

Name: \_\_\_\_\_

**Lee C.E.L.L.  
Beginner 2  
Week 6 Handout**

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**Starter questions:**

**Would you rather....**

1. Fill out paperwork or make phone calls?
2. Cook food or wait tables
3. Work in a factory or construction site?
4. Work for a small company or a large company?
5. Have a terrible boss but a great job, or a great boss but a terrible job?
6. Work an extra hour and get more breaks, or have no breaks but leave an hour early?

**Describe the Picture:** \_\_\_\_\_

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**Listening Practice:**

Maria had been a \_\_\_\_\_ for many years. She really liked her job. She worked in a large office that sold insurance \_\_\_\_\_. People called her when they needed to reach their agent or had \_\_\_\_\_ questions about insurance. She tried her best to be \_\_\_\_\_ despite when customers were rude to her. They would often be \_\_\_\_\_ with her about things that were out of her control. Often, her \_\_\_\_\_ would come talk to her about their weekend plans. Her friend John was going to the beach this weekend. Maria was very \_\_\_\_\_ because she had to work but she was happy for her friend John.

Word Bank			
Secretary	general	policies	
polite	upset	coworkers	jealous

**Comprehension Questions:**

1. Does Maria like her job?
2. What is her friend John doing this weekend?
3. How did Maria feel about John's beach trip?

**Discussion Questions:**

1. How would you feel if you had to work while your friend got to go to the beach?
2. Would you want to do Maria's job?
3. How would you feel if customers were rude to you?

**Workplace Conversations**

**Instructions:** Listen to Jordan and Ellie as they model the conversations below. Then, get with a partner and choose one of the conversation starters to make your workplace conversation.

Manager to Employee:

**Employee:** Hello, could I speak with you for a moment, please?

**Manager:** Yes--What do you need?

**Employee:** I would like to request some time off from work this May. My family is going on vacation.

**Manager:** Thank you for letting me know so early, I'll see what I can do, but I can't make any promises.

**Employee.** Thank you!

Employee to Employee:

**A:** Hey, I've got to step out for a minute to talk to the manager, could you cover my station while I'm gone?

**B:** Sure thing, how long do you think it will be?

**A:** I shouldn't be gone for more than 10 minutes.

**B:** Alright, just come back as soon as you can, I won't be able to keep up for long with you gone.

**A:** I will. Thanks!

Employee to Customer:

**E:** Hi, Welcome to Ellie's Electronics, how may I help you today?

**C:** Hi, I'm looking for some new headphones, where could I find those?

**E:** They're over in the back, next to the Cell Phone accessories.

**C:** Thank you for your help!

**E:** Any time, let me know if you need anything

<b>Conversation Starters</b>		
Employee/Manager	Employee/Employee	Employee/Customer
<ul style="list-style-type: none"> <li>• Asking for time off</li> <li>• Asking for a raise</li> </ul>	<ul style="list-style-type: none"> <li>• Addressing a problematic Coworker</li> <li>• Asking someone to cover your shift.</li> <li>• Asking for help with a task</li> </ul>	<ul style="list-style-type: none"> <li>• Ordering food at a restaurant</li> <li>• Checking out while shopping</li> <li>• Helping a customer find something.</li> </ul>