

3

A day in the office

Lawfords is a company selling stationery and office supplies. They buy stationery items in large quantities and sell them on to other companies and to individual customers.

- Look at the pictures and name some of the things they sell. What other items do you think they sell?



What you will do

This unit is about a day in the life of a group of people working in an office. These are the skills you will practise. Which are the most useful to you? Tick the boxes.

Listening and speaking

Skill

- ☐ Make phone calls and listen to voicemail messages
- ☐ Use formal and informal language
- ☐ Follow and give instructions in the office

Skill code

Lr/L1.1a, 1b, 2b
Sc/L1.1c; Sd/L1.1a, 1c; Lr/L1.6d
Sc/L1.2a, 3a, 3b, 3d; Sd/L1.1a, 1b, 2c;
Lr/L1.1b, 2a, 2c, 3a, 4a, 5a

Reading and writing

Skill

- ☐ Read and write e-mails
- ☐ Read and write formal letters
- ☐ Read a magazine article
- ☐ Write instructions and procedures

Skill code

Rt/L1.1a, 2a
Wt/L1.5a, 7a; Ww/L1.1b; Ws/L1.3a, 7a
Rt/L1.5a; Rs/L1.1a, 4a
Wt/L1.2a, 3a, 4a, 5a; Rt/L1.2a

Project work

At the end of this unit you will take part in an office simulation and deal with voicemail messages and the post.

Arriving at work

Activity A • Listening: arriving at work

Fiona, Sui and Magid all work for Lawfords. It is Monday morning. A new employee, Daniel, is starting today.



1 Listen to the conversation and answer the questions.

- a Who has just arrived at the office?
- b Does this person know the other person in the office?
- c How do they greet each other?



2 Sui is fed up about her journey and uses exaggerated phrases to express her feelings. Listen and note the phrases she uses which have a similar meaning to the phrases on the left.



Normal phrase

- a a very bad journey
- b I had to wait for a long time
- c it's very cold
- d it's difficult to get on
- e a long time
- f I was bored
- g it costs a lot of money

What Sui says

- a nightmare journey*
- I had to wait for ages*
-
-
-
-
-



3 Listen to the intonation in the phrases Sui uses, and practise them yourself.

4 Work in pairs and discuss these questions.

- a When do you think people use exaggeration?
- b Do you exaggerate in your language?

Activity B • Speaking: a bad journey

Work in pairs. You have had a bad journey to work or to college.

Role play a conversation. Greet your colleague and then tell him or her about your journey. Try out some of the phrases from Sui's conversation.

A new member of staff

Activity A • Listening and speaking: describing jobs

Daniel has arrived at the office. Fiona shows him round and introduces him to the other staff.



- 1 Listen to the conversation. What are Fiona, Sui and Magid's job titles?
- 2 What do the staff at Lawfords do? Match the phrases on the left with the phrases on the right to make sentences.

a She's responsible	with Magid.
b She has to deal	after anything financial.
c She looks	with any unexpected problems.
d He's in charge	for the orders. <i>Sui</i>
e They work closely	of the warehouse.
- 3 Listen again and check. Then write the person's name beside each sentence.
- 4 Work in groups of three. Choose one of the three people. Make notes about the person. Then explain his or her job.

Activity B • Listening: checking what you have to do

- 1 Fiona delegates five tasks to Daniel. Listen and put them in the order in which he must do them.

photocopying	helping Sui
checking invoices	sorting the post <i>1</i>
filing		
- 2 Listen again. How does Daniel make sure that he fully understands what to do?
- 3 Prepare a list of four tasks you would like your partner to do for you.

A: Explain what you want your partner to do.

B: Ask questions to make sure you fully understand what to do.

Remember

Make sure you understand the task fully by:

- asking for more details
When do you want it by?
- summarising your understanding
So you want me to sort the post first?

Messages

Activity A • Listening to voicemail messages

Fiona always arrives first in the office. The first thing she does is to play back any voicemail messages.



- 1 Fiona finds three messages. Listen to the first message.
 - a Who is it from?
 - b Is the news good or bad?
- 2 Listen to the two other messages and complete the table.

	Message 2	Message 3
Name of caller	<i>Balvinder Singh</i>	<i>Julie Baker</i>
Order number		
Items ordered		
Problem		

- 3 Think about the first message. Will Lawfords be able to meet these orders?

Activity B • Writing a message

- 1 Look at the two notes (A and B) for the first message. Which do you think is the best? Why?

A

Call from Magid
 Plastic wallets,
 document wallets,
 highlighter pens in
 stock
 Waiting for ring
 binders, lever arch files
 Suppliers called -
 can't give new delivery
 date yet

B

There was a call from Magid.
 There's good news and bad news re
 stock. All types of plastic wallets,
 plenty of document wallets and
 highlighter pens are now in stock.
 They are still waiting for ring binders
 and lever arch files.
 The suppliers called. They said they'd
 been let down by their sub-contractors,
 and they can't give us a new delivery
 date yet.

- 2 Read through note B and cross out all the words which do not appear in note A.
- 3 Listen to another message, from Ian Mellor, and take notes. Your teacher will give you a message form to complete.

Passing on messages

Activity A • Language: reporting people's wishes

1 When Fiona sees Sui, she passes on the messages and explains the situation about the orders. What do you think she says?



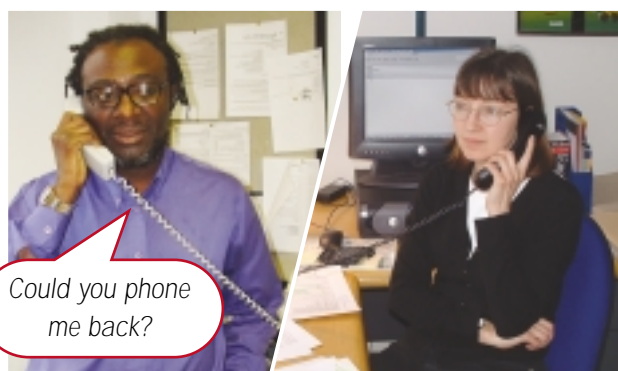
2 Listen and complete the sentences.

- a Balvinder wants to
- b Julie Baker and Ian Mellor have asked to
- c I'd like to find out

3 Look at some requests and report them. The first one has been done for you.



- a *She wants him to send her*
an invoice.



- b



- c



- d

Activity B • Language: reporting people's words

When you pass a message on, the reporting verb is often in the present tense and you can use the same tense as the original speaker used. Look at the example.

Fiona: *You **sent** them the wrong invoice.*

Sui: *Fiona **says** I **sent** them the wrong invoice.*



Listen to three messages and report them. Start each one with *He/she says ...*

Phoning about a delivery

Activity A • Language: expressing degrees of certainty

- 1 Sui has to phone Julie Baker and her colleague Magid. Look back at your notes from the voicemail messages on page 4. Why do you think she needs to phone them?



- 2 Listen to the two phone calls. These are some of the actions they talk about during the calls. How certain is each one?

- ✓✓ Certain to happen
- ✗ Certain not to happen
- ✓ Planned to happen, but not 100% certain

- a Despatch Julie Baker's order immediately
- b Julie Baker to receive order tomorrow
- c Suppliers to deliver this week
- d Suppliers to deliver end of next week

- 3 What did they say? Match the phrases on the left with the phrases on the right to make sentences.

- | | |
|-----------------------|--|
| a We'll be able | to get them to us by the end of next week. |
| b You should | to deliver this week. |
| c They won't be able | to despatch it immediately. |
| d They should be able | receive it tomorrow. |




- 4 Listen and check.
- 5 Work in pairs. Role play short phone calls for these situations using *should*, *will/won't be able* and *should be able*.
- deliveries
 - orders
 - payments

Remember

- *should* + infinitive without *to*
You **should** receive it tomorrow.
- *be able* + *to* + infinitive
They'll **be able to** deliver it next week.

Activity B • Getting the style right

Sui knows Magid well, so when she talks to him her style is informal. Julie Baker is a customer and Sui doesn't know her well, so her style is more formal.

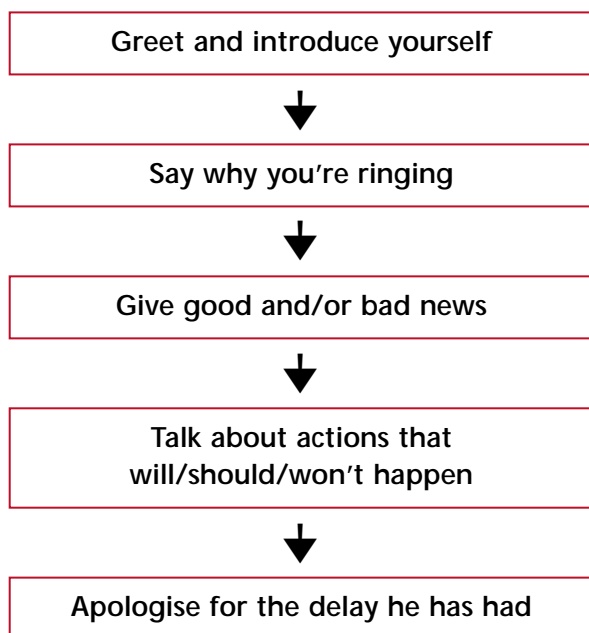
-  1 Listen for the differences between the more formal call to Julie Baker and Sui's more informal conversation with Magid. What do they say? Complete the table.

How do the speakers ...?	Formal conversation	Informal conversation
Greet and introduce themselves		
Introduce the topic of the call		
Apologise		
Introduce good news		
End the conversation		

- 2 Do you notice any other words or phrases in the conversations that you think are typical of formal or informal conversation?

Activity C • Speaking: phoning customers

- 1 You work with Sui at Lawfords. She has asked you to call Balvinder, a customer you know well and are very friendly with, and Ian Mellor, a customer you don't know well. Plan what you will say.
- 2 Work in pairs and act out each conversation. Follow the steps below.



E-mails and letters

Activity A • Reading e-mails and letters

- 1 The letter and e-mail below are for Sui. Read them quickly. What are they about?

Dear Ms Chong

Invoice 9321

I am writing in connection with the above invoice, payment of which is now overdue by nearly three months. We invoiced you on 19th September for a delivery of 10,000 document wallets. Despite a number of phone calls to your office, in which you gave us your assurance that the invoice would be paid immediately, we have to date received no payment from you.

I would like to draw your attention to the fact that in our terms and conditions interest of 5% per month is charged on late payments.

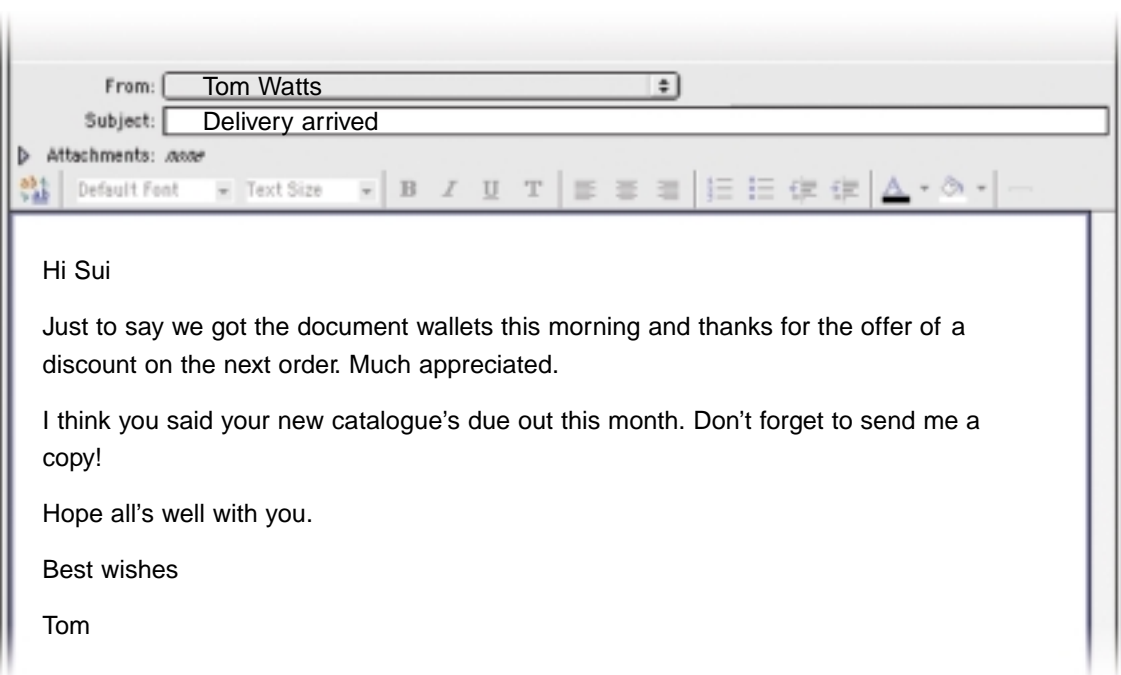
I would be grateful if you would contact me on receipt of this letter, so that we do not need to take the matter further.

Yours sincerely

Rosemary Sanders

Rosemary Sanders

Sales Co-ordinator



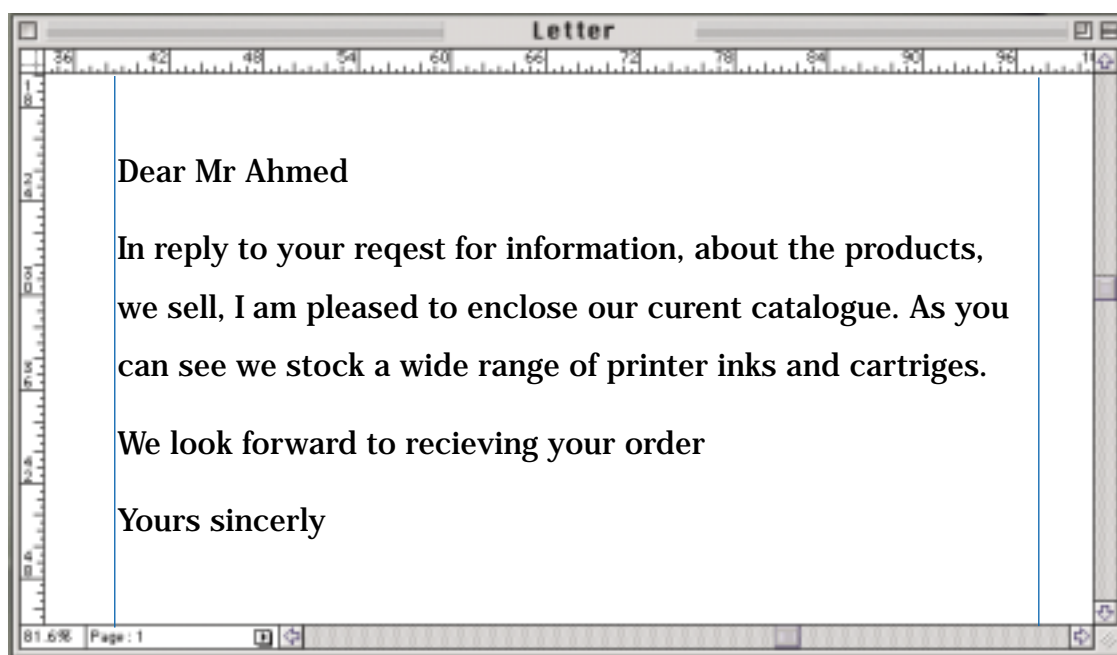
- 2 What are the differences between this formal letter and this less formal e-mail?

3 Read the sentences below. Are they formal (F) or informal (I)?

- a I'm sending some info as an attachment.I
- b Please find enclosed documentation for my tax return.
- c Thanks for all your help.
- d Can you give me a quick call later today?
- e We look forward to meeting you again.
- f I would be grateful if you could check the status on our order.
- g See you when I get back from my trip.
- h We appreciate all the help you have given us.

Activity B • Correcting mistakes in spelling

Sui has to reply to some other enquiries. As she is very busy, she asks Daniel to help her. He writes a good reply to the first enquiry, except for some mistakes in spelling and punctuation. Can you find and correct his mistakes?



Activity C • Writing a formal letter

Daniel's second letter doesn't have any spelling mistakes. However, Sui wants it written in a more formal style. Your teacher will give you a copy of the letter. Work in pairs to rewrite it.

Remember

- For beginning formal letters, use:
Dear + name
- If you do not know the name of the person, use:
Dear Sir/Madam
- For ending formal letters:
Yours sincerely if you used *Dear + name*
Yours faithfully if you used *Dear Sir/Madam*

A magazine article

Activity A • Reading: predicting and skim-reading

During her lunch break Sui often reads an article from a magazine called *Worklife*.

- 1 Look at the headline of the article she wants to read (page 11). What do you think the article is about?
Now read the introductory paragraph. Does it change your original idea?
- 2 Work in pairs. Look at the headings for the two main sections. Choose one of the sections and read it quickly, to get an idea of what it is about. Summarise what you have read for your partner.
- 3 Think about how you read the article. Which words helped you to get the general meaning quickly, without reading everything?

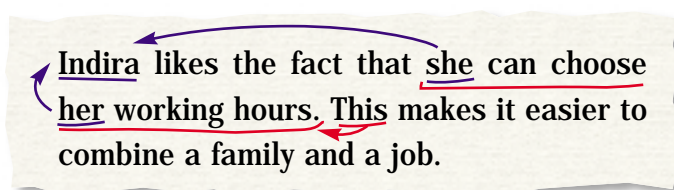
Activity B • Reading: getting the main points

Read the article again and summarise the main points in a table like this one.

	Type of work	Advantages	Disadvantages
Indira	telephone marketing	can pick up kids, go to shops, see friends etc.	
Jane			

Activity C • Reading for detail

- 1 When you read long sentences, it is helpful to notice which words refer to other words. Look at the example.



- 2 Read paragraphs 4 and 5 of the article. Underline all the pronouns, including demonstrative pronouns.
- 3 What do the words you underlined refer to?

Activity D • Speaking: discussion

Work in groups and discuss these points.

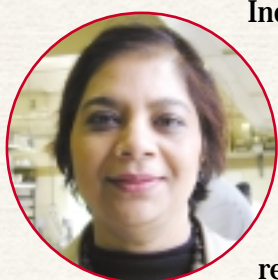
- a What do you think are the advantages and disadvantages of working from home?
- b Would you choose to work from home? What conditions would you expect to have?

Living above the shop

- 1 Tired of commuting? Want to stop travelling to work? More and more people are doing just that. But what is it really like to remove the distinction between home and workplace and 'live above the shop'?

■ Indira's story

2



Indira Carson has been working from home for six months now and says she loves every minute of it.

When she was made redundant from a job in a busy office she answered an advertisement for telephone marketing people to work from home, and has never looked back. 'I have to phone people and try to persuade them to take part in market research. Of course, it's not always easy. Some people can be very rude, but I don't take it personally.'

- 3 Indira likes the fact that she can choose her working hours. This makes it easier to combine a family and a job. 'You have to phone at times that people are likely to be in, of course, so you're not completely free, but there is some choice. I can pick up the kids, pop out to the shops, have a coffee with a friend, or whatever. I think it's great.'

■ Jane's story

- 4 After the birth of her third child, Jane Brown found it impractical to go out to work and pay for childcare,

so she answered an advertisement for good typists to work from home. She had a lot of office experience and wanted to be able to earn some money without having to worry about who would look after the children.

'It seemed ideal,' she explained. But there were disadvantages that Jane could not have predicted. She is only paid for 'perfect' work. 'I couldn't believe it when



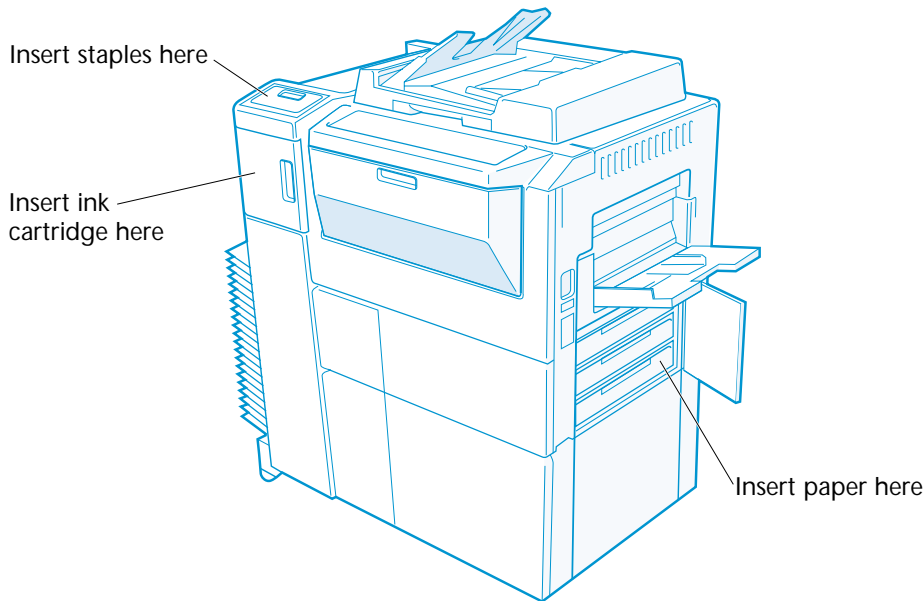
they started to find fault with my work. It always seemed fine, but if they came to collect it, and said it wasn't good enough, there was nothing I could do. I was prepared for the work to be boring and repetitive, but the earnings are unpredictable, and that's a major problem. Sometimes there's a lot of work, sometimes there isn't, and that means your money goes up and down,' she explained.

And she is not happy about her employers. She had been told she would be provided with a computer. In fact, the small print revealed that the cost of the computer was to be deducted from her wages.

Instructions

Activity A • Listening to instructions

- 1 Daniel has started his photocopying task, but he needs to put more paper into the photocopier. Listen to his conversation with Fiona. What are the four things she explains to him?
- 2 Look at the diagram of a photocopier, and listen for the parts that Fiona mentions. What exactly does she say about each one?



- 3 Use the diagram to help you give instructions to another student.

Activity B • Writing instructions

- 1 Read these instructions. Are they examples of spoken or written instructions?
 - a You open this door at the side, and put the paper in there. You need to push it down, to make sure it locks into place, then you have to wait for the trays to move up.
 - b To replace paper, open side door, push paper down and wait for trays to move up.
- 2 Read the instructions again. Are the statements true or false?
 - a When you write instructions, you often omit the articles *the* and *a*.
 - b When you give spoken instructions, you often use *you*, but *you* is not usual in written instructions unless you have a diagram.
 - c When you give spoken instructions, you can point and say *this*, *that*, *here*.
- 3 Daniel has started to write the instructions. Can you complete them?

Example

To replace paper, *open side door, push paper down and wait for trays to move up.*

- a In case of paper jam, ...
- b To replace ink cartridge, ...
- c To replace staples, ...

Office procedures

Activity A • Reading: understanding a procedure

- 1 Daniel is at the warehouse to find out more about the procedure for ordering and despatching goods. Read an extract from a leaflet Magid gives him.
 - a What are the responsibilities of the office staff?
 - b What are the responsibilities of the warehouse manager and staff?

Despatching goods

When orders are received from customers, the office staff process the orders. Order details and delivery instructions are sent to the warehouse manager. The goods are then packed and despatched by the warehouse staff.



Restocking

When stocks are getting low, the office manager is informed, and a decision is made about ordering replacement stock. The warehouse manager makes contact with suppliers and places orders with them.

When new goods are delivered, they are unloaded in the delivery bay, then taken and stored in one of the warehouse stock rooms.



Activity B • Language: using the passive

- 1 Read the leaflet again and underline all the examples of the passive. Why is the passive used in the leaflet?
- 2 Change these sentences to the passive.
 - a The office staff send the order details on to the warehouse manager.
 - b People unload the goods.
 - c People inform the office manager.
- 3 The procedure below shows how a company leaflet like the one on this page is produced. Write a description of the procedure.

Write text ➔ Check text ➔ Design leaflet ➔ Print leaflet ➔ Distribute leaflet to staff



Project



You have just arrived at work.
Your boss, Karen, is delayed.

There are a number of tasks
to do. You need to decide how
to deal with them.

Activity A ● Role play a social conversation

Work in groups of three. You all arrive at work at more or less the same time.
Greet each other. One or two of you have had a terrible journey. Tell your
colleagues about it.

Activity B ● Listen to some voicemail messages and take notes

Your first task is to listen to some voicemail messages.



- 1 Listen to each message and take notes on a form your teacher will give you.
- 2 Compare your notes and discuss what action to take for each message.

Activity C ● Make some phone calls

Work in pairs. Plan what you want to say. Then make your phone calls.

Activity D ● Deal with the post

- Read the letter and e-mail your teacher will give you.
- Discuss what action to take.
- Prepare any replies to the letter and e-mail. If possible, work on a computer.
- Check each other's work.
- Compare your written work with another group's.

Activity E ● Write an update for your boss

Prepare a document to update your boss on any action you have taken.



Check it

Activity A • Reporting requests

You work with Fiona. These are some requests she made. Read them and then write messages for the people using different verbs, e.g. *wants*, *would like*, *has asked*.

a

Can you ask Sui to call me?

Sui, Fiona wants you to call her

b

Can you ask Daniel to help you update the price list?

c

Can you get Magid to send me a stock report?

d

Would you ask Daniel to check this invoice again?

Activity B • *will be able to*

Make sentences promising action. Use an appropriate form of *will be able to*, *won't be able to* or *should be able to*.

Example

send the goods tomorrow (definitely)

I'll be able to send the goods tomorrow.

a phone next week (hopefully)

.....

b finish on time (probably)

.....

c get the report ready before the weekend (no)

.....

d accounts department process your invoice by the end of the week (definitely)

.....



Mini-projects

Activity A • Make a catalogue

One of Fiona's jobs is to update the catalogue.

- 1 Look at this extract from the company's catalogue.

Desk Drawer Organiser

Can you never find anything?

Put an end to time-wasting searching with this desk drawer organiser. It has handy compartments in different sizes. Adjustable to fit most drawer sizes.

- 2 Collect similar leaflets and catalogues for office supplies companies. Cut the pictures out, write your own text and make a mini-catalogue.

Activity B • Send an e-mail

- 1 Find the e-mail address of a company selling something that interests you. You can find the address from adverts or catalogues or from the Internet.
- 2 When you have found the e-mail address, e-mail the company to ask for information about their products.

Activity C • Write a formal letter

Find out about companies which offer workplace training in your area. Write for their brochure.

How am I doing?

Look back at the skills listed on page 1. Then finish the sentences below.

I am confident with

.....

I need more practice with

.....

Date



Audio scripts

Page 2 Arriving at work

Activity A1/2

Sui: Morning, Fiona.
Fiona: Hi, morning, Sui. Good weekend?
Sui: Yes, great, thanks. Yours?
Fiona: Yes, it was nice. I went to see my parents in Liverpool.
Sui: Liverpool. That's a long way.
Fiona: Yes, but it's a very easy journey.
Sui: Oh, lucky you. I've just had a nightmare journey this morning.
Fiona: Why? What happened?
Sui: Oh, I had to wait for ages for a train.
Fiona: I know. It's getting worse.
Sui: You know what it's like. It's freezing cold on the platform. You wait for ages and when the train finally does come, you have to fight to get on, and then there's never anywhere to sit.
Fiona: Yes, it's terrible. So how long did you have to wait today?
Sui: Hours! I thought I'd die of boredom. I wouldn't mind so much, but you pay a fortune for the ticket.
Fiona: Anyway, you're here now.
Sui: Yes. I am. Sorry, that's my rant over! I nearly forgot, where's the new guy?
Fiona: Daniel. He'll be in a bit later.

Activity A3

I've just had a nightmare journey this morning.
I had to wait for ages for a train.
It's freezing cold on the platform.
You wait for ages and when the train finally does come, you have to fight to get on.
Hours! I thought I'd die of boredom.
You pay a fortune for the ticket.

Page 3 A new member of staff

Activity A

Fiona: Hello, Daniel. Nice to see you again.
Daniel: Hello. It's good to be here.
Fiona: Good journey?
Daniel: Yes, fine, thanks.
Fiona: Good. OK, so let's go through to the office and I'll introduce you to everyone.
Daniel: Great.
Fiona: Right, everyone, I'd like you to meet Daniel. Daniel, this is Sui.
Daniel: Pleased to meet you.
Sui: And you.

Fiona: So what do we all do? Well, I'm the office manager, and I also do the accounts and I look after anything financial, and obviously any unexpected problems have to go through me.

Daniel: So I come to you if I have a problem?

Fiona: Well, hopefully Sui will be able to help you, but if not, then yes, come to me. Sui's the order clerk. She's responsible for the orders and for making sure they get out to customers on time, and she also has to deal with any problems that customers have with their orders. You'll be working with her quite a lot.

Daniel: OK. Great.

Sui: Yes, I need quite a bit of help at the moment.

Fiona: There's one other person you'll be meeting later today, and that's Magid, the warehouse manager. He's in charge of the warehouse, where we keep the stock. We work very closely with Magid to keep a check on what's in stock in the warehouse.

Activity B

Fiona: You have worked in an office before, haven't you?

Daniel: Yes. When I was doing my business studies course, I did work experience in a furniture company.

Fiona: So you've worked with orders and invoices before, have you?

Daniel: No, not really.

Fiona: OK, well, it's very straightforward. Could you start by checking these invoices? They should be all right, but you just need to make sure the figures are correct.

Daniel: So what do I check them against?

Fiona: We've got a price list here. Check the prices are accurate, then make sure the totals are OK. If any are wrong, I'll have a look at them later.

Daniel: So I need to make sure the prices on the invoices match the prices on the price list, and then check the totals?

Fiona: Yes, exactly. Then when you've done that, there's some photocopying to do. Now, this is our copier. Have you used one like this before?

Daniel: Yes, I think it's similar to the one I used before.

Fiona: That's good. I need six copies of each of these documents.

Daniel: Fine. Do you want them double-sided?



Fiona: Yes, please. Oh, and I'd also like you to sort the post. Most of it's usually for Sui, but not all of it, and then there are some bits of filing to do.

Daniel: What would you like me to do first?

Fiona: Well, actually, I think the post's the first thing to do, then the invoices. And I think the priority then is to see if Sui needs any help. After that, you could do the photocopying. You can leave the filing till later. That's not so urgent.

Daniel: So when do you want it by?

Fiona: The end of today's fine.

Daniel: Right. So I'll start with the post, then the invoices, and then see Sui. Then after that the photocopying and then the filing. Have I got that right?

Fiona: Yes, that's it. Great.

Page 4 Messages

Activity A

Message 1

Hello, Magid here. It's 7:45. About the stock you wanted – erm – there's good news and bad news. The good news is we've got plastic wallets in now, all types, also document wallets, plenty of them, and highlighter pens have come in, a plentiful supply of them. Erm – bad news, I'm afraid, is we're still waiting for ring binders and lever arch files – I had a call from the suppliers and they said they'd been let down by one of their sub-contractors, and they can't give us a new delivery date yet. I'll do what I can to speed things up. Bye.

Message 2

Hi, it's Balvinder Singh here – about our orders. We put two separate orders in two weeks ago. One of them has arrived OK, but the other one – that's 632860 – hasn't arrived yet – it was for document wallets, highlighter pens and ring binders. Can you give me a ring about the missing order, please? It's 0113 368229. Thanks. Bye.

Message 3

Oh, good afternoon, yes, my name is Julie Baker and I ordered some stationery ... er ... order number 649382 ... em ... I haven't received anything yet – it was for plastic wallets and document wallets. Can you call me back on 01245 893729? I need the order urgently. I'll just repeat the number – 01245 893729. Thanks very much.

Activity B

Hello, my name's Ian Mellor. I work for M & L Stores. I'm just ringing to chase the progress of our emergency order sent in on Wednesday the 24th. It was for ring binders and lever arch files. Can you contact me about it, please? I'll be in all tomorrow morning, but I'm out in the afternoon. The number's 01223 64525. Thanks.

Page 5 Passing on messages

Activity A

Fiona: Oh, Sui, I've just picked up the voicemail and we've still got some problems with stock, I'm afraid, but some of the things are in, at least. I've made notes of them here.

Sui: Thanks.

Fiona: You'll need to make a few calls to customers about their orders – Balvinder wants you to phone him, and Julie Baker and Ian Mellor have asked us to ring back.

Sui: OK.

Fiona: The problem is, Magid's message just says they'll supply us as soon as they can – we need to be clearer than that before we talk to our customers, so I'd like you to find out how long the delivery is likely to be, if you can.

Sui: Sure. No problem. I'll get on to it straightaway.

Activity A/B

Message 1

Hello. This is Ian Mellor. I really need my order for ring binders and lever arch files urgently.

Message 2

Hello. This is Balvinder. We put in two separate orders a couple of weeks ago. One of the orders hasn't arrived yet.

Message 3

Hello. This is Sui. I'm sorry. My train's been cancelled, so I'm going to be late again.

Pages 6 and 7 Phoning about a delivery

Activity A/B

Phone call 1

Julie: Hello.

Sui: Oh, good morning, could I speak to Ms Baker, please?

Julie: Speaking.



Sui: My name's Sui Chong. I'm phoning from Lawfords. I believe you left a message about an order you had placed with us.

Julie: That's right. I ordered some plastic wallets and document wallets. It was quite some time ago.

Sui: I do apologise for the delay, but I'm pleased to say we'll be able to despatch it immediately. You should receive it tomorrow.

Julie: That's fine. Thank you for calling. Goodbye.

Sui: Goodbye.

Phone call 2

Magid: Warehouse.

Sui: Oh, hi, Magid, it's Sui. It's about ...

Magid: Yes, I can guess what it's about. Look, Sui, I've phoned our suppliers again, it's still not good, they won't be able to deliver this week. But they should be able to get them to us by the end of next week – the ring binders and lever arch files, that is.

Sui: End of next week? Oh, no, and I've got to phone and tell people that.

Magid: I'm really sorry. I tried to push it, but I couldn't get a better deal than that.

Sui: No, no, it's not your fault. Oh, well, never mind.

Magid: Well, the good news is, all the other things are in. You got the message about the plastic wallets and everything, didn't you?

Sui: Yes, I did. Thanks for that, Magid. OK, then. Bye for now.

Magid: Bye.

Page 12 Instructions

Activity A

Daniel: Sorry to bother you, but the copier's run out of paper, and I'm not sure how to put it in.

Fiona: I'll show you. Is it A3 or A4?

Daniel: A4.

Fiona: Right, well, you open this door at the side, and put the paper in there. Push it down to make sure it locks into place, then you have to wait for the trays to move up.

Daniel: Thanks.

Fiona: While I'm here, I'll show you what to do if the paper jams. It happens a lot. We really need to get a new machine.

Daniel: Yeah. They can be very temperamental.

Fiona: Well, if it jams, you open this top cover here and see if you can pull it out, but if you

can't, you might have to open the front cover, and you should be able to see where it's stuck, and just get it out.

Daniel: Right. Is there anything else you can show me? I mean, what about ink?

Fiona: Yes, you lift this lid here at the side of the copier, and there's a place to put the ink cartridge. And you may as well know how to replace the staples. That's at the top – there's a small lid, you lift it and put the staples in there.

Daniel: That seems fine.

Fiona: You've picked it up very quickly.

Daniel: Yes, I like this kind of thing. I like fixing things.

Fiona: Well, we get temps in sometimes, and I always have to explain it. Some of them never remember.

Daniel: Why don't I write some instructions to put over the copier?

Fiona: That'll be great. It'll help a lot ...

Page 14 Project

Activity B

Message 1

Oh, hello. It's Karen. Look, I'm not going to be in this morning. My son's got toothache, so I'm taking him to the dentist. I should be in after lunch but can you look at the post and e-mails and deal with anything urgent? Oh, and you'd better check my voicemail messages. Colin Baxter's coming in to see me at two. Can you e-mail him and put him off till later in the afternoon? Thanks, bye.

Message 2

Hi, Karen, this is Stephen Ayres from ATL. I think you said you had a new catalogue coming out last week. I need a copy urgently. Can you get me one in the post today and an up-to-date price list? Thanks very much. Bye.

Message 3

Hello, this is June Dunton from MT Software, phoning at 8:55. There's a problem, I'm afraid. I sent you an invoice six weeks ago, but I've just checked our records and it hasn't been paid. I'll just give you the details. The invoice number is 1357 and it was for £3,600. I'd really appreciate it if you could find out what's happened and let me know when we'll get payment. Thank you. Goodbye.



Message 4

Hi, it's me again – Karen. I need to go up to Glasgow to see a client next Friday. I want to do it in a day, so can you check out the best way for me to get there? Can you have some times ready for me when I get in? Thanks.

Message 5

Good morning. This is Jack Peterson. I'm returning your call about arrangements for your staff dinner. It's OK, I'll e-mail you through the menu instead. I need a decision today. Bye for now.



Page 2 Arriving at work

Activity A1

- a Sui
- b Yes
- c Sui: Morning, Fiona.
Fiona: Hi, morning, Sui. Good weekend?
Sui: Yes, great, thanks. Yours?

Activity A2

- c it's freezing cold
- d you have to fight to get on
- e hours
- f I thought I'd die of boredom
- g you pay a fortune

Page 3 A new member of staff

Activity A1

Fiona – office manager
Sui – order clerk
Magid – warehouse manager

Activity A2/3

- b She has to deal with any unexpected problems. – Fiona
- c She looks after anything financial. – Fiona
- d He's in charge of the warehouse. – Magid
- e They work closely with Magid. – Fiona and Sui

Activity B1

photocopying – 4
checking invoices – 2
filing – 5
helping Sui – 3
sorting the post – 1

Activity B2

He listens carefully.
He asks questions to find out:

- more details about the tasks
- what the deadlines are
- what the priorities are.

He repeats what he's understood from time to time.
He summarises at the end.

Page 4 Messages

Activity A1

- a Magid
- b Good news: plastic wallets, document wallets and highlighter pens have arrived
Bad news: still waiting for ring binders and lever arch files

Activity A2

Message 2 (Balvinder Singh)
Order number: 632860
Items ordered: document wallets, highlighter pens, ring binders
Problem: he has not received the order

Message 3 (Julie Baker)
Order number: 649382
Items ordered: plastic wallets, document wallets
Problem: she has not received the order

Activity A3

They will be able to supply Balvinder Singh with document wallets and highlighter pens, but not with ring binders.
They will be able to supply Julie Baker's order.

Activity B1

A – it just gives key information. Fiona would not have time to write down every word in note B while she is listening.

Page 5 Passing on messages

Activity A2

- a Balvinder wants **you** to **phone him**.
- b Julie Baker and Ian Mellor have asked **us** to **ring back**.
- c I'd like **you** to find out **how long the delivery is likely to be**.

Activity A3

- b He wants her to phone him back.
- c She wants (her to get) Magid to send them a stock report.
- d She wants (her to ask) Daniel to do some photocopying for her.

Activity B

Suggested answers:

Message 1: He says he really needs his order for ring binders and lever arch files urgently.

Message 2: He says they put in two separate orders a couple of weeks ago, but one of the orders hasn't arrived yet.

Message 3: She says she's sorry. Her train's been cancelled, so she's going to be late again.

Pages 6 and 7 Phoning about a delivery

Activity A1

She needs to tell Julie Baker that her order can be supplied.

She needs to find out when the suppliers can deliver the ring binders and lever arch files.

Activity A2

- a Despatch Julie Baker's order immediately ✓ ✓
- b Julie Baker to receive order tomorrow ✓
- c Suppliers to deliver this week ✗
- d Suppliers to deliver end of next week ✓

Activity A3

- a We'll be able to despatch it immediately.
- b You should receive it tomorrow.
- c They won't be able to deliver this week.
- d They should be able to get them to us by the end of next week.

Activity B1

Formal conversation:

Hello./Good morning./My name's ...

I believe you left a message about ...

I do apologise ...

I'm pleased to say ...

Thank you for calling. Goodbye.

Informal conversation:

Hi, Magid, it's Sui.

It's about ...

I'm really sorry.

The good news is ...

OK, then. Bye for now.

Pages 8 and 9 E-mails and letters

Activity A1

Letter: late payment of an invoice

E-mail: thanking for a delivery and asking for a catalogue

Activity A3

b F c I d I e F f F g I h F

Activity B

Dear Mr Ahmed

In reply to your **request** for information about the products we sell, I am pleased to enclose our **current** catalogue. As you can see, we stock a wide range of printer inks and **cartridges**.

We look forward to **receiving** your order.

Yours **sincerely**

Activity C

Model letter:

Dear Mr Costello

Thank you for your order, which we have now received. We will send the highlighter pens today and you should receive them tomorrow. Unfortunately, we will not be able to send the lever arch files until next week. I do apologise for the/any inconvenience.

Yours sincerely

Pages 10 and 11 A magazine article

Activity B

Indira

Type of work: telephone marketing

Advantages: can choose working hours; can pick up kids, go to shops, see friends etc.

Disadvantages: some people are rude

Jane

Type of work: typing

Advantages: easier for her to work from home with a baby

Disadvantages: she is only paid for 'perfect' work; sometimes there's a lot of work, sometimes there isn't, so earnings are unpredictable; had to pay for computer from her wages

Activity C2/3

After the birth of her (Jane Brown) third child, Jane Brown found it impractical to go out to work and pay for childcare, so she (Jane) answered an

advertisement for good typists to work from home. She (Jane) had a lot of office experience and wanted to be able to earn some money without having to worry about who would look after the children.

It (the job) seemed ideal,' she (Jane) explained. But there were disadvantages that Jane could not have predicted. She (Jane) is only paid for 'perfect' work. I (Jane) couldn't believe it when they (the company) started to find fault with my work. It (my work) always seemed fine, but if they (the company) came to collect it (my work), and said it (my work) wasn't good enough, there was nothing I (Jane) could do. I (Jane) was prepared for the work to be boring and repetitive, but the earnings are unpredictable, and that's (the fact the earnings are unpredictable) a major problem. Sometimes there's a lot of work, sometimes there isn't, and that (the fact that the work's unpredictable) means your money goes up and down,' she (Jane) explained.

Page 12 Instructions

Activity A1

Where to put the paper
What to do if the paper jams
Where to put a new ink cartridge
How to replace the staples

Activity A2

... you open this door at the side, and put the paper in there.
... you have to wait for the trays to move up.
If it jams, you open this top cover here and see if you can pull it out ...
... if you can't, you might have to open the front cover ...
... you lift this lid here at the side of the copier, and there's a place to put the ink cartridge.
... at the top – there's a small lid, you lift it and put the staples in there.

Activity B1

- a spoken
- b written

Activity B2

- a true
- b true
- c true

Activity B3

Suggested answers:

- a In case of paper jam, open top cover and remove paper. If necessary, open front cover and remove paper.
- b To replace ink cartridge, lift lid at side of copier.
- c To replace staples, lift small lid at top of copier and insert staples.

Page 13 Office procedures

Activity A1

- a process orders; send order details and delivery instructions to the warehouse manager
- b inform manager if stocks are low; order replacement stock (manager); pack, despatch and unload goods

Activity B1

are sent; are packed; (are) despatched; is informed; (is) made; are delivered; are unloaded; (are) taken; (are) stored

The passive is often used in descriptions of processes and procedures because we want to focus more on the task than on the person who does it.

Activity B2

- a The order details are sent on to the warehouse manager (by the office staff).
- b The goods are unloaded.
- c The office manager is informed.

Activity B3

Suggested answer:

The text is written and checked. The leaflet is then designed. Next the leaflets are printed. Finally, they are distributed to staff.

Page 15 Check it

Activity A

Suggested answers (others are possible):

- b Daniel, Fiona wants you to help me update the price list.
- c Magid, Fiona would like you to send her a stock report.
- d Daniel, Fiona has asked you to check this invoice again.

Activity B

- a** I should be able to phone next week.
- b** I should be able to finish on time.
- c** I won't be able to get the report ready before the weekend.
- d** The accounts department will be able to process your invoice by the end of the week.