

Talking with a Supervisor #1

Conversation:

A: Hello, is this Mr. Roberts?

B. Yes, it is.

A: This is _____. I'm sorry but _____.

B: _____.

A: Thank you.

1. A: I can't come in today. I'm really sick.

B: I hope you feel better.

2. A: I'll be late this morning. I had a car accident.

B: Oh, I'm sorry. I hope we'll see you later.

3. A: I have to miss work tonight. My daughter is in the hospital.

B: That's terrible. I hope she's ok.

4. A: I can't work today. I sprained my ankle.

B: That's too bad. Take it easy.

5. A: I'll be late today. I missed the bus.

B: Ok. We'll see you when you get here.

Talking with a Supervisor #2

Conversation:

A: Ms. Garcia, can I talk to you for a minute?

B. Sure, what is it?

A: I usually have Mondays off, but can I have _____ off this week?

B: Is it important?

A: Yes, _____.

B: Ok. _____

A: Thank you. I appreciate it.

1. A: Tuesday

A: I have a doctor's appointment.

B: I'll see what I can do.

2. A: Thursday

A: my daughter is visiting.

B: I'll try

3. A: Friday

A: I have to go out of town.

B: I'll work something out.

4. A: Saturday

A: I'm going to a wedding.

B: I think I can arrange that.

5. A: Wednesday

A: I have an appointment.

B: We'll figure something out.

Making Suggestions to your Supervisor

Conversation:

A: Excuse me, Ms. Johnson.

B: Yes?

A: May I offer a suggestion?

B: Yes, please.

A: I think _____.

B: I see. Why do you suggest that?

A: Well, it seems to me that _____.

B: Hmm. You might be right. Thanks for the suggestion. I'll think about it.

1. A: we should have a computer with internet in the break room.

A: many employees need to check their work email.

2. A: we should move the newspapers to the front of the store.

A: many customers can't find them

3. A: we should have an English class at work.

A: many employees need to learn more English.

4. A: we should have a meeting about the new health insurance.

A: many employees don't understand it.

5. A: _____.

A: _____.

6. A: _____.

A: _____.

7. A: _____.

A: _____.

Communication Behaviors

Review these vocabulary words from yesterday. Can you think of more examples for some of the words?

WORD	DEFINITION	EXAMPLE
Interrupt	Say or do something that stops someone when they are saying or doing something else.	<i>She always interrupts me. She talks when I am talking!</i>
Compliment	Say something nice to someone about what they have done, how they look.	<i>You always have perfect attendance!</i> <i>I like your shirt.</i>
Request	Ask for something.	<i>Can you help me find my phone?</i>
Criticize	Say something or someone is bad, wrong	<i>You are being rude!</i>
Express appreciation	Say thanks	<i>I appreciated your help when I was moving last week.</i>
Understand	Know what somebody or something means	<i>I see what you mean.</i>
Suggestion	An idea that you give to someone. Advice.	<i>You should try looking online for jobs.</i> <i>You could try Tylenol for your cold.</i>
Feedback	Good or bad comments that you give to make something better	<i>If you write more clearly, your coworkers will be able to read it.</i>
Regret	Feeling sorry that you did something or didn't do something	<i>I wish I had eaten breakfast this morning.</i>
Offer	Give something, give somebody a choice	<i>Would you like a ride?</i>

Scavenger Hunt:

A game where players have a list of things they need to find. Find as many of the things on the list as you can.

Plans and Goals:

Personal Goals

become a U.S. Citizen
get married
buy a house
be a good parent
be a good citizen

Educational Goals

get good grades
get vocational training
graduate from college
get a GED
learn something new

Work Goals

get a job
get a raise
get a promotion
start a business
win an award

Steps to reach a goal

go back to school
learn to use a computer
vote
spend time with my children

take a business course
take a writing course
do volunteer work

save money
learn more English
read to my children

Conversation:

A: What is your goal?

B: My goal is to _____, so I'm going to _____. How about you?

A: My goal is to _____, so I'm going to _____.

B: That's great! Good luck!

- B: get a good job.....study English
A: buy a house.....save money
- B: start my own business.....take a writing course
A: get a raise.....learn to use a computer
- B: be a good parent.....read to my children
A: be a good citizen.....do volunteer work
- B: start my own business.....take a business course
A: get a promotion.....go back to school
- B: be a good citizen.....vote
A: graduate from college.....learn to use a computer
- B: become a U.S. citizen.....study for the test
A: be a good parent.....spend time with my children

Job Qualities

Positions

office manager
office worker
designer
bookkeeper
salesperson
supervisor
cashier
mechanic
prep cook
cleaner

Adjectives

late
on time
punctual
organized
disorganized
good with people
hardworking
lazy
bad attitude
positive attitude

friendly
helpful

Conversation:

A: Who will get the job as the new _____?

B: I think _____ will get the job. He's / She's _____.

A: Yes, and he / she _____.

1. A: bookkeeper

B: Jon.....organized

A: is always on time

2. A: office manager

B: Ben.....hardworking

A: has a good attitude

3. A: supervisor

B: Tim.....never late

A: is good with people

4. A: salesperson

B: Ken.....good with people

A: is very organized

5. A: cashier

B: Maria.....friendly

A: is always punctual

6. A: prep cook

B: Julia.....hardworking

A: is very helpful

7. A: mechanic

B: Barbara.....organized

A: has a positive attitude