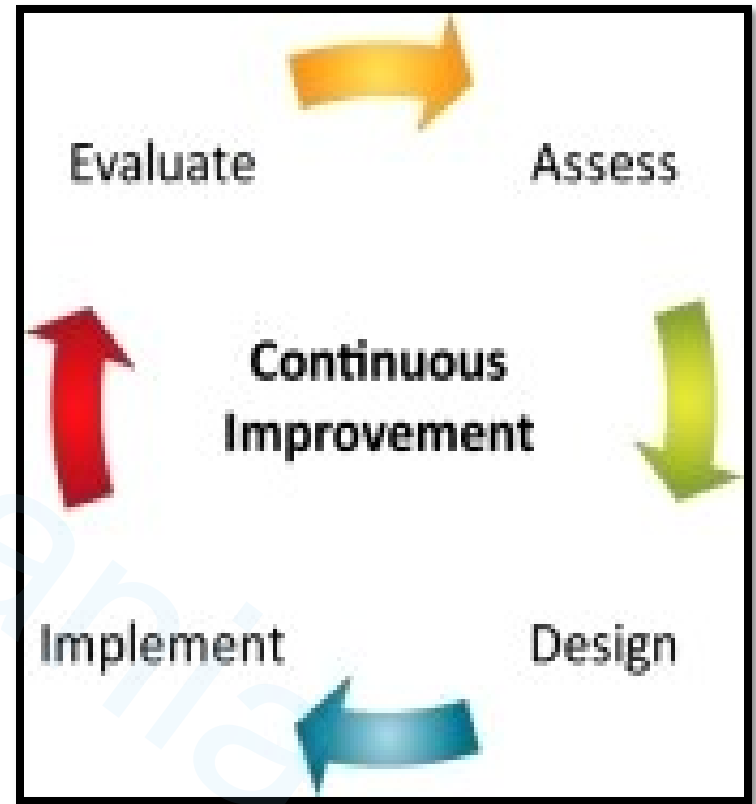
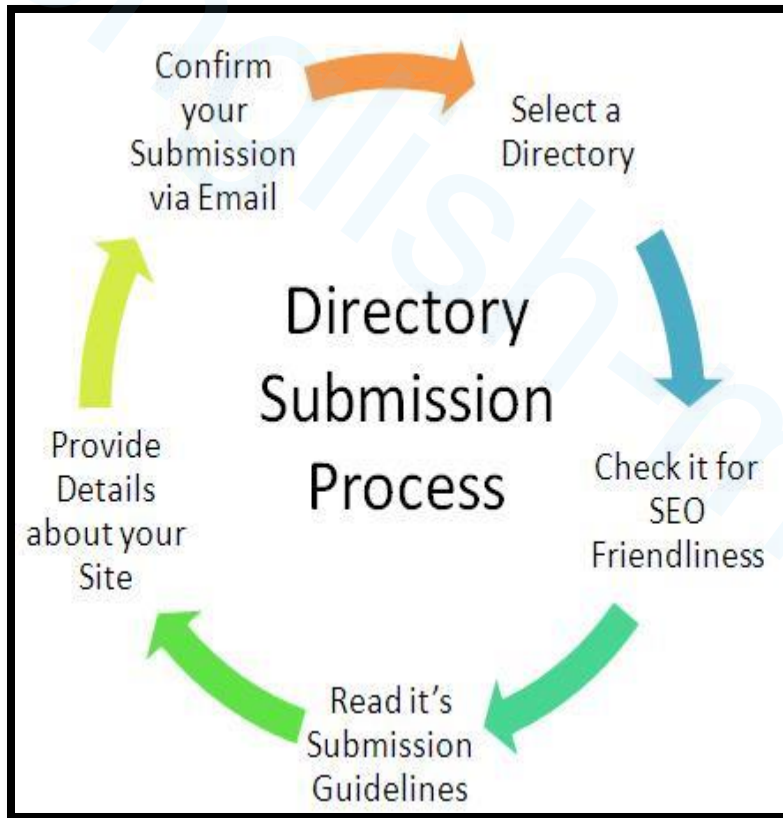


Course: Business English

Level 2

Day №7



- ❖ Compare the two procedures?
- ❖ Which is easier to understand?

Reading Activity

Read the dialogue then answer the context questions.

HR MANAGER: I'd like to ask you about your job and what training you got when you started. Is that OK?

EMPLOYEE: Yeah, sure.

HR MANAGER: What are your responsibilities?

EMPLOYEE: Well... my main job is to answer the phone.

HR MANAGER: I see. Did you receive any training?

EMPLOYEE: Sure. The company told me what I should say when I answer the phone. I also got trained answering the phone in English.

HR MANAGER: Good. What else do you do?

EMPLOYEE: I take customer orders. I need training for this because the procedures are quite complicated. I also do filing. I didn't need training for this; it's very simple, but very boring!

a. Check (✓) employee's responsibilities at work.

	Responsibilities	Received training for
1. take customer orders		
2. write reports		
3. answer the telephone		
4. lock up the office at night		
5. filing		

b. What are his responsibilities at work? Did he need training?

Reading Activity

- Read the instructions for a travel agent's booking procedure. Fill in the blanks with words/phrases from the box. Some of the words/phrases are used more than once.

after before if as soon as when

When a customer calls, you must get the flight details and their name and number. _____ you check the flight availability, ask the customer if they have a preferred airline. _____ the flight is available, ask the customer if they want to make a reservation. _____ the flight is unavailable, suggest alternatives. _____ the reservation is made, ask the customer when the tickets should be issued. _____ the tickets have been issued, the customer should make payment. Ask the customer how they would like to pay. _____ the customer wants to pay by credit card, ask them to fax the details. _____ payment is by cash or check, the customer must make arrangements to bring it to the office. _____ payment is made, the customer can collect the ticket.

Picture story

Prepare a procedure for writing sales reports

1. Number the pictures in correct order
2. Then match them with the correct expressions inside the box.
3. Add these: *after*, *when*, *as soon as*, and *before to* while explaining the correct procedure.



- After you have collected all the information you need, type your report
- The report must be submitted before the 12th of each month.
- As soon as you finished, please fax the report to me.
- When you're writing your report, please include monthly sales figures



What type of technology do you use at work?

Is it difficult to understand?

Do you need special training to understand it better?

If you were given the chance to change a system or procedure, what would it be?

Decide if each of the following is a complete sentence (C) or only part of sentence (P).

1. Before I call a customer. I prepare what I will say.
2. If the telephone rings and there is no one to answer it.
3. I always respond to the customer with a phone call as soon as a new order is faxed.
4. If I don't receive the sales figures, I can't write my report.
5. After I've completed the filing and distributed the memos.
6. If you send your email but it is not received.

Writing Activity

Think of a procedure in your job and write an outline on the board.

Then, propose some changes to make it better.

Finally, discuss the new procedure with your teacher.

Use the words/phrases in the box.

as soon as
after
before
when
if



***Thank you for
today!***

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