WORKPLACE ENGLISH

2nd Edition

A Hands-On Course for Workplace Professionals

Student's Book 1

CEFR A1-A2

TES Total Education Solutions

LiveABC

WORKPLACE ENGLISH

2nd Edition

A Hands-On Course for Workplace Professionals

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TES Thailand

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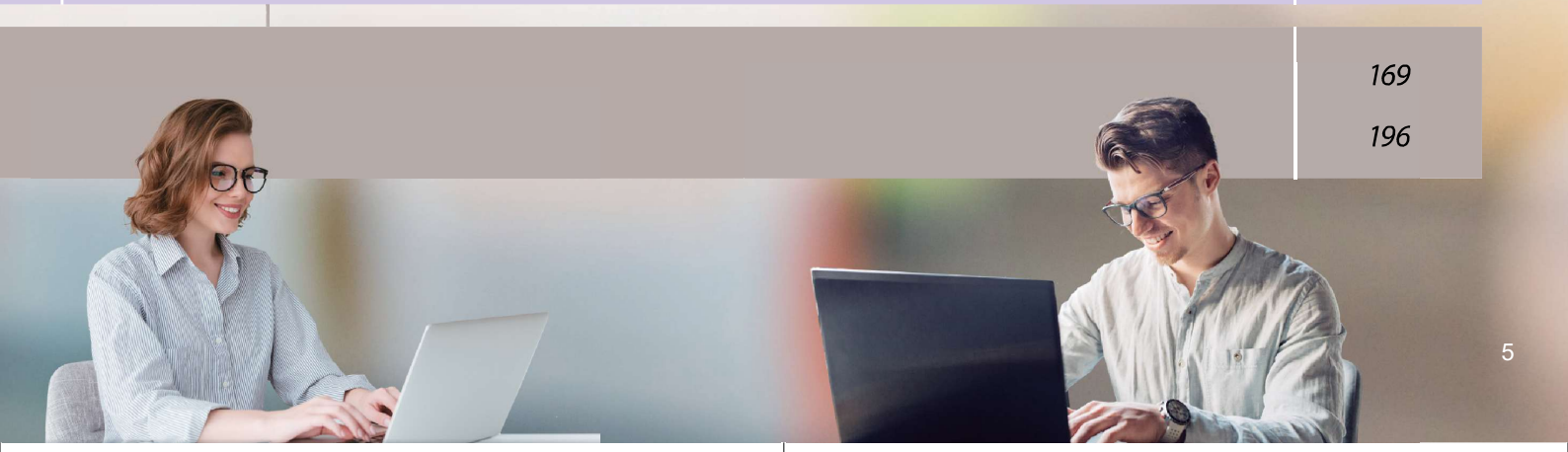

UNIT 1

Meeting for the First Time

Checklist

In this unit, you'll learn about . . .

- ☐ Greeting visitors
- ☐ Making visitors feel welcome
- ☐ Making introductions and getting started

WARM-UP

Work with a partner. Look at the visitor pass, and role play a short conversation between an office visitor and a receptionist. Then listen to Track 001 *for the sample conversation.*

VISITOR PASS			
NAME	Casey Jones		
COMPANY	Attica Marketing		
VISITING REASON	TV commercial meeting with Shawn Turner in Marketing		
TIME IN	10:00 a.m.	TIME OUT	11:00 a.m.
DATE	5/8		

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PART A AT RECEPTION Track 002

Listen to the conversation. Then, fill in the blanks with the words below.

for a meeting	have your names
must be worn	visitors' form

A couple of guests walk through an ***entrance***[1] *into the* ***reception***[2] *area of a large company.*

Receptionist: Hi there. How may I help you?

James: We're here **on behalf of** The Klein Group. We have an **appointment**[3] with Ms. Farmar at 10:30.

Receptionist: OK. Could I ① _____, please?

James: I'm James Davis and this is Emma Smith.

Receptionist: Great. I just need you to **fill out** this ② _____ for **security**[4] **purposes**[5]. Please write your full names, company, telephone number, and purpose of the meeting.

James: Sure. No problem.

(The receptionist calls Ms. Farmar while *the guests* ***complete***[6] *the form.)*

Receptionist: Hi, Josephine. I'm with James Davis and Emma Smith from The Klein Group. They're here ③ _____ with you at 10:30. *(Pause)* Yes, OK. Will do. Thanks. *(**Hangs up** the phone)*

I've got a couple of **identity**[7] **badges**[8] for you which ④ _____ at all times. **Here you are.** Please take a seat over there, and Ms. Farmar will be with you shortly.

TES Thailand

CHECK YOUR UNDERSTANDING Track 003

Listen and choose the correct answers based on the conversation.

_____ 1. Ⓐ To join a training course Ⓑ To give a presentation Ⓒ To have an interview Ⓓ To have a meeting

_____ 2. Ⓐ It is for booking a room. Ⓑ It is for security. Ⓒ It is the law. Ⓓ It's The Klein Group's policy.

_____ 3. Ⓐ Guests cannot take them off. Ⓑ Guests are allowed to take them off later. Ⓒ Details must be written on them. Ⓓ Information must not be changed.

LANGUAGE NOTES Track 004

WORD BANK

1. **entrance** [ˋɛntrəns] *n.*
   I'll meet you at the building's **entrance** in five minutes.

2. **reception** [rɪˋsɛpʃən] *n.*
   When you get to the office, ask for Mr. Haynes at **reception**.

3. **appointment** [əˋpɔɪntmənt] *n.*
   Mark checked his calendar before making an **appointment**.

4. **security** [sɪˋkjʊrətɪ] *n.*
   Donald thinks that home **security** is very important.

5. **purpose** [ˋpɝpəs] *n.*
   The **purpose** of this meeting is to solve our problem.

6. **complete** [kəmˋplit] *v.*
   We will **complete** the project by Friday.

7. **identity** [aɪˋdɛntətɪ] *n.*
   To get into our building, you have to show your **identity** card.

8. **badge** [bædʒ] *n.*
   Neal left his name **badge** at home, which caused him trouble getting into the meeting.

PHRASES

on behalf of

On behalf of the board and CEO of Unicorp, I welcome all of you.

fill out

Fill out this form and give it to the receptionist when you're done.

hang up

Frank was so angry that he **hung up** the phone.

USAGE TIPS

Here you are.

Often said when handing something over to someone. You can also say "Here."/"Here it is."/"Here you go."

A: Could you pass me the pen, please?
B: **Here you are.**

SENTENCE PATTERNS

S. + V. while S. + V.

- John fell asleep **while** he was in a meeting.

ENGLISH CORNER

I. MATCHING

Write the letters of the correct responses next to the questions or statements.

Question/Statement	Response
_____ 1. Hi, how may I help you?	Ⓐ I'm Dave Thomas and this is Jill Foster.
_____ 2. Could you tell me your names?	Ⓑ Sure. No problem.
_____ 3. Please sign here.	Ⓒ Over there by the magazines is fine.
_____ 4. Where should we wait?	Ⓓ We're here representing Berg Group.

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II. USEFUL EXPRESSIONS

Listen to Track 005*, and practice saying the sentences below.*

Greetings

Good morning/afternoon/evening.

Hello.

Hi.

Hey.

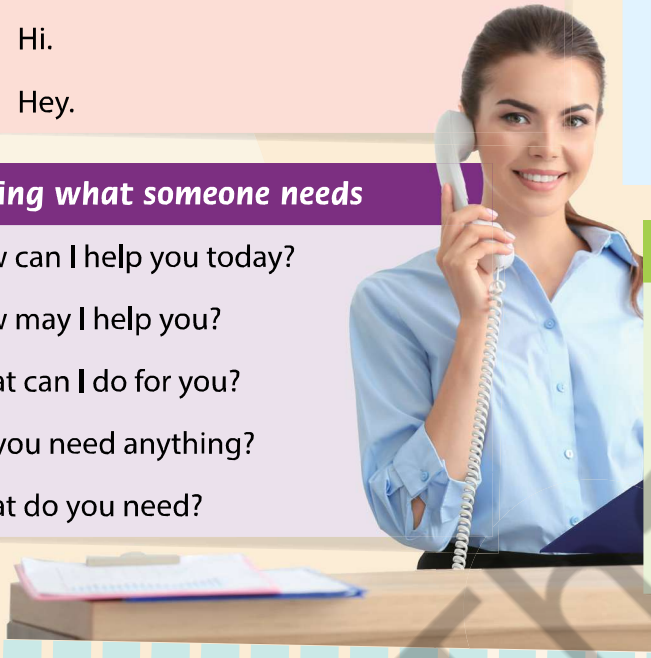
Asking for someone's name

Can I have your name, please?

Would you please give me your name?

What is your name?

Who is speaking?



Asking what someone needs

How can I help you today?

How may I help you?

What can I do for you?

Do you need anything?

What do you need?

Asking someone to do something

Could you please *(fill out this form)*?

Would you mind *(giving me your ID)*?

Can I get you to *(sign your name)*, please?

Please take a seat over there.

Please *(follow me)*.

ROLE PLAY

Create a conversation. Take turns being the Receptionist and Visitor. Then listen to Track 006 *for the sample conversation.*

Receptionist:	Hello. How can I help you?
Visitor:	Hello. I have an appointment with Mr. Truman at 3 p.m.
Receptionist:	*(Ask the visitor for his/her name.)*
Visitor:	Yes. I'm __*(name)*__ from __*(company)*__.
Receptionist:	*(Ask the visitor to complete a security form.)*
Visitor:	OK. Here you are.
Receptionist:	All right. Let me take you to Mr. Truman.

TES Thailand

PART B MEETING COMPANY GUESTS Track 007

Listen to the conversation. Then, fill in the blanks with the words below.

I just had	She shouldn't be more than
I'll bring that out	We're here to see

*Ms. Farmar's **assistant**[1], Fran, comes out to meet the guests in reception.*

Fran: Hello, you must be James and Emma.

James: Yes, that's us. ① _____ Ms. Farmar.

Fran: I'm afraid Ms. Farmar is **currently**[2] in another meeting, which is taking longer than **expected**[3]. She **apologizes**[4] for the wait. I'm her assistant, Fran.

James: It's OK. We've got the whole morning off, so it's no **bother**[5].

Fran: ② _____ 15 minutes. Can I get you some tea or coffee while you wait?

Emma: I'm fine, thanks. ③ _____ a coffee.

James: A green tea would be great, if you have it. Thanks.

Fran: **My pleasure.** ④ _____ **right away.** Please let me know if you need anything else.

Emma: Oh, where's the **restroom**[6]?

Fran: It's down the **hall**[7], last door on the left.

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CHECK YOUR UNDERSTANDING Track 008

Listen and choose the correct answers based on the conversation.

_____ 1. Ⓐ She's got the morning off. Ⓑ She's not at the office today. Ⓒ She forgot about the meeting. Ⓓ She's in another meeting.

_____ 2. Ⓐ He'll come back in the afternoon. Ⓑ 15 minutes is the maximum he can wait. Ⓒ He doesn't mind waiting. Ⓓ It is inconvenient for him and Emma.

_____ 3. Ⓐ Make tea and coffee for everyone Ⓑ Bring some green tea out for James Ⓒ Take the guests to Ms. Farmar's office Ⓓ Tell Ms. Farmar to hurry up

LANGUAGE NOTES Track 009

WORD BANK

1. **assistant** [ə`sɪstənt] *n.*
   George is the **assistant** to the head of the company.

2. **currently** [`kɝəntlɪ] *adv.*
   Currently, there are four students in the computer club.

3. **expect** [ɪk`spɛkt] *v.*
   Our team is **expected** to win the game.

4. **apologize** [ə`pɑlə͵dʒaɪz] *v.*
   Mark **apologized** for breaking our window.

5. **bother** [`bɑðɚ] *n.*
   In summer, the mosquitoes here are a **bother**.

6. **restroom** [`rɛstrum] *n.*
   The **restrooms** are for customers only.

7. **hall** [hɔl] *n.*
   Jay's office is down the **hall** on your right.

PHRASES

right away

Please come to my office **right away**.

USAGE TIPS

My pleasure.

A polite reply to "thank you" (a shortened form of "It's my pleasure").

A: Thanks for doing that for me.
B: **My pleasure.**

SENTENCE PATTERNS

I'm afraid (that) . . .

• **I'm afraid that** I won't be able to take the job.

N. + would be great

A: Are you hungry?
B: Yeah. A snack **would be great**.

Please let me know if . . .

• **Please let me know if** you have any questions.

ENGLISH CORNER

I. USEFUL EXPRESSIONS

Listen to Track 010, and practice saying the sentences below.

Explaining that someone is late	
She's *(currently)* in another meeting	which is taking longer than expected. and won't be available for a while.
She shouldn't be	more than fifteen minutes. too long.
She's running *(a bit)* late	because of traffic. due to an emergency.

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II. LISTENING FOR DETAILS Track 011

Listen to the conversation and check what the man wants.

☐ Meeting Room B

☐ Meeting Room C

☐ Black tea

☐ Coffee with milk and sugar

☐ One assistant in the meeting

☐ No assistants in the meeting

ROLE PLAY

Create a conversation. Take turns being the Assistant and Client. Then listen to Track 012 *for the sample conversation.*

Assistant:	Hello. You must be *(name)*.
Client:	Yes, I am here to see *(name)*.
Assistant:	*(Apologize and tell the client that your boss will be late. Ask the client what he/she would like to drink.)*
Client:	*(Tell the assistant what you would like to drink.)*
Assistant:	No problem. I'll bring that out to you right away.

TESthailand

PART C INTRODUCTIONS AND SMALL TALK Track 013

Listen to the conversation. Then, fill in the blanks with the words below.

face-to-face	from the screen
heavy traffic	took good care of

Fran introduces *the visitors* to *her boss.*

Fran: Ms. Farmar, this is Emma and James from The Klein Group.

Ms. Farmar: Ah yes. It's nice to meet you both ① _____.

Emma: Yes, it's good to finally meet you away ② _____!

Ms. Farmar: Please **excuse**[1] me for the **delay**[2]. I hope I'm not **holding you up** too much.

James: It's no problem at all. Fran ③ _____ us.

Ms. Farmar: Good. And how was your **journey**[3] here? I heard there was ④ _____ because of a big **crash**[4] on Route 64.

Emma: It was fine. We **managed**[5] to **avoid**[6] the traffic, luckily.

Ms. Farmar: That's **fortunate**[7]. OK, so before we discuss anything **further**[8], I'd like to say that I'm very **excited about** our companies working together.

Emma: We're also really pleased to be working with you and can't wait to get started.

Ms. Farmar: Wonderful. It's good to know that we're **on the same page**. I'm sure everything is going to **turn out well**. Let's start then, shall we?

TES Thailand

CHECK YOUR UNDERSTANDING Track 014

Listen and choose the correct answers based on the conversation.

_____ 1. Ⓐ They have spoken on the phone. Ⓑ They spoke before online. Ⓒ They have met in person. Ⓓ They used to be coworkers.

_____ 2. Ⓐ They got stuck in traffic. Ⓑ They got lost. Ⓒ They had an accident. Ⓓ They were able to avoid traffic.

_____ 3. Ⓐ She thinks they need to be careful. Ⓑ She thinks they need good luck. Ⓒ She is looking forward to it. Ⓓ She says it's not confirmed yet.

LANGUAGE NOTES Track 015

WORD BANK

1. **excuse** [ɪk`skjuz] *v.*

   Please **excuse** me for forgetting to bring the bag. It's my mistake.

2. **delay** [dɪ`le] *n.*

   There were **delays** at the train station because of an accident.

3. **journey** [`dʒɝnɪ] *n.*

   We will complete most of the **journey** by boat.

4. **crash** [kræʃ] *n.*

   Police were quick to arrive at the scene of the car **crash**.

5. **manage** [`mænɪdʒ] *v.*

   Doug **managed** to find a parking space very close to the office.

6. **avoid** [ə`vɔɪd] *v.*

   I always tell people to **avoid** downtown during rush hour.

7. **fortunate** [`fɔrtʃənət] *adj.*

   We were **fortunate** to get to the store just before it closed.

8. **further** [`fɝðɚ] *adv.*

   If you go **further**, you'll see a church on your left.

PHRASES

hold sb. up

This problem is really **holding us up**. Let's do our other work and come back to this later.

(be) excited about sth.

Jeff **is excited about** getting his own car.

(be) on the same page

Mr. Allen called a meeting to make sure his staff **were on the same page**.

turn out well

The party started later than expected, but it **turned out well** and everyone had fun.

SENTENCE PATTERNS

introduce A to B

• Can you **introduce** me **to** your boss?

ENGLISH CORNER

I. USEFUL EXPRESSIONS

Listen to Track 016*, and practice saying the sentences below.*

Apologizing	Responding to an apology
Please excuse me *(for the delay)*.	It's no bother.
I apologize *(for coming to work late)*.	It's/That's fine.
I'm sorry *(that I didn't call)*.	Don't worry about it.
Please forgive me *(for not going)*.	No problem.

TES Thailand

II. MAKING COMPLETE SENTENCES

Join the two parts of the sentences together.

_____ 1. This is Kate Jackson	A some tea or coffee?
_____ 2. It's nice to finally	B working together.
_____ 3. Let's start then,	C meet you.
_____ 4. Can I get you	D arrive on time.
_____ 5. I'm excited about	E from Elite Group.
_____ 6. We managed to	F we're on the same page.
_____ 7. It's good to know	G hold you up.
_____ 8. I'm sorry to	H shall we?

ROLE PLAY

Work in a small group. Take turns introducing each other. Then listen to Track 017 *for the sample conversations.*

Introductions	Responses
This is . . .	Nice to meet you.
I'd like to introduce you to . . .	Pleased to meet you.
I don't think you've met . . .	I'm glad we've finally been able to meet.
I'd like you to meet . . .	It's a pleasure to meet you.
Have you met . . .?	How do you do?

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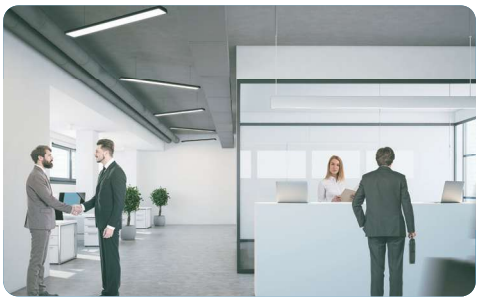
REVIEW

PART A PHOTOGRAPHS Track 018

Listen and choose the sentence that best describes the photo.

_____ 1.



_____ 2.

PART B QUESTION AND RESPONSE Track 019

Listen and choose the best response to the sentence you hear.

_____ 3. _____ 4. _____ 5. _____ 6. _____ 7.

PART C SHORT CONVERSATION Track 020

Listen and answer the questions.

Today's Plan	
9 a.m. – 12 p.m.	Management Meeting
1 p.m. – 2 p.m.	AllGo Solutions—Video Call
2:15 p.m. – 3 p.m.	Meet with client—Jeff Thompson
3 p.m. – 4 p.m.	Meet with client—Irene Gibbons *(ClearSky)*
4:15 p.m. – 5 p.m.	Job interviews for Marketing Manager

_____ 8. At what time is the conversation taking place?

Ⓐ 1 p.m. Ⓑ 1:30 p.m.
Ⓒ 2 p.m. Ⓓ 2:30 p.m.

_____ 9. Why does Ms. Gibbons arrive early?

Ⓐ To join Mr. Farnley for lunch Ⓑ To have a longer meeting
Ⓒ She's busy later. Ⓓ She confused the times.

_____ 10. Look at the graphic. When can Mr. Farnley probably meet Irene Gibbons?

Ⓐ Before the video call Ⓑ Right before meeting with Jeff Thompson
Ⓒ Right after meeting with Jeff Thompson Ⓓ After the job interviews

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PART D READING COMPREHENSION

Read the passage and answer the questions.

MEMO

To: All Staff

From: dan.carter@samberg-group.com

Subject: Signing in guests

Date: October 24

Dear all,

This is a reminder that all visitors to our office who are not full-time employees of Samberg are required to be signed in at reception, and visitor badges must be worn and visible at all times. Unfortunately, it has come to our attention that certain employees have not been following the rules. This presents a number of security risks and thus cannot be allowed to continue. From now on, anyone found to have broken these rules will be subject to a fine. It is your responsibility to make sure your guests follow the rules. We cannot make any exceptions.

Thank you.

Dan Carter
Managing Director
Samberg Group

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_____ 11. What is the purpose of the memo?

- (A) To introduce a new company policy
- (B) To remind employees of important rules
- (C) To inform of staff members who have been fired
- (D) To tell staff to always sign themselves in

_____ 12. What does the memo say about guest badges?

- (A) They must be clearly seen.
- (B) They must be given back to reception.
- (C) They must not be lost.
- (D) Names must be written on them.

_____ 13. What will happen in future to staff members who don't follow the rules?

- (A) They'll be given an exception the first time only.
- (B) They'll have to report to the security team.
- (C) They will be given an official warning.
- (D) They'll have to pay money to the company.

UNIT 4

Office Issues

Checklist

In this unit, you will learn about . . .

- ☐ Asking for leave
- ☐ Working overtime and covering shifts
- ☐ Discussing company benefits

WARM-UP

Tell a partner what benefits you think a company should provide. Rank your first three choices (1-3) in order of importance. Compare your answers with a partner.

☐ Regular pay raises

☐ Overtime pay

☐ Annual bonuses

☐ Recreation

☐ Free coffee/tea/snacks

☐ Free lunches

☐ Paid time off

☐ Company trips

☐ Flexible schedules

ELS Thailand

PART A TAKING TIME OFF Track 067

Listen to the conversation. Then, fill in the blanks with the words below.

I had taken so many	I'll sign it for you
only have three days left	take your last three days off

Carla is asking her manager, Bob, for time off work.

Carla: Hey, Bob. Can I **take** some **time off** next month?

Bob: Didn't you take three days off last week?

Carla: Yes, I took some **sick leave** because I had the **flu**[1].

Bob: I see. Next month you need to take some annual leave then?

Carla: Right. I should have about five days left, and I'd like to go to Hong Kong.

Bob: Looking at your file, it **appears**[2] that you ① _____.

Carla: Are you sure? We get ten days of annual leave a year, right?

Bob: That's right. **According to** this, you've taken seven of your annual leave days.

Carla: I didn't **realize**[3] that ② _____.

Bob: Do you still want to ③ _____ next month?

Carla: Yes, please.

Bob: OK. Go get the form, and ④ _____.

TES Thailand

CHECK YOUR UNDERSTANDING Track 068

Listen and choose the correct answers based on the conversation.

_____ 1. Ⓐ She went on vacation. Ⓑ She was sick.
Ⓒ She went to Hong Kong. Ⓓ She had annual leave to use.

_____ 2. Ⓐ Three days Ⓑ Five days
Ⓒ Seven days Ⓓ Ten days

_____ 3. Ⓐ She needs to talk to someone else.
Ⓑ She needs to fill out a form.
Ⓒ She needs to get a form for Bob to sign.
Ⓓ She needs to ask Bob again later.

LANGUAGE NOTES Track 069

WORD BANK

1. **flu** [flu] *n.*
   When you have the **flu**, you should stay at home.

2. **appear** [ə`pɪr] *v.*
   Ken **appears** to be happy with his new position.

3. **realize** [`rɪə͵laɪz] *v.*
   When I got home, I **realized** I had left my keys at work.

PHRASES

take time off

This is a busy time of year, so you can't **take time off**.

according to

According to John, you weren't very helpful with the project.

FYI

sick leave

Other Kinds of Leave:

- annual leave
- occupational leave
- maternity leave
- personal leave
- marital leave
- bereavement leave

ENGLISH CORNER

I. FILLING IN THE BLANKS

Complete the sentences with words from the box.

according to | annual leave | flu | realize | sick leave | take time off

1.	Every year you work here you get seven days of _____.
2.	Martha is going to be late again, _____ Jim.
3.	When did you _____ that you were late for the meeting?
4.	Employees with the _____ should go home so others don't get sick.
5.	I can't _____ until I've finished all my work. I'm too busy.
6.	Your _____ should only be used when you are actually ill.

TES Thailand

II. USEFUL EXPRESSIONS

Listen to Track 070*, and practice saying the sentences below.*

Taking Leave

I need to take leave I am taking leave	from August 6th until the 10th. on April 15th. for a few days.
I am taking a vacation I will be on vacation	next month. for five days.
I need to take some time off I am taking some time off I need a few days off	next month. in three weeks. soon.
I need to use up the rest of my I haven't used all of my	paid leave. paid vacation days.

I am taking	October 1st the whole week	off.

Can I apply for my annual leave?
When would be a good time for me to take a vacation?
Would it be possible for me to take leave?

ROLE PLAY

Create a conversation using the cues. Take turns being the Employee and Manager. Then listen to Track 071 *for the sample conversation.*

Employee:	Hi, *(Manager's name)*. I want to talk to you about taking some leave.
Manager:	OK. When do you need some time off?
Employee:	*(Tell your manager when you need to take leave.)*
Manager:	*(Ask your employee why he or she wants to take leave.)*
Employee:	*(Explain to your manager why you want time off.)*

TES Thailand

PART B FINDING A REPLACEMENT Track 072

Listen to the conversation. Then, fill in the blanks with the words below.

cover for her	have any plans
let me know	take off

*Bob is asking one of his employees, Sarah, to **cover** Carla's **shifts** while Carla is **on vacation**.*

Bob: Sarah, do you ① _____ for the 15th and 16th of next month?

Sarah: No. Why?

Bob: Carla is **taking a trip**, and I need someone to ② _____.

Sarah: What days of the week are the 15th and 16th?

Bob: It's a Saturday and Sunday.

Sarah: I guess I could do it. Will I **receive**[1] **overtime pay**[2]? It's still 1.5 times my **regular rate**[3], right?

Bob: Sorry, but I'm not allowed to give overtime pay for covering shifts anymore. You'll receive **comp time**[4] **instead**.

Sarah: I guess having a few days off with pay would be OK.

Bob: Do you know what days you'd like to ③ _____?

Sarah: Can I tell you later? I'm not sure.

Bob: That's fine. Just ④ _____ by the end of the week. Thanks for your help.

TES Thailand

CHECK YOUR UNDERSTANDING

Answer true (T) or false (F) based on the conversation.

_____ 1. Sarah will cover two shifts for Carla.

_____ 2. Sarah will receive overtime pay.

_____ 3. Sarah knows which days she wants to take off.

LANGUAGE NOTES Track 073

WORD BANK

1. **receive** [rɪ`siv] *v.*
   Everyone in the office **received** a pay raise this year.

2. **overtime pay** [`ovɚˏtaɪm] [pe] *n.*
   The company doesn't give **overtime pay** to new employees.

3. **regular rate** [`rɛgjələɚ] [ret] *n.*
   My **regular rate** is US$12.00 an hour.

4. **comp time** [kɑmp] [taɪm] *n.*
   I have a lot of **comp time** saved up that I'm going to use next week.

PHRASES

cover sb.'s shift

I need someone to **cover my shift** tomorrow.

on vacation

I'll be **on vacation** all this week.

take a trip

I'm going to **take a trip** with my coworkers soon.

USAGE TIPS

instead

"Instead" is an adverb meaning "alternatively" and is often put at the end of a sentence. One commonly used phrase is "instead of + (N./V-ing)," which means "in place of" or "rather than."

Richard didn't call his client but wrote an e-mail to him **instead**.

I went to work by bus **instead** of driving my car yesterday.

SENTENCE PATTERNS

(be) (not) allowed to + V.

- Workers **are allowed to** take a quick break.
- One hundred years ago, American women **were not allowed to** vote.

ENGLISH CORNER

I. LISTENING FOR DETAILS Track 074

Listen to the conversation and check the boxes.

Who needs a shift covered?	☐ Ava	☐ Ron
Can the other speaker cover the shift?	☐ Yes	☐ No
What does the other speaker suggest?	☐ Cancel the appointment	☐ Talk to another employee
Will the suggestion work?	☐ Yes	☐ No

TES Thailand

II. USEFUL INFORMATION

Salaried Worker vs. Hourly Worker:

A **salaried worker** has a set amount of money that he or she earns each month.

An **hourly worker** gets paid based on how many hours he or she works. Part-time employees are usually hourly workers.

Shifts:

A work day is often divided into three shifts at many companies.

First Shift	Usually from 6 a.m. to 2 p.m. Also called morning shift
Second Shift	Usually from 2 p.m. to 10 p.m. Also called afternoon shift
Third Shift	Usually from 10 p.m. to 6 a.m. Also called night shift or graveyard shift

ROLE PLAY

Create a conversation using the cues. Take turns being the Manager and Employee. Then listen to Track 075 *for the sample conversation.*

Manager:	Hi, *(Employee's name)*. I was wondering if you could cover a shift on Monday afternoon.
Employee:	*(Ask the manager if you will get overtime pay.)*
Manager:	*(Tell the employee that he/she can't have overtime pay, but comp time can be given.)*
Employee:	*(Agree to work, and tell the manager when you will take the comp time.)*

TES Thailand

PART C COMPANY BENEFITS Track 076

Listen to the conversation. Then, fill in the blanks with the words below.

feel about	I don't think I can go then
pays for	You're right about that

Rachel and Bob take their new coworker, Dave, out to dinner.

Rachel: Dave, I'm so happy you could come out with us.

Bob: Now you can tell us how you really ① _____ our company!

Dave: Actually, I think it's great. The **salary**[1] is good, and there are a lot of great **benefits**[2].

Rachel: ② _____. Did you know that our company gives everyone **gift certificates**[3] to the **mall**[4] on their birthdays?

Dave: No, I didn't.

Bob: We also get to go on a company trip every year. The company ③ _____ our **transportation**[5] and hotel.

Rachel: Someone told me that we'll be going to Japan for this year's trip.

Dave: That's **amazing**[6]. Do you know when it will be?

Rachel: It's during the first weekend of June.

Dave: Oh, no! ④ _____.

Bob: Don't worry. If you can't go, you'll get a travel **allowance**[7] that you can use for a **personal**[8] vacation.

Dave: Wow! That's really **generous**[9].

TES Thailand

CHECK YOUR UNDERSTANDING

Answer true (T) or false (F) based on the conversation.

_____ 1. Employees get a gift certificate every holiday.

_____ 2. The company pays for a trip for the employees every year.

_____ 3. Employees get no money if they go on their own trips.

LANGUAGE NOTES Track 077

WORD BANK

1. **salary** [ˋsælərɪ] *n.*
   The **salary** was too low, so I didn't take the job.

2. **benefit** [ˋbɛnəfɪt] *n.*
   One of the **benefits** that my company offers is free lunches on Fridays.

3. **gift certificate** [gɪft] [sɚˋtɪfɪkət] *n.*
   Everyone received a **gift certificate** to use at the new coffee shop.

4. **mall** [mɔl] *n.*
   We opened a store in the **mall** last month.

5. **transportation** [ˏtrænspɚˋteʃən] *n.*
   I couldn't go to the event because I didn't have **transportation**.

6. **amazing** [əˋmezɪŋ] *adj.*
   Michelle is an **amazing** boss. All of her employees like her.

7. **allowance** [əˋlaʊəns] *n.*
   We were given a food **allowance** when we had to go to other cities to work.

8. **personal** [ˋpɝsn̩l̩] *adj.*
   This is my **personal** computer, not the company's.

9. **generous** [ˋdʒɛnərəs] *adj.*
   The manager was **generous** and bought dinner for everyone working late.

ENGLISH CORNER

I. LISTENING COMPREHENSION Track 078

Tonya is talking to Jim about her company. Listen to their conversation and answer the questions.

_____ 1. What did Tonya receive from her company?
- Ⓐ A lunch allowance
- Ⓑ A gift certificate
- Ⓒ Some extra money
- Ⓓ A personal trip

_____ 2. Where did Tonya go for lunch?
- Ⓐ She stayed in the office for lunch.
- Ⓑ She went to the mall alone for lunch.
- Ⓒ She used her gift certificate at a restaurant.
- Ⓓ The other employees took her to the mall.

TES Thailand

II. WRITING PRACTICE

Complete the e-mail with the words provided.

amazing benefit salary transportation

To: All

From: cynthia@livecompany.org

Subject: Information for the Holiday

Hello everyone,

Please be reminded that Monday is a holiday. Also, you will all be paid on Friday, so that you can have your ① _____ before the holiday. You will also receive your regular holiday ② _____ of an extra 10% of your monthly pay. After the holiday, public ③ _____ systems will be crowded. You might want to leave early to make sure you get to work on time.

Mr. Reed hopes that you have a(n) ④ _____ holiday with your family, and he looks forward to seeing you again when it's over.

Sincerely,

Cynthia Dean
Secretary to Director Reed

TES Thailand

ROLE PLAY

Create a conversation using the cues. Then listen to Track 079 *for the sample conversation.*

Student A:	Hi, *(name)*. Do you have any questions about this company?
Student B:	*(Ask Student A about the company's benefits.)*
Student A:	*(Tell Student B that the company gives travel allowances.)*
Student B:	*(Ask Student A if the company gives gift certificates to the employees.)*
Student A:	*(Tell Student B that he or she will get one on his or her birthday.)*

REVIEW

PART A PHOTOGRAPHS Track 080

Listen and choose the sentence that best describes the photo.

_____ 1.

_____ 2.

PART B QUESTION AND RESPONSE Track 081

Listen and choose the best response to the sentence you hear.

_____ 3. _____ 4. _____ 5. _____ 6. _____ 7.

PART C SHORT CONVERSATION Track 082

Listen and answer the questions.

_____ 8. What does Janice want to do?

Ⓐ She wants to use up her sick leave.
Ⓑ She wants to use the rest of her annual leave.
Ⓒ She wants to get Steve to cover her shifts.
Ⓓ She wants to get more vacation days.

_____ 9. When does Janice want to go?

Ⓐ In five days
Ⓑ Next week
Ⓒ In two weeks
Ⓓ In two months

_____ 10. What does Janice need to do?

Ⓐ She has to cover a few shifts first.
Ⓑ She needs to take her time off later instead.
Ⓒ She has to work through the busy period.
Ⓓ She must find people to work for her.

TES Thailand

PART D READING COMPREHENSION

Read the passage and answer the questions.

Various studies in the USA have indicated the top benefits that employees take into consideration when choosing a job. Generally, help with health, such as wellness programs and private health insurance, is the thing that people are most attracted to. This is especially true for older people. –[1]– The second most desirable benefit on the list is work flexibility, which is a growing trend that could become number one soon. As technology continues to improve, workers are increasingly looking for flexible hours as well as the option to work from home. Compared to the older generation, the younger generation more commonly prioritizes this. –[2]– The third most valued benefit that a company can offer relates to paid time off. –[3]– A fourth benefit is help with student loans. Going to university is very costly for most people because they have to take out large loans that take many years to pay back. As a result, individuals pay closer attention to companies offering assistance in this area. –[4]–

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_____ 11. What is the purpose of the article?

- **A** To comment on one company's work benefits
- **B** To explain how work benefits have changed over time
- **C** To compare different benefits in today's workplace
- **D** To introduce work benefit preferences

_____ 12. What is indicated about health insurance?

- **A** It is more important for older people than younger ones.
- **B** It is more important for younger people than older ones.
- **C** It is not important for people in the younger generation.
- **D** It has been greatly affected by technology.

_____ 13. In which of the positions marked [1], [2], [3], [4] does the following sentence best belong?
"This comes in the form of vacations, or paternity and maternity leave."

- **A** [1]
- **B** [2]
- **C** [3]
- **D** [4]