



Heads



Secretarial Studies

LEARNING GUIDE

960-704

FREE
SEPARATE
Answer Key

MEETINGS AND EVENTS

2nd Edition

21

SOFAD



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INTRODUCTION

The *Meetings and events* competency is part of the program of study leading to the Diploma of Vocational Studies in Secretarial Studies. The program is divided into 25 competencies totalling 1,485 hours of training.

Code	Number	Competency	Duration	Units
960-501	01	Occupation and training	15	1
960-515	02	Proofread English texts	75	5
960-526	03	Word processing	90	6
960-534	04	Quality of written English	60	4
960-544	05	Customer service	60	4
960-554	06	Document management	60	4
960-562	07	Spreadsheet production	30	2
960-572	08	Designing presentations	30	2
960-584	09	Business English	60	4
960-596	10	Accounting operations	90	6
960-605	11	Business correspondence	75	5
960-613	12	Databases creation	45	3
960-623	13	Cash management	45	3
960-635	14	Translation	75	5
960-644	15	Design tables and charts	60	4
960-656	16	Visual design of documents	90	6
960-666	17	Writing in French	90	6
960-672	18	Digital media	30	2
960-683	19	Interact in French	45	3
960-695	20	Follow up on business correspondence	75	5
960-704	21	Meetings and events	60	4
960-714	22	Producing reports	60	4
960-722	23	Technical support	30	2
960-733	24	Coordinating multiple tasks	45	3
960-746	25	Entering the workforce	90	6

One unit is equivalent to 15 hours of training.

PRESENTATION

The specific competency *Meetings and events* is offered as part of the Diploma of Vocational Studies in Secretarial Studies program. The educational objectives of this program are to increase the quality of customer service, to develop an interest in deepening one's knowledge of technological tools, and to develop a sense of autonomy and initiative.

Today's secretaries are autonomous and an integral part of any management team. Acting as true assistants, they support managers and professionals, take charge of a range of files, and assume multiple responsibilities. The skills to be developed to meet the needs of today's organizations are numerous and increasingly varied.

This guide will help you develop your skills in planning and organizing meetings and events. You will learn how to organize your work; make and track reservations; prepare notices of meetings, agendas, minutes, news releases, and invitations; and become familiar with the standards for sending these documents.

This guide contains essential components for your progress: role-playing exercises that are representative of the secretarial profession as well as clear explanations that will allow you to efficiently perform various tasks related to this professional field. You will work as a receptionist, secretary, or assistant in various organizations. Your company's image will be affected by your ability to plan and organize meetings and events according to the needs and expectations of your management, to produce various documents in a meticulous manner and according to a schedule, and to manage various communications while respecting the requirements and rules of professional communication.

SITUATIONS

The guide is composed of five situations that will not only introduce you to new knowledge, but will also teach you how to handle them with ease and apply them competently. Each is built on the same model. It begins with a context and the mandate you have been given.

The situation is then divided into several tasks. Each task is presented in a dynamic and motivating way. You will be guided through it step by step. The notions, techniques, rules, and concepts will be explained to you in detail and supported by numerous exercises, which will allow you to acquire this new knowledge. On portailsofad.com, you can access the tables of this guide to consult and print them, if needed. Your teacher or tutor has access to the answers to all the exercises. Ask them when necessary.

LEARNING ASSESSMENT

This guide is accompanied by two graded activities and a summary activity, presented in separate workbooks that will have been provided to you with the guide or that you will be able to download from portailsofad.com. You will find all the necessary information in your guide at the appropriate time.

You must submit your graded activities. Hand them in to your teacher if you are taking the course in person or send them electronically to your tutor if you are studying remotely. In both cases, you will receive an evaluation form.

The graded activities are an excellent way to help you recognize and overcome your difficulties. The culminating activity was developed using the same criteria as the final course evaluation. It is therefore an excellent way to prepare for the official final test, which you will take under supervision at a professional training centre.

REQUIRED MATERIAL

The material for this module includes:

- the *Meetings and Events* learning guide;
- two graded activities and a summary activity;
- access to portailsofad.com;
- the audio file for Situation 1, available at portailsofad.com.

A few tips

Complete all the exercises in this learning guide, as well as the graded activities. Check your answers carefully with your teacher, tutor, or the answer key and, if necessary, review the material to make sure you understand it before moving on to the next task.

If you still have questions, do not hesitate to ask your teacher or tutor for explanations.

The duration of the training is estimated to be approximately 60 hours of work.

Set up a study schedule that takes into account not only your needs but also your family, work, and other obligations. Stick to the schedule you have chosen as much as possible.

GUIDE OVERVIEW

Opening pages

The situation describes the context in which you carry out the various tasks required to acquire the competency.

The total duration of all the tasks in the situation includes the graded activity, if applicable.

The title page shows the number and title of the situation.

The terms of reference summarize what is required of you and list the tasks you will be expected to perform during the situation.

Meetings
Part 1

1

Meetings
Part 1

TOTAL DURATION 13 h

1

1

2 MEETINGS AND EVENTS

3 Meetings - Part 1

4 MEETINGS AND EVENTS

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The “Reminder” section refers to concepts that have been seen previously.

This pictogram, accompanied by a sentence, indicates that the file, document, or tool to be used must be downloaded from portailsofad.com.

The content is often presented in table format to facilitate understanding.

TYPE OF MEETING (continued)	DEFINITION (continued)	EXAMPLE (continued)
Working committee	The purpose of this type of meeting is to allow a committee or a working group of employees to share their ideas on a given subject.	This committee meets to provide feedback and suggestions for organizing the annual Careers Open House (e.g., promotion, advertising).
Social committee	This type of committee is made up of employees from different departments – usually volunteers – who get together to organize social, sports, cultural, and tourist activities, fundraisers, etc.	The employees who make up Transport Instant's social committee organize various annual events (e.g., end-of-year party, retirement celebration, holiday party), which take place on specific dates.
Special committee (ad hoc)	This type of committee is created spontaneously by a superior for the implementation of a particular event. It ceases to exist after it fulfills its mandate and files its report.	Mia Lee is forming a committee to invite all customers to the launch of a new service offered by Transport Instant in four months.
Extraordinary	This type of meeting is held when the review of a given topic or a decision to be made is deemed urgent and cannot wait. Generally, it takes place the same day or the next. If participants are convened by email, the email must have a high priority.	Charlotte Thompson is calling a meeting with the directors today to announce that there will be temporary layoffs in each department starting next Monday.
Information	The purpose of this type of meeting is to communicate information. It is effective because it saves time compared with distributing information individually.	Charlotte Thompson met with all employees to inform them of the new Occupational Health and Safety Policy.
Negotiation	This type of meeting is appropriate when opposing parties want to reach an agreement.	The union representative meets with Carole Bell to negotiate an agreement for an employee.
Regular or statutory	This is a meeting that recurs (e.g., weekly, monthly) at a fixed date between managers or a director and their employees. It is held to establish objectives in order to create and monitor streamlined activities. This meeting therefore allows for the resolution or review of situations that have arisen between meetings.	Luis Ramirez meets with sales representatives once a month to receive a progress report.
Reflection	During such a meeting participants share ideas on a given topic.	In order to improve customer delivery times, Luis Ramirez formed a brainstorming committee with his employees to get their ideas on how to provide better customer service.

Ad hoc
The term **ad hoc** refers to a situation or committee that is specifically created for a particular task or mandate.

Tip
Find this chart on portailsofad.com to download and print it, if needed.

6 MEETINGS AND EVENTS

Terms that may be more difficult to understand are defined in the margin or at the bottom of the page.

- Reminders**
- Always consider weekends and holidays.
 - Check off tasks as you do them and as soon as they are completed.
 - When booking a catering service, remember to ask people if they have any dietary preferences or restrictions. It saves a lot of hassle!
 - Draft the notice of meeting and the agenda several days before the mailing date. This will give you more time, even if you spread it out over several days. Add details as you get them, and you'll have more time to review them, get them approved, and signed.
 - Follow up closely with participants and guests to get their response quickly, so you have time to make the necessary reservations.
 - In the case of a regular internal meeting, the deadline for sending documents is five business days.
 - Most often, the documents are sent by email or deposited on a sharing platform.

Today, November 2, 20xx, your supervisor asks you to prepare the monthly meeting of the Executive Committee. This meeting, already scheduled on the agenda, will take place on November 17, 20xx, from 9:00 a.m. to 12:00 p.m. She has already sent the presentation to the participants via a sharing platform and has asked them to bring their laptop.

The notice of meeting will be sent in the form of a simple email with only the agenda and the minutes of the previous meeting attached. In addition, your supervisor indicated that she must reserve Room B-44.

On portailsofad.com, download the task calendar and fill it out. Then contact your teacher to have your work validated.

NOVEMBER 20XX						
S	M	T	W	T	F	S
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

You must reserve Room B-44, as it is already fully equipped for the November 17 meeting. To do so, you must send an email on the same day to Charles Larivière, reservations, asking him to confirm the reservation. Please ensure that your extension number (514 555-7878, ext. 903) are included in your signature block, room. Make sure the subject line contains the type of meeting (committee) and the date, time, and location of the meeting. Then send it to your supervisor.

On February 16, 20xx, you are to prepare and write a report of the monthly Executive Committee meeting held on February 15, 20xx, at 9:00 a.m. in the conference room. Carole Bell took the notes and sent them to you by email. She will also sign the minutes when they are ready.

Proofread the content, separate the different topics of the meeting with headings, and write up the minutes. Then print it and show it to your teacher.

Here is the content of the topics discussed:

- Present: Charlotte, Martin, Carole, Luis, Mia
- Absent: Tony Domachev
- Martin said that employees must send in their choice of vacation dates by April 15 by email to the Human Resources Secretary (Adriana Roma). They will receive confirmation of their date on April 30.
- Carole asks that employees receive training on Reserva software before the end of March. Number of employees too high, she asks for a training by service. All say yes.
- Martin presented the budget allocated per department, which is higher than last year. Mentioned that any request (training, travel, or other) must be before the 1st of each month.
- Charlotte says that Pierrette Demontigny (computer committee) mentions to her that there will be a change in the computer network to make it more efficient, in the data backup.
- Mia presents committee study on market development. Interesting results and there is a potential.
- Luis says that reorganization of the website is necessary to make it easier for visitors to navigate. Suggests to add Frequently Asked Questions (FAQ) related to questions frequently asked by customers. All agree.
- All have questions about plans to expand the business annex. Charlotte said that she is seeing Anton on March 18 about this. Anton will give the final project before the next Executive Committee meeting.
- Next meeting: April 20, same location, same time.
- End of meeting: 11:10 a.m.

Scored Activity 1

You must now submit Scored Activity 1.

Visit portailsofad.com and download the document Scored Activity 1. Submit the completed form to your teacher or send it to your tutor, according to the terms of your registration.


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At the end of Situations 1, 2, and 5, this pictogram indicates that you must perform an activity that will be graded.

MEETINGS AND EVENTS

2nd Edition

A LEARNING GUIDE
FROM THE COLLECTION

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- making reservations and following up
- preparing meeting notices, news releases, invitations and accompanying documents
- producing a summary, minutes or report of an event
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The learning guide ***Meetings and Events*** consists of four work situations:

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