Workplace English 1 and 2

Mission ... really quite tricky.



James Schofield
BESIG, Stuttgart November 2012

james.rupert.schofield@gmail.com http://jrtschofield.blogspot.de/ www.collinselt.com

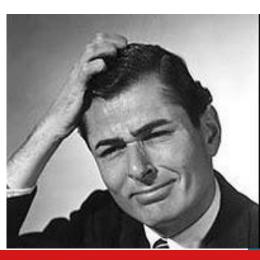


Your mission, should you choose to accept, is to write Business English material suitable for CEF A1 and A2 students working anywhere in the world...



...oh, and it should be for the classroom ...or self-study maybe...

What should this material be like?



Workplace English 1 and 2

- CEF level A1 and A2
- 24 units, classroom and/or self study
- DVD and CD input
- Functional exponents input, controlled and freer practice
- Grammar reference
- Email templates

Workplace English 1 functional focus on:

Looking after visitors

Emailing

Telephoning

Making arrangements

Workplace English 2 functional focus on:

Telephoning

Telephone conferencing

Project meetings

Video conferencing

Emailing

• Each unit provides:

Practical tips about the communication focus of the unit

Key phrases + written and spoken practice exercises

Key grammar point (Workplace English 2)



WPE 1 – Unit 23 "What can I do for you?"

Functional input - Offering help

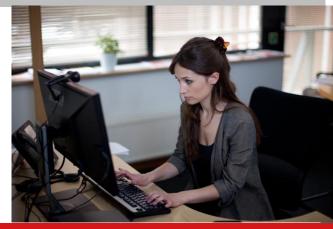
Conversation



1 Paul needs Jasmine to help him. Read their conversation and watch the video. How many different things does she do for him?

Paul Jasmine, can you help me?

Jasmine Yes, of course. What can I do for you?



WPE 1 – Unit 23 "What can I do for you?" Controlled practice

3 Join the two parts of the sentences together.

1 Would you like

2 Can we do

3 Let us know if

4 Shall I book you

5 What

a a flight?

b he needs something.

c me to call a taxi?

d can I do for you?

e anything else for Ms Sahdi?



WPE 1 – Unit 23 "What can I do for you?"

Transfer activity

Speaking

48-49 CD 6 Your manager needs your help with a business trip. Make suggestions. Play Track 48 and speak after the beep. Then listen to Track 49 to compare your conversation.

Manager Can you help me?

You [Ask what he wants.]

Manager I need to fly to London on Thursday morning.

You (Offer to make a flight reservation for him.)

Manager Oh, thanks very much. And I need a hotel for Thursday and Friday.

You (Offer to reserve a room at the Anchor Hotel.)

Manager Yeah, that's a nice hotel.

You (Ask if he wants anything else.)

Manager No, that's all at the moment, thanks.

You (Tell him to ask if he needs anything else.)





WPE 1 - answer key, grammar reference,

Model conversation

Manager Can you help me?

You What can I do for you?

Manager I need to fly to London on

Thursday morning.

You Would you like me to book

you a flight?

Manager Oh, thanks very much. And

I need a hotel for Thursday

and Friday.

You Shall I reserve a room at the

Anchor Hotel?

Manager Yeah, that's a nice hotel.

You Can I do anything else

for you?

Manager No, that's all at the

moment, thanks.

You Well, let me know if you

need anything else.

Present continuous

Positive form: I'm [I am] waiting for my taxi.

We're [We are] staying in the Anchor Hotel.

They're [They are] having a meeting.

Negative form: No, I'm not staying in the country.

She isn't [She is not] waiting for Diane.

Questions: Are you staying at the Anchor Hotel?

Is Mr Jones waiting to see me?

When are they leaving?

Long answers: Yes. I'm staying at the Anchor.

No, I'm not staying in London.

Short answers: Yes, I am.

Yes, she is.
Yes, they are.
No, I'm not.
No, she isn't.
No, they aren't.

This tense is used to describe an action that is happening NOW:

• Would you like an umbrella because it's raining (now)?

Or an action that has started but is not finished:

• I'm waiting to see him.

It is also used for temporary actions or situations:

. She's staying at the Anchor Hotel in London for three nights.

It can also have a future meaning and is used to talk about future activities that have been arranged or planned:

· I'm staying in the hotel next week too.

Words that often take the present continuous are: now, at the moment, presently.

Watch out - we don't usually use these verbs in the continuous form:

remember, understand, want, like, belong, suppose, need, seem, prefer, believe, know, think (= believe), hear, smell, have (= possess)

Additional features

Key phrases	
Offering help	
What can I do for you?	There / Here you are.
Which document / file / folder is it?	Can I do anything else for you?
Shall I ?	Let me know if you need anything.
Would you like me to ?	

Language tip

Use There / Here you are when you give something to somebody.

Keep next to your phone for easy reference

Asking the caller to wait

- Hold the line, please.
- Please hold the line.
- Would you (just) hold the line a moment, please?
- (Just) One moment, please. I'm just putting you through to that room / department.
- Could you hold on a moment, please?
- Could you wait a moment, please?
- One moment, please. I'll be with you in a second.

Answering the phone

- Good morning, Lowis Engineering, Simon speaking, How can I help you?
- Good morning, Lowis Engineering. Simon speaking. How may I direct your call?

Offering to help

- I'm sorry, the line's busy. Can I help?
- I'm sorry, there's no one answering. Can I take a message?
- Would you like to leave a message?



WPE 2 – Unit 21 "Starting the video conference"

Comprehension

Understanding



- Watch the DVD again and answer the questions.
 - 1 Who has a problem with their technical equipment, Diane and Tom or Karen and John?
 - 2 What is their problem?
 - 3 What do they do about their problem?

Key phrases	
1 Describing technical problems	2 Dealing with delays
There seems to be something wrong with	Just a moment.
I'm having trouble with	Hold on a minute.
I think my XYZ has crashed.	Sorry to keep you waiting.
The XYZ doesn't seem to be working.	
When I click on the XYZ, nothing happens.	
I think I need to call a technician.	



WPE 2 – Language Spotlight and Grammar Summary

Language spotlight

Too has the same meaning as as well or also. It is usually placed at the end of the Too and not ... either Karen ca<u>n't</u> work this thing and I do<u>n't</u> know what to do <u>either</u>. Yes, and we can hear you too! sentence. If we want to use the negative form, we use not ... either. Go to page 133 for more information and practice.

too and not ... either 'I drive a Mercedes' 'Oh, me too! We want to go on the Queen Mary II to New York. We do too. The email system isn't (is not) working. 'I know. And the Internet isn't working When we have the same experience as another person we can use too for positive Exercise 17

- Match the sentences from different conversations.
- We need to have a meeting about this. B I don't like it either. Yes, and he's often bad-tempered too. No, and not tomorrow either.

Workplace English 1 + 2

- Authentic business situations
- Entertaining input
- Useful output activities
- CEF A1 +2
- Classroom or self-study

Collins E I I



Email me at: james.rupert.schofield@gmail.com

Visit my blog on writing a novel at : http://jrtschofield.blogspot.de/

For more information on the Collins English for Work range: www.collinselt.com.

