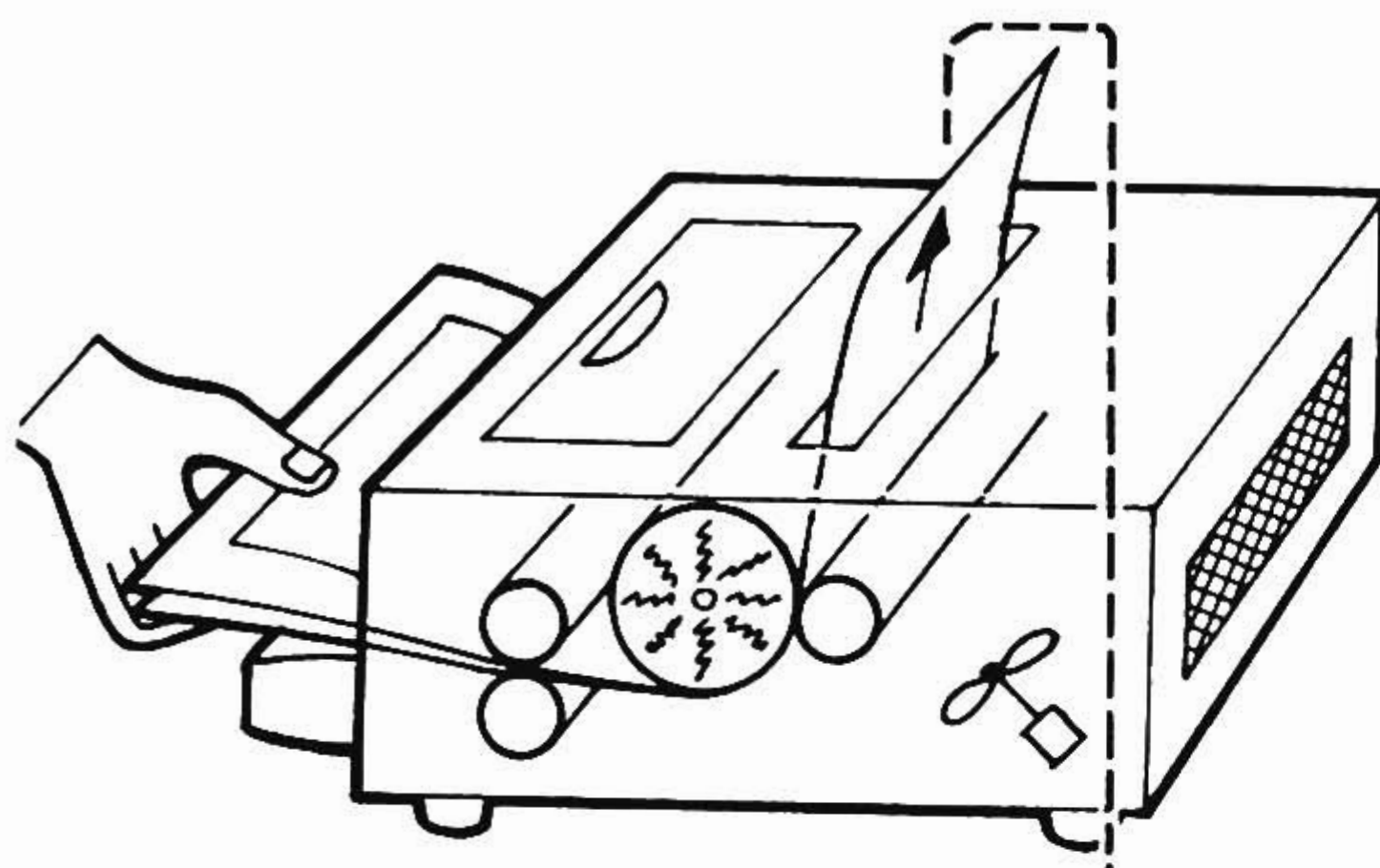
IV. Say whether the following statements are TRUE or FALSE:

- 1. The Accounts and Stock departments are very important in an enterprise.
- 2. The Payments department deals only with customers accounts.
- 3. Graphical surveys give information on limited topics.
- 4. We can group the staff of an enterprise on a departmental or functional basis.
- 5. The manager co-ordinates the relationships between departments.
- 6. Bar charts give information referring to the percentage breakdown and the relationship between sectors concerned.
- 7. Pie diagrams give the same information as bar charts.
- 8. Ventilation of space does not affect working conditions.
- 9. Analysis and storing of office forms is a waste of time.
- 10. A link between the manager and his office is not always necessary.
- 11. The right selection of personnel and the correct training result to the increase of productivity.
- 12. Sense of responsibility is a very important qualification for a secretary.

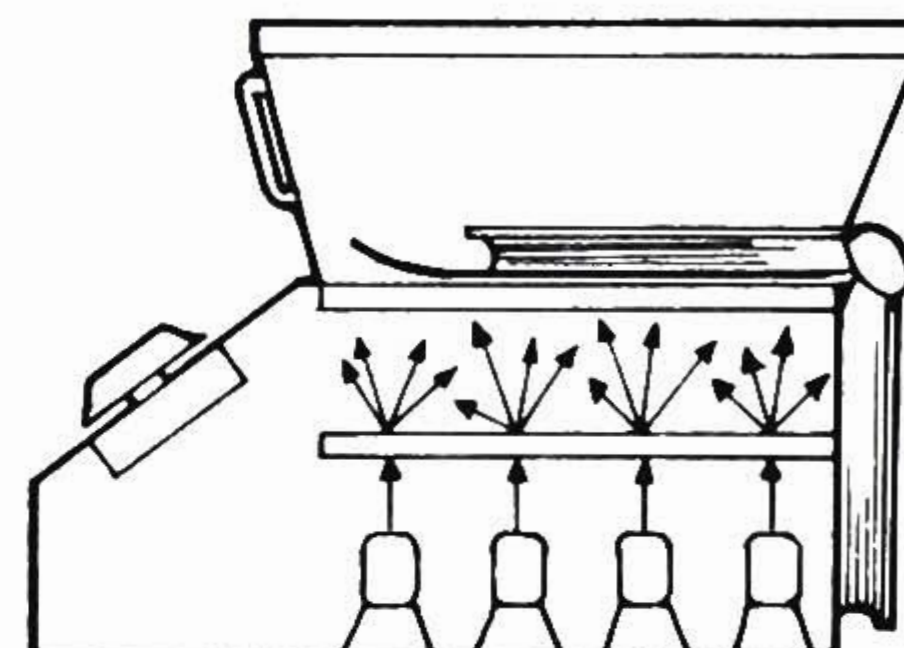




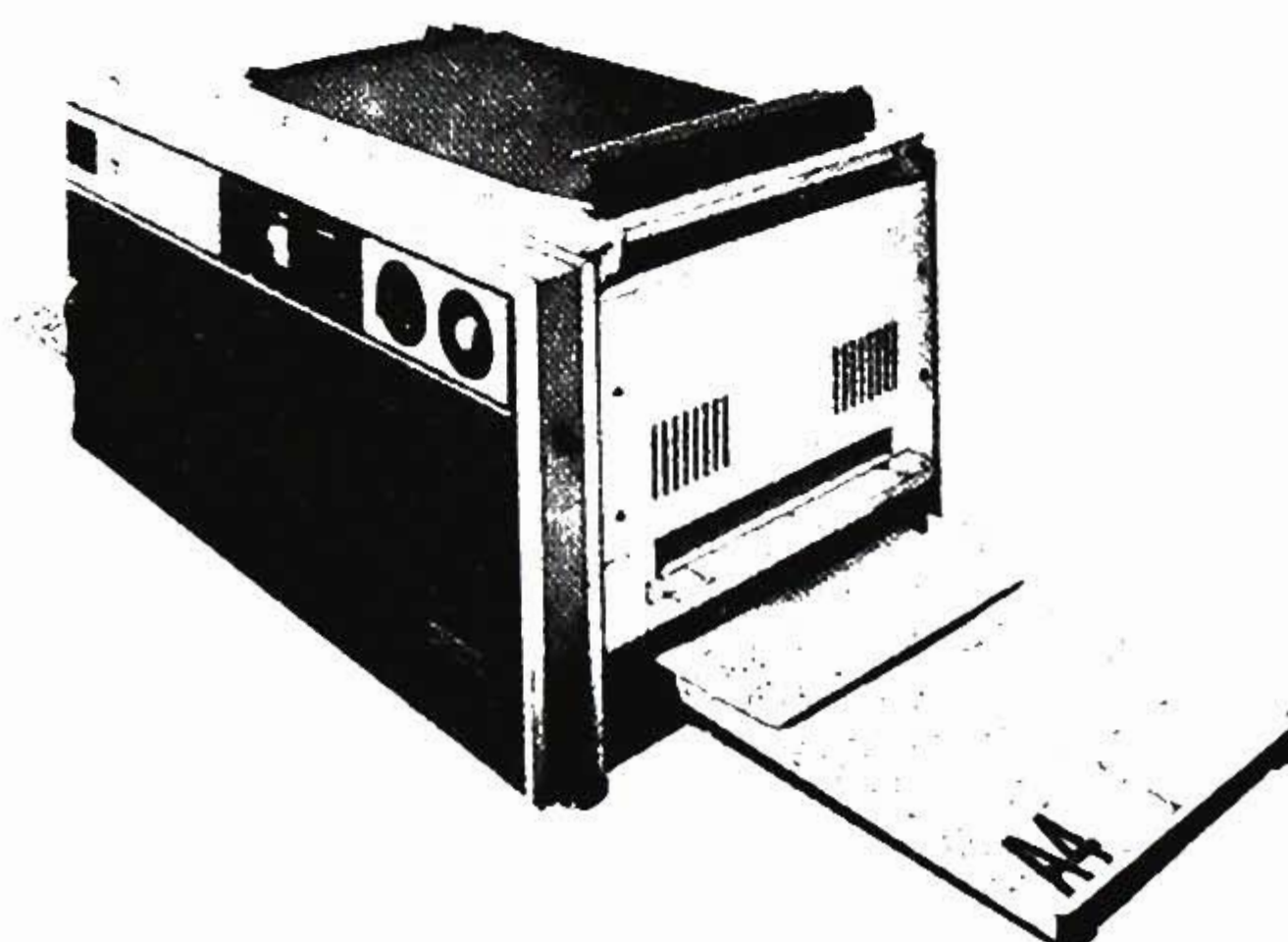
### 2.1a Look at the following pictures:



pict. 2



pict. 3



pict. 1

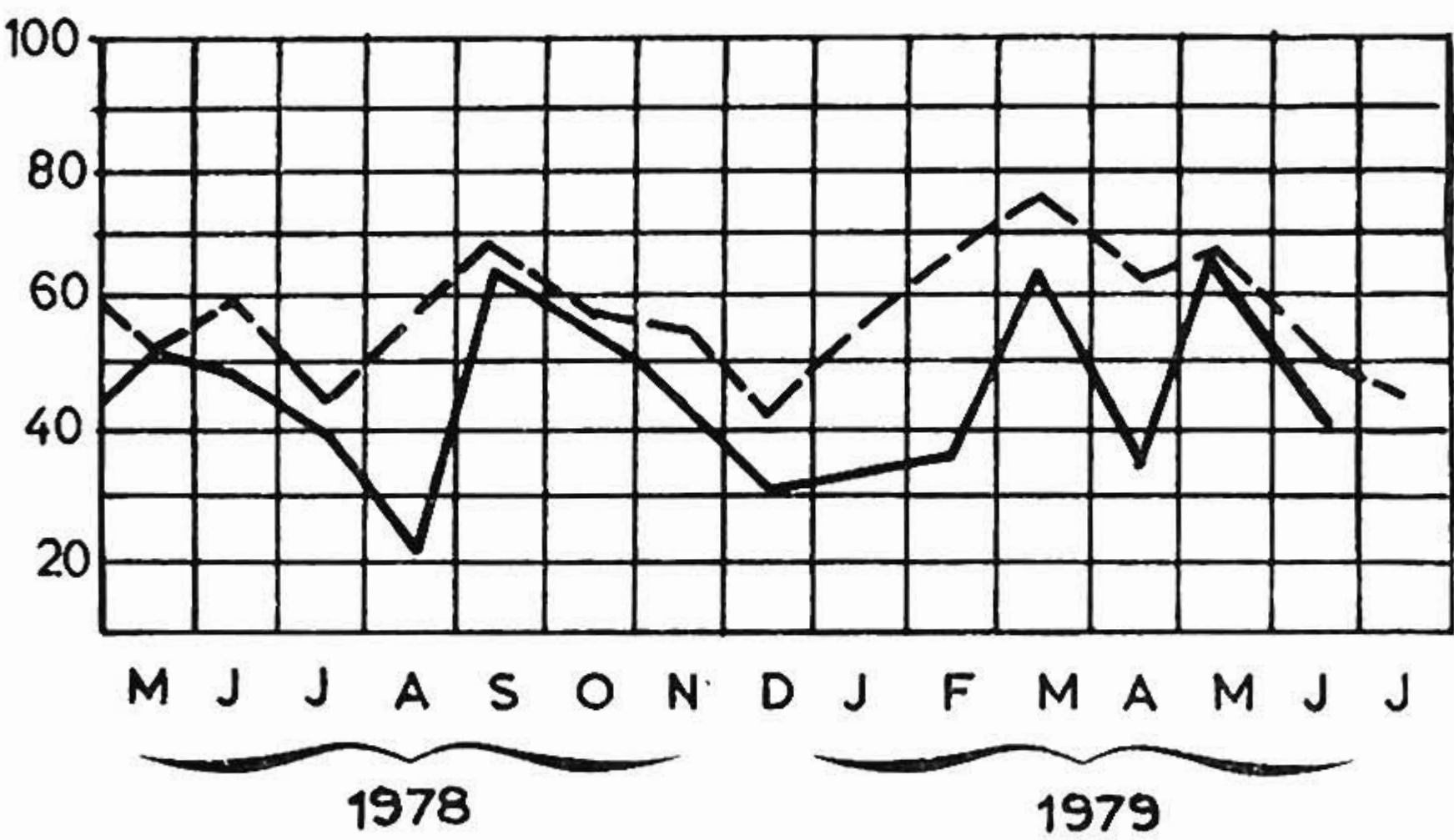
### 2.1b Study the following statements:

- a. There are three basic types of *Copying* equipment. They are:
  - i. The Xerox machine.
  - ii. The thermal machine, and
  - iii. the transfer diffusion machine.
- b. The Xerox machine is an electrostatic photocopying machine. It gets its name from the manufacturer Rank Xerox Ltd.
- c. The Xerox machine (pict. 1) produces copies quickly; and for large numbers of *copies* is not expensive. On the other hand, we do not need *special* paper for the copies.
- d. The thermal machine (pict. 2) may be cheaper than the Xerox one. It doesn't pick up coloured *originals*, either. It's mainly used for *black printed* or *typewritten* work. We also use it to produce *masters* for *ink* and *spirit duplicators* and also *transparencies* for overhead projectors.

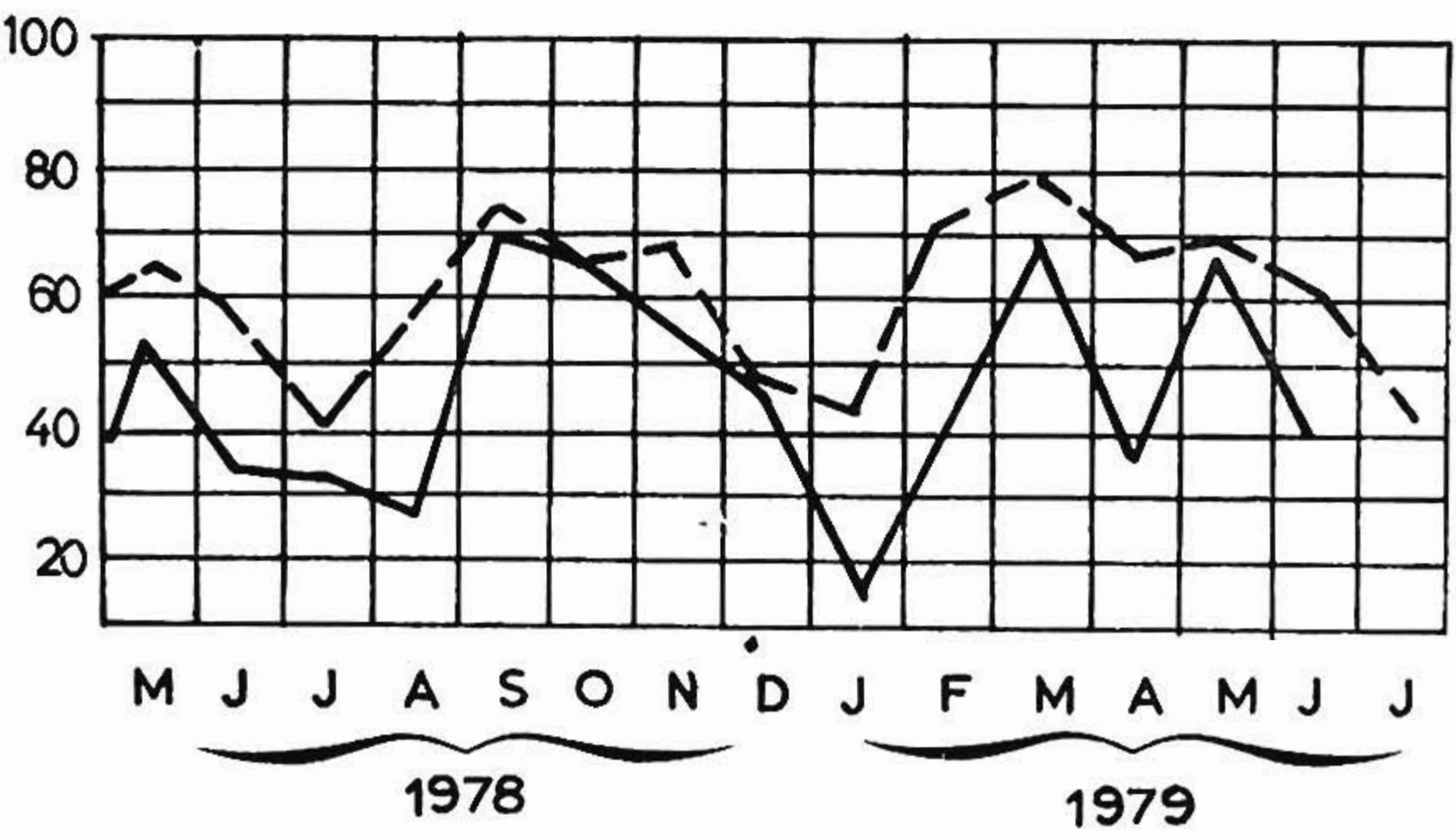


e. The tranfer diffusion machine (pict. 3) needs *special* paper. It is *expensive* but can *print* coloured originals. Of course, it doesn't give coloured copies but *reproduces* the colours in black and white.

2.1c Look at the following graphs. Graph 4 gives production figures and graph 5 gives expense figures (In thousands of copies for graph. 4, and hundreds of pounds for graph. 5.) The broken line (-----) represents forecast figures and the straight line (—) actual figures:



Graph. 4



Graph. 5

Now fill the blanks in the following sentences with one of the words listed below:

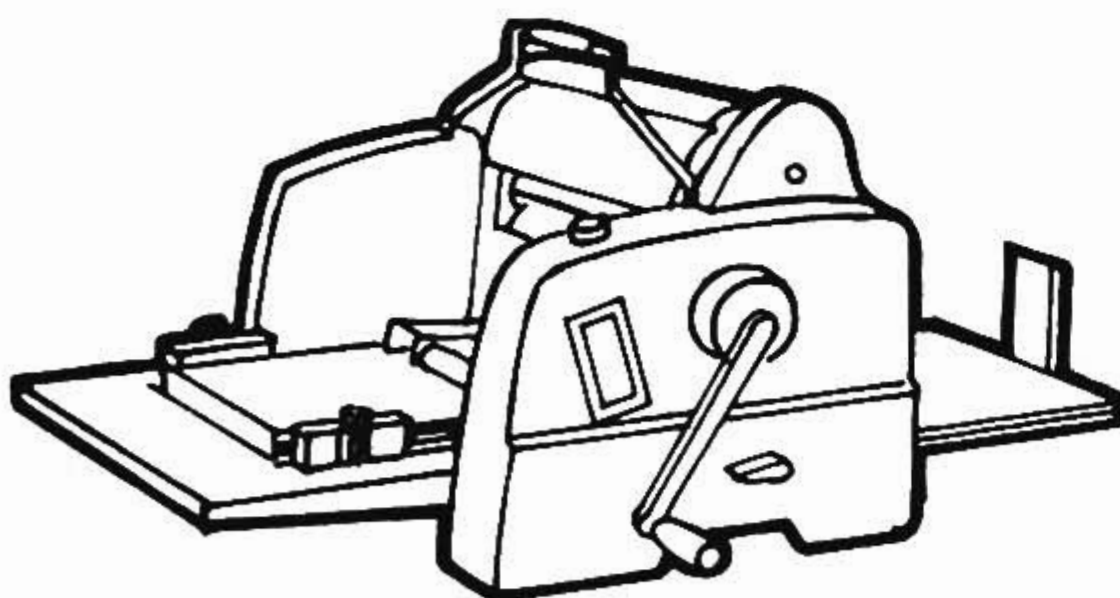
photocopies	May	smallest	greatest
expensive	March	September	lower
bigger	lowest	60,000	75,000
65,000	£7500	£7000	£7000



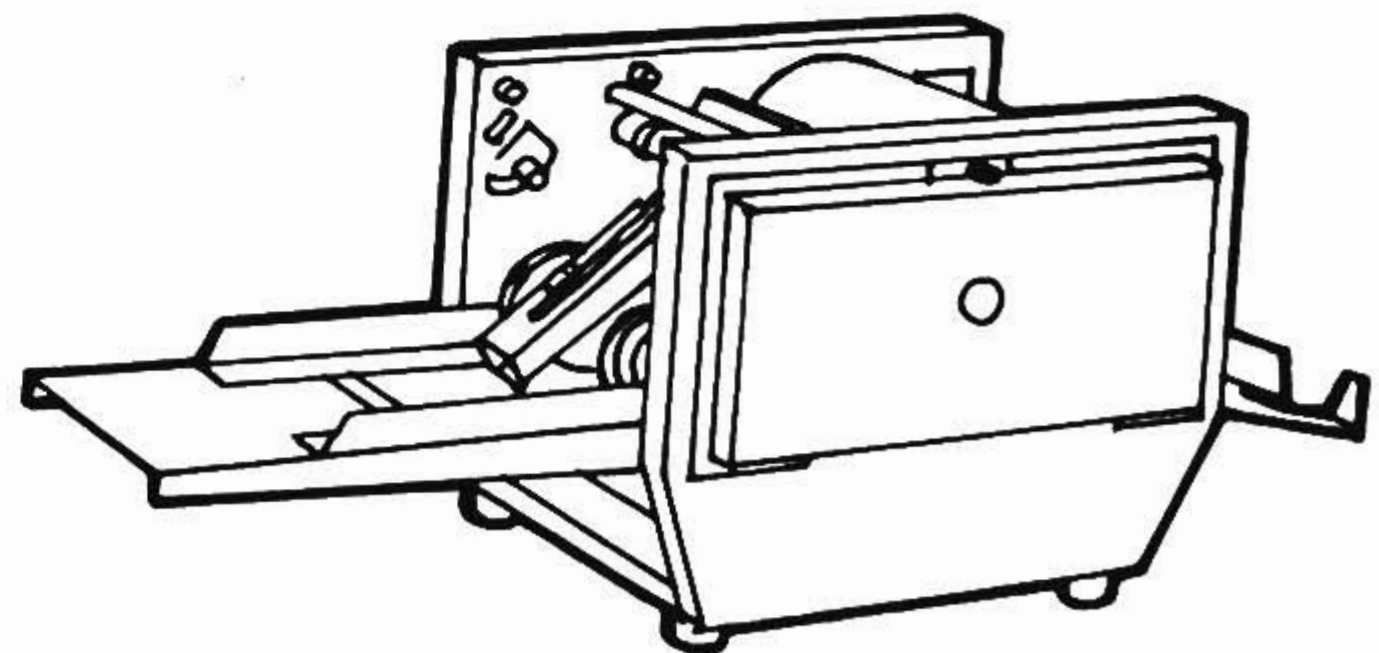


1. The smallest figure of — made was in April 1978 and the greatest in — 1979.
2. Forecasts provided the — figure in December 1978 and the — figure in March 1979.
3. The most — month in 1978 was expected to be — .
4. The most expensive month in 1979 was — .
5. Production started at a — level in January 1979 than in May 1978, but in May 1979 was — than in May 1978.
6. The — figure of expenses for the year 1978 was in August and the corresponding figure for 1979 was in January.
7. The number of photocopies made in September 1978 was more than — .
8. The number of copies expected for March 1979 was — , whereas those made were about — .
9. In September 1978 the company expected — as total expenses. However, the total expenses were only — .
10. The highest figure of expenses from May 1978 to July 1979 was — .

### 2.2a Look at the following pictures:



pict. 4



pict. 5

### 2.2b Study the following statements:

- a. There are two main types of *duplicators*:
  - i. The ink duplicator, and
  - ii. The spirit duplicator.
- b. We use a *stencil* with an ink duplicator.
- c. We can use a *typewriter* to write on the stencil, or we can use a *stylus*.
- d. We can get as *many copies* as we like with ink duplicators.
- e. We must use *methyated spirit* to clean both duplicator and stencils after use.
- f. We use a *carbon* and a sheet of paper, as a *spirit master*.
- g. We can have seven colours in *one print* when using a spirit duplicator.
- h. We simply use *different colours of carbons*.
- i. We can, also, get different colour prints with *ink stencils*, but, we must change the *drum*, use different stencils for each colour and make as many runs as the number of the colours.
- j. We can *draw* both on spirit masters and on stencils.



## 2.2c Use the following words in sentences of your own:

Ink duplicator  
Original  
Stencil  
Methylated spirit  
Copies

Thermal machine  
Spirit duplicator  
Transparency  
Stylus  
Special paper

## Vocabulary

*copy* / 'kɒpi / αντίγραφο, αντιγράφω  
*duplicate* / 'djʊplɪkət / αντίγραφο, αντιγράφω, αντίτυπο  
*Xerox* / 'ziroks /  
*thermal* / θɜːml / θερμικός  
*transfer* / trænˈsɜːfə / μεταφέρω  
*diffusion* / dɪˈfjuːʒn / διάχυση, διασπορά  
*electrostatic* / ɪˈlektroʊˈstætɪk / ηλεκτροστατικός  
*photocopying* / 'fəʊtəʊˈkɒpiŋ / φωτοαντίτυπο  
*manufacturer* / 'mænʃuːˈfæktʃərə / κατασκευαστής  
*produce* / prəˈdjuːs / παράγω  
*special* / speʃl / ειδικός  
*original* / əˈrɪdʒɪnəl / πρωτότυπος  
*printed* / 'prɪntɪd / έντυπος  
*typewritten* / 'taɪpˈrɪtɪn / δακτυλογραφημένος  
*master* / 'mɑːstə / βασικό, πρωτότυπο  
*duplicator* / 'djʊplɪˈkeɪtə / πολύγραφος  
*transparency* / trænˈspeərənsi / διαφάνεια  
*overhead projector* / 'əʊvəhæd prəˈdʒektə / γραφοσκόπιο  
*actual* / æktʃʊəl / πραγματικός  
*stencil* / 'stensl / μεμβράνη πολυγράφου  
*stylus* / 'stɑɪləs / γραφίδα  
*methylated spirit* / meθɪˈleɪtɪd 'spɪrɪt / μεθυλικό οινόπνευμα  
*carbon* / 'kɑːbən / φύλλο καρμπόν  
*drum* / drʌm / τύμπανο

## Exercises

I. Answer the following questions using one complete sentence for each answer:

1. What is the Xerox machine?
2. What does it produce?
3. Which is the main use of a thermal machine?
4. What can the transfer diffusion machine print?
5. How many duplicators can you mention?
6. Which is the use of a stencil?
7. Where do we use a stylus?
8. How can we get coloured prints from a spirit duplicator?
9. How can we get coloured prints from an ink duplicator?
10. What do we use to clean duplicators and stencils?



## 2.2d Study the following table:

Type of originals for reproduction:

Typewritten matter	yes
Pencilled matter	yes
Newspaper cuttings	yes
Line drawings	yes
Ink stencil duplicates	yes
Coloured pencil	no
Felt pen	no
Marker	no
Ball-point pen	no
Printed matter on colour paper	no
Spirit duplicated matter	no
Litho duplicated matter	yes

### Vocabulary

*reproduction* / rɪprə'dʌkʃn / αναπαραγωγή

*typewritten* / 'taɪp'riɪt / δακτυλογραφημένος

*pencilled* / 'pensɪd / γραμμένος με μολύβι

*cutting* / 'kʌtɪŋ / απόκομμα

*coloured* / 'kɒləd / έγχρωμος

*felt pen* / 'felt 'pen / μαρκαδόρος

*marker* / 'mɑ:kə / μαρκαδόρος

*ball-point pen* / 'bɔ:l pɔɪnt pen / πέννα με σφαιρική άκρη

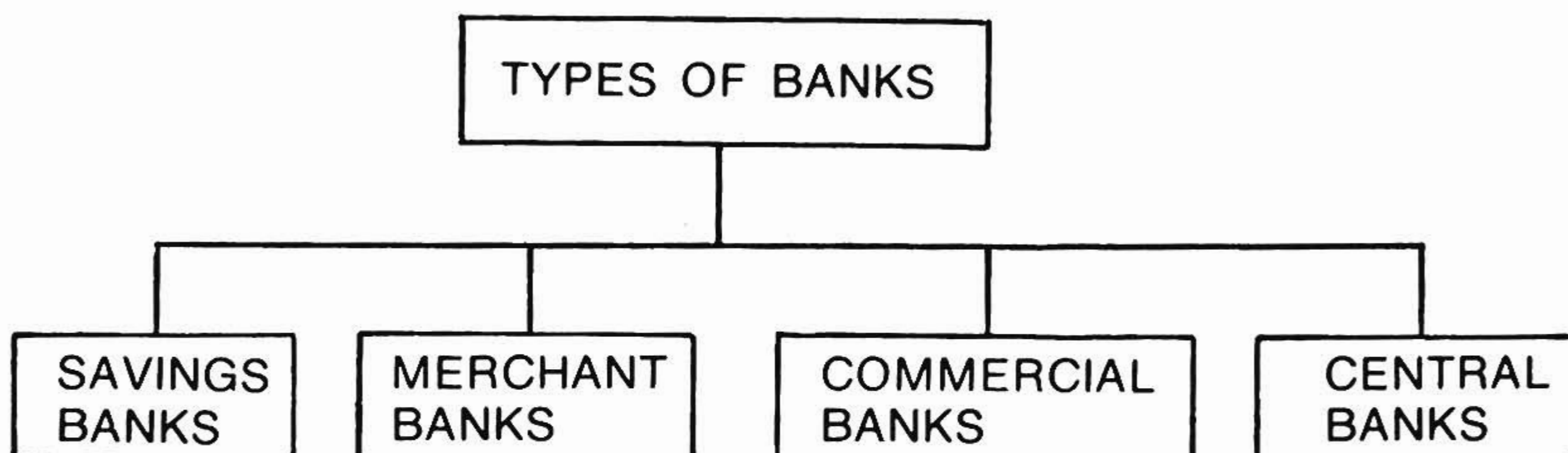
*printed* / 'prɪntɪd / τυπωμένος

*litho* / 'lɪθə / λίθο -, λιθογραφία

## UNIT 3

### BANKS AND BANKING

#### 3.1a Look at the following diagram:



Diagr. 3.



### 3.1b Study the following statements:

- Savings Banks*, mainly, accept deposits. They, sometimes, do little other banking business. An example of saving bank is the *Post Office Savings Bank*.
- Commercial Banks* undertake all kinds of banking business. They deal both with *individuals* and *firms*. They receive *deposits*, extend *loans*, *transfer funds*, purchase and sale *foreign exchange*, safekeep valuables etc.
- The *Merchant Bank* is a type of banking Institution specialized in business relating to *bills of exchange*.
- Central Banks* are responsible for the *monetary policy* of a country and exercise control over the commercial banks.
- Commercial Banks have *branches* all over the country.
- Commercial Banks are subject to the supervision of *Monetary Committee*.
- We can group banks according to function, organizational set-up, or relationship to each other. So, we have:

Correspondent Banks  
Drive-In Banks  
Industrial Banks  
Investment Banks  
Mortgage Banks

apart from the types of banks mentioned previously.

### 3.1c Following are some definitions of banking Institutions. Fill the blanks at the end of each definition with the corresponding name of the bank type:

1. They deal with the financing of the capital requirements of an enterprise. \_\_\_\_\_ (IN)
2. They are responsible for the monetary policy of a country. \_\_\_\_\_ (CA)
3. They provide tellers' windows at the outside of buildings for the convenience of customers. \_\_\_\_\_ (DR)
4. They accept deposits from individuals, mainly \_\_\_\_\_ (SA)
5. They derive their funds through savings known as «investment shares» \_\_\_\_\_ (IND)
6. They undertake all kinds of banking business. \_\_\_\_\_ (CO)

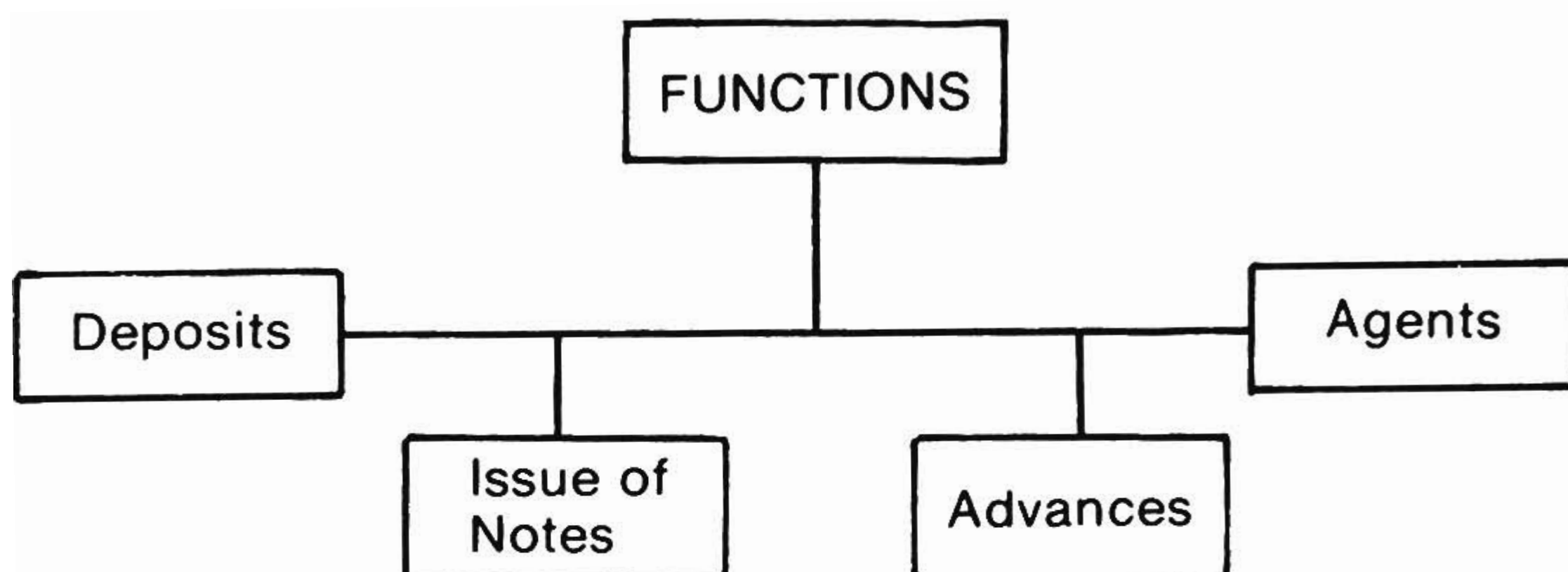
### Vocabulary

*Saving* / 'seɪvɪŋ / αποταμίευση  
*deposit* / dɪ'pɒzɪt / κατάθεση  
*Post Office Savings Bank* / Ταχυδρομικό Ταμιευτήριο  
*Commercial* / kə'mɜ:ʃl / Έμπορικός  
*undertake* / 'ʌndə'teɪk / αναλαμβάνω  
*individual* / 'ɪndɪ'vɪdʒʊəl / άτομικός  
*firm* / fɜ:m / επιχείρηση  
*extend* / ɪk'stend / επεκτείνω



*loan* / ləʊn / δάνειο  
*transfer* / træns'fɜː / έμβάλλω  
*funds* / fʌnds / χρηματικά ποσά  
*foreign exchange* / 'fɔːrən ɪks'tʃeɪndʒ / συνάλλαγμα  
*safekeep* / 'seɪf'kiːp / διασφαλίζω, προστατεύω  
*valuable* / 'væljuəbl / πολύτιμος  
*Merchant* / 'mɜːtʃənt / έμπορικός  
*Institution* / 'ɪnstɪtjuːʃn / ίδρυμα  
*specialized* / 'speʃlaɪz / ειδικεύομαι  
*relate* / rɪ'leɪt / αναφέρομαι, σχετίζομαι  
*bill of exchange* / 'bɪl ən ɪks'tʃeɪndʒ / συναλλαγματική  
*Central* / 'sentrl / κεντρικός  
*monetary* / 'mɒnɪtri / νομισματικός  
*policy* / 'pɒləsi / πολιτική  
*exercise* / 'eksəsaɪz / άσκω  
*control* / kən'trəʊl / έλεγχος  
*branch* / bræntʃ / ύποκατάστημα  
*subject to* / 'sʌbdʒɪkt tə / υπόκειται  
*supervision* / 'sʊpə'vɪʒn / επίβλεψη, επιθεώρηση  
*committee* / kə'mɪti / έπιτροπή  
*set-up* / 'set 'ʌp / διάρθρωση  
*correspondent* / 'kɒrɪ'spɒndənt / ανταποκριτής  
*drive-in* / 'draɪn 'ɪn / τράπεζα όπου εξυπηρετείται ό πελάτης μέσα στο άυτοκίνητό του  
*investment* / ɪn'vestmənt / επένδυση  
*mortgage* / 'mɔːɡɪdʒ / ύποθήκη  
*financing* / 'fɪnænsɪŋ / χρηματοδότηση  
*capital* / 'kæpɪtl / κεφάλαιο  
*teller* / 'telə / ταμίας  
*convenience* / kən'vɪniəns / εξυπηρέτηση  
*customer* / 'kʌstəmə / πελάτης  
*derive* / dɪ'raɪn / άντλώ  
*investment share* / ɪn'vestmənt ʃeə / όμόλογο

### 3.2a Look at the following diagram:



Diagr. 4



### 3.2b Study the following statements:

- a. The basic *function* of a bank is to accept deposits. There are *deposit* accounts on which *interest* is paid. Rates usually vary according to the type of deposit accounts. *Withdrawal* is subject to notice.
- b. There are, also, *current* accounts. No interest is paid on these accounts. Withdrawal is made by *cheque* and no notice is required. Current account *holders* effect payments by means of cheques for goods they purchase or services they enjoy.
- c. Central Banks usually have the *privilege* of issuing *bank-notes*, which are in fact *promissory notes*.
- d. There are four ways of effecting *advances* to customers:
  - i. *by loan*;
  - ii. *by overdraft*;
  - iii. *by discounting bills of exchange*;
  - iv. *by financing hire-purchase transactions*.
- e. There are, also, a number of services for the customers of the banks:
  - i. the issue of travellers's cheques;
  - ii. foreign-exchange business;
  - iii. import-export transactions;
  - iv. stock-exchange securities.

### 3.2c Look at the following chart showing the "route" of a cheque:

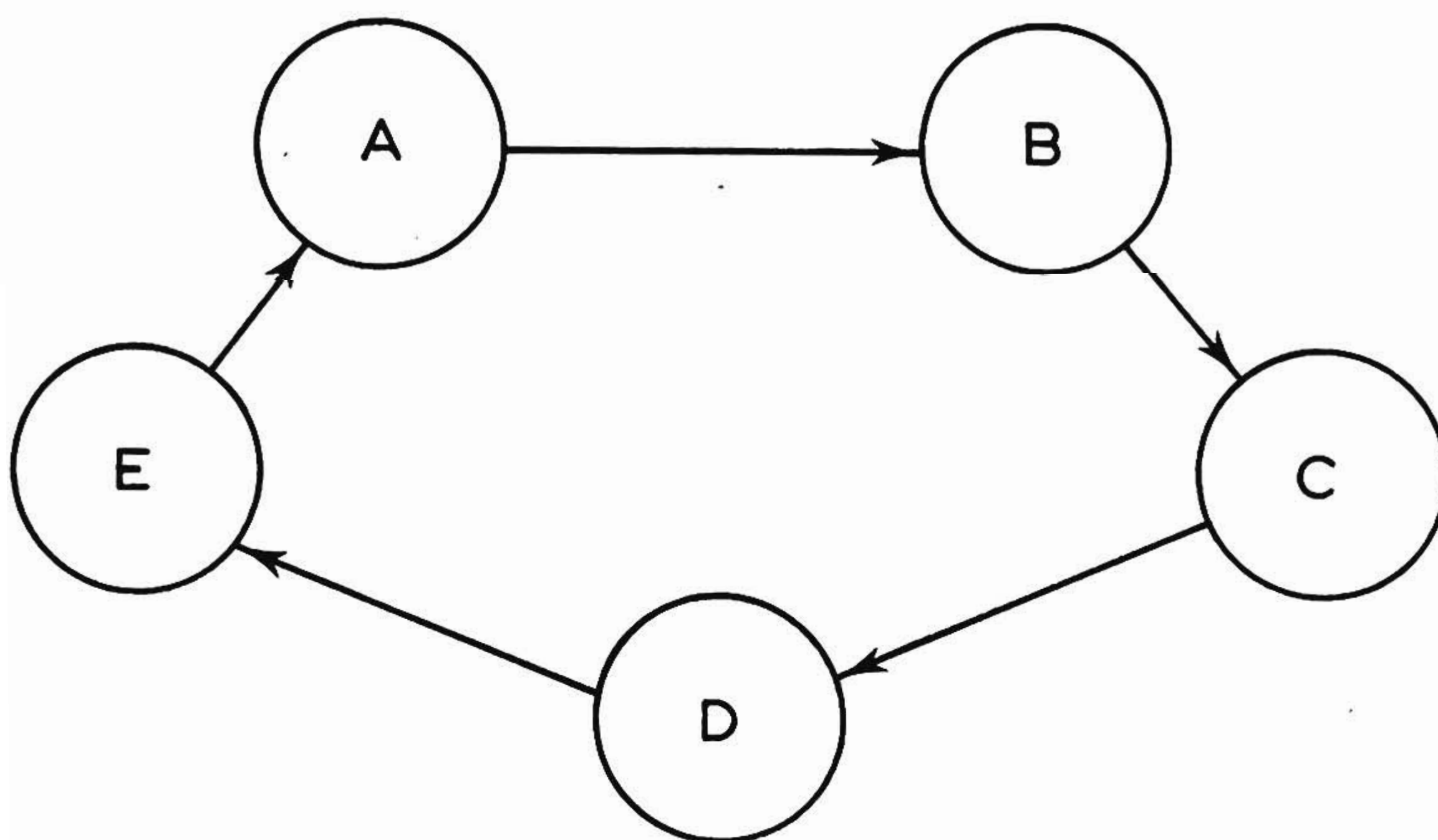


Chart 3



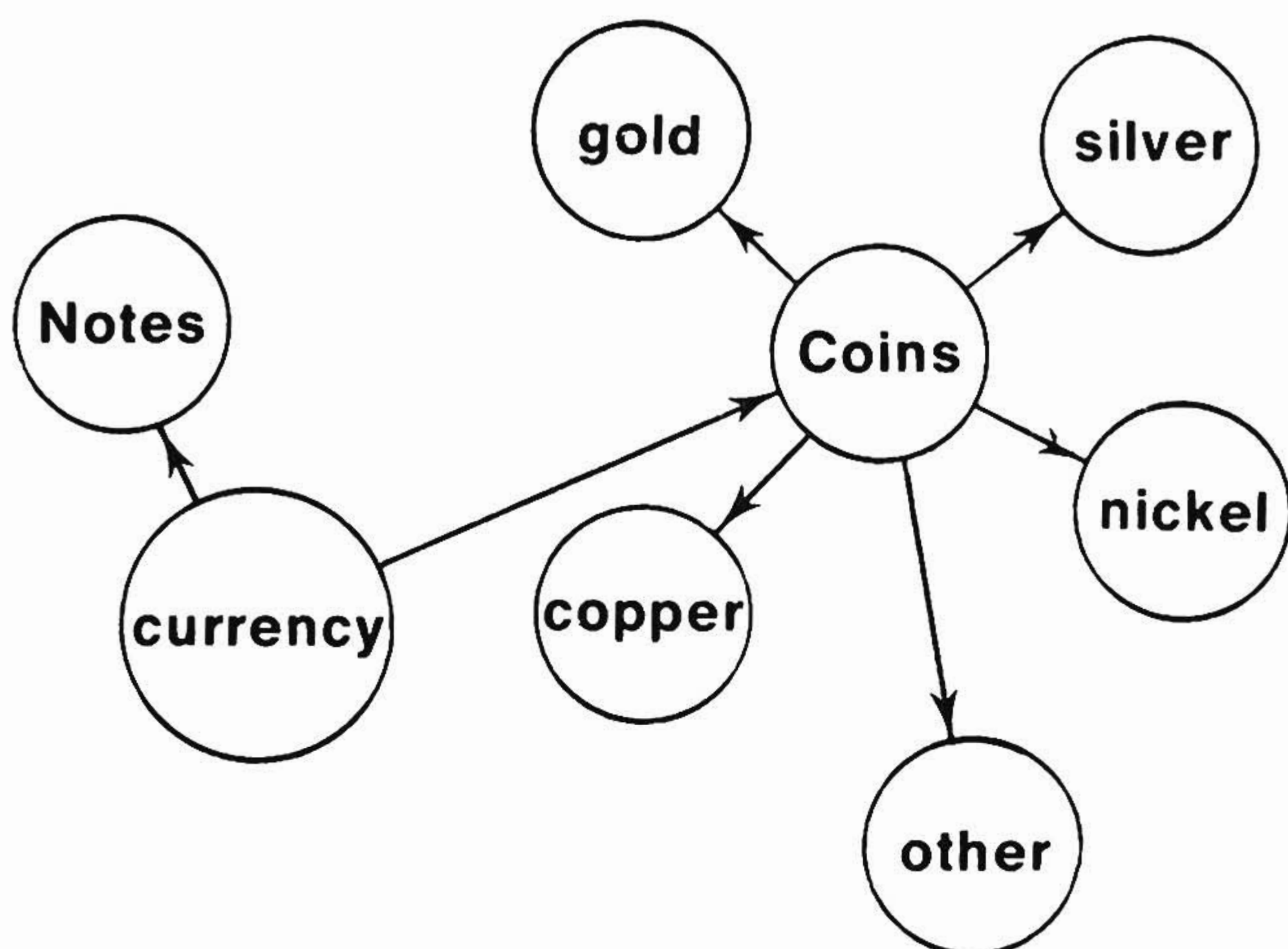
- A — Mr X orders some goods from Mr Z and issues a cheque drawn on his account with Lloyds Bank, London.
- B — Mr Z deposits the cheque on his account with Barclays Bank, Newcastle.
- C — Barclays Bank credits Mr Z's account subject to final collection and sends the cheque for credit to its account at the Central Bank.
- B — The Central Bank forwards the cheque to Lloyds Bank, London, where the amount of the cheque is deducted from Mr X's account.
- E — Lloyds Bank debits the account of Mr X and returns the cheque to him with his monthly statement.

## Vocabulary

*issue* / 'ɪʃu / εκδίδω  
*note* / nəʊt / τραπεζογραμμάτιο  
*advance* / əd'vɑns / χρηματοδότηση, προκαταβολή  
*agent* / 'eɪdʒənt / πράκτορας, αντιπρόσωπος  
*interest* / 'ɪntrəst / τόκος  
*rate* / reɪt / επιτόκιο  
*withdrawal* / wɪ'θ'drɔl / ανάληψη  
*notice* / 'nəʊtɪs / είδοποίηση  
*holder* / 'həʊldə / κάτοχος  
*privilege* / 'prɪvɪlɪdʒ / προνόμιο  
*bank-note* / 'bæŋk 'nəʊt / τραπεζογραμμάτιο  
*promissory note* / 'prɒmɪsəri 'nəʊt / ύποσχετική επιστολή  
*loan* / ləʊn / δάνειο  
*overdraft* / 'əʊvədræft / υπέρβαση  
*discount* / dɪs'kaʊnt / προεξόφληση  
*finance* / 'faɪnæns / χρηματοδοτώ  
*hire-purchase* / 'haɪə 'pɜ:tʃəs / αγορά με δόσεις  
*transaction* / træ'n'zækʃn / συναλλαγή  
*travellers' cheque* / trævlə tʃek / ταξιδιωτική έπιταγή  
*import* / 'ɪmpɔ:t / εισαγωγή  
*export* / 'eksɔ:t / εξαγωγή  
*stock-exchange* / 'stɒk ɪks'tʃeɪndʒ / χρηματιστήριο  
*security* / sɪ'kjʊəreɪtɪ / χρεώγραφο, τίτλος  
*collection* / kə'lekʃn / είσπραξη  
*forward* / 'fɔ:wəd / διαβιβάζω  
*deduct* / dɪ'dʌkt / εκπίπτω  
*statements* / 'steɪtmənt / αντίγραφο λογαριασμού



**3.3a Look at the following diagrams:**



**Diagr. 5**

**MONETARY UNITS**

Dollar	Pound	Franc	Krone	Mark	
U.S.A. Canada Australia Ethiopia	Gr. Britain Cyprus Israel N. Zealand	France Belgium Switzer. land	Denmark Norway Sweden Iceland	Federal Republic of Germany German Democratic Republic	
Lira	Dinar	Schilling	Drachma	Ruble	Yen
Italy Turkey	Algeria Iraq Yugoslavia	Austria	Greece	USSR	Japan

**Diagr. 6**





### 3.3b Study the following statements:

- Currency consists of *coins* and *bank notes*.
- In every day practice we use cheques instead of *currency*.
- There are various *denominations* both of coins and notes.
- Gold coins are no longer in *circulation*.
- Silver coins* are still in circulation in some countries.
- Nickel and copper coins are used quite a lot.
- Each country has its own *monetary unit*.
- Exchange rate* is a term that denotes how much of the monetary unit of a country equals to that of an other country.  
For example, the official exchange rate in 1946 was 18.95 cruzeiros to the dollar.

### 3.3c Study the following table:

Country	Currency	Kind	Denominations
Greece	Drachma	Coin	10 lepta, 20 lepta 50 lepta, 1, 2, 5 10 and 20 drachmae
		Note	50, 100, 500 and 1.000 drachmae
U.S.A	Dollar	Coin	1 cent, 5 cent, 10 cent, 25 cent, 50 cent, \$1
		Note	\$1, \$5, \$10, \$20 \$50, \$100, \$500 and \$1000
Great Britain	Pound Sterling	Coin	½ penny, 1, 2, 5, 10 and 50 pence
		Note	1, 5, 10 and 20 pounds

### Vocabulary

*currency* / 'kʌrənsɪ / νόμισμα  
*dollar* / 'dɒlə / δολλάριο  
*pound* / paʊnd / λίρα  
*franc* / fræŋk / φράγκο  
*Krone* / 'krəʊn / κορώνα  
*Mark* / mɑ:k / μάρκο  
*Lira* / 'liərə / λιρέτα  
*Dinar* / 'dɪnə / δηνάριο  
*Schilling* / ʃɪlɪŋ / σελλίνι  
*Ruble* / 'rʌbl / ρούβλι  
*Yen* / jən / γιέν  
*denomination* / dɪ'nomɪ'neɪʃn / μονάδα  
*circulation* / 'sɜ:kju'leɪʃn / κυκλοφορία  
*rate* / reɪt / τιμή



3.4a Look at the following pictures:

Date

Current account credit

Lloyds

Bank

Cashier's stamp and initials

Notes

£20

£10

£5

£1

Coins

50p

silver

bronze

Total of cash

Cheques POs etc

Branch

Account is the name of

Paid in by

Account number

£

pict. 6

Date

Deposit account credit

Lloyds

Bank

Cashier's stamp and initials

Notes

£20

£10

£5

£1

Coins

50p

silver

bronze

Total of cash

Cheques POs etc

Branch

Account is the name of

Paid in by

Account number

£

pict. 7

Date

Savings Bank account credit

Lloyds

Bank

Cashier's stamp and initials

Notes

£20

£10

£5

£1

Coins

50p

silver

bronze

Total of cash

Cheques POs etc

Branch

Account is the name of

Paid in by

Account number

£

pict. 8

Date

Lloyds Bank Limited

Bank Giro Credit

Code Number

Branch

Account is the name of

Paid in by

Payee's account number

Notes

£20

£10

£5

£1

Coins

50p

silver

bronze

Total of cash

Cheques POs etc

£

pict. 9

9/3/77

Cash

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

Cash

Ten pounds only

£10

or Order

J.R. Lawson

fig. 10

9/3/77

P.G. Weaver

Birthday Present

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

P.G. Weaver

Seven pounds 50p

£7-50

or Order

J.R. Lawson

fig. 11

10/3/77

Cash

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

Cash

£

£

or Order

J.R. Lawson

fig. 12

10/3/77

Cash

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

Cash

£

£

or Order

J.R. Lawson

fig. 13

10/3/77

Cash

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

Cash

Fourteen pounds 85p

£14-85

or Order

J.R. Lawson

fig. 14

11th March 1977

P.G. Thorold

Fourteen pounds 85p

BARCLAYS

BARCLAYS BANK LIMITED

High Street, London

Pay

P.G. Thorold

Fourteen pounds 85p

£14-85

or Order

J.R. Lawson

fig. 15





### 3.4b Now study the following statements:

- a. Picture 6 is a *current account credit slip*.
- b. Picture 7 is a *deposit account credit slip*.
- c. Picture 8 is a *Savings Bank account credit slip*.
- d. Picture 9 is a *Bank Giro credit slip*.
- e. A current account is the account most people need. To *open a current account* you walk into a bank, you *complete* a few *formalities*, *deposit* an amount of *money* and within a short time you get a *cheque book*.
- f. You *withdraw* money for your own use and pay other people *by cheque*.
- g. You get regular *statements* showing your *balance* and providing a *record* of the *transactions* passed through your account.
- h. A deposit account enables you to earn *interest* on the money you save.
- i. You withdraw cash from the branch that keeps your account. When you give *7 days' notice of withdrawal*, you get interest right up to the day you take your money out.
- j. A savings bank account is like a deposit account. This form of account has something extra. You get a *passbook* and you can draw up to a certain amount at any branch of your bank.
- k. *Giro accounts* are kept with Post Offices. You can put in and draw out cash during normal Post Office opening hours.
- l. With *Bank Giro* accounts you can pay a number of bills with one cheque.

### 3.4c Study the following statements about the different types of cheques:

- a. A cheque is an *order* of a customer addressed to his bank to pay the amount indicated to the person named.
- b. There are two kinds of cheques:
  - i. *the open cheques* (fig. 10 and fig. 11);
  - ii. *the crossed cheques* (figures 12-15).
- c. The open cheque allows the *payee* to obtain cash at the branch where the account is held.
- d. Crossed cheques are *safer* than open cheques.
- e. The computer - recognisable numbers in a cheque, from left to right, indicate:
  - i. *the cheque number*;
  - ii. *the branch code number*;
  - iii. *the account number*.

### Vocabulary

*slip* / slɪp / απόδειξη  
*current account* / 'kʌrənt ə'kaʊnt / τρεχούμενος λ/σμός  
*deposit account* / dɪ'pɒzɪt ə'kaʊnt / λ/σμός καταθέσεων  
*savings account* / 'seɪvɪŋs ə'kaʊnt / λ/σμός ταμειυτηρίου  
*giro account* / 'dʒaɪrəʊ ə'kaʊnt / ταχυδρομικός τρεχούμενος λ/σμός  
*formality* / fɔ'mæləti / διατύπωση  
*cheque book* / 'tʃek bʊk / βιβλίο επιταγών  
*balance* / 'bæləns / υπόλοιπο  
*record* / 'rekɔd / έγγραφη



*passbook* / 'pasbuk / βιβλιάριο ταμειευτηρίου  
*indicate* / 'ɪndɪkeɪt / δείχνω  
*open cheque* / 'əʊpən 'tʃek / άνοικτή έπιταγή  
*crossed cheque* / 'krost 'tʃek / δίγραμμη έπιταγή  
*payee* / peɪ'i / δικαιούχος  
*computer* / kəm'pjutə / ύπολογιστής  
*recognisable* / rɪkɒg'naɪzəbl / άναγνωρίσιμος

### Exercises

I. Match a type of bank from column A with a corresponding function from column B.

More than one answers may be correct.

- A
1. Commercial Bank
  2. Central Bank
  3. Savings Bank
  4. Merchant Bank
  5. Investment Bank
  6. Mortgage Bank
  7. Industrial Bank

- B
- a. Give loans
  - b. Finance capital requirements of companies.
  - c. Sell foreign exchange.
  - d. The investment shares provide their funds.
  - e. Mainly deposits.
  - f. Exercise control on banks.
  - g. Purchase foreign exchange.
  - h. Mortgage financing.
  - k. Transfer funds.

II. Answer the following questions using one complete sentence for each answer:

1. Which are the functions of banks, in general?
2. Which is the basic function of a bank?
3. What is a bank-note?
4. How do banks effect advances to customers?
5. Name some services the banks offer to their customers.
6. What does currency consist of?
7. What does exchange rate mean?
8. Do you earn interest on current accounts?
9. What is a cheque?
10. How many kinds of cheques have we got?
11. What do the computer numbers in a cheque indicate?
12. What are Giro accounts?

III. Put the following statements about the "route" of a cheque in their correct order:

1. Lloyds Bank returns the cheque to Mr X.
2. The Central Bank forwards the cheque of Mr X to Lloyds Bank, London.
3. Mr Z deposits the cheque on his account with Barclays Bank, Newcastle.
4. Barclays Bank sends the cheque to the Central Bank.
5. Lloyds Bank debits the account of Mr X.
6. Mr X issues a cheque drawn on Lloyds Bank, London.
7. Barclays Bank credits Mr Z's account.
8. Mr X orders some goods from Mr Z.



**4.1a Look at the following pictures:**

W.H. Smith and Co Ltd., 135, Park Lane, London E.C.2. SOLD TO: Mr John Black, POBox 316 London			Date: 2/12/1979  INVOICE No 03581	
No	Description of goods	Qty	Price	Total
1.	Electronic Equipment	2	£ 108.00	£ 216.00
		plus	V.A.T. 15%	£ 32.40
				£ 248.40
			Less discount 5%	£ 10.80
			Total payable	£ 237.60

fig. 16 An invoice

W.H. Smith and Co Ltd., 135, Park Lane, London E.C.2.	DELIVERY NOTE
Ex works to Mr John Black, POBox 316 London	
2 Cases Electronic Equipment unit price £ 108.00 Invoice No 03581/2-12-1979 follows	

fig. 17 A delivery note

RECEIVED from: W.H. Smith and Co Ltd, 135, Park Lane, London E.C.2. Amount: Pounds stg ten and 80p Being: Discount 5% on invoice 03581/2-12-1979	Signature .....
---	-----------------

fig. 18 A receipt

JOHN BLACK, P.O.Box 316, LONDON	Date: 28/11/1979 ORDER FORM No 325
To: W.H. Smith and Co Ltd., 135, Park Lane, London E.C.2. 2 cases Electronic Equipment No I 35/03681/0672 Dispatch date: 5/12/1979 Invoice amount payable after delivery	

fig. 19 An order form



BARCLAYS BANK MAIN OFFICE				a/c 213658/8
Date	Debits	Credits	Balance	Remarks
3/11/79			£ 115,35	balance b/f
4/11/79	£ 12.59		£ 102.76	215367
	£ 8.67		£ 94.09	215358
	£ 68.00		£ 26.09	215369
6/11/79		£ 1005.60	£ 1.031.69	transfer from Midland

fig. 20 A statement

W.H. SMITH and Co Ltd			Date: 30/11/1979
135, Park Lane, London EC2			CREDIT NOTE
To: Mr John Black POBox 316, London			
Date	Amount credited	Description	
25/11/79	£ 106.53	special discount on October purchases as per agreement	

fig. 21 A credit note

W.H. SMITH and Co Ltd			Date: 2/10/1979
135, Park Lane, London EC2			DEBIT NOTE
To: Mr John Black POBox 316, London			
Date	Amount debited	Description	
29/9/1979	£ 36.82	V.A.T. Ommitted from invoice 03191	

fig. 22 A debit note

#### 4. 1b Study the following statements:

- An invoice is a list of goods which a manufacturer or a merchant prepares and which accompanies the goods. The invoice includes:
  - a complete description of the goods.
  - the quantity, or number of items.
  - the quality.
  - the price of the goods (per item) and,
  - the total amount.
- The invoice may, also include any taxes added to the amount payable and also any deductions, or discounts.
- The delivery note is a note that accompanies the goods and gives some particulars of the items concerned.



- d. The receipt is a written acknowledgement signed by the person who receives something, usually money.
- e. The order form is a statement signed by the customer, but usually prepared by the seller. It must give some details, such as delivery date, advance payment and any other necessary terms.
- f. The statement is, usually, a bank statement. It is a record of all transactions, or entries, passed over an account and lists all cheques debited and deposits credited with the balance after each posting.
- g. The credit note is a document similar to the invoice. It is a form of advice to a person stating that its account is credited with a certain amount either for the return of goods, or for some allowance.
- h. The debit note is a document evidencing that a customer owes some money because of an undercharge, or despatch of goods or services offered.

**4.1c Consider the following abbreviations.** They refer to the subjects mentioned in this unit:

A.R.	=	Advice of receipt	D/O	=	Delivery Order
Bal.	=	Balance	D/y	=	Delivery
C.B.D.	=	Cash before delivery	Inv.	=	Invoice
C/N.	=	Credit Note	IOU	=	I owe you
C.O.D.	=	Cash on delivery	Mdse.	=	Merchandise
C.W.O.	=	Cash with order	Qty	=	Quantity
Diff.	=	Difference	Rect.	=	Receipt
Dis.	=	Discount	Wt.	=	Weight
D/N	=	Debit Note			

## Vocabulary

*invoice* / 'ɪnvɔɪs / τιμολόγιο  
*delivery note* / dɪ'livrɪ nəʊt / δελτίο παραδόσεως  
*receipt* / rɪ'sɪt / απόδειξη  
*order* / ɔdə / έντολή  
*credit note* / 'kredit nəʊt / πιστωτικό σημείωμα  
*debit note* / 'debit nəʊt / χρεωστικό σημείωμα  
*manufacturer* / 'mænju'fæktʃərə / κατασκευαστής  
*merchant* / 'mɜːtʃənt / έμπορος  
*prepare* / prɪ'reə / έτοιμάζω, προετοιμάζω  
*accompany* / ə'kʌmpni / συνοδεύω  
*description* / dɪ'skrɪpʃn / περιγραφή  
*quantity* / 'kwɒntəti / ποσότητα  
*quality* / 'kwɒləti / ποιότητα  
*tax* / tæks / φόρος  
*payable* / 'peɪəbl / πληρωτέος  
*deduction* / dɪ'dʌkʃn / κράτηση  
*discount* / 'dɪskaʊnt / έκπτωση  
*particular* / pə'tɪkjʊlə / λεπτομέρεια  
*acknowledgement* / ək'nɒlɪdʒmənt / βεβαίωση  
*term* / tɜːm / όρος  
*record* / 'rekɔd / απεικόνιση, καταγραφή  
*entry* / 'entri / έγγραφη  
*posting* / 'pəʊstɪŋ / καταχώριση  
*document* / 'dɒkjʊmənt / έγγραφο  
*allowance* / ə'laʊəns / έκπτωση



*owe* / əʊ / χρωστῶ  
*undercharge* / 'ʌndə'tʃɑ:dʒ / χρεώνω λιγότερο  
*despatch* / di'spætʃ / ἀποστολή  
*abbreviation* / ə'brɪvɪ'eɪʃn / σύντμηση  
*balance* / 'bæləns / υπόλοιπο  
*cash* / kæʃ / μετρητά, πληρωμή μετρητοῖς  
*merchandise* / 'mɜ:tʃəndaɪz / ἐμπορεύματα  
*weight* / weɪt / βάρος

### Exercises

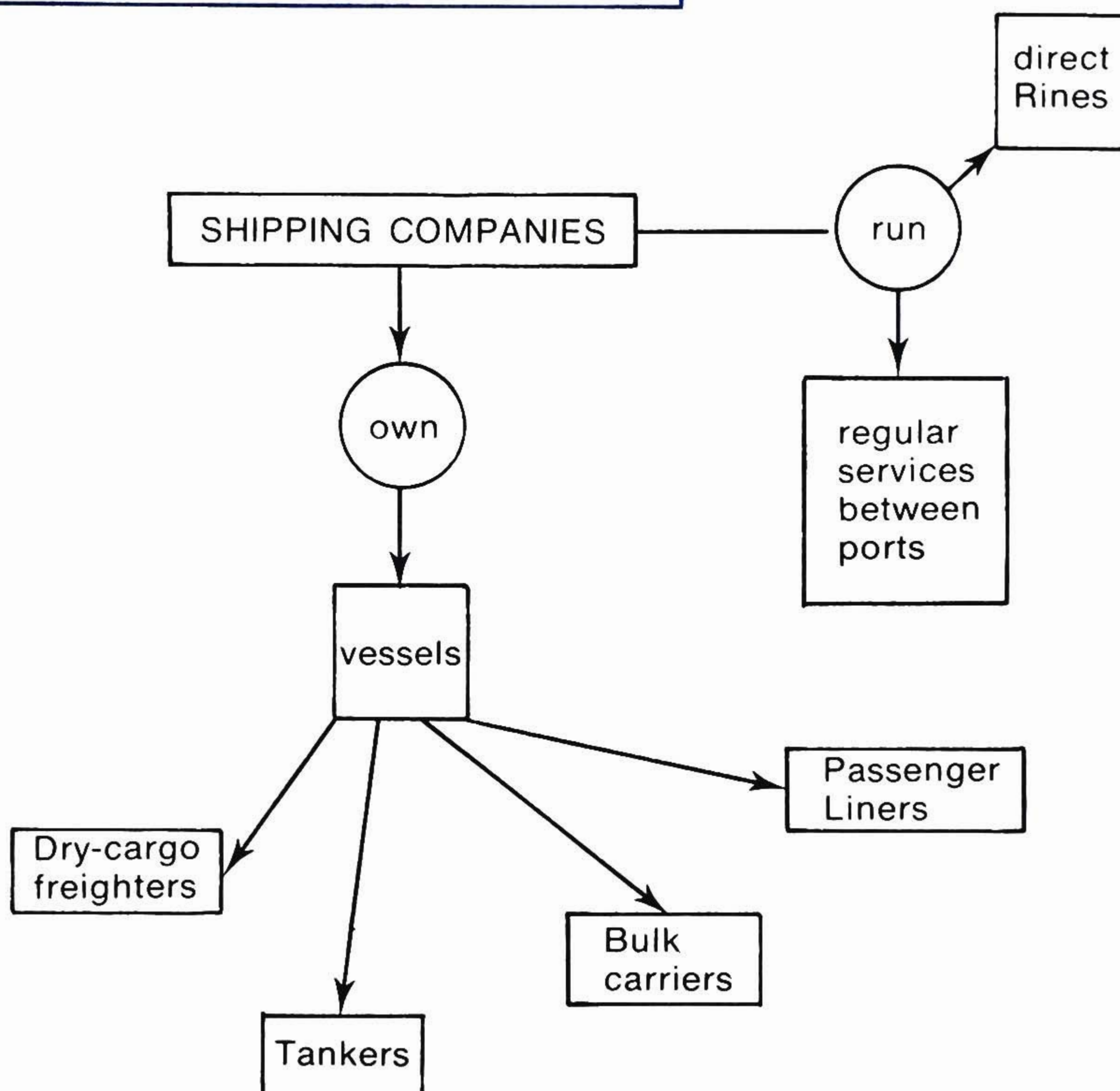
#### I. Which is correct in the following a, b or c?

1. The abbreviation C. B. D. means - - - - -  
 a. cash before delivery.  
 b. cash on delivery.  
 c. cash with order.
2. A debit note is a document evidencing that a person - - - - -  
 a. has to collect some money.  
 b. has to pay some money.  
 c. has paid some money.
3. A credit note is a document evidencing that a person - - - - -  
 a. has to collect some money.  
 b. has to pay some money.  
 c. has paid some money.
4. The order form refers to - - - - -  
 a. transactions or entries over an account.  
 b. delivery of goods.  
 c. purchase of goods.
5. The statement of account refers to - - - - -  
 a. transactions or entries over an account.  
 b. delivery of goods.  
 c. purchase of goods.
6. The delivery note refers to - - - - -  
 a. transactions or entries over an account.  
 b. delivery of goods.  
 c. purchase of goods.
7. The abbreviation D/N means - - - - -  
 a. debit note.  
 b. delivery order.  
 c. delivery.
6. The abbreviation C.W.O. means - - - - -  
 a. cash on delivery.  
 b. cash with order.  
 c. cash before delivery.
9. The abbreviation IOU means - - - - -  
 a. cash with order.  
 b. cash before delivery.  
 c. I owe you.
10. A.R. means - - - - -  
 a. receipt.  
 b. advice of receipt.  
 c. weight.



## 5.1 THE SHIPPING COMPANY

**5.1a** Look at the following drawing:



Diagr. 6

**5.1b** Study the following statements:

- The purpose of a *shipping company* is to run *direct lines* and *regular services* between certain ports and/or to own vessels which they charter.
- The term line includes any *vessel* which runs on a service between ports.
- The duty of a *company* is to provide *speedy* and safe vessels.
- Tramp steamers* sail here and there, picking up business on their courses.
- Dry-cargo freighters* were tramps originally. They are still used as such, sometimes. They move wheat, coal, lumber and other bulk cargoes.
- Tankers carry *gasoline, crude oil, fuel oil* and other petroleum products.
- Bulk carriers* carry, mainly, iron ore.
- The total number of *passenger liners* drops rapidly, nowadays, for various reasons.



### 5.1c Study the following terms referring to the shipping business:

Affreightment:	A contract for the carriage of goods by sea.
Bill of lading:	A receipt for goods shipped on board a steamer or received for shipment.
Cargo:	Merchandise on board a ship.
Charter-party:	A contract between a ship-owner and charterer for the carriage of goods.
Consign:	Send goods from one place to another.
Consignor:	The person who forwards the goods.
Consignee:	The person who will receive the goods.
Indemnity:	Security of compensation against loss or damage.
Landing order:	Authority to a dock company to receive goods from a ship.
Open charter:	Charter-party whereby a vessel may fix for any cargo and for any ports.
Transshipment:	The removal of goods from one vessel to another, or from one port of discharge to a further destination.

### Vocabulary

<i>shipping</i>	/ 'ʃɪpɪŋ /	ναυτιλία, φόρτωση, θαλάσσια μεταφορά
<i>practice</i>	/ 'præktɪs /	διαδικασία
<i>service</i>	/ 'sɜːvɪs /	έξυπνηρέτηση, γραμμή (συγκοινωνία)
<i>port</i>	/ pɔːt /	λιμάνι
<i>vessel</i>	/ 'vesl /	σκάφος
<i>dry-cargo</i>	/ 'draɪ 'kɑːɡəʊ /	στερεό φορτίο
<i>freighter</i>	/ 'freɪtə /	φορτηγό
<i>tanker</i>	/ 'tæŋkə /	δεξαμενόπλοιο
<i>bulk</i>	/ bʌlk /	φορτίο χύμα
<i>carrier</i>	/ 'kæriə /	μεταφορέας
<i>liner</i>	/ 'laɪnə /	πλοίο γραμμής
<i>purpose</i>	/ 'pɜːpəs /	σκοπός
<i>run</i>	/ rʌn /	λειτουργώ, εκμεταλλεύομαι
<i>line</i>	/ laɪn /	συγκοινωνιακή γραμμή
<i>charter</i>	/ 'tʃɑːtə /	μισθώνω
<i>include</i>	/ ɪn'klʊd /	περιλαμβάνω
<i>speedy</i>	/ 'spiːdi /	γρήγορος
<i>tramp</i>	/ træmp /	έλεύθερο φορτηγό (χωρίς καθορισμένο δρομολόγιο)
<i>steamer</i>	/ 'stiːmə /	ατμόπλοιο
<i>pick up</i>	/ 'pɪk'ʌp /	συλλέγω
<i>originally</i>	/ ə'ɪdʒɪnli /	αρχικά
<i>wheat</i>	/ wiːt /	στάρι
<i>coal</i>	/ kəʊl /	κάρβουνο
<i>lumber</i>	/ 'lʌmbə /	ξυλεία
<i>gasoline</i>	/ 'ɡæsəlɪn /	βενζίνη
<i>crude oil</i>	/ 'kruːd 'ɔɪl /	αργό πετρέλαιο
<i>fuel oil</i>	/ 'fjuːl 'ɔɪl /	ακάθαρο πετρέλαιο
<i>petroleum</i>	/ pɪ'treʊliəm /	πετρέλαιο
<i>ore</i>	/ ɔː /	μετάλλευμα
<i>drop</i>	/ drɒp /	πέφτω, μειώνομαι



*rapidly* / 'ræpidli / γρήγορα  
*affreightment* / ə'freitmənt / ναύλωση  
*contract* / 'kontrækt / συμβόλαιο  
*carriage* / 'kæridʒ / μεταφορά  
*bill of lading* / 'bil əv lædiŋ / φορτωτική  
*shipment* / 'ʃimpənt / φόρτωση  
*charter-party* / 'tʃatə 'ati / ναυλοσύμφωνο  
*shipowner* / 'ʃip'əʊnə / πλοιοκτήτης  
*charterer* / 'tʃatərə / μισθωτής  
*consign* / kən'sain / στέλλω (έμπορεύματα)  
*consignor* / kən'sainə / αποστολέας (έμπορευμάτων)  
*forward* / 'fɔwəd / αποστέλλω  
*consignee* / 'konsain'i / παραλήπτης (έμπορευμάτων)  
*indemnity* / in'demnəti / αποζημίωση  
*security* / si'kjʊərəti / εξασφάλιση  
*compensation* / 'kompən'seɪʃn / αποζημίωση, αποκατάσταση  
*loss* / los / απώλεια  
*damage* / 'dæmɪdʒ / ζημιά  
*landing order* / 'lʌndɪŋ 'ɔdə / έντολή έκφορτώσεως  
*authority* / ə'θɔərəti / εξουσιοδότηση  
*dock* / dok / αποβάθρα  
*open charter* / 'əʊpən 'tʃatə / άνοικτό ναυλοσύμφωνο  
*whereby* / 'weəbaɪ / μέ τό όποιο  
*fix* / fiks / καθορίζω  
*transshipment* / træ'nʃɪpmənt / μεταφόρτωση  
*removal* / ri'muʋl / άφαίρεση  
*discharge* / dis'tʃɑdʒ / έκφόρτωση  
*destination* / 'destɪ'neɪʃn / προορισμός

## 5.2 CHARTERING

### 5.2a Look at the following list of some clauses for charter parties:

1. Title of contracting parties.
2. Name of the vessel and description.
3. Loading and discharging ports.
4. Freight.
5. Cargo.
6. Brokerage clause.
7. Lien clause.
8. Average clause.
9. Arbitration clause.
10. Penalty for non-fulfilment clause.

### 5.2b Study the following statements explaining the above clauses:

1. Title of contracting parties means to give the names of the charterer and owner of the ship
2. This clause gives the name of the vessel and its gross and net tonnage.
3. The charter gives full particulars of the ports of loading and discharge.



4. The clause about freight gives details about the payment of funds to the master and the charters or owners of the vessel.
5. The cargo clause provides description of the merchandise and the relative amount to be carried.
6. This clause, (brokerage clause), states the rate of brokerage agreed.
7. This clause, (lien clause), gives the owners of the vessel the right to hold cargo against payment of freight.
8. This clause, (average clause), states that general average will be paid according to York-Antwerp rules.
9. The Arbitration clause provides details about the conditions of arbitration.
10. This clause, (penalty clause), gives the amount to be paid, if the charter party agreement is not carried out.

**5.2c** Here are now some examples of the clauses written in a charter-party.

1. It is this day agreed between. W.S. Smith and Co., as Agents/Brokers for and on Behalf of the Owners- - - - - and Messrs Starlight L.t.d., Charterers - - - - -
2. - - - - - in and upon the good vessel called PACIFIC classed A1 of 33,000 tons net and 79,000 tons gross register or there-about - - - - -
3. - - - - - the steamer shall load as follows, viz. at two safe loading ports in the River Panama - - - - - the steamer shall proceed to St. Vincent, Las Palmas or Teneriffe (Canary Islands) - - - - -
4. The Freight shall be paid as follows, viz,: sufficient cash for Steamer's use (not exceeding one-third of the freight) - - - - - and the balance of Freight on the right and true delivery of the cargo, in cash.
5. A cargo of - - - - - (so many) tons coal, (so many) tons coke, etc.
6. The brokerage of 5 per cent on the amount of freight is due to W.S. Smith and Co.,
7. The Owners or Master shall have an absolute lien on the Cargo for the recovery of all Bill of Lading freight - - - - -
8. Average, if any, payable according to York-Antwerp Rules, 1924.
9. All disputes arising from this contract shall be referred to the final arbitrament of two Arbitrators carrying on Business in London.
10. Penalty for non-performance of this Agreement not exceeding the amount of freight.

## Vocabulary

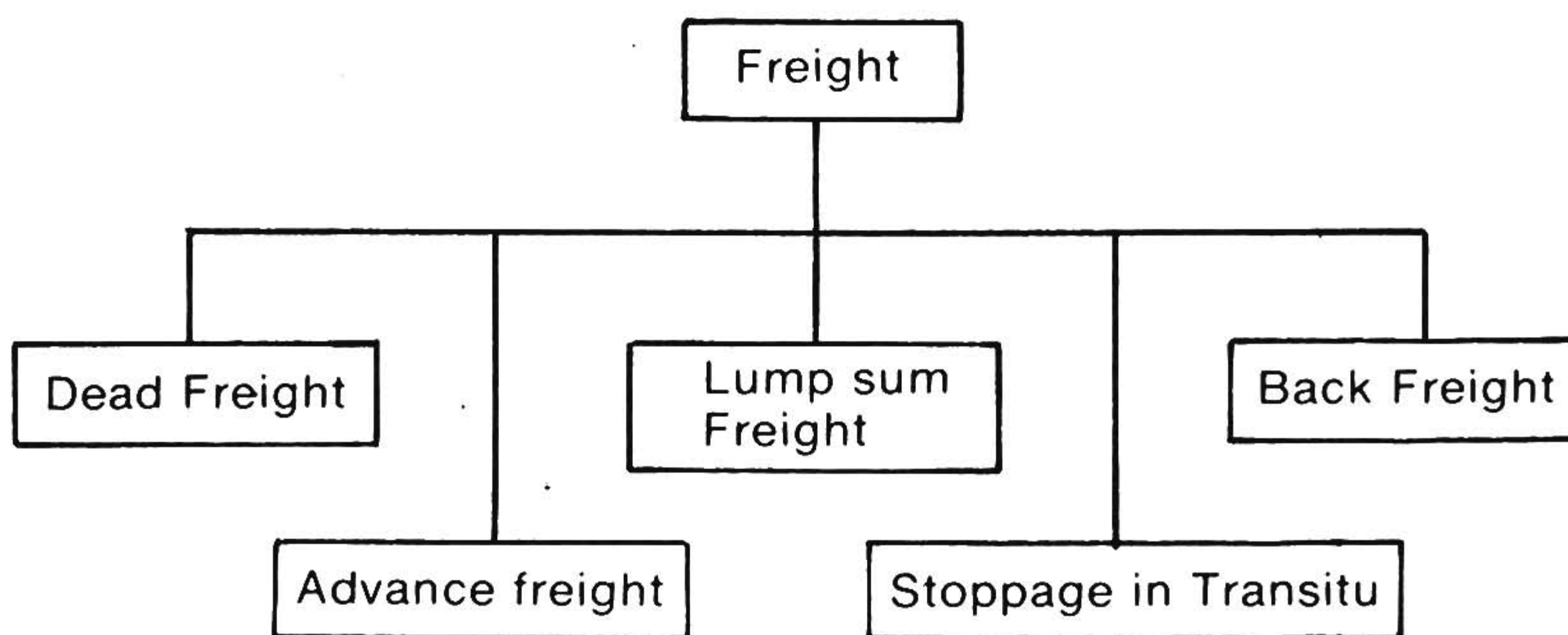
*chartering* / 'tʃɑ:tərɪŋ / ναύλωση  
*clause* / kləʊz / ρήτρα, όρος  
*load* / læʊd / φορτίο  
*freight* / 'freɪt / ναύλος  
*brokerage* / 'brəʊkərɪdʒ / μεσιτεία  
*lien* / liən / έμπράγματος ασφάλεια  
*average* / 'ævərɪdʒ / άβαρία  
*arbitration* / 'ɑ:bɪtreɪʃn / διαιτησία  
*penalty* / 'pɛntli / ποινή  
*fulfiment* / ful'fɪlmənt / έκπλήρωση  
*charterer* / 'tʃɑ:tərə / ναυλωτής



*gross* / gros / μικτός  
*net* / net / καθαρός  
*tonnage* / 'tɒnɪdʒ / τοννάζ  
*particular* / pə'tɪkjʊlə / λεπτομέρεια  
*charter* / 'tʃɑ:tə / ναύλωση, charter party - ναυλοσύμφωνο  
*state* / steɪt / αναφέρω  
*rate* / reɪt / ποσοστό  
*hold* / həʊld / κρατώ  
*condition* / kən'dɪʃn / όρος  
*broker* / 'brəʊkə / πράκτορας  
*on behalf* / on bi'hɑ:f / για λογαριασμό  
*register* / 'redʒɪstə / νηογνώμονας, καταχωρισμένος  
*thereabouts* / ðeə'rəbaʊts / περίπου  
*proceed* / prə'sɪd / προχωρώ  
*sufficient* / sə'fɪʃnt / άρκετός  
*exceed* / ɪk'sɪd / ύπερβαίνω  
*balance* / 'bæləns / υπόλοιπο  
*delivery* / dɪ'lɪvəri / παράδοση  
*absolute* / 'æbsəlut / απόλυτος  
*recovery* / rɪ'kʌvəri / ανάκτηση, αποζημίωση  
*dispute* / 'dɪspjʊt / άμφισβητώ  
*refer* / rɪfə / αναφέρω  
*arbitrament* / ɑ'bitrəmənt / διαιτησία

### 5.3 Freight

#### 5.3a Look at the following drawing:



Diarg. 7

#### 5.3b Study the following statements:

- There are three ways to calculate freight; according to:
  - weight of cargo.
  - measurement of cargo, and
  - ad valorem, i.e. so much per cent on the value of the goods.
- Dead freight is the amount of money the shipper pays to the owner for space booked but not used.
- Back freight is the freight charged for the return of goods not accepted at the port of delivery.



- d. Lump sum freight is an amount paid for the carriage of the goods not based upon quantity.
- e. Advance freight is the most important type. It is payable in advance and the cargo owner cannot get it back in case of loss. Payment on account of disbursements is not advance freight.
- f. Under the term "stoppage in Transitu" the carrier has the right of stopping goods in transit if freight has not been paid within a stipulated time before delivery.

## 5.4 Register of Ships

**5.4a** Look at the following data from Lloyd's Register of Shipping:

1.	2.	3.	4.	5.
74540	QUEEN MARY	81237	CUNARD British	✠100 A1 12/52
164282		33129	S.S. Co.	
GBTT	RDR	17000	Ltd.,	
MT2/57			Liverpool	
<div> <div>6.</div> <div> <div> <div>John Brown and Co. Ltd.,</div> <div>1019' 6" 118' 7" 39' 4½"</div> </div> <div> <div>5-1936</div> <div>7 dks, 6th and 7th</div> <div>dks clear of mchy. space</div> </div> </div> </div>				
<div> <div>7.</div> <div> <div>16 steam turbines</div> <div>John Brown and Co. Ltd., Clydebank</div> </div> </div>				

**5.4b** Study the following explanations of the columns of the register:

- a. Column 1 shows the number in the book (74540), the official number of the Ship's Register (164282), the call sign (GBTT), and the valid date of the Ministry of Transport Certificate (February 1957).
- b. Column 2 provides for the name of the vessel (Queen Mary) and the navigational Aids (RDR for "radar").
- c. Column 3 contains particulars about the ship's gross tonnage (81,237), net tonnage (33,129) and her summer dead-weight (17,000).
- d. Column 4 contains the name of the owner (CUNARD S.S. Co. Ltd.), the flag (British) and the port of registry (Liverpool).
- e. Column 5 contains classification particulars (100 A1), meaning the build is in accordance with Lloyd's Rules and Regulations, and the last date of Special Survey (December, 1952).





- f. Column 6 shows the type of propulsion (QS = quadruple steam), the shipbuilders (John Brown and Co. Ltd.,) with the date (May, 1936) and place (Clydebank) of build, the overall length (1019 feet six inches), the extreme breadth (118 feet seven inches), and the summer draught (39 feet four and a half inches). It, also, gives the number of decks (7 decks) and any special features (6th and 7th decks clear of machinery space).
9. Column 7, finally, shows full particulars about the engines (16 steam turbines), the engine builders (John Brown and Co. Ltd.,) and where built (Clydebank).

## Vocabulary

*freight* / freit / ναῦλος  
 dead freight νεκρός ναῦλος  
 back freight ναῦλος ἐπιστροφῆς  
 lump sum freight ναῦλος κατ' ἀποκοπή  
*stoppage* / 'stopidʒ / παρακράτηση  
 stoppage in transitu παρακράτηση κατά τή διαμετακόμιση  
*calculate* / 'kælkjuleit / ὑπολογίζω  
*ad valorem* / 'æd vələrəm / ἐπὶ τῆς ἀξίας  
*space* / speis / χῶρος  
*book* / buk / κλείνω (θέση, χῶρο, εἰσιτήριο κτλ.)  
*disbursement* / dis'bɜ:smənt / δαπάνη  
*transit* / 'trænsit / διαμετακόμιση, τράνζιτο  
*stipulate* / 'stipjuleit / καθορίζω  
 register of shipping / νηολόγιο  
*call sign* / 'kɔl saɪn / σῆμα κλήσεως  
*valid* / 'vælid / ἔγκυρος  
*ministry* / 'ministri / Ὑπουργεῖο  
*transport* / tran'spɔ:t / μεταφορά  
*navigational* / 'nævi'geɪʃnl / τῆς ναυσιπλοΐας  
*aid* / eid / βοήθημα  
*deadweight* / 'dedweit / νεκρό βάρος  
*registry* / 'redʒɪstri / νηολόγιο  
*survey* / sə'vei / ἐπιθεώρηση  
*propulsion* / prə'pʌlʃn / προώθηση, πρόωση  
*quadruple* / 'kwɒdrʌpl / τετραπλοῦς  
*shipbuilder* / 'ʃɪp'bɪldə / ναυπηγός  
*build* / bɪld / κατασκευή  
*overall* / 'əʊvərɔ:l / συνολικός  
*extreme* / ɪk'strim / ἀκραῖος  
*breadth* / bredθ / πλάτος  
*draught* / draft / βύθισμα  
*feature* / 'fi:tʃə / χαρακτηριστικό  
*turbine* / 'tɜbaɪn / στρόβιλος



## Exercises

I. Answer the following questions using one complete sentence for each answer:

1. What is the purpose of a shipping company?
2. What does the term liner mean?
3. What is a tramp steamer?
4. What do tankers carry?
5. What do dry-cargo freighters carry?
6. What do bulk carriers carry, mainly?
7. What does title of contracting parties mean?
8. What does the cargo clause provide?
9. What does the Arbitration clause provide?
10. What does the brokerage clause state?

II. Match a term from column A with an explanation from column B to give sense:

### B

- a. He forwards goods.
- b. A contract between a shipowner and a charterer.
- c. Removal of goods from one vessel to another.
- d. Under this any cargo and any port may be fixed.
- e. Compensation against loss or damage.
- f. He receives goods.
- g. Goods on board a ship.
- h. A contract for the carriage of goods by sea.
- i. Authority to a company to receive goods from a ship.

### A

1. Cargo.
2. Landing order.
3. Bill of lading.
4. Charter party.
5. Affreightment
6. Transshipment.
7. Indemnity.
8. Consignor.
9. Consignee.
10. Open charter.

III. Say whether the following are TRUE or FALSE according to the passage:

- 1. The charter party gives the name of the charterer only.
- 2. The gross and net tonnage are included in the charter party.
- 3. Under the lien clause the owners of a vessel may hold cargo for non-payment of freight.
- 4. The cargo clause describes the merchandise to be carried.
- 5. Lump sum freight is not based upon the quantity of the goods.
- 6. Advance freight is very important for ship owners.
- 7. Payment on account of disbursements is advance freight.
- 8. Under the term "stoppage in transitu" the carrier may stop the goods if freight has not been paid to him.
- 9. The number of the Lloyd's Register and the official number of the ship's register are the same.
- 10. The Arbitration clause provides details about the conditions of arbitration.



#### IV. Which is correct in the following a, b or c?

1. The charter party gives full particulars of - - - - -
  - a. the ports of loading.
  - b. the ports of discharge.
  - c. both "a" and "b".
2. We calculate freight according to - - - - -
  - a. weight of cargo.
  - b. measurement of cargo.
  - c. both "a" and "b".
3. The merchandise is described in the - - - - -
  - a. cargo clause.
  - b. brokerage clause.
  - c. lien clause.
4. The rate of brockorage agreed is stated in the - - - - -
  - a. cargo clause.
  - b. brokerage clause.
  - c. lien clause.
5. The owners may hold cargo against payment of freight under the - - - - -
  - a. cargo clause.
  - b. brokerage clause.
  - c. lien clause.
6. The general average is paid according to the - - - - -
  - a. lien clause.
  - b. average clause.
  - c. arbitration clause.

## UNIT 6

### MORE ABOUT SHIPPING

#### 6.1a Study the following abbreviations:

a.f.	Advance freight.	f.a.	Free alongside.
B/L	Bill of Lading.	f.o.b.	Free on board.
C. & F.	Cost and freight.	frt.	Freight.
C. & I.	Cost and Insurance.	G/A.	General average.
C.I.F.	Cost, insurance, and freight.	i.v.	Invoice value.
dd	Delivered.	n.d.	Non-delivery.
dp	Direct port.	p.o.c.	Port of call.
d.w.	Dead weight.	s.d.	Short delivery.
		Y.A.R.	York-Antwerp Rules.



## 6.2 Agents and Agency.

### 6.2a Consider the following statements:

- a. An agent is a person who acts for or on behalf of another. This other person is the principal.
- b. The principal is liable for all the acts of the agent.
- c. There are many ways in which one can create an agency.
- d. By express agreement the agent receives definite instructions to do certain things.
- e. Implied agency is another way of appointing an agent. An example is the master of a vessel. He is the agent of the owner in relation to the conduct of the ship's business.
- f. Agency by ratification occurs when the agent does something out of his authority. The principal, then, agrees after the agent's action.
- g. There is no authority to on agent to delegate his duty to another person to act for him.
- h. A special point about agents is that whilst an agent can fix a charter party, he cannot alter its terms and clauses after the agreement.

## Vocabulary

*cost* / kəʊst / κόστος  
*insurance* / ɪn'ʃʊərəns / ασφάλεια  
*alongside* / ə'lonɪsaɪd / δίπλα  
*agent* / 'eɪdʒnt / πράκτορας  
*liable* / 'laɪəbl / υπεύθυνος  
*express* / ɪk'spres / ρητός  
*implied* / ɪm'plaɪd / έξυπακουόμενος  
*appoint* / ə'pɔɪnt / διορίζω  
*ratification* / 'rætɪfɪ'keɪʃn / κύρωση  
*occur* / əkɜ / εμφανίζομαι  
*delegate* / delɪgeɪt / μεταβιβάζω  
*whilst* / waɪlst / ενώ  
*alter* / 'ɔltə / μετατρέπω

### Exercises

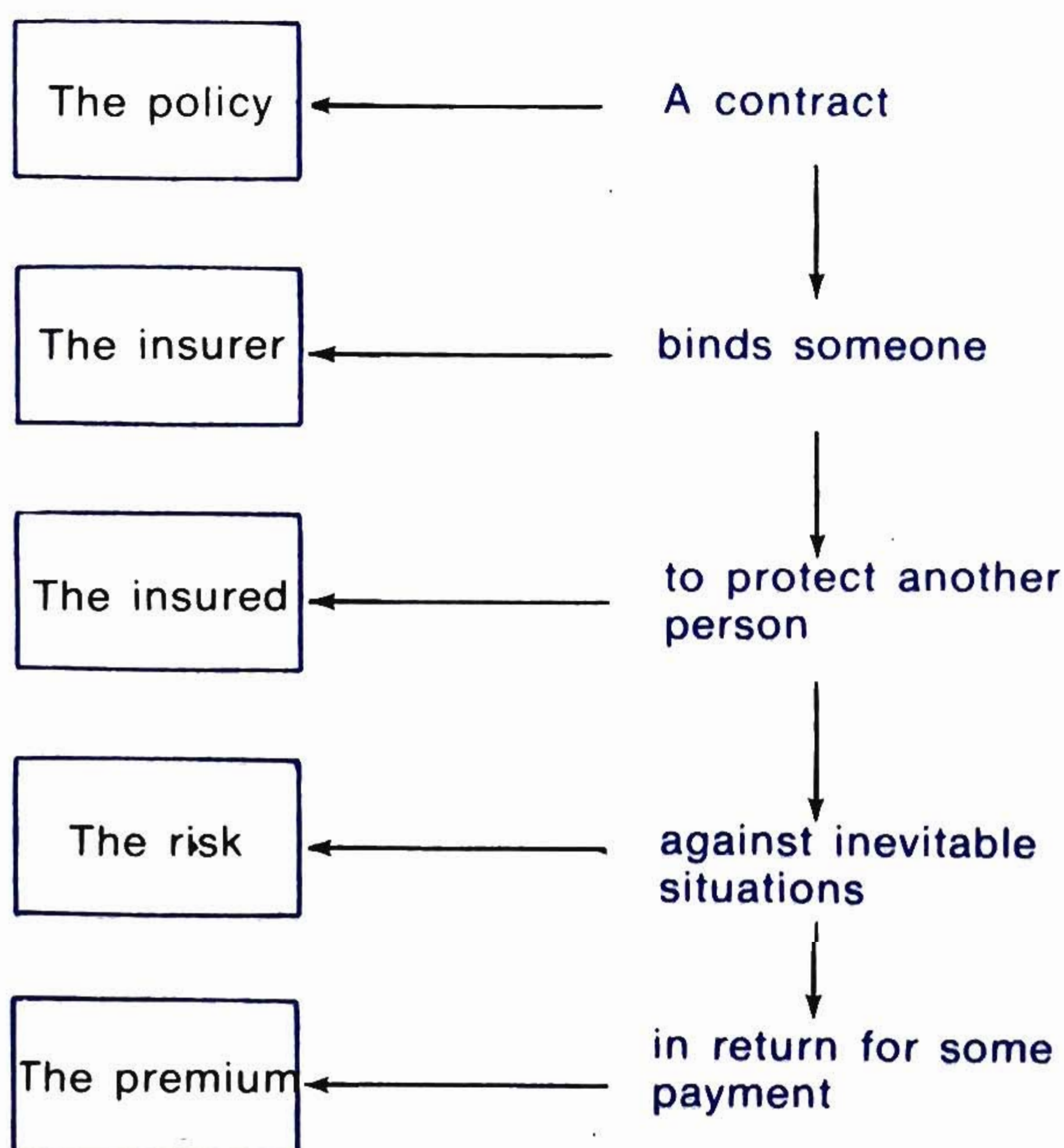
I. Answer the following questions using one complete sentence for each answer:

1. What is an agent?
2. What is express agreement?
3. What is implied agency?
4. What is agency by ratification?
5. Give an example of implied agency.
6. Can an agent delegate his duty to another person?
7. Can an agent alter the terms of a charter party?



### 7.1b Study the following statements:

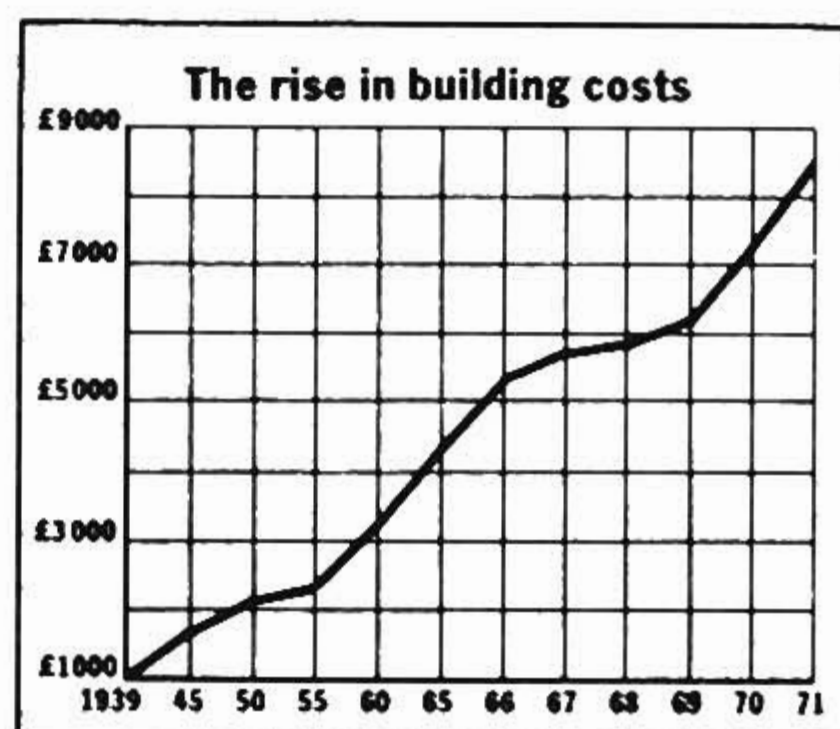
- a. The *scope* of insurance is to *provide* people with *financial* protection against *inevitable* situations.
- b. Examples of *social insurance* are:
  - A. Old age insurance.
  - B. Unemployment insurance.
  - C. Disability insurance.
- c. The scope of life insurance is to provide protection *against possible* events like injury, prolonged illness or death.
- d. Insurance is a matter of *give-and-take*. It gives individuals protection against a specific risk. It takes from them a certain amount of money.
- e. Here is how the whole thing works:



- f. House insurance is a *protection* that every owner needs.
- g. Fire *risks* are increasing year by year.
- h. The scope of insurance, in general, is to play an *important role* in personal or business finances.
- i. Life *Assurance* is always a good way of making personal savings.
- j. Insurance also offers protection against a variety of other risks.



### 7.1c Look at the following graph:



Now, fill in the blanks in the following sentences with one of these words:

lowest	building	cost
£ 6000	£ 7000	£5000

1. The cost of — increases year by year.
2. The — cost was in 1939.
3. The highest — was in 1971.
4. To buy a building you had to pay — in 1969.
5. In 1970 the building cost was —.

### Vocabulary

*insurance* / in'ʃʊəns / ασφάλεια  
*scope* / skəʊp / σκοπός  
*social* / 'səʊl / κοινωνικός  
*property* / 'prɒpəti / ιδιοκτησία  
*retirement* / ri'taɪəmənt / αποχώρηση, συνταξιοδότηση  
*provide* / prə'vaɪd / παρέχω  
*financial* / 'faɪ'nænʃl / οικονομικός  
*protection* / prə'tekʃn / προστασία  
*inevitable* / in'evɪtəbl / αναπόφευκτος  
*situation* / 'sɪtʃu'eɪʃn / κατάσταση  
*unemployment* / ʌnɪm'plɔɪmənt / ανεργία  
*disability* / 'dɪsə'bɪləti / ανικανότητα  
*possible* / 'pɒsɪbl / πιθανός  
*event* / i'vent / γεγονός  
*injury* / 'ɪndʒəri / τραύμα  
*prolonged* / prə'lɒŋd / παρατεταμένος  
*matter* / 'mætə / υπόθεση  
*individual* / 'ɪndɪ'vɪdʒʊəl / άτομο  
*specific* / spə'sɪfɪk / ειδικός, συγκεκριμένος  
*risk* / rɪsk / κίνδυνος  
*contract* / kən'trækt / σύμβαση  
*policy* / 'pɒləsi / συμβόλαιο



*bind* / baɪnd / δεσμεύω  
*insurer* / ɪnˈʃʊərə / ασφαλιστής  
*protect* / prəˈtekt / προστατεύω  
*insured* / ɪnˈʃʊəd / ασφαλισμένος  
*premium* / ˈprɪmiəm / ασφάλιστρο  
*owner* / ˈəʊnə / ιδιοκτήτης  
*need* / niːd / χρειάζομαι  
*important* / ɪmˈpɔːtənt / σπουδαίος, σημαντικός  
*role* / rəʊl / ρόλος  
*assurance* / æˈʃʊərəns / ασφάλεια, εξασφάλιση

## 7.2a Forms of Insurance

Apart from those mentioned in 7.1a here are some other forms of insurance:

- i. casualty
- ii. coinsurance
- iii. deposit
- iv. employers' liability
- v. life
- vi. reinsurance

## 7.2b Study the following statements:

a. Examples of *life insurance* are:

D. *Term insurance*: It is the simplest kind of life insurance. It usually insures the life of a person for one year.

E. *Whole life*: The amount of the policy is payable on the death of the insured.

F. *Limited Payment Life*: Under this form, one pays a premium for a period of, say, 20, 25 or 30 years. The beneficiary collects the agreed amount if the insured dies during the period within which payment of premium takes place. Otherwise, after the agreed date, no premium is paid and the amount of the policy is collected when the insured dies.

G. *Endowment*: Under this form the agreed amount is paid either if the insured dies within a period stipulated in the policy or, at the end of that time, to him.

H. *Group Life*: Business firms insure their employees and pay part or all of the cost.

I. *Pension Plans*: They also provide benefits for employees. The contributions for these plans usually come in part or entirely from the employer.

b. Under the term business insurance we may include:

J. *Marine Insurance*: There are various policies that cover risks during transportation and also innumerable tailor-made forms.

K. *Multi-line Insurance*: It incorporates in one contract coverage that previously required two or more policies.

L. *Export Insurance*: It may cover cancellation or restriction of export or import licences etc.



## 7.2c Study the following definitions and abbreviations:

Advance	=	A loan.
Agent	=	Any person who acts for another with the latter's consent.
Beneficiary	=	The person who will receive the benefit of some transaction.
C	=	Casualty.
Canc.	=	Cancel.
C/P	=	Contract price.
D.I.	=	Double indemnity.
E. & O.	=	Errors and omissions.
Examiner	=	An insurance underwriter.
G.A.	=	General Agent.
K.O.	=	Keep off — do not insure this.
Non-can	=	Noncancellable.
O.P.	=	Original Premium.
P.D.	=	Property damage.
R.P.	=	Return premium.
Risk	=	Any chance of loss.
Term	=	The period of time for which an insurance policy is issued.

### Vocabulary

*endowment* / in'daʊmənt / (προικοδότηση) μικτή ασφάλεια

*coinsurance* / 'kəʊɪn'sʊəns / συνασφαλιστής, -λεια

*apart (from)* / ə'pɑt frəm / εκτός από

*mention* / 'menʃn / αναφέρω

*casualty* / 'kæʒʊəlɪ / ατύχημα

*liability* / 'laɪə'bɪləɪ / ευθύνη

*reinsurance* / riɪn'sʊəns / αντασφάλιση

*term* / tɜm / όρος, χρονική περίοδος

*policy* / 'pɒləsi / συμβόλαιο

*payable* / 'peɪəbl / πληρωτέος

*limited* / 'lɪmɪtɪd / περιορισμένος

*premium* / 'prɪmiəm / ασφάλιστρο

*beneficiary* / 'benɪfɪjəri / δικαιούχος

*collect* / kə'lekt / είσπραττω

*otherwise* / 'ʌðəwaɪz / διαφορετικά

*export* / 'eksɜt / εξαγωγή

*stipulated* / 'stɪpjʊ'leɪtɪd / καθορισμένος

*pension* / 'penʃn / σύνταξη

*benefit* / 'benɪfɪt / επίδομα

*contribution* / 'kɒntrɪ'bjuʃn / εισφορά

*entirely* / ɪn'taɪə(r)li / εξ ολοκλήρου

*transportation* / 'trɑnsɜ'teɪʃn / μεταφορά

*innumerable* / ɪ'njʊmrəbl / αναρίθμητος, άμέτρητος

*tailor-made* / 'teɪlə meɪd / επί παραγγελία

*multi-line* / 'mʌltɪ 'laɪn / πολλαπλός

*incorporate* / ɪn'kɜrəreɪt / ένσωματώνω, περιλαμβάνω

*coverage* / 'kʌvərɪdʒ / κάλυψη

*previously* / 'prɪvɪəsli / προηγούμενα

*require* / rɪk'waɪə / απαιτώ



*cancellation* / 'kænsəl'eɪʃn / ακύρωση  
*restriction* / rɪ'strɪkʃn / περιορισμός  
*import* / 'ɪmpɒt / εισαγωγή  
*licence* / 'laɪsns / άδεια  
*advance* / əd'vɑns / προκατάβολή, δάνειο  
*consent* / kən'sent / συγκατάθεση, συναίνεση  
*cancel* / 'kænsəl / ακυρώνω  
*indemnity* / ɪn'demnəti / αποζημίωση, έγγυηση  
*error* / 'erə / σφάλμα  
*omission* / ə'mɪʃn / παράλειψη  
*underwriter* / 'ʌndə'raɪtə / ναυτασφαλιστής  
*noncancellable* / 'nɒn'kænsləbl / μή ακυρώσιμος  
*property* / 'prɒpəti / ιδιοκτησία, περιουσία

### Exercises

I. Answer the following questions using one complete sentence for each answer:

1. What is the scope of insurance?
2. What is the scope of life insurance?
3. How many forms of social insurance can you identify in the diagram 8?
4. Which are they?
5. How many forms of life insurance can you identify in the diagram 8?
6. Which are they?
7. What is a term insurance?
8. What is a whole life insurance?
9. What is group life insurance?
10. How many forms of business insurance can you identify?
11. Which are they?
12. What is an endowment?

II. Match a term from column A with an explanation from column B to make sense.

#### A

1. policy
2. term
3. K.O.
4. P.D.
5. insurer
6. risk
7. premium
8. E. & O.
9. G.A.
10. O.P.
11. agent
12. advance

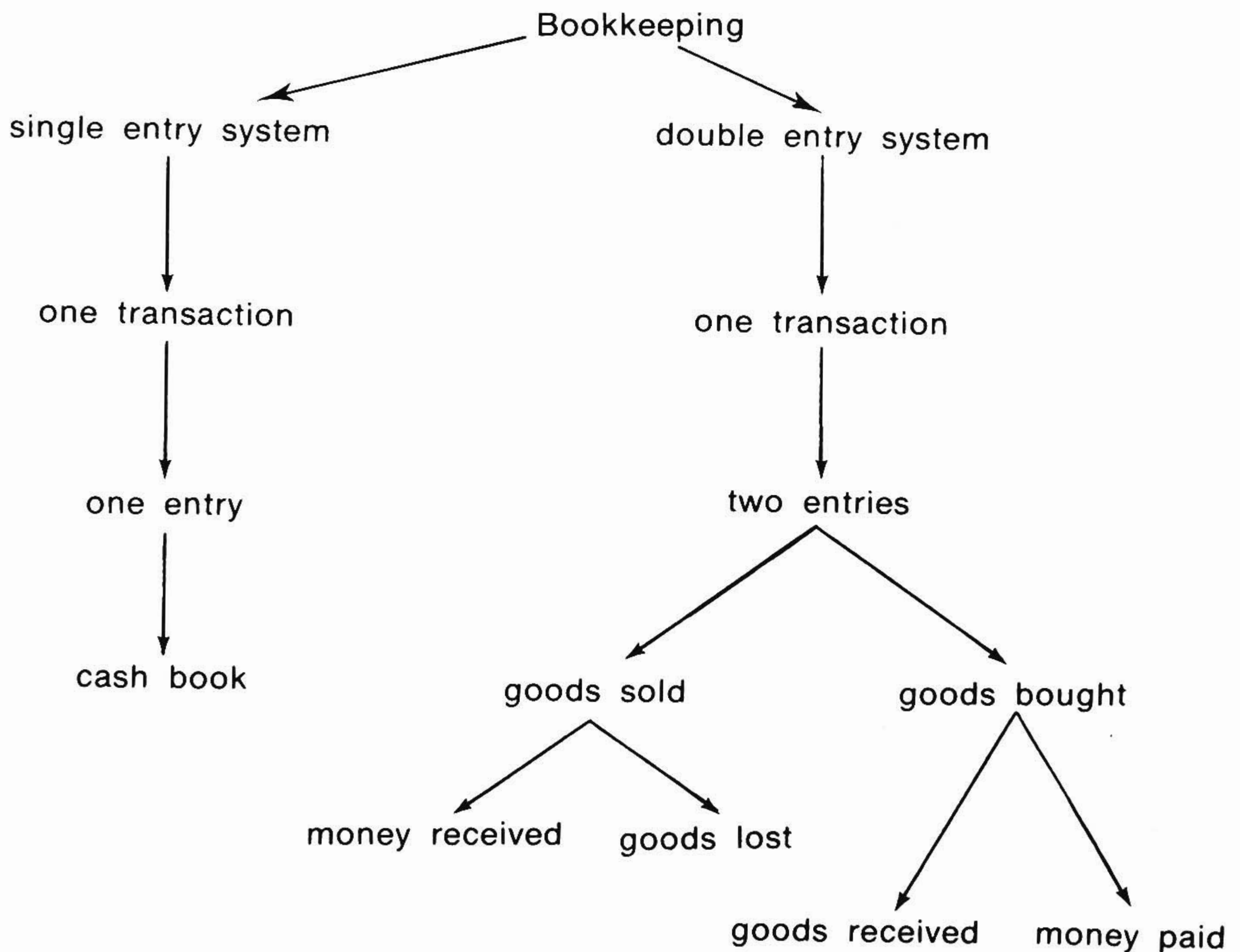
#### B

- a. property damage
- b. person undertaking an insurance
- c. amount paid to an insurer
- d. general agent
- e. contract
- f. person acting on behalf of another
- g. loan
- h. do not insure
- i. original premium
- j. errors and omissions
- k. chance of loss
- l. period of time



## 8.1 Ledgers

### 8.1a Look at the following diagrams:



### 8.1b Study the following statements:

- There are two basic systems in bookkeeping: the single entry and the double entry.
- Debit entries are made when:
  - assets are increased
  - liabilities are decreased
  - proprietorship is decreased
- Credit entries are made when:
  - assets are decreased
  - liabilities are increased
- Single-entry bookkeeping is suitable for a small business.
- Double-entry bookkeeping provides a check against error.



- f. There are three types of books in double-entry bookkeeping:
- i. *day book or journal*
  - ii. *cash book*
  - iii. *sales book*
- g. Transactions recorded in these books are transferred to the ledger. We call this operation posting.
- h. The ledger is the most important book in a company.
- i. The auxiliary books include:
- i. *the blotter*
  - ii. *the bill book*
  - iii. *the order book, and*
  - iv. *the invoice book*

## Vocabulary

*accounting* / ə'kaʊntɪŋ / λογιστική  
*ledger* / 'ledʒə / καθολικό (βιβλίο)  
*bookkeeping* / 'bʊk'ki:pɪŋ / τήρηση βιβλίων  
*single* / 'sɪŋɡl / άπλός  
*entry* / 'entri / έγγραφή  
*transaction* / træ'n'zækʃn / πράξη  
*cash book* / 'kæʃ 'bʊk / ταμείο, βιβλίο εισπράξεων και πληρωμών  
*debit* / 'deɪt / χρέωση  
*asset* / 'æset / ενεργητικό (έπιχειρήσεως)  
*increase* / ɪn'kris / αύξάνω  
*liability* / 'laɪə'bɪləti / παθητικό (έπιχειρήσεως)  
*decrease* / di'kris / μειώνω  
*proprietorship* / prə'praɪətə(r)ʃɪp / κυριότητα, ιδιοκτησία  
*credit* / 'kredit / πίστωση  
*suitable* / 'sutəbl / κατάλληλος  
*provide* / prə'vaɪd / παρέχω  
*check* / 'tʃek / έλεγχος  
*day book* / 'deɪ 'bʊk / πρόχειρο ήμερολόγιο  
*journal* / 'dʒɜːnl / ήμερολόγιο  
*sales book* / 'seɪlz 'bʊk / βιβλίο πωλήσεων  
*record* / rɪ'kɔːd / καταχωρίζω  
*transfer* / 'trænsfɜː / μεταφέρω  
*operation* / 'ɒpə'reɪʃn / πράξη  
*posting* / 'pəʊstɪŋ / καταχώριση  
*auxiliary* / əg'zɪliəri / βοηθητικός  
*blotter* / 'blɒtə / πρόχειρο βιβλίο  
*bill book* / 'bɪl 'bʊk / βιβλίο συναλλαγματικών  
*order book* / 'ɔːdə 'bʊk / βιβλίο παραγγελιών  
*invoice* / 'ɪnvɔɪs / τιμολόγιο



## 8.2a Look at the following specimen of a balance sheet:

### ASSETS

#### Current assets:

Cash	£ 2,010
Accounts Receivable	£ 3,150
Merchandise	£ 5,840
Total C/A	£ 11,000

#### Fixed assets:

Land	£10,000
Buildings	£25,000
Total F/A	£35,000
Total assets	£ 46,000

### LIABILITIES & CAPITAL

#### Current liabilities:

Accounts payable	£ 2,060
Notes payable	£ 3,240
Total C/L	£ 5,300

#### Long term liabilities:

Bonds payable	£ 5,000
Total liabilities	£10,300

#### Capital:

Capital stock	£ 20,000
Retained earnings	£ 15,700
Total capital	£ 35,700

Total liabilities and capital £46,000

## 8.2b Now study the following statements:

- a. *The balance sheet* is a statement. It shows a company's *financial position* (or condition) at any one time.
- b. The difference between total *assets* and total *liabilities* represents the firm's *net worth*.
- c. The term *assets* denotes the total of *property* available.
- d. *Current assets* represent immediate purchasing power in the form of *cash* or *claims* to cash.
- e. *Accounts receivable* are debts owed to the firm.
- f. *Fixed assets* are those acquired with the intention *to be held* and *used* over a long period. They are *necessary to the operations* of most enterprises.
- g. The term *liabilities*, stands for *debts*, obligations, to third parties.
- h. *Current liabilities* are trade debts to be met within a short period.
- i. Long term liabilities extend over a term of years.
- j. *Notes payable* (bills payable) are written obligations of a firm to third parties for payment on the date they are due.
- k. *Bills receivable* (notes receivable) are written obligations of third parties to a firm.





## Vocabulary

*specimen* / s'pesimən / δείγμα, υπόδειγμα  
*balance sheet* / 'bæləns ʃit / ισολογισμός  
*current assets* / 'kʌrənt 'æsets / τρέχον ένεργητικό  
*accounts receivable* / ə'kaʊnts ri'sivəbl / λογαριασμοί είσπρακτέοι  
*merchandise* / 'mɜ:tʃəndaiz / έμπορεύματα  
*fixed assets* / 'fiksɪt 'æsets / πάγιο ένεργητικό  
*liabilities* / 'laɪə'bɪlətɪs / ύποχρεώσεις (παθητικό)  
*capital* / 'kæpɪtl / κεφάλαιο  
*current liabilities* / 'kʌrənt 'laɪə'bɪlətɪs / άπαιτητές ύποχρεώσεις (βραχυπρόθεσμες)  
*accounts payable* / ə'kaʊnts 'peɪəbl / λογαριασμοί πληρωτέοι  
*long term* / 'lɒŋ 'tɜ:m / μακροπρόθεσμος  
*bond* / bɒnd / γραμμάτιο, χρεώγραφο  
*stock* / 'stɒk / άπόθεμα  
*retained* / ri'teɪnd / παρακρατηθείς  
*earnings* / 'ɜ:nɪŋs / κέρδη  
*statement* / 'steɪtmənt / δήλωση, άνάλυση  
*position* / pə'zɪʃn / θέση  
*net* / net / καθαρός  
*worth* / wɜ:θ / άξία (net worth - καθαρή θέση)  
*denote* / di'nəʊt / σημαίνω, φανερώνω  
*property* / 'prɒpərtɪ / περιουσία  
*immediate* / ɪ'mɪdiət / άμεσος  
*purchasing* / 'pɜ:tʃəsɪŋ / άγοραστικός  
*power* / 'paʊə / δύναμη  
*claim* / kleɪm / άπαίτηση  
*debt* / 'det / χρέος  
*acquire* / ə'kwaiə / άποκτώ  
*intention* / ɪn'tenʃn / πρόθεση  
*operation* / 'ɒpə'reɪʃn / λειτουργία  
*enterprise* / 'entəpraɪz / έπιχείρηση  
*obligation* / 'ɒblɪ'geɪʃn / ύποχρέωση  
*trade* / treɪd / έμπόριο, έμπορικός  
*note* / nəʊt / γραμμάτιο  
*bill* / bɪl / γραμμάτιο

### Exercises

I. Answer the following questions using one complete sentence for each answer:

1. How many systems have we got in bookkeeping?
2. What system is suitable for a small business?
3. What is a balance sheet?
4. What does the difference between total assets and total liabilities represent?
5. What are accounts receivable?
6. What are accounts payable?



7. What are current liabilities?
8. What do current assets represent?
9. What are notes payable?
10. What are bills receivable?

## FINAL TEST

I. Fill in the blanks in the following sentences with one of the words listed below:

department	manager	relationships	link
informed	developments	duplication	accept
distributes	current	privilege	coins
circulation	record	carriers	agent
insurance	financial	protection	systems
sheet	liabilities	debts	net

1. The payments — deals with customers and personnel.
2. The basic functions of a — are to plan and organize the office.
3. The manager coordinates the — between departments.
4. There must be a close relationship and a firm — between the manager and the office.
5. The manager should be — on all latest — in the field of furniture and equipment.
6. A keen manager always wants to avoid — of work.
7. The stock clerk maintains and — stationery supplies to company personnel.
8. The basic function of a bank is to — deposits.
9. No interest is paid on — accounts.
10. Central banks have the — of issuing bank-notes.
11. Currency consists of — and bank notes.
12. Silver coins are still in — in some countries.
13. The statement is a — of all transactions or entries.
14. Bulk — carry iron ore.
15. An — is a person who acts for or on behalf of another.
16. The scope of — is to provide people with — protection against inevitable situations.
17. House insurance is a — that every owner needs.
18. There are two — in book-keeping.
19. The balance — is a statement.
20. The difference between total assets and total — represents the firm's — worth.
21. The term liabilities stands for —, to third parties.

II Say whether the following statements are TRUE or FALSE:

22. The Accounts and Stock departments are not very important in an enterprise.
23. The Payments department deals with customers accounts.
24. Graphical surveys give information on limited topics.
25. We can group the staff of an enterprise on a departmental basis only.



26. The manager co-ordinates the relationships between departments.
27. Bar charts give information referring to the percentage breakdown and the relationship between sectors concerned.
28. Pie diagrams give the same information as bar charts.
29. Ventilation of space affects working conditions.
30. Analysis and storing of office forms is a waste of time.
31. A link between the manager and his office is always necessary.
32. The right selection of personnel and the correct training do not result to the increase of productivity.
33. Sense of responsibility is not an important qualification for a secretary.
34. The charter party gives the name of the charterer only.
35. Only the gross tonnage is included in the charter party.
36. Under the lien clause the owners of a vessel may hold cargo for non-payment of freight.
37. The cargo clause describes the merchandise to be carried.
38. Lump sum freight is based upon the quantity of the goods.
39. Advance freight is important for ship owners.
40. Payment an account of disbursements is advance freight.
41. Under the term "stoppage in transitu" the carrier may not stop the goods if freight has not been paid to him.
42. The number of the Lloyd's Register and the official number of the ship's register are the same.
43. The Arbitration clause provides details about the conditions of arbitration.

III. Which is correct in the following a, b or c?

44. A credit note is a document evidencing that a person - - - - -
  - a. has to pay some money.
  - b. has paid some money.
  - c. has to collect some money.
45. The abbreviation C.W.O. means - - - - -
  - a. cash before delivery.
  - b. cash on delivery.
  - c. cash with order.
46. A debit note is a document evidencing that a person - - - - -
  - a. has to collect some money.
  - b. has to pay some money.
  - c. has paid some money.
47. A.R. means - - - - -
  - a. weight.
  - b. receipt.
  - c. advice of receipt.
48. The order form refers to - - - - -
  - a. transactions or entries over an account.
  - b. delivery of goods.
  - c. purchase of goods.
49. The abbreviation D/N means - - - - -
  - a. debit note.
  - b. delivery order.
  - c. delivery.



50. The statement of account refers to - - - - -  
 a. transactions or entries over an account.  
 b. delivery of goods.  
 c. purchase of goods.
51. The abbreviation C. B. D. means - - - - -  
 a. cash on delivery.  
 b. cash before delivery.  
 c. cash with order.
52. The delivery note refers to - - - - -  
 a. transactions or entries over an account.  
 b. delivery of goods.  
 c. purchase of goods.
53. The abbreviation IOU means - - - - -  
 a. cash with order.  
 b. cash before delivery.  
 c. I owe you.
54. The merchandise is described in the - - - - -  
 a. lien clause.  
 b. brokerage clause.  
 c. cargo clause.
55. The owners may hold cargo against payment of freight under the - - - - -  
 - - -  
 a. cargo clause.  
 b. brokerage clause.  
 c. lien clause.
56. The rate of brockorage agreed is stated in the - - - - -  
 a. lien clause.  
 b. cargo clause.  
 c. brokerage clause.
57. The charter party gives full particulars of - - - - -  
 a. the ports of loading.  
 b. the ports of discharge.  
 c. both "a" and "b".
58. We calculate freight according to - - - - -  
 a. weight of cargo.  
 b. measurement of cargo.  
 c. both "a" and "b".
59. The abbreviation C/P means - - - - -  
 a. casualty.  
 b. cancel.  
 c. contract price.
60. Sometimes, business firms insure their employees under a scheme known as - - - - - insurance.  
 a. group life.  
 b. whole life  
 c. endowment.