

Workplace English 1 and 2

Mission ... really quite tricky.



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BESIG, Stuttgart November 2012

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POWERED BY COBUILD

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



DVD

- 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

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

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, Lewis Engineering. Simon speaking. How can I help you?
- Good morning, Lewis 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



09
DVD

- 2** 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

There seems to be something wrong with ...

I'm having trouble with ...

I think my XYZ has crashed.

The XYZ doesn't seem to be working.

When I click on the XYZ, nothing happens.

I think I need to call a technician.

2 Dealing with delays

Just a moment.

Hold on a minute.

Sorry to keep you waiting.



WPE 2 – Language Spotlight and Grammar Summary

Language spotlight

Too and not ... either

Yes, and we can hear you too!

Karen can't work this thing and I don't know what to do either.

Too has the same meaning as *as well* or *also*. It is usually placed at the end of the 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 either.'

When we have the same experience as another person we can use *too* for positive forms or *not ... either* for negative forms.

Exercise 17

Match the sentences from different conversations.

- | | |
|---|---|
| 1 I hate this software! | A Yes, and he's often bad-tempered too. |
| 2 We need to have a meeting about this. | B I don't like it either. |
| 3 John seems very tired. | C No, and not tomorrow either. |

Workplace English 1 + 2

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



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