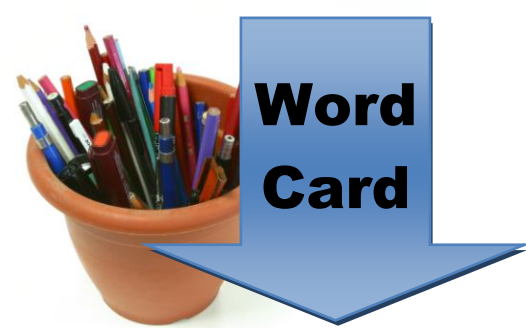


# GOALS

## In the office...



**Word  
Card**



**Shake hands**



**Make/take a phone call**



**Make an  
appointment**



**Take notes**



**Attend a meeting**



**Make a presentation**



**Welcome a client/a customer/a  
visitor**



**Make photocopies**



**File documents**



**Fill in a document**



**Type (out) (a report)**



**Print (out)**



**Exchange business cards**