

## 25. Business, Management and Administration Cluster - Secretarial and Administrative Assistant Careers (4 hours)

<b>Purpose/Abstract:</b> To introduce students to Secretarial and Administrative Assistant Careers.			
<b>NCCCS Adult Education Standards:</b> R.3.2.8, W.2.2.1, M.5.2.2			
<b>Learning Objective:</b> <i>By the end of the session, students will be able to:</i> <ul style="list-style-type: none"> <li>● Demonstrate an understanding of the role and responsibilities of secretarial and administrative assistants</li> <li>● Apply proper capitalization to the inside address, salutation, and closing of personal and business letters</li> <li>● Use multiplication and division skills to solve problems related to secretarial and administrative tasks</li> </ul>			
<b>Soft Skills</b>	teamwork, communication	<b>Resources</b>	<a href="#">Skills to Pay the Bills</a> (STPTB) (for instructor reference to define each soft skill category)  Math: <a href="#">Multiplication and Division Practice   Interactive Worksheet   Education.com</a>  <a href="#">NC Career Clusters Guide</a> (for instructor reference)  Handouts: A Day in the Office - 1 for each student Multiplication & Division - 1 for each student Case Study - 1 for each group
<b>Additional Materials</b> <ul style="list-style-type: none"> <li>● A Day in the Office Handout , one for each student</li> <li>● Multiplication &amp; Division Handout, one for each student</li> <li>● Case Study, one for each group</li> <li>● Art supplies (glue, glitter, markers, paint, etc.)</li> <li>● Pencils, paper, scissors</li> <li>● Computers for student use</li> </ul>			
<b>Icons</b>	<b>Activity</b>	<b>Check-In</b>	<b>Review</b>

### PREPARATION

- Review the worksheets and games on [education.com](#) and print out the following worksheets:
  - [Multiplication and Division Practice | Interactive Worksheet | Education.com](#)
- Review the [Instructional Support Guide](#) and print/prepare referenced scaffolds.
- Print handouts.
- Familiarize yourself with [O\\*NET](#)
- Familiarize yourself with [Skills to Pay the Bills](#), though it won't be used directly in this lesson.

### INTRODUCTION (30 min)



Welcome students to the class!

Begin the lesson by explaining to students that secretarial and administrative assistant careers involve supporting the smooth operation of offices and organizations. Emphasize the importance of teamwork and effective communication in these roles.

Ask students to share a few examples of how teamwork and effective communication can help in these roles. Add to student examples with a few real-life scenarios.

Provide a summary of the SSA program in simple terms, explaining that it is a program that offers career opportunities for individuals with disabilities. Mention that the program provides training and support to help individuals succeed in the workplace. Use information from the program's website [Individuals with Disabilities | Careers | SSA](#) to create the summary. Consider projecting the website for students to read along as you explain.

Introduce the objectives of the lesson.

## VOCABULARY, READING & WRITING (60 min)

Start by providing a brief introduction to the importance of letter writing in secretarial and administrative assistant careers. Explain that letters are commonly used to communicate in a professional setting, such as to express gratitude, request information, or convey important messages.

Pair students up and distribute A Day in Office. Read the directions out loud. Instruct the students to read the passage and encourage them to identify any words or phrases that they find challenging to understand. Remind them to self-monitor their comprehension and be aware of any difficulties they encounter.

Conduct a class discussion where students share the challenging words or phrases they identified. Create an inclusive and supportive environment where students can ask questions and seek clarification. Provide explanations and definitions for the identified words or phrases as needed.

Transition to the concept of letter writing and its significance in administrative roles. Highlight that effective communication through letters is essential for maintaining professional relationships and conveying information accurately.

Provide simple and clear instructions to guide students in writing a letter:

- a. Explain the purpose of the letter, such as expressing gratitude or requesting information.
- b. Provide a template with the proper structure, including sections for the inside address, salutation, body, and closing. Model the proper formatting and organization of each section.
- c. Emphasize the importance of capitalizing the inside address, salutation, and closing

Show a few sample letters and highlight the purpose of the letter and the sections. You can use the examples given below.

[Student's Name]  
[Student's Address]  
[City, State, ZIP]

[Date]

[Recipient's Name]  
[Recipient's Position/Title]  
[Company/Organization Name]  
[Address]  
[City, State, ZIP]

Dear [Recipient's Name],

I hope this letter finds you well. My name is [Student's Name], and I am writing to say thank you for the chance to talk with you about the secretarial job. I really appreciate the time you took to meet with me.

I learned a lot during our talk. I saw how important it is to be organized and pay attention to details in the secretarial role. I also noticed how everyone on your team works together to make things run smoothly. It made me even more excited about the opportunity to work with you.

I did some research on your company, and I am impressed by how much you help people. I think my skills in organizing, listening, and talking with others would be a great fit for your team. I love working with people and making sure everything gets done on time.

I wanted to check if there were any updates about the job. Please let me know if there's anything else I can provide or if you have any questions for me. You can reach me by phone or email, whichever is more convenient for you.

Thank you again for considering me for this job. I hope to hear from you soon.

Sincerely,

[Student's Name]

[Student's Name]  
[Student's Address]  
[City, State, ZIP]

[Date]

Dear [Recipient's Name],

I hope you're doing well! My name is [Student's Name], and I wanted to write this letter to say hello and tell you about my interest in the secretarial job.

I recently had the opportunity to talk with you, and I wanted to say thank you for taking the time to meet with me. I enjoyed our conversation, and it made me even more excited about the possibility of working with you.

I learned that being a secretary means being very organized and paying attention to details. I think I would be really good at that because I like keeping things in order and making sure everything runs smoothly. Plus, I love helping people and making them feel welcome!

I wanted to let you know that I did some research on your company, and I think it's amazing how you help so many people. I would be honored to be part of your team and contribute to making a difference.

If there are any updates or if you have any questions, please let me know. You can reach me by phone or email. I'm looking forward to hearing from you soon!

Thank you for considering me for the secretarial job. I hope we have the chance to work together!

Take care, and have a great day!

Sincerely,

[Student's Name]

[Student's Name]  
[Student's Address]  
[City, State, ZIP]

[Date]

Dear [Recipient's Name],

I hope this letter finds you well. My name is [Student's Name], and I am writing to ask for your assistance with an important task.

I work as a secretary at [Company/Organization Name], and I have noticed that we are running low on office supplies. It would be a great help if you could kindly order more supplies for our team.

We are in need of the following items:

Pens  
Paper  
Sticky notes  
Staplers  
Paper clips

I understand that you have many responsibilities, but having these supplies will allow us to work efficiently and smoothly. Your support in this matter is greatly appreciated.

If you need any additional information or have any questions, please let me know. I am available to

provide any details you may need.

Thank you very much for your attention to this request. Your assistance will contribute to a productive and organized work environment.

Warm regards,

[Student's Name]

Inform students that they will practice writing letters later in the lesson.

 REFLECTION (10 minutes)

✓ Have 2-3 students summarize what they read about in the passage. Encourage the rest of the class to add to the summary.

Lower Level	Higher Level
Consider pairing students up during the reading comprehension activity.	Challenge students to come up with synonyms for words they find challenging and list them out. Provide a thesaurus if available, or direct them to websites on the internet they can refer to.

**MATHEMATICS (60 min)**

Introduce the concept of multiplication to the students by explaining that it is the process of combining equal groups to find the total amount or quantity. Use examples such as 3 groups of 4 apples to demonstrate how multiplication works.

Next, introduce the concept of division as the process of dividing a total quantity into equal parts or groups. Explain that division helps us understand how many times one quantity fits into another. Use examples such as sharing 12 apples equally among 3 friends to illustrate division.

Emphasize the importance of understanding multiplication and division in solving problems and real-life situations, particularly in secretarial and administrative assistant careers.

Distribute the Multiplication and Division handout to students and explain that they are simple problems related to administrative tasks. Explain that they will solve these problems to practice their math skills and apply them to real-world scenarios.

Instruct the students to solve the problems individually or in pairs. Encourage them to read each problem carefully, identify the necessary operations (multiplication or division), and find the solutions.

Encourage students to explain their problem-solving strategies and discuss their solutions with their peers. Emphasize the importance of justifying their answers and providing clear explanations.



 REFLECTION (10 minutes)

✓ Review the answers as a class. Address any misconceptions or difficulties encountered by the students during the problem-solving process.

Summarize the importance of multiplication and division skills in secretarial and administrative assistant careers, highlighting their relevance in tasks such as calculating quantities, managing schedules, and organizing information.

**Lower Level**

Pair students up. Consider writing simple multiplication/ division facts on the board for the 2,3 and 4 times tables for reference.

**Higher Level**

Assign this [interactive worksheet](#) to students for extra practice.

**GROUP WORK (60 min)**

Ask a few students to share what they think a day in the life of an administrative assistant or an office secretary might look like. Encourage them to think about all the tasks they might perform.

Divide the class into groups of 4 and inform students that they will analyze a case study on a day in the life of an administrative assistant. After reading the case study in their groups, students will refer to the job descriptions in [43-6014.00 - Secretaries and Administrative Assistants, Except Legal, Medical, and Executive](#). They will then, discuss the questions given in the case study in their groups using the information they gathered from the webpage.

Remind students to take the time to read the various sections on the webpage to get a clear understanding of the role.

Distribute the Case Study handout and walk around to ensure all students get a chance to contribute to the discussions in their groups.

 REFLECTION (20 minutes)

✓ Guide a discussion using the questions in the case study. Ask follow-up questions to check that students have a clear understanding of the tasks, skills, and work activities required in these careers. Emphasize how teamwork and communication are very important soft skills required for secretarial and administrative assistant careers.

**INDEPENDENT WORK TIME (30 min)**

Instruct students to write a letter using what was introduced earlier in the lesson. Students can choose to write a letter to express gratitude, request information, or place an order for office supplies.

Have 1-2 students recall the sections of a simple letter and what to capitalize. Clarify any questions students have about the different sections of a letter. You can consider projecting the sample letters as a reference.

Allow 25 minutes for this activity. Circulate the classroom to provide individual assistance and monitor students' progress. Encourage students to apply the concepts discussed and demonstrate their understanding of letter writing.

 REFLECTION (5 minutes)

- ✓ Tell students to exchange their letters with a partner and check that,
  - a. the letter has the appropriate sections
  - b. capitalization rules are followed

Conclude the lesson by reviewing the importance of letter writing in secretarial and administrative assistant careers. Emphasize the role it plays in effective communication and building professional relationships.

**Lower Level**

Write out a mock letter template on the board and guide students through the sections independently.

**Higher Level**

Encourage students to brainstorm where else they might use letter-writing skills in their lives and create a sample letter for one of the situations on their list.

**WRAP-UP & REFLECTION (15 min)**

Inform students that with this lesson, the Business, Management, and Administration cluster lessons come to an end. In the next lesson, they will explore a new cluster.

Ask students to turn to a partner and share:

- How is learning about the different career clusters helping them so far?
- Which cluster or career has caught their interest the most?
- What are some other ways they are researching different careers?

Ask 2-3 volunteer pairs to share their thoughts with the rest of the class.

Distribute exit slips to students.

Ask for a few volunteers to share their reflections.

Collect and review the answers.

## A Day in the Office

**Directions:**

- Read the passage about secretarial and administrative assistant careers carefully.
- As you read, pay attention to any words or phrases that you find difficult to understand.
- Use context clues from the surrounding sentences or paragraphs to help you figure out the meaning of these challenging words or phrases.
- If you're still unsure about the meaning, underline or highlight the word or phrase and make a note of it.
- After reading the passage, review the underlined or highlighted words or phrases.
- Take a moment to think about the possible meanings, or ask a classmate or teacher for assistance.
- Reflect on how identifying and clarifying these challenging words or phrases can help improve your overall comprehension of the text.
- Practice self-monitoring by using these strategies whenever you come across unfamiliar words or phrases while reading.

Every day, secretarial and administrative assistants play an important role in offices around the world. They help keep things running smoothly and assist with various tasks. Let's take a closer look at what it's like to be a secretarial worker and the skills they need to succeed.

Secretarial workers have a variety of responsibilities. They answer phone calls and greet visitors with friendly smiles. They also schedule appointments and make sure everyone knows when and where they need to be. In addition, they help with organizing files and keeping important documents in order.

Communication is a key part of a secretarial worker's job. They write emails and letters, ensuring that the right information gets to the right people. They also assist with proofreading, making sure everything is spelled correctly and easy to understand. When important meetings take place, secretarial workers may even take notes and distribute them to the attendees.

Being organized is crucial for secretarial workers. They must manage their time wisely, juggling multiple tasks and prioritizing what needs to be done first. They also need to keep track of office supplies, making sure there's enough paper, pens, and other materials to go around.

Secretarial workers often work closely with others in the office, such as managers, coworkers, and clients. They must be able to work well as a team, assisting others when needed and cooperating to achieve common goals. Good communication and teamwork skills help create a positive and productive work environment.

In conclusion, secretarial and administrative assistants are essential members of any office. Their hard work and dedication ensure that everything runs smoothly and efficiently. Whether it's answering phone calls, organizing files, or communicating with others, secretarial workers play a vital role in supporting the success of the office.

## Multiplication & Division

**Directions:**

- Read each problem carefully
- Identify the operation required (multiplication or division)
- Show your work in the space provided

Problem	Solution
1. Sarah photocopies 6 documents for each of the 4 departments. How many documents does she photocopy in total?	
2. Omar receives 24 emails per day. If he works for 5 days, how many emails does he receive in a week?	
3. Emily schedules 3 meetings per week. If she schedules meetings for 8 weeks, how many meetings does she schedule in total?	
4. Lisa types 5 pages per hour. If she types for 3 hours, how many pages does she type?	
5. Tom files 36 documents into 6 different folders. How many documents does he file in each folder?	
6. Alex receives a salary of \$500 per week. How much does she earn in 4 weeks?	
7. Jane spends \$8 on office supplies each month. How much does she spend in a year?	
8. Maria works 5 days a week and earns \$20 per day. How much does she earn in a month?	



## Case Study

### Directions:

- Read the case study in your groups.
- Refer to [43-6014.00 - Secretaries and Administrative Assistants, Except Legal, Medical, and Executive](#) to learn more about the role
- Discuss the questions given below and be prepared to share your responses with the rest of the class.

### A Day in the Life of an administrative assistant

Jennifer is an administrative assistant in a busy office. Let's take a look at her typical day on the job:

#### Morning:

Jennifer starts her day by checking her email and prioritizing her tasks for the day.

She prepares documents for a meeting scheduled later in the morning, including printing and organizing them.

Jennifer answers phone calls, transfers them to the appropriate departments, and takes messages when necessary.

She assists colleagues with administrative tasks such as scheduling appointments and coordinating travel arrangements.

#### Afternoon:

Jennifer updates spreadsheets and maintains electronic and physical files.

She prepares and proofreads correspondence, including letters, memos, and reports, ensuring accuracy and proper formatting.

Jennifer helps manage the office supplies, restocking as needed and placing orders when inventory runs low.

She may attend meetings to take minutes and distribute them to the relevant individuals afterwards.

#### Discussion Questions:

1. Based on the information from the link on secretarial and administrative assistant roles [43-6014.00 - Secretaries and Administrative Assistants, Except Legal, Medical, and Executive](#), how do Jennifer's tasks align with the description of the job? Are there any additional tasks that you think she might be responsible for?

2. What skills do you think Jennifer needs to perform her daily tasks effectively? How do these skills contribute to the success of the office?

3. How does Jennifer's role support teamwork and effective communication within the office? Can you think of any examples where she might need to collaborate with colleagues?

4. In your opinion, what are the most important qualities or soft skills that a secretarial worker should possess? Why do you think these skills are crucial in this type of role?

5. Reflecting on the case study, what challenges do you think Jennifer might face in her job? How do you think she can overcome these challenges?

## Reflection Exit Slip

In one sentence, describe what you learned in this lesson.

Today, I learned \_\_\_\_\_.

Is one of the careers discussed today of interest to you? Why or why not?

I liked / did not like \_\_\_\_\_ career because \_\_\_\_\_

\_\_\_\_\_

Is there anything you still need help understanding?

What's one question you have?

Circle the emoji that shows how you feel about your mastery of content in this lesson.



Happy



Smart



Confused



Sad



Angry