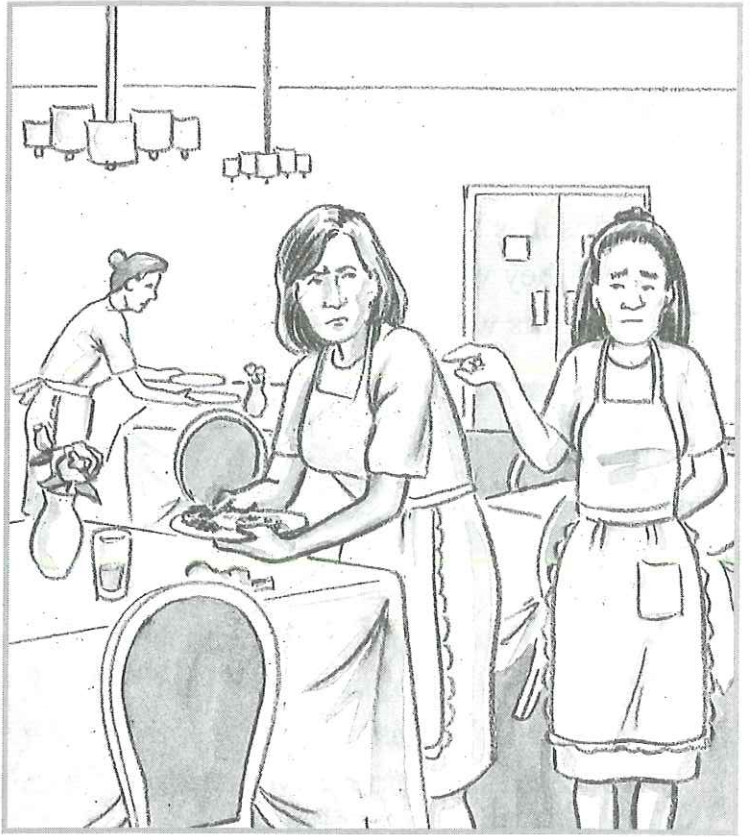


Asking for and Offering Help

Objectives

- Understand who to ask for help and when
- Learn how to ask for help quickly and clearly
- Understand when and how to offer help
- Learn how to respond to requests for help



Warm-Up

Talk about your experience.

- How do you feel when you have to ask for help at work?
- What do you say when you offer help to a co-worker?

Talk about the picture.

- What do you think these women are doing?
- How do you think they feel? What makes you think that?

Key Words for Work

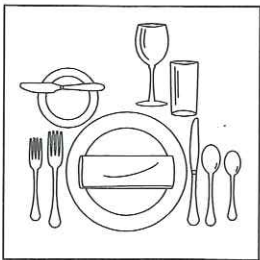
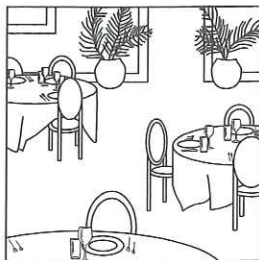
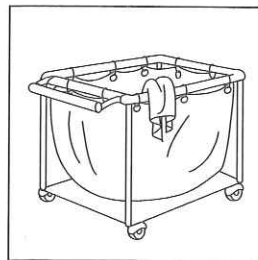


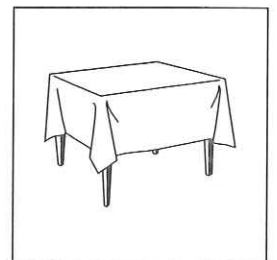
table setting



dining room



hamper



tablecloth

Getting Help on the Job

Peggy is a maid in a big hotel. She usually cleans rooms. Today she's working in a dining room for the first time. Nia is the dining room supervisor. Mary works for Nia.

Peggy: Excuse me. Are you Nia? I'm Peggy. Housekeeping sent me here.

Nia: Fine. The cart's over there. These tables have to be cleared. Reset them with eight table settings per table.

Peggy: I've never done this before. Could you explain . . .

Nia: I can't believe they sent me a trainee! This room has to be ready by three. If you need help, just copy Mary over there.

Peggy: She looks so busy. I don't like to interrupt.

Nia: You go ahead. I'm too busy to train you.

Peggy: Excuse me, Mary. I'm Peggy. I usually clean guest rooms. But today I was sent here. Nia told me to follow you around because I don't know what to do. I don't mean to interrupt you but . . .

Mary: Wait a minute! You can tell me your life story while we work.

Peggy: I guess I am talking too much. Well, what should I do first?

Mary: First, clear off all the dirty tablecloths and throw them in the hamper. When you finish, I'll show you how to drape the clean tablecloths on each table. Then I'll do one setting on each table and you can copy it.

Peggy: I think I can do that. Thanks for being patient.

Mary: It's no problem. Helping you makes my job easier.

Tips

Asking for Help with a Job

- Don't be afraid to ask for help.
- Make sure your questions are short and clear.
- Listen carefully when people explain things to you.
- Thank people when they offer help.

Check Your Understanding

A. Review the Information

Check ✓ true, false, or NI (no information).

| True | False | NI | |
|-------|-------|-------|---|
| _____ | _____ | _____ | 1. Nia is pleased that Housekeeping sent Peggy. |
| _____ | _____ | _____ | 2. Nia lets other people train new workers. |
| _____ | _____ | _____ | 3. Mary wants to become a supervisor. |
| _____ | _____ | _____ | 4. Peggy is embarrassed to ask Mary for help. |
| _____ | _____ | _____ | 5. Mary often trains new workers. |
| _____ | _____ | _____ | 6. Peggy doesn't want Mary's help. |
| _____ | _____ | _____ | 7. Peggy thinks she will be able to do the job. |
| _____ | _____ | _____ | 8. Mary has time to hear Peggy's life story. |

B. Discuss the Questions

1. What kind of supervisor is Nia? What would you do if you had a supervisor like Nia?
2. Why is Peggy afraid to ask Mary for help? Have you ever felt embarrassed or afraid to ask your co-workers for help? What happened?
3. Why does Peggy talk so much? What are some ways in which people show that they are nervous or embarrassed?
4. How do you think Mary and Peggy worked together that day? Why do you think that?
5. Review the Tips for asking for help with a job. Which tip or tips does Peggy follow? Are there tips that she does *not* follow?

Which Would You Say?

Check ✓ the best answer to each question. Be prepared to explain your choice.

1. Can you please show me how to change the vacuum cleaner bag?
_____ a. I don't have time to stop and do your work for you.
_____ b. I'm sorry, but I'm very busy right now. I can show you later.
2. Pardon me. Is this the way to the Tower Suite?
_____ a. I'm not sure. Let me check with my supervisor.
_____ b. I couldn't tell you. I'm new here.
3. There's an ink stain on the carpet in room 1228. What should I do?
_____ a. Don't ask me! You can get in trouble for reporting problems.
_____ b. You'd better call Housekeeping. They have stain remover.

What Are They Really Saying?

Read what Nia and Mary say. Write the sentences in your own words.

1. I can't believe they sent me a trainee!

2. Just copy Mary over there.

3. You can tell me your life story while we work.

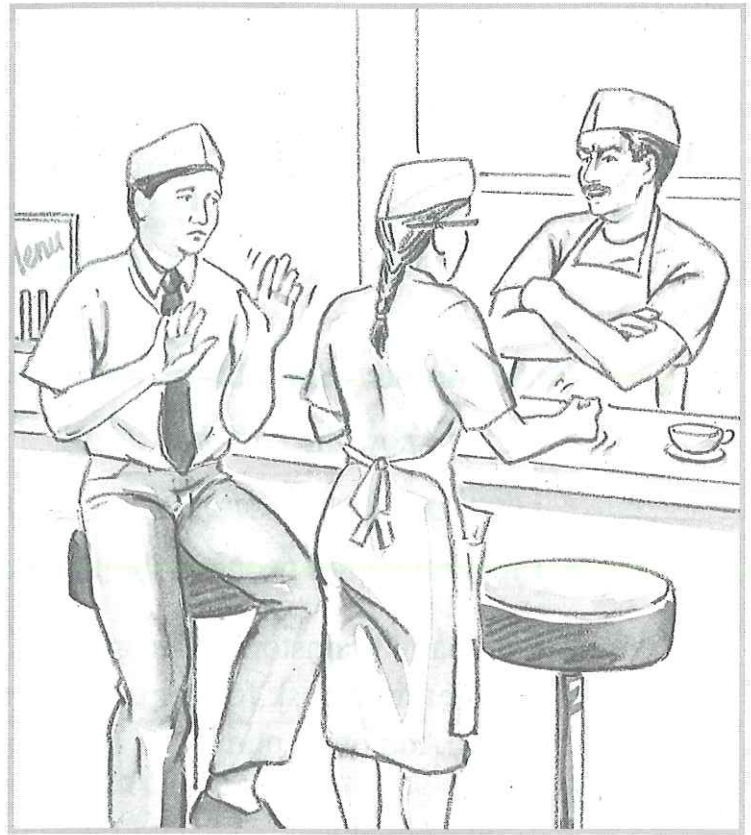
4. I don't like to interrupt.

5. Helping you makes my job easier.

Expressing Opinions

Objectives

- Express your opinion politely but clearly
- Listen and respond to others' opinions
- Express disagreement politely but assertively



Warm-Up

Talk about your experience.

- How do people at your workplace act when they disagree with a boss or co-worker?
- What do you do when you disagree with someone at work?

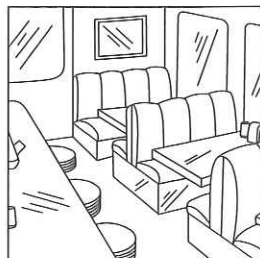
Talk about the picture.

- Who are these people? Where do you think they work?
- What do you think they are saying to each other?

Key Words for Work



magician



diner



waitress



advertisement

Making Your Point

Paula is a waitress at a diner. Gino makes the burgers. He never knows how many chicken-burgers to make. Sometimes he makes too many. Sometimes he doesn't make enough. The manager, Erik, wants to solve this problem.

Gino: How can I tell how many customers will order chicken-burgers today? I'm not a magician.

Paula: But we never run out of other specials. Why are chicken-burgers such a problem?

Erik: They're not really specials. We list our specials in our advertisements. But we don't advertise chicken-burgers. How can we tell how many we'll need each day?

Gino: Here's an idea. When I make 100 hamburgers, I'll make 50 chicken-burgers, too.

Erik: I understand what you mean. But that won't work. Some days we need 200 hamburgers and only 25 chicken-burgers. We need to know what our customers want.

Paula: What about this suggestion? We can count chicken-burger orders each day for one week. Then we'll know the average number we need each day. Gino can count the orders as he makes them.

Gino: No way. I'm too busy cooking. Counting orders is not my job.

Erik: I guess it's up to me. But let's do it for two weeks. Then we'll know if people eat more chicken-burgers on certain days.

Paula: I think we can all live with that.

Tips

Expressing Opinions

- When you state your opinion, be polite but assertive.
- Give reasons for your opinion.
- Listen to other people's opinions carefully.
- Make comments about the ideas—not the person.
- Try to reach solutions that everyone can support.

Making and Responding to Suggestions

A. Do the Sentences Offer or Turn Down a Suggestion?

Check ✓ the correct answer.

| | Offer a Suggestion | Turn Down a Suggestion |
|--|--------------------|------------------------|
| 1. I'm afraid that's not what we need. | | |
| 2. What do you think about this? | | |
| 3. I have an idea. Let's try it this way. | | |
| 4. Unfortunately, I can't agree with you about that. | | |
| 5. That's a good suggestion, but I don't think it will work in this situation. | | |
| 6. Why don't we look at this solution? | | |
| 7. Here's a thought. | | |

B. Weak, Assertive, or Aggressive

Read each statement. Is the speaker being weak, assertive, or aggressive? Check ✓ the correct answer. Then share your choices with a team. Give reasons for your answers.

| | Weak | Assertive | Aggressive |
|--|------|-----------|------------|
| 1. We'll do it my way, or I won't do it. | | | |
| 2. Let's try it this way. | | | |
| 3. I'll do whatever you think is best. | | | |
| 4. Well, if you say so. | | | |
| 5. I believe this will work. | | | |
| 6. This is the only way to do it. | | | |
| 7. I think we should try something else. | | | |

Try It Out

A. Disagreeing Respectfully

Below are some poor ways to disagree with a co-worker. Match each one to a respectful way to say the same thing. Then add your own example to each column. Share your examples with the class.

Poor Way

- _____ 1. That's the dumbest idea I've ever heard!
- _____ 2. You need to get your facts straight.
- _____ 3. I have a bone to pick with you.
- _____ 4. Why don't you ever give an inch?
- _____ 5. You can't really believe that will work!
- _____ 6. _____

Respectful Way

- a. This requires some flexibility.
- b. Maybe we can look at some other solutions as well.
- c. I don't quite see how that will work. Could you explain?
- d. Could we double-check that information?
- e. I want to talk over a problem with you.
- f. _____

B. Disagreeing at Work

Talk to a friend or co-worker. Ask about a time that person disagreed with a decision made by a co-worker or supervisor. Take notes. Then discuss your results with the class.

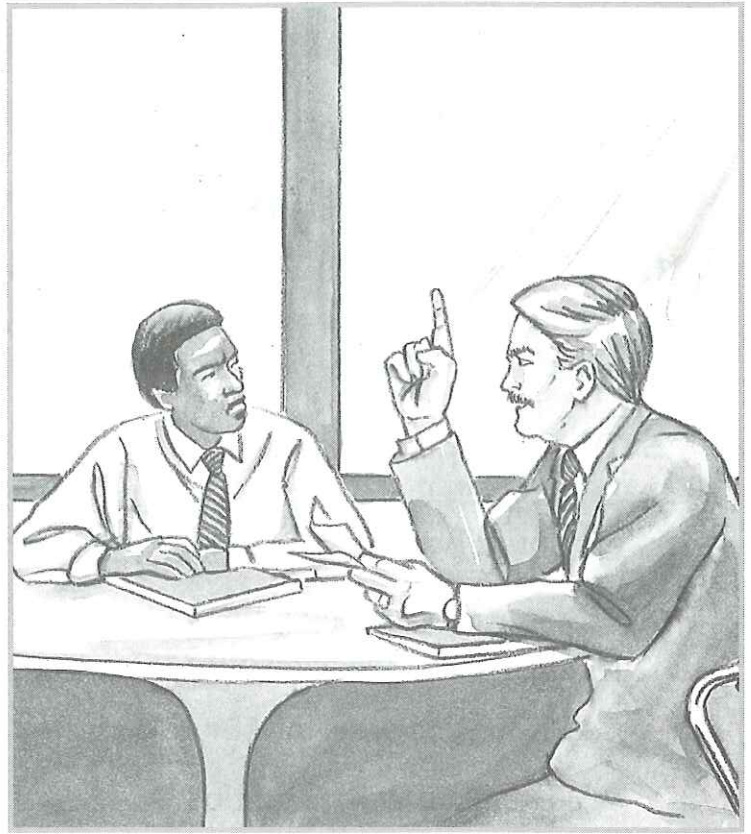
Here are some questions you can ask:

- What was the decision? Why did you disagree?
- What did you say at the time?
- Would you say the same thing again? Or would you say or do something different? Why?

Giving and Getting Feedback

Objectives

- Give constructive criticism
- Respond to criticism
- Use feedback positively



Warm-Up

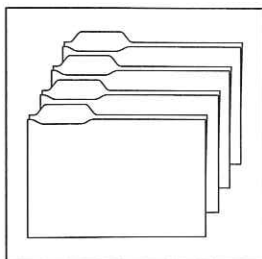
Talk about your experience.

- How are you evaluated at your job?
- What have you learned from your evaluations?
- How do evaluations make you feel?

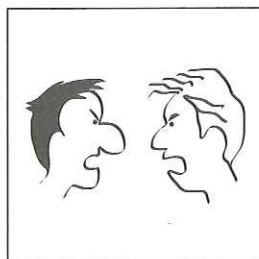
Talk about the picture.

- What are the men doing?
- What do you think they are saying?

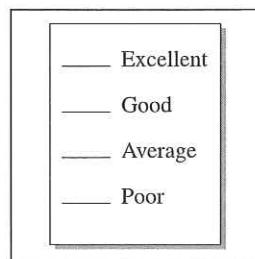
Key Words for Work



files



argue



— Excellent
— Good
— Average
— Poor

evaluation

Giving Feedback at Work

Barry is a file clerk at a hospital. He is a very hard worker. But other things are as important as hard work. His supervisor, Rick, is giving him some feedback on getting along with his co-workers.

Rick: Barry, we have to talk. A few people have complained about you.

Barry: Someone complained about my work? What have I done? I work like a dog! I don't goof off! Who complained about me?

Rick: It's not about your work. Everyone knows you work hard. You even take on extra work. The problem is that you don't get along with your co-workers. You always argue with them.

Barry: Of course we don't see eye to eye! They're lazy and slow. They sit around talking. I do my work.

Rick: I know you do. But you have to get along with the people around you. You told me you want to be a supervisor. But good supervisors have to talk about problems without getting mad.

Barry: I know I fly off the handle. But no one listens to me. It just goes in one ear and out the other. What can I do?

Rick: Here's what I suggest. Why not take a course on communicating better? The hospital will pay for job-related courses. And you have to stop giving people a hard time. Then we'll talk about a supervisor position when you have your next job evaluation.

Tips

Giving Feedback and Evaluations

- Be clear about strengths and weaknesses.
- Be specific about what you want a worker to do.
- Set clear goals, and give clear rewards.

Check Your Understanding

A. Review the Information

Check ✓ **true**, **false**, or **NI** (no information).

| True | False | NI | |
|-------|-------|-------|--|
| _____ | _____ | _____ | 1. Barry respects his co-workers. |
| _____ | _____ | _____ | 2. Rick thinks Barry is a hard worker. |
| _____ | _____ | _____ | 3. Barry's co-workers like to work with him. |
| _____ | _____ | _____ | 4. Rick thinks Barry should study communication. |
| _____ | _____ | _____ | 5. Rick wants to get a better position. |
| _____ | _____ | _____ | 6. Hospital workers have to pay for job-related courses. |
| _____ | _____ | _____ | 7. Barry will get promoted at his next job evaluation. |
| _____ | _____ | _____ | 8. Barry wants to become a supervisor. |

B. Discuss the Questions

1. Do you think Rick is a good supervisor? Why or why not? Why did Rick point out Barry's strengths first?
2. Barry uses strong language and gets angry. How do you think a supervisor should respond? How does Rick respond? What does that say about him as a supervisor?
3. How well do you think Rick and Barry get along?
4. If you worked with Barry, what would you say to him?
5. Rick gave Barry informal feedback in this conversation. How is a job evaluation the same as informal feedback? How is it different?
6. What do you think will happen at Barry's next job evaluation?
7. How does Rick use the Tips for giving feedback and evaluations to give Barry feedback on his work?

Understanding Idioms

Match the idiom in each sentence to the phrase that has the same meaning. Look back at the conversation on page 85 for help.

- | | |
|--|--------------------------------|
| _____ 1. I work <i>like a dog</i> . | a. get angry |
| _____ 2. I know I <i>fly off the handle</i> . | b. have fun instead of working |
| _____ 3. Don't <i>give people a hard time</i> . | c. They don't pay attention. |
| _____ 4. We don't <i>see eye to eye</i> . | d. very hard |
| _____ 5. I don't <i>goof off</i> . | e. think the same way |
| _____ 6. <i>It goes in one ear and out the other</i> . | f. act unpleasant to people |

Offering Advice

Imagine that your friend is not getting along with co-workers. You think the problem is your friend's fault. You want to give your friend some advice. What would you say?

Check ✓ the best answer.

- _____ a. I don't want to hurt your feelings, but you could have a serious problem.
_____ b. Boy! You've really made a mess of things!
- _____ a. No wonder you can't get along with those people.
_____ b. I think I see what might be causing the problem.
- _____ a. Whatever you do, make sure your boss doesn't find out.
_____ b. Maybe your supervisor could help you solve this problem.
- _____ a. Maybe you can ask them to discuss the problem with you.
_____ b. Oh, forget about it. You'll never be able to talk to them.

UNIT 3 REVIEW

When you talk to co-workers, supervisors, clients, or visitors at your workplace, your speaking style varies. It may be informal or formal. Read each pair of sentences. Write *I* next to the more informal version. Write *F* next to the more formal version.

1. _____ a. Don't give me such a hard time.
_____ b. Let's try to talk without getting mad at each other.
2. _____ a. It's hard for us to agree.
_____ b. We'll never see eye to eye.
3. _____ a. Follow the same procedure that your partner is using.
_____ b. Just copy what your partner does.
4. _____ a. I can live with that.
_____ b. I think that might work.
5. _____ a. No kidding!
_____ b. I'm surprised to hear that!
6. _____ a. I don't have time for that!
_____ b. I'm very busy right now, but we can talk later.
7. _____ a. I'm sorry the report was late, sir.
_____ b. Sorry about the late report.
8. _____ a. No way that will work.
_____ b. I don't think that's going to solve the problem.
9. _____ a. I'm not sure what the answer is.
_____ b. Don't ask me!

Following Schedules

Objectives

- Learn how to read and follow work schedules
- Understand the importance of following schedules
- Identify good and bad reasons for changing schedules
- Learn proper ways to make schedule changes



Warm-Up

Talk about your experience.

- What is your work schedule like?
- How important is it to follow a strict schedule at your workplace?

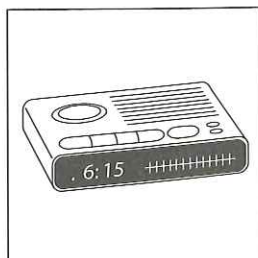
Talk about the picture.

- Who do you think these men are?
- What are they talking about?

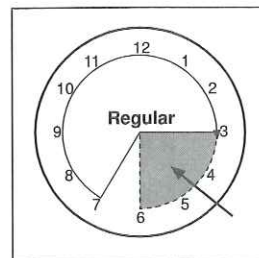
Key Words for Work



cash register



alarm clock



overtime

Following Company Schedules

Nasir is a new employee. **Diego** is telling him about work routines and schedules at Weber Cash Register Corporation.

Diego: It is very important to get to work on time at Weber. Your shift starts at six A.M.

Nasir: Six o'clock! I'd better not forget to set my alarm clock. It's so easy for me to oversleep.

Diego: Weber is serious about getting to work on time. A man on my old team was late 10 days in one year. Weber fired him.

Nasir: Fired him? That's awful!

Diego: Well, Weber has good jobs and pays good wages. So they can demand good work habits. But they are flexible in other ways.

Nasir: That's true. I like the flex-time work schedules. I'm going to work longer shifts on Tuesdays through Fridays. Then I'll have three days off.

Diego: That's what a lot of folks do. Oh, don't forget about calling in when you're sick. Call the shift supervisor before the shift starts. And if you take a day off for another reason, talk to your team leader early. Try to trade days with someone.

Nasir: Boy, there's a lot to learn! Is there much overtime at Weber?

Diego: We get lots of overtime in the fall and winter. That's the busy season. But not much the rest of the year.

Tips

Following Schedules

- Get to work on time.
- Tell your supervisor if you have to be late or absent.
- Know the right person to talk to about schedule problems.

Check Your Understanding

A. Review the Information

Check ✓ the correct answer.

1. At Weber, it's important to

- | | |
|--|---|
| <input type="checkbox"/> a. change shifts every week | <input type="checkbox"/> c. fire workers who are late |
| <input type="checkbox"/> b. take a day off each week | <input type="checkbox"/> d. get to work on time every day |

2. Weber Cash Register Corporation

- | | |
|--|---|
| <input type="checkbox"/> a. has a short workweek | <input type="checkbox"/> c. expects people to work hard |
| <input type="checkbox"/> b. is always busy in June | <input type="checkbox"/> d. never pays overtime |

3. Workers on a four-day workweek at Weber

- | | |
|---|---|
| <input type="checkbox"/> a. work only in the winter | <input type="checkbox"/> c. have three-day weekends |
| <input type="checkbox"/> b. never get paid overtime | <input type="checkbox"/> d. are the best workers |

4. If you have to take a day off at Weber

- | | |
|--|--|
| <input type="checkbox"/> a. tell a friend or co-worker | <input type="checkbox"/> c. do it only in fall or winter |
| <input type="checkbox"/> b. talk to your team leader | <input type="checkbox"/> d. come in early the next day |

B. Discuss the Questions

1. Why does Diego tell Nasir about the man who was fired by the Weber Corporation for being late? Do you think workers often get fired for this reason? Why or why not?
2. Does your workplace offer overtime work? What are the advantages and disadvantages of overtime for workers? For companies?
3. Why do you think flex-time scheduling is popular with workers? Do you think it is good for companies? Why or why not?

Understanding Schedules

This is the master schedule for the Weber Corporation. Each letter stands for a team of workers. Scan the schedule for information to complete the sentences below.

| SHIFTS | Monday | Tuesday | Wednesday | Thursday | Friday |
|-------------------|--------|---------|-----------|----------|--------|
| 6 a.m. - 4 p.m. | A | A, B | A, B | A, B | B |
| 9 a.m. - 5 p.m. | C, D | C, D | C, D | C, D | C, D |
| 12 a.m. - 10 a.m. | E | E, F | E, F | E, F | F |
| 4 p.m. - 12 a.m. | G | G | G | G | G |

1. Nasir should try to join team _____ or _____ if he wants to have Saturday, Sunday, and Monday off.
2. Diego starts work at midnight. He works on team _____ or _____.
3. The 9 A.M. to 5 P.M. shifts work _____ days a week.
4. The 6 A.M. to 4 P.M. shifts work _____ days a week.
5. On Wednesday at 3 P.M., the four teams at work are _____, _____, _____, and _____.
6. A lot of work came in last Monday morning at 9 A.M. The shift supervisor asked members of team _____ to work overtime. They worked until noon.

Reading Announcements

A.

**Training Oppys. at Newfeld Industries
Sign up in Conners Hall**

Friday, 6/7
Talking to Your Teen:
What Teens Need to Know about Drugs
Rm. 3B, 5-7 p.m.

Monday, 7/12
Supervising Your Team:
Record Keeping; Rm. 3B, 3-5 p.m.

C.

Public Transit Commuters:
Monthly bus/train passes available
in rm. 014 daily from 6-10 a.m.

Call Tony (ext. 5998) for info.

E.

For Sale:

Must sell 1998 pickup truck.
Like new. 18K mi. \$12.5K/B.O.

Call Pete at ext. 211.

B.

**Discount Tickets
for the Marshall Circus.
August 15-25**

Adults: \$3.50 (Reg. \$5);
Seniors and Students 5-18 \$3. (Reg. \$4);
Children under 5: free.

Call Frieda at X4310

D.

**Dental Benefit Plan
now available through
Union Local 609.**

This union plan pays your
dentist directly.

You pay no out of pocket
costs for regular check-ups,
cleaning, and X-rays. Family
or individuals. Get forms from
the Local 609 office rep.
in rm. 019.

F.

For Rent:

Pretty cabin on Lake Bodman.
Sips. 6. Wkly: 7/1-7/28.

Discounted rates
to NI employees.

Call Rhonda ext. 992.

Tips

Reading a Bulletin Board

- Scan notices first to see what is posted.
- Carefully read notices that are important to you.
- Copy or take notes on information you can use.

Check Your Understanding

A. Review the Information

Check ✓ the letter of the announcement you would use in each situation.

| | Announcement | | | | | |
|---|--------------|---|---|---|---|---|
| | A | B | C | D | E | F |
| 1. You take the bus to work. | | | | | | |
| 2. You have a part-time job moving furniture. | | | | | | |
| 3. You just became the leader of a work team. | | | | | | |
| 4. You have a toothache. | | | | | | |
| 5. You want to swim and canoe on your vacation. | | | | | | |
| 6. There's drinking at your child's high school. | | | | | | |
| 7. Your family loves clowns and jugglers. | | | | | | |
| 8. You want to go on vacation with five friends. | | | | | | |
| 9. You need another vehicle, and you want a used one. | | | | | | |

B. Discuss the Questions

1. What announcements do you think were posted by the company?
Why do you think that?
2. What announcements are related to work? What announcements are more personal?
3. Which of the announcements would you be most interested in?
Why?
4. Why do you think people post personal announcements at work?
Why do you think companies allow this?

Understanding Abbreviations

Match each abbreviation to its meaning.

- | | |
|-----------------------|------------------------------------|
| _____ 1. oppys. | a. regular price of \$5 |
| _____ 2. wkly. | b. telephone extension number 211 |
| _____ 3. 18K mi. | c. \$12,500 or best offer |
| _____ 4. \$12.5K/B.O. | d. weekly |
| _____ 5. ext. 211 | e. opportunities |
| _____ 6. reg. \$5 | f. telephone extension number 4310 |
| _____ 7. X4310 | g. 18,000 miles |

Looking at Announcements

Do the announcements below refer to company or personal matters?

Check ✓ the correct answer.

Company Personal

- | | | |
|-------|-------|---|
| _____ | _____ | 1. Special Holiday Concert—Holmes Civic Center—Friday, 8:30 p.m.—\$5 donation requested |
| _____ | _____ | 2. Deadline to request change of work schedules: this Friday, October 10 |
| _____ | _____ | 3. Employee-of-the-Year Committee will meet Tues., Dec. 5 at noon in rm. 9. |
| _____ | _____ | 4. Raffle to support Elmwood High football—call Rita, X 987, for tickets |
| _____ | _____ | 5. For Sale: cellular phone/still in box. \$50—firm. see Dan |
| _____ | _____ | 6. Boiler Room 2 will be shut from 6 am to 10 am all week for maintenance. |
| _____ | _____ | 7. Revised Policy Manuals now available—Please pick up your copy at the Front Desk. |

Understanding a Job Posting

Here is a job posting at an unemployment office. Read the posting and answer the questions.

JOB OPENING

| | |
|-----------------------------|--|
| Admissions Assistant | Reports to: Head Admissions Clerk |
|-----------------------------|--|

1. Calls and checks insurance or Medicare information
2. Completes, checks, and connects patient ID bracelet
3. Completes patient information form and sets up patient folder
4. Brings patient to intake-floor administrative center
5. Transfers patient folder to intake floor clerk
 - Friendly, out-going personality, detail-oriented a plus
 - Some typing required, computer skills preferred
 - High School diploma or GED required

1. What kind of company posted this ad? _____

2. What kind of work does the position require?

3. What kind of worker is the company looking for?

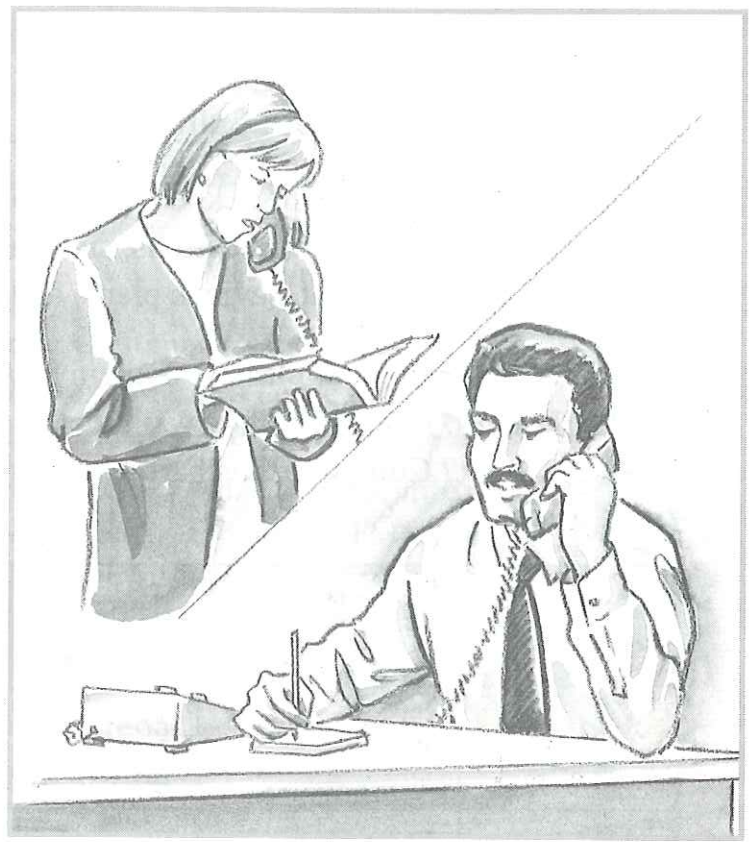
4. What qualifications are required?

5. What qualifications are desired? _____

Taking Telephone Messages

Objectives

- Learn how to take phone messages
- Give and ask for information politely
- Verify information in a message
- Use telephone message forms



Warm-Up

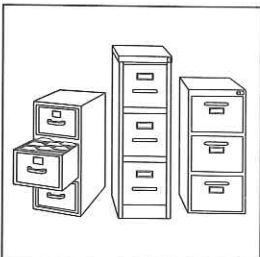
Talk about your experience.

- What kinds of messages do you take at home? At work?
- What things are difficult about taking a message?

Talk about the picture.

- What are the people in the picture doing?
- What do you think they are saying?

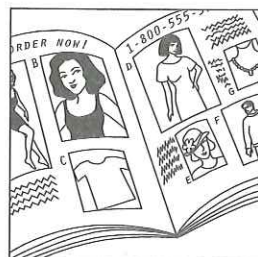
Key Words for Work



file cabinets



operator



catalog



office furniture

Taking a Message at Work

Suzanna Carlsen wants to order some office furniture by phone. She talks to two different operators at Master's Office Furniture.

Operator A: Hello.

Suzanna: Is this Master's Office Furniture?

Operator A: Yes, it is. Who do you want to talk to?

Suzanna: Well, I want to order file cabinets for PCI Stores. But I have questions about your catalog. Who should I speak to?

Operator A: Well, I guess you want Ms. Sherman in the Order Department. But she's in with the boss. That can take ages. Why don't you call back in an hour? No, wait. She'll go right to lunch. Call back at 1:30. She might be free then.

Operator B: Good morning. Master's Office Furniture. May I help you?

Suzanna: I have some questions about file cabinets in your catalog.

Operator B: You should talk to Ms. Rita Sherman. She's in a meeting right now. If you give me your name and number, I'll make sure she gets back to you as soon as she's free.

Suzanna: Thank you. Have her call Suzanna Carlsen at 311-8523.

Operator B: Call Suzanna Carlsen, C-A-R-L-S-E-N, at 311-8523.

Suzanna: Yes, that's right.

Operator B: May I ask what company you're calling for?

Suzanna: I'm with PCI Stores.

Operator B: Ms. Sherman will call you shortly. And thank you for calling Master's, Ms. Carlsen.

Tips

Taking Telephone Messages

- Give your name or your company's name right away.
- Record and verify important information in the message.
- Be polite and brief.
- Don't give personal information to the caller.

Check Your Understanding

A. Review the Information

Read the sentences and check ✓ the correct operator.

| | Operator | |
|---|----------|---|
| | A | B |
| 1. asks Suzanna to call back later | | |
| 2. identifies the name of the company | | |
| 3. verifies the spelling of Suzanna's last name | | |
| 4. asks for Suzanna's telephone number | | |
| 5. isn't sure when Suzanna can get help | | |
| 6. gives Suzanna too much information | | |
| 7. thanks Suzanna for calling | | |

B. Discuss the Questions

1. What is the difference between the way the two operators greet Suzanna? If you made these calls, what impression of Master's Office Furniture would you get from each operator?
2. What does Operator A offer to do? What does Operator B offer to do? Which operator is more helpful to the customer? Why?
3. How does Operator B make sure the message is accurate? How else does Operator B follow the Tips for taking telephone messages?
4. Which tips does Operator A *not* follow? What advice would you give that operator?
5. Do you ever take phone messages at work? What do you say when you answer the phone? Which Tips for taking telephone messages do you follow?

Taking Messages

A. Completing a Message Form

Use information from the second conversation on page 117 to complete the message form that Operator B leaves for Ms. Sherman.

| IMPORTANT MESSAGE | |
|------------------------|--------------------------|
| _____ | |
| TO: | _____ |
| FROM: | _____ |
| COMPANY: | _____ |
| PHONE: (_____) | _____ |
| _____ please call back | _____ returned your call |
| _____ URGENT | _____ will call back |
| MESSAGE: | _____ |
| _____ | |

B. Answering the Phone

Operator A is taking a call. Match each sentence to a better way to deal with a caller.

Operator A's Way

- _____ 1. Hi. Who do you want to talk to?
- _____ 2. Mr. Stevens is out sick today.
- _____ 3. Give me your phone number.
- _____ 4. What do you want?
- _____ 5. You can tell him that when you call back.

Better Way

- a. How can I help you?
- b. I'm sorry. That person is not available today.
- c. Would you like to leave a message?
- d. Could you give me your name and telephone number?
- e. Good morning. This is Master's Office Furniture.

UNIT 4 REVIEW

Use the words in the box to complete the sentences.

sick days
benefits
overtime

bulletin boards
reimbursement
qualifications

call in
schedule

memo
verify

1. The _____ at this company include a health plan and a dental plan.
2. Will you get paid _____ if you work on the weekend?
3. If your _____ and skills match the requirements for this job, you should apply for it.
4. I'd like to _____ your address. Please repeat it slowly.
5. It's important to _____ and notify your supervisor if you are sick and have to miss a day of work.
6. The _____ at company personnel offices or unemployment offices are good places to look for a job.
7. Can you change your work _____ if there's an emergency at home?
8. My company sends a _____ to all employees when there is going to be an important meeting.
9. You can use your _____ if you have to stay home and take care of a sick child.
10. You will get a _____ for expenses when the company requires you to take a business trip.