

Course: Business English

Level 1

Day №27

Getting Help

Showing someone how to do things



What did people show you how to do when you joined your company?

What was new to you?

Language focus

Put the computer instructions in the correct order to answer the question:
How do I perform a simple calculation on my computer?

- a enter
- b click on Calculator
- c click =
- d select Programs and point to Accessories
- e click + to add, - to subtract, * to multiply, or / to divide
- f enter the second number
- g click on the Start button

Listen to someone give the instructions, check your answers.



Part A Listening

To perform a simple calculation, first click on the Start button. Then select Programs and point to *Accessories*. Next click on Calculator. Enter the first number and then click **plus** (+) to add, **minus** (-) to subtract, **star** (*) to multiply or **slash** (/) to divide. Next enter the second number. Finally click **equals** (=).

1

A: Excuse me but could you show me how to use an ATM please?

B: Of course. First insert your card in the slot. Then enter your pin number. Next select 'Withdrawal' and Enter the amount. Wait. Take your money. Finally, take your card and receipt.

A: Thank you.

B: You're welcome.

2

A: Could you show mw how to use the fax machine please?

B: Sure. First put the document in the machine face down. Then enter the fax number you want. Next, press the start button. The machine will dial automatically. Wait until the document is finished going through the machine. Finally you can print out a report.

A: Easy. Thank you.

B: Sure.

Language File

The Imperative

The Imperative was first looked at in Unit 8 to give directions. The Imperative is also used in this unit to explain how to do things. Don't forget, it's okay to leave out the subject when giving instructions.

Example:

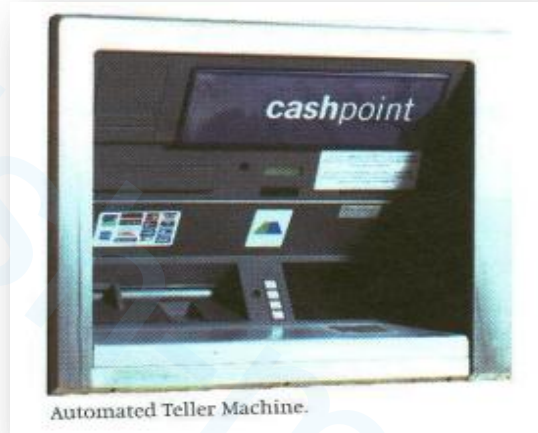
You enter your PIN* number.

You put the document face down.

*PIN Personal Identification Number



PERSON A: Listen to PERSON B tell you how to use an ATM. Make notes as you listen.



PERSON B: Discuss the instructions on how to send a fax.



Useful language

Vocabulary	Verbs
face-up	wait
document	enter
number	press
start button	print
until finished	take
the log	put

Theme: Talking about problems



Who do you talk to when you have a problem at work?
Do people ask you for help?

Language focus

Read about four of the employees at Aikon Ltd.

Sarah Wurz is the office Manager. She's in charge of all the clerical staff. She is also responsible for organizing office maintenance and ordering office supplies and furniture. She is very friendly and easy to talk to.

Problem: *My friends are going on a vacation next month and I want to go with them.*

Jane Lee is the Marketing Manager. She is in charge of the sales representatives and the publicity department. She is always busy and she is difficult to get hold of. She has a lot of meetings and she is often out of the office with clients.

Problem: *I need to know how much we can spend on advertising.*

James Grant is the computer technician. He looks after all the office PCs and maintains the network. Most of his time is spent looking after the warehouse stock computers. He's young and very popular with all the employees.

Problem: *My email doesn't work.*

George Walker is the Warehouse Manager. He supervises the stock levels in the warehouse. He also arranges all the orders to be sent to the customers. It is always busy in the warehouse and George has many employees working for him.

Problem: *My department's telephone bill is very high.*

Look at the statements below. Which employee at Aikon Ltd. should each person talk to?
Use the verbs below to help you.

ask

tell

go and see

talk to

Who should I talk to?

I need to know last month's sales figures. *Example: You should ask Jane Lee.*

I can't finish my sales report by Friday.

I want a new chair in my office

A customer told me his orders are always delivered late.

My email doesn't work.

I need some samples to show to customers.

I need to know how much we can spend on advertising.

4 Communication activity

A new employee has just arrived in your office.
Think of five problems he/she might have on the first day.
Write your ideas below.

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____

***Thank you for
today!***

***I'm looking forward to
seeing you again!***