

## **Abstract**

The secretary role in an organization is very important. Apart from acting as a link between the organization and various authorities and staff. He/ she also carry out all the duties and keep the organization running smoothly. It is no denying the fact that secretary performs a complex and essential roles in any organizations.

During my internship cooperate education session from 11 January 2016 to 29 April 2016, I was assigned as assistant secretary. Most works are involved with written and oral communication. I was responsible for dealing with telephone and email enquiries, sorting and distributing incoming post and organizing and sending outing post.

In order to keep an organization running smoothly, I will prepare the project work on “Written Communication in The Workplace : CP ALL Public Company”. This project focuses on collecting and studying of 1) various types of letters and emails, 2) Expressions and vocabularies related with letters and emails.

The objectives of this project are 1) to provide practical help in writing commercial correspondence of many kinds, including letters and emails and 2) to be the source of information for secretaries.

**Keyword :** Communication/Writing/Secretary