



Alex is 34 years old and has been working for his father since he graduated from college. He has a *bachelor's degree* in business and finally found his *dream job*. Before he chases his dream, he needs to discover what that job is...

Self introduction

Hi, my name's Alex. I've been working for my father since graduating from college, but I feel like it's time to step out and *try my hand* in the *job market*. I'm looking forward to seeing what kind of options are open to me. The only problem is, I'm not sure where to start. Maybe I'll talk with Jeff. He always knows what to do.

Q. Self introduction Question

- 1) What is Alex looking forward to doing?
- 2) Who does Alex decide to talk to for advice?

Conversation

Alex: Hey Jeff, I wondered if I could ask you a few questions.

Jeff: Sure Alex, how can I help you?

Alex: Well, I want to change. I have a degree, but I'm not sure where to go next.

Jeff: Well, I'm just working part time, but I found this job last year by checking the *wanted ads* on a newspaper. It worked for me!

Alex: Ok, great. I'll *give it a shot*.



Q. Conversation Questions

- 1) What does Jeff recommend that Alex does next?
- 2) If you were looking for a job, how might you begin your search?

Vocabularies

bachelor's degree: An academic title given by a college or university showing completion of a course of study.

dream job: A job that someone dreams about. Dream can go with many phrases to show an ideal version. For example, in my dream day, I would wake up late, take a bath and curl up with a book all day.

job market: Companies that are hiring new employees.

trying my hand: This idiom means " Trying to do something for the first time. "

wanted ads: These are advertisements that a company puts in the newspaper to advertise available positions in the company.

give it a shot: This is another idiom that means " To try something. "

Grammar points

want(s) + to verb (simple present form)

Example: *I want to change jobs.*

" would like + to verb (simple present form) " is more formal.

- 1) Bob _____ a pilot. (become)
- 2) I _____ before going to the concert.(change)
- 3) He _____ there early. (arrive)
- 4) They _____ their home quickly. (sell)



Practice ITI

1) What is your dream job? Talk about it with the class.

- a) What time would you go to work?
- b) What kind of work would you do?
- c) Would you interact with people or work alone?

2) Which of the following things are important when looking forward a new job?

Rank them from 1-6 with 1 being the most important:

Salary__ Hours__ Benefits__ Type of job__ Job Tittle__ Vacation__

Reading the Wanted Ads

Alex's friend Jeff recommended that Alex read the wanted ads in the newspaper. Alex decided that was a good idea and picked up a newspaper so that he could begin his job hunting *right away*.

The Wanted Ads

In most newspapers in America, there is a section of the paper that lists positions that companies are hoping to fill. Though Alex is looking for a job, the wanted ads also have items for sale and various offers. Sometimes, the wanted ads might be called the "Classified" or "Help Wanted" section of the newspaper.

**Q. Warm Up Questions**

- 1) Do newspapers in your country have wanted ads?
- 2) Besides jobs, what do people use the classified section for?

Conversation

Jeff: Hey Alex, what's up?

Alex: Well, I took your *advice* and picked up a newspaper. I'm going to see what kind of companies might be hiring.

Jeff: Oh, *Check this one out*. They have good *benefits*, and the pay looks pretty good.

Alex: Yeah, that's not bad, but take a look at this. Radial Systems Inc. is hiring! I've always dreamed about working with them! I should give them a call.

Q. Conversation Questions

- 1) Why does Jeff suggest the job that he found?
- 2) Why is Alex interested in Radial Systems Inc.?

Vocabularies

right away: A phrase meaning that someone is doing this action before doing anything else.

position: A position is a job in a company. A company might be looking to fill a few secretary positions for example.

advice: When someone tells another person what they recommend doing, that's called advice.

check this(one)out: Check this out is a common phrase in English meaning "Take a look at this" It usually refers to something that the other person is looking at, or holding in their hand.

benefits: Benefits are things that are included with the job. insurance, travel discounts, vacation time, etc. are all examples of benefits.

Grammar points

to be + past participle

Example: She **was** often late for class until her teacher told her that it was going to hurt her grade.

The passive form is used to say what happens to people and things, to say what is done to them, It is also used when we don't know who did the action.

- 1) Mike _____ often scolded by his teacher.
- 2) The building _____ designed by a famous architect 5 years ago.
- 3) We _____ told that we had to wait for the next train.

Practice IT!

1) If you had a friend looking for a job, how would you help?

- a) What is your advice on job hunting?
- b) Is there a government office that helps people find jobs?
- c) Has anyone helped you find a job in the past?



2) Which of the following do you think are the most important when looking for a job? Rank them from 1-5 with 1 being the most important.

Getting good sleep _____ Newspaper _____ Having friends that help _____
Government help _____ Check the internet _____

Writing A Resume

Alex has decided to apply for Radial Systems Inc. First, he needs to write a *killer* resume though to *showcase* his skills. Should Alex write honestly about everything that he's done? What things should he leave out? What things are important to put in? He'd better get some advice...

Resumes vs. CV

What is the difference between a resume and a curriculum vitae (CV)? The main difference is that a CV is longer, and it includes a more detailed *synopsis*. A resume is brief and *concise*, no more than a summary of skills, experience and education.

Q. Warm Up Questions

- 1) Which is longer, a CV or a resume?
- 2) In your country, do employers ask for a resume or a CV?

Conversation

Alex: Cathy, would you do me a favor?

Cathy: Sure Alex, what's up?

Alex: Well, I am trying to work on my resume, and I wondered if you could take a look.

Cathy: It's looking good so far but I don't think you should talk so much about the things that you did during college. Find something more recent that *showcases* your skills.



Q. Conversation Questions

- 1) What advice would you give Alex about his resume?
- 2) Why do you think Cathy suggests what he does?

Vocabularies

killer~: This slang has the meaning of something that is really great. A killer resume is one that is very effective.

showcase: The word showcase might bring to mind images of trophies on display. In a sense, the meaning is very similar. You are trying to show off some of your best skills through the use of the resume.

synopsis: A summary of some content. Don't list everything that ever happened. Instead, write a synopsis.

concise: showing or conveying much using only a few words. When writing a resume or CV, most experts recommend that you make your points in as few words as possible, while still maintaining a professional tone.

run with that: This is a common English idiom that means that once you've decided something, you should just continue doing that.
For example: I wasn't sure I was playing the song correctly, but I just decided to run with it, and everyone seemed to think I did a good job.

Grammar points

should + verb (simple present form)

Example: People **shouldn't talk** so much during the movie.

Should is used to give advice, an opinion or a recommendation. It is less forceful and more personal than **must** or **have to**, and often introduced by " I think".

- 1) I think you _____ a doctor as soon as possible. (see)
- 2) Do you think we _____ her about this?(tell)
- 3) I don't think you _____ the contract. (cancel)
- 4) I think you know what you _____ in this situation. (do)

Practice ITI

1) Do you agree with Cathy's advice to only show recent jobs?

2) Imagine that you were a manager in a company, and quit work to go back to school to get your masters degree. How would you present yourself on resume when you finish your masters and start job hunting.



3) Which of the following skills do you think are the most important to put on a resume? Rank them from 1-6. Be prepared to explain why.

Previous Job Title _____ Computer skills _____ College jobs _____
Grade point average in college _____ High School jobs _____
Hobbies _____

Alex has finished up his resume, but then he remembers something that he heard about in college. A cover letter. What is a cover letter? Is it important? What purpose does it serve? Alex will have to do some more research quickly. It might be time to talk with Cathy again.



What is a cover letter?

A cover letter is the first page of your resume, and introduces you and your resume to *potential* employers. The cover letter is also your *first impression* to a company. In cases where a company gets many applicants, they might read the cover letters only in order to determine which *candidates* are the most interesting. In America, a cover letter is a vital part of the resume.

Q. Warm Up Questions

- 1) What is the main point of a cover letter?
- 2) How many pages should a cover letter be?

Conversation

Cathy: Hey Alex, how's the resume coming along?

Alex: It's *in the bag*. I just need to put the finishing touches on it. I did have another question though. How important is a cover letter?

Cathy: I think that a cover letter is as important as the resume itself. In fact, I'd bet that a big company like Radial Systems Inc. decides which resume to read by looking at the cover letters.

Alex: I'll get started on my cover letter then!



Q. Conversation Questions

- 1) Do you think that cover letters are important?
- 2) What type of information might you put in a cover letter?

Vocabularies

will have to ~: See today's grammar point. The meaning is the same as "is going to have to" or "must."

potential: Capable of being or becoming. A potential employer is someone that might hire you. A potential client is someone that might become a client soon.

first impression: A first impression is the initial opinion that someone has about another person. To make a good first impression on a resume, it's important to write a good cover letter.

candidate: A person seeking an office, honor, etc. In this situation, candidates are people wanting jobs.

in the bag: This English idiom means that something is almost certain. For example: "After last week's presentation and today's new contract, my promotion to a manager is in the bag."

Grammar points

will + verb (simple present form)

Example: Let's hurry. *I'll* get my coat.

Will refers to

1. Information or facts about the future.
2. plans or decisions made at the time of speaking.
3. to offer to do something.
4. agree to do something. **Won't** is the same as **will not**. "**Will you...?**" is to make requests (or give orders).

- 1) When you go _____ ? (travel)
- 2) I need to speak to you. I _____ your office soon. (go)
- 3) I think I _____ my dog later. (walk)
- 4) I _____ at work at 6 tomorrow. (be)

Practice IT!

1) Write a short "cover letter" for yourself, no more than one paragraph in length. It should include some brief information about yourself, and why you are interested in the company. The format should be more like a conversation than a list of your achievements.



2) List 6 things that you would put on a resume, and try to think of a positive way to mention them. For example: I am a manager at ABC corporation, or. I am a manager at ABC corporation, tasked with keeping our products to a high standard.

Dressing for an Interview

Radial Systems Inc. liked Alex's cover letter enough to invite him for a *face-to-face* interview. The day of the interview has finally arrived, and Alex needs to dress the part in order to give a good impression. Should he dress *casually* or *formally*? Should he wear a suit or just a shirt and tie?



Formal or Casual?

The candidate dressed in a suit and tie is going to make a much better impression than the candidate dressed in *scruffy* jeans and a t-shirt. Here are some recommendations:

Men: A dark colored suit, dark socks, belt, tie, and a long-sleeved shirt.

Women: A dark colored suit, coordinated blouse and *conservative* shoes.

Q. Warm Up Questions

- 1) What types of suits are recommended?
- 2) Should candidates dress formally or casually?

Conversation

Alex: Dad, I've got my interview coming up today and I wondered if I should wear a suit or just a shirt and a tie.

Dad: Definitely wear a suit. When they meet you, their first impression, before anything else will be about how you look and dress. Don't give them any reason to find a fault.

Alex: Yeah, I guess that makes sense.

Dad: Good luck Alex. I know you'll make me proud.



Q. Conversation Questions

- 1) What types of suits are recommended?
- 2) Why did his dad recommend him to wear a suits?

Vocabularies

face-to-face: To meet in person. This is a common way to say that you're not meeting over the phone, etc.

casually: Not dressy. Informal attire. This might be jeans and a t-shirt, or slacks and a polo shirt.

first impression: A first impression is the initial opinion that someone has about another person. To make a good first impression on a resume, it's important to write a good cover letter.

formally: Dressed nicely. This usually means a suit and tie, though it might vary depending on the situation.

conservative: Cautiously moderate. Not fancy, but in good taste. For shoes, this might mean dark in color.

Grammar points

can + verb (simple present form)

Example: I think *I can* handle the interview.

Can is used to express an ability or an opportunity, to request or offer permission, and to show possibility. "**Be able to**" is also used to express an ability. **Could** is the past tense. "Can you...?" is to make requests (or give orders). "Could you...?" is more formal than "Can you...?"

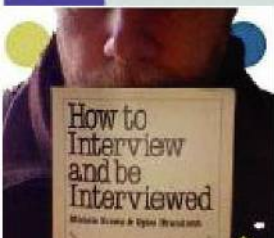
- 1) Mary _____ French fluently. (speak)
- 2) I _____ Lisa's car when she is out of town. (drive)
- 3) I _____ the project on time. (complete)
- 4) _____ you _____ that? (repeat)

Practice IT!

- 1) Is there any story that you know about someone dressing wrong or funny for an interview?
- 2) Can you think of any situations where it might not be a great idea to dress very formally for a job interview?
- 3) Can you think of any example of dressing too formally for a job interview?



Common Interview Questions



Alex arrived at the interview early, and left his cell phone at home. He's nervous, but excited. He's just been called into Mr. Northman's office, and has been chatting for a while now, and Mr. Northman has just a few last questions. How will Alex respond? Let's find out if he *nails it or blows it!*

Conversation

Mr. Northman: It says here on your resume that you've been working with your father's company. May I ask why you're looking for another job now?

Alex: Certainly. For many people, it is a dream job to be an owner of a company after their fathers. For me, I just want to make it on *my own steam*.

Mr. Northman: I can understand that. This *role* involves working with a team of people. How do you see yourself fitting into a team?

Alex: Quite well actually. I've been working in groups throughout my *career*. I think I can make an excellent addition to Radial Systems Inc.

Mr. Northman: You know, I think so too.



Q. Warm Up Question

1) In your opinion, what things are important to have prepared before going to an interview?

Q. Conversation Questions

- 1) Why doesn't Alex want to continue working for his father?
- 2) What do you think Mr. Northman's final comment means?

Vocabularies

nailed it: To do really well. This is a common phrase in business. For example: "You did great on that presentation. You really nailed it!"

blow it: The opposite of "nailed it." This means that things didn't go well.
"He spent all week preparing for the client's arrival, but when the client came, he blew it by making an inappropriate joke."

one's own steam: Doing something by oneself. In this situation, Alex doesn't want to rely on his father. He wants to be successful on his own.

role: Position or job.

career: An occupation or profession. Followed as one's lifework. Something that someone does for a living.

Grammar points

may + verb (simple present form)

Example: *May* I ask why you're looking for another job now?

May is used to suggest that something is possible and is also used to ask or give permission. It is more formal than *can*.

- 1) It _____ tomorrow morning. (snow)
- 2) _____ I _____ right after this meeting? (leave)
- 3) _____ I _____ your cell phone? (borrow)
- 4) Ken _____ on time. (arrive)



Might to suggest a small possibility of something and it's more common than *may*.

Example: It might rain this afternoon.

Practice IT!

Take a look at some of the following interview questions. How would you answer them? Discuss them with your classmates.

- 1) What is your strong point?
- 2) What is your greatest weakness?
- 3) What is your dream job?
- 4) What are you passionate about?
- 5) Do you prefer to work independently or on a team?
- 6) What interests you about your job?
- 7) What are your goals for the next five years?

Applying for a Job Review Unit 1



At the beginning of this unit, Alex had decided to venture out and find a job on his own. He started by writing his resume and cover letter, getting dressed for his interview, and finally going to and nailing his interview! Let's take a look at what we learned during this unit and see what happens next.

Conversation

Mr. Northman: Alex, I'd like to officially welcome you to Radial Systems Inc. You mentioned that you'd be available to start on Monday morning?

Alex: Yes, that would be fine. It's a real honor to work for Radial Systems Inc.

Mr. Northman: I'm happy to hear that. Well, I'll meet you on Monday morning then. Please be at Building B at 9:00 am sharp.

Alex: Yes sir, I'll see you on Monday morning, bright and early.

Mr. Northman: You know, I think so too.



Q. Warm Up Questions

- 1) What is the difference between a resume and a CV?
- 2) What is the importance of a cover letter?

Q. Conversation Questions

- 1) When should Alex report for work?
- 2) Who will Alex be meeting when he arrives?

Matching

Line up the following words with their definitions.

- | | | |
|-----------------|-------|--|
| 1) potential | _____ | Perks that come along with a job. |
| 2) conservative | _____ | To do very well. To pass with flying colors. |
| 3) blow it | _____ | Not too fancy. |
| 4) nail it | _____ | Someone that is trying for a position. |
| 5) candidate | _____ | To not do well, to fail. |
| 6) benefits | _____ | Capable of being or becoming. |

Alex arrived at 8:45 am in front of building B at Radial Systems Inc. He *picked up* some new shirts and ties over the weekend and is ready and excited to get started. At 8:55, Mr. Northman walks up and greets Alex. Let's see what Alex's job will be like.



The First Day

Your first day at a new job can be *stressful*. Here are some tips for getting through it.

- Put on clothes that make you look good. If you feel *confident*, you'll look confident.
- Smile, keep your head up and *make eye contact*.
- Introduce yourself and remember to be friendly.

Q. Warm Up Questions

- 1) What does the article recommend in order to make your first day go smoothly?
- 2) Who does Alex decide to talk to for advice?

Conversation



Mr. Northman: Good morning, Alex. You're here *nice and early*. I like to see that.

Alex: Good morning, Mr. Northman. I'm looking forward to learning about my new *responsibilities*.

Mr. Northman: Please call me Erik. Well, follow me and I'll show you where you'll be working. You must be looking forward to meeting your new coworkers too.

Alex: I certainly am!

Q. Conversation Questions

- 1) Who arrives first, Alex or Mr. Northman?
- 2) What does Mr. Northman want Alex to call him?

Vocabularies

picked up: This is a common idiomatic way to say that someone bought something.

stressful: Being full of physical, mental, or emotional strain or tension.

confident: Having strong belief or full assurance.

make eye contact: Sometimes called "maintaining eye contact," which just means look someone in the eye rather than looking away or down.

nice and early: A common idiom that has the same meaning as "early".

responsibility: Being accountable for something. For example: "I have a responsibility to make sure that this report is finished by 9 am tomorrow morning."

Grammar points

must + verb (simple present form)

Example: You **must** be looking forward to meeting your new coworkers too.

We can use **must** to show that we are certain something is true. Also, it is used to express a strong obligation. **Have to** has the same meaning as **must**.

- 1) I often forget where I put things. I ____ getting old. (be)
- 2) Many people move to Florida when they retire. It ____ nice to live there. (be)
- 3) He ____ there early. (arrive)
- 4) They ____ their home quickly. (sell)

Practice IT!

1) What are the things that you should make sure to do on the first day at work? What are the things that you must not do?



2) Some new employees run into problems when trying to bring policies and procedures from their old company with them. Discuss the pros and cons of bringing methods from your previous company with you.

Job Titles



Alex and Mr. Northman have gone up to the office where Alex will be working. Alex has been hired as a Junior Sales Associate, an entry level position, and will be working under Mr. Northman directly. Though it is common in companies to be hired by *HR* staff, in Radial Systems Inc., they like to give managers an opportunity to manage the *hiring process* as well.

Why Job Titles Matter

A job title is a badge of authority. Not being granted the job title appropriate to your position in the company can *undermine* your *authority* both in the company, and to people outside the company as well, such as clients. Also, not getting the appropriate job title could hinder you from future career opportunities.

Q. Warm Up Questions

- 1) Do you agree with the article that job titles are important? Why or why not?
- 2) What are some problems that could occur if your job title doesn't match your responsibilities?

Conversation

Peter: Good morning, Alex. My name is Peter, and I work with the HR department. I wanted to tell you about your position from an organizational standpoint. You were hired as a Junior Sales Associate. Generally speaking, after 18 months of excellent work, you'll be promoted to a Sales Associate, or even a manager if you're determined to be a good fit, and there is a position open. Now, if you don't have any questions, let's get started on filling out some of the necessary *paperwork*.

Q. Conversation Questions

- 1) What must Alex do in order to be promoted?



Vocabularies

HR: This is an acronym for "Human Resources." This is the department that manages and takes care of employees of the company.

hiring process: The process begins when you are interviewed, and ends when you become an employee.

undermine: To make something or someone become gradually less effective, confident, or successful.

authority: The power or right to give orders, make decisions and enforce obedience.

hinder: To work against something or someone. To cause delay, difficulty or interruption.

paperwork: Forms that need to be filled out during the hiring process.

Grammar points

shall + verb (simple present form)

Example: *Shall* I ask her to call you back when she comes in?

Shall is used to make offers and suggestions and to ask for advice.

- 1) ___ I ___ the window? (open)
- 2) ___ we ___ the budget meeting? (start)
- 3) What time ___ we ___ ? (leave)
- 4) What ___ I ___ for the party? (wear)
- 5) ___ I ___ with you? (go)
- 6) ___ I ___ a taxi? (call)



Practice ITI

- 1) There is a survey that shows that 70% of workers would choose a job title or a more motivational role rather than a pay raise. Do you agree or disagree?
- 2) Do you have a goal on which job title to be given? For example: I want to be the president of the company.



While Alex is looking around the office, Mr. Northman introduces the staff, and explains a little about the *hierarchy* of leadership within Radial Systems Inc. Mr. Northman's boss, Edgar Calley, also meets Alex while *checking* in with the staff.

Conversation

Edgar: Good morning Erik, is this Alex?

Erik Northman: Yes, this is our newest Junior Sales Associate. I was giving him an *overview*.



Edgar: Glad to *have you on board*, I'm looking forward to seeing more of you.

Alex: Thank you, sir. You're the Vice President of Sales, is that right?

Edgar: That's right, you're *getting a hand on things* pretty quick!



Q. Warm Up Questions

1) According to the chart, who do the vice presidents oversee?

Q. Conversation Questions

- 1) What is the relationship between Erik and Edgar?
- 2) What does Edgar compliment Alex for?

Vocabularies

hierarchy: Pyramid-like ranking of ideas, individuals, items, etc., where every level (except the top and the bottom ones) has one higher and one lower neighbor. Higher level means greater authority, importance, and influence.

finance: The management of money and other revenues. The Vice President of Finance would be in charge of overseeing all financial aspects of the business.

overview: A general outline of a subject or situation. In this case, Erik is giving Alex an explanation of the hierarchy, and introducing him to the staff.

have you on board: This is an idiomatic way of saying "Have you in the company."

getting a hand on things: Another way to say "getting used to things."

Grammar points

Relative Pronoun: who

Example: Was it Jim **who** you were talking with earlier?

The pronouns which are used as conjunctions are called relative pronouns. **Who**, whom, whose, that, and which are relative pronouns. They refer to nouns mentioned before and of which we are adding more information. **Who** is used for people not things.

- 1) The lady ____ is standing over there is my English teacher.
- 2) I know a lot of people ____ go to the sports club.
- 3) Do you know the man ____ is waving at us?
- 4) There is nobody ____ works harder than Carol.



Practice III

- 1) What are some of the pros and cons of having a traditional corporate hierarchy? Do you feel that it's easier or harder to make changes in the company? Why?
- 2) At Radial Systems Inc., people are promoted generally every 18 months, assuming their performance is good, and there are positions open. What are the good and bad points of this policy?

Office with a Window



Erik Northman shows Alex where he'll be working. Alex is surprised to learn that he will be using an office rather than just a *cubicle*, and that his office has a window too! The view is an employee parking lot, but it's still nice to have a window.

Advantages of an Office

- The increased privacy has been linked to greater *productivity*.
- A "safe zone" that is your work environment and isn't as easily invaded as a cubicle might be.
- Employees in cubicles have seen increased conflict, higher *blood pressure* and higher job *turnover* than employees that have their own office.

Q. Warm Up Questions

- 1) According to the statement above, what is a disadvantage of being in a cubicle?

Conversation

Erik Northman: This is where you'll be working.

Alex: In this office? This is really nice!

Erik Northman: We have high expectations for you, and you'll be using the phone quite a bit as a Junior Sales Associate, so you'll need a bit of privacy. I'll give you some time to get settled in before we sit down and talk about your duties for this week.

Alex: Thanks, I'll see you soon.



Q. Conversation Questions

- 1) Why does Erik say that Alex needs an office?
- 2) What will Alex be doing now?

Vocabularies

cubicle: A small space that is partitioned off. In most offices, there are many cubicles all together.

productivity: Being able to work quickly and efficiently.

blood pressure: The pressure of blood inside the veins. A high blood pressure is dangerous.

turnover: A high job turnover means that employees join and quit the company very often. Turnover can be a good thing though, as it can mean efficiency, as in a fast food restaurant with high turnover.

privacy: Being free from intrusion and able to work without interruption.

get settled in: To get used to your surroundings, and set things up the way you'd like them to be set up.

Grammar points

Relative Pronoun: that

Example: **That** is the guy that Julie used to date!

The pronouns which are used as conjunctions are called relative pronouns. Who, whom, whose, what, **that**, and which are relative pronouns. **That** is used to refer to either persons or things, and it can replace who, whom, and which. **That** can be omitted when it makes an objective clause.

- 1) This is the cat ____ was lost.
- 2) The car ____ I bought last year wasn't expensive.
- 3) It is the most interesting movie ____ I've ever seen.
- 4) Is there anything ____ I can do for you?
- 5) This is the only question ____ I don't understand.



Practice III

- 1) Do you prefer working in a cubicle or in an office? What are some of the advantages and disadvantages of cubicles? What about offices?
- 2) In your country, what type of working conditions are desirable?

Getting Office Supplies



Alex will spend most of his first day meeting various people and getting *accustomed* to office supplies. First, he'll need to figure out who to talk to about getting *stocked up*.

Office Supplies and Employee Theft

It may start off as simply as taking home a pencil or pen tucked into a shirt pocket or dropped into a purse by accident. Maybe it's a box of highlighters and a binder for a child's school project. But employee theft of office supplies costs companies over fifty billion dollars each and every year and affects everyone, from the honest employee to the manager to the salesperson to the consumer who ends up paying higher costs overall. And far from being a *victimless crime*, the theft of office supplies has been found to be a major factor in many business *bankruptcies*!

Q. Warm Up Questions

- 1) According to the article, is employee theft something that companies should worry about?

Conversation

Rhonda: Hi Alex, I'm Rhonda, and I'm in charge of the *petty cash* in our office.

Alex: Hi Rhonda, so you're the person to talk to about getting some office supplies?

Rhonda: That's right, when I heard that you were starting, I actually put together a package of things for you. You might have seen it in your office, it's in a brown box.

Alex: Oh yeah, I did see that, but I wasn't sure what it was. I'll take a look. Thanks!

Q. Conversation Questions

- 1) What should Alex do in order to get his office supplies?



Vocabularies

accustomed: To get used to something. Getting accustomed to office life might include things like learning where the coffee machine and various office tools go, how to use the copy machine, etc.

stocked up: a large quantity of something to keep for future use or sale or for a particular occasion or use.

victimless crime: A victimless crime is one where there is no victim. Though this is a common phrase, it's very rarely true. Most crimes have a victim, even if it's not an obvious victim.

bankruptcy: When a person or company is unable to pay the debts that they owe, they may be forced to declare bankruptcy. This is a public declaration that they no longer have any money.

petty cash: A cash fund for paying small charges, as for minor office supplies or deliveries.

Grammar points

Relative Adverb: where, when, why

Example: I can't remember **where** I left my car keys!

The relative adverbs **where**, **when**, and **why** are used to join phrases or sentences. They modify nouns denoting place (**where** phrases), time (**when** phrases), and of the noun reason (**why** phrases).

- 1) I understand the reason ____ Meg got upset.
- 2) This is the town ____ I was born.
- 3) I remember the day ____ I first met Mike.
- 4) What's the name of the restaurant ____ we ate last Sunday?



Practice ITI

- 1) What do you think about employee theft? Some people might say "it's just a few pens and some copy paper," but others might say "it's exactly the same as stealing from the company." What do you think?
- 2) What are some ideas that you can think of to reduce employee theft? Why do you think people take things from their company in the first place?



Alex learns about some of the other benefits of be working at Radial Systems Inc., including an exercise room and shower facility. Alex also learns that the company has a cafeteria and a park with a walking course for outside exercise.

Company Fitness Room

While not every company has a company fitness room, many larger companies do include this *amenity* for the benefit of their employees. While not as fancy as a *full-blown gym*, most company fitness rooms include one or two *treadmills*, some free weights, and sometimes even *elliptical* or weight machines.

Q. Warm Up Questions

- 1) According to the article, why do companies provide company fitness rooms?

Conversation



Erik Northman: So, how are you doing Alex? Did you get everything you needed for your office?

Alex: I sure did! Rhonda helped me out.

Erik: Great, I wanted to briefly show you some of the other *facilities* that we have here at Radial Systems Inc.

Alex: Sounds great, I already *grabbed* lunch at the cafeteria with some of the other employees.

Erik: Great! Then I'll show you the fitness room.

Q. Conversation Questions

- 1) What is Erik going to show Alex next?
- 2) With whom and where did Alex eat lunch?

Vocabularies

amenity: Any feature that provides comfort, convenience, or pleasure: *The house has a swimming pool, two fireplaces, and other amenities.*

full-blown: Fully or completely developed.

treadmill: An exercise machine that allows the user to walk or run in place.

elliptical: Something that is elliptical is in the shape of an ellipse. In this case, it's talking about a work'out machine where the user puts their feet in holders and "walks" while the machine tracks the walking.

facilities: Something designed, built, installed, etc., to serve a specific function affording a convenience or service: *transportation facilities; educational facilities; a new research facility.*

grabbed: A common way to say "got." Example: I grabbed lunch at a fast food restaurant. Similar to "picked up."

Grammar points

Whoever, whatever, wherever, whichever, whenever and however

Example: You're welcome to come by whenever you're available.

The words whoever, whatever, wherever, whichever, whenever and however have similar meanings to "it doesn't matter who, what, which etc." They act as subject, object or adverb in their own clauses. They also act as conjunctions joining their clauses to the rest of the sentence.

- 1) ___ you say I'm not going to take him with me.
- 2) I can come ___ you are at home.
- 3) The company sent ___ was available.

Practice

- 1) What amenities are good for a company to have? What are the things that the company should offer in order to keep employees in a good health?
- 2) When looking for a new job, is it important that the company has good amenities? Is it important for a company to have its own cafeteria, fitness room, etc?





Alex is getting pretty settled in job and is enjoying the perks and responsibilities of his new job. However, he is just getting started. It seems the first things to do in business is to a lot of meetings.

Conversation

Erik: Well Alex, how are you doing? I know there's a lot to get adjusted to in the beginning, but soon you'll get used to it.

Alex: I'm looking forward to making phone calls and getting started on selling our products.

Erik: That's the spirit! I just wanted to give you a heads up about next Friday's meeting. After your first week of selling, I'd like you to give a short presentation on some of the things that you've done that have been successful during the week.

Alex: A presentation? Ok, I'll do my best.

Q. Conversation Question

1) What will Alex be responsible for at the next meeting?

Q. Review Question

1) What is the importance of a job title, and some of the problems that can occur if you don't have a job title that matches your responsibilities?

Matching

Line up the following words with their definitions.

- | | | |
|---------------|-------|---|
| 1) amenity | _____ | a general outline of a subject or situation. |
| 2) confident | _____ | to get used to something. |
| 3) overview | _____ | having strong belief or full assurance. |
| 4) turnover | _____ | to take something and make it ineffective. |
| 5) accustomed | _____ | any feature that provides comfort. |
| 6) undermine | _____ | employees join and quit the company very often. |

An Upcoming Presentation

Alex is working hard at making sales, and though it's very difficult for him because he doesn't know yet about the product well, he has managed to make one sale! Now Alex just has to think about how to take some of the things he's learned this week and *put pen to paper*.



Creating an Effective PowerPoint Presentation

- Keep your presentations simple.
- Limit bullet points and text.
- Use colors that contrast so that your slides are easily readable.
- Limit *transitions* and animations.
- Use high quality photographs.
- Use *appropriate* charts.
- Choose your fonts well.

Q. Warm Up Questions

- 1) Why do you think that the article recommends limiting bullet points and text?
- 2) What does the article mean when it says to use appropriate charts?

Conversation

Erik: Good morning Alex, how's the presentation coming along?

Alex: Hello Mr. Northman, it's nearly finished. I think it's looking pretty good too.

Erik: All right, well, I'm looking forward to seeing it. This is a good chance to make a name for yourself. You've done really well with sales this past week, now show everyone how you can communicate.

Alex: Yes sir, I'll get it polished for Friday.

Q. Conversation Question

- 1) What does Erik recommend that Alex does in relation to his presentation?

Vocabularies

put pen to paper: This is an idiom that can be literally interpreted. You've thought about something, but you can't get started until you put pen to paper, i.e. write it down.

transitions: When something goes from one thing to another, that's a transition. In this situation, the slide is moving between one to the next one.

appropriate: Suitable or proper in the circumstances.

coming along: This is another way of asking how something is going. How is the presentation going?

make a name for yourself: To build a reputation for oneself. To become known for something good.

polished: Refined, cultured, or elegant. Making something look professional and high quality.

Grammar points

Gerunds(verb-ng)

Example: *Flying* makes him very nervous.

When verbs end in -ing, it may be a **gerund** or a present participle. It is important to understand that they are not the same. Gerunds can act as the subject or object of a main verb.

- 1) We always enjoy ____ tennis after work. (play)
- 2) I don't like ____ mistakes. (make)
- 3) ____ is one of my hobbies. (fish)
- 4) ____ at houses is usually fun for newlywed wives. (look)

Practice IT!

- 1) Think back to PowerPoint presentations that you have seen. In your opinion, what makes a good presentation when communicated via PowerPoint?
- 2) Some people feel that a presentation with a board and paper is more personal than one done through PowerPoint. Do you agree with this point of view? If so, does that outweigh the benefits that technology provides?

Giving a Presentation



Friday has finally arrived, and Alex has to give his presentation. Fortunately, it's not a large meeting. It's just the Jr. Sales Associates, Sales associates and managers, but Alex, as the most recent *hired* employee is still feeling very nervous. He's practiced hard though, and he feels ready.

Giving a Killer Presentation

Remember that your audience is not there to look at your visuals, but to hear you present. Don't rely too much on pictures, paper, or even PowerPoint. Don't forget to look at your audience, and while you're doing that, show your personality a little. Don't just be another *stale* presenter. Finally, make your audience laugh!



Q. Warm Up Questions

- 1) What does the article say about the use of visuals?
- 2) What are some of the things that the article encourages you not to do?

Conversation

Alex: ...and that's why I strongly feel that a *follow-up* thank you letter for all face-to-face sales appointments should be *mandatory*.

Erik: Thank you Alex. You know, I think Alex makes some really good points. I know it's a bit more work to do this, but I think it will pan out if we make *appreciation* our policy.

Rhonda: That makes a lot of sense. Your presentation was really interesting Alex.

Q. Conversation Question

- 1) What is the main point of Alex's presentation?

Vocabularies

hire: This noun is another way to say "a new employee." You can refer to other people as recent hires. This is not a derogatory way of referring to other people.

stale: This is another way to say "boring." For example: He's usually got a very stale personality, but if he gets a couple of drinks in him, he's suddenly the life of the party!

follow-up: An action or thing that serves to increase the effectiveness of a previous one, as a second or subsequent letter, phone call, or visit.

mandatory: Authoritatively ordered; obligatory; compulsory. For example: It is mandatory that all students take two years of math.

appreciation: Gratitude; thankful recognition: They showed their appreciation by giving him a gold watch.

Grammar points

+ -ing combinations: can't help -ing

Example: *I can't help laughing* whenever I watch this show.

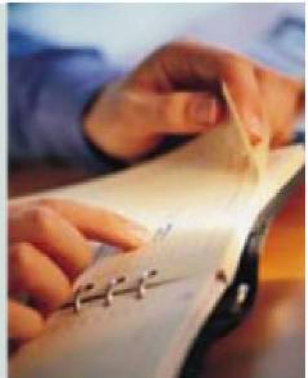
There are several -ing combinations. **Can't help -ing** is one of them. It is used for saying that someone cannot stop themselves doing something. It refers to having a good reason for doing something.

- 1) She ___ help ___ questions when she heard that Linda got engaged last week. (ask)
- 2) I ___ help ___ about my husband when he is on business trip. (think)
- 3) ___ is one of my hobbies. (fish)
- 4) I ___ help ___ when I read sad stories. (cry)



Practice IT!

- 1) What things do you need to keep in mind and be careful about when giving a presentation? Make a list and share it with your classmates.
- 2) How do you feel when you have to give a presentation? Are you excited or nervous? Do you start preparing right away, or wait until the last minute?



Having done a great job on his presentation, Alex is asked to plan the time and location for the next meeting. He's going to need to get some help from some of the other staff in order to make the right decisions about time and location.

Setting Up a Meeting

Invite people to a meeting *via* telephone or email, and make sure that the *agenda* is very clear. *If at all possible*, set the meeting for 10am. After lunch, people's bodies are too busy *digesting* food to pay attention to the meeting itself and add anything to it. If the meeting must be set after lunch, try not to eat much yourself so that at least someone can add to the meeting!

Q. Warm Up Question

- 1) What recommendations does the article make about the time of the meeting?

Conversation

Alex: Hi Rhonda, are you going to be in the office on Wednesday the 25th?

Rhonda: I think I'll be in Memphis meeting with Mr. Gleeson until the 27th. Why?

Alex: I'm *setting up* the next staff meeting. How about the 30th? We could do it in the morning or the afternoon.

Rhonda: That will work fine, but can we do it in the morning? I have an evening appointment with the Culler Group on the 30th.

Q. Conversation Questions

- 1) What will Rhonda be doing on the 27th?
- 2) When will they have the next meeting?



Vocabularies

- via:** By means of, by way of. In this situation, the article is recommending that you use the telephone or email to invite people to the meeting.
- agenda:** A list, plan, outline, or the like, of things to be done, matters to be acted or voted upon, etc.
- if at all possible:** A phrase whose basic meaning is "If there is anyway to ensure that this happens..."
- digest:** The process of the body turning food into energy.
- set up:** This meaning is similar to "getting ready for." It includes the planning of the meeting.

Grammar points

+ -ing combinations: It is(It's) no use -ing

Example: It is no use waiting for Jason. He won't come.

There are several -ing combinations. **It is(It's) no use -ing** is one of them. 'It's' is a contraction for 'it is.' By stating **it is no use**, you are saying that what you or someone else is doing is not recommended or uncalled for.

- 1) It's no use ____ about the decision. It has been already decided.
(argue)
- 2) It's no use _____. It's nobody's fault. (apologize)
- 3) It's no use ____ up. Mike has to do it by himself. (clean)
- 4) It's no use ____ to please her. It won't change her feelings. (try)

Practice IT!

- 1) Besides the time of the meeting, what other factors are important to consider when setting up a company meeting?
- 2) Do you think it's better to have a meeting in a comfortable location or a conference room? What factors would weigh into the decision?



Reserving a Room

Radial Systems Inc. has a computer system that allows employees to reserve conference rooms for meetings. Now that Alex has picked a date and time and *cleared it* with the other employees, he just has to *book* the room.



Electronic Reservation

Many companies have a computer system where employees can reserve rooms for company use. These systems usually allow users to set aside a room, usually on a *first-come, first-serve* basis. Employees are able to log in to the system and pick a room, time, and select any needs that they might have for the room, such as chair *arrangement* or *catering*.

Q. Warm Up Question

- 1) What does the article say about how it determines whether a user can reserve a room or not?

Conversation

Alex: Good afternoon, this is Alex in Sales. I used the online conference room reservation system, but I don't see a record of the room being booked.

Peter: Hello Alex, this is Peter in *Technical Support*. The reservation system takes about an hour before new reservations show up in the system. Did you receive a confirmation email that the room was booked?

Alex: Yes, I did. I just wanted to make sure.

Peter: You should see it in the system any minute now.

Alex: Great, thanks for your help Peter.

Q. Conversation Questions

- 1) Why is Alex calling Peter?
- 2) What does Peter tell Alex about the room reservation system?
- 3) Has Alex successfully reserved the room yet?



Vocabularies

cleared it: Though the word "clear" has many meanings, in this situation, it means that Alex has gotten the "OK" from every other attendee for the meeting that time and date is OK.

(to) book: To reserve or make a reservation for.

first-come, first-serve: This simply means that the person or group who is there first, will be served first. In this example, it means that the room is available to anyone, and whoever signs up first, gets the room.

arrangement: Placed in a proper, desired, or convenient order.

catering: To provide food, service, etc.

Technical Support: The division of a company that assists people with technical needs, usually computer, but can include copy machines, or many other electronic devices.

Grammar points

+ -ing combinations: feel like -ing

Example: I feel like having pizza tonight.

There are several -ing combinations. Feel like .ing is one of them. This expression is used to have a desire for or be favorably disposed to.

- 1) I'm dizzy. I ____ feel like ____ out tonight. (go)
- 2) Do you feel like ____ a movie now? (watch)
- 3) After the meeting, he felt like ____ a beer. (drink)
- 4) She didn't feel like ____ after her boyfriend broke up with her. (talk)



Practice IT!

- 1) Imagine that you've booked a conference room for a staff meeting, and then a company executive changes your reservation so that he can have a private lunch in the conference room. How would you respond?
- 2) Take a look at the following examples, and explain what type of room you would want to book and why.

An international conference

A board room meeting

A staff meeting

A meeting with a client

A company-wide meeting for a large company

A meeting with an unproductive employee

Late for a Meeting

Alex was meeting with a client and it looks like he might not make it back in time for a *company-wide* meeting. He decides to call Erik and let him know that he'll be *running a few minutes late* because he was with a client. Now he just has to hurry!

**How to deal with being late**

- If you know you're going to be late, call and let people know so that they can plan.
- When you arrive, try to *slip in* without *interrupting* anything.
- If possible, after the meeting, apologize to the people there.

Q. Warm Up Question

- 1) What advice does the article give in relation to showing up late for a meeting?

Conversation

Erik: Hi Alex, is anything wrong? The meeting is starting in about 10 minutes.

Alex: That's actually what I'm calling about. I just got finished talking with a client and I'm going to be a little bit late to the meeting.

Erik: Hmm, well, thanks for calling me. I'll try and *cover* for you until you arrive.

Alex: Thanks Mr. Northman, I'll be there as soon as I can.

**Q. Conversation Questions**

- 1) Why is Mr. Northman surprised that Alex is calling?
- 2) What does Mr. Northman say that he will do until Alex arrives?

Vocabularies

company-wide: Everyone in the company. In this situation, it refers to a meeting that everyone in the company is supposed to attend.

running a few minutes late: If someone is running late, it means that they aren't on time.

deal: To be able to handle competently or successfully.

slip in: To enter a room casually, without creating a noticeable disturbance.

interrupting: To stop (a person) in the midst of doing or saying something.

cover: To shelter; protect; serve as a defense for.

Grammar points

+ -ing combinations avoid eat-ing

Examples: If you want to stay healthy, avoid eating junk food.

There are several -ing combinations. Avoid eating is one of them. This expression is used for saying someone that is trying to stop themselves from doing something.

- 1) Ken _____ chocolates as what the doctor advised. (eat)
- 2) His brother _____ late because he often wakes up late. (sleep)
- 3) I _____ computer because it triggers my headache. (use)

Practice ITI

- 1) Imagine, there's a car accident and it will cause you to be late for the company meeting. How would you let your boss know that you will be late?
- 2) In your own opinion being late in a meeting or in an appointment can affect your performance in your company?



Can I See Your Notes?



Because Alex missed the first half of the company-wide meeting, he wants to *catch up on* what he missed. He decides that the best way to do this is to look at someone's notes from the meeting. He decides to ask Rhonda, since they work together in the same office.

Asking To Read Someone's Notes

If you know you are going to be a little late for a meeting, go ahead and ask a friend to jot down a couple of notes for you. Just make sure that you don't ask so often that the friend will start to *resent* you. Go ahead and get into the practice of *jotting down* a few notes yourself, just in case someone else asks you later!

Q. Warm Up Question

- 1) What advice does the article give in relation to showing up late for a meeting?

Conversation

Alex: Hey Rhonda, I wondered if I could ask you a big *favor*. I missed the first part of today's meeting and I wondered if you'd taken any notes.

Rhonda: Sure, I always take down a few notes, I'll send you an email with what I wrote down.

Alex: Thanks Rhonda, I really *appreciate* the help.

Rhonda: It's not a big deal at all! How did the meeting with the client go?



Q. Conversation Questions

- 1) What is the big favor that Alex asks of Rhonda?
- 2) What does Rhonda say that she'll do for Alex?

Vocabularies

catch up on: To make a special effort to overcome a late start. In this situation, Alex missed the notes, so he has a late start. He wants to see what he missed, or "catch up on" what he missed.

jot down: This is another way to say that someone is casually writing something down. For example, someone might jot down a phone number on a napkin.

resent: To feel or show displeasure at (a person, act, remark, etc.) from a sense of injury or insult.

favor: something done or granted out of goodwill, rather than from justice or for remuneration. Doing something nice for someone, not because you owe them, but just to help them.

appreciate: To be grateful or thankful for.

Grammar points

+ -ing combinations: look forward to -ing

Example: I *look forward to hearing* from you.

There are several -ing combinations. **Look forward to -ing** is one of them. It often causes learners confusion, because, when studying gerunds and infinitives, they learn that the word to is usually followed by an infinitive. It means to think of doing something with pleasurable, eager anticipation.

- 1) He was looking forward to ____ from college. (graduate)
- 2) I'm looking forward to ____ you again. (see)
- 3) Your father was looking forward to ____ the meal you made. (eat)

Practice IT!

- 1) Do you think that it's better to take lots of notes during a meeting or to carefully listen and not take any notes? Discuss the pros and cons with your classmates.
- 2) The article mentioned asking a friend to jot down some notes for you so that you could catch up on the meeting you were late for. Would you feel comfortable doing this? Why or why not?



Meetings Review Unit 3



With Alex just finishing up his first month with Radial Systems Inc., things seem to be going quite well. He has been given responsibility both in giving presentations, and also in setting up future meetings. Though his administrative skills are growing, he needs to work on his phone skills next.

Conversation

Erik: Alex, you've really been getting the hang of sales, and your presentation was really good too. Just wanted to let you know that I've been really happy with your work over the last few weeks.

Alex: Thanks Mr. Northman, I feel pretty good about how things have been going lately.

Erik: Great, that's what I like to hear. Now, I know you've been talking with clients for a few weeks now, but I'd like to go ahead and talk about some of the ways we handle different clients and business calls. We're trying to get things a little bit more standardized.

Q. Warm Up Questions

- 1) What factors are important to consider when planning a meeting?
- 2) What should you do if you're going to be late for a meeting?

Q. Conversation Question

- 1) How is Mr. Northman feeling about Alex's progress lately?

Matching

Line up the following words with their definitions.

- | | | |
|----------------|-------|--|
| 1) cover | _____ | Suitable or proper in the circumstances. |
| 2) appropriate | _____ | Boring |
| 3) resent | _____ | By means of, by way of |
| 4) stale | _____ | To reserve or make a reservation for |
| 5) via | _____ | To shelter; protect. |
| 6) book | _____ | To feel or show displeasure at |

Grammar points

Make sentences by using given expressions.

1) Talk about things you like to do. (I like ~ing)

_____.

2) You'll finally finish the big report next weekend. Say how excited you are. (looking forward to)

_____.

3) You found that a book you bought yesterday is really interesting and you want to recommend it to your friends. (worth ~ing)

_____.

4) You ate curry and rice for lunch, and you don't want it for dinner. (feel like ~ing)

_____.

5) Your friend is sitting around the house waiting for something fun to happen. How do you tell him that it's better to go out and do something fun? (It's no use ~ing)

_____.

6) Your dog did something funny. Seeing it makes you laugh. (can't help ~ing) _____.

Practice IT!

1) Imagine that you are going to be late for an important meeting with a client. What would you do? Share your plan with the rest of the class.

2) When giving a presentation, what things are important to keep in mind? What separates a good presentation from a great one?



Telephone *Etiquette*

Alex, a Junior Sales Associate at Radial Systems Inc. is a fairly new employee. As a sales associate, he spends a lot of his time on the phone calling both current clients, and *soliciting* potential customers as well. Radial Systems Inc. has some *standardized* ways that they like employees to *handle themselves* on the phone. Let's take a look at some of their *methods*.



Making Phone Calls

It's good to have a set greeting for outgoing calls: "Hi, this is Alex from Radial Systems Inc. May I speak with Jim?" As with any speech, prepare what you're going to say in advance, in case the person you're trying to reach isn't available. Have your return number at *your fingertips* as well, so that you don't have to look for it when you are asked.

Q. Self Introduction Questions

- 1) What recommendations does the article make about preparation and planning?
- 2) What should you have at your fingertips when making a phone call?

Conversation

Erik: Good morning Alex, I wanted to take a few minutes and share some things that helped me to be a successful salesman when I started.

Alex: Great, I'd love to make some more sales.

Erik: I notice that when you leave a message, you sometimes forget to leave your phone number. You want to make sure to always remember that. Also, one thing that worked for me, is I always tried to smile before answering the phone. It really helped to make my voice sound friendlier.



Q. Conversation Question

- 1) What does Erik recommend doing before answering the phone? Why?

Vocabularies

etiquette: Proprieties of conduct as established in any class or community or for any occasion.

soliciting: To seek something by respectful request, formal application, etc.

standardized: A set of rules that everyone (in this case) in the company must follow.

handle oneself: To behave or perform in a particular way, especially in a correct or proper way.

method: The way that someone does something.

at one's fingertips: An idiom that means "right in front of you," or, "within easy access."

Grammar points

far from-ing

Example: *Far from reading* the letter, she didn't open it.

There are several -ing combinations. ***Far from-ing*** is one of them. It refers to that something is distinctly different and especially opposite quality than doing something.

- 1) Far from ____ me, my father didn't call me. (write)
- 2) Lisa was far from ____ happy. (be)
- 3) Far from ____ it, John didn't show any interest in the diet. (try)
- 4) My grandmother was far from ____ better. (get)

Practice IT!

- 1) The article mentions that it's important to prepare for a phone call. What does this mean? How would you prepare for a phone call to the following people:
Potential client, current client, your boss, your employee.



- 2) Now that you've talked about how to prepare for those phone calls, go ahead and "make a phone call" to each one of those people with your classmates. Take turns being each of the people for your classmates.

How to Answer the Telephone



Radial Systems Inc. has very *specific* procedures about the *proper* way to answer the phone. This is common in most businesses, and is a professional *courtesy* to your callers. It's important to remember that when someone is calling, the way that you answer the phone is *representing* the company as a whole.

Receiving Phone Calls

The most basic telephone task is receiving calls. Have a standard greeting that includes your name, your business and a courteous statement. "Hi, this is Alex with Radial Systems Inc. How can I help you today?," for instance, would be an excellent way to answer the phone. Make certain your company has a standard way to answer the phone and that every person in your company *adheres* to it on every business phone, including cell phones.

Q. Warm Up Questions

- 1) According to the article, why is it important to practice answering telephone calls?
- 2) What does the article say it's important for every business to create?

Conversation

Erik: When you've gotten someone to call you back, that's a great chance.

Alex: What do you mean?

Erik: Well, you've called them, and they're interested enough to call you back. Don't drop the ball though. The most important tip I can give you is, no matter how busy you are, don't seem like you're rushed. Make sure that the caller has your *undivided attention*, and that they are the most important thing going on right now.

Q. Conversation Question

- 1) Why does Erik say that it's a great chance when someone calls you back?

Vocabularies

specific: Of a special or particular kind.

proper: The correct way to do something. For example: The proper way to answer the phone is to say "This is Alex with Radial Systems Inc. How can I help you?"

courtesy: Excellence of manners or social conduct.

representing: To act or stand in place of. In this case, the caller is not talking to the company as a whole, but talking to only one person. To the caller, that one person represents (or stands in place of) the whole company.

adheres: to hold closely or firmly. Usually, the word adhere is followed by the word "to." For example: To adhere to a plan.

undivided attention: Having total and complete attention.

Grammar points

mind-ing

Example: I don't *mind going* to the party alone.

Sometimes, deciding whether to use a verb in its *-ing* form or infinitive form is needed. The *-ing* form is used after certain verbs. *Mind* is one of these verbs. Also, *-ing* form is required after the verbs like, avoid, dislike, enjoy, finish, give up, and practice.

- 1) I don't mind ____ more of the town. (see)
- 2) I don't mind ____ for you here. (wait)
- 3) Would you mind not ____ around here? (smoke)
- 4) You don't mind ____ the next passage, do you? (read)

Practice IT!

- 1) Practice with your classmates the appropriate way to answer the phone. In America, cell phones are often used for business as well. Do you feel that cell phones should be answered the same way as business telephones? Why or why not?



- 2) Imagine that you are driving home from work when an important client calls your cell phone. Do you answer the phone or not? Why or why not? Explain your answer to the class and discuss the different reasons.



How to Leave a Message

Voicemail has become a standard part of the business world, and knowing how to leave a professional voice message is an important skill for any employee. As someone that makes a lot of phone calls, it's very important for Alex to leave a great *impression* with the person receiving the messages he leaves.

Professional Messages

Think first, and make a plan about what you are going to say. Make sure to introduce yourself, and speak slowly and *clearly*. Don't allow your messages to *ramble* or get too long. Keep it *short and sweet*. Like a professional business letter, end your phone call professionally as well, speaking slowly enough that the person has time to write down your information.

Q. Warm Up Questions

- 1) According to the article, is it better to leave a long, detailed message, or a short and to the point message?
- 2) What should you do at the end of the phone call?



Conversation

Alex: What should I do when the person I'm calling isn't in? How can I leave a message that's interesting enough for them to call me back?

Erik: Well, don't be discouraged. *Statistically*, 80% of new sales are made after the 5th contact. Don't give up if you have to leave voice mails.

Alex: That's a good point, it can be easy to feel *discouraged*.

Erik: I think it all comes down to having a great script for your messages. If you know what to say, and you practice it, you can't go wrong.

Q. Conversation Question

- 1) Why does Erik quote the statistic? What is important about that?

Vocabularies

impression: A strong effect produced on the intellect, feelings, conscience, etc.

clearly: Easily understood. In this case, speaking in a manner that the other person can easily understand what you are saying.

ramble: To finalize, to set in stone. To come to an agreement; to determine the terms of an agreement.

short and sweet: An idiomatic way to say that something is short and to the point.

statistically: Relating to statistics, the study of numbers.

discouraged: Depressed, dejected. Literally, the loss of courage.

Grammar points

avoid -ing

Example: I want to *avoid eating* too much.

Sometimes, deciding whether to use a verb in its *-ing* form or infinitive form is needed. The *-ing* form is used after certain verbs. **Avoid** is one of these verbs. Also, *-ing* form is required after the verbs like, dislike, enjoy, finish, give up, mind and practice.

- 1) I avoid ____ out in order not to waste my money. (eat)
- 2) I had an argument with Rhonda yesterday. She avoids ____ at me. (look)
- 3) You cannot always avoid ____ what we know is wrong. (do)

Practice IT!

- 1) Imagine that you're interviewing a potential employee and you're calling them back to let them know some good news about the interview. What would you say in your message? Practice leaving the message and then get feedback from your classmates.
- 2) Imagine that you are making a cold call, but the person you are trying to reach isn't in the office. The person's secretary is able to take a message for you. What do you say? How will you encourage the person to call you back?



Making a Cold Call

As with any sales position, cold calls are the *name of the game* with the sales associates at Radial Systems Inc. It's important to practice every part of the call though, from your greeting, to your *pitch*, and learning how to *seal the deal* and get an appointment.



What is a Cold Call?

A cold call is an *unsolicited* phone call trying to sell goods or services. In other words, it's a phone call where the person receiving the call isn't expecting the other person to be calling, and isn't necessarily thinking about or planning to buy this particular good or service. Most sales jobs will require a large amount of cold calling.

Q. Warm Up Question

- 1) What is a cold call, and why are they so common in businesses that have sales?



Conversation

Alex: I'm doing pretty well with people that I've already met in person, but how can I do better with cold calls?

Erik: That's a great question. First, focus on the goal. Remember that you're not trying to make a sale over the phone, but arrange an appointment.

Alex: Gotcha. Also, I noticed that once I *nailed down* how to begin the conversation, things got a lot smoother.

Erik: Right, that's called an opening statement, and getting it *polished* and refined will really help your sales.

Q. Conversation Questions

- 1) What is the goal of a cold call, according to Erik?
- 2) What is an opening statement?

Vocabularies

name of the game: An idiom that means “this is the most important thing.” For example:

pitch: to attempt to sell or win approval for. There are many other meanings for this word as well.

seal the deal: To finalize, to set in stone. To come to an agreement; to determine the terms of an agreement.

unsolicited: Something that isn't asked for. Not requested or invited.

nail down: this idiomatic expression means to settle in a definite way.

Grammar points

It is(was) + adjective + (For somebody) to+ infinitive

Example: *It is difficult for me to understand* the formula.

Remember that when you need to use a verb after an adjective, it should be in infinitive form. In this structure, the adjective describes the action. When you have **of somebody** after the adjective, the adjective describes the person.

- 1) It was complicating ____ her to read the map. (for or of)
- 2) It was nice ____ her to help me. (for or of)
- 3) It was careless ____ him to break his mother's vase. (for or of)

Practice IT!

- 1) Choose a sample product, and write out a script to sell it. Don't forget to include how you will start the call, and get the person interested. Remember the goal is to make an appointment with the person, not to make the sale on the phone right then.



- 2) With your classmates, make a practice phone call using your script. Try and get the other person to agree to meet with you later. Don't forget to set up a date and time for the appointment!

Sending a Fax

Though not as common *nowadays* as they once were, fax machines are still an *integral* part of the *modern* business world. Knowing how to send and receive faxes is an important office skill, and one that is quite useful for employees at Radial Systems Inc.



The Fax Cover Sheet

Fax cover sheets are *essential* when sending faxes. They help to *ensure* that the fax gets to the correct person and inform the receiver who sent the fax. Fax cover sheets also give the sender an *opportunity* to provide additional information about what is being faxed. When creating a fax cover sheet, don't forget to include the company letterhead to the top of the sheet.

Q. Warm Up Questions

- 1) What purpose do Fax Cover sheets serve?
- 2) What information should be attached to a Fax Cover letter?



Conversation

Alex: Sometimes companies ask me to send them a fax, but I never hear back from them. How can I get them to call?

Erik: Well, for one, the person you're trying to reach might not even be getting your fax if you're not setting up your cover sheet correctly. Also, think of your fax like an advertisement. It has to quickly and effectively sell for you.

Q. Conversation Questions

- 1) According to Erik, how is a Fax similar to an advertisement?
- 2) What should a Fax be able to do for you?

Vocabularies

nowadays: At the present day; in these times. For example: Few people do their laundry by hand nowadays.

integral: Necessary to the completeness of the whole.

modern: Of or pertaining to present and recent time; not ancient or remote.

essential: This has the same meaning as integral. Something that is very important.

ensure: To make sure or certain. For example: measures to ensure the success of an undertaking.

encouraged: A good disposition, chance, or prospect, as for advancement or success.

Grammar points

Comparative: adjective (-er)

Example: My room is **bigger** than my brother's.

Comparative adjectives are used to show what quality one thing has more or less than the other. Comparative forms are usually created by adding **er** to adjectives, but there are some irregular adjectives.

- 1) My father is ____ than my mother. (young)
- 2) He speaks English ____ than French. (well)
- 3) This is ____ than the problem. (important)
- 4) I think that flower is ____ than this flower. (beautiful)

Practice IT!

- 1) What information is important to include on a Fax Cover Sheet? Using a blank sheet of paper, create a mock-up of your cover sheet, and talk with the other students in the class about what things are important to include.



- 2) Now that email has become so popular, what do you think about the value of the fax machine? When is a fax machine more useful than an email? Discuss your answers with your classmates.

Taking a Message



Oftentimes, the person that is calling is hoping to talk with someone that isn't in the office at this time. Even though the caller isn't "your customer," it's still *vital* to understand that you are representing the company with every *interaction* that you have. Being professional and *courteous* goes a long way.

Phone Messages

It is *crucial* that you get a certain amount of information from the other person. You also need to ensure accuracy by repeating it back to the person calling. It's important to then let the caller know that you'll make sure that the intended *recipient* receives the message, and finally, make sure that that person actually does receive the message in a *timely* manner.

Q. Warm Up Questions

- 1) According to the article, why is it crucial to get certain information from the person that is calling?
- 2) Which information is essential when taking a message?

Conversation

Erik: The last thing I wanted to mention about the phones is that it's important to treat any call you get as if it's a call from your client.

Alex: What do you mean?

Erik: Well, for example, a couple of days ago, you answered the phone correctly, but then quickly said "I'll get him, please hold." How would you feel if you were that client?

Q. Conversation Question

- 1) Why does Erik feel that it's important to treat every caller as your own client?



Vocabularies

vital: Of critical importance. Something that you must have.

courteous: Having courtesy in your interactions. This is the verb of the word courtesy (Unit 4B).

crucial: Almost identical in meaning to vital, essential, integral. Something that you must have.

recipient: The person that is receiving something. In this situation, the intended recipient is the person that the caller is trying to reach.

timely: occurring at a suitable time; seasonable; opportune; well-timed. For example: a timely warning.

Grammar points

Superlative :the + adjective (-est)

Example: I'm **the tallest** in my family.

The superlative is used to say what thing or person has the most of a particular quality within a group or of its kind. Superlative forms are usually created by adding **est** to adjectives and putting **the** before adjectives, but there are some irregular adjectives. Some adjectives need to be added **most** before the adjectives.

- 1) This bag is ____ thing I have. (expensive)
- 2) Mt. Everest is ____ mountain in the world. (high)
- 3) Jason is ____ student in my class. (bad)

Practice IT!

- 1) Have one person be the caller, and the other the receiver. Take notes so that you don't forget the message!

Ring, ring

A) Hello, this is ____ with _____. How can I help you?

B) Hi, this is _____. I'm trying to reach _____.

A) I'm sorry, he's not in right now, can I take a message?



- 2) Next, pass the message on to the intended recipient. Don't forget to use your notes.

A) Hi _____. While you were out, _____ called for you. He/she was calling about _____ and asked that you call them back at _____.

B) Thanks, I'll give them a call.



Alex has learned some of the basics of phone etiquette, and is now better able to give a positive representation of his company than he was before. Remember that the telephone is an important tool that can improve or damage the way the customers think about your company, depending on how you use it.

Conversation

Alex: Thanks so much Mr. Northman. You've given me a lot to think about, and I think that it's really going to improve my sales.

Erik: I hope that it does. I remember when I first started out. There was so much to learn, and I felt like I needed to understand it all at once. Remember that for a salesperson, the telephone is one of your strongest tools. If you're good at using the phone, both answering and calling, if you're good at taking and receiving messages, you'll be a much more effective salesperson.

Alex: I'm looking forward to trying out some of these new skills.

Q. Warm Up Questions

- 1) Why is it important to practice answering the phone and taking messages for other people?
- 2) Do you feel that it's important to standardize the way that employees answer the phone?

Q. Conversation Question

- 1) What points does Erik make about the telephone being a tool?

Matching

Line up the following words with their definitions.

- | | | |
|---------------|-------|---|
| 1) method | _____ | A strong effect produced on a person. |
| 2) specific | _____ | Occurring at a suitable time. |
| 3) impression | _____ | Necessary to the completeness of the whole. |
| 4) pitch | _____ | Of a special or particular kind. |
| 5) integral | _____ | The way that someone does something. |
| 6) timely | _____ | To attempt to sell or win approval for. |

Grammar points

Change the word order and make complete sentences.

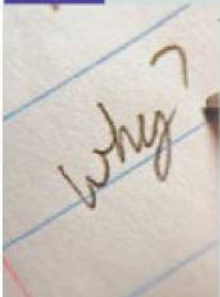
- 1) (being was success from the presentation far a)
_____.
- 2) (mind leftovers eating I don't) _____.
- 3) (I wearing avoid to getting by a mask want the bad flu)
_____.
- 4) (it thoughtful you to my mother flowers for of her send birthday was)
_____.
- 5) (hear was it me to for from distance hard the)
_____.
- 6) (yesterday feel I than worse) _____.
- 7) (the it most in medical school competitive America is)
_____.

Practice IT!

- 1) Plan a phone call to a potential client that you have talked with before, and is expecting your class. Have one of your classmates be the client, and practice the things that you've learned in this unit.
- 2) Plan and practice a cold call with someone that isn't necessarily interested in your product. How will you sell them on your product? Remember, the goal is to get them to come to a meeting rather than to make the sale over the phone.



Email Etiquette



In the same way that Radial Systems Inc. has *guidelines* about how to make a professional telephone call, they also have rules about what to say, and not to say, in business email. Since email is the most common form of written communication nowadays, Radial Systems Inc. *takes care* in manners to make sure that their employees are interacting on a professional level with their clients.

Why Bother?

Perhaps you think that it is not worth spending time on email. Sometimes emails are informal, written quickly, and no one *minds* if you make mistakes. While these are acceptably true for some emails, especially between close friends what about emails where you want to make a good impression? What about emails where you need to be more careful or diplomatic than usual?

Q. Self Introduction Questions

- 1) Why do you think that email has become the most popular communication tool?
- 2) What are the things you need to be careful about in formal emails?

Conversation

Pam: Hi Alex, Erik asked me to tell you a little about some of our email *policies*.

Alex: Thanks Pam. Erik talked to me about the phone already, so I'm looking forward to learning more about sending professional emails.

Pam: Well, I'm happy to hear that. Many people send clients emails that are written in a *tone* more appropriate for friends. Also, being careful about how you say things protects the company as well.

**Q. Conversation Questions**

- 1) What does Pam mean by email policies?

Vocabularies

guidelines: A rule or principle that provides guidance to appropriate behavior.

takes care: pay careful attentions.

mind: to feel annoyed or upset about something. For example: Do you mind if I smoke?

diplomatic: To be sensitive in dealing with others. In other words, to deal with people politely and skilfully without upsetting them.

policies: A guiding principle. A way of doing things that is officially accepted. It's our company policy not to accept gifts from clients.

tone: In this situation, the way that something is said. For example: He didn't say that he was upset, but I could tell by his tone that he was angry.

Grammar points

used to verb (simple present form)

Example: Rick ***used to travel*** a lot in his job, but now he doesn't.

Used to verb(simple present form) is used for something that happened regularly in the past but no longer happens. Besides, it indicates something that was true but no longer is.

- 1) Rainforests used ____ a third of the Earth, but not any more. (cover)
- 2) I didn't used ____ much attention to what I ate. (pay)
- 3) I used ____ to this gym to work out. (go)
- 4) When I was in high school, I used ____ science. (like)

Practice ITI

- 1) In your opinion, what elements are important to write good business emails? Discuss with your classmates.
- 2) Some people think it's hard to deliver your emotions by email. Do you agree or disagree? Why?



Formal or Informal?



Many people get into trouble by making the tone of an email too *casual* for the *situation*. *When in doubt*, follow the style of the other person. It's better to write an email that is a little formal than one that is a little too casual. Alex also needs to send a lot of email in his position. Because most of his email will be sent to clients and potential clients, he should *aim for* a more formal style.

Informal or Formal?

- | | |
|----------------------------------|--|
| 1) I'm sorry to tell you that... | 1) We regret to <i>advise</i> you that... |
| 2) You haven't... | 2) We note from our records that you have not... |
| 3) Sorry I can't make it... | 3) I regret that I will be unable to <i>attend</i> ... |
| 4) But.../Also.../So... | 4) However.../In addition.../ Therefore... |
| 5) Shall I... | 5) Would you like me to... |

Q. Warm Up Questions

- 1) What does the article say about being a little too formal?
- 2) Is it alright to be casual in emails you send to people in your company?

Conversation

Pam: There are really three main writings styles. Informal (the way that you might write to your friends), neutral (the way you might write to your coworkers or someone that you don't know) and, formal (the way that you might write to a potential client, or the CEO of the company).

Alex: I guess that makes sense. I wouldn't talk to my friends the same way I'd talk to Erik.

Pam: That's right, and improving your emails at a professional level is the goal.


Q. Conversation Question

- 1) What does Pam mean by email policies?

Vocabularies

casual: An informal way of speaking or writing.

situation: The circumstances that give context to what is happening. For example: A formal dinner is a different situation than eating in a fast food restaurant, and your behavior should reflect that.

when in doubt: This is an idiom that means "At times that you are in doubt" or "If you don't know what to do..." It is used for giving advice on what to do in situations where you aren't sure what is best.

aim for: To strive toward a particular goal.

advise: To counsel someone about someone or something.

attend: To be present at.

Grammar points

be used to doing

Don't get mixed up with "used to do"!

Example: I started working nights and I need to *get used to sleeping* during the day.

Be used to doing is used to say that something is normal, not unusual. "Get used to doing" is similar to this expression. It is used to talk about the process of something becoming normal for us.

- 1) I'm used to ____ on my own. (live)
- 2) Cathy has lived in England for over a year so she is used to ____ on the left side of the road now. (drive)
- 3) I have never lived in a hot country, so I'm not used to ____ in this humidity. (walk)

Practice IT!

Rewrite the following email to make it more formal.

Jim,
Sorry I can't make it to Friday's meeting. Shall I do anything to help with the planning? Don't forget our lunch appointment next week. See you then,
Alex



Internal Messages

Internal messages are emails that are sent between members of the same company. Since you are talking with other employees, the emails can be a little casual. However it's still important to be careful though. Responding to coworkers too casually lacks professionalism. Writing too casually to the wrong person might even cause you to miss (out on) a opportunity for promotion!



Successful Internal Email

When sending messages to other people in the company, keep the messages simple, and *highlight* important information with a bullet point or two. Don't make huge lists, or large paragraphs of text, as they are difficult to read. Instead, design your messages so that, *at a glance*, readers can understand the message and what you would like them to do. This will make your emails much more successful.

Q. Warm Up Questions

- 1) According to the article, how can professionalism in emails fall?
- 2) What is important to keep in mind when writing letters to people who work in your company?

Conversation

Pam: Now, it is difficult to *maintain* a level of professionalism with people that you talk to every day.

Alex: Especially when things are stressful and you're working on a project together.

Pam: That's true, but remember, two of the largest parts of communication are *body language* and tone, and in email, you don't have either of these.



Vocabularies

highlight: To emphasize or show the importance of something.

at a glance: At first sight, from one's first look. In this situation, it is saying that readers should be able to understand your email quickly and know what the message is about.

tricky: Situations that aren't immediately easy to handle. For example: "I'm not sure what to do about my presentation. It's a really tricky situation."

maintain: To keep up with something or to continue.

body language: Gestures, postures, and facial expressions that give information to other people.

Grammar points

Had better + verb (simple present form)

Example: You'd **better do** what I said to be successful here.

Had better + verb (simple present form) is most commonly used to make recommendations or give advice. It sounds very strong when used incorrectly, so be careful in its usage. It may sound as if you're saying that someone has to do something or needs to do something.

- 1) You had better ____ her the truth or you will get into trouble. (tell)
- 2) I had better ____ back to work or I won't be able to finish the report. (get)
- 3) We had better ____ early to leave for Atlanta. (meet)

Practice III

1) What are some methods that you use to maintain professionalism in the emails that you write? Discuss with your classmates.

2) Have you ever had any miscommunications through emails? If so, what caused them? If not, discuss how you can avoid miscommunication.



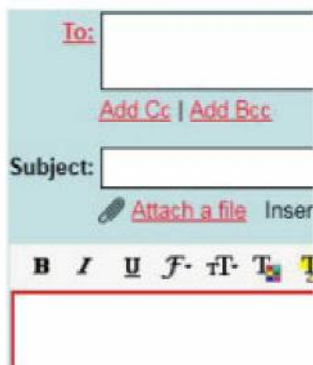


Attachments and Email Guidelines

There are a lot of *unwritten rules* and customs about how to *format* an email, when to use BCC or CC, and when to just write everyone's name in the "To:" section. There are also specific phrases that are often used when attaching documents to an email, and forwarding other emails.

CC or BCC?

CC stands for "carbon copy," and is used to send the same email to other people, while letting them know that they aren't the main *recipient*. BCC is "blind carbon copy," which does the same thing, but doesn't let the main recipient know that anyone else received a copy.



Q. Warm Up Questions

- 1) Can you think of any examples of unwritten rules?
- 2) What do BCC and CC mean? When do you use them?

Conversation

Alex: When I send a letter to other employees, should I put everyone's name in the "To:" section, or should I put their names in the CC section?

Pam: *To begin with*, you want to determine who the main recipient of the email is. If you're sending an email to everyone talking about an upcoming meeting, everyone should be in the "To:" section, but if you're sending an email thanking someone for their hard work, and you want to also send it to other people, put the other people in the CC section of the email.

Q. Conversation Question

- 1) What do you need to determine first to fill in "To:" section?

Vocabularies

unwritten rules: While not specifically rules, these are customs that people are often expected to follow.

format: To plan or arrange in a specified way. The way that things are arranged.

recipient: The person that receives something. In this case, the recipient is the person getting the email.

behavioral warning: When employees do something that is against company policy, they may receive a written or verbal warning. This might be referred to as a behavioral warning.

to begin with: The first thing to do. Before you do anything else, you should do this.

Grammar points

there + be

Example: *There* is the chart on page 20.

There + be is used to refer to that something exists or doesn't exist to say something happens, and to describe numbers or amounts. Also, there is used with the verbs like appear and seem, and with modal auxiliary such as may can and must. It refers to place, too.

Example: *There seems* to be a big problem.

Who's that lady over *there*?

- 1) There ___ two diagrams next to the chart. (be)
- 2) There ___ any training courses yesterday. (be, negative)
- 3) There ___ a party tonight. (be)
- 4) There ___ two different ways to do this. (be)

Practice III

1) Decide whether to use To:, CC, or BCC for the following situations:

- a) Sending an email to a client and your partner.
- b) Sending an email to a client and keeping your boss in the loop.
- c) Sending a letter to a friend.

2) What are unwritten rules about how to format an email? Discuss with your classmates.





With the *explosive popularity* of email, it has become *commonplace* to *negotiate* a project exclusively through email. Requesting information, and *keeping other people in the loop* is an important part of the negotiation.

Requesting an Update

When managing a project, it's common to ask for and receiving updates via email. Using indirect questions and polite English can get quicker responses and can help generate a more friendly atmosphere. For example, instead of just saying "Please give me an update by Friday," you could soften it by saying "Would it be possible to get an update by Friday?" Though the goal is still the same, the question is less *intimidating* and more friendly.



Q. Warm Up Questions

- 1) What do you think lead to the popularity of email?
- 2) Do you think it's a good idea to work on important projects solely through email?

Conversation

Alex: Actually, I had another question for you too. I need to work with Stanley on a project, and it seems like email is the only way that works into either of our schedules. Is it ok to work on projects only through email?

Pam: This is *increasingly common*, and because you'll have less face-to-face interaction, it's important to use polite language when emailing. I think it's best to meet in person at least a few times early on in the project so that you can get a better idea of exactly how both of you feel about things before they plan a lot.

Q. Conversation Question

- 1) What does Pam say about how to deal with the situation where you can't talk in person.

Vocabularies

explosive popularity: Something that has recently become very popular.

commonplace: Something that happens often.

negotiate: To work together with another person in order to come to an agreement. In this situation, when working together on a project, it's important to work together and negotiate the project.

keeping someone in the loop: Making sure that the other person has all of the information that they need to have in order to make decisions or meet the deadlines for the project.

intimidating: Something that makes someone feel uncomfortable or that they are being bullied.

Increasingly common: Something that is becoming more and more common.

Grammar points

it + be

Example : *It's* very easy. Let me explain how to use it.

It + be is used with adjectives, some nouns, verbs of weather and for dates, days and times.

Also, *it* is used with the verbs like appear and seem, and in some expressions, such as "It looks as if...", "It doesn't matter," "It's time to go," and "It takes an hour to the airport."

Example: *It's a shame* to be working inside on a day like this.

It's snowing now.

It's May 15th.

It seems that somebody found lots of money on Main Street.

It looks as if it's going to rain hard.

Practice ITI

- 1) In your experience, is it common to negotiate projects via email? Talk with your classmates about your experiences.
- 2) Do you think if there are any advantages and disadvantages on using email for negotiations?





There are many common mistakes that *occur* in business email. Some of those most common mistakes are the *confusion* of "their" there" and "they're", "affect" vs "effect", "loose" vs. "lose" and "its" vs. "it's" In order to *preserve* a high standard of writing, it's important to learn some of the differences between the words.

I.e. or e.g.?

Usually because the person uses i.e. to mean *for example*. I.e. comes from the Latin *id est* and means 'that is'. E.g. means *exempli gratia* and means 'for example.' Here are some *usage* examples: I'm going to the place where I do my best work, i.e., the coffee shop. At the places where I work well, e.g., Starbucks, I have none of the *distractions* I have at home.



Q. Warm Up Question

1) When writing emails, it is very important to maintain a high level of grammar. Poorly written emails are a reflection on the company. Do you agree? Why or why not?

Conversation

Alex: Should I use it's or its?

Pam: Use it's only in situations where the meaning is "it is." for everything else, use "its."

Alex: What about affect and effect? I never know!

Pam: This one is more tricky. Affect means "to influence" and effect means "a result". I find that the easiest way to remember is that "affect" is almost always a verb, and "effect" is almost always a noun.

Alex: Thanks, that helps a lot!

Q. Conversation Question

1) When should you use it's? What is the difference between its and it's?

Vocabularies

occur: Another way of saying 'to happen.'

confusion: Something that isn't clear will cause confusion. If people don't understand something, they are confused.

distractions: Things that draw away or divert. Something that keeps people from doing what they are supposed to be doing is a distraction.

affect: To act on, produce an effect or change in.

effect: A result, something that is produced by an agency or cause.

Grammar points

Tag Questions

Example: Nick is from England, *isn't he?*

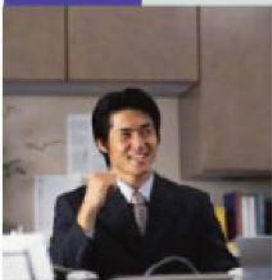
Tag questions are used to verify or check information that we think is true or to check information that we aren't sure is true. A tag question is a short question added to the end of a positive or negative statement. Normally, a positive statement is followed by a negative tag, and a negative statement is followed by a positive tag. The verb used in a statement and the verb used in a tag need to match. If a modal auxiliary (can, could, will, would, should, etc.) is used in the statement, then the same modal is used in the tag.

- 1) You can sing in English, _____ ?
- 2) She went to the conference with you, _____ ?



Practice IT!

- 1) Can you think of a time where you have either written or received an email that had a big mistake? How did it make you feel? Share your experiences with your teacher and classmates.
- 2) Imagine that you were given the responsibility of setting up some company guidelines to avoid making mistakes when sending emails. What elements should be included?



At Radial Systems Inc., as with many companies, email is an important tool that is used every day. Alex has now learned a bit about how to speak professionally on the telephone, and through writing. But he's going to be trying something new soon though, as it is rumored that he might be going on a business trip!

Conversation

Alex: Thanks so much for your help Pam, I think this is going to improve my email communication quite well.

Pam: When our communication looks more professional, our company looks more professional. Oh, by the way, Erik called, and he'd like to talk with you when we're finished up here. Did you have any more questions?

Alex: No, I don't think so. Did Erik say what he was calling about?

Pam: He mentioned that there might be an upcoming business trip. You might want to pack your bags.

Q. Warm Up Question

- 1) What do you think about email as a communication tool? Is it the most effective tool in today's business world? What are the pros and cons?

Q. Conversation Question

- 1) What does Pam say about the way that our writing reflects on the company? Do you agree?

Matching

Line up the following words with their definitions.

- | | | |
|----------------|-------|------------------------------------|
| 1) casual | _____ | The way that something is said. |
| 2) occur | _____ | Informal. |
| 3) recipient | _____ | The person who receives something. |
| 4) commonplace | _____ | Not obvious or easy. |
| 5) tone | _____ | To happen. |
| 6) tricky | _____ | Something that happens often. |

Grammar points

Make sentences by using given expressions.

- 1) Talk about a habit that you had, but you don't have anymore. (used to do) _____.
- 2) You have just moved to a new town, and there are things you need to adjust to. Talk about one of them. (get used to doing) _____.
- 3) Give a piece of advice to your classmates about something. (had better) _____.
- 4) Tell your classmates that you had a fire drill at your work or school last week. (there + be) _____.
- 5) Ask a classmate or your teacher something that you think you know the answer to. (tag question) _____.

Practice IT!

- 1) Many people would prefer to email another person rather than discuss something over the phone. What are the advantages and disadvantages of this mindset. Discuss your ideas with the class.
- 2) Imagine that you sent a wrong email to your client. What would you do?





Love it or hate it, business travel is a part of many companies. There are many different *aspects* to business travel, and depending on the company, there are also many different people that handle each thing. In some companies, travel and hotel arrangements might be made by a secretary or assistant. In Alex's case however, he'll have to *set* the details by himself.

Travelling for the Company

As with many things in a company, the standards are very different for people that are low on the *totem pole* compared to executives. While it may be common for executives to fly in first class, or even on a private jet, and stay in luxury hotels, other employees are likely to travel in *coach* class and stay in motels during their business travel. When it comes to business travel, it pays to be at the top!

Q. Self Introduction Questions

- 1) What does the article say about the differences in travel between executives and lower-level employees?

Conversation

Erik: Hi Alex, thanks for coming by so quickly.

Alex: Pam mentioned something about a business trip?

Erik: That's right. Wilson Inc., one of our newer clients is thinking about increasing their order, but I happen to know that they're also checking out one of our competitors. I'd like you to fly out and *schmooze* with some of the *executives*, and see if we can seal the deal.



Q. Conversation Question

- 1) What would Erik like Alex to do on the business trip? What expectations does Erik have?

Vocabularies

aspects: Parts, things to consider. Something with many aspects might be complicated.

set: To determine or decide. E.g. Once you become an executive, you're more free to set your own schedule.

totem pole: An order of rank or hierarchy. Being "high" or "low" on the totem pole gives the order of rank.

coach: A class of passenger air transportation that is lower than first class.

schmooze: To talk with someone for the purposes of self-promotion. To make yourself or your company look better.

executives: People that are in an important position at the top of a company's management structure.

Grammar points

Present continuous: be + -ing

Example: I'm reading now.

The present continuous tense (also called the *present progressive tense*) is used to express the idea that something is happening or not happening now, at this very moment. In English, "now" can mean: this second, today, this month, this year, this century, and so on.

- 1) I'm ____ on a big assignment. (work)
- 2) Meg is ____ gingerbread cookies. (bake)
- 3) We are ____ a new textbook this month. (study)
- 4) Are you ____ on anything now? (work)

Practice IT!

- 1) Can you think of any differences between how executives of companies in your country travel compared to regular employees?
- 2) Do you have any experience with going on business trips? If so, why do you usually go on trips? Talk with the rest of the class about some past business trips that you've taken.





When planning a trip, it's important to *factor* in several different details, including where to stay, and how long you'll need in order to convince the client to increase their order with your company rather than going with a competitor. Every company has a *budget*, but it's also important not to look like a *low-budget* company in front of your clients.

Pre-packing your luggage

In 2009 alone, 432 million business trips were completed by United States *residences*. If you're one of those people who travel often, you'd benefit from getting into the habit of re-packing your *carry-on* bag with fresh clothing and essentials when you return from being on the road. It may seem like a waste of time, but the next time you have to wake up early for a *red-eye* flight, you'll be thankful that you went ahead and packed the bag ahead of time.

Q. Warm Up Questions

- 1) What does the article recommend for people who travel often?
- 2) What kind of things are important to pack in a travel bag when going on a business trip?

Conversation

Erik: I'd like you to be back before Friday's staff meeting at 4:00pm, so that will give you three days to convince the client to increase their order.

Alex: Great, I'll leave tomorrow morning then.

Erik: I recommend talking with Paul before you get too heavily into the planning. He takes trips pretty often, and could probably help you with the planning.

Alex: Great, I'll do that. Well, I'd better get started.

Erik: Let me know if you have any questions.



Q. Conversation Question

- 1) How long is Erik giving Alex to complete his goal for the trip?

Vocabularies

factor in: To think about something. E.g. Before you quit your job, it's important to factor in whether you'll be able to get a job at another company quickly.

budget: The amount of money available to use for purchases. E.g. The company would like to offer each of our employees a larger bonus this year but unfortunately it's just not in the budget.

low-budget (company): When referring to a company, as in this example, it is talking about a company that doesn't have very much money available.

residences: This is a formal way to refer to a household, or family that is living in one house or apartment.

carry-on: This is the small bag that passengers are allowed to bring with them on the airplane.

red-eye flight: A flight that leaves very early in the morning. Named red-eye because the passengers are usually sleepy and their eyes are red.

Grammar points

Infinitive: to + verb (simple form of the verb)

Example: I'd like to know where my car is parked.

An infinitive phrase begins with **to + simple form of the verb**. Infinitive phrases can function as nouns, adjectives, or adverbs.

- 1) I have an assignment ____ this weekend. (do)
- 2) I have an assignment ____ this weekend. (do)
- 3) I'm glad ____ you. (see)
- 4) What are you going ____ at the movie theater? (watch)
- 5) I don't like having ____ to the dentist. (go)

Practice IT!

- 1) Do you have any tips for trip planning?
Talk about some planning trips with the rest of the class.
- 2) Would you rather take a red-eye flight or an afternoon flight? Discuss the advantages and disadvantages of each.



Booking the Flight



Some companies have *travel agents* that they work exclusively with for things like hotels and travel. Radial Systems Inc., however, doesn't have any *partnerships*, so Alex will need to *book* his own flight and hotel. When checking for prices on flights, it's usually better to look on the internet and shop for prices rather than just calling an airline directly.

Company Travel Agents

Your company travel agent, if you have one, will likely try to book the cheapest flight overall, even though it may include several *layovers*, and be quite a bit longer. Do some research before you talk with the travel agent so that you will have some alternatives that you are able to present. Saving on flight time may also save company money as you may be able to avoid overnight stays, car, or meal expenses as well as just saving your own personal time.

Q. Warm Up Questions

- 1) According to the article, what should you do before talking with the travel agent at your company?
- 2) What is the difference between using a company travel agent and a personal travel agent?

Conversation

Alex: Hey Paul, I was wondering if you had an airline that you would recommend using when flying *domestically*.

Paul: Well, a lot of people worry about *mileage* and reward programs, but I tend to just go with the best price and not worry about miles.

Alex: How do you go about finding the best price?

Paul: Well, if you don't care about which airline you take, and you can be a little flexible about the time you leave, you can get some better prices by checking on the internet.

I'll send you an email with a link to two of the price checking sites that I use the most.

**Q. Conversation Question**

- 1) What information is Alex hoping to get from Paul?

Vocabularies

travel agent: A person or company that is paid to put together travel packages, usually for the purpose of providing cheaper travel or accommodations than the traveler may be able to find on their own.

partnership: an agreement between two people or companies to work together for mutual advantage.

book: In this situation, to book means to plan or arrange. It is used very often with travel, including hotels, airlines, rental cars, etc.

layover: This is the time between two flights. For example, if you are flying from Orlando to Los Angeles, there might be a layover before you get to L.A. where you would switch airplanes in Texas.

domestically: Flying within the country, as opposed to internationally, which is flying out of the country.

mileage: The distance, in miles, traveled. Many airlines give points based on the distance flown.

Grammar points

Countable nouns

Example: I have a **dog** and two **cats**.

It's easy to recognize countable nouns. They are things that we can count. Countable nouns:

- can be singular or plural.
- can be used with use the indefinite article a/an.
- have to be used with a word like a/the/my/this when singular.
- can be used alone when a countable noun is plural.
- can be used with some, any, a few and many.

- 1) I have a (dog) (dogs) and two (cat) (cats).
- 2) Do you have (a) (any) book I can borrow?
- 3) I'd like to arrange a (flight) (flights) to Boston.
- 4) I'll need (a) (some) pen and (a) (some) paper.

Practice IT!

- 1) What are the advantages and disadvantages of using a travel agent to book your tickets?
Discuss with the class.
- 2) When you book a business or personal trip, what methods do you use to find a flight? Do you call airlines or use websites? Do you use a travel agent?
Discuss with the class.



Booking the Hotel



When deciding where to stay for business travel, price and *luxury* are *certainly* factors, but you should also consider the travel time between where you're staying and where you'll be having meetings. Choosing a nice hotel might seem like a waste of money, but it also helps to *promote* your *image* as a company.

Getting Superior Hotel Service

Travel is full of opportunities to overspend. Transportation, *lodging* and food are all important and *costly*, especially when you need to travel on short notice, and at busy times of year. Make sure to shop around to make sure you're getting the best rate on hotels. Check out websites where users can post reviews, and most importantly, pay careful attention to hidden fees and any problems that people mention that they had.

Q. Warm Up Questions

- 1) What is the main point of the article?
- 2) Do you check any websites when booking a hotel?

Conversation

Front Desk: Hello, this is the Downtown Carnation Hotel, how may I help you?

Alex: Hello, I was looking at your website, but I was wondering how far of a walk it is from your hotel to the center of downtown?

Front Desk: I'd say it's about an 8-10 minute walk.

Alex: Oh, great. I'd like to book a room then.

Front Desk: Certainly, when would you like to stay, and how many people will be with you?

Alex: Just myself, and I'd like a room with a single bed for the evening of the 6th, 7th, and 8th.



Q. Conversation Questions

- 1) What is Alex calling the hotel to ask about?
- 2) What questions does the hotel ask Alex?

Vocabularies

luxury: Comfortable and expensive. "A luxury" is also used to describe something that is "not needed."

certainly: Something that is certain or definite. E.g. it's certainly nice to have air conditioning in the summer!

promote: To move forward or improve. To take something and make it better.

image: The way that other people see a person or a company. Someone that dresses poorly might have a poor image among the people around him or her.

lodging: A place to spend the night, usually used to describe a place that is rented.

costly: Something that is very expensive.

Grammar points

Uncountable nouns

Example: Can I have *a glass of water*?

Uncountable nouns are substances, concepts etc., that cannot be divided into separate elements. We cannot count them. **Uncountable nouns:**

- are usually treated as singular. Therefore use a singular verb.
- We do not usually use the indefinite article a/an with uncountable nouns, but we can say a noun+ of~. ex) a cup of tea.
- can be used with some, any, and a little and much.

Choose which of the following nouns are uncountable.

- 1) traffic 2) electricity 3) luggage 4) furniture 5) information
5) travel 6) advice 7) wine 8) view 9) money 10) journey

Practice ITI

- 1) Imagine that you are an executive in a company. What ways can you think of to cut down on costs during business travel?
- 2) While many employees think about the company, and might try to keep costs down, others feel that while the company is sending them on a trip, it's up to the company to try and save their own money. What do you think? Share with the class.





Alex has already *reserved* his car, but he'll need to stop by the rental office and pick it up. Most airports have places to rent cars right there near the terminal, but they often charge a higher price because of the convenience. Though it is recommended to have a reservation, it's usually not required.

Economy or Midsize?

Most rental car companies offer a variety of different cars, from *no-frills* economy cars, to *high-end* luxury vehicles, and everything in between. Of course, the best deals will be on the economy vehicles, but if you find a car dealership that is running a *promotion*, you can often get a free upgrade to the next level of car. Of course, it's good to remember that the cheaper cars often get better gas mileage.

Q. Warm Up Questions

- 1) What different types of rental cars are offered in your country?
- 2) What does the article say about getting an upgrade to your rental car?

Conversation

Alex: Hello, I'd like to pick up my rental car.

Agent: Certainly, do you have a copy of your reservation number?

Alex: I thought I did, but I can't seem to find it right now. Is that a problem?

Agent: No, I think I can look you up in the computer. What's your first and last name?

Alex: Alex Rodrigues. I reserved the car last night.

Agent: I found it. A *mid-size* car, is that correct?

Alex: That's right. I'll be returning it on Friday.



Q. Conversation Question

- 1) What did Alex forget to bring to the car rental place? Will it be a problem?

Vocabularies

reserve: To place an order for something. This might involve giving a name, address and credit card number.

terminal: In this context, it refers to the part of an airport for arriving and departing passengers.

no-frills: This common idiom refers to something that isn't fancy in any way. An item that does what it is supposed to do, but with none of the luxury or niceties that other, more expensive things might have.

high-end: Something very expensive or nice. Something that is high-end might also be called a luxury item.

promotion: In this case, a special deal or offer, usually for a limited time, for the purposes of encouraging people to use their company instead of a competitor.

mid-size: Literally, middle-size. When referring to cars, this is a step up from compact or economy cars.

Grammar points

Prepositions of time: at, in, on

We use prepositions of time:

- **at** with a precise time, clock time, midday, midnight and night

Example: I'll see you **at** 6 P.M.

I often get home late at night.

- **in** for weeks, months, years, parts of the day

Example: It's usually warm **in** April.

Yesterday, I cleaned my room **in** the morning and went shopping **in** the afternoon.

- **on** for days and dates.

Example: My birthday is **on** May 1st.

*When we say *last, next, every, this* we do not use *at, in on*.

Write the correct prepositions from at, in and on.

- 1) ___ Christmas Day 2) ___ summer 3) ___
the last day of May 4) ___ Sunday morning 5) ___ 4:00 pm



Practice IT!

- 1) Knowing that car rental places in airports usually charge a higher price for the convenience, would you normally use the more convenient airport rental place, or the less convenient, but lower cost rental place?
- 2) What kind of rental car do you prefer when travelling in a new location? Would you prefer a different kind of car when traveling domestically compared to internationally?

Checking into the Hotel



Alex brought his reservation information with him, and he is in the process of checking into the hotel now. During this time, it is common for the *receptionist* to talk about some of the hotels *amenities*, as well as the check-out time. In more expensive hotels, a *bell-hop* would bring your luggage up to your room.

Conversation

Hotels are rated according to the level of quality management, wellness, and sleeping accommodation.

1 star hotels include showers and restrooms in every room, and a television with a remote, and 5 star hotels include doorman and valet service, personalized greetings in the room, 24-hour room service, and many other amenities as well.



Q. Warm Up Question

- 1) What advantages do guests that are staying in a 5-star hotel have over guests staying in a 1-star hotel?

Conversation

Front Desk: May I help you?

Alex: Yes, my name is Alex Rodrigues, I called yesterday and made a reservation for the next three nights.

Front Desk: Yes, I have your reservation right here. Do you have a parking ticket that needs to be validated?

Alex: Yes, I have one right here. Thank you.

Front Desk: Your room will be 607, with a wonderful view of the city. Please let me know if you have any questions, or need anything at all.

Alex: Thank you. Are there any breakfast options around here?

Front Desk: Well, we have a continental breakfast from 6:00-9:00 every morning for only \$5.

Q. Conversation Questions

- 1) What does it mean to get a parking ticket validated?
- 2) What question does Alex ask the hotel about breakfast?

Vocabularies

receptionist: The person at the front desk that deals with receiving guests or customers.

amenities: Something that adds comfort, convenience, or enjoyment.

bell-hop: A hotel or club employee who escorts guests to rooms, assists them with luggage, or runs errands.

wellness: The quality or state of being in good health.

accommodation: Lodging, food, and services or traveling space and related services.

valet: An employee who performs personal services for customers, often used to refer to someone who parks cars for customers.

Grammar points

Prepositions of place: *at, in, on*

We use prepositions of place:

- **at** for a specific place or point.

Example: Mike is waiting for you **at** the bus stop.

- **in** for an enclosed space

Example: I live **in** N.Y.

- **on** for a surface

Example: My cats always sleep **on** the sofa.

Notice the use of *at, in, on* in the following standard expressions:

at: at home, at work, at school, at the top, at the bottom, at reception

in: in a car, in a taxi, in a boat, in a helicopter, in the newspaper, in the sky, in a row

on: on a bus, on a train, on a ship, on a bike, on the radio, on TV, on the right, on the left, on the way

Write the *in, at* or *on* in the following blank spaces.

1) ___ the end of the road 2) ___ the bed 3) ___ my wallet

4) ___ the ceiling 5) ___ the entrance 6) ___ a basket



Practice III

1) Which of the following hotel amenities are important to you? Rate from 1-5

Work out room _____ Refrigerator/Mini/bar in the room _____

Room service _____ Internet in the room _____

Laundry service _____ Other (_____) _____

2) Think of the best and worst hotel experience that you've had and share it with the rest of the class.

Asking for Directions



It happens to all of us at one time or another. You're in a new place, *surrounded* by new *sites*, and you're supposed to be at the meeting in 15 minutes. You know you're close, but you just can't quite *figure out* which building it is. How do you ask for directions in a way that will get results?

Important Phrases

- Excuse me, could you tell me the way to the station please?
- Excuse me, I'm looking for the post office.
- How far is it from the bank to the town hall?
- It takes about 5 minutes by bus.
- **Within walking distance.** This means that the location is close enough to walk to without too much trouble. This will usually mean that the walk would be less than 10 minutes.
- **You can't miss it.** This phrase means that once you are near enough to see the building, it will be obvious.

Q. Warm Up Questions

- 1) How would you ask for directions to the nearest restroom?
- 2) How would you ask how long it takes to go to the bank?

Conversation

Alex: Excuse me, I'm looking for the Radison building. I think it's around here somewhere.

Passerby: Hmm, I believe that's the building near the courthouse.

Alex: That's right, I'm on my way to a meeting, but I got a little *turned around*.

Passerby: Just go down this road and make a left when you see the bank. I believe it's called Park street. You'll see it on the right after a block or two.



Q. Conversation Questions

- 1) What is Alex looking for and why is he looking for it?
- 2) What would Alex likely say next in the conversation?

Vocabularies

surrounded: To have something around you on every side.

sites: Places to see, the location of a building or structure.

figure out: To discover or determine. If you can't quite figure something out, it means that you feel like you're close to understanding or solving something but you can't quite do it.

strain: Difficulty. Mental or physical tension. Something being physically difficult would be straining.

obvious: Easily discovered, seen, or understood. Something that the average person should be able to see or figure out without difficulty.

turned around: Confused or lost. In a new city, it's not uncommon to get a little turned around.

Grammar points

Adjectives of time: *next*, *last*

When *next* and *last* are used with time, they are adjectives.

Next is used for the future.

Example: I'll see you next week.

Last is used for the past.

Example: *Last* summer was hotter than this summer.

Write next or last in each blank.

- 1) Will you have time _____ Monday?
- 2) Lucy went to a movie with Lisa _____ Sunday.
- 3) I went to Europe _____ year.
- 4) I'll be 60 years old _____ month.



Practice III

- 1) Some people like to ask for directions as soon as they feel like they don't know where to go, but others want to see if they can find things by themselves. Which type of person are you?
- 2) Ask your classmates for directions on how to get to well-known places in your city. Practice with a few different classmates and switch places asking for and giving directions.



Alex has gone through all the basics of what he needs to do to have a successful business trip. All that's left is meeting with the client. We've talked about booking a flight and hotel, reserving a rental car, checking into the hotel and asking directions. In the next unit, we'll be looking at some issues that arise in daily business life.

Conversation

Erik: Welcome back Alex! I hope you have some good news for me.

Alex: Actually, I do. My time went well, and I made some really good contacts at Wilson Inc. They've decided to increase their order by 20%.

Erik: That's fantastic news. Keep going at this rate, and you'll be in for a promotion sooner than you think. Actually, there are a couple of clients that I'd like to turn over to you. They are clients that I am a little worried might be considering going with one of our competitors.

Alex: Thank you sir. I'll do my best to convince them that what we have to offer is a better deal than any of our competitors.

Q. Warm Up Questions

- 1) Talk about some different strategies for packing your bags for a business trip.
- 2) How do you like to book your travel arrangements? Internet? By phone? In person? Travel agent?

Q. Conversation Question

- 1) What great news does Alex have for Erik?

Matching

Line up the following words with their definitions.

- | | | |
|-----------------|-------|---|
| 1) domestically | _____ | Money available for spending. |
| 2) reserve | _____ | To move forward or improve. |
| 3) promote | _____ | Something that isn't fancy. |
| 4) no-frills | _____ | To have something on every side. |
| 5) budget | _____ | To talk for the purposes of self promotion. |
| 6) surrounded | _____ | Within the country. |
| 7) schmooze | _____ | To place an order for something. |

Grammar points

Change the word order and make complete sentences.

1)(right is her working at she computer now)

_____.

2)(take I to pictures like) _____.

3)(need you to two add tablespoons of sugar)

_____.

4)(don't I money now have much)

_____.

5)(at home went John lunchtime)

_____.

6)(next right the at turn corner)

_____?

7)(menu good sounds the everything on)

_____.

Practice IT1

1) Talk about the best and worst travel experience that you've had. Share with the rest of the class.

2) When you're on a business trip, what type of transportation do you prefer when travelling domestically? What kind of transportation do you prefer upon arriving at your destination?





Alex has been working for Radial Systems Inc. for about 8 months now, and though things have been pretty smooth overall, like every *workplace*, Radial Systems Inc. isn't a perfect place to work. In this unit, we'll be *taking a look* at some of the general workplace *issues* that Alex has seen during his time so far.

Common Workplace Issues

An unpleasant workplace can be a cause of major stress and unhappiness for workers. Understanding some common workplace issues can give *insight* into improving the atmosphere at work. Through the application of basic manners and *common sense*, many workplace issues can be improved or avoided all together.

Q. Self Introduction Questions

- 1) According to the article, what benefit is there in understanding common issues?
- 2) How does the article claim that many issues can be avoided?

Conversation

Pamela: Frank, why do you always attack me at meetings?

Frank: What are you talking about? I don't do that!

Pamela: You do. Last week, you *jumped on* me for suggesting that we update our organizational chart.

Frank: You bring that up all the time. It's a waste of time and energy to worry about things like that.

Pamela: You always say that, but I don't agree with you. Not everyone agrees with you.

Frank: Well, there are more important things to do.



Q. Conversation Questions

- 1) Why is Pamela upset with Frank?
- 2) What does Frank say about updating the organizational chart?

Vocabularies

take a look: To look at with attention. This phrase is often used to get someone to look at something. For example "Take a look at this report."

workplace: A place where people work. This could be an office or a factory.

insight: The ability to see the true nature of the situation.

application: Using something. For example "Daily application of this cream will relieve itching."

common sense: Plain, ordinary good judgement.

jump on someone: To reprimand or attack suddenly and forcefully.

Grammar points

noun + noun

Example: I'm looking for a *hair brush*.

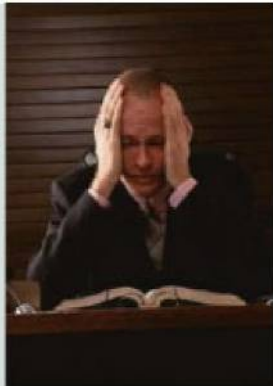
You can use nouns before other nouns as adjectives. The noun which comes first often does not have a plural '-s.' Words such as 'clothes' and 'news' are exceptions. An article is placed before the first noun. A noun can have more than one noun adjective. Match the following nouns to make pairs.

- | | | |
|-------------------|---|-----------|
| 1) Christmas tree | • | • monitor |
| 2) Bathroom | • | • window |
| 3) Seat | • | • belt |
| 4) Computer | • | • lights |

Practice IT!

- 1) In your experience, what is at the root of most problems in a business environment?
- 2) Imagine that you are a supervisor and you hear two of your key employees having an argument. It seems pretty heated, but it's also the first argument you've heard between them. How would you react?





A noise complaint is one of the most common complaints in a workplace. Many people do not think that the other people in the office *notice*, or are bothered when they listen to the radio, or talk on the telephone. However, a noise complaint is one of the most common complaints to be brought to Human Resources.

Behavior Complaints

Behavior complaints can include issues such as noise, smells (sometimes *body odors*), and food (a *strong smelling* lunch quickly eaten at someone's desk may bother other employees for hours). It can be difficult to balance an employee's need for a quiet and productive work environment against another employee's need to eat lunch at their desk while working on a project. Talking with both parties and coming to an agreement is in everyone's best interest.

Q. Warm Up Questions

- 1) How does the article define "behavior complaints"?
- 2) What does the article say is about everyone's best interests?
- 3) According to the article, what things can be difficult to balance?

Conversation

Jan: It's so nice to have a few minutes of peace and quiet for once.

Susan: I know what you mean. Ann always has her radio turned so loud, I can't hear myself think.

Jan: I've already talked to her a few times, but she just turns it down a little bit and then later turns it up again.

Susan: Well, I think I'm going to go have a talk with HR. It's just too hard to get work done around here.

Jan: I know what you mean. Let me know how it goes.



Q. Conversation Question

- 1) What are Jan and Susan upset about? What are they planning on doing next?

Vocabularies

notice: The act of noting or paying attention. Seeing something.

body odor: Smells that come from the human body through sweat. Usually unpleasant.

strong smelling: Literally something that has a strong smell. Usually used for unpleasant things.

productive: Able to get a lot of work done. Able to work effectively.

parties: When there are two different people, and they are related in some way, they can be referred to as parties, especially in legal documents. E.g. one party claims that they are owed money by the other party.

HR: This is an acronym for Human Resources, the department that deals with employees in the company.

Grammar points

indefinite article: a/an

Example: I have **a** book written in English.

English has definite and indefinite articles. **A** and **an** are indefinite articles. They indicate something not specifically known to the person you are communicating with. **A** and **an** are used before countable nouns that introduce something or someone you have not mentioned before. You use **an** when the noun you are referring to begins with a vowel sound (**a, e, i, o, u**). If the following word begins with a consonant sound when we say it, for example, "university" then we use **a**. If the following word begins with a vowel sound such as "hour" then we use **an**.

Choose **a** or **an** and put in the blanks.

- | | |
|-----------------|----------------|
| 1) ___ apple | 2) ___ uniform |
| 3) ___ umbrella | 4) ___ book |
| 5) ___ honor | 6) ___ example |
| 7) ___ item | 8) ___ arm |



Practice ITI

- 1) Imagine that another employee is being particularly loud, and is distracting you. When you talk to other employees, they don't seem to be bothered by the behavior. What would you do to deal with the situation?

Coming in Late

Tardiness negatively affects workplace productivity and workers' *morale*. Sometimes, people who are the hardest workers can be the worst *offenders*, feeling that due to their hard work, and great performance the rules shouldn't be bent to accommodate them. Dealing with *tardiness* is a tough issue to *tackle*.



Dealing with Tardiness

It's best to start by *evaluating* the history of tardiness. If it's something that has just started recently, there might be an external issue that needs to be discussed. Next, pull the employee aside for a meeting on a day when he or she has been tardy. Doing it on a day when the employee has been on time can be seen as ungratefulness for the employees service. Not only holding to company policy, but also hearing the employee out if they are having a personal issue is the best method.

Q. Warm Up Questions

- 1) What tips does the article offer on dealing with employee tardiness?
- 2) According to the article, why is it best to pull the employee aside on a day when they came in late?

Conversation

Erik: Aaron, thank you for meeting me. I wanted to talk with you about something I've noticed lately. You've been coming to work late these past few weeks. I noticed you came in late about 25 minutes today.

Aaron: Yeah, but I get all of my work done on time, and I help a lot of my coworkers with their work too.

Erik: Honestly, you're a great employee. The other employees see that too, and your tardiness is the only blemish on your otherwise *spotless* record. You're setting both a wonderful and a terrible example at the same time.

Aaron: I guess I never looked at it like that.

Q. Conversation Question

- 1) What does Erik say that causes Aaron to think about his lateness as a problem?

Vocabularies

tardiness: Occurring, arriving, acting or done after the scheduled, expected, or usual time; late.

negatively: Unpleasant, disagreeable. In this situation, it means that tardiness hurts the company.

morale: The state of the spirits of a person or group as exhibited by confidence cheerfulness, discipline, and willingness to perform assigned tasks.

offender: The person who does something wrong. E.g. After looking at the security tape, it was determined that the offender was an employee.

tackle: In this situation, it means "To deal with something."

evaluate: To examine and judge carefully; appraise.

spotless: Free from blemish; impeccable. Perfectly clean. Something that has no problems.

Grammar points

indefinite article: the

Example: We bought a dog and a cat. **We** named **the** dog Buster, and **the** cat Snowball.

English has definite (*the*) and indefinite (*a, an*) articles, and **the** is the definite article. **The** is used when you know that the listener knows or can work out what particular person/thing you are talking about.

Usage of **the**:

- When you have already mentioned the thing you are talking about.
- To talk about rivers, oceans and seas.
- To talk about anything that there is only one of.
- Before certain nouns when we know there is only one of a particular thing (if you want to describe a particular instance of these you should use *a/an*.)

Decide whether to use the definite the or not.

- 1) I like ___ flowers in your garden.
- 2) I often listen to ___ radio on my way to work.
- 3) Lisa is playing ___ piano.
- 4) I've never been to ___ Alps before.



Practice IT!

- 1) Imagine that another employee is being particularly loud, and is distracting you. When you talk to other employees, they don't seem to be bothered by the behavior. What would you do to deal with the situation?

When conflicts arise between coworkers, the company must *recognize* and *resolve* the conflict as soon as possible. Conflicts can *negatively impact* job performance, and the situation will only *worsen* over time if not dealt with. A simple misunderstanding can easily *escalate* to open *hostility*.

Confronting a Coworker

1. Stop and decide whether the disagreement is really worth your time and effort.
2. Email your coworker and apologize for anything you shouldn't have said during the conversation.
3. Ask the coworker if you can talk privately. Let the coworker know that what they said offended you.
4. If the above steps don't work, avoid the coworker except when necessary.
5. Bring the problem to your supervisor.



Conversation

Erik: Alex, I wanted to talk with you about Frank and Pamela. Their *tiff* has been getting worse and I wanted to get your opinion on how to deal with it.

Alex: Well, I think a big part of the problem is that they keep expecting the worst from the other person, and become defensive without listening. What about getting them together and having them say something that they admire about the other person?

Erik: You know Alex, I think that's a great idea. I wanted to get your opinion because I think you have a lot of potential in this company. Thanks for your input.

Q. Warm Up Questions

- 1) What does the article recommend as the first thing you should do to try to resolve a disagreement with a coworker?
- 2) Are there any steps that you disagree with? Why?

Q. Conversation Question

- 1) Why does Erik ask Alex for advice on resolving this situation?

Vocabularies

recognize: To perceive or show acceptance of the validity or reality of. In this situation, "to see something as a problem."

resolve: To find a solution to; solve.

negatively impact: The power of making a strong, immediate impression in a bad way.

worsen: To make or become worse.

escalate: To increase, enlarge, or intensify to become stronger or worse.

hostile: Feeling or showing enmity or ill will; antagonistic.

tiff: An argument of small importance.

Grammar points

some, any

Example: I bought **some** flowers for Mother's Day.

Some and **any** are used when the speaker cannot specify or does not need/want to specify a number or an exact amount. Words containing **some** and **any** (*somebody, anybody, something/anything, etc.*) follow the rules, too.

In general, **some** is used in positive sentences, and **any** is used in negative sentences and questions.

In the following occasions, the above rules are broken:

- You can use **some** in questions when offering/requesting.
- You use **any** in positive sentences when we mean it doesn't matter which ~.

Decide whether to use **some** or **any**.

- 1) I got ___ nice presents on my birthday.
- 2) Does she have ___ brothers or sisters?
- 3) Would you like ___ tea?
- 4) You can ask for my help ___ time you need it.



Practice IT!

- 1) Imagine that you are responsible for two employees who are always in disagreement with each other. They are both important and valuable employees, but this distraction is hurting the office as a whole. How would you deal with the situation? Discuss with the class.



A business owner's ability to effectively deal with customer complaints provides a great opportunity to turn *dissatisfied* customers into active *promoters* of the business. Also remember that people willing to complain are rare. Someone complaining may be *indicative* of a larger problem.

A Few Quick Tips

Dealing with an *irate* customer can be tricky, but here are a few tips that can help things go a bit more smoothly.

- Listen *carefully* to what the customer is saying, and let them finish.
- Ask questions in a concerned manner.
- Apologize without *blaming*.
- Put yourself in their shoes.
- Solve the problem quickly.

Conversation

Erik: I wanted to talk with you about the recent complaint we got from one of our customers.

Alex: Oh yes, I took the phone call for that complaint.

Erik: I wanted to tell you that I thought you handled it pretty well, but also to mention that you shouldn't be afraid to *jump in* deeper and help out the customer in any way you can.

Alex: What do you mean?

Erik: If you handle a complaint successfully, your customer is likely to prove more loyal than if nothing had gone wrong.

Alex: So, you're saying I should be willing to take action on the customer's behalf instead of going to people above me.

Q. Warm Up Question

- 1) Which of the tips from the article makes the most sense to you? Why? Talk with the class.

Q. Conversation Questions

- 1) What does Erik mean when he encourages Alex to jump in deeper?
- 2) What does Alex take away from his conversation with Erik?

Vocabularies

dissatisfied: Feeling or exhibiting a lack of contentment or satisfaction.

promoter: An active supporter or advocate. In this case, someone that says good things about your company.

indicative: Serving to indicate. Something that illustrates or shows something else.

irate: Extremely angry; enraged.

blame: To hold responsible. To claim that someone else is at fault.

jump in: To make yourself a part of the situation. To jump in means to take responsibility.

Grammar points

many, much, a few, a little

Example: I still have *many* pages to read.

Many, much, a few and *a little* indicate a number or an amount.

There are rules for when to use:

- Many is used when you have a large number of countable objects.
- Much is used when you have a large amount of uncountable objects.
- A few is used when you have a small number of countable objects.
- A little is used when you have a small amount of uncountable objects.

Decide whether to use *many, much, a few* or *a little*.

- 1) I have ___ money left after the trip to America.
- 2) My sister had ___ dollars left.
- 3) How ___ pages does the book have?
- 4) How ___ time do you have before the meeting?



Practice IT!

- 1) Complaining customers are definitely not what a business wants to see, but a complaint can also give insight as to what problems there are in your business. What other benefits are there when hearing customer complaints?

One of Alex's coworkers missed an important *deadline* with a client and is asking Alex for some advice. Though these situations seldom happen, how you deal with them will impact how the client views you and your company as a whole. Being prepared with an apology and a plan to make things right will go a long way towards *reconciliation*.

How to Never Miss a Deadline

When giving an estimate on when you'll have a project finished, give a *padded* time estimate.

Be very *communicative*, and be a little flexible when mentioning deadlines. For example "I'll give it to you late next week." might be better than "I'll give it to you by Thursday at the latest."

Break your project down into *bite-sized milestones* so that have individual deadlines.



Q. Warm Up Questions

- 1) What does the article mean when it says to give a padded time estimate when talking with clients?
- 2) What are some examples of being very communicative?

Conversation

Alex: Good afternoon Erik. Thanks for meeting with me. I wanted to talk with you about the Smithson project.

Erik: Ok. What can I help you with?

Alex: Well, the deadline is about a week away, and I'm not sure that I'll be able to meet that deadline.

Erik: Hmm. Why is that? This is a pretty important project.

Alex: I have been working on a few other projects at the same time, and I just haven't been able to get them all covered at the same time.

Erik: Yeah, you do have quite a lot on your plate at the moment. I'll ask Frank to help you with the project.

Q. Conversation Questions

- 1) Why is Alex talking with Erik?
- 2) What does Erik decide to do?

Vocabularies

deadline: A time limit, as for payment of a debt or completion of an assignment.

reconciliation: To reestablish a close relationship between. To make something right that previously had something wrong with it, especially a relationship.

padded: To lengthen or increase, especially with extraneous or false information. In this situation, it means to make your time estimates larger than you think you'll need, just in case.

communicative: Inclined to communicate readily; talkative.

bite-sized: something small and manageable. Comes from the idea of being able to eat something in a single bite.

milestone: An important event, as in a person's career, the history of a nation, or the advancement of knowledge in a field; a turning point.

Grammar points

almost vs. most

Example: I was *almost* late for the meeting.

Almost is an adverb and **most** is an adjective. Adverbs can modify verbs, adjectives, and other adverbs. Adjectives can only modify nouns. Adverbs can also modify nouns, but only in certain ways, like time or place and a few others.

Almost describes 'how close' you are. **Most** describes 'how many' t here are, and it also means 'a large percentage.'

Decide whether to use **almost** or **most**.

- 1) I'm ____ done with the project.
- 2) My daughter is ____ walking.
- 3) I'm ____ 30 years old.
- 4) ____ students passed the final test.



Practice IT!

- 1) Imagine that you are working on a large project and you become aware that you aren't going to meet the deadline. What would you do?
- 2) Imagine that you are responsible for an important project, and one of the key employees comes to you to tell you that he won't be able to meet his deadlines for the project. How would you deal with the situation?



Though we covered a few of the general problems that might come up in an office, there are certainly many more. Most workplace issues arise when there is friction between two people. Dealing with situations early, setting a policy and following it, and looking at situations objectively will go a long way towards a wonderful working environment.

Conversation

Alex: Whew. It's nice to finally have the Smithson project finished. I'm really glad that we were able to meet the deadline after all.

Erik: You really did great, and you did a great job delegating tasks to Frank too. I see a lot of management potential in you Alex.

Alex: Thanks for saying that Erik. I'm really pleased with how the project turned out. I couldn't have done it without Frank.

Erik: Well, I'll put in a good word for you next time I talk with Edgar. He was keeping an eye on this project too.

Alex: Thanks Erik, I really appreciate that.

Q. Warm Up Questions

- 1) Which problems outlined in this chapter do you feel are the most difficult to deal with?
- 2) Which problems are the worst for the company to deal with?

Q. Conversation Question

- 1) What kind of potential does Erik see in Alex? What was Erik particularly pleased about?

Matching

Match the following words with their definitions.

- | | | |
|---------------|-------|--|
| 1) productive | _____ | The person that does something wrong. |
| 2) escalate | _____ | Extremely angry. |
| 3) offender | _____ | To lengthen or increase. |
| 4) irate | _____ | To increase, enlarge, or intensify. |
| 5) insight | _____ | Able to get a lot of work done. |
| 6) padded | _____ | Ability to see the true nature of the situation. |

Grammar points

Change the word order and make complete sentences.

1) (want I to a new TV buy cabinet new)

_____.

2) (must you out a an fill when applying to university application) _____.

3) I bought a notebook and a file last week, and (I the file lost)

_____.

4) (I can some borrow money)

_____?

5) (does much to go it to how N.Y. cost)

_____?

6) (was I involved a car almost in accident)

_____.

7)

(in students class the have most electronic dictionaries)

_____.

Practice ITI

1) In your experience, what is at the root of most problems in a business environment?

2) How would you deal with an employee that is habitually late?

